



Email – [support@axxya.com](mailto:support@axxya.com)

Help - Center --

<https://nutritionistpro.freshdesk.com/support/home/>

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## Steps to fix the “Product is not properly licensed” issue on desktop software

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Nutritionist Pro™ application needs both the registry license key and the database that also stores the key to match, if that does not happen this error is shown, and the application is exited. There are a few reasons for why this might be happening. Review the reasons below, once you isolate which one applies to you follow those steps to resolve the issue. If the steps do not resolve the issue, please contact us, inform our team which situation applies to you and we will be happy to help you. 4 situations that can cause this problem:

- Situation 1 -- Admin can access the application, but the user cannot.
- Situation 2 -- You are the user and don't have admin rights.
- Situation 3 – The License key is under Virtual Store.
- Situation 4 -- You moved the application from one computer to the next.

### Situation 1 -- Admin can access the application, but the user cannot

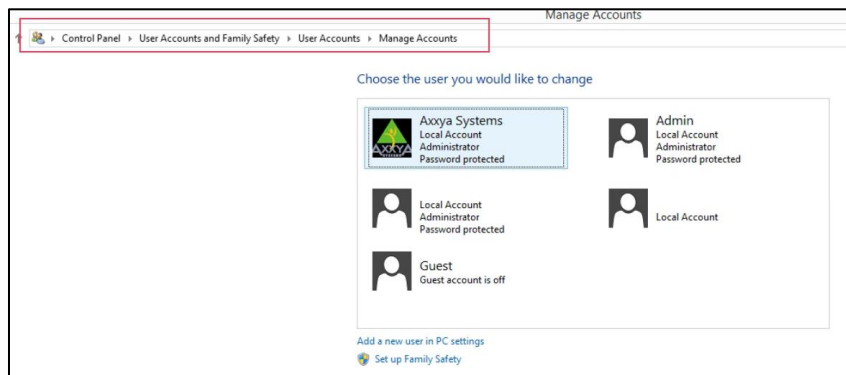
- In this situation you as the Admin of the machine are able to license and access the software without issues but when you log off and the user logs in they are not able to access the application they see this error message and the application exits.
- This might be happening perhaps because based on your GPO (Group Policy Object) when you imaged the OS you have stated that the users should not be able to license the application. Or perhaps you have a restricted user access setup.
- For this application to work we will temporarily need you to give rights to the user just during the license process.
  - Add them to the local admin group,
  - [Clear out the older key from the database steps here](#)
  - [And remove it from the registry steps here](#)
  - License with their user account
  - Check if the user can login

- Have them save a quick test item (like a quick food) to see if they can save to the database without any restrictions (optional step but recommended to assure user has all the rights they need)
- Then remove them from the local admin group
- Have them login again and see if they can edit the test item they saved (optional but recommended to be sure there are no other restrictions preventing the user from using the application)
- [license steps see the last section of this document](#) this is needed after you perform the above steps.

## Situation 2 -- You are the user and don't have admin rights

- If you are the user, you might not have rights to license your application. To check if you have rights pull up your control panel and go to UAC (user accounts) and see what your username says for Manage Accounts. See picture below. If you don't have local rights then please contact your IT to help resolve this issue

Figure 1 – if your username says Administrator you should have the correct rights

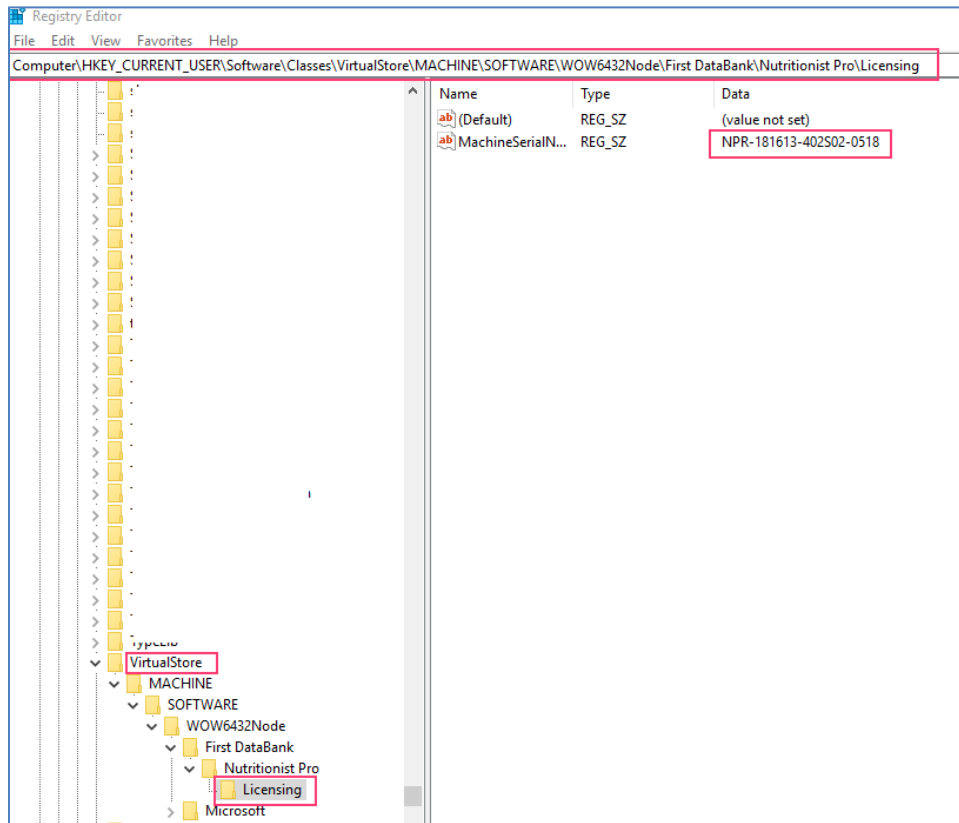


- If you are the administrator of the machine you can follow the same steps below that your IT should. If you don't have the rights, then ask your IT to follow the steps below.
  - [Clear out the older key from the database steps here](#)
  - [And remove it from the registry steps here](#)
  - [license steps see the last section of this document](#)
  - Have the user login and see if they can access the application and if they can save a quick test item (a quick food) to make sure user has all rights they need.

### Situation 3 – The License key is under Virtual Store.

- Please check your reg edit section and see if the key is perhaps saved under the Virtual Store. This can happen if you did not right click and select Run as Administrator which is an important step when licensing the application. To remove the key follow the steps below.
- Go to the RegEdit part on your computer. Next look for HKEY CURRENT USER/Software/Classes/VirtualStore/Machine/Software/WOW6432Node/FirstDataBank/NutritionistPro/Licensing.
  - Delete the folder -- Licensing see pic below.

Figure 2 – check regedit and find this path and delete the License folder under Nutritionist Pro.



- Next Please follow these steps to finish and then license the application correctly.
  - [Clear out the older key from the database steps here](#)
  - [license steps see the last section of this document](#)

### Situation 4 -- You moved the application from one computer to the next

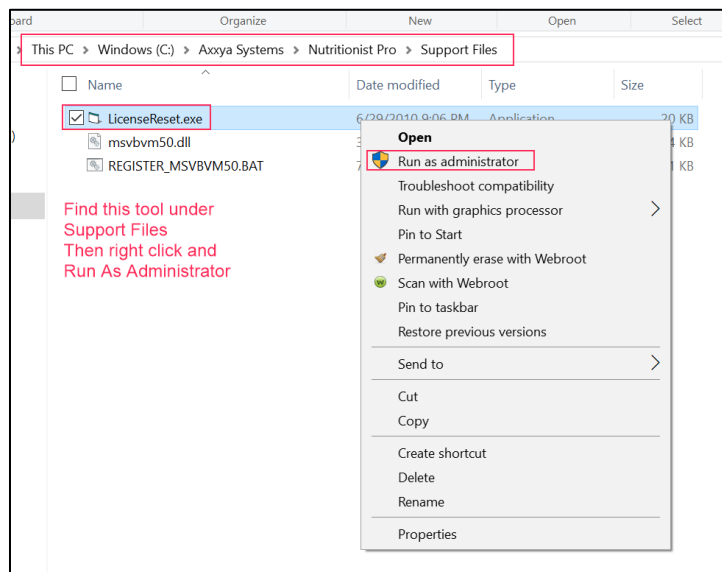
- If you pasted a database from another computer, you now have to clear that key out and insert the new key for this machine, steps to follow are
- Make sure you have the correct rights. If you are not sure refer to above cases if needed. Next

- [Clear out the older key from the database steps here](#)
- [And remove it from the registry steps here](#)
- Sometimes a data update might be needed if the version you have was older than the install on this machine [if so see steps here](#)
- [license steps see the last section of this document](#)

## Steps for --- Clean the older license from the database

1. To clean out the license that is in the database follow these steps.
  - a. Close all the Nutritionist Pro windows if any are open.
    - i. Go to C/Axya Systems/Nutritionist Pro/Support Files. In this folder you will see a licensereset.exe.
    - ii. **Right click and run it as Administrator and open the license reset utility.**
    - iii. Click the button "Reset License Data". See image below.

Figure 2 run license reset tool properly



## Steps for --- Clean out the registry

1. Based on your situation you might have keys stuck in main registry, virtual store and/or the users registry profile.
2. See this picture below and look for registry keys for the license folder of Nutritionist Pro delete the license folder when you find it

Figure 3 -- registry key license folder delete

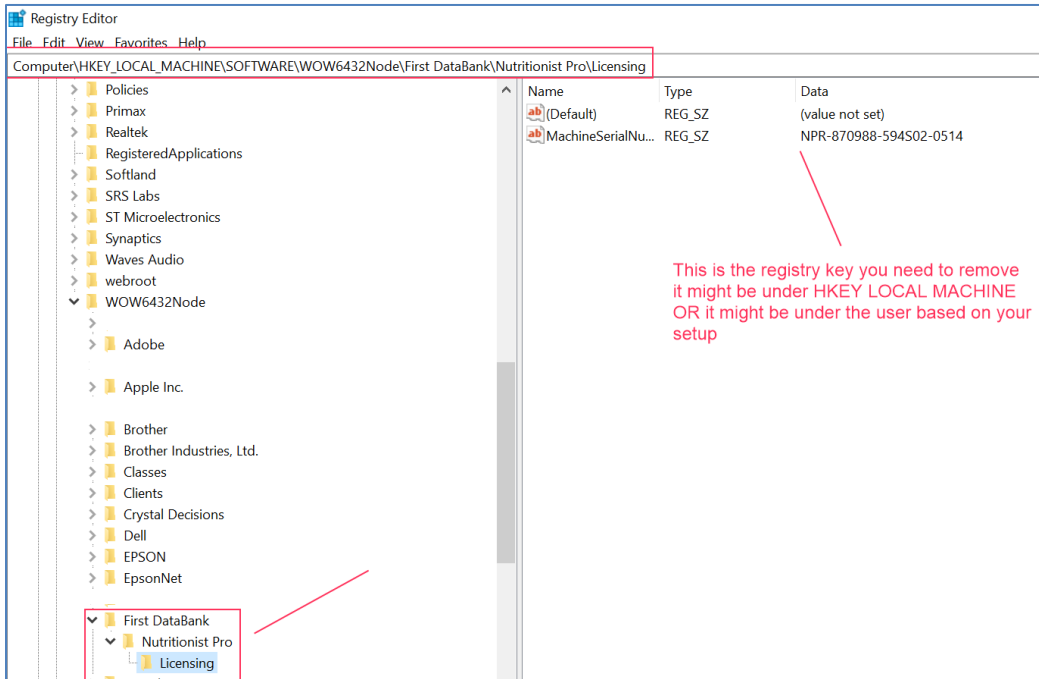
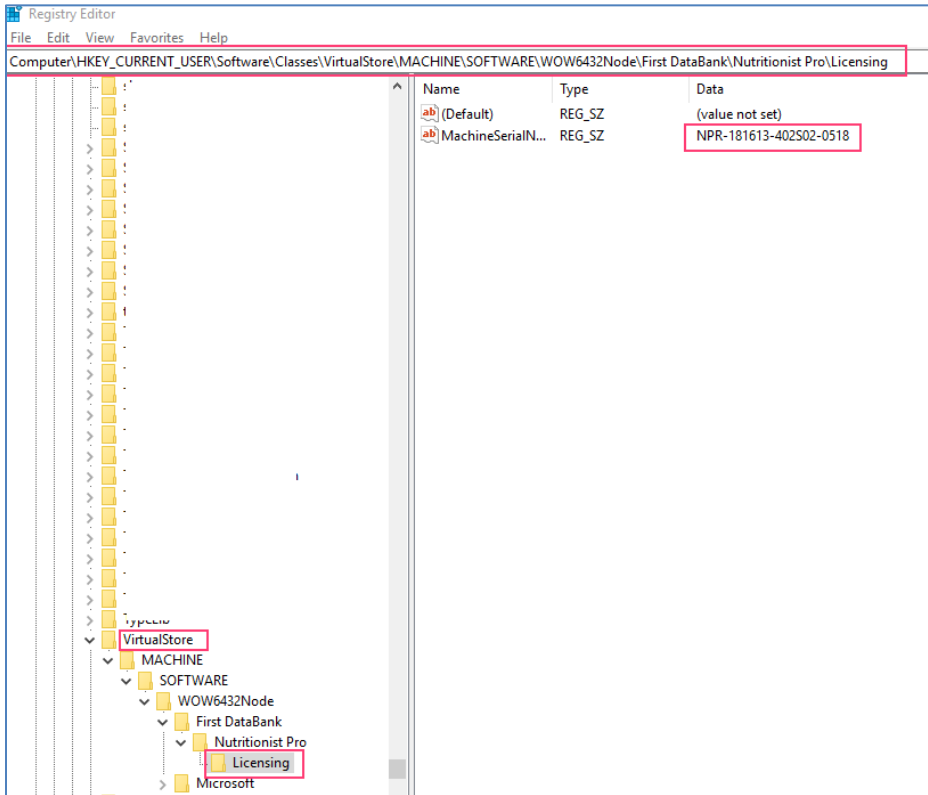


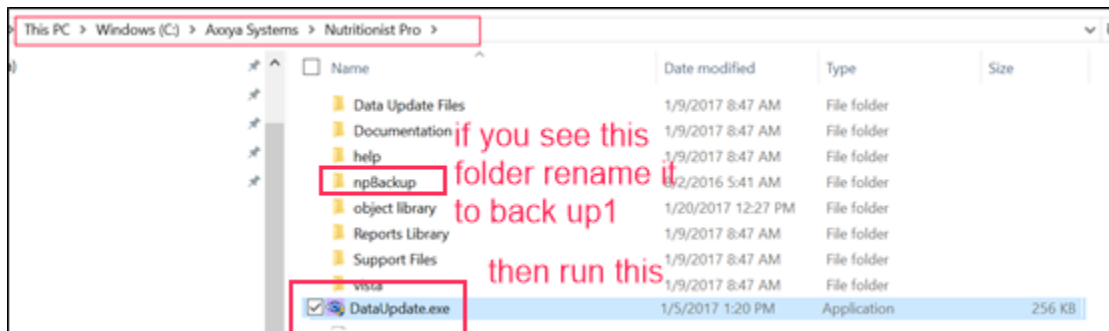
Figure 4 also look to see if its under virtual store to find your key



## If Data Update is needed – Only follow if it applies to you.

- When you try to launch the software it says data needs to be updated see picture below.
- 1. check the install path of where the software is installed and you will see a folder called npback folder rename it to **back up1**
  - i. If you don't see the npback folder in the install path you can skip this step BUT important to check if there is one you must rename it
- 2. Then launch the data update exe.
  - i. You will a message saying I cannot find the npback up folder say ok
  - ii. Then it will say you have 30 days to license say ok
  - iii. Then data update will start.
  - iv. Let it finish
  - v. Now follow the steps for licensing see below

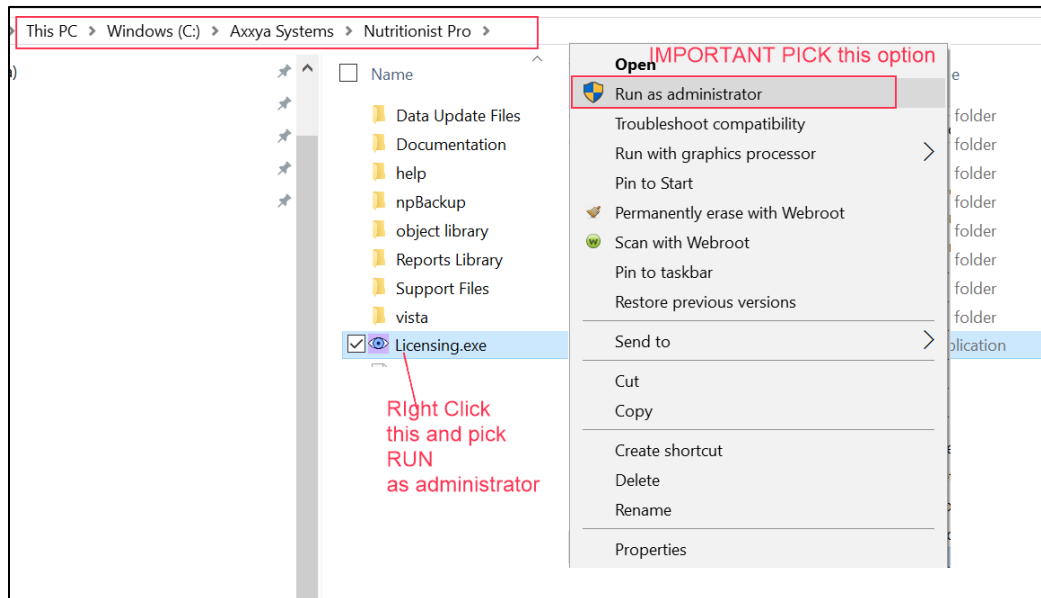
Figure 5 if Data update is needed then do this if not skip it



## LICENSING STEPS: STANDALONE VERSION:

1. Make sure the program is closed no other windows are open
2. Access Start/All Programs/Axya Systems/. **VERY IMPORTANT** RIGHT CLICK ON Nutritionist Pro Product Licensing AND SELECT "Run As Administrator." SEE IMAGE BELOW ON HOW TO FOLLOW THIS STEP. You will see a licensing window with a serial #. This is a very important step and must be followed as described EVEN if you are admin to the machine please still right click and run as admin

Figure 6 how to license the app



3. Once you've accessed the Nutritionist Pro Product Licensing Window, you will be provided with a serial number.
4. You can either email or call us with the serial number to get the license key. [Link for Contact info for Axya](#)
5. **NOTE\*\*\*IT IS IMPORTANT TO KEEP THE SCREEN OPEN UNTIL THE LICENSE KEY IS ENTERED AS THE SERIAL NUMBER CHANGES EVERY TIME THE SCREEN IS CLOSED\*\*\*** If this step is not followed as directed you may have to repeat this process from the beginning.
6. Once support as provided you with the license key, enter it into the box.
7. Press the "License" button. Underneath the license button you will see "Modules licensed..." followed by a list of the modules you purchased.
8. Close the "Licensing" screen
9. Launch Nutritionist Pro from the desktop's shortcut and you are ready to begin use!