



REPUTE FAQ

HOW TO RESOLVE 'REASSURANCE EXPIRED' MESSAGES

This FAQ explains how you can resolve the following error message:

This version of Repute (v2.5.x) was released on 20xx-xxx-xx, after your ReAssurance expired (on 20xx-xxx-xx). Please install an earlier release of Repute or contact Geocentrix to renew your ReAssurance. This program has been disabled.

1. If Geocentrix has supplied you with a licence that expires after the date in the error message, open Repute and select the Licence > Licence Registration button
2. Click on the Import... button and navigate to the location where you saved the licence
3. Select the licence file (Repute2.lic) and click Open
4. The Licence Registration box will display the "valid until date" for your licence
5. If everything is correct, the box will display two green ticks. If not, please send a screenshot to Geocentrix Technical Support
6. Click OK to save your new licence
7. Close and then re-open Repute.
8. The program should read your new licence and be fully enabled. If you get the same error message as before, then continue reading...
9. The most common cause for the repeated display of this message is that the program has been prevented from saving Repute2.lic to your computer, owing to incorrect permissions being set
10. Ask your IT department to change the permissions for the following folder, so that the user (and therefore Repute) can read and write to that folder:

C:\ProgramFiles\Geocentrix\Repute\2.5

11. The folder C:\ProgramFiles is where Microsoft recommends that programs store data needed for them to function properly. For Repute, that includes your personal choice of program settings (Repute2.cfg), its most-recently-used files list (MRU.ini), logs needed for potential troubleshooting (Repute2.log), data that is displayed in the program's Stockyard (Materials and Sections), and temporary files (Temp).
12. To safeguard against Repute's version number changing or you installing a different Geocentrix program onto the same computer, please give the program read and write permissions to:

C:\ProgramFiles\Geocentrix

If you need further help, please contact Geocentrix Technical Support (email address below).