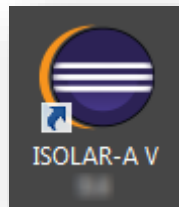


ISOLAR-A not starting - GUI does not show up



Question

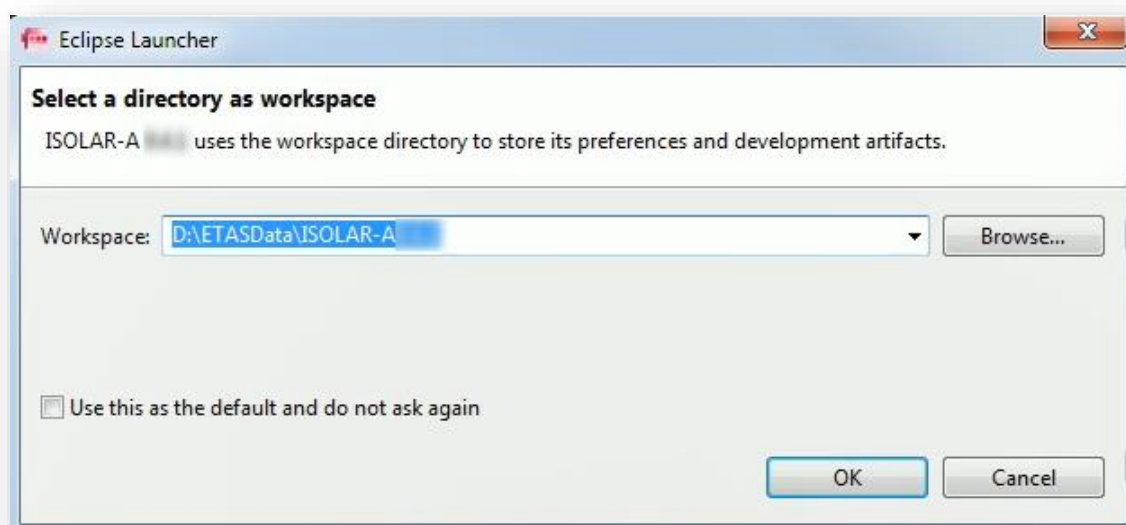
- How to start ISOLAR-A?
- Is there a graphical user interface available for ISOLAR-A?
- On desktop I double click on ISOLAR-A icon



- For a few seconds a "splash" screen is displayed:



- In dialog **Eclipse Launcher** → Click **OK** button

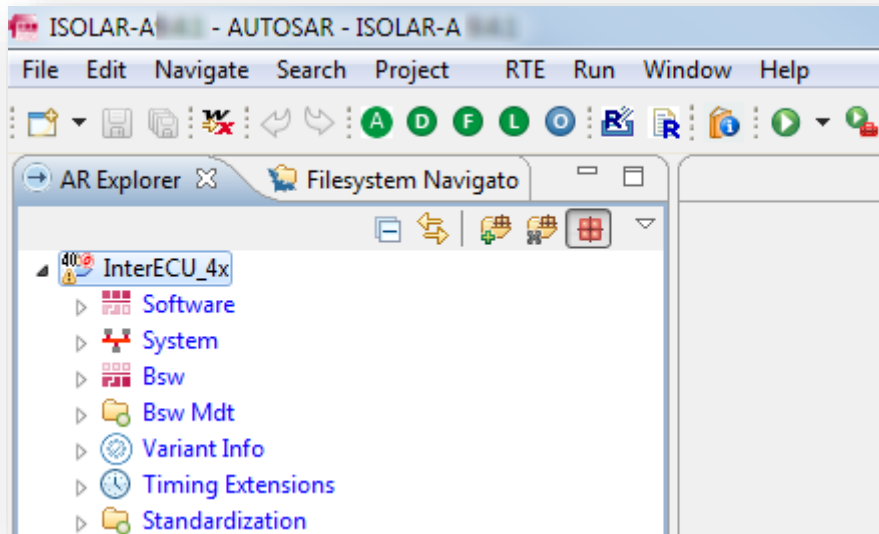


- Splash screen shows up again



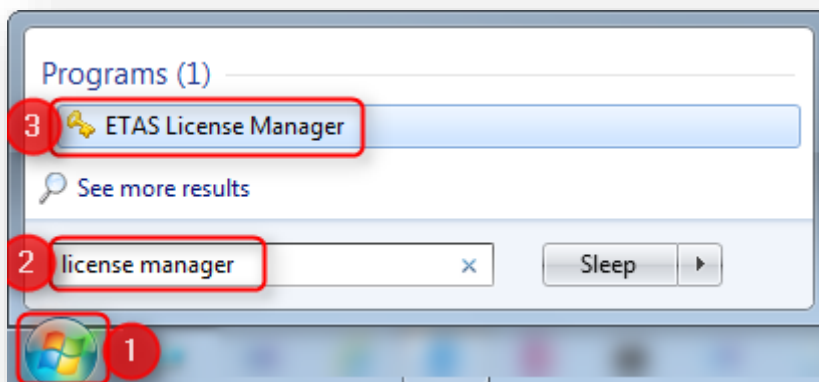
- After several seconds, this screen disappears
 - And nothing more happens
 - There is no warning or error message or something else displayed on the screen
 - ISOLAR-A just finished

- Expected behavior:
 - After the splash screen, the ISOLAR-A GUI should be displayed:



Answer

- Check if there is a valid license
 - In Windows → **Start** menu → **Search** field: Type **License Manager** → Hit RETURN key → Under **Programs**: Click on **ETAS License Manager**



- In **ETAS License Manager** → Menu bar → **Tools** → **Refresh all licenses**

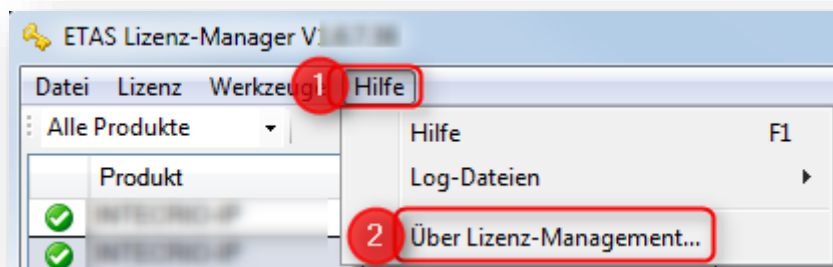


- In **ETAS License Manager** → Column **Product** → **ISOLAR-A** → Row **Status**

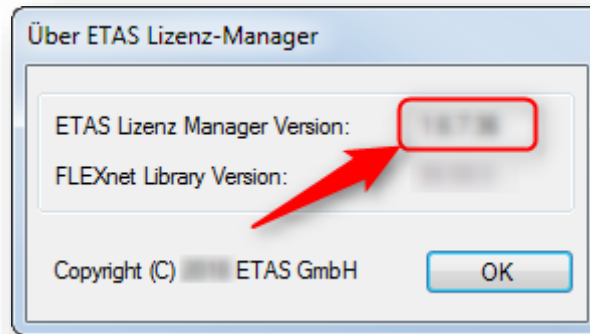
A screenshot of the ETAS License Manager application window showing a table of licenses. A red arrow points to the 'Status' column of the 'ISOLAR-A' row. The table has the following data:

Product	Feature	Status	Feature Version	Source	Expiration Date	Remaining Days
EBI-V	EBI_V	Installed		Local		
ISOLAR-A	ISOLAR_A	Not Available		Not Available	Not Available	
ISOLAR-A	ISOLAR_A_BCT	Not Available		Not Available		
ISOLAR-A	ISOLAR_A_ECUEXTR	Not Available		Not Available		
ISOLAR-EVE	ISOLAR_EVE	Installed		Local		
ISOLAR-EVE	ISOLAR_EVE_TF	Installed		Local		

- **Not Available:** This is the reason why ISOLAR-A GUI does not start
- Make sure that you have a current version of ETAS License Manager installed
- In **ETAS License Manager** → Menu bar → **Help** → **About...**



- Take a **screenshot** of the dialog that contains the precise version number



- Send the screenshot to ETAS support → Ask for download link to current version of ETAS License Manager
- Provide a valid license
- Instructions are available in **ETAS License Manager** → Menu bar → **Help** → **Help**
- In **ETAS License Manager** → Menu bar → **Tools** → **Refresh all licenses**



- Valid license is available now:

Produkt	Feature	Status	Feature Version	Quelle	Ablaufdatum	Verbleibende Tage
INTECRIO-IP	INT_UCC_PC	installiert		Server	Permanent	
INTECRIO-IP	INT_UCC_RTPRO-PC	installiert		Server	Permanent	
INTECRIO-IP	LD_RT-OS_VRTA_SC34	installiert		Server	Permanent	
ISOLAR-EVE	LD_RT-OS_VRTA_SC34	installiert		Server	Permanent	
ISOLAR-A	ISOLAR_A	installiert		Server	Permanent	
ISOLAR-AB	ISOLAR_A	installiert		Server	Permanent	
ISOLAR-A	ISOLAR_A_BCT	installiert		Server	Permanent	
ISOLAR-A	ISOLAR_A_ECUEXTR	installiert		Server	Permanent	
ISOLAR-AB	ISOLAR_A_ECUEXTR	installiert		Server	Permanent	
ISOLAR-A	ISOLAR_A_SDK_AG	installiert		Server	Permanent	
ISOLAR-EVE	ISOLAR_A_SDK_AG	installiert		Server	Permanent	
ISOLAR-A	ISOLAR_A_SDK_CF	installiert		Server	Permanent	
ISOLAR-EVE	ISOLAR_A_SDK_CF	installiert		Server	Permanent	
ISOLAR-AB	ISOLAR_B	installiert		Server	Permanent	
ISOLAR-EVE	ISOLAR_EVE	installiert		Server	Permanent	
ISOLAR-EVE	ISOLAR_EVE_TF	installiert		Server	Permanent	
ISOLAR-EVE	LD_RT-OS_VRTAUX_SC34	installiert		Server	Permanent	
ISOLAR-EVE	LD_RT-RTE4.0	installiert		Server	Permanent	



Do you still have questions?

- You will find **further FAQ articles** on the ETAS homepage: www.etas.com/en/faq
- Movies** corresponding to FAQ articles can be found on the [ETAS YouTube channel](#) as well
- Please feel free to contact our Support Center, if you have further questions.
- Here you can find all information: <http://www.etas.com/en/hotlines.php>

This information (here referred to as „FAQ“) is provided without any (express or implied) warranty, guarantee or commitment regarding completeness or accuracy. Except in cases of willful damage, ETAS shall not be liable for losses and damages which may occur or result from the use of this information (including indirect, special or consequential damages).