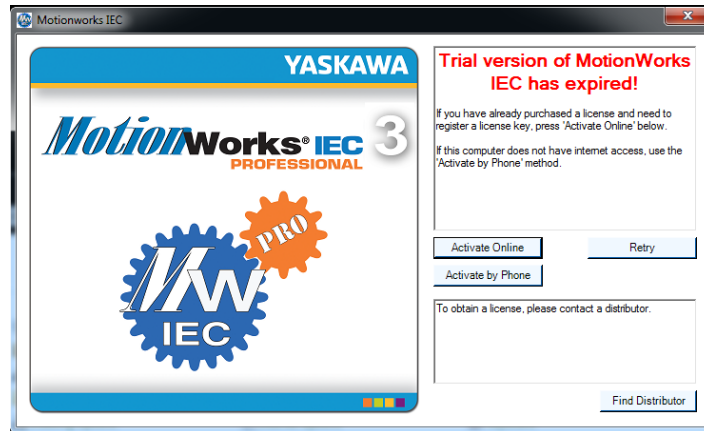


Title: What can cause a MotionWorks IEC 3.x USB license key to be unrecognized?

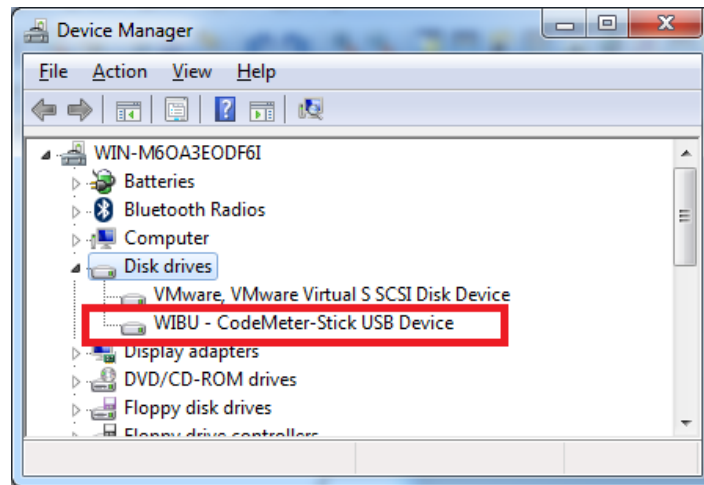
Product(s): MP2300iec, MP2600iec, MP3200iec, MP3300iec, MotionWorks IEC

Doc. No. CNT-NR0G45

If your USB license is plugged in, but MotionWorks IEC says that you do not have a license, it may be due to a USB driver issue.



To confirm it is a driver issue, go to Windows Device Manager to see if the USB license is listed. When there are no driver issues, the USB license shows up under the "Disk drives".



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If the USB device is not listed, the licensing software (CodeMeter) will not be able to use it. This is a driver issue that can be eliminated by changing the communication class of the USB license from Mass Storage Device (MSD) to Human Interface Device (HID). The class is changed using the CodeMeter Universal Support Tool (CMU). This tool is available if you already have MotionWorks IEC version 3.x. It can also be installed separately on a computer that does not have MotionWorks IEC installed on it. CMU is available with the CodeMeter User Runtime (<https://www.wibu.com/downloads-user-software.html>)

Below is the list of steps to change the USB license to communication class HID:

1. Check the number on the USB license. This will be on the part that plugs into the computer and will match the format of 3-xxxxxxx (2-xxxxxxx for old USB licenses).



2. Plug the target USB license into the target PC.
3. Open a Command Prompt window.

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4. Enter the following command to get a list of containers and look for the number from the first step.

```
"C:\Program Files (x86)\CodeMeter\Runtime\bin\cmu32.exe" /l
```

```
c:\>"C:\Program Files (x86)\CodeMeter\Runtime\bin\cmu32" /l
cmu32 - CodeMeter Universal Support Tool.
Version 6.30d of 2016-Sep-29 (Build 2280) for Win32
Copyright (C) 2007-2016 by WIBU-SYSTEMS AG. All rights reserved.

List all locally connected CmContainers:
- CmContainer with Serial Number 3-3475179 and version 2.05
Result: 1 CmContainer(s) listed.
```

- Note: If the number from the first step is not present, the USB license has not been recognized. Unplug, replug, and repeat the command until it is recognized.

5. Once the USB license is recognized, enter the following command with the appropriate serial number to change the communication class.

```
"C:\Program Files (x86)\CodeMeter\Runtime\bin\cmu32" /s 3-xxxxxxx --set-config-disk HidCommunication
```

```
c:\>"C:\Program Files (x86)\CodeMeter\Runtime\bin\cmu32" /s 3-3475179 --set-conf
ig-disk HidCommunication
cmu32 - CodeMeter Universal Support Tool.
Version 6.30d of 2016-Sep-29 (Build 2280) for Win32
Copyright (C) 2007-2016 by WIBU-SYSTEMS AG. All rights reserved.

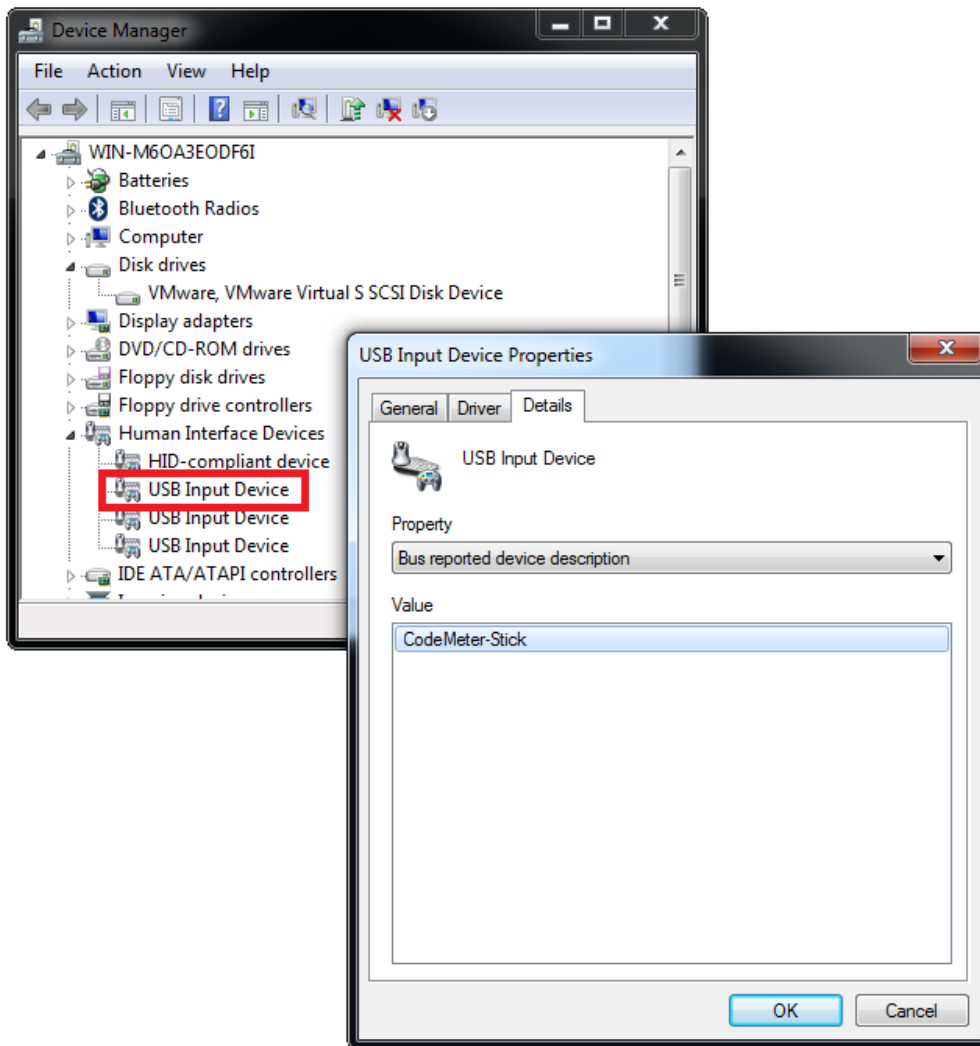
Communication mode changed successfully.
Please replug your CmDongle to apply the changes.
```

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Product(s): MP2300iec, MP2600iec, MP3200iec,
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6. Unplug and replug the USB license. Go to Windows Device Manager and look under the “Human Interface Devices”. You will see a new “USB Input Device”. Go to the properties and look at the “Bus reported device description” to confirm it says “CodeMeter-License”. This confirms the USB license is now recognized.



Note: If there is an issue with setting the USB communication standard to HID, it can be changed back to MSD by executing the following command.

```
"C:\Program Files (x86)\CodeMeter\Runtime\bin\cmu32" /s 3-xxxxxxx --set-config-disk MsdCommunication
```