

Dear SQL Diagnostic Manager Customer,

You are receiving this email because you are a registered license key holder for SQL Diagnostic Manager.

IDERA has recently become aware that some of our customers are experiencing issues with SQL Diagnostic Manager pertaining to their permanent license keys. If you are impacted by this issue, your product may cease to function as expected. Please follow the instructions in this email to confirm whether you are impacted and to resolve this issue.

1. Check to see if you are impacted

- Activate the SQL Diagnostic Manager console and confirm that you are able to access your managed instances as expected.

If you observe no product issues, no additional action is required.

2. Upgrade your license library if required

- Should you determine that you have a problem with your SQL Diagnostic Manager license keys, please follow the procedure below to replace your license key library (DLL) with a newer one provided by the IderaUpdate Utility.

The following information provides instructions for replacing the DLLs using either the IderaUpdate Utility or Manual replacement.

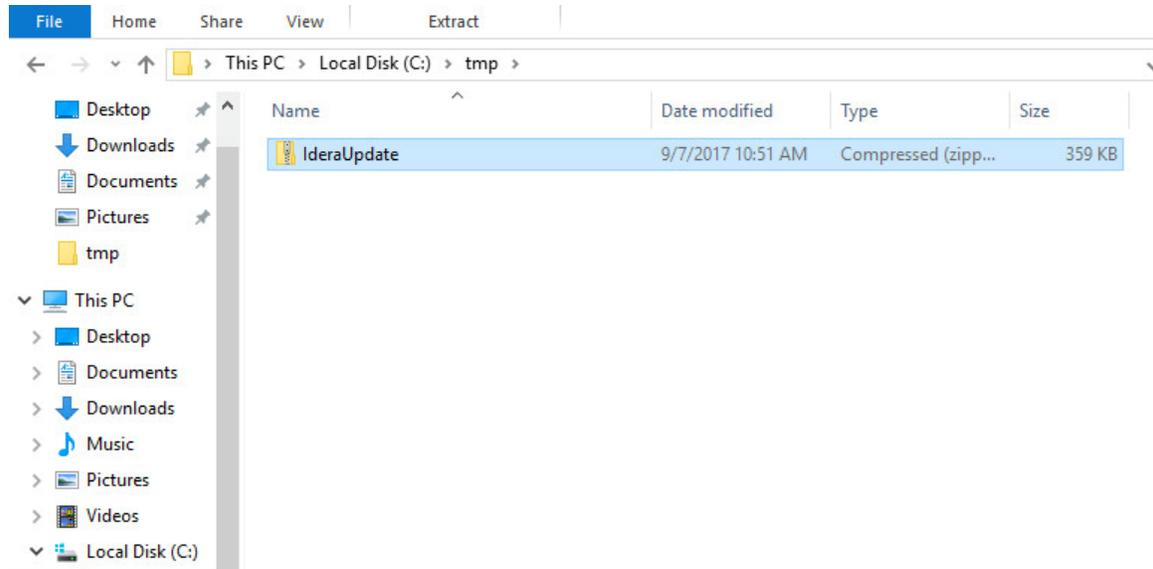
Regardless of the method used, all consoles must be CLOSED before updating the DLL. Please check Task Manager to ensure that all IDERA product related processes are closed.

The IderaUpdate Utility only replaces the License4Net.dll. It makes no other changes to your installation.

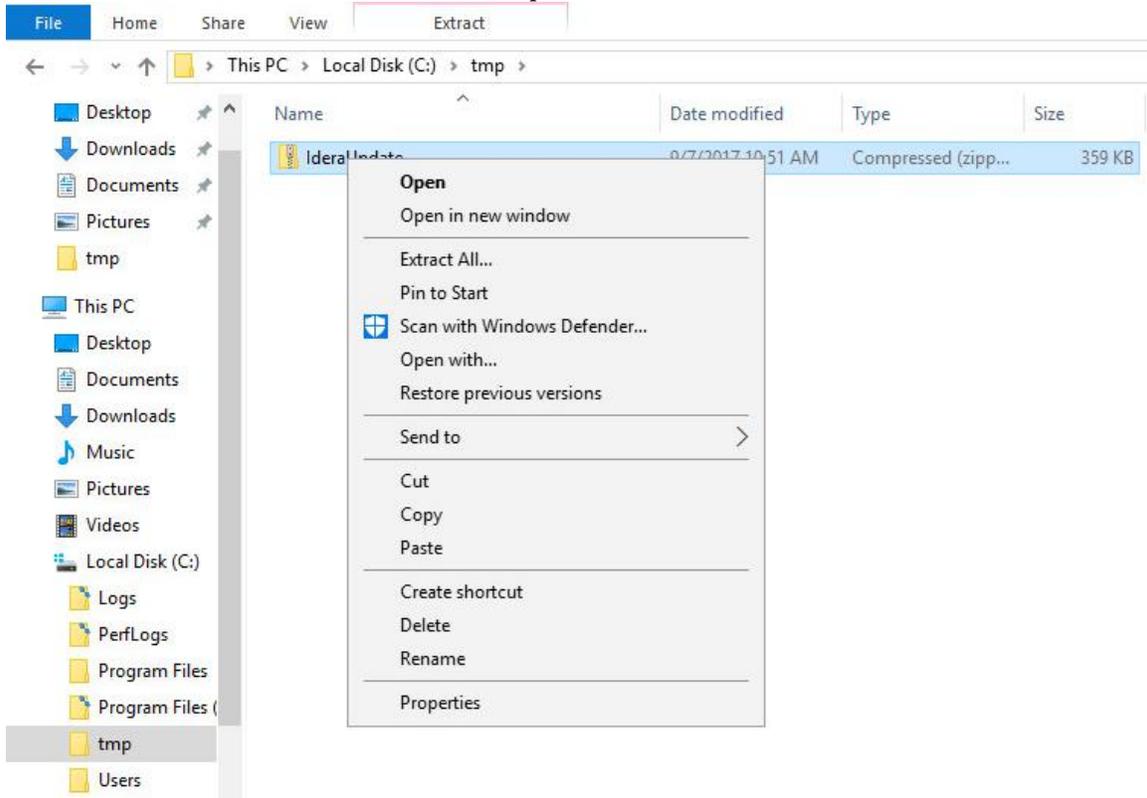
PREFERRED METHOD – Use IderaUpdate to replace License4Net.dll

IderaUpdate is available at <http://downloadfiles.idera.com/products/update/IderaUpdate.zip>

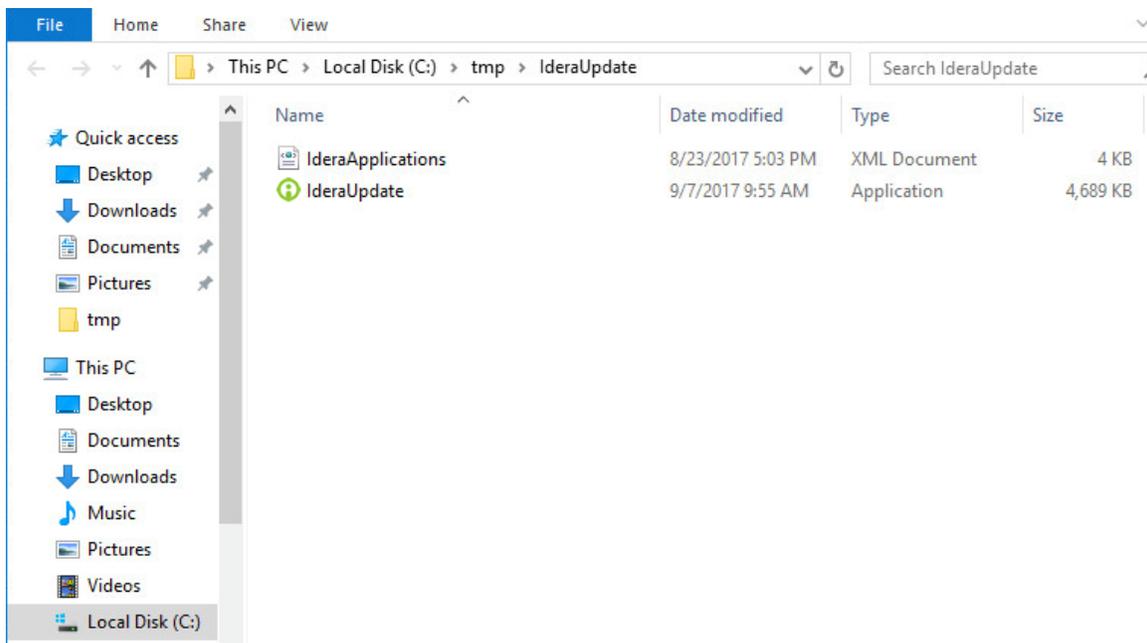
1. Download the IderaUpdate utility into a temporary directory on each machine that hosts the IDERA product's services and desktop clients.



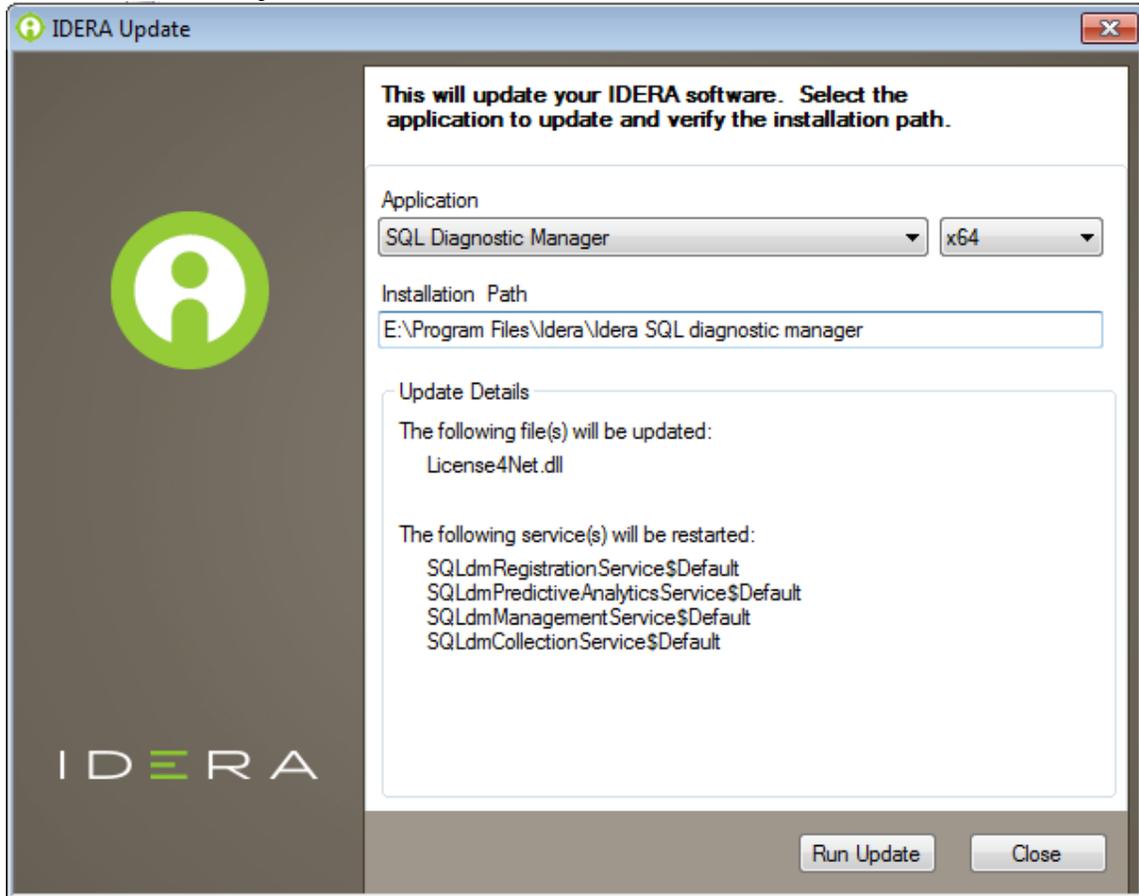
2. Extract all the contents of the zip file.



3. Double click the IderaUpdate application



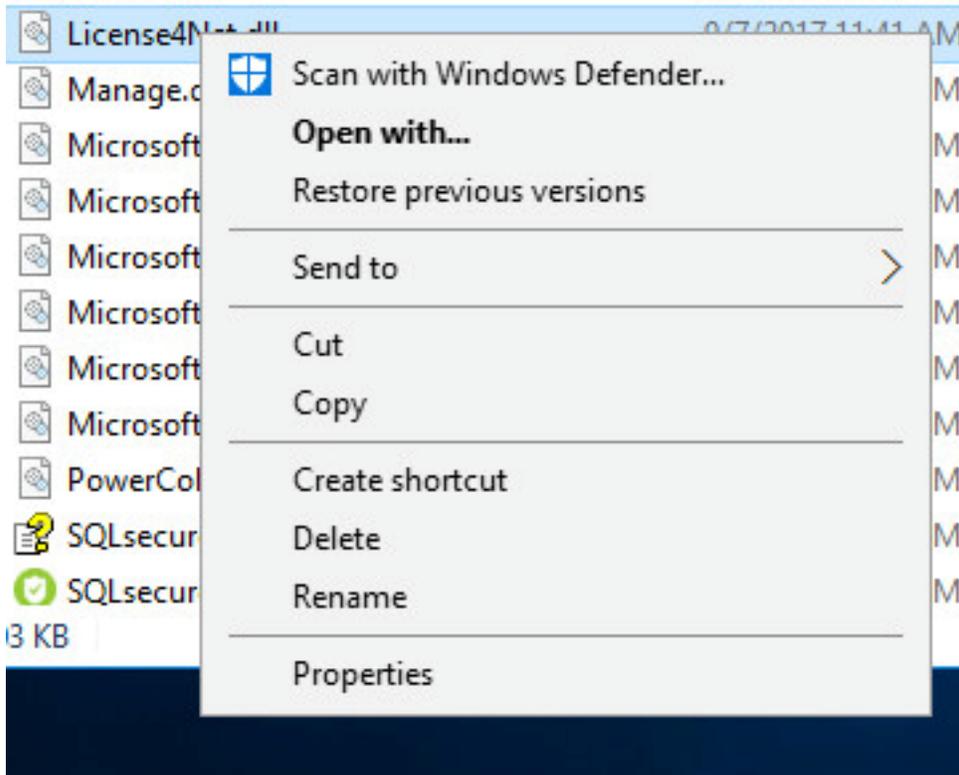
4. Choose the appropriate Application (this example is for DM)
5. Choose x64 for 64 bit installation (most common)
Choose x86 for 32 bit installation (uncommon)
6. Set the path for the IDERA product installation directory.
The path is the directory that contains the file License4Net.dll
7. Click Run Update



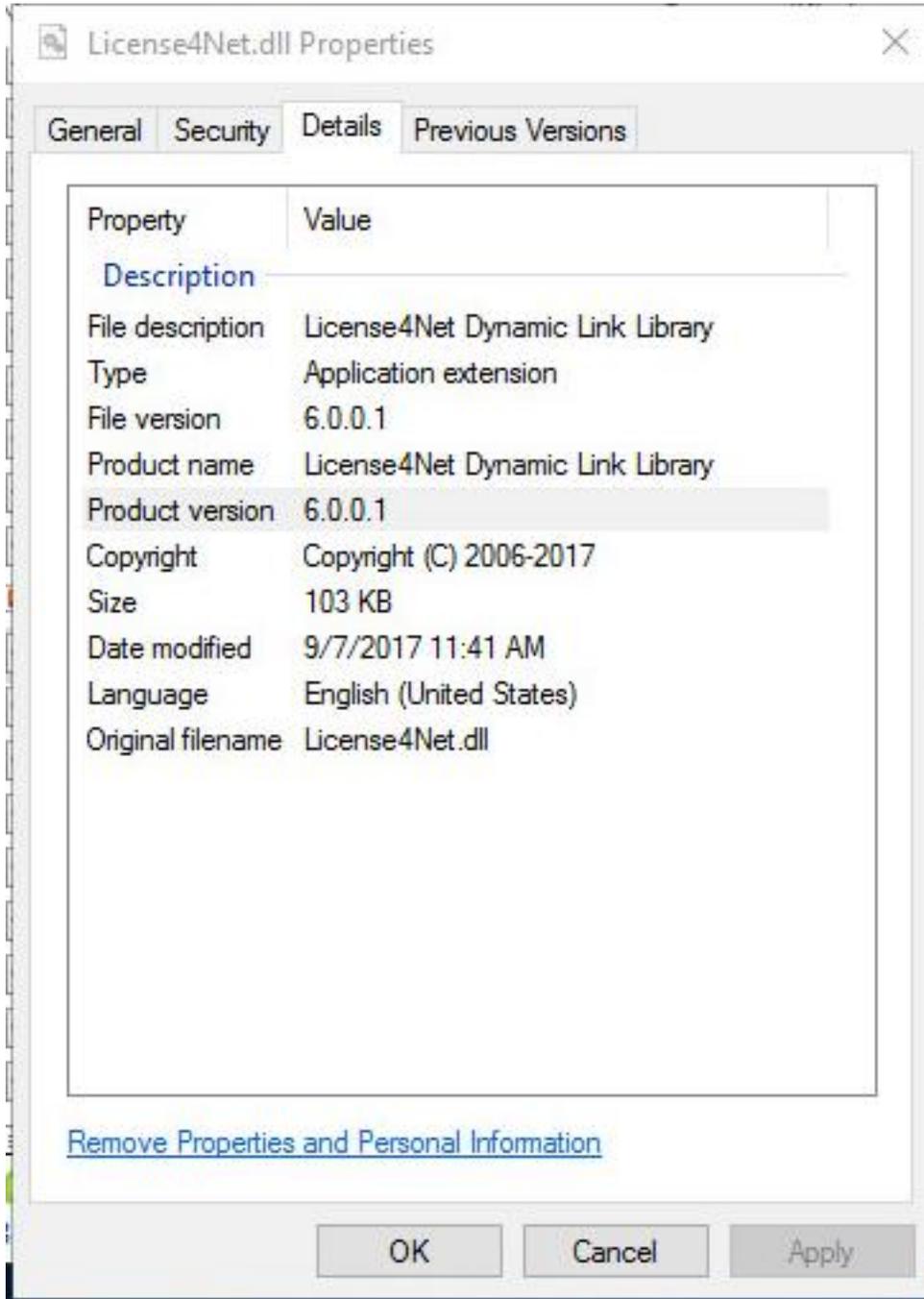
*** If you have SQLDM Desktop Client installed on your remote workstations, then you must run the Idera Update Utility on all workstations.**

The update can be verified by navigating to the install directory and verifying the version of License4Net.dll

1. Right click on License4Net.dll
2. Properties



3. Product version on the Details tab will be 6.0.0.1



4. If component host machine is Windows Server 2008 R2, Microsoft Visual C++ 2005 Redistributable (x64) Version 8.0.61000 is **REQUIRED**.
 - a. Copy and paste the following Microsoft link to your browser and select the correct version for your operation system's bit architecture.
<https://www.microsoft.com/en-us/download/details.aspx?id=26347>

Once you have run the update (and if applicable updated the redistributable), start the IDERA product as normal.

Additional Option – Manually replace License4Net.dll

1. Down the copy of License4Net.dll version 6.0.0.1 that corresponds to your version of Windows.
64 bit: <http://downloadfiles.idera.com/products/update/x64/License4Net.dll>
32 bit: <http://downloadfiles.idera.com/products/update/x86/License4Net.dll>
2. Log on to the server running the IDERA software and navigate to the installation directory.
3. Rename the existing copy of License4Net.dll to License4Net.dll.old
4. Copy the downloaded License4Net.dll into the installation directory next to the file that was just renamed.
5. Repeat these steps on all workstations that have the SQL DM Desktop Client installed.

Once you have run the update (and if applicable updated the redistributable), start the IDERA product as normal.

These steps resolve the license related errors in all cases. If you still experience an issue, please review the steps again and contact support@idera.com for additional assistance.

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