MCal "Get authorisation 2" error message.
Title: Computer reset instructions.
Parts required: Reset Instruction Sheet.
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SINAR
TECHNOLOGY

There are two different versions of Windows 10, 32-bit and 64-bit.

You can find out which version of the system by right-clicking on the Windows flag in the bottom left and selecting 'system' and look around the middle of the screen for 32 or 64 bit.

If you run the 32-bit version of Windows use "Program Files" in the instructions below. If you run the 64-bit version of Windows use "Program Files (x86)" in the instructions below.

~ means to type "Space" in instructions

1. Open command prompt "as administrator" (bottom left windows flag and type CMD. Top box to select.)
2. CD~\Program Files (x86)\Sinar Technology\Mcal\CKSetup   (press tab to select correct word after typing first letter) Enter.
3. Type - Dir and Enter for directory
4. Type - "SETUPEX.EXE"~/U"   Press enter
5. Pop up asking Yes or no - the cryptkey license service has been uninstalled- GOOD
6. Restart PC
7. Go back to command prompt
8. CD~\ProgramData\Crypkey\Licenses
9. Press enter
10. Type Dir and Enter for directory
11. Should be a long number- take mental note of starting digits (29D8
12. Type - Dir~(start of long number) - tab
13. Type - Del~(start of long number - tab)*
14. Enter
15. Are you sure? Yes
16. Type - Del~/AH~(start of long number - tab)*
17. Enter
18. Are you sure? Yes
19. Restart PC

We have now deleted the Crypkey licensing service. Next we will restart Windows and then reinstall the licensing service.

Open command prompt "as administrator" (bottom left windows tab and type CMD. Top box to select.)

CD~\Program Files (x86)\Sinar Technology\Mcal\CKSetup (press tab to select correct word after typing first letter)

Type "setupe.exe" Press enter

There may or may not be a message displayed indicating that CrypKey has been reinstalled. (don't worry if there isn't)

Open Mcal, Check to see if all works. If it doesn't, Restart Windows and open up Mcal again.

Enquire at Sinar for days remaining on existing License.

Get Authorization 2. Err problem will be solved.