

Software: error 38

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FAQ Article Print

Category:	Software::Licensing CodeMeter - WibuKey - OnlineRemote etc	Votes:	2
State:	public (all)	Result:	50.00 %
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Keywords

Error Fehler 38

Problem (public)

Why does the software not start and an error 38 is displayed? How can it be solved?

Solution (public)

When starting the software, an error code 38 comes up and the software stops. This error occurs if the CmContainer was partly blocked by a special counter.

This blockage occurs automatically and can be caused by different reasons:

- Our protection system has recognized a debugger that is accessing the software. In this case, the counter is set to a specific value due to safety reasons. After repeated occurrences, it might get blocked.
- The CodeMeter is on the blacklist and was thus suspended. This basically happens with lost CodeMeters.

To make the software running again, the counter must be reset. This can be done by Festo Didactic Germany only, because only there the reprogramming of the license data is authorized. Please create a CmDust file or a screenshot and send it by email to the Software Hotline with the file attached.

The e-mail adress is [1]software-support.didactic@festo.com – we will send you a license ticket as well as other instructions to get the issue solved.

[1] <mailto:software-support.didactic@festo.com>