

# Dassault

## Incompatible Java version

If your Dassault license server and the machine on which License Statistics is installed have incompatible Java versions, running the DSLicSrv executable may result in the following error:

```
Unsupported version of Java Runtime Environment, which is required by the Dassault query tool. Please contact your license server vendor.
```

If you experience this problem, contact your license server vendor for a solution.

## Failure to run DSLicSrv

License Statistics may not work as expected if you copy only the DSLicSrv executable to the License Statistics installation directory.

To resolve this issue, contact your license server vendor to obtain the ability to run DSLicSrv executable on a machine other than the machine where Dassault is installed.

## Unsupported license server versions

### Version 6.211.0 and older

If your Dassault license server version is older than 6.211.0, running License Statistics may result in the following error:

```
Your version of Dassault License Manager is not supported. Please upgrade Dassault License Manager to version 6.211.0 or newer.
```

If you experience this problem, upgrade your license server to version 6.211.0 or newer, as the error message states.

## Unsupported query tool versions

### Version 6.421

The Dassault query tool version 6.421 is not supported by License Statistics, and may result in the following error:

```
Output: unknown option -locale
```

To resolve this issue, update your DSLS query tool to version 6.422 or newer.

## Unsupported query tool output language

If your Dassault license server is configured to use a language other than English, you will see the following message in the log:

```
Dassault license servers support only the English language. Please configure the license server to use English.
```

To resolve this issue, make sure your license server is configured to use English. If you have problems configuring your license server, contact your license server vendor.

## Accessing license server using password-protected mode

As of version 6.5, you can provide a password in the DSLS configuration when [adding or editing a Dassault license server](#) to use a password for restricted access mode.