

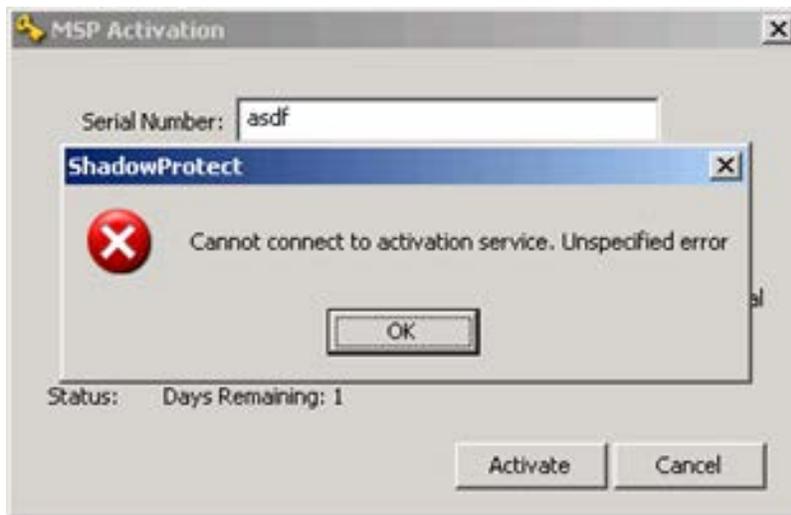
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INSTALLATION FAILS WITH ERROR CANNOT CONNECT TO ACTIVATION SERVICE UNSPECIFIED ERROR

SCOPE:

Installation fails with error message:

Cannot connect to activation service. Unspecified error.



Example: Cannot connect to activation service. Unspecified Error

CAUSES:

1. A proxy server, faulty DNS server, web caching device, or any firewall device is blocking HTTP (TCP Port 80) traffic to Activate.storagecraft.com (199.101.231.142)
2. A local Firewall or HIPS (Host intrusion protection) software device is blocking the storagecraftsvc.exe service from accessing the internet.
3. The Microsoft Windows HTTP service has entries that are not showing up as a registered proxy in the Internet Explorer settings.

RESOLUTION:

Ensure that all Local/Edge hardware or software have the proper exceptions configured. Depending on the software/hardware you will need the following information.

- Website: activate.storagecraft.com

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- IP address: 216.194.126.230
- Local Service: Shadowprotectsvc.exe

If you have confirmed that all Local/Edge hardware are configured correctly then it could be the Microsoft Windows HTTP service. Normally these settings will match the Internet explorer Proxy settings, but not always. Depending on the OS version you can use Proxycfg.exe (windows 2003/XP) or Netsh.exe (windows 2008/vista and newer) to view or modify these settings.

1. To view the proxy settings use the following commands from a CMD prompt.

- a. Windows 2003 and older: Proxycfg
- b. Windows Vista and newer: netsh winhttp show proxy

2. To reset the proxy to "Direct", which will delete any entries listed.

- i. Windows 2003 and older: proxycfg -d
- ii. Windows Vista and newer: netsh winhttp reset proxy

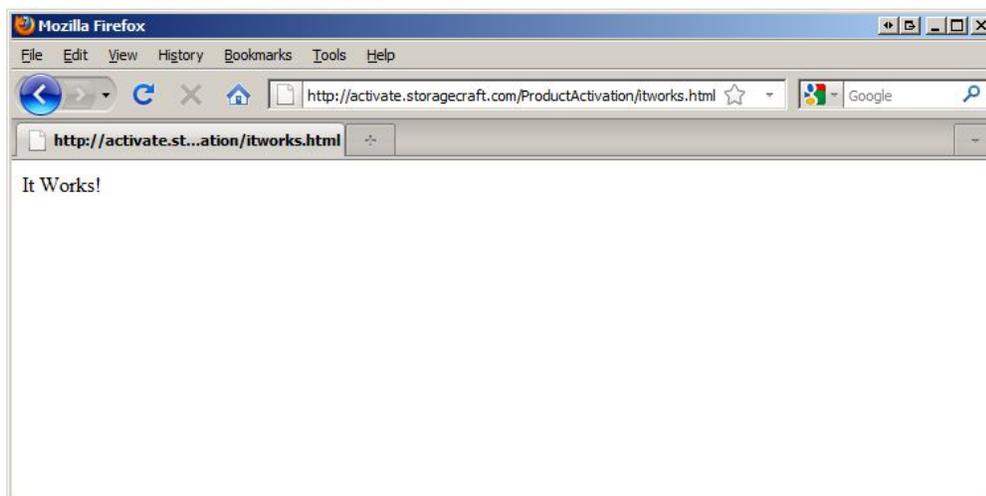
Other commands and Syntax examples can be found here.

Proxycfg.exe: [http://technet.microsoft.com/en-us/library/cc731131\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc731131(WS.10).aspx)

Netsh.exe: [http://msdn.microsoft.com/en-us/library/windows/desktop/aa382925\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa382925(v=vs.85).aspx)

TESTING ACCESSIBILITY TO STORAGE CRAFT'S ACTIVATION WEBSITE

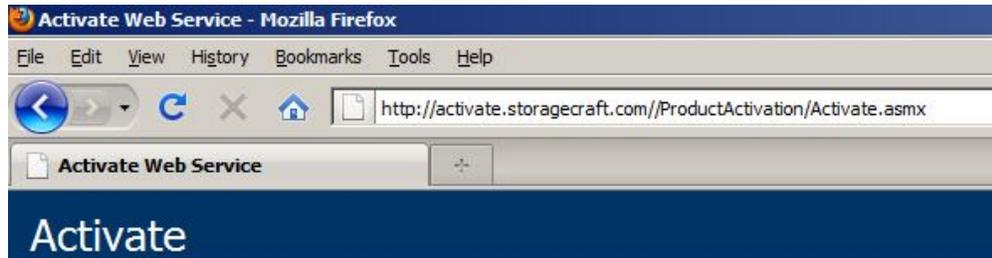
- From the production machine browse over to:
<http://activate.storagecraft.com/ProductActivation/itworks.html>



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Example: Storage Craft Activation URL successfully reached

- If any difficulty is encountered a second URL is available for verification:
<http://activate.storagecraft.com/ProductActivation/Activate.aspx>



The following operations are supported. For a formal definition, please review the [Service Descripti](#)

- [ActivateArmor](#)
- [ActivateProductKey](#)
- [ActivateProductKeyEx](#)
- [ActivateShadowProtect](#)
- [ActivateShadowProtectLicense](#)
- [ActivateZenith](#)
- [CheckLatestMSPVersion](#)
- [CheckLatestSPLicenseVersion](#)
- [CheckLatestVersion](#)
- [CheckLatestZenith](#)
- [DeactivateShadowProtect](#)
- [DeactivateShadowProtectLicense](#)
- [GetActivationHistory](#)
- [GetImageManager5License](#)
- [GetImageManagerLicenseFile](#)
- [GetProductKeyInfo](#)
- [GetShadowProtectLicenseFile](#)
- [GetShadowProtectMSPLicense](#)
- [ShadowProtectDeactivationsRemaining](#)
- [ShadowProtectManualActivation](#)

Example: Second Storage Craft Activation URL accessibility verification site