

**Licensing: Error Code in Event Viewer: -1**

<b>Problem Summary</b>	Event viewer displays error code(-1) indicating that the system cannot find license file or the license file cannot be opened.
<b>Error Message</b>	Not applicable.
<b>Possible Cause</b>	The system cannot find the license file or the license file cannot be opened.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1) Verify that the <b>%CUIS_HOME%</b> environment variable is set.</li> <li>2) Verify that <i>license.lic</i> exists and is in <b>%CUIS_HOME%/license</b> directory.</li> <li>3) Verify that the system or IIS has been restarted after it has been configured to allow environment variable to propagate to IIS.</li> </ol>
<b>Releases</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None