
Please follow these instructions ONLY if one the following cases applies to you:

- **Expired trial:** You had a demo copy of Carlson software longer than 120 days and even after running "Extend Demo" software reports "expired trial".
- **Time tampering:** If you are getting a "clock tampering" message and your software is disabled.
- **Commuter License problems:** Either, a checked-out license did not appear on client machine or it did not return to server.

Part 1: Requesting the Cleaning License

1. Download the LSClean.zip from [Knowledge Base article 420](#).
2. Extract all of the files on to the WORKSTATION which is having the problem.*
3. Run the regclient.exe to launch the license request utility.

*Note: The cleaning license you receive has a lifespan of 2 days from the moment it is generated. Please make sure you will be able to apply the license promptly before you request it.

4. Fill out the entire form using *your actual contact information*, as we will use it to contact you and to provide your license.

Make sure to select an appropriate reason for the request (trial/clock tampering or commuter problem).

In the note field, include detailed information about what had led to the problem and why the cleaning is needed. Provide any additional information you find necessary.

5. Click Submit to transmit the request directly to the Carlson server. Make sure that any local firewall (if present) allows the connection through. In case if transmission failure, you will be given alternative submission instructions.

Once generated by us, the cleaning license will be sent back to the email address that was entered in the request form.

Part 2: Cleaning the Computer

1. Save the clean.txt into the same folder where you have regclient.exe (LSClean).
2. Double-click on the install_clean.bat which is also found in the LSClean folder. A dialogue box may quickly flash on the screen. It is alright if no dialogue appears. The cleaning is happening in the background.
3. When the cleaning is complete a CLEAN.LOG file will be created in the LSClean folder. This is a log of the cleaning. You may view this file to see if the problem has been resolved.

*In the case of a commuter license not returning to the server, you will need to run through this procedure on the SERVER computer.

When running the cleaning license on the server, you **must stop** the Sentinel RMS service in order for the server to be cleaned. Once the cleaning has been run, you may restart the service. The Sentinel RMS service can be found in *Control Panel/Admin. Tools/Services*.