

## Matereality Workgroup Material DatabasePro for Altair users.

## POTENTIAL ERRORS:

If you enter the wrong credentials, or you do not have a Matereality/Altair account you will get an error similar to this:

C Matereality f	
About	
matereality	
Matereality Passport:	Error Creating Session
wrong_credentials	
Password:	ОК
Forgot Password	
Log In	

If you do not have an Altair license, do not have a running Altair License Server, or do not have a correctly set LMX\_LICENSE\_PATH system variable, then the application will freeze for some time, before displaying a larger error similar to the following:

	×
Was unable to check out tokens from Hyperworks, please test your connection to the Altair licensing software License Error: 1	
Altair License Manager: License error	
Feature: GlobalZoneAM Error Code: 15 Error Description: [NETWORK] 6200@FEA3-PC - (Err: 15) Unable to connect to license server [NETWORK] 6200@FEA3-PC - (Err: 15) Unable to connect to license server	
Feature: Partner0181 Error Code: 15 Error Description: [NETWORK] 6200@FEA3-PC - (Err: 15) Unable to connect to license server [NETWORK] 6200@FEA3-PC - (Err: 15) Unable to connect to license server	
License Path: 6200@FEA3-PC	
	_
OK	

The following error will occur if you are an Altair user, attempting to log into Matereality without using the Matereality for Altair users desktop application. Also, while unlikely, the following error could be caused by an error with your license server, or the desktop application.



For more information, please send any questions or comments to <a href="mailto:support@matereality.com">support@matereality.com</a>