

# Troubleshooting JMP Licensing Issues for Windows

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When installing JMP or using it for a while, users may sometimes experience issues where their license appears to be expired. Often, the license is not actually expired as Clemson may have already renewed the license. Instead, the issue can be either the user not having the most up to date license, or the software having an issue due to an old temporary file. Here are some things to try.

If you have a Mac, click here for [troubleshooting JMP licensing issues on Macs](#).

## INITIAL INSTALLATION

- If you have already installed JMP before, you can skip this section. If you are off campus, you will need to connect to the VPN before proceeding.
- You can download from either <https://download.clemson.edu>, the CCIT Software Center, or from the software repository (click here for instructions on how to use the software repository) at "R:\JMP\Windows" .
- When installing, make sure that you are installing the latest version of JMP. Likely, the file will be named something like "JMP Pro 14.3.exe".
- Go through the installer prompts, and restart the computer if necessary.

## LICENSE ERRORS - SOFTWARE IS ALREADY INSTALLED

- If you get an error message about the license being expired and you've already had JMP on your computer for a while, chances are you just need to update your license to the latest version.
- The easiest way to do this is to run the "renewal only" application. You can find this at <https://download.clemson.edu> or go to the software repository ([click here for instructions on how to use the software repository](#)) at "R:\JMP\Windows" and run the the most recent installer labeled "renewal". This will automatically update your software to the latest license. Close and re-open JMP.
- If this does not work, go to "C:\Program Files\SAS\JMPPRO\[Version Number]" on your computer, and rename the "JMP.per" file to something like "JMP.per.old". This will remove the old temporary file, which can sometimes cause license errors to continue even after resolving the issue. Close and re-open JMP.
- Less likely/more involved solutions (skip this if you'd prefer an IT technician to assist instead).
- If none of this works, you can also manually specify the new license file. To do this, use the software repository and go to "R:\JMPDocumentation", and then go to the most current License (SIDS) folder. Find the license file that you need. Drag/copy this file to somewhere on your machine (such as the "Documents folder"). The next time you open JMP, point to this file. If this fails, rename the JMP.per file as described above and try again.
- If this fails as well, you may also want to try uninstalling and reinstalling JMP. To do this, use these instructions (<https://www.laptopmag.com/articles/uninstall-programs-windows-10>) and look for JMP with the version that you have. Once you have uninstalled, you can reinstall from download.clemson.edu, the CCIT Software Center, or the software repository. Rename the

JMP.per file as described above and try again.

- If all of the above fails, or if you would like assistance with this, you can always check with your local IT support if you are an employee (send an email to [ithelp@clermson.edu](mailto:ithelp@clermson.edu) if you do not know how to contact them) or bring your computer to the CCIT Support Center on the 2nd floor of Cooper Library.
- If you think this is an issue with the installers themselves instead of your specific machine, put in a ticket to [ithelp@clermson.edu](mailto:ithelp@clermson.edu) and we can look into this.

## **LICENSE ERRORS - SOFTWARE WAS JUST INSTALLED**

- If you get license errors even though you just installed the software, you may have an older version of JMP on your computer or be having issues with the installer.
- First, ensure that you are installing the latest version and that you are using Clemson's license. Make sure that you are getting the software from <https://download.clemson.edu>, the CCIT Software Center, or the software repository (see instructions here: click here for instructions on how to use the software repository ) at R:\JMP\Windows" and using a file named something like "JMP Pro 14.3.exe".
- If you have installed and still get errors, the first thing to do is make sure that you are using the latest license for the software. The easiest way to do this is to run the "renewal only" application. You can find this at [download.clemson.edu](https://download.clemson.edu) or go to the software repository (see instructions here: click here for instructions on how to use the software repository ) at "R:\JMP\Windows" and run the latest installer that says "renewal". This will automatically update your software to the latest license. Close and re-open JMP.
- If this does not work, go to "C:\Program Files\SAS\JMPPRO\[Version]" on your computer, and rename the "JMP.per" file to something like "JMP.per.old". This will remove the old temporary file, which can sometimes cause license errors to continue even after resolving the issue. Close and re-open JMP.
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