

The Mail Express Server Windows Service may fail to start on systems where the time zone is greater than GMT+9:00.

**THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- Mail Express Server Versions 3.0.0 and 3.0.1.

**SYMPTOM**

The Mail Express Server Windows Service may fail to start on systems where the time zone is greater than GMT+9:00. In this situation the service log file <Install Directory>\logs\MailExpressServerService.log will contain the following message:

The license keys are incorrect.

Please verify that the wrapper.license.\* properties match exactly and that the following property values match those required for the license:

```
wrapper.java.mainclass=com.globalscape.mailexpress.server.MailExpressServiceWrapperListener
```

**RESOLUTION**

**To resolve this issue perform the following:**

1. Using a text editor, edit the file <InstallDir>\conf\MailExpressServerService.conf
2. Navigate to the end of the file.
3. Replace the license section:

```
*****
```

```
# Wrapper License Properties
```

```
*****
```

```
wrapper.license.type=DEV
```

```
wrapper.license.id=201001210005
```

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wrapper.license.licensee=GlobalSCAPE, Inc.

wrapper.license.dev\_application=Mail Express Server

wrapper.license.features=64bit

wrapper.license.upgrade\_term.begin\_date=2009-07-25

wrapper.license.upgrade\_term.end\_date=2010-07-25

wrapper.license.key.1=0c57-5353-9f12-f359

wrapper.license.key.2=6199-d0ba-2b2b-8253

wrapper.license.key.3=80aa-4385-aa5e-cfbd

wrapper.license.key.4=ffea-65bf-285f-1ee7

4. With the following section :

```
*****
```

```
# Wrapper License Properties
```

```
*****
```

```
wrapper.license.type=DEV
```

```
wrapper.license.id=201005250040
```

```
wrapper.license.licensee=GlobalSCAPE, Inc.
```

```
wrapper.license.dev_application=Mail Express Server
```

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wrapper.license.features=64bit

wrapper.license.key.0=4a69-cc70-4e2c-3370

wrapper.license.key.1=8da9-5030-e040-486e

wrapper.license.key.2=7355-c6bd-7dfb-97ff

wrapper.license.key.3=a1fd-4ec0-1d3a-1111

wrapper.license.key.4=ead7-002e-200f-ef01

5. Save the changes to the file.
6. Restart the Mail Express Server Service.

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