ESET Tech Center

Error "0xFFFFFFFF Server communication error" when updating licence

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Problem

When updating a standalone licence using the DESlock+ Licence Wizard an error message is displayed and the process fails: "*Server communication error. Please try later. If this problem persists please contact support Error occurred : 0xffffffff*".

Solution

You should ensure that your Internet connection is functioning and that you are able to reach the following address from Internet Explorer or Edge browser: https://licensing.deslock.com/ If you are unable to reach the address you should resolve the problem with your Internet connection then retry the licence process.

If you are using DESlock+ client v4.8.1 or earlier this error message may be displayed incorrectly. This can occur when incorrect licencing information has been entered and the back/next buttons used to retry the entry within the wizard. This problem is resolved by later client installs. You should retry the process ensuring the correct Product ID and Product Key are entered. The Licence Wizard supports the copy and paste of information to eliminate typing problems.

Related article: KB73 - How to manually update your licence