

TaskMap Tech Note

License Violation Error When Editing an Existing TaskMap

Symptom

When you drag new Tasks or Task Links onto the drawing page of an *existing* TaskMap, you see a “license required” message as shown below:



This is true even though you have a valid TaskMap license and you can create new TaskMaps without any problem. Also, the issue appears to be related to specific documents and not your PC, because the affected documents cannot be edited by other TaskMap users.

Problem Summary

A Visio drawing normally contains the name of the template that was used to create it. When you open any Visio drawing, TaskMap looks at the stored template name to determine whether the drawing is a TaskMap. It does this by looking for the word “TaskMap” in the template name.

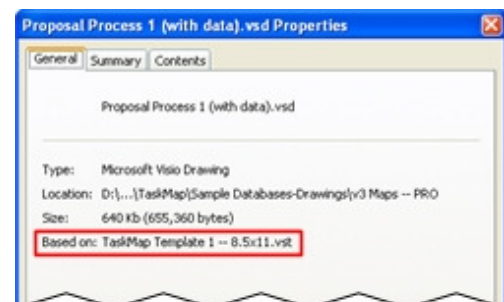
When the software finds “TaskMap” in the template name, it allows normal editing of the drawing; if it doesn’t find the word “TaskMap” in the template name, the software ignores the drawing. Harvard Computing Group is aware of three conditions under which a TaskMap drawing might lose its link to a valid TaskMap template:

- If Visio crashes or hangs while a TaskMap is open, the template name may disappear.
- If you remove personal information from the document by selecting *File/Remove Hidden Information...* on the Visio main menu, the template name will be deleted.
- If you create a TaskMap from a custom template that does not include the word “TaskMap” in the filename, TaskMap does not know that the drawing is a valid TaskMap. (NOTE: The TaskMap help text topic *Saving a Customized TaskMap Template* correctly indicates that you must include the word “TaskMap” in the file name if you create a custom TaskMap template.)

If you are experiencing the problem described above and want to verify whether your document is linked to a valid TaskMap template, perform these two steps:

- Select *File/Properties* on the Visio main menu
- Select the *General* tab

The template name appears after *Based on:* as shown at the right.



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Resolution

If you have a TaskMap that is not editable for one of the reasons described above, you can restore it to normal operation by temporarily saving it as a template and then creating a new document from that template, as described in detail below.

1. Open the TaskMap that is not editable.
2. Save the document as a template:
 - Select *File/Save As* from the Visio main menu
 - Navigate to the folder in which you would like to save the temporary template
 - Enter a file name for the new template. **NOTE: you must include the work *TaskMap* in the filename.**
 - In the *Save as Type* dropdown select *Template (*.vst)*
 - Click *Save*.
3. Close the new template document.
4. Create a new TaskMap from your temporary template by doubleclicking on the template file name in Windows Explorer.
5. Save the new TaskMap with any name you choose.
6. Delete the temporary template created in step 2.

You will now be able to edit the TaskMap again.

NOTE: if you receive license violation messages like those shown on page one of this document when you attempt to create a *new* TaskMap, it's possible that TaskMap is not registered properly with Visio on your PC. In this situation, please go to the TaskMap Support Page

<http://www.taskmap.com/support--STD-PRO.htm>

and locate the TaskMap Tech Note on license violation messages that is relevant for your version of Visio.