

## The method to get rid of "The Source Server is not authorized by full server backup and recovery" erro

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### Symptom (public)

As shown as below, an erro was occoured after submitting a FFO backup rule. It said that "The Source Server is not authorized by full server backup and recovery" .

### Problem (public)

### Solution (public)

#### □□Reasons

Since the license of FFO function is a kind of these which requires the source server getting authorized before adding a backup rule, and it's reasonable to see the erro if you didn't authorize the source server related in advance.

#### □□Solutions

In this case, you need to authorize your source server first and you can create a FFO backup rule about it successfully then.

To authorize your source server, you should follow the steps below:

1. Download the workID of your source server.
2. Access to the website provided below to get source server authorized.  
<http://license.info2soft.com/i2soft/i2/activation.php?atype=bind>

#### Tips:

- (1) Serial number is a string like '10-xxxx' or '20-xxxx'. You could find it under License Mgmt on the web control center.
- (2) The secret is required only when your serial number is '20-xxxx' alike. And you can find it by clicking Update Offline button of your license.
- (3) Paste the content of the file you download from Download WorkID.
- (4) Fill in the blank by what you see in identifying code frame.

3. Update your license on web control center.

After submitting you will get a new license as a response and please download it and update your present license use what you get.

4. Try to submit a same rule again.