KeyServer FAQ
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**What is KeyServer?**
KeyServer is an application required for running licensed software offered to FAS Faculty/Staff/Student posted on the FAS Downloads page. Software that requires the KeyServer will be labeled “keyed” to the right of each description. You can find the list of downloads at: https://downloads.fas.harvard.edu

**How do I know the KeyServer is running?**

**Windows:**

Go to Start Control Panel.

Change the list to “view by small icons”.

[Image of Windows Start menu and Control Panel]

[Image of Control Panel with small icons option highlighted]
Select ‘KeyAccess’. Your status should look like this:

Mac OSX:

Go to System Preferences. Select ‘KeyAccess’:

If you are not connected, select Logon.
You should be now successfully connected to the KeyServer.

Does KeyServer work off campus?

You are able to use the KeyServer off campus if you use VPN to connect to our network. To set up VPN, please see: http://huit.harvard.edu/services/vpn-virtual-private-network for instructions.

Why won't my keyed application run?

1. Are you on campus or off campus?

If you are on campus, make sure your WiFi is connected to “Harvard University” or “Harvard Secure”. You can also connect to the KeyServer using an ethernet cable. If you are off campus, please use VPN to connect to our network (see above).

2. Is the KeyServer installed?

Make sure the KeyServer application is installed by going into the Control Panel (on Windows) or System Preferences (on Mac). Please see “How do I know the KeyServer is running?” for more information.
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<td>HUIT Service Desk</td>
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