

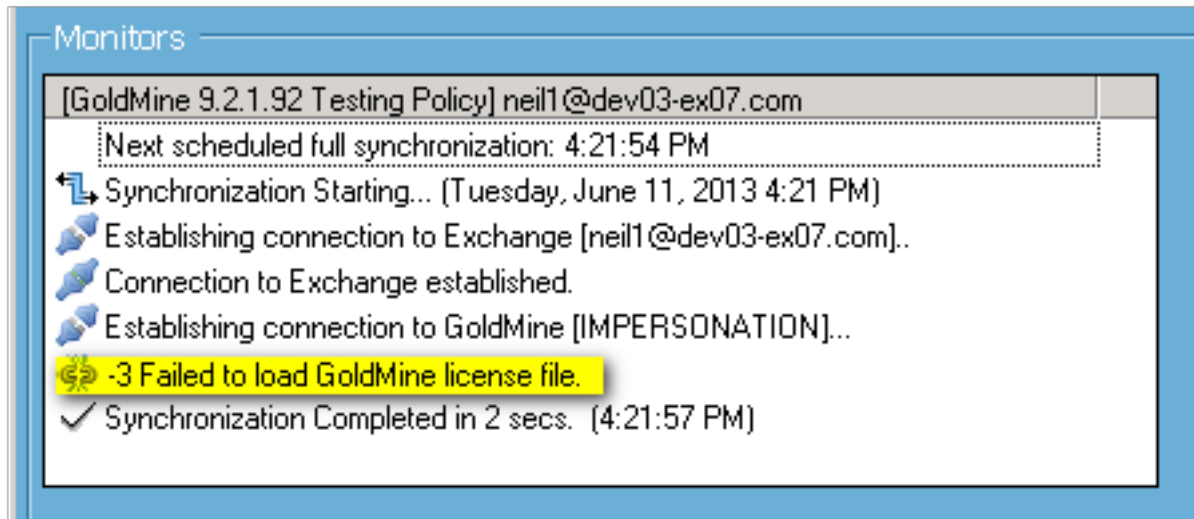
GoldMine error: -3 Failed to load GoldMine license file

Category: Riva On-Premise - CRM Sync -> Riva On-Premise Knowledge Base -> CRM Systems -> GoldMine -> Errors & Troubleshooting

Issue

Customers report a "-3 Failed to load GoldMine license file" message in the Riva Service Monitor.

This can occur when the account running the Riva Service (Omni Riva), does not have the correct permissions to execute the file.



Resolution

Configure the **Omni Riva (CRM Agent)** service to Log On using a [local admin account](#).

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<http://kb.omni-ts.com/entry/938/>