

Troubleshooting

For a step by step guide, please see instructions on the following pages:

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ACTIVATION ERROR

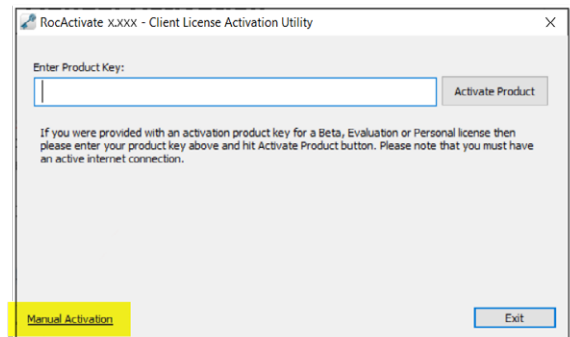
MANUAL ACTIVATION

If you encountered an error during the online activation or if you don't have an active internet connection on the target computer, you will need to activate the software manually.

1


Save your C2V file:

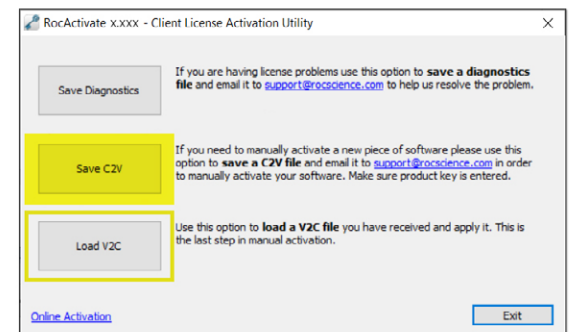
1. Open the  Rocscience Software Activation utility.
2. Enter your **Product Key** and click on the **Manual Activation** link in the lower left corner.
3. Click **Save C2V** and save the C2V file in an easy to find place on your machine.
4. Fill in the [Get Support Form](#). Select Installation and Licensing > I need to do a manual activation > Attach the C2V file and Submit.
5. Once your activation is processed, Rocscience will email you back a V2C file to apply on your machine.



2

Load the V2C file:

1. Save the V2C file somewhere **on the same machine** that you saved the C2V file on.
2. Open the  Rocscience Software Activation utility.
3. Click on the **Manual Activation** link.
4. Click the **Load V2C** button.
5. Select the V2C file you received and open it.
6. At this point the license should be activated and ready to run.



⚠ If you see an error while applying the V2C file, please take a screenshot of the error message and contact our Support Team by filling [this form](#).

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SENTINEL RUNTIME ENVIRONMENT ERROR PERSONAL & FLEXIBLE LICENSE: INSTALL SAFENET DRIVERS


If a "Sentinel Runtime Environment Error" message comes up when you run the Rocscience Software Activation utility, SafeNet drivers most likely were not properly installed with the software. You will need to install them manually as shown below.

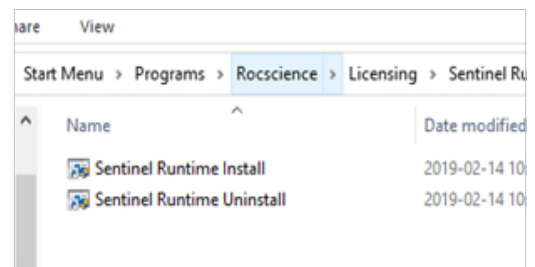
Prior to installation, please check the following:

- Make sure that you are logged in with administrative privileges.
- Disconnect all hardlocks/dongles from the machine.
- If possible, disable anti-virus software.

2

To install the SafeNet drivers manually:

1. From the Start menu, launch the **Sentinel Runtime Uninstall** shortcut to remove the SafeNet drivers.
2. Once completed, close the utility. Launch the **Sentinel Runtime Install** shortcut from the same location to re-install drivers.
3. After a short wait, the runtime installation should finish with the message "Operation successfully completed".
4. Re-open the  **Rocscience Software Activation** utility. You should now be able to proceed with product activation.



⚠ If you still receive an error message, please take a screenshot of the message and contact our Support Team by filling [this form](#).

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LICENSE SERVER CONFIGURATION

CHANGE ACCESS RESTRICTIONS

The License Server can be configured using a web based interface called Sentinel Admin Control Center (ACC) and can be accessed by navigating to **http://localhost:1947** in your web browser.

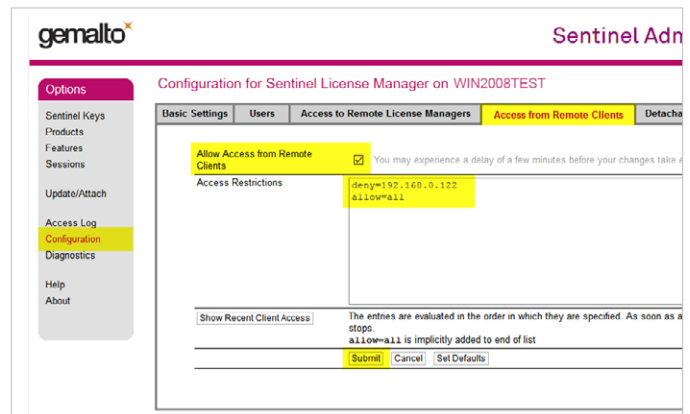
Note that Port 1947 cannot be changed. It is essential that it is not blocked for communication between the server and client machines.

The default settings for the license server should make it accessible to all client computers on the network, however you may wish to verify or change certain settings.

1

To allow or deny specific machines remote access to the server:

1. On the server computer, go to <http://localhost:1947> in your web browser.
2. Click on **Configuration** in the Options panel.
3. Select the **Access from Remote Clients** tab.
4. Make sure **Allow Access from Remote Clients** is checked.
5. Go to the **Access Restrictions** field.
6. Type either **allow= [item]** and/or **deny= [item]**, where the item is the IP address, machine name or IP range of the machine you wish to allow/deny access to the server.
7. Click **Submit** to save your changes.



For more details, see the "Configuring Access from Remote Clients" help topic in the Sentinel Admin Control Center.

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