

Product Activation Instructions

Personal and Evaluation License

Please ensure that you are connected to the internet in order to activate your software, otherwise see Manual Activation section. If you have a firewall software installed, you should temporarily disable it as it may disrupt communication with activation server.

1. Run Rocscience Software Activation utility from installed program shortcut:

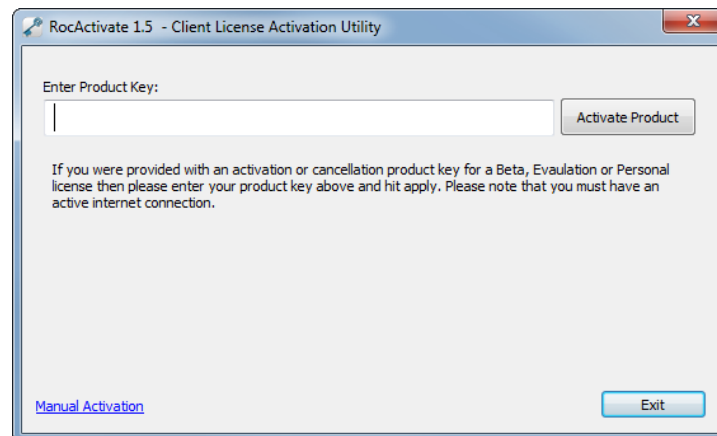


Windows XP, Vista, 7, 2008

From Windows Start menu navigate to Start -> All Programs -> Rocscience -> Licensing -> Rocscience Software Activation

Windows 8.0, 8.1, 2012, 2012 R2

Open Start screen and type "Rocscience Software Activation" to let Search function find it.

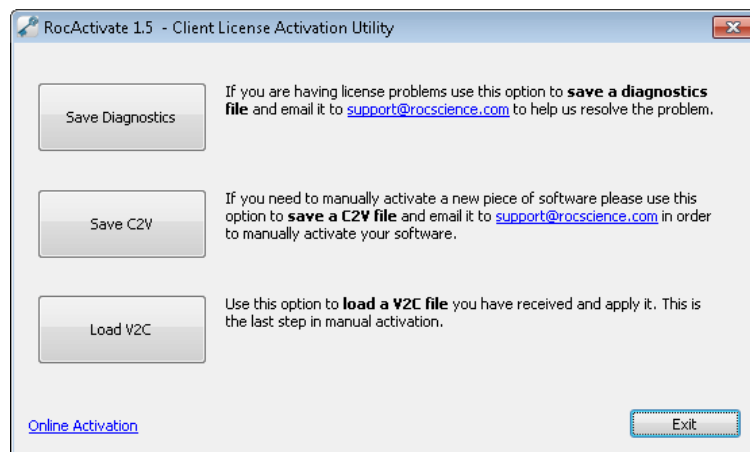


2. You should see a window shown in the screenshot above. If you see "Sentinel Runtime Environment Error" message instead, proceed to [Troubleshooting](#) section to fix the problem.
3. Enter the provided product key and click on the *Apply Product Key* button. There will be a brief pause while communication with Rocscience activation server happens.
4. If activation is successful you should be able to run the software. If activation fails, please see [Manual Activation](#) section to activate your product.

Manual Activation

If you encountered an error during activation or if you don't have an active internet connection on the target computer, you'll need to activate software manually. The process involves saving a C2V file, sending it to Rocscience and then applying V2C file that you will receive in return.

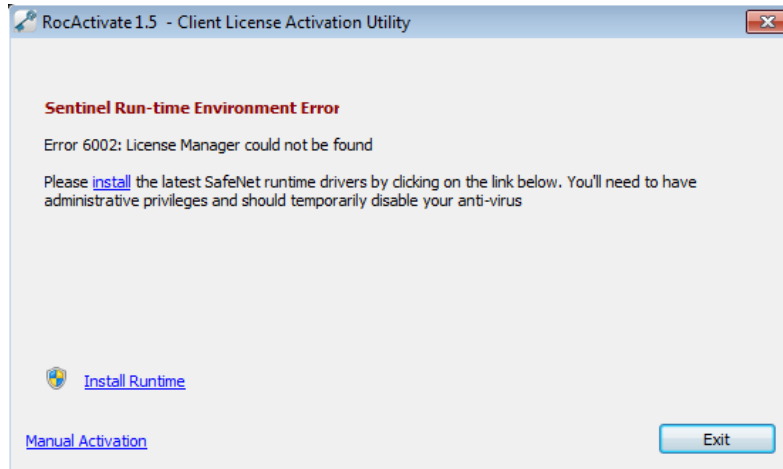
1. Open Rocscience Software Activation utility and click on *Manual Activation* link in the lower left corner in order to switch to manual activation.
2. Click on the *Save C2V* button and save the C2V file in an easy to find place on your machine.



3. Attach the C2V file to an email and send it to support@rocscience.com. If you are doing manual activation because you received an error during online activation, attach a screenshot of the error message along with your e-mail.
4. Once we process your activation we will email you back a V2C file to apply on your machine.
5. Save the V2C file somewhere on your computer, then open activation utility and click on Manual Activation. Click on the *Load V2C* button, pick the V2C file you received and open it.
6. At this point the license should be activated and ready to run. If there was an error applying V2C file, please send us its screenshots so we can assist you in troubleshooting the issue.

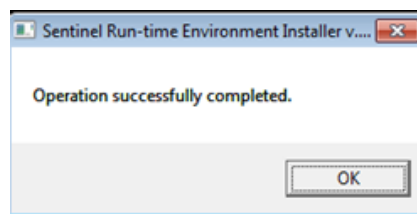
Troubleshooting Activation

If “*Sentinel Runtime Environment Error*” message comes up when you run activation utility, SafeNet drivers most likely were not properly installed with the software. You’ll need to install them manually.



Click on the “Install Runtime” link below the error message to install the drivers. You will need to be logged in with administrative privileges. If not, you’ll be prompted to enter Administrator user credentials. You should also make sure to disable your anti-virus before proceeding with driver installation as it sometimes interferes with it.

After a short wait runtime installation should finish with “Operation successfully completed” message. If errors occur instead, please take their screen captures and send them to support@rocscience.com for further assistance.



Reopen software activation utility and you should be able to proceed with product activation now. If you still receive an error, please send its screen capture to support@rocscience.com for further assistance.