

License Server

Installation and Activation

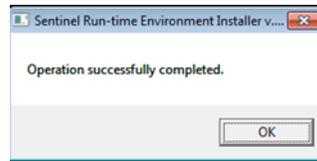
Installation

Login with administrative privileges to the computer you will be using as the license server. This is the computer to which all the clients running the Rocscience software will connect to validate the license. Please ensure that you have the link to the latest version of the Flexible License Server. If you are re-installing the server on another machine please e-mail Rocscience to inquire whether an update exists.

If possible remove all dongles/hardlocks from the machine and temporarily disable anti-virus or other security software as it may interfere with installation of SafeNet drivers.

It is also important to make sure that port 1947 is not being blocked by your firewall and not being used by any software. SafeNet Sentinel licensing system uses this port for communication between server and client machines. The port number is not configurable.

Start Rocscience Flexible License Server installation. During installation you'll be prompted to proceed with SafeNet runtime. Click Next and after a short wait you should see the message "Operation successfully completed". Click OK to proceed to finish installation.



If instead you see error messages, finish the installation process and then refer to [Troubleshooting Sentinel Runtime Errors](#) section at the end of this document. You'll need to have SafeNet drivers installed before proceeding further.

Online Activation

Please ensure that you are connected to the internet in order to activate your license, 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:

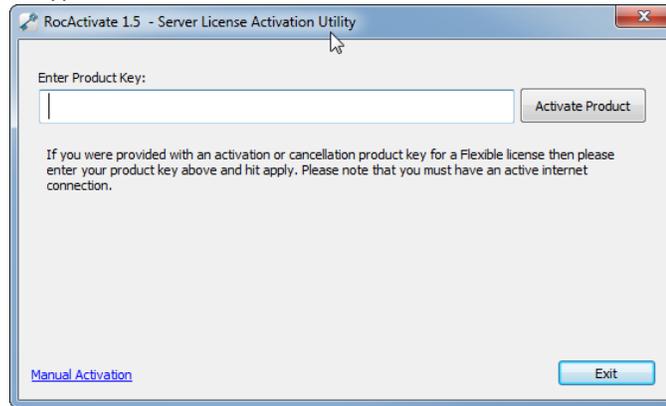


Windows XP, Vista, 7, 2008

From Windows Start menu navigate to Start -> All Programs -> Rocscience -> Flexible License Server -> 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 the window shown in the screenshot above. If you see "Sentinel Runtime Environment Error" message instead, proceed to [Troubleshooting Sentinel Runtime Errors](#) section to fix the issue.
3. Enter the product key provided by Rocscience and click on the *Activate Product* button. There will be a brief pause while communication with Rocscience activation server happens.

If activation completes successfully you will see a message informing you that the product had been successfully activated. Otherwise, if you see "Manual activation required" message, please see [Manual Activation](#) section to activate your product. For other error messages please send e-mail to support@rocscience.com with the screenshot of the error.

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 license 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.

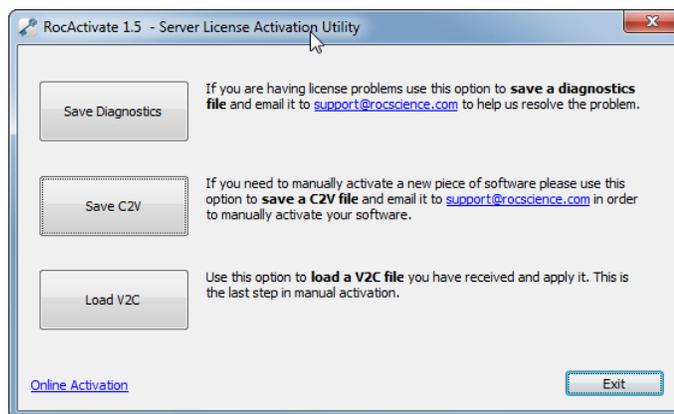
Windows XP, Vista, 7, 2008

From Windows Start menu navigate to Start -> All Programs -> Rocscience -> Flexible License Server -> 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. 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 e-mail 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 e-mail 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 use. If there was an error applying V2C file, please send us a screenshot so that we can assist you in troubleshooting the issue.

Troubleshooting Sentinel Runtime Errors

If you encounter errors with Sentinel Runtime while installing Flexible License Server (**Fig 1**) or if “*Sentinel Runtime Environment Error*” message comes up when you run activation utility (**Fig 2**), SafeNet drivers need to be installed manually.

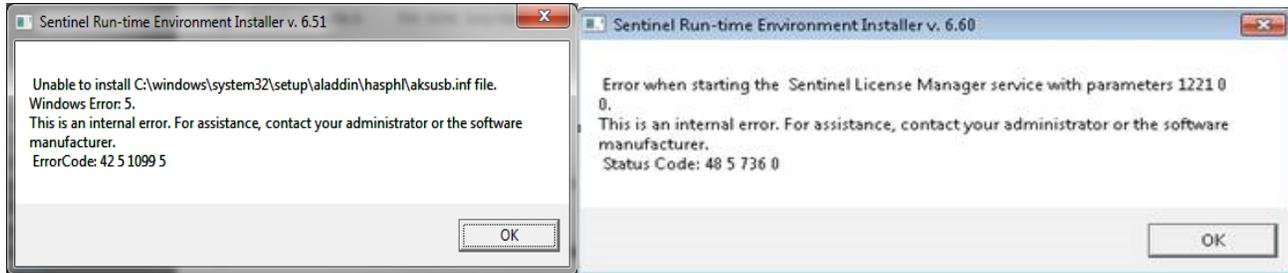


Figure 1. Examples of errors that can come up during Flexible License Server Installation



Figure 2. Example of an error that can come up when starting Rocscience Software Activation utility

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

Navigate to *All Programs -> Rocscience -> Flexible License Server -> Sentinel Runtime* from the Start menu and launch **Sentinel Runtime Uninstall** shortcut to cleanly remove SafeNet drivers. Once completed launch **Sentinel Runtime Install** shortcut from the same location to re-install drivers.

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

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