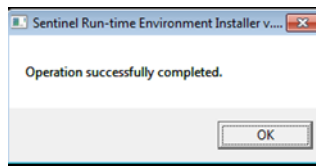# Client Instructions

Client computer configuration consists of two parts: Rocscience Software Installation and Sentinel Admin Control Center Configuration. Installation of the software can be automated via silent install option as per "Silent Install and Uninstall.pdf" instructions included in the package.

Rocscience Software Installation

Login with administrative privileges to the client computer and install Rocscience software.

During installation you'll be prompted to proceed with SafeNet Runtime Installation. Click *Next* and after a short wait you should see the message "Operation successfully completed". Click OK to proceed and 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.

Sentinel Admin Control Center Configuration

Just like the license server, client machines can be configured using web based interface called Sentinel Admin Control Center (ACC). It can be accessed by navigating to http://localhost:1947 in your web browser. Note that port **1947** cannot be changed and it is essential that it is not blocked for communication between server and clients.

The default settings for the ACC should allow any client computer to access license server on the same network, however you may need to verify and adjust certain settings to gain access to license server.

1. Open ACC in your browser http://localhost:1947
2. Select *Configuration* option in the left pane and then click on *Access to Remote License Managers* tab
3. Make sure that *Allow Access to Remote Licenses* is turned on.
4. If the server is on a different subnet or WAN you might need to specify its IP in *Specify Search Parameters* edit box. Press Submit button to save settings.

5. Press the Products option in the left pane. If the license server has been found, you will see the license(s) in the products list (see below). It might take a few minutes for license server to show up. If it does not show up, make sure that the port 1947 is not blocked and you can ping the server by its IP address.

6. Once the client has found the remote license server and the license is showing up in Products page, you can run your purchased Rocscience product on that machine.

Detachable Licenses

If the license type purchased allows detaching for offline use and you want the client machine to be able to detach a license, go to *Configuration -> Detachable Licenses* tab and turn on the *Enable Detaching of Licenses* option. Note that this option should also be enabled on the server.

You might also want to adjust Maximum Detach Duration value. This is the time before the license is automatically returned to the license pool. Since a detached license can only be returned by the computer it was detached to, it is better to keep this duration short in case something happens to the computer with the detached license.

For instructions on how to detach a license refer to *Detaching Network Licenses* document.

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.
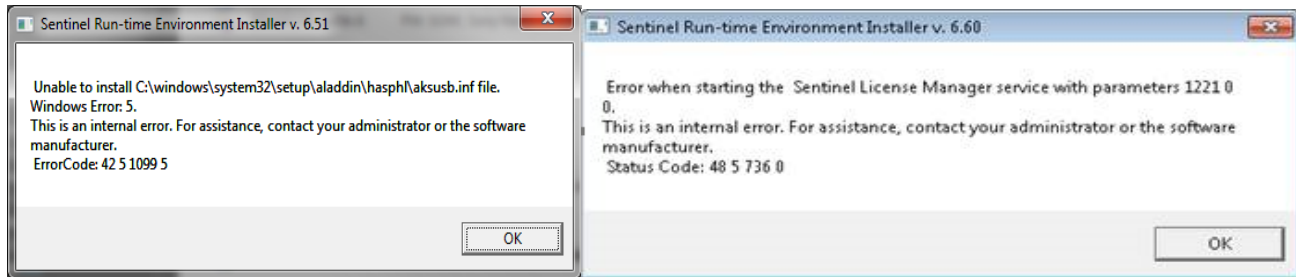

Figure 1. Examples of errors that can come up during Flexible License Server Installation
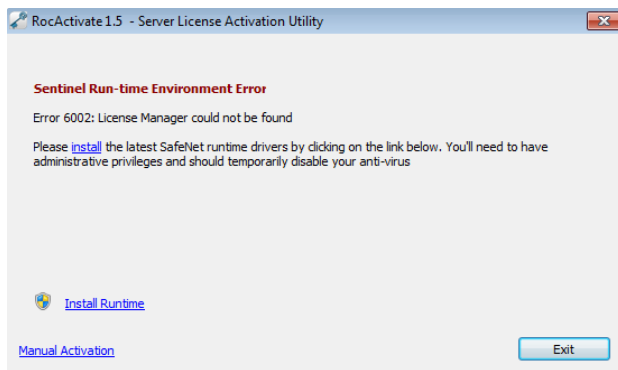

Figure 2. Example of error that can come up when starting Rocscience Software Activation utility

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 -> Licensing -> 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.