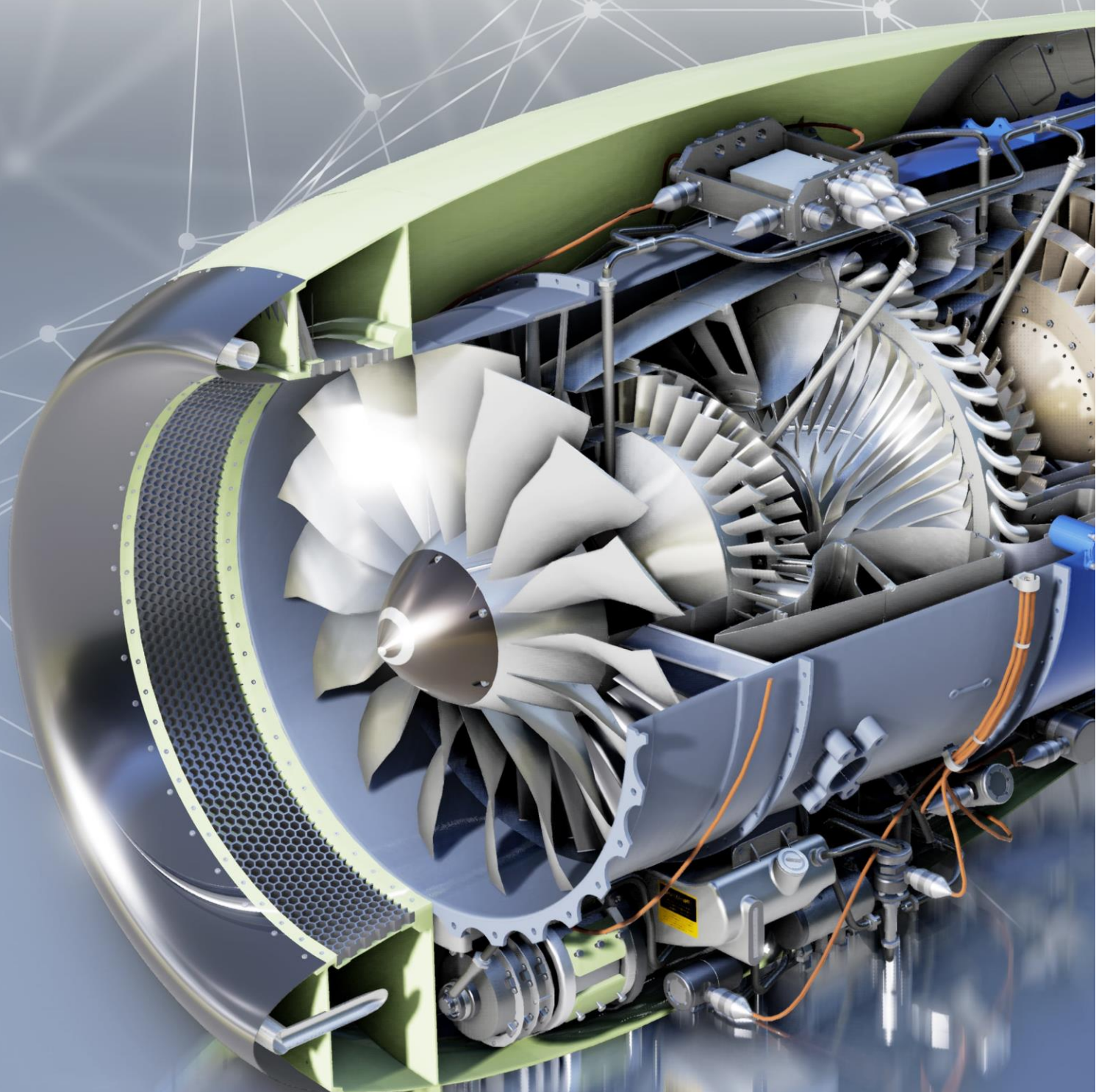


T-FLEX CAD 17

LICENSE KEY ACTIVATION AND UPDATE



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Information about Protection Keys

Special protection keys created using **Sentinel HASP** technology are used to protect T-FLEX products from an unauthorized usage. There are two types of protection keys - hardware and software. Keys have their own memory, which contains information about available customer licenses.

The hardware key is recorded on a physical device that plugs into a USB port on your computer.

Hardware HASP keys of Sentinel HL series version 4.25 and above are used for protection of T-FLEX products. Older versions of keys are not supported.

Software key does not require the physical device. It is associated with a specific computer but can be moved to another computer if necessary.

The keys can store network or local licenses.

The local license works only on a single computer. Protection key should be activated on the computer.

Network license works on several computers. A number of users should not exceed the number of purchased licenses. Only one key with network license is used in this case. The key should be activated on one of the local network computers. We will call this computer a **server**¹.

If you are using a network license, a network administrator is granted access to manage available licenses and to distribute them between workplaces with **computers-clients**². He can also browse information about the licenses.

Activation procedure for the protection keys does not depend on the license type.

Access to the licenses management is carried out via **Sentinel Admin Control Center** application. Use the <http://localhost:1947> link to open it.

For proper work of protection keys and for obtaining access to license management you need to install prerequisites included into T-FLEX distribution.

You need to install **T-FLEX Licensing** utility to activate and update protection keys.

If several licenses are available on a certain computer, the one with the highest priority is used. Here is the list of licenses in order of priority (from highest to lowest):

1. local license of a hardware key;
2. local license of a software key;
3. network license of a hardware key;
4. local license of a software key.

¹ Here and further: Server – network computer, which has an installed network key.

² Here and further: Computer-client – network computer, which is allowed to use license of one or several T-FLEX products.

How Can I Activate My key?

1. Install [T-FLEX Prerequisites](#).
 - If the protection key contains local license, you need to install prerequisites on the computer with T-FLEX.
 - If the protection key contains network license, you need to install prerequisites on the **server** and on all of the network **computers-clients**.
2. Activate a protection key
 - If you want to receive a new software key or update an existing hardware key, you need to run **T-FLEX Licensing** utility and [receive key or update memory of an existing key](#).

Note! Activation or update of a software key and update of a hardware key occurs in one scenario.

- If you're using a hardware key, you just need to plug it into computer and wait for indicator to light up.

Note! For a new hardware key, there is no additional installation required!

Now the key is ready to work and you can begin using T-FLEX.

Prerequisites Installation

Make sure that **HASP driver** of **Sentinel HASP** licensing system is installed and run on your computer before starting a protection key activation/update procedure.

The driver is installed automatically during **T-FLEX Prerequisites** installation. It is recommended to install current HASP driver version from the distribution.

The **Sentinel Admin Control Center** service is installed with the HASP driver.

In addition to the protection key, the Prerequisites provide a set of programs required to run T-FLEX CAD.

Go to your browser and check <http://localhost:1947>. If the page doesn't open (not found) then re-install **T-FLEX Prerequisites**.

T-FLEX Licensing Utility Installation

T-FLEX Licensing utility is used for activation of new keys and update of the existing keys. The utility is included in distribution. You can find it in the **T-FLEX Licensing** folder.

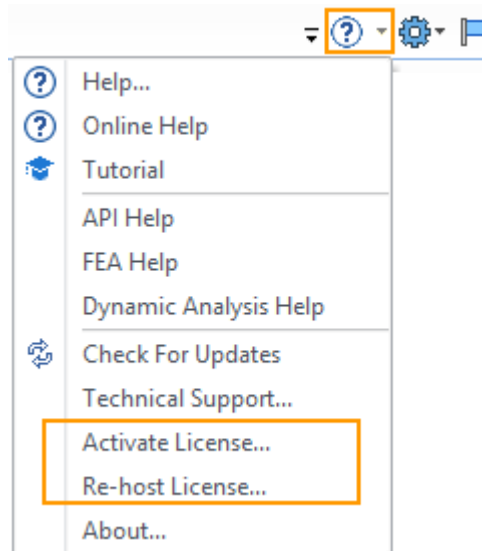
Two utilities **T-FLEX Licensing** and **T-FLEX Rehost License** are available after installation.

You can run the utility from the Windows menu **Start > All Programs > T-FLEX Licensing**.

It is recommended to install utility if you are not going to install T-FLEX CAD on your computer or if you want to re-host a software key.

Commands for Key Activation and Re-host in T-FLEX CAD

There are special commands in T-FLEX CAD for licenses activation and re-hosting. You can find the commands in the drop-down list.



You should use **Activate License...** command to activate a key or update an existing key.

You should use **Re-host license...** command to move a software key between computers.

Activation/Update of software key memory and update of hardware key memory

Attention! The same procedure is used for activation and update of a hardware key and update of a hardware key. The procedure is described below.

You need to install [Prerequisites](#) before activation/update of a key.

Activation/Update occurs in two stages:

- Create a request for receiving/updating of a key and send it to the licensing service of the "Top Systems" company.
- Activate a key using the file received from the licensing service.

Create Request and Send it to the Licensing Service

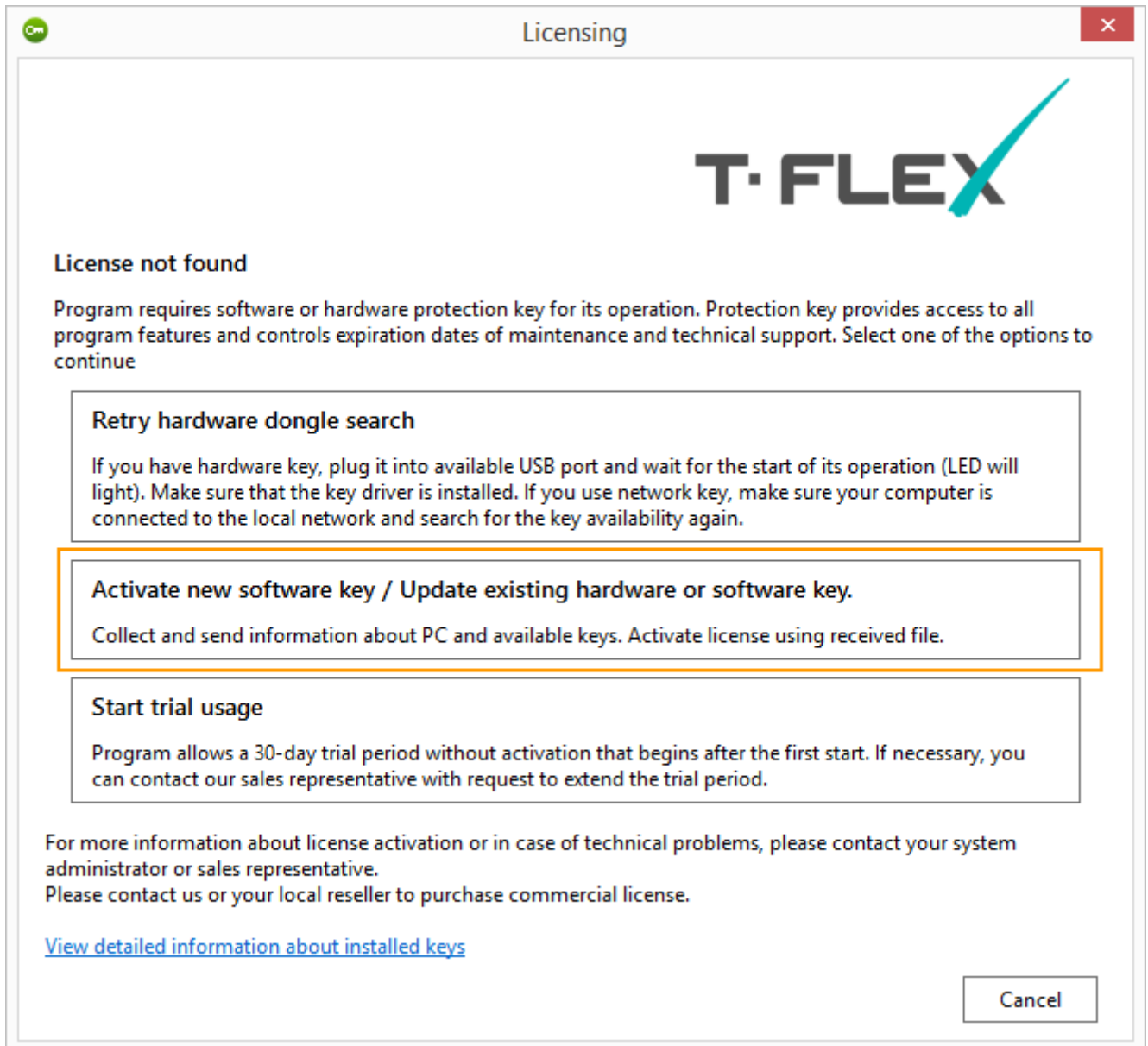
- If you don't have a key and you want to receive a software key, perform one of the following actions:
 - Launch T-FLEX CAD and run **Activate License...** command.
 - Install and run [T-FLEX Licensing](#) utility

In both cases, the **Licensing** window appears. Selected action depends only on whether T-FLEX CAD is installed on your computer.

- If you already have a software key or a hardware key (Sentinel HL series version 4.25 or above), and you want to update it then you should use **Activate License...** [command from the T-FLEX CAD](#) or install and run [T-FLEX Licensing](#) utility.

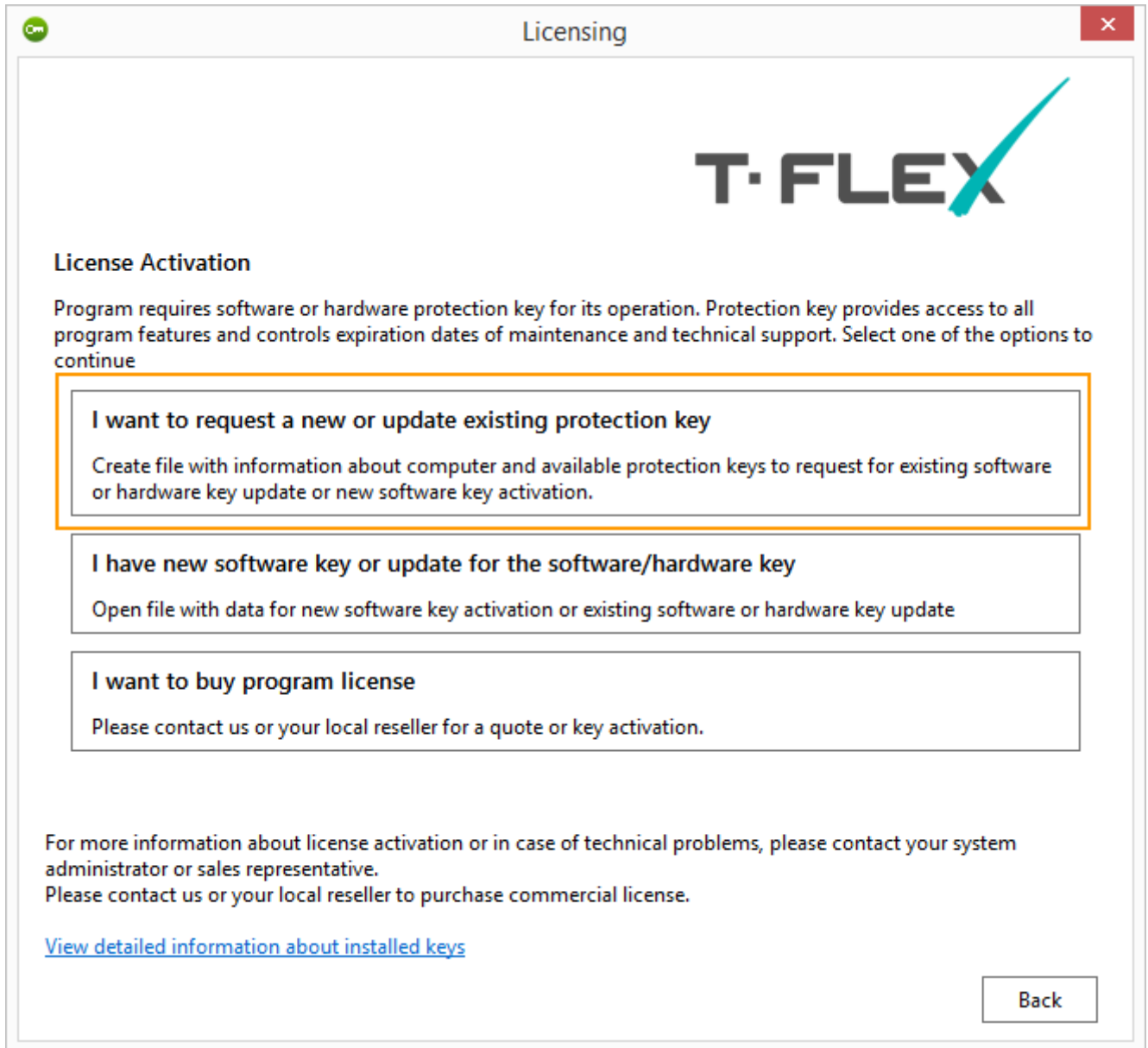
When you run T-FLEX CAD for the first time a **Licensing** dialog window appears. It displays message **License not found**.

To receive/update a key you need to select **Activate new software key / Update existing hardware or software key**.



License Activation dialog appears. Here you need to select the **I want to request a new or update existing protection key** option.

Attention! If you run **T-FLEX Licensing** utility or activated the **Activate License...** command from T-FLEX CAD the **License not found** dialog will not appear. License activation dialog will appear at once in this case.



A new dialog window will appear. You need to fill in a special request to receive/update a key.

Licensing

T-FLEX PLM

Request for License Activation or Renewal

To activate or renew the license, you must submit request to the Licensing Service with information about installed protection keys on your computer. For software protection keys, request will also include digital signature of system information.

Company Name:

First Name:

Last Name:

E-mail:

Computer Name:

Keys are not found. Request for the new software key will be sent.

All fields are mandatory. The **Computer Name** field is filled in automatically.

In addition to the data filled in by the user, the system automatically generates a fingerprint file. A fingerprint file is unique for each computer and is used when activating a key. A fingerprint file has a C2V format.

A fingerprint file includes information only about your hardware components and doesn't contain any personal data.

Buttons below allows you to select one of the two ways for sending request and information file:

If you select the **Email license request**, a letter is created. It contains the request file (in XML format) and fingerprint file (C2V format) in the ZIP archive.

The system launches a default application for sending emails to create the letter. If there is no default application for sending letters on your computer, a warning message will appear.

Make sure that your computer has access to the internet before the letter creation.

The screenshot shows an email composition window. On the left is a 'Send' button with an envelope icon. To its right are 'To...' and 'Copy...' buttons. The 'To...' field contains the email address 'support@topsystems.ru'. Below these is a 'Topic' field with the text 'License Activation Request: VUSATY, Tester Testeroffsky, Test Inc.'. Underneath is an 'Attachment' section showing a file named 'vusaty.c2v.zip' with a size of '4 KB' and a zip file icon. At the bottom is a large text area containing the following information:

Company Name: Test Inc.
First Name: Tester
Last Name: Testeroffsky
E-mail: test@test.test
Computer Name: VUSATY

Below this information is a prompt: 'Here you can add your message:'.

If you select **Save file for sending from another computer** a ZIP archive will be created, but you need to send it manually from another PC to support@TopSystems.ru.

Use this option only if there is no access to the internet on the current computer.

Activation of Received Key

The licensing service of “Top Systems” company will process the request for receiving/updating of a key and send a message with the attached file. The file contains data for a new key activation or an update for the existing key.

A name of the attached file is a number of the software key. The file format is V2C.

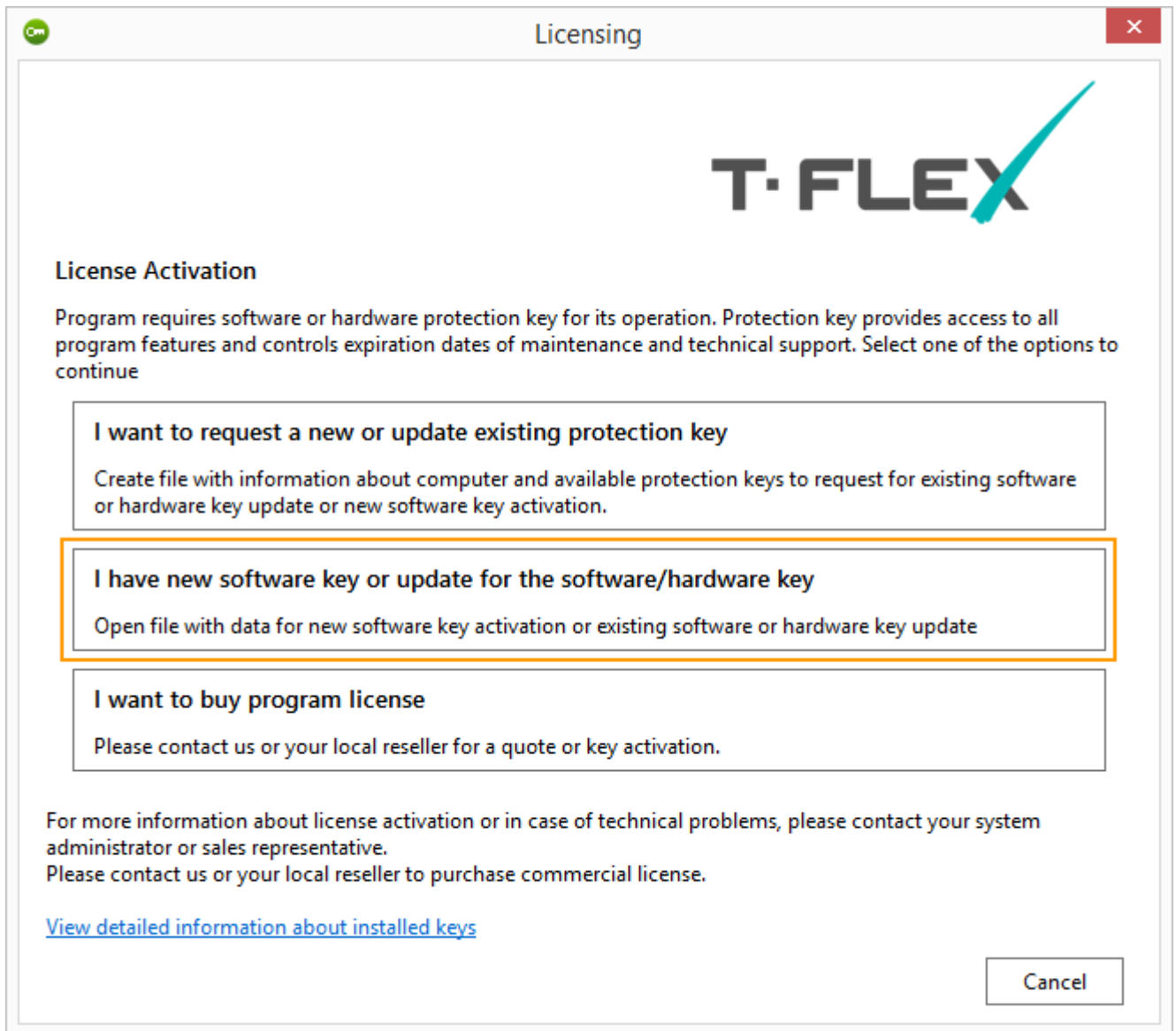
You need to save the attached file to any directory on the computer and run T-FLEX CAD or [T-FLEX Licensing utility](#) again.

If you received a new software key, you can activate it only on the computer where the request was created.

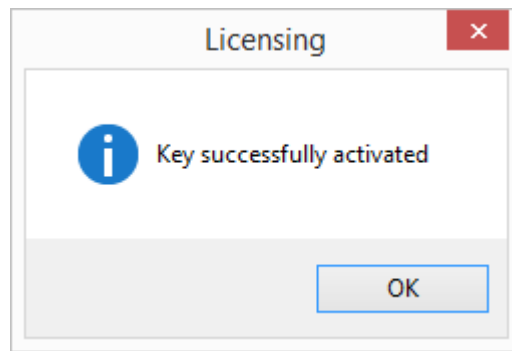
If you received an update for the existing software key, you can activate it only on the computer where the request was created.

If you received an update for the existing hardware key, you can activate it only on the computer where a hardware key is plugged.

In the appeared **Licensing** dialog you need to select **I have new software key or update for the software/hardware key** option.



You need to select the saved V2C file in the **Select Protection Key File** dialog. After these steps, the key will be activated. Activation usually takes less than one minute. A message **Key successfully activated** will appear.



If you receive an error message do not attempt to activate the key again. Immediately contact technical support using support@topsystems.ru e-mail. Describe your problem in the letter and attach a screenshot of the error.

Support can also ask you to attach screenshots of **Sentinel Keys**, **Features** and **Diagnostics** tabs from the [Sentinel Admin Control Center](#).

Go to <http://localhost:1947> or click **View detailed information about installed keys** in the **Licensing** dialog to receive information from the **Sentinel Admin Control Center**.

Re-host of a Software Key

Software keys with all their licenses can be moved from one computer to another. Key re-host may be necessary in the following cases:

- If you want to move the T-FLEX CAD license to another computer,
- If you want to upgrade or replace components of the computer,
- If you want to format or repartition the hard drive,
- If you want to reinstall OS.

Important! If the license was not moved in cases mentioned above, it can be lost or damaged.

Important! The license can be moved if the source computer³ and the target computer⁴ are in working order and the license on the source computer is not damaged. If you need to replace components of the computer, format the HDD or reinstall OS it is recommended to move the license to another computer **in advance**.

Important! You can't store data with licenses in a file and activate it on the same computer after its upgrading. Computer's fingerprint before and after upgrading will not be the same.

Important! Make sure that there are installed [key driver](#) and [T-FLEX Rehost License utility](#) on the source computer and target computer before re-hosting of the license.

³ Here and further: Source computer – a computer where the key is currently installed.

⁴ Here and further: Target computer – a computer where the key should be moved to.

What Should I do to Re-host My Key to Another Computer?

There is special [Re-host License](#) command in the T-FLEX CAD. You need to activate the command on the source computer for re-hosting.

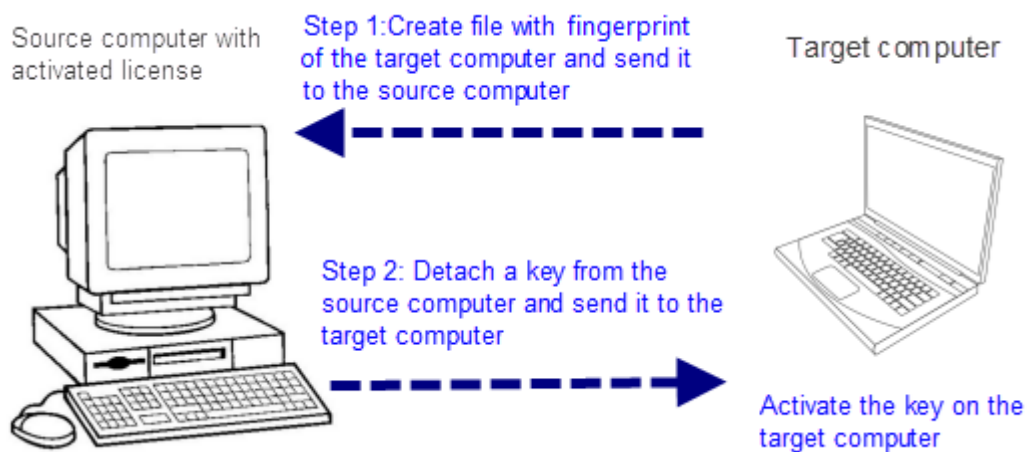
If the T-FLEX CAD is not installed on the target computer, it is necessary to install the [T-FLEX Rehost License utility](#).

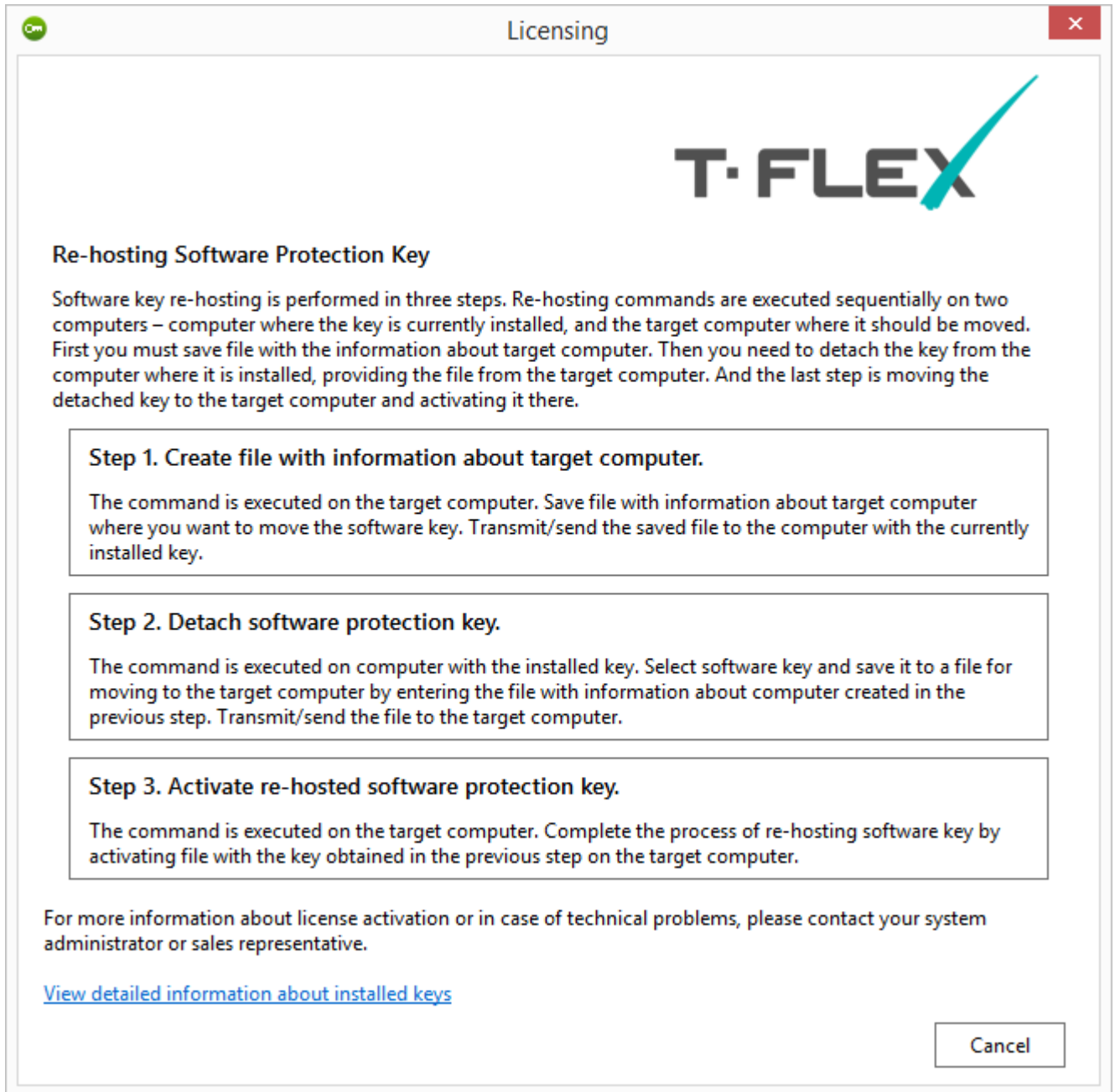
Important! You need to release the license before key re-hosting. Therefore, T-FLEX CAD on the source computer and target computer should be closed.

When you call **Re-host license** command from T-FLEX CAD, the program is closed automatically.

A dialog window appears after calling the command from T-FLEX CAD or running [T-FLEX Rehost License utility](#). There are three stages for license re-hosting:

- 1) Create file with fingerprint of the target computer,
- 2) Detach software protection key from the source computer using the target computer's fingerprint,
- 3) Activate the key on the target computer.





Step 1. Create file with information about target computer

Run the [T-FLEX Rehost License](#) utility on the target computer.

Select the **Step 1. Create file with information about target computer** option.

Then **File with information about computer** window appears. Here you need to select a directory for saving the computer's fingerprint in R2H format. The fingerprint file should be moved to the source computer.

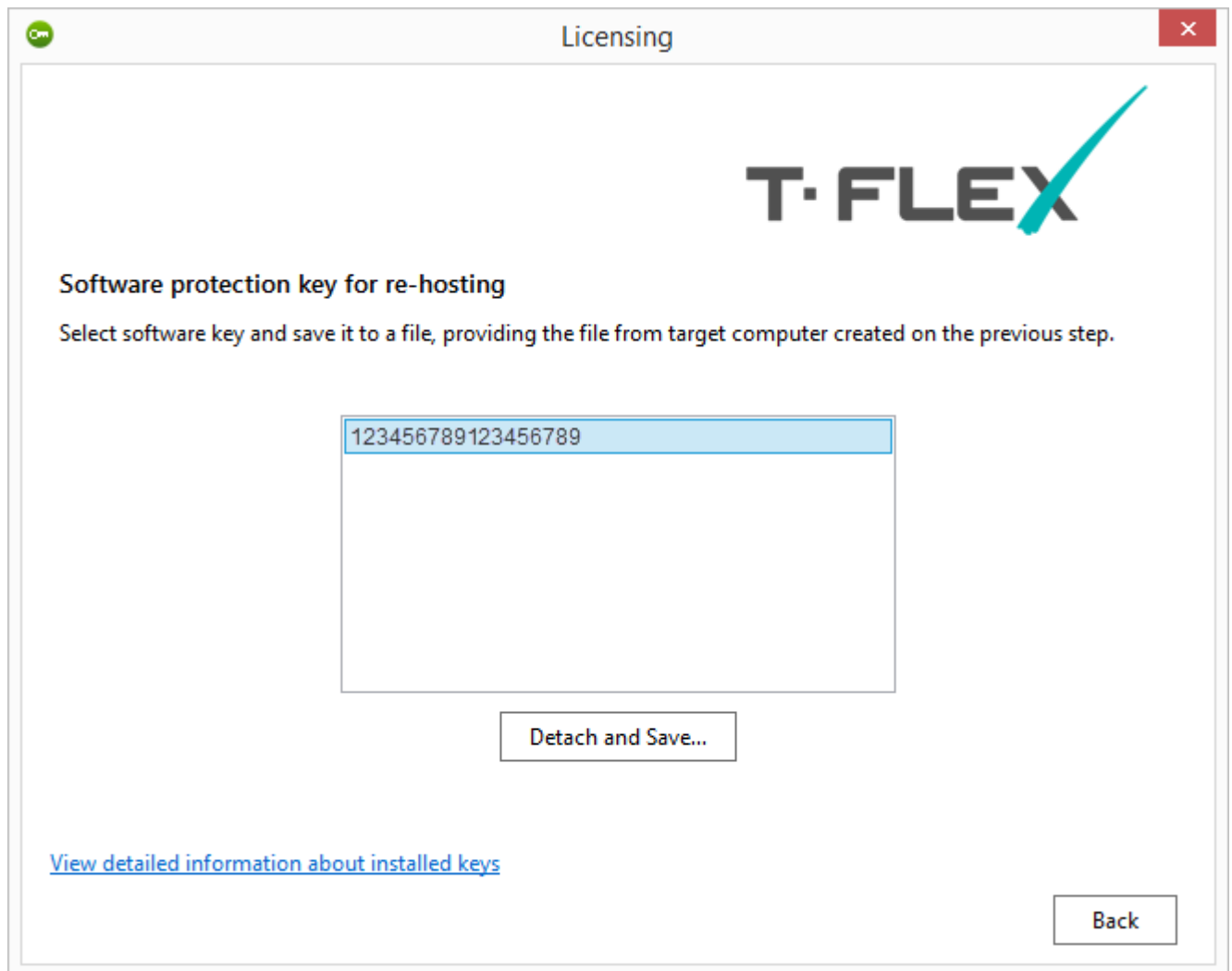
Step 2. Detach software protection key

Run the [T-FLEX Rehost License](#) utility or **Re-host License** command from the T-FLEX CAD on the source computer.

Select the **Step 2. Detach software protection key** option.

A dialog window will appear. Here you can select a key that should be detached.

Important! Make sure that you selected the **correct** key and transfer it to the correct target computer. After pressing **Detach and Save** button and selection of the R2H file from the target computer, the license will be removed from your source computer.



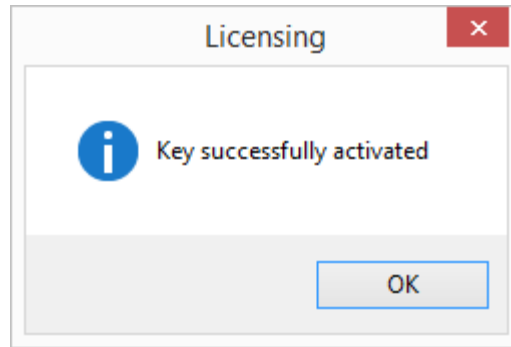
If you are sure that everything is selected correctly, press the **Detach and Save** button. Then you need to select the R2H file, received from the target computer in the first step. Save the file in H2R format. The file should be activated on the target computer.

Step 3. Activate Re-hosted protection software key

Run the [T-FLEX Rehost License](#) utility on the target computer.

Select **Step 3. Activate Re-hosted protection software key**. Select the file in the H2R format in the appeared window.

Activation will take some time, usually not more than a minute. After activation, you will receive a message.



If you receive an error message do not attempt to activate the key again. Immediately contact technical support using support@topsystems.ru e-mail. Describe your problem in the letter and attach a screenshot of the error.

Support can also ask you to attach screenshots of **Sentinel Keys**, **Features** and **Diagnostics** tabs from the **Sentinel Admin Control Center**.

To receive information from the **Sentinel Admin Control Center** go to <http://localhost:1947> or click **View detailed information about installed keys** In the Licensing dialog.

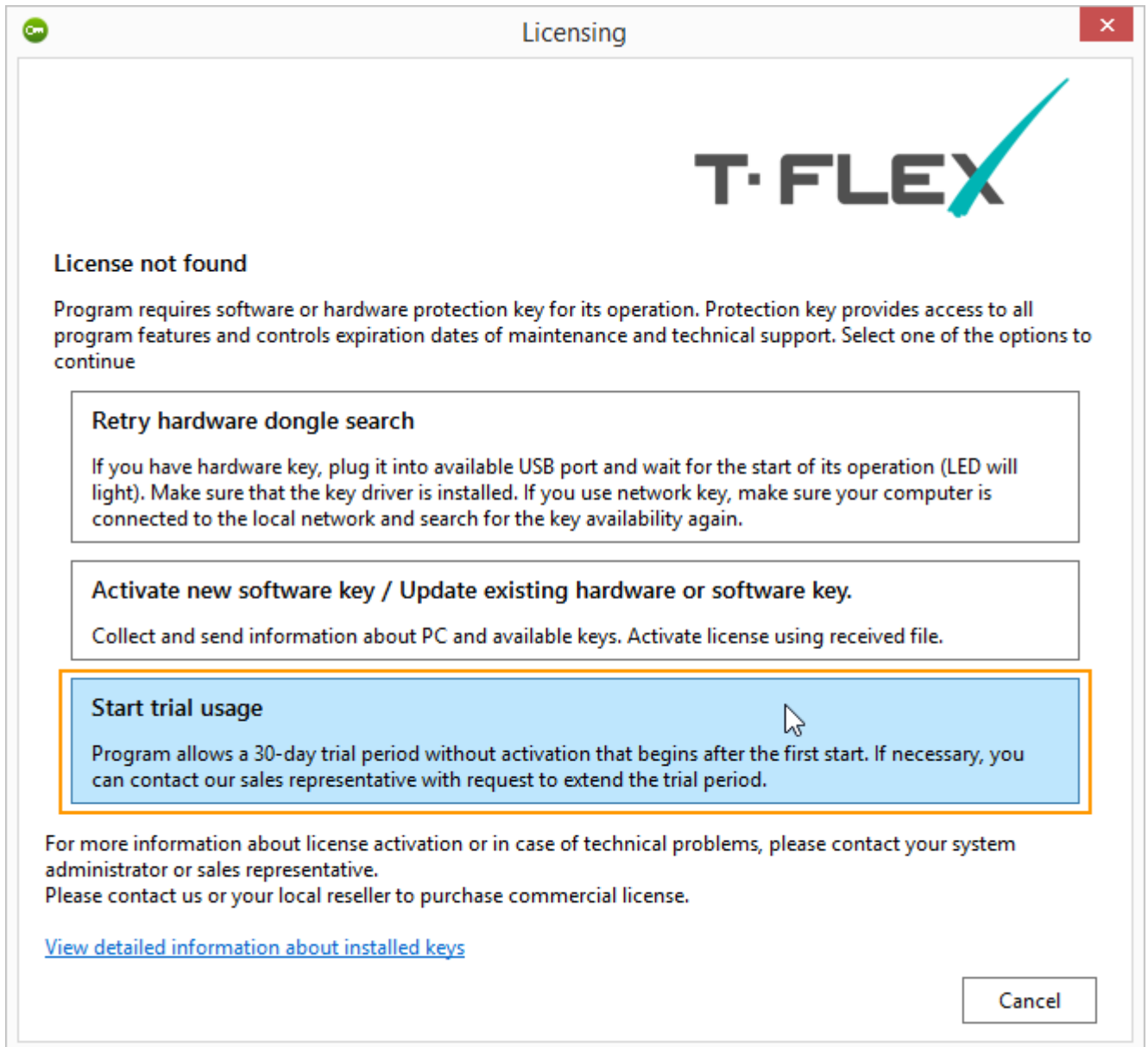
Trial Version

A trial usage period is available for T-FLEX CAD.

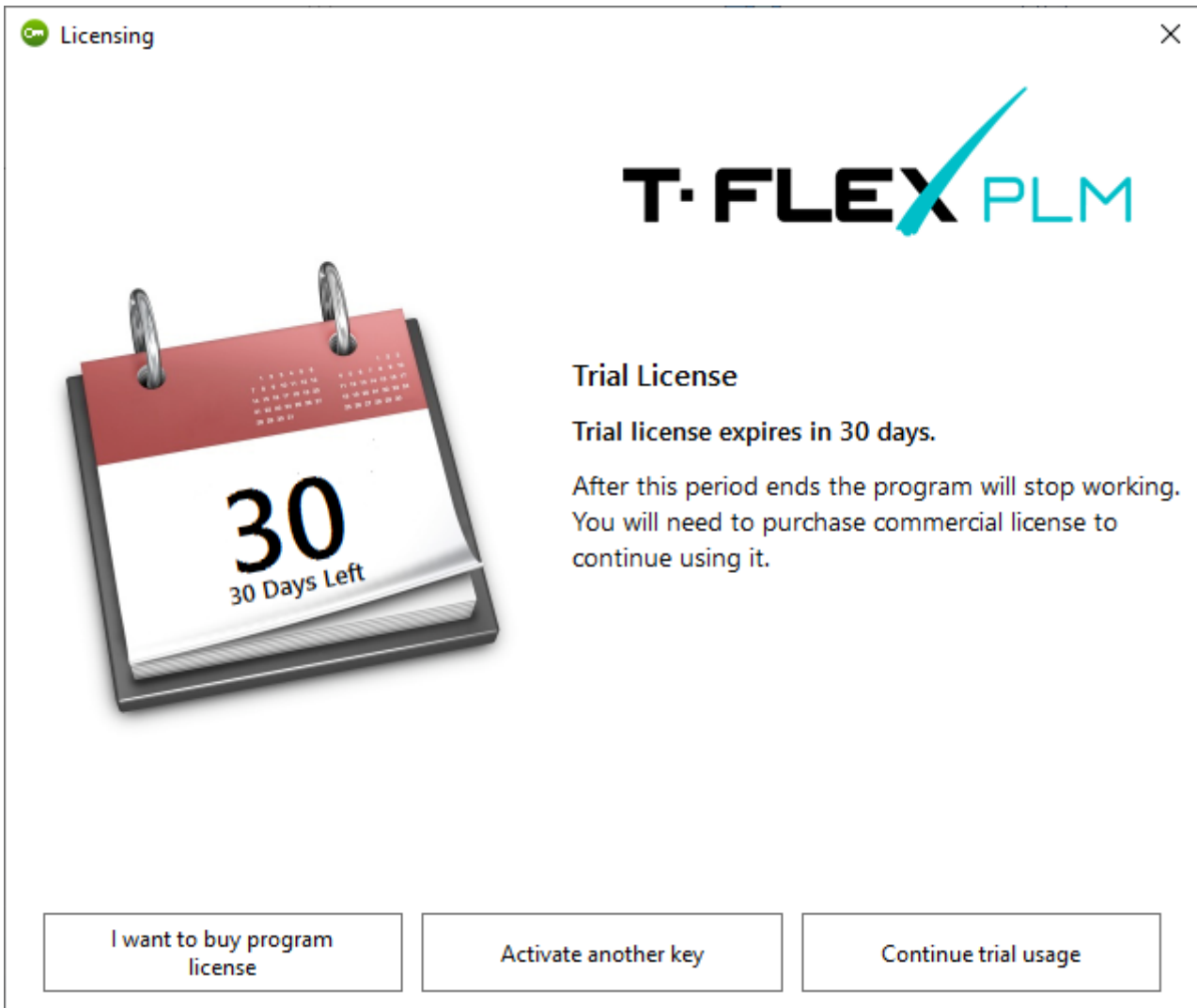
In some countries trial period might be unavailable.

To start trial usage, you should select **Start trial usage** in the **Licensing** dialog.

Trial usage is available for one computer only once.



The following dialog will be displayed when you run T-FLEX CAD during the trial period. It displays a remaining trial period and contains links to full license purchase and activation.



You should click **Continue trial usage** button to use T-FLEX CAD during the trial period.

To [activate a new key](#) click **Activate another key**.

For purchasing a license click **I want to buy program license**. You will be redirected to the Top Systems website.

Information about Sentinel Admin Control Center

Use <http://localhost:1947> link or press **View detailed information about installed keys** in the Licensing dialog to open the **Sentinel Admin Control Center**.

Sentinel Admin Control Center opens in a browser window. You do not need an internet connection to use it. It works locally.

There are switching language options in the lower part of the **Sentinel Admin Control Center** window

Help can be called in the top right corner of the window. There you can access necessary information about using the control center. E.g. there you can find an info about network licenses distribution between client computers.

The screenshot displays the Sentinel Admin Control Center interface. The title bar reads "Sentinel Admin Control Center" with a "Help" button in the top right corner. A left-hand navigation menu includes: Sentinel Keys, Products, Features, Sessions, Update/Attach, Access Log, Configuration, and Diagnostics (which is currently selected). The main content area is titled "Diagnostics Host Name: vusaty" and contains the following information:

License Manager Version	25.0 Build 116377
Computer Name	vusaty (PID:3748 on Win64) Create ID File
Host Operating System	Windows 10 Enterprise Build 19042 Intel64 Family 6 Model 158 Stepping 9
LM Protocols	IPv4, IPv6 (TCP, UDP:1947)
Uptime	6 days 5 hours 25 minutes 9 seconds, local time 2021-08-27 11:10:23
Template Sets	_int_,de.16.0.alp,es.16.0.alp,fr.16.0.alp,it.16.0.alp,ja.16.0.alp,ru.16.0.alp,zh-CN.16.0.alp
Current Template	English 16 (1 April 2021 Build 1)
Current Usage	0 logins, 0 sessions
Login Requests	4 (1 peak simultaneous logins)
Requests	1,093 local, 117 remote, 1,210 total
Data Volume	1,460,332,869 received, 251,480,202 transmitted
Errors	0 Key related, 0 in Transport
Client Threads	1 (18 peak), 0 req/sec, 0.0 ms 90th, 0% usage
Memory Used	8,150,063 (5,300 blocks)
Run-time	Run-time Installer 8.21 Run-time Package 8.21

At the bottom of the diagnostics section, there is a "Generate Report" button. The footer of the interface includes: © 2021 Thales Group. All Rights Reserved. A language selection menu with options: English, Deutsch, Español, Français, Italiano, 日本語, Русский, 中文. On the far right, it shows "Run-time Installer 8.21.116380.1".

FAQ

The main reasons why the key doesn't work:

You have not installed the support components (install the support components).

You have installed the support components, but it has not been updated (reinstall the **HASP key driver** by launching with admin rights the **ReInstall.cmd** from the **T-FLEX Prerequisites\HInstall** folder).

You have installed support components, but you are using an old-style key (install **License manager** for old-style keys from the delivery disk, or contact technical support for acquiring it).

Troubleshooting:

- 1) **Support components cannot be installed, and the message "Unable to stop hasplms service" appears when installing the security key driver.**

You need to disable the **Sentinel LDK License Manager** service in **Control panel > System and security > Administration > Services** and repeat the installation.

- 2) **You have several products of the T-FLEX PLM complex installed in different versions, and one of the products does not see the security key.**

In this case, you should check the product build. The new security key is supported starting with a specific t-FLEX CAD 14 and T-FLEX DOCs 14 build. For earlier builds, we recommend use the old security key. For more information, please contact the managers of Top Systems.

- 3) **After updating the build, the support components were reinstalled, the license manager opens upon using the link <http://localhost:1947>, but the program still doesn't see the key.**

After reinstalling the security key driver, there may be a situation where the old key driver is not updated during installation. In this case, go to the **T-FLEX Prerequisites\HInstall** folder and run the file **ReInstall.cmd**. It will delete the installed version of the key driver and install the new version.

It is important to always install the key driver from the **T-FLEX Prerequisites** folder that comes with the current build of the T-FLEX product, since the versions of the security driver may differ.

- 4) **After re-installation of the equipment the key cannot be found.**

Most likely, you have deleted the support components that are responsible for the key operation.

- 5) **After the Sentinel service stops, the key cannot be found.**

Try restarting the **Sentinel** service. If this does not help, reinstall the key driver using the file **Reinstal.cmd**, which is located in the **T-FLEX Prerequisites\HInstall** folder.

- 6) **You have two security keys for t-FLEX PLM products, one of them is old and the other one is new. They contain licenses for different products. Sometimes products of the T-FLEX PLM complex are connected to the wrong key.**

The old and new keys work through different ports. You must ask the network administrator to configure the connection of products to keys on different ports. Then both keys will be visible and will not interfere with each other.

7) Employee wants to connect to the network where the network security key is installed and work remotely. How can he do this?

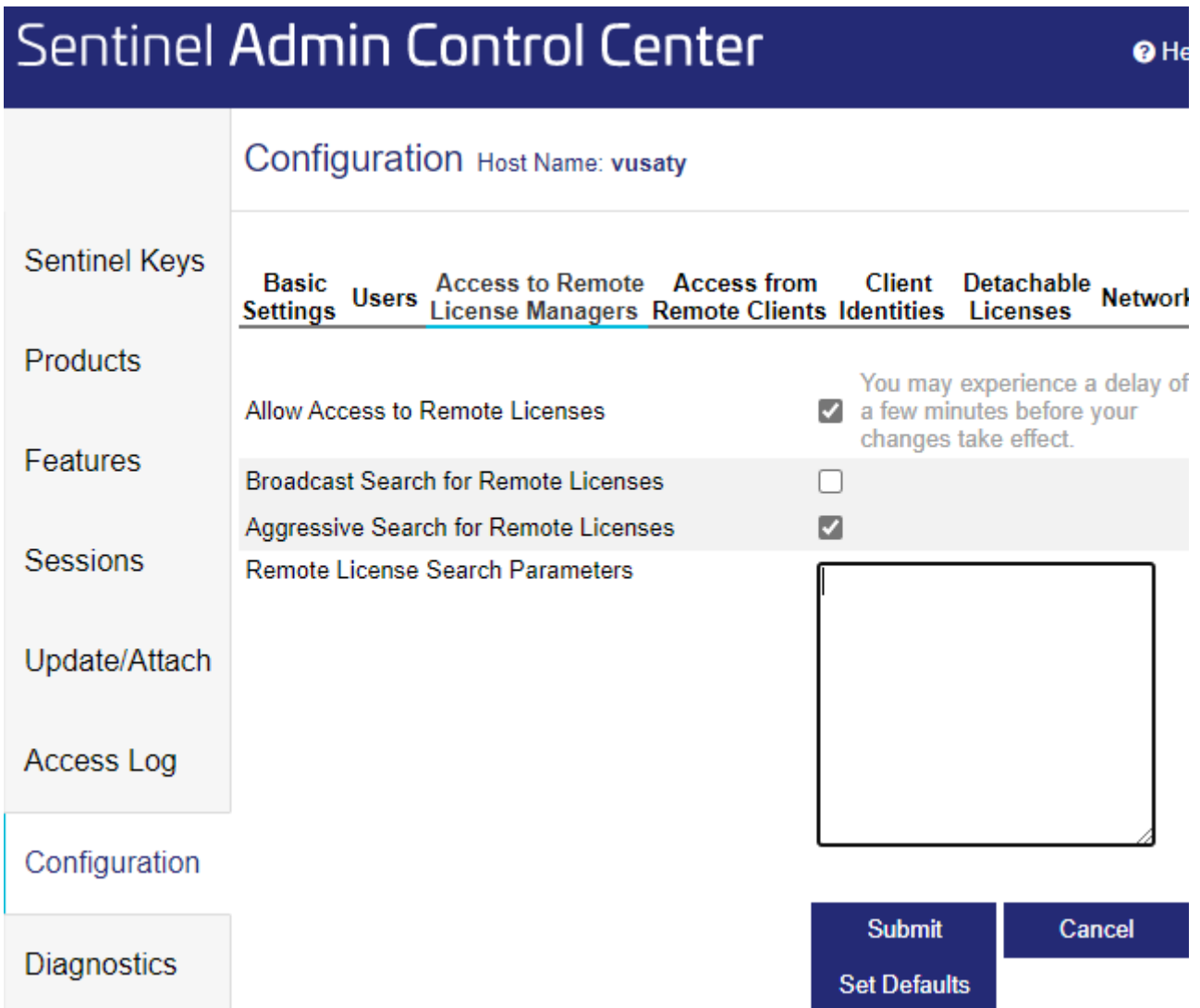
For connection your system administrator must allow an employee to access your local network via port 1947, for example, via a VPN connection, and provide the IP address of the office.

The administrator should set a rule, that anyone who connects via the external IP address of the office, gets access to the port of the server computer on which the product key of the T-FLEX PLM complex is installed.

Then on the employee's computer, after installing the connection, you need to set two flags, as in the picture below. They allow you to connect remotely and search for the key outside the local network.

Input the IP address of the office into the **Remote License Search Parameters** field.

After completing these steps, the key connection must be available.



Contact us to request information about T-FLEX software, our
Academic Program, or if you have ideas on cooperating
with Top Systems

www.tflex.com/mail

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