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1 SOFTWARE DOWNLOAD AND OS SUPPORT

Download Software using this link

After extracting the attached RMS9.7_CLS2022_License_Server.zip file you will have four folders: -

CLS License Manager Installation Key Drivers RMS 9.7 TeamViewer Client

SUPPORTED OPERATING SYSTEMS

Server (License Host):

- Win10 x64
- Server 2008 x64*, Server 2012 x64, Server 2016 x64, Server 2019 x64

Client (Surfcam Workstation):

• Win10 x64

SUPPORTED SURFCAM VERSIONS

• Surfcam 2014 or newer





2 SERVER -- LICENSE SERVER SETUP

We recommend you uninstall any previous versions of Sentinel RMS before installing version 9.7

2.1 INSTALL THE NETWORK LICENSE MANAGER

- 1. Run the Setup.exe from the RMS 9.7 folder.
- 2. Select the Next to continue.



3. Accept the License Agreement and select Next to continue.







4. Enter your contact information and select **Next** to continue.

🕼 Sentinel RMS License Manager 9.7.0 - InstallShield Wizard	×
Customer Information Please enter your information.	
User Name: michael.welk	
Organization:	
Install this application for:	
Anyone who uses this computer (all users)	
Only for me (michael.welk)	
InstallShield	
< Back Next >	Cancel

5. Recommend using the default installation path, select **Next** to continue.

🛃 Sentinel RMS License Manager 9.7.0 - InstallShield Wizard	×
Destination Folder Click Next to continue installing to the following folder, or click Change to install to a different folder.	
Install Sentinel RMS License Manager 9.7.0 to: C:\Program Files (x86)\Common Files \SafeNet Sentinel\Sentinel RMS License Manager\	Change
InstallShield < Back Next >	Cancel

6. Recommend a Complete install, select **Next** to continue.

🛃 Sentinel RMS L	icense Manager 9.7.0 - InstallShield Wizard	(
Setup Type Choose the set	up type that best suits your needs.	
Please select a	setup type.	
Complete	All program features will be installed. (Requires the most disk space.)	
O Custom	Choose which program features you want installed and where they will be installed. Recommended for advanced users.	
InstallShield	<back next=""> Cancel</back>]





7. Make sure the Check Box is checked for Windows Firewall and select Next to continue.



8. Select Install to continue.

Sentinel RMS License Manager	9.7.0 - InstallShield Wizard	×
Ready to Install the Program		
The wizard is ready to perform se	lected operation.	
Click Install to begin the installatio	n.	
If you want to review or change a exit the wizard.	any of your installation settings, click Bao	sk. Click Cancel to
stallShield		
	< Back Install	Cancel

9. Installation is complete, select **Finish**.





2.2 INSTALL THE CLS LICENSE MANAGER

The CLS License Manager makes it easier to install license files on the Server. Once the license is installed you can update it from the Client's CLS Manager.

- 1. Run the SetupVeroClsLicenseManager.exe from the CLS License Manager Installation folder.
- 2. Accept the License Agreement and select **Next** to continue.

😼 Setup - CLS License Manager 🛛 🗌	×
License Agreement Please read the following important information before continuing.	
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.	
End User Licence Agreement	^
IMPORTANT NOTICE: PLEASE READ CAREFULLY BEFORE INSTALLING THE LICENSED MATERIALS:	
Last updated: 20 September 2019	
This End User Licence Agreement ("EULA") is a legal agreement between the Licensee and the Licensor.	
Various capitalised terms used in this EULA are defined in Exhibit A (if the terms are not defined in the main bodv of this EULA).	~
Licensor: Planit Software Ltd.	
 I accept the agreement 	
\bigcirc I do not accept the agreement	
Next >	ancel

3. Select **Install** to continue.

🔀 Setup - CLS License Manager —		×
Ready to Install Setup is now ready to begin installing CLS License Manager on your computer.		
Click Install to continue with the installation.		
< Back Install	С	ancel





4. Installation is complete, select **Finish** to continue.





2.3 INSTALL THE COMPUTER ID KEY & DRIVERS (ONLY FOR KEYED LICENSES)

- 1. Run the Sentinel System Driver Installer 7.5.9.exe from the Key Drivers folder.
- 2. Place the USB Network Key on the USB port of the License Server.

Not required for Keyless license.

Virtual Machines & Servers require a USB Computer ID Key.

See Troubleshooting Tips for Hyper V and VM Ware





2.4 FINDING THE LOCKCODE

- 1. Run C:\Program Files\Vero Software\Vero CLS License Manager\Cls\GenerateLockCode.exe.
- 2. If your Network License is setup for Keyless, the Lockcode will start with 14-.

	Generate Lock Code
Hostname:	T110
Locking Method:	Keyless
Lock code:	14-*1R9Q47RYNHTJBJ3
Recovery code:	1010-*1MSVZHKQRAHHNJN
	Lock to Security Key
	OK

3. If your Network License is setup for Keyed, Check the "Lock to Security Key" box and the Lockcode will start with 80-.

	Generate Lock Code	
Hostname:	T110]
Locking Method:	Security Key -1	
Lock code:	80-*194845CG39SQCBC	
Recovery code:		
	✓ Lock to Security Key	
	ОК]

4. If you do not have a Physical *.CLSN file please Save the appropriate Lockcode by using the

Icon and send the file to Support and they will generate a license file that you will install in a later step.



2.5 CONFIGURE THE LICENSE SERVER

1. Launch the CLS License Manager from the Start Menu.



2. You may see multiple Standalone (Keyless *) Servers but none of these will be used for the Network License.

Ender the over Ver D							
Active Server Install License Change Active Server		Standalone (Keyless Ethernet-11)					
		Configure Network	Licenses				
Server Details							
License Description			In Use	Comm	Total	Product Code	Time remaining
<		111					>
< Servercode:		ш					>
Servercode: Customer Name:		III					>
<pre><</pre>		III					>
Servercode: Customer Name: Maintenance Expiry: License Expiry:		III					Close

3. Select Server from the Top Menu and then Select Search Network.





4. The CLS Manager will scan the Network and should return the name of your Server. Highlight the Server and select Change Active Server. Ε

Example:	T110	
----------	------	--

Server Licenses Tools H	lelp
License Servers	
Active Server	Standalone (Keyless Ethernet-11)
Install License	Standalone (Keyless Ethernet-11)
Change Active Serve	1 - Select your Server's Name
Configure Network Licer	ises M
	2 - Select the Change Active Server button
Server Details	
٢	III >
Servercode:	
Customer Name:	
Maintenance Expiry:	
License Expiry:	Close
Status:	No installed licenses on T110 (Error 18)

5. A warning dialog box will appear stating that you need to install the license file before your licenses will be available, select Yes to continue.





6. Your Server Name should now have a Green Checkmark and the Active Server line at the top should display your Server Name.

The Yellow ! Icon is also displayed because there is no license file installed.

Server Licenses Tools License Servers Active Server Install License Change Active Ser Configure Network Li	Help	T110 Standa	alone , ey	less Ethern Note: 1 matche	et-11) The Ac	tive Server r Server	now
Server Details License Description			In Use	Comm	Total	Product Code	Time remaining
<		11					>
Servercode:							
Customer Name:							
Maintenance Expiry:							
License Expiry:							Close
Status:	No install	ed licenses	on T110	(Error 18)			



2.6 INSTALLING THE NETWORK LICENSE FILE USING THE SUPPLIED .CLSN FILE

1. Select the Install License button.

Server Licenses Tools H	lelp					
License Servers						
Active Server	T110					
Install License	Stand	alone (Key	less Ethern	et-11)		
Change Active Serve	r					
Configure Network Licer	ises S	elect tr	ie Insta	II Lice	nse button	
Server Details						
License Description		In Use	Comm	Total	Product Code	Time remaining
<						>
	Г					
Servercode:						
Customer Name:						
Maintenance Expiry:						
License Expiry:						Close
Status:	No installed license	s on T110	(Error 18)			





2. Select the "Use License File" option and Select the **Next** to continue.

	Select License X
Type or copy/paste your se file over the Internet click R license file browse for it belo	rvercode below. To request your license equest License File. To use an existing w.
License Server:	T110
Servercode:	0000-0000-0000-0000-0000
 Request License file Use License file 	C:\Users\Darin\Desktop\3818-6
< <u>B</u> ad	Cancel Help

3. Browse to the supplied License File with the *.CLSN extension and select Next to continue.

	Select License	x
Type or copy/paste your se file over the Internet click R license file browse for it belo	rvercode below. To request your license equest License File. To use an existing w.	
License Server:	T110	
Servercode:	3818-	
 Request License file Use License file 	C:\Users\Darin\Desktop\3818-6	
< <u>B</u> ad	Cancel Help	





4. A Lockcode should appear that matches what appears in the CLS License Manager, select **Finish** to continue.

Your Lockcode will have a Prefixed based upon these licensing methods: -

- 14 KEYLESS licensed to the internal hardware of the Server.
- 80 USB SIM (green color)
- 100 USB SIM (black color)

Con	firm License Installation
Please confirm that you wis below. You can optionally re machine as well.	h to update all the licenses as specified emove any existing licenses on the
License Server:	T110
Servercode:	3818-(
Lock Code:	80-*194845CG39SQCBC
Recovery Code:	
Remove Existing	g Licenses
< <u>B</u> ac	k Finish Cancel Help







5. The License Server and License Manager are now setup. You can select **Close**.

Active Server		T110					
Install License	e	√ T110					
Change Active Se	erver						
Configure Network L	licenses						
Server Details			la llee	Comm	Total	Product Code	Time compile
License Description			in Use	0	1	Product Code	Time remair ^
			0	0	2		1
			ő	ő	1		
			õ	ō	1		
			0	0	1		6
1			0	0	1		
<				-			>
Servercode:							
	Surfca	mTraining					
Customer Name:			31, 2019				
Customer Name: Maintenance Expiry:	Tuesda	ay, December	54, 2025				
Customer Name: Maintenance Expiry: License Expiry:	Tuesda	ay, December ay, December	31, 2019			-	Close

6. You have completed the Server portion of the Network License setup.



2.7 UPDATING THE NETWORK LICENSE FILE

Due to License changes (upgrades and maintenance renewals) you may need to update your License to get access to the additional functionality.

This can also be done from the Client's License Manager.

1. Select the Install License button.

Active Server	T110)				
Install License	• 🗾 🗸	F110				
Change Active Se	erver	Select the	Install I	icens	e button	
Configure Network L	licenses					
Server Details						
License Description		In Use	Comm	Total	Product Code	Time remair A
		0	0	1		
1		0	0	2		e
			-	1		6
		0	0			
		0	0	1		6
		0 0	0	1 1		6
<		0 0 0	0	1 1 1 1		
I I Servercode:		0		1 1 1		>
Servercode: Customer Name:	III SurfcamTraini	0 0 0 -		1 1 1		>
Servercode: Customer Name: Maintenance Expiry:	III SurfcamTraini Tuesday, Dec	0 0 0 -		1 1 1		



2. Select Option 1 (Request License File) or Option 2 (Use License File) then Select the Next button to continue.

Select License	x
Type or copy/paste your servercode below, To request your license file over the Internet dick Request License File. To use an existing license file browse for it below.	
License Server: T110	
Servercode:	
Option 1 - Request the new license file Request License file	
O Use License file C:\Users\Darin\Desktop\3818-€	
Option 2 - Use a License that was emaile	d
< Back Next > Cancel H	ielp

- 3. Select the Next button to continue.
- 4. You can enter your Email address if you want a copy of the License File sent to your Email for backup purposes.

Activate License x
To activate your license, please ensure the information below is correct. If you have an internet connection, use the Next button to submit and download your license file. Otherwise use No Internet Available for instructions to obtain your license file.
License Server:
Servercode: 3()4
Lock Code: 80-*
Recovery Code:
Email Address (optional):
No internet available
< Back Next > Cancel Help





5. Select the Next button to confirm the License installation.

Confirm License Installation	:
Please confirm that you wish to update all the licenses as specified below.	
License Server: 110 Servercode: 3 4 Lock Code: 80-* Recovery Code:	
< Back Next > Cancel Help	

6. Confirmation that the License has been installed, select the Finish button to return to the License Manager.

License Installation Complete	x
License Installation was successful	
< Back Finish	





7. The License Manager should now display all of your Licenses.

Server Licenses Tools	Help					
Active Server	T110)				
Install License		F110				
Change Active Se	rver					
Configure Network L	icenses					
Server Details		In Lise	Comm	Total	Product Code	Time remain o
		0	0	1	TTOGGCE COGE	Third Formali A
		o	0	2		
		0	0	1		
1		0	0	1		
1		0	0	1		e
		0	0	1		•
<			-			>
Servercode:						
Customer Name:	SurfcamTraini	ng				
Maintenance Expiry:	Tuesday, Dec	ember 31, 2019)			
License Expiry:	Tuesday, Dec	ember 31, 2019)			Close
Status:	OK					

8. You have completed the Server portion of the Network License setup, select the Close button.



3 CLIENT -- LICENSE SETUP

3.1 CONFIGURE THE LICENSE MANAGER

1. Select the Surfcam Traditional Launcher Icon on your desktop.





ense Manag



3. From the License Manager, select **Server** from the top menu.

erver									
Lice Active	Servers Serve			Standalor	e (Keyless	Wireless-1)		
	Instal	Licen		Stand	alone (Key	less Wirele:	ss-1)		
	Change A	ctive Se	rver						
C	Configure Ne	etwork Li	censes	Sele	ect Serv	ver			
Server I	Details								
Licens	se Descripti	on			In Use	Comm	Total	Product Code	Time remaining
Licens	se Descripti	on			In Use	Comm	Total	Product Code	Time remaining
Licens	se Descripti	on			In Use	Comm	Total	Product Code	Time remaining
< Servero	se Descripti	on			In Use	Comm	Total	Product Code	Time remaining
 Licens Servero Custome 	se Descripti code: er Name:	on			In Use	Comm	Total	Product Code	Time remaining
Licens < Servero Custome Mainten	code: er Name: hance Expire	y:			In Use	Comm	Total	Product Code	Time remaining
 Licens Servero Custome Mainten License 	se Descripti code: er Name: hance Expiry:	y:			In Use	Comm	Total	Product Code	Time remaining

4. Select "Search Network".

Install License	
Revoke License	
Add Defined Server	
Commute Configured License	es
Defined Server List	
Search Network	
Search Network Search Standalone	



5. The License Manager will query the Network for available License Servers. Your Server name should appear in the list.

Example: T110



6. Select the Server name and then select "Change Active Server".

Server Licenses Tools Help	
License Servers	
Active Server	Standalone (Keyless Wireless-1)
Install License	Standalone (Keyless Wireless-1)
Change Active Server	1510
Configure Network Licenses	1 - Select Servername
	2 - Select Change Active Server button

7. This dialog box should appear, select Yes to confirm and continue.

1	Change License Server	\times
	? Are you sure you wish to change your License server to T110?	
	<u>Y</u> es <u>N</u> o	





8. A Green checkmark should now appear next to your Server and the Active Server is now your Server.

Server Licenses Tools	Help					
License Servers						
Active Server	T110					
Install License	St	andalone (Key	less Wirele	ss-1)		
Change Active Se	rver 🔰	10				
Configure Network Li	censes					
Server Details						
License Description		In Use	Comm	Total	Product Code	Time remair ^
		0	0	1		
		0	0	2		
		0	0	1		
		0	0	1		
		0	0	1		
< .		0	0	1		> ×
Servercode:						
Customer Name:	SurfcamTraining	,				
Maintenance Expiry:	Tuesday, Decer	mber 31, 2019)			
License Expiry:	Tuesday, Decer	mber 31, 2019				Close
Status:	ОК					



3.2 RESERVE A LICENSE

1. Select "Configure Network Licenses" button in the License Manager.

Server Licenses Tools Help	
Active Server	T110
Install License	Standalone (Keyless Wireless-1)
Change Active Server	Select the Configure Network Licenses
Configure Network Licenses	button

2. The Configure Network License menu will appear, you Reserve your licenses by moving them from Right to Left and select "**OK**".

onfigure Network Licenses		2 - Select F	Reserved 1 - Select ti	he License
Name	Туре	•	Name	License Type ^
SURFCAM 2-Axis Advanced B	Edition Reserved	<< Reserved	SURFCAM Designer	System
3 - You have Res	erved the	<< Optional	SURFCAM 2-Axis Base Edition	System System
2-Axis Advanced	l License	Remove >>	SURFCAM 3-Axis Advanced Edition SURFCAM 4-Axis Advanced Edition SURFCAM 5-Axis Advanced Edition SURFCAM Part Modeler	System System System System
< Use License Profiles	>			Mathin >
Profiles Location:	C:\Users\Darin.Weatherbee\D	ocuments/Verc	Ask For Profile On Startup	
Current Profile:	<< None >>	\sim	Save Save As Del	ete

- 3. You can now close the License Manager by selecting **Close**.
- 4. You are now ready to use SURFCAM.



3.3 USER SPECIFIC CONFIGURATION

For computers where users login using separate user accounts allows you to configure a default configuration for all users.

Checked – If checked each User account on the Client PC will need to Configure Network License.



Unchecked – If unchecked each User account on the Client PC will use the Reservation preconfigured at the Server. This is common with Educational Licenses where each student has a unique login but the license configuration is standard for all students.

Server Licenses Tools Help	
License Servers Active Server	T110
Install License	Standalone (Keyless Wireless-1)
Change Active Server	Select the Configure Network Licenses
Configure Network Licenses	button

Select the Configure Network License to set the Default License for all Users.

Name	Type		Name	License Type
Surfeam Educational	Reserved	<< Reserved		
		<< Optional		
		Remove >>		
c	>		<	>
] Use License Profiles				
Profiles Location:	C:\Users\Darin.Weatherbee\Do	cuments/Verc	Ask For Profile On St.	artup
	(Mana))		Cause Cause As	Dialata



3.4 CREATING LICENSE PROFILES (OPTIONAL)

If you have different Product Levels and various Options, you can create preconfigured Profiles to make it easier to pick your License Configuration prior to use.

1. Select the Configure Network License button.

Server Licenses Tools Help	
License Servers Active Server	T110
Install License	Standalone (Keyless Wireless-1)
Change Active Server	Select the Configure Network Licenses
	button

2. Enable the Use License Profiles option and select a Network folder for to store the Profiles.

lame	Туре		Name	License Type
		<< Reserved	SURFCAM 2-Axis Advanced Edition	System
			SUBFCAM 3-Axis Advanced Edition	System .
		<< Optional	SURFCAM 4-Axis Advanced Edition	System
			SURFCAM 5-Axis Advanced Edition	System
		Remove >>	SURFCAM Part Modeler	System
· · · · ·	>		<pre>% control to the control to ensure control contro</pre>	>
Use Disease Define		- Color	t a Mahuark falder to store	
Use License Prohies		Selec	a Network folder to store	the Profile
Use License Profiles Profiles Location:	Z:\SURFCAM License Profiles		Ask For Profile On Startup	the Profile





3. Create preconfigured Profiles by moving the Product and Option from Right to Left and select Save As button.

ame	Туре		Name	License Typ
URFCAM 2-Axis Advanced Edition	Reserved	<< Reserved	SURFCAM 2-Axis Base Edition	System
Advanced Roughing Strategies 2-Axis Reserved			SURFCAM 3-Axis Base Edition	System
		<< Optional	SURFCAM 3-Axis Advanced Edition	System
Example			SUBECAM 5-Axis Advanced Edition	System
2-Axis Adv		Remove >>	SURFCAM Part Modeler	System
			F 	Madela
Use License Profiles				
Profiles Location: Z:\SURF	CAM License Profiles		Ask For Profile On Startup	

4. Assign a user-friendly name and select the OK button.

Save Profile As		×
Profile Name:	2x Adv with Adv Rouging 2x	
	ОК	Cancel

5. The Current Profile is now set to the 2x Adv with Adv Rouging 2x, select the OK button to close the Configure Network License menu.

	lype		Name	License Typ
CAM 2-Axis Advanced Edition	Reserved	<< Reserved	SURFCAM 2-Axis Base Edition	System System
		<< Optional	SURFCAM 3-Axis Advanced Edition	System
			SURFCAM 5-Axis Advanced Edition	System
		Remove >>	SURFCAM Part Modeler	System
	>		<	>
License Profiles				
Profiles Location: Z:\SURFCAN	M License Profiles		Ask For Profile On Startup	
Surrent Deaffer	Adv Rouging 2x	~	Save Save As Del	ete
License Profiles Profiles Z:\SURFCAN Profiles Location:	M License Profiles	····	Ask For Profile On Startup	ete



6. Repeat these steps to create other Profiles, below shows four different Profiles.

	🗹 Use License Profiles					
	Profiles Location:	Z:\SURFCAM License Profiles		🗌 Ask For Pr	ofile On Startup	
	Current Profile:	2x Adv with Adv Rouging 2x	~	Save Save/	As Delete	
	OK Cano	<< None >> 2x Adv with Adv Rouging 2x 3x Adv with Adv Rouging 2x 3x Base 5x with Adv Rouging 3x and C	atia v6			
7. The Licen	se Profiles folde	er will show your	Profile files.			
	Name	^	Date modified	Туре	Size	
	2x Adv with A	Adv Rouging 2x.xml	5/31/2019 11:38 AM	XML Document	1 KB	
	📄 3x Adv with A	Adv Rouging 2x.xml	5/31/2019 12:10 PM	XML Document	1 KB	
	3x Base.xml		5/31/2019 12:10 PM	XML Document	1 KB	
	5x with Adv F	Rouging 3x and Catia v6.x	5/31/2019 12:12 PM	XML Document	1 KB	

3.5 USING LICENSE PROFILES (OPTIONAL)

1. After you have configured the Profiles you can have Surfcam Prompt you to select a Profile when Surfcam is launched.

NOTE – Running multiple Surfcam sessions and selecting different Profiles will cause you to checkout additional licenses.

2. Create a batch file on your desktop and copy\paste the text below into the file.

"C:\Program Files\Hexagon\SURFCAM 2022.0\cls\licenses.exe" ProfileSelect START "" "C:\Program Files\Hexagon\SURFCAM 2022.0\surfcam.exe" EXIT /B n

3. When you run the batch file you will be prompted to pick a Profile.

Profile Se	lect			\times
Available	In Use	Name	Folder	
1	0	2x Adv with Adv Rouging 2x		
1	0	3x Adv with Adv Rouging 2x		
1	0	3x Base		
1	0	5x with Adv Rouging 3x and Catia v6		



4 TROUBLESHOOTING

4.1 LICENSE MANAGER SERVICE

The Service is named Sentinel RMS License Manager

Sentinel RMS License Manager	Name
Stop the service Pause the service Restart the service Description: Sentinel RMS License Manager	 Secondary Logon Secure Socket Tunneling Protocol Se Security Accounts Manager Security Center Sensor Monitoring Service Sentinel RMS License Manager
Sentinel RMS License Manage	er Properties (Local Comp ×
General Log On Recovery Deper	ndencies
Service name: Sentinel RMS Lice	ense Manager
Display name: Sentinel RMS Lice	ense Manager
Description: Sentinel RMS Lice	ense Manager
Path to executable: ''C:\Program Files (x86)\Common File:	s\SafeNet Sentinel\Sentinel RMS Lice
Startup type: Automatic	¥
Service status: Running	
Start Stop	Pause Resume
You can specify the start parameters from here.	that apply when you start the service
Start parameters:	z
C	Cancel Apply

4.2 NETWORK LICENSE FILE LOCATION

By default the License Manager installs the license file into to the same folder as the service executable.

The license files is named "lservrc" and is stored in the C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\WinNT\ folder.



4.3 WINDOWS FIREWALL'S SETTINGS ON SERVER

Windows Firewall Settings

@	Windows Firewall with Advance	ed Security			x
File Action View Help Image: Second s					
Pindows Firewall with Advance	Inbound Rules				
Inbound Rules	Name	Group	Profile	Enabled	~
Outbound Rules	Windows Remote Management (HTTP-In)	Windows Remote Manage	Public	Yes	
Manitoring	Windows Remote Management (HTTP-In)	Windows Remote Manage	Domai	Yes	≡
Noniconing	🕜 Sentinel RMS License Manager		Public	Yes	
	🔇 Sentinel RMS License Manager		Public	Yes	
	🕑 Firebird DB		All	Yes	
	🐼 File Server Remote Management (WMI-In)	File Server Remote Manage	All	Yes	
	🐼 File Server Remote Management (SMB-In)	File Server Remote Manage	All	Yes	
	🐼 File Server Remote Management (DCOM	File Server Remote Manage	All	Yes	
	🐼 File and Printer Sharing (Spooler Service	File and Printer Sharing	Public	Yes	
I		ET LET CLET	B 110	¥7	



4.4 3RD PARTY FIREWALL'S SETTINGS

If you are using a 3rd party Firewall you will need to allow this executable C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\WinNT\lservnt.exe. or UPD Port 5093.



4.5 RDP TO PHYSICAL OR VIRTUAL SERVER NOT SEEING THE KEY

License Manager 2018 R2 and newer supports Remote Desktop if you are an 80 USB Key The 100 USB Keys are not supported via Remote Desktop but will work if logged in via the Console.

License Managers prior to 2018 R2 had issues with the Session 0 Isolation issue.

https://techcommunity.microsoft.com/t5/ask-the-performance-team/application-compatibility-session-0-isolation/ba-p/372361#

4.6 HYPER V – VIRTUAL MACHINE NOT SEEING THE KEY

Hyper V does not support USB Passthrough for non-disk devices. You need to find an alternative solution such as an Ethernet to USB device to connect your Virtual Machine to the USB Key.

4.7 VMWARE ESXI - VIRTUAL MACHINE NOT SEEING THE KEY

You must Edit your Virtual Machine and Add Other Device, USB Device and then select the Rainbow Sentinel HL from New USB Device pulldown. When the Virtual Machine is started it will recognize this device as a SafeNet USB Super Pro \ Ultra Pro if the Drivers are installed.

🗄 Edit settings - Win 10 1903 ISO (ES	SXi 6.7 U2 virtual machine)
Virtual Hardware VM Options	
🔜 Add hard disk 🛛 🛤 Add network	adapter 🔄 Add other device
► 🔲 CPU	2 CD/DVD drive
▶ III Memory	Floppy drive
	409t oro Serial port
Hard disk 1	32 Parallel port
▶ SCSI Controller 0	USB controller
	USB device
SATA Controller 0	Sound controller USB device
Network Adapter 1	VM PCI device
► i CD/DVD Drive 1	Dat SCSI controller
▶ Wideo Card	SATA controller
	Spe NVMe controller
Video Card S	pecify custom settings \sim
a New USB device R	tainbow Sentinel HL v



4.8 ERROR 25 ON CLIENT LICENSE MANAGER

Cause: The Network License Server is still running RMS v8,

Resolution: Install RMS 9.7 on the Network License Server.

4.9 ERROR 88 ON CLIENT LICENSE MANAGER

Cause: Surfcam software is installed on a Server Operating System while trying to use a Keyless Standalone license while connecting via Remote Desktop.

Resolution: Install License from the Console not RDP.

4.10 ERROR 143 ON SERVER

License installation failed, unexpected error (143)

Licenses
License installation failed, unexpected error (143)
ОК

Cause: An Environment Variable that still exists from an older version of the License Manager or another License Manager is installed on the same Server.

Resolution: Double check if any other Sentinel based license servers are running on the same server. Remove the System Variable for LSERVOPTS.

Cause2: The Folder C:\ProgramData\Vero Software does not have proper permissions.

Resolution2: The Folder C:\ProgramData\Vero Software needs to have Modify permissions at the User level.

Cause3: The Folder C:\Program Files(x86)\Common Files\SafeNet Sentinel\Sentinel RMS License Manager does not have proper permissions.

Resolution3: The Folder C:\Program Files(x86)\Common Files\SafeNet Sentinel\Sentinel RMS License Manager needs to have Modify permissions at the User level.



Variable	Value
TEMP	%USERPROFILE%\AppData\Local\Temp
TMP	%USERPROFILE%\AppData\Local\Temp
	New Edit Delete
rstem variable	New Edit Delete
rstem variable Variable ComSpec	New Edit Delete
rstem variable Variable ComSpec FP_NO_H	New Edit Delete
rstem variable Variable ComSpec FP_NO_H LSERVOPTS	New Edit Delete is Value Palue C:\Windows\system32\cmd.exe Palue NO -s "C:\Users\Public\SURFCAM Licensing\lservrc"
vstem variable Variable ComSpec FP_NO_H LSERVOPTS NUMBER	New Edit Delete vs

4.11 ERROR 5 ON CLIENT LICENSE MANAGER

Cause: Client is unable to locate the Network License Manager.

Resolution: Make sure the you have installed RMS 9.7 on the Server. See License Server Setup

Or the Server's Firewall ON and not configured properly. See Firewall Section

Or in very rare instances the computer name is no longer valid for reasons out of our control, use Defined Server List to enter the IP address of server computer.

4.12 ERROR: NO LICENSE AVAILABLE. SURFCAM WILL START IN DEMO MODE



Cause: The maximum number of licenses as been reached **Resolution**: Close one of the of open SURFCAM sessions.



4.13 LICENSE WARNING! LICENSE INFO AND DEMO MODE BUTTONS



Resolution: You do not have any licenses reserved see Client Setup.