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## DRAINS Sentinel HASP Network License Installation Guide & Trouble Shooting

### Introduction

The Watercom DRAINS software can be accessed via a network license. The method of licensing is controlled via the **Sentinel Admin Control Center** (SACC) when a USB Sentinel HASP Network Dongle (HASP Dongle) is attached to any machine in a network. We will call this machine the **Server**. Other machines in the network will be called **Clients**. The DRAINS Software can be installed and accessed on the **Server** or the **Clients** or both provided they have the **SACC** software installed and contain a copy of the '*DRAINS.duc*' and '*DRAINS.txt*' (**DUC**) licensing files in '*C*:\*ProgramData\Drains*'.

DRAINS does not require any additional configuration to access the network license. DRAINS will first check for a valid USB dongle attached to the Client. If no valid dongle is found, DRAINS will then search for a network license through **SACC**. If a valid license cannot be found, then DRAINS will enter DEMO mode.

## Network License Download and Installation

The 'Sentinel HASP Installer' **must** be installed on **both** the **Server** and each **Client** machine (in addition to the DRAINS software). You should install this from the accompanying USB provided with the HASP Dongle or using the latest version downloaded directly from Thales by clicking on the below web link and selecting '**Sentinel HASP Product Downloads**' then search for '**Sentinel HASP GUI**' for normal installation or 'Sentinel HASP Command' for batch & silent installations. It is recommended that all **Clients** have the same **SACC** version installed as the **Server** 

https://cpl.thalesgroup.com/software-monetization/sentinel-drivers



Sentinel HASP/LDK Windows GUI Run-time Installer 8.13 Runtime Packages Number: KB0018320 • Updated: 2020-08-28

### **Monitoring**

On the **Server** or a **Client** machine the **SACC** can be accessed from the address: <u>http://localhost:1947</u>. If the HASP Dongle is detected correctly, there should be a Sentinel Key available displaying Watercom's Vendor ID '87047'. *Note: It is possible that other Vendor IDs will be shown for other software products.* 

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## Sentinel Admin Control Center

Options	Sentinel	Keys A	vailable	on Server					
Sentinel Keys	# Location	Vendor	Key ID	Кеу Туре	Configuration	Version	Sessions	Actions	
Products	1 Local	87047	123456789	Sentinel HL Net 10	HASP	X.XX	7	Products Features	Sessions Blink on
Features		(87047)							
Sessions			•						

When accessing **SACC** directly from the **Server**, the administrator can view or disconnect current **Client** sessions. Below is an example of the session details that can be viewed as an administrator:

Options	Session	is on Ser	ver, Key	/12345	6789,	Feature 0				
Sentinel Keys	ID	Key	Location	Product	Feature	Address	User	Machine	Login Time	Timeout Actions
Products	000000F	123456789	Local	-	0	Local	ben	SERVER_PC_1:12460	Jan1, 12:00:00	12:00:00 Disconnect
Features Sessions	0000016	123456789	Local	-	0	192.168.1.19	ben	CLIENT_PC_1:15380	Jan 2, 12:00:00	12:00:00 Disconnect

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When accessing **SACC** from any **Client**, the user **cannot** see specific sessions in use. From the 'Features' menu a **Client** can only see the current number of session 'Logins' and the session 'Limit' which corresponds with the number of total licenses available on the HASP Dongle.

Options	Feature	s Availab	le on CLIENT	_PC	2_1									
Sentinel Keys	# Vendor	Key ID	Product	Fea	ture	Location	Access	Counting	Logins	Limit	Detached	Restrictions	Sessions	Actions
Products	1 87047	123456789	-	0	<del>0</del>	Server	Loc Net Display	Station	2	10	-	Perpetual	2	Sessions
Features Sessions	2 87047	123456789	12 87047 Product 12	3	8	Server	Loc Net Display	Process	2	10	-	Perpetual	2	Sessions
Undate/Attach	3 87047	123456789	13 87047 Product 13	4	8	Server	Loc Net Display	Process	2	10	-	Perpetual	2	Sessions
opulationation	4 87047	123456789	14 87047 Product 14	5	8	Server	Loc Net Display	Process	2	10	-	Perpetual	2	Sessions

### **Troubleshooting**

If you have carried out the installation procedure on **BOTH Server & Clients**, using the latest version of the *Sentinel HASP Installer* and a **Client** running DRAINS cannot find the Network Key, there may be a problem with the **Server** or the **Client**. Perform the following steps to try and identify the issue:

- 1. On the Server, confirm that SACC can be seen from address: <u>http://localhost:1947</u>
  - n. If **SACC** cannot be found, it is either not installed, or not running as an active windows service. Check that 'hasplms' is 'Running' as a service in Task Manager (*Ctrl+Shift+Esc & more details*)

r⊠ Task M File Optio	anager ons Vi	iew			_	· [	ı ×	
Processes	Perfor	mance	App history	Start-up	Users	Details	Services	5
Name		PID	Description	1		Sta	itus	^
kasplms	5	7908	Sentinel LD	K License I	Manage	r Ru	nning	

- 2. On the Server, confirm that a valid Network License can be seen on SACC with Vendor ID: '87047'
  - n. If the Network License cannot be found, then check that the HASP USB is plugged into the **Server** and is showing an active light. If the light is not active, check another USB port or contact Watercom.
  - y. Step 2 confirms that **SACC** and the Network License is working on the **Server**. An additional test could be to install DRAINS (with **DUC** files) on the **Server** to confirm that a license is found.
- 3. Note down the Server IP Address & Name for testing with the Client.
- 4. Confirm that **SACC** can be seen on the Client from address: <u>http://localhost:1947</u>
  - n. If the **SACC** application cannot be found, then it is either not installed, or not running as an active windows service.
- 5. From the Client, confirm that a valid Network License can be seen with Vendor ID: '87047' on the SACC using address: <u>http://localhost:1947</u>
  - n. If the Network License cannot be found, then the **Server** may be on a different subnet to the **Client** or there is an issue with firewall permissions.
- 6. Temporarily disable the firewall on the Client and repeat Step 5 to see if the License is found
  - y. If the Network License is found with a disabled firewall, then you need to adjust firewall settings.
     Open up firewall access of TCP/UDP for ports 1947, 443 and 80. Another known requirement is to enable Inbound Rule '*File and Print Sharing (Echo Request ICMPv4-In)*'. See below for Windows firewall settings:



<b>2</b>			W	indows F	irewall		
🛞 🍥 👻 🕇 🔐 > Control Pa	nel → All Control Panel Items → Wind	ows Firewall					
Control Panel Home	<b>@</b>		Windows Firewall with Ac	lvanced S	ecurity		
Allow an app or feature through Windows Firewall Change notification settings	File Action View Help	Inbound Rules					
<ul> <li>Turn Windows Firewall on or off</li> <li>Restore defaults</li> <li>Advanced settings</li> </ul>	Inbound Rules     Outbound Rules     Connection Security Rules     Monitoring	Name Distributed Transaction Coordinator (TCP-In) OF5 VPN Of5.vpn.client	Group Distributed Transaction Coo F5 VPN f5.vpn.client	Profile Private All All	Enabled No Yes Yes	Action Allow Allow Allow	Override No No No
Troubleshoot my network		File and Printer Sharing (Echo Request - ICMPv4-In)	File and Printer Sharing	Private	Yes	Allow	No
in the second second		File and Printer Sharing (Echo Request - ICMPv4-In)	File and Printer Sharing File and Printer Sharing	Public Domain	Yes No	Allow	No No

If the network license is still not found with the firewall disabled then some of the below tests should be performed.

- 7. Check that the Client can Ping the Server IP Address
- 8. Try specifying the Server IP manually on the Client:
  - i. Enter the IP address of the Server in the 4th box Remote License Search Parameters
  - ii. Click Submit and wait a few minutes for this to be registered.

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Options	Configuration for Sentinel License Manager on laptop-06fhp6a5
Sentinel Keys Products	Basic Settings         Users         Access to Remote License Managers         Access from Remote Clients         Detachable Licenses         Network
Features Sessions	Allow Access to Remote Vou may experience a delay of a few minutes before your changes take effect.
Update/Attach	Broadcast Search for Remote Licenses Aggressive Search for
Access Log Configuration Diagnostics	Remote Licenses Remote License Search Parameters (server IP address)
Help About	
	Submit Cancel Set Defaults

#### Using Client Access to Disconnect Sessions of Other Users

If absolutely necessary, **Clients** can be provided access to disconnect sessions by selecting 'Allow Remote Access to ACC' on the 'Basic Settings' tab from the 'Configuration' menu on the **Server**.

WARNING: Disconnecting a session will immediately remove access to a licensed session and will result in the user not being able to save their work.

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## Sentinel Admin Control Center

	Configuration	n for Sentir	nel License Mana	ger on threadrip	per		
Keys	Basic Settings	Users	Access to Remote	License Managers	Access from Remote Clients	Detachable Licenses	Network
3					-		
6	Machin	e Name		CLIENT_PC_1			
s	Allow R	emote Access	o ACC				
Attach	Allow R	emote Access	o Admin API				
.og	Display	Refresh Time		3	(seconds)		
ation ics	Table R	ows per Page		20	(5 to 100)		
	Idle Tin	eout of Session	n	720	(Min. minutes: 10. Max. minu	tes: 720)	