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: http://localhost:1947. 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.*

Sentinel Admin Control Center

Sentinel Keys Available on Server

#	Location	Vendor	Key ID	Key Type	Configuration	Version	Sessions	Actions
1	Local	87047 (87047)	123456789	Sentinel HL Net 10	HASP	X.XX	7	Products Features Sessions Blink on

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:

Sessions on Server, Key 123456789, Feature 0

| ID	Key	Location	Product	Feature	Address	User	Machine	Login Time	Timeout	Actions
0000000F	123456789	Local	-	0	Local	ben	SERVER_PC_1:12460	Jan 1, 12:00:00	12:00:00	Disconnect
00000016	123456789	Local	-	0	192.168.1.19	ben	CLIENT_PC_1:15380	Jan 2, 12:00:00	12:00:00	Disconnect

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
Sentinel Keys
Products
Features
Sessions
Update/Attach

Features Available on CLIENT_PC_1

| #	Vendor	Key ID	Product	Feature	Location	Access	Counting	Logins	Limit	Detached	Restrictions	Sessions	Actions
1	87047	123456789	-	0 🔒	Server	Loc Net Display	Station	2	10	-	Perpetual	2	Sessions
2	87047	123456789	12 87047 Product 12	3 🔒	Server	Loc Net Display	Process	2	10	-	Perpetual	2	Sessions
3	87047	123456789	13 87047 Product 13	4 🔒	Server	Loc Net Display	Process	2	10	-	Perpetual	2	Sessions
4	87047	123456789	14 87047 Product 14	5 🔒	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: http://localhost:1947
   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*)
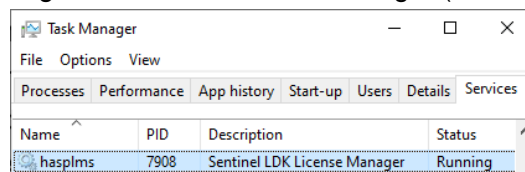

2. On the **Server**, confirm that a valid Network License can be seen on **SACC** with Vendor ID: '*87047*'
   n. If the Network License cannot be found, then check that the HASP USB is plugged into the **Server** and is showing an active light. If the light is not active, check another USB port or 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: http://localhost:1947
   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: http://localhost:1947
   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:
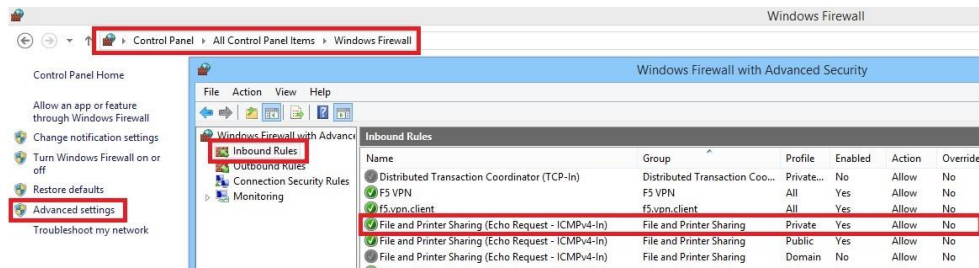
If the network license is still not found with the firewall disabled then some of the below tests should be performed.

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.
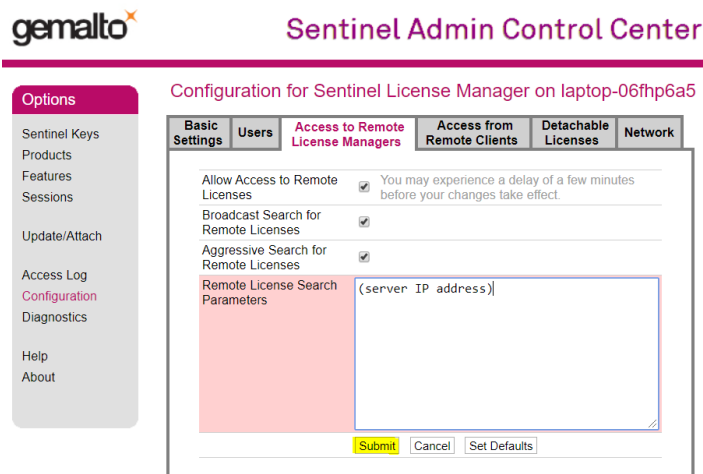
Using Client Access to Disconnect Sessions of Other Users

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.