# **TechTip**

GEOSPATIAL NOVEMBER 2017

# TRIMBLE BUSINESS CENTER: OFFLINE ACTIVATION FOR CUSTOMER USAGE

# **Products affected**

Trimble<sup>®</sup> Business Center software Trimble RealWorks<sup>®</sup> survey software Spectra Precision<sup>®</sup> Survey Pro<sup>™</sup> software

# Problem

I am trying to update an existing license, but I am getting the following error message: HASP\_ACT\_INVOKER\_SERVER\_ERROR during the activation process. What can I do to solve this?

### Solution

The error HASP\_ACT\_INVOKER\_SERVER\_ERROR occurs when the client PC or license server is unable to successfully communicate with Trimble's activation server, likely due to limitations employed in firewall settings, or a mismatch in security settings implemented between the two systems.

When the over-the-air license activation fails in this manner, the 19-digit code can be applied manually by transferring files.

There are two options:

- a) Send a C2V file along with the 19-digit product code to Trimble Geospatial Support
- b) Use the following procedure

#### **Customer Method for Offline Activation**

- 1. In Trimble Business Center or RealWorks, obtain the Key ID in the License Manager.
- 2. In the Sentinel Admin Control Center (SACC) create a C2V file.
- a) Open the Sentinel Keys page for the Key ID you are trying to update.

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b) Click the C2V button on the far right to generate the file. For specific instructions on how to produce a C2V file, refer to <u>SprtNote\_TBCandTRW\_OfflineActivations\_0416</u>.

If there is no C2V button available and you are using a USB dongle license key, navigate to *Configuration* > *Basic Settings* and enable the checkbox for the line titled 'Generate C2V file for HASP key ,' then click submit. A C2V button should then be available in the *Sentinel Keys* page.

Access Log Configuration	Table Rows per Page	20 (5 to 100)
Diagnostics	Write an Access Log File	Size Limit (KB): 0 (0: No limit)
Help About	Include Local Requests	
	Include Remote Requests	
	Include Administration Requests	
	Write an Error Log File	Size Limit (KB): 0 (0: No limit)
	Write Log Files Daily	
More Languages	Days Before Compressing Log Files	0 (0: Never compress)
	Days Before Deleting Log Files	0 (0: Never delete)
	Days Before Deleting H2R files	90 (Min. days: 30 Max. days: 9999)
	Write a Process ID (.pid) File	
	Password Protection	Configuration Pages     All ACC Pages
	Generate C2V file for HASP key	Enable this option only if recommended by your software vendor.
	Do not load hasplmv.exe	Note: SL UserMode keys will not be visible if this option is selected.
		Submit Cancel Set Defaults
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If there is no *Generate C2V file for HASP key* option in *Basic Settings*, or if there is no C2V button for your Software/Network license, update to the latest Sentinel HASP/LDK - Windows GUI Run-time Installer: <u>https://sentinelcustomer.gemalto.com/sentineldownloads/</u>

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- c) Save the C2V file.
- 2) In the Sentinel EMS, create a V2C file.
- a) Open <u>https://trimble-ldk.sentinelcloud.com/ems/customerLogin.html</u> *Product Key Login* and enter the 19-digit product key you received from Trimble to update your license, and click *Login*.

Sentinel EMS ENTITLEMENT MANAGEMENT SYSTEM 7.5.4	
Product Key Login	
Product Key : 3670376923271812680	
Login	



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b) If you see a registration page, click *Register Later*.

Customer Management	< +				_		×
← (i) ▲ https://trimble-ldk.se	ntinelcloud.com/ems/addCustomer.htm	ll?ET=3F58	☆ 自	+	<b>n</b>	2 😣	≡
Sentinel EMS				Wel	come	Logout	l Help
Register to activate the	Product key. Already registered? et	ck here			Reg	jister Late	r
Customer Information							
* First Name:		Middle Name:					
Last Name:		E-mail:					
Locale:	English 🗸						
Telephone:		Fax:					
CRM ID:		Ref ID:					
Description:							

c) On the *Product Key* page, click *Offline Activation*.

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entinel <b>EP</b>	15			Welcome T Logout TH
TITLEMENT MANAGEMENT SY	/STEM			
Product Key : 3670	0376923271812680			Online Activation Offline Activation
Product Key:	3670376923271812680			
Customer	-	E-mail:	-	
Name:				
Channel	-	E-mail:	-	
Partner:				
Activations:	1	Remaining	1	
		Activations:		
Previous	0	Enabled:	true	
Activations:				
Enforcement:	Sentinel LDK			
Products		Lock Type		
TBC 2 (Warranty		ш		
[TBC HL Seat]				

d) Upload the C2V file using the browse button next to the Upload C2V field, then click Generate.

Order Details				
Product Key:	3670376923271812	2680		
Customer:	-	Email:		-
Activations:	1	Remaining Activations:		1
Ref ID 1:	switte	Ref ID 2:		
Entitlement Comments:	HASP dongle war			
Products:	Product		Lock Type	
	TBC 2 (Warranty	Extension rev a)	HL	
Upload C2V	Downtodd ROS, a	toot to generate 627 P		
Upload C2V:	HI Key-ID 194345823	19 c2v		
Comments:				

If you do not have C2V file, download and use the RUS tool to generate a C2V file.



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e) After the code has been generated, click *Download V2C file* and save the file..

Welcome | Logout | Help

		V2C generated su	ccessfully		
Order Details					
Product Key:	36703769232	71812680			
Customer:	-	Email:			-
Activations:	1	Remaining Activations:			1
Ref ID 1:	switte	Ref ID 2:			
Entitlement Comments:	HASP dongle	war			
Products:	Product		Lock Type		
	TBC 2 (War	ranty Extension rev a)	HL		
	Download	RUS, a tool to generate C2V •	+		
Activation Details					
Key ID	Lock Type	Activation Date	Comments		
1943458239	HL-Max	2017-10-06		Download V2C File	

- 3. In the SACC, upload the V2C file.
- a) Click Update/Attach, then click Browse to select the V2C file, then click Apply File.

gemalto	Sentinel Admin Control Center
Options Sentinel Keys Products Features Sessions 1 Update/Attach Access Log Configuration Diagnostics	Update/Attach License to SWITTE-DE-LE01  Apply File Select a V2C, H2R, R2H, H2H, ALP or ID file: 1943458239.V2C  Apply File Cancel  The following file types can be applied: • A V2C file contains a license update form your software update for your Sentinel HL keys.
gemalto	Sentinel Admin Control Center
Options Sentinel Keys	Attach/Update
Products Features Sessions	Your update was applied successfully.
Update/Attach Access Log	License Key with ID <u>1943459239</u> was updated. Click ID number link to display the Features list for this License Key.

You can also use the RUS tool to upload the V2C file.

4. In Trimble Business Center or Trimble RealWorks, open the License Manager to confirm the update was successful.



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#### Troubleshooting

- Error message You cannot generate an update for this Sentinel Protection key. A pending order currently exists for this key:
   Contact Trimble Support. Trimble Support will remove the pending order for this key, so that you can continue with the procedure.
- II. Error message *key activation is already burnt*: Contact Trimble Support. They will activate the license for you.
- III. Error message HASP\_ACT\_INVOKER\_GENERAL\_ERROR: Contact Trimble Support.

#### **Related Information**

SprtNote\_TBCandTRW\_OfflineActivations\_0416.

#### For more information

For more information visit <u>http://trimble.com/knowledge-center</u> or contact your local Trimble Distribution Partner at <u>http://dealerlocator.trimble.com/</u>.





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