

TRIMBLE BUSINESS CENTER: OFFLINE ACTIVATION FOR CUSTOMER USAGE

Products affected

Trimble® Business Center software
Trimble RealWorks® survey software
Spectra Precision® Survey Pro™ 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.

<http://www.trimble.com/knowledge-center/>

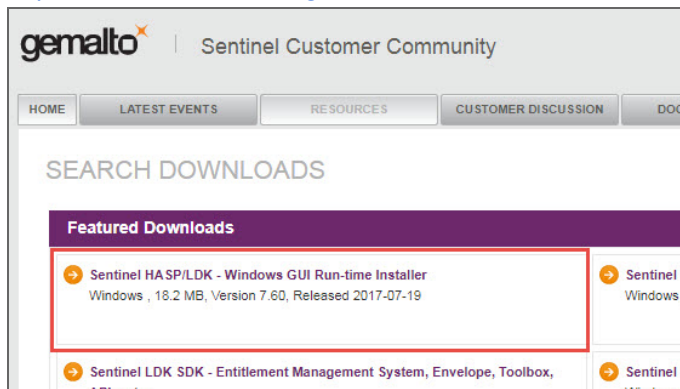
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- b) Click the C2V button on the far right to generate the file. For specific instructions on how to produce a C2V file, refer to [SprtNote_TBCandTRW_OfflineActivations_0416](#).

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.

The screenshot shows the 'Basic Settings' configuration page. The 'Generate C2V file for HASP key' option is checked and highlighted in yellow. Other visible settings include 'Table Rows per Page' (20), 'Write an Access Log File' (unchecked), 'Include Local Requests' (unchecked), 'Include Remote Requests' (unchecked), 'Include Administration Requests' (unchecked), 'Write an Error Log File' (unchecked), 'Write Log Files Daily' (unchecked), 'Days Before Compressing Log Files' (0), 'Days Before Deleting Log Files' (0), 'Days Before Deleting H2R files' (90), 'Write a Process ID (.pid) File' (unchecked), 'Password Protection' (checked), and 'Configuration Pages' (selected). The 'Submit' button is at the bottom right.

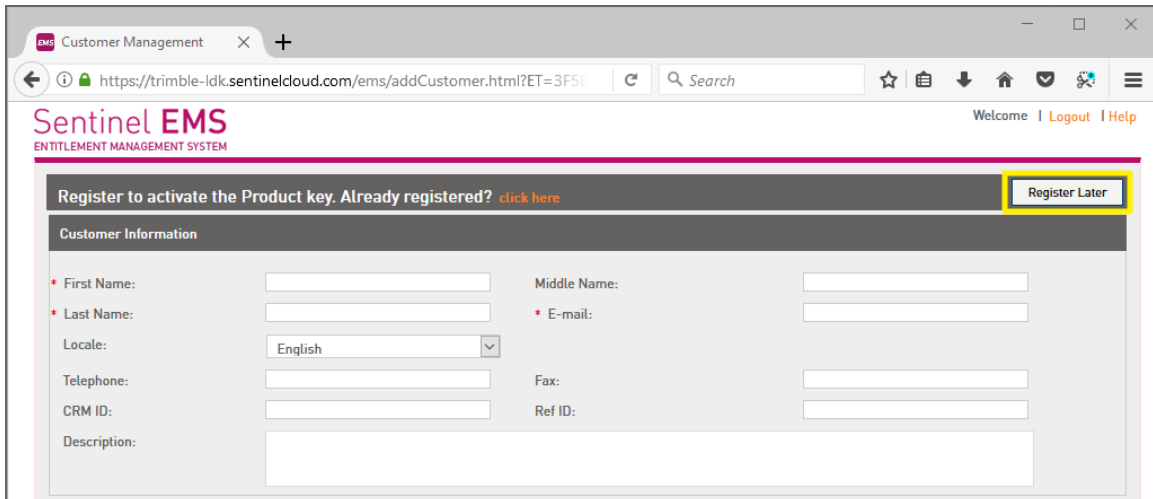
If there is no *Generate C2V file for HASP key* option in *Basic Settings*, or if there is no C2V button for your Software/Network license, update to the latest Sentinel HASP/LDK - Windows GUI Run-time Installer: <https://sentinelcustomer.gemalto.com/sentineldownloads/>



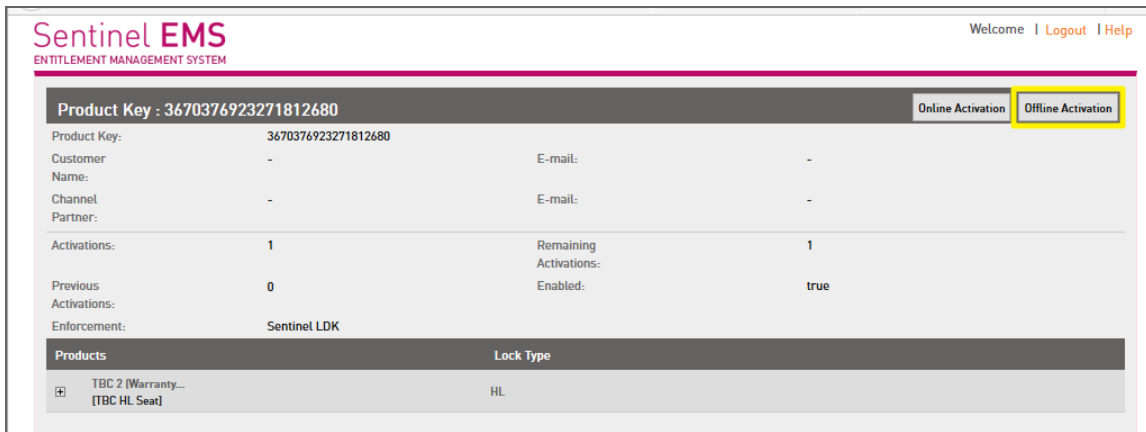
- c) Save the C2V file.
- 2) In the Sentinel EMS, create a V2C file.
- a) Open <https://trimble-ldk.sentinelcloud.com/ems/customerLogin.html> *Product Key Login* and enter the 19-digit product key you received from Trimble to update your license, and click *Login*.

The screenshot shows the 'Sentinel EMS' login page. The 'Product Key Login' section is active. The 'Product Key' field contains the value '3670376923271812680'. The 'Login' button is located below the field.

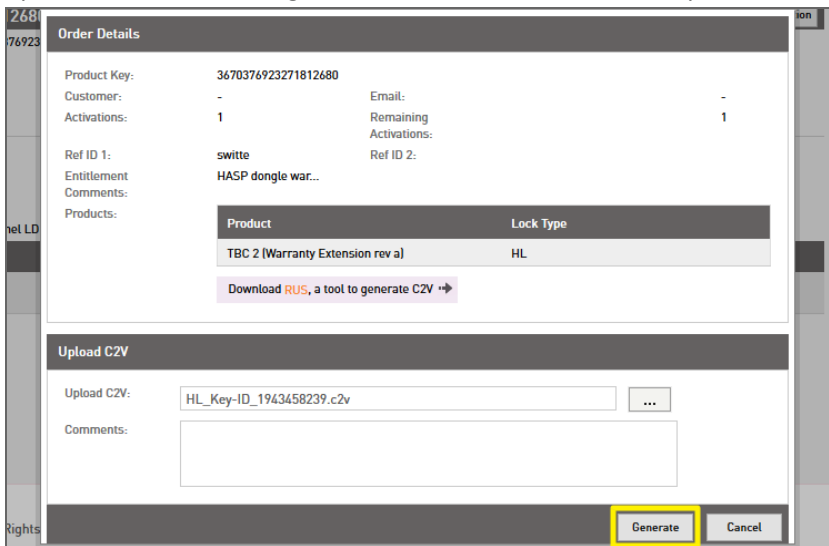
b) If you see a registration page, click *Register Later*.



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

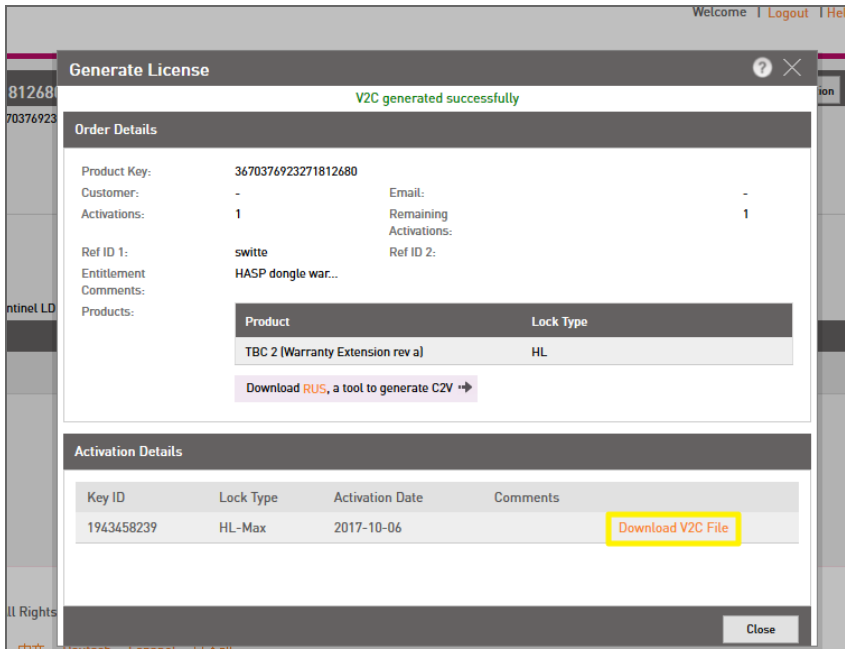


d) Upload the C2V file using the browse button next to the *Upload C2V* field, then click *Generate*.



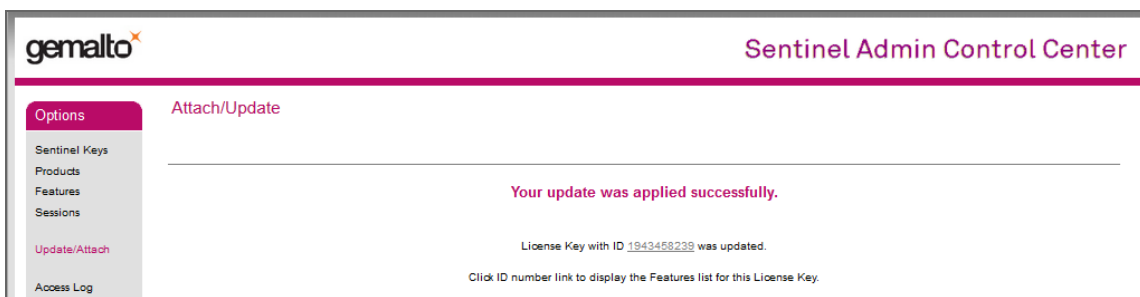
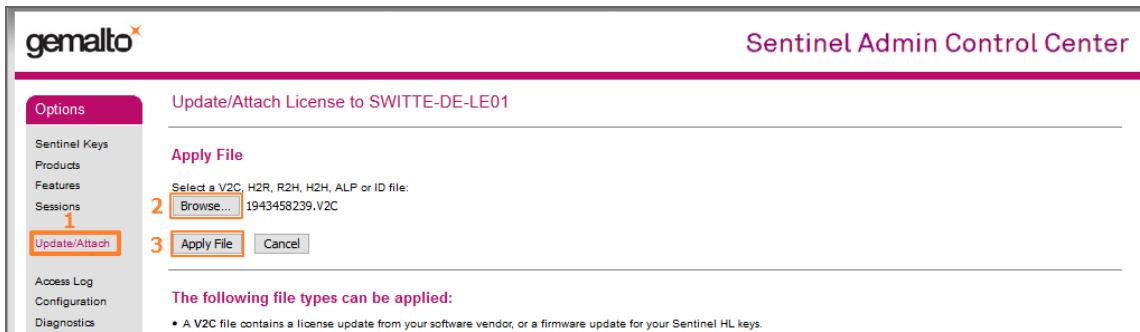
If you do not have C2V file, download and use the RUS tool to generate a C2V file.

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



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.

Troubleshooting

- I. 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 <http://trimble.com/knowledge-center> or contact your local Trimble Distribution Partner at <http://dealerlocator.trimble.com/>.