License Key Manual

Licensing System

The BESA products are protected by the licensing system Sentinel HL, which was developed by SafeNet, Inc.
The licensing system requires a USB key, the so-called BESA license key, and the device drivers to access the USB key.
If you checked the **Install BESA license key drivers** option at the end of the installation, the device drivers for the BESA license key were installed automatically on your computer.
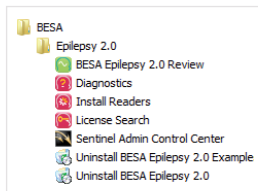BESA products will not run unless a BESA license key with valid license information is connected to a USB port of a computer in your local area network. You receive this BESA license key from our sales department. If you have not received it, please contact **sales@besa.de**.

If you have connected the BESA license key (USB key) directly to your computer or a server and you are not able to start the BESA product, please use this manual for troubleshooting.
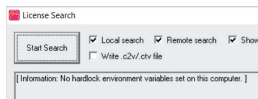
License Search

1. Start the **License Search** application using the shortcut in the start menu program group of your BESA product, e.g. **BESA Epilepsy 2.0**, to check if your BESA license key has a valid license to start your BESA product.

   If your operating system is Windows 7 or higher press the **Start** button and type **License Search** in order to find the application. You will see License Search application in search results. Open it.

2. If the BESA license key is connected locally, check the **Local Search** tick mark and press the **Start Search** button.

   If you connected the key to a server or another machine in your network, check the **Remote Search** tick mark instead.

3. If the dongle is displayed, please check the license state and start your BESA product. If the dongle is not displayed, please check the next pages for a solution to the problem.

If installation of the BESA license key according to the previous steps fails, the most common reason is that the automatic installation of the device drivers has failed. Please proceed as follows:

4. Disconnect the BESA license key from the local personal computer.

5. Navigate to the **C:\Program Files (x86)\BESA\<Your BESA product>\Utilities\License\System** folder located on the hard disk, and start the **HASPUserSetup.exe** to install the device drivers manually.
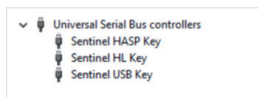
Troubleshooting

If the key is still not working correctly, check for one of the following reasons.

- BESA license key is not connected.
  Solution: Ensure that the USB key is accessible in order to run the program. If the USB key is installed correctly, the Windows Device Manager reports three items in the "Universal Serial Bus controllers" section:

  – Sentinel HASP Key,
  – Sentinel HL Key and
  – Sentinal USB Key.

- USB port is defective.
  Solution: Check if the LED is lit on the BESA license key. If not, remove and re-insert. Wait for the operating system to detect the device. If it still does not light up, try another USB port or request a replacement dongle.

- Faulty dongle.
  Solution: On rare occasions, the BESA license key may be faulty. The dongle does not light up in this case and is not detected in the Device Manager. Request a replacement dongle.

- Sentinel LDK License Manager Service is blocked by a firewall or an anti-virus application.
  Solution: Add **C:\Windows\system32\hasplms.exe** to the exception list of the anti-virus and firewall application.

- Port 1947 is blocked by a firewall application.
  Solution: Add port 1947 to the exception list for the firewall application.

- Sentinel LDK License Manager Service is stopped.
  Solution: Restart the Sentinel LDK License Manager Service **(Control Panel → Administrative Tools → Services)**.

Individual License Settings: The Sentinel Admin Control Center (ACC)

The Sentinel runtime environment includes the device drivers and the **Sentinel Admin Control Center (ACC)**. ACC can be used to monitor licenses and sessions when a protected application is operating, and to manage detachable licenses. To run the ACC please start the program **Sentinel Admin Control Center** from the **Apps / BESA** program folder, or simply type the following address in your internet browser (internet connection is not required): **http://localhost:1947**.

Important administrative options:

The **Sentinel Keys** page shows which BESA license keys are currently present in the network, including locally connected keys.

The **Sessions** page lists all sessions of clients on the local machine, and of clients remotely logged in to the local machine. This page enables you to view session data and to delete sessions.

The **Configuration** page enables you to specify basic settings. On this page you can also configure access to or from other computers. For example, to specify that the license on the local BESA license key can be used only locally on that computer, switch to **Access from Remote Clients** tab and remove the checkmark in the **Allow Access from Remote Clients** box.

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