# Hardlock Upgrade Instructions

Please ensure you've logged in to your Windows machine as a user with administrator privileges, have closed all other programs and if possible have temporarily disabled your antivirus software. Please also remove all hardlocks from the machine (including non-Rocscience dongles).

Software Installation

1. Install your new Rocscience software from the link you were provided. If you are presented with the *Windows User Account Control* screen please click *Continue* to run the installation utility.

2. During program installation you'll be prompted to proceed with Safenet Runtime Installation. Click Next and after short wait you should see "Operation successfully completed" message. Click OK to proceed.
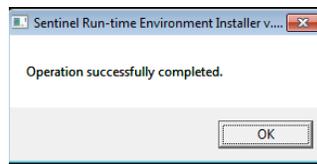
   If instead you see error messages, finish the installation process and then refer to Troubleshooting section in the end of this document. You'll need to have SafeNet drivers installed before proceeding further.

Collecting hardlock information (c2v)

3. Attach the Rocscience hardlock that you wish to upgrade to a USB port. There should be no other hardlocks attached to your computer during this process.

4. Open the Admin Control Center (ACC) web page by going to http://localhost:1947 in your browser, or by clicking on "Sentinel Admin Control Center" shortcut that should be installed in your Start menu:

   Windows XP, Vista, 7, 2008
   From Windows Start menu navigate to Start -> All Programs -> Rocscience -> Licensing -> Sentinel Admin Control Center

   Windows 8.0, 8.1, 2012, 2012 R2
   Open Start screen and type "Sentinel Admin Control Center" to let Search function find it.

5. Select the *Sentinel Keys* tab in the left pane. The *Vendor* should be Rocscience and *Key Type* should be *HASP HL Pro*. If you do not see a *HASP HL Pro* lock with vendor Rocscience then you have not properly attached the lock. Please write down the *Key ID* of the lock. In the screenshot below for example the *Key ID* is 33436613.
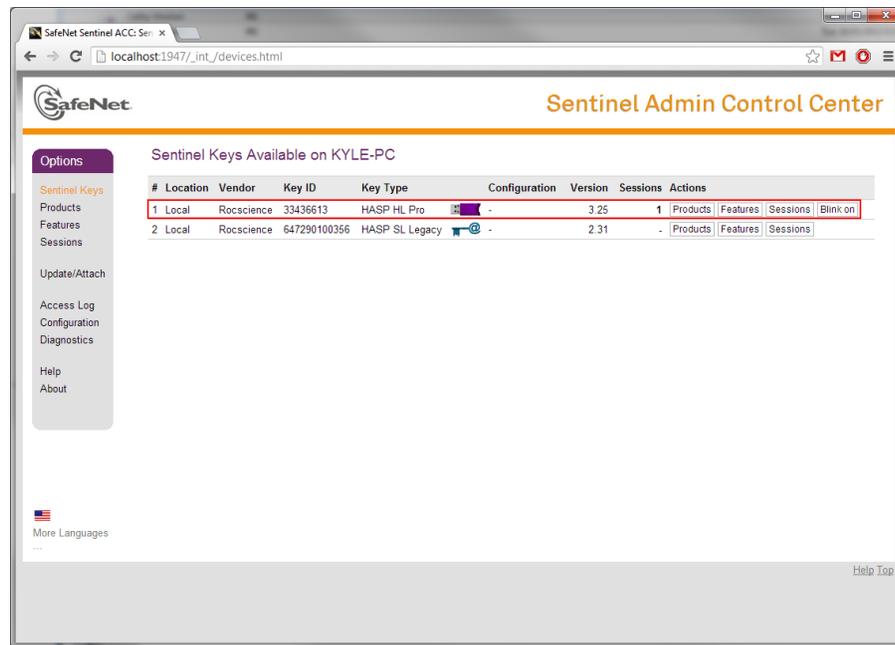
6. If the version of the *HASP HL Pro* hardlock is less than **3.2** then you need to apply a firmware update to your lock. Close the ACC. If you don't need to apply firmware update proceed to step 10, otherwise follow next steps.

7. If you need to apply a firmware update to your lock, then download the firmware update program using the following link:

http://www.rocscience.com/downloads/hardlock/HASP_HL_Firmware_Update.zip

8. Unzip the *HASP_HL_Firmware_Update.zip* file. Open the HASP_HL_Firmware_Update folder and run the

FirmwareUpdate.exe file. Make sure that the lock is plugged in and is the only lock, then hit *Apply Update* button.

9. After applying the update, open the ACC again and select the *Sentinel Keys* tab in the left pane. Make sure the version number of the lock is now 3.25 and make sure you have copied down the correct Key ID of the lock.

10. Open the *Rocscience RUS Utility* from Start menu shortcut by going to Start -> All Programs -> Rocscience -> Licensing -> Rocscience RUS Utility.
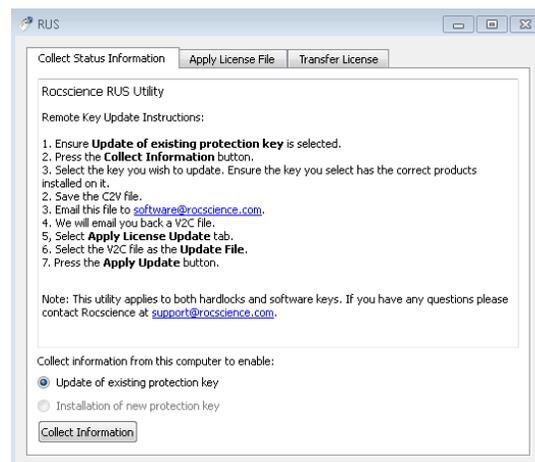
11. Ensure the "*Update of an existing protection key*" option is selected and press the *Collect Information* button

12. A window may be presented asking you to select a protection key. If this window is not presented please continue to next step. If the window is presented, please select the key with *Key Type* of *HL*. If

there is more than one *HL* key please remove all other locks from the computer and hit *Refresh*. See the screenshot below. Also, please ensure the *Key ID* matches the one you recorded earlier.
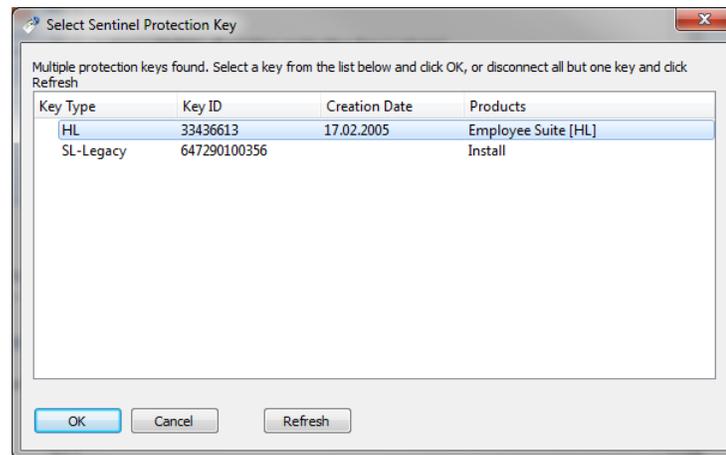
13. You will be asked to save a C2V file on your PC. Please save this file and email it to software@rocscience.com along with the hardlock number being updated, for example 1234A.

Updating hardlock with v2c

We will send you back a V2C file by email as soon as possible. Once you apply it to the lock your software will be ready to use.

1. When you receive the V2C file by email, save it to your hard drive.

2. Ensure that hardlock is still attached to a USB port on your computer.

3. Open the *Rocscience RUS Utility* again and select the *Apply License File* tab.

4. Click on the button beside *Update File* and select the V2C file to open.

5. Click the *Apply Update* button.

6. If update was successful you should now be able to run your new Rocscience application. If you encounter a problem, please e-mail us a screenshot of an error message.

Troubleshooting

During installation of the software you might see an error similar to the ones in screenshots below:
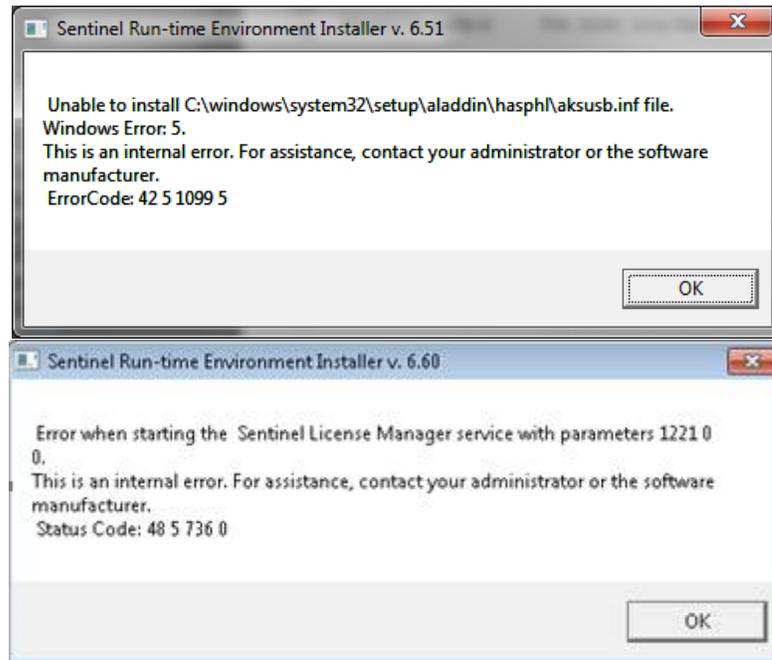
If this error occurs, it means SafeNet runtime could not be installed. Click OK to finish software installation process and then install SafeNet manually.

Most common cause for SafeNet not installing properly is that an antivirus or other security suite interferes with it. You'll need to temporarily disable it before proceeding. If your computer is managed by a dedicated IT personnel, it's best if you contact them to do so.

Once antivirus is disabled and you are logged in as administrator, go to Start menu and navigate to *All Programs -> Rocscience -> Licensing -> Sentinel Runtime ->* **Sentinel Runtime Uninstall** (on Windows 8 search for it in Apps section or type name manually). This will cleanly remove an aborted installation of drivers. Once this is complete, run **Sentinel Runtime Install** from the same location. Make sure the installation completes with "Operation completed successfully" message.