# Step 1: Close all Scia related software (Scia Engineer, Design Forms, ...)

First close everything related to Scia software. This can be Scia Engineer, Scia Design Forms, or a message about no license found or something else. Just close it.

# Step 2: Open the protection setup (through Windows 'Start')

Open the protection setup for the Scia software you want to use. In my case, it is Scia Engineer 14:



# Step 3: Hit 'Import license file'



# Now you're done!

.... Unless you didn't get the last message, but a different one. In that case, go to step 4.

# Step 4: Something went wrong...

Scia Engineer	Go to chapter 1 (see next pages)
Scia Engineer  System detected an error while loading your licence file. System error message: The remote name could not be resolved: 'activation.scia-online.com' OK	Go to chapter 2 (see next pages)
Scia Engineer	Go to chapter 3 (see next pages)
Scia Engineer Can not activate hardware key (554155), counter 7 by licence file of counter 6. OK	Go to chapter 4 (see next pages)
Scia Engineer	Go to chapter 5 (see next pages)

Do you have a **different problem**, then you may contact us on **support@scia-online.com** with a print screen and a description of the problem.

# 1. System could not find attached SCIA dongle

# DESCRIPTION

 $\rightarrow$  The USB license key is not found



# SOLUTION

### THIS PROBLEM CAN HAVE 2 DIFFERENT REASONS.

## **REASON 1:** The driver

- 1. Run the Sentinel Advanced Medic (extract and run Sam1.3.1.exe) (http://www.safenet-inc.com/support-downloads/sentinel-drivers/)
- If it does not show at least 7.5.8 behind "USB Driver Installation", then run the Sentinel Protection Installer (http://www.safenet-inc.com/supportdownloads/sentinel-drivers/)

SafeNet Sentinel AdvancedMedic	
Enable Logging	Basic Checks USB Driver Installation Parallel Driver Installation Sentinel Protection Server Installation Sentinel Keys Server Installation Sentinel Driver Communication Sentinel Key Communication
Hint Driver is not properly Installed. Install lat http://safenet-inc.com/support/tech/sen May not be an error if you have Sentine	tinel.asp
Progress	Network Test Cancel

# **REASON 2:** The USB key

- 1. Is it connected to the computer, and is the green light visible?
- 2. If no: try again on different USB ports and on different computers.
- If the light never lights up, then contact the main office for a replacement. Replacement is free for customers with maintenance (if it broke down due to normal use), and 75€ in other cases. (http://nemetschek-scia.com/en/contact/offices)

# CHECKS

Run the Sentinel Advanced Medic (Sam1.3.1.exe) and all checks should be good.

(http://www.safenet-inc.com/support-downloads/sentinel-drivers/)

SafeNet Sentinel AdvancedMedic			×
	Basic Checks		
	USB Driver Installation	7.5.8	
SafeNet	Parallel Driver Installation     Sentinel Protection Server Installation	7.5.0 7.6.1	
	Sentinel Keys Server Installation	1.3.2	
Enable Logging	<ul> <li>Sentinel Driver Communication</li> </ul>		
Enable Terminal Services	<ul> <li>Sentinel Key Communication</li> </ul>		
Hint			
1 SuperPro Key Found. 0 UtraPro Key Found. 0 Sentinel Hardware Key (SHK) Four	ıd		
Progress			
Done	Network Test Cancel		

IF ALL CHECKS ARE GOOD, GO BACK TO PAGE 1 AND TRY STEP 3 AGAIN.

# 2. System detected an error while loading your license file

## DESCRIPTION

→ The 'Protection Setup' could not connect to 'activation.scia-online.com'.

### SOLUTIONS

#### THIS PROBLEM CAN BE SOLVED ON 2 DIFFERENT WAYS.

**OPTION 1:** Fix the internet connection.

- 1. Can you browse on the internet
- Can something be blocking the 'Protection Setup' (firewall or anti-virus)

   The 'Protection Setup' is a program called Lockman.exe, which is stored in the folder where Scia Engineer is installed (C:\Program Files (x86)\SCIA\EngineerXX).
   Make sure that your firewall or anti-virus does not prevent lockman.exe from connecting to the internet.

**OPTION 2:** Manually load in the license file.

 $\rightarrow$  If you click on '**Import license file**' again in the protection setup, you can click '**OK**' after receiving the error message. Then you will have the possibility to load in the license file manually.

- 1. Make sure you have the license file. (Send a mail to support@scia-online.com, and indicate the license number on your USB key, which is a 6-digit number, starting with a 5. E.g.: 554155)
- 2. Pick the license file that matches the license number on your USB key.



#### 🖹 Note

If Scia support sends you both a .lic and a .e2c file, then always keep these two files together (in the same folder). The .e2c file will be necessary if your licenses contains an edition.

#### CHECKS

YOU SHOULD RECEIVE THE NEXT MESSAGE:



IF YOU DO, THEN YOU SUCCESSFULLY UPDATED YOUR LICENSE. IF YOU DON'T, THEN GO TO STEP 4 AND CHECK WHAT IS GOING WRONG.

# 3. Could not store license file to the license folder

## DESCRIPTION

 $\rightarrow$  The "Protection Setup" can't write in the license folder



## SOLUTIONS

#### THIS PROBLEM CAN BE SOLVED ON 2 DIFFERENT WAYS.

**OPTION 1**: Go to the license folder (as shown in the message) and create it if necessary

- → Example: C:\ProgramData\SCIA\Licence\
- $\rightarrow$  Go to the **Properties** of this folder
- (right mouse button in the white space in the folder)  $\rightarrow$  Make sure '**Read-Only**' is ticked off.

General Shari	ng Security Previous Versions Customize			
	Licence			
Type:	File folder			
Location:	C:\ProgramData\Scia			
Size:	2,50 KB (2.565 bytes)			
Size on disk:	12,0 KB (12.288 bytes)			
Contains:	3 Files, 0 Folders			
Created:	vrijdag 11 april 2014, 17:15:48			
Attributes:	Read-only (Only applies to files in folder)			
	Hidden Advanced			



**OPTION 2**: Choose a different location to store the license files

 $\rightarrow$  In the '**Protection Setup**', you must click with the right mouse button, but the mouse icon must be placed on the title bar while clicking the right mouse button

(see image below on the left)

 $\rightarrow$  In the next window, you can change the **path** where the license file must be placed into (see image below on the right).



)	Restore			
Π.	Move			
	Size Minimize		Apply / Refresh	
			Cancel	
			Import licence file	
x	Close	Alt+F4	Inporcheence ne	
	Advanced settings			
				Advanced settings
jenera RMS@	ation (SCIA and Dealers ( 010000] - 1 / 0 63 day(s)	to expire	Save set of modules Import set of modules	Licence folder Cancel Path to the folder containing licence files: C:\ProgramData\SCIA\Licence\
			of modules Select All	Licence on-line ✓ Load licence from online SCIA storage
			Clear All Collapse <<<	URL to server: http://activation.scia-online.com:80/ Proxy
	x 32/, 7 ole mo	Move Size Minimize Maximize X Close Advanced settings 32/, 7182@localserver) ble modules Peneration (SCIA and Dealers (CRNS @10000) - 1 / 0 63 day(s)	Move Size Maximize X Close Alt+F4 Advanced settings	Move Size Move Size OK Apply /Refresh Cancel Maximize Cancel Maximize Cancel Import licence file Advanced settings S2/, 7182@localserver) se modules Peneration (SCLA and Dealers Only) [DEA RMS@10000] - 1 / 0 63 day(s) to expire RMS@10200] - 1 / 0 63 day(s) to expire Select All Select All

AFTER APPLYING THESE OPTIONS, PLEASE TRY TO IMPORT THE LICENSE FILE AGIAN.

# 4. Counter X by license file of counter Y (X>Y)

# DESCRIPTION

 $\rightarrow$  The license file you are loading is older than the license file on the USB key



# SOLUTIONS

### GET A NEWER LICENSE FILE BY CONTACTING SCIA SUPPORT.

- $\rightarrow$  Send the image of the message
- $\rightarrow$  Ask them to check the license counter (and possibly generate it again)
- $\rightarrow$  Ask for a new license file

(this is a Scia5xxxxx.lic file and maybe a Scia5xxxxx.e2c file)

## CHECKS

Once you receive a response, try to import the license file again (if you pick a license file manually, then pick the new one of course )

# 5. Your license file is not stored on SCIA server

## DESCRIPTION

 $\rightarrow$  The "Protection Setup" can't find the license files on the SCIA server.



## SOLUTION

THE LICENSE FILE MUST BE REGENERATED BY CONTACTING SCIA SUPPORT (SUPPORT@SCIA-ONLINE.COM).

- → Send the image of the message and give them your license key number (on the back of your dongle, 6 digits, starting with '5xxxxx')
- $\rightarrow$  Ask them to check the license file in the database (and possibly generate it again)
- → Ask for a new license file (this is a Scia5xxxxx.lic file and maybe a Scia5xxxxx.e2c file)

# CHECKS

Once you receive a response, try to import the license file again (if you pick a license file manually, then pick the new one of course )