



Installation Guide Updating Standalone Installation

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Chapter 0

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SCIA Engineer 16.0

Step 1: Close all SCIA related software (SCIA Engineer, Design Forms, etc.)

First close everything related to SCIA software. This can be SCIA Engineer, SCIA Design Forms, or simply a message about no license being found.

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

Open the protection setup for the SCIA software you want to use.

In this case, it is SCIA Engineer 16:



Step 3: Select 'Import license file'

Protection setup	
Licence number(s): 550943	ОК
C Try-out	Apply / Refresh
Only standalone	
Only floating	Cancel
C First standalone, then floating	Import licence file
C First floating, then standalone	
C Student	Expand >>>

cia Engineer	×
Licence file(s) has been sucessfu	Ily downloaded and initialized.
	ОК

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...



Go to chapter "System could not find attached SCIA dongle" on the facing page

Go to chapter "System detected an error while loading your

license file" on page 10





Can not activate hardware key (554155), counter 7 by licence file of counter 6.

Scia Engineer

Go to chapter "Could not store license file to the license folder" on page 12 $\,$

Go to chapter "Counter X by license file of counter Y (X>Y)" on page 14



Go to chapter "Your license file is not stored on SCIA server" on page 15

Do you have a different problem? If so, please contact us at support@scia.net with a print screen and a description of the problem.

X

OK

System could not find attached SCIA dongle

Description

→ The USB license key is not found



Solution

This problem can have 2 different causes.

	Basic Checks
\bigcirc	⚠ USB Driver Installation X
SafeNet	Parallel Driver Installation
	Sentinel Protection Server Installation
	Sentinel Keys Server Installation
Enable Logging	Sentinel Driver Communication
Enable Terminal Services	Sentinel Key Communication
Hint	
Hint Driver is not properly Installed. Insta	Ill latest driver from the link :
Hint	Ill latest driver from the link : /sentinel.asp
Hint Driver is not properly Installed. Insta http://safenet-inc.com/support/tech/ May not be an error if you have Sen	Il latest driver from the link : /sentinel.asp ntinel Server on another machine
Hint Driver is not properly Installed. Insta http://safenet-inc.com/support/tech/ May not be an error if you have Sen	III latest driver from the link : /sentinel.asp ntinel Server on another machine
Hint	Ill latest driver from the link : /sentinel.asp tinel Server on another machine
Hint Driver is not properly Installed. Insta http://safenet-inc.com/support/tech/ May not be an error if you have Sen rogress	Il latest driver from the link : /sentinel.asp ntinel Server on another machine
Hint Driver is not properly Installed. Insta http://safenet-inc.com/support/tech/ May not be an error if you have Sen ogress	Il latest driver from the link : /sentinel.asp ntinel Server on another machine

Reason 1: The driver

- Run the Sentinel Advanced Medic (extract and run Sam1.3.1.exe) (http://www.safenet-inc.com/support-downloads/sentinel-drivers/)
- 2. 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/support-downloads/sentinel-drivers/)

Reason 2: The USB key

- 1. Is it connected to the computer, and is the green light visible?
- 2. If no: try again on a different USB port and on a different computer.
- 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€ (\$80 USD) in other cases. (http://scia.net/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/)

	Basic Checks	
	VSB Driver Installation	7.5.8
SafeNet.	Parallel Driver Installation	7.5.0
9	Sentinel Protection Server Installation	7.6.1
ana an an	Sentinel Keys Server Installation	1.3.2
Enable Logging	Sentinel Driver Communication	
Enable Terminal Services	 Sentinel Key Communication 	
SuperPro Key Found.		
t SuperPro Key Found. UltraPro Key Found. Sentinel Hardware Key (SHK) F	ound	

If all checks are good, try step 3 again.

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 in 2 different ways.

Option 1: Fix the internet connection.

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

 \rightarrow 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 the license file.

 \rightarrow If you click on "Import license file" 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.net, and indicate the license number on your USB key,

which is a 6-digit number, starting with a 5. E.g.: 554155)

1. Pick the license file that matches the license number on your USB key.

C Try-out			OK	
 Only standalone 		-		
C Only floating			Cancel	
/ Austrianian Austria			ice	file
DATA (D:) Licenties	▼ 4 9	Search Licenties	9	
🧊 Open 🔻 🛛 Burn	New folder			
Name		Date modified	Туре	
SCIA129617.lid		17/09/2015 13:19	LID File	
SCIA550943.lic		17/09/2015 13:19	LIC File	
			et ile	s
			et	
			ne	s -
			ile	s
			XII	

Chapter 4

0

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 have successfully updated your license.

If you don't, then go to step 4 and check what is going wrong.

Could not store license file to the license folder

Description

→ The "Protection Setup" can't write in the license folder



Solutions

This problem can be solved in 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\
- → Go to the Properties of this folder

(right mouse button in the white space in the folder)

→ Make sure 'Read-Only' is ticked off.

neral Shari	ng Security	Previous Versions	Customize
L	Licence		
be:	File folder		
ation:	C:\ProgramD	ata\Scia	
	2,50 KB (2.5	65 bytes)	
e on <mark>dis</mark> k:	12,0 KB (12.	288 bytes)	
ntains:	3 Files, O Fol	ders	
eated:	vrijdag 11 ap	ril 2014, 17:15:48	
ibutes:	Read-only	y (Only applies to file:	s 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

- \rightarrow In the next window, you can change the path where the license file must be located (see image below on the right).
- \rightarrow The new license folder must exist and also NOT be "Read-only".

Licence number(s): 550943 Type Typ-out Only standalone Only floating First standalone, then floating First floating, then standalone	- - x	Move Size Minimize Maximize Close	Alt+F4
Software floating protection		Advanced se	attings
vailable commercial modules: All available modules All technical modules for lock-generation (SCIA a	nd Dea	lers Only)	Save set of modules Import set
, All available modules vailable commercial modules: ☑ All technical modules for lock-generation (SCIA a	nd Dea	lers Only)	Save set of modul Import se of modul
All available modules ailable commercial modules: All technical modules for lock-generation (SCIA a	nd Dea	lers Only)	Save set of modules Import set of modules Remove set of modules Select All
ets of modules: All available modules vailable commercial modules: All technical modules for lock-generation (SCIA a	nd Dea	lers Only)	Save set of modules Import set of modules Remove set of modules Select All Clear All



After applying these options, please try to import the license file again.

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

Scia Engineer

Solutions

Get a newer license file by contacting SCIA support.

- → 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 make sure to pick the new one)

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.net).

 \rightarrow 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)
- \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 make sure to pick the new one)