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Installation Guide

Updating Standalone Installation

Contents

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SCIA Engineer 19.0

Step 1: Close all SCIA related software (SCIA Engineer, SCIA Concrete Section, etc.)

First close everything related to SCIA software. This can be SCIA Engineer, SCIA Concrete Section, or simply a message about no license being found.
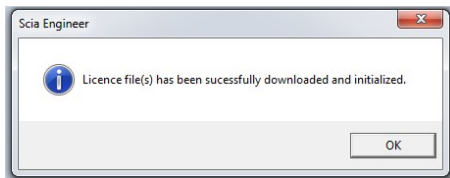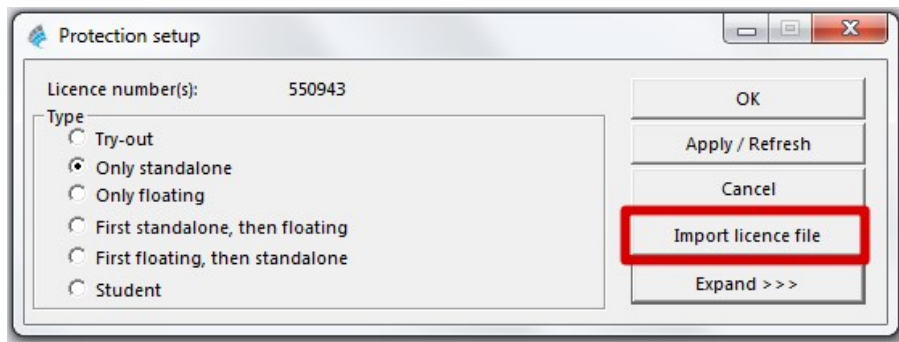
Step 2: Open the protection setup (through Windows "Start")

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

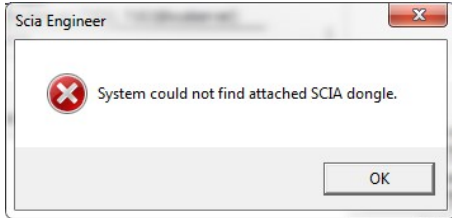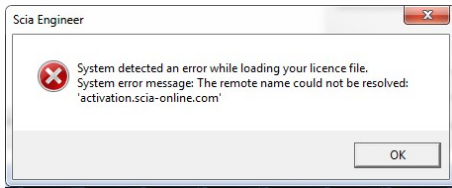In this case, it is SCIA Engineer 17:
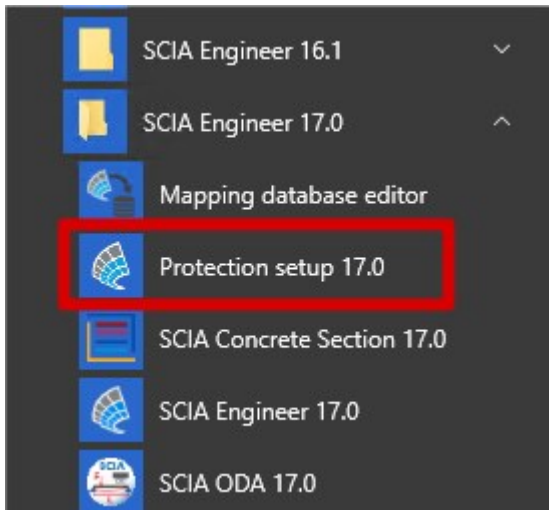
Step 3: Select 'Import license file'

Now you're done!

…. Unless you didn't get the last message, but a different one. In that case, go to step 4.
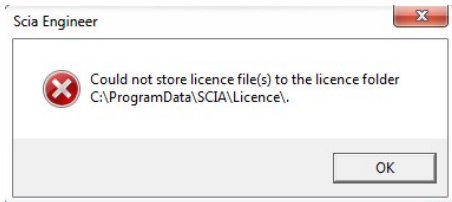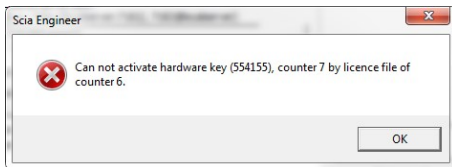
Step 4: Something went wrong...

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

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

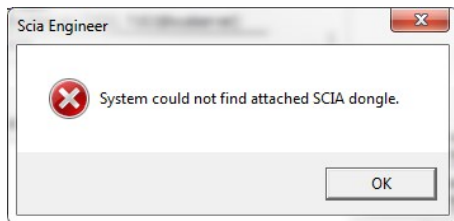Go to chapter "Counter X by license file of counter Y (X>Y)" on page 14
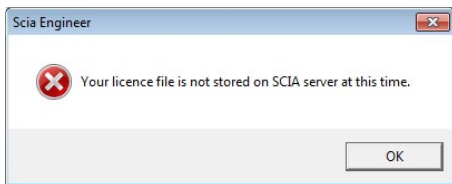
Go to chapter "Your license file is not stored on SCIA server" on page 15

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.

System could not find attached SCIA dongle

Description

→ The USB license key is not found

Solution

This problem can have 2 different causes.
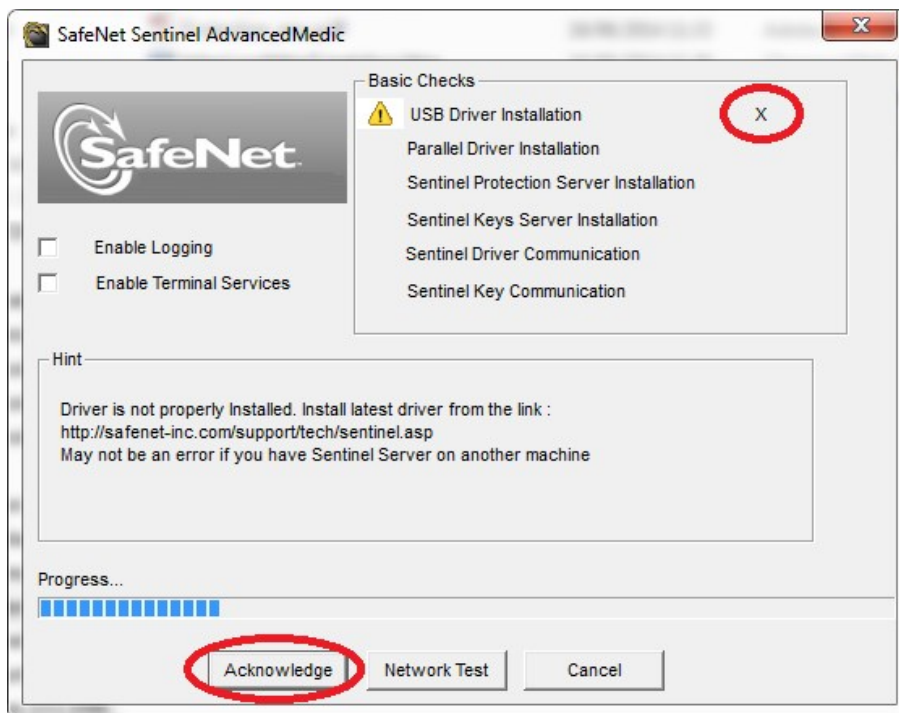
Reason 1: The driver

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

2. If it does not show at least 7.5.8 behind "USB Driver Installation", then run the Sentinel Protection Installer
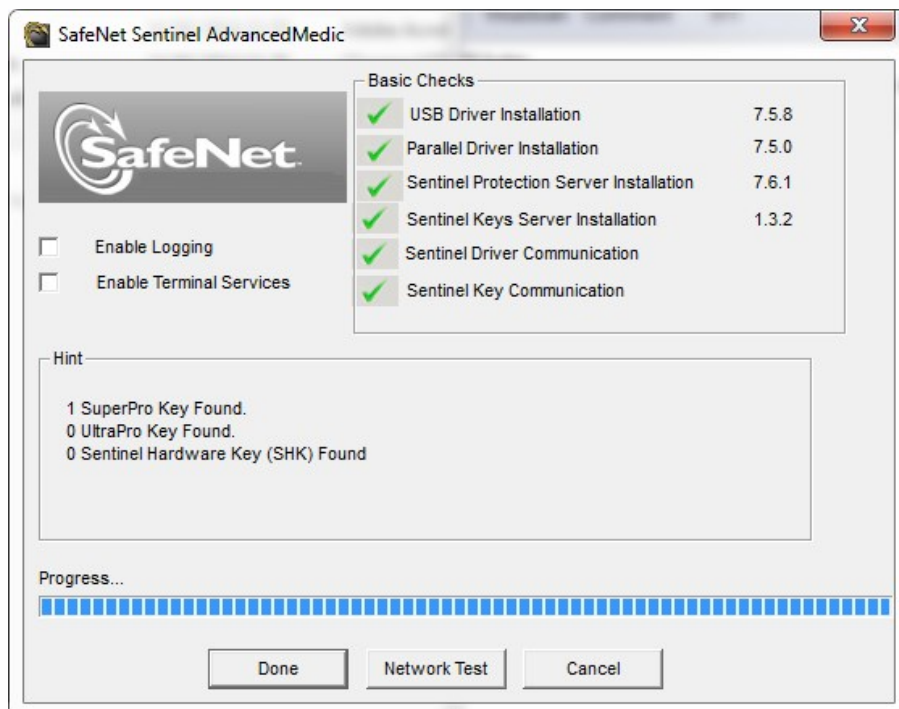   (http://www.safenet-inc.com/support-downloads/sentinel-drivers/)

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.

3. 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/)

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)

   → 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.

→ 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,

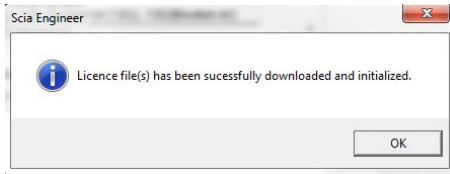   which is a 6-digit number, starting with a 5. E.g.: 554155)

1. Pick the license file that matches the license number on your USB key.
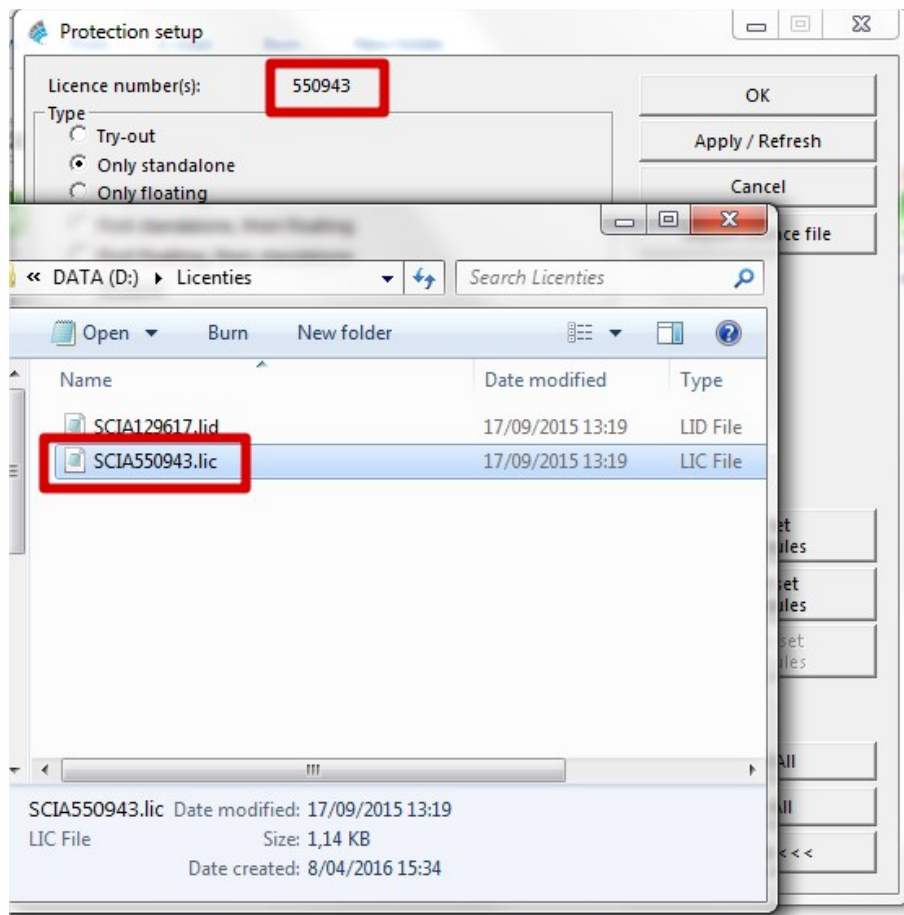
> If SCIA support sends you both a .lic and a .e2c file, then always keep these two files together (in the same folder). The .e2c file will be necessary if your licenses contains an edition.
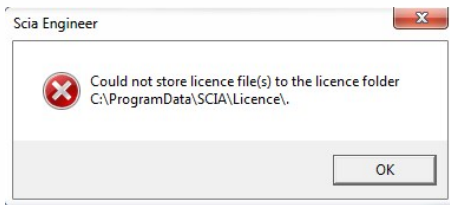
Checks

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.

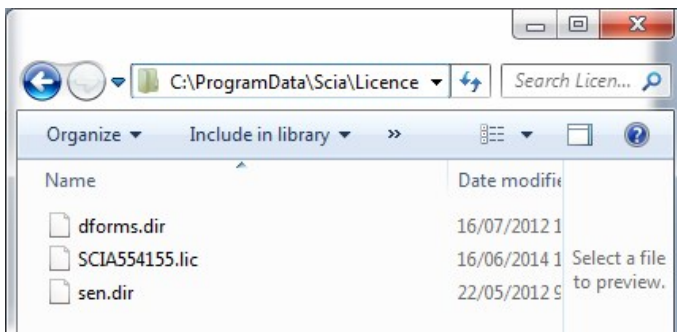# Could not store license file to the license folder

Description

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

Solutions

This problem can be solved in 2 different ways.

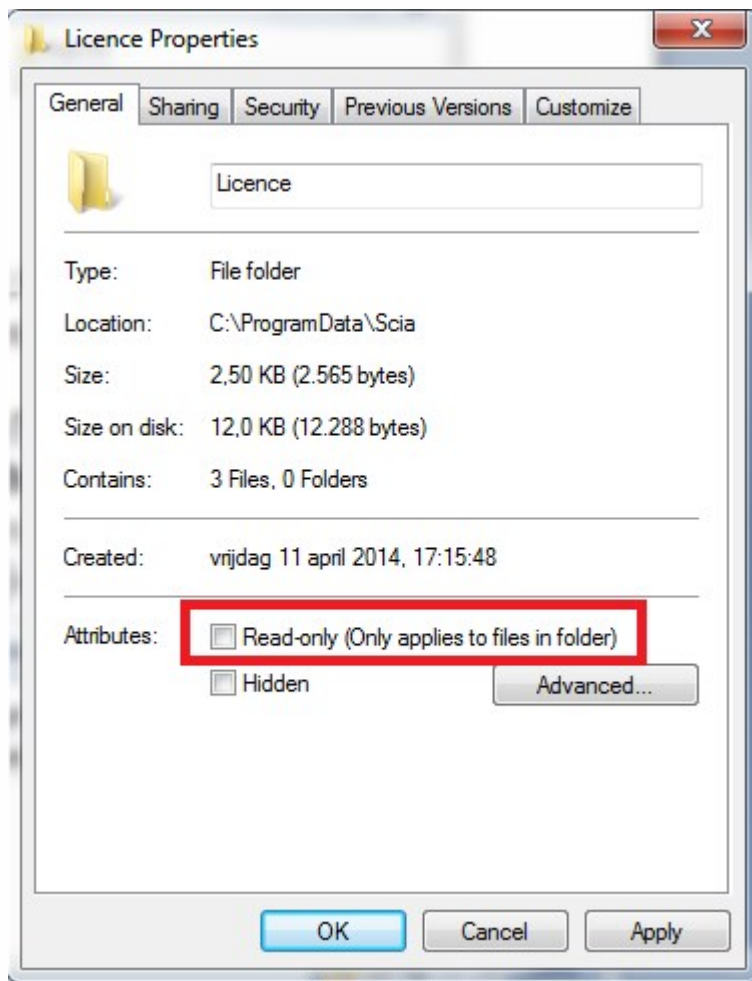**Option 1: Go to the license folder (as shown in the message) and create it if necessary**

→ 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.

Option 2: Choose a different location to store the license files

→ 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

→ In the next window, you can change the path where the license file must be located (see image below on the right).

→ The new license folder must exist and also NOT be "Read-only".
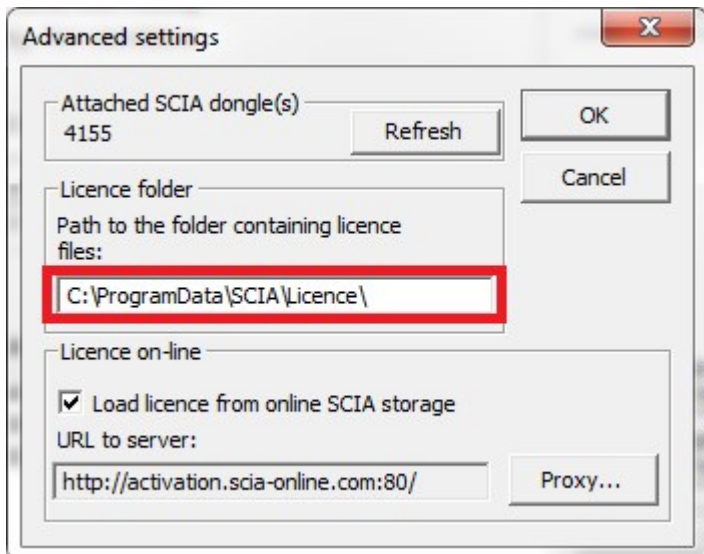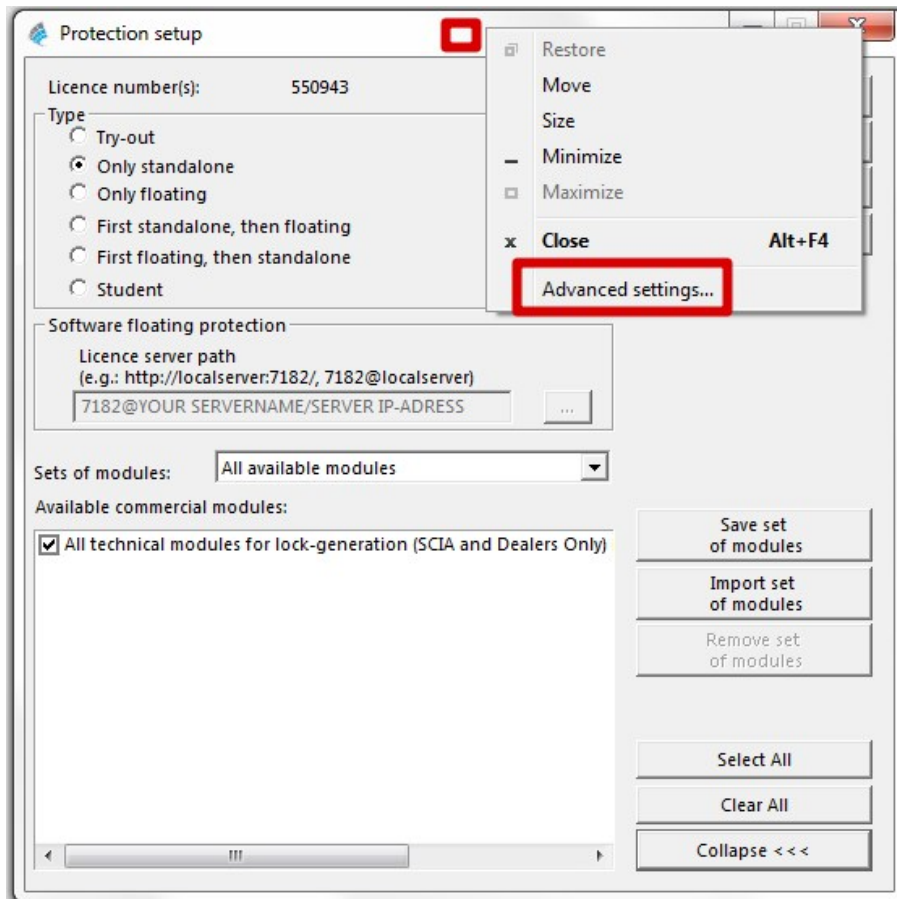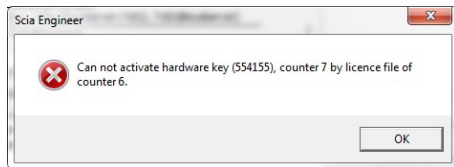
After applying these options, please try to import the license file again.

Counter X by license file of counter Y (X>Y)

Description

→ 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.

→ Send the image of the message

→ Ask them to check the license counter (and possibly generate it again)

→ Ask for a new license file

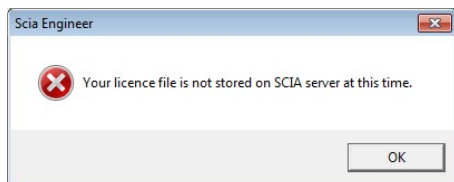(this is a SCIA5xxxxx.lic file and maybe a SCIA5xxxxx.e2c file)

Checks

Once you receive a response, try to import the license file again

(if you pick a license file manually, then make sure to pick the new one)

Your license file is not stored on SCIA server

Description

→ 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).

→ Send the image of the message and give them your license key number

(on the back of your dongle, 6 digits, starting with '5xxxxx')

→ 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 make sure to pick the new one)