

SST License Manager User's Manual

**MANUALS/Security/man1/doc1**

Issue Mar, 2011

# SST License Manager

(SSTLM™)

## **User's Manual**

**Version 6.xx**

**(Standalone & Server Versions)**



**Please read the following carefully**

SST India has a policy of continuing product development: therefore the information contained in this document may be subject to change without notice.

This software and this manual have been developed and checked for correctness and accuracy by SST India Pvt. Ltd. However, no warranty, expressed or implied, is made by SST India Pvt. Ltd. as to the accuracy or functioning of the software.

Security System User's Manual Server V6.xx © March 2011, SST India Pvt. Ltd.

All rights reserved. No part of this document may be reproduced, stored in retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission of SST India Pvt. Ltd.

The software programs described in this document are confidential information and proprietary products of SST India Pvt. Ltd. & SST Systems Inc.

For Technical queries, contact

---

**SST Systems, Inc.**  
1798 Technology Drive, Suite 236  
San Jose, California 95110  
USA.



**Tel: (408) 452-8111**  
**Fax: (408) 452-8388**  
**Email: [info@sstusa.com](mailto:info@sstusa.com)**  
**[www.sstusa.com](http://www.sstusa.com)**

---

**SST India Pvt. Ltd.**  
7, Cresant Road  
Bangalore – 560 001  
India.



**Tel: +91-80-40336999**  
**Fax: +91-80-41494967**  
**Email: [sstindia@bgl.vsnl.net.in](mailto:sstindia@bgl.vsnl.net.in)**  
**[www.sstindia.com](http://www.sstindia.com)**

# Table of Contents

<b>1.0 Introduction .....</b>	<b>1</b>
1.1.1. Operating System Requirement.....	1
1.1.2. Installing SST License Manager .....	1
<b>1.2 Manually registering the windows service for SST License Manager.....</b>	<b>2</b>
<b>1.3 Installing the client program .....</b>	<b>2</b>
1.3.1 Windows 2000/ XP .....	3
1.3.2 Windows NT 4.0 (Server/Workstation).....	4
<b>1.5 Installing the Activation Key .....</b>	<b>5</b>
1.5.1 Using Client module .....	5
1.5.2 Using Manage License Tool.....	5
<b>1.6 Renewing/Re-Installing the License .....</b>	<b>6</b>
<b>2.0 Security System Features .....</b>	<b>7</b>
2.1 Analyse Key .....	7
2.2 Install Key.....	7
2.3 Product Key generation and Activation Key installation .....	7
2.4 Renewing license .....	8
2.5 Diagnose License.....	8
2.6 Save Report .....	8
2.7 Borrow License .....	9
2.8 Delete License .....	10
2.8 System Info .....	10
2.9 Clear.....	10
<b>3.0 List of Error messages .....</b>	<b>11</b>
<b>4.0 Frequently asked Questions .....</b>	<b>15</b>
<b>Appendix A .....</b>	<b>20</b>
SST License Manager Version 5.0 and 5.1 .....	20
SST License Manager Version 4.31 .....	20
SST License Manager Version 4.3 and earlier than 4.3 .....	20

# SST License Manager

## 1.0 Introduction

This manual explains how to install either standalone or server version of InfoPlant's security system license, running under the Microsoft Windows operating systems. The security files/programs are supplied with the main InfoPlant products, e.g. PDMS2KP, ST2PDMS, PDMS2ST, PD2CAD, and CAD2PD etc.

Any hardware or software specific requirements are clearly indicated wherever necessary. The manual assumes that you are familiar with the concepts of Windows NT operating system terminology and commands. If you are not, you may need to have your operating system manual available while you read this manual.

### **Note:**

**If you are using the old version of SST License Manager (i.e., earlier than version 5.0), then follow the procedure listed in Appendix A to uninstall the same before installing the new version of SST License Manager.**

## 1.1 Installing the Server SST License Manager

Before installing the SST License Manager and the Client product on any of your computer, please make sure the computer meets the following requirement listed below.

### 1.1.1. Operating System Requirement

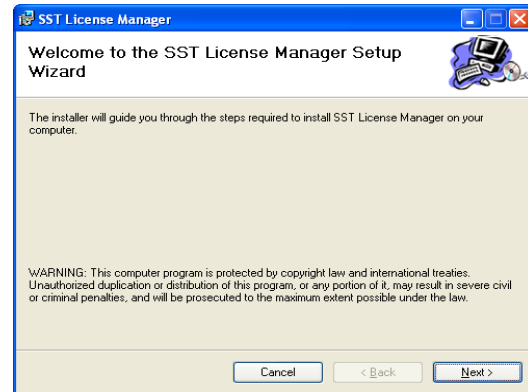
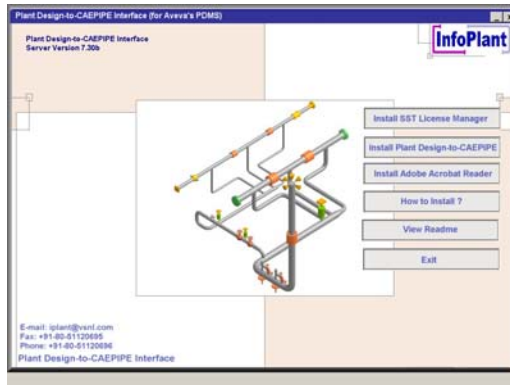
- a. Internet Explorer 5.01 or later and Windows Installer 2.0 or later.
- b. Windows NT 4.0 (Workstation or Server) with Service Pack 6a
- c. Windows 2000 (Professional, Server, or Advanced Server)
- d. Windows XP (Personal and Professional)

### 1.1.2. Installing SST License Manager

Locate/Decide the computer that you want to use as a server for the InfoPlant Product. Any machine available in the network can be used as a server machine and it is not necessary to be an real server.

Insert the compact disc supplied by InfoPlant to the CD-ROM drive of the computer, that you decided to use as a server for InfoPlant product. Wait for few seconds to enable the "Auto play" of the CD. Please note, if the CD-ROM does not start automatically, simply browse the CD, and double-click on the "setup" application icon. You will see a typical window; similar to that shown in the figure left below. The name shown on top left corner of the window changes depending upon the InfoPlant product and its module you buy. For e.g., If you buy the product PD2CAEPIPE and its module PDMS-to-CAEPIPE, you will see the name "Plant Design-to-CAEPIPE Interface [for Aveva's PDMS]" on the top left corner of the window.

Click on "Install SST License Manager" option. You will be shown window similar to that shown in the figure right below.

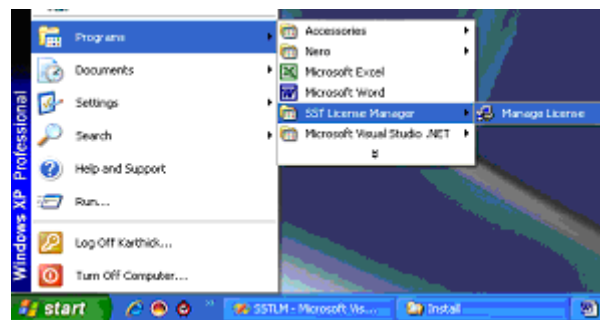


Follow the instructions as they appear on the screen.

## 1.2 Manually registering the windows service for SST License Manager

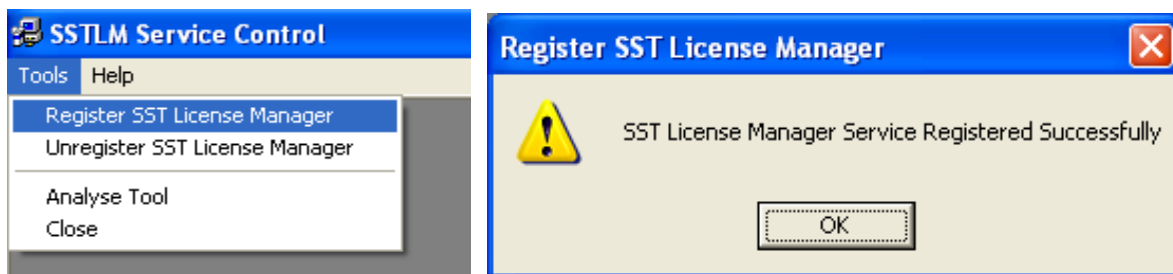
The SST License Manager setup program will register and start the service automatically, when you perform step 1.1.2. If the setup program fails to register the service automatically, then register the service manually as stated below.

After the successful installation of the SST License Manager, launch the program “ManageLicense.exe” by selecting Start Menu->Programs->SST License Manager->Manage License from the computer where the SST License Manager is installed. The details are shown graphically below.



Select the option “Register SST License Manager” through “Tools->Register SST License Manager” to register the window service as shown in figure left below.

After successful registration of the service you will see a message shown in figure right below.



## 1.3 Installing the client program

Locate/Decide the computers that you want to use as client(s) for InfoPlant product(s). The client program can be installed in as many systems as you want.

To install the product on the client computers, insert the compact disc supplied by InfoPlant to the CD-ROM drive and wait for few seconds to enable the Auto play feature. Please note, if the CD-ROM does

not start automatically, simply browse the CD, and double-click on the “setup” application icon. You will see a window as shown in figure left of section 1, “Installing the SST License Manager”.

Click the option “Install <Product\_Name>” and follow the instructions as they appear on the screen. The Product\_Name changes depending on InfoPlant product you buy. Assuming the name of the product you bought as PD2CAEPIPE, the Product\_Name will appear as “Plant Design-to-CAEPIPE Interface”.

For sharing the license information, client computer need to communicate with the server (computer where the SST License Manager is installed). The communication between the client computer and the server computer can be established by setting the Environmental Variable “SSTLM” on the client computers. Please note, the automated procedure for locating the server computer by the client computer for sharing license information is purposefully not given for the following reasons.

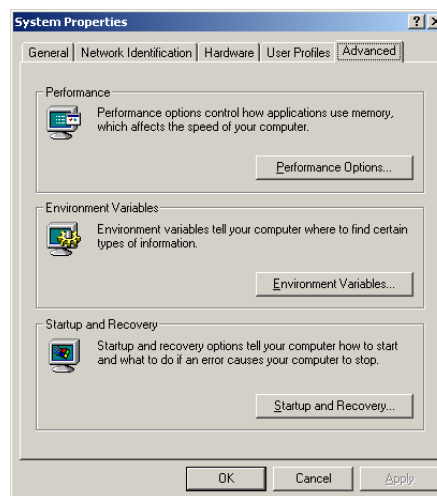
1. SST License Manager is used as a security system for all InfoPlant products and hence user can have different servers in the same network environment for different InfoPlant products.
2. Can have one server for various InfoPlant products installed in different client machines.
3. Can install both server/client in one computer.
4. Can have two different servers for one InfoPlant product by splitting the number of users (not applicable for single user) and
5. Locating the server automatically under a huge network environment is a time consuming process.

On the other hand, the Environmental Variable is set automatically for the machine where SSTLM is installed. In other words, if you install the client program in the same machine where the SST License Manager is installed, then there is no need to set the environmental variable “SSTLM”. If the client program is installed other than the machine where SST License Manager is installed, then follow the procedure listed below for setting the environmental variable under different operating systems.1.3.1

### 1.3.1 Windows 2000/ XP

Open the “Control Panel” window through Start Menu->Settings->Control Panel.

Double-click on “SYSTEM” icon as shown in figure left below.

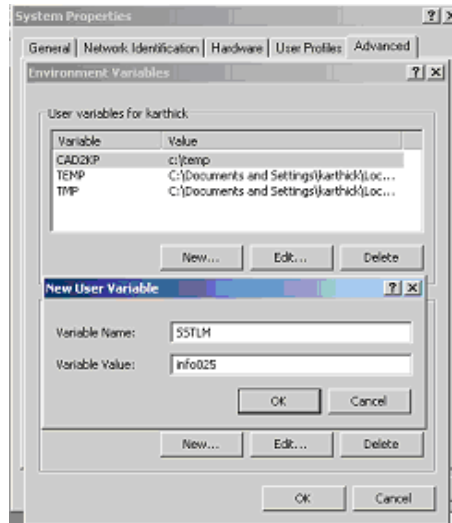


Select the tab “Advanced” and press the button “Environmental Variables” as shown in figure right above.

Click the button “New” under the “User Variables” as shown in figure below.

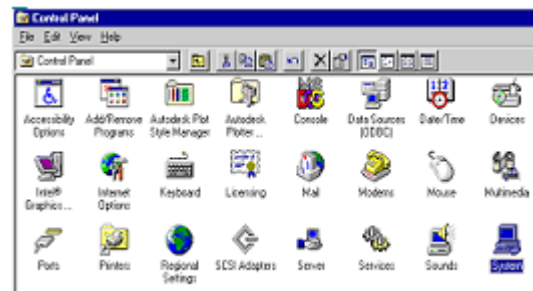
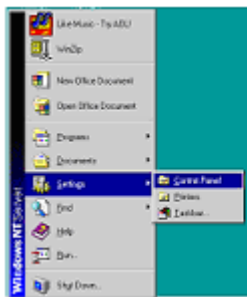
Type “SSTLM” under the variable name prompt and key in the name or IP Address of the computer where SST License Manager is installed (for e.g., info025 or 192.0.0.4) under the value prompt.

Press the button “ok” to complete the setting.



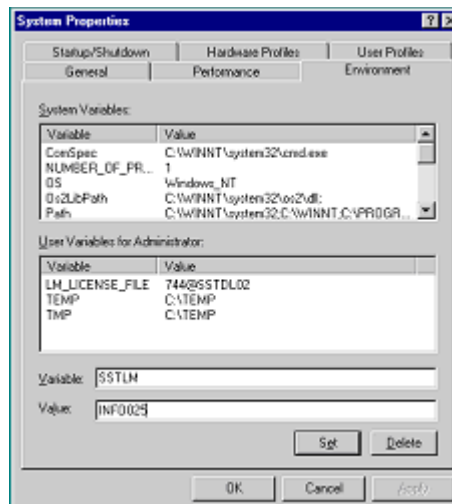
### 1.3.2 Windows NT 4.0 (Server/Workstation)

Open the “Control Panel” window through Start Menu->Settings->Control Panel as shown in figure left below.



Double-click on “SYSTEM” icon as shown in figure right above.

From the window, select the tab “Environment”, you will see a window as shown in figure below.



Type “SSTLM” under the variable name prompt and key in the Name or IP Address of the computer where SST License Manager is installed (for e.g., info025 or 192.0.0.4) under the value prompt.

Press the button “set” and then “Ok” to complete the setting.

## 1.4 Product Key Generation

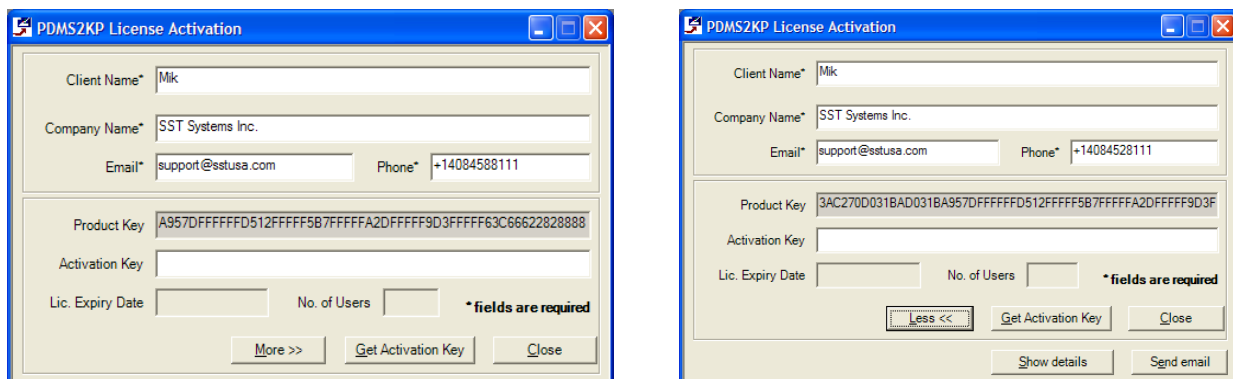
The procedure for creating the product key is explained in this section assuming the name of the module you own as PDMS-to-CAEPIPE.

After the successful installation of Server/Client Programs, you will see an icon with the name “PDMS2CAEPIPE” in the windows desktop of client computer(s).

Double-click on icon and select “PD2CAEPIPE (for Aveva’s PDMS)” through Interface Menu->PD2CAEPIPE (for Aveva’s PDMS)”.

The client program communicates with the server computer and sends request to check for the availability of the license to use the product.

The server (SST License Manger) checks for the availability of the license in the windows registry. If not available, program automatically generates a new Product Key and send the same back to the client machine. Client machine then pops up the same in a dialog box as shown in figure below.



Enter the details as shown in the figure above and press the button “Get Activation Key”. This will get you the Activation Key for Evaluation the product / Full license for paid users.

If you wish to send and email, press the button “More >>” and then “Send email”.

Press the “More >>” and then “Show Details” if you wish to store the license details in a text file. Press the button “Close” to close the dialog.

### Note:

For receiving the Activation Key, please make sure that you have access to internet from your machine and the TCP/IP port 12000 is not blocked by your hard / soft firewall.

## 1.5 Installing the Activation Key

The Activation Key can be installed in two ways.

1. Using client module and
2. Using the Manage License Tool.

### 1.5.1 Using Client module

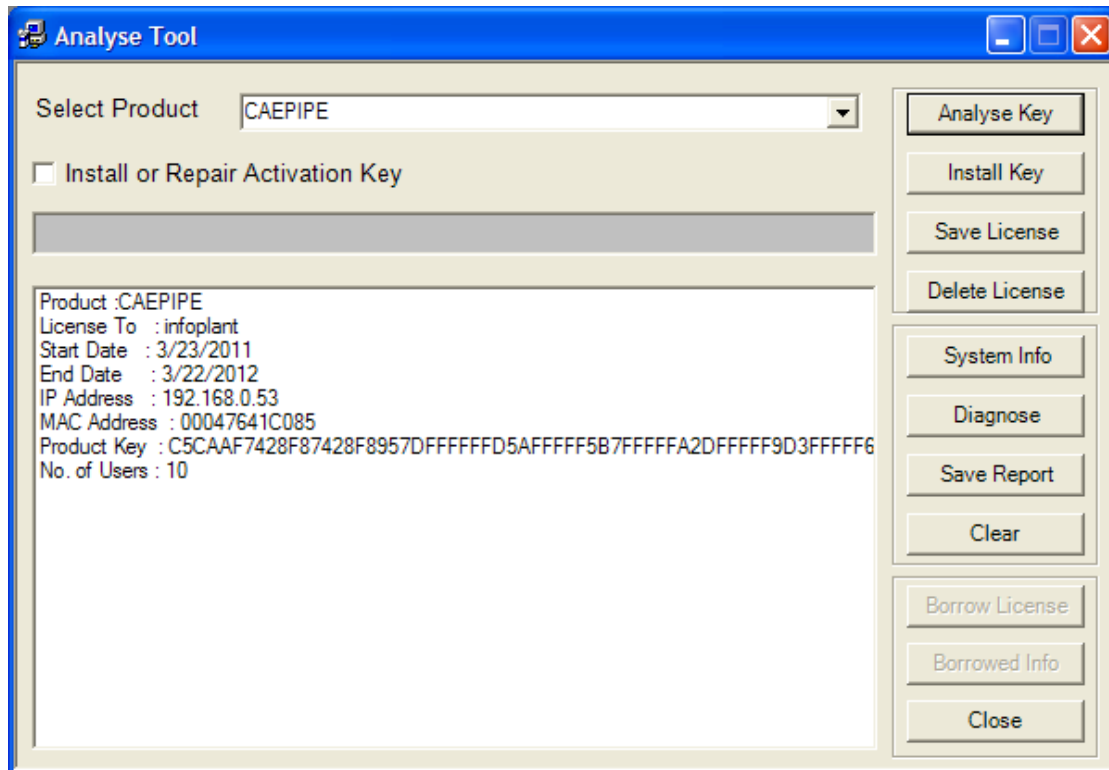
Launching the client product (InfoPlant product module), checks for the availability of the Activation Key corresponding to the module and pops up “Security System” dialog box (in the client machine the InfoPlant product being loaded) with provision to enter the “Activation Key” upon unavailability of the key. Enter the Activation Key in the “Activation Key” text box and click the “Activate” button. Upon successful installation, user gets a message “Activation Key successfully installed”.

### 1.5.2 Using Manage License Tool

- a. Run the program “ManageLicense.exe” available in the installation directory of “SSTLM”.



- b. Select “Analyse Tool” from the menu “Tools” for server version or select “Analyse Tool” available in the main menu of the InfoPlant product for standalone version.
- c. From the dialog box as shown in figure below, select the product from the “Select Product” combo box.
- d. Select the check box “Install or Repair Activation Key”. This enables the text box below the check box.
- e. Paste the “Activation Key” in it and press the button “Install Key”. On successful installation, user gets a message “Activation Key successfully installed”.



## 1.6 Renewing/Re-Installing the License

Follow the steps a. through e. listed in 1.5.2 above to renew/re-install the license (Activation Key) or or Select the Option “Help->Renew/Reinstall Activation Key”.

## 2.0 Security System Features

There are new and improved features/techniques to make it easier for the user to handle the security system. This includes

1. Improved mechanism for Product Key generation and Activation Key installation.
2. Improved mechanism to check and renew the license.
3. Feature for diagnosing the license problems and generating reports.
4. Facility to save the reports in a text file.
5. Restriction on installing the Activation Key (5 days from the date of generation) has been removed.
6. Improved messaging system.
7. Improved mechanism on saving the Product Key information and
8. Facility to Borrow the License.

**Note:** Some of the features listed in this chapter is not applicable for standalone version of SST License Manager and is valid only for server version of SST License Manager.

### 2.1 Analyse Key

Displays the License Key Information viz. MAC Address (Physical Address of Ethernet card), IP Address, Start Date, End Date of License and number of users.

### 2.2 Install Key

Used to Install / Repair Activation Key.

To Install / Repair Activation Key, select the product from the 'Select Product' option and check the 'Install or Repair Activation Key' for activating the text box. Paste the Activation Key supplied by InfoPlant and press 'Install Key' button.

### 2.3 Product Key generation and Activation Key installation

Before generating the Product Key, user has to make sure that the following requirements are met.

1. Ethernet card installed with proper driver files.
2. Static TCP/IP assigned to the server machine. If your machine (where SSTLM is installed) is configured to obtain the IP Address automatically from an DHCP server, then user can disable the feature of checking the IP Address by defining an environmental variable with name "SKIPIP" and setting its value as "YES". This feature can also be used when a product is installed in a Laptop that is being used in a different network environment with different TCP/IP address.
3. Network cable plugged and connected to the network. Please note, if you generate a Product Key without connecting to a network (network cable unplugged), then the license issued for that Product Key couldn't be used when the network cable is plugged-in. On the other hand, the license issued for the Product Key generated with network cable plugged-in can be used in unplug mode also. It is recommended to keep the network cable plugged-in before generating the Product Key, if the SST License Manager is installed in a Laptop (configured to use both in standalone and network mode).

In the current version of the product, the request will be send to the server to check for the availability of the product key information from the client machine. Upon unavailability of the product key information, server automatically generates the Product Key and sends it back to the client machine. Upon receiving the same, client machine will pops up in a dialog box. I.e., the Activation Key can be installed to server machine from any client machine.

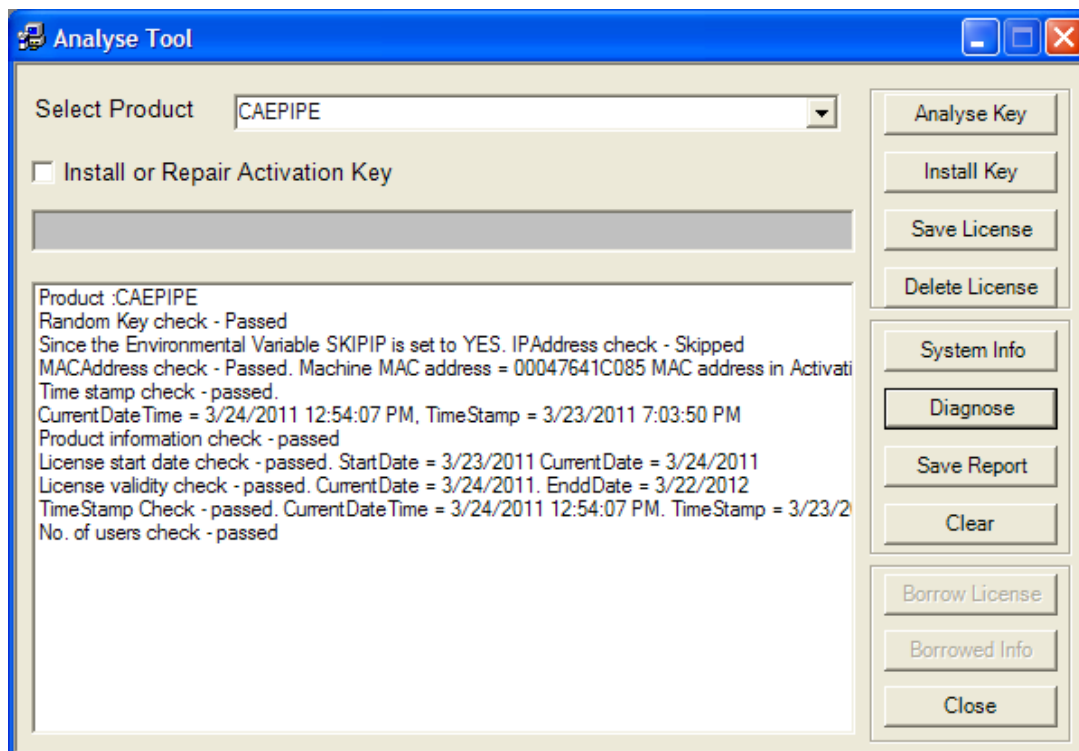
## 2.4 Renewing license

Every time, when the product is launched, the server will check automatically for the expiry of license. Upon expiry of the license, the server will send a request to the client machine. Client machine will then inform the same to the user and gives a facility to enter a new Activation Key by displaying the Product Key in a dialog box to continue further.

## 2.5 Diagnose License

Incase of any problems with the license, user now have a facility to diagnose the problem them selves. To diagnose problems, follow the steps given below.

1. Select the product from "Select Product" combo box.
2. Then press the button "Diagnose". This will show the details in the space provided in the dialog box as shown in figure below.
3. To save the report in a text file, press the button "Save Report" and key-in the name of the file in the "Save As" dialog.
4. By reading the report, user can understand and fix minor problems them selves without contacting InfoPlant. Incase of major problems; user can send the generated report to InfoPlant via e-mail.
5. It is recommend for the user to send the license information along with diagnose report for InfoPlant to debug the problems.
6. To save the license information; press the button "Save License" and key-in the name of the file in the "Save As" dialog. Send both report file as well as license information file to InfoPlant.



## 2.6 Save Report

Save the information shown in the "Analyse Tool" dialog box in a text file specified by the user.

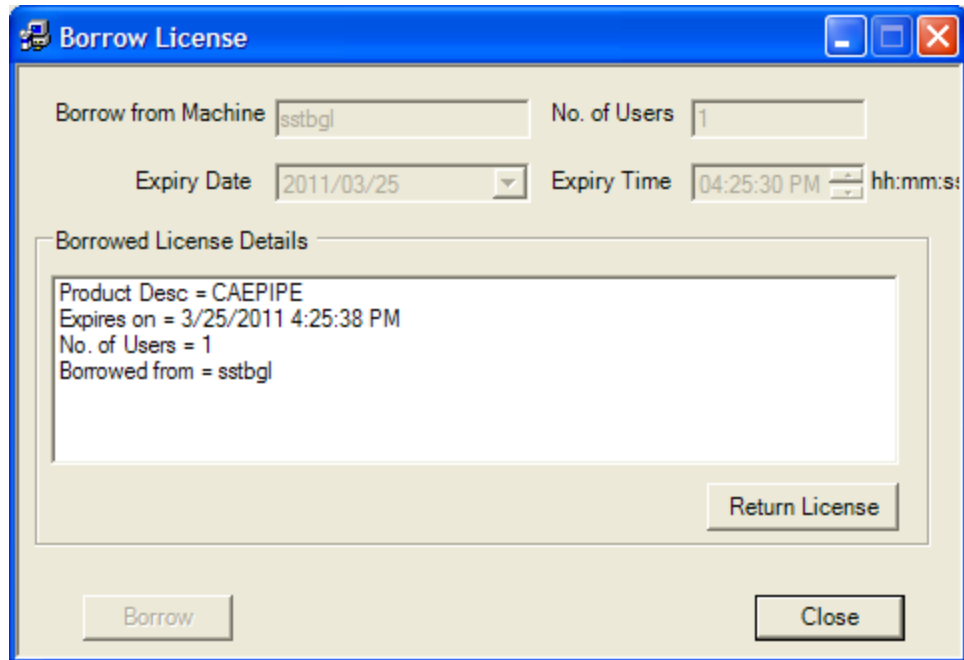
## 2.7 Borrow License

With the current version of SST License Manager, user can now borrow the license from more than once for any product until the number of user become 0. The procedure for borrowing the license is explained below.

1. Log in to the machine where you wish to borrow the license with a user name and password that has administrative right for that machine.
2. Install SST License Manager in the machine using the CD supplied.
3. Make sure that the machine in which you wish to have the Borrowed License is connected to the network and the network cable is plugged in.
4. Make sure that the machine from which you are trying to borrow the license is available in the network and is accessible from the other machines.
5. Launch the program "Manage License" from the Start Menu->Programs->SST License Manager.
6. From the "Tools" menu, select the option "Analyse Tool".
7. Select the product from the "Select Product" combo box as shown in figure under section 2.5 above.
8. Click the button "Borrow License". This displays a form as shown in figure below.

The screenshot shows a Windows-style dialog box titled "Borrow License". It has a standard Windows XP-style title bar with minimize, maximize, and close buttons. The dialog is divided into several sections. At the top, there are input fields for "No. of Users" (containing "1"), "Expiry Time" (containing "01:56:31 PM"), and "Expiry Date" (containing "2007/0"). To the right of these fields is a "Borrow from Machine" field containing "info014". Below these fields is a table with three columns: "Expires on", "No. of Users", and "Borrowed From". The table is currently empty. At the bottom of the dialog, there are three buttons: "Return License", "Close", and "Borrow".

9. Enter the name of the machine or IP address (valid only for a machine with a STATIC IP assigned) from which you wish to borrow the license.
10. Key-in the number of users you would like to borrow.
11. Specify the Expiry Date and Time and press the button "Borrow". If the valid license is available in the server machine, then it will be borrowed and details of the same will be shown as shown in figure below.



12. To use the “Borrowed” license, set the Environmental variable “SSTLM” in the client machine to point to this new machine, where the license is being borrowed. Refer Section 1.3 for more details on configuring the Environmental Variable.
13. After the expiry of the “Borrowed License”, SST License Manager will report the same to the user during the use of the client product. Please note, user has to return the license to the original machine (where the license being borrowed) in order to release the number of users borrowed. Till then, the license is not available for the other users connected to the original machine (where license being borrowed from).
14. To return the license, before or after expiry of the “Borrowed License”, press the button, “Return License” by highlighting the details as shown in figure above.

## 2.8 Delete License

Deletes the License information of the selected product. This will pop up a warning message before deleting the License. Please note, the program will popup an error message when you try to delete the Borrowed License.

## 2.8 System Info

Displays the Physical address of Ethernet card and TCP/IP address of the Machine.

## 2.9 Clear

Clear the contents shown in the dialog box.

### 3.0 List of Error messages

This section lists the various errors messages while the InfoPlant Products are being run.

#### **Select the Product and Proceed...**

No product is selected from the “Select Product” combo box. Select the product and then proceed.

#### **License for the selected product not available.**

License for the selected product is not available in the machine.

#### **Activation Key is not available for the selected product**

License information is available in the machine with out Activation Key. I.e., Activation Key for the selected product is not installed yet.

#### **Cannot analyse borrowed license. Press Borrowed Info to see the details**

Borrowed license cannot be analyzed using this feature. Press the button “Borrow License”, to view the details of the borrowed license.

#### **Product not selected or Activation Key not entered**

Install Key button is pressed without selecting the name of the product or without entering Activation Key.

#### **License information is not available**

Trying to install the Activation Key for a product whose License information is not available in that machine.

#### **Cannot install activation key for borrowed license**

Trying to install the Activation Key for a product where its license is being borrowed from other machine.

#### **Cannot save borrowed license. Incase of problem, try with Return License and Re-borrow**

License information cannot be saved for license borrowed from other machine. Incase of problems, try to return the same and borrow again.

#### **Cannot diagnose borrowed license. Press Borrowed Info to see the details**

Trying to diagnose a borrowed license. Details of the borrowed license can be viewed by pressing the button “Borrow License”.

#### **Product Key for the original license is available without ActivationKey**

Trying to borrow a license for a product from other machine whose license information is already available in the current machine without Activation Key. Press the button “Delete License” to remove the license information available in the current machine without the Activation Key before borrowing the same from the other machine.

#### **Original license for the selected product is available in this machine.**

Trying to borrow a license for a product from other machine whose original license information is already available in the current machine. Press the button “Delete License” to remove the completely the license information available in the current machine before borrowing the same from the other machine.

Note:

Do not press the button “Delete License” unless the license for the selected product is expired and not used anymore by other users from other machine.

#### **Cannot delete borrowed license. Use Return License from Borrow License dialog**

Trying to delete the license borrowed from other machine. You cannot delete the license borrowed from other machine. Use Return License from Borrow License dialog.

**License Borrowed To others. Cannot delete the license until they are returned**

Trying to delete the original license, where it is borrowed to other machine(s). Hence cannot be deleted until it is returned.

**Product Key available without Activation Key. Really want to delete?**

Trying to delete a license whose Activation Key is not installed yet.

**Delete the License information completely. Really want to proceed?**

Issues a warning message before deleting the license information from the server machine

**License removed completely for <Product\_Name>**

Upon successful removal of license, the above message will be issued.

**Activation Key not installed yet**

Activation for the selected product is not installed yet.

**Product Information altered/damaged. Use Diagnose to produce report**

License information is altered/damaged for the product in the machine. Use Diagnose to get more details.

**ProductKey is not available. Cannot install Activation Key.**

Trying to install the Activation Key where the license information is not available or deleted.

**Activation Key is not available. Cannot borrow**

The machine from which you are trying to borrow the license do not have Activation Key installed.

**Product information not available to borrow**

License for the selected product is available in the other machine to borrow.

**Security error. Bad Timer Value**

Activation key should be installed within 5 days from the date of generation.

**All licenses are borrowed. Licenses are available only after it is returned**

No free license available to borrow

**Security Error. Key Damaged Or Invalid Key**

Activation Key is edited or modified.

**Trying to install in different Machine**

TCP/IP address or Physical address of Ethernet card is not identical with the encrypted TCP/IP address or Physical address of Activation Key.

**No. of users mismatch. Contact program vendor**

Number of users available in Activation Key differs from the License information. This could happen, only when somebody tries to alter the Activation Key information.

**Random Key damaged or invalid key**

Activation Key has been altered/damaged. Hence, the information available in the Activation Key differs from the License information.

**IPAddress in Activation Key differs from machine IPAddress. IPAddress of the machine is <IPAddress> whereas IPAddress in Activation Key is <IPAddress>**

IP Address available in the Activation Key is different from the IP Address of the machine. i.e, IP Address of the machine is changed by the user or the machine is configured to obtain IP Address automatically from the DHCP server. If you want to skip the IP Address check, then define the environmental variable with name as "SKIPIP" and set the value as "YES".

**MAC Address in Activation Key differs from machine MAC Address. MAC Address of the machine is <MAC\_Address> whereas MAC Address in Activation Key is <MAC\_Address>**

MAC Address available in the Activation Key is different from the MAC Address of the machine. This may happen when the Ethernet card is replaced with a new card. In such cases, contact InfoPlant support for replacing the old license with the new license based on new Ethernet card.

**Product Key differs**

Each product is assigned with some internal identification code. If the user tries to install the Activation Key of issued for a particular one InfoPlant product with other InfoPlant product, above error results.

**Time stamp differs**

License information is altered/damaged. Use Diagnose to get more details.

**License start date is in future**

Start date of license is in future.

**License expired.**

License for the selected product is expired.

**System clock has been set back.**

Machine date and time is less than the Time Stamp registered. This could happen only when the date of the machine is set back.

**Invalid time stamp detected. Contact program vendor**

License information is altered/damaged. Use Diagnose to get more details.

**Cannot determine product. Invalid Product Key/Product Key altered**

License information is altered/damaged. Use Diagnose to get more details.

**StartDate of License altered/damaged. Contact program vendor**

License information is altered/damaged. Use Diagnose to get more details.

**EndDate of License altered/damaged. Contact program vendor**

License information is altered/damaged. Use Diagnose to get more details.

**No. of Users requested > No. of Users available in original key**

No. of users requested during borrow license is greater than number of license available I the original license.

**Borrow Expiration date exceeds the Product license validity**

Expiry date time and time specified during license borrowing exceeds the original license validity.

**Expiry date of Borrowed License has been modified**

Borrowed License information is altered/damaged.

**No. of users mismatch in Borrowed License. Contact program vendor**

Borrowed License information is altered/damaged.

**Product key differs in Borrowed License**

Borrowed License information is altered/damaged.

**Borrowed License start date is in future**

Start date of borrowed license is in future.



**Borrowed License expired**

Borrowed license for the selected product is expired.

**Start date of Borrowed license damaged/altered**

Borrowed License information is altered/damaged.

**Expiry date of Borrowed license damaged/altered.**

Borrowed License information is altered/damaged.

## 4.0 Frequently asked Questions

### ***How the program generates Product Key?***

After installing the software, user has to launch the corresponding module of the InfoPlant product. The program checks for the valid license key information in the registry and create a new product key if it is not available. The server then redirects the product key thus generated to the client machine. Client machine will then pops up the same in a dialog box. Before generating the product key, ensure that the machine has the following.

1. Ethernet card installed with proper driver files.
2. Static TCP/IP assigned to the server machine. If your machine (where SSTLM is installed) is configured to obtain the IP Address automatically from an DHCP server, then user can disable the feature of checking the IP Address by defining an environmental variable with name "SKIPIP" and setting its value as "YES". This feature can also be used when a product is installed in a Laptop that is being used in a different network environment with different TCP/IP address.
3. Network cable plugged and connected to the network. Please note, if you generate a Product Key without connecting to a network (network cable unplugged), then the license issued for that Product Key couldn't be used when the network cable is plugged-in. On the other hand, the license issued for the Product Key generated with network cable plugged-in can be used in unplug mode also. It is recommended to keep the network cable plugged-in before generating the Product Key, if the SST License Manager is installed in a Laptop (configured to use both in standalone and network mode).

### ***What does the Product Key contain?***

Product key is an encrypted key, which contains the information of the machine such as TCP/IP address, Physical address of Ethernet card and System date and time. It also contains the product code for the software. Based on this information, InfoPlant support generates an activation key and the same is sent via Fax/E-mail.

### ***In the security system dialog box, the Product Key is not fully visible. How to send the full Product Key in such cases?***

Double click the Product Key text box by using the left mouse button; this highlights the entire Product Key. Then, click right button of your mouse and select "Copy" and paste them in a text file. Do not enter the Product Key manually in the text file; this may lead to invalid Activation Key generation.

Or

Press the button "Save As" to store the information along with the Product Key in a text file. Send the same to InfoPlant support via e-mail.

### ***We have installed the SSTLM service in server machine and the InfoPlant product in client machine. When we tried to generate the Product Key, the program pops up "Environmental Variable SSTLM not defined". What could be wrong?***

The user needs to set the environmental variable "SSTLM" in the client machine to point the machine where the "SSTLM" service is running. Improper setting of this variable leads to the above error message. The environmental variable "SSTLM" can be set as follows.

- a. Open the Control Panel window
- b. Open the System Properties window by double clicking the "SYSTEM" icon from within the Control Panel window. Select the "Environment Variables" button from the "Advanced" tab for Windows 2000 or select the Environment tab for Windows NT and click "NEW" button.
- c. Then enter in the Variable prompt "SSTLM", and "<Computername>" (where the SSTLM service is running) in the Value prompt, for example info025. For more details, refer Section 1.3 above.

***While launching the program for generating the Product Key, the system pops up error message “Security Error. Invalid Key contact program Vendor”. What could be the reason?***

This error pops up, if the user of Windows NT does not have Read/Write access to Windows Registry. This can be overcome by giving “Administrative” rights to the user.

***How the Activation Key can be installed?***

Refer Section 1.5 above in this document.

***Is it possible to use both Server and Standalone versions in the same machine?***

It is not possible to use both standalone and server versions in the same machine. But it is possible to replace the standalone version key with the server version key.

***During the server version installation, the program throws an error message “.NET Framework not available. Run dotnetfx.exe available in the Setup CD to install the .NET Framework”. What does it mean?***

.NET framework contains the component to run the software on the corresponding machine. The Setup program checks for these components before installing the software and throws an error message if it is not available.

***The environmental variable “SSTLM” is set in the server machine but the program says, “Environmental Variable SSTLM not set”. What could be the reason?***

The environmental variable “SSTLM” should be set in client machine not in server machine.

***During the Activation Key installation, the program pops up “Security Error. Invalid Product Key”. What does it mean?***

The above said error occurs if the user selects the wrong product from the “Select Product” drop down option.

***The program pops up an error “Security Error. Key Damaged or Invalid Key”. What could be the reason?***

The Activation Key should be installed within five days from the date of generation of license key. Failing to do so generates the above error.

***The program pops up an error “Trying to install in the wrong machine”. Why does this occur?***

This error is due to the mismatch of TCP/IP address or Physical address of the Ethernet card of the machine with the encrypted TCP/IP address or Physical address detail available in the “Activation Key”.

***How to set the static TCP/IP address?***

***Windows 2000/XP***

Open the “Control Panel” window through Start Menu->Settings->Control Panel or through My Computer->Control Panel. Then double click the “Network and Dial-up Connections”. Select the icon “Local Area Connection” and click “properties” from the file menu. Select the “Internet Protocol (TCP/IP)” and click properties. Click the Radio button “IP Address” and fill the TCP/IP address. The figures below show the above said procedure.

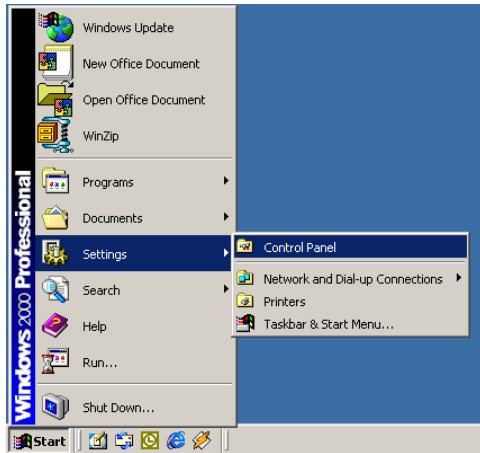


Figure 3.1

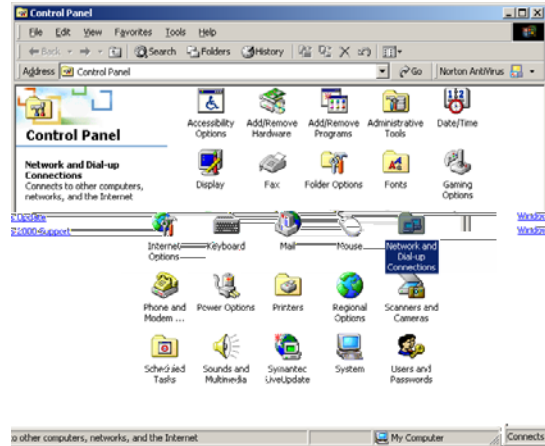


Figure 3.2

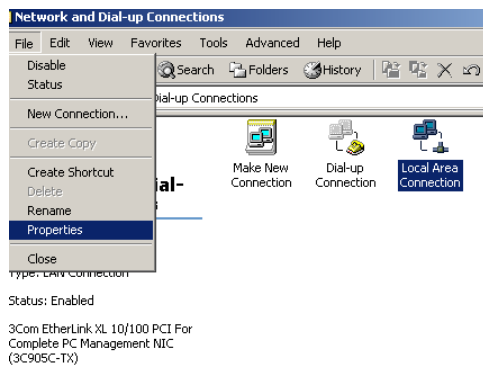


Figure 3.3

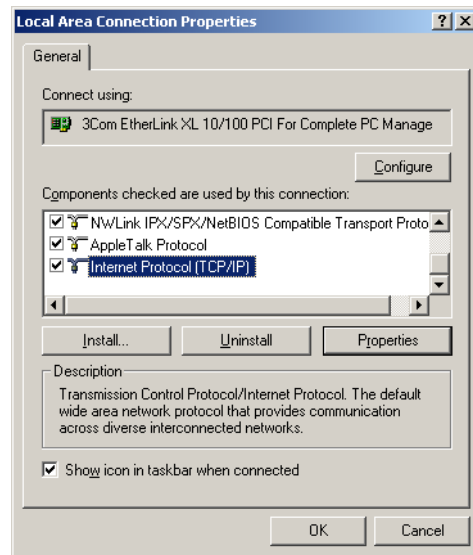


Figure 3.4

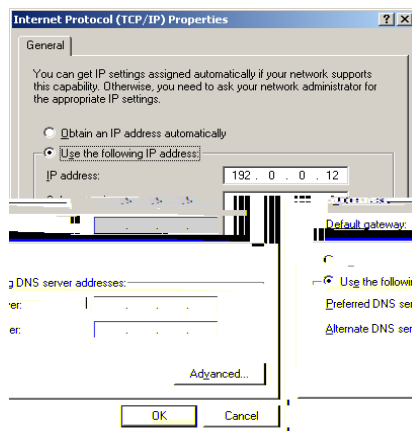


Figure 3.5

### **How to set the Environmental Variable "SSTLM" through Control Panel?**

Refer Section 1.3 above in this document.

### ***How to send the "Product Key" generated by the program to InfoPlant Support?***

Double click the Product Key text box by using the left mouse button; this highlights the entire Product Key. Then, click right button of your mouse and select "Copy" and paste them in a text file. Do not enter the Product Key manually in the text file; this may lead to invalid Activation Key generation.

Or

Press the button "Save As" to store the information along with the Product Key in a text file. Send the same to InfoPlant support via e-mail.

### ***SSTLM service is installed in the server machine and the environmental variable is set in the client machine and the SSTLM status shows "Started" in the "Services" panel. Even then the program pops up "Server not available. Terminating Application". How to overcome this problem?***

Some time the client machine throws exception and this makes the "SSTLM" service to shut down internally. Restarting the service "SSTLM" may solve the above said problem.

### ***What needs to be ensured/checked before generating the Product Key for any InfoPlant's products?***

1. Ethernet card installed with proper driver files.
2. Static TCP/IP assigned to the server machine. If your machine (where SSTLM is installed) is configured to obtain the IP Address automatically from an DHCP server, then user can disable the feature of checking the IP Address by defining an environmental variable with name "SKIPIP" and setting its value as "YES". This feature can also be used when a product is installed in a Laptop that is being used in a different network environment with different TCP/IP address.
3. Network cable plugged and connected to the network. Please note, if you generate a Product Key without connecting to a network (network cable unplugged), then the license issued for that Product Key couldn't be used when the network cable is plugged-in. On the other hand, the license issued for the Product Key generated with network cable plugged-in can be used in unplug mode also. It is recommended to keep the network cable plugged-in before generating the Product Key, if the SST License Manager is installed in a Laptop (configured to use both in standalone and network mode).

### ***I have generated the Product Key without configuring the Static TCP/IP. How do I include this information and generate a new Product Key?***

1. Launch the program "Manage License" through Start Menu->Programs->SST License Manager.
2. From the "Tools" menu, select "Analyse Tools".
3. From the dialog box shown, select the product and click the button "Delete Key".
4. Press the button "yes" to confirm and delete the Product Key.
5. Now launch the product one more time to generate the Product Key.
6. Create the Text file and send the same to "InfoPlant" via email.

### ***I cannot have a Static TCP/IP configured for our machine in the network due to technical difficulties. All our machines are configured to obtain the IP Address automatically from the DHCP server. How do I proceed further?***

User can disable the feature of checking the IP Address by defining an environmental variable with name "SKIPIP" and setting its value as "YES". This feature can also be used when a product is installed in a Laptop that is being used in a different network environment with different TCP/IP address.

***I pressed the button "Delete Key" in the "Analyse Tool" and after that I got the error message:"License information is not available". I then realized that I hadn't installed the license within the "5 days limit". Did I "destroy" anything by pressing the "Delete Key" or should everything work just fine when I receive a new activation key.***

By pressing the "Delete Key" you have deleted the Product Key and the other license information. Please generate the new Product Key by launching the product. This will check and generate the new Product Key and pop up the same in a dialog box.

Press the button "Create Text file". Email us the generated text file. InfoPlant will issue you a new Activation Key based on that. More over, the limitation of 5 days limit has been removed in the current version of SST License Manager.

## Appendix A

Lists the procedure for uninstalling the SST License Manager earlier than 6.0

### **SST License Manager Version 5.0 and 5.1**

1. Launch the program "ManageLicense" through "Start Menu->Programs->SST License Manager".
2. From the "Tools" menu, click "Analyse Tool".
3. Return the license borrowed for different products from other machines by selecting the Product and pressing the button "Borrow License" and then the "Return License" button.
4. Now, from the "Start Menu->Settings->Control Panel, double click on "ADD or Remove Programs".
5. Select the program "SSTLM" or "SST License Manager" and click uninstall.
6. Insert the CDROM supplied recently to you. Wait for few seconds. From the dialog box, press the button "How to Install?".
7. Read the instructions appear on the screen.
8. Press the button "Install SST License Manager" and follow the instructions appear on the screen.

Note: Uninstalling the SST License Manager will not delete/affect the Product Key/Activation Key.

### **SST License Manager Version 4.31**

1. Now, from the "Start Menu->Settings->Control Panel, double click on "ADD or Remove Programs".
2. Select the program "SSTLM" or "SST License Manager" and click uninstall.
3. Insert the CDROM supplied recently to you. Wait for few seconds. From the dialog box, press the button "How to Install?".
4. Read the instructions appear on the screen.
5. Press the button "Install SST License Manager" and follow the instructions appear on the screen.

Note: Uninstalling the SST License Manager will not delete/affect the Product Key/Activation Key.

### **SST License Manager Version 4.3 and earlier than 4.3**

9. Launch the program "Install.exe" through "Start Menu->Programs->SST License Manager".
10. From the "Tools" menu, click "Unregister SSTLM".
11. After successful execution, program will report to the user as "SSTLM unregistered successfully".
12. Now, from the "Start Menu->Settings->Control Panel, double click on "ADD or Remove Programs".
13. Select the program "SSTLM" or "SST License Manager" and click uninstall.
14. Insert the CDROM supplied recently to you. Wait for few seconds. From the dialog box, press the button "How to Install?".
15. Read the instructions appear on the screen.
16. Press the button "Install SST License Manager" and follow the instructions appear on the screen.

Note: Uninstalling the SST License Manager will not delete/affect the Product Key/Activation Key.