I can not create c2v-request from [..]

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FAQ Article Print

Category:	FAQ in English::Software Protection	Last update:	06/09/2021 16:39:00
State:	public (all)		

Keywords

hasp, srm, c2v, HL, SL request update

Problem (public)

I can not create c2v-request from my license key

Solution (public)

Please, update HASP RTE to latest version before creating c2v-request - see
FAQ#[1]700848.
Please, use latest version of kActivation utility to create c2v-request -
download it [2]here.
 If you update usb-key licenses, please, check that your Sentinel HASP HL key
is connected to the computer where you launch kActivation utility and its red
led is on
If red led is off - the key is probably corrupted and should be substituted.
Open [3]Admin Control Center/HASP keys page in browser and make sure that the
key is shown on the page.
If you have several usb-keys, you may click Blink On/Blink Off button to find
the needed key. If you update usb-key licenses, on the same page of Admin
Control Center (ACC) check Sentinel HASP HL key firmware version - it should
be 3.21 or higher (see column Version).
If not - please, email at [4]support@ascon.net about this issue. Please,
attach screenshot of this ACC page and pictures of both sides of the key
Disable firewall and anti-vuris for c2v-request creating proccess
These software may prevent license data transferring between the utility and
the key. f you update usb-key licenses, try to connect the key to some other
computer and create c2v-request there.

 If recommendations above do not help to solve the problem, please, email at
[5]support@ascon.net about this issue. Please, attach
  screenshot of [6]Admin Control Center/HASP keys page pictures of both
sides of the key (for usb-keys) or activation code (for software keys)
screenshot of the error occured in kActivation utility while creating
c2v-request

[1] https://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=484;
[2] https://sd7.ascon.ru/Public/Utils/Sentinel%20HASP/kActivation/kActivation.zip
[3] http://localhost:1947/_int_/devices.html
[4] mailto:support@ascon.net
[5] mailto:support@ascon.net
[6] http://localhost:1947/_int_/devices.html