

Error while applying update licens[..]

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State:	public (all)		

Keywords

hasp, srm, update, apply, license, key

Problem (public)

An error occurs while applying v2c-response file with license update to Sentinel HASP key.

Solution (public)

Make sure that

- you have closed all HASP-protected programs before applying update
 - Sentinel RTE is installed and running - open page [1]<http://localhost:1947> and check that hasplms.exe process is presented in Windows Task Manager. If something wrong, please, reinstall it - see FAQ#[2]700484
 - v2c-file is not corrupted while sending
- Ask to send you v2c-file again in archive;
- anti-virus, firewall or UAC do not prevent applying update
- Disable them for applying update process.

It is necessary to keep the order of updates. That means that you should send only actual c2v-request for license updating. It is not possible to send a former created c2v-request!

And all previously created responses should be applied to the key. Check that all previously received v2c-files have been applied to the key before!

Error Update failed: update was already installed means that this v2c-response file have already been applied to the key.

If you have checked all above but still get the error while applying update, please, send email at [3]support@ascon.net. Please, describe the problem in details and attach both actual c2v-request from HASP key and screenshot of the error occurred.

[1] <http://localhost:1947>

[2] <https://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=484;Nav=>

[3] <mailto:support@ascon.net>