

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

05/11/2026 17:47:00

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<b>Category:</b>	FAQ in English::Software Protection	<b>Last update:</b>	06/09/2021 16:39:00
<b>State:</b>	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-virus for c2v-request creating process  
These software may prevent license data transferring between the utility and the key. If 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 occurred 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](http://localhost:1947/_int_/devices.html)

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

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

[6] [http://localhost:1947/\\_int\\_/devices.html](http://localhost:1947/_int_/devices.html)