

Licensing / Evaluation Guideline

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Download Trial version of the software you need from the appropriate product page or from the Downloads page: http://www.2dtg.com/support/download_demo. Trial version is fully functional, but valid for 30 days only.

1. Licensing Options

2DTG offers a range of software licensing options. Most 2DTG software uses industry-standard [Protection Plus](#) and [Safe Net](#) licensing technologies for maximum ease of deployment and flexibility.

1.1 Stand-alone software License

Stand-alone (Single) licenses are intended for use by one person on one computer (workstation). They may not be run from a server. Every stand-alone license comes with its own **License id** and **License password**, which unlocks the software for perpetual use. Those unlocking parameters are good for any number of stand-alone licenses of one software product purchased within the **single Order**. Software activation can be done on-line with a single click over the Internet or manually:

- by logging into the customer's account on 2DTG's site (*Customer Center > My Account > Orders > Manually Unlock License*)
- via e-mail
- over the phone.

Stand-alone license is locked to the computer, on which it was activated, and may not be transferred to another computer. If the computer was upgraded or rebuilt the license may still be valid if its major components had not been changed.

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Important:

Licensing mechanism requires two additional files for unlock and operation (in addition to Decoding Library):

- **IP2Lib64.dll** or **IP2Lib32.dll**; and
- XML-file having syntax: **[Product Name].xml**, for example: **DM Decoding Enterprise.xml**.
- Product LOGO file (**ProdLogo_**.bmp**) is also recommended but not strictly required.

By default, 2DTG supplies all these files located in the same folder as demo-application that would call the library.

We recommend activating decoding library by starting our Demo application and following the Activation Instructions below.

If you are planning to call decoding library from your own application, please, make sure to copy those 3 files to the folder where your application is located.

1.2 USB Dongle License

2DTG offers Sentinel HASP HL hardware-based protection keys that feature the strongest software protection and is virtually tamper-proof. It enables software portability, so it can be used on any PC to which the Sentinel HASP HL key is connected, and it does not require an Internet connection to activate the product.

The USB Dongle Key licensing is very easy to use. You will simply integrate the .dll into your application where it is required to be called for decoding the set-up the HASP HL Pro USB Dongle Key. The only setup required for the HASP HL Pro USB Dongle key is to be sure the latest drivers are installed and the dongle key is plugged into the device to be licensed for the decoding. Once the key is recognized the decoding library is immediately active.

You can download the current drivers directly from the following link:

<http://sentinelcustomer.safenet-inc.com/sentineldownloads/#>

After downloading you will open the folder and run the driver installer **haspdinst.exe**

NOTE: Please make sure when installing the driver you must *Run As Administrator*.

2. Single workstation License

2.1 Evaluation Mode

You will see online activation dialog when you run our program/library for the first time on your computer:

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Click "**Evaluate ...**" if you wish to use it in a trial mode or click "**Purchase ... Online**" if you are ready to purchase.

If you choose evaluation mode, system will be reminding you that it is running in the trial mode every time when you start the Product, showing a number of days left in your evaluation period.

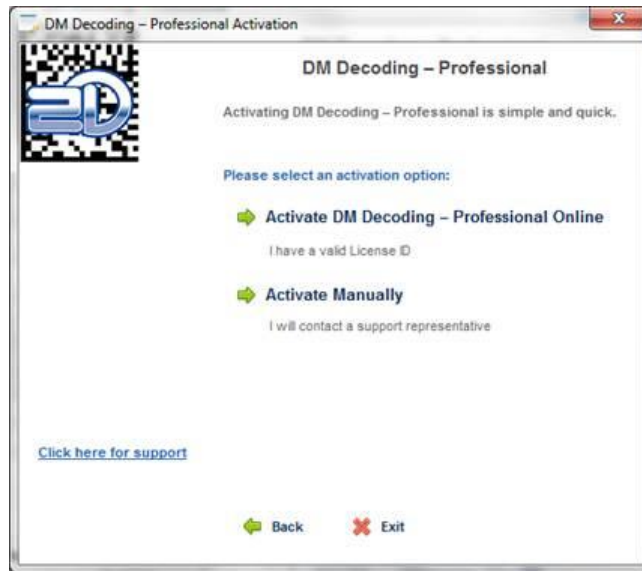
Once the product is purchased you will be supplied with a **License ID** and a **Password**, which will be sent to you in purchase confirmation e-mail. Keep it handy when you are ready to activate.

2.2 Online Activation

Start the application/library. From the online activation dialog (above) click "**Activate ...**"

If your computer has a connection to Internet, in the new opened window click the upper line - "**Activate ... Online**".

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In the new Window enter your **License ID** and **Password** received from 2DTG.



Once you press the **Continue** button the Product will communicate to our server. If the license is validated the Product will activate.

You will receive a confirmation message that your license is activated on the next online dialog window.

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2.3 Manual Activation

If you do not have a connection to the Internet, you can activate the Product manually.

Click "**Activate Manually**" – see picture at the step #4 above and follow through step #5 – License ID/password validation.

Important

When requiring a License ID/password on the **Manual Activation** Options the application will still attempt to verify the license status with our server if an Internet connection is available.

The next user's activation dialog will look like the following:

DM Decoding - Professional Activation

Please call +1-301-299-3230 or 240-361-2011 to activate the product

User Code 1: 233045756 User Code 2: 13718671

Activation Code 1: Activation Code 2:

[Click here for support](#)

Back Exit Continue

Manual activation assumes two possible options, as follows:

- **Manual Unlock on the 2DTG site.**
Login into **My Account** (*Customer Center>My Account>Order # >Manual Unlock*). On that page you will need the same parameters to Unlock the license: License ID, License Password, User Code 1 and User Code 2.
- **Telephone/e-mail activation** - requires you to call/e-mail to obtain the activation codes. You shall give us two "User codes" from the activation dialog above, and we will use these codes to create the activation codes for you.

After you received the **Activation Code 1** and **Activation Code 2** enter them in the activation dialog above and click Continue.

You will receive a confirmation message that your license is activated on the next dialog window.

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3. Troubleshooting

Problem	Solution
Activation dialog freezes on Windows 8,10/32 (earlier releases)	It might be caused by Touch Keyboard service running on your PC (most laptops/notebooks have it). You need to temporary disable it before Activation/Evaluation. You can re-enable the service after activation - just change the Startup type of the "Touch Keyboard and Handwriting Panel Service" service back to Automatic, as it described in the above reference. This is a known Microsoft's loader lock issue. Alternatively: Open Task Manager, find "Touch Keyboard and Handwriting Panel" service in the "Background Processes" section, click "End Task" (the service will come back when you restart your PC).
When trying to activate the product on-line you are getting an error: "Could not communicate with the server": "Activation Failed. Code 4" or "Activation Failed. Code 2"	This error means that communication port - port 80 (HTTP) - that activation module is using to communicate to your PC is not allowed in your company network. Ask your network administrator to temporarily open this port or use Manual Activation option. You may also try temporarily disabling any firewall or Internet security software.
When trying to activate the product on-line you are getting an error: "Invalid data returned from the server." Activation failed. Code 8.	Error 8 should signify a connection issue on your end such as due to a proxy server, firewall, content blocker, etc. Make sure you are allowing connection to our server. You can view this article for more details regarding proxy servers. If you cannot fix this connection issue, try manual activation instead, as it is described above.
During product activation you are getting "Activation Failed. Code 69" error. It may happen both during on-line activation (after entering License # and License Password or during manual activation (after entering 2 activation codes, received from 2DTG's web site or when activating by phone, in the activation dialog window)	In both cases the reason is the same - the activation code was incorrect. This can be caused by a user incorrectly typing in the activation code (manual activation), or it may be caused by attempting to activate with the wrong activation parameter values (on-line activation) - in other words you are trying to activate the wrong product with your License. If you are trying to activate product through the "Manual Unlock" dialog on the web-site, use "Copy-Paste" procedure if it's possible. For activating by phone just try to type in these numbers again. For on-line activation - make sure that your license

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corresponds to the product you are trying to activate.

When trying to activate the product on-line from local PC you are getting "**Activation Failed. Code 305**" error

Error 305 should only occur if the HOSTS file (usually *C:\Windows\system32\drivers\etc\HOSTS*) has been modified. If the user has modified their HOSTS file to attempt to redirect the online license activations to another server, this error will be displayed.