



Pro-Watch Software Keys

User's Guide

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Glossary

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Pro-Watch Software Keys

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1.1 Overview



Caution: The user must be logged in as the Pro-Watch Service account (the login account that Pro-Watch Server Service runs as) in order to install the license using the Pro-Watch Software Key Manager. The license is tied to the Pro-Watch Server Service account. If the Pro-Watch Server Service account is changed anytime after the software key has been installed, a new license will need to be generated since the current license will no longer work.

Pro-Watch Software Keys is the new secure licensing system that replaces the dongle for Honeywell's Pro-Watch family of security access products.

Software Keys application:

- Reads the License information from the Server.
- Displays the grace period and thus lets the user know when Pro-Watch has to be licensed to remain operational.

1.1.1 How License is Checked

When you start the Pro-Watch Client, a timer also starts and checks the expiration date [date of expiry + grace Period (in case any)] in every **two hours** within the last 24 hours of the grace period.

If the system confirms that the Date has expired, it notifies the end user. After the user clicks OK, the Client is shut down.

1.1.2 Date Tampering Tolerance

The Pro-Watch Software Keys application will accommodate date tampering for 50 hours so that the user can install the application on a server from a different time zone and location. That 50-hour tolerance will prevent a system shutdown during such critical installation periods.

The users cannot re-configure and change the date-tampering tolerance setting.

1.1.3 License Violation

Under the conditions listed below the license will be violated; as a result, your system will stop working:

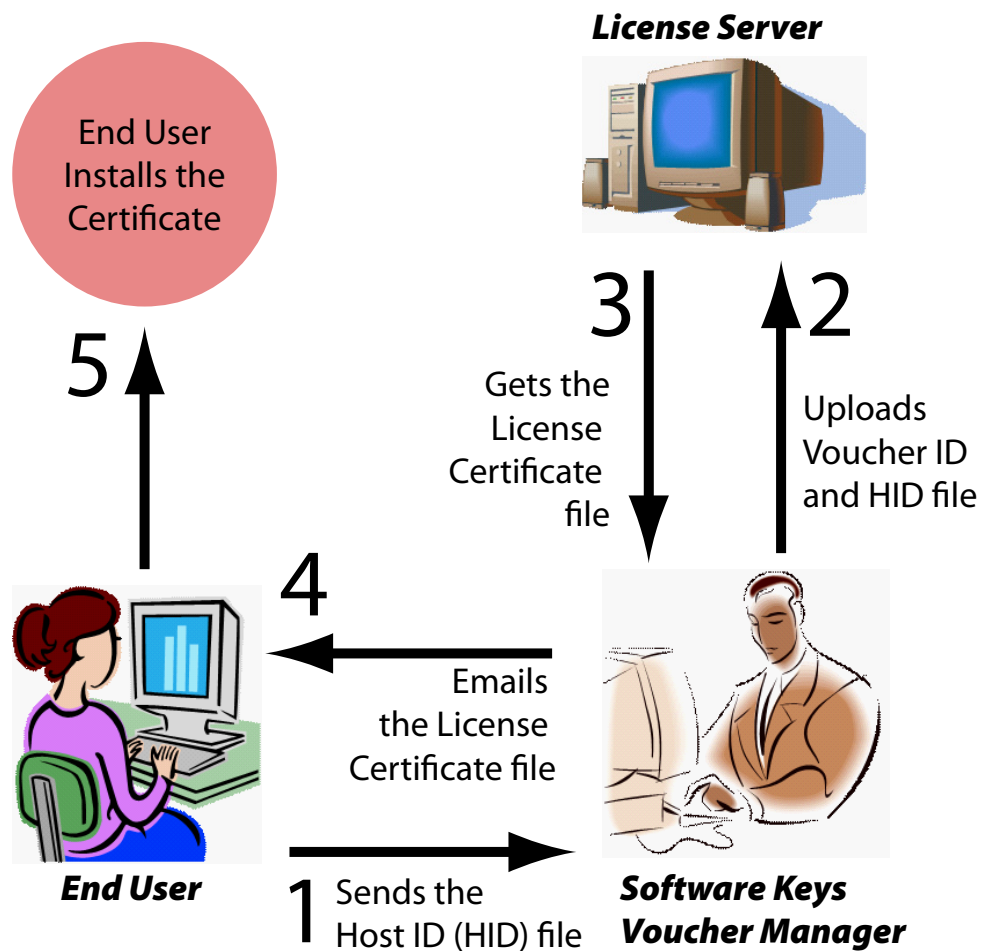
- Changing system date/time beyond tolerance. (Consult your engineering team to confirm the current tolerances.)
- Changing the following items:
 - Hard Disk Serial Number
 - Hard Disk Vendor Name
 - MAC Address
 - BIOSID

- Trying to use the same voucher following a system crash. Once a voucher is used, if the machine crashes, you will need to request a replacement voucher from the Software Keys Voucher Manager.

1.2 System Outline

The following illustration shows how the Pro-Watch Software Keys licensing application works at a macro level:

Figure 1: License Certificate Acquisition Process



1.3 Installing Software Keys on Windows OS

Microsoft implemented **User Access Control (UAC)** for Windows Server 2008, Server 2008 R2, Vista, and Windows 7; this affects how Pro-Watch Software Keys are installed and operate.

When an administrator logs on, Windows UAC will not grant the administrator account full administrator access until the user attempts to perform an administrative task. This means that when running programs, the programs are run as the standard user and not the administrative user.

In this case, the license will install successfully, but Pro-Watch will not read the license ([Figure 2](#) and [Figure 3](#)).

Figure 2: License Certificate Installed Screen

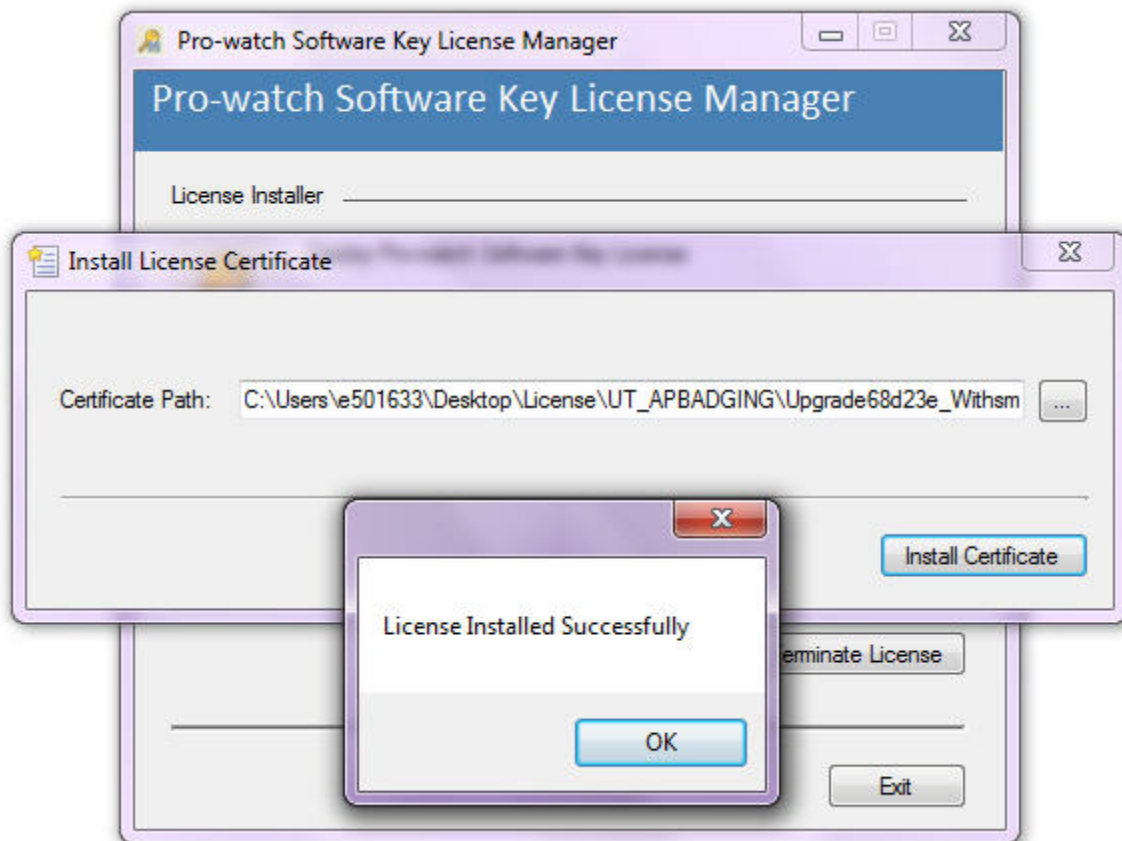


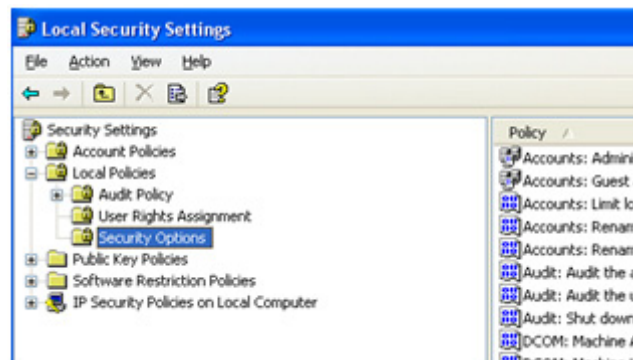
Figure 3: "About Pro-Watch" Info Screen



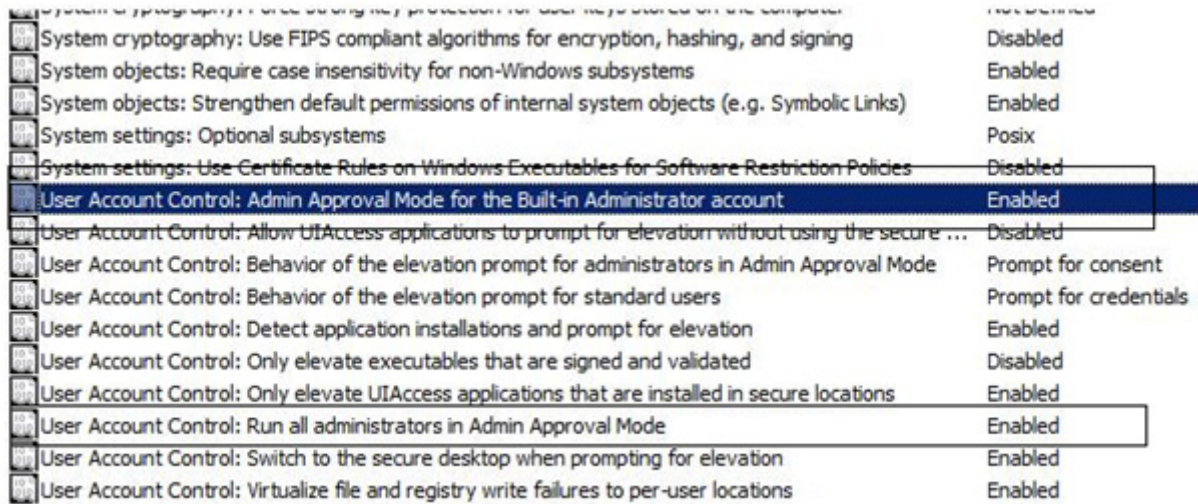
To bypass this, the administrative user must disable the UAC settings "Admin Approval Mode for the Built-in Administrator Account" and "Run all administrators in Admin Approval Mode" in the Windows Local Security Settings.

To do this:

1. Go to **Control Panel > Administrative Tools > Local Security Settings**.
2. Navigate down to **Local Policies > Security Options**:



3. Disable the two options shown below:

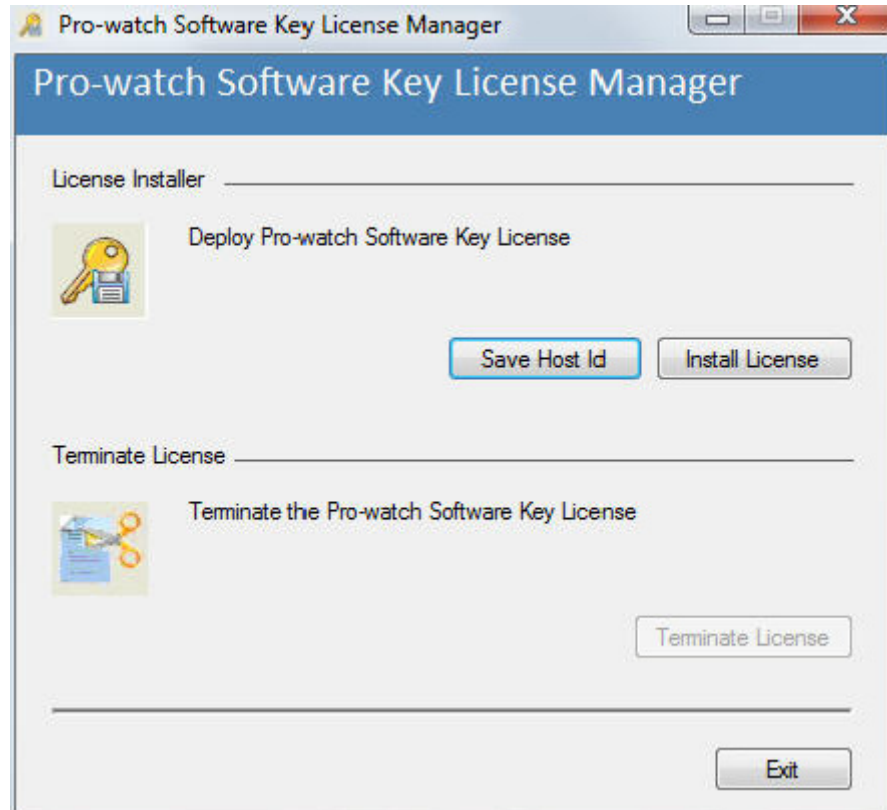


4. Restart the computer for the setting to take effect.

1.4 Getting a License Certificate

To get a license certificate:

1. Select **Start > All Programs > Pro-Watch 3.81 > Pro-Watch Software Keys Manager** from the Windows Start menu to launch the **Pro-Watch Software Keys Manager**:



Note: Your screen may look slightly different depending on the Windows version you are using.

2. Click **Save Host ID** to automatically generate an HID file. This will open your Windows browser screen.
3. Browse and save the automatically generated HID file to where you like on your machine.
4. Zip the *.HID file into a *.zip file with the password "password".
5. Attach the *.zip file to an email with the following:
 - Mail subject = **HOST ID**. (Since this is an initial license, Voucher number will not be available to the user. The user should mail only the HOST ID file.)
6. Email the HID file to your Software Keys Voucher Manager at **vouchermanager@honeywell.com** with a request for a new license.

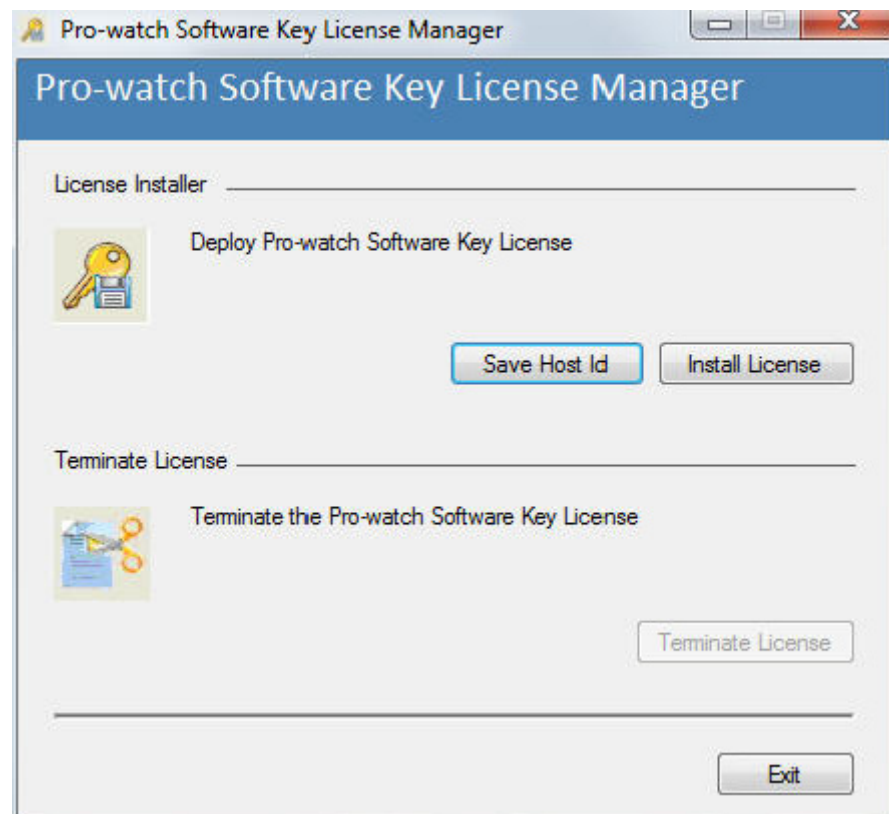


Note: Allow your Software Keys Voucher Manager some time to get the License Certificate for you. When the certificate is ready it will be emailed to you by the Software Keys Voucher Manager.

7. When you receive the license certificate, save it on your machine. The path where you save this file will be referred to as the “**Certificate Path**” in the steps to follow.

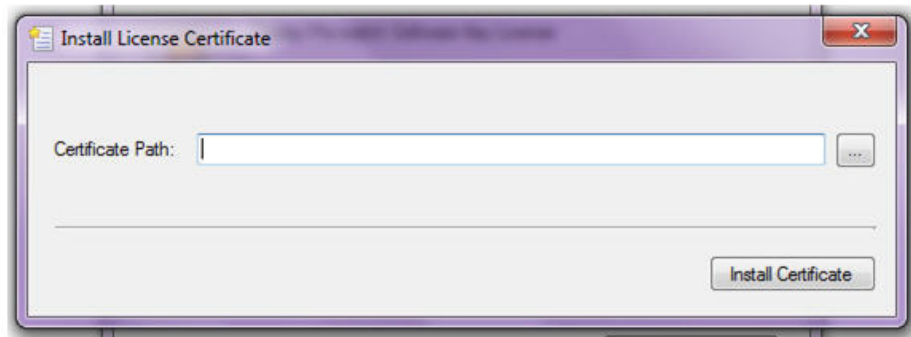
1.5 Installing a License Certificate

1. Select **Start > All Programs > Pro-Watch 3.81 > Pro-Watch Software Keys Manager** from the Windows Start menu to lunch the **Pro-Watch Software Keys Manager**:



Note: Your screen may look slightly different depending on the Windows version you are using.

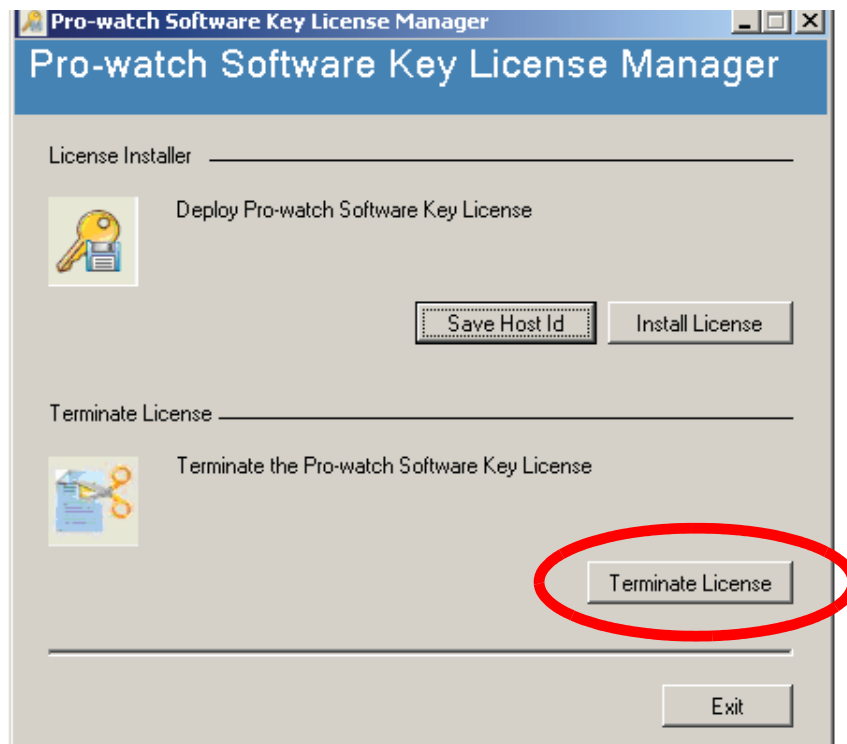
2. Click **Install License** to display the **Install License Certificate** dialog box:



3. To fill the **Certificate Path** field, click the browse button on the right and browse back to the location where you've saved the certificate in an earlier step. Select the certificate file and click **OK** to close the browser and enter the path into the **Certificate Path** field.
4. Click **Install Certificate** and you're done.
5. Select **Administrative Tools > Services > Pro-Watch Server**. Click **Start** to restart Pro-Watch services and for the license to take effect.



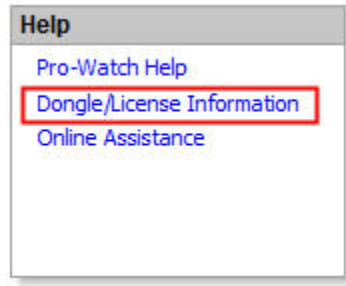
Caution: After installing a license, the Terminate License button will be enabled. Don't click this button unless you want to terminate the license. Below is the screenshot:



1.6 Viewing Licensing Information

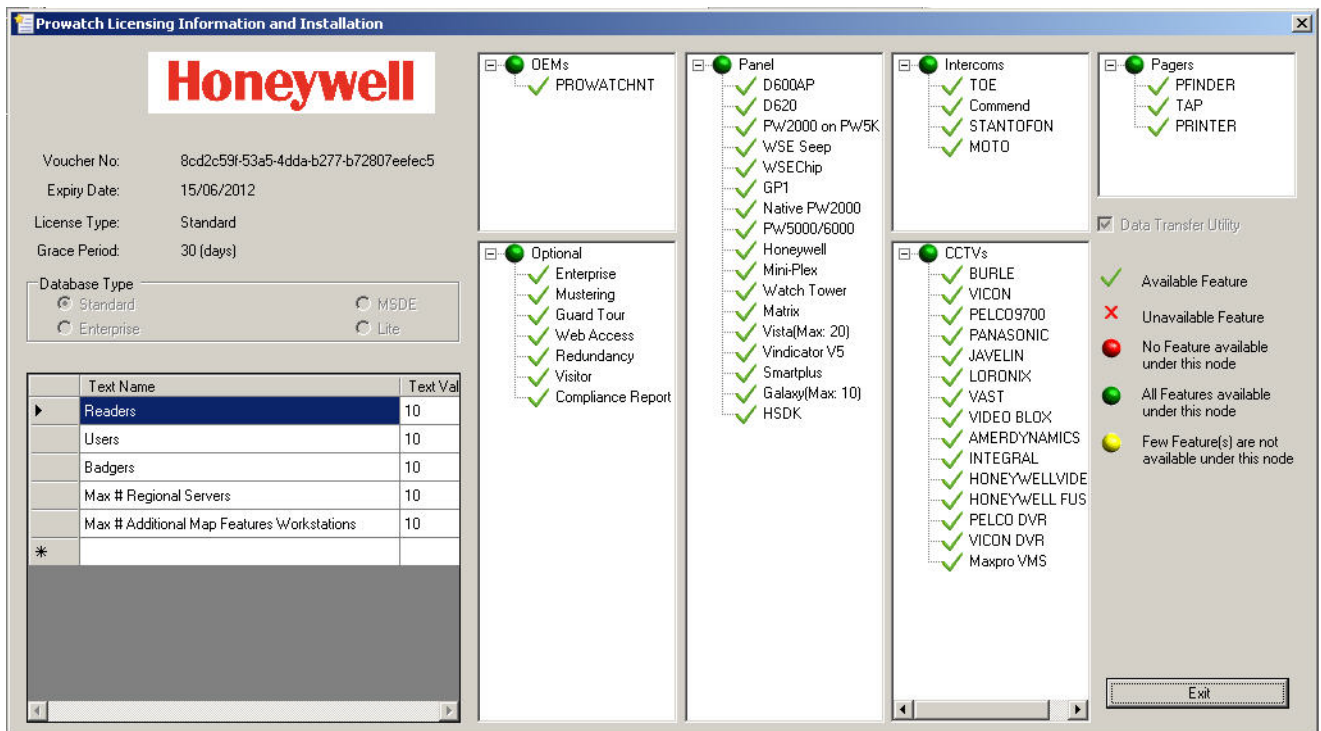
You can access important Pro-Watch Software Keys licensing information through the **Pro-Watch Licensing Information and Installation** screen.

1. Launch Pro-Watch.
2. On the home page, click **Dongle/License Information** in the **Help** group of links:



3. View the license related information in the **Pro-Watch Licensing Information and Installation** screen:

Figure 4: Licensing Information Screen



This screen displays the following licensing information:

- **Voucher Number**
- **Expiry Date** (Day, Month, Year in the dd/mm/yyyy format). Unlimited licenses do not have an expiry date.



Note: **Grace period** is included in the **Expiry Date**.
(Expiry date = Expiry date + Grace period)

- **License Type**
- **Grace Period** (Number of days).

The pane in the middle of [Figure 4](#) on page 10 displays all the panels with software keys.

If the software keys come with a maximum licensing limit, it will be displayed as a number right after the panel name. For example, “Vista (Max. 20)”.

1.7 Upgrading Licenses

1. Send an email to the Software Keys Voucher Manager with the following:
 - Mail Subject = **VOUCHID:UpgradeVouchernumber** (e.g., VOUCHID:82bc6568-09be-8a92-c31d88cea6ac). Do not use any spaces and be sure to type the preceding text properly. This is the same voucher number that you have used to originally install the license.
 - Mail to the **vouchermanager@honeywell.com**
2. When you receive the upgraded license certificate file save it on your machine. The path where you save this file will be referred to as the "Certificate Path". Follow the direction described in the section [Installing a License Certificate](#), [page 8](#) to install a upgraded license.

1.8 Transferring the License to Another Machine

1. Create the terminate certificate file (*.term file) from the old machine. You will only have one termination certificate file per machine, regardless of the number of upgrades you have applied to the system. The total result of appended certificates will be applied to the new machine.
2. Create the *.HID file from the new machine.
3. Zip both the *.HID file and the *.term file into a single *.zip file with the password "password".
4. Attach the *.zip file to an email with the following:
 - Mail subject = **VOUCHID:Vouchernumber** (e.g., VOUCHID:82bc6568-09be-420b-8a92-c31d88cea6ac). Do not use any spaces and be sure to type the preceding text properly.
 - Mail to: **vouchermanager@honeywell.com**
5. When you receive the upgraded license certificate file, save it on your machine. The path where you save this file will be referred to as the "Certificate Path". Follow the direction described in the section [Installing a License Certificate](#), [page 8](#) to install a new license.

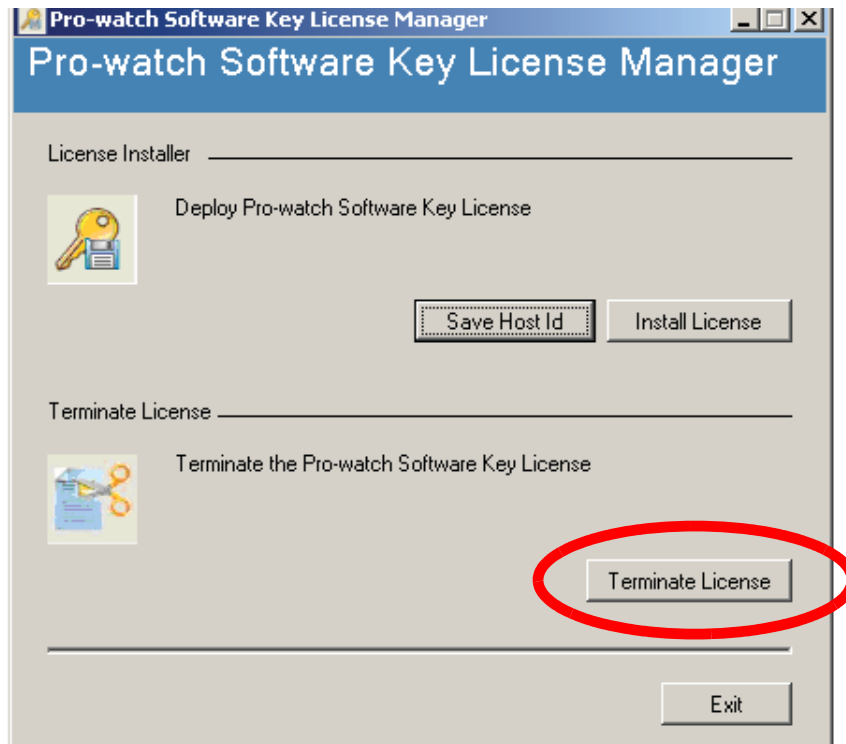
1.9 Superceding Licenses

1. Send an email to the Software Keys Voucher Manager with the following:
 - Mail Subject = **VOUCHID:SupercedeVouchernumber** (e.g., VOUCHID:82bc6568-09be-8a92-c31d88cea6ac). Do not use any spaces and be sure to type the preceding text properly. This is the same voucher number that you have used to originally install the license.
2. Mail to the **vouchermanager@honeywell.com**
3. When you receive the superceded license certificate file, save it on your machine. The path where you save this file will be referred to as the

"Certificate Path". Follow the direction described in the section [Installing a License Certificate](#), page 8 to install a superceded license.

1.10 Terminating Licenses

1. Select **Start > All Programs > Pro-Watch 3.81 > Pro-Watch Software Keys Manager** from the Windows Start menu to lunch the **Pro-Watch Software Keys Manager**:



2. Click **Terminate License** to terminate the license.

1.11 FAQ

Q: What happens if I uninstall the application software without first terminating the license and then re-install it on the same machine?

A: If you uninstall the application without first terminating the license, the application will work when you reinstall it on the same machine. There is no need to reinstall the license certificate once again.

Q: What happens if I uninstall the application software from one machine without first terminating the license and then re-install it on a different machine?

A: (i) You must reinstall the application on the same machine (where it was uninstalled from initially). (ii) You must then terminate the license and save the termination certificate file created in a different location. (iii) Only then you should uninstall the application.

Q: What happens when the machine on which the Pro-Watch application is installed crashes but I want to transfer the certification license to a different machine?

A: If the machine on which the Pro-Watch application is installed crashes and there is no way to create the termination certificate file, contact Software Keys Voucher Manager to request a new voucher number. Then, apply the license per directions provided in [Getting a License Certificate](#), page 7 above.

Software Keys Error Codes

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2.1 Introduction

This chapter describes the software keys error messages and the corresponding description for each error code.

2.2 License Initialization Errors

During the initialization of the license, the system may generate the following error messages if the initialization fails:

Table 1: License Initialization Error Messages

Error Message	Reasons
Date Tampered	Date is tampered with.
Cannot load active licenses.	Cannot load active licenses.
License Files Inaccessible:	No usage file, or Read Write permission not granted, or the usage file is corrupted.
Passing the 6th parameter as 1 and giving a NULL Handle	Passing the 6th parameter as 1 and giving a NULL Handle, defines the instance of the application.
Invalid Usage file format.	Usage File format is not valid.
Cannot load active licenses	
Licenses not intended for this machine	License is not appropriate for the current machine.
Cannot instantiate the license component	Problem in creating an XML Dom instance.
	Application entry is not made in the usage file during the initial steps.
License file is read-only	Information file write error.

2.3 Certificate Installation Errors

During the installation of the certificate, the system may generate the following error messages if the installation fails:

Table 2: Certificate Installation Error Messages

Error Message	Reasons
Cannot instantiate license component	No usage file entry for the application.
Invalid SmartPlus license	Wrong application, or the certificate is invalid.
Cannot load active licenses	Cannot load license, or the certificate file path is not valid.

Date tampered	Date is tampered with.
License generation date greater than current date	LicenseGeneration date is greater than the current date.
Invalid license certificate	The certificate content is not valid.
XML creation Fails	XML creation fails, or msxml is not installed properly.
License not intended for this machine	License is not appropriate for the current machine.
Wrong license installation procedure	New or Upgrade compatibility issue. The user is trying to install a 'New' license over the existing active 'New' license, or trying to install the 'Upgrade' or 'Supersede' license when no active 'New' license exists.
Cannot install this license	License is terminated, present already, or has expired.
License deploy file path is not valid	License deploy file path is not valid.
Cannot instantiate license component	Check if the certificate is already present or LicenseUsagefile invalid or XMLDom fails.
License file is read-only	Information file write error.

2.4 License Reading Errors

The system may generate the following error messages if it fails to read a license:

Table 3: License Reading Errors

Error String	Description
NOT INITIALIZED	Initialize() call was not successful.
DATE TAMPERED	Date is tampered with.
CANNOT LOAD ACTIVE LICENSE	License certificate not available, or is invalid.
FILE WRITE ERROR	Information file write error.
NO ACTIVE LICENSES	License is not installed, or the installed license has expired.

2.5 Certificate Termination Errors

Table 4: Certificate Termination Errors

Error Message	Reasons
Cannot instantiate license component	Not initialized.
Invalid Smart Plus license	Wrong application.
Cannot load active licenses	Cannot load the license, or the deploy file path is not valid.
Invalid termination file path	The termination file path is not valid, or error in creating DOM pointer.
Cannot terminate new license when upgrades exist	Cannot terminate the new license when upgrades exist.
License already terminated	License is already terminated.
Cannot terminate the demo license	Cannot terminate the demo license.
XML creation Fails	Msxml4.dll is not installed properly.
Invalid license certificate	The certificate content is not valid.
License file is read-only	Information file write error.

2.6 Host ID File Generation Error

Table 5: Host ID File Generation Error

Error Message	Reasons
Invalid Host ID file name	The input host ID file name is wrong, or the MSXml4.dll is not in the System32 folder.

2.7 Expired License Installation Errors

Table 6: Expired License Installation Errors

Error Message	Reasons
Cannot instantiate license component	No usage file entry for application - Call Initialize.
Invalid SmartPlus license	Wrong application, or the certificate is invalid.
Cannot load active licenses	Cannot load license, or the certificate file path is not valid.

Date tampered	Date is tampered with.
License generation date greater than current date	License generation date is greater than the current date.
Invalid license certificate	The certificate content is not valid.
XML creation Fails	Msxmlr4.dll is not registered properly.
License not intended for this machine	License is not appropriate for the current machine.
Wrong license installation procedure	New/Upgrade compatibility. The user is trying to install a 'New' license over the existing active 'New' license, or trying to install the 'Upgrade' or 'Supercede' license when no active 'New' license exists.
Cannot install this license	The license is terminated, present already, or has expired.
License deploy file path is not valid	License deploy file path is not valid.
Cannot instantiate license component	Check if the certificate is already present, LicenseUsagefile is invalid, or XMLDom fails.
Cannot change the expiry date	Cannot change the expiration date.
License file is read-only	Information file write error.

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Glossary



Base license	The initial voucher provided to a customer for a system that is installed into their production environment.
EUSSA	An additional license for a test environment only valid for the term of the EUSSA.
Expiry type	The type of expiration employed or assigned to a license. Choices are “permanent license” and “expiry by date.”
HID file	HostID file. HostID refers to the information specific to a machine. It is a collection of various data like Disk Serial Number, Disk Vendor, MAC Address, etc. The HID file needs to be created on the deployment machine and is used to create the license certificate file.
HTS license tool	The licensing tool used to enable features based upon product ordered from Honeywell.
License certificate file	The license certificate activates the features purchased by the customer.
Licensing web server	This is an internal Honeywell web server for generating voucher numbers and license certificate files. The url is http://licenseserver/licensegenerator/HomeMain.aspx .
PACS	Physical Access Control System like Pro-Watch.
Supersede license	A replacement license for initial (base) license. For example, if the base license is for 50 and you give a supersede license of 100, the customer will be able to access 100 of the feature.
System ID	A number assigned to the system for use when referencing licenses. Any site may have multiple systems.
Upgrade license	An upgrade license is an add-on license to the initial (base) license. For example, if the base license is for 50 and you give an upgrade license of 100, the customer will be able to access $100+50 = 150$ of the feature.
Voucher number	The item that matches the purchased features on the software order. This is generated in response to the customer PO and is listed on a Paper License Certificate. The voucher number is used in combination with the HID file to create the license certificate file.

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