Pro-Watch™

Pro-Watch 4.3.5

Software Keys

User Guide

Ordering Information

Please contact your local Honeywell Integrated Security representative or visit us on the web at www.honeywellintegrated.com for information about ordering.

Feedback

Honeywell Integrated Security appreciates your comments about this manual. Please visit us on the web at www.honeywellintegrated.com to post your comments.

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Pro-Watch Software Keys

1

In this chapter...

1.1 Overview

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.

1.2 Quick Start

1.2.1 Two Options to Install a License Certificate
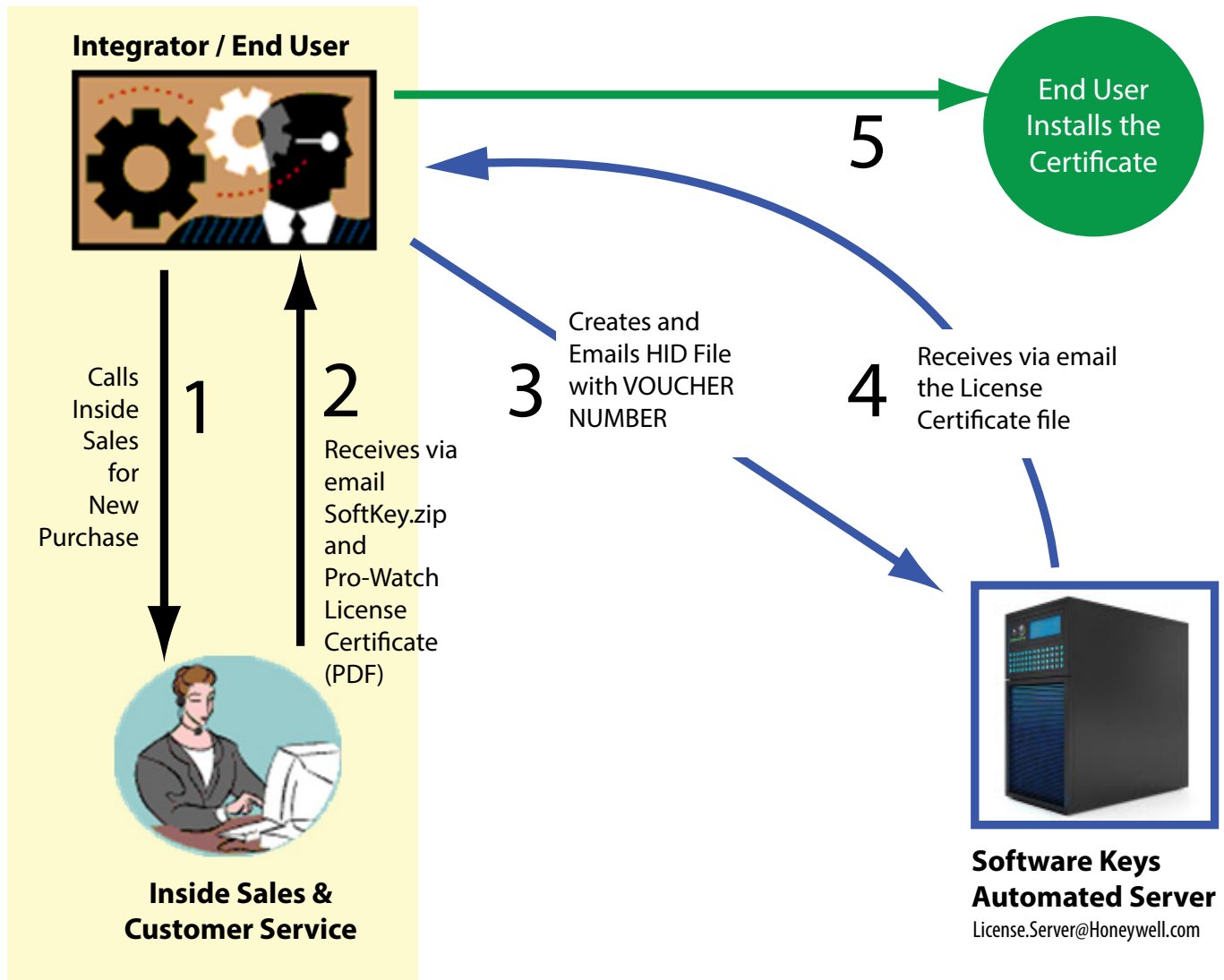
You have two options to install a Pro-Watch license:

1. **Regular License.** This is generated by the Software Keys Voucher Manager.

2. **Default Demo License.** This is a one-time-only demo license that's shipped with Pro-Watch and is good for 30 days. It is the easiest and preferred method to try out Pro-Watch with limited functionalities.

Each option is explained below.

1.2.2 How to Install a Regular License

The end user can generate a regular license by following these steps:

Integrator / End User

5

End User Installs the Certificate

Calls Inside Sales for New Purchase

1

2

Receives via email SoftKey.zip and Pro-Watch License Certificate (PDF)

3

Creates and Emails HID File with VOUCHER NUMBER

4

Receives via email the License Certificate file

Inside Sales & Customer Service

Software Keys Automated Server
License.Server@Honeywell.com

STEP 1: The User Contacts Pro-Watch Inside Sales Dept.

The integrator or the end-user (from now on referred to simply as the "**user**") starts the process by calling Pro-Watch Inside Sales department and placing an order for the Pro-Watch.

The Inside Sales gathers the necessary information and starts the Pro-Watch license certificate acquisition process.

STEP 2: Inside Sales Contacts the User

The Pro-Watch Inside Sales department emails the **SoftKey.zip** file and the **Pro-Watch License Certificate (PDF)** to the user.

Note: The **Pro-Watch License Certificate (PDF)** includes the user's **Voucher Number**.

The user unzips the Software Keys file and saves the **Pro-Watch Software Keys Automated Server** software on to the user machine.

STEP 3a: The User Generates the *HID file

If Pro-Watch is not installed:

1. Unzip the SoftKeys.zip and start the ProWatchSoftwareKeyUtility.exe installation.

2. After installation, double-click **Pro-Watch 4.2 SoftwareKey Utility** (located on the Windows Desktop).

3. Click **Generate Machine HID Pro-Watch 4.2**.

4. Browse and save the automatically generated *.HID file to where you like on your machine.

If Pro-Watch is already installed:

1. Select **Start > All Programs > Pro-Watch 4.2 > Pro-Watch Software Keys Manager** from the Windows Start menu to launch the **Pro-Watch Software Keys Manager**:
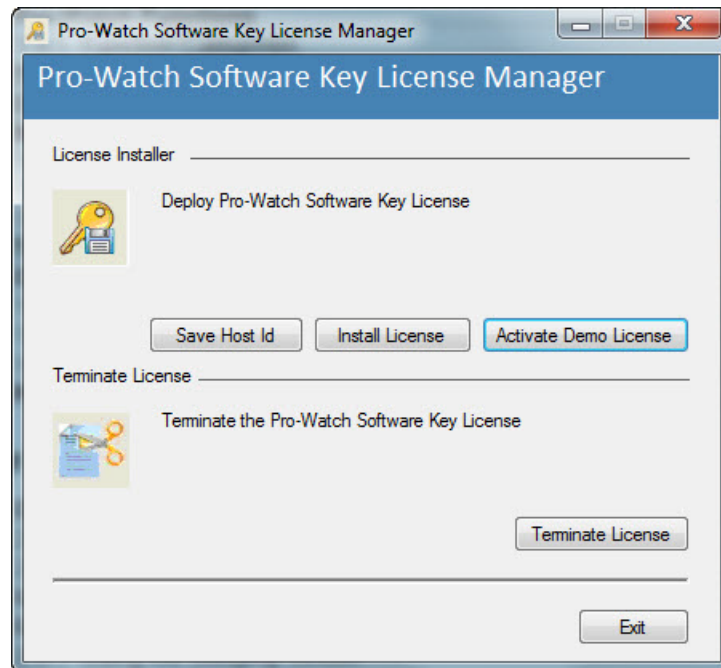
Note: Your screen may look slightly different depending on the Windows version you are using.

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.

STEP 3b: The User Contacts SK Automated Server

1. Browse and find the *.HID file on your machine.

2. Attach the *.HID file to an email with the following:
    - Mail subject = VOUCHID: Vouchernumber (e.g., VOUCHID:PW-123420120101-P-1) **Do not use any spaces and be sure to type out the preceding text properly.**

3. Email the ***.HID file** together with the **Voucher Number** to the **Software Keys Automated Server** at **License.Server@honeywell.com** with a request for a new license.

STEP 4: SK Automated Server Contacts the User

The **Software Keys Automated Server** generates the license and emails it to the user.

STEP 5: The User Installs the License Certificate

The user installs the Pro-Watch license certificate by following these steps:

1. Stop the **Pro-Watch** and **SQL** services BEFORE you install the certificate file.

2. Select **Start > All Programs > Pro-Watch 4.2 > Pro-Watch Software Keys Manager** from the Windows Start menu to launch the **Pro-Watch Software Keys Manager**:
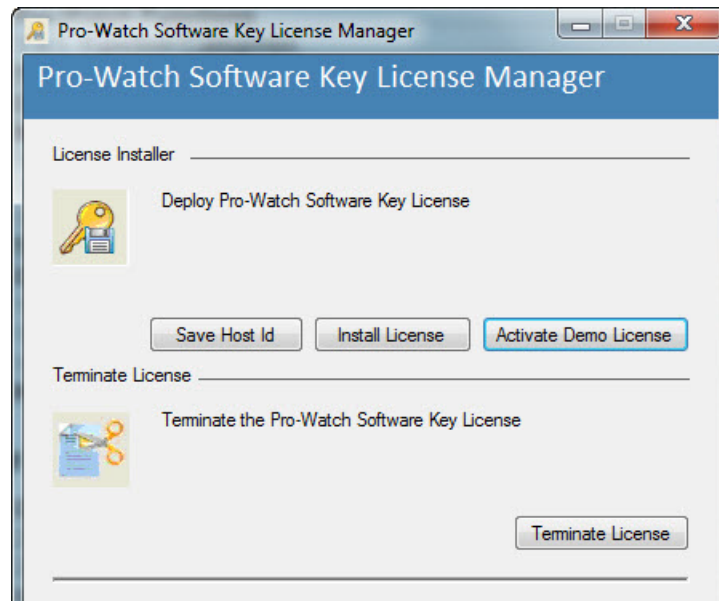
Note: Your screen may look slightly different depending on the Windows version you are using.

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

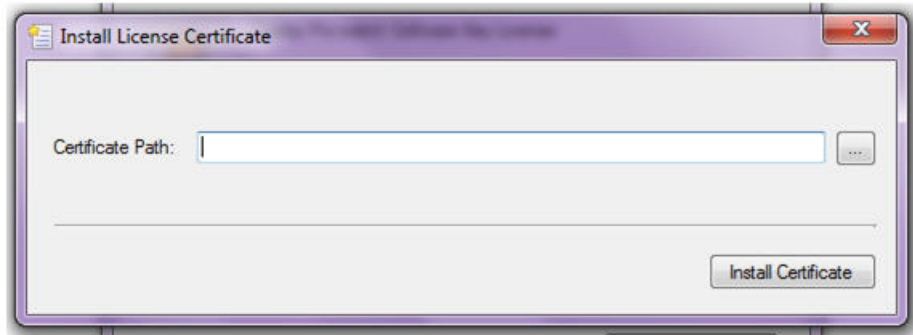4. To fill the **Certificate Path** field, click the browse button on the right and browse back to the location where you've saved the certificate in an earlier step. Select the certificate file and click **OK** to close the browser and enter the path into the **Certificate Path** field.

5. Click **Install Certificate**.

6. Select **Administrative Tools > Services > SQL Server.** Click the **Start Service** button on the tool-bar to restart the **SQL** service. Then select **Administrative Tools > Services > Pro-Watch Server**. Click the **Start Service** button on the tool-bar to restart the **Pro-Watch** service for the license to take effect.

Caution: After installing a license, the **Terminate License button** will be enabled. **Do not click this button** unless you want to terminate the license:

1.2.3 How to Activate a Demo License

The end user can activate a default 30-day demo license after installing Pro-Watch by following these steps:

1. Select **Start > All Programs > Pro-Watch 4.2 > Pro-Watch Software Keys Manager** from the Windows Start menu to launch the **Pro-Watch Software Keys Manager**:
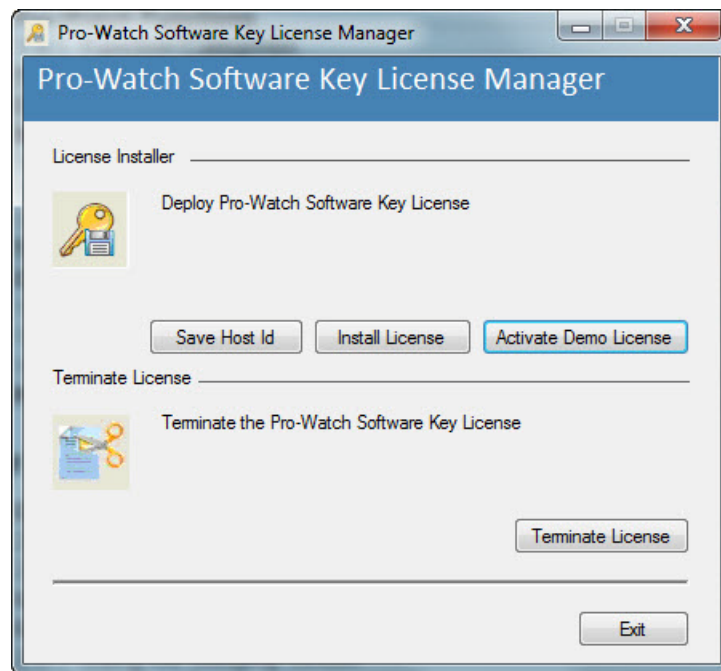
Note: Your screen may look slightly different depending on the Windows version you are using.
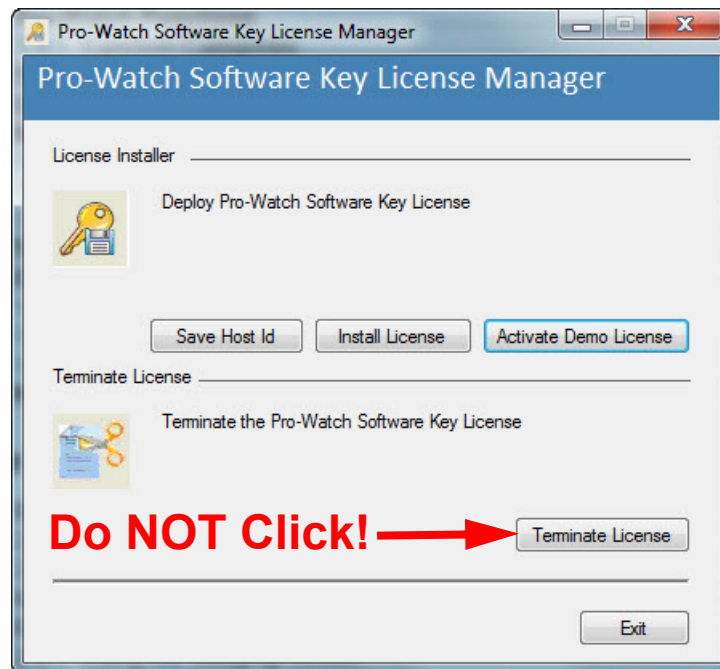
2. Click **Activate Demo License**.

3. Start or restart **Pro-Watch Server service**:

   a. If the Pro-Watch Server service is already started, restart it for the demo license to take effect.

   b. Otherwise, start the Pro-Watch Server service for the demo license to take effect. The Pro-Watch Server service can be found in the Windows Services by launching "**Services**" from the **Windows Control Panel > Administrative Tools** or typing "Services.msc" in the **Run** command on the **Start** menu.

1.3 How to View License 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 **License Information** in the **Help** group of links:
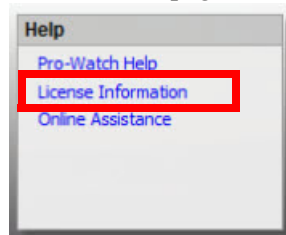
3. View the license related information in the **Pro-Watch Licensing Information and Installation** screen:

Figure 1: Licensing Information Screen
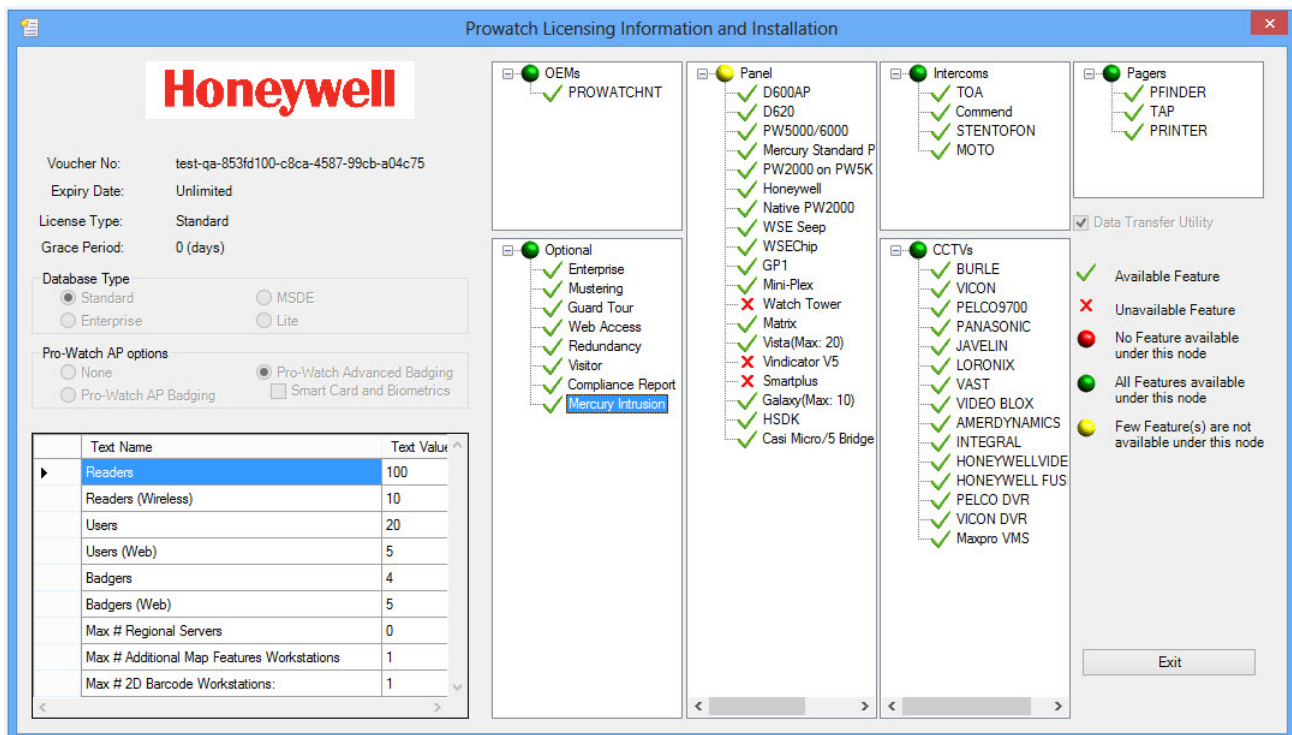
This screen displays the following licensing information:

• **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 1 on page 8 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)".

1.4 How to Supersede a License

Integrator / End User

5

The User Installs the Certificate

Calls Inside Sales for Superseding License and sends Voucher Number

1   2

User gets the Voucher

3

User creates and emails the HID file to the Automated Server

User receives via email the License Certificate file

4

Inside Sales & Customer Service

Software Keys Automated Server
License.Server@Honeywell.com
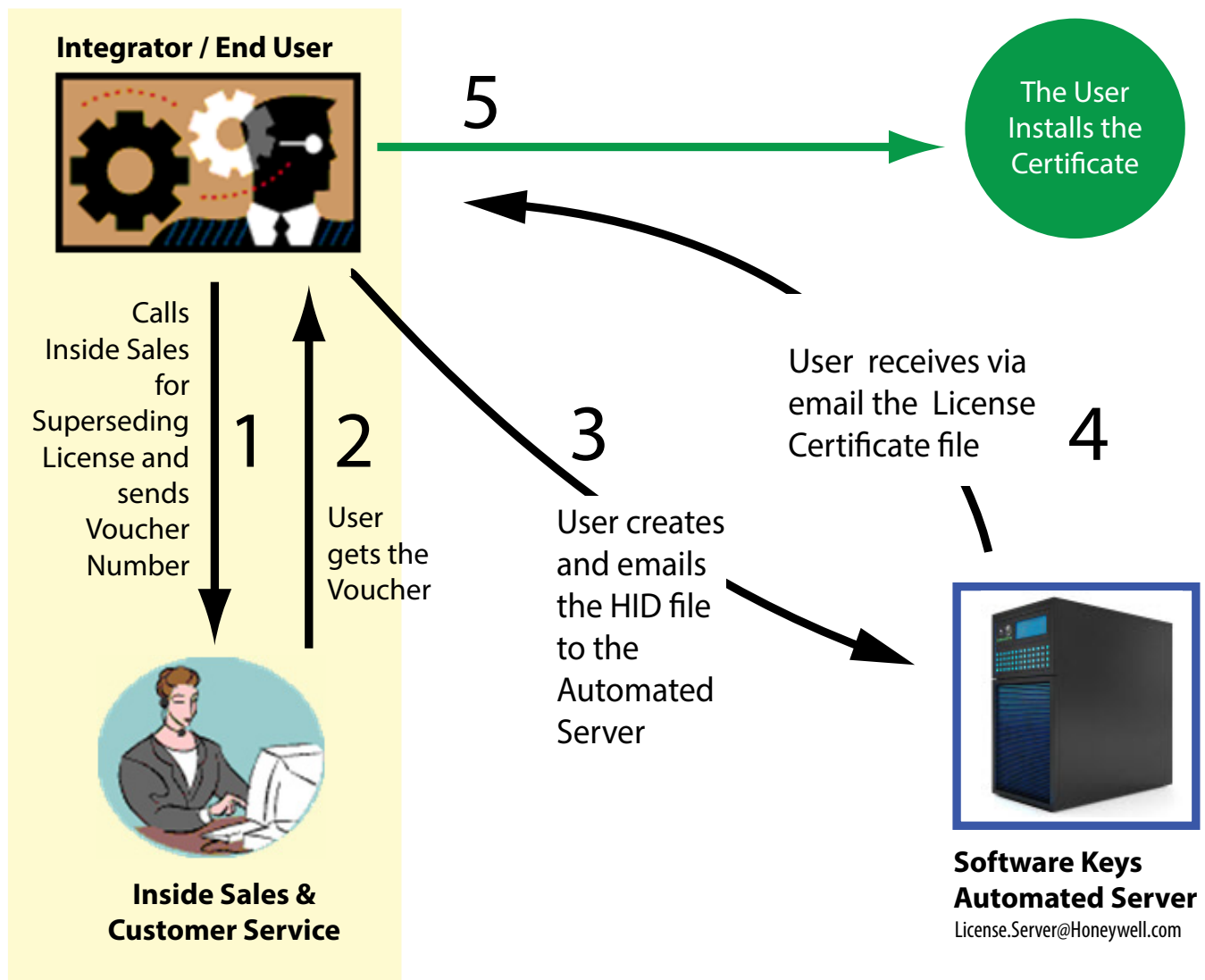
1.4.1 STEP 1: The User Contacts Pro-Watch Inside Sales Dept.

The integrator or the end-user (simply referred to as the "**user**") starts the process by calling Pro-Watch Inside Sales department and placing an order to supersede the Pro-Watch license and sends the existing **Voucher Number.**

The Inside Sales gathers the necessary information and starts the Pro-Watch license certificate superseding process.

1.4.2 STEP 2a: The User Generates the *HID file

1. Select **Start > All Programs > Pro-Watch 4.2 > Pro-Watch Software Keys Manager** from the Windows Start menu to launch the **Pro-Watch Software Keys Manager**:
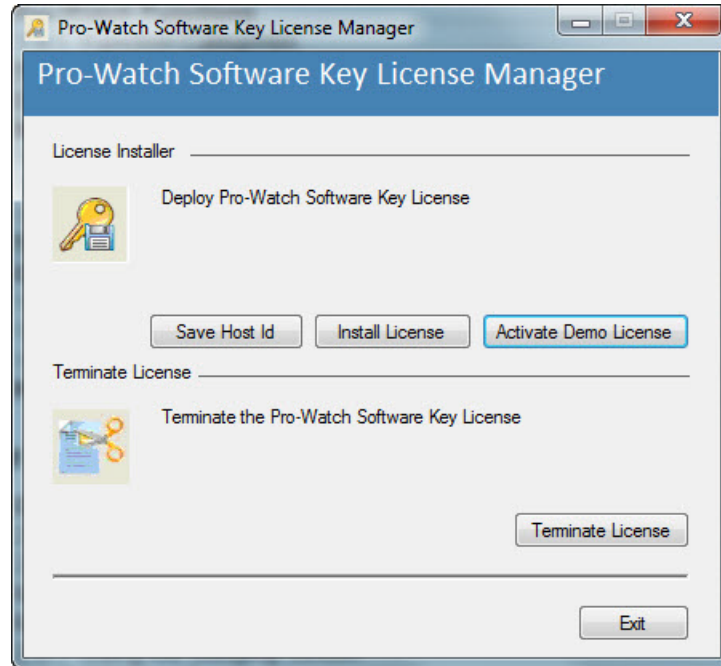

Note: Your screen may look slightly different depending on the Windows version you are using.

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.

1.4.3 STEP 2b: The User Contacts SK Automated Server

1. Browse and find the *.HID file on your machine.

2. Attach the *.HID file to an email with the following:

   • Mail subject = VOUCHID: Vouchernumber (e.g., VOUCHID:PW-123420120101-P-1) **Do not use any spaces and be sure to type out the preceding text properly.**

3. Email the ***.HID file** together with the **Voucher Number** to the **Software Keys Automated Server** at **License.Server@honeywell.com** with a request for a new license.

1.4.4 STEP 3: SK Automated Server Mails the User

The **Software Keys Automated Server** generates the superseded license and emails it to the user with a **new .CERT file**

1.4.5 STEP 4: The User Installs the License Certificate

Save the .CERT file on your machine.

Follow the instructions at .

1.5 How to Transfer the License to Another Machine

Integrator / End User

3 End User Installs the Certificate on Machine **B**

2 Receives via email the License Certificate file for Machine **B**

1

To Transfer License from
Machine **A**
to Machine **B**,
the User Sends
a) Customer Info with previous Voucher ID and *.TERM file for Machine **A**,
and
b) Host ID for Machine **B**

Software

Keys

Automated

Server

License.Server@Honeywell.com

1.5.1 STEP 1: The User Contacts Software Keys Automated Server and/or the Voucher Manager

The integrator or the end-user (simply referred to as the "**user**") starts the process by emailing **Software Keys Automated Server** at license.server@honeywell.com to transfer the Pro-Watch license from **Machine A** to **Machine B.**

1. Attach the *.HID file from MACHINE B and the *.TERM file from MACHINE A to an email with the following:

Mail subject = VOUCHID: Vouchernumber (e.g., VOUCHID:PW-

123420120101-P-1) **Do not use any spaces and be sure to type out**

the preceding text properly.

2. Email the ***.HID file and *.TERM file** together with the **Voucher Number** to the **Software Keys Automated Server** at **License.Server@honeywell.com** to request a Transfer license.
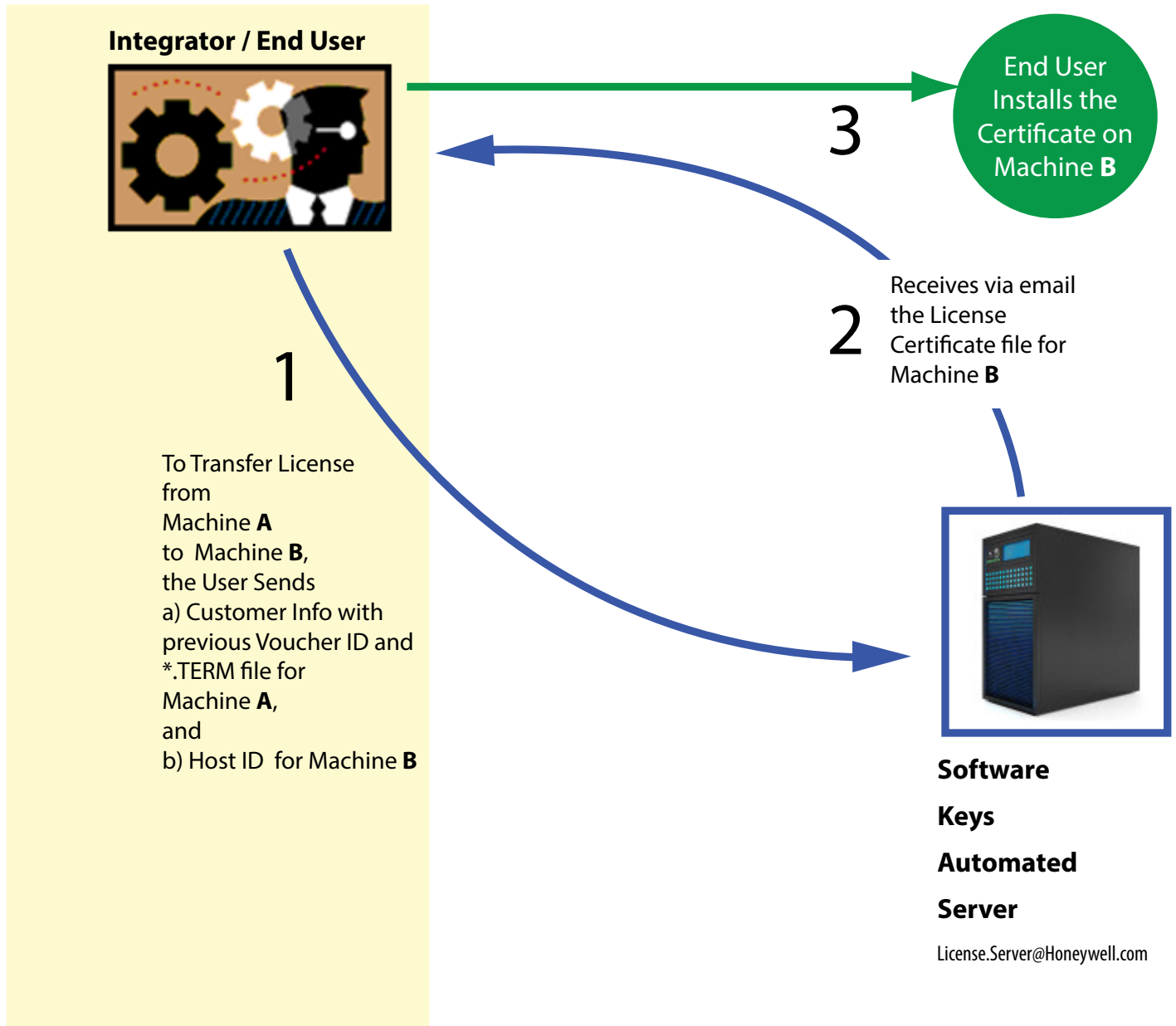
1.5.2 STEP 3: SK Automated Server Emails the User

The **Software Keys Automated Server** generates the license certificate file for **Machine B** and emails it to the user with a **new .CERT file.**

1.5.3 STEP 4: The User Installs the License Certificate

Save the new license on your machine (Machine **B**).

Follow the instructions at STEP 5: The User Installs the License Certificate, page 5.

1.6 How to Terminate a License

1. Select **Start > All Programs > Pro-Watch 4.2 > Pro-Watch Software Keys Manager** from the Windows Start menu to lunch the **Pro-Watch Software Keys Manager**:
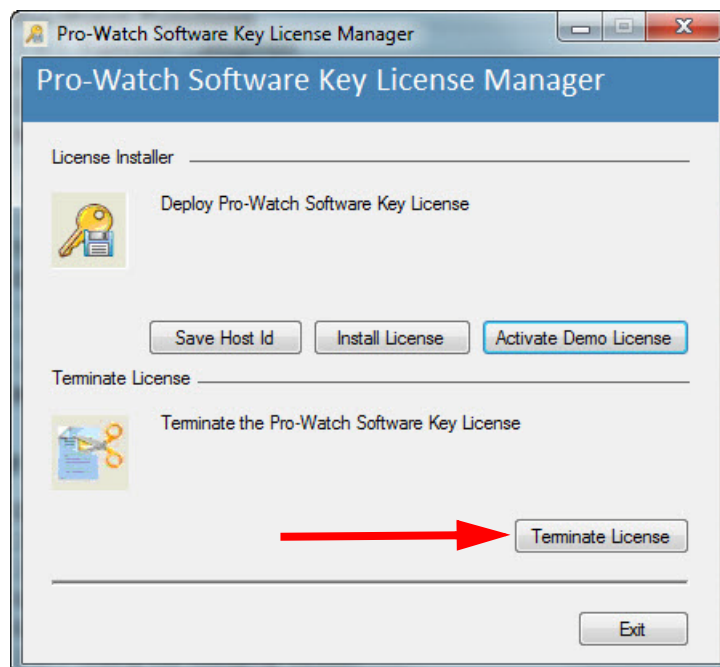
2. Click **Terminate License** to terminate the license. This action automatically creates the *.TERM file in the following directory:

- For 32-bit Machines:
  Local Disk (C:) > Program Files (x86) > Pro-Watch

- For 64-bit Machines:
  Local Disk (C:) > Program Files > Pro-Watch

1.7 Other Things You Should Know

1.7.1 License Troubleshooting Help:

If you run into problems or issues with licensing for Pro-Watch you can email a request to the below address

VoucherManager@Honeywell.com

This is a staffed email box for the voucher manager during our regular business hours (9am-5:30pm CDT).

1.7.2 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.

1.7.3 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.

1.7.4 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 item:

  – Hard Disk Serial Number

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.

1.8 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 STEP 1: The User Contacts Pro-Watch Inside Sales Dept., page 3 above.

Software Keys Error Codes

2

In this chapter...

2.1 Introduction

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

If you have any further questions, please call tech support at 1-800-323-4576 Option 2, 1, 2.

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 'Supercede' 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.
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.
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.

For more information: www.security.honeywell.com/me

Specifications subject to change
without notice.

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