

COADE Software Licensing – 2009

Troubleshooting for a Local Green Key:



COADE local keys are green in color and are attached to a computer where the COADE application is running. Typical issues with the local key are,

- 1) If you're getting error H0031 or H0040, then make sure that the firmware on the key has been updated, download the [Firmware.zip](#) file from www.coade.com -> Support -> Downloads -> Miscellaneous Files. Follow the instructions in [Firmware.pdf](#) file located inside the firmware.zip file for details on how to do this.

Note: If the key start blinking constantly after the firmware update or if the key version shown in the HASP Admin Control Center is 0.0 (go to <http://localhost:1947> and click on HASP Keys). Then, the key is corrupted and will need to be replaced, contact the local COADE representative or COADE at support@coade.com to replace it. Contact support@coade.com with complete contact information, license information and ESL ID number.

- 2) As no network key is connected to the local computer in this case, the [HASP Loader](#) service should NOT be running on this machine. This can be checked from the Control Panel -> Administrative Tools -> Services (this is on XP, but it could be different on Vista). If the [HASP Loader](#) service is running, stop it. Then from Add/Remove program un-install the HASP License Manager.
- 3) Make sure that the key that is connected to the computer is for the program that you are trying to run.
- 4) Remove any older HASP device drivers and install the latest drivers. This can be accomplished by downloading [HASP_cmd_line.zip](#) from www.coade.com -> Support -> Downloads -> Miscellaneous Files and extracting this zip in a temporary folder.

Double click the "haspdinst-r.bat" file, which will uninstall the Aladdin drivers.

Go to "Control Panel->Add/Remove Programs" and if you find any HASP drivers listed, uninstall them.

Next double click the "haspdinst-p.bat" file, which will "purge" any remnants of the Aladdin drivers.

Finally, install the latest Aladdin drivers by double clicking the "haspdinst-i.bat" file.

- 5) If you still can not connect to the key and you have a Firewall, then add main executable files from the COADE application to the firewall's exception list. Also make sure that the port 1947 is not blocked.
- 6) If the above fails and if you have an NVIDIA video card then try to connect the key to the USB port via a hub. This is a known issue at this time, which Aladdin indicated that they will fix in future.
- 7) If you still cannot connect to the key, go to Device Manager one way is to click on My Computer icon -> Properties -> Hardware -> click on Device Manager. When the Device Manager opens, expand [Universal Serial Bus Controllers](#), right click and Uninstall any Aladdin HASP or USB or HASP HL controllers. Then, follow the instructions in the step number 4.
- 8) If problems persist, then from Admin Control Center (<http://localhost:1947>) click on the Diagnostic menu option (on the left) and generate a report. Save this report and forward it to COADE for review and possible transmittal to Aladdin.

Troubleshooting for a Network Red Key:



COADE networks keys are red in color and are attached to a computer (server) on the network. If the COADE software product can not connect to the COADE NetHASP key, then:

- 1) If you're getting error H0031 or H0040, then make sure that the firmware on the key has been updated, download the [Firmware.zip](#) file from www.coade.com -> Support -> Downloads -> Miscellaneous Files. Follow the instructions in [Firmware.pdf](#) file located inside the firmware.zip file for details on how to do this.

Note: If the key starts blinking constantly after the firmware update or if the key version shown in the HASP Admin Control Center is 0.0 (go to <http://localhost:1947> and click on HASP Keys), then, the key is corrupt and will need to be replaced. Contact the local COADE representative or COADE at support@coade.com to replace it. Contact support@coade.com with complete contact information, license information and ESL ID number.

- 2) Make sure that License Manager is running on the server and that the server is on-line. From the Control Panel go Administrative Tools, click on Services (this is on XP, but it could be different on Vista) and make sure that **Hasp Loader** service is running. If it is not running then start it. The License Manager can be installed as a service or as an application. You can install the License Manager by running **LMSetup.exe** which can be downloaded from the COADE website.
- 3) Make sure that the License Manager is at least **Version 8.32**. If the server has an older license manager, then stop the **HASP Loader Service**, un-install the HASP License Manager and re-install the latest version by running **LMSetup.exe** which can be downloaded from the COADE website or run from the /Assidrv sub-folder.
- 4) If you still can not access the network key then configure the nethasp.ini file located in the Assidrv sub-folder. Copy this file from the Assidrv sub-directory to the root directory of the concerned COADE program. Then, open this copy from the program root folder. Now, locate the following lines:

```
[NH_COMMON]
;;NH_SESSION = 2
;;NH_SEND_RCV = 1
```

Remove the two semi-colons from the front of these lines. For large networks, increase these two values as necessary. Next, locate these lines:

```
[NH_TCPIP]
;;NH_SERVER_ADDR = xx.xx.xx.xx ; ; IP addresses of machine where the NetHASP is attached
```

Here "xx.xx.xx.xx" represents the IP address of the server where the ESL is attached. Remove the two semicolons from this line and define the proper IP address, where the network ESL is physically located. Next, locate these lines:

```
;;NH_USE_BROADCAST = Disabled ; ; Use TCP/IP Broadcast mechanism.
```

Remove the two semi-colons from the front of the above line. Now save the file. It is important that your modified **nethasp.ini** file is located in the root folder of the COADE application (CAESAR II, PV Elite, etc.). Refer to a screen shot below of this file with the changes. For more details refer to instructions in the file "Esl_RED.txt" located in the Assidrv sub-directory.

```

Example: (C:\CAESAR, C:\TANK, C:\CodeCalc, C:\PVElite). The file name should be nethasp.ini
and it should be saved in the root
For CADWorkx, copy into AutoCAD EXE (ACAD.EXE) directory. directory of the program. This file
Example: AutoCAD 2002 - (C:\Program Files\AutoCAD 2002); will work for all COADE programs
Example: AutoCAD 2004 - (C:\Program Files\AutoCAD 2004); using the HL ESL.
Example: AutoCAD 2005 - (C:\Program Files\AutoCAD 2005);
Example: AutoCAD 2006 - (C:\Program Files\AutoCAD 2006);

[NH_COMMON]
;NH_TCPIP = Enabled ; Use the TCP/IP protocol only
NH_SESSION = 4 ; Set the maximum length of time during which
; the application tries to establish
; communication with the NetHASP License Manager.
; Default: 2 seconds
NH_SEND_RCV = 2 ; Sets the maximum length of time for the NetHASP
; License Manager to send or receive a packet.
; Default: 1 second

[NH_TCPIP]
NH_SERVER_ADDR = xx.xx.xx.xx ; IP addresses of machine where the NetHASP is attached
; Possible format examples:
; IP address: 192.114.176.65, 123.123.123.123
; Local Hostname: machine.coade.com
NH_SERVER_ADDR = 127.0.0.1 ; Ensures that HASP LM will be found on local machine
; (on some systems broadcast is not visible locally)
NH_USE_BROADCAST = Disabled ; Use TCP/IP Broadcast mechanism.
; Default: Enabled
;NH_TCPIP_METHOD = TCP ; Send a TCP packet or UDP packet
; Default: UDP
;NH_PORT_NUMBER = <Num> ; Set the TCP/IP port number. This is optional.
; The default is 475

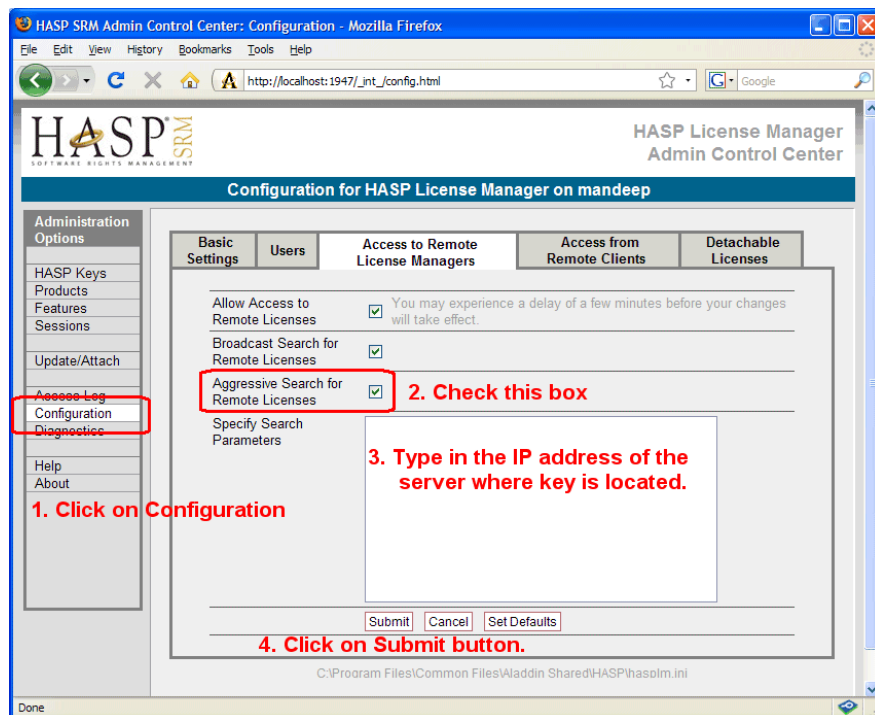
```

Increase (doubled here) the time outs.

Replace the xs with the IP address of the computer where the network key is located.

Remove the semi-colons in front of the indicated lines so that those line become active.

- Using the HASP Admin Control Center (ACC), (go to <http://localhost:1947>) and click on Hasp keys. If you do not see the key that you are trying to connect then specify the IP address of the computer where the key is attached, in the "Configuration" section as shown in the figure below.



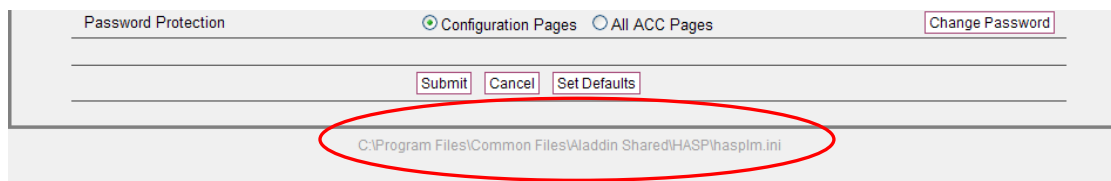
- If you still can not connect to the key and you have a Firewall, then add main executable files from the COADE application to the firewall's exception list. Also make sure that the ports 475 and 1947 are not blocked. If the connection is via VPN, then you may have to add the IP address of the network key server to the trusted list.

- 7) If the client still cannot connect to the network key and if the COADE application is not installed on the client computer (but on a server somewhere), install the latest HASP SRM drivers on the client machine. This can be accomplished by downloading [HASP_cmd_line.zip](#) from [www.coade.com](#) -> Support -> Downloads -> Miscellaneous Files and extracting this zip in a temporary folder. Then double clicking on "haspdinst-i.bat" file.
- 8) The number of available licenses may have been exceeded. Ask a colleague to log off. If they have logged off and the license is still not released by license manager, then it should automatically log off after 1 hour. Stopping and starting the license manager also logs off the license. If you need more licensees contact your local COADE representative.

Note for System Administrators:

A quick way to apply this change across multiple clients is to automatically copy the following file from this location, across to other users and then restart the "HASP License Manager" service or restart the computer. But, the clients should already have the HASP SRM drivers installed on their computers. Here is the file and screen shot showing it,

C:\Program Files\Common Files\Aladdin Shared\HASP\hasplm.ini



The nethasp.ini file can also be copied from one client to others to propagate its changes.