

Network license (web-activated)

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Overview

To obtain an activation key(s) to license your product(s) - web-activated licensing starts with a sales order. As a part of the sales order, the user will provide a licensing contact, who will receive the [Activation Keys](#) by email once the order is complete. Multiple emails may be received as different activation keys are generated for each product/version/level. These emails should be saved as they contain your activation keys which are required to license your product. The email also contains instructions to download and install the License Manager, Sentinel RMS Utilities and the product, along with activating the licenses.

NOTE: Internet access is required for the activation, deactivation and renewal of the licenses on the server.

More specifically the user runs the license activation tool ([NetKey.exe](#)) on the server which is installed with the Sentinel RMS Utilities. When prompted, copy/paste in the activation key(s), one at a time. During activation or renewal, the activation tool determines the [locking code](#) of the server, retrieves a license through the internet and automatically saves the license file on the server.

The locking code for web-activated licenses is based on multiple hardware criteria. These licenses are no longer locked to the [USB key](#) (Computer Key) and therefore the USB key is no longer required to license web-activated products.



Important

The license is now locked to multiple locking criteria including Ethernet Address, CPU Info String and UUID. Any server changes affecting any of these locking criteria, including maintenance, repair or reformatting the server, will cause the license to no longer work and also prevent the license from being deactivated. **Please deactivate the license(s) before making any changes to the license server.**

Installation

In order to serve web-activated network licenses, you will need to install Sentinel RMS License Manager and Sentinel RMS Utilities. Please follow the instructions emailed with the activation key to install both the License Manager and Utilities in order to activate your licenses.

Users are encouraged to always use the latest set of Sentinel RMS Utilities.

The License Manager (+ Sentinel RMS Utilities) can be installed on a physical machine as well as a virtual machine. For virtual machines, clustered environments may require a different licensing model, therefore please notify our sales associates when placing an order.

License activation, deactivation and renewal

Web-activated network licenses use [NetKey.exe](#) to activate, deactivate, reactivate, and renew the licenses on the license server. Instructions on how to use [NetKey.exe](#) and where it can be found are detailed in the [Network License Activation, Deactivation and Renewal](#) article.

Troubleshooting network license problems

Please refer to the [License errors and their resolution](#) article for troubleshooting instructions specific to each error code.

The methods for diagnosing and solving licensing problems for web-activated licensing remain the same as for [conventional licensing](#).

See also

- [Web-Activated Licensing FAQ](#)
- [Error 'Port 80 \(or 443\) is not responding' when running activation tool for web-activated licenses](#)