



Centurion Technologies

SmartControl Licensing Explained

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Introduction

SmartControl licensing is when you have a single key that leases licenses to several clients. When you install SmartControl and point your SmartShield clients to that IP address, they will request a license from the SmartControl and are able to be Protected or have any other SmartControl commands sent to them. This article will discuss how licensing works on a SmartControl and what to do when it becomes Suspended.

License Summary

You can check the "License Summary" menu to see the status of a license. To open this window, in your SmartControl right click on your loopback IP (127.0.0.1) and press "License Summary". The default tab has details about the current status of your license key. Here you can see the status of your SmartControl license and the types of licenses available. The other tabs contain crucial information for your SmartControl as well.

License Key Tab

Here you can find the license key for your SmartControl machine and the ability to update your current license. This is particularly useful for times when your license goes into a suspended state. By using this update feature, you should be able to get back to an active license immediately because it will update your hardware information on file with us and reactivate your license. If the update feature does not work properly, please feel free to contact technical support at 1-888-265-6055 to receive a license key reset.

Internet Licensing

The most typical form of licensing for SmartControl is the standard internet activated licensing. During installation this is how we check for license validity to allow program installation. When a license suspends, this should be your first step, unless you manually register your SmartControl. Simply press the "License Update" button. This will update your current hardware profile. If your SmartControl returns any issues like the error "Bad Hardware", please restart the service named "Centurion Smart Control" and try the license update one more time.

When to Use Manual Registration

Manual registration is an option you can use if you foresee extended disconnection from the internet or the computer will be behind a proxy that blocks access to our licensing server. With internet connection registration your computer must connect to the internet at least once every 30 days or your product will suspend. When your license suspends you will not be able to change protection modes and most commands issued from a SmartControl will automatically fail. Manual registration is recommended in these situations to prevent this kind of behavior from SmartControl.

To manually register your product, please click the third tab named "Manual Registration" in your License Summary. If you need help getting to the License Summary page, please see page 1 under "License Summary". Please follow the instructions as requested. Once you have generated a ctireg.out file, it can be uploaded from any computer. This is useful if your machine will not be leaving the network and cannot gain access to our registration page.

To open the registration page from any other computer, please go to <http://registration.centuriontech.com> and continue the instructions from step 1, then move the ctireg.in file to your SmartControl machine.

Using Different License Permissions on SmartControl

If requested, SmartControl license keys can have several different permissions. For instance, a license key with 200 clients may have 150 normal clients and 50 clients with Optional Directory Protection. To determine which 50 machines have Optional Directory Protection, you will need to be sure they are assigned the correct license key.

If your license key has several different permissions, it should have a node available called "Licensing" on the left pane of the program. To find this, navigate to the "127.0.0.1" node and expand it. Expand the "Licensing" node and you should see any special license keys. In the example, you should see two listings:

50 - SmartShield ODP
150 - SmartShield

To assign a client to the Optional Directory Protection license group, simply find the machine in your "All Machines" node or in a client group, then drag and drop it into the "50 - SmartShield ODP" section. Once you restart the computer, it should now have any special permissions that the license entitles it to.

What to Do When a Client Suspends

Sometimes you will have machines that will show up with a suspended license in your SmartControl. A suspended license is a state when the current lease becomes either expired or invalid for any reason. This is most often caused by either having the computer out of touch with the internet or SmartControl for 30 or more days or by changing hardware in the machine and causing a hardware hash mismatch. Clearing a suspended license depends largely on what kind of license the affected machine has. Please note that a suspended license on your SmartControl may cause suspended licenses on your SmartShield clients, but they do not have the same procedures to fix them.

There could be a number of issues with the license, but the most common is a communication issue between the SmartControl or internet. Due to the complex nature of our licensing, please follow these steps in order. Depending on whether the SmartShield clients are managed or stand-alone, you will follow a different set of instructions.

These instructions are for SmartControl managed licenses:

- Restart the affected client machine.
- In SmartControl, go to "Client Control" > "Verify Connections", then "Client Control" > "Request Full Client Information".
- Restart the SmartControl service named "Centurion Smart Control" from the local services.
- If the machine is Unprotected, restart the client's service called "Centurion Technologies Service" from the local services. If the machine is stuck protected, refer to the "Stuck Protected" part of this guide (page 5) and then restart the service.
- Stop the SmartControl service and restart the machine. Wait 5 minutes and start the SmartControl service again. Both services must be down at the same time.

- Delete the client from SmartControl. The target machine must be offline for this to work. Then, restart the client machine.

These instructions are for stand-alone licensed computers:

- Restart the affected client machine.
- If the machine is a manually registered stand-alone client, please do the manual registration once again.
- If the machine is a stand-alone client that is not manually registered, please perform a license update. You can do this by going to the Licensing area of SmartShield. To enter Licensing, right click the icon in the system tray and go to "About", then press the "Licensing" button. Press the "Register or Upgrade" button to update your license. Your machine will need to be Unprotected. If it is stuck in a Protected state, please refer to the "Stuck Protected" part of this guide (page 5). If this still does not work, please manually register the client. Refer to "Setting up Manual Registration for Stand-alone Clients" (page 3) for more details.

If the license still does not return to an active state, you may need to have technical support reset the license key at 1-888-265-6055.