Centurion Technologies

Why Do Some SmartShield Laptops Go Suspended?

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Technical Support Available
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Several customers running Smart Control™ and SmartShield™ have called into the support desk with the issue that their wireless laptops running Smart Shield are not functioning as expected. They experienced the SmartShield clients going to a suspended license state and having their protection disabled. Centurion Technologies technical support and development have taken this issue very seriously. They have researched the issue and found that it is related to the way the product is being used. Before we dig into the simple solution, let's start with some background information.

SmartShield is flexible and has two different modes to allow the user / administrator to license the client software: "Standalone License" and "Managed License". A standalone license is a single license that goes to a single machine. This is how traditional software licenses work. Each installation requires its own individual license key. This works well for home users and small businesses. However, standalone licenses can become burdensome when dealing on a larger scale. This is where the second licensing mode comes into play. The managed license scenario is where the client software requests a license from a server. In our software, that server is the Smart Control. The clients with the managed licenses check in periodically with the server to ensure that they should still be licensed. For SmartShield, that check in period is, at most, every 30 days. If however, the client has not been able to do that check in, then after the 30 days without checking in with the licensing server, the software will assume it is no longer registered and go into an idle or suspended state.

Some laptop users have reported the suspended issue after only being off the network with the Smart Control server for a couple of days before becoming suspended. At first glance, it would appear that the software is broken. However, it is common for laptops to be used for short stints and hibernated for long periods of time. It is possible for the software to miss the window of opportunity to call out and renew its managed license. The best way to prevent this is to restart your laptop while connected to the network with the Smart Control server. Restarting the software while connected to the Smart Control will force a refresh of the license.

Now that we understand how SmartShield licensing works, we can begin to understand the laptop issue. Customers generally purchase Managed Licenses because they can create and deploy an image of a computer with Smart Shield installed out to the machines that they manage. The machines that never leave the network (such as lab desktop machines) will always be able to check in with the license server and stay active. Laptops, or any computers that leave the network with the Smart Control have the possibility of encountering the suspended license issue.

The Smart Control is designed to seamlessly work with both of these modes of licensing. All of the power of the Smart Control is available for managing the

Standalone clients directed to your Smart Control as well as all of your Managed clients. When you identify machines that fit the "off network" scenario, it is best to apply a Standalone license to that machine. This ensures that your machines will remain protected at all times!

Centurion is happy to exchange Managed Licenses for standalone licenses if you are in this scenario. This exchange can be for one or more Managed Licenses. You simply need to contact your sales person to facilitate this exchange.