RISA Installation Instructions

Standalone Installation Manual

Last Revised 11/4/2016



RISA Technologies, Inc. 26632 Towne Centre Drive, Suite 210 Foothill Ranch, California 92610

(949) 951-5815 (949) 951-5848 (FAX) <u>risa.com</u> Copyright 2016 by RISA Technologies, Inc. All rights reserved. No portion of the contents of this publication may be reproduced or transmitted in any means without the express written permission of RISA Technologies, Inc.

We have done our best to insure that the material found in this publication is both useful and accurate. However, please be aware that errors may exist in this publication, and that RISA Technologies, Inc. makes no guarantees concerning accuracy of the information found here or in the use to which it may be put.

Table of Contents

Before You Begin 1
System Requirements (Subscription License) 1
System Requirements (Perpetual Standalone and Perpetual Network Client)
Installation Instructions (except Network) 2
Where to get the Install 2
Installation Instructions 2
Check for Updates12
Installation Options12
Subscription Licensing14
Launching the RISA Product14
Exiting the RISA Product14
Borrowing a License15
Returning a Borrowed License17
Subscription Errors19
Standalone Perpetual Licensing
Launching the RISA Product
Removing the Key
Remote Desktop29
Sentinel USB Key
Key Driver
Manual Driver Installation
SSD Cleanup
RISA Key Manager34
Uses For the RISA Key Manager
Demonstration Mode41
Launching in Demo Mode41
Appendix C - Installation Error Messages42
Technical Support

Before You Begin

Thank you for purchasing RISA Software. Before you install this software please review the following system requirements below:

System Requirements (Subscription License)

Operating System

One of the following operating systems is required:

- Microsoft Windows 10 (64 bit only)
- Microsoft Windows 8.1 (64 bit only)
- Microsoft Windows 7 SP1 (64 bit only)

Internet

An internet connection is required to launch the program, but is not required once the program is already running, and is not required to close the program.

Note:

- An option exists to Borrow a license if you plan to be away from internet connectivity for up to 30 days. You must have an internet connection to initiate this
- If the internet connection on a computer is lost while running the program then that computer will hold the license until internet connection is restored or for 30 days, whichever comes first. During the time that license is held the program may be opened/closed on that computer without an internet connection.

System Requirements (Perpetual Standalone and Perpetual Network Client)

Operating System Requirements (RISAConnection)

One of the following operating systems is required:

- Microsoft Windows 10 (32 bit or 64 bit)
- Microsoft Windows 8.1 (32 bit or 64 bit)
- Microsoft Windows 7 SP1 (32 bit or 64 bit)

Operating System Requirements (All Programs Except RISAConnection)

One of the following operating systems is required:

- Microsoft Windows 10 (32 bit or 64 bit)
- Microsoft Windows 8.1 (32 bit or 64 bit)
- Microsoft Windows 7 SP1 (32 bit or 64 bit)
- Microsoft Windows Vista SP2 (32 bit or 64 bit)
- Microsoft Windows XP SP3 (32 bit only)

Installation Instructions (except Network)

Where to get the Install

Contact <u>license@risa.com</u> to request an installation link, which we will email quickly.

Installation Instructions

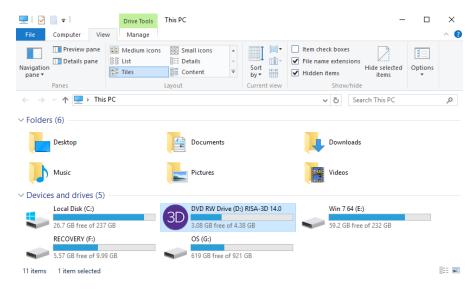
The install will walk you through each step. You may run this install <u>from a disc</u> or <u>from a download from the</u> <u>RISA website</u>. Below are the step-by-step instructions for both.

Note:

• You must be an Administrator on the machine in order to run this install.

Installing from a Disc

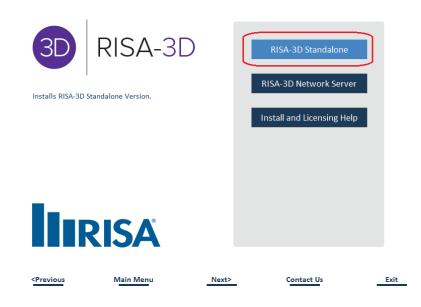
1. Insert the disc into your disc drive. If the Setup starts automatically, go to step #3 below. If the Setup does not start automatically after 10 seconds, navigate to the disc in Windows Explorer and double-click on it to run the install.



3. Click on Install Products:

3D	RISA-3	D	Install Products Browse DVD Contents	
	version 14.0		Visit Our Website Contact Us	
In	risa			
<previous< th=""><th>Main Menu</th><th>Next></th><th>Contact Us</th><th>Exit</th></previous<>	Main Menu	Next>	Contact Us	Exit

4. Select the **Standalone** option:



Installing from a download from the RISA website

1. Go to the Installation webpage (from a link in an e-mail that was sent to you):

	Products	Sup	port	Education	Trainii	ng	Downlo	ads	Buy Now	
roducts		RISA-3D	RISAFloor	RISAFoundation	RISAConnection	RISA-2D	RISAFoot	RISABase	RISASection	RISA CIS/2 Translat
3[RIS	A-3D								
RISA-	3D v14 Standald	one Install					1	Document	ation	
Step 1:	Step 1: Download the installer						(🖹 Quick Inst	all Reference (5	i0 KB)
Download Install (255 MB)						.8 MB)				
Step 2: You may be prompted to run or save the install file . General Reference (13.6 MB)						В)				
To run the installer, click Run.						[Tutorials (4.5 MB)		
 Otherwise Save the file to a location you can access (such as your di Then Double-click on the saved file to start the installation process. 						[🖹 Release N	otes (121 KB)		
		ion instructions								

3. Click on the installation file and the install will download and should give access to **Click It** when complete (the example below is from Google Chrome).

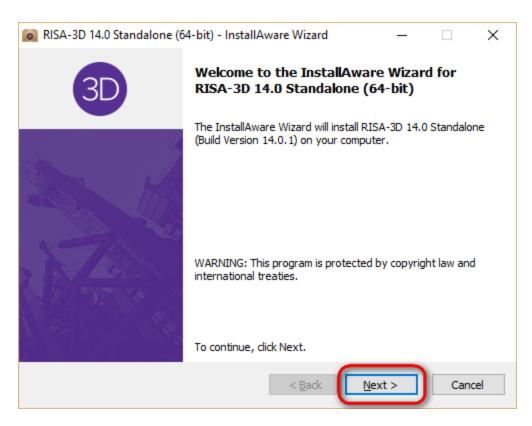
	Company	Products	Support
	About Us	RISA-3D	Contact Support
	Contact Information	RISAFloor	Technical FAQ
	Employment	RISAFoundation	Product Licensing
	RISA News	RISAConnection	Web Help
		RISA-2D	
	Partners	RISAFoot	Project Gallery
	Autodesk Revit Structure	RISABase	Client Gallery
install_3d_sa_1400.exe			

4. If you receive a User Account Control/security message click **Yes** to continue with the installation:

Installation Procedure

Regardless of a disc install or a downloaded install, the following instructions are the same:

1. From the Welcome screen, click Next:



2. Accept the terms of the license agreement and click **Next** again:

📦 RISA-3D 14.0 Standalone (64-bit) - InstallAware Wizard	—		\times
License Agreement Please carefully read the following license agreement.		RI	SA
License Agreement			^
END-USER LICENSE AGREEMENT FOR RISA Technol SOFTWARE	ogies, In	C®	
The RISA-3D software product (SOFTWARE PRODUC computer software, the associated media, any printe any electronic documentation. By installing, copying using the SOFTWARE PRODUCT, you agree to be bo	ed mater or othe ound by t	rials, an rwise	
\checkmark I <u>a</u> ccept the terms of the license agreement	c of this		
< <u>B</u> ack	ext >	Can	cel

3. Choose which type of licensing you use (Sentinel USB Key or Subscription):

📦 RISA-3D 14.0 Standalone (64-bit) - InstallAware Wizard	_		×
Licensing Settings		RIS	Ä
Licensing Type:			
🔿 Standalone Perpetual License (Physical USB Key) 🜘 📱			
Subscription License (Cloud Based) Learn More			
To continue, dick Next.			
< <u>B</u> ack	>	Cance	el

4. (Subscription Users Only) If prompted for an Activation Code, enter the activation code that was sent to you in an e-mail from RISA

RISA-3D 14.0 (64-bit) - InstallAware Wizard	-		\times
Activation Code	l	RI	SA
Enter Activation Code Now			
O Enter Activation Code at Program Startup			
To continue, dick Next. < <u>B</u> ack	lext >	Can	cel

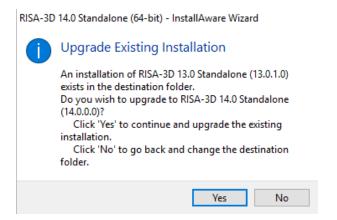
5. Select your Region and click **Next**:

0	RISA-3D 14.0 Standalone (64	-bit) - InstallAware Wizard	ł	_		\times
	Region Default Settings			h	IRIS	5Å
	Region United States Canada Britain Europe India Australia New Zealand Mexico Saudi Arabia	The region choice affects databases, and load com changed later if desired.				
		< <u>B</u> ack	<u>N</u> ex	t >	Cano	:el

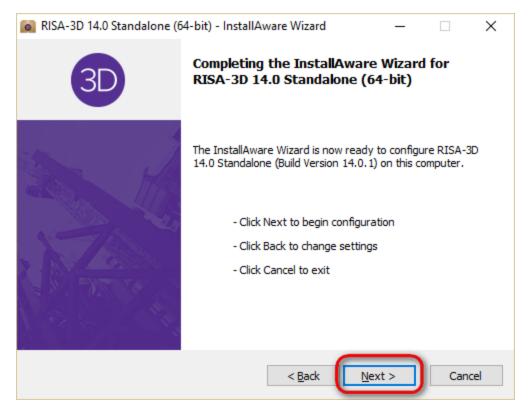
6. Choose a destination folder for the program on the Client Machine. The default will place the program in the Program Files folder, and will place all databases, preferences, and other user editable files in each user's Documents folder. Choose a preferred location, then click **Next**.

RISA-3D 14.0 Standalone (64-bit) - InstallAware Wizard - Destination Folder Select folder where setup will install files.		×
Destination Folder Select folder where setup will install files.		
		SA
Install RISA-3D 14.0 Standalone (64-bit) to:		
 (This is the Microsoft Windows recommended location) With this option all databases and preferences will be stored in a RISA folder under each user's Documents folder Custom Location (all files will be installed to this folder) C: \RISA 	<u>C</u> hange	
	21,253 KB 17,239 MB	ancel

7. If you have a previous version installed, you will get the following dialog that confirms the upgrade. Click **Yes** to continue.



8. Click Next:



9. (Standalone Perpetual Users Only) You may be prompted to install the Sentinel System Driver:

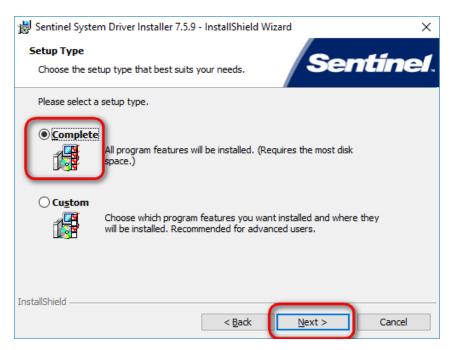
Click Next



Accept the terms of the license agreement and click Next.

😸 Sentinel System Driver Installer 7.5.9 - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	nel.
License Grant/Warranty for Software	^
 This License describes limited rights granted by SafeNet, Inc. and/or one of subsidiaries (such grantor, "Seller") to the Buyer. A. The term "Software", as used herein, shall mean a program or program consisting of machine readable logical instruction and tables of information designed as libraries or drivers to work in conjunction with Seller's Sentine Keys ("Products"). Title to all Software furnished to Buyer hereunder shall remain in Seller. Seller grante to Buyer a new evaluation and transferable. 	ims
I accept the terms in the license agreement I do not accept the terms in the license agreement	int
InstallShield Ca	ncel

Choose to perform a **Complete** install, click **Next**:



Click the Install button to begin

😸 Sentinel System Driver Installer 7.5.9 - InstallShield Wizard	×
Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	
< <u>B</u> ack [Instal] Cancel	

Click **Finish** once the driver install is complete.



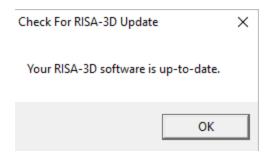
10. After the installation is complete, select **Yes** to check for program updates and then click **Finish**:

💼 RISA-3D 14.0 Standalone (64-bit) - InstallAware Wizard — 🗌 🗙					
3D	Completing the InstallAware Wizard for RISA-3D 14.0 Standalone (64-bit)				
	You have successfully completed the InstallAware Wizard for RISA-3D 14.0 Standalone (64-bit).				
	Check for program updates now To dose this wizard, click Finish.				
	< <u>B</u> ack <u>Finish</u> Cancel				

- 11. Now, startup your RISA program
- 12. If you are prompted for an Activation Code or RUS Password, check for an e-mail from RISA containing that information.

Check for Updates

The Check for Updates feature will compare the installed version on your computer to the most current update listed on our RISA Technologies website.



If it finds a newer version, it will offer you the option to open your Internet Explorer to our <u>Updates</u> page where you can download the install.

New Version of RISA-3D is Available!
Detailed Version Information (Includes Revision) Current Version: 13.0.0 New Version: 14.0.0
Click OK to:
Launch your email program with a precomposed request for an RUS upgrade password and installation download instructions.
Open your web browser to a page where you can find the latest RISA-3D release notes.
Note: Please make sure that you have obtained the RUS password BEFORE installing the upgrade.
You will need the password to update your Sentinel key so you can use the upgraded program.
OK Cancel

You can also access this feature from within the RISA program. Simply go to **Help** - **Check for Updates** to run this feature from within your program.

Installation Options

In general, 99% of users will want to use the default installation options. However, each option is described below for the more advanced users:

Region

This setting controls what default design codes, shape databases, and load combinations show up in the program.

Destination Folder

This setting controls what folder your program files are installed into. When installing into Program Files a folder is created under each user's Documents folder which contains all of the databases, preferences, and editable files. The only files which get placed into the Program Files folder are files that the user never needs to directly interact with. Alternatively, all RISA related files may be installed to a single folder (such as C:\RISA).

Note:

• If there are uncommon settings on your machine (Documents on the E: drive rather than the default C: for example) then the installer may force you to choose a Custom location.

Subscription Licensing

RISA Subscription licensed products use the internet for licensing. This allows the owner to install RISA products on many different machines without violating the license agreement, and it allows them to use any computer without requiring a Sentinel USB Key or a connection to any particular network. In order to run a RISA Subscription product an internet connection must be present at the time the program is launched (unless a license has been Borrowed).

Launching the RISA Product

When launching a RISA Subscription product the product will retrieve a license automatically from the internet. If the product has not yet been Activated then the following prompt is displayed:

ISA License Warning [C:300]	>
If you are using a Subscription License, please er press the 'Activate' button.	nter the Activation Code below and
Click 'Launch Demo' to open the program in De	monstration Mode.
ener zaanen berno to open the program in be	inonstrution model
Subscription Activation Code:	mo Exit Help

Enter a Subscription Activation code (sent in an e-mail from RISA) and click the **Activate** button to begin using the program.

If you have an Activated subscription license it is possible that either all of the licenses are in use for your subscription, there is a problem with your internet connection, or something else on your system is causing a problem. If so see the Error Messages below.

Note:

• Otherwise, the user may launch the RISA Product in a <u>Demo mode</u>.

Exiting the RISA Product

When exiting a Subscription RISA Product the license will automatically be released over the internet. If no internet connection is present when exiting then the following error will appear, and the license will continue to be held by that computer even though the RISA program is no longer open.



Once internet connection is restored, simply launch the RISA Product and then exit again for the license to be released.

Borrowing a License

If the user plans to be disconnected from the internet for a period of time then they may "Borrow" a license, which allows the program to launch without an internet connection. To do so, launch any RISA Subscription product and go to the **Help\Licensing** menu

🔕 RISA-3D - [C:\Users\mattb.risatech\Documents\RISA\Model Files\untitled.r3d] - [Model View]		
🚳 File Edit Settings Units View Insert Modify Spreadsheets Solve Results Tools Window	Help	
🗅 😹 🖶 🔮 🗠 🗠 🕒 🌺 🏾 🗮 🖾 🗮 📟 🗔 🇮 🚜 🇞 LC	Help Topics Ctrl-F1	ng
📼 🔯 🛞 🧭 🤁 🥰 🗐 🧭 Iso XY XZ YZ 🔍 🔍 🖓 🔀 🌽 🛃 斗 BLC 1:	Check for Update	1
🕂 🕇 🎽 🚛 🚔 🛶 📥 😓 🧛 🌮 💋 1888 🗞 1888 🚯 1884 189 🔆 🗡 🗶	Licensing	
	About RISA-3D	
		_

Click Borrow/Return a License.

	icense Type: Subscrip License Information	
	Company Name:	RISA Support
	Cloud ID:	GG1LP7E67WHR
	Computer Name:	MATT-COUGAR
	Device ID:	BC:5F:F4:3A:B2:EE
	Borrowed License?:	No
ſ	Borrow/Return a Lice	ense

Click the Borrow button for each of the licenses to be borrowed:

Borrow/Return License			×
internet connection program in a loca	n. This is only necessation where internet w	m to be launched without an ary when you plan to operate the Il not be available. That license it has been 'Returned' or until th	
Product Status			
	Borrow Expiration:		
RISA-3D	Not Borrowed	Borrow for 30 📩 days	
RISAFloor	Not Subscription		
RISAFloor ES	Not Subscription		
RISAFoundation	Not Subscription		
RISAConnection	Not Subscription		
Return All Licenses			
		OK Help	

Click the OK button to exit the Borrow dialog.

Borrow/Return License	×
internet connection. This is only r program in a location where inte	program to be launched without an necessary when you plan to operate the rnet will not be available. That license rs until it has been 'Returned' or until the
Product Status	
Borrow Expira	tion:
RISA-3D 20-Mar-2016	Return
RISAFloor Not Subscrip	tion
RISAFloor ES Not Subscrip	tion
RISAFoundation Not Subscrip	tion
RISAConnection Not Subscrip	tion
Return All Licenses	ОК Неір

Click the **Close** button to return to the program.

RISA Licensing	×
,	
License Type: Subscription License	
License Information	
Company Name: RISA Support	
Cloud ID: GG1LP7E67WHR	
Computer Name: MATT-COUGAR	
Device ID: BC:5F:F4:3A:B2:EE	
Borrowed License?: No	
Borrow/Return a License	
Close Help	

Returning a Borrowed License

To return a borrowed license prior to its automatic expiration date, launch any RISA Subscription product and go to the **Help\Licensing** menu

RISA-3D - [C:\Users\mattb.risatech\Documents\RISA\Model Files\untitled.r3d] - [Model View]		
💿 File Edit Settings Units View Insert Modify Spreadsheets Solve Results Tools Window	Help	
🗅 😂 🖬 🔮 🗠 🗠 🔴 🏭 🎞 👾 🔯 🖮 🛄 🖩 🔲 🔛 📲 🕼 隆 LC	Help Topics Ctrl-F1	ng
🔟 🔯 🗞 🧭 🤁 🥰 🏷 🧭 Iso XY XZ YZ 🔍 🔍 🙀 🔀 🌈 🔩 斗 BLC 1:	Check for Update	1
🕂 🝸 🚆 🗊 📽 端 🕶 🛲 🛶 拱 🧖 🆋 💋 1898 🗞 😥 Ren 🚯 head Mai 🐥 🗡 🗶	Licensing	
	About RISA-3D	Γ

Click Borrow/Return a License.

RISA Licensing		×
License Type: Subscript	tion License	
License Information		
Company Name:	RISA Support	
Cloud ID:	GG1LP7E67WHR	
Computer Name:	MATT-COUGAR	
Device ID:	BC:5F:F4:3A:B2:EE	
Borrowed License?:	No	
Borrow/Return a Lice	nse	
	Close Help	

Click the Borrow button for each of the licenses to be borrowed:

Borrow/Return License			\times
internet connection program in a loca	n. This is only necess tion where internet w	m to be launched without an ary when you plan to operate the ill not be available. That license I it has been 'Returned' or until th	
Product Status			
	Borrow Expiration:		
RISA-3D	20-Mar-2016	Return	
RISAFloor	Not Subscription		
RISAFloor ES	Not Subscription		
RISAFoundation	Not Subscription		
RISAConnection	Not Subscription		
Return All Licenses			
		OK Help	

Click the OK button to exit the Borrow dialog.

Borrow/Return License			\times
internet connection program in a loco will not be availal license expires.	on. This is only necess ation where internet w	m to be launched without an ary when you plan to operate the ill not be available. That license l it has been 'Returned' or until the	2
Product Status			
	Borrow Expiration:		
RISA-3D	20-Mar-2016	Return	
RISAFloor	Not Subscription		
RISAFloor ES	Not Subscription		
RISAFoundation	Not Subscription		
RISAConnection	Not Subscription		
Return All License	s		
		ОК Неір	

Click the ${\color{black} Close}$ button to return to the program.

RISA Licensing	×
License Type: Subscription License	
License Information	
Company Name: RISA Support	
Cloud ID: GG1LP7E67WHR	
Computer Name: MATT-COUGAR	
Device ID: BC:5F:F4:3A:B2:EE	
Borrowed License?: No	
Borrow/Return a License	
C	Close Help

Subscription Errors

Error C:301

Out of Subscription Licenses [C:301][F:0x0]	Х
All of your company's subscription licenses for this program are currently in use.	
Click 'Check Usage' to open your web browser and see who is using the licenses.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Check Usage Launch Demo Exit Help	

You do not have any licenses available for checkout. You will need to have someone exit the program to enter. The "Check Usage" button will show you the current license usage so you can see your license status.

Unknown Subscription Error [C:302][F:0x0]	×
An unknown licensing error has occurred. Contact RISA Technologies with the error codes listed below.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit Help	

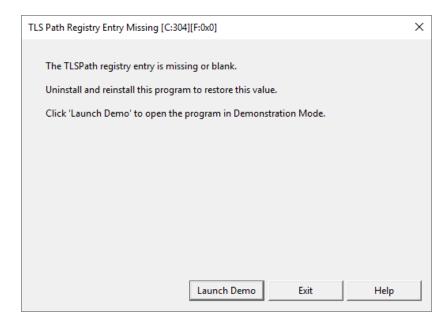
This is an error with your system that the cause is currently unknown. Please e-mail <u>support@risa.com</u> and send us a screenshot showing this error. We will follow up with you regarding how to fix your problem.

Error C:303

Missing or Bad Subscription Activation Code [C:303][F:0x0]	×
If you are using a Subscription License, please enter the Activation Code below and press the 'Activate' button.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Subscription Activation Code:	
Subscription Activation Code.	
Activate Launch Demo Exit Help	

The Activation Code that was entered was incorrectly or was corrupted/deleted. Doublecheck the code that you entered and try re-entering it again.





The TLS Path registry setting is set during the installation of the program. This error means there was a problem with that setting. Uninstalling and re-installing the program should fix this problem.

Error C:305

Missing TLS Path Folder [C:305][F:0x0]	×
missing rear and order (erops)[(novo]	~
Cannot access C:\ProgramData\RISA\FlexNet.	
Uninstall and reinstall this program to restore this folder.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit Help	
Launch Demo Exit Help	

The TLS Path folder is created during the installation of the program. This error means there was a problem with creating that folder. Uninstalling and re-installing the program should fix this problem.

Can't Read MAC Address [C:306][F:0x0]	×
The MAC Address of this computer's physical network adapter could not be read.	
Contact RISA Technologies, Inc.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit Help	

The MAC address could not be read on this machine. Please e-mail <u>support@risa.com</u> and send us a screenshot showing this error. We will follow up with you regarding how to fix your problem.

Error C:307

Subscription DLL Wrong Version [C:307][F:0x0]	×
The Flexera DLL versions are too old at C:\RISA\Misc	
Current DLL version: 2015.9.0 Required DLL version: 2016.3.0	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit	Help

The subscription licensing uses DLL files at the location shown above. Those files are an older version of the necessary files. Uninstall and re-install the program to get the correct DLL files.

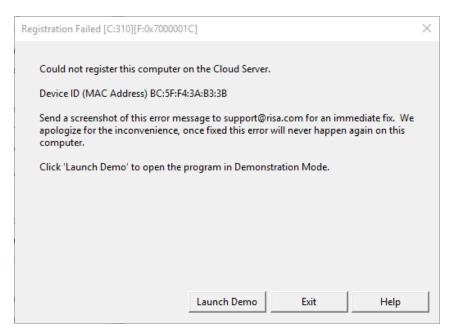
Subscription DLL Missing [C:308][F:0x74200001]	×
Cannot find the required Flexera DLL's at C:\RISA\I	Misc
Click 'Launch Demo' to open the program in Dem	
Launch Demo	Exit Help

The subscription licensing uses DLL files at the location shown above. Those files are not found. Uninstall and reinstall the program to get the correct DLL files.

Error C:309

Existing Device ID [C:309][F:0x0]	×
Subscription License cannot be used. This computer is registered to a company that does not match your Activation ID.	
Contact RISA Technologies, Inc.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit Help	

The computer you are using is registered with another company. Please e-mail <u>support@risa.com</u> and send us a screenshot showing this error. We will follow up with you regarding changing your computer over to your new company.



This computer was unable to be registered. Please e-mail <u>support@risa.com</u> and send us a screenshot showing this error. We will follow up with you regarding a solution. Likely this machine is already with another company and we can help you update this.

Error C:311

Check Internet [C:311][F:0x74000008]	×
Could not connect to the Cloud Server. HTTP port 80 is blocked or busy.	
Check your router, firewall, and network for reasons that your computer cannot communicate over this port.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit Help	

RISA uses HTTP port 80 to communicate with our cloud server. Making sure that port is open for RISA will fix this problem.

Check Internet [C:312][F:0x74000008]	×
RISA-3D could not communicate over HTTPS port 443. Do you currently have an active internet connection on this computer? Is a local firewall / antivirus preventing RISA-3D from communicating over this port? Is your router or external firewall blocking communication over this port? Is something on your network causing excessive traffic through this port? Click 'Launch Demo' to open the program in Demonstration Mode.	
	_
Launch Demo Exit Help	

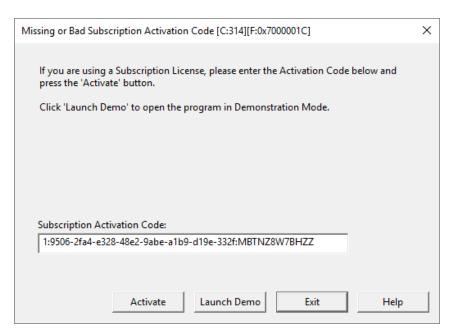
RISA uses HTTP port 443 to communicate with our cloud server. Making sure that port is open/available for RISA will fix this problem.

Error C:313

Check Internet [C:313][F:0x74000008]	×
RISA-3D could not connect to the internet.	
Do you currently have an active internet connection on this computer? Is a local firewall / antivirus preventing RISA-3D from communicating over the internet?	?
Click 'Launch Demo' to open the program in Demonstration Mode.	
Launch Demo Exit Help	

RISA was unable to find an internet connection. A properly working internet connection will fix this problem.

Error C:314



The Activation Code that was entered was incorrectly. Doublecheck the code that you entered and try re-entering it again. Be careful that characters are not truncated in any copy/paste function.

Error C:315

Trusted CA Missing [C:315][F:0x74000008]	\times
Your computer is missing a Certificate required for subscription licensing.	
Click 'Load Certificate' which will open your web browser. You do not need to do anything on this website, just let the site load and then close your browser and click the Try Again button in this window.	
Click 'Launch Demo' to open the program in Demonstration Mode.	
Try Again Load Certificate Launch Demo Exit Help	

RISA requires certain security certificates that are not on your machine. Following the dialog instructions will fix this problem.

Existing Device ID [C:316][F:0x0]				
Your subscription license has expired. You may no longer access the full version of the program, however you can use Demonstration Mode to open/solve existing models. Click 'Launch Demo' to open the program in Demonstration Mode.				
Launch Demo Exit Help				

Your subscription license has passed it's expiration date. If you're interested in getting your subscription license re-activated please give us a call at **(800) 332-RISA (7472)**.

Error C:317

Cloud License Server Connection Error [C:317][F:0x7000001C]	×				
RISA-3D could not connect to the Cloud License Server.					
Cloud License Server Instance ID: MBTNZ8W7BHZZ					
Contact RISA Technologies with the Cloud License Server Instance ID shown.					
Click 'Launch Demo' to open the program in Demonstration Mode.					
Launch Demo Exit H	lelp				

Your computer is not able to connect to our server. lease e-mail <u>support@risa.com</u> and send us a screenshot showing this error. We will follow up with you regarding steps to fix this problem.

Standalone Perpetual Licensing

RISA standalone perpetual licensed products use a <u>Sentinel USB Key</u> for licensing. This key allows the owner to install RISA products on many different machines without violating the license agreement. In order to run a RISA product the key must be plugged in at all times.

Launching the RISA Product

When launching a RISA standalone product the product will search for a connected Sentinel USB Key. If no key is found then the following dialog box is displayed (Warning S:3 or S:71):

RISA License Warning [S:3]	×			
No Sentinel keys were found connected to this computer. Please connect the Sentinel key.				
If you are using a Subscription License, please enter the Activation Code below and press the 'Activate' button.				
Click 'Launch Demo' to open the program in Demonstration Mode.				
Subscription Activation Code:				
Activa	te			
Try Again Launch Demo Exit Help	,			

When converting from a Standalone Perpetual licensing to a Subscription Licensing the user can enter a Subscription Activation code and click the **Activate** button to complete that conversion.

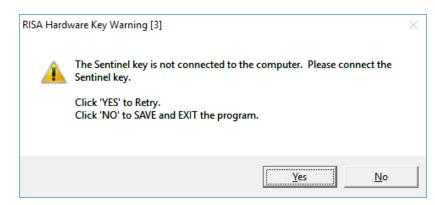
Otherwise, the user can click **Try Again** to search for a Sentinel USB Key, or they may launch the RISA Product in a <u>Demo mode</u>.

Note:

- In rare circumstances Warning L:26 will accompany this message. If this occurs it is letting you know that there is a license file issue that is not authorizing the program. Either time tampering or UAC problems are occurring.
- In very rare circumstances Warning **L:509** will accompany this message. If this occurs it is letting you know that there is a license file issue in combination with a license file that is not authorizing the program. The latest version of the RISA Key Manager was not used in generating the Locking Criteria.

Removing the Key

RISA Products periodically check to ensure that the Sentinel USB Key is plugged in. Removing the Sentinel USB Key during the operation of a RISA standalone product will eventually cause the following dialog box to be displayed:



Once this dialog box is displayed, no additional work may be done within the RISA Product until the key is inserted. Clicking the No button on the dialog box displayed above will automatically save the file (overwriting the previous version of the file) and exit the program immediately.

Remote Desktop

RISA does not support the use of Remote Desktop for standalone licensing on the following products:

- RISA-3D prior to v12.0.1
- RISAFloor prior to v8.0.1
- RISAFoundation prior to v6.0.1
- RISA-2D prior to v13.
- RISAConnection prior to v5.0
- RISABase
- RISAFoot
- RISASection

Sentinel USB Key

RISA uses a Sentinel USB Key for licensing. This key may be plugged into any USB port on the machine. When functioning properly the key will light up green when plugged into a running machine.

The design of Sentinel's keys has changed over the years. The oldest Sentinel USB Keys are purple, and typically do not have an adhesive label attached. Newer ones are black. The newest keys are purple and have a much more compact size to them. The black keys and new purple keys have an adhesive label designating their Key ID. See the image below:



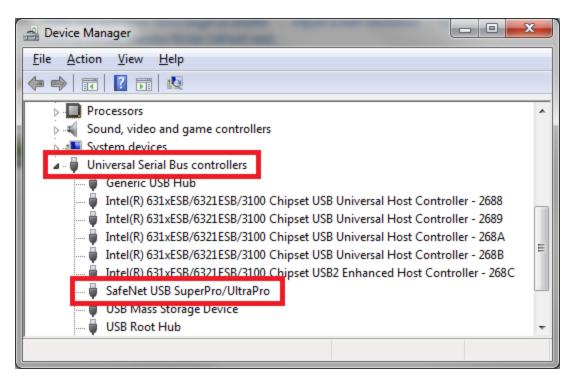
Note:

- If trying to determine whether a USB key is a RISA key, the presence of the serial # SRB11137 usually signifies it is a RISA key.
- Safenet Sentinel Superpro keys, in rare instances, may have a problem being read when plugged into a USB 3.0 port. If you run into this issue please use a USB 2.0 port instead.

Key Driver

A Sentinel driver is necessary for the machine to read the USB key. This driver must be installed prior to plugging in the key. The latest **Sentinel System Driver** (also called the **Sentinel Protection Installer**) can be obtained from the <u>RISA Technologies website</u>, and is always included in both the Server and Standalone installs (this install is ran from the **SetupSPI.exe** located in the *RISA\Sentinel Protection Installer* folder).

To confirm that your machine is running the latest driver open the **Device Manager**, which is accessible through the Windows **Control Panel**. If the key is plugged in and the correct driver is installed then it will be listed under the Universal Serial Bus controllers as a **SafeNet USB SuperPro/UltraPro** device



Double-click on the **SafeNet USB SuperPro/UltraPro** device to view its properties. Clicking on the **Driver** tab will reveal the **Driver Version**:

:	SafeNet USB SuperPro/UltraPro Properties							
	Genera	Driver Details						
SafeNet USB SuperPro/UltraPro			erPro/UltraPro					
		Driver Provider:	SafeNet, Inc.					
l		Driver Date:	8/6/2009					
l		Driver Version:	7.5.1.0					
		Digital Signer:	Microsoft Windows Hardware Compatibility Publisher					
	Driv	ver Details	To view details about the driver files.					

Manual Driver Installation

There are times when the driver has some difficulty installing. In these cases it may be necessary to manually install the Sentinel Driver. To do this:

1. In the device manager highlight the entry for the USB key. It may appear as **USB UltraPro** or **USB Super-Pro** and have yellow triangle on it to indicate an incomplete driver install.

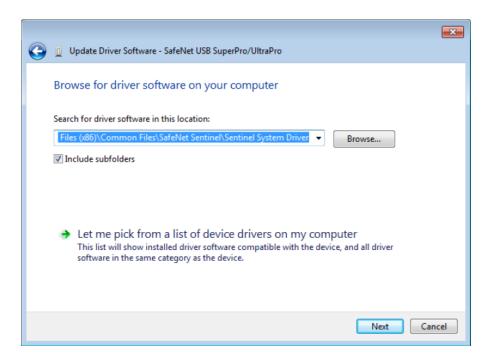
- Other devices
 USB UltraPro
 Vorter (COM & LPT)
 Processors
 Smart card readers
 Sound, video and game controllers
 Storage controllers
 System devices
 Universal Serial Bus controllers
 Generic USB Hub
 Generic USB Hub
 Intel(R) 6 Series/C200 Series Chipset Family USB Enhanced Host Controller
 Intel(R) 6 Series/C200 Series Chipset Family USB Enhanced Host Controller
 Renesas Electronics USB 3.0 Host Controller
- 2. Now right-click to bring up a menu as shown below and choose Update Driver Software...



3. You should get **Update Driver Software** dialog shown below. Select the **Browse my computer for driver software** option:

	—
😡 📱 Update Driver Software - SafeNet USB SuperPro/UltraPro	
How do you want to search for driver software?	
Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
 Browse my computer for driver software Locate and install driver software manually. 	
	Cancel

- 4. The browse dialog below will come up:
 - a. For a computer with 64-bit Windows, browse to following location: C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel System Driver
 - b. For a computer with 32-bit Windows, browse to following location: C:\Program Files\Common Files\SafeNet Sentinel\Sentinel System Driver
- 5. Click **Next** on the dialog and the driver software should install.



SSD Cleanup

There are instances when uninstalling the key driver will leave remnants of information in the registry. This will sometimes cause problems in reading the key when a new version of the key driver is installed. In this instance it may be required to run the SSD Cleanup utility to fix this problem. This file is called **SSDCleanup.exe**.

It is located here (by default) for 32-bit operating systems: C:\Program Files\RISA\Sentinel System Driver

It is located here (by default) for 64-bit operating systems: C:\Program Files\RISA\Sentinel System Driver-\x64

Note:

• If RISA has been installed to a location other than *C:\Program Files* then you will find a Sentinel System Driver subfolder in that other location (e.g. *C:\RISA*)

So the typical way to fix key driver issues is as follows:

- 1. Uninstall the key driver from the machine.
- 2. Run the SSD Cleanup utility (SSDCleanup.exe or SSDCleanupx64.exe).
- 3. Re-install the key driver by running the SetupSPI.exe from the C:\Program Files\RISA\Sentinel System Driver folder

RISA Key Manager

The RISA Key Manager is a utility which allows you to interact with the Sentinel USB licensing key, and to view/modify settings related to subscription licensing. A shortcut to this utility can be found in the Windows Start Menu.

🖘 RISA Key Manager, Versi	on 6.1 (64-bit)			×
Sentinel USB Key Subscrip	tion License			
Key Info ID 979581539 Type Standalone Copy Key ID	Code	0x18 *1E4J4LAAWLBCQDZ	Constantine Data	
	New	Style Codes	Copy Locking Data	
Product Status				
RISA-3D 15.	0	C RISASection	2.0	
C RISA-2D 15.	0	C RISABase	2.1	
C RISAFloor 11.	0	RISAConnection	6.0	
C RISAFoundation 9.0		C RISAFloor ES	11.0	
C RISATower 6.1				
C RISAFoot 4.0				
C RISAMasonry NO	T INSTALLED			
Refresh	Upgrade	Remove	Exit Help	

For Sentinel USB Keys (Standalone or Network Server) the Key Manager is used mainly for these purposes:

- Upgrading a standalone key for a new version
- Upgrading a network key for a new program

Additional capabilities include:

- <u>Copying the locking data from a computer</u>
- Converting a key from standalone to network and vice versa
- Removing a feature from the key and sending RISA a removal confirmation code
- Changing the Activation ID for a Subscription License
- Manually returning a subscription license back to the cloud server
- Wiping out all Subscription License data

Uses For the RISA Key Manager

Upgrading a Standalone Key for a New Version (Perpetual License Only)

For each major version of the program the Sentinel USB Key must be upgraded to the newer version. This can be done by clicking the radio button of the program you are updating, pressing the **Upgrade** button and inputting the RUS password. The RUS password can be found in an e-mail from RISA. Once you have input the RUS password, then press **Upgrade** and the key will then be upgraded.

Upgrade Key for R	ISA-3D ×
RUS Upgrade Password:	
123456789012345678	UPGRADE
Change Key Type From STANDAL	

After this process you should then see the updated version next to that program and your key is then upgraded.

Note:

- Minor releases do not require an update to the key. For example, an update of RISA-3D from 10.0.0 to 10.0.1 will not require an update to the key.
- If you upgrade the key and you get a message stating *Unable to update Sentinel key. The currently authorized program version exceeds the upgrade version,* this means that the key is already up to date for the version of the RUS password you entered.

Upgrading a Network Key for a New Program (Perpetual License Only)

A network Sentinel USB Key only has to be authorized for a program once. After the key is authorized, then version upgrades do NOT require the key to be updated. If you own a network version of RISA-3D and then purchase a network version of RISAFloor, then you WILL need to update your key for RISAFloor. This is done by clicking the radio button of the program you are updating, pressing the **Upgrade** button and inputting the RUS password. The RUS password can be found in an e-mail from RISA.. Once you have input the RUS password, then press **Upgrade** and the key will then be upgraded.

Upgrade Key for RISA-3D		x
RUS Upgrade Password:		
123456789012345678 UPGRADE		
Change Key Type From NETWO		

Note:

• If you upgrade the key and you get a message stating *Unable to update Sentinel key. The currently authorized program version exceeds the upgrade version,* this means that the key is already been authorized for that program.

Miscellaneous Uses

Copying the Locking Data from a Computer

The locking data is a code that is specific to your computer. RISA may request that you can press the "Copy Locking Data" button and it will copy this information to your clipboard. You can then open up an e-mail and paste (CTRL-V) the locking data into an e-mail.

Note:

• There is a **New Style Codes** checkbox. All current versions of RISA software use the New Style Codes except for RISASection. If you are using RISASsection then you will want to uncheck the box.

Converting a Key from Standalone to Network and Vice-Versa

If your company switches from standalone licensing to network licensing or vice versa then RISA will send you an RUS password to convert your Sentinel USB Key. To do this follow the **Upgrade** procedure above, except make sure to check the "Change Key Type..." checkbox.

Removing a Program from the Key and Sending RISA a Removal Confirmation Code

When reconfiguring licenses sometimes there is a need to remove a program from the key. This can be done by:

- Clicking the radio button of the program you wish to install and press the Remove button.
- Enter the RUS Uninstall Password that has been e-mailed to you from RISA and press the Uninstall but-



- You be asked if you wish to continue. Press the Yes button.
- It will then tell you that the program has been uninstalled.
- A final screen will come up with a **Product Return Code** that MUST be sent to RISA to confirm that the program has been uninstalled.

Uninstall Product	×
Product Return Code: 008956-579791-535012 Press OK to copy Product Return Code to clipboard	
OK Cance	el

Checking Usage of Subscription Licenses

Click the Check Usage button to launch your web browser to a site that shows who is currently using subscription licenses

	×
Sentinel USB Key Subscription License Configuration Tools	
Activation ID Cloud ID GG1LP7E67WHR Comp. Name MATT-COUGAR	Сору
MAC Address BC:5F:F4:3A:B2:EE	Сору
Configuration Tools Check Usage	Help

Changing the Activation ID for a Subscription License

This should only be done if you have been specifically instructed by RISA to do so.

Go to the **Subscription License** tab of the Key Manager and click the **Configuration Tools** button. This will open the Configuration Tools tab:

🖘 RISA Key Manager, Version 6.1 (64-bit)	×
Sentinel USB Key Subscription License	
Activation ID	
Cloud ID GG1LP7E67WHR	Сору
Comp. Name MATT-COUGAR	
MAC Address BC:5F:F4:3A:B2:EE	Сору
Configuration Tools Check Usage	
Exit	Help

Click the **Modify** button and enter your new Activation ID:

🖙 RISA Key Manager	r, Version 6.1 (64-bit)			×
Sentinel USB Key S	ubscription License Config	guration Tools		
Activation ID Registration This c	computer was successfully r	registered	SC/Modil	Modify
Product Status				
RISA-3D	License Expiration: Not Installed	Release		
RISAFloor	Not Installed	Release		
RISAFloor ES	Not Installed	Release		
RISAFoundation	Not Installed	Release		
RISAConnection	Not Installed	Release		
Release All Li Reset Regis				
		Refresh	Exit	Help

Manually Returning a Subscription License back to the Cloud Server

This should only be done if a license does not get automatically returned when exiting the program.

Go to the **Subscription License** tab of the Key Manager and click the **Configuration Tools** button. This will open the Configuration Tools tab:

new RISA Key Manager, Version 6.1 (64-bit)	×
Sentinel USB Key Subscription License	
Activation ID	
Cloud ID GG1LP7E67WHR	Сору
Comp. Name MATT-COUGAR	
MAC Address BC:5F:F4:3A:B2:EE	Сору
Check Usage	
	1
Exit	Help

Click the **Release** button for one more programs, or release all of licenses with the **Release All Licenses** button.

🖘 RISA Key Manage	er, Version 5.0 (64-bit)			×
Sentinel USB Key	Subscription License Conf	iguration Tools		
Activation ID	computer was successfully	- 04.0 TO 100.0	/ 32/304	Modify
Product Status			1	
RISA-3D	License Expiration: 23-Mar-2016	Release		
RISAFloor	No License	Release		
RISAFloor ES	No License	Release		
RISAFoundation	No License	Release		
RISAConnection	No License	Release		
Release All Reset Regi				
		Refresh	Exit	Help

Wiping out all Subscription License Data

This should only be done if you have been specifically instructed by RISA to do so.

Go to the **Subscription License** tab of the Key Manager and click the **Configuration Tools** button. This will open the Configuration Tools tab:

n RISA Key Manager, Version 6.1 (64-bit)	×
Sentinel USB Key Subscription License	
Activation ID Cloud ID GG1LP7E67WHR	Carry
Comp. Name MATT-COUGAR	Сору
MAC Address BC:5F:F4:3A:B2:EE	Сору
Configuration Tools Check Usage	
Exit	Help

Click the **Reset Registration** button. You will then have the option of inputting a new Activation ID.

🖘 RISA Key Man	ager, Version 6.1 (64-bit)		×
Sentinel USB Key	Subscription License	Configuration Tools	
Activation ID	his computer was successf	fully registered	Modify
Product Status	-		
RISA-3D	License Expiration: Not Installed	Release	
RISAFloor	Not Installed	Release	
RISAFloor ES	Not Installed	Release	
RISAFoundatio	on Not Installed	Release	
RISAConnecti	on Not Installed	Release	
	All Licenses Registration		
		Refresh Exit	Help

Demonstration Mode

RISA Products all come equipped with a Demonstration Mode which can be accessed when a license cannot be retrieved. The Demonstration Mode has certain limitations, and is intended to function both as a reader of existing files and as showcase of product features for those users who do not own the product.

Launching in Demo Mode

When a license cannot be found the option is presented to launch in Demonstration Mode. Once the program has been launched in Demonstration Mode it cannot re-enter the regular Non-Demo Mode during the same session.

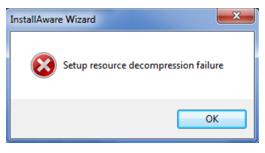
Example

If RISA-3D <u>Standalone</u> is launched without the <u>Sentinel USB Key</u> attached the user is given an option to launch in Demo Mode. When in Demo Mode in RISA-3D no model with more than 40 Joints can be saved. If the user creates a model with 50 Joints they cannot save it, even if the Sentinel USB Key is plugged in after the fact. That is because the program cannot switch from Demo Mode back to Non-Demo Mode. The user will have to close the model without saving, then launch the program with the key plugged in to enter Non-Demo Mode. The 50 Joint model will be lost, and cannot be recovered.

Appendix C - Installation Error Messages

There are an assortment of installation errors that are very uncommon, but do come up from time to time when trying to install the program. Here is a listing of a few of these items:

Setup resource decompression failure



Cause

The exact cause is unknown, but this error generally happens when trying to run a network client install on a client machine that is navigating to the server to find the **Setup.exe** installation file.

Solution

Two possible paths exist for getting past this error.

1. Copy the entire installation folder directly to the network client machine (the entire **3DServer\14_00_00** folder for RISA-3D V14 for example) and then run the **Setup.exe** locally.

2. Create a mapped drive for your server directory and then install from the mapped directory. Note that User-Account Controls (UAC) must be turned off for this method.

Error -5009 0x8002802b

RISAFoundation 1.0 Standalone
An error (-5009 : 0x8002802b) has occurred while running the setup. Please make sure you have finished any previous setup and closed other applications. If the error still occurs, please contact your vendor: RISA Technologies (http://www.risatech.com).
Report Detail>> OK

This error can happen when installing the standalone version of RISA products. To fix this, go to the C:\Program Files\Common Files\InstallShield\Professional\. folder. Rename the "RunTime" folder to "RunTimebak" and then try the install again.

If this does not work try to uninstall and re-install the program.

Feature Transfer Error



The cause of this error can be a number of things. Below are some potential causes and possible solutions for each.

Cause 1: Corrupted CD or Defective CD Drive

A corrupted CD may result in bad data. A defective CD drive may result in good data not being read properly. If this occurs download and run the web install. If you do not have access to this e-mail support@risatech.com and ask for the install.

Cause 2: Corrupted Web install.

There are some instances where downloading the install will alter the install file and corrupt it. Try to download the install packages again.

Cause 3: Installing without Administrative Privileges.

Administrative permission is required to install RISA products.

Cause 4: Not Enough Hard Drive Space

If the hard drive on this machine is very full then there may not be enough room on the hard drive for temporary files to be placed. Clean your hard drive to remove old temporary files and other files that are no longer necessary and then run the installs again.

Cause 5: Size or Restrictions on Temporary Directory

There may be problems that occur when the web install extracts its files a temporary location due to size or other restrictions with that directory. A solution to this is to run the install from CD or extract the files to a particular directory and click on **Setup.exe** in that directory to start the install.

Cause 6: Anti-Virus Issues

It is possible that necessary files that are temporarily placed on system are being deleted by an Anti-Virus or another similar program. A solution is to disable anti-virus, run the install, and then re-enable anti-virus.

Cause 7: Lack of Privileges on Network Drive

Lack of correct privileges on a network drive where install is located can prevent the install from successfully being run from that location. The solution is to copy the install to a local drive and run it from there

Technical Support

Technical support is an important part of the RISA software package. There is no charge for technical support for all licensed owners of the **current** version of RISA software. Technical support is very important to the staff at RISA Technologies. We want our users to be able to reach us when they are having difficulties with the program.

Hours: 6AM to 5PM Pacific Standard Time, Monday through Friday, not including holidays.

Before contacting technical support, **please search the Help File or General Reference Manual**. Most questions asked about RISA Licensing are documented in the Help File or General Reference Manual. The Search and Table of Contents are helpful in finding specific topics and appropriate sections.

Email: <u>support@risa.com</u>. Please give us detailed information about your specific problem, including screen captures of any error messages that you are having trouble with. The more information we get about the problem, the quicker we can get you an effective solution. Make sure you tell us your name, company name, serial number or Key ID, phone number, and a problem description.

Phone Support:(949) 951-5815. Feel free to call, especially if you need a quick answer. It is helpful to have access to the problematic workstation when you call. We will likely need to navigate with you to specific places on your machine to troubleshoot your issue.

Index

A

Activation ID 37

С

Check for Updates 12 Converting a Key 36 Copying the Locking Data 35

D

Demonstration Mode 41

E

Email (support) 44

I

Install 2 Install Standalone from a download 3 Installation Error Messages 42 Installing Standalone from the CD 2

K

Key Driver 30

P

Phone (support) 44

R

Removing a Feature/Program from the Key 36 RISA Key Manager 34

S

Sentinel USB Key 30

SSD Cleanup 33 Standalone Licensing 28 Subscription License 37 System Requirements 1

Т

Technical Support 44

U

Upgrading a Network Key 35 Upgrading a Standalone Key 34