



REWARD FAQ

HOW TO LOCATE A NETWORK LICENCE FOR REWARD 2.8

This FAQ explains how you can fix the following errors when running ReWaRD across a network:

*There is no Geocentrix network licence key at address xx.xx.xx.xx. (status = 7 ... key not available)
You are not logged into the program (no connection to licence key)*

1. Obtain the IP address or hostname of the server to which your Geocentrix network licence key is attached. (You may need to ask your IT department to provide you with this information.)
2. Open ReWaRD 2.8, open the Licence menu, and click on the Licence Registration command.
3. Enter the **IP Address** or **Hostname** of the sever in the appropriate box and click OK.

Network Licence IP Address or
Hostname

If that does not resolve the issue:

1. Open ReWaRD 2.8, open the Licence menu, and click on the **Admin Control Centre** command. Alternatively, open your web browser, type 'localhost:1947' into the address bar, and press ENTER.
2. Click Sentinel Keys on the left-hand menu. On the Sentinel Keys page, look for a HASP HL Net 10 key listed against Vendor 48297 (which may also be listed as Geocentrix or CEEIZ). The location of this key should match the IP Address or Hostname entered above.
3. If the key is missing, click Configuration on the left-hand menu.
4. On the Configuration page, click on the tab 'Access to Remote License Managers'.
5. Enter the IP Address or Hostname of your server in the box 'Remote License Search Parameters' and click on the Submit button.

Basic Settings Users Access to Remote License Managers Access from Remote Clients Client Identities Detachable Licenses Network

Allow Access to Remote Licenses You may experience a delay of a few minutes before your changes take effect.
Broadcast Search for Remote Licenses
Aggressive Search for Remote Licenses
Remote License Search Parameters

Submit Cancel Set Defaults

6. Back on ReWaRD's Licence menu, click on the Connect to Licence Server command.

If you need further help, please contact Geocentrix Technical Support (email address below).