



# REACTIV FAQ

## HOW TO UPGRADE YOUR LICENCE KEY TO RUN REACTIV 2

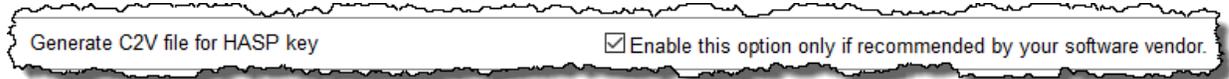
1. On the computer where the licence key is attached, display the Sentinel Admin Control Centre (ACC) by typing the following into your browser:

<http://localhost:1947>

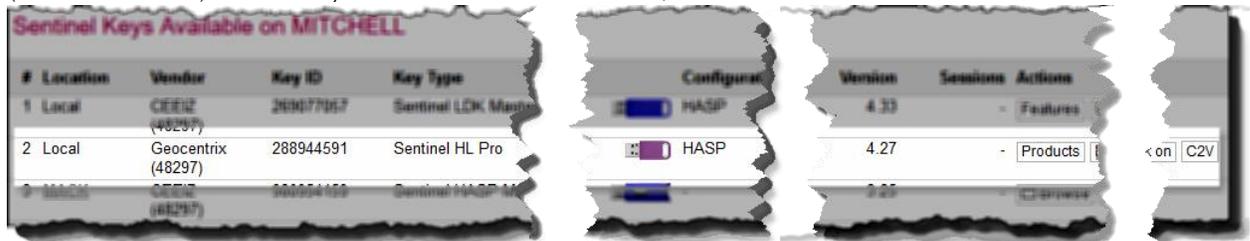
2. If the Control Centre does not appear, run the Sentinel Windows Runtime Installer (HASUserSetup.exe), which is available for download here:

[www.geocentrix.co.uk/support/drivers.html](http://www.geocentrix.co.uk/support/drivers.html)

3. On the Options menu, click **Configuration** and tick 'Generate C2V file for HASP key'.



4. On the Options menu, click on **Sentinel Keys** and find the key listed against Geocentrix (**Vendor 48297**). If that key's version is less than 3.21, contact Geocentrix for further advice.



5. Click on the **C2V** button (under the heading **Actions**) for the Geocentrix key.
6. On the next page, click on the **Create C2V File** button and save the file to a temporary location on your computer. Please use the default file name provided (e.g. "4827\_288944591.c2v").
7. Send this C2V ('Customer-to-Vendor') file via email to [support@geocentrix.co.uk](mailto:support@geocentrix.co.uk), with the subject 'Request for ReActiv 2 licence'.
8. Close your browser while you wait for Geocentrix to respond via email.

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9. When we reply (via email), save the attached V2C ('Vendor-to-Customer') and LIC (Licence) files to a temporary location on your computer.
10. Re-open the Sentinel Admin Control Centre (as described under 1 above).
11. On the Options menu, click on **Update/Attach**.
12. Click on the **Browse** button, navigate to the location where you saved the V2C file, select the file, and click **Open**.
13. Click on the **Apply File** button.
14. A message will appear to confirm that the upgrade has been successful.
15. Delete the V2C file from your computer. (It can only be used once.)

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