



REWARD FAQ

HOW TO LOCATE A NETWORK LICENCE FOR REWARD 2.8

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

There is no Geocentrix network licence key at address xx.xx.xx.xx. (status = 7: Sentinel protection key not available)

or

There is no Geocentrix network licence key at address xx.xx.xx.xx. (status = 50: Unable to locate any feature matching scope)

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.

LICENCE NUMBER

Network Licence IP Address: 192.168.1.78 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.
2. On the Options menu, click Configuration.
3. On the Configuration page, click on the tab 'Access to Remote License Managers'.
4. Enter the IP address or hostname of your server in the box 'Remote License Search Parameters' and click on the Submit button.

gemalto Sentinel Admin Control Center

Configuration for Sentinel License Manager on MITCHELL

Basic Settings Users **Access to Remote License Managers** Access from Remote Clients 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: 192.168.1.78

Submit Cancel Set Defaults

5. 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).