



# REWARD FAQ

## HOW TO UPGRADE YOUR LICENCE KEY TO RUN REWARD 2.8

**This is a one-time operation – please do NOT follow this procedure more than once.**

1. Attach your licence key (dongle) to your computer.
2. Download and run the ReWaRD 2.8 Setup program found here:

[www.geocentrix.co.uk/reward/update](http://www.geocentrix.co.uk/reward/update)

3. Run ReWaRD 2.8 and, when asked to register the program, click Cancel. If the Start-up Wizard appears, click Cancel again.
4. Open the Licence menu and select **Admin Control Centre**. Your default browser will open, displaying the Sentinel Admin Control Centre page, located at the following address:

[http://localhost:1947/int/ACC\\_help\\_index.html](http://localhost:1947/int/ACC_help_index.html)

5. Click on **Sentinel Keys** on the Options menu (on the left-hand side of the page).
6. Check you have a key listed against Vendor 'Geocentrix (48297)' and that its version number is 3.21 (or later). If not, contact Geocentrix for further advice.

#	Location	Vendor	Key ID	Key Type	Configuration	Version	Sessions	Actions
1	Local	48297 (48297)	1235725383	HASP HL Net 10	Configuration	3.25	-	Products   Features   Sessions   Blink on   C2V

7. Back in ReWaRD, open the Licence menu and select the **Export C2V File...** command.
8. Save the file in a temporary location on your computer. Please use the default filename provided (e.g. "4827\_288944591.c2v") or name the file with your company's name.
9. Attach this C2V ('Customer-to-Vendor) file to an email with the subject line 'Request for ReWaRD 2.8 licence' and send this email to [support@geocentrix.co.uk](mailto:support@geocentrix.co.uk).
10. Close ReWaRD and your browser while you wait for Geocentrix to respond.

\*\*\*

11. When we reply (via email), save the supplied V2C ('Vendor-to-Customer').
12. Run ReWaRD again, open the Licence menu, and select the **Import V2C File...** command.
13. Navigate to the saved V2C file and click **Open**.
14. A message will appear to confirm that the upgrade has been successful. If not, contact Geocentrix Technical Support for further help.
15. Delete the V2C file from your computer (it can only be used once).

16. If you need further help, please contact Geocentrix Technical Support, via:

[support@geocentrix.co.uk](mailto:support@geocentrix.co.uk)