REWARD FAQ

HOW TO UPGRADE YOUR NETWORK LICENCE KEY TO RUN REWARD 2.8

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

1. Open a web browser (e.g. Firefox, Chrome, Internet Explorer, or Microsoft Edge), type the following into its address bar, and press ENTER:

   http://localhost:1947

2. The Sentinel Admin Control Centre should appear. If not, please run the 'Sentinel HASP LDK - Windows GUI Run-time Installer', available for download here (then repeat Step 1):

   https://tinyurl.com/y5o5pc99

3. On the Control Centre's Options menu (on the left-hand side of the page), click on **Configuration** and – if necessary – tick the option 'Generate C2V file for HASP key'.
4. On the Options menu, click on **Sentinel Keys**.
5. 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.

6. Click on the **C2V** button located at the right-hand end of that entry.
7. On the next page, click on the button **Create C2V File**.
8. Save the file in a temporary location on your computer. Please use the default filename provided (e.g. "4827_288944591.c2v").
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.
10. Close ReWaRD and your browser while you wait for Geocentrix to respond.

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11. When we reply (via email), save the supplied V2C ('Vendor-to-Customer').
12. Repeat Step 1 above to re-open the Admin Control Centre.
13. On the Control Centre's Options menu, click on **Update/Attach**.
14. Click on the Browse button, navigate to the saved the V2C file, select the file, and click Open.
15. Click on the Apply File button.
16. A message will appear to confirm that the upgrade has been successful.
17. Delete the V2C file from your computer (it can only be used once).

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

   support@geocentrix.co.uk