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# RIVERWARE DONGLE LICENSE USER GUIDE

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## INTRODUCTION

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A RiverWare dongle is a security key which locks RiverWare license rights to the machine to which the dongle is attached. It is a little USB-based hardware device (manufactured by Gemalto SafeNet) containing an internal serial number that plugs into a USB port of a computer. A dongle for RiverWare can only be purchased from CADSWES. Dongles obtained from any other sources would not work with RiverWare. The RiverWare dongle is only available on the Windows operating system and is only available for RiverWare versions 6.x and later.

In order for your RiverWare dongle to function correctly, please read all the instructions in this guide before you start. It is important that you install the dongle device driver files on the machine before you start RiverWare. It is recommended that you use the Windows "Found New Hardware" to automatically install the drivers.

The following items are required for using a RiverWare dongle key:

- Dongle hardware key
- Dongle license file cadswes.lic
- Dongle device driver files

Following are the basic steps for starting RiverWare using a dongle key:

- Obtain a dongle hardware key from CADSWES. The hardware key will be shipped to the user via a postal delivery system.
- Download and install RiverWare on each system that will be using the dongle key. RiverWare releases can be downloaded from the CADSWES website.

- Obtain a dongle license file `cadswes.lic` from CADSWES. The license file will be shipped to the user via email.
- Download and install dongle device driver files on each system that will be using the dongle key.
- Attach the dongle key to the USB port of a computer.
- Start RiverWare.

## DOWNLOADING AND INSTALLING RIVERWARE RELEASES

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On each machine that will be using the dongle key to run RiverWare, install the RiverWare application on the computer:

- Point your browser at <http://cadswes2.colorado.edu/downloads/riverware/releases>
- Click on the link of a release version to download the RiverWare install program. Note that a RiverWare dongle is only available for RiverWare version 6.x and later releases.
- Execute the downloaded RiverWare install program to start the install process. For more detailed RiverWare install instructions, refer to the document "Installation Guide (Windows)" from the RiverWare Sponsor & User Pages: [www.riverware.org/users/](http://www.riverware.org/users/)

## DOWNLOADING AND INSTALLING RIVERWARE DONGLE DEVICE DRIVER FILES

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For a RiverWare dongle to communicate with the machine it is attached to, the correct Windows device driver files must be installed on the machine first. The first time you plug the dongle in to the system, the plug-and-play system on Windows usually recognizes that it needs to load a driver, and automatically finds the correct one. If for any reason the automatic process failed, user can download the driver directly from Gemalto SafeNet's or CADSWES's download page.

To run the installer, system administrator privileges may be required on your system. The Sentinel HASP/LDK Run-time Environment uses port 1947 to communicate with local and remote components. If your organization uses firewall/anti-virus software, ensure that it does not block this port. Additional technical information provided by SafeNet is available in the `readme.html` file, which can be found from the directory where the downloaded zip file is extracted.

### DOWNLOAD DRIVER FILES

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- From Gemalto SafeNet download page  
<https://sentinelcustomer.gemalto.com/sentineldownloads/>

Two versions of installer are available for download.

- Sentinel HASP LDK - Windows GUI Run-time Installer
- Sentinel HASP LDK - Command Line Run-time Installer

Save the downloaded installer zip file to a folder on your machine.

- From RiverWare download page  
<http://cadswes2.colorado.edu/downloads/riverware/releases>

At the bottom of the download page, go to Supporting Applications and Libraries -> RiverWare Dongle Driver. Two versions of installer are available for download:

- GUI-based Installer (zip)
- Command-line Installer (zip)

Save the downloaded installer zip file to a folder on your machine.

## INSTALL DRIVER FILES

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- **Windows GUI Installer**  
Extract the downloaded zip file Sentinel\_LDK\_Run-time\_setup.zip. Navigate into the extracted directory and run the "HASPUUserSetup.exe" installer application to start the installation process. A readme.html file in the extracted directory is provided by SafeNet that contains additional information regarding the Windows GUI driver installer.
- **Command-line Installer**  
Extract the downloaded zip file Sentinel\_LDK\_Run-time\_cmd\_line.zip. Navigate into the extracted directory and run the "haspdinst.exe" installer application to start the installation process. A readme.html file in the extracted directory is provided by SafeNet that contains additional information regarding the command-line driver installer.

## VERIFYING THE DONGLE IDENTIFICATION NUMBER

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After the user has placed an order for a RiverWare dongle key, CADSWES ships the hardware key to the user via a postal delivery system. Each dongle has its own unique ID number and it is printed on the outside of the dongle key as "rlmid1=<dongle-id>." After you received the dongle key, follow the steps below to verify the Dongle Identification Number:

- Install a version of RiverWare on the machine.
- Attach the dongle to the machine.
- Launch a Command Prompt window.
- Change directory to the RiverWare install folder, and then the subfolder "reprise" which holds all the license server program files. For example, C:\Program Files\CADSWES\RiverWare 7.4\reprise\
- Execute the following command:

```
rlmutil.exe rlmhostid rlmid1
```

You should see the following output:

```
Hostid of this machine: rlmid1=<dongle-id>
```

- The value returned is the RLM dongle identification number for your dongle. Compare this value with the value specified in your license file (listed as "# Host Name:ID : rlmid1=<dongle-id>") to verify they are identical. For example:

```
# Host Name:Host ID : rlmid1=00b8e321
```

## DEFAULT LICENSE FILE INSTALL LOCATION

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- The RiverWare license file is delivered to users as an attachment via electronic mail. It is always named cadswes.lic and it is recommended that users preserve the filename. License file must be saved in plain ASCII text file format. Do not save it in any other format, and do not make any changes to its contents..
- A copy of the cadswes.lic file must be saved in the RiverWare default license folder. This folder is the parent directory (i.e., one level up) from where RiverWare is installed. For example, if RiverWare 7.4 is installed in C:\Program Files\CADSWES\RiverWare 7.4\ folder (the folder that holds the riverware.exe file), then your cadswes.lic needs to be at: C:\Program Files\CADSWES\cadswes.lic
- Make sure that there are no other files that have a file name extension of .lic exist in the same directory where cadswes.lic file is located.

## **STARTING RIVERWARE USING A DONGLE KEY**

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The steps for starting RiverWare using a dongle key are listed below:

- Obtain a dongle hardware key from CADSWES. (The hardware key will be shipped to user via a postal delivery system.)
- Obtain a RiverWare license file cadswes.lic from CADSWES. (The license file will be delivered to user via email.)
- Install RiverWare on the system. (Download RiverWare releases from the RiverWare download page.)
- Save your cadswes.lic file in the RiverWare default license folder. See section DEFAULT LICENSE FILE INSTALL LOCATION.
- Install dongle device drivers on the machine.
- Attach the dongle to the USB port of a computer.
- Start RiverWare.

To ensure RiverWare can be started on a Windows computer, the user may carry a portable jump drive that has the RiverWare license file, the dongle device driver installer, and a RiverWare install file on it along with the dongle key. Another option is to make sure an internet connection is available for downloading the required files from the RiverWare download page and obtaining the license file from the corporate network.

## **TROUBLESHOOTING**

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Follow the instructions below to report a license error. Email the error to [installsupport@colorado.edu](mailto:installsupport@colorado.edu)

- For RiverWare 7.2.5 and later versions:  
Follow the instructions displayed in the RiverWare License Error window.
- For RiverWare 7.2.4 and prior versions:  
A Command Prompt window will appear and display an error message. Email the entire error message in one of the following two ways:
  - Send the error output text file.  
The location of it is displayed in the Command Prompt window after the line "This message has been written to the file:"
  - Send the screen shot of the entire Command Prompt window.

Following are some of the common errors that are related to dongle licenses:

- Wrong host for license (-4)
  - A valid license file was found, but the dongle was not attached to the machine.

- A dongle was attached to the machine, but the license file found was not a valid license.
- A dongle was attached to the machine, but the host id in the license file does not match the id of the dongle.
- No license for product (-1)
  - No dongle was attached to the system and no license file was found.
  - A dongle was attached to the system, but no license file was found.
- Can't read license data (-102)  
No such file or directory (error: 2)
  - This error only appears on a 64-bit system, regardless it is a RiverWare 32-bit version or a 64-bit version.
  - No dongle was attached to the system and no license file was found.
  - A dongle was attached to the system, but no license file was found.

## **CONTACT RIVERWARE LICENSE/INSTALLATION SUPPORT**

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To contact RiverWare license and installation support, email [installsupport@colorado.edu](mailto:installsupport@colorado.edu)