Eddyfi Technologies

Beyond current

CAPTURE ACTIVATION - NALPEIRON

CAPTURE 3.4 AND HIGHER

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A. **Capture PC** – Companion/PRO
   1. Capture first activation
   2. Move an activation code to another computer
   3. Activate a trial
   4. Troubleshouting

B. **Capture GO** – Gekko/Mantis
   1. Capture activation

C. **Legacy customer** (before January 2022)
   1. Find the software key
   2. Hard key

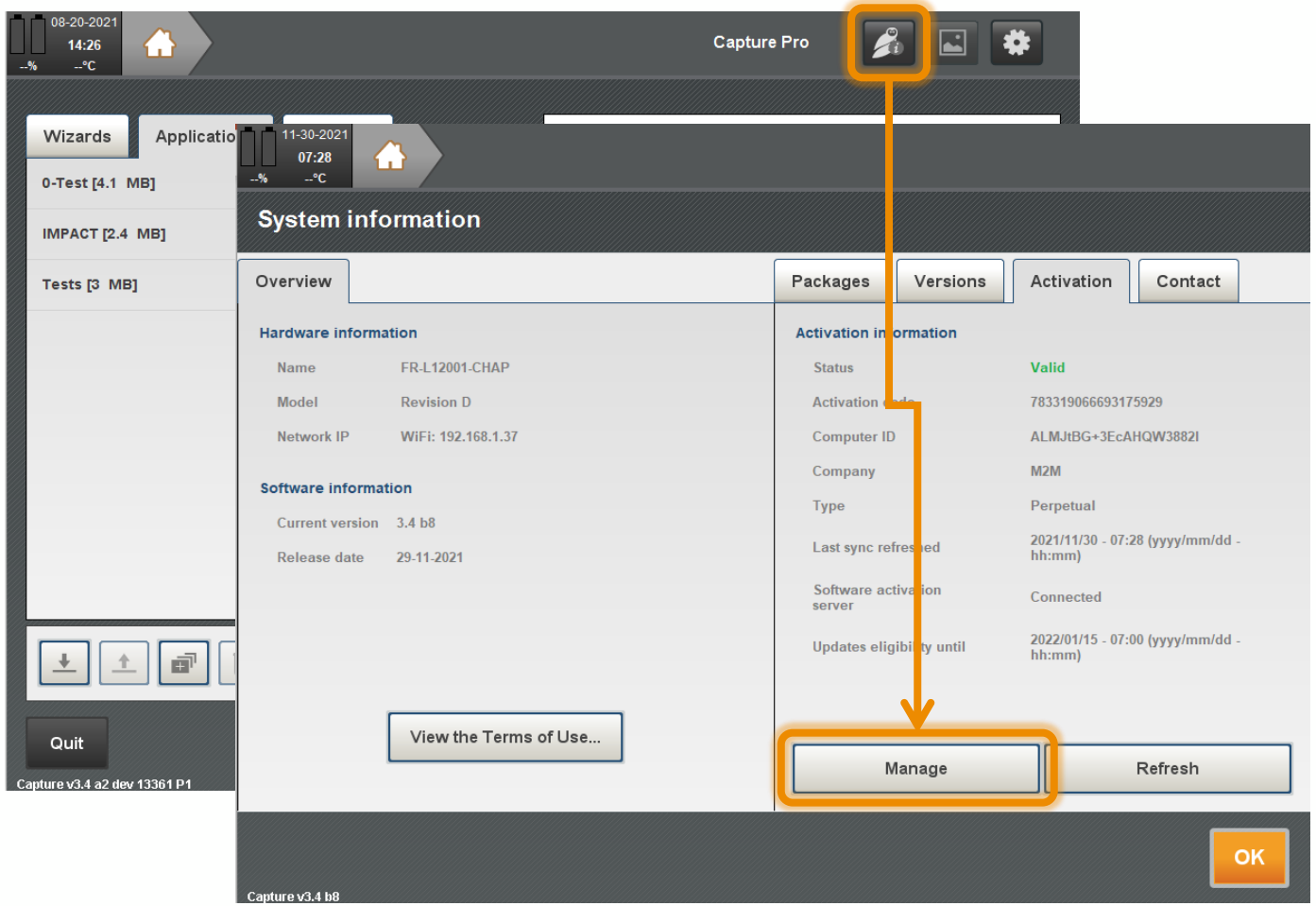
PC – Capture activation

- Online
- Offline
- Rehost
- Trial
- Troubleshot

Capture PC activation - Online

FIRST ACTIVATION (1/2)

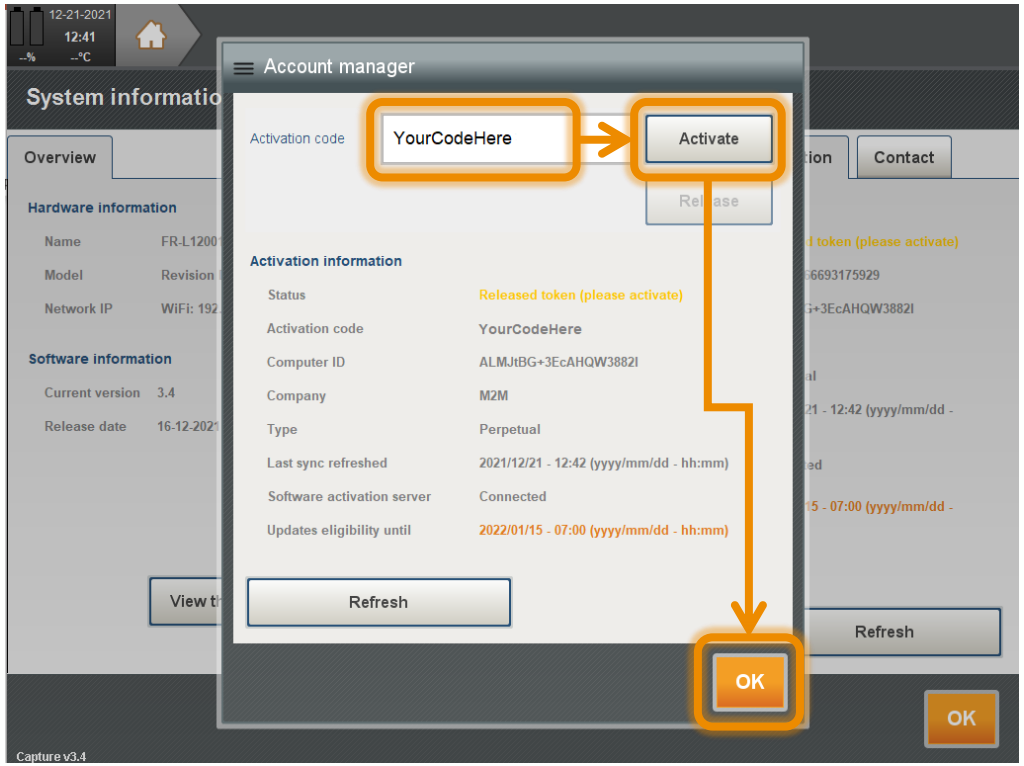
1. Make sure your computer is connected to the internet. This is required to activate a license. Once license is activated, computer can be disconnected from the internet. If no access to internet, click here.
2. Start Capture PC
3. Access the **Account manager** window:
   a) If no valid **activation code** is currently entered on this computer, the **Account manager** pop-up will automatically open.
   b) If there is already a valid activation code (different key or trial) on the computer:
      - In the home menu at the top right, press the **owl**
      - In the ***Activation*** tab, then press **Manage**…



Capture PC activation - Online

FIRST ACTIVATION (2/2)

4. In the **Account manager**, input the activation code provided by email in the **Activation code** field and click **Activate**. The **Activate** button will be allowed only once an activation code is entered.
5. The activation **Status** will pass at **Valid**. The system is ready. Click the **OK** button.



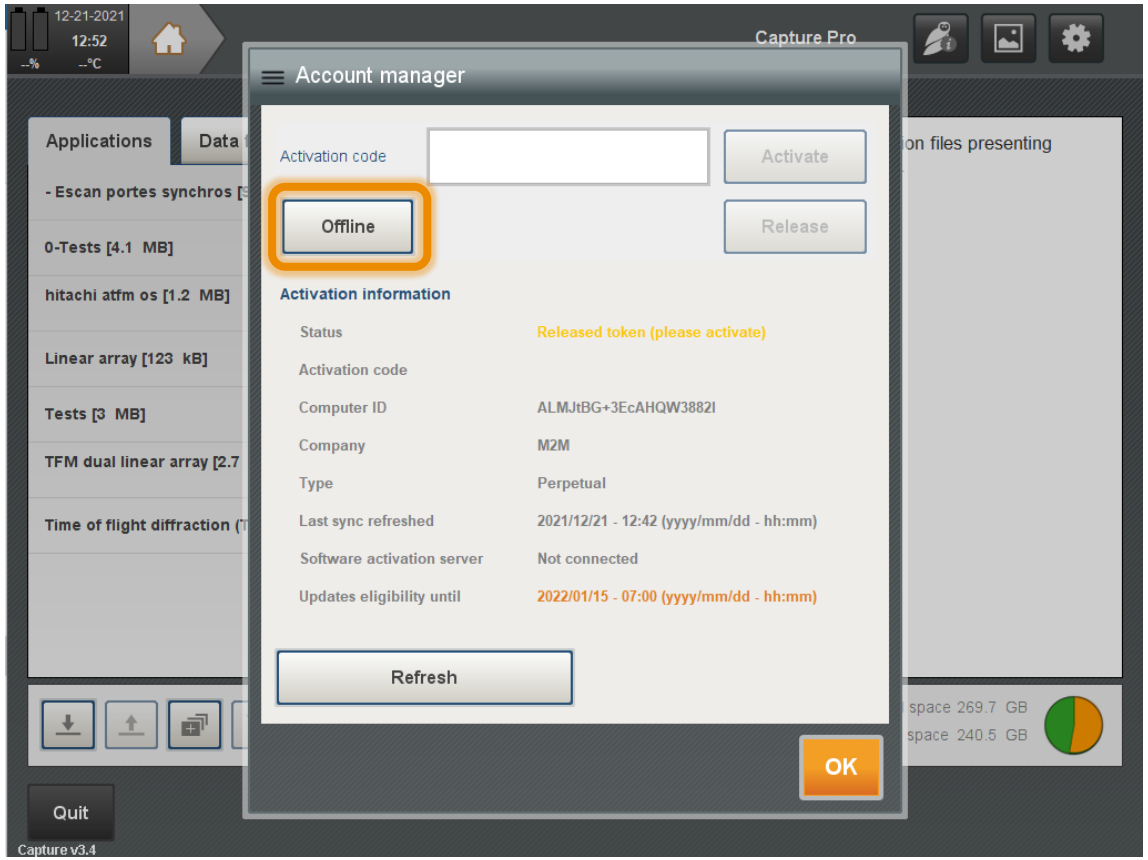
A synchronization with the activation server should be required regularly (about every 15 days) if Capture is online activated. Please ask support@eddyfi.com to increase the period.

Capture PC activation - Offline

FIRST ACTIVATION (1/3)

NOTE: Offline activation/release is offered for cases when it is not possible to connect the computer to the internet. It is recommended to try and connect through an alternative source (such as a cellular phone hot spot or Ethernet wall plug). If you cannot connect to the internet, you can use this procedure to activate/release your key. In order to complete the process, you will need another computer that has access to the internet.

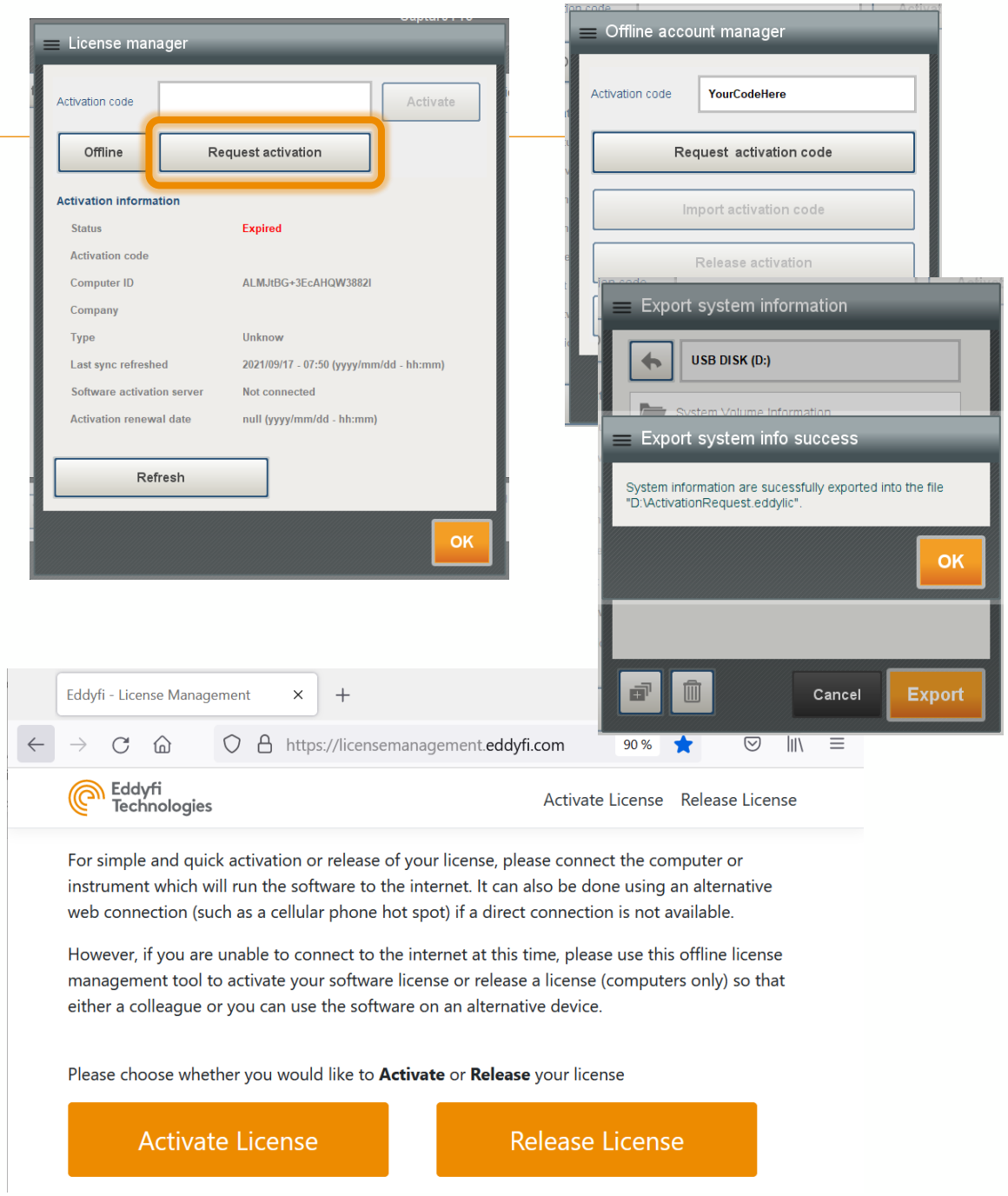
1. Start Capture PC
2. Access the **Account Manager** pop-up:
   a) If no valid **activation code** is currently entered on this computer, the **Account manager** pop-up will automatically open.
   b) If there is already a valid activation code (different key or trial) on the computer:
      - In the home menu at the top right, press the **owl**
      - In the ***Activation*** tab, then press **Manage**…
3. Click on **Offline**, read the warning text describing the offline procedure, then press **OK**.



Capture PC activation - Offline

FIRST ACTIVATION (2/3)

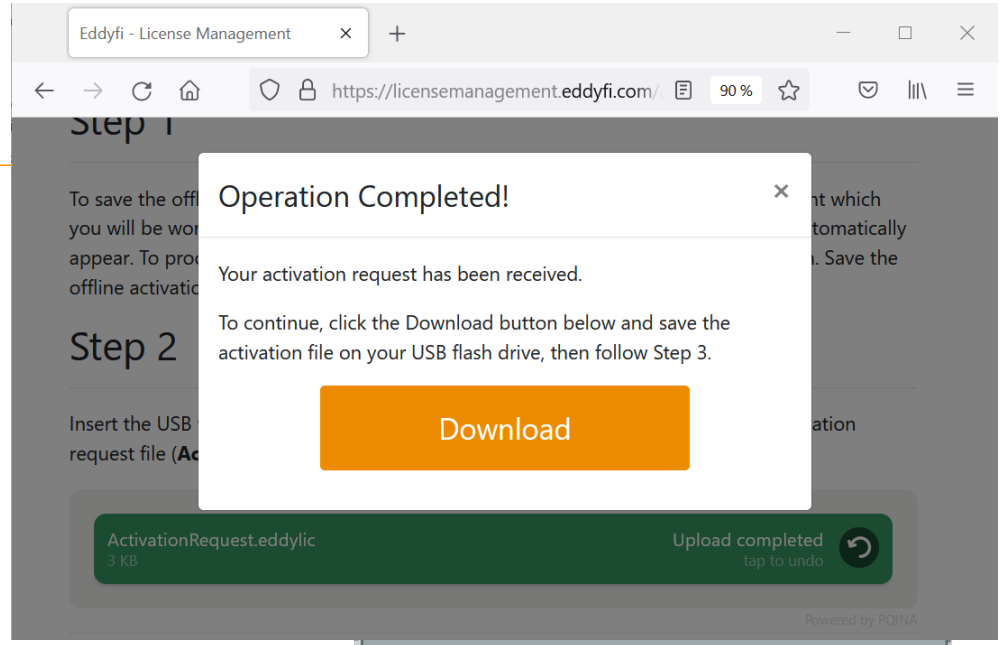
4. Click on **Request Activation**. A pop-up **Offline account manager** will open.
5. Enter the activation code provided by email and then **Request activation code**. This button will be allowed only once an activation code is entered.
6. Save the file (ActivationRequest.eddylic) on a Mass Storage Device (MSD). **Note:** It is not allowed to paste it on the root of the C:\ disk.
7. Using another computer that has access to the internet, use the Eddyfi web application
   Note: You can close your software during this step until you receive your activation code

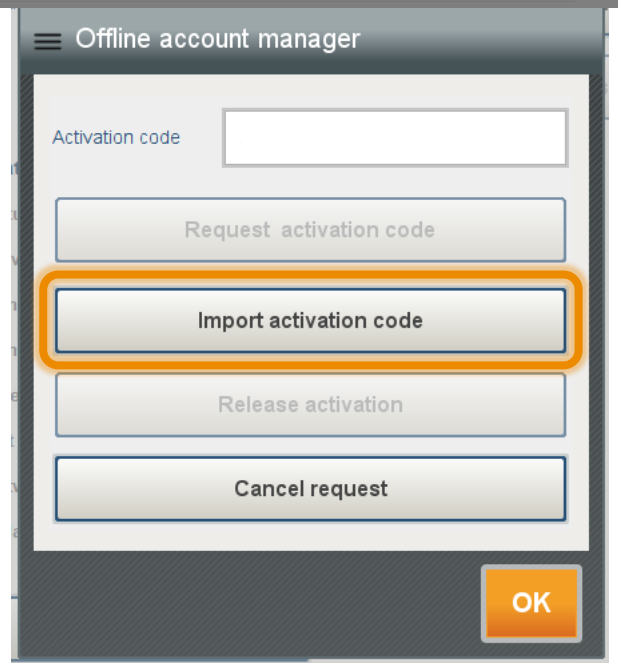


Capture PC activation - Offline

FIRST ACTIVATION ACTIVATION (3/3)

8. Paste (or Drag&Drop) the eddylic file on the page and download the new file containing the activation key (*Response.eddylic*).
   a) Save the file on the MSD
   b) Connect the MSD to the computer with no internet access
9. Go back to the offline PC and open the **Offline account manger**. Click the **Import activation code** button and navigate to the location of the provided activation key.
10. Select the file, then click **OK**. The license is now active and the software ready to use

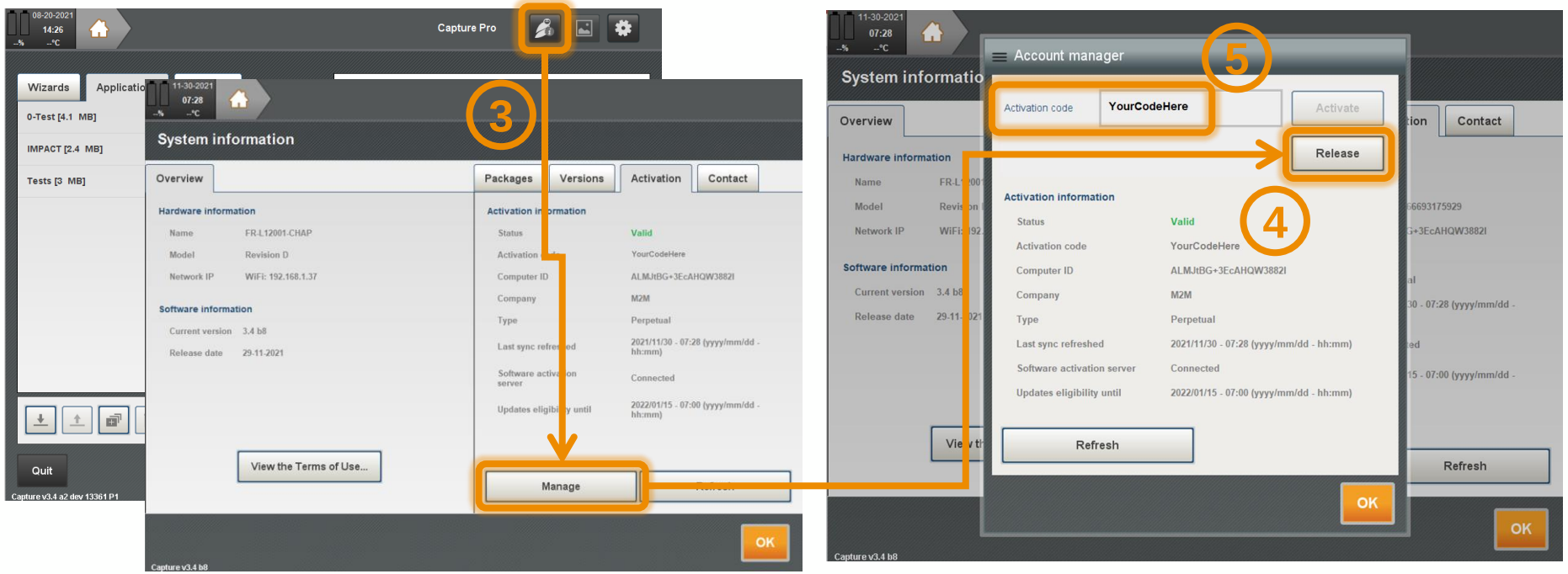




Move an activation key to another computer - Online

RELEASE FROM **FIRST** PC (1/2)

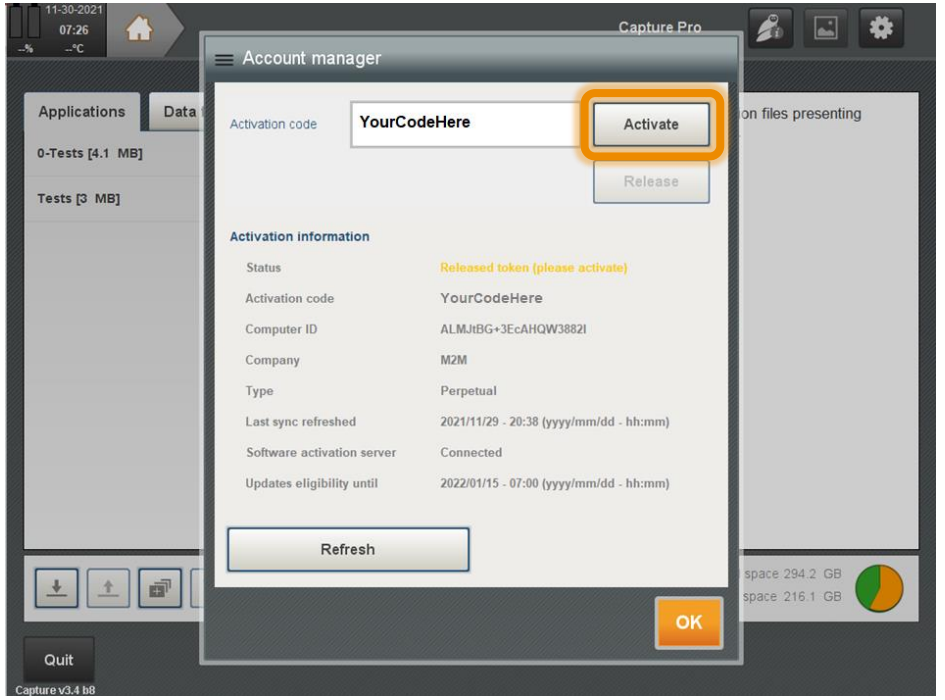
1. Make sure the computer is connected to the Internet.
2. Start the desktop software
3. In the home menu at the top right, select the **owl**, then **Activation** tab, click on **Manage**…
4. In the **Account manager** window, press **Release**
5. Carefully note the **Activation code** as it will be required for activation on the second computer



Move an activation key to another computer - Online

ACTIVATE ON **SECOND** PC (2/2)

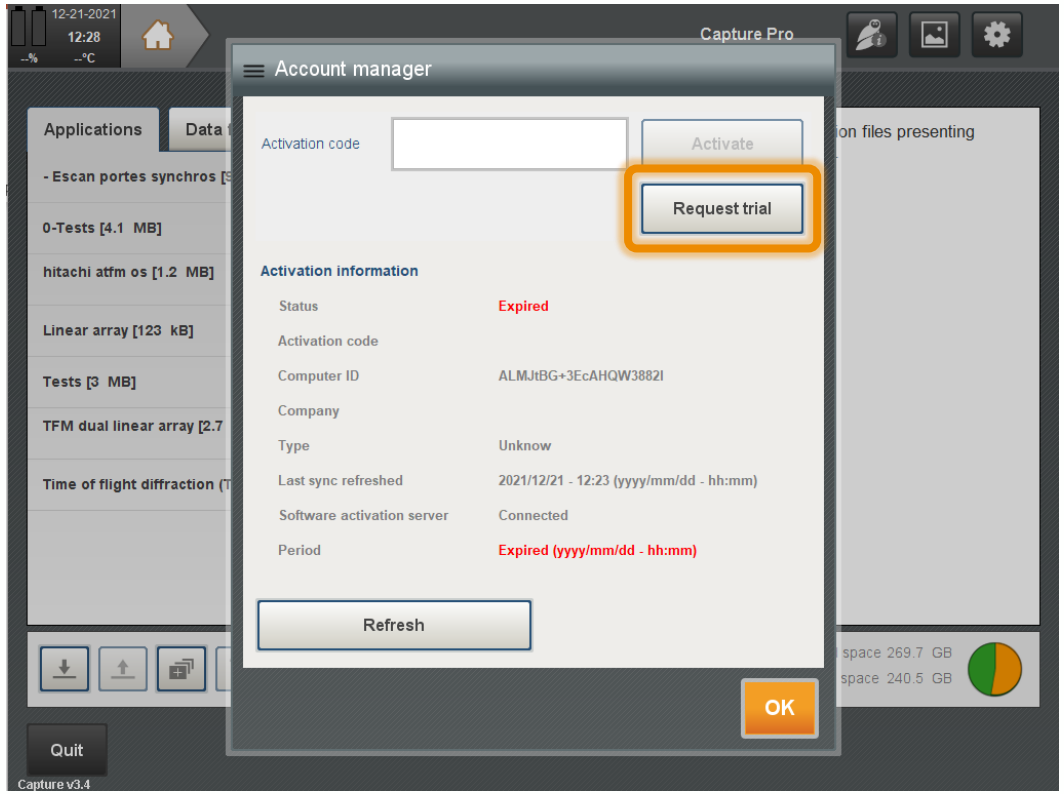
1. Make sure the computer is connected to the internet
2. Start the desktop software
3. In the home menu at the top right, select the **owl**, then **Activation** tab, click on **Manage**…
4. In the **Account manager** window, enter the **Activation code** in the field and press **Activate**
5. The status passes to **Valid**. Press the **OK** button.



Activate a Capture Trial

INSTANT ACCESS

1. Make sure your computer is connected to the Internet. Trial activation will not work without an Internet connection. Once trial is activated, computer can be disconnected from the internet.
2. Start the desktop software.



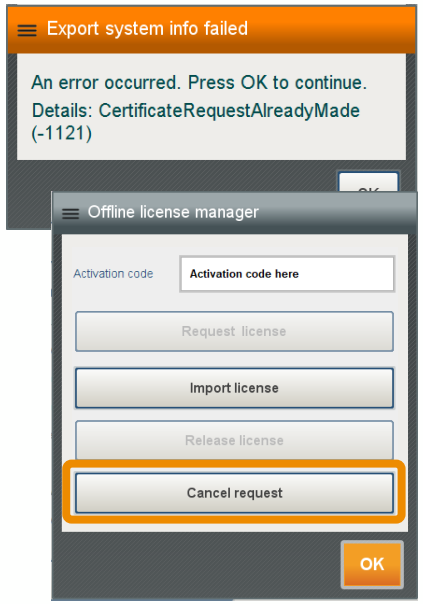
3. The **Account manager** window will automatically open as there is no valid activation on the computer.
4. Click **Request trial** will open with user info. Fill in the form and click on **Request Trial**. The trial will start immediately.

Note: the **Software activation** *server* field has to be **Connected** to activate the Trial license.

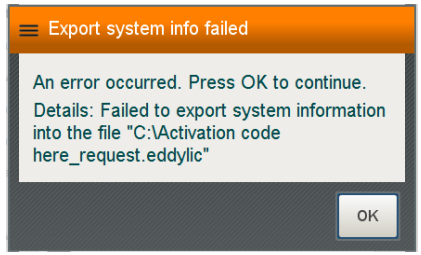
The trial **can only be activated once** for a given computer and version of the software

Capture PC activation

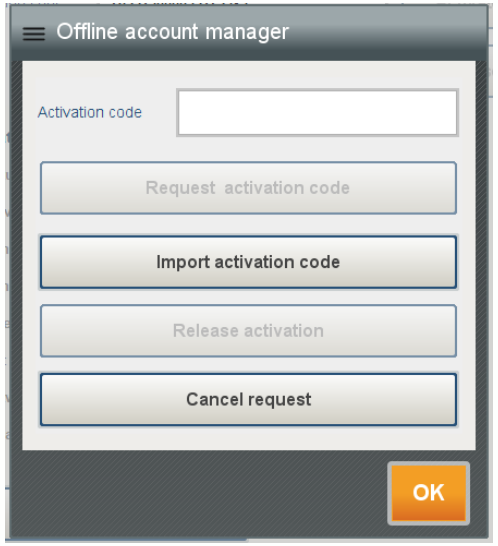
TROUBLESHOOTING



This pop-up appears if several requests have been made for the same computer.
Solution: Cancel Request and restart de the procedure



This pop-up appears if the eddylic file is saved on the root of the C:\ disk
Solution: Try to save on another disk or in a repository.



A code is already present in Capture but not activated.
Solution: **Cancel request** (Capture will reboot) and restart the procedure.

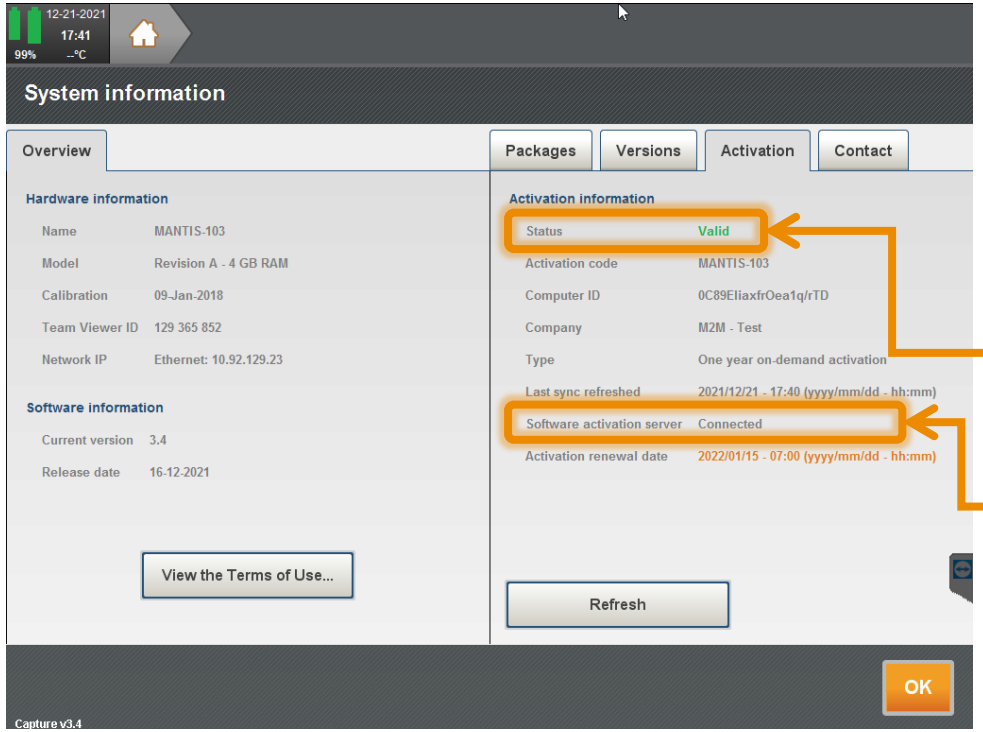
Gekko/Mantis – Capture GO activation

- Online
- Connectivity

Refresh Capture GO activation

AUTOMATIC REACTIVATION - ONLINE

1. Make sure the system is connected to the Internet, if not please follow the steps described here to connect the instrument to the internet
2. **Software activation server** must be **Connected**



3. The activation will automatically be refreshed. You can confirm with the **Last sync refreshed** field

In the **Activation** tab, if the **Status** field is **Valid**, Capture is actived.

In the **Activation** tab, if the **Software activation server** field is **Connected**, the activation key can be refreshed

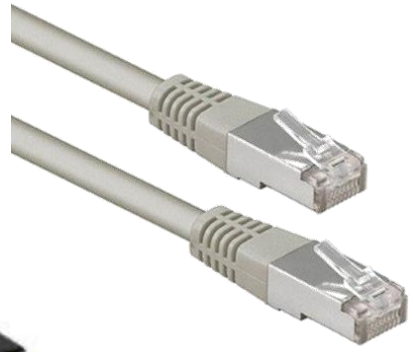
Connecting to the Internet

USING AN ETHERNET CABLE

Preferred connection type : connect the instrument to a network with internet access using an Ethernet RJ45 cable.

Note: Some network protectors may prevent the instrument from accessing the internet.

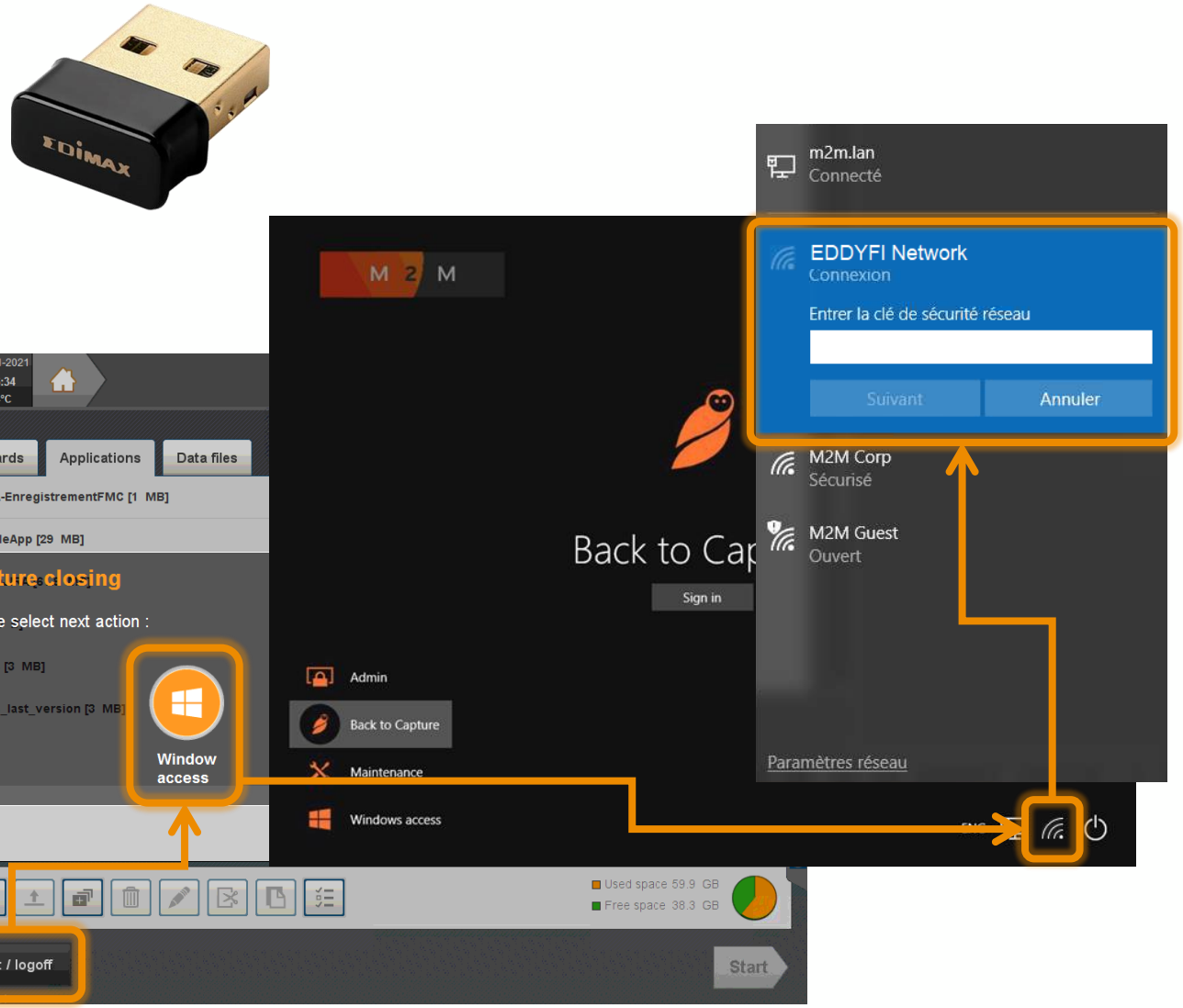
1. Connect an ethernet wire to an outlet of a network with internet access
2. Connect the cable to the connector on the left side of the Gekko or the Mantis
3. Start the instrument



Connecting to the Internet

USING WI-FI DONGLE

1. Plug on the instrument the USB Wi-Fi dongle delivered with the Gekko or the Mantis
2. Start the instrument
3. Press **Quit/logoff**
4. Select **Windows Access**
5. Choose the network you want to connect with, enter the Wi-Fi code
6. Select **Back to Capture** to go back to Capture



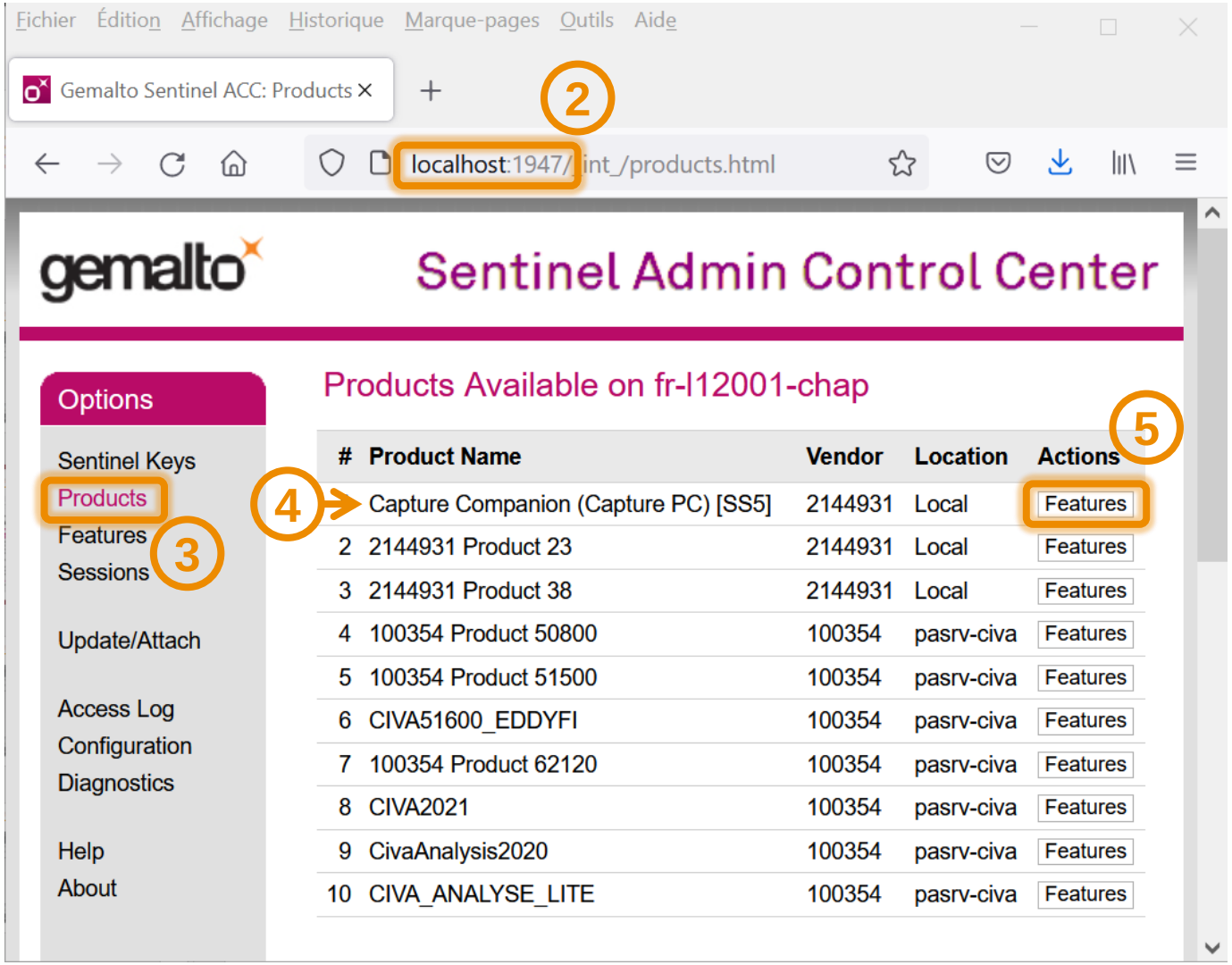
Legacy customer – Capture GO activation

- Find the activation code
- Hard key

Activation code based on a Sentinel key

ACTIVATION KEY

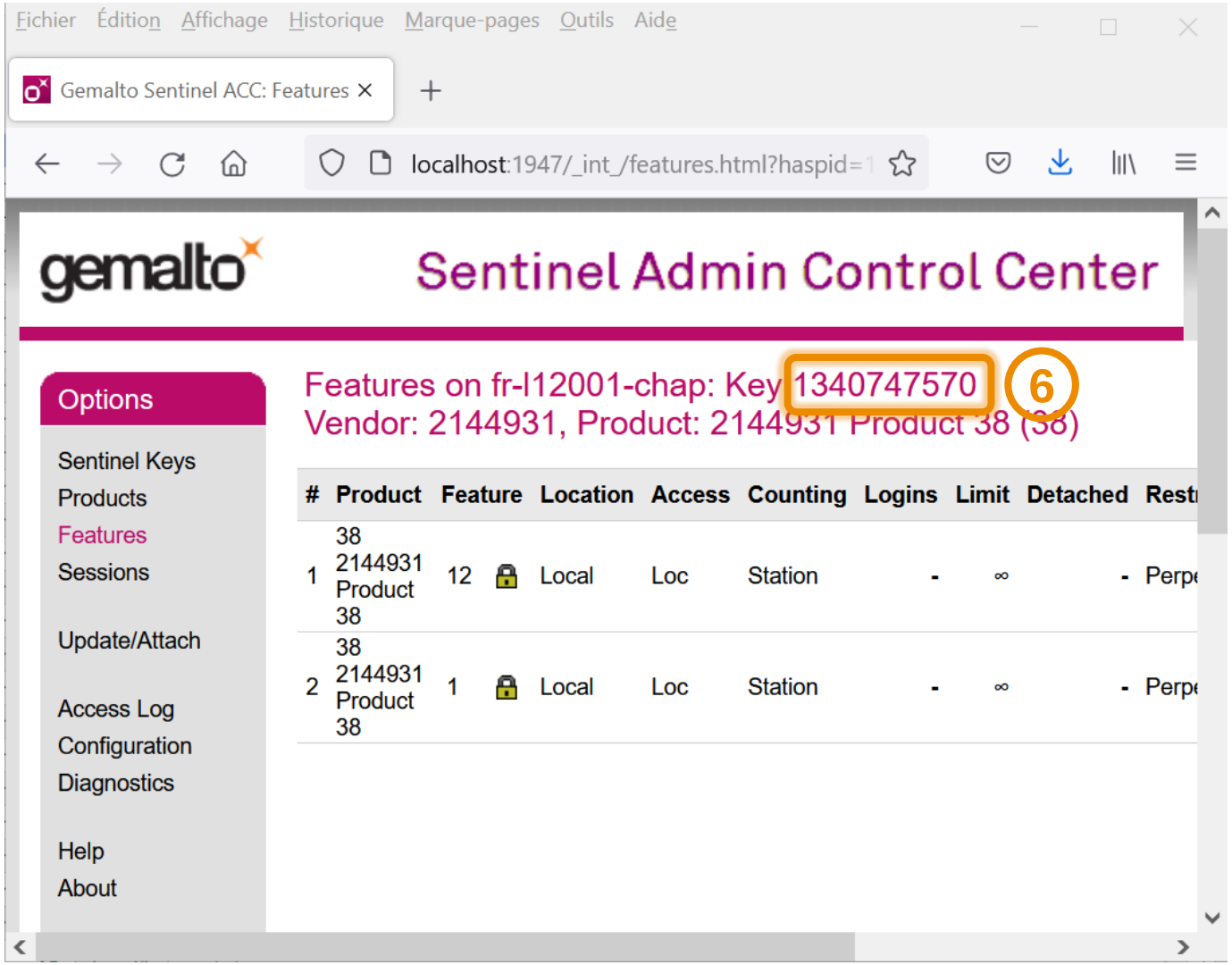
1. If the Capture activation key is a USB hard key, plug it on the PC, if not go to the following step
2. Access to the Sentinel license manager: http://localhost:1947
3. Select the **Products** tab
4. Find the line Capture PC
5. Click on the **Features**



Activation code based on a Sentinel key

ACTIVATION KEY

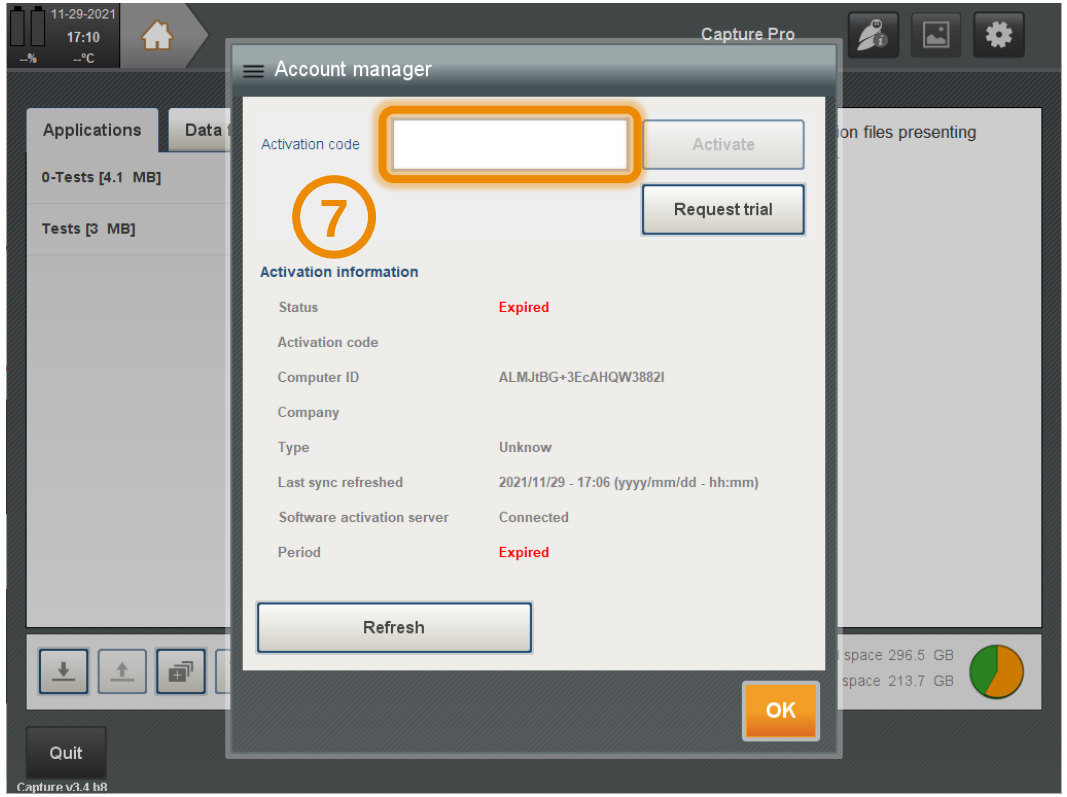
6. Activation code is the **Key.** Copy and save it. It is the new Capture activation code.

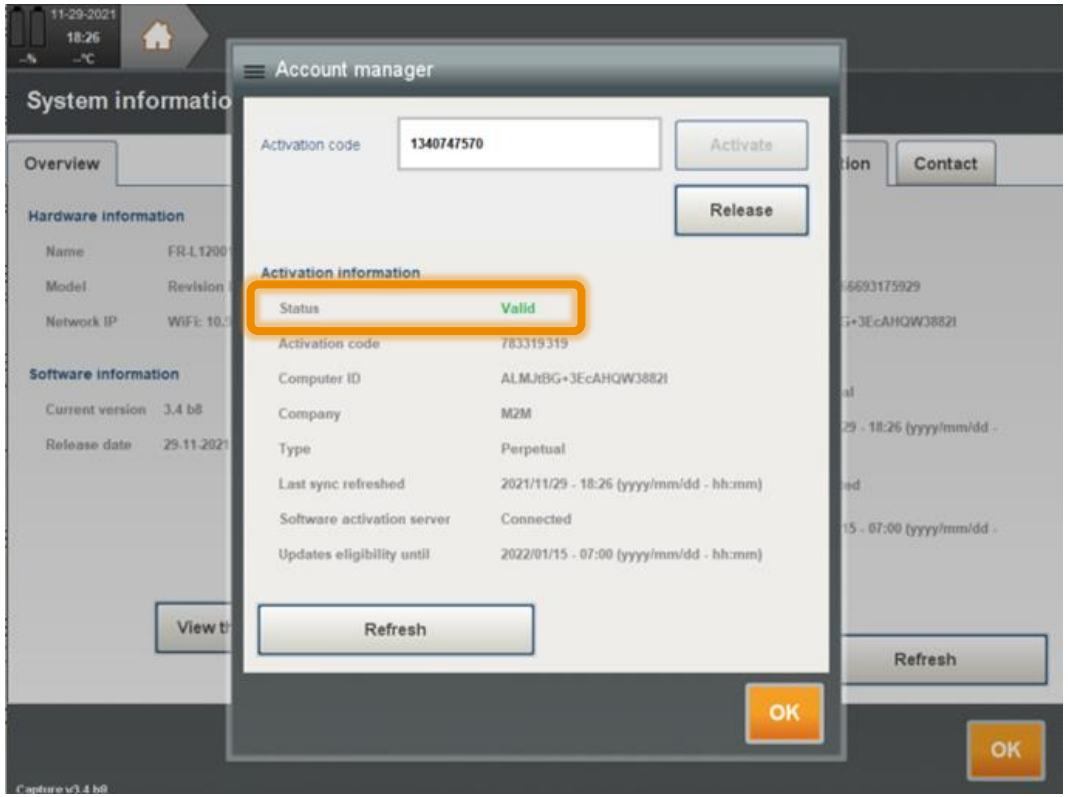


Activation code based on Sentinel key

CAPTURE ONLINE ACTIVATION

7. Make sure the computer is connected to the Internet.
   Paste the code on the **Activation code** field in Capture and **Activate**





8. The status passes to **Valid**.
   If not, please send a screenshot to support@eddyfi.com

Capture activation code

HARD KEY

In order to improve the fleet management of Capture software activation and to offer an improved workflow to rehost Capture from a PC to another PC, few steps need to be followed.

- The **hard key** still valid to use Capture 3.3 and older version
- The **activation code** is required to use Capture 3.4 and newer version

A synchronization with the activation server should be required regularly (about 15 days) if Capture is online activated. Please ask support@eddyfi.com to increase the period.

For any support, please contact us at

support@eddyfi.com

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Beyond current