



CAPTURE ACTIVATION - NALPEIRON

CAPTURE 3.4 AND HIGHER

– **A. Capture PC – Companion/PRO**

1. Capture first activation
2. Move an activation code to another computer
3. Activate a trial

B. Troubleshooting

1. Recurrent cases
2. Find the software key
3. Hard key

C. Capture GO – Gekko/Mantis

1. Capture activation

PC – Capture activation

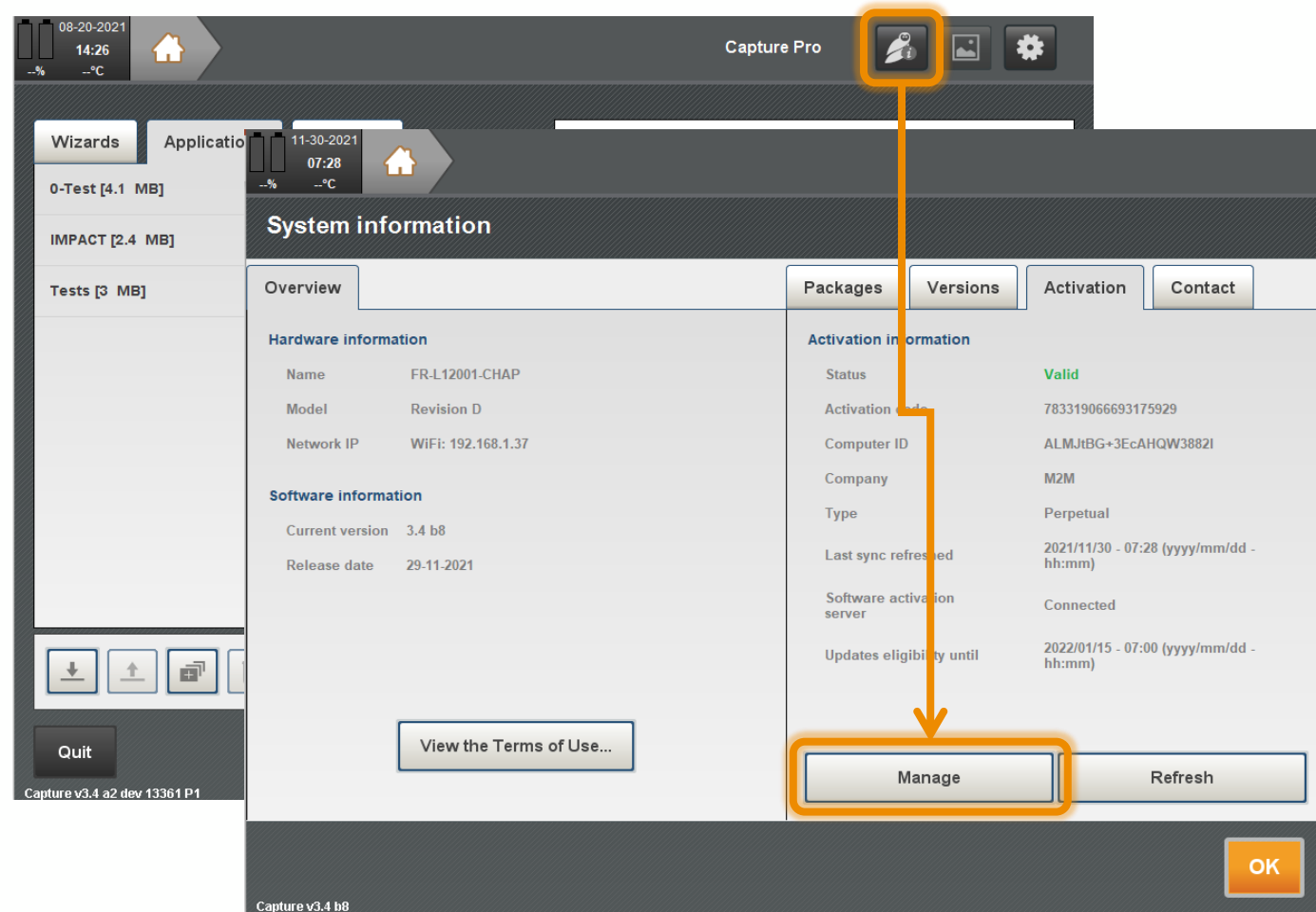
- **Online**
- **Offline**
- **Rehost**
- **Trial**
- **Troubleshoot**

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Capture PC activation - Online

FIRST ACTIVATION (1/2)

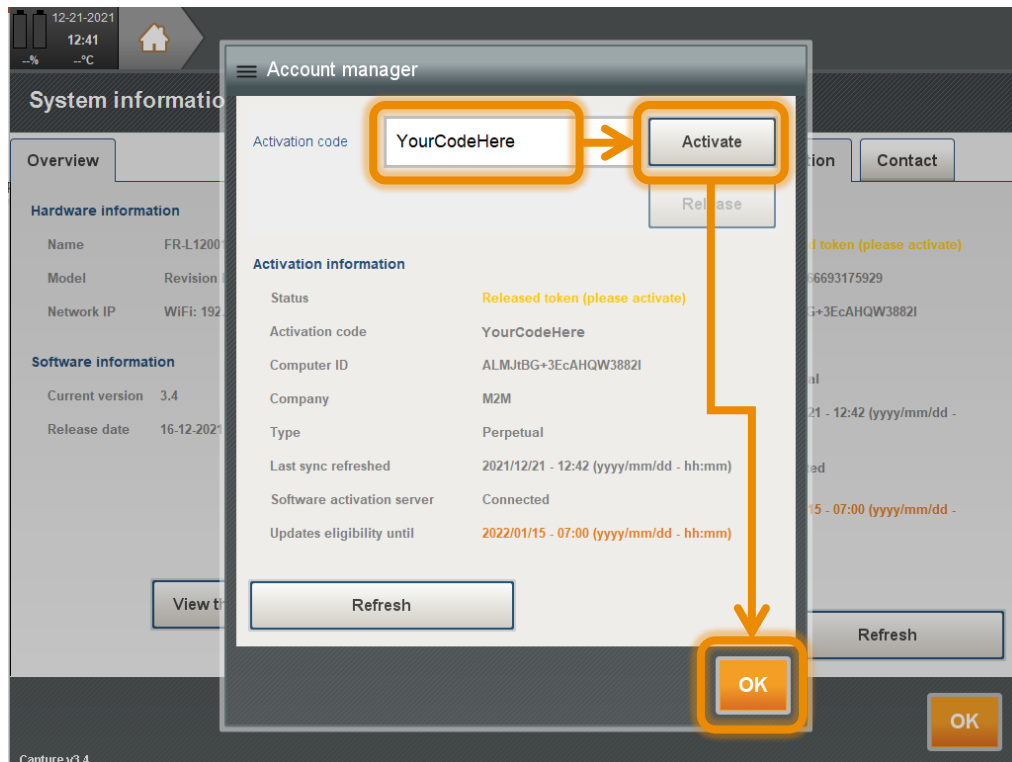
1. Make sure your computer is connected to the internet. This is required to activate a license. Once license is activated, computer can be disconnected from the internet. If no access to internet, [click here](#).
2. Start Capture PC
3. Access the **Account manager** window:
 - a) If no valid **activation 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 SalesTeam-m2m@eddyfi.com 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.



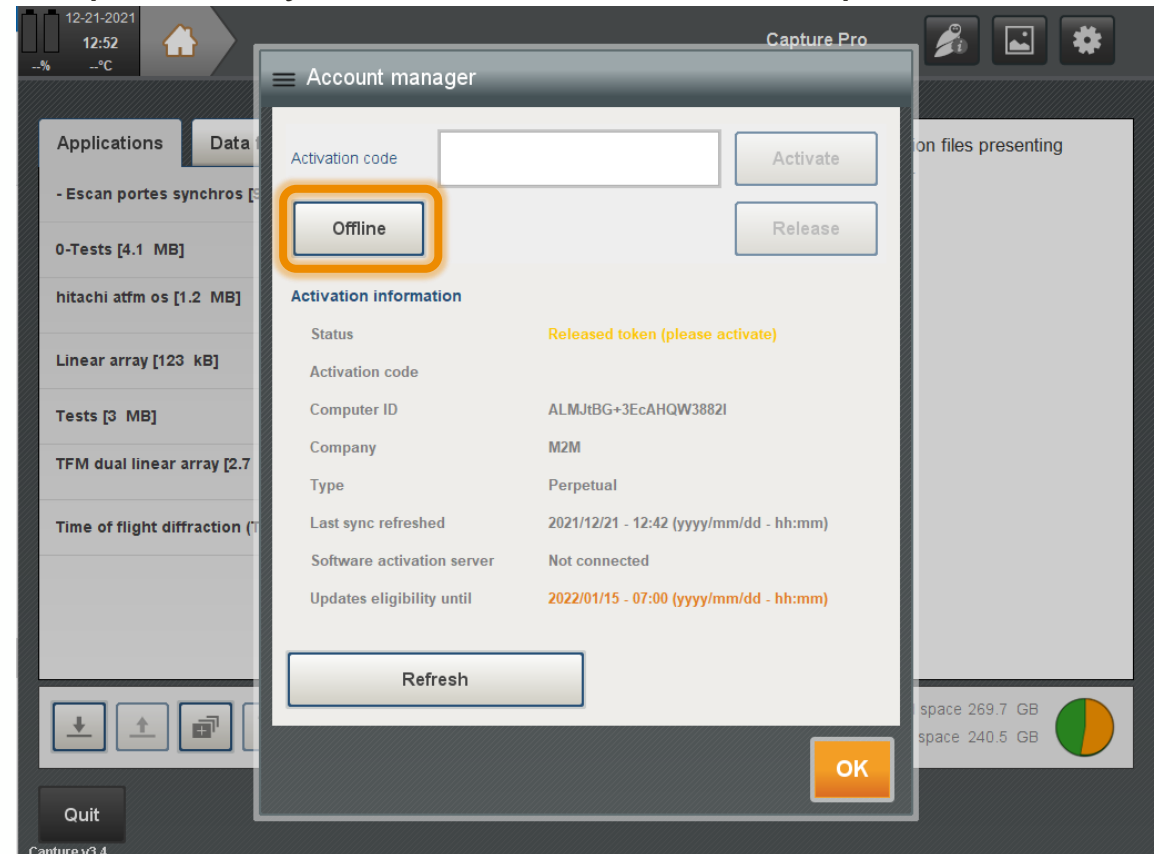
A synchronization with the activation server should be required regularly (about every 15 days) if Capture is online activated. Please ask support@eddyfi.com to increase the period.

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.

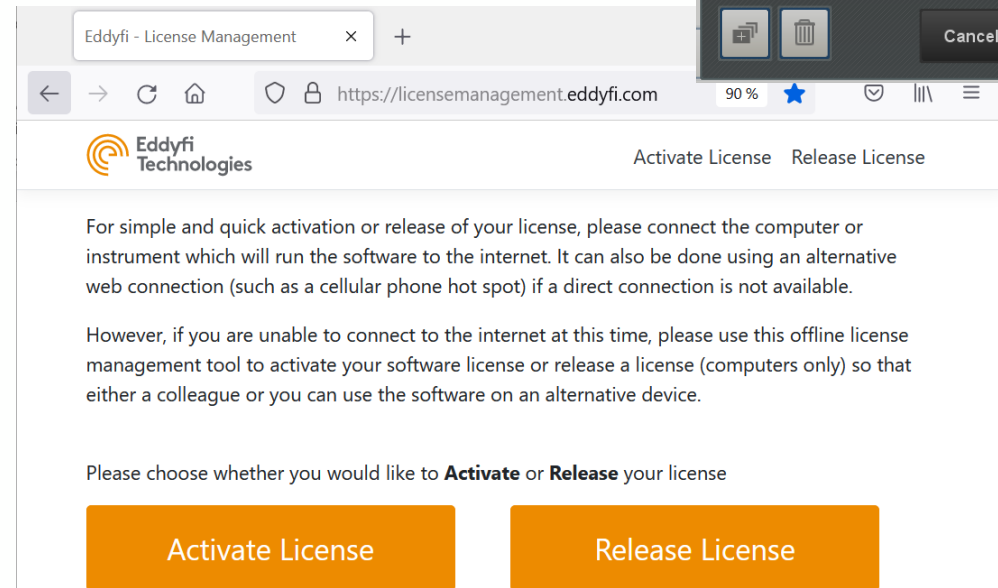
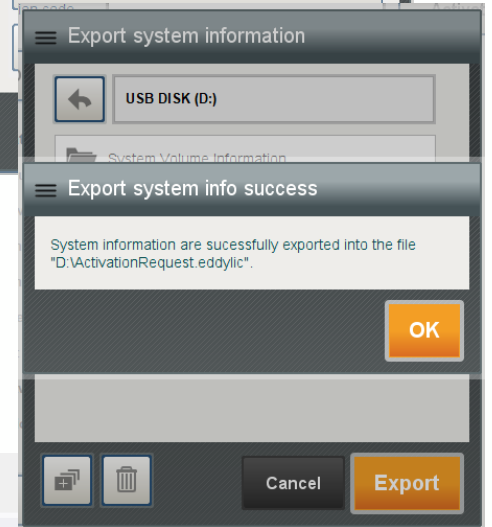
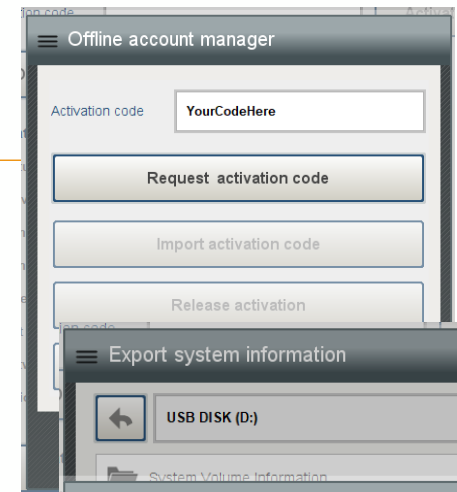
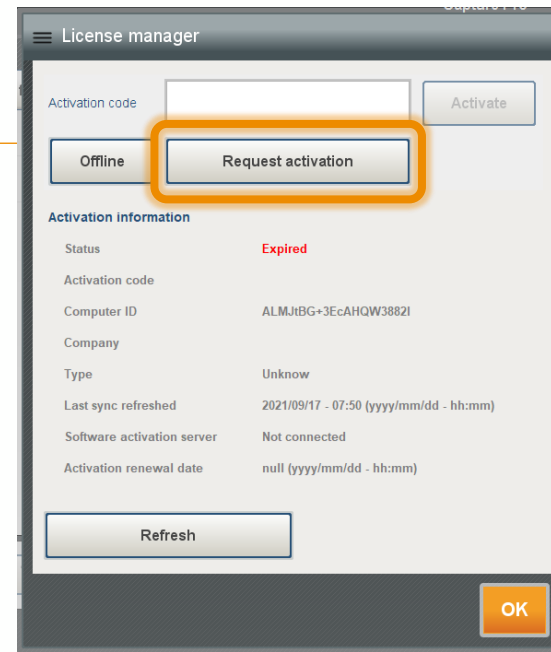
1. Start Capture PC
2. Access the **Account Manager** pop-up:
 - a) If no valid **activation code** is currently entered on this computer, the **Account manager** pop-up will automatically open.
 - b) If there is already a valid activation code (different key or trial) on the computer:
 - In the home 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)

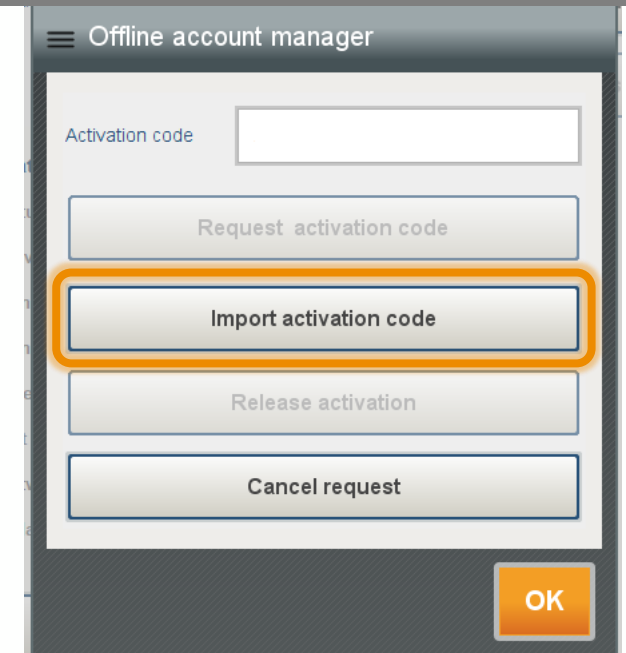
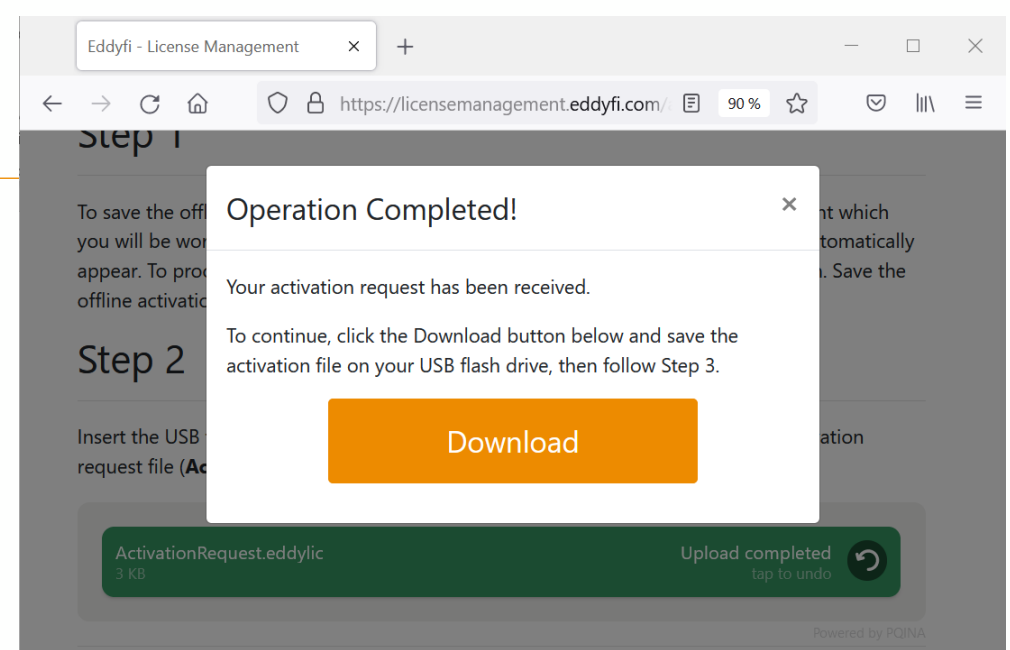
4. Click on **Request Activation**. A pop-up **Offline account manager** will open.
5. Enter the activation code provided by email and then **Request activation code**. This button will be allowed only once an activation code is entered.
6. Save the file (ActivationRequest.eddylic) on a Mass Storage 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 (3/3)

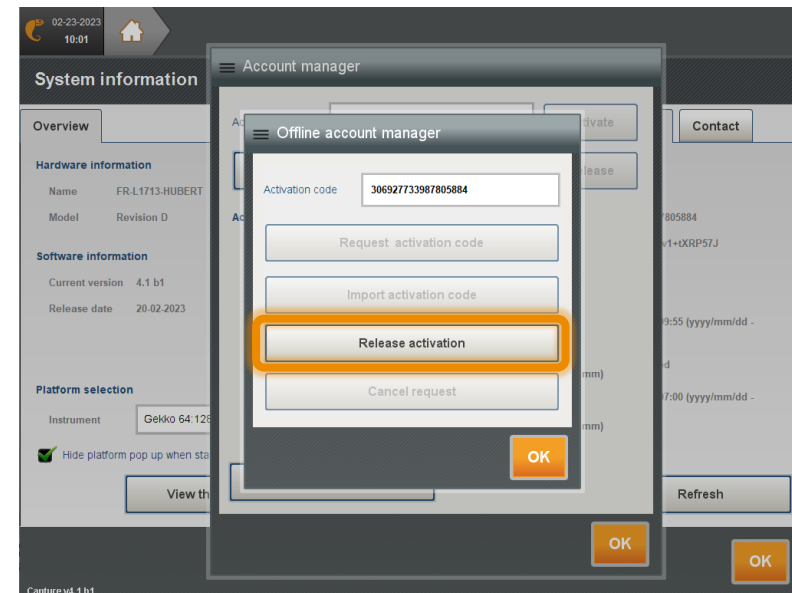
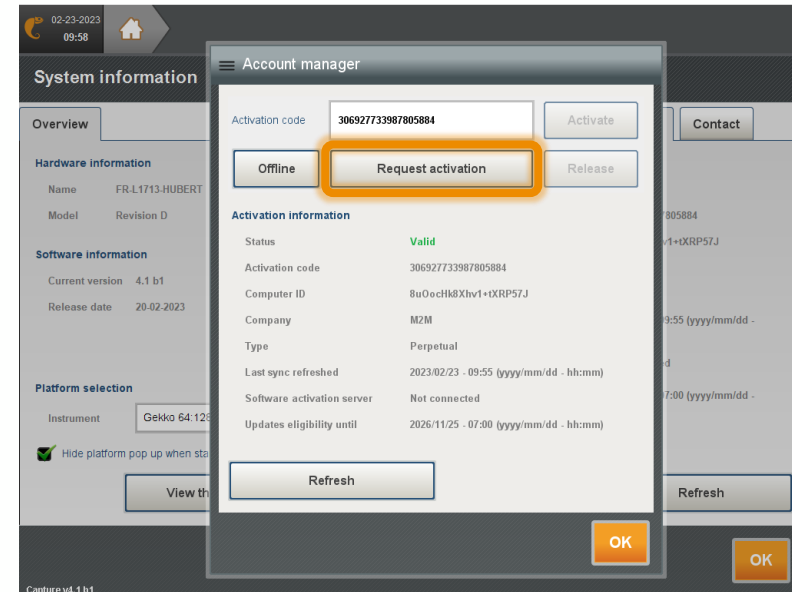
8. Paste (or Drag&Drop) the eddylic file on the page and download the new file containing the activation key (*Response.eddylic*).
 - a) Save the file on the MSD
 - b) Connect the MSD to the computer with no internet access
9. Go back to the offline PC and open the **Offline account manger**. Click the **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



Capture PC deactivation - Offline

DEACTIVATION (1/3)

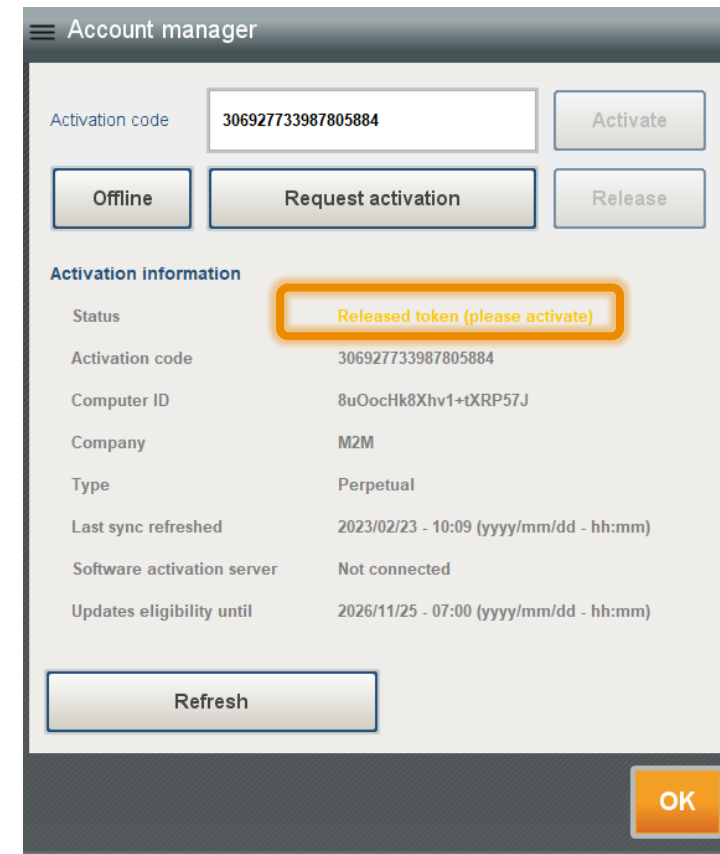
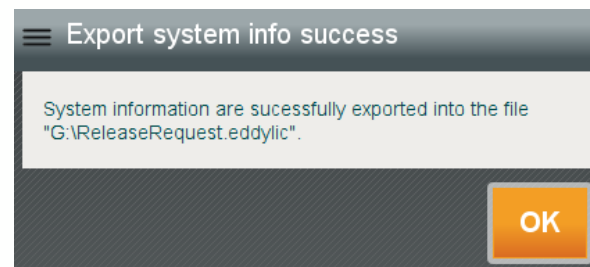
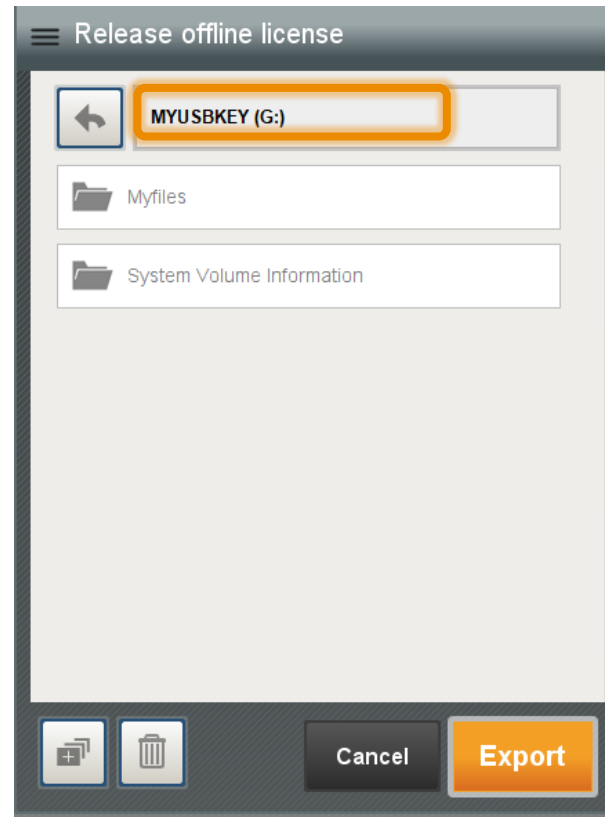
1. Start Capture PC
2. Access the **Account Manager** pop-up
3. Click on **Request activation**
4. Insert a USB mass storage device
5. Then click on **Release activation**.



Capture PC deactivation - Offline

DEACTIVATION (2/3)

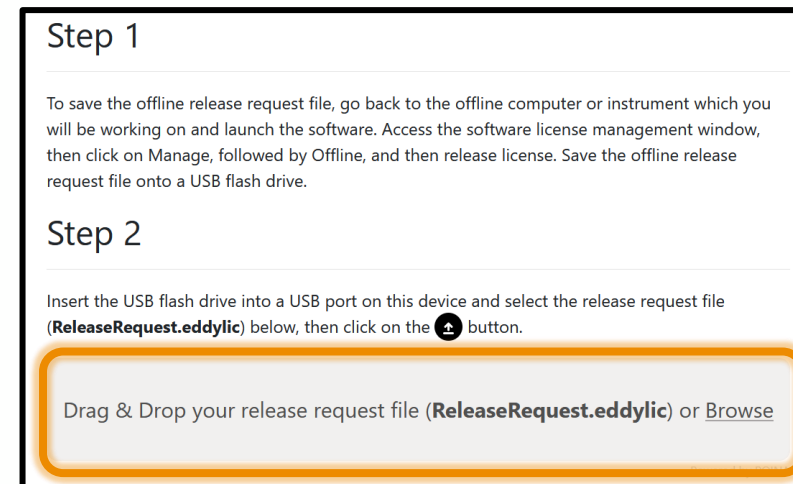
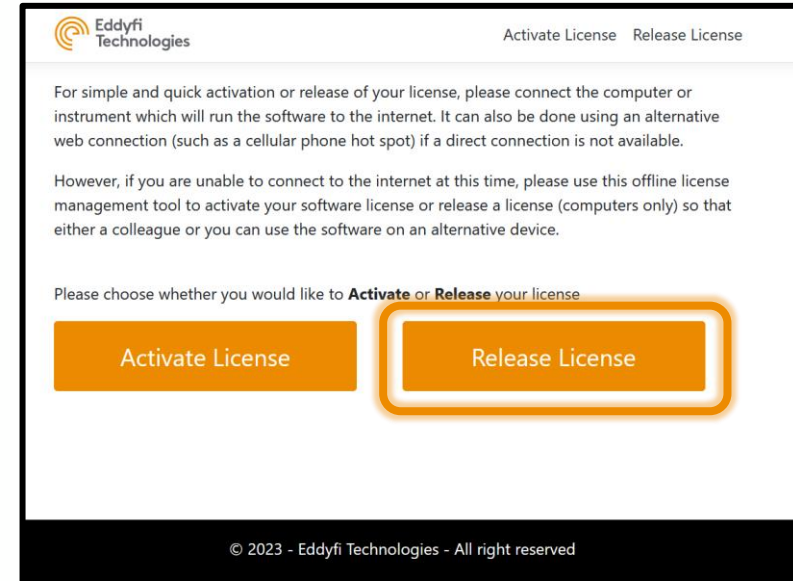
6. Select the MSD
7. Press **Export**
8. A window appears saying the file ReleaseRequest.eddylic has been created
9. Press **OK**
10. The Account manager window shows that the token is released from the PC.



Capture PC deactivation - Offline

DEACTIVATION (3/3)

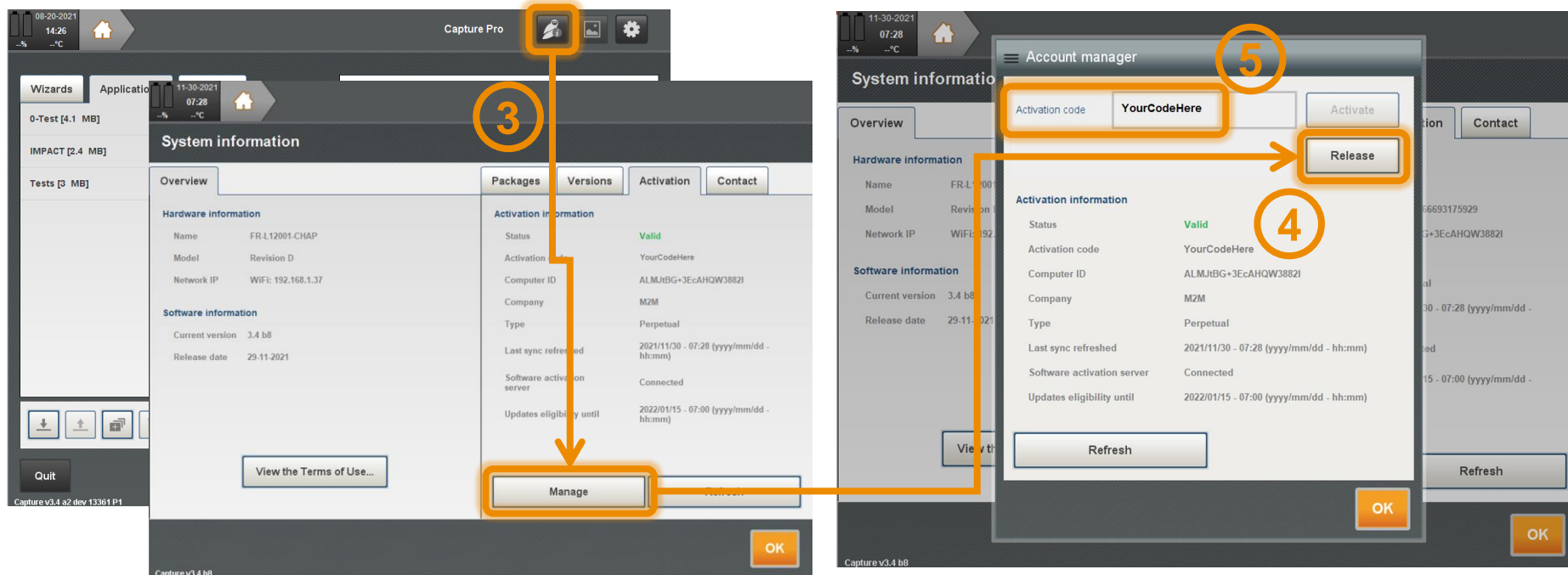
11. Using another computer that has access to the internet, use the [Eddyfi web application](https://licensemanagement.eddyfi.com) (<https://licensemanagement.eddyfi.com>)
12. Click on **Release License**
13. Paste (or Drag&Drop) the ReleaseRequest.eddylic file on the page
14. The token is now released from the License server and can be reused on another PC



Move an activation key to another computer - Online

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

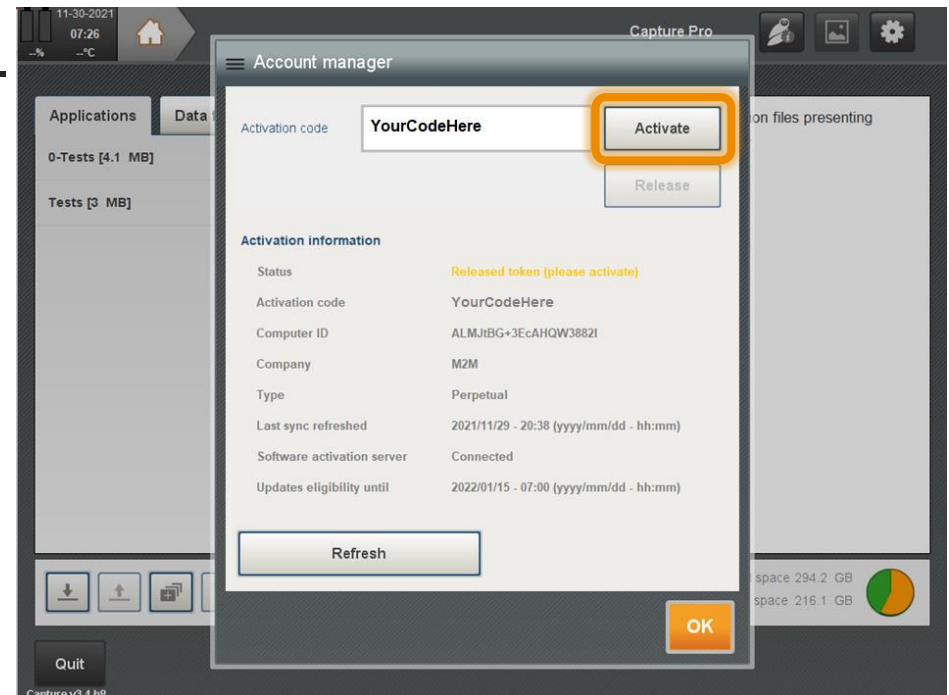
1. Make sure the computer is connected to the Internet.
2. Start the desktop software
3. In the home menu at the top right, select the **owl**, then **Activation** tab, click on **Manage...**
4. In the **Account manager** window, press **Release**
5. Carefully note the **Activation code** as it will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



Move an activation key to another computer - Online

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

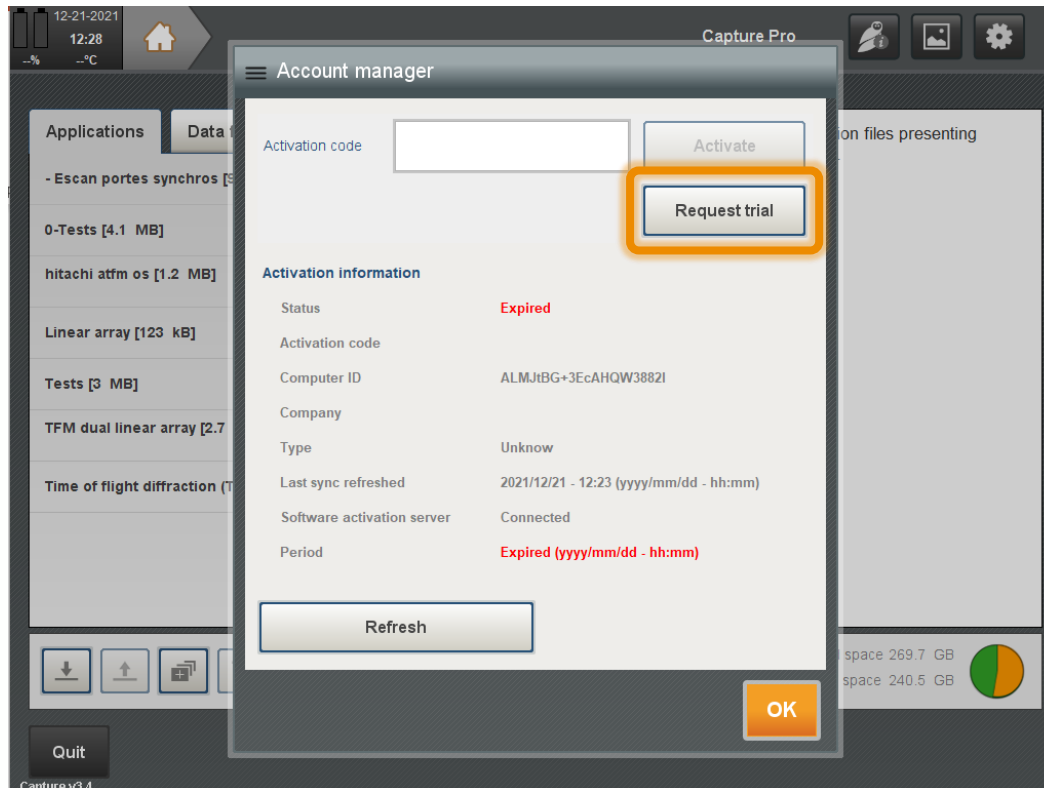
1. Make sure the computer is connected to the internet
2. Start the desktop software
3. In the home menu at the top right, select the **owl**, then **Activation** tab, click on **Manage...**
4. In the **Account manager** window, enter the **Activation code** in the field and press **Activate**
5. The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

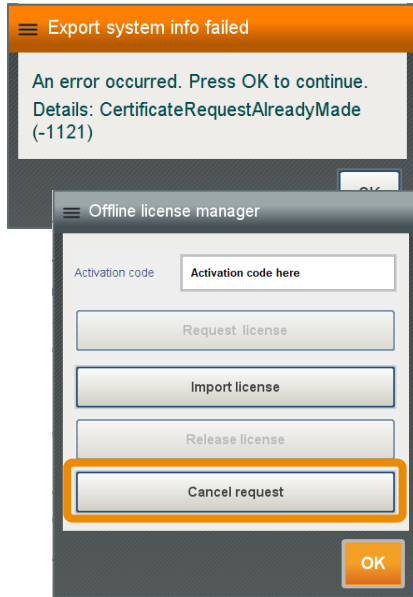
Troubleshooting

- Recurrent cases
- Find the activation code
- Hard key

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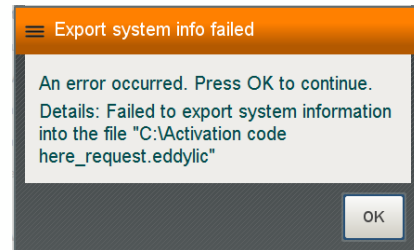
Recurrent cases

TROUBLESHOOTING

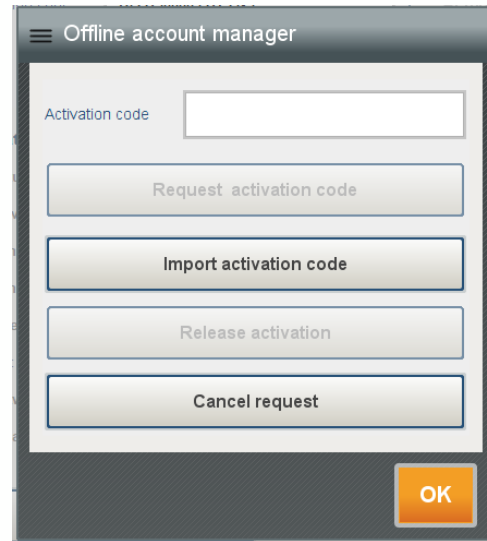


This pop-up appears if several requests have been made for the same computer.

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.

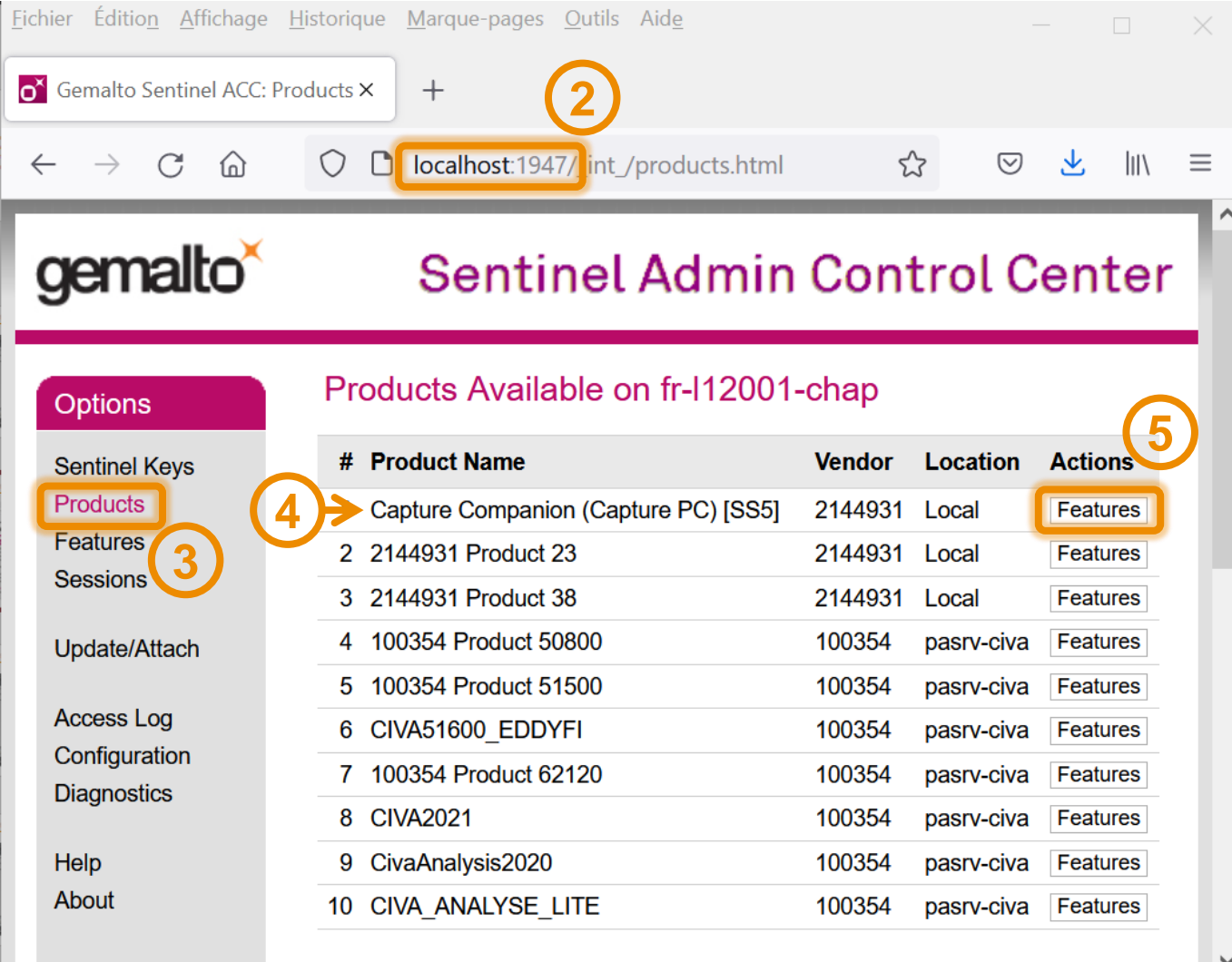


A code is already present in Capture but not activated.
Solution: **Cancel request** (Capture will reboot) and restart the procedure.

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**



The screenshot shows the Gemalto Sentinel Admin Control Center interface. The browser address bar is localhost:1947/int/_products.html. The interface displays the 'Products Available on fr-I12001-chap' section. The 'Products' tab is selected in the left sidebar. The table below lists the available products and their features.

#	Product Name	Vendor	Location	Actions
1	Capture Companion (Capture PC) [SS5]	2144931	Local	Features
2	2144931 Product 23	2144931	Local	Features
3	2144931 Product 38	2144931	Local	Features
4	100354 Product 50800	100354	pasrv-civa	Features
5	100354 Product 51500	100354	pasrv-civa	Features
6	CIVA51600_EDDYFI	100354	pasrv-civa	Features
7	100354 Product 62120	100354	pasrv-civa	Features
8	CIVA2021	100354	pasrv-civa	Features
9	CivaAnalysis2020	100354	pasrv-civa	Features
10	CIVA_ANALYSE_LITE	100354	pasrv-civa	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.

The screenshot shows the Gemalto Sentinel Admin Control Center interface. The main content area displays the following information:

Features on fr-I12001-chap: Key **1340747570** (6)
Vendor: 2144931, Product: 2144931 Product 38 (38)

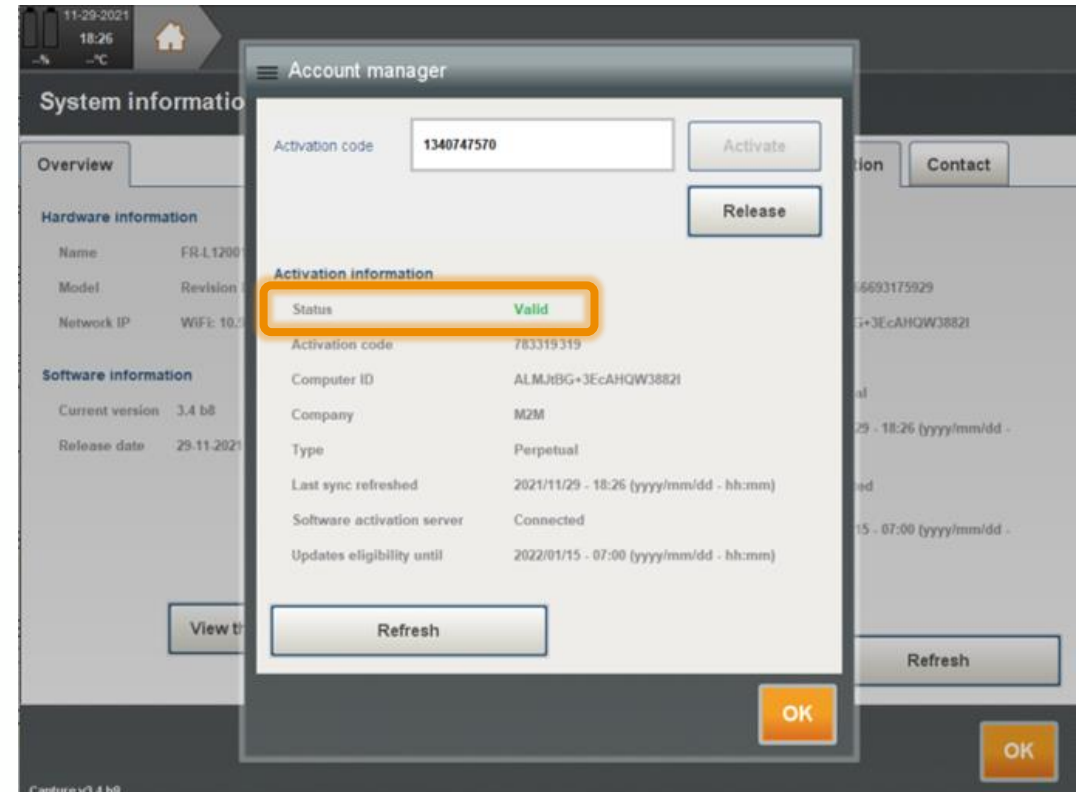
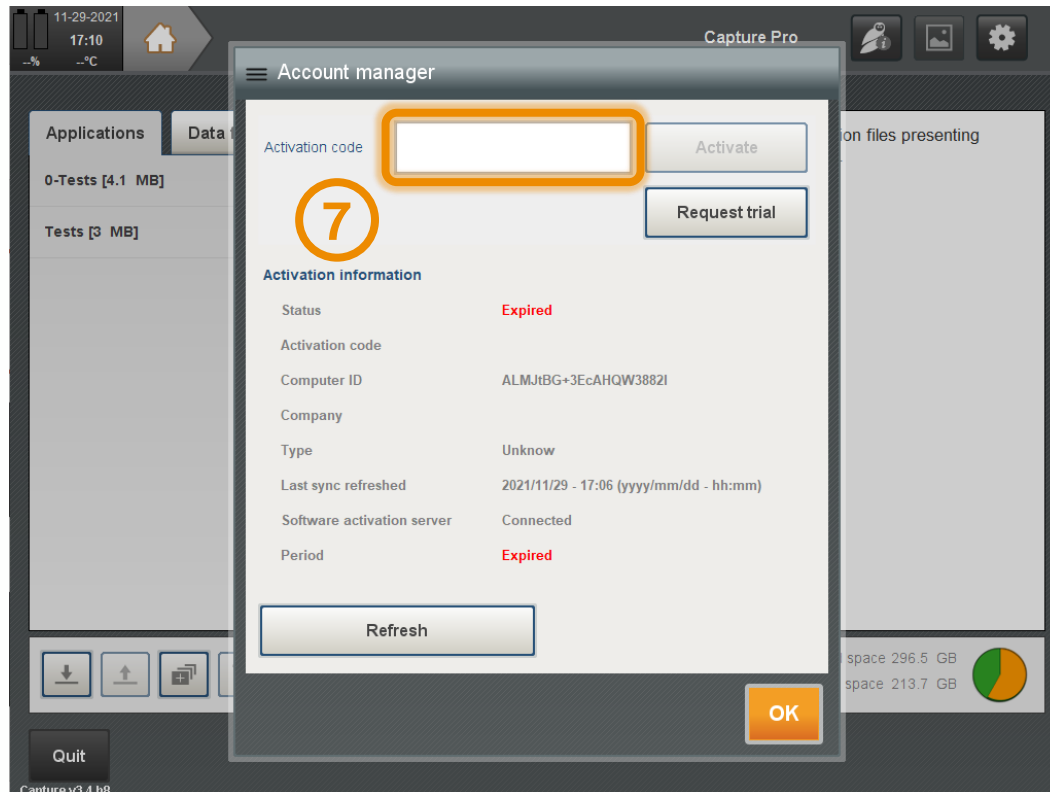
The interface includes a sidebar with the following menu items: Options, Sentinel Keys, Products, Features (highlighted), Sessions, Update/Attach, Access Log, Configuration, Diagnostics, Help, and About.

#	Product	Feature	Location	Access	Counting	Logins	Limit	Detached	Restri
1	2144931 Product 38	12	Local	Loc	Station	-	∞	-	Perpe
2	2144931 Product 38	1	Local	Loc	Station	-	∞	-	Perpe

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.

Gekko/Mantis – Capture GO activation

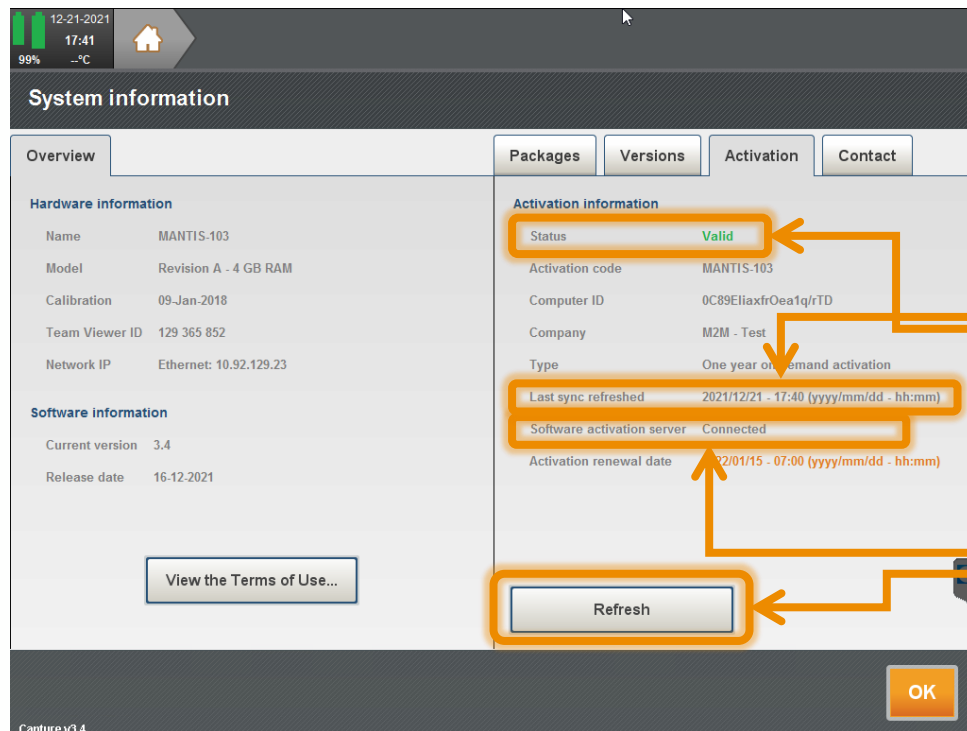
- **Online**
- **Connectivity**
- **Offline**

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Capture GO activation

ONLINE ACTIVATION

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 display **Connected**



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

In the **Activation** tab, if the **Status** field is **Valid**, it means that Capture is active.

In the **Activation** tab, if the **Software activation server** field is **Connected**, press the **Refresh** key.

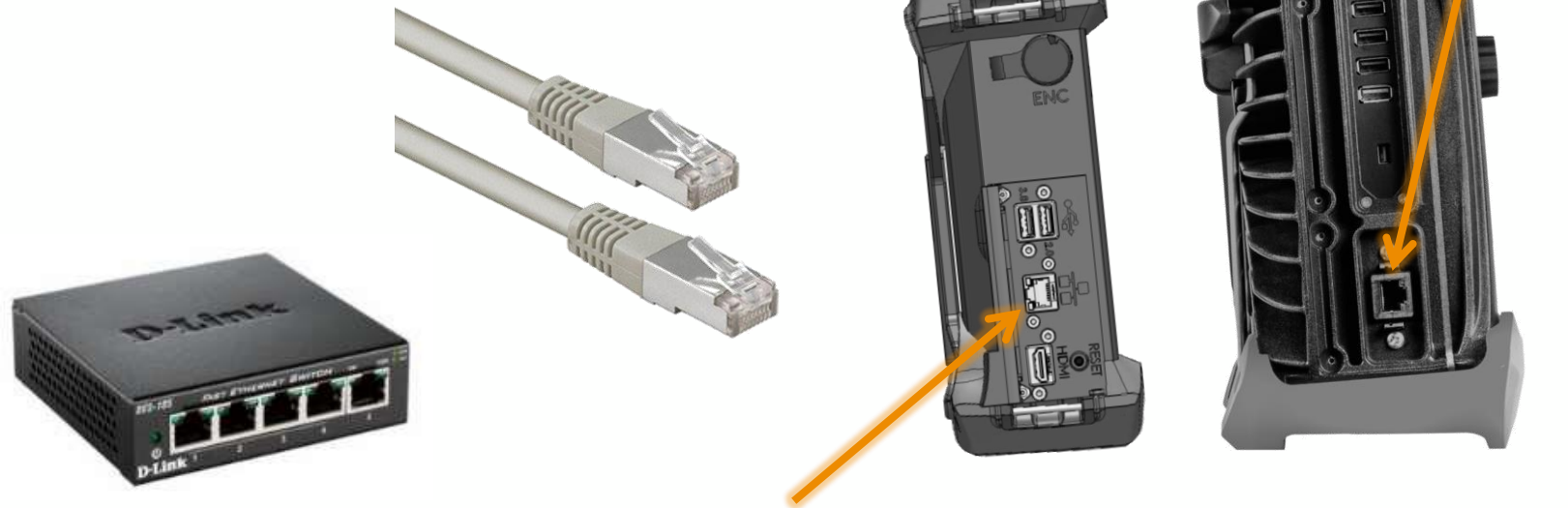
Connecting to the Internet

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.

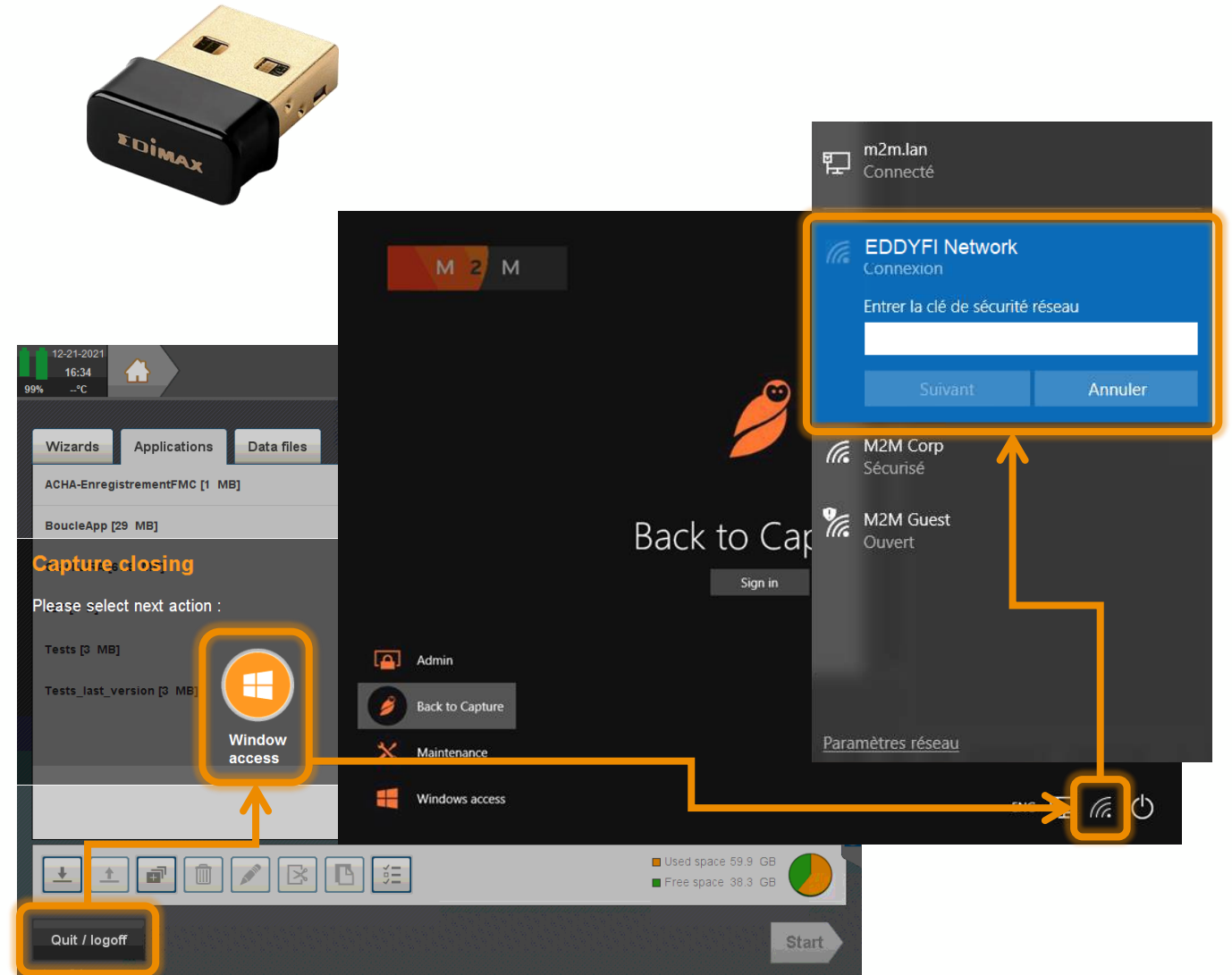
1. Connect an ethernet wire to an outlet of a network with internet access
2. Connect the cable to the connector on the left side of the Gekko or the Mantis
3. Start the instrument



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



Capture GO activation

OFFLINE ACTIVATION

1. Access to the system information at the **Activation** tab
2. Press the “**Save**” button on the front panel of the Gekko or the Mantis during 5 seconds.
3. A button **Manage** appears.
4. Follow the offline procedure as described for [the PC section](#)



For any support, please contact us at
support@eddyfi.com

