

# TracePro

B R I D G E

For **SolidWorks**®

**Software for Opto-Mechanical Modeling**

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**TracePro Bridge™ for SolidWorks®  
Installation Guide  
Release 7.1**

Revision 02/13/2012

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# BEFORE INSTALLATION

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## SolidWorks Requirements

SolidWorks must be installed on the same computer that TracePro Bridge is being installed on. Version 7.1 of TracePro Bridge is compatible with:

- SolidWorks 2012 (all SP's)
- SolidWorks 2011 (all SP's)
- SolidWorks 2010 (SP 3.0 or later)
- SolidWorks 2009 (SP 1.0 or later)

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## Impact on Existing Installations of TracePro Bridge

Prior versions of TracePro Bridge for SolidWorks should be uninstalled prior to installing the new version of the bridge. Only one version of TracePro Bridge may be active in SolidWorks. The prior versions of the bridge will not be accessible after installing this new version.

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## System Requirements

The system requirements for the TracePro Bridge need to account for both SolidWorks and TracePro if both programs are going to be run on the same machine. Consult the SolidWorks documentation for its requirements. TracePro has the following requirements. If both programs are going to be run on the same computer your system should exceed the higher of the recommendations.

Operating System	Windows XP (32 and 64-bit) Windows Vista (32 and 64-bit) Windows 7 (32 and 64-bit)
Minimum RAM	Windows XP: 512 MB Windows Vista: 2 GB Windows 7: 2 GB Windows XP 64: 1 GB Windows Vista 64: 2 GB Windows 7 64: 2 GB
Recommended Operating System	Windows 7 64-bit
Recommended Processor	recent 64-bit processor with as many cores as possible for best results and fastest raytracing
Recommended RAM	as much as possible
Recommended Storage	Solid State Drives should improve TracePro performance in instances where TracePro is reading/writing to the hard drive
Disk space required for installation	700 MB

# INSTALLATION

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## Installation Media

### *Downloading from the Lambda Research Website*

TracePro® Bridge and additional support programs and documentation are available from the Lambda Research Corporation website. Please go to

[http://www.lambdares.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks\\_releases/](http://www.lambdares.com/technical_support/tracepro_bridge_for_solidworks_releases/)

and select the link for the Current TracePro Bridge Release (select 32-bit or 64-bit consistent with the Windows Operating System).

Note: A Username and Password are required to access the Technical Support section of the website, and a Lambda Research Website Serial Number is required to register and establish the Username and Password. Assistance obtaining Website Serial Numbers is available from [license@lambdares.com](mailto:license@lambdares.com).

Save the Installer.exe file to a convenient location on your PC.

Double-click on the Installer.exe file to begin the installation

### **CD-ROM**

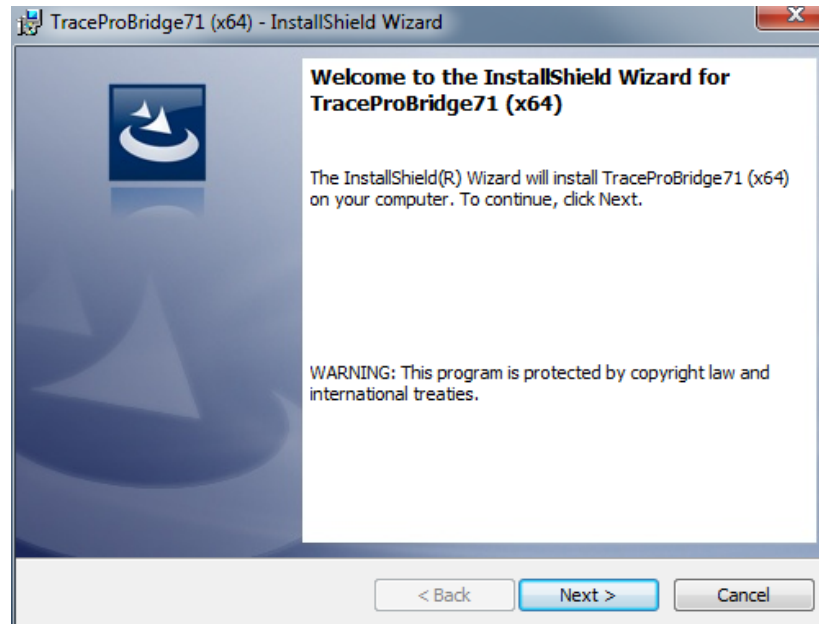
TracePro® Bridge is also available from a CD-ROM. After the TracePro Bridge CD is inserted into the drive, browse to the CD-Drive, then double-click on TraceProBridge...Installer.exe file to start the installation.

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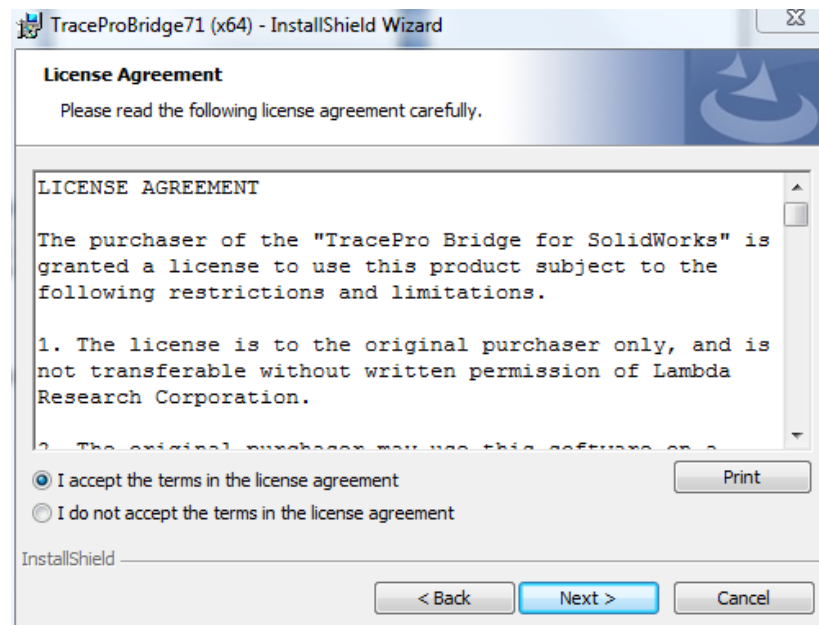
# TracePro Bridge Installation

## License Agreement

Prior to installing TracePro Bridge, exit any active sessions of SolidWorks. After double-clicking on the Installer.exe file .....



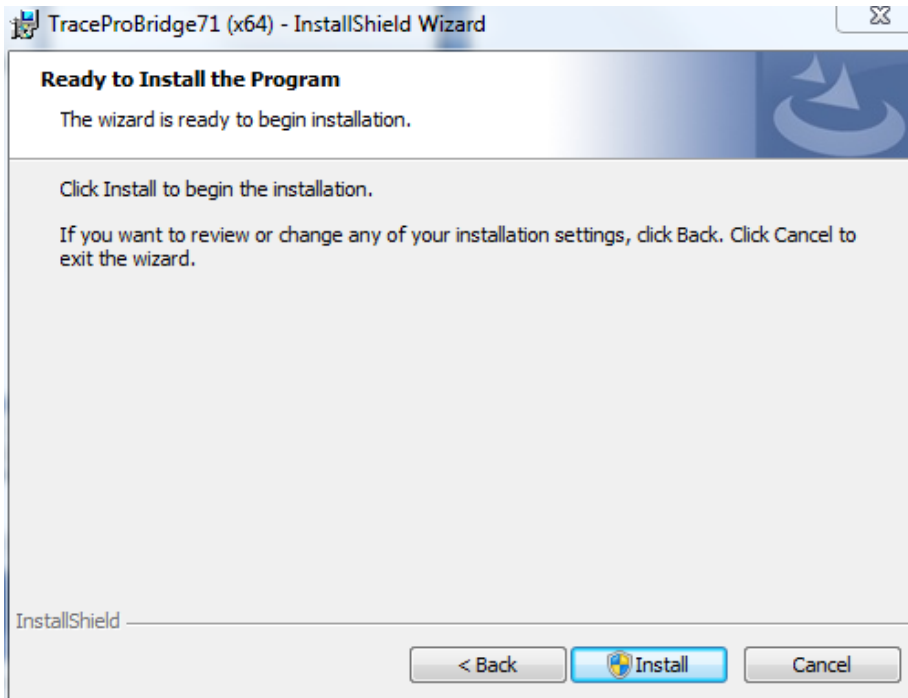
... select **Next** to continue the installation.



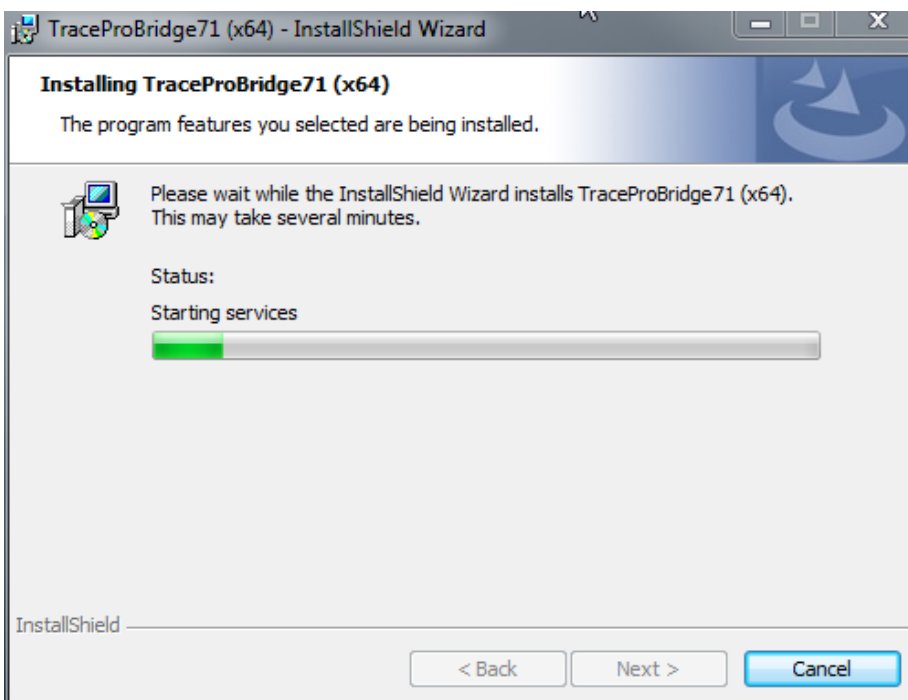
Select the button to accept the license agreement, then choose **Next** to continue.

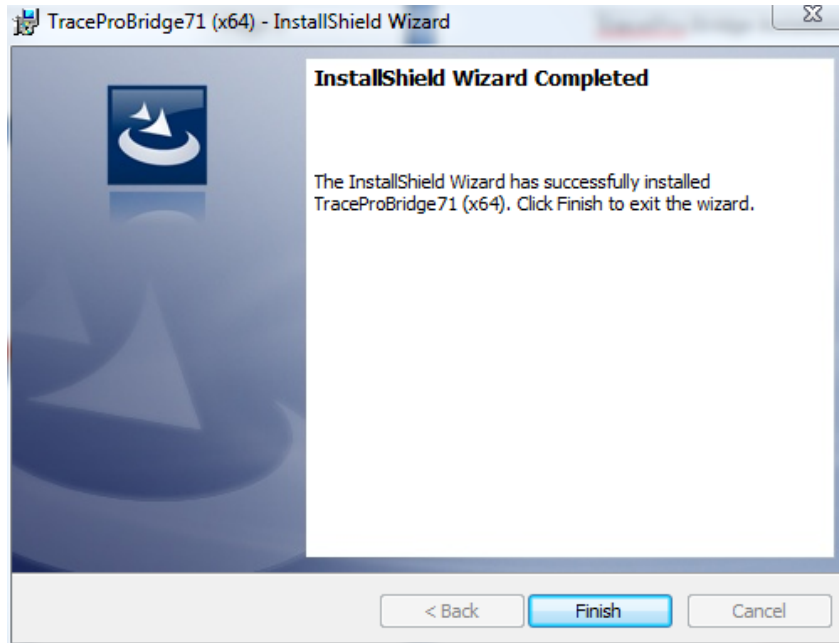
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## Installing the Program



Click **Install** to continue.





Click **Finish** to complete the installation.

---

## TracePro Bridge Network License Server Installation

Install these two items of software on the PC that will be acting as the TracePro Bridge License Server from the links on the TracePro Bridge for SolidWorks Releases webpage:

[http://www.lambdares.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdares.com/technical_support/tracepro_bridge_for_solidworks/releases/)

- Sentinel Protection Installer (enables communication between the PC and the hardware key)
- Field Exchange Utility (required for updating license information stored on the hardware key )

# AFTER INSTALLATION

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## Launching TracePro Bridge

To launch TracePro Bridge simply start SolidWorks. The TracePro Bridge add-in will be loaded when SolidWorks starts.

## Entering TracePro Bridge License Information

The first time TracePro Bridge is launched, or any time **Update License...** is selected from the TracePro menu in SolidWorks, the TracePro Bridge License Information dialog will appear:

The screenshot shows a dialog box titled "TracePro Bridge for SolidWorks License Information". The main text reads "Please select how TracePro Bridge will be licensed on this". There are two radio button options: "Single-computer License" (which is selected) and "Network License". Below the "Single-computer License" option, there is explanatory text: "Single-computer licenses allow TracePro Bridge to be used on one computer. The license can use a USB protection key or a software key. TracePro Bridge is shipped with a USB protection key for purchased licenses. Software keys are used for software trials." Below the "Network License" option, there is text: "Network licenses permit several users to access TracePro Bridge licenses from a central license server." and a label "Server host name:" followed by an empty text input field. At the bottom of the dialog, there is a label "TracePro Serial Number" followed by another empty text input field. At the very bottom, there are two buttons: "OK" and "Cancel".

TracePro Bridge has two license modes:

- Single-computer License
- Network License

The following descriptions will help you decide the correct option to select.

### ***Single-computer License***

The Single-computer License mode is controlled by one of the following:

- Hardware Key
  - generally used for permanent licenses only
  - must be connected to the PC (USB or parallel port)
  - portable - can be transferred to another PC

- Software Key
  - generally used for trial/temporary licenses
  - will only work on the specific PC for which it was generated

## **Network License**

The Network License mode allows several users on a single Local Area Network (LAN) to share licenses of TracePro. TracePro must be installed on each user's computer.

- TracePro Bridge uses a SafeNet Hardware Key from SafeNet Incorporated, and this Hardware Key must be connected to one PC on the network that has been designated as the TracePro Bridge License Server.
- The PC acting as the license server must have the Sentinel System Drivers installed. These drivers allow the hardware key to be read by the TracePro Bridge software. In addition, the SafeNet Field Exchange Utility must be installed. The Field Exchange Utility is used to update the license information stored on the key. These two items of software can be downloaded from the links on the TracePro Bridge for SolidWorks Releases webpage:

[http://www.lambdares.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdares.com/technical_support/tracepro_bridge_for_solidworks/releases/)

- Each TracePro Bridge user needs to enter the Server Name to point TracePro Bridge to the network location where the license(s) is (are) being managed.

## **TracePro Serial Number**

The TracePro Serial Number may be stored in the TracePro Bridge License Information dialog. This Serial Number is needed to register to access the restricted Technical Support areas of the Lambda Research website. It is recommended that the Serial Number be entered in this field at the time of license entry simply because the documentation of the TracePro Serial Number is available during installation and startup, so this serial number will be preserved in the License Information dialog for future reference when access to the website is desired.

To register on the website, please go to

[http://www.lambdares.com/technical\\_support/login/registration/](http://www.lambdares.com/technical_support/login/registration/)

then fill in the required information including the serial number. For future visits to the restricted-access areas of our website, you will only need the Username and Password that you establish during this registration.

This Website Serial Number can be used by more than one individual, and we encourage TracePro Bridge licensees to distribute it to other users of the license so they can register for website access.

## **Click OK to Update TracePro Bridge License Information**

Enter the TracePro Serial Number and then choose your license type.

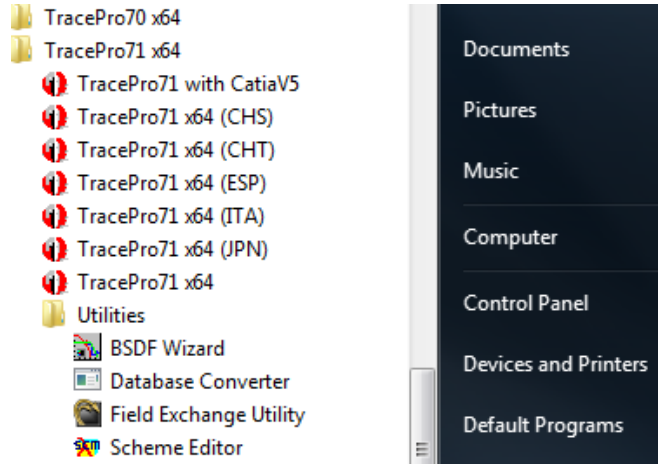
- Single-computer License - Connect the Hardware Key then click OK
- Network License – Enter the Server host name, click OK

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# Requesting/Updating Licenses

## Send Locking Code to Lambda Research

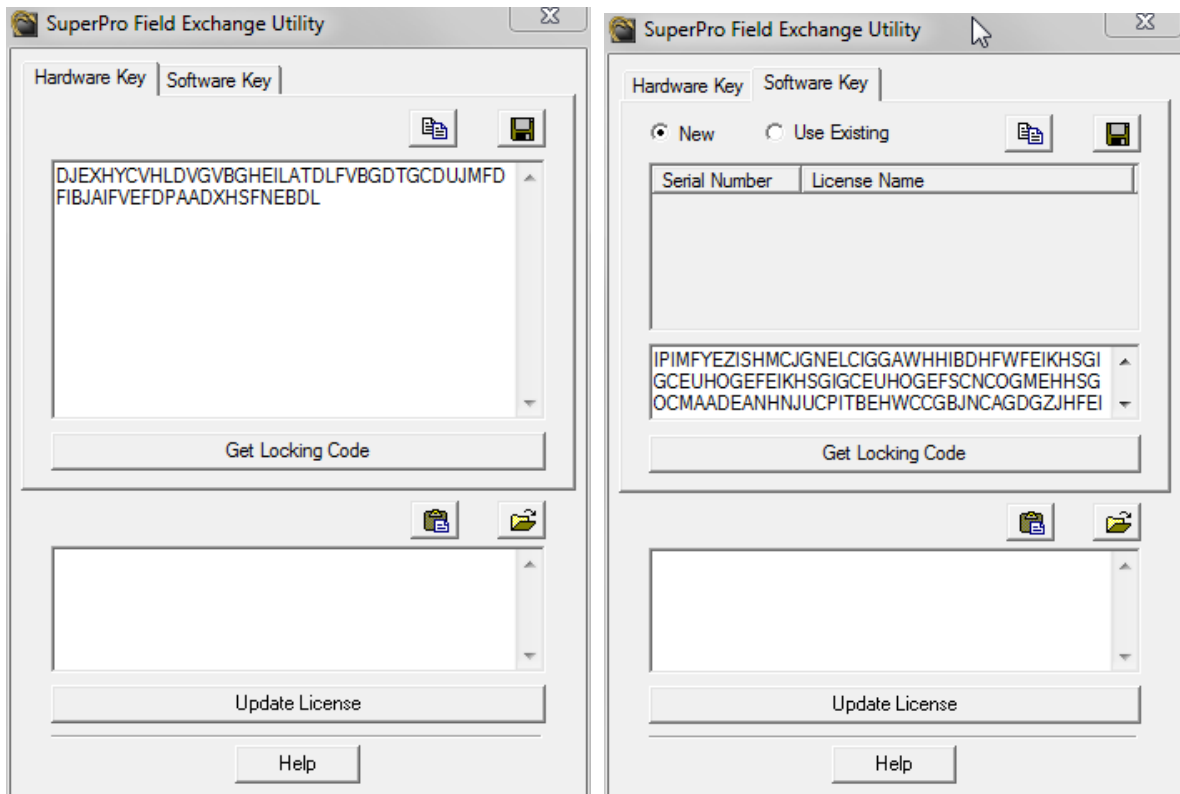
To provide Lambda Research with the required information to send back a New or Updated License, please launch the **Field Exchange Utility** from the Programs list in Windows



To update a Hardware Key, verify that the key is connected to the PC, then choose the **Hardware Key** tab. For a Software Key, choose the **Software Key** tab and select if this is for a **New** or **Existing License**.

Click on **Get Locking Code**.

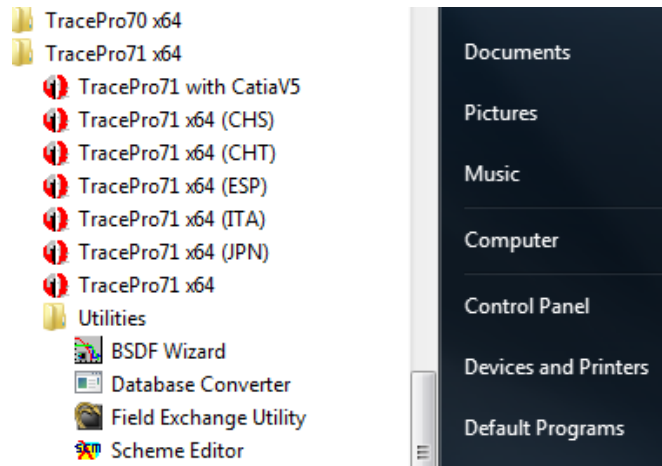
When the Locking Code displays in the window, use either the **Copy to Clipboard** button or the **Save locking code to a file** button (.loc), and send the Locking Code to [license@lambdare.com](mailto:license@lambdare.com). Please include your name, company name, and TracePro Key Number in the e-mail to assist us in identifying you.



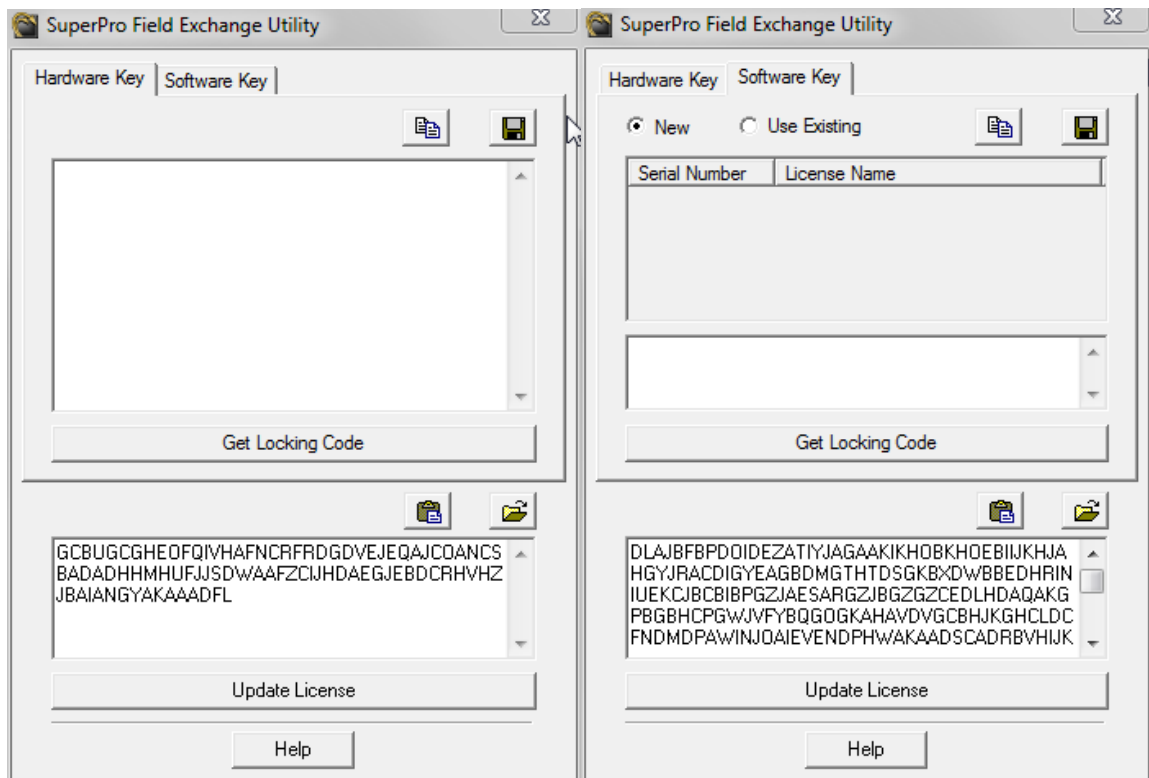
## Receive License Code and Update License

To update a Hardware Key, verify that the key is connected to the PC, launch the **Field Exchange Utility** from the Programs list in Windows, and then choose the **Hardware Key** tab.

For a Software Key, Launch the **Field Exchange Utility** from the Programs list in Windows, choose the **Software Key** tab and select if this is for a **New** or **Existing License**.



When the License Code is received from Lambda Research, use either the **Paste to Clipboard** button or the **Load license code to a file** button to load the license code.



Click **Update License**.

Please note that this action has reprogrammed the Hardware Key, so if the key is transferred to another PC there is no further action required to run the software.

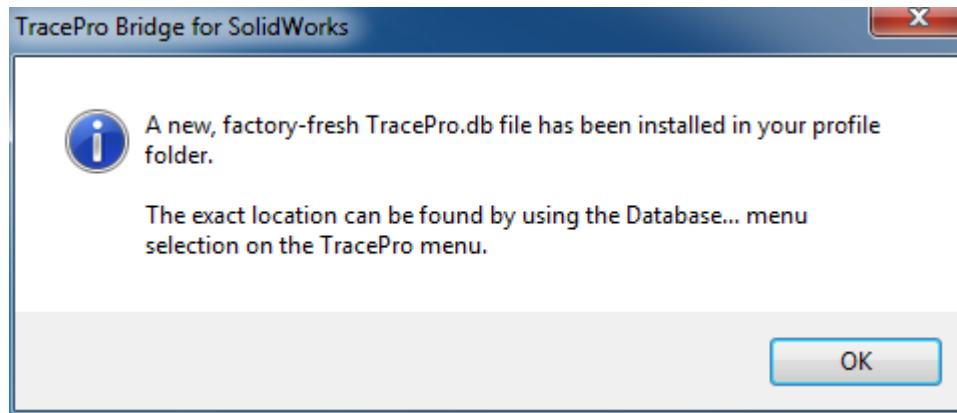
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## TracePro Bridge Properties Database

The TracePro Properties Database file, TracePro.db, is the file where all property data is stored. By retaining this data in a separate database, the data is available for any TracePro model, and a change in the data will be incorporated into all models using that property.

### ***New Properties Database for a First-Time Installation of TracePro Bridge***

Upon initial launch of TracePro Bridge, the following message will appear:



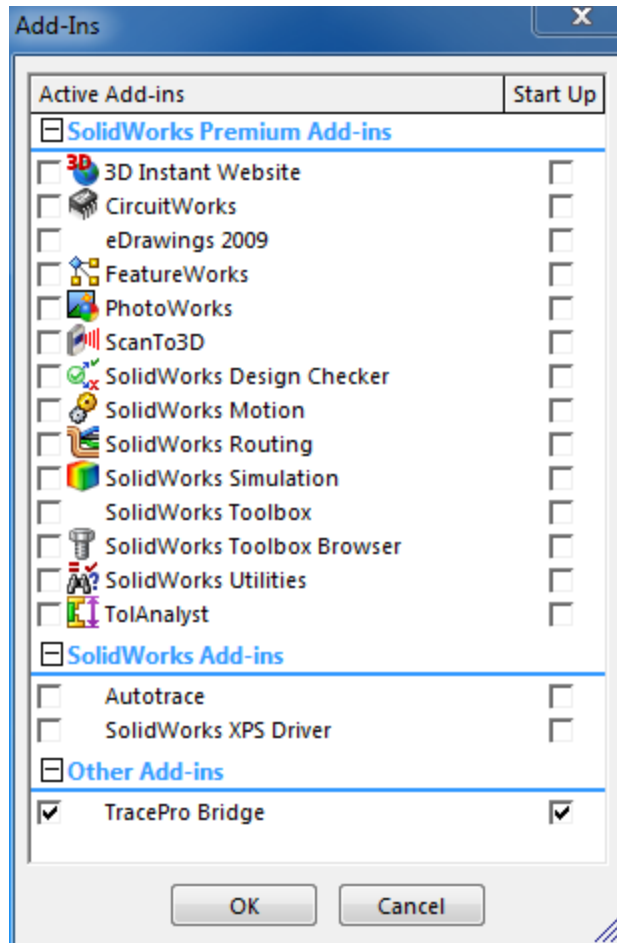
Click **OK** to acknowledge that a new Properties Database file has been copied to your user profile. TracePro Bridge is now ready to run.

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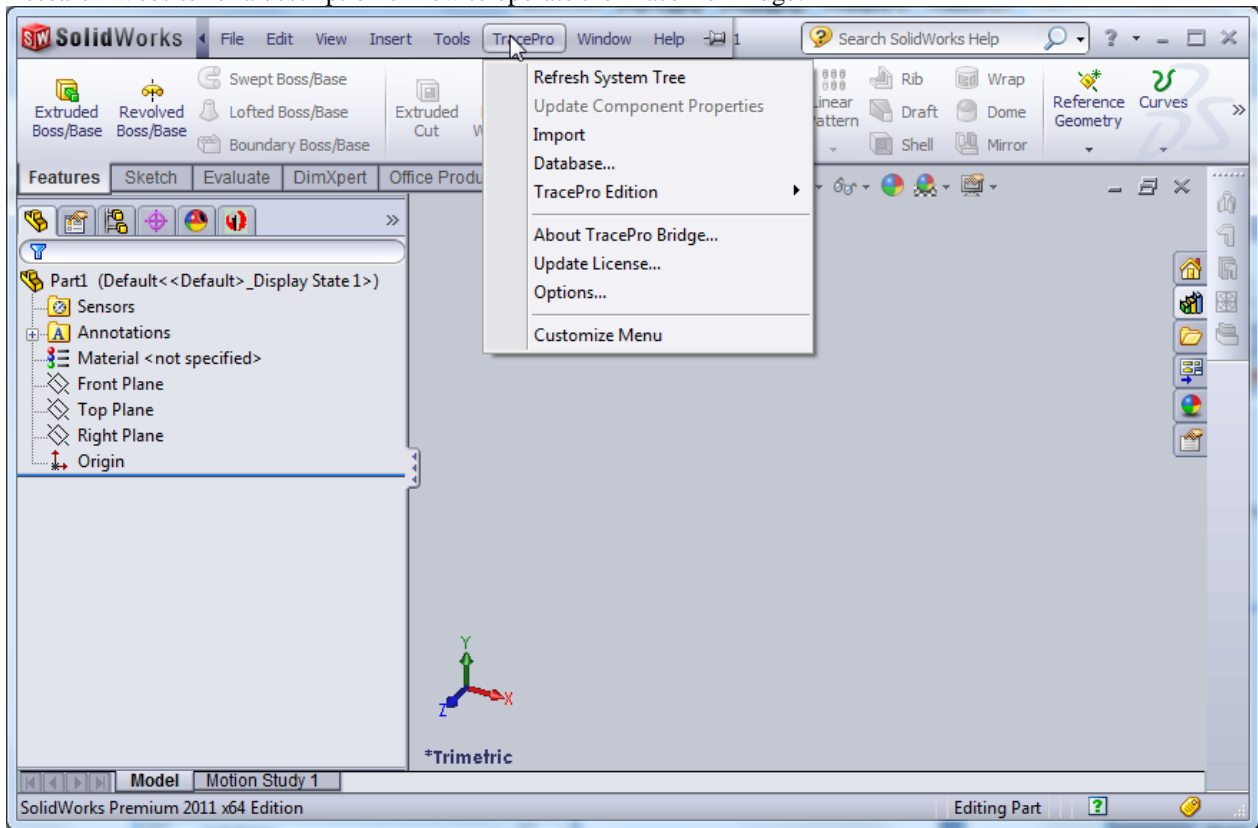
## Accessing TracePro Bridge in SolidWorks

You have successfully installed TracePro Bridge for SolidWorks. It will be listed in the Other Add-ins section of the SolidWorks Add-Ins menu. This dialog will be displayed when you pick Tools/Add-Ins.

The check boxes show that TracePro Bridge is currently loaded and will be loaded whenever SolidWorks is started.



TracePro Bridge commands are available on the main TracePro menu as well as from the TracePro System Tree tab in the SolidWorks Feature Manager. Please see the TraceProBridge\_UserManual\_7.1.pdf available on the Lambda Research Website for a description of how to operate the TracePro Bridge.



## TracePro Bridge Updates

TracePro Bridge updates are available from the Lambda Research Corporation website. Please go to [http://www.lambdare.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdare.com/technical_support/tracepro_bridge_for_solidworks/releases/)

select the link for the Current TracePro Bridge Release, then follow the steps in the section of this Installation Guide titled "Downloading and Installing TracePro Bridge from the Lambda Research Website"

TracePro Bridge 7.1.x releases will overwrite previous 7.1.x releases. However, prior releases should be uninstalled before installing a new version of the Bridge.

All TracePro Bridge 7.1.x releases run from the same license. See the section titled "Requesting/Updating a License" to obtain a 7.1 license.

To determine the release of the currently installed TracePro Bridge, select **TracePro/About TracePro Bridge**.

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# Monitoring Network License Usage

The SafeNet Sentinel licensing used by TracePro has a Monitoring Tool that you can be used to determine the status of the network license. To access the Monitoring Tool, enter the following in your web browser:

<http://<ServerName>:6002/>

## Sentinel License Monitor

System Address: <<http://srv-alpha:6002/>>

Sentinel Protection Server Version 7.6.0

This web page shows you details of the keys attached/installed on the system.

Please click on a key number to view the details about the clients who are using the licenses available with this key.

Keys#	Key Type	Form Factor	Serial Number	Model Number	Hard Limit	Licenses-In-Use	Highest Used	Time-Outs	Sublicense
<a href="#">1</a>	SuperPro	USB	0x00000A80	*	10	2	6	188	>>

The use of the Monitoring Tool is documented on the SafeNet website on Page 7 of the End User Guide:

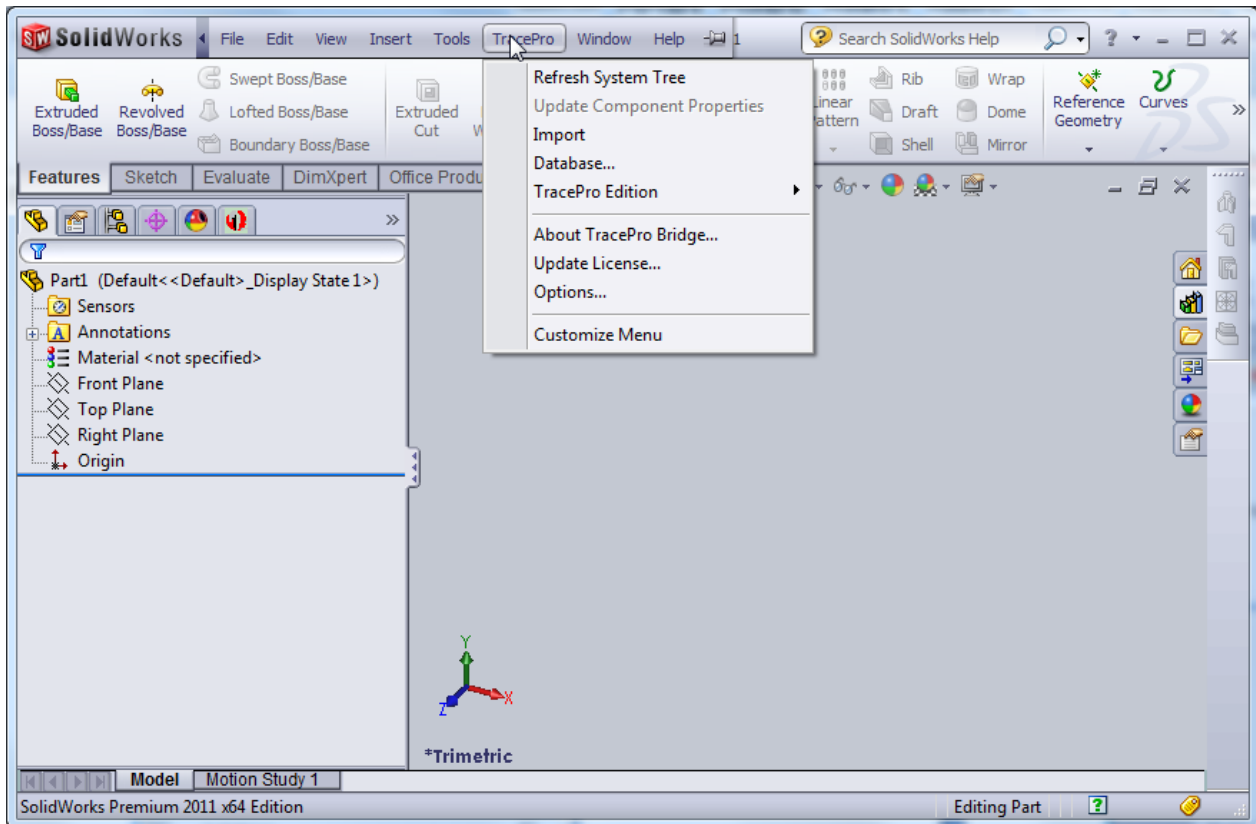
[http://www2.safenet-inc.com/support/files/SafeNet\\_Sentinel\\_EndUser\\_Guide.pdf](http://www2.safenet-inc.com/support/files/SafeNet_Sentinel_EndUser_Guide.pdf)

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# TracePro Menu in SolidWorks

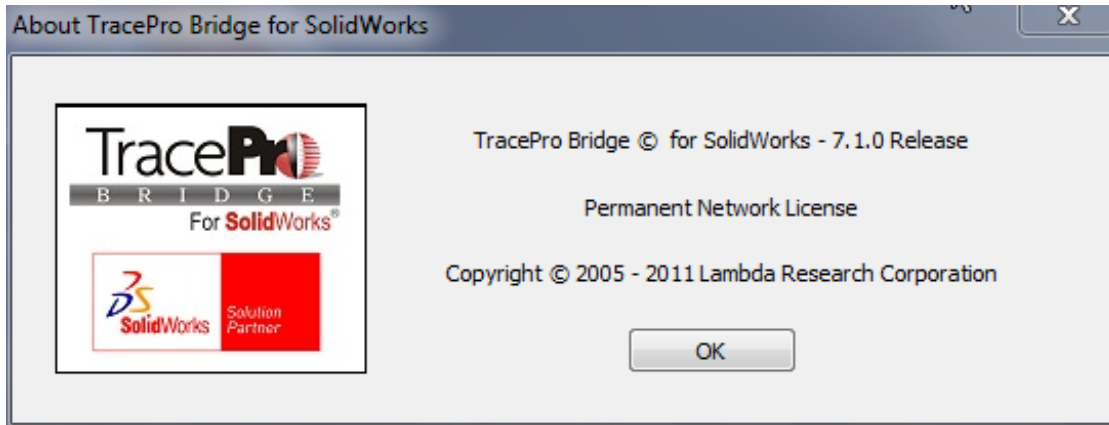
The TracePro Menu includes the following items that can be used to help resolve installation problems:

- About TracePro Bridge
- Update License



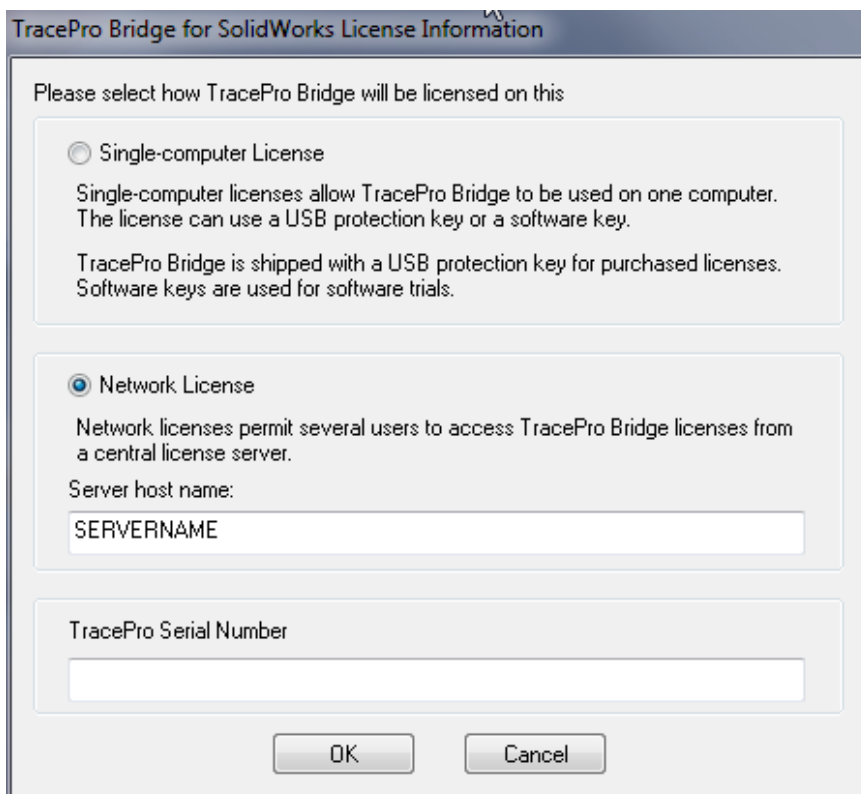
## About TracePro Bridge

The About TracePro Bridge window shows the release of TracePro Bridge that is installed, and also identifies the license as Permanent or shows the number of days remaining for a temporary license.



## Update License

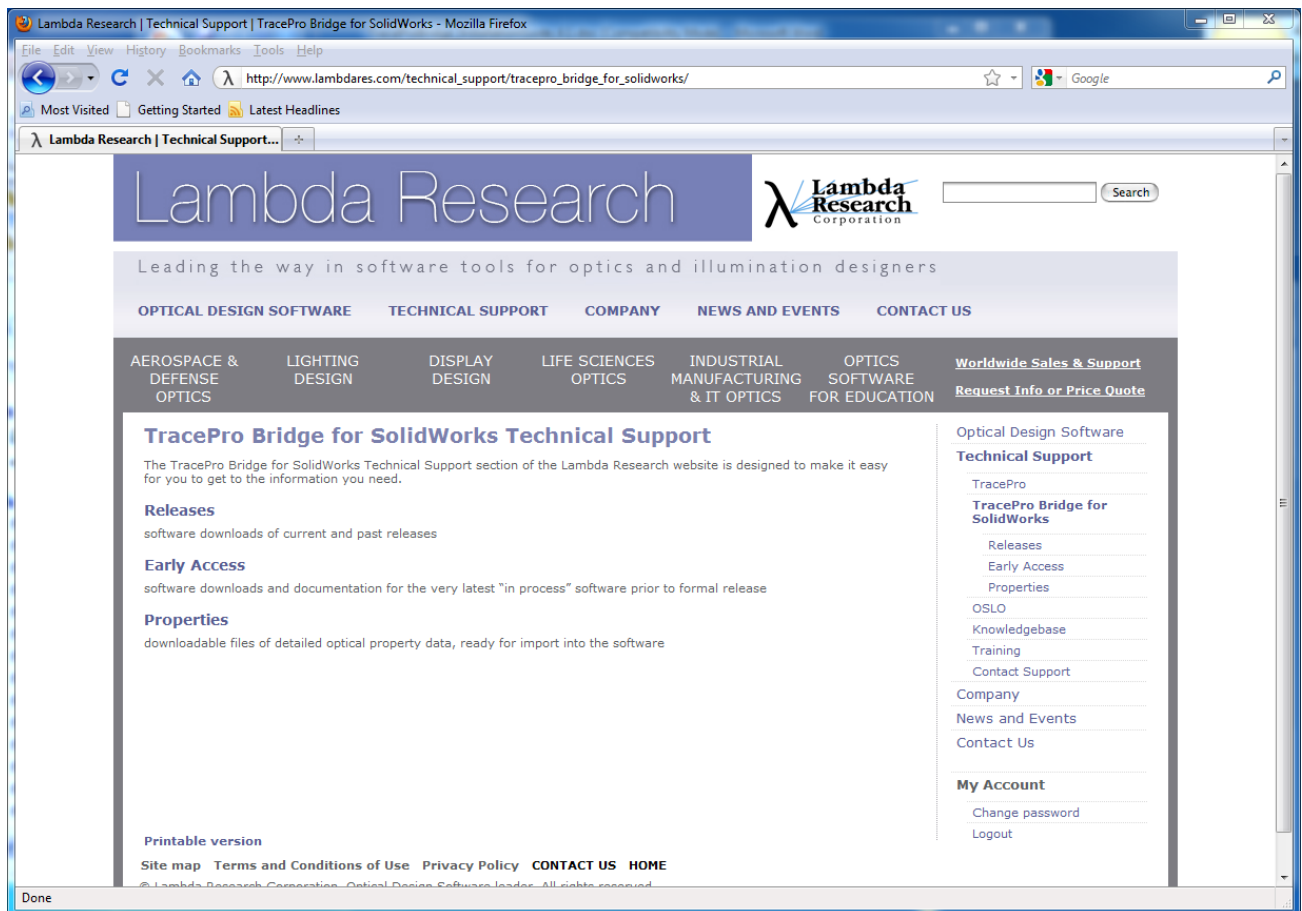
The Update License dialog enables you to change the selection of the license type, or for a network license to change the name of the license server.



# Technical Support Website

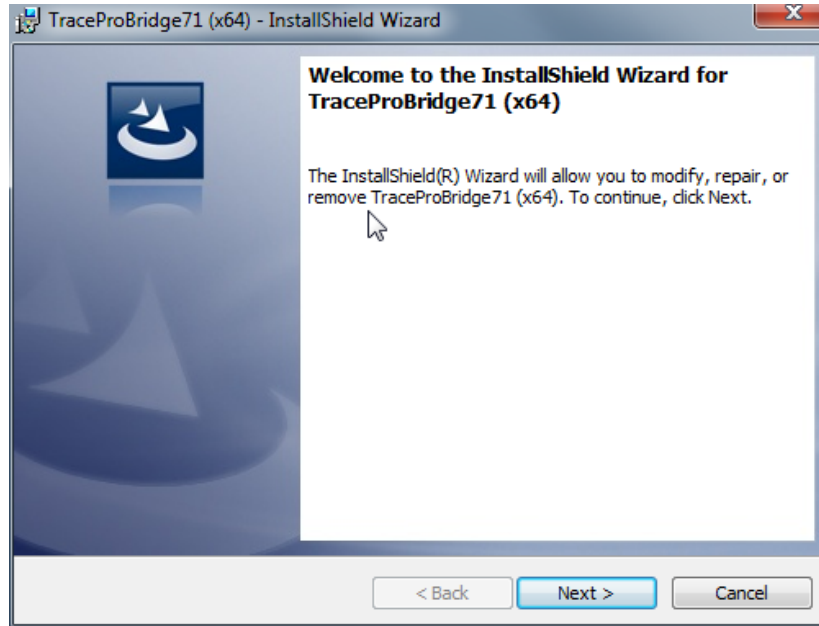
The TracePro Bridge Technical Support website is accessible by going to [http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/) in any Web Browser, and includes the following resources:

- Releases - software downloads and documentation for current and past releases
- Early Access - software downloads and documentation for the very latest “in process” software prior to formal release
- Properties - downloadable files of detailed optical property data, ready for import into the software

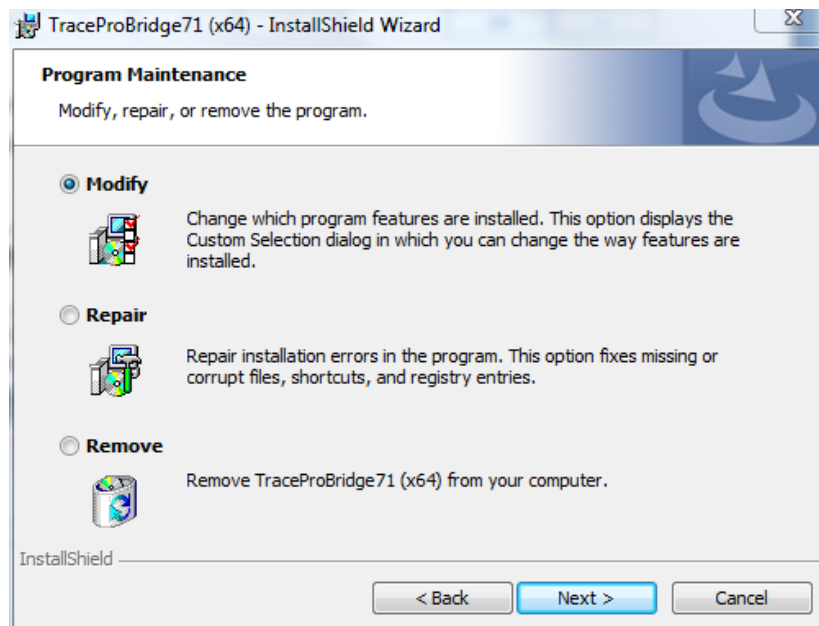


## Modify, Repair, or Remove the Program

In order to Modify, Repair, or Remove TracePro Bridge, initiate the TracePro Bridge installation from the CD or web download. If the installer detects that the same release of TracePro Bridge has already been installed, the following screen will appear:



Click **Next** to continue.



Choose the **Modify** option and click **Next** to open the Select Feature dialog box to choose which installation components to install or uninstall at this time. Click **Next** to perform the requested operations and then click **Finish** to complete the installation/uninstallation.

Choose the **Repair** option and click **Next** to automatically run a Maintenance routine to reinstall any corrupted files from a prior installation. Click **Finish** to complete the Repair.

Choose the **Remove** option and click **Next**, and then click **Yes** in the confirmation window to confirm the selection and remove the program. Upon completion, a prompt appears for a computer restart, which can be performed immediately or delayed to a more convenient time. The uninstall is fully completed once the computer is rebooted.

# QUICKSTART GUIDE - TRACEPRO BRIDGE 30-DAY-TRIAL

This section provides the step-by-step instructions for 30-Day-Trial Users of TracePro Bridge to get the program running.

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## Website Registration

The TracePro Bridge software and documentation are maintained in a secure area of the Lambda Research website. Users must receive a Website Serial Number from Lambda Research and use this serial number to register on the website.

- Receive e-mail from [license@lambdares.com](mailto:license@lambdares.com) with Website Serial Number
- Go to [http://www.lambdares.com/technical\\_support/login/registration/](http://www.lambdares.com/technical_support/login/registration/)

The screenshot shows the 'New User Registration' form on the Lambda Research website. The form is located in a dark-themed navigation area. The navigation menu includes: OPTICAL DESIGN SOFTWARE, TECHNICAL SUPPORT, COMPANY, NEWS AND EVENTS, CONTACT US, AEROSPACE & DEFENSE OPTICS, LIGHTING DESIGN, DISPLAY DESIGN, LIFE SCIENCES OPTICS, INDUSTRIAL MANUFACTURING & IT OPTICS, OPTICS SOFTWARE FOR EDUCATION, Sign, World, and Regu. The registration form fields are: First Name, Last Name, Username, Password, Confirm Password, Email, Company Name, and Serial Number\*. There are Submit and Reset buttons. A note at the bottom states: '\* Serial numbers may be obtained from LRC original software packaging or by selecting the Help|License box in any LRC software product. If you cannot locate your serial number, you may request that your number be e-mailed to you: Request Serial Number. Please provide your name and company.'

- Enter the information, including the Website Serial Number
- Please make note of the Username and Password that you have chosen, as these will be needed for future access to the secure pages of the website
- Click Submit

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# TracePro Bridge Installation

- Go to [http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/releases/)
- Login using the Username and Password you established during Website Registration

**Login Required**

Lambda Research Support Subscriptions gives you access to software releases, updated materials and properties, extensive technical support and our comprehensive Knowledge Base.

**Returning Customer Login\***

Username

Password

[New User Registration](#)  
[Forgot your password?](#)  
[Update Support Subscription](#)

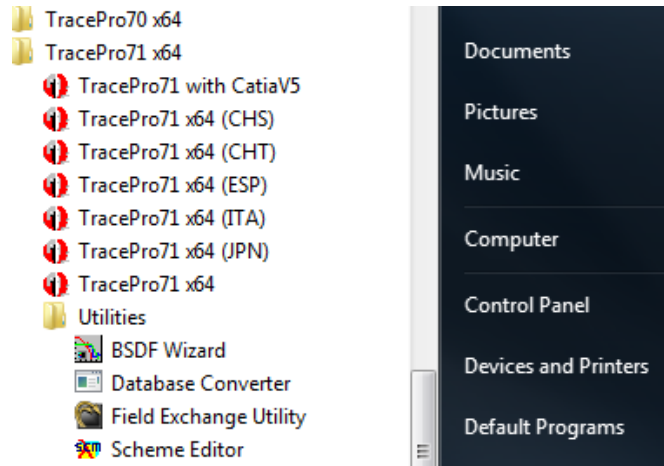
[Optics](#)  
[Techn](#)  
[Comp](#)  
[News](#)  
[Conta](#)

- Download the current release of TracePro Bridge  
[http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/releases/)
- Select 32-bit or 64-bit consistent with the Windows Operating System on the PC that will be running TracePro Bridge
- Exit any SolidWorks sessions that are running.
- Double-click on TraceProBridge...Installer.exe to install TracePro Bridge and follow the steps in the TracePro Bridge Installation Guide to complete the installation

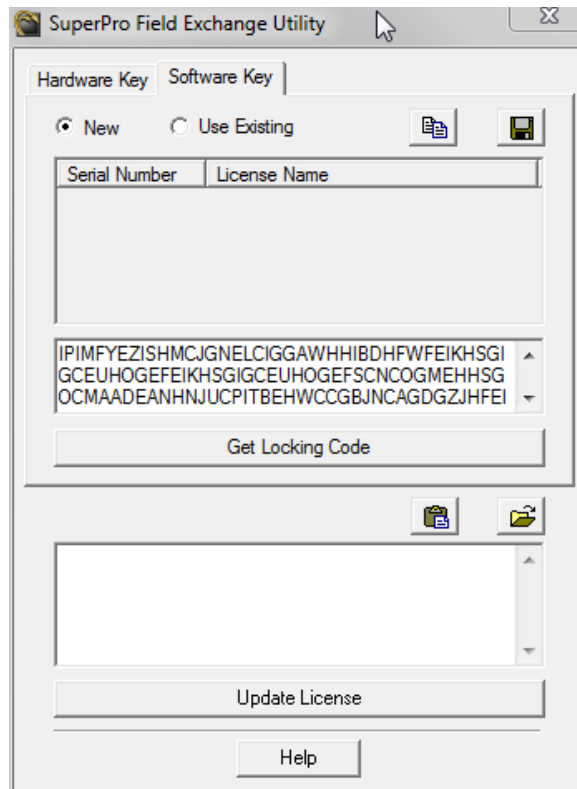
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## Send Locking Code to Lambda Research

- The installation of TracePro has also installed the Field Exchange Utility.
- Launch the **Field Exchange Utility** from the Programs list in Windows



- Choose the **Software Key** tab and select the **New** button
- Click on **Get Locking Code**

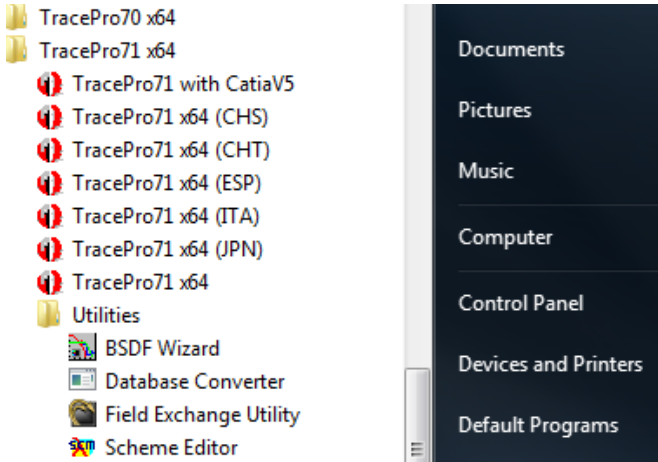


- Use the **Save locking code to a file** button (.loc) and send the Locking Code to [license@lambdares.com](mailto:license@lambdares.com) (the copy option is not recommended because an incomplete code can be copied in error).
- Please include your name and company name in the e-mail to assist us in identifying you.

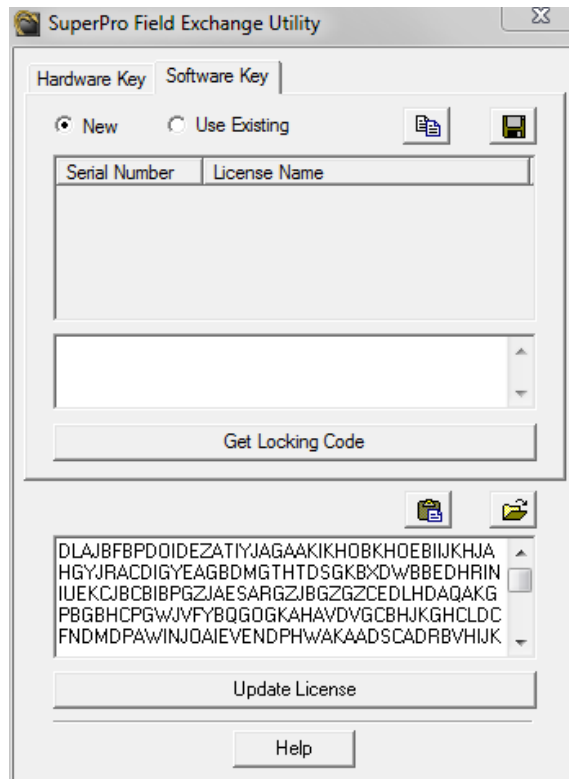
---

## Receive License Code and Update License

- Receive e-mail from license@lambdare.com with the License Code (.lic file)
- Launch the **Field Exchange Utility** from the Programs list in Windows



- Choose the **Software Key** tab and select the **New** button
- Use the **Load license code to a file** button to load the license code

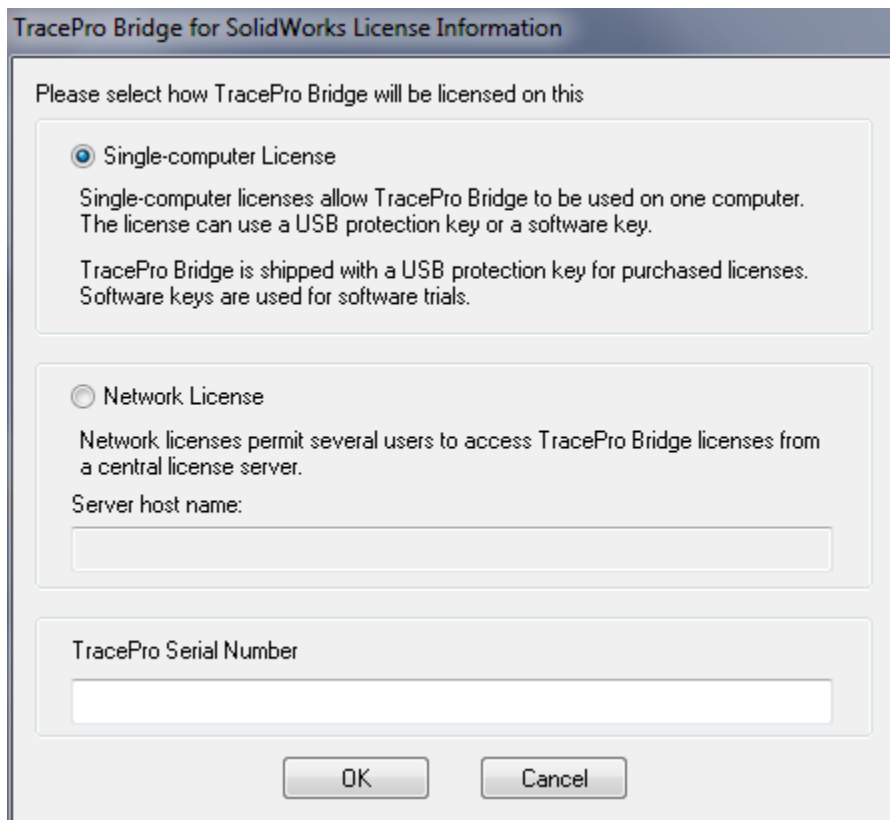


- Click **Update License**.

---

## Launching TracePro Bridge

- Start SolidWorks.
- The first time SolidWorks is run after installing TracePro Bridge, the TracePro Bridge License Information dialog will appear:



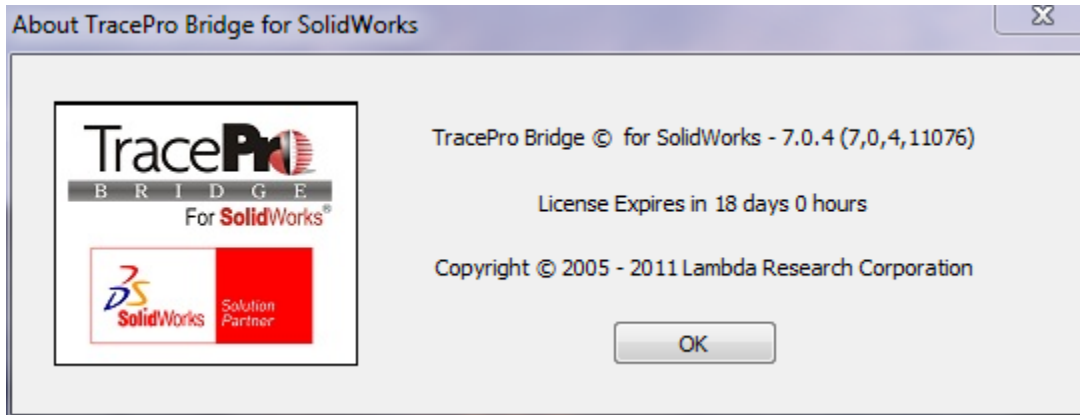
The screenshot shows a dialog box titled "TracePro Bridge for SolidWorks License Information". The main text reads "Please select how TracePro Bridge will be licensed on this". There are two radio button options: "Single-computer License" (which is selected) and "Network License". Below the "Single-computer License" option, there is explanatory text: "Single-computer licenses allow TracePro Bridge to be used on one computer. The license can use a USB protection key or a software key. TracePro Bridge is shipped with a USB protection key for purchased licenses. Software keys are used for software trials." Below the "Network License" option, there is text: "Network licenses permit several users to access TracePro Bridge licenses from a central license server." and a label "Server host name:" followed by an empty text input field. At the bottom of the dialog, there is a label "TracePro Serial Number" followed by another empty text input field. At the very bottom, there are two buttons: "OK" and "Cancel".

- Select the **Single-computer License** option
- (Optional) Enter the **TracePro Serial Number (aka Website Serial Number)**
- Click **OK** to begin the TracePro Bridge session

---

## Temporary License

- The Software Key provides a temporary license. To determine the number of days remaining before the license expires, select **TracePro/About TracePro Bridge**:



---

## Updating a Software Key License

- If the need arises to update the software key license, please follow the steps in the **Send Locking Code to Lambda Research** and **Receive License Code and Update License** sections again, but this time select the **Use Existing** button in the Field Exchange Utility.

# QUICKSTART GUIDE - TRACEPRO BRIDGE SINGLE COMPUTER LICENSE

This document provides the step-by-step instructions for new purchasers of TracePro Bridge with a Single Computer License to get the program running.

---

## Website Registration

The TracePro Bridge software and documentation are maintained in a secure area of the Lambda Research website. Users must receive a Website Serial Number from Lambda Research and use this serial number to register on the website.

- Receive Website Serial Number from Lambda Research
- Go to [http://www.lambdares.com/technical\\_support/login/registration/](http://www.lambdares.com/technical_support/login/registration/)

OPTICAL DESIGN SOFTWARE   TECHNICAL SUPPORT   COMPANY   NEWS AND EVENTS   CONTACT US

AEROSPACE & DEFENSE OPTICS   LIGHTING DESIGN   DISPLAY DESIGN   LIFE SCIENCES OPTICS   INDUSTRIAL MANUFACTURING & IT OPTICS   OPTICS SOFTWARE FOR EDUCATION

### New User Registration

First Name:

Last Name:

Username:

Password:

Confirm Password:

Email:

Company Name:

Serial Number\*:

\* Serial numbers may be obtained from LRC original software packaging or by selecting the **Help|License** box in any LRC software product. If you cannot locate your serial number, you may request that your number be e-mailed to you: **Request Serial Number**. Please provide your name and company.

- Enter the information, including the Website Serial Number
- Please make note of the Username and Password that you have chosen, as these will be needed for future access to the secure pages of the website
- Click Submit

---

# TracePro Bridge Installation

- Go to [http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/releases/)
- Login using the Username and Password you established during Website Registration

**Login Required**

Lambda Research Support Subscriptions gives you access to software releases, updated materials and properties, extensive technical support and our comprehensive Knowledge Base.

**Returning Customer Login\***

Username

Password

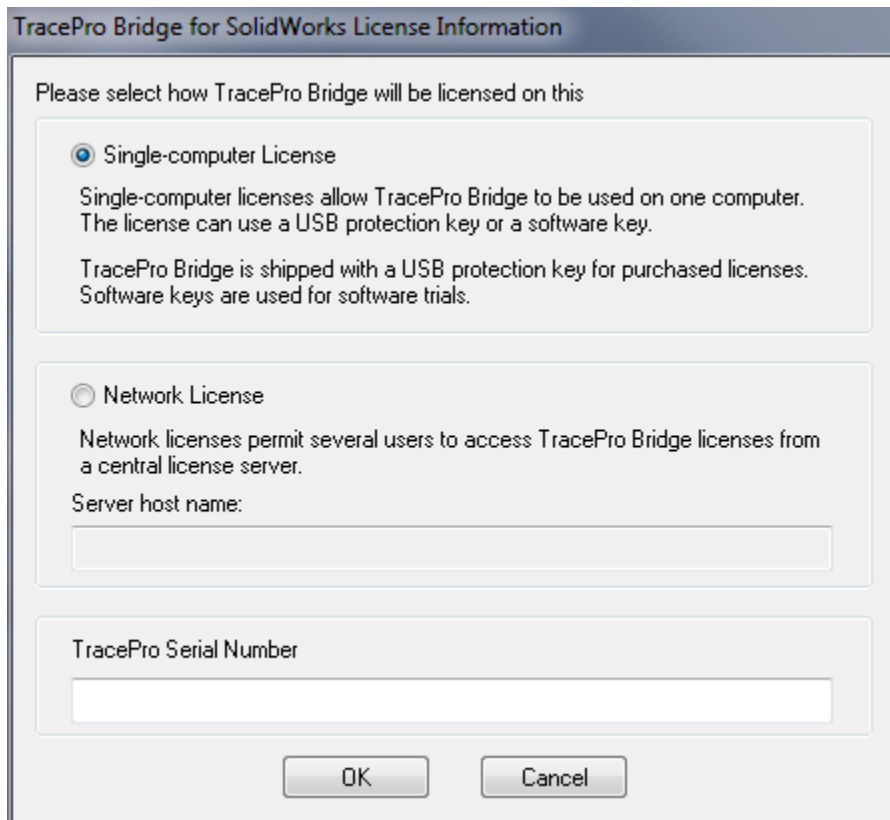
[New User Registration](#)  
[Forgot your password?](#)  
[Update Support Subscription](#)

- Download the current release of TracePro Bridge  
[http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/releases/)
- Select 32-bit or 64-bit consistent with the Windows Operating System on the PC that will be running TracePro Bridge
- Exit any SolidWorks sessions that are running.
- Double-click on TraceProBridge...Installer.exe to install TracePro Bridge and follow the steps in the TracePro Bridge Installation Guide to complete the installation

---

## Launching TracePro Bridge

- Verify that the TracePro Bridge Hardware Key is connected to the PC
- Start SolidWorks.
- The first time SolidWorks is run after installing TracePro Bridge, the TracePro Bridge License Information dialog will appear:



The image shows a dialog box titled "TracePro Bridge for SolidWorks License Information". The dialog contains the following elements:

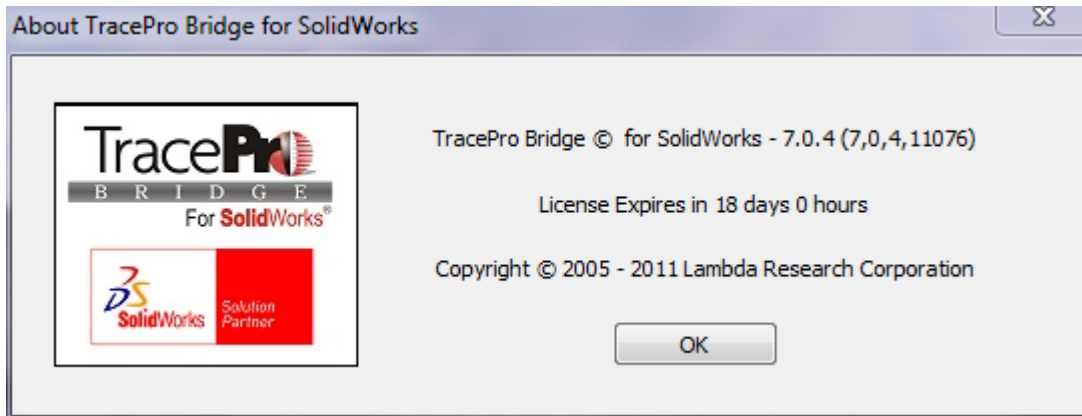
- A title bar with the text "TracePro Bridge for SolidWorks License Information".
- A main instruction: "Please select how TracePro Bridge will be licensed on this".
- Two radio button options:
  - Single-computer License** (selected):
    - Text: "Single-computer licenses allow TracePro Bridge to be used on one computer. The license can use a USB protection key or a software key."
    - Text: "TracePro Bridge is shipped with a USB protection key for purchased licenses. Software keys are used for software trials."
  - Network License** (unselected):
    - Text: "Network licenses permit several users to access TracePro Bridge licenses from a central license server."
    - Text: "Server host name:" followed by an empty text input field.
- A text input field labeled "TracePro Serial Number".
- Two buttons at the bottom: "OK" and "Cancel".

- Select the **Single-computer License** option
- (Optional) Enter the **TracePro Serial Number**
- Click **OK** to begin the TracePro Bridge session

---

## Temporary License

- The Hardware Key has been programmed with a temporary license. To determine the number of days remaining before the license expires, select **TracePro/About TracePro Bridge**:

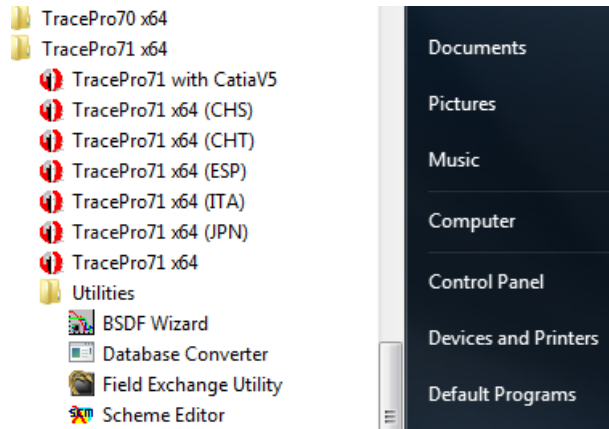


- Lambda Research will provide a permanent TracePro Bridge license after receiving payment for TracePro Bridge.
- To update the hardware key with the permanent TraceProBridge license, please follow the steps in the next two sections to **Send Locking Code to Lambda Research** and **Receive License Code and Update License**.

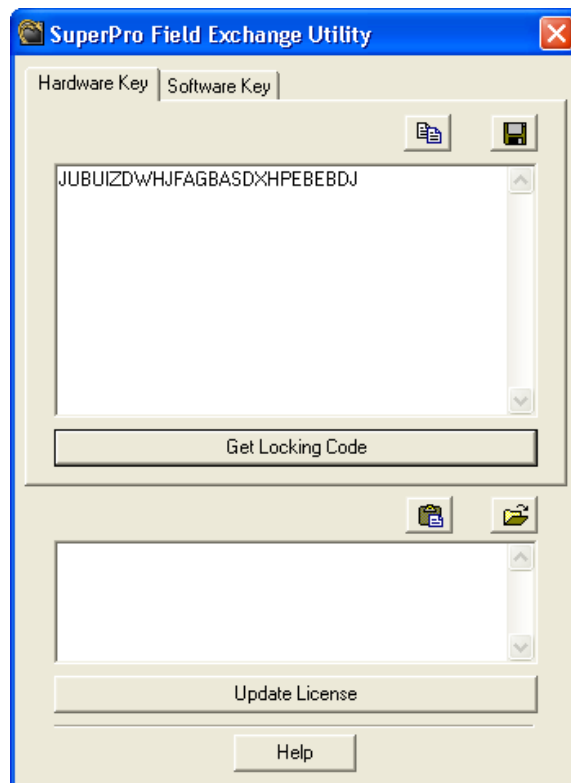
---

## Send Locking Code to Lambda Research

- The installation of TracePro has also installed the Field Exchange Utility.
- Launch the **Field Exchange Utility** from the Programs list in Windows



- Verify that the TracePro Hardware Key is connected to the PC
- Choose the **Hardware Key** tab
- Click on **Get Locking Code**

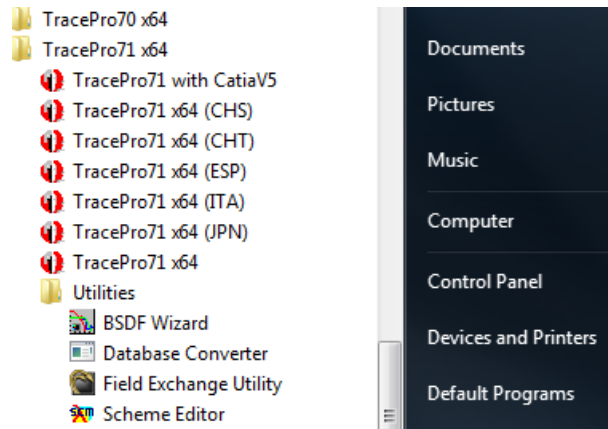


- Use either the **Copy to Clipboard** button or the **Save locking code to a file** button (.loc), and send the Locking Code to [license@lambdaresearch.com](mailto:license@lambdaresearch.com).
- Please include your name, company name, and TracePro Key Number in the e-mail to assist us in identifying you.

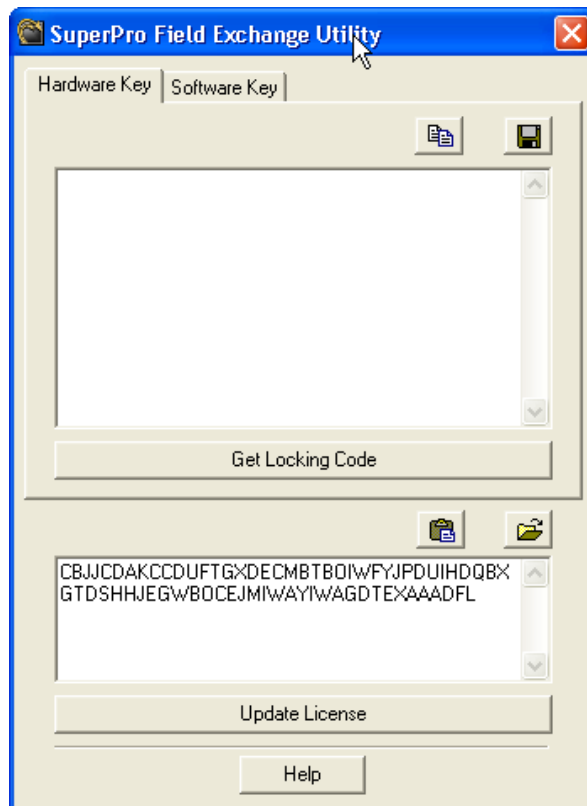
---

## Receive License Code and Update License

- The installation of TracePro has also installed the Field Exchange Utility.
- Launch the **Field Exchange Utility** from the Programs list in Windows



- Verify that the TracePro Hardware Key is connected to the PC
- Choose the **Hardware Key** tab
- Use either the **Paste to Clipboard** button or the **Load license code to a file** button to load the license code.



- Click **Update License**.
- Please note that this action has reprogrammed the Hardware Key, so if the key is transferred to another PC there is no further action required to run the software.

# QUICKSTART GUIDE – TRACEPRO BRIDGE NETWORK LICENSE

This document provides the step-by-step instructions for new purchasers of TracePro Bridge with a Network License to get the program running.

---

## Website Registration (each TracePro Bridge User)

The TracePro Bridge software and documentation are maintained in a secure area of the Lambda Research website. Users must receive a Website Serial Number from Lambda Research and use this serial number to register on the website.

- Receive Website Serial Number from Lambda Research
- Go to [http://www.lambdares.com/technical\\_support/login/registration/](http://www.lambdares.com/technical_support/login/registration/)

The screenshot shows the 'New User Registration' form on the Lambda Research website. The form is located in a dark-themed navigation bar. The navigation bar includes links for 'OPTICAL DESIGN SOFTWARE', 'TECHNICAL SUPPORT', 'COMPANY', 'NEWS AND EVENTS', and 'CONTACT US'. Below the navigation bar, there are links for 'AEROSPACE & DEFENSE OPTICS', 'LIGHTING DESIGN', 'DISPLAY DESIGN', 'LIFE SCIENCES OPTICS', 'INDUSTRIAL MANUFACTURING & IT OPTICS', and 'OPTICS SOFTWARE FOR EDUCATION'. The registration form itself has the following fields: 'First Name', 'Last Name', 'Username', 'Password', 'Confirm Password', 'Email', 'Company Name', and 'Serial Number\*'. There are 'Submit' and 'Reset' buttons at the bottom of the form. A note at the bottom of the form states: '\* Serial numbers may be obtained from LRC original software packaging or by selecting the **Help|License** box in any LRC software product. If you cannot locate your serial number, you may request that your number be e-mailed to you: **Request Serial Number**. Please provide your name and company.'

- Enter the information, including the Website Serial Number
- Please make note of the Username and Password that you have chosen, as these will be needed for future access to the secure pages of the website
- Click Submit

---

# TracePro Bridge Installation (each PC running TracePro Bridge)

- Go to [http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/releases/)
- Login using the Username and Password you established during Website Registration

**Login Required**

Lambda Research Support Subscriptions gives you access to software releases, updated materials and properties, extensive technical support and our comprehensive Knowledge Base.

**Returning Customer Login\***

Username

Password

[New User Registration](#)  
[Forgot your password?](#)  
[Update Support Subscription](#)

[Optica](#)  
[Techn](#)  
[Comp](#)  
[News](#)  
[Conta](#)

- Download the current release of TracePro Bridge  
[http://www.lambdaresearch.com/technical\\_support/tracepro\\_bridge\\_for\\_solidworks/releases/](http://www.lambdaresearch.com/technical_support/tracepro_bridge_for_solidworks/releases/)
- Select 32-bit or 64-bit consistent with the Windows Operating System on the PC that will be running TracePro Bridge
- Exit any SolidWorks sessions that are running.
- Double-click on TraceProBridge...Installer.exe to install TracePro Bridge and follow the steps in the TracePro Bridge Installation Guide to complete the installation

---

## Connect the Hardware Key (TracePro License Server)

- Select a PC on the Network that will act as the TracePro License Server and connect the TracePro Hardware Key
- If the TracePro or TracePro Bridge software is not installed on this PC, download and install the Sentinel Protection Installer from the Hardware Key manufacturer's website:
  - [http://www.safenet-inc.com/support\\_and\\_downloads/download\\_drivers/sentinel\\_drivers.aspx](http://www.safenet-inc.com/support_and_downloads/download_drivers/sentinel_drivers.aspx)
  - Note – these drivers are included in the TracePro and TracePro Bridge installation, so this step is not necessary if TracePro or TracePro Bridge is already installed on this PC
- Ports 6001 and 6002 are used for the communication between the server and the PC's running TracePro and TracePro Bridge, so these ports must be opened in the server's firewall.

---

## Launching TracePro Bridge (each PC running TracePro Bridge)

- Start SolidWorks.
- The first time SolidWorks is run after installing TracePro Bridge, the TracePro Bridge License Information dialog will appear:

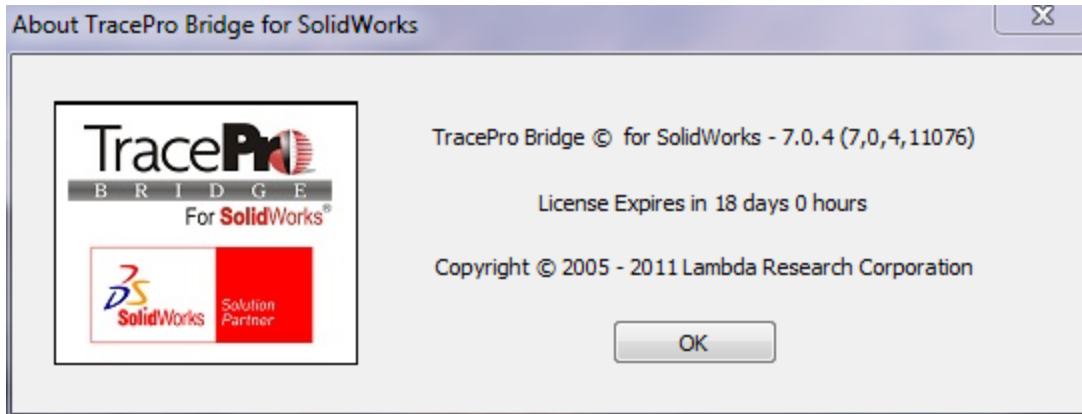
The screenshot shows a dialog box titled "TracePro Bridge for SolidWorks License Information". The main text reads "Please select how TracePro Bridge will be licensed on this". There are two radio button options: "Single-computer License" and "Network License". The "Network License" option is selected. Below the "Network License" option, there is a text field labeled "Server host name:" with the text "ServerName" entered. Below that, there is a text field labeled "TracePro Serial Number" with the text "123456789ABCDE" entered. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- Select the **Network License** option
- Enter the Server host name
- (Optional) Enter the TracePro Serial Number
- Click OK to begin the TracePro Bridge session

---

## Temporary License

- The Hardware Key has been programmed with a temporary license. To determine the number of days remaining before the license expires, select **TracePro/About TracePro Bridge**:

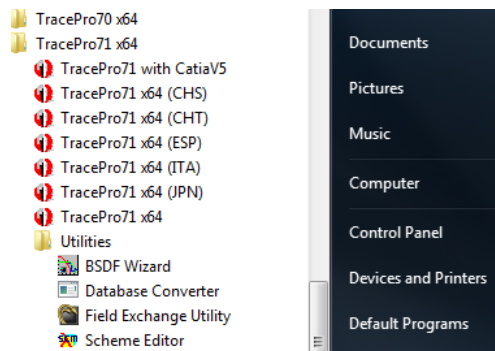


- Lambda Research will provide a permanent TracePro Bridge license after receiving payment for TracePro Bridge.
- To update the hardware key with the permanent TracePro Bridge license, please follow the steps in the next two sections to **Send Locking Code to Lambda Research** and **Receive License Code and Update License**

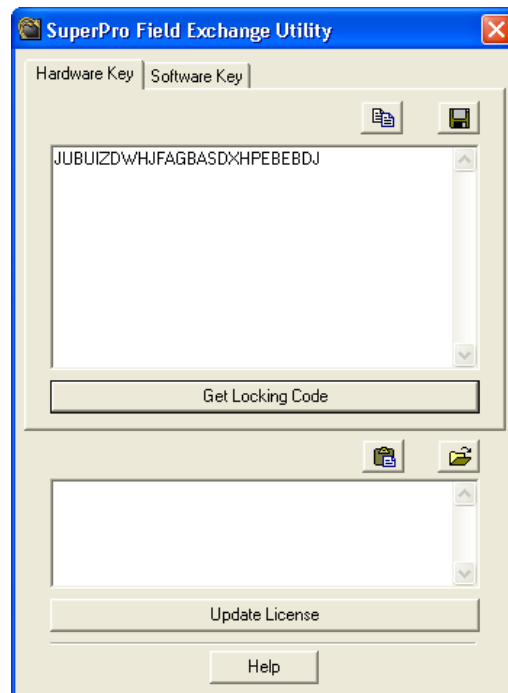
---

## Send Locking Code to Lambda Research

- The installation of TracePro has also installed the Field Exchange Utility.
  - If TracePro is not installed on the TracePro License Server, the utility can be downloaded and run on the TracePro License Server. Download **SafeNetFieldExchangeUtility.zip** from the TracePro Releases webpage:
  - [http://www.lambdaresearch.com/technical\\_support/tracepro/releases/](http://www.lambdaresearch.com/technical_support/tracepro/releases/)
- Launch the **Field Exchange Utility** from the Programs list in Windows



- Verify that the TracePro Hardware Key is connected to the PC
- Choose the **Hardware Key** tab
- Click on **Get Locking Code**

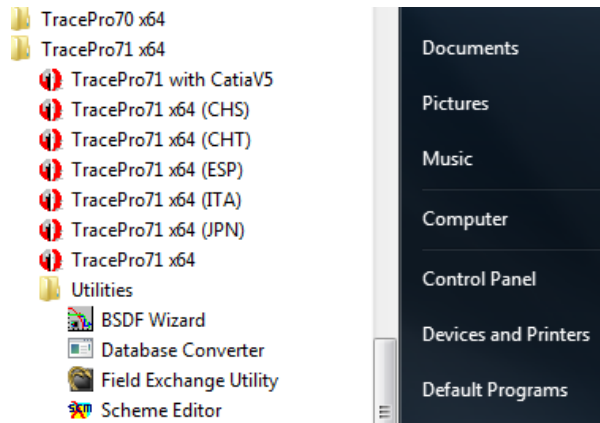


- Use either the **Copy to Clipboard** button or the **Save locking code to a file** button (.loc), and send the Locking Code to [license@lambdaresearch.com](mailto:license@lambdaresearch.com).
- Please include your name, company name, and TracePro Key Number in the e-mail to assist us in identifying you.

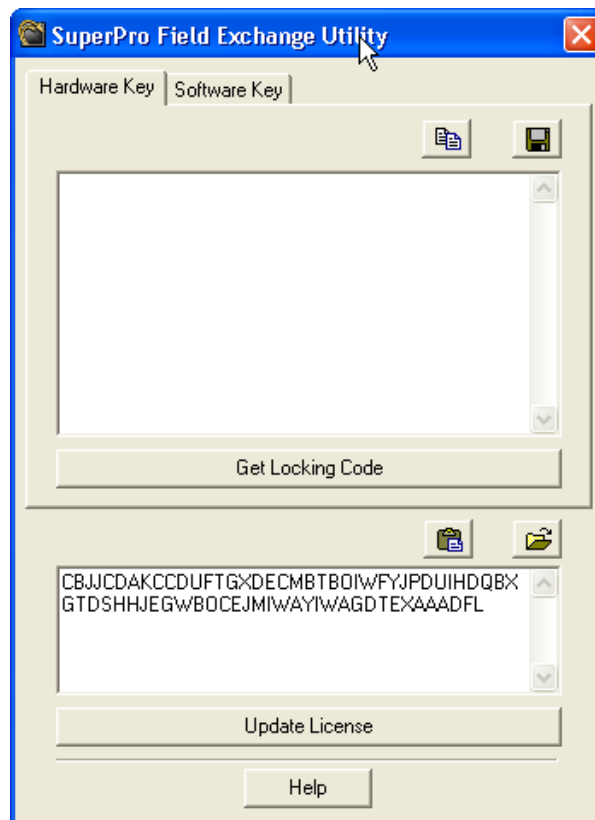
---

## Receive License Code and Update License

- Verify that the TracePro Hardware Key is connected to the PC
- Launch the **Field Exchange Utility** from the Programs list in Windows



- Choose the **Hardware Key** tab
- Use either the **Paste to Clipboard** button or the **Load license code to a file** button to load the license code.



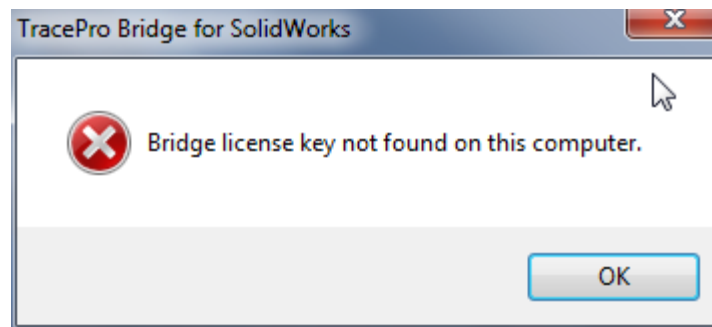
- Click **Update License**.
- Please note that this action has reprogrammed the Hardware Key, so if the key is transferred to another PC there is no further action required to run the software.

# LICENSE ERROR MESSAGES / TROUBLESHOOTING GUIDE

TracePro Bridge 7.0 and later uses Sentinel SuperPro keys from SafeNet for both Single-computer licenses and Network licenses. This document is intended to facilitate the troubleshooting of license issues related to these keys, and lists each error message, the possible causes of that error message, tests to determine the cause, and the steps to resolve the error.

---

## TracePro Bridge single-computer license key not found on this computer



### ***S1 - Sentinel System Drivers are failing/not installed***

**PROBLEM** – Sentinel System Drivers from SafeNet enable the communication between TracePro Bridge and the License Key. These drivers are included in the TracePro Bridge installation, but for some reason they may not have installed properly, or they may be installed but not be functioning properly.

**TEST** – When the Sentinel Drivers are installed, there are actually two separate services installed. The “Sentinel Keys Server controls Single-computer (a.k.a standalone) keys, while the Sentinel Protection Server controls Network keys. Select Control Panel / Administrative Tools / Services / Sentinel, and the two services should be on the list. Verify that the “Status” for Sentinel Keys Server is “Started”.

**RESOLUTION #1** – If the Sentinel Keys Server appears on the list of services, right-click on Sentinel Keys Server and select “Stop”, then right-click again and click “Start” to manually start the service.

**RESOLUTION #2A** – If the Sentinel Keys Server does not appear on the list of services, download and run the latest Sentinel Protection Installer from the SafeNet website:

[http://www.safenet-inc.com/support\\_and\\_downloads/download\\_drivers/sentinel\\_drivers.aspx](http://www.safenet-inc.com/support_and_downloads/download_drivers/sentinel_drivers.aspx)

**RESOLUTION #2B** – If the Sentinel Keys Server does not appear on the list of services even after downloading and installing the drivers, download and run the SSD Cleanup Utility from the same webpage, then try again to run the Sentinel Protection Installer. Please note that the cleanup utility also uninstalls TracePro Bridge and any other applications that have installed the Sentinel drivers, so TracePro Bridge will need to be reinstalled.

## ***S2 - Key not updated for latest Software Release***

PROBLEM - TracePro Bridge Releases like TracePro Bridge 7.0.0 are always of the format Major.Minor.Dot. When the key is updated to run a specific release, it will run all the dot releases of that series. If a Major or Minor release is installed, the key needs to be updated with the license information for that release.

TEST - There is file named BridgeLicenseKey.log that is generated each time you click "Cancel" in the License Information dialog to help us to troubleshoot problems like this. Please connect the problem key, launch TracePro Bridge 7.0, then hit Cancel to get out of the in the TracePro Bridge License Information dialog. This should generate the log file in one of the following locations:

Windows XP - C:\Documents and Settings\\Application Data\Lambda Research Corporation\TraceProBridge  
Windows Vista and Windows 7 - C:\Users\\AppData\Roaming\LambdaResearch Corporation\TraceProBridge

Open BridgeLicenseKey.log in a text editor, and view line 5. If it reads "32: 60", that means the key is currently programmed for TracePro Bridge 7.0.

RESOLUTION - To obtain an updated license, you must provide us with a Locking Code. Please follow the steps in the section of this Installation Guide titled "Requesting/Updating Licenses".

## ***S3 - Selecting Single-computer license when a Network Key is connected***

PROBLEM - This error message will appear if a Network License Key is connected to the PC, but the Single-computer license option has been selected in the TracePro Bridge License Information dialog.

TEST/RESOLUTION - Click OK to this error to return to the TracePro Bridge License Information dialog and then select the Network License option.

## ***S4 - Remote Desktop***

PROBLEM – A Single-computer License will not run TracePro Bridge via a Remote Desktop connection. SafeNet, the manufacturers of the Sentinel Keys, declares this as intended behavior on Page 26 of the Sentinel End User Guide:

[http://www2.safenet-inc.com/support/files/SafeNet\\_Sentinel\\_EndUser\\_Guide.pdf](http://www2.safenet-inc.com/support/files/SafeNet_Sentinel_EndUser_Guide.pdf)

Using Key through Remote Desktop or Terminal Server

Please Note that if you attempt to run a Sentinel Key protected application in standalone mode via a remote client (Terminal Server, VNC, WinXP remote client...), the software protected with Sentinel keys will not allow this for security reasons if application is protected in Standalone mode. You will either need to run the software while directly logged into the machine, or need to get in touch with you software vendor for software protected in Network mode.

TEST – To confirm that Remote Desktop is the cause of the License Error, log into the PC directly and try launching TracePro Bridge without using Remote Desktop.

RESOLUTION – TracePro Bridge can be run from Remote Desktop with a Network License Key. Contact [sales@lambdare.com](mailto:sales@lambdare.com) to request a change from a Single-computer License Key to a Network License Key.

## ***S5 - USB Port Failure***

PROBLEM – The TracePro Bridge Single-computer License Key may be connected to a USB Port on the PC that is disabled or failing.

TEST – To test the PC's USB port, connect another USB device (mouse, keyboard, USB memory stick) to the port, and see if that device works properly.

RESOLUTION – Connect the TracePro License Key to a working port on the PC.

## ***S6 - Key Failure / Programming Error***

PROBLEM – It is possible that the License key is failing or has been misprogrammed.

TEST - There is file named BridgeLicenseKey.log that is generated each time you click "Cancel" in the License Information dialog to help us to troubleshoot problems like this. Please connect the problem key, launch TracePro Bridge 7.0, then hit Cancel to get out of the TracePro Bridge License Information dialog. This should generate the log file in one of the following locations:

Windows XP - C:\Documents and Settings\<<USERNAME>\Application Data\Lambda Research Corporation\TraceProBridge

Windows Vista and Windows 7 - C:\Users\<<USERNAME>\AppData\Roaming\LambdaResearch Corporation\TraceProBridge

Send the BridgeLicenseKey.log file to [license@lambdares.com](mailto:license@lambdares.com) to enable us to determine if the key is functioning and is programmed correctly.

RESOLUTION - To obtain an updated license, you must provide us with a Locking Code. Please follow the steps in the section of this Installation Guide titled "Requesting/Updating Licenses".

## ***S7 – Conflict with another Sentinel Key***

PROBLEM – If another Sentinel Key is connected to the PC, TracePro may be reading the non-TracePro key.

TEST – None

RESOLUTION – Remove all other Sentinel Keys from the PC, then try launching TracePro.

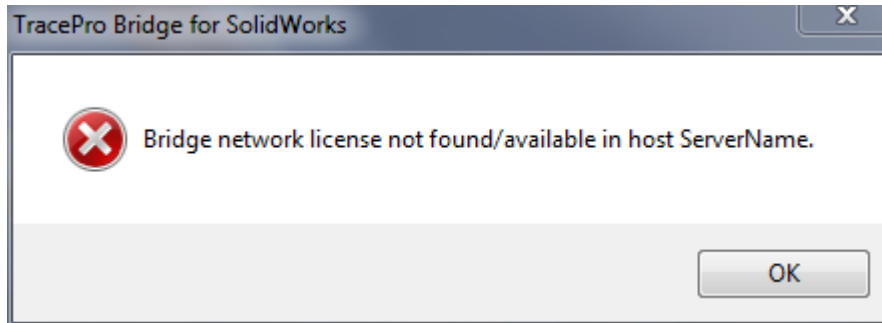
## ***S8 – Additional Information***

Additional troubleshooting information is available in the Sentinel End User Guide:

[http://www2.safenet-inc.com/support/files/SafeNet\\_Sentinel\\_EndUser\\_Guide.pdf](http://www2.safenet-inc.com/support/files/SafeNet_Sentinel_EndUser_Guide.pdf)

---

## TracePro Bridge network license not found



### ***N1 - Sentinel System Drivers are failing/not installed***

**PROBLEM** – Sentinel System Drivers from SafeNet enable the communication between TracePro Bridge and the License Key. These drivers are included in the TracePro installation, but the license server may not have TracePro Bridge installed, or for some other reason they may not have installed properly, or they may be installed but not be functioning properly.

**TEST** – When the Sentinel Drivers are installed, there are actually two separate services installed. The “Sentinel Keys Server controls Single-computer (a.k.a standalone) keys, while the Sentinel Protection Server controls Network keys. Select Control Panel / Administrative Tools / Services / Sentinel, and the two services should be on the list. Verify that the “Status” for Sentinel Protection Server is “Started”.

**RESOLUTION #1** – If the Sentinel Protection Server appears on the list of services, right-click on Sentinel Protection Server and select “Stop”, then right-click again and click “Start” to manually start the service.

**RESOLUTION #2A** – If the Sentinel Protection Server does not appear on the list of services, download and run the latest Sentinel Protection Installer from the SafeNet website:

[http://www.safenet-inc.com/support\\_and\\_downloads/download\\_drivers/sentinel\\_drivers.aspx](http://www.safenet-inc.com/support_and_downloads/download_drivers/sentinel_drivers.aspx)

**RESOLUTION #2B** – If the Sentinel Protection Server does not appear on the list of services even after downloading and installing the drivers, download and run the SSD Cleanup Utility from the same webpage, then try again to run the Sentinel Protection Installer. Please note that the cleanup utility also uninstalls TracePro Bridge and any other applications that have installed the Sentinel drivers, so TracePro Bridge will need to be reinstalled.

### ***N2 - Key not updated for latest Software Release***

**PROBLEM** - TracePro Bridge Releases like TracePro Bridge 7.0.0 are always of the format Major.Minor.Dot. When the key is updated to run a specific release, it will run all the dot releases of that series. If a Major or Minor release is installed, the key needs to be updated with the license information for that release.

**TEST** - There is file named BridgeLicenseKey.log that is generated each time you click "Cancel" in the License Information dialog to help us to troubleshoot problems like this. Please connect the problem key to the Server, launch TracePro 7.0, then hit Cancel to get out of the TracePro Bridge License Information dialog. This should generate the log file in one of the following locations:

Windows XP - C:\Documents and Settings\\Application Data\Lambda Research Corporation\TraceProBridge  
 Windows Vista and Windows 7 - C:\Users\\AppData\Roaming\LambdaResearch Corporation\TraceProBridge

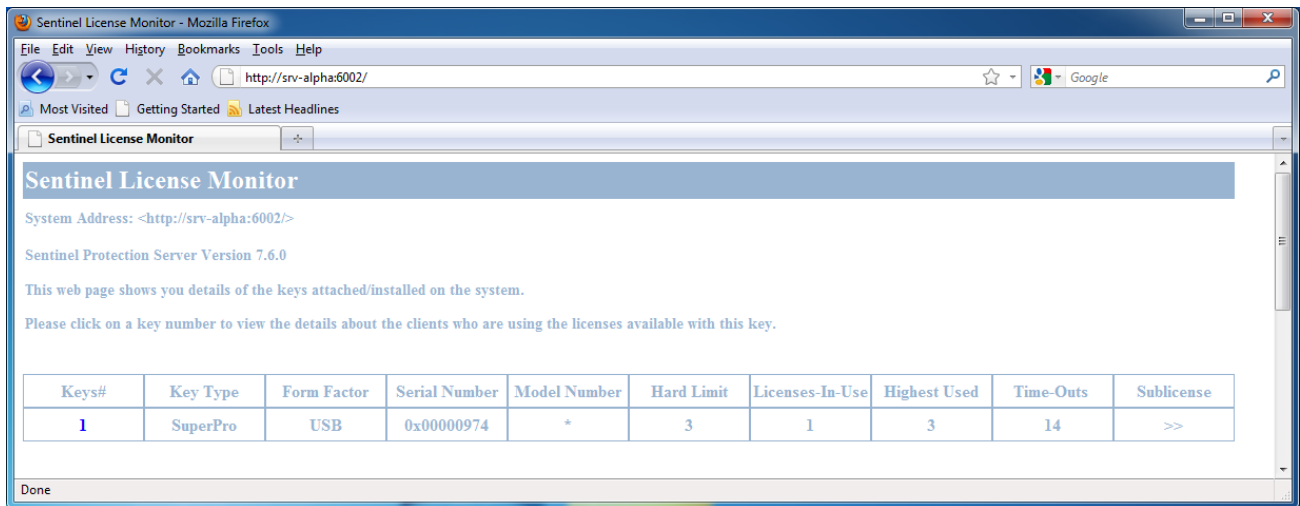
Open BridgeLicenseKey.log in a text editor, and view line 5. If it reads “32: 60”, that means the key is currently programmed for TracePro 7.0.

RESOLUTION - To obtain an updated license, you must provide us with a Locking Code. Please follow the steps in the section of this Installation Guide titled “Requesting/Updating Licenses”.

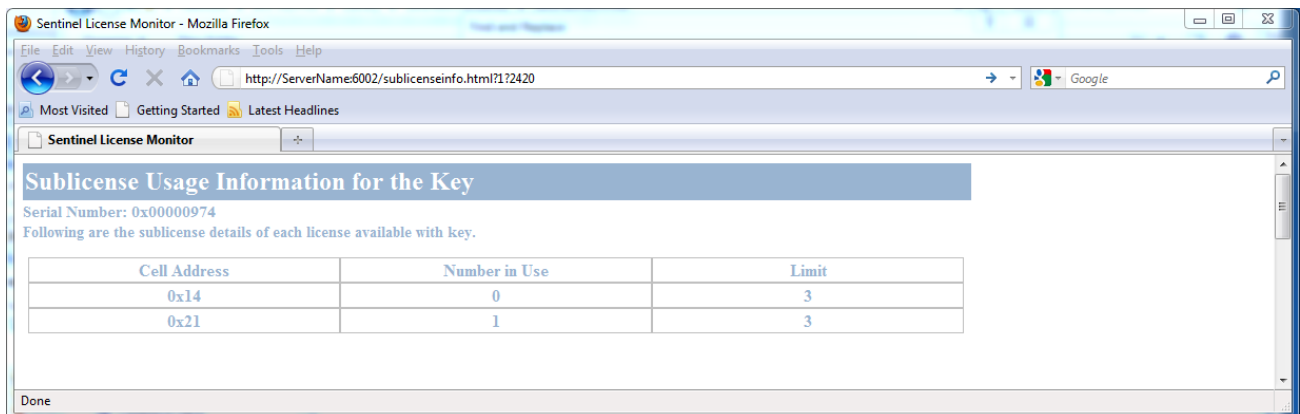
### ***N3 - Network license(s) are already in use***

PROBLEM – This error message will appear if the Network license(s) are already in use.

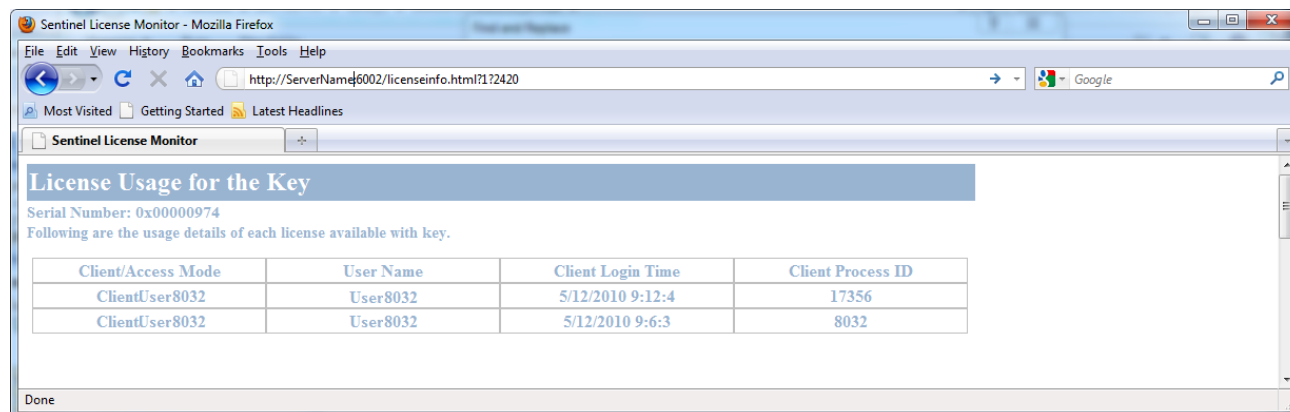
TEST – The only way to test this is to run the Sentinel License Monitor on the server by typing <http://ServerName:6002/> into the address line of the browser. Java is required to run the monitor. This will show the number of licenses in use as well as the number of licenses available.



The >> symbol can be selected in the Sublicense box to show the number of sub-licenses in use. The following page is displayed after picking this symbol. The line with 0x21 shows the number of bridge licenses being used.



The users of the licenses can be found by picking the number in the Keys# box on the Sentinel License Monitor page. The following page is displayed that shows the machines and users of the licenses.



RESOLUTION – Launch TracePro Bridge at a later time once the Network License is available.

## ***N4 - Selecting Network license when a Single-computer Key is connected***

PROBLEM - This error message will appear if a Single-computer License Key is connected to the PC, but the Network license option has been selected in the TracePro Bridge License Information dialog.

TEST/RESOLUTION - Click OK to this error to return to the TracePro Bridge License Information dialog, then select the Single-computer option

## ***N5 - Ports 6001 or 6002 are blocked or are already in use***

PROBLEM – [Note: this possible problem is not applicable if the Network Key is connected to the same PC that is running TracePro Bridge] The key communicates over the network using Ports 6001 and 6002. Communication over these ports may be blocked by a firewall, or another service might already be using these ports for communication.

TEST #1 (preliminary test that provides some information) – Disconnect the Key from the Server, and connect it directly to the PC that is running TracePro Bridge. Launch TracePro Bridge, and when prompted to enter the ServerName in the TraceProBridge License Information dialog, enter the name of your computer. If TracePro Bridge launches successfully, that eliminates N2, N3, N4, and N7 as possible causes, leaving N1, N5, and N6 on the Server PC as possible causes.

TEST #2 - It is recommended that you contact your IT staff to determine if the firewall is blocking communication through Port 6001 or 6002

TEST #3 – To determine if Port 6001 is in use by another application, please generate a STATS.txt file by following these steps:

- Open the command prompt window
- type in the command netstat -a -b > stats.txt
- the STATS.txt will be created and saved to the Root drive
- review STAT.txt to see if any application is using Port 6001 or 6002

RESOLUTION #1 - If the results of TEST #2 conclude that the firewall communication through Ports 6001 and 6002, it is recommended that you contact your IT staff to create the necessary firewall exceptions.

RESOLUTION #2 - If the results of TEST #3 conclude that another application is using Ports 6001 or 6002, one possible option is to turn OFF the “autostart” feature to both the Sentinel Protection Server, and the conflicting service (Control Panel / Administrative Tools / Services /), and turn each service ON manually only when they are needed.

NOTE #1 - Ports 6001/6002/7001/7002 is known to be used by LabVIEW, a software program available from National Instruments:

<http://digital.ni.com/public.nsf/allkb/F852A8CFA4A8CABE862571C00068EF7C>

NOTE #2 - Users of TracePro Single-computer License Keys may see a Sentinel Service error message each time they reboot. This occurs when Port 6001 is in use by another application, and the Sentinel System Drivers have installed both the Single-computer and Network services. This conflict does not stop the TracePro Single-computer License Key from functioning. The resolution of this problem is to turn off the “Network” service. Select Control Panel / Administrative Tools / Services / Sentinel, right-click on “Sentinel” Protection Server” to Stop the service. It is also recommended that the automatic startup of this service be turned off.

## ***N6 - USB Port Failure***

PROBLEM – The TracePro Network License Key may be connected to a USB Port on the PC that is disabled or failing.

TEST – To test the PC’s USB port, connect another USB device (mouse, keyboard, USB memory stick) to the port, and see if that device works properly.

RESOLUTION – Connect the TracePro License Key to a working port on the PC.

## ***N7 - Key Failure / Programming Error***

PROBLEM – It is possible that the License key is failing or has been misprogrammed.

TEST - There is file named BridgeLicenseKey.log that is generated each time you click "Cancel" in the License Information dialog to help us to troubleshoot problems like this. Please connect the problem key, launch TracePro Bridge 7.0, then hit Cancel to get out of the TracePro Bridge License Information dialog. This should generate the log file in one of the following locations:

Windows XP - C:\Documents and Settings\<<USERNAME>\Application Data\Lambda Research Corporation\TraceProBridge

Windows Vista and Windows 7 - C:\Users\<<USERNAME>\AppData\Roaming\LambdaResearch Corporation\TraceProBridge

Send the BridgeLicenseKey.log file to [license@lambdares.com](mailto:license@lambdares.com) to enable us to determine if the key is functioning and is programmed correctly.

RESOLUTION - TBD

## ***N8 – Misspelled/Incorrect ServerName in License Information dialog***

PROBLEM – TracePro Bridge cannot communicate with the Network License Key if the Server Name entered in the TracePro Bridge License Information dialog is misspelled or is not the name of the PC where the key resides.

TEST – None

RESOLUTION – Confirm the name of the Server, and confirm that the TracePro Key is connected to that Server.

## ***N9 – No Network Connection to Server***

PROBLEM – TracePro Bridge cannot communicate with the Network License Key if the Network connection is not working.

TEST – It is recommended that you contact your IT rep and ask that they “ping” the server from your PC.

RESOLUTION – Correct the Network connection problem.

## ***N10 – Conflict with another Sentinel Key***

PROBLEM – If another Sentinel Key is connected to the PC, TracePro may be reading the non-TracePro key.

TEST – None

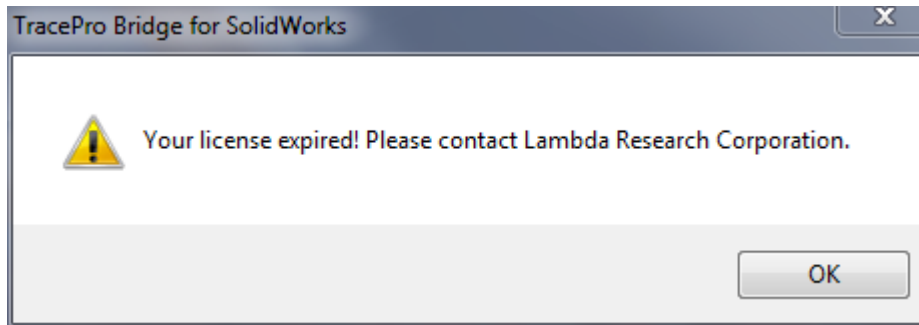
RESOLUTION – Remove all other Sentinel Keys from the PC, then try launching TracePro.

## ***N11 – Additional Information***

Additional troubleshooting information is available in the Sentinel End User Guide:

[http://www2.safenet-inc.com/support/files/SafeNet\\_Sentinel\\_EndUser\\_Guide.pdf](http://www2.safenet-inc.com/support/files/SafeNet_Sentinel_EndUser_Guide.pdf)

# Temporary License Troubleshooting



## ***T1 - Expired License***

**PROBLEM** – In general, the the “Expired License” message indicates that TracePro Bridge was running with a temporary license, and that license has now expired.

**TEST** – None

**RESOLUTION** – To obtain an updated license, you must provide us with a Locking Code. Please follow the steps in the section titled “Requesting/Updating Licenses”.

## ***T2 - Expired Trial License and Single-computer License Key not found***

**PROBLEM** – If you at one time in the past performed a 30-Day-Trial of TracePro Bridge (which uses a Software Key rather than a Hardware Key), and the PC is failing to recognize the Single-computer License Key, TracePro Bridge will revert to try to use the Software Key Trial License, and display this message because that Trial License has already expired.

**TEST** – Click OK to this error message, and then the TracePro Bridge single-computer license key not found on this computer appears.

**RESOLUTION** – Follow the steps to resolve the “TraceProBridge single-computer license key not found on this computer” message, the “Expired License” message is not relevant.

## ***T3 - Clock Tampering***

**PROBLEM** – TracePro Bridge uses the Date and Time from the PC’s System Clock to determine the expiration date for a temporary license. The software has logic to detect when the System Clock has been tampered, and it will behave as if the license has expired.

**TEST** – None

**RESOLUTION** – The resolution of this problem is to return the key to Lambda Research for reprogramming. Please send notification to [license@lambdare.com](mailto:license@lambdare.com) before returning the key. Lambda Research does not accept responsibility for shipping costs when the key needs to be reprogrammed under these circumstances.

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## Field Exchange Utility Errors

### ***F1 - Sentinel System Drivers are failing/not installed***

PROBLEM – Sentinel System Drivers from SafeNet enable the communication between TracePro Bridge and the License Key. These drivers are included in the TraceProBridge installation, but the license server may not have TracePro or TracePro Bridge installed, or for some other reason they may not have installed properly, or they may be installed but not be functioning properly.

TEST – When the Sentinel Drivers are installed, there are actually two separate services installed. The “Sentinel Keys Server controls Single-computer (a.k.a standalone) keys, while the Sentinel Protection Server controls Network keys. Select Control Panel / Administrative Tools / Services / Sentinel, and the two services should be on the list. Verify that the “Status” for Sentinel Protection Server is “Started”.

RESOLUTION #1 – If the Sentinel Keys Server and the Sentinel Protection Server appears on the list of services, but the Status is something other than Started, right-click on the service and select “Start” to start the service.

RESOLUTION #2A – If the Sentinel Keys Server and the Sentinel Protection Server do not appear on the list of services, download and run the latest Sentinel Protection Installer from the SafeNet website:

[http://www.safenet-inc.com/support\\_and\\_downloads/download\\_drivers/sentinel\\_drivers.aspx](http://www.safenet-inc.com/support_and_downloads/download_drivers/sentinel_drivers.aspx)

RESOLUTION #2B – If the Sentinel Keys Server and the Sentinel Protection Server do not appear on the list of services even after downloading and installing the drivers, download and run the SSD Cleanup Utility from the same webpage, then try again to run the Sentinel Protection Installer. Please note that the cleanup utility also uninstalls TracePro Bridge and any other applications that have installed the Sentinel drivers, so TracePro Bridge will need to be reinstalled.

### ***F2 - USB Port Failure***

PROBLEM – The TracePro License Key may be connected to a USB Port on the PC that is disabled or failing.

TEST – To test the PC’s USB port, connect another USB device (mouse, keyboard, USB memory stick) to the port, and see if that device works properly.

RESOLUTION – Connect the TracePro License Key to a working port on the PC.

### ***F3 – Conflict with another Sentinel Key***

PROBLEM – If another Sentinel Key is connected to the PC, the Field Exchange Utility may have read the non-TracePro key when generating the Locking Code or it may be attempting to update the non-TracePro Key.

TEST – None

RESOLUTION – Remove all other Sentinel Keys from the PC, then send another Locking Code to [license@lambdare.com](mailto:license@lambdare.com) to initiate the process of updating the key again.

## ***F4 - Key Failure / Programming Error***

PROBLEM – It is possible that the License key is failing or has been misprogrammed.

TEST - There is file named BridgeLicenseKey.log that is generated each time you click "Cancel" in the License Information dialog to help us to troubleshoot problems like this. Please connect the problem key, launch TracePro Bridge 7.0, then hit Cancel to get out of the TracePro License Information dialog. This should generate the log file in one of the following locations:

Windows XP - C:\Documents and Settings\<>USERNAME>\Application Data\Lambda Research Corporation\TraceProBridge  
Windows Vista and Windows 7 - C:\Users\<>USERNAME>\AppData\Roaming\LambdaResearch Corporation\TraceProBridge

Send the BridgeLicenseKey.log file to [license@lambdares.com](mailto:license@lambdares.com) to enable us to determine if the key is functioning and is programmed correctly.

RESOLUTION - To obtain an updated license, you must provide us with a Locking Code. Please follow the steps in the section of this Installation Guide titled "Requesting/Updating Licenses".

## ***F5 – Additional Information***

Additional troubleshooting information is available in the Sentinel End User Guide:

[http://www2.safenet-inc.com/support/files/SafeNet\\_Sentinel\\_EndUser\\_Guide.pdf](http://www2.safenet-inc.com/support/files/SafeNet_Sentinel_EndUser_Guide.pdf)

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# Installation Troubleshooting

## ***11 – Conflict with another application using Port 6001/6002/7001/7002***

**PROBLEM** – The TracePro Installation is also installing the Sentinel Drivers that TracePro uses to communicate with the hardware key. The Sentinel Installation makes changes to the settings for Ports 6001/6002/7001/7002, these are the ports that are used for communication with the Sentinel Hardware Key. If another application is accessing these ports during the Sentinel portion of the installation, the entire TracePro installation will fail.

**TEST #1** – Port 6001 is known to be used by LabVIEW, a software program available from National Instruments:

<http://digital.ni.com/public.nsf/allkb/F852A8CFA4A8CABE862571C00068EF7C>

**TEST #2** – To determine if Ports 6001/6002/7001/7002 are in use by another application, please generate a STATS.txt file by following these steps:

- Open the command prompt window
- type in the command netstat -a -b > stats.txt
- the STATS.txt will be created and saved to the Root drive
- review STAT.txt to see if any application is using Ports 6001/6002/7001/7002

**RESOLUTION** (perform these steps only at a time when the connection to the conflicting application can be disrupted)

- from the Windows Control Panel select Administrative Tools/Services
- on the alphabetical list of services, right-click on each conflicting service and STOP the service. (for LabView, look for any services with names that start with "National" or "NI", or "Lookup Citadel Server")
- install TracePro
- back in Control/Administrative Tools/Services, right-click and START each of conflicting services