

PuzzleFlow™

HASP Dongle

Instruction

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HASP dongle

1

Protection

1.1

This part describes a HASP dongle actualization procedure. If you do not have a hardware protection dongle, you can skip this part. You can still use the software but it will work in a **demo mode** only. If you have a dongle already, please follow the activation procedure below. Even if you have received the dongle, all the software will work in demo mode until the dongle is **activated**.



In the demo mode output files are watermarked and encrypted, so they will not be processed correctly by the output devices.

The licensed version of the software requires a hardware protection dongle (HASP). The dongle is to be plugged into the parallel (printer) or USB port of the machine running the software. Some applications allow you to work without the hardware dongle; they require on-line or telephone activation instead. It is also possible to use one dongle for many machines in the network. Please, contact ACCHSH support for details.

Dongle installation

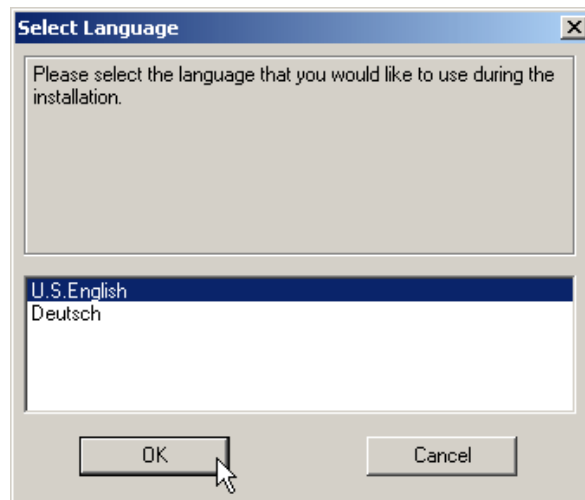
1.2

All the ACCHSH software installers come with the **HASP Device** driver and **HASP Programmer** application. Both elements are installed automatically during the software installation process. Standard HASP device drivers proposed by Windows doesn't work correctly. If they were previously installed one may need to remove them manually, since the installator may not be able to overwrite them.

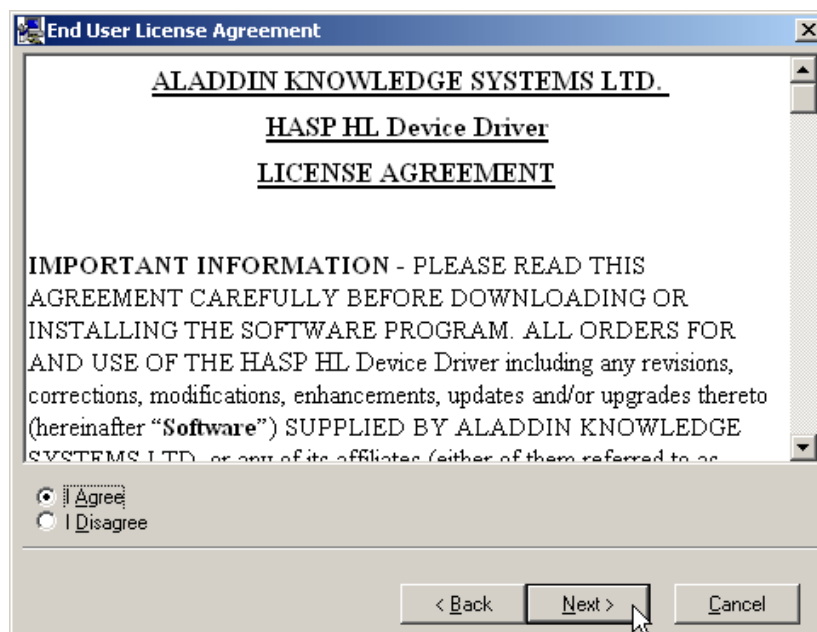


While installing the software for the first time one should remember that the dongle device should be **plugged-off** during drivers installation and plugged-in just after. Then the operating system should inform about the new device installed.

- ▷ **Choose the language** for HASP installation procedure



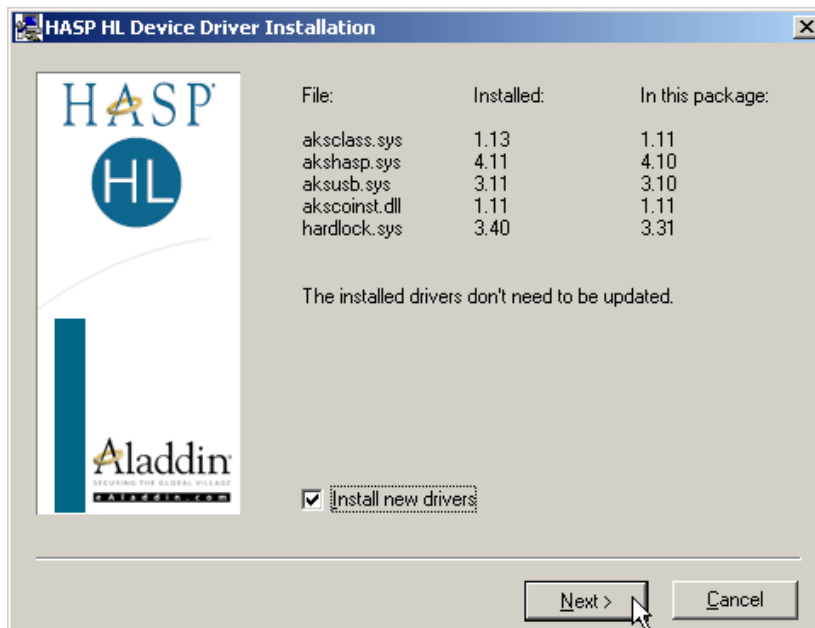
- ▷ **Accept license agreement** to continue



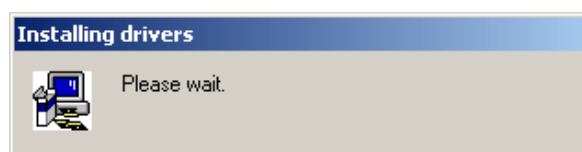
- ▷ **Welcome** splash is displayed, click **Next** to continue



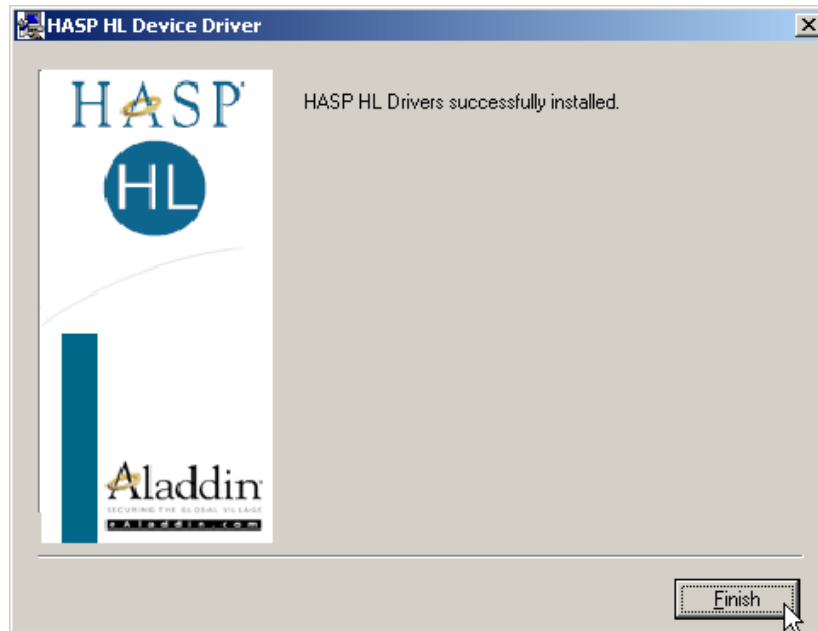
- **Install new drivers** option should be selected. Click **Next** to start the installation.



- Please wait while installing the HASP dongle drivers.



- Installation is complete, when the following splash is displayed



Just after the installation, the HASP Programmer application is available in **ACCHSH** folder in **Start** menu.

After the installation, please **plug-in** the dongle and ensure that it has been spotted by the operating system. If you are using USB key, the system should response the **dongle has been recognized and is ready to use**. The dongle itself should have a red light turned on.

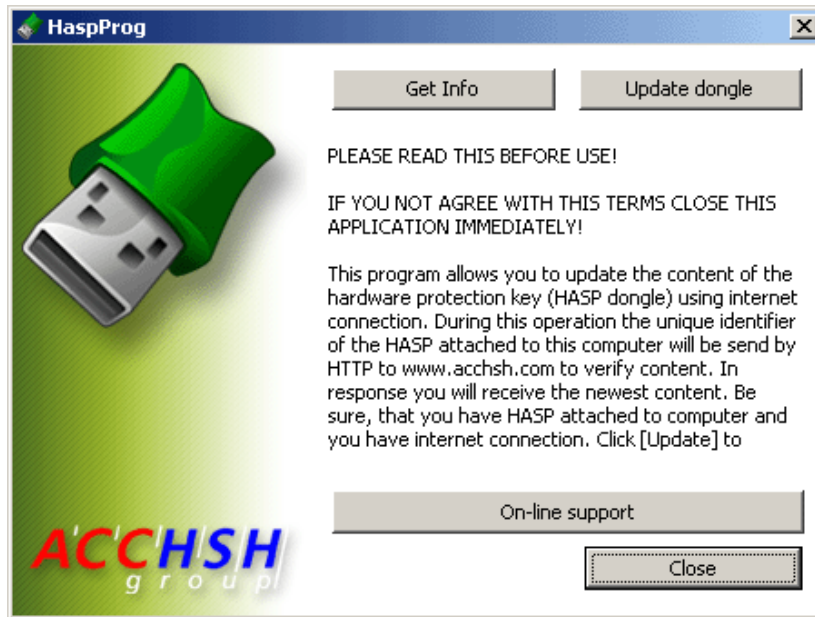


It may happen that the dongle is not responding, although the driver has been properly installed and the USB port works fine. If so, please try to plug it in once more or try another USB port. If it still does not work, you may try to restart the computer having the dongle pugged-in. Some machines may need low- level device initialization.

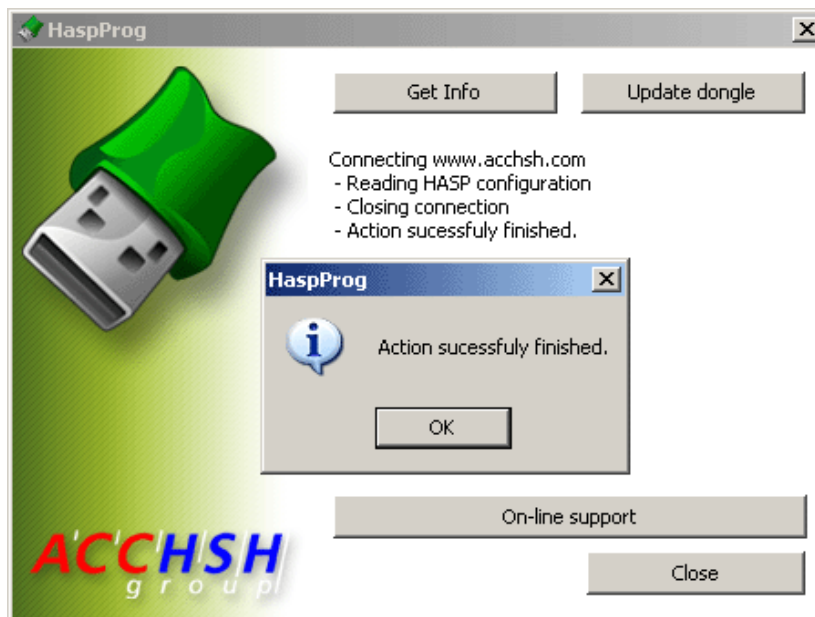
1.3 Dongle activation

To make an activation the dongle must be **plugged-in**. The activation also requires an **internet connection**. Before starting the activation process, please ensure that there is a stable internet connection. Be aware that firewalls and other software of that type may silently block an access to the internet. Please switch them off temporarily or configure them in the way that HASP Programmer have an access to the internet through HTTP protocol.

After that, please, run the HASP Programmer application. The following window is displayed.



Click **Update dongle** button to activate the dongle. The application sends a unique key identifier to **puzzleflow.com**. This identifier is verified on our site and the **current dongle configuration** is sent back to the dongle. If the operation is successfully completed, the following window is displayed:



If you see this message, you can turn off the application and start working with the software. The dongle is ready to use. If some problems occur, please read troubleshooting section below.

1.4 Quick Troubleshoot

If your dongle does not work properly, follow the instructions below:

1. Make sure that the dongle is plugged-in.
2. Make sure that only one ACCHSH dongle is plugged-in at once.
3. Make sure that the dongle is recognized by the system. If not, check if the HASP driver has been properly installed and the USB port is responding. You may need to change USB port or reboot the machine.
4. Make sure that the functionality you are going to use is licensed.
5. Make sure that the dongle is up-to-date. If not, update the dongle with HASP Programmer.
6. If there are problems during dongle actualization, please make sure that there is an internet connection and that HASP Programmer is not blocked by any firewalls.

If the dongle still not work properly, please contact on-line support.



The **ServicePack 2** actualization for Windows XP may cause that HASP dongle doesn't work properly and the operating system can't find the proper driver. The simplest way to solve the problem is to download and install the newer versions of ACCHSH Software. You can also download and install the newest HASP driver from <http://www.aladdin.com>.

1.5 Online support

To contact with ACCHSH on-line support, please send an e-mail to support@puzzleflow.com. To get the quick response, provide your company name, dongle number and description of the problem. If the problem is connected with the HASP dongle, please attach ***.hshinf** file. The file is generated by HASP Programmer after clicking **Get info** button.

If you have a valid dongle, you do not have to write e-mails each time you want to download new software versions, documentation or other resources. Just run HASP Programmer (having the dongle plugged-in) and click **On-line support** button. Your default internet browser runs and connects you to the **Customer**

Zone. Here you can verify basic dongle information and download available resources. Displayed **dongle label** and **pass key** can be reused while visiting <http://extranet.puzzleflow.com>.

