For all Dongle based product installations, follow the order below:

- Software Installation
- Hardware Dongle and License Installation

Pre-Requisites

- PC Requirements – Windows® 10 or above.
- Core i3 to i7 or equivalent, 4 GB Memory, USB Ports.

Step 1: Install the Purchased Software

Note:
Only install the licensed software. All other installed software will not work unless properly licensed with the associated dongle.

- For software installation, refer to respective installation guides.

Step 2: Hardware Dongle Installation and Verification Instructions

- Run the Dongle license executable **GLLdkDongleLicenseInstaller_x86.exe** for 32-bit GL application **(or GLLdkDongleLicenseInstaller_x64.exe** for 64 bit GL application)** from the installation USB stick (\GL-Dongle-License-Installer) in **Run as Administrator** mode.

- Plug the dongle to the USB port of your computer. Windows® should install all required drivers automatically. A red light should appear on the dongle indicating that it is functioning correctly from a physical point of view.

- To check if the purchased licenses are installed:

  ➢ If you have used **GLLdkDongleLicenseInstaller_x86.exe** utility to install licenses, execute the application, **appl_list.exe,** from the directory **C:\Program Files (x86)\GL Communications Inc\GLDongle**

  ➢ If you have used **GLLdkDongleLicenseInstaller_x64.exe** utility to install licenses, execute the application**, appl_list.exe,** from the directory **C:\Program Files\GL Communications Inc\GLDongle.**

- From the **appl_list.exe** application, notice all currently installed applications and the associated dongle serial number.
- From the **appl_list.exe** application, select **Utilities – Hasp Properties**. A screen will appear showing the following information:

  ➢ Hasp Serial #

  ➢ Hasp Type

  ➢ Hasp Port

  ➢ Hasp API

  ➢ Hasp Current Time/Date (if an evaluation dongle)

  ➢ Hasp Expiration Time/Date (if an evaluation dongle)

  ➢ Time Remaining, or time expired (if an evaluation dongle)

- If above is not displayed, switch between Dongle# 0 and Dongle# 1 from **Dongle Selection** drop-down to detect the dongle details on the used port.

Step 3: Extending the Evaluation Period of a Dongle (Optional)

- If a Dongle Evaluation period is expired, it can be extended by sending **extension.enc** file for that specific dongle.

> 📋 Note:
> GL Dongle License are available on a periodic time frame, the customer may extend the evaluation period. Please contact GL Communications Inc.

- Copy the extension license file to the directory **\Program Files\GL Communications\GLDongle**
- From the same directory, execute the application **ExtendApp.exe**. Once the extension application completes, the message **'The License Has Been Extended Successfully'** will appear.
- To clarify that the dongle extension is successful, select the directory **C:\Program Files\GL Communications\GLDongle**
- Execute the application **haspinfohl.exe** and note that the expiration time for the evaluation dongle has been properly extended.

Step 4: Dongle Upgrade Installation (Optional)

- If a Dongle License has been upgraded on purchase of additional software licenses, the following two license files will be shipped to the customer (note that these license files will only be supported with the associated dongle).

  mfc372d.dll

  readme.txt

- From the installation USB stick, browse to the directory **Dongle Installation and Utilities**, execute the application **GLLdkDongleLicenseInstaller.exe**.

> 📋 Note:
> mfc372d.dll, readme.txt, and GLLdkDongleLicenseInstaller.exe must be residing in the same directory

- Follow the onscreen instructions for proper installation.
- Once the installation is complete, select the directory **\Program Files\GL Communications\GLDongle**.
- Execute the application **appl_list.exe** and note that the new license options are properly installed on the system.

Step 5: Installation and Verification of Warranty Licenses

- The USB license dongle is connected and rested inside the system cabinet. All the required licenses are pre-installed.

- After Windows® OS is booted successfully, verify that all the licenses which are installed by navigating to the following path "**C:\Program Files\GL Communications Inc\GLDONGLE**" and double click on **appl_list.exe** application. Observe that all the installed optional licenses are listed.

- Navigate to root directory in **USB installation stick** (pen drive) to **\Warranty_LicenseInstaller** folder, execute **GLSupportWarrantyLicenseInstaller_x86.exe.** Follow the onscreen instructions and complete the installation.
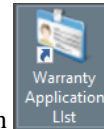
- To check the installed warranty licenses, double click on **Warranty Application List** icon created on the desktop. This will display the list of warranty applications which are purchased.

- Users can check the Warranty expiry date in the **Version** column, and user can verify the date to be as expected (depending on the support warranty purchased).

Note:
All the application versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed.

Troubleshooting

- *Unknown device" error while installing USB Dongle.*

    ➢ If you see this error, ensure you have installed the GL Dongle License Installer software first and then plugged the USB Dongle to the PC. The USB Dongle will then be recognized as "SafeNetInc. USB Key" and appropriate drivers will get installed automatically. If problem still persists, plug the USB Dongle to a different USB port and try again.

    ➢ In the **Device Manager → Other devices** list, right-click "SafeNetInc. USB Key" and select **Update Device Software.** Update device drivers for unknown USB device using internet or check and install latest windows updates.
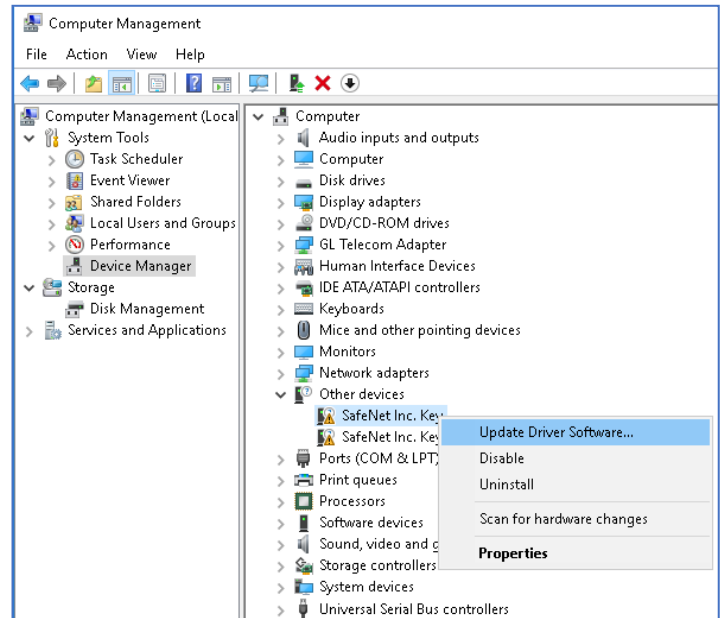
- *"Security Error: Application is not licensed",* if you see this error when you execute the application, it indicates a problem with either your dongle or license file.

    ➢ First verify that the dongle is plugged in and the red light is on

    ➢ Navigate to *C:\Program Files\GL Communications Inc\GLDONGLE*

    ➢ Run *haspinfohl.exe*. Verify that Status is **OK** and make a note of the Serial number.

    ➢ Run *appl_list.exe*. Verify that the table lists the software purchased from GL, against the serial number you noted in the previous step.

    ➢ If the dongle does not appear in haspinfohl.exe, verify that it appears as a USB device in the Windows Device Manager. If it does not appear even in the device manager, remove the dongle, and plug it into a different USB port, preferably one directly on the motherboard.

- If any of the optional software is not activated, you may not have installed the Dongle licenses properly. You can do so as explained in the above sections at any time after installing the base software.

- If you are still having issues or have other questions, contact **GL Communications Inc**.