

# How to update BESA licenses

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## How to update BESA licenses

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## Purpose

This document contains the instruction how to apply license update to your BESA License Key

Note: Valid version of this document is available in BESA Wiki ([🔗 Licensing - BESA® Wiki](#)). In case of any changes the document on BESA Wiki will be updated.

## How to update BESA Licenses

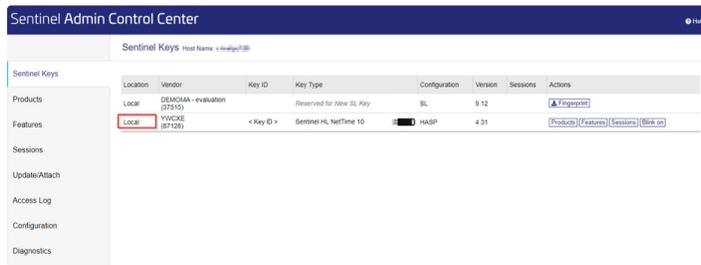
Important: The runtime environment for the BESA License Key shall be installed on the machine where the license update (or troubleshooting) should be performed. The current setup can be downloaded from [📁 BESA License Key](#) , section "Complete setup". (Administrator rights are required for the installation)

## License Update using V2CP file

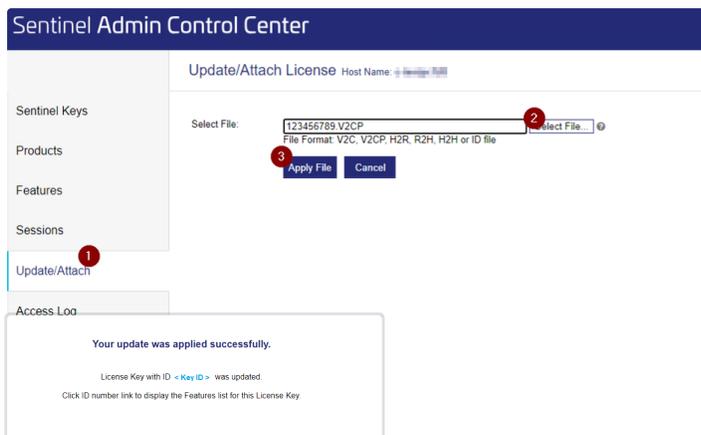
BESA sent you an individual link to download your license update patch (<BESA license key ID>.v2cp) via e-mail.

If you did not received the download link yet or you deleted the mail, please contact our sales office ([sales@besa.de](mailto:sales@besa.de)).

- Download the license update patch.
- Please note, that the license update process can only be performed on the machine where the BESA license key is attached. Therefore, please connect the BESA license key to the local machine and make sure that the LED flashes. Or, you can also connect to the machine where the BESA License Key is already attached.
- Open the Admin Control Center (ACC) in a browser of your choice, (internet connection is not required): <http://localhost:1947>.
- Make sure, that the BESA license key you want to update is listed as a "local" Sentinel key on the "Sentinel Keys" page ([http://localhost:1947/\\_int\\_/devices.html](http://localhost:1947/_int_/devices.html)).



- Open "Update/Attach" page and browse to the license update patch (<BESA license key ID>.v2cp) you downloaded and press "Apply File" button.



- You can check your updated license state on the "Features" page ([http://localhost:1947/\\_int\\_/features.html?haspid=< Key ID >](http://localhost:1947/_int_/features.html?haspid=< Key ID >)).
- Note: In case of any issues, please see the solution suggestions in the next chapters. If your issue is not listed, please contact our sales office ([sales@besa.de](mailto:sales@besa.de)), attaching the C2V file (how to create this file, please see the "How to create a C2V information file" chapter).

## How to create a C2V information file

Please note, that the C2V file can only be created on the machine where the BESA license key is attached.

Therefore, please connect the BESA license key to the local machine and make sure that the LED flashes. Or, you can also connect to the machine where the BESA License Key is already attached.

- Open the Admin Control Center (ACC) in a browser of your choice, (internet connection is not required): <http://localhost:1947>.
- Change to "Configuration" page ([http://localhost:1947/\\_int\\_/config.html](http://localhost:1947/_int_/config.html)) and enable the "Generate C2V file for HASP key" option, save with "Submit".
- Change to "Sentinel Keys" page ([http://localhost:1947/\\_int\\_/devices.html](http://localhost:1947/_int_/devices.html)) and press "C2V" button in the line with your BESA License Key.
- The C2V file will be stored to your default download path.
- Please send this file in case of any troubles to our sales office ([sales@besa.de](mailto:sales@besa.de)).

# Troubleshooting

## Issue: The applied license update patch is “too old“ (Error Code: 54)

If the success message does not appear after updating BESA License Key, but a message stating that the update is "too old", it means that the V2CP file just selected has already been installed.

### Solution

Please check the license status for the relevant BESA License Key on “Features” page ([http://localhost:1947/\\_int\\_/features.html](http://localhost:1947/_int_/features.html)). If the status is not as expected, please contact our sales office ([sales@besa.de](mailto:sales@besa.de)) for a new license update patch, provide the newest C2V file (as described in the “How to create a C2V information file“ chapter).

## Issue: The applied license update patch is “too new“ (Error Code: 55)

If, after updating the BESA license key, the success message does not appear, but instead the message stating that the update is "too new", this means that one or more V2CP files have not been (correctly) installed.

### Solution

Please contact our sales office ([sales@besa.de](mailto:sales@besa.de)) for a replacement license update patch, provide the newest C2V file (as described in the “How to create a C2V information file“ chapter).

## Issue: “Key ID not found“ (Error Code: 18)

If, after updating the BESA license key, the success message does not appear, but instead the message stating the "key ID was not found", this means that you are trying to apply the V2CP file to a wrong BESA License Key.

### Solution

Please check the ID of the BESA license you want to update and the ID stored in the first line of the V2CP file (you can open the file in a Text Editor), e.g.

```
1 <hasp id="123456789"/>
```

Please contact our sales office ([sales@besa.de](mailto:sales@besa.de)) for a replacement license update patch, in case the ID in the V2CP file is incorrect, providing the correct BESA license key ID.

## Issue: The applied license update patch contains “Inv. update data“ / “Invalid update data“ (Error Code: 19)

If, after updating the BESA license key, the success message does not appear, but instead the message stating the "update data is invalid", this means that the V2CP file is corrupt and cannot be applied.

### Solution

Please contact our sales office ([sales@besa.de](mailto:sales@besa.de)) for a replacement license update patch, provide the newest C2V file (as described in the “How to create a C2V information file“ chapter).

## Issue: The applied license update patch contains “Inv. file ID“ / “Invalid file ID“ (Error Code: 10)

If, after updating the BESA license key, the success message does not appear, but instead the message stating the "specified file ID not recognized by API", this means that the V2CP file is corrupt and cannot be applied.

## Solution

Please contact our sales office ([sales@besa.de](mailto:sales@besa.de)) for a replacement license update patch, provide the newest C2V file (as described in the "How to create a C2V information file" chapter).

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## Change History (valid revision number)

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1	Fri, Oct 6, 2023, 09:48:29 AM	>> *Action: approve, MK, Approval: QM Approval (State: QM Approval, Fri, Oct 6, 2023, 09:48:29 AM)	None

## Attachments

Attachment	Description
N/A	N/A

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