



Is your Dongle Really Dead?

By Judy Bragg

We frequently have users either call or return their key for replacement because they think their key is failing and is, therefore, not being read by HYPACK®. Occasionally, this may be the case and we're happy to replace your dongle as quickly as possible. *However*, in many cases, *the key is working* correctly and our user could have been up and running in a very short time, had they realized the true situation and how to resolve it.

Normally, when you suspect a problem with your dongle, the first thing you should do is attempt to check the license information on your dongle through the License Manager. You can access the License Manager from the HYPACK® interface and from the Windows® Start menu. *However, there's an additional issue* that we are working to resolve: when HYPACK® 2012, 2012A or 2013 opens in Viewer Mode, and you access the License Manager through the HYPACK® interface, it doesn't read the dongle correctly and you erroneously get either the Network Configuration dialog or a message that no hardlock has been found.

You must access the License Manager through the Windows® Start Menu.

THE PROBLEM

HYPACK distributes dongles with either temporary or permanent license files:

A **temporary license** is supplied for a number of reasons and it is indicated by a check in the **Leased** option in the License Manager. In HYPACK® 2013, when a license expires, the program only runs in Viewer Mode after that time unless you extend your license.

A **permanent license** is supplied if you have *purchased* HYPACK®. The permanent license allows you to run any version of HYPACK® and it's modules (according to the license you have purchased) that are dated up to and including your license expiration date, *even after the license expiration date*. Renewing your Maintenance Plan makes you eligible for all upgrades for the term of your renewal (and it allows our stellar, HYPACK Certified, Technical Support team help you out with any questions or problems you may have). HYPACK emails you a new license file for each dongle which you must use to update each dongle (through the License Manager). When you load the new license file, the expiration date is updated according to the terms of your Maintenance Plan.

The "symptoms of the problem" vary depending on what version of HYPACK® you are running and whether you have a permanent or temporary license.

TABLE 1. Normal vs Problematic Dongle Function

Release	Temporary or Permanent Lic?	Past Exp. Date?	Symptom	Normal or Problem?
Before 2009A*	Either	N/A	You get a message that the dongle is not recognized and HYPACK® doesn't run.	NORMAL
2009A-2011	Temporary	Yes	The Network Configuration is displayed.	NORMAL
2009A-2011	Permanent	Yes	HYPACK® runs only modules dated up to your expiration date.	NORMAL
	Either	No	The Network Configuration is displayed.	PROBLEM

Release	Temporary or Permanent Lic?	Past Exp. Date?	Symptom	Normal or Problem?
2012** or Later	Either	Yes	The HYPACK® interface appears in Viewer Mode.	NORMAL
	Either	No	The HYPACK® interface appears in Viewer Mode.	PROBLEM

* **Programmed Dongles** were introduced in the 2009A release. They are not recognized by earlier versions.

** **Viewer Mode**, which allows you to display your data in a limited way, was introduced in the 2012 release.

In each of these “problem” cases, HYPACK® is not implementing your license information.

THE SOLUTION

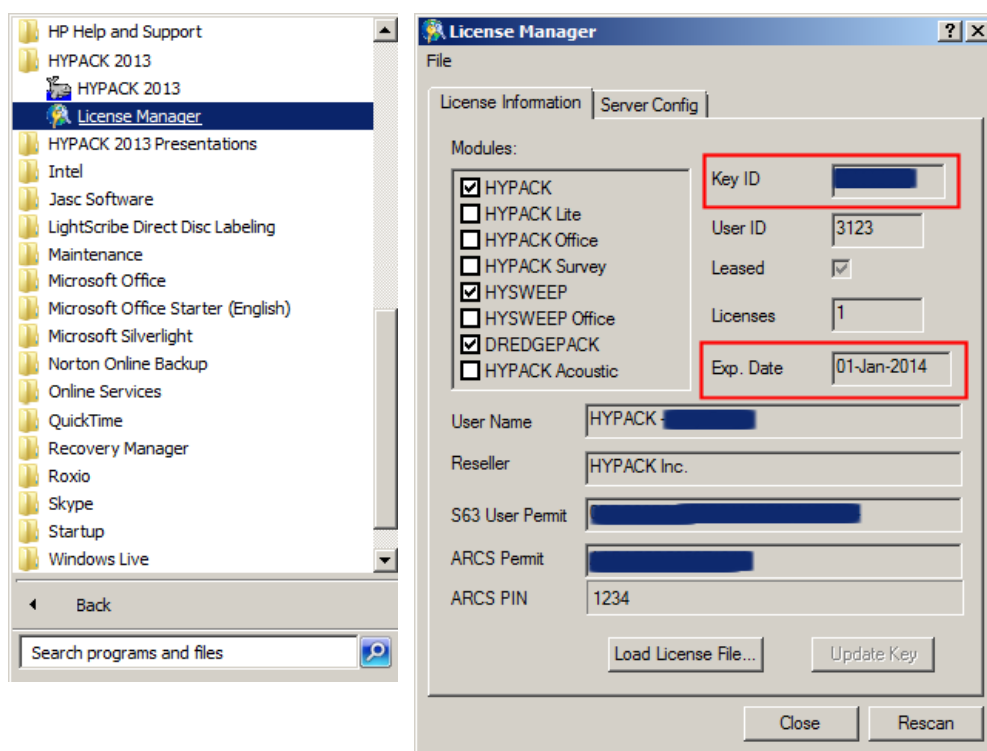
Generally, the problem (and solution) is related to the dongle:

- You are attempting to run a program past your expiration date.
- The license file was somehow corrupt.
- The dongle is malfunctioning.

The first two possibilities are easily corrected in a very short time. So before you put yourselves to the inconvenience and expense of mailing your dongle to HYPACK for replacement, let’s make sure that’s really what is required. Here’s what you do:

1. **In the Windows® Start menu, select the HYPACK folder then the LICENSE MANAGER program.**
2. **Check your Key ID number and Expiration Date.**

FIGURE 1. Windows Menu (left), License Manager (right)



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3. **Contact Alyssa or Andi at HYPACK** (MP@hypack.com or 860-635-1500) with the information.

The resolution may be as simple as updating your license file. In such cases, you should be able to resume normal operation in a relatively short amount of time *without sending us your key*. If not, and your dongle needs to be replaced, we will send the new one as quickly as possible to minimize your down time.