



HYPACK
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HYPACK Soft License Tutorial

By Daniel Tobin

A soft license is a dongle replacement option with web-based license activation and deactivation routines. There are activation and deactivation routines for when your HYPACK® computer has an Internet connection (online) or not (offline). (The offline routines require another online device and data transfer capabilities between the two devices.)

- **USB-style hardlock keys will continue to work as normal. They will also work in tandem with the soft license.** For example, a HYPACK® Max soft license and a HYSWEEP® hardlock will provide full HYPACK®/HYSWEEP® functionality.
- **ARCS and S63 chart permits are not supported by the soft license.** You must continue using a hardlock license to use those permits.
- **Soft licenses require HYPACK® 2021 with the March updates** or later.
- **You can activate/deactivate your soft license any number of times** on any number of computers.
- **You can activate your soft license on only one machine at a time.** If you want to activate it on another machine, you first must deactivate it where it is currently active.
- **90-Day Offline Limit:** The soft license requires that you refresh your license over the Internet at least every 90 days. Each time you refresh your license, your 90-day offline countdown resets.

NOTE: HYPACK® displays a reminder beginning 10 days before the end of your 90-day interval.

The easiest way to refresh your license is to connect your HYPACK® computer to the Internet and launch HYPACK®. Alternatively, you can use the offline deactivation and activation procedures. (See [“How to Deactivate your License”](#) and [“How to Activate your License”](#).)

If you exceed the 90-day limit without refreshing your license, it will be deactivated and HYPACK® will run only in demo mode. If this happens, you must reactivate your license. (Follow the [“How to Activate your License”](#) procedure.) *You do not need a new activation key.*

- **Lease or Maintenance Plan renewals:** Renewals can be instantaneous after payment has been completed with our Sales department. Synchronize your HYPACK® computer with the online license server and you're ready to go back to work!
 - > **For permanent licenses,** deactivate and reactivate your license. *Remember to copy the new LicenseFile.XML to the C:\HYPACK Store.*
 - > **For Leased or Term licenses,** just refresh your license as you do every 90 days.

ACQUIRING A SOFT LICENSE

If you are interested in buying a new soft license or transferring your hardlock license to a soft license, please contact HYPACK Sales at sales@hypack.com or +1 (860) 635-1500.

NOTE: When you order a soft license, your activation key will be emailed to you. Please make sure your e-mail is up-to-date with HYPACK.

HELP/TROUBLESHOOTING

The following sections describe the procedures for activating and deactivating your soft license on your HYPACK® computer, whether it has internet access or not. Please read the section relevant to your task at hand entirely. Certain steps are relatively technical.

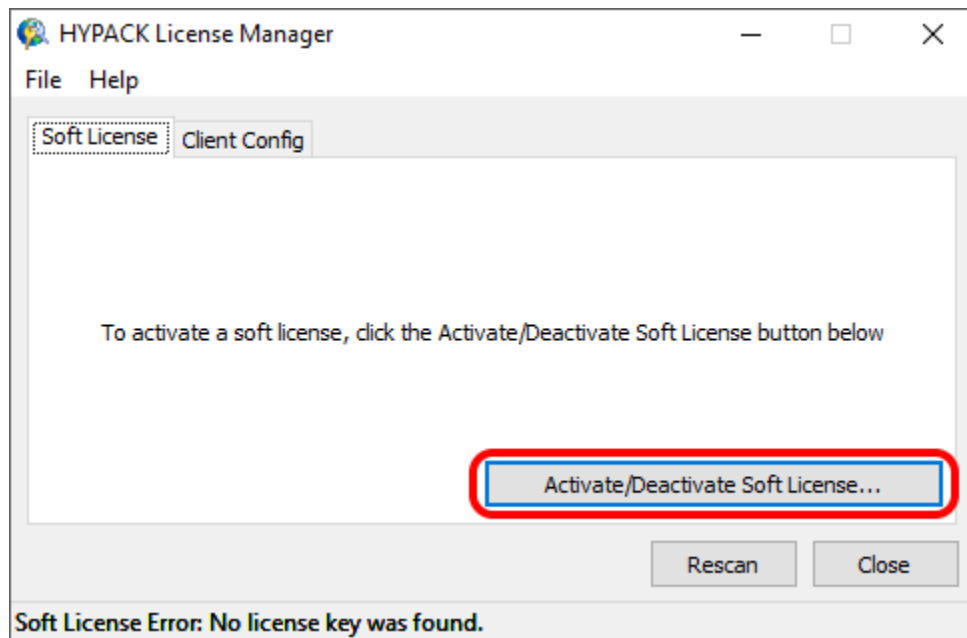
One “note of caution”: It is possible for the Soft License Wizard to become hidden behind other windows. (When this has happened during testing, we thought the HYPACK License Wizard might be frozen with the “Please wait while the Soft License Wizard loads...” message at the bottom.) Check your taskbar for a program named “QlmLicenseWizard2”—the Soft License Wizard—and click the icon to bring it back into view.

If you have questions or problems, please contact HYPACK Support at help@hypack.com or at +1 (860) 635-1500.

HOW TO ACTIVATE YOUR LICENSE

LICENSE ACTIVATION IF YOUR COMPUTER IS ONLINE

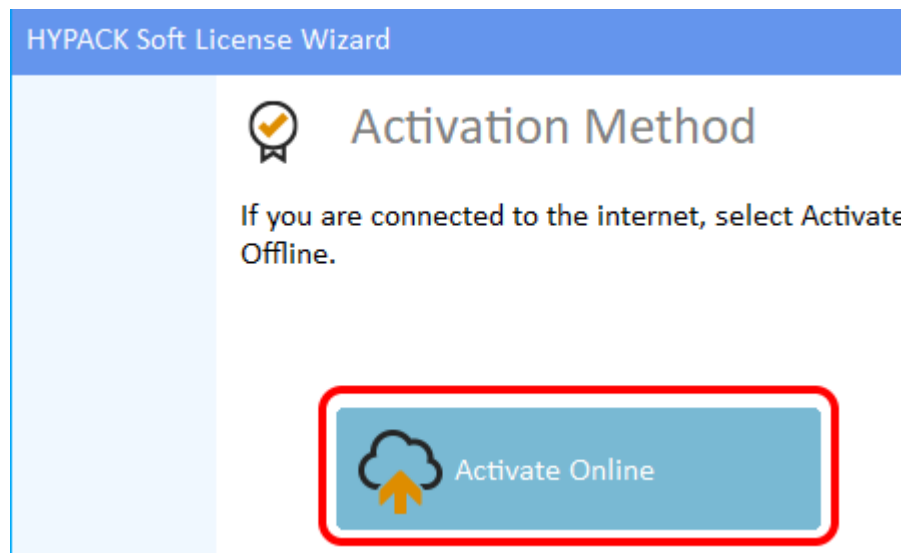
1. Close all HYPACK programs.
2. In the Windows® menu on your HYPACK computer, select Start -> All Programs -> HYPACK 2021 -> HYPACK 2021 License Manager.
3. Click the Soft License tab at the top.



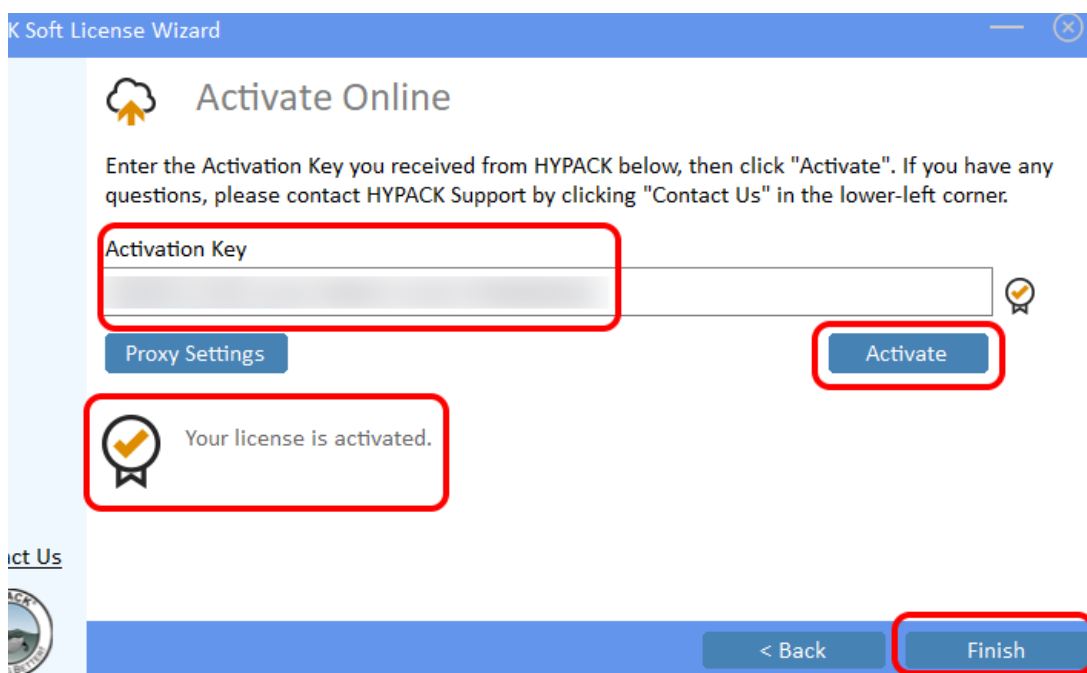
4. Click **[Activate/Deactivate Soft License...]**. This opens the HYPACK® Soft License Wizard.
5. Click **[Activate your license]**.



6. Click **[Activate Online]**.

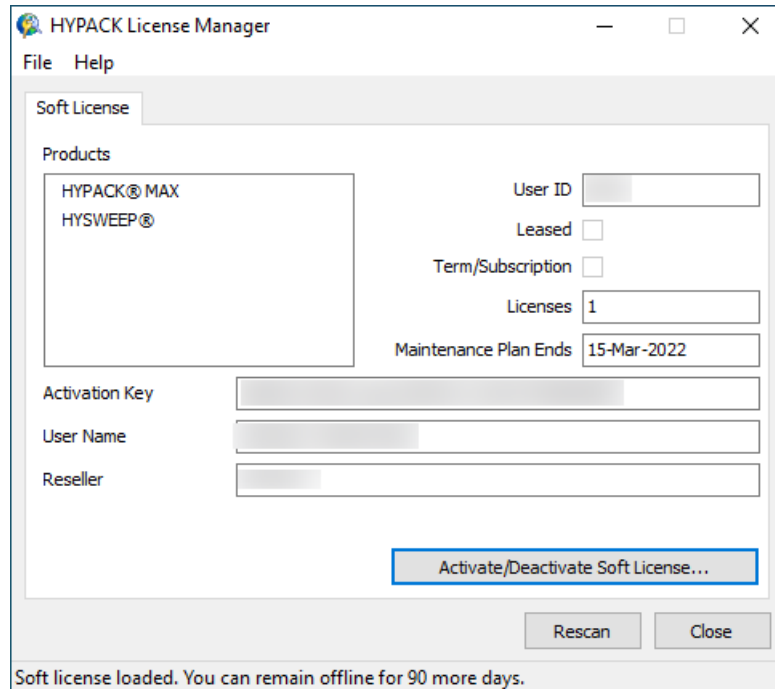


7. **Enter your activation key in the text box.**
8. **Click [Activate].** It should tell you your license is activated. If an error occurred, it will display information about that error.



9. **Click Finish.**

The HYPACK® License Manager should now show your license. If an error occurred, it will display at the bottom of the License Manager. Hover your mouse over it to display the full message. This also displays how long you can remain offline.



10. **Close the HYPACK® License Manager.** Your license is now activated and you can run HYPACK®.

LICENSE ACTIVATION IF YOUR COMPUTER IS OFFLINE

You will need a smartphone, tablet, or other computer that has Internet access. Additionally, if you have a permanent license (a non-leased and non-term license), you will need to be able to copy files from the online device to the offline HYPACK® computer.

1. **On the offline computer, follow steps 1-5** of the Online Activation process. ([“License Activation If Your Computer is Online”](#).)
2. **Click [Activate Offline.]**

HYPACK Soft License Wizard



Activation Method

If you are connected to the internet, select Activate Online. Otherwise, select Activate Offline.



Activate Online



Activate Offline

3. **Enter your activation key in the Activation Key text box.** Your Computer Identifier should already be filled in.
4. **Make an accurate note of the Computer Identifier.** You will need it later.

Soft License—Activate Offline

HYPACK Soft License Wizard



Activate Offline

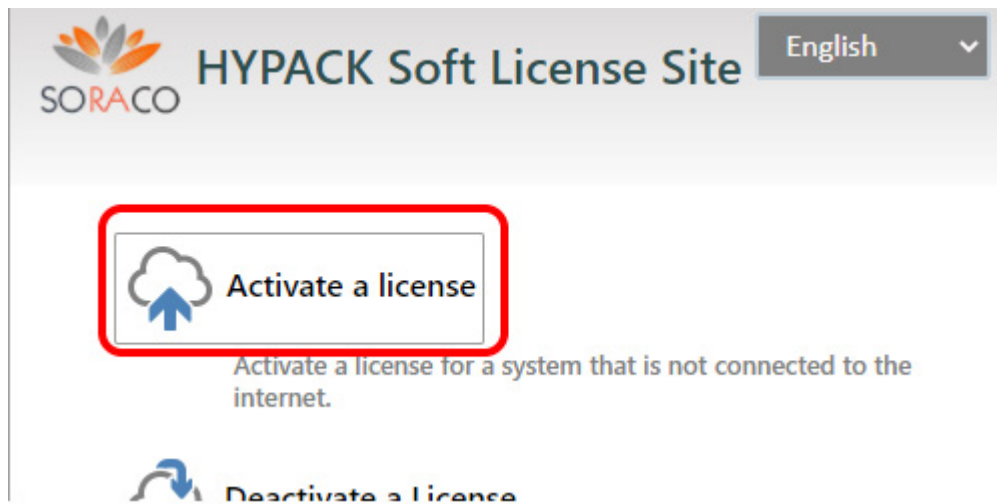
On an online device (either a computer or a smartphone), go to www.hypack.com/SoftLicenseHelp and follow the instructions th

Activation Key

Computer Identifier

Computer Key

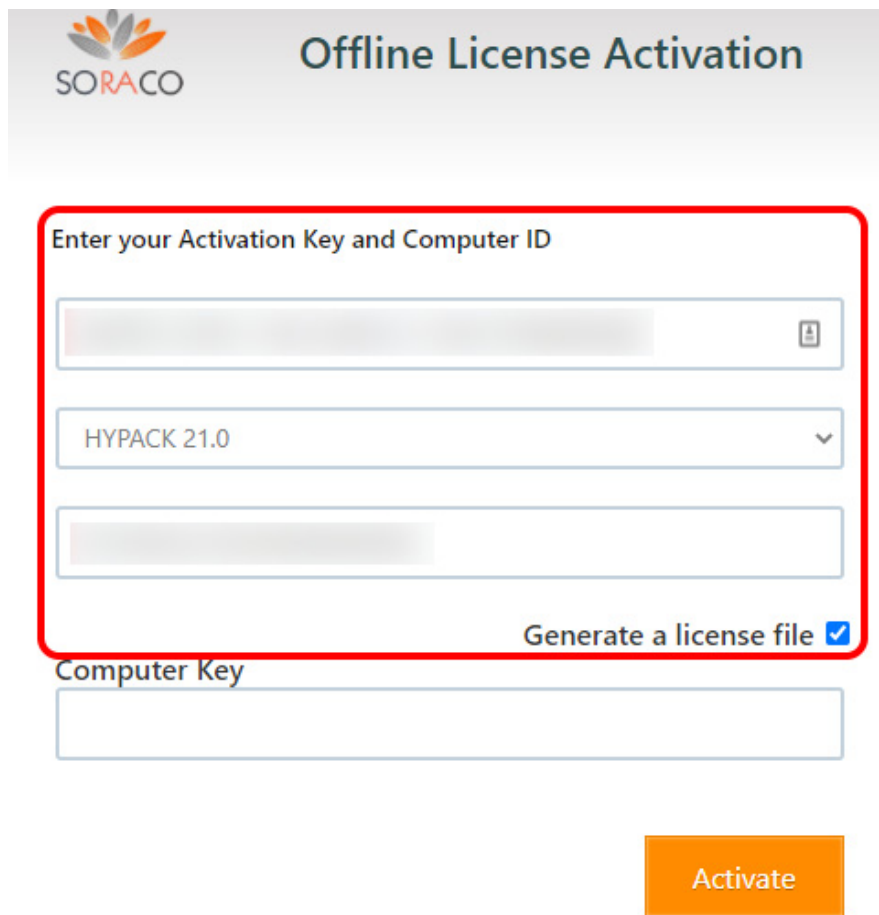
5. **On another device with Internet access (e.g. another computer or a smartphone), run the Offline Activation routine.**
 - a. **Go to this website:** <https://qlm3.net/XylemInc/QLMCustomerSite>.
 - b. **Click [Activate a license].**



- c. **Copy your activation key** into the Activation Key text box.
- d. **Select HYPACK® 21.0** from the drop-down list.
- e. **Copy the Computer Identifier** you noted earlier into the Computer Identifier field.

BEWARE! *Ensure this is accurate.* If you mistype your computer identifier, you will lock yourself out of your license. If this happens, contact HYPACK Support.

- f. **If you have a permanent license, check the Generate a License File option.**



The screenshot shows the 'Offline License Activation' interface for SORACO. At the top left is the SORACO logo. The title 'Offline License Activation' is centered at the top. Below the title is a red-bordered box containing the following elements: a text input field for the 'Activation Key' with a file icon on the right; a dropdown menu currently showing 'HYPACK 21.0'; another text input field; and a checkbox labeled 'Generate a license file' which is checked. Below the red box is a 'Computer Key' label and an empty text input field. At the bottom right of the form is an orange 'Activate' button.

- g. Click [Activate].
- h. **If you have a permanent license** and checked the Generate a license file checkbox, a file named “LicenseFile.XML” will be generated. **Note where this file saves.** You will need it later.
The Computer Key field should now be filled in.
- i. **Make a note of the Computer Key.** This Computer Key only works on the offline computer you’re activating, and cannot be reused.

The screenshot shows the 'Offline License Activation' page for SORACO. At the top left is the SORACO logo. The title 'Offline License Activation' is centered. Below the title, it says 'Enter your Activation Key and Computer ID'. There are three input fields: a text box for the activation key, a dropdown menu currently showing 'HYPACK 21.0', and another text box. To the right of these fields is a link 'Generate a license file' with a checked checkbox. Below these is a red-bordered box containing a 'Computer Key' text field, a success message, and an 'Activate' button. The success message states: 'You have successfully activated your license key. The license file LicenseFile.xml was downloaded to your system's Downloads folder. Copy it to the application folder and restart the application.'

SORACO

Offline License Activation

Enter your Activation Key and Computer ID

HYPACK 21.0 ▼

Generate a license file ☒

Computer Key

You have successfully activated your license key. The license file LicenseFile.xml was downloaded to your system's Downloads folder. Copy it to the application folder and restart the application.

Activate

6. **If you have a permanent license, transfer the file “LicenseFile.XML” that was saved on the online device to the offline computer.** Save it to your C:\HYPACK Store\ folder in the offline computer. Overwrite any file that might already be there.
 - > If your online device is a computer, you can transfer the file using a USB drive.
 - > If your online device is a smartphone, transfer the file by connecting your smartphone to the offline computer via a USB cable.
7. **On the offline HYPACK® computer, in the Soft License Wizard, enter the computer key the online device into the Computer Key text box and click [Activate].** The wizard should say your license is activated.

HYPACK Soft License Wizard



Activate Offline

On an online device (either a computer or a smartphone), go to www.hypack.com/SoftLicenseHelp and follow the instructions there.

Activation Key

Computer Identifier

/3TCGNV2/CNCMK0094I0050/

Computer Key

Activate



Your license is activated.

Contact Us

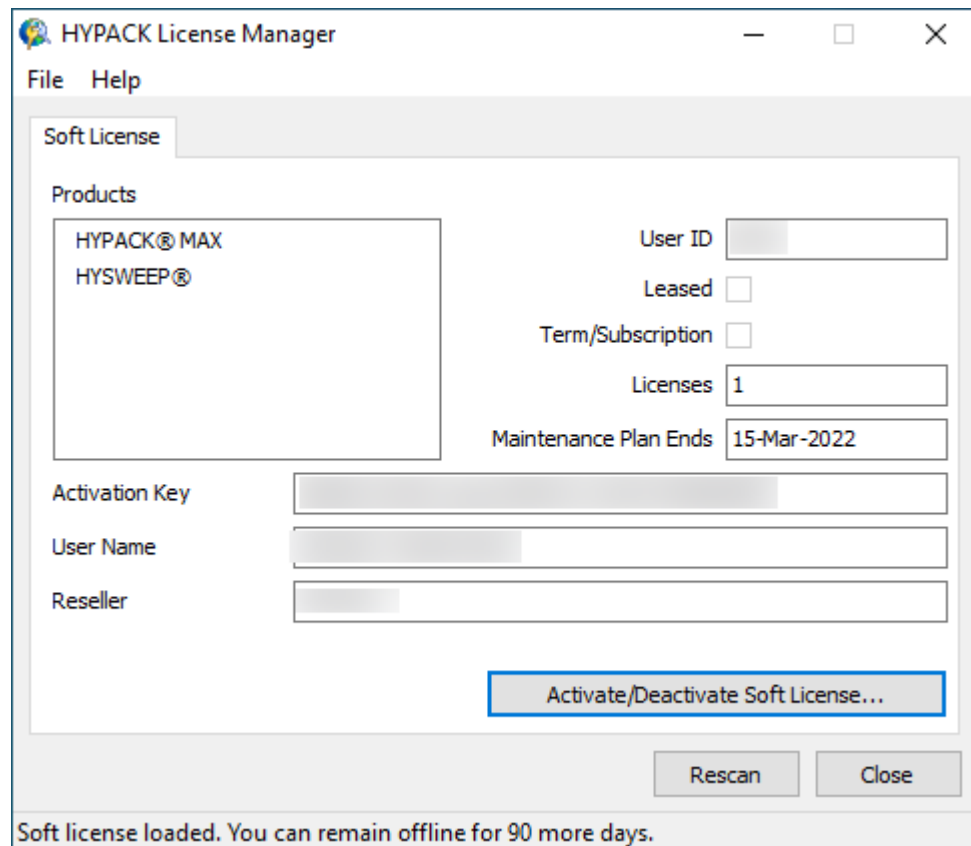


< Back

Finish

8. Click **[Finish]** to close the Soft License Wizard.

The HYPACK® License Manager should now show your license. If an error occurred, it will display at the bottom of the License Manager. Hover your mouse over it to display the full message. This area also displays how long you can remain offline before you reach the 90-day limit.

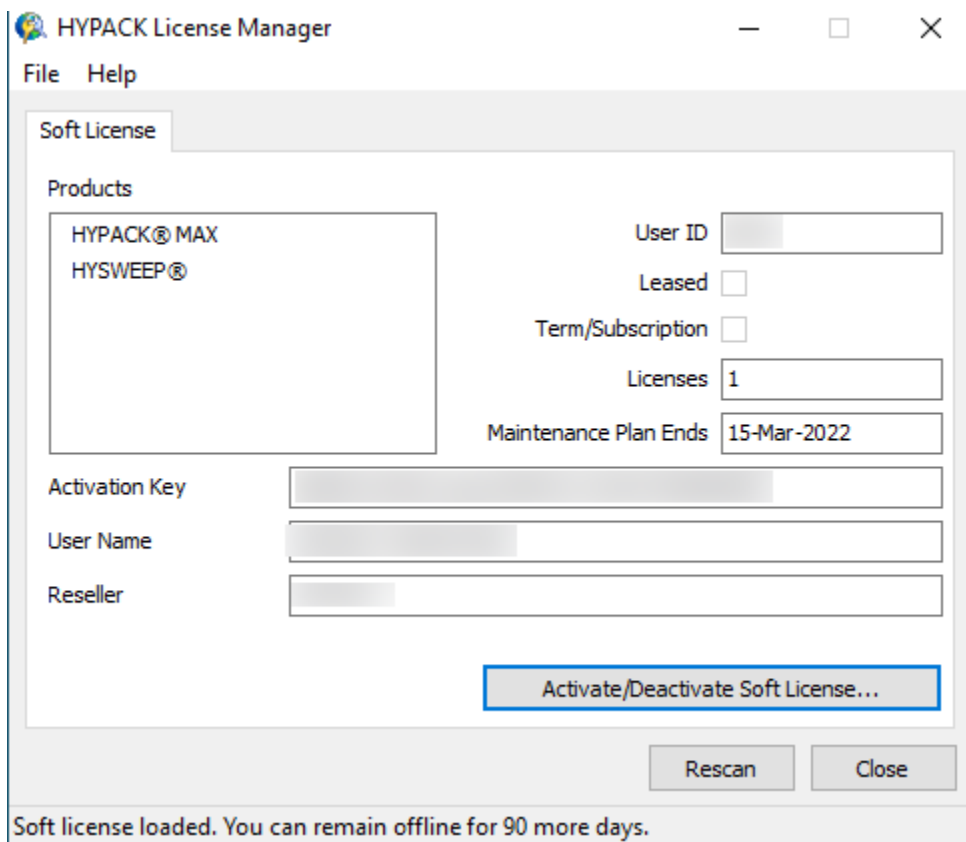


9. **Close the HYPACK® License Manager.** Your license is now activated and you can run HYPACK®.

HOW TO DEACTIVATE YOUR LICENSE

LICENSE DEACTIVATION IF YOUR COMPUTER IS ONLINE

1. Close all HYPACK® programs.
2. On your HYPACK® computer, click Start -> All Programs -> HYPACK® 2021 -> HYPACK® 2021 License Manager.
3. Click the **Soft License** tab at the top.
4. Click **[Activate/Deactivate Soft License...]**



HYPACK License Manager

File Help

Soft License

Products

HYPACK® MAX
HYSWEEP®

User ID

Leased ☐

Term/Subscription ☐

Licenses

Maintenance Plan Ends

Activation Key

User Name

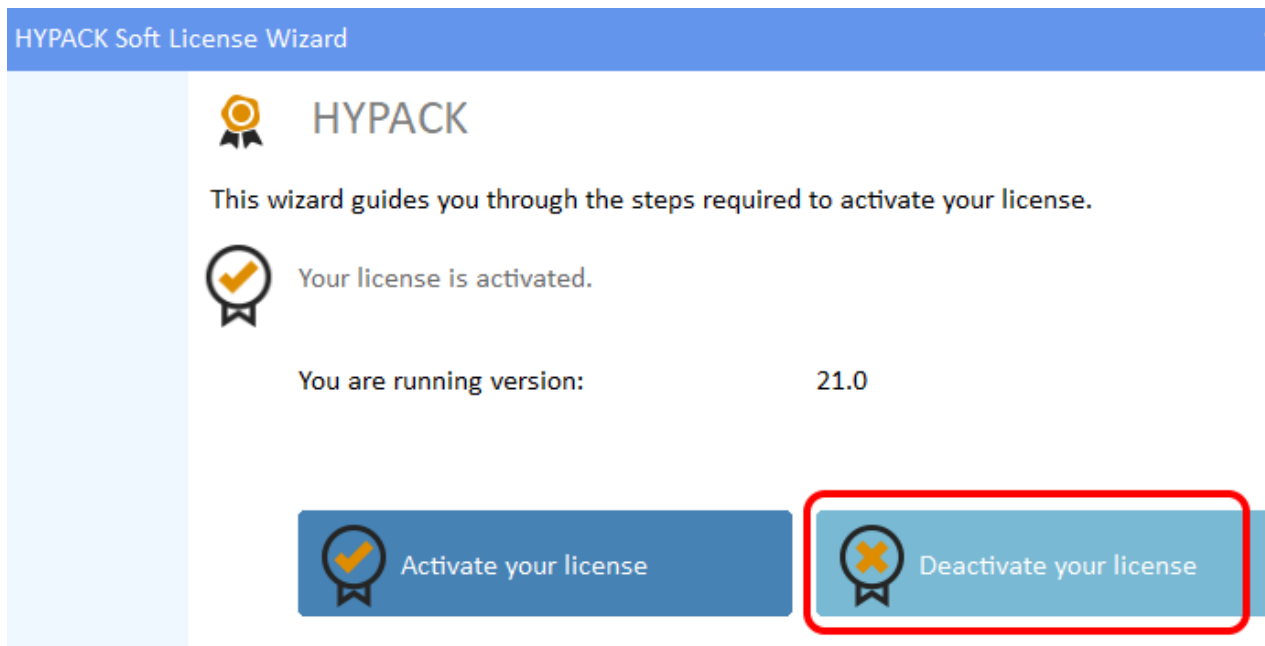
Reseller

Activate/Deactivate Soft License...

Rescan Close

Soft license loaded. You can remain offline for 90 more days.

5. Click [Deactivate your license].



HYPACK Soft License Wizard

 HYPACK

This wizard guides you through the steps required to activate your license.

 Your license is activated.

You are running version: 21.0

 Activate your license

 Deactivate your license

6. Click [Deactivate].

Soft License Wizard—Deactivating your License

HYPACK Soft License Wizard

 **Deactivate your license**

To deactivate your license from this computer, enter your Activation Key in the field below and click Deactivate. After deactivating the license from this computer, you will be able to activate it on another computer.

Activation Key

[Proxy Settings](#) [Deactivate](#)

You should see a message saying your license was successfully deactivated:

Deactivated License Message

 **Deactivate your license**

To deactivate your license from this computer, enter your Activation Key in the field below and click Deactivate. After deactivating the license from this computer, you will be able to activate it on another computer.

Activation Key

[Proxy Settings](#) [Deactivate](#)

 Your license was successfully deactivated.

7. Click [Finish].

8. **Close the HYPACK® License Manager.** Your license is now deactivated and can be reactivated on another system.

LICENSE DEACTIVATION IF YOUR COMPUTER IS OFFLINE

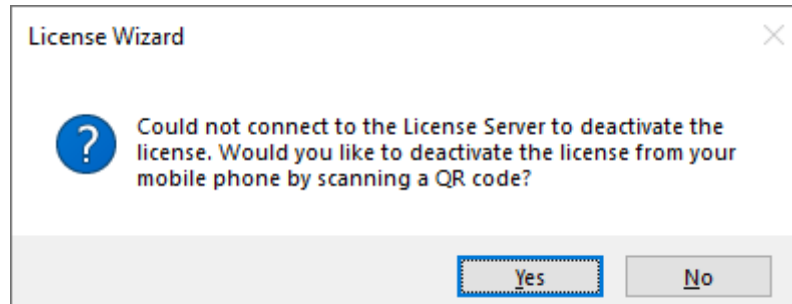
You will need a smartphone, tablet, or other computer (the “online device”) that has Internet access.

The wizard offers two processes, depending on your choice of online device: smartphone or other device. **In either case, follow steps 1-6 in the Online Deactivation process.**

([“License Deactivation If Your Computer is Online”](#))

NOTE: At this point, the license on your computer has been deactivated and you must finish the steps below to sync with the license server; otherwise, you won't be able to reactivate your license.

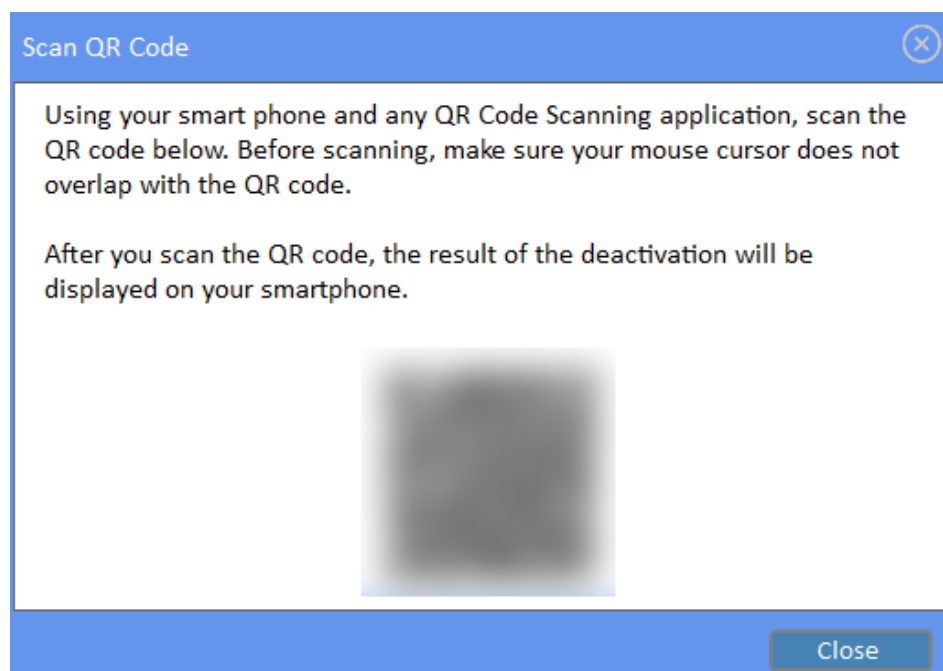
The program will try to connect to the Internet to deactivate your license. It will eventually fail and you will see a message like below:



To use a smartphone:

1. Click [Yes]. A Scan QR Code window will appear.

Scan QR Code Window



2. **Scan the QR code with your smartphone and open the website** it asks you to open. When the webpage loads, it automatically deactivates your license on the server. You should see a confirmation message saying it has been deactivated. (You do not need to click [Deactivate] on the web page.)



License Deactivation

Enter your Activation Key, Computer ID and Verification Code.
The Verification Code is displayed when you deactivate the license from the application.

Activation Key has been deactivated from computer

Deactivate

3. On the offline PC, you can now click [Close] on the QR dialog.

If you do not have a smartphone:

1. Click [No]. Deactivation verification information will appear on-screen. *Do not close this window.*

The screenshot shows the 'HYPACK Soft License Wizard' window. The main title is 'Deactivate your license' with a yellow star icon. Below the title, there is a text block: 'To deactivate your license from this computer, enter your Activation Key in the field below click Deactivate. After deactivating the license from this computer, you will be able to activate on another computer.' This is followed by an 'Activation Key' label and a large text input field. To the right of the input field is a blue 'Deactivate' button. Below the input field is a 'Proxy Settings' button. A modal window titled 'Deactivation verification' is open in the center. It contains the text: 'Send us the deactivation verification code below as a confirmation that you deactivated your license.' Below this text are two labels: 'Verification Code:' and 'Computer ID:'. Each label is followed by a text input field. At the bottom of the modal is an 'Ok' button. In the bottom right corner of the wizard window, there are '< Back' and 'Continue' buttons. On the left side of the wizard, there is a 'Contact Us' link and the HYPACK logo.

2. On your device with Internet access, go to this website: <https://qlm3.net/XylemInc/QLMCustomerSite/>
3. Click [Deactivate a License].
4. Copy the Activation Key, Computer ID, and Verification Code from your offline computer into the web page.

NOTE: The order of these text boxes is different between the offline computer and web-site.



License Deactivation

Enter your Activation Key, Computer ID and Verification Code.
The Verification Code is displayed when you deactivate the license from the application.

Deactivate

5. Click **[Deactivate]**. You should see a message saying deactivation was successful.

Deactivation Successful



License Deactivation

Enter your Activation Key, Computer ID and Verification Code.
The Verification Code is displayed when you deactivate the license from the application.

Activation Key has been deactivated from computer

Deactivate

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6. **On the offline PC, do the following:**
 - a. **Close the Deactivation Verification dialog.**
 - b. **Click [Finish].**
 - c. **Close the HYPACK® License Manager.**

Your license is now deactivated and can be reactivated on another system.