

CUSTOMER COMMUNICATION

NanoSight Software Activation Process

Product Line	NanoSight Range
Product	All
Date	10 th May 2023

Introduction

The NanoSight software platform is protected by Sentinel HASP (Hardware Against Software Piracy).

Sentinel HASP enables the use of software and hardware-based protection keys to enforce software protection and licensing.

Historically, users had to send an activation file to their support representative and Malvern Panalytical would activate the file for them.

Due to a server upgrade we are now able to offer self-service software activation.

This communication supersedes **Appendix II** of the SUN for NTA 3.4.4 and 3.4.4SA.

Pre-Requisites

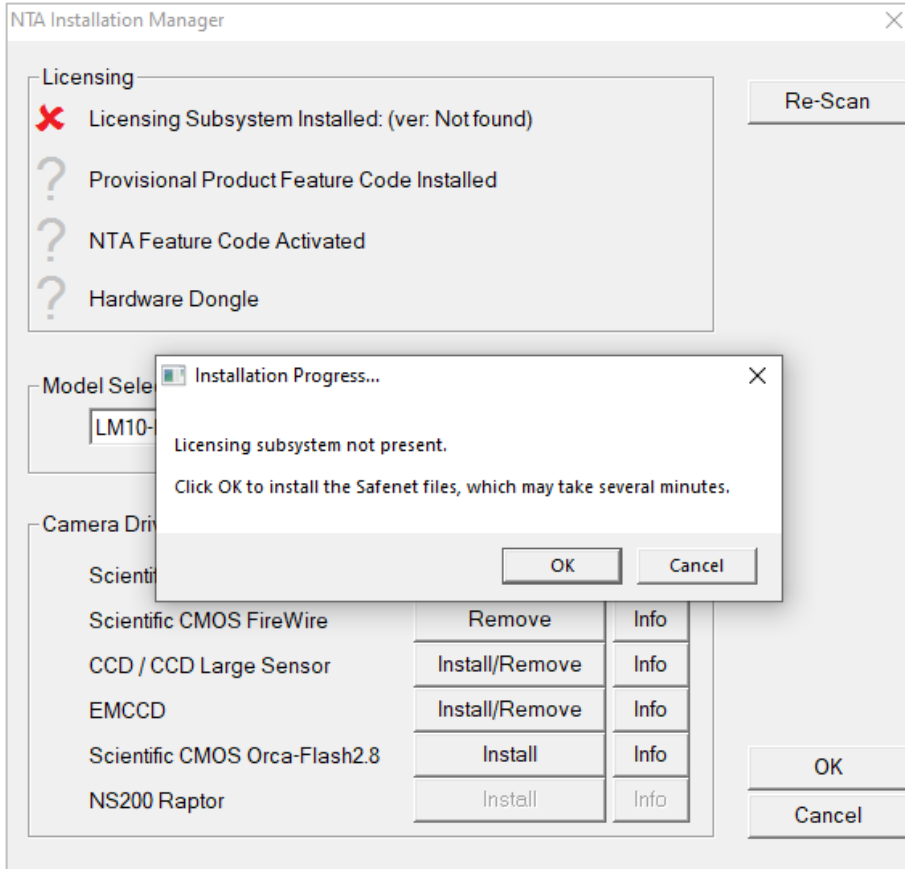
- NanoSight software installed on the PC that you wish to activate.
- A valid product key.
- The NanoSight software activation tool which can be downloaded from:

[NanoSight LM10 | Manual Nanoparticle Characterization | Product support | Malvern Panalytical](#)

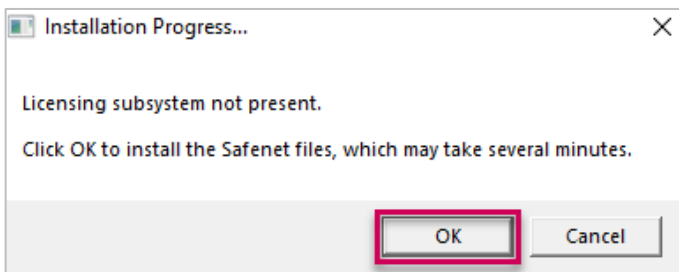
[NanoSight NS300 | Characterize Nanoparticles | Product support | Malvern Panalytical](#)

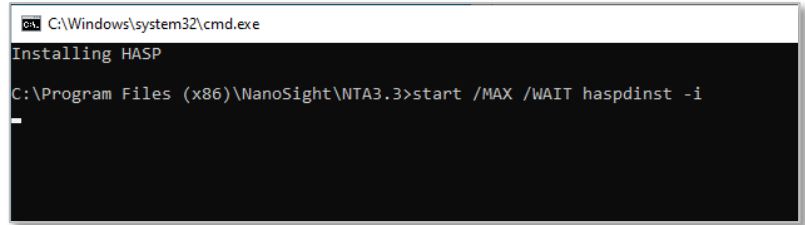
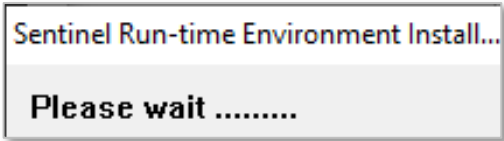
Creating a c2v file

Once NTA software has been installed the Installation Manager will automatically load. Licensing features will not be “ticked” and will have a red cross or question mark next to them.

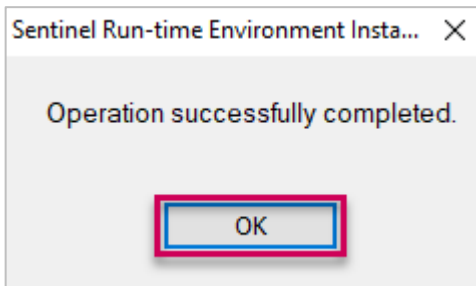


1. Click **OK** to install **Safenet files**.

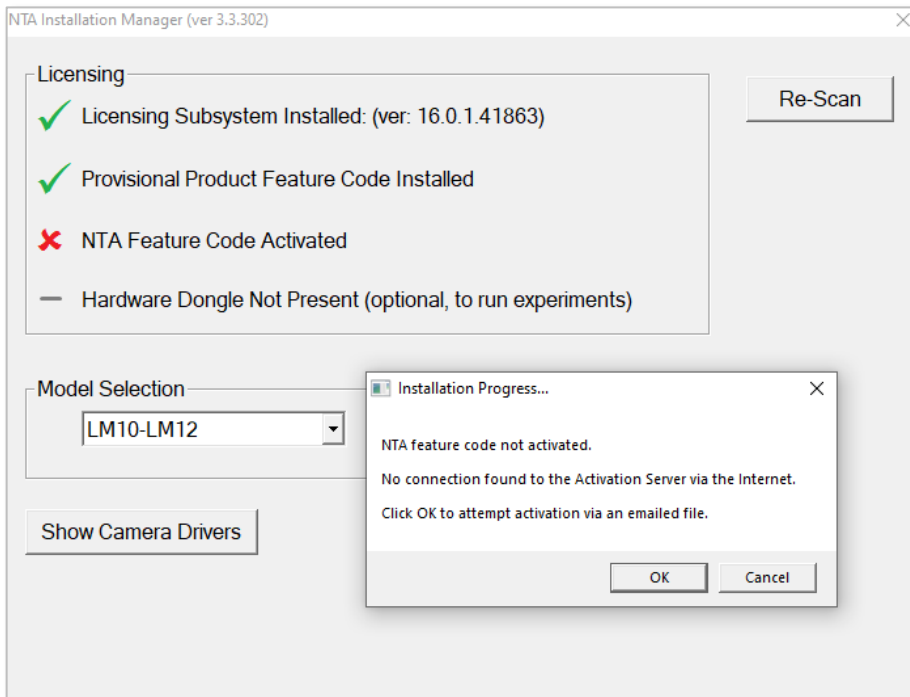




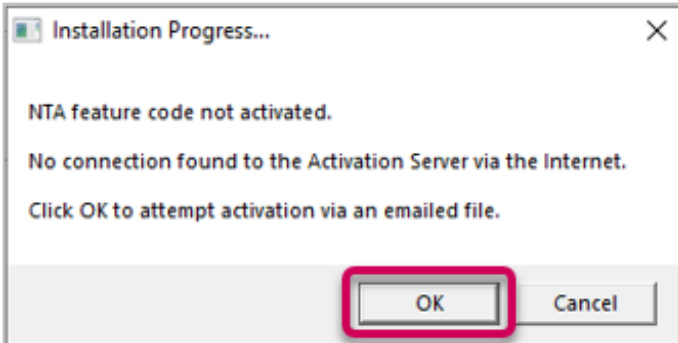
2. Once Sentinel Run-time Environment has been installed, click OK.



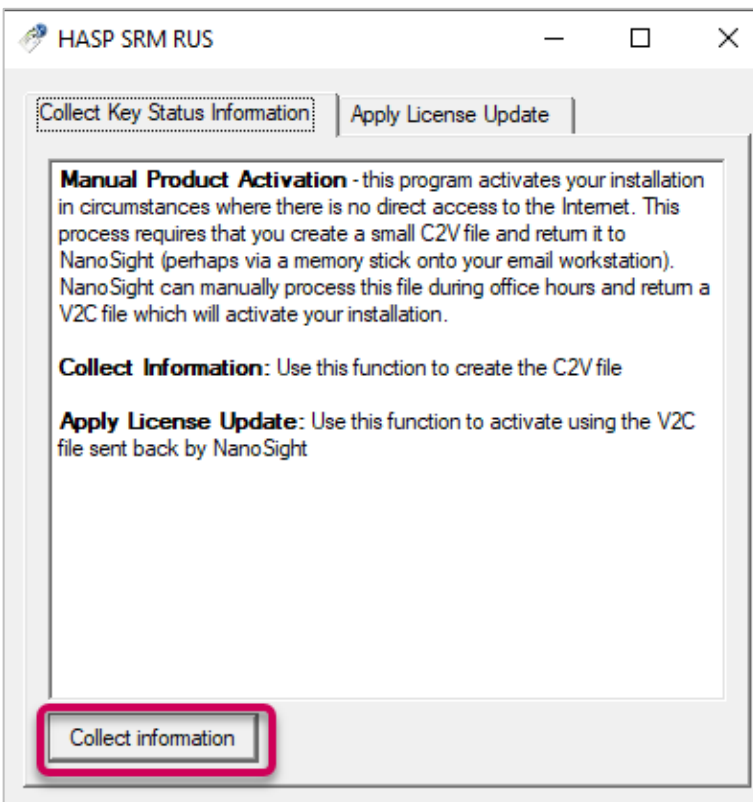
3. Licensing Subsystem and Provisional Product Feature should now be "ticked ✓" as per the image below.



4. Click OK to continue.

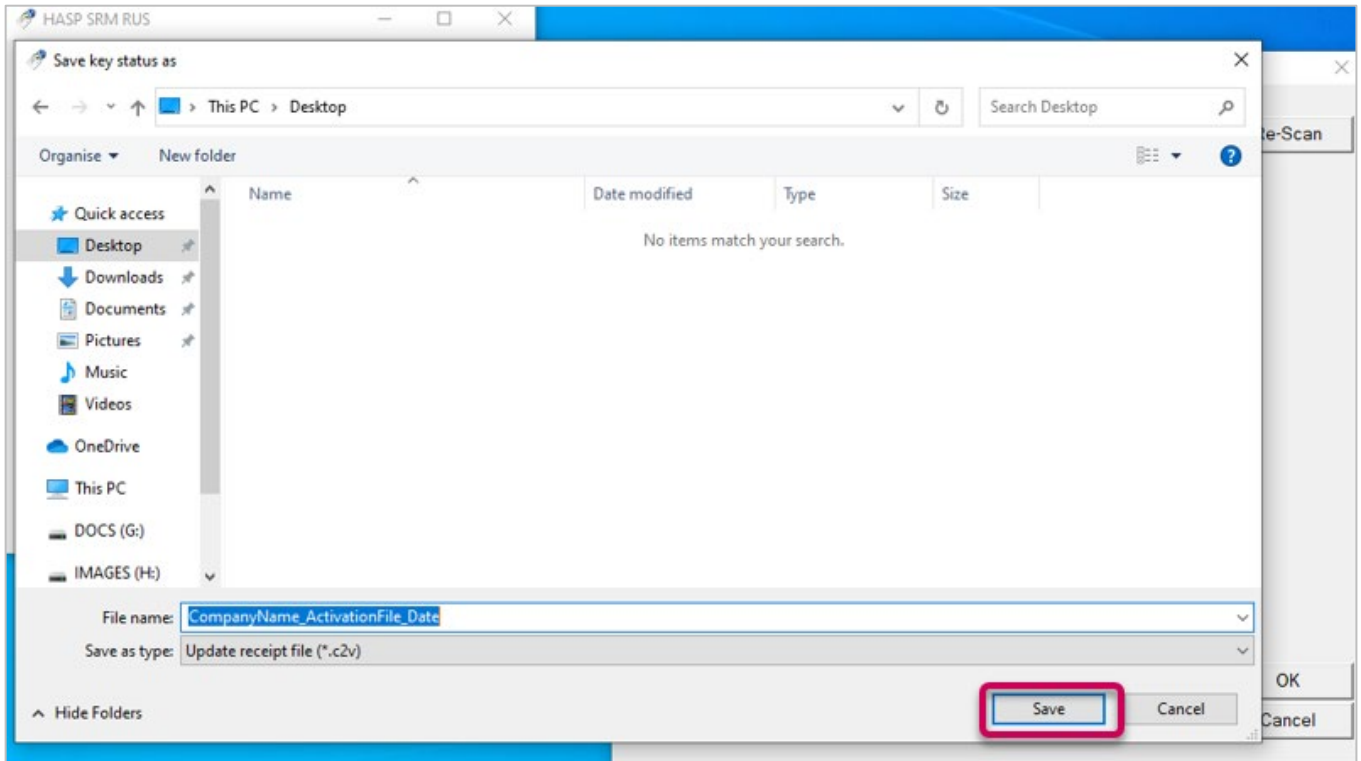


5. In the Collect Key Status Information tab, click the button Collect information.



6. Choose a location to save the file and give the file a suitable filename to enable Malvern Panalytical to identify you later.

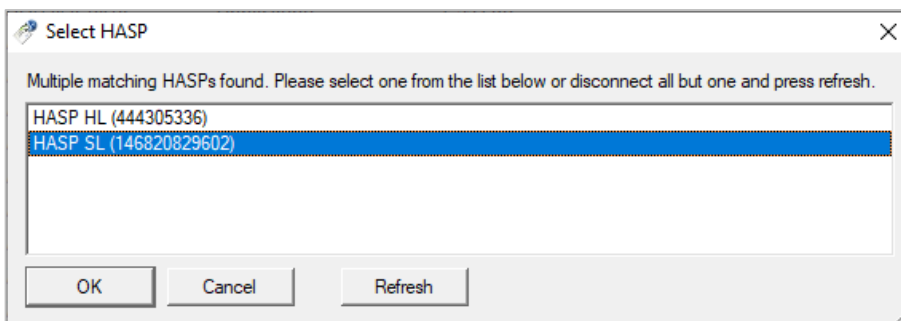
7. Click **Save**.



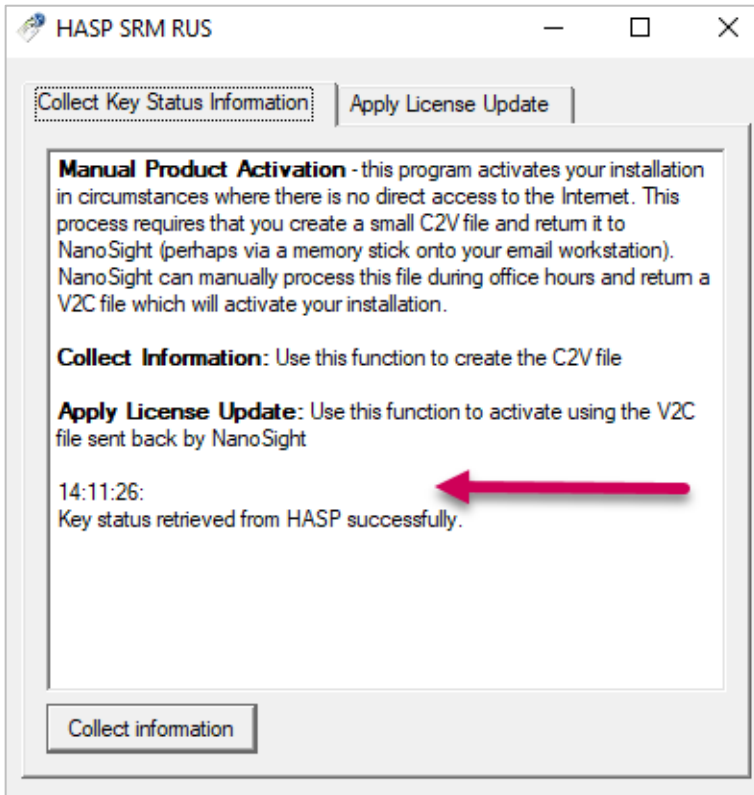
Note:



If your hardware dongle is plugged into the PC, you will be presented with an option to select the correct key to create a “fingerprint” for. Select the SL key only or unplug the dongle and click **Refresh**.



8. If successful, you will see a message indicating so.



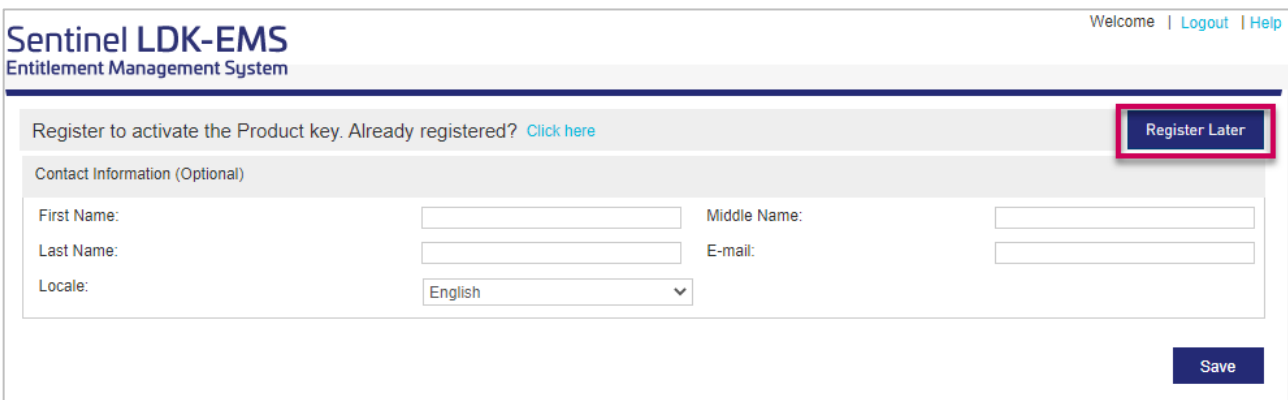
Converting a c2v file into a v2c file

1. You need the c2v file and a Product Key for the next procedure.
2. Browse to [Welcome to EMS \(panalytical.com\)](https://panalytical.com)
3. Login to the Customer Portal using your **Product Key**.



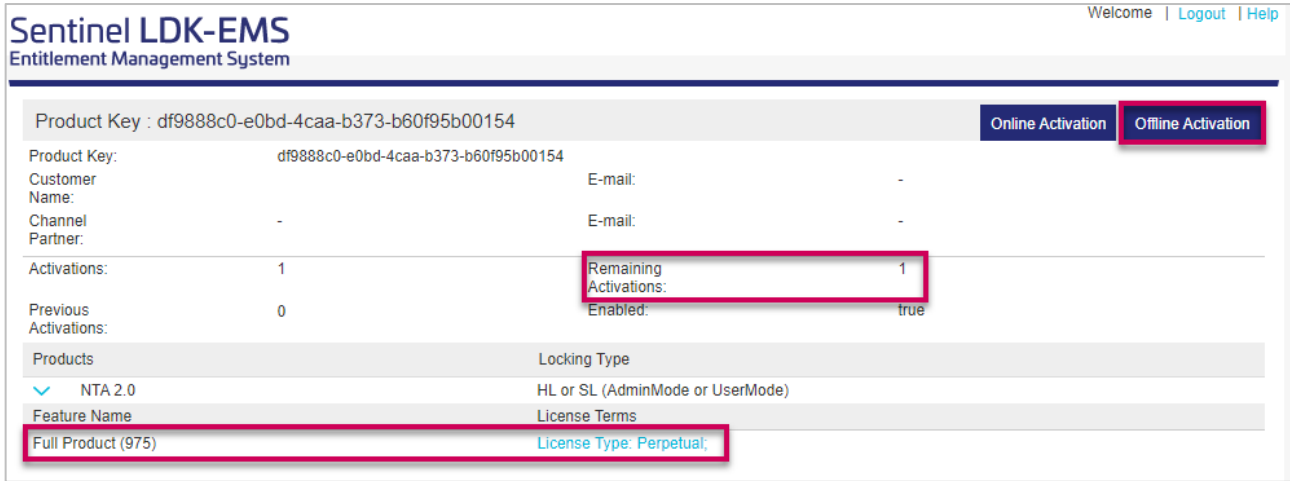
The screenshot shows the 'Sentinel LDK-EMS Entitlement Management System' interface. At the top, there are two tabs: 'Customer Portal Login' (selected) and 'License Update'. Below the tabs is a 'Product Key' input field containing the alphanumeric string 'df9888c0-e0bd-4caa-b373-b60f95b00154'. A 'Log In' button is positioned below the input field. At the bottom of the page, there is a copyright notice: '© 2022 THALES. All Rights Reserved. | Support' followed by a list of languages: 'English Italiano Русский Français 中文 Deutsch Español 日本語'.

4. Either complete the registration information or click **Register Later**.
5. Click **Save**.



The screenshot shows the 'Sentinel LDK-EMS Entitlement Management System' registration page. At the top right, there are links for 'Welcome | Logout | Help'. The main heading is 'Register to activate the Product key. Already registered? [Click here](#)'. A 'Register Later' button is highlighted with a red box. Below this is a 'Contact Information (Optional)' section with four input fields: 'First Name', 'Middle Name', 'Last Name', and 'E-mail'. A 'Locale' dropdown menu is set to 'English'. A 'Save' button is located at the bottom right of the form.

6. Note how many activations remain and the product that you are entitled to activate.
7. Click **Offline Activation**.



Sentinel LDK-EMS
Entitlement Management System

Product Key : df9888c0-e0bd-4caa-b373-b60f95b00154

Product Key: df9888c0-e0bd-4caa-b373-b60f95b00154

Customer Name: - E-mail: -

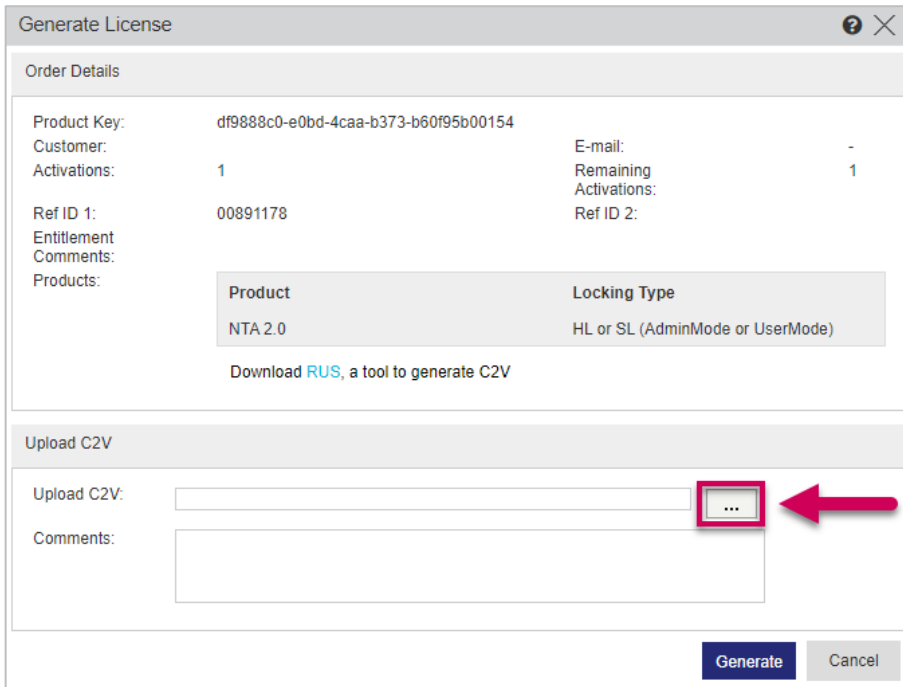
Channel Partner: - E-mail: -

Activations: 1 Remaining Activations: 1

Previous Activations: 0 Enabled: true

Products	Locking Type
NTA 2.0	HL or SL (AdminMode or UserMode)
Full Product (975)	License Type: Perpetual

8. Click the **3 dots** to open file explorer.



Generate License

Order Details

Product Key: df9888c0-e0bd-4caa-b373-b60f95b00154

Customer: - E-mail: -

Activations: 1 Remaining Activations: 1

Ref ID 1: 00891178 Ref ID 2:

Entitlement Comments:

Products:

Product	Locking Type
NTA 2.0	HL or SL (AdminMode or UserMode)

Download [RUS](#), a tool to generate C2V

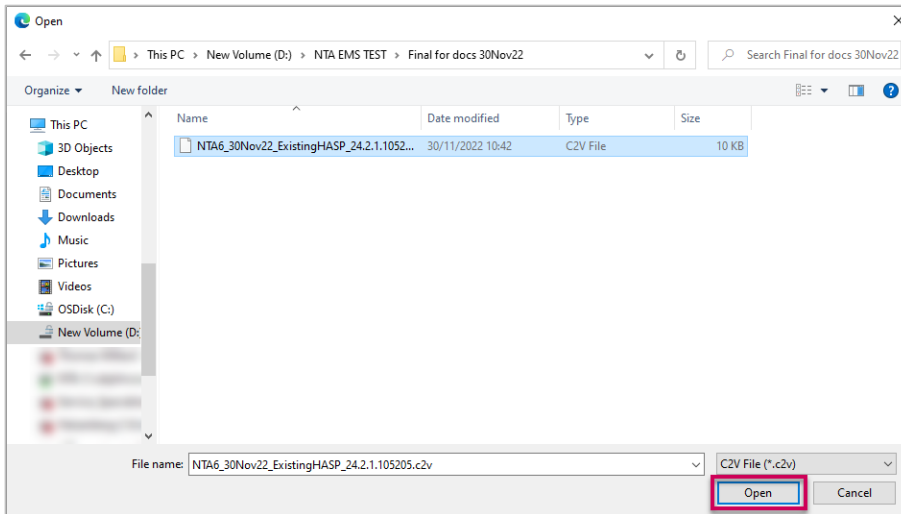
Upload C2V

Upload C2V:

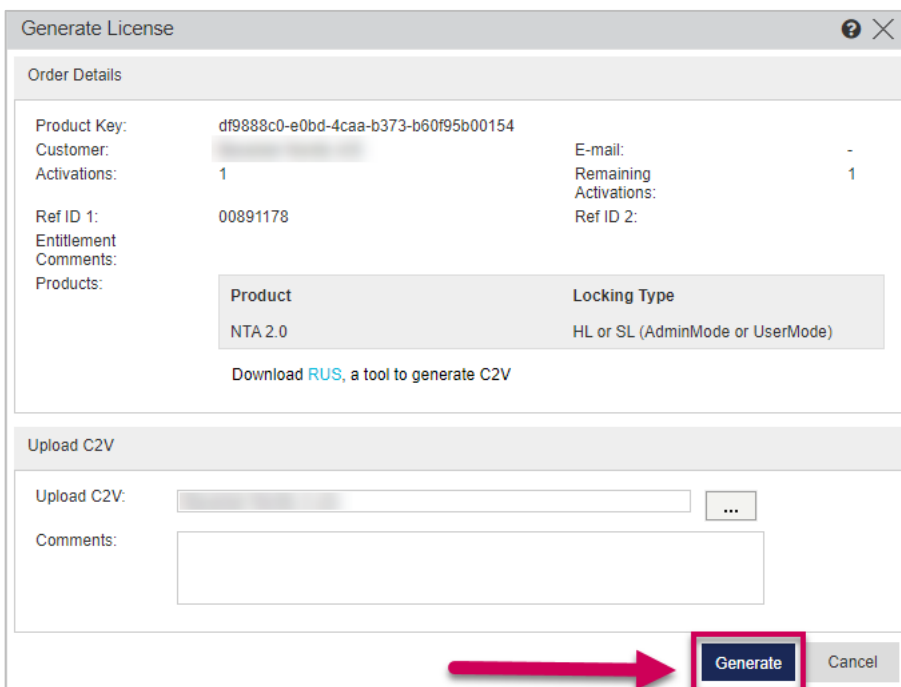
Comments:

Generate **Cancel**

9. Browse to your c2v file and click **Open**.



10. Click **Generate** to process the file.



11. If successful, you will see the message **v2c generated successfully**.
12. Click the **V2C File** link to download the file to your PC.
13. Click **Close**.

Generate License ? X

Successfully generated the V2C/EXE/ZIP file, but cannot send an e-mail with this file to the specified recipients. Consider emailing the file if required.

Order Details

Product Key:	c5671200-c52b-7055-b567-7055c52b71b2f56						
Customer:	Malvern Panalytical Ltd	E-mail:	malvern.panald@...				
Activations:	1	Remaining Activations:	0				
Ref ID 1:		Ref ID 2:					
Entitlement:	Final Activatio...						
Comments:							
Products:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Product</th> <th style="width: 60%;">Locking Type</th> </tr> </thead> <tbody> <tr> <td>NTA 2.0</td> <td>HL or SL (AdminMode or UserMode)</td> </tr> </tbody> </table>			Product	Locking Type	NTA 2.0	HL or SL (AdminMode or UserMode)
Product	Locking Type						
NTA 2.0	HL or SL (AdminMode or UserMode)						

Download [RUS](#), a tool to generate C2V

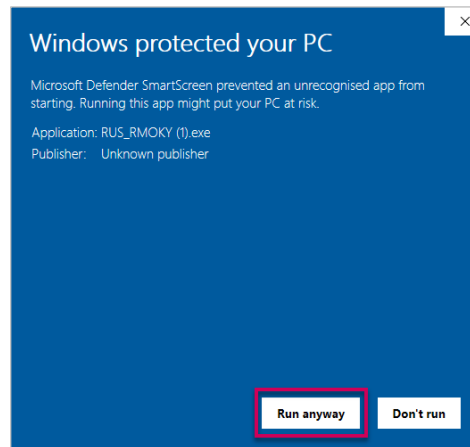
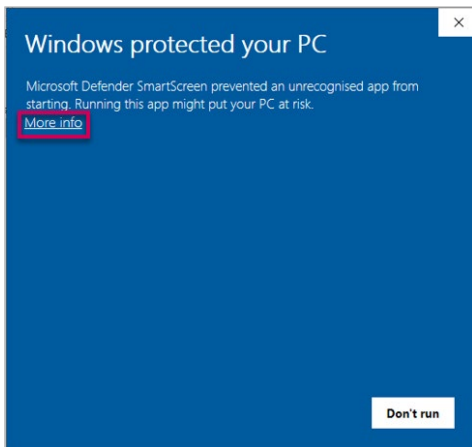
Activation Details

Key ID	Locking Type	Activation Date	Comments	Download
461311475166692389	SL-AdminMode	2022-10-05		V2C File

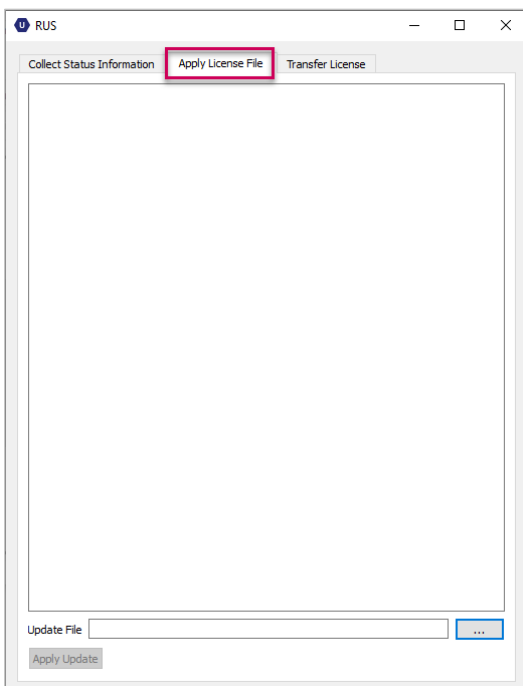
Close

Applying v2c Update File - Offline Activation

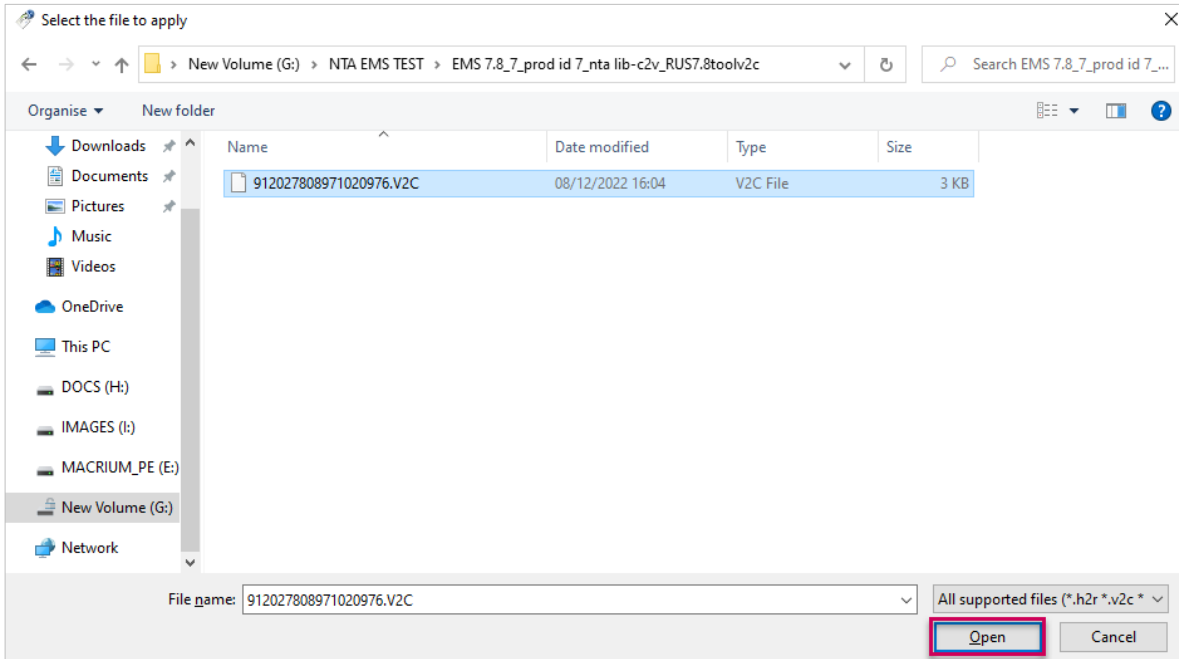
1. Launch the provided tool **NanoSight Software Activation Tool V1.exe** – it's a portable application so no installation required.
2. Microsoft Defender SmartScreen may block the application.
3. Click **More info**.
4. Click **Run Anyway**.



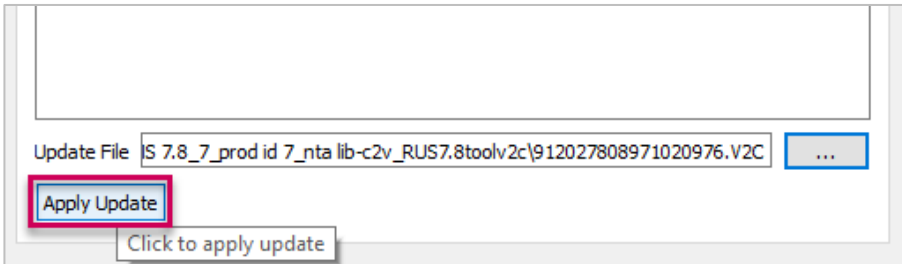
5. Open the tab **Apply License File**.



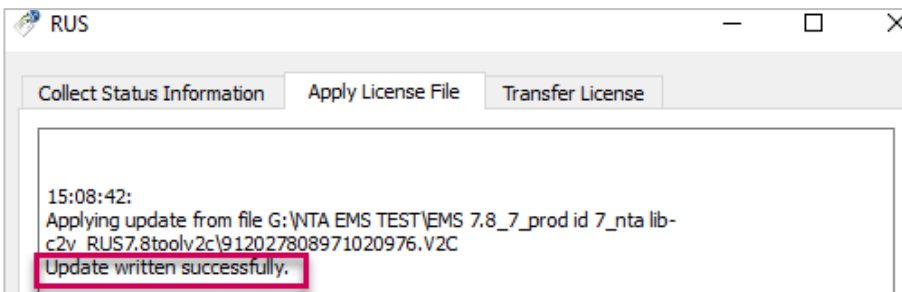
6. Browse to your v2c file, click **Open**.



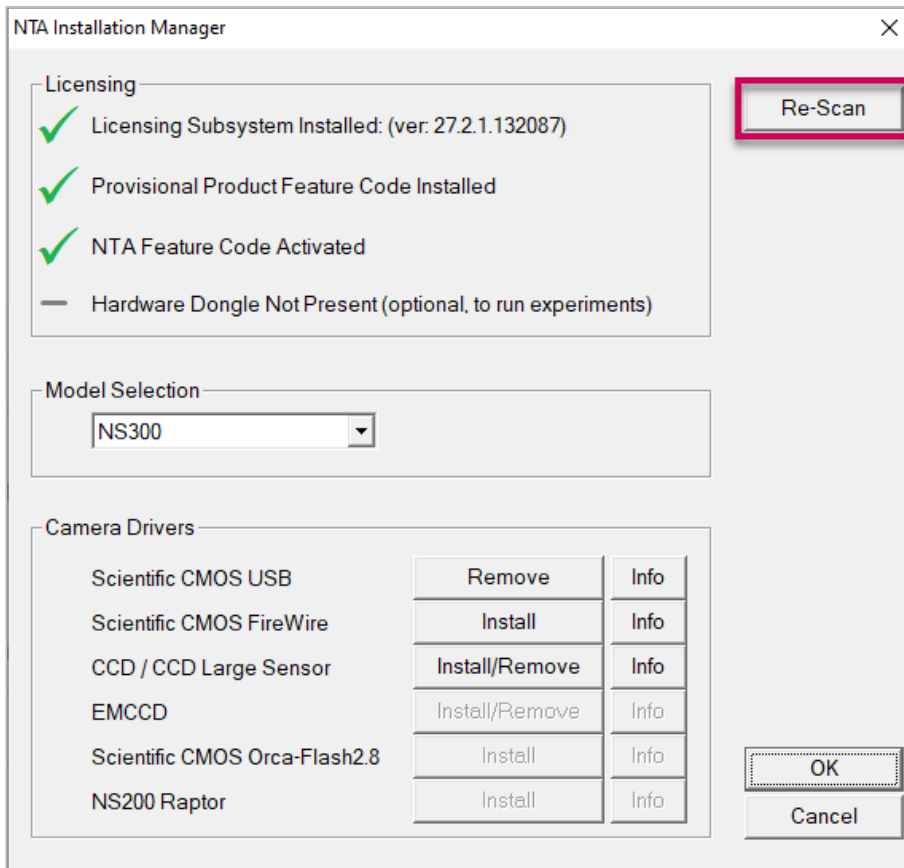
7. Click **Apply Update**.



8. You should see a message indicating that the update was successful.



9. Close the tool.
10. Launch NTA Installation Manager.
11. You should now see three or four green ticks.
12. If NTA Feature Code Activated is not a green tick, click Re-Scan.



13. Close the tool.
14. Launch NTA software.

MALVERN PANALYTICAL

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