

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.

ITA Installation Manager			>
Licensing Licensing Subsystem Installed: (v	er: Not found)		Re-Scan
Provisional Product Feature Code	eInstalled		
? NTA Feature Code Activated			
? Hardware Dongle			
Model Sele LM10- LM10- Camera Driv	isent. et files, which may take s	everal minute	× :s.
Scienti	ОК	Cance	21
Scientific CMOS FireWire	Remove	Info	
CCD / CCD Large Sensor	Install/Remove	Info	
EMCCD	Install/Remove	Info	
	01/		
Scientific CMOS Orca-Flash2.8	matan		OK

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 \checkmark " as per the image below.

NTA Installation Manager (ver 3.3.302)	×
Licensing	
Licensing Subsystem Installed: (ver: 16.0.1.41863)	Re-Scan
✓ Provisional Product Feature Code Installed	
× NTA Feature Code Activated	
- Hardware Dongle Not Present (optional, to run experiments)	
Model Selection LM10-LM12 Show Camera Drivers OK	X the Internet. Cancel



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.

Save key status as								2	×
÷ → * ↑ 🗖	> This	PC > Desktop	1			ڻ ~	Search Desktop	م	
Organise 🔹 Ne	w folde	r						BI • ()	le-Scan
📌 Quick access	^	Name	^	Date modified	Туре	Size			
Desktop	A.			No items	match your search.				
Downloads	1								
Pictures	<u></u>								
Music	2								
Videos									
OneDrive									
This PC									
DOCS (G:)									
IMAGES (H:)	~								
File name:	Comp	anyName_Activ	ationFile_Date						~
Save as type:	Update	receipt file (*.ca	2v)						~
									OK

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.**

Select HASP	×
· · · · · · · · · · · · · · · · · · ·	
Multiple matching HASPs found. Please select one from the list below or disconnect all but one and press refresh.	
HASP HL (444305336)	_
HASP SL (146820829602)	
OK Cancel Befresh	



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

🧬 HASP SRM RUS		—		×
Collect Key Status Information	Apply License U	lpdate		
Manual Product Activati in circumstances where there process requires that you cre NanoSight (perhaps via a me NanoSight can manually pro V2C file which will activate you	on - this program ac is no direct access ate a small C2V file mory stick onto you ess this file during o ur installation.	ctivates you s to the Inter and return it r email work office hours	r installation net. This to station). and return	n
Collect Information: Use Apply License Update: U	his function to crea lse this function to a	te the C2Vf activate usir	file ng the V20	;
14:11:26: Key status retrieved from HA	6P successfully.		_	
Collect information				



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 <u>Welcome to EMS (panalytical.com)</u>
- 3. Login to the Customer Portal using your Product Key.

Sentinel LDK-EMS Entitlement Management System	
Customer Portal Login	License Update
Product Key: df9888c0-e0bd-4caa-b3	73-b60f95b00154
© 2022 THALES. All Rights Reserved. Sup English Italiano Русский Français 中文 De	oport eutsch Español 日本語

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

Sentinel LDK-EMS Entitlement Management System			Welcome Logout Help
Register to activate the Product key	y. Already registered? Click here		Register Later
Contact Information (Optional)			
First Name:		Middle Name:	
Last Name:		E-mail:	
Locale:	English V	•	
			Save



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

Sentinel LDI Entitlement Managerr	K-EMS hent System			Welcome L	ogout Help
Product Key : df98	388c0-e0bd-4caa-b373-b6	0f95b00154		Online Activation Offline	Activation
Product Key:	df9888c0-e0bd-4caa	a-b373-b60f95b00154			
Customer Name:		E-mail:	-		
Channel Partner:	-	E-mail:	-		
Activations:	1	Remaining Activations:	1		
Previous Activations:	0	Enabled:	true		
Products		Locking Type			
V NTA 2.0		HL or SL (AdminMode or UserMode)			
Feature Name		License Terms			
Full Product (975)		License Type: Perpetual;			

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

Generate License		0	\times
Order Details			
Product Key: Customer: Activations: Ref ID 1:	df9888c0-e0bd-4caa-b373-b60 1 00891178	f95b00154 E-mail: - Remaining 1 Activations: Ref ID 2:	
Entitlement Comments: Products:	Product	Locking Type	
	NTA 2.0	HL or SL (AdminMode or UserMode)	
	Download RUS, a tool to gen	erate C2V	
Upload C2V			
Upload C2V:			
Comments:			
		Generate Can	cel



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

Open									
→ • ↑	> This P	C → New Volume (D:) → NTA EMS TEST → Fir	nal for docs 30Nov22	~	õ	,⊂ Se	arch Final for d	locs 30N	ov2
Irganize 👻 New	v folder						-		(
This PC	^	Name	Date modified	Туре	Size				
3D Objects		NTA6_30Nov22_ExistingHASP_24.2.1.1052	30/11/2022 10:42	C2V File		10 KB			
E Desktop									
🔮 Documents									
Downloads									
Music									
Pictures									
Videos									
A New Volume (E	D -7								
-									
	~								
	File name	NTA6_30Nov22_ExistingHASP_24.2.1.105205.c	2v		~	C2V File	(*.c2v)		`
						Op	en	Cancel	

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

Generate Licens	ie		0×
Order Details			
Product Key: Customer: Activations:	df9888c0-e0bd-4caa-b373-b6 1	0f95b00154 E-mail: Remaining Activations:	- 1
Ref ID 1: Entitlement Comments:	00891178	Ref ID 2:	
Products:	Product	Locking Type	
	NTA 2.0	HL or SL (AdminMode or UserM	ode)
	Download RUS, a tool to get	nerate C2V	
Upload C2V			
Upload C2V:			
Comments:			
		Generate	Cancel



- 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						0 V
Currente License				ille Aleire Eile An Ale		
Successfully generated to	en v2C/EXE/ZIP file, but en	nailing the file	an e-mail w if required.	ith this file to th	e specifi	ed recipients. Consider
Order Details						
Product Key:	00012000-0020-1000-1		b2f56			
Customer:	Malvern Panalytical Lto	i	E-mail:		mornus	ard@
Activations:	1		Remainin Activation	g Is:	0	
Ref ID 1:			Ref ID 2:			
Entitlement Comments:	Final Activatio					
Products:	Product			Locking Typ	e	
	NTA 2.0			HL or SL (Ad	minMode	e or UserMode)
	Download RUS, a too	ol to generate	C2V			
Activation Details						
Key ID	Locking Type	Activation D	ate	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.

Windows protected your PC	× Windows protected your PC
Microsoft Defender SmartScreen prevented an unrecognised app from starting. Running this app might put your PC at risk.	Microsoft Defender SmartScreen prevented an unrecognised app from starting. Running this app might put your PC at risk. Application: RUS_RMOKY (1).exe Publisher: Unknown publisher
Don't run	Run anyway Don't run

5. Open the tab Apply License File.





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

🦑 Select the file to apply								×
← → ~ ↑ 📙 > New	v Volume (G:) > NTA EMS TEST > EMS 7.8_7_pr	rod id 7_nta lib-c2v_RUS7.8to	oolv2c 🗸	ō	,∕⊂ Sea	rch EMS 7.8_	7_prod id	7
Organise 🔻 New folder								?
🕂 Downloads 🖈 ^	Name	Date modified	Туре	Size				
🔮 Documents 🖈	912027808971020976.V2C	08/12/2022 16:04	V2C File		3 KB			
 Pictures Music Videos OneDrive This PC DOCS (H:) IMAGES (i:) MACRIUM_PE (E:) New Volume (G:) Network 								
File <u>n</u> ar	me: 912027808971020976.V2C			~	All supp	orted files (*.	h2r *.v2c *	\sim
					<u>O</u> pe	n	Cancel	

7. Click Apply Update.

Update File S 7.8_7_prod id 7_nta lib-c2v_RUS7.8toolv2c\912027808971020976.V2C
Apply Update Click to apply update

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

🥐 RUS			-	×
Collect Status Information	Apply License File	Transfer License		
15:08:42: Applying update from file G: c2v_RUS7.8toolv2c\912027 Update written successfully.	\VTA EMS TEST\EMS 7 808971020976.V2C	8_7_prod id 7_nta lib)-	



- 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.

A Installation Manager			>
Licensing			
🗸 Licensing Subsystem Installed: (v	er: 27.2.1.132087)		Re-Scan
Provisional Product Feature Code	eInstalled		
NTA Feature Code Activated			
 Hardware Dongle Not Present (or 	otional, to run experim	nents)	
Model Selection NS300			
Model Selection NS300]
Model Selection NS300 Camera Drivers Scientific CMOS USB	Remove	Info	
Model Selection NS300 Camera Drivers Scientific CMOS USB Scientific CMOS FireWire	Remove Install	Info Info	
Model Selection NS300 Camera Drivers Scientific CMOS USB Scientific CMOS FireWire CCD / CCD Large Sensor	Remove Install Install/Remove	Info Info Info	
Model Selection NS300 Camera Drivers Scientific CMOS USB Scientific CMOS FireWire CCD / CCD Large Sensor EMCCD	Remove Install Install/Remove	Info Info Info	
Model Selection NS300 Camera Drivers Scientific CMOS USB Scientific CMOS FireWire CCD / CCD Large Sensor EMCCD Scientific CMOS Orca-Flash2.8	Remove Install Install/Remove Install/Remove	Info Info Info Info Info	ОК

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



MALVERN PANALYTICAL

Malvern Panalytical Ltd. Grovewood Road, Malvern, Worcestershire, WR14 1XZ, United Kingdom Malvern Panalytical B.V. Lelyweg 1, 7602 EA Almelo, The Netherlands

Tel: +44 1684 892456 Fax: +44 1684 892789 Tel: +31 546 534 444 Fax: +31 546 534 598

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www.malvernpanalytical.com

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