

Installing the network version of a Jabbla software package



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This document is a translation of the original Dutch user manual.

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A Installing the network version of a Jabbla software package

1 Installing the network version of a Jabbla software package

You can also install the network version of the Jabbla software, such as Mind Express, Sprint, Eurovocs Suite, This allows you to install the software on different computers and the licenses are managed on one central computer (usually the server).

1. Install the License Manager on the computer you will connect the NetHASP key to. For example, install on the server. See [Installing the License Manager](#) on page 4.
2. Install the Jabbla software on all computers in the network.


See also

[Installing the License Manager](#) on page 4

2 Installing the License Manager

The License Manager is an application that allows multiple licenses to be used in a network using a single NetHASP key (security key or dongle). Install the License Manager on the computer you will connect the NetHASP key to. For example, install on the server.

Make sure the computer on which the License Manager is installed, is always switched on whenever users want to use the installed software (Sprint, Mind Express, Eurovocs Suite).

1. Do one of the following:
 - Open the **Server > License Manager** folder on the CD-ROM.
 - Download the **LMSetup.exe** file from the Jabbla website to your computer.
2. Run the **LMSetup.exe** file on the server.
The **HASP License Manager Installation** wizard appears.
3. Click **Next**.
4. Select **I accept the license agreement** and click on **Install >**
5. Select **Service (nhsrvice.exe)** and click on **Next**.
This is the recommended option. This allows the License Manager to start automatically.
6. Click **Next**.
7. Click **Next**.
8. Select **Create firewall rules to enable these ports** and click on **Next**.
9. Click **Next**.
10. Select **Yes** and insert the NetHASP key (red).
Windows automatically detects the NetHASP key and will install the necessary drivers. If the hardware is properly connected and the drivers are properly installed, the light on the NetHASP key will be on.
11. Click **Finish**.
At the end of the installation, the License Manager icon  will appear in the system tray.


See also

[Installing the network version of a Jabbla software package](#) on page 4

B Troubleshooting

1 Troubleshooting

Troubleshooting the installation of a network version of a Jabbla software package may be different in each network. Below is a list of verification that you can perform to quickly find the cause of the problem.

1. Is a NetHASP key attached to the server?
2. Does the NetHASP key have a red color? If the key has a different color than it is NOT a NetHASP key.
3. Is it a NetHASP key for the Jabbla software? Is a label attached to the NetHASP key with a code? For example: SPR2745.
4. Is more than one NetHASP key for the Jabbla software connected to the network? Add the `nethasp.ini` file AND insert the NetHASP keys on different servers.
5. Is the light on the NetHASP key on? That means the hardware is properly connected and the drivers are properly installed.
6. Have you installed the latest version of the NetHASP drivers on the clients and on the server? See [Installing the drivers for the NetHASP key](#) on page 7.
7. Have you rebooted the server and clients?
8. Are the server and clients on the same network and on the same subnet? Ensure the first three blocks of the IP address are the same. If so, check whether a `nethasp.ini` file is installed. For Sprint check in the folder: `C:\Program Files (x86)\Sprint 2`. For Mind Express check in the folder: `C:\Program Files (x86)\Mind Express`. For Eurovocs Suite check in the folder: `C:\Program Files (x86)\Eurovocs Suite`. If the file is missing, add the `nethasp.ini` file. See [Add the nethasp.ini file](#) on page 8.
9. Is License Manager installed on the server?
10. Is License Manager active? The icon  of the License Manager is present in the system tray.
11. Have you restarted the License Manager?
12. Is there a connection between the server and the client? Run a ping test or a telnet test.
 - No connection: check the network connections and firewall settings. See [Adjust the firewall settings](#) on page 7.
 - Connection: add the `nethasp.ini` file. See [Add the nethasp.ini file](#) on page 8.
13. Is a `nethasp.ini` file installed on the client? For Sprint check in the folder: `C:\Program Files (x86)\Sprint 2`. For Mind Express check in the folder: `C:\Program Files (x86)\Mind Express`. For Eurovocs Suite check in the folder: `C:\Program Files (x86)\Eurovocs Suite`. Verify that the file is configured correctly. See [Add the nethasp.ini file](#) on page 8.
14. Are there stray `nethasp.ini` files on the client? Search for "nethasp".
15. Is a (software) firewall installed on the server or client? Is a (hardware) firewall installed between the server and the client? Adjust the firewall settings. See [Adjust the firewall settings](#) on page 7.
16. Do you use Terminal Services or Remote Desktop to connect to the server? No connection will be established with the NetHASP key. Establish the connection using the server directly.
17. Test the NetHASP connection. See [Testing the NetHASP connection](#) on page 6.
18. Do you use a virtual server? Use USB forwarding to find the NetHASP key. Refer to the software you use.

See also

[Troubleshooting list](#) on page 6

2 Testing the NetHASP connection

The NetHASP Tester can test the connection with the NetHASP and check the license of the Jabbla software. When `HASPTest.exe` is running on the server, you can also see what type of NetHASP is used. When there is a problem with the configuration of the system, an error message and a decimal code is displayed. Using this code, you can determine where the problem is located.

1. Do one of the following:
 - Open the `Tools\HASP tester` folder on the installation CD.
 - Download the compressed folder `HASP tester` from the Jabbla website to your computer and extract the folder.
2. Run the `HASPTest.exe` file.
3. One of the following notifications is displayed:
 - If everything is OK, you will see the license number and the number of licenses. For example: **Sprint Plus SPR2745, 10 licenses**. The process ends here.
 - If an error occurs, you will be notified with an error code. For example: **HASP error code 129**. Continue with the next step.
4. Open the file `Tools\HASP tester\Readme.htm` and look for the code.
Using the explanation next to the code, you can determine what the problem is.

See also

[Testing the NetHASP connection](#) on page 6

[Troubleshooting list](#) on page 6

3 Troubleshooting list

In the table below you'll find the most common problems or error messages.

Problem or error message	Cause	Solution
-10	The drivers are not installed.	Install the drivers. See Installing the drivers for the NetHASP key on page 7.
-15	License Manager is not installed.	Install the License Manager. See Installing the License Manager on page 4.
-15	Access to the License Manager is blocked.	Adjust firewall settings. See Adjust the firewall settings on page 7.
-15	The server is not automatically found.	Edit the <code>nethasp.ini</code> file. See Add the nethasp.ini file on page 8.
-100	The License Manager was not installed properly.	Uninstall the License Manager and install the License Manager directly on the physical server. NOT via Remote Control. See Installing the License Manager on page 4.
No speech	The speech files are not installed.	Install the speech files. See Installing the speech files on page 7.
No OCR	The OCR files are not installed.	Install the OCR files. See Installing OCR files on page 7.

See also

[Troubleshooting](#) on page 6

[Testing the NetHASP connection](#) on page 6

4 Installing the drivers for the NetHASP key

First, install the License Manager and/or the Jabbla software. When inserting the NetHASP key (red), Windows will automatically detect the NetHASP key and install the necessary drivers. If Windows does not automatically install the drivers, you must perform the installation manually.

- Do one of the following:
 - Look for the latest NetHASP key on Google. For example: <https://sentinelcustomer.gemalto.com/sentineldownloads/>.
 - Download the drivers from the Sprint website to your computer and extract the folder.
 - Open the `Tools/HASP` folder on the installation CD.
- Install the drivers by running the file `HASPUserSetup.exe`.
- Reboot the server.

5 Adjust the firewall settings

If the message **-15** or the message **HASP not found** appears, check to see if the NetHASP key is physically connected to the computer (server) on which you have installed License Manager. If the NetHASP key is connected properly, you must adjust the firewall settings to allow access to the License Manager.

- Open your firewall program.
- Do one of the following:
 - Open port 475 on the firewall on the client and on the server.
 - Add License Manager to the list of permitted programs of the firewall.

6 Installing OCR files

- Do one of the following:
 - Open the `Finereader` folder on the installation CD.
 - Download the `Finereader` setup file from the Sprint website.
- Run the `setup.exe` file.

7 Installing the speech files

- Do one of the following:
 - Open the `Speech` folder on the installation CD.
 - Download the `Speech` setup file from the Sprint website.
- Run the `setup.exe` file.

8 Add the nethasp.ini file

If you have problems finding the NetHASP key, you can add the nethasp.ini. file to the client.

First, find the IP address of the server (= computer on which the License Manager is installed).

1. Do one of the following:

- Copy the file nethasp.ini from the Tools folder on the installation CD to your computer.
- Download the nethasp.ini file from the Sprint website to your computer.

2. Op the nethasp.ini and adjust one of the following values:

- ```
;NH_SERVER_ADDR = <Addr1>, <Addr2>
```

Remove the semicolons at the beginning of the line and enter the IP address of the server. For example:

```
NH_SERVER_ADDR = 192.168.2.32
```

- ```
;NH_SERVER_NAME = <Name1>, <Name2>,
```

Remove the semicolons at the beginning of the line and enter the name of the server. For example:

```
NH_SERVER_NAME = jabblaserver
```



NOTE

Only the name of the server OR the address of the server may be set. Setting both values can cause problems!

3. Save the nethasp.ini file.

4. Copy the nethasp.ini file to the C:\Program Files (x86)\Sprint folder of all computers having difficulty finding the NetHASP key.

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