Venable Software License Manual

For:

Venable Software Versions 5.x and 6.x / RLC 4.x

ESTiView Version 1.x

Venable Instruments

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Install Venable Software and Start Venable Software License Program

Venable 6.x

After you install the Venable Software, you will find a new folder group called "Venable Instruments" in your Start Menu. Open the "Venable Instruments" folder. You will see a new program called "Venable Stability Analysis".

Start it:
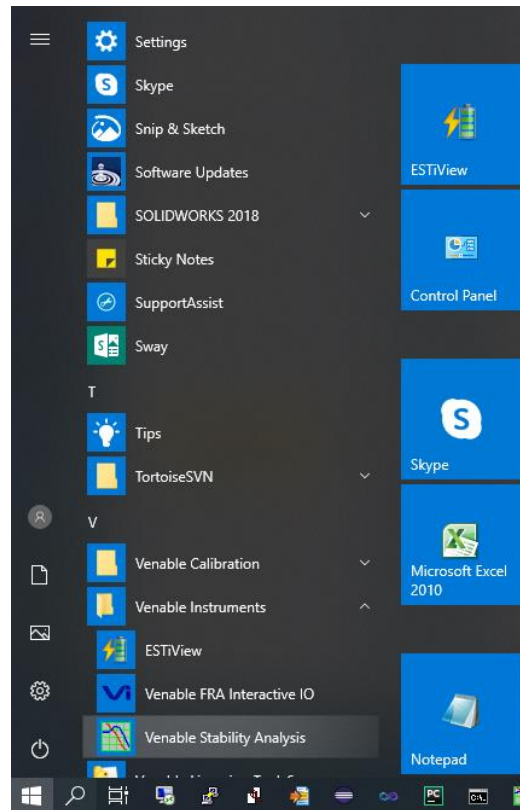
Venable 6.x on Windows 10

On the menu line of the Venable software, click on Analyzer and then click on License.

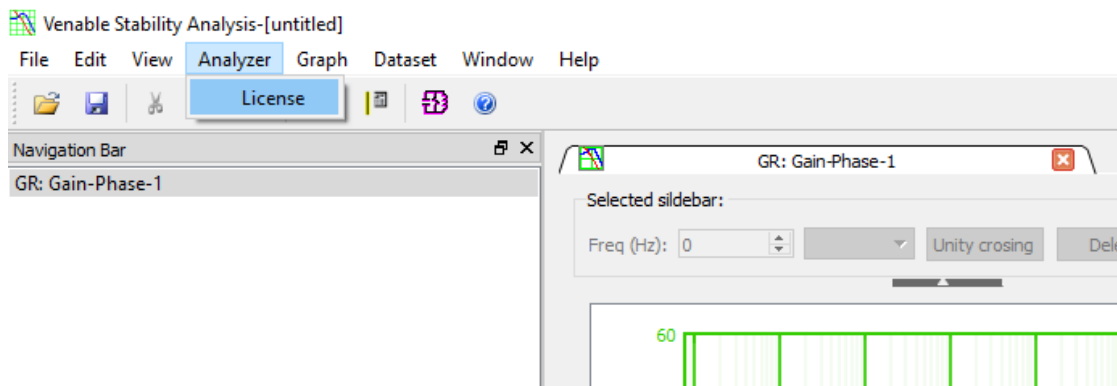Skip down to next section, "Venable License Wizard"

ESTiView 1.x

After you install the Venable Software, you will find a new folder group called "Venable Instruments" in your Start Menu. Open the "Venable Instruments" folder. You will see a new program called "ESTiView".

Start it:
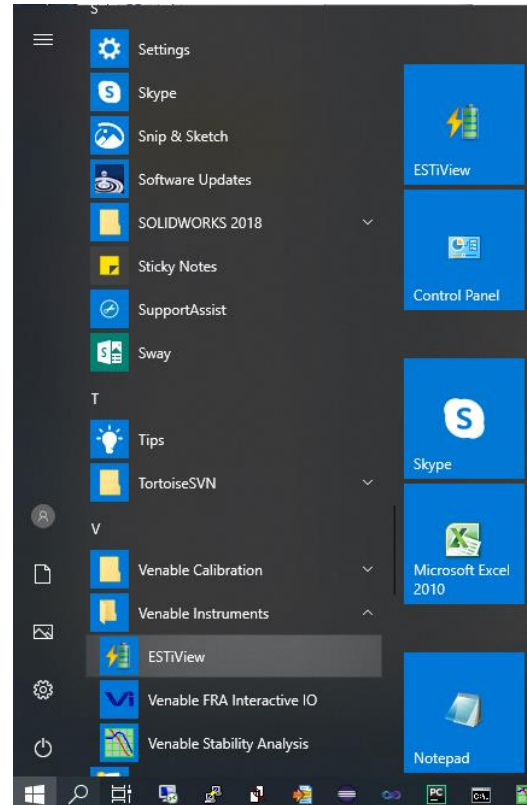
On the menu line of the Venable software, click on Help and then click on License.

Skip down to next section, "Venable License Wizard"

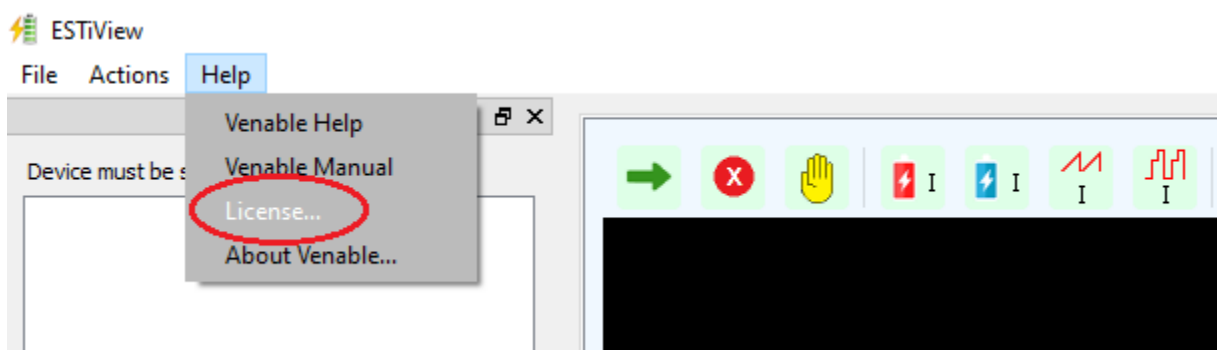## *Venable 5.x / RLC 4.x*

After you install the Venable Software, you will find
a new program called "Venable License" in your
Start Menu.

Start it:
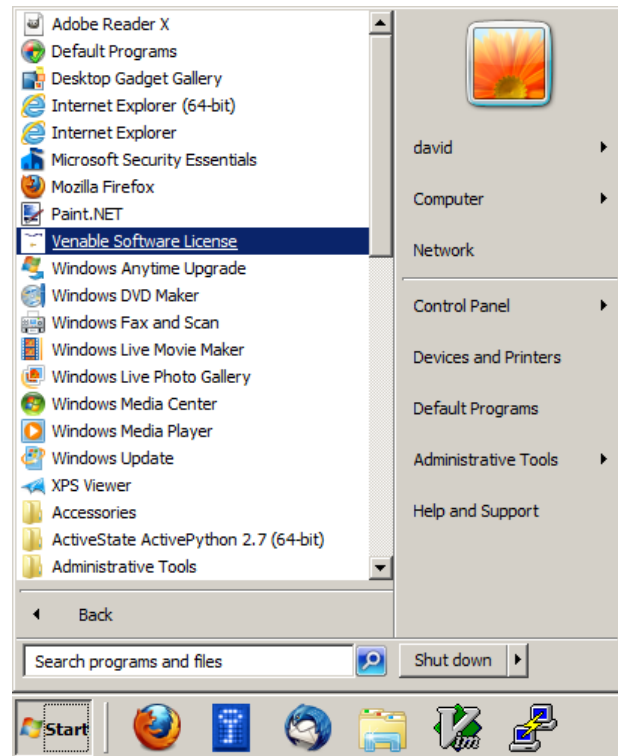
Venable 5.x on Windows XP

Venable License Wizard

You will see:
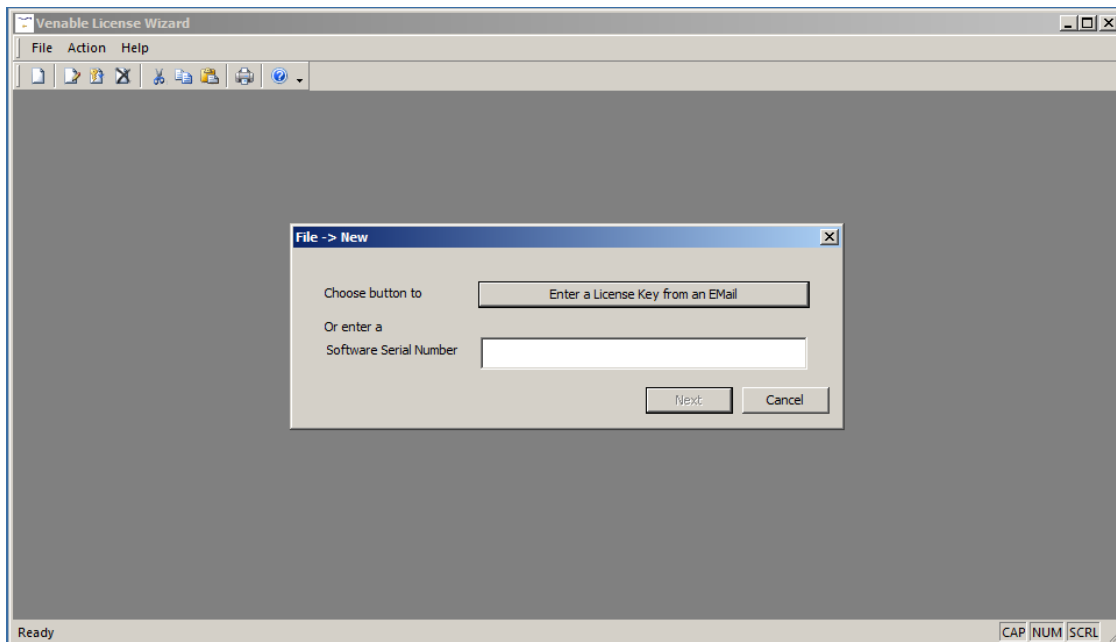
For a Demo License, Enter a License Key from an Email

Press the "Enter a License Key from an Email":
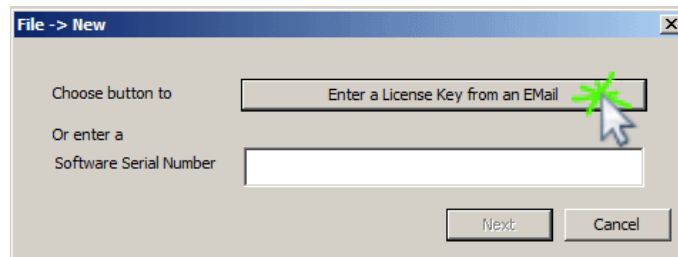
You will see:
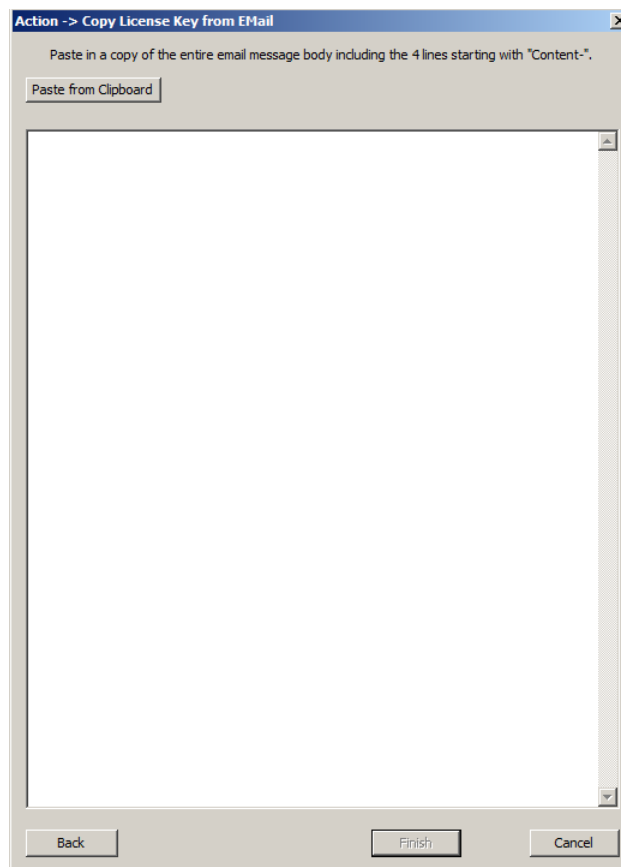
Copy the entire body of the email reply into the dialog. It will ignore the extra text above and below the text that it wants. If it can find the text it wants, then the Finish button will become available. Press it.

Close the licensing program and start your demo by going to your Start button → All Programs → Venable Stability Analysis.
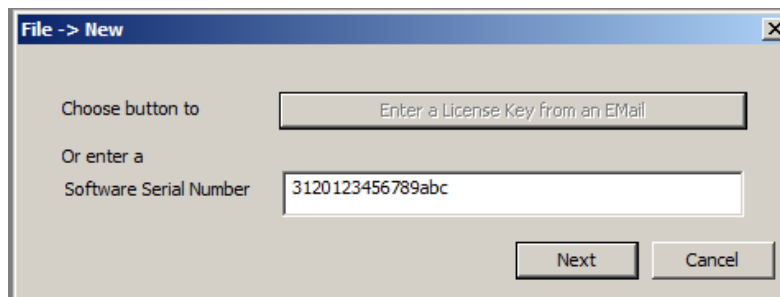
For Non-Demo Licenses Enter Your Software Serial Number

This will be given to you on the first page of your printed manual for new hardware:

Or if you are upgrading then you will use your older 16 character number:

Note that the Software Serial Number can be entered in lower case or upper case. The licensing program will always convert it to upper case for display.

Changing the Software Serial Number

On the File->New dialog, you can edit the number any number of times before pressing Next.

After pressing Next, the only way to change the number is to remove the current license with the incorrect number and choose the File -> New menu item again. Or choose File -> New first, copy and paste between the two license document tabs, then remove the license with the incorrect number.
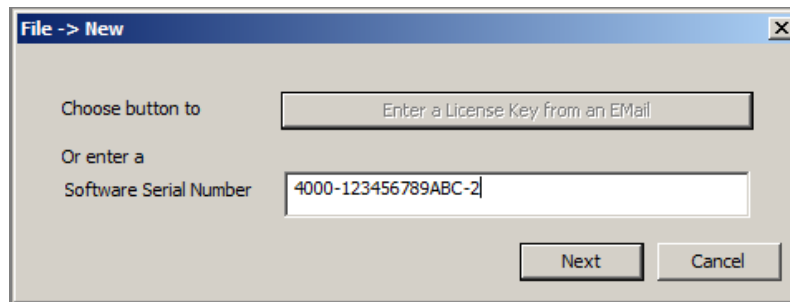
You may need to change the Software Serial Number if it has already been installed on another PC or you typed an old style number incorrectly; new style numbers with 2 minus signs ("-") have a built in check digit to aid correct entry.

To remove a license, ensure the correct license document tab is selected then choose the menu item Action → Remove License. Press OK on the confirmation dialog.

Enter Your Contact Information

The starred (*) fields must be filled in:

Action -> Update/Fix License: Edit Contact Information

Fields marked with [*] are required.
Your information will be securely encrypted when sent or retrieved over the Internet.

Software Serial Number: 4000-123456789ABC-2

Analyzer Serial Number(s): * 123456
one per line

First Name: * John
Last Name: * Doe
Company: * Venable Instruments
Address1: 8656 SH 71 West
Address2: Cuesta Centre, E-Building
Address3:
City: Austin
Province/State: TX
Country: USA
Postal/Zip Code: 78735
Phone: * 512-949-3100
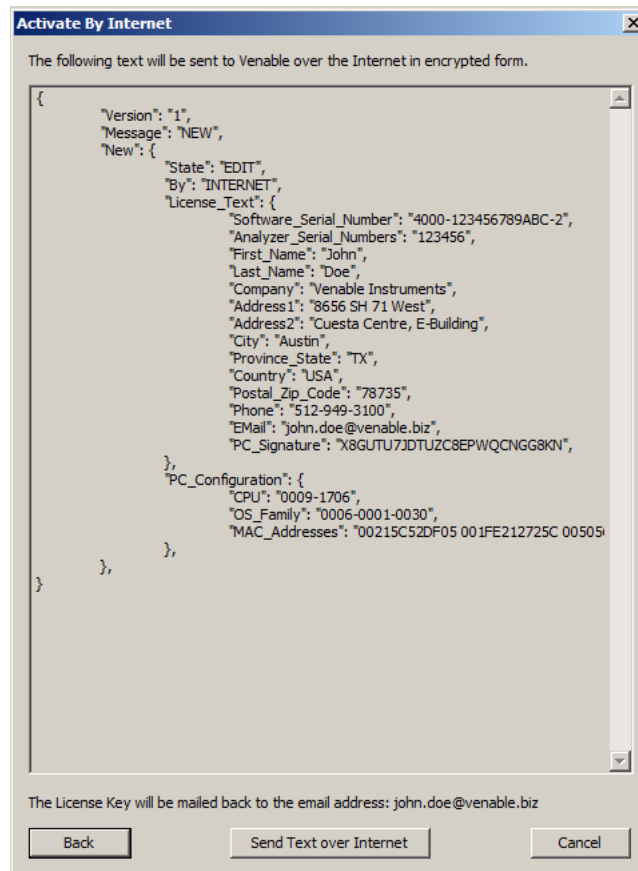Phone Ext:
FAX:
FAX Ext:

The License Key will be sent to the email address below:

EMail Address: * john.doe@venable.biz

Activate by:

Internet   EMail   Phone   Cancel

Activate by Internet (preferred method)

Press "Activate by: Internet" button at the bottom of the Edit Dialog and you will see:

Activate By Internet

The following text will be sent to Venable over the Internet in encrypted form.

```
{
        "Version": "1",
        "Message": "NEW",
        "New": {
                "State": "EDIT",
                "By": "INTERNET",
                "License_Text": {
                        "Software_Serial_Number": "4000-123456789ABC-2",
                        "Analyzer_Serial_Numbers": "123456",
                        "First_Name": "John",
                        "Last_Name": "Doe",
                        "Company": "Venable Instruments",
                        "Address1": "8656 SH 71 West",
                        "Address2": "Cuesta Centre, E-Building",
                        "City": "Austin",
                        "Province_State": "TX",
                        "Country": "USA",
                        "Postal_Zip_Code": "78735",
                        "Phone": "512-949-3100",
                        "EMail": "john.doe@venable.biz",
                        "PC_Signature": "X8GUTU7JDTUZC8EPWQCNGG8KN",
                },
                "PC_Configuration": {
                        "CPU": "0009-1706",
                        "OS_Family": "0006-0001-0030",
                        "MAC_Addresses": "00215C52DF05 001FE212725C 00505
                },
        },
}
```

The License Key will be mailed back to the email address: john.doe@venable.biz

Back   Send Text over Internet   Cancel

Press the "Send Text over Internet". An encrypted copy of the text will be sent to the Venable licensing server on the Internet. This may take a few minutes.

No Internet Access

If your machine does not have Internet access you will see the following error:

LicenseVenable

⚠ ERROR: lv_http_send: gethostbyname() failed

OK
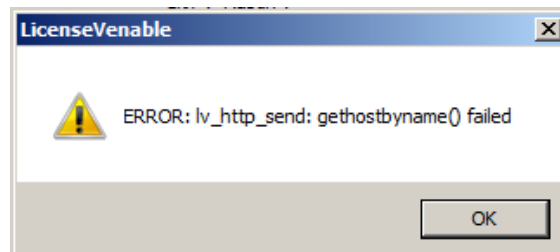
If you cannot get Internet access then we recommend that you try to Activate by Email.

Windows Firewall Blocking LicenseVenable.exe from Connecting

Your Windows Firewall may be blocking unknown programs from connecting to the Internet.
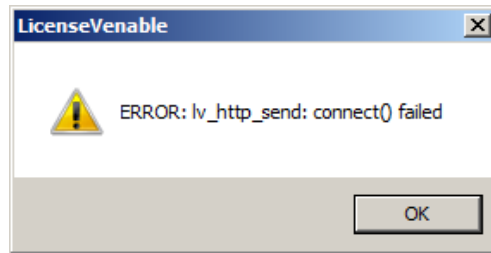
The license wizard program, LicenseVenable.exe, needs to connect to the Venable licensing server on the Internet.

Leave the program running, turn off your Windows Firewall, press "Send text over Internet" button again, and turn your Windows Firewall on again.

If this does not work then we recommend that you try to Activate by Email.

Contact Venable for Other Errors

The other errors that you can get are problems with your serial number where it is not found, or it has already been installed on another machine. For these errors, write down the error message and contact Venable support.

Activate by Email

Press "Activate by: Email" button at the bottom of the Edit Dialog:

This will open the Email dialog:

Action -> Update/Fix License -> Activate By EMail

Send the following text as the body of a non-HTML email to: licensing@venablecorp.com

Copy Text to Clipboard   To copy to another machine: Save As ... a file.

Content-Length: 1180
Content-Type: application/x.venable.license.1
Content-Transfer-Encoding: base64
Content-Description: c- 0x0000049C 20516B5D67A2AAAEEA7E49DADAAFEF57

puojfLTlXl9W9I+70gj1n2e+cjY5ITwrJuuYexJg
11nCpp5M5cbnTGax3xDyxJ9glan4De9hF1GUIPlV
NI9wF1FKB5Nqodb9pDHzQireTw2Cr1rVgNJvhUsX
3tNg7LjHrA4LhUp8Zw9ZuMpNwnpXJrJEnMY/SfCF
nMuQfF/PzF6ZEbNcRqZAYDmkq84yzicNzHVFtXeW
+x3SwrfoDTh2KH2yst+VI40+ZGaBbzEmB/LI4+w0
T87cgGaSXHX2S769LYuE+mNg/raApEyJBcRZXdf6
353/KLucuyIhUAtPH4YCl07zBoaXnINYYAswHIMZ
qsk0GqXg6WQNzuwBSR7aUHEzSp8Bp7ZkBd1LBkIs
Rj23ORVla5vMR+zSRhBF0ktDZ66L+lc1S52wSWvI
OUmv58w7uFNM2tiNsll3zd69G+r22gViS+LmNkmC
VoGr7LzP8VtbGjuyJ4LWvqnRWnCG+U7fAuXVcgqU
IerjK+gFt0dDDTqlNayBrhL/4Mr0ZtFnfo83SdGP
Zkp2PTKnvvEKdGKzYRQyAzrD/kujRoZF/DjETU3c
nrWf74SKIxyEG8kLObySnbAtNuu6dwhv9k2Jq9ml
/14xhcBENcLXJAI0nHOLegBnnrxYx0II48gdS7tC
2+QJcJ1VWCn30mKiho4v++MPfqCY9JYLylylmKxE
GftdYe1WYPtukGRr6v20LW3qlCzOhO1bAId3lPBQ
CYRsATl1XfvHK+RYu3YhULY6K75JsvUU31rDmM9R
Oy3aYb1aC/gnpw8xozp+/mrcr3dYHSzPTRNjtjwg
0h0g9MLyviQIiqF06e03iKyNAXxfUcmzhPCFh+vM
U90WZ0eheeMp8sknKMyEuVUUUWwcmU/xS7W42lt+
jJAk6d2deVvPYgSPy90OC71uM2hnfbooKrd+kc6i
QMX7VfBN4qVJb90eFpw7BUnH2f/YVxJf4lvg35aL
jmk+c5wVNUV6FEYxyynaaMS/CJCigT8zQNvxuiU8
QwOc8J6IeVB8xrVQXptAowLsKHf5Dv1rMp+ZCubY
7t1v7Y1nZBZIR4Tp+50hytyx1/Wfuv/GkQNUFABT
vOYIYCBIqIchOH+IUZox8mg/gPllobn/EKXmsrYh
juDWj689OMCZrA92yiz7HUnnyYdk4Hkb

Back   Press Next after you have sent the email.   Next   Cancel

If there are no problems, you should receive an email reply with a license key in minutes.
The email reply from support@venablecorp.com may be in your SPAM or JUNK folder.
Otherwise, contact support@venablecorp.com or call 1-800-262-2522 or 1-512-949-3100.

You must email the text in the middle to licensing@venablecorp.com. You can copy and paste the email address from the top right field.

You must copy and paste the text into the body of the email. Press the "Copy to Clipboard" button then paste into your email.

To Use Web Mail or Email on another PC

To copy the text to another PC, you can paste into a notepad document or press the "Save As…" button to create a text file. On the other PC, open the text file in notepad, copy and paste the text into the body of the email. Send the email to licensing@venablecorp.com. The Subject can be empty because it is not used.

For example, I use Thunderbird email client and after pasting the text into a new message my screen looks like:
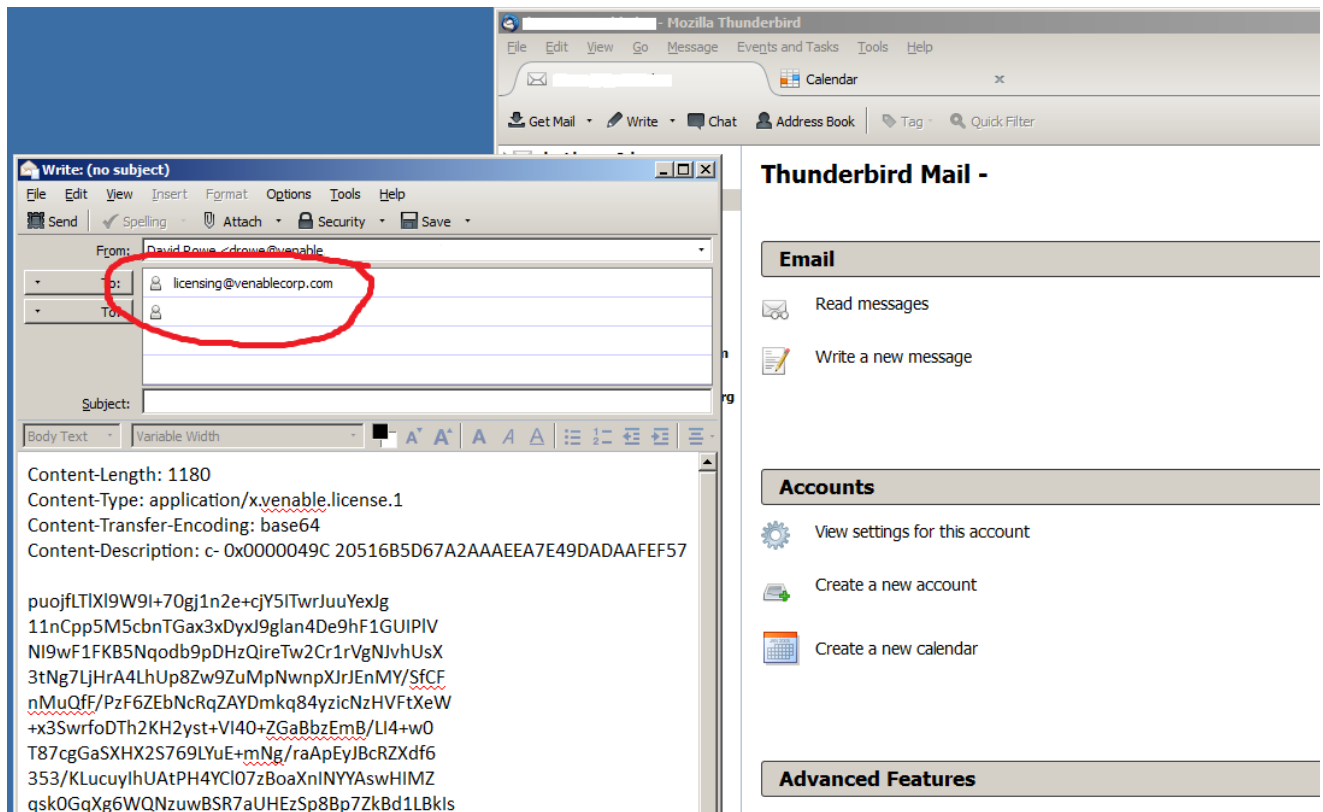
Not all the text is visible in the screenshot above. Make sure you paste in all the text.

Copy License Key from Email Reply

Once you send an email, you should see a return email within minutes. While you wait for the reply, press the "Next" button to reach the "Copy License Key from Email Reply" dialog:
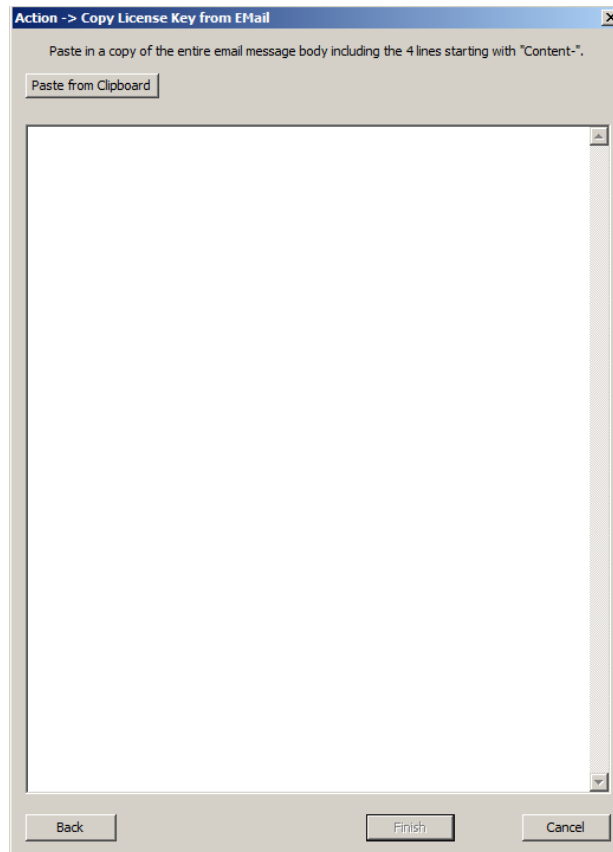
Copy the entire body of the email reply into the dialog. It will ignore the extra text above and below the text it wants. If it can find the text it wants, then the Finish button will become available. Press it.

Troubleshooting: No reply after a few minutes

The licensing server will send the reply to the email address that you entered in the edit dialog. It does not reply to the email address that you sent from.

Check that the email address in the contact information is correct. If it is wrong, then fix it and try again.

If there are other problems then a person at Venable will look at your email request within a few hours during business hours Monday to Friday, 9:00am to 5:00pm Central Time. They will process your request or contact you about any problems found.

Contact Venable support if your request is urgent or you have not seen any reply after one business day.

Activate by Phone

If your PC cannot be connected to the Internet and using email is too difficult, then press the Activate by Phone button. You will see a dialog to "Dictate Information Over The Phone". Phone Venable Instruments at 1-800-262-2522 or 1-512-949-3100. Follow the prompts to reach Tech Support. If you reach voicemail and the request is urgent, dial 0 and ask for help to activate a license by phone.

Venable support will ask you for the information in the white boxes and make sure the 2 check digits in the grey box after each white box matches.

Once all the information is dictated to Venable support. They will send the information to the licensing server for you and get the license key. They will dictate the license key back to you.

If you are using an old 16 digit Software Serial Number then they will also give you the per PC Serial Number addition.

Once you have entered the License Key from Venable, take a screenshot of the dialog for your records. If you need to reinstall Windows, then you can use the recorded information to reenter the License Key.

Valid License

The 3 types of activation should all result in a valid license. The license wizard screen will look like this:
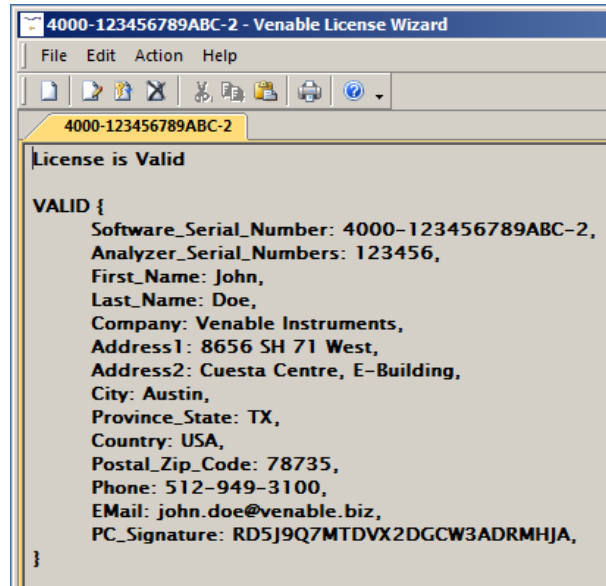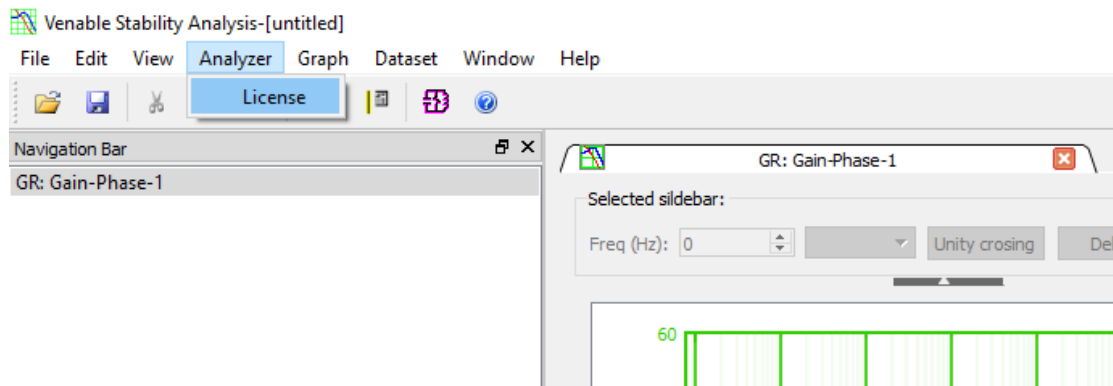

Close the license wizard.

Now the Start Menu will have the "Venable Software License" program replaced by "Venable Stability Analysis" program (or "Venable Software <type>" for older Analyzers). Start the new program.
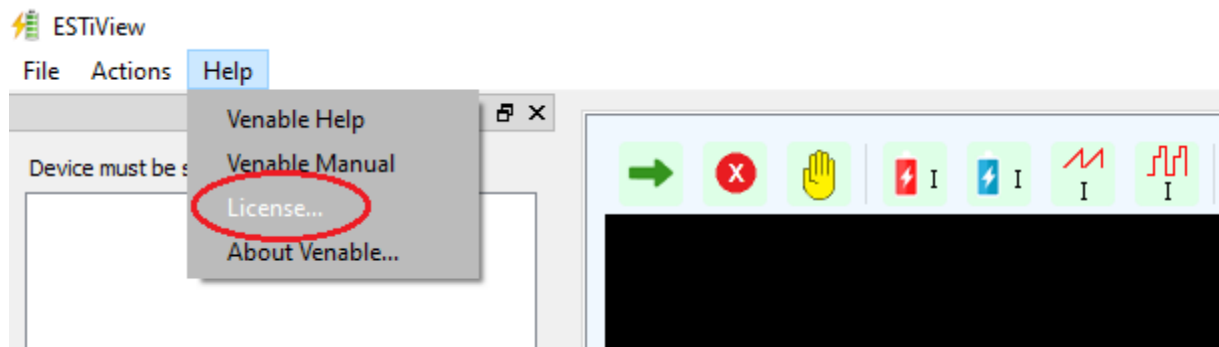
Returning to the License Wizard

To reach the License Wizard, start the Venable Software for your first valid license.
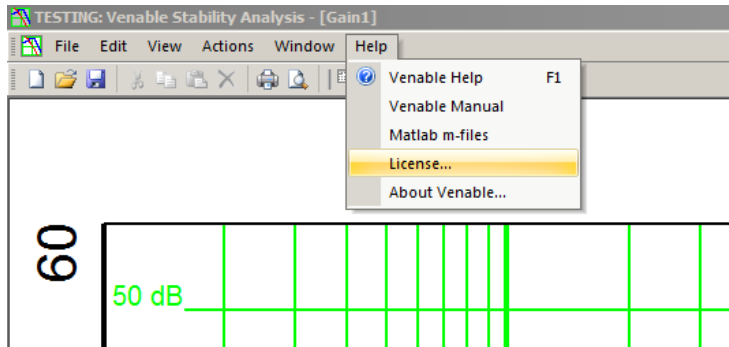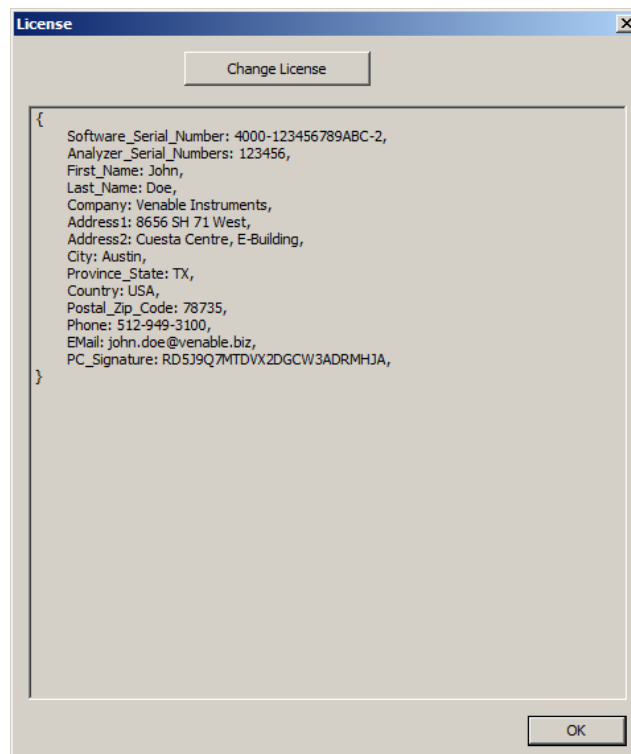
Venable 6.x

ESTiView 1.x

The Licensing Wizard will then open.

Venable 5.x / RLC 4.x

Select the menu item Help->License… It will bring up the following:

Press "Change License" to start the License Wizard program again.

Adding a License to Another PC

There are 3 types of licenses available:

Demo/Rental: These are timed licenses which are entered using the contents of an email. These licenses can be used on any number of PCs.

New style Software Serial Number with 2 minus signs (also known as dashes, "-"): license type, dash, 12 random hex characters, dash and a final check digit. There are 4 of these serial numbers located on the first page of your printed manual for the hardware analyzer. Each number can only be used on a single PC. If you try the same number on another PC, then the licensing server will complain that the number has already been installed. Choose another number from the list.

Old style Software Serial Number containing 16 characters with no minus nor plus signs: The old style 16 character number can be used to activate a license on 4 separate PCs. As each PC is activated, it is issued its own unique per PC number which has 2 plus signs, "+". The old style number has a plus added between the license type and the remaining hex characters, then 4 random hex characters are appended, a plus sign and a check digit. If the Windows OS is reinstalled; an email is sent when you activate the license which can be used to reinstall the license using the same per-PC Software Serial Number.

Adding a Second License Type to a PC

If you have a second type of Analyzer then you will need to add another license type. Return to the License Wizard as described in a previous section and use the menu item File -> New to add the second license to the PC.

A second shortcut will be added to the" Start -> All Programs" list. Each shortcut passes the licensed type to the same Venable Software program so that the program can configure itself to work with the desired type of hardware analyzer.

Double-clicking on .ven files will use the currently running Venable Software program, or it will start the program using the first license type installed. Either license will allow all operations on .ven files but you can end up with 2 separate Venable Software programs open if you double-click a .ven file then start the second licensed program using the shortcut. To avoid this, use the desired Start -> All Programs shortcut then double-click the .ven file (or use the File->Open menu item).

Removing Licenses

Customers using Demo or Rental licenses will want to remove expired licenses to speed up program startup. Ensure the tab for the license to be removed is selected.

Choose the menu item Action → Remove License

Recovering a License After Reinstalling the Windows OS

Customers activating by Internet or Email will receive an email containing their valid license key which contains all their contact information in encrypted form. This can be entered by copy and pasting the body of the email into the licensing program as described in the section: "For a Demo License, Enter a License Key from an Email".

Customers activating by Phone need to be proactive and write down their license key dictated to them over the phone plus the exact contents of each contact field. Taking a screenshot of the completed Phone activation dialog before pressing Finish, is the easiest way to do this. To reinstall the key, simply reenter the contact fields exactly the same and the license key number.

If you have lost your email or did not copy the information from the Phone activation, then contact Venable for assistance at support@venablecorp.com or phone 1-800-262-2522 or 1-512-949-3100.