

Updating a Collage or Engraver Dongle

Collage software and Gravostar engravers use a USB Hasp dongle which is programmed with the Ohio GT licenses purchased for your site. There is a dongle on each Windows and Linux computer running Collage software, and on RTI or Gravostar computers.

You have been sent this document from Ohio GT's Customer Support because your dongle(s) need to be updated, for example with a new license(s) or a different expiration date or no expiration date.



USB Hasp dongles (old style on the left and new style on the right)

Overview

1. You will run a program on a Collage computer to generate a Hasp update request, which is a long text string.
2. You will copy and paste this into a text document, and then email this document to Ohio GT.
3. A new update text string will be emailed back to you, and you will use the same program to apply the update to the dongle.

This document tells you how to generate the request string for a dongle and how to apply the update to that dongle. If you have more than one Collage PC, you must perform the steps in this document on each computer separately.

IMPORTANT!

Be certain there is only ONE dongle plugged into the Collage computer when you generate the request string!

You must use the same computer when you request an update and when you apply the update.

RTI or Embedded

For an RTI or embedded computer, plug the dongle into the Collage PC and remove the Collage dongle.

If you are replacing an embedded computer, the dongle from the old embedded computer will be used on the replacement. You need to update the dongle license first, however, using the procedure in this document.

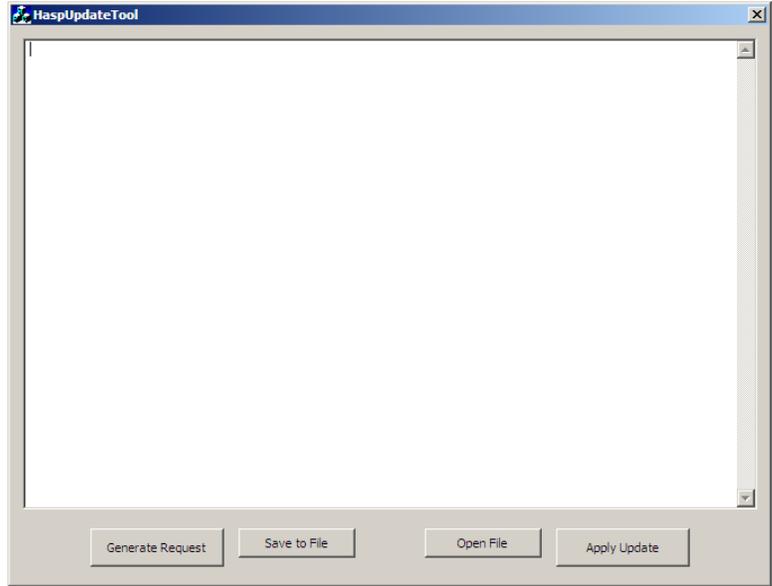
Before you begin

- You must have email access so you can email a document to Customer Support.
- On the Collage computer, you must have a text editor, such as Notepad (an application that ships with Windows). This is the document you will email to Customer Support.

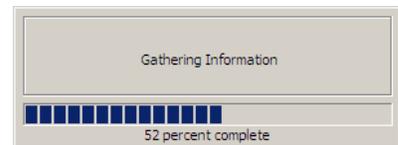
Generate a Request

1. On a Collage computer, plug in the dongle that must be updated.

Be certain there is only ONE dongle plugged into the computer!
2. From the Start menu, point to Program Files, then Collage, then Utilities, then Hasp Update.
3. The Hasp Update Tool opens.



4. Click the Generate Request button. A dialog briefly displays, as information about your dongle is gathered.
5. The small dialog closes, and a window opens where information must be entered. All fields must be completed.



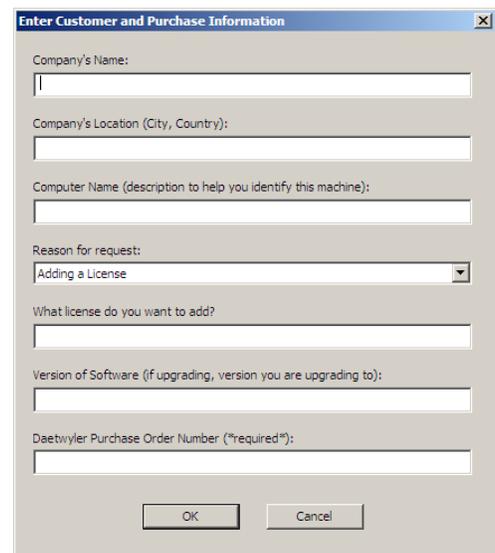
Company's Name – Enter your company name

Company's Location – Enter the City and Country where you are located

Computer Name – Enter the name of the computer where you are generating this request.

Reason for Request – Select from the menu the most appropriate reason for updating the dongle.

- If the reason is Adding a License, enter the licenses you are purchasing in the next field.
- If the reason is Upgrading Software to New Version, enter the version you currently have in the next field, and the version you are upgrading to in the following field.



- If the reason is Received Wrong Software/Dongle, enter the Software/Dongle you were supposed to get to in the next field.
- If the reason is Other, explain in the next field.

Version of Software – Enter the version of software you currently have. If you are upgrading software, enter the version you will upgrade to.

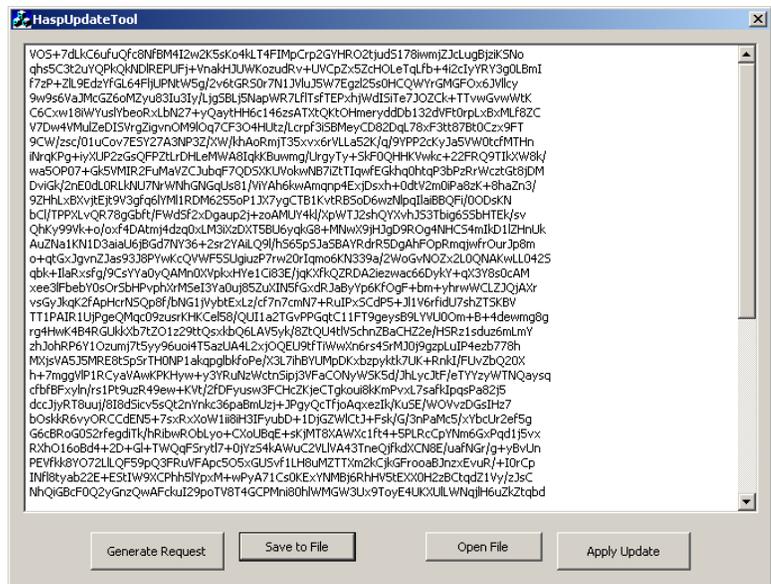
Daetwyler Purchase Order Number – Enter the purchase order number or order confirmation number you received from Ohio GT or Daetwyler Graphics. *If you don't know this number, just enter 123.*

Note: Please contact Customer Support for assistance in completing this window if you have any questions.

Click OK when done.

6. A text string appears in the window.

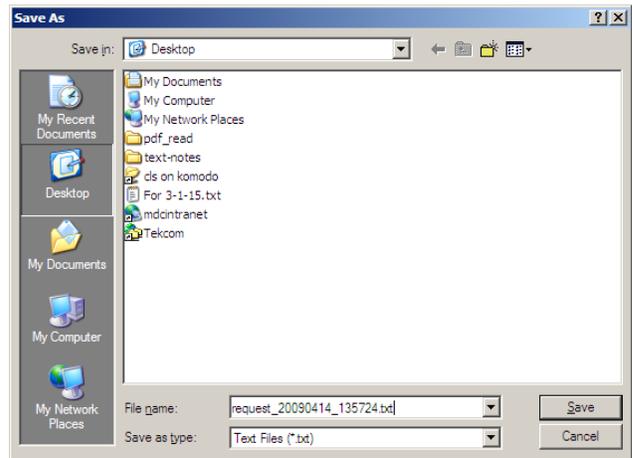
Note: If your dongle is an old style (long), there will only be about 5 lines. If your dongle is a new style (short), there will be many lines, as in the picture:



7. Click Save To File.

8. In the Save As window, specify a location for the text file. Usually, saving to the Desktop makes it easy to find the file.

The file name is similar to
cls1_request_20090428_133858.txt



9. Close the HaspUpdateTool window by clicking the X in the upper right corner.
10. If the Collage PC doesn't have email, capability, transfer the text document(s) to a computer that does.

In a new email message, attach the text document(s) with the Hasp Update text string(s). Email the message to Ohio GT using the email **haspupdate@ohiogt.com**

Note:

If you have multiple Collage computers, repeat the above steps on each computer. Name the text document with the name of that computer (such as "cls2_request...").

If you are using an embedded or RTI dongle, be sure to name the text document with the name of the computer, not the name of the Collage computer (such as "rti1_request...").

Update the Dongle

After Customer Support receives your email, a new text string with the additional license(s) is created and emailed back to you in a text document. The name will be similar to cls1_response_2009 428_1342 7.txt. Note that the name of the computer is in the text file name.

1. Transfer the new text document to the Collage computer you will be updating. Generally, putting it on the desktop works well.

Important!! This update string is for a specific dongle and it cannot be used on any other. If you have 2 or more Collage computers, you must be careful to use the correct update string for each dongle. You must apply the update string using the same computer used to request the update.

2. On a Collage computer, from the Start menu, point to Program Files, then Collage, then Utilities, then Hasp Update.
3. Click Open File and navigate to the desktop. Select the response.txt file.

This loads the response string into the Hasp Update Tool.

4. Click the Apply Update button.

A message displays telling you the update was successful.

You can delete the response.txt file: it cannot be used again.



Checking the Dongle

After performing the update, check the dongle. From the Start menu, go to Programs, then Collage, then Utilities, then click Dongle Check.