



User Manual & FAQ

Virbox User License Tool

Version: 2.0.0.0





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1 Overview

Virbox User License Tool is the toolkits installed in the software user end which provides the license service to software user. The Functionality and service of Virbox User License Tool includes: View and list the license Repository (Cloud Lock, Soft Lock and hardware lock), View and List the license information, Configure the license service, Upgrade the license inside of hardware lock, View the license session, Diagnostic and Repair, Check the update etc.

2 Main Screen of Virbox User License Tool

As Show below:



You can open Virbox User License Tool with following way:

a. Start it from Start menu





b. Start it from shortcut of Windows



c. Start it from the system tray which located in right bottom of your desktop



3 Cloud Lock (Cloud License)

If you can access the internet in online environment, you may bind your email or mobile with the license and use and verify the license in online environment.



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	Soft License	
Accounts	≫ yaowb@sense.com.cn	License Info
		A User Name: yaowb@sense.com.cn
Softwares		☆ Total Licenses: 32 2
\$		⊘ Available Licenses: 29
		 Expired Licenses: 3
Service		Refresh Default Settings Logout
J Diagnosis	3	Upload Offline-Unbound c2 File 5 6
Advance		

1. Sign up and Sign in your account in the Virbox Cloud, Click the popup panel show as below:

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හ	😂 Cloud Accounts 🛛 +			
	Soft License			
	» yaowb@sense.com.cn			
Accounts		License Info		
Softwares	Virbox	A User Name: Cloud User Login	yaowb@sense.com.cn	
	User N	lame: Email or phone number	Register	
Dongles	Passw	ord: Characters, case sensitive, no spaces	Forget?	
Service Service		OK Cancel	ngs Logout	
Diagnosis		Upload Offline-Unbound o	2d File	
Advance				

You can signup your account in the Cloud or retrieve password in this panel;

- View and List the summary of all software license which binding to this account, the qty of license binding in this account, the qty of license in valid and available, and the qty of license in expired, click the "Qty" in the panel and you will find detail of these licenses;
- 3. Refresh: Click "Refresh" button to refresh all licenses binding with this account;
- 4. Default Account, "Set As Default", When you sign in multiple account and the license binding with these account is same license, the license used will be the license in the account which set as default account;

Account Setting, Click "Setting" button to modify the password, binding the email or mobile and
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setting the security question for password retrieving. etc;

- 6. Logout, Click "logout" to quit the account;
- 7. Cloud Account, click right button to refresh all licenses in the cloud account.

4 Soft Lock and Soft License

If you can access the internet time to time and also need to bind the license to specified hardware, then you may bind the soft license (offline) with local hardware (desktop), soft license (offline) supports license verification in offline environment in maximum up to 180 days. The soft license (offline) need to be re activated every time of period set after first time binding, software user use the licensed software in offline environment, the GUI show as below:

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හි	Cloud Accounts +		
	» Soft License		
Accounts	yaowb@sense.com.cn	License Info	
<u> </u>		A User Name: Soft License	
Softwares		☆ Total Licenses: 0	
*		⊘ Available Licenses: 0	
		Expired Licenses: 0	
Service		Refresh	
J iagnosis		Create Offline-Bound c2d File Import Offline-Bound d2c File	
Advance			

Following ways to bind the license to local hardware:

- Sign in the Cloud Account, and the license has been bound with this account, then the soft license will be bound with local hardware automatically when you use this licensed software first time;
- 2. Binding the soft license online manually;
- 3. Binding the soft license offline manually.

4.1 Binding the Soft License Online Environment

You can bind the soft license in your account to local hardware when you can access internet and sign up the cloud account. Process show as follows:



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හ	Cloud Accounts +	
	Soft License	
4	» yaowb@sense.com.cn	
Accounts		License Info
÷.		A User Name: yaowb@sense.com.cn
Softwares		☆ Total Licenses: 32
S		 Available Licenses: 29
		 Expired Licenses: 3
Service		Refresh Default Settings Logout
		Upland Offling Upbeund and File
16		opioad omine-onbound czd File
Diagnosis		
Ċ.		
Advance		

1. Click the Qty of license in your cloud account and go to the Panel of License Detail;



2. Find the license which show as soft license (Unbinded) and click this license to go to the panel of license detail;





3. Click Online Binding, then binding this license in local hardware;



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8	Cloud Accounts +		
	» Soft License		
Accounts	yaowb@sense.com.cn	License Info	
Accounts			
*		B User Name: Soft Li	cense
Softwares		😭 Total Licenses: 1 🗲	
\$		⊘ Available Licenses: 1	
Dongles		Expired Licenses:	
Service		Refresh	
m		Create Offline-Bound c2d File	Import Offline-Bound d2c File
Po Diagnosis			
Ŭ			
to ^o			
Advance			
ම	Summary Available	Expired Soft License ~ All Developer	version: vz.z.u.souds(z.s.u.souds) FAQ
2	logo 1000		
Accounts	070000000000	098	
	o 25		
	o &		
Softwares	Ø &		
Softwares	 ⊘ & 		
Softwares	O &		
Softwares	 ⊘ & 		
Softwares Dongles	 ✓ & 		
Softwares Dongles Service	 ⊘ & 		
Softwares Dongles Service	 ✓ & 		
Softwares Dongles Service	ی ک		
Softwares Dongles Service	 & 		
Softwares Dongles Service Diagnosis	 & 		
Softwares Dongles Service Diagnosis	 diamonda 		
Softwares Dongles Service Diagnosis	⊘ &		

4. Find the Virbox Soft License and go to the Page of "License Details", you will find the license has been modified and binding to local.

4.2 Unbinding the License Online

Procedure show as follows:



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න	Cloud Accounts +	
	» Soft License	
	yaowb@sense.com.cn	
ounts		License Info
		A User Name: Soft License
wares		☆ Total Licenses: 1
>>		⊘ Available Licenses: 1
ngles		Expired Licenses: 0
_		
Ó		
vice		Refresh
Ø		Create Offline-Bound c2d File Import Offline-Bound d2c File
O gnosis		
X.		
ance		

1. Find the Virbox soft license and go to the page "License Details";

	Region: China 🗸			Version: v2.2.0.35063(2.3.0	0.35063)	FAQ 🌲 –	- 🗆	×
හ	Summary Available Expired	Soft License \vee	All Developers ~		C glo	bal search	Q	88
Accounts	logo 1000 0700000000000000000000000000000000							
Softwares								
Dongles								
Service								
J Diagnosis								
Advance			License	🙈 Offline 🛛 🔊 Soft Licer	nse(unbind)	Dongle	•	Vet

2. Click the license which you want to unbind this license with your desktop and go to the page of "License Details";



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ඟ	Return		
•		Software Description	
		No software description	
Accounts			
		License Details	
Softwares	1000	Dicense Source:	vaowb@sense.com.cn
	070000000000098	 License Container 	Offline Online-Unbind Offline-Unbound
		V Elective container.	
Dongles		License Status:	Available
Ŭ		Start Date:	N
		 Start Date: Evaluate Date: 	Dermanant
≡¢		 Expired Date. Eirst Lise Date: 	2016/12/07 17:27:E1
Service		Time Span	2010/12/07 17.27.31
		🔼 Time span:	
<i>#</i> 6		Remain Times:	
Diagnosis			
		A Concurrence:	
		🔈 Concurrence Type:	Process
		more	
<u></u>		indica.	
Advance			

3. Click the "Online Unbinding" to unbind the soft license with your desktop.

5 Binding the Soft License in Offline Environment

 With following process, you can bind the license with your local hardware for normal use the software if you can't access internet always. Here we named the desktop computer with "A" which it can't access internet; and named another desktop computer with "B" which it can access internet, 1) Start the Desktop Computer "A", Go to the page of "Soft License" and click Create Offline Bound c2d File, then it will generate a file and save this file in your desktop computer "A";



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හ	Cloud Accounts +	
	» Soft License	
	yaowb@sense.com.cn	
Accounts		License Info
		8 User Name: Soft License
Softwares		☆ Total Licenses: 1
<i>.</i>		
S		Available Licenses:
Dongles		Expired Licenses: 0
20		
		Refresh
Ĩħ		Create Offline-Bound c2d File
16		
Diagnosis		
Ö		
O		
Advance		

 Copy this file from "A" to "B", and use the Desktop computer "B" to sign in the cloud account, view and find the license which you want to bind, go to the page of "License Details", Click Apply Offline Bound d2c File, then you will get a d2c file and save it in the desktop computer "B";



ම	Region: China ~ Return		Version	: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆 🗙
Accounts		Software Description No software description		
Softwares	1000 070000000000098	License Details License Source: License Container: 	yaowb@sense.com.cn Soft License(bound) Bind Info	Download Offline-Bound d2c File
Dongles		Dicense Status:	Available	
Service		 Start Date: Expired Date: First Use Date: Time Span: 	 Permanent 2016/12/07 17:27:51 0Days 0Hours 0Minutes 0Seconds	
J Diagnosis		 Remain Times: Concurrence: 		
		👗 Concurrence Type:		
Advance		more		
	D i di u			
ම	Return		Version	: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆 🗙
	Return	Software Description No software description	Version	: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆 X
Contraction of the second seco	Return	Software Description No software description pad Offline-Bound d2c File	Version	× v2.2.0.35063(2.3.0.35063) FAQ ♣ — □ ×
Control Contro	Return IOGO Downl 1000	Software Description No software description Dad Offline-Bound d2c File I Account: yaowb@sense.com	Version	⊭ v2.2.0.35063(2.3.0.35063) FAQ ♣ — □ ×
Accounts Softwares	Return 1000 070000000000 Devel	Software Description No software description Dad Offline-Bound d2c File I Account: yaowb@sense.com oper: 07000000000009	Version n.cn 8	x v2.2.0.35063(2.3.0.35063) FAQ ♠ - □ ×
Counts Accounts Softwares	Return Return 1000 070000000000 Devel Produ	Software Description No software description Dad Offline-Bound d2c File I Account: yaowb@sense.com oper: 070000000000094 uct Name: 1000	Version n.cn 8	x v2.2.0.35063(2.3.0.35063) FAQ A ×
Counts Accounts Softwares	Return Return 1000 070000000000 Devel Produ c2d F	Software Description No software description Dad Offline-Bound d2c File I Account: yaowb@sense.com oper: 070000000000009 ict Name: 1000 ile Path:	Version n.cn B	× v2.2.0.35063(2.3.0.35063) FAQ A - X
Counts Accounts Softwares Dongles Service	Return Return 1000 070000000000 Devel Produ c2d F d2c F	Software Description No software description Dead Offline-Bound d2c File I Account: yaowb@sense.com oper: 070000000000000 uct Name: 1000 lie Path:	Version n.cn 8 top\sense_offline_bind_20180717013	x A A A A A A A A A A A A A A A A A A A
Counts Accounts Softwares Dongles Ervice	Return Return 1000 070000000000 Devel Produ c2d F d2c F	Software Description No software description Dad Offline-Bound d2c File I Account: yaowb@sense.com oper: 070000000000099 ict Name: 1000 ile Path:	Version n.cn B top\sense_offline_bind_20180717013 Bi Start Ca	x ad Offline-Bound d2c File rowser ancel
Counts Accounts Softwares Dongles Service Diagnosis	Return Return 1000 070000000000 Devel Produ c2d F d2c F 0	Software Description No software description Dead Offline-Bound d2c File I Account: yaowb@sense.com oper: 07000000000009 ict Name: 1000 ile Path:	Version n.cn 8 top\sense_offline_bind_20180717013 Br Start Ca	x ancel
Counts Accounts Softwares Dongles Service Diagnosis	Return Return 1000 070000000000 Devel Produ c2d F d2c F Q	Software Description No software description Dad Offline-Bound d2c File I Account: yaowb@sense.com oper: 070000000000099 ict Name: 1000 ile Path:	Version n.cn 8 top\sense_offline_bind_20180717013 Bi Start Ca	x ancel

3. Copy this d2c file from "B" to "A", import this file by "Offline Bind d2c File" in the page "Soft License", then you can bind this soft license to local desktop compute "A" in offline environment.



ගි	Region: China ~ Cloud Accounts + » Soft License	Version: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆	×
Accounts Softwares	yaowb@sense.com.cn	License Info B User Name: Soft License Total Licenses: 1	
Dongles		 Available Licenses: 1 Expired Licenses: 0 	
Service		Refresh Create Offline-Bound c2d File Import Offline-Bound d2c File	
Advance			

6 UnBinding the Soft License in Offline Environment

With following process, you can unbind the license from your local hardware if you can't access internet always.

Here we named the desktop computer with "**A**" which it can't access internet; and named another desktop computer with "B" which it can access internet.

Note: If you don't want to use the soft license in offline environment, please take the normal process to unbind this soft license from your offline hardware, otherwise the soft license will be continuously to be recorded as bound with the hardware at present by Virbox Cloud, it will deduct of total qty of this license can be bound with other hardware.

Unbinding Process show as following steps:

 In Desktop computer "A", Open the Virbox User License Tool, Go to the panel of "License Details" in the "Soft License" Page, "Click Create Offline Unbound c2d File", it will generate a c2d file and save it in your desktop "A";



ම	Region: China ~ Return		Version: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆 X
		Software Description	
		Software Description	
Accounts	logo	No software description	
	1000	License Details	
Softwares	1000	O License Source:	yaowb@sense.com.cn
*	0700000000000098	Ø License Container:	Offline Online-Unbind Offline-Unbound
Dongles		Dicense Status:	Available
		Start Date:	
20		O Expired Date:	Permanent
Service		First Use Date:	2016/12/07 17:27:51
		🔀 Time Span:	
A Diagnosis		Remain Times:	
j		🛕 Concurrence:	
		\land Concurrence Type:	Process
A dvance		more	

 Copy this c2d file from "A" to "B", Sign in the cloud account which bind the soft license which need to be unbound, Click "Upload Offline Unbound c2d File" in the Cloud Account Page, then the soft license will be unbound from "A" the present hardware.

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හි	Cloud Accounts +	
	Soft License	
	≫ yaowb@sense.com.cn	
Accounts		License into
		A User Name: yaowb@sense.com.cn
Softwares		☆ Total Licenses: 32
\$		Available Licenses: 29
Dongles		Expired Licenses: 3
20		
Service		Refresh Default Settings Logout
R		Upload Offline-Unbound c2d File
Diagnosis		
A dvance		



7 Hardware Lock (Virbox EL5 USB dongle)

Virbox EI5 is the latest USB dongle developed by Virbox for software protection and licensing, with powerful hardware performance, State of the Art security technology and easy to use with user friendly interface. Please insert EI5 into your desktop machine and open Virbox User License Tool, then click the "**Dongle**" which locate in the left pane of home page of User License Tool, it show as below (indicated with red arrow):



- 1. Local Dongle, List all USB dongle connect to your local hardware, right click to refresh;
- Net Dongle, List all Network USB dongle which located in your LAN environment, right click to refresh, "How to configure your machine and locate the Network Dongle", Please refer to Chapter 8;
- 3. Host Information: List your hardware information, Machine Name and IP address;
- 4. Dongle Information: List your EL5 hardware information;
- 5. License Information: List the Qty of license in your machine, total license, available license and expired license;
- 6. Refresh, "Click Refresh" to refresh the hardware and license information;



- 7. LED Blink, Click "LED Blind" to locate the dongle you want in case several hardware lock (dongle) plug in your machine, click again "LED off" to stop LED flash;
- 8. Clock calibration, Click "**Clock Calibration**", When EI5 store a time-related license, this function calibrates the EI5's internal clock to match the Internet time, ensuring the normal use of your license.

8 Dongle Lost and Replacement

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ලා	👖 Local Dongle 🚽		
2	> 099900000702	 Host Name: Host IP: No Messagel 	
Accounts		Dongle Info	
Softwares			
\$		 Serial Number: Manufacture Date: 	9733c80100070206b90a000e00070031 2017-11-28 22:11:23
Dongles		 Firmware Version: Device Capacity: 	2.10.2.1 3.1.18 512.00 KB (Free Capacity: 499.50 KB)
Service		S Device Time:	2018/07/17 01:41:19 (Virtual Clock)
K		License Info	030000000000009
Diagnosis		 ☆ Total Licenses: ⊘ Available Licenses: 	3
to ^o		Refresh LED Blink	Calibration Clock
Advance			

When you plug in an EI5 hardware lock (Dongle) and your machine can access the internet as usuall, it will check this dongle status in Virbox Cloud, The dongle Status in Cloud includes:

- 1. Perpetual Status: if dongle status shows "Perpetual" the license stored in this kind of status of dongle still can be used as normal in case dongle lost;
- 2. Activation Status: dongle in "Activation" Status which need to be activate on every per certain time of period, otherwise the license cannot be available without activation on time;
- 3. **"Report loss"** status, if the activation dongle is lost and report to software developer and marked the dongle status in Virbox Cloud by developer, the dongle will be in this state, and the license will be unavailable after the lock activation expires;
- 4. **"Cancel the Report to loss**" If the status is **"canceled**", the EL5 dongle which report lost previously has been found by user and report to developer and marked in the Virbox Cloud, when this dongle plugged



into the machine which can access internet, and the normal activation will be performed. The EI5 dongle can be used as normal.

If the user want to check the status of dongle used, you need:

- 1. The Machine can be access internet;
- 2. Software Developer or EI5 Supplier has uploaded your EL5 dongle case ID (ID no. marked in the shell of your EL5) to Virbox Cloud.

9 License

Software's license grants the software user the right to use the software in the licensed limited environment, and supports software developer to sell software with different sale mode (Subscription, time based mode, User numbers based concurrent mode, usage count based, Feature or functional module based mode, etc.), Virbox also supports to store the license in different license repository: cloud lock, soft lock, hardware lock etc.



- 1. Product Logo;
- 2. Product Name;
- 3. Software developer, Click to show developer information summary;





- 4. Product Summary;
- 5. License detail information.



10 Service Setting

10.1 Overview

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0.0	Host Name: DESKTOP-5T5RN08
<u> </u>	Host IP: 192.168.75.128
Accounts	Sevice Name: SenseShield Service Startup Stop
•	Service Version: 2.3.0.35063
	Service Status: Active Restart Test
Softwares	Service Mode: O Local Mode(support to use Local licenses only)
	 Client Mode(Both local and network concurrent licenses supported)
•	O Client/Server Mode(Network Concurrent licenses supported)
Dongles	Server Settings
20	Server Name IP Address Ports ID Status Connection Timeout Message
Service	
J Diagnosis	
	Add Remove Connection Test Refresh
	Proxy Setting
Advance	* After Modified the settings, please save&restart the License service! * Save&Restart Cancel

Virbox License Security Service (Hereinafter referred to as SS Service), is the middleware and runtime service for you to login license and use software, please make sure to this SS Service running as normal when you use the software.

For "How to use SS service and troubleshooting", please refers to Chapter 15.1.

Software user can click Service and diagnostic and view and check the service status (Information, Setting Service Mode, Start/Stop Service, etc.).



10.2 Service Mode_Local Mode

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	Host Name: Host IP:	DESKTOP-5T5RN08 192.168.75.128		
Accounts	Sevice Name: Service Version: Service Status:	SenseShield Service 2.3.0.35063 Active	Startup Restart	Stop Test
Softwares	Service Mode:	 Local Mode(support to use Local licen Client Mode(Both local and network of Client/Server Mode(Network Concurrent) 	ises only) concurrent licenses supported) ent licenses supported)	
Service				
H Diagnosis				
dvance	* After Modified	the settings, please save&restart the Licen	se service! * Save&Restart	Cancel

In this mode, Software user can use the license only which stored in the local EI5 dongle, and user can't use the license stored in the remote EI5 dongle (Network Dongle), the other machine in your LAN environment also can't use the license in your local EI5 dongle;



10.3 Service Mode_Client Mode

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	Host Name: Host IP	DESKTOP-5T5RN08				
Accounts	Sevice Name: Service Version:	SenseShield Service 2.3.0.35063			Startup Stop	
Softwares	Service Status: Service Mode:	Active O Local Mode(support	to use Local lice	nses only)		
Dongles	Server Settings	Client Mode(Both Io Client/Server Mode(I	cal and network Network Concurr	concurrent licens	ses supported) ported)	
Service	Server Name	IP Address	Ports ID	Status	Connection Timeout	Message
A Diagnosis						
	Add Proxy Setting	Remove	tion Test			Refresh
Advance	* After Modified	the settings, please save	Brestart the Licer	nse service! *	Save&Restart	Cancel

In this mode, software user can use the license stored in local EI5 dongle, or use the license which located in the remote network EI5 dongle. But the other user/Machine in same LAN environment can't use the network license located in your local EL5 dongle;

With this Service mode,

- 1) Software user can manually "add" the Server which located the EI5 network dongle;
- 2) Software user can manually "remove" the server;
- 3) Software user can test connectivity "Connection Test" of server and local machine;
- 4) Software user can set up proxy "Proxy Setting".



10.4 Service Mode_Client/Server Mode

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	Host Name:	DESKTOP-5T5RN08						
•	Host IP:	192.168.75.128						
Accounts	Sevice Name:	SenseShield Service			Startup	Stop		
•	Service Version:	2.3.0.35063				-		
	Service Status:	Active			Restart	lest		
Softwares	Service Mode:	O Local Mode(support	rt to use Local lic	enses only)				
		O Client Mode(Both I	ocal and networl	concurrent lice	nses supported)			
•		• Client/Server Mode	e(Network Concu	rrent licenses sup	oported)			
Dongles	Server Settings	Black&White List						
20	Server Name	IP Address	Ports ID	Status	Connection	Fimeout	Messag	ge
Service								
Diagnosis								
	Add	Remove	ection Test				Refresh	
	Proxy Setting							
Advance	* After Modified	the settings, please sav	e&restart the Lice	ense service! *	Save&Restart		Cancel	

In this mode, software user either use the license stored in local machine or use the license located in the Network dongle in remote site, and the other user/machine also can use the license stored in your local EL5 dongle;

1) Software user may setup the time out for license;

2) Software user may setup the "Black & White List" for your client and allow them whether or not they can view and use the license stored in your local EI5 dongle.

Kindly Remind: when you change the setting above, click "Save and Restart" to make the modification effective, setting will not be effective without "Saving and Restarting".

"Why the setting is correct but I still can't locate some specified Dongle in the Network?" Please refer to Chapter 15.3.

11 Diagnostic and Repairing

Click "Diagnose" located in the left panel of Main Screen,



ම	Region: China 🗸	Version: v2.2.0.35063(2.3.0.35063)	FAQ	÷	_	×
2	Diagnosis & Repair					
Accounts	🗟 Basic Check 👻					
**	Testing the configuration file					
	Testing the driver working Status					
sonwares	Testing License service working Status					
Ś	😽 Network Check 👻					
Dongles	Testing License Service ports(10334、10335、10336)					
	Testing Firewall Interception (License Service accessing	g internet)				
≥_o	Testing TCP connection					
	Testing Internet Connection(to Virbox User/Cloud serv	ver) working?				
R	Testing Synchronization between local time and Virbo	ox Clock server				
Diagnosis	Check 1 2 Still Failed? Try Dongle Driver Check or more help. 3					
Advance						

- 1) Perform regular software environment testing and repairing;
- 2) Perform the drive testing, the Process occupied Testing and repairing of the local EL5 dongle;

ම	Region: China ~ Return							Version: v2.2.0.35063(2.3.0.35063)	FAQ 🌲 — 🗆 🗙
Accounts	Dongle Driver Cl Plug&Play service: Elite5 driver :	neck Normal Normal							Re-check
Softwares	Dongle Name	Port	Driver Description	Driver Developer	Driver Version	Driver Error Code	Occupied Process ID	Occupied Process Path	
Dongles	SenseShield Elite5 3	\Device\US	SenseShield Elite5 3	Beijing SenseShield	5.0.0.1	0	3348	C\Program Files (x86)\senseshield\ss\ser	vice\senseshield.exe
Diagnosis	Installed Elite 5 driver	failed? Repain	ed driver failed? Please	e try Eltie 5 USB-Driver	mode !Data transmissi	on is too slow!			

3) Open this file.



12 Setting

	Region: China ~			Version: v2.	2.0.35063(2.3.0.35063)	FAQ 🌲 — 🗆 X
	Return					
2	Dongle Driver C	heck				
Accounts	Plug&Play service: Flite5 driver :	Normal Normal				Re-check
*						
Softwares	Dongle Name	Port	Driver Description	Driver Developer	Driver Version	Driver Error Co
Dongles	SenseShield Elite5 3	\Device\US	SenseShield Elite5 3	Beijing SenseShield	5.0.0.1	0
20						
Service	date Local Dongle Data					
🖉 🖻 Lice	nse Session Tool					
Diag ⑦ Erro	or Code Query					
 Sett 	ings					
Abo	out 5 drive	r failed? Repaired	d driver failed? Please	e try Eltie 5 USB-Driver	mode !Data transmi	ssion is too slow!
Advance						
ඛ	Region: China ~ Return			Version: v2.	2.0.35063(2.3.0.35063)	FAQ 🌲 — 🗆 X
		!-				
Accounts	Plug Settings	neck			×	
	Elite					Re-check
Softwares	General	Langua	ge English	~		
	Sense Shortcut	General	🗹 Run Tool Or	n System Startup		0
Dongles			🗹 Check Upda	te On System Startup		
Service						
Diagnosis						
Ċ°	Installed Elite 5 drive	r tailed? Repaired	d driver failed? Pleas	e try Eltie 5 USB-Driver	mode !Data transm	ission is too slow!

13 Upgrade the Data inside of Dongle

୍ଦ୍ର	Region: China \sim	Version: v2.2.0.35063(2.3.0.35	1063) FAQ 🌲 — 🗆 🗙
	Host Name: DESKTOP-5T5RN08		
Accounts	Host IP: 192.168.75.128 Update Local Dongle Data		- - ×
ŵ	Package Path:		
Softwares	Target Dongle:		
	Index Description	Result	Detail
Dongles			
			sage
Service			sage
Ø			
Di agnosis		Update	Close
	Add Remove Connection Test		Refresh
	Proxy Setting		
Advance	* After Modified the settings, please save&restart the l	icense service! * Saveℜ	estart Cancel

Upgrade the .d2c file into the EI5 dongle, Support to upgrade license inside of EI5 hardware dongle, not support to bind the .d2c file of soft lock.



14 View the License Session

License Session Tool	Snapshot 🗕 🗙
Only session info which generated by login local license can be viewed	Refresh
✓ Local Dongle: 9733c80100070206b90a000e00070031	

View the information of License in used.



15 Query the Error Code

	Region: China 🗸		Version: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆 🗙	
•	Host Name: Host IP:	DESKTOP-5T5RN08 192.168.75.128		
Accounts	Sevice Name:	SenseShield Service	Startup Stop	
	Service St	r Code Query	× estart Test	
Softwares	Service M Err	or Code:	Query	
8			orted)	
Dongles	Server Set			
Service	Server Na		Connection Timeout Message	
Diagnosis				
	Add	Remove Connection Test	Refresh	
	Proxy Setting			
Advance	* After Modified	d the settings, please save&restart th	e License service! * Save&Restart Cancel	



16 Check for Update

6	Region: China 🗸		Version: v2.2.0.35063(2.3.0	0.35063) FAQ 🌲 — 🗆 🗙
	Host Name:	DESKTOP-5T5RN08		
	Host IP:	192.168.75.128		
Accounts	Sevice Name	SenseShield Service	artu	n Ston
	Service V Virbo	x User Tool Updater	×	
	Service S		esta	rt lest
Softwares	Service N			
Dongles	<u>Server Se</u>	\bigcirc	orte	d)
Service	Server N	This is the latest vers	ion Con	nection Timeout Message
Ho Diagnosis			ОК	
	Add	Remove Connection Test		Refresh
	Proxy Setting			
Advance	* After Modified	d the settings, please save&restart the L	icense service! * Save&	&Restart Cancel

Detect and upgrade if the latest version of Virbox User License Tool available online.

17 FAQ

17.1 Tips and Troubleshooting advice to your User License tool

 Use this shortcut Win+R and launch CMD tool, type and input "services.msc", the panel show as bellow:



a at the set of			1		2 3		
Services (Local)	Services (Local)	1	1		/ /		
	Sense Shield Service Step the service <u>Brotent</u> the service Description: Senseshield licence management service	Name Second Secure Socket Tunneline Or, Secure Socket Tunneline Or, Secure Socket Tunneline Or, Secure Secure Socket Sence Data Service Sence Tunkering Service Sence Service Secure Service Service Service Service Service Secure Service Secure Service Secure Service Secure Service Secure Service Secure Secure Secu	Description Enables starting processes under alterna- provides support for the Secure Socket The startup of this service signals offle- the WSSWC (windows Security Cente Sensished locate merappenent servi- Dalware data from a validity of senon- Mondres values consort in earlier to ex A convice for sensort mat manage affli- supports file, print, and nemed-pipe s Manages profiles and accounts on a S. Provides nutifications for AuxOHp har Allows the system to be configured to Allows the system to be configured to Allows the system to be configured to Preceives tap messages generated by L. Enables the download, instillation and Vieffe optential file system completions.	Status Running Running Running Running Running Running	Stehup Type Marual Marual Automatic (Counced Start) Automatic (Counced Start) Marual (Trigger Start) Marual (Trigger Start) Automatic Disabled Marual (Trigger Start) Marual Marual Marual Automatic (Delayed Start, Trigg Marual	Log On As Local System Local Service Local System Local System	
		C SSDP Discovery SSMonitorService SSSyncService	Discovers networked devices and servi Senseshield monitor service.	Running Running Running	Manual Automatic Automatic	Local Service Local System Local System	

 Make sure User License Service (SenseShield Service) is listed in this list, if not, please re-install Virbox User License Tool in your computer;
 Note: If the Anti-Virus software scan and intercept the installation of User License Tool, please

be sure to release it and continue to install and not accept optimization service to this User license Tool by anti-virus software ! If optimized, remove the optimization.

- Service Status: Please Make sure the Service status is under the status "Active and running", if not right "Click" to start it;
- 3) Start Type, show the loading and running mode when start to launch this service in your computer, make sure "Start Type" is "Auto"; it will not be start License Service Tool if not setting to start this service when start "System", usually, Anti-Virus Software will modified this option to "Manual" or "Disable";
- 2. Use the Shortcut "Ctrl+Shift+Esc" to start Windows "Task Manager", show as below:



Processes Performance	ce App history	Startup Users Details Services			
Name	PID	Description Secondary Logon	Status Stopped	Group netsvcs	1
SecurityHealthServic SEMgrSvc SENS Sense	e 2072 420	Windows Defender Security Payments and NFC/SE Mana System Event Notification Se Windows Defender Advance	Running Stopped Running Stopped	LocalService netsvcs	
Sense Shield Service	3348	Sense Shield Service	Running		1
SensorDataService SensorService SensrSvc SessionEnv SharedAccess SharedAccess SharedAccess	656 1688 420	Sensor Data Service Sensor Service Sensor Monitoring Service Remote Desktop Configurati Internet Connection Sharing Shell Hardware Detection	Stopped Running Running Stopped Stopped Running	LocalSystemN LocalServiceA netsvcs netsvcs netsvcs	
shpamsvc smphost		Shared PC Account Manager Microsoft Storage Spaces SMP	Stopped	netsvcs smphost	

Same operation as 1.

17.2 Why the EI5 can't be showed and listed on my computer?

 Please Make sure the "Virbox User License Service" Running available when you check the Service Status by open the windows "Task Manager", if not, You can test the status by use of the functionality "Diagnostic and Repairing" by clicking "Diagnose" which in the left pane of Screen;

ග	Region: China 🗸	Version: v2.2.0.35063(2.3.0.35063) FAQ 🌲 - 🗆 X	
•	Diagnosis & Repair		
Accounts	🗟 Basic Check 🕞		
*	Testing the configuration file	Normal	
Softwaras	Testing the driver working Status	Normal	
Soltwares	Testing License service working Status	Normal	
\$	😽 Network Check 👻		
Dongles	Testing License Service ports(10334、10335、10336)	Normal	
	Testing Firewall Interception (License Service accessing interr	net) Normal	
≥ ⊙	Testing TCP connection	Normal	
Service	Testing Internet Connection(to Virbox User/Cloud server) wo	rking? Normal/Normal	
	Testing Synchronization between local time and Virbox Clock	k server Normal	
Diagnosis			
	Re-check		
	Still Failed? Try Dongle Driver Check or more belo		
Advance	stantalisar ny bongis binsi sinek or note hop.		

2. Please Make sure if the EI5 Driver installation is OK or Not, start to test "Driver Testing" by Click second Testing option in "Basic Testing";

Dongle I Plug&Play Elite5 drive	D river Ch service: r :	neck Normal Normal	1 2						Re-c
Dongle Na	ime	Port	Driver Description	Driver Developer	Driver Version	Driver Error Code	Occupied Process ID	Occupied Process Path	
SenseShield	l Elite5 3	\Device\US	SenseShield Elite5 3	Beijing SenseShield	5.0.0.1	4	3348	C:\Program Files (x86)\senseshield\ss\se	ervice\sensesh

- 1) Make sure the steps "1" "2" works well;
- and check if the EI5 dongle is listed in the list, if not, you need re plug in the EI5 dongle in your computer, if you still can't locate the EI5 in your computer, check the USB interface status: damage or disable;
- 3) Note: Error code will be feedback in some case, you can inquiry the meaning for each error code by click "Advance" the button on the bottom of left panel, make sure the error code for driver is 0, means driver installation is successful, and then you can check the status, if error



code feedback with 1 (generic error), 28 or 52 (unknown error), you need to execute "**Repair**", re plug in the EI5 dongle when repairing complete, re start your computer if necessary;

4) Make sure User License Service session available.

17.3 Why I can't set and use the Network Dongle in the remote site?

- 1. Check and Make sure Virbox User License Service available in your local computer, and the service mode set to be the "Client Mode" or "Client/Server Mode";
- Check and Make sure Virbox User License Service available in the Server remoter site, and service mode has been set to be the "Client/Server Mode";
- 3. Check the connectivity with Server, and also check if it exist in the list, if not add it with manual way and test the connectivity by click "Connection Test"

	Region: China 🗸			Version: v	2.2.0.35063(2.3.0.35063) FAQ	♣ - □ ×
S	Host Name: Host IP:	DESKTOP-5T5RN08 192.168.75.128				
Accounts	Sevice Name: Service Version: Service Status:	SenseShield Service 2.3.0.35063 Active			StartupStopRestartTest	
Softwares	Service Mode:	 Local Mode(support Client Mode(Both Io Client/Server Mode(I 	to use Local lice cal and network Network Concur	enses only) c concurrent lice rrent licenses su	nses supported) oported)	
Dongles	Server Settings	Black&White List	Ports ID	Status	Connection Timeo	ut Message
Service	XULD	192.168.0.189	10334	Enabled	0	0
J iagnosis					`	
	Add Proxy Setting	Remove	tion Test	_		Refresh
Advance	* After Modified	the settings, please save	&restart the Lice	ense service! *	Save&Restart	Cancel

If the connectivity test is failure, please check the firewall setting or ask your IT manager if the ports ID 10334 available and not set to be "**Disable**" in the firewall in both side (The Port 10334 is setting for License Service); Some of enterprise-level third-party firewall set strictly limitation for interception to network communication data, which cause License Service failure in network communication, then software can't locate network EI5 dongle in remote site. Those enterprise-level firewalls which popular be used include ESET, Norton, etc., If the third-party network firewall was installed in the client or server end. Please contact with your network Copyright © 2018, Virbox, All Right Reserved.



administrator or IT Manager to modify the firewall settings to ensure network communication between SS services.

17.4 Why the Clock of my EI5 dongle is not accurate, how to calibrate the clock

and what I shall do in case the calibration failure?

The Virtual clock is located inside of EI5 dongle and the Clock time will follow and change with the change of the computer time, this changing is only limited to follow the computer time to change to forward but it can't be follow the computer time changed backwards.

For example, the computer time is 00:00:00 on January 1, 2017. When the dongle first time to plug in the computer; the EI5 dongle clock time will be change and in line with this time.

If the user manually adjust the computer time from current time to 03:04:05 on January 2, 2017, then the EI5 time will also follows and changes to 03:04:05 on January 2, 2017;

If the user adjust the computer time back to the correct time: 00:00:00 on January 1, 2017. Then the time to EL5 dongle cannot be changed to the time backwards accordingly;

If so, clock calibration must be performed to adjust the EL5 clock time to the correct time accordingly.

Clock Time Calibration process show as below:



	Region: China 🗸		Version: v2.2.0.35063(2.3.0.35063)	FAQ 🌲 – 🗆 X
ලා	👖 Local Dongle 🛛 🗸			
-	» 099900000702	Host Info		
Accounts	💮 Net Dongle 🔹	Host IP:	DESKTOP-515RN08 192.168.75.128	
*	Calibration the Clock inside Lock			×
Softwares	Target Dongle: 9733c80100070206b	90a000e00070031		
Solution	Steps	Result		
I	1. Request data package from SS servi	ce Success		
Dongles	2. Request data package from cloud se	erver Success		
Service	3. Calibration the local dongle clock	Success		
K Diagnosis	Calibration Successfully!		Clos	e
		Available Licenses: Evolved Licenses:	3	
			•	
A dvance		Refresh LED Blink	Calibration Clock	

- 1. Click Dongle button in the left panel;
- 2. Select the dongle and Click the Dongle ID then it will list all detail information to this dongle;
- 3. Click the button "**Clock Calibration**" which located in the right bottom of Panel then the panel of Clock Calibration will popup to start the "**Clock Calibration**" process.

If Clock Calibration is always failure, check with following sequency:

- Inconsistency between the time in your local computer and the local time, Clock Time Calibration require the time difference between your computer time and local time less than half hours, if yes, please adjust your computer time same as your local time;
- 2. Network Connectivity Failure, if the computer time is same as with your local time, then check if the network connectivity is ready. if yes, please solve connectivity first;
- Check if your EI5 dongle damaged or not, if the clock calibration is still cannot be success proceed, check the EI5 dongle and contact with your supplier to repair or replace new one.

17.5 Frequently Error Code and How to repair these EL5 dongles with the error

code (Error Code 1, 28, 52)?

Please refer to Chapter 15.2. Copyright © 2018, Virbox, All Right Reserved.



17.6 How to check and repair the SS service port is occupied?

Click the button "**Diagnostic**" on the left panel and take a look the check result of Service Ports Occupied" in the "**Network Check**".



17.7 What I can do if I failed to Sign in Cloud Account or I can sign in the cloud

account but I can't use cloud license?

1. Please make sure to input correct password and account ID when signin;



	Region: China ∽		Version: v2.2.0.35063(2.3.0.35063) FAO 🔺 — 🗆 🗙
න	Cloud Accounts +		
	Soft License		
2	» vaowb@sense.com.cn		
Accounts	, yaons geenseleennen	License Info	
**		A User Name:	yaowb@sense.com.cn
	Virbox	Cloud User Login	×
Softwares			
\$	User	Name: yaowb@sense.com.cn	Register
Dongles	Pass	word: *****	Forget?
	V	erify Code: 8dacc	Refresh
Service		Please int	Dut verify code nas
•		OK Cancel	
K			
Diagnosis			
~			
Ċ°			
Advance			

Click the button "**Retrieve Password**" in case forgot the password.

2. Check the Network connectivity, you need to access the Internet and always in online environment if you use the Virbox Cloud License and related license service; Use ping to check if your computer access to Virbox License Service; Ping following address:





You also can find connectivity information via below panel

Click "Diagnostic", check and look the information and testing feedback "Connection to User/Could Server"

ම	Region: China ∨	Version: v2.2.0.35063(2.3.0.35063) FAQ 🌲 — 🗆 🗙
9	Diagnosis & Repair	
Accounts	🗟 Basic Check 🕞	
*	Testing the configuration file	Normal
	Testing the driver working Status	Normal
Sonwares	Testing License service working Status	Normal
\$	😽 Network Check 👻	
Dongles	Testing License Service ports(10334、10335、10336)	Normal
	Testing Firewall Interception (License Service accessing inter	net) Normal
≥o	Testing TCP connection	Normal
	Testing Internet Connection(to Virbox User/Cloud server) we	orking? Normal/Normal
R	Testing Synchronization between local time and Virbox Cloo	ck server Normal
Diagnosis	Re-check	
A dvance	Still Failed? Try Dongle Driver Check or more help .	

3. Failure to access Cloud License, Is there any limitation set by your IT manager?

If you sign in the cloud account by use of Virbox User License Tool, and refresh by click Refresh, and return with the message "**Connection Time Out**" or "**Refresh Account Info Failure**" with Error code 0x00000009, please contact with the IT manager in your company and check whether or not to setup a limitation to company network which cause access failure to Virbox Cloud. And it may also cause access failure if the company network prohibit to access some video website or video player sometimes;

17.8 Shall I need to rebind the soft license with my computer? If the computer

system has been re-installed or change some hardware configuration?

- 1. It is necessary to rebind the soft license with your computer system if your computer has been reinstalled;
- 2. Hardware fingerprinting information has been used to bind the soft license, if you change lot of hardware of your computer, rebinding is necessary, since hardware fingerprinting information has



changed. Probably no need to rebind if minimized update the hardware.

17.9 I have unbound the soft license with my computer, why I still can find local computer bound with the soft license when I check and view the license binding information in the account?

There are 2 steps implemented to Unbound the Soft License, first step is unbound the soft license in local hardware, second is synchronize the unbound information with Virbox Cloud, if the information didn't update to the Virbox Cloud on time, then you may find binding information inconsistency. Please contact with your software developer to help unbound in the cloud.