User Manual & FAQ

Virbox User License Tool

Version: 2.0.0.0

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Table of Contents

1 Overview 4
2 Main Screen of Virbox User License Tool 4
3 Cloud Lock (Cloud License) 5
4 Soft Lock and Soft License 7
4.1 Binding the Soft License Online Environment 7
4.2 Unbinding the License Online 10
5 Binding the Soft License in Offline Environment 12
6 UnBinding the Soft License in Offline Environment 15
7 Hardware Lock (Virbox EL5 USB dongle) 17
8 Dongle Lost and Replacement 18
9 License 19
10 Service Setting 21
10.1 Overview 21
10.2 Service Mode_Local Mode 22
10.3 Service Mode_Client Mode 23
10.4 Service Mode_Client/Server Mode 24
11 Diagnostic and Repairing 24
12 Setting 26
13 Upgrade the Data inside of Dongle 27
14 View the License Session 28
15 Query the Error Code 29
16 Check for Update 30
17 FAQ 30
17.1 Tips and Troubleshooting advice to your User License tool 30
17.2 Why the El5 can't be showed and listed on my computer? 32
17.3 Why I can't set and use the Network Dongle in the remote site? 34
17.4 Why the Clock of my El5 dongle is not accurate, how to calibrate the clock and what I shall do in case the calibration failure? 35
17.5 Frequently Error Code and How to repair these EL5 dongles with the error code （Error Code 1、28、52）? 36

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17.6 How to check and repair the SS service port is occupied? 37
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?.....37
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? 39
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?.....40

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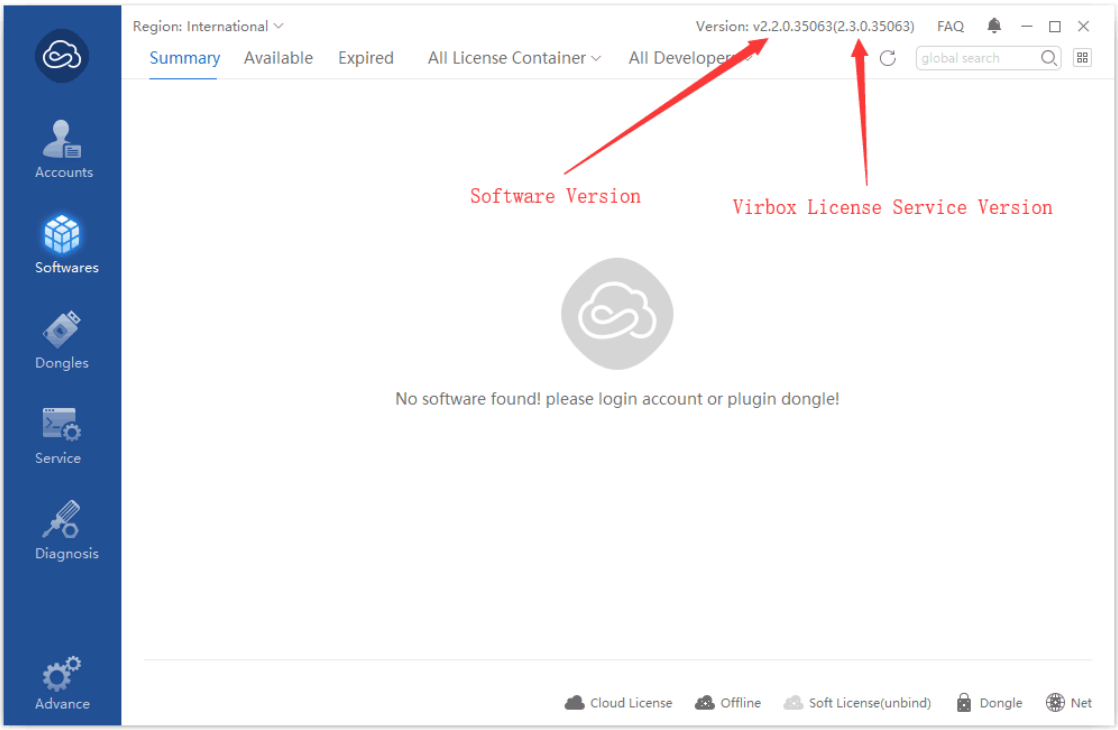
1 Overview

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

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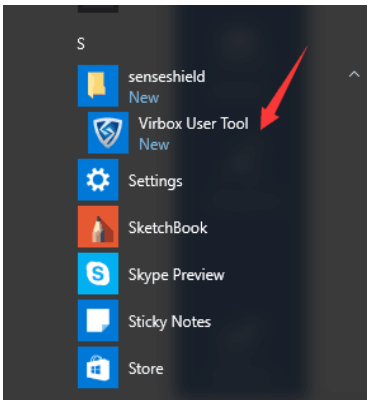
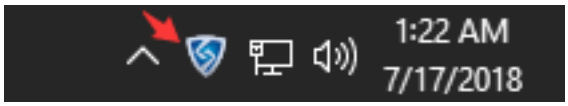


b. Start it from shortcut of Windows

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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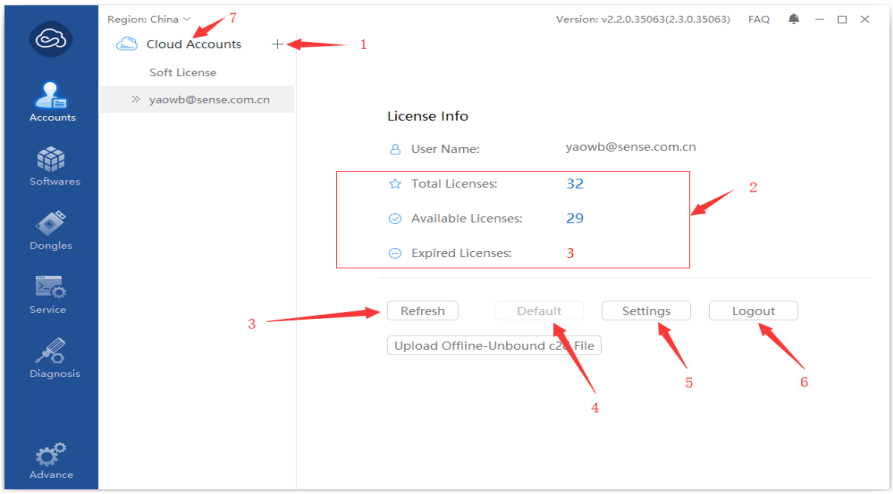
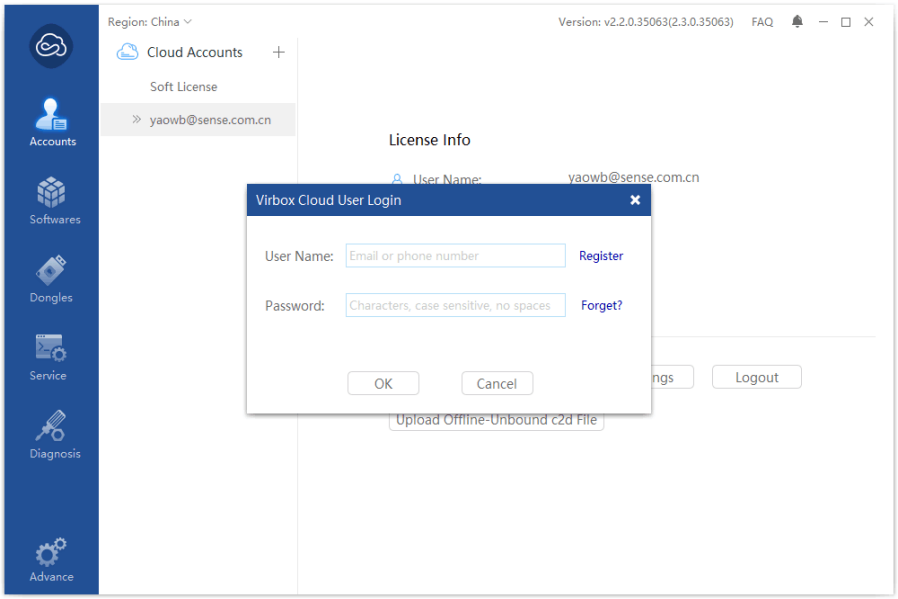


1. Sign up and Sign in your account in the Virbox Cloud, Click the popup panel show as below:



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

2. 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;
5. Account Setting, Click “**Setting**” button to modify the password, binding the email or mobile and

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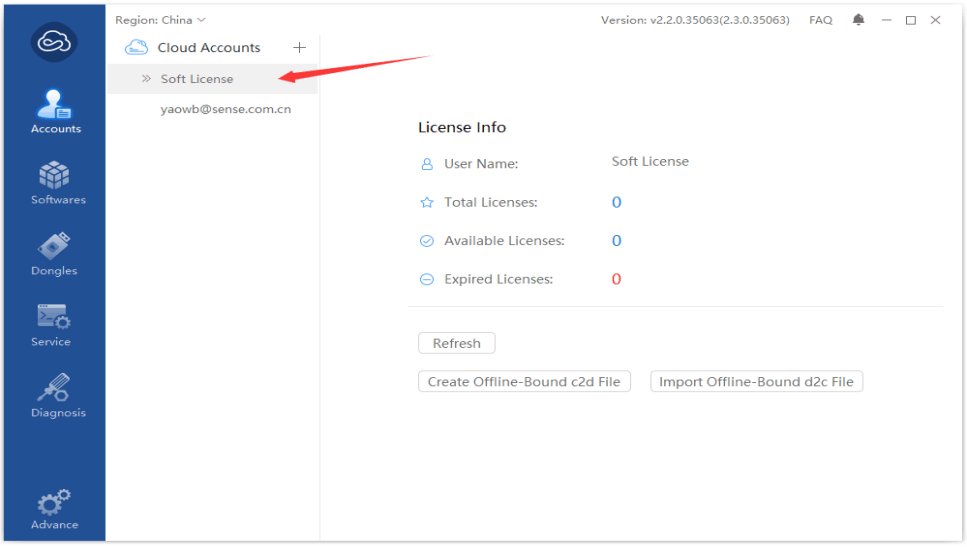
setting the security question for password retrieving. etc;

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:



Following ways to bind the license to local hardware：

1. 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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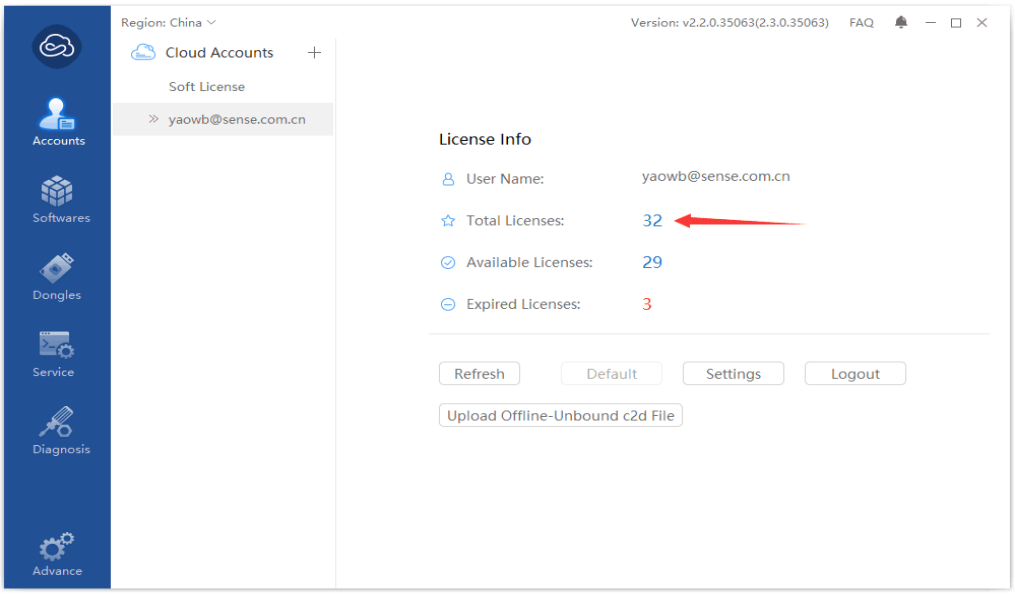
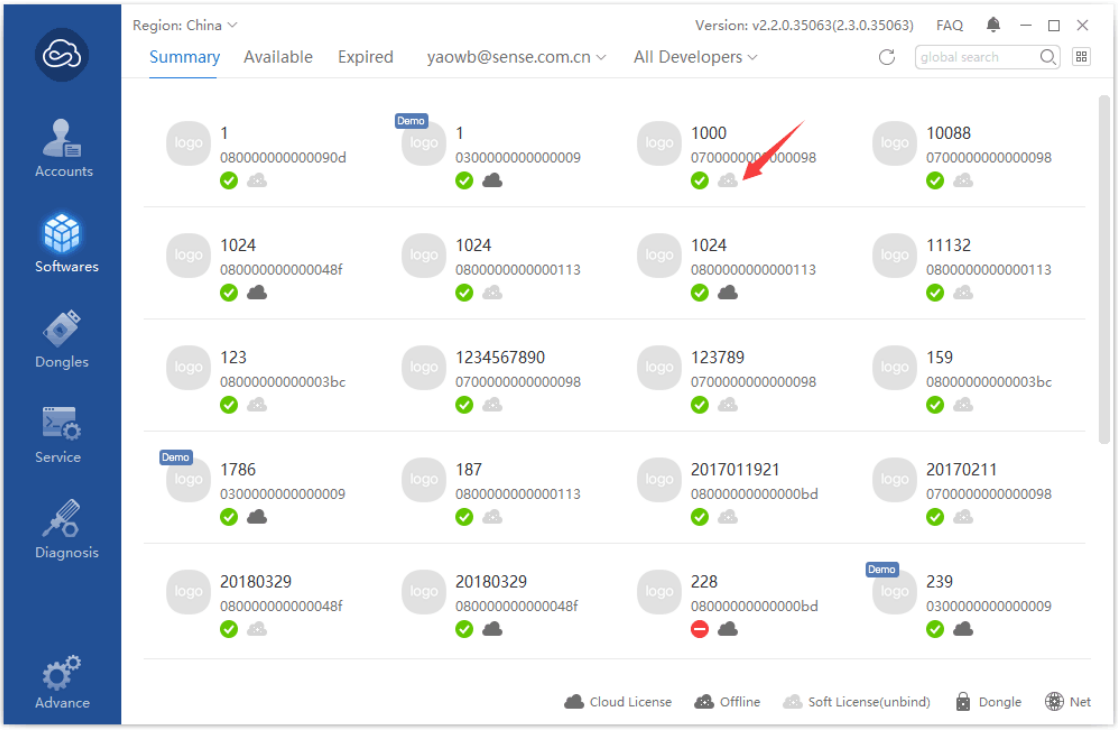


1. Click the Qty of license in your cloud account and go to the Panel of License Detail;



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

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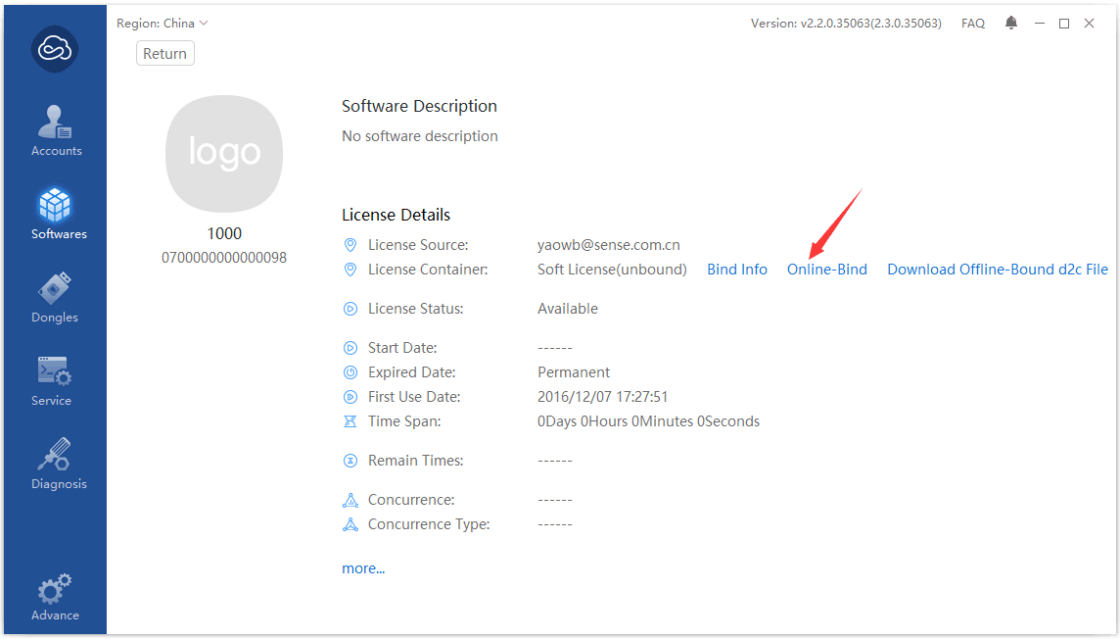

3. Click Online Binding, then binding this license in local hardware;

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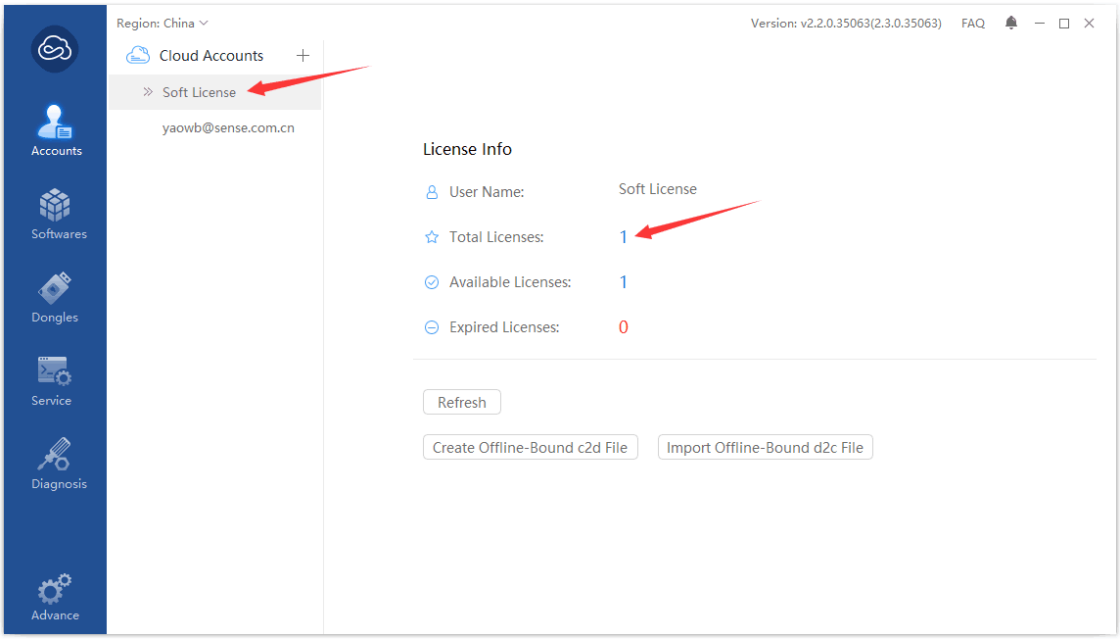

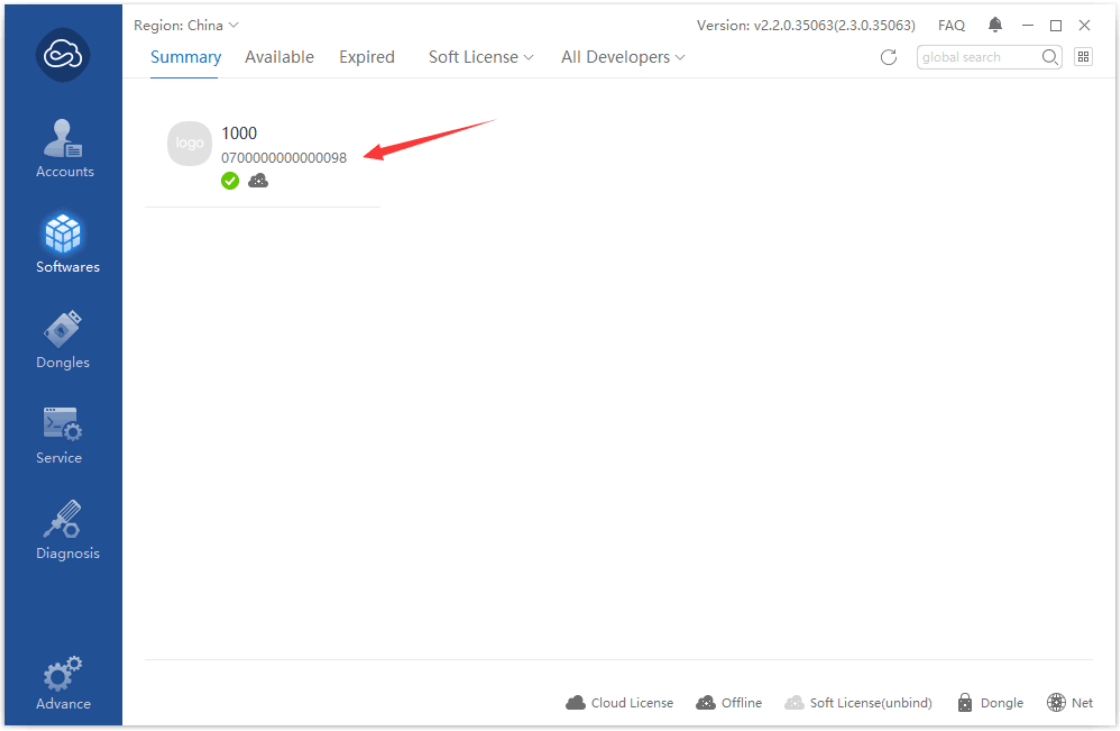

4. Find the Virbox Soft License and go to the Page of "**License Details**", you will find the license has been modified and binding to local.

4.2 Unbinding the License Online

Procedure show as follows:

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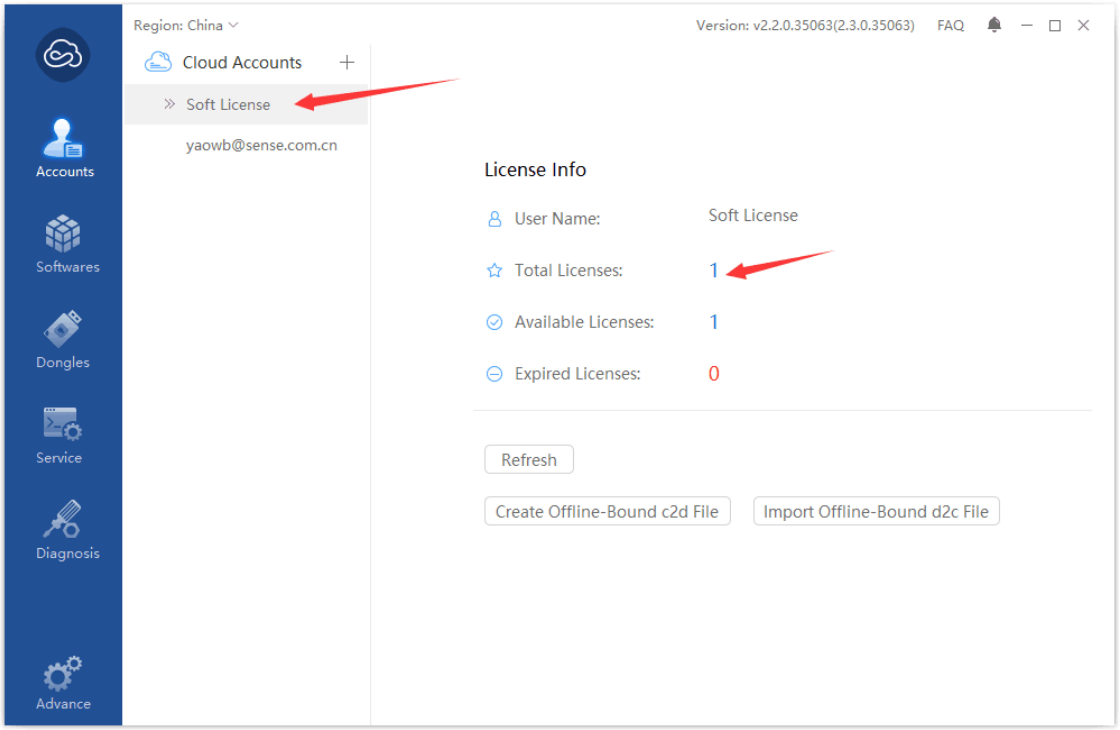
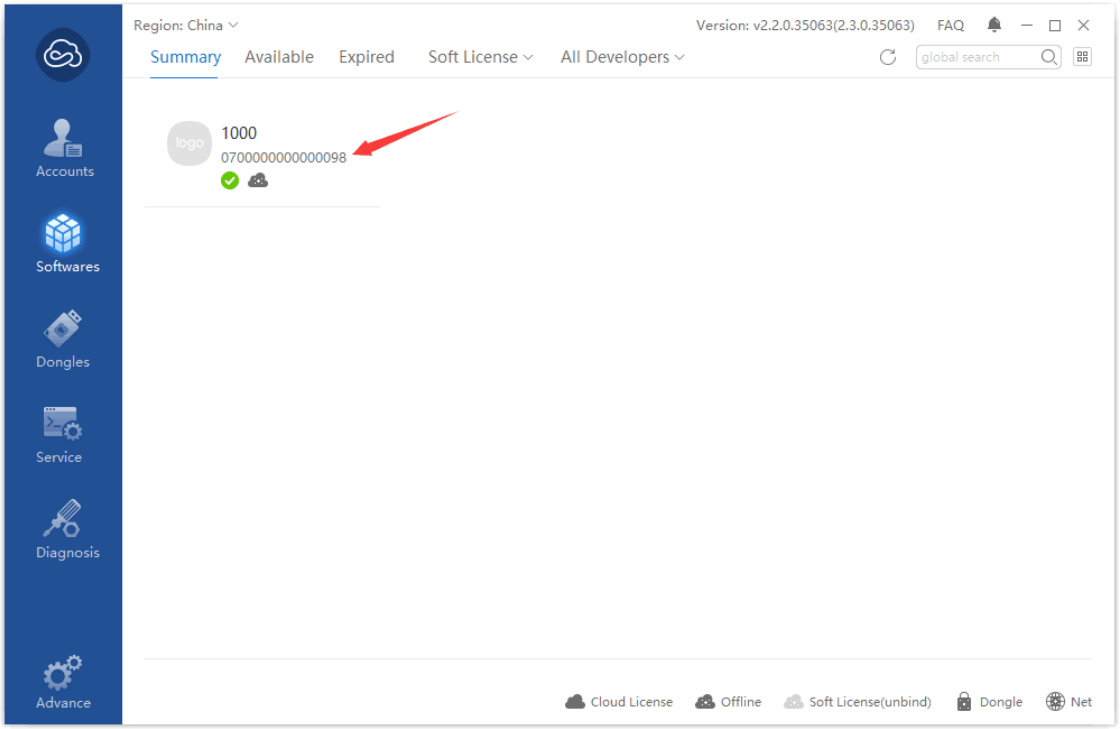


1. Find the Virbox soft license and go to the page "**License Details**";



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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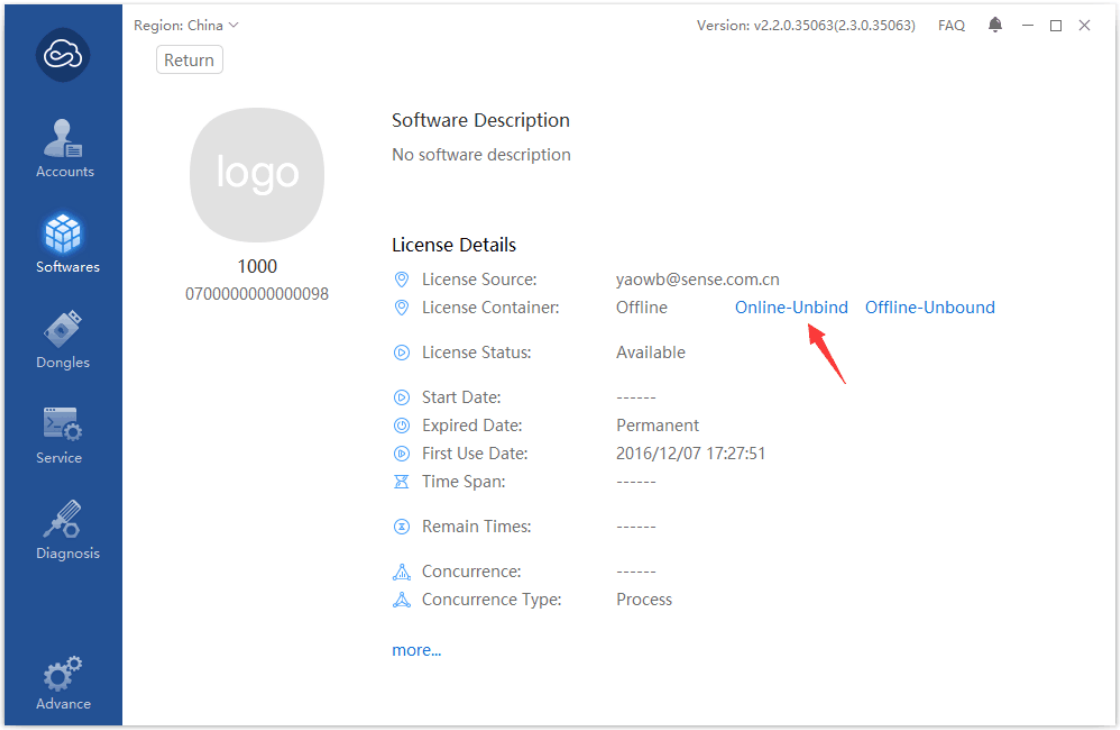

3. Click the "**Online Unbinding**" to unbind the soft license with your desktop.

5 Binding the Soft License in Offline Environment

1. 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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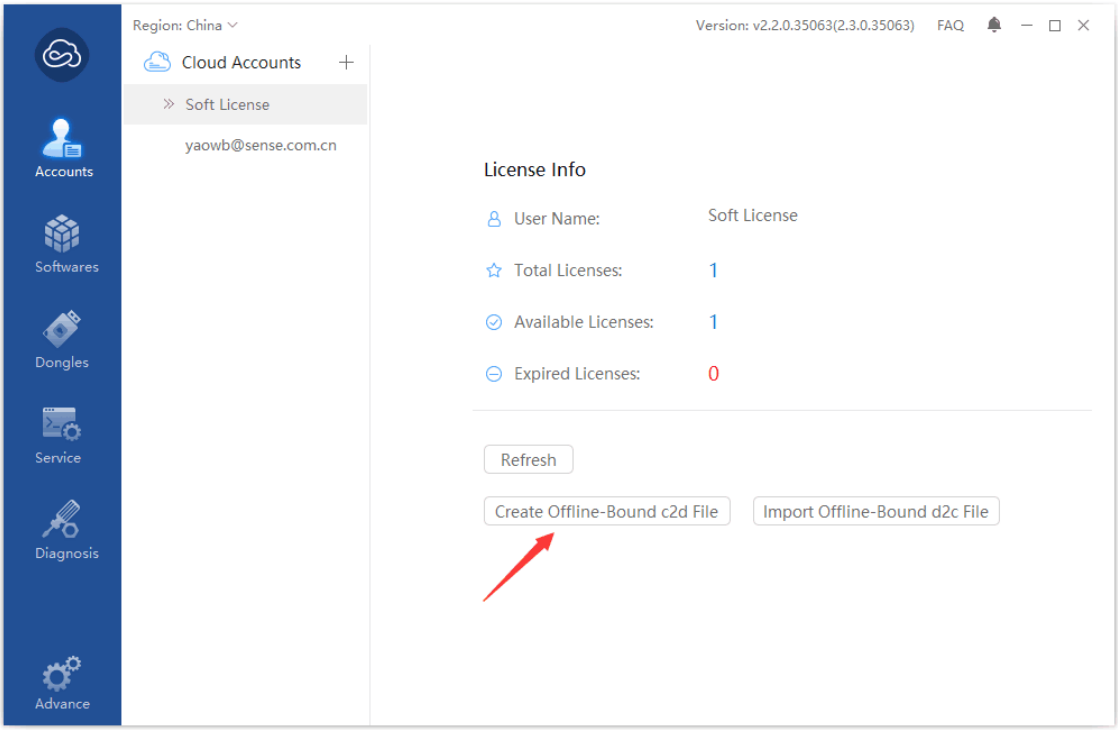

2. Copy this file from “A” to “B”, and use the Desktop computer “B” to sign in the cloud account, view and find the license which you want to bind, go to the page of “License Details”, Click Apply Offline Bound d2c File, then you will get a d2c file and save it in the desktop computer “B”;

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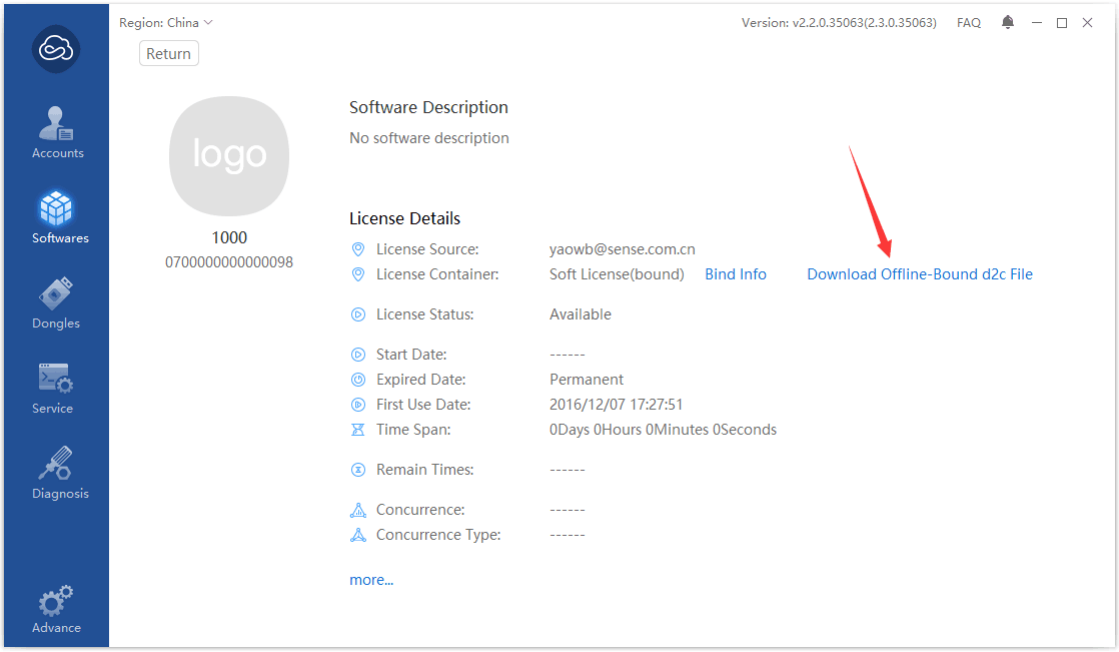

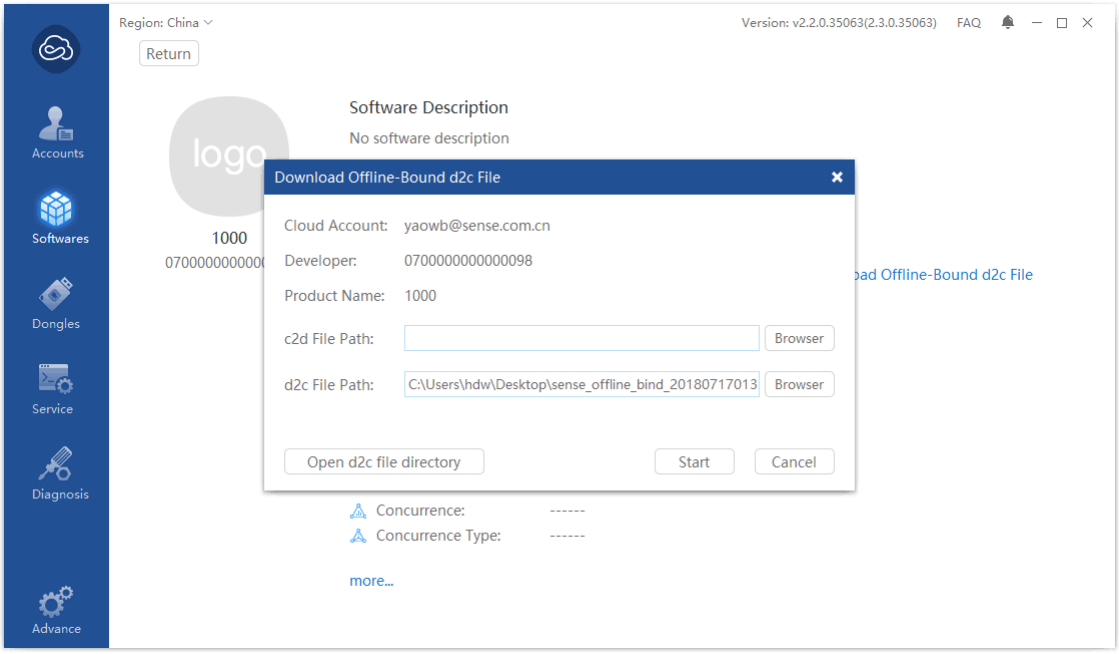

3. Copy this d2c file from "**B**" to "**A**", import this file by "**Offline Bind d2c File**" in the page "**Soft License**", then you can bind this soft license to local desktop compute "**A**" in offline environment.

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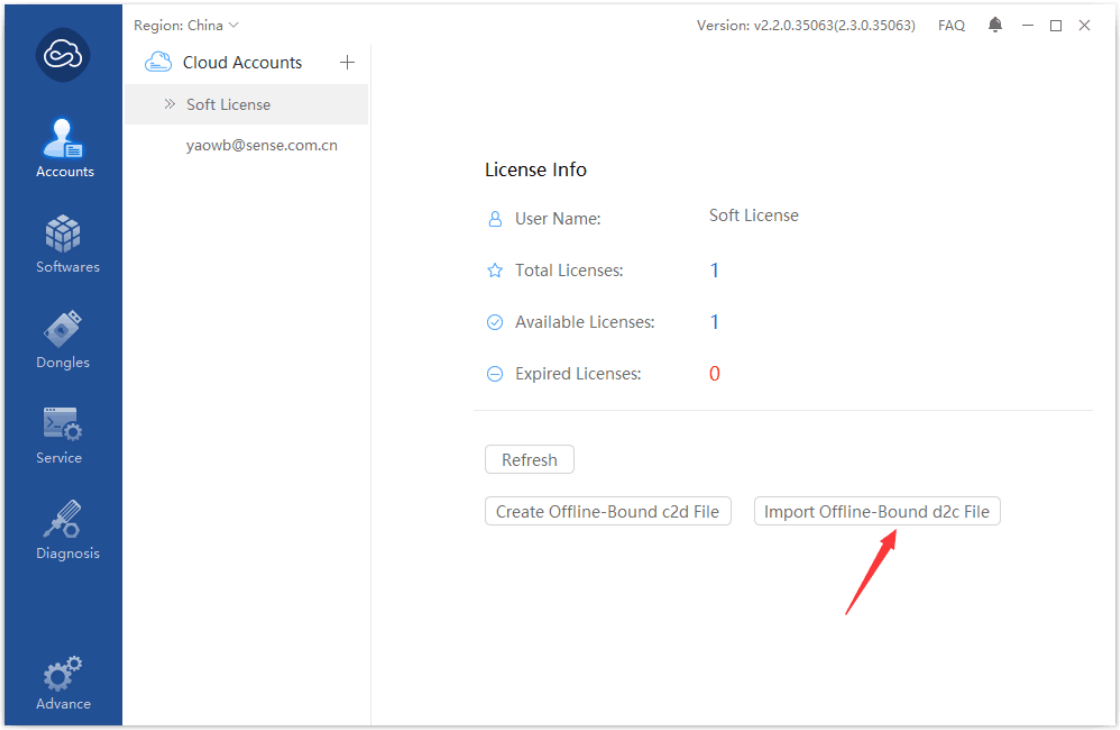

6 UnBinding the Soft License in Offline Environment

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:

1. 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";

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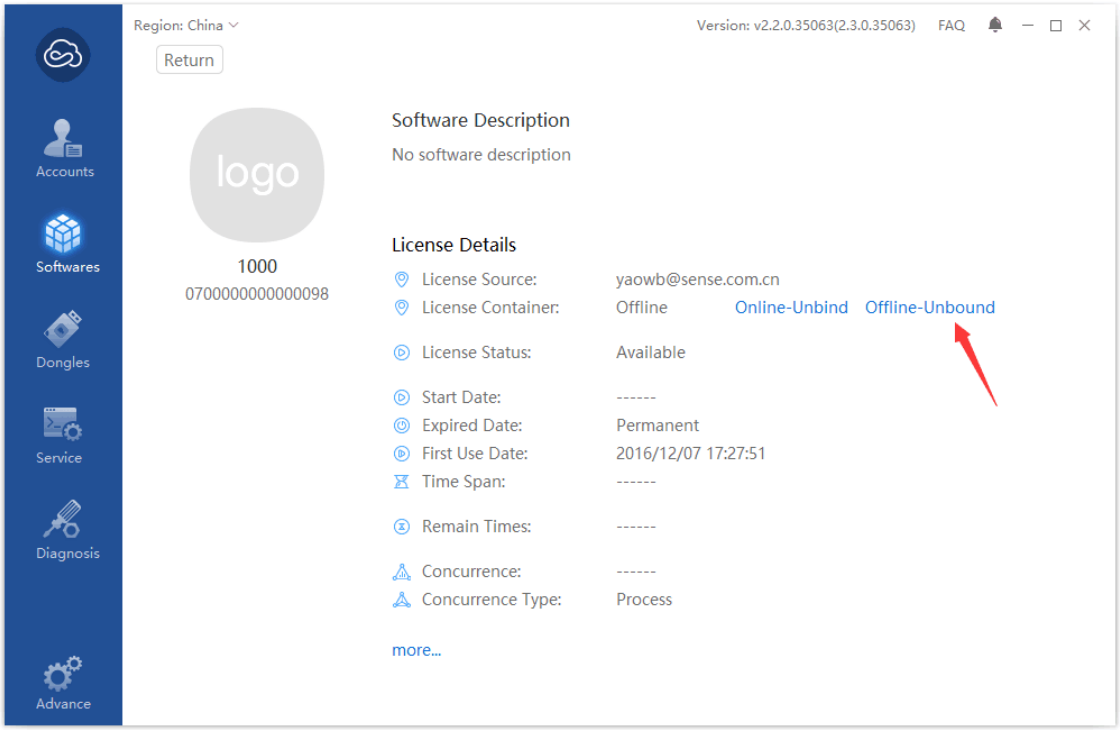
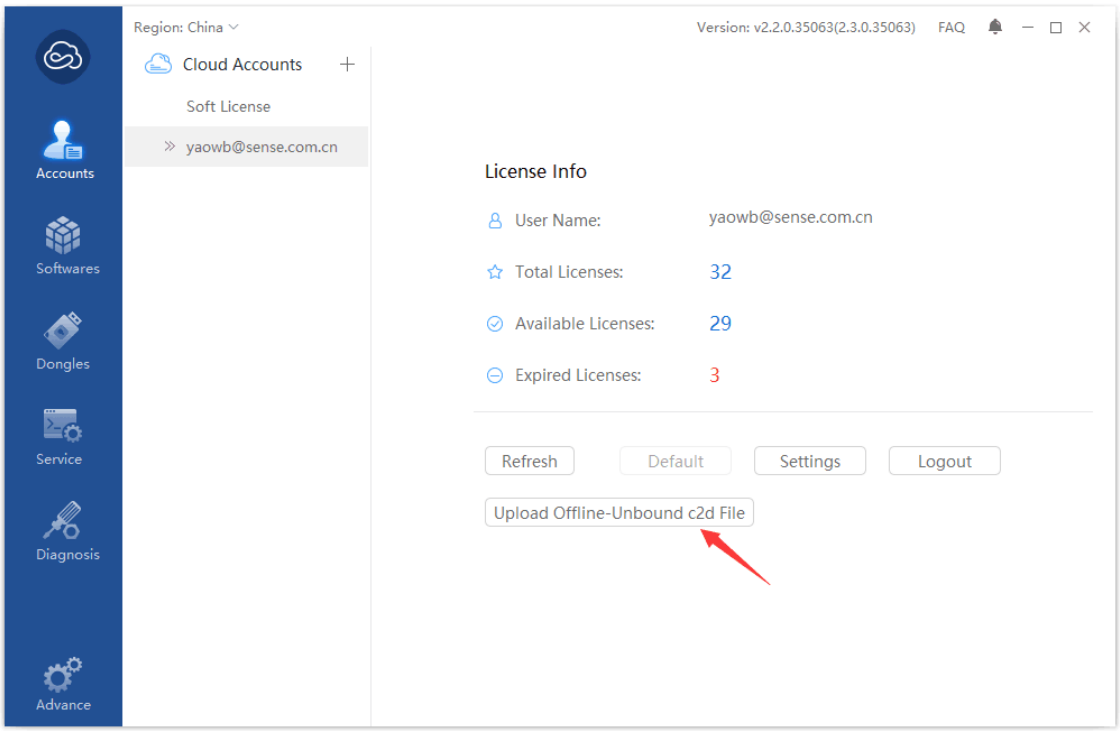


2. Copy this c2d file from "**A**" to "**B**", Sign in the cloud account which bind the soft license which need to be unbound, Click "**Upload Offline Unbound c2d File**" in the Cloud Account Page, then the soft license will be unbound from "**A**" the present hardware.



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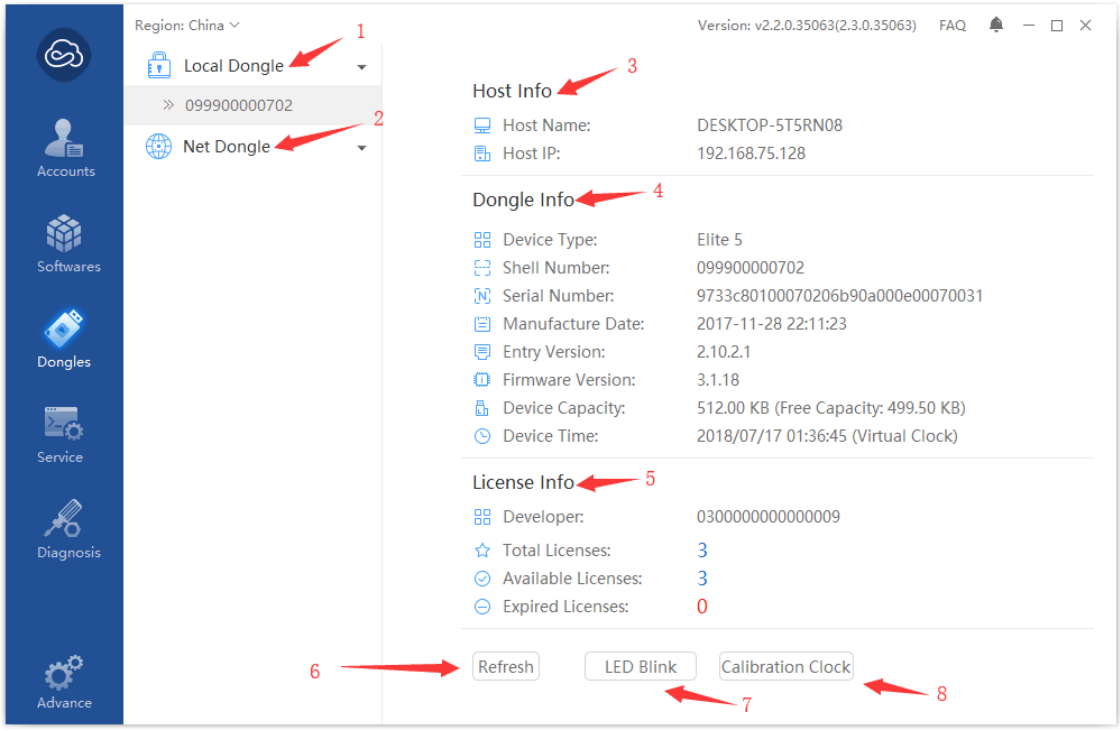
7 Hardware Lock (Virbox EL5 USB dongle)

Virbox El5 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 El5 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;
2. 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;

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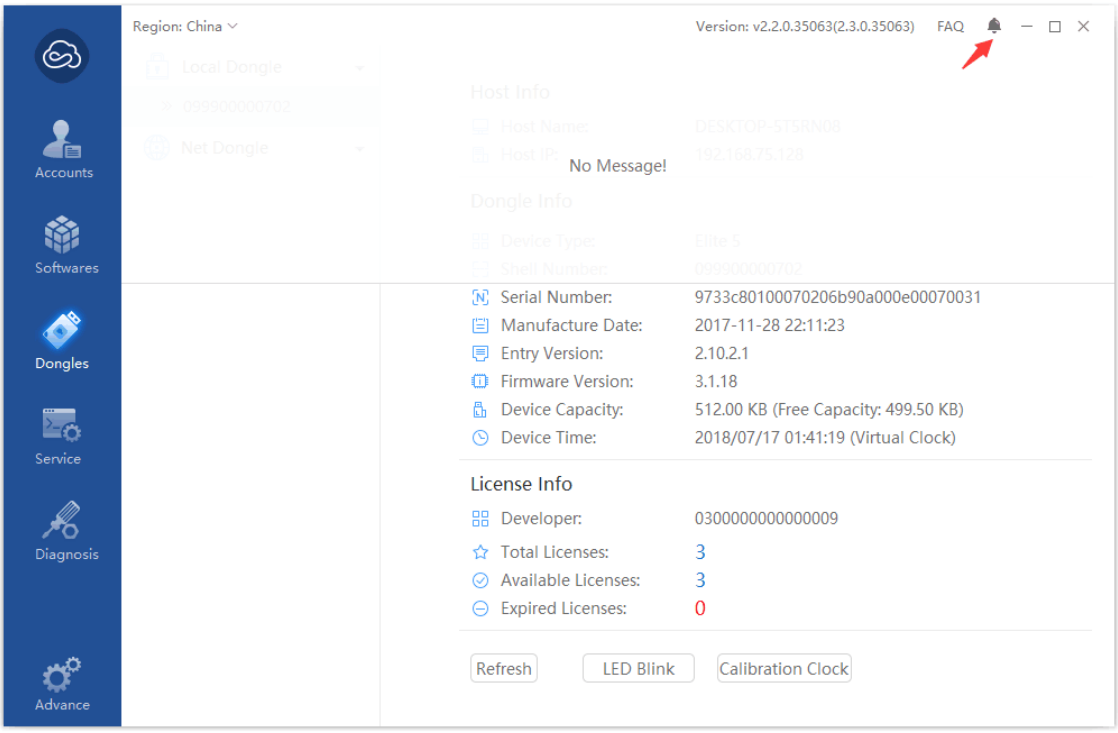
7. LED Blink, Click "**LED Blind**" to locate the dongle you want in case several hardware lock (dongle) plug in your machine, click again "**LED off**" to stop LED flash;

8. Clock calibration, Click "**Clock Calibration**", When El5 store a time-related license, this function calibrates the El5's internal clock to match the Internet time, ensuring the normal use of your license.

8 Dongle Lost and Replacement



When you plug in an El5 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

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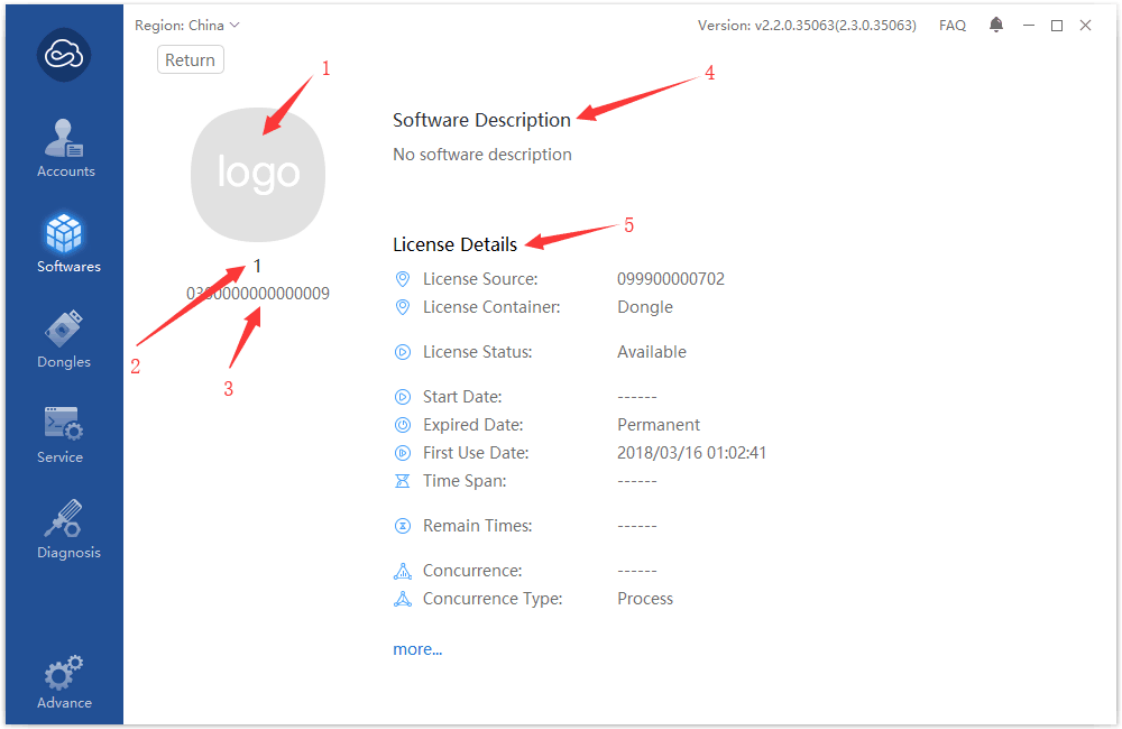
into the machine which can access internet, and the normal activation will be performed. The El5 dongle can be used as normal.

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

1. The Machine can be access internet;
2. Software Developer or El5 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;

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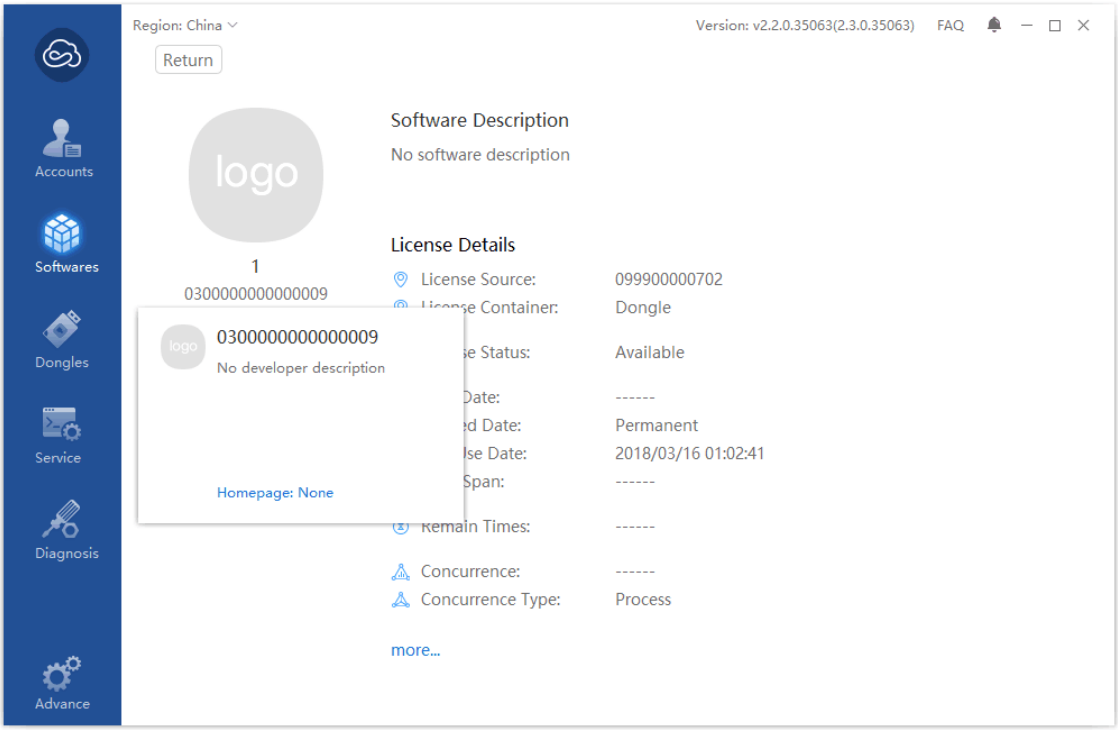

4. Product Summary;

5. License detail information.

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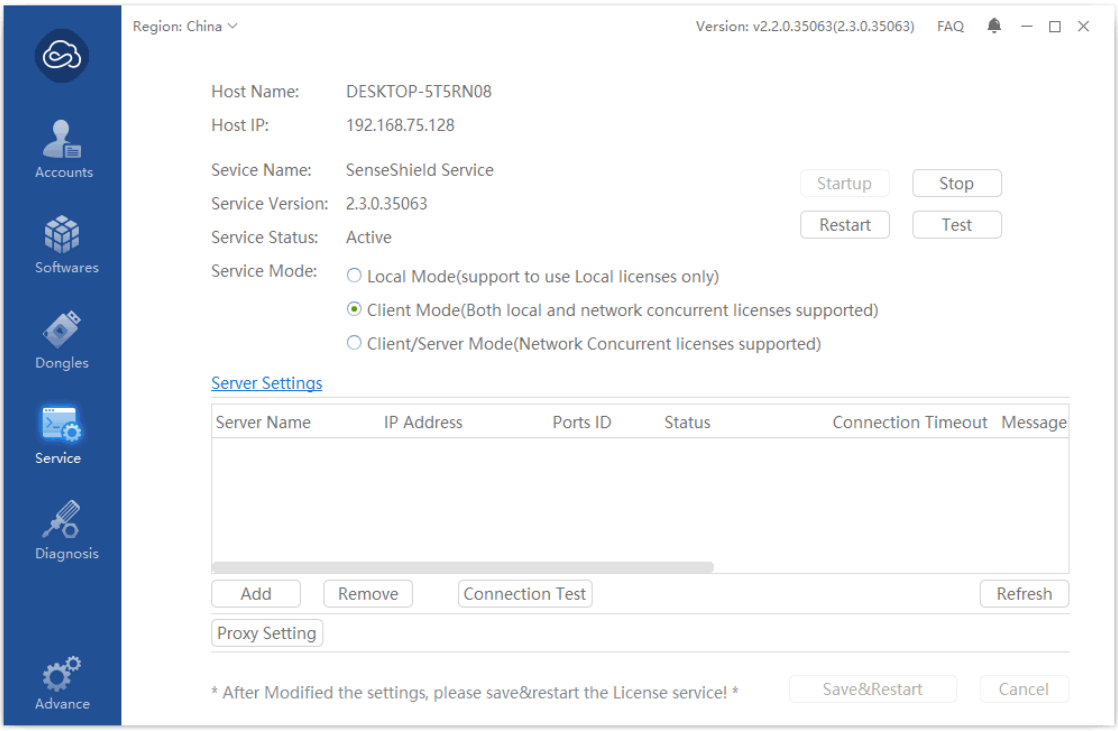
10 Service Setting

10.1 Overview



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.).

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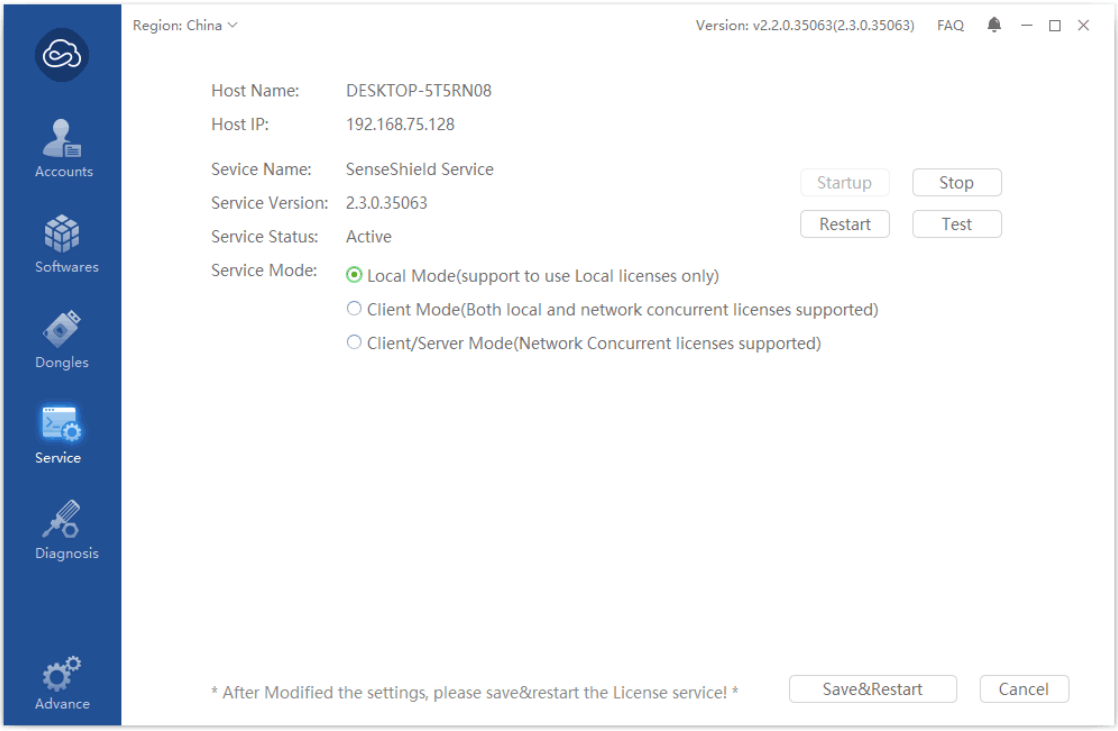
10.2 Service Mode_Local Mode



In this mode, Software user can use the license only which stored in the local El5 dongle, and user can't use the license stored in the remote El5 dongle (Network Dongle), the other machine in your LAN environment also can't use the license in your local El5 dongle;

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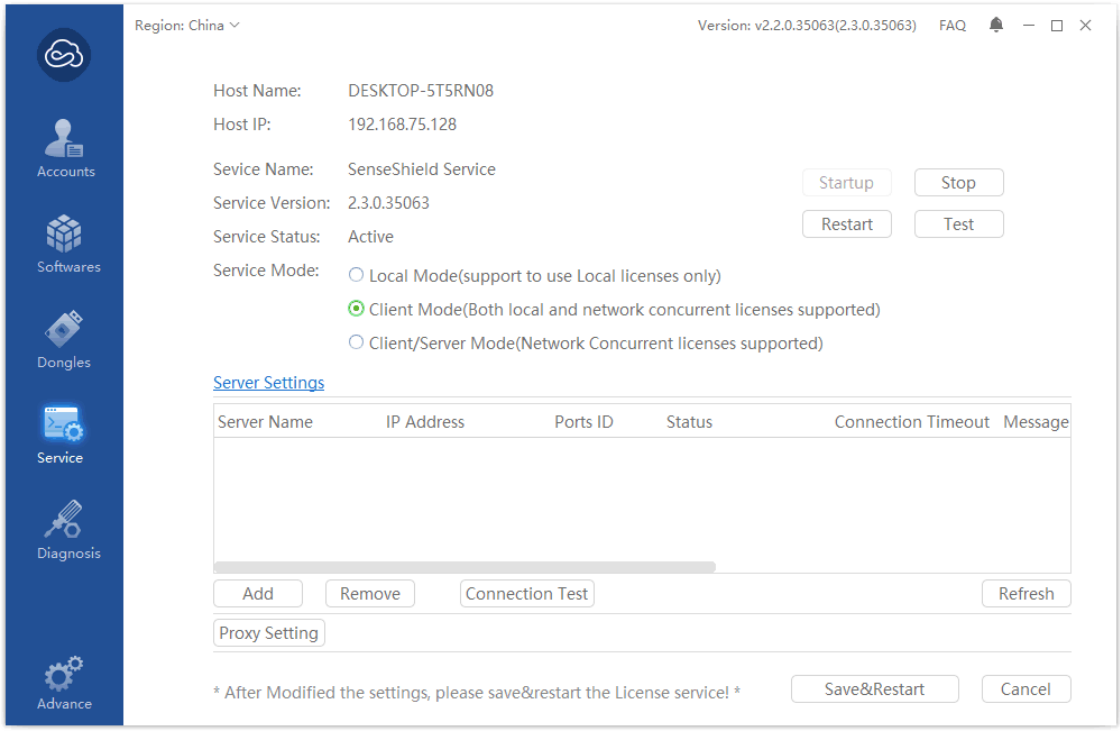
10.3 Service Mode_Client Mode



In this mode, software user can use the license stored in local El5 dongle, or use the license which located in the remote network El5 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 El5 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**".

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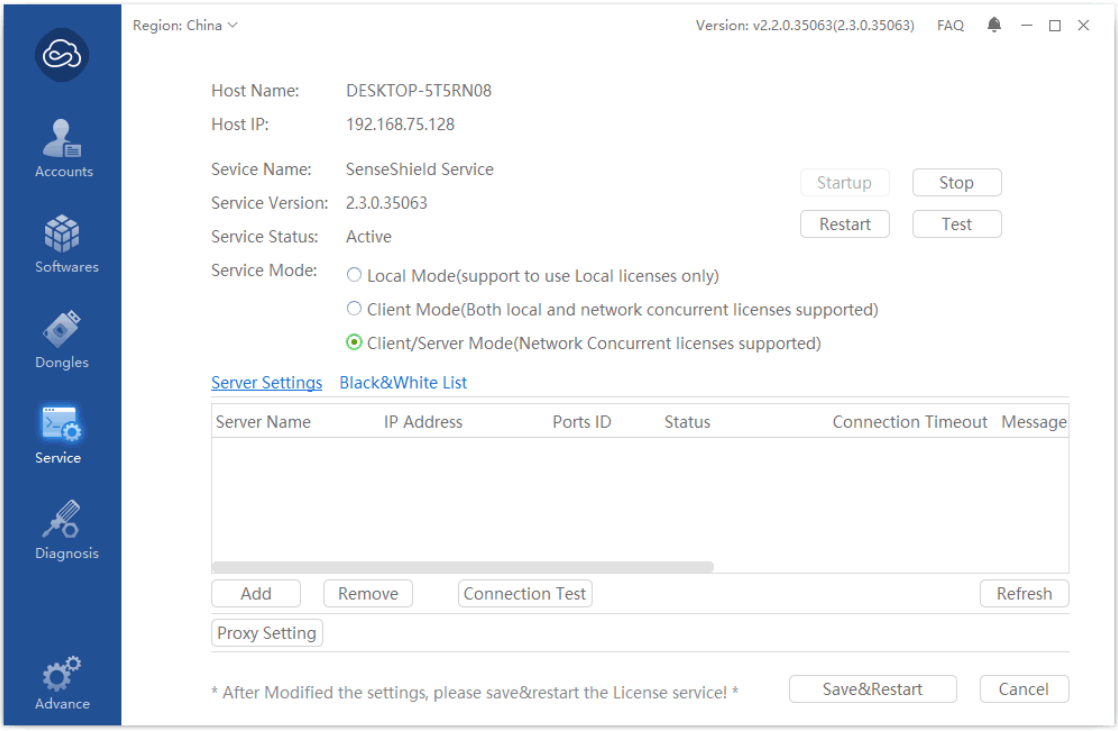
10.4 Service Mode_Client/Server Mode



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 El5 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,

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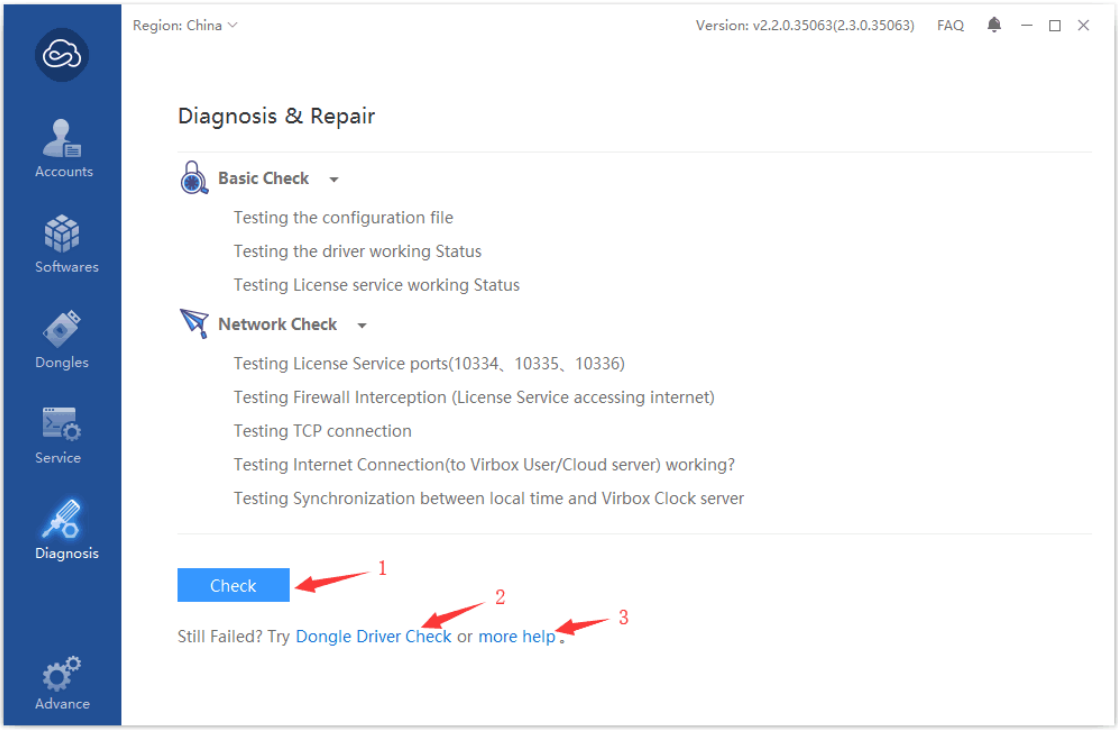
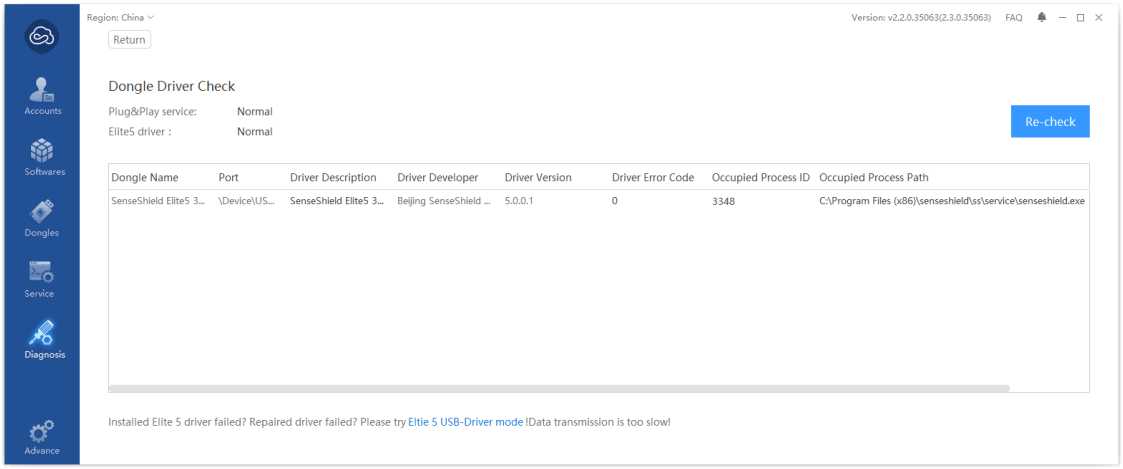


1) Perform regular software environment testing and repairing;

2) Perform the drive testing, the Process occupied Testing and repairing of the local EL5 dongle;



3) Open this file.

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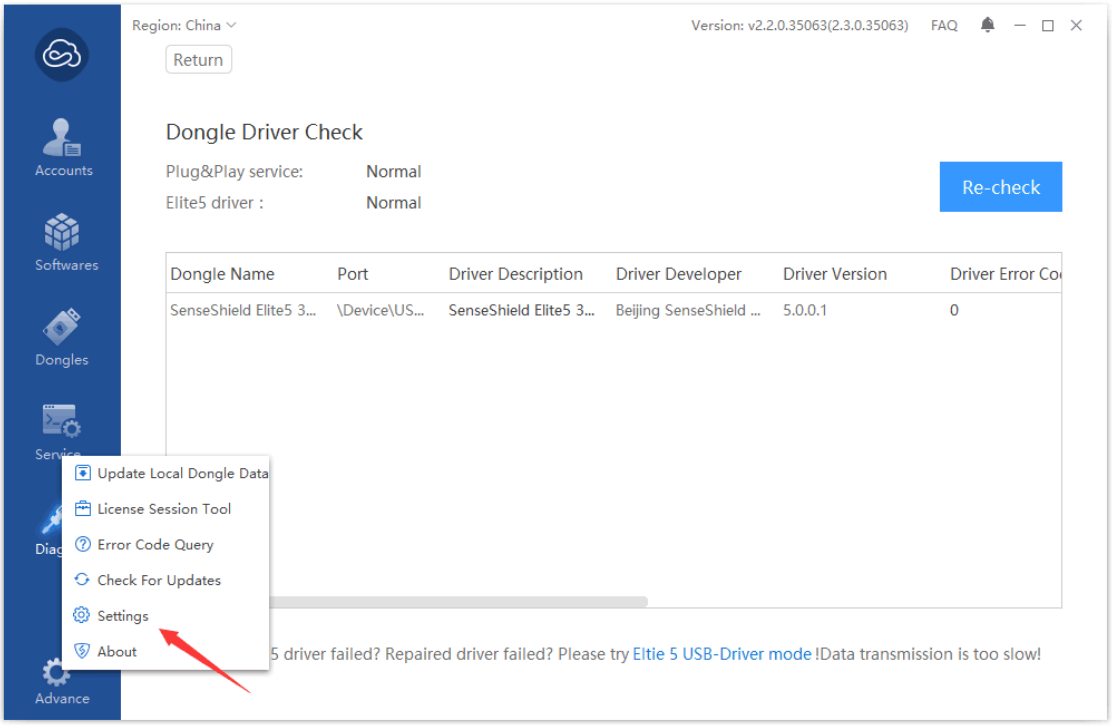
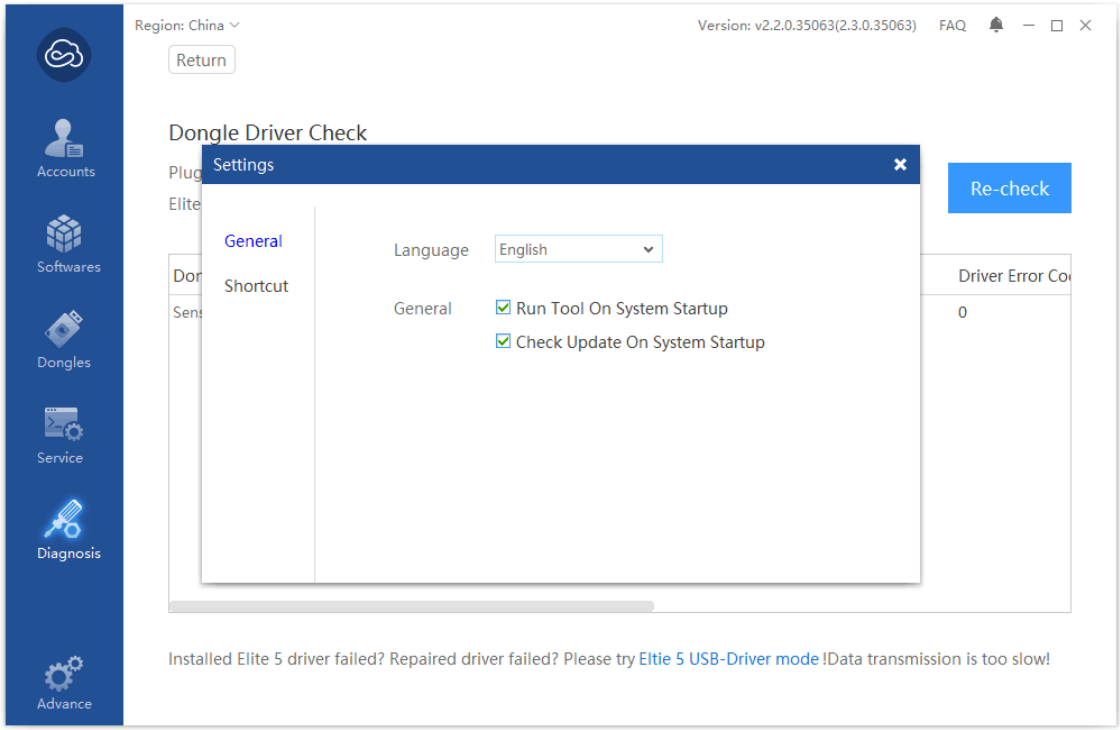
12 Setting





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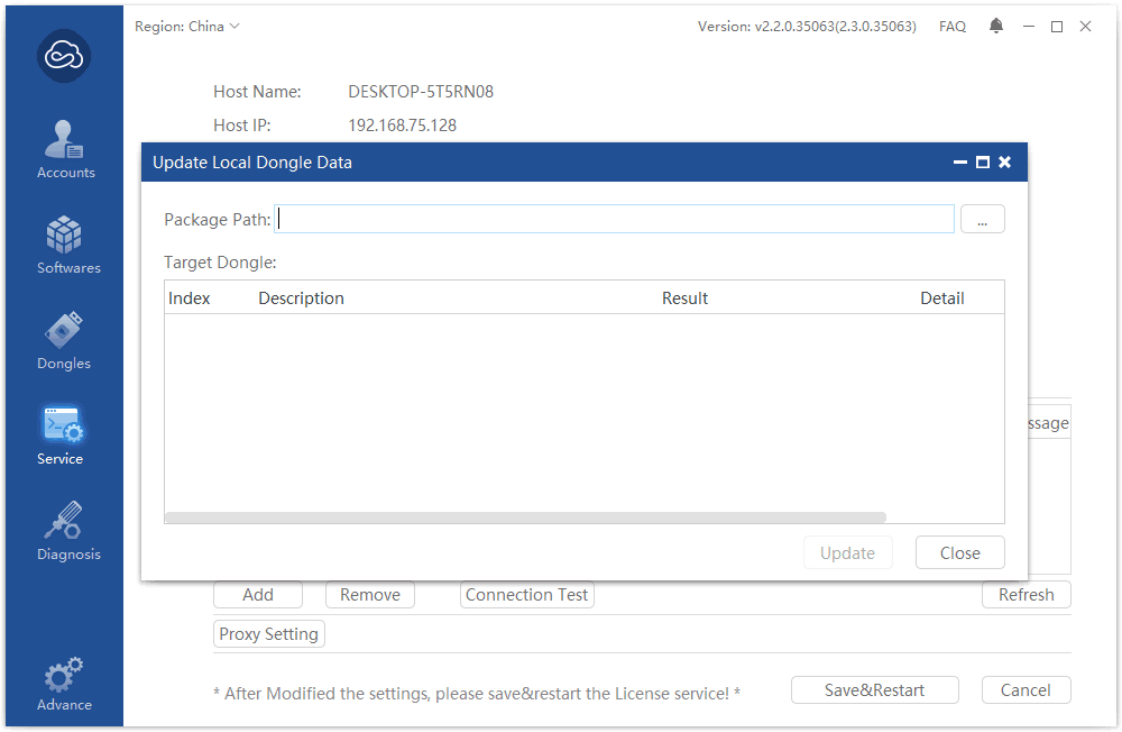
13 Upgrade the Data inside of Dongle



Upgrade the .d2c file into the El5 dongle, Support to upgrade license inside of El5 hardware dongle, not support to bind the .d2c file of soft lock.

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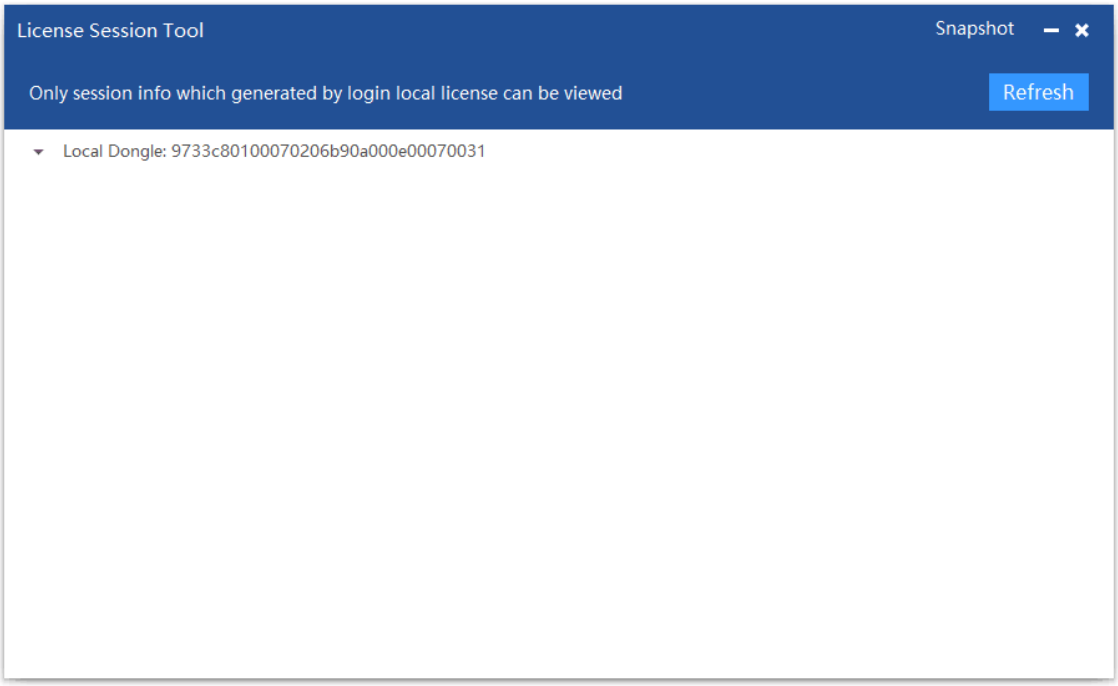
14 View the License Session



View the information of License in used.

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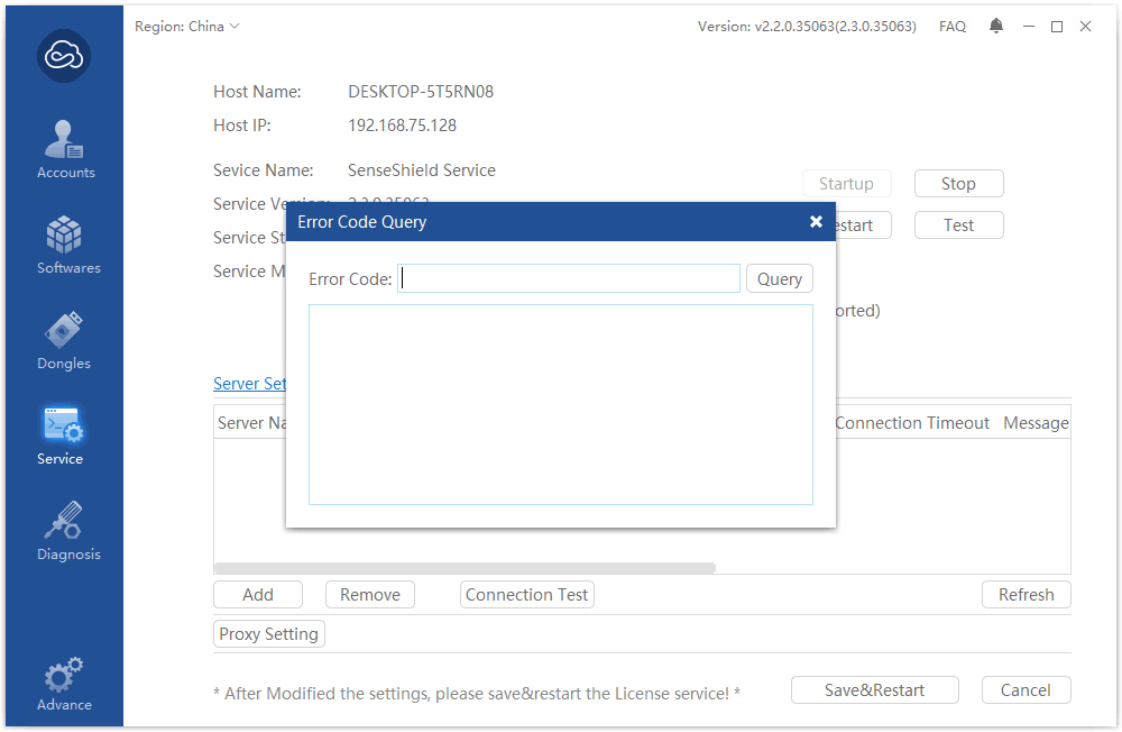
15 Query the Error Code



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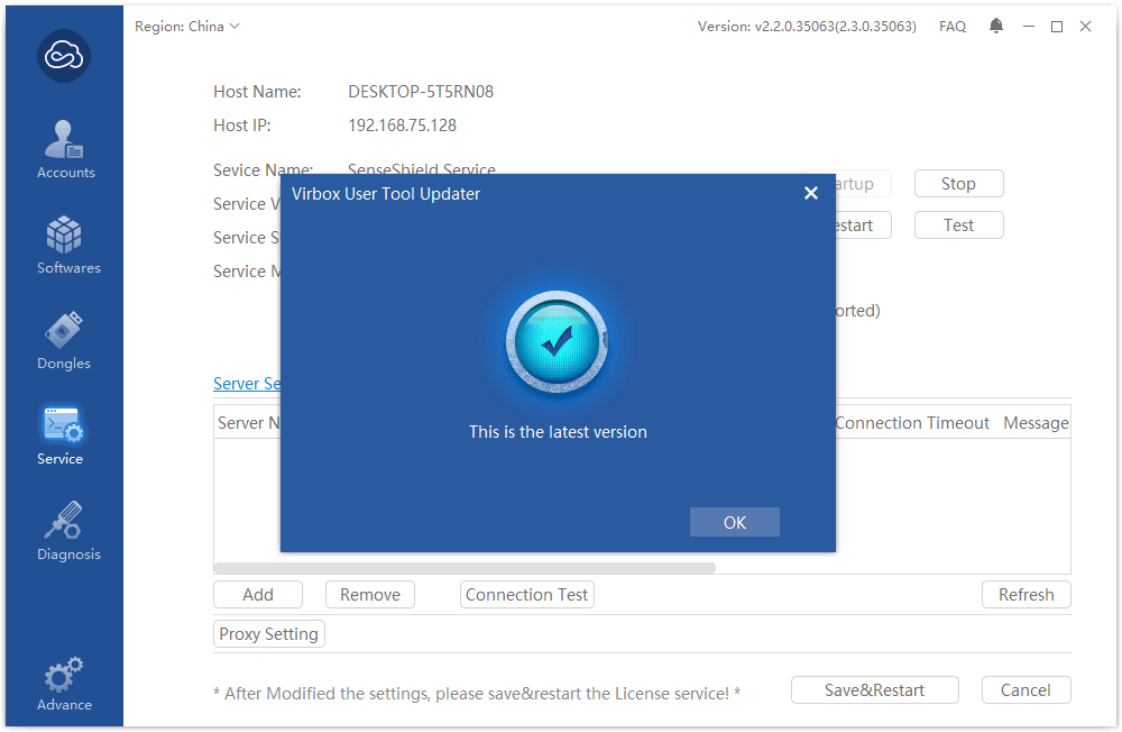
16 Check for Update



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

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

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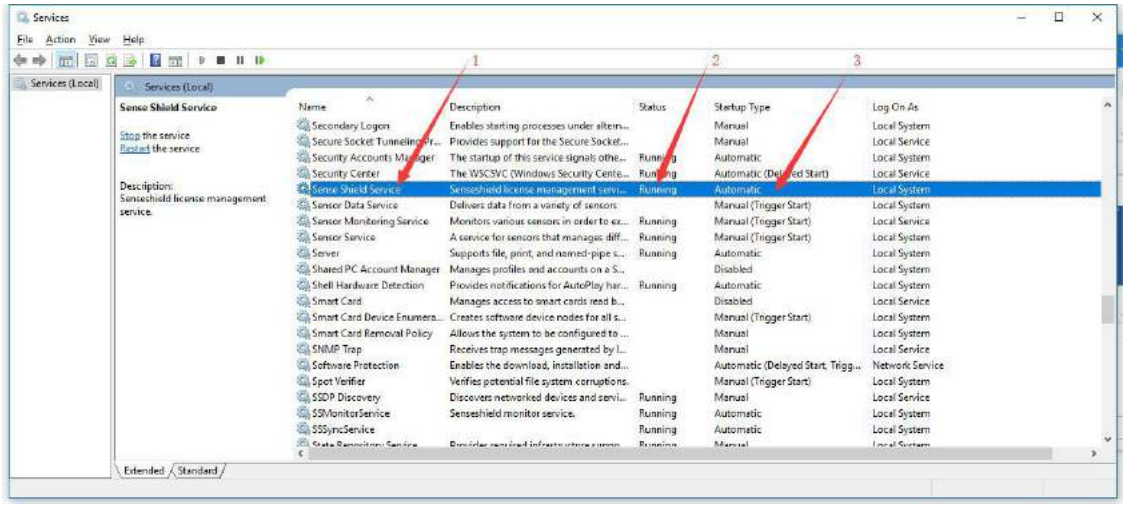

1) Make sure User License Service (SenseShield Service) is listed in this list, if not, please re-install Virbox User License Tool in your computer;

   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.

2) 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:

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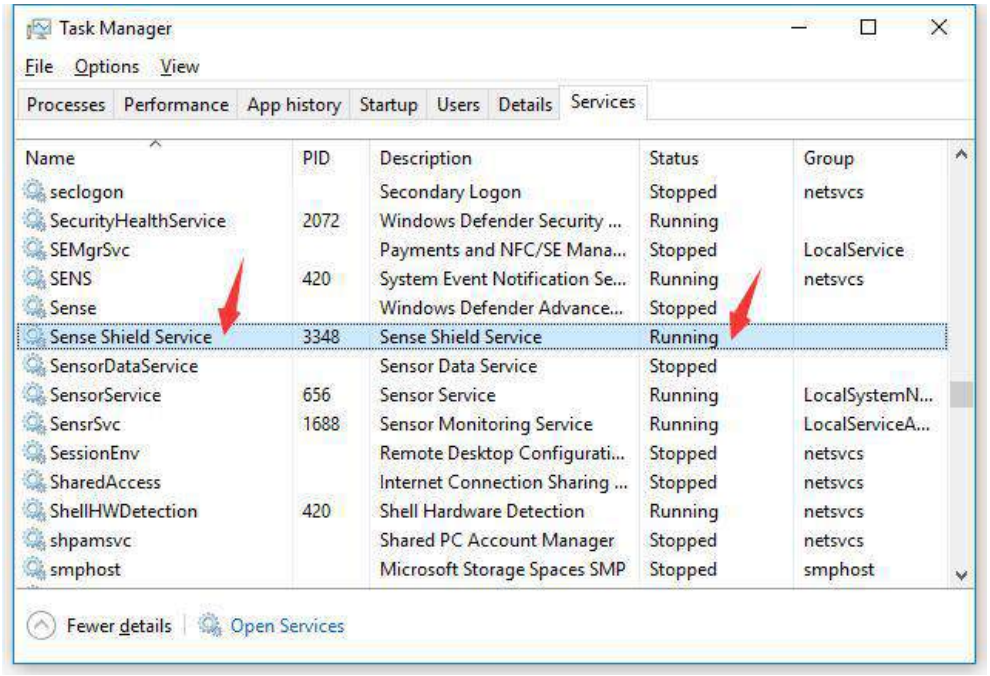

Same operation as 1.

17.2 Why the El5 can't be showed and listed on my computer?

1. 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;

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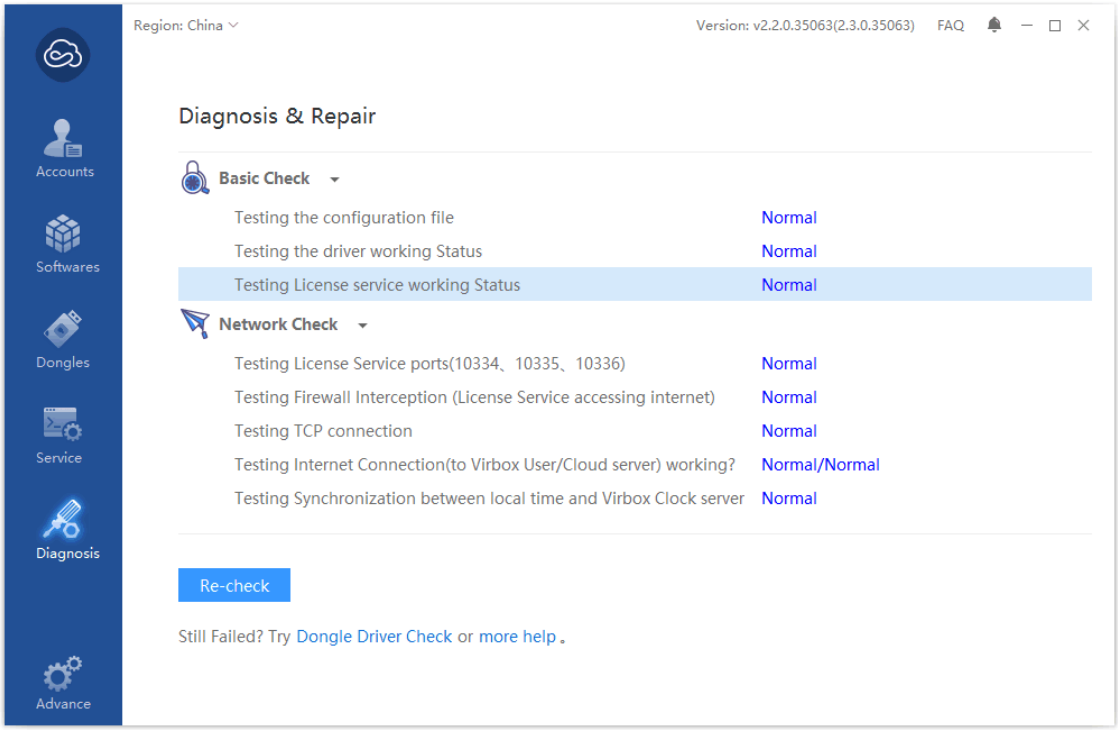
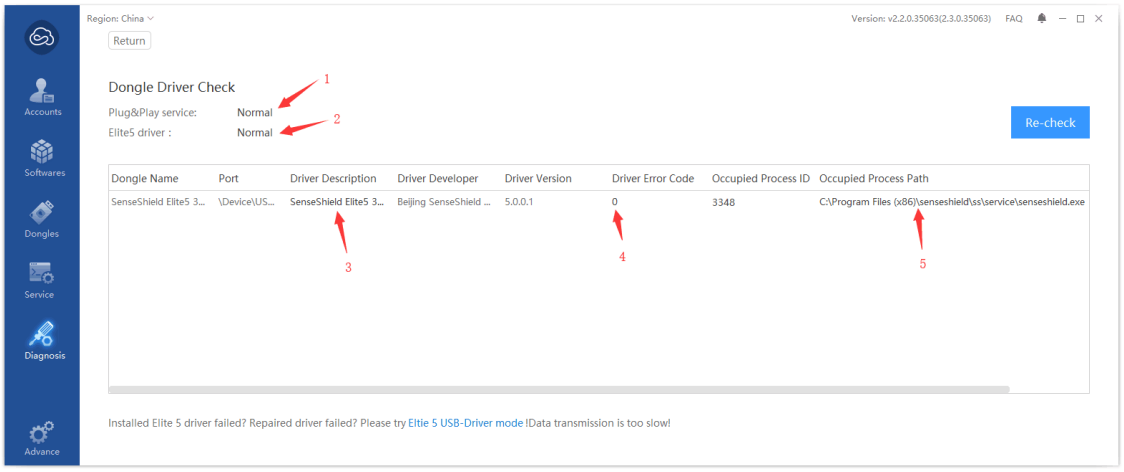


2. Please Make sure if the El5 Driver installation is OK or Not, start to test "**Driver Testing**" by Click second Testing option in "**Basic Testing**";



1) Make sure the steps "**1**" "**2**" works well;
2) and check if the El5 dongle is listed in the list, if not, you need re plug in the El5 dongle in your computer, if you still can't locate the El5 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

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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;

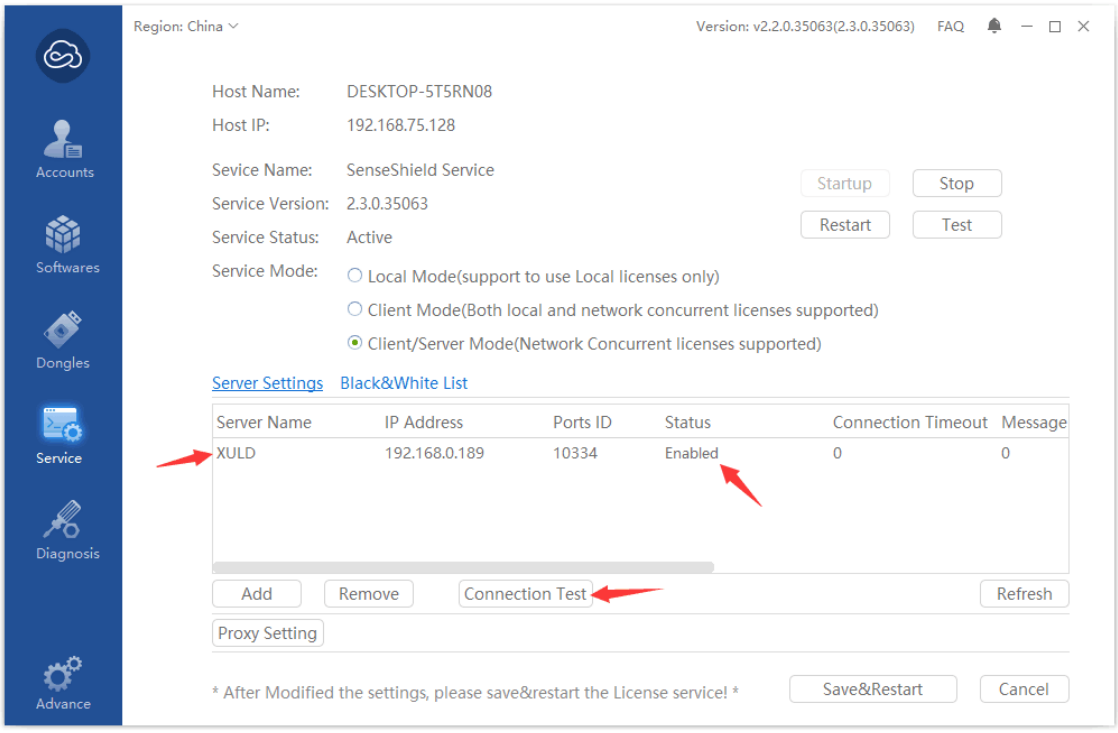
4) Make sure User License Service session available.

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**";

2. 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"



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

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

17.4 Why the Clock of my El5 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 El5 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 El5 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 El5 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:

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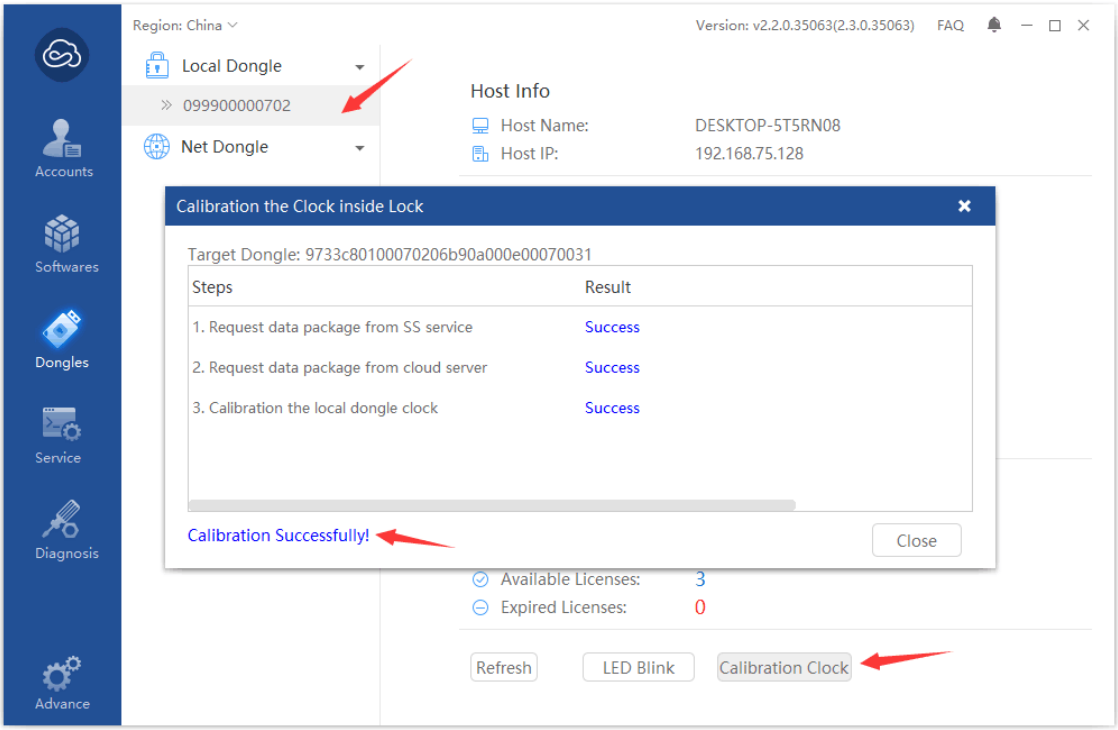

1. Click Dongle button in the left panel;
2. Select the dongle and Click the Dongle ID then it will list all detail information to this dongle;
3. Click the button "**Clock Calibration**" which located in the right bottom of Panel then the panel of Clock Calibration will popup to start the "**Clock Calibration**"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

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

1. 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;
3. Check if your El5 dongle damaged or not, if the clock calibration is still cannot be success proceed, check the El5 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.

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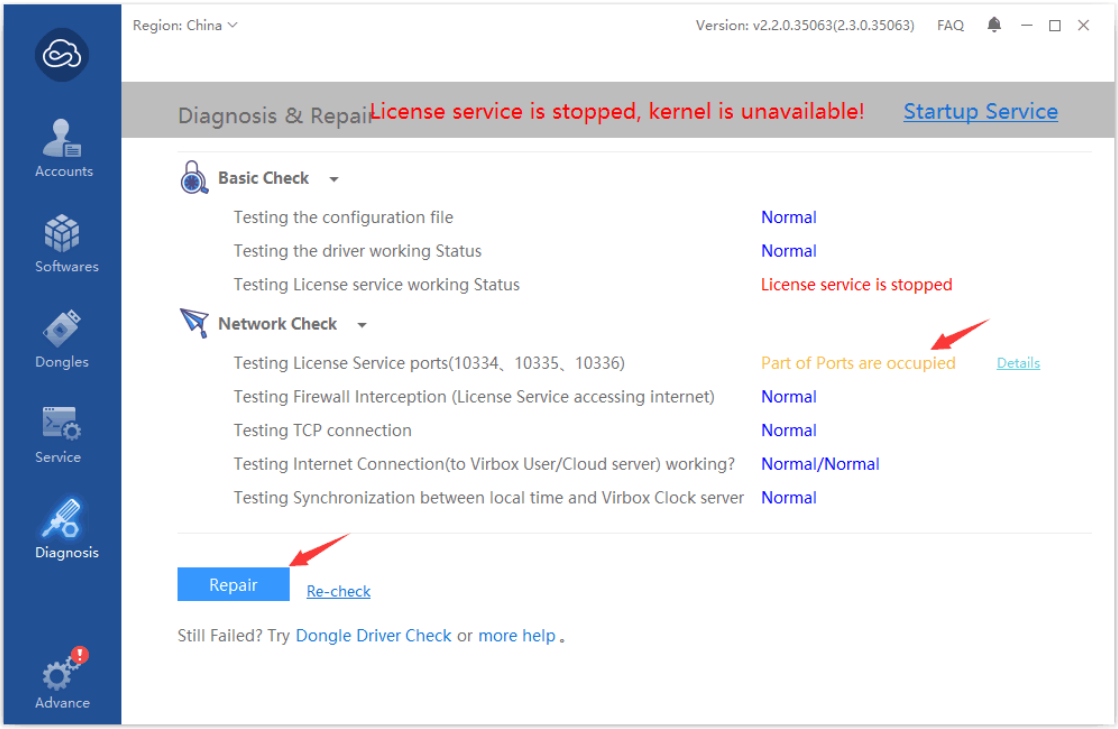
17.6 How to check and repair the SS service port is occupied?

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;

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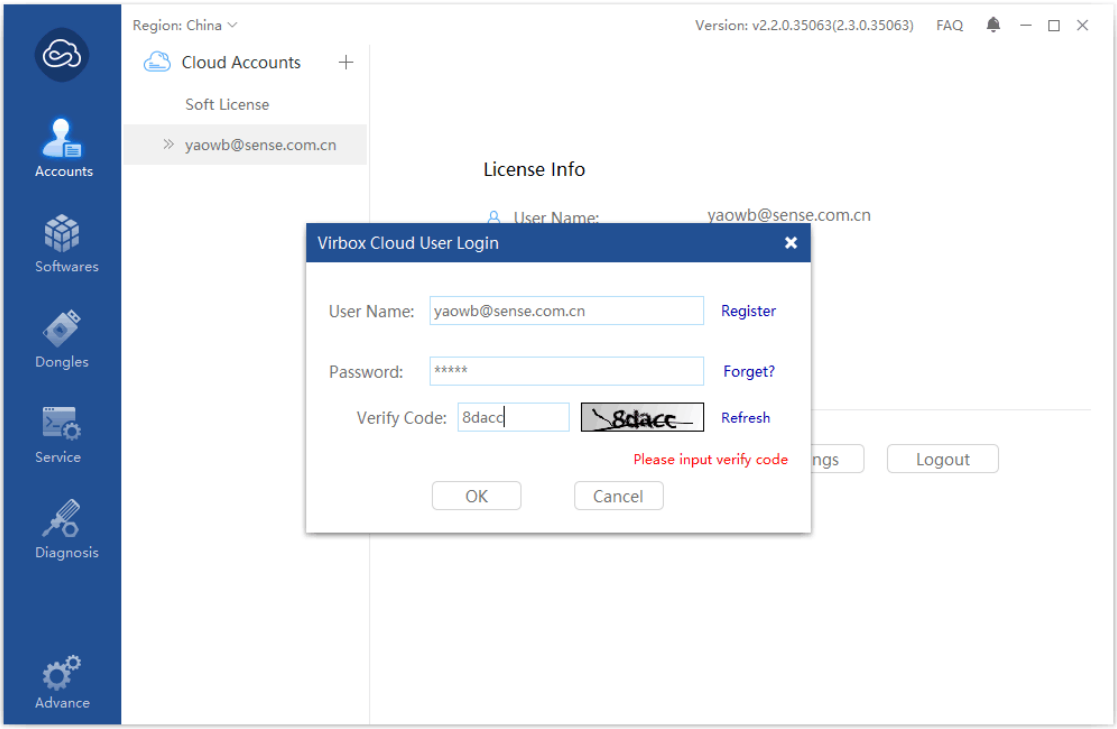
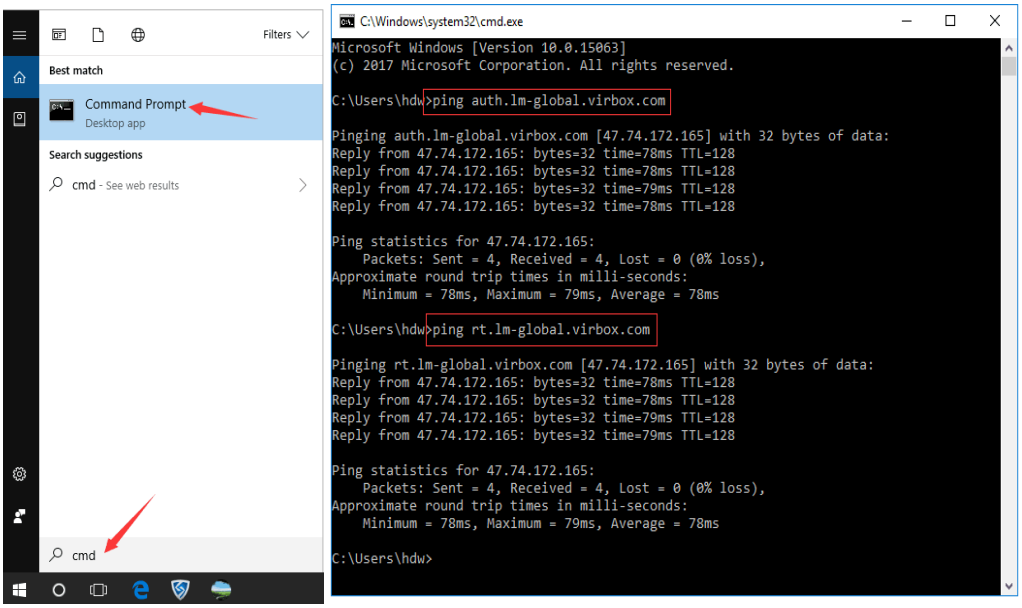


Click the button "**Retrieve Password**" in case forgot the password.

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:



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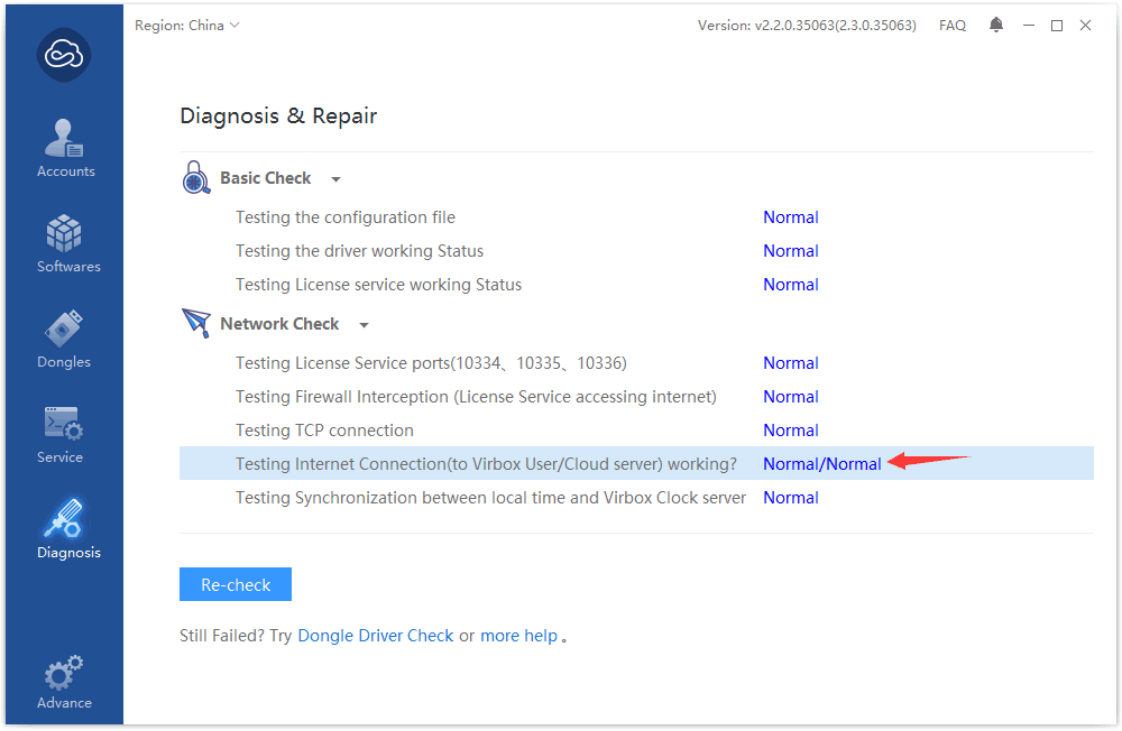
You also can find connectivity information via below panel

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



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

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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.

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