

Hardware key (HASP HL, SD and SDX) Upgrade Procedure

This document presents the hardware key upgrade procedure using **C2R / R2C** files.

First generate a **C2R** (Client to Reseller) file and send that to TEKLYNX, as indicated in **Part 1**. Then use the **R2C** (Reseller to Client) file you receive to upgrade the key, as indicated in **Part 2**.

Part 1 – Generate a C2R file to attach it to your order

Generate a C2R file

1. Connect the hardware key to your PC.

Note: Ensure you have only one key connected (parallel & USB ports) ***.

2. Launch the **Key Upgrade** tool (**Upgrade.exe**) from:
 - The Installation folder of the product.
 - From Windows 8 onwards, via the Windows search tool. To access the search tool, press **Win** [Windows key] + **S** on your keyboard. When the menu appears, enter **Upgrade.exe**.

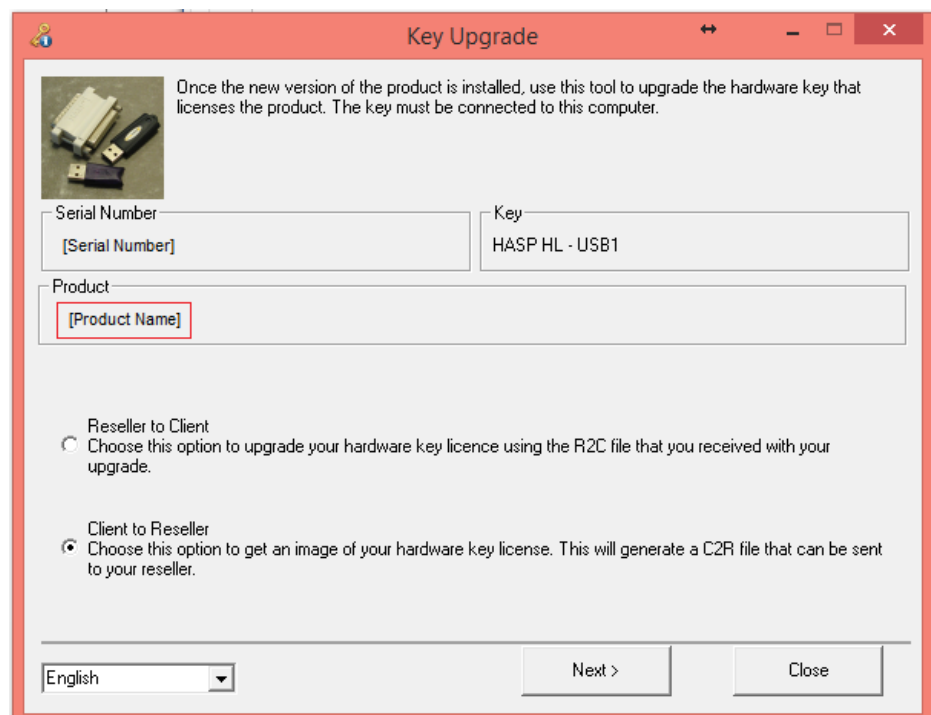
The latest version of the **Key Upgrade** tool is available via this link:

<https://www.teklynx.com/-/media/Files/Updates/HASP/upgrade.ashx>

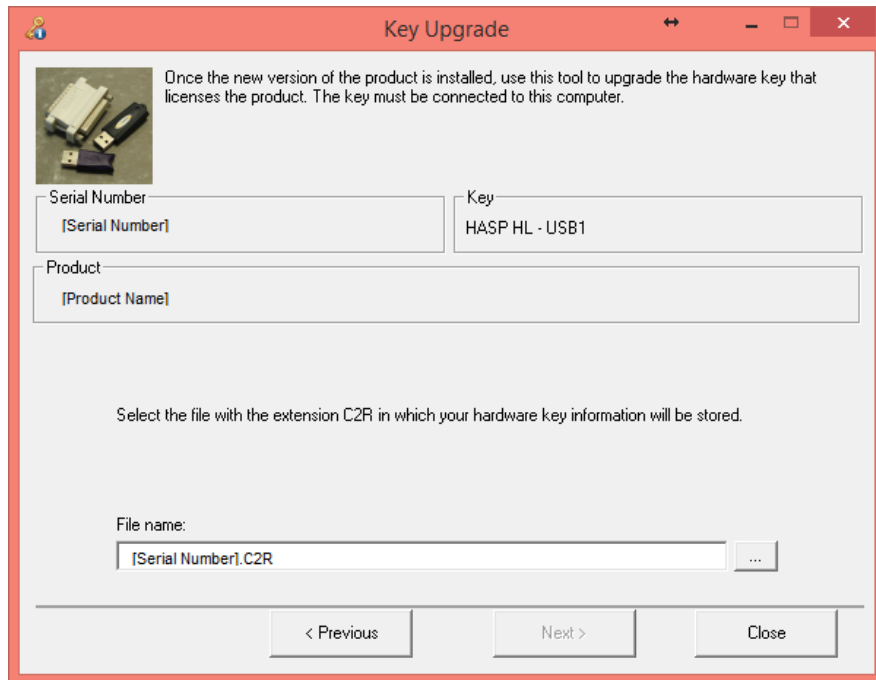
Check that displayed key version is the one which you want to upgrade.

*** If you have connected the wrong key:

- click **Close**,
- connect the correct key
- restart the **Upgrade.exe**



3. Select the desired display language from the list.
4. Select **Client to Reseller**.
5. Click **Next**.



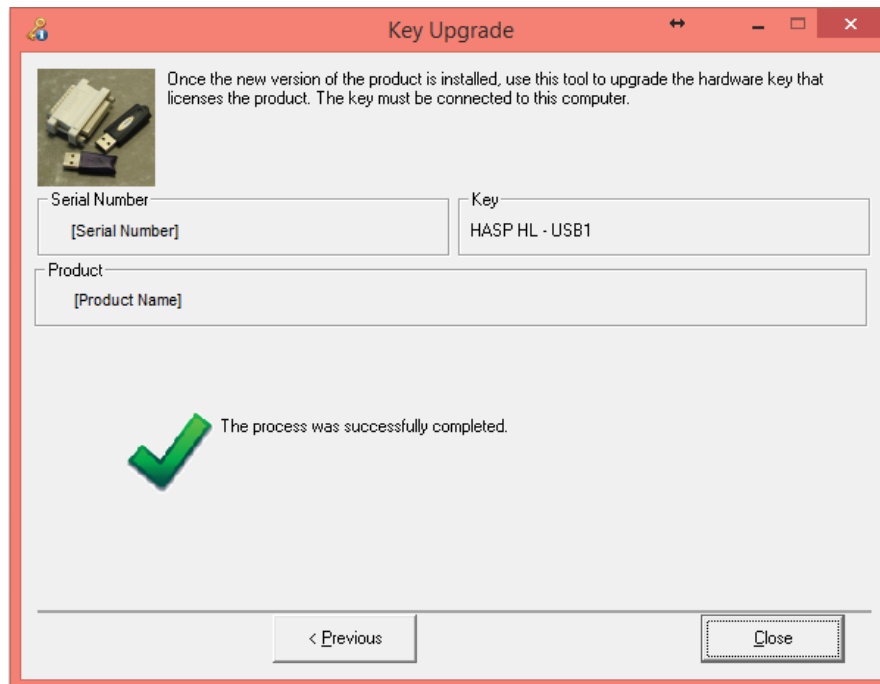
6. Click the  button. The **Save As** dialog box appears.

The **Save As** dialog box lets you specify the drive and the folder where you want to save your **C2R** file.

Note: for accurate follow-up, we suggest you name the C2R file with the **serial number** of the product concerned by the key upgrade.

7. Click **Next**.

A message will inform you that you have successfully generated a **C2R** file.



Send an e-mail to TEKLYNX

Create an upgrade request e-mail containing at least:

- ✓ The product name and current version
- ✓ The upgrade required
- ✓ The **C2R** file you generated
- ✓ The **serial number** of your product

To ensure your request is processed efficiently, please send your email
in English or in French ONLY,
to your usual contact address for orders:

customer_care@teklynx.fr for Western Europe, Middle East and Africa
info_gr@teklynx-int.com for Central, Eastern and Northern Europe
customerservice@teklynx.asia for Asia and Pacific

After receipt of your e-mail, TEKLYNX will generate an **R2C** file and will send this to you by return e-mail.

When you have received the **R2C** file, you must complete **Part 2** of this procedure to upgrade your hardware key.

Part 2 – Upgrade the hardware key

1. Connect the hardware key (which corresponds to your upgrade) to your PC.

Note: Ensure you have only one key connected (parallel & USB ports) ***.

2. Launch the **Key Upgrade** tool (Upgrade.exe) from:

- The Installation folder of the product.
- From Windows 8 onwards, via the Windows search tool. To access the search tool, press **Win** [Windows key] + **S** on your keyboard. When the menu appears, enter **Upgrade.exe**.

The latest version of the **Key Upgrade** tool is available via this link:

<https://www.teklynx.com/-/media/Files/Updates/HASP/upgrade.ashx>

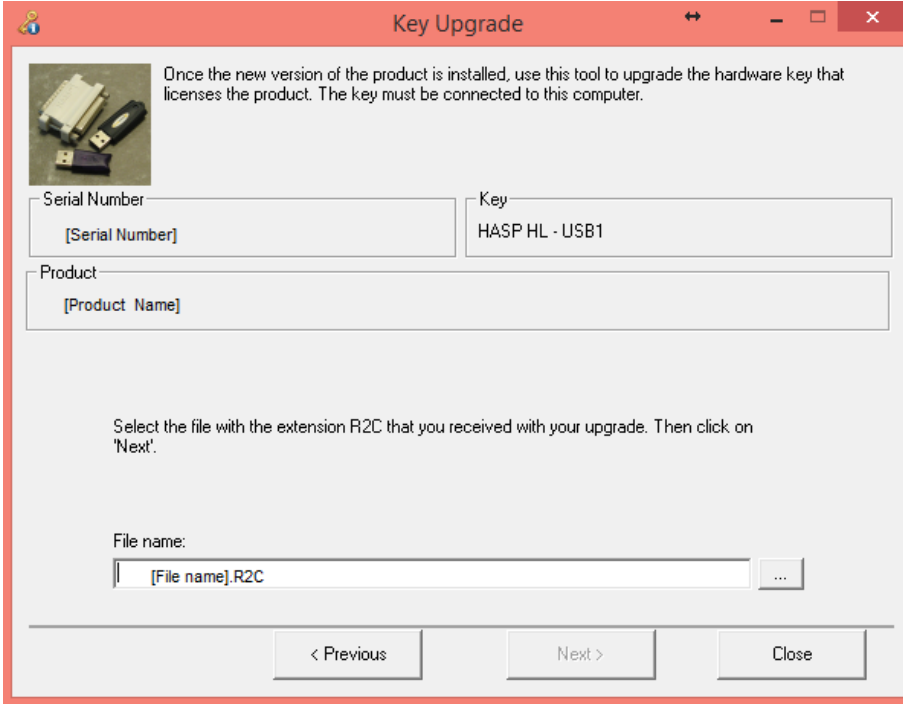
Check that displayed key version is the one which you want to upgrade.

*** If you have connected the wrong key:

- click **Close**,
- connect the correct key
- restart the Upgrade.exe

3. Select the desired display language from the list.
4. Select **Reseller to Client**.
5. Click **Next**.

6. Click the  button and select the file with the extension **R2C** that you received.



The image shows a Windows-style dialog box titled "Key Upgrade". It contains an icon of a USB key and a text box with instructions: "Once the new version of the product is installed, use this tool to upgrade the hardware key that licenses the product. The key must be connected to this computer." Below this are three input fields: "Serial Number" with a placeholder "[Serial Number]", "Key" with the value "HASP HL - USB1", and "Product" with a placeholder "[Product Name]". Further down, another instruction says: "Select the file with the extension R2C that you received with your upgrade. Then click on 'Next'." Below this is a "File name:" label followed by a text box containing "[File name].R2C" and a file selection button "...". At the bottom are three buttons: "< Previous", "Next >", and "Close".

7. Click **Next**

A message will inform you that the product has been upgraded.

8. Click **Close**