

# **RISA Installation Instructions**

## **Standalone Installation Manual**

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# Table of Contents

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<b>Before You Begin</b> .....	<b>1</b>
System Requirements (Subscription License)	1
System Requirements (Perpetual Standalone and Perpetual Network Client) .....	1
<b>Installation Instructions (except Network)</b> .....	<b>2</b>
Where to get the Install .....	2
Installation Instructions .....	2
Check for Updates .....	12
Installation Options .....	12
<b>Subscription Licensing</b> .....	<b>14</b>
Launching the RISA Product .....	14
Exiting the RISA Product .....	14
Borrowing a License .....	15
Returning a Borrowed License .....	17
Subscription Errors .....	19
<b>Standalone Perpetual Licensing</b> .....	<b>28</b>
Launching the RISA Product .....	28
Removing the Key .....	28
Remote Desktop .....	29
<b>Sentinel USB Key</b> .....	<b>30</b>
Key Driver .....	30
Manual Driver Installation .....	31
SSD Cleanup .....	33
<b>RISA Key Manager</b> .....	<b>34</b>
Uses For the RISA Key Manager .....	34
<b>Demonstration Mode</b> .....	<b>41</b>
Launching in Demo Mode .....	41
<b>Appendix C - Installation Error Messages</b> ....	<b>42</b>
<b>Technical Support</b> .....	<b>44</b>



## Before You Begin

Thank you for purchasing RISA Software. Before you install this software please review the following system requirements below:

### System Requirements (Subscription License)

#### ***Operating System***

One of the following operating systems is required:

- Microsoft Windows 10 (64 bit only)
- Microsoft Windows 8.1 (64 bit only)
- Microsoft Windows 7 SP1 (64 bit only)

#### ***Internet***

An internet connection is required to launch the program, but is not required once the program is already running, and is not required to close the program.

#### **Note:**

- An option exists to Borrow a license if you plan to be away from internet connectivity for up to 30 days. You must have an internet connection to initiate this
- If the internet connection on a computer is lost while running the program then that computer will hold the license until internet connection is restored or for 30 days, whichever comes first. During the time that license is held the program may be opened/closed on that computer without an internet connection.

### System Requirements (Perpetual Standalone and Perpetual Network Client)

#### ***Operating System Requirements (RISAConnection)***

One of the following operating systems is required:

- Microsoft Windows 10 (32 bit or 64 bit)
- Microsoft Windows 8.1 (32 bit or 64 bit)
- Microsoft Windows 7 SP1 (32 bit or 64 bit)

#### ***Operating System Requirements (All Programs Except RISAConnection)***

One of the following operating systems is required:

- Microsoft Windows 10 (32 bit or 64 bit)
- Microsoft Windows 8.1 (32 bit or 64 bit)
- Microsoft Windows 7 SP1 (32 bit or 64 bit)
- Microsoft Windows Vista SP2 (32 bit or 64 bit)
- Microsoft Windows XP SP3 (32 bit only)

# Installation Instructions (except Network)

## Where to get the Install

Contact [license@risa.com](mailto:license@risa.com) to request an installation link, which we will email quickly.

## Installation Instructions

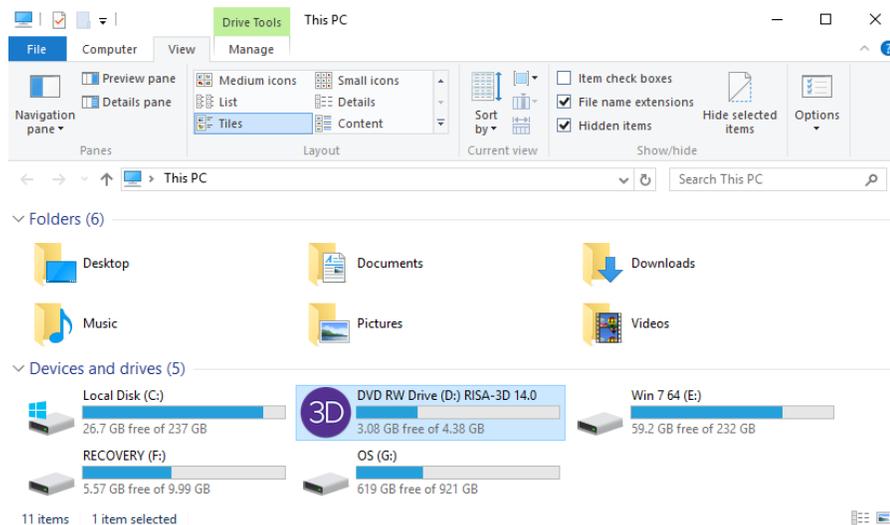
The install will walk you through each step. You may run this install [from a disc](#) or [from a download from the RISA website](#). Below are the step-by-step instructions for both.

### Note:

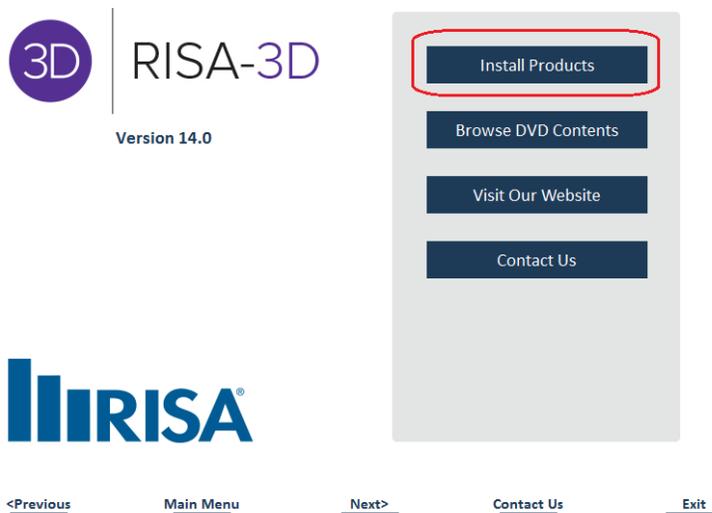
- You must be an Administrator on the machine in order to run this install.

### Installing from a Disc

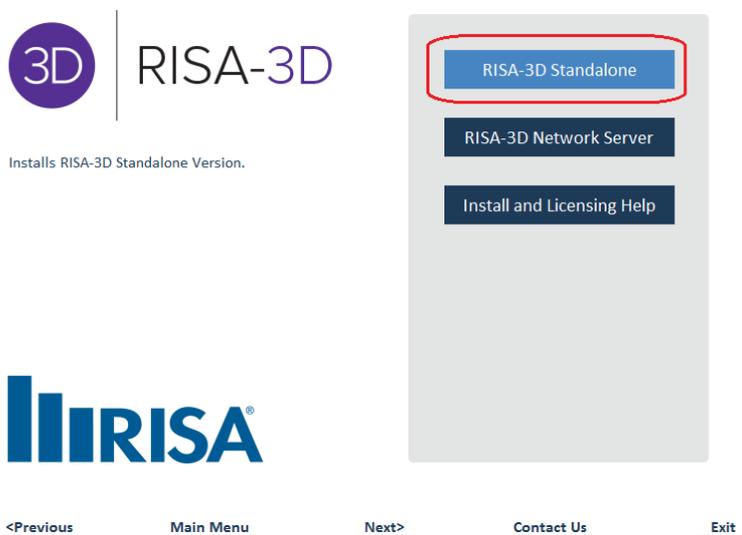
1. Insert the disc into your disc drive. If the Setup starts automatically, go to step #3 below. If the Setup does not start automatically after 10 seconds, navigate to the disc in Windows Explorer and double-click on it to run the install.



3. Click on **Install Products**:

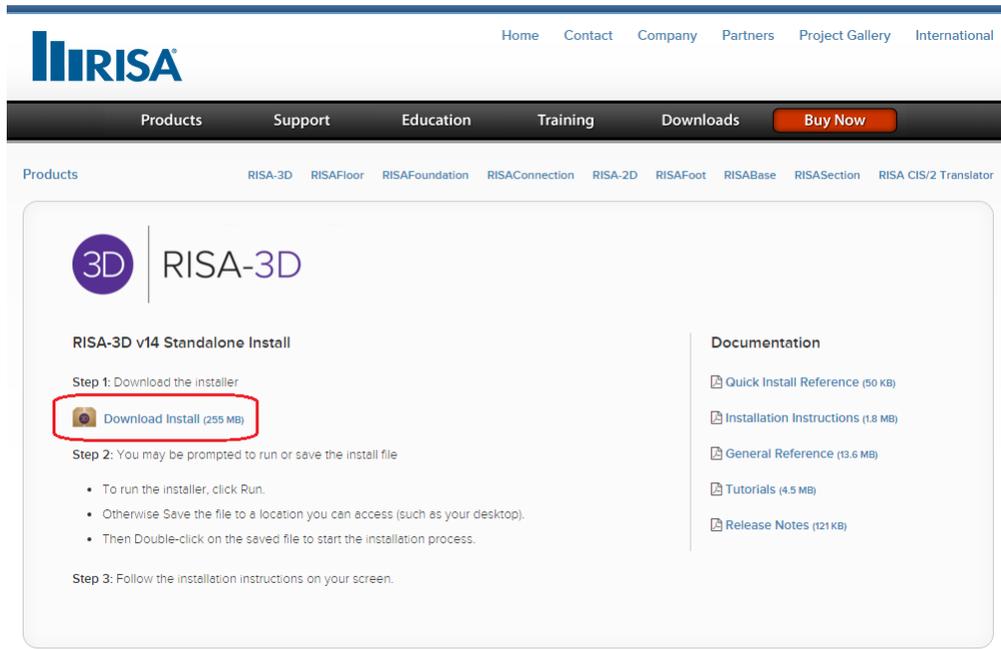


4. Select the **Standalone** option:

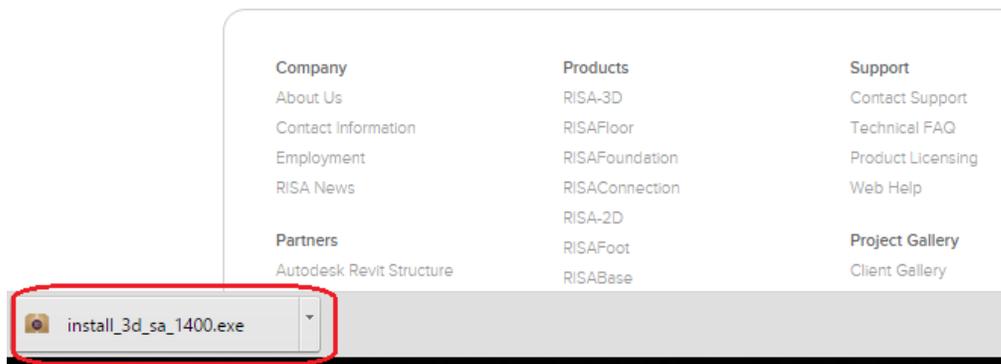


***Installing from a download from the RISA website***

1. Go to the Installation webpage (from a link in an e-mail that was sent to you):



3. Click on the installation file and the install will download and should give access to **Click It** when complete (the example below is from Google Chrome).

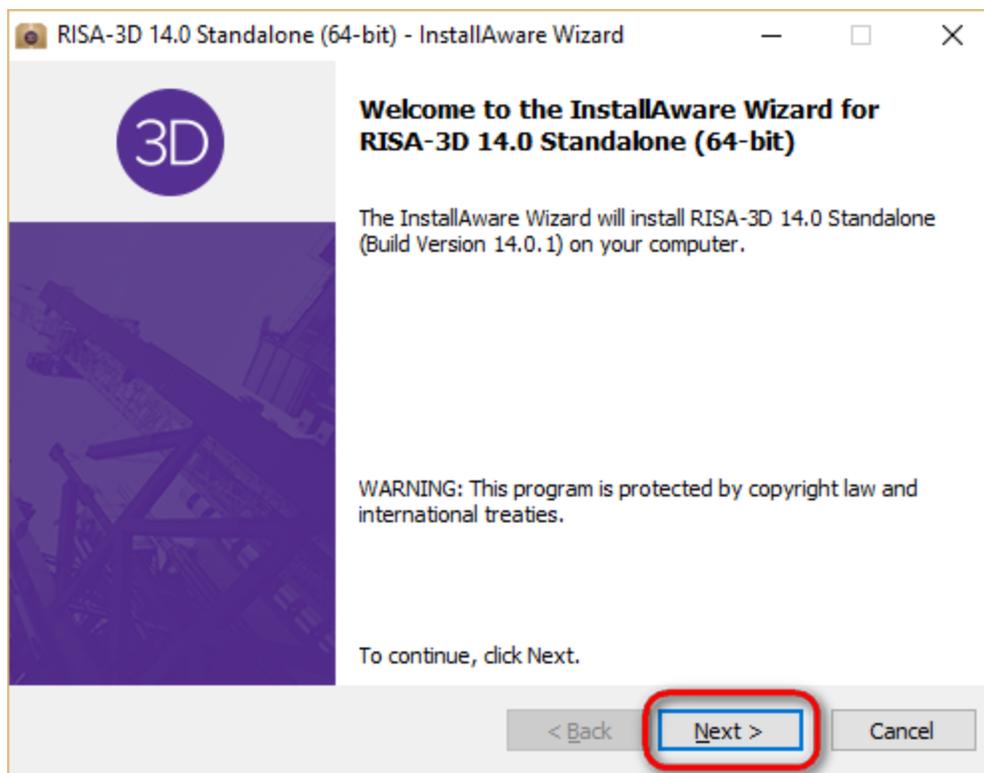


4. If you receive a User Account Control/security message click **Yes** to continue with the installation:

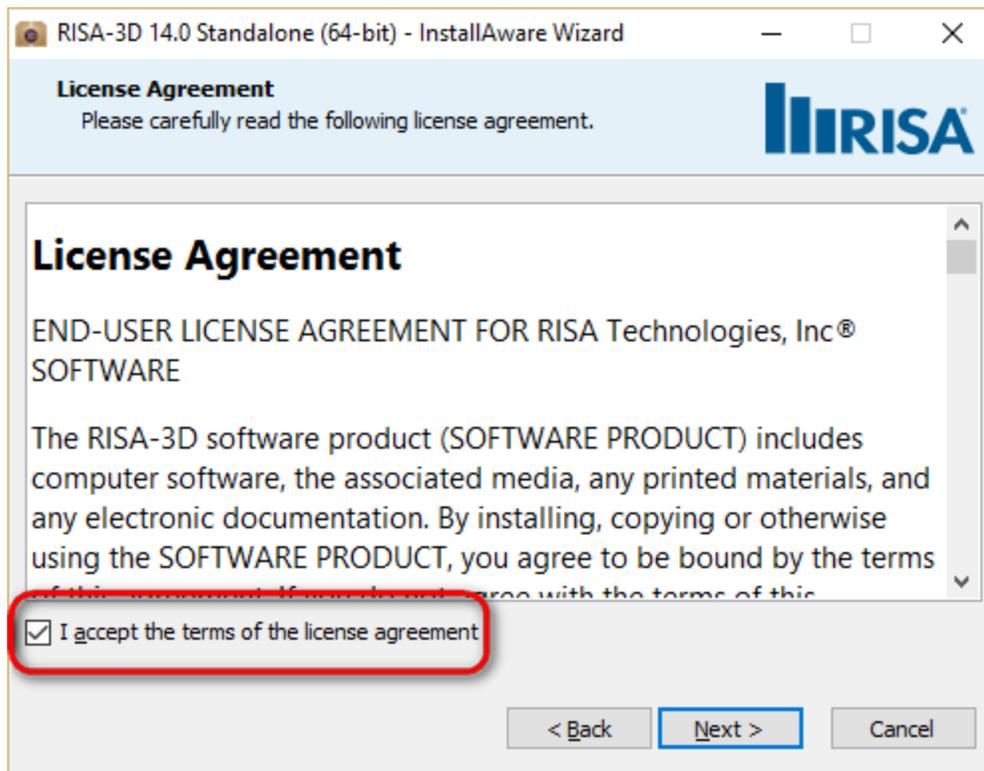
### ***Installation Procedure***

Regardless of a disc install or a downloaded install, the following instructions are the same:

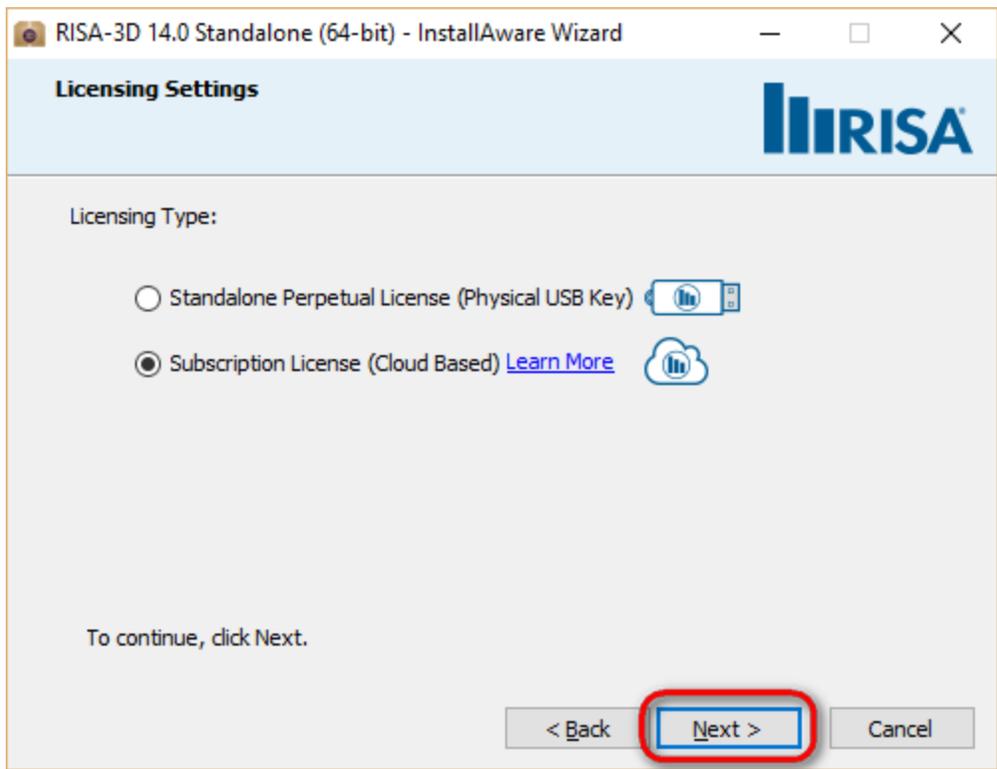
1. From the Welcome screen, click **Next**:



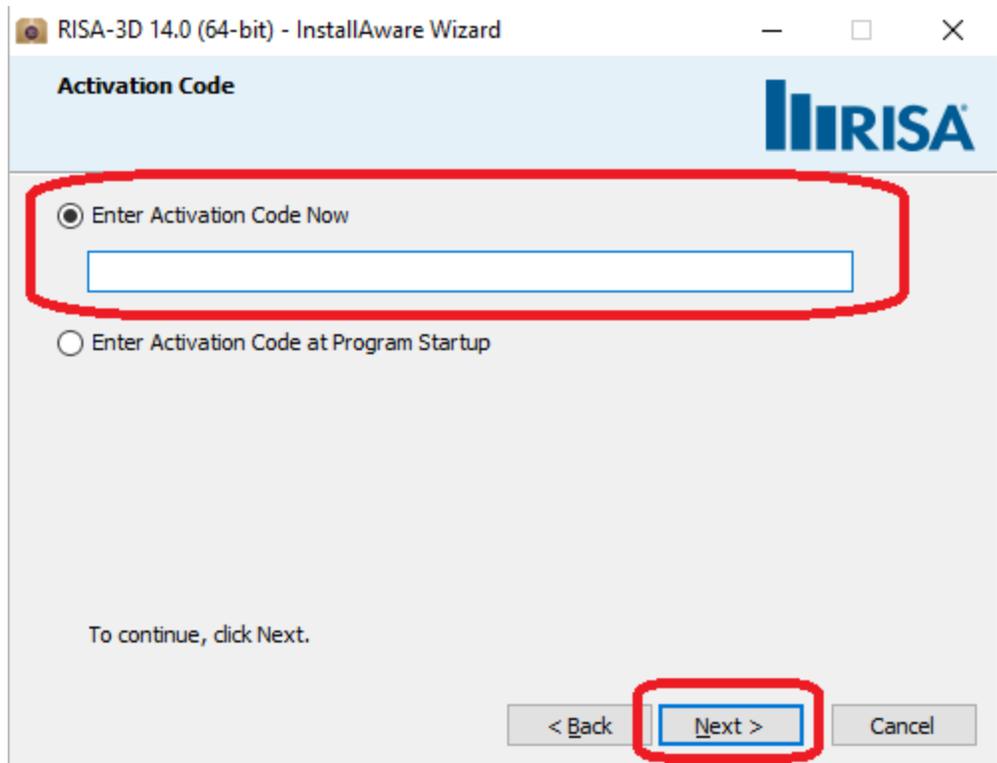
2. Accept the terms of the license agreement and click **Next** again:



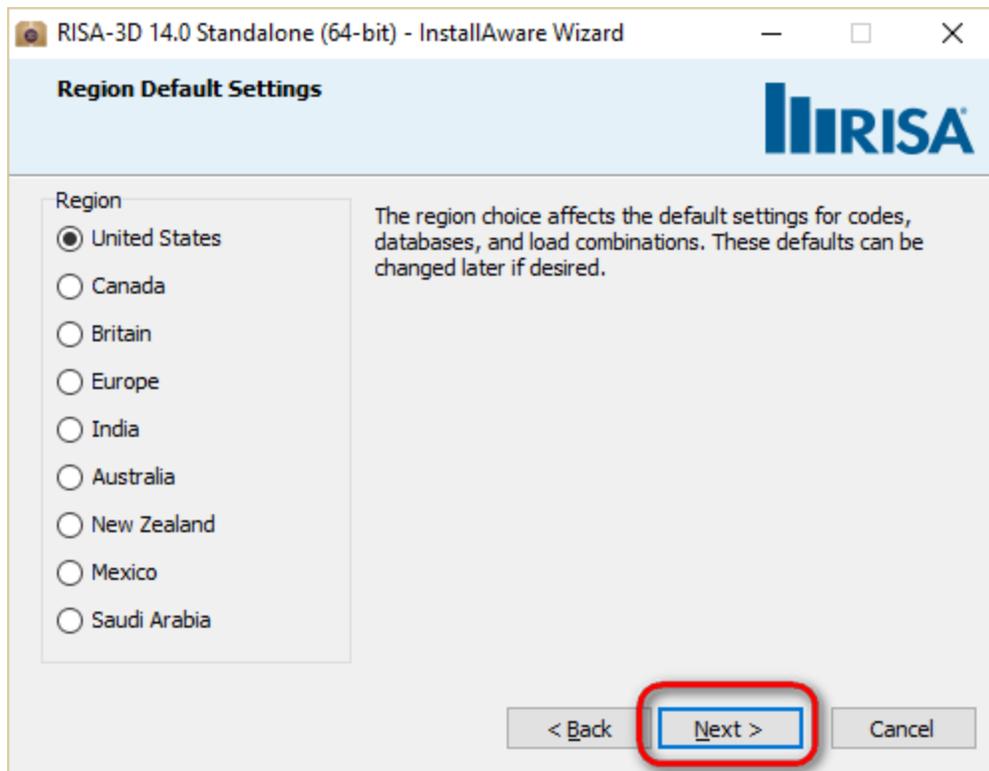
3. Choose which type of licensing you use (Sentinel USB Key or Subscription):



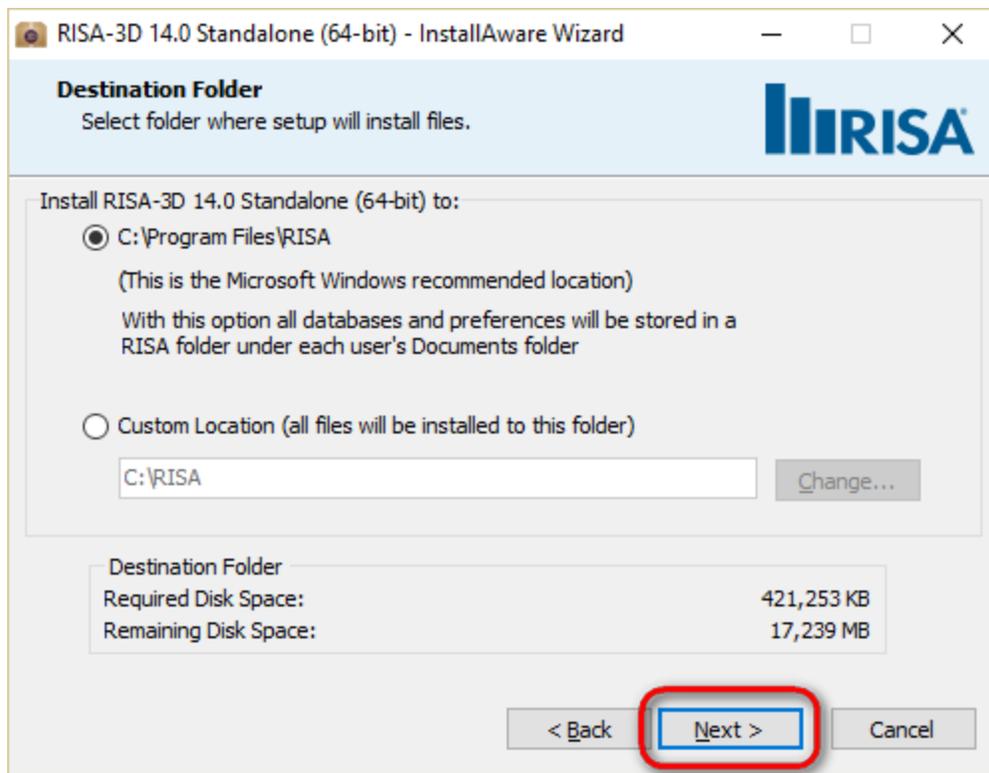
4. (Subscription Users Only) If prompted for an Activation Code, enter the activation code that was sent to you in an e-mail from RISA



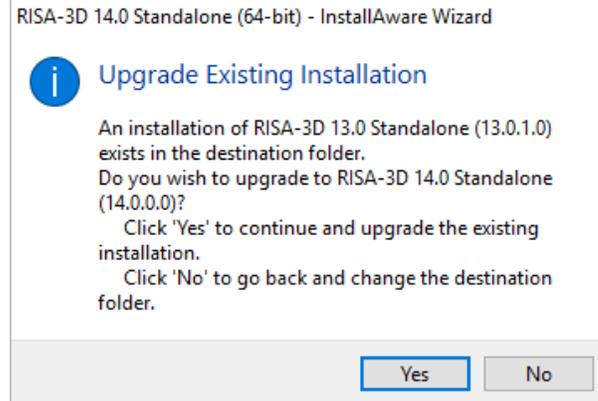
5. Select your Region and click **Next**:



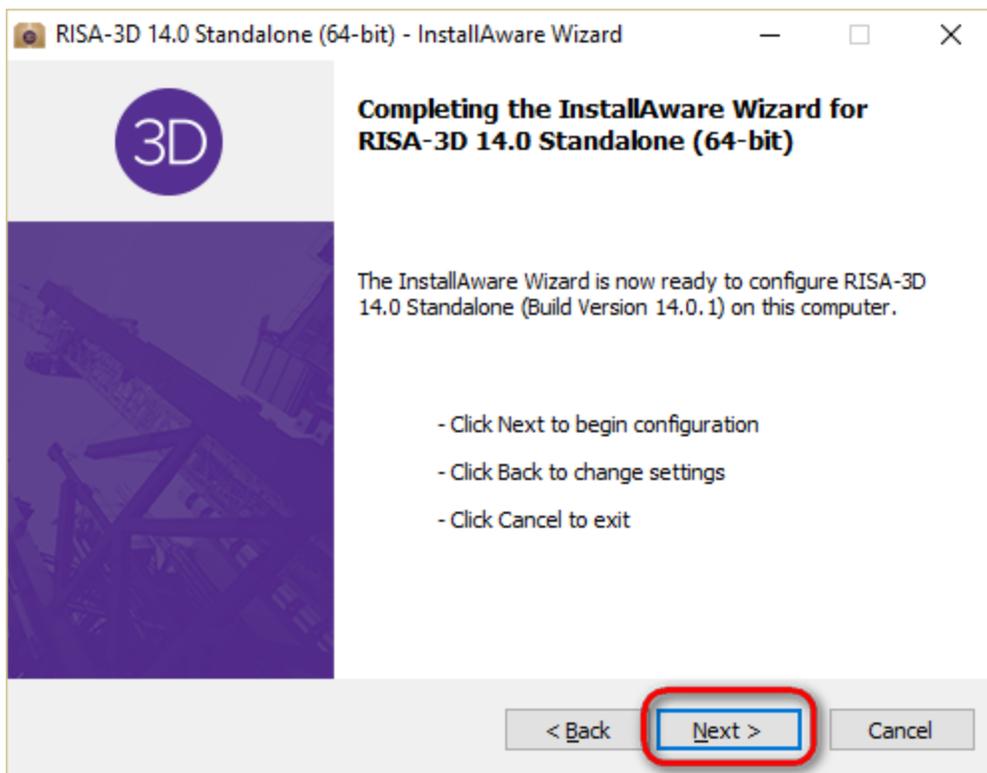
6. Choose a destination folder for the program on the Client Machine. The default will place the program in the Program Files folder, and will place all databases, preferences, and other user editable files in each user's Documents folder. Choose a preferred location, then click **Next**.



7. If you have a previous version installed, you will get the following dialog that confirms the upgrade. Click **Yes** to continue.



8. Click **Next**:

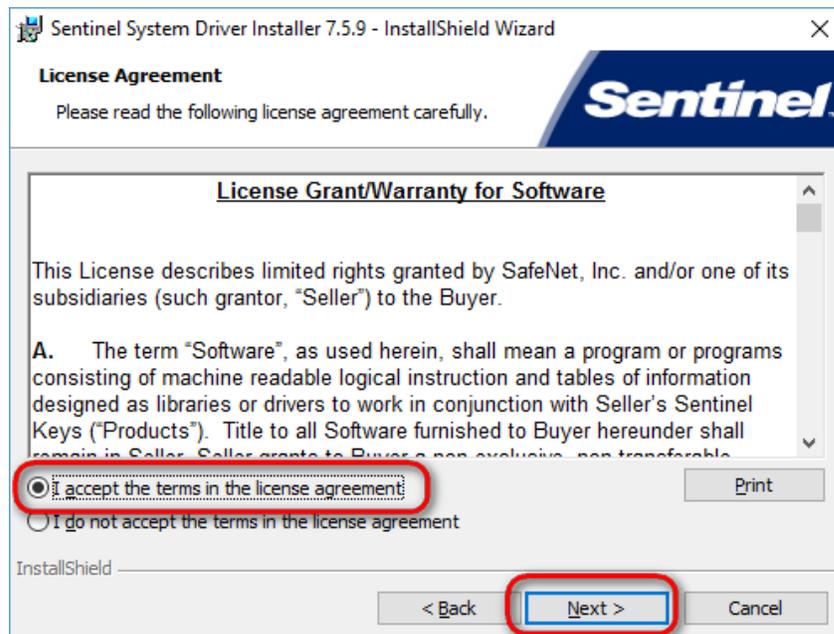


9. (Standalone Perpetual Users Only) You may be prompted to install the Sentinel System Driver:

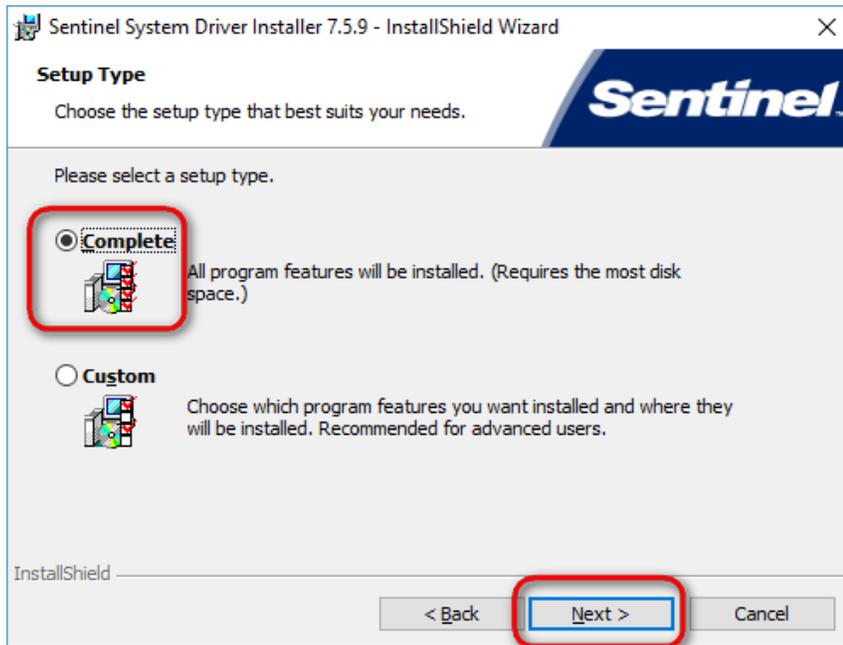
Click **Next**



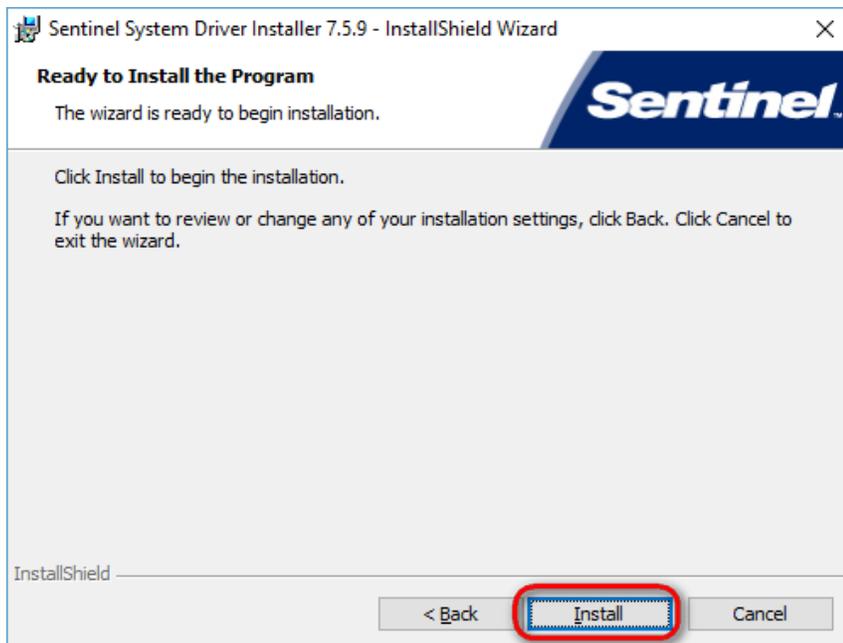
Accept the terms of the license agreement and click **Next**.



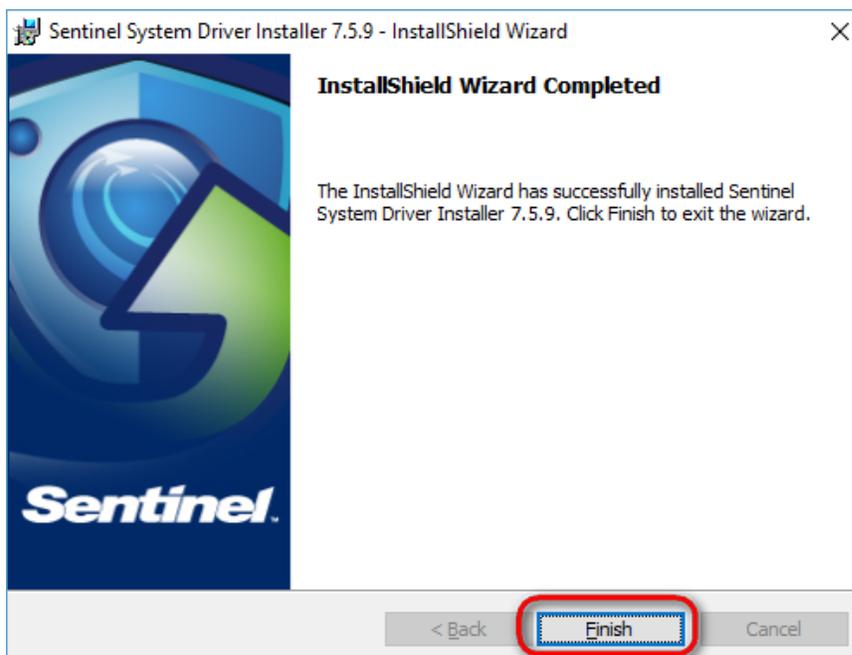
Choose to perform a **Complete** install, click **Next**:



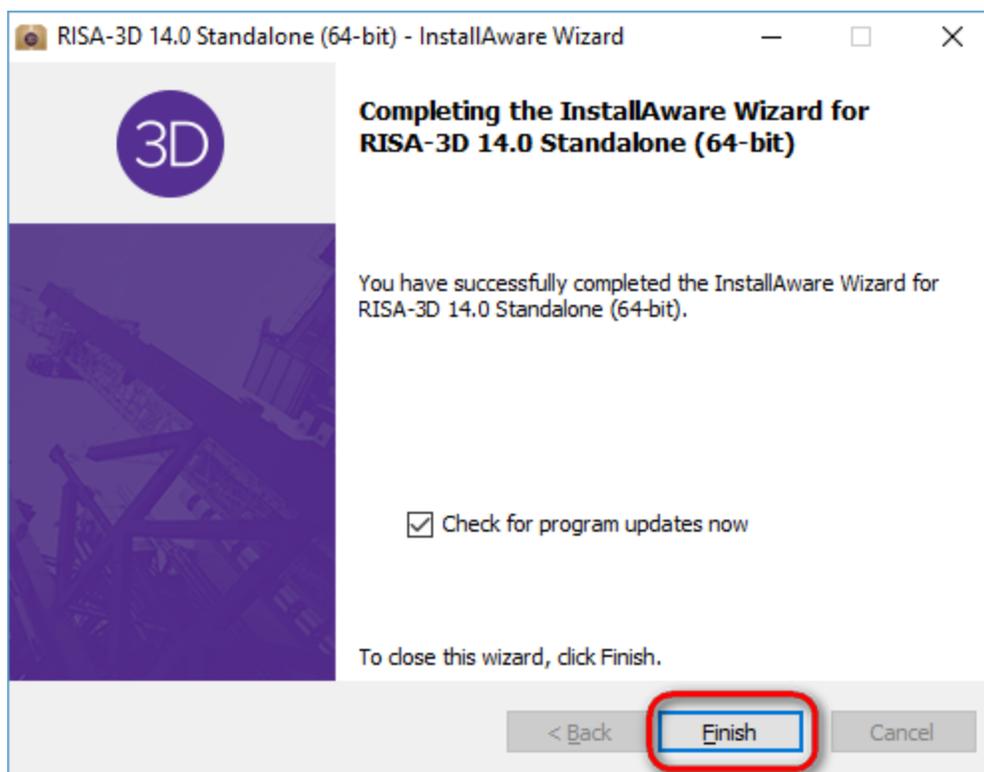
Click the **Install** button to begin



Click **Finish** once the driver install is complete.



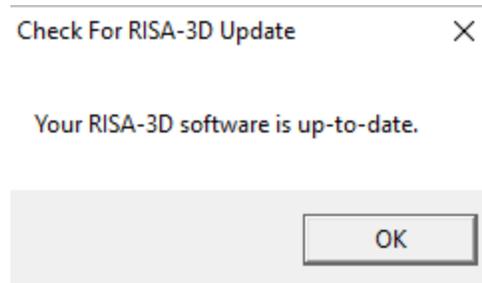
10. After the installation is complete, select **Yes** to check for program updates and then click **Finish**:



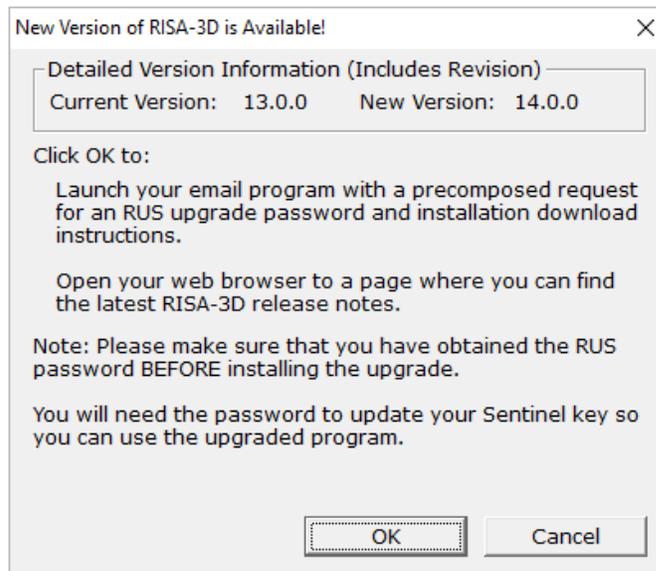
11. Now, startup your RISA program
12. If you are prompted for an Activation Code or RUS Password, check for an e-mail from RISA containing that information.

## Check for Updates

The Check for Updates feature will compare the installed version on your computer to the most current update listed on our RISA Technologies website.



If it finds a newer version, it will offer you the option to open your Internet Explorer to our [Updates](#) page where you can download the install.



You can also access this feature from within the RISA program. Simply go to **Help - Check for Updates** to run this feature from within your program.

## Installation Options

In general, 99% of users will want to use the default installation options. However, each option is described below for the more advanced users:

### ***Region***

This setting controls what default design codes, shape databases, and load combinations show up in the program.

### ***Destination Folder***

This setting controls what folder your program files are installed into. When installing into Program Files a folder is created under each user's Documents folder which contains all of the databases, preferences, and editable files. The only files which get placed into the Program Files folder are files that the user never needs to directly interact with. Alternatively, all RISA related files may be installed to a single folder (such as C:\RISA).

### **Note:**

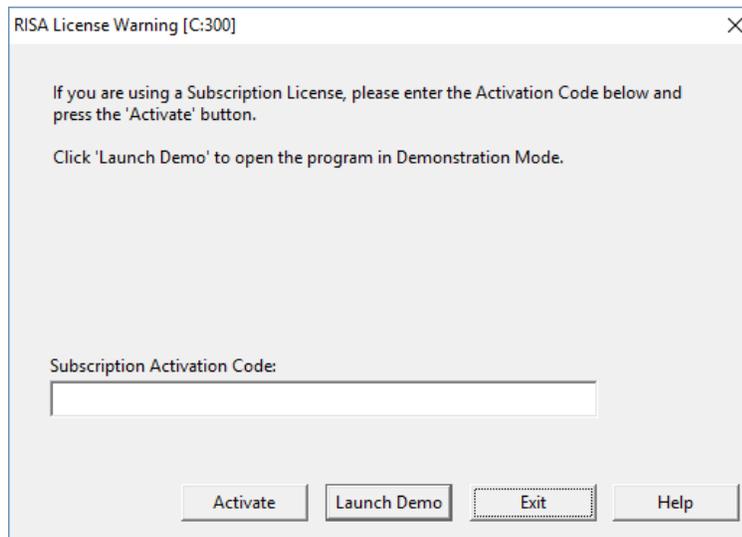
- If there are uncommon settings on your machine (Documents on the E: drive rather than the default C: for example) then the installer may force you to choose a Custom location.

# Subscription Licensing

RISA Subscription licensed products use the internet for licensing. This allows the owner to install RISA products on many different machines without violating the license agreement, and it allows them to use any computer without requiring a Sentinel USB Key or a connection to any particular network. In order to run a RISA Subscription product an internet connection must be present at the time the program is launched (unless a license has been Borrowed).

## Launching the RISA Product

When launching a RISA Subscription product the product will retrieve a license automatically from the internet. If the product has not yet been Activated then the following prompt is displayed:



Enter a Subscription Activation code (sent in an e-mail from RISA) and click the **Activate** button to begin using the program.

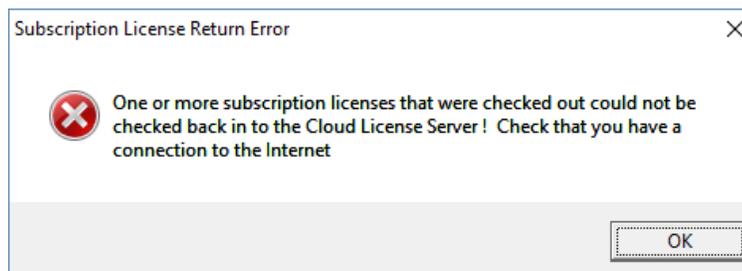
If you have an Activated subscription license it is possible that either all of the licenses are in use for your subscription, there is a problem with your internet connection, or something else on your system is causing a problem. If so see the Error Messages below.

### Note:

- Otherwise, the user may launch the RISA Product in a [Demo mode](#).

## Exiting the RISA Product

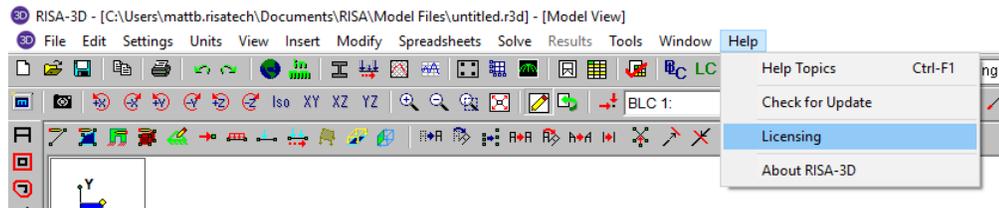
When exiting a Subscription RISA Product the license will automatically be released over the internet. If no internet connection is present when exiting then the following error will appear, and the license will continue to be held by that computer even though the RISA program is no longer open.



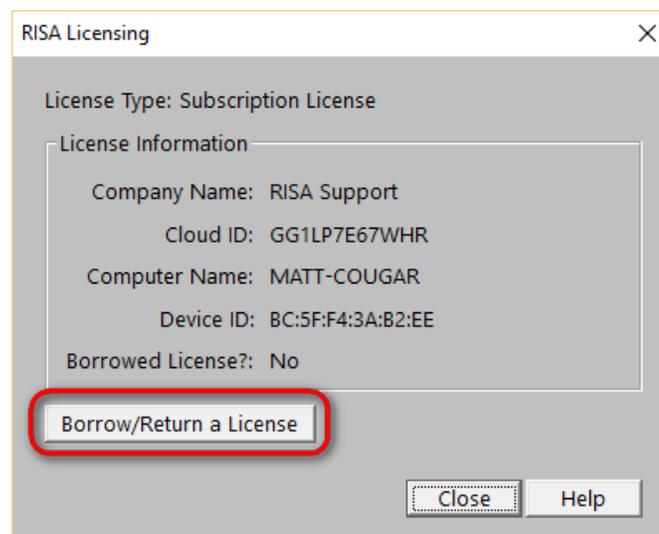
Once internet connection is restored, simply launch the RISA Product and then exit again for the license to be released.

## Borrowing a License

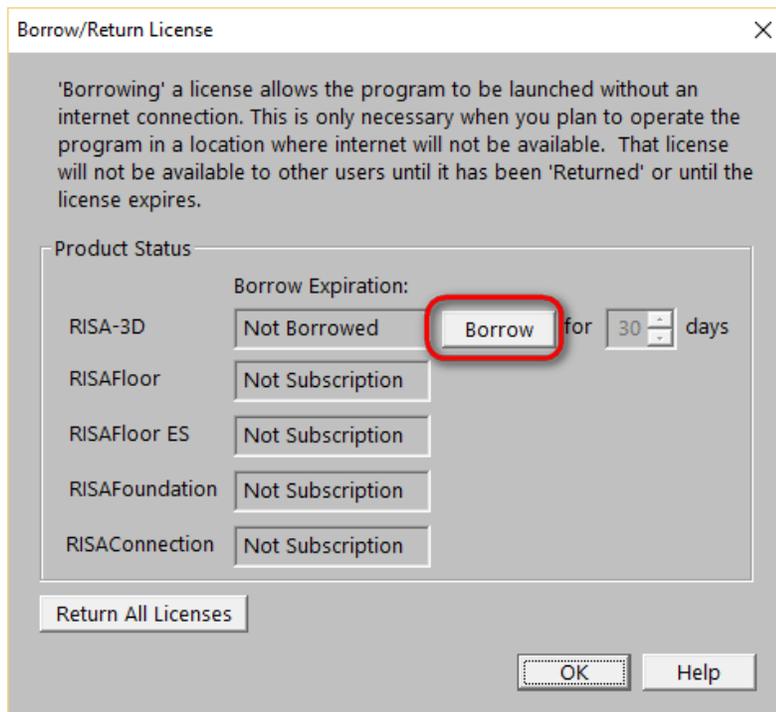
If the user plans to be disconnected from the internet for a period of time then they may "Borrow" a license, which allows the program to launch without an internet connection. To do so, launch any RISA Subscription product and go to the **Help\ Licensing** menu



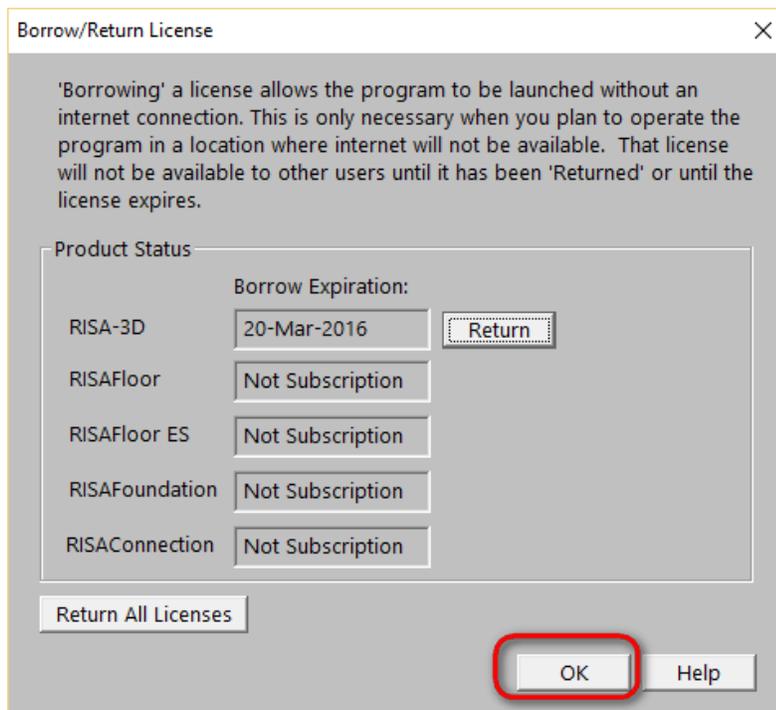
Click **Borrow/Return a License**.



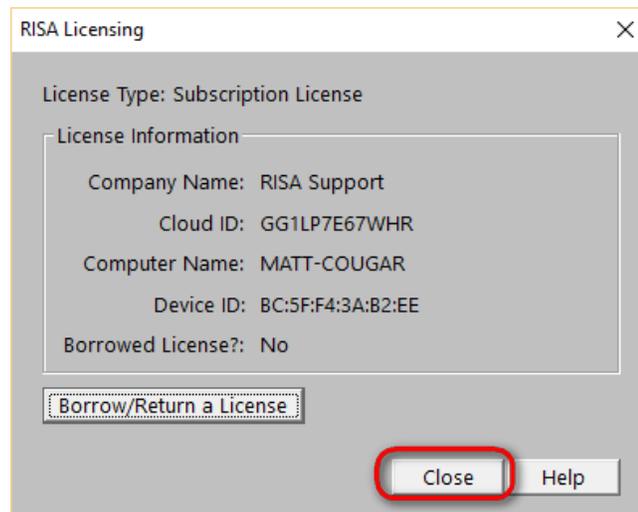
Click the Borrow button for each of the licenses to be borrowed:



Click the OK button to exit the Borrow dialog.

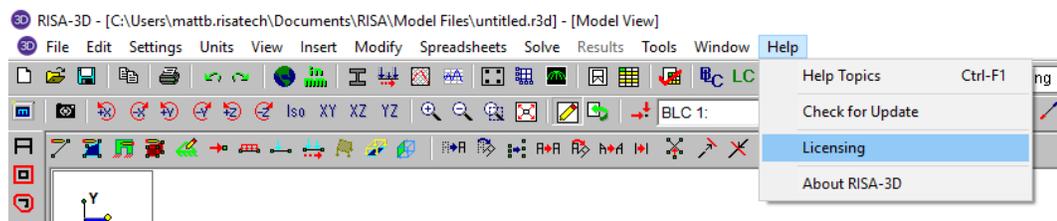


Click the **Close** button to return to the program.

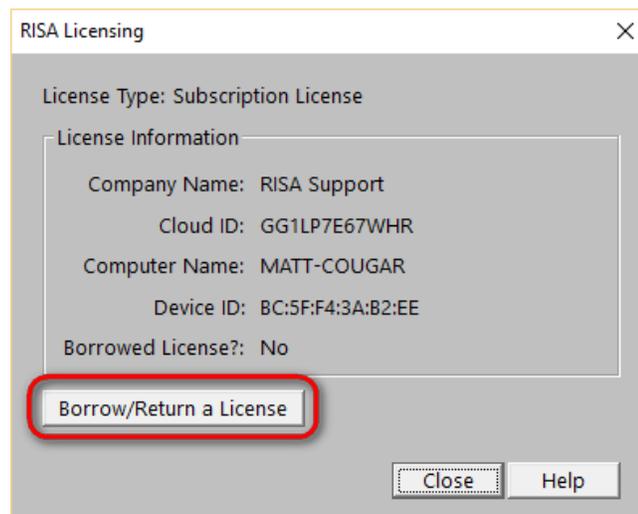


## Returning a Borrowed License

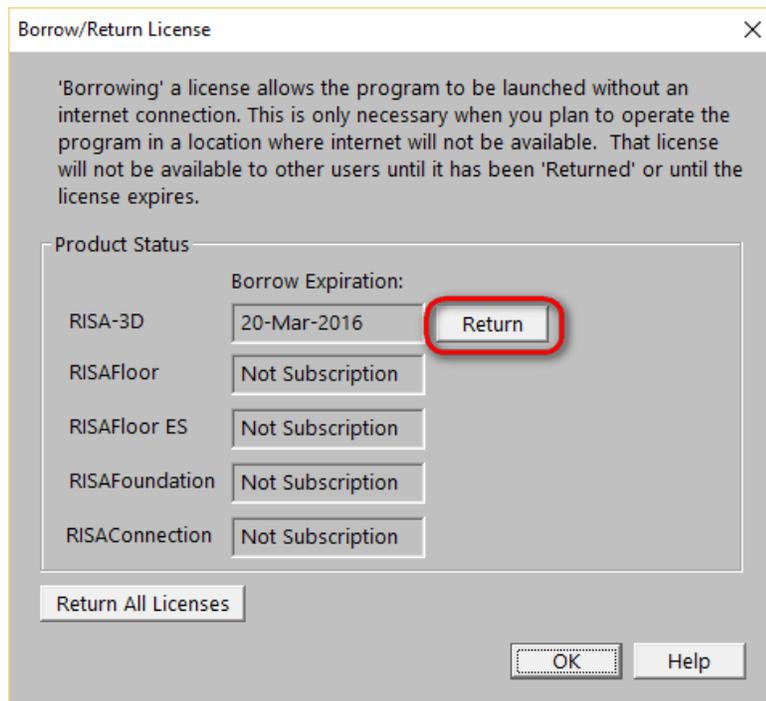
To return a borrowed license prior to its automatic expiration date, launch any RISA Subscription product and go to the **Help\ Licensing** menu



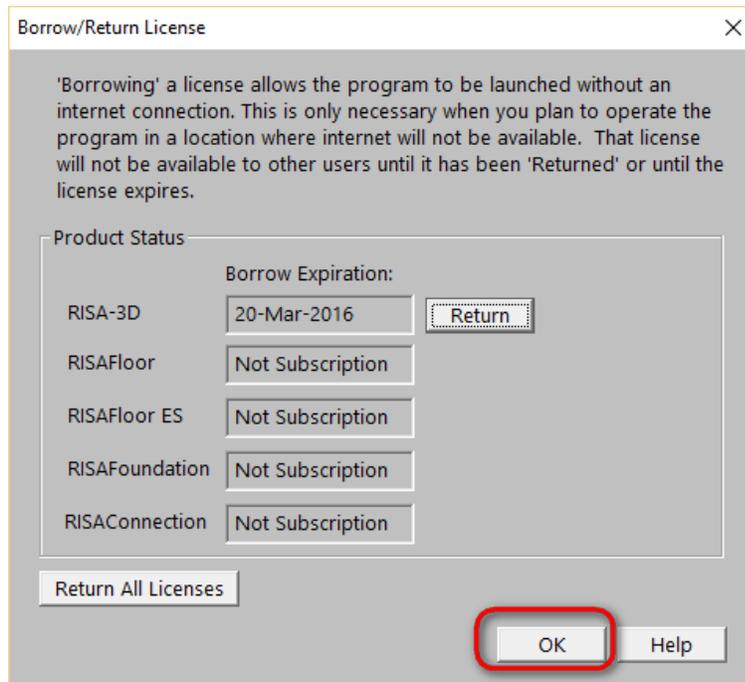
Click **Borrow/Return a License**.



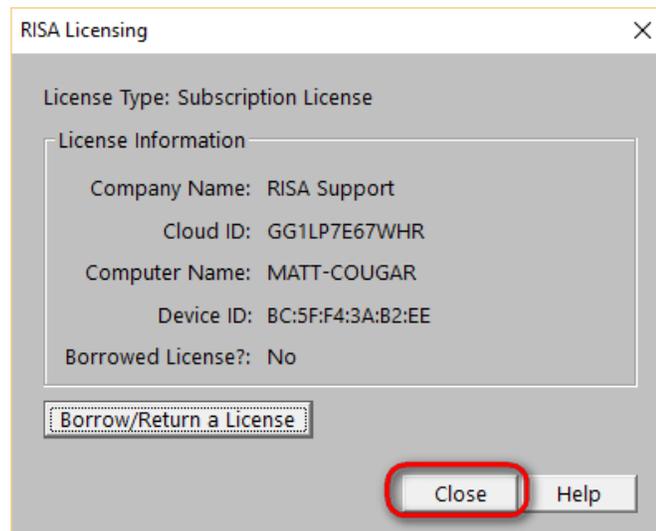
Click the Borrow button for each of the licenses to be borrowed:



Click the OK button to exit the Borrow dialog.

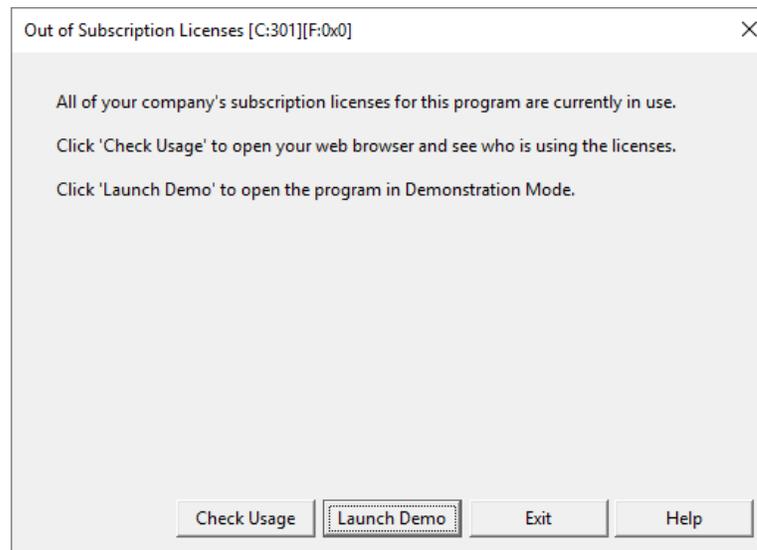


Click the **Close** button to return to the program.



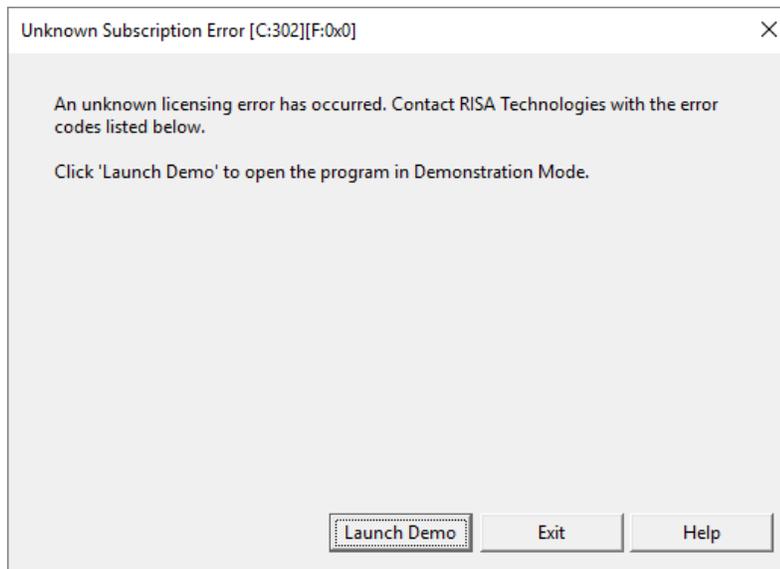
## Subscription Errors

### *Error C:301*



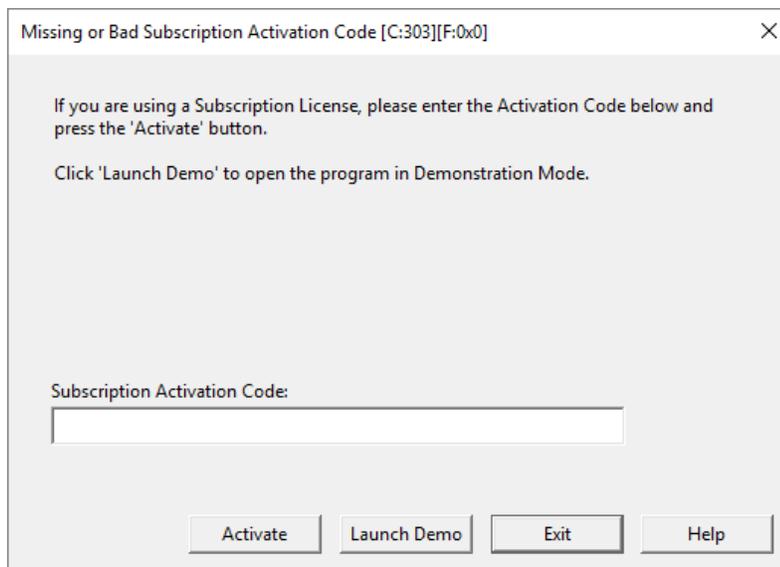
You do not have any licenses available for checkout. You will need to have someone exit the program to enter. The "Check Usage" button will show you the current license usage so you can see your license status.

### **Error C:302**

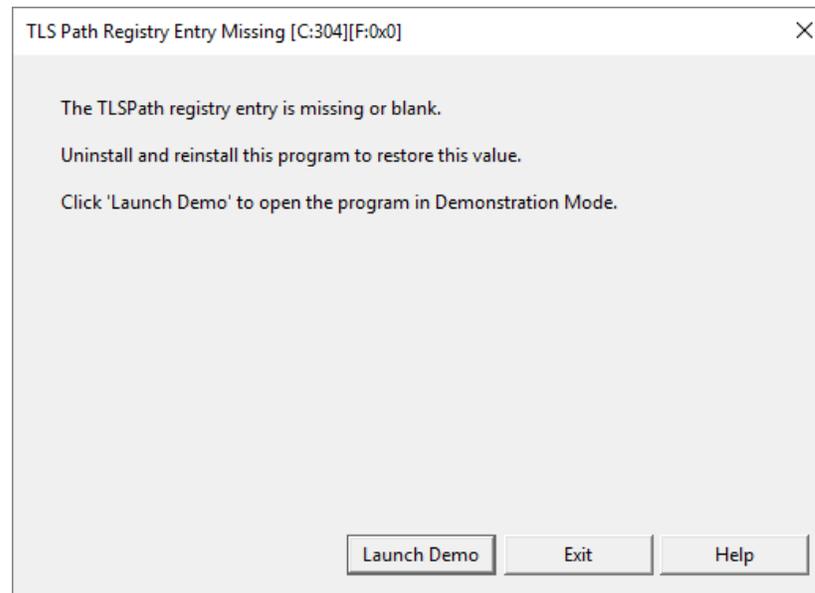


This is an error with your system that the cause is currently unknown. Please e-mail [support@risa.com](mailto:support@risa.com) and send us a screenshot showing this error. We will follow up with you regarding how to fix your problem.

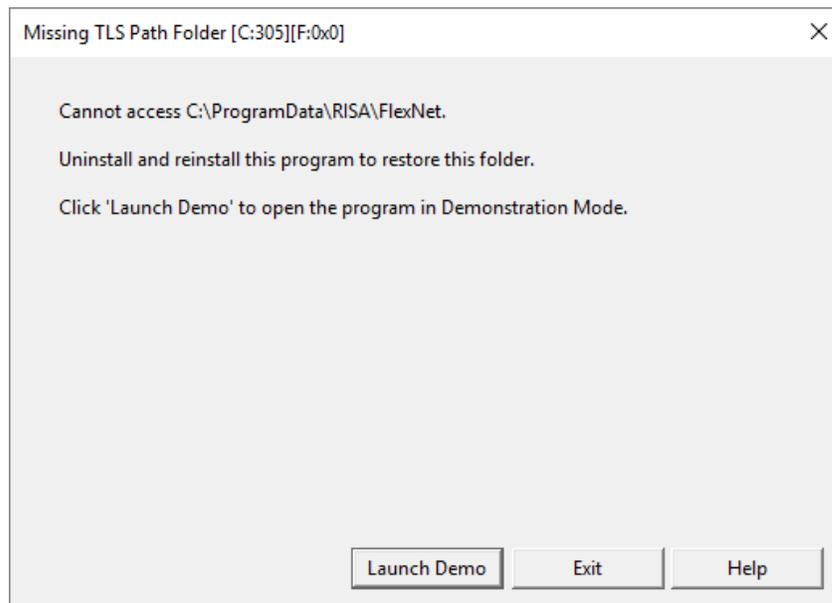
### **Error C:303**



The Activation Code that was entered was incorrectly or was corrupted/deleted. Doublecheck the code that you entered and try re-entering it again.

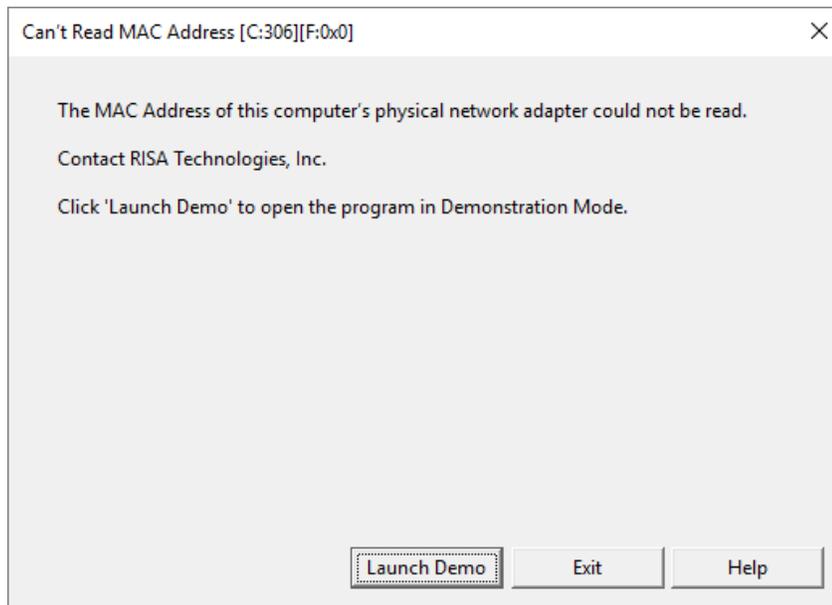
**Error C:304**

The TLS Path registry setting is set during the installation of the program. This error means there was a problem with that setting. Uninstalling and re-installing the program should fix this problem.

**Error C:305**

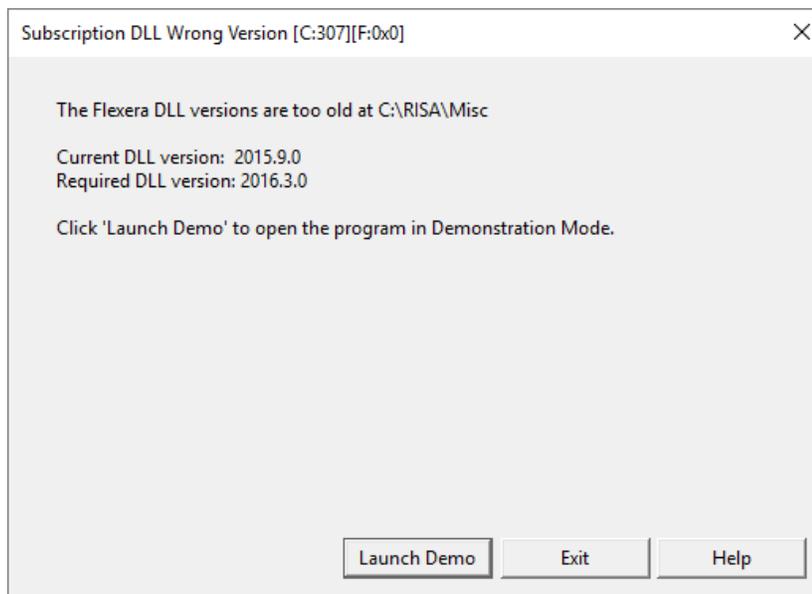
The TLS Path folder is created during the installation of the program. This error means there was a problem with creating that folder. Uninstalling and re-installing the program should fix this problem.

### **Error C:306**

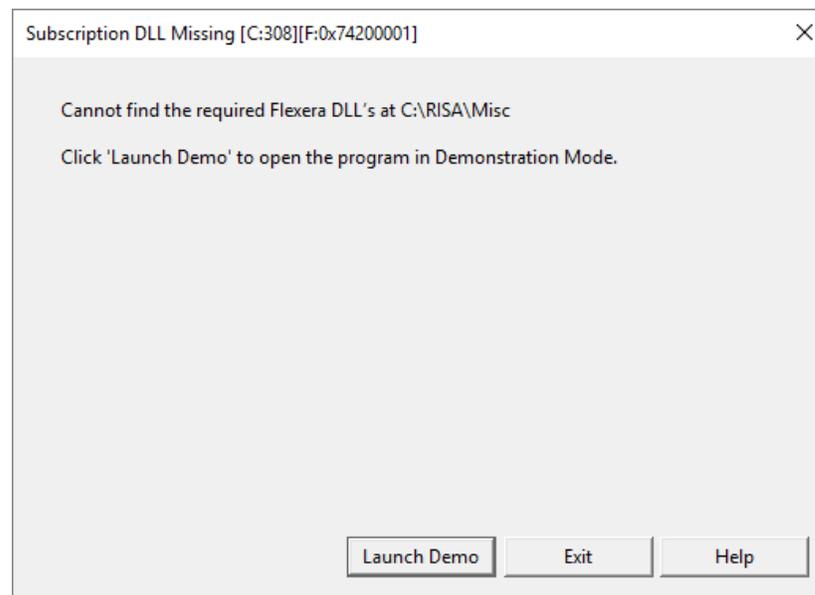


The MAC address could not be read on this machine. Please e-mail [support@risa.com](mailto:support@risa.com) and send us a screenshot showing this error. We will follow up with you regarding how to fix your problem.

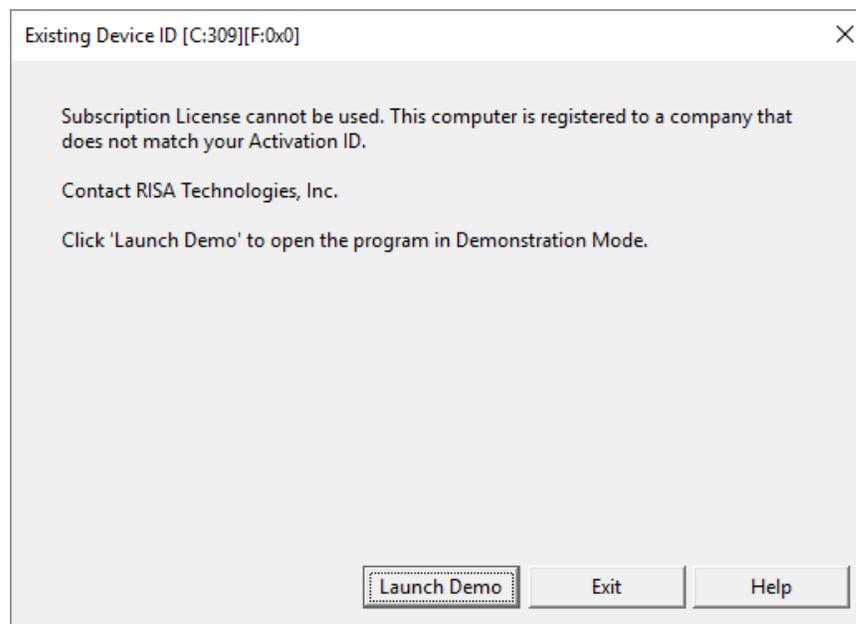
### **Error C:307**



The subscription licensing uses DLL files at the location shown above. Those files are an older version of the necessary files. Uninstall and re-install the program to get the correct DLL files.

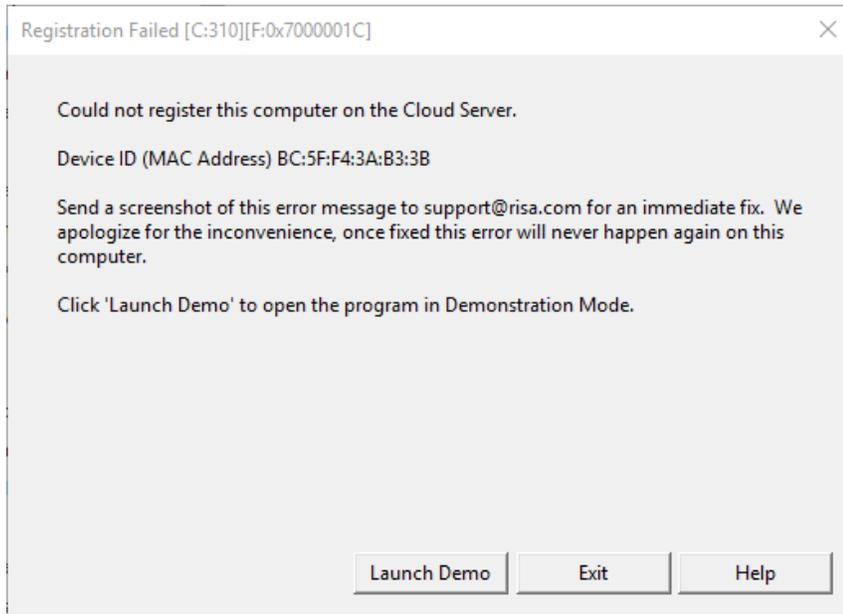
**Error C:308**

The subscription licensing uses DLL files at the location shown above. Those files are not found. Uninstall and re-install the program to get the correct DLL files.

**Error C:309**

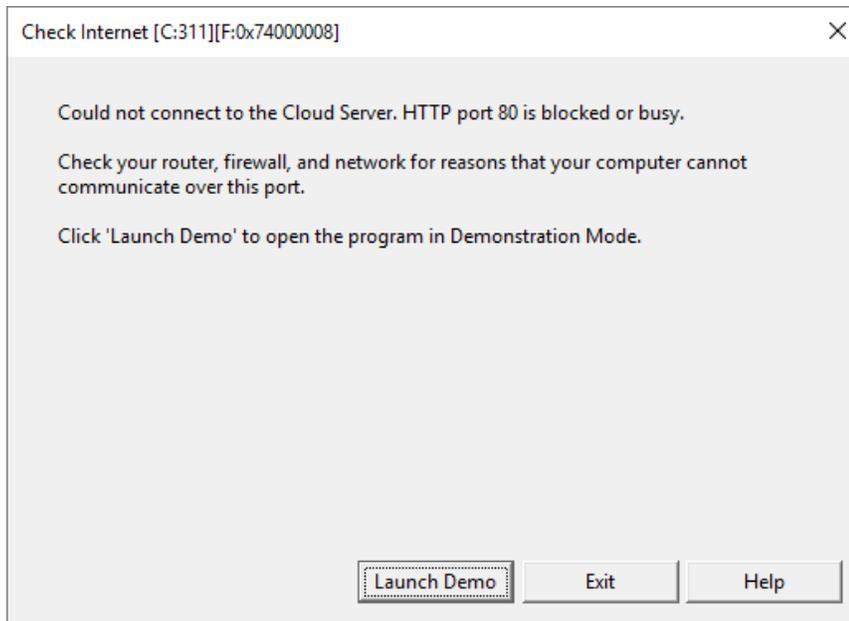
The computer you are using is registered with another company. Please e-mail [support@risa.com](mailto:support@risa.com) and send us a screenshot showing this error. We will follow up with you regarding changing your computer over to your new company.

### **Error C:310**

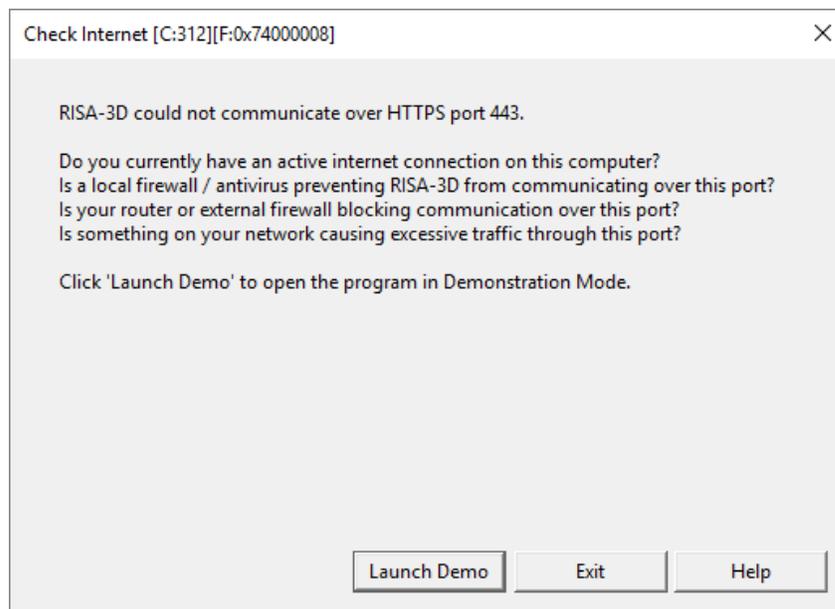


This computer was unable to be registered. Please e-mail [support@risa.com](mailto:support@risa.com) and send us a screenshot showing this error. We will follow up with you regarding a solution. Likely this machine is already with another company and we can help you update this.

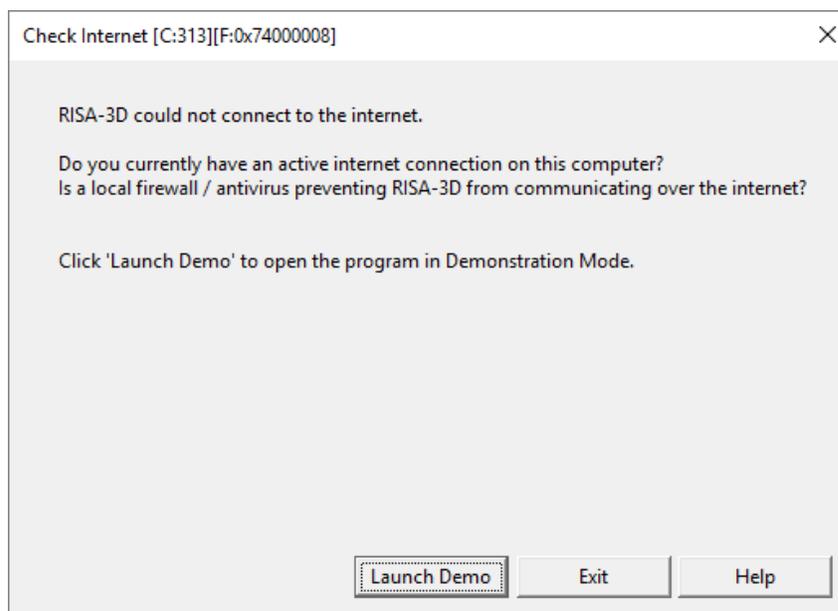
### **Error C:311**



RISA uses HTTP port 80 to communicate with our cloud server. Making sure that port is open for RISA will fix this problem.

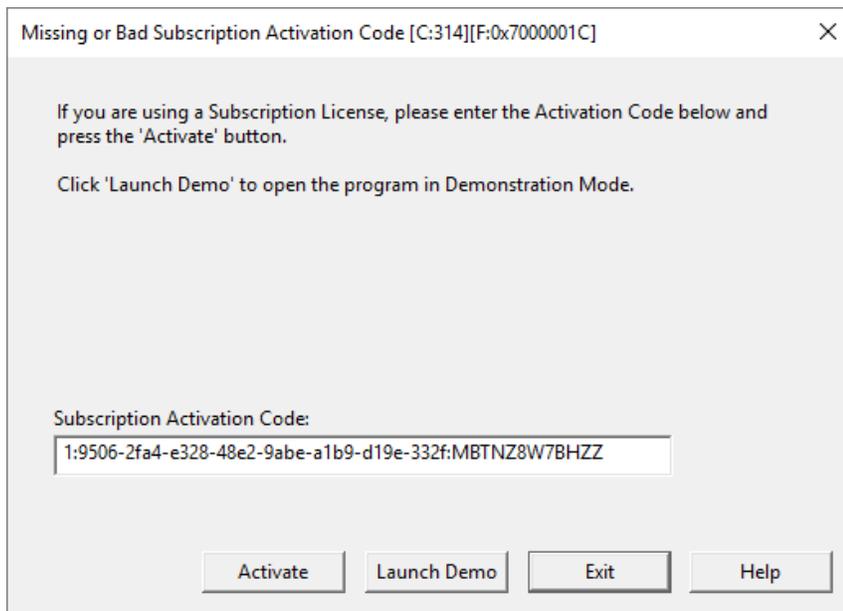
**Error C:312**

RISA uses HTTP port 443 to communicate with our cloud server. Making sure that port is open/available for RISA will fix this problem.

**Error C:313**

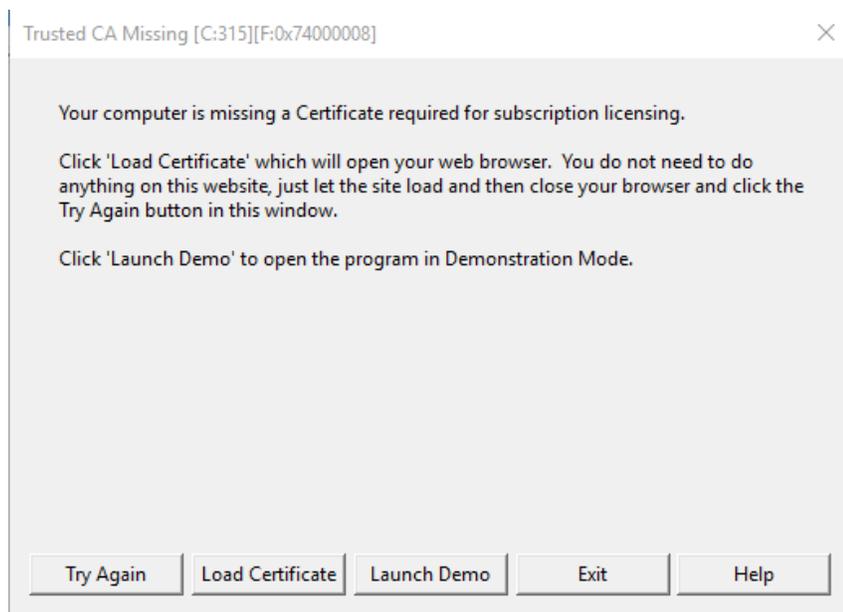
RISA was unable to find an internet connection. A properly working internet connection will fix this problem.

**Error C:314**

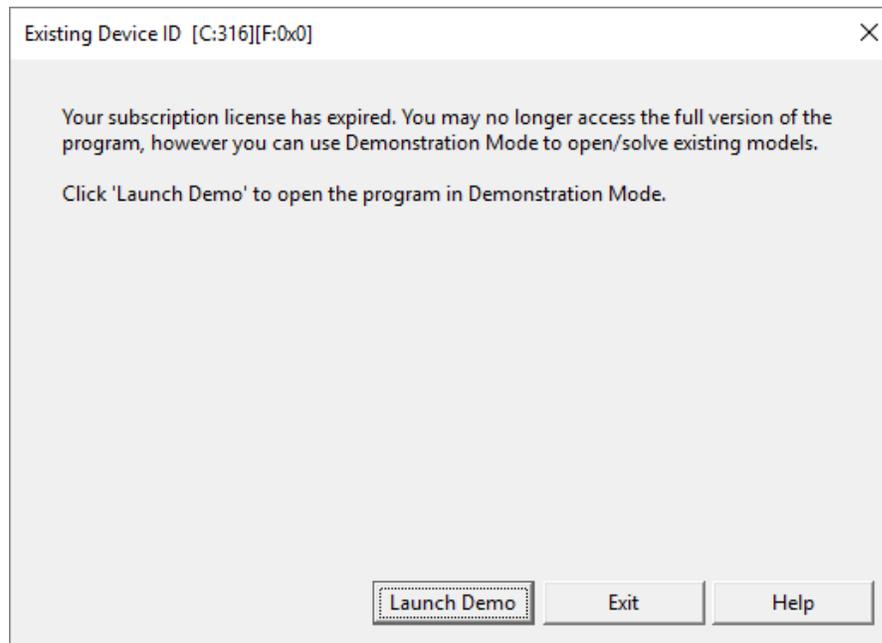


The Activation Code that was entered was incorrectly. Doublecheck the code that you entered and try re-entering it again. Be careful that characters are not truncated in any copy/paste function.

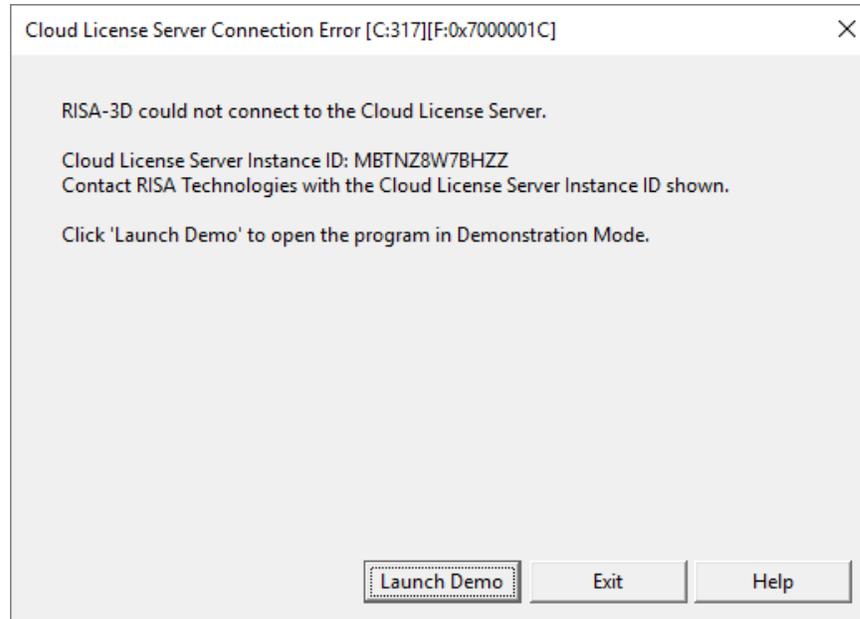
### **Error C:315**



RISA requires certain security certificates that are not on your machine. Following the dialog instructions will fix this problem.

**Error C:316**

Your subscription license has passed its expiration date. If you're interested in getting your subscription license re-activated please give us a call at **(800) 332-RISA (7472)**.

**Error C:317**

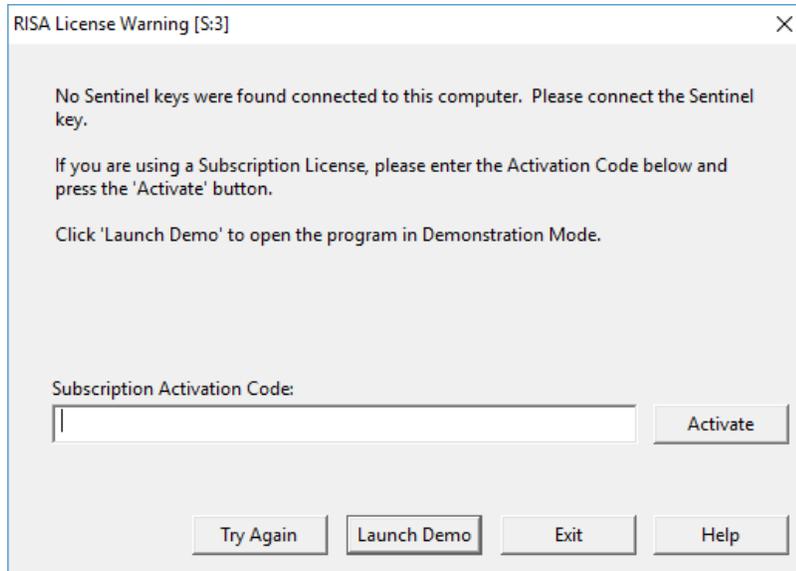
Your computer is not able to connect to our server. Please e-mail [support@risa.com](mailto:support@risa.com) and send us a screenshot showing this error. We will follow up with you regarding steps to fix this problem.

# Standalone Perpetual Licensing

RISA standalone perpetual licensed products use a [Sentinel USB Key](#) for licensing. This key allows the owner to install RISA products on many different machines without violating the license agreement. In order to run a RISA product the key must be plugged in at all times.

## Launching the RISA Product

When launching a RISA standalone product the product will search for a connected Sentinel USB Key. If no key is found then the following dialog box is displayed (Warning S:3 or S:71):



When converting from a Standalone Perpetual licensing to a Subscription Licensing the user can enter a Subscription Activation code and click the **Activate** button to complete that conversion.

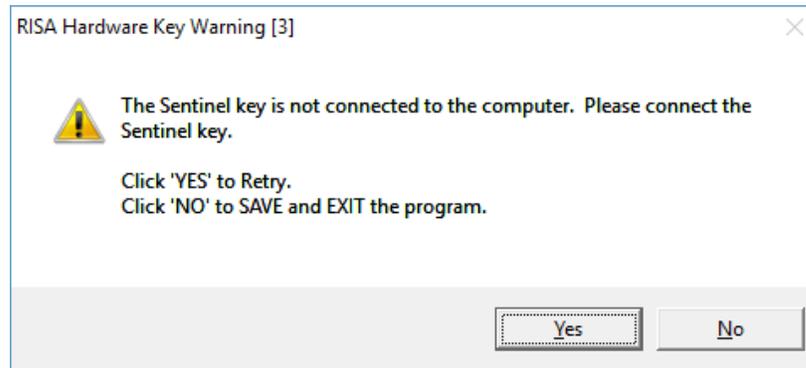
Otherwise, the user can click **Try Again** to search for a Sentinel USB Key, or they may launch the RISA Product in a [Demo mode](#).

## Note:

- In rare circumstances Warning **L:26** will accompany this message. If this occurs it is letting you know that there is a license file issue that is not authorizing the program. Either time tampering or UAC problems are occurring.
- In very rare circumstances Warning **L:509** will accompany this message. If this occurs it is letting you know that there is a license file issue in combination with a license file that is not authorizing the program. The latest version of the RISA Key Manager was not used in generating the Locking Criteria.

## Removing the Key

RISA Products periodically check to ensure that the Sentinel USB Key is plugged in. Removing the Sentinel USB Key during the operation of a RISA standalone product will eventually cause the following dialog box to be displayed:



Once this dialog box is displayed, no additional work may be done within the RISA Product until the key is inserted. Clicking the No button on the dialog box displayed above will automatically save the file (overwriting the previous version of the file) and exit the program immediately.

## Remote Desktop

RISA does not support the use of Remote Desktop for standalone licensing on the following products:

- RISA-3D prior to v12.0.1
- RISAFloor prior to v8.0.1
- RISAFoundation prior to v6.0.1
- RISA-2D prior to v13.
- RISAConnection prior to v5.0
- RISABase
- RISAFoot
- RISASection

## Sentinel USB Key

RISA uses a Sentinel USB Key for licensing. This key may be plugged into any USB port on the machine. When functioning properly the key will light up green when plugged into a running machine.

The design of Sentinel's keys has changed over the years. The oldest Sentinel USB Keys are purple, and typically do not have an adhesive label attached. Newer ones are black. The newest keys are purple and have a much more compact size to them. The black keys and new purple keys have an adhesive label designating their Key ID. See the image below:



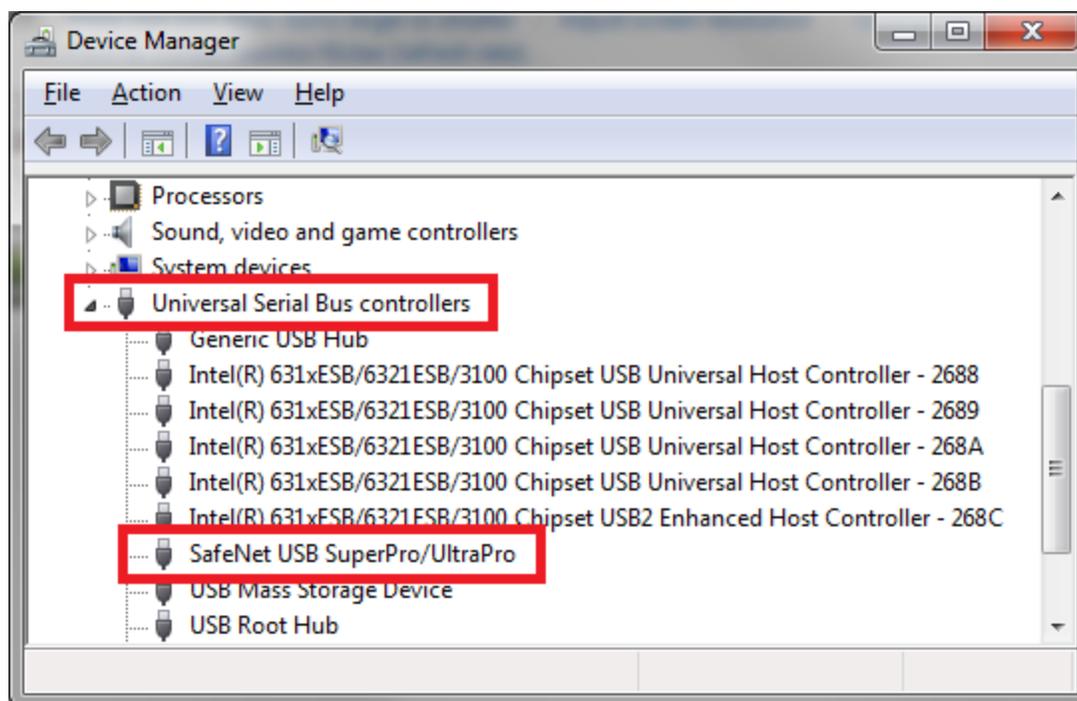
### Note:

- If trying to determine whether a USB key is a RISA key, the presence of the serial # SRB11137 usually signifies it is a RISA key.
- Safenet Sentinel Superpro keys, in rare instances, may have a problem being read when plugged into a USB 3.0 port. If you run into this issue please use a USB 2.0 port instead.

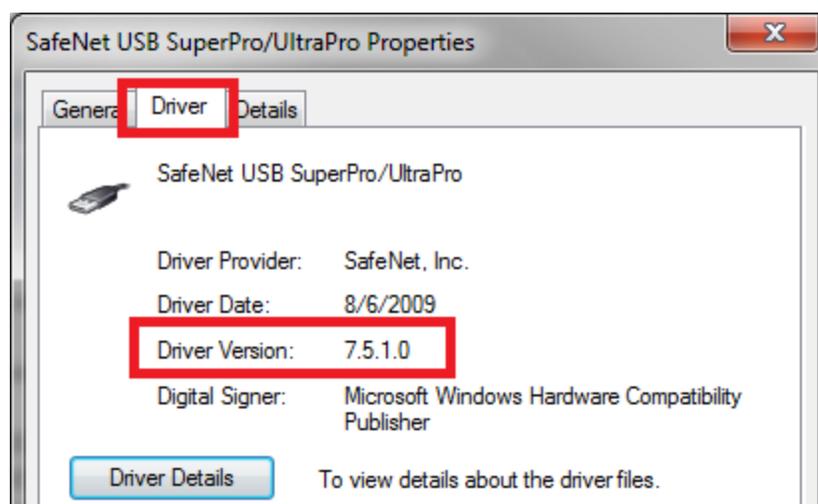
### Key Driver

A Sentinel driver is necessary for the machine to read the USB key. This driver must be installed prior to plugging in the key. The latest **Sentinel System Driver** (also called the **Sentinel Protection Installer**) can be obtained from the [RISA Technologies website](#), and is always included in both the Server and Standalone installs (this install is ran from the **SetupSPI.exe** located in the *RISA\Sentinel Protection Installer* folder).

To confirm that your machine is running the latest driver open the **Device Manager**, which is accessible through the Windows **Control Panel**. If the key is plugged in and the correct driver is installed then it will be listed under the Universal Serial Bus controllers as a **SafeNet USB SuperPro/UltraPro** device



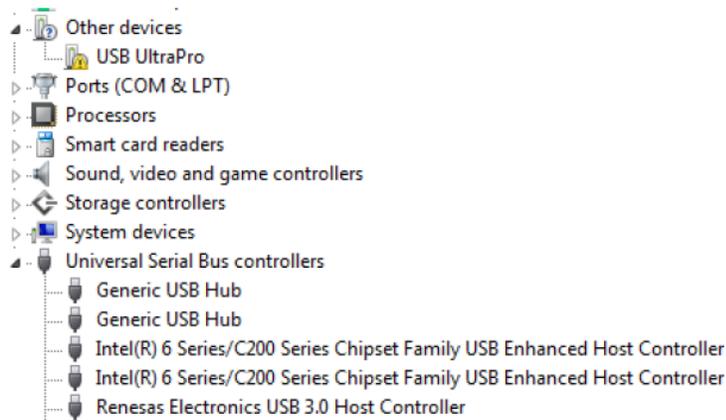
Double-click on the **SafeNet USB SuperPro/UltraPro** device to view its properties. Clicking on the **Driver** tab will reveal the **Driver Version**:



## Manual Driver Installation

There are times when the driver has some difficulty installing. In these cases it may be necessary to manually install the Sentinel Driver. To do this:

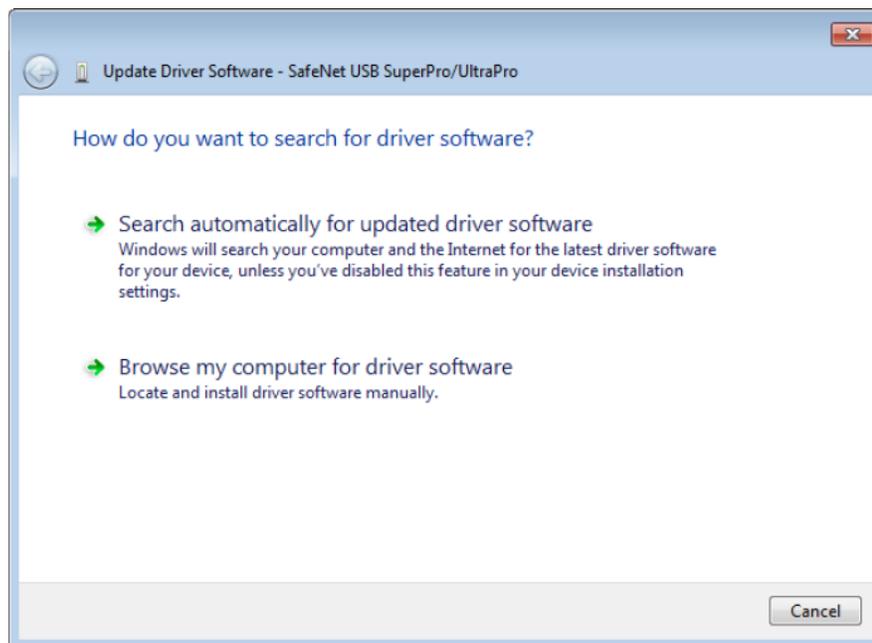
1. In the device manager highlight the entry for the USB key. It may appear as **USB UltraPro** or **USB Super-Pro** and have yellow triangle on it to indicate an incomplete driver install.



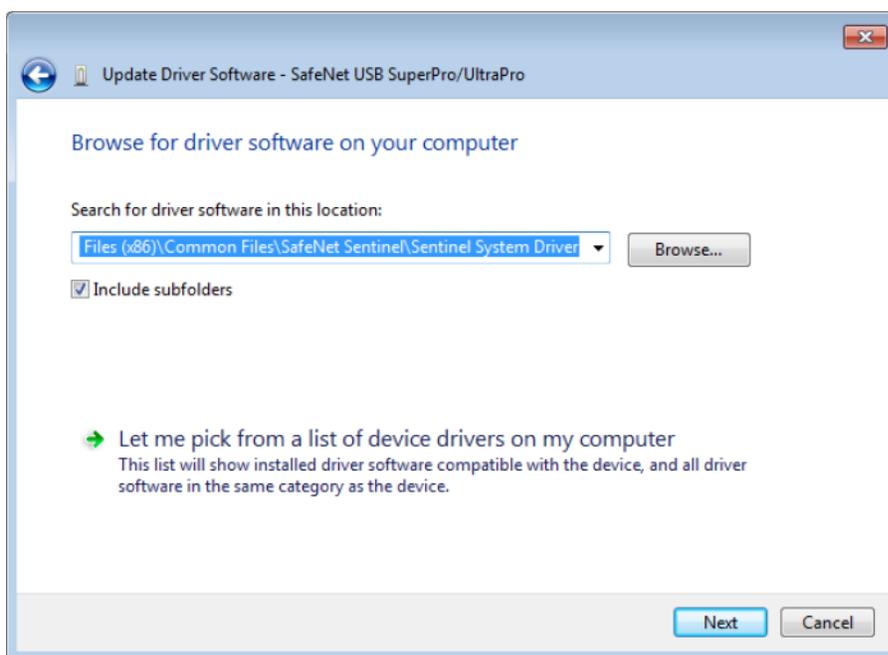
2. Now right-click to bring up a menu as shown below and choose **Update Driver Software...**



3. You should get **Update Driver Software** dialog shown below. Select the **Browse my computer for driver software** option:



4. The browse dialog below will come up:
  - a. For a computer with 64-bit Windows, browse to following location: **C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel System Driver**
  - b. For a computer with 32-bit Windows, browse to following location: **C:\Program Files\Common Files\SafeNet Sentinel\Sentinel System Driver**
5. Click **Next** on the dialog and the driver software should install.



## SSD Cleanup

There are instances when uninstalling the key driver will leave remnants of information in the registry. This will sometimes cause problems in reading the key when a new version of the key driver is installed. In this instance it may be required to run the SSD Cleanup utility to fix this problem. This file is called **SSDCleanup.exe**.

It is located here (by default) for 32-bit operating systems: **C:\Program Files\RISA\Sentinel System Driver**

It is located here (by default) for 64-bit operating systems: **C:\Program Files\RISA\Sentinel System Driver-x64**

### Note:

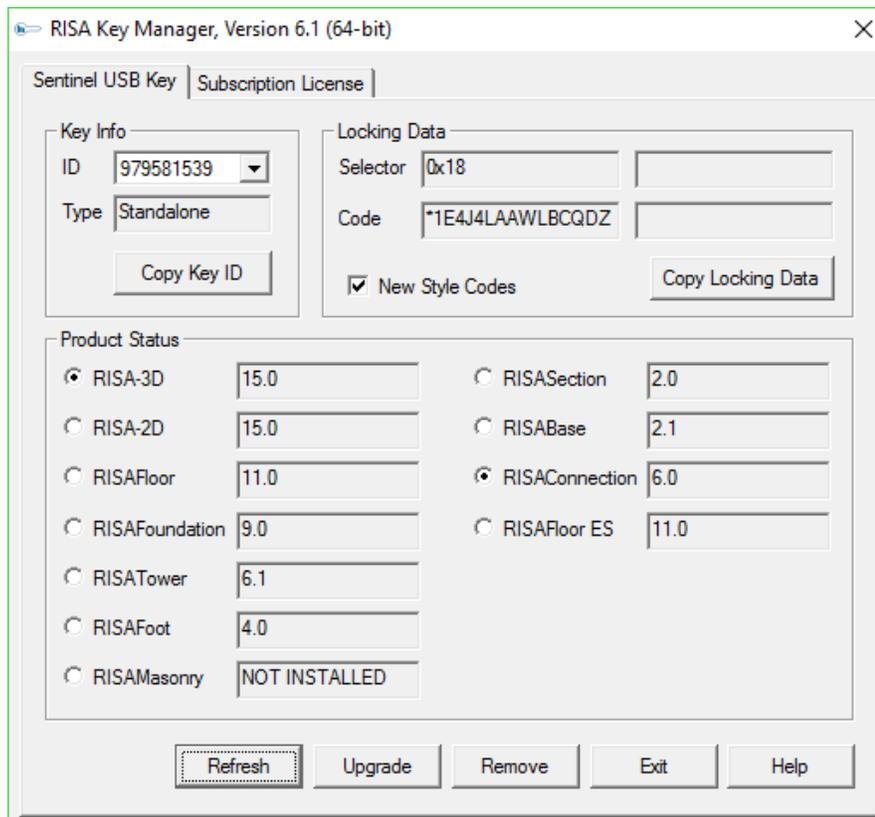
- If RISA has been installed to a location other than *C:\Program Files* then you will find a Sentinel System Driver subfolder in that other location (e.g. *C:\RISA*)

So the typical way to fix key driver issues is as follows:

1. Uninstall the key driver from the machine.
2. Run the SSD Cleanup utility (SSDCleanup.exe or SSDCleanupx64.exe).
3. Re-install the key driver by running the SetupSPI.exe from the **C:\Program Files\RISA\Sentinel System Driver** folder

# RISA Key Manager

The RISA Key Manager is a utility which allows you to interact with the Sentinel USB licensing key, and to view/-modify settings related to subscription licensing. A shortcut to this utility can be found in the Windows Start Menu.



For Sentinel USB Keys (Standalone or Network Server) the Key Manager is used mainly for these purposes:

- [Upgrading a standalone key for a new version](#)
- [Upgrading a network key for a new program](#)

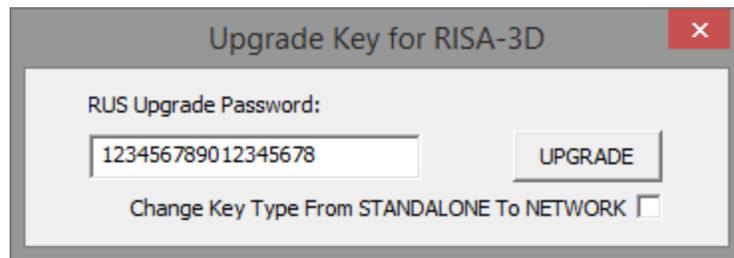
Additional capabilities include:

- [Copying the locking data from a computer](#)
- [Converting a key from standalone to network and vice versa](#)
- [Removing a feature from the key and sending RISA a removal confirmation code](#)
- [Changing the Activation ID for a Subscription License](#)
- [Manually returning a subscription license back to the cloud server](#)
- Wiping out all Subscription License data

## Uses For the RISA Key Manager

### ***Upgrading a Standalone Key for a New Version (Perpetual License Only)***

For each major version of the program the Sentinel USB Key must be upgraded to the newer version. This can be done by clicking the radio button of the program you are updating, pressing the **Upgrade** button and inputting the RUS password. The RUS password can be found in an e-mail from RISA. Once you have input the RUS password, then press **Upgrade** and the key will then be upgraded.



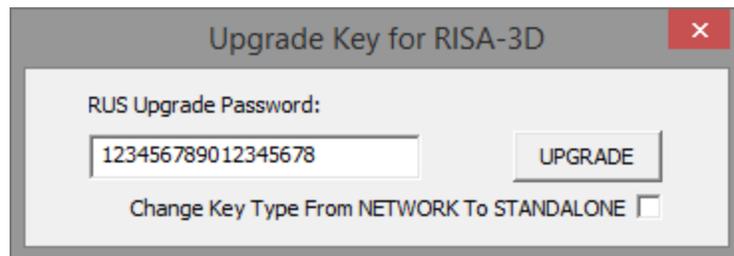
After this process you should then see the updated version next to that program and your key is then upgraded.

**Note:**

- Minor releases do not require an update to the key. For example, an update of RISA-3D from 10.0.0 to 10.0.1 will not require an update to the key.
- If you upgrade the key and you get a message stating *Unable to update Sentinel key. The currently authorized program version exceeds the upgrade version*, this means that the key is already up to date for the version of the RUS password you entered.

### **Upgrading a Network Key for a New Program (Perpetual License Only)**

A network Sentinel USB Key only has to be authorized for a program once. After the key is authorized, then version upgrades do NOT require the key to be updated. If you own a network version of RISA-3D and then purchase a network version of RISAFloor, then you WILL need to update your key for RISAFloor. This is done by clicking the radio button of the program you are updating, pressing the **Upgrade** button and inputting the RUS password. The RUS password can be found in an e-mail from RISA.. Once you have input the RUS password, then press **Upgrade** and the key will then be upgraded.



**Note:**

- If you upgrade the key and you get a message stating *Unable to update Sentinel key. The currently authorized program version exceeds the upgrade version*, this means that the key is already been authorized for that program.

## **Miscellaneous Uses**

### **Copying the Locking Data from a Computer**

The locking data is a code that is specific to your computer. RISA may request that you can press the "Copy Locking Data" button and it will copy this information to your clipboard. You can then open up an e-mail and paste (CTRL-V) the locking data into an e-mail.

**Note:**

- There is a **New Style Codes** checkbox. All current versions of RISA software use the New Style Codes except for RISASection. If you are using RISASection then you will want to uncheck the box.

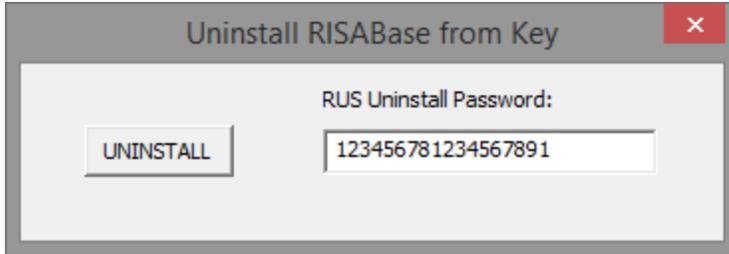
### Converting a Key from Standalone to Network and Vice-Versa

If your company switches from standalone licensing to network licensing or vice versa then RISA will send you an RUS password to convert your Sentinel USB Key. To do this follow the **Upgrade** procedure above, except make sure to check the "Change Key Type..." checkbox.

### Removing a Program from the Key and Sending RISA a Removal Confirmation Code

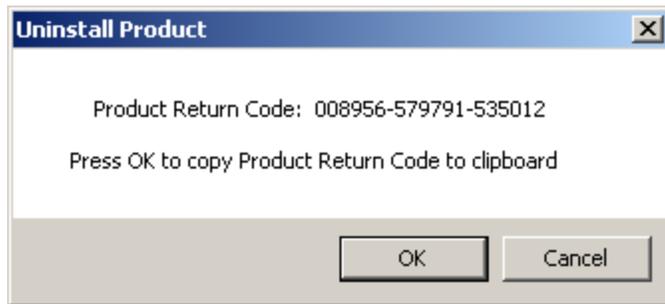
When reconfiguring licenses sometimes there is a need to remove a program from the key. This can be done by:

- Clicking the radio button of the program you wish to install and press the **Remove** button.
- Enter the RUS Uninstall Password that has been e-mailed to you from RISA and press the **Uninstall** but-



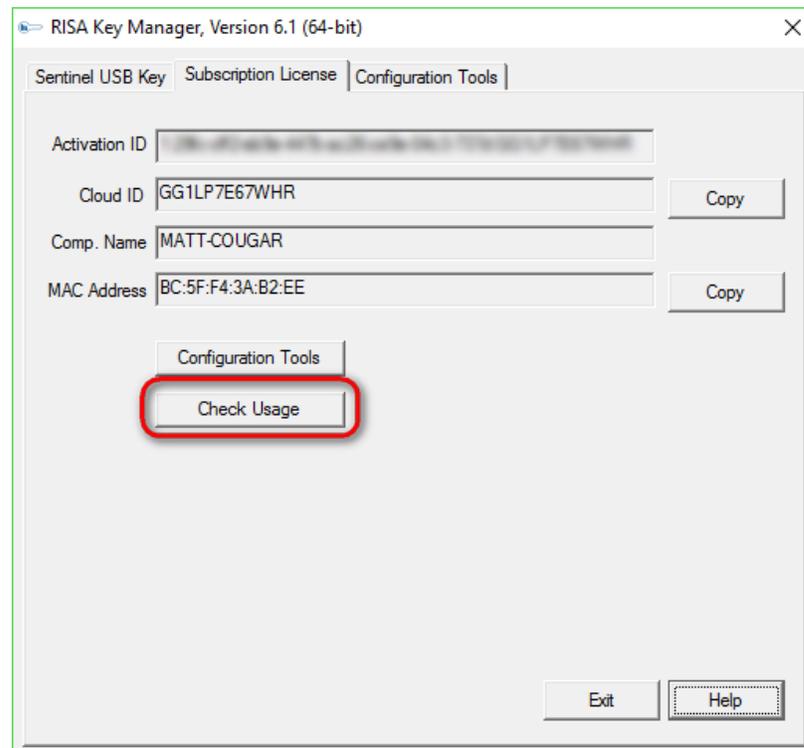
ton.

- You be asked if you wish to continue. Press the **Yes** button.
- It will then tell you that the program has been uninstalled.
- A final screen will come up with a **Product Return Code** that MUST be sent to RISA to confirm that the program has been uninstalled.



### Checking Usage of Subscription Licenses

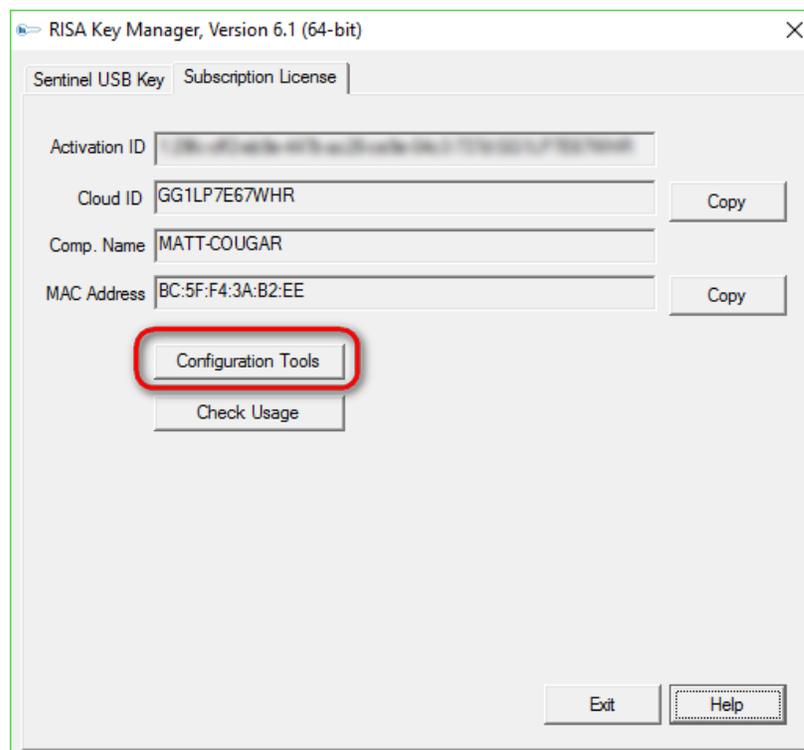
Click the Check Usage button to launch your web browser to a site that shows who is currently using subscription licenses



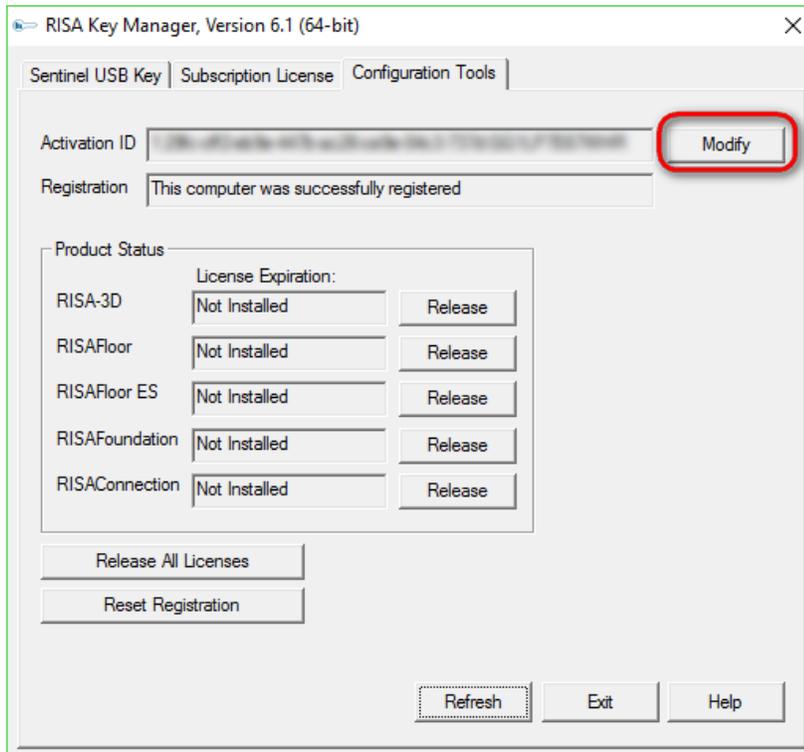
### Changing the Activation ID for a Subscription License

This should only be done if you have been specifically instructed by RISA to do so.

Go to the **Subscription License** tab of the Key Manager and click the **Configuration Tools** button. This will open the Configuration Tools tab:



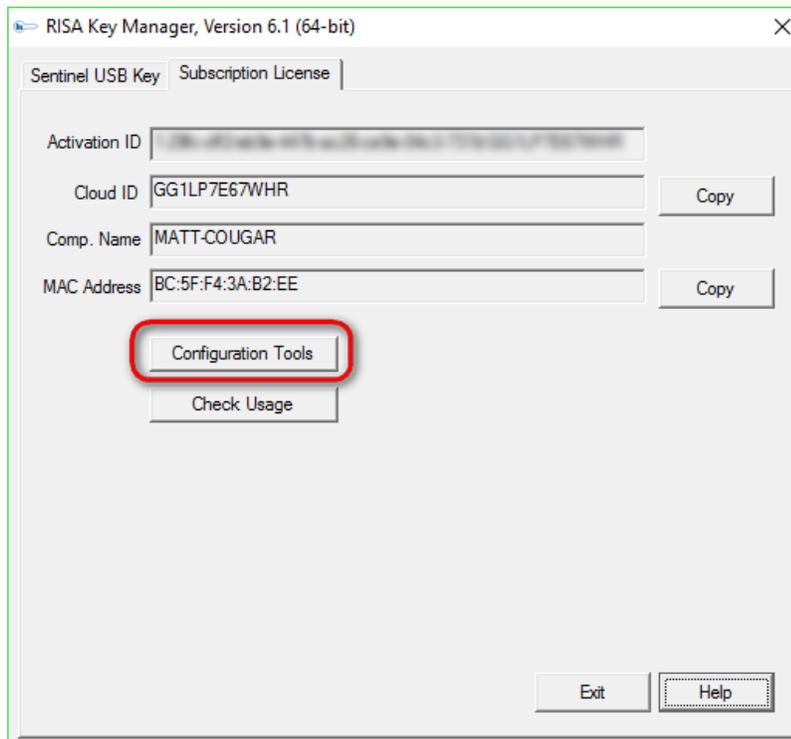
Click the **Modify** button and enter your new Activation ID:



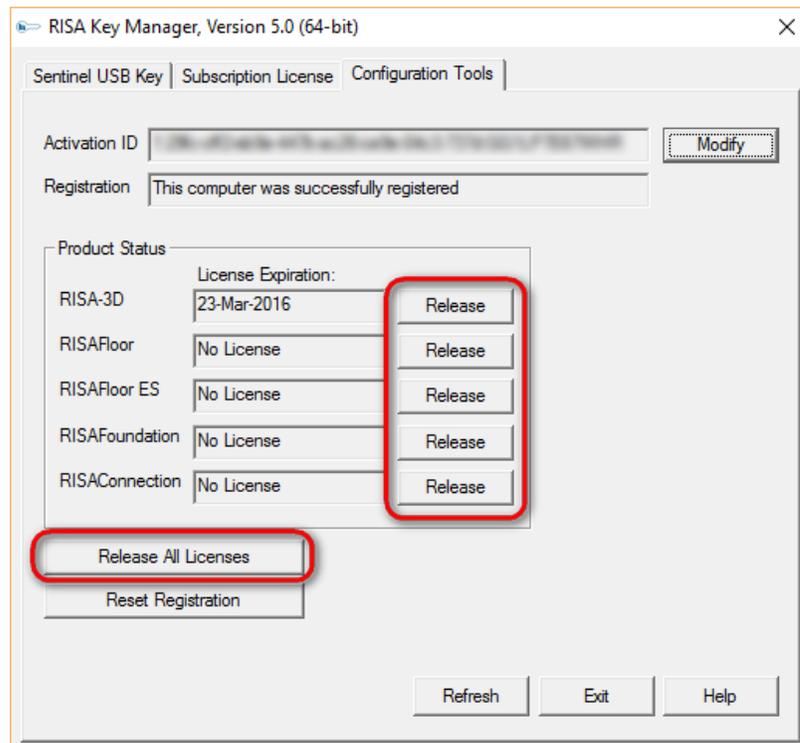
### Manually Returning a Subscription License back to the Cloud Server

This should only be done if a license does not get automatically returned when exiting the program.

Go to the **Subscription License** tab of the Key Manager and click the **Configuration Tools** button. This will open the Configuration Tools tab:



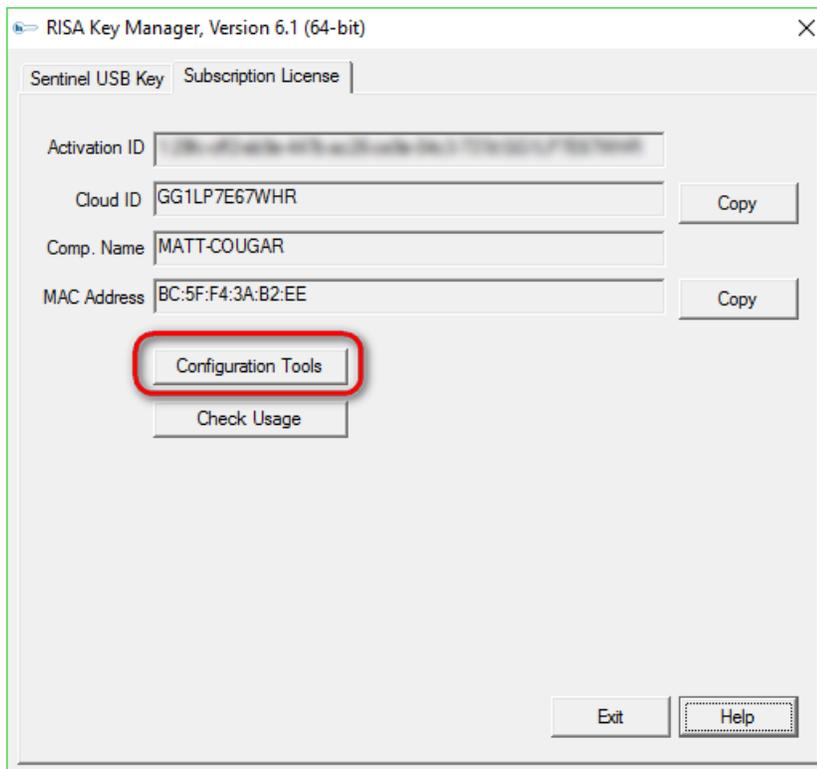
Click the **Release** button for one more more programs, or release all of licenses with the **Release All Licenses** button.



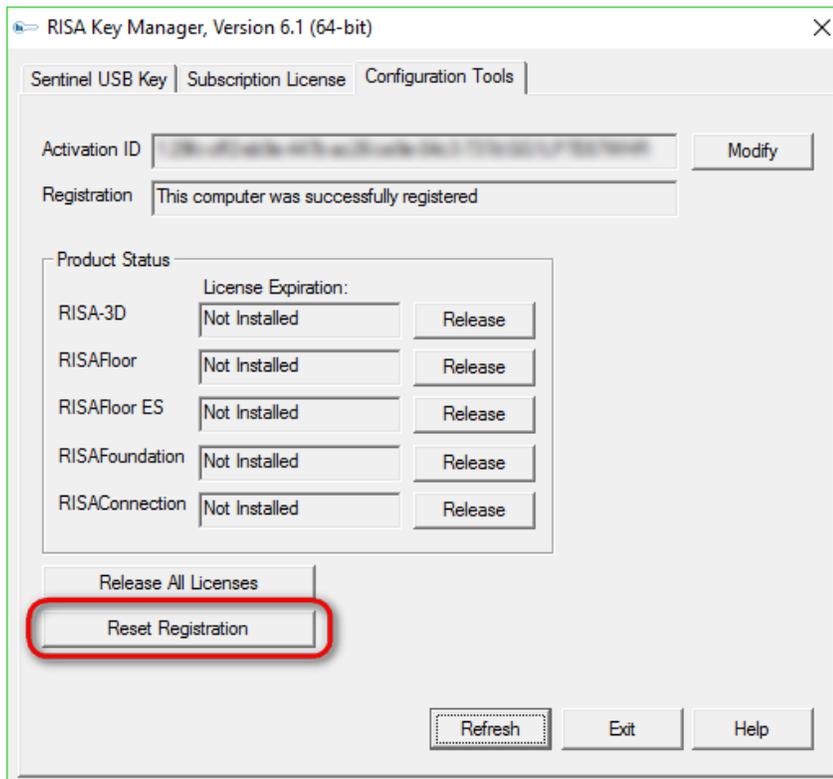
### Wiping out all Subscription License Data

This should only be done if you have been specifically instructed by RISA to do so.

Go to the **Subscription License** tab of the Key Manager and click the **Configuration Tools** button. This will open the Configuration Tools tab:



Click the **Reset Registration** button. You will then have the option of inputting a new Activation ID.



## Demonstration Mode

RISA Products all come equipped with a Demonstration Mode which can be accessed when a license cannot be retrieved. The Demonstration Mode has certain limitations, and is intended to function both as a reader of existing files and as showcase of product features for those users who do not own the product.

### Launching in Demo Mode

When a license cannot be found the option is presented to launch in Demonstration Mode. Once the program has been launched in Demonstration Mode it cannot re-enter the regular Non-Demo Mode during the same session.

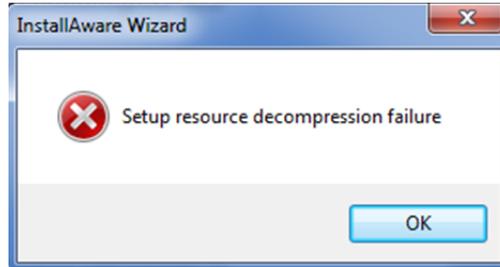
#### **Example**

If RISA-3D [Standalone](#) is launched without the [Sentinel USB Key](#) attached the user is given an option to launch in Demo Mode. When in Demo Mode in RISA-3D no model with more than 40 Joints can be saved. If the user creates a model with 50 Joints they cannot save it, even if the Sentinel USB Key is plugged in after the fact. That is because the program cannot switch from Demo Mode back to Non-Demo Mode. The user will have to close the model without saving, then launch the program with the key plugged in to enter Non-Demo Mode. The 50 Joint model will be lost, and cannot be recovered.

## Appendix C - Installation Error Messages

There are an assortment of installation errors that are very uncommon, but do come up from time to time when trying to install the program. Here is a listing of a few of these items:

### ***Setup resource decompression failure***



#### **Cause**

The exact cause is unknown, but this error generally happens when trying to run a network client install on a client machine that is navigating to the server to find the **Setup.exe** installation file.

#### **Solution**

Two possible paths exist for getting past this error.

1. Copy the entire installation folder directly to the network client machine (the entire **3DServer\14\_00\_00** folder for RISA-3D V14 for example) and then run the **Setup.exe** locally.
2. Create a mapped drive for your server directory and then install from the mapped directory. Note that User-Account Controls (UAC) must be turned off for this method.

### ***Error -5009 0x8002802b***



This error can happen when installing the standalone version of RISA products. To fix this, go to the C:\Program Files\Common Files\InstallShield\Professional\ folder. Rename the "RunTime" folder to "RunTimebak" and then try the install again.

If this does not work try to uninstall and re-install the program.

## Feature Transfer Error



The cause of this error can be a number of things. Below are some potential causes and possible solutions for each.

### **Cause 1: Corrupted CD or Defective CD Drive**

A corrupted CD may result in bad data. A defective CD drive may result in good data not being read properly. If this occurs download and run the web install. If you do not have access to this e-mail [support@risatech.com](mailto:support@risatech.com) and ask for the install.

### **Cause 2: Corrupted Web install.**

There are some instances where downloading the install will alter the install file and corrupt it. Try to download the install packages again.

### **Cause 3: Installing without Administrative Privileges.**

Administrative permission is required to install RISA products.

### **Cause 4: Not Enough Hard Drive Space**

If the hard drive on this machine is very full then there may not be enough room on the hard drive for temporary files to be placed. Clean your hard drive to remove old temporary files and other files that are no longer necessary and then run the installs again.

### **Cause 5: Size or Restrictions on Temporary Directory**

There may be problems that occur when the web install extracts its files a temporary location due to size or other restrictions with that directory. A solution to this is to run the install from CD or extract the files to a particular directory and click on **Setup.exe** in that directory to start the install.

### **Cause 6: Anti-Virus Issues**

It is possible that necessary files that are temporarily placed on system are being deleted by an Anti-Virus or another similar program. A solution is to disable anti-virus, run the install, and then re-enable anti-virus.

### **Cause 7: Lack of Privileges on Network Drive**

Lack of correct privileges on a network drive where install is located can prevent the install from successfully being run from that location. The solution is to copy the install to a local drive and run it from there

## Technical Support

Technical support is an important part of the RISA software package. There is no charge for technical support for all licensed owners of the **current** version of RISA software. Technical support is very important to the staff at RISA Technologies. We want our users to be able to reach us when they are having difficulties with the program.

**Hours:** 6AM to 5PM Pacific Standard Time, Monday through Friday, not including holidays.

Before contacting technical support, **please search the Help File or General Reference Manual**. Most questions asked about RISA Licensing are documented in the Help File or General Reference Manual. The Search and Table of Contents are helpful in finding specific topics and appropriate sections.

**Email:** [support@risa.com](mailto:support@risa.com). Please give us detailed information about your specific problem, including screen captures of any error messages that you are having trouble with. The more information we get about the problem, the quicker we can get you an effective solution. Make sure you tell us your name, company name, serial number or Key ID, phone number, and a problem description.

**Phone Support:(949) 951-5815.** Feel free to call, especially if you need a quick answer. It is helpful to have access to the problematic workstation when you call. We will likely need to navigate with you to specific places on your machine to troubleshoot your issue.

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# Index

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## A

Activation ID 37

## C

Check for Updates 12

Converting a Key 36

Copying the Locking Data 35

## D

Demonstration Mode 41

## E

Email (support) 44

## I

Install 2

Install Standalone from a download 3

Installation Error Messages 42

Installing Standalone from the CD 2

## K

Key Driver 30

## P

Phone (support) 44

## R

Removing a Feature/Program from the  
Key 36

RISA Key Manager 34

## S

Sentinel USB Key 30

SSD Cleanup 33

Standalone Licensing 28

Subscription License 37

System Requirements 1

## T

Technical Support 44

## U

Upgrading a Network Key 35

Upgrading a Standalone Key 34