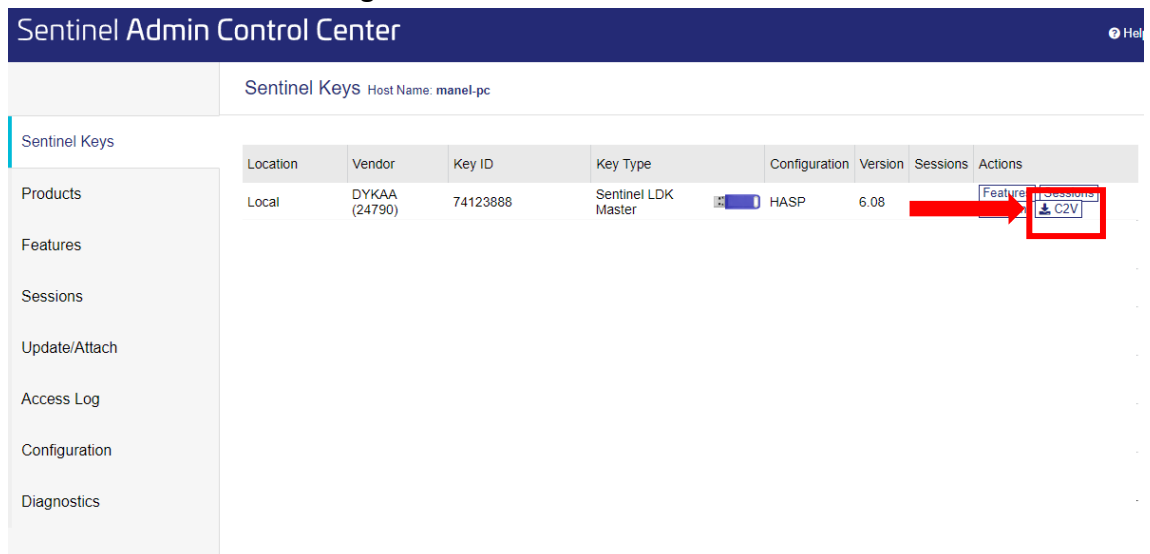




## Recovering client information (C2V) to send to vendor from ACC

**Prerequisites:** Sentinel ACC is required, this is installed either manually or automatically after RASWin installation. And existing RASWin license.

- 1) Open the ACC control panel by going to **http://localhost:1947**
- 2) Go to left menu Option **Sentinel Keys**, a list with installed licenses will appear, normally one license will be displayed.
- 3) Click on the **C2V button** to generate the file to send to the vendor



A C2V file will be generated (check your browser bottom/top part), send this file to your license provider to request your update or new license, when you receive the file from the vendor proceed to **Loading V2C vendor file on next page**.

### Loading V2C vendor file:

- 1) Open the ACC control panel by going to **http://localhost:1947**
- 2) Go to left menu option **Update/Attach**
- 3) Click of Select File:



Sentinel Admin Control Center

Update/Attach License Host Name: manel-pc

Select File:  **Select File...**

File Format: V2C, V2CP, H2R, R2H, H2H or ID file

**Apply File** **Cancel**

Sentinel Keys

Products

Features

Sessions

Update/Attach

Access Log

- 4) Click on Apply File button.

Sentinel Admin Control Center

Update/Attach License Host Name: manel-pc

Select File:  **Select File...**

File Format: V2C, V2CP, H2R, R2H, H2H or ID file

**Apply File** **Cancel**

Sentinel Keys

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Access Log

Your license should be now applied and working.