



**HYPACK**  
a xylem brand

Sounding Better!

## HYPACK Soft License Tutorial

By Daniel Tobin

A soft license is a dongle replacement option with web-based license activation and deactivation routines. There are activation and deactivation routines for when your HYPACK® computer has an Internet connection (online) or not (offline). (The offline routines require another online device and data transfer capabilities between the two devices.)

- **USB-style hardlock keys will continue to work as normal. They will also work in tandem with the soft license.** For example, a HYPACK® Max soft license and a HYSWEEP® hardlock will provide full HYPACK®/HYSWEEP® functionality.
- **ARCS and S63 chart permits are not supported by the soft license.** You must continue using a hardlock license to use those permits.
- **Soft licenses require HYPACK® 2021 with the March updates** or later.
- **You can activate/deactivate your soft license any number of times** on any number of computers.
- **You can activate your soft license on only one machine at a time.** If you want to activate it on another machine, you first must deactivate it where it is currently active.
- **90-Day Offline Limit:** The soft license requires that you refresh your license over the Internet at least every 90 days. Each time you refresh your license, your 90-day offline countdown resets.

---

**NOTE:** HYPACK® displays a reminder beginning 10 days before the end of your 90-day interval.

---

**The easiest way to refresh your license** is to connect your HYPACK® computer to the Internet and launch HYPACK®. Alternatively, you can use the offline deactivation and activation procedures. (See [“How to Deactivate a License”](#) and [“How to Activate a License”](#).)

**If you exceed the 90-day limit** without refreshing your license, it will be deactivated and HYPACK® will run only in demo mode. If this happens, you must reactivate your license. (Follow the [“How to Activate a License”](#) procedure.) *You do not need a new activation key.*

- **Lease or Maintenance Plan renewals:** Renewals can be instantaneous after payment has been completed with our Sales department. Synchronize your HYPACK® computer with the online license server and you're ready to go back to work!
  - > **For permanent licenses,** deactivate and reactivate your license. *Remember to copy the new LicenseFile.XML to the C:\HYPACK Store.*
  - > **For Leased or Term licenses,** just refresh your license as you do every 90 days.

---

---

## ***ACQUIRING A SOFT LICENSE***

If you are interested in buying a new soft license or transferring your hardlock license to a soft license, please contact HYPACK Sales at [sales@hypack.com](mailto:sales@hypack.com) or +1 (860) 635-1500.

---

**NOTE:** When you order a soft license, your activation key will be emailed to you. Please make sure your e-mail is up-to-date with HYPACK.

---

---

---

## ***HELP/TROUBLESHOOTING***

The following sections describe the procedures for activating and deactivating your soft license on your HYPACK® computer, whether it has internet access or not. Please read the section relevant to your task at hand entirely. Certain steps are relatively technical.

**One “note of caution”:** It is possible for the Soft License Wizard to become hidden behind other windows. (When this has happened during testing, we thought the HYPACK License Wizard might be frozen with the “Please wait while the Soft License Wizard loads...” message at the bottom.) Check your taskbar for a program named “QlmLicenseWizard2”—the Soft License Wizard—and click the icon to bring it back into view.

**If you have questions or problems,** please contact HYPACK Support at [help@hypack.com](mailto:help@hypack.com) or at +1 (860) 635-1500.

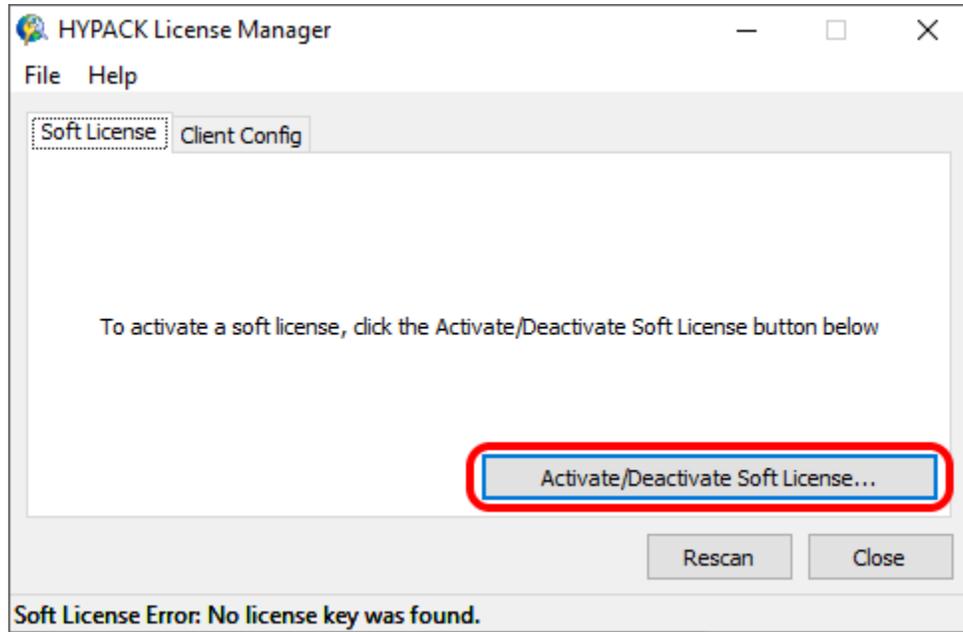
---

---

## ***HOW TO ACTIVATE YOUR LICENSE***

### **LICENSE ACTIVATION IF YOUR COMPUTER IS ONLINE**

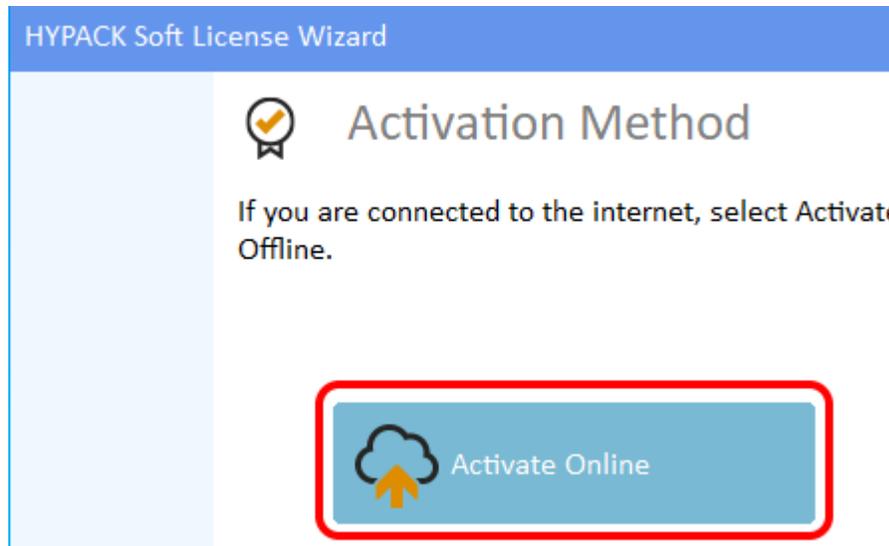
1. Close all HYPACK programs.
2. In the Windows® menu on your HYPACK computer, select Start -> All Programs -> HYPACK 2021 -> HYPACK 2021 License Manager.
3. Click the Soft License tab at the top.



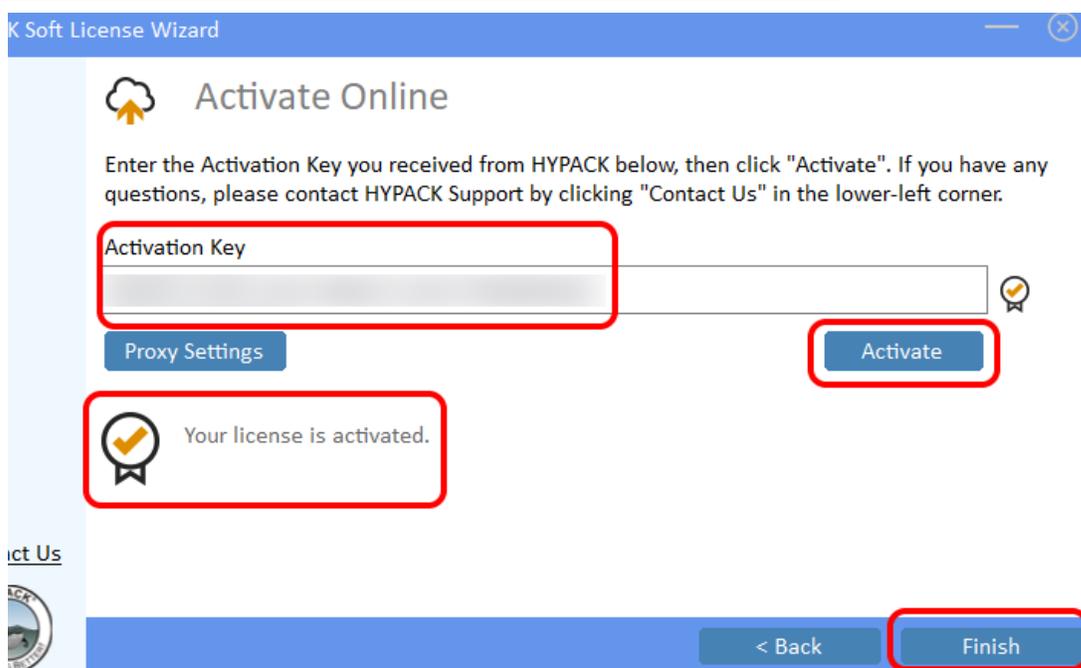
4. Click [Activate/Deactivate Soft License...]. This opens the HYPACK® Soft License Wizard.
5. Click [Activate your license].



6. Click [Activate Online].

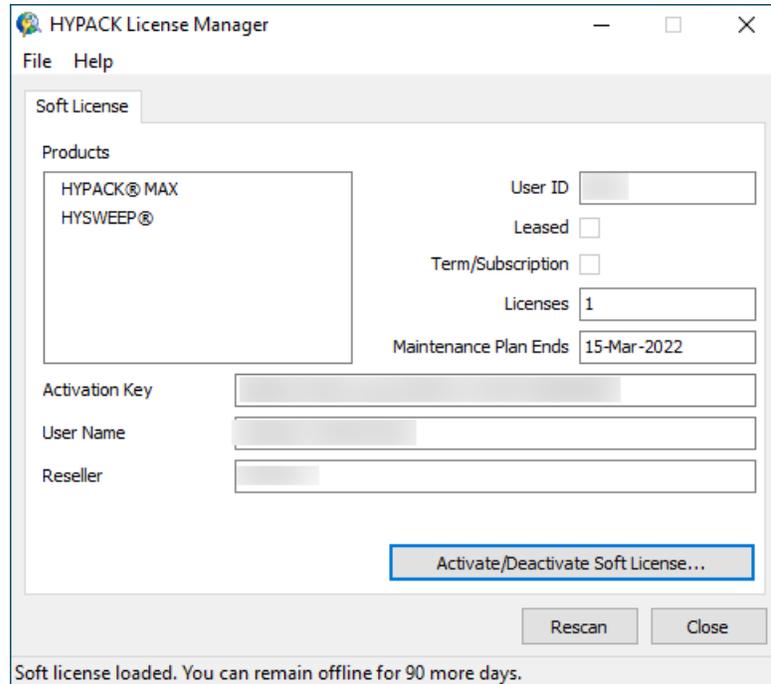


7. Enter your activation key in the text box.
8. Click **[Activate]**. It should tell you your license is activated. If an error occurred, it will display information about that error.



9. Click **Finish**.

The HYPACK® License Manager should now show your license. If an error occurred, it will display at the bottom of the License Manager. Hover your mouse over it to display the full message. This also displays how long you can remain offline.



10. **Close the HYPACK® License Manager.** Your license is now activated and you can run HYPACK®.

## LICENSE ACTIVATION IF YOUR COMPUTER IS OFFLINE

You will need a smartphone, tablet, or other computer that has Internet access. Additionally, if you have a permanent license (a non-leased and non-term license), you will need to be able to copy files from the online device to the offline HYPACK® computer.

1. **Follow steps 1-5** of the Online Activation process. ([“License Activation If Your Computer is Online”](#).)
2. **Click [Activate Offline.]**

## HYPACK Soft License Wizard



### Activation Method

If you are connected to the internet, select Activate Online. Otherwise, select Activate Offline.



Activate Online



Activate Offline

3. **Enter your activation key in the Activation Key text box.** Your Computer Identifier should already be filled in.
4. **Make an accurate note of the Computer Identifier.** You will need it later.

### Soft License—Activate Offline

## HYPACK Soft License Wizard



### Activate Offline

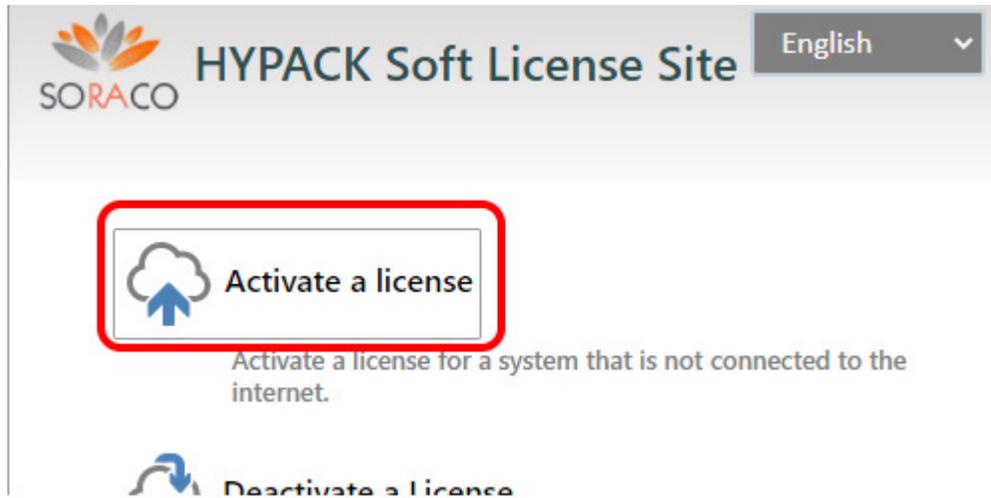
On an online device (either a computer or a smartphone), go to [www.hypack.com/SoftLicenseHelp](http://www.hypack.com/SoftLicenseHelp) and follow the instructions th

Activation Key

Computer Identifier

Computer Key

5. **On another device with Internet access (e.g. another computer or a smartphone), run the Offline Activation routine.**
  - a. **Go to this website:** <https://qlm3.net/XylemInc/QLMCustomerSite>.
  - b. **Click [Activate a license].**



- c. **Copy your activation key** into the Activation Key text box.
- d. **Select HYPACK® 21.0** from the drop-down list.
- e. **Copy the computer identifier** you noted earlier into the Computer Identifier field.

**BEWARE!** *Ensure this is accurate.* If you mistype your computer identifier, you will lock yourself out of your license. If this happens, contact HYPACK Support.

- f. **If you have a permanent license, check the Generate a License File option.**

**Offline License Activation**

Enter your Activation Key and Computer ID

[Redacted]

HYPACK 21.0

[Redacted]

Generate a license file

Computer Key

Activate

- g. **Click [Activate].**
- h. **If you have a permanent license** and checked the Generate a license file checkbox, a file named “LicenseFile.xml” will be generated. **Note where this file saves.** You will need it later.  
The Computer Key field should now be filled in.
- i. **Make a note of the Computer Key.** This Computer Key only works on the offline computer you’re activating, and cannot be reused.

**SORACO** Offline License Activation

Enter your Activation Key and Computer ID

[Text Input Field]

HYPACK 21.0 ▾

[Text Input Field]

Generate a license file

**Computer Key**

[Text Input Field]

You have successfully activated your license key. The license file LicenseFile.xml was downloaded to your system's Downloads folder. Copy it to the application folder and restart the application.

**Activate**

6. **If you have a permanent license, transfer the file “LicenseFile.xml” that was saved on the online device to the offline computer.** Save it to your C:\HYPACK Store\ folder in the offline computer. Overwrite any file that might already be there.
  - > If your online device is a computer, you can transfer the file using a USB drive.
  - > If your online device is a smartphone, transfer the file by connecting your smartphone to the offline computer via a USB cable.
7. **On the offline HYPACK® computer, in the Soft License Wizard, enter the computer key the online device into the Computer Key text box and click [Activate].** The wizard should say your license is activated.

HYPACK Soft License Wizard

## Activate Offline

On an online device (either a computer or a smartphone), go to [www.hypack.com/SoftLicenseHelp](http://www.hypack.com/SoftLicenseHelp) and follow the instructions there.

Activation Key  
AMPP0-J2700-11GHJ-K8N16-1J14E-XTN9MKMQR

Computer Identifier  
/3TCGNV2/CNCMK0094I0050/

Computer Key  
VMPK0-U2M00-11GHJ-K8N1G-1E183-GAVHAV4I8

Activate

Your license is activated.

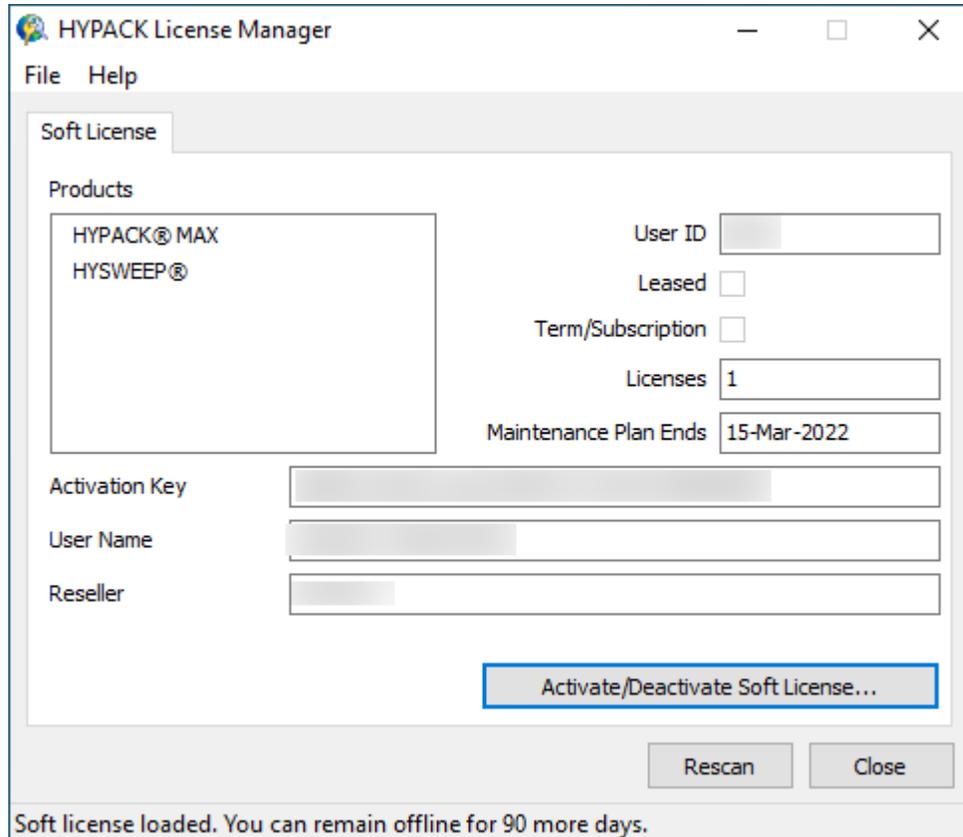
Contact Us

HYPACK  
Engineering Software

< Back Finish

8. Click **[Finish]** to close the Soft License Wizard.

The HYPACK® License Manager should now show your license. If an error occurred, it will display at the bottom of the License Manager. Hover your mouse over it to display the full message. This area also displays how long you can remain offline before you reach the 90-day limit.



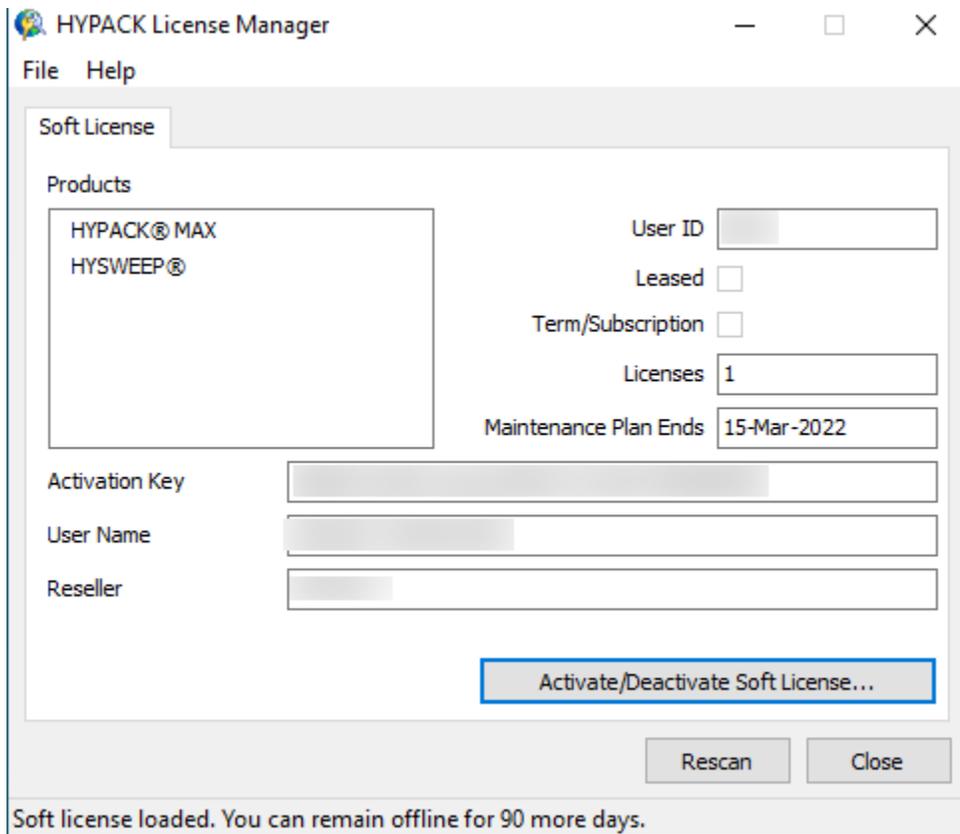
9. **Close the HYPACK® License Manager.** Your license is now activated and you can run HYPACK®.

---

## ***HOW TO DEACTIVATE YOUR LICENSE***

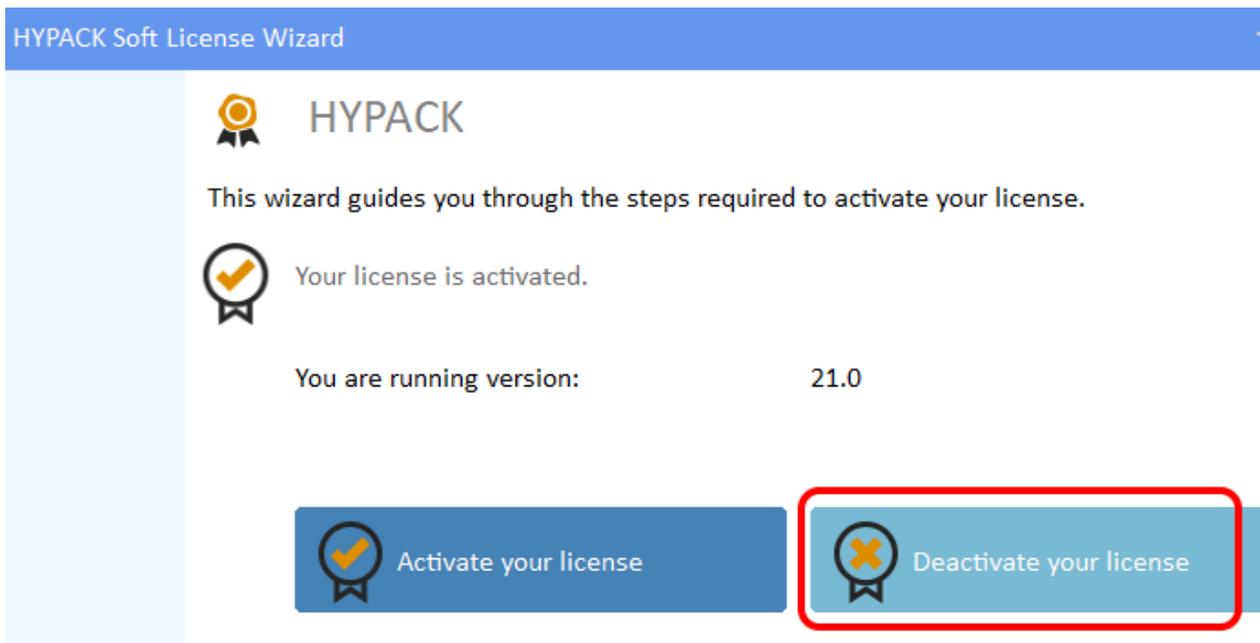
### **LICENSE DEACTIVATION IF YOUR COMPUTER IS ONLINE**

1. **Close all HYPACK® programs.**
2. **On your HYPACK® computer, click Start -> All Programs -> HYPACK® 2021 -> HYPACK® 2021 License Manager.**
3. **Click the Soft License tab** at the top.
4. **Click [Activate/Deactivate Soft License...]**



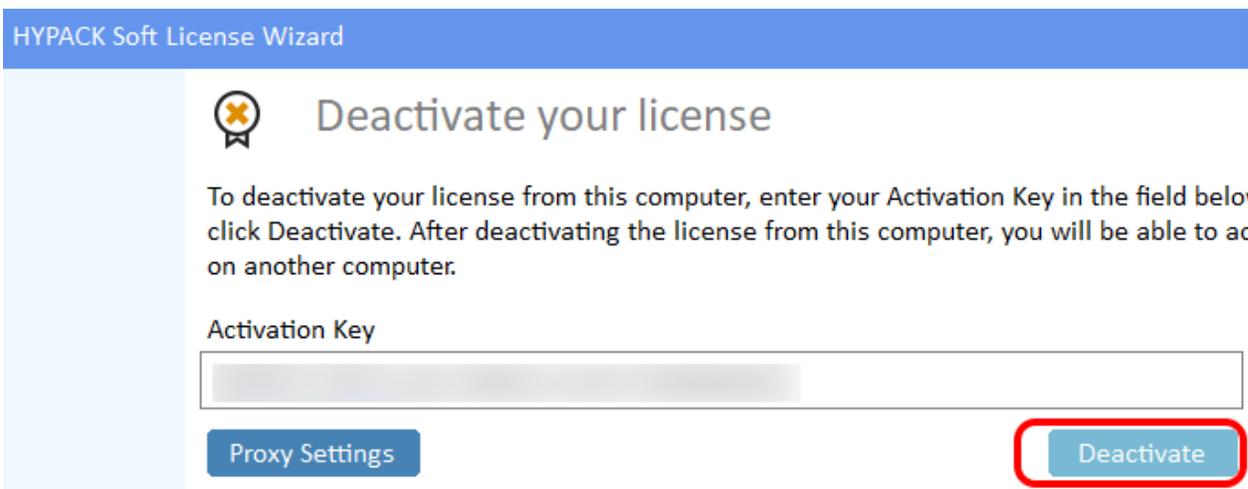
5. Click [Deactivate your license].

*Soft License Wizard*



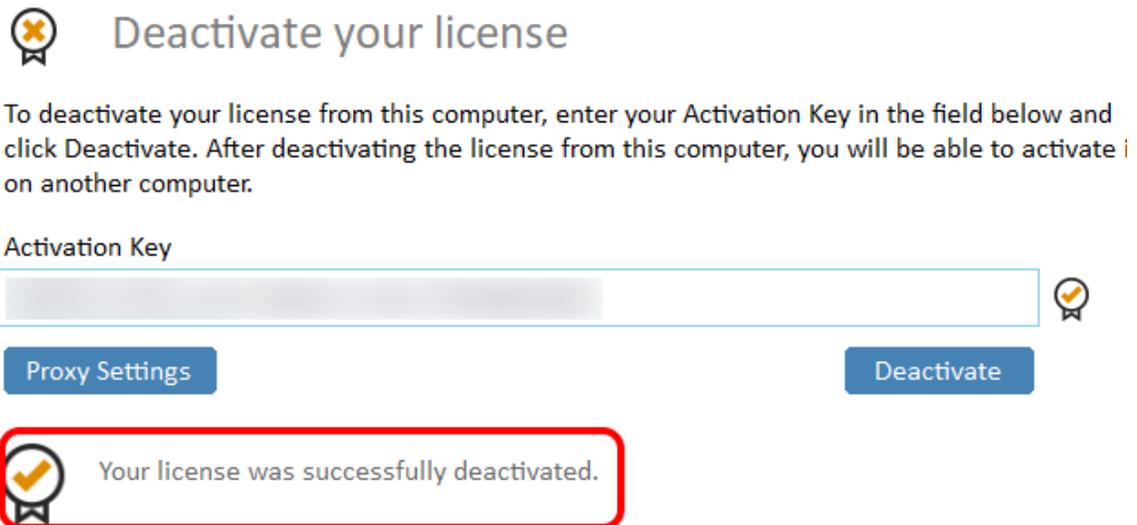
6. Click [Deactivate].

*Soft License Wizard—Deactivating your License*



You should see a message saying your license was successfully deactivated:

*Deactivated License Message*



7. Click [Finish].

8. **Close the HYPACK® License Manager.** Your license is now deactivated and can be reactivated on another system.

## LICENSE DEACTIVATION IF YOUR COMPUTER IS OFFLINE

You will need a smartphone, tablet, or other computer (the “online device”) that has Internet access.

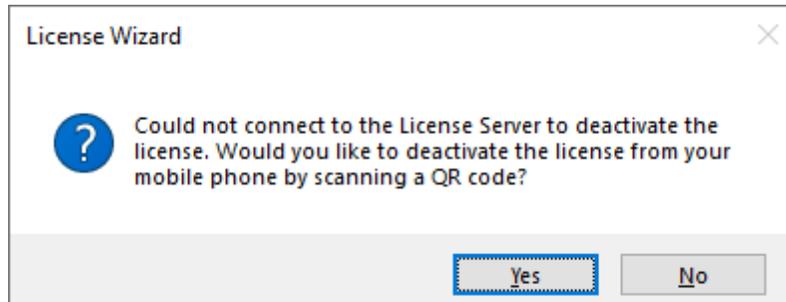
The wizard offers two processes, depending on your choice of online device: smartphone or other device. **In either case, follow steps 1-6 in the Online Deactivation process.** ([“License Deactivation If Your Computer is Online”](#))

---

**NOTE:** At this point, the license on your computer has been deactivated and you must finish the steps below to sync with the license server; otherwise, you won't be able to reactivate your license.

---

The program will try to connect to the Internet to deactivate your license. It will eventually fail and you will see a message like below:

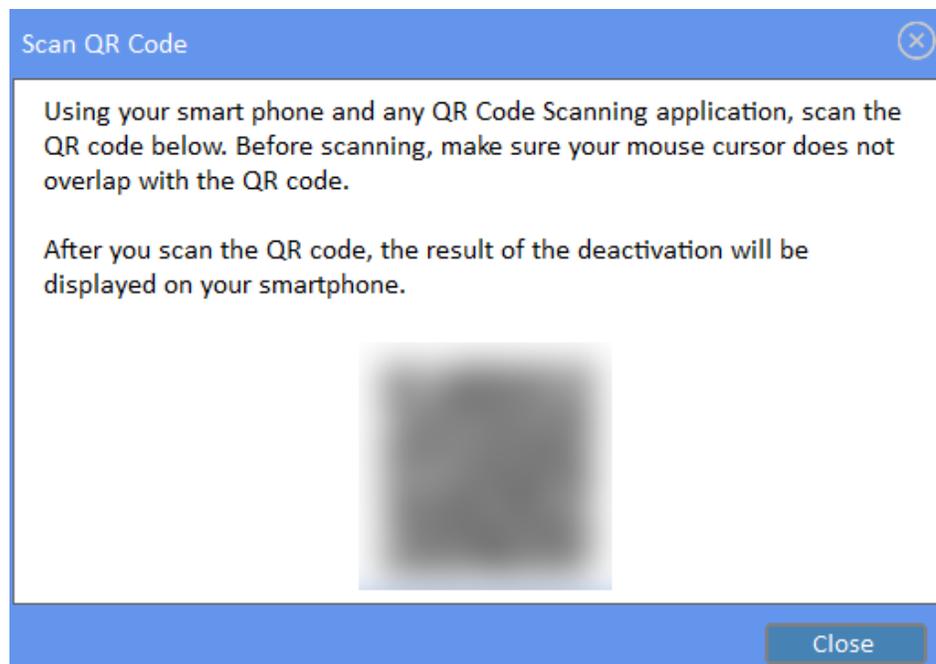


**To use a smartphone:**

1. **Click [Yes].** A Scan QR Code window will appear.

*Scan QR Code Window*

---



2. **Scan the QR code with your smartphone and open the website** it asks you to open. When the webpage loads, it automatically deactivates your license on the server. You should see a confirmation message saying it has been deactivated. (You do not need to click [Deactivate] on the web page.)

**SORACO** License Deactivation

Enter your Activation Key, Computer ID and Verification Code.  
The Verification Code is displayed when you deactivate the license from the application.

[Redacted Input Field]

[Redacted Input Field]

[Redacted Input Field]

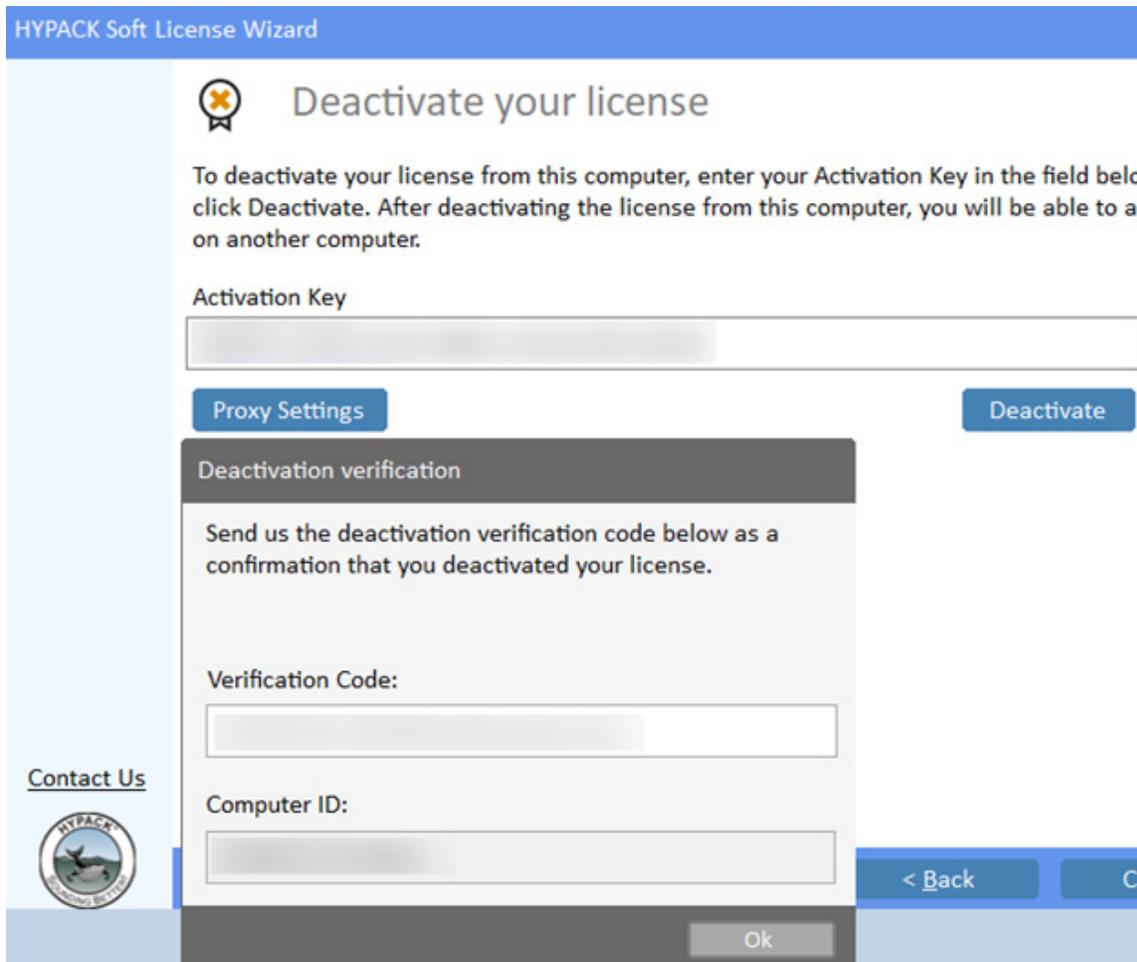
Activation Key [redacted] has been deactivated from computer [redacted]

Deactivate

3. On the offline PC, you can now click [Close] on the QR dialog.

***If you do not have a smartphone:***

1. Click [No]. Deactivation verification information will appear on-screen. *Do not close this window.*



2. On your device with Internet access, go to this website: <https://qlm3.net/XylemInc/QLMCustomerSite/>
3. Click [Deactivate a License].
4. Copy the Activation Key, Computer ID, and Verification Code from your offline computer into the web page.

---

**NOTE:** The order of these text boxes is different between the offline computer and web-site.

---

The screenshot shows the 'License Deactivation' page with the SORACO logo. Below the header, there is a text block: 'Enter your Activation Key, Computer ID and Verification Code. The Verification Code is displayed when you deactivate the license from the application.' Below this are three input fields: 'Activation Key' (with a password icon), 'Computer ID', and 'Verification Code'. A red rectangular box highlights these three input fields. Below the input fields is an orange 'Deactivate' button.

5. Click **[Deactivate]**. You should see a message saying deactivation was successful.

*Deactivation Successful*

The screenshot shows the 'License Deactivation' page with the SORACO logo. Below the header, there is a text block: 'Enter your Activation Key, Computer ID and Verification Code. The Verification Code is displayed when you deactivate the license from the application.' Below this are three input fields, all of which are blurred. Below the input fields is a red-bordered box containing the message: 'Activation Key [redacted] has been deactivated from computer [redacted]'. Below this message is an orange 'Deactivate' button.

- 
6. **On the offline PC, do the following:**
    - a. **Close the Deactivation Verification dialog.**
    - b. **Click [Finish].**
    - c. **Close the HYPACK® License Manager.**

Your license is now deactivated and can be reactivated on another system.