



Inspire Licensing Overview

Cloud Key Basics

v.2021.1.230.0

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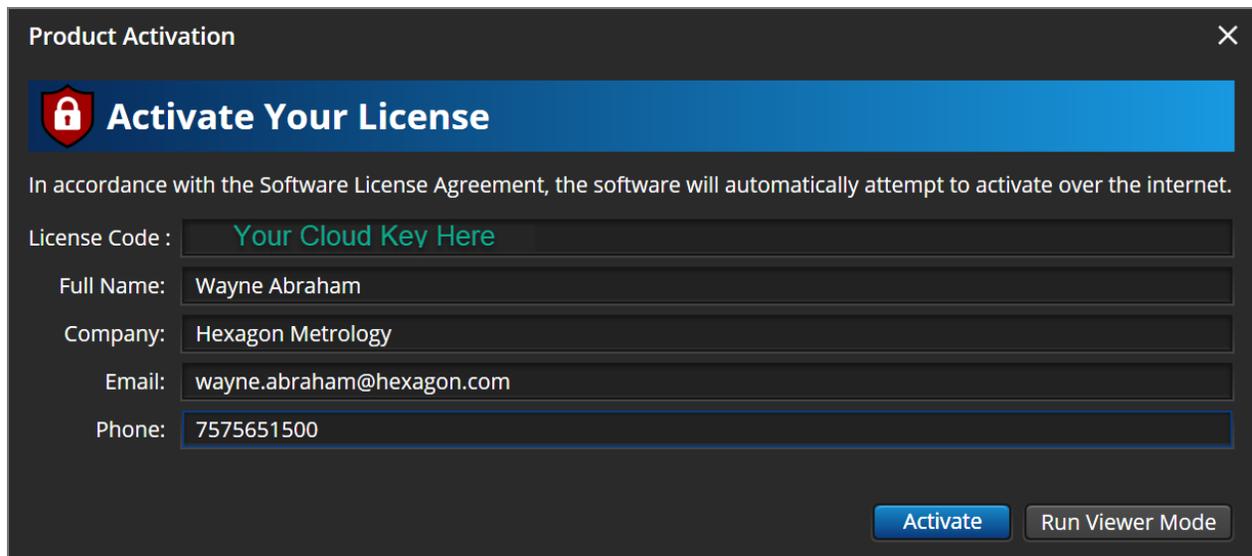
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Activating a Cloud License

Expected time to configure: 5 minutes to 10 minutes.

Online

1. Download the latest version of Inspire from this website: [Inspire Community Download](#)
2. Next enter the Cloud Key License number you were provided along with your User Details shown below and select **Activate**:



Product Activation

Activate Your License

In accordance with the Software License Agreement, the software will automatically attempt to activate over the internet.

License Code :

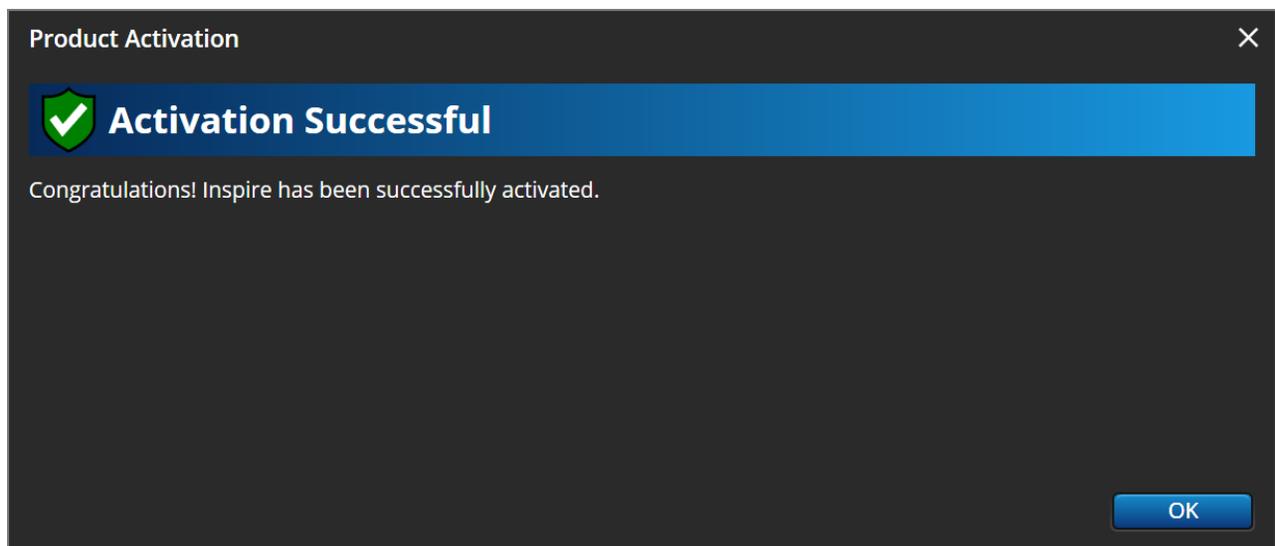
Full Name:

Company:

Email:

Phone:

3. Then you will see a confirmation screen saying your license has been activated!



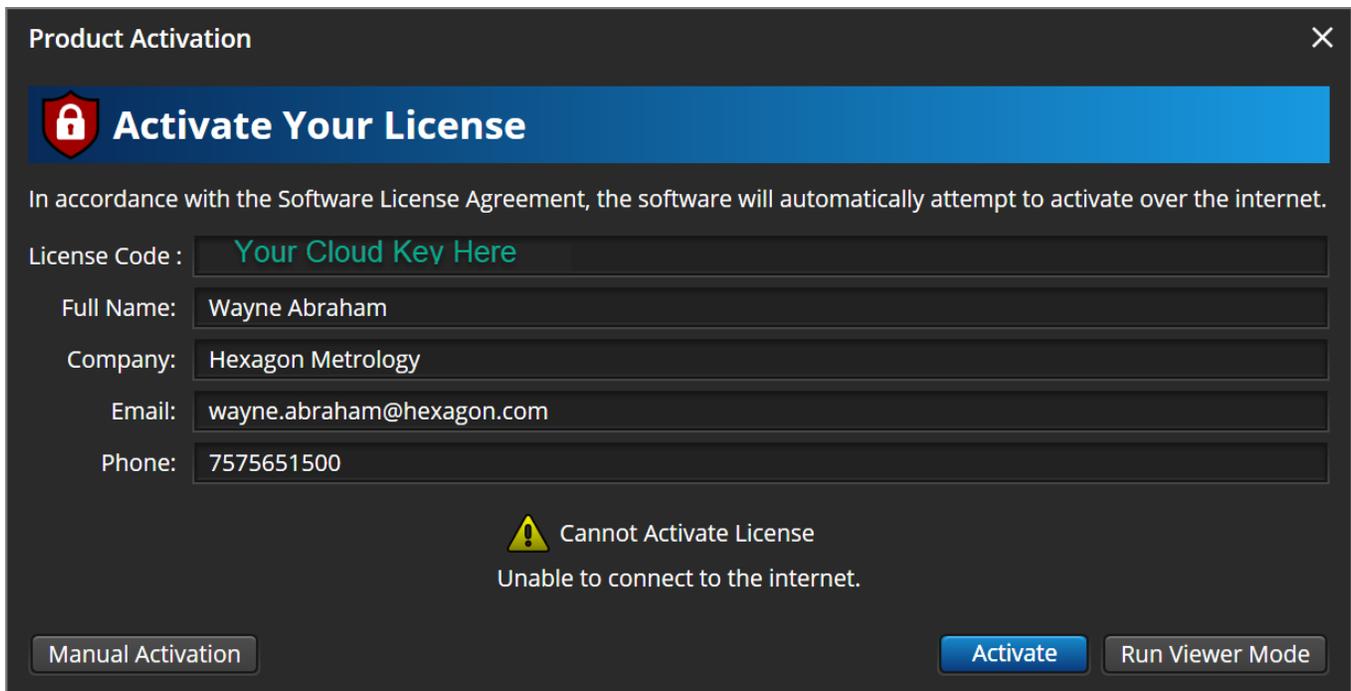
Product Activation

Activation Successful

Congratulations! Inspire has been successfully activated.

Offline

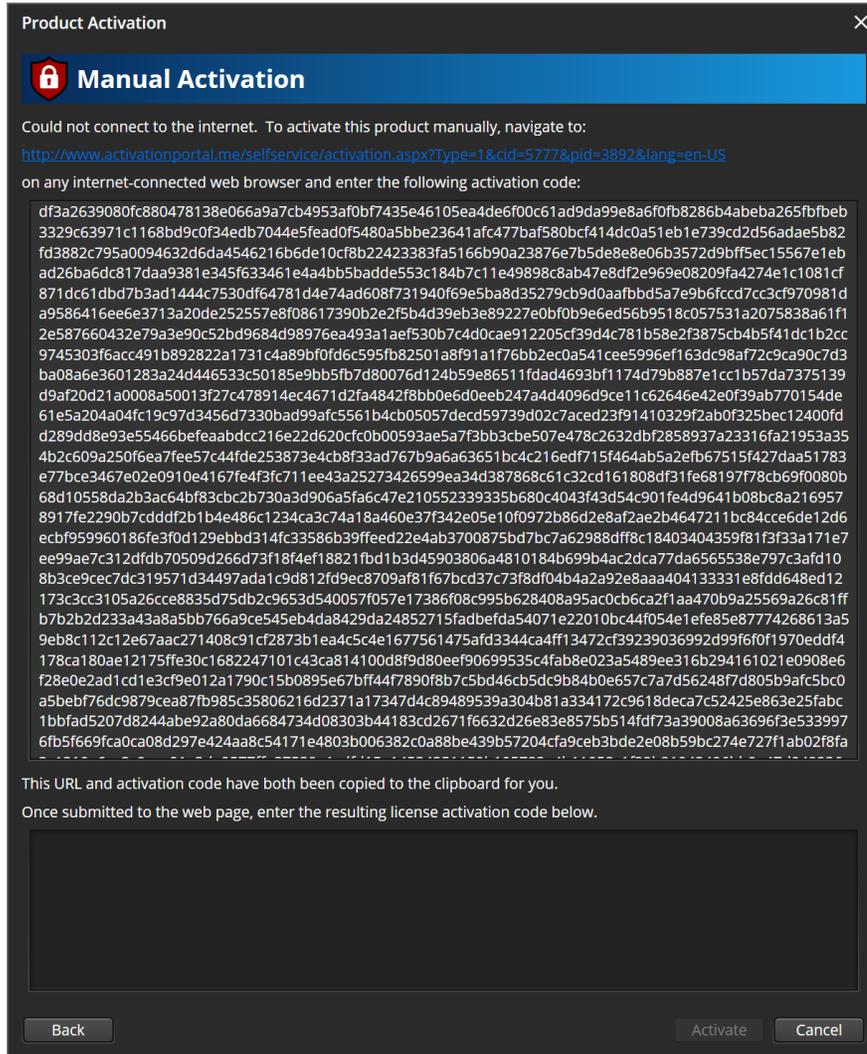
1. If your computer does not have internet access, you can activate your license offline by transferring a license certificate to another computer that has access.
2. First you need to download the latest version of Inspire from this website: [Inspire Community Download](#) on the computer that has internet access, transfer it over to the offline PC and install.
3. Next enter the Cloud Key License number you were provided along with your User Details shown below and select **Activate**.



The screenshot shows a 'Product Activation' dialog box with a blue header bar containing a lock icon and the text 'Activate Your License'. Below the header, a message states: 'In accordance with the Software License Agreement, the software will automatically attempt to activate over the internet.' The form contains several input fields: 'License Code' with the placeholder 'Your Cloud Key Here', 'Full Name' with 'Wayne Abraham', 'Company' with 'Hexagon Metrology', 'Email' with 'wayne.abraham@hexagon.com', and 'Phone' with '7575651500'. At the bottom, there is a yellow warning triangle icon with the text 'Cannot Activate License' and 'Unable to connect to the internet.' Below this message are three buttons: 'Manual Activation', 'Activate', and 'Run Viewer Mode'.

4. Since you are offline, it will prompt an error message saying, **Cannot Activate License** and then you can select **Manual Activation** to start the offline license procedure.

- Next you will see a **Manual Activation** screen appear where it will generate an activation code shown below:



Product Activation

Manual Activation

Could not connect to the internet. To activate this product manually, navigate to:
<http://www.activationportal.me/selfservice/activation.aspx?Type=1&cid=5777&pid=3892&lang=en-US>
 on any internet-connected web browser and enter the following activation code:

```
df3a2639080fc880478138e066a9a7cb4953af0bf7435e46105ea4de6f00c61ad9da99e8a6f0fb8286b4abeba265fbfbefb
3329c63971c1168bd9c0f34edb7044e5fead0f5480a5bbe23641afc477baf580bcf414dc0a51eb1e739cd2d56adae5b82
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```

This URL and activation code have both been copied to the clipboard for you.
 Once submitted to the web page, enter the resulting license activation code below.

Back Activate Cancel

- Now you need to copy the entire **Activation Code** and save it to a *.txt file and transfer it to another computer with internet access.
- Then you will open your web browser and navigate to the **Inspire Manual License Activation** site which is listed below:

- Inspire Manual License Activation Site**

- Now you will copy the entire **Activation Code** from your *.txt file and select **Activate**. Once we see the activation is successful, we need to copy this **Activation Certificate** to another *.txt file and save it to re-enter it into the computer without internet access.

Inspire Manual License Activation

```

Activation Successful
License
197065c9eadcdd612dc5a9f984a88d25e8d3c7a4d5a44b1f27e9b854f1a570c362492ccea342f2a88b9373a73ea8dd463c254a7ece053df882ef51e4e16f1582312f4fc64d6040b8d61cbd1f5818a2aa1863c122e828df85
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```

If you have any trouble with this process, please contact support at:

inspiresupport@kinematics.com

757-565-1500

- Now we can copy the **Activation Certificate** into the bottom portion of the **Manual Activation** prompt and select **Activate**.

Product Activation

Manual Activation

Could not connect to the internet. To activate this product manually, navigate to:
<http://www.activationportal.me/selfservice/activation.aspx?Type=1&cid=5777&pid=3892&lang=en-US>
 on any internet-connected web browser and enter the following activation code:

```

118aff94c8d89b11d80510e9bb8e8b93d32177f5a2719a177f8d8585eb375786fcc1466855b992ab9607b3d041ea122
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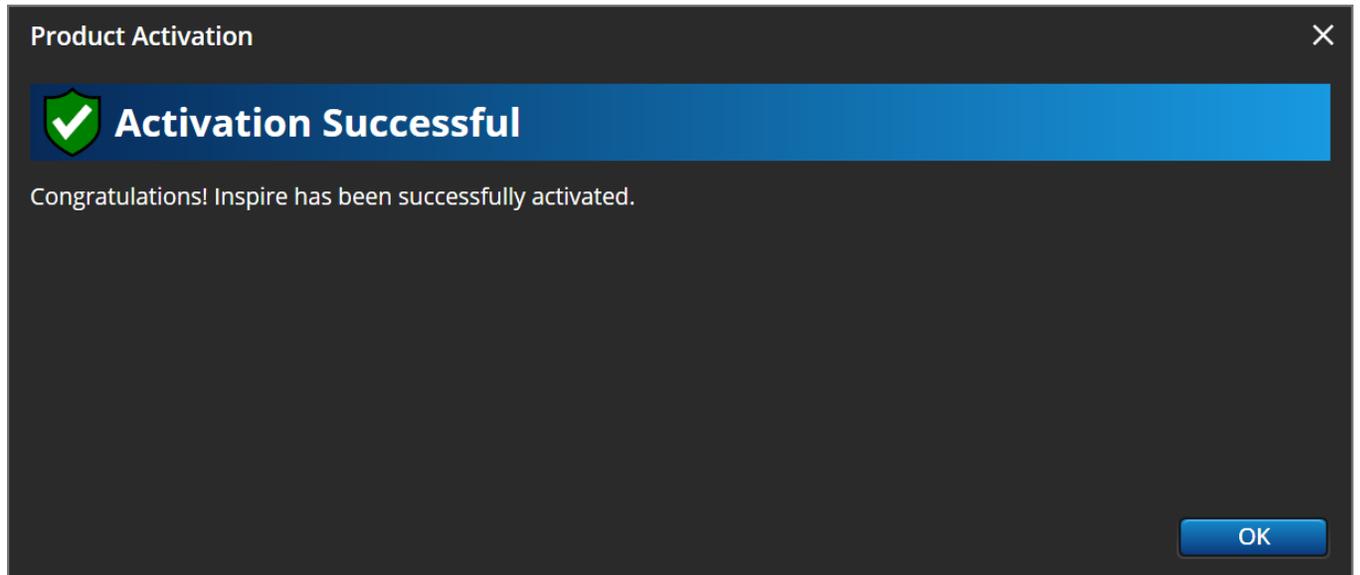
```

This URL and activation code have both been copied to the clipboard for you.

Once submitted to the web page, enter the resulting license activation code below.

197065c9eadcdd612dc5a9f984a88d25e8d3c7a4d5a44b1f27e9b854f1a570c362492ccea342f2a88b9373a73ea8dd463

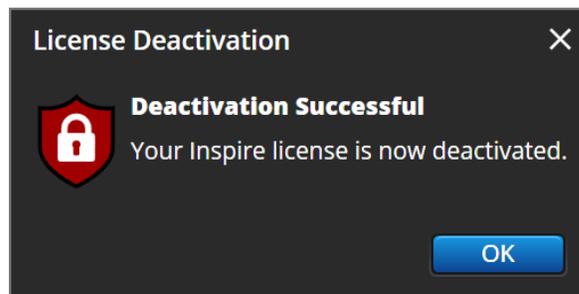
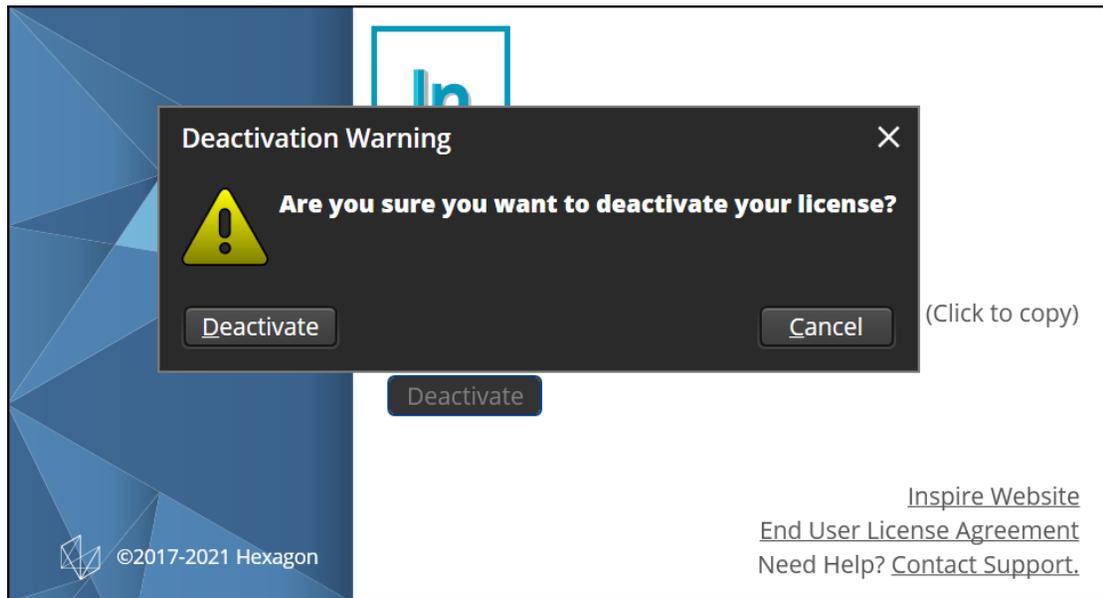
10. Finally, you will see a confirmation page saying that your license has been activated!



Deactivating a Cloud License

Online

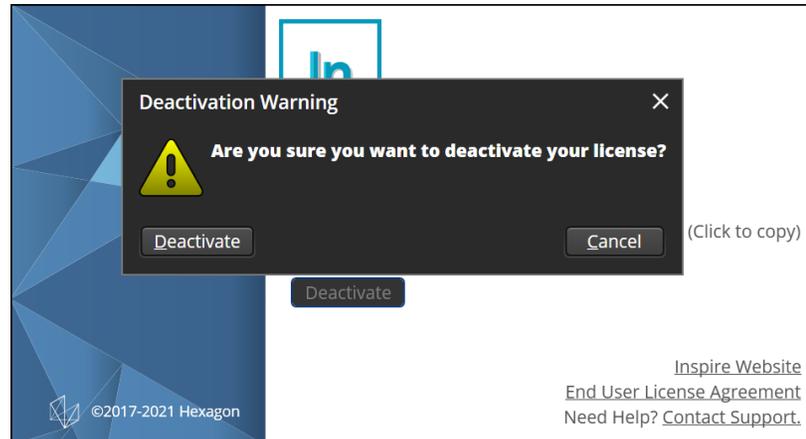
1. Inside of Inspire go to **Help > About** and then copy your Cloud Key License and save it to a *.txt file. In the dialog box, select **Deactivate** and a warning message will appear confirming your choice and a confirmation will display as shown below stating the license has been deactivated successfully:



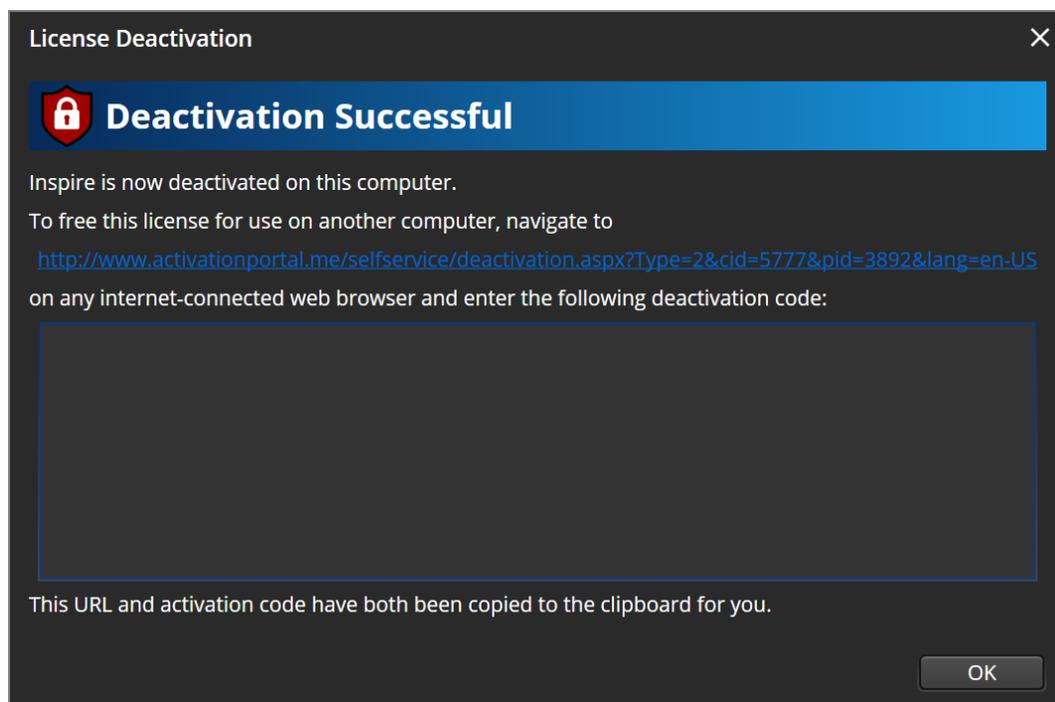
2. Now you can transfer your license to another computer and follow the steps detailed in [Activating a Cloud License Online](#)

Offline

1. Inside of Inspire go to **Help > About** and then copy your Cloud Key License and save it to a *.txt file. Now in the dialog box, select **Deactivate** and a warning message will appear confirming your choice and choose **Deactivate** as shown below:



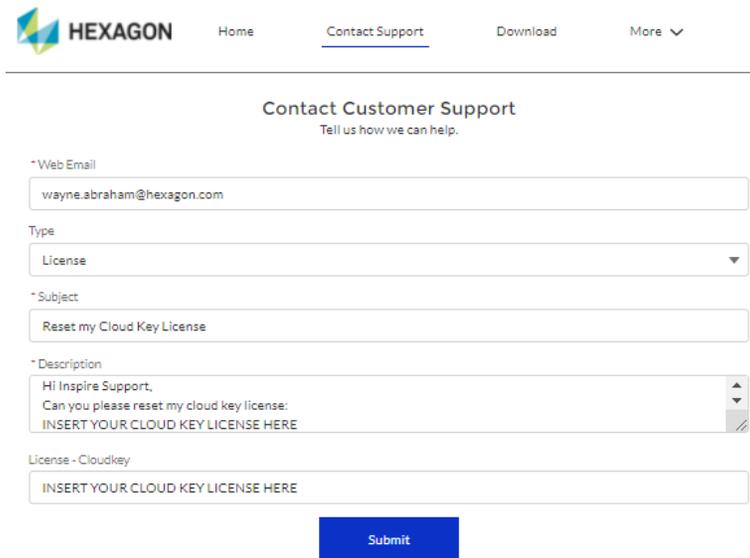
2. A dialog box will appear saying the license deactivation is successful and the URL and **Activation Code** have been copied to the clipboard where you can save it in a *.txt file. Now you can transfer your license to another offline computer and follow the steps detailed in [Activating a Cloud License Offline](#)



When should I deactivate my license?

Changing Laptops/Reinstalling Windows

1. If you are changing laptops, reinstalling Windows, etc. you must deactivate your license prior to activating it on the other computer. Simply follow the instructions above in [Activating a Cloud License](#) for more information.
2. If you forget, just send an email to inspiresupport@kinematics.com and we will be more than happy to help you reset your Cloud Key License
3. You can also navigate to the website [Inspire Software Support](#) and fill out the Contact Customer Support form as shown below:



HEXAGON Home [Contact Support](#) Download More ▾

Contact Customer Support
Tell us how we can help.

* Web Email
wayne.abraham@hexagon.com

Type
License ▾

* Subject
Reset my Cloud Key License

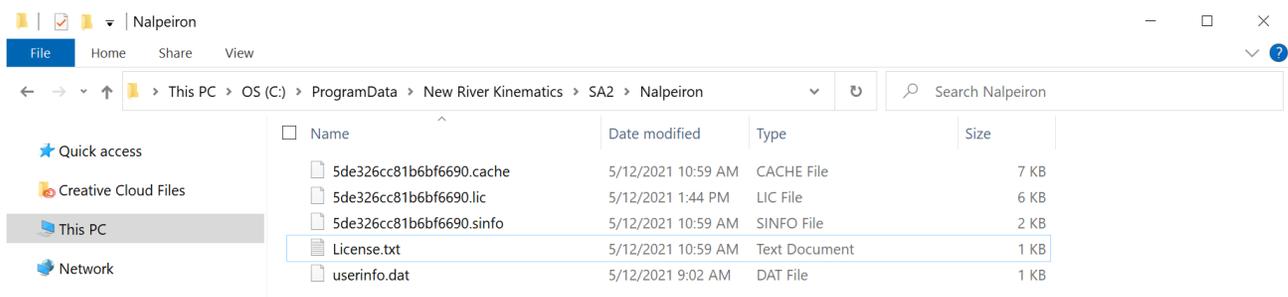
* Description
Hi Inspire Support,
Can you please reset my cloud key license:
INSERT YOUR CLOUD KEY LICENSE HERE

License - Cloudkey
INSERT YOUR CLOUD KEY LICENSE HERE

Submit

Where can I find my Cloud Key license?

1. Open Inspire > Help > About > License Code.
2. Open File Explorer and navigate to C:\ProgramData\New River Kinematics\SA2\Nalpeiron
 - a. Now you can select "License.txt" and you will see your current Inspire Cloud Key license

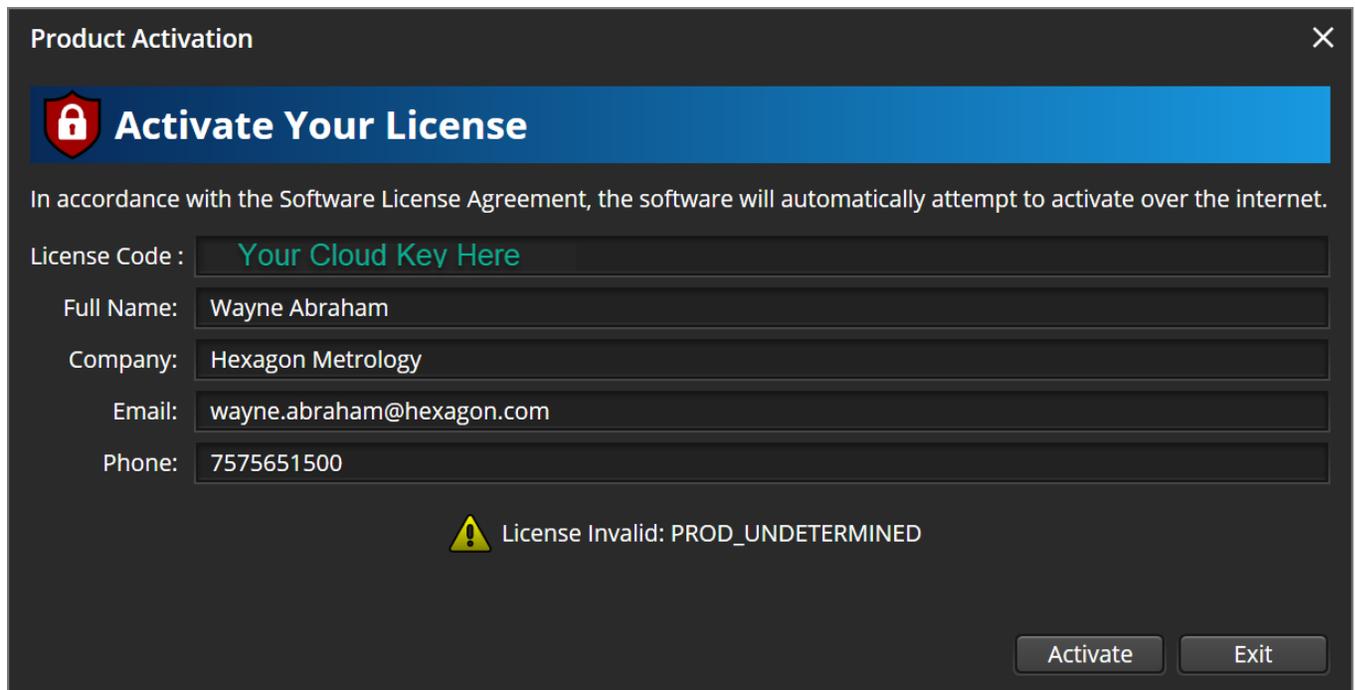


Troubleshooting License Errors

Here are some common licensing errors you may run into while running Inspire:

Product (PROD) Underdetermine

1. If you are running Inspire and receive this error message below, you may have one or more instances of Inspire running from various versions. An example would be running version 2021.1.230.0 and a beta version of 2021.1.256.0 at the same time.



2. Please close out all different versions of Inspire and re-launch Inspire again.

Virtual Machines (Hyper V)

1. Make sure there aren't any virtual machines installed and if there are, uninstall them including Hyper-V
2. Uninstall Inspire completely from the computer to ensure it can be installed by an administrator.
3. Delete the Nalpeiron folder located in C:\ProgramData\New River Kinematics\SA2
4. Install Inspire from a user account with administrator privileges and be sure to enable the check box to **Run Inspire after install** with the administrator account.
5. Close Inspire after it opens and then logout of your account.
6. Now you will have the standard user account login corrected and should be able to run Inspire.

NOTE: If you still are experiencing problems with your Cloud License Key, you can always send an email to inspiresupport@kinematics.com

Index and Resources

1. [Inspire Software Support](#)
2. [Inspire Community Download](#)