



## Frequently Asked Questions about Dongle-Free Electronic Licenses (“DFL”)

### 1. What versions can I use and is it backward compatible?

You can use SW7.1 and later currently for both data collection and post-processing. SW7.1 is backward compatible with projects saved in 7.0 but nothing earlier. SW versions 7.0 and later take full advantage of multithreading and floating point operations and other internal changes to file formats. Please refer to the “Introduction to SonarWiz 7” PDF under Support > Downloads > Documentation for details and suggestions.

### 2. Does it require an Internet Connection on startup, to confirm the ID? How often?

The program will require an internet connection to confirm and activate the license initially. Once activated, the program will not require an internet connection upon startup. However, the program will require periodic access to the internet to validate the license. The default maximum number of days that the program will run without access to the internet is 40, where a day is defined as a calendar day during which the program is actually used. A user can request an extension of this "grace period" if, for example, they are using the program in the field without the ability to connect to the internet.

### 3. If the licensed PC has a failure in the field, can the license still be transferred?

Yes, if the computer fails and/or the user cannot access CTI License Manager utility to deactivate themselves, they should contact CTI sales. CTI can deactivate that computer for the user and reserves the right to ask for computer logs if needed to determine the root cause of the issue (see #14 below). CTI can then send a new electronic license and either CTI or the user can activate the license on the new computer.

Please note that SonarWiz should be closed before running CTI License Manager to activate, deactivate or refresh the license; otherwise, the change may not be reflected properly. Please contact CTI for support if any problems occur.

### 4. If it is licensed to a user’s PC, how does the transfer occur?

When a user would like to transfer use of the license to a new computer, this can be done by opening the CTI License Manager utility (desktop > menu > SonarWiz). They can 'deactivate' that computer, launch CTI License Manager on the new target computer and then click 'activate'. CTI can also deactivate and refresh (or reactivate) licenses remotely using its license management database.

### 5. Is it manageable through an online portal, or performed by Chesapeake?

Most of the features will be manageable by the user on the License Manager Utility, downloaded with the software. CTI will also be able to activate, deactivate, revoke and refresh licenses and features remotely.

### 6. Available for Field Data Collection licenses?

Initially dongle free licenses were available for all office-based processing modules. We added support for all “Field” data collection modules in Q4 2018.

### 7. Available for Network licenses?

Dongle free licenses (DFL) are only available for individual single users on modern Windows PCs. DFLs will run in the cloud on most instances of AWS starting with SonarWiz 7.7.1. Azure support expected by late Q1 2021.



**8. Is it cheaper? Are discounts available?**

The normal volume discounts apply to electronic licenses. There is a small initial savings associated with the dongle free license because there are no shipping costs. There may be also lower total cost of ownership with a dongle free solution. CTI recommends insuring a dongle to protect against loss or theft. The replacement cost of a lost or stolen dongle is the full value of the software. It is not necessary to insure a dongle free license because it cannot be lost or stolen and hence is much safer and cheaper to own over the long run.

**9. Does the license still have an EMA?**

Yes, it does, just like a traditional dongle-based license. The EMA is still required for ongoing support and access to the latest downloads. Please run License Manager and click "Refresh" to see the new EMA date.

**10. Any difference in ordering or paying?**

The main difference is avoiding the cost of shipping and insuring dongles and increasing the speed of delivery time. There is a handling charge to convert from a dongle to a DFL license, see 12. below.

**11. What are the benefits?**

- Ease and convenience of no dongle easy to transfer from one internet-connected PC to another.
- No more forgetting and leaving the dongle in the office or on the boat.
- Eliminating the risk of having to pay for an entire new license if the dongle is lost or stolen.
- Saves the cost of shipping a dongle, and it can be delivered immediately on payment.
- Eliminates issue of dongle failures over time (and cost to ship new ones, and inconvenience).
- Same flexibility to change or update user, company contact info (as current dongle EMA)
- Global companies can pass the license on to another user at end of work day by deactivating their instance and telling the next user up to activate on their PC in different location.

**12. I own USB dongle(s) now, but I'd like to switch over to dongle free... What do I need to do?**

- a. Contact CTI to request the change, renew EMA if not current, and pay handling fees.
- b. EMA must be current before a new license is approved since the license works with 7.1 and later.
- c. SonarWiz 7.1 is not backward compatible with SonarWiz 6 and SonarWiz 5 formats.
- d. CTI will send a DUK file that deactivates their dongle. User must be connected to the internet so that deactivation is recorded in CTI license database. The old EMA will be replaced with a new one.
- e. Once CTI has verified the dongle has been deactivated, they will prepare a DFL ID & activation key.
- f. If dongle is proved to be lost or stolen, it will be deactivated and noted as retired in license database.
- g. CTI will email the new EMA letter, license number, activation key (password) to the user, who will activate their soft license. Besides a small service charge for handling, there is no additional cost involved unless new modules are added.
- h. User will return the dongle to CTI and/or show proof of destruction within 30 days.

**13. I tried it and would prefer to go back to a dongle. What can I do?**

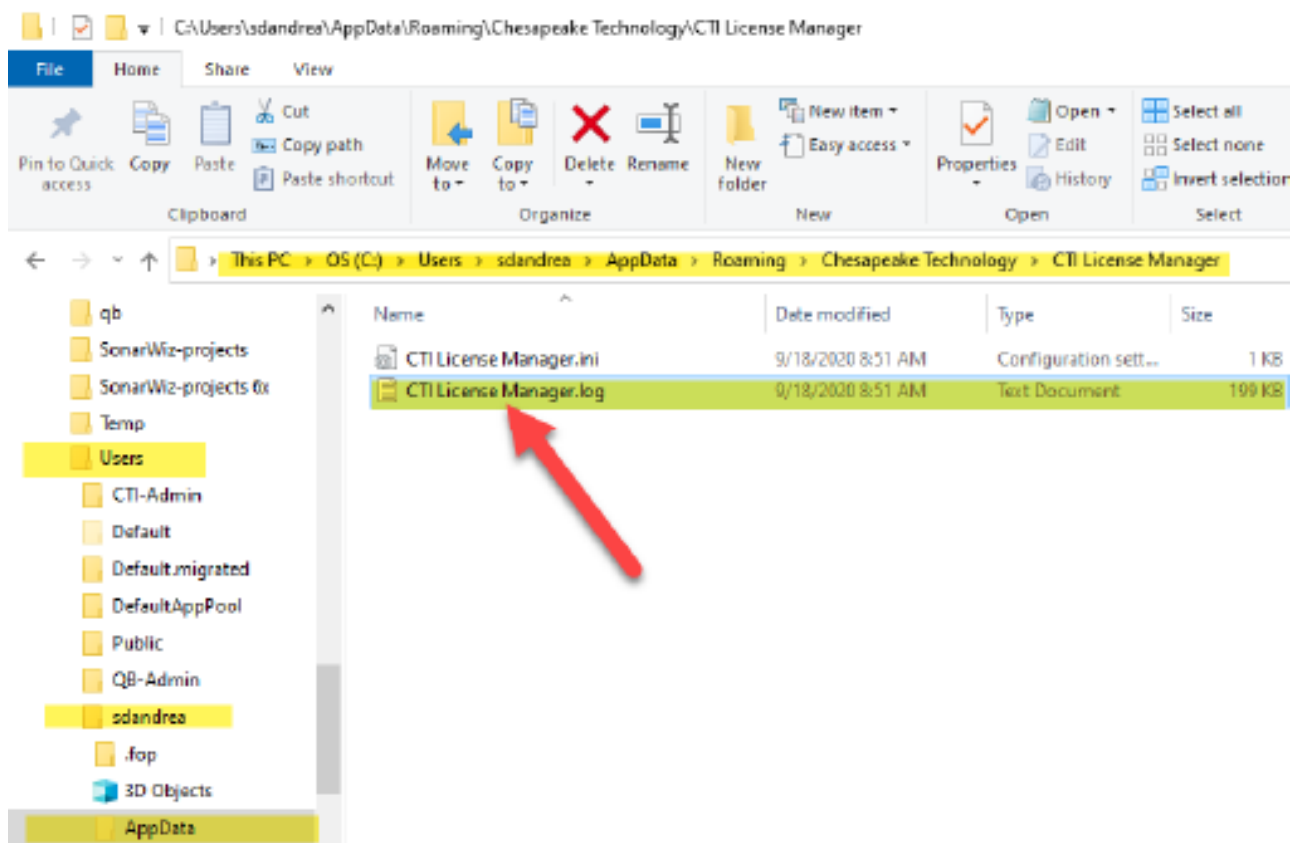
We will bill and ship a new license on a dongle and on receipt we will deactivate and revoke the electronic license.

## 14. Is my DFL deactivated? Why can't I activate it again?

Sometimes it is not clear whether a user has properly deactivated the DFL. Sales or Support may request that the user provide the activity log from their PC. The log is named "CTI License Manager.log". It can be found in this file path:

C:\users\\appdata\roaming\chesapeake technology\CTI License Manager\  
CTI License Manager.log

It can be found more easily by typing "%appdata%" into the Windows Search. Once found, please copy the log, and email it to your CTI Sales or Support contact.



## 15. Which port do I need open so the PC can access the CTI license server?

Everything happens over port 80 which is the standard HTTP port. Port 80 is usually open by default on PCs, otherwise the browser would not be able to get to the internet. If a PC has a browser and can get to the internet, then DFL interaction with our server should work. You may also need to check firewall and antivirus software settings.