# Sentinel RMS SDK v9.1.0

Windows (32 and 64-bit) Release Notes



#### **Disclaimer and Copyrights**

All information herein is either public information or is the property of and owned solely by Gemalto NV. and/or its subsidiaries who shall have and keep the sole right to file patent applications or any other kind of intellectual property protection in connection with such information.

Nothing herein shall be construed as implying or granting to you any rights, by license, grant or otherwise, under any intellectual and/or industrial property rights of or concerning any of Gemalto's information.

This document can be used for informational, non-commercial, internal and personal use only provided that:

- The copyright notice below, the confidentiality and proprietary legend and this full warning notice appear in all copies.
- This document shall not be posted on any network computer or broadcast in any media and no modification of any part of this document shall be made.

Use for any other purpose is expressly prohibited and may result in severe civil and criminal liabilities.

The information contained in this document is provided "AS IS" without any warranty of any kind. Unless otherwise expressly agreed in writing, Gemalto makes no warranty as to the value or accuracy of information contained herein.

The document could include technical inaccuracies or typographical errors. Changes are periodically added to the information herein. Furthermore, Gemalto reserves the right to make any change or improvement in the specifications data, information, and the like described herein, at any time.

Gemalto hereby disclaims all warranties and conditions with regard to the information contained herein, including all implied warranties of merchantability, fitness for a particular purpose, title and non-infringement. In no event shall Gemalto be liable, whether in contract, tort or otherwise, for any indirect, special or consequential damages or any damages whatsoever including but not limited to damages resulting from loss of use, data, profits, revenues, or customers, arising out of or in connection with the use or performance of information contained in this document.

Gemalto does not and shall not warrant that this product will be resistant to all possible attacks and shall not incur, and disclaims, any liability in this respect. Even if each product is compliant with current security standards in force on the date of their design, security mechanisms' resistance necessarily evolves according to the state of the art in security and notably under the emergence of new attacks. Under no circumstances, shall Gemalto be held liable for any third party actions and in particular in case of any successful attack against systems or equipment incorporating Gemalto products. Gemalto disclaims any liability with respect to security for direct, indirect, incidental or consequential damages that result from any use of its products. It is further stressed that independent testing and verification by the person using the product is particularly encouraged, especially in any application in which defective, incorrect or insecure functioning could result in damage to persons or property, denial of service or loss of privacy. © 1994 - 2016 Gemalto NV. All rights reserved. Gemalto, the Gemalto logo, are trademarks and service marks of Gemalto and are registered in certain countries.

Sentinel<sup>®</sup> RMS makes use of certain third-party softwares. Please refer to *SentinelRMSAcknowledgements* document for more information about third-party softwares used by Sentinel<sup>®</sup> RMS.

Product Version: 9.1.0

Document Number: 007-013329-001, Revision B

Release Date: August 2016

## Contents

| entinel RMS SDK v9.1.0 for Windows (32 / 64-bit) - Release Notes                | 5  |
|---------------------------------------------------------------------------------|----|
| About This Document                                                             | 5  |
| Product Overview                                                                | 5  |
| What's New in Sentinel RMS v9.1.0?                                              | 6  |
| Unified API Enhancements                                                        |    |
| Added New Attributes in the sntl_licensing_app_context_new API                  | 6  |
| sntl_licensing_get_info API Enhancements                                        |    |
| Enhancement in the sntl_licensing_get_session_info API                          |    |
| Renaming of Attribute Key Names                                                 |    |
| Traditional API Enhancements                                                    |    |
| Obtaining the Start and Expiration Time of a Checked-out Commuter License       |    |
| Licenses with Entitlement Start and Expiration Time                             |    |
| New Fields in the CodeT (License), VLSfeatureInfo and VLSlicenseInfo structures |    |
| License Version Upgraded to v17                                                 |    |
| Enhancements in the Java Interface for Unified API                              |    |
| Miscellaneous Changes                                                           |    |
| Removed CodeCover from the Sentinel RMS SDK Installer                           |    |
| Increased Size of Vendor Usage Data<br>Documentation Changes                    |    |
| What's New in the SCL Add-on for RMS?                                           |    |
| Problem Corrected in This Release                                               |    |
| Installation Information                                                        |    |
| Before You Install                                                              |    |
| Administrator Privileges                                                        |    |
| RMS SDK Serial Number                                                           |    |
| System Requirements                                                             | 15 |
| Installation Instructions                                                       |    |
| Installed Directories                                                           | 17 |
| Major Documentation Resources                                                   |    |
| Developer's Guide                                                               |    |
| API Reference Guide                                                             |    |
| System Administrator's Guide                                                    |    |
| ,<br>License Generation API Reference Guide                                     |    |
| SCL Add on for RMS Documentation                                                |    |
| Technical Support                                                               |    |

## Sentinel RMS SDK v9.1.0 for Windows (32 / 64-bit) - Release Notes

## **About This Document**

This document contains details about the new features, problems corrected, and installation of the v9.1.0 of the Sentinel RMS SDK. The last major release was Sentinel RMS v9.0.0.

## **Product Overview**

Sentinel RMS is a software licensing SDK for your applications. It increases revenue by authorizing the use of your applications and offers a variety of licensing schemes to boost your product sales. It also provides tools that system administrators can use to track and manage licenses in a network.

When SCL add-on is combined with the license enforcement features of Sentinel RMS and the licensing management features of Sentinel EMS, it makes a complete solution that provides the benefits of cloud-connected licensing to applications deployed in customer's network or hosted online. Usage collection and reporting is the most significant advantage obtained with cloud-connected licensing.

## What's New in Sentinel RMS v9.1.0?

This section provides details about the new features and enhancements included in the RMS v9.1 release:

#### **Unified API Enhancements**

The following major enhancements, related to the Unified API, are included in this release. For more information, refer to the chapter "Unified API" of the Sentinel RMS SDK API Reference Guide:

#### Added New Attributes in the sntl\_licensing\_app\_context\_new API

In this release, the following attributes are added to the sntl\_licensing\_app\_context\_new API:

| Attribute Key                                     | Purpose                                                                                      |
|---------------------------------------------------|----------------------------------------------------------------------------------------------|
| SNTL_ATTR_APPCONTEXT_DEFAULT_ERROR_HANDLER        | Sets the default error handler for troubleshooting error conditions.                         |
| SNTL_ATTR_APPCONTEXT_TRACE_LEVEL                  | Sets the tracing of the various licensing operations.                                        |
| SNTL_ATTR_APPCONTEXT_SERVER_PORT                  | Sets a network port, different from the default, for communicating with the License Manager. |
| SNTL_ATTR_APPCONTEXT_BROADCAST_INTERVAL           | Sets the timeout interval (in seconds) to find a License Manager in the subnet.              |
| SNTL_ATTR_APPCONTEXT_AUTO_REFRESH                 | Defines the behavior of the automatic license refresh.                                       |
| SNTL_ATTR_APPCONTEXT_XDISPLAYNAME                 | Sets the name of the X display where<br>the user needs to display the applic-<br>ation.      |
| SNTL_ATTR_APPCONTEXT_VENDOR_DEFINED_<br>SHARINGID | Sets the special vendor-defined ID that can be used for license sharing decisions.           |

#### sntl\_licensing\_get\_info API Enhancements

This section briefly describes the various enhancements done in the sntl\_licensing\_get\_info API:

#### Added New Query Types

In this release, the *sntl\_licensing\_get\_info* API has been enhanced to provide the following additional information:

- appContextInfo The information about the various parameters set in an application context.
- featureCumulativeTrialInfo The cumulative information about the trial period of trial licenses for the given feature.

- serverInfo The information about the License Manager.
- serverPoolInfo The information about a group of License Managers hosting the same license for high availability.

#### Renaming of Query Type Macros

In this release, the existing query type macros of the sntl\_licensing\_get\_info API are also renamed to reflect their actual use. The following table includes a list of such query types:

| Old Query Type (v9.0.0) | Renamed to(v9.1.0)          |
|-------------------------|-----------------------------|
| SNTL_FEATURE_INFO       | SNTL_QUERY_FEATURE_INFO     |
| SNTL_LICENSE_INFO       | SNTL_QUERY_LICENSE_INFO     |
| SNTL_CLIENT_INFO        | SNTL_QUERY_CLIENT_INFO      |
| SNTL_LIBRARY_INFO       | SNTL_QUERY_LIBRARY_INFO     |
| SNTL_RECIPIENT_INFO     | SNTL_QUERY_RECIPIENT_INFO   |
| SNTL_FINGERPRINT_INFO   | SNTL_QUERY_FINGERPRINT_INFO |

New XML Response Fields for Existing Query Types

In this release, new XML response fields have been introduced in the sntl\_licensing\_get\_info API, in place of few existing fields to reflect their actual usage. The existing XML fields have been marked as obsolete and will be deprecated in the future releases. The following table includes a list of obsolete XML fields and the corresponding new XML response fields:

| Query Type                  | Existing XML Response<br>Fields (v9.0.0)                                                             | New XML Response Fields<br>(v9.1.0)                                   |
|-----------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| SNTL_QUERY_<br>FEATURE_INFO | trial Days Count,<br>trial Elapsed Hours,<br>trial Calendar Period Left<br>trial Elapsed Period Left | trial Days<br>trial Seconds<br>trial Days Left,<br>trial Seconds Left |
| SNTL_QUERY_<br>LICENSE_INFO | trial Days Count<br>trial Elapsed Hours<br>trial Calendar Period Left<br>trial Elapsed Period Left   | trial Days<br>trial Seconds<br>trial Days Left,<br>trial Seconds Left |
| SNTL_QUERY_<br>CLIENT_INFO  | shared Id Name<br>client Vendor Usage Data<br>is Sharing                                             | vendor Defined Sharing Id<br>vendor Usage Data<br>shared Client Count |

#### Added New XML Response Fields

In this release, the following new XML response fields are also introduced:

| Query Type                  | New XML Response Field                                                                                                                 |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| SNTL_QUERY_FEATURE_<br>INFO | commutedFromServer - The License Manager from which the license is obtained for the commute action.                                    |
| SNTL_QUERY_LICENSE_<br>INFO | activationBirthTime - The entitlement start time (epoch time).<br>activationExpiryTime - The entitlement expiration time (epoch time). |

Enhancement in the sntl\_licensing\_get\_session\_info API

In this release, a new XML field *refreshStatus* is added to the output of the sntl\_licensing\_get\_session\_info API to inform about the current status of the refresh process.

#### Renaming of Attribute Key Names

In this release, few attribute keys are renamed to reflect their actual use. The following table includes a list of such attributes:

| ΑΡΙ                             | Old Attribute Key (v9.0.0)            | Renamed to(v9.1.0)                              |
|---------------------------------|---------------------------------------|-------------------------------------------------|
| sntl_licensing_login_<br>attr   | SNTL_ATTR_LOGIN_VENDOR_<br>IDENTIFIER | SNTL_ATTR_LOGIN_VENDOR_ISOLATION_<br>IDENTIFIER |
| sntl_licensing_<br>logout_attr  | SNTL_ATTR_LOGOUT_UNITS_<br>CONSUMED   | SNTL_ATTR_LOGOUT_UNITS_TO_RELEASE               |
| sntl_licensing_login_<br>attr   | SNTL_ATTR_LOGIN_CHALLENGE_<br>SIZE    | This attribute has been removed                 |
| sntl_licensing_<br>refresh_attr | SNTL_ATTR_REFRESH_<br>CHALLENGE_SIZE  | This attribute has been removed                 |

#### **Traditional API Enhancements**

The following major enhancements, related to the Traditional API, are included in this release. For more information, refer to the Sentinel RMS SDK API Reference Guide:

#### Obtaining the Start and Expiration Time of a Checked-out Commuter License

Starting v9.1.0, you can obtain the start and expiration time of a checked-out commuter license, in hours and minutes. To support this enhancement, the following changes are made:

- The following additional fields are introduced in the *VLScommuterInfo* structure:
  - structSz
  - birth\_hours
  - birth\_minutes
  - death\_hours
  - death\_minutes
- Introduced the VLSgetCommuterInfoExt API, an extension of the VLSgetCommuterInfo API, to obtain the start and expiration time of a checked-out commuter license.

Developers using the Unified API, can use the Unified API sntl\_licensing\_get\_info() with query type featureInfo and licenseInfo, to retrieve the commuter information. Make sure to have set the contact server as "no-net"

#### Licenses with Entitlement Start and Expiration Time

Starting v9.1.0, licenses generated include the entitlement start and expiration time values (epoch time), useful for SCL Add-on for RMS customers.

To support this enhancement, the following updates are also made:

New Fields in the CodeT (License), VLSfeatureInfo and VLSlicenseInfo structures

The following fields are added in the CodeT (RMS License Structure), VLSfeatureInfo and VLSlicenseInfo structures:

- activation\_birth\_time
- activation\_expiry\_time

For more information, refer to the Sentinel RMS SDK License Generation API Reference Guide and Sentinel RMS SDK API Reference Guide.

You can retrieve the value of the new fields using the VLSgetFeatureinfo, VLSgetLicenseInfo and sntl\_licensing\_get\_info APIs.

License Version Upgraded to v17

Due to updates in the license structure, the license version has been upgraded to v17.

#### Enhancements in the Java Interface for Unified API

In this release, the Java interface for Unified APIs is also updated to reflect the following enhancements:

- The Unified API enhancements listed in the section "Unified API Enhancements".
- Renamed the Java interface installation directory from Java to Java-Jna.

#### **Miscellaneous Changes**

In this release, the following changes are also included:

#### Removed CodeCover from the Sentinel RMS SDK Installer

In this release, the CodeCover component, meant for automatic licensing (for executables and DLLs), has been removed from the Sentinel RMS installation. To obtain it, please contact Technical Support.

#### Increased Size of Vendor Usage Data

The length of Vendor Usage Data has been increased from 100 to 255 bytes. This information will be reflected in the Raw usage data report of the Sentinel EMS. For more information, see the Sentinel EMS User's Guide.

#### Documentation Changes

In this release, the following major documentation changes are also included:

#### Separate Document for the License Generation API

Starting version 9.1.0, the License Generation API are moved *from* the API Reference Guide *to* the Sentinel RMS License Generation API Reference Guide. Prior to this release, these API were included in the Sentinel RMS SDK API Reference Guide. The document is available in the PDF format only, under the Sentinel RMS SDK installation.

#### Removal of the HTML-based Help in the SDK

The HTML-based Help for the following documents is no longer included in the RMS SDK. Instead, use of the hosted Online Help is recommended.

- Sentinel RMS SDK API Reference Guide
- Sentinel RMS SDK Developer's Guide

#### HTML 5 based Online Help

The Online Help is in the HTML 5 format and offers the following advantages:

- Full topic URLs for better link sharing: In HTML5 Help, each topic has a unique URL so they can be shared, emailed or saved in the browsers bookmarks easily.
- Better search results and display: In HTML5 output, the search feature is included in a search bar above the topics. This is in contrast to the previous Help which displayed the Search option in an accordion or tab in the left-side of the page. Furthermore, the Search

output offers Google-style search results and display. An example of the HTML5 based Help is shown here: *http://sentinelrms.safenet-inc.com/scl/* 

#### What's New in the SCL Add-on for RMS?

SCL Add on for RMS v9.1 includes the following major enhancements. To learn more about them, refer to its Release Notes and SCL Add-on for RMS Overview Guide:

#### Introduced Cloud Served – Connected License Deployment Mode

In addition to the *on-premise* and *Cloud Served - Lease* deployment modes, the *Cloud Served - Connected* deployment is now also supported. This mode is primarily meant for hosted and / or always connected applications to leverage the benefits of cloud licensing.

#### Support for Named User Licensing

For *Cloud Served - Connected* deployment, Named User Licensing is also supported. It allows ISVs to create licenses that can be consumed only by specific users or entities.

#### Support for Usage Count Multiplier

Usually, each licensing session consumes one count per a login-logout call sequence. At times, when vendor wants to represent this consumption differently, then a usage count multiplier value can be specified, both at the start of the session (login) and / or at its end (logout).

#### Support for Peak Concurrency

Peak Concurrency obtains usage statistics about the maximum number of concurrent sessions achieved during a given period.

#### Redundant License Manager Support for Lease Licenses

The License Managers in the *Cloud Served - Lease* deployment mode can now be configured in redundant fashion to provide high-availability when the primary License Manager goes down.

## **Problem Corrected in This Release**

In this release, the following problems are corrected:

| User Story /<br>Service Request<br>ID | Problem Description                                                                                                                 |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| RMS-5590                              | The customized License Manager crashed while revoking a license using a permission ticket.                                          |
| RMS-6319                              | The VLSusageFileDecrypt API failed while decrypting tampered usage logs.                                                            |
| RMS-6320                              | After revocation, the aggregate license seat count changed to no limit.                                                             |
| RMS-6321                              | The license sharing functionality failed to work properly when the holdtime value was specified.                                    |
| RMS-6369                              | Modify the description of the VLSgetFeatureInfo (num_licenses field).                                                               |
| RMS-6466                              | The License Generator could not generate a demo license having expiration date beyond 31 December 2016.                             |
| RMS-6488                              | Updated the UUID locking code obtaining mechanism to solve the delay problems                                                       |
| RMS-6590                              | The VLSsetTimeOutInterval() API could not handle timeout interval value of less than 3 seconds correctly.                           |
| RMS-6912                              | Documentation correction required in the VLSrevokeByPermissionTicket API.                                                           |
| RMS-7062                              | Mention the frequency of trial usage data refresh in the VLSgetTrialUsageInfo API documentation.                                    |
| RMS-7077                              | Memory leak (UDP) observed in the License Manager v8.6.1 (Windows).                                                                 |
| RMS-7095                              | The lscgen - Command-Line Options document specified incorrect format of the locking information of the redundant License Managers. |
| RMS-7325                              | Correct the description of the sntl_licensing_login_attr API.                                                                       |

## Installation Information

This section contains following information about installation of the product:

- "Before You Install..." on page 14
- "System Requirements" on page 15
- "Installation Instructions" on page 16
- "Installed Directories" on page 17

#### Before You Install...

Before you begin installing the RMS SDK, note the following:

#### Administrator Privileges

You must have Administrator privileges to successfully install all the components.

#### RMS SDK Serial Number

You require a valid serial number provided by Gemalto. The installer prompts you to enter the serial number specific to you.

#### System Requirements

To use the Sentinel RMS, the minimum hardware and software requirements are:

| Hardware Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Software Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul> <li>Processors:</li> <li>x86 processors for 32-bit</li> <li>x86-64 processors for 64-bit</li> </ul>                                                                                                                                                                                                                                                                                                                                                               | <ul> <li>Operating Systems:         <ul> <li>32-bit version of Windows 7, 7.1, 8 (Desktop mode), 8.1, 10, Windows Server 2008, 2008 R2, 2012 and 2012 R2</li> <li>64-bit version of Windows 7, 7.1, 8(Desktop mode), 8.1, 10, Windows Server 2008, 2008 R2, 2012 and 2012 R2.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                        |
| <b>Monitor and Settings:</b><br>VGA monitor with 800 x 600 resolution<br>(1024 x 768 recommended)                                                                                                                                                                                                                                                                                                                                                                      | <ul> <li>Compilers:         <ul> <li>Microsoft Visual Studio 2008 Professional edition v9.0.30729.1 SP - For 32 and 64-bit</li> <li>Microsoft Visual Studio 2010 Professional edition v10.0.30319.1 RTMRel - For 32 and 64-bit</li> <li>Microsoft Visual Studio 2012 Professional edition v11.0.60610.01 Update 3 - For 32 and 64-bit</li> <li>Microsoft Visual Studio 2013</li> </ul> </li> <li>RMS libraries compiled with Microsoft Visual Studio 2012 are fully compatible with Visual Studio 2013. In this release, the RMS SDK does not include a separate library for Visual Studio 2013.</li> </ul> |
| <ul> <li>Hard Disk Space:<br/>Approximately 1.3 GB free hard disk space</li> <li>Make sure that the "initial size (in<br/>MB)" allowed for "pagefile" per<br/>drive remains available after you<br/>have installed RMS. Else, the space<br/>crunch may affect your system's<br/>performance.</li> <li>RAM: <ul> <li>2 GB RAM on Windows 7, Windows<br/>8, Windows 2012, and<br/>Windows 10</li> <li>1 GB RAM on all other operating<br/>systems</li> </ul> </li> </ul> | <ul> <li>Java Runtime Environment:<br/>Java Runtime Environment v1.6, 1.7 and 1.8 for the<br/>Java interface</li> <li>Web Browser (for viewing HTML Helps): <ul> <li>Internet Explorer 7.0 or later</li> <li>Firefox 3.5 or later</li> <li>Chrome 1.0 or later</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                       |
| ,                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | PDF File Viewer (for viewing PDF documents):<br>Adobe Acrobat 4.0 (or later)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

#### Installation Instructions

- 1. Double-click *StartHere.exe* from the root of the installation media. The Start Here screen appears.
- 2. Click Install under Sentinel RMS Development Kit 9.1.0 Software. The Welcome screen appears.

If you are installing the RMS SDK using the steps mentioned here, you need not click the Install option under Sentinel RMS License Manager Installer. This option is for only installing the Sentinel RMS License Manager, which is automatically installed as a part of the SDK on your system.

- 3. Click Next. A screen showing the license agreement appears.
- 4. To proceed, accept the license agreement and click Next.
- 5. In the Customer Information dialog box, type your name, organization name, and the SDK serial number. This serial number is contained in the Sentinel RMS SDK product packaging and is unique for each developer. Entering this number customizes your SDK.
- 6. You may modify the SDK installation directory. The default installation directory is:
  - On 32-bit <OSdrive>:\Program Files\SafeNet Sentinel\Sentinel RMS Development Kit\<version>\
  - On 64-bit <OSdrive>:\Program Files (x86)\SafeNet Sentinel\Sentinel RMS Development Kit\<version>\
- 7. Choose the installation as **Complete** or **Custom**.

The Custom installation option for the RMS SDK cannot be used on non-English operating systems. However, installation on the default path can be done successfully.

- 8. You are prompted for modifying the system firewall settings. Keep the check box selected to allow communication with the License Manager. This setting adds the License Manager in your system firewall's exceptions list. Clearing the check box blocks the communication with the License Manager (not recommended).
- 9. Follow the on-screen instructions to finish the installation.

#### **Installed Directories**

The following directories\files are installed:

| Directory or File | Description                                                                                                                                                            |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Development       | Contains all the RMS libraries, header files, and source code for licensing and customization purpose.                                                                 |
| Manuals           | Documentation for the Sentinel RMS SDK.                                                                                                                                |
| Redistributable   | The utilities and files for your customers, including the Sentinel RMS License Manager installer.                                                                      |
| Samples           | The sample programs for demonstrating the use of various RMS features and API.                                                                                         |
| VendorTools       | Contains the utilities and files for your use.                                                                                                                         |
|                   | The license generator is no longer included with the SDK. A down-<br>load link is provided to you using e-mail. If not, contact Technical<br>Support for obtaining it. |
| install.rbo       | Contains information about the version and serial number.                                                                                                              |
| ReleaseNotes.pdf  | This file.                                                                                                                                                             |

### **Major Documentation Resources**

This section provides details about the major documentation resources for the product:

#### **Developer's Guide**

Contains the complete product overview, the necessary information for licensing and distributing the applications. Useful for developers planning and implementing licensing. To access, use the following ways:

- PDF version is installed on the system can be accessed using the Doc Access Page (.htm) in the Manuals directory.
- The latest online copy can be accessed here: http://sentinelrms.safenet-inc.com/RMSDocumentation/Vendor/Default.htm

#### **API Reference Guide**

Contains details about all the API functions, including the licensing library, system initialization, and so on. Useful for developers integrating the API functions in the code. To access, use the following ways:

- PDF version is installed on the system can be accessed using the Doc Access Page (.htm) in the Manuals directory.
- The latest online copy can be accessed here: http://sentinelrms.safenet-inc.com/RMSDocumentation/Vendor/Default.htm

The Developer's Guide and API Reference Guide are bundled together as the Vendor's documentation. You can find it as the last item in its ToC (in the left-side pane).

#### System Administrator's Guide

Contains details about using the system administration and License Manager configuration options. Useful for the System Administrator of the end user (on the customer site). To access, use the following ways:

- The HTML version installed on the system can be accessed using the Doc Access Page (.htm) in the Manuals directory.
- The latest online copy can be accessed here: http://sentinelrms.safenet-inc.com/RMSDocumentation/SysAdmin/Default.htm

#### License Generation API Reference Guide

Contains details about the License Generation API functions. The PDF version is installed on the system in the *Manuals* directory.

#### SCL Add on for RMS Documentation

The complete documentation of the SCL Add on for RMS is hosted at: *http://sentinelrms.safenet-inc.com/scl/* 

For getting started, begin with the SCL Add-on for RMS Overview Guide.

### **Technical Support**

You can contact us using any of the following options:

- Business Contacts To find the nearest office or distributor, use the following URL: https://sentinel.gemalto.com/contact-us-sm/
- Technical Support To obtain assistance in using Gemalto Sentinel products, feel free to contact our Technical Support team:
  - Phone: 800-545-6608 (US toll free), +1-410-931-7520 (International)
  - Regional Support Contact Information: https://sentinel.gemalto.com/technicalsupport-sm/
  - E-mail: support@safenet-inc.com
  - URL: https://sentinel.gemalto.com/technical-support-sm/
- Downloads You may want to check out updated installers and other components here: https://sentinel.gemalto.com/technical-support-sm/