



Leica Geosystems
Incident Mapping Suite

Map360

Updating USK Key – Dealing with Firewalls





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Map360 Updating your USB Key – Dealing with Agency Firewall

One of the most common problems with updating your USB license key if you work for an agency is your internet firewall. A firewall can prevent you from Updating your USB license key so you are unable to license updates or upgrades. Depending on the firewall configuration used in your organization, you might need to grant special permission to the License Manager software to access MicroSurvey.com through **TCP Port 80**.

A few solutions to try:

1. Have your agency IT staff assist you. They can usually by-pass firewalls.

Or do-it-yourself solutions*:

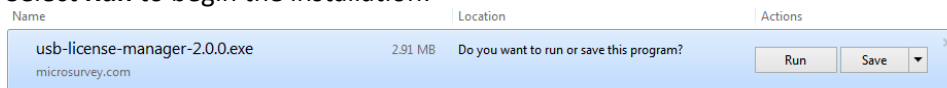
2. Go offline, hotspot your cell phone to make a internet connection for your computer and update your USB license key. Then you can return normal internet connection.
3. Remove your USB license key and use a different computer that is not behind a fire wall. Follow the instruction steps below.

*Note: The USB Software License keys we use only contain license information and do not contain any files that may be harmful.

For additional information see License Key Trouble shooting guide: <http://helpdesk.microsurvey.com/index.php?/Troubleshooter/Step/View/6>

Instructions for Updating USB Key on alternate computer without Map360 installed:

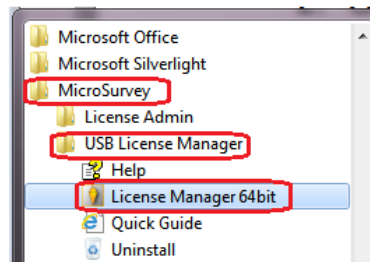
1. **Download License Manager from here:** [Link to download License Manager](#)
2. Select **Run** to begin the installation:



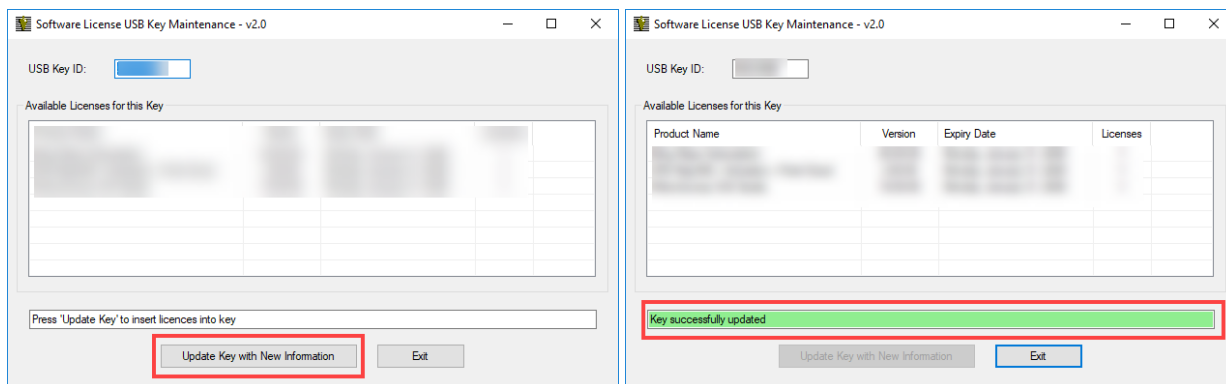
3. The USB License Manager Setup Dialog will appear. Click **Next**. Then accept the default folder and click **Next** again:



4. Select **Install**. Once the install is complete, select **Finish**.
5. Insert the USB License Key in any available USB port on your computer.
6. Go to your **Windows Start button** at bottom left. Select All Programs scroll down and search for: **MicroSurvey** folder > **USB License Manager** > **License Manager 64 bit** .
Click to start the USB License Manager 64bit (will show 32bit if that is what you have)



7. When the program starts it will scan your computer for a key and when it finds one it will automatically read the serial number and contact our server to find your license information. Once that is found it will be listed for you and includes details about the product(s), version you can run, your maintenance expiry date, and the number of licenses you own.



8. To update your key, press the **Update Key with New Information** button.
9. Your key is now updated with new expiry for software maintenance. Now when you insert your USB key into your computer that has Map360 installed you can check for and install updates!

Note: software will still run with expired maintenance but will be unable to install newer updates or upgrades.