USER GUIDE

ICAD-CanalNet

Activation Guide

Deploying and maintaining licenses across your organization

For IT administrators and end users | Support: support@quanomics.com

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> **Who this guide is for**
> IT administrators and users deploying ICAD-CanalNet across an organization.

Most activation problems come from a license being activated on a machine that then changes, or from network policy silently blocking the licensing check. Both are avoidable. This guide explains how activation works and what to do — and not do — to keep licenses working.

How Activation Works

> **The core rule**
>
> **One license key activates one computer.** The app identifies that computer from its Windows installation and its network hardware, and it must reach the internet at least once every 7 days to keep running.

The license itself **never expires**. This is not a subscription countdown or a trial. The 7-day requirement is a connection check that resets every time the app successfully reaches our servers — which happens quietly in the background when the app launches. Users normally never see it.

If a machine cannot connect

Time since last successful connection	What happens
Under 7 days	Nothing. The app runs normally.
7–10 days	The app still runs, but warns the user with a countdown.
10 days or more	The app will not start until it connects successfully.

Getting a License Key

For end users who don't yet have a key. If your organization already gave you a license key directly, skip to *Before You Activate*.

1. **Get an access code**
   A short code like **`CANALNET-2026-EDU`**, given to you by whoever is providing the software (your IT admin, instructor, or account contact) — by email, in a proposal, or in conversation. It is not your license key; it just lets you submit a request.

2. **Submit a request**
   Go to `https://licensing-cnet.quanomics.com/license/request` and enter the access code, your email, and your name.

3. **Confirm your email**
   You'll get a verification email with a link — click it. This is required before your request reaches anyone for review.

4. **Wait for approval**
   Your request then sits with the provider's admin team for review, typically **2–3 business days**. There's no action needed from you during this time.

5. **Receive your license key**
   Once approved, you'll get an email containing your license key, in the form **`CNET-XXXXX-XXXXX-XXXXX-XXXXX`**. This key is what you enter into the app — keep the email until you've activated.

> **If something doesn't go to plan**
> If the access code is rejected as invalid, double-check it with whoever gave it to you — it may be mistyped or retired. If you don't hear back within the stated turnaround, contact them directly rather than resubmitting.

Before You Activate

Activate each machine in its final, permanent state. This single rule prevents most support tickets. Before entering a license key, confirm:

- ☐ Imaging, provisioning, and sysprep are **complete**, not pending
- ☐ The machine's **network adapter is installed and enabled** in its permanent configuration
- ☐ You are signed in as the **Windows account that will actually use the app**

Shared computers

If several people share one computer, each Windows user can enter the same key on that machine — activating again on the same computer is permitted and does not consume another activation.

What Changes Affect a License

Some normal IT actions change a machine's identity, while many others do not. Check both lists below before performing maintenance — or opening a ticket.

What invalidates a license

Each of these will stop the app from starting. Plan around them, or contact support before performing them on a machine with an active license.

Action	Why it matters
Re-imaging or reinstalling Windows	This regenerates the machine's Windows identity, which the license is bound to.
Replacing, removing, or disabling the network adapter	This includes disabling an onboard adapter in BIOS or by Group Policy.
Non-persistent virtual desktops (VDI)	Desktops that reset to a golden image each session rebuild their identity every time and cannot hold an activation. This configuration is not supported.

What does *not* invalidate a license

Please check this list before opening a support ticket — none of the following affect activation:

OK	Restarting or shutting down the computer
OK	**Renaming the computer**, or joining it to a domain
OK	Connecting to a different network, or switching between Wi-Fi and Ethernet
OK	Unplugging the network cable, or working offline temporarily
OK	Docking and undocking a laptop
OK	Reinstalling or updating the ICAD-CanalNet application
OK	Adding, reformatting, or replacing a secondary disk drive

Network Requirements

For network and security teams. The app makes a small outbound HTTPS request on launch, at most once a day and at minimum once every 7 days.

1. **Allow outbound HTTPS**
   Permit port 443 traffic to `licensing-cnet.quanomics.com`.

2. **Exempt the domain from TLS/SSL inspection**
   This is the most common cause of unexplained licensing failures in managed networks, and it is difficult to diagnose from the user's side.

3. **Keep Windows time synchronization enabled**
   A system clock set significantly behind the correct time forces an immediate online check and will block the app if that check cannot complete.

> **Why TLS inspection breaks licensing**
> An inspecting proxy re-signs the connection using an internal certificate authority. The application validates certificates against its own trust store, which does not contain your internal CA, so the connection fails. The app cannot distinguish this from an ordinary outage — it reports only that it could not reach the server, and continues retrying until the 10-day limit is reached and the app stops starting. Users will report that the software "stopped working" with no indication that the proxy is responsible.

Extended Offline Use

If staff use the software in the field, on remote sites, or anywhere without connectivity for long stretches:

- **Connect before deployment.** A successful launch while online resets the 7-day window.
- More than **10 consecutive days offline** will block the app until it reconnects.
- If extended offline use is a regular part of your operation, contact us — this is adjustable for your organization, but it must be configured in advance rather than resolved case by case.

If Something Goes Wrong

> **Contact support@quanomics.com**
> Most issues — new hardware, a re-imaged machine, a renamed computer, a replaced laptop — are resolved by **resetting the activation**, which releases the license so it can be activated again on the current machine. This is a routine request; please ask rather than working around it.

Two things that will not help

Both may delay resolution:

- **Copying license files between computers.** Licenses are tied to specific hardware and will not transfer this way.
- **Re-entering the key repeatedly.** Repeated attempts are rate-limited and will temporarily lock further attempts.

What to include when you contact support

Include	Where to find it
Machine ID	In the app's activation window — use **Copy my machine ID**.
Recent changes	Anything that changed on the computer recently, if applicable.

Quick reference

Topic	Remember
License scope	One key, one computer. Never expires.
Connection check	At least every 7 days; warning at 7–10; blocked at 10+.
Activate when	Machine is in its final, permanent state.
Network	Allow HTTPS 443 to licensing-cnet.quanomics.com; exempt from TLS inspection.
Machine changed?	Email support@quanomics.com for an activation reset.