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Well Xplore® Installation Guide

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C-FER Technologies**

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WELLXPLORE-PRC-0001-Rev0**

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1. SYSTEM REQUIREMENTS

To successfully run **Well Xplore**, your system must have the following features or higher:

- Operating System: Windows 10/11 or Windows Server 2016/2019/2022
- Processor: Dual-core Processor
- RAM: 4 GB
- Storage: 60 GB (additional space must be available after installation for saving your working files)
- Display: Monitor supported by Microsoft Windows at a resolution of at least 1024x768
- Internet Access: (required) for software installation and operation

2. QUICK START GUIDE

2.1 End User Installation and Licence Activation

The following steps provide a brief overview of the installation process; please see the relevant section of this guide for more detailed instructions:

1. Run the file installer.
2. Review the Software Licence Agreement, and if you agree to the terms and conditions, select the confirmation checkbox.
3. Confirm the installation location.
4. Launch the program.
5. Activate your licence based on the licence type:
 - a. Local Softlock: Go to **Key Management** > **Registration**. Enter the Activation Code provided by C-FER. Select **Activate**.
 - b. Network Softlock: Go to **Key Management** > **Network**. Enter the Network Server address provided by your company IT service. Select **Connect**.
 - c. C-FER Softlock: Go to **Key Management** > **Network**. Enter the Network Server address provided by C-FER. Select **Connect**.

2.2 Licence Protection

Well Xplore licences are copy-protected through the use of a hardware-based ("HASP") and software-based ("Softlock") protection systems. All installations of **Well Xplore** require a functioning internet connection to validate the user-key against C-FER's licencing server when the software is launched, and periodically during the program's execution. This measure prevents unlicensed use of **Well Xplore**.

3. INSTALLING PROGRAM

3.1 Program Files

Well Xplore is located in the **C:\Program Files (x86)\C-FER Technologies\Well XPlore** folder. Installing newer versions **Well Xplore** will remove any links to older versions that exist in the Windows Start menu. Any desktop shortcuts need to be updated to link to the new **Well Xplore** software location in the program files directory.

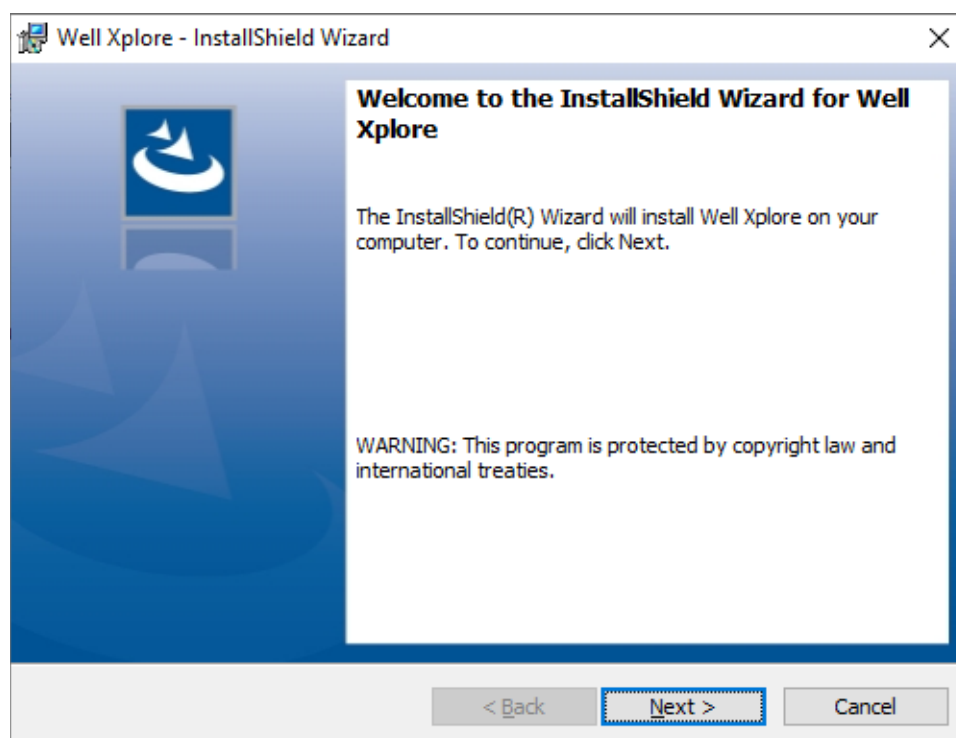
The latest version of **Well Xplore** may be downloaded from <https://www.cfertech.com/wellxplore/user-area/>.

3.2 Installing on Individual Computer

To install **Well Xplore** on your computer:

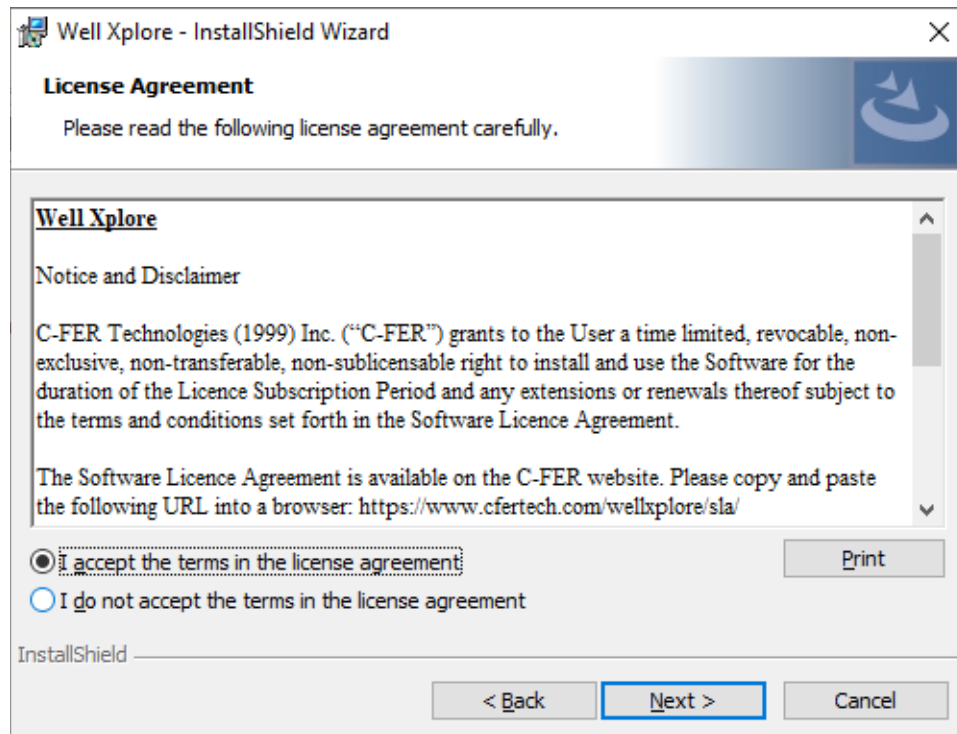
1. Log in with administrator privileges.
2. Close other major applications that are running on Microsoft Windows.
3. Double-click the program icon to start the installation process.
4. Select **Next**.

Installing Program



5. Review the **Well Xplore** Licence Agreement:

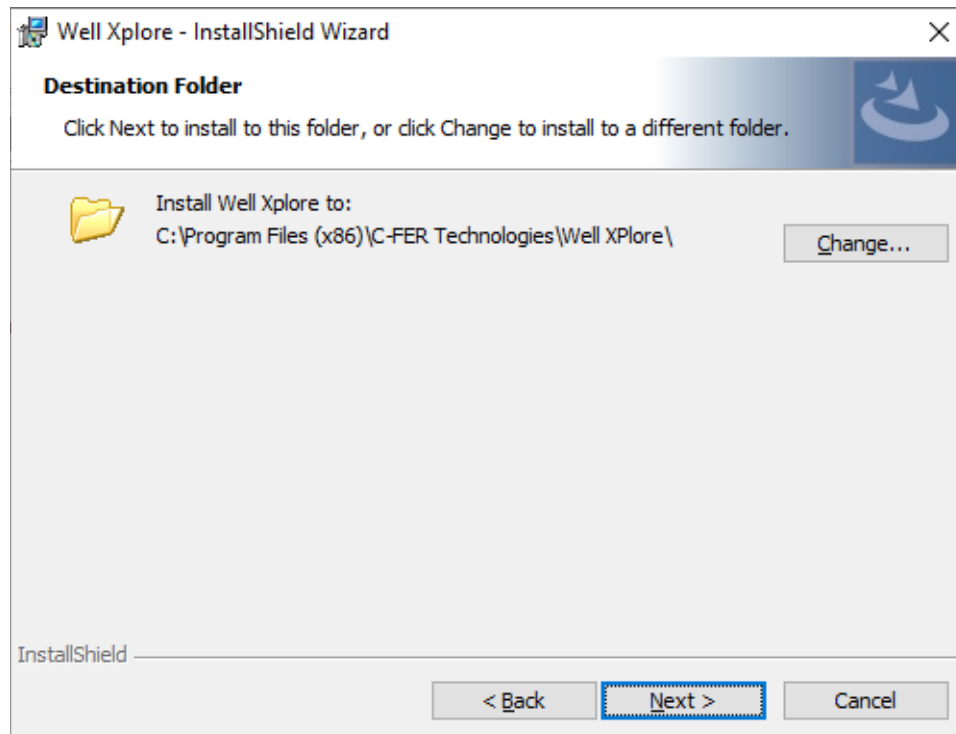
Installing Program



Select **I accept the terms...** and then **Next** if you agree to the terms and conditions.

6. Confirm the installation location:

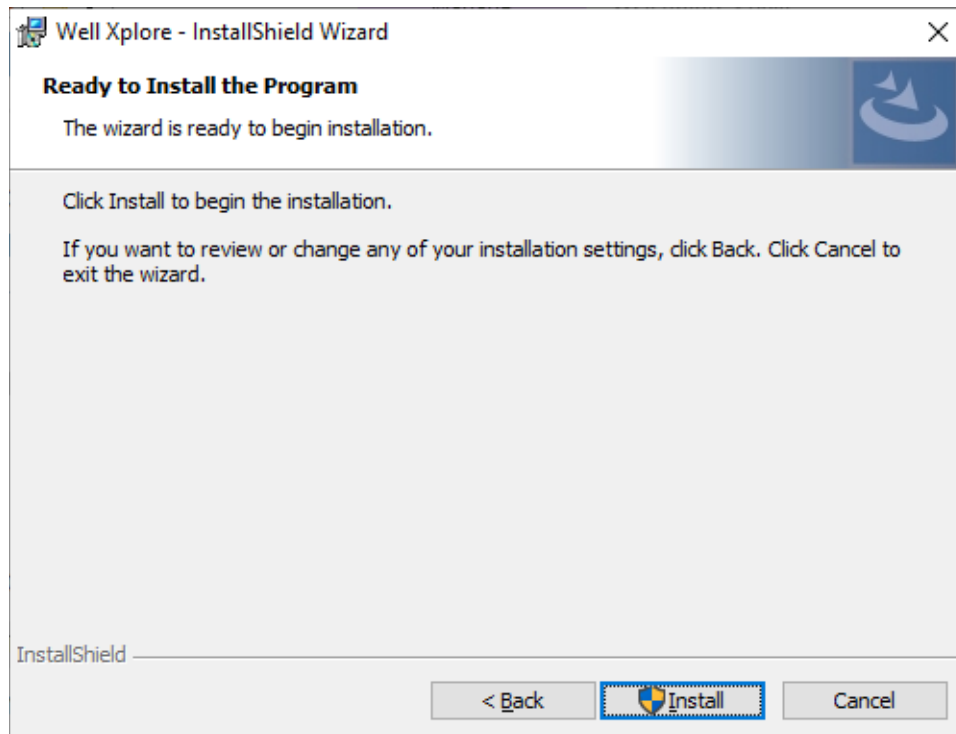
Installing Program



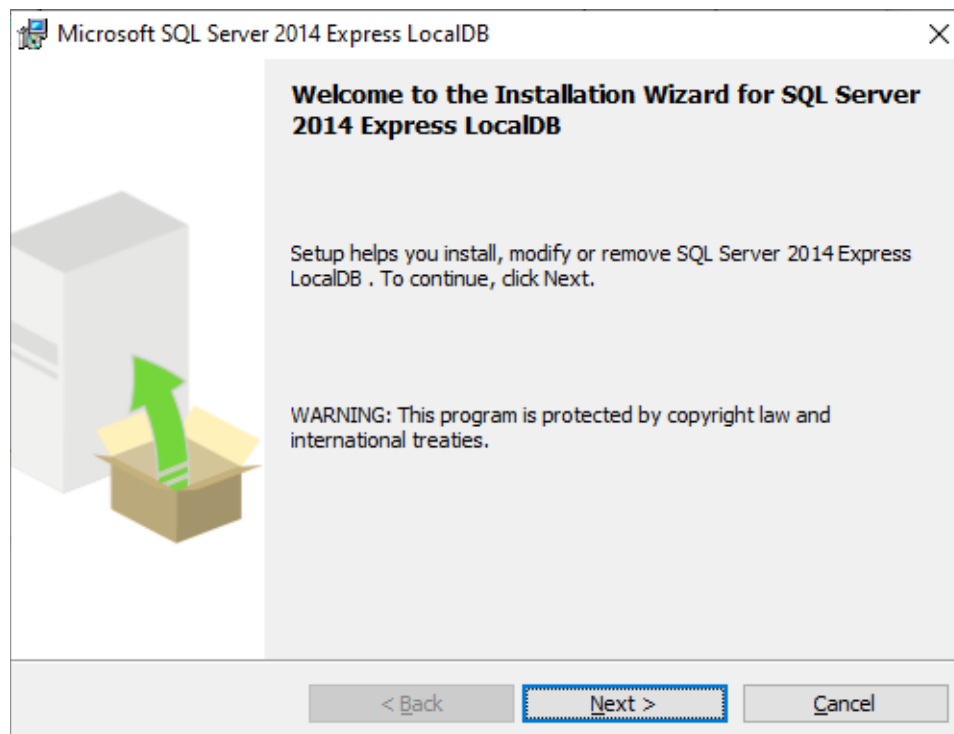
Select **Next**.

7. Select **Install** to begin installing the program:

Installing Program



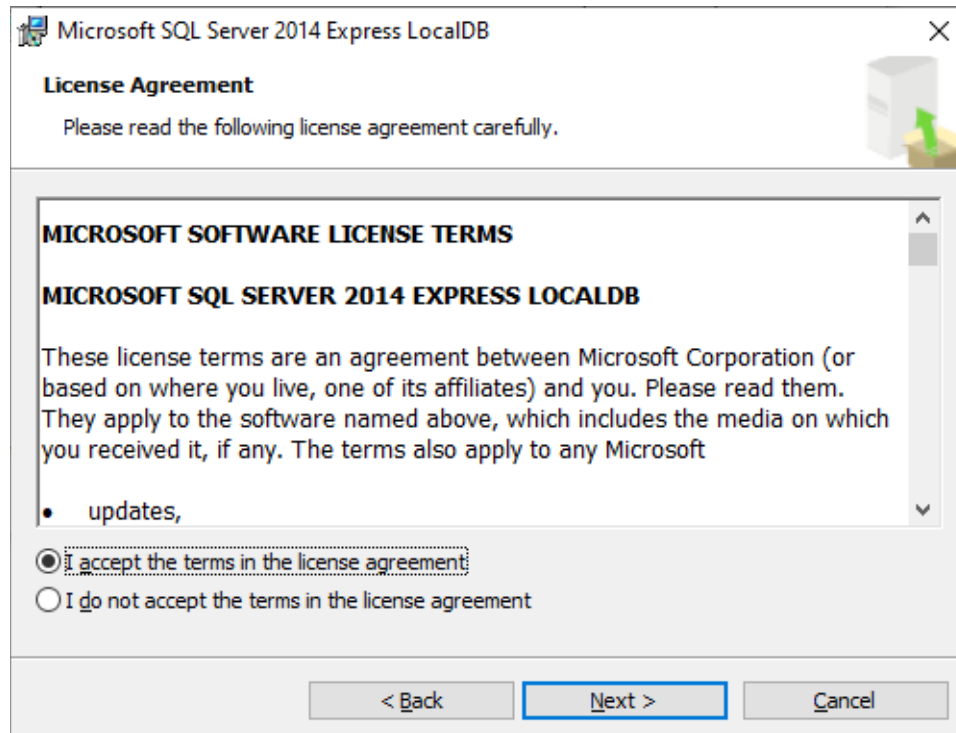
8. If this is your first time installing Well Xplore, an additional installer will appear for the Microsoft SQL Server 2014 Express LocalDB package:



Installing Program

Select **Next**.

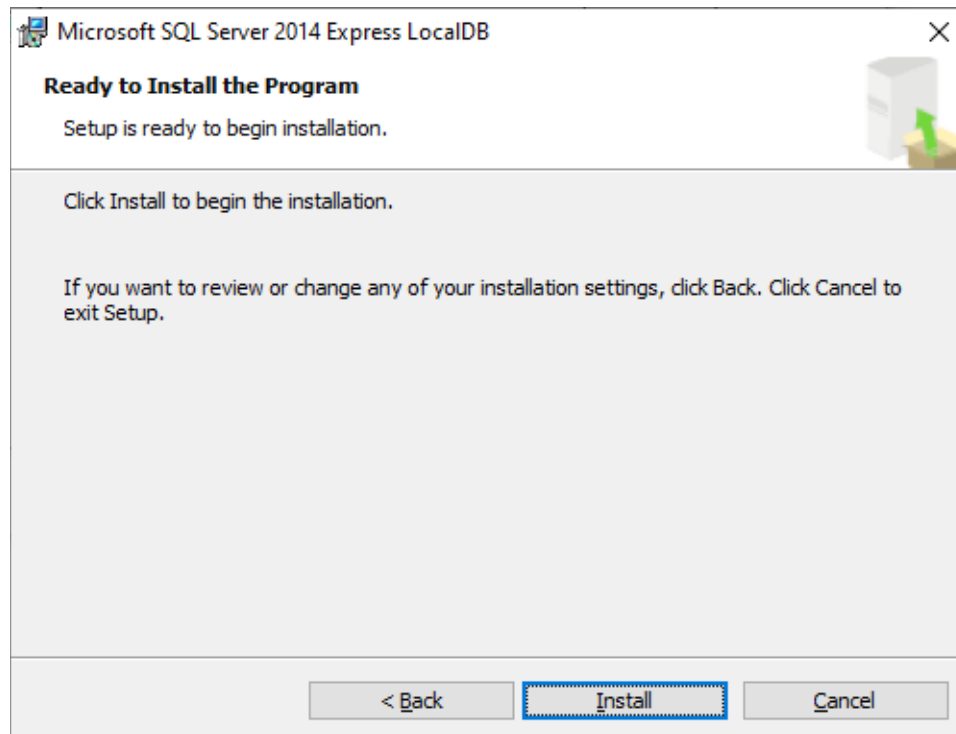
9. Review the Microsoft Software licence agreement:



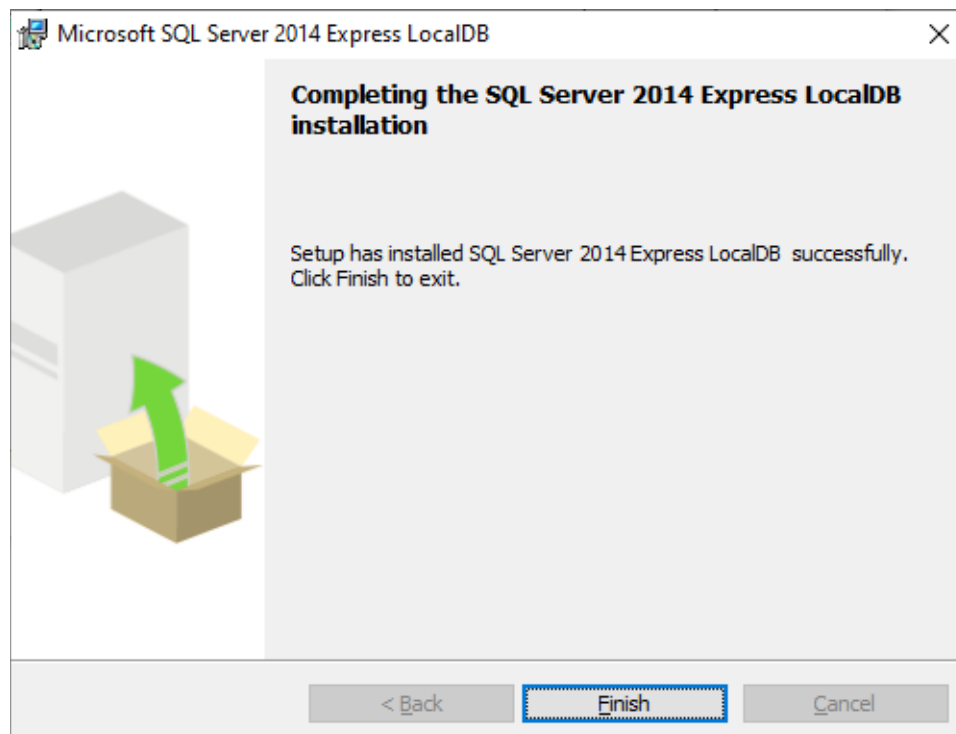
Select **I accept the terms...** and then **Next** if you agree to the terms and conditions.

10. Select **Install** to begin installing the Microsoft SQL Server package:

Installing Program

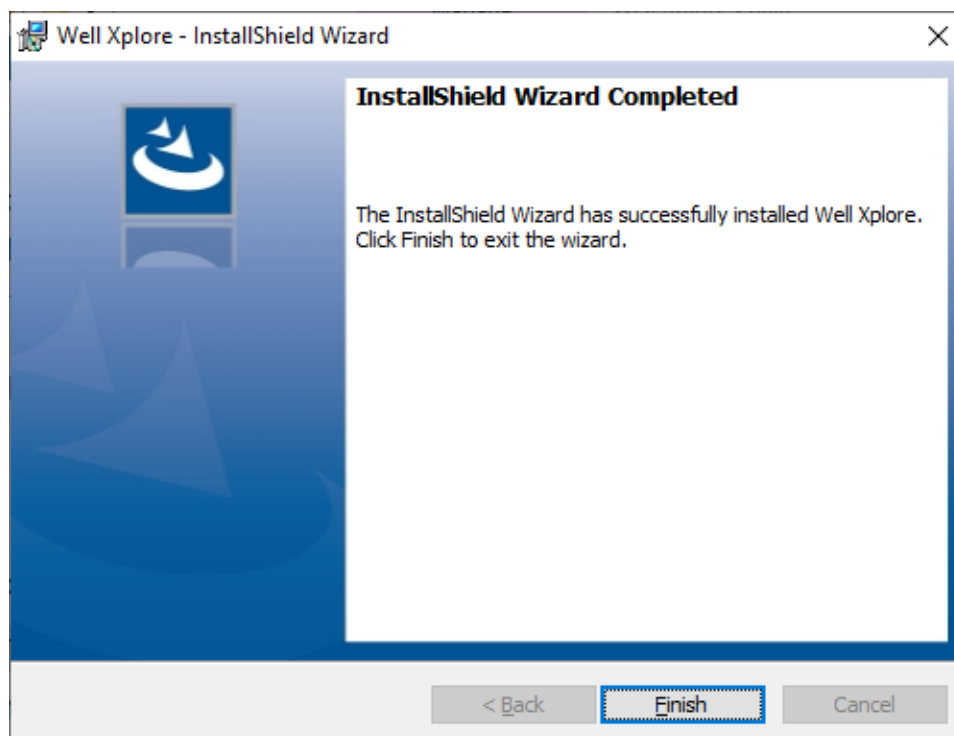


11. When the installation is complete, select **Finish** to continue with the Well Xplore installation.



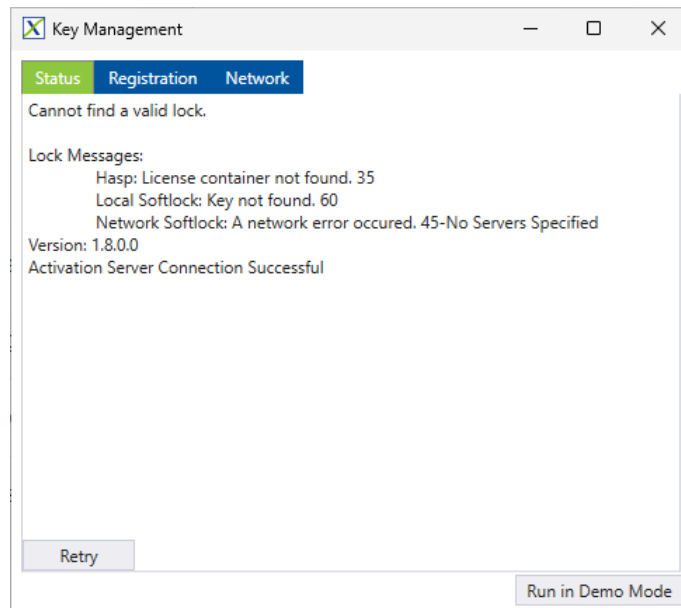
12. When the Well Xplore installation is complete, select **Finish** to exit the installation program.

Installing Program

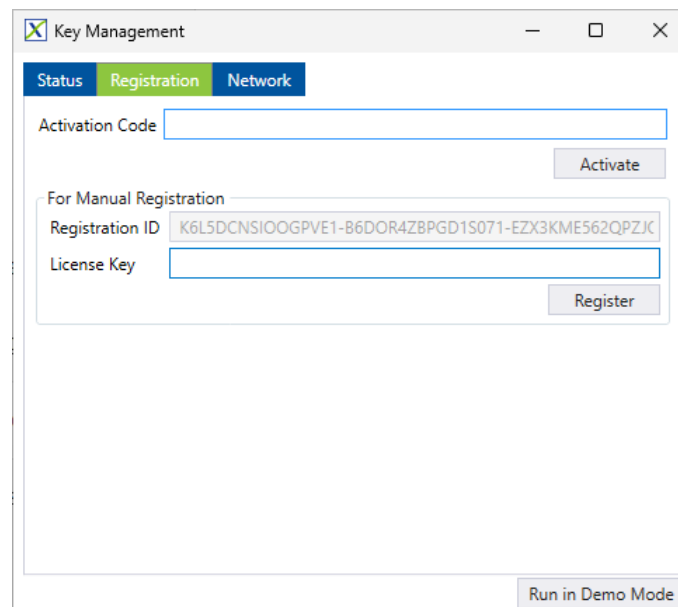


4. ACTIVATING LOCAL SOFTLOCK

1. Install **Well Xplore** per the instructions provided in Section 3.2.
2. Launch **Well Xplore**. The **Key Management** window will appear and indicate that the Softlock key was not found.



3. Go to the **Registration** tab.



Activating Local Softlock

4. In the **Activation Code** field, enter the activation code provided by C-FER and select **Activate** to register the Softlock key.
5. Go to the **Status** tab.
6. Select **Refresh**. The licence information for the Softlock key will be displayed.

5. ACTIVATING NETWORK SOFTLOCK

5.1 Server Requirements

To successfully run the **Network Key Server Manager**, your server must have the following features or higher:

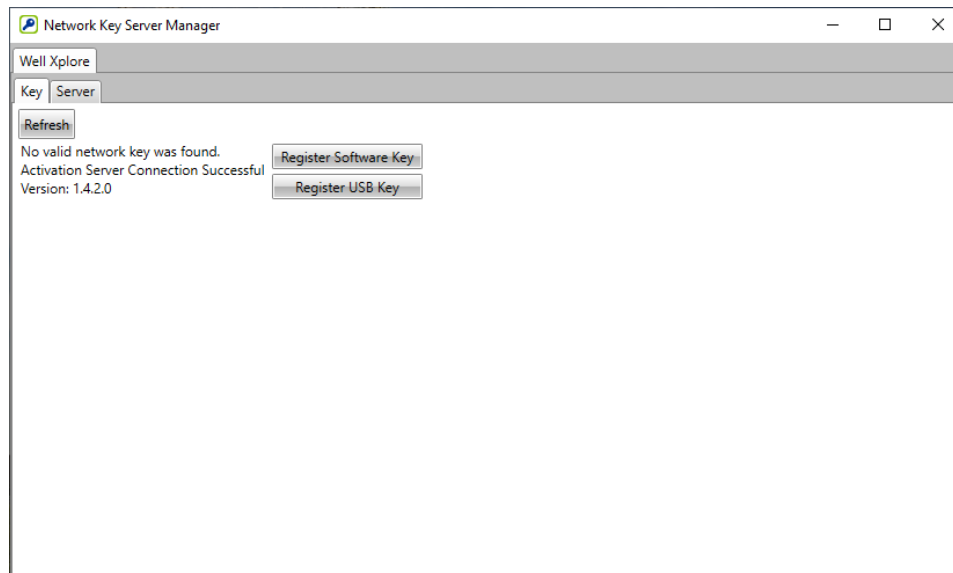
- Operating System: Windows 10/11 or Windows Server 2016/2019/2022
- Processor: Dual-core processor
- RAM: 2 GB
- Storage: 60 GB

5.2 Installing Network Key Server Manager

To use a Network Softlock, your IT team will need to install the **Network Key Server Manager** program on the **licence server**. This can be downloaded from <https://download.cfertech.com/shared/NetworkKeyServerManager.exe>. The **Network Key Server Manager** can be installed on either a physical or virtual server.

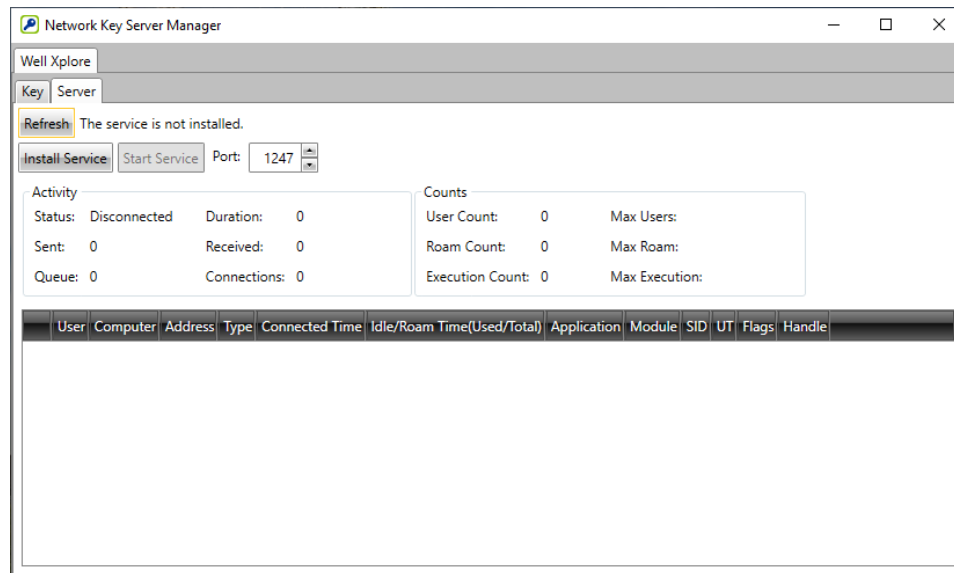
1. Install the **Network Key Server Manager** locally to the licence server.
2. Launch the **Network Key Server Manager** from the Windows Start menu and select **Well Xplore**.
3. Go to the **Key** tab to verify the status of the Softlock key. If the key is correctly running, its activation status will be displayed. Otherwise, the Softlock key will need to be activated.

Activating Network Softlock



4. To activate the Softlock key:
 - a. Select **Register Software Key** to open the **Software Key Registration** dialog box.
 - b. Enter the alpha-numeric key provided by C-FER into the **Activation Code** field.
 - c. Select **Activate**. If the Softlock key activation is successful, the dialog box will close, and the key status will automatically update.
5. Go to the **Server** tab.
6. Select **Install Service** to install the Softlock Windows service on the licence server.
7. Select **Start Service** to start the Softlock Windows service.

Activating Network Softlock



5.3 Network Key Server Manager Firewall Exceptions

If you are experiencing issues activating or connecting to your Network Softlock licence, exceptions may need to be added to the network or server firewall, depending on its configuration relative to the licence server. The following instructions are for creating Firewall exceptions in Windows Defender and should only be used if Windows Defender is the firewall system that is active on the licence server; these instructions may be adapted for your company-specific firewall product.

To launch Windows Defender:

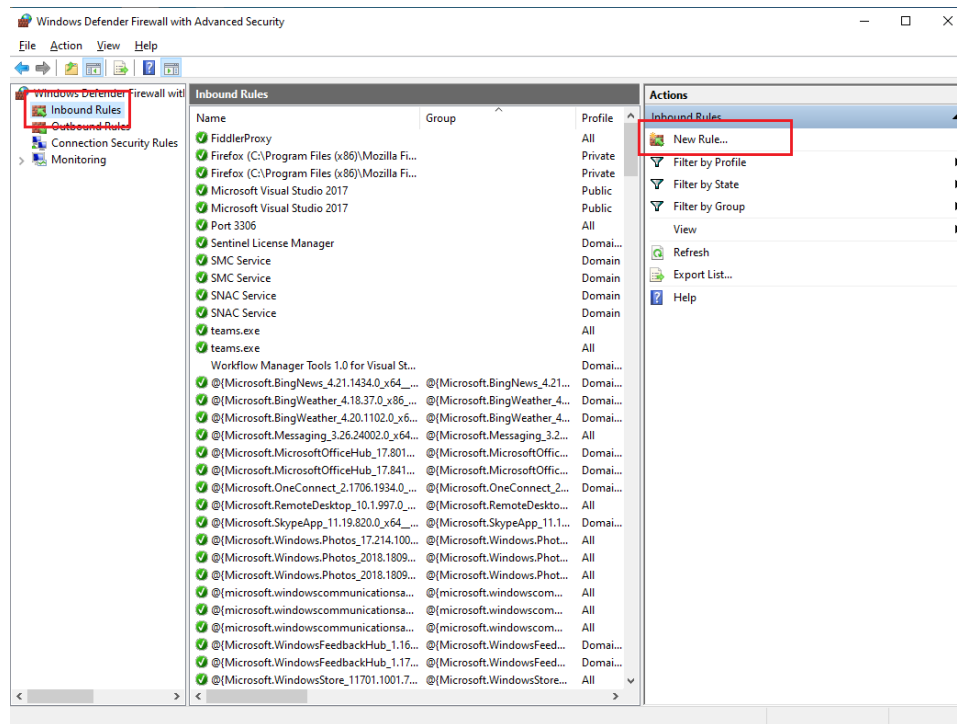
1. Go to **Start > Control Panel > Administrative Tools**.
2. Select **Windows Defender Firewall with Advanced Security**.

5.3.1 Create Program Inbound Rule

To create a program inbound rule:

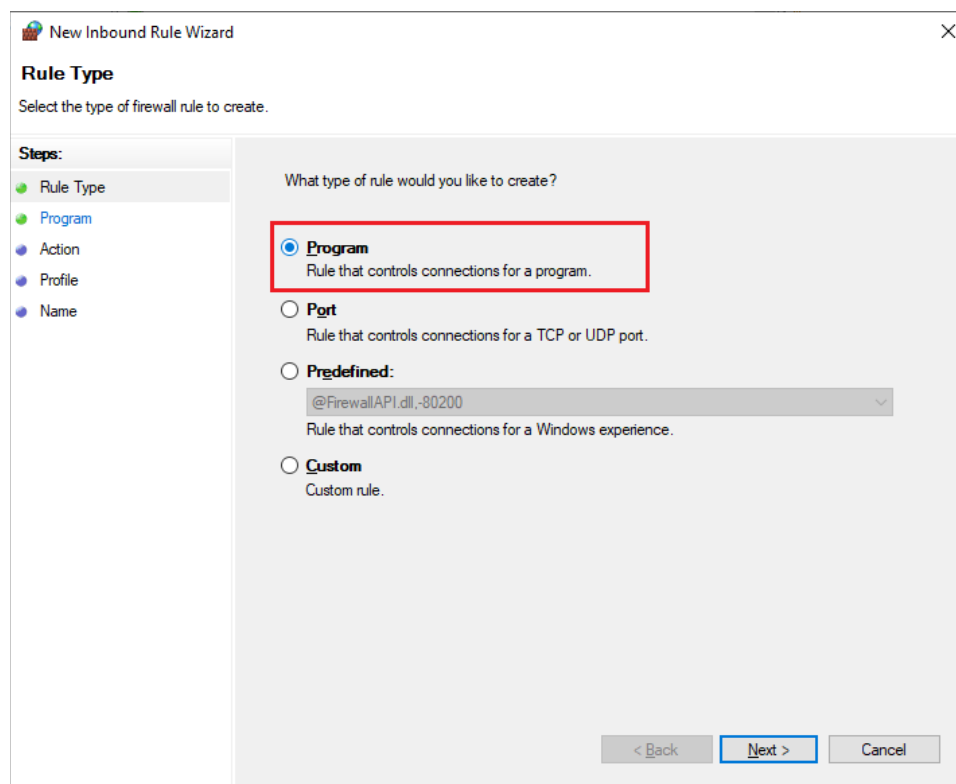
1. Select **Inbound Rules** and then **New Rule**.

Activating Network Softlock



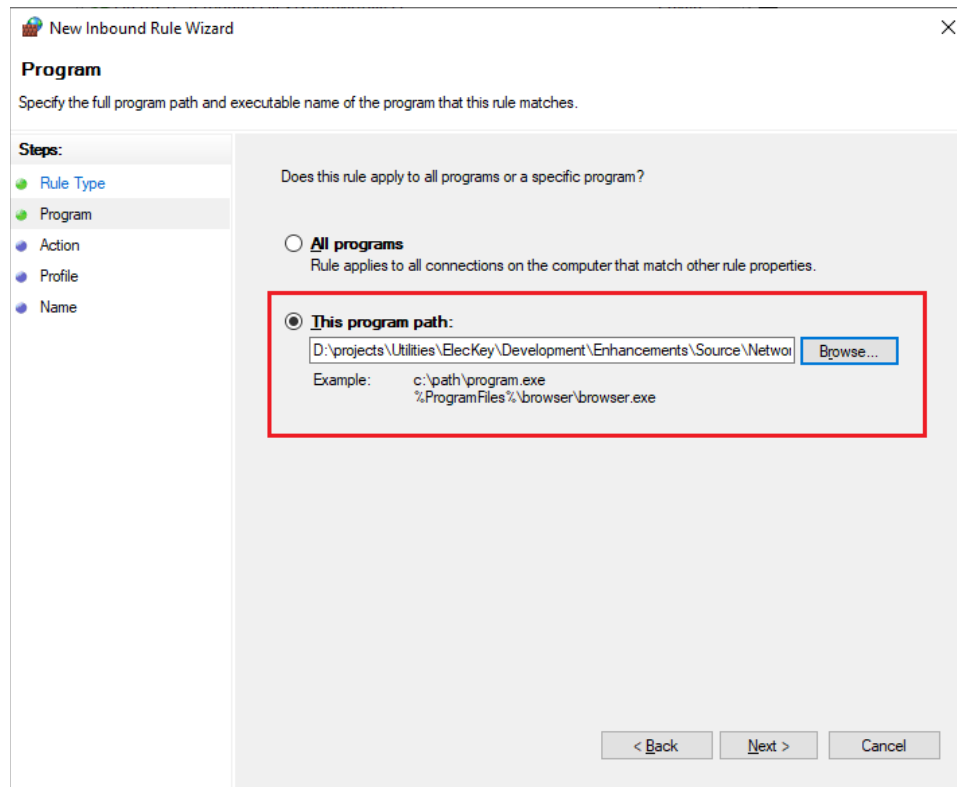
2. Select **Program** and then **Next**.

Activating Network Softlock



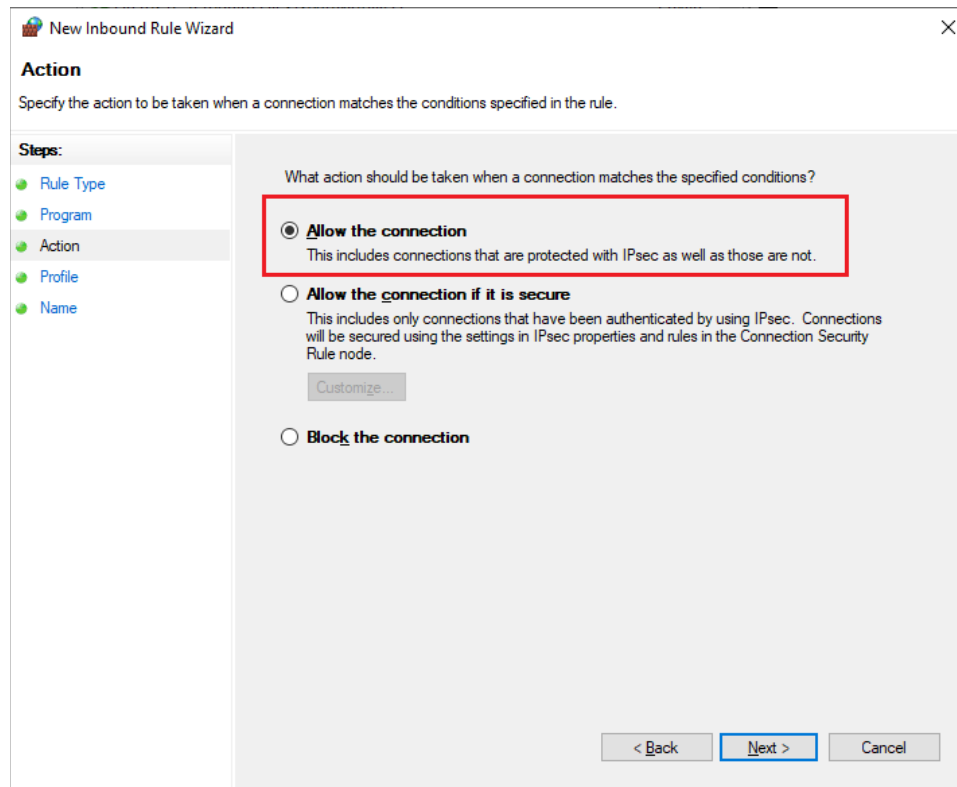
3. Select **This program path** and then **Browse**.

Activating Network Softlock



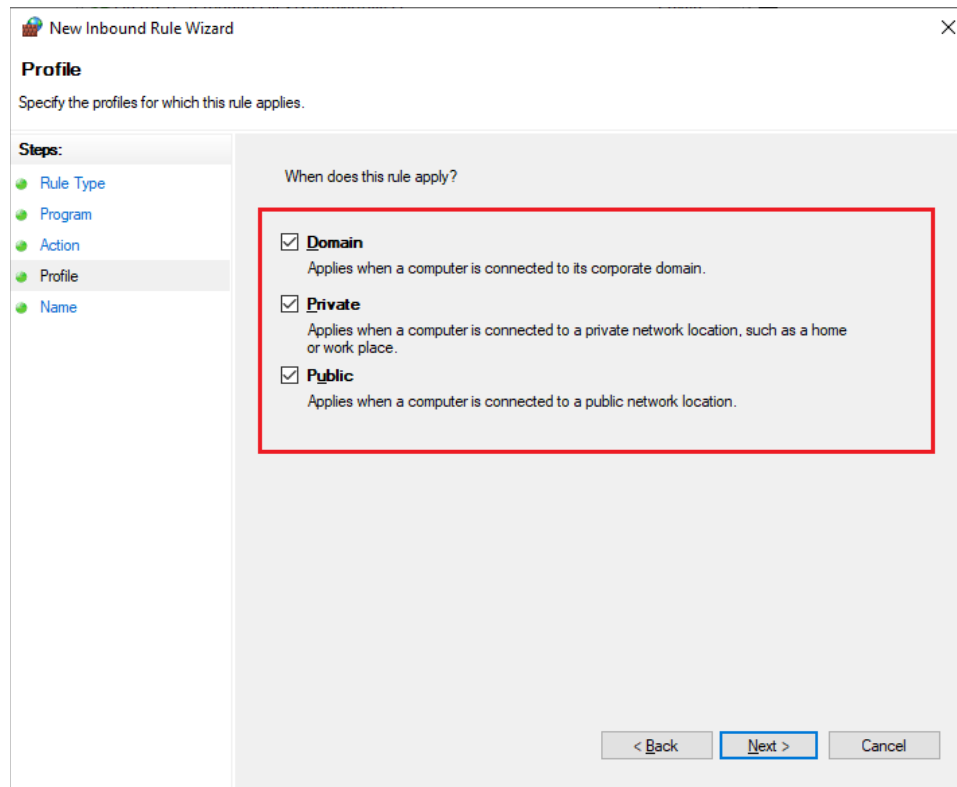
4. Select **C:\Program Files (x86)\C-FER Technologies\NetworkKeyServerManager\NetworkKeyServerManager.exe** and then **Next**.
5. Select **Allow the connection** and then **Next**.

Activating Network Softlock



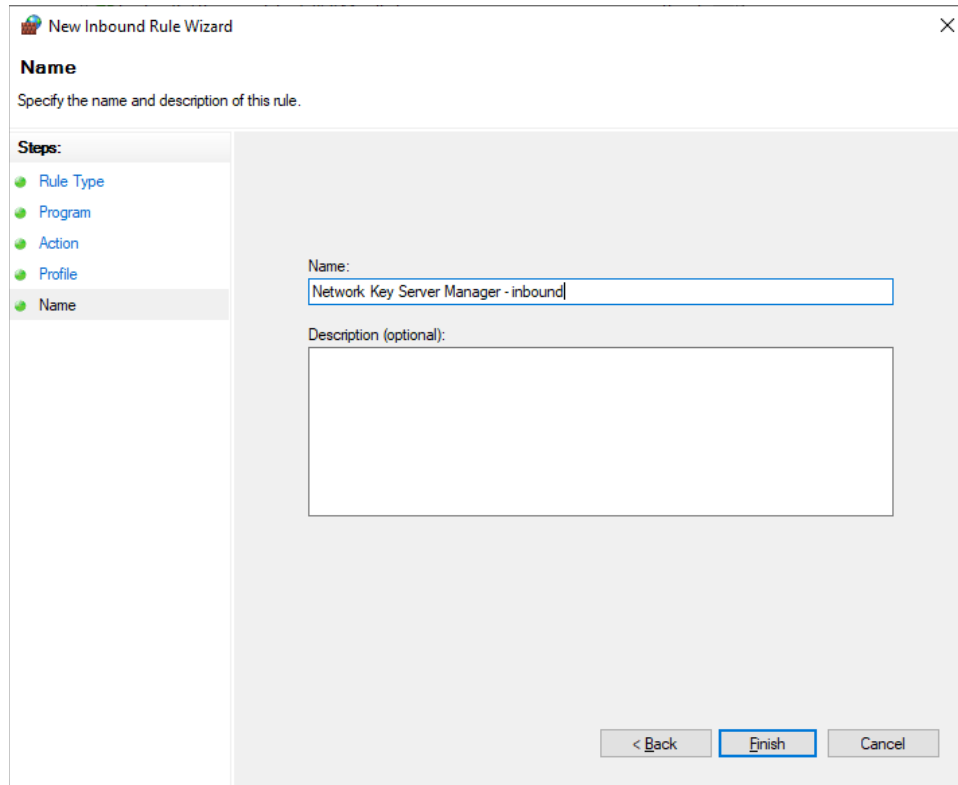
6. Select all three items and then **Next**. Note that some of these options could be removed, depending on the network configuration.

Activating Network Softlock



7. Enter a rule name in the **Name** field and select **Finish**.

Activating Network Softlock



New Inbound Rule Wizard

Name
Specify the name and description of this rule.

Steps:

- Rule Type
- Program
- Action
- Profile
- Name**

Name:
Network Key Server Manager - inbound

Description (optional):

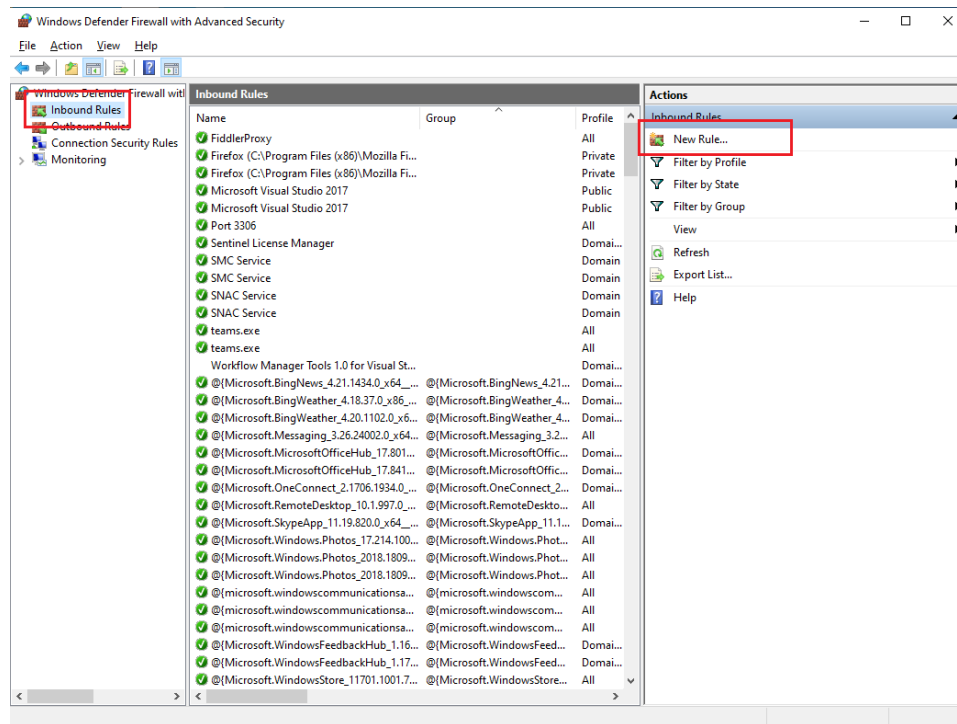
< Back Finish Cancel

5.3.2 Create Program Outbound Rule

To create a program outbound rule:

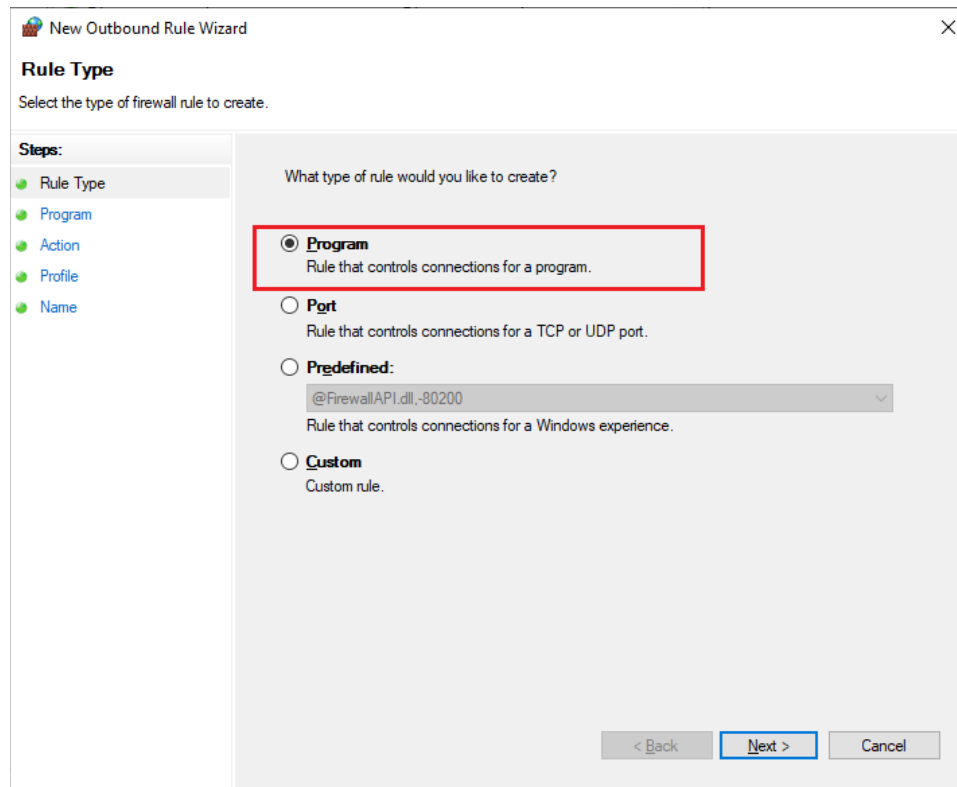
1. Select **Outbound Rules** and then **New Rule**.

Activating Network Softlock



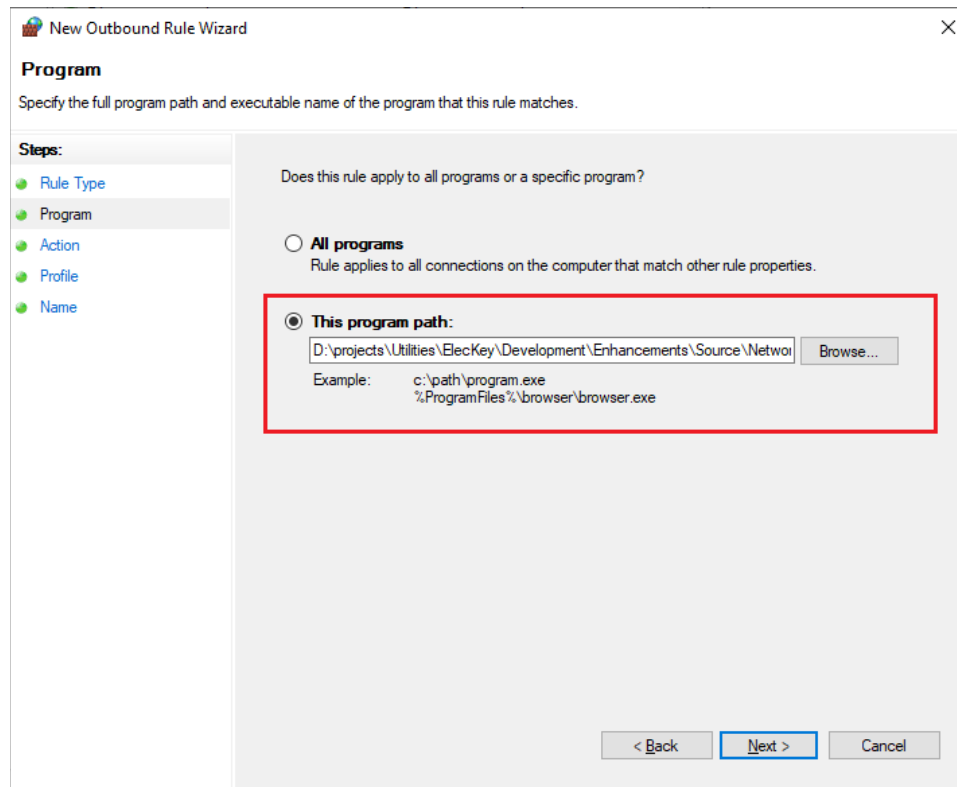
2. Select **Program** and then **Next**.

Activating Network Softlock



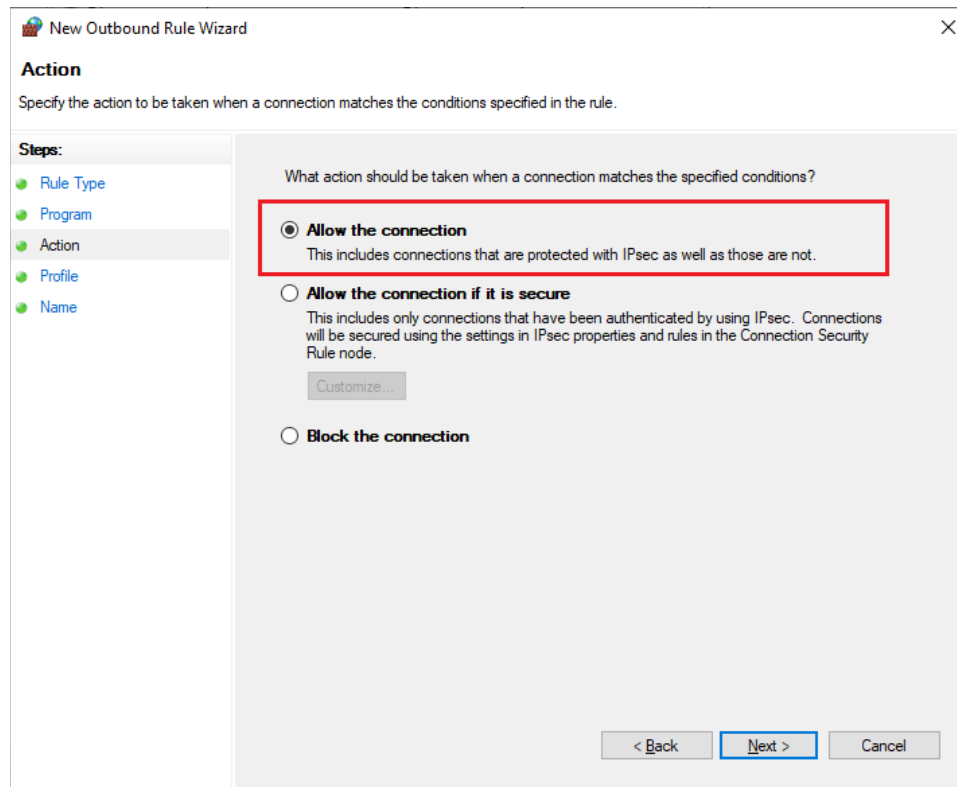
3. Select **This program path** and then **Browse**.

Activating Network Softlock



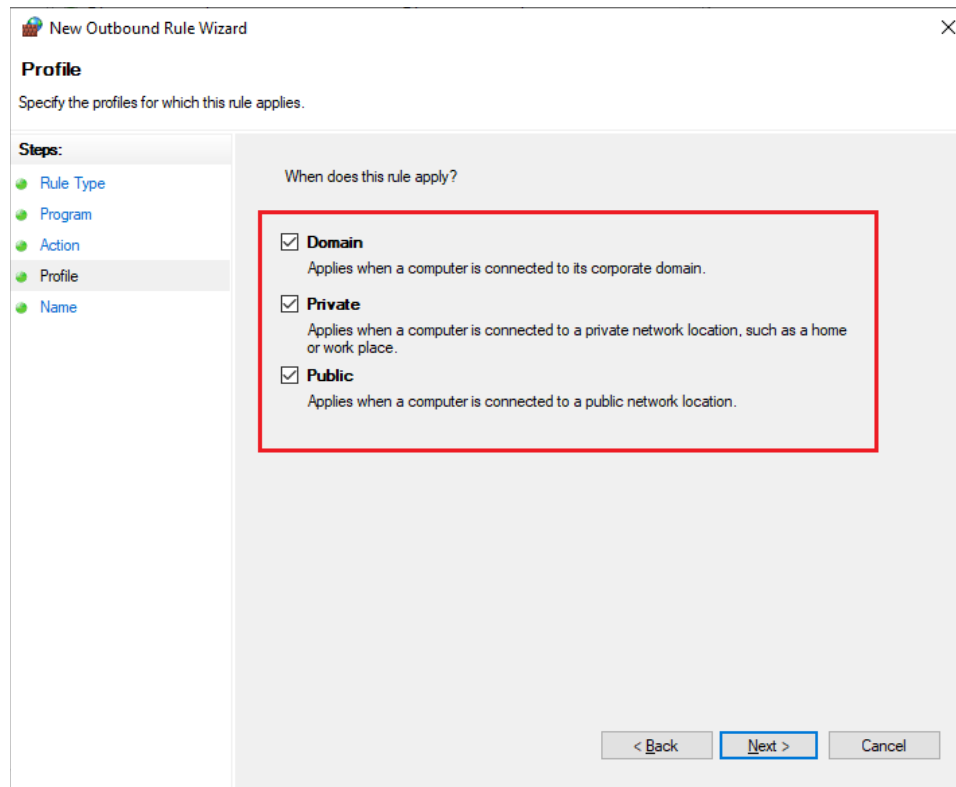
4. Select **C:\Program Files (x86)\C-FER Technologies\NetworkKeyServerManager\NetworkKeyServerManager.exe** and then **Next**.
5. Select **Allow the connection** and then **Next**.

Activating Network Softlock



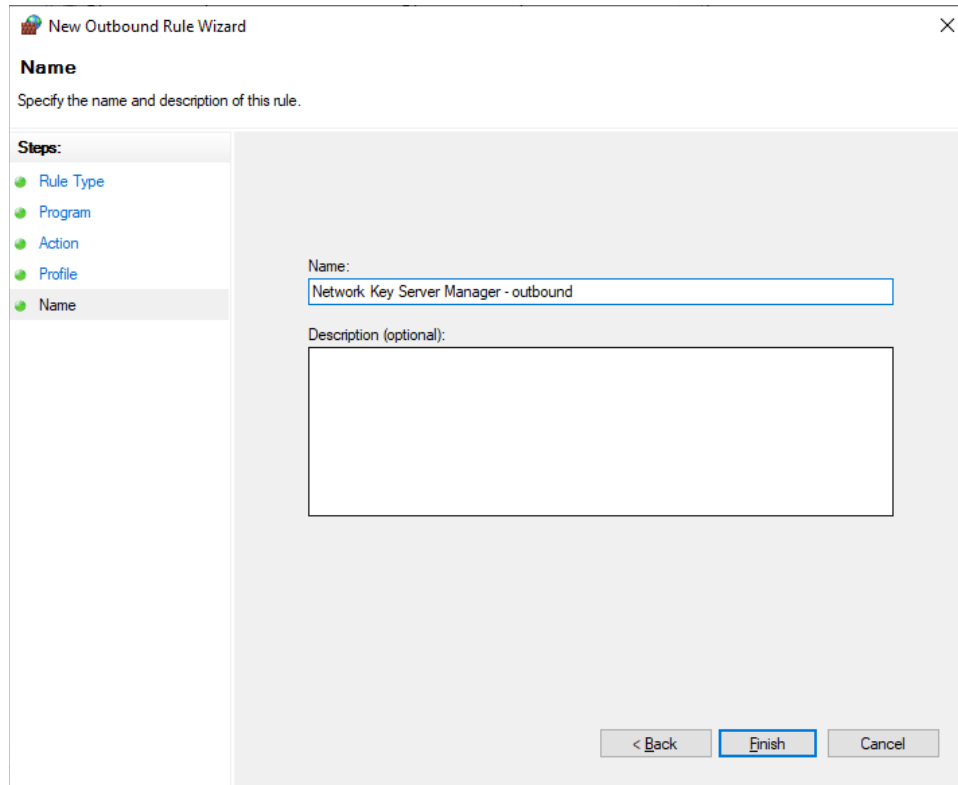
6. Select all three items and then **Next**. Note that some of these options could be removed, depending on the network configuration.

Activating Network Softlock



7. Enter a rule name in the **Name** field and select **Finish**.

Activating Network Softlock



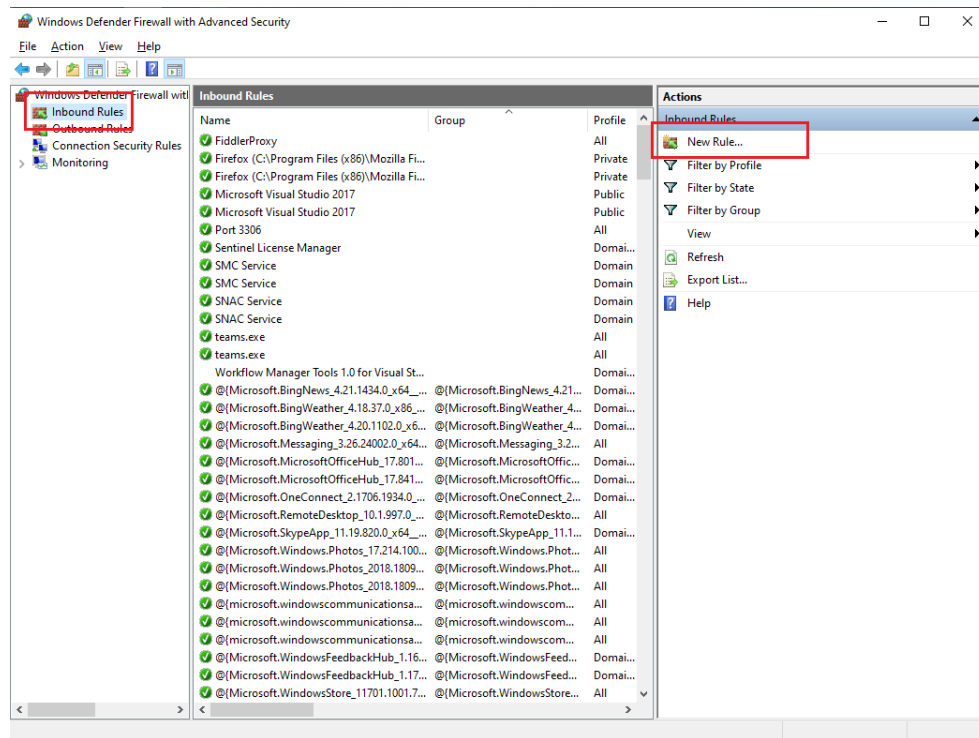
The image shows a 'New Outbound Rule Wizard' dialog box. The title bar says 'New Outbound Rule Wizard' with a close button. The main heading is 'Name' with the instruction 'Specify the name and description of this rule.' On the left, a 'Steps' pane lists: Rule Type, Program, Action, Profile, and Name (which is selected). The main area has a 'Name:' label above a text box containing 'Network Key Server Manager - outbound'. Below that is a 'Description (optional):' label above a large empty text box. At the bottom right are three buttons: '< Back', 'Finish' (highlighted with a blue border), and 'Cancel'.

5.3.3 Create Port Inbound Rule

To create a port inbound rule:

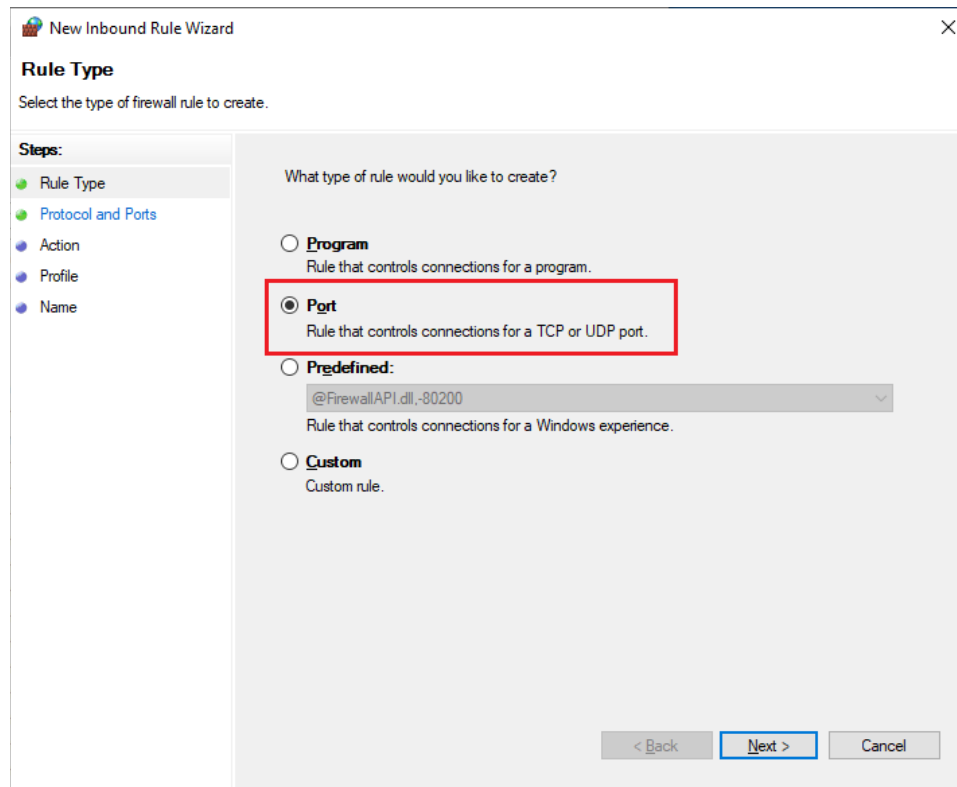
1. Select **Inbound Rules** and then **New Rule**.

Activating Network Softlock



2. Select **Port** and then **Next**.

Activating Network Softlock



3. Enter the port number from the **Network Key Server Manager's Server** tab (the default is 1247) in the **Specific local ports** field and select **Next**.

Activating Network Softlock

New Inbound Rule Wizard

Protocol and Ports

Specify the protocols and ports to which this rule applies.

Steps:

- Rule Type
- Protocol and Ports**
- Action
- Profile
- Name

Does this rule apply to TCP or UDP?

☒ **TCP**

☐ **UDP**

Does this rule apply to all local ports or specific local ports?

☐ **All local ports**

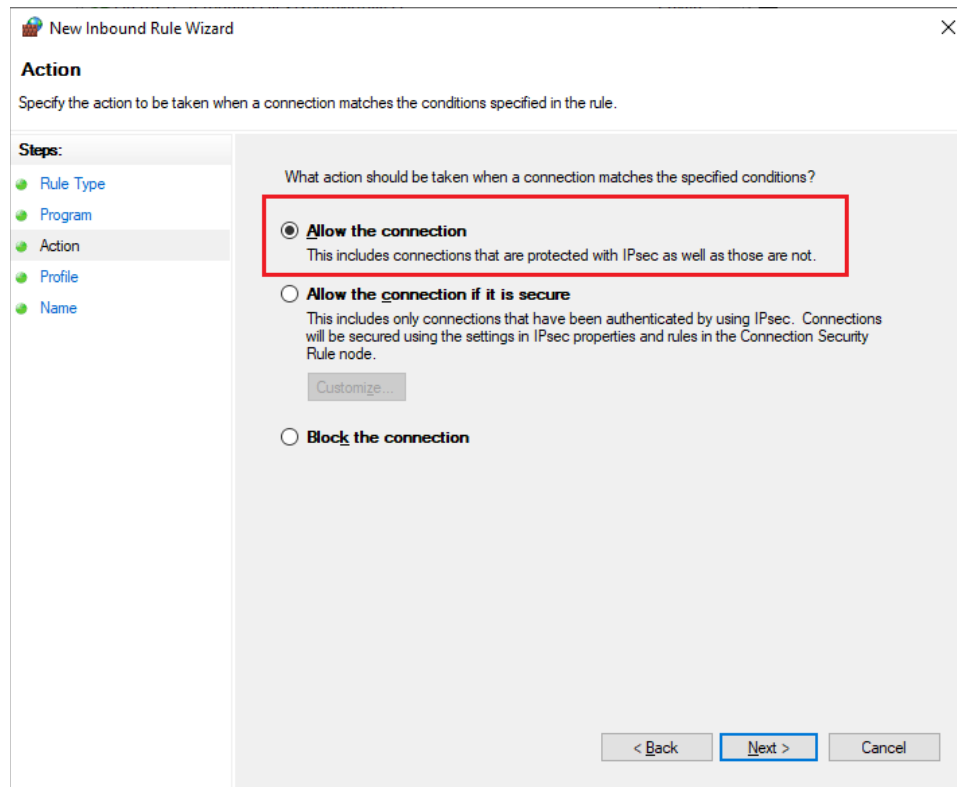
☒ **Specific local ports:**

Example: 80, 443, 5000-5010

< Back Next > Cancel

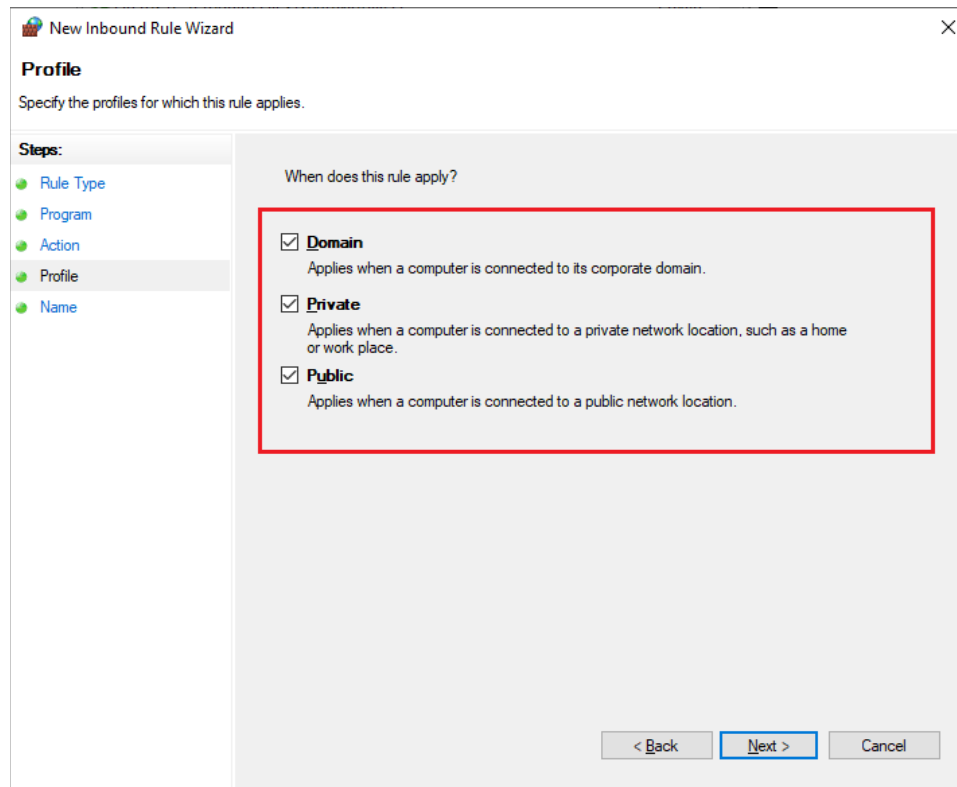
4. Select **Allow the connection** and then **Next**.

Activating Network Softlock



5. Select all three items and then **Next**. Note that some of these options could be removed, depending on the network configuration.

Activating Network Softlock



- Enter a rule name into the **Name** field and select **Finish**.

Activating Network Softlock

New Inbound Rule Wizard

Name
Specify the name and description of this rule.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name**

Name:
Network Key Server Manager port - inbound

Description (optional):

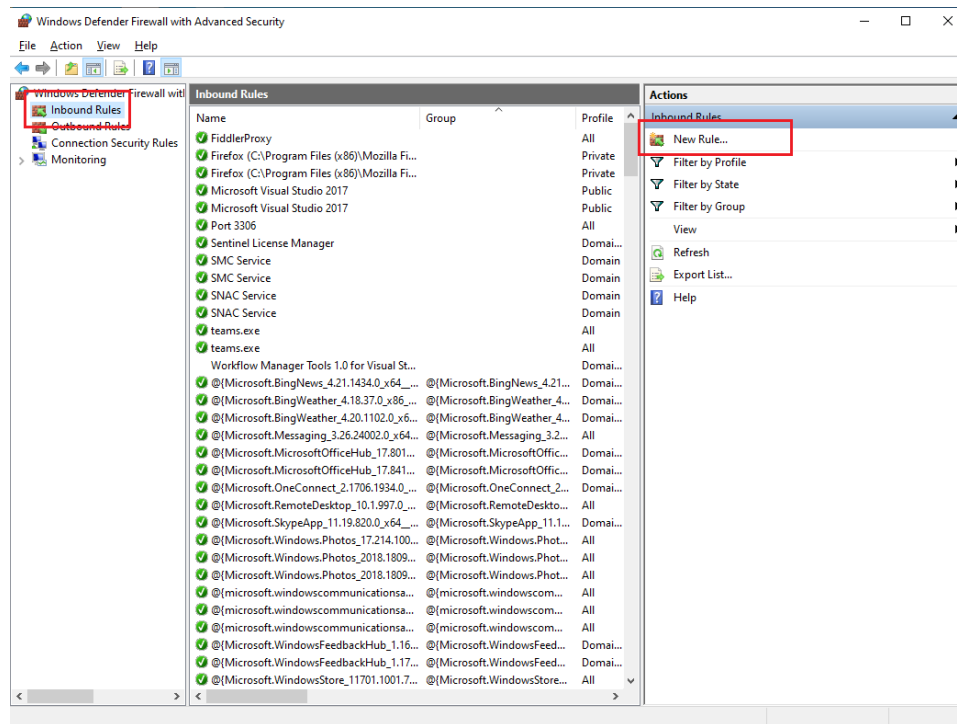
< Back Finish Cancel

5.3.4 Create Port Outbound Rule

To create a port outbound rule:

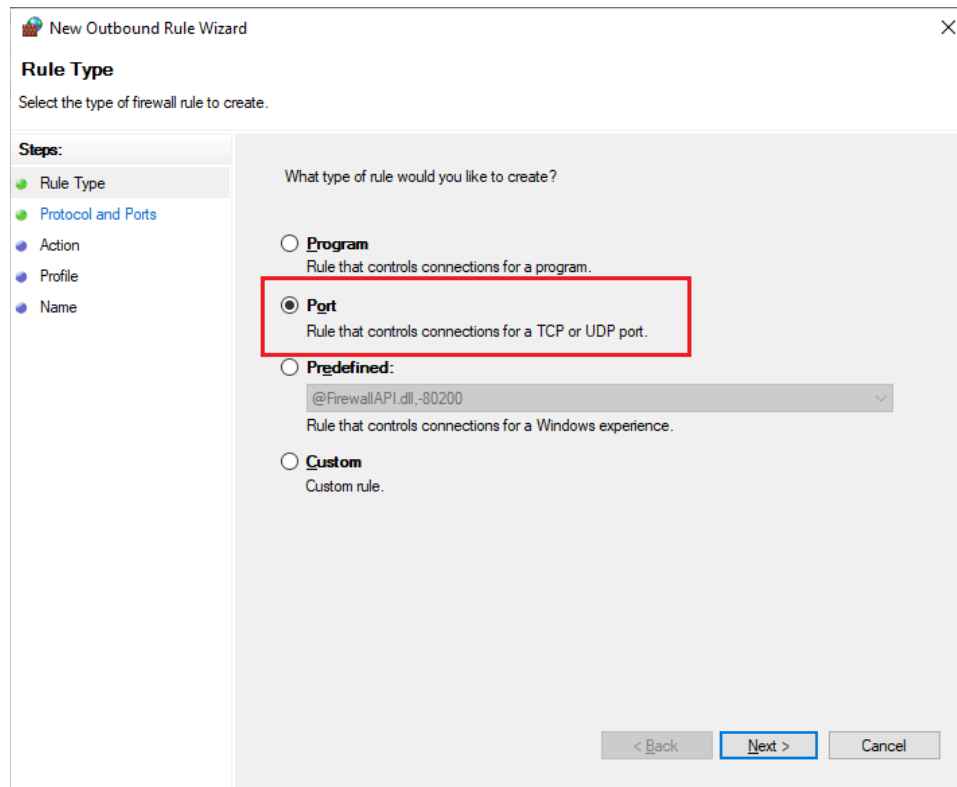
1. Select **Outbound Rules** and then **New Rule**.

Activating Network Softlock



2. Select **Port** and then **Next**.

Activating Network Softlock



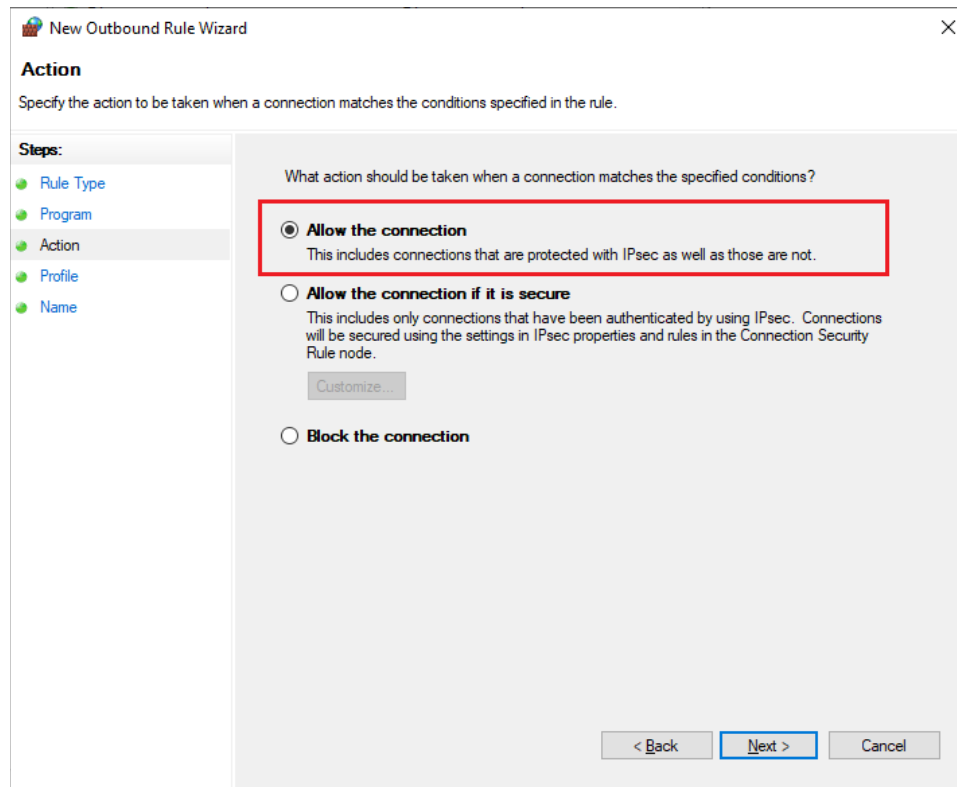
3. Enter the port number from the **Network Key Server Manager's Server** tab (the default is 1247) into the **Specific local ports** field and select **Next**.

Activating Network Softlock

The screenshot shows the 'New Outbound Rule Wizard' dialog box, specifically the 'Protocol and Ports' step. The title bar reads 'New Outbound Rule Wizard' with a close button. The main heading is 'Protocol and Ports' with the instruction 'Specify the protocols and ports to which this rule applies.' On the left, a 'Steps:' pane lists 'Rule Type', 'Protocol and Ports' (selected), 'Action', 'Profile', and 'Name'. The main area contains two questions: 'Does this rule apply to TCP or UDP?' with radio buttons for 'TCP' (selected) and 'UDP'; and 'Does this rule apply to all remote ports or specific remote ports?' with radio buttons for 'All remote ports' and 'Specific remote ports' (selected). The 'Specific remote ports' section has a text box containing '1247' and an example 'Example: 80, 443, 5000-5010'. At the bottom are '< Back', 'Next >', and 'Cancel' buttons. A red rectangle highlights the 'Specific remote ports' section.

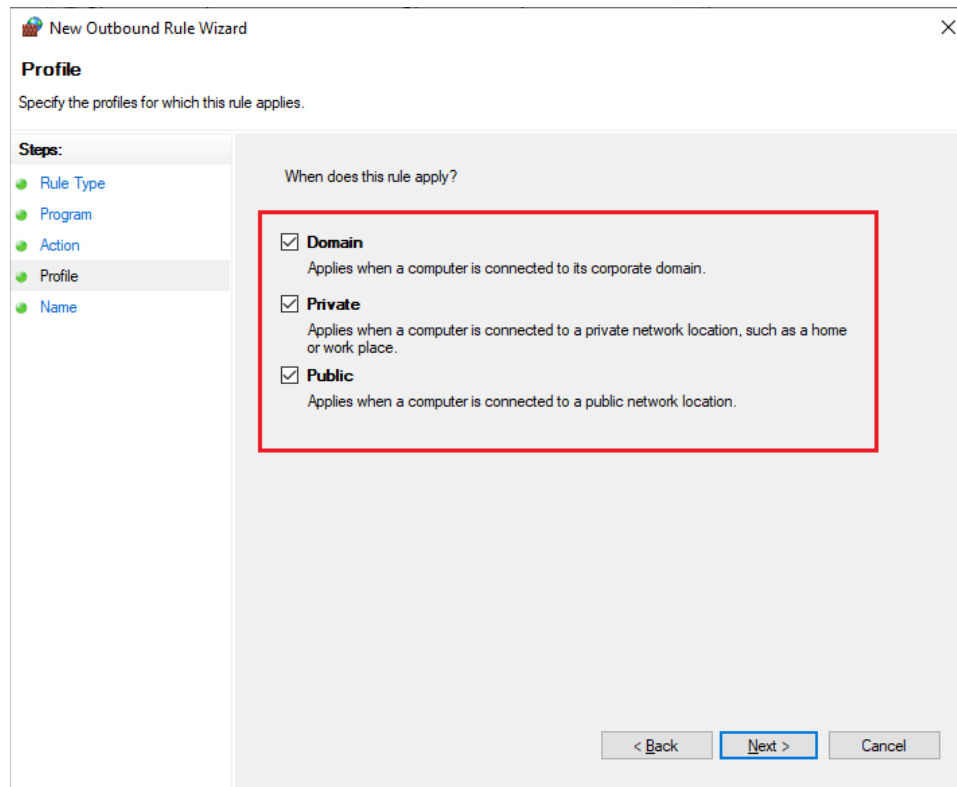
4. Select **Allow the connection** and then **Next**.

Activating Network Softlock



5. Select all three items and then **Next**. Note that some of these options could be removed, depending on the network configuration.

Activating Network Softlock



6. Enter a rule name in the **Name** field and select **Finish**.

Activating Network Softlock

New Outbound Rule Wizard

Name
Specify the name and description of this rule.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name**

Name:
Network Key Server Manager port - outbound

Description (optional):

< Back Finish Cancel

5.4 Transitioning from Network HASP

If you are transitioning from a Network HASP to a Network Softlock, you will need to disable your HASP configuration before activating your end user licence (see Section 5.5). This is done by changing the access configuration in **Sentinel ACC** on your local computer:

1. In an internet browser, go to <http://localhost:1947>.

Activating Network Softlock

Sentinel Admin Control Center

Sentinel Keys

Products

Features

Sessions

Update/Attach

Access Log

Configuration

Diagnostics

Admin Control Center Help

Welcome to the Admin Control Center. This application enables you to manage access to software licenses and Features, to control detachable licenses, to control sessions, and to diagnose problems.

Note: You can select the language in which Admin Control Center is displayed from the bottom of the **Options** pane.

> The Admin Control Center enables you to monitor the following:

- All the Sentinel protection keys that are currently available on the network server, including their identity, type, and location
- The number of users currently logged in to a protection key, and the maximum number of users allowed to be simultaneously logged into that specific key
- The Features to which each protection key allows access, and any restrictions that apply to the Feature
- The users who are currently logged into a specific protection key, including detailed login information

Note: SL UserMode keys are only displayed for the local (Windows) machine. SL UserMode keys are not displayed when the configuration parameter **Do Not Load hasplmv.exe** is selected.

> You can perform actions, such as:

- Detaching a license from the network and attaching it to your machine or a different recipient machine
- Cancelling a detachable license prematurely
- Installing an update to a license on a key that is visible in Admin Control Center

> You can implement and manage cloud licensing.

> You can make basic configuration changes, including:

- Setting the display refresh time
- Configuring access permissions from a client machine to a remote server, and configuring a server to allow it to be remotely accessed
- Defining values for Products with detachable licenses

> The Diagnostics page enables you to view system information related to the current Sentinel License Manager, and to generate reports.

Related Topics

- Security Considerations
- Cloud Licensing
- Detaching Licenses - Overview
- Sentinel Keys
- Products
- Features
- Sessions
- Update/Attach
- Access Log
- Configuration
- Diagnostics

2. Go to **Configuration > Access to Remote Licence Managers**.

3. Clear all checkboxes and select **Submit**.

Configuration Host Name: ct-mds-laptop

Basic Settings

Users

Access to Remote License Managers

Access from Remote Clients

Client Identities

Detachable Licenses

Network

Allow Access to Remote Licenses ☐ ? You may experience a delay of a few minutes before your changes take effect.

Broadcast Search for Remote Licenses ☐ ?

Remote License Search Parameters

Submit

Cancel

Set Defaults

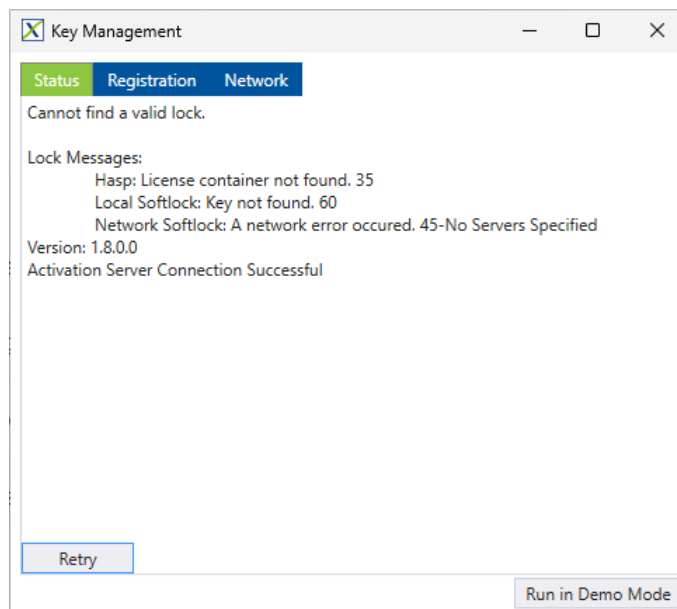
4. Go to **Sentinel Keys** to confirm no **Well Xplore** keys are listed.

5.5 Activating End User Licence

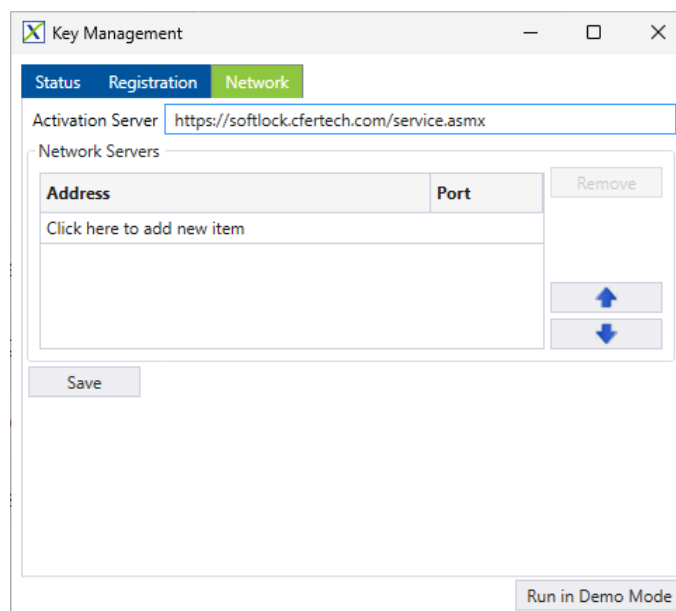
1. Install **Well Xplore** per the instructions in Section 3.2.

Activating Network Softlock

2. Launch **Well Xplore**. The **Key Management** window will appear and indicate that the Network Softlock was not found.



3. Go to the **Network** tab.



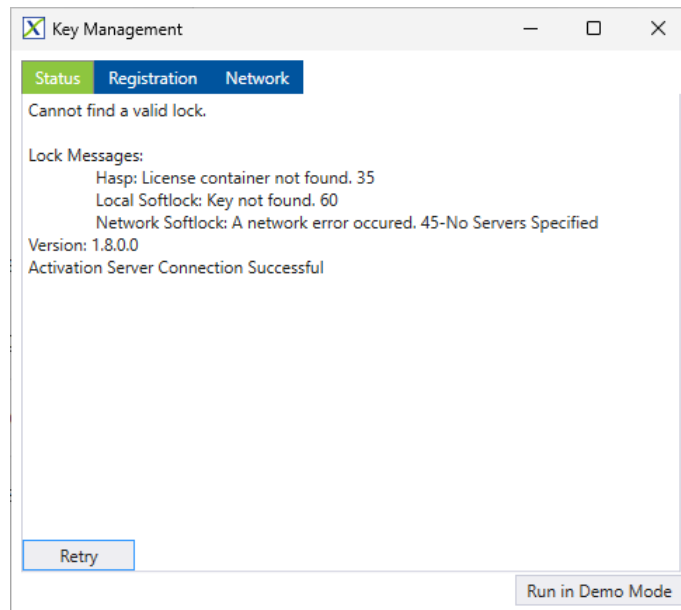
4. In the **Network Servers** area, enter the IP address or server name of the licence server provided by your IT team, and the Port where the Softlock key has been activated (Port 1247 is the default) – This Port must be open. The Network Server Address is the location where the Network Key Server Manager has been installed. Select **Save**.

Activating Network Softlock

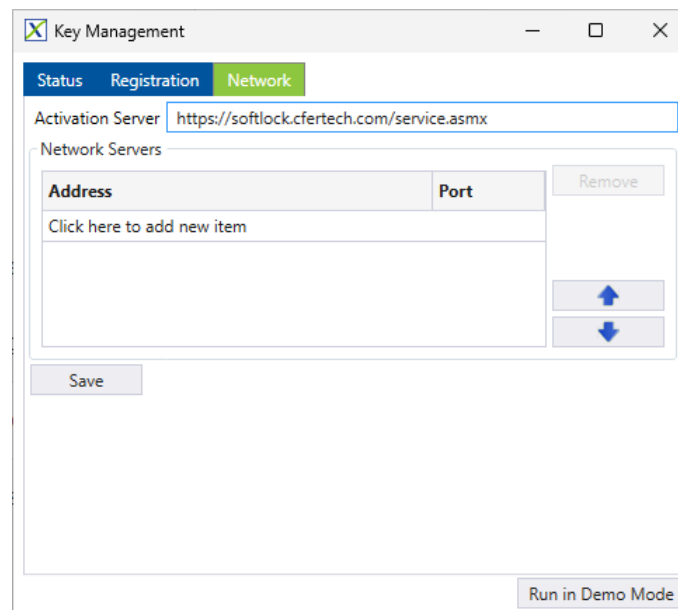
5. Go to the **Status** tab.
6. Select **Retry**. The licence information for the Softlock key will be displayed.

6. ACTIVATING C-FER SOFTLOCK

1. Install **Well Xplore** per the instructions in Section 3.2.
2. Launch **Well Xplore**. The **Key Management** window will appear and indicate that the Network Softlock was not located.



3. Go to the **Network** tab.



Activating C-FER Softlock

4. In the **Network Servers** area, enter the IP address or server name of the licence server provided by your IT team, and the Port where the Softlock key has been activated (Port 1247 is the default) – This Port must be open. The Network Server Address is the location where the Network Key Server Manager has been installed. Select **Save**.
5. Go to the **Status** tab.
6. Select **Retry**. The licence information for the Softlock key will be displayed.

7. USER SUPPORT

If you have any questions about **Well Xplore**, upgrading, or installing, please contact C-FER by phone at (780) 450-3300 or by email at wellxplore@cfertech.com.