

RW DragonUtilities Installation Guide

Download, Install, Activate, Uninstall, Deactivate – Terms and Conditions

Version 1.0

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Basically, the entire process of setting up the applications offered through this website is pretty straightforward and self-explanatory for the most part, and you will be guided through it from A-Z by the installer. Typically, you will be up and running in under five minutes. The overall bottom line is, therefore: whenever in doubt, just follow the prompts!

However, in order to cover every possible detail and specific conditions which you may encounter depending on the system which you are installing the application on, this rather comprehensive, fully pictorial manual has been created.

For readability and ease of access the document has been broken up in six sections, thus making it easier for you to find the particular information which you may be looking for. The information provided in Section 2 (*Prerequisites*) may not even be relevant to you, as in most cases, installing and launching the applications will go through without fail.

So, if you're not actually interested in things such as security and antivirus settings or the launch conditions embedded into the installer, you may as well skip that section. However, if you encounter any problems with setting up the application and if you're in need of troubleshooting, you may want to go back and read Section 2 carefully.

One thing to note here is that all applications share the same deployment structure, so you may consider this as a universal guide to get every application offered here up and running. For demonstration purposes, one particular application called **DragonEcho**, and, in addition to this, deploying it on a **fresh Windows 10** install with all updates but no other programs previously installed, have been chosen. You'll see why this has been done when reading further into the text.

The sections in this manual, to which you can also navigate using the hyperlinks below, as well as navigate back and forth within the documents using hyperlinks, are:

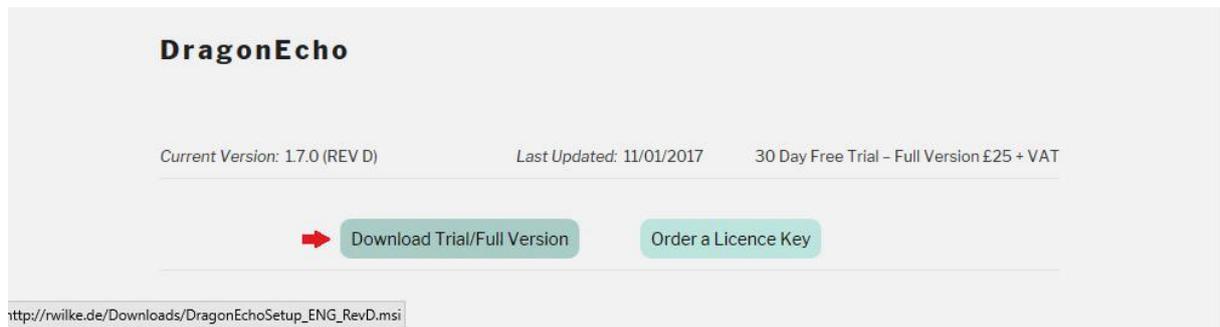
1. [Download](#)
2. [Prerequisites \(Optional\)](#)
 - a. Security Settings and Digital Certificate
 - b. Antivirus Compliance
 - c. Launch Conditions
 - i. .NET Framework 3.5 (Mandatory)
 - ii. Dragon Version (Optional)
3. [Install](#)
4. [Launch and Activate – Trial vs. Permanent Version](#)
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1. Download

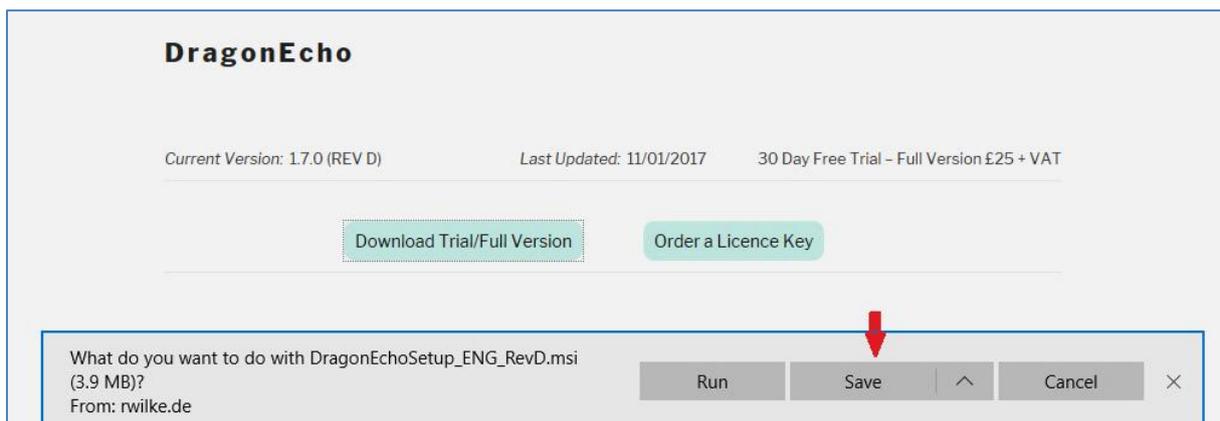
[Section 2](#) [Top](#)

Start by getting the combined installer (MSI installer package) for the product you want to use by going to the relevant product page on the website. “Combined installer” means that there is just one installer package catering for both trial versions and full versions, so when moving to a full version later on, after using a trial version, there will be no need to uninstall and reinstall the product.

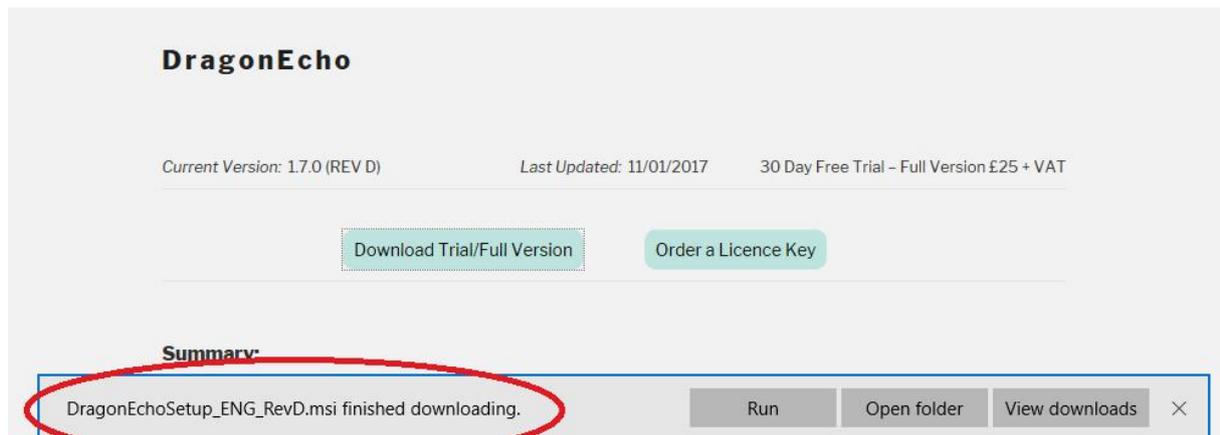
On the web page, click the “Download Trial/Full Version” button (you will find one both at the top and that the bottom of each page) once:



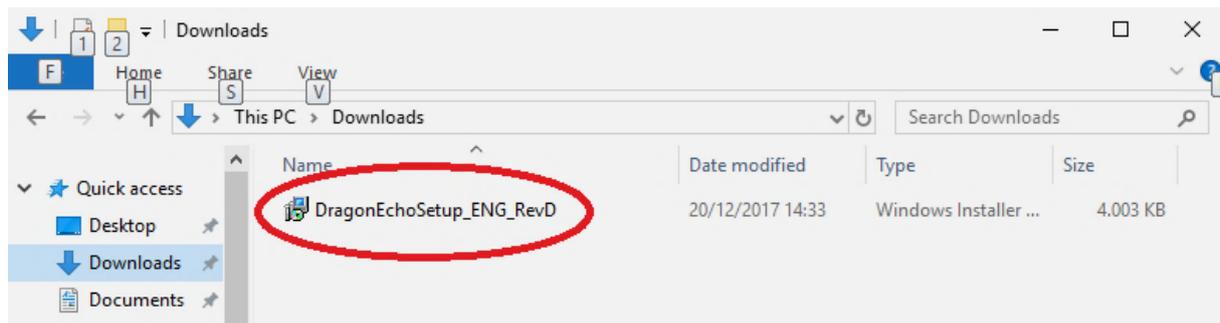
After clicking this button, a new window will pop up at the bottom of the screen, asking what you want to do with the MSI. Choose “Save” from there, to download and save it to your default downloads folder:



While downloading, a few security checks are performed, and when this is finished, you will be informed as below, and offered a few more options. But just leave it as is for now:



Rather than working from the download menu in the above screen, go to Windows Explorer and locate the MSI which has been saved to the default downloads folder:



At this point, you may well skip the following section), which is optional and has been added for the sake of completeness rather, and go straight to Section 3 ("Install").

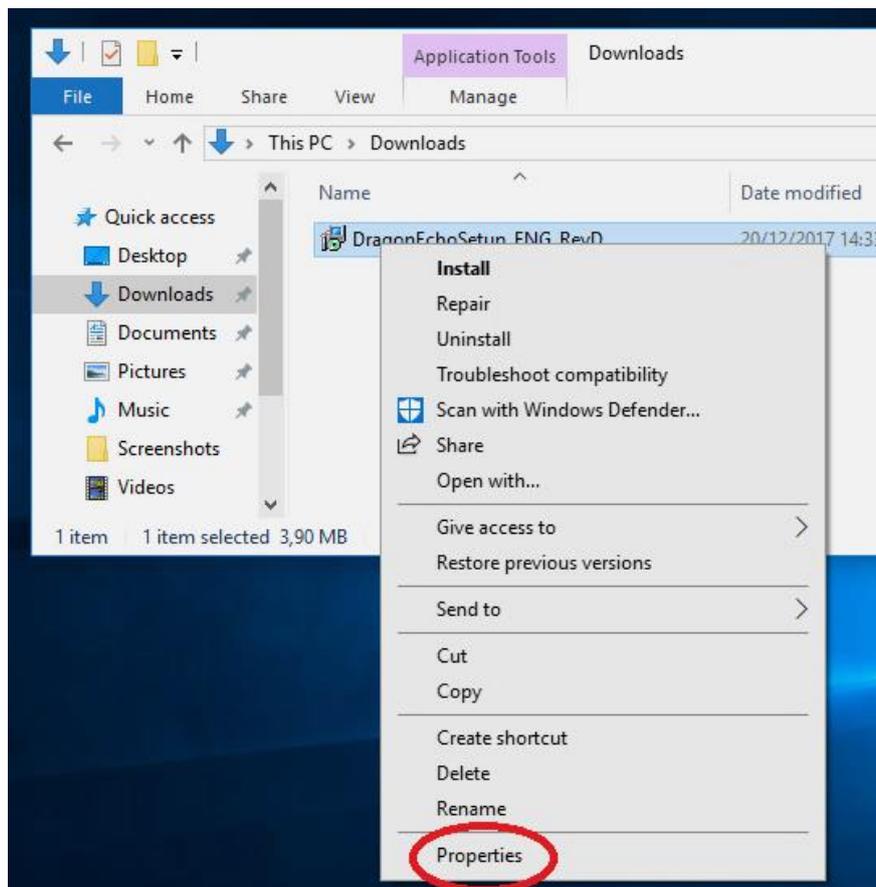
If, however, you encounter any problems with setting up the application, it is strongly recommended to go back here and read all about the prerequisites which must be met in order for the install to work properly.

2. Prerequisites (Optional)

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In this section we will point out a few things which may not necessarily be relevant to you, but perhaps interesting to look at, and maybe even important if installing the application doesn't succeed. We will cover things such as *Security Settings*, *Antivirus Compliance* and *Launch Conditions* embedded into the installer.

We will start by looking at the properties of the MSI file, which reveals a lot of interesting information. To do this, go to Windows Explorer and right-click on the MSI file. This will open the context menu where you can choose "Properties":



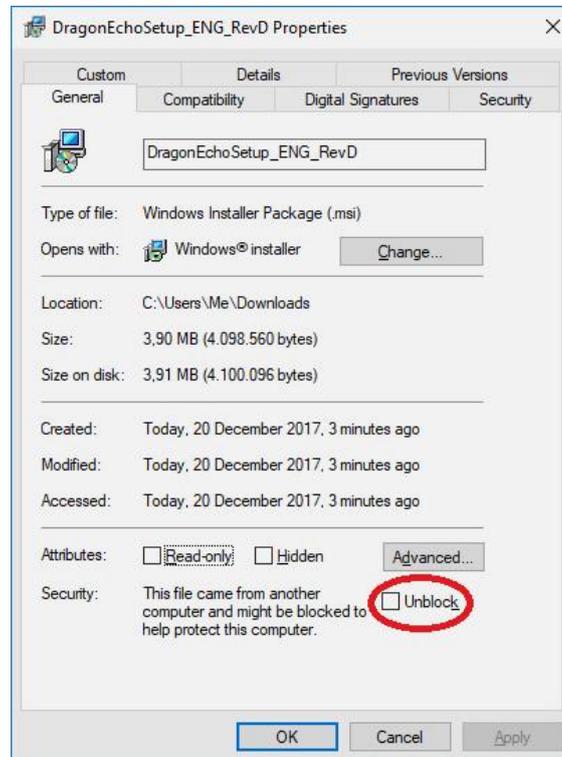
b. Security Settings and Digital Certificate

First, have a look at the General tab. Near the bottom of the properties window you will find a checkbox which is labelled "Unblock". Obviously, this is there for reasons of security, because the text next to it reads: "This file came from another computer and might be blocked to help protect this computer."

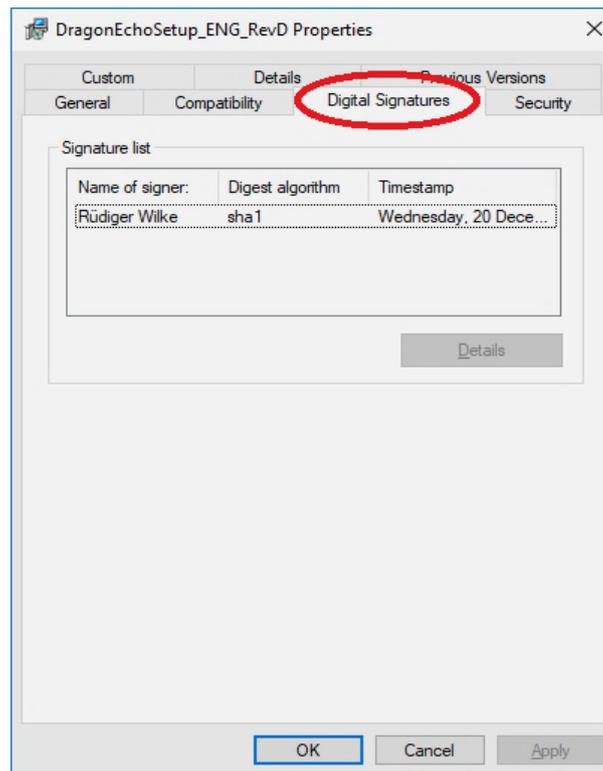
Please note the "might" in there, as Windows probably isn't so sure about it either, and may be doing this as a precaution perhaps. In my testing at least, I never found it necessary to put the checkmark

into the box to unblock the file, but whenever going back to it after running the installer, those fields were totally gone.

But, as previously mentioned, whenever installing fails for no obvious reason, it may help to download the file again and try this unblocking method as an alternative:



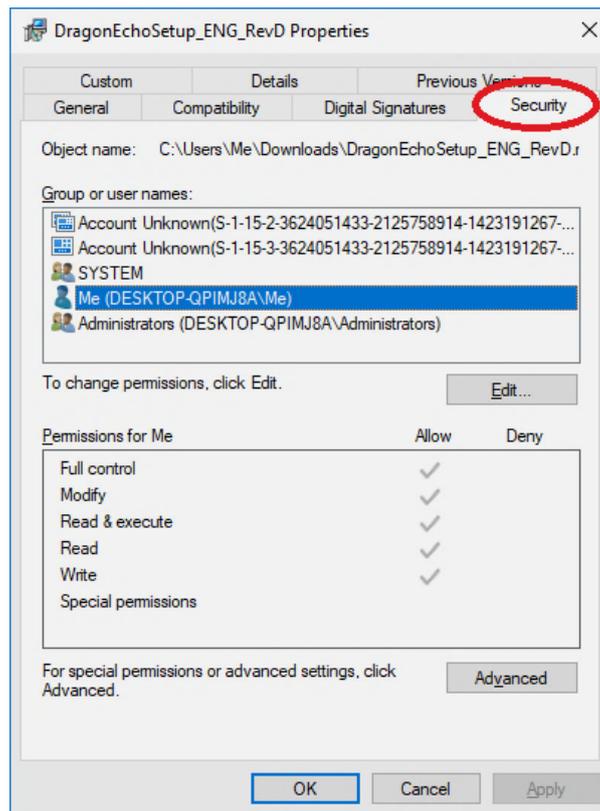
The next tab of interest here is labelled "Digital Signatures". On this tab, it becomes obvious that the MSI has been digitally signed, or certified. The purpose of a digital certificate is to verify (a) the publisher of the file, and its contents, and (b) the origin and integrity of the file:



You can get more information on contents of the signature by selecting it and clicking on “Details”.

Finally, and while we are there, another tab under the properties menu we may look at is labelled “Security”. Under this tab, the various permissions, granted to the Windows users on the system, are listed.

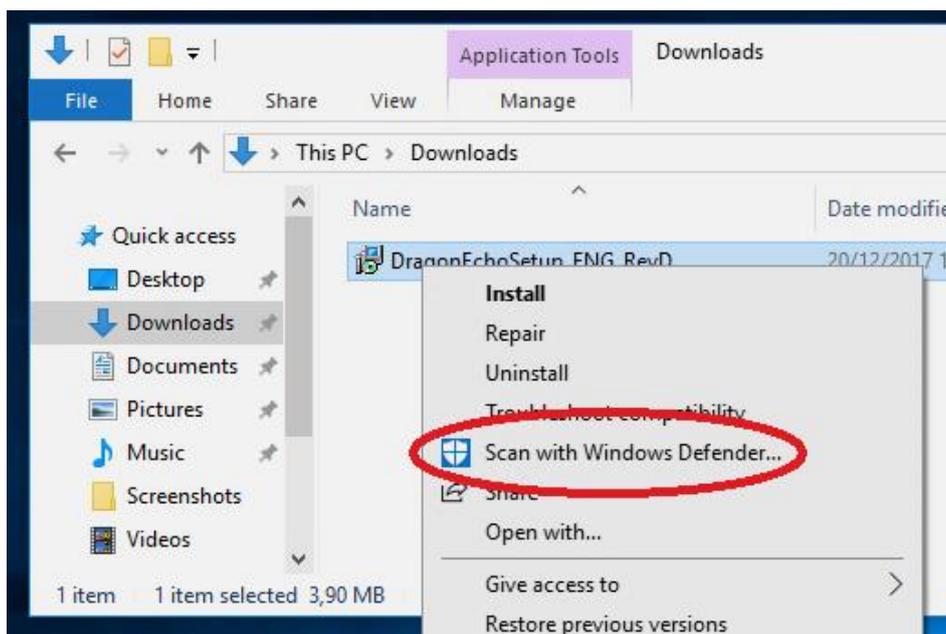
If in doubt, make sure that the user account you are currently working from has the permissions to “Read & execute” the file, as displayed below:



c. Antivirus Compliance

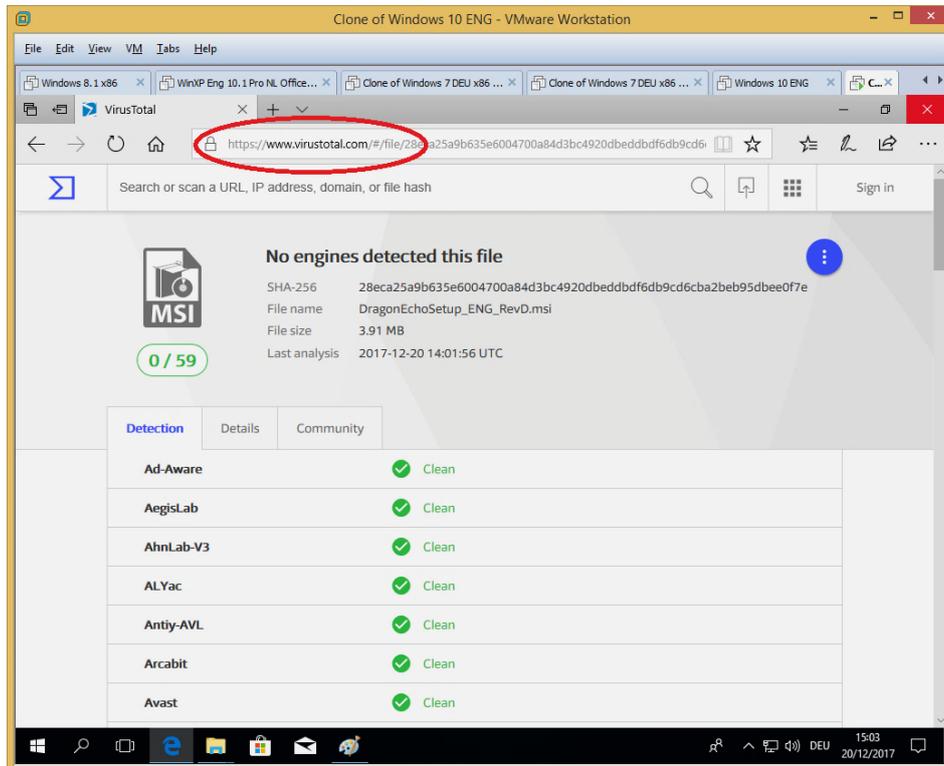
In addition to the security checks described above, you may want to check out the antivirus compliance state of the file, before running it on your computer. There are several ways to do this.

First off, you can run a “Scan with Windows Defender” on the file, which you can access from the context menu in Windows Explorer:



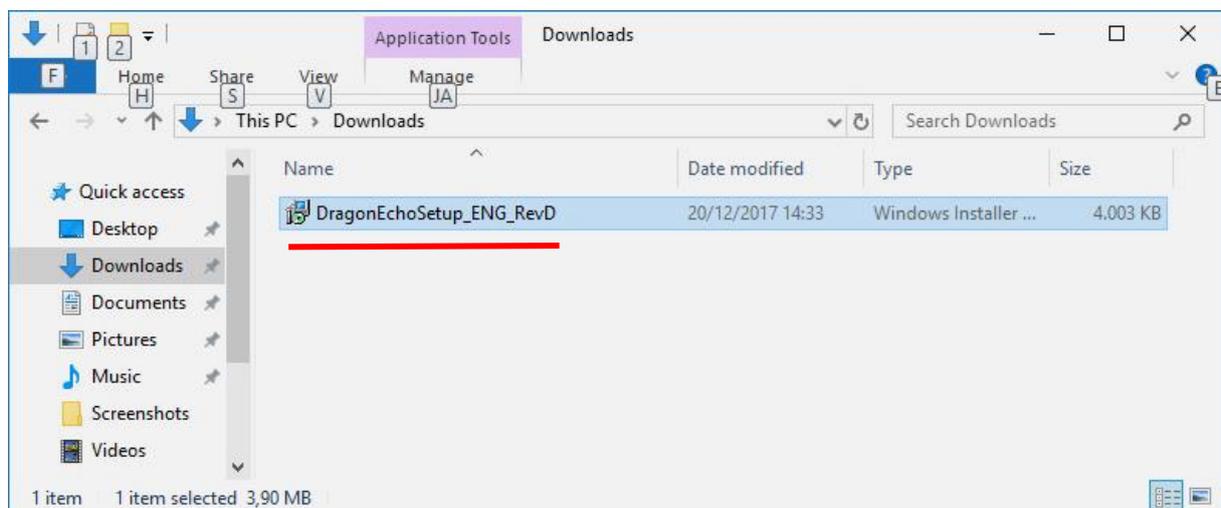
When running the scan on the file during the testing install, no threats were detected.

A more accomplished way to verify the integrity of the file is to upload it to www.virustotal.com:

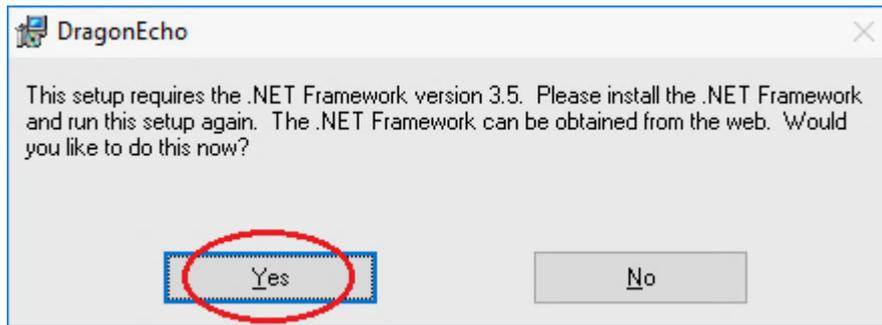


This site is a free online service running scans on the file against the most common antivirus engines, accessing them online again, thus making sure that the definitions used in the scans are always up-to-date. In this example, the file was tested by 59 engines, and they all said it is clean.

So now, after all the security precautions taken so far, and taken successfully, it is time to actually engage the installer, so we will get the application up and running soon. We do this by double-clicking the MSI in Windows Explorer, downloads folder:



But wait, another window pops up now, needing our attention:



So, what's this now? – We will explain all the details in the following subsections.

d. Launch Conditions

For the rest of this section we will discuss a few prerequisites that must be met for the application to start and work properly. To accomplish this, particular checks are embedded into the MSI as launch conditions which, however, are not visible to the user because they are not file properties.

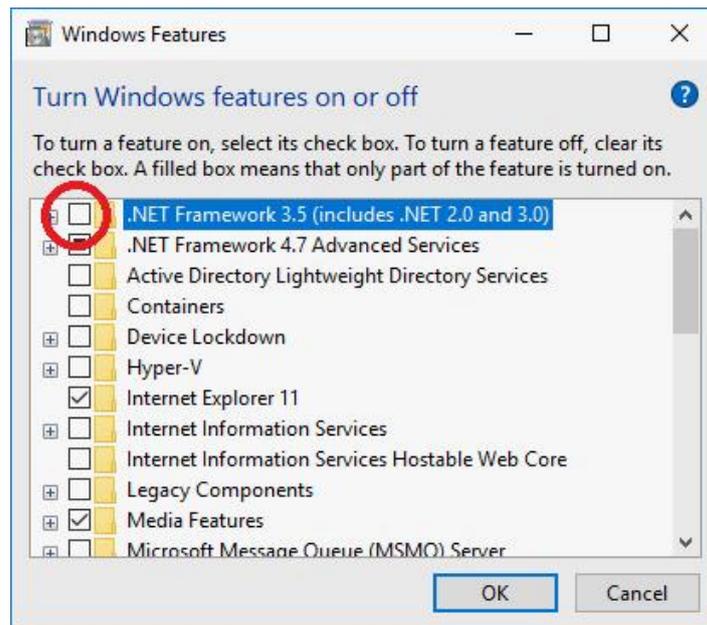
If testing for the launch conditions which are relevant to the application is not embedded into the MSI, you may well install it, but when starting the application, you will encounter errors and failures and the application won't run.

As opposed to this, our installer detects a missing condition and prompts you to it so you can handle it. Effectively however, the installer will terminate also if the conditions aren't met.

i. .NET Framework 3.5 (Mandatory)

All applications offered through this website require the MS .NET Framework 3.5 to be installed on the system. This particular dependency has been chosen for backwards compatibility with older Windows versions because this version was the default in Windows 7, and most likely will be around on almost any Windows 7 or Windows 8.1 computer.

On the downside, the current Windows 10 doesn't come with that version of the framework by itself, so if you have a relatively new Windows 10 computer, as in our example, it won't be there and you will find the version 4.5 or even 4.7 of the framework instead, which unfortunately is not backwards compatible, as you can see from the "Windows Features" box in the control panel:



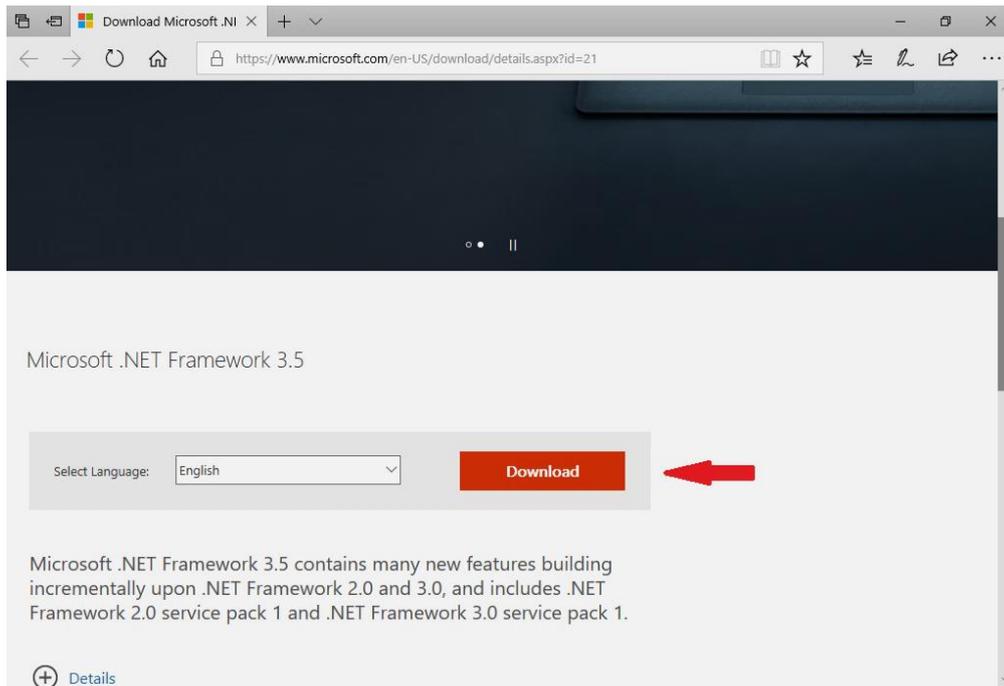
As an aside, when you are in this dialogue and if you put the checkmark into the relevant checkbox and press OK, thus turning on the feature, it will be installed by the operating system, involving a Windows update. This method has been reported as prone to errors, however, so you are advised to install the framework as described below.

For more information on this topic, please refer to:

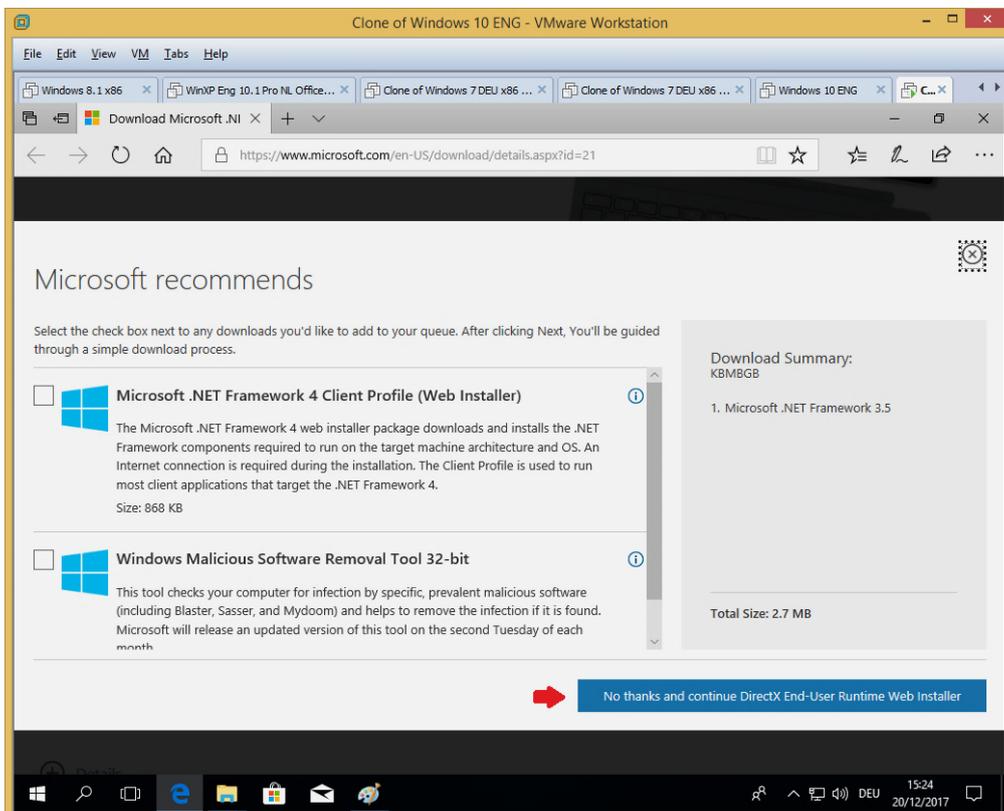
[https://msdn.microsoft.com/en-us/library/w0x726c2\(v=vs.90\).aspx](https://msdn.microsoft.com/en-us/library/w0x726c2(v=vs.90).aspx)

As explained previously, our installer detects the missing framework and you are prompted to install it now as shown in the second last screenshot above. We will now describe the scenario following clicking “Yes” in the message box.

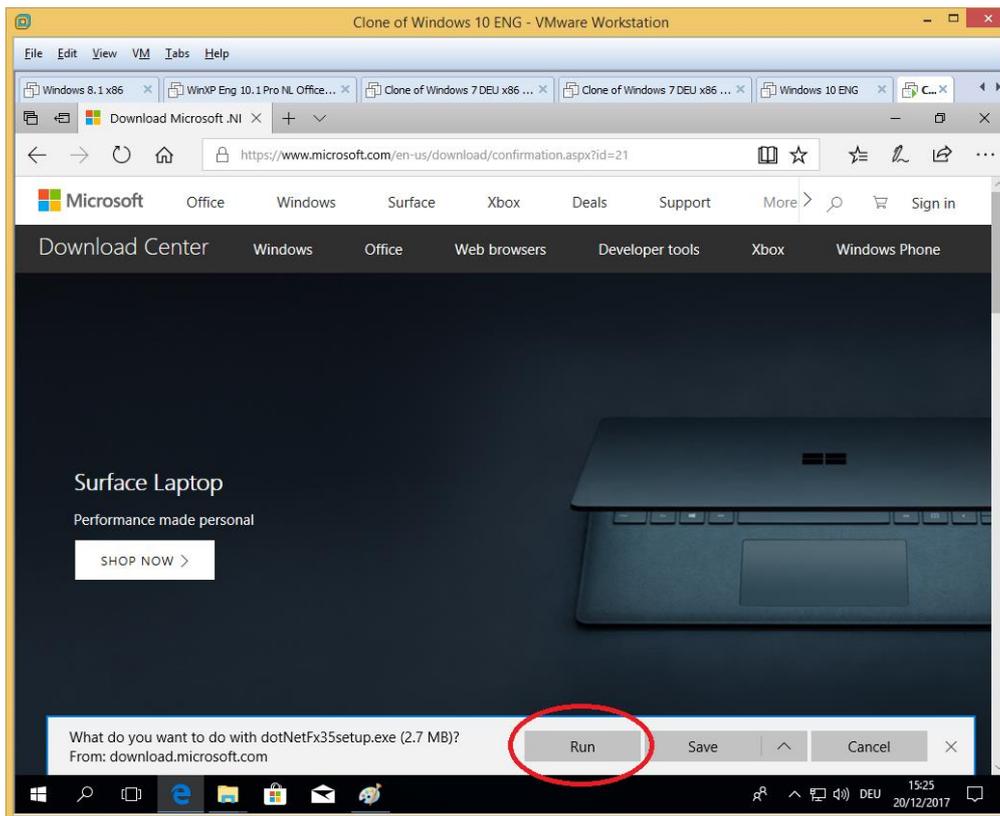
If you follow the prompt, you will be taken to the Microsoft Download Centre and directed to the corresponding page where the correct version of the framework is to be found. Scroll down the page until the “Download” button becomes visible, then click on it:



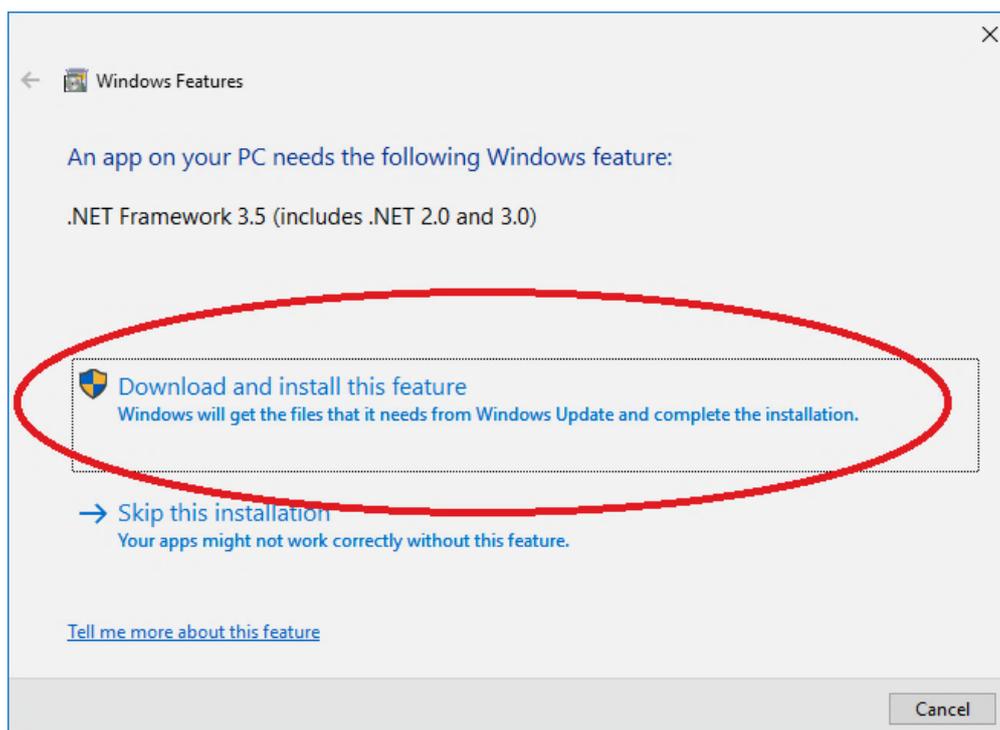
In the next screen, Microsoft is likely to make a few more recommendations, which you should just ignore for now. Just click the button which reads “No thanks...” to proceed:



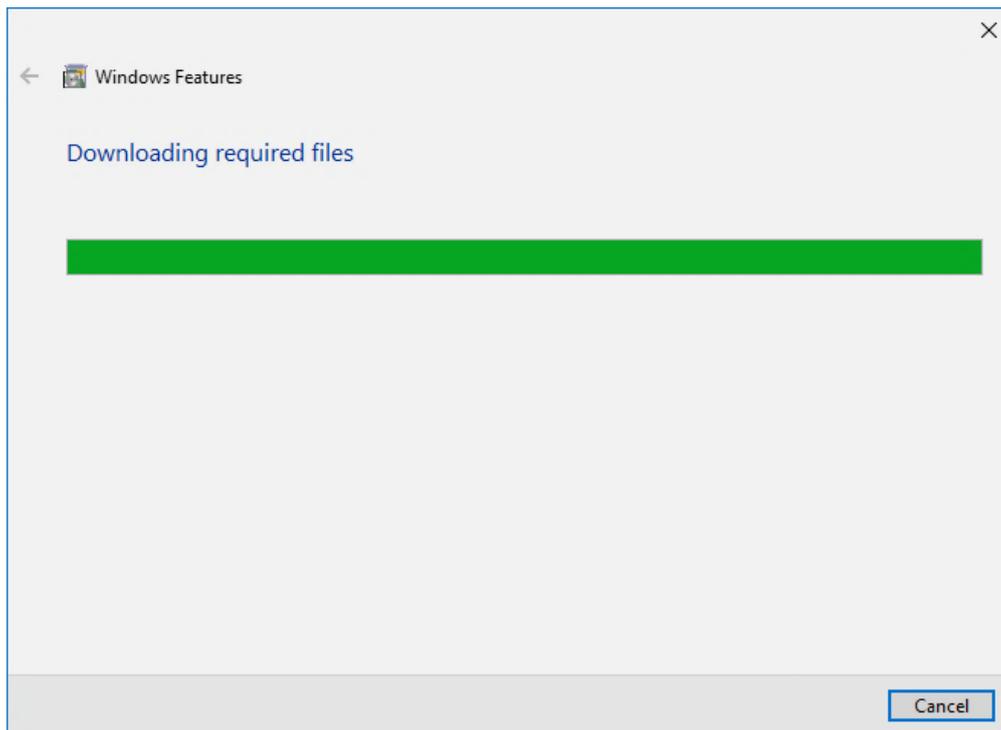
In the following screen, just click “Run”:



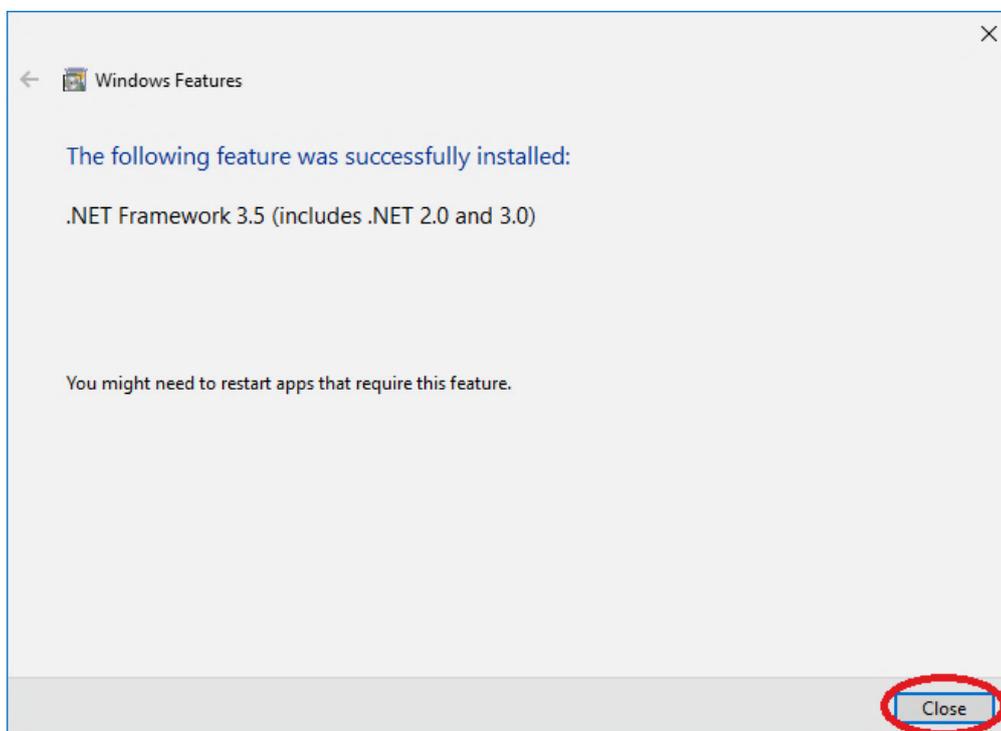
Next, choose to “Download and install this feature”:



Windows will inform you that it needs to download the required files:



Once installing the framework has finished, you will also be informed that you might need to restart apps that require the framework:

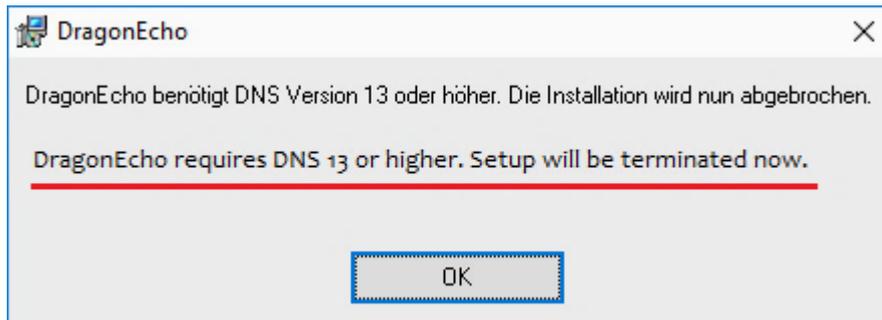


Needing to restart after installing the framework is true for our installer, so we will do this now.

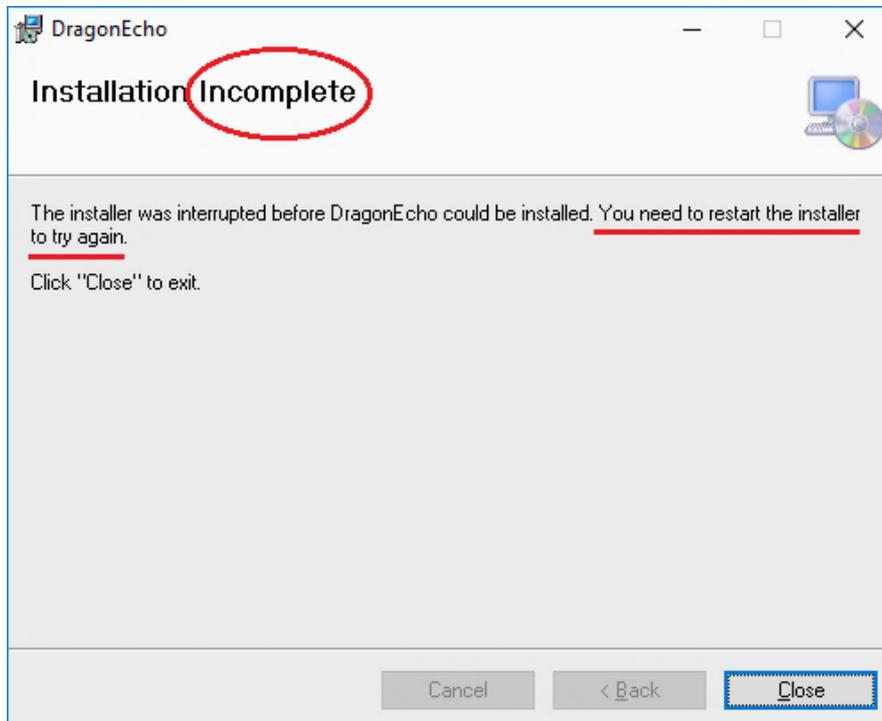
ii. Dragon Version (Optional)

In most cases, you will now be able to launch the installer which will setup our application. However, in some cases, another checking may be done next, which is true for the application we are using here, **DragonEcho**. As this application requires DNS 13 minimally to operate, another launch condition has been defined in this particular installer to search for it.

If a qualifying DNS version is installed on the computer and this condition is met therefore, the installer will continue silently, but if it isn't met, which is true in this case since we haven't installed any programme on this Windows 10 computer so far, you will be prompted like this:



When clicking OK to the prompt, the installer will terminate but tell you that the installation is incomplete and you will have to restart it and try again:



So now is the time for us to go back and continue by installing an appropriate Dragon version on this computer first before we can launch the DragonEcho installer once more!

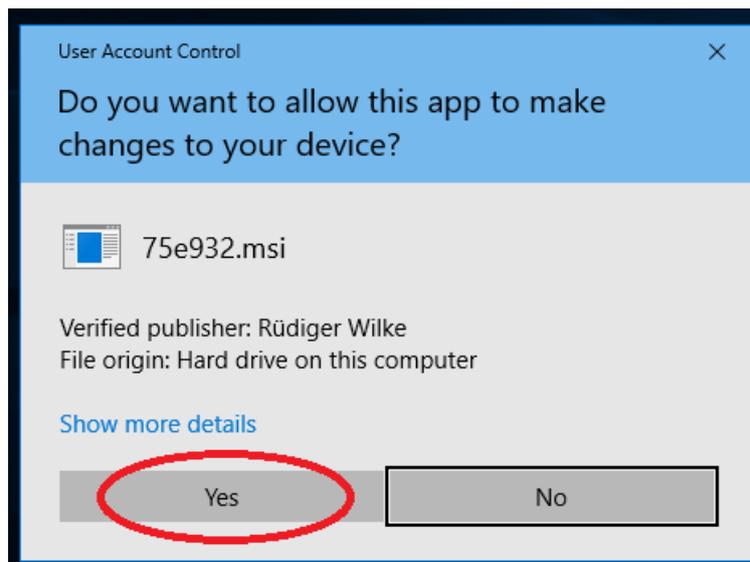
3. Install

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In this section we will assume that all the prerequisites described in the previous section are fulfilled so when launching the installer (MSI) you may typically expect it to go through without fail. Basically, what you will have to do from now on is to just follow the prompts and accept the defaults. We will go through the entire process and describe all the details though.

If, however, you encounter any issues when going through the steps described in this section, please go back to reading Section 2 (“Prerequisites”) carefully first.

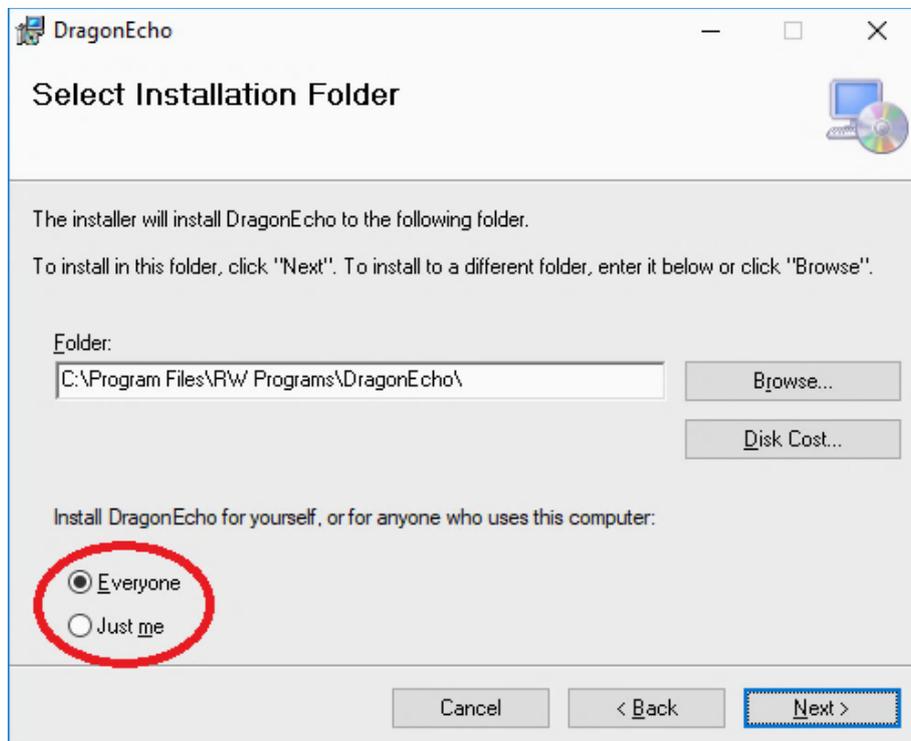
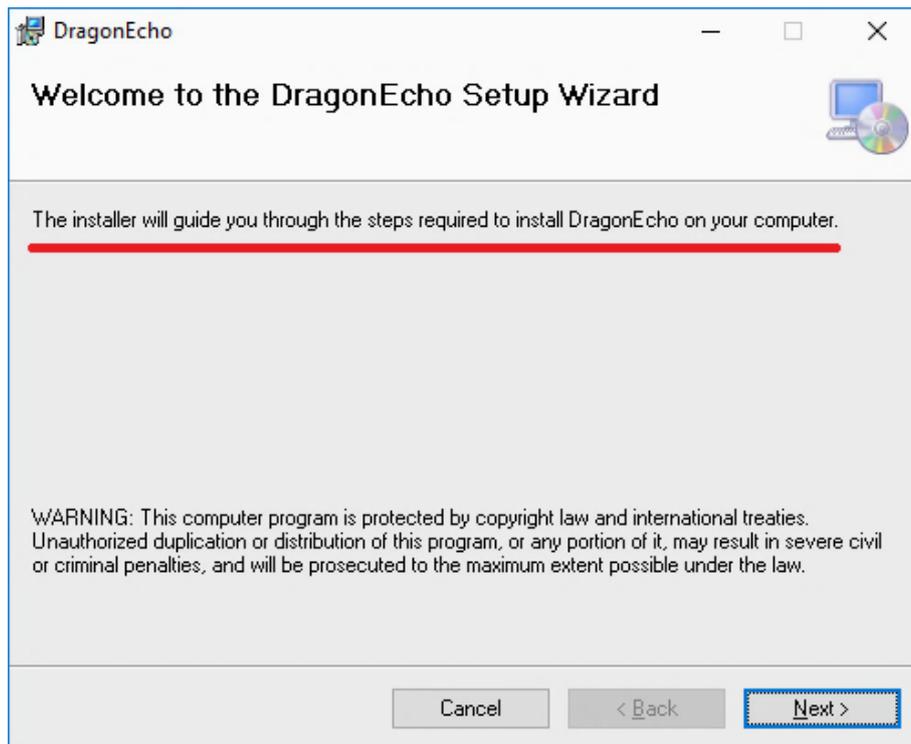
First, and given your settings under the **User Account Control** (UAC), if they are set to the default which is always recommended so you will be prompted if an application is about to make changes to your computer, you will be notified accordingly:

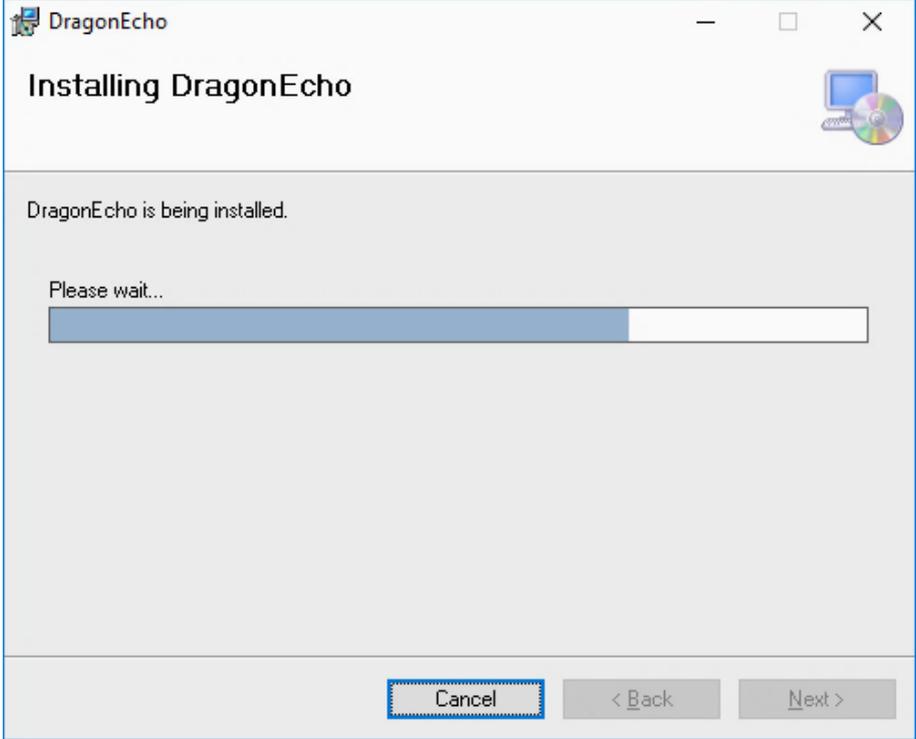
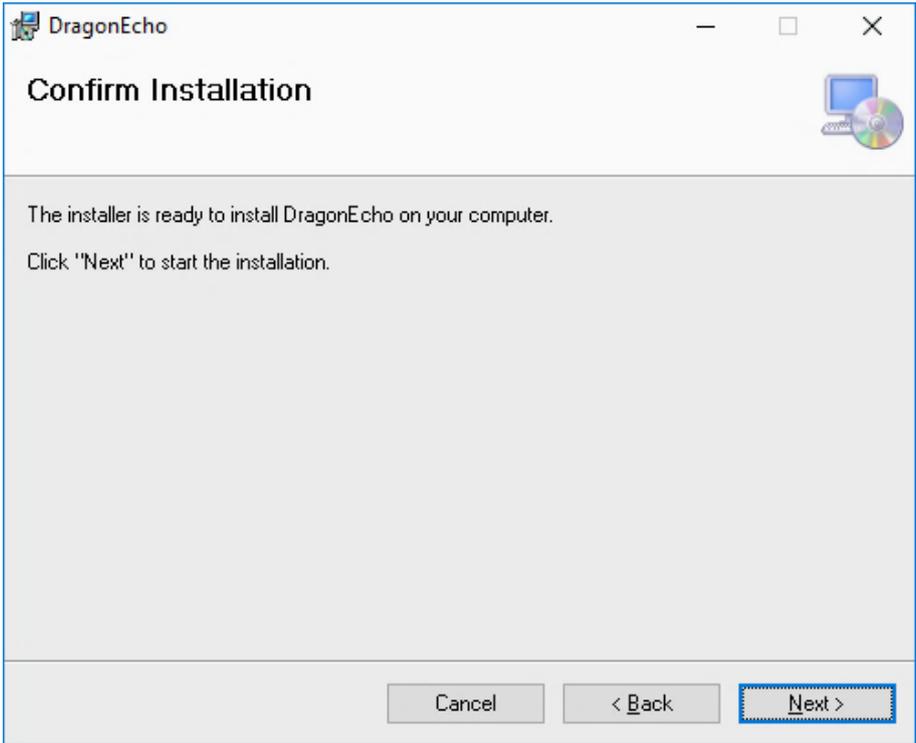


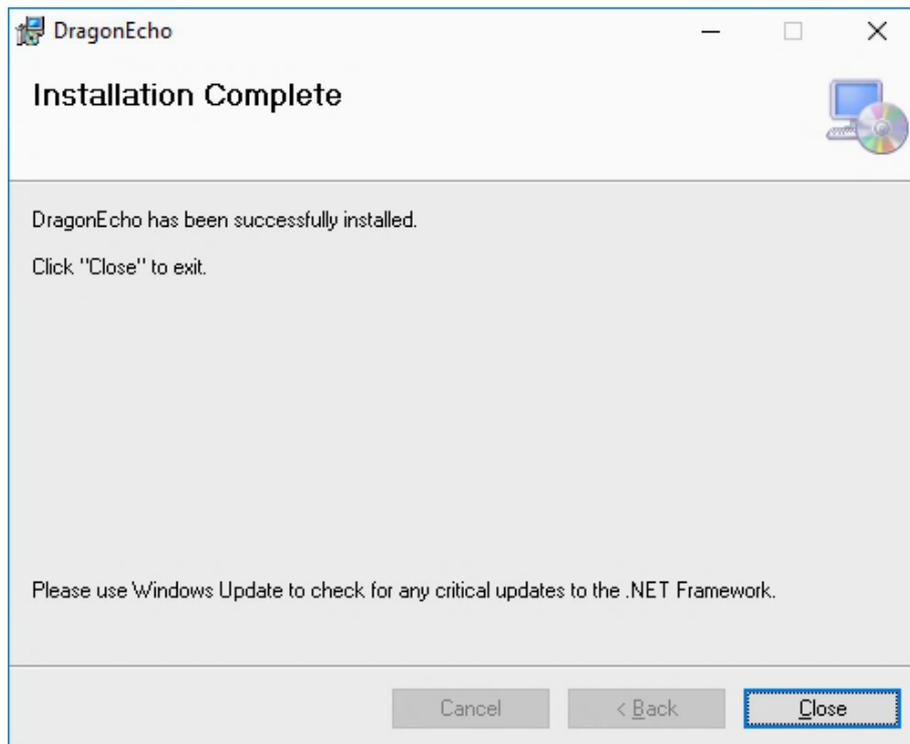
As can be seen in the screenshot above, you are given the name of the publisher, thus verifying the origin of the installation package. For more information on this, you may read up the subsection “Security Settings” in Section 2 above. Additionally, you can also look at what “Show more details” in this box will bring up.

It probably goes without saying that you have to click “Yes” in here in order for the installer to continue.

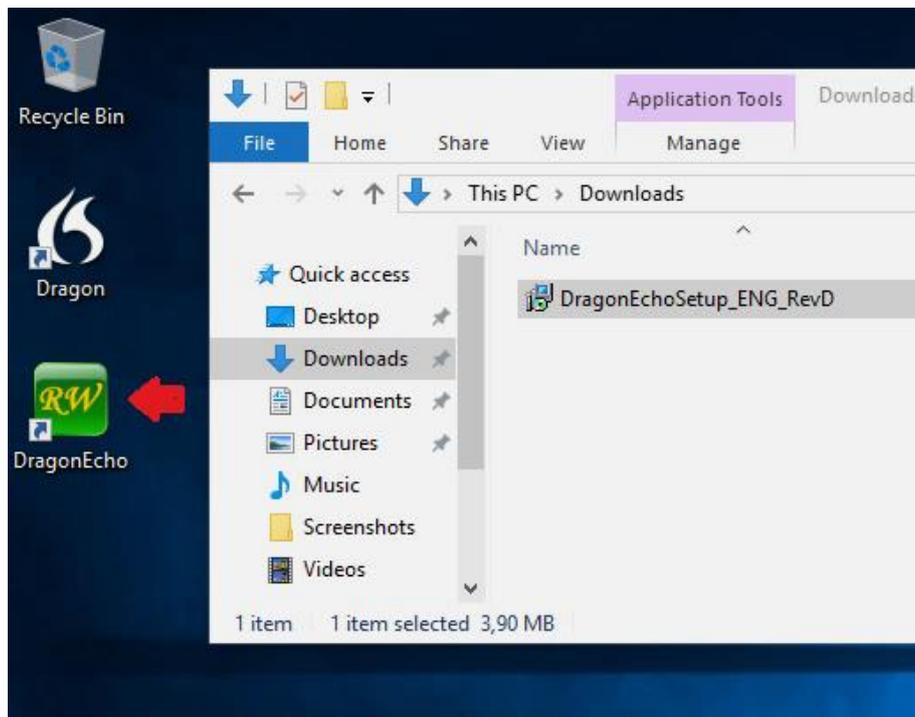
From here on, if you continue to click “Next” whenever prompted, these are the screens you will get in a row:







At this point, you have successfully installed our application on your computer. When closing the window, you will find a shortcut to it on your desktop which you can use to launch it, so please do this next:



4. Launch and Activate – Trial vs. Permanent Version

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At this point, DragonEcho has been installed successfully and we have launched it now for the first time, by double-clicking the shortcut on the desktop. Before the product is ready for use, it has to be activated however, as the product is copy protected by licensing. We will begin by explaining **the concept of activation** briefly.

When activating a software product, an activation key is created, reflecting the relevant information both of the product and the machine it is installed on, by means of taking a so-called “fingerprint” of the system. The relevant system data going into the fingerprint specifically may vary, but the overall rule for it is to create a unique token representing the physical hardware unit.

The activation key is created online and automatically, by an activation server in the cloud, therefore it is necessary to be connected to the internet while activating. When the key has been created it is stored both in a database on the server and on the local system, invisible however to the user.

Every time a product is launched on the computer, a licensing module which has been integrated into the executable starts searching the computer for an activation key matching the criteria mentioned above. If a match is found, the software will start, but if not, a license wizard is started informing the user accordingly.

And this is what just happens when you start the software for the first time, so you will see this dialogue, showing step 1 of 2 of the license registration wizard:



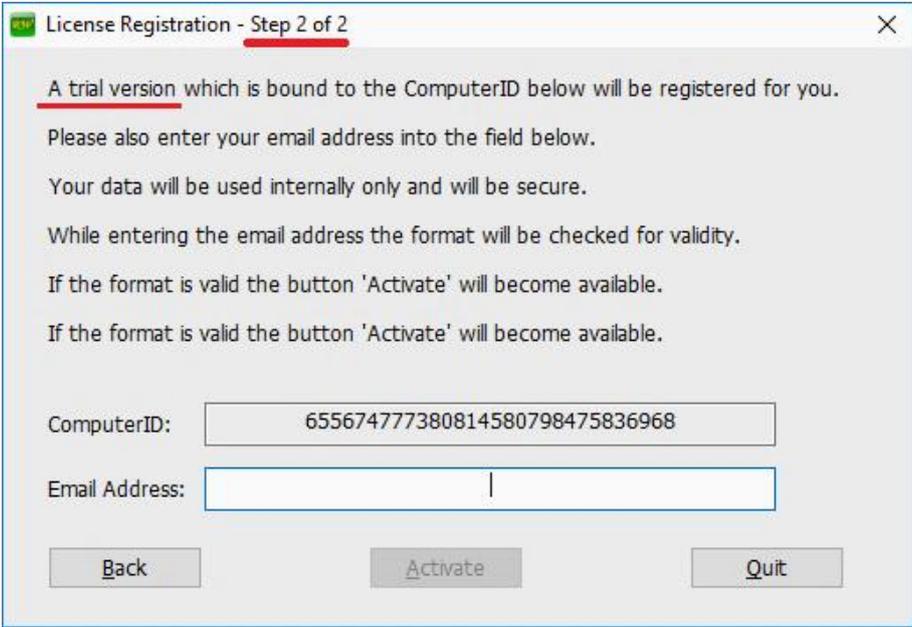
As you can see when reading the text displayed in the dialogue, there are **two types of activation**: a **trial license**, which is free for 30 days, or a **permanent license**, which you need to purchase. You can choose both types in this dialogue, if you already have license key, but we will start by creating a trial license here.

Starting with a trial version is always advised as it will give you the chance to evaluate the product thoroughly and long enough before deciding to buy it, because, typically, there is no money back guarantee, please also refer to the “Terms and Conditions” section at the end of this manual.

Do note that this is what a trial is there for after all, and other than expiring 30 days after activating, a trial version has the same functionality as the permanent version, with no other restriction at work.

Creating a Trial Version

So, we clicked the “Trial Version” button in the previous screen which brings us to step 2 of 2 of the license wizard:



License Registration - Step 2 of 2

A trial version which is bound to the ComputerID below will be registered for you.
Please also enter your email address into the field below.
Your data will be used internally only and will be secure.
While entering the email address the format will be checked for validity.
If the format is valid the button 'Activate' will become available.
If the format is valid the button 'Activate' will become available.

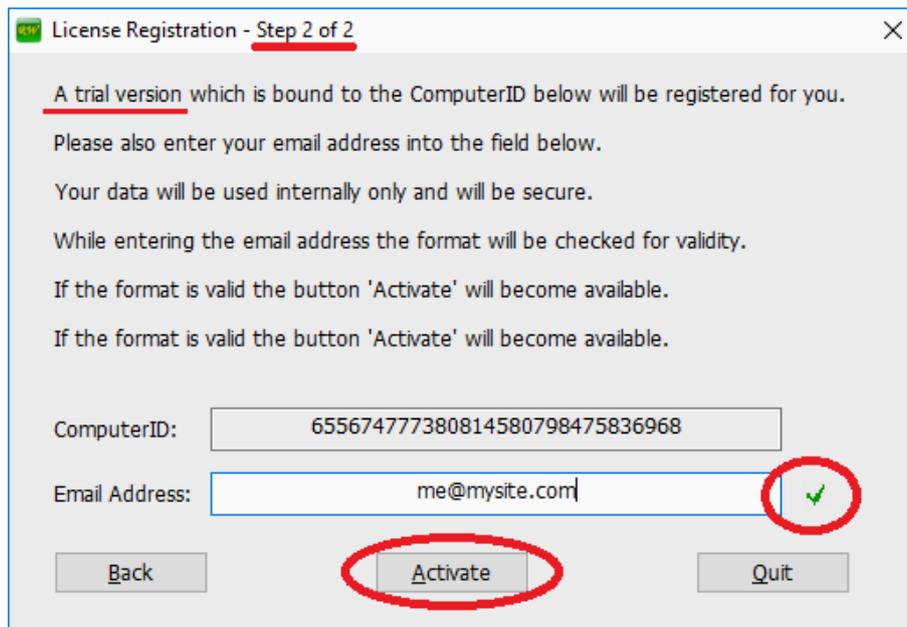
ComputerID:

Email Address:

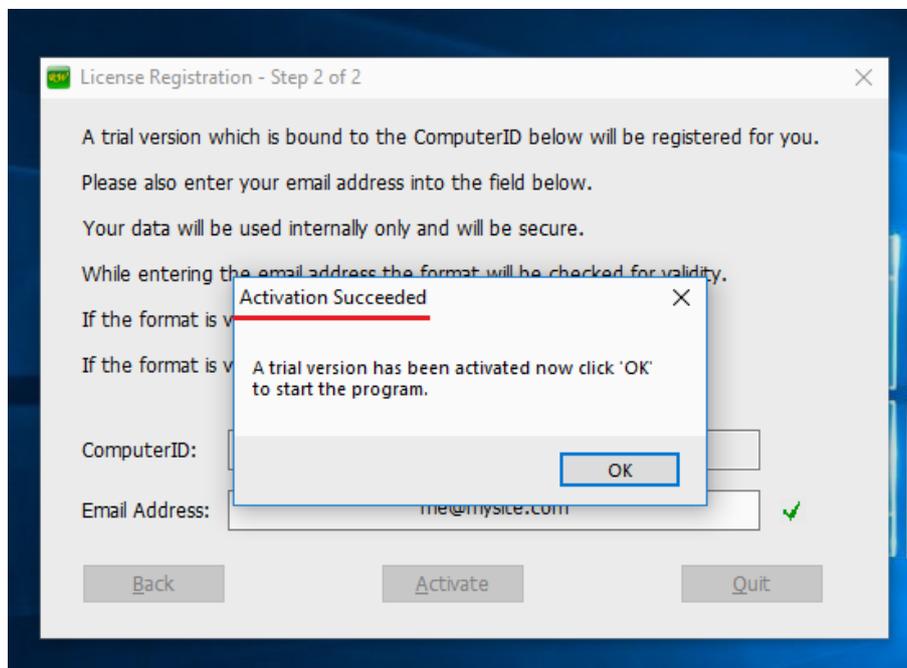
What you need to know and do here is available from the dialogue. Your computer ID (which is the machine fingerprint referred to above) is displayed. You may write it down and save it somewhere, but normally this isn't needed.

If you decide not to activate a trial license now you can choose the “Back” button to go back to the previous step of the wizard. Or you may also choose “Quit” to terminate all over which will just stop executing the application and close it altogether. Of course, you can relaunch anytime and you will start over again, as previously, because no changes to the system have been made so far.

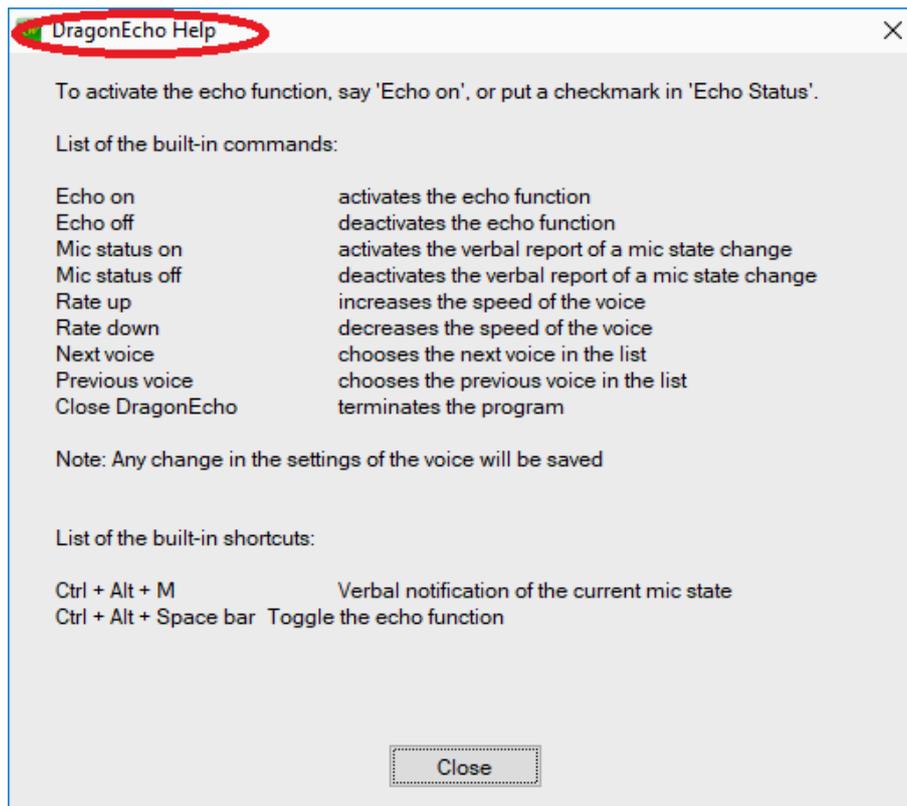
But we want to go on creating a trial version now, and therefore enter our email address into the box. As explained in the dialogue, the format of the address will be validated, and if the format is valid, we will get the following screen, with a green checkmark next to the address box, and the “Activate” button now available for pressing:



We can always change our mind and either go back or quit at this stage, but we click the “Activate” button now. It will take a few seconds, since processing the underlying code involves connecting to the activation server over the internet, but if activating succeeds, as expected, we will get this screen for confirmation:

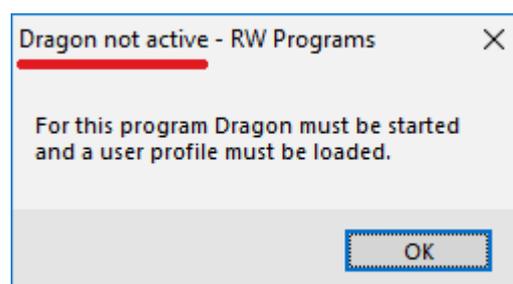


As we are informed, clicking OK in the message box will proceed launching the program. Since this is the first time the program is started, the help screen embedded into the menu of the program is displayed, and this is specific to DragonEcho and may not happen with other programs:



As an aside, this screen basically tells us all we need to know about DragonEcho. So, we should be good to go now, presumably, and click the "Close" button, to finally start using it, and then, we have no other choice also.

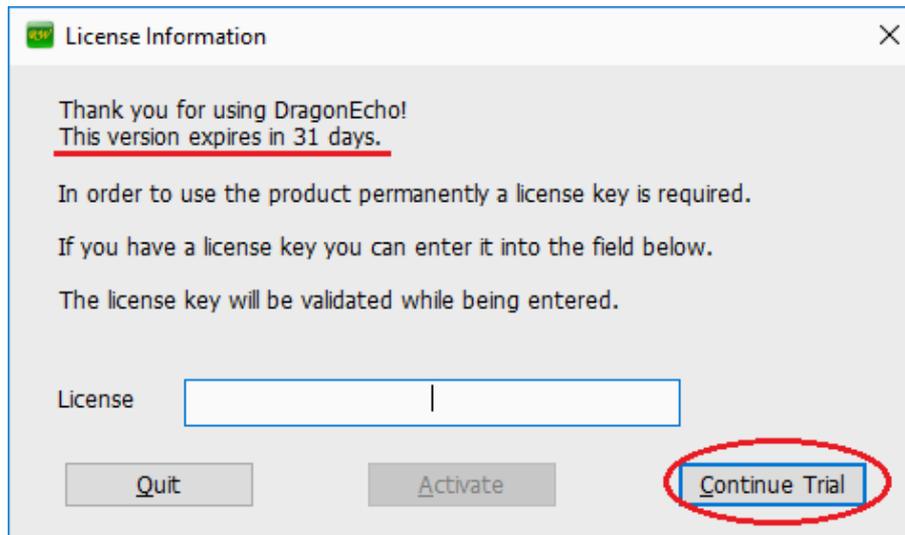
But this time, we get this, and what's that now anyway?



Well, since all applications provided here depend on Dragon running, as they all interact with it deeply somehow, the next step in the code is to check for this, and if Dragon is not active you will be informed accordingly. As, in our example, we hadn't started Dragon so far, this screen comes up.

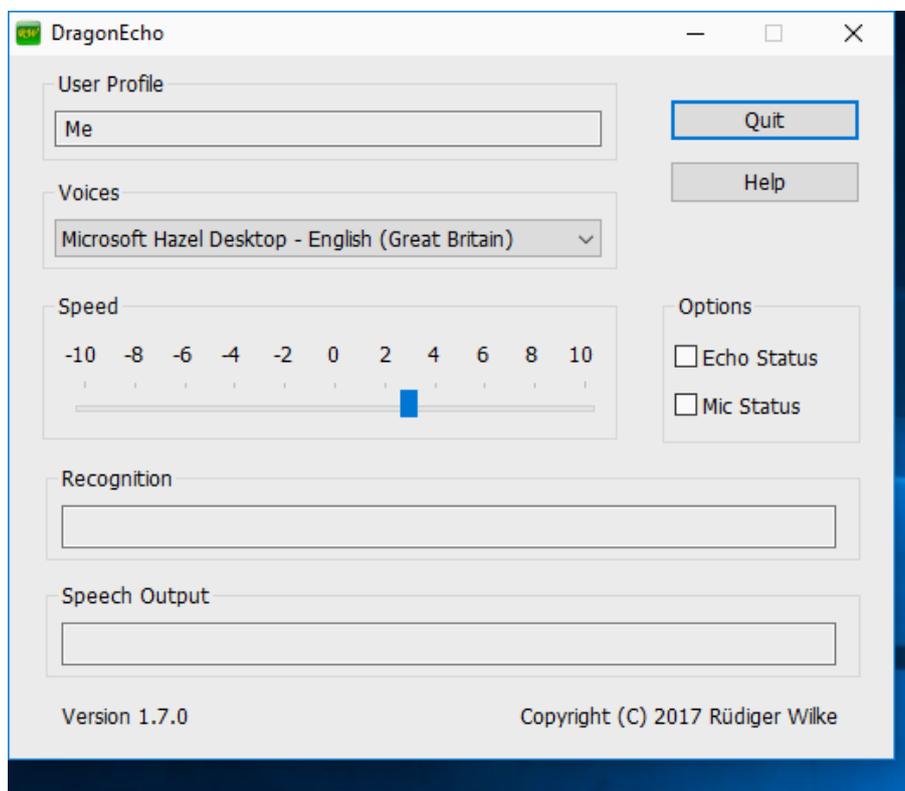
Pressing the OK button here will stop executing our program and take us back to where we were previously. This time, however, our application has been activated successfully and can be used from now on.

After starting Dragon and loading a user profile, we launch DragonEcho once more. This time, we get the following window, the so-called “License Information” dialogue:



As we have created a trial version so far, this screen comes up every time we start the application, and you may consider it as some sort of a “nag screen”, but it is there for a reason. First, it informs you how many days you have left before the evaluation period expires, but then you are also given the chance to enter a license key now if you decide to buy it, so you can use it permanently.

For the sake of this example, we just click the “Continue Trial” button now, we will cover entering a license key further below. And, alas, we are in DragonEcho eventually:



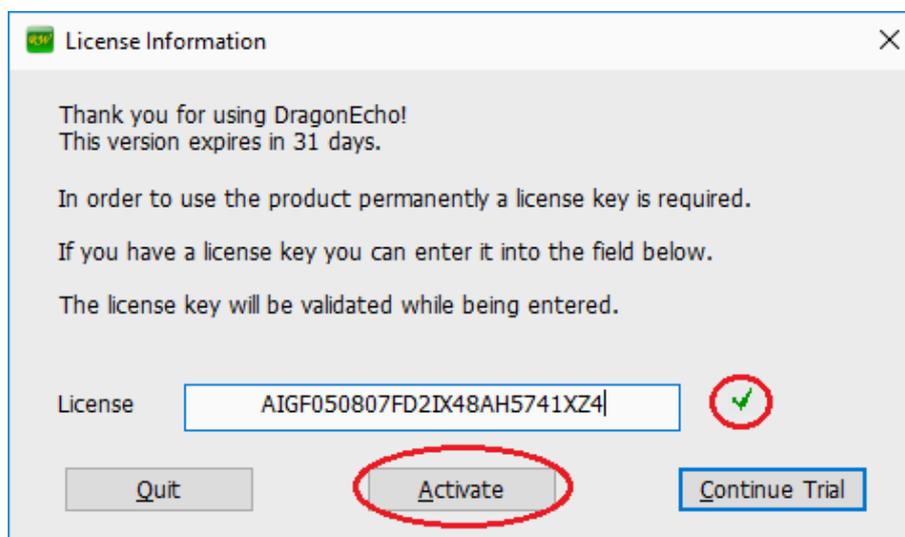
Activating a Permanent Version

As mentioned near the end of the previous subsection, activating the product permanently, thus turning the trial version into a full, or permanent, version will be described now. Just as a reminder, the only difference between both version types being that a full version never expires.

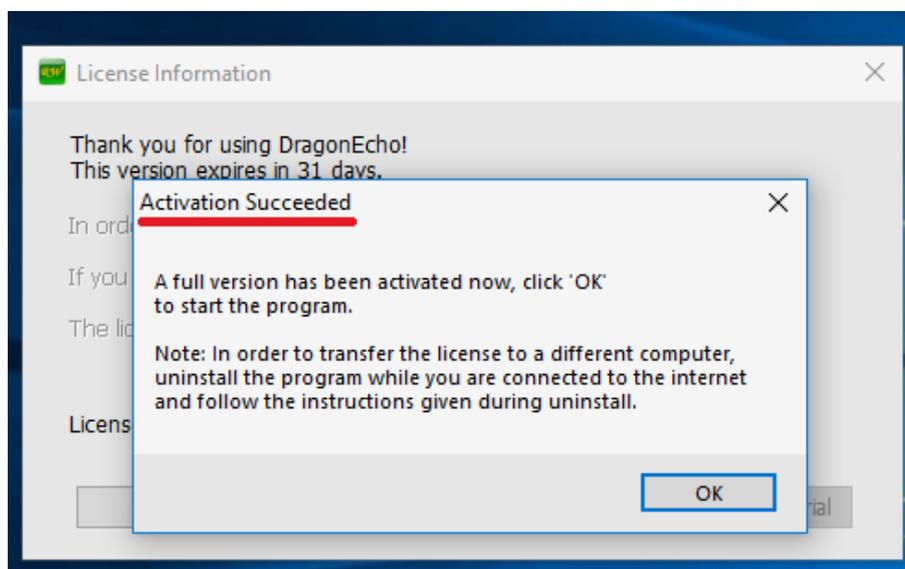
Also note that it won't take uninstalling the product and getting a different installer to create a permanent version as this is all combined into one MSI which we have already run on this computer.

The one thing we need now, however, to create a permanent version is a license key which we have to purchase. Refer to the website for more details on this.

As we have already seen, every time we launch DragonEcho the "License Information" displayed below comes up, and this is where we enter the license key we have purchased now:



Again, the key we enter will be validated, as it needs to match the relevant product criteria. If the key is valid, the "Activate" button becomes available, and we press it now. Congratulations!



5. Uninstall and Deactivate

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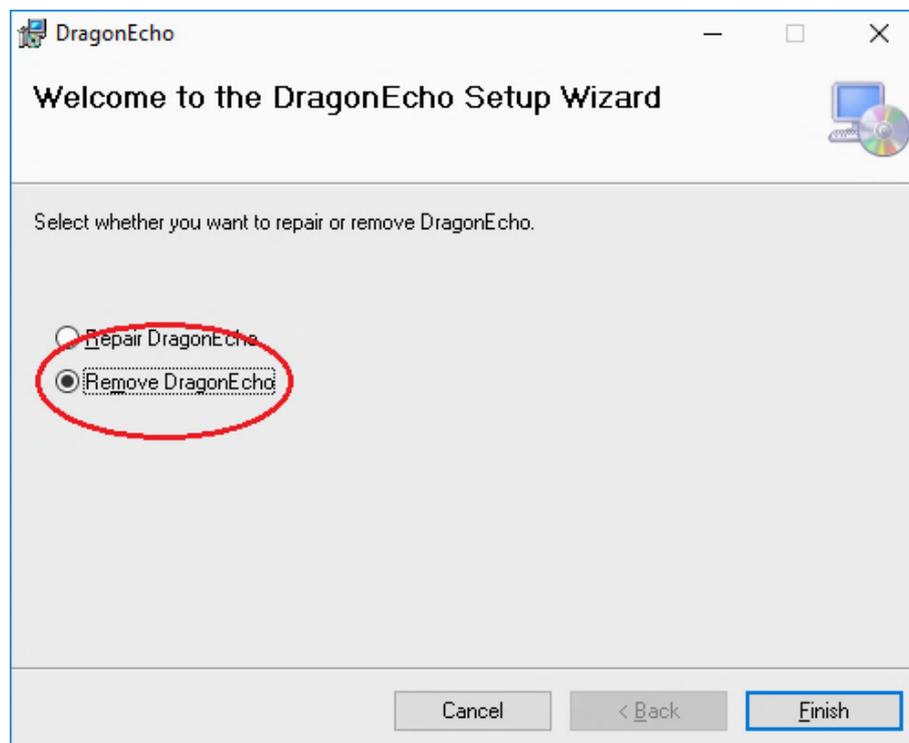
Up to now, we have accomplished all it takes to use the product appropriately: we started by creating a trial version of it, for evaluation, and turned it into a permanent version, by getting and entering a license key, as described in the previous section of this manual.

But, we may want to, or have to, deactivate the license on this computer, for some reason. One reason might be that we want to use the product on another computer; another one might be that we are about to make changes to the system that would result in modifying the fingerprint of the machine, and that, in turn, would cause the activation key stored on the computer to fail validating when the program is launched, so you cannot use it anymore.

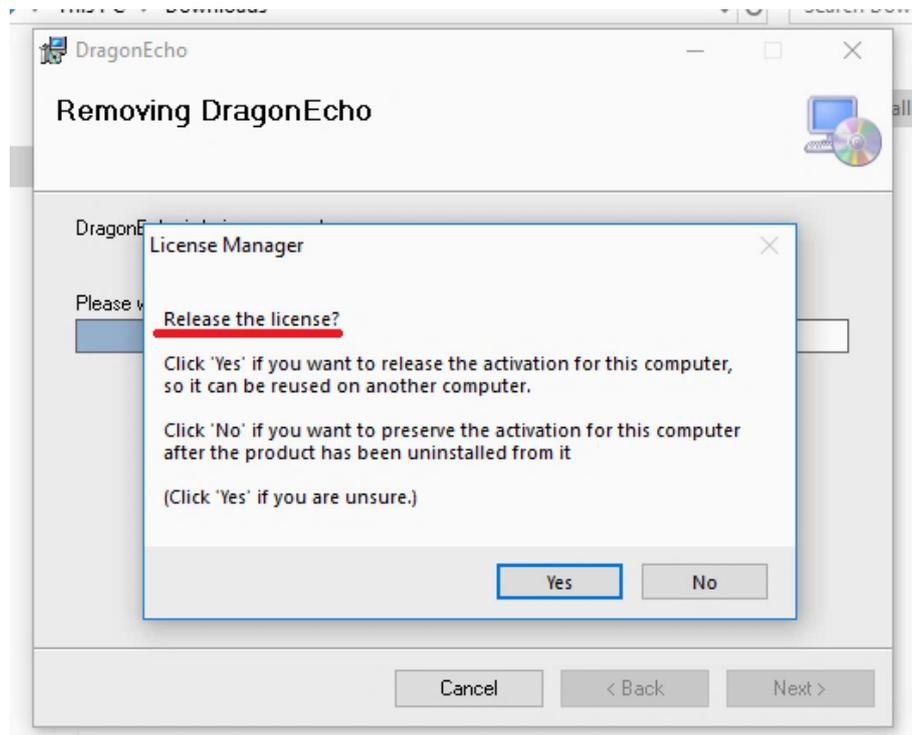
Important Note:

*Before making any kind of changes to the system, such as **replacing components**, or **renaming components**, it is strongly recommended to deactivate an existing license for this computer first, so as not to lose an activation. To do this, follow the procedure explained below.*

Our MSI caters for deactivating a license for the computer during uninstalling the program. You can invoke the uninstall sequence from the control panel in Windows, or by executing the MSI again. When doing so, you will get two options to choose from, select “Remove DragonEcho” in here:

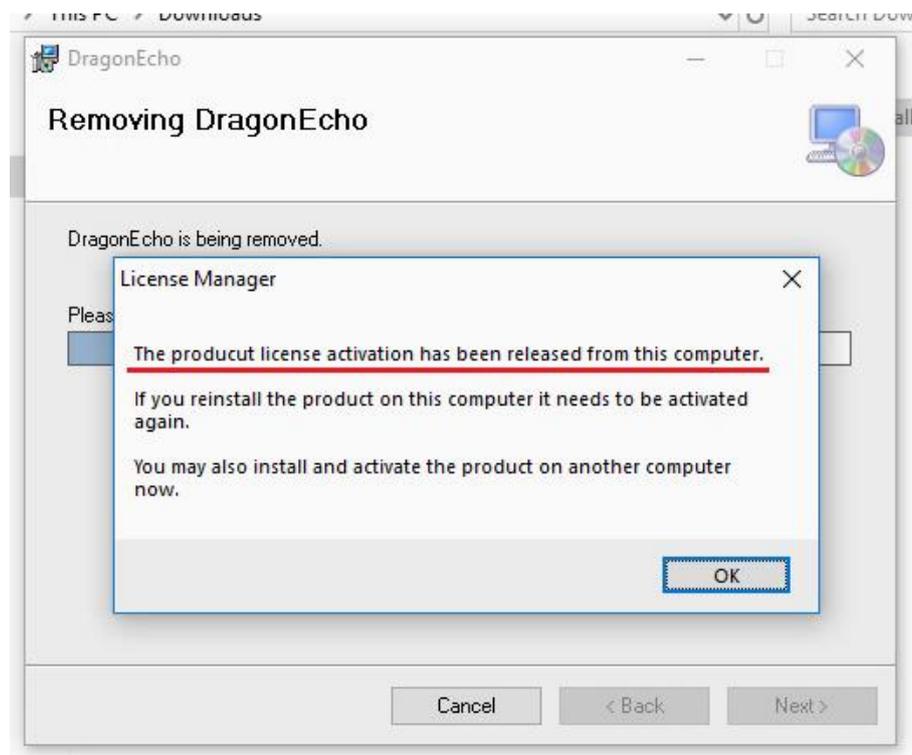


After making the selection, we click the “Finish” button, and we are prompted to make another choice next:



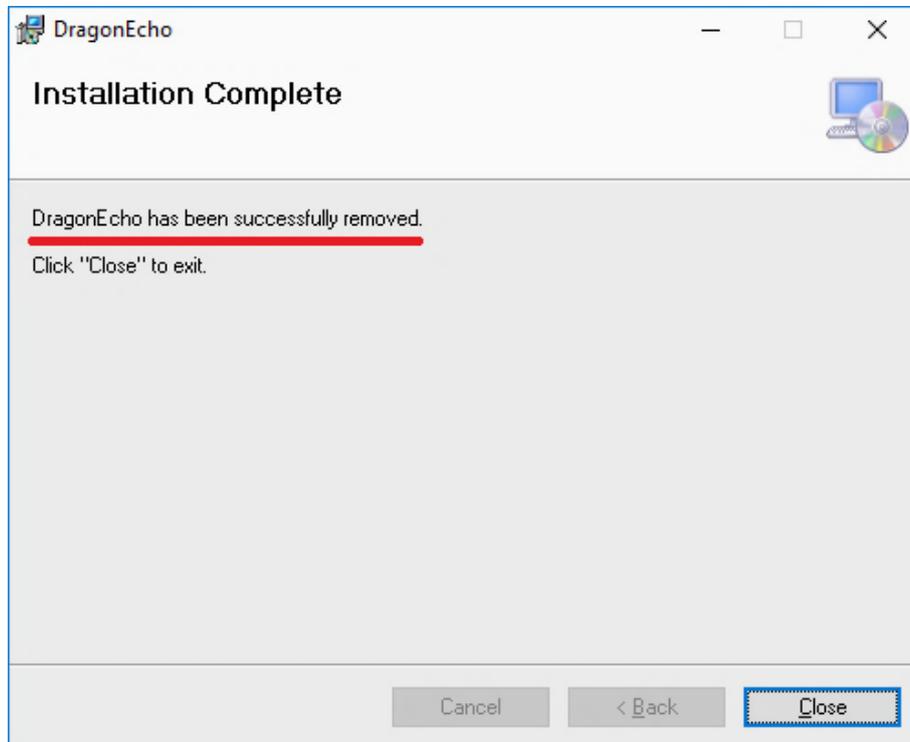
As explained in the box, clicking “Yes” to it will deactivate the license for this computer (release it on the activation server if you are connected to the internet while doing so), and delete it from the computer, if releasing it has succeeded.

It also explains when and why you should do this, or just what to do if you are unsure. We choose “Yes” and, a few seconds later, we get this:



The box speaks for itself. We can always reactivate the license on this computer, or activate it on another computer now.

Finally, after clicking OK in the box, we will be informed that uninstalling the product from the computer has succeeded:



So, at this point, we have taken the whole tour of getting the product, installing it on our computer, and preparing it to get it up and running, as well as moving it to another computer.

Hopefully, this guide has covered all the details and provided all the information which is required to successfully handle the deployment of the products provided through this website.

If, however, something is missing, or if something is unclear, or even wrong, please feel free to contact and inform the author about it. You will find the contact form to do so on the website also.

The last section below is dedicated to the “Terms and Conditions” underlying using a product and buying a license key for a product, and has been added to this manual for the sake of completeness rather.

Thanks for you time!

R. Wilke

6. Terms and Conditions

[Section 5](#) [Top](#)

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Legal Notes:

The software is provided “as is” without express or implied warranties, including warranties of merchantability and fitness for a particular purpose or noninfringement.

In no event shall the author or his distributors be liable for any loss or incidental, consequential, special, direct or indirect, tort or any other legal theory, even if the author or his distributors have been informed of the possibility of such damages, or for any claim by any other party in connection with or arising from the use of the software.

Licensing:

The use of the software is bound to the person who activated the software on his or her computer. The software can be used free of charge for 30 days (trial licence) on a system where it has been activated. For continuous or permanent use, an activation key must be purchased (permanent licence).

A permanent licence typically is a single end-user licence and can be activated on one computer at a time. A permanent licence can be transferred to another computer by deactivating it while uninstalling the software from the computer. A multiple licence which can be used on more than one computer, by the same person however, may be granted also.

Both trial and permanent licensing are accomplished online through an activation server, and the underlying information is stored in an external database. When activating a licence, you will be registered as a user in the database. Personal information is kept secure.

Ordering, Billing, and Refunding:

By placing an order, you confirm the Terms and Conditions laid out here. A licence key has to be paid in advance (usually via PayPal) before it will be issued. If activating the licence fails for any reason and if the failure cannot be resolved, a full refund will be granted.

In any other event there is no money back guarantee, but if a refund is granted, a handling fee of 25% of the payment will be charged.

Therefore, it is advised to always trial the software thoroughly before making a purchase.

Issuing Updates:

Typically, most applications will receive minor updates occasionally. A minor update is reflected in the last digit of the version number, such as the “2” in 1.7.2 for instance. Registered users of permanent licences are entitled to all minor updates as free updates within the same major version number, therefore up to “1.7.9” in this example.