APIS IQ-Tools with License server

Installation Manual Version 7

Installation License Server

Connecting APIS IQ-Software

APIS Informationstechnologien GmbH

Contents

System Requirements

- Hard disk with 300 MB free space
- Server machine with a Windows Operating System of at least Windows 7 or Windows Server 2008 R2 (x86 or x64 flavours are supported).
- The server machine must be accessible from the clients via network connection. Although it is technically possible to the FlexNet Publisher License Server locally on the same machine where the APIS IQ-Software is running, this is not recommended.
- A current Java runtime environment (JRE), at least Java 8.
- Visual studio runtime components (VC++ 2013). These will be provided during the installation.
- A free USB Port for the FlexID Dongle

Local workstation

- PC with a IA32 (x86) compatible processor
- Microsoft Windows 7, Windows 8.x (Desktop mode) or Windows 10
- Hard disk with 500 MB free space
- At least 1024 MB of free memory (RAM) and a screen resolution of at least 1024 x 768 pixels 4 GB RAM, CPU 2 GHz and above, and a screen resolution of at least 1600 x1024 pixels are recommended.

Scope of delivery – dispatch by E-mail

The E-mail the IQ-Software was delivered by, should include the following parts:

- Download link for the license server
- Download link for the APIS Vendor Daemon
- Download link for the APIS IQ-Software
- Download link for the FlexID Dongle Drivers
- LIC file (attachment)
- Delivery note (attachment)
- Manual IQ Tools for Version 7 "**manual_rmtools_v70_en.pdf**" (attachment)
- Installation manual IQ Tools License server part for Version 7 "**flexnet_license_server_installation_v70_en.pdf**" (attachment)
- Installation manual IQ Tools for Version 7 "**apis_iq_software_installation_v70_en.pdf**" (attachment)

Download and installation of the FlexID Dongle drivers

We recommend to install the Dongle drivers, before you physically attach the Dongle to the server.

The provided FlexID 10 Dongles are based on WibuKey products by WIBU-SYSTEMS AG and will also be referred to as *"WibuKey"* during the installation process.

Step 1# Download the drivers and start the installation

a) Open the delivery e-mail and click on the link for the FlexID Dongle drivers.
b) Save the **WkRuntime.exe** file to the server where you intend to install the license server.
c) Double click the **WkRuntime.exe** file to start the installation.
d) Confirm the **User Account Control** dialog with **Yes**.
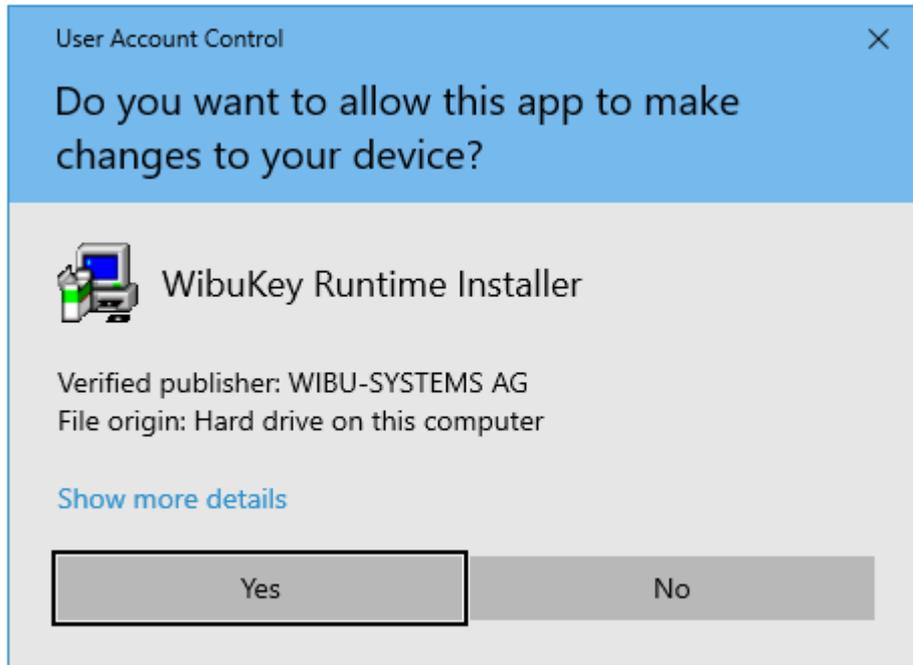
This will open the self-extracting archive and start the installation process of the appropriate driver.

e) Make sure, that no other Windows programs (including the Control Panel) are still running. Then confirm the start of the installation with a click on **Next**.
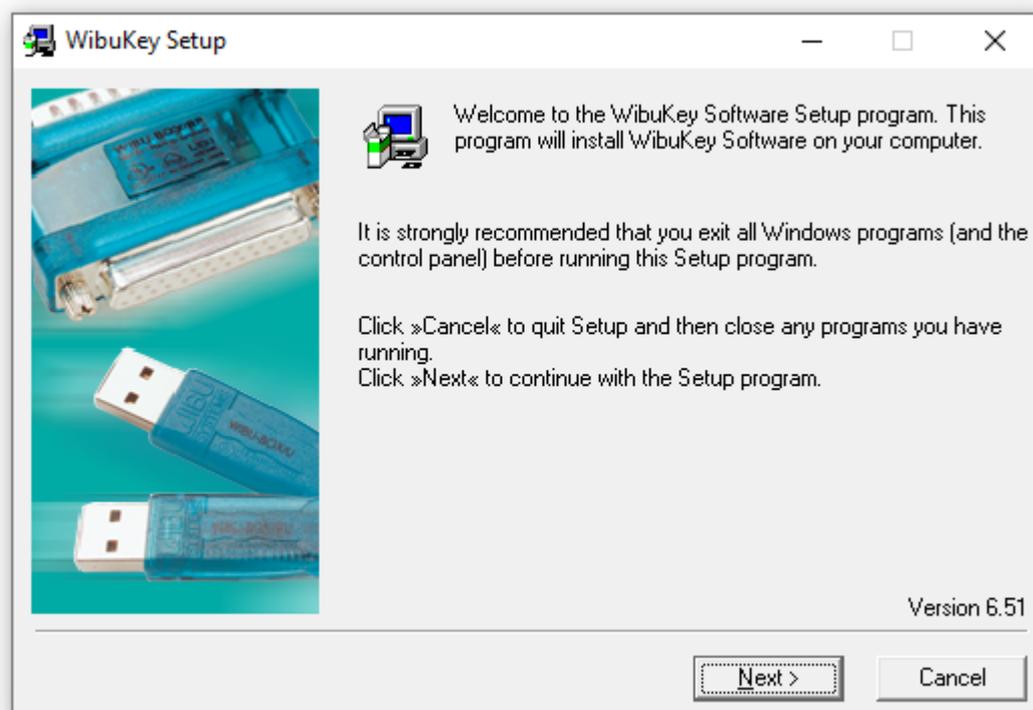
Step 2# Additional language support

Choose, which additional languages shall be supported by WibuKey. If you put ticks here, additional help files in other languages will be installed.
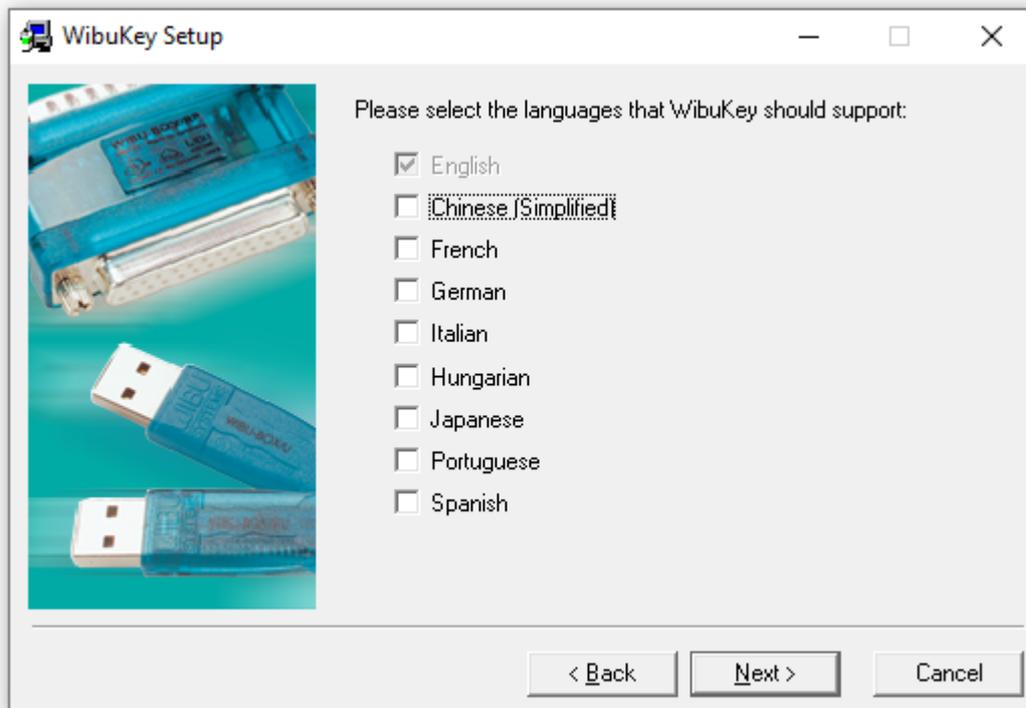

Proceed with a click on **Next**.

Step 3# Select the WibuKey components

**WkNet** will allow you to scan your network later for any Wibu products.

If you do not want to manage any other WibuKey Products later, simply uncheck these preselected components.
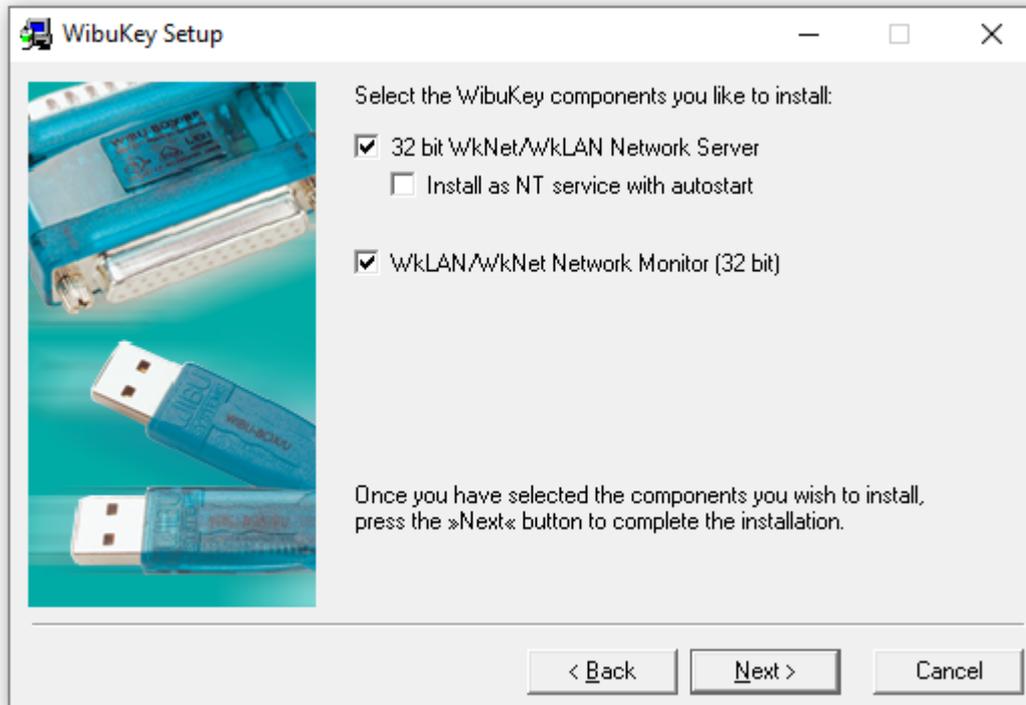
Proceed with a click on **Next**.

Step 4# Review and confirm changes

Now you will see an overview about any components that will be installed. Click on **Back** if you would like to change something.
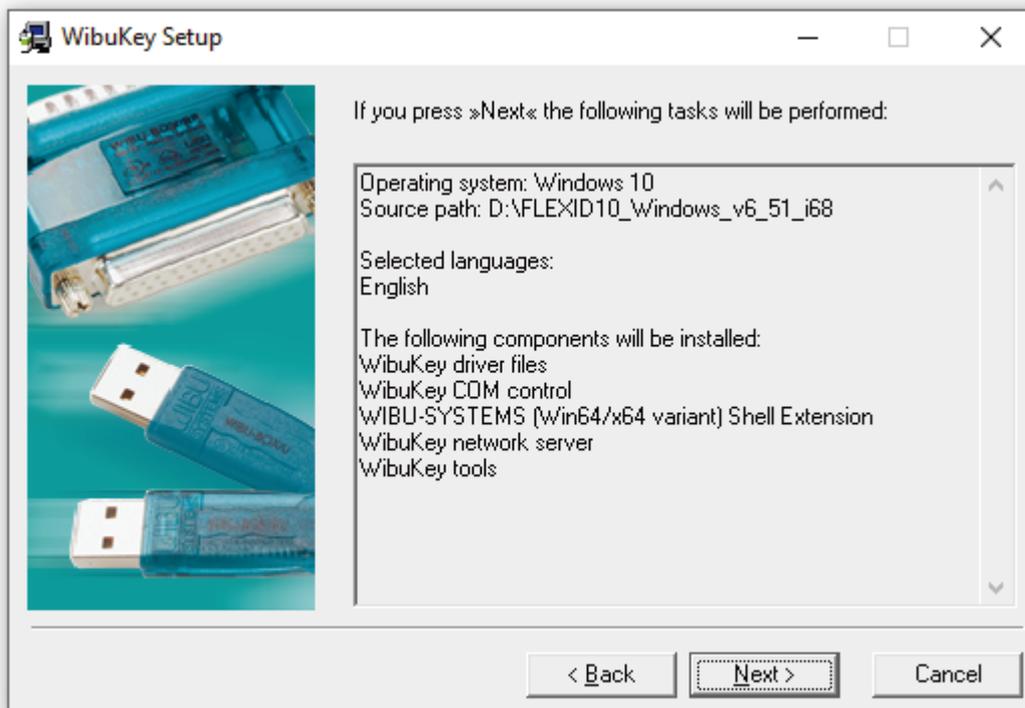
Confirm the changes with a click on **Next**.

Afterwards you will get an overview of the tasks to be done. This is just for your information.
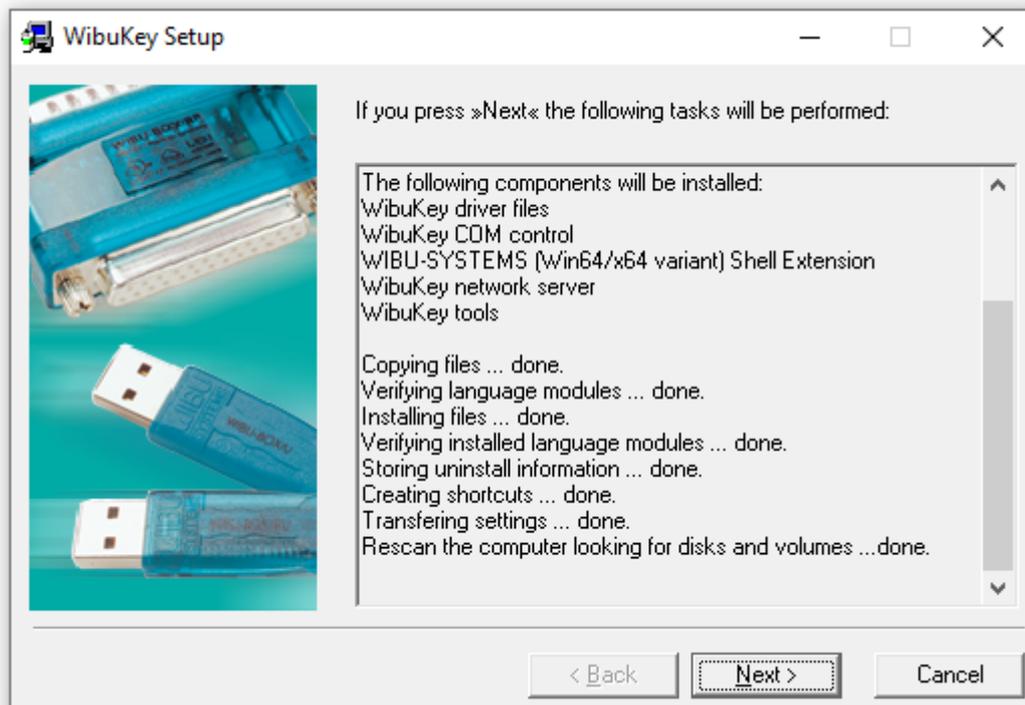
Click **Next** to proceed.

Step 5# Finish the installation

Once the installation process has completed all the tasks, the following dialog will be displayed.
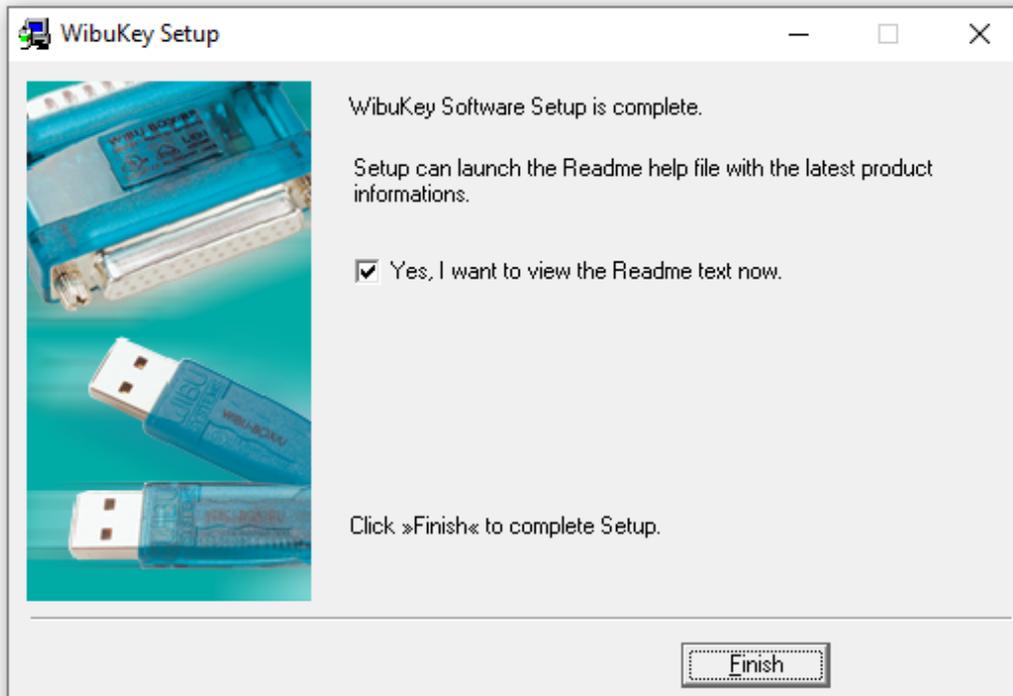
By default the **Readme** file will be displayed. To prevent that, just remove the respective tick. Then click **Finish** to complete the installation.

Afterwards the installer reports, that the installation was finished successfully.
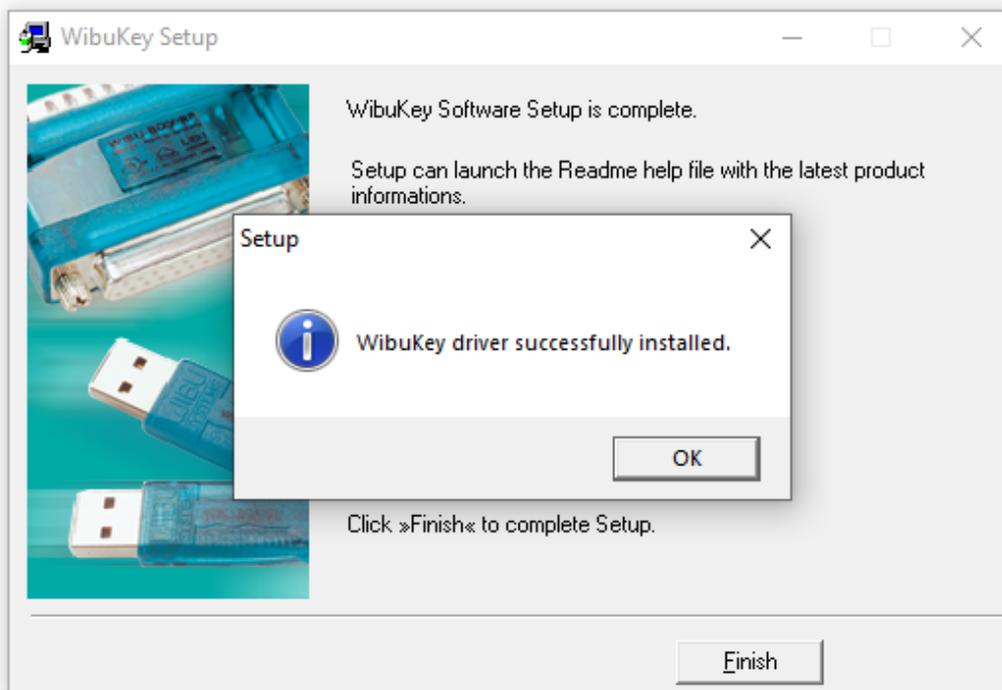
Confirm with a click on **OK** to close the dialog.

Download and installation of the License Server

Note: If you already have an existing installation of the FlexNet Licensing server (lmadmin), proceed to the step "Download and add the APIS Vendor Daemon".

Step 1# Download the installation source and start the installation

a)   Open the delivery e-mail and click on the link for the License Server.

b)   Save the **lmadmin.exe** file.

c)   Double click this **lmadmin.exe** file to start the Installer for the FlexNet Publisher License Server. A wizard will then guide you through the installation step by step.
We recommend, to keep the suggested default values where possible. Now start with a click on **Next**.
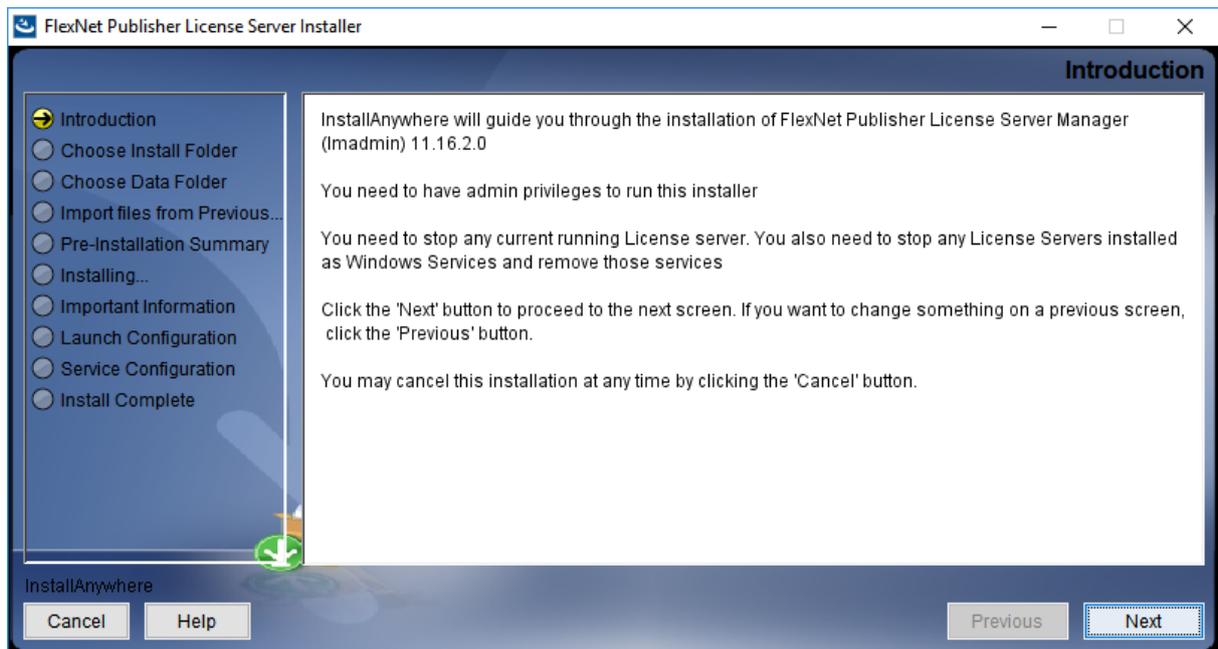
Step 2# Choose the Installation Folder

Now you will be asked to choose an installation folder as target for the installation of the License Server Manager. The default path points to the program files area, but it can be changed as well. Confirm with a click on **Next**.
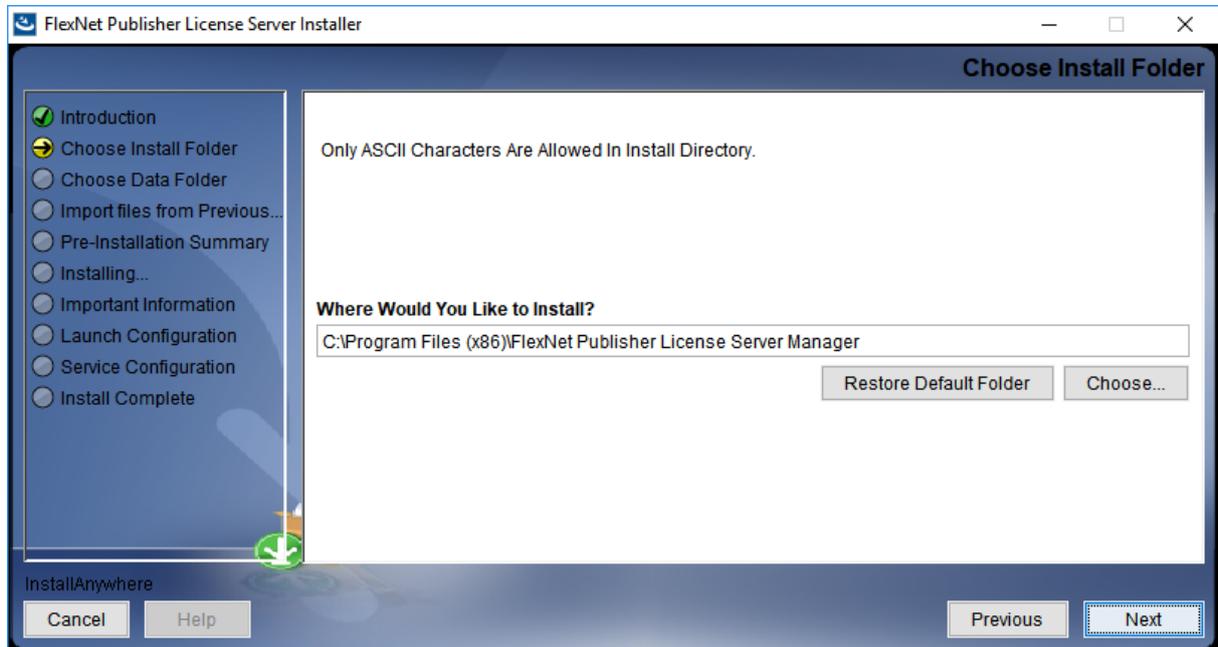
Step 3# Choose a Data Folder

The Data folder will be used to store your licenses. Keep the default or **choose** a destination path. Then proceed with **Next**.
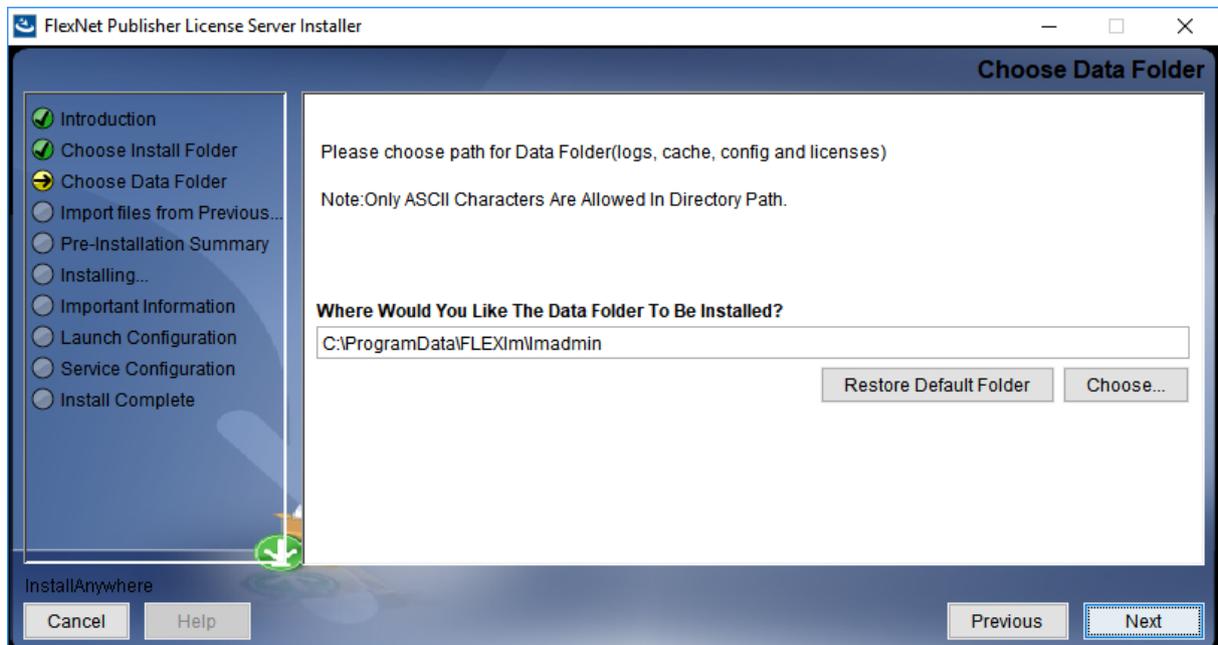
Step 3a# Import Files from Previous Installation - optional

If you already had an installation of the FlexNet Publisher License Server Manager you can import all the data in the current installation. If you install it for the first time, you can just skip and proceed with the next step.
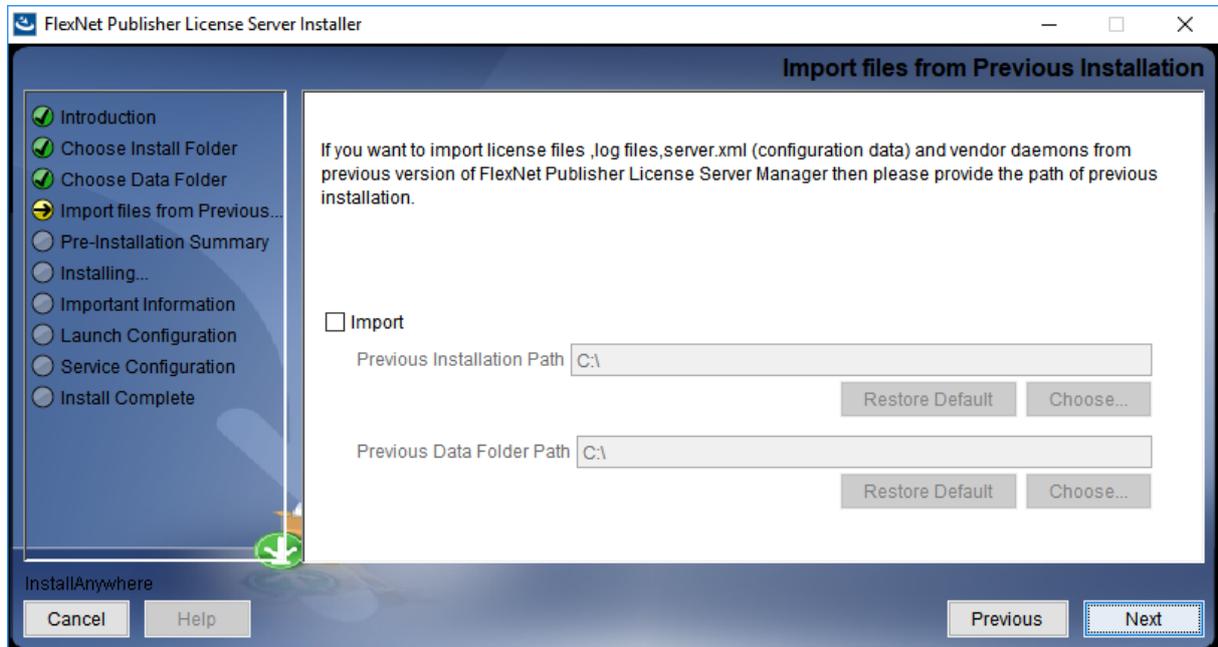
Pre-Installation Summary:

The Summary shows the currently chosen settings. At this point you can go back and make changes via **Previous** or proceed with **Install**.
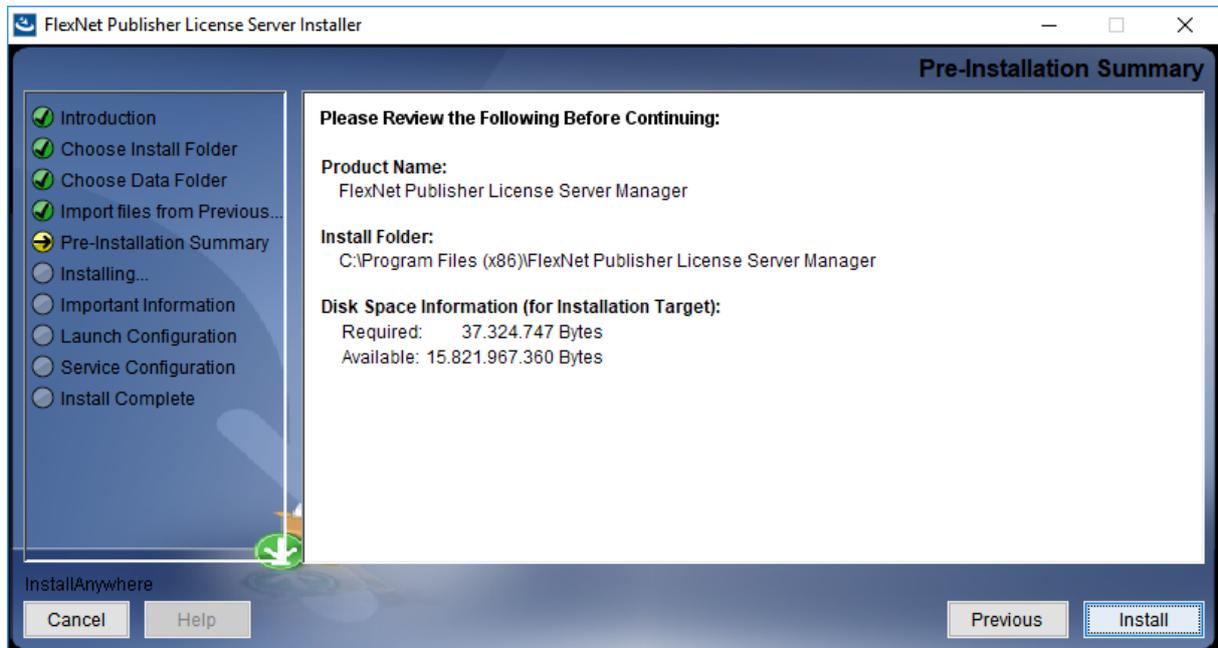
The installation will then start automatically, no further input required.

Step 4# Important Information: Installation of the Visual C++ components

The License Server requires the corresponding Visual C++ Redistributable Package. If you are sure, that this is already installed, you can skip and proceed with the next step.

Otherwise select the option to install it and click **Next** to proceed.
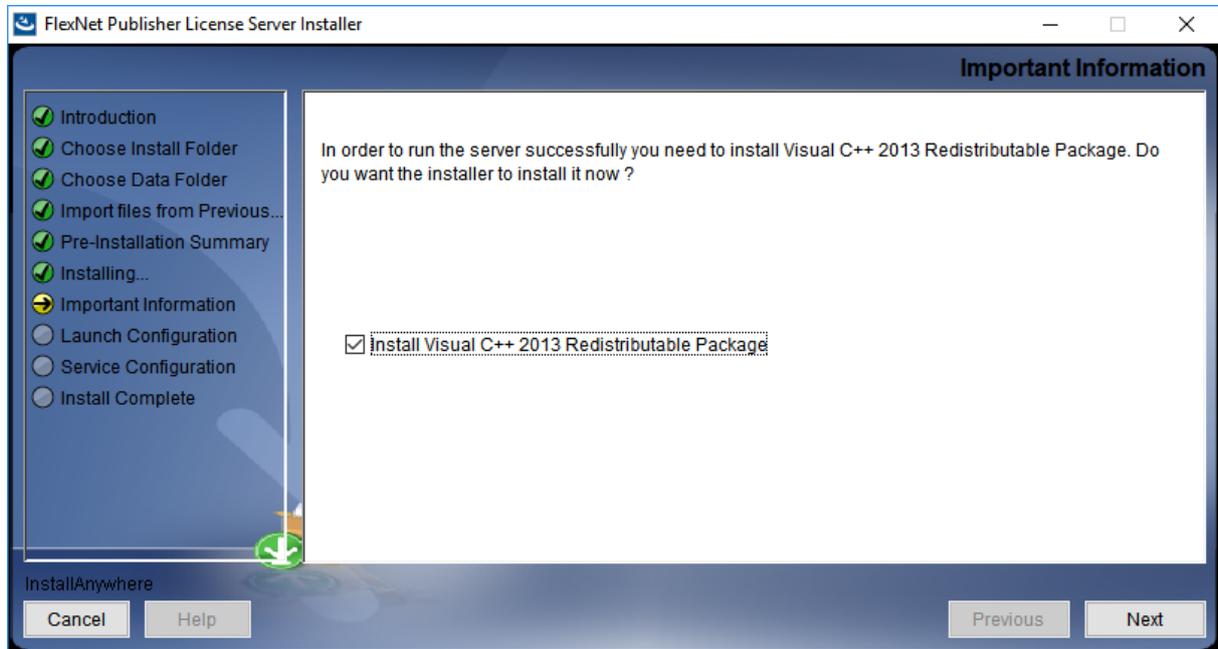
Before Microsoft Visual C++ Redistributable Package can be installed, you need to **agree with the license terms and conditions**. Then proceed with a click on **Install**.
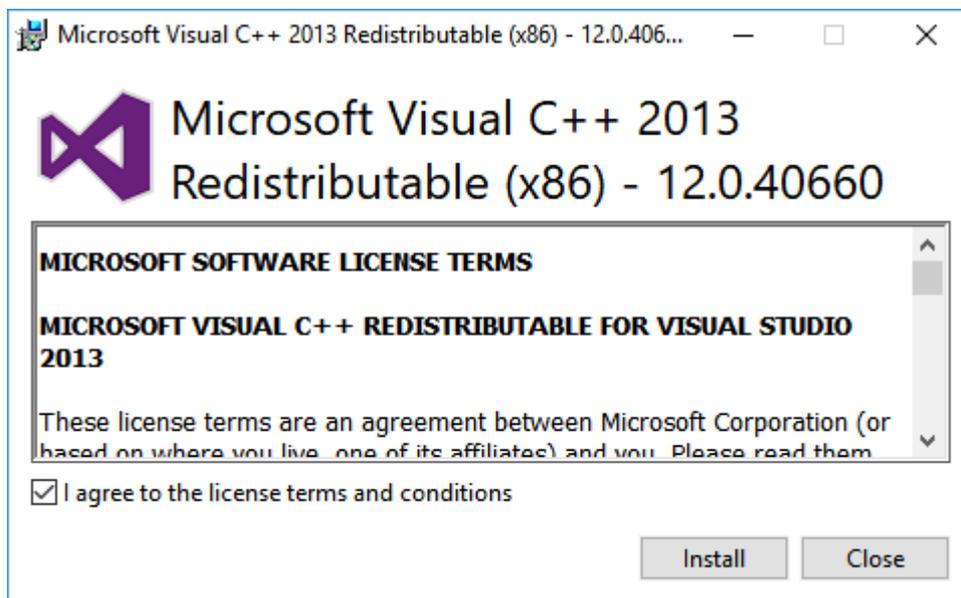
You may be prompted to restart your computer. Click "no" or "later", as we will do this, after the installation of **lmadmin** is finished.

Step 5# Launch Configuration

In this dialog you will be asked to enter a HTTP port for the web interface and the License Server Port for the communication with the License Server Manager.

The default HTTP port is **8090**, but it can be changed if there is a conflict with other already installed HTTP servers.

We recommend to keep the default License Server Port Number, unless it conflicts with existing FlexNet installations. Proceed with **Next**.
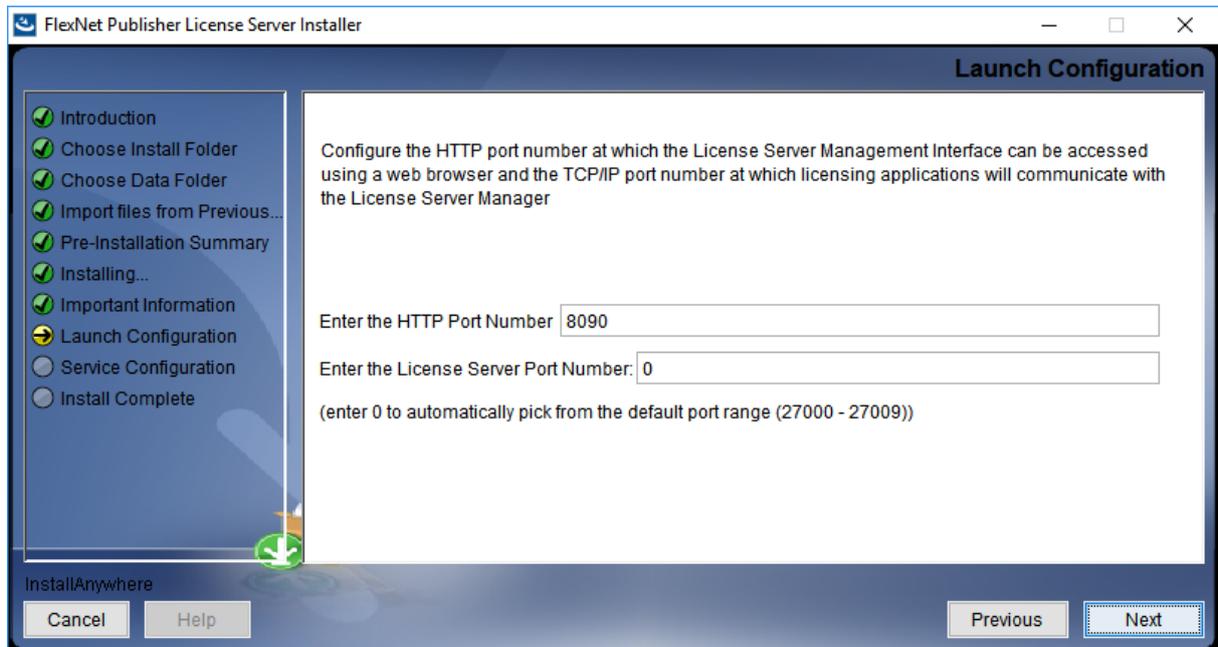
In the following dialog we recommend to keep the default values as well, and proceed with a click on **Next**.
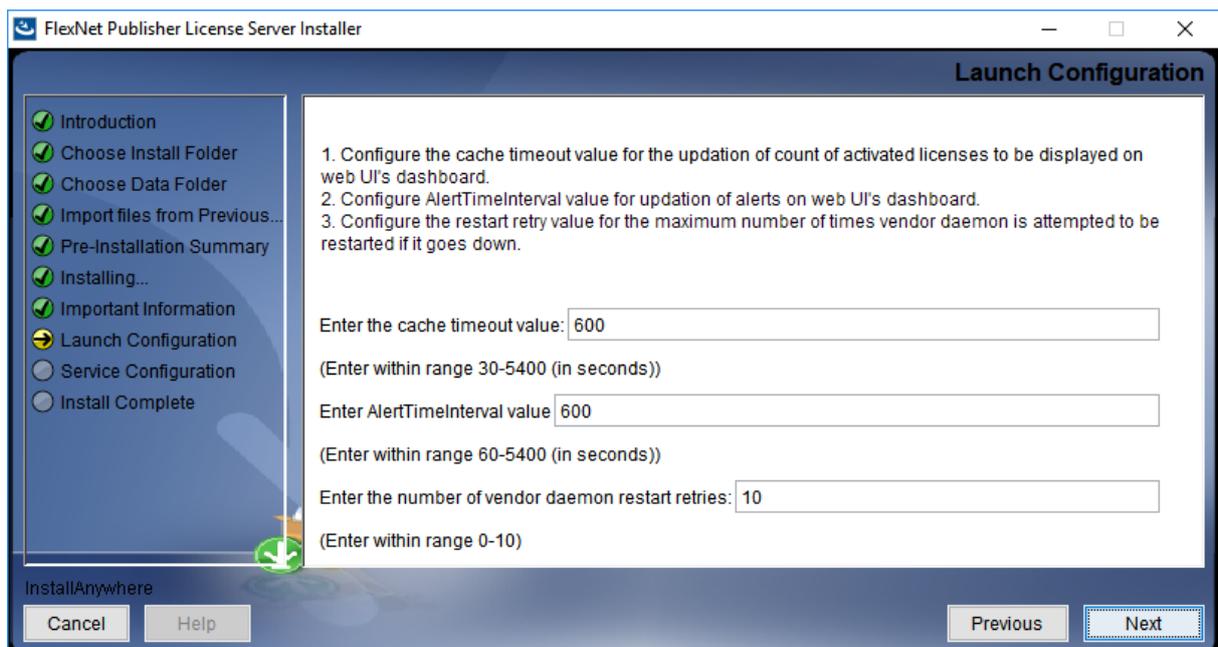
Step 6# Service Configuration

You can install the FlexNet Publisher License Server **lmadmin** as an executable and start it when needed. But we recommend, to install it as a service.

To do that, select the option **"Run as service"**. Then proceed with a click on **Next**.
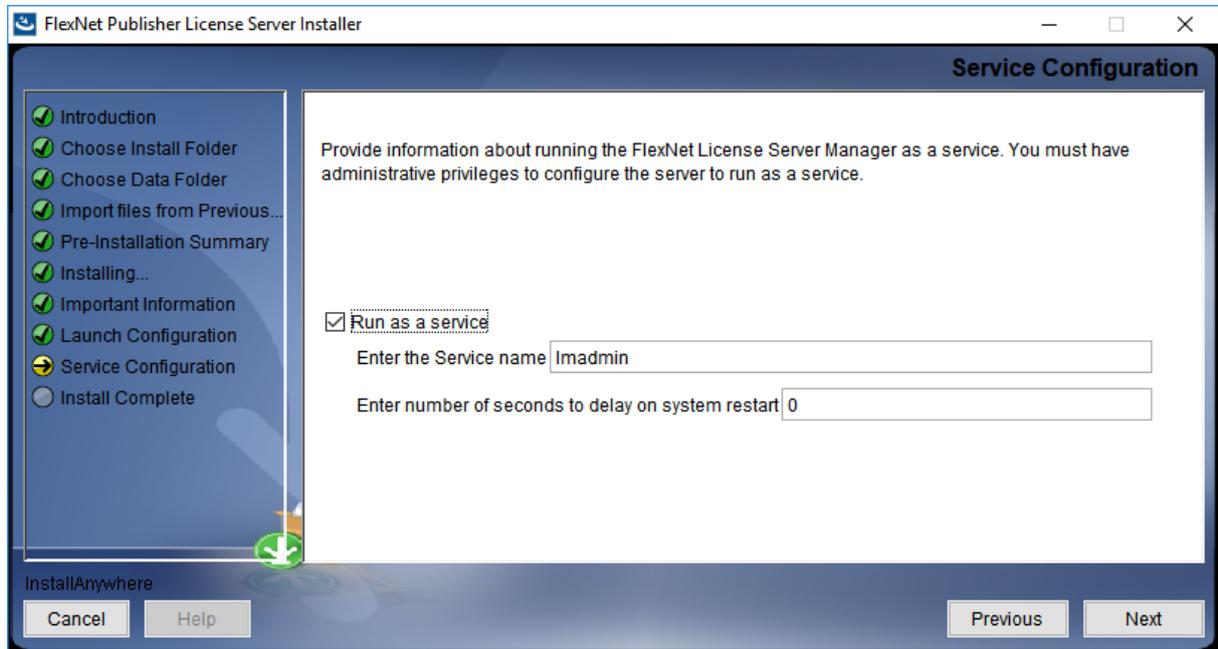
Install Complete

If the installation could be completed successfully, this is shown in a final dialog. Click **Done** to confirm.
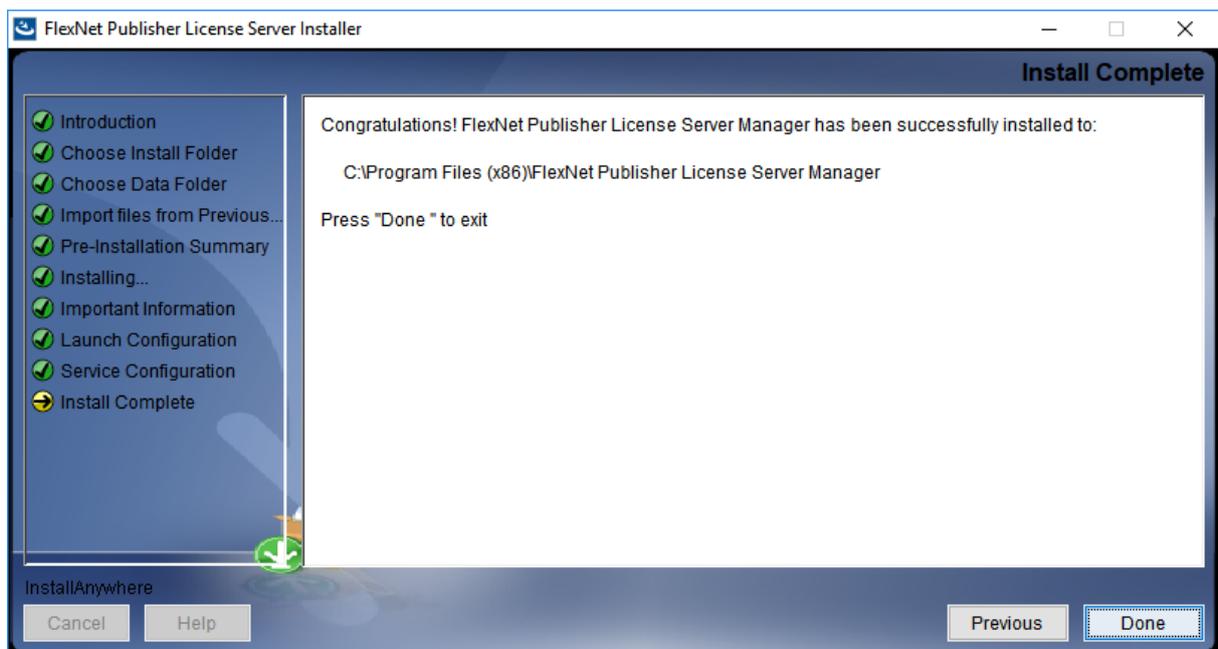
We recommend, to restart your system now. This way you can ensure, that the installation of the Microsoft Visual C++ Redistributable Package is finalized and that the **lmadmin** service (if applicable) is started.

Download and add the APIS Vendor Daemon

a) Go back to the delivery e-mail and click on the respective link to download the APIS Vendor Daemon.

b) Save the zip archive to your workstation or server.

Extract the zip archive and move the folder **APISGMBH** directly to the folder you chose as Install folder for the License Server (see previous topic [Step 2#](#)). For that operation you need administrator rights.

The path should then be built as follows:

<Your Install Folder>\APISGMBH\APISGMBH.exe
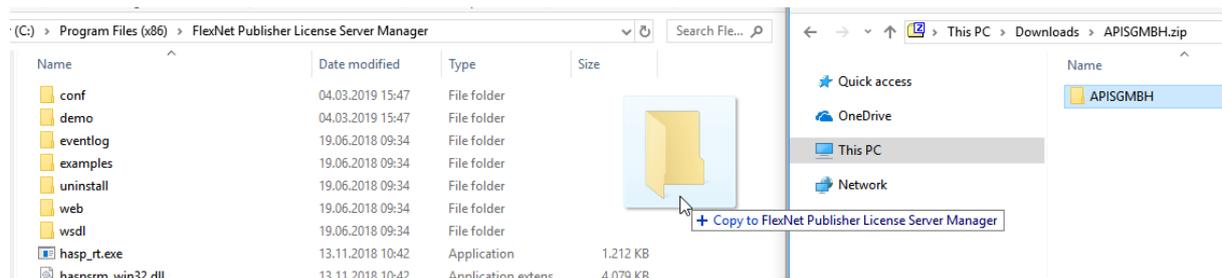
Integrate the licenses into the License Server

Open a web browser and go to the web interface of the license server.

For the initial setup we recommend, that you do this from the machine where you installed the license server. In this case the default address would be

localhost:8090

In case your browser does not understand the shortened address "localhost:8090", try "http://localhost:8090".

If you have chosen another port under the step "Launch Configuration", you need to enter it accordingly.

Now click on the tab **Administration** to continue the configuration of the License Server.

You will then be asked to log in. Enter the following (default) information:

User name: admin
Password: admin

Then proceed with **Submit**.
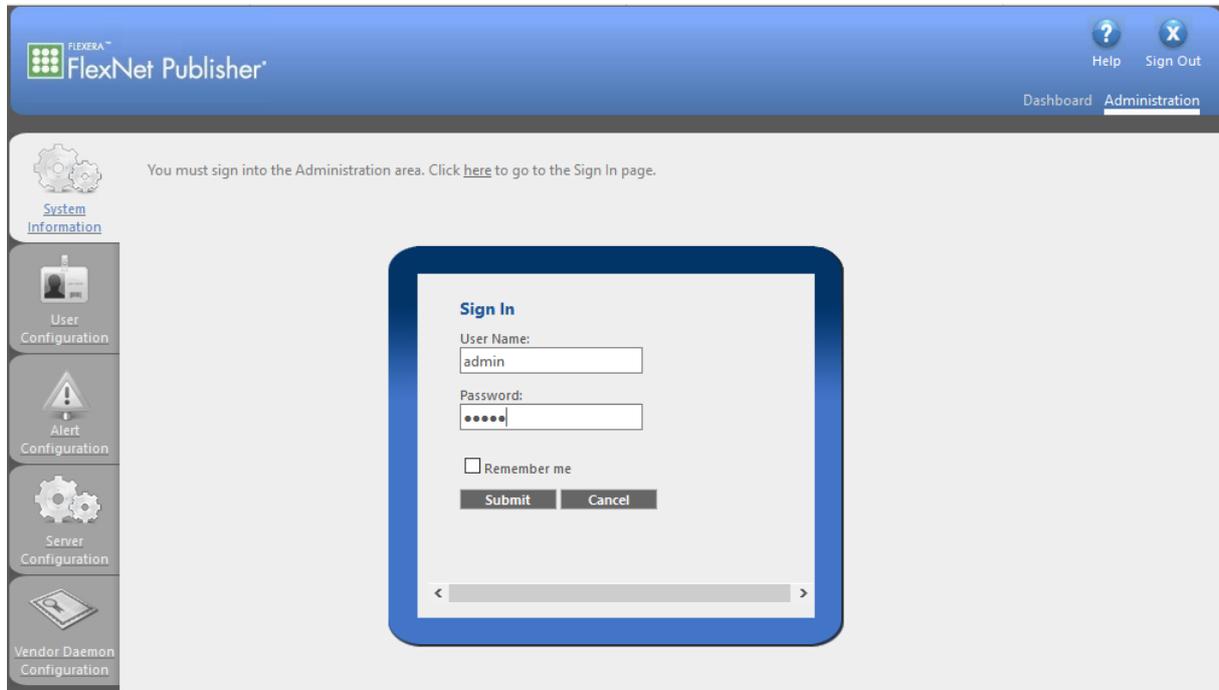
In the next dialog you will be asked to change your admin password. In the **Old password** box, enter **admin**
in the **New password** and **Confirm password** box, enter your desired new password. Then continue with **Save**.

Please note: If you can not remember the password later, it can not be reset. In that case it will be required to reinstall the License Server.

If you are having troubles to change the password, see the Troubleshooting section.

After having changed the administrator password, you should be able to continue with the configuration. Select the item **Vendor Deamon Configuration** in the toolbar at the left side. This will show you the status of all available vendor daemons. In some cases **APISGMBH** is already displayed. Otherwise it should appear after you imported the first license.

Launch the FlexID Dongle (WibuKey)

To be able to connect the license, first you need to launch the Dongle.

a) Put the Dongle into an USB connector at the server.
b) Verify that the Dongle is recognized and properly connected to the License Server.
   To do this, click on *System Information* in the navigation bar on the left side of the License Server Administration.
   This should show you a list of your configuration including the field **FLEX ID 10 (Wibu)**. The identifier you can see here should be identical to the identifier on your dongles label.

Now you can proceed with a click on **Import License**.

Then go back to your delivery e-mail and save the license file ("APIS-IQ-License-[your license number].lic"), which is included as attachment there. Then browse to the location of this license file, select it and confirm with **Open**.

As soon as the license file is shown as selected in the web interface, you can proceed with a click on **Import License**.
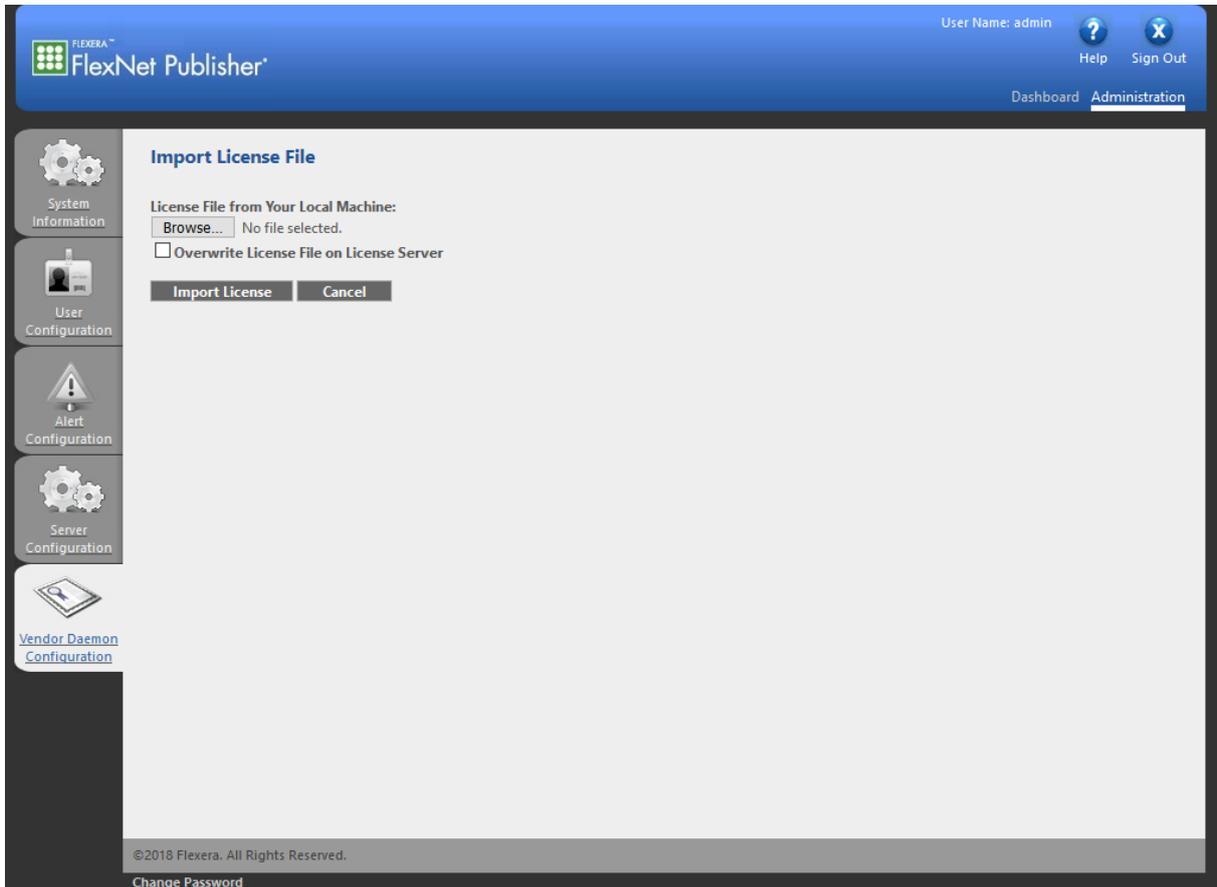
After that, a summary of any successful or unsuccessful operations will be displayed. If everything seems to be right, click **OK**.

If an operation was not unsuccessful, go back to **Server Configuration** or **Vendor Daemon Configuration** again by using the toolbar on the left side and make the necessary changes there.
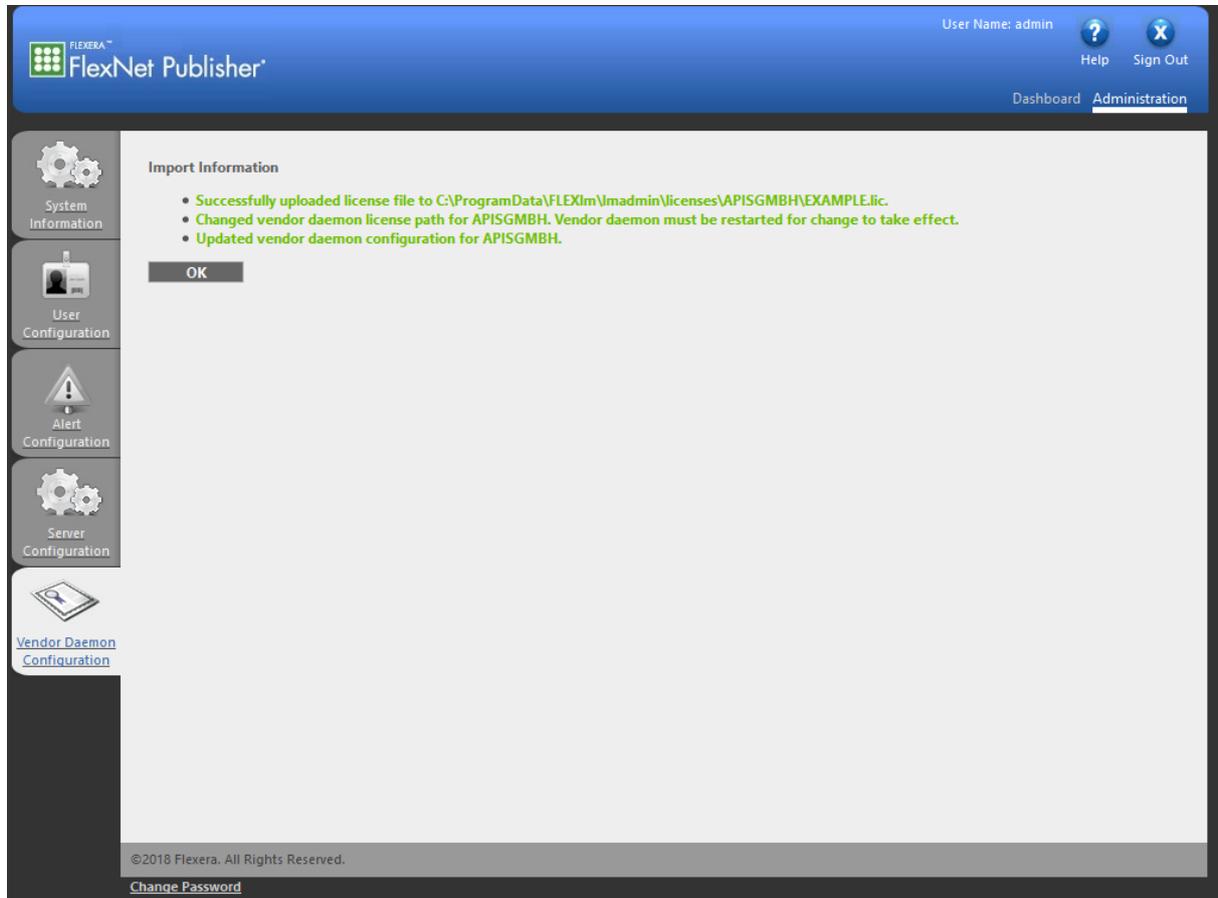
After importing the license file, the vendor daemon needs to be restarted.

To restart, click on **Vendor Daemon Configuration** in the toolbar on the left side. Then click on **Administer** in the row where the vendor daemon **APISGMBH** is listed.

As this is currently running, the following dialog should include a button to **Stop** it.
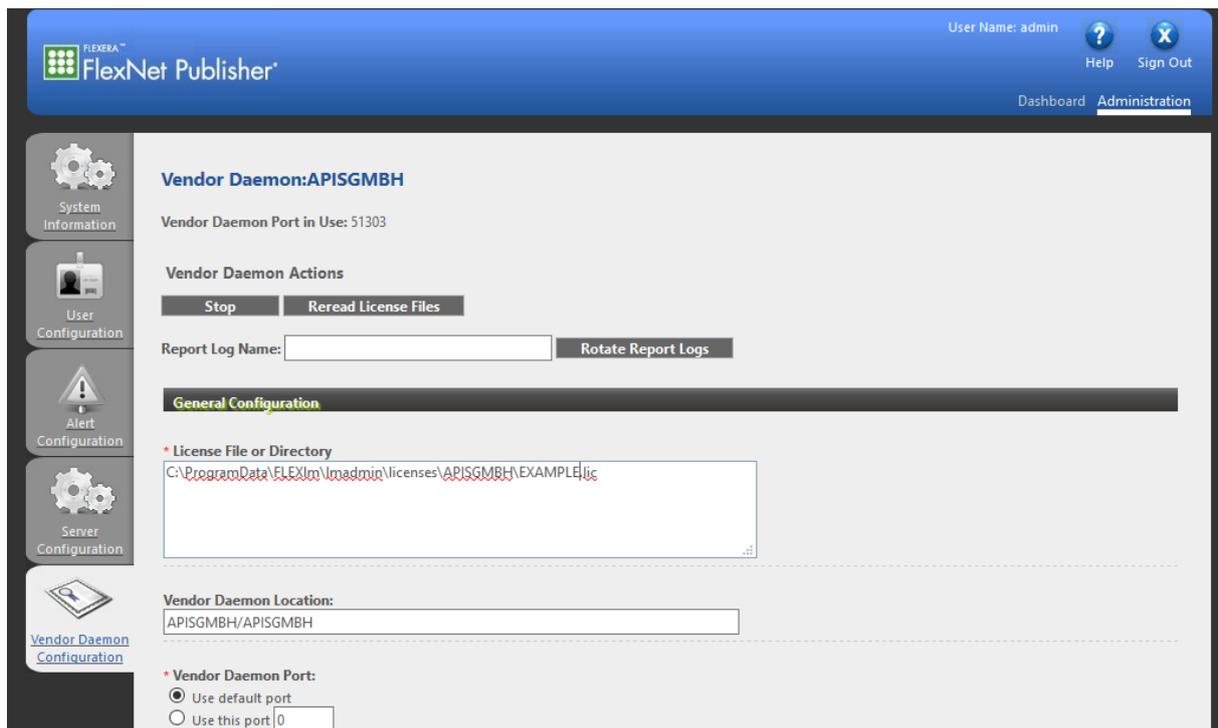
Now click on **Vendor Daemon Configuration** again. Then click on **Administer** at **APISGMBH** like above.

The button **Stop** should now have been replaced by the button **Start**. Click on that, to start the vendor daemon.
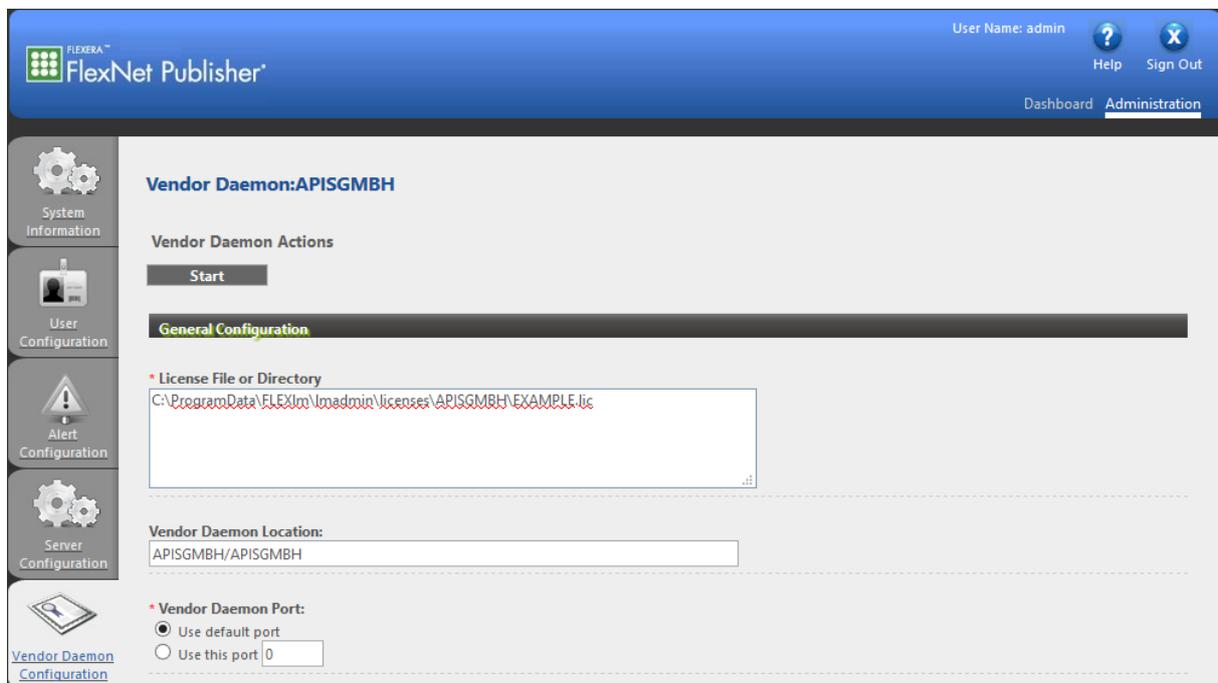
Now FlexNet Publisher License Server and the APISGMBH vendor daemon are successfully installed and you can proceed with the installation of the APIS IQ-Software.

Download and installation of the APIS IQ-Software.

a) Go back to the delivery e-mail and click on the respective link to download the APIS IQ-Software.

b) Save the zip archive to your workstation or server.

c) Extract the folder **Setup** with all its files from there and save it to your workstation.

d) Start the installation of the APIS IQ-Software like described in the respective installation manual (see the chapter "***Installing a local license or NLX client"***). This installation manual is attached to the delivery e-mail as well.

Connecting the APIS IQ-Software to the FlexLM Publisher License Server

After the APIS IQ-Software has been installed successfully, it needs to be connected to the License server.

When the IQ-Software is started for the first time, the user gets a setup dialog. With its inputs, the connection to the license server will be established.

In our example, the License Server is installed on a machine, which is accessible by the IP address 192.168.1.26 and with standard port settings.

There are two modes to choose from:

<u>Simple</u>**:** You will be able to pick the location of the server based on the IP-address and the desired port. This is the recommended mode for most configurations and will be used in this guide.

<u>Advanced:</u> You will be able to use multiple addresses, redundant addresses or server triads (for example: port1@address1;port2@address2;port3@address3)

Enter the right server IP or address in the **Server** field and press **Check Input,** to validate if the settings are correct.

Change FlexNet Server configuration

| License | Host ID |

Server

Server: 192.168.1.26

Port:

Advanced Server Address: @192.168.1.26

Server mode

◉ Simple
○ Advanced

Product

Check Input

OK   Cancel   Help

If your input has been valid, the corresponding fields will turn green and become locked.
Now you can choose an available product from the **Product** drop down menu.
Afterwards click **OK** to start the IQ-Software with the chosen license option.

If your server settings are invalid, after clicking **Check Input** the entry field will turn red. In that case, correct your settings and then try to validate them once more.

Switching between different products or checking out a license

If the company bought different products (e.g. *IQ-FMEA Pro* and *IQ-RM Pro*), the delivery e-mail includes more than one **LIC** file. After all LIC files have been imported, the user can switch between the different products.

Another feature is the possibility to check out a license temporarily and work offline. This is available for licenses which were explicitly ordered to include it.

For both cases the APIS IQ-Software includes the possibility to access the configuration dialog described in the topic above. The command **Change FlexNet Server configuration** can be found in the **Tools** menu.
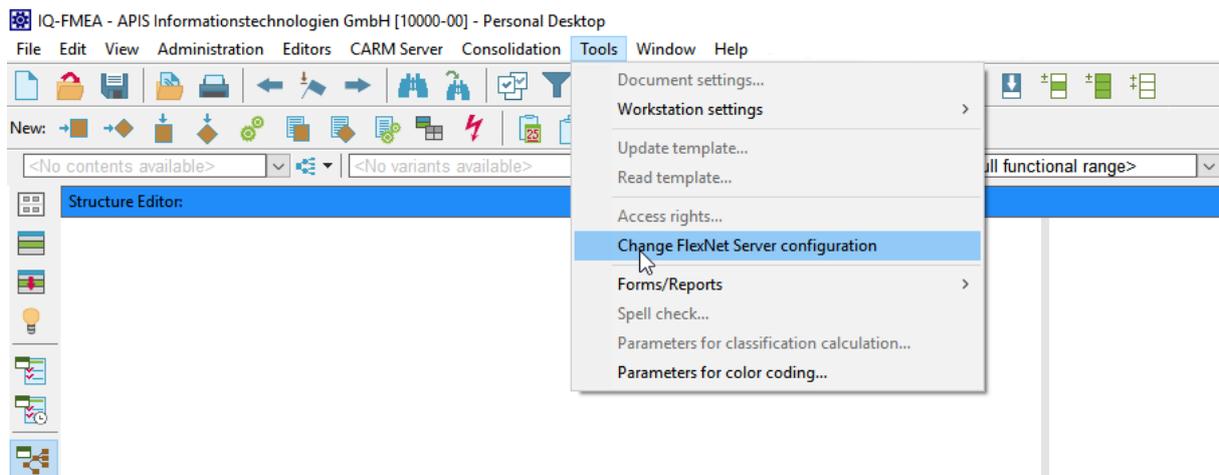
After executing this command, the user will be asked, whether he would like to continue. The information also says, that the software will be restarted after clicking **Yes**.
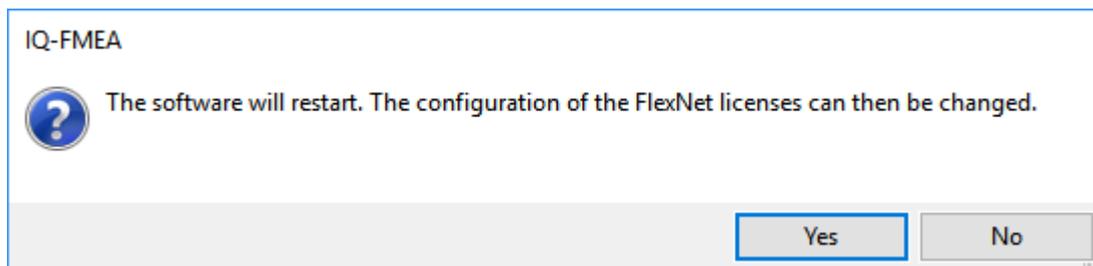
If the current document includes changes, that were not saved yet, the user gets the possibility to save, before the software restarts.

Change the product

Go to **Tools | Change FlexNet Server configuration**. In the configuration dialog select a different product from the **Product** drop down menu and confirm with **OK**.

Check out a license

Licenses can be ordered to include a check out feature. This enables the user to work offline for a certain number of days.

First the product, which contains the *Check out* feature needs to be selected in the **Product** drop down menu. Then additional options will become visible.

To check out, click on the button **checkout license**.

After that, a calendar view will be shown, where you can select an expiry date for the checked-out license. By default, the maximum available expiry date will be preselected. You can confirm this with OK or pick a different date.

Max picks the last available date, **Reset** returns to the first selected value.
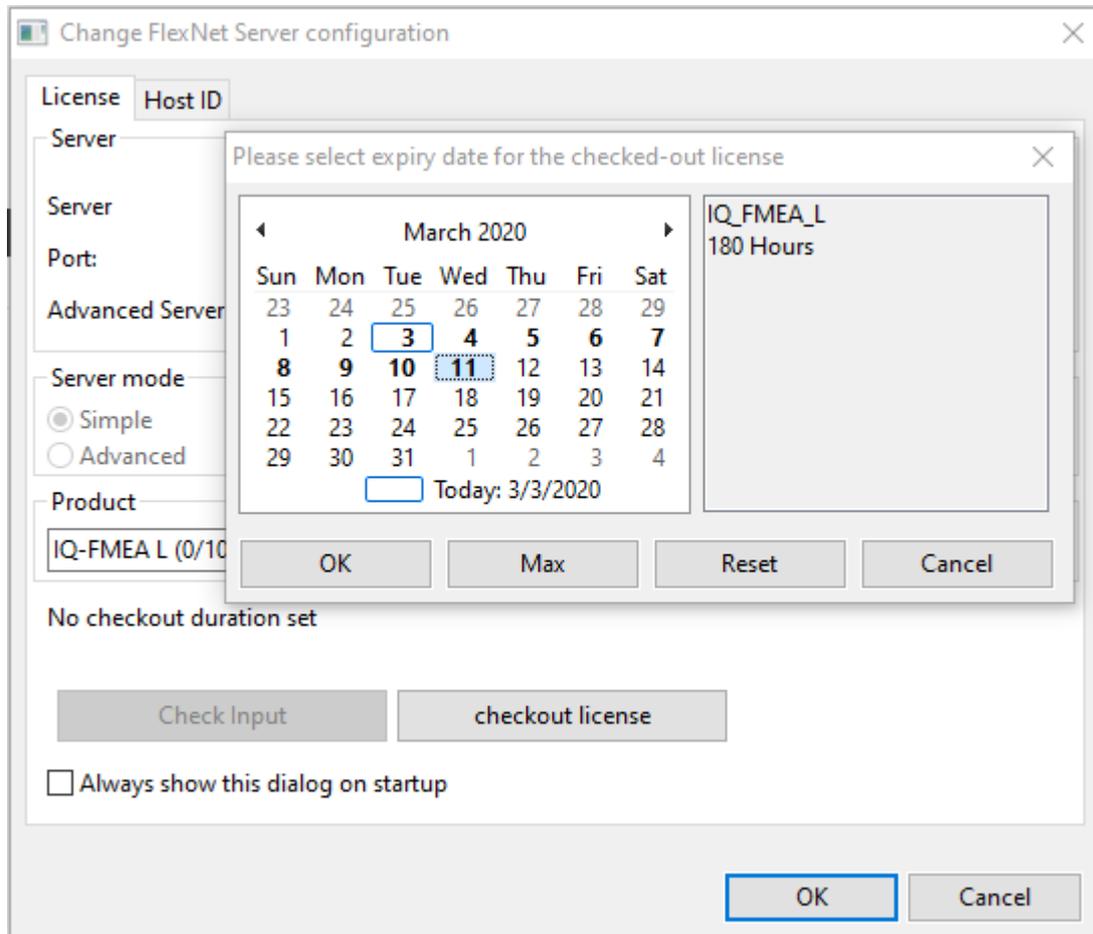
If you picked anything else but **Cancel** in the calendar dialog, your desired expiry date will be listed below the **Product**. You can change it by clicking **checkout license** once more or accept it with **OK**.

The license will now be checked out and is available until the selected date, even if your connection to the license server is lost. Keep in mind, that this license will remain in use during this time. It will be taken from the license pool on the server and normally only returned once the expiry date is reached.

However, there may be cases where you would like to return the license before the expiry date (e.g. when a business trip had to be canceled), so that others can use it in times you don't need it.

Check in a license

First make sure, that you are connected to the server. Then start the IQ-Software.

1. Go to **Tools | Change FlexNet Server configuration.** The following dialog lists all checked-out licenses in the Product drop down menu.
2. Click **Check input** to make sure, the License Server is reachable.
3. Select the license you would like to return from the drop-down menu.
4. Click Check in license.

A popup message will tell you, whether the check in was successful or not. Confirm with **OK** to return to the dialog. With a click on **OK** in the dialog, you can start the IQ-Software with network connection then.
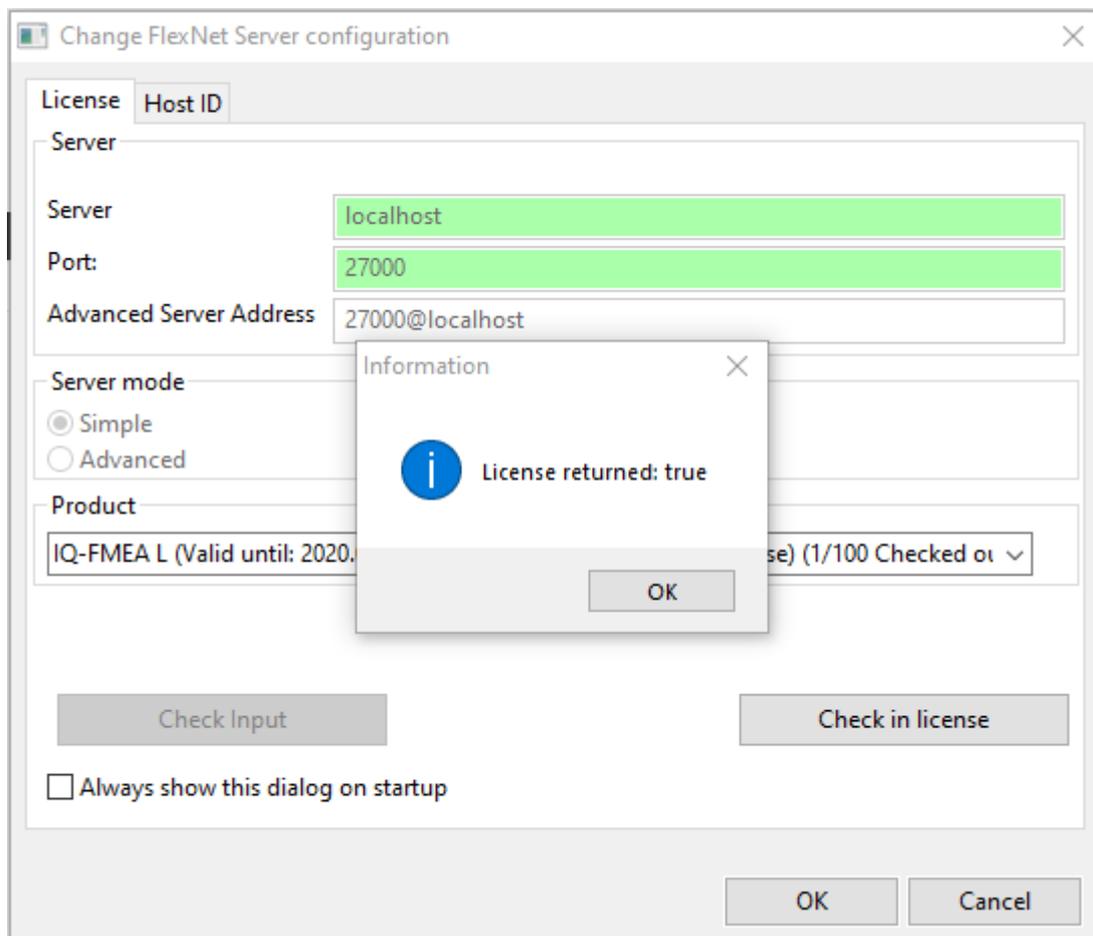
Troubleshooting: Common problems

The FlexNet Publisher License Server's web interface cannot be opened:

First, ensure that the interface can be accessed locally from the server via **localhost:[portnumber]**, for instance **localhost:8090**

Ensure the service or process is running

If you also cannot access the web interface locally on the server, it is possible, that lmadmin has not started correctly.
Open the task manager (Ctrl+Alt+Del → TaskManager) and switch to the **Details** tab.
Regardless whether you have installed lmadmin as a service or not, "lmadmin.exe" should be listed here.

If you have installed lmadmin as a service

Also check that it is listed under the **Services** tab, and the **Status** states it is **running.**
You may also try to start or restart the service here.
Additionally, you may also check the Control Panel > Administrative Tools > Services whether lmadmin is running and if it is started automatically or not.

If you have not installed lmadmin as a service and it is not listed in the Task Manager

Switch to the programs directory and try to launch ***lmadmin.exe*** manually by double click.

lmadmin is running but the server is not reachable

If the interface can be displayed locally on the server, but not on your client:

- Make sure you have noted down the server's **IP address** or **hostname** correctly and that it is accessible by the client

- on the server, open a command prompt and type: **ipconfig**
  in our example, this would list the IP address 192.168.1.26 under IPv4 Address

- on the client, open a command prompt and type: **ping <**IP of server**>**

  In our example, *ping 192.168.1.26* will result with the answer
  Reply from 192.168.1.26: bytes=32 time=1ms TTL=128

  If we ping a different address that is not available at all, the command will answer with
  Destination host unreachable.

The web interface is reachable locally but not by the client and the IP is correct

It is possible, that a firewall is preventing access to the specified port. You can always change the **Administration > Server Configuration > HTTP Port** option.
Try another port that is not blocked or contact your system administrator, to ensure all required ports are not blocked.

The web interface is reachable, but the APIS IQ-Software cannot establish a connection

Most likely the HTTP port is not blocked by a firewall while the **License Server Manager Port** is blocked. You can change this under **Administration > Server Configuration > License Server Manager Port** to a port you know is not blocked. You should also contact your system administrator to ensure, that all required ports are not blocked.

I can log onto the web interface with the default password, but when I try to change it, I am told that it is incorrect.

This error has been observed under rare circumstances where the service was run by an account without administrative privileges.

- **open** Control Panel > Administrative Tools > Services

- **select** lmadmin

- **right click** and select **Properties**

- **switch to the** "*Log On"* **tab**

- **if** *"This Account"* is selected, try to select **"*Local System account"*** and confirm with OK.

You will be informed, that you have to stop and start the service, before the changes will take effect. Execute a right click on **lmadmin** in the list of available services and choose "Restart".