

InspectionXpert License Manager

Install Guide

Table of Contents

..

System Requirements	3
Hardware	3
Software	3
Overview	3
About InspectionXpert Licensing	3
Local License server Licensing Method	3
About InspectionXpert License Manager	3
Download and Install InspectionXpert License Manager	4
Requirements for Installation	4
Obtaining Mac ID of a Computer	4
Install InspectionXpert License Manager	6
Run InspectionXpert License Manager Installer	6
Start License Manager Utility	7
Enter the Licensing Information in InspectionXpert	8
Troubleshooting	9
License Retrieval Failed	9
Where to Get Help	9
Contacting InspectionXpert	9



System Requirements

Hardware

- CPU: Pentium class processor or better, 1.0 GHz minimum (2.0 GHz recommended)
- RAM: 2 GB minimum
- Disk Space: 20MB or more is plenty
- Mouse or other pointing device software

Software

Supported Operating Systems

- Windows 7 Professional or higher (32 bit or 64 bit)
- Windows 8
- Windows Server 2008 or 2010
- Microsoft .NET Framework Version 4.0 or higher

Note: Using the InspectionXpert License Manager in a Citrix, Terminal Server, or a Virtual Server environment is not officially supported by InspectionXpert.

Overview

The InspectionXpert License Manager software is used to manage concurrent licenses.

About InspectionXpert Licensing

'On Premise Local License Server' Licensing Method

With the 'On Premise Local License Server' licensing method, an InspectionXpert product can be launched and licensed all within a local network. InspectionXpert On Premise applications connect to the InspectionXpert License Manager over a local area network to retrieve a license. If a valid license cannot be obtained from the InspectionXpert License Manager, the InspectionXpert Client software will notify the user of the reason for the license retrieval failure. The most common cases of license retrieval failure are due to all available licenses currently in use or communication between the client software and License Manager blocked by network restrictions.

About InspectionXpert License Manager

The InspectionXpert License Manager is the application that enables InspectionXpert to control network usage of InspectionXpert products. The InspectionXpert License Manager is licensed to be installed on a single server.



Download and Install InspectionXpert License Manager

The License Manager installer can be downloaded to your license server from the On-Premise Customer Portal via the following URL: <u>http://www.inspectionxpert.com/On-Premise</u>. Information to login to the customer portal will be emailed to your company's specified email address following purchase.

Requirements for Installation

InspectionXpert License Manager requires a license (*.LIC) file unique to the computer running the License Manager application.

Obtaining Mac ID of a Computer

In order to generate your license file, InspectionXpert Order Management will need the MAC ID of the computer that will be running the InspectionXpert License Manager. The steps below explain how to obtain the Mac ID of your License Manager computer.

- 1. To obtain the Mac ID:
- 2. Click Start (*or start button*), and then click Run. (On Windows 7, click start button, type run in the Search programs and files text box, and then click Run, as shown in Figure 3, which displays the Run dialog box, as shown in Figure 4.
- 3. Click in the **Open** text box, type *CMD*, and then click **OK**, which displays the Command Prompt window, as shown in **Figure 5**.
- 4. At the command prompt, type 'ipconfig /all' without quotes. (space between g and /)
- 5. Write down the Physical Address that is show in Figure 6.

Programs (1)	
🖅 <u>Run</u>	

Figure 3. The Search Results for Run on Windows 7

	Type the nam	e of a prog	gram, folder, o	document, or
	Internet resou	irce, and W	lindows will o	pen it for you.
pen:				

Figure 4. The Run Dialog Box



Figure 5. Command Prompt

C:\windows\system32\cmd.exe	
Connection-specific DNS Suffix : nc.r Description : Bros Physical Address : 98-2 DHCP Enabled : Yes Autoconfiguration Enabled : Yes Link-local IPv6 Address : fe80 IPv4 Address : 192 Subnet Mask : 255 Lease Obtained : Frid Lease Obtained : Frid Lease Obtained : 192 DHCP Server : 192 DHCPv6 Client DUID : 90-C DNS Servers : 209	r.con dcon 802.11n Network Adapter 6-82-62-7F-80 ::81aa:f33c:5887:a12f%13(Preferred) 168.1.101(Preferred) 255.255.0 ay, November 05, 2010 12:50:06 PM ay, November 07, 2010 5:50:23 PM 168.1.1 1
209. NetBIOS over Tcpip : Enab	18.47.62 led
Ethernet adapter Local Area Connection:	ORRECT
Media State	a disconnected ros AR8132 PCI-E Fast Ethernet Contro
Physical Address	A-B6-66-C1-A2
Tunnel adapter isatap.nc.rr.com: V	RONG
Media State	a disconnected r.con osoft ISATAP Adapter 8-80-80-80-80-80-E0
Tunnel adapter isatap.<35C23CB4-80D2-4109-9	D20-614CAF7C40FF>:
Media State : Medi Connection-specific DNS Suffix : Description	a disconnected osoft ISATAP Adapter #2 8-88-88-88-88-88-88 -

Figure 6. The Command Prompt Window with the Machine's Physical Address



Install InspectionXpert License Manager

The steps below demonstrate the procedure to install the InspectionXpert License Manager.

Run InsectionXpert License Manager Installer

Locate the InspectionXpert License Manager Installer file that you downloaded previously and doubleclick to begin the installation.

- 1. Click **Next** on the splash screen.
- 2. Click Next on the InspectionXpert License Manager Installer's Welcome Screen.
- 3. Carefully read the InspectionXpert License Agreement. If you agree with it, then select "I Agree" and click Next.
- Enter the port number of the Windows port you want the InspectionXpert License Manager to use to communicate with InspectionXpert as in Figure 7. The default setting is 50000 but it may be changed.

NOTE: Important! The port setting in the InspectionXpert client software must be the same as the port setting in the InspectionXpert License Manager or else the license(s) will not be able to be retrieved by InspectionXpert.

NOTE: You must ensure that this port is open on both the server firewall and the client firewall.

- 5. Click Next to Launch Admin Tool after install, Figure 8.
- 6. Select the folder where you wish to install the InspectionXpert License Manager.

Note: It is recommended that you use the default installation directory if possible.

- 7. Click **Next** on the InspectionXpert License Manager Confirm Installation Window. Please wait while the InspectionXpert License Manager is installed. Progress will be indicated on the progress bar.
- 8. Click **Close** to confirm that the installation was completed.

」 Inspec	tionXpert License Manager	- 🗆 🗙
License Manager Se	ttings	•
Settings		
Listening Port Number:		
50000		
	Cancel < Bac	< Next >

Figure 7. Port Number Setting



Figure 8. Launch Admin Tool after Install

Start License Manager Utility

Start the InspectionXpert License Manager Administration tool to begin managing your network licenses of InspectionXpert.

1. Right-click on the InspectionXpert logo in your Windows Taskbar at the bottom right of your screen and select License Manager Administration as shown in **Figure 9**.



Figure 9. InspectionXpert License Manager Administration Icon in Windows Taskbar

- Click Import License File to import the InspectionXpertLicenses.lic you received from InspectionXpert as shown in Figure 10. If you did not receive this file, contact <u>support@inspectionxpert.com</u> and provide the MAC ID of your license server.
- 3. Browse to the InspectionXpertLicenses.lic file and click **Open**.
- 4. After importing the license file, you will see a list of all available licenses in the Available Licenses grid. Click **Close.**

a)			Insp	ectionXp	ert License Manager Admir	nistratior	n	10 <u>—</u>	×
License Manager	Settings			Purchase	ed Licenses				
MAC ID:	7054D27F	FC1F6			Application	Number	of Never Expire	Expiration Date	^
Port Number:		50000	*		InspectionXpertCAD	3	•		
					InspectionXpert OnDemand	4	✓		
Send Timeout:		5000	* *		InspectionXpert OnDemand	4	•		
					TecnectionVeert OnDermond	4			×
Receive Timeout	:	5000	÷						
				Licenses	In Use				
Total Number of	Licenses:	23			Application	Never Expires	Expiration Date	Used By	
Currently Used L	icenses:	0							
Import	t License Fi	ile							
Stop Li	cense Serv	ice		Re	fresh				
inspecti	ion xpe	rt					Save	C	lose
							N	ersion 4.0 B	uild 5674

Figure 10. Import License File

Enter the Licensing Information in InspectionXpert

After your software is installed on all the machine(s) you wish to link to the license server, you'll need to setup the machines to communicate. Find the licensing information based on your InspectionXpert product below:

InspectionXpert for OnDemand: Click the Options Icon on the Home ribbon and click the Applications tab, then the Licensing tab.

InspectionXpert OnDemand for CAD: Click the Options Icon on the Home ribbon and click the Applications tab, then the Licensing tab.

1. Click the **Local License Server** radio button. (*Only required for InspectionXpert OnDemand for CAD)

- 2. Click in the Server Name field and enter your server host name or IP address.
- 3. Click in the **Port** field and enter your server port number.
- Click in the Send Timeout and the Receive Timeout text boxes to indicate the amount of time before the connection will send a timeout message.
- 5. Click **Check for License** button to confirm your settings are correct and the license can be retrieved.

		Options						
Application Opti	ions Net-Inspect C	ptions Resources						
General	Concurrent License Settings							
Performance	Server:	license server computer name or IP address	Port	: 50000	\$			
Lists	Send Timeout:			5000	÷			
Display	Receive Timeout:			5000	÷			
Licensing				Check for License				
Intro Mode	Successfully retrie	ved license.						
inspec	ction xpert			OK Car	icel			

Figure 11a. InspectionXpert OnDemand Licensing Options

۲		Options		? ×
 Application Options Lists Display Licensing Project Options General 	OnDemand Licensin OnDemand Licen Local License Server	g sing		
Extraction Settings Ballooning	Server	license server computer name or IP address	Port	50000 \$
Resources	Send Timeout			5000 ‡
	Receive Timeout			5000 \$
				Check for License
				OK Cancel
1				

Figure 11b. InspectionXpert OnDemand for CAD Licensing Options



Checking for Updates

The InspectionXpert License Manager for use with On Premise InspectionXpert products is designed to automatically check for software updates and notify client users. In order for this functionality to work properly, the InspectionXpert License Manager needs to communicate with

"ondemand.inspectionxpert.com". It may be necessary to add an exception to the firewall on the License Manager computer in order for this important feature to work. If opening communication between the License Manager and "ondemand.inspectionxpert.com" is not possible due to security restrictions, the client software will still function without any issues, users will simply be notified that the application is unable to check for updates. For more information about applying updates, refer to your Product's On Premise installation guide.

Update Notifications

The below warning messages will appear to users of InspectionXpert On Premise software under the following conditions:



An update has been released and the local deployment server is still loaded with previous major service pack release. Users are still eligible for technical support for the time being, but the latest update should be downloaded and applied as soon as possible to avoid losing eligibility for technical support if the need arises. The application will continue to function normally after users accept this prompt.



Two or more major service pack updates have been released since InspectionXpert OnDemand OnPremise has been updated on the local deployment server. Users are currently **ineligible** for technical support assistance with the current installation due to the update status. The latest update should be downloaded and applied by the network administrator immediately. The application will continue to function normally after users accept this prompt.

©2015 InspectionXpert All rights reserved.



InspectionXpert OnDemand	×
Unable to check for update. Please contact your network administrator.	
ОК	

The InspectionXpert License Manager is unable to connect to the internet to check for updates. The application will continue to function normally after users accept this prompt. The network administrator should add an exception to the firewall allowing the application to communicate with "ondemand.inspectionxpert.com".

Troubleshooting

License Retrieval Failed

On occasion the license retrieval will fail if the ports on your server or client are being blocked by your firewall settings. This causes a license retrieval failure since the client and server are unable to communicate. You will need to open the inbound and outbound access to the ports specified in your InspectionXpert license manager setup within your firewall software on **both the client and server computers**. Every firewall software is different but this can typically be found in the advanced settings.

Where to Get Help

Contacting InspectionXpert

If you need information on using or running any of the InspectionXpert software products or have general inquiries then please feel free to contact us.

InspectionXpert

56 Hunter Street, Suite 330

Apex, NC 27502

Phone: 800-379-0322 (9am to 5pm Monday through Friday, Eastern Time US)

Email: support@inspectionxpert.com

Support Site: http://mysupport.inspectionxpert.com/