



**InspectionXpert License Manager  
Install Guide**

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## 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: <http://www.inspectionxpert.com/On-Premise>. 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**.

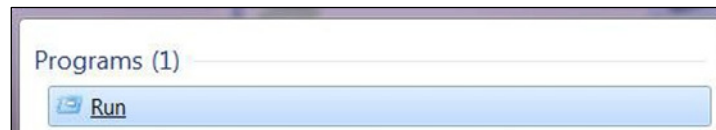


Figure 3. The Search Results for Run on Windows 7

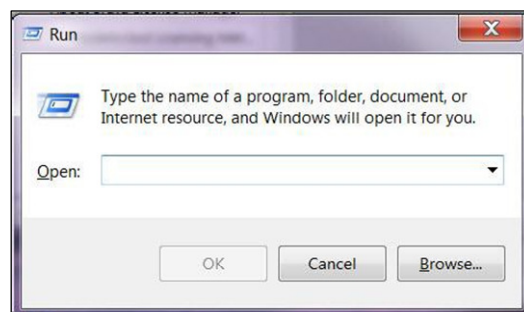


Figure 4. The Run Dialog Box

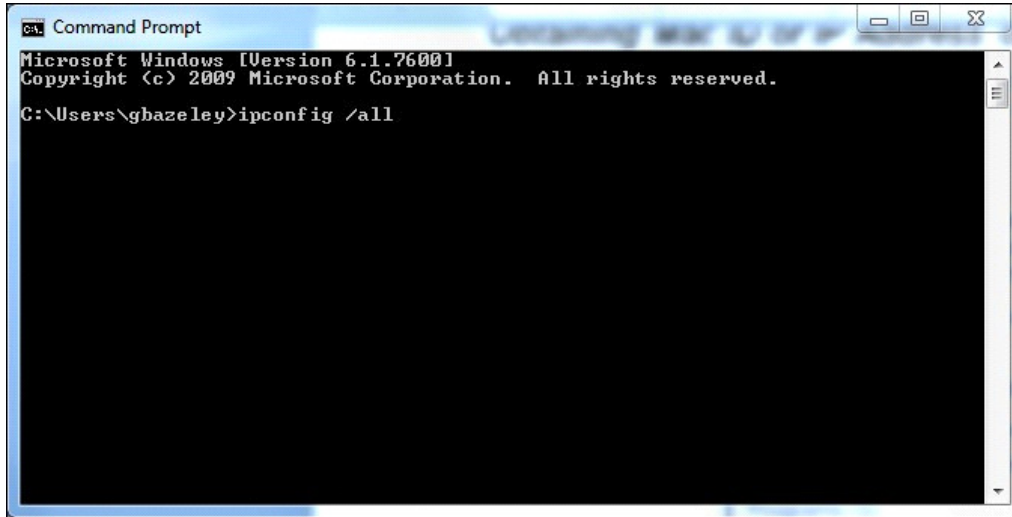


Figure 5. Command Prompt

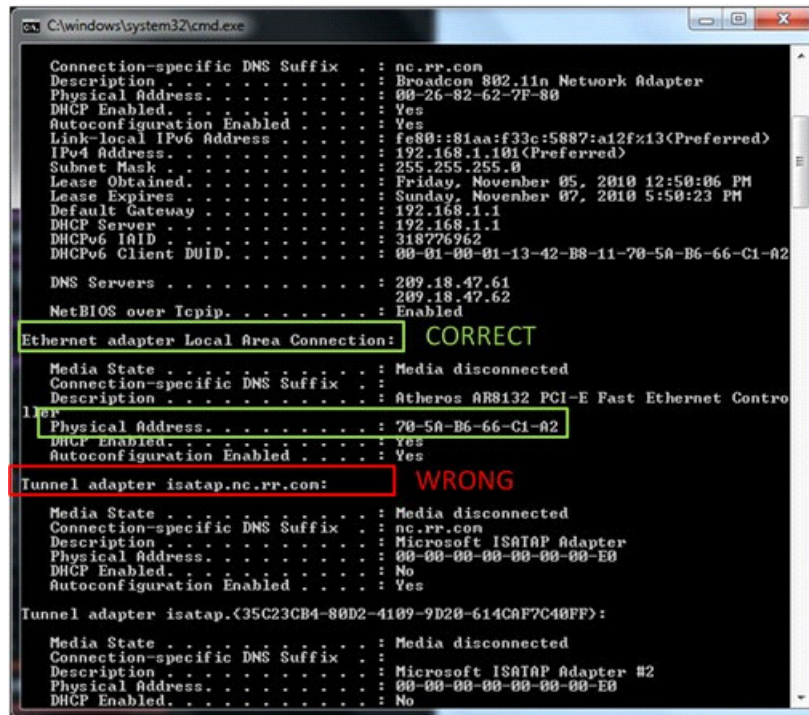


Figure 6. The Command Prompt Window with the Machine's Physical Address

## 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 double-click 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**.
4. 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.

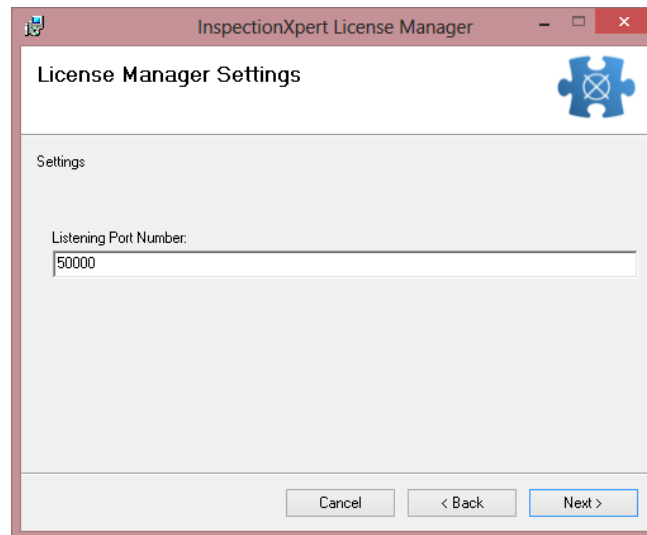
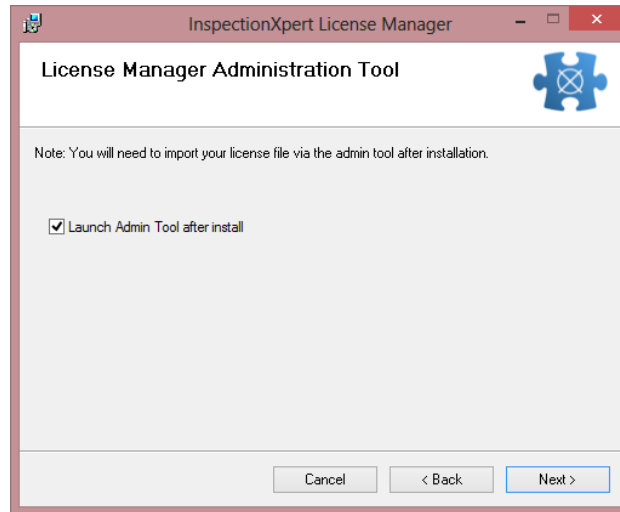


Figure 7. Port Number Setting

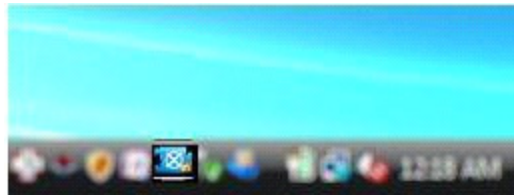


**Figure 8. Launch Admin Tool after Install**

## ***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**

2. 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 [support@inspectionxpert.com](mailto:support@inspectionxpert.com) 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**.

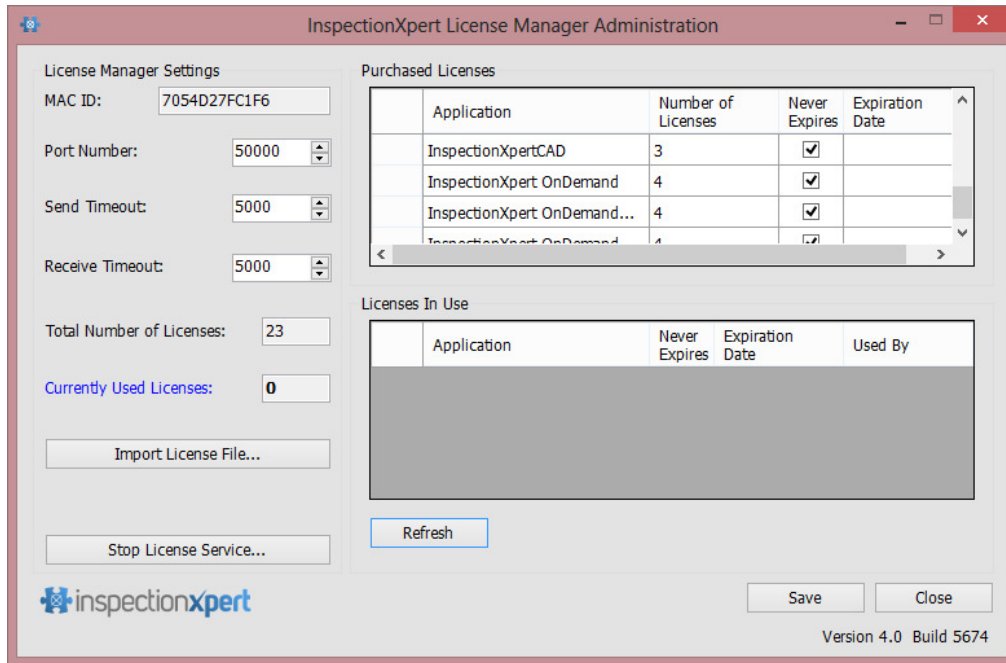


Figure 10. Import License File

## 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.
4. 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.



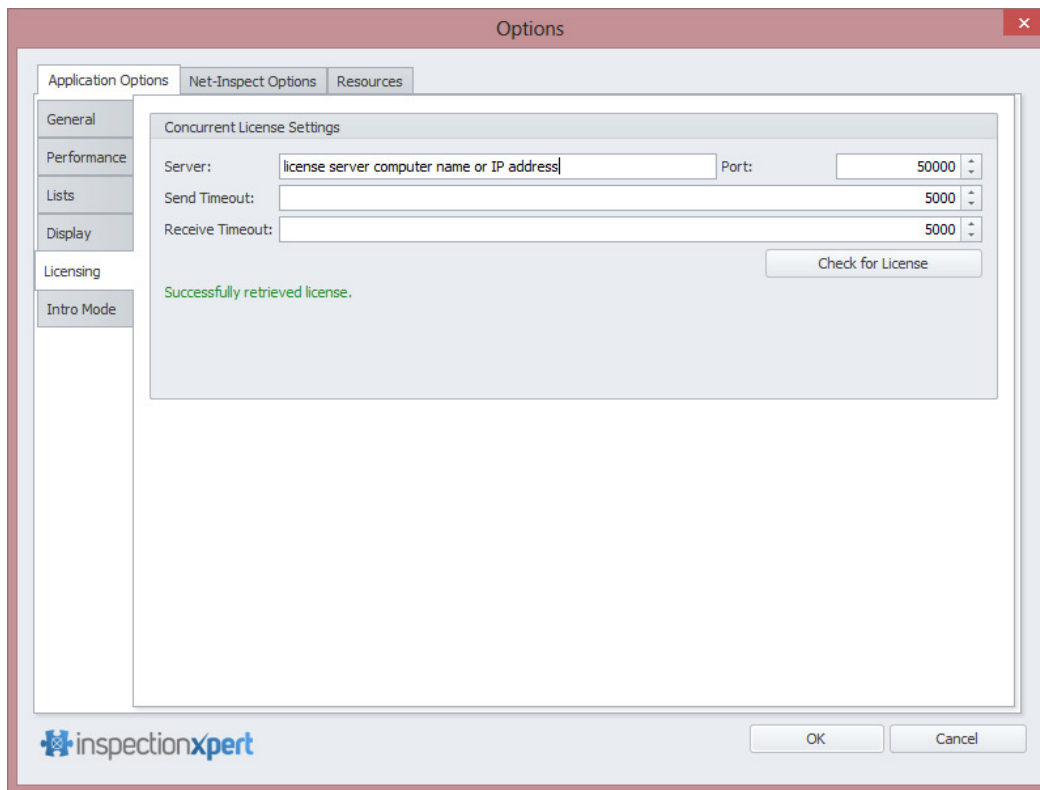


Figure 11a. InspectionXpert OnDemand Licensing Options

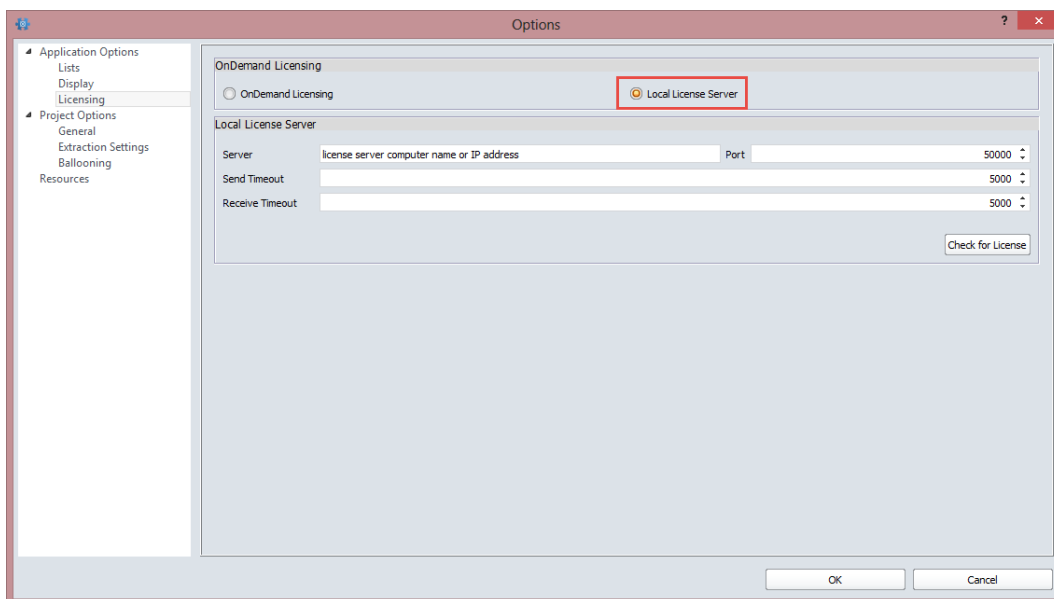


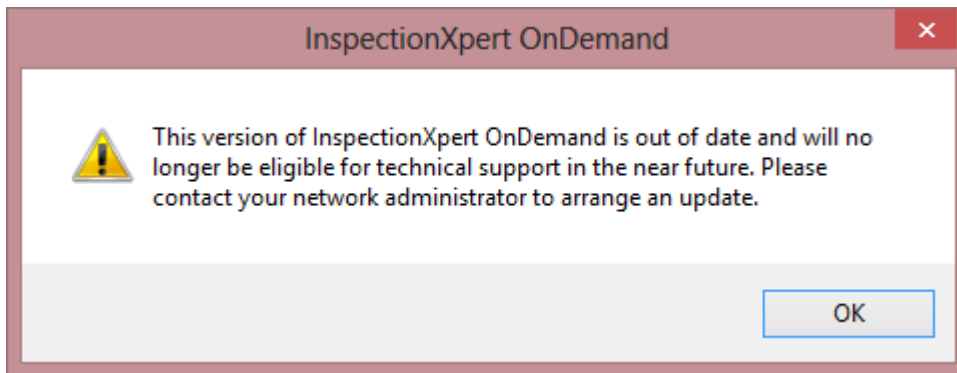
Figure 11b. InspectionXpert OnDemand for CAD Licensing Options

## Checking for Updates

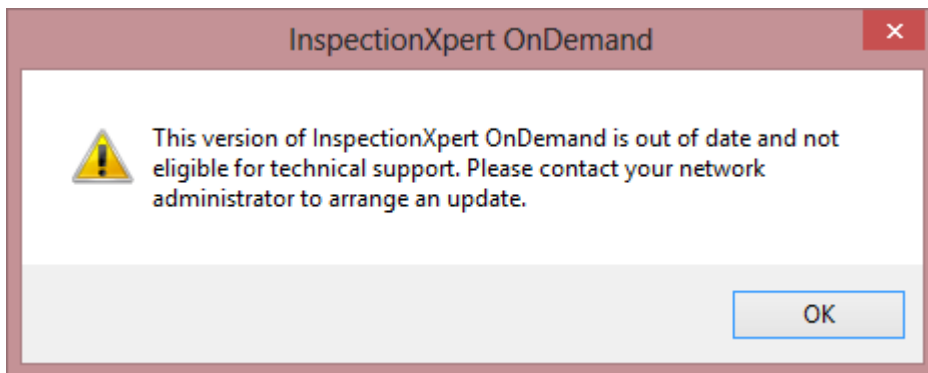
The InspectionXpert License Manager for use with On Premise InspectionXpert products is designed to automatically check for software updates and notify client users. In order for this functionality to work properly, the InspectionXpert License Manager needs to communicate with “ondemand.inspectionxpert.com”.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

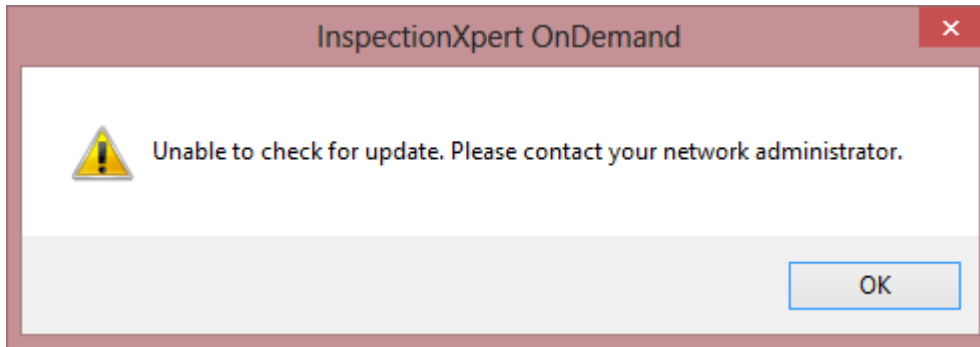
The below warning messages will appear to users of InspectionXpert On Premise software under the following conditions:



*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.*



*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](mailto:support@inspectionxpert.com)

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