Rok Doc Installation Instructions FlexNet 11.14 for RokDoc Software Installation Instructions For end-user

Submission From Support

Document Version | Date v3.1 | October 2019



Contents

1	General Information	2
2	System Requirements	2
3	Download Credentials	2
4	Licensing Environment Variable	3
5	Installation Instructions	3
6	Setting up the RokDoc License Service	7
7	Viewing Available License Features and Monitoring Usage	.14
8	Reading a Replacement License File	.15

1 General Information

FlexNet 11.14 is our current supported and distributed version of FlexNet (formerly FLEXIm) licensing. Any organisations not yet using FlexNet 11.14 will need to upgrade to ensure on-going compatibility with RokDoc. The necessary files and vendor daemon are available from the '*downloads and installers*' panel of the Support web page (<u>http://www.ikonscience.com/support</u>) – login credentials (and assistance) can be obtained by emailing Ikon Science Support (<u>support@ikonscience.com</u>).

FlexNet is used to 'serve' a served (ie. counted) license by means of a license service; please note that it isn't necessary for the license service to be hosted on an actual server – any computer can serve a license. Please note that it is lkon Science policy that all RokDoc licenses valid for longer than one week are issued on a served basis; this includes evaluations.

2 System Requirements

FlexNet 11.14 is supported on 32bit and 64bit Windows, or 64bit Linux; please note that the Windows bundle is offered only as a 32bit, but which is suitable for both 32bit and 64bit Windows. The system requirements of FlexNet 11.14 is fairly basic and any modern computer will be suitable for hosting the RokDoc license service; the primary consideration is the operating system on which FlexNet is to be installed. Flexera (who develop FlexNet) certify the following operating systems:

- ✓ Windows 7 (until July 2020)
- ✓ Windows 8.1
- ✓ Windows Server 2016
- ✓ RHEL 6
- ✓ RHEL 7

Please follow this link for the most up-to-date information: https://helpnet.flexerasoftware.com/eol/flexnet-publisher.htm

3 Download Credentials

The FlexNet 11.14 bundle including the installer and IKON vendor daemon can be downloaded from either the Ikon Science website, or FTP server with details as follows:

3.1 Website

Login credentials are not available in this version of the document. If you require access, or believe that you are entitled to access, please apply directly to <u>support@ikonscience.com</u> to receive the necessary login credentials.

3.2 FTP

Login credentials are not available in this version of the document. If you require access, or believe that you are entitled to access, please apply directly to <u>support@ikonscience.com</u> to receive the necessary login credentials.

4 Licensing Environment Variable

In order to experience seamless usage of RokDoc it is recommended to set an environment variable, preferably as a system variable, but if insufficient permissions, then at least as a user variable; this should be set as follows:

- Variable name: IKON_LICENSE_FILE
- Variable value: port@server_name or @server_name

Note that it is possible to use <code>@server_name</code> (ie. without specifying the port) if the RokDoc license service is being run on one of the default FlexNet port numbers (27000 – 27009).

5 Installation Instructions

Only a single version of FlexNet can be installed at a time. Accordingly, it is necessary to firstly uninstall any prior version of FlexNet that may be installed, before re-installing FlexNet 11.14. In circumstances whereby FlexNet is already being used to serve other software vendor's licenses, consideration should be given to downtime of existing license services and version compatibility.

Please note that the installer is provided 'as-is'; no warranty is offered on any proprietary or third-party deployment process, packaging, or scripting, which is performed on the installer file, or its contents.

Extract the contents from the downloaded .zip file - the contents include the following:

- ✓ WIN32 folder containing the IKON vendor daemon and FlexNet .exe installer file
- ✓ LINUX folder containing the IKON vendor daemon and FlexNet .bin installer file

Windows:

To install for Windows, double-click on the installer and follow the '*next*' prompts. Any (intuitively named) directory can be selected to install to, however, by default the FlexNet installation directory is C:\Program Files (x86)\FlexNet Publisher License Server Manager – this location is where the FlexNet executable lmadmin resides. For ease of setting up the license service, alongside lmadmin place the IKON vendor daemon and the Ikon Science license file.

Linux:

On Linux, do *not* install lmadmin as Root, or under Root directories, or run lmadmin as Root; any of these may result in receiving the error message EXITING DUE TO SIGNAL 37 Exit Reason 5 – this would typically be reported in the FlexNet log file with the warning [alert] getpwuid: couldn't determine user name from uid... – uninstalling and reinstalling is the best course of action in such cases.

To install for Linux run the installer; again, as with Windows, follow the '*next*' prompts. For Linux, there is no default location to install to, however, any (intuitively named) directory can be selected or created – this location is where the FlexNet executable lmadmin will reside. For ease of setting up the license service, alongside lmadmin place the IKON vendor daemon and the RokDoc license file.

5.1 Step one: run the installer followed by 'next'



5.2 Step two: specify installation location followed by 'next'

FlexNet Publisher License Server	installer
	Choose Install Folder
 Introduction Choose Install Folder Import files from Previous Pre-installation Summary Installing Important Information Launch Configuration Service Configuration Start the Server Install Complete 	Where Would You Like to Install? C:\Program Files (x86)\FlexNet Publisher License Server Manager Restore Default Folder
InstallAnywhere Cancel Help	Previous Next

5.3 Step three: import existing license services (optional) followed by 'next'

FlexNet Publisher License Server	ínstaller
	Import files from Previous Installation
 Introduction Choose Install Folder Import files from Previous Pre-Installation Summary Installing Important Information Launch Configuration Service Configuration Start the Server Install Complete 	If you want to import license files ,log files, server.xml (configuration data) and vendor daemons from previous version of FlexNet Publisher License Server Manager then please provide the path of previous installation. Previous Installation path C:\ Restore Default Choose
InstallAnywhere	Previous Next

5.4 Step four: 'install'



5.5 Step five: install Visual C++ if prompted followed by 'next'

FlexNet Publisher License Server I	nstaller
	Important Information
 Introduction Choose Install Folder Import files from Previous Pre-Installation Summary Installing Important Information Launch Configuration Service Configuration Start the Server Install Complete 	In order to run the server successfully you need to install Visual C++ 2008 Redistributable Package. Do you want the Installer to install it now ?
InstallAnywhere Cancel Help	Previous Next

5.6 Step six: specify port number to serve license from (27001) followed by 'next'

FlexNet Publisher License Server	Installer
	Launch Configuration
 Introduction Choose Install Folder Import files from Previous Pre-Installation Summary Installing Important Information Launch Configuration Service Configuration Start the Server Install Complete 	Configure the HTTP port number at which the License Server Management Interface can be accessed using a web browser and the TCP/IP port number at which licensing applications will communicate with the License Server Manager Enter the HTTP Port Number 8090 Enter the HTTP Port Number 8090 (enter the License Server Port Number: 27001 (enter 0 to automatically pick from the default port range (27000 - 27009))
InstallAnywhere	Projeur
Cancel <u>H</u> elp	Previous <u>N</u> ext

5.7 Step seven: name the license service, tick '*run as a service*' followed by '*next*'

🛎 FlexNet Publisher License Server I	nstaller
	Service Configuration
 Introduction Choose Install Folder Import files from Previous Pre-Installation Summary Installing Important Information 	Provide information about running the FlexNet License Server Manager as a service. You must have administrative privileges to configure the server to run as a service.
 Launch Configuration Service Configuration Start the Server Install Complete 	Enter the service name madmin Enter number of seconds to delay when starting the service 0 Run as a service
InstallAnywhere	Previous Next

5.8 Step eight: tick 'start server now' to start the license service followed by 'next'

FlexNet Publisher License Server 1	installer
	Start the Server
 Introduction Choose Install Folder Import files from Previous Pre-Installation Summary Installing Important Information Launch Configuration Service Configuration Start the Server Install Complete 	Do you want to launch the License Server Manager now and access the License Server Management Interface via a web browser?
InstallAnywhere Cancel Help	Previous Next

5.9 Step nine: 'done'

C FlexNet Publisher License Server I	nstaller
	Install Complete
Introduction	Congratulations! FlexNet Publisher License Server Manager has been successfully installed to:
 Choose Install Folder Import files from Previous 	C:\Program Files (x86)\FlexNet Publisher License Server Manager
Pre-Installation Summary	Press "Done " to exit
 Installing Important Information 	
Launch Configuration	
Start the Server	
➔ Install Complete	
Cancel <u>H</u> elp	Previous Done

6 Setting up the RokDoc License Service

Having successfully installed FlexNet licensing, it is then necessary to set up the actual RokDoc *license service*; without doing this, no licenses will be served, as FlexNet doesn't automatically detect the RokDoc license file.

6.1 Start the FlexNet (Imadmin) service

Note that despite starting the FlexNet service in section 4.8, *Imadmin* probably won't start; experience has shown that it never does – this may be a minor defect with this FlexNet version.

Windows:

Check the '*services*' tab of the '*Windows task manager*' dialog; there should be a Windows service (not to be confused with the license service!) called *Imadmin*. If the *Imadmin* service is present, it can be started by right-clicking on the service and selecting '*start service*'.

File Options View Help Applications Processes Services	Performa	ance Networking Users			
Name LanmanServer LanmanWorkstation	PID 1120 2096	Description Server Workstation	Status Running Running	Group fretsvcs NetworkSe	*
lltdsvc Imadmin		Link-Layer Topology Discovery Mapper Imadmin	Stopped C	LocalService	
Imhosts LMS McAfee Endpoint Encryption Ag Mcx2Svc	788 1672 3348	TCP/IP NetBIOS Helper Intel(R) Management and Security Ap McAfee Endpoint Encryption Agent Media Center Extender Service	Running Running Running Stopped	Start Service Stop Service Go to Process	
MMCSS MozillaMaintenance MpsSvc	2396	Multimedia Class Scheduler Mozilla Maintenance Service Windows Firewall	Stopped Stopped Running	netsvcs N/A LocalServic	T
MSDTC MSISCSI msiserver MAAVEEDHCPDINS		Distributed Transaction Coordinator Microsoft iSCSI Initiator Service Windows Installer Wireless PAN DHCP Server	Stopped Stopped Stopped	N/A netsvcs N/A	
		WILLIESS FAIN DI ICF SELVEI	зторрец	<u>S</u> ervices	*
rocesses: 126 CPU Usage: 0%		Physical Memory: 25%			

If there is no service named *Imadmin*, this can alternatively be started manually by doubleclicking the lmadmin.exe executable file in the FlexNet installation directory; usually this is C:\Program Files (x86)\FlexNet Publisher License Server Manager.

It is not uncommon to raise a '*Windows security alert*' warning dialog when starting the license service – if at any point the '*Windows security alert*' warning dialog is received, simply click on the '*allow access*' button. It is generally advisable to follow a pre-emptive course of action at the earliest opportunity, by adding lmadmin.exe and also IKON.exe as exceptions in the Windows firewall (or third-party equivalent).

This can be achieved by using the '*allow a program or feature through Windows firewall*' option (or third-party equivalent). Click on the '*allow another program*' button and in the subsequent dialog browse to the relevant executable and click the '*add*' button; do this for both executables.

		settings.		
hat are the risks of allowing a program to communicat	te?	😽 Cha	nge settir	Igs
Allowed programs and features:	D			
Name	Domain	Home/Work (Private)	Public	1
Core Networking				
Distributed Transaction Coordinator				-
File and Printer Sharing				
Flexera Software LLC				
Google Chrome	V		✓	
HomeGroup		V		
✓ IKON daemon				
✓ IkonAppServer	V			
✓ IkonAppServer	◄			
☑ IkonAppServer	◄			
☑ IkonAppServer	V	\checkmark	✓	
□ IkonAppServer			✓	-

Linux:

On Linux, FlexNet can be started manually from the FlexNet installation directory by typing ./lmadmin at the command prompt. With Linux it will also likely be necessary to widen permissions using the appropriate chmod command on lmadmin and the IKON vendor daemon for them to run successfully. Again, it is likely that firewall exceptions will need to be made for both executables.

6.2 Launch the FlexNet browser-based GUI

Once it is confirmed that *Imadmin* is running, in a web browser type <u>http://localhost:8090/</u> (and save as a 'favourite') – after pausing for a few seconds, the F5 keystroke, or clicking the browser's refresh button will refresh the screen to display the browser-based FlexNet GUI:

 Calhost 2000/dashboard?vendor=&licenseTab=&selected Calhost 2000/dashboard?vendor=&selected Calho	III FlexNet License Administr ×		
Critical Product Version Detached (Total) Overdiaft Expiration Product Version Detached (Total) Overdiaft Expiration	← → C Dicalhost:8090/dashboard?vendor	=&licenseTab=&selected=	☆ =
Alerts 0 0 Critical Critical Critical Critical Critical Concurrent Critical Critical Concurrent Critical Concurrent Critical Concurrent Critical Concurrent Concurre	HEREA ACTIVATE" FlexNet Publisher'		Reip Sign Out Dashboard Administration
Product Version Detached (Total) Overdraft Expiration	Alerts 0 Critical	Licenses Activatable Concurrent	
©2014 Flexera Software LLC. All Rights Reserved.		Product Version Detached (Total) Overdraft Expiration	
		©2014 Flexera Software LLC. All Rights Reserved.	

6.3 Step one: navigate to the 'administration' screen

Click on '*administration*' in the upper-right corner – this will launch the 'administration' page, however, in the first instance a password prompt will appear; on the first occasion (only) the username and password will **both** be admin.

ElexNet Licens	Administry X	
← → C 🗅	localhost:8090/systeminfo?vendor=&licenseTab=&selected=	☆ =
Flexi	nnwar Net Publisher	Peip Sign Out Dashboard Administration
Satern Information Unit Configuration Auer Configuration Serve Configuration Configuration	You must sign into the Administration area. Click here to go to the Sign In page. Image: Sign In the	
	©2014 Flexera Software LLC. All Rights Reserved.	

Also on the first occasion only, a subsequent prompt will require that the admin password be changed – be sure to make a note of this, as there is no manner in which this can be recovered.

FlexNetLicense FlexNetLicense FlexNet	Administ: * Incalhost:8090/systeminfo?vendor=&licenseTab=&selected=&expiredPassword Total Party Def Publisher: System Information Release Version: 11.12.1 Icense Server Manager Port in Use: 27001 Display: ikon-10033 Hot IPv4 Address IPv6 Addres	ETUE User Name admin Pashboard Admi	Sign Out
Vendor Daemon Configuration	©2014 Flexera Software LLC. All Rights Reserved.		

6.4 Step two: import the license file

Click on the 'vendor daemon configuration' tab and subsequently on the 'import license' button.

III FlexNet License Administr	
← → C [] localhost:8090/vendor?vendor=&licenseTab=&selected=	ය ≡
FlexNet Publisher	User Name: admin 🕐 🕅 Heip Sign Out
	Dashboard Administration
System Information Import License	
User Configuration Art Configuration Sever Configuration Vendor Daemos	
©2014 Flevera Software LLC. All Rights Reserved. Tocalhorst:8090/vendor?events-create&licenseTab=&celected=	

On the following screen click on the '*choose file*' button and navigate to the RokDoc license file; tick the '*overwrite*....' checkbox (this isn't strictly necessary the first time, but for all subsequent occasions when the license file is amended/renewed it is, so is a good practice to get into to avoid future issues) and finally click the '*import license*' button.



Accordingly this will raise the following screen advising that the license file and vendor daemon have now been successfully configured; any warning contrary to this indicates that there is a problem which will need to be identified and corrected prior to the next step. The most typically encountered warning would be that the IKON vendor daemon isn't in the expected location. Irrespective of any warnings received, click the 'OK button to proceed.



6.5 Step three: start the RokDoc license service

Next, it is necessary to start the RokDoc license service; to do this click on 'administer'.

FlexNet License Administr ×					
← → C 🗋 localhost:8090/vendor					☆ =
FlexNet Publisher*				User Name: admin Dashboa	P Sign Out
Sisten Information					
User Name 🛦	Status	FlexNet Publisher Version	Port	and the second	
Configuration IKON	Stopped	0.0		Administer	Delete
Aret Confoundation Server Confoundation Wender Daemon Confoundation					
02014 Pievers Software LLC. All Bights Javascriptsubmit/VendorListForm(IKON', 'edit')	Reserved.			_	

This will raise the following screen; the location of the IKON vendor daemon will need to be specified – unusually there is no browse or select button, so the location must be manually typed, or copy/pasted (better). This needs to be the full pathway, plus file name **and** extension!

FlexNet License Administr ×		- • • •ו•
← → C 🗋 localhost:8090/ver	idor	☆ 〓
FlexNet Publisher	User Name: admin Help S Døshboard Admini	X Sign Out
Vendor Daemor	IKON	
Information Vendor Daemon A Start	ctions	- 11
User Configuration License File or Direct	ion ctory	- 11
Aiert Configuration	cense_lkon_Science_Internal_EV_TEST_SERVER_81-dec-2015.lic	
Server Configuration	ation: I/FlexNet Publisher License Server Manager\IKON.exe	
Vendor Daemon Vendor Daemon Conformation	nt:	
• Restart Retries:		
Enable Date-based	yersions	- 11
	Save Canco	
©2014 Flexera Software LLC	. All Rights Reserved.	

Once the Ikon vendor daemon location has been specified, click the '*save*' button, which should then refresh the screen to display the message '*successfully updated the vendor daemon configuration*'. Finally, click on the '*start*' button.

FlexNet License	Administr ×	
← → C 🗅	localhost:8090/vendor	☆ =
	let Publisher	User Name: admini 👔 😨 🔭 Help Sign Out Dashboard <u>Administration</u>
System Information	Vendor Daemon:IKON Successfully updated the vendor daemon configuration. Vendor Daemon Actions Start	
Alert Configuration	License File or Directory licenses/IXON/Ikon/License_Jkon_Science_Internal_EV_TEST_SERVER_31-dec-2015.lic	
Server	Vendor Daemon Location: C\Program Files (x86)\FlexNet Publisher License Server Manager\IKON.exe	
Vendor Daemon Configuration	* Vendor Daemon Port:	
	* Restart Retries:	
	Enable Date-based Versions	
	Vendor Daemon Log	Save

Starting the service will result in reverting back to the main screen of the 'vendor daemon configuration' tab; the screen should display the message 'starting vendor daemon: IKON'.

FlexNet Licens	e Administr 🗙					
← → C 🗅	localhost:8090/vendor					☆ =
	Twate- Net Publisher*				User Name: admir Dasht	Pelp Sign Out
System Information	Vendor Daemons Starting vendor daemon: IKON					
User Configuration	Name 🔺	Status	FlexNet Publisher Version	Port		
Alert Configuration Server Configuration						
Configuration	©2014 Fierera Software LLC All Bights Re Change Passenote	served.				

After pausing for a few seconds, the F5 keystroke, or clicking the browser's refresh button will refresh the screen to show that a port number has now been assigned to the license service; this indicates that it has successfully started. Note that the port number assignment is dynamic (although can be specified, but is rarely necessary) and should not to be confused with the port number that the RokDoc license service communicates with, which is 27001, as in the RokDoc license file and as specified in section 4.6 (above).



7 Viewing Available License Features and Monitoring Usage

Having successfully started the RokDoc license service, click on '*dashboard*' in the upper-right corner – this will launch the 'dashboard' page. Click on the '*concurrent*' button to view the available licenses.

			User Name: admin	Pelp Sign Out
			Dashboar	d Administration
Alerts	Licenses		Vendor Daemon: IKON	
0 Critical	Activatable Concurre	ent		
	Feature Version	In Use (Available)	Expiration	
	▼ PV_Petrel_Plugin 99.9	0 (1)	31-DEC-2015	*
	▼ RPW_Petrel_Plugin 99.9	0 (1)	31-DEC-2015	
	▼ RokDoc_Expert 99.9	0 (4)	31-DEC-2015	
	* RokDoc_Inversion			
	PakDas DETDE	0 (4)	31-DEC-2015	
	99.9	0 (1)	31-DEC-2015	
	RokDoc_QED_Upgrade 99.9	0 (4)	31-DEC-2015	
	▼ SDC_Petrel_Plugin			

License usage will be indicated by the '*in use (available)*' field for each license feature. Any license features which do have usage will also have a '*hosts*' field – clicking on '*hosts*' will raise a new pop-up browser window listing the user and computer occupying that particular license feature, plus count.

▼ RokDoc Expert 99.9 1 (4) 1-NOV-2015 Hosts Image: Complex Concurrent Hosts Prevendor = IKON& feature = RokDoc_Expert&version = 99 Hosts Feature Name/Version: RokDoc_Expert 99.9 Export Data Image: Search for: Search Page 1 of 1 Page 1 of 1 Image: Host = User Display Name Count Image: Kon-0053 evives JavaDisplay 1	Feature	Version	In Use	(Available)	Expiration	
99.9 1 (4) 1-NOV-2015 Hosts Hosts - Google Chrome localhost: 8090/concurrenthosts?vendor=IKON&feature=RokDoc_Expert&version=99 Hosts Feature Name/Version: RokDoc_Expert 99.9 Fosts Feature for: Search Page 1 of 1 Kon-10053 evives JavaDisplay 1	* PokDoc Evo	art				
Hosts - Google Chrome Iocalhost:8090/concurrenthosts?vendor=IKON&feature=RokDoc_Expert&version=99 Hosts Feature Name/Version: RokDoc_Expert 99.9 Search Page 1 of 1 Host ▲ User Display Name Count ikon-10053 exives	Y NORDOC LAP	99.9	1	. (4)	1-NOV-2015	Hosts
Iocalhost:8090/concurrenthosts?vendor=IKON&feature=RokDoc_Expert&version=99 Hosts Feature Name/Version: RokDoc_Expert 99.9 Search Page 1 of 1 Host ▲ User Display Name Count ixon-10053 evives	🗰 Hosts - Go	ogle Chrome				
Hosts Export Data Search for: Search Page 1 of 1 Page 1 of 1 Image: Mark Search for: User Display Name Count Image: Search for: Search Image: Search for: Search Page 1 of 1 Search Page 1 of 1 Search Image: Search for: Search Search Page 1 of 1 Search Search Image: Search for: Search Search Page 1 of 1 Search Search	localhos	st:8090/concu	rrenthosts?	vendor=IKON&featu	re=RokDoc_Expert&v	version=99.9
Feature Name/Version: RokDoc_Expert 99.9 Export Data Search for: Search Page 1 of 1 Host ▲ User Display Name Count ikon-10053 evives JavaDisplay 1	Hosts					^
Search for: Search Page 1 of 1 Host ▲ User Display Name Count ikon-10053 evives JavaDisplay 1	Feature Na RokDoc_E	ame/Version: xpert 99.9			Ex	port Data
Page 1 of 1 Host ▲ User Display Name Count ikon-10053 evives JavaDisplay 1	die la	Search for:		Search		
Host A User Display Name Count	20		Page	1 of 1		
Host ▲ User Display Name Count ikon-10053 evives JavaDisplay 1						_
ikon-10053 evives JavaDisplay 1	Host 🔺	`	User	Display Name	Count	
	ikon-10	053	evives	JavaDisplay	1	

8 Reading a Replacement License File

This is straightforward and essentially a repeat of Section 6.4 detailed above. In the first instance, click on '*administration*' in the upper-right corner – this will launch the 'administration' page.

III FlexNet License Administr ×	
← → C □ localhost:8090/systeminfo?vendor=&licenseTab=&selected=	☆ 〓
FlexNet Publisher	Rep Sign Out Dashboard Administration
Subset Provide the Administration area. Click first to go to the Sign In page. Subset Subset Subs	
©2014 Flexers Software LLC All Rights Reserved.	_

Next, click on the 'vendor daemon configuration' tab and subsequently on the 'import license' button.



On the following screen click on the '*choose file*' button and navigate to the RokDoc license file; tick the '*overwrite*....' checkbox (this is important) and finally click the '*import license*' button.



Accordingly this will raise the following screen advising that the license file and vendor daemon have now been successfully configured; any warning contrary to this indicates that there is a problem which will need to be identified and corrected. Irrespective of any warnings received, click the '*OK*' button to dismiss the notifications/warnings.



If issues are encountered when attempting to read a replacement license file, please feel free to email <u>support@ikonscience.com</u> to receive expert technical assistance.