

## INSTALLATION NOTICE FOR VIRTOOLS SOFTWARE COPY PROTECTED BY FLEXLM

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Last Modified: October 15, 2007

### 1. ONE SEAT-SITE INSTALLATION

With a “One Seat-Site Installation,” or *node-locked*, each PC has its own proprietary license. Before using your Virtools Software, you will need to obtain a FlexLM license file by following the procedure listed below:

- Prior to installing the Virtools Software, launch FlexLMHostID.exe (that can be found on the DVD’s FlexLMTools directory or [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest)).  
IMPORTANT: The FlexLMHostID.exe must be executed on the computer where your Virtools Software will be installed.  
IMPORTANT: If the window displays more than twelve characters, you need to select the “Get HD Serial” Button and copy the new code to the clipboard.  
ALSO: If using a computer with a wireless network card, use “HD Serial” instead of “Network Card ID”.
- Connect to our online License Request Webcenter at [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest)
- Fill in the form with all the required information, including the FlexLMHostID that you just obtained.
- Within a couple of days, our License Team will email a license file back to you. While waiting for the license file, install your Virtools Software on the PC that was used to run the FlexLMHostID.exe.
- Create a separate directory on your PC to contain your Virtools license(s). e.g. c:\Program Files\Virtools Licenses\ and store the license file you just received in it.  
Note: This folder should not be placed inside a Virtools directory to facilitate future upgrade procedures.
- The first time you launch Virtools, choose the “License File” option in the FlexLM pop up menu and specify the absolute filename of the license file. (e.g. c:\Program Files\Virtools Licenses\my\_license.lic)

**Note:** Virtools Libraries are installed at the same time as Virtools and activated according to the licenses you have. If you need to add a license for a Library at a later date, copy the content of the new license file and paste it at the end of the existing license file. For further details, please read the FlexLM end user guide provided with the product.

### 2. FLEXLM SERVER INSTALLATION (FOR MULTIPLE SEAT-SITE)

In a Virtools multi-seat site, one license is shared by the number of seats specified in the contract, optionally enabling the licenses to be “borrowed.” This license and the license manager are installed either on a separate server or the PC that will serve as the primary seat (NOTE: It has to remain accessible at all times).

**NOTE:** Since Virtools Dev 3.0 SP2 you can borrow Virtools licenses from the FlexLM Server for offline use for a specified duration of time. Read “[Borrowing Virtools License.pdf](#)” that you will find in our online License Request Webcenter at [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest)

- Prior to any Virtools Software installation, launch the FlexLMHostID.exe on the future FlexLM License Server (that can be found on the DVD’s FlexLMTools directory or [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest)).  
VERY IMPORTANT: The FlexLMHostID.exe must be executed on the computer that will serve as the future FlexLM license server.  
IMPORTANT: If the window displays more than twelve characters, you need to select the “Get HD Serial” Button and copy the new code to the clipboard.  
ALSO: If using a computer with a wireless network card, use “HD Serial” instead of “Network Card ID”.
- Connect to our online License Request Webcenter at [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest)
- Fill in the form with all the required information, including the FlexLMHostID that you just obtained.

- Within a couple of days, our License Team will email a license file back to you. While waiting for the license file, install your Virtools Software on each PC. Your license determines the number of seats that can run Virtools Software simultaneously.
- Create a separate directory on your PC to contain your Virtools license(s). e.g. c:\Program Files\Virtools Licenses\ and store the license file you just received in it.  
Note: This folder should not be placed inside a Virtools directory to facilitate future upgrade procedures.
- On the PC used to generate the FlexLMHostID, install the FlexLM Server application to be able to use your multi-license server-controlled product – i.e. the PC will become the FlexLM License Server.
  - To do so, install VirtoolsLicenseServer.exe from [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest) or the Virtools DVD FlexLMTools directory.
  - Launch the License Manager from /Start/Programs/Virtools License Manager. Select the “Configure Service” tab > “Path to the license file”. Indicate the license file absolute filename (e.g. c:\Program Files\Virtools Licenses\my\_license.lic).
  - In the “Start/Stop/Read” tab, click on the “Start Server” button to start the service.
  - The license is now activated and accessible over the network.
- When launching Virtools for the first time, each user will need to choose the “License Manager” option and indicate the name of the FlexLM server (i.e. the name of the PC hosting the license and the Virtools FlexLM License Manager).

**IMPORTANT:** Virtools Libraries are installed at the same time as Virtools and activated according to the license(s) you have. If you need to add a license for a Library at a later date, copy the *FEATURE* list of the new license file and paste it at the end of the existing license file. NOTE: Do not copy the *SERVER*, *USE\_SERVER* or *VENDOR* lines of the new license file.

**VERY IMPORTANT: Virtools Add-ons License Server.** Located in the Virtools root folder, *activate\_licenses.ini* lists all Virtools Add-on Components. When using the FlexLM Server Installation, if you do not want a particular Virtools add-on to be loaded into Virtools (i.e. its FlexLM license to be checked-out), simply comment it with a '#' before the component's name.

### **3. IMPORTANT UPGRADE INSTALLATION INSTRUCTIONS**

- **IMPORTANT:** If you are upgrading the Virtools Software Suite, please contact our License Team at [www.virtools.com/licenserequest](http://www.virtools.com/licenserequest).
- If you wish to keep older versions of Virtools on your machine, copy the content of the new license file and paste it at the end of the existing license file. NOTE: For FlexLM Server installations, do not copy the *SERVER*, *USE\_SERVER* or *VENDOR* lines of the new license file. (Note: You may also append the registry key as described in [Section 4 Mixed FlexLM Licenses](#)). However, we recommend you follow the instructions below to facilitate future upgrades.
- If you uninstalled a previous version of Virtools, do not wish to keep your license files in an old Virtools directory, or wish to switch from a standalone to FlexLM Server License, you will need to edit your computer's registry. Follow the steps below:
  1. Create a separate directory on your PC to contain your Virtools license(s). e.g. create c:\Program Files\Virtools Licenses\, and place all Virtools .lic license file(s) there (including .lic license files for older copies of Virtools if you wish to continue using them).
  2. From the Start Menu, select Run.
  3. Type regedit for 32 Bit OS (or type %windir%\SysWOW64\regedit for 64 Bit OS) and select OK.
  4. Under HKEY\_LOCAL\_MACHINE\SOFTWARE\FLEXlm License Manager, select and delete the VIRTOOLS\_LICENSE\_FILE registry.
  5. At Virtools' next startup, you will be requested to locate the license file or license server.

## 4. MIXED FLEXLM LICENSES (SERVER AND STANDALONE)

When using both server controlled licenses AND standalone license files (e.g. when evaluating a Virtools product), you must manually specify the absolute path to this additional license file.

From the Start Menu, select Run.

1. Type regedit for 32 Bit OS (or type %windir%\SysWOW64\regedit for 64 Bit OS) and select OK.
2. Append the registry key "HKEY\_LOCAL\_MACHINE\SOFTWARE\FLEXlm License Manager\VIRTOOLS\_LICENSE\_FILE" with the absolute path to the new license file. Use the ";" separator to add the absolute path of the new license.

Example:

If the current value of the key is: c:\myVirtoolsLicense\license.lic (or @mylicenseserver for FlexLM Server installations)

Set it to: c:\myVirtoolsLicense\license.lic; c:\myVirtoolsLicense\Virtoolslicense.lic (or @mylicenseserver; c:\myVirtoolsLicense\Virtoolslicense.lic)

## 5. TROUBLESHOOTING

First verify the validity of the license file, which may have gotten corrupted during the email transfer. If the license file is all on one line or contains non-alphanumeric characters, contact [license.request@virtools.com](mailto:license.request@virtools.com).

While the Virtools Suite is not affected by the Windows XP Service Pack 2, we detected a small issue using a FlexLM Server on a PC that has Windows XP Service pack 2 installed. Namely, the FlexLM Server will not start and a -15,570 error message (Cannot connect to license server) is displayed on the client PC. This is due to XP SP2's built-in firewall that blocks external connections.

The solution consists of altering the Windows Firewall to allow the use of two ports that will also be added manually to the Virtools license file. (Note: to alter the firewall: Control Panel > Windows Firewall > Exceptions > Add Port)

Here is an example of the Virtools license file after it's been modified:

Line 1: SERVER *xp\_sp2* *hostid* **34000**

Line 3: VENDOR virtools **port=34005**

Note: for this example, we chose ports 34000 and 34005 arbitrarily. These ports have to be specified at the end of the existing lines, and *xp\_sp2* and *hostid* are values specific to your FlexLM Server PC.

- If you get a -103 error, contact [license.request@virtools.com](mailto:license.request@virtools.com) to receive a license that is compatible with a Windows 2000-3 server.

If that doesn't resolve your problem, and you experience problems using your Virtools license(s), please send the following information to [license.request@virtools.com](mailto:license.request@virtools.com):

- For both Single-seat and FlexLM Server installations:
  - On the PC where Virtools is installed, you will find a C:\Documents and Settings\*your\_account\_name*\Local Settings\Temp\VirtoolsFlexlm.log. (Note: Make sure your Windows Explorer settings allow you to see hidden files and folders.)
  - Attach the file to an email to send to [license.request@virtools.com](mailto:license.request@virtools.com).
- Next, for FlexLM Server Installations only:
  - On the server PC, run /Start/Programs/Virtools License Manager/License Manager Tools. From the "Server Status" tab, click the "Perform Status enquiry" button.
  - Copy the text generated in the bottom window, and paste it into the Email you are sending to [license.request@virtools.com](mailto:license.request@virtools.com).

- From the “Server Diags” tab, click the “Perform Diagnostics” button, copy the generated text from the bottom window, and paste this information as well in the email.
- If you are using the VR Library, see the VR Library documentation’s “Logging” section. Use LogLevel 5 and attach the log file to an email. Send it to [license.request@virtools.com](mailto:license.request@virtools.com).
- Finally, for FlexLM Server Installations only:
  - Run the /Start/Programs/Virtools License Manager/License Manager Tools program.
  - From the Start/Stop/Reread tab, Click “Stop Server.”
  - In the “Config Services” tab, you will find a "Path to the debug log file."
  - Go to this folder using Window Explorer, delete the *default.log* file.
  - From the “Start/Stop/Reread” tab click “Start.”
  - Run *Virtools* from one of the client computers.
  - Attach the *default.log* file to an email to send to [license.request@virtools.com](mailto:license.request@virtools.com).

Our technical support team will contact you to resolve the problem as soon as possible.