



Product Installation and Management Guide for Floating (Network) Licenses

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1. Introduction

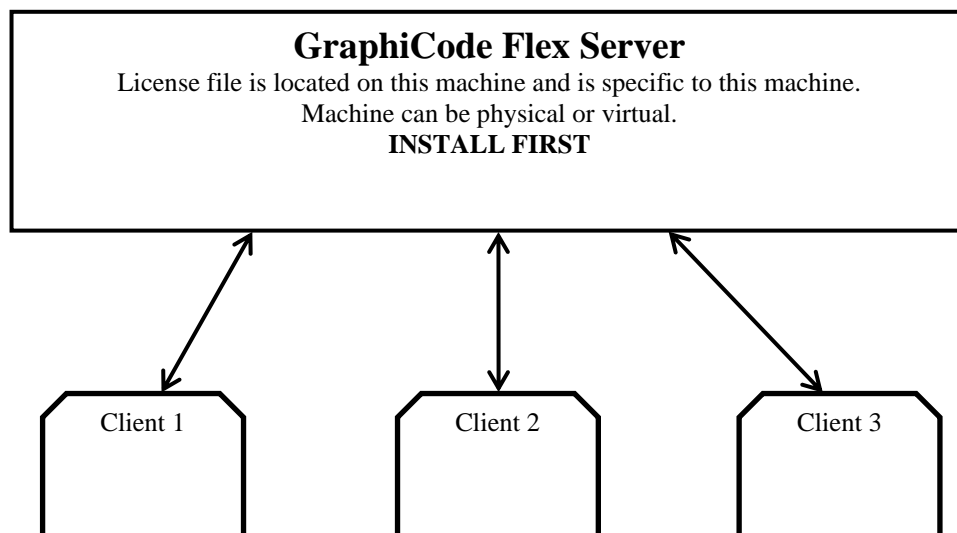
The purpose of this guide is to assist in the installation and activation of GraphiCode products. GraphiCode now utilizes a licensing model that allows management of your license via an online portal. The following situations are covered by this guide.

- Installation of the GraphiCode License Server and Activation
- Installation of the client application
- Renewal of the License Server License
- Moving the Server License to another server

What is a Network User Option?

This installation requires an additional software installation of the GraphiCode Flex Server license management software on a server (or PC acting as a server). The license then 'floats' out on the network. Users (clients) can install the application on numerous machines and then access the license that floats around the network. This allows users at different machines to use the software without individual licenses being required. The server machine uses a license file tied to the physical MAC address of the server. The license used for this installation defines the number of concurrent users.

The setup for a floating license is as follows:



GraphiCode has selected FLEXnet as our license management tool due to FLEXnet's wide industry acceptance and extensive experience with networking issues. There is a significant chance that your network administrator is already familiar with FLEXnet.

Virtual Servers are supported. The MAC address used should be for the physical machine hosting the virtual server.

GraphiCode Flex Server Network Requirements

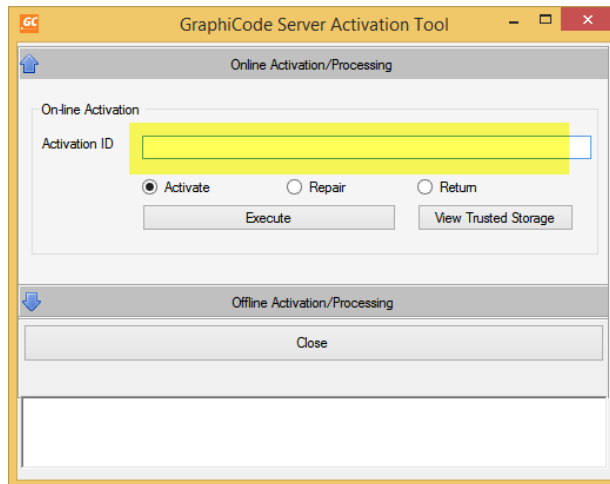
- The TCP/IP protocol must be installed.
 - A local (non-network) C drive must exist (This may be especially relevant for European computers which may have E drive instead).
 - The DLL, winsock.dll, must be installed.
 - The Server and Clients should each have a static IP address.
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- **BE SURE THAT ANY OTHER GRAPHICODE PROGRAMS ARE CLOSED BEFORE BEGINNING THE INSTALLATION PROCESS.**

2. Installing and Activating GraphiCode License Server

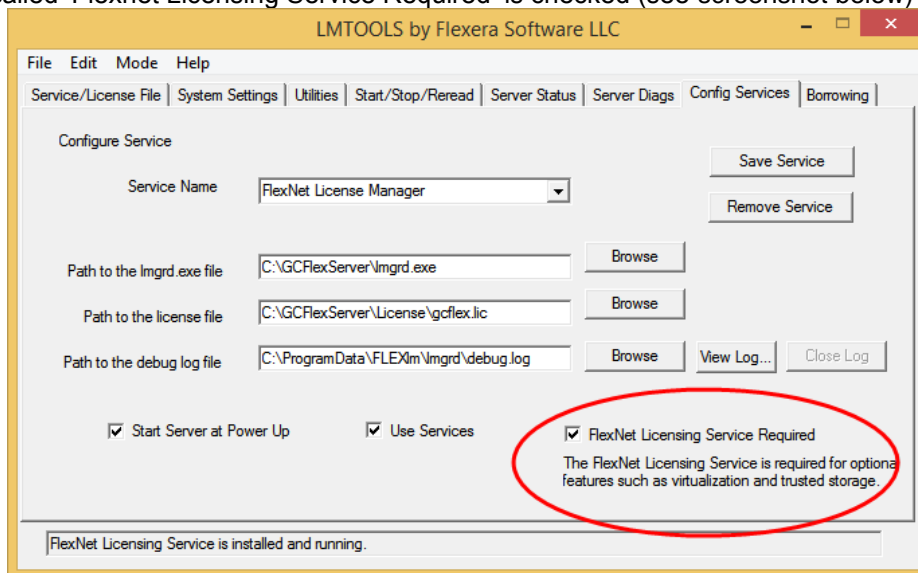
- 2.1 Delivery of your GraphiCode License Server will be via electronic download. You will also receive a license file via email from GraphiCode. Copy the license file from the email to a temporary directory on the server's hard drive.
- 2.2 Extract the .zip file and right click on setup.exe and choose Run as Administrator to start the software installer.
- 2.3 The "GraphiCode FLEX Server – InstallShield Wizard" should appear. Click "Next".
- 2.4 The next dialog displays the Software License Agreement. After reading the agreement, select the appropriate response. You must select "I accept the terms in the license agreement" to continue. Click "Next"
- 2.5 The "Customer Information" dialog will appear. Enter the appropriate information and click "Next".
- 2.6 You will then be prompted for the GC Flex Server license file location. Navigate to the location of the license file that you saved to the server's hard drive in section 2.1.
- 2.7 Now enter the server name or the server IP address in the Server Name field. The Port Number is set to a default value and is fine unless you are running multiple FLEXnet servers on your network. Click "Next". The installer will make a copy of your license file and modify it with the Server name/ IP address to make it specific to your server.
- 2.8 The next step is to define the shared location of the license that all of the clients will use to run the application. The installation does not use file-based licensing and therefore this location is not important. However, because this installer is used for older, file-based licensing this step is included. Click "Next".
- 2.9 Finally you will then be asked for the path where you wish to install the GraphiCode FLEX Server. The default path is strongly recommended (C:\GCFlexServer).
- 2.10 The installation will continue until the Wizard Completed dialog is displayed. Click "Finish" and then reboot the server to effect the necessary changes.
- 2.11 The Server installation now requires activation. On the Server machine navigate to C:\GCFlexServer\TS_Activation and double click the GCServActivation.exe program. Click Management Tool if prompted.

****IF THE SERVER IS NOT CONNECTED TO INTERNET PLEASE GO TO SECTION 3.2****

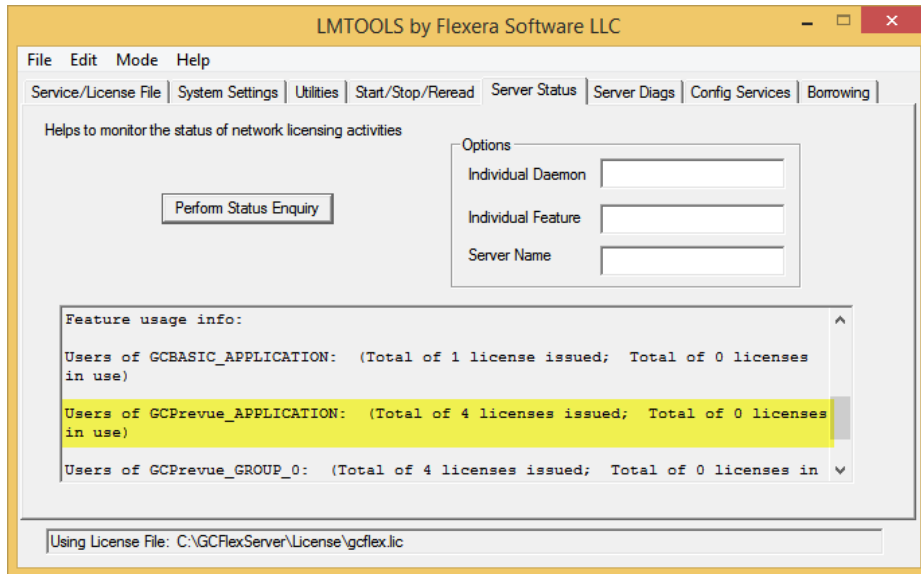
- 2.12 Simply enter your activation code into the field highlighted and choose Execute.



- 2.13 The Command Prompt will appear displaying the steps being taken in activating. After the activation process has finished, close the Command Prompt and the Close the Server Activation Tool. If there is an issue connecting to the license portal you will see Error 51404 reported in the Command Prompt when attempting to activate the license. Close the Command Prompt. Go to Section 3.2.
- 2.14 After you have completed the server activation open the program C:\GC\FlexServer\lmttools.exe. Go to the Config Services tab and make sure the option called 'Flexnet Licensing Service Required' is checked (see screenshot below)

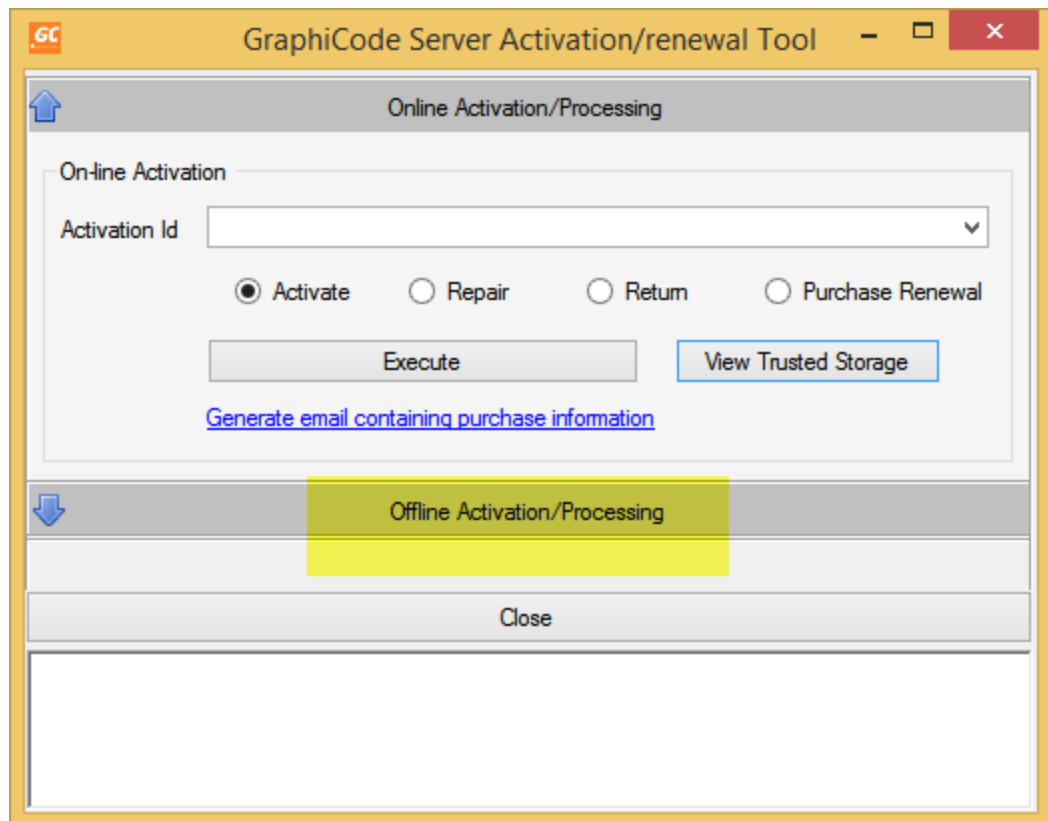


- 2.15 Next go to the Start/Stop/Reread tab and Reread the license by choosing the Reread License button.
- 2.16 Finally verify that your licenses are available for your clients by going to the Server Status tab and choosing the Perform Status Enquiry and viewing the report. The report should look like the screenshot below (with your product and number of licenses displayed).



3. Activating the License Server when connection is blocked.

- 3.1 Follow steps 2.1 through 2.10 to install the license server software. The Server installation now requires activation so on the Server machine navigate to C:\GCFlexServer\TS_Activation and double click the GCServActivation.exe program. Click the Management Tool.
- 3.2 Click on the bar labelled Offline Activation/Processing. The Off-line activation dialog appears as shown below. Enter your activation ID in the field and then click the 'Generate request file' button. You will be asked to save a 'request' file somewhere on your license server or network. Please choose a path with no spaces in the pathname. This file will need to be moved to a machine that can access the internet in order to be able to generate a response file for activation.

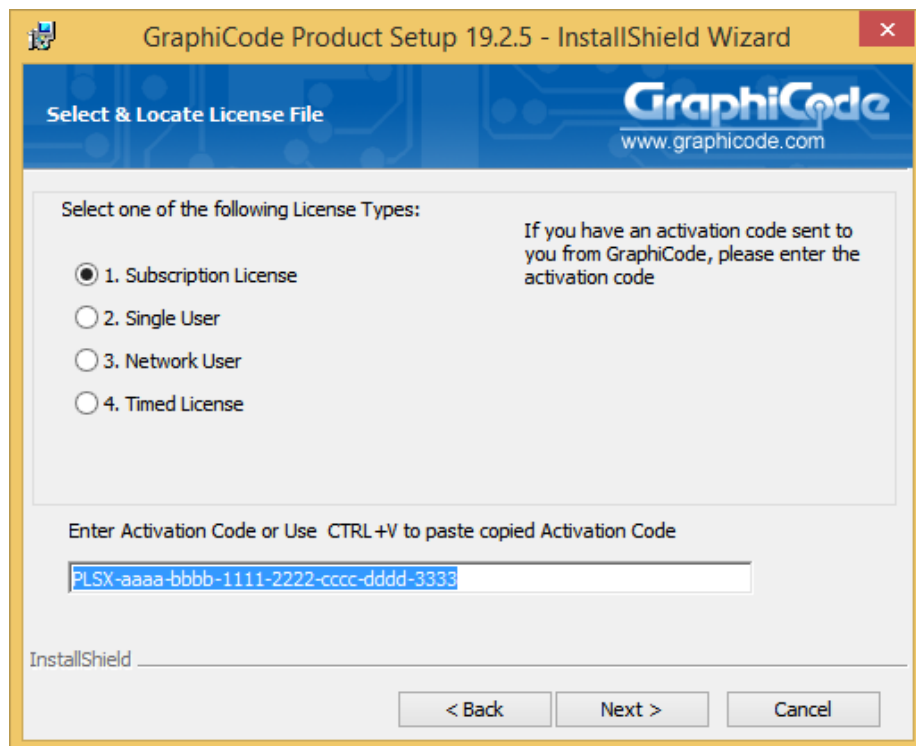


- 3.3 Once the request file has been copied to an internet accessible machine go to the license portal on the internet accessible machine:
<https://flex1536.flexnetoperations.com/flexnet/operationsportal>
- 3.4 You can log in with your Activation ID. Once you are in the license portal you should see all available licenses. Go to Activation&Entitlements and choose Offline Trusted Activation. Now go to the Select File button and select the request file and then Submit. You will then see the Offline Trusted Storage Details with two buttons. **Choose Save** to save the Response file and then choose Complete.
- 3.5 Copy the Response file back to the license server (to a location containing no spaces in the path) that requires the license activation and go back to the GraphiCode Server Activation Tool (C:\GCFlexServer\TS_Activation\GCServActivation.exe). Go to the Offline Activation/ Processing section and enter your Activation ID. Then select the

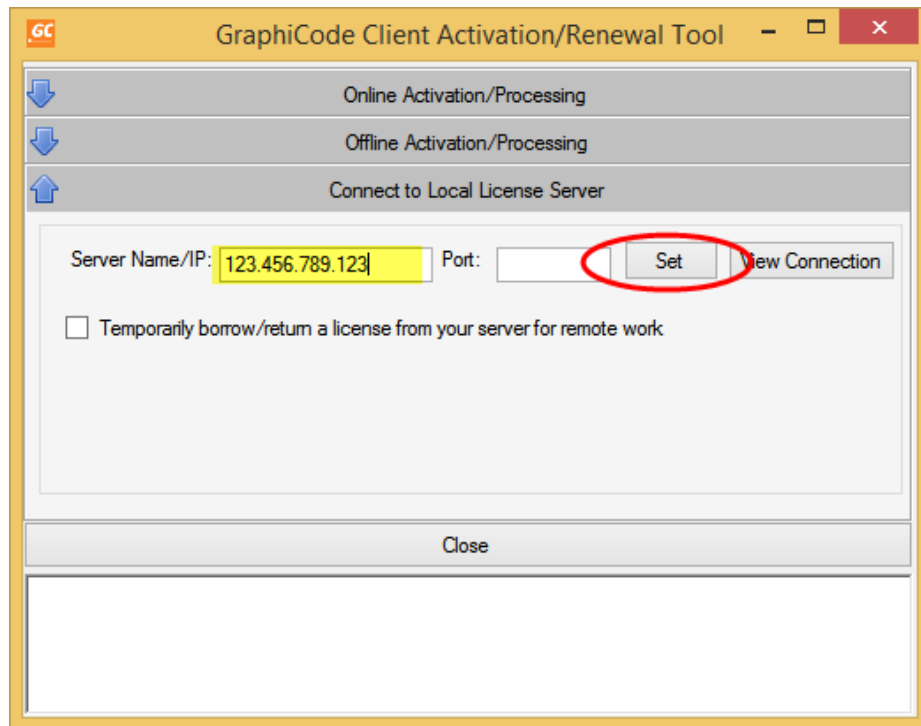
Process response file button and pick the response file generated in step 3.4 above. The Command Prompt should report the Fulfillment ID created. Now go back to Step 2.14 to start the license server correctly.

4. Installing the Client

- 4.1 Extract the .zip file and right click on Setup.exe file and choose Run as Administrator. The installation will begin.
- 4.2 The installer will begin preparing the operating system for software installation and once this is complete you are presented with the Software License Agreement. After reading the Agreement, you must agree to be able to continue through the installation wizard to install the product.
- 4.3 You will then be asked to enter your Activation code that you received by email. Enter the code into the Activation Code field. The installation should now continue with the installer now referencing your product name.



- 2.4 After installation, on your desktop, find the GraphiCode product shortcut:
RIGHT CLICK and RUN AS ADMINSTRATOR.
This is required the first time you start the application. The software will prompt you for the servername or IP address of the GraphiCode License Server. Enter this information and then select Set.

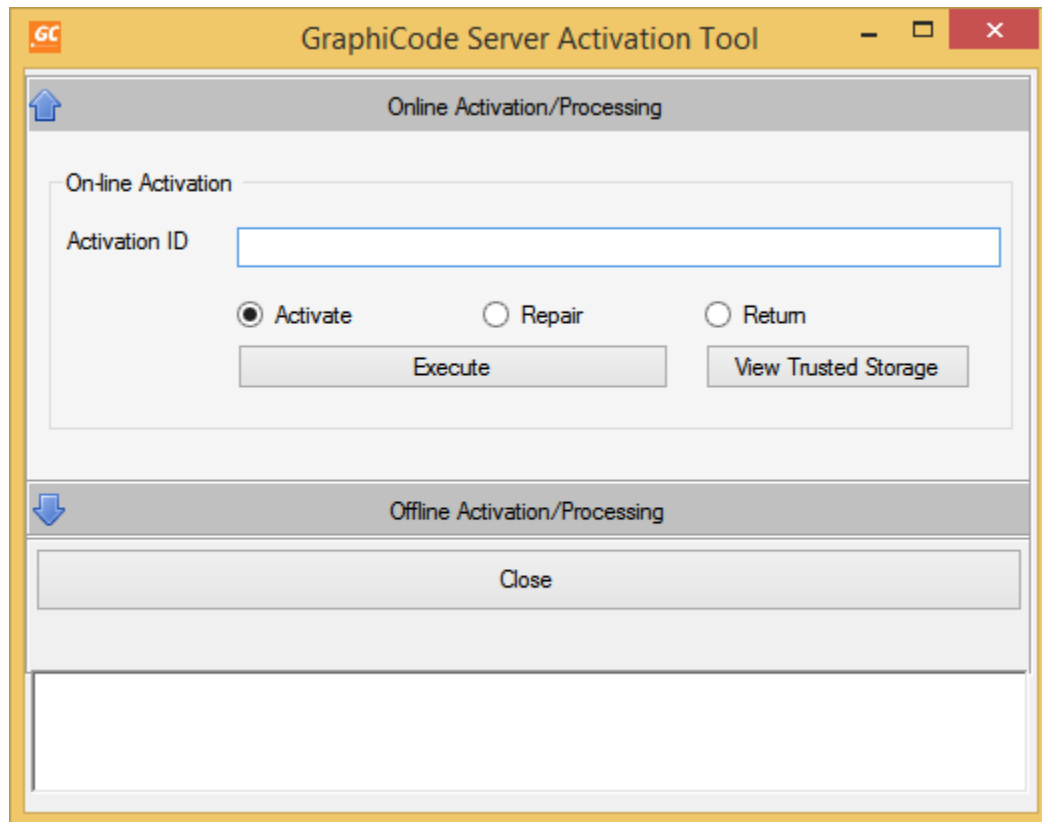


- 4.5 You may receive an error when closing the activation tool but try restarting the application.

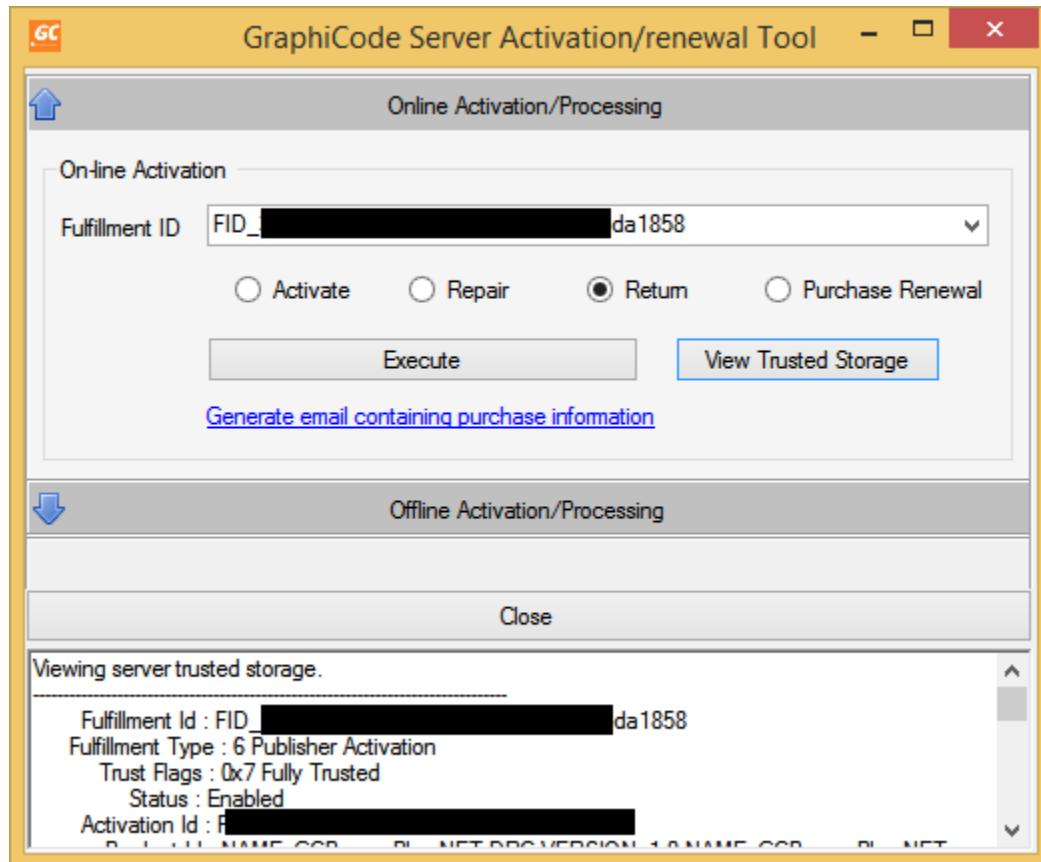
5. Renewing the GraphiCode License Server Subscription.

GraphiCode recommends you take this opportunity to update your client software to the latest version – that way you can take advantage of all the latest features.

- 5.1 Open lmtools.exe (C:\GCFlexserver folder) and go to the Start/Stop/Reread Tab and click the Stop Server button. Leave this dialog open. Now Navigate to C:\GCFlexServer\TS_Activation and double click the GCServActivation.exe program. Enter the Management Tool if prompted.



- 5.2 Click the Return radio button and then click the View Trusted Storage button. This will display a command prompt. Scroll to the top of the command prompt to see both the Fulfillment ID and the Activation ID. You may want to copy the Activation ID to a text file as you will need this ID to refresh the license on this machine but the information you need to return the license is the Fulfillment ID. Below is a screenshot showing the section of the report containing the two IDs (with part of the IDs removed for security purposes).

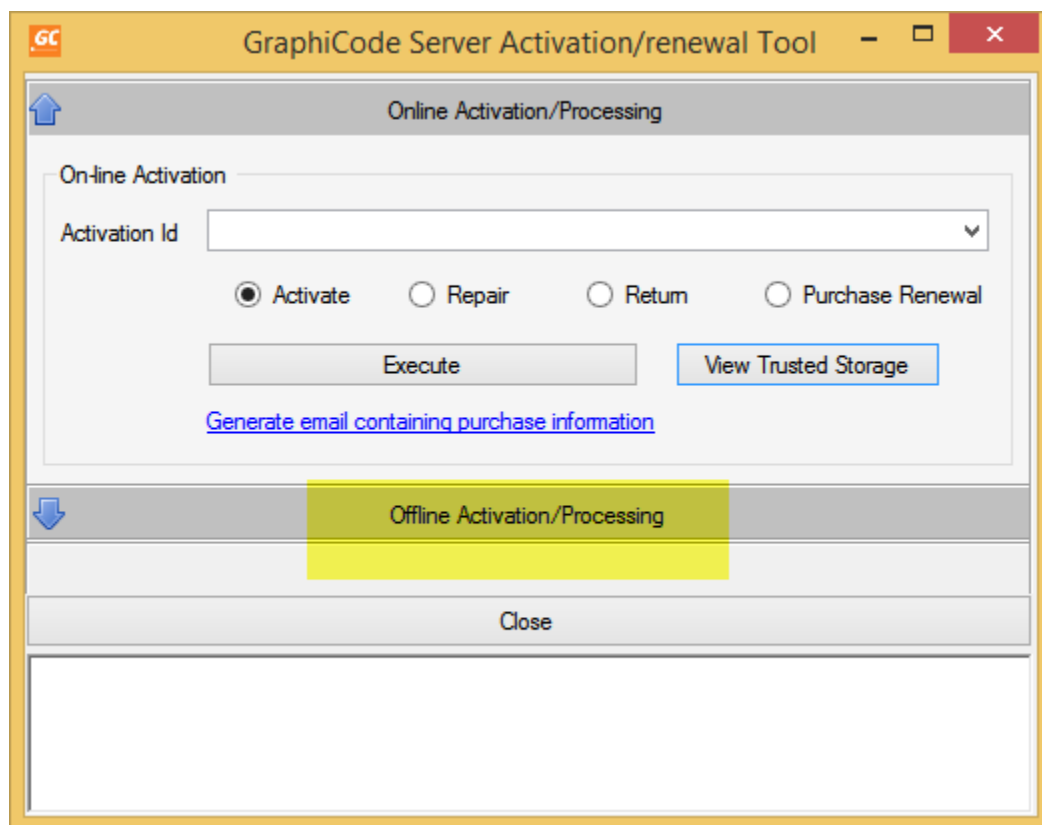


- 5.3 Copy the Fulfillment ID and paste into the Fulfillment ID field of the activation tool. Choose Execute. The Command Prompt will appear and the progress of returning the license will be displayed. Once complete, close the Command Prompt.
- 5.4 You can now re-activate which will update the licensing and expiration date.
- 5.5 In the GraphiCode Server Activation Tool click the Activate radio button and then copy and paste your activation code into the Activation ID field (make sure not to include any additional spaces) and choose Execute. The Command Prompt will appear displaying the steps being taken in activating. After the activation process has finished, close the Command Prompt and the Close the Server Activation Tool
- 5.6 Now go back to the Imtools.exe dialog left open from step 1 and click the Start Server button. Go to the Server Status tab and click the Perform Status Enquiry button to generate a report. Scroll to the bottom of the report and verify that the licenses are available.

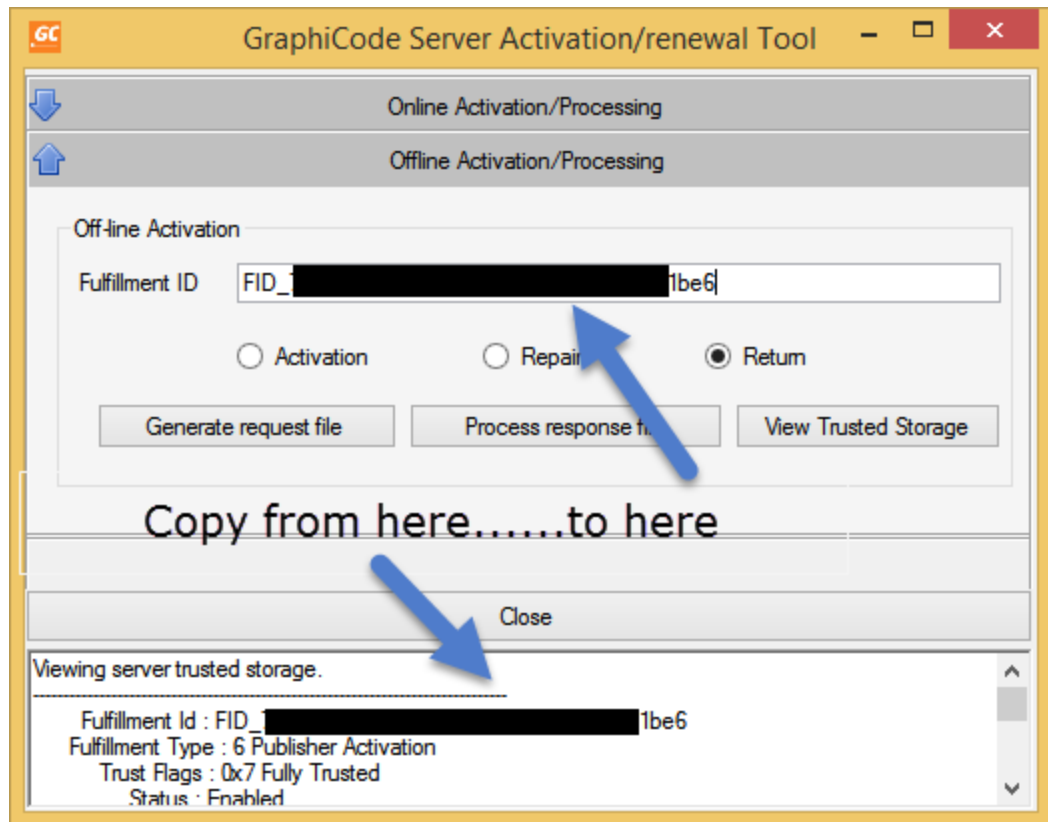
6. Renewing the GraphiCode license server subscription when connection is blocked.

GraphiCode recommends you take this opportunity to update your client applications to the latest version – that way you can take advantage of all the latest features.

- 6.1 Open Imtools.exe (C:\GCFlexserver folder) and go to the Start/Stop/Reread Tab and click the Stop Server button. Leave this dialog open.
- 6.2 Now Navigate to C:\GCFlexServer\TS_Activation and double click the GCServActivation.exe program and open the Management Tool. Click on the Offline Activation option.



- 6.3 Click the Return radio button and then click the View Trusted Storage button. This will display the FulfillmentID for this machine. Copy and Paste the FulfillmentID into the field above (see below).

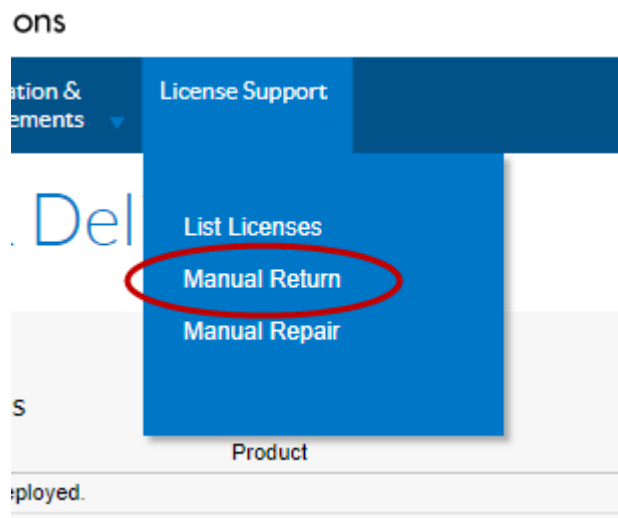


Click Generate request file. A file is created. Copy that machine to any machine connected to the internet and go to

<https://flex1536.flexnetoperations.com/flexnet/operationsportal>

Log in with your Activation ID.

- 6.4 Go to License Support menu and select Manual Return.

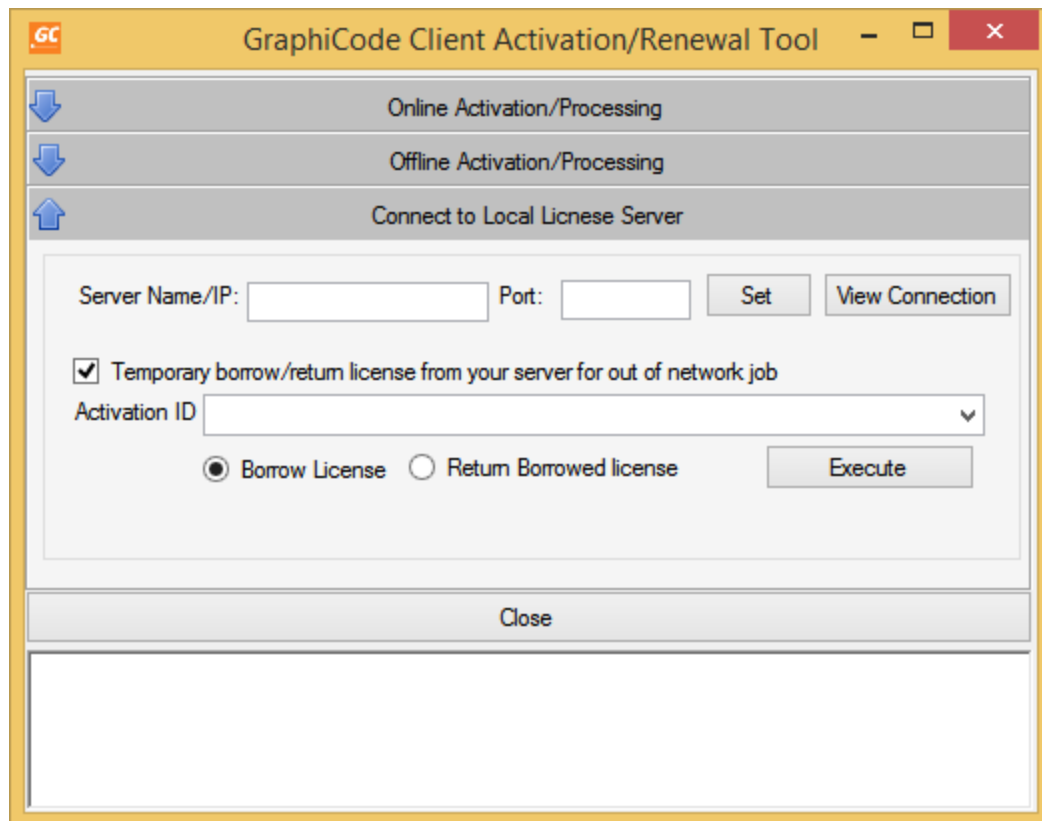


- 6.5 Select the file you generated and the Submit. After the process has completed Save the response file and transfer it back to the Server.
- 6.6 In the same Offline Activation/Processing page you can now 'Process the Response File' to complete the license return.
- 6.7 The next step is to re-activate the Server so select the Activation Radio Button, enter your ACTIVATION code and Generate a Request File.
- 6.8 Go back to the Cloud portal from and go to the Activation & Entitlements and choose Offline Trusted Activation. Now go to the Select File button and select the request file and then Submit. You will then see the Offline Trusted Storage Details with two buttons. Click Save to save the Response file and then Complete.
- 6.9 Copy the Response file back to the server machine (to a location containing no spaces in the path) Activation Tool. Go to the Offline Activation/ Processing section and enter your Activation ID. Then select the Process response file button and pick the response file generated in step 8 above. The Command Prompt should report the Fulfillment ID created. Close the Activation Tool
- 6.10 Now go back to the Imtools.exe dialog left open from step 1 and click the Start Server button. Go to the Server Status tab and click the Perform Status Enquiry button to generate a report. Scroll to the bottom of the report and verify that the licenses are available.

7. Working remotely – Borrowing a license

The client can Borrow a license (the license is moved from the server to the client) so that the client can use the license to run the GraphiCode software when disconnected from the server. The license is then Returned to the server from the client. While a license is Borrowed, this license is no longer available to any client connected to the server.

- 7.1 The client **MUST** be connected to the server in order to Borrow (or Return) a license. On the client machine, run the Client Activation Tool. This application can be found in the product installation folder¹ and is called GCFrmActivation.exe. Right click and use the Run as Administrator option. Go to the Connect to Local License Server section.

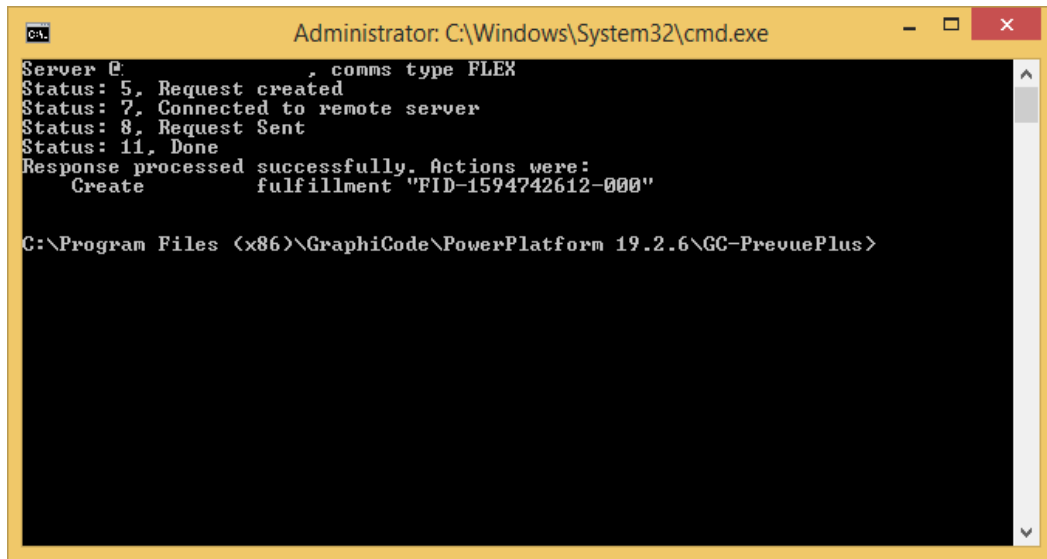


- 7.2 Check the box to 'Temporary borrow/return license from your server...' Enter the Activation ID in order to Borrow a license and then Execute. The Command Prompt will appear as the software connects to your GraphiCode license server and Borrows a license. The report will appear similar to the image below.

¹ Your installation folder will be.

C:\Program Files (x86)\GraphiCode\PowerPlatform x.y.6\<ProductName> for 32 bit build

C:\Program Files\GraphiCode\PowerPlatform x.y.8\<Productname_x64> for 64-bit build

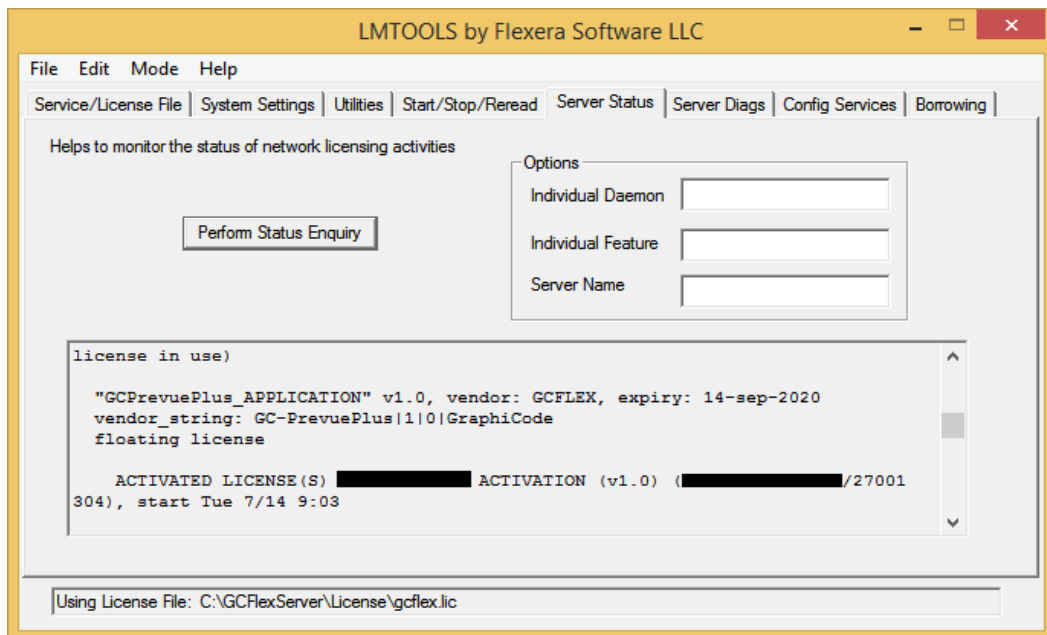


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Administrator: C:\Windows\System32\cmd.exe

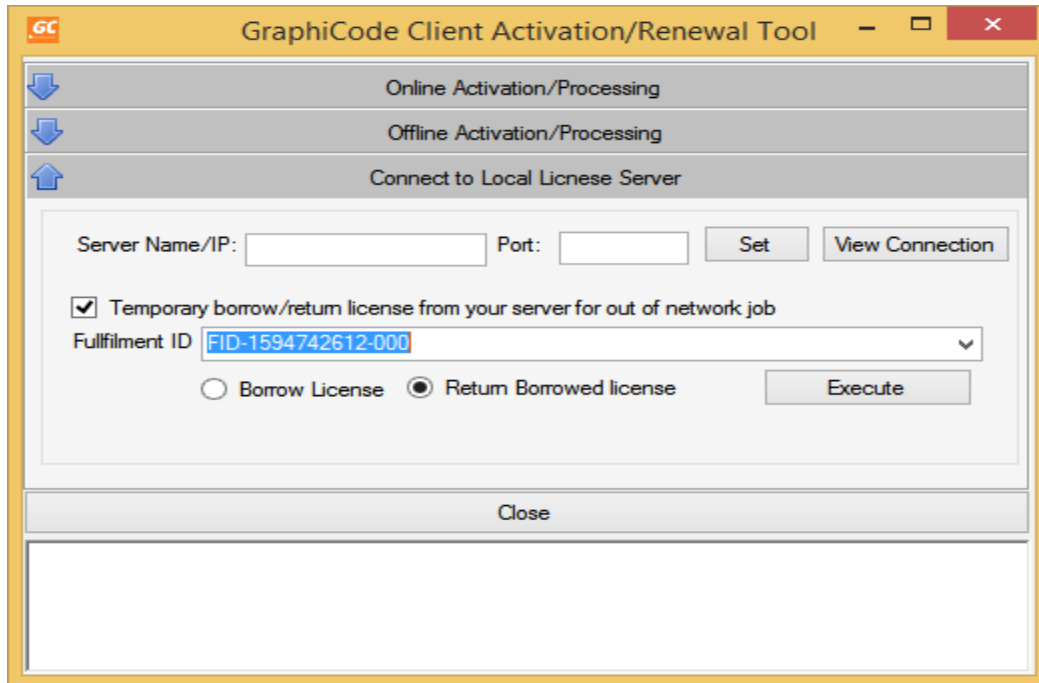
Server @
Status: 5, Request created
Status: 7, Connected to remote server
Status: 8, Request Sent
Status: 11, Done
Response processed successfully. Actions were:
Create fulfillment "FID-1594742612-000"

C:\Program Files (x86)\GraphiCode\PowerPlatform 19.2.6\GC-PrevuePlus>
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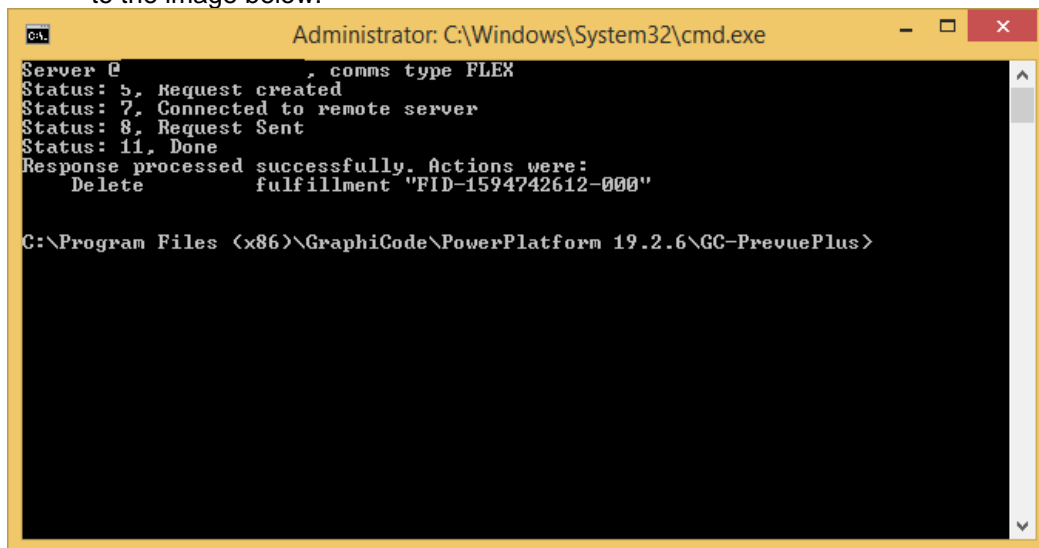
- 7.3 The client machine can now be disconnected from the network and still run the GraphiCode application using this borrowed license.
- 7.4 Checking the Server at this point (via the LMTools application) will show that the license is 'In Use' as well as which machine has borrowed the license. In the screenshot below the ACTIVATED LICENSE is the license that has been borrowed along with the Username (redacted) and the Servername/Port as well as the time the license was borrowed.



- 7.5 To Return a Borrowed license make sure the client machine is connected back on the network with the license server and run the Client Activation Tool. Go to the Connect to Local License Server section. Select the Return Borrowed License radio button and enter the FulfillmentID from the drop-down list.



- 7.6 Execute the Return. The Command Prompt will appear as the software connects to your GraphiCode license server and Returns the license. The report will appear similar to the image below.



- 7.7 Close the Command Prompt and Activation Tool. The license is now returned.

8. Moving to a New Server

- 8.1 First return the license as described in 5.1 – 5.3 (or 6.1-6.6 if your internet access is limited on the Server)
- 8.2 Install and Activate on the new server (Section 2).

9. Further Assistance

You can reach GraphiCode for additional support by contacting support@graphiccode.com or phoning 1-360 282 4800 ex 2. Email is preferred.