

Read This First (V12)

To install the Optimising software for the first time or to update from a previous version do the following:-

Check the type of Software release

The type of software release is shown at the top of the note accompanying the release, or in the Email sent to you, or on the CD. The types are:-

- **Standard - Full release**
- **Special - Full release**

In most cases when updating from one version to another or installing the software for the first time you receive a Full release. 'Specials' are versions of the standard software modified for a named customer.

For details on installing a *Standard - Full release* / *Special - Full release* see section **A** below.

- **Standard - Hotfix**
- **Special - Hotfix**

Occasionally a problem arises that warrants an urgent fix. This is called a hotfix and is typically distributed only to those customers that experience the problem. A hotfix can apply to a standard version or to a special.

For details on installing a *Standard - Hotfix* / *Special Hotfix* see section **B** below.

- **Standard - Rollup**
- **Special - Rollup**

A Rollup consolidates a recent set of Hotfixes. This can apply either to a standard version or to a special version.

For details on installing a *Standard - Rollup* / *Special - Rollup* see section **C** below.

- **Special - Limited release**

Some special versions can be implemented by replacing or adding a limited number program files.

For details on installing a *Special - Limited release* see section **D** below.

(A) Set up for: Standard - Full release / Special - Full release

*** If V12 is already installed and you are just adding new modules see step A.3 only*

A.1 Check that the PC meets the minimum specification for V12

V12 does NOT run if the PC is below the minimum specification.

See the section in the Appendix: *Checking the minimum specification*

A.2 If you are already using a previous Version (e.g. V11.0x, V10.0x, V9.0x, V8.2x, V8.1x, V8.0x, V7.1x, V7.0x) make a backup of the data first

It is important that existing data is safe before you attempt to update to V12.

See the section in the Appendix: *Making a backup*

A.3 If you are already using a previous Version or have received extra modules you may need to Upgrade the security key

Upgrade the security key before making the new installation.

You must upgrade the security key with the program CHECK.EXE which is on the Distribution for V12**

*** If V12 is already installed and you are just adding modules you can use an option on the Tools menu at the main screen to upgrade the security key.*

See the section in the Appendix: *Upgrading a security key*

A.4 Install the new version to a new Directory

Data is NOT compatible between any older version and the latest version so you cannot install the new version to an existing directory - data may be lost.

If you are already using a previous version it is best to run both versions in parallel for a short period until you are confident in using V12 and have tried out all your usual operations, such as optimising, transfer to saw, etc.

See the section in the Appendix: *Installing a new version*

Note - Installing a new version on a Network with a Network key requires some pre-planning. Read the section in the Appendix: *Network installations* before attempting this.

Note - For Windows Terminal Server see the separate section in the Appendix: *Networks - Windows Terminal Server*

A.5 Transfer any data required from the old version to the new

V12 installs with some demonstration data which can be used to test out the new version and get familiar with the new features - but once V12 is installed and running Ok you may want to transfer some or all of the data from the previous version.

See the section in the Appendix: *Transferring data from a previous version*

(B) Set up for: Standard - Hotfix / Special - Hotfix

Occasionally a problem arises that warrants an urgent fix. This is called a hotfix and is typically distributed only to those customers that experience the problem. A hotfix can apply to a standard version or to a special.

In this case you receive a set of files on CD / Email / Download

A Hotfix is applied by copying the files to the V12 program directory. The V12 program directory is the folder where the V12 program was installed.

- Check from the accompanying note / Email which V12 version the Hotfix applies to
- Locate the relevant V12 program directory (e.g. c:\V12, n:\V12NEW, \\mainsrv\N\v12, c:\V12S, d:\V12 ...)

Note - the folder has the name chosen at Install not a fixed name

- Use Windows Explorer to copy the files to the V12 program directory

Note - the file or file(s) may be sent in a compressed ZIP directory - in this case click on the Zip file to extract the files to a temporary directory before copying them to the V12 program directory.

Networks

A Hotfix is usually copied to the Program directory on the Server (where V12 was installed). If V12 is installed on each client PC a Hotfix is copied to the V12 program directory on each client PC.

(C) Set up for: Standard - Rollup / Special - Rollup

A Rollup consolidates a recent set of Hotfixes. This can apply either to a standard version or to a special version.

In this case you receive a set of files on CD / Email / Download**

** Occasionally a Rollup may be a Full release - see section **A** above for set up details

A Hotfix is applied by copying the files to the V12 program directory. The V12 program directory is the folder where the V12 program was installed.

- Check from the accompanying note / Email which V12 version the Rollup applies to
- Locate the relevant V12 program directory (e.g. c:\V12, n:\V12NEW, \\mainsrv\N\v12, c:\V12S, d:\V12 ...)

Note - the folder has the name chosen at Install not a fixed name

- Use Windows Explorer to copy the files to the V12 program directory

Note - the file or file(s) may be sent in a compressed ZIP directory - in this case click on the Zip file to extract the files to a temporary directory before copying them to the V12 program directory.

Networks

A Rollup is usually copied to the Program directory on the Server (where V12 was installed). If V12 is installed on each client PC a Rollup is copied to the V12 program directory on each client PC.

(D) Set up for: Special - Limited release

Some special versions can be implemented by replacing or adding a limited number program files.

In this case you receive a set of files on CD / Email / Download **

** Where the Special is a Full release - see section **A** above for set up details

A Limited release is applied by copying the files to the V12 program directory. The V12 program directory is the folder where the V12 program was installed.

- Check from the accompanying note / Email which V12 version the Limited release applies to
- Locate the relevant V12 program directory (e.g. c:\V12, n:\V12NEW, \\mainsrv\N\v12, c:\V12S, d:\V12 ...)

Note - the folder has the name chosen at Install not a fixed name

- Use Windows Explorer to copy the files to the V12 program directory

Note - the file or file(s) may be sent in a compressed ZIP directory - in this case click on the Zip file to extract the files to a temporary directory before copying them to the V12 program directory.

Networks

A Limited release is usually copied to the Program directory on the Server (where V12 was installed). If V12 is installed on each client PC a Limited release is copied to the V12 program directory on each client PC.

Notes on Setup

The following notes give more information on uninstall, using the download, version numbers etc.

How to remove a new installation (Uninstall)

To uninstall a Version, for example if it was accidentally installed to the wrong location use the Uninstall option.

See the section in the Appendix: *Uninstall*

How to use the Download

If you do not have a Distribution CD and have downloaded V12 you need to run the Download program to set up the contents of the Distribution on the PC.

The download is a large self-extracting program file: V12xxxx.EXE

(The exact name depends on the specific download).

- Copy the download to a directory on the PC, for example: c:\MyDownloads
- Use Windows Explorer to locate: V12xxxx.EXE
- Double click on V12xxxx.EXE to run it

The program prompts for the directory to extract the data to.

- Select the directory, for example: c:\MyDownloads
- Select *Unzip* to start

The program extracts the data to: c:\MyDownloads\V12xxxx

- Select *Close* to finish.

The download is now ready to use for Install.

Notes

- The download directory and it's sub-directories are the same as those on the Distribution CD
- A copy of these notes is included in the distribution this is located in the root directory:-

..\V12xxxx_READ THIS FIRST.pdf

- You can also download a copy of these notes from the web site.

How to get more help

The distribution CD (or directories if the distribution is via a download) contains an introductory guide (called the Compact Guide).

The Compact guide is in the \Guides sub-directory and is the file: *V12 Compact Guide.pdf*

Double click on the file to view it **

Note - this file can be viewed without installing V12

Once V12 is installed a full range of help is available - click on the Help button or F1 to get relevant help at any point when using the program.

*** An Adobe Reader program is required for PDF files - this is typically available on most PC's - but can be obtained as a free download from most Adobe web sites.*

Accompanying note / Email

The accompanying note and/or Email gives details of the changes or fixes. Read this carefully before using the software.

For Specials keep the all the notes - as these are the full description of the modifications and any subsequent changes.

Version numbers

These are examples of the Version numbering:-

Standard Versions

V12.0 - major version
V12.0.1 - revision of major version

Special Versions

COMPANYBB V12.0S-01 - special version
COMPANYBB V12.0S-01.2 - hotfix for special version
COMPANYBB V12.0S-02 - roll up for special version

Specials are typically based on a standard version. The version number includes a code based on the Company name and each release is numbered sequentially (-01, -02 etc.)

Re-installing a version with hotfixes or rollups applied

Sometimes a current Version needs to be re-installed or installed in a new location. If the latest version you have is a Full release you only need to install the full release following the usual instructions in section A.

Where the latest version includes hotfixes and rollups - Install the version on which the hotfixes and rollups are based and then install the first and any subsequent rollups you have received - make sure they are installed in the correct order. Where there are only hotfixes or hotfixes dated after the latest rollup make sure each of these hotfixes is installed in turn.

Follow the usual instructions for hotfixes and rollups in sections B and C.

Make sure that a Special - Limited release is initially installed on the version it is intended for.

APPENDIX

Checking the Minimum specification

V12 does NOT run on computers below the minimum specification.

The minimum hardware specification is:-

Processor speed 2.0Ghz
Memory 2Gb (400Mb free)
Hard disk 20GB free
Display 1440 x 900 or higher
USB port

The minimum hardware specification for the 3D mode is:-

Processor speed 2.0Ghz
Memory 4Gb
OpenGL version 3.2

The supported operating systems are:-

Windows 8 (32bit and 64bit versions)
Windows 2012 Server x64 Editions
Windows 8.1 (32bit and 64bit versions)
Windows 2012 Server R2 x64 Editions
Windows 10 (32bit and 64bit versions)
Windows 2016/2019/2022/2025 Server x64 Editions
Windows 11

To support using the woodStore as the board database

Microsoft SQL server 2008 or later

On a Network any workstations (client PC's) that are running the program need to match the Minimum Specification even if the software is installed on and accessed from a server.

How to check the system specification

Even if V12 is NOT installed you can use the program CHECK.EXE to show the current system requirements.

- Insert the Distribution CD
or
- Move to the directory where the extracted Download is located

(If the CD automatically starts the V12 Setup program - abandon this - then right click on the CD icon and select *Explore*)

Use *Windows Explorer* to locate the root directory of the CD or the root directory of the Download.

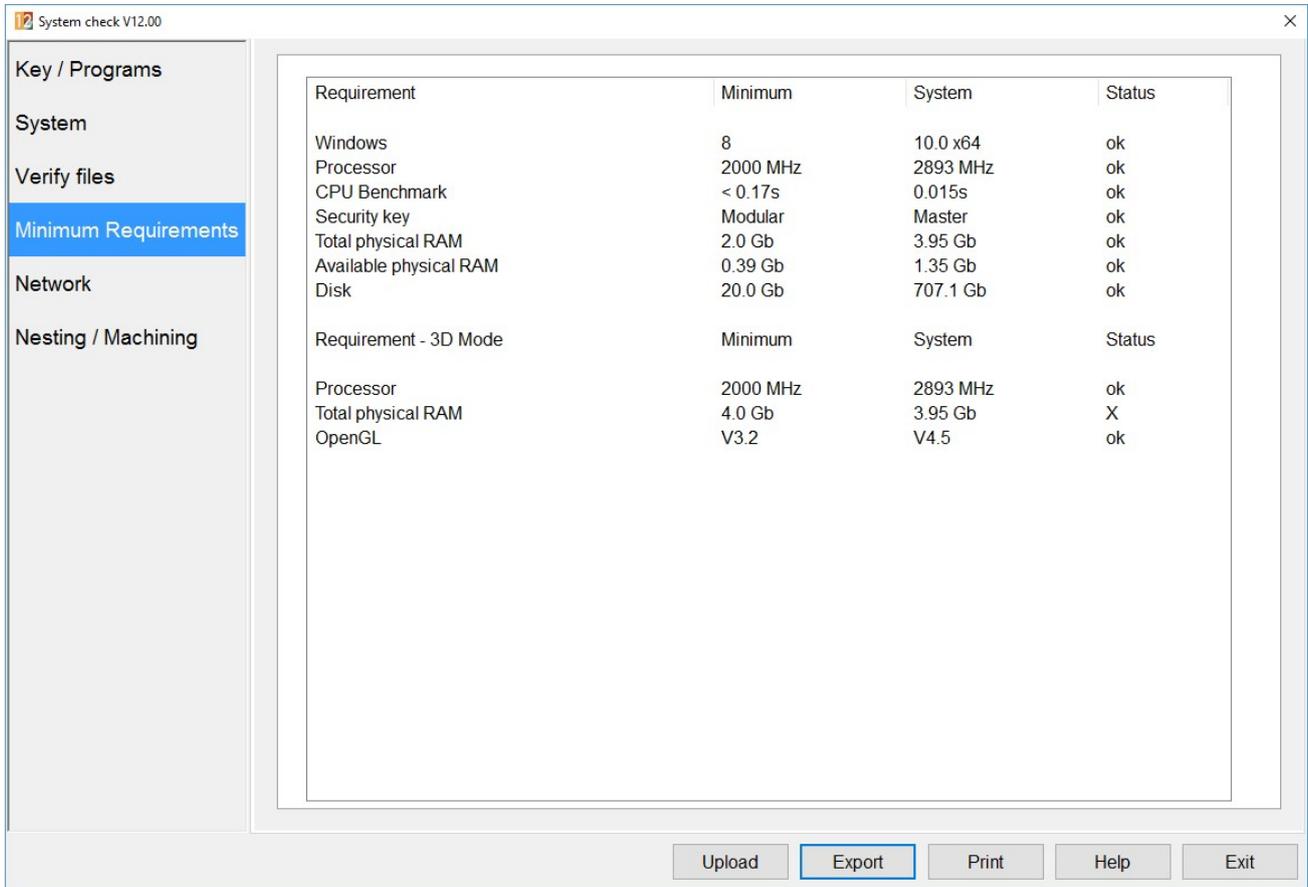
- Double click on the program CHECK.EXE

This program runs and displays a screen of information.

From the menu:-

- Select: **Minimum requirements**

A dialog is displayed showing the minimum requirements at the left and the current system values at the right.



Ok - indicates that the item matches the minimum requirements

Making a backup

If you are using a previous version of the program it is best to back up each User directory (and associated files) first so that there is a backup copy of all data in case there is a problem - for example, accidentally installing the new version on top of the old one.

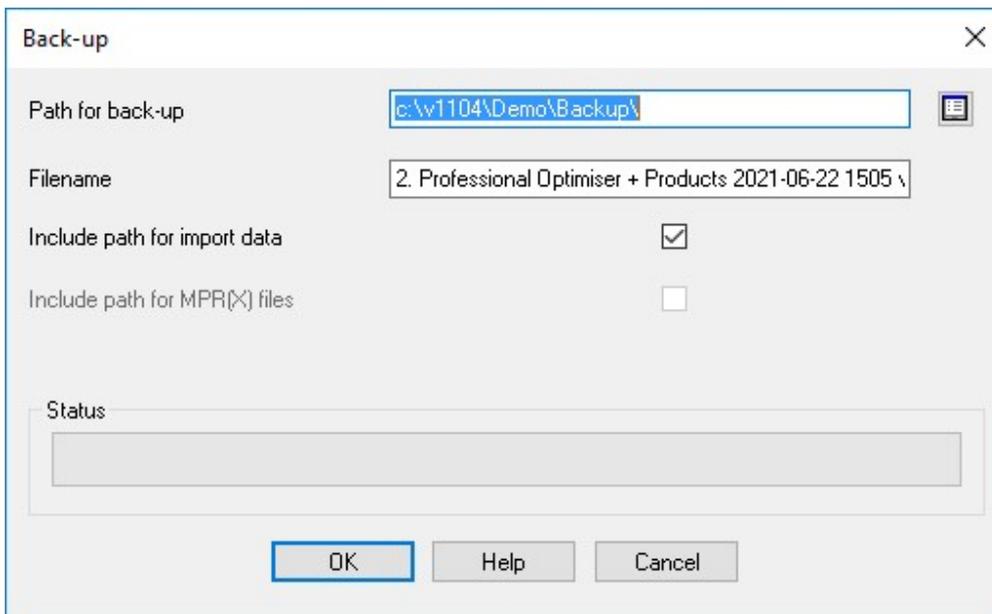
The program uses the System parameters in each User directory to locate the data to back up including the Library data and any other shared data.

Note - take the backup with the previous version, for example, V11.04

For each User directory:-

- Make sure the System parameter: *Path for backup* is set (*Main screen - Parameters - System parameters*)
- Move to the User directory
- Select: **File - Back up (File - Back up – Current User)**

The program prompts to confirm the backup:-



- Select Ok to confirm

The backup is created automatically. When the backup is complete the program confirms the backup with a small prompt (the prompt is slightly different between V7 and V12)

- Select Ok to finish

Data not correct - Path. If you get this message this usually indicates that the System parameter: *Path for backup* is not set.

Where there are several users on a Network - each user typically has their own (one or more) user directories and these all need to be backed up - one at a time.

V7.1 Back up

For a V7.1 Back up the data is transferred to a directory and set of sub-directories. The main directory is labelled based on the date, for example:-

V7Backup20061215_1512

It is a sub-directory of the: *Path for backup*

If the WinZip program is installed on the PC the backup process also offers the opportunity to create a single zip file of the data with the following prompts:-

Create Zip file
Delete Intermediate files

The resulting zip file is located in the: *Path for backup*

V12.0/V11.0/V10.0/V9.0/V8.2/V8.1/V8.0 Back up

The Backup process covers the following Paths:-

User Directory
Path for Part lists
Path for Library data
Path for Stock libraries
Path for Customer data

All files from these directories are backed up except for file extensions. ARX, DLL, EXE, HLP, LNG, ISU.

The name of the backup file is based on the date and time and the file stored in the: *Path for backup*, for example:-

2021-11-23 1118 V12BACKUP.BKP



Upgrading a security key

If the security key needs to be upgraded you should have received a key upgrade file (on a floppy disk, CD, memory stick, Email, or via a download).

An upgrade is usually necessary in the following situations:-

- Moving from one major version to another (e.g. V11.04 to V12.0)
- For a new module (e.g. adding SC to V12.0)

Note - If you have moved from a single user key to a Network key - you should have received a new security key - see the section for Network installations. If you have moved to a new cloud licence then you will have been sent a serial number and activation code. See the appendix: Cloud licences for how to use these.

To upgrade a key do the following:-

At the PC with the security key:-

- Insert the floppy disk, memory stick or CD
or
- Use *Windows Explorer* to copy the upgrade file to a directory on the PC

The upgrade is activated via a program called CHECK.EXE which is part of V12.

- Insert the Distribution CD
or
- Move to the directory where the extracted Download is located

(If the CD automatically starts the V12 Setup program - abandon this - then right click on the CD icon and select *Explore*)

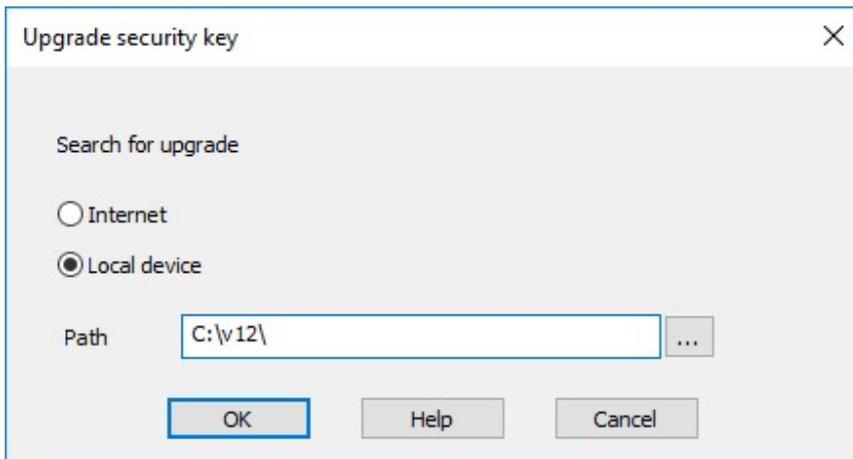
Use *Windows Explorer* to locate the root directory of the CD or the root directory of the Download.

- Double click on the program: CHECK.EXE

[**Upgrade key only** - If V12 is already installed and you are upgrading the key to change modules then you can upgrade the key using the installed V12. At the main screen: Select: *Tools - System Check*]

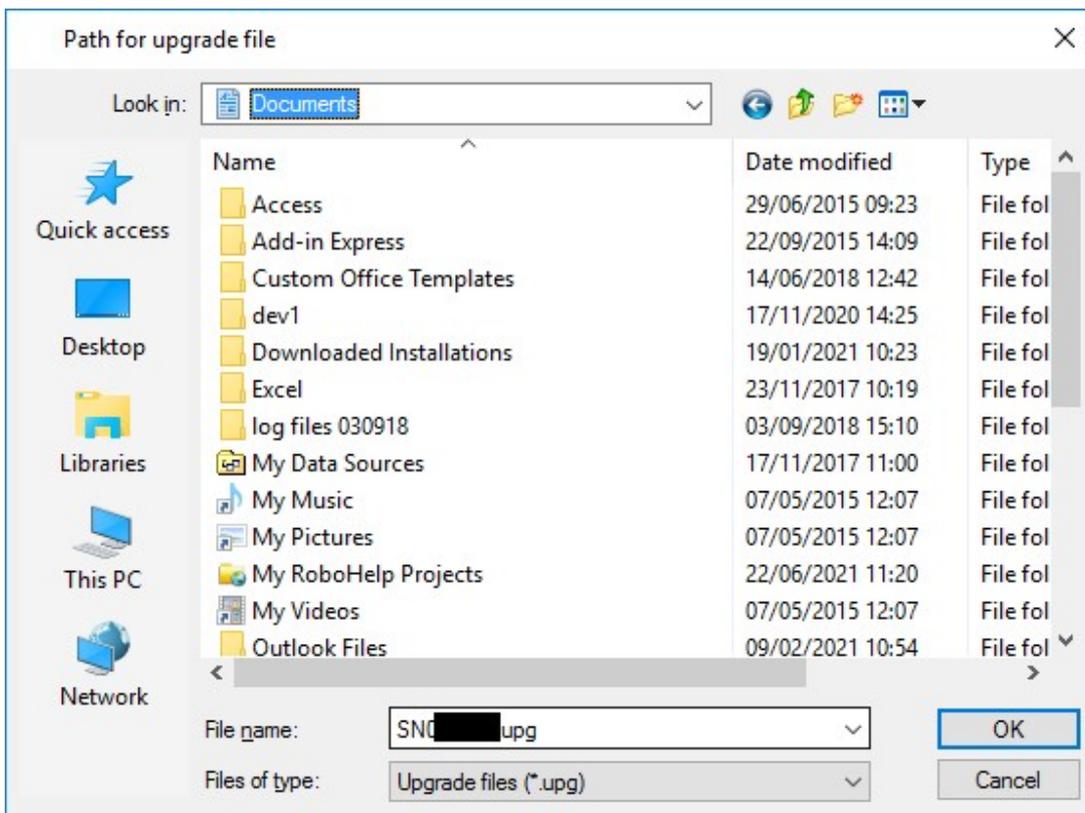
The System check information screen is displayed.

- Select: **Check - Upgrade key**
or
- Select the [**Upgrade**] option on the Toolbar



Then select whether you want to upgrade the key from our webserver (if you have been advised that an upgrade file is available) then select the Internet option or if you have been sent an upgrade file from your distributor then select the path where you have stored this.

The program displays a dialog to select path for Upgrade file.



- Make sure the correct upg file is selected (there may be older versions in the same location)

• Select Ok to begin the upgrade

The program proceeds to upgrade or recover the key.

If the upgrade is Ok the program reports *Key upgraded successfully* - select Ok to return to the System Check screen.

If the upgrade is NOT Ok the program reports: Upgrade failure and shows a dialog listing any errors.

Unless there is an obvious problem, for example choosing the wrong upg file, the problem can only be resolved by reporting the failure and the diagnostic numbers to the supplier or distributor.

Installing a new version

For Network installations there are some important differences to the setup - check the Network notes before running setup. Network installation does require some pre-planning and may need to be coordinated with your System Administrator.

To set up (install) a new version:-

Always install a new version to a new directory

- Close down any applications currently running
- Insert the distribution CD

The Setup program should start automatically.

Setup program does not run - open the CD with Windows Explorer. Double click on the program setup.exe (this is in the root directory of the CD).

Using a Download version of the distribution - double click on the downloaded file and extract the files to a suitable temporary location on the PC. Double click on the file setup.exe to run.

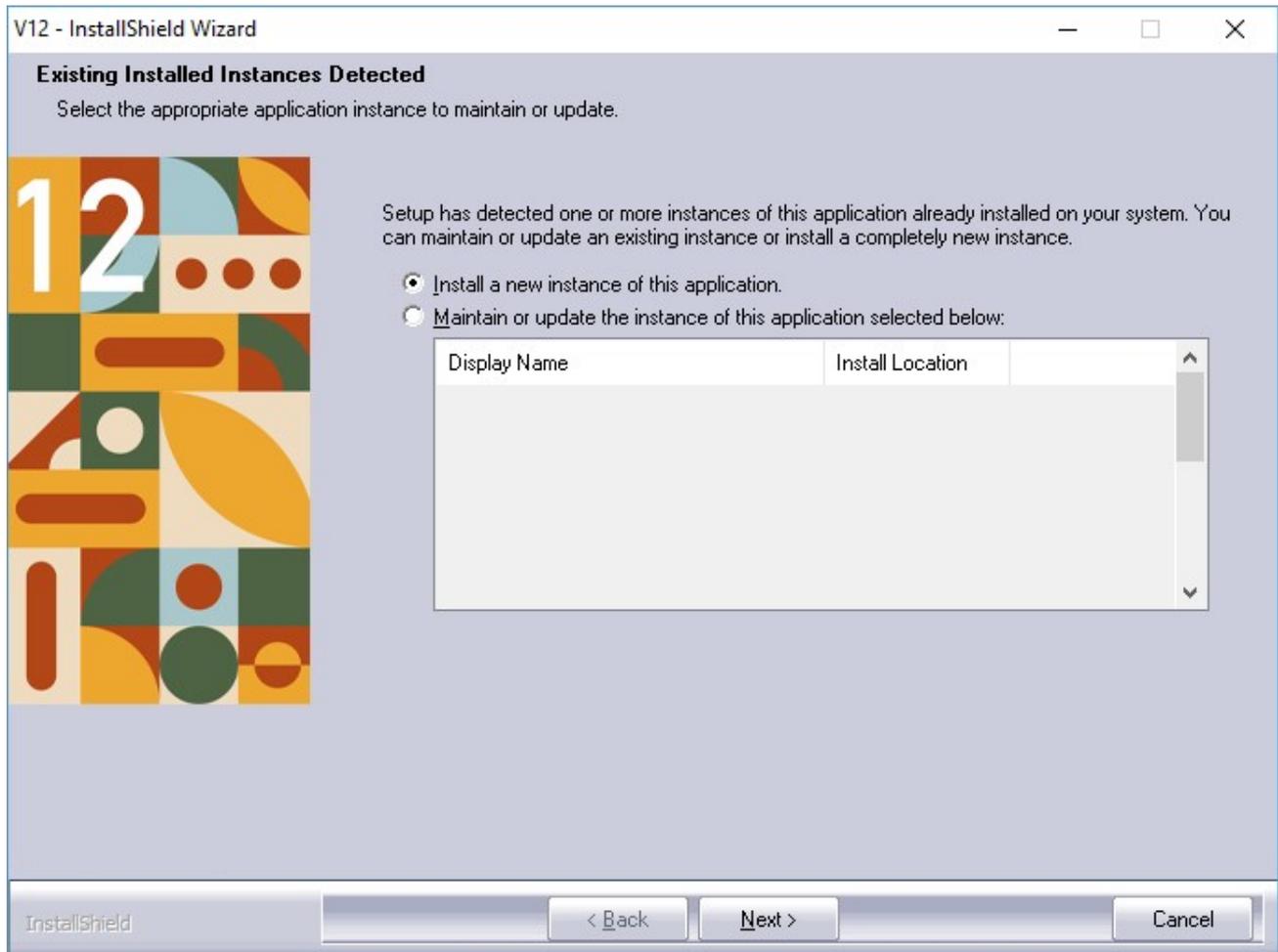
The program 'Modular V12' may have different names in some countries (Magi-Cut, Cut-Rite, Schnitt-Profi(t) ... The local name is shown on the top banner.

The program prompts with a list of existing instances (if any). This screen is skipped if there are no existing instances on the computer.

It is important to NOT overwrite one version with another as the data is not always compatible between versions e.g. between V11.04 and V12.0

The first screen asks the following questions:-

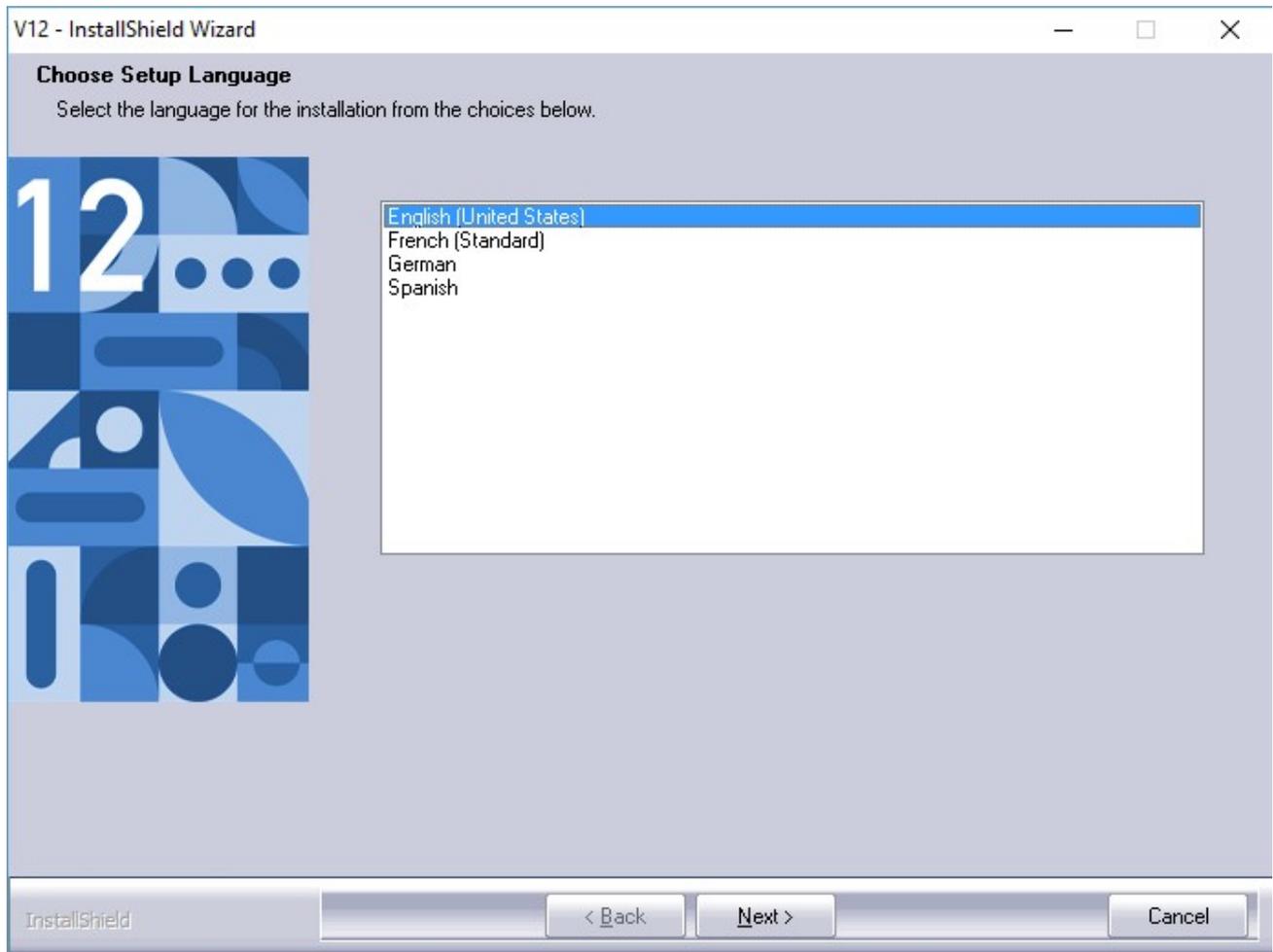
- Install a new instance of the application
- Maintain or update the instance of this application selected below



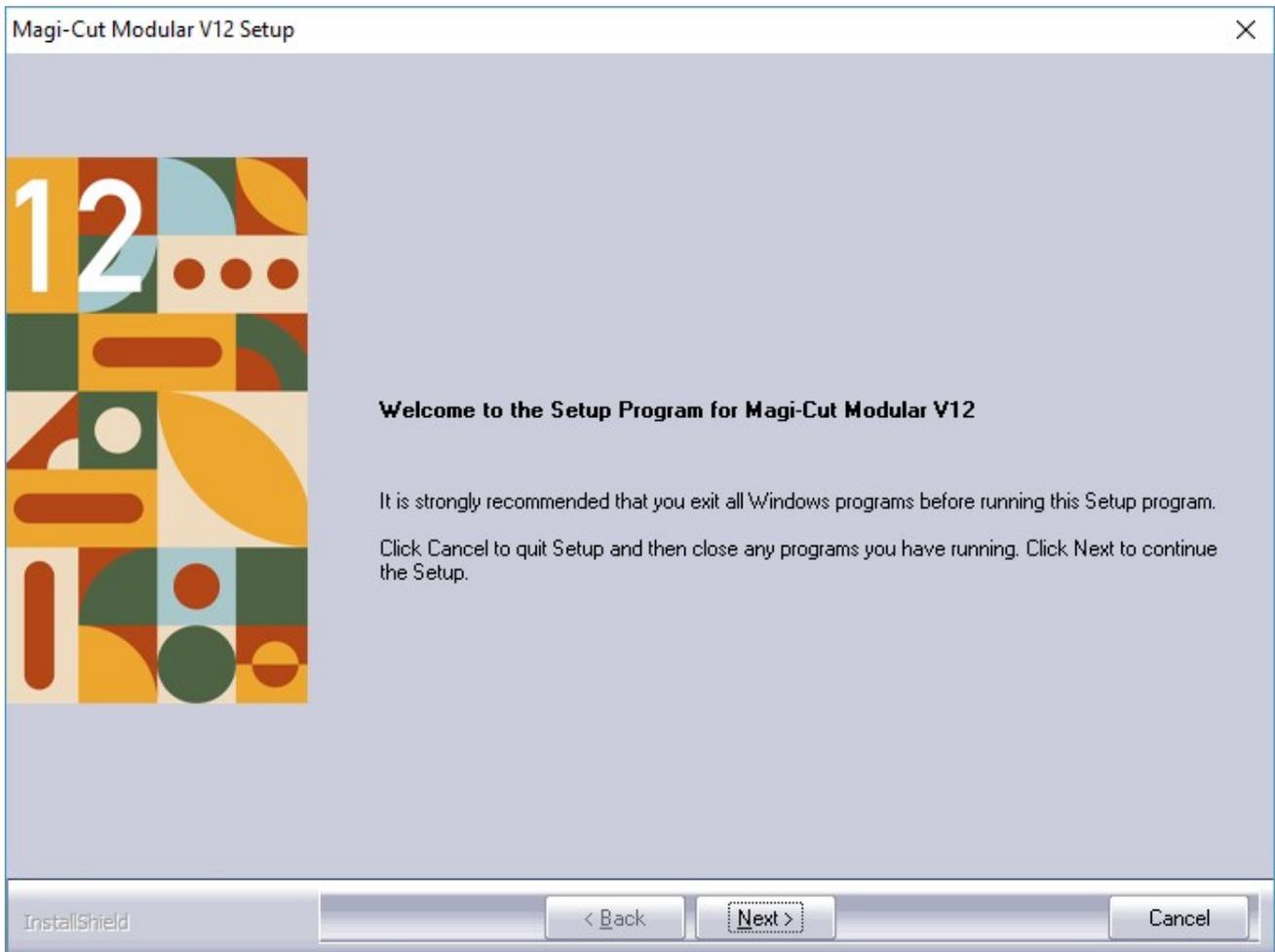
- Usually select to install a NEW INSTANCE.

(Sometimes you are just re-installing or updating an existing version – in this case use the ‘Maintain or Update...’ option.)

If there is more than one language available the program prompts to select a language.



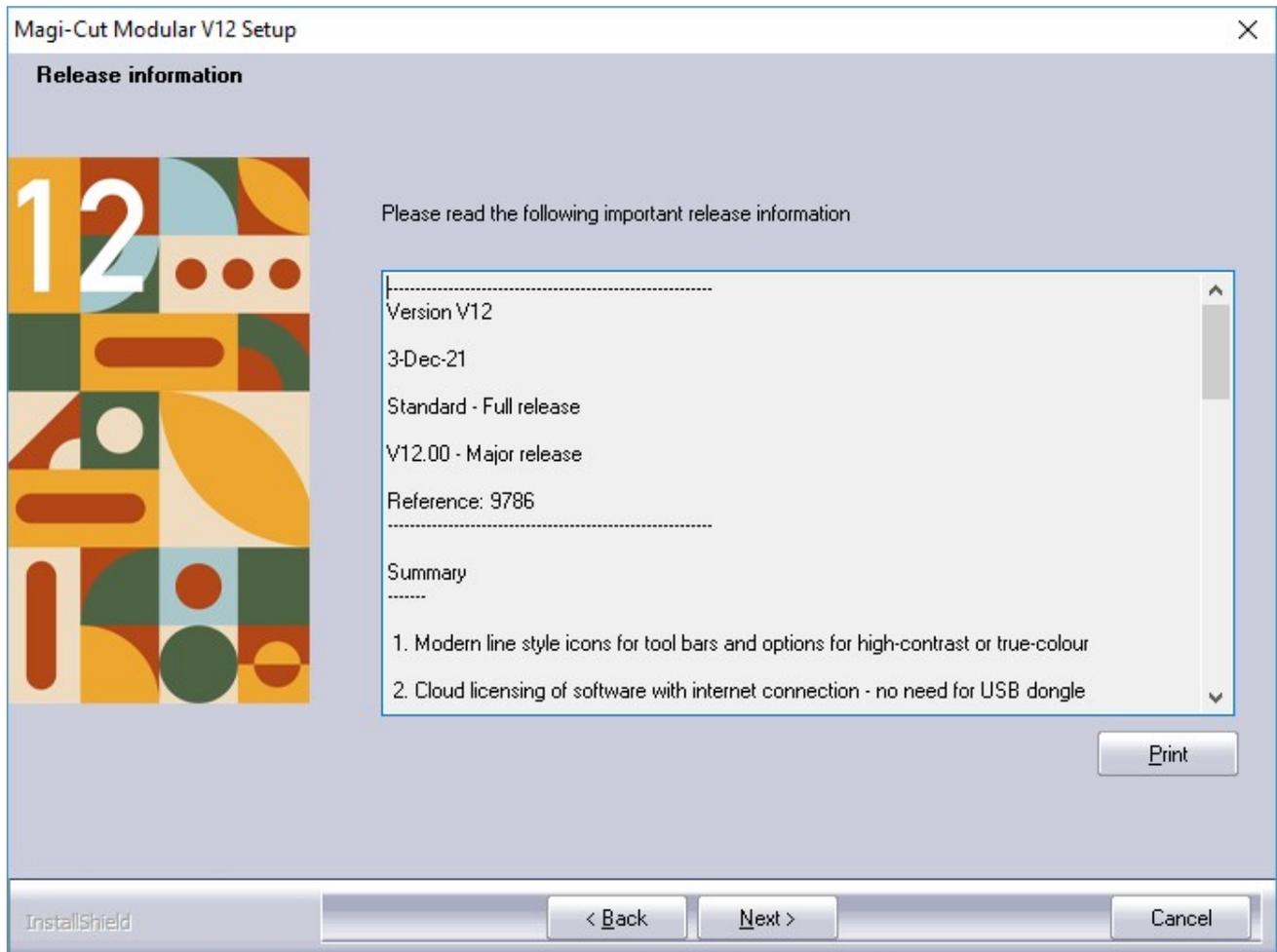
The program is then ready to start the installation.



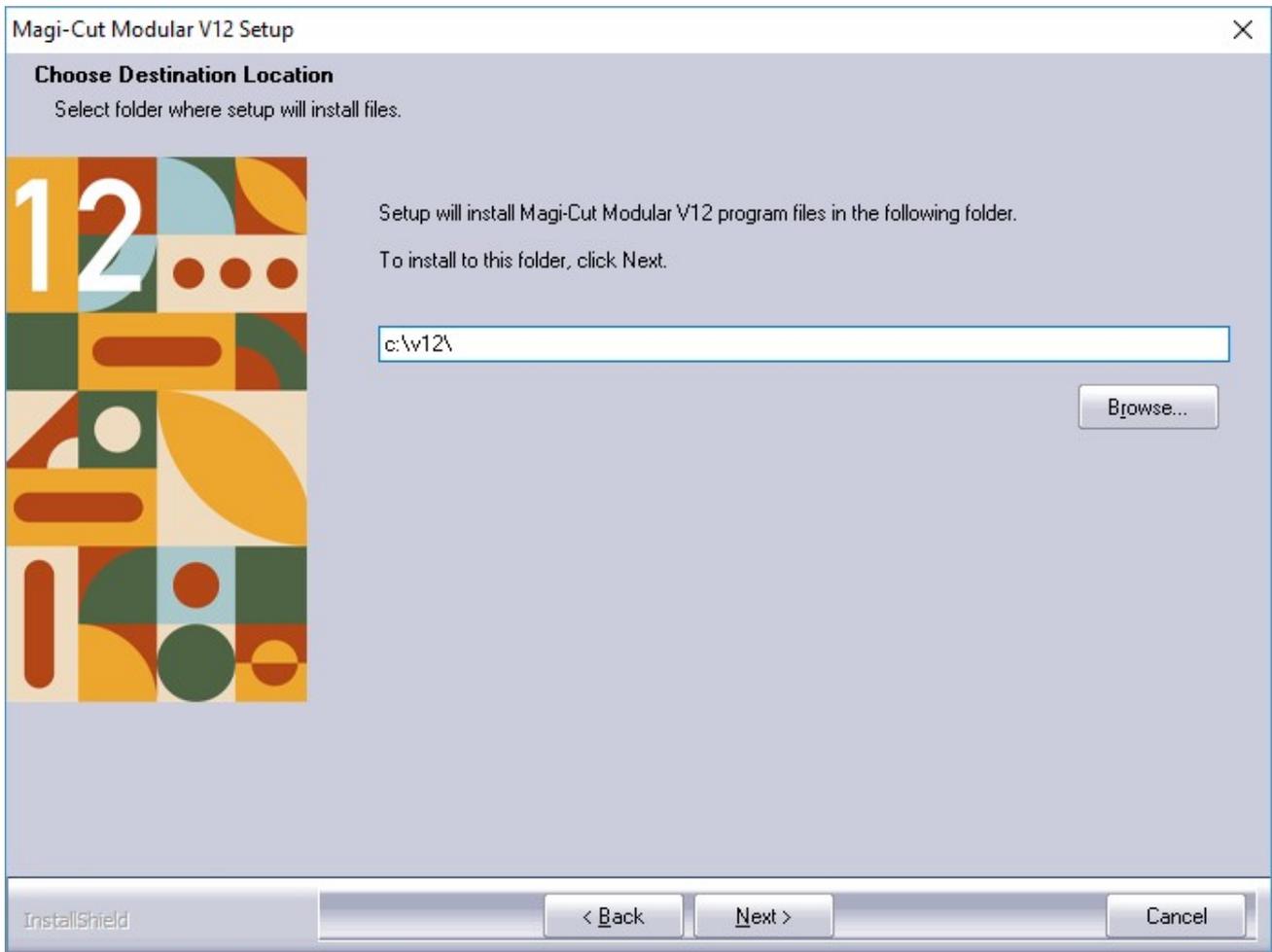
In some cases the program may prompt with a screen showing the licence agreement. Check the agreement carefully and click the radio button to accept the agreement - if it is acceptable.

The setup cannot proceed unless the agreement is accepted.

The program shows important release information. Read this carefully.

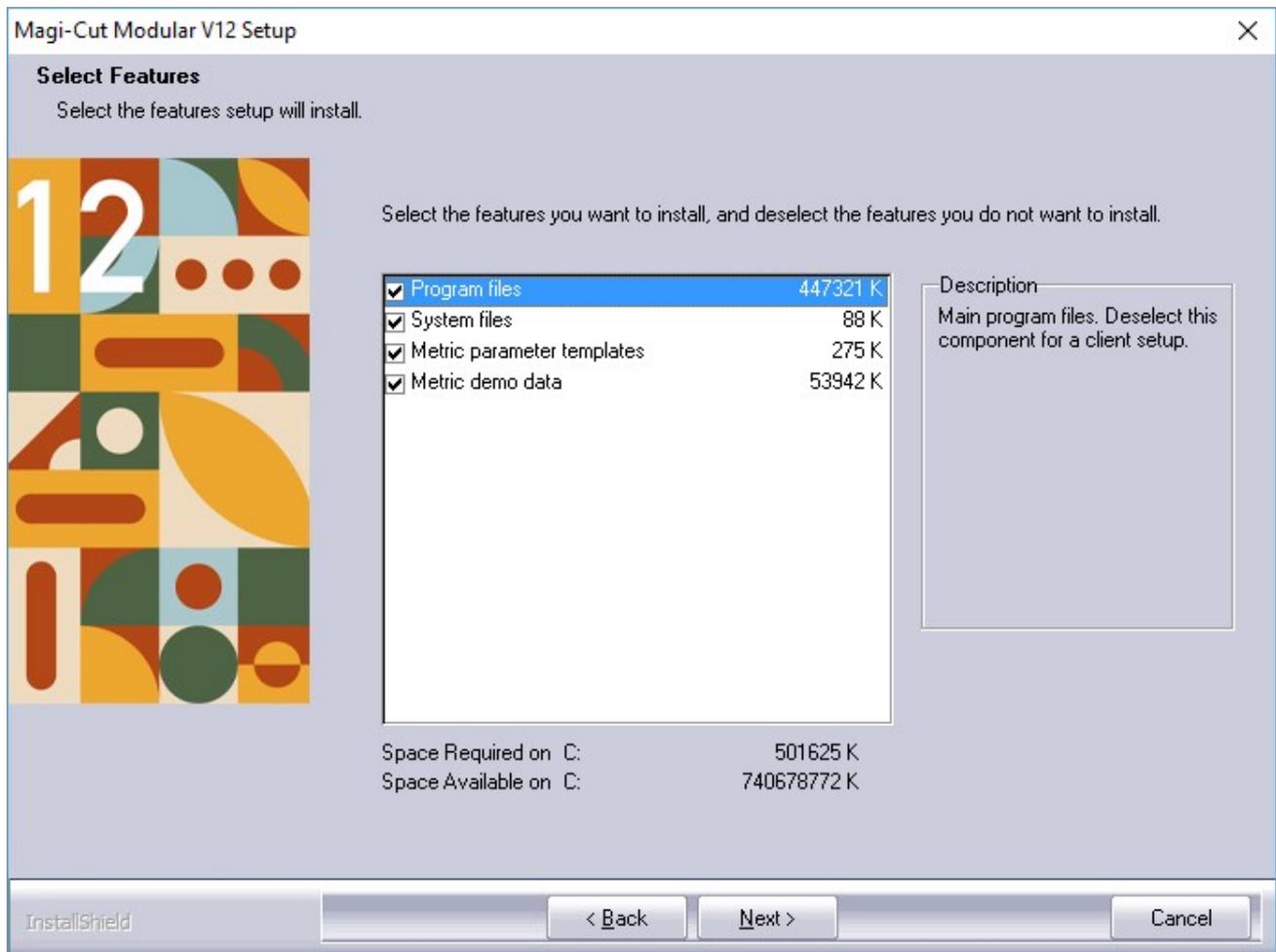


The program prompts for a folder to install the program to.



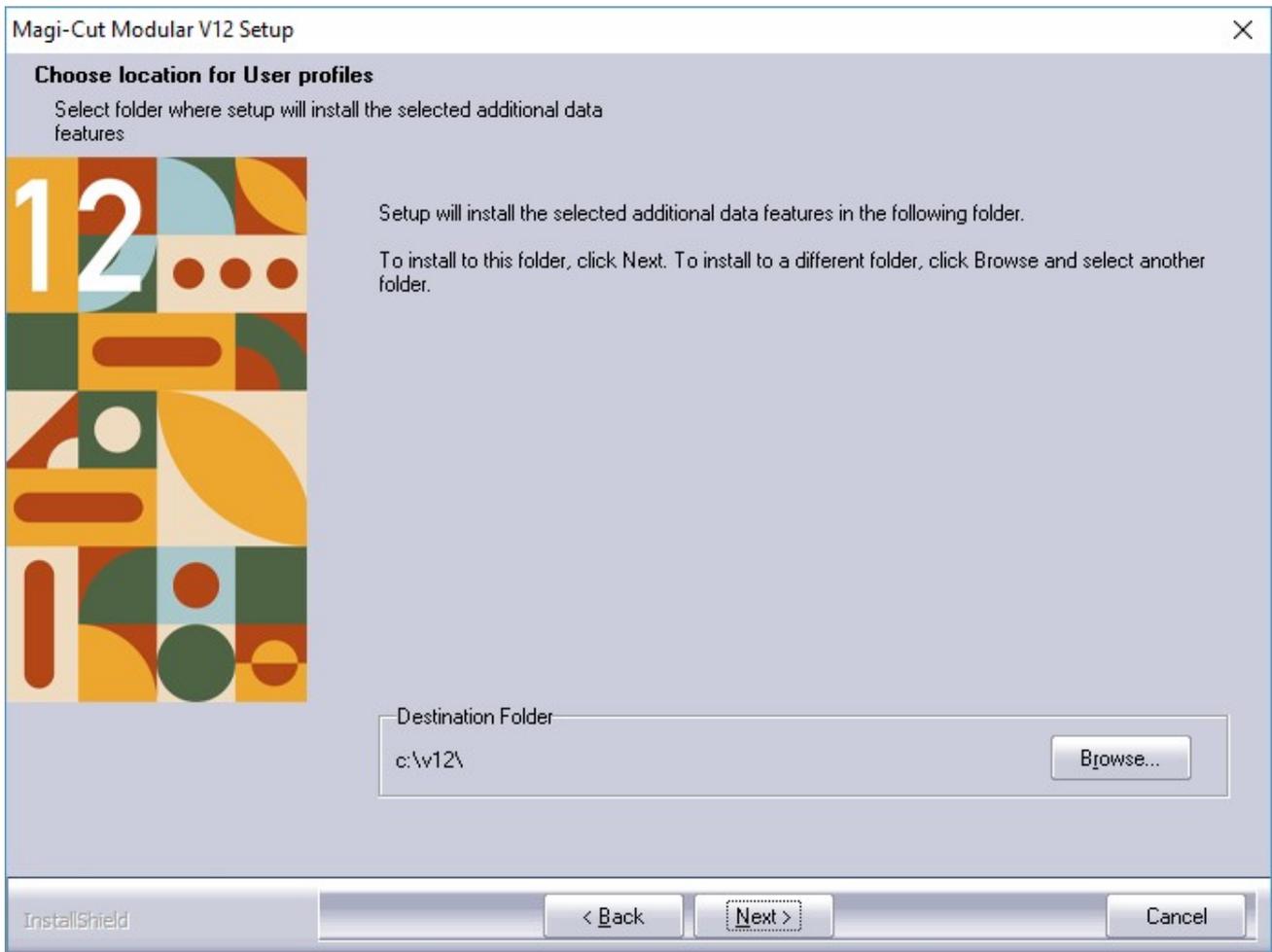
Use the Browse button to enter or select a new directory. The distributor may have already set up a default installation directory - this appears in the Destination folder box.

The program prompts to select various components of the system to install.



For a single user key installation make sure that *Program files* and *System files* are checked. The other items are optional, but it is best to install these as they can be helpful for exploring a new version quickly and easily.

(There is a different choice here for Network installations see Appendix: Network installations)

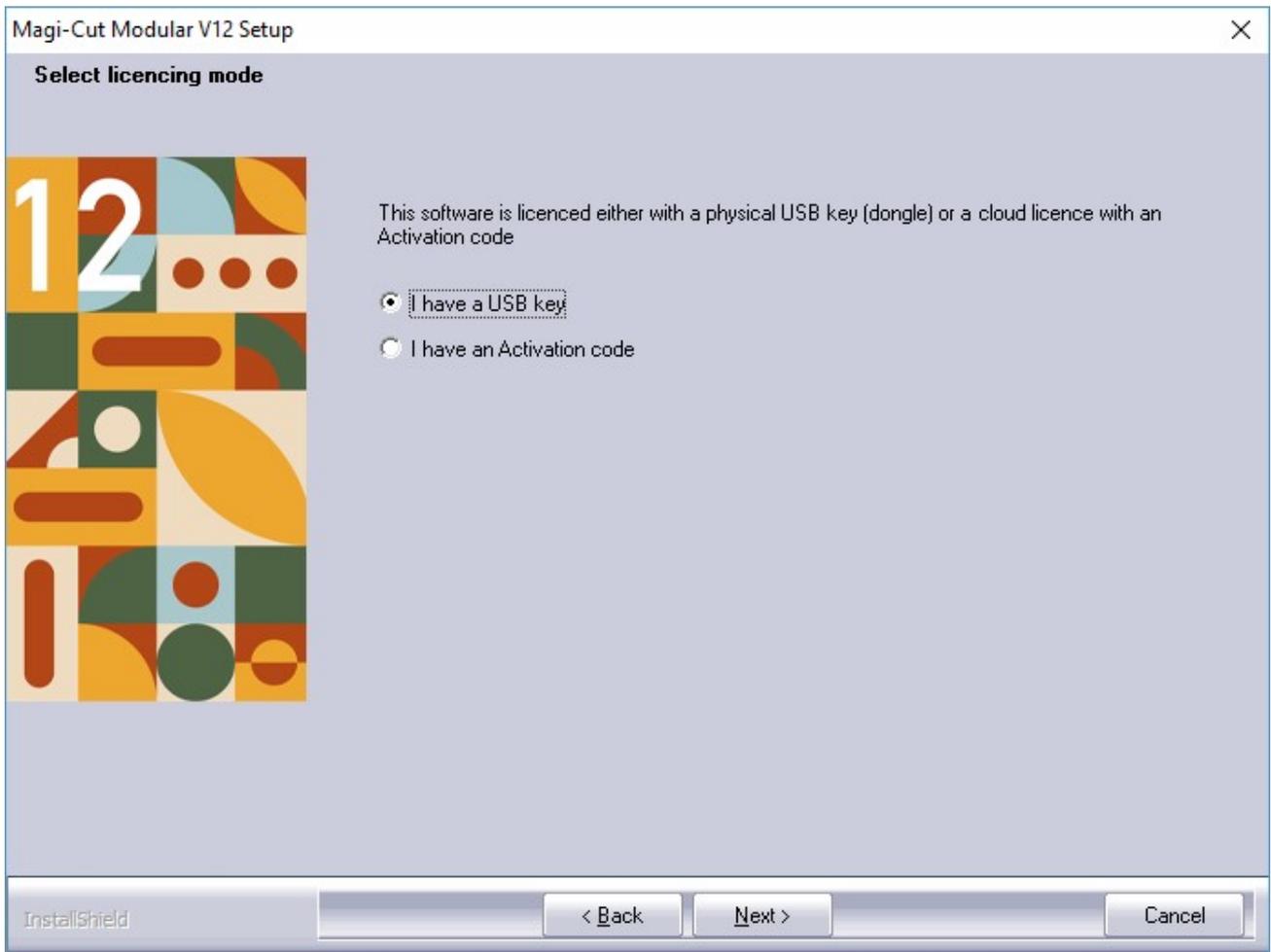


The program prompts for a folder name. Enter the Windows 'Program folder' name - make sure it has a different name from the existing version.

If the extra features are selected (Metric Demo data) the program prompts so that a folder can be specified for these extra features; it is not always possible to store them in the Program folder.

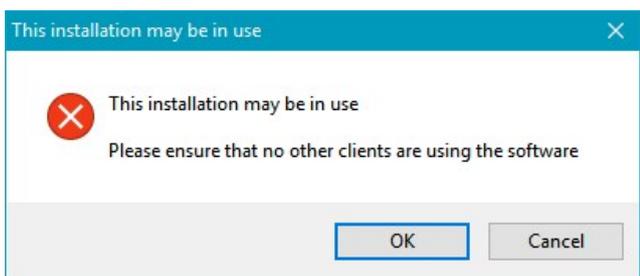
This is the name of the program that will be shown on the Windows 'All programs' menu and on the Desktop.

Select the type of licence you have either USB key or Activation code (cloud licence).



The setup program will now make a few checks to ensure that the program is installed correctly.

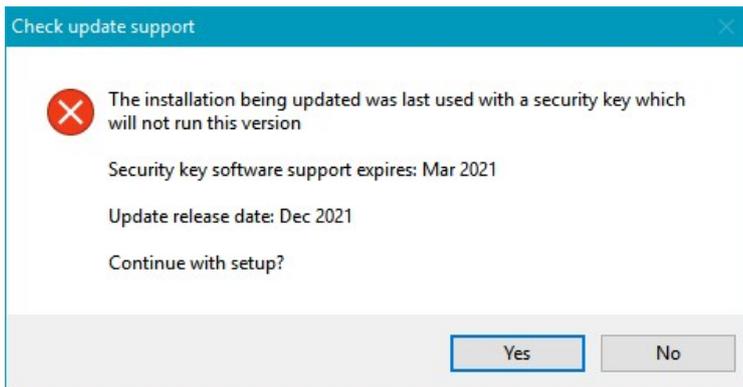
If updating an existing installation, the setup program tests whether the installation is currently in use. If this situation is detected, an error is reported.



Please ensure that no users are currently running the program and select Ok.

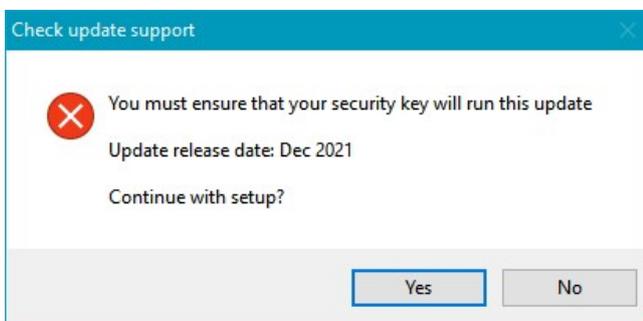
To update the installation at a later time, select Cancel.

The setup program also checks that the software support date in the security key last used with the program will support the new version. If the new version being installed was released after the security key's software support expiry date, the setup program displays an error message:



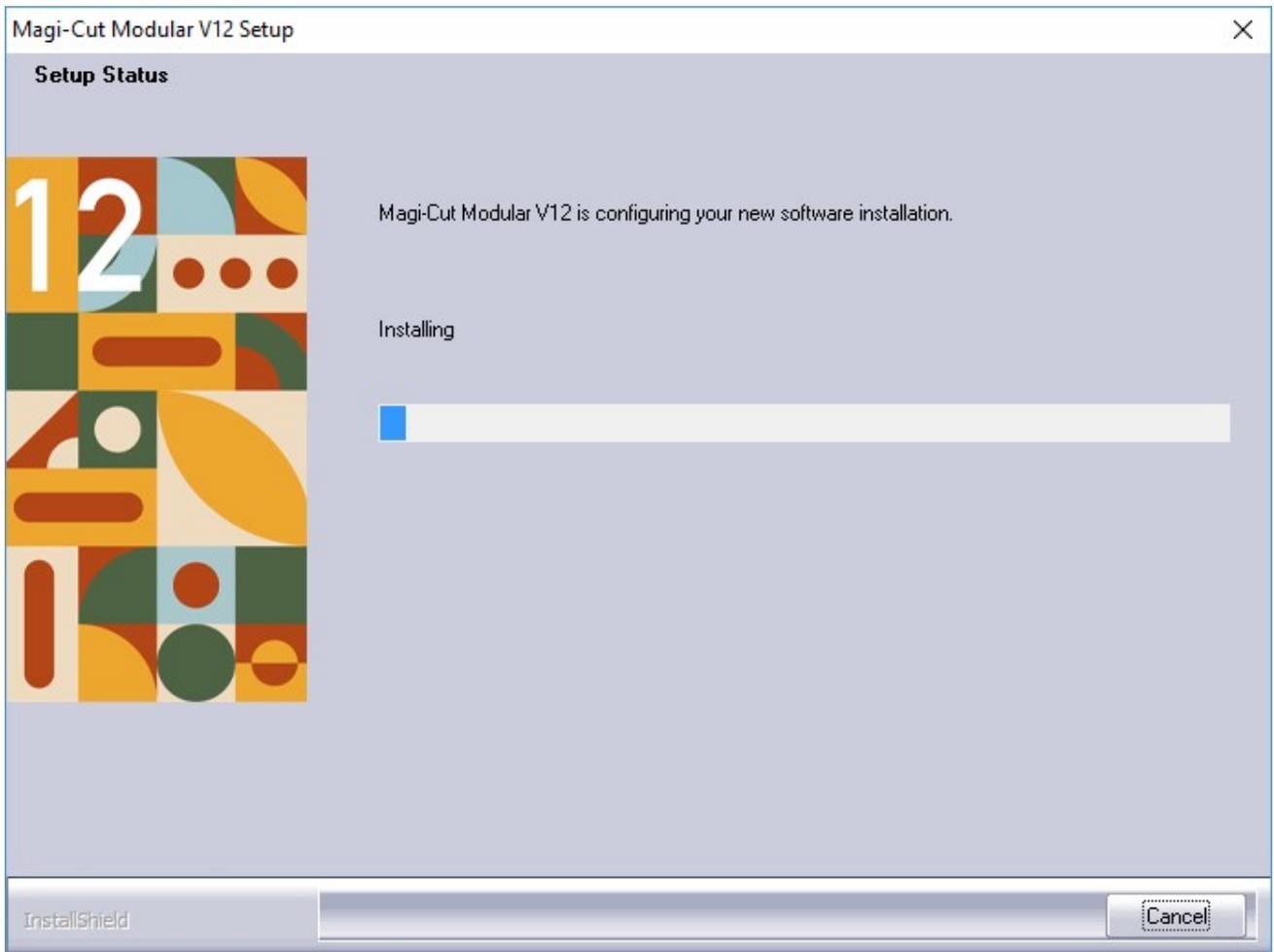
If the security key is to be updated as part of the upgrade, select No to exit the setup and apply the key upgrade first. Continuing with the setup may result in the program no longer working.

If the setup is unable to determine whether the update is supported by the security key, it displays the following message:

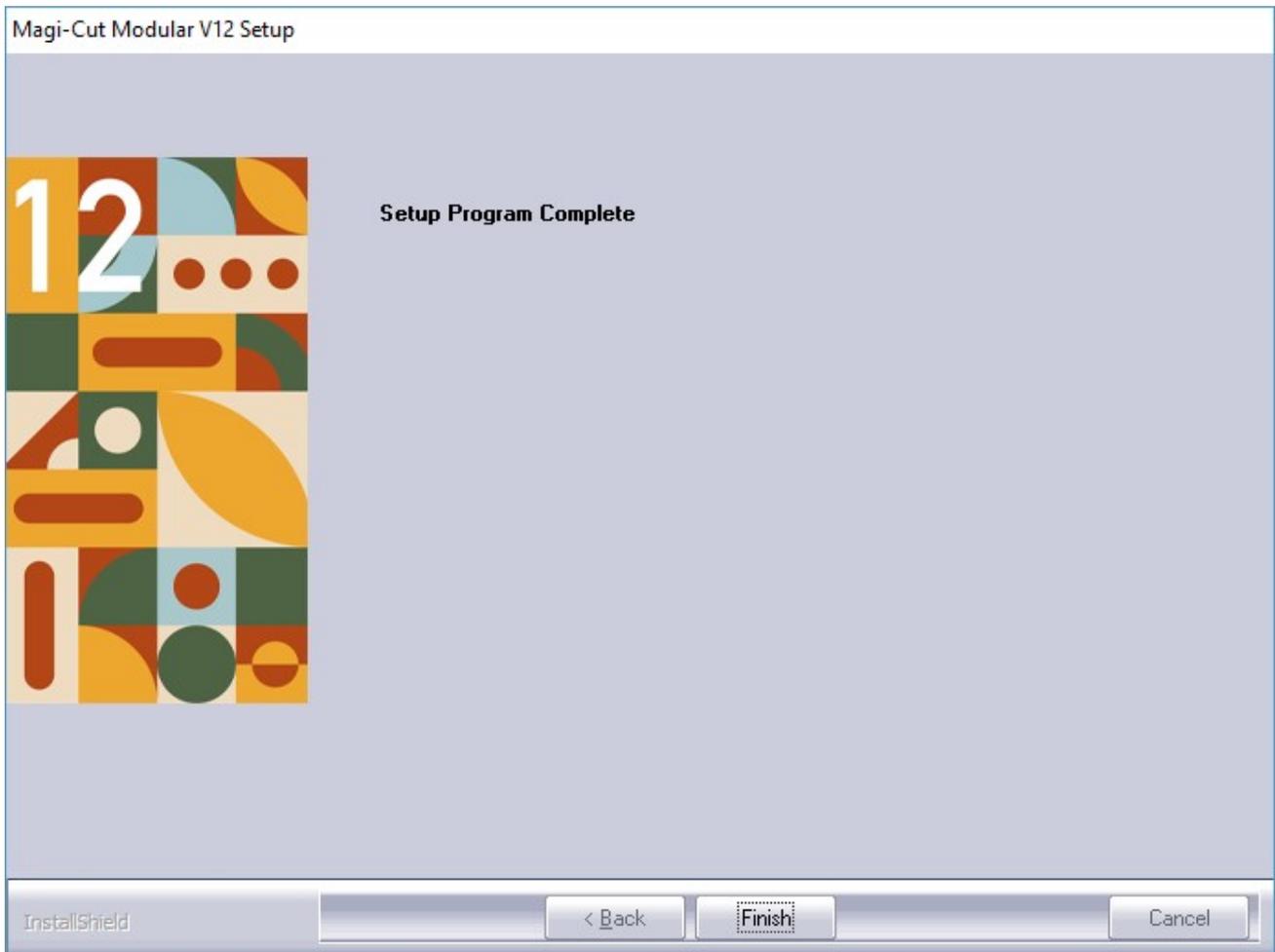


Please ensure that the update is supported by your security key. To do this, select No to exit from the setup and run the System check tool from your current version. Check that the security key's software support expiry date covers the release date of the update being installed.

If you are proceeding then the setup program continues with the setup process. This may take a few minutes.



The setup program prompts with a final screen when the setup is complete.



- Select FINISH to exit.

To run V12

- If you are using a USB key make sure the security key is plugged in



Double click on the V12 icon on the desktop

If you are using a cloud licence you will be prompted to log in or register the licence please see Appendix: *Cloud licences*

If the program does not run see the appendix: *Program does not run*

Cloud licences

For Windows Terminal Sever and Virtual Machines- refer to the section: Networks - Windows Terminal Server and Virtual Machines

Using the software with a cloud licence

The program supports operation with a 'cloud' software licence in addition to hardware USB keys.

Cloud licencing mode is selected during the setup. When the installation has finished all shortcuts will point to V12Cloud.exe if for some reason you are actually using a USB dongle just change the target to V12.exe instead.

To use cloud licencing you will need to have a reliable internet connection.

Your distributor will supply a serial number and activation code for your cloud licence. Please keep these in a safe place. They are required to register your licence (select a user name and password) and to reset the user name / password if required.

The two types of cloud licence single PC licence and floating licences that can be shared between different users and may have one or more seats.

A single PC licence is locked to the PC used for the log in. It is not possible to use the software on another PC. If the licence must be transferred to another PC (E.g. if the PC fails or is stolen), please contact your distributor.

If there are no licences available at log in (there may be more users than seats), a user will need to log out. The option to log out from cloud licencing is available on the menu of the main menu screen under the "Licence" menu item (see "Logging out of a cloud licence").

Notes

- The program does not support single PC licences in cloud licencing mode under virtual PCs. Virtual PCs need to use floating licences and the software installed via wtssetup.

Registering a cloud licence

The registration dialog allows you to select a user name and password to be used for the licence. Floating licences may have more than one seat (user). All users of a licence must log in with the same username and password.

Register with cloud licencing

Enter the serial number and activation code supplied by your distributor

Serial number

Activation code

Select a user name and password to use with this licence (min 8 chrs)

User name

Password

Confirm password

OK Help Cancel

Enter the serial number and activation code supplied by your distributor and choose a user name and password. User names and passwords must be a minimum of 8 characters long and a maximum of 50. User names are not case sensitive but passwords are.

The user name cannot already be registered to another licence. Using an email address here should ensure that your user name is unique.

When a valid user name and password have been entered (and confirmed), the OK button becomes enabled. Select this button to register the licence. There will be a short delay while the program contacts the licencing server to register the licence. If successful, the program reports 'Registration successful' and returns to the log in dialog.

Cancel from the registration dialog also returns to the log in dialog.

Logging in to a cloud licence

When you start the program in cloud licencing mode, the log in dialog appears.

Log in to cloud licencing

Log in to cloud licencing

Enter the user name and password registered to your licence

User name

Password

Reset

OK Register Help Cancel

If you have not previously registered your licence, select the 'Register' button and follow the instructions in the *Registering a cloud licence* section.

If you have forgotten your user name and / or password, select the 'Reset' button and follow the instructions in the *Password reset* section.

Enter your user name and password and select the OK button. User names are not case sensitive but the password is. There will be a short delay while the program contacts the licencing server to download the licence and the main menu will then appear.

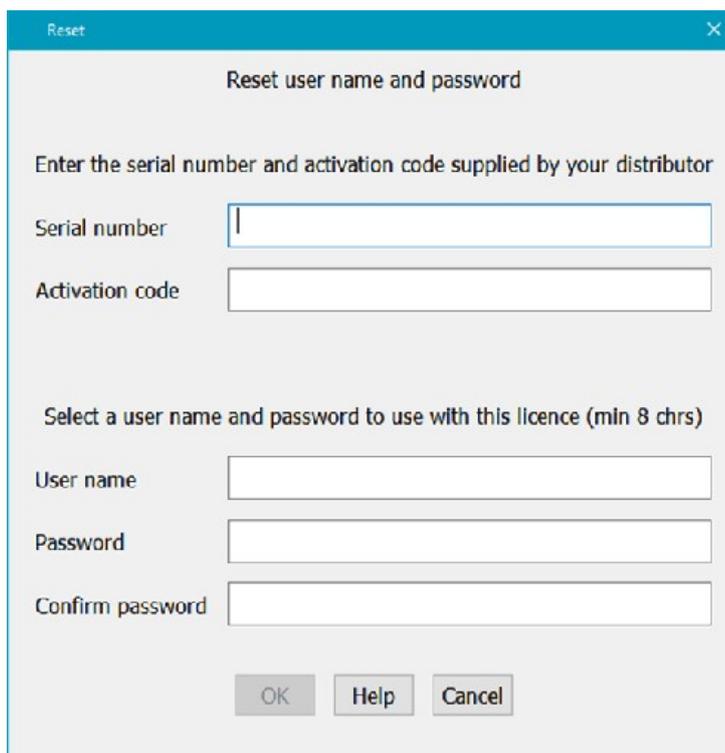
The cloud licence details are subsequently displayed on the splash screen, the 'about' box and the System check screen.

Once the licence has been obtained, the program will continue to run and can be closed / restarted without logging in again. The program refreshes the licence at intervals so it is important to ensure that the PC remains connected to the internet.

If you have a floating licence (which may be shared between users) and the program has not been used for a period of thirty days, your licence may have been re-allocated to another user. In this case you will need to log in again. Also for floating licences a user needs to log out of the software to free up a seat (not just closing the software down but using the log out option from the main menu screen).

Password reset

If the licence has been registered but log in details have been forgotten, use the password reset facility to select new ones (select 'Reset' from the log in dialog).



Reset

Reset user name and password

Enter the serial number and activation code supplied by your distributor

Serial number

Activation code

Select a user name and password to use with this licence (min 8 chrs)

User name

Password

Confirm password

OK Help Cancel

Enter the serial number and activation code supplied by your distributor and choose a new user name and password. User names and passwords must be a minimum of 8 characters long and a maximum of 50. User names are not case sensitive but passwords are.

The user name cannot already be registered to another licence. Using an email address here should ensure that your user name is unique.

When a valid user name and password have been entered (and confirmed), the OK button becomes enabled. Select this button to reset the licence. There will be a short delay while the program contacts the licencing server to register the licence. If successful, the program reports 'Reset successful' and returns to the log in dialog.

Cancel from the reset dialog also returns to the log in dialog.

Network installations with USB keys

For Windows Terminal Sever - refer to the section: Networks - Windows Terminal Server

On a server there may be restrictions on creating directories and reading or writing to directories. Check with the Network Administrator - you may need to ask them to set up the directories required beforehand and to set the correct permissions to allow the Network key software, the V12 Install program and V12 itself to run correctly.

To run V12 over a network a network security key must be inserted in a port on a computer on the network (typically a Network server) and the network key software must be running on the same computer.

Typically V12 is installed on a server so that it can be accessed from different Workstations and is easier to maintain.

Even though V12 is installed on the server the 'client' part of V12 MUST also be installed on each Workstation. This adds some system components to each workstation. These are needed for V12 to run.

Install Network key, Network key driver, and Network Licence manager

Before installing the Licence manager make sure the existing licence manager (if any) is NOT running.

- Insert the CD (or use the download)

If the V12 install process starts running - cancel this - then look at the CD contents by Right clicking on the CD icon and choosing. *Explore*

The Network key software is in the directory `..\NETWORKS\NETKEY`

- Create a directory to contain the Network key software

Use Windows Explorer to set up a directory on the PC or Server. This can be any directory name, for example, `N:\NETKEY`

If Network key software directories already exist they can be overwritten; this makes sure the Network software is up to date.

- Copy the Network software from CD to PC or server

Copy the contents of `..\NETWORKS\NETKEY` to the directory set up on the PC or server.

Note - If using a Download version from a self-extracting file - double click on the EXE to extract the files to a temporary location on the PC or server; the files are extracted to a sub-directory. Follow the above steps to copy the Network key software to a separate location on the PC or server.

- Set up the Network key Licence Manager on the PC or Server

The Licence Manager is set up with the program `LMSETUP.EXE`

To install the Licence Manager:-

- Move to the directory `..\NETWORKS\NETKEY`

- *When installing the HASP device driver (HaspUserSetup) and Licence Manager (lmsetup) for Windows 7 onwards they must be run under a compatibility mode (Vista Service pack 2)*

- Double click on `LMSETUP.EXE` to run it
- Follow the on-screen instructions for the `LMSETUP` install program

When prompted the program must be installed as a service not an application. See the [Install_LM_Under_Windows_7.pdf](#) document in the NETKEY directory for more details on this.

These choices can be changed later if necessary by running LMSETUP again.

- Install the Network key device driver
- From the Start button on the Windows Taskbar select the Run option
- Run the program HaspUserSetup with the setting -i. e.g. N:\NETKEY\HaspUserSetup.exe -i

If updating an existing system make sure that any Licence manager services that are running are stopped before installing HaspUserSetup.

It may be necessary to re-start the computer for the settings to take effect.

Licence Manager Install - Notes

- During installation the LMSETUP program may modify firewall rules and installs an additional device driver
- The Licence Manager cannot be installed without accepting the Licence Manager licence agreement
- Customising the Licence manager

When lmsetup runs, it reports that newer drivers are already installed (by HaspUserSetup). This warning can be ignored.

If the licence manager is subsequently uninstalled, it may report an error message:

```
Operating system not supported
Error Code 3 0 67 0
```

This error is expected and can be ignored.

In a few cases it is necessary to customise the operation of the Licence manager by editing the file *nhsrv.ini*. This is installed by LMSETUP and is located in the directory `..\Program Files\Aladdin\HASP LM`. The file can be edited by a text editor such as *Notepad*.

It is best to check with your supplier before attempting to customise the Licence Manager - they often have experience of common problems and how to fix them by altering the settings in this file.

An example of the file *nhsrv.ini* is also located in the folder `..\NETWORKS\OTHER`

- Insert network security key in a parallel or USB port on the PC or Server

Make sure the key is in the correct port and secure.

Network installations

For Windows Terminal Sever - refer to the section: Networks - Windows Terminal Server

Planning the Network operation

There are several possible arrangements for running V12 over a network, for example:-

- Program on server, all data on server
- Program on server, only library data on server, User directories on each Workstation
- Program on Workstations, User directories on each Workstation, only library data on server.

The exact arrangement depends on the network and your way of working. It is best to plan the overall structure before beginning the set up.

The following notes show the basic process of installing V12 on a server, setting up the Workstations, and installing the demonstration libraries and User directories on the server. (The layout for data can be adjusted later if necessary).

Install V12 on the Server

Always install a new version to a new directory

To set up (install) a new version:-

- Close down any applications currently running
- Insert the distribution CD (or use the download)

The Setup program should start automatically.

Setup program does not run - open the CD with Windows Explorer. Double click on the program setup.exe (this is in the root directory of the CD).

Using a Download version of the distribution - double click on the downloaded file and extract the files to a suitable temporary location on the PC. Double click on the file setup.exe to run.

The setup program moves through the setup process (as shown above) *BUT - there are some important differences.*

When the program prompts to select **V12 Components** the choices are different for a Network setup.

Uncheck 'System files' and leave 'Program files' checked.

The other components are optional but it is often useful to have the demonstration data at the Server.

The setup program prompts for the name of the Program folder. Enter a name for V12

Note - Installation on a Server does not create a program folder for the Windows Start menu as V12 does not run from the Server console.

Select the type of licence you have either USB key or Activation code (cloud licence).

Select FINISH to complete the setup.

When the Setup program is finished the Optimising program is installed on the Server and ready for use. If you have a USB key see Appendix: *Network installations with USB keys* on how to set this up.

Installation on each Workstation

- Install the client part of the Optimising program at each Workstation

It is essential to do the client install at each Workstation running the program as this installs or updates system software at the client PC such as the Microsoft Data Access components that the program needs to run.

- Make sure the workstation can access the server

- Close down any applications currently running
- Insert the distribution CD (or use the download)

The Setup program should start automatically.

Setup program does not run - open the CD with Windows Explorer. Double click on the program setup.exe (this is in the root directory of the CD).

Using a Download version of the distribution - double click on the downloaded file and extract the files to a suitable temporary location on the PC. Double click on the file setup.exe to run.

The setup program moves through the setup process (as shown above). BUT there are some differences for Workstation set up.

When asked for the folder to install to (the Destination folder) you MUST always enter the path on the Server where the optimising program was installed to.

The distributor may have already set up a default installation directory - this appears in the Destination folder box or use the Browse button to locate a path.

The setup program needs this information so that it can create shortcuts to this directory from the Workstation and create a Program folder for the Windows Start menu at the Workstation.

When prompted for the **V12 components** there are different choices.

- **Check the 'System files' and Uncheck 'Program files'.**

'System files' is usually all that is needed at the Workstation.

Do NOT install the demo data at the Workstation - this is already installed at the Server.

When the Setup program prompts for the name of the Program folder. Enter the Windows 'Program folder' name - make sure it has a different name from the existing version. This is name of the program that will be shown on the Windows 'All programs' menu and on the Desktop.

Select the type of licence you have either USB key or Activation code (cloud licence).

Select FINISH to complete the setup.

When the Setup program is finished V12 is ready to run at the Workstation.

To run V12

- If you are using a USB key make sure the security key is plugged in



Double click on the V12 icon on the desktop

If you are using a cloud licence you will be prompted to log in or register the licence please see Appendix: *Cloud licences*

If the program does not run see the appendix: *Program does not run*

Networks - Windows Terminal Server and Virtual Machines

Windows Terminal Server is a type of Network operation where the Optimising program and data is on a Server and each user session runs at the server as a 'virtual PC' for each user. Each user typically has only a limited local terminal with no local storage or processing power. Similarly when running on a virtual machine with a cloud licence the software requires that it is installed via the wtssetup.exe route to ensure that users retain their licences correctly (although the software can all be installed on the virtual machine both client and server components).

Windows Terminal Server is a complex product. The set up procedures for the Optimising program and Network key licence program must be checked with the Network Administrator.

The operation of the software is not affected by this method of working provided that the server provides sufficient computing capacity.

Install Network key, Network key driver, and Network Licence manager

Before installing the Licence manager make sure the existing licence manager (if any) is NOT running.

See the Appendix: *Network installations with USB keys* for further details

Install V12 on the Server

Always install a new version to a new directory

- Insert the distribution CD (at the Server) - or use the download

Note - if the setup program automatically starts to run this causes an error with Windows Terminal Server. Cancel the error dialog and cancel the setup

Downloaded distribution - this is a copy (after extracting the contents) of the CD and should be transferred to a temporary location on the Server - follow the same instructions as for the CD.

- Navigate to the root directory on the CD / downloaded distribution
- Double click on the program wtssetup.exe

A series of dialog screens take you through the setup procedure. Follow the instructions carefully.

At the dialog: *Choose Destination Location*

- Enter the path on the Server to install the software to.

At the dialog: Select Components a list of items to install is displayed

```
Program files
System files
Metric parameter templates
Metric Demo data
```

- Make sure ALL the components are checked
- Complete the install process by following the instructions on-screen

Install V12 client software at each Terminal

For each terminal that will be running the Optimising program:-

- Login to the WTS server using a unique user name

Note: the same user name will be used to run V12 in the future

- Insert CD (at the Server) - or use the download

Note - if the setup program automatically starts to run this may cause an error with Windows Terminal Server. Cancel the error dialog and cancel the setup

Downloaded distribution - this is a copy (after extracting the contents) of the CD and should be transferred to a temporary location on the Server - follow the same instructions as for the CD.

- Navigate to the root directory on the CD / downloaded distribution
- Double click on the program wtssetup.exe

A series of dialog screens take you through the setup procedure. Follow the instructions carefully.

At the dialog: *Choose Destination Location*

- Enter the path on the Server which the Optimising program was installed to.

Note - the setup program needs this information so that it can create shortcuts to this directory for the user profile for this terminal.

At the dialog: *Select Components* a list of items to install is displayed

```
Program files
System files
Metric parameter templates
Metric Demo data
```

- Check 'System files'

Make sure all the other items are unchecked - they are already installed at the server.

A Program folder for the Windows Start menu is created for the Workstation. This contains shortcuts to the Optimising Program and other utilities.

Then choose your selected licencing method USB key or Activation code if using a cloud licence.

- Complete the install process by following the instructions on-screen

When the Setup program is finished the Terminal is ready to run the Optimising Program

Transferring data from a previous version

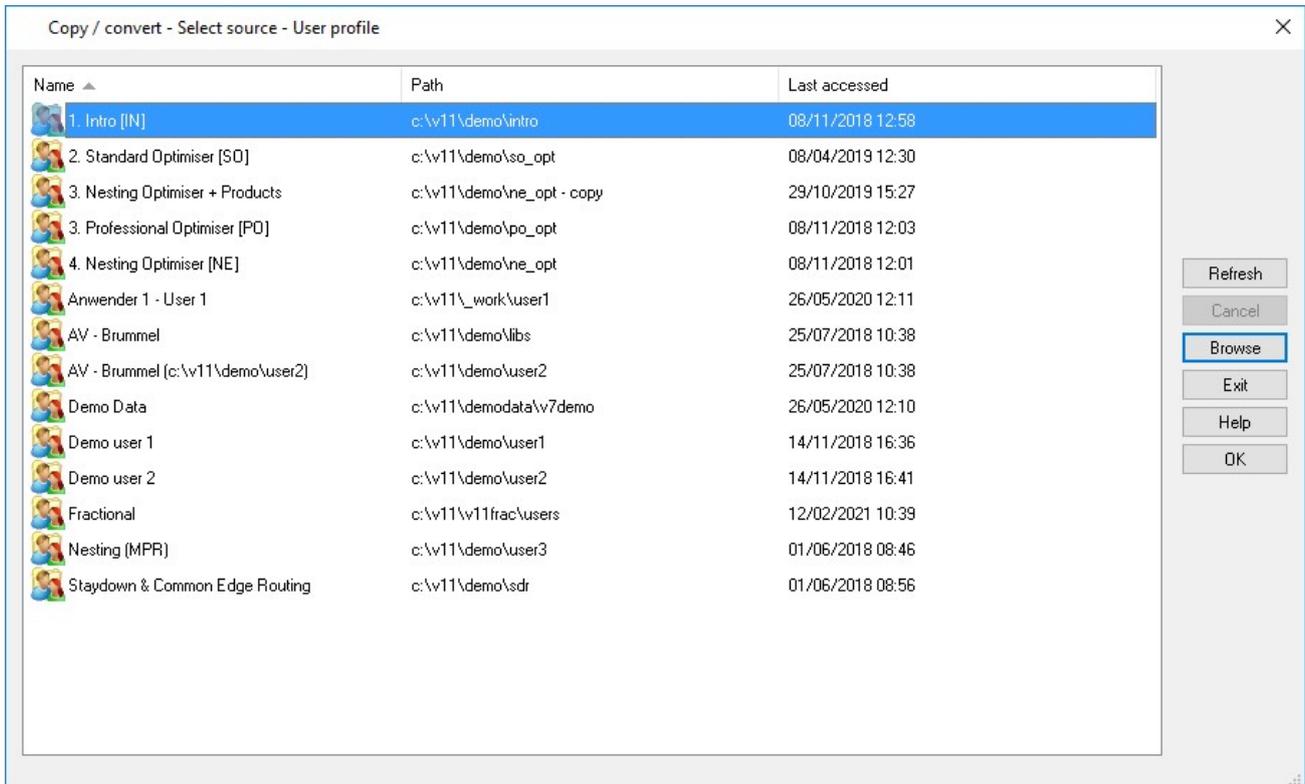
Once V12 is running Ok you may need to transfer some or all of the data from the previous version to V12.

Always use this option to move data between versions (e.g. V11.04, V10.04, V9.07, V8.02, V8.0 or V7.18.3 to V12)

At the V12 main screen:-

- Select: **Tools - Copy / Convert user profile**

Typically the directories shown are the current directories for the latest version and the directories to convert are located elsewhere. Use the Browse option to select the user directory to convert.



- Select Ok to select the directory

The program displays the details of the data sub directories to convert. Choose the sub-directories to convert and select the paths to convert.

- Select Ok to convert

Check the topics on Copy / Convert topics in the help for a detailed explanation of each step

Uninstall

- Use the Windows options at the Windows control panel to uninstall the program. For earlier versions of Windows this is the option 'Add or Remove programs' for Windows 7 and above it is the option 'Programs and Features'.

V12 installed on a Network server

For a Server the Setup program does not create a Windows 'Program folder' for V12 so it cannot be removed by an Uninstall option. Instead do the following:-

If V12 was installed at the Server console use the Windows 'Add or Remove programs' option at the Server to uninstall (*Start - Control panel - Add or Remove programs*)

If V12 was installed at the server but via a Workstation use the 'Add or Remove programs' option at the Workstation (*Start - Control panel - Add or Remove programs*).

Follow the 'Add or Remove programs' instructions carefully

Note - the System files installed at a Workstation on a Network installation do not need to be removed. They are a standard Microsoft update to the Windows operating system. Any shortcuts on the Desktop etc. should be removed manually (*Right click on shortcut - Remove*)

Program does not run

If the program does not run there are 4 main causes:-

- Security key is missing or not correctly inserted or cannot be found by the program
- System security is not correct (usually only the Board library does not run)
- Extra configuration file required for some Networks
- Language modules are missing

Security key missing

The program cannot run without the security key

- Check that the security key is in place and firmly inserted and that it is in the correct port

For a Network key:--

- Make sure the Network is up
- Make sure the Licence Manager is running
- Have you run out of licences (too many users)

System components

The program requires that various external system components, such as 'Microsoft Data Access Components' (MDAC), are installed and up to date. These are installed and updated, if necessary, as part of the optimising program install.

Installing V12 upgrades any general system components as part of the install (if necessary). In rare cases the install may ask for other Microsoft licences for system components to be accepted during Install. These must be accepted for the install to complete successfully.

Make sure when installing a client PC (on a server) that the V12 'client install' is completed for each PC that is running the program. This process is needed so that the general system components and other optimising program software items are installed and up to date on the client PC.

Extra configuration file needed for Network installations

For a small number of Network installations the standard set up is not suitable and the program may not run because the Network key or the licence manager cannot be found.

In these cases a special setup file (NetHasp.ini) has to be used. This is available with the Distribution but needs to be configured for each case - this is usually quite simple to do but requires some experience of different Network layouts.

Contact your supplier for details.

Language modules are missing

If a message in English appears like the following:-

Error reading language file

This means that a language file is missing or is not available. The message reports the language file it is trying to find and suggests an alternative.

Language modules are files with the extension LNG and are usually located in the Program directory (where the program is installed). Each of these files implements a choice of language offered in *System parameters*.

The program cannot run without a language file.

Use Windows Explorer to check the location of the LNG files.

Contact the supplier if you cannot easily locate the files

More information on Problems

There is much more information on start up problems in the main program help. If the program installed Ok but does not run the help can still be accessed via Windows.

More Help

If the program installed Ok but does not run the main V12 help can be accessed from the Program group.

For a single user PC

At the Windows Desktop select:-

```
Start
  All programs
    Modular V12
      Help for Modular
```

The name of the program e.g. *Modular V12* is the name chosen during Setup.

Click on *Help for Modular* - this takes you to the start screen of the Help

For a Network Installation

The help is available at a Workstation - NOT on the Server

Move to a Workstation where the Client install has been completed.

At the Windows Desktop select:-

```
Start
  All programs
    Modular V12
      Help for Modular
```

The name of the program e.g. *Modular V12* is the name chosen during Setup.

Click on *Help for Modular* - this takes you to the start screen of the Help