IMDEX ioGAS™

Classic Server Installation Guide

SOFTWARE 7.2

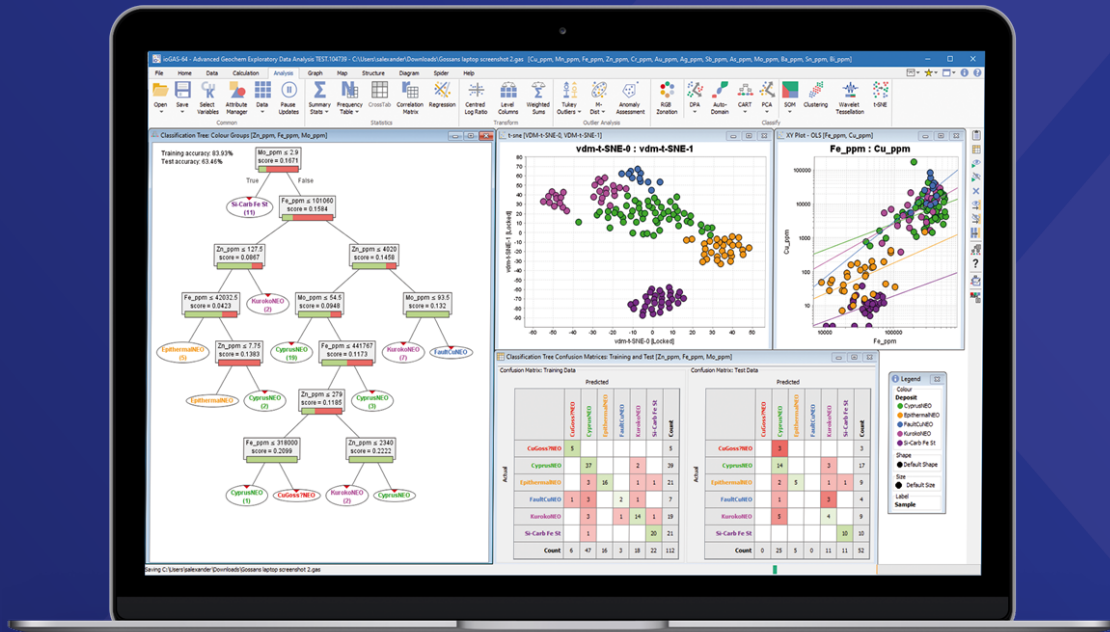**IMDEXHUB-IQ** ENABLED

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Table of Contents

Classic Server Licence

Classic server licence tokens are issued over a network to individual computers in the order in which they connect to the server, up to the total number of tokens purchased. Tokens are issued for a specified period (minimum 4 weeks to maximum 12 weeks) and enable the software to be used offline during this time. The token automatically becomes available to other users when it expires but there is no provision to return the token to the server early.

This model is recommended for organisations with a number of users who will be using ioGAS™ on a regular basis and require the software on their computer for the majority of the 12 month lease period. Stand-alone licences for individual computers may be issued in lieu of server issued tokens if some users are unable to connect to the server. Available as a renewable 12 month lease.

All academic server licences are the classic server licence model.

Server Technical Specifications

|	
Operating System	Microsoft Windows Server (2008 or later) Microsoft Windows 7, 8 or 10
CPU	Any
RAM	1 GB minimum required.
Graphics	Any
Installation Permissions	MUST be installed while logged on with Administrator permissions and the service will run with these permissions. Access to the Windows WMIC command on the computer. This can be tested by running **wmic csproduct get uuid** command in Windows command prompt, and receiving two lines output and no error message.
Installation Disk Space	>100 Mb of free space on the **Program Files** drive is required for the installation process.
Network	Internet required to download software and receive server licence key. ioGAS™ desktop application must be able to connect to the server via TCP/IP port 31415 (the exact port can be configured). Internet not required to run ioGAS.
Supporting Software	NONE required.

Install Server Software

Follow the steps below to install the server licence software:

1. Download the latest ioGAS™ Server Licence software from [https://re-flexnow.com/iogas-server-licence-software/](https://reflexnow.com/iogas-server-licence-software/)

2. Copy the installer file to a server computer on your network that can be accessed (via LAN, WAN, VPN, etc) by all the other computers which will be running ioGAS™.

3. Browse to the location of the installer file on the server and double click to run.

4. If the installer file has unpacked properly the **Setup Wizard** screen is displayed. If any warning messages are received click **Run** to ignore. Click **Next** in the **Setup Wizard** to continue.
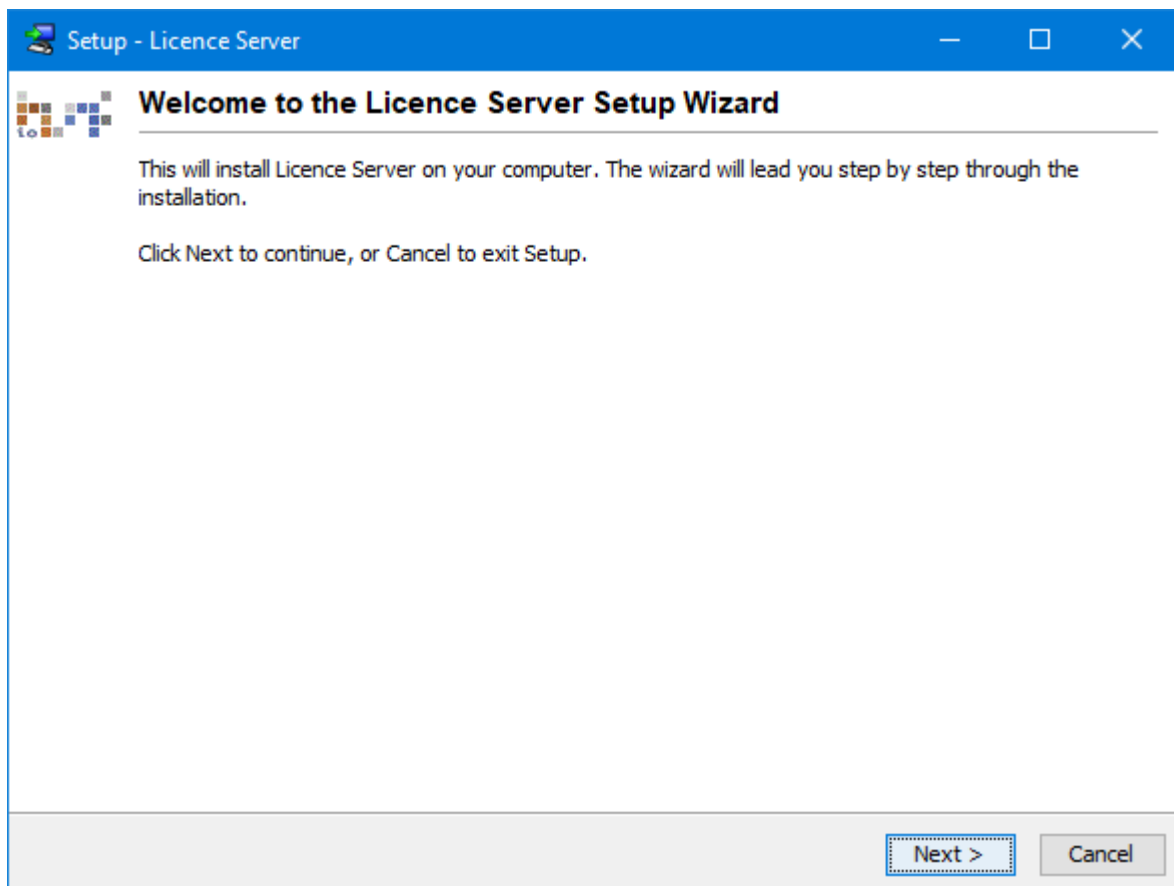
5. Enter the desired installation directory (or leave as the default shown below). If there is a previous version installed to the default directory the **Licence.Server3** folder will already exist. Click **Next** to continue.
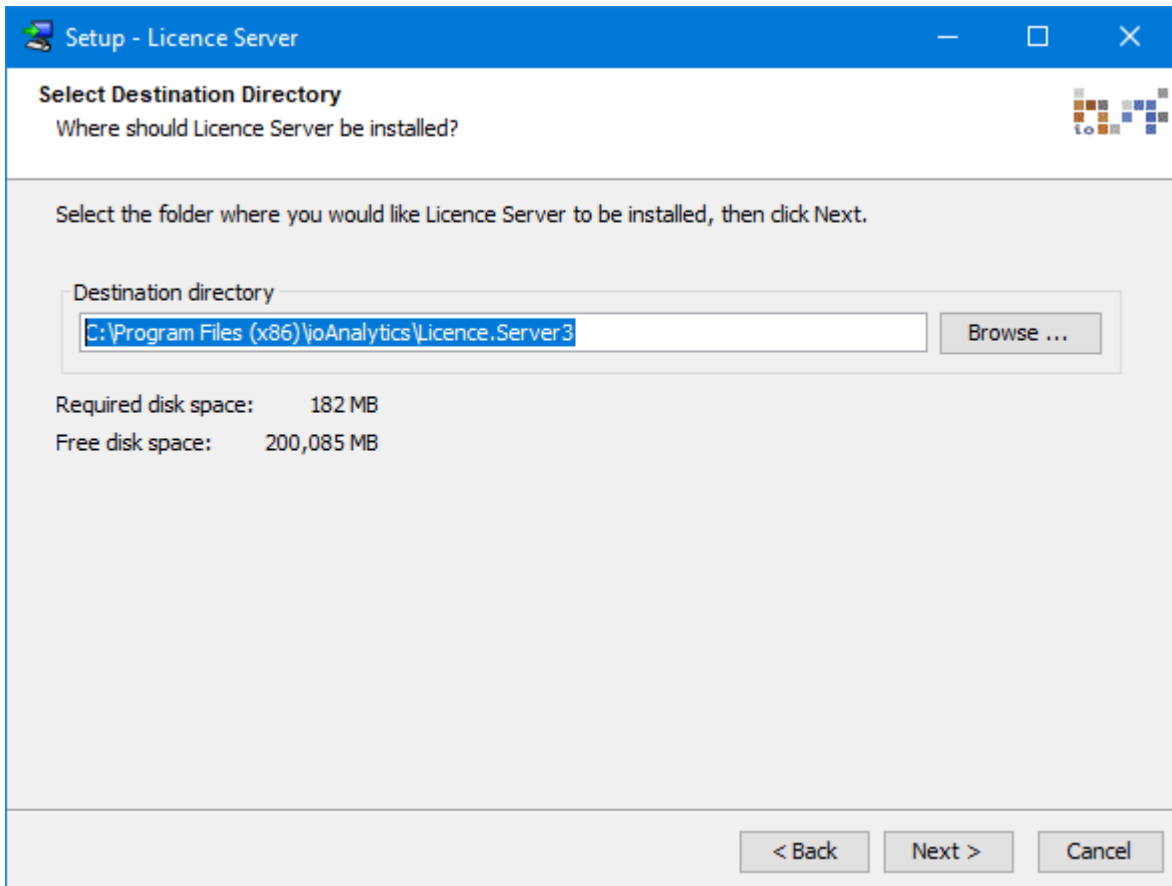
6. In the final Setup Wizard window click on the **Finish** button.

7. Go to the installation folder (e.g. C:\Program Files\ioAnalytics\Licence.Server3) and locate the **Server.ID.To.Email.txt** file. Copy the ID number into an email or attach this file and send to iogas.licence@imdexlimited.com.

   Alternatively, register and/or login to the IMDEX Customer Service portal, click on Get Help and create a Case. Copy and paste the Server ID into the case or attach the **Server.ID.To.Email.txt** file and submit.

8. Within 1 business day you should receive a **server.glc** licence file.

9. When you receive the **server.glc** file copy it to the **Licence.Server3** installation folder. The server.glc contains information about the number of licence tokens purchased and the type, e.g. Floating or Classic.

The ioGAS™ Server Licence operates as a Service under **Administrative Tools** in the **Control Panel** (Windows OS). It is not necessary to restart the Licence Server service after installation or when a licence file is updated. The service should be running even if not licensed (It will just reject any requests).

If a TCP/IP port number other than the default 31415 is to be used to contact the server, edit the **server.ini** file located in the **Licence.Server3** installation folder to the desired port number.

Server Licence Usage Files

In order to assist organisations to see who currently has an ioGAS™ server licence token, there are two log files available in the **C:\Program Files\ioAnalytics\Licence.Server3** folder (default installation).

1. To create these files right-mouse click on the **makeLogs.exe** file located in the installation folder.

2. Select **Run as Administrator** from the pop-up menu. The following files should be added to the installation folder:

   - **_Licence.Server.Summary.v3.csv** – list of current ioGAS™ users

   - **_Licence.Server.Usage.v3.csv** – list of all connections to the server licence

   - **_Licence Info.txt** - View information about the server licence file.

3. To update these files with the connection details run the **makeLogs.exe** file to view the latest information.

Trouble Shooting

If you have difficulty connecting to the server licence at any stage it may be necessary to start the service again. To do this:

1. Login to the server host machine and go to **Control Panel>Administrative Tools>Services**.

2. Scroll down to the **ioAnalytics Licence Server** service and double-click on this service.

3. In the **Properties** dialog the service should show as 'started' (regardless of whether a licence is present). Click on the **Stop** button and then click on the **Start** button to re-start the service.

4. See Test Server Licence Connection for more details.

If you are still having problems please lodge a support issue through the IMDEX Customer Care Portal or send an email to iogas.support@imdexlimited.com. Make sure to attach the **server.log.txt** files located in the **Licence.Server3\log** folder.

Test Server Installation

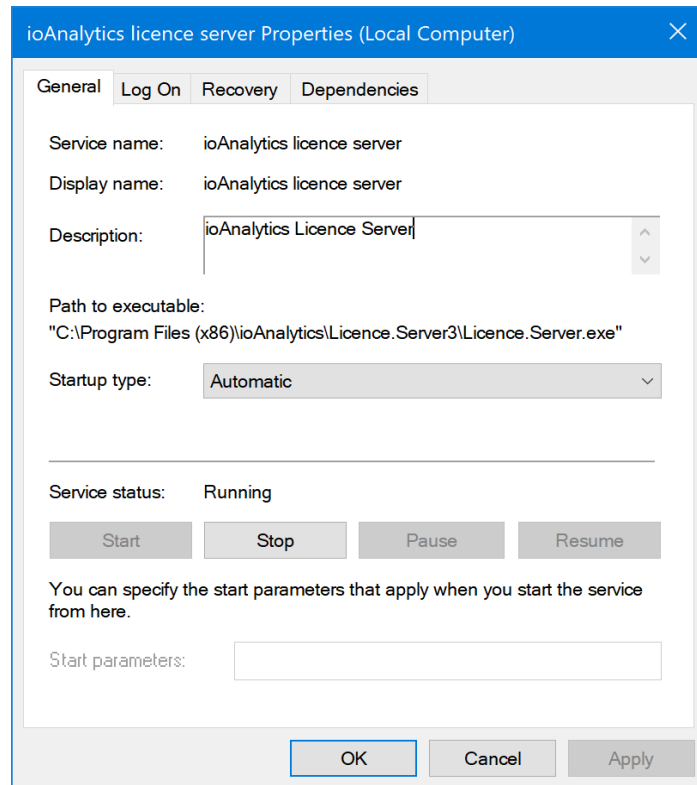1. To confirm the Server Licence service is running go to **Control Panel** and select **Administrative Tools**.

2. In **Administrative Tools** select **Services**.

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Test Server Installation

1. To confirm the Server Licence service is running go to **Control Panel** and select **Administrative Tools**.
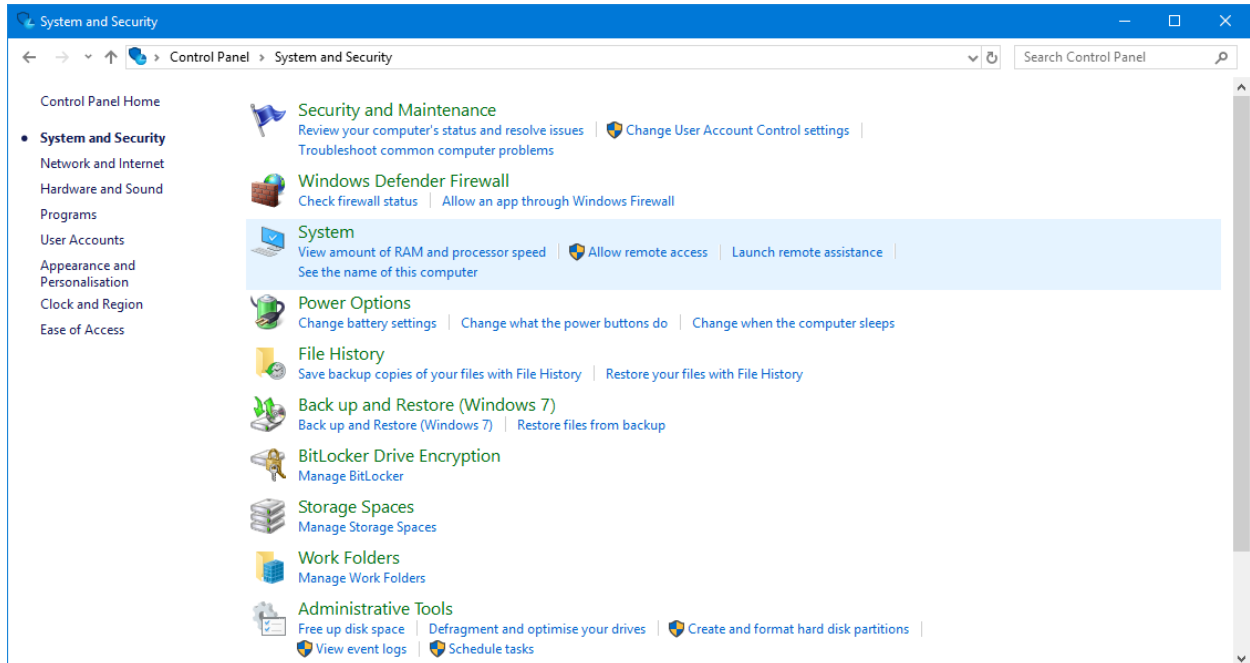
2. In **Administrative Tools** select **Services**.
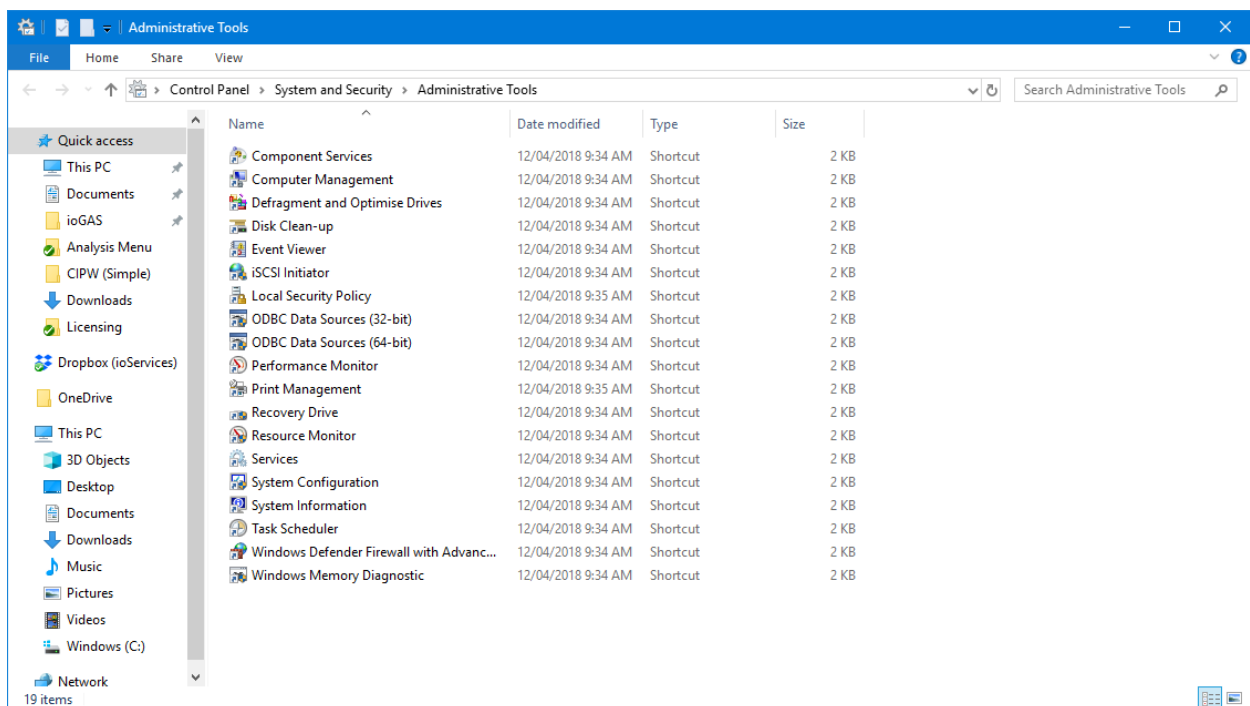
3. Scroll down the list of services and double click on the **ioAnalytics licence server** service.
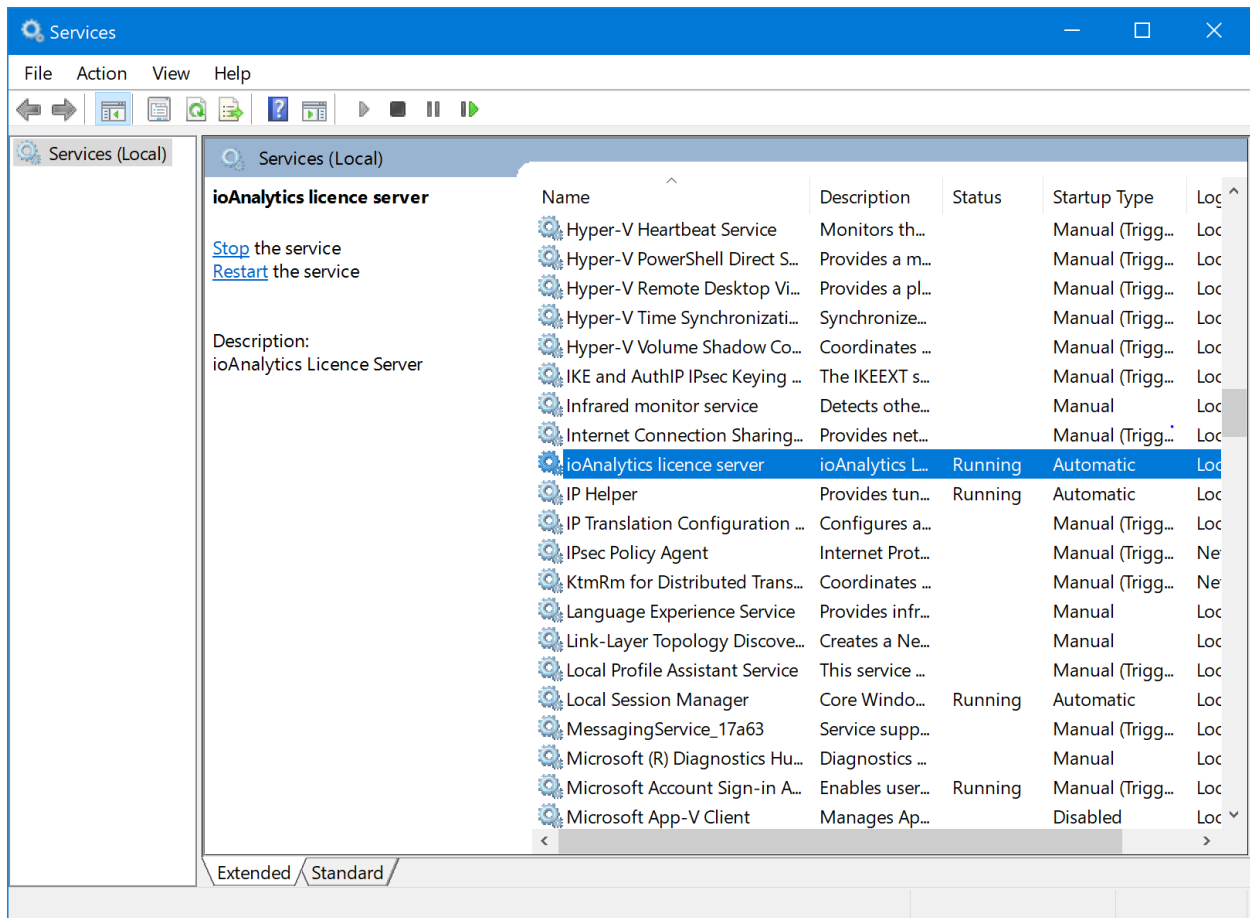
4. In the ioAnalytics licence server **Properties** dialog, the service should show as **Started** (regardless of if it is licensed) and no warning dialog will appear if the service is stopped and started or restarted.

If you are having difficulty connecting to the licence server try restarting the service.

If you are still having problems please lodge a support issue through the IMDEX Customer Care Portal or send an email to iogas.support@imdexlimited.com. Make sure to attach the **server.log.txt** files located in the **Licence.Server3\log** folder.

Desktop Application

This section covers the process for installing the ioGAS™ desktop application.

Technical Specifications

Operating System	Windows 7, 8 & 10 64-bit Mac OS X 10.8.3 or later (Java 1.8 is bundled with installer) NB. Intel based Mac only as Power PC Macs do not support Java 1.8.
CPU	A Dual Core processor is recommended. An Intel Celeron processor is not recommended.
RAM	2+ GB recommended, 1 GB minimum required.
Graphics	Performance may vary with graphics card.
Printer/Plotters	Uses operating system defaults.
Installation Permissions	Must be installed while logged on with Administrator permissions.
Runtime Permissions	Administrator permissions are no longer required from release 4.5. Note users must have permission to write to: **C:\ProgramData** **C:\Users\<Username>\AppData\Roaming** and to **C:\Users\<Username>\AppData\Local\Temp**. This is allowed by default. User must have access to the Windows WMIC command on the computer. This can be tested by running **wmic csproduct get uuid** command in Windows command prompt, and receiving two lines output and no error message.
Installation Disk Space	>100 Mb of free space on the **Program Files** drive is required for the installation process.
Network	Internet required to download software and receive licence key. Internet not required to run ioGAS™.

| Supporting Software	Microsoft.NET framework 4.61 or above required for acQuireDirect link (if target machine is lower, installer will update)
URL Sites	It is recommended that ioGAS™ can access any ***.ioanalytics.net** URL sites, in particular the following: Diagrams: **http://diagramzip_7.ioanalytics.net** Application: **http://ioGAS.config.ioanalytics.net** **http://ioGAS.versions.eng.ioAnalytics.net** IMDEXHUB-IQ: **https://api.imdexhub.com** Note: Some of these links may forward to other servers.

RTI-MAN-0365 V2

Microsoft Windows Installation

1. Download the latest ioGAS™ 64-bit installer file for Microsoft Windows OS from our website. Registration is required in order to download from this site.

   Downloads can also be obtained via **Check for Updates** on the Help ribbon within the ioGAS™ application.
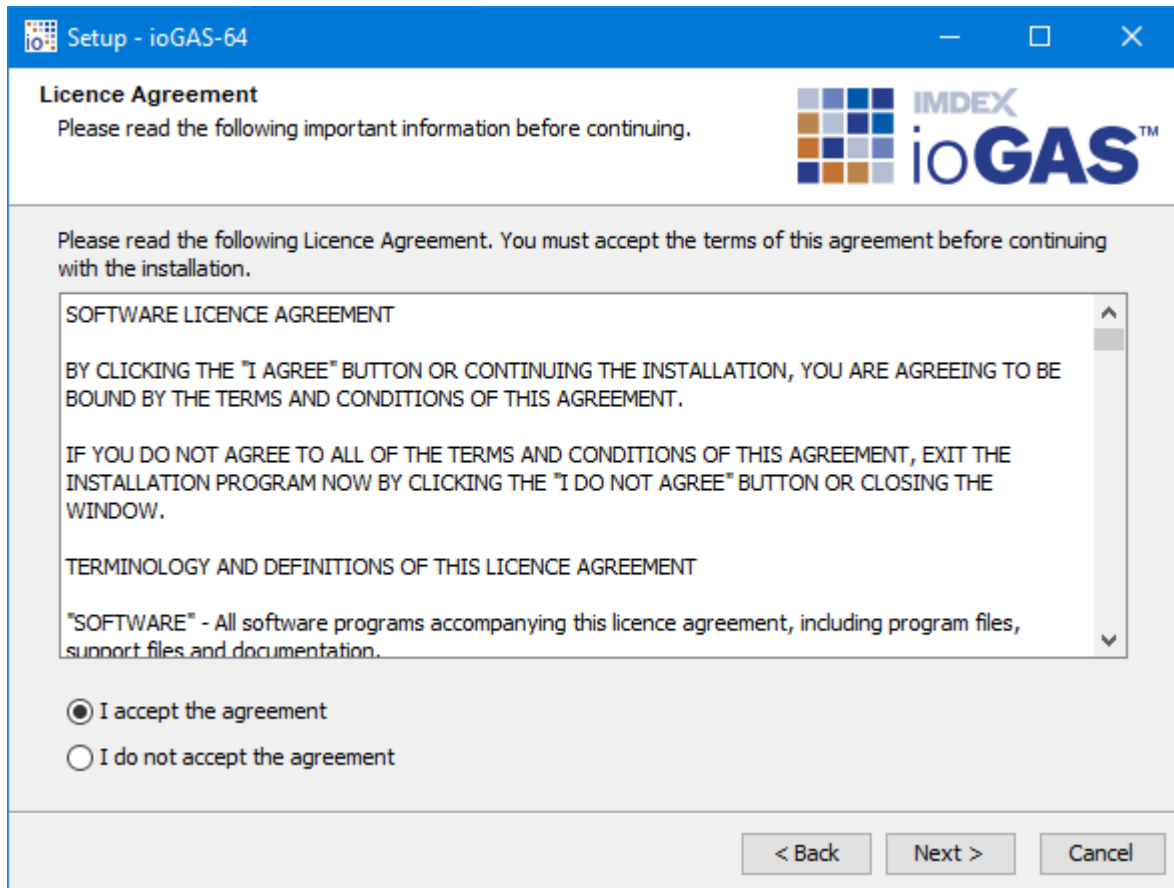
2. Browse to the location of the installer file and double click to run.

   If the installer file has unpacked properly the **Setup Wizard** screen is displayed.
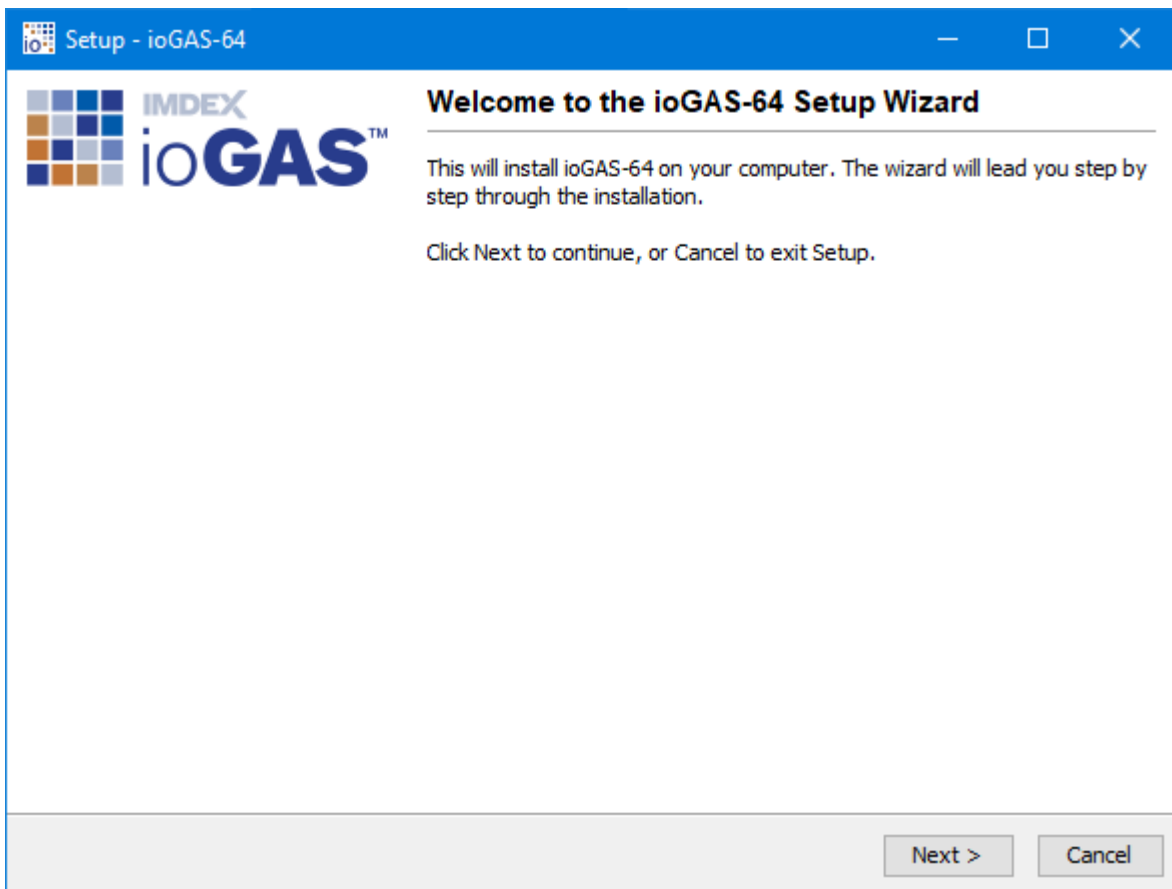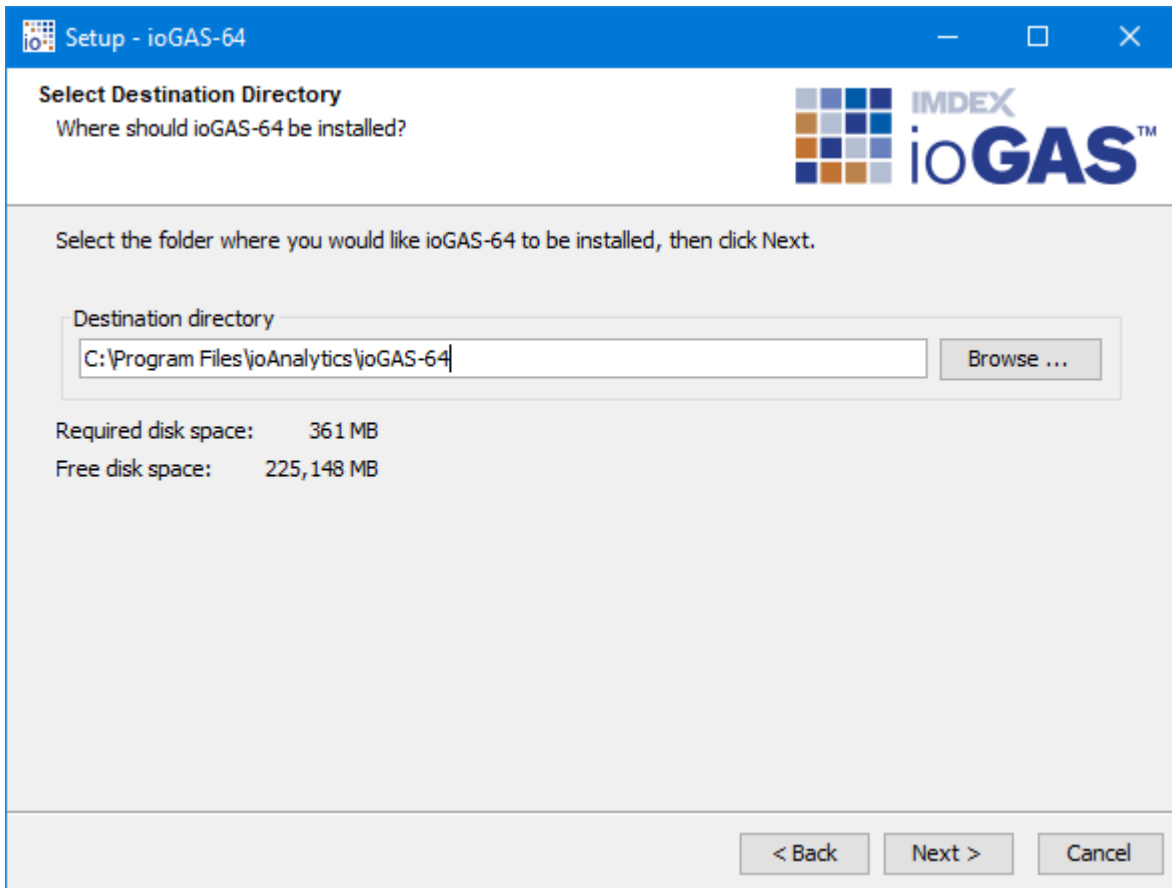

   Click **Next** in the **Setup Wizard** to continue.

3. Read and accept the **Licence Agreement** and click **Next** to continue.

A copy of this licence agreement (eula.txt) is available in the ioGAS™ installation folder on your computer for future reference.

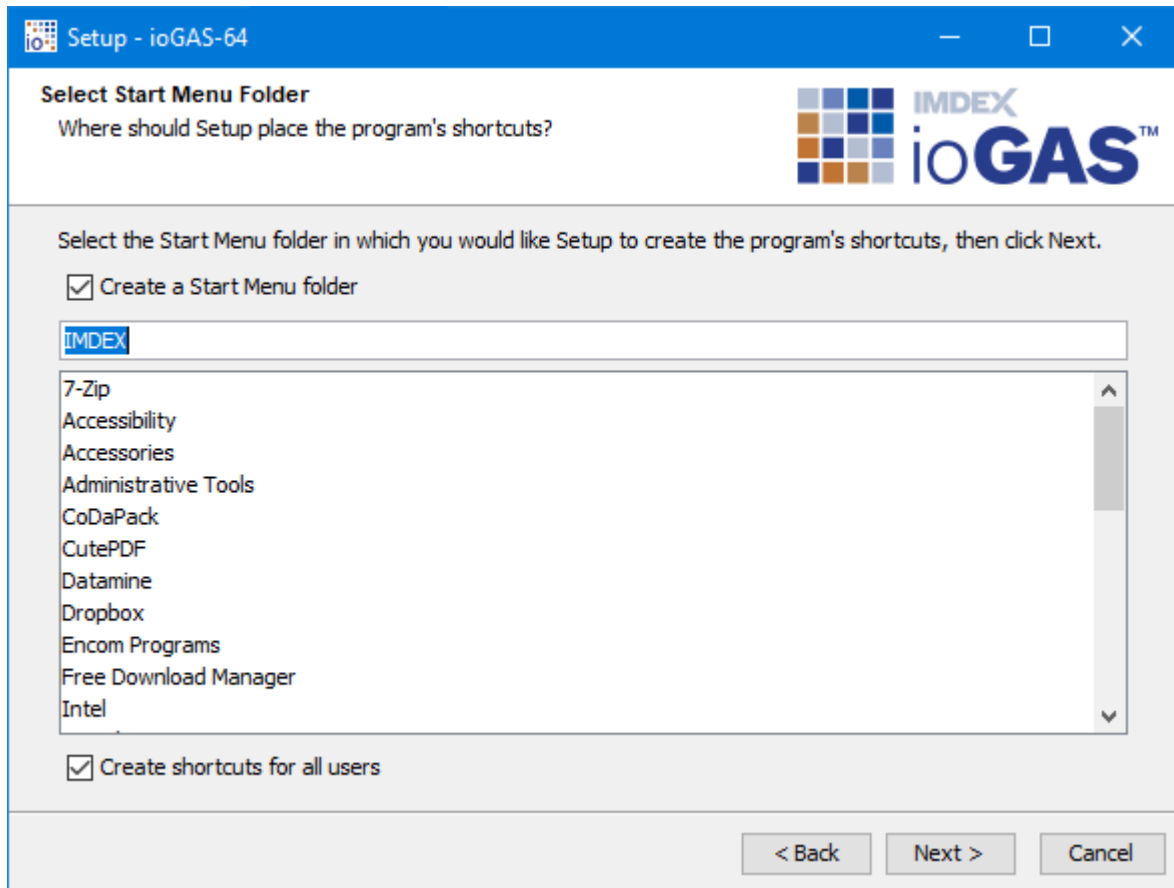4. Specify the installation location.

Accept the default location (recommended) or enter the desired installation file path. The default installation folder is as follows:

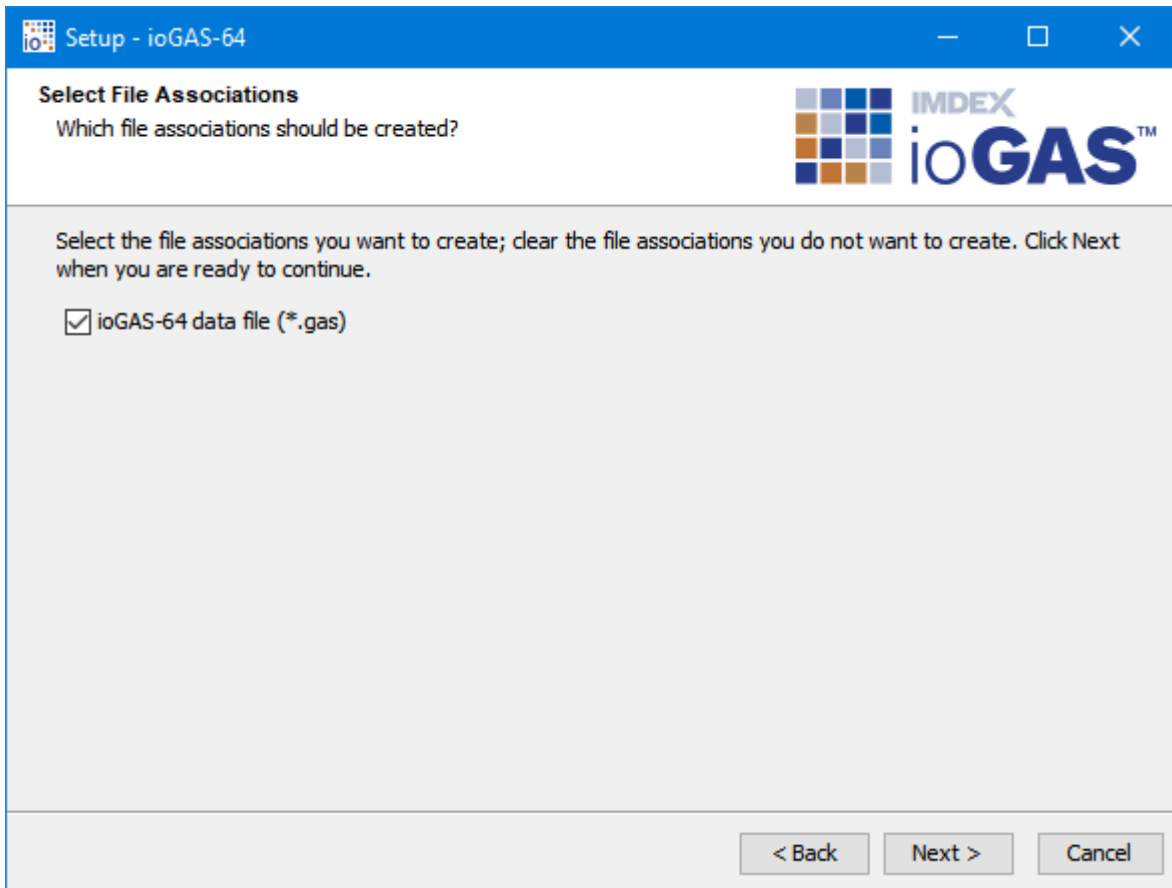- Windows 64-bit installation - **C:\Program Files\ioAnalytics\ioGAS™-64.7.x**

Click **Next** to continue.

5. Select the **Start Menu Folder** name (default is shown below) and whether to **Create shortcuts for all users**. Click **Next** to continue.

6. The **Select File Associations** dialog enables the ioGAS™ application to open when an ioGAS™ file is double-clicked in Windows Explorer. Click **Next** to continue.

7. To create an ioGAS™ desktop icon check the box in the **Select Additional Tasks** window. Click **Next** to continue.
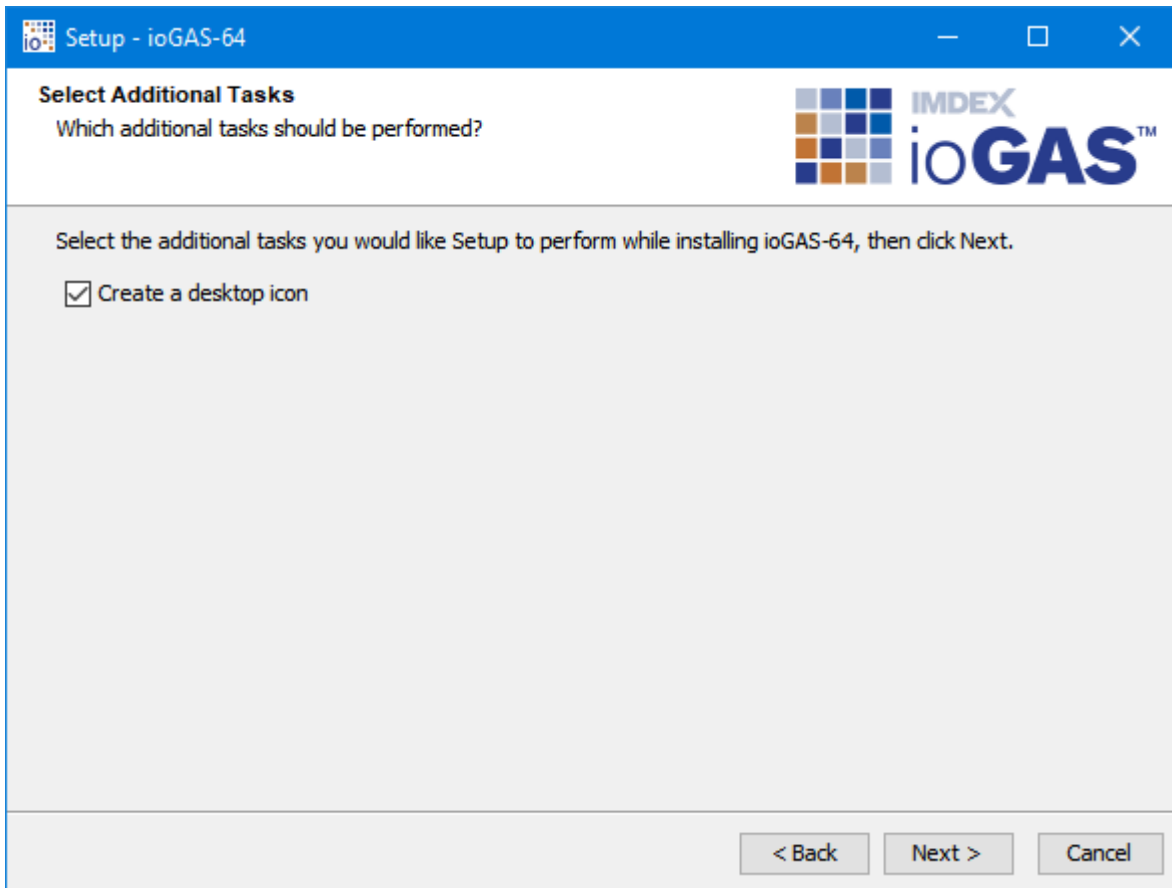
8. An optional installation component is available to users of acQuire Technology Solutions' (acQuire) GIM Suite to enable data to be selected and imported directly into ioGAS™ via the acQuireDirect API. To install this component, check the **Install acQuireDirect for ioGAS™ Link?** box otherwise just click **Next** to continue.
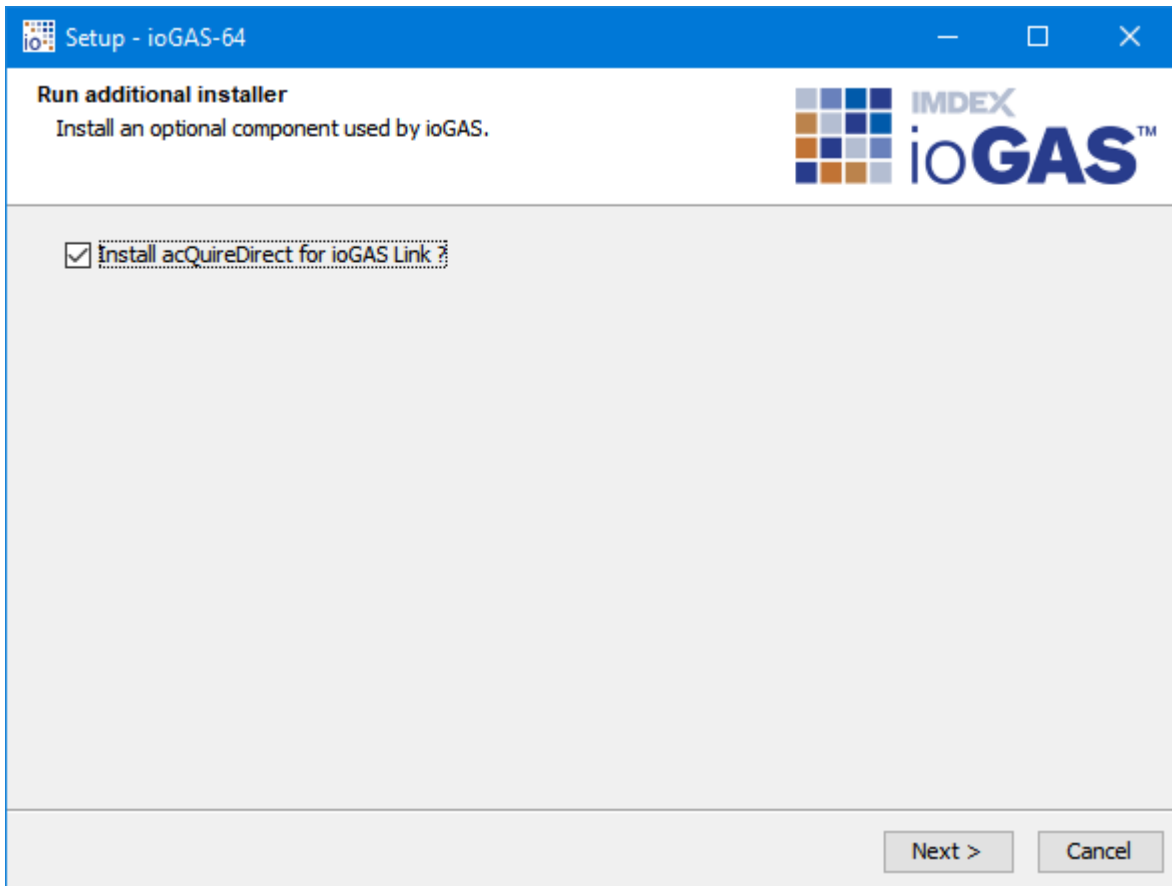
9. Once the installation is complete ioGAS™ can be started automatically by clicking the **Finish** button.

10. Read the displayed installation notes to see what the new features, improvements and fixes are for the latest version.

The ioGAS™ application can also be started via the Windows start panel under the **IMDEX** folder or double-click on the ioGAS™ desktop icon created during the installation process.

RTI-MAN-0365 V2
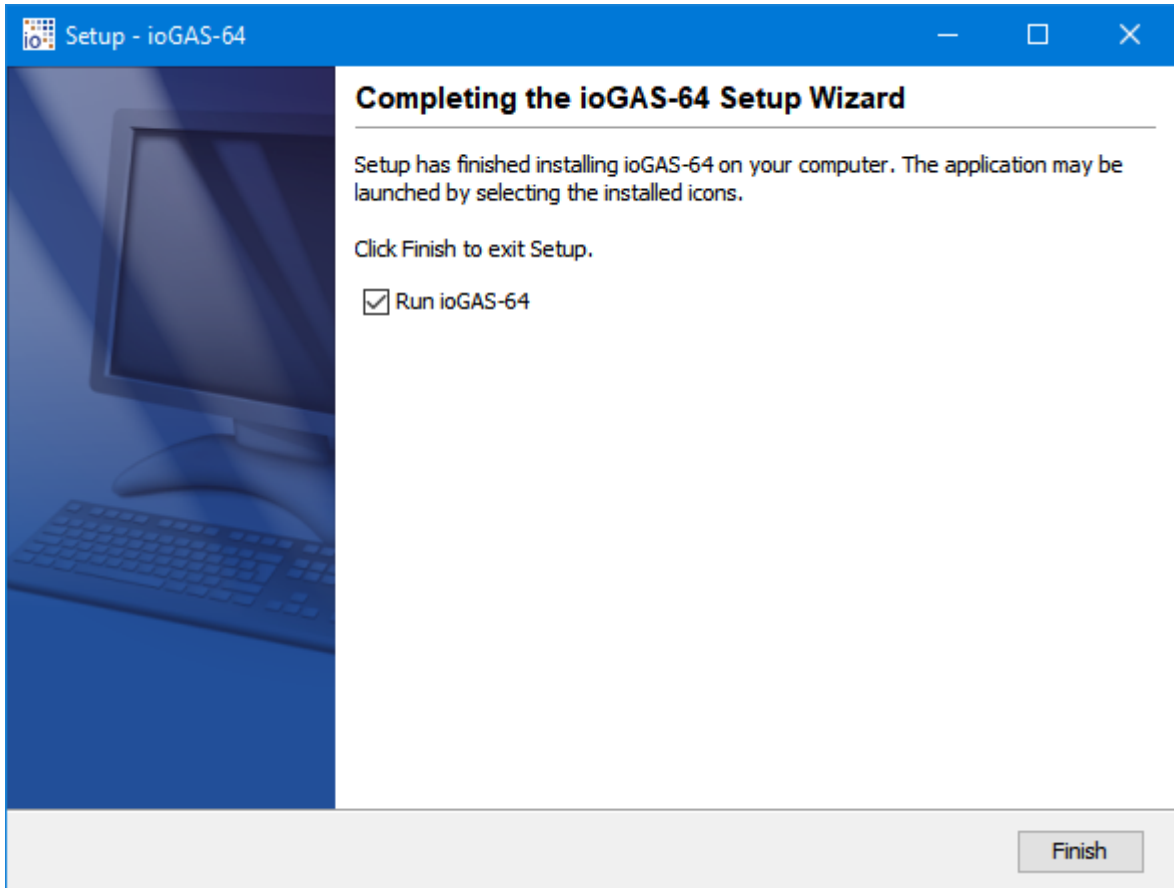
Apple Mac Installation

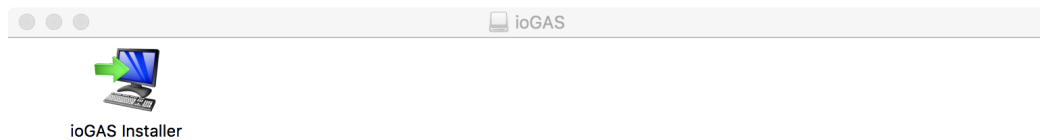To install ioGAS™ 6.2 or later on an Apple Mac operating system the computer must be running Mac OS X 10.8.3 (Mountain Lion) or later as these versions support Java 8. ioGAS™ 6.0 – 6.1 require Java 7 which is supported on Mac OS X 10.7.3 (Lion) or later.

Older versions of Mac OS X (Snow Leopard, etc.) require Java 1.6 to be installed, as the Java Runtime Environment (JRE) was not bundled with ioGAS™ prior to version 6.0. The latest version of ioGAS™ that can run on Snow Leopard is version 5.2.
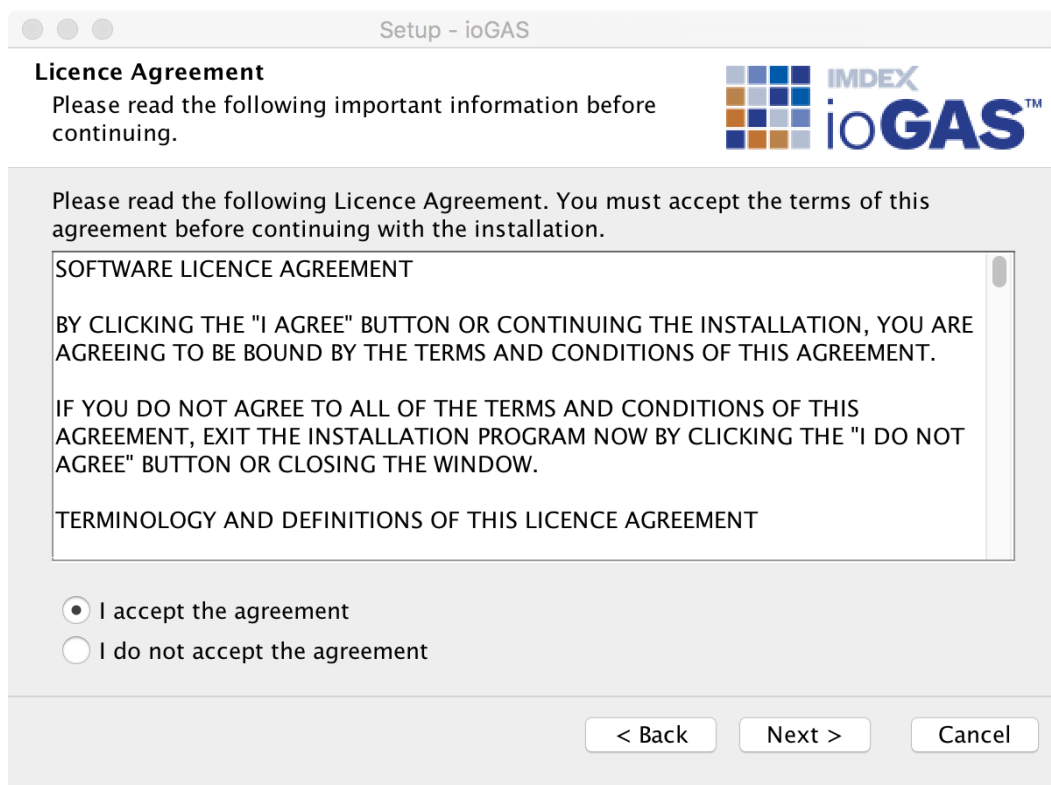
1. Download the latest ioGAS™ Mac OS X installer file from the ioGAS™ website . Registration is required in order to download. Downloads can also be obtained via **Check for Updates** on the **Help** ribbon within the ioGAS™ application.

2. Browse to the location of the installer file on the computer and double click to run.


3. The Welcome page is displayed.

The image above shows the "Setup - ioGAS" welcome screen with the IMDEX ioGAS logo. The screen reads:

Welcome to the ioGAS Setup Wizard

This will install ioGAS on your computer. The wizard will lead you step by step through the installation.

Click Next to continue, or Cancel to exit Setup.

With buttons: Next > and Cancel

4. Read and accept the **Licence Agreement** and click **Next** to continue. A copy of this licence agreement is available in the ioGAS™ installation folder on your computer for future reference.

The image above shows the "Setup - ioGAS" Licence Agreement screen. The screen reads:

Licence Agreement
Please read the following important information before continuing.

Please read the following Licence Agreement. You must accept the terms of this agreement before continuing with the installation.

SOFTWARE LICENCE AGREEMENT

BY CLICKING THE "I AGREE" BUTTON OR CONTINUING THE INSTALLATION, YOU ARE AGREEING TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT.

IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT, EXIT THE INSTALLATION PROGRAM NOW BY CLICKING THE "I DO NOT AGREE" BUTTON OR CLOSING THE WINDOW.

TERMINOLOGY AND DEFINITIONS OF THIS LICENCE AGREEMENT

(•) I accept the agreement
( ) I do not accept the agreement

With buttons: < Back, Next >, Cancel

RTI-MAN-0365 V2

5. The **Select File Associations** window enables the application to open when an ioGAS™ generated file is double-clicked in Finder. Click **Next** to continue.
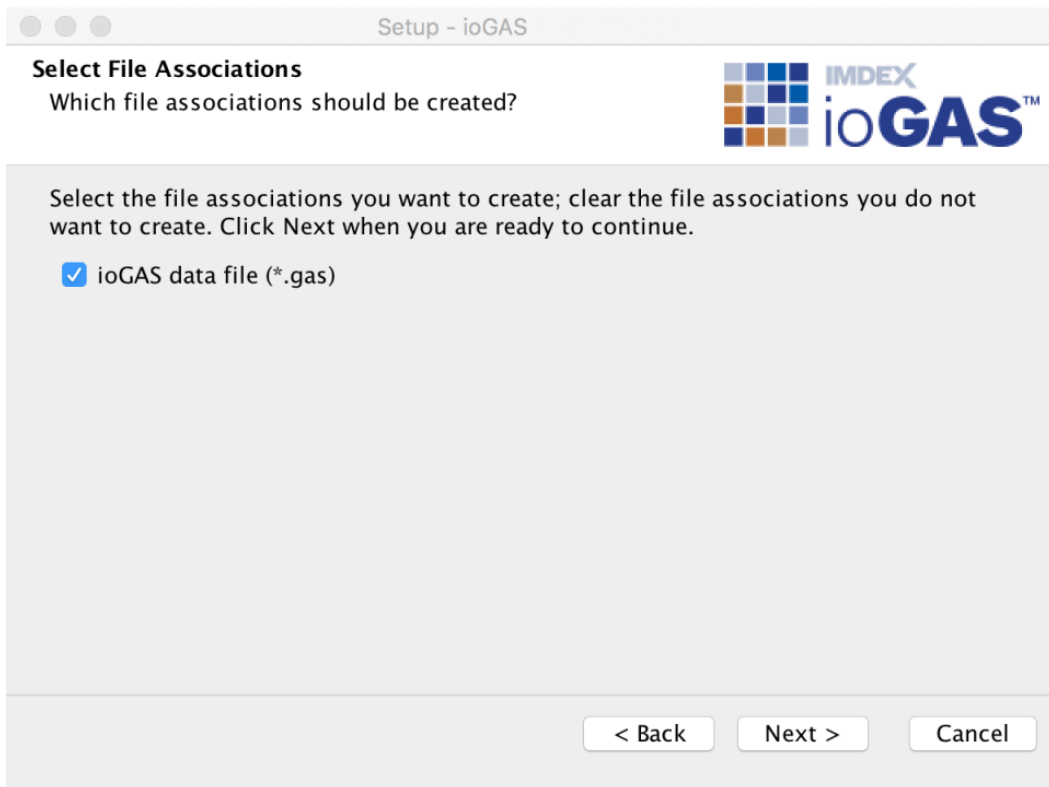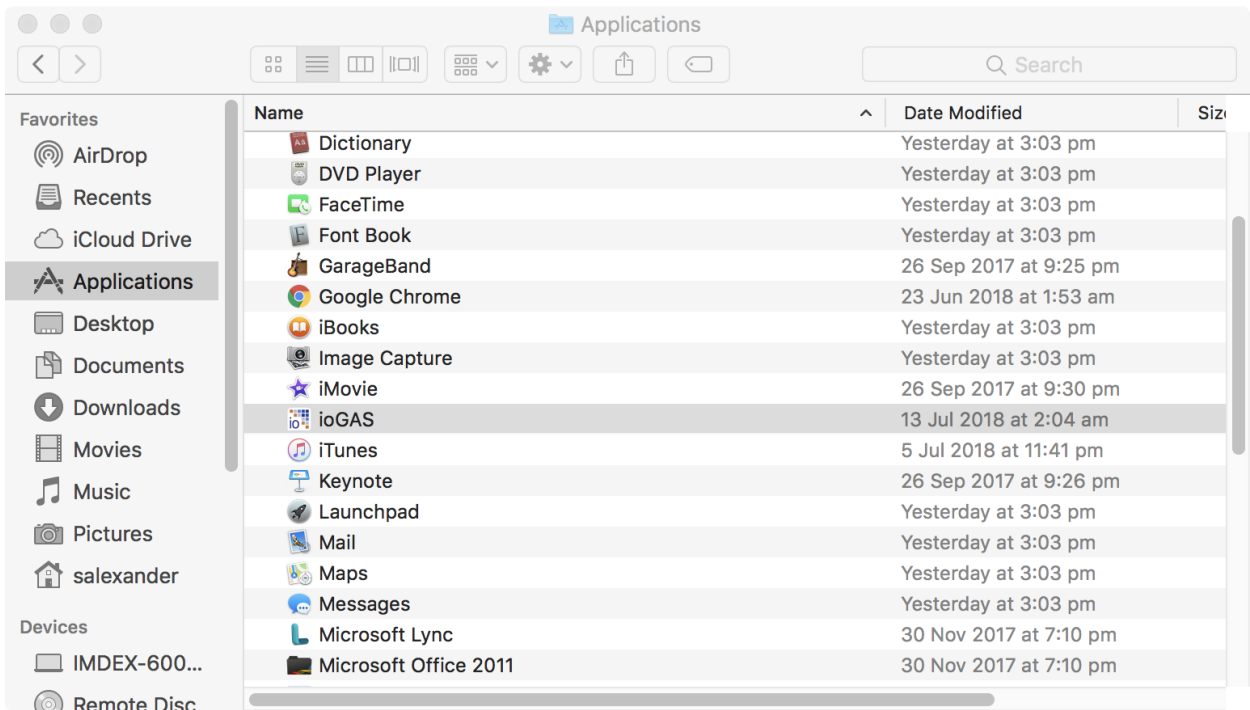

6. To create an ioGAS™ desktop icon, check the box in the **Select Additional Tasks** window. Click **Next** to continue.
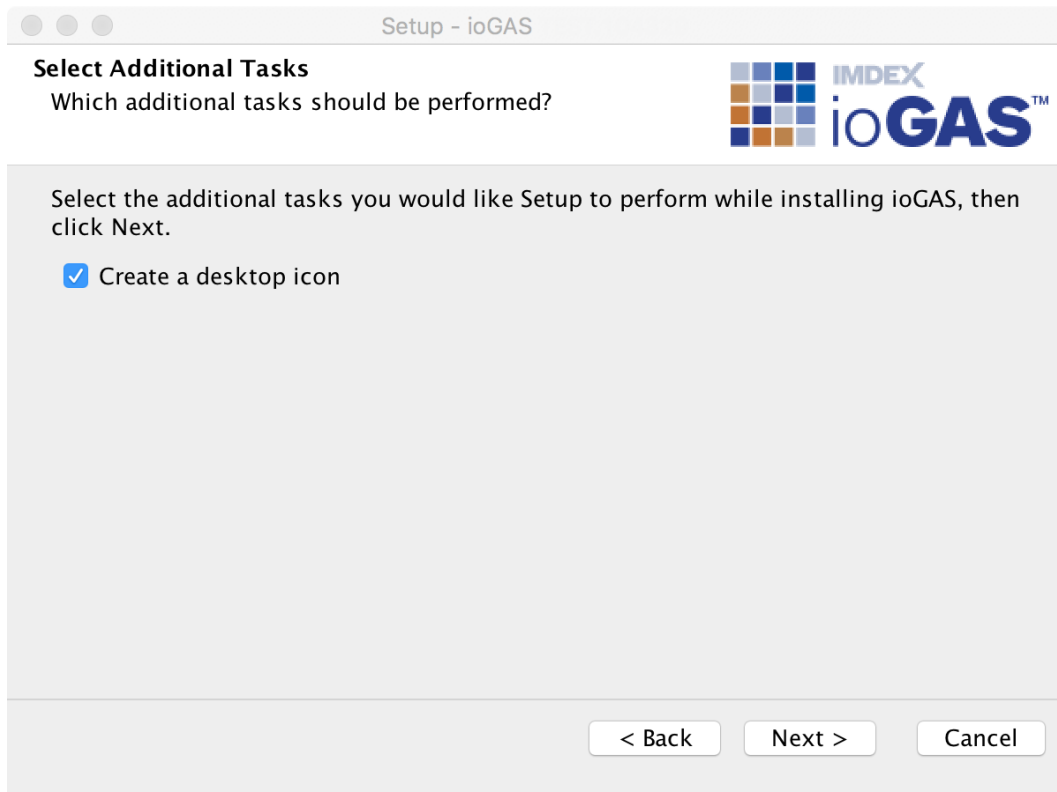
7. In the final Setup Wizard dialog click on the **Finish** button.
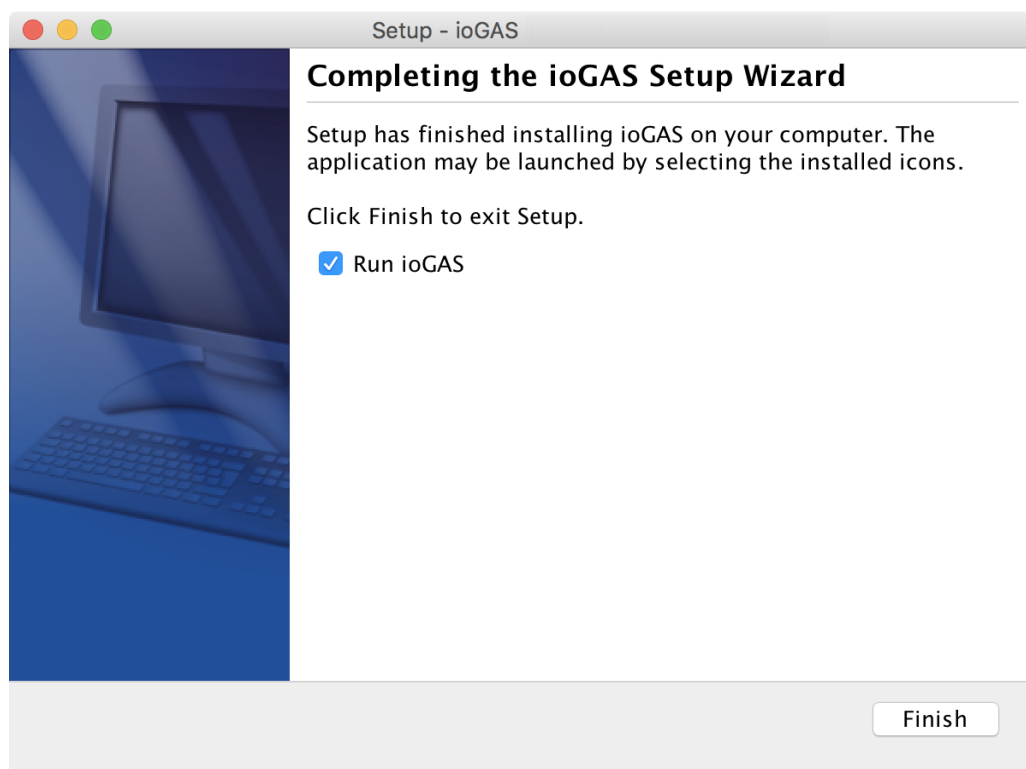
8. Once installed, ioGAS™ is displayed in the **Applications** list:

Obtain Classic Token

If your organisation has purchased and installed a corporate or academic ioGAS™ Classic Server Licence, please follow the steps below to make a connection and obtain a token. Classic Server Licence tokens are issued over a network to individual computers in the order in which they connect to the server, up to the total number of licences purchased. Tokens are issued for a specified period (minimum 28 days to maximum 90 days) and are automatically returned to the server when the time period expires. While a token is checked out the ioGAS™ software can be used offline during this time. The token automatically becomes available to other users when it expires but there is no provision to return the token to the server early.
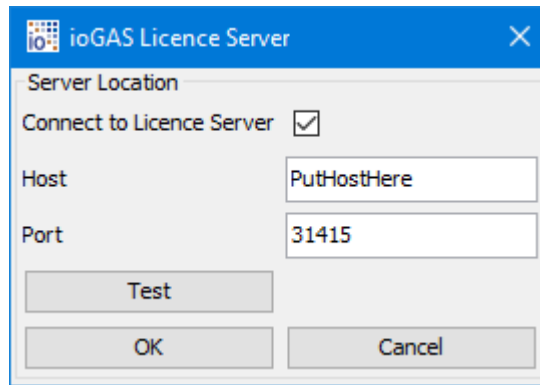
1. Start the ioGAS™ desktop application. If the trial period is still valid, go to the **Help** ribbon and select **Licence Server Connection**.
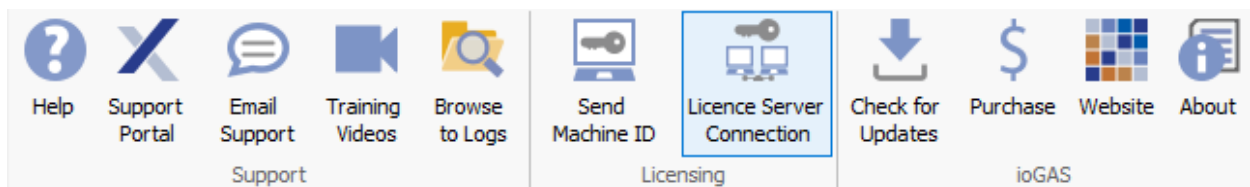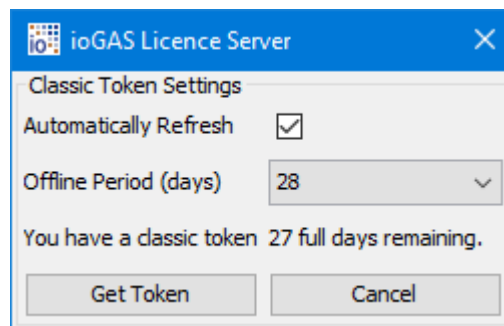

If you are running an Apple Mac computer or the trial period has expired click on the **Configure Licence Server** button in the message window below:
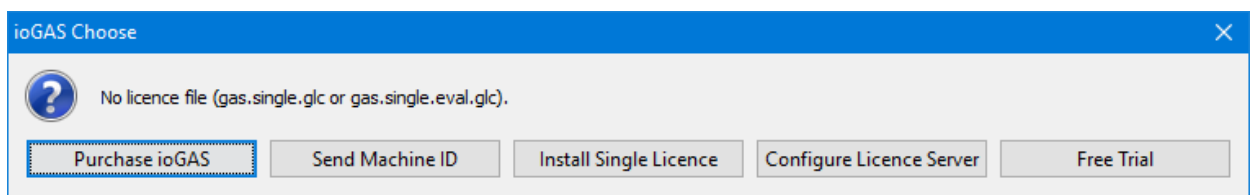

2. The **ioGAS™ Licence Server** dialog is displayed.

ioGAS Licence Server

Server Location

Connect to Licence Server ☑

Host   PutHostHere

Port   31415

Test

OK   Cancel

3. Check the **Connect to Licence Server** box.

4. In the **Host** window enter the server name or IP address where the ioGAS™ server licence software is installed. You may need to contact your IT Administrator for this information. Enter the **Port** number if it is not the default 31415.

5. Click on the **Test** button to make sure the connection is working. If you do not receive a **Successful connection to Classic server at PutHostHere:31415** message, or you receive any other error messages, contact your IT Administrator.

   Otherwise click **OK** twice to exit this dialog and continue to this dialog:

ioGAS Licence Server

Classic Token Settings

Automatically Refresh ☑

Offline Period (days)   28

You have a classic token 27 full days remaining.

Get Token   Cancel

6. Select an **Offline Period (days)** between 28 and 90 days (4-12 weeks). The offline period is the duration for which the ioGAS™ software can be used while not connected to the server licence network.

7. To enable continual use of the software check the **Automatically Refresh** box. This means that each time you start ioGAS™ while connected to the server licence network the token is refreshed so that it will be valid from the current date for the selected number of days. If this box is not checked, the token will automatically be returned to the server when the offline period expiry date is reached.

8. Click **Get Token** to finish.
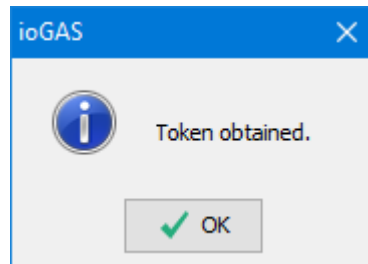
9. Re-start ioGAS™ for the server licence token to take effect. The organisation name followed by **[S]** is displayed on the screen when the program is running with a classic server licence as in the example below:

If you experience any problems connecting to the server or obtaining a token please contact your IT Administrator for assistance.

To view your token details at any time see **Help>About** ribbon option.

Support

Customer Service Portal

The Help ribbon provides access to the IMDEX Customer Service portal for existing ioGAS™ users. Search the ioGAS™ knowledge base, get help or request an enhancement. The support portal can also be used to lodge licence requests. A one-off registration is required to access the customer service portal.

Where possible include a screen capture of the **Help>About** information and a copy of the **log.txt** files. (Use **Browse to Logs** on the Help ribbon to locate the log files).

Technical support is not intended to provide remote training in the software. For training enquiries please contact iogas@imdexlimited.com

> Technical support is available for maintained clients only. New single seat (perpetual) licences include 12 months technical support but ongoing maintenance must be purchased after this time in order to continue to receive technical support. Server and single seat (12 month) licences automatically include technical support.

Email Support

Email support is available for trial users and existing ioGAS™ clients who are unable to access the IMDEX Customer Service Portal.

Contact Details:

Email: iogas.support@imdexlimited.com