# Ucam v10 Installation Manual for Windows

Ucamco Software April 2013



#### © Copyright Ucamco NV, Gent, Belgium

All rights reserved. This material, information and instructions for use contained herein are the property of Ucamco. The material, information and instructions are provided on an AS IS basis without warranty of any kind. There are no warranties granted or extended by this document. Furthermore Ucamco does not warrant, guarantee or make any representations regarding the use, or the results of the use of the software or the information contained herein. Ucamco shall not be liable for any direct, indirect, consequential or incidental damages arising out of the use or inability to use the software or the information contained herein.

The information contained herein is subject to change without prior notice. Revisions may be issued from time to time to advise of such changes and/or additions. No part of this document may be reproduced, stored in a data base or retrieval system, or published, in any form or in any way, electronically, mechanically, by print, photoprint, microfilm or any other means without prior written permission from Ucamco.

This document supersedes all previous dated versions.

All product names cited are trademarks or registered trademarks of their respective owners.

Correspondence regarding this publication can be sent to:

Ucamco NV Bijenstraat 19, B-9051 Gent, Belgium

For more information:

Our web site: <a href="http://www.ucamco.com">http://www.ucamco.com</a>

E-mail: info@ucamco.com

#### **About Ucamco**

Ucamco (formerly Barco ETS) is a market leader in PCB CAM software, laser photoplotting and direct imaging systems, with a global network of sales and support centers. Headquartered in Ghent, Belgium, Ucamco has over 25 years of ongoing experience in developing and supporting leading-edge photoplotters and front-end tooling solutions for the global PCB industry. Key to this success is the company's uncompromising pursuit of engineering excellence in all its products.

#### Helpdesk

Europe, Middle East, Africa, Latin Amerika	Asia Pacific	North America
Customer Support for Plotters, Software en ManiaBarco AOI  Monday - Friday:  08.00 AM - 6.00 PM MET  ① + 32 9 216 99 00	Please contact our business partner for your country during support working hours	Customer Support for Plotters, Software en ManiaBarco AOI  Monday - Friday: 08.00 AM - 6.00 PM Pacific Time Saturday: 10 am to 4 pm Pacific Time
General support: <a href="mailto:support@ucamco.com">support@ucamco.com</a> License: <a href="mailto:license@ucamco.com">license@ucamco.com</a> Java <sup>TM</sup> HyperTool: <a href="mailto:hypertool@ucamco.com">hyperScript: hyperscript@ucamco.com</a> General information: <a href="mailto:info@ucamco.com">info@ucamco.com</a> Sales: <a href="mailto:sales@ucamco.com">sales@ucamco.com</a>	see <u>contacts</u> page	+1 949 632 6895  General support: support@ucamco-USA.com License: license@ucamco-USA.com Java™ HyperTool: hypertool@ucamco.com HyperScript: hyperscript@ucamco.com General information: info@ucamco-USA.com

# **Table of Contents**

Ta	ble o	of Contents	iii
1	Intr	oduction	5
	1.1	Ucamco's CAM Products	5
	1.2	About This Guide	5
	1.3	Other Available Documentation	6
2	Upg	grading to v10	7
	2.1	License Manager Compatibility	7
	2.2	License File Compatibility	7
	2.3	Step 1 – Get the Software	7
	2.4	Step 2 – Determine Your License Server HostID	Error! Bookmark not defined.
	2.5	Step 3 – Request a New License File	Error! Bookmark not defined.
	2.6	Step 4 – Install the New License Manager	Error! Bookmark not defined.
	2.7	Step 5 – Install the New Software	7
3	Bef	ore you install	8
	3.1	•	
	3.1	Multicore	
	2 2	Backup	
		Server/Client Configurations	
		About Installing Versions in Parallel	
	3.4	About instaining versions in Faranei	
4	Inst	tallation Procedure	10
	4.1	Starting the Installer	10
	4.2	Welcome	10
	4.3	License Agreement	10
	4.4	Choose Install Set	Error! Bookmark not defined.
	4.5	Choose CAM product	11
	4.6	FILE ASSOCIATIONS	12
	4.7	Install JOBMANAGER	12
	4.8	License File/License Server Installation	Error! Bookmark not defined.
	4.9	Choose Install Folder	13
	4.10	Choose CFG Directory	15
		4.10.1First Install	15
		4.10.2Upgrade or Parallel Install	15
	4.11	Pre-Installation Summary	16
	4.12	Installation	17
	4.13	Install License File.	16

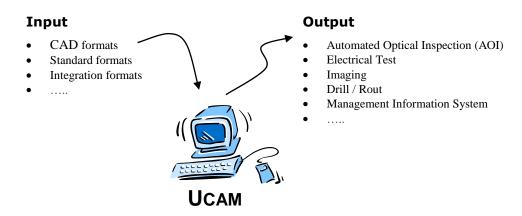
	4.14	Specify License Server.	Error! Bookmark not defined.
	4.15	Dongle Installation Message	Error! Bookmark not defined.
	4.16	Request License File	Error! Bookmark not defined.
	4.17	License Server HostID.	Error! Bookmark not defined.
	4.18	Choose JobManager Installation Directory	17
	4.19	User Acount Management.	
	4.20	Install Complete	19
5	Man	nual License Installation & Troubleshooting	Error! Bookmark not defined.
	5.1	Format of a License File	Error! Bookmark not defined.
	5.2	How to get a License File up and running	Error! Bookmark not defined.
		5.2.1 Step 1 - Find the Host ID of the server	Error! Bookmark not defined.
		5.2.2 Step 2 - Request a License File	Error! Bookmark not defined.
		5.2.3 Step 3 - Install the License File	Error! Bookmark not defined.
	5.3	License Management using LMTOOLS	Error! Bookmark not defined.
		5.3.1 Manual Startup of License manager service	Error! Bookmark not defined.
		5.3.2 Checking the logfile	
	5.4	Troubleshooting	Error! Bookmark not defined.
		5.4.1 License Manager Doesn't Start	
		5.4.2 Locked License	Error! Bookmark not defined.
		5.4.3 Licensed Number of Users Already Reached	Error! Bookmark not defined.
		5.4.4 Encryption Code in License File Is Inconsistent.	
		5.4.5 Invalid Host	
		5.4.6 Cannot Find SERVER Hostname	Error! Bookmark not defined.
		5.4.7 License Server Does Not Support this Feature	
		5.4.8 License File Does Not Support this Version	
		5.4.9 FLEXIm Bad System Date	Error! Bookmark not defined.
	5 5	Configuring the License Manager as a Windows Service	eError! Rookmark not defined.

# 1 Introduction

## 1.1 Ucamco's CAM Products

This installer contains Ucamco's range of CAM software products, including UCAM and various machine frontends for AOI, Electrical Test and plotting.

UCAM is Ucamco's pre-production engineering solution for the electronics manufacturing industry. It is developed to provide PCB manufacturing with zero-defect tooling. UCAM can accept a wide variety of PCB data as well as generate all data and process information for your production equipment.



# 1.2 About This Guide

This Installation Guide is aimed at customers who are ready to install or reinstall UCAM or another CAM product from Ucamco on a Windows PC.

The following conventions are used in this document:

Note:	Provides essential extra information.
Tip:	Provides useful extra information.
<b>S</b> Example:	Contains examples of file syntax, commands, settings, etc.
<b>Warning:</b>	Contains an important warning.

# 1.3 Other Available Documentation

Ucamco offers its customers a wide range of documentation on all its software - including installation requirements and procedures, release information, detailed task descriptions and info on customer support availability. Specifically for its range of CAM products the following documents are available.

#### Ucamco Software Installation Requirements

This Guide aims at prospective users and outlines the equipment required to run Ucamco's CAM products, including UCAM and various machine frontends.

You can download this manual from our ftp server ftp.ucamco.com

#### License Server Installation Manual for Windows

A document explaining how to setup/upgrade a license server and how to obtain and install a valid license file.

You can download this manual from our ftp server ftp.ucamco.com

### Online Help

Each new software installation comes with an updated version of the extensive, context-sensitive online help system.

The online help contains referential information as well as step-by-step task descriptions, a detailed index, a glossary and a full text search function to facilitate quick troubleshooting and swift problem-solving for complex issues.

# 2 Upgrading to v10

If you are upgrading from a previous version to v10, make sure to read and follow the procedure below.

# 2.1 License Manager Compatibility

Upgrading to Ucam v10 from a previous version (v9.x, v8.x, ...) requires a new license manager. Make sure your license manager is updated before installing Ucam v10.x

More information can be found in the License Server Installation Manual

# 2.2 License File Compatibility

Upgrading to v10.x requires a new license file.

#### 2.3 Download Ucam v10.x from our FTP Server

If you qualify for an upgrade you can find the installer, utilities and documentation on the Ucamco FTP server (<a href="ftp.ucamco.com">ftp.ucamco.com</a>). Login using the user and password you received from Ucamco and go to the <a href="Ucam/Ucam10.x directory">Ucam10.x directory</a>. If you have problems to access the FTP site, please contact your local customer care responsible.

For installation on a Windows platform you need to download the following files:

- □ *v10xx\_yymmdd\_win32.exe* Ucam installer for 32 bit systems
- □ *v10xx\_yymmdd\_win64*.exe Ucam installer for 64 bit systems
- □ mbhostid\_win.exe the hostID utility
- □ Ucamco Software Installation Requirements
  - the preinstallation guide for Ucamco's CAM products.
- □ Ucam v10 Installation Manual for Windows this document

# 2.4 Install the Downloaded Software

Install the new software following the installation instructions in the Installation Manual.

In case of problems during the installation, please contact Ucamco support (<a href="mailto:support@ucamco.com">support@ucamco.com</a>).

# 3 Before you install

Before you start installing UCAM, please follow the instructions in this chapter to make sure your system is configured for the type of installation you want to perform.

# 3.1 System Requirements

Check if your hardware meets the minimum requirements to run Ucam v10.x. See the Ucamco Software Installation Requirements document.

# 3.2 Backup

We recommend you make a complete backup of your current configuration before starting the UCAM installation.

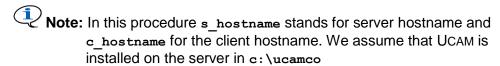
# 3.3 Server/Client Configurations

If you want to install and use UCAM on only one machine, skip this section and continue with section 3.4 About Installing Versions in Parallel.

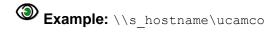
If you want to install UCAM in a server/client environment, where the client can use the UCAM installation of a server machine, you first need configure the machines that are going to be used as server and client.

In a server/client environment, the client can use the software of the server only when the disk of the server is mounted on the client.

To install the server/client configurations, please follow these instructions.



- 1 On the server, share the directory where UCAM is installed. For detailed instructions, please refer to your Windows XP/Vista/7/8 manual.
- 2 To map the server directory where UCAM is installed, open Windows Explorer on the client and choose **Map Network Drive** from the **Tools** menu.
- 3 Specify the drive to which you want to map (e.g.: g:) and the path you want to map.



# 3.4 About Installing Versions in Parallel

If you are either

- □ installing UCAM for the first time, or
- upgrading an existing UCAM installation and *replacing* that old version with the new one,

you can now start the general install procedure described in the following chapters.

It is however also possible to install different versions of UCAM in parallel, so you can keep a previous installation. To do this you need to make a few modifications to your system.

#### **Shortcuts**

The UCAM installer will create two shortcuts to start UCAM: one on the desktop and one in a UCAM folder in the Windows Start menu. These shortcuts will be named: UCAM vx.y (e.g.: UCAM v10.2).

If shortcuts with this name already exist, they will be overwritten . Therefore, rename the UCAM shortcuts before installing another version of UCAM.

#### **Environment variables**

When you install UCAM, the following environment variables will be set.

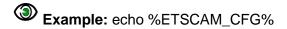
<b>Environment Variable</b>	Value	
ETSCAM_CFG	Path to the UCAM CFG directory	
HOME	Path to the UCAM Home directory	
MANIAB_LICENSE_FILE	Path to the UCAM License File	
	Important Note:	
	Versions earlier than <b>Ucam v7.1-1d</b> use the environment variable LM_LICENSE_FILE to point to the license file.	
MT_UCAM_OPTIONS	This string adds one or more parameters to the Ucam call at startup. eg to set the default unit to mm: "-unit=mm"	
UCAM_BASEPATH	Default location for installation of Ucam. eg "c:\ucamco"	

When you install UCAM on a system with UCAM already installed on it, the UCAM installer might modify the value of these three environment variables.

However, we recommend you install UCAM in such a way that the value of these three environment variables will be the same for each installation (i.e. each UCAM installation uses the same CFG directory, Home directory and License File).



**Tip:** If you want to know the current value of an environment variable, start a DOS session and type **echo %variable\_name%** at the command prompt.



# **4 Installation Procedure**

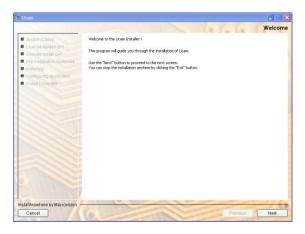
# 4.1 Starting the Installer

The installer is an executable called v10xx\_yymmdd\_winxx.exe.

Double-click the file from within Windows Explorer to start the installer.

The **Welcome** screen appears.

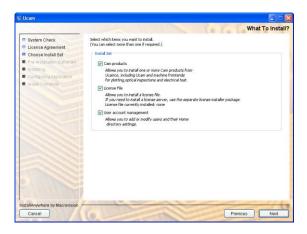
#### 4.2 Welcome



- 1 Read the instructions on the Welcome screen.
- 2 Click Next to continue.

# 4.3 What To Install

In the What To Install screen you select which components to install.



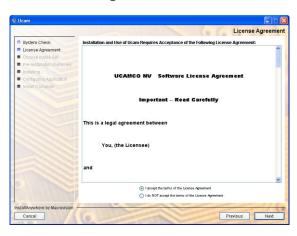
With every new CAM installation comes a new licence file and new or upgraded UCAM **users**. You can install each of these 3 components separately, but make sure that each component has been installed before running the CAM product.

Install Set	Contains
CAM products	Allows you to install one or more Ucamco CAM products, including UCAM, various machine frontends for plotting, optical inspection and electrical test and OEM frontends  At any time you can install any of the available software products in this installer. However, to be able to use the installed software, you need a valid license file.
License file	Allows you to install or update a license file.
	Note: License files can also be requested and installed using the License Server Installer (see 1.3)
User account management	Allows you to enable the current user for UCAM and to create or modify this user's Home directory.

- 1 Select one or more install sets.
- 2 Click Install to continue.

# 4.4 License Agreement

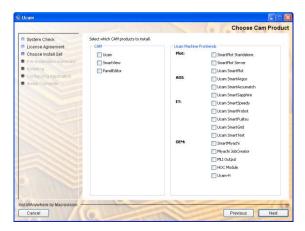
The License Agreement contains the license information.



- 1 Read the entire License Agreement carefully.
- 2 Select *I accept the terms of the License Agreement* to agree with the license agreement.
- 3 Click Next to continue.

# 4.5 Choose CAM product

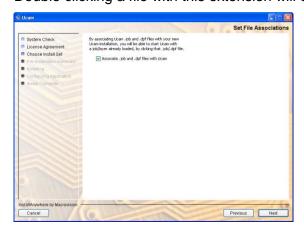
Note: This screen is only displayed if you selected "Install CAM products" In the Choose CAM products screen you can specify which CAM products to install.



- 1 Select one or more products to install.
- 2 You can choose to install any of the available CAM products in this installer. However, to be able to use the installed software, you need a valid license file.
- 3 Click Next to continue.

# 4.6 FILE ASSOCIATIONS

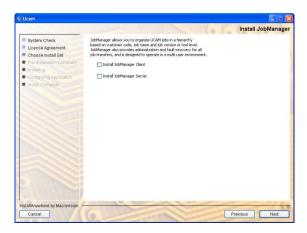
Ucam extensions like .job and .dpf can be associated to the Ucam application. Double clicking a file with this extension will open the file in Ucam.



- 1 Check option to associate .job and .dpf extensions to Ucam
- 2 Click Next to continue.

# 4.7 Install JOBMANAGER

Note: Please skip this section if you did not select the *CAM products* option in the **Choose Install Set** screen.



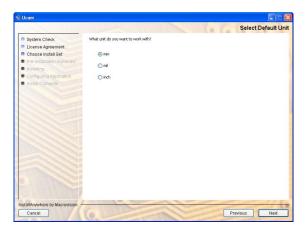
Indicate if you want to install JOBMANAGER. This application allows you to organize jobs in a multi-user environment.

To install JOBMANAGER you need to specify the parameters which allow the CAM software to use the JOBMANAGER functionality and connect to the JOBMANAGER database.

- 1 For DataBase Type, select the kind of database you use.
  - Note: MySQL is included on the separate JOBMANAGER CD-ROM. Select Oracle only when your company owns the appropriate license.
- 2 In the *DataBase URL* field, specify the URL to the JOBMANAGER DataBase by replacing <hostname> with the actual host name.
- 3 In the *DataBase Driver* field, specify the driver you use to make the database connection.
- If you have selected Oracle as *Database Type*, specify the complete path to the required Java classes in the *Oracle classes* field by either typing the path in the input field, or clicking , selecting the appropriate directory and then clicking the *Open* button in the file dialog box.
  - **Note:** These classes are part of the Oracle Database installation and can be found in [ORACLE\_HOME]\jdbc\lib\classes<xxx>.zip where <xxx> is the supported JDK version.
- 5 Click Next to continue.

# 4.8 Select Default Unit

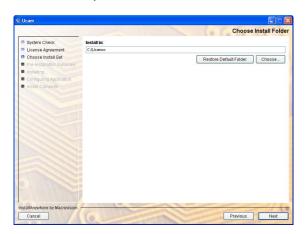
Specify what unit you would like to use by default



- 1 Check the unit you want to use
- 2 Click Next to continue.

## 4.9 Choose Install Folder

Note: This screen is only displayed if you selected "Install CAM products" In the Choose Install Folder screen you have to specify where to install the chosen components.



- 1 Specify the directory in which to install the chosen components by either
  - □ typing the path in the input field, or
  - □ clicking the *Choose* button, selecting the appropriate directory, and clicking the *Open* button in the file dialog box.

To restore the default path suggested by the installer, click the *Restore Default Folder* button.



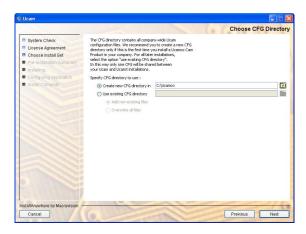
- □ **For upgrades:** choose the existing UCAM directory.
- □ **For parallel versions:** choose a directory other than the one used for the previous installation.
- □ **Folder names:** we advise you to choose a path which does NOT contain spaces in the folder names
- 2 Click Next to continue.

# 4.10Choose CFG Directory

Note: This screen is only displayed if you selected "Install CAM products"

In the **Choose CFG Directory** screen you have to specify where company wide configuration files for UCAM will be stored. UCAM configuration files exist on three levels.

Level	Description	
Dat	On this level configuration files are stored that are provided by Ucamco. These files may not be changed, in order to guarantee the correct functioning of UCAM at all times.	
CFG	These are the company wide configuration files which define some settings that are specific for your company and that are used for all your UCAM installations.	
Home	These are the settings that may differ for each UCAM user.	



Different procedures are recommended for a first-time installation and for an upgrade or a parallel installation.

#### 4.10.1 First Install

To ensure that only one set of CFG configuration files exists in your company, we recommend that you install a new CFG directory only the first time you install UCAM in your company.

- 1 Select Create new CFG directory button.
- 2 Specify the directory in which to install the CFG files by either
  - typing the path in the input field, or
  - clicking , selecting the appropriate directory and then clicking the *Open* button in the file dialog box.
- 3 Click Next.

# 4.10.2 Upgrade or Parallel Install

If you are upgrading a previous UCAM installation, or if you want to install the newer version alongside an existing installation, we recommend that you use the CFG configuration files of the existing installation.

- 1 Select Use existing CFG directory.
- 2 Specify the path to the existing CFG directory by either

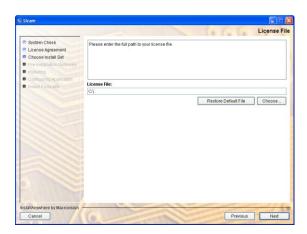
- typing the path in the input field, or
- clicking , selecting the appropriate directory and then clicking the *Open* button in the file dialog box.
- 3 Select the appropriate option:
  - □ *Add non-existing files* will keep the configuration files from the previous installation and only add the new files.
  - Overwrite all files will replace the configuration files from the previous installation with the new files and add the files that are new in this version.
- 4 Click Next.

A warning appears, indicating that you are overwriting an existing installation of UCAM.

- 5 Click OK to continue.
- 6 Click Next.

#### 4.11 Install License File

Note: Please skip this section if you did not select the *License* option in the Choose Install Set screen.



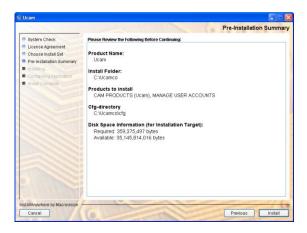
- 1 Specify the directory in which to install the chosen components by either
  - typing the path in the input field, or
  - □ clicking the *Choose* button, selecting the appropriate directory, and clicking the *Open* button in the file dialog box.

To restore the default path suggested by the installer, click the *Restore Default Folder* button.

2 Click Next to continue.

# 4.12 Pre-Installation Summary

Before launching the actual installation you can review all selected options in the following summary screen:



Click Install to start the Ucam installation

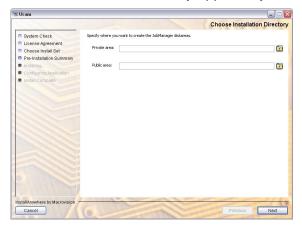
# 4.13 Installation

During the installation some new Ucam features for this version are presented:



# 4.14 Choose JobManager Installation Directory

Note: This section only applies if you are installing JobManager Server



- 1 In the *Private Area* field, specify the path to the private storage either by typing the path in the input field, or
  - by clicking , selecting the appropriate directory and file, and then clicking the *Open* button in the file dialog box.
- 2 In the *Public Area* field, specify the path to the public storage either by typing the path in the input field, or
  - by clicking . selecting the appropriate directory and file, and then clicking the *Open* button in the file dialog box
- 3 Click Next to continue.

# 4.15 User Acount Management

In the **User Acount Management** screen you can create an (empty) UCAM Home directory for the current user. If you want to add a Home directory for another user on this workstation, you have to log into Windows XP/VISTA/7/8 as that user and then run the installer again.

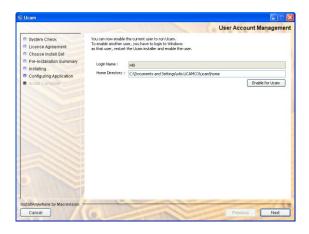
#### Case 1 - When upgrading / first install

If you are (re)installing a CAM product or a license, it is **highly recommended** that you also upgrade the current user by clicking *Enable for Ucam*. This ensures that all parameters and environment variables modified during installation will be set correctly.

If you do not do this, the current user may not be able to start up or use the installed v10.x CAM product(s) correctly.

#### Case 2 - When installing versions in parallel

If you are installing a v10.x CAM product in parallel with a previous version, and you want to continue using both versions, you should NOT upgrade the user that will use the previous CAM installation. This is because after enabling a user for version v10.x, that user will no longer be able to use a previous CAM installation.



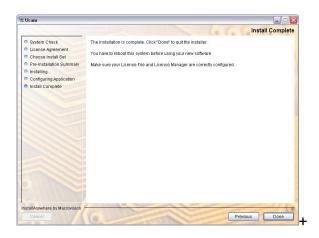
To enable the current user for UCAM:

- 1 Specify the user you want to enable for UCAM in the *Login Name* field.
- 2 Specify the home directory for this user in the *Home Directory* field.
- 3 Click Enable for Ucam.The following dialog appears.



- 4 Click OK.
- 5 Click Next to continue.

# 4.16 Install Complete



- 1 Click Done to quit the installer.
  If you installed a CAM product the Release Notes for this product are displayed.
- 2 Reboot your system to ensure that all changes made to your system during the installation process take effect.
- You can start each of the installed CAM products for which you have a valid license by either double-clicking the shortcuts on your desktop, or selecting the CAM product from the Windows Start menu.
  - If an appropriate license has been installed, then the chosen application should start up correctly.

# 5 License Manager Troubleshooting

UCAM uses the **FLEXIm** license system. The UCAM Installer is able to install the necessary License Files, but you can also do this manually, after having installed UCAM.

In order to understand the way UCAM licenses are used it is important to be familiar with the following terminology:

License server	A system that runs (or can run) the license software.	
License client  This is a system that does not run the license software but license server. The License File on this system has to be License File as the one on the License Server.		
	If the License File has 3 server lines then all 3 servers and all cllients must have identical License Files (only the Daemon path may differ).	
Shared license	One license can be used on different systems. The system that uses the license locks it. As soon as this system frees the license, another system can use it.	

# 5.1 Format of a License File

The license file is a file named mb\_license.dat. The format of this License File is:

1 or 3 SERVER lines	SERVER hostname MBVDHID=hostid [portnumber]
1 DAEMON line	DAEMON maniab daemonpath
1 or more FEATURE/INCREMENT lines	See complete License File example below.

# Example

```
The server name The hostID The port number

SERVER mbpc01 MBVDHID=080AC852A856 1701

DAEMON maniab c:\mb\flex1m The daemon path

FEATURE g967001 maniab 7.000 30-DEC-2004 1 VENDOR_STRING=View SIGN=FEC4C9CED3FA

FEATURE g967002 maniab 7.000 30-DEC-2004 1 VENDOR_STRING=Edit SIGN=2700CFBC65D2
```

#### Editable Elements in a License File

Three data elements can be modified in the License File:

- □ Host names on SERVER lines
- □ Port numbers on SERVER lines
- □ Path name on the DAEMON line

**Note:** Everything else is used to compute the encryption code and can only be changed by Ucamco personnel.

# 5.2 Manual installation of a License File

Use the following procedure:

- 1 Open an MS-DOS Window. (Select Start Run then type CMD in the dialog box and press enter. This opens a Command Prompt.)
- 2 Type set MANIAB LICENSE FILE.

This returns a line starting with MANIAB\_LICENSE\_FILE and then the path where the current license can be found. Use either DOS or Windows Explorer to go to that indicated directory.

- 3 Make a safety copy of your current license.
- 4 Copy the new License File to the same location as your old License File and give it the same name.
  - Example: copy customer.dat mb\_license.dat
- 5 Make sure that on the server line the following information is the same in both the old and new License File:

The host name

The host ID (the value next to MBVDHID)

The port number.

You can modify the host name and port number if required.

The Daemon name and path should be the same in both Daemon lines.

You can modify the path if required

**Note:** You cannot copy and paste information from the old license to the new one.

6 Reboot your computer.

# 5.3 License Management using LMTOOLS

LMTOOLS is a graphical user interface for the license manager that can help you during installation, de-installation and troubleshooting. This tool is automatically installed in the ..\flexIm directory and can be used at any time.

Some of the functions LMTOOLS performs include:

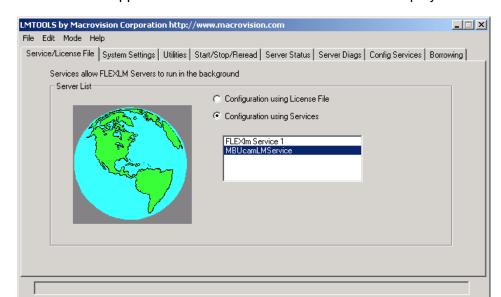
- □ starting, stopping, and configuring FLEX*Im* license servers
- viewing system information
- viewing server status

In order to use LMTOOLS on your license server you must have a License Manager Service installed. This is called the *MBUcamLMService* and can be found in the List of installed Services.

# 5.3.1 Manual Startup of License manager service

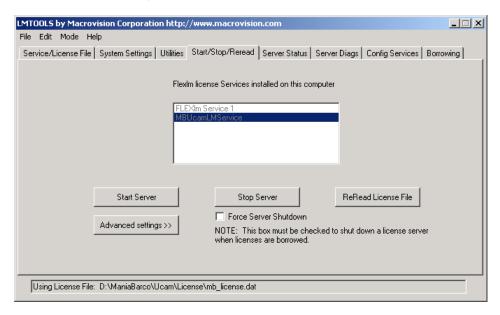
Once the license manager service (MBUcamLMService) is configured, you can stop and start this service using the LMTOOLS interface:

1 Start LMTOOLS.



LMTOOLS appears with the Service/License File tab displayed.

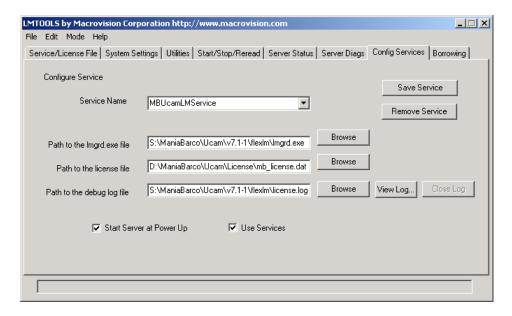
- 2 Select Configuration using Services.
- 3 Select the service name from the list presented in the selection box.
  In this example, the service name is MBUcamLMService. This means that all following actions will affect the selected service MBUcamLMService.
- 4 Click the **Start/Stop/Reread** tab.



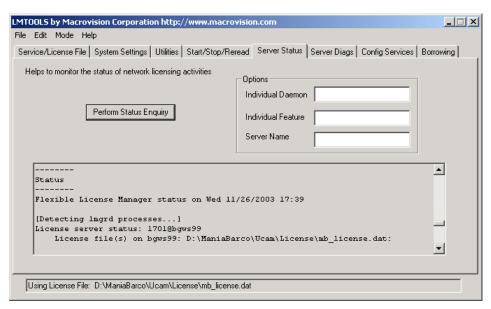
5 Start MBUcamLMService by clicking the [Start Server] button.
MBUcamLMService license server starts and writes its log output to the log file that was specified in the log field of the **Config Services** tab.

# 5.3.2 Checking the logfile

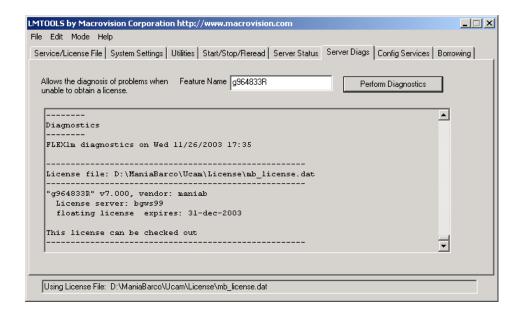
If you experience any problems with the License Manager, check the messages in the log file using the LMTOOLS Utility.



- Use the [View log] button to see and the [Close Log] button to close the log.
- Use the [Server Status] tab to get more info.



Or use the [Server Diagnostics] tab to get more info



If the problems persist, you can send your log files to you local Customer Care Contact.

# 5.4 LMTools Troubleshooting

#### 5.4.1 License Manager Doesn't Start

Launch the LMTOOLS utility from \< Install\_Dir> \flexIm\ and use the "View\_Log" option on the "Config Services" tab to view the log entries.

Verify that the License Manager is installed as a Windows Service (see 5.5) and that the instructions for automatic startup are taken into account (see 5.3.1).

If the Service is not running use the "Start Server" button on the "Start/Stop/Reread" tab.

When failed check the Server Status Tab page for messages why the action failed.

#### 5.4.2 Locked License

If a license remains locked, you have two options.

- □ Exit UCAM on all clients and reboot the license server.
- □ Exit UCAM on all clients and launch LMTOOLS from \<Install Dir>\flexIm\.
- Use the [Stop Server] and [Start Server] buttons on the Start/Stop/Reread tab to unlock the license.

# 5.4.3 Licensed Number of Users Already Reached

All available licenses are in use.

- Check by using the "Server Status" tab of LMTOOLS
   If you have less UCAMs running than there are licenses in use, it may be that a system did not free its license (crash or power down without a shut down).
- □ Reboot the systems (if you have a server system with three servers in the License File, make sure that they are down together).

#### 5.4.4 Encryption Code in License File Is Inconsistent

The License File is corrupt.

- ☐ This may be because the file was not correctly copied. (When using FTP, make sure you use Binary mode to transfer files)
- □ The version of the License Manager cannot read your License File. You must update the License Manager (install as license server: yes).

Call your local Customer Care Contact if you do not have a recent version.

☐ The License File pointed to by MANIAB\_LICENSE\_FILE is not the License File that was pointed to when the license server was started. You must restart the license server.

#### 5.4.5 Invalid Host

- □ The hostname of the license server is not valid.
  - If you have more than one license server, check whether you are using the correct License File on this machine. In the case of 3 license servers grouped together all three servers must use the same license file.
- □ The License File may contain "any" as the hostname of the license server name. Change "any" to the host name of your server.

#### 5.4.6 Cannot Find SERVER Hostname

If the server hostname cannot be located in the network database, please see the advice offered for Invalid Host above.

#### 5.4.7 License Server Does Not Support this Feature

The License File used to start the License Manager is not the same as the one pointed to by MANIAB\_LICENSE\_FILE.

- Restart the server.
- ☐ The License File could also be corrupt. (see point 4.5.4)

# 5.4.8 License File Does Not Support this Version

The version of UCAM is higher than the version of the License File.

Contact your local Customer Care Organization for help.

# 5.4.9 FLEXIm Bad System Date

The system has located some manipulations with the system dates on the UCAM stations which are not permitted.

☐ Check the system date on the UCAM workstation and change it back to today's date.

Note: If UCAM can't be started, contact your Local Customer Care Contact for further assistance.

# 5.5 Configuring the License Manager as a Windows Service

The UCAM Installer allows you to automatically install the License Manager as a Windows Service. If for some reasons you need to change the default setup or even manually (re-)install this Service you can use the LMTOOLS utility to do so.

To configure or install a License Manager as a service, you must have Administrator privileges:

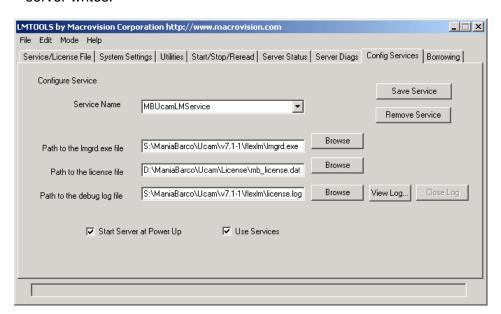
- 1 Run LMTOOLS.
- 2 Click the Configuration using Services radio button, then click the Config Services tab.
- 3 In the Service Name, type the name of the service that you want to define, for example, *MBUcamLMService*.
- 4 In the *Path to the Imgrd.exe file* field, enter or browse to *Imgrd.exe* for this license server.

Path: \< Install\_Dir>\flexIm

5 In the *Path to the license file* field, enter or browse to the license file for this license server.

Default Path: \<Install\_Dir>\ucam\env\cfg\mb\_license.dat.

6 In the *Path to the log file* field, enter or browse to the log file that this license server writes.



Make sure the *Start Server at Power Up* and the *Use Services* toggles are activated.

7 To save the new MBUcamLMService service, click the [Save Service] button.