

Installation Guide

For SPACE GASS 10

Installing SPACE GASS

Commercial versions of SPACE GASS are supplied with either a stand-alone hardware lock or a network hardware lock. The type of lock affects the installation procedure. *Student and loan versions of SPACE GASS do not come with a hardware lock and therefore any lock specific instructions below do not apply to them.*

Stand-alone version

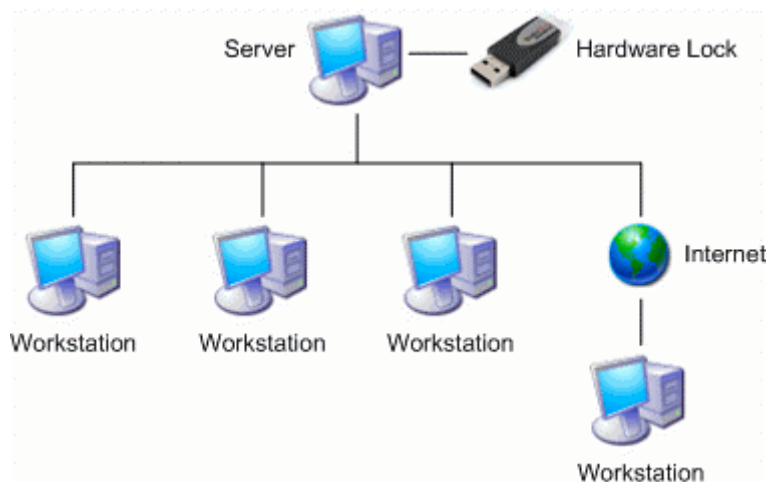
The stand-alone hardware lock must be plugged into the computer you are running SPACE GASS on. If you want to run SPACE GASS on a number of different computers, you can install it on all of them and then just plug the lock into the one you want to use.



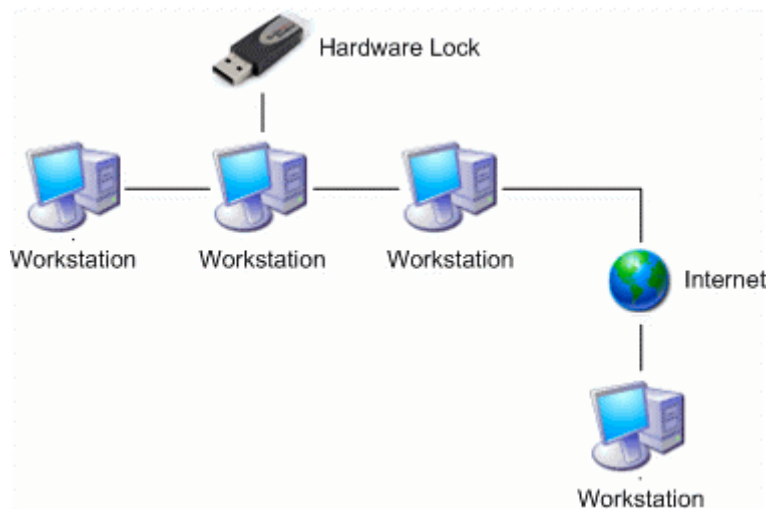
Network version

The network hardware lock doesn't have to be plugged into the computer you are running SPACE GASS on. It can be permanently installed on any computer on your network and will be detected by all the computers running SPACE GASS.

The computer with the hardware lock can be a server that doesn't have SPACE GASS installed as shown below. The network can extend across the Internet if required.



Alternatively, it can be a workstation that SPACE GASS is also installed on.



Installation procedure

The recommended installation procedure is as follows:

1. *Getting started*

- a) Ensure that you have logged on to your computer with full administrator rights before proceeding. Because the installation procedure involves adding files to the "Program files" folder, Windows will not allow this unless you have full administrator rights.

For most laptops and stand-alone computers, you will automatically have full administrator rights, however if your computer is connected to a company network, you may not have full rights and your IT department might have to do the installation for you.

- b) Ensure that the hardware lock is not plugged in (unless it is a network version with the lock installed somewhere else on your network).

If you are installing a student or loan version, it will not have a hardware lock and you can skip everything after step 4 below.

2. *Installing SPACE GASS*

If you are **installing from a CD**, insert the CD, select "Install SPACE GASS" from the menu that appears and then follow the prompts. *If nothing happens when you insert the CD, from the Start > Run menu type **D:\Setup** in the input box (assuming that D is the CD drive).*



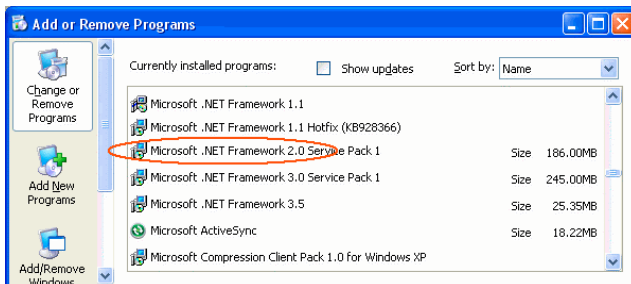
Alternatively, if you are **installing a download** from the SPACE GASS website, run the file that you downloaded and then follow the prompts.

3. ***Run as administrator (Windows Vista only)***

If you have Windows Vista, after SPACE GASS has been installed, you need to set it to be run as administrator. You can do this by clicking the right mouse button on the SPACE GASS shortcut on your desktop, selecting the “Shortcut” tab, clicking the “Advanced” button and then ticking the “Run as administrator” option.

4. ***Microsoft .NET Framework 2.0***

SPACE GASS requires Microsoft .NET Framework 2.0 or later. To check if it is already installed, go to Windows "Control Panel", select "Add or Remove Programs" and then scroll down to see if Microsoft .NET Framework 2.0 or later is listed.



If not listed, you should select "Install Microsoft .NET Framework 2.0" from the SPACE GASS CD menu or download the latest version of .NET Framework from www.microsoft.com/net/download.aspx and then install it and follow the prompts.

If you are installing a student or loan version, installation is now complete and you can skip the remainder of the steps below.

5. ***Installing the Sentinel Protection Installer***

If you are **installing from a CD**, select "Install Sentinel Protection Installer" from the CD menu and then follow the prompts. *If your CD is more than a few months old, install the latest Sentinel Protection Installer using the download procedure described below rather than using the one on the CD.*

Alternatively, if you are **installing from a download**, go to www.setupmykey.com, click the "Sentinel Protection Installer" link in the "Windows Drivers & Utilities" table and save the download file onto your desktop. When the download has completed, double-click the downloaded ZIP file to open it, run the EXE file inside by double-clicking it and then follow the prompts.

Note that the Sentinel Protection Installer installs a Sentinel System Driver (required for stand-alone and network versions) and a Sentinel Protection Server service (required for network versions).

6. Repeat steps 2 to 5 above for each computer that you want to run SPACE GASS on.

7. **Installing the hardware lock**

Choose a computer to hold the hardware lock. For stand-alone versions, it must be the computer on which SPACE GASS is to be run.

For network versions, it will need to be a computer attached to the network and one that is always on whenever SPACE GASS is required. SPACE GASS itself does not have to be installed on this computer and, for large company networks, it is usually the network server.

If your hardware lock is numbered between 21810 and 49999 then it is a network lock, otherwise it is a stand-alone lock. *Network locks can be operated as stand-alone locks, however stand-alone locks cannot be operated as network locks.*

For a **stand-alone lock**, simply plug it into one of the ports on the computer that you wish to run SPACE GASS on. *It is assumed that you have already installed SPACE GASS on this computer as per steps 2 to 5 above.*

For a **network lock** being installed on a computer or server that **doesn't have SPACE GASS installed**, follow step 5 above for this computer and then plug the lock into one of the computer's ports.

For a **network lock** being installed on a computer or server that **has SPACE GASS installed**, simply plug the lock into one of the computer's ports.

If you have a stand-alone lock, installation is now complete and you can skip the remainder of the steps below.

8. **NetSentinel service (older style NetSentinel parallel port network locks only)**

This step should only be performed if your hardware lock is a light-grey older style parallel port lock numbered between 21810 and 26809. It must only be done on the computer that the lock is plugged into.

- a) Download the NetSentinel Licence Service program from www.spacegass.com/exes/nssrvice.zip and save it onto your desktop. When the download has completed, open the ZIP file and save the nssrvice.exe file inside into your "c:\Windows\System32" folder.
- b) From the Start > Run menu, type **CMD** and then, inside the black command window that appears, type **c:\Windows\System32\nssrvice.exe /I** and then press Enter to install the service.
- c) Inside the black command window, type **net start netsentinel** and then press Enter to start the service. After 10 to 15 seconds a message will be displayed saying that the service has started. You can then close the black command window.

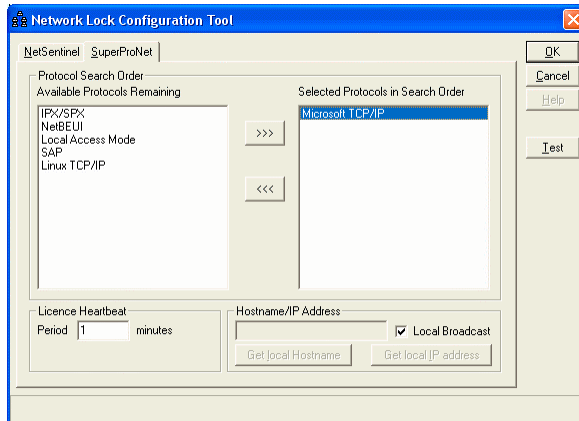
9. **Configuring the network software (network versions only)**

You can generally skip this step if you have a standard Windows network and just come back to it if SPACE GASS can't detect or is slow to detect the hardware lock.

This step should be performed on each computer that has SPACE GASS installed. It is not required on the computer that has the hardware lock plugged in if SPACE GASS is not installed on that computer.

If you skip this step, SPACE GASS will assume that you have a simple local area network using the Microsoft TCP/IP network protocol. If you have a different type of network or if you find that SPACE GASS can't detect or is slow to detect the hardware lock then you should perform this step.

- a) Using Windows Explorer, browse to where SPACE GASS is installed (usually "c:\Program files\SPACE GASS\Exe") and run the NetConfigEditor program.



- b) Ensure that the SuperProNet tab is selected at the top (or the NetSentinel tab if you have an older style light-grey NetSentinel parallel port lock) and then, in the left-hand box, double-click the protocol that your network uses (normally Microsoft TCP/IP) to move it into the right-hand box. *Under normal circumstances, you should have only one protocol in the right-hand box.*
- c) If you click the protocol in the right-hand box, you can access its Hostname and IP address settings in the fields at the bottom. If you don't have a simple local area network, untick the "Local Broadcast" checkbox and then enter the Hostname or IP Address of the computer that holds the hardware lock.

*You can find out the hostname of the computer with the lock by physically going to it and, from its Start > Run menu, type **CMD**, and then inside the black command window that appears, type **Hostname**.*

Specifying a hostname or IP address will let SPACE GASS do its lock checks faster than using local broadcast because it knows exactly where to look for the lock and doesn't have to scan your network. The downside, however, is that if you move the lock onto another computer in the future then you will have to re-configure each computer that has SPACE GASS installed to reflect the changed hostname or IP address.

The "Heartbeat" setting tells the hardware lock software how often to check that SPACE GASS is still running before it frees up the lock for someone else to use. Its primary function is to make the lock available to other users if SPACE GASS or its computer has crashed or terminated abnormally. It should generally be left at 1 minute.

- d) Test the connection by clicking the "Test" button. The program will try to detect the hardware lock and, after a few seconds, the results of the test will be displayed in a window.

If successful, the number of the detected hardware lock will be displayed near the bottom of the test report and you can close the test window and then click the Ok button to exit and save the network settings. If not, try other settings until the test is successful. If you can't get a successful test, refer to step 11 below.

10. For network versions, repeat step 9 for each computer that has SPACE GASS installed. Alternatively, just copy the NetConfig.txt file from a computer that has already had step 9 done onto the other computers. The NetConfig.txt file is in the SPACE GASS program folder (usually "c:\Program files\SPACE GASS\Exe").

11. **Firewall and router settings (network versions only)**

You can generally skip this step and just come back to it if SPACE GASS is unable to detect the hardware lock.

SPACE GASS must be able to detect the hardware lock across your network, and therefore you must ensure that this not blocked by your firewall or network router.

For Microsoft TCP/IP networks, the communication with the hardware lock is done via UDP port 6001. If SPACE GASS cannot detect the hardware lock, you should open (unblock) UDP port 6001 by opening Windows "Control Panel", opening "Windows Firewall", clicking the "Exceptions" tab and then adding UDP port 6001.

If you have a network router or VPN (virtual private network), particularly if the computer running SPACE GASS is trying to access the hardware lock via the Internet, you must also ensure that the router is not blocking communications through UDP port 6001.

12. **Finally (network versions only)**

When running SPACE GASS, if you find that there is a noticeable delay when you choose an option such as analyse, view/print report, save job and others, it is probably due to a slow hardware lock check. In addition to the lock check at start up, SPACE GASS also checks the hardware lock at the start of an analysis, when a job is saved, when a report is generated, etc.

Such a delay can generally be rectified by specifying the hostname or IP address of the computer holding the hardware lock as explained in step 9 above.

13. Installation is now complete and you can run SPACE GASS by double-clicking the SPACE GASS icon that has been created on your desktop.

Monitoring network licenses

If you have a network version of SPACE GASS and you wish to monitor which workstations are using SPACE GASS, you can do so by opening your Internet browser and typing **http://<addr>:6002**, where <addr> is the Hostname or IP Address of the computer that holds the hardware lock. This loads the Sentinel License Monitor as shown below.

Sentinel License Monitor

System Address: <http://serverip:6002/>

Sentinel Protection Server Version 7.4.2

This web page shows you details of the keys attached to the system.

Please click on a key number to view the details about the clients who are using the licenses available with this key.

Keys#	Key Type	Serial Number	Model Number	Hard Limit	Licenses-In-Use	Highest Used	Time-Outs
1	SuperPro	0x00000657	*	65535	2	2	0

If you have more than one hardware lock then they will show up as separate lines in the monitor. You can find out which workstations are using a lock by clicking the number in the cell below "Keys#". You can see in the License Usage display below that two users called "Administrator" and "Admin" are currently using SPACE GASS.

License Usage for the Key

Serial Number: 0x00000657

Following are the usage details of each license available with key.

Client/Access Mode	User Name	Client login time	Client Process ID
Peter	Admin	3/16/2009 12:31:23	4056
RNBO_SPN_LOCAL	Administrator	3/16/2009 12:30:21	4108

Moving the hardware lock

Stand-alone hardware locks can just be moved to another computer without any software re-configuration provided SPACE GASS has been installed on the computer that the lock is moved to.

Network hardware locks require a little more care when they are moved because the workstations running SPACE GASS need to know where the lock has been moved to. The procedure is as follows:

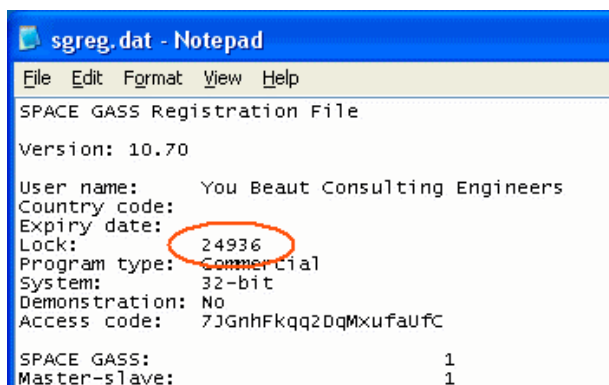
- a) On the computer you are moving the lock to, ensure that the Sentinel Protection Installer has been installed (see step 5 of the installation procedure).
- b) Move the hardware lock to the new computer.
- c) If the lock is an older style NetSentinel parallel port lock, ensure that the NetSentinel service has been installed (see step 8 of the installation procedure).
- d) On each workstation that has SPACE GASS installed, adjust the network software configuration for the hardware lock's new location (see step 9 of the installation procedure). *No changes are required if "Local Broadcast" is selected, however if an IP Address or Hostname has been specified then this must be changed to match the computer that now holds the hardware lock.*

Troubleshooting

If you have a problem running SPACE GASS, check the following points:

- a) If you have a network version and there is a noticeable delay when some menu or toolbar items are selected, refer to step 12 above.
- b) If you have a network version and you get a message saying that there are currently no licenses available, it will be because all of the licenses on your network lock are currently being used by other people. You should wait until one of the other users has closed SPACE GASS and then try again. If you wish to find out who is using SPACE GASS, refer to "Monitoring network licenses" above.
- c) If you have a network version and you get a message saying that all licenses for the <xyz> module are currently in use, it will be because all of the copies of module <xyz> that you have are currently being used by other people. You should wait until one of the other users has finished with the module and then try again.
- d) If you get an error message saying that the hardware lock check has failed (or similar), check that you have completed all installation steps and, for network versions, ensure that you have completed steps 9 to 11.
- e) If the above error still occurs, you should check that SPACE GASS is looking for the correct hardware lock. The number of the lock that SPACE GASS is trying to use is included in the error message. If that number is different to the number labelled on the outside of the actual lock then SPACE GASS is looking for the wrong lock. You must either change the lock to the one mentioned in the error message or change SPACE GASS to match the lock you are using.

If you don't get a lock number in the error message then you can find out what lock SPACE GASS is trying to use by opening the registration file (called sgreg.dat) in the SPACE GASS program folder (usually "c:\Program files\SPACE GASS\Exe") using Notepad and checking the lock number inside.



```

sgreg.dat - Notepad
File Edit Format View Help
SPACE GASS Registration File
Version: 10.70
User name: You Beaut Consulting Engineers
Country code:
Expiry date:
Lock: 24936
Program type: Commercial
System: 32-bit
Demonstration: No
Access code: 7JGnhFkqq2DqMxufauFc
SPACE GASS: 1
Master-slave: 1
  
```

Note that the only thing that ties SPACE GASS to a particular hardware lock is its registration file. If you have a computer with SPACE GASS installed and you wish to be able to use it with different hardware locks without re-installing SPACE GASS for each lock, you can simply change the sgreg.dat file to the one that matches the lock. This can usually be done with a simple batch file.

- f) If you get an error when using the 3D renderer, go to the website for the manufacturer of your graphics card and then download and install its latest driver.

You can download the latest version of this installation guide from www.spacegass.com/install.