DownStream Technologies

CAM350

Product Installation Guide

V7.5

CAM350 Installation

The software and auxiliary files are provided on CD ROM. Each CAM350 bundle and optional modules are part of the same executable code, and is therefore contained on the same CD ROM.

Hardware Requirements

COMPUTER	An IBM-compatible PC with a 266Mhz or better processor.
MEMORY	128 MB of RAM or more.
OPERATING SYSTEM	MS Windows 95, 98, 2000, or ME
	or
	MS Windows NT v4.0 or later.
GRAPHICS	A color graphics card with at least VGA 800x600 resolution (1280x1024 recommended).
	A 17" or larger monitor is recommended.
HARD DISK	At least 30MB of free hard disk space is required.
MISC	A CD ROM drive and MS Windows-compatible mouse is required.

Installing the Software

1 Insert the CAM350 CD into your CD ROM drive. After insertion, the installation process should start automatically. If so, continue with step 4. If not, see step 2.
2 Select Run from the Start menu.
3 Type d:\CAM350\setup.exe (assuming your CD ROM is in drive D) and click the OK button.
4 Follow the screen prompts, and the program is installed. The program group is added to the Start menu under Programs. To run CAM350, select the CAM350 v7.5 program icon. The README file displays more information about recent developments in CAM350.

Licensing

An access code or license.dat file is needed to fully utilize the program. Without one, CAM350 will run in shareware mode. In this mode, all commands are functional but the size of the database you can open is limited. Before purchasing, those who want to evaluate the software without any database limitations can do so by calling to ask for a timed access code for a node locked version, or temporary license for the network version. Purchased software requires a permanent access code for the Hardlock version, or a license.dat file for the Network (floating license) and Keyless versions.

Timed Access Code

Timed access codes are used to evaluate any node-locked product prior to purchase. If you wish to have a timed license for the network version, please refer to the *Network Installation* section.

Note to Windows NT/2000 Users:

If you were logged onto your computer as a System Administrator at the time you installed your software, you must also be logged in as a System Administrator when you enter your access code.

1   In the main CAM350 window, select the File > Setup > Access Code command. The Licensing dialog box appears

2   Make sure the Timed option on the left-hand side of the dialog box is selected. A Time Code is displayed at the bottom of the window. This code is unique to your machine at this time--*do not close this screen until you call and get an access code.*

3   Call 1-800-535-3226 or 1-408-971-2241 to get your timed access code. The support engineer will ask you for your Time Code. Also indicate which bundle or modules you wish to evaluate. For more information about which product is best suited to your needs, please refer to the *Product Overview* section.

4   As the Engineer gives you the access code, type it in the Access Code text boxes, and press the Enter key. The window alters, indicating how many days are left on your timed access code. Below, a list of enabled modules appears.

5   Click the Close button. You may now use the software without limitations. After the timed access code expires, the software reverts back to shareware mode.

If, for any reason, you wish to terminate your timed access code (for example, you need to put in a permanent access code after you purchase the software), just click the Remove Timed Access button.

Hardlock Access Code

The Hardlock version requires a piece of hardware that is attached to the parallel port of any computer you wish to run the software on. Using a hardlock key allows you, for example, to use the software both at home and at work.

Remember that your hardlock key is your license for the software*.* DownStream Technologies and its distributors are not responsible for lost, stolen, or damaged hardlock keys. If, at any time, your key is no longer detected by the software (i.e. the memory on the key is erased), you may return the key for a free replacement. If your key is physically damaged, you may also return the key for replacement, but there will be a fee for the replacement key. In order to obtain a replacement for a lost or stolen key, you will be charged the full price for the software.

In any case, you may contact Technical Support and obtain a timed access code for your software, so that you may continue using it until your key is replaced.

Since each key has a unique serial number, if your key is ever replaced, you must enter a new access code into your software.

Note about upgrades:

If you have installed a rolling release (for example, you downloaded a new build for version 7.5), just enter in your current access code to enable the software. You do not need to contact us for a new access code. If you have purchased an upgrade (for example, from 6.0 to 7.5), then you will need to get a new access code.

Version 7.5 must use a "Rainbow Sentinel" hardlock device. This device is currently supplied with all new hardlock licenses. Any users who upgraded and previously used a "Glenco" hardlock must send their key back to DownStream Technologies to be exchanged. If you need to exchange your hardlock key but want to use the software in the interim, please contact us for a timed access code.

Note to Windows NT/2000 Users:

If you were logged onto your computer as a System Administrator at the time you installed your software, you must also be logged in as a System Administrator when you enter your access code.

1 Make sure your hardlock device is attached to the parallel port of your computer.

2 Attach or remove the hardlock only when your computer is turned OFF. If your computer is turned ON, the memory on the hardlock may be erased, rendering the hardlock unusable.

3 In the main CAM350 window, select File > Setup > Access Code. The Licensing dialog box appears.

4 If your hardlock key is detected, the Hardlock option on the left-hand side of the dialog box will be selected automatically. A Serial Number will appear at the bottom of the access code window.

5 If the Hardlock option cannot be selected, then the hardlock key is not detected. If this is the case, there are a few steps you can take to solve this problem:

A Make sure the hardlock is firmly attached to your parallel port. If you have keys from more than one product attached to the same port, please make sure that ours is the first one attached to the parallel port.

B If you were using a timed access code, click the Remove Timed Access button to terminate the temporary license.

C If you have upgraded your software, and have a "Glenco" hardlock key from your old version, you will need to exchange your hardlock for a new "Rainbow Sentinel" key (currently shipped with all new Hardlock licenses). If you continue to have problems, or need to exchange your hardlock key, call Technical Support at 1-800-535-3226 or 1-408-971-2241.

6 Most purchases will come with the product name, version, serial number and access code printed on labels which are attached to the hardlock key (if a new key was provided). If this is the case for you, simply type in the 20-digit access code as it appears on the label, and press the Enter key. The modules you purchased will be indicated in the Licensing window. You may then press the Close button.

If no label was attached to your key, you must call to get your access code. Customers in the U.S. and Canada should call (1-800-535-3226 or 1-408-971-2241), e-mail (support@DownStreamTech.com), or fax (1-978-779-6718) DownStream Technologies to get your access code. Customers outside the U.S. and Canada must contact the distributor the software was purchased from. Please have your serial number and purchase information available when you call.

Keyless License

The Keyless version is a single, node-locked license: it can only be run on one computer and cannot be transferred. To use a Keyless license, your computer must have a network adapter. However, note that *the Keyless version is not the same as a network license*.

Note about upgrades:

If you have installed a rolling release (for example, you downloaded a new build for version 7.5), you do not need to contact us for a new license.dat file. If you have purchased an upgrade (for example, from 6.0 to 7.5), then you will need to get a new license.dat file.

1   Select Run from the Start menu.
2   Type c:\Program Files\DownStreamTech\CAM350\lmtools.exe. This assumes you installed CAM350 in the default directory. If you did not, click the Browse button, find the directory you installed the software in, and select the lmtools.exe program.
3   Click the OK button. The Lmtools dialog box appears.
4   Click the Hostid button. The second-to-last line, under the INTERNET line, contains your Host ID.
5   Click the Save Text button, and save the file (make sure you remember where you saved it!)
6   Click the Exit button to close the dialog box.
7   In most cases, DownStream Technologies requires this Host ID information at the time of sale. In that case, e-mail your text file to your salesperson. In all other cases, or if you require further assistance, call (1-800-535-3226 or 1-408-971-2241), or e-mail (support@DownStreamTech.com), or fax (1-978-779-6718) our Technical Support department.
8   When you receive your license.dat file, place it in your CAM350 directory. When you start CAM350, the modules you have purchased will be enabled.

Network Installation

This network version is a floating license, which means that a specific number of copies can be used at one time over the network. A license manager is used to control the number of licenses that can be "checked out." You may use any computer on your network as your "License Server" (not just your network server). However, your license server must use the Windows NT, 2000, 95, 98, or ME operating system, and be turned ON whenever the software needs to be used.

We recommend that a qualified network administrator install this network version, or that you at least have an administrator available to help with any potential installation problems. Your network must be running TCP/IP in order for the license manager to function. If you do not know if your network is set up correctly, please contact your network administrator.

The process for obtaining temporary licenses for the network version is the same as for a permanent license, except the license.dat file that you receive for your evaluation will expire after a period of time.

Setting Up Your Network

1 On your license server and each client computer, a TCP/IP protocol must be installed. Ping the license server from each of the client computers to insure that the TCP/IP protocol has been installed correctly. To do this, go to a DOS prompt in your client computer, and type PING and the Host Name or IP address of your license server. Also do this on the license server to the client computer. If one computer successfully Pings the other, a "Reply From" message will appear with the IP address of the computer you have Pinged. If unsuccessful, a "Bad IP Address" or similar message will appear. If the Ping fails, contact your network administrator for assistance.

2 You must have a HOSTS file on your license server and each client computer, or be using a DNS server. The HOSTS file includes all the IP addresses and names of each computer on the network. For Windows 95/98/ME, the HOSTS file must be in the WINDOWS directory. For Windows NT and 2000, it must be in the WINNT/system32/drivers/etc directory. If the HOSTS file is already present, continue with *Installing the FLEXlm License Manager Software*. If the HOSTS file does not exist, see your System Administrator for instructions on the correct creation of the file. Microsoft also provides a sample file.

If you are running a DNS server, it takes care of the IP addresses and machine names for you. Note that in rare situations, even when running DNS, a HOSTS file may still be needed.

Installing the FLEXlm License Manager Software

1 On your license server only, insert the CAM350 CD Rom. Select Run from the Start menu and type d:\CAM350lm\setup (assuming your CD Rom drive is D).

2 Click OK and follow the screen prompts. This will install your FLEXlm license manager to the default directory c:\CAM_Flexlm (or another directory of your choice) and creates the program group. The FLEXlm License Manager icon is also placed in the Windows Control Panel.

Note:

To avoid overwriting existing FLEXlm licenses, you should always install the CAM350 FLEXlm manager to an empty directory. Verify the default directory is empty before installing FLEXlm: if other license(s) exist, create a new directory for the license manager.

Common Problems

If you receive an error message "Error in the Move Data Process – Error –115", this typically occurs when a FLEXlm Control Panel is open and there is already a FLEXlm icon in it. The installation program attempted to install a new Flexlm.cpl file, but could not do so while the Control Panel was open.

The easiest solution to this problem is to close the Control Panels, but this will overwrite the existing Flexlm.cpl file. If you have a FLEXlm Control Panel that is version 5.12 or later, and you want to continue to use that particular version, you will want to create a backup copy of the Flexlm.cpl file (which is in your /system32 directory) prior to running the installation. Then you can copy the file back into the /system32 directory after the installation. If you choose to let the installation overwrite the Flexlm.cpl file, the FLEXlm Control Panel interface may change.

If the open Control Panel is not the case for you, it could also be caused by a lack of space in your Temp directory (either by an excess of files in the directory or drive space is low).

Getting a License.dat File

Note about upgrades:

If you have installed a rolling release (for example, you downloaded a new build for version 7.5), you may use your existing license.dat file. You do not need to contact us for a new license. If you have purchased an upgrade (for example, from 6.0 to 7.5), then you will need to get a new license.

1   From the Windows Control Panel, double-click on the FLEXlm License Manager icon. The FLEXlm License Manager dialog box appears.

2   Select the Advanced tab in the dialog box.

3   Click the Diagnostics button. A FLEXLM message box appears, which displays information about your license server. The Host ID is the alpha-numeric string that appears under the INTERNET string (e.g. 0080ab345cd6). The IP address (e.g. 10.1.10.101) is not a Host ID.

4   In most cases, DownStream Technologies requires this Host Name and Host ID information at the time of sale. In that case, e-mail your Host Name and Host ID to your salesperson. In all other cases, or if you require further assistance, call (1-800-535-3226 or 1-408-971-2241), or e-mail (support@DownStreamTech.com) , or fax (1-978-779-6718)our Technical Support department.

5   You will receive an e-mail response with a license.dat file created for you. Place this file in your FLEXlm directory.

Finishing the License Manager Setup

1   From the Windows Control Panel, open the FLEXlm License Manager dialog box again.
2   Select the Setup tab.
3   By default, the name of the CAM350 license manager service is FLEXlm License Manager. If you have multiple FLEXlm license services on a single Widows NT/2000 server, change the service name to something that is not already in use and is not the default name (we suggest CAM350).
4   Indicate the directory path where the CAM350 license manager LMGRD.EXE file is located. You may click on the browse button to help you locate the file. It will be located in the directory that you installed the FLEXlm software (the default is c:\CAM_Flexlm).
5   Indicate the location of the license.dat file that you were given (the default is also the c:\CAM_Flexlm directory).
6   A Log File keeps a history of your license manager status, including any problems that may have occurred while it was running. This file is optional, and you may give it any name you wish.
7   If you are using Windows NT/2000, select (check) the Use NT Services option. Other versions of Windows do not have this option.
8   You have the option of starting the license manager when your system powers-up. If you do not select the Start Server At Power-Up option, you must manually start the license manager whenever you re-boot the server.
9   When you have finished specifying the Setup parameters, click the Apply button to confirm the settings.
10 Click the Control Tab.
11 Click the Start button. The system will take a couple seconds to start the license manager service. If the license manager service was not set up correctly, an error message will appear.
12 To verify that the license manager started, click on the status button. A message appears under the Status button. If the license manager is running, it will tell you the Host Name of the server and "license server UP (MASTER)."
13 Click OK to close the FLEXlm License Manager dialog box.

Running the Application

1   Install the CAM350 software either on your license server or on each local computer.
2   Place a copy of the license.dat file in the directory where you installed the CAM350 software.
3   Start the application by clicking on the CAM350 v7.5 icon. If you are running a single license, or have multiple licenses of one CAM350 module, clicking on the icon will automatically start the application and "check out" the first available license.

If you have multiple licenses of more than one CAM350 bundle (e.g. two CAM350-050's and one CAM350-100), the Floating Licenses dialog box will appear in the main CAM350 window. You can select an available bundle from this dialog box and click OK. If you have purchased any additional options, they are automatically checked out on a first-come, first-served basis (by the person(s) who selects the command first). You can bypass this dialog box in the future by clicking the Create Program Icon button. This will create an icon for each bundle you have available, in the program group of your choice. When all the available licenses are checked out, anyone attempting to access the software will be warned that no licenses are available and the shareware product will be started.

Common Problems

When you try to start the software, a "-12 Invalid Return Data from License File" error message means that your license.dat file contains invalid data. Most often, it is because something was typed in wrong (remember, the license information is case sensitive). Otherwise, there may be a socket conflict. In this case, you will want to designate a different socket address in the license.dat file. It does not matter which address you use, as long as it does not conflict with another application. Remember, if you change the information in the license.dat file on your server, you must change the file on each of your client computers (and vice versa). If you are unsure of what the problem might be, you can run a diagnostic in the Lmtools dialog box.

If you are given a "-15 Cannot Connect to License Server" message, in most cases this means that the client could not contact the license server using the information it found in the license.dat file. Check the Server line in the license file to make sure that the client can Ping the license server using the Host Name or IP address after the word "SERVER". (See step one of *Setting Up Your Network* for specific instructions on Pinging.) Check the DAEMON line to make sure it refers to a real path on the license server (not a mapped path on the client machine).