APIS IQ-Tools with License server

Installation Manual Version 8

Installation License Server
Installation APIS IQ Software
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Connecting APIS IQ-Software

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What is a network license with license server?

This installation guide describes how to install a network license with license server. This license model consists of a **server part** and a **local part**. The license server software *FlexNet Publisher License Server* serves as the server part. The APIS IQ software serves as a local part. The local installation of the APIS IQ software must be made on each client computer that is to connect to the license server.

If you have also purchased NLX functionality, individual license seats can be checked out for a certain period of time. This allows users to temporarily work offline.

APIS provides the license server in combination with a USB dongle (FlexLM(Dongle)) or a fixed MAC address (FlexLM(MAC)). With FlexLM(MAC), the MAC address of the computer on which the license server is to be installed must be sent to APIS with the order.

APIS reserves the right to offer certain license models exclusively in selected geographical regions or countries. The exact determination of the regions or countries is at the sole discretion of APIS.

Terms and Conditions

Our *General Terms and Conditions for the Licensing of APIS IQ software* apply. You can download this at the following address: https://www.apis.de/en/terms-conditions.

With regard to proper installation, we refer in particular to Section 3 of our Terms and Conditions: IP-Rights, granting of rights of use

System Requirements

Server for the License Server

- Hard disk with 300 MB free space
- Server machine with a 64-bit Windows Operating System of at least Windows 7 or Windows Server 2008 R2
- The server machine must be accessible from the clients via network connection. Although it is technically possible to the FlexNet Publisher License Server locally on the same machine where the APIS IQ-Software is running, this is not recommended.
- A current Java runtime environment (JRE) or JDK, at least Java 11 (64 bit recommended).
- Visual studio runtime components (VC++ 2022). These will be provided during the installation.
- A free USB Port for the FlexID Dongle (Only if you bought a version with Dongle. Otherwise you must have sent us the MAC address of your Windows server.)

Local workstation

- PC with a **IA32 (x86)** compatible processor
- Microsoft Windows 10 or Microsoft Windows 11
- Hard disk with 500 MB free space
- At least 1024 MB of free memory (RAM) and a screen resolution of at least 1024 x 768 pixels

4 GB RAM, CPU 2 GHz and above, and a screen resolution of at least **1600 x1024** pixels are **recommended**.

Scope of delivery – dispatch by E-mail

The E-mail the IQ-Software was delivered by, should include the following parts:

- Download link for the license server
- Download link for the APIS Vendor Daemon
- Download link for the APIS IQ-Software
- Download link for the FlexID Dongle Drivers (only if you have a Dongle version)
- LIC file (attachment)
- Delivery note (attachment)
- Manual IQ Tools for Version 8 "**manual_rmtools_v80_en.pdf**" (attachment)
- Installation manual APIS IQ Tools License server for Version 8 "**flexnet_license_server_installation_v80_en.pdf**" (attachment)

If you are already using version 7 with a "FlexNet Publisher License Server", importing the new Lic file for version 8 is sufficient for the server part. The existing installation of the license server can continue to be used.

*If you have **not** received a dongle, continue directly with Download and installation of the License Server.*

# Download and installation of the FlexID Dongle drivers

We recommend installing the Dongle drivers before you physically attach the Dongle to the server.

The provided FlexID 10 Dongles are based on WibuKey products by WIBU-SYSTEMS AG and will also be referred to as *"WibuKey"* during the installation process.

Step 1# Download the drivers and start the installation

a) Open the delivery e-mail and click on the link for the FlexID Dongle drivers.
b) Save the **WkRuntime.exe** file to the server where you intend to install the license server.
c) Double-click the **WkRuntime.exe** file to start the installation.

d) Confirm the **User Account Control** dialog with **Yes**.
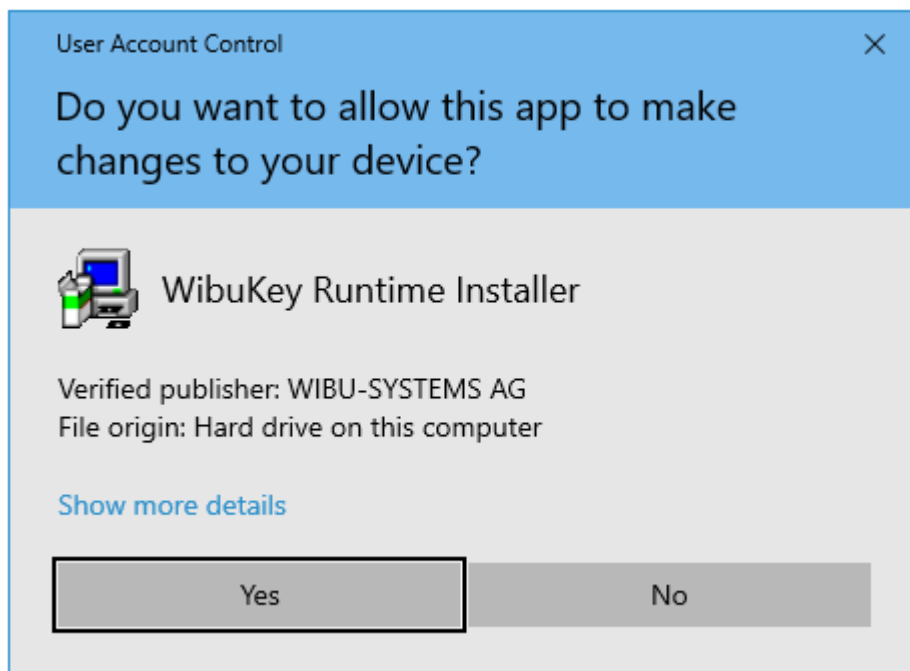
This will open the self-extracting archive and start the installation process of the appropriate driver.

e) Make sure, that no other Windows programs (including the Control Panel) are still running. Then confirm the start of the installation with a click on **Next**.
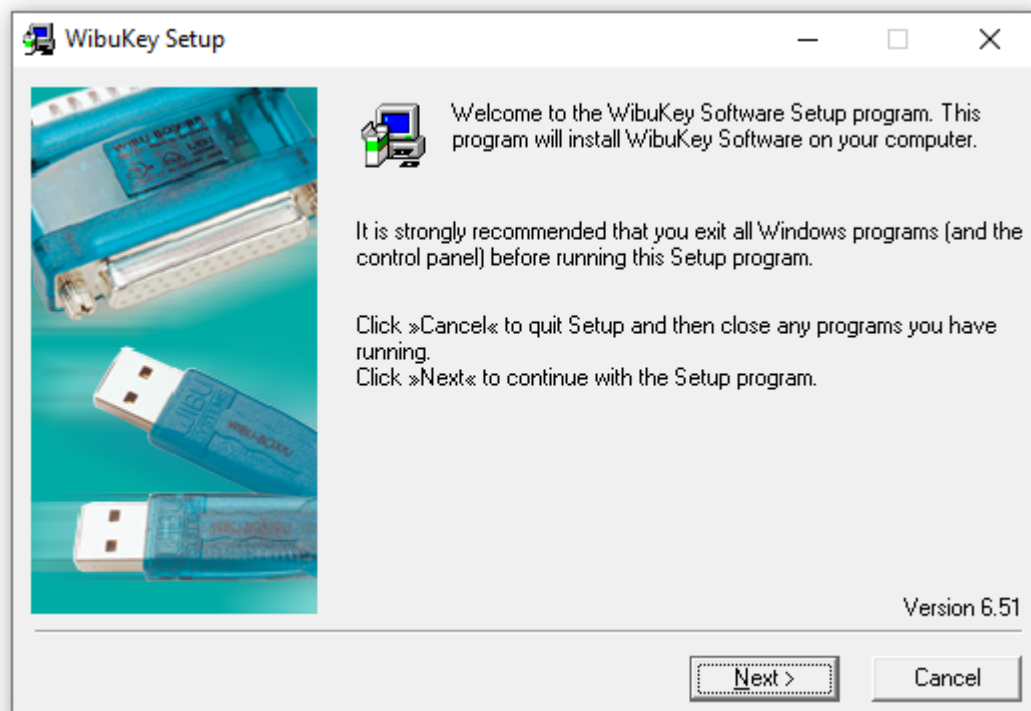
Step 2# Additional language support

Choose, which additional languages shall be supported by WibuKey. If you put ticks here, additional help files in other languages will be installed.
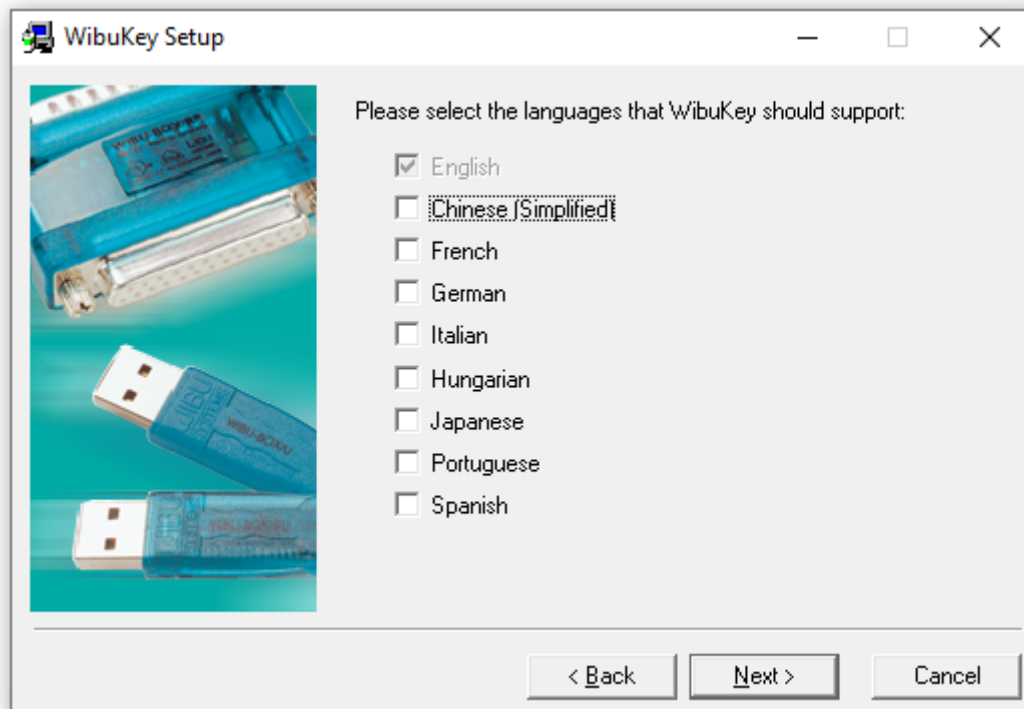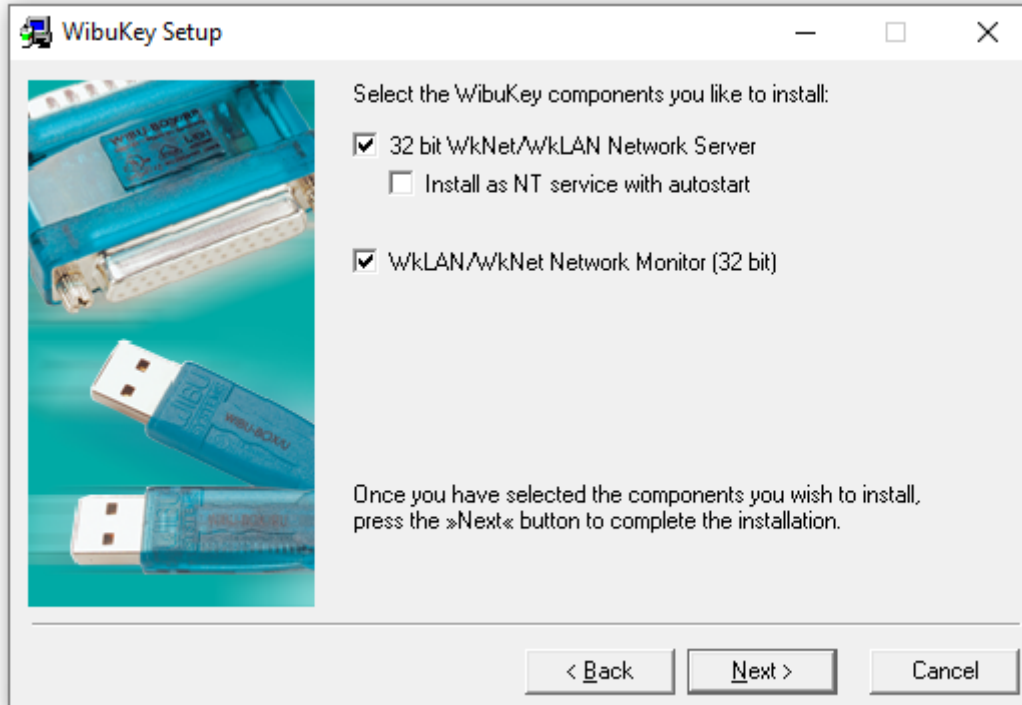

Proceed with a click on **Next**.

Step 3# Select the WibuKey components

WkNet will allow you to scan your network later for any Wibu products.

If you do not want to manage any other WibuKey Products later, simply uncheck these preselected components.

Proceed with a click on **Next**.

Step 4# Review and confirm changes

Now you will see an overview about any components that will be installed. Click on **Back** if you would like to change something.
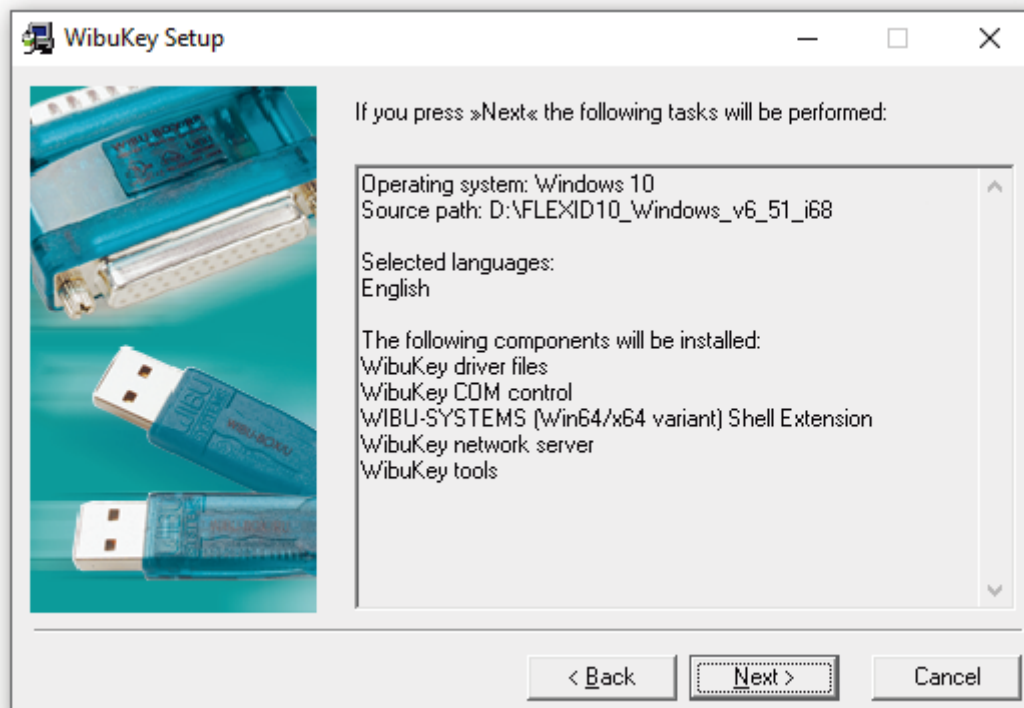
Confirm the changes with a click on **Next**.

Afterwards you will get an overview of the tasks to be done. This is just for your information.

Click **Next** to proceed.

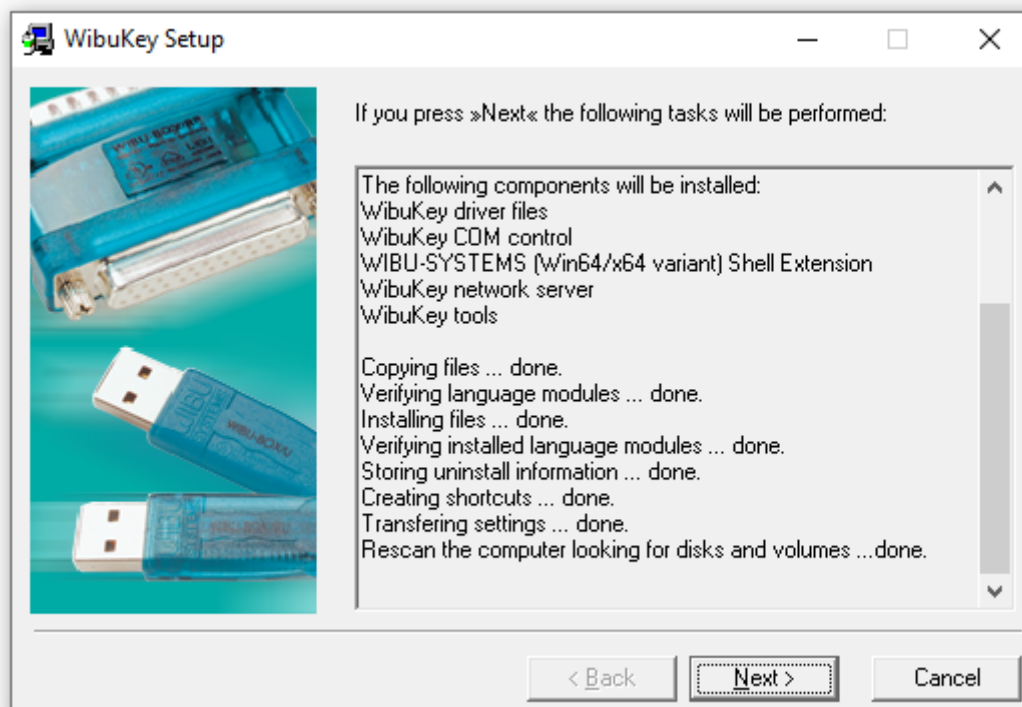## Step 5# Finish the installation

Once the installation process has completed all the tasks, the following dialog will be displayed.
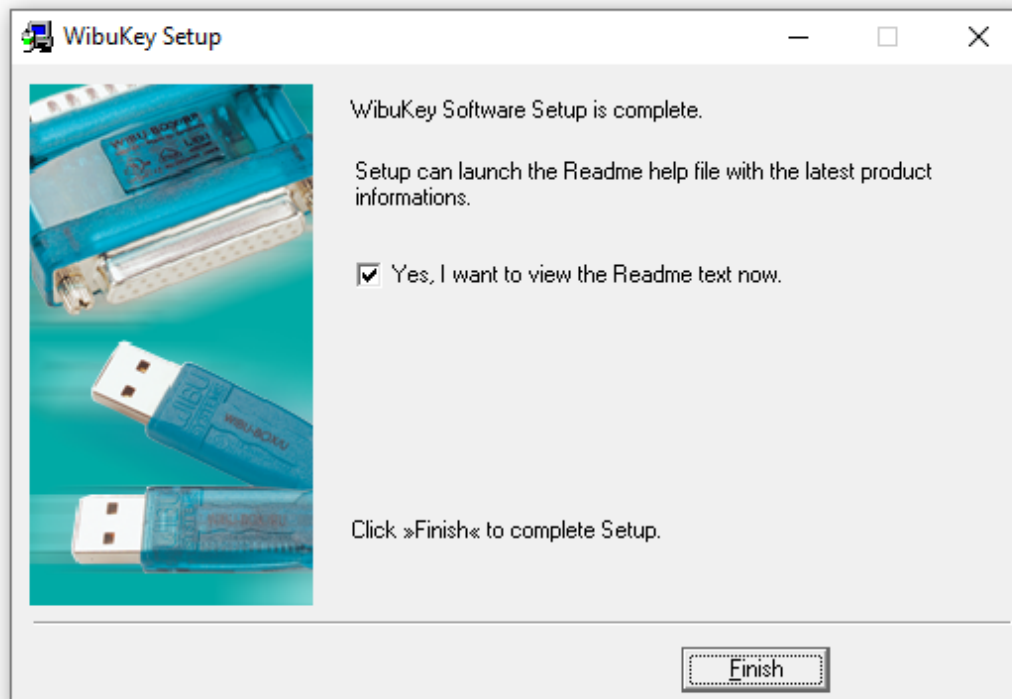
By default the *Readme* file will be displayed. To prevent that, just remove the respective tick. Then click **Finish** to complete the installation.

Afterwards the installer reports, that the installation was finished successfully.

Confirm with a click on **OK** to close the dialog.

Download and installation of the License Server

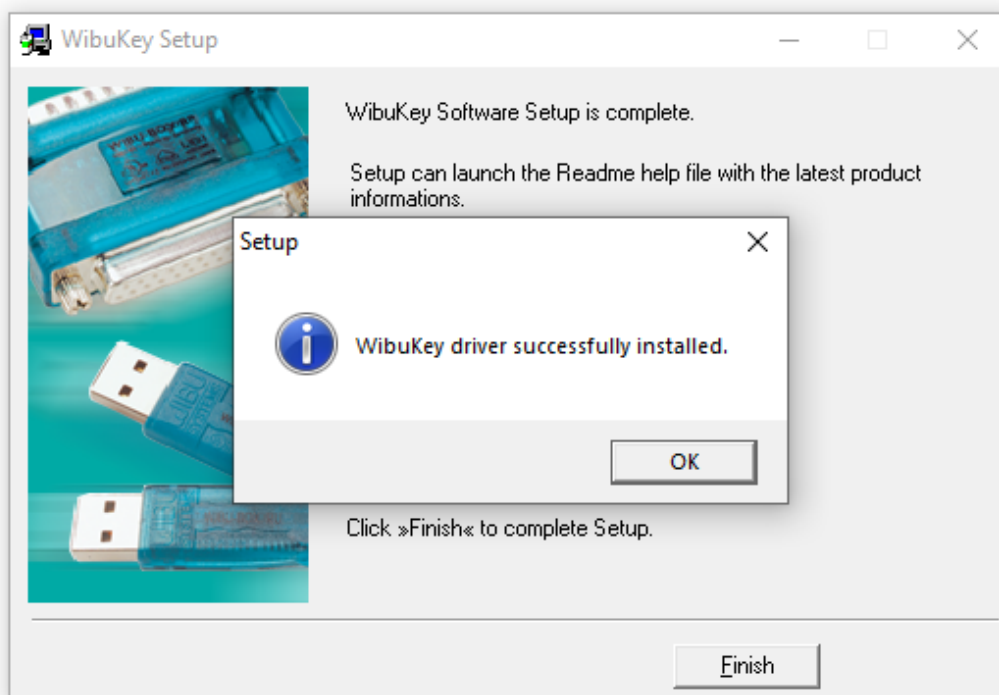Note: If you already have an existing installation of the FlexNet Licensing server (lmadmin), proceed to the step "Download and add the APIS Vendor Daemon".

Step 1# Download the installation source and start the installation

a) Open the delivery e-mail and click on the link for the License Server.

b) Save the **lmadmin.exe** file.

c) Double click this **lmadmin.exe** file to start the Installer for the FlexNet Publisher License Server. A wizard will then guide you through the installation step by step.
We recommend, to keep the suggested default values where possible. Now start with a click on **Next**.
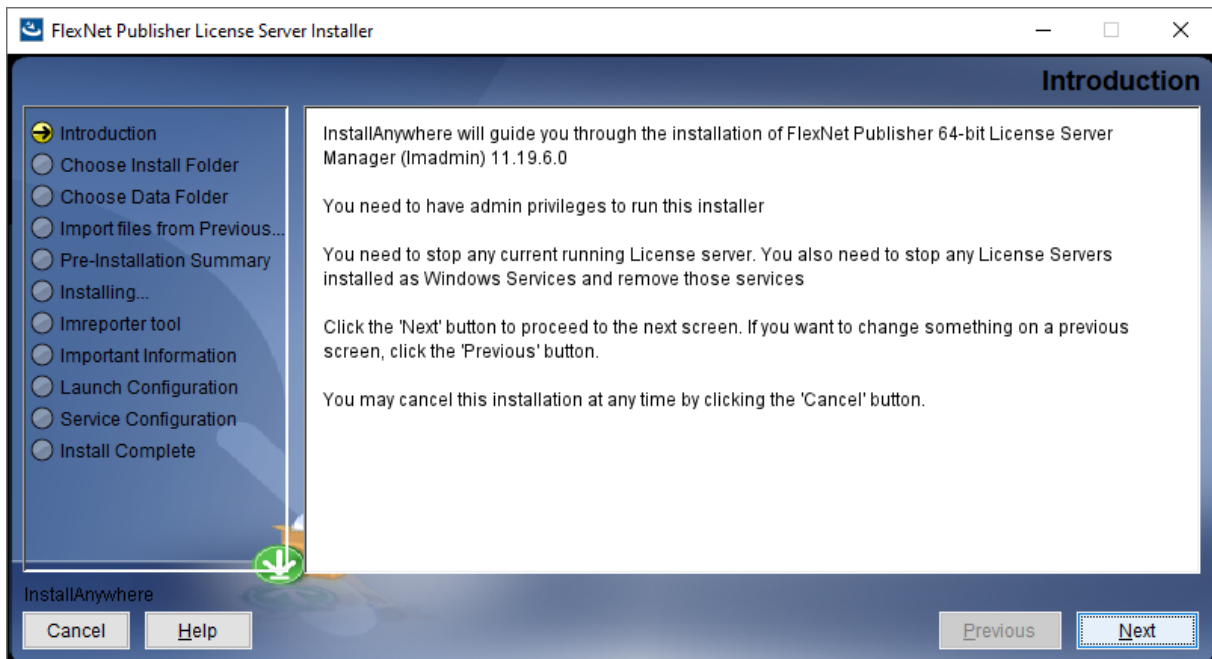
Step 2# Choose the Installation Folder

Now you will be asked to choose an installation folder as target for the installation of the License Server Manager. The default path points to the program files area, but it can be changed as well. Confirm with a click on **Next**.
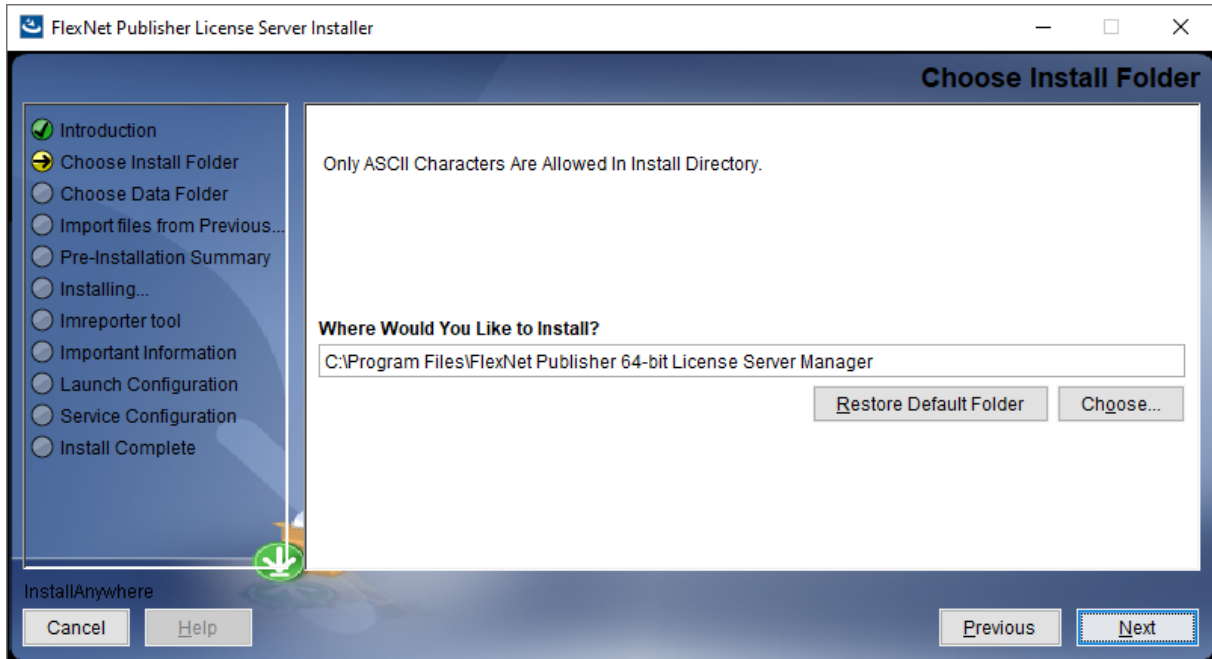
Step 3# Choose a Data Folder

The Data folder will be used to store your licenses. Keep the default or **choose** a destination path. Then proceed with **Next**.
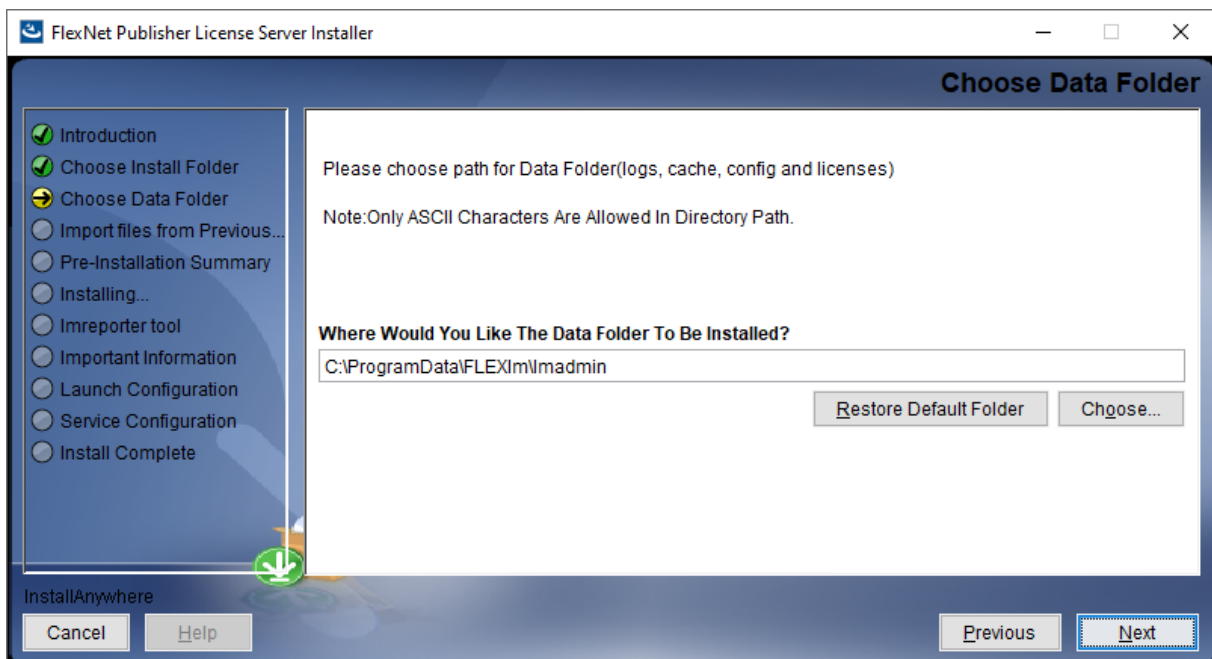
Step 3a# Import Files from Previous Installation - optional

If you already had an installation of the FlexNet Publisher License Server Manager you can import all the data in the current installation. If you install it for the first time, you can just skip and proceed with the next step.
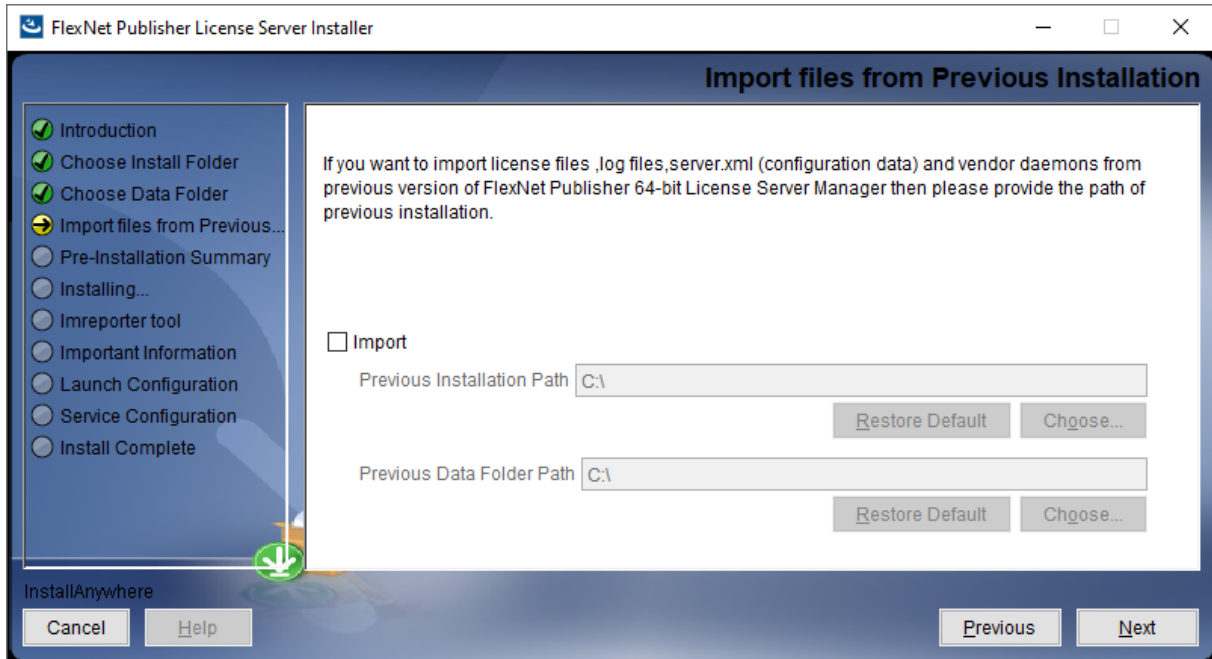
Pre-Installation Summary:

The Summary shows the currently chosen settings. At this point you can go back and make changes via **Previous** or proceed with **Install**.
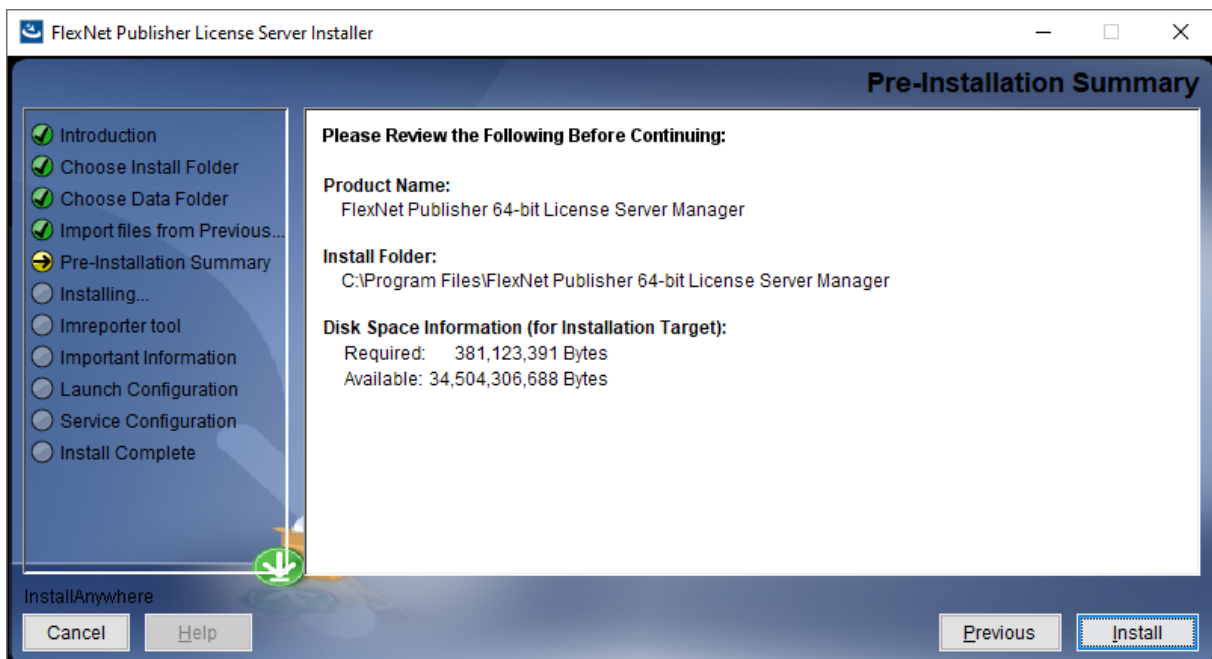
The installation will then start automatically, no further input required.

Step 4# Optional Components

Step 4a# Installation of lmreporter tool
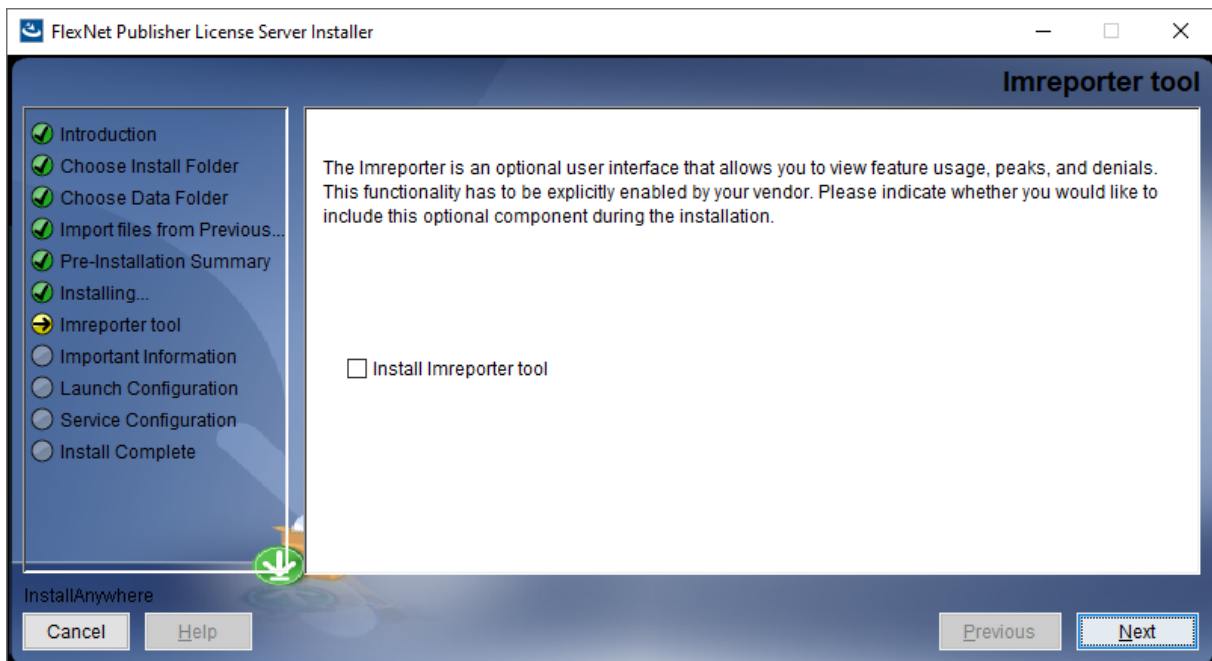
lmreporter is a separate tool that gives insight into license usage.

lmreporter leverages Docker to run another separate webserver instance to provide its interface.

As of writing of this guide this feature is not fully documented.

For the installation of lmreporter to succeed an instance of Docker or an alternative need to be running for the corresponding containers to be created.

Do keep in mind that the utilization of Docker (Desktop) may come with additional licensing terms. Consult the licensing terms of your chosen container manager for more details

Step 4b# Installation of the Visual C++ components

The License Server requires the corresponding Visual C++ Redistributable Package. By default the version provided by current Windows versions should be sufficient.

Under most circumstances you should be able to skip this step.

Otherwise select the option to install it and click **Next** to proceed.
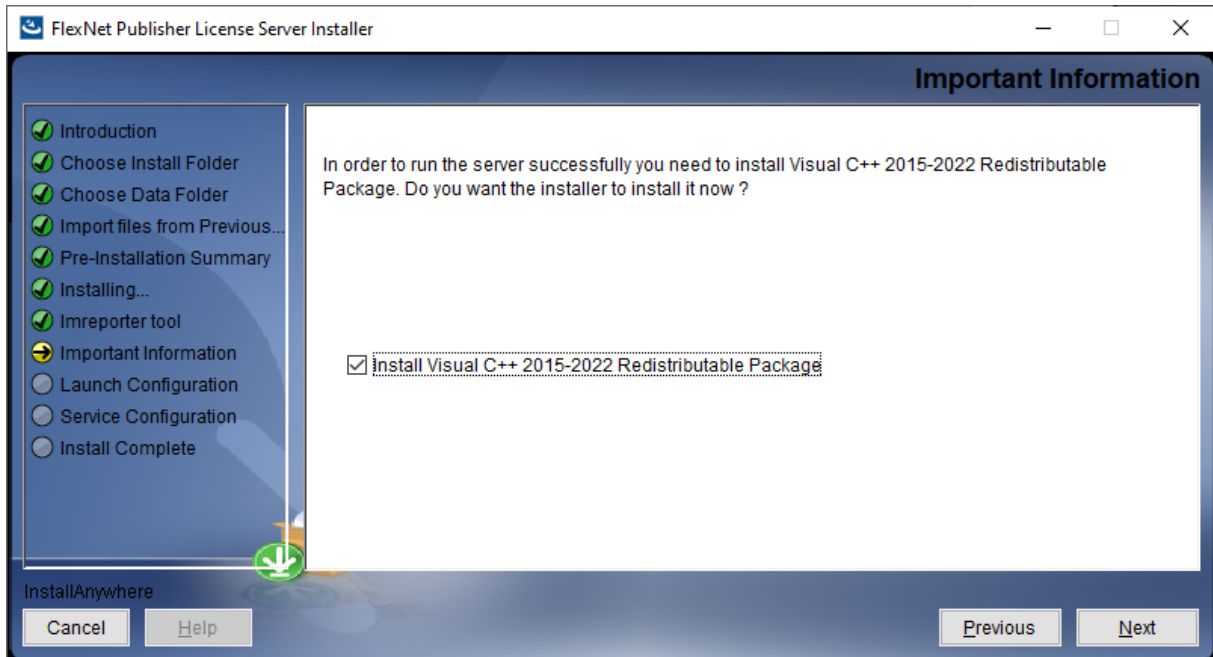
Before Microsoft Visual C++ Redistributable Package can be installed, you need to **agree with the license terms and conditions**. Then proceed with a click on **Install**.
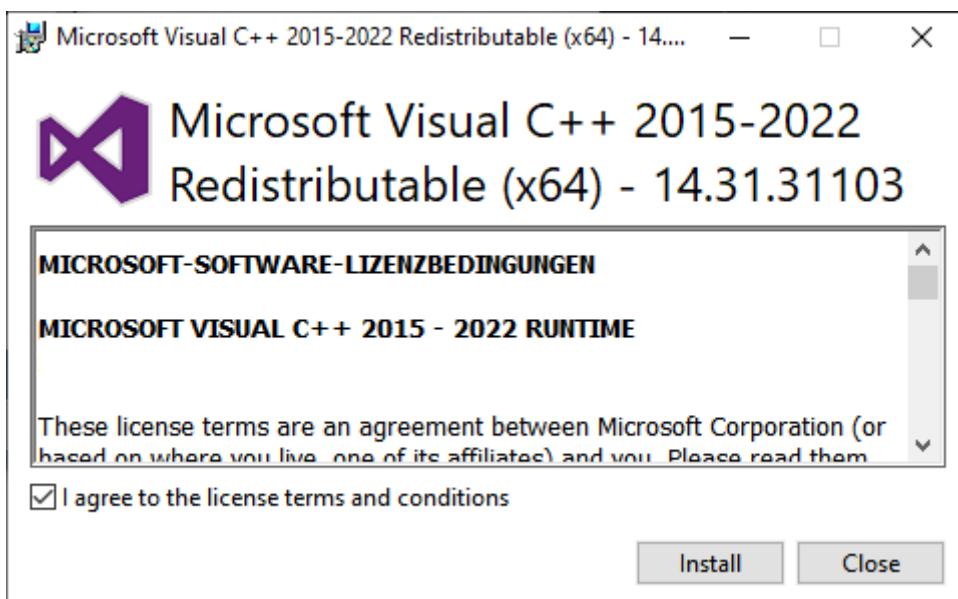
You may be prompted to restart your computer. Click "no" or "later", as we will do this, after the installation of **lmadmin** is finished.

Step 5# Launch Configuration

In this dialog you will be asked to enter a HTTP port for the web interface and the License Server Port for the communication with the License Server Manager.

The default HTTP port is **8090**, but it can be changed if there is a conflict with other already installed HTTP servers.

We recommend to keep the default License Server Port Number, unless it conflicts with existing FlexNet installations. Proceed with **Next**.
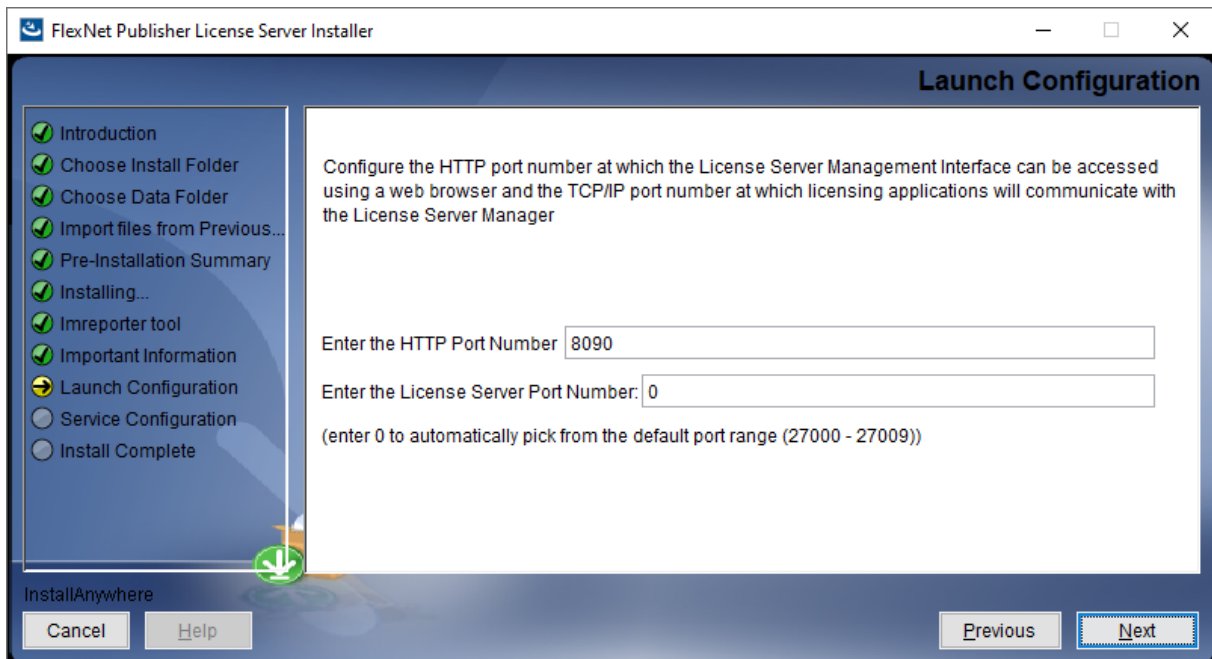
In the following dialog we recommend keeping the default values as well and proceed with a click on **Next**.
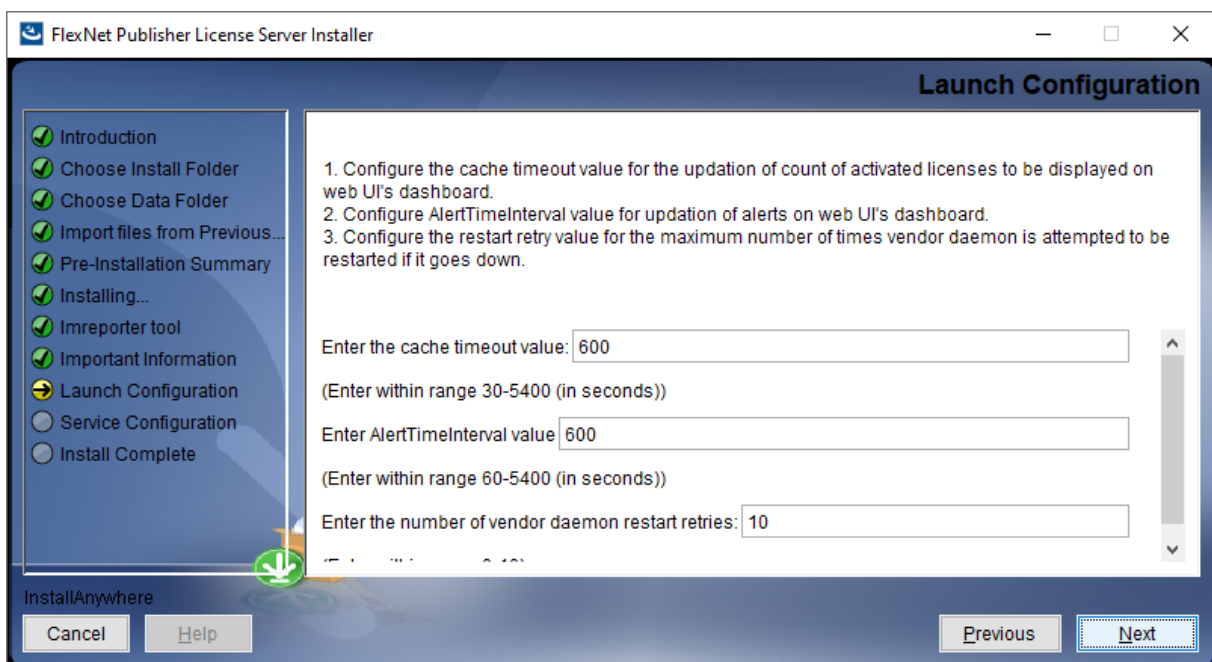
Step 6# Service Configuration

You can install the FlexNet Publisher License Server **lmadmin** as an executable and start it when needed. But we recommend, to install it as a service.
To do that, select the option **"Run as service"**. Then proceed with a click on **Next**.
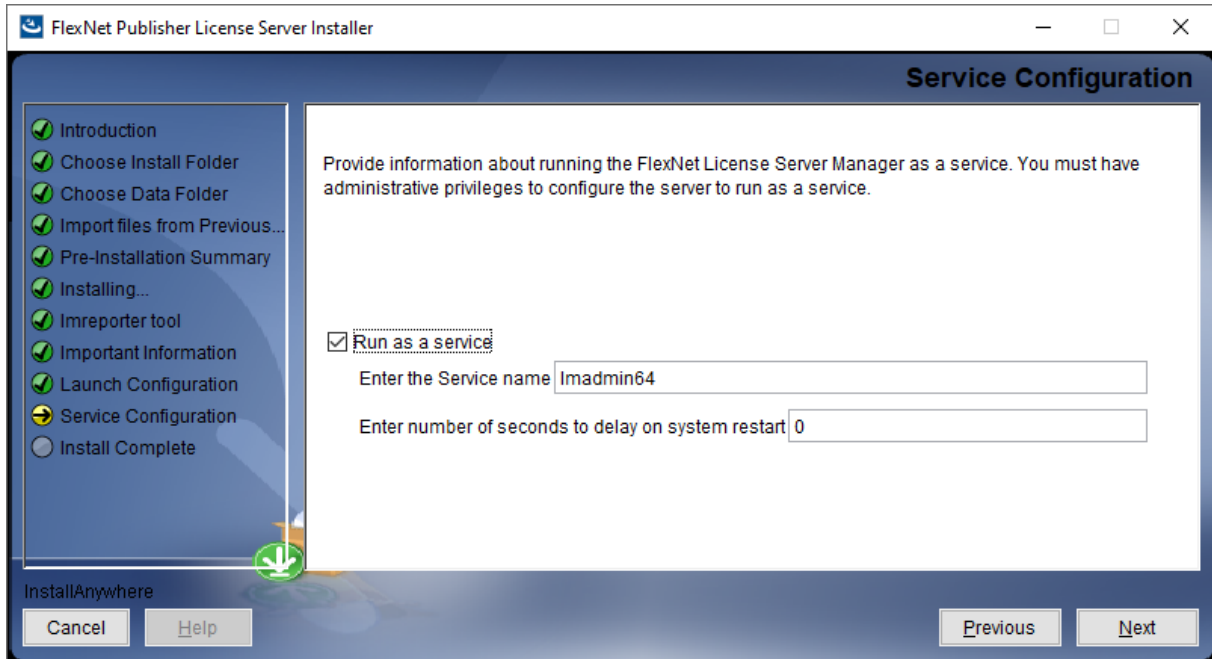
Install Complete

If the installation could be completed successfully, this is shown in a final dialog. Click **Done** to confirm.
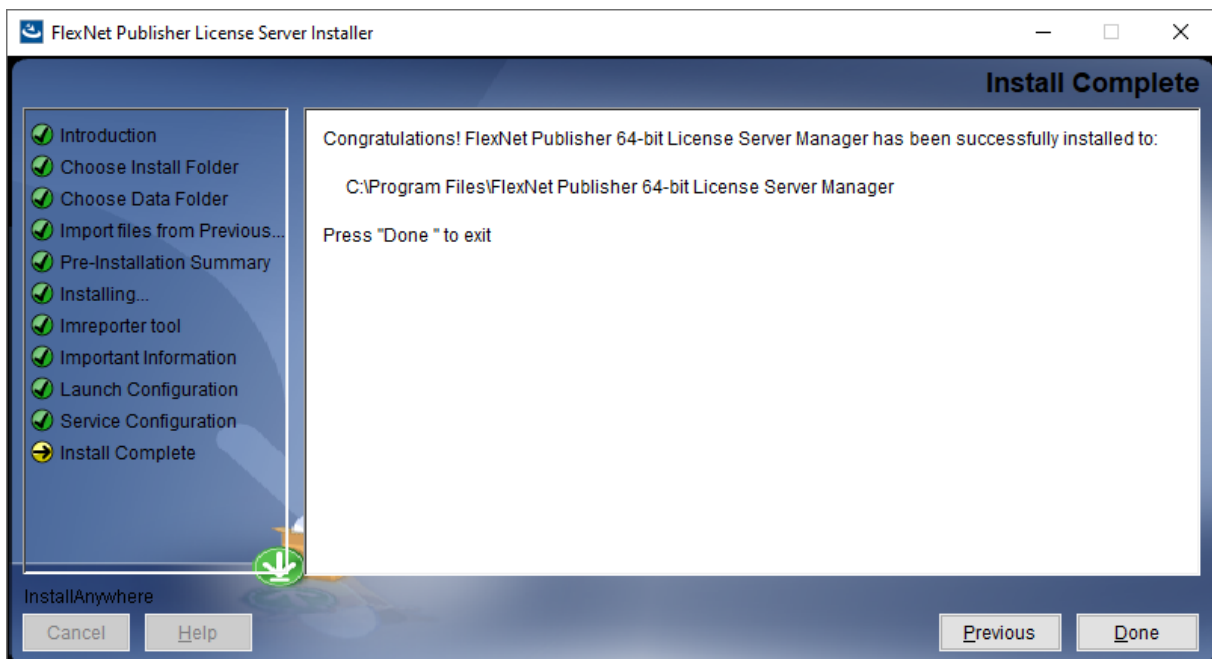
We recommend, to restart your system now. This way you can ensure, that the installation of the Microsoft Visual C++ Redistributable Package is finalized and that the **lmadmin** service (if applicable) is started.

Download and add the APIS Vendor Daemon

a) Go back to the delivery e-mail and click on the respective link to download the APIS Vendor Daemon.

b) Save the zip archive to your workstation or server.

Extract the zip archive and move the folder **APISGMBH** directly to the folder you chose as Install folder for the License Server (see previous topic Step 2#). For that operation you need administrator rights.

The path should then be built as follows:

<Your Install Folder>\APISGMBH\APISGMBH.exe

Ensure that the Server Ports are reachable

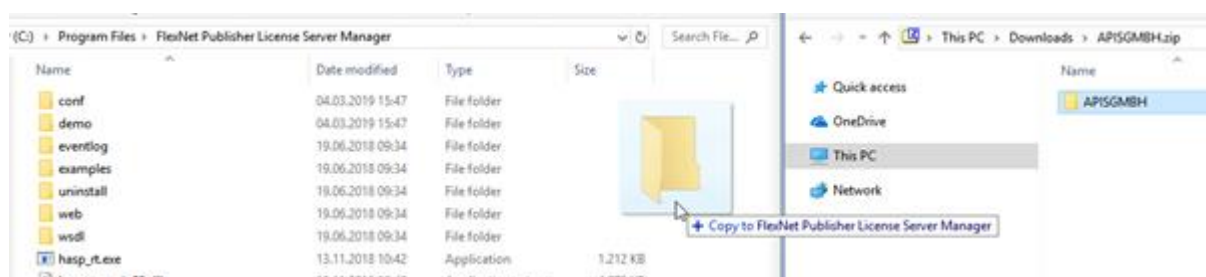To communicate with the client it may be necessary to add exceptions to any firewalls if applicable.

The ports listed represent the standard ports; they may have been customized via the installer.

Component	Executable name	Port (range)	Protocol	Configuration
web interface	lmadmin.exe	8090	TCP	https can also be enabled with certificates; can be changed in the web interface or via startup options -webPort & -webSecurePort
license server	lmadmin.exe	27000-27009	TCP-like	can be changed in the web interface or via startup options -licPort lmadmin does not support changing this port via the license file (unlike lmgrd)
vendor daemon	APISGMBH.exe	49000-51000	TCP-like	normally assigned randomly; can be changed in the lmadmin web interface or the license file

It is recommended to either use a fixed port or add firewall exceptions for the APISGMBH.exe executable.

Integrate the licenses into the License Server

Open a web browser and go to the web interface of the license server.

For the initial setup we recommend, that you do this from the machine where you installed the license server. In this case the default address would be

localhost:8090

In case your browser does not understand the shortened address "localhost:8090", try "http://localhost:8090".

If you have chosen another port under the step "Launch Configuration", you need to enter it accordingly.
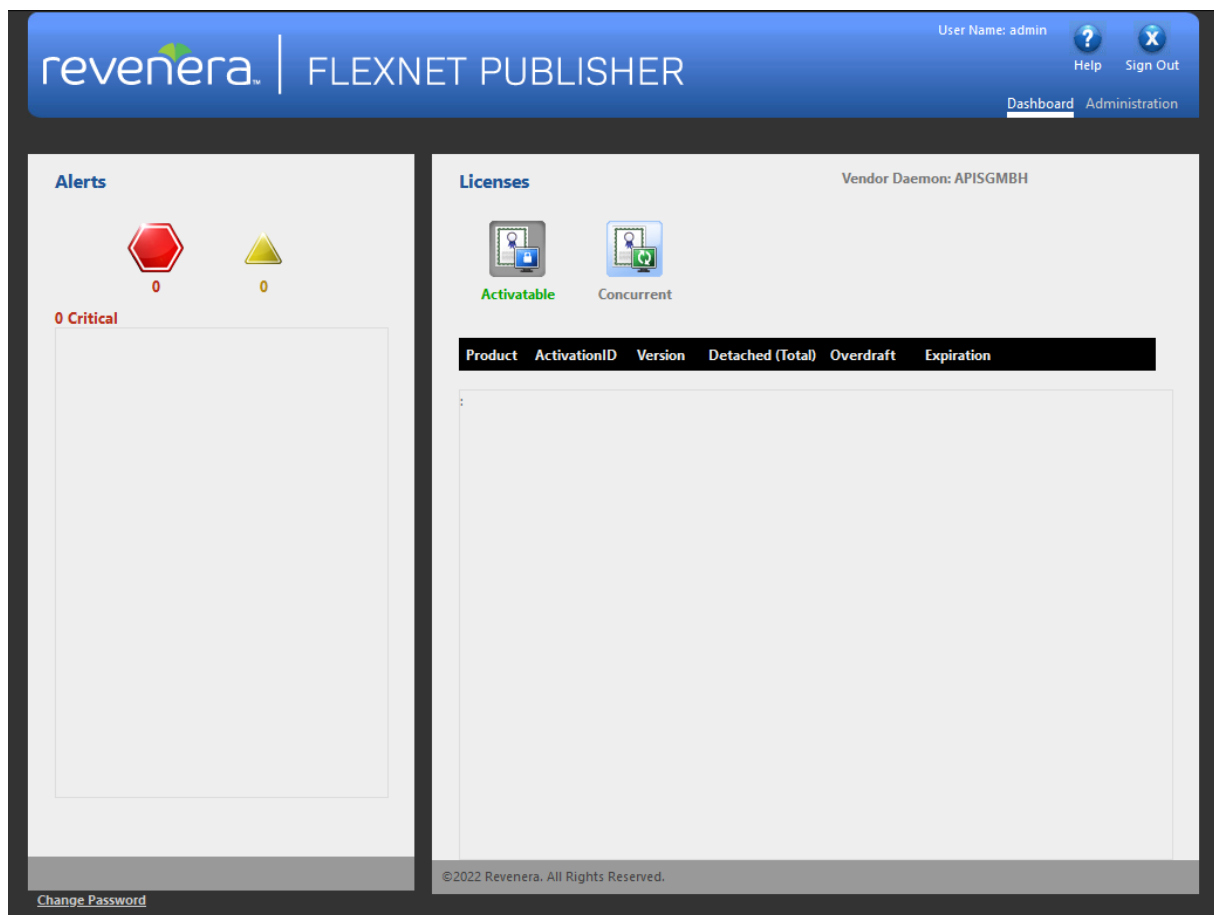
Now click on the tab **Administration** to continue the configuration of the License Server.

You will then be asked to log in. Enter the following (default) information:

User name: admin
Password: admin

Then proceed with **Submit**.

In the next dialog you will be asked to change your admin password. In the **Old password** box, enter **admin**
in the **New password** and **Confirm password** box, enter your desired new password. Then continue with **Save**.

Please note: If you forget the password at a later point, it cannot be reset via the web interface. In that case you will have to either reinstall the License Server or edit the config file **server.xml** according to the Troubleshooting guide.

If you are having troubles changing the password, see the Troubleshooting section.

After having changed the administrator password, you should be able to continue with the configuration. Select the item **Vendor Daemon Configuration** in the toolbar at the left side.
This will show you the status of all available vendor daemons. In some cases, **APISGMBH** is already displayed. Otherwise it should appear after you imported the first license.

Launch the FlexID Dongle (WibuKey)

To be able to connect the license, first you need to launch the Dongle. Skip this step if you are using a version without Dongle.

a) Put the Dongle into an USB connector at the server.
b) Verify that the Dongle is recognized and properly connected to the License Server.
To do this, click on *System Information* in the navigation bar on the left side of the License Server Administration.
This should show you a list of your configuration including the field **FLEX ID 10 (Wibu)**. The identifier you can see here should be identical to the identifier on your dongles label.

Now you can proceed with a click on **Import License**.

Then go back to your delivery e-mail and save the license file ("APIS-IQ-License-[your license number].lic"), which is included as attachment there. Then browse to the location of this license file, select it and confirm with **Open**.

As soon as the license file is shown as selected in the web interface, you can proceed with a click on **Import License**.
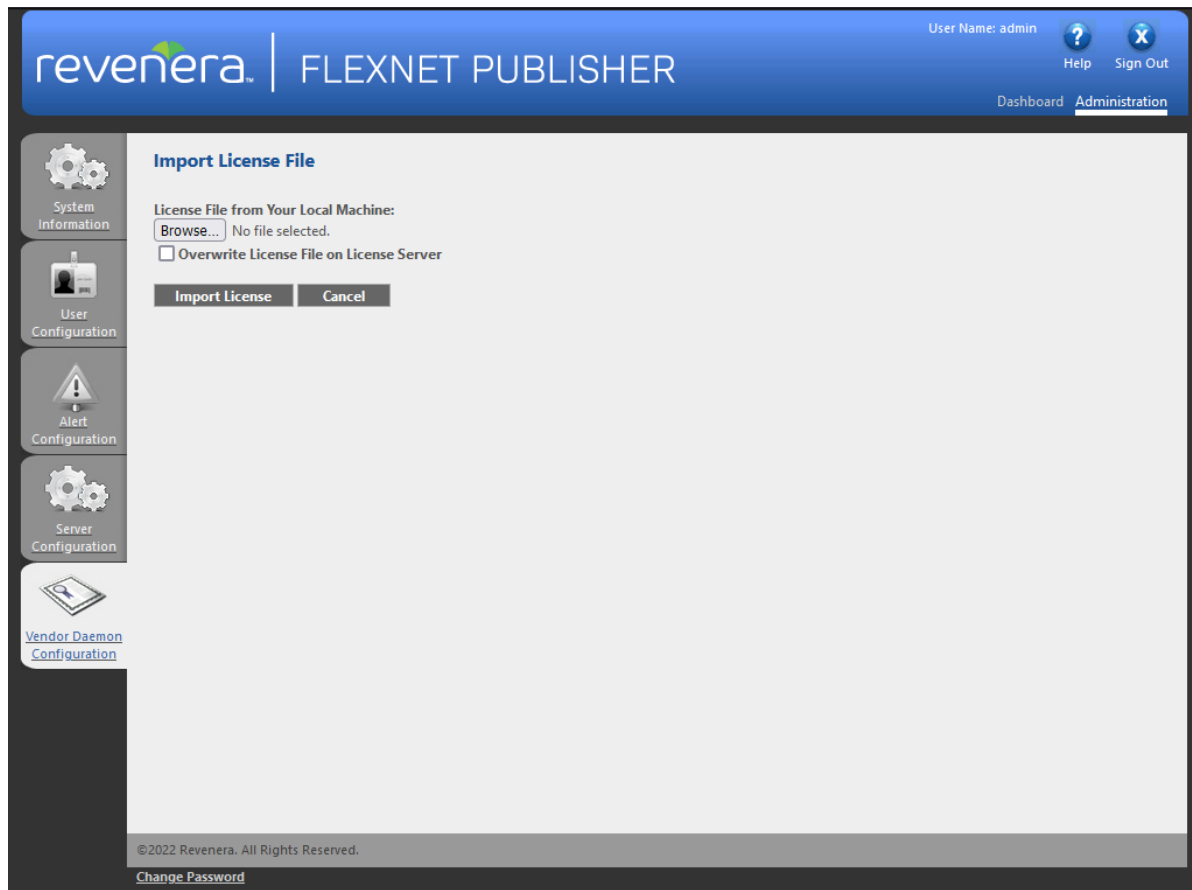
After that, a summary of any successful or unsuccessful operations will be displayed. If everything seems to be right, click **OK**.

If an operation was not unsuccessful, go back to **Server Configuration** or **Vendor Daemon Configuration** again by using the toolbar on the left side and make the necessary changes there.
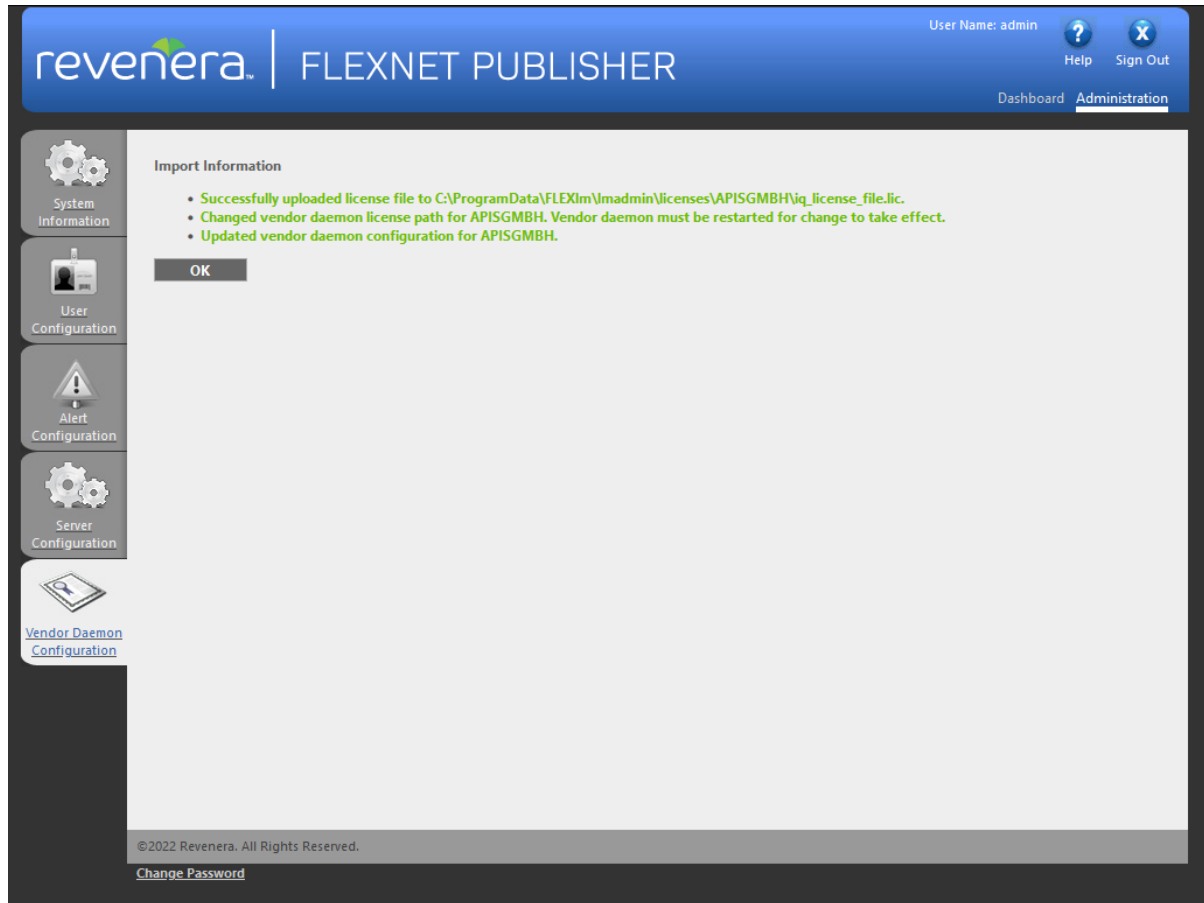
After importing the license file, the vendor daemon needs to be restarted.

To restart, click on **Vendor Daemon Configuration** in the toolbar on the left side. Then click on **Administer** in the row where the vendor daemon **APISGMBH** is listed.

As this is currently running, the following dialog should include a button to **Stop** it.
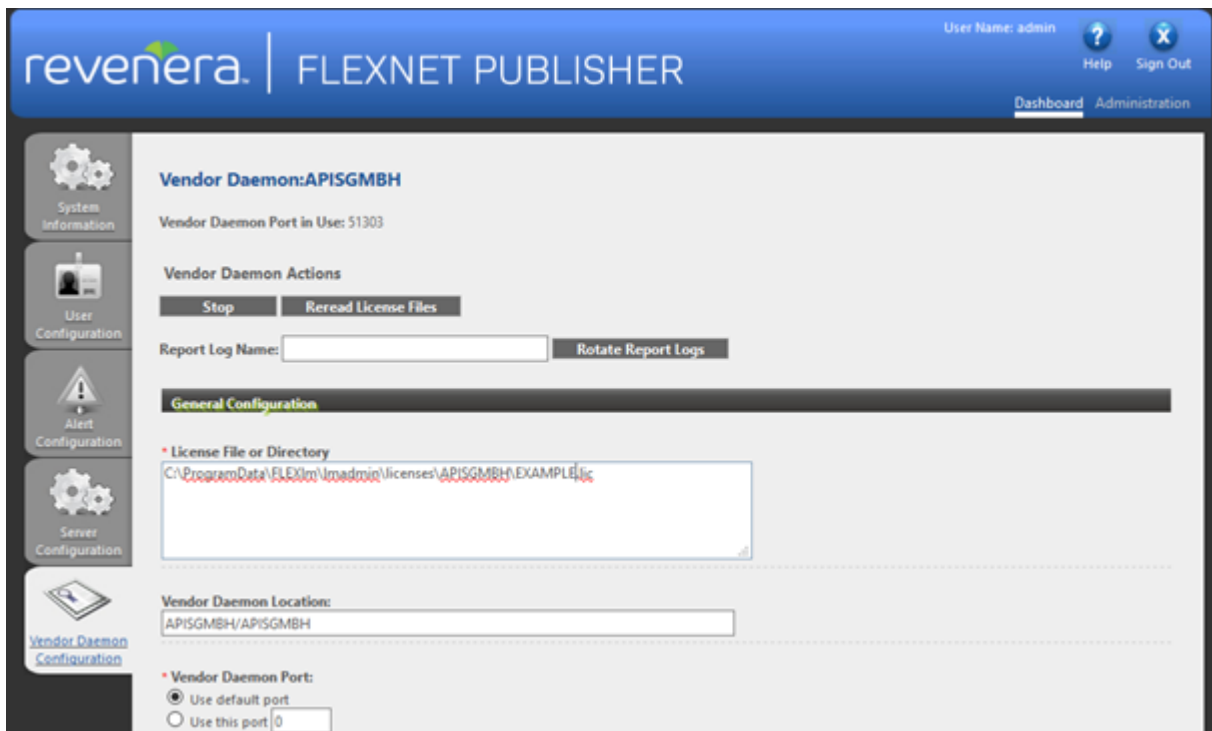
Now click on **Vendor Daemon Configuration** again. Then click on **Administer** at **APISGMBH** like above.

The button **Stop** should now have been replaced by the button **Start**. Click on that, to start the vendor daemon.
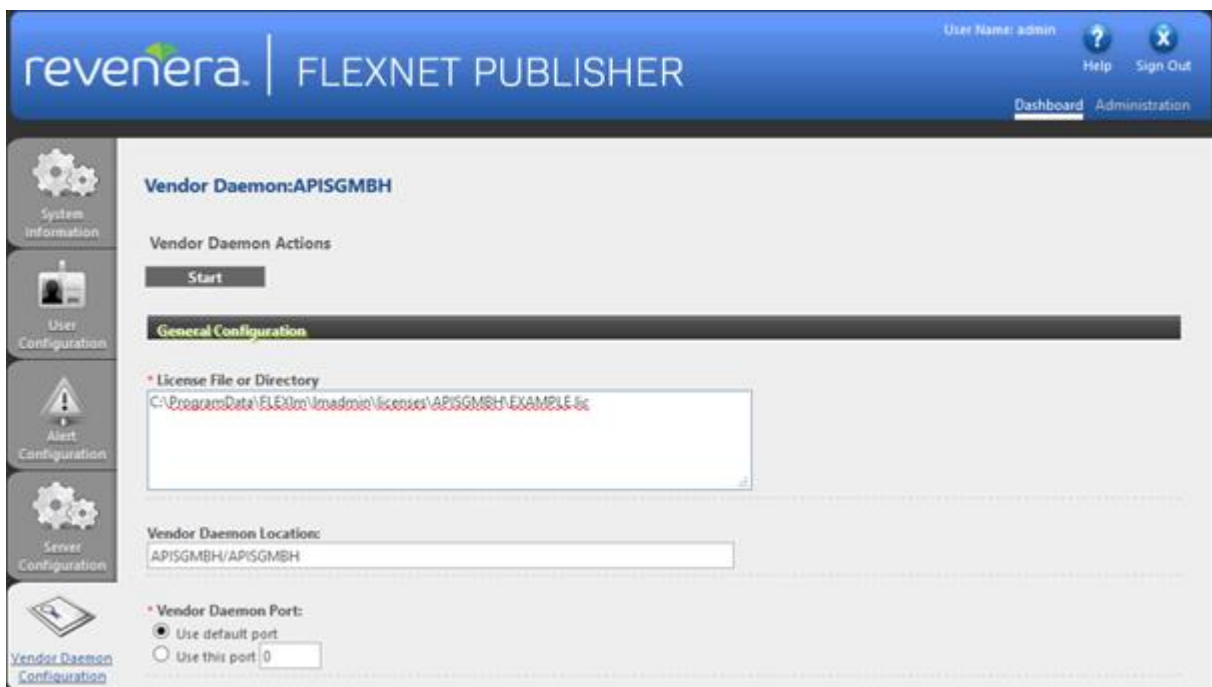
Now FlexNet Publisher License Server and the APISGMBH vendor daemon are successfully installed and you can proceed with the installation of the APIS IQ-Software.

Upgrading or replacing Licenses

If you wish to load additional licenses or you have received an updated license file, follow the steps in **Integrate the licenses into the License Server** to select a new license file**.**

If the new License file has the same filename as the old license file

When prompted to **Import License File** click on **Browse…** and select your new *.LIC file.

Check the option **Overwrite License File on License Server** to ensure a new *.LIC file will overwrite an old one with the same name and proceed with **Import License.**
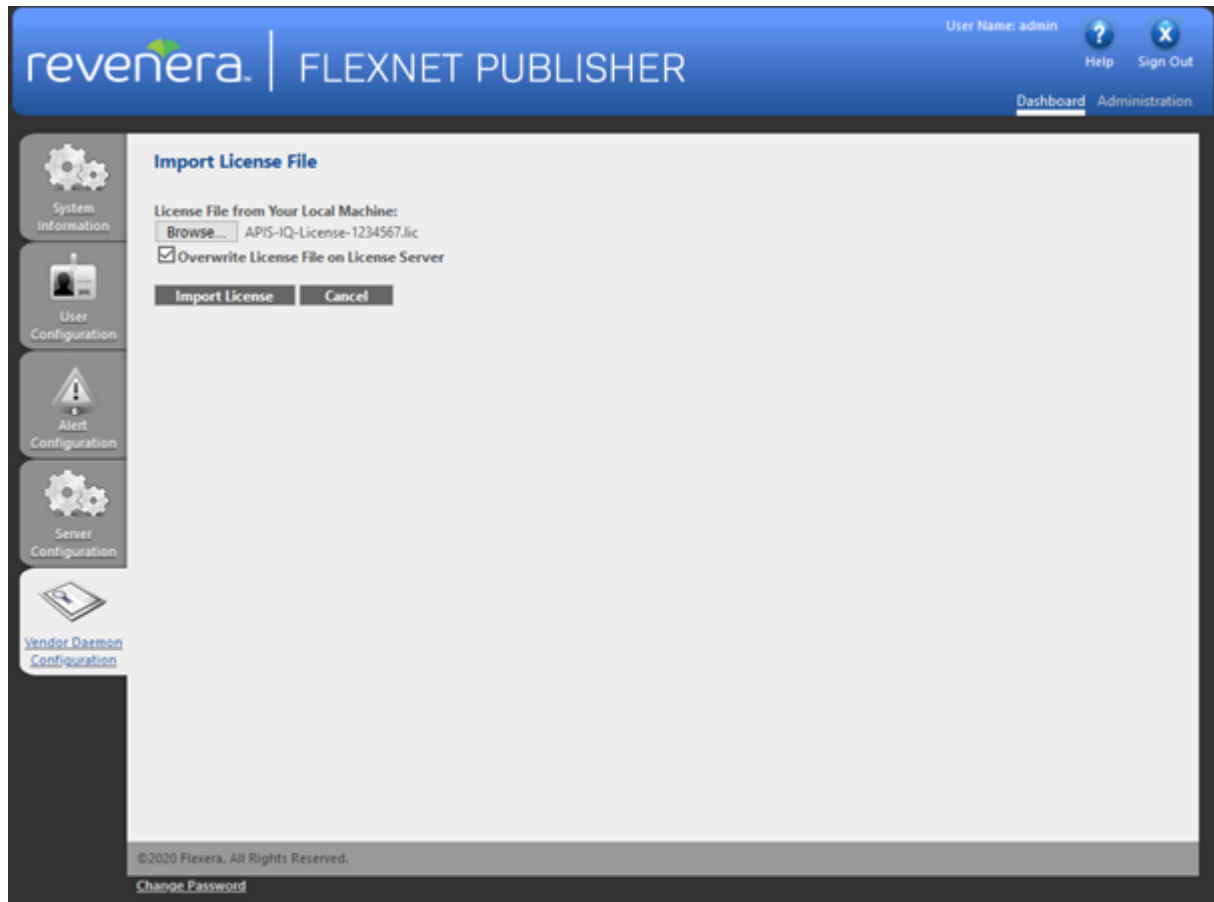
Note: This will replace the licenses file in the FlexNet license directory, it is advisable to keep a copy of the old license file in a location outside of the FlexNet directory for future reference

If the new license file has a different filename to the old license file

When prompted to Import **License File** click on **Browse…** and select your new *.LIC file.

Proceed with **Import License.**

FlexNet will automatically ignore expired licenses or licenses that have been superseded by newer licenses. However, older licenses may produce warning messages when read which may be undesirable.

To view all currently active licenses, click **Vendor Daemon Configuration** and click on **Administer** at **APISGMBH.**

Under **License File and Directory** all licenses files that are in use will be listed.

Disabling a license

If you want to prevent an old license from being used, delete the line with the name of the old license and click **Save** before restarting the vendor daemon.

If the vendor daemon is running, click the **Stop** button**.**

Click the Start button to start the vendor daemon.

Note: This will not remove the license file itself in the FlexNet license directory. If you want to add this license file again at a later point it can be reactivated by adding the path to "License File and Directory" and restarting the vendor daemon

Download and installation of the APIS IQ-Software.

System Requirements

Local (Client)

- Hard disk with 500 MB free space
- PC with a *IA32 (x86)* compatible processor
- At least 1024 MB of free memory (RAM) and a screen resolution of at least 1024 x 768 pixels **4 GB RAM, CPU 2 GHz** and above, und a screen resolution of at least **1600 x1024** pixels are **recommended**.
- Microsoft Windows 10 or Microsoft Windows 11
- To install the APIS IQ software, Microsoft Installer version 5.0 or newer must be available. This requirement is fulfilled when using Windows Server 2008 R2 / Windows 7 or any newer version of Windows.

If you received the software by email, click on the corresponding link to download the installation archive (zip file) and save it. Next, extract the contents of the archive.

If you received the software on CD, you should deactivate the **auto run** functionality. If the installation of the APIS IQ software starts automatically, cancel it for now. Later, use the `Setup.exe` file located in the **Setup** folder on the CD.

Option 1: guided installation

Installing the files on a local client

Start the installer by double-clicking the `Setup.exe` file in the extracted installation archive. After the installation routine has started, you can choose a language for the installation.
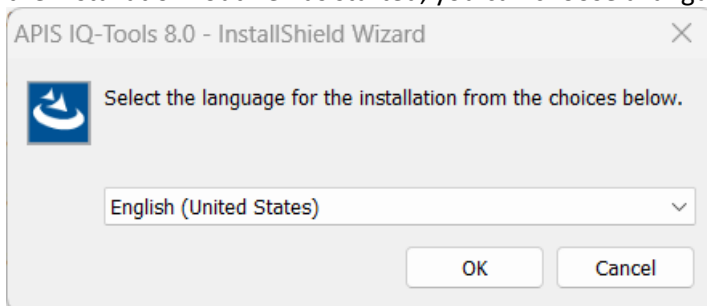
The following welcome dialog appears. Click **Next** to continue.
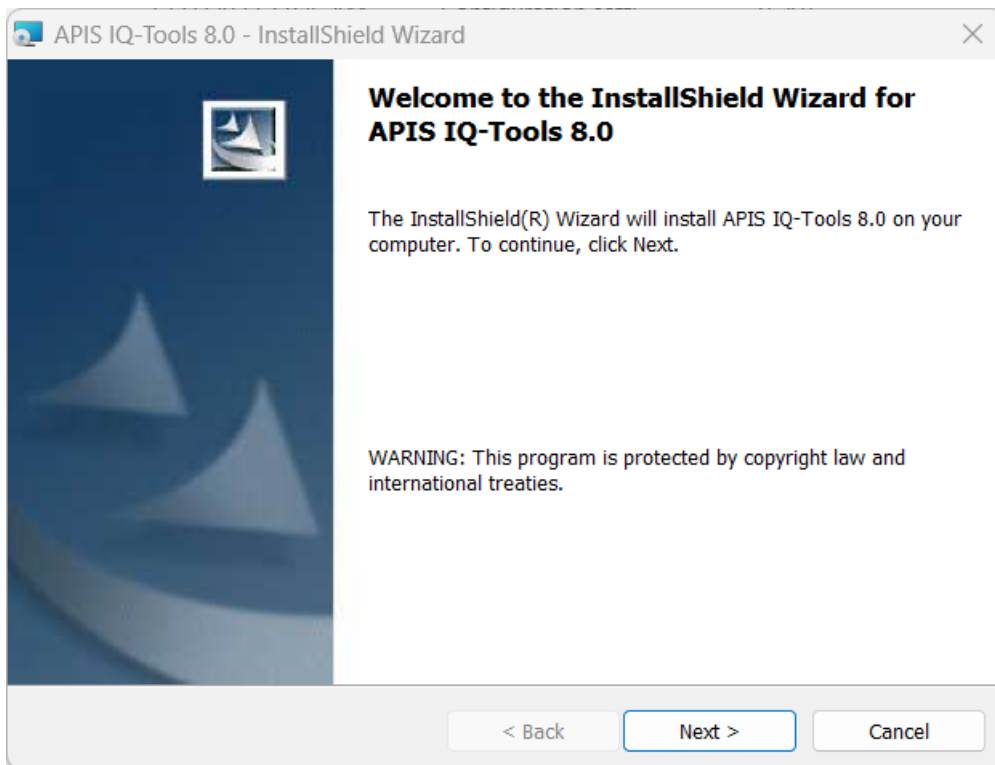
Next, read the License Agreement. Once you have accepted this, you can click **Next**.
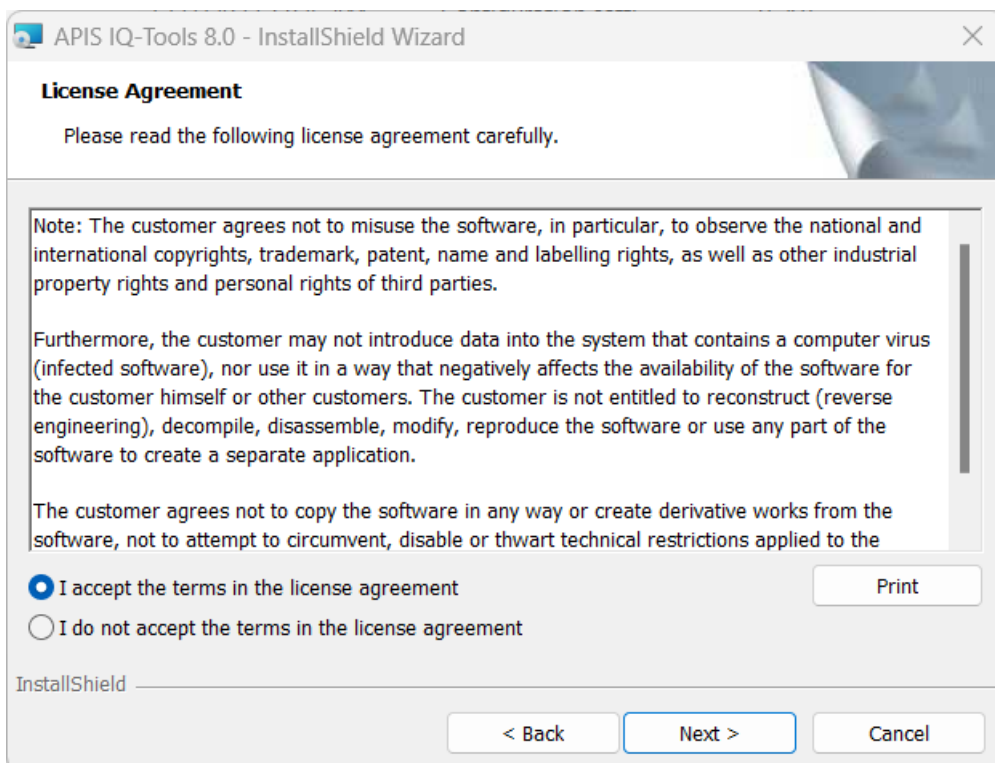
Next, determine whether the installation should only be done for the current user account (without admin rights) or for the entire computer (admin rights required).

When installing on a server (network license), you should choose installation for all users.
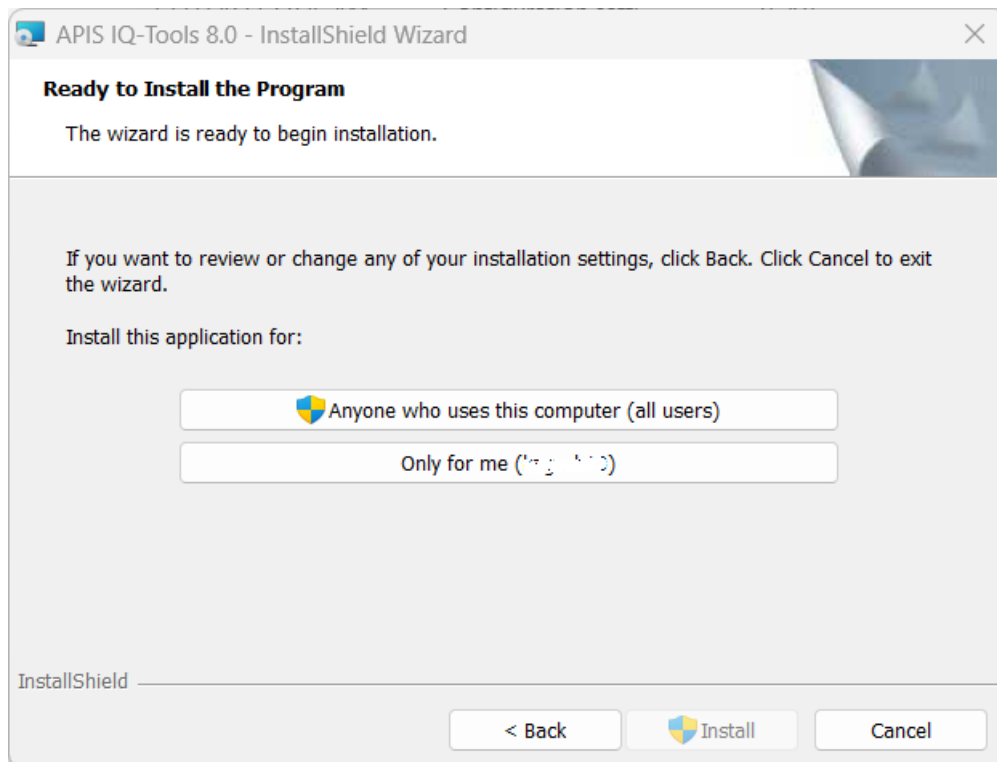
In the following dialog, select a target directory in which the program files should be stored. Click the **Change** button to select or create a new installation directory other than the suggested default one. We recommend not placing files directly in a root directory. Now click **Next** to continue.
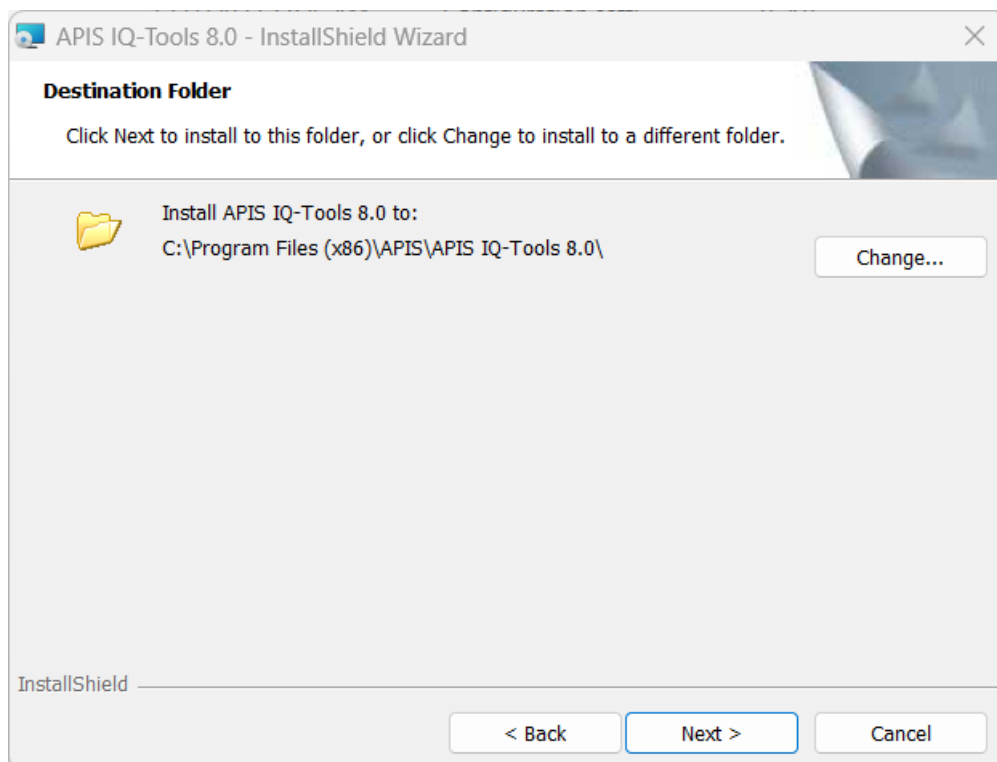
Click **Install** to start the process.
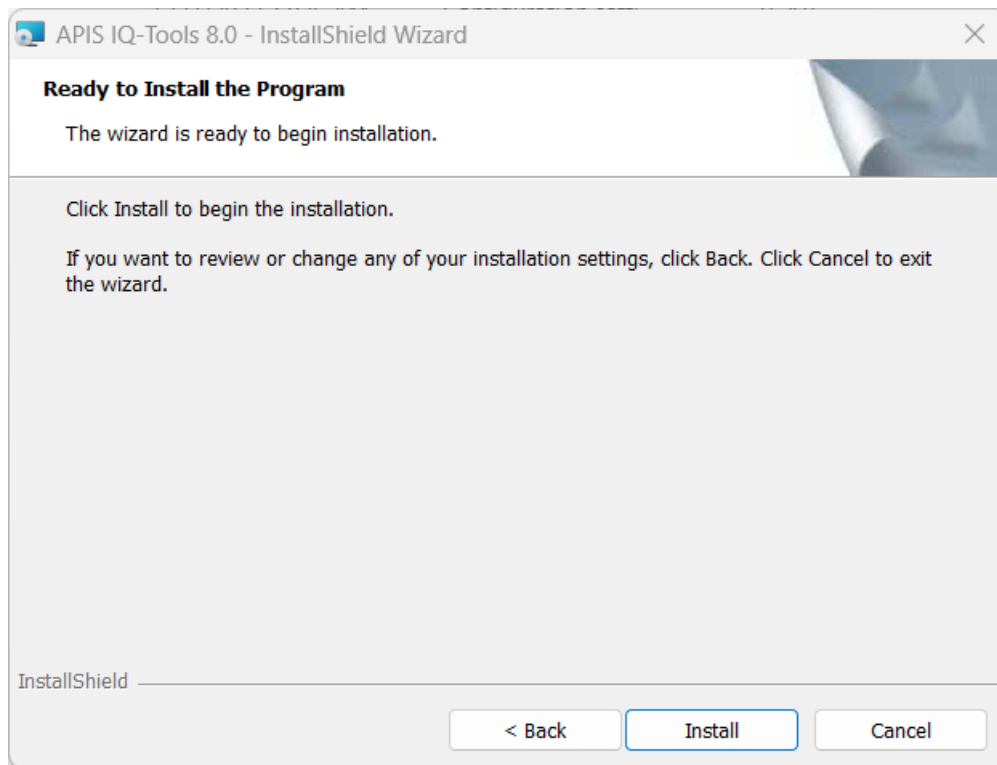
After all files have been copied to the selected location, the wizard reports that the installation was successfully completed. Click **Finish** to close the wizard.
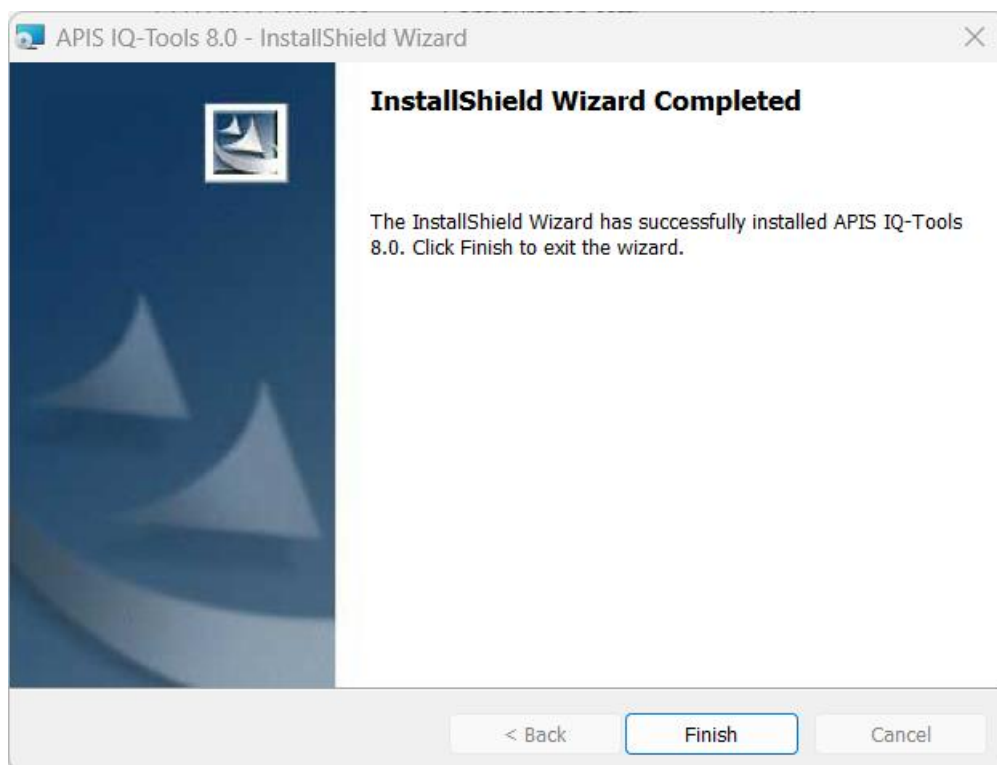
Option 2: Installing via command line – unattended install

Apart from the usual procedure, there is the option to run an unattended install. The lines marked as "**Command**" should be entered in the "**Run..**" dialog (right click on the Windows icon | Run...) or Command prompt (Windows Tools).

Installing the files on the local client

Command:

```
msiexec /qn /a "Y:\APIS Installation source\IQ-Tools.msi" TARGETDIR="X:\IQ-Tools 8"
```

`"Y:\APIS Installation source\IQ-Tools.msi"` references the location of the source MSI file, i.e. the downloaded and extracted installation archive or CD.
The parameter `TARGETDIR` defines the target directory for the installation.

Connecting the APIS IQ-Software to the FlexNet Publisher License Server

After the APIS IQ-Software has been installed successfully, it needs to be connected to the License server.

When the IQ-Software is started for the first time, the user gets a setup dialog. With its inputs, the connection to the license server will be established.

In our example, the License Server is installed on a machine, which is accessible by the IP address 192.168.1.26 and with standard port settings.

There are two modes to choose from:

*Simple***:** You will be able to pick the location of the server based on the IP-address or host name and the desired port. This is the recommended mode for most configurations and will be used in this guide.

Advanced: You will be able to use multiple addresses, redundant addresses or server triads (for example: port1@address1;port2@address2;port3@address3)

Enter the right server IP or address in the **Server** field and press **Check Input,** to validate if the settings are correct.

If your input has been valid, the corresponding fields will turn green and become locked.
Now you can choose an available product from the **Product** drop down menu.
Afterwards click **OK** to start the IQ-Software with the chosen license option.

If your server settings are invalid, after clicking **Check Input** the entry field will turn red.

In that case, correct your settings and then try to validate them once more.

White	Input not checked yet
Blue	Checking License Server; Updating
Green	License Server available; Okay
Yellow	One of the License Servers is available (Advanced mode only)
Orange	License Server is available; Vendor Daemon is unavailable
Red	License Server is unavailable

Switching between different products or checking out a license

If the company bought different products (e.g. *IQ-FMEA Pro* and *IQ-RM Pro*), the delivery e-mail includes more than one **LIC** file. After all LIC files have been imported, the user can switch between the different products.

Another feature is the possibility to check out a license temporarily and work offline. This is available for licenses which were explicitly ordered to include it.

For both cases the APIS IQ-Software includes the possibility to access the configuration dialog described in the topic above. The command **Change FlexNet Server configuration** can be found in the **Tools** menu.
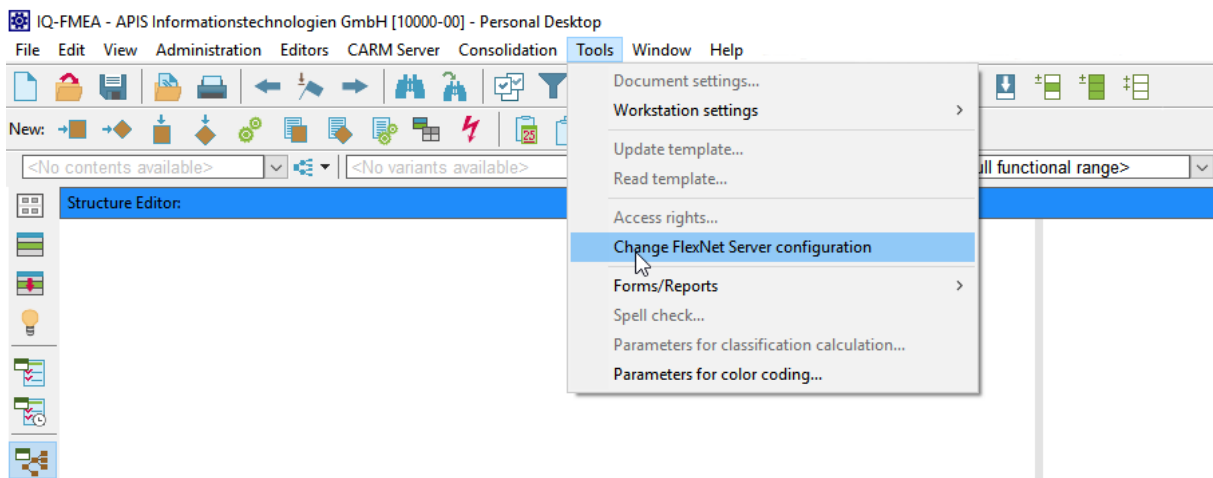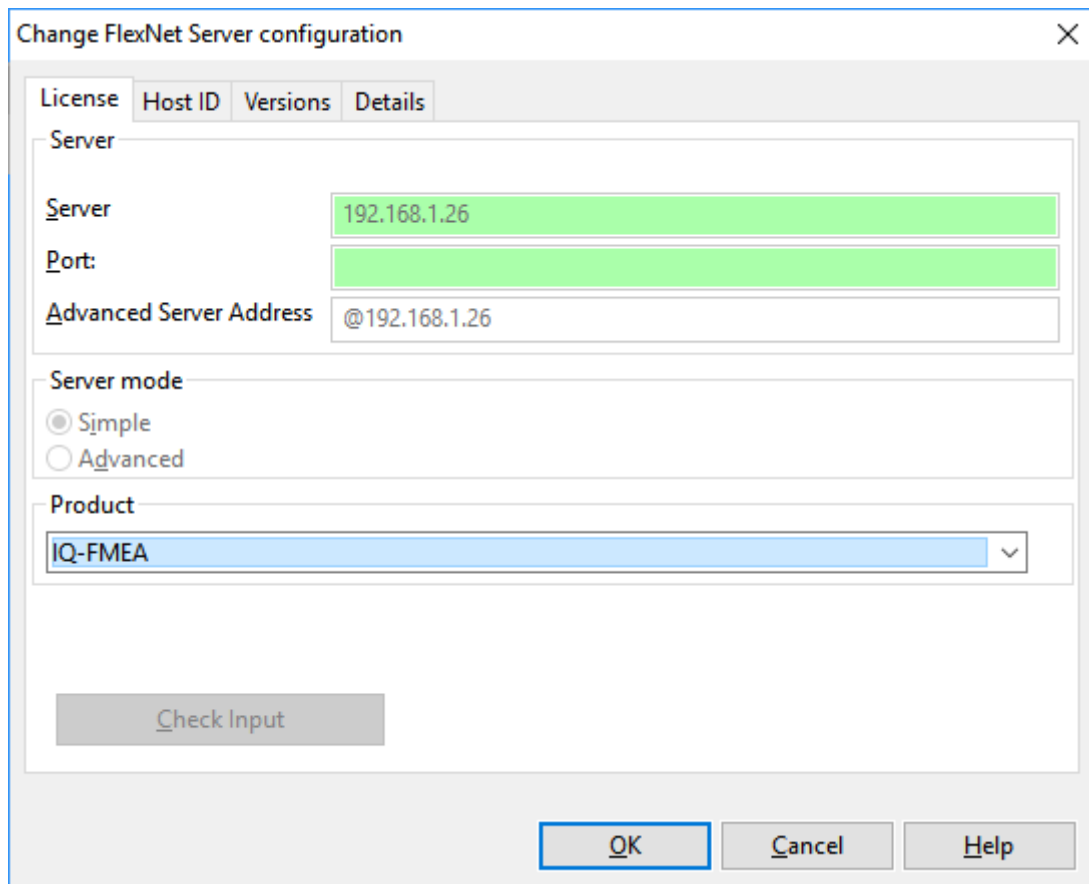
After executing this command, the user will be asked, whether he would like to continue. The information also says, that the software will be restarted after clicking **Yes**.
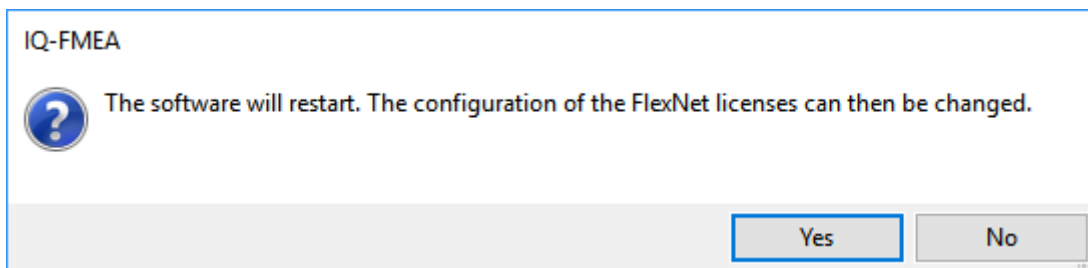
If the current document includes changes, that were not saved yet, the user gets the possibility to save, before the software restarts.

Change the product

Go to **Tools | Change FlexNet Server configuration**. In the configuration dialog select a different product from the **Product** drop down menu and confirm with **OK**.

Check out a license (NLX only)

Licenses can be ordered to include a check out feature. This enables the user to work offline for a certain number of days.

First the product, which contains the *Check-out* feature needs to be selected in the **Product** drop down menu. Then additional options will become visible.

To check out, click on the button **checkout license**.

After that, a calendar view will be shown, where you can select an expiry date for the checked-out license. By default, the maximum available expiry date will be preselected.

You can confirm this with **OK** or pick a different date.
Max picks the last available date, **Reset** returns to the first selected value.

By default, selecting a date will indicate that the expiry is set at midnight.

If you want to check out for a specified number of hours, you may do so by changing the value in **Selection (Hours)** and confirming with the corresponding **OK** button.

You may also change the default of preselected hours by editing **Default (Hours)** and confirming with the corresponding **OK** button.

If you picked anything else but **Cancel** in the calendar dialog, your desired expiry date will be listed below the **Product**. You can change it by clicking **checkout license** once more or accept it with **OK**.

The license will now be checked out and is available until the selected date, even if your connection to the license server is lost. Keep in mind, that this license will remain in use during this time. It will be taken from the license pool on the server and normally only returned once the expiry date is reached.

However, there may be cases where you would like to return the license before the expiry date (e.g. when a business trip had to be canceled), so that others can use it in times you don't need it.

Check in a license (NLX only)

First make sure, that you are connected to the server. Then start the IQ-Software.

1. Go to **Tools | Change FlexNet Server configuration.** The following dialog lists all checked-out licenses in the Product drop down menu.
2. Click **Check input** to make sure, the License Server is reachable.
3. Select the license you would like to return from the drop-down menu.
4. Click Check in license.

A popup message will tell you, whether the check in was successful or not. Confirm with **OK** to return to the dialog. With a click on **OK** in the dialog, you can start the IQ-Software with network connection then.
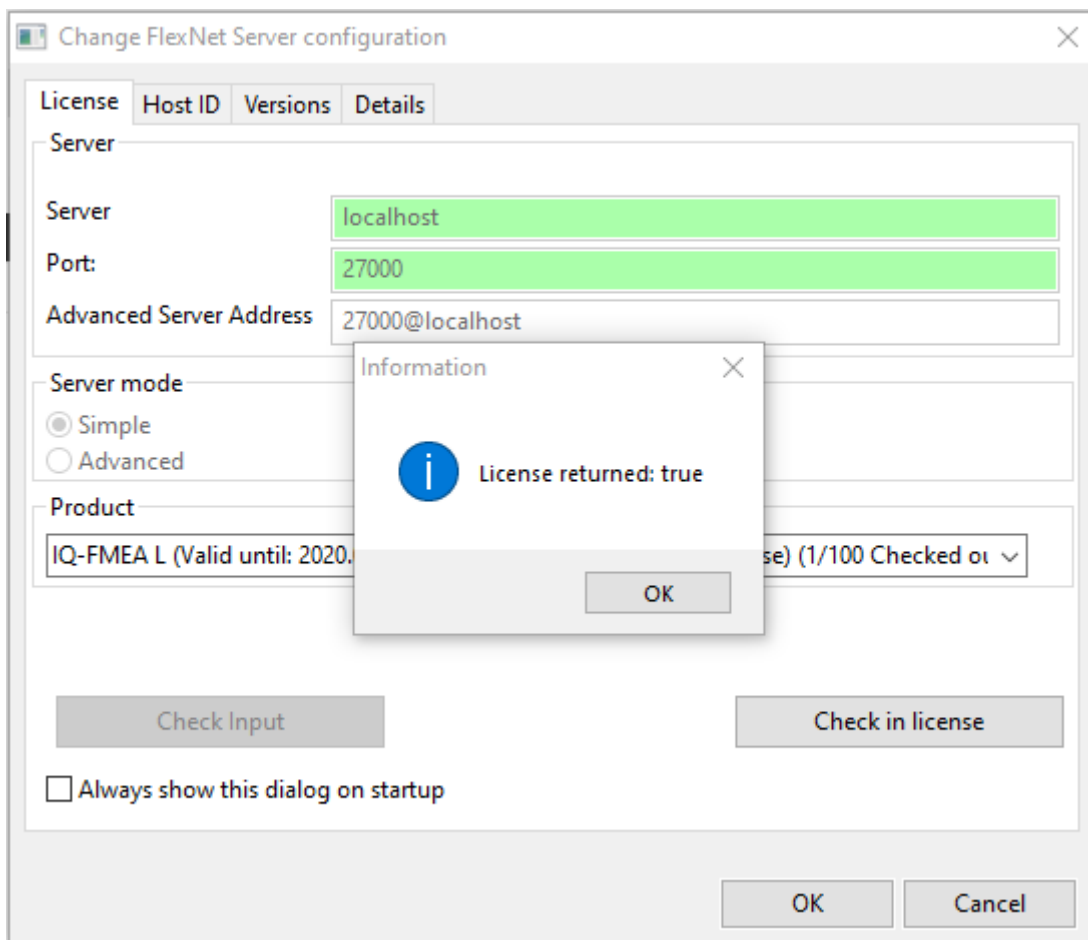
Updating an existing installation of the IQ-Software (Service Pack Update)

APIS company provides the current software package for version 8.0 by means of download on their website www.apis.de, free of charge. Such a package can be used for the basic installation or an update. Special packages that only carry out an update are no longer available with version 8.0. The update is carried out on an existing installation, it is not necessary to uninstall beforehand.

1) Guided update:

Download the current software package for Version 8.0 from the website and extract the contents of the zip file.

Start the update with a double-click on the `Setup.exe` file. Then click **Yes** to confirm the operation.
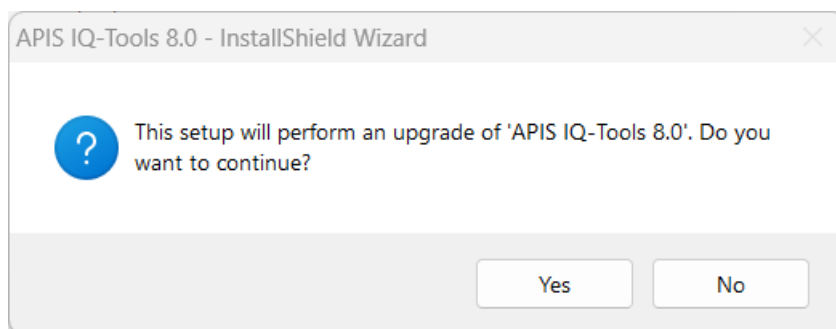
In the next dialog click **Next** to proceed with the update.
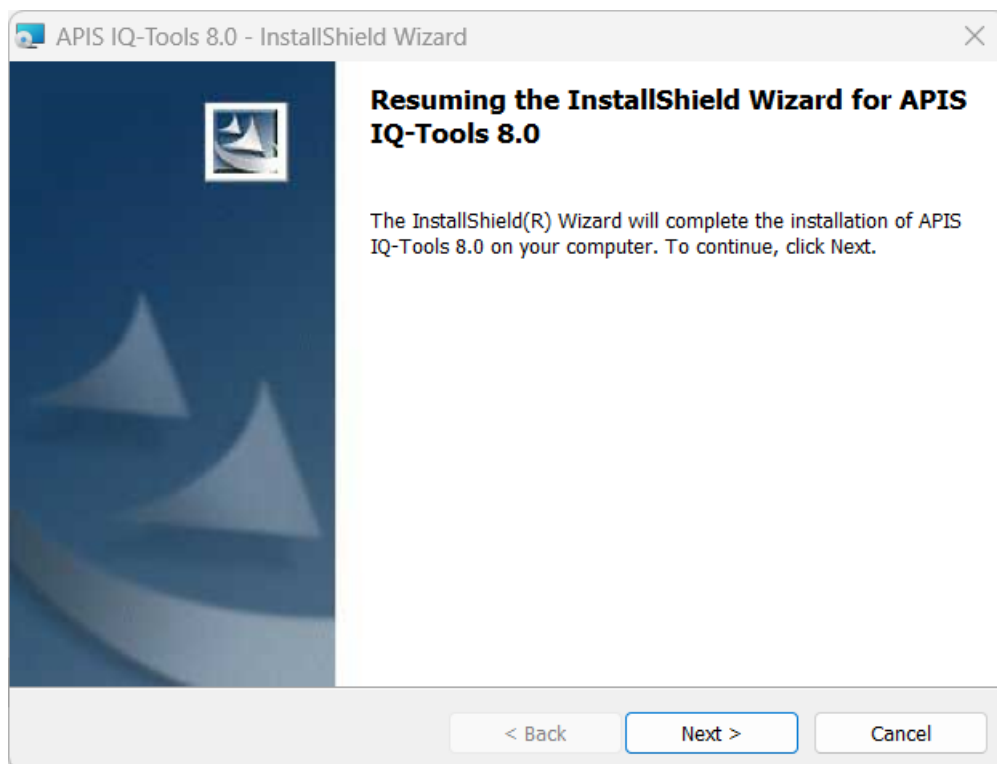
As soon as all updates have been carried out, InstallShield reports that the update has been completed. Click **Finish** to close the dialog.
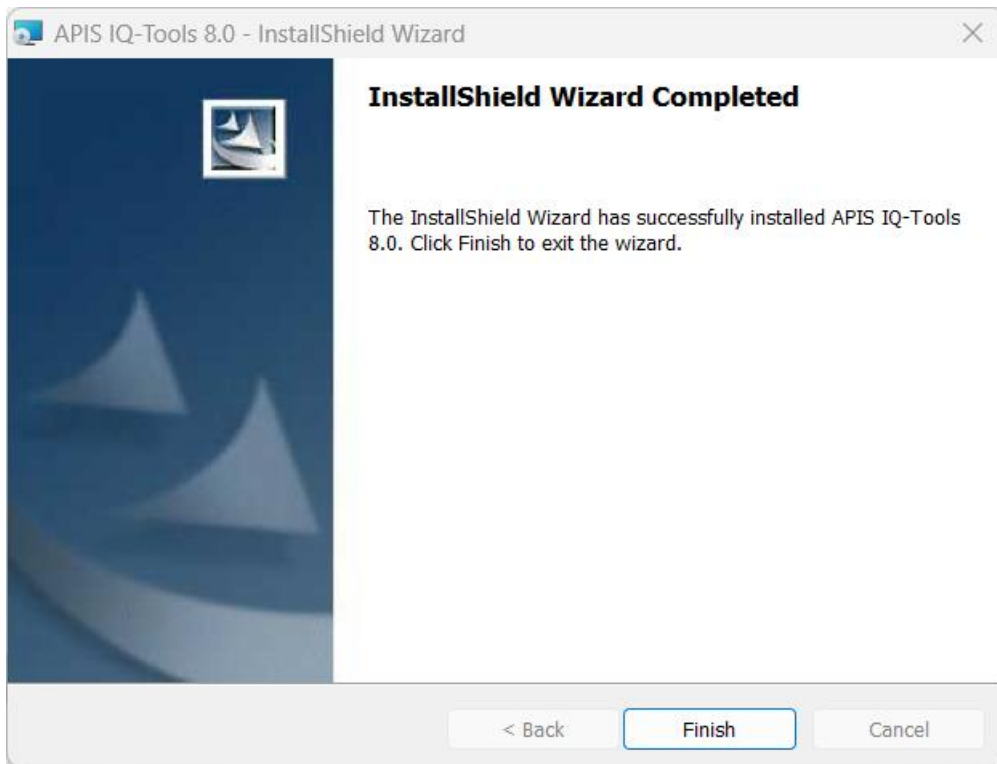
2) Update by command line

The command line for updating a license is identical to that for the basic installation. As the license file should still be located in the program directory, it does not need to be placed in the installation archive.

Command:

```
msiexec /qn /a "Y:\APIS Installation source\IQ-Tools.msi" TARGETDIR="X:\IQ-Tools 8"
```

`"Y:\APIS Installation source\IQ-Tools.msi"` references the location of the source MSI file, i.e. the downloaded and extracted installation archive or CD.
The parameter `TARGETDIR` defines the target directory for the installation.

Troubleshooting: Common problems

For the purposes of this guide the process name **lmamin** can either be **lmadmin** or **lmadmin64** (depending on what server version is installed)

The license Server won't install with Java JRE 8 and Windows Server 2022 with the Errors "iawin32.dll not found", "Windows DLL failed to load", "This application will now exit(LAX)" or "Installer User Interface Mode Nor Supported"

This error is caused by Java versions 8u321 and newer not detecting the OS properly.

Force Java to detect a supported OS by using a system variable:

Open Powershell with Administrative privileges and enter:

[System.Environment]::SetEnvironmentVariable("JAVA_TOOL_OPTIONS", '-Dos.name="Windows Server 2016"', "Machine")

and confirm. After opening the installer again JRE 8 should now detect the correct DLLs. Or

Uninstall JRE 8 and install a Java JRE 8u301 or older or JDK with Version 15 instead.

The Installer reports "The Installation of the FlexNet Publisher License Server Manger is finished, but some errors occurred during the install" and no service is created

This is a known issue with **Java > 16.0.2 for lmadmin before 11.19.1.0.**

To remedy this, either use Java JRE 8 or a Java JDK 9-15

The Installer reports: "A Java Exception has occurred."

This is a known problem with lmadmin 11.19.5.0 or newer in combination with JRE 8.

To remedy this, you will have to use a Java Version of 11 or newer.

The Installer starts closes without any further message.

This is a known Problem with lmadmin 11.19.1.0 - 11.19.4.0 in Combination with JDK 20 or newer.

To remedy this, use lmadmin 11.19.5.0 or newer or and older Java version

The FlexNet Publisher License Server's web interface cannot be opened:

First, ensure that the interface can be accessed locally from the server via

 localhost:[portnumber] for instance **localhost:8090**

Ensure the service or process is running
If you also cannot access the web interface locally on the server, it is possible, that lmadmin has not started correctly.
Open the task manager (Ctrl+Alt+Del → TaskManager) and switch to the **Details** tab.
Regardless of whether you have installed lmadmin as a service or not, "lmadmin.exe" should be listed here.

If you have installed lmadmin as a service
Also check that it is listed under the **Services** tab, and the **Status** states it is **running.**

You may also try to start or restart the service here.

Additionally, you may also check the Control Panel > Administrative Tools > Services whether lmadmin is running and if it is started automatically or not.

If you have not installed lmadmin as a service and it is not listed in the Task Manager
Switch to the program's directory and try to launch **lmadmin.exe** manually by double click.

lmadmin is running but the server is not reachable
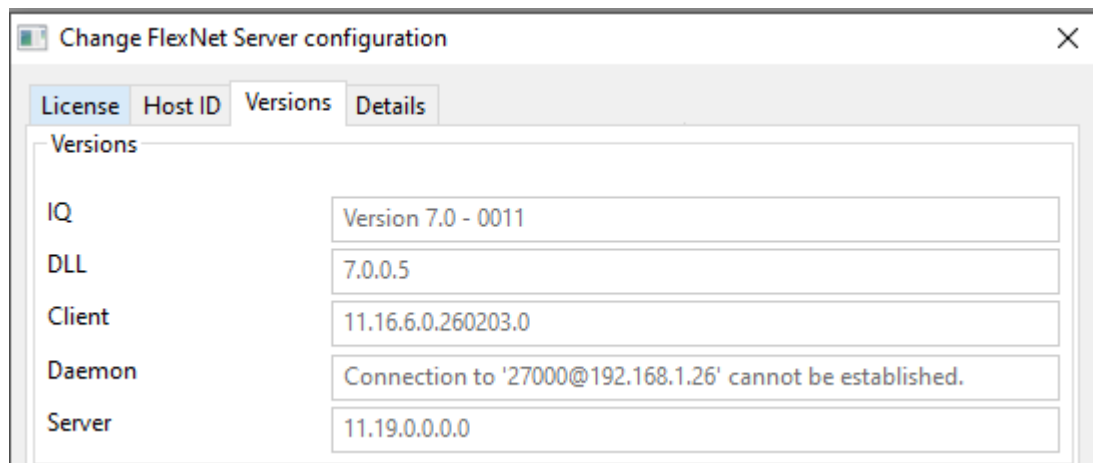
If the interface can be displayed locally on the server, but not on your client:

- Make sure you have noted down the server's **IP address** or **hostname** correctly and that it is accessible by the client

- on the server, open a command prompt and type: **ipconfig**
  in our example, this would list the IP address 192.168.1.26 under IPv4 Address

- on the client, open a command prompt and type: **ping <**IP of server**>**

  In our example, *ping 192.168.1.26* will result with the answer
  Reply from 192.168.1.26: bytes=32 time=1ms TTL=128
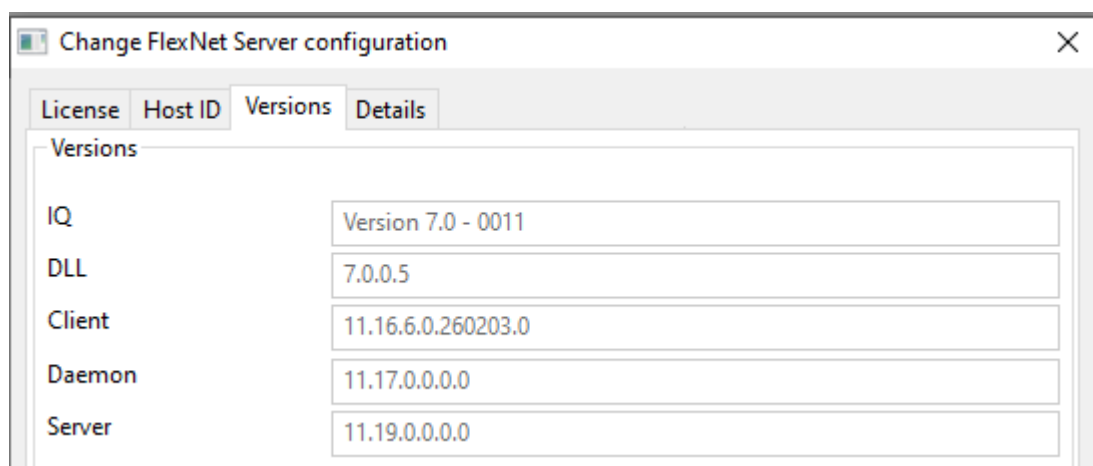
  If we ping a different address that is not available at all, the command will answer with
  Destination host unreachable.

In **The FlexNet Server configuration** window, use the **Versions** tab to determine which components can't be reached. Versions need to be listed for all components for the Software to operate correctly.

Connection to lmadmin Server can be established, but daemon is not running or not reachable

Connection to Daemon and lmadmin Server can be established

The web interface can only be reached locally

It is possible, that a firewall is preventing access to the specified port. You can always change the **Administration > Server Configuration > HTTP Port** option.

By default the port 8090 needs to be forwarded

Try another port that is not blocked or contact your system administrator, to ensure all required ports are not blocked.

The web interface is reachable, but the APIS IQ-Software cannot establish a connection

Most likely the HTTP port is not blocked by a firewall while the **License Server Manager Port Port** and or **Vendor Daemon Port** is blocked. You can change this under **Administration > Server Configuration > License Server Manager** to a port you know is not blocked. You should also contact your system administrator to ensure, that all required ports are not blocked.

By default, the port range of 27000 – 27009 needs to be forwarded for lmadmin.

Hint: If there is another older FlexNet license server running on the same system (**lmgrd**) there is a higher chance that this port is already in use. In this case the client might try and communicate with the wrong license server daemon. It is strongly advised to use a different, fixed port

Additionally, a random port will be used for the APISGMBH daemon. You can find it under **Vendor Daemon Port in Use** in the **Vendor Daemon Configuration** tab or specify your own under or **Vendor Daemon Port.**

Note: Both the license server **lmadmin** and the vendor daemon **APISGMBH** need to be properly allowed through the firewall for proper operation even though only the **License Server Manager Port Port** can be directly specified in the **APIS IQ-Software** dialog.

For testing purposes while using the default Windows firewall this is best achieved via the Firewall & Network protection option

Firewall & network protection > Allow an app through the firewall > Change Settings > Allow another app…

Depending on your network setup, both executables may need to be allowed for Domain, Private or Public networks

When I try to change the password, I am told that the old password is incorrect.

This error has been observed under rare circumstances where the service was run by an account without administrative privileges.

- **open** Control Panel > Administrative Tools > Services

- **select** lmadmin

- **right click** and select **Properties**

- **switch to the** "*Log On"* **tab**

- **if** *"This Account"* is selected, try to select *"Local System account"* and confirm with OK.

You will be informed, that you must stop and start the service before the changes will take effect. Execute a right click on **lmadmin** in the list of available services and choose "Restart".

I forgot the lmadmin password, but still have administrative access to the server

There I no way to retrieve or reset the password via the web interface, however it can be reset by editing the configuration files as long as you have write access to the server's file system

- Stop the **lmadmin** instance from the task manager
- Change the following section in "**server.xml**" that you will find in "conf" folder of lmadmin installed directory (The default path is C:\ProgramData\FLEXlm\lmadmin\conf).
- Change the two attributes marked in bold:
  FROM:

  <user firstName="System" id="admin" lastName="Administrator" password="**(ENC-01)OQqWH+/Edhi8WNqqtsgoOK6NW5C6fS0bjhROPwDEnIxYNzLH**" passwordExpired="**false**" privileges="admin" type="local-admin"/>

  TO:

  <user firstName="System" id="admin" lastName="Administrator" password="**newAdminPass**" passwordExpired="**true**" privileges="admin" type="local-admin"/>

  The new password will be: newAdminPass

- Restart **lmadmin**.
- Start your browser (The default is http://localhost:8090).

Hint: Make sure that the permissions of **server.xml** are maintained; If you notice errors on startup check for instance that LOCAL SERVICE has read and write rights on the file if **lmadmin** is set to run as a service

If you get error messages while installing the APIS IQ software (client), please check:

- Whether you can modify and delete files in the installation directory.
- Whether there is enough disk space available for the installation directory and for the drive where temporary files are stored (typically C:\Temp).
- That other software packages do not intervene in the installation process, e.g. anti-virus software, document management systems, undelete software. Temporarily deactivate the relevant software and try installing again.

When trying to update the installation, the following message appears:
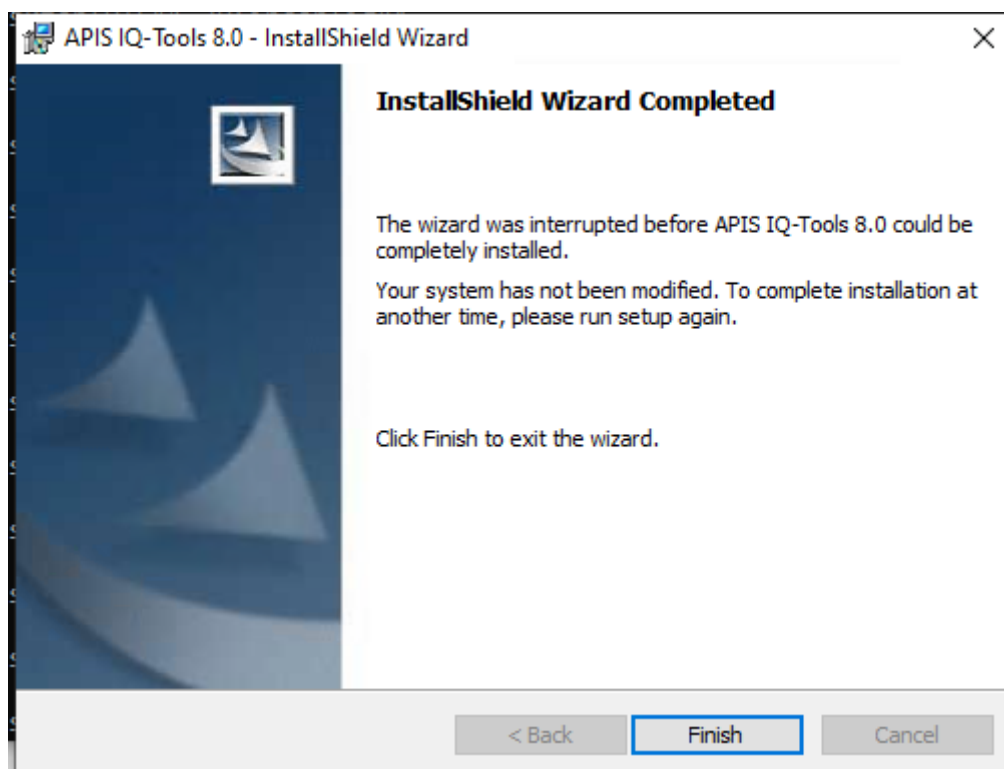
In this case, the basic installation of the IQ software was done only for the logged-in user. During the service pack update, the Windows user account control appeared and requested confirmation of the update process. You have either responded negatively to this dialog or it was suppressed because the user account does not have unrestricted installation rights.

In that situation, uninstall the IQ-Software via "*Apps and features*" and then start a new basic installation with the newer software package.

FlexNet Registry-Keys

IQ Software with FlexNet License Registry Entries

Changing the Registry entries below will directly affect the behavior of the IQ-Software

`Computer\HKEY_CURRENT_USER\Software\Apis\IQ80\FlexNet\`

key	type	value	description
FeatureName	REG_SZ Changes	IQ_FMEA , IQ_RM_PRO etc. *	preselected product in the prompt or which feature should be used if there is no prompt
OpenFlexNetServerDialog	REG_DWORD	0 or 1	shows the dialog on the next startup (will always open after a failed attempt to retrieve a license)
OpenFlexNetServerDialogAlways	REG_DWORD	0 or 1	always show the dialog at startup (even if valid settings were previously provided)
ShowBorrowFunctionsAlways	REG_DWORD	0 or 1	always show the BORROW related buttons
ShowCheckedoutLicenses	REG_DWORD	0 or 1	Shows a tab which lists all checked out/borrowed licenses
SerialNumber	REG_SZ	example: 12345-01	specifies the desired software license number
CheckoutHours	REG_DWORD	0 - 720	Default hours that should be selected in the check out date picker

Warning: Editing the keys below has the potential to make checked out licenses inaccessible until they expire

key	type	value	description
IsDebugMode	REG_DWORD	0 or 1	Offers button to delete/restore checked out licenses; may render licenses inaccessible

`Computer\HKEY_CURRENT_USER\SOFTWARE\FLEXlm License Manager\`

key	type	value	description
APISGMBH_LICENSE_FILE	REG_SZ	server path(s) example: @localhost;27000@192.168.1.142	In the format of @hostname, port@hostname, port@ipaddress, filename.lic
Borrow\LM_BORROW	REG_SZ	DD-MMM-YYYY:APISGMBH:DD-MMM-YYYY Or DD-MMM-YYYY:APISGMBH:DD-MMM-YYYY:HH:MM	indicated the desired checkout interval for the next request (only works if the license supports this functionality)

Warning: Editing the keys below has the potential to make checked out licenses inaccessible until they expire

key	type	value	description
Borrow\borrow-[id]-*-7.0	REG_BINARY	encoded bytes	stores information about the checked out licenses; do not edit
Borrow\infoborrow	REG_BINARY	encoded bytes	stores information about the checked out licenses; do not edit

```
* IQ_FMEA IQ_FMEA_L IQ_RM IQ_RM_X IQ_MORE IQ_MORE_PRO IQ_RM_PRO IQ_FMEA_PRO
IQ_CT IQ_CT_Action IQ_CT_Form IQ_CT_Form_PRO
```

Section 3 of our Terms and Conditions: IP-Rights, granting of rights of use

3. IP rights, granting of rights of use

3.1   In the relationship with the Licensee, APIS shall be entitled exclusively to all rights to the IQ-Software, in particular the copyright and other IP rights.

3.2   The Licensee shall only have the following non-exclusive and non-transferable rights to the IQ-Software under the contract.

3.3   Unless otherwise agreed, the Licensee may use the IQ-Software under the contract for an unlimited period of time after payment of the agreed remuneration and otherwise only to the extent of the contractually stipulated license, even if the Licensee may technically access a greater scope of the IQ-Software under the contract in in-dividual cases. The Licensee shall be granted only those rights to the IQ-Software that are necessary to use the software. If the rights of use are limited to a hardware or software environment defined in the contract, any use deviating from that shall require the consent of APIS. If a hard-ware or software environment defined in the contract does not work, using the software in another environment shall also be permissible without the consent of APIS until the environment is restored. The scope of the right of use shall depend on the agreed license model:

(a)   Single user license with USB dongle: The IQ-Software may be installed in one or more operating system environments (local physical computers). Use is possible only in combination with the associated dongle, which must be connected to the respective operating system environment via a USB port.

(b)   License server without NLX functionality: The li-cense server may be installed on one of the customer's servers. Use is only possible in combination with a restriction to a MAC address or an associated dongle, which needs to be connected to the license server (or the network) via a USB port. In addition, the licensee must install the license server client version of the IQ-Software on any number of operating system environments (local computers) that connect to the license server in the licensee's network upon startup. Concurrent use is limited to the number of licensed users or seats (concurrent users).

(c)   License server with NLX functionality: The license server may be installed on one of the customer's servers. Use is only possible in combination with a restriction to a MAC address or an associated dongle, which must be connected to the license server (or the network) via a USB port. In addition, the licensee must install the license server client version of the IQ-Software on any number of operating system environments (local computers) that connect to the license server in the licensee's network upon startup. Concurrent use is limited to the number of licensed users or seats (concurrent users), with the users also deciding upon the start of the contractual IQ-Software whether they want to book out a seat in order to use the software offline for a limited period of time, i.e. without permanent connection to the network. These seats are blocked for other users for the booked-out time. The booked-out seat automatically becomes available again for other users after the booked-out period has expired or by logging in prematurely.

(d)   Company license: With a company license, in addition to the Licensee, affiliated companies may also use the software under the contract to the extent of the granted rights of use. Affiliated companies in terms of these General Terms and Conditions are companies in which the Licensee holds more than 50 percent of the shares ("affiliated companies"), the industrial leadership of which lies with the Licensee, and which have access to the installation site.

    (i)   If the affiliated company loses that status, the employees of the company are no longer entitled to use the software.

    (ii)   In exceptional cases, the continued use of the company license by the exiting company may be permitted for a transition period of three (3) months maximum if the Licensee agrees to such use.

    (iii)   If there are significant changes, e.g., a change in the Licensee's headcount by more than 25 percent, the Licensee shall be obligated to notify APIS of such change without being re-quested to do so. In such a case, APIS shall be entitled to recalculate the license fees.

    (iv)   In case of a company license, concluding a collateral maintenance contract is mandatory, including in case of a combination with further APIS software products, in particular with a CARM Server license.

(e)   University license: The IQ-Software may be used exclusively in research and teaching for a specific project, in particular, any commercial use shall be prohibited. If agreed in individual cases, the IQ-Software may be installed several times in a class. The pre-requisite is that the Licensee requests the multiple installation in writing, stating the license number, the project/class title and the name of the responsible supervisor as well as the expected duration of use of the multiple installation. University licenses are personalized, i.e., data can only be exchanged between users with the same user profile. There are no maintenance services for university licenses, in particular no updates and upgrades.

(f)   CARM Server license: Depending on the specifically agreed scope of license, the CARM Server provides various modules, libraries, and functions that can be used in connection with IQ-Software. The CARM Server may be installed on a server or in a network of the customer, which must be for the IQ-Software accessible via an IP address. The license numbers of the various IQ licenses, which are intended to be authorized to interact with the CARM Server must be stored in the CARM Server profile. Concluding a collateral maintenance contract is mandatory for the CARM Server.

(g)   The APIS CDM Server is initially made available to licensees of APIS IQ-Software V8.0 free of charge.

The licensee is permitted to install and run one in-stance of the APIS CDM Server in order to support multiple instances of the APIS IQ-Software V8.0 in the licensee's company environment.

The APIS CDM server must be configured so that its IP address and the required network ports are accessible from the computers running the APIS IQ-Software V8.0. It is the licensee's responsibility to ensure proper network configuration to enable seamless communication between the APIS CDM server and the APIS IQ-Software clients.

The APIS CDM server is provided as an OCI image (Docker image) that the licensee can run on a supported server operating system.

APIS provides the specifications of the system requirements separately to ensure compatibility with the licensee's environment. Updated versions of the CDM software are also provided as OCI images via the same process.

The provision of the OCI image is facilitated by a "container registry" system. Each licensee is provided with an account (username/password) to access and download the OCI image.

The licensee is responsible for the security and confidentiality of the login credentials for the container registry account. APIS is not liable for unauthorized access due to compromised login credentials.

APIS reserves the right to track the account details and IP addresses associated with each download of the CDM image. That information may be analyzed for security purposes or may be used for research to improve the product.

(h)   Temporary licenses: In individual cases, it is possible to license the IQ-Software under the contract by separate agreement for a limited period of time, but at least for three months.

(i)   Reseller licenses: The license models listed above, and these General Terms and Conditions shall apply without restrictions to any transfer of the IQ-Software under the contract by resellers.

(j)   Training license: A training license may only be used in connection with a booked APS training event. Mul-tiple installation of your own license is not permitted, not even for a limited period of time for the duration of the training.

3.4   If the IQ-Software requires using a dongle, APIS shall provide such dongle free of charge at the beginning of the contract term. The Licensee shall be responsible to ensure that the dongle is not misused and does not get lost. In the event of damage or loss, APIS shall replace the dongle against reimbursement of the related costs and ap-propriate proof (e.g., returning the damaged dongle, writ-ten confirmation of loss).

3.5   APIS reserves the right to block license numbers that have been or will be used in a recognizably abusive manner and to replace them with a new delivery.

3.6   The Licensee may use the IQ-Software under the contract only for internal purposes and to the extent ac-quired. All further rights, in particular the right to distribute including (sub)leasing, to

translate, to edit, to pass on to suppliers and service providers of the Licensee even if they work exclusively on projects of the Licensee, to arrange and to make publicly available the IQ-Software under the contract shall remain exclusively with APIS. The operation of data processing centers for third parties including affiliated companies, subject to an available company license, shall not be permitted. The transfer to suppliers or service providers shall not be permitted, even if they work exclusively on company projects.

3.7   Trial versions of the IQ-Software under the contract are made available as a demo license by download with temporary authorization of use and limited functions. The Licensee shall be solely responsible for downloading and installing a trial version in accordance with its intended use. In case of trial versions, the Licensee's rights of use shall be limited to such actions that serve to determine the condition of the Software under the contract and its suitability for the Licensee's operations. Commercial use shall not be permitted. In accordance with the contract with the Licensee, the IQ-Software under the contract may deviate from the demo license with regard to the scope of functions.

3.8   All data processing devices (e.g., servers, operating systems, computers) onto which the IQ-Software under the contract is copied in whole or in part, temporarily or permanently, shall be on the premises or in the direct pos-session of the Licensee or – in case of a company license – of one of the affiliated companies. If the Licensee wants to operate or have operated the IQ-Software under the contract for the processing of internal business transactions on data processing equipment that is on the premises and in the direct possession of a third company (outsourcing), that shall be possible only on the basis of a written agreement with APIS, which APIS is prepared to conclude while safeguarding its justified operational interests – in particular with regard to compliance with the contractual provisions on the right to use the IQ-Software under the contract by the third company.

3.9   The Licensee may perform data backup in accordance with the generally accepted rules of technology and create the necessary backup copies of the IQ-Software un-der the contract for such purpose. A backup copy on a portable data carrier shall be marked as such and provided with the copyright notice of the original data carrier unless that is technically unreasonable. The Licensee must not change or remove copyright notices of APIS.

3.10   Prior to decompiling the IQ-Software under the contract, the Licensee shall request APIS in writing, specifying a reasonable deadline, to provide the information and documents necessary to establish interoperability. Only after fruitless expiry of the deadline shall the Licensee be entitled to decompile within the limits of art. 69e UrhG (German Copyright Act). Prior to the involvement of third parties (e.g., pursuant to art. 69e sec. 1 no. 1, sec. 2 no. 2 UrhG), the Licensee shall provide APIS with a written declaration by the third party that the latter undertakes directly towards APIS to comply with the provisions contained herein.

3.11   If the Licensee receives copies of new versions of IQ-Software under the contract from APIS (e.g., within the scope of rectification or contractually agreed maintenance), which replace a previously provided software version, the right of use granted to the Licensee shall exist exclusively with respect to the most recently received version. The right of use with respect to the previously pro-vided version shall expire as soon as the Licensee implements the new version for use on productive systems. The previously provided version must be uninstalled and irretrievably deleted.

However, the Licensee may use the new version for test purposes for six (6) weeks in addition to the old version in productive use. The provisions of Section 6 shall apply to the replaced version.

3.12   The Licensee may only transfer the IQ-Software under the contract to a third party in a uniform manner which was purchased by contract from APIS (including software obtained through possible additional purchases or within the scope of maintenance). The temporary or partial transfer to third parties or the transfer to several third parties shall be prohibited or must be agreed with and ap-proved by APIS in each individual case. The restrictions of clauses 1 and 2 shall also apply to corporate restructurings and legal successions, e.g., in accordance with the Ger-man Law regulating the transformation of companies (UmwG).

3.13   In cases of a uniform transfer of the contractual software by Licensee to a third party (new user) as permit-ted under Section 3.13 above, the following shall apply: The Licensee must completely and finally relinquish the use of the software under the contract and transfer all copies to the new user or render them unusable. The Licensee is obligated to make the terms and conditions of use and transfer for the licensed software available to the new user. The Licensee shall promptly notify APIS in writing of the transfer to the new user, stating the new user's name and address.

3.14 The Licensee must not transfer software under the contract to third parties, which was ceded for a limited period of time.