

About this manual

- This manual explains how to install the DT10 application and setup its license..
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1. Installation of DT10

This chapter helps you prepare for the DT10 installation and explains how to install it.

1.1. Supported platforms

DT10 and its tool support the following platforms:

1.1.1. Operating Systems

- Windows 7
- Windows 8 / 8.1
- Windows 10
- * DT10 supports both the 32 bit and 64 bit Versions.
- * You need to install Windows Installer 3.1 and Microsoft.NET Framework 2.0 before installing DT10.

(Without those, DT10 cannot be set up. Please install them from Windows Update.)

1.1.2. Computer spec.

- PC / AT compatible machine only.
- Must be equipped with a 2GHz Pentium 4 processor equivalent or higher.
- System with 2CPUs or more recommended.
- With USB2.0 port (supporting high-speed transfer). (USB1.0 is not supported.)

1.1.3. Memory spec.

- · Installed memory of more than 1GB is required.
- Installed memory of more than 2GB is recommended.

1.1.4. Hard disc spec.

• 100MB or more of free space is required to install DT10.

2GB or more of free space is required to analyze the Test Report.
 1GB or more of free space is needed to collect the Test Report.

1.1.5. Display spec.

- XGA resolution (1024 × 768 pixels) or more is needed.
- WXGA resolution (1024 × 768 pixels) or more is recommended.
- Please use by the default or the standard size for the font size.

	Administrator privilege is needed to install the DT10. Install with a user account which has the administrator privilege.
Caution	The installed application can then be used with a normal user account.

1.2. Installation Step

The following step shows you how to install DT10 on a Windows PC.

About the installer, please download from our support site, or please use one in the CD-ROM we provide.

- 1. Check that the USB Dongle and DynamicTracer are not connected to the PC being used.
- 2. Execute "setup.exe" via the downloaded setup file.
- 3. It is advisable to ensure a stable environment, whereby no software is being executed and background software applications are closed when installing DT10. Install DT10 with the following displayed instruction:
- 4. After the installation, please start DT10 application.
 - * At this step, the application starts as "Free Edition" if no license has been setup or a license is invalid.
 In case the license is valid, the application starts as "Standard Edition".
 Setup flow is referred in the other section.
- 5. Switch on the DynamicTracer and connect it to the PC being used.
- 6. Install the USB driver for DynamicTracer.
 - * Installation flow the USB driver is referred in the other section.

1.3. Application setup [32bit OS]

Execute "setup.exe", whereupon the installation of the DT10 application and required files starts.

Execute the following steps and the setup is completed.

1.3.1. Prerequisite check and installation

When executing "setup.exe", the following window is displayed if "Microsoft Visual C++ 2017 Redistributable Package(x86)" is not installed on your PC. If you have already installed it on your PC, the next step is displayed.

DT10 - InstallShield Wizard		
	් ්	T10 requires the following items to be installed on your computer. Click Install to begin istalling these requirements.
	Status	Requirement
	Pending	Microsoft Visual C++ 2017 Redistributable Package (x86)14.16.27024.1
		Cancel Cancel

If you click the 'Install' button, 'User Account Control' will be displayed.

😵 User Account Control			×
Do you change	want to allow s to this comp	the following program to make uter?	
ざ	Program name: Verified publisher: File origin:	setup Heartland.Data Inc. Hard drive on this computer	
Show <u>d</u> etails	;	Yes No	
		Change when these notifications app	<u>ear</u>

Please confirm the 'Verified Publisher' and click 'Yes', then the installation will get started.

DT10 - InstallShield Wizard			
DT 10 requires the following items to be installed on your computer. Click Install to begin installing these requirements.			
Status Requirement			
Installing Microsoft Visual C++ 2017 Redistributable Package (x86) 14. 16. 27024. 1			
Installing Microsoft Visual C++ 2017 Redistributable Package (x86)14.16.27024.1			
Install Cancel			

"Microsoft Visual C++ 2017 Redistributable Package(x86)" is installed.

The installation will take a few minutes and it will be up to the machine situation. If it is finished, then the installation of DT10 Application will begin.

You may be recommended to reboot the PC, but please continue installing without rebooting it. When the installation and setup of the DT10 are complete, reboot it manually.

1.3.2. Installation of application and each tool.

Start the DT10 setup, and the setup file is expanded.

DT10 - InstallShield Wizard		
	Preparing to Install	
	DT10 Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.	
	Decompressing: DT10.msi	
	Cancel	

When the expansion is complete, the installation is ready and the splash view is displayed.



Click the "Next" button.

The welcome view is displayed.

DI10 - InstallShield Wizard	<u>×</u>
	Welcome to the InstallShield Wizard for DT10
2	The InstallShield(R) Wizard will install DT10 on your computer. To continue, click Next.
	WARNING: This program is protected by copyright law and international treaties.
	< Back Next > Cancel

Click the "Next" button.

"DT10 License Agreement" is displayed.

😸 DT10 - InstallShield Wizard	
License Agreement Please read the following license agreement carefully.	
DT10 License Agreement	
Please read the License Agreement (hereinafter, "this Agreement") pertaining to this Software, defined in item (1) of Article 1 below, carefully before using DT10. We, Heartland Data Inc. (hereinafter "Our Company"), license to use this Software to only users, defined in item (2) of Article 1 below, who agree to the terms of this Agreement. Users will be deemed to have agreed to the terms of this Agreement by their installation or use of this Software (including the act of opening the package). Please do not install or use this Software if you do not agree to the terms of this Agreement.	
I <u>a</u> ccept the terms in the license agreement Definit I <u>d</u> o not accept the terms in the license agreement InstallShield]
< <u>B</u> ack Next > Cancel	

Please confirm the content and select "I accept the terms in the license agreement". Then Click "Next".

The "Destination Folder" view is displayed.

😸 DT10 - InstallShield Wizard				
Destination Folder Click Next to install to this folder, or click Change to install to a different folder.	E			
Install DT 10 to: C:\Program Files\HeartLandData\DT10\	<u>C</u> hange			
InstallShield	Cancel			

The default destination folder specified is "[Program Files Path]HeartLandData¥DT10".

The [Program Files Path] depends on the PC (driver name of the booted OS and so on).

If you wish to change the specified folder, click the "Change" button and specify the folder.

After you have confirmed the installation folder, click the "Next" button.

The "Ready to Install the Program" view is displayed.

🚽 DT10 - InstallShield Wizard		x
Ready to Install the Program The wizard is ready to begin installation.	2	5
If you want to review or change any of yo exit the wizard.	our installation settings, click Back. Click Cancel to	
InstallShield		
	< Back Cancel Cancel	

If you wish to install it with the current setup, click the "Install" button.

B DT10 - InstallShield Wizard			
Installing The prog	Installing DT10 The program features you selected are being installed.		
17	Please wait while the InstallShield Wizard installs DT10. This may take several minutes.		
	Status:		
	Install drivers		
InstallShield -			
	< <u>B</u> ack <u>N</u> ext > Cancel		

The installation time depends on your PC environment. It may range from a few seconds to a few minutes.



When the DT10 installation is successfully completed, the following view is displayed:

Click the "Finish" button and the setup is complete.

1.4. Application setup [64bit OS]

Execute "setup.exe", whereupon the installation of the DT10 application and required files starts.

Execute the following steps and the setup is completed.

1.4.1. Prerequisite check and installation

When executing "setup.exe", the following window is displayed:

Install "Microsoft Visual C++ 2017 Redistributable Package(x64)" and "Microsoft Visual C++ 2017 Redistributable Package(x86)."

DT10 - InstallShield Wizard		
DT10 requires the following items to be installed on your computer. Click Install to begin installing these requirements.		
Status	Requirement	
Pending Pending	Microsoft Visual C++ 2017 Redistributable Package (x64)14.16.27024.1 Microsoft Visual C++ 2017 Redistributable Package (x86)14.16.27024.1	
	Install Cancel	

If you click the 'Install' button, 'User Account Control' will be displayed.

C	🔋 User Account Control					
	Do you want to allow the following program to make changes to this computer?					
		Ŀ	Program name: Verified publisher: File origin:	setup Heartland.Data Inc Hard drive on this co	omputer	
	🕑 Sh	now <u>d</u> etails	5		Yes	No
				Change when t	these notification	is appear

Please confirm the 'Verified Publisher' and click the 'Yes', then the installation will get started.

"Microsoft Visual C++ 2017 Redistributable" is installed.

DT10 - InstallShield Wizard				
DT10 requires the following items to be installed on your computer. Click Install to begin installing these requirements.				
Status Requirement				
Installing Microsoft Visual C++ 2017 Redistributable Package (x64)14.16.27024.1 Pending Microsoft Visual C++ 2017 Redistributable Package (x86)14.16.27024.1				
Installing Microsoft Visual C++ 2017 Redistributable Package (x86)14.16.27024.1				

The installation will take a few minutes and it will be up to the machine situation.

If it is finished, then the installation of DT10 Application will begin.

You may be recommended to reboot the PC, but please continue installing without rebooting it. When the installation and setup of the DT10 are complete, reboot it manually.

1.4.2. Installation of application and each tool

Start the DT10 setup, and the setup file is expanded.

DT10 - InstallShield Wizard		
	Preparing to Install	
	DT 10 Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.	
	Decompressing: DT10.msi	
	Cancel	
	Cancel	

Then the expansion is complete, installation is ready and the splash view is displayed.



Click the "Next" button.

The welcome view is displayed.

BT10 - InstallShield Wizard	×
	Welcome to the InstallShield Wizard for DT10
2	The InstallShield(R) Wizard will install DT10 on your computer. To continue, click Next.
	WARNING: This program is protected by copyright law and international treaties.
	< Back Next > Cancel

Click the "Next" button.

"DT10 License Agreement" is displayed.

😸 DT10 - InstallShield Wizard	x
License Agreement Please read the following license agreement carefully.	5
DT10 License Agreement	Â
Please read the License Agreement (hereinafter, "this Agreement") pertaining to this Software, defined in item (1) of Article 1 below, carefully before using DT10. We Heartland Data Inc. (hereinafter "Our Company"), license to use this Software to only users, defined in item (2) of Article 1 below, who agree to the terms of this Agreement. Users will be deemed to have agreed to the terms of this Agreement by their installation or use of this Software (including the act of opening the package) Please do not install or use this Software if you do not agree to the terms of this Agreement.	s y s y s
I accept the terms in the license agreement Print I do not accept the terms in the license agreement	
InstallShield < <u>B</u> ack Next > Cancel	

Please confirm the content and select "I accept the terms in the license agreement". Then Click "Next".

The "Destination Folder" view is displayed.

B DT10 - InstallShield Wizard			
Destinat Click Net	ion Folder xt to install to this folder, or click Change to install to a different folder.		
Þ	Install DT10 to: C:¥Program Files (x86)¥HeartLandData¥DT10¥		
InstallShield -	< <u>B</u> ack <u>Next</u> Cancel	-	

The default destination folder specified is "[Program Files (x86) Path]HeartLandData¥DT10".

[Program Files (x86) Path] depends on the PC (driver name of the booted OS and so on). If you wish to change the specified folder, click the "Change" button and specify the folder.

After you have confirmed the installation folder, click the "Next" button.

The "Ready to Install the Program" view is displayed.

🐉 DT10 - InstallShield Wizard		
Ready to Install the Program The wizard is ready to begin installation.	3	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.		
InstallShield		
< <u>B</u> ack	Cancel	

If you wish to install it with the current setup, click the "Install" button.

🛃 DT10 - In	🖞 DT10 - InstallShield Wizard		
Installing DT10 The program features you selected are being installed.			
17	Please wait while the InstallShield Wizard installs DT 10. This may take several minutes.		
	Status:		
	Install drivers		
InstallShield			
	< <u>B</u> ack <u>N</u> ext > Cancel		

The installation time depends on your PC environment. It may range from a few seconds to a few minutes.



When the DT10 installation is successfully completed, the following view is displayed:

Click the "Finish" button and the setup is complete.

1.5. Setup of the USB driver of DynamicTracer (For Windows 7)

USB setup for the DynamicTracer is needed.

Connect the DynamicTracer to the PC and switch it on, whereupon the USB driver is installed.





In Windows 7, the USB driver is not automatically installed. Please do so manually and refer to [1.6.Troubleshooting for the installation].

The "Found New Hardware Wizard" view is displayed.

Found New Hardware Wizard		
	Welcome to the Found New Hardware Wizard Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). Read our privacy policy Can Windows connect to Windows Update to search for software? Yes, this time only Yes, now and every time I connect a device No, not this time	
	< Back Next > Cancel	

Select the "No, not this time" option and click the "Next" button.

Found New Hardware Wizard			
	This wizard helps you install software for: HLDC DynamicTracer If your hardware came with an installation CD or floppy disk, insert it now.		
	What do you want the wizard to do? Install the software automatically (Recommended) Install from a list or specific location (Advanced) Click Next to continue.		
	< <u>B</u> ack <u>N</u> ext > Cancel		

The installation method selection view is displayed. Select "Install from a list or specific location (Advanced)" and click the "Next" button.

The search option view is displayed.

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM)
Include this location in the search:
C:\Program Files\HeartLandData\DT10\driver\x86 🔽 🖪 rowse
◯ Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< <u>B</u> ack <u>N</u> ext > Cancel

Select "Search for the best driver in these locations" option and check "Include this location in the search" checkbox. Click the "Browse" button to specify the search folder.

For 32 bit OS, Specify "driver¥Win7¥x86" from the DT10 install folder.

For 64 bit OS, Specify "driver¥Win7¥x64" from the DT10 install folder.

After specifying, click the "Next" button.



The PC searches for drivers, which may take a few seconds or a few minutes depending on the PC.

The installation view of the driver found in the search is displayed.

Hardwa	re Installation
<u>.</u>	The software you are installing for this hardware: HLDC DynamicTracer has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway

Click the "Continue" button.

Found New Hardware Wizard		
Please wait while the wizard installs the	e software	
HLDC DynamicTracer		
hlusb.inf To C:\WINDOWS\INF	6	
	< <u>B</u> ack <u>N</u> ext > Cancel	

The PC searches for drivers, which may take a few seconds or a few minutes depending on the PC.

Found New Hardware Wizard		
Found New Hardware Witz	Completing the Found New Hardware Wizard The wizard has finished installing the software for: HLDC DynamicTracer	
	Llick Finish to close the wizard.	
	< <u>B</u> ack Finish Cancel	

Complete the installation, whereupon the "Complete view" is displayed.

Click the "Finish" button to end the installation step.



In this setup, you can collect the Test Report using a DynamicTracer with DT10.

If reconnecting a USB that has already been recognized, the above processes are not repeated.

However, if the connected port is changed, those processes will be repeated.

1.6. Setup of the USB driver of DynamicTracer(For Windows8/8.1 and Windows10)

USB setup of DynamicTracer is needed.

Connect the DynamicTracer to the PC and switch it on, then USB device driver is installed automatically via Windows Update.





1.7. Troubleshooting for the installation

<< Caution for USB driver setup of the DynamicTracer >>

When the USB driver of the DynamicTracer has already been set up, if you attempt to set up the driver again, the following view may be displayed when searching for the driver:

Found	Found New Hardware Wizard				
Plea	Please select the best match for your hardware from the list below.				
(HLDC DynamicTra	acer			
[Description	Version	Manufacturer	Location	
	HLDC DynamicTracer	1.1.0.30	Heartland.Data.co,	c:\windows\inf\oem17.ir	
	HLDC DynamicTracer	1.2.0.0	Heartland.Data.co,	c:\windows\inf\oem18.in	
	HLDC DynamicTracer	1.2.0.0	Heartland.Data.co,	c:\windows\inf\hlusb.inf	
	<			>	
	This driver is not di Tell me why driver signi	igitally sig ing is impo	gned! ttant		
			< <u>B</u> ack	<u>N</u> ext > Cancel	

The displayed contents depend on the PC state.

When this view is displayed, select "hlusb.inf". (* In the case of Windows 8 / 8.1 and Windows10,

please select "cyusb.inf".)

The following view may be displayed when installing the driver:

Files Needed		
Ŀ	The file 'hlusb.sys' on (Unknown) is needed.	ОК
Ť		Cancel
	Type the path where the file is located, and then click OK.	
	Copy files from:	
	C:\Program Files\HeartLandData\DT10\driver\win 🐱	Browse

Click the "Browse" button and specify the file for the each OS in "driver" folder in the DT10 install folder.



<< Failure to install "Microsoft Visual C++ 2017 Redistributable." >>

If an error occurs before the application setup, or when booting up DT10, the installation of "Microsoft Visual C++ 2017 Redistributable." may have failed.

Please execute the installer of "Microsoft Visual C++ 2017 Redistributable" directly.

The installer is "ISSetupPrerequisites¥vcredist_x86.exe."

If the installer does not work, your "vcredist_x86.exe" may have a problem.

Please download "Microsoft Visual C++ Redistributable for Visual Studio 2017" from the following URL and try to execute it:

https://visualstudio.microsoft.com/vs/older-downloads/

<< Installation of the USB device driver may not automatically execute >>

In Windows 7, if you connect the DynamicTracer to a PC and turn it on, the USB device driver is not automatically installed and must be installed manually.

The next steps show you how to do this:

1. Open the [Device Manager] in the Control Panel.

2. Find the [DynamicTracer] device in the Device Manager.



3. Right-click on the [DynamicTracer] device and click on "Update Driver Software" from the displayed menu.



4. Select "Browse my computer for driver software" from the "Update Driver Software" dialog.

Hov	v do you want to search for driver software?	
•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
¢	Browse my computer for driver software Locate and install driver software manually.	

5. Click the "Browse" button to specify the [driver] folder in the DT10 install folder as the search target.

Windows7 (32bit)	:	C:¥Program Files¥HeartLandData¥DT10¥driver¥win7¥x86
Windows7 (64bit)	:	C:¥Program Files (x86)¥HeartLandData¥DT10¥driver¥win7¥x64
Winodws8 (32bit)	:	C:¥Program Files¥HeartLandData¥DT10¥driver¥win8¥x86
Winodws8 (64bit)	:	C:¥Program Files (x86)¥HeartLandData¥DT10¥driver¥win8¥x64
Winodws8.1 (32bit)	:	C:¥Program Files¥HeartLandData¥DT10¥driver¥win8.1¥x86
Winodws8.1 (64bit)	:	C:¥Program Files (x86)¥HeartLandData¥DT10¥driver¥win8.1¥x64
Winodws10 (32bit)	:	C:¥Program Files¥HeartLandData¥DT10¥driver¥win10¥x86
Winodws10 (64bit)	:	C:¥Program Files (x86)¥HeartLandData¥DT10¥driver¥win10¥x64



6. Click the "Next" button.

0	Update Driver Software - DynamicTracer
	Browse for driver software on your computer
	Search for driver software in this location: C:\Program Files\HeartLandData\DT10\driver Browse Include subfolders
	Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
	Next Cancel

- 7. The USB driver installation starts.
- 8. If a warning like the following is displayed, select "Install this driver software anyway."



9. The following view is displayed when the driver installation is complete:



10. Click the "Close" button to end the installation step.

<< If the DT10 still does not work >>

Check with another PC.

If the DT10 still does not work, please contact our support department:

Heartland.Data Inc. User Support URL: <u>heartlanddata.com</u>

1.8. Uninstallation of DT10

1.8.1. Uninstall by "Add or Remove Programs"

Select "DT10" from "Control Panel" ->"Add or Remove Programs", and delete it.

Proceed in this way to uninstall DT10 applications up to Ver.1.52.

				x
🔾 🗢 🗟 « All Control Pane	Items	✓ 4 Search Program	ns and Features	٩
Control Panel Home View installed updates 😵 Turn Windows features on or	Uninstall or change a progra To uninstall a program, select it from	am 1 the list and then click Unins	tall, Change, or Repai	ir.
off	Organize 🔻 Uninstall Repair			0
	Name	Publisher	Installed On	*
	@ DT10	Heartland.Data Inc.	9/8/2014	_
	Uninstall Repair			-
	•			P.
	Heartland.Data Inc. Produ	ct version: 10.0.0 Help link: http://www.hldc.	co.jp/	

1.8.2. Uninstall by "setup.exe"

Use "setup.exe" that can be used to install or uninstall DT10.

🛃 DT10 - InstallS	hield Wizard
Program Main Modify, repair,	tenance or remove the program.
	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
⊙ Repair	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.
© <u>R</u> emove	Remove DT10 from your computer.
InstallShield ———	< <u>B</u> ack Next > Cancel

"Program Maintenance" view is displayed and then select "Remove" to uninstall DT10.

1.8.3. Uninstall by "DT10 Uninstaller"

Select [Program Menu > DT10 > Uninstall] to boot up the uninstaller.

DT10 can be uninstalled by executing the uninstaller.

Windows Installer	x
Are you sure you want to	o uninstall this product?
Yes	<u>N</u> o

Select "Yes" in "Windows Installer" to continue execution.

2. Setup for Nodelock License

2.1. Setup for nodelock license

A nodelock license file for the specific machine is needed to introduce.

1. Please put the license file in the installation folder of DT10.exe.

The installation folder is "[Program Files Path]HeartLandData¥DT10" in the default setting.

- * [Program Files Path] depends on the machine (Drive name of the boot OS and so on).
- 2. After putting the license file to the folder, please start DT10 application.

And the activation is completed if the application starts as "Standard Edition".



	The license file is for the only machine that preferred to our support. Please contact us when the republication of the license file is needed because the machine is replaced, the machine has broken, and some reason.
	The application is NOT available via terminal services like "Remote dektop connection" of Windows.
Caution	Please delete the expired license file from the folder.
	The nodelock license might NOT work incorrectly in case the application does not start as "Standard Edition". Please refer to [2.3 Troubleshooting of nodelock license] for more details.

2.2. License update

Save the new nodelock license in the save folder of the old one.

Please ensure to delete the old one. If it leaves, the new one is NOT validated.

2.3. Troubleshooting of nodelock license

<< The application starts as "Free Edition" >>

DT10 starts as "Free Edition" if the license is invalid.

The license is NOT valid in the following cases.

The save folder of the license file is incorrect

-> Please ensure that the file is saved in the installation folder of DT10 application.

The expired license file is NOT deleted

-> Please delete the expired one.

MAC address that prefered to our support is incorrect

-> Please ensure that the MAC address of the machine is same to the one that preferd us.

Please refer to [2.4 Confirmation of the unique information of the machine] for the details to confirm the address

2.4. Confirmation of the unique information of the machine

[Windows]

- 1. Please execute "ipconfig/all" command in the command prompt.
- 2. In the result, physical address is MAC address, and IPv4 address is IP address.

Example >ipconfig/all

Host name	Server (Host na	ame)	
Physical address		D-E5	(MAC address)
IPv4 address	: 192.168.###.###	(IP a	ddress)

[Linux]

- 1. Please execute "hostname" command from the terminal and confirm the host name.
- 2. Also, please execute "/sbin/ifconfig eth0" command and confirm the result.

In the result, physical address is MAC address, and IPv4 address is IP address.

"Hwaddr" is MAC address, and "inet addr" is IP address.

Example : \$hostname

"Server (Host name)"

\$/sbin/ifconfig eth0
eth0 Link encap:Ethernet HWaddr 00:12:34:AB:CD:E5 (MAC address)
inet addr:192.168.###.### (IP address)

3. Setup of floating license

3.1. Architecture of floating license

The floating license system of Dynamic Test Tool uses the license management system "FlexNet Publisher (former product name : flexIm)" sold by Flexera Software. The architecture of floating license system is like the following.



License server consists of 2 tools "Imgrd.exe" and "hldcd.exe ".

"Imgrd.exe" is a license manager management tool for each vender offered by "Flexera".

"hldcd.exe" is a vendor daemon added a unique information of Heartland Data to framework offered by "Flexera".

The server PC refers a PC has these tools managing floating license.

(It is not need to be an OS like Windows Server.)

License data saved in specified place of client PC is accessed and server information or allowable edition is referred when the DT10 application is executed in the client PC.

License manager(Imgrd.exe) is accessed depends on this server information and information of a vendor daemon is required.

The application of client PC accesses vendor daemon (hldcd.exe) from this vendor daemon information.

The vendor daemon refers license data in the server PC and returns allowance or prohibition of the license to client PC.

3.2. Setup of Windows server

License server machine is required in case floating license system is used.

This chapter explains the preparation to install the service "DT10LicenseManager" required to use as license server and the way to install.

3.2.1. System Requirements

OS :

- Windows7
- Windows8
- Windows8.1
- Windows10
- * Supports both 64 and 32 bit versions.

Server OS :

- Windows Server 2008
- Windows Server 2012
- Windows Server 2016
- Windows Server 2019
- * Supports both 64 and 32 bit versions.

Computer main body :

- A personal computer equipped with a processor superior to Pentium 100 MHz or equivalent is recommended.
- Free space of 5 MB or more is recommended in the memory.
- Free space of 10 MB or more is necessary in a hard disc

	Installation requires the user of an administrator. Install as an administrator.
	Operation at a virtualized environment (Hyper-V) is not assured.
Caution	To use it via Terminal Services connection such as Windows Remote Desktop Connection,
	you need a license for Remote Desktop.
	Please contact your sales representative if you have any questions about license change
	or purchase.

3.2.2. Confirmations before the installation

Please confirm the following 3 points about a PC to install DT10LicenseManager.

- 2 ports from 27000 to 27009 can be opened.
 2 ports are used the ports from 27000 to 27009 for the license server.
- PC can restart.

PC restart is required after completing the installation.

- Ver. 1.01 or older of DT10LicenseManager is not installed.
 Please uninstall it if it is used.
 - 1. Execute "RemoveDTLM.exe" in the installation disc.

Deletion of Windows service "DT10LicenseManager" begins when "RemoveDTLM.exe" is executed.

The process goes automatically. A message is displayed in command prompt when the deletion completed correctly.



Press any key to close the window.

 Uninstall DT10LicenseManager from "Programs and Features" in "Control Panel".
 Please refer to [3.2.6. Uninstall DT10LicenseManager] for the uninstallation flow of DT10LicenseManager.

3.2.3. Installation of license manager

Execute "Setup.exe" in the installation disc.

"User Account Control" is displayed when starting the setup of DT10LicenseManager.

😗 User Account (Control			x
Do you change	want to allow to this comp	the followin uter?	ng program to i	make
ى	Program name: Verified publisher: File origin:	setup Heartland Dat Hard drive on t	a Co., Ltd his computer	
Show <u>d</u> etails	5		<u>Y</u> es	No
		<u>Change w</u>	hen these notificat	ions appear

Select "Yes" after confirming the verified publisher.

Setup files are extracted automatically.

DT10LicenseManager - InstallShield Wizard		
	Preparing to Install	
	DT 10LicenseManager Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.	
A DO NO.	Configuring Windows Installer	
	Cancel	



"Welcome" message is displayed after the extraction and the installation preparation is completed.

Click "Next".

This is displayed to select an installation folder.

B DT10Lice	enseManager - InstallShield Wizard
Destinat Click Ne	ion Folder xt to install to this folder, or click Change to install to a different folder.
Þ	Install DT10LicenseManager to: C:\Program Files\Common Files\HeartLandData\ Change
InstallShield	< <u>B</u> ack Next > Cancel

The installation folder is "[Common Files Path]HeartLandData" in the default setting. [Common Files Path] depends on the machine (Drive name of boot drive). Click "Change" and select other folder in case the folder is changed. Please click "Next" after the folder is selected.



"Ready to Install the Program" is displayed.

😸 DT10LicenseManager - InstallShield Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	E
If you want to review or change any of your installation settings, click exit the wizard.	Back. Click Cancel to
Testslichiald	
< <u>B</u> ack Install	Cancel

Click "Install" to start the installation by the contents of the settings

闄 DT10Lice	😸 DT10LicenseManager - InstallShield Wizard	
Installing The prog	Installing DT10LicenseManager The program features you selected are being installed.	
17	Please wait while the InstallShield Wizard installs DT10LicenseManager. This may take several minutes.	
	Status:	
	Copying new files	
InstallShield -	< <u>B</u> ack <u>N</u> ext > Cancel	

The installation depends on the machine condition. It takes seconds to minutes.

"Specify DT10 License File" dialog box is displayed automatically after the finish of copy status of new files.

This dialog box is always displayed in foreground during the opening.

Specify DT10 License File	
Specify the DT10 license file from Set-Up Disc. If "Cancel", DT10LicenseManager is not installed."	
[Reference
Execute	Cancel

"Select a License File" dialog box is displayed when "Reference..." button is clicked. Please select a DT10 license file (*.lic) attached in an install media. This edit box also can be input directly.

Click "Execute" button after the confirmation of DT10 license file path in the edit box.

Specify DT10 License F	success	
Specify the DT10 lice If "Cancel", DT10Lice	Registration was completed.	
C:¥Program Files¥He	ОК	D_ <u>Reference</u> Cancel

The installation of "DT10LicenseManager" and the service registration are completed correctly if "success" message is displayed.

Click "OK" button of "success" message.



The following is displayed if "DTLicenseServer" is installed correctly.

Click "Finish" button.

The message to restart is displayed. Please click "Yes" to restart.

The installation finishes completely if "No" is clicked in this message and automatic restart is not executed. But DT10LicenseManager service starts automatically after the next start of the machine.



The installation is finished by this step.

3.2.4. Setup of a client PC

This chapter explains the way to setup the client PC executes the application.

First, install the application (DT10) in the client PC.

Please refer to [1. Installation of DT10] for more details of the installation.

Copy the License data file to the installation folder after the installation of the application.

The default setting of the installation place is the followings.

*[Program Files Path] depends on the machine (Drive name of boot OS and so on)





3.2.5. Licensing confirmation

Start the DT10 application on the client PC.

"Standard Edition" is shown on the upper-right of starting display if the license works correctly.

In case the license is invalid or works incorrectly, "Free Edition" is shown.

D T10	DT10 Standard Edition
Please select File New Open	Create a new project Create a new Project by the Project creating wizard Open a project Read a preserved Project file
Close DT10	- HEARTLAND. DATA

Moreover, the confirmation also can be from log file created from the server PC.

Open "logs" folder in the installation folder of the license manager.

(The folder place is "¥Program Files¥Common Files¥HeartLandData¥logs" of the boot drive in the default setting)

			X-
G • * «	Program Files + HeartLandData + logs	✓ 4y Search logs	٩
Organize 🔻	🗐 Open 🔻 Print Burn New folder		H • 🔟 🔞
🔶 Favorites	A Name	Date modified	Type S
🔚 Libraries	DTLM_log.txt	2/9/2015 10:16 AM	Text Document

The log file content becomes like [Fig.3.2.5 Confirmation of the log file] if Check-out or Check-in is done correctly from the client machine.

Please refer to [3.6 Troubleshooting for the floating license] if the application can not start as "Standard Edition".

Fig.3.2.5 Confirmation of the log file

15:52:02 (lmgrd)
15:52:02 (lmgrd) Please Note:
:
:
15:52:02 (lmgrd)
15:52:02 (lmgrd)
15:52:02 (Imgrd) Server Host
15:52:02 (lmgrd) pid 1924
15:52:02 (Imgrd) Done rereading
15:52:02 (Imgrd) FLEXnet Licensing (v11.10.0.0 build 95001 i86_n3) started on FTPSRV(IBM PC) (11/8/2013)
15:52:02 (Imgrd) Copyright (c) 1988-2011 Flexera Software, Inc. All Rights Reserved.
15:52:02 (lmgrd) US Patents 5,390,297 and 5,671,412.
15:52:02 (Imgrd) World Wide Web: http://www.flexerasoftware.com
15:52:02 (Imgrd) License file(s): C: ¥Program Files ¥Common Files ¥HeartLandData ¥¥lic ¥DT123456 20131130 STD 1.lic
15:52:02 (Imgrd) Imgrd tcp-port 27000
15:52:02 (Imgrd) Starting vendor daemons License file
15:52:02 (Imgrd) Started hldcd (pid 1960)
15:52:02 (hldcd) FLEXnet Licensing version v11.10.0.0 build 95001 i86_n3
15:52:02 (hldcd) Using options file: "C:¥Program Files¥Common Files¥HeartLandData¥¥lic¥hldcd.opt"
15:52:02 (hldcd) Server started on hldc-PC for:
15:52:02 (hldcd) DT10CSTD (consisting of: DT10STD
15:52:02 (hldcd) DT10CVT)
15:52:02 (hildcd) EXTERNAL FILTERS are OFF
15:52:02 (hildcd) ALL FEATURES: INACTIVITY TIMEOUT set to 900 seconds
15:52:02 (Imgrd) hided using TCP-port 49155
15:53:38 (hidcd) TCP_NODELAY NOT enabled
15:53:38 (hided) OUT: "DTIOCSTD" hide@hide-pc
15:53:58 (nidcd) (001: "01105TD" hidc(@hidc-pc
15:53:57 (hided) IN: "DT105TD" hide@hide.pc
15:55:57 (mdcd) IN: D110C51D mdc@mdc-pc

3.2.6. Uninstall DT10LicenseManager

≪ Uninstall from "Uninstall or change a program" ≫

Please uninstall by selecting "DT10LicenseManager" from "Programs and Features" of "Control panel".

G v 🖾 • Control Panel • Programs • Programs and Features • 47 Search Programs and Features				nd Features	Q	
Control Panel Home Uninstall or change a program View installed updates To uninstall a program, select it from the list and then click Uninstall, Change, or Repair. Image: Turn Windows features on or To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.						
off	Organize 🔻 Uninstall					
	Name	Installed On Si	ize	Version 🔺		
	🔁 DT10LicenseManager	Heartland.Data Inc.	5/9/2014	14.2 MB	1.0.2	
	· · · · · · · · · · · · · · · · · · ·		2 (20 (2011		+	
	Heartland.Data Inc. Product version: 1.0.2 Support link: http://www.hldc.co.jp/ Help link: http://www.hldc.co.jp/ Size: 14.2 MB					

≪ Uninstall from "setup.exe" ≫

Installed DT10LicenseManager can be uninstalled by executing "setup.exe" used when setup.

🔀 DT10LicenseManager - InstallShield Wizard				
Program Maintenance Modify, repair, or remove the program.				
© <u>M</u> odify	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.			
© Repair	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.			
Remove	Remove DT10LicenseManager from your computer.			
InstallShield	< <u>B</u> ack Next > Cance	el 📄		

Select "Remove" from "Program Maintenance" display and continue.



3.3. License update for Windows server

3.3.1. Update at the license server machine

Please uodate the license file by a way of the following.

<< Update by the license manager control tool "LMTOOLS" >>

1. Please start "Imtools.exe" in the installation folder of the license manager

(The default is "¥Program Files¥Common Files¥HeartLandData¥" of the boot disk.)

- 2. Click the tab "Config Services" of LMTOOLS window.
- 3. Select the license data file from the file selection dialog box displayed by cliclking "Browse" button of "Path to the license file item."
- 4. Close the LMTOOLS window.
- 5. Please select "Yes" in the message "Would you like to save the settings for the service?"
- 6. Restart the server machine.

3.3.2. Update at the client machine

- Delete the old license file (.lic) in the installation folder.
 - DT10 : [Program Files Path]HeartLandData¥DT10

* [Program Files Path] depends on the machine (Drive name of boot OS or so on)

• Copy the new one (.lic) in the folder.

3.3.3. Lisencing confirmation

Please refer to [3.2.5 Licensing confirmation].

3.4. Setup of a linux server

License server machine is required in case floating license system is used.

This chapter explains the preparation to install the service "DT10LicenseManager" required to use as license server and the way to install.

3.4.1. System Requirements

OS :

- Red Hat Linux
- SUSE Linux
- * Supports both 64 and 32 bit versions.

Current available version is recommended regardless of the version.

Computer main body :

- A personal computer equipped with a processor superior to Pentium 100 MHz or equivalent is recommended.
- Free space of 5 MB or more is recommended in the memory.
- Free space of 10 MB or more is necessary in a hard disc

	Installation requires the user of an administrator.
	Install as an administrator.
	Operation at a virtualized environment (Hyper-V) is not assured.
Coution	To use it via Terminal Services connection such as Windows Remote Desktop Connection,
Caution	you need a license for Remote Desktop.
	Please contact your sales representative if you have any questions about license change
	or purchase.

3.4.2. Confirmations before the installation

Please confirm the following 2 points about a PC to install DT10LicenseManager.

- 2 ports from 27000 to 27009 can be opened.
 2 ports are used the ports from 27000 to 27009 for the license server.
- PC can restart.

PC restart is required after completing the installation.

3.4.3. Installation flow

- 1. Extract "DT10LM_For_XX_x86_64.tar.gz" in arbitrary folder.
- 2. Copy "License data file for the server" to the folder created 1. (DT10ServerFiles).
- 3. Move to (cd) the above folder by command line.

cd DT10ServerFiles

4. Enter the administrator mode

su

Password : (Enter the administrator password)

5. Specify the license data file name for the server in the argument, and execute shell script for server setup.

./DT10LM_Install.sh the license data file name for the server

6. Setup completed correctly and License manager is started if displayed like the following.

Copying files... Setting a license file. Regist a service. Start a service. Starting Imgrd -c /usr/local/DT10LM/lic -l /usr/local/DT10LM/logs/dt10_lic_sv.log: [OK] DT10 license manager setup is completed.

Installation is completed.



3.4.4. Setup of a client PC

This chapter explains the way to setup the client PC executes the application.

First, install the application in the client PC.

Please refer to [1. Installation of DT10] for more details of the installation.

Copy the "License data file for the client" to the installation folder after the installation of the application.

The default setting of the installation place is the followings.

*[Program Files Path] depends on the machine (Drive name of boot OS and so on)

DT10 : [Program Files Path]HeartLandData¥DT10

					x
🚱 🔵 🔻 📔 « Program F	iles	•	HeartLandData ► DT10 ► -	Search DT10	Q
Organize 🔻 📄 Open	•		E-mail Burn New folder	≣ ▼ 🗍	0
🏭 Win7-E (C:)	•		Name	Туре	
Data (D:)			鷆 dload	File folder	
Backup (E:)			퉬 driver	File folder	
Removable Disk (F:)		1	퉬 lang	File folder	
Main (O:)			퉬 Sample	File folder	E
(Q:)			🌗 Tool	File folder	
AP-E (1:)			🙆 DT10.exe	Application	
Vista (U:)	Ξ		🔁 DT10_hardware_manual(ENG).pdf	Adobe Acrobat Document	
💼 Win/-J (X:)			🔁 DT10_manual(ENG).pdf	Adobe Acrobat Document	
A Network			OT10Res.dll	Application extension	
Network			DT123456_150209_STD_1.lic	LIC File	
			OTAdvisor.dll	Application extension	
	Ŧ	•			•
DT123456_1502 LIC File	209_	STC	_1.lic Date modified: 2/9/2015 10:33 AM Size: 0 bytes	Date created: 2/9/2015 10:33 AM	

3.4.5. Licensing confirmation

Start the DT10 application on the client PC.

"Standard Edition" is shown on the upper-right of starting display if the license works correctly.

In case the license is invalid or works incorrectly, "Free Edition" is shown.

D T10	DT10 Standard Edition
Please select	Create a new project Create a new Project by the Project creating wizard Open a project Read a preserved Project file
Close DT10	HEARTLAND.DATA

Moreover, it is possible to confirm from a log file output by daemon "Imgrd".

Open the following log file "dt10_lic_sv.log" by a text editor.

/ usr / local / DT10LMlogs / dt10_lic_sv.log

The log file content becomes like [Fig.3.4.5 Confirmation of the log file] if Check-out or Check-in is done correctly from the client machine.

Please refer to [3.6 Troubleshooting for the floating license] if the application can not start as "Standard Edition".

Fig.3.4.5 Confirmation of the log file

15:52:02 (Imgrd)
15:52:02 (Imgrd) Please Note:
:
:
15:52:02 (lmgrd)
15:52:02 (lmgrd)
15:52:02 (Imgrd) サーバーホスト
15:52:02 (Imgrd) pid 1924
15:52:02 (Imgrd) Done rereading
15:52:02 (Imgrd) FLEXnet Licensing (v11.10.0.0 build 95001 i86_n3) started on FTPSRV(IBM PC) (11/8/2013)
15:52:02 (Imgrd) Copyright (c) 1988-2011 Flexera Software, Inc. All Rights Reserved.
15:52:02 (Imgrd) US Patents 5,390,297 and 5,671,412.
15:52:02 (Imgrd) World Wide Web: http://www.flexerasoftware.com
15:52:02 (Imgrd) License file(s): C:¥Program Files¥Common Files¥HeartLandData¥¥lic¥DT123456 20131130 STD 1.lic
15:52:02 (Imgrd) Imgrd tcp-port 27000
15:52:02 (Imgrd) Starting vendor daemons ライセンスファイル
15:52:02 (Imgrd) Started hldcd (pid 1960)
15:52:02 (hldcd) FLEXnet Licensing version v11.10.0.0 build 95001 i86_n3
15:52:02 (hldcd) Using options file: "C:¥Program Files¥Common Files¥HeartLandData¥¥lic¥hldcd.opt"
15:52:02 (hldcd) Server started on hldc-PC for:
15:52:02 (hldcd) DT10CSTD (consisting of: DT10STD
15:52:02 (hldcd) D110CVT)
15:52:02 (hldcd) EXTERNAL FILTERS are OFF
15:52:02 (hidd) ALL FEATURES: INACTIVITY TIMEOUT set to 900 seconds
15:52:02 (Imgra) hidda using TCP-port 49155
15:53:38 (nided) TCP_NODELAY NOT enabled
15:53:38 (nidca) 001: "D110C51D" nidc@nidc-pc
15:55:38 (nidda) UUT: DT105TD" hidd@hidd no
15:53:57 (hided) IN: "DT10510" hide@hide.pc 15:52:57 (hided) IN: "DT10CSTD" hide@hide.pc

3.4.6. Uninstall DT10LicenseManager

The way to uninstall DT10LicenseManager is explained in this chapter.

Execute the following shell script as an administrator mode if DT10 License Manager is desired to uninstall.

./DT10LM_Uninstall.sh

Caution	Please contact us if the machine used as DT10LicenseManager is desired to change.
	Similar to the script for the installation, please change the statement of 2nd line of the above script if the save folder of the files are changed. However an error displayed at some of the command execution in case the license
Caution	end.(Deletion of related files)

3.5. License update for linux server

3.5.1. Update at the license server machine

- $\boldsymbol{\cdot}$ Delete the old license file (.lic) in the following folder.
 - /usr/local/DT10LM/lic
- Copy the new one (.lic) in the folder.
- Restart the server machine.

3.5.2. Update at the client machine

• Delete the old license file (.lic) in the installation folder.

DT10 : [Program Files Path]HeartLandData¥DT10

* [Program Files Path] depends on the machine (Drive name of boot OS or so on)

• Copy the new one (.lic) in the folder.

3.5.3. Licensing confirmation

Please refer to [3.4.5 Licensing confirmation].

Troubleshooting for the floating license

<< "Program Compatibility Assistant" is dispalyed during the installation of DT10LicenseManager >>

"Program Compatibility Assistant" might be displayed in case of Windows Vista or the later.

Program Compatibility Assistant				
This program might not have installed correctly				
If this program didn't install correctly, try reinstalling using settings that are compatible with this version of Windows.				
Program: Unknown Program Publisher: Unknown Publisher Location: C:\Users\Mahesh\Des\He\installs.exe				
Reinstall using recommended settings				
This program installed correctly				
Cancel				
What settings are applied?				

This is displayed because of "installs.exe (The one of the files that extracted in the installation folder)" which starts during the setup.

The confirmation message is displayed because "installs.exe" is not added in "Add or Remove Programs".

It works correctly at the situation, therefore, please select "This program installed correctly" and close the window when it is displayed.

<< Failed to install DT10LicenseManager >>

The following message might be displayed after clicking "Execute" button after selecting the license file during the installation of DT10LicenseManager.

error	—
Failed to install.	
	ОК

The reason might be the followings:

- · The same-name service has already registered (Please ensure from "Computer Management").
- "installs.exe" is not extracted correctly in the installation folder (Please ensure that there is "installs.exe" in the installation folder).
- Setup by not an administrator.

<< The confirmation way of the log file of the license server >>

This chapter explains the log file in the following situations

- 1. The registration of the license data is NOT correct (Incorrect flow of the server installation).
- 2. The specified information (IP address) can NOT identify the server host.
- 3. The communication of the license check is blocked by firewall.
- 4. The license is expired.
- 1. The registration of the license data is NOT correct (Incorrect flow of the server installation)

17:40:33 (Imgrd) Please Note:	
ritere india	
:	This manage the line and date
17:40:33 (Imgrd)	This means the license data
17:40:33 (Imgrd)	file is not found
17:40:33 (Imgrd)	nie is not round.
17:40:33 (Imgrd) pid 1988	
17:40:33 (Imgrd) license manager: can't initialize:Cann	not find license file.
17:40:33 (Imgrd) The license files (or license server sys	stem network addresses) attempted are
17:40:33 (Imgrd) listed below. Use LM LICENSE FILE	to use a different license file.
17:40:33 (Imgrd) or contact your software provider for	r a license file.
17:40:33 (Imgrd) Filename: "C:XflevImXlicense dat"	
17:40:33 (Imgrd) License Dath: "C:XflevImVlicense dat"	The name of the license of
17:40:33 (Imgrd) El EVnet Licensing error: 1 259	
17.40.33 (Ingra) FLEXNEL LICENSING ET1011,535	The name is incorrect
17:40:33 (Imgrd) System Error:2 No such file of directo	ory
17:40:33 (Imgrd) For further information, refer to the	FLEXnet Licensing documentation, available at
"www.flexerasoftware.com".	*
17:40:33 (Imgrd) Using license file "C:¥flexIm¥license.o	dat"

The message "can't initialize:Cannot find license file." or "No such file or directory" is displayed if the registration of the license data is NOT correct.

In this case, please confirm the path of the license data and ensure that there is the license data file in the folder.

Please change the path using "Imtools.exe" in the installation folder of the license manager if registration of the license data is incorrect.

The following flow is to change the path.

1) Start "Imtools.exe" in the installation folder of the license manager.

(In default setting, "¥Program Files¥Common Files¥HeartLandData¥" of the boot disk.)

- 2) Click the tab "Config Services" of LMTOOLS window.
- Select the license data file from the file selection dialog box displayed by clicking "Browse" button of "Path to the license file item."
- 4) Close the LMTOOLS window.
- 5) Please select "Yes" in the message "Would you like to save the settings for the service?"
- 6) Restart the server machine.

2. The specified information (IP address) can NOT identify the server host.

17:10:06 (Imgrd)	
17.10.00 (imgru) Please Note.	
:	
17:10:06 (Imgrd)	This means the license data
17:10:06 (Imgrd)	file is not found
17:10:06 (Imgrd)	The is not found.
17:10:06 (Imgrd) pid 500	
17:10:07 (Imgrd) "FTPSRV": Not a valid server hostname,	exiting.
17:10:07 (Imgrd) Valid license server system hosts are: "1	92.168.2.100"
17:10:07 (Imgrd) Using license file "C:¥DT10¥DT123456_9	STD_20140228_002.lic

The message ""FTPSRV": Not a valid server hostname, exiting." or "Valid license server system hosts are:

"XXX.XXX.XXX.XXX"" is displayed if the specified information(IP address) can not identify the server host.

In this case, please confirm the IP address of the server. Our support staff publish the license again if the IP address is incorrect.

In the environment that can not fix the IP address, please contact us because the license can be published by the host name instead of the IP address.

3. The communication of the license check is blocked by firewall

17:22:42 (Imgrd)	
17:22:42 (Imgrd) Please Note:	
:	
:	
17:22:42 (Imgrd)	
17:22:42 (lmgrd)	
17:22:42 (lmgrd)	
17:22:42 (lmgrd) pid 2000	
17:22:42 (Imgrd) Done rereading	
17:22:42 (Imgrd) FLEXnet Licensing (v11.10.0.0 build 95001 i86_n3) started on FTPSRV (IBM PC) (5/2/2013)	
17:22:42 (Imgrd) Copyright (c) 1988-2011 Flexera Software, Inc. All Rights Reserved.	
17:22:42 (Imgrd) US Patents 5,390,297 and 5,671,412.	
17:22:42 (Imgrd) World Wide Web: http://www.flexerasoftware.com	
17:22:42 (Imgrd) License file(s): C:\DT_Lic\DT123456_STD_20130701_002.lic	
17:22:42 (Imgrd) Imgrd tcp-port 27000	
17:22:42 (Imgrd) Starting vendor daemons	
17:22:42 (Imgrd) Started hldcd (pid 328)	
17:22:43 (hldcd) FLEXnet Licensing version v11.10.0.0 build 95001 i86_n3	
17:22:43 (hldcd) Server started on FTPSRV for: DT10STD	
17:22:43 (hldcd) EXTERNAL FILTERS are OFF	
17:22:43 (Imgrd) hldcd using TCP-port 49155	

Normally, the message "OUT: "Edition" Client PC name" is displayed when the license is obtained starting DT10 application.

("Check-Out" means that the client PC starts the application and gets the license, and "Check-In" means that the client PC returns the license.)

If the communication is blocked by firewall, the check-out message is NOT displayed like the above example.

In this case, please ensure that the specified port(Normally it's 27000) is opened, or confirm it to the server administrator.

4. The license is expired.

7:08:29 (Imgrd)	Please Note:
7.00.25 (iiiigi u)	:
7:08:29 (Imgrd)	pid 1984
7:08:29 (Imgrd)	Done rereading
7:08:29 (Imgrd)	FLEXnet Licensing (v11.10.0.0 build 95001 i86_n3) started on FTPSRV (IBM PC) (7/2/2013)
7:08:29 (Imgrd)	Copyright (c) 1988-2011 Flexera Software, Inc. All Rights Reserved.
7:08:29 (Imgrd)	US Patents 5,390,297 and 5,671,412.
7:08:29 (Imgrd)	World Wide Web: http://www.flexerasoftware.com
7:08:29 (Imgrd)	License file(s): C:\DT_Lic\DT123456_STD_20130701_002.lic
7:08:29 (Imgrd)	Imgrd tcp-port 27000
7:08:29 (Imgrd)	Starting vendor daemons
7:08:29 (Imgrd)	Started hldcd (pid 2012)
7:08:30 (hldcd)	FLEXnet Licensing version v11.10.0.0 build 95001 i86_n3
7:08:30 (hldcd)	EXPIRED: DT10STD
7:08:30 (hldcd)	License server system started on PTPSRV This means the license is
7:08:30 (hldcd)	No features to serve, exiting expired.
7:08:30 (hldcd)	EXITING DUE TO SIGNAL 27 Exit reason 4
7:08:34 (Imgrd)	hldcd exited with status 27 (No features to serve)
7:08:34 (Imgrd)	hldcd daemon found no features. Please correct
7:08:34 (Imgrd)	license file and re-start daemons.
7:08:34 (Imgrd)	
7:08:34 (Imgrd)	This may be due to the fact that you are using
7:08:34 (Imgrd)	a different license file from the one you expect.
7:08:34 (Imgrd)	Check to make sure that:
7:08:34 (Imgrd)	C:\DT_Lic\DT123456_STD_20130701_002.lic
7:08:34 (Imgrd)	is the license file you want to use.
7:08:34 (Imgrd)	

The message "EXPIRED: DT10STD" is displayed if the license is expired.

Please contact us.

Email : user@hldc.co.jp

4. Setup of The USB Dongle License

4.1. Setup of the USB dongle license

It is necessary to make the machine activated the USB dongle when using the USB dongle.

	To use it via Terminal Services connection such as Windows Remote Desktop
	Connection, you need a license for Remote Desktop.
Caution	Please contact your sales representative if you have any questions about license
	change or purchase.

4.1.1. Installation of runtime

The license expiry date of the USB dongle and the other information can be checked in the web application by the installation of the latest RTE (runtime).

- 1. Please disconnect the USB dongle from the machine using DT10.
- 2. Download the latest RTE from "Download applications" of the support page of our web site.

* User ID and the password are necessary to see the support site.

<URL>

http://hldc.co.jp/support/dt10-support/dt10-download/dt10-app-download/

3. Install the RTE in the machine using DT10.

Please extract the downloaded file and execute "HASPUserSetup.exe"

4. Please restart the machine after the installation.

4.1.2. Connect the USB dongle to the machine

Connect the USB dongle to the machine installed DT10 application.

After the connection, plug and play is executed automatically.



Please wait a moment until the message is displayed.



LED light of the USB dongle turns on after this condition.

The USB dongle activated once does not execute the above process after connecting again.

However, the above process will be executed when the USB dongle is connected in the different port.

4.1.3. Licensing confirmation

Please start DT10 application by the machine connected the USB dongle.

"Standard Edition" is shown on the upper-right of starting display if the license works correctly.

In case the license is invalid or works incorrectly, "Free Edition" is shown.



Please refer to [4.3 Troubleshooting for the floating license] if the application can not start as "Standard Edition".



4.2. Update the USB dongle license

4.2.1. Update the V2C file

Please get the V2C file (License update data file) from our support staff if update the USB dongle license.

Update from the dedicated web application "Sentinel Admin Control Center (ACC)".

- 1. Connect the USB dongle to the machine.
- 2. Access the following URL.

<URL>

http://localhost:1947/

3. Please select "Features" of "Options" in the left side of the display after opening ACC Control Center (ACC) application.

<	- \rightarrow C 🛈 localhos	t :1947/_int_/f										C			
	gemalto [×]									S	ent	inel /	Admin Con	trol (Center
	Options	Feature	s Availa	able on	PC										
	Sentinel Keys	# Vendor	Key ID	Product	Feature		Location	Access	Counting	Logins	Limit	Detached	Restrictions	Sessions	Actions
	Products	1 91678	7828390	-	0	0	Local	Loc	Station	-		-	Perpetual		Sessions
ľ	Features Sessions	2 91678	7828390	6 × Timeキー_期限付き	1 DT10[Normal]	8	Local	Loc Display	Station	-	∞	-	Expiration Date Thu Feb 1, 2018 08:55		Sessions
	Update/Attach	3 91678	7828390	9 91678 Product 9	3	8	Local	Loc Display	Station	-	~	-	Expiration Date Thu Feb 1, 2018 08:55	-	Sessions

In the "Restrictions" items, the expire date can be checked. ("Expired" is displayed if it is expired.)

- 4. Select the V2C file (*.V2C) from "Select file" after selecting "Update/Attach".
- 5. Click the "Apply File" button and the message "Your update was applied successfully." is displayed after the complete of update.

\leftrightarrow \rightarrow C \bigcirc localh	ost:1947/_int_/checkin.html	§ ☆ 🖸
gemalto [×]		Sentinel Admin Control Center
Options	Update/Attach License to PC	
Sentinel Keys Products	Apply File	
Features Sessions	Select a V2C H2R, R2H, H2H, ALP or ID file: ファイルを選択 DT10abcdefg.V2C	
Update/Attach	Apply File Cancel	

6. Select "Features" again and ensure that expire date of the USB dongle is updated.

\leftrightarrow \rightarrow C 🛈 localhost	t:1947/_int_/f	eatures.ht	ml										G	₫ ☆ 🖸
gemalto [×]									S	ent	inel	Admin Con	trol C	Center
Options	Features	s Availa	able on	PC										
Sentinel Keys	# Vendor	Key ID	Product	Feature		Location	Access	Counting	Logins	Limit	Detached	Restrictions	Sessions	Actions
Products	1 91678	7828390	-	0	8	Local	Loc	Station	-		-	Perpetual		Sessions
Features Sessions	2 91678	7828390	6 X Timeキー_期限付き	1 DT10[Normal]	0	Local	Loc Display	Station	-	00	-	Expiration Date Thu Feb 1, 2018 08:55		Sessions
Update/Attach	3 91678	7828390	9 91678 Product 9	3	8	Local	Loc Display	Station	-	∞	-	Expiration Date Thu Feb 1, 2018 08:55	-	Sessions



4.2.2. Licensing confirmation

Please see that the license is activated after the update. Please refer [4.1.3 Lisencing Confirmation].

4.2.3. Generate C2V file

C2V file is the update completion information file and it is needed in the timing of the next license update.

After the update, please generate C2V file and send to us.

1. Click "C2V" of "Action" after switch to "Sentinel Keys" of "Option" in the left side of the ACC display.

\leftrightarrow \Rightarrow C (i) localhos	st:1947/_int_/devi	ces.html					⊠ ☆ 🖸
gemalto [×]							Sentinel Admin Control Center
Options	Sentinel K	eys Avai	lable on	PC			
Sentinel Keys	# Location	Vendor	Key ID	Кеу Туре	Configuration	Version	Sessions Actions
Products Features	1 Local	91678 (91678)	7828390	Sentinel HL Time	Driverless	4.27	- Products Features Sessions Blink on C2V

2. Generate C2V file by selecting "Download C2V file"



3. Please send the email attaching the generated C2V file.

Email : <u>license@hldc.co.jp</u>

4.3. Troubleshooting of the USB dongle license

<< ACC is not displayed, or USB dongle is not activated >>

Please try the followings:

 $\boldsymbol{\cdot}$ Download and install the latest RTE from our web site

Please access ACC again or confirm the license is valid starting DT10 after the installation.

<URL>

http://hldc.co.jp/support/dt10-support/dt10-download/dt10-app-download/

• In case there is the older license file (.lic file) used when the free trial in the installation folder, please delete it.

· Please ensure to happen the trouble when connecting the USB dongle in other different USB port.

- · Please ensure to happen the trouble if the security software like firewall or antivirus is set to off.
- Please contact us if the trouble still happens.

If possible, please attach the diagnostics file (diagnostics.html) output by ACC when send a mail.

- < Creation flow of the diagnostics file >
 - Connect the USB dongle to PC.
 - Access this URL: http://localhost:1947
 - Select the [Diagnostics] in [Opitons] and select [Generate Report] in the lower side.
 - $\boldsymbol{\cdot}$ Save the page after [Admin Cotrol Center Diagnostics] is displayed.

5. Change History

Date	Version	Changed Summary (The values in [] refer to the item number and section)
April 27,	Ver.1.0.0	Renewal of the Install manual.
2018		
June 24	Ver.1.0.1	Updated the installation procedure.
2019		The support platform has been updated.



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URL: <u>heartlanddata.com</u>