IMDEX ioGAS™

Floating Server Installation Guide v8.2

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Floating Server Licence Model

Floating server licence tokens are shared over a network between multiple users. Tokens are borrowed from the server for a specified period (minimum 24 hours) and enable the software to be used offline during this time. Tokens are automatically returned to the server when the offline time period expires or they can be returned earlier if required.

The number of floating tokens purchased should support the number of concurrent users of the software. Floating tokens are recommended for organisations with a number of users who will be using the ioGAS software at irregular intervals. Available as a renewable 12 month lease.

Server Licence Technical Specifications

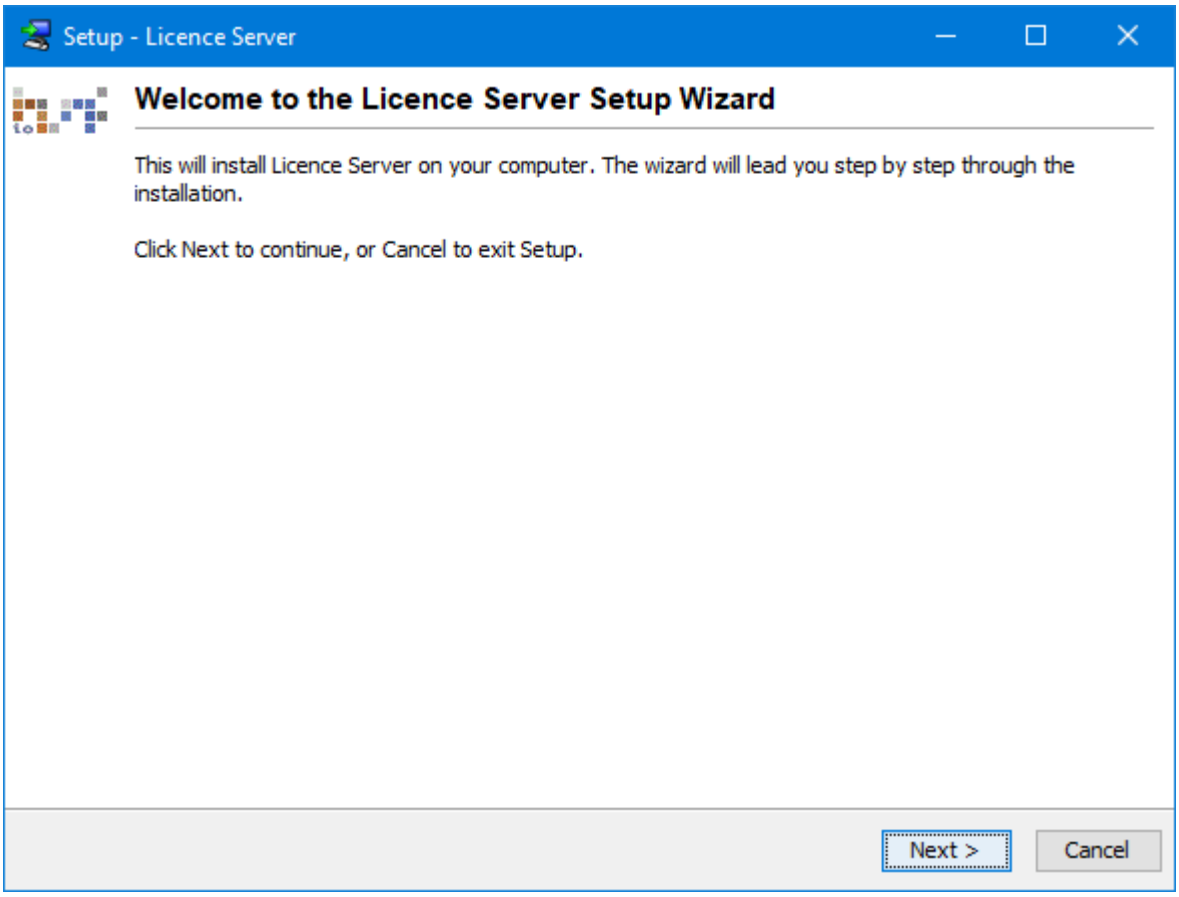
Operating System	Microsoft Windows Server (2008 or later) Microsoft Windows 10, 11
CPU	Any
RAM	1 GB minimum required.
Graphics	Any
Installation Permissions	MUST be installed while logged on with Administrator permissions and the service will run with these permissions. Access to the Windows WMIC command on the computer. This can be tested by running **wmic csproduct get uuid** command in Windows command prompt, and receiving two lines output and no error message.
Installation Disk Space	>100 Mb of free space on the **Program Files** drive is required for the installation process.
Network	Internet required to download software and receive server licence key. ioGAS desktop application must be able to connect to the server via TCP/IP port 31415 (the exact port can be configured) to obtain licence token. Internet not required to run ioGAS.
Supporting Software	NONE required.

Install Server Licence Software

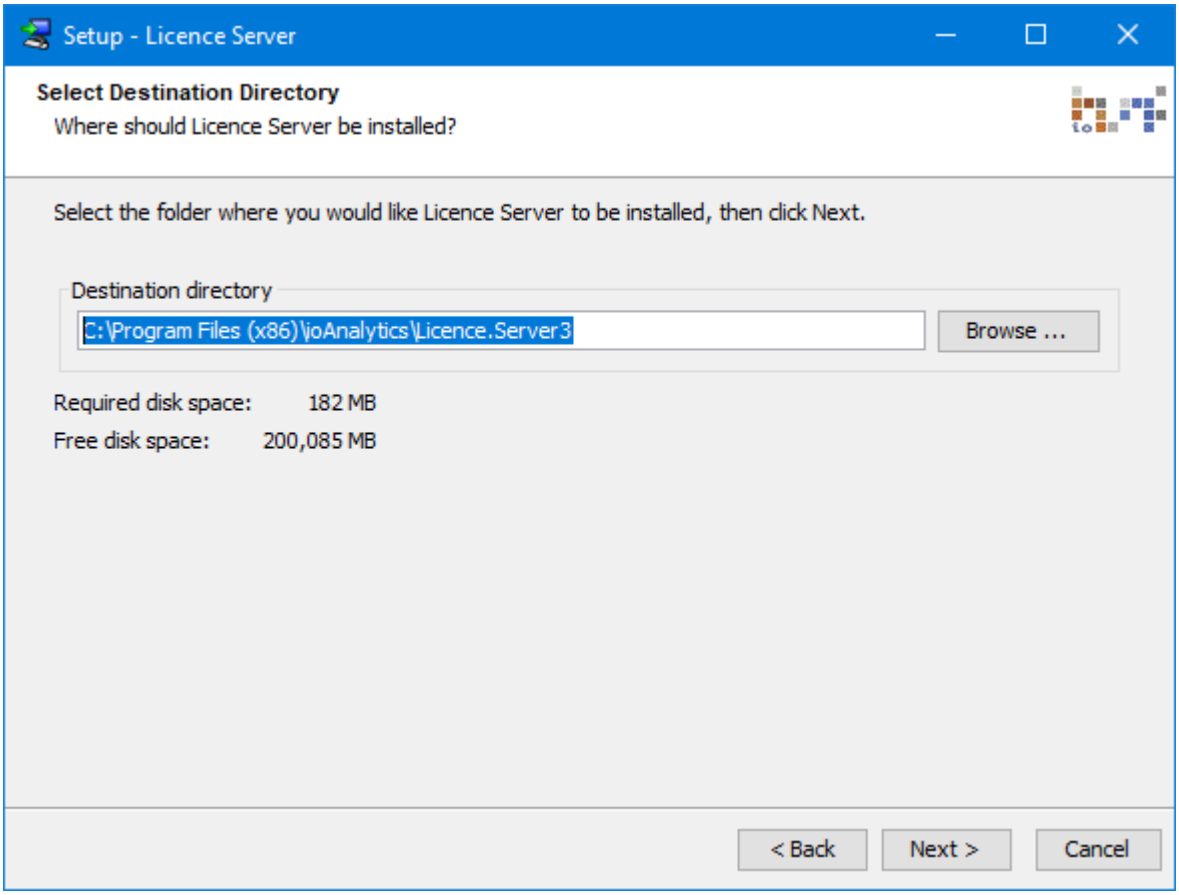
WARNING: IMDEX ioGAS™ and REFLEX XRF CONNECT™ use the same server licence installation software. Organisations using both products must install each licence on a separate server.

Follow the steps below to install the ioGAS server licence software.

1. Download the latest version of the Server Licence software from our website.
2. Unzip the installer file and copy to a server computer on your network that can be accessed (via LAN, WAN, VPN, etc) by all the other computers which will be running the ioGAS desktop software.
3. Browse to the location of the installer file on the server and double click to run.
4. If the installer file has unpacked properly the **Setup Wizard** screen is displayed. If any warning messages are received click **Run** to ignore. Click **Next** in the **Setup Wizard** to continue.



5. Enter the desired installation directory (or leave as the default shown below). If there is a previous version installed to the default directory the **Licence.Server3** folder will already exist. Click **Next** to continue.



6. In the final Setup Wizard window click on the **Finish** button.
7. Go to the installation folder (e.g. C:\Program Files (x86)\ioAnalytics\Licence.Server3) and locate the **Server.ID.To.Email.txt** file. Copy the ID number into an email or attach this file and send to iogas.support@imdexlimited.com.

   Alternatively, register and/or login to the IMDEX Customer Service portal, click on Get Help and create a Case. Copy and paste the Server ID into the case or attach the **Server.ID.To.Email.txt** file and submit.

8. Within 1 business day you should receive a **server.glc** licence file.
9. When you receive the **server.glc** file copy it to the **Licence.Server3** installation folder. The server.glc contains information about the number of licence tokens purchased and the type, e.g. Floating or Classic.

The ioGAS Server Licence operates as a Service under **Administrative Tools** in the **Control Panel** (Windows OS). It is not necessary to restart the Licence Server service after installation or when a licence file is updated. The service should be running even if not licensed (It will just reject any requests).

If a TCP/IP port number other than the default 31415 is to be used to contact the server, edit the **server.ini** file located in the **Licence.Server3** installation folder to the desired port number.

Server Licence Usage Files

In order to assist organisations to see who currently has an ioGAS server licence token, there are two log files available in the **C:\Program Files (x86)\ioAnalytics\Licence.Server3** folder (default installation).

1. To create these files right-mouse click on the **makeLogs.exe** file located in the installation folder.
2. Select **Run as Administrator** from the pop-up menu. The following files should be added to the installation folder:
    - **_Licence.Server.Summary.v3.csv** – list of current ioGAS users
    - **_Licence.Server.Usage.v3.csv**– list of all connections to the server licence
    - **_Licence Info.txt** - View information about the server licence file.
3. To update these files with the connection details run the **makeLogs.exe** file to view the latest information.

Trouble Shooting

If you have difficulty connecting to the server licence at any stage it may be necessary to start the service again. To do this:

1. Login to the server host machine and go to **Control Panel>Administrative Tools>Services**.
2. Scroll down to the **ioAnalytics Licence Server** service and double-click on this service.
3. In the **Properties** dialog the service should show as ‘started’ (regardless of whether a licence is present). Click on the **Stop** button and then click on the **Start** button to re-start the service.
4. See Test Server Licence Connection for more details.

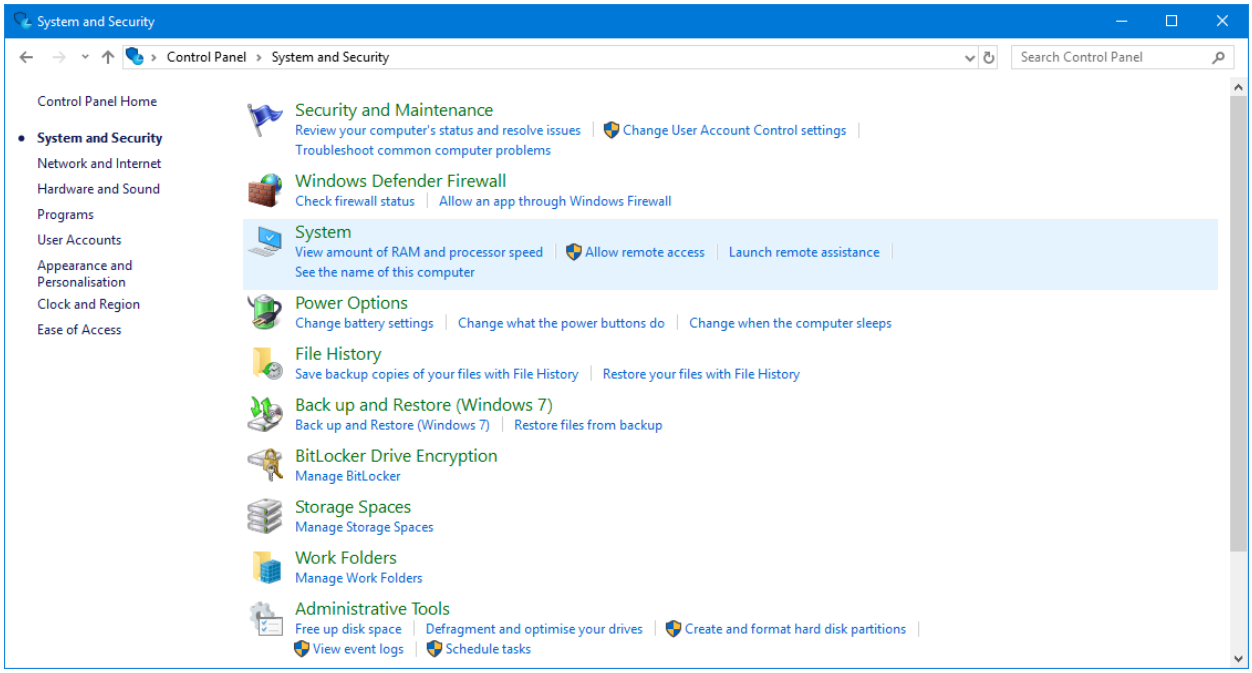
If you are still having problems please lodge a support issue through the IMDEX Customer Care Portal or send an email to iogas.support@imdexlimited.com. Make sure to attach the **server.log.txt** files located in the **Licence.Server3\log** folder.

Uninstall

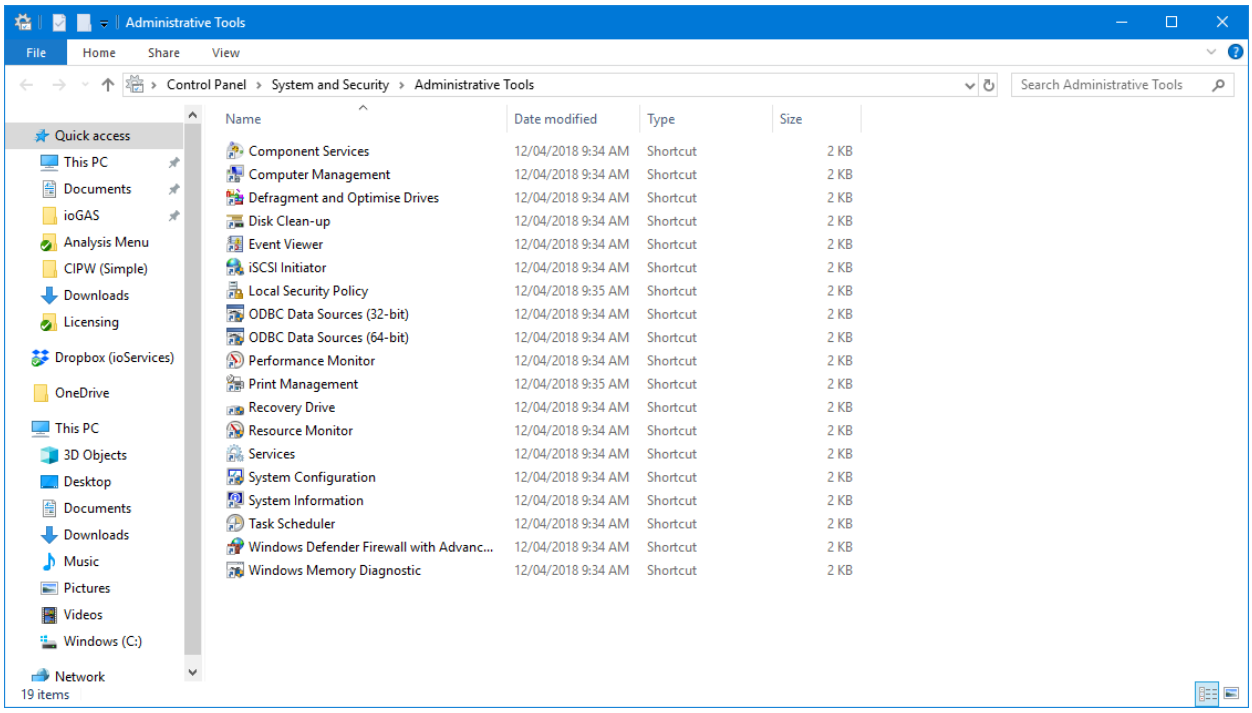
To uninstall the server licence software use the Control Panel entry or click on the uninstall.exe located in the Licence.Server3 folder. The Service will need to be stopped before the uninstall process can begin. A number of remnant files/folders will remain after uninstalling including the server.glc licence file. Delete these remaining files manually.

Test Server Licence Installation

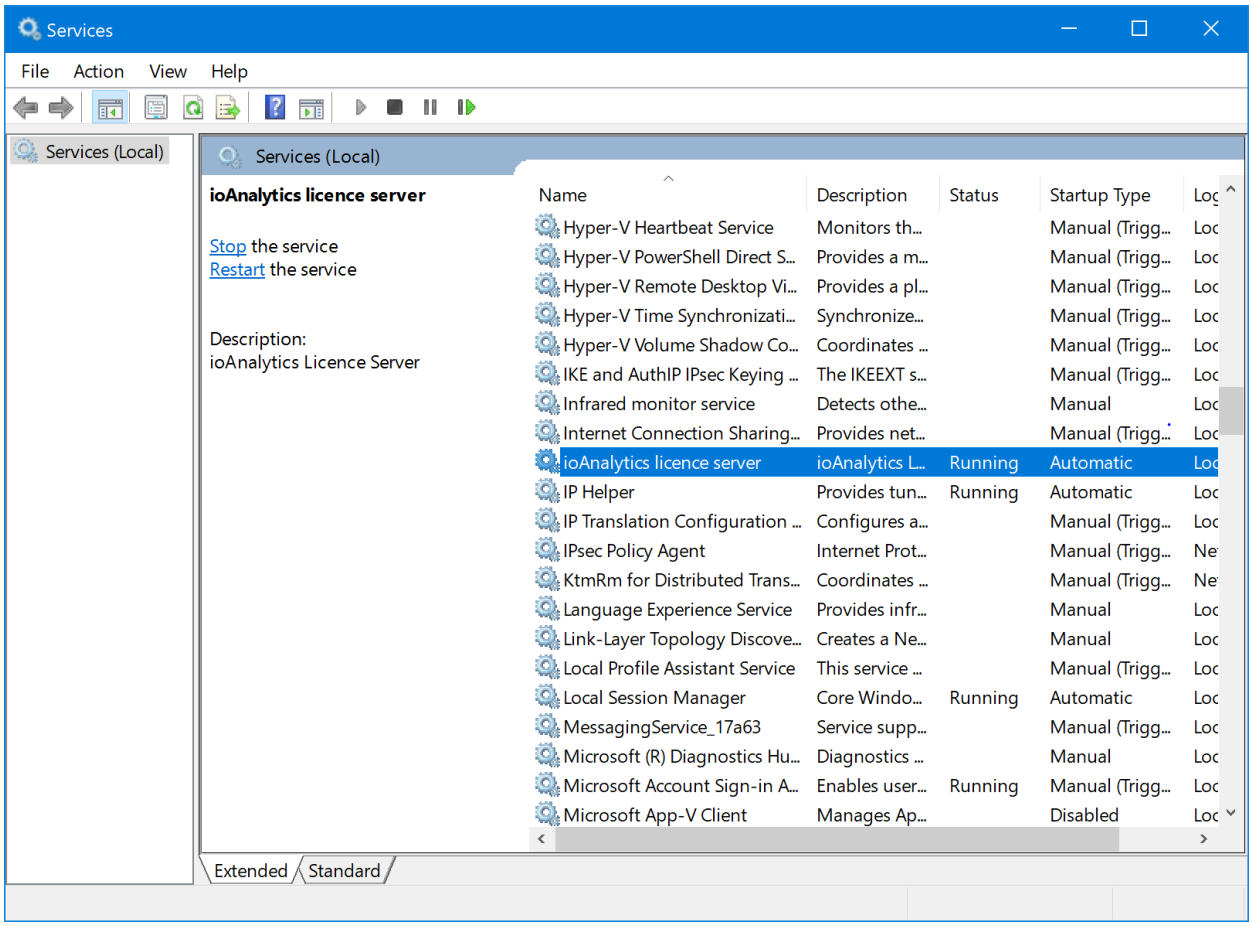
1. To confirm the Server Licence service is running go to **Control Panel** and select **Administrative Tools**.



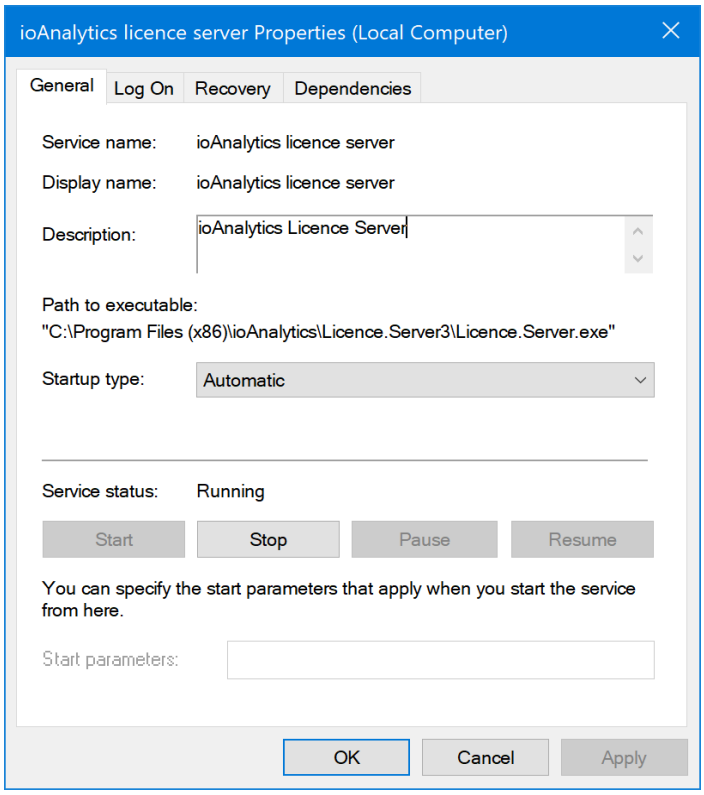
2. In **Administrative Tools** select **Services**.



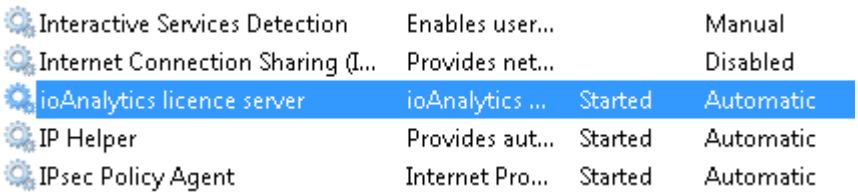
3. Scroll down the list of services and double click on the **ioAnalytics licence server** service.



4. In the ioAnalytics licence server **Properties** dialog, the service should show as **Started** (regardless of if it is licensed) and no warning dialog will appear if the service is stopped and started or restarted.



If you are having difficulty connecting to the licence server try restarting the service.



If you are still having problems please lodge a support issue through the IMDEX Customer Care Portal or send an email to iogas.support@imdexlimited.com. Make sure to attach the **server.log.txt** files located in the **Licence.Server3\log** folder.

Install Desktop Application

This section covers the process for installing the ioGAS desktop application.

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Technical Specifications

Operating System	Windows 10, 11 64-bit Mac OS X 10.8.3 or later (Java 1.8 is bundled with installer) NB. Intel based Mac only as Power PC Macs do not support Java 1.8.
CPU	A Dual Core processor is recommended. An Intel Celeron processor is not recommended.
RAM	2+ GB recommended, 1 GB minimum required.
Graphics	Performance may vary with graphics card.
Printer/Plotters	Uses operating system defaults.
Installation Permissions	Must be installed while logged on with Administrator permissions.
Runtime Permissions	Administrator permissions are no longer required from release 4.5. Note users must have permission to write to: **C:\ProgramData** **C:\Users\<Username>\AppData\Roaming** and to **C:\Users\<Username>\AppData\Local\Temp**. This is allowed by default. User must have access to the Windows WMIC command on the computer. This can be tested by running **wmic csproduct get uuid** command in Windows command prompt, and receiving two lines output and no error message.
Installation Disk Space	>100 Mb of free space on the **Program Files** drive is required for the installation process.
Network	Internet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.
Supporting Software	
URL Sites	It is recommended that ioGAS can access any

	***.ioanalytics.net** URL sites, in particular the following: Diagrams: **http://diagramzip_7.ioanalytics.net** Application: **http://ioGAS.config.ioanalytics.net** **http://ioGAS.versions.eng.ioAnalytics.net** IMDEXHUB-IQ: **https://api.imdexhub.com** Note: Some of these links may forward to other servers.

Microsoft Windows Installation

1. Download the latest ioGAS 64-bit installer file for Microsoft Windows OS from our website. Registration is required in order to download from this site.

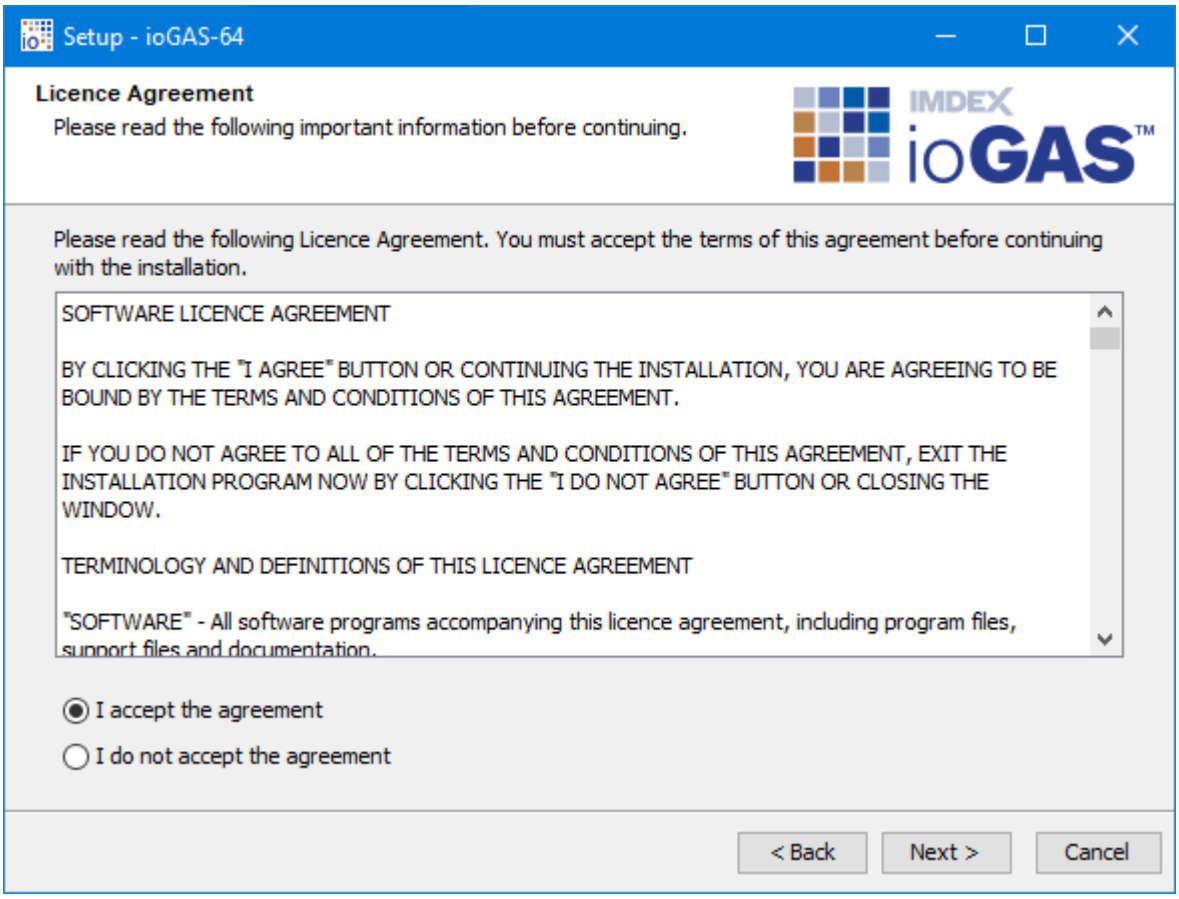
   Downloads can also be obtained via **Check for Updates** on the Help ribbon within the ioGAS application.

2. Browse to the location of the installer file and double click to run.

   If the installer file has unpacked properly the **Setup Wizard** screen is displayed.

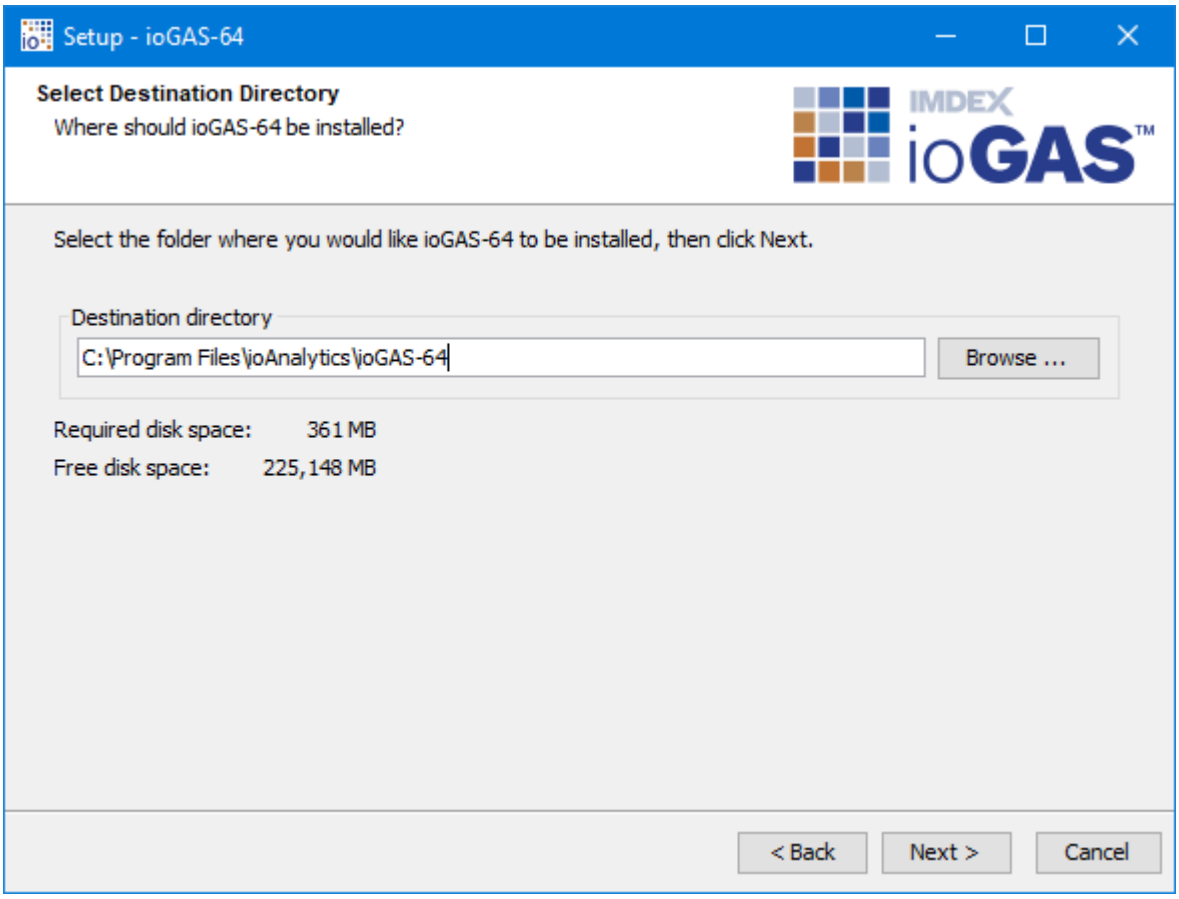
   Click **Next** in the **Setup Wizard** to continue.

3. Read and accept the **Licence Agreement** and click **Next** to continue.



A copy of this licence agreement (eula.txt) is available in the ioGAS installation folder on your computer for future reference.

4. Specify the installation location.

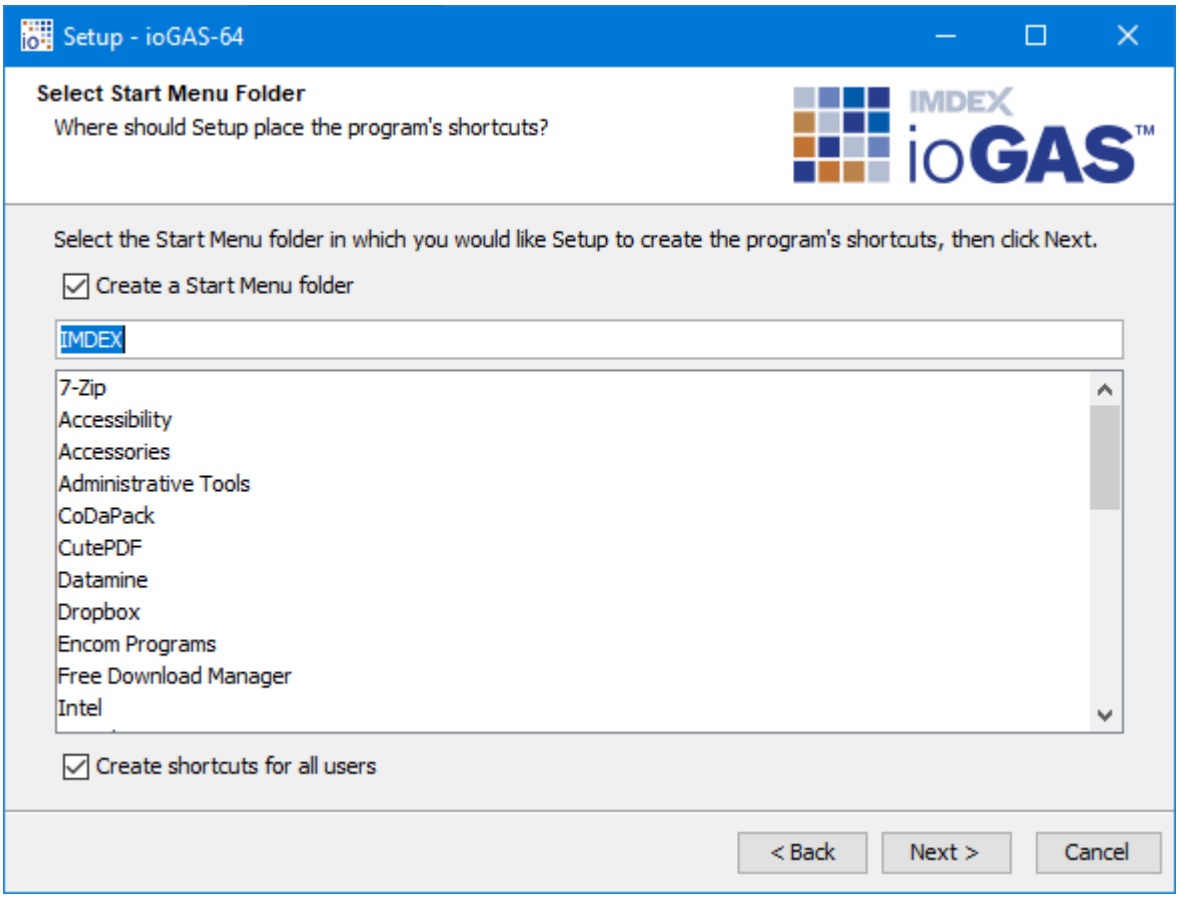


Accept the default location (recommended) or enter the desired installation file path. The default installation folder is as follows:

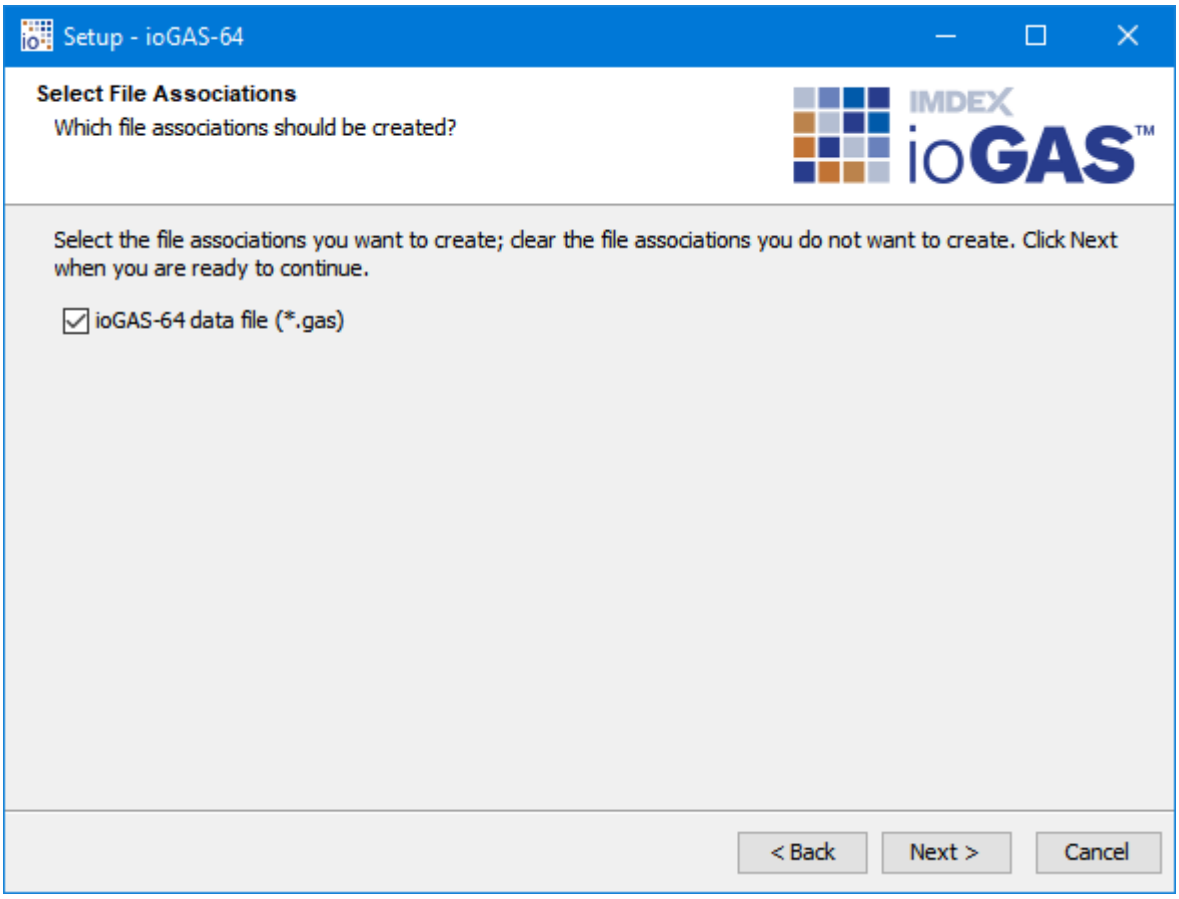
- Windows 64-bit installation - **C:\Program Files\ioAnalytics\ioGAS-64.7.x**

Click **Next** to continue.

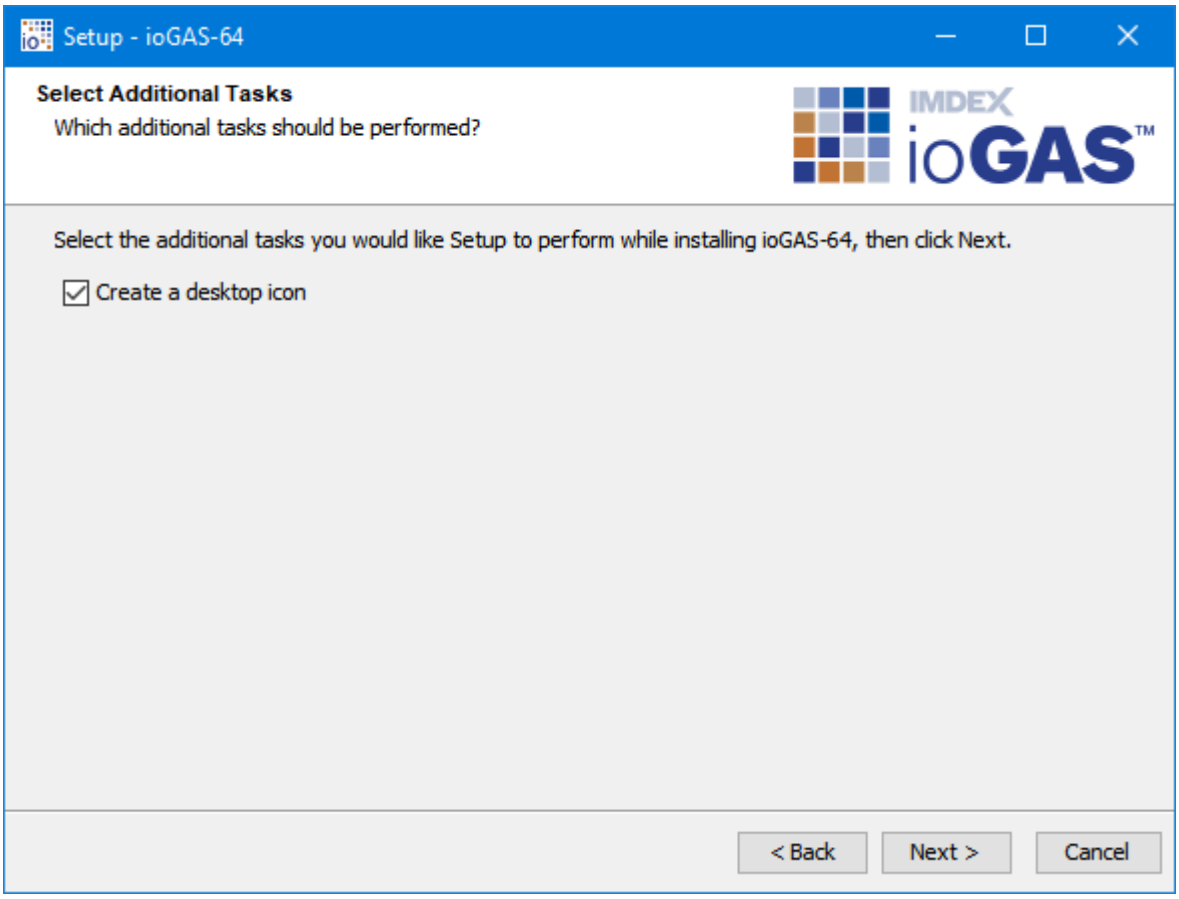
5. Select the **Start Menu Folder** name (default is shown below) and whether to **Create shortcuts for all users**. Click **Next** to continue.



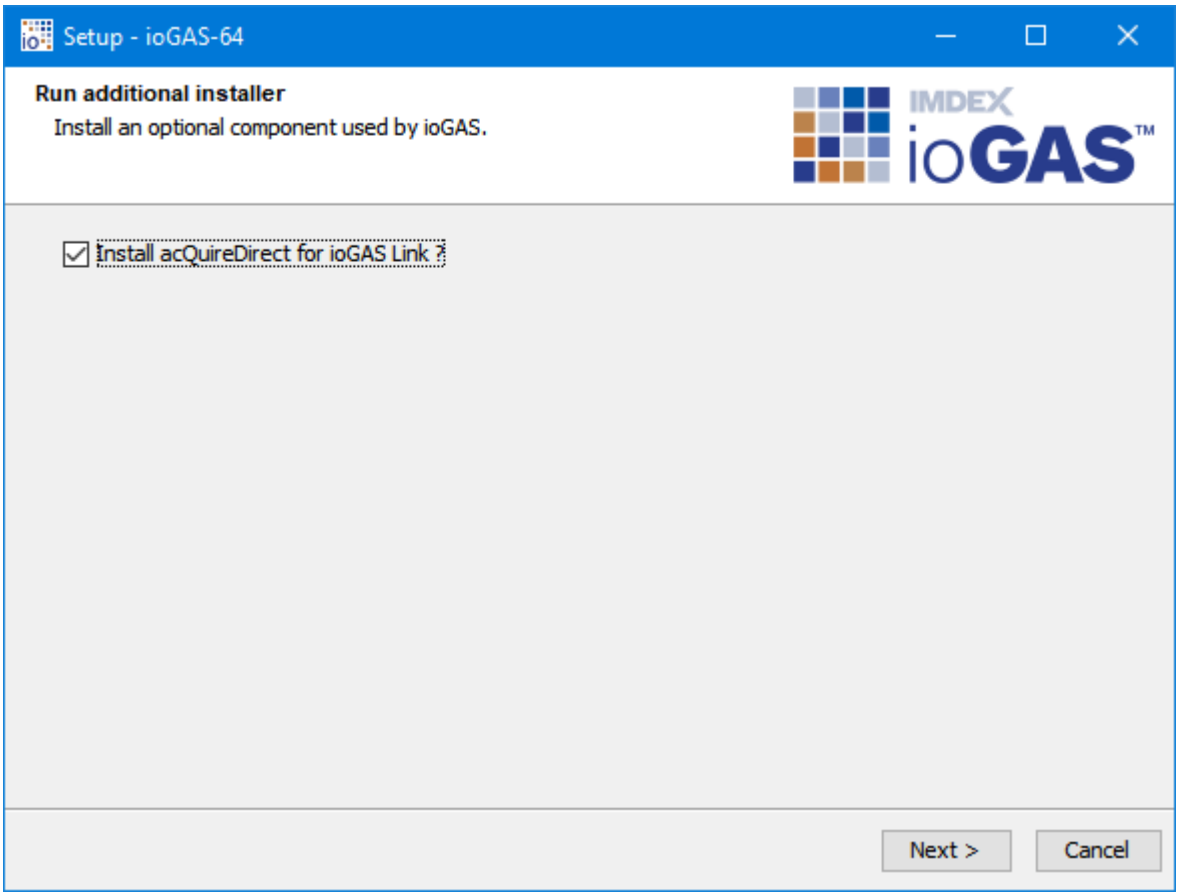
6. The **Select File Associations** dialog enables the ioGAS application to open when an ioGAS file is double-clicked in Windows Explorer. Click **Next** to continue.



7. To create an ioGAS desktop icon check the box in the **Select Additional Tasks** window. Click **Next** to continue.



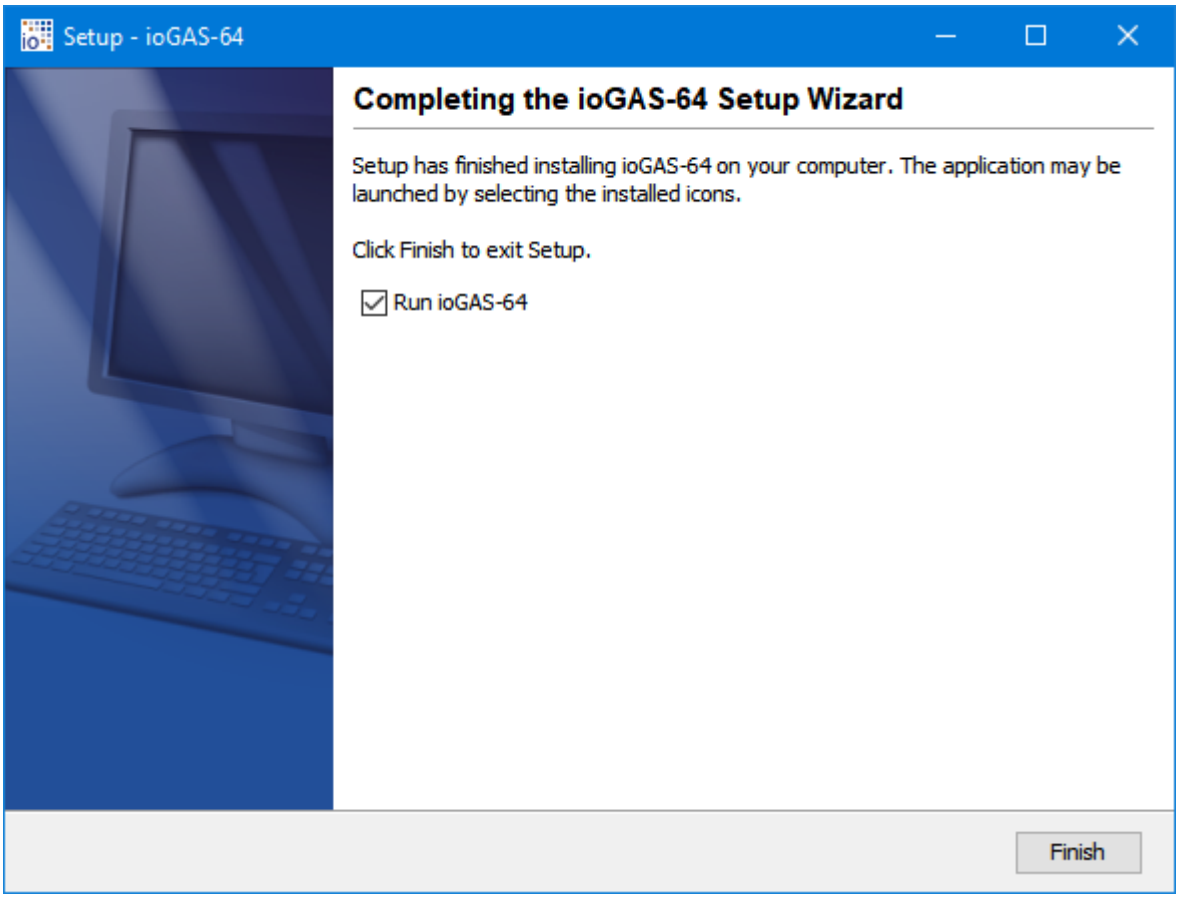
8. An optional installation component is available to users of acQuire Technology Solutions' (acQuire) GIM Suite to enable data to be selected and imported directly into ioGAS via the acQuireDirect API. To install this component, check the **Install acQuireDirect for ioGAS Link?** box otherwise just click **Next** to continue.



9. Once the installation is complete ioGAS can be started automatically by clicking the **Finish** button.

10. Read the displayed installation notes to see what the new features, improvements and fixes are in the latest version.

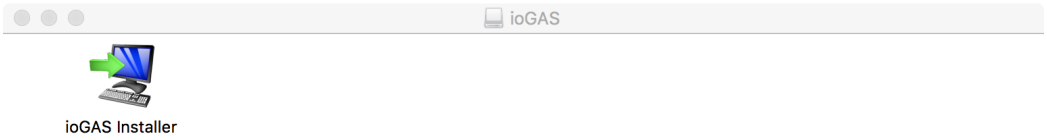
The ioGAS application can also be started via the Windows start panel under the **IMDEX** folder or double-click on the ioGAS desktop icon created during the installation process.


Setup - ioGAS-64
Completing the ioGAS-64 Setup Wizard
Setup has finished installing ioGAS-64 on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Run ioGAS-64
Finish

MacOS Installation

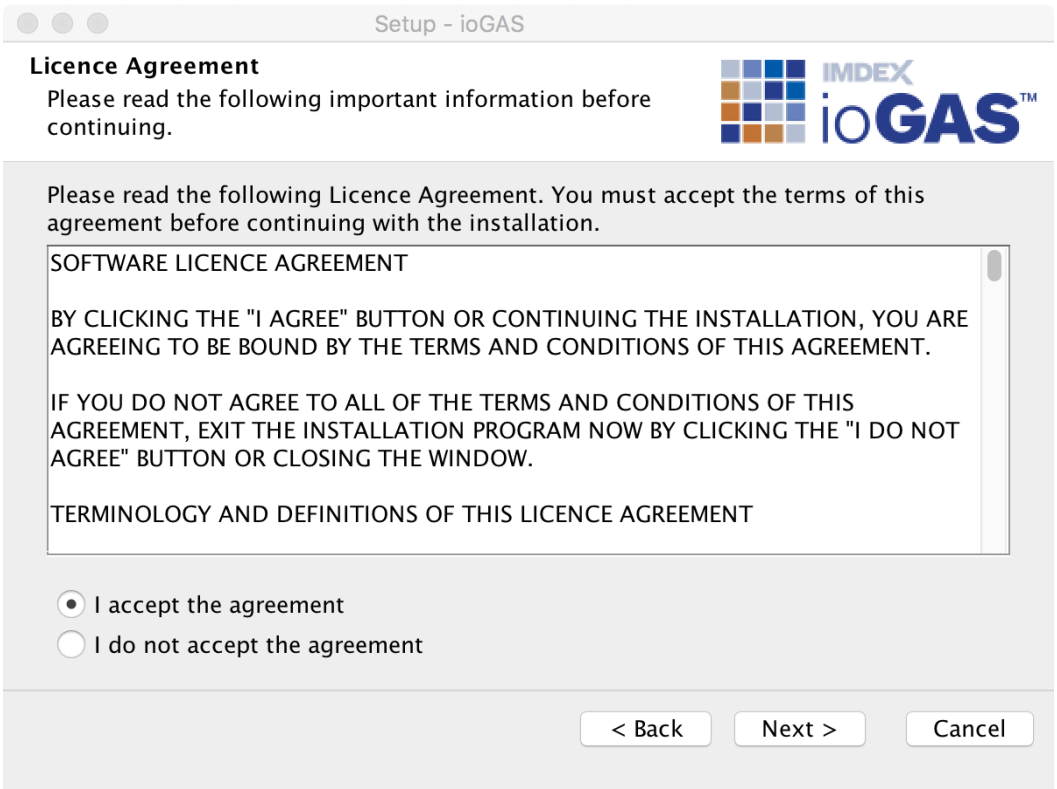
To install ioGAS 8.0 or later on a Mac operating system the computer must be running MacOS 11 (Big Sur) or later as these versions support Java 11.

1. Download the latest ioGAS MacOS installer file from the ioGAS website. Registration is required in order to download. Downloads can also be obtained via **Check for Updates** on the **Help** ribbon within the ioGAS application.
2. Browse to the location of the installer file on the computer and double click to run.

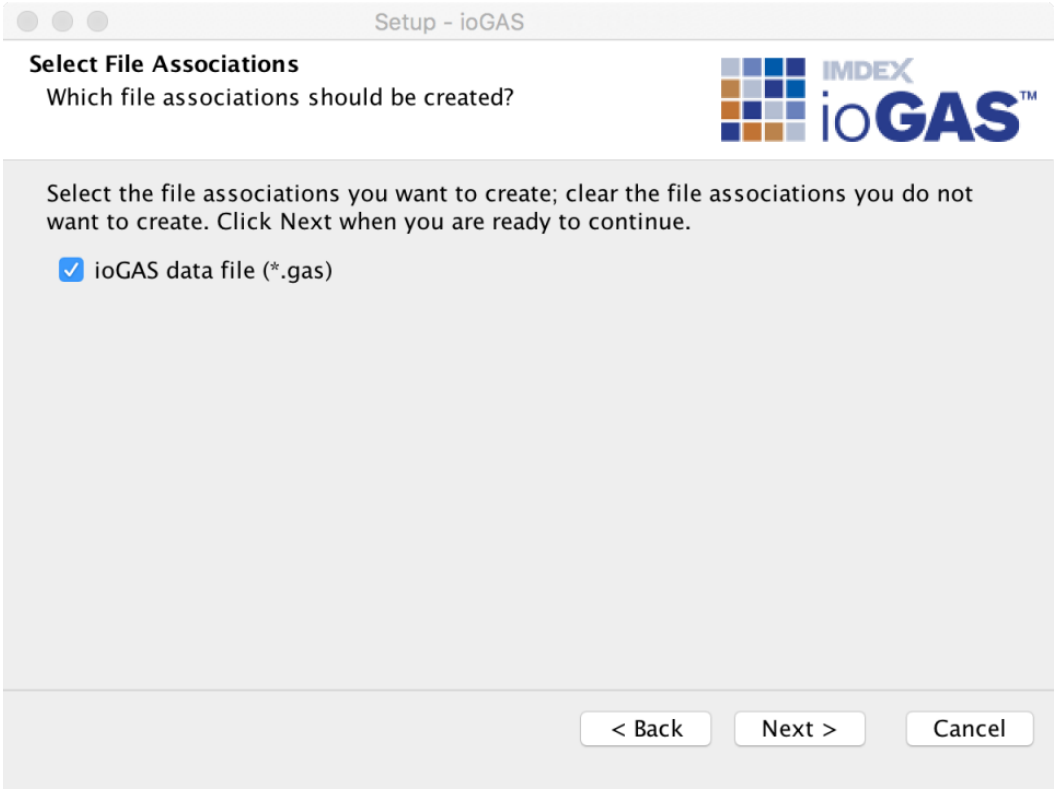


3. The Welcome page is displayed.

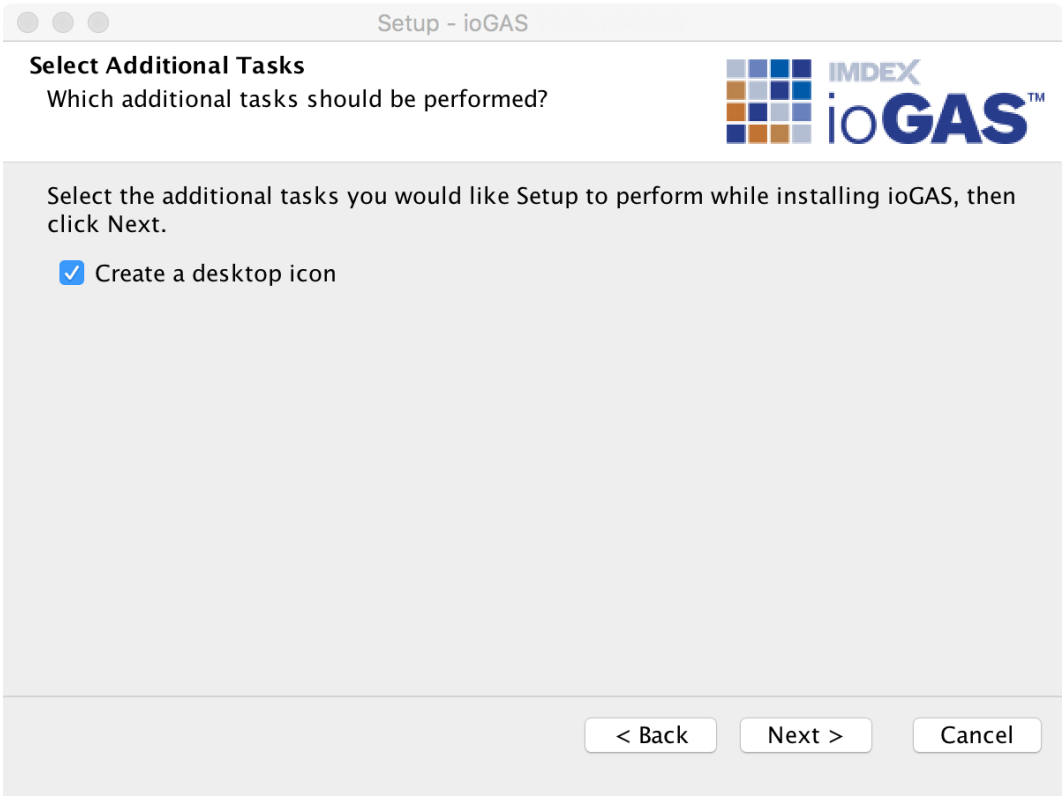
4. Read and accept the **Licence Agreement** and click **Next** to continue. A copy of this licence agreement is available in the ioGAS installation folder on your computer for future reference.



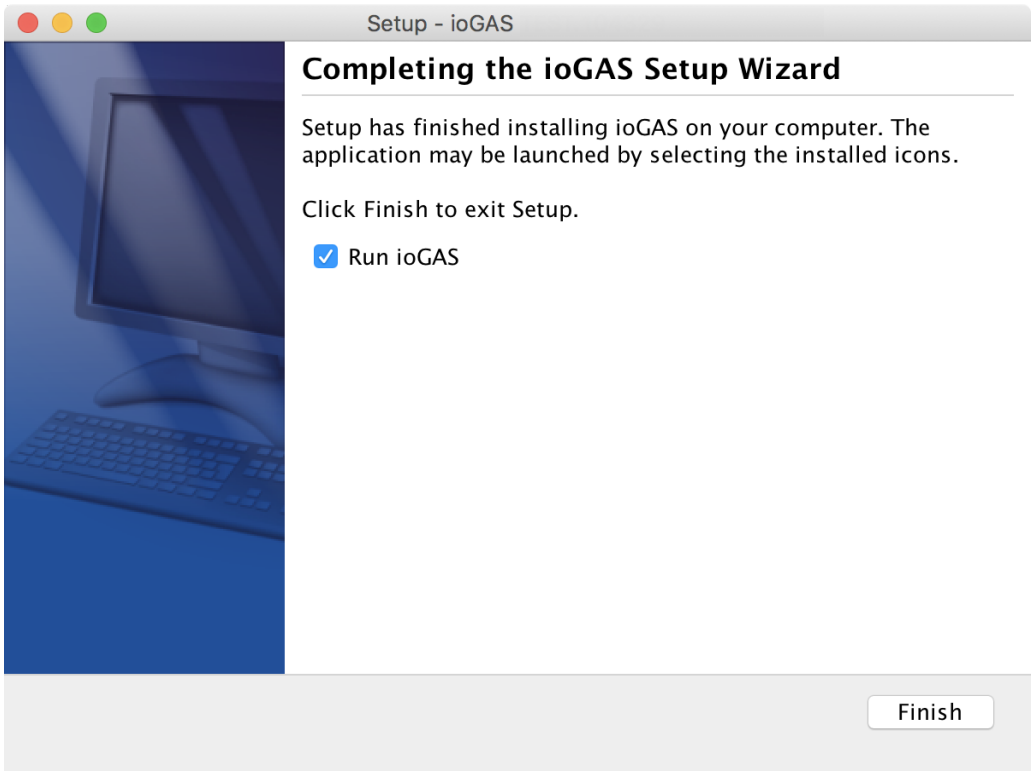
5. The **Select File Associations** window enables the application to open when an ioGAS generated file is double-clicked in Finder. Click **Next** to continue.



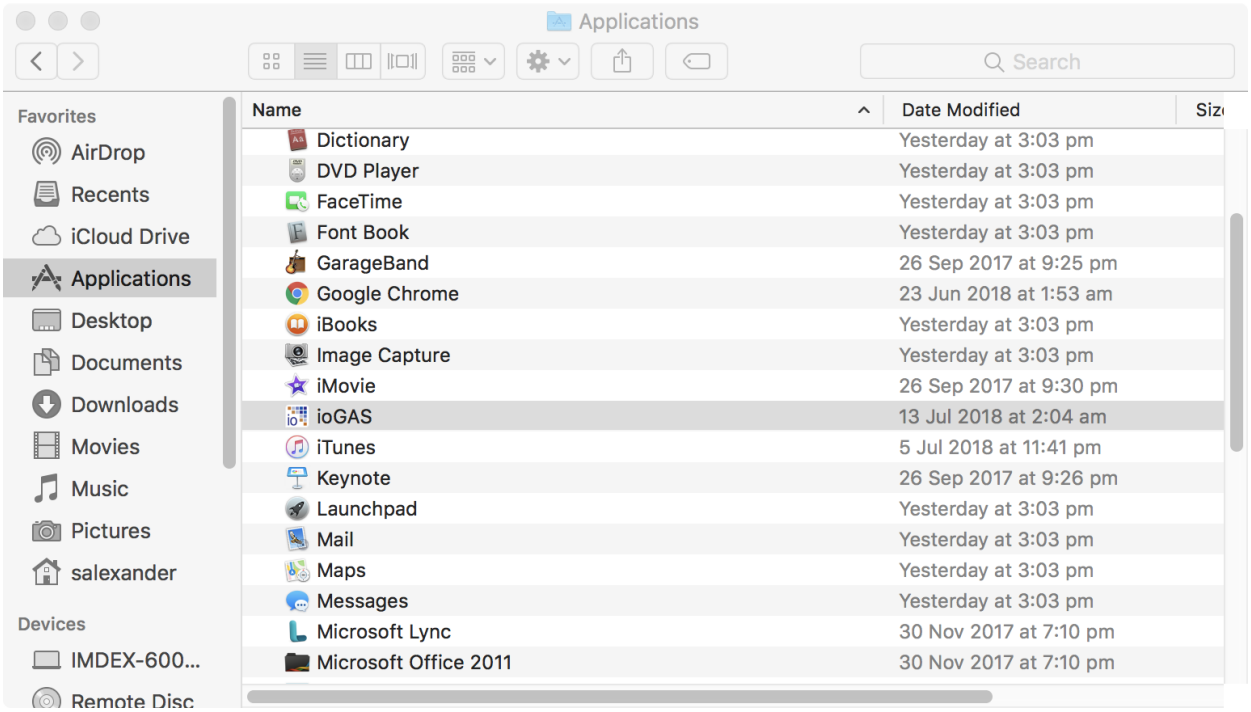
6. To create an ioGAS desktop icon, check the box in the **Select Additional Tasks** window. Click **Next** to continue.



7. In the final Setup Wizard dialog click on the **Finish** button.



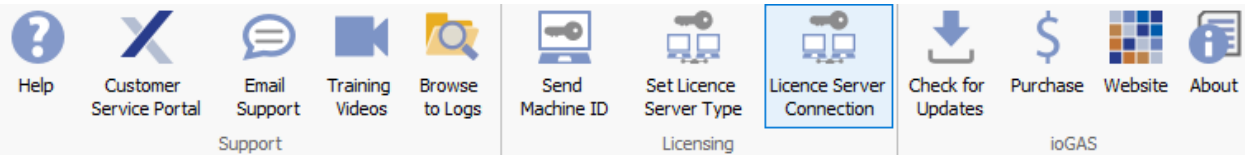
8. Once installed, ioGAS is displayed in the **Applications** list:


Applications
Search
Favorites
AirDrop
Recents
iCloud Drive
Applications
Desktop
Documents
Downloads
Movies
Music
Pictures
salexander
Devices
IMDEX-600...
Remote Disc
Name
Date Modified
Dictionary
Yesterday at 3:03 pm
DVD Player
Yesterday at 3:03 pm
FaceTime
Yesterday at 3:03 pm
Font Book
Yesterday at 3:03 pm
GarageBand
26 Sep 2017 at 9:25 pm
Google Chrome
23 Jun 2018 at 1:53 am
iBooks
Yesterday at 3:03 pm
Image Capture
Yesterday at 3:03 pm
iMovie
26 Sep 2017 at 9:30 pm
ioGAS
13 Jul 2018 at 2:04 am
iTunes
5 Jul 2018 at 11:41 pm
Keynote
26 Sep 2017 at 9:26 pm
Launchpad
Yesterday at 3:03 pm
Mail
Yesterday at 3:03 pm
Maps
Yesterday at 3:03 pm
Messages
Yesterday at 3:03 pm
Microsoft Lync
30 Nov 2017 at 7:10 pm
Microsoft Office 2011
30 Nov 2017 at 7:10 pm

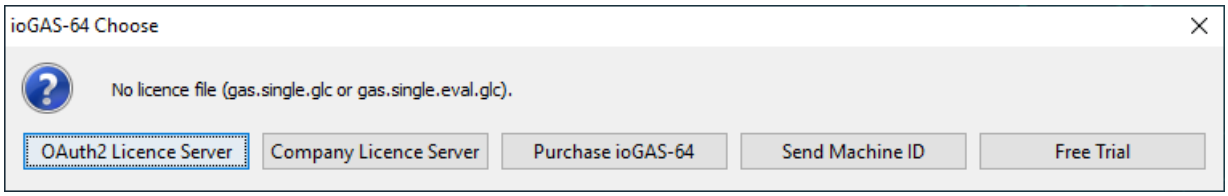
Obtain Floating Server Licence Token

If your organisation has purchased and installed an ioGAS Floating Server Licence, please see below for details on how to connect to the server, obtain a licence token and return the token back to the server when you have finished using it. Floating server licence tokens are shared over a network between multiple users. Tokens are borrowed from the server and can be returned manually by the user or automatically when the selected check out time expires. While a token is checked out the ioGAS software can be used offline during this time. Tokens are automatically returned to the server when the offline time period expires or they can be manually returned earlier if required.

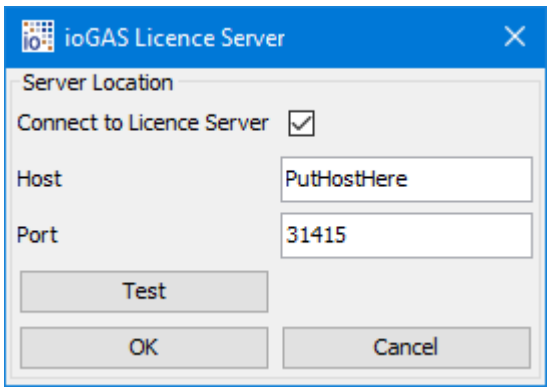
1. Start the ioGAS application. If the trial period is still valid, go to the **Help** ribbon and select **Licence Server Connection**



   If the trial period has expired click on the **Company Licence Server** button in the message window below:

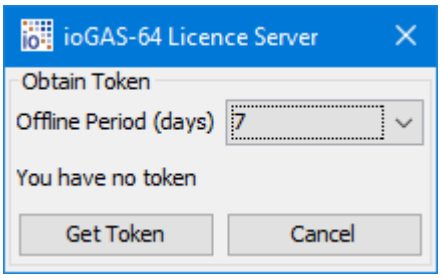


2. The **ioGAS Licence Server** dialog is displayed.

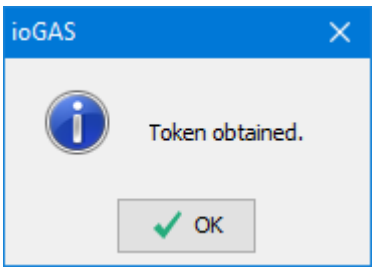


3. Check the **Connect to Licence Server** box.

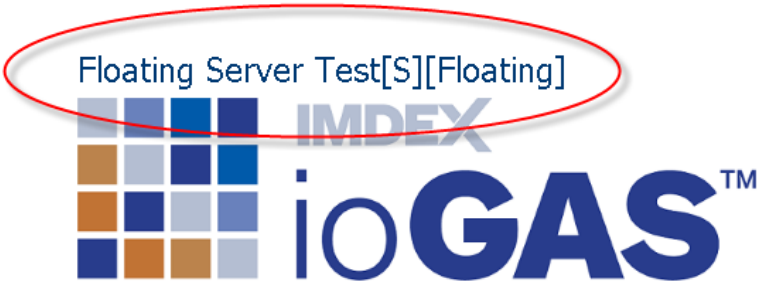
4. In the **Host** window enter the server name or IP address where the ioGAS server licence software is installed. You may need to contact your IT Administrator for this information. Enter the **Port** number if it is not the default 31415.
5. Click on the **Test** button to make sure the network connection is working. If a **Successful connection to Floating server at PutHostHere:31415** message is not displayed or you receive any other error messages contact your IT Administrator. Otherwise click **OK** twice to exit this dialog and continue to this dialog:



6. Select an **Offline Period (days)** between 1 and 90 days (24 hours-12 weeks). The offline period is the duration for which the ioGAS software can be used while not connected to the server licence network. Please note that each time the software is started while connected to the server licence network however, the token offline period will automatically refresh so it will be valid from the current date.
7. Click **Get Token** to finish.



8. Re-start ioGAS for the server licence token to take effect. The organisation name followed by **[S] [Floating]** is displayed on the screen when the program is running with a floating server licence as in the example below:



Classification | Public

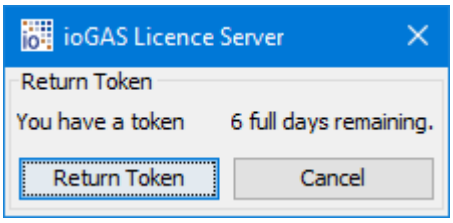
Return Token

A token is automatically returned to the server when the selected offline period expires. A warning message is displayed when there are less than 2 full days remaining in the offline period. If the software is started while connected to the server licence network before the expiry date, the token offline period is refreshed so that it is valid for the selected period of time from the current date.

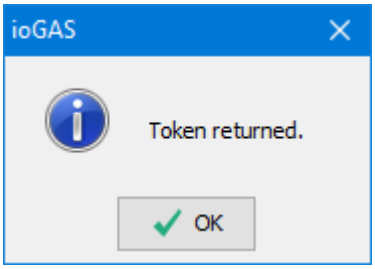
To manually return a token to the licence server:

1. Go to the Help ribbon and select **Licence Server Connection**

2. The **ioGAS Licence Server** dialog is displayed. Click **OK** to continue.



3. Select **Return Token**. If you have unsaved edits in the currently open ioGAS file you will be prompted to save them.



4. When you click **OK** the ioGAS software is closed.

If you experience any problems connecting to the server or obtaining a token please contact your IT Administrator for assistance.

To view your ioGAS floating token details at any time see **Help>About** ribbon option.

Support

Customer Service Portal

The Help ribbon provides access to the IMDEX Customer Service portal for existing ioGAS users. Search the ioGAS knowledge base, get help or request an enhancement. The support portal can also be used to lodge licence requests. A one-off registration is required to access the customer service portal.

Where possible include a screen capture of the **Help>About** information and a copy of the **log.txt** files. (Use **Browse to Logs** on the Help ribbon to locate the log files).

Technical support is not intended to provide remote training in the software. For training enquiries please contact iogas@imdexlimited.com.

Technical support is available for maintained clients only. Server and single seat (timed) licences automatically include technical support. Existing single seat (perpetual) licence holders must pay an ongoing annual maintenance fee in order to continue to receive technical support.

Email Support

Email support is available for trial users and existing ioGAS clients who are unable to access the IMDEX Customer Service Portal.

Contact Details:

Email: iogas.support@imdexlimited.com