IMDEX ioGASTM

Classic Server Installation Guide v8.2









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Classic Server Licence Model

Classic server licence tokens are issued over a network to individual computers in the order in which they connect to the server, up to the total number of tokens purchased. Tokens are issued for a specified period (minimum 4 weeks to maximum 12 weeks) and enable the software to be used offline during this time. The token automatically becomes available to other users when it expires but there is no provision to return the token to the server early.

This model is recommended for organisations with a number of users who will be using ioGAS on a regular basis and require the software on their computer for the majority of the 12 month lease period. Stand-alone licences for individual computers may be issued in lieu of server issued tokens if some users are unable to connect to the server. Available as a renewable 12 month lease.

All academic server licences are the classic server licence model.



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.

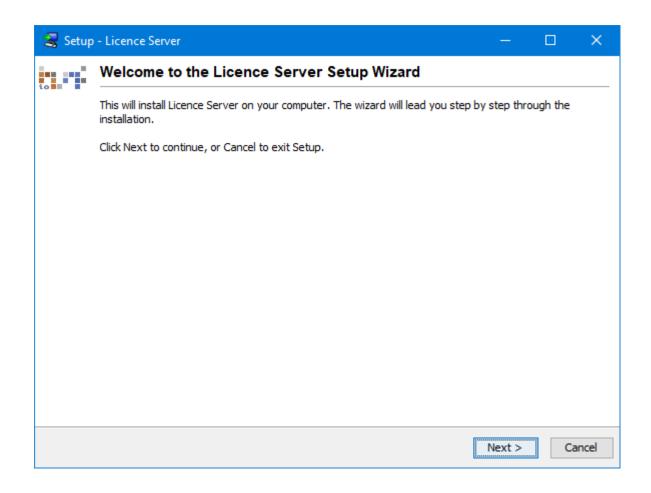


Install Server Licence Software

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.

😪 Setup - Licence Server	—		×
Select Destination Directory Where should Licence Server be installed?			
Select the folder where you would like Licence Server to be installed, then click Next.			
Destination directory			
C:\Program Files (x86)\joAnalytics\Licence.Server3		Browse	
Required disk space: 182 MB Free disk space: 200,085 MB			
< Back	Next :	>	Cancel

- 6. In the final Setup Wizard window click on the Finish button.
- 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 <u>iogas.support@imdexlimited.com</u>.

Alternatively, register and/or login to the IMDEX <u>Customer Service</u> 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.

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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 <u>Test Server Licence Connection</u> for more details.

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

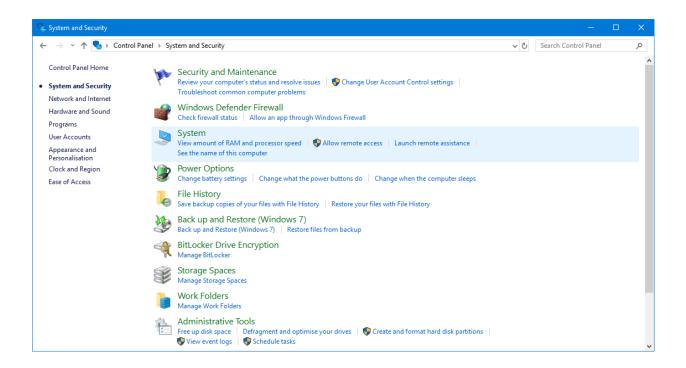
Uninstall

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.

ightarrow 🛧 📸 > Contro	ol Panel > System and Security > Administrative	Tools			~ Ō	Search Administrative Tools	Q
^	Name	Date modified	Туре	Size			
Quick access	n Component Services	12/04/2018 9:34 AM	Shortcut	2 KB			
💻 This PC 🛛 🖈	Computer Management	12/04/2018 9:34 AM	Shortcut	2 KB			
🗄 Documents 🛛 🖈	Defragment and Optimise Drives	12/04/2018 9:34 AM	Shortcut	2 KB			
ioGAS 🖈	Tisk Clean-up	12/04/2018 9:34 AM	Shortcut	2 KB			
Analysis Menu	Event Viewer	12/04/2018 9:34 AM	Shortcut	2 KB			
CIPW (Simple)	🔝 iSCSI Initiator	12/04/2018 9:34 AM	Shortcut	2 KB			
Downloads	Local Security Policy	12/04/2018 9:35 AM	Shortcut	2 KB			
<u> </u>	ODBC Data Sources (32-bit)	12/04/2018 9:34 AM	Shortcut	2 KB			
Licensing	DDBC Data Sources (64-bit)	12/04/2018 9:34 AM	Shortcut	2 KB			
Dropbox (ioServices)	Derformance Monitor	12/04/2018 9:34 AM	Shortcut	2 KB			
OneDrive	🔚 Print Management	12/04/2018 9:35 AM	Shortcut	2 KB			
OneDrive	necovery Drive	12/04/2018 9:34 AM	Shortcut	2 KB			
This PC	🛞 Resource Monitor	12/04/2018 9:34 AM	Shortcut	2 KB			
🗊 3D Objects	🙈 Services	12/04/2018 9:34 AM	Shortcut	2 KB			
Desktop	🐼 System Configuration	12/04/2018 9:34 AM	Shortcut	2 KB			
Documents	👰 System Information	12/04/2018 9:34 AM	Shortcut	2 KB			
Downloads	💮 Task Scheduler	12/04/2018 9:34 AM	Shortcut	2 KB			
T	😭 Windows Defender Firewall with Advanc	12/04/2018 9:34 AM	Shortcut	2 KB			
Music	📷 Windows Memory Diagnostic	12/04/2018 9:34 AM	Shortcut	2 KB			
Pictures							
Videos							
L Windows (C:)							



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

-ile Action View	Help					
	3 🗟 🛛 🖬 🕨 🔲 🕪					
Services (Local)	Services (Local)					
	ioAnalytics licence server	Name	Description	Status	Startup Type	Loc
		🎑 Hyper-V Heartbeat Service	Monitors th		Manual (Trigg	Loc
	Stop the service	Hyper-V PowerShell Direct S	Provides a m		Manual (Trigg	Loc
	Restart the service	🚇 Hyper-V Remote Desktop Vi	Provides a pl		Manual (Trigg	Loc
		Hyper-V Time Synchronizati	Synchronize		Manual (Trigg	Loc
	Description:	🙀 Hyper-V Volume Shadow Co	Coordinates		Manual (Trigg	Lo
	ioAnalytics Licence Server	🕵 IKE and AuthIP IPsec Keying	The IKEEXT s		Manual (Trigg	Lo
		infrared monitor service	Detects othe		Manual	Lo
		🙀 Internet Connection Sharing	Provides net		Manual (Trigg	Lo
		ioAnalytics licence server	ioAnalytics L	Running	Automatic	Lo
		🖏 IP Helper	Provides tun	Running	Automatic	Lo
		🌼 IP Translation Configuration	Configures a		Manual (Trigg	Lo
		🖏 IPsec Policy Agent	Internet Prot		Manual (Trigg	Ne
		🎑 KtmRm for Distributed Trans	Coordinates		Manual (Trigg	Ne
		🎑 Language Experience Service	Provides infr		Manual	Lo
		🎑 Link-Layer Topology Discove	Creates a Ne		Manual	Lo
		🎑 Local Profile Assistant Service	This service		Manual (Trigg	Lo
		🖏 Local Session Manager	Core Windo	Running	Automatic	Lo
		🎑 MessagingService_17a63	Service supp		Manual (Trigg	Lo
			Diagnostics		Manual	Lo
		🎑 Microsoft (R) Diagnostics Hu				
		Microsoft (R) Diagnostics Hu	Enables user	Running	Manual (Trigg	Lo
			Enables user Manages Ap	Running	Manual (Trigg Disabled	Lo

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.



ioAnalytic	s licence	server Pro	perties (Local (Computer)		×
General	Log On	Recovery	Dependencies			
Service	name:	ioAnalytics	licence server			
Display	name:	ioAnalytics	licence server			
Descript	ion:	ioAnalytics	Licence Server		\sim	
	executabl gram Files		ytics\Licence.Ser	ver3\Licence.	Server.exe"	
Startup	type:	Automatic	;		~	
Service	status:	Running				
S	tart	Stop	p Pa	ause	Resume	
You car from her		ne start para	meters that apply	y when you st	art the service	
Start pa	rameters:					
			ОК	Cancel	Apply	

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

🔍 Interactive Services Detection	Enables user		Manual
🔍 Internet Connection Sharing (I	Provides net		Disabled
🤹 ioAnalytics licence server	ioAnalytics	Started	Automatic
🔍 IP Helper	Provides aut	Started	Automatic
🔍 IPsec Policy Agent	Internet Pro	Started	Automatic

If you are still having problems please lodge a support issue through the IMDEX <u>Customer Care Portal</u> or send an email to <u>iogas.support@imdexlimited.com</u>. 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.



Technical Specifications

Runtime PermissionsAdministrator 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.</username></username>		
RAM2+ GB recommended.GraphicsPerformance may vary with graphics card.Printer/PlottersUses operating system defaults.Installation PermissionsMust be installed while logged on with Administrator permissions.Runtime PermissionsAdministrator 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\Roaming\ and to c:\Users\<username>\AppData\Local\Temp. This is allowed by default. User must have access to the Windows while 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.NetworkInternet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.<th>Operating System</th><th>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</th></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username></username>	Operating System	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
GraphicsPerformance may vary with graphics card.Printer/PlottersUses operating system defaults.Installation PermissionsMust be installed while logged on with Administrator permissions.Runtime PermissionsAdministrator 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\<users\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.NetworkInternet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.</br></br></users\users\<username></username>	CPU	
Printer/PlottersUses operating system defaults.Installation PermissionsMust be installed while logged on with Administrator permissions.Runtime PermissionsAdministrator 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.NetworkInternet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.</username></username>	RAM	2+ GB recommended, 1 GB minimum required.
Installation PermissionsMust be installed while logged on with Administrator permissions.Runtime PermissionsAdministrator 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\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.NetworkInternet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.</username></username></username>	Graphics	Performance may vary with graphics card.
Runtime PermissionsAdministrator 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.NetworkInternet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.</username></username>	Printer/Plotters	Uses operating system defaults.
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.NetworkInternet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS.</username></username>	Installation Permissions	Must be installed while logged on with Administrator permissions.
Network Internet required to download software, receive licence key (single seat licence) or obtain server token. Internet not required to run ioGAS. Supporting Software Internet not required to run ioGAS.	Runtime Permissions	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</username></username>
key (single seat licence) or obtain server token. Internet not required to run ioGAS.	Installation Disk Space	
	Network	
URL Sites It is recommended that ioGAS can access any	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 <u>website</u>. 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.

Setup - ioGAS-64	– 🗆 X
	Welcome to the ioGAS-64 Setup Wizard
io GAS	This will install ioGAS-64 on your computer. The wizard will lead you step by step through the installation.
	Click Next to continue, or Cancel to exit Setup.
	Next > Cancel

Click Next in the Setup Wizard to continue.

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



icence Agreement Please read the following important info	rmation before continuing.		SAS
Please read the following Licence Agree with the installation.	ment. You must accept the te	rms of this agreement before	continuing
SOFTWARE LICENCE AGREEMENT			^
BY CLICKING THE "I AGREE" BUTTON O BOUND BY THE TERMS AND CONDITIO		ATION, YOU ARE AGREEING	TO BE
IF YOU DO NOT AGREE TO ALL OF THE INSTALLATION PROGRAM NOW BY CLI WINDOW.			
TERMINOLOGY AND DEFINITIONS OF T	THIS LICENCE AGREEMENT		
"SOFTWARE" - All software programs a support files and documentation.	accompanying this licence agre	eement, including program file	s, v
 I accept the agreement 			
○ I do not accept the agreement			

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.



Setup - ioGAS-64		—		×
Select Destination Directory Where should ioGAS-64 be installed?			Â	S
Select the folder where you would like ioGAS-64 to be installed, then	dick Next.			
Destination directory				
C: \Program Files \ioAnalytics \ioGAS-64		Brov	wse	
Required disk space: 361 MB				
Free disk space: 225,148 MB				
	< Back	Next >	Ca	ncel

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.



Select Start Menu Folder Where should Setup place the program's shortcuts?		AS
Select the Start Menu folder in which you would like Setup to		
🗹 Create a Start Menu folder		
IMDEX		
7-Zip		^
Accessibility		
Accessories		
Administrative Tools		
CoDaPack		
CutePDF		
Datamine		
Dropbox		
Encom Programs		
Free Download Manager		
Intel		~
Create shortcuts for all users		
Create shortcuts for all users		

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.



Setup - ioGAS-64		—		×
Select File Associations Which file associations should be created?			A	5™
Select the file associations you want to create; clear the file associations when you are ready to continue.	s you do not war	nt to create.	Click Ne	xt
☑ ioGAS-64 data file (*.gas)				
[< Back	Next >	Car	ncel

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



Setup - ioGAS-64		—		×
Select Additional Tasks Which additional tasks should be performed?			A	5 ™
Select the additional tasks you would like Setup to perform while installing io	GAS-64, ther	n dick Next		
<	: Back	Next >	Car	ncel

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.

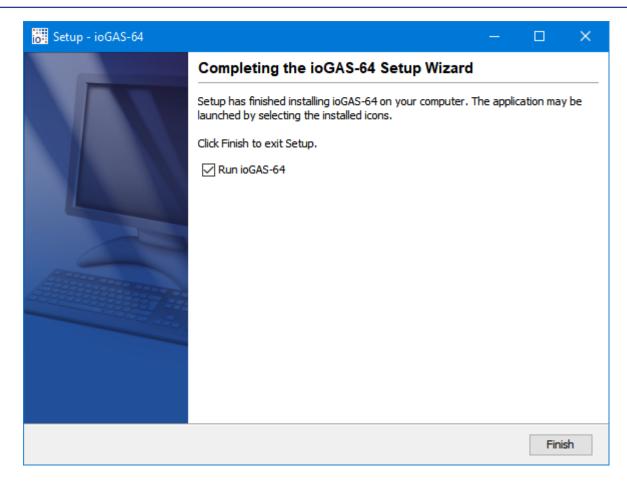


o Setup - ioGAS-64	– 🗆 X
Run additional installer Install an optional component used by ioGAS.	
Install acQuireDirect for ioGAS Link ?	
	Next > Cancel

- 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.







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 <u>website</u>. 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.



	Setup - ioGAS
	Welcome to the ioGAS Setup Wizard
io GAS	This will install ioGAS on your computer. The wizard will lead you step by step through the installation.
	Click Next to continue, or Cancel to exit Setup.

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.

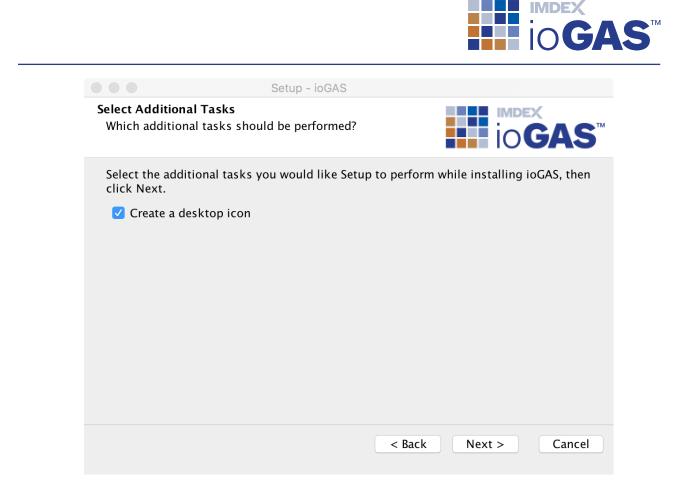
Setup - ioGAS	
Licence Agreement Please read the following important information before continuing.	тм
Please read the following Licence Agreement. You must accept the terms of this agreement before continuing with the installation.	
SOFTWARE LICENCE AGREEMENT	
BY CLICKING THE "I AGREE" BUTTON OR CONTINUING THE INSTALLATION, YOU ARE AGREEING TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT, EXIT THE INSTALLATION PROGRAM NOW BY CLICKING THE "I DO NOT AGREE" BUTTON OR CLOSING THE WINDOW.	
TERMINOLOGY AND DEFINITIONS OF THIS LICENCE AGREEMENT	
• I accept the agreement	
I do not accept the agreement	
< Back Next > Cancel	



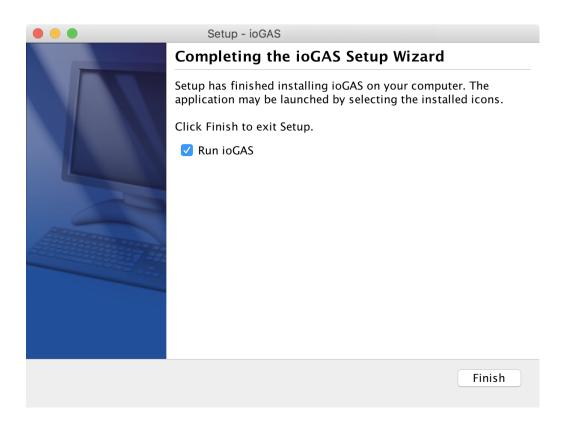
5. The **Select File Associations** window enables the application to open when an ioGAS generated file is double-clicked in Finder. Click **Next** to continue.

	Setup - ioGAS	
Select File Associati Which file associati	ons should be created?	io gas ™
	iations you want to create; cle k Next when you are ready to e	ear the file associations you do not continue.
🗹 ioGAS data file	(*.gas)	
		< Back Next > Cancel

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:

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< >		Q Search	
Favorites	Name	 Date Modified 	Siz
AirDrop	Dictionary	Yesterday at 3:03 pm	
	DVD Player	Yesterday at 3:03 pm	
Recents	💽 FaceTime	Yesterday at 3:03 pm	
iCloud Drive	Font Book	Yesterday at 3:03 pm	
Applications	the GarageBand	26 Sep 2017 at 9:25 pm	
	📀 Google Chrome	23 Jun 2018 at 1:53 am	
Desktop	😃 iBooks	Yesterday at 3:03 pm	
Documents	Image Capture	Yesterday at 3:03 pm	
Downloads	🙀 iMovie	26 Sep 2017 at 9:30 pm	
Downloads	ioGAS	13 Jul 2018 at 2:04 am	
Movies	iTunes	5 Jul 2018 at 11:41 pm	
Music	T Keynote	26 Sep 2017 at 9:26 pm	
_	💰 Launchpad	Yesterday at 3:03 pm	
Pictures	📕 Mail	Yesterday at 3:03 pm	
😭 salexander	Naps	Yesterday at 3:03 pm	
	👝 Messages	Yesterday at 3:03 pm	
Devices	📙 Microsoft Lync	30 Nov 2017 at 7:10 pm	
IMDEX-600	Microsoft Office 2011	30 Nov 2017 at 7:10 pm	



Obtain Classic Server Licence Token

If your organisation has purchased and installed a corporate or academic ioGAS Classic Server Licence, please follow the steps below to make a connection and obtain a token. Classic server licence tokens are issued over a network to individual computers in the order in which they connect to the server, up to the total number of licences purchased. Tokens are issued for a specified period (minimum 28 days to maximum 90 days) and are automatically returned to the server when the time period expires. While a token is checked out the ioGAS software can be used offline during this time. The token automatically becomes available to other users when it expires but there is no provision to return the token to the server early.

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

8	X	Ø		₽ O (-0			1	\$		6
Help	Customer Service Portal	Email Support	Training Videos	Browse to Logs	Send Machine ID	Set Licence Server Type	Licence Server Connection	Check for Updates	Purchase	Website	About
		Support				Licensing			ioGAS	S	

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

ioGAS-64 Choose	×
No licence file (gas.single.glc or gas.single.eval.glc).	
OAuth2 Licence Server Company Licence Server Purchase ioGAS-64 Send Machine ID Free Trial	

2. The ioGAS Licence Server dialog is displayed.

ioGAS Licence Server		
Server Location		
Connect to Licence Server		
Host	PutHostHere	
Port	31415	
Test		
ОК	Cancel	

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

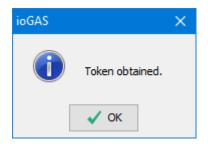


- 4. In the **Host** window enter the server name or IP address where the ioGAS server licence software is installed. You may need to contact your IT Administrator for this information. Enter the **Port** number if it is not the default 31415.
- 5. Click on the **Test** button to make sure the connection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

Otherwise click **OK** twice to exit this dialog and continue to this dialog:

ioGAS Licence Server					
Classic Token Settings					
Automatically Refresh	\checkmark				
Offline Period (days) 28 🗸					
You have a classic token 27 full days remaining.					
Get Token Cancel					

- 6. Select an **Offline Period (days)** between 28 and 90 days (4-12 weeks). The offline period is the duration for which the ioGAS software can be used while not connected to the server licence network.
- 7. To enable continual use of the software check the Automatically Refresh box. This means that each time you start ioGAS while connected to the server licence network the token is refreshed so that it will be valid from the current date for the selected number of days. If this box is not checked, the token will automatically be returned to the server when the offline period expiry date is reached.
- 8. Click Get Token to finish.



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

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

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



Support

Customer Service Portal

The Help ribbon provides access to the IMDEX <u>Customer Service</u> 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