

IMDEX ioGAS™

Software Installation Guide v8.2



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Technical Specifications

Operating System	<p>Windows 10 64-bit</p> <p>Mac OS X 10.8.3 or later (Java 1.8 is bundled with installer)</p> <p>NB. Intel based Mac only as Power PC Macs do not support Java 1.8.</p>
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	<p>Administrator permissions are no longer required from release 4.5. Note users must have permission to write to:</p> <p>C:\ProgramData</p> <p>C:\Users\<Username>\AppData\Roaming\ and to C:\Users\<Username>\AppData\Local\Temp. This is allowed by default.</p> <p>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.</p>
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

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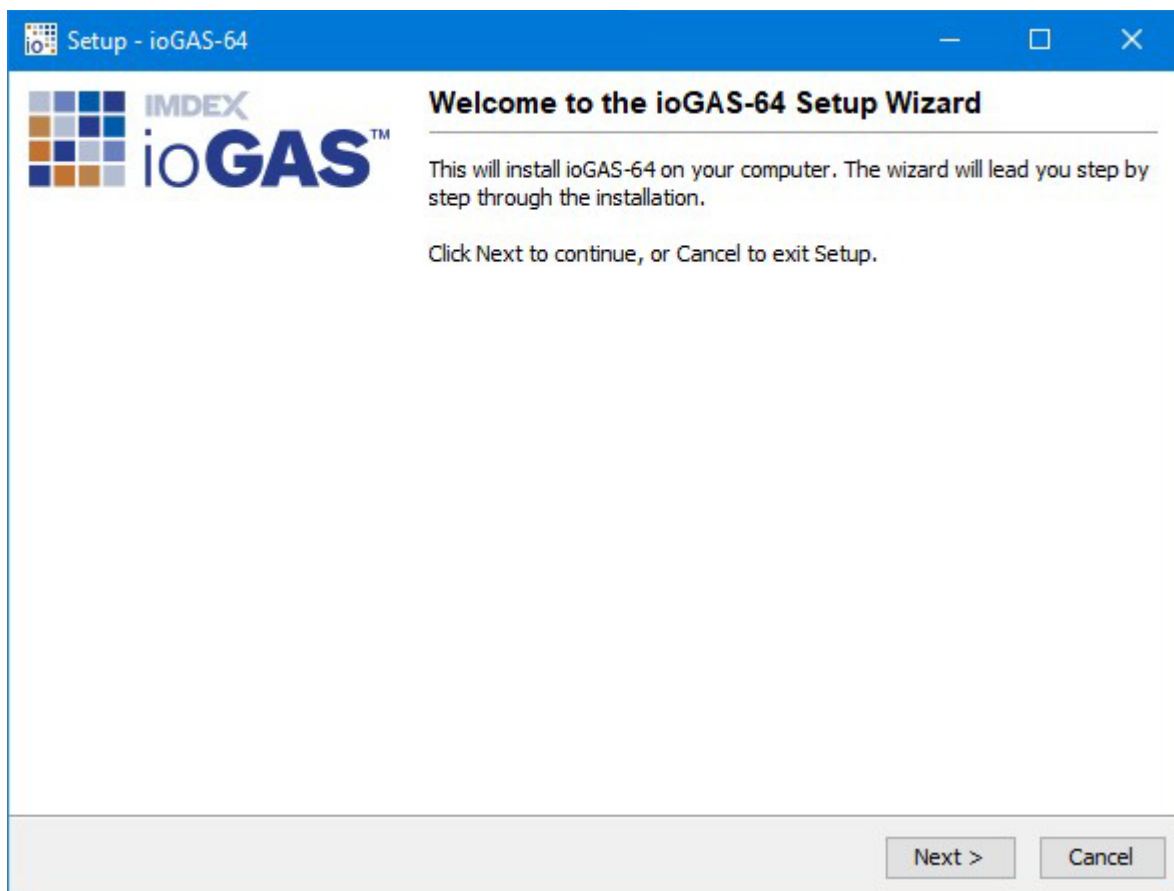
Microsoft Windows Installation

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.

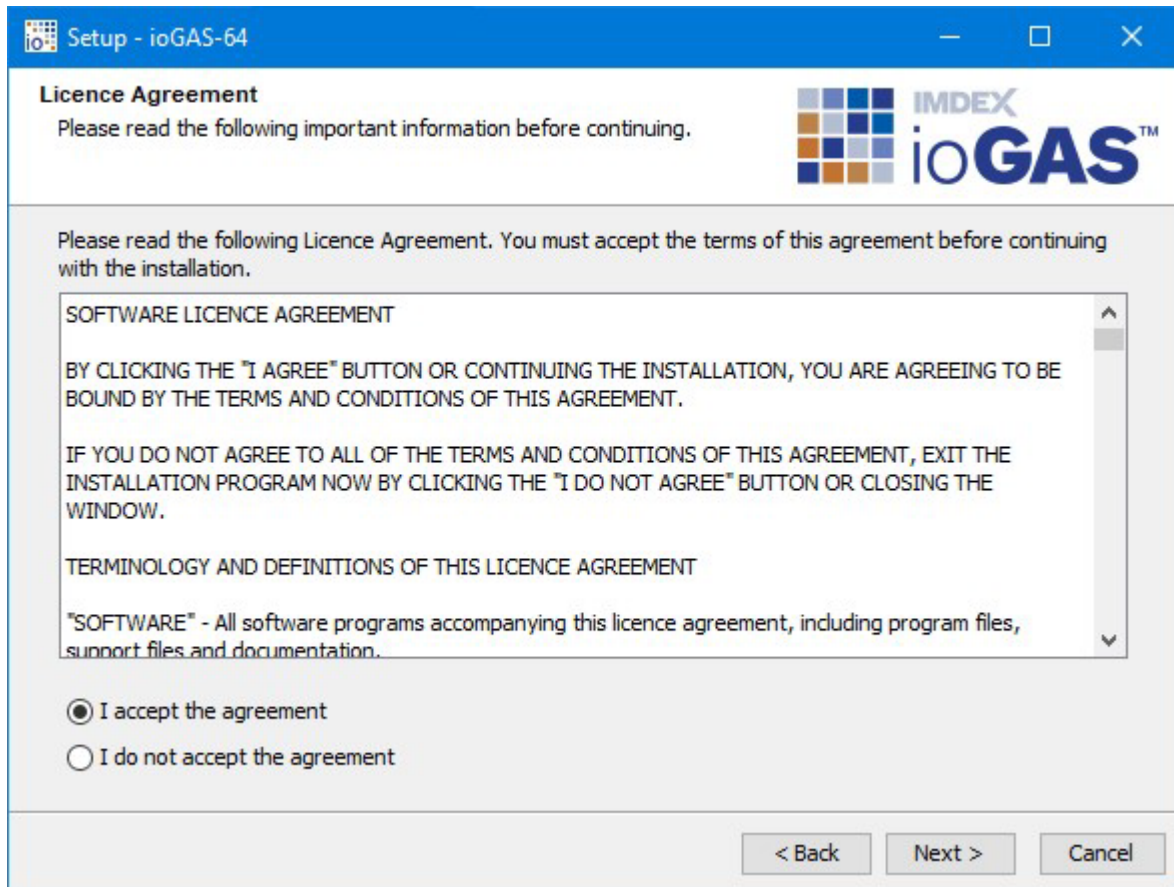
2. Browse to the location of the installer file and double click to run.

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



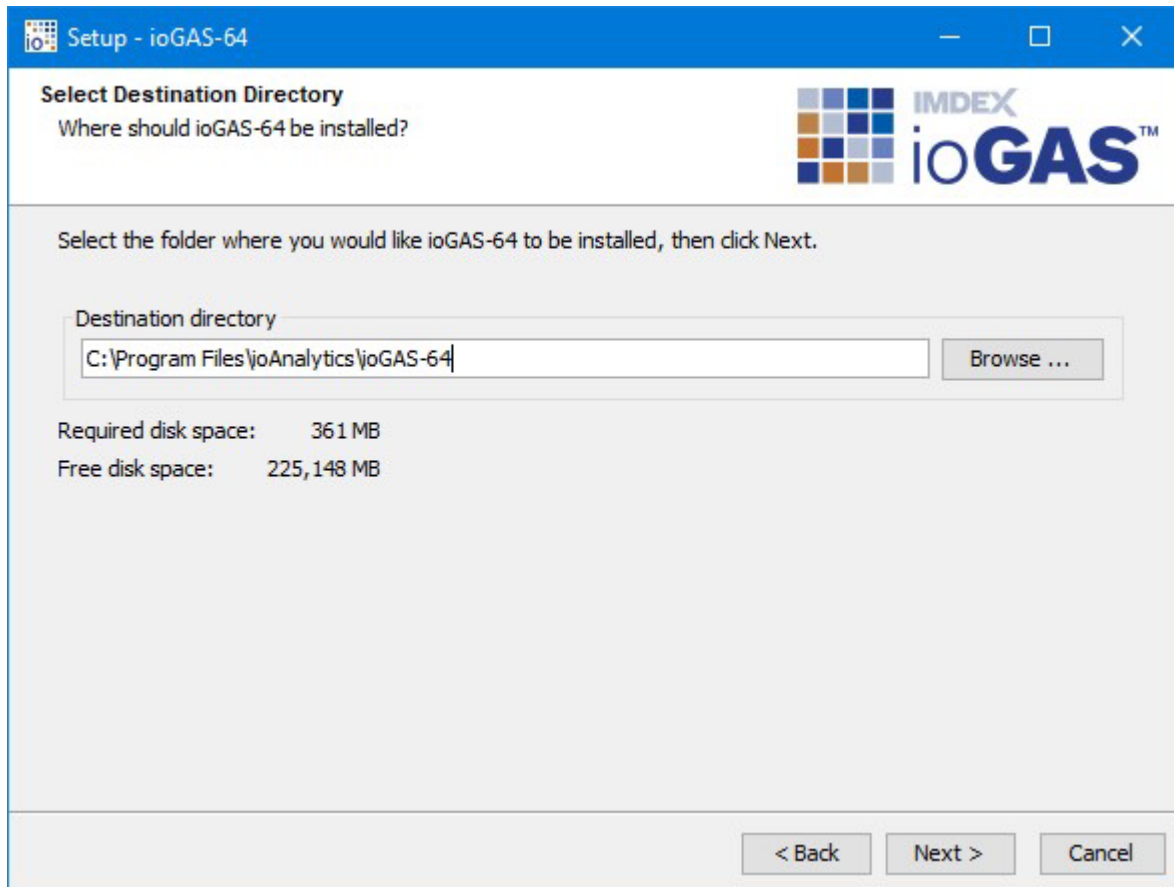
Click **Next** in the **Setup Wizard** to continue.

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.

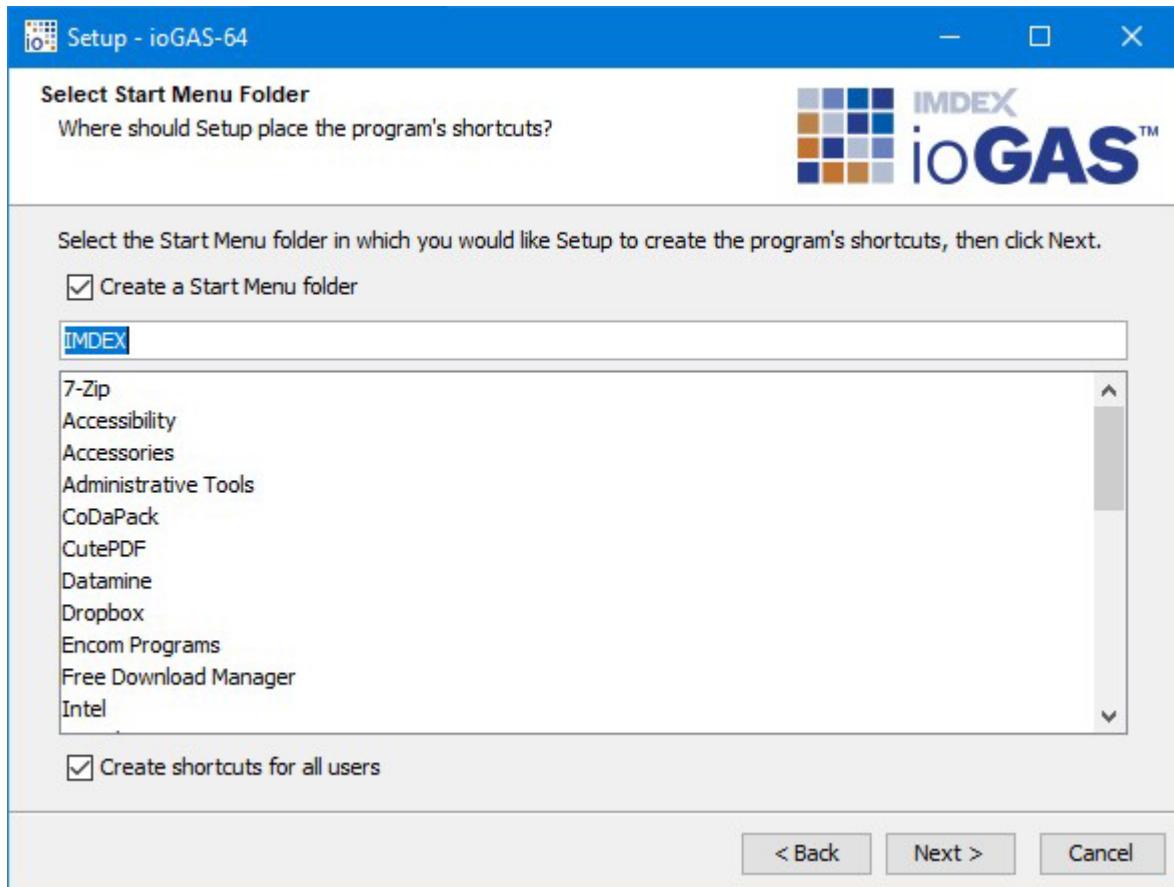


Accept the default location (recommended) or enter the desired installation file path. The default installation folder is as follows:

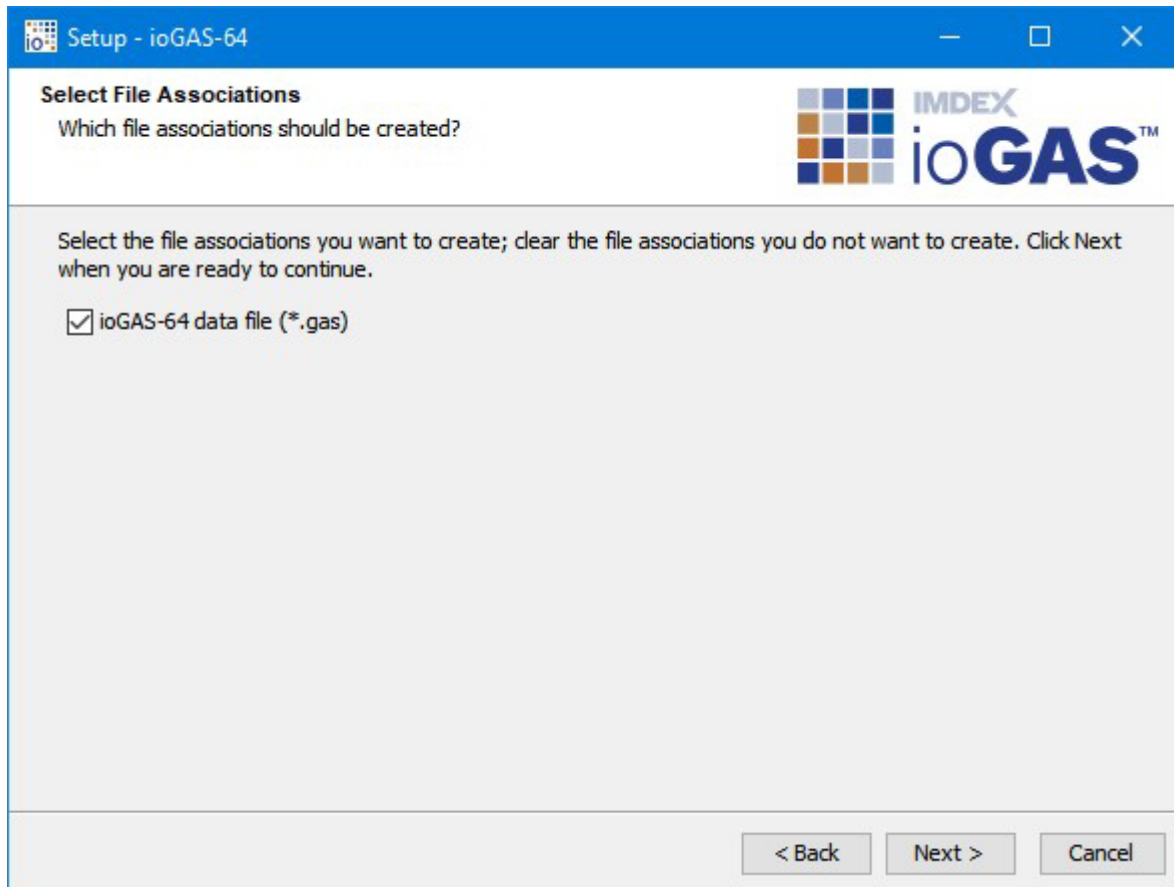
- Windows 64-bit installation - **C:\Program Files\ioAnalytics\ioGAS-64.7.x**

Click **Next** to continue.

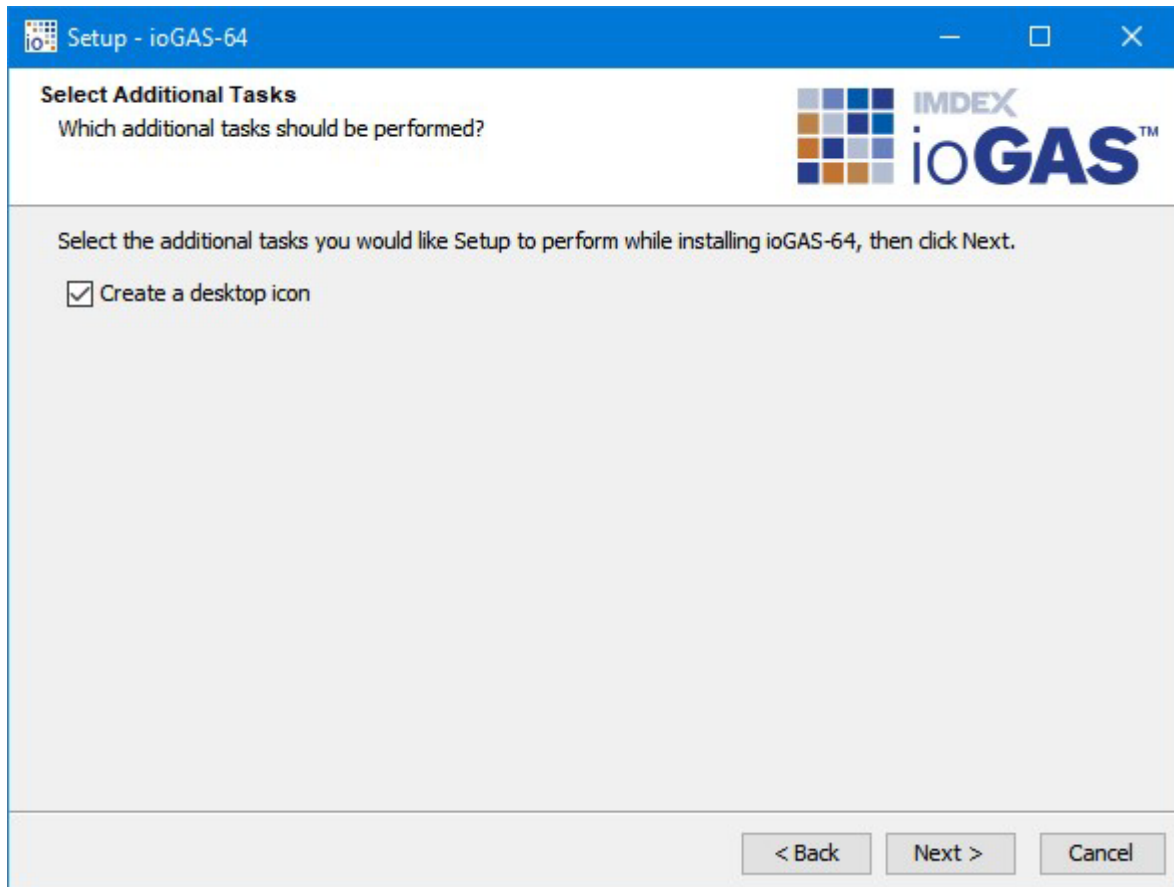
5. Select the **Start Menu Folder** name (default is shown below) and whether to **Create shortcuts for all users**. Click **Next** to continue.



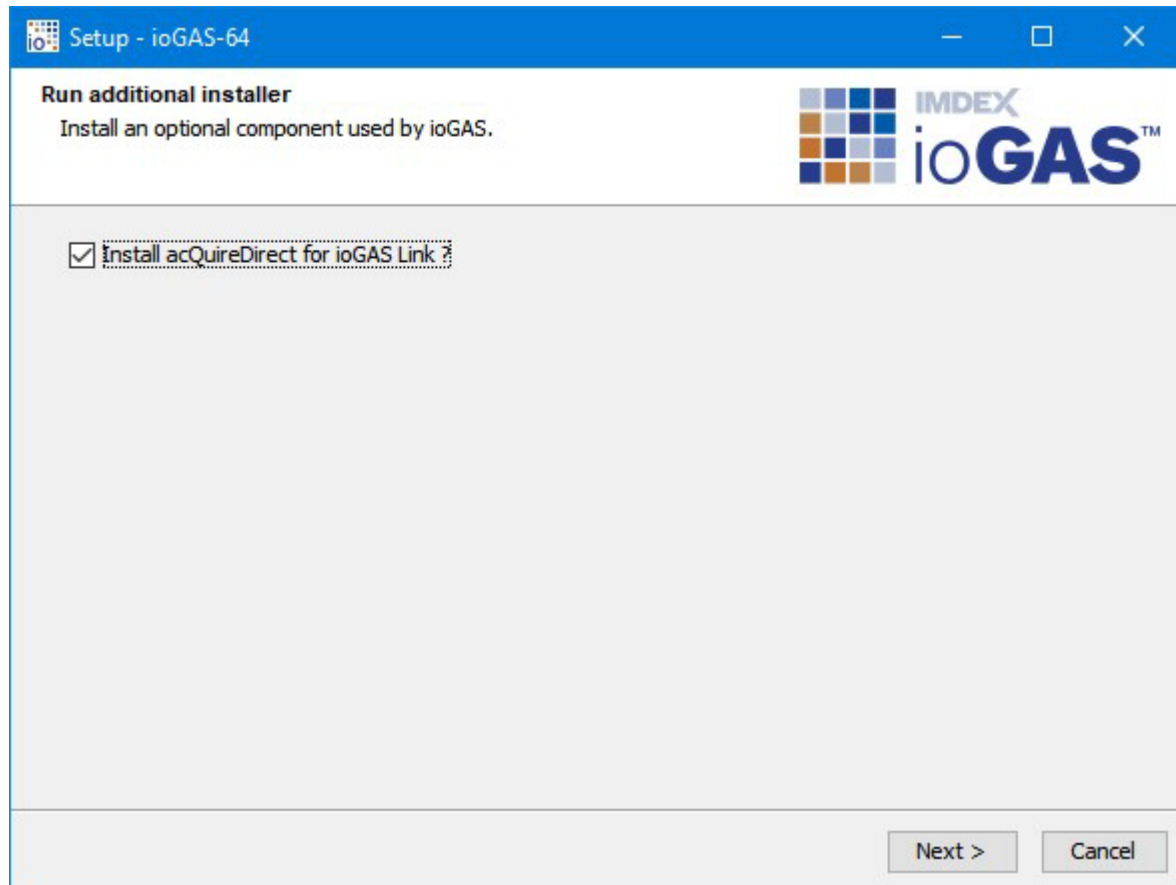
6. The **Select File Associations** dialog enables the ioGAS application to open when an ioGAS file is double-clicked in Windows Explorer. Click **Next** to continue.



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

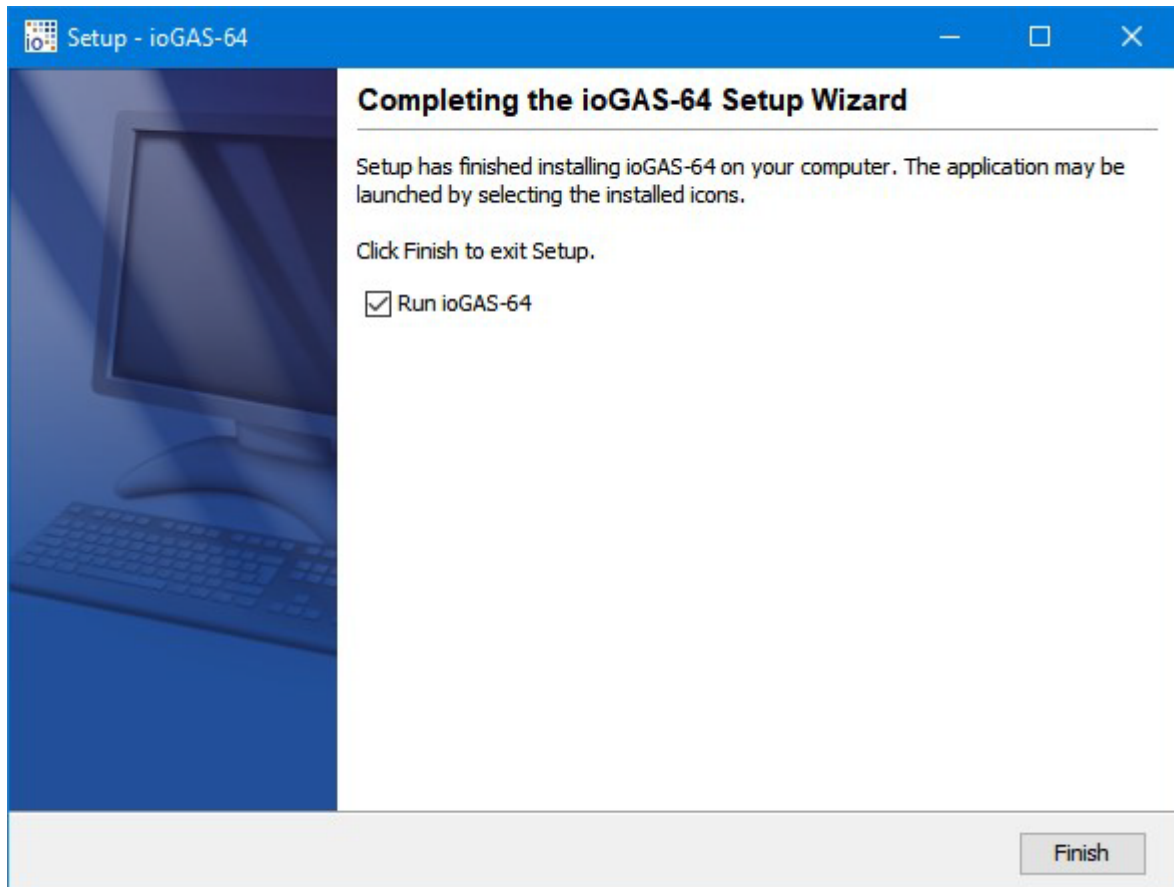


8. An optional installation component is available to users of acQuire Technology Solutions' (acQuire) GIM Suite to enable data to be selected and imported directly into ioGAS via the acQuireDirect API. To install this component, check the **Install acQuireDirect for ioGAS Link?** box otherwise just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

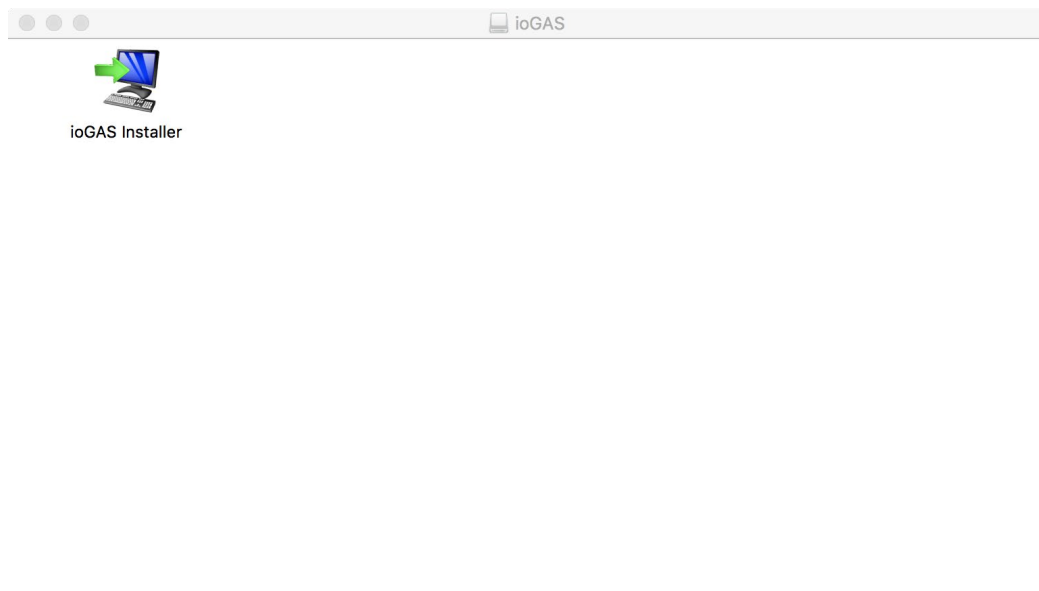


MacOS Installation

To install ioGAS 6.2 or later on a Mac operating system the computer must be running Mac OS X 10.8.3 (Mountain Lion) or later as these versions support Java 8. ioGAS 6.0 – 6.1 require Java 7 which is supported on Mac OS X 10.7.3 (Lion) or later.

Older versions of Mac OS X (Snow Leopard, etc.) require Java 1.6 to be installed, as the Java Runtime Environment (JRE) was not bundled with ioGAS prior to version 6.0. The latest version of ioGAS that can run on Snow Leopard is version 5.2.

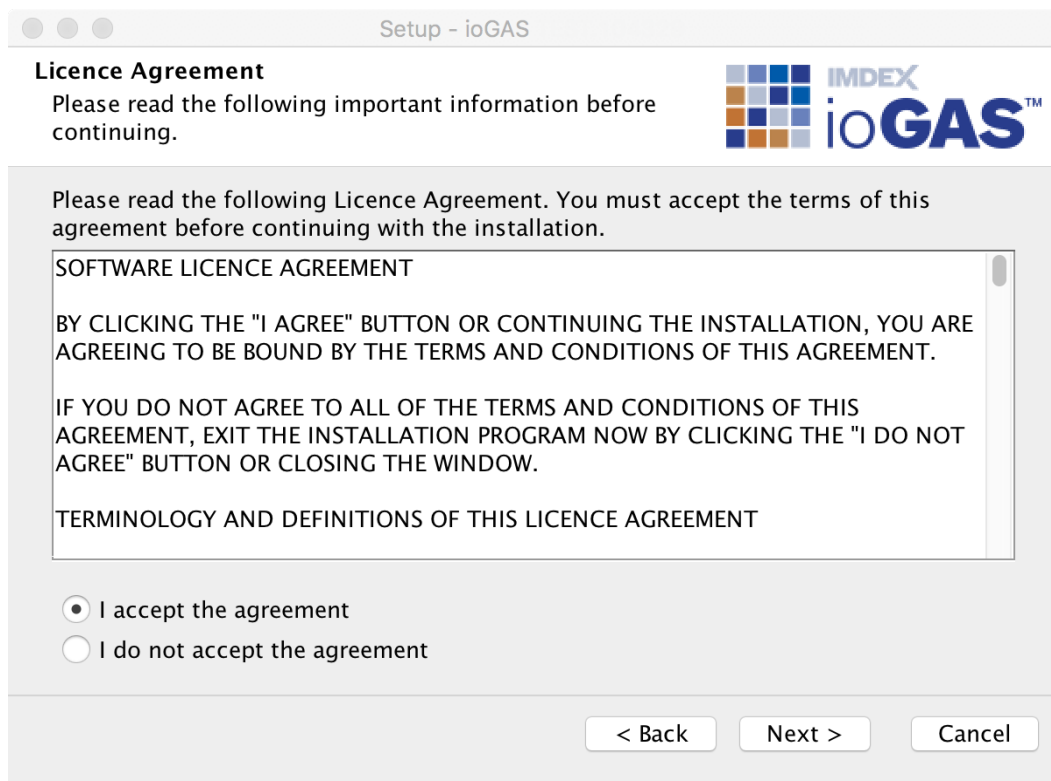
1. Download the latest ioGAS MacOS installer file from the ioGAS [website](#). Registration is required in order to download. Downloads can also be obtained via **Check for Updates** on the **Help** ribbon within the ioGAS application.
2. Browse to the location of the installer file on the computer and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



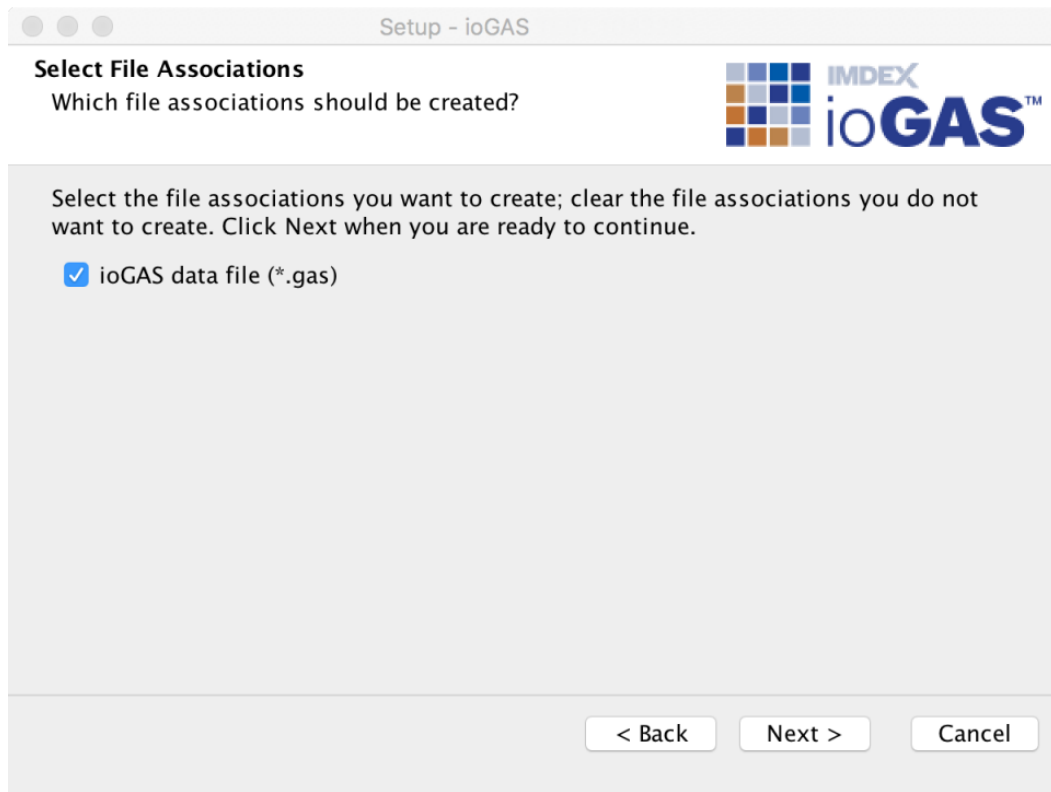
3. The Welcome page is displayed.



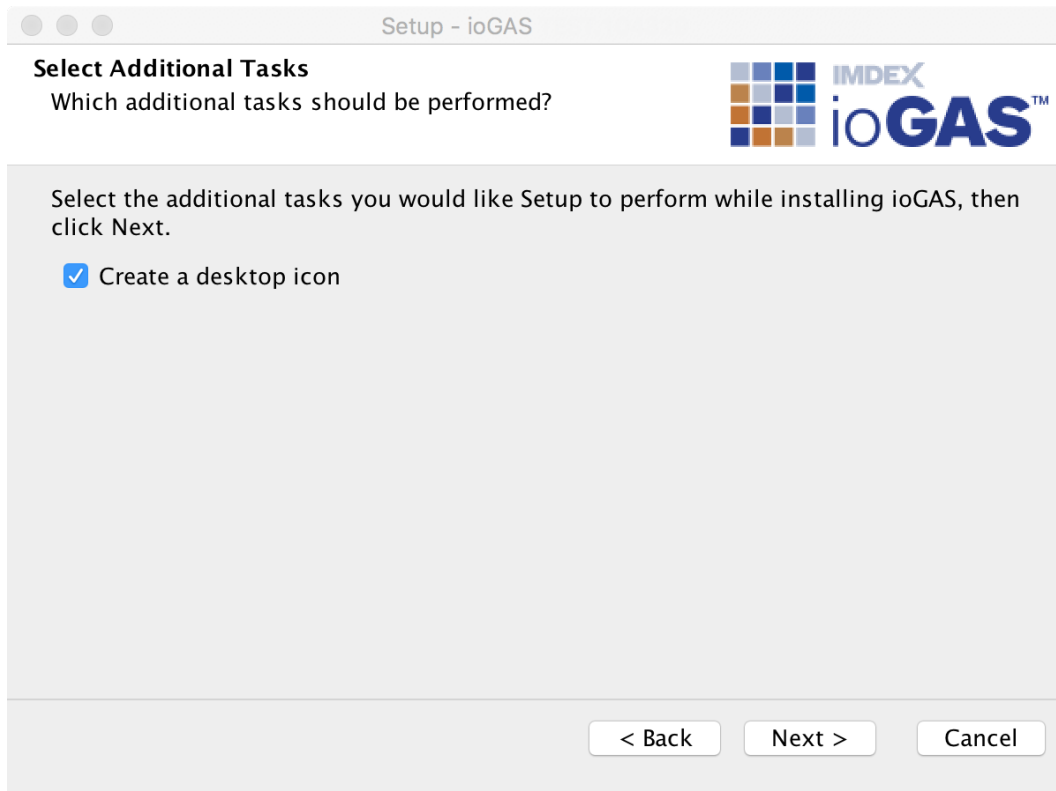
4. Read and accept the **Licence Agreement** and click **Next** to continue. A copy of this licence agreement is available in the ioGAS installation folder on your computer for future reference.



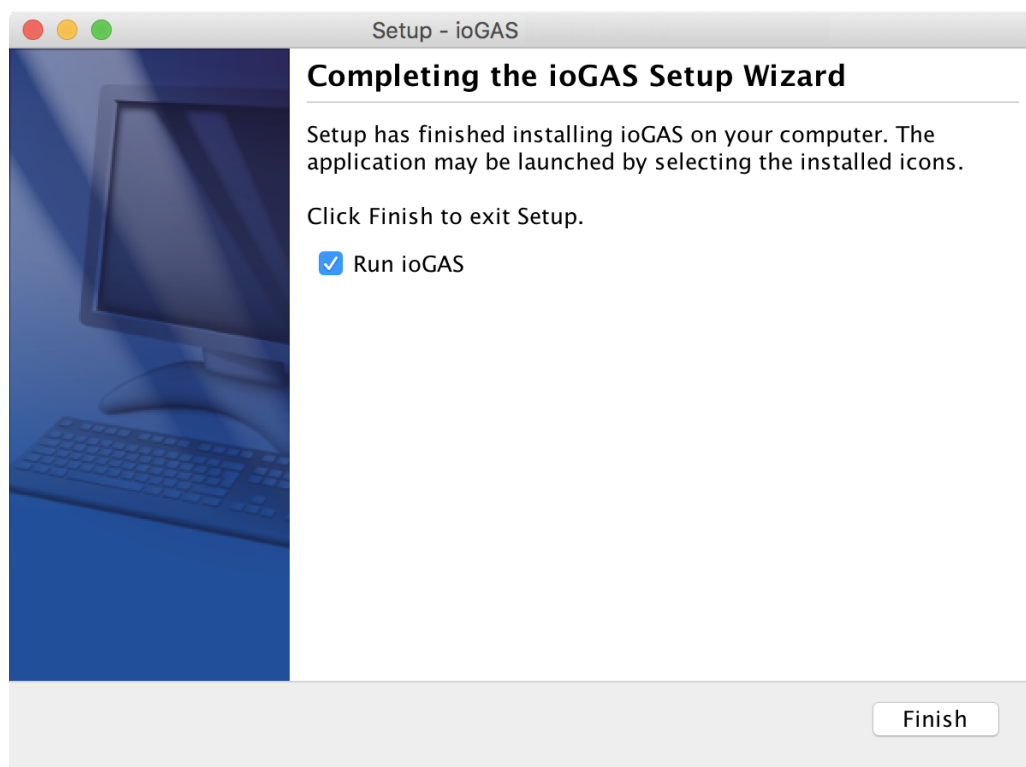
5. The **Select File Associations** window enables the application to open when an ioGAS generated file is double-clicked in Finder. Click **Next** to continue.



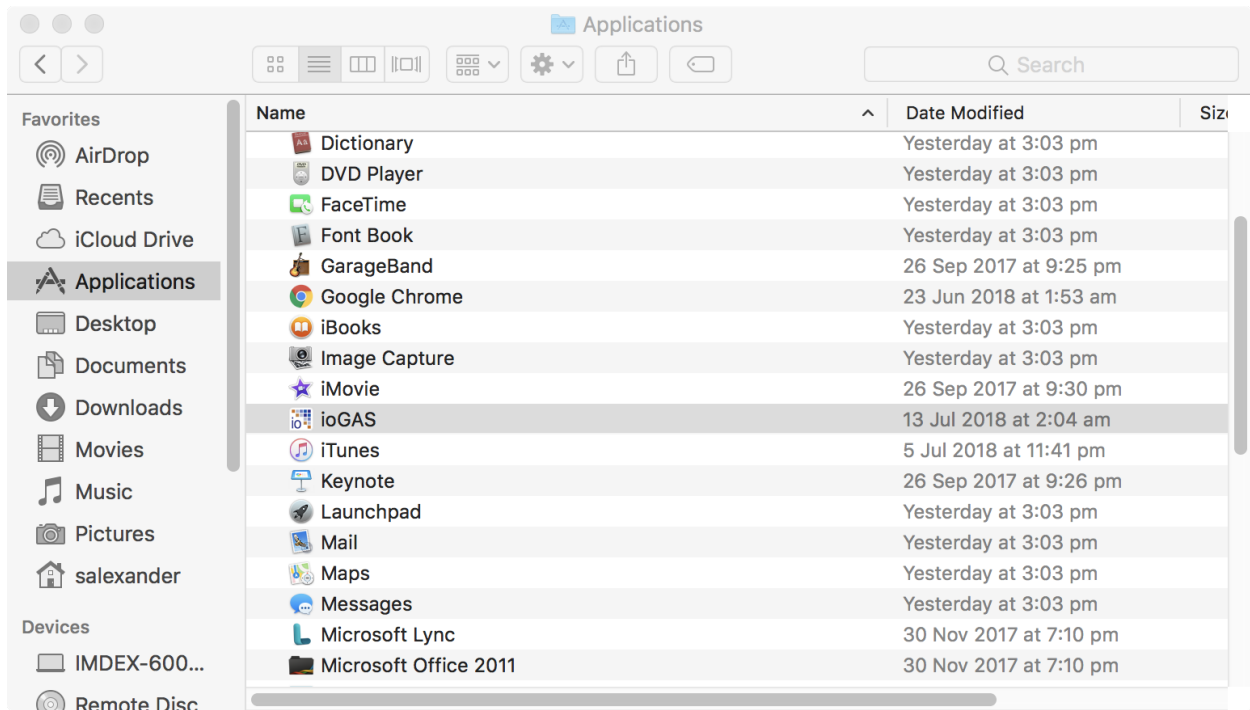
6. To create an ioGAS desktop icon, check the box in the **Select Additional Tasks** window. Click **Next** to continue.



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



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



Licensing

This chapter covers the process for obtaining an ioGAS Windows or Mac single seat licence and how to connect to an ioGAS floating or classic server token.

Licence Options

The following ioGAS new licence options are available:

- **Single Seat Licence (timed)** - Machine-locked licence for one computer generally valid for 12 months. Purchase price includes software upgrades and technical support.
- **Floating Server Licence** - One or more licence tokens shared over a network between multiple users. Tokens are borrowed from the server for a specified period and enable the software to be used offline (e.g. in the field) during this time. Tokens are automatically returned to the server when the offline time period expires or they can manually be returned earlier if required. Purchase the number of tokens to support the potential number of concurrent users of the software.

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.

- **Classic Server Licence** - Licence tokens 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.

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. Single Seat (12 month) licences for individual computers may be issued in lieu of server issued tokens if some users are unable to connect to the server or they require their own dedicated licence file. Available as a renewable 12 month lease.

For all ioGAS purchases, enquiries or to renew Maintenance, please contact iogas@imdexlimited.com

Single Seat Licensing

This section covers the process for obtaining a Windows or Mac ioGAS single seat licence.

Single Seat Licensing - Microsoft Windows

When ioGAS is installed onto a Microsoft Windows computer for the first time, the application will run for two weeks in evaluation mode. After this time, the application requires a valid licence file in order to operate. A single seat licence may be one of the following types:

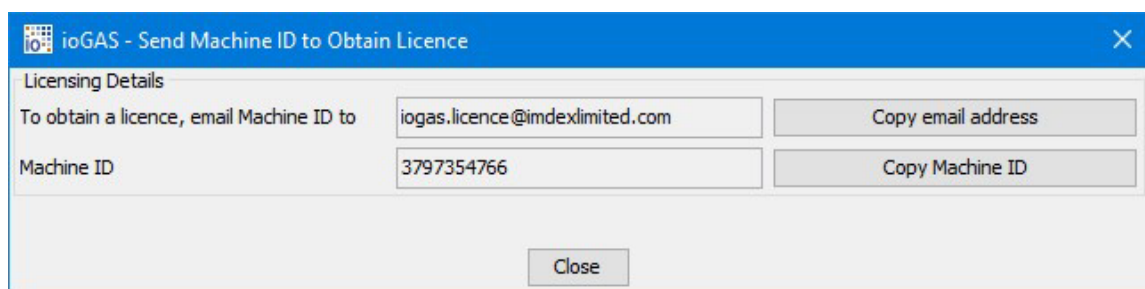
- **Single Seat (timed)** - commercial or academic timed licence that enables access to the ioGAS software generally for a period of 12 months. The lease includes software upgrades and technical support. A timed licence is locked to one computer.
- **Single Seat (Perpetual)*** - a copy of the ioGAS software is purchased outright with an optional annual payment to keep the software in "maintenance" after the first 12 months. Maintenance includes access to software upgrades and technical support. A perpetual licence is locked to one computer. *New Single Seat (Perpetual) licences are no longer available for purchase however information below may be applicable to existing licence holders.

See [Licence Options](#) for more information on available ioGAS licences.

Send Machine ID Number

If you have purchased a single seat ioGAS licence then you will need to send us your Machine ID number in order for the licence file to be issued.

1. Go to the **Help>Send Machine ID** ribbon option in ioGAS. Alternatively, if your trial period has expired, start ioGAS and click on the **Send Machine ID** button in the message window displayed. In both cases the following dialog is displayed:



2. Email the **Machine ID** number to iogas.licence@imdexlimited.com. Use the **Copy email address** and **Copy Machine ID** buttons to copy and paste these details into the email. Please also include your name and organisation.

Alternatively, register and/or login to the IMDEX [Customer Service](#) portal, click on Get Help and create a Case. Copy and paste the Machine ID into the case and submit.

3. Within 1 business day you will receive an ioGAS licence file (**gas.single.glc**) from our automated licensing system.

Install Licence File

4. Copy the **gas.single.glc** file to the **C:\ProgramData\ioGAS** folder on your computer. If licensing a shared computer this will enable all users who login to the computer access to the ioGAS software.



The **C:\ProgramData\ioGAS** folder may be hidden from view on your computer in Windows Explorer. To find out how to show hidden folders for your operating system please see Microsoft Help or the ioGAS knowledge base for details.

5. If ioGAS is already open re-start for the new licence details to take effect.
5. To check that ioGAS is licensed correctly select **Help>About**. The dialog should state that the licence is valid with the correct Machine ID and Licensed Days remaining on your machine. The licence name will also appear on the screen within the ioGAS application. Single seat (timed) licences will have the same maintenance and licence expiry dates.

The **Help>About** dialog contains the build version and other information that may be useful when troubleshooting licence issues. If you are experiencing difficulties use the copy button to capture this information and send to us.

Licence Trouble-shooting

If you have any problems licensing the ioGAS application firstly check that the **gas.single.glc** file is located in the correct folder. If the licence file is in the correct folder but ioGAS is still not working then please register and/or login to the IMDEX [Customer Service](#) portal, click on Get Help and create a Case. Attach the log files to the case and submit.

Alternatively, email iogas.support@imdexlimited.com.

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



* The AppData folder where the log files are stored is a hidden folder. If the folder is not visible in Windows Explorer please see the Knowledge Base for information about viewing hidden holders in Windows operating systems.

Single Seat Licensing - MacOS

When ioGAS is installed onto a Mac computer for the first time, the application will run for two weeks in evaluation mode. After this time, the application requires a valid licence file in order to operate. Two ioGAS single seat licence types are available:

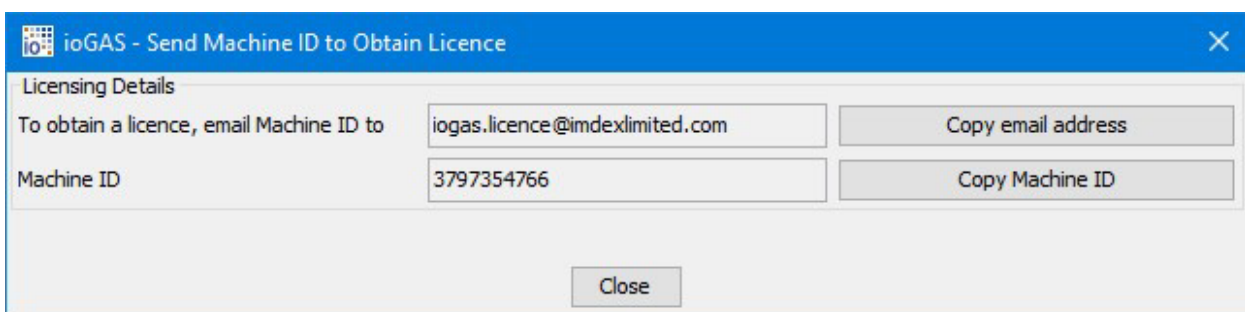
- **Single Seat (timed)** - commercial or academic timed licence that enables access to the ioGAS software generally for a period of 12 months. The lease includes software upgrades and technical support. A timed licence is locked to one computer.
- **Single Seat (Perpetual)*** - a copy of the ioGAS software is purchased outright with an optional annual payment to keep the software in "maintenance" after the first 12 months. Maintenance includes access to software upgrades and technical support. A perpetual licence is locked to one computer. *New Single Seat (Perpetual) licences are no longer available for purchase however information below may be applicable to existing licence holders.

See [Licence Options](#) for more information on available ioGAS licences.

Send Machine ID Number

If you have purchased a single seat (perpetual) or single seat (12 month) ioGAS licence then you will need to send us your Machine ID number in order for the licence file to be issued.

1. Go to the **Help>Send Machine ID** ribbon option in ioGAS. Alternatively, if your trial period has expired, start ioGAS and click on the **Send Machine ID** button in the message window displayed. In both cases the following dialog is displayed:



Licensing Details	
To obtain a licence, email Machine ID to	<input type="text" value="iogas.licence@imdexlimited.com"/> <input type="button" value="Copy email address"/>
Machine ID	<input type="text" value="3797354766"/> <input type="button" value="Copy Machine ID"/>
<input type="button" value="Close"/>	

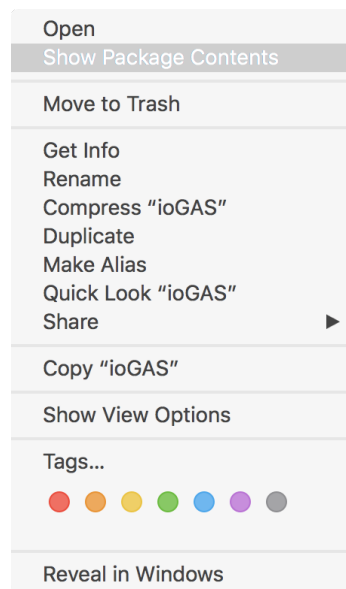
2. Email the **Machine ID** number to iogas.licence@imdexlimited.com. Use the **Copy email address** and **Copy Machine ID** buttons to copy and paste these details into the email. Please also include your name and organisation.

Alternatively, register and/or login to the IMDEX [Customer Service](#) portal, click on Get Help and create a Case. Copy and paste the Machine ID into the case and submit.

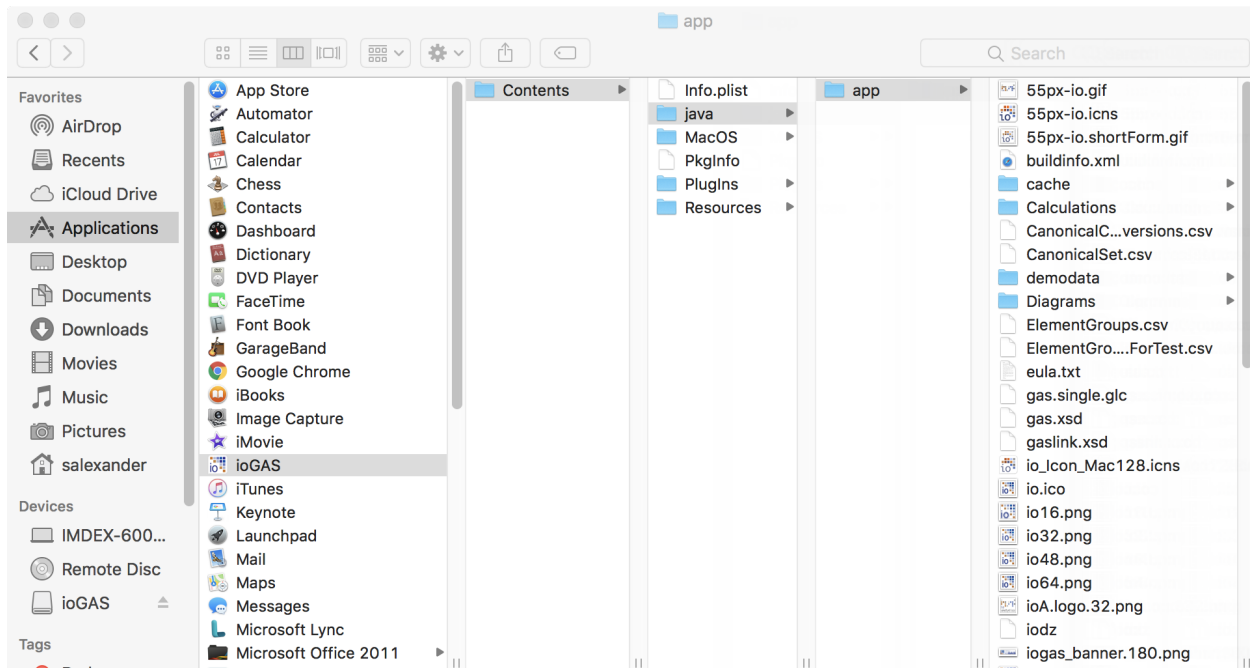
3. Within 1 business day you will receive an ioGAS licence file **gas.single.glc** from our automated licensing system.

Install Licence File

4. To install the licence file, right-mouse click on the ioGAS application in Finder and choose **Show Package Contents**:



5. Browse to the **Contents>Resources>app** folder and copy the licence file to this location.



6. If ioGAS is already open then re-start for the new licence details to take effect.
7. To check that ioGAS is licensed correctly select **Help>About**. The dialog should state that the licence is valid with the correct Machine ID and Licensed Days remaining on your machine. The licence name will also appear on the screen within the ioGAS application. Single seat (12 month) licences will have the same maintenance and licence expiry dates.



Anyone who logs onto this machine will be able to use this ioGAS licence.

The **Help>About** dialog contains the build version and other information that may be useful when troubleshooting licence issues. If you are experiencing difficulties use the copy button to capture this information and send to us.

Licence Trouble-shooting

If you have any problems licensing the ioGAS software firstly check that the **gas.single.glc** file is located in the correct folder.

If the licence file is in the correct folder but ioGAS is still not working then please email iogas.support@imdexlimited.com.

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

Alternatively, register and/or login to the IMDEX [Customer Service](#) portal, click on Get Help and create a Case. Attach the log files to the case and submit.

Transfer Single Seat Licence

Although a single seat licence is locked to one computer there may be instances where it needs to be transferred to another computer. For example, if you purchase a new computer, re-build your existing computer or a licence needs to be moved from a computer used by somebody who is no longer with your organisation, we will need to issue you with a new licence file.

To request a new licence file please email iogas.licence@imdexlimited.com and provide details about the licence to transfer (name and/or Machine ID number), new licence holder name, new licence holder email address and the Machine ID of the new computer. This can be found under the **Help>Send Machine ID** ribbon option from within ioGAS or if the evaluation period has expired, click on the **Send Machine ID** button in the displayed message window when ioGAS is started.

Alternatively, register and/or login to the IMDEX [Customer Service](#) portal, click on Get Help and create a Case. Copy and paste the Machine ID into the case and submit.

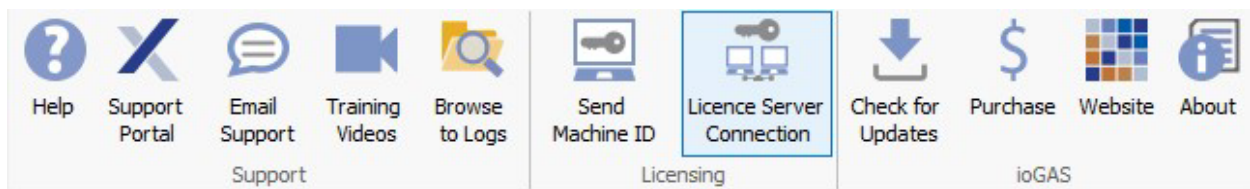
Server Licensing

This section covers the process for obtaining an ioGAS Floating or Classic server licence token.

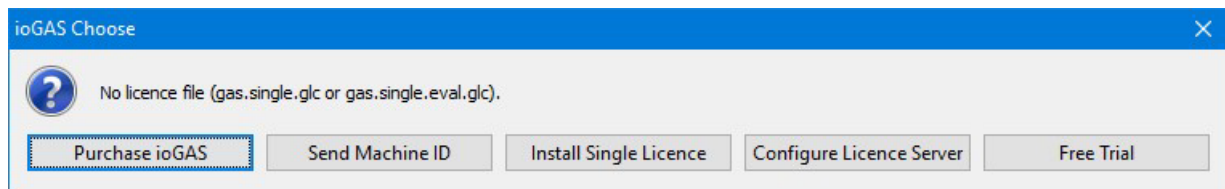
Obtain Floating Server Licence Token

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.

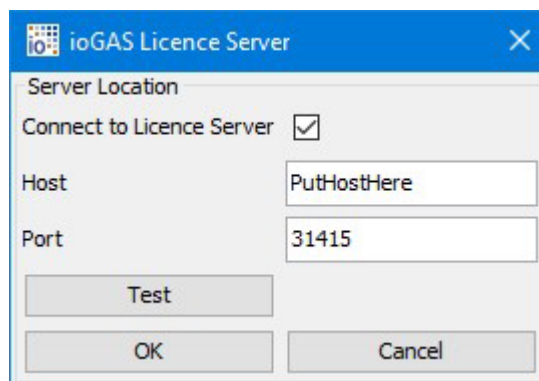
1. Start the ioGAS application. If the trial period is still valid, go to the **Help** ribbon and select **Licence Server Connection**



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

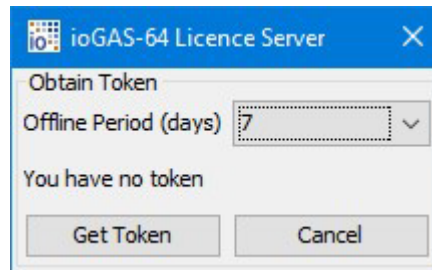


2. The **ioGAS Licence Server** dialog is displayed.

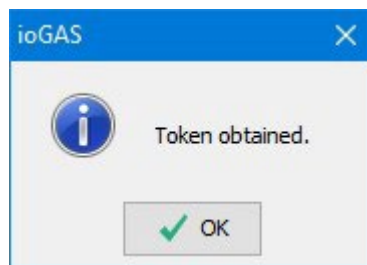


3. Check the **Connect to Licence Server** box.
4. In the **Host** window enter the server name or IP address where the ioGAS server licence software is installed. You may need to contact your IT Administrator for this information. Enter the **Port** number if it is not the default 31415.

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:

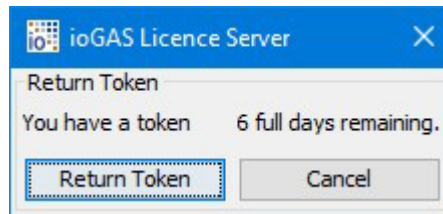


Return Token

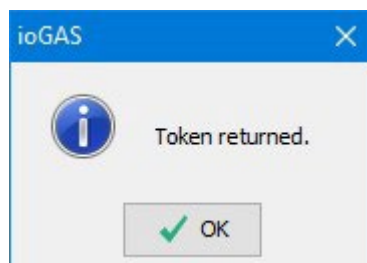
A token is automatically returned to the server when the selected offline period expires. A warning message is displayed when there are less than 2 full days remaining in the offline period. If the software is started while connected to the server licence network before the expiry date, the token offline 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.

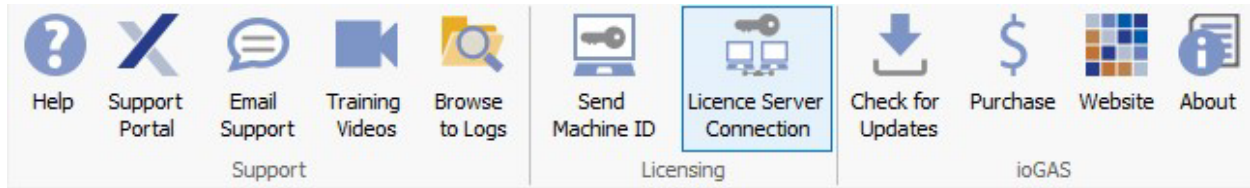
If you experience any problems connecting to the server or obtaining a token please contact your IT Administrator for assistance.

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

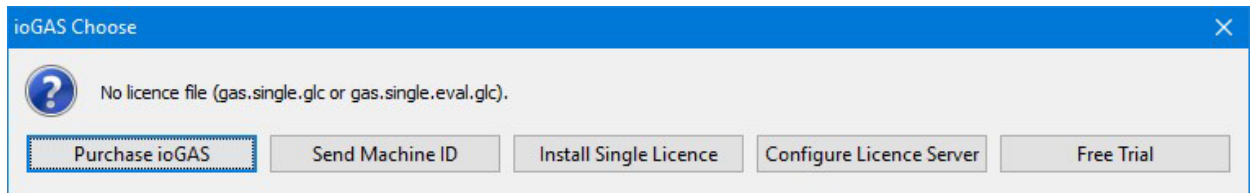
Obtain Classic Server Licence Token

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.

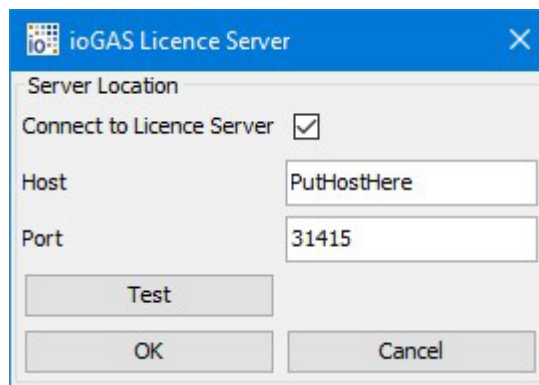
1. Start the ioGAS desktop application. If the trial period is still valid, go to the **Help** ribbon and select **Licence Server Connection**.



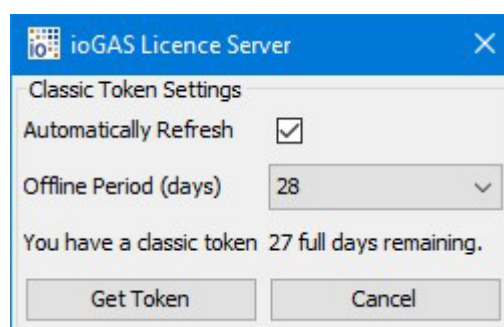
If the trial period has expired click on the **Configure Licence Server** button in the message window below:



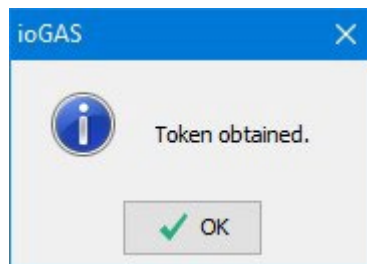
2. The **ioGAS Licence Server** dialog is displayed.



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 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:



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:



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 [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