REFLEX XRF CONNECT^M Floating Server Installation Guide VERSION 3.2.114 IMDEXHUB-IQ ENABLED





Table of Contents

	-
Table of Contents	
Floating Server Licence Model	
Server Licence Technical Specifications	
Install Server Licence Software	
Server Licence Usage Files	7
Trouble Shooting	7
Uninstall	
Test Server Licence Installation	
Install Desktop Application	
Technical Specifications	
Microsoft Windows Installation	
Obtain Floating Token	
Return Token	
Support	
Customer Service Portal	
Email Support	

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 REFLEX XRF CONNECT[™] 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. XRF CONNECT 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 XRF CONNECT.
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 XRF CONNECT 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 XRF CONNECT 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.

😹 Setup	o - Licence Server — 🗆 🗙	
	Welcome to the Licence Server Setup Wizard	
	This will install Licence Server 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	

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			
2:\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 reflex.xrf.support@imdexlimited.com.

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.

The XRF CONNECT 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 XRF CONNECT 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 XRF CONNECT 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.

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>reflex.xrf.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.

→ ↑ ↑ 1 → Control	I Panel > System and Security > Administrative	Tools			~ Ō	Search Administrative Tools	3
^	Name	Date modified	Туре	Size			
Quick access	Component Services	12/04/2018 9:34 AM	Shortcut	2 KB			
This PC 🖈	E 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	h Local Security Policy	12/04/2018 9:35 AM	Shortcut	2 KB			
Liconsing	📆 ODBC Data Sources (32-bit)	12/04/2018 9:34 AM	Shortcut	2 KB			
Licensing	📆 ODBC Data Sources (64-bit)	12/04/2018 9:34 AM	Shortcut	2 KB			
Dropbox (ioServices)	Performance Monitor	12/04/2018 9:34 AM	Shortcut	2 KB			
OnoDrivo	🔚 Print Management	12/04/2018 9:35 AM	Shortcut	2 KB			
OneDrive	Recovery 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			
Downloads	🔗 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							
Windows (C:)							

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

🝳 Services					- 0	×
File Action View	Help					
	à 🔒 🛛 📷 🕨 🔲 II 🕪					
🥥 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
Q: Services	Manual (Trigg	Loc				
		🤍 Hyper-V Time Synchronizati	Synchronize		Manual (Trigg	Loc
	Description:	🍓 Hyper-V Volume Shadow Co	Coordinates		Manual (Trigg	Loc
	IoAnalytics Licence Server	🎑 IKE and AuthIP IPsec Keying	The IKEEXT s		Manual (Trigg	Loc
		🎑 Infrared monitor service	Detects othe		Manual	Loc
		Internet Connection Sharing	Provides net		Manual (Trigg	Loc
		ioAnalytics licence server	ioAnalytics L	Running	Automatic	Loc
		🔍 IP Helper	Provides tun	Running	Automatic	Loc
		IP Translation Configuration	Configures a		Manual (Trigg	Loc
		IPsec Policy Agent	Internet Prot		Manual (Trigg	Ne
		KtmRm for Distributed Trans	Coordinates		Manual (Trigg	Ne
	on View Help Normania Startup Type Log Stocrall Stocrall Stocrall Stop the service Stop the service Stop the service Description: ioAnalytics Licence Server Description: ioAnalytics Licence Server Stop the service Provides and Pyper-V PowerShell Direct S. Provides and Pyper-V PowerShell Direct S. Provides and Pyper-V PowerShell Direct S. Provides and Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Provides and Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Provides and Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Provides and Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Provides and Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Provides and Pyper-V Velume Shadow Co. Coordinates Manual (Trigg., Loc Provides and Nanual (Trigg., Loc Nanual (Trigg.					
		Services (Local) adytics licence server at the service art the service byper-V trime Synchronizati Synchronizati Manual (frigg Loc Infrared monitor service Detects othe Manual (frigg Loc Internet Configures a Manual (frigg Loc IP Falstin Configures a				
		Local Profile Assistant Service	This service		Manual (Trigg	Loc
		Local Session Manager	Core Windo	Running	Automatic	Loc
		MessagingService_17a63	Service supp		Manual (Trigg	Loc
		Microsoft (R) Diagnostics Hu	Diagnostics		Manual	Loc
		Microsoft Account Sign-in A	Enables user	Running	Manual (Trigg	Loc
		🎎 Microsoft App-V Client	Manages Ap		Disabled	Loc Y
		·				
		<				>

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 Com	puter)	×
General	Log On	Recovery	Dependencies		
Service	name:	ioAnalytics	licence server		
Display	name:	ioAnalytics	licence server		
Descript	tion:	ioAnalytics	Licence Server		< >
Path to "C:\Proo	executabl gram Files	e: (x86)∖ioAnaly	ytics\Licence.Server3	\Licence.Server.exe"	
Startup	type:	Automatic			~
					_
Service	status:	Running			
S	Start	Stop	Pause	Resume	Э
You car from he	n specify tl re.	ne start parar	meters that apply wh	en you start the serv	rice
Start pa	rameters:				
		[OK	Cancel A	pply

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

鵒 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>reflex.xrf.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 XRF CONNECT desktop application.

Technical Specifications

Operating System	Windows 10, 11 64-bit
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	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.</username></username>
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 also required when uploading sample data to IMDEXHUB- IQ [™] . Internet not required to run XRF CONNECT.
Supporting Software	NONE required.

Microsoft Windows Installation

- 1. Download the latest XRF CONNECT installer file from the XRF CONNECT <u>website</u>. Registration is required in order to download from this site.
- 2. Unzip the installer file and double click on the executable file.
- 3. The **Setup** screen is displayed.

Setup - REFLEX XRF CONNECT version 3.2.114 -		×
Installation action Choose action?	((1)
Choose to install this version or replace an installed version, then click Nex	t.	
 Install independently v3.2.114 Replace version 3.1.221 		
Next	Ca	ncel

If there is an installation of the XRF CONNECT software already on the machine a message to replace the existing version may be displayed instead.

If you are upgrading from a previous version or re-installing the same version, it should be fine to overwrite the existing installation. If you are unsure, uninstall the existing program via Control Panel or use the unins000.exe in the installation folder (e.g. C:\Program Files (x86)\REFLEXXRFCONNECT\v3.2.114) before proceeding.

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

4. If there is no existing XRF CONNECT installation, this is where you can specify the default location (recommended) or enter the desired installation file path. If there

© Imdex Limited December 2024

is a previous version installed in the default location the XRF CONNECT folder will already exist.

The default installation file path is as follows:

C:\Program Files (x86)\REFLEXXRFCONNECT\v.3.2.114

Setup - REFLEX XRF CONNECT version 3.2.114	_		×
Select Destination Location Where should REFLEX XRF CONNECT be installed?			
Setup will install REFLEX XRF CONNECT into the following fold	er.		
To continue, click Next. If you would like to select a different folder, cli	ck Brov	wse.	
C:\Program Files (x86)\REFLEXXRFCONNECT\v3.2.114	Bro	wse	
At least 39.8 MB of free disk space is required.			
Back Next		Can	cel

Click Next to continue.

5. Select the Start Menu Folder name (default is shown below).

Setup - REFLEX XRF CONNECT version 3.2.114	-		×
Select Start Menu Folder Where should Setup place the program's shortcuts?			00
Setup will create the program's shortcuts in the following Start	Menu	folder.	
To continue, click Next. If you would like to select a different folder, clic	k Brow	/se.	
REFLEX XRF CONNECT	Bro	wse	
Back Next		Can	cel

6. The option to **Create shortcuts for all users** can be selected in the next window. Click **Next** to continue.

Setup - REFLEX XRF CONNECT version 3.2.114	_		×
Select Additional Tasks Which additional tasks should be performed?		(
Select the additional tasks you would like Setup to perform while inst CONNECT, then click Next.	alling RE	FLEX XRF	:
Additional icons:			
 Desktop icon for all users 			
O Desktop icon for current user			
🔿 No desktop icon			
Back Ne	xt	Can	icel

7. Click **Install** if all options to proceed are OK.

Setup - REFLEX XRF CONNECT version 3.2.114 -	×
Ready to Install Setup is now ready to begin installing REFLEX XRF CONNECT on your computer.	(Index)
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
Destination location: C:\Program Files (x86)\REFLEXXRFCONNECT\v3.2.114	A
Start Menu folder: REFLEX XRF CONNECT	
Additional tasks: Additional icons: Desktop icon for all users	
4	Ŧ
Back Install	Cancel

8. Click Finish to exit setup.



Obtain Floating Token

If your organisation has purchased and installed an XRF CONNECT 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 XRF CONNECT 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 XRF CONNECT application. If there is no valid local licence, this is the dialog that appears:

Licence Manager		×	
Current Licence Lic	ence Server		
Machine ID:	A0EF734C-2A0E-11B2-A85C-AC16D69164D4		
Licence Info:	Licence not found	< >	
Op	ben Licence File Request Licence Return Licence OK		

2. Click on the Licence Server tab:

Licence Manager		×
Current Licence Licence Server		
Licence Server Host: Licence Server Port:	localhost 31415	
Licence Period:	1d	~
Open Licenc	e File Request Licence Return Licence OK	

- 3. In the **Host** window enter the server name or IP address where the XRF CONNECT 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.
- 4. Select a **Licence Period (days)** between 1 and 365 days (24 hours-52 weeks). The licence period is the duration for which the XRF CONNECT software can be used while not connected to the server licence network.
- 5. Click Request Licence and click OK to proceed.



6. The XRF CONNECT software is now licensed.

Return Token

A token is automatically returned to the server when the selected licence period expires. A warning message is displayed on start-up advising of the token expiry date.

To manually return a token to the licence server:

- 1. Select the Help>Licence Manager menu option.
- 2. The Licence Manager dialog is displayed. Click on Return Licence.

Licence Manager		×
Current Licence Licence Server	r la	
Licence Server Host: Licence Server Port:	localhost 31415	
Licence Period:	1d	~
Open Licenc	e File Request Licence Return Licence OK	
Open Licenc	e File Request Licence Return Licence OK	



3. When you click **OK** the XRF CONNECT 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 XRF CONNECT floating token details at any time see **Help>Licence Manager** menu option.

Licence Manager		×
Current Licence	Licence Server	
Machine ID	D: A0EF734C-2A0E-11B2-A85C-AC16D69164D4	
Licence Inf	fo: Expires on 17 Sep 2021 12:42:49	^
		\sim
I	Open Licence File Request Licence Return Licence OK	

Support

Customer Service Portal

The Help ribbon provides access to the IMDEX <u>Customer Service</u> portal for existing XRF CONNECT users. Search the 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>Licence Manager** dialog and a copy of the **ReflexXRF_ BugReport_.zip** file located in the C:\ProgramData\REFLEXXRFCONNECT\3.2.114 folder.

Technical support is not intended to provide remote training in the software. For training enquiries please contact <u>reflex.xrf.support@imdexlimited.com</u>.

Technical support is available for maintained clients only. Server and single seat (timed) licences automatically include technical support.

Email Support

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

Contact Details:

Email: reflex.xrf.support@imdexlimited.com