

REFLEX XRF CONNECT™

Floating Server Installation Guide

VERSION 3.2.114

IMDEXHUB-IQ ENABLED

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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 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	<p>MUST be installed while logged on with Administrator permissions and the service will run with these permissions.</p> <p>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	<p>Internet required to download software and receive server licence key.</p> <p>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.</p> <p>Internet not required to run XRF CONNECT.</p>
Supporting Software	NONE required.

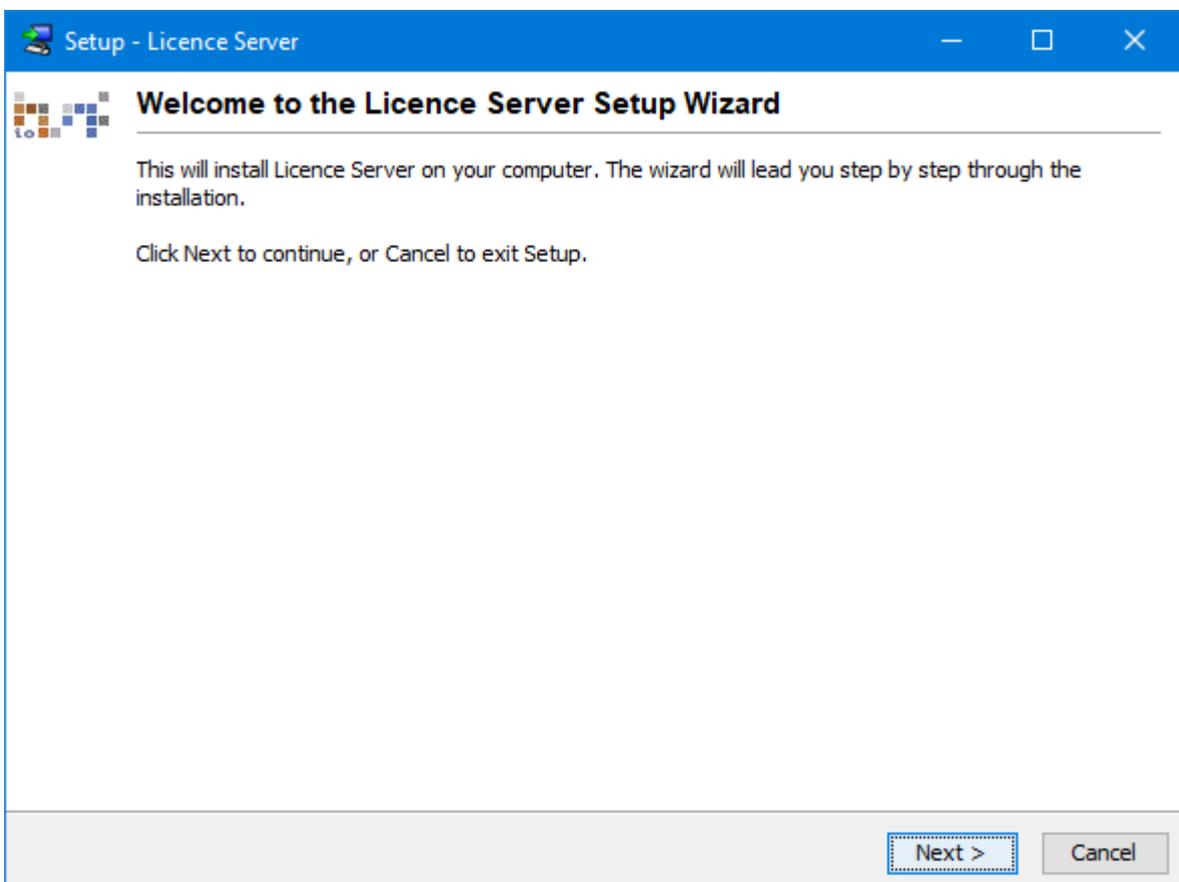
Install Server Licence Software



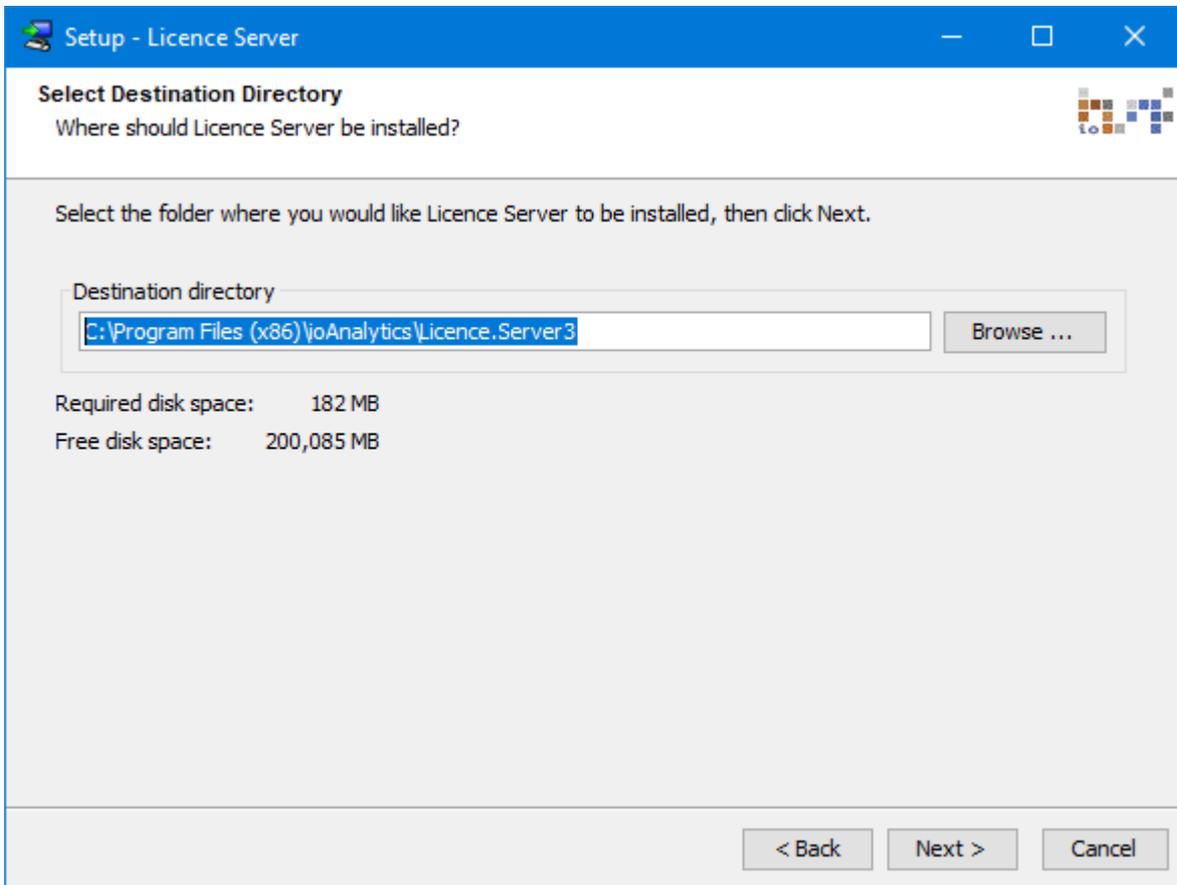
WARNING: IMDEX ioGAS™ and REFLEX XRF CONNECT™ use the same server licence installation software. Organisations using both products must install each licence on a separate server.

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.



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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 reflex.xrf.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.

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 [Test Server Licence Connection](#) for more details.

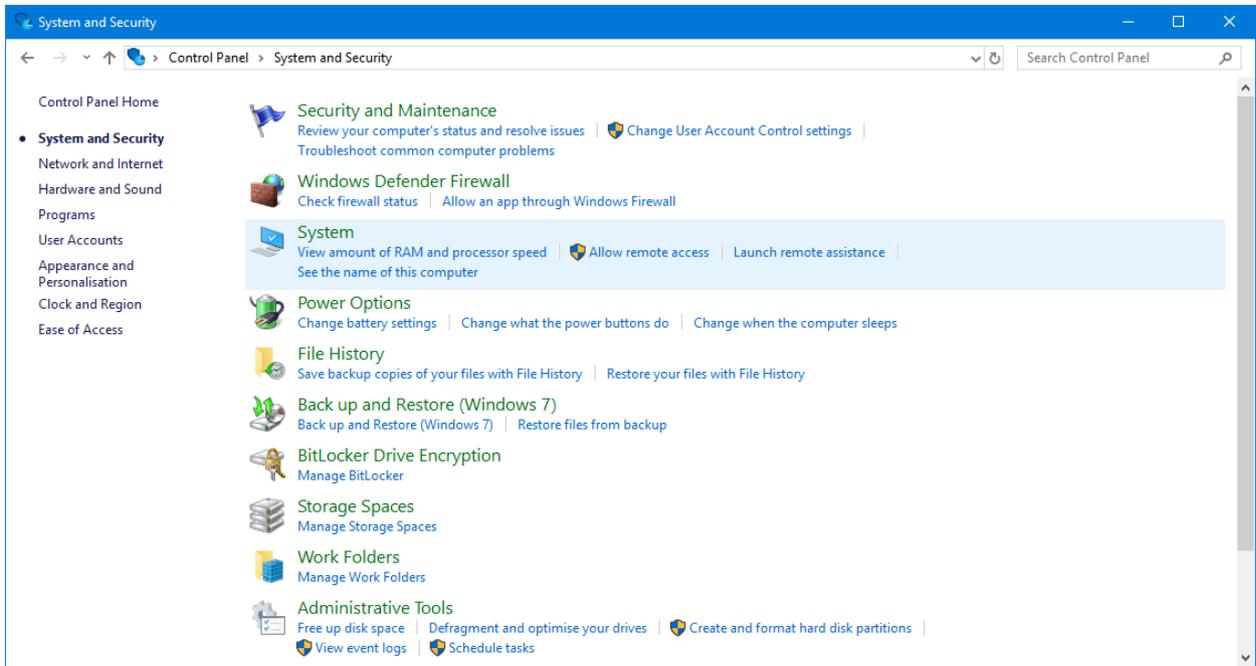
If you are still having problems please lodge a support issue through the [IMDEX Customer Care Portal](#) or send an email to reflex.xrf.support@imdexlimited.com. Make sure to attach the **server.log.txt** files located in the **Licence.Server3\log** folder.

Uninstall

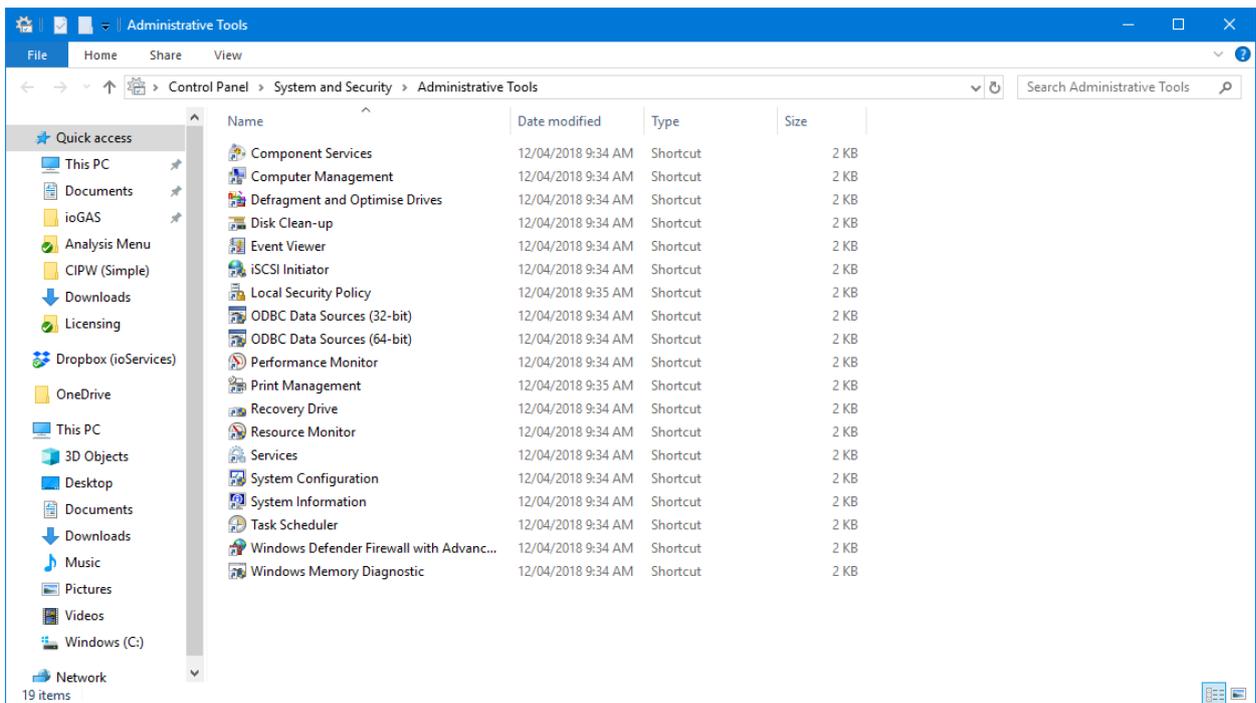
To uninstall the server licence software use the Control Panel entry or click on the `uninstall.exe` located in the `Licence.Server3` folder. The Service will need to be stopped before the uninstall process can begin. A number of remnant files/folders will remain after uninstalling including the `server.glc`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

Test Server Licence Installation

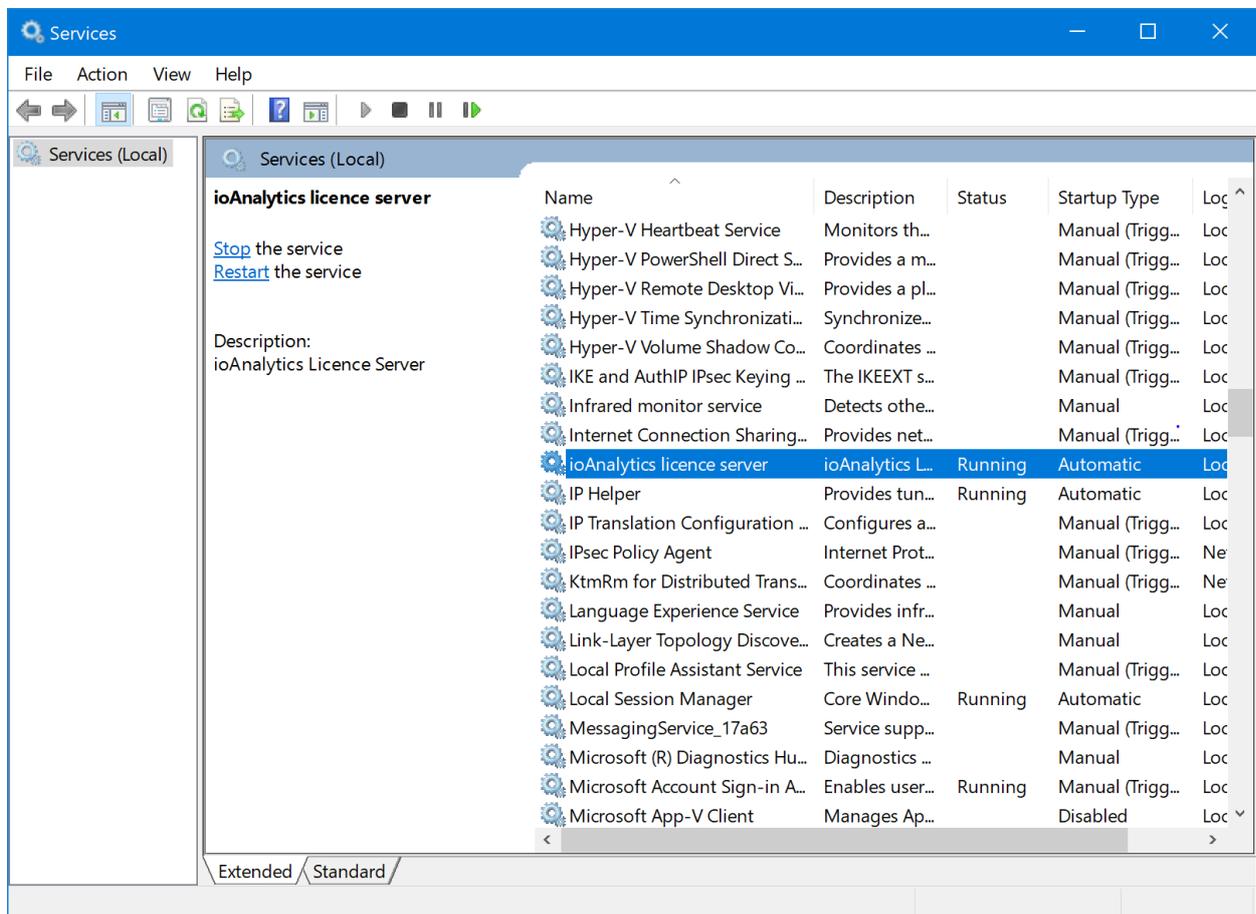
1. To confirm the Server Licence service is running go to **Control Panel** and select **Administrative Tools**.



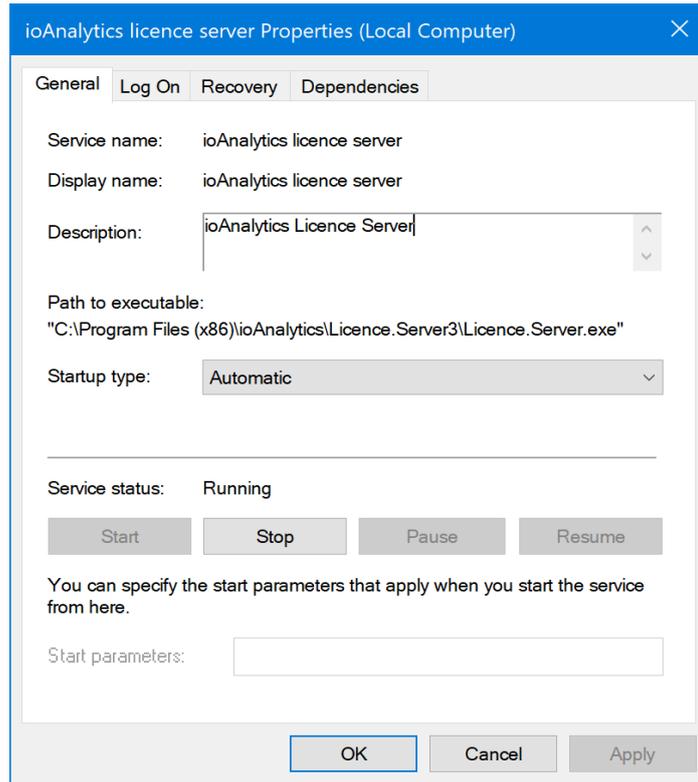
2. In **Administrative Tools** select **Services**.



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.

	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 Customer Care Portal](#) or send an email to reflex.xrf.support@imdexlimited.com. Make sure to attach the **server.log.txt** files located in the **Licence.Server3\log** folder.

Install Desktop Application

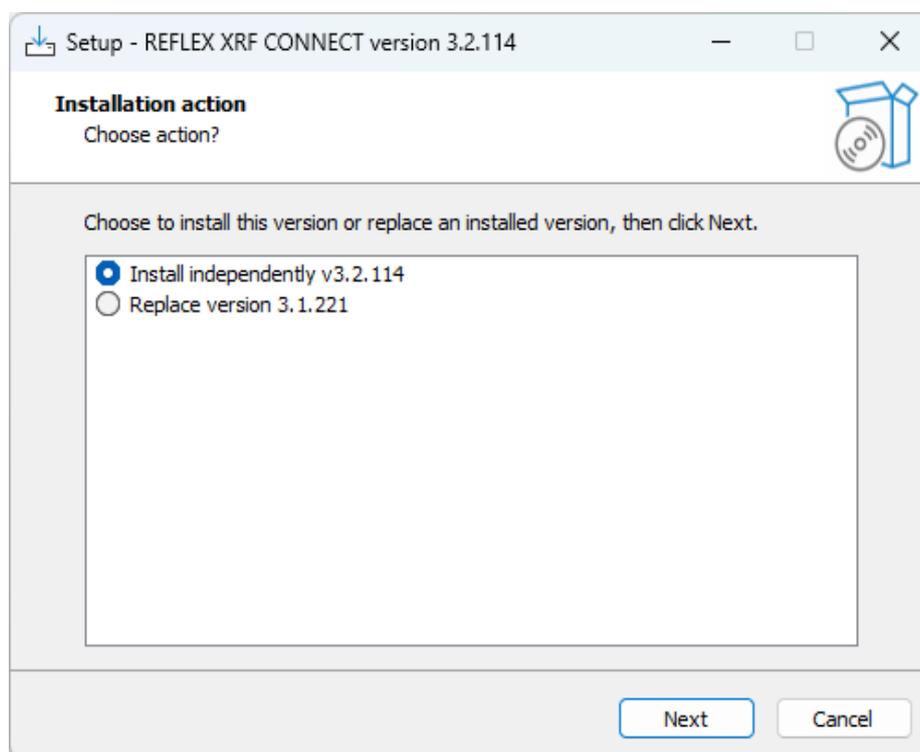
This section covers the process for installing the XRF CONNECT desktop application.

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	<p>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.</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	<p>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™.</p> <p>Internet not required to run XRF CONNECT.</p>
Supporting Software	NONE required.

Microsoft Windows Installation

1. Download the latest XRF CONNECT installer file from the XRF CONNECT [website](#). 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.



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.

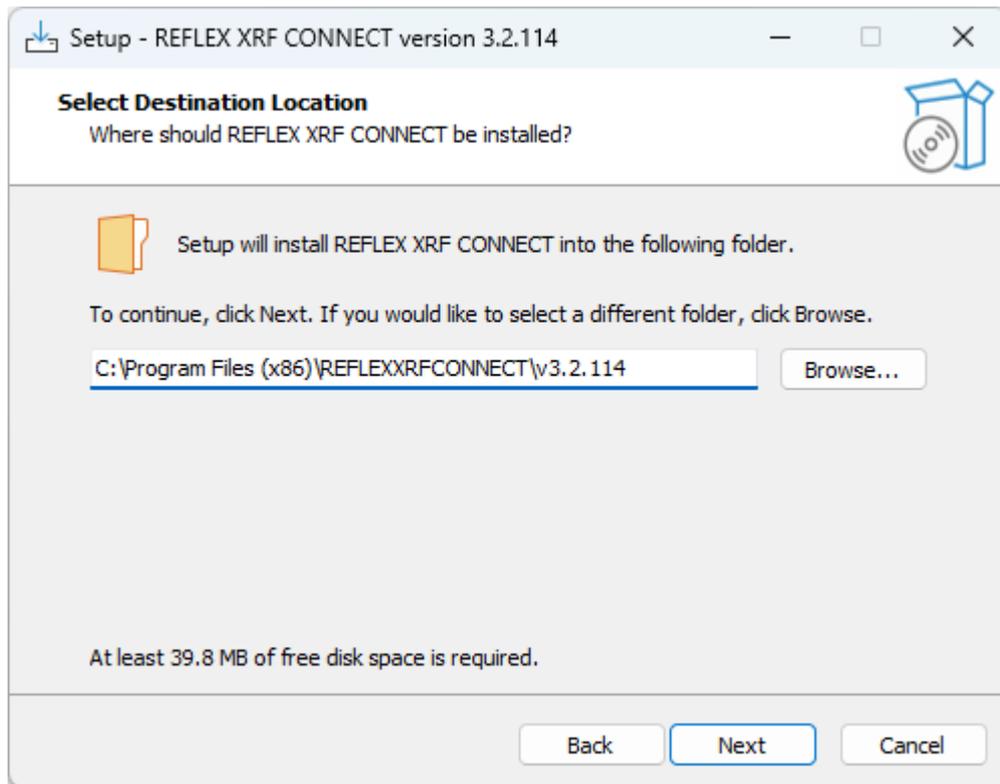
Click **Next** in the **Setup** to continue.

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

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

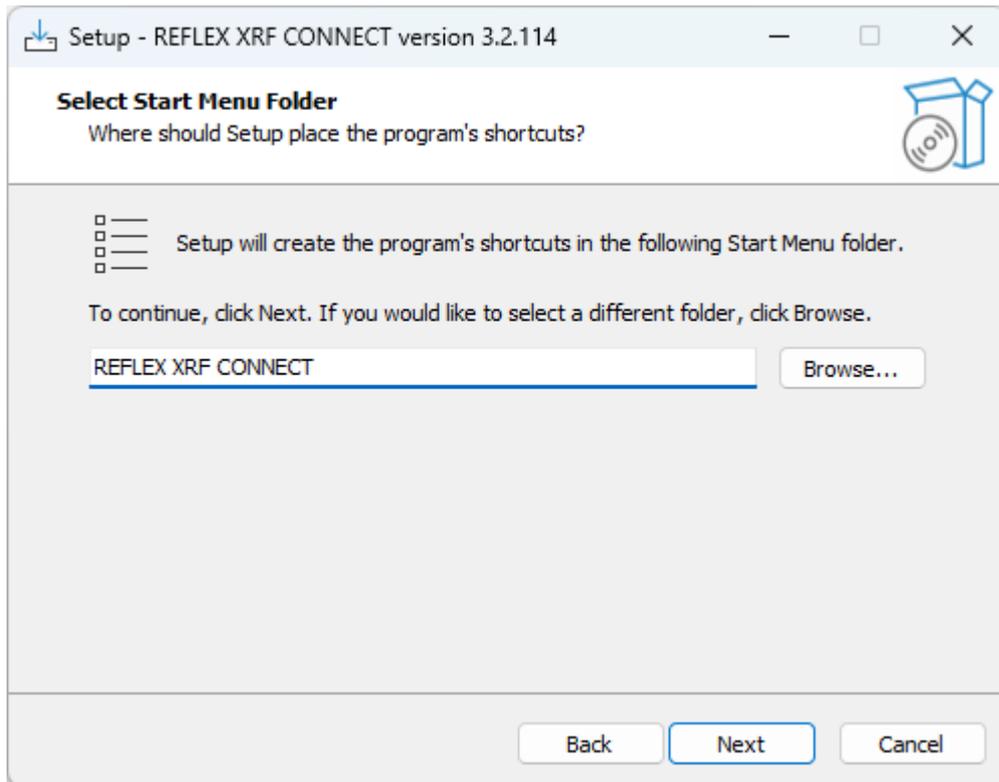
The default installation file path is as follows:

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

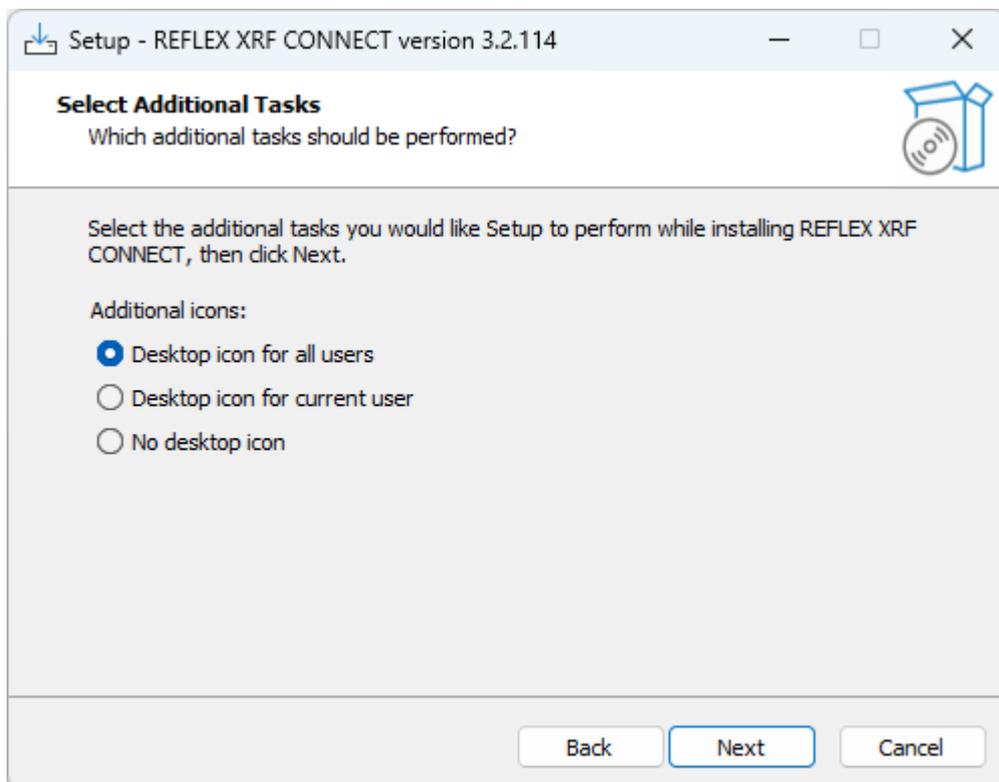


Click **Next** to continue.

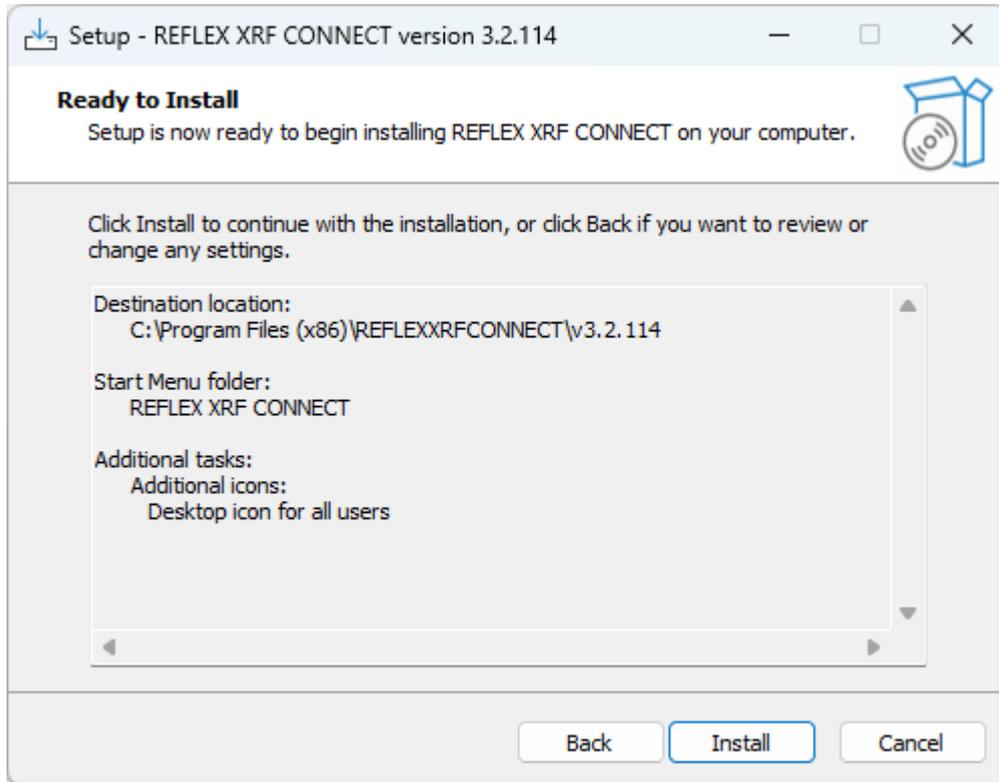
5. Select the **Start Menu Folder** name (default is shown below).



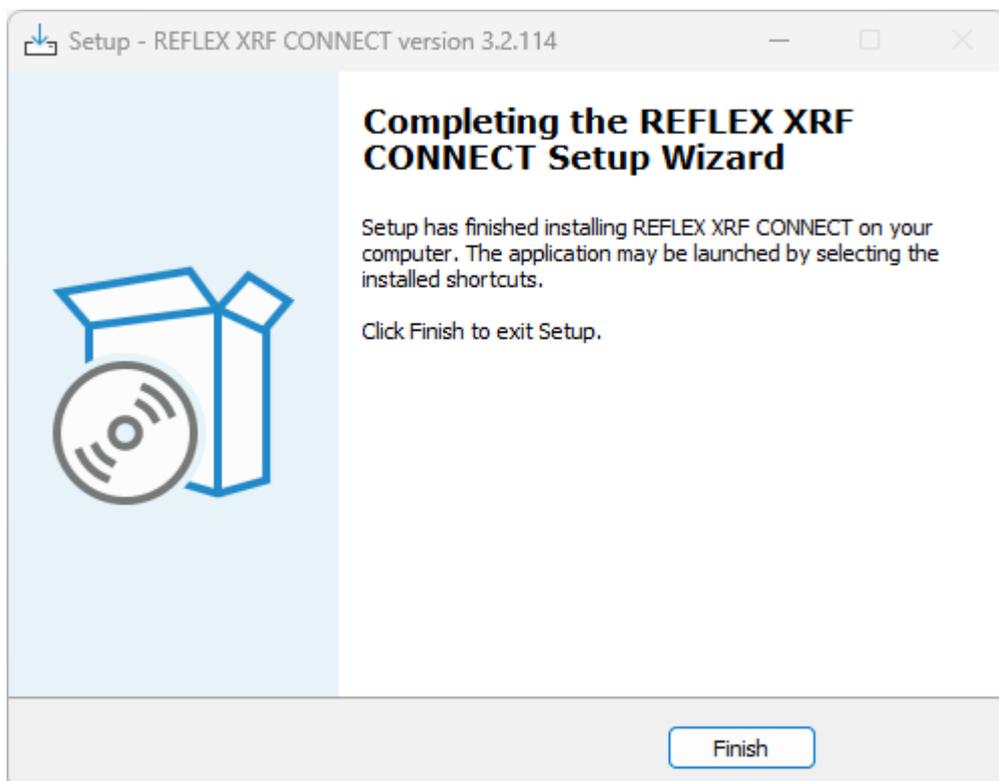
6. The option to **Create shortcuts for all users** can be selected in the next window. Click **Next** to continue.



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



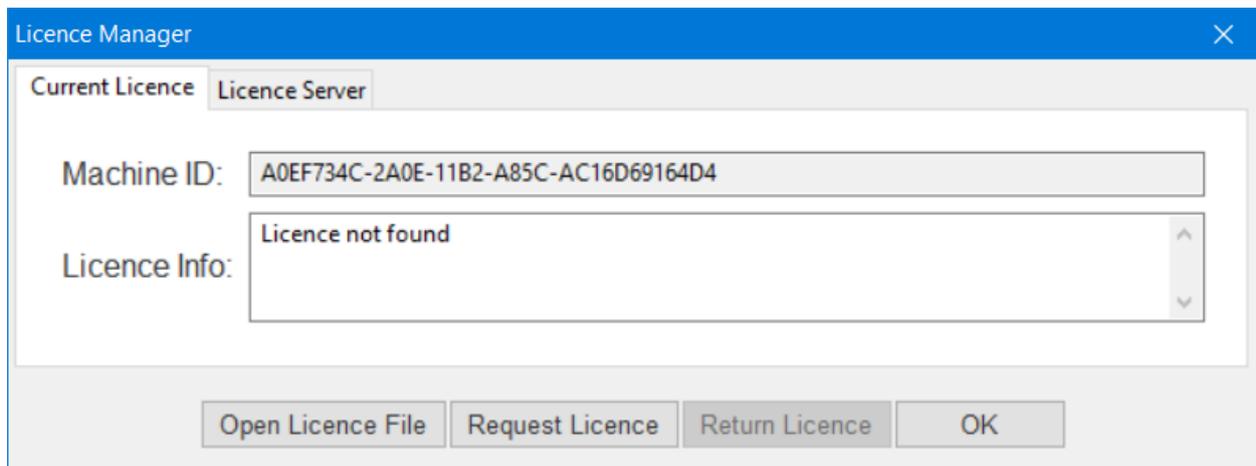
8. Click **Finish** to exit setup.



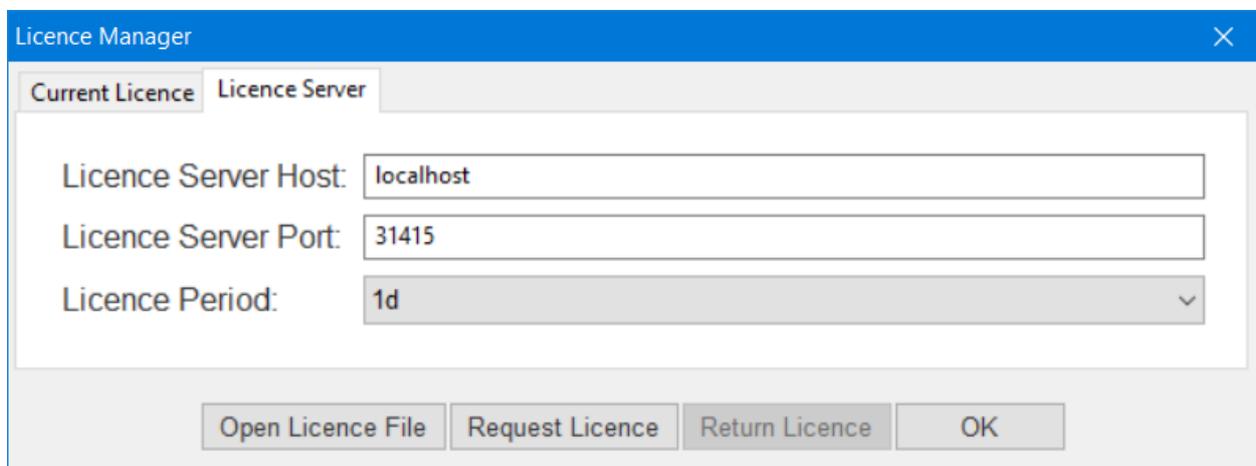
Obtain Floating Token

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.

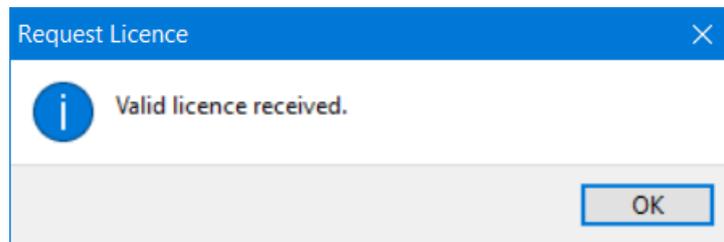
1. Start the XRF CONNECT application. If there is no valid local licence, this is the dialog that appears:



2. Click on the **Licence Server** tab:



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.



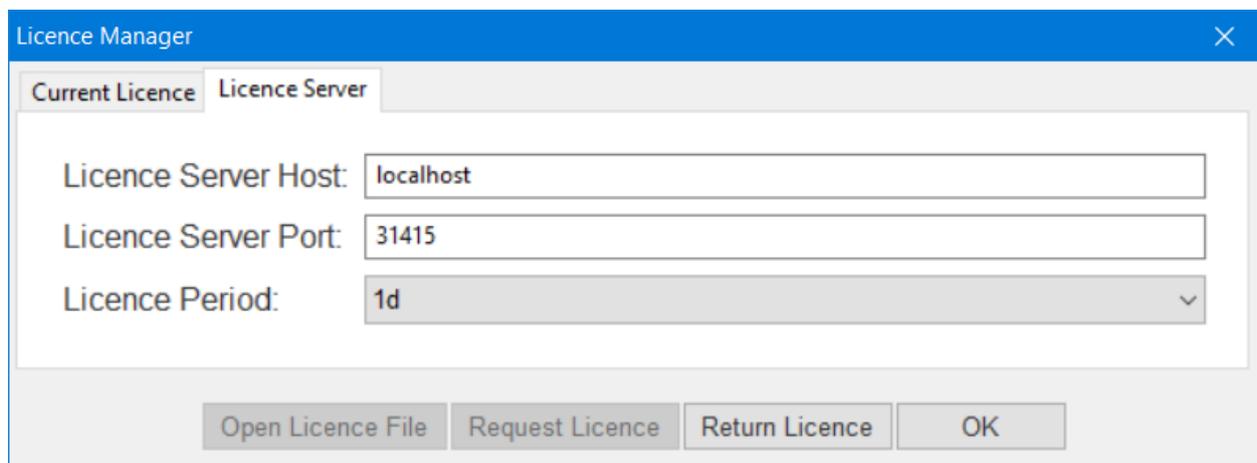
6. The XRF CONNECT software is now licensed.

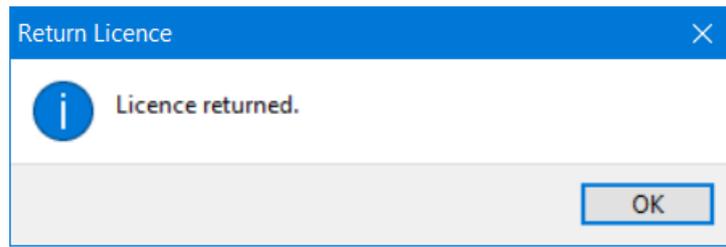
Return Token

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**.

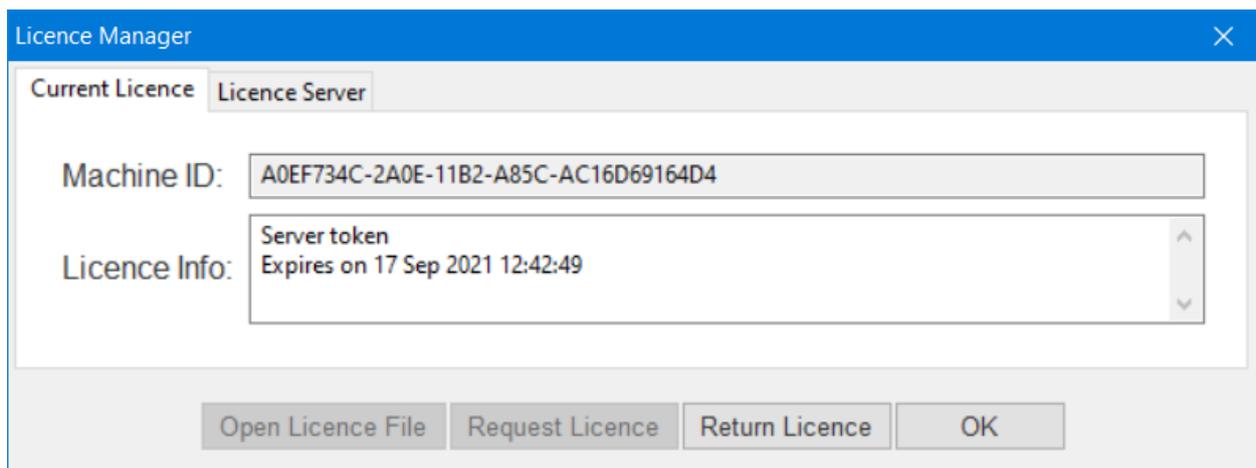




3. When you click **OK** the XRF CONNECT software is closed.

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.



Support

Customer Service Portal

The Help ribbon provides access to the IMDEX [Customer Service](#) 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 reflex.xrf.support@imdexlimited.com.



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