

# Server Installation Manual SCIA Engineer 15

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## 1. Introduction

### 1.1 Welcome

Welcome to the SCIA Engineer Installation Guide. SCIA Engineer is a calculation program running under Windows 7 & Windows 8. It has a large range of applications: from the check of simple frames to the advanced design of complex projects in steel, concrete, wood, etc.

The program handles the calculation of 2D/3D frames, including the profile check and the connection check for steel constructions. Apart from frames, it is also possible to model and analyze plate structures, including advanced concrete calculations.

This manual describes the procedures for a correct installation of the application with network protection on the server as well as SCIA Engineer installed locally on the client's computer. To install the SCIA Engineer license on the server, it is necessary to be on the console (not with remote desktop) to activate the licence.

The final two chapters include the procedure for uninstalling the software (Chapter 6) and a guide for troubleshooting common issues. (Chapters 7 & 8).

## 1.2 System Requirements

To install SCIA Engineer it is recommended that your system qualifies the following requirements:

Processor	Minimum: Intel Core2Duo or AMD equivalent (Advised: Intel Core-i5 or AMD equivalent)
RAM	2 GB (Advised: > 4 GB)
Graphics Controller	256 MB, supporting OpenGL
Free disk space	5GB
Minimum resolution	1280 x 800

## Hardware

## Software

Supported Windows OS	Windows 2008 server 64 bit Windows 2012 server 64 bit Windows 7 32/64 bit Windows 8 32/64 bit
Supported Macintosh OS	U must run a virtualized version of Windows on OS X. We recommend Parallels Desktop (version 7 or higher). With this software you can install windows as a virtual machine on which you can run Windows application such as SCIA Engineer.
API link with <b>Revit</b> (www.SCIA.com/revit)	SCIA Engineer 15 is compatible with: Revit 2012 Revit 2013 Revit 2014 Revit 2015
API link with <b>Tekla</b>	SCIA Engineer 15 is compatible with: Tekla Structures 15, 32/64 bit Tekla Structures 16, 32/64 bit Tekla Structures 17, 32/64 bit Tekla Structures 18, 32/64 bit Tekla Structures 19, 32/64 bit Tekla Structures 20, 32/64 bit Tekla Structures 21, 32/64 bit
Etabs	SCIA Engineer 15 is compatible with: Etabs 9.2
IFC	SCIA Engineer 15 is compatible with: IFC version 2x3
SDNF	SCIA Engineer 15 is compatible with: SDNF version 2.0 SDNF version 3.0

## 2. First installation of the protection on the server

Network protection for SCIA Engineer can be installed on any computer in the network. Each of the authorized modules can have a different number of licenses, which can be started simultaneously. Before SCIA Engineer is started, the user can determine (in a separate protection setup utility) which modules he/she wishes to use in the session and which modules he/she wishes to remain available for the other users.

On the license server, a setup of FlexNet (for SCIA Engineer 15, the version of FlexNET must be 2.2 or higher) will be installed. This setup contains drivers for the SCIA network dongle which is used for the floating protection. If you wish to change the license to another computer, then you need is to install FlexNET on the other PC, deactivate the license on the older server, and activate it on the new PC.

It is advised to always install the latest version of FlexNET. This can be found on the following site:

#### http://scia.net/en/support/downloads/latest-version-flexnet

The installation procedure for the protection on the server consists of the following steps:

- Installation of the FlexNET network Protection (which automatically includes the old FlexID installation)
- Activation of licences
- Configuration and start of the FlexNet Server

### 2.1 Installation of FlexNET

- 1. Download the latest SCIAFlexNET from our webstie: http://scia.net/en/support/downloads/latest-version-flexnet
- 2. Unzip this file and double click on Setup.exe to start the installation
- 3. Install FlexNET by following the instructions on the screen.
- 4. By default FlexNet is installed in the folder C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexnetServer.

It will add the following programs to your server, which are needed in the next steps:

- a. SCIA Activation Manager (ActivationUtility.exe)
- b. FlexNET License Administrator (Imadmin.exe)

### 2.2 Activation of licences

- 1. Attach the FlexID dongle (the **USB dongle** for your server license) to the server.
- 2. The Lock ID (the special internal ID number for the lock) is stored in a .lid-file (this is the file you'll need in the next step to link this specific dongle to the server), which has been send to you by email. If you didn't receive this file, it can be requested by sending an email to support@scia.net with the following information:
  - Your company name
  - Your name and return email address
  - The (list of) LID-number(s) (6 number figure(s), starting with '6')
- 3. Execute the SCIA Activation Manager (ActivationUtility.exe)

cia Activation	server URL:	http://activation.scia-online.com:80/	Network settings
Licence ID	FlexNET ID	Licence Status	Read Licence ID
			Delete Licence ID
			Activate Licence
			Reload Licence
			Return Licence
			Repair Licence
			Close

#### Press [Read Licence ID]

• If you are using proxy settings, then configure **Network Settings** for the activation to work. If this still won't work, refer to section 8.6.

The Lock ID is stored in a SCIAxxxxx.lid-file, where x represents the number of your dongle. This number is indicated on the dongle as shown below:

Dongle	File:
SCIA.630505	SCIA630505.lid

Choose the correct lid-file and press [Open]

#### Note

The data in this file together with the presence of the dongle itself on the server will be converted to a license file. This license file will be used by the FlexNET License administrator to send out licenses to start SCIA Engineer.

4. The number of your license file will appear in the FlexNET activation utility window.

ia Activation s	server URL:	http://activation.scia-online.com:80/	Network settings
icence ID	FlexNET ID	Licence Status	Read Licence ID
630769	2BD58EC0	Not yet activated	Delete Licence ID
			Activate Licence
			Reload Licence
			Return Licence
			Repair Licence
			Close

Select this number and press [Activate licence]

#### ✓ Attention

It is not possible to activate the license file using remote desktop (to try and push this command, see also section 8.2). For problems with proxy settings, check 8.6.

5. Afterwards you will receive a warning message about returning the licence before activating it on another server. Click **[OK]** and the circle in front of the license number will become green and the license file has been activated.

🕈 Scia Activati	on manager		
Scia Activation s	erver URL:	http://activation.scia-online.com:80/	Network settings
Licence ID	FlexNET ID	Licence Status	Read Licence ID
630769 FLEXID=9-60		E55D9A Active	Delete Licence ID
			Activate Licence
			Reload Licence
			Return Licence
			Repair Licence
			Close
Ready			

Press [Close]

## 2.3 Configuration of the Server

From version SCIA Engineer 2010.0, the network protection uses FlexNET. In versions before 2010.0 (2009.0, 2008.1, Esa Prima Win) FlexLM was been used instead of FlexNET.

- FlexLM is actually the same as FlexNET, but an older version of it, and it uses "LMTOOLS" instead of the "Activation Manager"
- For SCIA Engineer 15, the version of FlexNET has to be at least 2.2.3.
- The FlexNET software can also be configured to provide "old" licenses (see 8.4)
- 1) Start the FlexNET license administrator
  - a) OPTION 1: Execute the FlexNET license administrator (can be found under

Start > Programs > SCIA License Server > FlexNET license administrator)

 b) OPTION 2: Open an internet browser and navigate to http://serveraddress:8080 (e.g. http://localhost:8080)

← → 🗰 http://localhost:8080/dasht 🔎 - 🗟 Ċ × 🛛	FLEXnet License Administr ×					- □ ☆ ŵ	
FLEXNET*				User Name: ad	imin ? Help	X Sign Out	Ì
				Das	hboard Adm	inistration	
Alerts	Licenses		Vendor	Daemon: SCIA			1
							:
0 0 0 Critical	Activatable Concurrent						
	Product Version In	n Use (Available)	Overdraft	Expiration			
	▼ Engineer Engineer	0 (0)	0 (0)	PERMANENT			
							I
							I

#### Note

If the service "Imadmin.exe" is not started, then you will not be able to connect in step 1. You can see more information in Section 8.5 about Imadmin.exe (this is the service that is being managed by the FlexNET license administrator.

⇒ C fi	localhost 8080	
		Oops! Google Chrome could not connect to
		Oops! Google Chrome could not connect to localhost:8080

2) Click on **[Administration]** and sign in (for the first login use "admin" for username and password).

Sign In	
User Name:	
Password:	
Remember me	
Submit Cancel	

3) Go to "Vendor daemon configuration" and click [Administer].

F	LEXNET"				User Name: admin Dashboa	Pelp Help	X Sign Out
System Information	Vendor Daemons						
User Configuration	Name 🔺 SCIA	Status RUNNING	FLEXnet Publisher Version 11.10	Port 60786	Administer	Delete	<u> </u>
Alert Configuration Server Configuration						-	

4) First stop the server before adapting the settings.



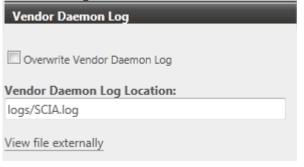
5) In the "General configuration" section it is necessary to set the correct path to license file (by default this is SCIA\SCIA\_Software.lic). It can also be changed in order to refer to a \*.DAT file (to configure FlexNET for old versions of SCIA Engineer & EsaPrimaWin, see Section 8.4 for how to do this). The path for the vendor daemon (SCIA.exe) should be SCIA/SCIA. Please note the importance of the back and forward slashes!

The **Vendor daemon port** is the port which is used for communication between SCIA.exe and Imadmin.exe. It is not used for communication between SCIA Engineer and the license server.

**Restart retries** specifies whether the license server will be automatically started after restart of license server machine (also restart after sleep mode). **Set the value to 1** in order to enable automatic restart of license server.

Vendor Daemon Actions
Start
General Configuration
* License File or Directory
scia\SCIA_Software.lic
-
Vendor Daemon Location:
scia/scia
* Vendor Daemon Port:
Our Section Section 2015 Sec
O Use this port 0
* Restart Retries:
1
Enable Date-based Versions

6) In the "vendor daemon log" section, it is possible to modify the position of log files or show the log file:



Contract		

- 7) When you are finished making changes, make sure to save the configuration:
- 8) Once the daemon is configured correctly, it can be started using the "Start" button.

Vendor Daemon:SCIA
Successfully updated the vendor daemon configuration.
Vendor Daemon Actions Start

#### Note

When the user wants to use another TCP port (e.g. 7182), it is possible to change this under "Server configuration > License Server Configuration > License Server Manger port" (see image). But after changing the port, you will have to restart Imadmin.exe (you can restart it in the services, or you can restart the server).

<b>•••</b>	User Name: admin Help Sign Out Dashboard Administration
System Information	Server Configuration Stop Server
User	Web Server Configuration Secure Web Server Configuration License Server Configuration
Configuration	License Server Manager Port:  Use Default Port (27000 — 27009)  Use this Port 0
Configuration	*Maximum Number of License Server Manager Processing Threads: 10
<u>Server</u> Configuration	*Maximum Number of License Server Manager Receive Threads: 5
	Logging User Interface
Vendor Daemon Configuration	Save Cancel

## 3. Update of the server for a new version

#### 🖑 Attention

For SCIA Engineer 15 and later, you must check your version of FlexNET. SCIA Engineer 15 requires a version of FlexNET that is at least 2.2.3. It is not possible to provide licenses for SCIA Engineer 15 with an older version.

Organize 🔻 Uninstall Repair				
Name	Publisher	Installed On	Size	Version
🍞 Scia Engineer 14	Nemetschek Scia	24/03/2014	2,27 GB	14.0.32
🍞 Scia Engineer 2013	Nemetschek Scia	9/10/2013	1,41 GB	13.0.2030
Scia Engineer 2013 1	Nemetschek Scia	6/02/2014	2.00 GB	1311040
Scia Licence Server	Nemetschek Scia	24/03/2014	37,2 MB	2.2.3

If your server is using LMTools to divide licenses, then you are using FlexNET version 1.X.X and you must also upgrade your FlexNET. To upgrade, first go to the activation manager and return ALL licenses. Then remove FlexNET from the server. The location for the setup and the installation for the new FlexNET is described in chapter 2.

 Execute the SCIA Activation manager. This can be found by default in: "C:\Program Files (x86)\Common Files\SCIA\LicenseServer\ActivationUtility\ ActivationUtility.exe"

FlexNET ID			
	Expiration Date	Licence Status	Read Lock ID
FID_SCIA_1070302784	01. January. 2050	Active	Delete Lock ID Activate Licence Reload Licence Return Licence
	FID_SCIA_1070302784	FID_SCIA_1070302784 01. January. 2050	FID_SCIA_1070302784 01. January. 2050 Active

- 2. Select your license number and press [Reload License]
- 3. If the activation has succeeded, you will receive a **message** that tells you that the license is now bound to the server and must be returned before removing or changing hardware to the server (and before removing software relevant to the activation utility).

#### 🖑 Attention

It is not possible to activate the license file using remote desktop (to try and force this command, see Section 8.2). For problems with proxy settings, check Section 8.6.

4. Now you must execute the **[Reread License Files]** option in the FlexNET license administration:

<u> </u>					User Name: admin	?	۲
	LEXNET*				Dashboard	Help d Admir	Sign Out
<b>19</b> 0	Vendor Daemons						
System Information	Import License						
	import License						
User Configuration	Name 🔺	Status RUNNING	FLEXnet Publisher Version 11.10	Port 60786	Administer	Delete	<u> </u>
Alert Configuration							
Configuration							
Qo							
Server Configuration							
(P)							
Vendor Daemon							
Configuration							
<u> </u>					User Name: admin	?	X
	LEXNET*				Dashboard	Help S	Sign Out
					Cashboard		
Q.	Vendor Daemon:SCIA						
System Information	Vendor Daemon Port in Use: 4916	9					
	Vendor Daemon Actions						
User Configuration	Stop Reread Lice	nse Files					0
	Report Log Name:		Rotate Report Logs				
Alert	General Configuration					-	
Configuration	* License File or Directory						
Qo	scia\SCIA_Software.lic						
Server Configuration							
	Vendor Daemon Location: scia/scia						
Vendor Daemon Configuration	* Vendor Daemon Port:						
Connedition	<ul> <li>Use default port</li> <li>Use this port</li> </ul>						
	* Restart Retries: 999						
	Enable Date-based Versions						
	Vendor Daemon Log			_			
					Save	Canc	el
	©2011 Flexera Software, Inc. All Rights	Reserved.					

## 4. Extra options on the server

### 4.1 Checking the status of license server

The status of SCIA License server can be checked on the "Dashboard" of the web based interface. It is possible to see alerts and warnings here and to see which licenses are available at the server. There are provided information about availability, expiration or current users (Hosts) for each module.

FLEXNET*			User Name: admin ? X Help Sign O Dashboard Administration
Alerts	Concurrent Licenses		Vendor Daemon: SCIA
	Feature Version	In Use (Available)	Expiration
1 0 1 Critical	▼ ESA.ED.BA ENG EC		
Vendor daemon down: SCIA Wed May 23 15:23:56 2012	1.0	0 (1)	PERMANENT
	1.0	0(1)	PERMANENT
	▼ ESA.ED.BA FRA EC		
	1.0	0 (2)	PERMANENT
	▼ <u>SCIA Software</u> 1.0	0(1)	PERMANENT
	▼ <u>ESA.1010</u>		
	1.0	0 (4)	PERMANENT

## 4.2 Deactivating the license file

Deactivating the license file is necessary when changing the dongle from one server to another. In this case it is necessary to deactivate the license file on the original server before activating the same license on the new server. You can deactivate the license using the following steps:

- 1. Using Windows Explorer, go to the folder C:\Program Files (x86)\Common Files\SCIA\Protection\ActivationUtility
- 2. Execute the file ActivationUtility.exe
- 3. Select the License file number and press [Return License]
- 4. Press [Close]

## 5. Installation of SCIA Engineer on the client pc's

## 5.1 Installation of SCIA Engineer

1. You can start the installation using the web setup from our site:

Go to our download page:

#### http://update.scia.net/

And run the web setup.

2. In the dialog box which appears, select the language for installation:

Scia Engi	neer 15 - InstallShield Wizard	×
ځ	Select the language for the installation from the choices belo	ow.
	English (United States)	-
	OK Car	icel

The language chosen for installation is also the **default language** that will be used for the **help files** of SCIA Engineer.

- 3. The Welcome screen for installation appears. Press [Next] to continue.
- 4. In the dialog **Customer Information**, the User Name and Company Name can be input. The Company Name will appear automatically in the document of SCIA Engineer. Press **[Next]** to continue.
- 5. In the dialog **Choose Destination Location**, the folder where the files will be installed can be specified. By default the destination folder is created in Program Files. It is advised to use this default location.

	<b>ion Folder</b> xt to install to this folder, or clid		
0	Install SCIA Engineer 15.2 to:		
0	C:\Program Files (x86)\SCIA\	Engineer 15.2	Change
tallShield			

Press [Next] to continue.

6. In the dialog **Setup Type** the preferred setup can be chosen. Press **[Next]** continue. We advise to choose **Custom** so that you can check the add-ons and languages that will or won't be installed by default. Make sure that ALL required add-ons and languages are selected to be installed. If you are not sure about a certain component, it is better to install it anyway.

#### 🖹 Note

When choosing a "Typical installation", NOT all language modules will be installed, only the English language and the language chosen for installation. If you wish to install other languages, you need to choose a Custom installation where multiple languages can be selected.

To choose another language for the environment of SCIA Engineer two requirements need to be met:

The preferred language needs to be installed

The necessary language module needs to be active in the dongle or on the server

If you want to install one of the SCIA Engineer Plug-ins, then you need to select the plug-in in the Custom installation.

7. In the dialog **Protection Defaults** the default values for the protection settings can be set.

SCIA Er	gineer 15.2 (15.2.122) - InstallShield	d Wizard 🛛 🗙
Protection settings	SCiA	ENGINEER
Please choose protec	ion defaults	
O Trial version		
O Student version		
Only standalone		
Only floating		
O First standalone,	then floating	
O First floating, the	n standalone	
Licence server:	27000@localhost	
SCIA Engineer 15.2 upgrade your servenstallShield	requires SCIA Licence Server version 2.2 r if necessary!	1.3 or higher. Please
	< Back Next	> Cancel

- Select Only floating.
- Fill in the correct path to the License server:
  - E.g. 27000@Server
  - The number **27000** refers to the TCP-port. Default this port is 27000, but it can be adapted in the license file (see chapter 2.4 [NOTE]).
  - Localhost should be replaced by the name of the license server.

Press [Next] to continue.

#### Note

When using a dongle together with a FlexNET network license, the options "First standalone, then floating", or "First floating, then standalone" can be chosen.

8. In the dialog **Application Defaults** the default values for the national code can be set.

National code of new projects	Format and measuring system	
ÈSN NEN DIN STN ÖNORM	Metric     Imperial	
EC-EN	Autosave	
IBC BS	Enable autosave every	15 ¥ min(s)
France SIA 26x EC-ENV	✓ Clean backup files after Autosave folder	7 👻 day(s)
India	D: Documents ESA 15.2 (Autosave)	

**Autosave** criteria can also be established and additionally, the autosave folder location can be modified.

Choose the default setting for your national code and measurement system. Press **[Next]** to continue.

- 9. The next window, allows the user to select the required desktop icons.
- 10. The last window shows an overview of the selected settings. Press **[Install]** to start the installation process.
- 11. After installation, the message appears that SCIA Engineer has been installed successfully. Press **[Finish]** to end the installation procedure.

## 5.2 Start SCIA Engineer

Double click on the SCIA Engineer 15 icon to start the program.



When the protection update succeeded, SCIA Engineer will start up and the installation is finished.

If SCIA Engineer does not start immediately, the following screen will appear and follow the steps below to update the protection:

Scia Engine	er				x
8	Valid licence has Problem found: H Please choose a p Settings = start P Viewer = Run Sci Exit = close Scia B	Hardware key possible action rotection setti a Engineer in v	can not be fo n: ng dialogue		continue.
		Settings	Viev	ver	Exit

- 1. SCIA Engineer cannot start without a correct protection. Press **[Settings]** to run the protection setup to update the protection.
- 2. The Protection setup will be displayed

Select the option **Only floating** and fill in the correct path to the **License server**:

- E.g. 27000@SERVER
- The number **27000** refers to the TCP-port. Default for this port is 27000, but it can be adapted in the FlexNET License Administrator (see Chapter 2.3)
- **SERVER** should be replaced by the name of the license server (which you can see under the tab "System Information" in the FlexNET License Administrator).

Protection setup	
Attached dongle IDs:	ок
C Try-out	Apply / Refresh
C Only standalone	Apply / Refresh
Only floating	Cancel
C First standalone, then floating	
First floating, then standalone	
C Student	
Software floating protection	
Licence server path	
(e.g.: http://localserver:7182/, 7182@localserver)	
27000@Server	
ets of modules: All available modules	
ets of modules: All available modules  Available commercial modules:	Save set
	Save set of modules
	of modules Import set
	of modules
	of modules Import set of modules Remove set
	of modules Import set of modules
	of modules Import set of modules Remove set
	of modules Import set of modules Remove set of modules
	of modules Import set of modules Remove set of modules Borrow selected modules

## Press [Apply / Refresh]

3. The available commercial modules will appear in the window:

V Protection setup	
Attached dongle IDs:	ОК
C Try-out	Apply / Refresh
C Only standalone	
Only floating	Cancel
O First standalone, then floating	
C First floating, then standalone	
C Student	
Software floating protection	
Licence server path	
(e.g.: http://localserver:7182/, 7182@localserver)	
27000@Server	
Sets of modules	
Available commercial modules:	Save set
ESA.ED.BA(1) - 1 / 0	
	of modules
ESA.ED.BA(2) - 1 / 0	Import set
☑ ESA.ED.BA(2) - 1 / 0 ☑ ESA.ED.BA(3) - 1 / 0 ☑ Scia Engineer 2009.0 license [_ESA.900] - 3 / 2	Import set of modules Remove set
ESA.ED.BA(2) - 1 / 0	Import set of modules
	Import set of modules Remove set
	Import set of modules Remove set of modules
	Import set of modules Remove set of modules Borrow selected modules

- 4. Press **[OK]** to close the protection Setup
- 5. Double click on the SCIA Engineer 15 symbol to start the program.
- 6. When the protection update succeeded SCIA Engineer will start up and the installation is finished.

## 5.3 Update

When an update is available, you will see a notification at the bottom right corner of SCIA Engineer itself:

New version available	Snap mode	Filter for service	Current UCS	

When you click on **New version available** you can choose "Install update" and the updates will be installed automatically.

In SCIA Engineer it is also possible to check if an update is available, using **Help -> Check for update** in SCIA Engineer.

It is also possible to disable this option in the registry on the client's computer by navigating to:

HKEY\_CURRENT\_USER\Software\SCIA\Esa\14.0\Admin\Settings\EnableUpdateMenu

and setting the value here to: 0

## 6. Uninstalling SCIA Engineer

## 6.1 Uninstalling with Add/Remove Programs in Windows

SCIA Engineer can be uninstalled like any other windows based software application:

- 1. Go to Add or Remove Programs through Start > Settings > Control Panel > Add or Remove Programs.
- 2. A list with installed software applications will appear. Select SCIA Engineer and press [Change/Remove]
- 3. In the dialog box that appears choose the option Remove



4. Press [Next] to start the uninstall procedure.

After completing the uninstallation, some settings remain in the Registry of windows. These traces can be deleted manually. Deleting these entries can be necessary when problems occur with a new installation.

- 1. Open the Run dialog box through Start > Run
- 2. Type regedit and press [OK]

Take note, for this step it is required to have Administrator rights!

3. The **Registry Editor** appears.

<b>W Registry Editor</b> File Edit View Favorites <u>H</u> elp			
My Computer      HKEY_CLASSES_ROOT      HKEY_CURRENT_USER      HKEY_CURRENT_USER      HKEY_LOCAL_MACHINE      HKEY_USER5      HKEY_CURRENT_CONFIG	Name 화(Default)	Type REG_SZ	Data (value not set)
	<	Ш	>

4. Go to the following key's and delete them using the **Delete** button.

HKEY\_CURRENT\_USER\Software\SCIA\ESA\\* HKEY\_LOCAL\_MACHINE\Software\SCIA\ESA\\* Where \* represents the version number.

5. Close the Registry Editor through File > Exit

After completing the uninstallation, some folders remain on your hard disk and can be deleted manually:

32 bits computer: C:\Program Files\SCIA\ Engineer\*\*

64 bits computer: C:\Program Files (x86)\SCIA\Engineer\*\*

Also the following folders remain on your hard disk and can be deleted:

Windows 7/8: C:\Users\#User#\Esa\*\*

C:\Users\#User#\Documents\Esa\*\*

Where \*\* represents the version number



These folders can be deleted using Windows Explorer. Please note that the first folder can contain projects so the user must be absolutely sure if he/she wishes to delete these folders.

## 6.2 Uninstalling without Add/Remove Programs

Sometimes SCIA Engineer cannot be uninstalled using the "Add/Remove programs" feature of Windows. Sometimes an error message presents itself or SCIA Engineer is not added to Add/Remove Programs. In this case, it is not possible to uninstall the software.

This problem can occur with any Windows based program.

To easily uninstall SCIA Engineer, use the following procedure:

Go to Start > Run and in the dialog that appears, type the following command:

### msiexec /x {A39DB31A-4752-4611-A2F9-299324BED8EF}

This will execute the same procedures as uninstalling through Add/Remove Programs.

## 7. Troubleshoot – on the client computer

A complete list of Frequent Asked Questions can be found on our website: http://scia.net/en/support/faq

## 7.1 Language module not found

When starting up SCIA Engineer the following message appears:



If this message appears, it means that SCIA Engineer does not find the correct language to start.

To use a certain language, you need the module for this language and the language must be installed. It is possible that you have chosen a different language during your installation then the language of your modules.

You can install an extra language in the setup for "Programs and Features" in Windows. Select the SCIA Engineer version from the list and choose for "Change". With this option you can change the installation of the program and select an extra language which will be installed.

## 7.2 User Access Control

If UAC (User Access Control) is enabled the following message will appear at the end of the installation:

😵 Wir	ndows Security
8	Windows can't verify the publisher of this driver software
	Don't install this driver software You should check your manufacturer's website for updated driver software for your device.
	Install this driver software anyway Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.
	Hide details
verifie instal	river software you're attempting to install does not have a valid digital signature that as who published it, and could potentially be malicious software. You should only I driver software from publishers you trust. <u>How can I decide which device software is</u> o install?

Choose "Install this driver software anyway" to end the installation.

#### Note

For using SCIA Engineer, standard user rights suffice. Here, no Administrator rights are needed.

However, the user must have read/write permission for the user folder of SCIA Engineer:

Windows 7/8: C:\USERS\#USER#\ESA\*\*

Where \*\* represents the version number and #USER# represents the user login name

## 8. Troubleshoot – on the server

## 8.1 TCP Ports – Server setup

For servers with a windows version **older than Windows 7** the ports used in FlexNET (default 27000) should be opened.

When using a **Windows 7/8** server, it is necessary to add exceptions in the Windows firewall for: Imgrd.exe, SCIA.exe and Imadmin.exe

## 8.2 Impossible to activate license using Remote desktop

Remote desktop does not recognize the dongles from the remote system (in this case the FlexID dongle is not recognized). It is possible to log in on the console session of the server and then the dongle will be recognized, using the following command:

For Windows 7/8:

#### mstsc /v:servername /admin

More info:

/v:ServerName[:Port]

Specifies the remote computer and, optionally, the port number to which you want to connect.

## 8.3 Changing the TCP Port

When the user wants to use another TCP port (e.g. 7182), it is possible to change this by using the following steps:

- 1. Start the internet browser and navigate to http://serveraddress:8080 (e.g. http://localhost:8080)
- 2. Click on **[Administration]** and sign in (for the first login use "admin" for username and password)
- 3. Go to "Vendor daemon configuration" and click [Administer].

4. And go to "Server configuration > License Server Configuration > License Server Manager port". You can change the Port here:

	User Name: admin
System Information	Server Configuration Stop Server Web Server Configuration
User Configuration	Secure Web Server Configuration License Server Configuration
Alert Configuration	License Server Manager Port:  Use Default Port (27000 — 27009)  Use this Port
Server Server	*Maximum Number of License Server Manager Processing Threads: 10 *Maximum Number of License Server Manager Receive Threads: 5
Configuration	Logging User Interface
Vendor Daemon Configuration	Save Cancel

- 5. Afterwards, you must restart the service Imadmin.exe or restart the server.
- 6. Now you'll need to configure SCIA Engineer 15 so that it can listen on the changed TCP port in order to receive the modules. Go to the protection setup (start -> All programs ->SCIA Engineer 15 -> Protection setup) on the client's PC. In the protection setup you can give in the TCP port that you've just configured on the server (e.g. 7182). Next click on apply/refresh. You should be able to see the modules when you click on expand.

icence number(s): 124161 Sype	ОК
C Try-out	Apply / Refresh
<ul> <li>Only standalone</li> <li>Only floating</li> </ul>	Cancel
C First standalone, then floating	
C First floating, then standalone	
C Student	
oftware floating protection	
Licence server path (e.g.: http://localserver:7182/, 7182@localserver)	
7182@YOUR SERVERNAME/SERVER IP	

## 8.4 Working with versions older than SCIA Engineer 2010.0

With the "SCIA\_Software.lic" file, the users can work with SCIA Engineer 2010.1 and newer. But if the users prefer to work also with older versions of SCIA Engineer or with Esa Prima Win, the old dat-file should be copied to the folder of the "SCIA\_Software.lic" file, by default:

C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexnetServer\SCIA

Afterwards the dat-file should be adapted and the first 2 rows should be changed into:

e 📑 630769 - Notepad	
File Edit Format View Help	
SERVER MYSERVER FLEXID=9-60E55	D9A
VENDOR SCIA scia/scia	
USE_SERVER	_
INCREMENT ACTIVE_DOCUMENT SCIA	1.0 permanent 4 SIGN=2F5C7CAEOC
INCREMENT ASSEMBLED_CROSS_SECT	ION SCIA 1.0 permanent 4 \
SIGN=FC019C9E5732	
TNODEMENT ATTOTRUTES SOTA 1 A	nermanent $4$ STCN- $800$ F $2424$ D $20$ F

Change "MYSERVER" in the name of the server.

Don't change the FLEXID number (this depends on the number of your dongle)

Remove the port number at the end of the first row

Change the second line into: VENDOR SCIA scia/scia

And refer to this datfile in Imadmin (instead of: "SCIA\SCIA\_Software.lic"). This can be done in the FlexNET Licence Administrator. To do this, follow the next steps:

1. Start the internet browser and navigate to http://serveraddress:8080 (e.g. http://localhost:8080)

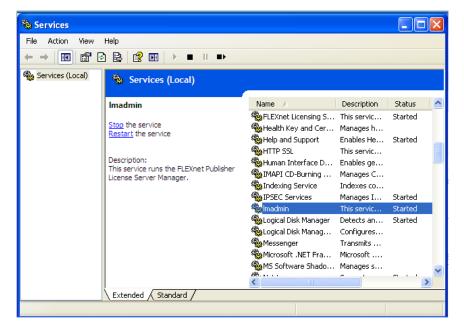
- 2. Click on [Administration] and sign in (for the first login use "admin" for username and password)
- 3. Go to "Vendor daemon configuration" and click [Administer].
- 4. And refer here to the Licence file or Directory, not to te lic-file, but to the dat-file:

General Configuration	
* License File or Directory	
scia\630769.dat	*
	-

With those adaptations it is possible to work with older versions of SCIA Engineer and with the new versions as well.

## 8.5 Lmadmin does not start automatically

When restarting the server, the Imadmin service should start up automatic.



If this service does not start up automatically, please add a shortcut to Imadmin.exe (C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexNetServer) in the startup menu of Windows.

In some cases Imadmin.exe can be blocked due to other programs. The key in such a situation is to find what is blocking it.

One example is for some Windows Server operating systems. These operating systems sometimes have "Data Execution Prevention" activated by default for almost all programs. You can access and change it in the following manner:

Right Click on the C: drive to access the computer properties



Then you can configure data execution prevention by following the steps indicated in the next image:

and the second second		man a
🕞 🕞 🤜 🖳 🕨 Control Panel 🕨	All Control Panel Items 🕨 System	Search Control Panel
Control Panel Home Control Panel Home Control Panel Home Remote settings System protection Advanced system settings	System Properties           Computer Name         Hardware         Advanced         System Protection         Remote           You must be logged on as an Administrator to make most of these changes         Performance         Visual effects, processor scheduling, memory usage, and virtual memory	Performance Options
	User Profiles Desktop settings related to your logon Settings	Turn on DEP for all programs and services except those I     select:
	Startup and Recovery System startup, system failure, and debugging information Settings Environment Variables	
See also	OK Cancel Appl Domain: scia-online.com	Add Remove Your computer's processor supports hardware-based DEP.
Action Center	Windows activation	
Windows Update		
Performance Information and Tools	Windows is activated Product ID: 00371-OEM-8992671-00524	OK Cancel Apply

## 8.6 Activation manager having problems with proxy setttings

If you are working behind proxy settings, and the activation manager does not work after adjusting the proxy settings in the activation manager, it is possible to use a configuration file for the **ActivationUtility.exe**.

Usually we have a bypass of calling HTTP status 101 - continue. Some proxies do not accept it and then activation fails.

To create this configuration file, you must follow the next steps:

a) Create a new file in notepad, and put in it the following content:

```
<configuration>
<system.net>
<settings>
<servicePointManager expect100Continue="false" />
</settings>
</system.net>
</configuration>
```

- b) Save the file in the folder of ActivationUtility.exe
   → C:\Program Files (x86)\Common Files\SCIA\LicenceServer\ActivationUtility
- c) Rename the file you created to:
   → ActivationUtility.exe.config (make sure that the old file extension is gone)

## 8.7 Configuring the firewall on server side

The licenses have to be exchanged between the server and the computer using SCIA Engineer. To allow this exchange, it can be possible that exceptions have to be added to the firewall on the server side.

You have to add these 4 exceptions:

1) The port used to send out licenses to the client pc(default is 27000). You can check this port under

### 'FlexNET License administrator > Administration > System Information'

		User Name: admin	?	×
	ELEXNET*		Help	Sign Out
		Dashboard	Admi	nistration
5	Custom Information			
5050	System Information			
System	Release Version:			
Information	License Server Manager Port in Use:			
		M4500-JEF		
	Host Name:			
		M4500-JEF.scia-online.com		
User Configuration	IPv4 Address:			
contigutation		2a02:1810:210a:bc00:a95f:307e:e56f:fb85		
		2a02:1810:210a:bc00:cc59:680d:c828:4398		
		fe80:0:0:0:cc59:680 d:c828:4398		
Alert	Ethernet Address:			
Configuration	Ethernet Address:			
	Volume Serial Number:			
	Local Stop Server Allowed:			
	Remote Stop Server Allowed:			
Server Configuration	License Reclaim Allowed:	No		
Configuration				
Vendor Daemon				
Configuration				
	©2011 Flexera Software, Inc. All Rights Rese	rved.		

- 2) The port used to communicate with the server. This is the port used in step 1, plus 1. So this is by default port 27001.
- 3) Add the process "Imadmin.exe" as exception. This process is located in the following folder:
   "2) Description (20) 200 and 500 a

"C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexnetServer"

4) Add the process "SCIA.exe" as exception. This process is located in the following folder:

"C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexnetServer\SCIA"