



# Server Installation Manual Scia Engineer 14



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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 with a large range of application: from the check of simple frames to the advanced design of complex projects in steel, concrete, wood...

The program treats 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 dimension plate structures, including advanced concrete calculations.

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

The text is concluded with the de-install procedure in chapter 6 and with the most common troubleshoots in chapter 7 and 8.

## 1.2 System Requirements

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

## Hardware

Processor	Pentium IV - 3Ghz (Advised: DualCore 2.3 Ghz and higher)
RAM	2 GB (Advised: > 4 GB)
Graphics Controller	256 MB, supporting OpenGL
Disk space for installation, projects and temporary files	5GB
Minimum resolution	1280 x 800

## Software

Scia Engineer on Macintosh	To run the Scia Engineer software on Mac OS X virtualization software has to be used. Parallels Desktop 7 is recommended for this. When Parallels Desktop 7 is used, a Windows operating system may be installed as a virtual machine and Windows applications are used alongside Mac OS X applications. In this way, the user has 2 operating systems at the same time.
Standalone protection Windows 2003 server 32 bit Windows 2008 server 64 bit Windows 2012 server 64 bit Windows 7 32/64 bit Windows 8 32/64 bit	It is advised to install the latest Service Pack for these Operating Systems.
Floating protection Windows 2003 server 32 bit Windows 2008 server 64 bit Windows 2012 server 64 bit Windows 7 32/64 bit Windows 8 32/64 bit	It is advised to install the latest Service Pack for these Operating Systems.
Allplan	Scia Engineer 14 is compatible only with:
	Allplan 2009.0 Allplan 2011.1 Allplan 2012.0 Allplan 2014.0 Allplan Precast 2010.0
	However one should first install Allplan and then Scia Engineer, otherwise the proper installation for the Allplan patch won't be recognised.
Revit	Scia Engineer 14 is compatible with Revit 2012, 2013, 2014
	The Revit link is available on www.nemetschek-scia.com/revit
Etabs	Scia Engineer 14 is compatible with Etabs 9.2
IFC	Scia Engineer 14 is compatible only with IFC version 2x3
SDNF	Scia Engineer 14 is compatible only with Version 2.0 and Version 3.0
Tekla	Scia Engineer 14 is compatible only with: Tekla version 15, 16, 17, 18 and 19.0 – 32/64 bit

# 2. First installation of the protection on the server

The network protection can be installed on each computer in the network. This means that it does not have to be the domain or file server. Each of the authorised modules can have a different amount 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 14, the version of FlexNET must be 2.2 or higher) will be installed. This setup contains drivers for the Scia network dongle which used for the floating protection. If you wish to change the license to another computer, then all 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 install always the latest version of FlexNET. This can be found on the following site:

http://nemetschek-scia.com/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://nemetschek-scia.com/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.
- 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, this file can be requested by sending an email to support@scia-online.com with:
  - o Your company name
  - o 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)

🖡 Scia Activati	on manager			
Scia 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
Ready			,	

## Press [Read Licence ID]

 $\rightarrow$  If you are using proxy settings, then configure **Network Settings** for the activation to work. If this still won't work, then check 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.

🍞 Scia Activati	on manager		
Scia Activation s	server URL:	http://activation.scia-online.com:80/	Network settings
Licence 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
Ready			

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 on **[OK]** and the circle in front of the license number will become green and the license file has been activated.

Scia Activation server URL: http://activation.scia-online.com:80/			Network settings	
cence ID	FlexNET ID		Licence Status	Read Licence ID
630769	FLEXID=9-60E	55D9A	Active	Delete Licence ID
				Activate Licence
				Reload Licence
				Return Licence
				Repair Licence
				Close

## Press [Close]

## 2.3 Configuration of the Server

From version 2010.0 the network protection uses FlexNET. In versions before 2010.0 (2009.0, 2008.1, Esa Prima Win, ...) FlexLM has been used instead of FlexNET.  $\rightarrow$  FlexLM is actually the same as FlexNET, but an older version of it, and it uses 'LMTOOLS' instead of the 'Activation Manager'

 $\rightarrow$  For Scia Engineer 14, the version of FlexNET has to be at least 2.2.0.

- $\rightarrow$  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  $\rightarrow$  Programs  $\rightarrow$  Scia License Server  $\rightarrow$  FlexNET license administrator')

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



#### 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 8.5 about Imadmin.exe (this is the service that is being managed by the FlexNET license administrator.

⇒Cni	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:		
Remembe	er me	
Submit	Cancel	

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

F	LEXNET*				User Name: admin	? Help	X Sign Out
	_				Dashboard	Admir	nistration
	Vendor Daemons						
System Information							
	Import License						
User	Name 🔺	Status	FLEXnet Publisher Version	Port	12 Sec. 10 (10)		*
Configuration	SCIA	RUNNING	11.10	60786	Administer	Delete	
Â							
Alert Configuration							
10 m							
Server							
Configuration							
Vendor Daemon Configuration							

4) First stop the server before adapting the settings



5) In the "General configuration" section it is necessary to have the correct path to license file (by default this is scia\Scia\_Software.lic). It can also be changed 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.

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). **Put here the value 1** to enable automatic restart of license server.

Vendor Daemon Actions	
Start	
General Configuration	
* License File or Directory	
scia\SCIA_Software.lic	<u>۸</u>
	-
Vendor Daemon Location:	
scia/scia	
* Vendor Daemon Port:	
Our State	
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:

Vendor Daemon Log
Overwrite Vendor Daemon Log
Vendor Daemon Log Location:
logs/SCIA.log
View file externally

7) Changes in configuration must be saved:



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

#### **DELETED NUMBER 10**

#### 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 change it in the services, or you can restart the server).

(;;;) F	User Name: admin	lp Sign Out
	Dashboard A	dministration
System Information	Server Configuration Stop Server	
Information	Web Server Configuration	
	Secure Web Server Configuration	
User	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:	
60	10	
Server 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

#### Mattention

For Scia Engineer 14, you must check your version of FlexNET. Scia Engineer 14 requires a version of FlexNET that is at least 2.2.0. It is not possible to provide licenses for Scia Engineer 14 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
V 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.

1. Execute the **Scia Activation manager**. This can be found by default in: "C:\Program Files\SCIA\FlexNET\ActivationUtility\ActivationUtility.exe"

CIA Activation server URL:	http://activation.scia-online	e.com/FlexNet/		
Licence ID	FlexNET ID	Expiration Date	Licence Status	Read Lock ID
630732	FID_SCIA_1070302784	01. January. 2050	Active	Delete Lock II Activate Licence Reload Licence Return Licence Repair Licence

- 2. Select your license number and press [Reload Licence]
- 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).

#### Mattention

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.

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

<u> </u>					User Name: admin	2	X
	LEXNET"				Dashboar	Help rd <mark>Admi</mark>	Sign Out
System Information	Vendor Daemons						
User	Name 🔺	Status	FLEXnet Publisher Version	Port			*
Configuration Alert Configuration Server Configuration	SCIA	RUNNING	11.10	60786	Administer	Delete	
Vendor Daemon Configuration					User Name: admin	?	x
F (	LEXNET*				Dashboard	Help	Sign Out
System Information User Configuration	Vendor Daemon:SCIA Vendor Daemon Port in Use: 4910 Vendor Daemon Actions Stop Reread Lice Report Log Name:		Rotate Report Logs				O
Alert Configuration Server Configuration	General Configuration  • License File or Directory scia\SCIA_Software.lic						
	Vendor Daemon Location: scia/scia						
Vendor Daemon Configuration	Vendor Daemon Port:     Use default port     Use this port						
	Restart Retries: 999  Enable Date-based Versions						111111
	Vendor Daemon Log				Save	Cano	el
	©2011 Flexera Software, Inc. All Right	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 Dashbox	Help Sign Ou
Alerts	Concurrent Licenses		Vendor Daemon: SCIA	
	Feature Version	In Use (Available)	Expiration	
1 Critical Vendor daemon down: SCIA	▼ ESA.ED.BA ENG EC 1.0	0(1)	PERMANENT	
Wed May 23 15:23:56 2012	▼ ESA.ED.BA FRA CM 1.0	0 (1)	PERMANENT	
	▼ <u>ESA.ED.BA FRA EC</u> 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 of 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 this license on the new server. You can deactivate the license following the next 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.nemetschek-scia.com/

And run the web setup.

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

er 14 - InstallShield Wizard
Selecteer de taal voor de installatie uit de onderstaande lijst.
Engels  V OK Annuleren

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 inputted. 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.



Press [Next] to continue.

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

To be able 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.

The following plug-ins are available: Tekla Structures plug-in, Revit Structure plugin, CADS RC Link Designer, BS2000, Pipeline Wizard, Composite Beam, Composite Column, Arcelor Mittal-Cellular beams. 7. In the dialog **Protection Defaults** the default values for the protection settings can be set.

😸 Scia Engineer 14 (14	.0.32) - InstallShield Wizard	×
Protection settings Please choose protect	tion defaults	Scia
<ul> <li>Trial version</li> <li>Student version</li> <li>Only standalone</li> <li>Only floating</li> <li>First standalone</li> </ul>	, then floating	
First floating, the Licence server:	en standalone 27000@localhost	
InstallShield	< Back Next >	Cancel

- Activate Only floating.
- Fill in the correct path to the License server:
  - o 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, then 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.

🔡 Scia Engineer 14 (14.0.32) - InstallS	hield Wizard	X
Application defaults Please choose application defaults		Scia Engineer
National code of new projects	Format and measuring system	
ÈSN NEN DIN STN ÖNORM EC-EN IBC BS France SIA 26x EC-ENV India	<ul> <li>● Metric</li> <li>○ Imperial</li> </ul>	
InstallShield	< Back Next >	Cancel

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

- 9. The last window shows an overview of the selected settings. Press **[Install]** to start the installation process.
- 10. 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 14 symbol 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:



- 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

Activate 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 this port is 27000, but it can be adapted in the FlexNET License Administrator (see chapter 2.3.[NOTE]).
- **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 C Only floating	Cancel
C 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: All available modules	
Available commercial modules:	Save set of modules
	Import set of modules
	Remove set of modules
	Borrow selected modules
	Select All
	Clear All
	Collapse <<<

## Press [Apply / Refresh]

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

Attached dongle IDs:	ОК
Гуре С Try-out	Apply / Refresh
C Only standalone	
Only floating	Cancel
C 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	
vailable commercial modules:	
	Save set of modules
ESA.ED.BA(2) · 1 / 0 ESA.ED.BA(3) · 1 / 0	
ESA.ED.BA(2) - 1 / 0 ESA.ED.BA(3) - 1 / 0 Scia Engineer 2009.0 license [_ESA.900] - 3 / 2 Standard language English [ESA.08.E] - 3 / 2	of modules Import set
ESA.ED.BA(2) - 1 / 0 ESA.ED.BA(3) - 1 / 0 Scia Engineer 2009.0 license [_ESA.900] - 3 / 2 Standard language English [ESA.08.E] - 3 / 2	of modules Import set of modules Remove set
ESA.ED.BA(2) - 1 / 0 ESA.ED.BA(3) - 1 / 0 Scia Engineer 2009.0 license [_ESA.900] - 3 / 2 Standard language English [ESA.08.E] - 3 / 2	of modules Import set of modules Remove set of modules
ESA.ED.BA(1) - 1 / 0 ESA.ED.BA(2) - 1 / 0 ESA.ED.BA(3) - 1 / 0 Scia Engineer 2009.0 license [_ESA.900] - 3 / 2 Standard language English [ESA.08.E] - 3 / 2 SCIA new modules [SCIA_NEW_MODULES] - 1 / 0	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 14 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 can see a notification at the right bottom corner in Scia Engineer itself:



And when you click on **New version available** you can choose for "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 possible to disable this option in the registry on the client's computer: HKEY\_CURRENT\_USER\Software\SCIA\Esa\14.0\Admin\Settings\EnableUpdateMenu

→ Set 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

Welcome	
Modify, repa	ir, or remove the program.
	the Scia Engineer 2009.0 Setup Maintenance program. This program lets you urrent installation. Click one of the options below.
Modify	
1	Select new program features to add or select currently installed features to remove.
⊙ Repair	Reinstall all program features installed by the previous setup.
Remove	
stallShield —	Remove all installed features.
come i nella	

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

After completing the uninstalling, 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 at least Power-User rights!

3. The **Registry Editor** appears.

<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>H</u> elp			
🖃 📕 My Computer	Name	Туре	Data
HKEY_CLASSES_ROOT     HKEY_CLASSES_ROOT     HKEY_CURRENT_USER     HKEY_LOCAL_MACHINE     HKEY_LSERS     HKEY_CURRENT_CONFIG     HKEY_CURRENT_CONFIG	회(Default)	REG_52	(value not set)
	<		la la

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 uninstalling, some folders remain on your hard disk and can be deleted manually:

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

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

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

Windows XP: C:\Documents and Settings\#USER#\ESA\*\*

C:\Documents and Settings\#USER#\My Documents\ESA\*\*

Windows Vista and Windows 7: C:\Users\#User#\Esa\*\*

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

Where \*\* represents the version number

#### Mattention

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 "Add/Remove programs" of Windows. Sometimes this give an error message or Scia Engineer is not added to Add/Remove Programs. This way, it is not possible to uninstall the software.

This problem can occur with every Windows based program.

To easily uninstall Scia Engineer, use the following procedure:

Go to 'Start' -> 'Run'

In the dialog that appears, type the following command:

## msiexec /x {F892EFDE-D4B3-48B2-8293-4024BBCA666E}

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: <u>http://nemetschek-scia.com/en/support/faq</u>

## 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 up.

To use a certain language, you need the module for this language and you have to install this language. Probably 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 Scia Engineer 14 here and choose for "Change". With this option you can change the installation of the program and select an extra language which will be installed.

DELETED THE PREVIOUS 7.2

## 7.2 User Access Control

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



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 XP: C:\Documents and Settings\#USER#\ESA\*\*

Windows Vista, Windows 7: 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 windows7** the used ports in FlexNET (default 27000) should be opened.

When using a **Windows7** 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 XP SP3 or higher, Windows Vista SP1 or higher, Windows Server 2008 and Windows 7:

## mstsc /v:servername /admin

For all older versions of Windows:

## mstsc /v:servername /console

More info:

## /v:ServerName[:Port]

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

/console or /admin

Connects to the console session of the specified Windows Server 2003 family operating system.

## 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 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:

<b>(;;;)</b> F	User Name: admin Help Sign Out Dashboard <u>Administration</u>
System	Server Configuration Stop Server
Information	Web Server Configuration
	Secure Web Server Configuration
User Configuration	License Server Configuration
Aiert	License Server Manager Port:  Use Default Port (27000 — 27009)  Use this Port 0
Alert Configuration	*Maximum Number of License Server Manager Processing Threads:
1000	10
Server Configuration	*Maximum Number of License Server Manager Receive Threads: 5
R	Logging
Vendor Daemon	User Interface
Configuration	Save Cancel

5. Afterwards, you must restart the service Imadmin.exe or restart the server.

## 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 datfile should be adapted and the first 2 rows should be changed into:



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 also.

## 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 automatic, please add a shortcut to Imadmin.exe (C:\Program Files\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 can be shown 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:

- If you would go to the computer properties



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

Control Panel 🕨	All Control Panel Items    System	<ul> <li>✓ </li> <li>✓ Search Control Panel</li> </ul>
Control Panel Home Device Manager 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 chang       Performance       Visual effects, processor scheduling, memory usage, and virtual memory         Visual effects, processor scheduling, memory usage, and virtual memory       Settings         User Profiles       Desktop settings related to your logon         Startup and Recovery       System startup, system failure, and debugging information         Settings       Environment Variables	Visual Effects       Advance       Data Execution Prevention         V       Data Execution Prevention (DEP) helps protect against damage from viruses and other security threats. How does it work3            • Turn on DEP for essential Windows programs and services only             • Turn on DEP for all programs and services except those I select:
See also Action Center Windows Update Performance Information and Tools	OK Cancel Ap Domain: scia-online.com Windows activation Windows is activated Product ID: 00371-0EM-8992671-00524	Your computer's processor supports hardware-based DEP.

## 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.

In this case, 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:

<config< th=""><th>uration&gt;</th></config<>	uration>
<syster< td=""><td>n.net&gt;</td></syster<>	n.net>
<setting< td=""><td>JS&gt;</td></setting<>	JS>
-	<pre><servicepointmanager expect100continue="false"></servicepointmanager></pre>
<td>gs&gt;</td>	gs>
<td>m.net&gt;</td>	m.net>
<td>auration&gt;</td>	auration>

- 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:

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

## 'FlexNET License administrator $\rightarrow$ Administration $\rightarrow$ System Information'



- 2) The port used to ask things to 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:

"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"