

TICRA Desktop Installation Manual

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TICRA Desktop Installation Manual

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TABLE OF CONTENTS

1.	Desl	ctop installation of TICRA software	1
2.	Get	the software	2
3.	Supj	ported platforms	3
4.	Insta	allation instructions	3
4.1	Sing	gle-seat license	3
2	4.1.1	Start the installation	3
2	4.1.2	Special considerations if you have 2 or more dongles, each controlling one of the available TICRA Tools products	8
2	4.1.3	Dongle install	9
2	4.1.4	If you have received an updated license file	9
4.2	Floa	ating license	10
2	4.2.1	Start the installation	10
4.3	Una	ittended installation	14
4.4	Inst	allation log file	15
5.	Runi	ning the program	16
6.	Unin	stalling the program	18
6.1	Win	dows	18
(5.1.1	Uninstalling the USB dongle driver	18
(5.1.2	Uninstalling the TICRA Software package	19
6.2	Linu	x	19
7.	Trou	bleshooting	20
7.1	Lice	ense-related problems	20
7.2	Oth	er startup issues	22
8.	Prob	lem reporting	23

- 8.1 For Windows computers
- 8.2 For Linux Computers

1. Desktop installation of TICRA software

Congratulations on your new software from TICRA. In the following you will find a quick guide to the installation. The examples shown are for a Windows system, and deviations on Linux systems will be pointed out where appropriate. Some screen shots are specific for TICRA Tools and some details may differ from other programs.

The manual is divided between single-seat and floating licenses, as the process differs significantly. For single-seat licenses you will have received a USB dongle which shall be used when the installation is complete. You will also need the license file delivered by e-mail, and you should have saved this on your PC at a convenient location.

If you have a floating license, it is assumed that your network administrator has already set up a license manager on a central server, and that this server is accessible from your desktop computer.

2. Get the software

Use the provided credentials to log on to TICRA's support site (https://support.ticra.com) to get the installer file for your software package:

Welcome to the TI site The TICRA support site is you where you can download th submit support requests	CRA support our personal space e latest software and	
Download	Support Request	FlexLM
	Download	
The software on th	is page is licensed to:	
Peter Demeyer		
Click on the follow	ing link(s) to view your license files:	
champ32bit.lic grasp.lic pos_composite testlicensing-in ticra.lic Click on the follow TICRA Tools fo TICRA Tools fo	lic stance1-grasp.lic ing link(s) to download licensed software: Windows Support expires: January 19, 2022 Flick the desired installer	link
Download	Support Request	FlexLM
	TICRA Tools for Windows	
Download the latest version ESTEAM, CHAMP 3D, POS,	in of TICRA Tools for Windows. The TICRA Tools fra and QUPES.	mework includes GRASP,
Please consult the release installation procedure is d	note for a list of new features and issues resolved i escribed in the desktop installation manual.	in this release. The
Download TICRA	Tools 20.1.2 for Windows	
Older versions:		
Download TICRA Tools 20. Download TICRA Tools 20. Download TICRA Tools 20. Download TICRA Tools 19. Download TICRA Tools 19. Download TICRA Tools 19.	1.1 or the release note 1 or the release note 0 or the release note 1.1 or the release note 1 or the release note 0 or the release note	

The file will be downloaded and stored on you PC, typically in the Downloads folder. It is recommended to make a back-up copy of the installer for future use.

3. Supported platforms

TICRA software uses high-performance math libraries that are extensively optimised for Intel processors. The performance when running on a non-Intel processor may be sub-optimal and the use of such processors is therefore not recommended.

Microsoft ®: Windows 10 or later in 64-bit versions.

Linux: Red Hat and CentOS 7.6 and higher are supported. Most active 64-bit distributions, such as Fedora, CentOS, Ubuntu, openSUSE, should work. Please note, that if you need to run the FLEXNet utilities, you will need the "Isb-core" package to be installed.

4. Installation instructions

4.1 Single-seat license

Single seat licenses are for Windows only and do not allow the use of remote desktop to run TICRA Tools.

4.1.1 Start the installation

Run or double-click on the downloaded installer file to start the installation:

🛃 Setup		_		×
	Setup - TICRA Tools			
	Welcome to the TICRA Tools Setup Wizard.			
	< Back Nex	t >	Can	cel

🛃 Setup		_		×
TICRA End User License	Agreement			
Please read the following Lic continuing with the installati	ense Agreement. You must accept the terms of th on.	nis agreemer	nt before	
TICRA SOFT	WARE END USER LICENSE AGREEME	NT (2019))	^
By downloading and/o behalf of the legal Ent license agreement and ("the Agreement").	r installing this TICRA software (the "s ity who is going to use the Software) I d the terms of use contained in this lic	Software" hereby ac ense agre) you (o cept this ement	n 5 *
Do you accent this license?	 I accept the agreement 			
	 I do not accept the agreement 			
vMware InstallBuilder	< Back	Next >	Car	ncel

【 Setup		_		×
Select Components				
Select the components you want to install; clear the when you are ready to continue.	e components you do not wa	nt to inst	all. Click M	Vext
 Default application files Licensing utilities Create start menu entries Create a desktop shortcut Install the postprocessor 	Click on a component to ge	t a detaik	ed descrip	ntion
VMware InstallBuilder	< Back Ne	xt >	Car	ncel

🐇 Setup			_		×
Select installation d	irectory				
The suffix 'TICRA-Too	ls-21.0-2021-04-21' will automatically	be appended i	f you select a	nother dire	ctory.
Installation directory	C:\Program Files\TICRA\TICRA-Too	ols-21.0	~		
VMware InstallBuilder —		Back	Next >	Ca	ncel

🛃 Setup	_		×
License Authentication Type		,	
Select the license authentication type. O License Server			
License File			
VMware InstallBuilder < Back	Next >	Cancel	

Choose "License File" for single-seat licensed software.

【 Setup			_	
License File S	election			
Please enter the	location of the license (.lic) file.			
The license file	C:\tmp\ticra.lic		P	
VMware InstallBui	der	< Back	Next >	Cancel





Setup	_		×
Automatic online version check			
Please choose if you wish to automatically check online for newer versions.			
 Enabled (can be disabled later if needed) 			
 Disabled (can be performed manually or enabled later) 			
VMware InstallBuilder < Back Ne	ext >	G	ancel

Note that network drives may not be available for the installer if the installer was started as a different user. If your license file is on a network drive, you may have to copy it to a local drive first, which will be available to the installer.

Setup	_		×
Ready to Install			
Setup is now ready to begin installing TICRA Tools on your computer.			
VMware InstallBuilder < Back	Next >	G	ancel



4.1.2 Special considerations if you have 2 or more dongles, each controlling one of the available TICRA Tools products

If you have purchased several of the products available in the TICRA Tools framework and you have received one dongle for each product because they may be used by different users on different PCs, you may also use several of the product on the same PC in the same TICRA Tools frame. What you need to do is to follow the above installation procedure using one of the license files to install TICRA Tools and then copy the other available license file(s) manually

to a sub-folder called "bin" in the TICRA Tools installation directory. When you mount the corresponding dongles on the PC in question, all products will be enabled when opening TICRA Tools.

4.1.3 Dongle install

Once the software installation is completed, you will need to install the USB dongle.



The dongle should be connected to a USB port on the PC.

4.1.4 If you have received an updated license file

You may receive an updated license file from TICRA, for example if you have had a time-limited trial and have traded it for a permanent license. Or if you have renewed your annual support and maintenance contract. In these cases you may do one of the following:

• If your current software installation is up to date, you may replace the file autogenerated.lic in the bin-folder of the installation directory with the updated file,

or

• Perform a re-install of the software (step 2.2 – 2.3 above) using the new license when prompted.

4.2 Floating license

4.2.1 Start the installation

Run or double-click on the downloaded installer file to start the installation:



🛃 Setup		_		×
TICRA End User License	Agreement			
Please read the following Lic continuing with the installati	ense Agreement. You must accept the terms of this a on.	agreemen	t before	
TICRA SOFT	WARE END USER LICENSE AGREEMENT	r <mark>(201</mark> 9)	^
By downloading and/o behalf of the legal Ent license agreement an ("the Agreement").	or installing this TICRA software (the "So ity who is going to use the Software) he d the terms of use contained in this licen	ftware") reby acc se agre) you (o cept this ement	n s
Do you accept this license?	 I accept the agreement I do not accept the agreement 			
VMware InstallBuilder	< Back Ne	ext >	Can	icel

10

【 Setup		_		×
Select Components				
Select the components you want to install; clear the when you are ready to continue.	e components you do not wa	nt to insta	all, Click M	Next
 Default application files Licensing utilities Create start menu entries Create a desktop shortcut Install the postprocessor 	Click on a component to ge	t a detaile	ed descrip	otion
VMware InstallBuilder	< Back Nex	d >	Ca	ncel

【 Setup				_		×
Select installation d	lirectory					
The suffix 'TICRA-Too	ds-21.0-2021-04-21' will automati	cally be appended	d if you se	elect ano	ther direct	tory.
Installation directory	C:\Program Files\TICRA\TICR	A-Tools-21.0	12			
VMware InstallBuilder —						
		< Back	Next	>	Can	cel

Choose "License Server" for floating licensed software:

🛃 Setup	-		×
License Authentication Type			
Select the license authentication type. License Server			
O License File			
VMware InstallBuilder	k Next >	С	ancel

Kanger Setup		_		×
License Se	rver Specification			
Please enter	the hostname for your application license server.			
Hostname	srv-lic-1			
VMware Install	Builder < Back	Next >	Ca	ncel

🛃 Setup	_		×
Automatic online version check			
Please choose if you wish to automatically check online for newer versions.			
Enabled (can be disabled later if needed)			
 Disabled (can be performed manually or enabled later) 			
VMware InstallBuilder < Back	Next >	С	ancel

Setup	_		×
Ready to Install			
Setup is now ready to begin installing TICRA Tools on your computer.			
VMware InstallBuilder < Back	Next >	Ca	incel



4.3 Unattended installation

TICRA Tools has an unattended installation option:

or

With these options, you don't see any installation progress or user interface. This can be changed by adding:

--unattendedmodeui minimal

or

--unattendedmodeui minimalWithDialogs

You can see a complete list of options by running

TICRA-Tools-21.0-Windows-x64-installer.exe --help

Note that the installer (or cmd.exe where you start the installer from) has to be started as an administrator.

4.4 Installation log file

During the installation a log file with a log of the installation steps is recorded in your windows <code>appdatallocalltempl</code> directory.

The file name is <code>bitrock_installer_xxxxx.log</code>, where *xxxxx* is the process number of the installation proces.

5. Running the program

Your software is now successfully installed, and you can run it. On the first screen you can select which of your licensed software you wish to use:

O TICRA Tools - New Project		\times
Design		
Project		
License Product Activation	Close	



The product activation is particularly important if you have a floating license that you share with several colleagues on the network. By checking out only those products you need, you enable the rest for others.

Online help is available from the "Help" drop-down menu.

6. Uninstalling the program

The following sections describe how to uninstall TICRA Software from your Windows or Linux computer.

6.1 Windows

6.1.1 Uninstalling the USB dongle driver

If you have used single-seat license, you will also have a USB dongle and dongle driver installed. It is optional to remove this driver. There may be other products on your computer—including from other vendors—that require the presence of the USB dongle driver.

If you *do* wish to remove the USB dongle driver, you must uninstall it before uninstalling the TICRA Software. This is the way to do it:

- 1. Open a command prompt as System Administrator on your computer.
- 2. Go to the LicensingUtilities\flexid9 subdirectory of the directory where the TICRA Software package is installed.
- 3. Then execute the command: . \haspdinst -r -kp -purge

The following window appears:



Click "Yes" to proceed with the uninstallation of the USB dongle driver. Once complete, the following window appears:

Operation successfully completed.	
ОК	

And the uninstallation of the USB dongle driver is complete.

6.1.2 Uninstalling the TICRA Software package

Open the "Add/Remove Programs" Windows Systems Setting. Find the TICRA Software package, and click "Uninstall".

A window asking you to confirm the uninstallation, click "Yes".

Click "OK" and proceed through the uninstallation. Upon completion the following window will be displayed:

🛃 Info	×
0	Uninstallation completed
	ОК

Click "OK", and the uninstallation has completed.

6.2 Linux

In the directory where you installed TICRA Software, there is an executable called uninstall. Open a command line, change to the directory where you installed TICRA Software, and execute the uninstall command. It will bring up a window to confirm uninstalling:



Click "OK" and proceed through the uninstallation. Upon completion the following window will be displayed:



Click "OK", and the uninstallation has completed.

7. Troubleshooting

This sections aims to describe common issues and how to resolve them. The following notational conventions are used:

- c:\Program Files\TICRA\TICRA-Tools-2x.x and /opt/TICRA/TICRA-Tools-2x.x refer to the TICRA Tools installation folder which could be c:\Program Files\TICRA\TICRA-Tools-21.0 or similar
- a single seat license is a license with a dongle plugged in to the computer running TICRA Tools
- · a floating license uses a license server
- you can find the license manager installation manuals at https://support.ticra.com/public/licensemanager_installation_ linux.pdf and https://support.ticra.com/public/licensemanager_installation_ windows.pdf

7.1 License-related problems

(single-seat license) "Invalid host", "hostid of this system does not match the hostid specified in the license file" or similar:

- please make sure the dongle is plugged in and that the red LED is lit. Try plugging it into a different port and/or restart the computer.
- make sure that the dongle is visible in Windows Device Manager. It should show up as "Sentinel HASP Key" under the "Universal Serial Bus controllers" branch. If it isn't, you may have to reinstall the dongle driver. This can be done by right-clicking c:\Program Files\TICRA\TICRA-Tools-2x. x\LicensingUtilities\ticra_dongle_install.bat, choosing "Run as administrator" and "1) Install FlexID 9 (green)".
- you can verify that your computer can read the dongle by opening a command prompt, navigating to c:\Program Files\TICRA\TICRA-Tools-2x. x\LicensingUtilities and running

```
lmutil hostid -flexid -long
```

The FlexNet host ID shown in that command output should correspond with the FLEXID parameter in your license file (normally c:\Program Files\ TICRA\TICRA-Tools-2x.x\bin\autogenerated.lic)

• in rare cases, this error appears when having a dongle plugged in to a laptop docking station, rather than in the laptop directly.

"License server system does not support this version of this feature" error message

The support period of the current license file has expired before the release date of the version you are trying to run. This typically happens when you have used an old license file during installation or haven't replaced the license file with a more recent one that you've received by email. Locate the latest license file you have received, or download it from our support site, and re-install.

Unable to activate certain products even you have a license for them on/off switches are not red or green in the product activation window



(single seat license) This usually happens when you have multiple licenses and don't have the correct dongle(s) plugged in to your computer. The FlexNet ID printed on the dongle must correspond with the FLEXID parameter in the license file.

(floating license) This happens when you have multiple licenses and don't have the correct dongle(s) plugged in the license server, or one of the license files is not imported.

(floating license) "License server authentication failed!" with "Cannot connect to the license server system"

Please check if the license server management interface at

http://licenseserver:8090 (replace "licenseserver" with the actual name) is accessible from the computer running TICRA Tools. If it's not, but you manage to do this on the license server locally, then a firewall or antimalware software is probably blocking traffic. If this management interface is not accessible from

the license server either, then please check if the Imadmin service on the license server is running.

Our licensemanager installation manual explains more about firewall rules.

(floating license) "License server authentication failed!"

On Linux, this can occur when running a Red Hat or CentOS release lower than 7.6

(floating license) wrong server name in license file

If you've received a new license file with a server name that doesn't match your license server name, it's safe to use a text editor and modify the name

Other license problems with floating licenses

Please check our license server installation manual

7.2 Other startup issues

"The program can't start because api-ms-win-core-libraryloader-l1-2-0.dll (or similar) is missing from your computer."



What this error message really means is that the computer is trying to use OpenGL from the graphics card and it can't. A workaround is to, in TICRA Tools, click Tools – Options, change the rendering backend value to "software rendering" and to restart TICRA Tools. In order to make TICRA Tools work with OpenGL, a more recent graphics card or driver that support OpenGL are needed.

MSVCP140.dll (or similar) is missing



solution: (re)install the latest Microsoft Visual C++ redistributable

8. Problem reporting

In case of problems that you cannot solve yourself, please log a support request at https://support.ticra.com. In case of licensing issues, please include:

8.1 For Windows computers

- a screenshot of the error message
- your license file(s). When already installed, these can be found in C: \Program Files\TICRA\TICRA-Tools-2x.x\bin and have the .lic extension
- the output of the following command

FOR /R %x IN (*.lic) DO ..\licensingutilities\lmutil lmdiag -c "%x"

after opening a command prompt window and navigating to C:\Program Files\TICRA\TICRA-Tools-2x.x\bin

 c:\temp\diag.txt, after opening a command prompt, navigating to C: \Program Files\TICRA\TICRA-Tools-2x.x\LicensingUtilities and typing the following command:

```
lmdiag -n > c:\temp\diag.txt
```

(make sure you have a c:\temp folder)

- in case of a single seat license, a screenshot of the Windows Device Manager with the "Universal Serial Bus controllers" branch expanded
- in case of a single seat license, the output of the

lmutil hostid -flexid -long

command, after opening a command prompt and navigating to
c:\Program Files\TICRA\TICRA-Tools-2x.x\LicensingUtilities

 in case of a floating license, the license server and vendor daemon log files - please check our license server installation manual on how to find those

8.2 For Linux Computers

- a screenshot of the error message
- your license file(s). When already installed, these can be found in /opt/ TICRA/TICRA-Tools-2x.x/bin and have the .lic extension
- the output of the following command

```
for f in *.lic; do ../LicensingUtilities/lmutil lmdiag -c "%x"; done
```

in a terminal session, after navigating to
/opt/TICRA/TICRA-Tools-2x.x/bin

/tmp/diag.txt after executing the command:

/opt/TICRA/TICRA-Tools-2x.x/LicensingUtilities/lmdiag -n > /tmp/diag.txt

• in case of floating licenses, the license server and vendor daemon log files - please check our license server installation manual on how to find those