



TICRA Desktop Installation Manual

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TICRA Desktop Installation Manual

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1. Desktop installation of TICRA software

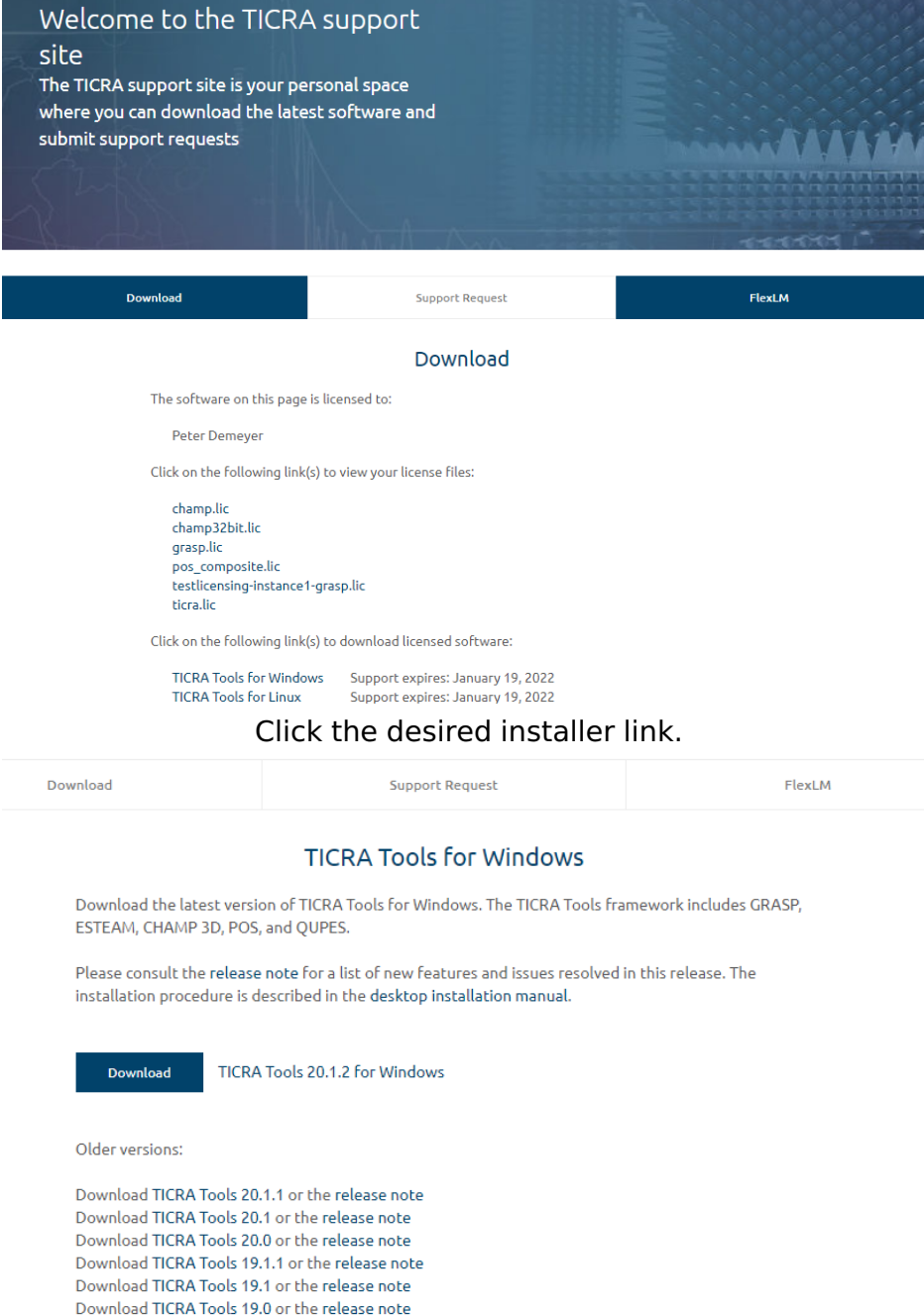
Congratulations on your new software from TICRA. In the following you will find a quick guide to the installation. The examples shown are for a Windows system, and deviations on Linux systems will be pointed out where appropriate. Some screen shots are specific for TICRA Tools and some details may differ 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) (<https://support.ticra.com>) to get the installer file for your software package:



Welcome to the TICRA support site

The TICRA support site is your personal space where you can download the latest software and submit support requests

Download Support Request FlexLM

Download

The software on this page is licensed to:

Peter Demeyer

Click on the following link(s) to view your license files:

- champ.lic
- champ32bit.lic
- grasp.lic
- pos_composite.lic
- testlicensing-instance1-grasp.lic
- ticra.lic

Click on the following link(s) to download licensed software:

TICRA Tools for Windows	Support expires: January 19, 2022
TICRA Tools for Linux	Support expires: January 19, 2022

Click the desired installer link.

Download Support Request FlexLM

TICRA Tools for Windows

Download the latest version of TICRA Tools for Windows. The TICRA Tools framework includes GRASP, ESTEAM, CHAMP 3D, POS, and QUPES.

Please consult the [release note](#) for a list of new features and issues resolved in this release. The installation procedure is described in the [desktop installation manual](#).

Download TICRA Tools 20.1.2 For Windows

Older versions:

- Download [TICRA Tools 20.1.1](#) or the [release note](#)
- Download [TICRA Tools 20.1](#) or the [release note](#)
- Download [TICRA Tools 20.0](#) or the [release note](#)
- Download [TICRA Tools 19.1.1](#) or the [release note](#)
- Download [TICRA Tools 19.1](#) or the [release note](#)
- Download [TICRA Tools 19.0](#) or the [release note](#)

The file will be downloaded and stored on your 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 “lsb-core” package to be installed.

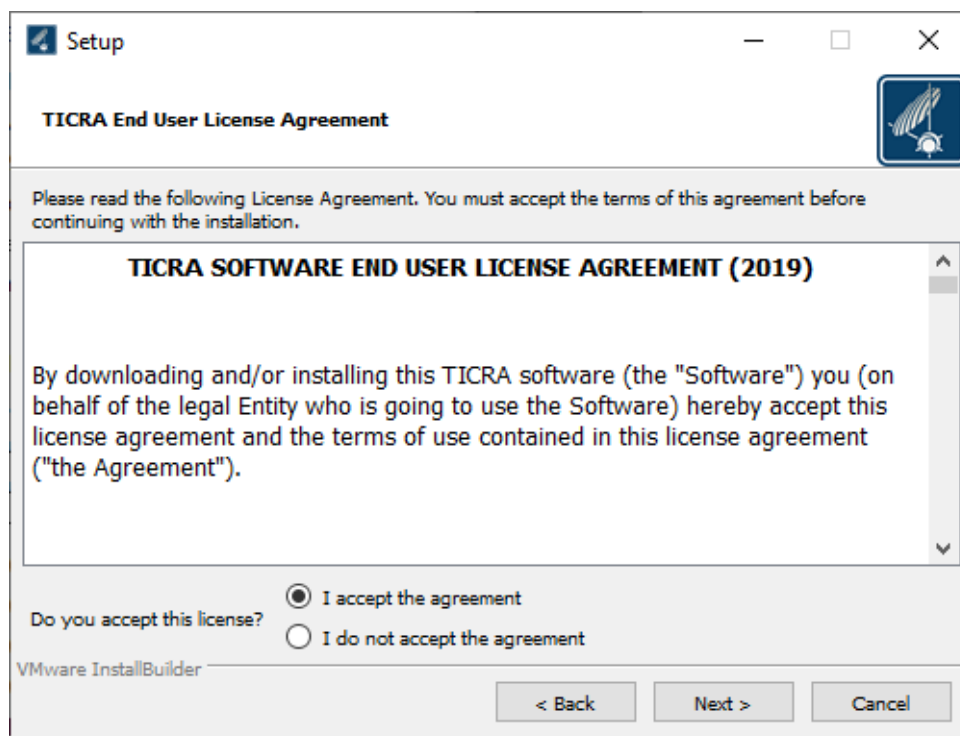
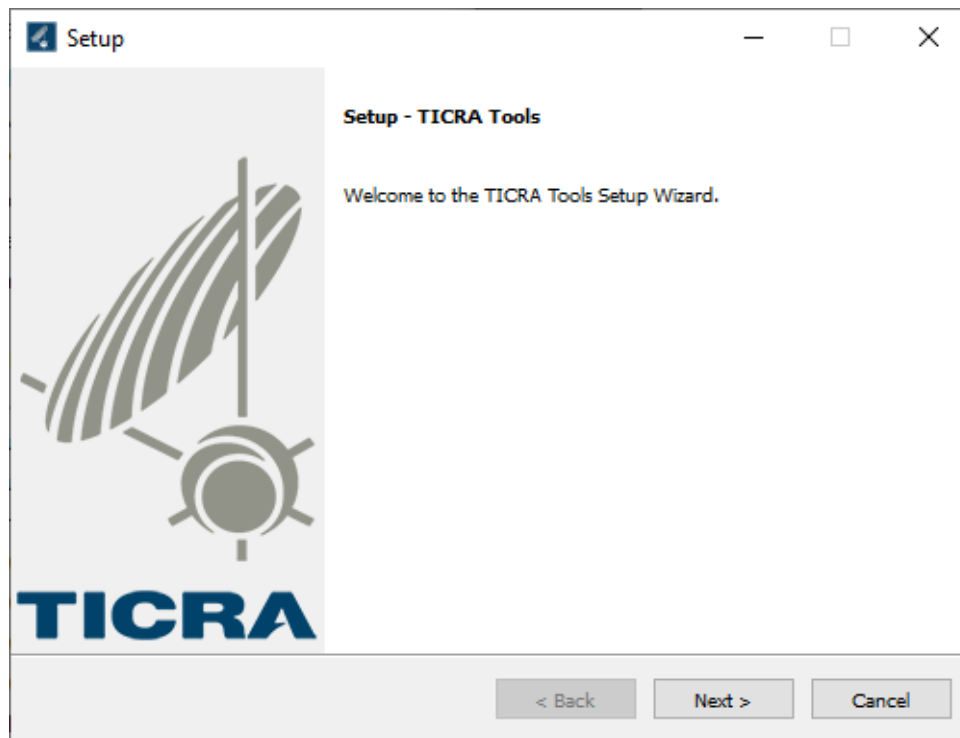
4. Installation instructions

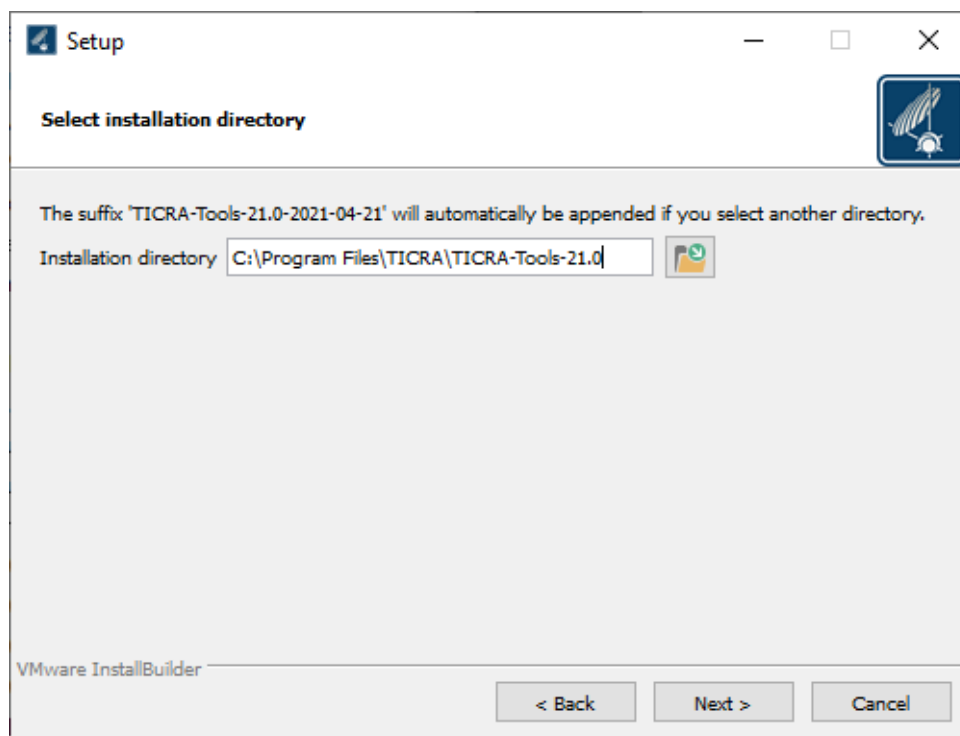
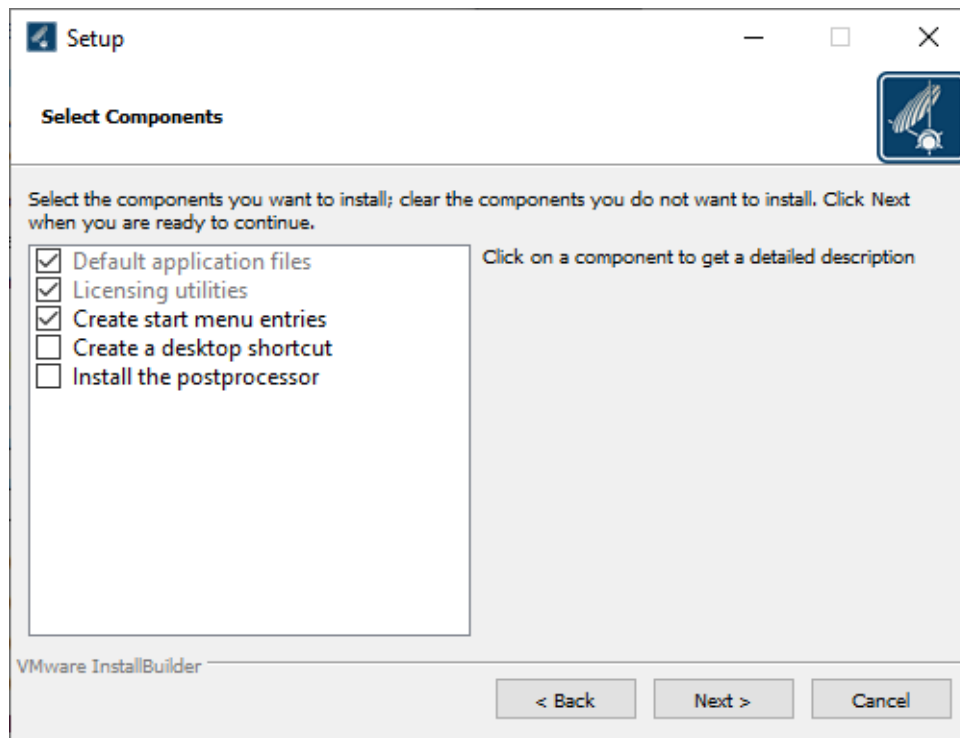
4.1 Single-seat license

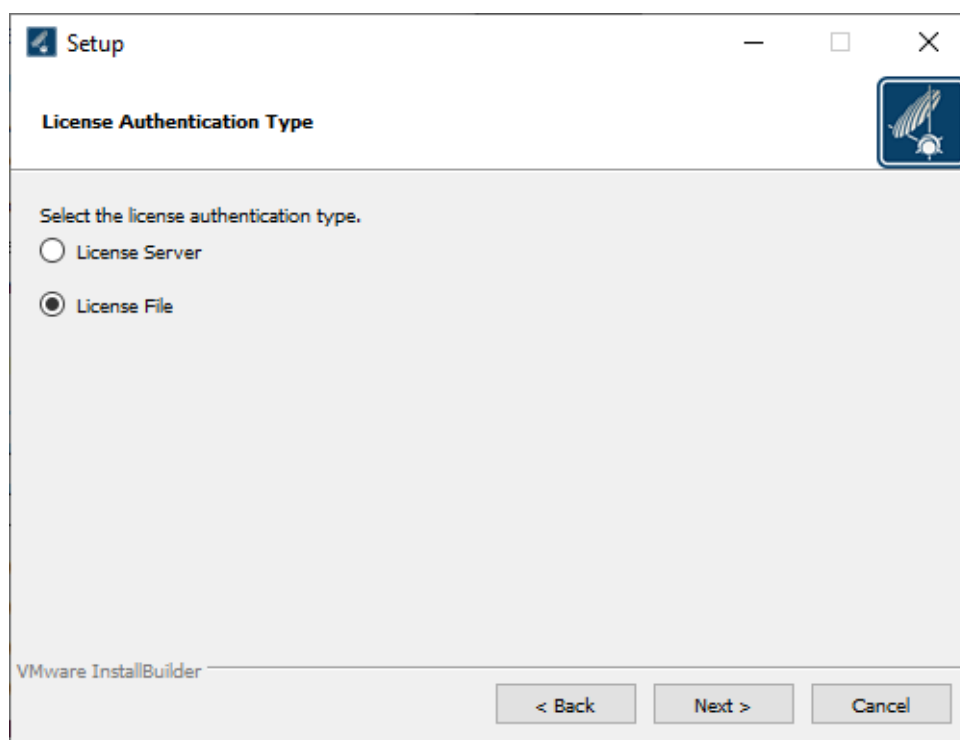
Single seat licenses are for Windows only and do not allow the use of remote desktop to run TICRA Tools.

4.1.1 Start the installation

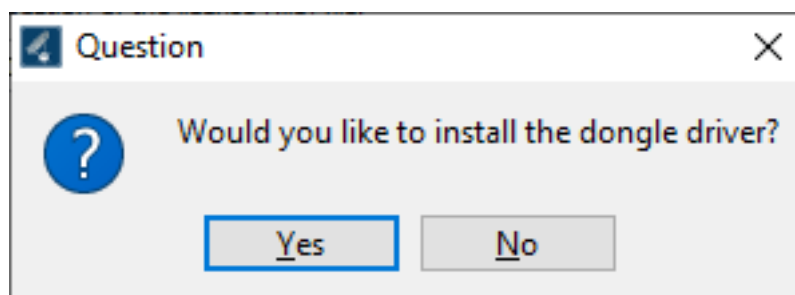
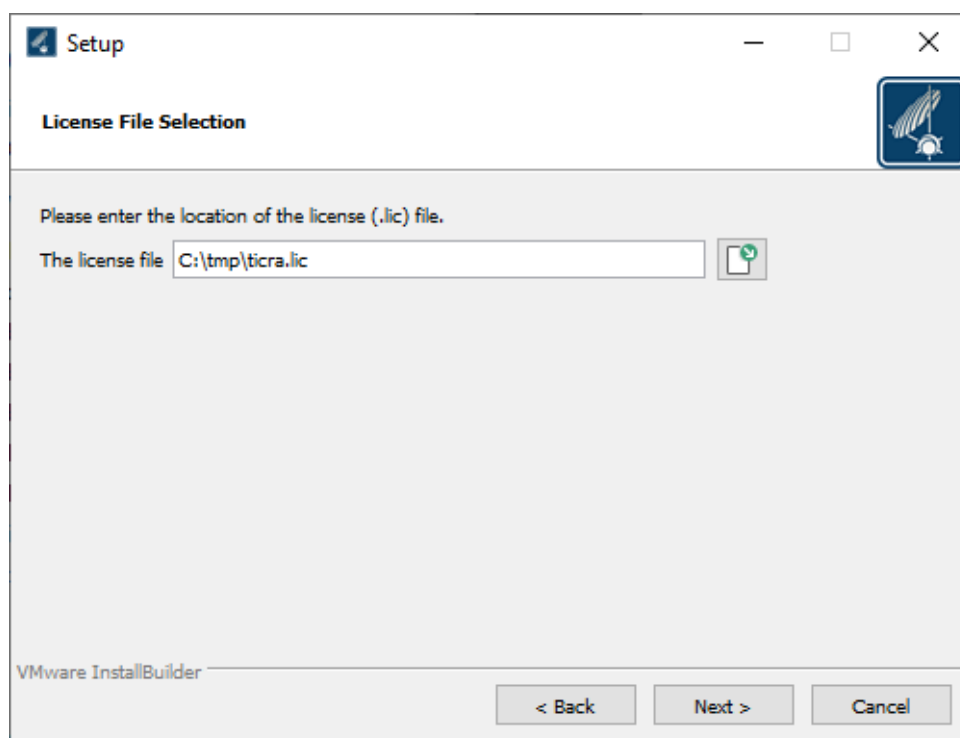
Run or double-click on the downloaded installer file to start the installation:

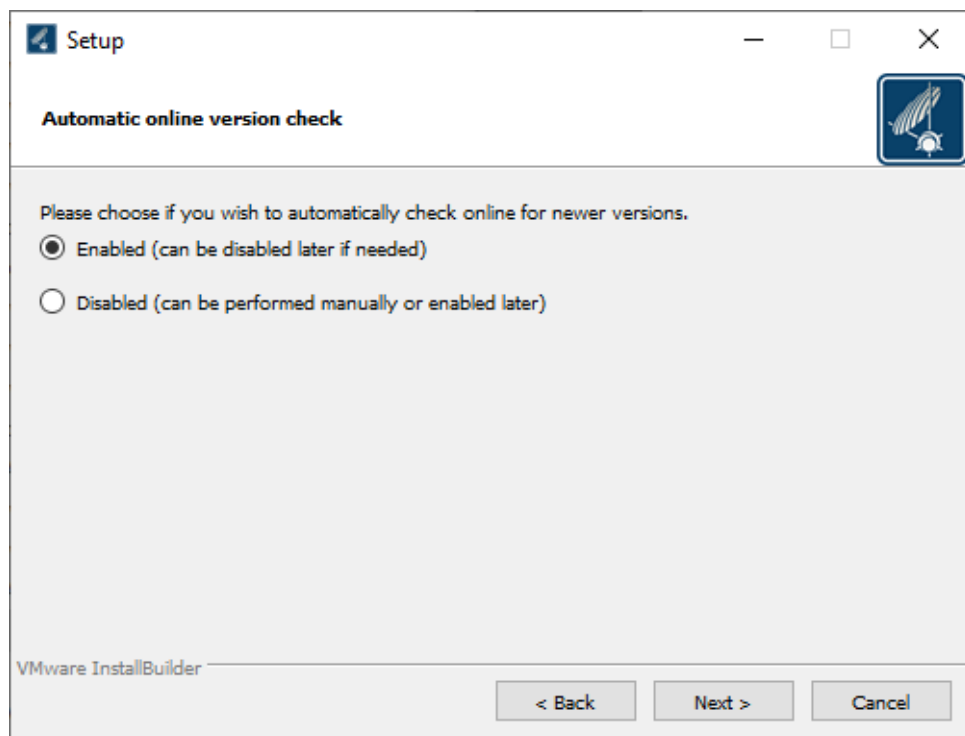
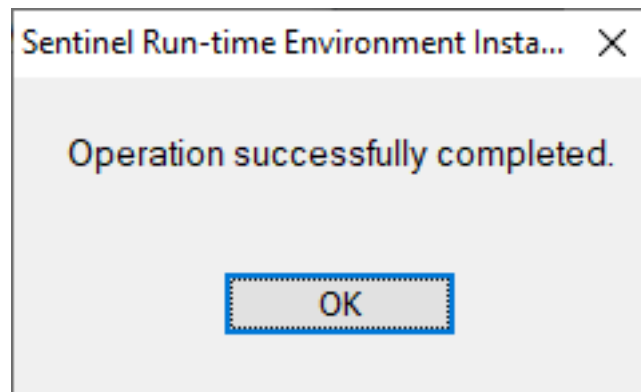




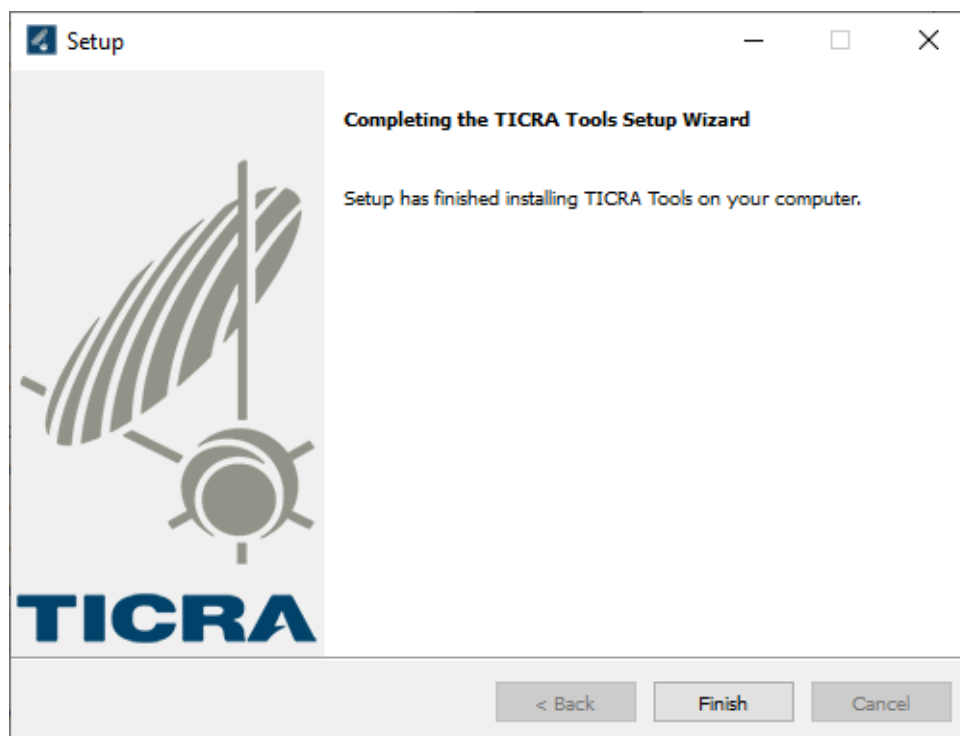
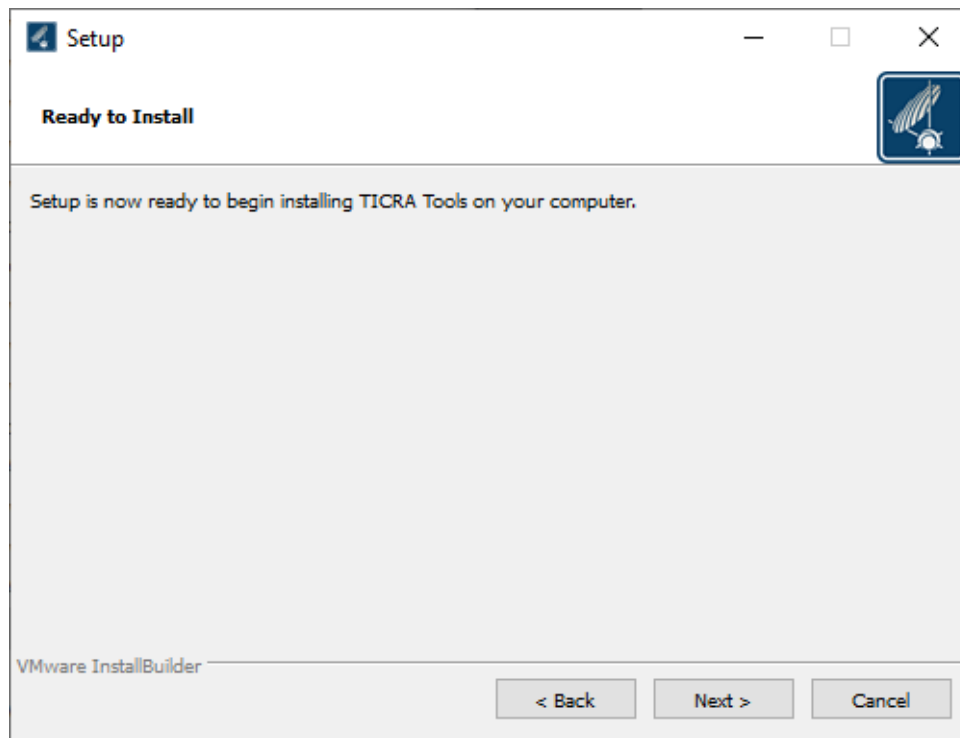


Choose "License File" for single-seat licensed software.





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.



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,

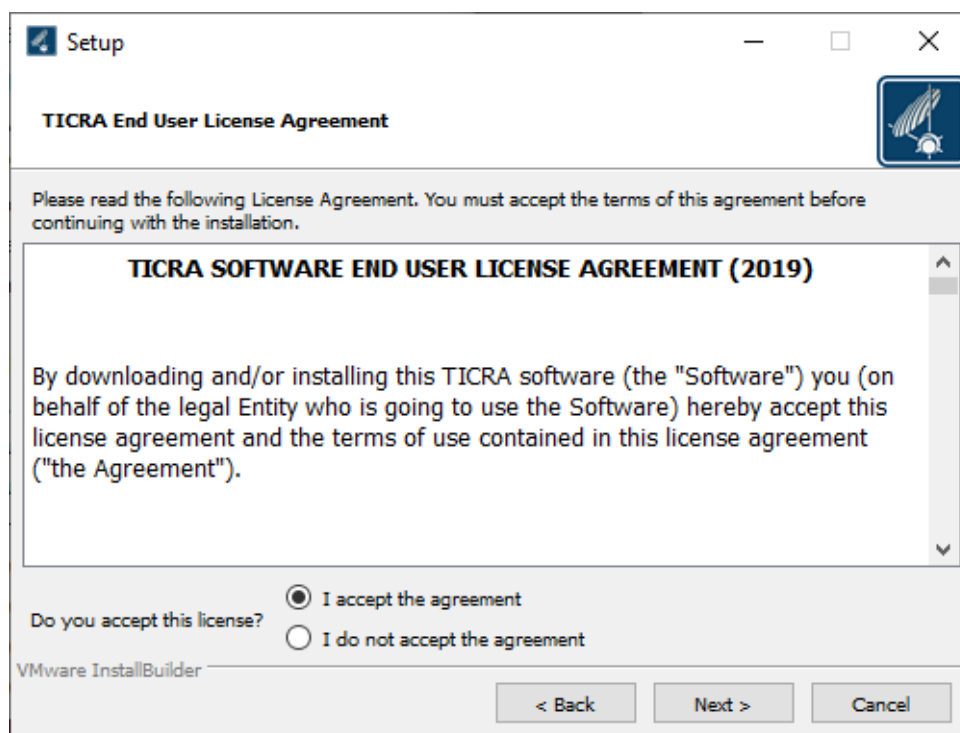
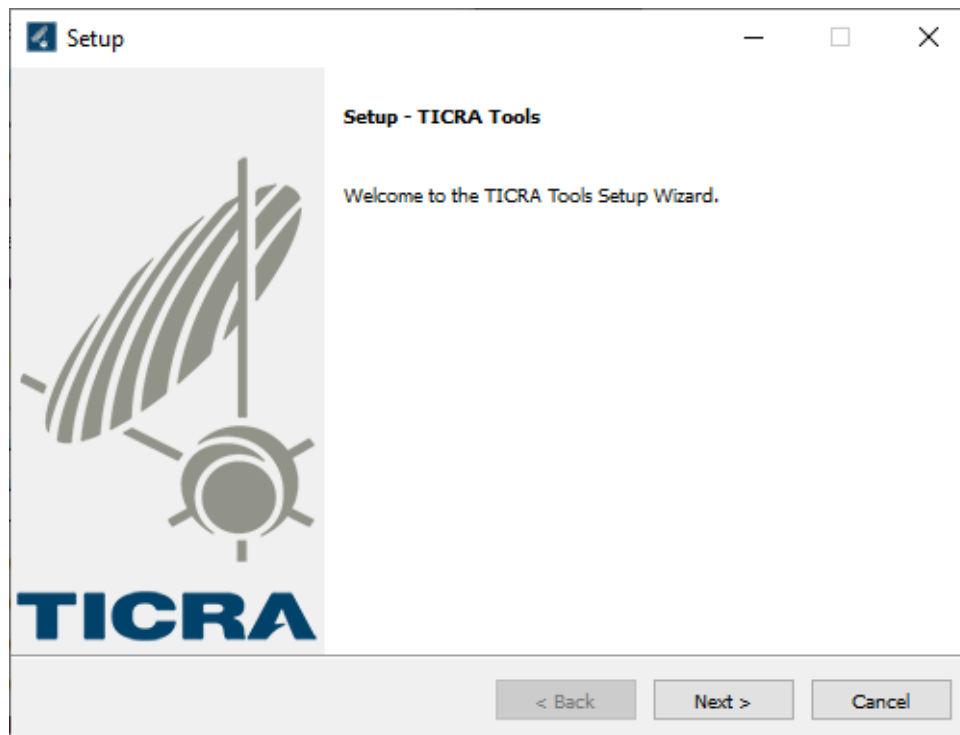
or

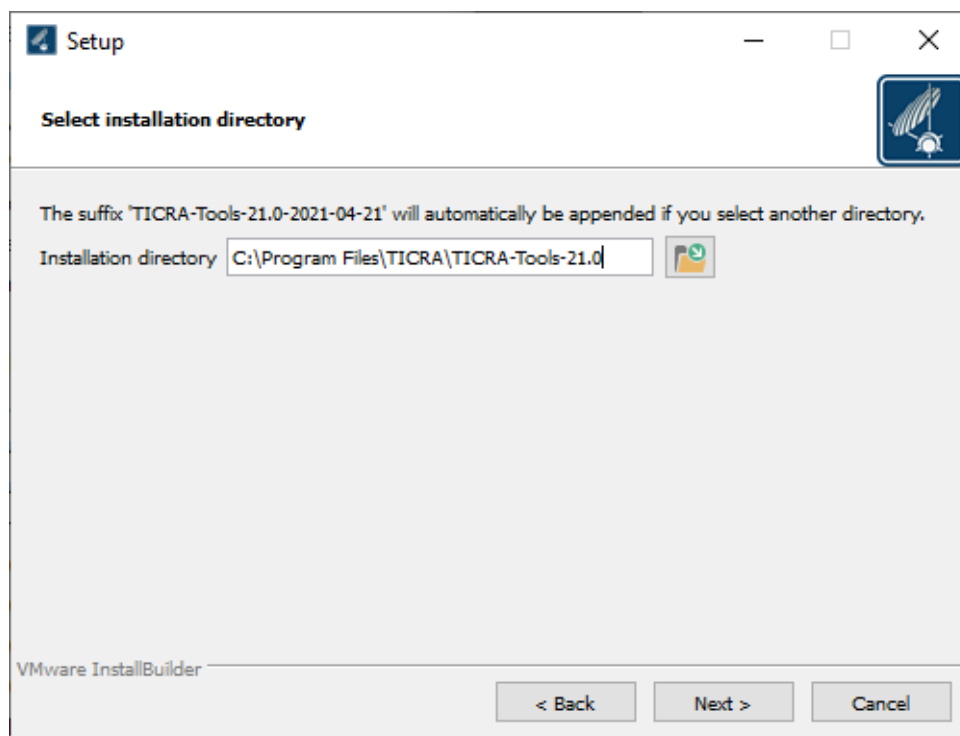
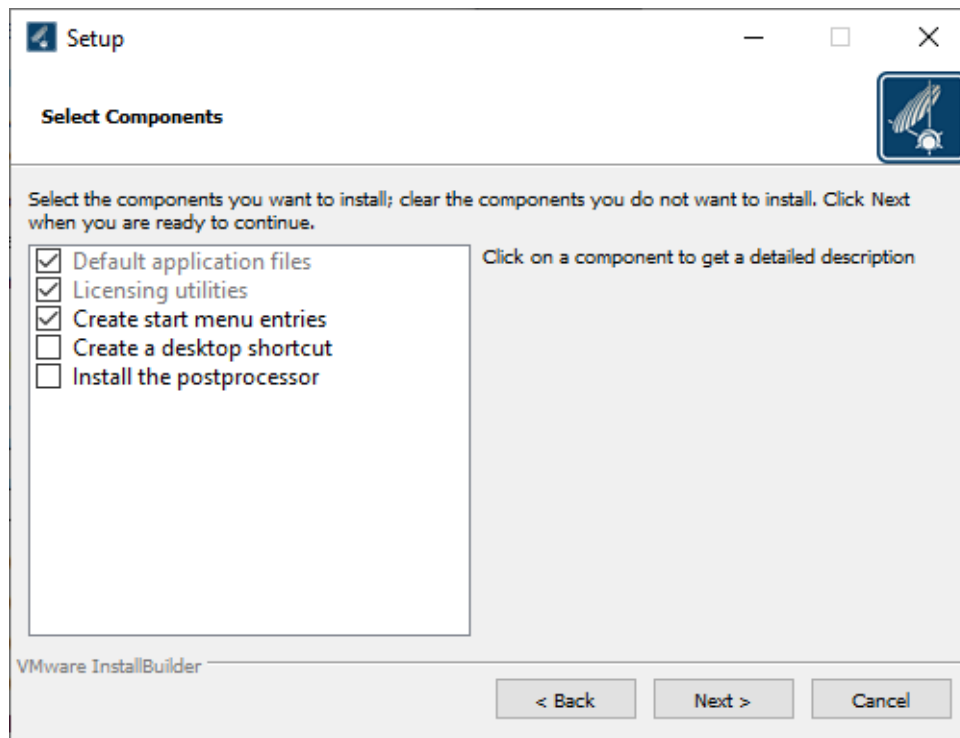
- Perform a re-install of the software (step 2.2 – 2.3 above) using the new license when prompted.

4.2 Floating license

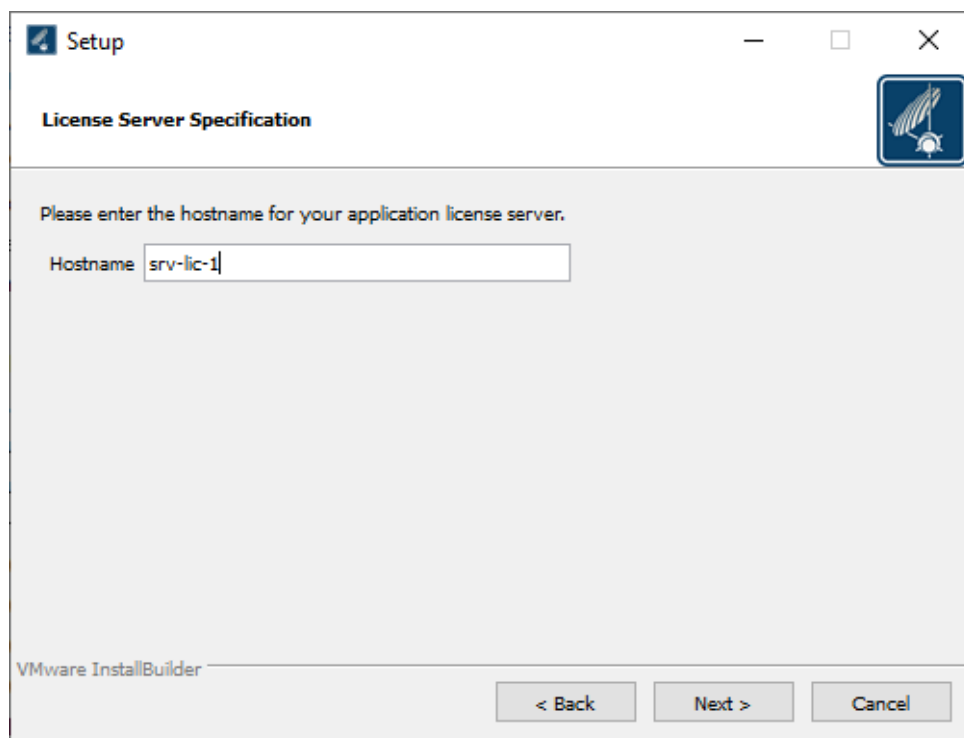
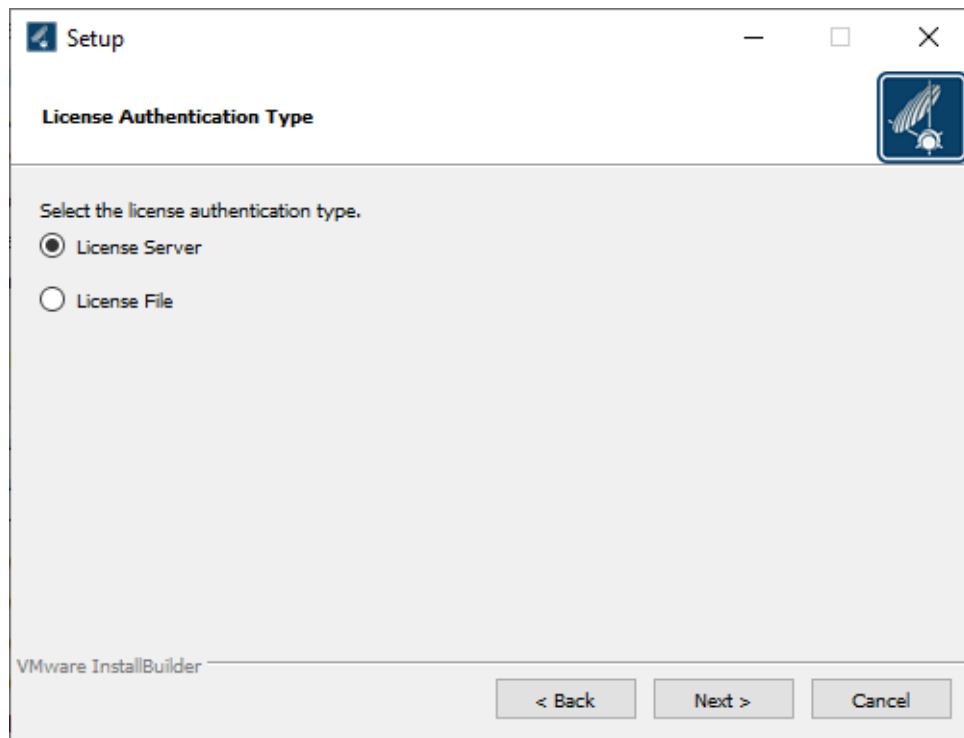
4.2.1 Start the installation

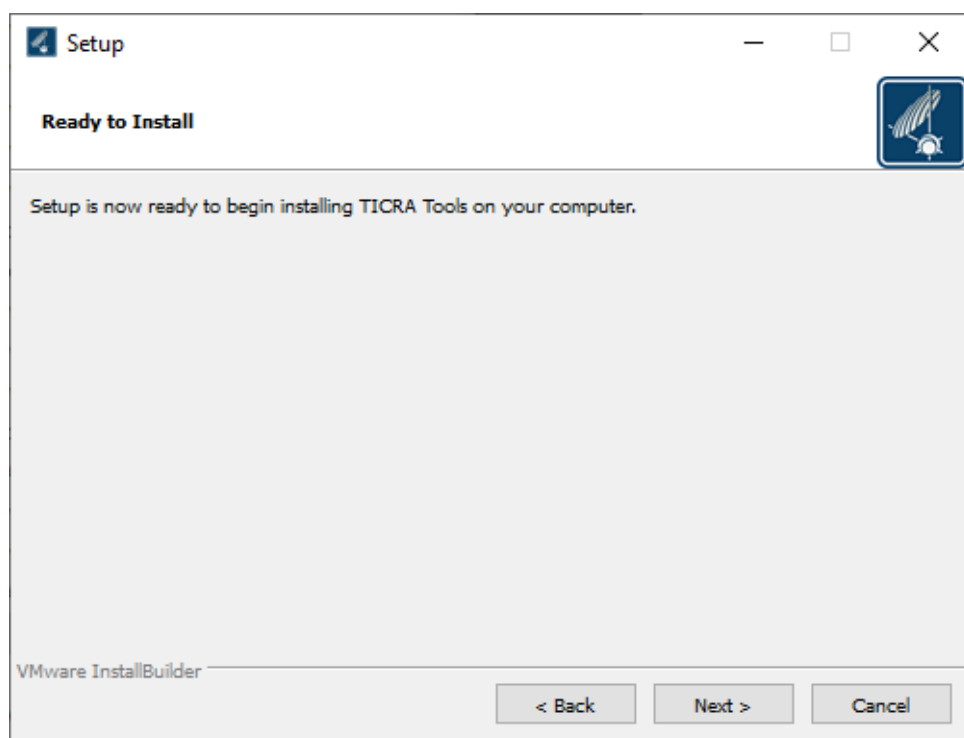
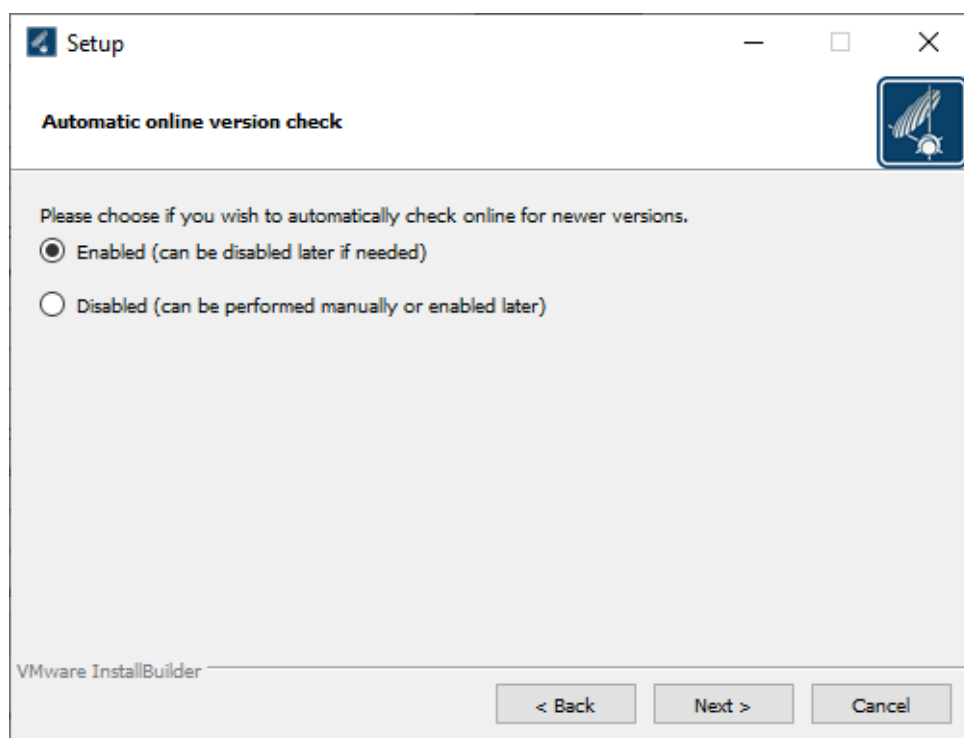
Run or double-click on the downloaded installer file to start the installation:

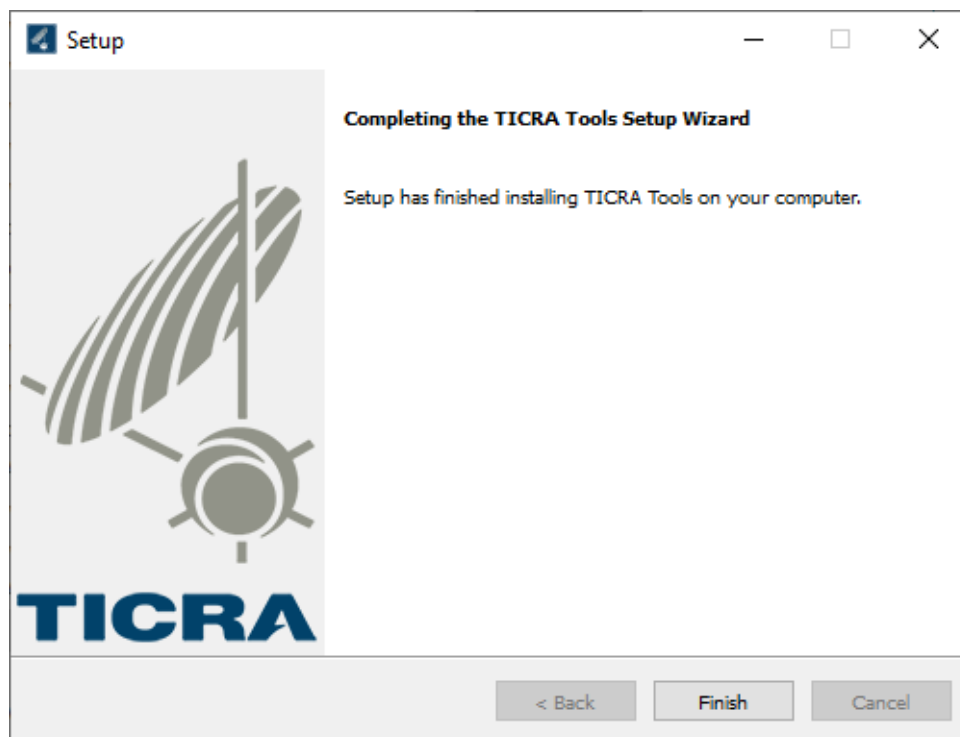




Choose "License Server" for floating licensed software:







4.3 Unattended installation

TICRA Tools has an unattended installation option:

```
TICRA-Tools-21.0-Windows-x64-installer.exe --mode unattended
--licensetype license_server --licensehost <license server name>
```

or

```
TICRA-Tools-21.0-Windows-x64-installer.exe --mode unattended
--licensetype license_file --licensefile <licensefile>
```

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.

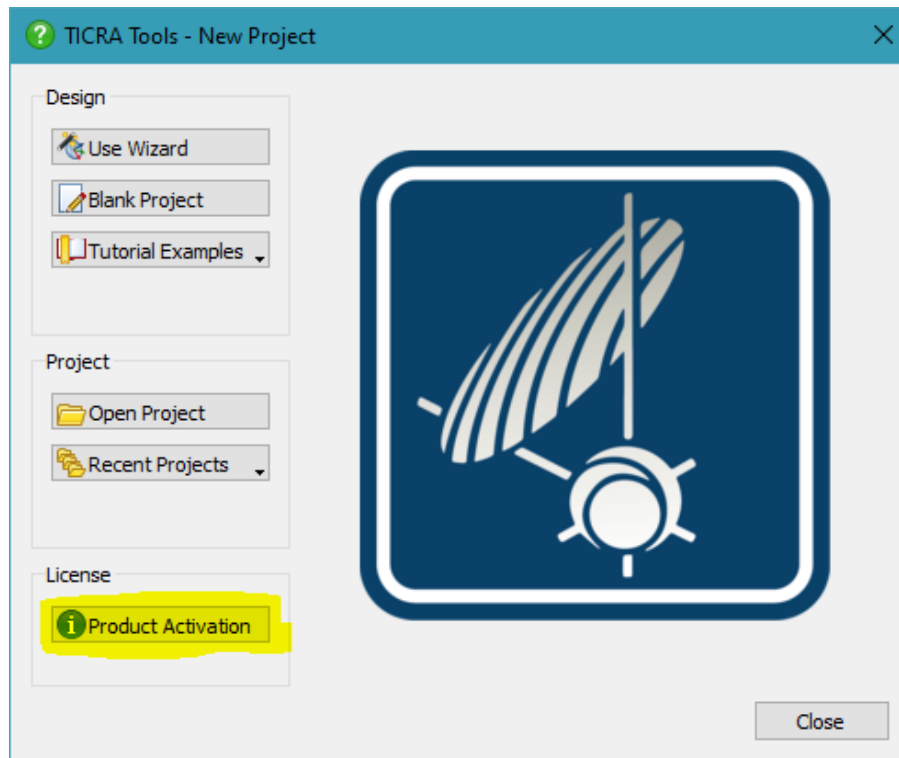
4.4 Installation log file

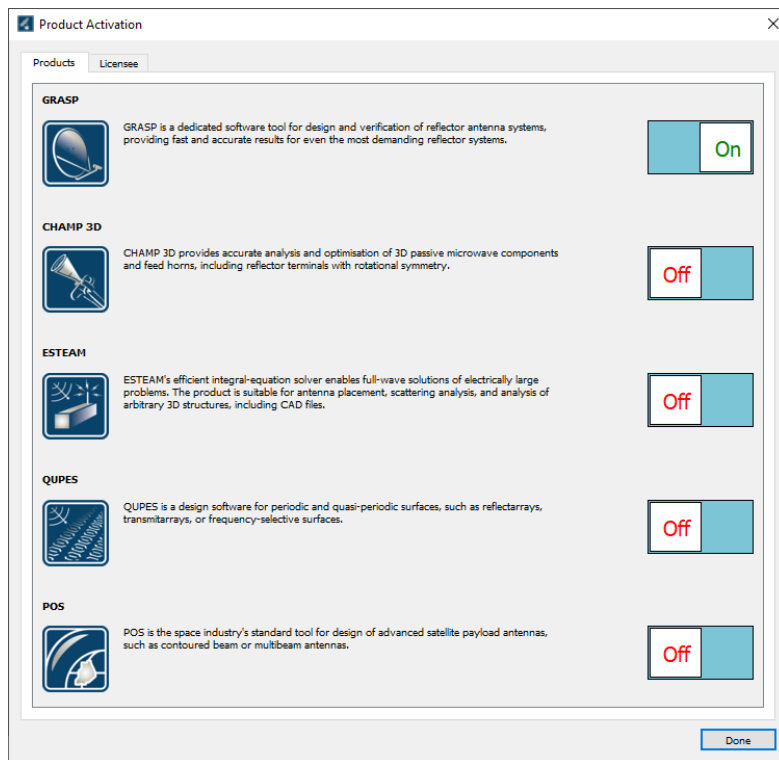
During the installation a log file with a log of the installation steps is recorded in your windows `appdata\local\temp\` directory.

The file name is `bitrock_installer_XXXXX.log`, 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:





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

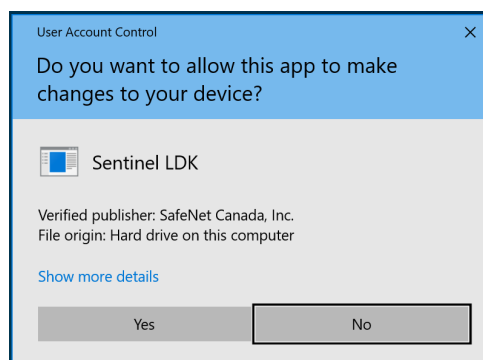
6.1.1 Uninstalling the USB dongle driver

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.

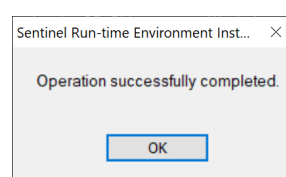
If you *do* wish to remove the USB dongle driver, you must uninstall it before uninstalling the TICRA Software. This is the way to do it:

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:



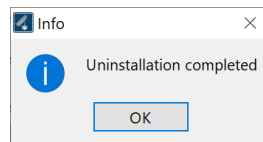
And the uninstallation of the USB dongle driver is complete.

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”.

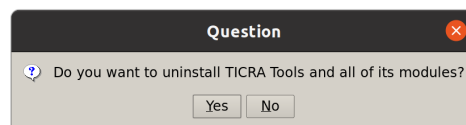
Click “OK” and proceed through the uninstallation. Upon completion the following window will be displayed:



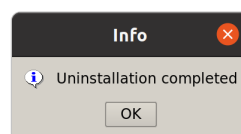
Click “OK”, and the uninstallation has completed.

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
```

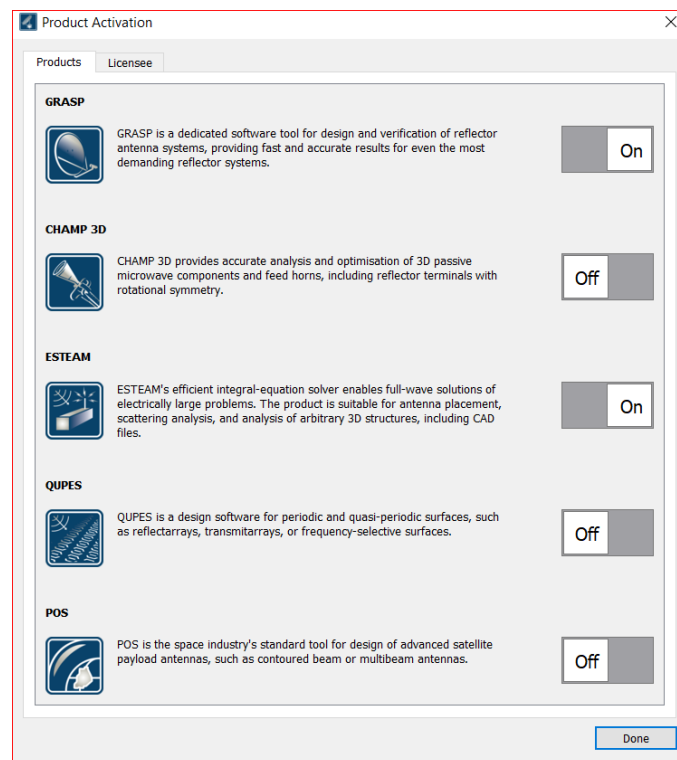
The FlexNet host ID shown in that command output should correspond with the FLEXID parameter in your license file (normally `c:\Program Files\TICRA\TICRA-Tools-2x.x\bin\autogenerated.lic`)

- 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 lmadm 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

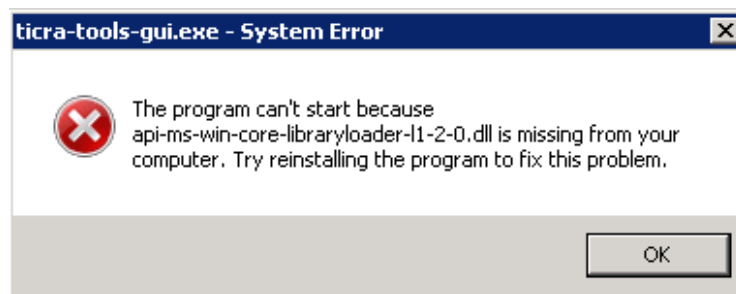
If you’ve received a new license file with a server name that doesn’t match your license server name, it’s safe to use a text editor and modify the name

Other license problems with floating licenses

Please check our license server installation manual

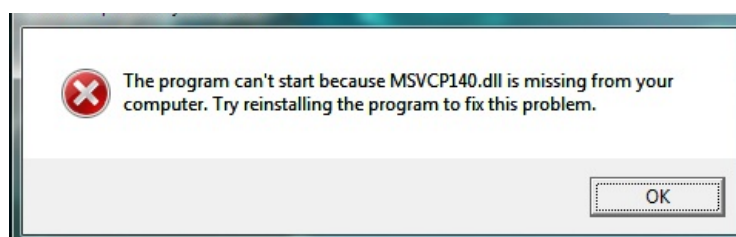
7.2 Other startup issues

“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