Installing PhotoModeler Network Floating Licenses

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These instructions describe how to install and set up the Network Floating (Netfloat) version of PhotoModeler when online.

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Summary

A netfloat system is composed of two pieces:

1. A central, network-accessible folder where license information is stored.
2. Several client installations of PhotoModeler that access this license folder.

The three main installation steps are:

1. Setup a Netshare folder
2. Install the Clients
3. Activate the License

Requirements

Note, these instructions are when you are installing clients <u>that have access to the internet</u>. If your clients are offline / remote / air-gapped, please refer to the offline installation instructions.

For a successful PhotoModeler Netfloat installation:

- The central license folder (netshare folder - where license files are saved) should be accessible (read and write permissions) by all client computers. (See below.)
- The netshare folder should <u>not</u> be on a virtual machine (VM) or OneDrive or NAS and should be on a Windows desktop or Windows server.
- PhotoModeler will be installed and run locally on client computers (clients can run on hardware or VMs).
- Access to the netshare folder by PhotoModeler clients is only by UNC path. That is, a folder path starting with "\\". E.g. "\\server\pmlicense\".
- All PhotoModeler clients must use the <u>same</u> UNC path for the netshare folder. That is, exact to the letter (not just same folder but same path).
- Usually, PhotoModeler clients should not be installed on the computer that hosts the netshare folder.
- Client access to the netshare folder can be via a LAN or via VPN if the UNC path is the same on all clients, and the connection is up and live during the time PhotoModeler is running.
- If the netshare folder and clients are in different domains or there is a complex Active Directory setup, it will be up to your IT Department to get simple (unprompted) read/write access from clients to the netshare folder for PhotoModeler – this it out of our support scope.

If these requirements cannot be met, please discuss with the PhotoModeler Sales or Support group before proceeding with installation.

Detailed Setup

It is important to follow these instructions precisely. If what you are seeing does not match this document, please contact support@photomodeler.com before proceeding.

There are three steps to the installation of PhotoModeler with a Network Floating license. The detailed steps for installation and activation are below, but the following is a summary of the important aspects:

1. **Set up a 'netshare' folder**: Each computer running PhotoModeler needs access to a single shared folder somewhere on the local network, called the 'netshare' folder. The PhotoModeler clients need network read/write access to files in this folder.
2. **Install**: PhotoModeler needs to be installed on every computer where an end user will run it. This is the 'workstation/client install'. The number of installations is unlimited.
3. **Activate**: PhotoModeler needs to be **activated from just one** of the client installations – once the PhotoModeler license has been activated, other installations do not need to be activated. Note activation is the process where PhotoModeler makes a remote internet connection to validate a local or netfloat license.

PhotoModeler is first installed on one computer and activated there. This initial installation should not be on the server where the license folder is. Subsequent workstation installations are set up with the netshare folder path and do not need individual activations.

If the network floating license has been activated, and the path to the netshare folder has been established, the activation dialog will not be displayed when PhotoModeler is launched. You can check the status of your network floating license anytime while running PhotoModeler on the License Management dialog (see below).

Netshare Folder Setup

On any computer that will always be accessible over the network from each workstation, create a folder and make sure it is 'shared'. This folder should be permanent and not on a virtual machine. The folder needs permanency to store the license information over time. This should be on a Windows desktop or Windows server and not a NAS/linux box. While a NAS/linux box may work, it is not supported and can cause issues.

In Windows file explorer, select a folder (create if necessary) and note the location. You will enter this path when setting up the network floating license. Make sure the netshare folder is 'Shared' so that participating workstations have access. If it is not shared, right-click on the folder and click 'Properties' and select the 'Sharing' tab, then click the 'Share' button.

It is good to test the sharing permission by going to a client workstation and trying to create, read, and write files into this network folder. Test editing a file with Notepad.

You may need to be logged on as an Administrator (or have the Administrator's password) to set a folder's sharing properties, and you may need to explicitly set Read and Write permissions too.

Note if you are having trouble with the client workstations accessing the shared folder you set up, see the Troubleshooting section at the end of this document.

It is not necessary to install PhotoModeler on the computer that hosts the netshare folder. If you must install PhotoModeler on the computer that hosts the netshare folder, make sure the path to the netshare folder is the exact same network path in UNC format as all other workstations. Only install and use <u>one</u> copy of PhotoModeler on the computer hosting the netshare folder (and only if needed).

Make sure the path to the netshare folder is consistent across all installations, i.e., the UNC path needs to be exact with the same computer identifier and folder names, etc. UNC paths start with "\\" and follow with a computer name (or

IP address). This ensures that each workstation accesses the netshare folder consistently.

Ensure that the netshare folder is in UNC format; do not use a mapped drive format

- Correct example: *\\SERVERCOMP\SharedLicenses\PMNetLicense*
- *Incorrect example: Z:\SharedLicenses\PMNetLicense*

Also note that accessing the netshare folder over a Virtual Private Network (VPN) is not fully supported but has worked and may work depending on your setup.

Software Installation

If you do not already have the PhotoModeler installed, download, and run the installation executable file on each workstation/client machine that will be running. A download link to the PhotoModeler installer will be supplied by your sale representative. The clients can be installed and run on virtual machines if needed.

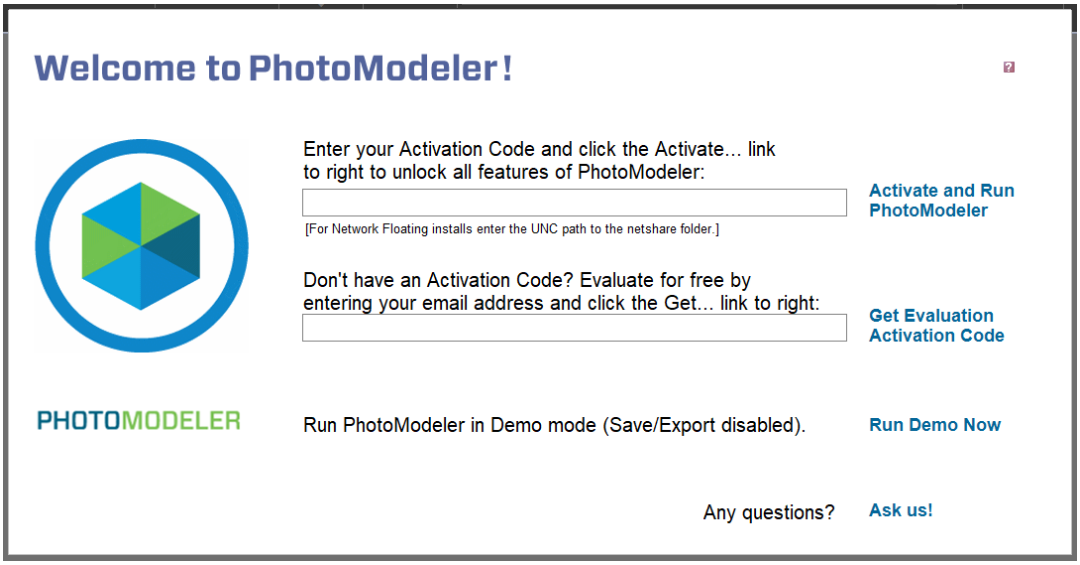
You can install PhotoModeler on a workstation at any time; you do not need to install all instances at once. You can install any number of workstation copies. The number of installed copies can exceed the number of seats in your floating license (because at runtime, the number of seats in use is monitored by PhotoModeler).

Software Activation and Setup

Once installation is complete, launch one of the PhotoModeler clients. If PhotoModeler is **not** currently activated (neither an Evaluation license, nor a standalone license), see the “First time installations” section below. If PhotoModeler is running with an already-activated license, see the “Previously Activated License” section below.

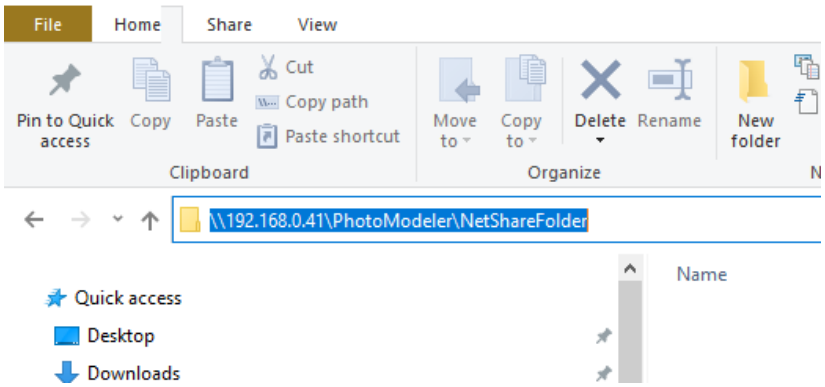
First time installations (no license previously activated)

If you do **not** have an Evaluation or other license already activated, you will see the “Welcome to the PhotoModeler!” screen as follows:



You will need the exact netshare folder path (in UNC format). The easiest method is to cut and paste the path from Windows Explorer or from an email from your IT department for example.

An example path to the netshare folder in Windows File Explorer:

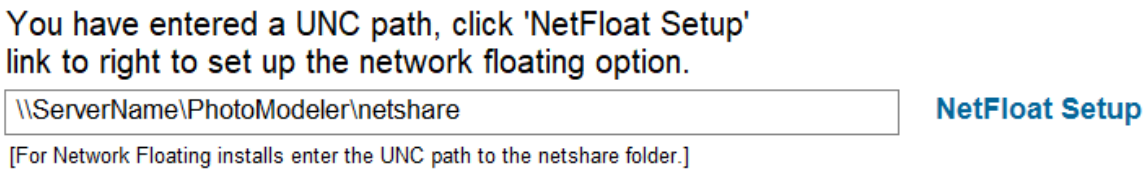


- The machine on the local area network in the example above is identified by an IP address, i.e.: \\192.168.0.99\PhotoModeler\NetShareFolder
- The path can also use a computer name, i.e.: \\ServerName\PhotoModeler\netshare

Note that a UNC path starts with '\\'.

The first step is to paste the UNC path to the netshare folder into the top

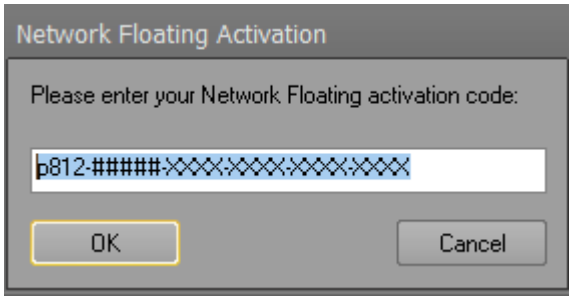
Activation field. When PhotoModeler detects a UNC path, the instruction text and the button text will change, like this:



Click “NetFloat Setup” to establish the netshare path. A confirmation will appear.

If the path is correct, the license is detected, and the license is active, the process is complete for this client workstation and PhotoModeler is ready to go.

If the Network Floating license has not yet been activated, you will be prompted to enter the activation code for your license. The license will start with “p812” followed by five dash separated blocks of numbers and characters. Paste this code from the email sent to you from PhotoModeler.



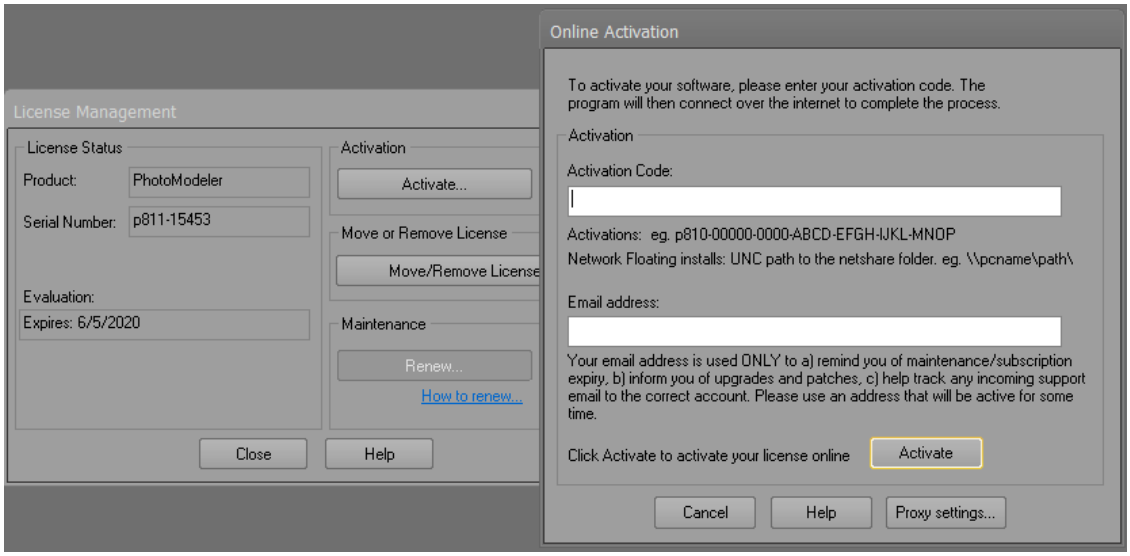
When you press “OK”, PhotoModeler goes online to verify and activate the license. A prompt for your registration email address will appear – please fill this in so your activation record is correctly recorded. And there will be a confirmation of activation.

The activation step only needs to be done on one client. Subsequent installations do not follow these activation steps; they just need the path to the netshare folder set up.

Previously Activated License installations

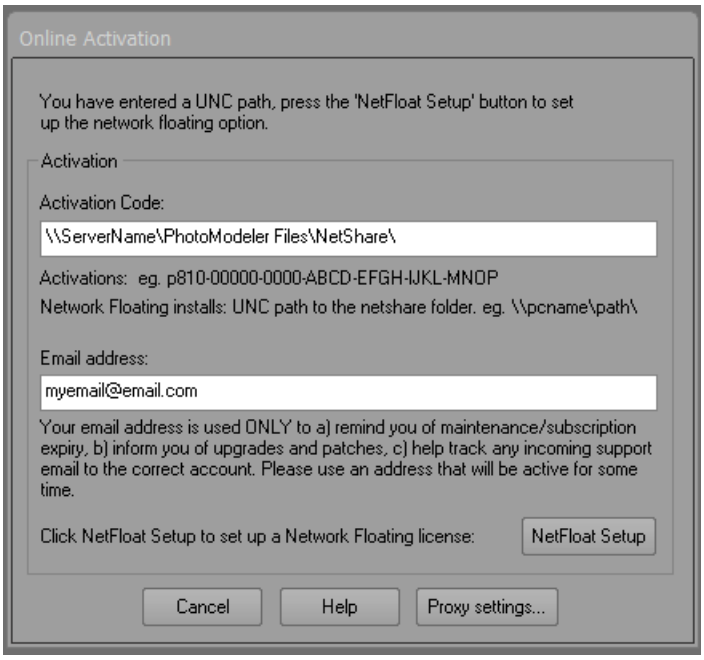
If you have an evaluation or other license already activated (or you are

changing your license to Network Floating), you need to access the PhotoModeler License Management dialog. Click File on the PhotoModeler toolbar, then “Version and License”, then “License Management…”. On the License Management dialog, click Activate to bring up the Online Activation dialog.



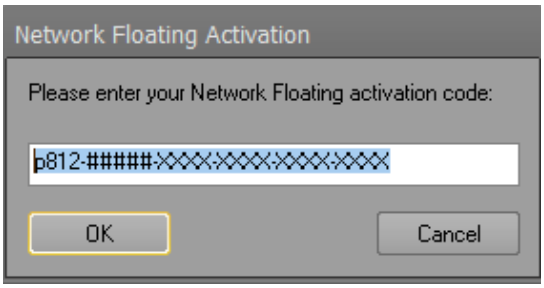
You will need the exact netshare folder path (in UNC format). Easiest is to cut and paste the path from Windows Explorer or from an email from your IT department for example.

The first step is to paste the UNC path to the netshare folder into the top Activation field. As PhotoModeler detects a UNC path, the instruction text and the button text will change, like this:



Enter your email address and click “NetFloat Setup” to establish the netshare path. A confirmation will appear. If the path is correct, the license is detected, and the license is active, the process is complete for this client workstation and PhotoModeler is ready to go.

If the Network Floating license has not yet been activated, you will be prompted to enter the activation code for your license. The license will start with “p812” followed by five dash separated blocks of numbers and characters. Paste this



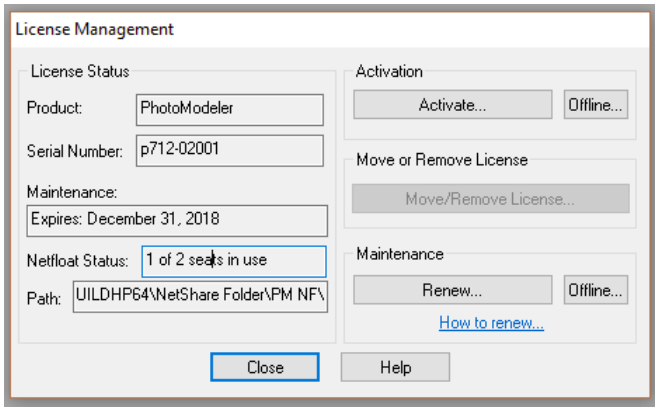
code from the email sent to you from PhotoModeler.

When you press “OK”, PhotoModeler goes online to verify and activate the license. A confirmation will appear (and a prompt for your registration email address may also appear).

The activation step only needs to be done on one client. Subsequent installations do not follow these activation steps; they just need the path to the netshare folder entered in the top field of the “Welcome to the PhotoModeler!” screen.

Verification

Once the network floating license has been activated, PhotoModeler will run simultaneously on up to the number of workstations given by your license. You can check the status of the network floating license and see how many licenses are in use and available using the License Management dialog, accessed from File menu (File, Version and License, License Management…):



After the limit has been reached a warning message will appear when PhotoModeler is launched, and the program will then shut down. Others currently running PhotoModeler will not be affected. Once a workstation shuts down PhotoModeler, its license will be available for use by another workstation.

Troubleshooting

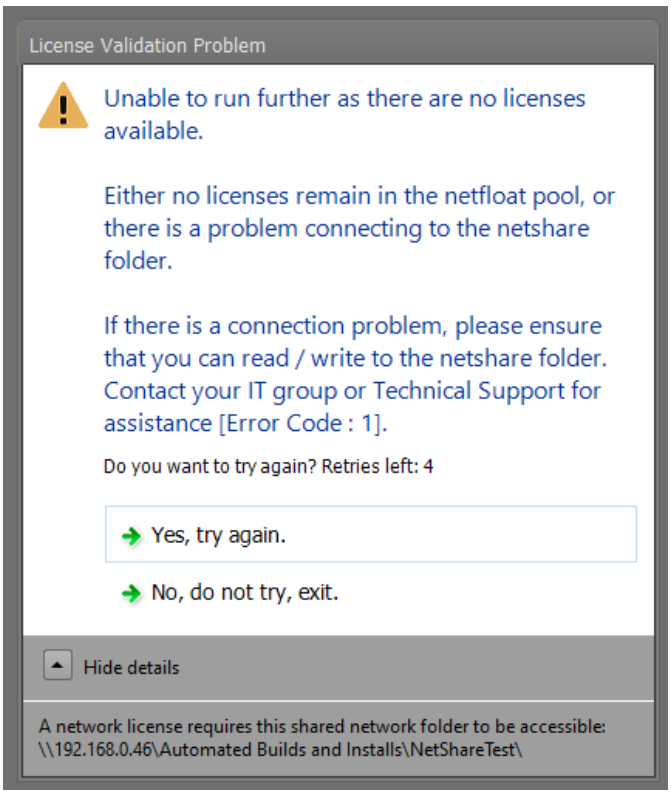
During installation:

If you are having trouble setting up the shared folder so it is accessible by all workstations, read the Windows help on setting up shared folders and permissions. These web pages may also provide information you need:

- https://techgenix.com/Share-Permissions/

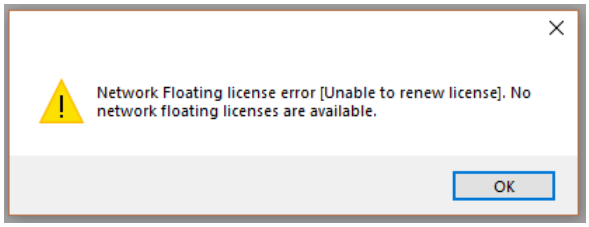
After installation:

If all licenses are used, a warning message will appear indicating that no network floating licenses are available:



Click “Yes, try again.” If a seat has been freed or if the connection to the netshare folder has been reestablished. Or click “No, do not try, exit” to exit PhotoModeler to try again later.

Older versions of PhotoModeler may show a warning like this:



To free up a license, shut down PhotoModeler on one or more client workstations.

If an error message appears on launch, and you are certain that the concurrent use limit has not been reached, the usual reason a floating license is not available is that the netshare folder is no longer accessible, or the path to the netshare folder is not consistent across all installations.

If the computer containing the netshare folder is disconnected from the network, is turned off, or is asleep, it will not be accessible by PhotoModeler during license verification. In this case an error message will be displayed when you launch PhotoModeler.

In most cases, the setup should be trouble free, but if you have problems during the setup process, or while running, that cannot be resolved by ensuring the netshare is accessible please contact technical support at support@photomodeler.com and please quote any confirmation or error messages exactly, especially if it contains an error code.