Installation and Licensing

Timestone Software applications are protected by hardlocks (dongles) and licenses. This chapter explains how to install your software and manage your licenses..

Demo Versions

Most Timestone Software applications are available as fully functional demo versions allowing you to trial the software before you buy.

The demo versions of the software have the following limitations:

- Demo versions are not currently available for Version 4

- All products printed from the software will be watermarked

- Images exported from the software will be watermarked

- Job files created with the demo versions cannot be opened with the licensed versions

Downloading the demo version installers

Note: The last point above is an important one. Job files created in any of the demo versions will not be able to be opened by any licensed programs. Keep this in mind when creating test jobs in the demo versions. The reverse is also true and job files created in the licensed versions cannot be opened in the demo programs.

It should be notated that templates are compatible between the two versions and so any templates you create while demoing the software will be able to be used once you purchase the licensed software.

Installers for the demo versions can be downloaded from the Timestone Software web site. .

Installing the demo versions

The demo versions do not require any hardlock or licenses. Simply run the installers to install the software. Unless you have a valid reason not to do so it is recommended you accept the default settings and installation locations as you work through the installation wizard.

Launching a demo version program

The exe file to launch a demo version program is installed to the following location:

> C:\Program Files\Timestone Software*Application*Demo*Application*.exe

Substitute the word Application with the name of the program in question. In the case of version 3 of NeoPackProfessional the location would be:

> C:\Program Files\Timestone Software\NeoPackProfessional3Demo\NeoPackPro.exe

You can launch the program by running this file directly, by creating a shortcut to it or via the Windows Start menu.

Licensed Versions

Installers for the licensed versions of the software are available from the support pages of our website.

Hardlocks and dongles

The licensed software is protected by hardlocks. Hardlocks are also known as dongles and we shall use these two terms interchangeably hereafter.

Two different types of dongle are provided depending on the program purchased.

License Server dongle

The License Server dongle is a single USB hardlock. With the License Server dongle each program you buy is activated not by another hardlock but by licenses we email you. Likewise if you purchase additional licenses for a given program you do not receive an additional dongle. Instead an extra license is emailed to you.

License Server dongles and the programs that run with it are sometimes referred to as 'Lab or production dongles' and 'Lab programs'. This is not entirely accurate as several "photographer" programs can run on the License Server dongle.

We call the computer that hosts the License Server dongle the "License Server". Likewise on this computer you install a small utility also called the "License Server"

Programs that run with the License Server dongle

The following programs run with the License Server dongle and a license or licenses we email to you.

- NeoPack/Professional
- NeoComposite
- NeoGroup
- NeoPack/Plus
- Collate
- Schoolmake
- OutPost (with printing only)

- PackBuilder
- CompositeBuilder
- GroupBuilder
- PrintTime
- RIPTime
- DataPost

Portable dongle

Portable hardlocks are so called because they are most often used by photographers working away from the main studio or lab location. For this reason portable dongles and the programs running with them are sometimes referred to as "Photogrpapher" dongles and "Photographer" programs respectively.

With portable dongles each program you buy is protected by a separate hardlock. Likewise if you purchase more licenses for the same program you will receive a separate dongle for each license you buy.

Programs that run with Portable dongles

- CapturePost
- DataPost
- PackBuilder
- CompositeBuilder
- GroupBuilder
- OutPost (with or without printing)

If in doubt about what type you have look at the key tag attached to the hardlock:

- License Server dongles have the words License Server on the key tag along with the serial number of the hardlock

- Portable dongle key tags have the name of the program they activate along with the serial number of the hardlock

MORE INFORMATION

How many license and dongles do I get?

Each of the "Photographer" programs listed above needs its own USB dongle and you will need a separate dongle for each copy of the software.

So if, for example, you buy three CapturePost licenses you will receive a total of three dongles.

The dongle to run the "Lab" programs is a little different. You only receive one of these dongles no matter how many of the lab programs you may buy and on how many computers you will install the software. You will then receive (via email) a *license* for each of the lab programs you buy.

So should you purchase two licenses of NeoPack/Professional and one license of NeoComposite you will only receive one dongle but will be sent three licenses.0

Note some programs such as DataPost and PackBuilder are available both on the License Server dongle and as separate, individual hardlocks.

Installing the License Server programs for the first time

The first time you install one of the licensed License Server (lab) programs you will need the following items

- The licensed software installer

- The License Server installer

- The dongle. This is sent to you by courier

- A Windows computer to act as the License Server

- Licenses which are sent to you by email

Before starting, consideration needs to be given as to which computer to install the hardlock. For small operations with only one license this is not an issue as the dongle and software are normally installed onto the same computer however for larger networks with several licenses the hardlock should be installed on a computer that is visible by all other computers on the network.

The computer hosting the hardlock will also act as a "License Server" and controls the allocation of licenses to other computers on the network. via a small piece of software called the License Server which you will install . For this reason you will often hear us call this computer "The License Server"

MORE INFORMATION

License Server Considerations

The choice of computer to act as the License Server is a serious consideration especially for large and busy operations.
When launching and then running the software a workstation will be making frequent Remote Procedure Calls (RPC's) to the License Server. For this reason the License Server is best installed on a stand-alone computer with little or no network traffic going through it. Installing the License Server on a busy File Server is therefore not recommended. The intense network traffic experienced by such servers can cause delays with the Remote Procedure Calls and could cause the workstation to lose connection to the License Server.
The choice of operating system on the License Server needs also to be considered. Windows XP Professional only allows a maximum of 10 concurrent connections to it. (These are total connections, not just RPC's from Timestone Software) For this reason a server operating system such as Windows 2003 Server is recommended.

Installing the hardlock and License Server

After selecting a computer that will act as the License Server plug the dongle into the computer's USB port.

The hardlock also requires the manufacturer's hardlock driver to be installed. This is achieved with the License Server's installer.

1. Visit the support pages on the Timestone Software website

2. Download the License Server installer

3. Make sure you are an administrator on the system **

4. Run the installer and follow any prompts

5. Continue with the installation and restart the computer when finished

* * Depending on the operating system of the License Server computer you may need to be logged in as an administrator to successfully install the driver for the hardlock. If in doubht right click on the installer file and select "Run as administrator.

Tip: You only install the License Server once no matter how many programs you will have running with it.

Installing the software on workstations

You are permitted to install the software on as many computers as you like. Each of the workstations will need to "see" the License Server with sufficient permission to make Remote Procedure Calls (RPC's) to the License Server.

Install the programs

Once you've installed the License Server you can proceed to install each of the programs you've bought.

1. If you haven't already done so, download the installers for each of your programs

2. Run the installers on any computers you wish to use the software on. Each of these computers needs to "see" the License Server computer via your network. You can also install the programs on the License Server computer itself.

Where is the software installed?

By default the installation wizard installs the software to the following location:

C:\Program Files\Timestone Software*Application* – Version 3 and earlier

C:\Program Files\Timestone Software – Version 4 and later

During the installation process you do have the opportunity to change this location however it is not recommended you so.

Adding Licenses with the License Manager

You will receive via an email attachment a license for each lab program you buy. The licenses are files that you must add to the License Server via a utility called the License Manager.

Tip: When you receive licenses from us archive them in a safe place. You will need them again if you ever need to re-install the License Server.

The License Manager utility is automatically installed on any workstation that has one of the lab programs installed. It is installed to the following location.

C:\Program Files\Timestone Software\License Manager

The License Manager serves a number of functions including:

- Connecting a workstation to the License Server

- Adding your licenses

- Checking to see how many of your licenses are currently allocated

To run the License Manger choose:

Start>All Programs>Timestone Software>License Manager

Or run the file

C:\Program Files\Timestone Software\License Manager\License Manager.exe

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Tip: You can add the licenses from any computer that has the License Manager installed.

Connecting a workstation the License Server

The first function of the License Manager is to connect a computer to the License Server. Unless you do this, the workstation will not be able to obtain a license and will therefore not launch the software.
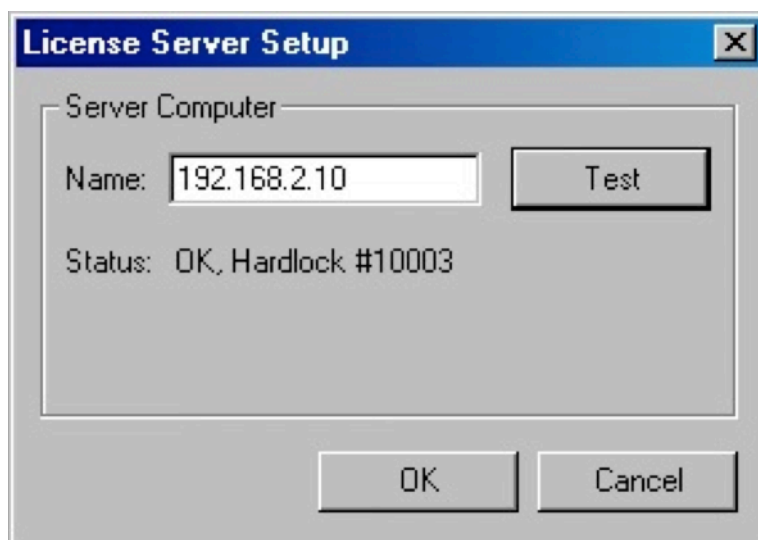
1. Run the License Manager

2. Check the Last Status message at the bottom of the License Manager. It will probably display an RPC error indicating that it cannot communicate with the License Server

3. Click the setup button in the lower left corner

4. The License Server Setup window opens

5. Enter the name or IP address of the License Server computer then click Test

6. After a short delay the status will display an OK message together with the serial number of your lab dongle.

7. Click OK to return to the License Manager. The Last Status message should now be the same as that in the previous window indicating this computer is communicating with the License Server

The License Server Setup window is used to connect a computer to the License Server.

Enter the IP address of the License Server computer then click the Test button. A successful connection is confirmed in the Status.

Depending on how your network is setup with DNS entries you may also be able to enter the License Server computer's name instead of IP address.

The License Server Setup window can also be accessed via the Windows Control Panel. From the Control Panel select the License Server entry. This gives you the same setup window without having to run the License Manager utility.

License Server Setup

Server Computer

Name: 192.168.2.10   Test

Status: OK, Hardlock #10003

OK   Cancel

Adding licenses with the License Manager

Once the workstations are communicating with the License Server you may add your licenses. This is done with the License Manager

1. Detach the licenses from your email and save them to a temporary location on your computer. If the licenses are in a zip file they will need to be unzipped

2. Check that your computer's date and time are correct

3. Run the License Manager. You may do this from any computer with the software installed

4. Click the Codes tab in the License Manager

5. Click the Add File button

6. Browse to the licenses you saved in step 1, select and add the licenses.

7. The Codes tab will now display your licenses together with their expiry date if applicable

The Codes tab in the License Manager has quite a few uses:

- *Click the Setup button at the bottom to connect this computer to the License Server computer*

- *Use the Last Status information to check whether this computer is communicating with the License Server*

- *Click the Add file … button to add licenses to the License Server. You will also use this button to add license extensions when you renew your software*

- *Use the main window to see what licenses you have installed and when they expire*

The screen grab shows three NeoPack/Professional licenses and one NeoComposite license with serial numbers of 11636 through to 11639 respectively. Each of the licenses allows one user.

The expiry dates together with how many days are left before the licenses expire are also displayed.
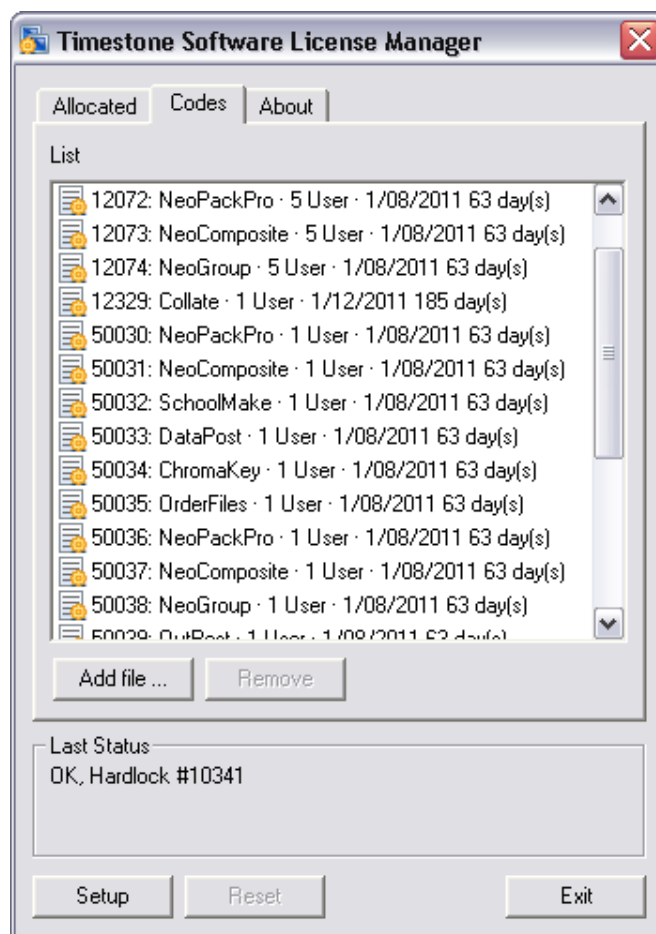
Launching the software

With the License Server installed and the licenses added you are now ready to run the software. Launch your program of choice using the usual methods such as:

- Start>All Programs>Timestone Software>*Application*

- Run the file C:\Program Files\Timestone Software*Application**Application.exe*

Checking your license allocation with the License Manager

The Allocated tab in the License Manager can be used to see how many of your licenses are currently in use and which computer is using them.
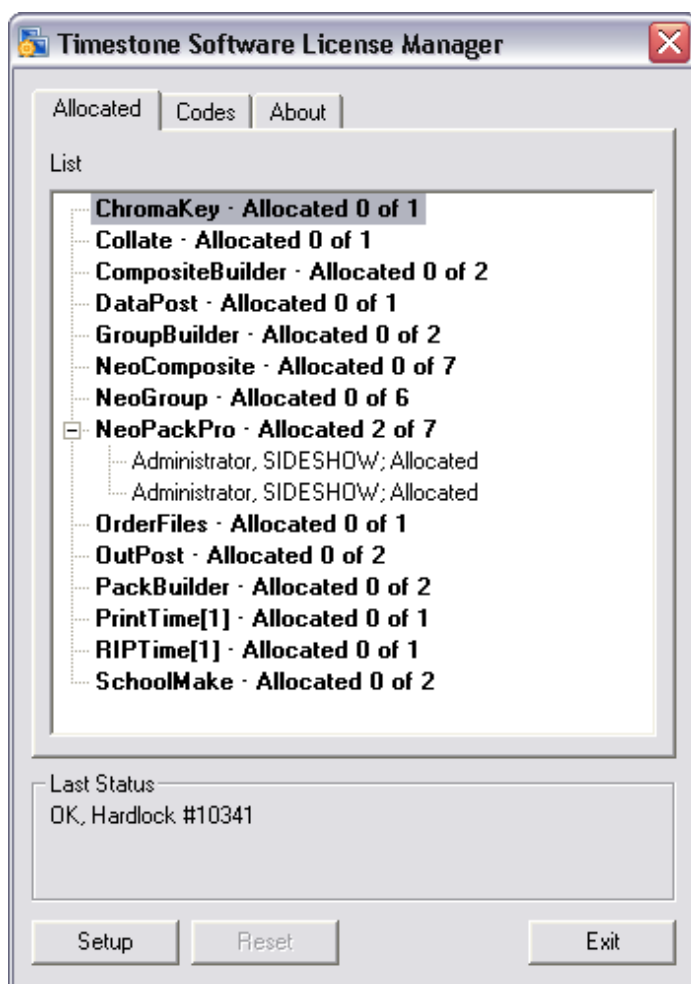
The screen grab shows the License Manager's allocated tab.

We can see that of the seven NeoPack/Professional licences two are currently being used. – in other words 2 of the 7 licenses are allocated.

For the licenses currently in use the operator's username and their computer name are also displayed.

None of the other licenses currently in use.

Knowing which computers are currently using a license can be quite useful in busy labs with large networks. If you attempt to launch a program and receive an error message "Waiting for license to become available" you can then use the License Manager to see who is using a license and ask them to close down the program if they're not using it!

Resetting a disabled lab hardlock

As a security measure should the date on your computers be set back in time the hardlock will become disabled. All licenses will cease to work. A look at the Last Status pane in the License Manager will show the following.

> Hardlock time has been disabled. Contact support and quote the following to receive a reset code. Hardlock #10003 [5A69]

The Hardlock number in this example is 10003. It must be quoted to support together with the 4 digit code in brackets, [5A69] in the example above.

Once you send us this information we will email you a reset code. Click the Reset button in the License Manager to enter the code and enable the dongle once again.

MORE INFORMATION

Understanding your licenses

The licenses you receive to enable the lab programs are *files.* This is important to emphasize since people often think of licenses as codes or serial numbers. Moreover the licenses themselves contain some useful information that is worthy of some explanation. Consider a typical license file. Its name will be something like

<p align="center">10003-10982 (NeoPackPro,3;+1))#080201.tlc</p>

While such a convoluted file name may seem confusing at first, it actually contains some useful information.

- *10003 is your dongle number*
- *10982 is this license's serial number*
- *NeoPackPro,3 is the program this license enables – NeoPack/Professional Version 3 (or earlier)in this case*
- *+1 indicates the number of users this license enables. 3-user and 5-user licenses are also available*
- *#080201 is the expiry date of this license in yymmdd format – February 1st 2008 in this example*
- *.tlc is the file extension*

When it is time to renew your licenses you will receive an extension license that extends the original license to a new renewal date. The extension license is similar to the original license except is does not have the program information. For example the extension license, 10002-10982#090201.tlc will renew the original license above until February 1st 2009.

It is very important to understand that extension licenses only work in conjunction with the corresponding original license. Therefore *never* remove the original license from the License Manager before adding an extension license.

Installing the portable "photographer" programs

To install the photographer programs you will require

- The licensed software installer. Download this from the website

- A USB dongle for each program you have purchased from us

- A license code to activate the dongle. This is sent via email

Installing the photographer programs differs from their lab counterparts in that there is no License Server and License Manager. Each of the USB dongles you receive enables a single user for a particular program. In addition, a license code rather than a license file activates the dongle and is responsible for setting the expiry date.

As per the lab programs, the photographer program installers can be downloaded from the support pages of the Timestone Software website. You are permitted to install the software on as many computers as you like but each will need a USB dongle for the particular program you are attempting to run.

Downloading and installing the software

To install the software

1. Visit the support pages on the Timestone Software website

2. Download the installer of the program or programs you have purchased

3. Run the installer and follow the installation wizard. Accept all the default settings unless you have a valid reason to do otherwise

Activating the dongle

Before the software can be used the dongle needs to be activated with a code sent to you by email. In some cases the dongle may be sent to you already active. Whether or not the dongle is active will become obvious when you attempt to run the software.

1. Install the software as described above

2. Ensure the correct dongle is plugged into the computer

3. Run the program

4. If the dongle is active the program will launch

5. If the dongle is inactive you will be asked if you wish to enter an extend code now. Click Yes to take you to the Hardlock Expiry window

6. Enter the code sent to you by email. We recommend using Copy and Paste to avoid transcription errors

7. The software will now launch

Your USB dongle will need to be activated with a license code sent to you by email.

Copy and paste the code into the Hardlock Expiry window.

This procedure is repeated when the software needs to be renewed or if the dongle is disabled. Both these situations are discussed later

Hardlock Expiry   ✕

Status
#15140 The hardlock has expired. [0000]

Extend
Code: CB71-1450-8900-E6C7   Enter

Exit
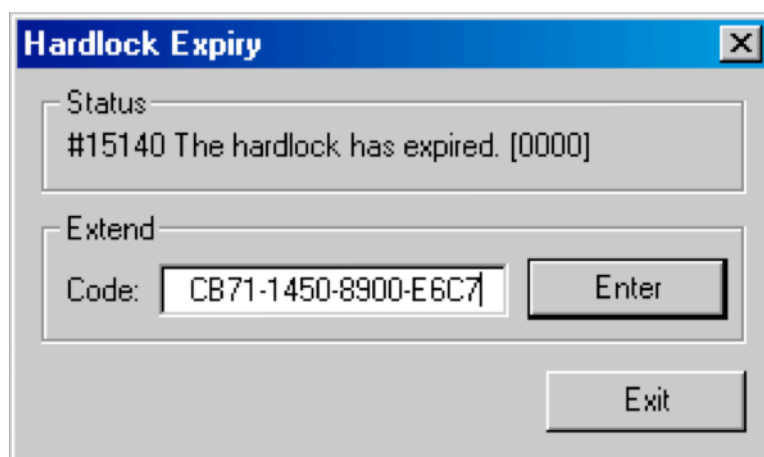
Resetting a disabled USB hardlock

As with the lab hardlock, the photograher USB dongles will be disabled if the computer's clock is set back in time. The software will not launch and you will receive a message asking you to contact support and quote the dongle number together with a four-character code.

You will receive a reset code via email to enter into the Hardlock Expiry window and reset the dongle.

Renewing your licenses

Licenses are issued with an expiry date, which in most cases is approximately 12 months from the time of purchase. Once this date arrives the licenses will expire and the software will cease to run.

Checking the time remaining

There are a number of ways to check how much time is remaining before your licenses expire.

- The splash screen when you launch one of the lab programs displays a message telling you how many days before the primary license expires as well as any extra licenses you may have

- Likewise the splash screen when launching a photographer program will tell you how many days before the dongle expires

- From within any of the lab programs going to the Help Menu and choosing About will again display the splash screen

- From within any of the photographer programs going to the Help Menu and choosing Hardlock expiry will display the expiry date of the dongle

- Running the License Manager and going to the Codes tab will display all licenses on the License Server together with their expiry date and the number of days until this date

Important! It is your responsibility to be aware of when your software expires and to take steps to have it renewed before then. We will endeavour to send you a reminder before this happens but this should not be relied upon and you should take steps to renew the software well before the expiry date to avoid any down time.

Renewing the lab program's licenses

When a lab program license is renewed you will receive via email an extension license. This license is a file similar to your original license and is added to the License Manager in the same way.

1. Detach the license extensions from your email and save them to a temporary location on your computer. If the licenses are in a zip file they will need to be unzipped

2. Check that your computer's date and time are correct

3. Run the License Manager. You may do this from any computer with the software installed

4. Click the Codes tab in the License Manager

5. Do NOT remove any of the original licenses

6. Click the Add File button

7. Browse to the licenses you saved in step 1, select and add the license extensions

8. The Codes tab will update the licenses to show the new expiry date and day remaining

Renewing the photographer program's licenses

Programs running on the USB dongle are renewed by a code similar to that received when activating the dongle. You will receive an extension code via email.

If the program has already expired

Attempt to run the software. You will receive a message telling you the hardlock has expired and asking whether you wish to enter an extend code now. Click yes and enter the new code into the Hardlock Expiry window.

If the program hasn't yet expired

Run the software and go to Help>Hardlock Expiry. Enter the new code into the Hardlock Expiry window.

Troubleshooting

Q. The installation stalls when it tries to install the Hardlock Driver.

A. Both the License Server dongle and the portable hardlock require a hardlock driver to be installed. The hardlock driver is ordinarily installed with the installers you download, however later versions of Windows with "enhanced" security protocols may prevent installation of the driver in this way.

If this happens to you, (please make sure you give the process plenty of time) abort the installation and make sure you are logged in as an administrator and/or right click the installer and select "Run as administrator".

Q. When I try to renew my lab software I get a message "License Code Invalid"

A. The most common cause of this is that you have removed the corresponding original license. Check to see the original license is still in the Codes Tab of the License Manager. If it isn't the extension license won't work. In this case add the original license first then the extension. Contact support if you no longer have the original license.

It is also possible we have sent you the wrong license extension. Check the extension license filename to see whether it matches the original license. See the More Information – Understanding Your Licenses section of this document on page 12.

Q. My hardlock says it is disabled. I then tried another one and it too is now disabled.

A. Probably the computer you are plugging these dongles into has the wrong date Check the date and make sure it is correct. If it isn't check any other computers these dongles may have been plugged into. You will need to contact support to receive a reset code,

Q. We need to move the License Server to another machine. What do we do?

A. Follow the installation instructions in this document, adding back your original licenses together with the most recent extension licenses to the License Manager. Once the new License Server is up and running you will need to go to each workstation, run the License Server Setup and enter the new License Server's IP address