

eLicense Installation & User Guide

Installation, Operation, Management, and Troubleshooting

Last Updated: 30 January 2023

This guide covers cloud-based eLicense rights management. Included are installation instructions for all products that can be activated with the eLicense, as well as detailed information on eLicense operation and management. Also available is a troubleshooting guide covering the most common issues affecting eLicense installations. Note that as part of the License Agreement for all AFT Products, by activating an eLicense the user consents to the <u>AFT eLicense Privacy</u> <u>Statement</u>.

Applies To

- Applications and Modules
 - o AFT Fathom Version 8, Release 2015.04.14 or newer
 - o AFT Arrow Version 5, Release 2015.04.15 or newer
 - o AFT Impulse Version 5, Release 2015.04.14 or newer
 - o AFT xStream Version 1, Release 2020.04.12 or newer
- Utilities
 - Chempak Property Database
- Retired Utilities
 - o AFT Chempak Viewer with Excel Add-in (32-bit version 3)
 - AFT SteamCalc with Excel Add-in (32-bit version 3)

Requirements

- License Number
 - o 9-digit or 10-digit number of the form XXXX-XXXXX (XXXXX-XXXXX)
- Registration.txt
 - \circ ~ Text file containing the required 32-digit eLicense Activation Code
- Internet Connection
 - Fathom 11/Arrow 8/Impulse 8 and later must allow access to https://my.nalpeiron.com on port 443
 - Fathom 10/Arrow 7/Impulse 7 and earlier must allow access to http://my.nalpeiron.com on port 80
 - Standalone eLicenses on machines without internet access can be remotely activated with a separate internet connected machine
- <u>Microsoft Visual C++ 2017 Redistributable Package</u> (x86)
 - Fathom 10/Arrow 7/Impulse 7 and earlier must use the 2010 SP1 MFC Security Update (x86)
- Standalone eLicenses cannot be used on virtual machines
- Utility Excel Add-ins have additional requirements

Contents

Application Installation	3
Activating the eLicense	5
Utility Installation	6
Chempak Property Database	6
AFT Chempak Viewer and AFT SteamCalc	9
Excel Add-ins	9
Installation	9
Appendix A – Glossary	12
Appendix B – eLicense Information and Management	13
General Information	13
Standalone and Network eLicenses	13
Standard Operation	13
Keeping a Network eLicense Checked Out	13
AFT eLicense Manager	14
Deactivating an eLicense	15
Moving a Standalone eLicense	15
Switching eLicenses	15
Access Through a Proxy	15
More Info	16
Remote Activation	17
Appendix C – Installation on a Server	18
Chempak Property Database	18
Appendix D – Troubleshooting	19



Application Installation

- 1) Navigate to http://www.aft.com/
 - a. Log in
 - b. Click the relevant Application in the **Downloads** > Current Versions dropdown menu
 - c. Download the installer under Current Full Version

Register at <u>http://www.aft.com/register</u> if you do not have an account. Give the verification email an hour to arrive and check your spam folders. If you do not receive the email, please contact us.

The Applications can also be installed from an AFT DVD. It is highly recommended to use the latest releases when possible.

2)	Right-click on the installer and select Run as administrator	
----	---	--

3) Click Next

Name	^	Date modified	Туре
볼 FthFullz.exe	Open	7/6/2017 10:22 AM	Applic
	😌 Run as administrator		
	Troubleshoot compatibility		

🖟 AFT Fathom 11 - InstallShield	d Wizard	×
2	Welcome to the InstallShield Wizard for AFT Fathom 11	
	The InstallShield(R) Wizard will install AFT Fathom 11 (2020.02.04) on your computer. To continue, dick Next.	
	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	

4) Read and accept the License Agreement

记 AFT Fathom 11 - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	(J
Applied Flow Technology Software Lice Agreement	nse ^
This is a legal agreement between you, either an individual or entity, and Applied F Technology Corporation (AFT). By installing the software application(s) you are agre bound by the terms of this agreement. If you do not agree to the terms of this agreement promptly return the software installation materials, copy protection devices and the accompanying items (including written materials and binders or other containers) to full refund.	Flow teing to be ment, AFT for a
GRANT OF LICENSE. This License Agreement permits you a nonexclusive lice I accept the terms in the license agreement	Print
O I do not accept the terms in the license agreement	
InstallShield	
< Back Next >	Cancel



5) Enter your Customer Information

With a valid License Number, an AFT Application can be installed on an unlimited number of Client Machines.

However, only the number of Seats on the License can be Checked Out at any given time.

Name:		
Company:		
License Number (#####-##	###):	
T		
Instalishield		

AFT Fathom 11 Install
 Customer Information

6) Select Local Install (Recommended)



Local Install is recommended for most users and works for both standalone and network eLicenses.

Server installs should only be completed by experienced IT professionals.

Appendix C - Installation on a Server



Changing the installation location is not recommended and may require additional configuration.







8) Review and click Install

9) Click Finish

AFT Fathom 11 - InstallShield Wizard
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to
extend of the wizard.
Application to Install:
AFT Fathom 11
User Information:
Name:
Company:
License #:
Target Folder:
CivAFT ProductsVAFT Fathom 11\
STANDALONE: Will Install all selected components on a standalone computer.
InstallShield

👘 AFT Fathom 11 Install	×
	InstallShield Wizard Completed The InstallShield Wizard has successfully installed AFT Fathom 11. Click Finish to exit the wizard.
	< Back Finish Cancel

Activating the eLicense

- Copy the Registration.txt file into C:\AFT Products\AFT Application\
- 2) The **first time** the Application is launched, right-click the Application and select **Run as administrator**

If the Application does not start successfully, please see:

Appendix D - Troubleshooting

This is necessary for the first Application installed per machine. If an eLicense is already active these steps can be skipped.

▶ This PC → Windows (C:) → AFT	Products > AFT Fathom 11 >
Name ^	Date modified
REFPROP.DLL	6/4/2018 9:22 PM
Registration.TXT	4/13/2018 12:40 PM
SPANISH IBERIAN.xml	1/29/2020 12:17 PM

> This PC > Windows (C:) > AFT Products > AFT Fathom 11			
Name	^	Date modified	
🔒 FATHO	M.chm	1/2/2020 4:40 PM	
🗹 🚰 Fathom	0	2/4/2020 6:55 PM	
Fathom	Open	3/6/2018 10:39 PM	
Fathon	💡 Run as administrator	2/6/2020 5:18 PM	
📧 ffmpeg	Troubleshoot compatibility	9/24/2015 10:45 AM	



Utility Installation

Chempak Property Data

- 1) Navigate to http://www.aft.com/
 - a. Log in
 - b. Click on Downloads > Current Versions > Chempak
 - c. Download the installer under Chempak Property Database
- 2) Right-click on the installer and select Run as administrator



3) Click Next



4) Read and accept the License Agreement

License Agreement		a day	
Please read the following license agreement	carefully.		
Applied Flow Technology License Agreeme This is a legal agreement between you (eith	nt er an individual or entitvì and A	polied Flow	`
Technology Corp. (AFT). By opening the se by the terms of this agreement. If you do not return the unopened software packet(s) and materials and binders or other containers) to	aled packet(s) you are agreeing t agree to the terms of this agre d the accompanying items (inclu) AFT for a full refund.	g to be bound ement, promptly iding written	
1. GRANT OF LICENSE. This License Agre enclosed software program (the "SOFTWAI	eement permits you to use one of RE'') on a single computer. The into temporary memory (i.e., RA	copy of the SOFTWARE M) or installed	
is in "use" on a computer when it is loaded into permanent memory (e.g., hard disk, CD	ROM or other storage device)	of that	-
is in "use" on a computer when it is loaded into permanent memory (e.g., hard disk, CD I accept the terms of the license agreement	ROM or other storage device)	of that <u>P</u> rint	-



5) Select Standalone Installation

This is not related to license type.

Network Installation installs the Database itself on a Server:

Appendix C - Installation on a Server – Chempak Property Data

6) Click Next

Changing the installation location is not recommended and may require additional configuration.

7) Click Next

Setup Type Select the setup type that best suits your needs.	
Click the type of setup you prefer. Network Installation Standalone Installation	Description This will allow you to select the components that will be installed on a standalone computer. This also used when the copy protection is on a server but the application is on a client.

Chempak Da Choose D Select fo	ata - InstallShield Wizard Pestination Location Ider where setup will install files.		Ţ	×
	Install Chempak Data to: C:∖AFT Products\Chempak Data			Change
InstallShield –		< <u>B</u> ack	<u>N</u> ext >	Cancel

cart Copying Files		and the second
Heview settings before copying files.		
Setup has enough information to start of change any settings, click Back. If you copying files.	copying the program files. If you want to u are satisfied with the settings, click Nex	eview or t to begin
Current Settings:		
Application to Install: Chempak Data		^
User Information: Name:		
Company:		
Target Folder: C:\AFT Products\Chempak Data		
		~
-		>



8) Click Yes

These files can also be manually updated with a text editor. The file should include:

[SEARCH PATHS] ChempakDataPath = <*Path>*

Where <*Path*> is the database installation location.

 Browse to the folder of an installed Application and click Next





 The file is updated - if you have additional Applications click Yes to update them as well. Continue until all Application control.aft files are updated. Update Control.aft File × File updated. Would you like to update another CONTROL.AFT file? <u>Yes No</u>





10) Click Finish

AFT Chempak Viewer and AFT SteamCalc

Excel Add-ins

AFT Chempak Viewer 3 and AFT SteamCalc 3 include Microsoft Excel Add-ins.

These Add-ins have additional requirements:

- Microsoft Excel 2010 or later
- Previous versions of the Add-ins must be uninstalled prior to installation
- Matching bit-version to Microsoft Excel
 - o 32-bit Microsoft Excel requires the 32-bit Add-on
 - o 64-bit Microsoft Excel requires the 64-bit Add-on
 - The 64-bit version requires Microsoft Visual C++ 2010 x64 Redistributable.

Installation

- 1) Navigate to http://www.aft.com/
 - a. Log in
 - b. Click the relevant Utility in the Downloads > Previous
 Versions dropdown menu
 - c. Download the **appropriate bit version** under **Full Versions**
- 2) Right-click the installer and select Run as administrator
- 3) Click Next

Microsoft Excel Add-in bit-versions must match the bit-version of Microsoft Excel.

The currently installed bit-version of Microsoft Excel can be found by opening File > Account > About (2013, 2016) or File > Help (2010)

Name	Date modified	Туре
CPViewFull(x64).exe	6/6/2017 11/44 AM	Application
	💡 Run as administrator	
	Troubleshoot compatibility	





4) Read and accept the License Agreement

5) Enter your Customer Information

With a valid License Number, an AFT Application can be installed on an unlimited number of Client Machines.

However, only the number of Seats on the License can be Checked Out at any given time.

6) Click Next

Changing the installation location is not recommended and may require additional configuration.

	mpak Viewer 3 - InstallS	hield Wizard		:
License A	greement			4
Please re	ead the following license a	greement carefully.		C
Ap	plied Flow Te	chnology Sc	ftware Lic	ense ^
	,	Agreement		
This is a leg	gal agreement between you	u, either an individual or	entity, and Applie	d Flow
Technology	Corporation (AFT). By inst	alling the software appli	cation(s) you are a le terms of this agr	greeing to be
promptly ret	turn the software installation	n materials, copy protec	tion devices and th	e
full refund.	ing items (including written	materials and binders o	r other containers)	to APT for a
1. GRAN	T OF LICENSE. This Licens	se Aareement oermits vo	ou a nonexclusive l	icense to use
I accept	the terms in the license ag	reement		Print
○ I <u>d</u> o not a	accept the terms in the lice	ense agreement		
InstallShield -				
		< <u>B</u> ack	<u>N</u> ext >	Cancel
🛃 AFT Che	empak Viewer 3 - InstallS	hield Wizard		
Custome	r Information			1
Please e	nter your information.			
User Nar	me:			
Organiza	ation:			
License N	Number:			
License M	Number:			
License M	Number:			
License M	Number:			
License M	Number:			
	Number:			
License M	Number:	< Bark	Nevts	Capcel
License f	Number:	< Back	<u>N</u> ext >	Cancel
License f	Number:	< Back	<u>N</u> ext >	Cancel
InstallShield -	number:	< Back	<u>N</u> ext >	Cancel
License I InstallShield -	number: mpak Viewer 3 - InstallS ion Folder	< Back	<u>N</u> ext >	Cancel
License I InstallShield - AFT Che Destinati Click Nex	Number: :mpak Viewer 3 - InstallS i on Folder «t to install to this folder, o	< Back ihield Wizard r click Change to install	Next >	Cancel er.
License f	empak Viewer 3 - InstallS ion Folder kt to install to this folder, o Install AFT Chempak Viev	< Back ihield Wizard in click Change to install wer 3 to:	Next >	Cancel er.
License I InstallShield - Bestinati Click Nex	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: VAFT Products VAFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License I	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products\AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License I InstallShield - Bestinati Click Nex	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products \AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License f	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products\AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License f	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products\AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License f	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products \AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License f	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products \AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License f	empak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products \AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	cancel er.
License f	empak Viewer 3 - InstallS ion Folder et to install to this folder, o Install AFT Chempak View C: \AFT Products\AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	Cancel er.
License f	Impak Viewer 3 - InstallS ion Folder ct to install to this folder, o Install AFT Chempak View C: \AFT Products \AFT Ch	< Back ihield Wizard ir dick Change to install wer 3 to: empak Viewer 3\	Next >	er. Change



7) Review your User Information and click Install

8) Click Finish

- 😸 AFT Chempak Viewer 3 InstallShield Wizard 2 The wizard is ready to begin installation. Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard. Application to Install: AFT Chempak Viewer 3 ^ Jser Information: Name: Company: License #: Target Folder: C:\AFT Products\AFT Chempak Viewer 3\ STANDALONE: Will install all selected components on a standalone computer. Ŷ nstallShield -< Back Install Cancel 🙀 AFT Chempak Viewer 3 - InstallShield Wizard × InstallShield Wizard Completed The InstallShield Wizard has successfully installed AFT Chempak Viewer 3. Click Finish to exit the wizard. Launch AFT Chempak Viewer 3 Show the Windows Installer log < Back Finish Cancel
- 9) Follow the <u>Activating the eLicense Instructions</u> if they have not yet been completed for another Application.



Appendix A – Glossary

Application	AFT Fathom, AFT Arrow, AFT Impulse, AFT xStream
Utility Application	Chempak Property Database, AFT Chempak Viewer with Excel Add-in,
	AFT SteamCalc with Excel Add-in
Client Machine	The machine the user operates the Application on
License	The access right to the Application
License Number	9-digit or 10-digit number for installation
	Also used for License identification, Support validation, renewals, and license changes
eLicense	Cloud-based License - a general term associated with a specific eLicense Activation Code
	and encompassing all owned Seats for all Applications
eLicense Activation Code	A unique 32-character hexadecimal code identifying an eLicense
Seat	A single License of an Application. Only one Client Machine can use the Seat at a time
Activated	The eLicense has been initialized on the Client Machine which may or may not have Seats
	Checked Out
Checked Out	The Seat has been allocated to the Client Machine
Checked In	The Seat has been released from a Client Machine and returned to the eLicense
Checkout Period	How long a Seat can be Checked Out before being automatically returned



Appendix B – eLicense Information and Management

General Information

Standalone and Network eLicenses

	Standalone	Network	
Number of Seats:	One, shared among all Applications	Multiple independent Seats can exist	
Activation Limit:	One Client Machine, but can be moved	Unlimited number of Client Machines	
Checkout Period (defaults):	One Year	One Week	
Seat(s) Checked Out:	By starting an Application	By starting an Application	
	By Remote Activation		
	With AFT eLicense Manager		
Seat(s) Checked In:	By Remote Deactivation	Automatically when Applications are closed	
		unless Keep Network eLicense Checked Out	
		is on	
	With AFT eLicense N	Aanager (By Deactivation)	
	Automatically when C	heckout Period has elapsed	
		Note: Modules are not Checked In until the	
		parent Application is closed. Disabling the	
		Module will disable its functionality within	
		the Application but the Module Seat	
		remains Checked Out	

For both Standalone and Network, only one eLicense can be Activated on a Client Machine at a time.

Standard Operation

The following assumes that the Client Machine has continuous access to the eLicense Service.

Via the above methods, Seats are Checked Out and retained by the Client Machine until they are Checked In.

The Seat will be Checked In automatically if the Checkout Period has elapsed. The Client Machine using the Seat will lose access to the Application and the Seat will be available for Checkout. The Checkout Period is refreshed when the Application is opened.

Seats can be Checked In manually by deactivating the eLicense with the AFT eLicense Manager.

Keeping a Network eLicense Checked Out

The Network eLicense automatic Seat return can be prevented by enabling **Keep Network eLicense Checked Out** from the Application's Tools menu.

If Modules need to be included, they must be activated **before** enabling Keep Network eLicense Checked Out.

While this feature is active, the Seat is retained by the Client Machine even if the Application is closed. The Seat will still be returned after the Checkout Period has elapsed (by default 1 week).



AFT eLicense Manager

Provides end user management of the eLicense.

Available from C:\AFT Products\AFT Application\AFTeLicenseManager.exe

All AFT Applications must be closed to open the AFT eLicense Manager. A limited version of the Manager is available from an Application's **Tools** menu under **eLicense Information**.

AFT eLicense Manag	er v1.2						
eLicense Activation	Code:			AFT Arrow			
Proxy Info	Ac Ac	tivate 🔀 Deactivat	e	eLicense Activation Cod	le:		
	· · · ·	<u>~</u>	-				
	Remot	te Activation/Deactivation		ComputerID:			
ComputerID:			_	License Status: Subs	criptior	n License (Network)	
	1	1. ALC 1.	_	Expires: 2017	-08-15	23:00:00	_
License Status: Su	Ibscription	License (Network)		Feature	V	Status	٦
Expires: 20	17-08-15	23:00:00		AFT Arrow	6	Checked Out By Me	
Feature	V	Status	~	Arrow GSC	6	Available	
AFT Arrow	6	Checked Out By Me		Arrow APS	6	Available	
Arrow GSC	6	Available		Arrow ANS	6	Available	
Arrow APS	6	Available		AFT Fathom	9	Checked Out By Someone	<u>,</u>
Arrow ANS	6	Available		Fathom GSC	9	Not Available (See Log)	
AFT Fathom	9	Checked Out By Someone		Fathom SSL	9	Not Available (See Log)	
Fathom GSC	9	Not Available (See Log)		Fathom XTS	9	Available	
Fathom SSL	9	Not Available (See Log)		Fathom APS	9	Not Available (See Log)	
Fathom XTS	9	Available		Fathom ANS	9	Not Available (See Log)	
Fathom APS	9	Not Available (See Log)		AFT Impulse	5	Available	
Fathom ANS	9	Not Available (See Log)	_	Impulse PFA	0 Not Available (See Lo		
AFT Impulse	5	Available		Impulse SSL	6	Not Available (See Log)	
Impulse PFA	0	Not Available (See Log)					
Impulse SSL	6	Not Available (See Log)	¥ .	Refresh Complete			
PROD_CONCURRE	NT			Log Privacy	Μ	lore Info Close	
Log Privacy	/ M	lore Info Close					

ComputerID	Unique identifier assigned to the Client Machine by the eLicense service
License Status	Indicates the type of license (Network or Standalone) as well as if it is Perpetual or Subscription
	(Lease or Trial) based
Expires	If applicable, the date the eLicense will cease functioning
Feature	List of all AFT Applications
V (version)	The latest allowable version of the Application
Status	Information about the Seats available for the relevant Application.
	In the above example screenshots, the current User has AFT Arrow open (Checked Out by Me) and a colleague has AFT Fathom open (Checked Out by Someone). These Applications will not be able to

colleague has AFT Fathom open (**Checked Out by Someone**). These Applications will not be able to be opened by another User. Applications or Modules labeled **Not Available** are not Licensed to this Organization. Applications with available Seats are marked **Available**.



Deactivating an eLicense

It is occasionally necessary to Deactivate an eLicense.

- 1) Open AFT eLicense Manager from C:\AFT Products\AFT Application\AFTeLicenseManager.exe
- 2) Click Deactivate

Note that Deactivation does not remove the Registration.txt files – starting an Application will Re-activate the eLicense.

Moving a Standalone eLicense

A Standalone eLicense can only be Activated on a single Client Machine at a time, and will remain Activated until it is manually Deactivated. To relocate an eLicense to another Client Machine:

- 1) Deactivate the eLicense on the currently Activated Client Machine
- 2) Follow the <u>Standard Installation Instructions</u> on the new Client Machine.
 - a. If the eLicense was previously Activated on the new Client Machine, simply starting an Application will re-Activate the eLicense.

Switching eLicenses

Occasionally, it may be necessary to change the eLicense being accessed.

There are two ways this can be done:

- 1) If using Registration.txt files is preferred, the existing Registration.txt file will need to be removed from:
 - C:\AFT Products\AFT Application\Registration.txt (from all AFT Application Folders it is present in)
 - C:\ProgramData\Applied Flow Technology\Registration.txt

With these files removed, the previous eLicense is unavailable to the Applications. Follow the <u>Activating the</u> <u>eLicense Instructions</u> and place a new Registration.txt file in an Application Folder to use the new eLicense.

2) Alternatively, the **eLicense Activation Code** can be updated directly with the AFT eLicense Manager. Open the Manager, place a new Code into the **eLicense Activation Code** field and click **Activate**.

Access Through a Proxy

If the Client Machine accesses the internet through a proxy, the connection information must be entered by clicking the **Proxy Info** button in the **AFT eLicense Manager** and filling in the form.

You may need to launch the AFT eLicense Manager as an administrator for the information to be saved properly.

Enter Proxy Information	
IP Address/Host Name:	(required)
Port:	(required)
User Name:	(optional)
Password:	(optional)
Clear All	Save Cancel



More Info

The More Info button near the bottom of the AFT eLicense Manager will open a web page that gives an approximate overview of current usage of an eLicense.

The upper-left of the page lists basic information about the eLicense and right-hand side of the page lists the Licenses available, and many seats are currently in use for each product.

On the lower-left, there is a list of **Computer Names** and **ComputerIDs** that have activated the eLicense.

Client Machines with Activated eLicenses will have the names of the Applications Checked Out listed besides them.

If an Application is unavailable to be Checked Out and it is unknown which Client Machine is using the Application, this page provides valuable information on what Client Machines currently have the license seats checked out.

Applied Flow Techr	oology eLicense	Information			•	
eLicense Code:						
C ⁴ LC	Security Code:	Search				
License Code	012345678901234567	89012345678901	Network	Version	Total Seats	Seats In Use
Company	Organization	AFT Arrow	7	10	3	
Enabled	YES	Arrow GSC	7	2	0	
Туре	Perpetual		AFT Fathom	10	31	2
End Date/Days	Never Expires		Fathom GSC	10	3	0
Licenses Active	12		Fathom SSL	10	1	0
			Fathom XTS	10	1	0
Computer Name	eLicense Computer ID	Applications Checked Out	AFT Impulse	7	9	4
Computer #1	4Bq7ppWM1i8/keWvnTMn	Fathom	Impulse SSL	6	1	0
Computer #2	iRO/ISZsSk2t6lSpWnJC	Impulse	AFT Chempak Data	2	12	0
Computer #3	3ZgEYQ3DkqW9Bh9SsX2Q	Fathom				
Computer #4	AXqQbSy5QxQZCZ/U9ScR	Impulse				



Remote Activation

A Standalone eLicense can be used on an internet **Isolated Client Machine** via Remote Activation. Remote Activation requires a separate Internet Connected Machine.

On the Isolated Client Machine:

- 1) Complete the standard installation
- 2) Open AFT eLicense Manager
- 3) Click Remote Activation/Deactivation
- 4) On the Remote Activation tab, click Generate Activation Certificate
- 5) Click Copy Activation Certificate and paste it into a text editor
- 6) Click Copy Link and paste it into a separate text file
- 7) Save and transfer the files to the Internet Connected Machine

On the Internet Connected Machine:

- 8) Navigate to the copied link (or click here)
- 9) Paste the Activation Certificate into the text field
- 10) Click Activate
- 11) Upon successful Activation you will be given a License Authorization code

a. The Seat is Checked Out

12) Copy this into a text file and transfer it to the Isolated Client Machine

On the Isolated Client Machine:

- 13) Paste the License Authorization into the bottom field in the AFT eLicense Manager
- 14) Click Import the License Authorization
 - b. The eLicense is Activated

Remote Deactivation

On the Isolated Client Machine:

- 1) Open AFT eLicense Manager
- 2) Switch to the Remote Deactivation tab
- 3) Click Generate De-Activation Certificate

a. The eLicense is Deactivated

- 4) Click Copy De-Activation Certificate and paste it into a text editor
- 5) Click Copy Link and paste it into a separate text file
- 6) Save and transfer the files to the Internet Connected Machine

On the Internet Connected Machine:

- 7) Navigate to the copied link (or click here)
- 8) Paste the De-Activation Certificate into the text field
- 9) Click Deactivate

a. The Seat is Checked In

Remote Activation/Deactivation
Remote Activation Remote Deactivation
Step 1
Generate Activation Certificate
Step 2
Copy Activation Certificate
Step 3
Paste your certificate in the text box within the following web page:
AFT Activation Portal
Copy Link
Step 4
Paste the generated License Authorization below:
Import the License Authorization
Close

Remote Activation Remote Deactivation
Step 1 Generate De-Activation Certificate
Generate De-Activation Certificate
Step 2
Copy De-Activation Certificate
Step 3 Paste your certificate in the text box within the following web page: <u>AFT De-Activation Link</u> Copy Link
Close



Appendix C – Installation on a Server

AFT Applications can be installed on a network Server. **This refers to the Application itself, not the eLicense**. For the vast majority of users, we recommend installing the Application directly on the Client Machine. Large workgroups with Network Licenses and many Client Machines may want to consider this option.

Follow the standard instructions on the Server with the following change:

6) Select Server Install (Advanced) for Setup Type

During installation, you will receive a message that the Client Machines must run a separate setup.

An additional step must be taken on the Server:

- 10) Share the server AFT Products folder and subfolders
 - a. Client Machines need both read and write permissions

On the Client Machines:

- 1) Navigate to the \AFT Products\AFT Application\Network Client Setup\ folder on the Server
- 2) Run AppClientSetup.exe to install the necessary files on the Client Machine
- 3) Activate the eLicense on the client machine

Chempak Property Database

Follow the <u>standard instructions</u> on the Server with the following change:

5) Select Network Installation

An additional step must be taken on the Server:

- 11) Share the Chempak Property Database folder and subfolders
 - a. Client Machines need both read and write permissions

The Client Machine **control.aft** files will need to point to the location of the Chempak Property Database **on the Server**. The Application will walk you through updating these, or you can update the **control.aft** files manually with a text editor as specified in the <u>Standard Chempak Property Data instructions</u>.



Appendix D – Troubleshooting

If you receive a licensing error after following the above instructions, the first step is to gather more information.

To do so, when the License Error window appears, select View eLicense Information and click OK. This is one of the first items AFT Support will request when diagnosing Licensing issues. The most relevant information is contained in the **bottom line of the eLicense Diagnostics**. Below are some possible messages and actions:

1	Message	"Checking Software Feature Failed: No Seats Available"
	Info	This indicates that all Seats on the eLicense are currently allocated to Client Machines.
		 There are two possibilities that can cause this:
		1. Other Users are currently using the Application or have left it open.
		a. Wait until or request that other Users close the Application.
		2. There are Seats Locked Up
		a. No one in your organization is using the Application but you receive a message indicating that it is in use.
		b. This likely occurs because the Application was closed ungracefully and was unable
		to Check In the Seat. The eLicense Service is not updated and still indicates that
		the Seat is Checked Out to that Client Machine.
		c. When the Client Machine with the Locked Up Seat is identified, start and exit an Application normally or <u>Deactivate</u> its eLicense.
		• To help determine which Client Machine may have a Seat Checked Out, use More Info
		• If you are unable to determine what Client Machine has the Application Checked Out, contact
		AFT Support and we will work with you to resolve the issue.
		• Note on Modules: Module Seats are not Checked In until the Application is closed, even if the
		Module is "Deactivated" from the Tools menu. Exit the Application to Check In the Seat.
-		
	Iviessage	No Internet connection available
	mo	First try clearing the alicense cache
		 To do this, delete all files in C:\Users\username\AnnData\Roaming\Nalneiron
		• If the problem persists, it could be due to several reasons:
		 If a Proxy or VPN exists, it has not been correctly configured
		 If you do not have a Proxy, ensure the Proxy fields are blank
		 A firewall or other network security feature may be blocking the connection
		 Using a Virtual Machine or a Remote Connection with a Network eLicense could pose
		difficulties in allowing the Application to access http://my.nalpeiron.com correctly.
		 Confer with your IT department to determine what may be blocking the AFT Application's
		internet access.
2	Magazza	"Upphie to load DUL (AFTel iconce dil's The specified readyle could get be found "
3	Eiv	A required Pedictributable Package is not installed:
	FIX	\sim Install Microsoft Visual C++ 2017 Redistributable Package (x86)
		 For 64-bit Utility Applications, the x64 version is required



4	Message	"Registration file not found or invalid. Do you want to try to activate the eLicense?"
[Fix	Click No when asked if you want to try and activate the eLicense.
		Close the Diagnostics window
		Press OK to close the Application
		Locate your Registration.txt file
		 Open the file and ensure a 32-digit Protection ID is present.
		 Copy the file into C:\AFT Products\AFT Application\
		• If you cannot find the file, contact AFT with your license information (License
		Number) and this can be provided
		Right-click the Application and select Run as administrator
		C:\ProgramData\Applied Elow Tochpology\
		C. (Programbata (Applied Flow Technology (
		Alternatively, if you know your 32-digit Protection ID
		 Close and restart the Application as an administrator
		 Click Yes when asked if you want to try and activate the eLicense
		 Enter the Protection ID and click Activate
5	Message	"Software License DLL Missing"
	Fix	Re-install the Application with administrator privileges
6	Message	"Standalone License not allowed in virtual environment"
	Fix	 Run the Application directly on a Client Machine's host operating system
7	Message	"Standalone eLicense not allowed for remote connections"
	Fix	Access the Application directly .
8	Message	"Checking Software Feature Failed: Feature Name Not Found"
	Info	 The Application or Module you are attempting to access is not available on your eLicense
9	Message	"Checking Software Feature Failed: Wrong version number or expiry date override"
	Info	The Application or Module you are attempting to access is present on your eLicense, but the
		License is for an earlier version, or has expired.
10	Message	"Checking Software Feature Failed: PROD_SUBSCRIPTION_EXPIRED"
	Info	 The License was time-based (Lease or Trial) and this time has expired.
11	Message	"Checking Software License: PROD_NOT_AUTHORIZED"
	Info	The standalone eLicense is already activated on another machine. See Moving a Standalone
		<u>eLicense</u>

If none of the above items helped get the Application started, or if you have other Licensing questions, please contact <u>AFT Support</u> with your License Number and the eLicense Diagnostics Log.

