License Manager Documentation

25 July, 2025

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Release Notes

License Manager 1.10.1

- Release date: 29 May 2025
- Fix:
  - Restrict changing the System Port to Administrator users only for license server

License Manager 1.10.0

- Release date: September 20, 2024
- Software
  - Qinsy 9.7.1
  - Qimera 2.7.0
  - Fledermaus 8.7.0
- Changes:
  - Add ability to set user defined port number for all users
  - Report license server errors (e.g. no licenses available)
  - De-couple licensing from main GUI thread
  - Reduce scanning for licenses on startup
  - Show wait cursor when scanning for licenses
  - Some simple cleanup of the user interface
  - Fix keyboard navigation in user interface
  - Remove Close button, add File→Quit menu item
  - Re-word response for license server registered
- Fixes:
  - Fix addons for QASTOR
  - Fix for CLI mode error listings, only relevant errors will be filtered and shown
  - Fixes for server package:
    - Fix directory names for FMMidwater and FMGeocoder
    - Fix port number and log name for Fledermaus Offshore
    - Other minor fixes

License Manager 1.9.7

- Released: 18 May 2023
- Changes:
  - Updates to links for Support
  - Documentation for PowerShell scripts
  - Added PowerShell scripts
    - activate-license.ps1, to activate a license online
    - deactivate-license.ps1, to deactivate a license online
    - watch-log.ps1, to watch a log file in action
- Fixes:
  - Many internal fixes and performance enhancements

Expand for older releases...

License Manager 1.9.6

- Released: 25 May 2022
- Fixes:
  - Revert UT-1851, Copy Activation String. The string is now just an activation code without the product number or name.

License Manager 1.9.5

- Released: 13 May 2022
- Changes:
  - Wording of activation failure message (TA_E_EXPIRED) updated to include instructions on fixing the computer's clock.
  - Change wording of Copy License ID to "Copy DongleID/ActivationString/Server Address" to be more explicit.
- Fixes:
  - Fix off-by-one error that caused crash adding activation codes.

License Manager 1.9.4

- Released: 25 May 2021
- Fixed wording of offline deactivation.

- Remove text, TextLabel, from display.
- Add support for new product, Qimera Offshore.
- Add two new addons, HIPS I/O and OPC.

License Manager 1.9.3

- Released: 12 Jun 2020
- Add support for 'Qastor 3' product
- Update to support LimeLM 4.3.2 which address many bugs

License Manager 1.9.2

- Released: 20 Feb 2020
- License Manager version number is visible in title bar and About dialog.
- Add more information to the error message when Softlock fails on a VM

License Manager 1.9.1

- Released: 18 Nov 2019
- When a system user applies the -licserver option, it first tries to apply to all user accounts on the machine. If that fails, tries for just the current user.

License Manager 1.9

- Released: 10 Sep 2019
- License Manager supports new command line arguments to set the license server address and proxy server address.
- Fixed a bug with activating Qinsy 9 Softlock License sometimes when older QPS Software is installed on the same system
- Added a -clearserver option that will remove all server connections. Must be used with -silent to work

License Manager 1.8

- Released: 18 Jul 2019
- Fixed Development add-on for Qinsy 9

License Manager 1.7

- Released: 06 Jun 2019

- Added support for new Product and Addons Licensing

License Manager 1.6

- Released: 19 Dec 2018
- Fix a bug that adding invalid upgrade code in the License Manager 'HASP Upgrade Code' dialog will not cause a crash now
- Added support for new Licensing Product and Add-Ons.

License Manager 1.5

- Released: 29 Aug 2018
- Fixed issue where License Manager did not show the correct number of seats available for NetHASP license
- Fixed issue where pasting a HASP dongle upgrade code with line breaks or other whitespace caused it to be rejected

License Manager 1.4

- Released: 04 Jul 2018
- Each product has added option to set custom port number for license servers.
- Fixed issue loading upgrade code for brand new dongles.

License Manager 1.3

- Released: 24 May 2018
- Fixes:
  - License XML not working in Linux
  - Pause before server licenses added
  - Allow product names with spaces
  - Allow activation strings with spaces
  - Display tag ID for HASP dongles
  - Add feedback for Update Softlocks button
  - Update features after Update Softlocks clicked

License Manager 1.2

- Released: April 24th, 2018

- Fixed issue when using License Server on Windows, that all users on a PC will have permission to run the software and not just the logged on user who setup the connection.
- Fixed issue when connecting to a License Server that you can specify Hostname or FQDN and not just IP address.
- In the License Status dialog, can now view the Licence ID or Tag ID. Also added option to Copy that value.

Getting Started

Please see our License Manager introduction:

- License Manager Reference

or our How-to:

- How-to Softlock Licenses Technical

How-to Articles

- How-to Softlock Licenses Technical
- How-to Sentinel EMS (QPS Internal)

How-to Softlock Licenses Technical

This is a list which can be used by IT managers. It is not particularly meant for individual Soflock license usres.

- How-to Softlock License - Proxies in License Manager
- How-to Softlock License Server - Command Line Options
- How-to Softlock License Server - Configuration
- How-to Softlock License Server - Determining Activation Code
- How-to Softlock License Server - Linux Setup
- How-to Softlock License Server - Mac OS X Setup
- How-to Softlock License Server - Upgrade or Refresh
- How-to Softlock License Server - Windows Setup

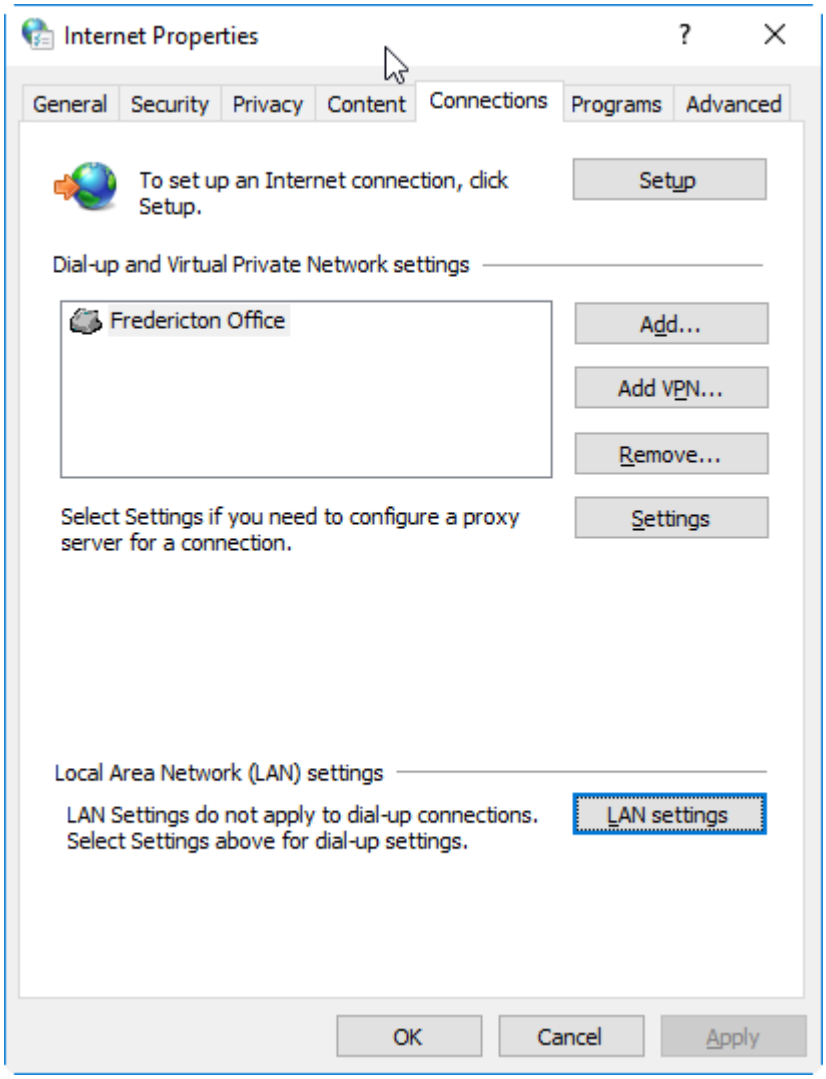
How-to Softlock License - Proxies in License Manager

By default, License Manager uses whatever proxies you have set for your system. Where License Manager reads these proxy settings from differs between operating systems:

Windows

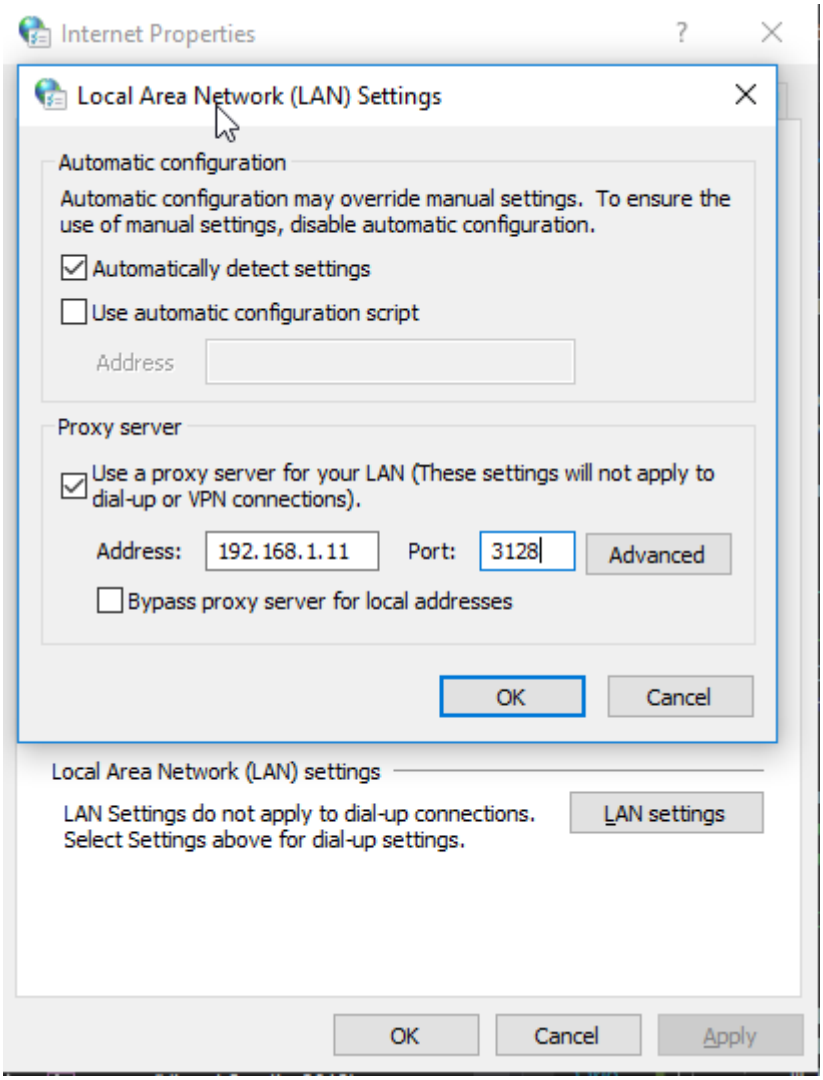
The proxy settings are read from Internet Explorer.

1. Open Internet Options.
2. Go to connections tab and press LAN Settings button.



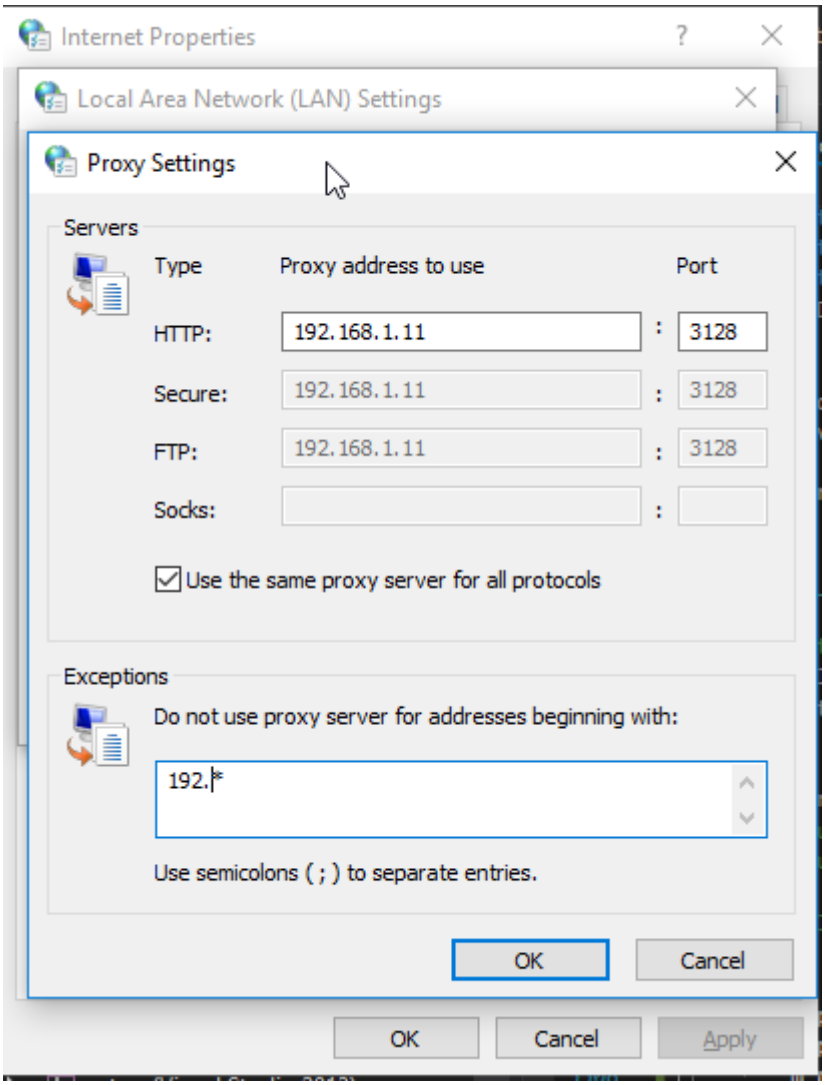
3. Tick the checkbox “Use a proxy server for your LAN” and specify the Address and Port of your proxy server (for example 192.168.1.11, port 3128).
   *Note the Bypass Proxy Server for Local Addresses option. When this policy is enabled, local

resources are always accessed directly, not through a proxy server.



4. If you need to specify the list of address exceptions, click Advanced. In the field Do not use proxy servers for addresses beginning with: specify the list of IP addresses or domains. For

example: *192.**



5. Press OK twice to save settings

Mac

The proxy settings are read from the system internet settings.

Linux

The proxy settings are read from the environment variables `http_proxy` or `all_proxy`.

For example, using bash shell:

Type the following command to set proxy server:

```
$ export http_proxy=http://server-ip:port/
$ export http_proxy=http://127.0.0.1:3128/
$ export http_proxy=http://proxy-server.mycorp.com:3128/
```

If the proxy server requires a username and password then add these to the URL. For example, to include the username foo and the password bar:

```
$ export http_proxy=http://foo:bar@server-ip:port/
$ export http_proxy=http://foo:bar@127.0.0.1:3128/
$ export http_proxy=http://USERNAME:PASSWORD@proxy-server.mycorp.com:3128/
```

How do I setup proxy variable for all users?

To setup the proxy environment variable as a global variable, open /etc/profile file:

```
# vi /etc/profile
```

Add the following information:

```
export http_proxy=http://proxy-server.mycorp.com:3128/
```

OR

```
export http_proxy=http://USERNAME:PASSOWRD@proxy-server.mycorp.com:3128/
```

Save and close the file.

How-to Softlock License Server - Command Line Options

The command line options available differ for each operating system. A brief listing for each platform is given here

.

- Windows & macOS
- Linux

Windows & macOS

The options for Windows and macOS follow. The most common operations when setting up a server is to first use the **-a** option to activate the server, then the **-i** option to install and run the server.

Usage: `qps-license-server` -x [OPTION]... (1st form)

or: `qps-license-server` -i [OPTION]... (2nd form)

or: `qps-license-server` -u [OPTION]... (3rd form)

or: `qps-license-server` -d [OPTION]... (4th form)

or: `qps-license-server` -a [OPTION]... (5th form)

or: `qps-license-server` -p [OPTION]... (6th form)

1st form: runs the floating license from commandline manually.
2nd form: installs the floating license server to be run by the system.
    (Windows & Mac OS X only)
3rd form: stops & uninstalls the floating license server from the system.
    (Windows & Mac OS X only)
4th form: runs the floating license server as a daemon.
    (all non-Windows operating systems)
5th form: activates the floating license server on the computer. This must
    be done before the floating license server can be used.
6th form: generates the XML <user /> entry with the bcrypt-hashed password
    that can be used in the configuration file to allow access via the

TurboFloat Server manager.

-x Starts the floating license server from commandline.

-pdets=FILEPATH Specify a custom location to the product details file (TurboActivate.dat).

-config=FILEPATH Specify a custom location to the config file.

-i Installs this floating license server as a Windows Service to run when the system boots.

-u Uninstalls this floating license server.

-h Display this help and exit.

-v Output version and activation details then exit.

-a[=PRODUCTKEY] Activates or re-activate this server.

-areq=FILEPATH Generates an "offline activation" request file. This must be used with the "-a" option.

-aresp=FILEPATH Uses the "offline activation response" file to activate the floating license server. This must be used with the "-a" option.

-deact[=FILEPATH] De-activates this server so that it can be activated on another computer. If you specify a FILEPATH then an "offline deactivation" request file is generated.

-p="PASSWORD" Generate an XML <user /> entry with the
bcrypt-hashed password. Must use the -user
switch as well to generate the full XML element.
And you can use the -silent switch to just
output the element and not any of the explanations.

-user="USERNAME" The username that will be output in the XML
<user /> entry.

-wf=WORK_FACTOR The work factor to use when generating the password
hash. If this is not present then an ideal work factor
is chosen (12 or higher depending on the version and
other factors). Choose a work factor between 4 and
31. All numbers outside that range will be ignored in
favor of our default work factor.

-silent Don't output to the screen.

Linux

The command line options for Linux follow. Note that unlike Windows or macOS, there is no **-i** option. Instead, the option to run the server from the command line, **-x**, and an option to run as a daemon, **-d**, are used instead. For testing, it can be convenient to star the server with **-x** to determine that the server is starting properly. To make managing the server easier, there is a-pidfile option that will write out a lock file to the specified destination. This can help automated scripts to find the correct server to start and stop it. To stop a server, just send SIGTERM to the process.

Again, the usual usage would be to use the -a option to activate a license, then the -x option to verify and test that the server is working initially,then kill the server with Ctrl-C and start itgain with the -d option for operation. Adding the command to /etc/rc.local with the -d and -pidfile options would be recommended. Usually, PID files are written to /var/run, e.g. `/var/run/qimera-pro-server.pid` for the Qimera Pro server, for example. The file will contain the PID number for that server process. To stop the server, a command such as: e.g.kill `cat var/run/qimera-pro-server.pid` could be used/ An init script could also be written to start and stop the server using the usual init control scripts.

Usage: `qps-license-server` -x [OPTION]... (1st form)

or: `qps-license-server` -i [OPTION]... (2nd form)

or: `qps-license-server` -u [OPTION]... (3rd form)

or: `qps-license-server` -d [OPTION]... (4th form)

or: `qps-license-server` -a [OPTION]... (5th form)

or: `qps-license-server` -p [OPTION]... (6th form)

1st form: runs the floating license from commandline manually.
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4th form: runs the floating license server as a daemon.
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5th form: activates the floating license server on the computer. This must
be done before the floating license server can be used.
6th form: generates the XML <user /> entry with the bcrypt-hashed password
that can be used in the configuration file to allow access via the
TurboFloat Server manager.

-x Starts the floating license server from commandline.
-d Starts the floating license server as a daemon.
-pdets=FILEPATH Specify a custom location to the product details file (TurboActivate.dat).
-config=FILEPATH Specify a custom location to the config file.
-h Display this help and exit.
-v Output version and activation details then exit.
-a[=PRODUCTKEY] Activates or re-activate this server.
-areq=FILEPATH Generates an "offline activation" request file. This must be used with the "-a" option.
-aresp=FILEPATH Uses the "offline activation response" file to activate the floating license server. This

must be used with the "-a" option.

-deact[=FILEPATH] De-activates this server so that it can be activated on another computer. If you specify a FILEPATH then an "offline deactivation" request file is generated.

-p="PASSWORD" Generate an XML <user /> entry with the bcrypt-hashed password. Must use the -user switch as well to generate the full XML element. And you can use the -silent switch to just output the element and not any of the explanations.

-user="USERNAME" The username that will be output in the XML <user /> entry.

-wf=WORK_FACTOR The work factor to use when generating the password hash. If this is not present then an ideal work factor is chosen (12 or higher depending on the version and other factors). Choose a work factor between 4 and 31. All numbers outside that range will be ignored in favor of our default work factor.

-silent Don't output to the screen.

-pidfile=FILEPATH Write the process ID to a file

How-to Softlock License Server - Configuration

The license server deployed by QPS for licensing have a small selection of options to tune for your implementation. There are currently 6 options that may be configured for your location: port, cpu threads, lease length, log file, isgenuine and proxy.

Each of these options will be covered in detail.

The file containing these options is called **TurboFloatServer-config.xml** and resides in each of the product folders.

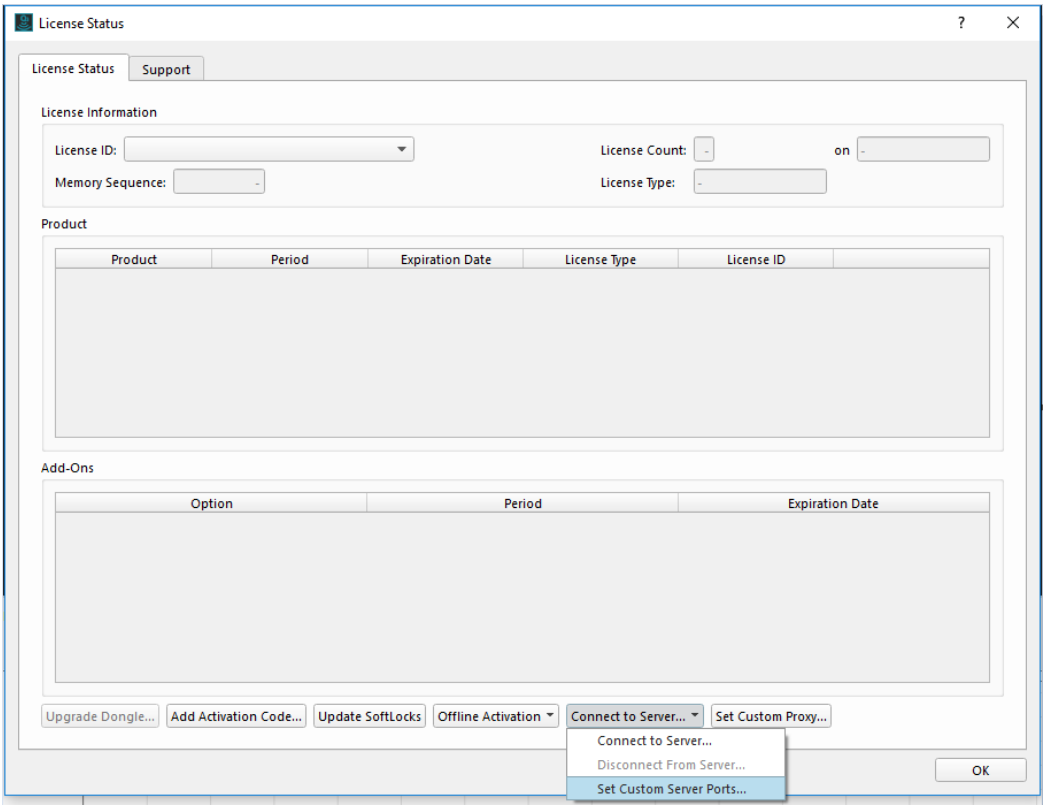
Options

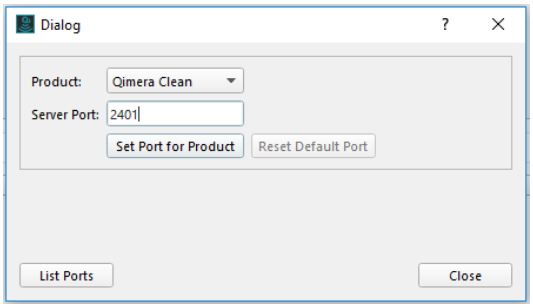
Port

<bind port="24016"/>

The bind port option is set to a default value for each product, between 24000-24030. This is the port number that each product listens to on the host server/service, and that a client connects to when retrieving a license from the server. These can usually just be left as is, but if they conflict with existing running services, or need to be changed for firewall reasons, the port number can be specified here.

If the port number is changed on the license server, the client user will also need to specify the port number when connecting to the license server. This can be done via the License Status dialog, on the Connect to Server dropdown button, with the "Set Custom Ports" menu item.





CPU Threads

<cpu threads="0"/>

The cpu threads option is by default set to 0. In this case, license Server will automatically detect how many cores the computer has and use that value. This is the recommended value. The option controls how many worker threads the server will use. The optimal value is one per CPU core, which will be selected automatically by using the value 0 for this option.

Lease Length

<lease length="1800"/><!-- seconds -->

The lease length option sets how long a license lease should last. The time is in seconds. The recommended interval is 30 minutes (i.e. 1800 seconds).

The shorter you make this time the more often the "client" programs will have to contact this server, and thus the more load on the server and the more traffic on the network. However, if the lease length is set to too long a period of time, then if the client programs end abruptly without first telling the server that the lease is no longer needed, it may take on average half the lease length time before the lease is released. Thus a "zombie" lease will take up one of the lease slots until it expires.

The absolute minimum time you can use is 30 seconds.

Do not set this to very long values because you won't be able to get rid of the lease in cases where the client-app shuts down un-cleanly. 30 minutes is a good default.

Log File

<log file="tfs-fledermaus.log" level="notification"/>

The log file option allows setting a log file to write errors, warning, and any information. The level parameter allows setting the amount of informat the server will output to the log file.

Options:

- file:
  - where the log file will be written / appended to. The floating license server must have access to this file and the directory must exist. On Linux, /var/log/ is the customary location for log files, which may also be located in a subdirectory of this directory.
- level: The amount of information you want the license Server to output to the log file. These are the possible level settings:
  - "notification"
    - Records when leases are created, removed, expired, and other nonessential, but possibly interesting information. This level also includes all other level outputs (warning, error).
  - "warning"
    - Records things that are wrong with your configuration or other things that need to be fixed. This level also includes the next level of output (error).
  - "error"
    - Records when license Server fails to do things it needs to do. For example, failures to load configuration data, failure to process data, etc.
  - "none"
    - No log file will be written.

Consider that a log of high detail information, such as the "notification" level, can produce a large file over the course of several months or years. Whereas, a log level of "error" or "non" may not provide enough information to diagnose a problem with the server. Adjusting the log level as demanded by your needs at the time may be required.

isgenuine

<isgenuine days_between="7" grace="14"/>

Set how often to recheck this license Server's activation. This license Server instance will contact the activation servers through wyday.com on port 80 or port 443 depending on a number of factors. (So, http://wyday.com and https://wyday.com must be whitelisted for this process so that it can contact those sites).

The options are:

- days_between
  - How many days between check. Minimum 1. Maximum 90. We recommend at this time 7 days.
- grace
  - The number of grace period days on an Internet failure. Maximum 14.

The setting of these values is a compromise between the convenience of receiving automatic upgrades and license extensions, and the amount of network traffic. A days_between check of every 7 days minimizes network traffic, while avoiding needlessly long waiting times for updates. Set appropriately, the server should run untended for long periods of time.

The grace period is the number of days of no access to the Internet before the server will shut down.

Proxy

<proxy url="http://user:pass@127.0.0.1:8080/"/>

The proxy option allows the server to access the Internet via your proxy. A standard HTTP proxy and proxy address are used. The server will use the specified proxy to activate, re-activate, and verify with the LimeLM servers.

How-to Softlock License Server - Determining Activation Code

The activation code for license servers is sent in an XML file similar to other licenses. However, the activation code must be extracted from the file by hand and then applied using the server **-a** option. A typical XML file may look like the following:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<SoftLock>
  <Client>QPS Inc.</Client>
  <id>5200588</id>
  <support date="2018-05-22" period="1 Months" expirationDate="2018-06-22"/>
  <products productName="Fledermaus" productPeriod="1 Months" expirationDate="2018-06-22">
    <upgradeCode>EE9T-GKX8-MH2B-KP3F-4FJR-76JE-3STA.20.Fledermaus</upgradeCode>
    <addons name="FM7Hydro" period="1 Months" expirationDate="2018-06-22"/>
    <server numberOfSeats="1"/>
  </products>
  <products productName="Qimera" productPeriod="1 Months" expirationDate="2018-06-22">
    <upgradeCode>JC88-BZTQ-4799-KAFD-G2PX-E6I3-VWTA.16.Qimera</upgradeCode>
    <addons name="TU Delft Sound Speed Inversion" period="1 Months" expirationDate="2018-06-22"/>
    <server numberOfSeats="1"/>
  </products>
</SoftLock>
```

Note that the portion of the upgrade code required for activating a server is highlighted in blue, for Fledermaus in this case. This part is the activation code and should be used for the Fledermaus server in this case. Note that the upgrade code can be broken into three parts divided by a decimal point or period (.). The first part is the activation code, the second part is the product ID number and the third part is the product name.

To activate and install a license server, first, unpack the server archive bundle, open a Terminal as Administrator, then change directory to the Fledermaus folder. Then run the server as follows:

```
> .\qps-license-server.exe -a=EE9T-GKX8-MH2B-KP3F-4FJR-76JE-3STA
```

Followed by:

> .\qps-license-server.exe -i

To install the server and complete the server activation.

Note that in this XML file that there is a second upgrade code, for Qimera. This activation must be done separately. So in this case, change directory to the Qimera folder, then furn the server for Qimera:

```
> .\qps-license-server.exe -a=JC88-BZTQ-4799-KAFD-G2PX-E6I3-VWTA
```

Again, followup by installing the server to complete the activation sequence:

> .\qps-license-server.exe -i

Until the server is deactivated, it is not necessary to activate the server using the activation code again. Any further updates to the server license will be automatically retrieved by the server in accordance to the configured isgenuine setting.

How-to Softlock License Server - Linux Setup

This guide covers how to activate and install a Softlock License Server using command line.

License Server

QPS-License-Server is the application that distributes floating license "leases" for QPS applications. The server runs on your local network.

Activating the Server

Before you can use the server it must be activated.

1) Download the server package QPS-License-Server-X.X.X-lin64.tar.gz (Where X.X.X is the version number)

2) Unzip Server Package

3) Open command prompt as administrator

4) cd into where you unzipped the package "QPS-License-Server-Linux"

> *cd ..\..\QPS-License-Server-Linux*

5) cd into the folder for the product you want to activate.

> *cd Qimara\ Pro*

6) For offline activation of this step, refer to the **Offline Activation** step below. Otherwise, follow this step if access to the Internet is possible. If at all possible, use this method to activate the server. To activate the server online simply pass the product key like this:

> *./qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ"*

7) To start the Server as a daemon, use the -d flag. Options -silent and -pdfile will prevent output to the screen when started and will store a file with the PID in a file of your choosing, respectively.

cd into the folder for the product you want to activate.

```
./qps-license-server -d -silent -pidfile=/var/run/QimeraPro.pid
```

8) Repeat step 5) to 7) for every product you want to activate.

9) Check that the services are running with the ps command.

Offline Activation (Optional)

The offline activation can be used when a machine has no access to the Internet. A file must be retrieved from the machine and sent to QPS to initialize the license, and a response file from QPS must be loaded by the server. Transferring the file can be done by internal network to another machine or by USB key or the like. Activation is otherwise similar to online activation. At step 6, perform the following two steps to do an offline activation: When access to the Internet is available, these steps are not required and step 6 above should be followed.

6)

a) Activate and create the offline request file. It is suggested to use the name of the product in the filename, particularly if one is activating more than one product server. For example, to activate Fledermaus:

```
./qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="/Location/To/Save/
Fledermaus-ActivationRequest.xml"
```

At this point, the file Fledermaus-ActivationRequest.xml or equivalent must be sent to QPS. Once the contact at QPS has sent back a response file, e.g. Fledermaus-ActivationResponse.xml, the activation may be completed by the applying the response file.

b) Apply the response file from QPS as follows:

```
./qps-license-server -a -aresp="/Location/To/Load/Fledermaus-ActivationRequest.xml"
```

The activation should now be completed, and the remaining steps followed as usual.

Companion files "TurboActivate.dat" or "TurboFloatServer-config.xml"

When the QPS License Server is activating it needs to load both the "TurboActivate.dat" and "TurboFloatServer-config.xml" files. By default, the server package for each product will contain these files.

Re-activate

If you've already activated and you want to re-activate, then you don't need to pass a new product key. You can just call the server with the "-a" command line argument:
qps-license-server -a

Deactivating the Server

If you want to move the License Server from one computer to another computer you have to deactivate from the first computer before you can activate on the second computer. To deactivate the server instance you must use the "-deact" commandline switch:

> *qps-license-server -deact*

Offline Deactivation

If the server does not have access to the Internet, offline deactivation steps must be followed as outlined below. Note that the file gnerated must be sent to QPS at your point of contact. Once QPS receives and processes the file, it will then be possible to activate the server on another machine, using either online or offline activation at your choice.

> *qps-license-server -deact="/Location/To/Fledermaus-deactivation.xml"*

Installing the Server

Since Linux installations vary wildly in how they run "daemons" or "startup services" we don't offer the "-i" command line switch for Linux. However, you can build the init script yourself (for systemd, System V init, upstart, or any other init system) to launch the Server instance upon the computer's start.

1) When you're running the Server instance from your init script there are at least two command line options you'll want to use:

> */path/to/qps-license-server -d -silent -pidfile=/var/run/<name>.pid*

That will tell the Server instance to run and to run silently (not outputting to "stderr").

Many systems offer a file called rc.local, often in the location /etc/rc.local. You may copy or move the QPS-License-Server-Linux directory to a system directory such as /opt, add a call for each product to rc.local to start the server as a daemon. For example,

2) Repeat for every product you want to install.

3) Check that the services are running with the ps command.

Firewall

If you have any firewall software running on Linux then you'll have to set it to allow incoming connections to the License Server instance.

How-to Softlock License Server - Windows Setup

This guide covers how to activate and install a softlock license server using command line.

On this page:

LICENSE Server

QPS-License-Server is the application that distributes floating license "leases" for QPS applications. The server runs on your local network.

Softlock License Servers are only supported in Qimera, Fledermaus, FMGT, and FMMidwater.

Softlock License Servers are **not** supported in Qinsy yet.

Supported Windows versions:

- Windows 8
- Windows 10
- Windows Server 2019
- Windows Server 2016

The following version can work, but could also experience issues. Preference is to use the versions listed above:

- Windows 7
- Windows Server 2012

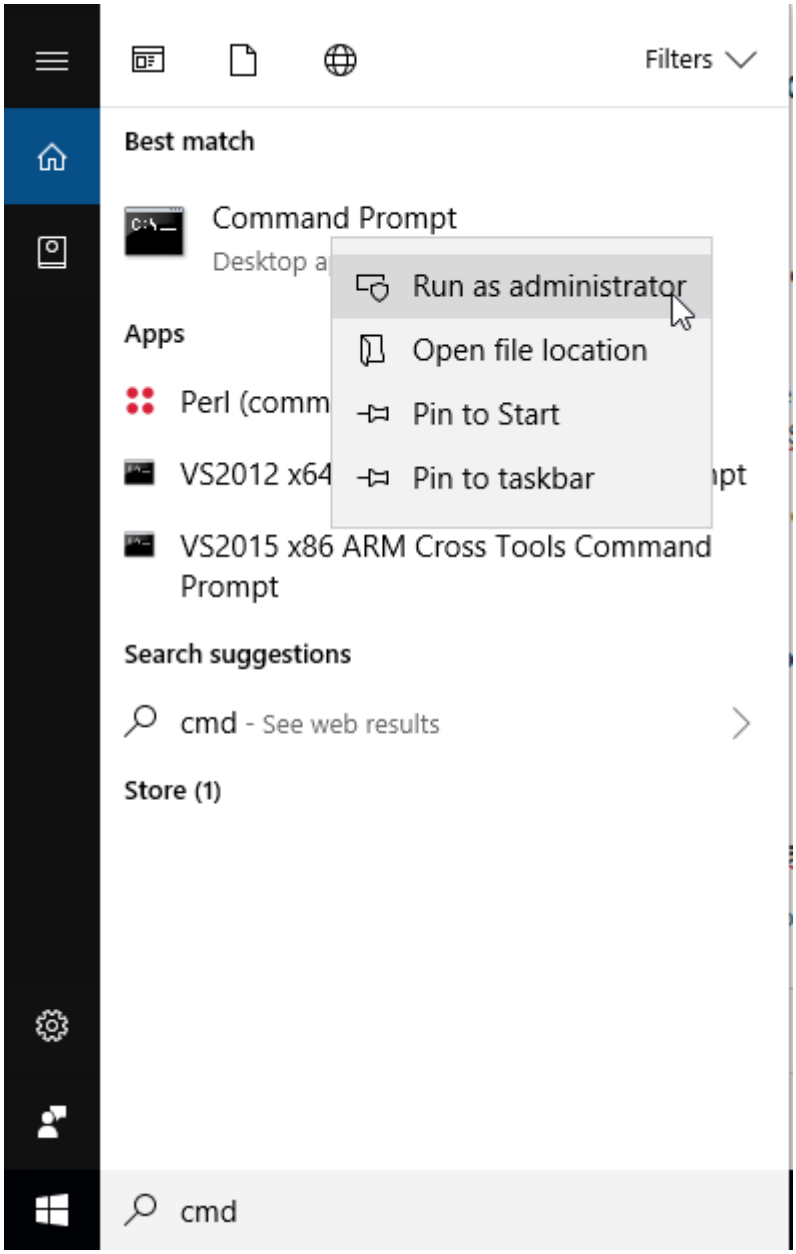
Online Setup

The online activation steps should be followed when a machine has access to the internet.

Activating the Server

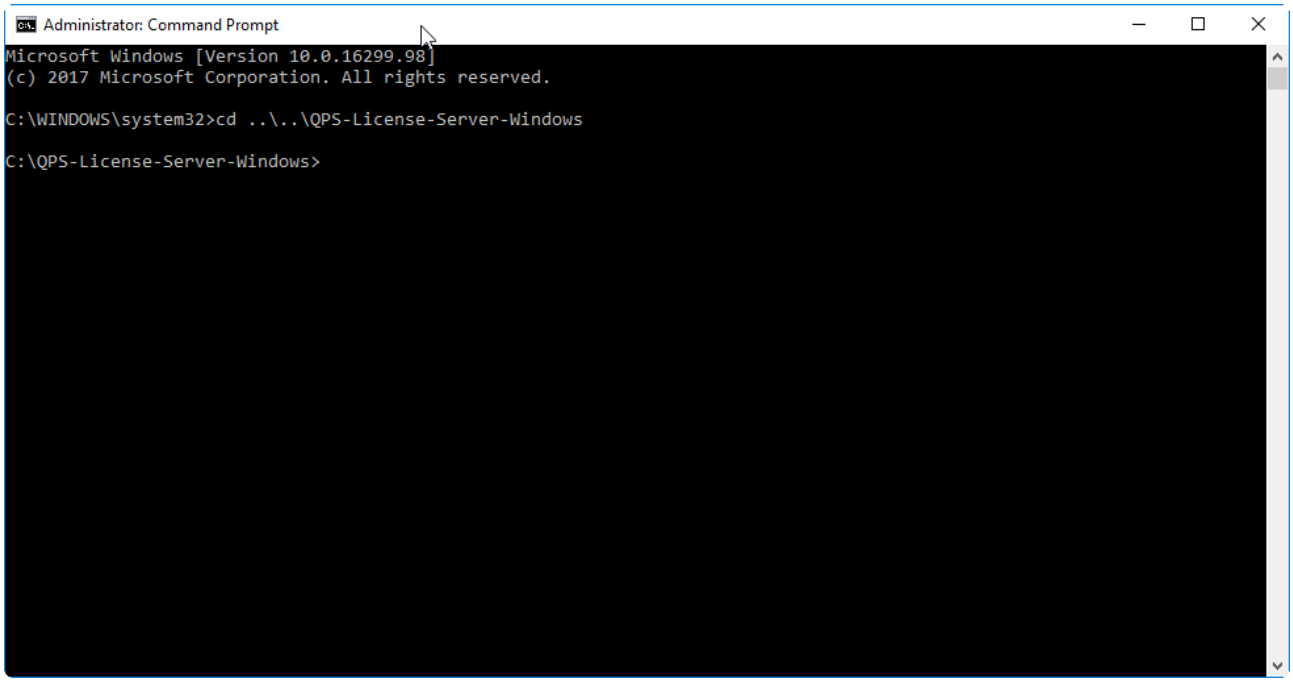
Before you can use the Server it must be activated.

1) Download the Server Package QPS-License-Server-X.X.X-win64.zip
2) Unzip Server Package
3) Open command prompt as administrator



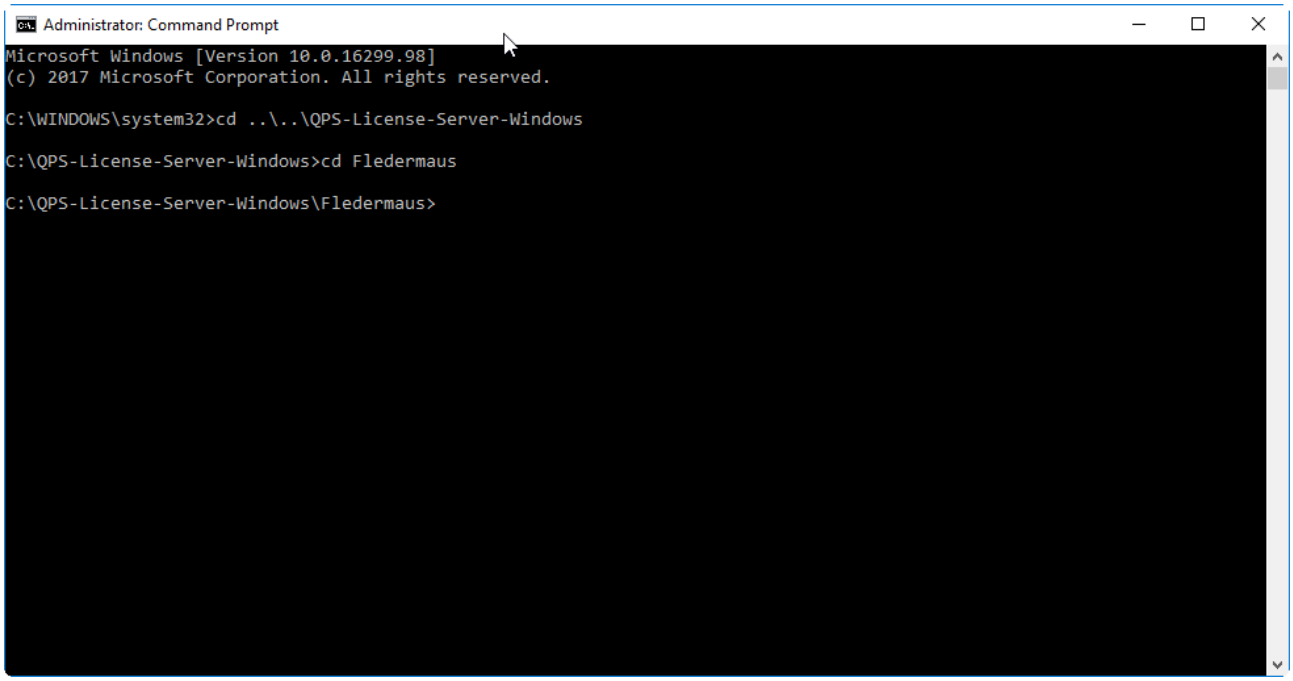
4) cd into where the unzipped server package is located

> *cd ..\..\QPS-License-Server-Windows*



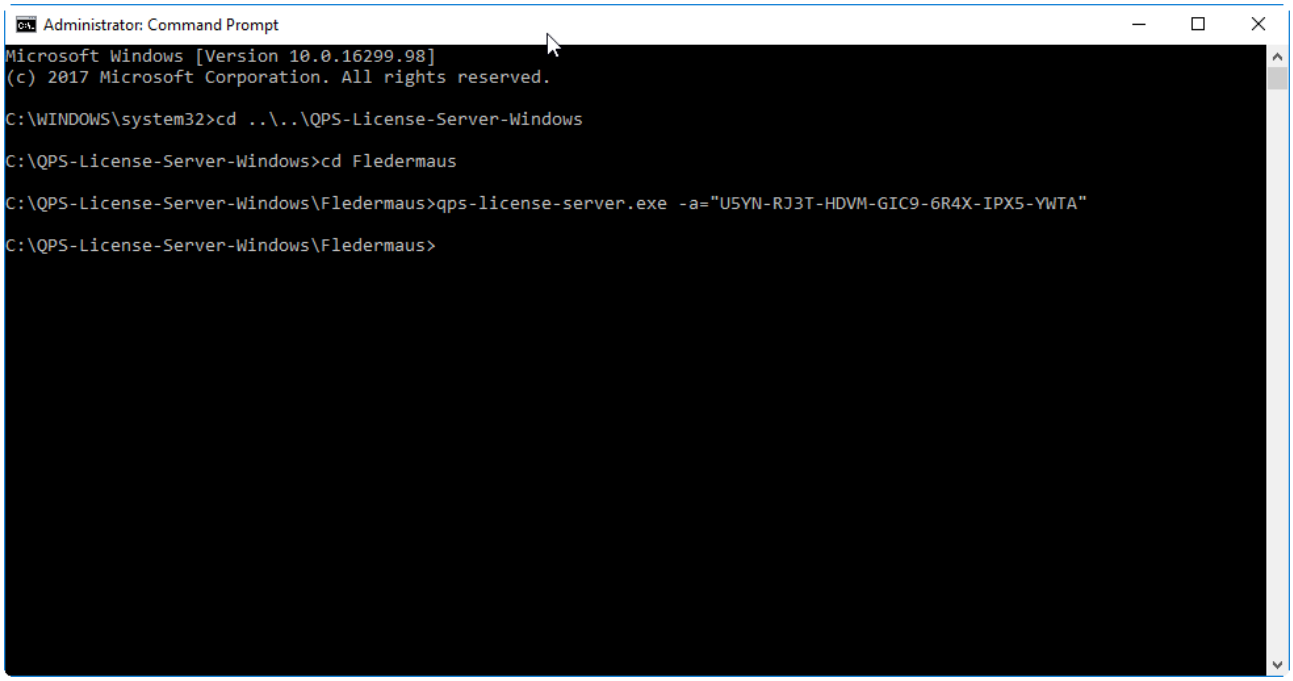
5) cd into the folder for the product that you want to activate

> *cd Fledermaus*



6) To activate the QPS License Server online, simply pass the product key provided to you, like this:

> *QPS-License-Server.exe -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX"*



7) Repeat steps 5) and 6) for every product you wish to activate.

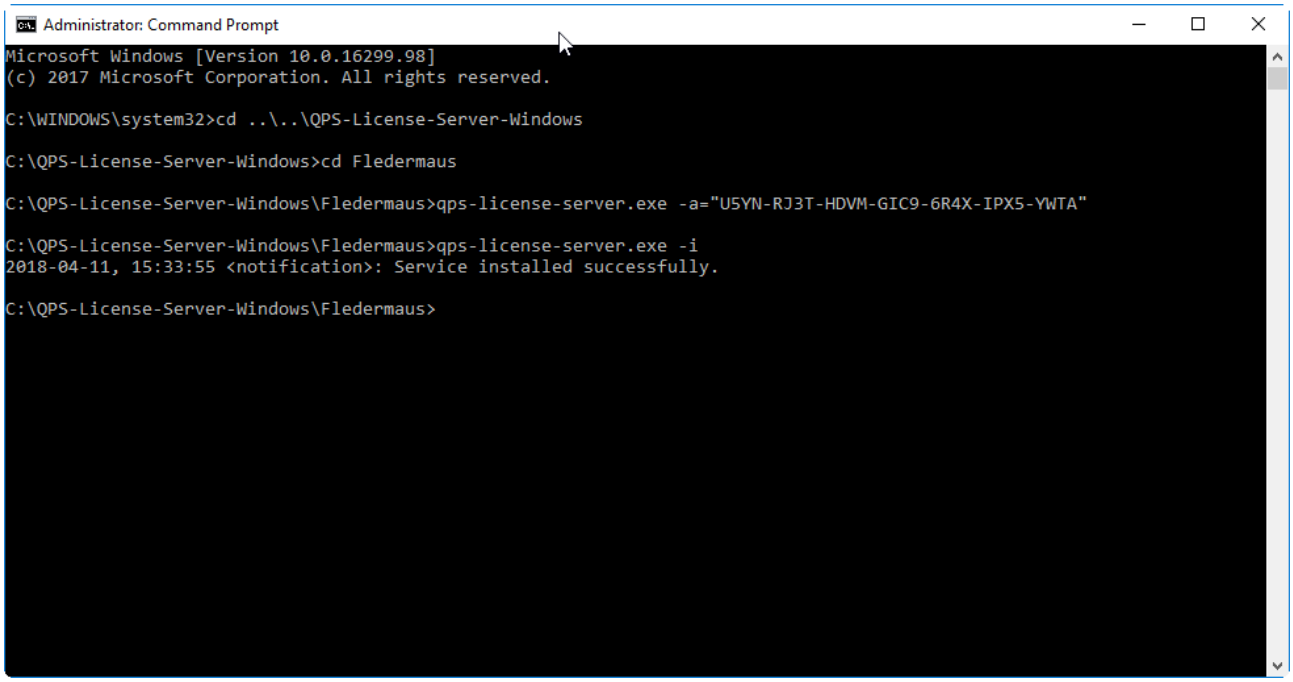
Installing the Server

1) You can use a simple commandline switch "-i" to setup your Server.

This does two things:

1. It installs the QPS License Server instance as a Windows Service set to start with the computer and run silently in the background.
2. It starts the QPS License Server immediately.

> *QPS-License-Server.exe -i*



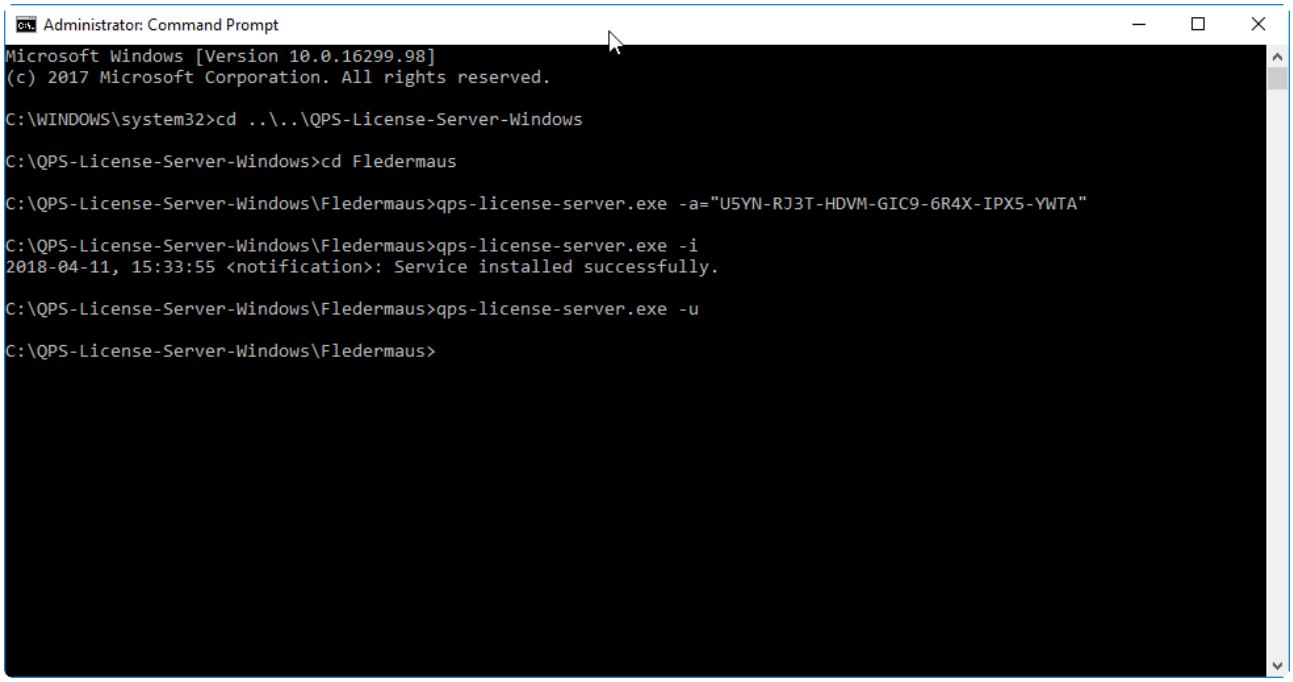
2) Repeat this step for every product you wish to install.

Uninstalling the Server

To uninstall the Server simply use the "-u" commandline switch:
This does two things:

1. It stops the Server immediately
2. It removes the Server instance from the Windows Services

> *QPS-License-Server.exe -u*



Deactivating the Server

If you want to move the Server from one computer to another computer you will have to deactivate from the first computer before you can activate on the second computer.

To deactivate the Server instance you must use the "-deact" commandline switch:

> *QPS-License-Server.exe -deact*

> ⚠ As soon as the -deact option is run, the license is deactivated locally and can no longer be turned back on without using the -a option used during an online activation.

Re-activate the Server

If you've already activated and you want to re-activate the server, then you don't need to pass a new product key.

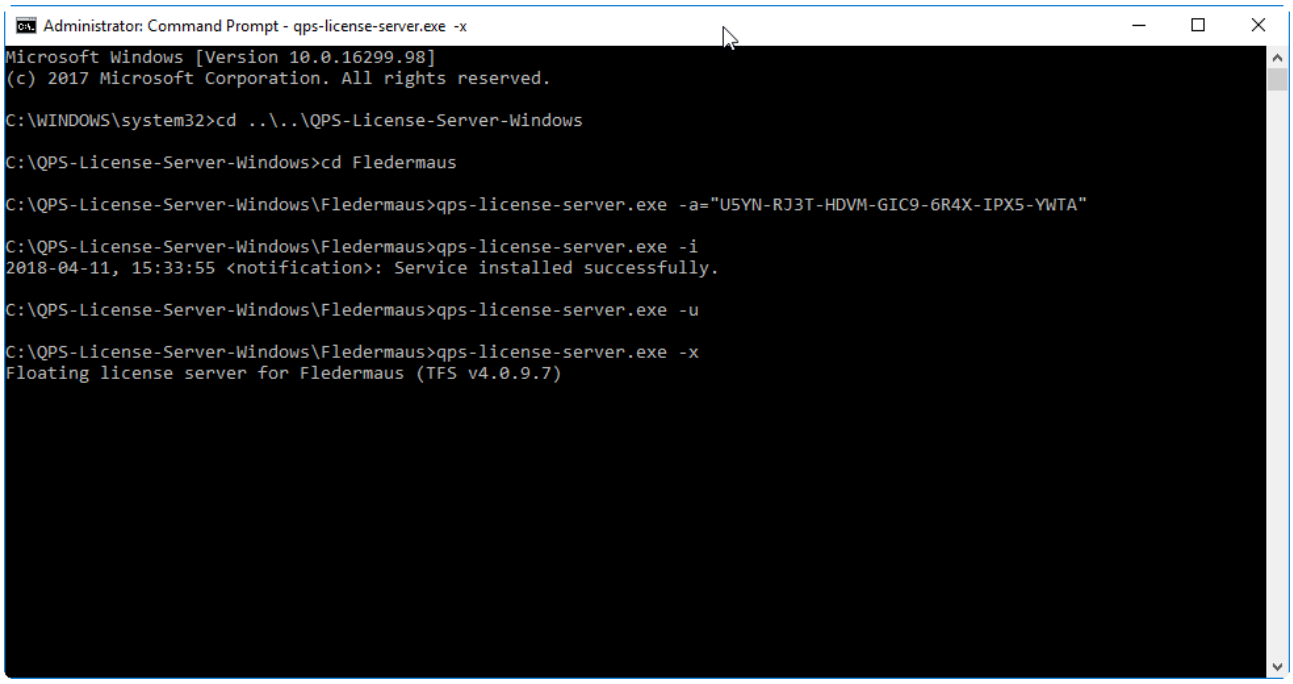
You can call the Server with the "-a" commandline argument:

> *QPS-License-Server.exe -a*

Running the Server from Command Line

If you would rather just run the Server from the commandline, rather than installing it, you can do that using the "-x" command switch:

> *QPS-License-Server.exe -x*



In this example, the Server instance will run from the commandline.

Upgrading the Server Instance

Upgrading the Server instance is simple:

To start / stop the Server Windows Service instance you must use the "service name" of "TurboFloatServer-[VERSIONID]".

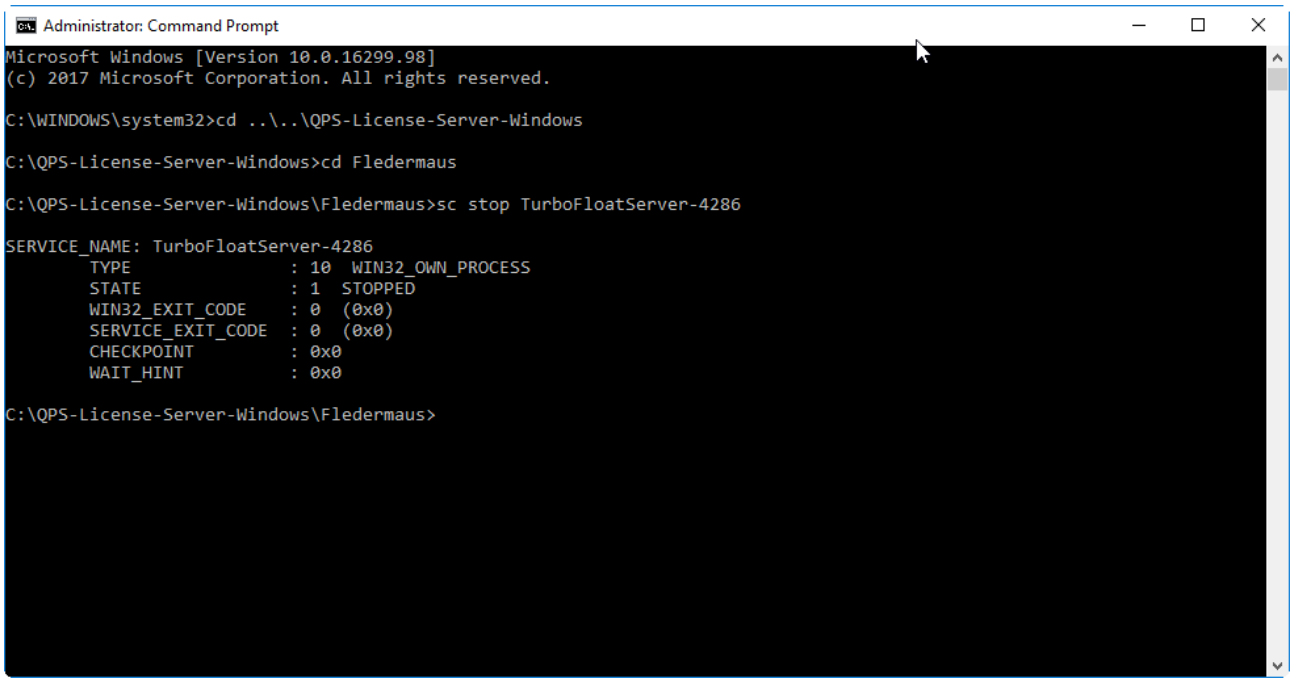
The "[VERSIONID]" value is the id of the version where the product key is from. You can get the version ID by examining the URL in your browser.

For instance, from the URL `https://wyday.com/limelm/version/100/` you can see the version ID is 100. (Note: The Version ID is not the Version GUID).

So if your version id is "100" then the service name for your Server instance is "TurboFloatServer-100" on Windows.

1) Stop the running of the old instance of the Server.

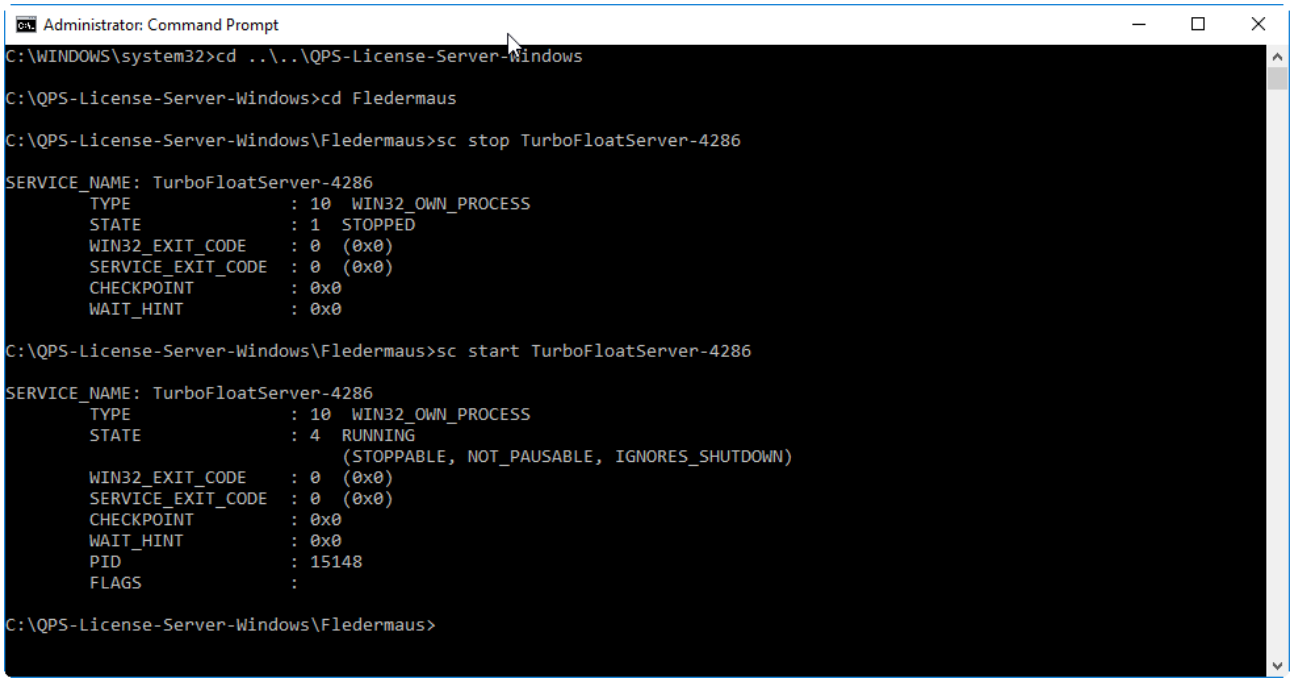
> *sc stop TurboFloatServer-100*



2) Replace the old QPS-License-Server.exe (or whatever you've renamed it as) with the new versions.

3) Start the Server instance again

> *sc start TurboFloatServer-100*



Offline Setup

The offline activation process should be used when a machine does not have access to the internet.

A file must be retrieved from the machine and sent to QPS to initialize the license, and a response file from QPS must be loaded by the server.
Transferring the file can be done by internal network to another machine or by USB key.
Activation is otherwise similar to online activation.

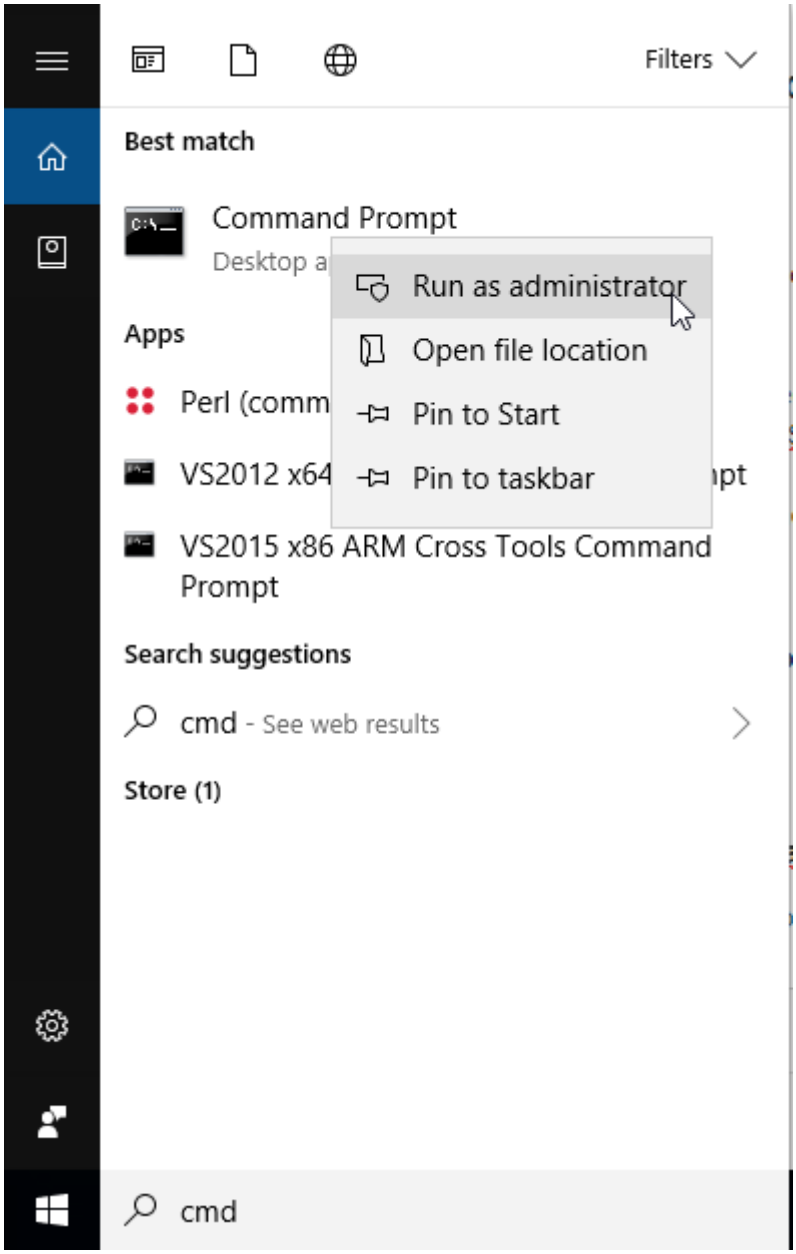
Activating the Server

Before you can use the Server it must be activated.

1) Download the Server Package QPS-License-Server-X.X.X-win64.zip

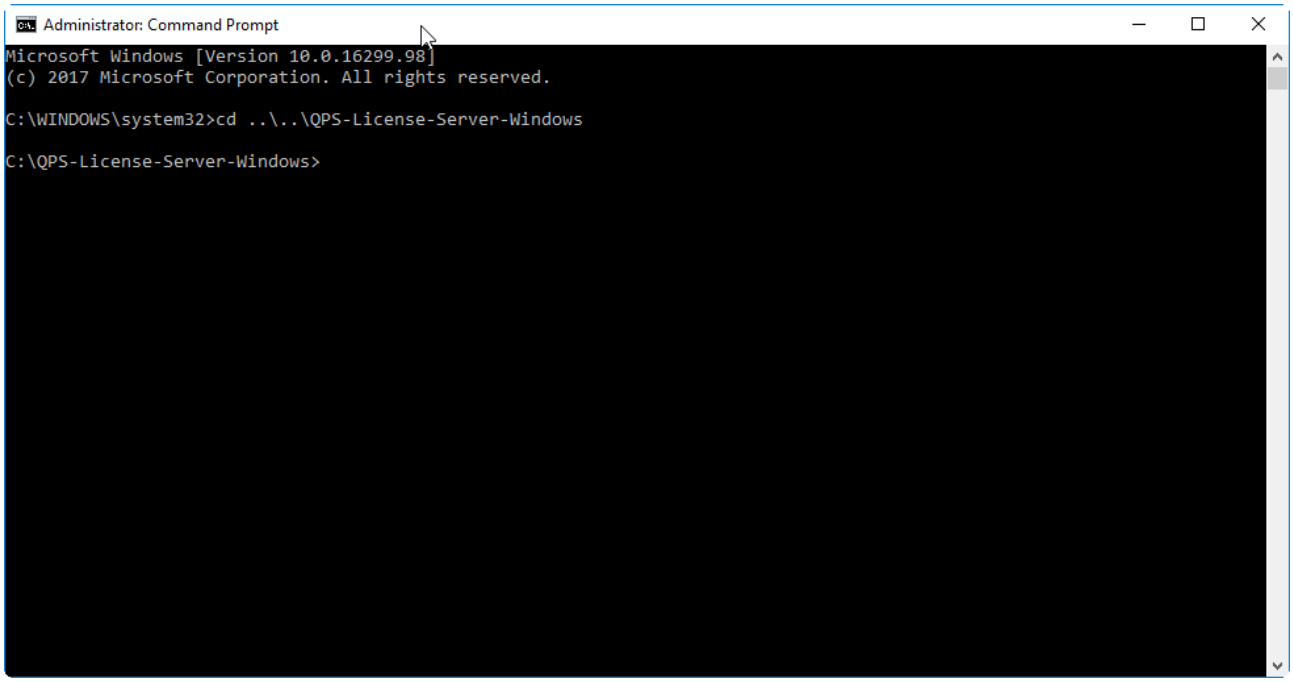
2) Unzip Server Package

3) Open command prompt as administrator



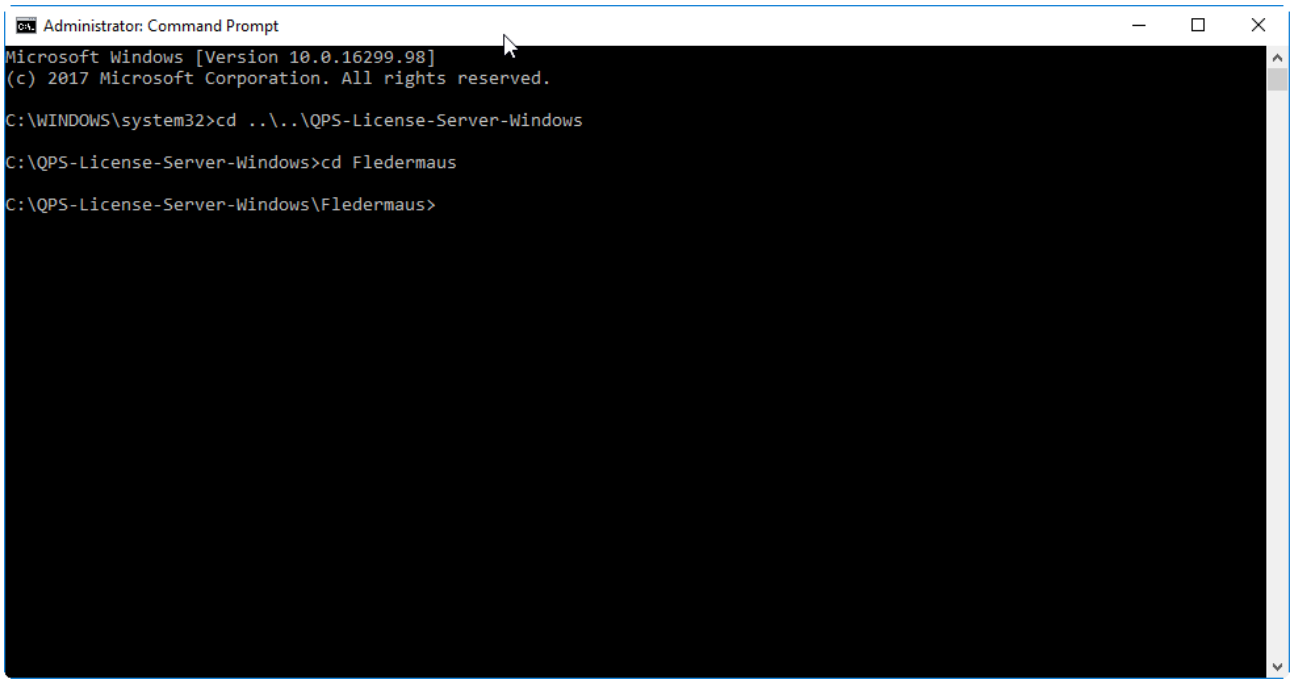
4) cd into where the unzipped server package is located

> *cd ..\..\QPS-License-Server-Windows*



5) cd into the folder for the product you want to activate

> *cd Fledermaus*



6)

a) Activate and create the offline request file. It is suggested to use the name of the product in the filename, particularly if one is activating more than one product server.

For example, to activate Fledermaus:

> *.QPS-License-Server.exe -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="C:\Location\To\Save\Fledermaus-ActivationRequest.xml"*

At this point, the file Fledermaus-ActivationRequest.xml or equivalent must be sent to QPS. Once the contact at QPS has sent back a response file, e.g. Fledermaus-ActivationResponse.xml, the activation may be completed by applying the response file.

b) Apply the response file from QPS as follows:

> *QPS-License-Server.exe -a -aresp="C:\Location\To\Load\Fledermaus-ActivationResponse.xml"*

The activation should now be completed.

7) Repeat steps 5) and 6) for every product you wish to activate.

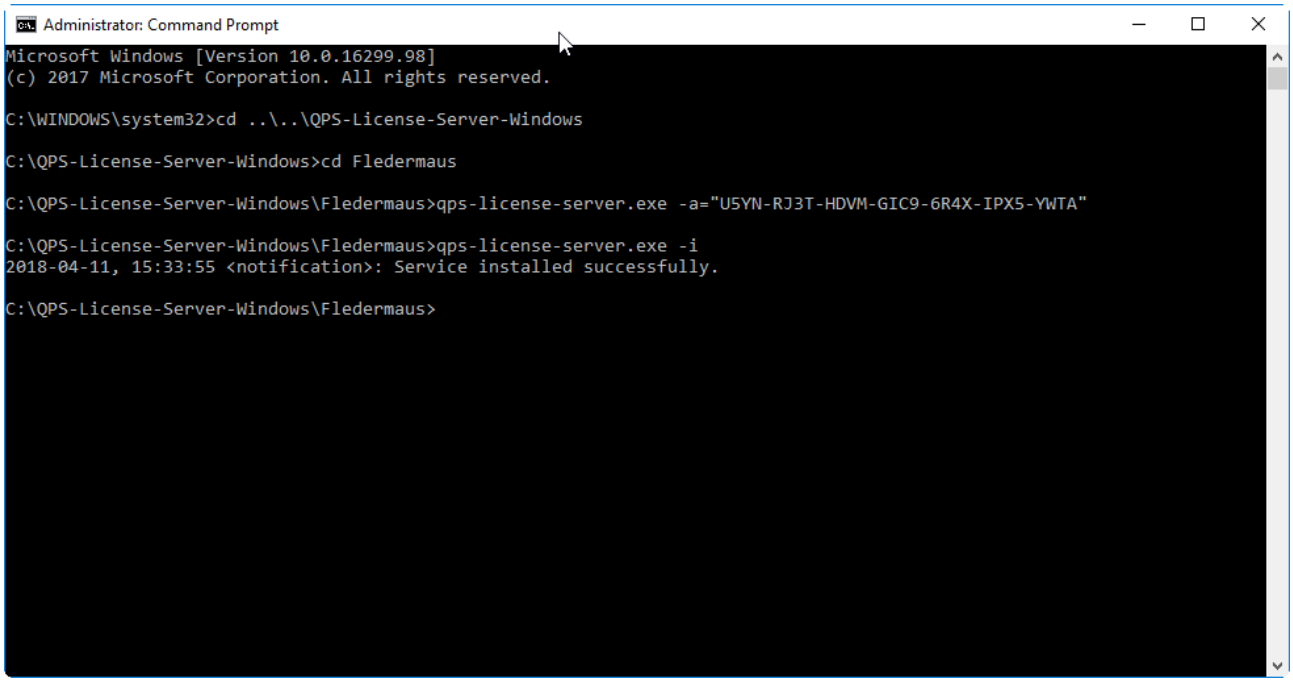
Installing the Server

It installs the QPS License Server instance as a Windows Service set to start with the computer and run silently in the background.

This does two things:

1. It installs the QPS License Server instance as a Windows Service set to start with the computer and run silently in the background.
2. It starts the QPS License Server immediately

> *QPS-License-Server.exe -i*



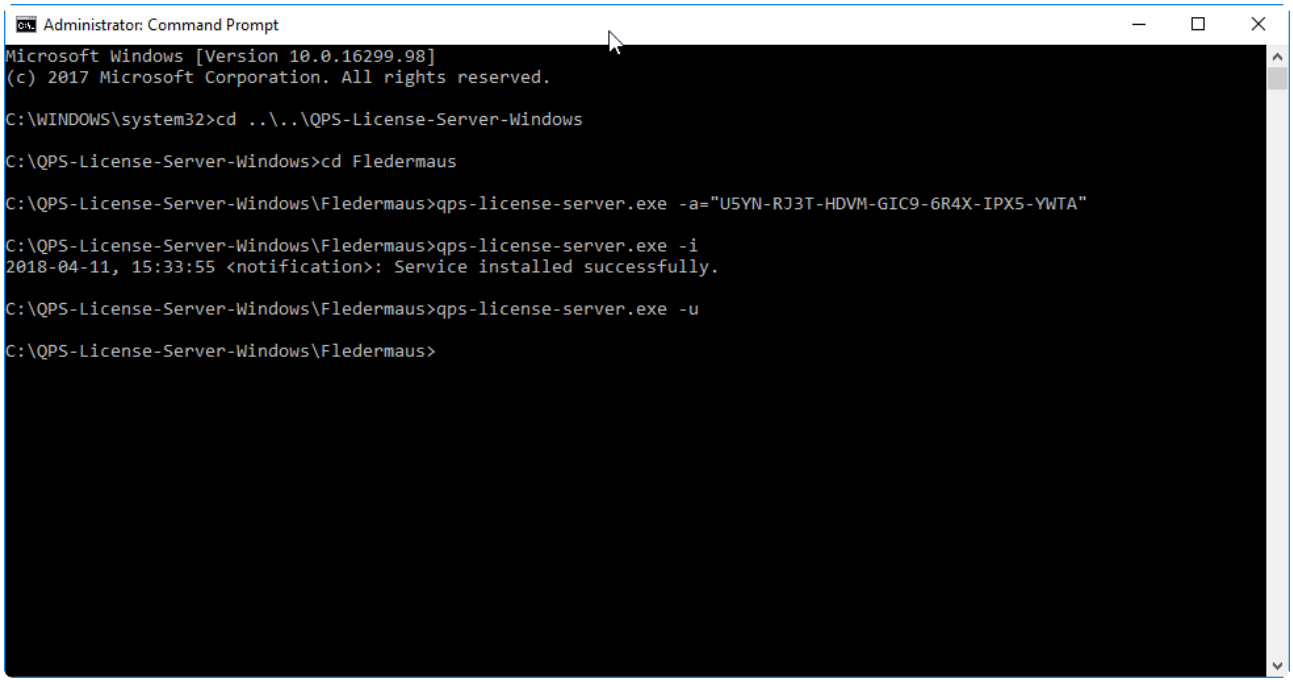
2) Repeat this step for every product you wish to install.

Uninstalling the Server

To uninstall the Server simply use the "-u" commandline switch:
This does two things:

1. It stops the Server immediately.
2. It removes the Server instance from the Windows Services.

> *QPS-License-Server.exe -u*



Deactivating the Server

If the server does not have access to the Internet, offline deactivation steps must be followed as outlined below. Note that the file generated must be sent to QPS at your point of contact.

1) Deactivate and create the offline request file. It is suggested to use the name of the product in the filename, particularly if one is deactivating more than one product server, similar to that done during an offline activation.

For example, to deactivate Fledermaus:

> *QPS-License-Server.exe -deact="C:\Location\To\Fledermaus-deactivation.xml"*

2) At this point, the file Fledermaus-deactivation.xml or equivalent must be sent to QPS. Once QPS receives and processes the file, it will then be possible to activate the server on another machine, using either online or offline activation at your choice. Until the deactivation file is processed, it will not be possible to activate another license server.

Repeat steps 1) and 2) for every product you wish to deactivate.

As soon as the -deact option is run and the file is processed by QPS, the license is deactivated and can no longer be turned back on without using the -a -aresp option used during an offline activation.

Updating Existing Offline Server License

When it is time to renew an existing offline server license, the following procedure can be used to generate an activation request file and to apply the response file. In the following example, the Fledermaus product is being updated . For other products, replace `Fledermaus` with the name of the product to be updated. It is also possible to stop and start the service directly, either with the `sc` command or in the Windows Services panel, instead of using the - `u` and `-i` options, respectively. The server must already be activated and running to apply this procedure. This procedure will save downtime while waiting for the activation response. The server will continue to run with the existing license until the corresponding `ActivationResponse.xml` file can be applied.

```
.\qps-license-server.exe -u
.\qps-License-Server.exe -a -areq="C:\Location\To\Save\Fledermaus-
ActivationRequest.xml"
.\qps-license-server.exe -i
# ---- Wait for response -----
.\qps-license-server.exe -u
.\qps-license-server.exe -a -aresp="C:\Location\To\Load\Fledermaus-
ActivationResponse.xml"
.\qps-license-server.exe -i
```

Companion files "TurboActivate.dat" or "TurboFloatServer-config.xml"

When the Server is activating it needs to load both the "TurboActivate.dat" and "TurboFloatServer-config.xml" files.

By default, the server package for each product will contain these files.

See also the section in the manual for License Manager to set custom ports.

Delay Start

If you want to install the Server, but don't want it to start immediately, then use the "-delaystart" commandline switch:

> *QPS-License-Server.exe -i -delaystart*

This installs the Server instance but it doesn't start the service. The service will be started on the next restart of the computer.

This can be used when performing both an online and offline activation.

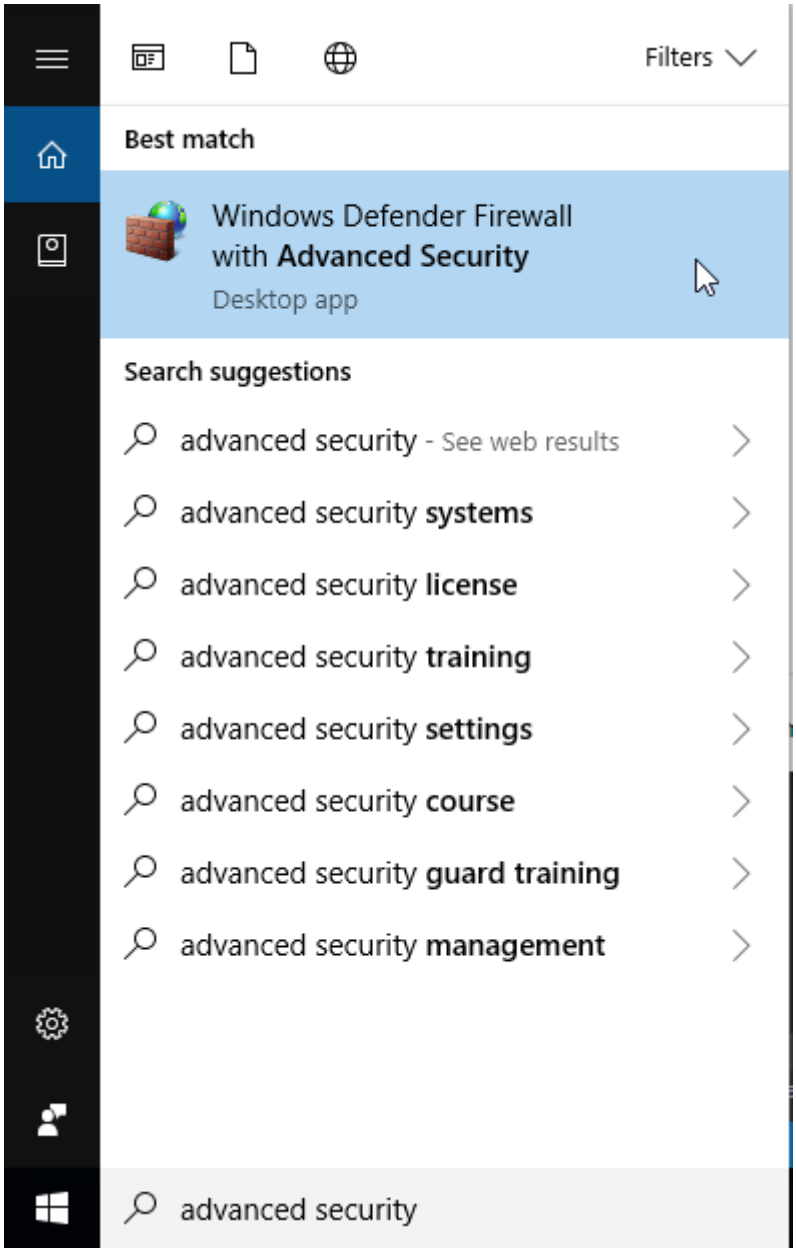
Firewall

If you have any firewall software running then you'll have to set it to allow incoming connections to the Server instance. If you installed the service using the -i option, and are using the Windows Firewall, it will be automatically configured for the license server.

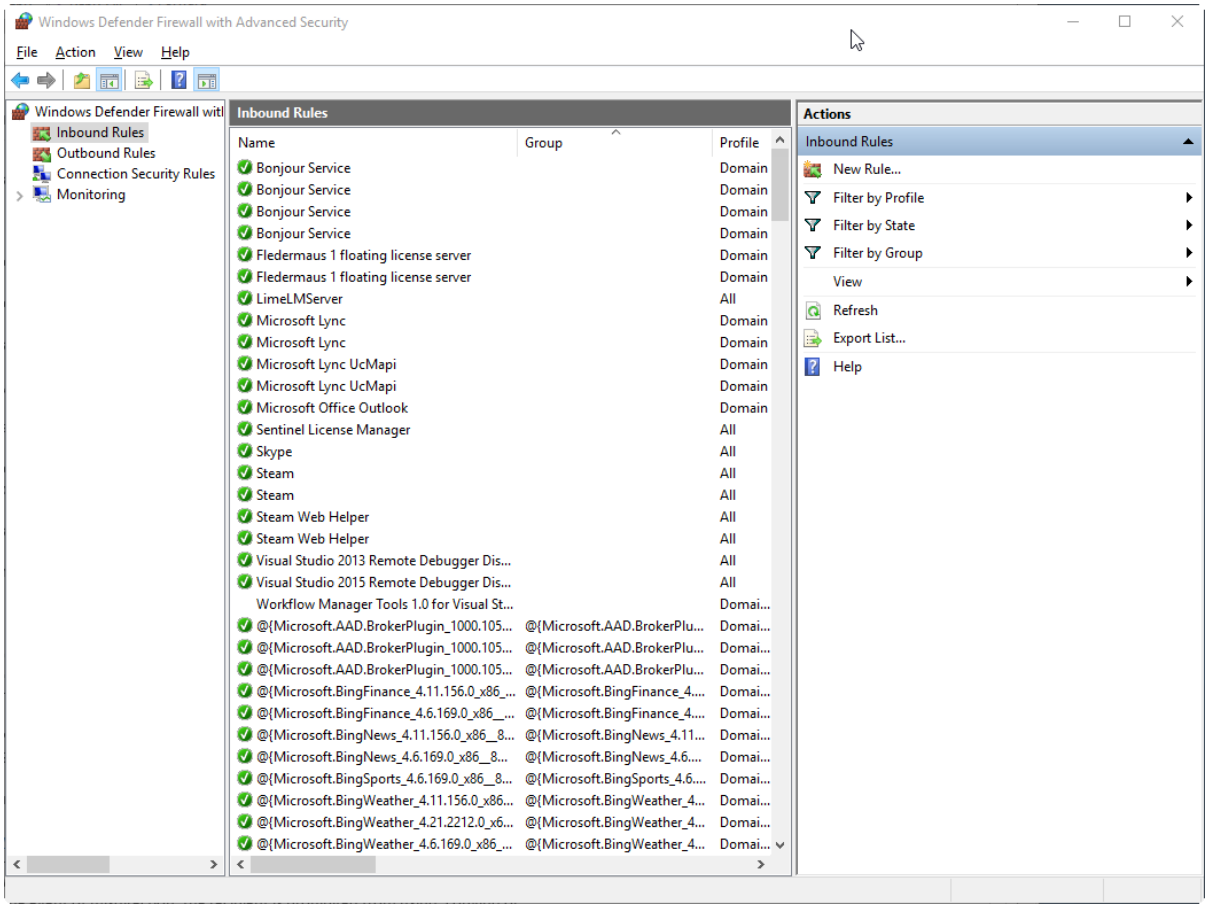
This step usually only applies to an online setup, however even with an offline setup, the server may need to have the firewall rules adjusted for clients to connect.

However, in circumstances when the Firewall needs to be configured manually, please follow the guide below:

1) Open Windows Firewall with advanced security

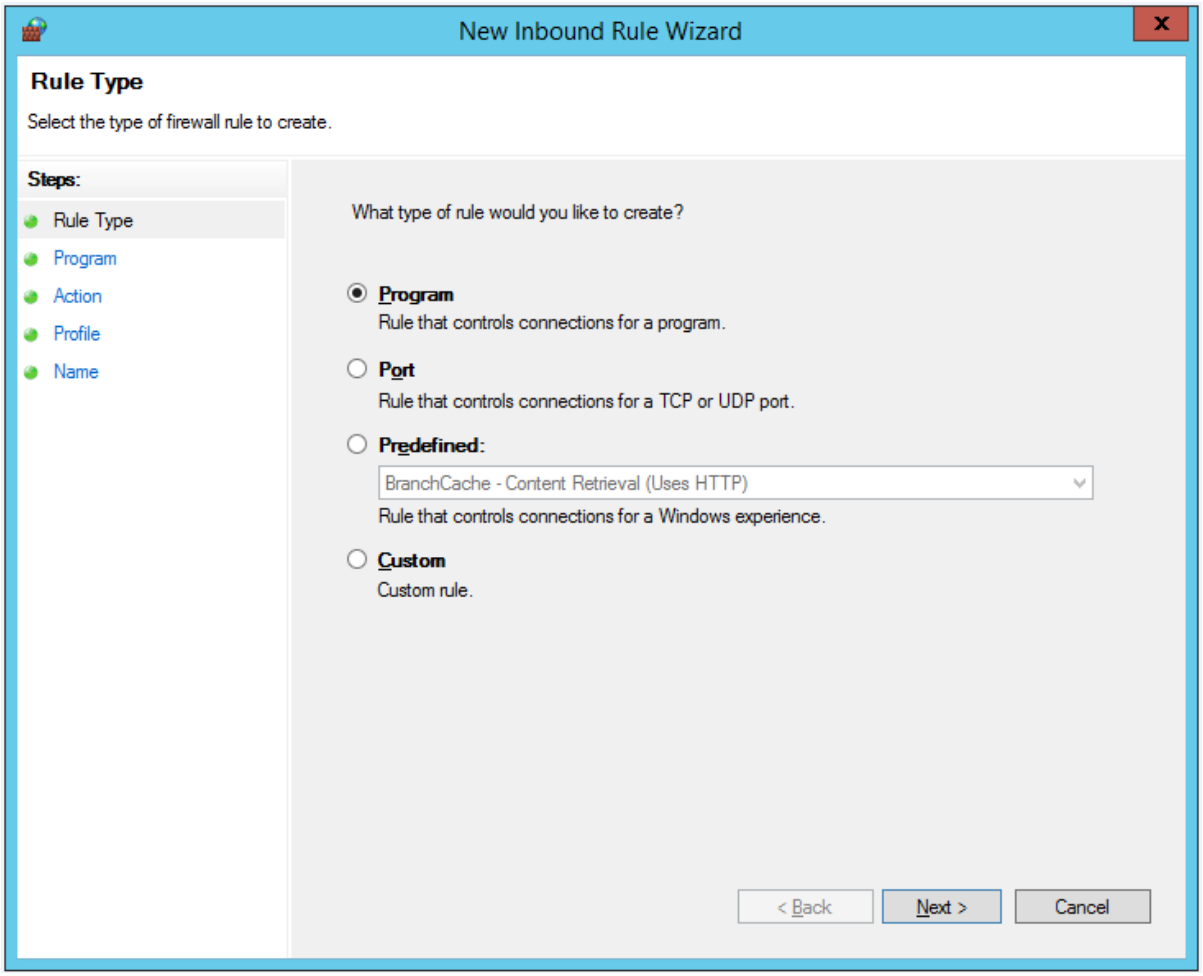


2) Add Inbound Rule



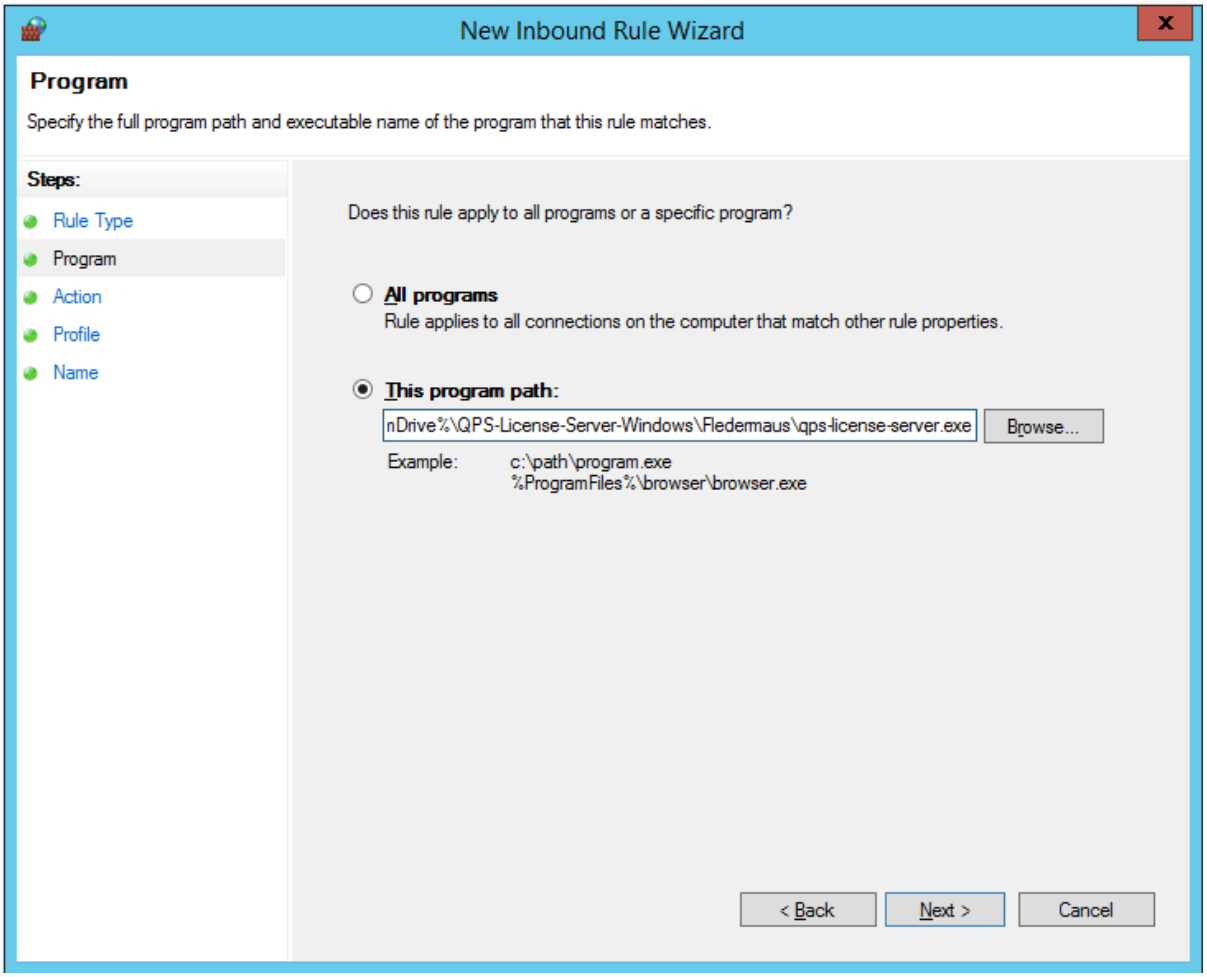
3) Choose Program

4) Click Next

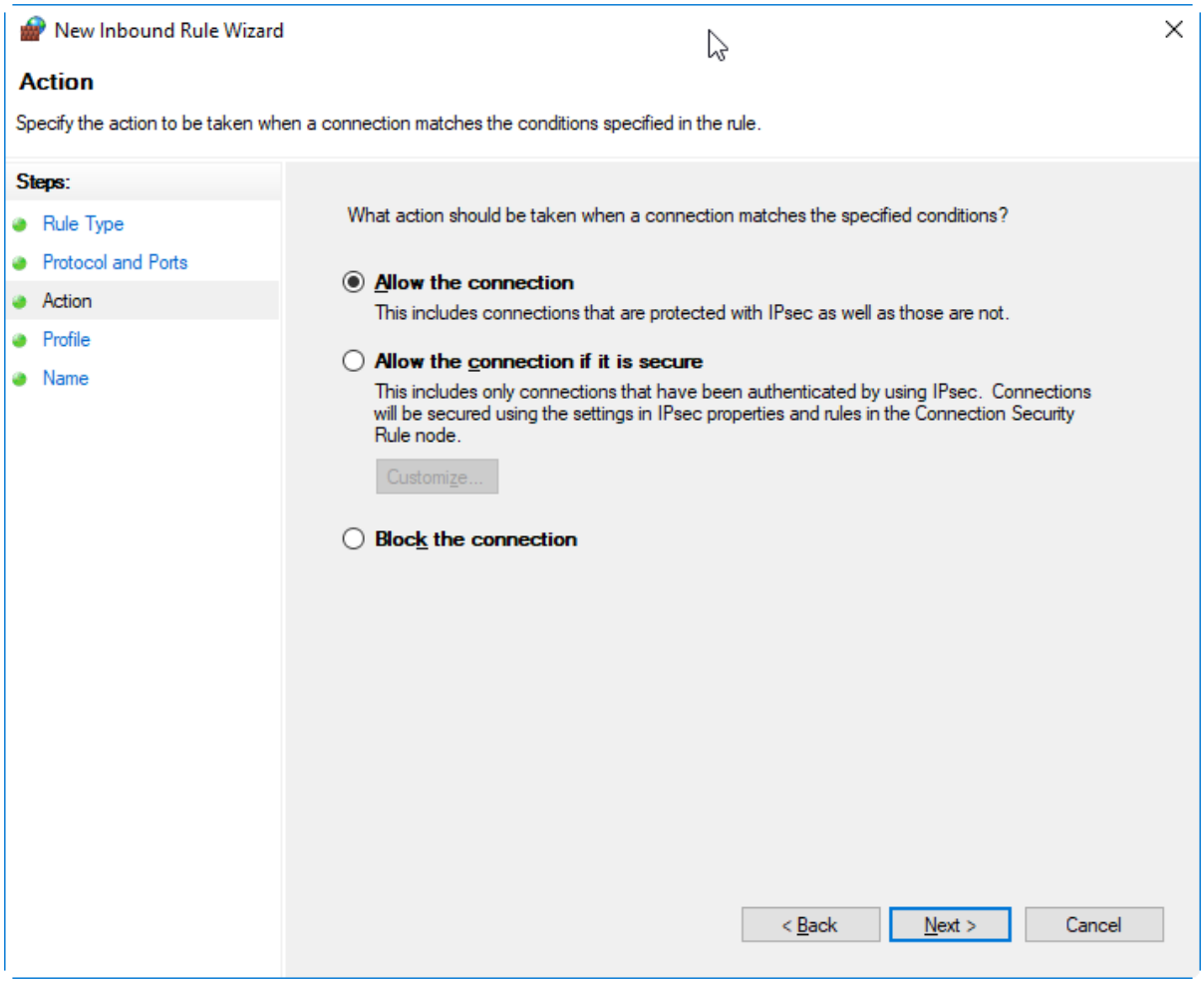


5) Select the program path

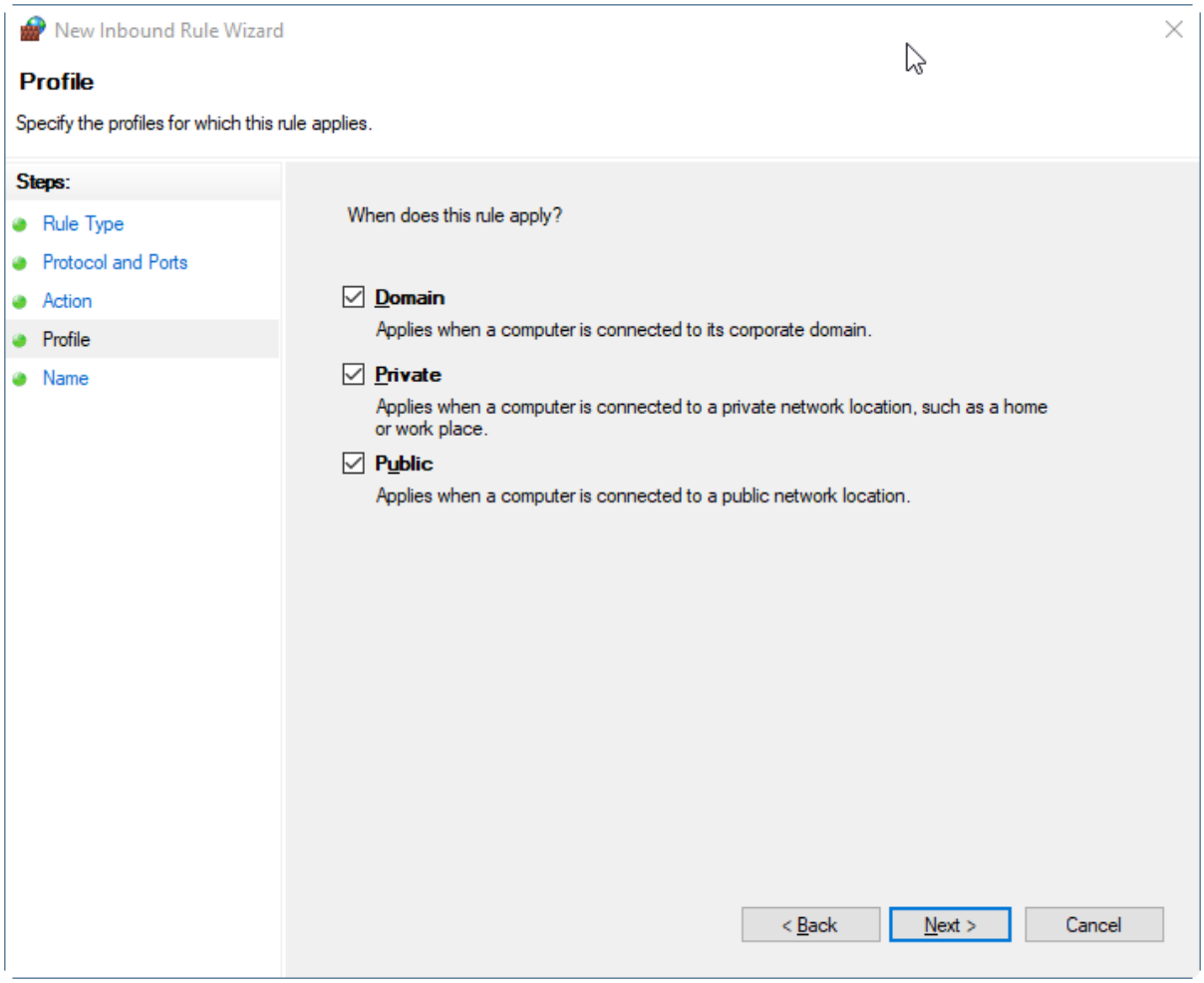
6) Click Next


New Inbound Rule Wizard
Program
Specify the full program path and executable name of the program that this rule matches.
Steps:
Rule Type
Program
Action
Profile
Name
Does this rule apply to all programs or a specific program?
All programs
Rule applies to all connections on the computer that match other rule properties.
This program path:
nDrive%\QPS-License-Server-Windows\Fledermaus\qps-license-server.exe
Browse...
Example: c:\path\program.exe
%ProgramFiles%\browser\browser.exe
< Back
Next >
Cancel

7) Click Next

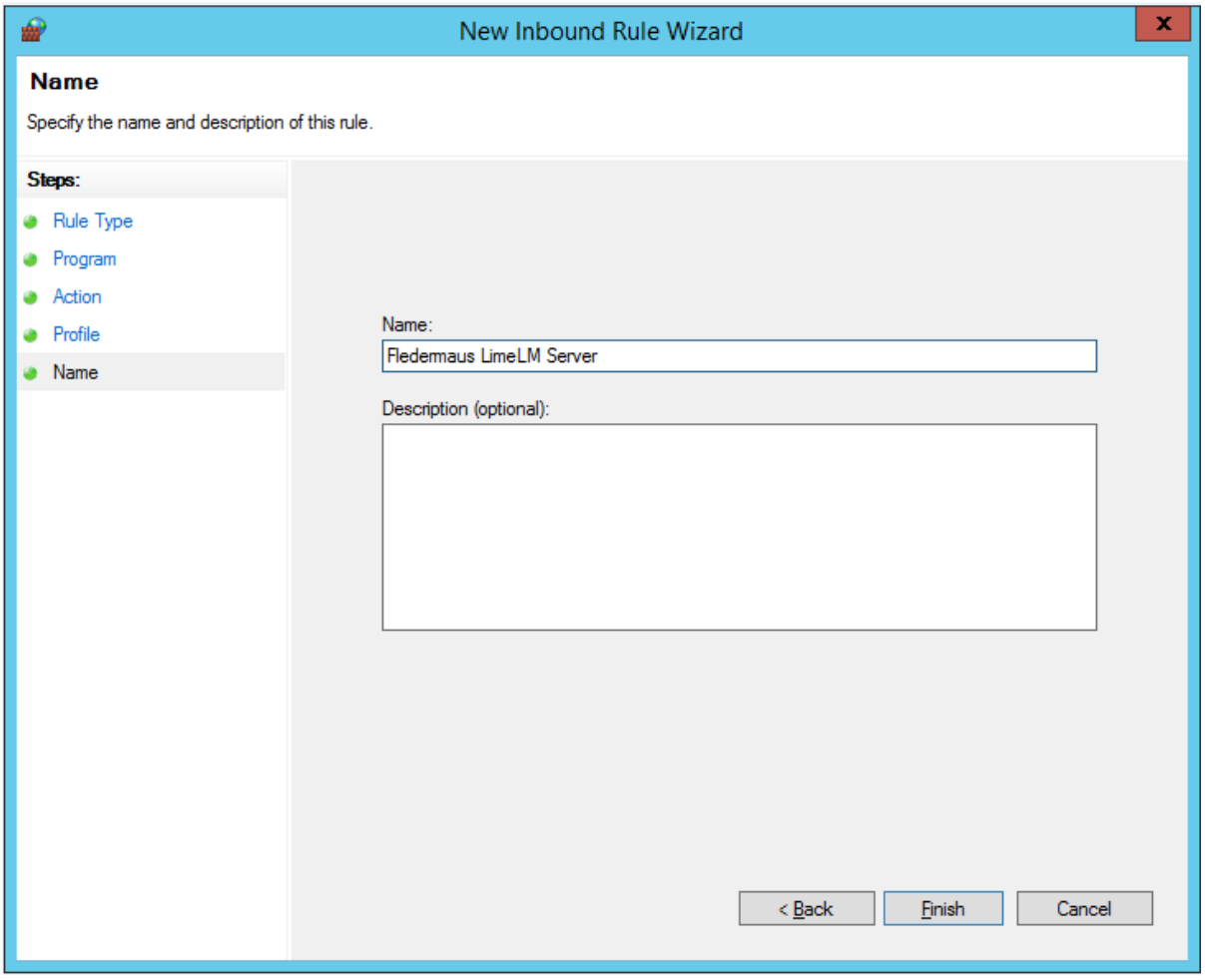

New Inbound Rule Wizard
Action
Specify the action to be taken when a connection matches the conditions specified in the rule.
Steps:
Rule Type
Protocol and Ports
Action
Profile
Name
What action should be taken when a connection matches the specified conditions?
Allow the connection
This includes connections that are protected with IPsec as well as those are not.
Allow the connection if it is secure
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.
Customize...
Block the connection
< Back
Next >
Cancel

8) Click Next

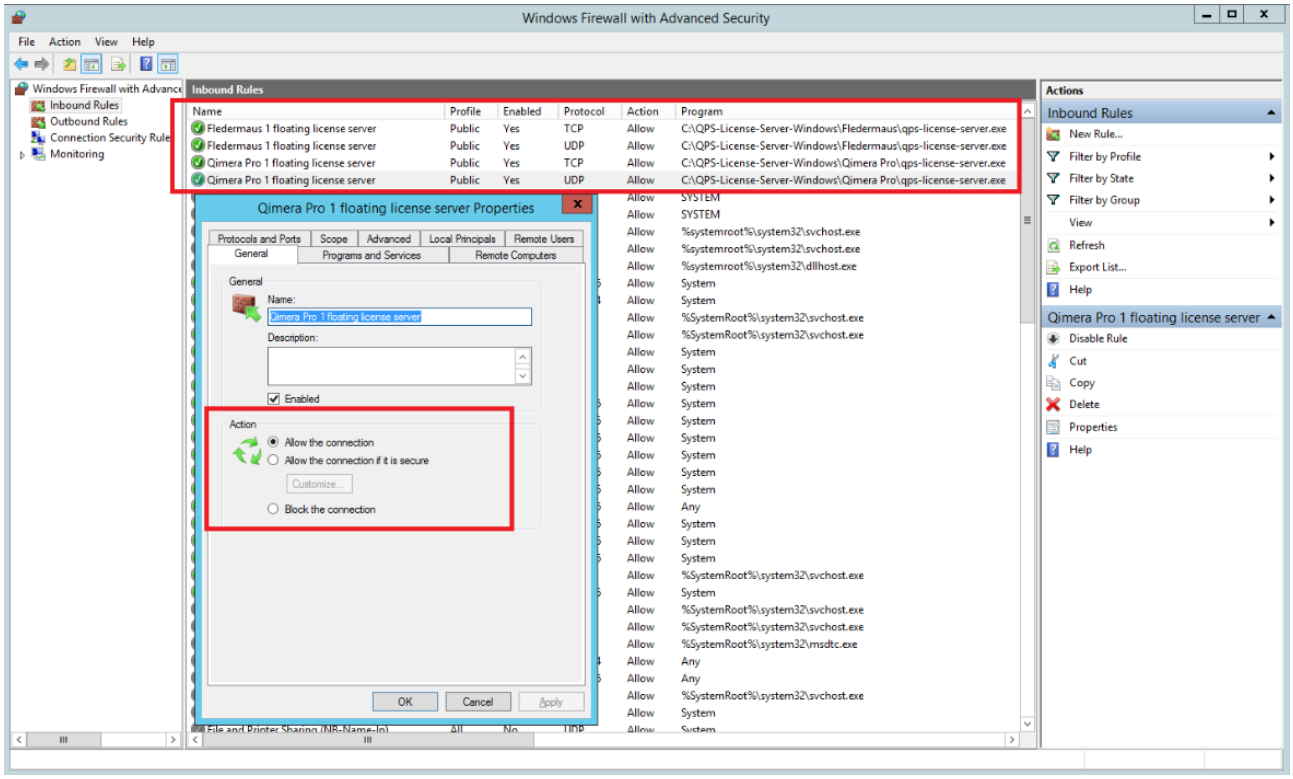


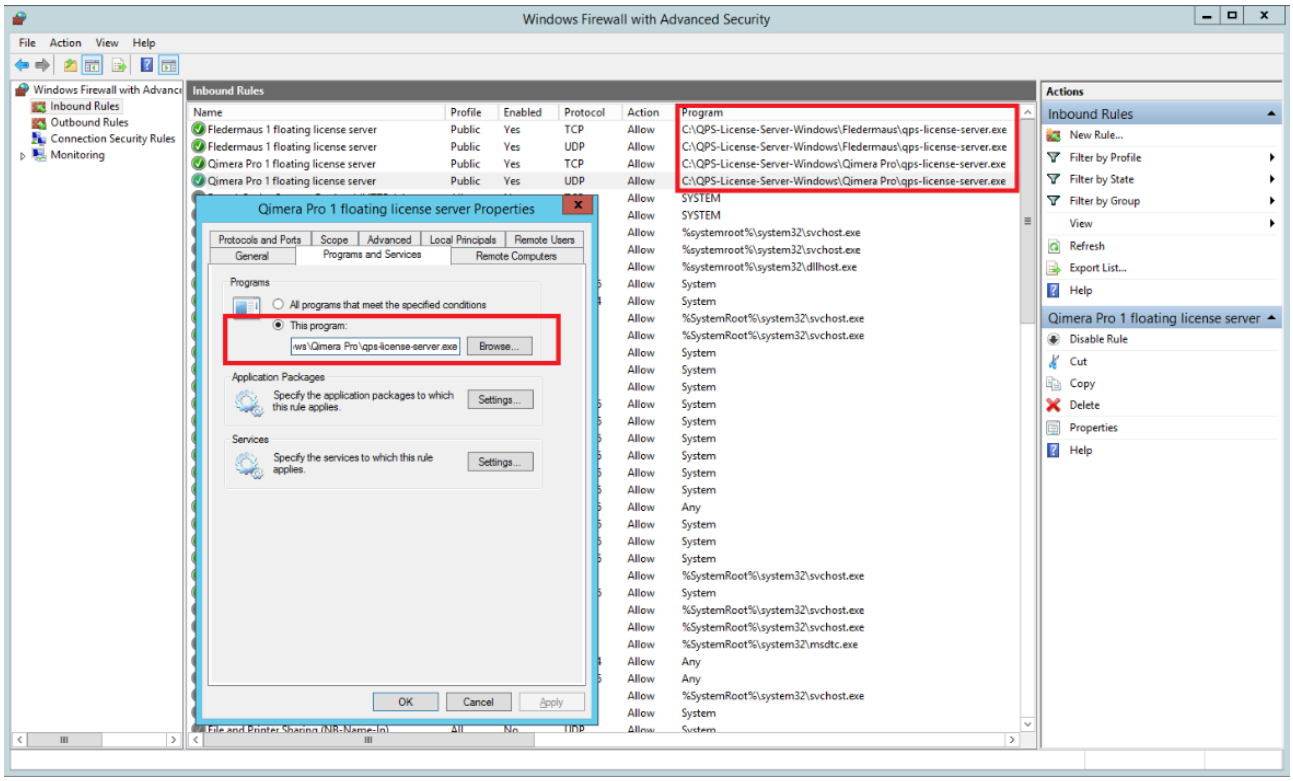
9) Enter Name

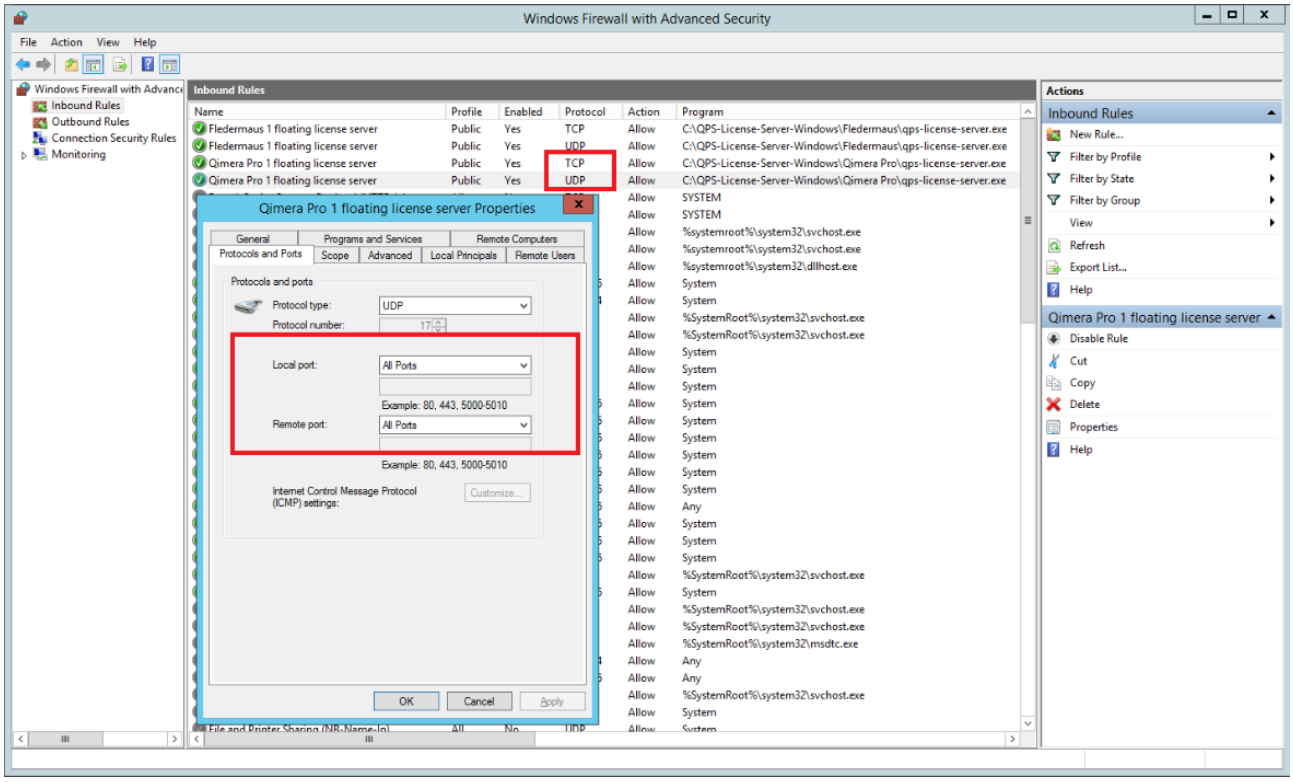
10) Click Finish



The end result should be a set of TCP and UDP Inbound rules, for each of the products, similar to the screenshots below:


Windows Firewall with Advanced Security
File Action View Help
Windows Firewall with Advanc
Inbound Rules
Outbound Rules
Connection Security Rule
Monitoring
Inbound Rules
Name Profile Enabled Protocol Action Program
Fledermaus 1 floating license server Public Yes TCP Allow C:\QPS-License-Server-Windows\Fledermaus\qps-license-server.exe
Fledermaus 1 floating license server Public Yes UDP Allow C:\QPS-License-Server-Windows\Fledermaus\qps-license-server.exe
Qimera Pro 1 floating license server Public Yes TCP Allow C:\QPS-License-Server-Windows\Qimera Pro\qps-license-server.exe
Qimera Pro 1 floating license server Public Yes UDP Allow C:\QPS-License-Server-Windows\Qimera Pro\qps-license-server.exe
Qimera Pro 1 floating license server Properties
Protocols and Ports Scope Advanced Local Principals Remote Users
General Programs and Services Remote Computers
General
Name:
Qimera Pro 1 floating license server
Description:
Enabled
Action
Allow the connection
Allow the connection if it is secure
Customize...
Block the connection
OK Cancel Apply
Actions
Inbound Rules
New Rule...
Filter by Profile
Filter by State
Filter by Group
View
Refresh
Export List...
Help
Qimera Pro 1 floating license server
Disable Rule
Cut
Copy
Delete
Properties
Help


Windows Firewall with Advanced Security
File Action View Help
Windows Firewall with Advanc
Inbound Rules
Outbound Rules
Connection Security Rules
Monitoring
Inbound Rules
Name Profile Enabled Protocol Action Program
Fledermaus 1 floating license server Public Yes TCP Allow C:\QPS-License-Server-Windows\Fledermaus\qps-license-server.exe
Fledermaus 1 floating license server Public Yes UDP Allow C:\QPS-License-Server-Windows\Fledermaus\qps-license-server.exe
Qimera Pro 1 floating license server Public Yes TCP Allow C:\QPS-License-Server-Windows\Qimera Pro\qps-license-server.exe
Qimera Pro 1 floating license server Public Yes UDP Allow C:\QPS-License-Server-Windows\Qimera Pro\qps-license-server.exe
Qimera Pro 1 floating license server Properties
Protocols and Ports Scope Advanced Local Principals Remote Users
General Programs and Services Remote Computers
Programs
All programs that meet the specified conditions
This program:
ws\Qimera Pro\qps-license-server.exe
Browse...
Application Packages
Specify the application packages to which this rule applies.
Settings...
Services
Specify the services to which this rule applies.
Settings...
OK Cancel Apply
Actions
Inbound Rules
New Rule...
Filter by Profile
Filter by State
Filter by Group
View
Refresh
Export List...
Help
Qimera Pro 1 floating license server
Disable Rule
Cut
Copy
Delete
Properties
Help



If you are using a different Firewall program, the steps should be similar. If you wish to specify a port range, the server instance will connect using ports 24000-24032.

How-to Softlock License Server - Upgrade or Refresh

This how-to outlines the steps to follow to either refresh an existing license server or to upgrade your current license server to a new license.

These steps only need to be followed if you have either:

1. Recently upgraded or changed your license and have received a new license file from QPS with a different activation code.
2. Your existing license was changed and needs to be refreshed (No new license file has been given. An example of this would be if the date of your license expiration or support and maintenance expiration has been updated. These steps will also enable changes like the addition or removal of a product add-on)

Online Activation: The server has access to the internet.

Offline Activation: The server does not have access to the internet and activation requests and activation responses are sent and received from QPS via email or support ticket system.

- Refresh Existing License (same activation code)
  - 1) Stop Server
  - 2) Update License Information
    - Online Activation
    - Offline Activation
  - 3) Restart Server

If you are experiencing difficulties after following the steps outlined here, please contact our support team via the Support Desk: QPS Support Desk

To download the license server package go to www.qps.nl and navigate to the download page for either Fledermaus or Qimera. Click on the 'Get Latest Version' option, and scroll down to the license server section of downloads.

You can find the product key in your license .xml file by opening it with a text editor or internet browser. From there, you can copy the <upgrade code> line up to the first period.

Example key: ABCD-EFGH-IJKL-MNOP-QRST-UVWX

For offline activations, the process of upgrading a license is more complicated. A deactivation request AND an activation request need to be created, sent to QPS, we will then send back an activation response. The details of the new license are contained in the activation response which is then used as outlined in the steps below.

Windows

For more information on setting up a QPS License Server on Windows, see the following page:

- How-to Softlock License Server - Windows Setup

Upgrade (change) License with new activation code

To upgrade your license server with a new license file, follow these steps:

1) Navigate to Correct Folder

Start the command prompt as an administrator, and cd into the directory where your license server package is, and into the folder of the product you want to upgrade:

```
cd..\..\qps-license-server-windows
```

For example, here we cd into the Fledermaus folder.

```
cd Fledermaus
```

2) Uninstall and Deactivate Old License

Run this command to uninstall (stop) the license service:

```
qps-license-server.exe -u
```

Then this command to deactivate (Online Activation):

Online Activation

```
qps-license-server.exe -deact
```

Or, for an Offline Activation:

Offline Activation

```
QPS-License-Server.exe -deact="C:\Location\To\Fledermaus-deactivation.xml"
QPS-License-Server.exe -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="C:
\Location\To\Save\Fledermaus-ActivationRequest.xml"
```

```
Send both of these created files to QPS and a new activation response will be sent
back.
In the second step, use the NEW activation code.
```

3) Reactivate and Install

Next, the product needs to be reactivated with the NEW activation code:

Online Activation

```
qps-license-server.exe -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX"
```

or, for an offline activation, apply the NEW activation response:

Offline Activation

```
qps-license-server.exe -a -aresp="C:\Location\To\Load\QPS-Application-
ActivationResponse.xml"
```

And install (start) the license service:

```
qps-license-server.exe -i
```

Refresh Existing License (same activation code)

To refresh an existing license, follow these steps:

1) Navigate to Correct Folder

Start the command prompt as an administrator, and cd into the directory where your license server package is, and into the folder of the product you want to upgrade:

```
cd ..\..\QPS-License-Server-Windows
```

For example, here we cd into the Fledermaus folder.

```
cd Fledermaus
```

2) Uninstall Server

Next you must uninstall the existing server, by running the following command line:

```
qps-license-server.exe -u
```

For an Offline Activation, you must also create a deactivation request and activation request:

Offline Activation only

```
QPS-License-Server.exe -deact="C:\Location\To\Fledermaus-deactivation.xml"
QPS-License-Server.exe -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="C:
\Location\To\Save\Fledermaus-ActivationRequest.xml"

Send both of these created files to QPS and a new activation response will be sent
back.
In the second step, use the NEW activation code.
```

3) Reactivate License

For an Online Activation:

Online Activation

```
qps-license-server.exe -a
```

Or, for an Offline Activation, using the NEW activation response:

Offline Activation

```
qps-license-server.exe -a -aresp="C:\Location\To\Load\QPS-Application-
ActivationResponse.xml"
```

4) Install (start) the server license service

```
qps-license-server.exe -i
```

You should now be able to access the updated license server from client machines once you have completed step three.

Alternate License Refresh Procedure

1) Stop Windows Service

First you must stop/uninstall the existing server, by running the following command line (this command line is for Fledermaus. The four digits at the end of the line is the version ID.):

```
sc stop TurboFloatServer-4286
```

Version ID's:

- Fledermaus = 4286
- FMGeocoder = 4615
- Midwater = 4616
- QARTO = 4290
- QASTOR Online = 3124
- QASTOR Office = 3125
- Qimera Clean = 4284
- Qimera = 4283
- Qimera PRO = 4285
- Qlipper = 5724
- Tile Server = 4287

2) Navigate to Correct Folder

Start the command prompt as an administrator, and cd into the directory where your license server package is, and into the folder of the product you want to upgrade

```
cd ..\..\QPS-License-Server-Windows
```

For example, here we cd into the Fledermaus folder.

```
cd Fledermaus
```

3) Update and Restart Server

Now the server must be updated with the following command line.

For an Online Activation:

Online Activation

```
qps-license-server.exe -a
```

Or, for and Offline Activation:

Offline Activation only

```
QPS-License-Server.exe -deact="C:\Location\To\Fledermaus-deactivation.xml"
QPS-License-Server.exe -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="C:
\Location\To\Save\Fledermaus-ActivationRequest.xml"

Send both of these created files to QPS and a new activation response will be sent
back.
In the second step, use the NEW activation code.

Once you have received a new activation response file from QPS, apply it:
qps-license-server.exe -a -aresp="C:\Location\To\Load\QPS-Application-
ActivationResponse.xml"
```

And then the server must be started again:

```
sc start TurboFloatServer-4286
```

Mac

For additional information on setting up a QPS Server License on Mac OSX, please see this page:

How-to Softlock License Server - Mac OS X Setup

The following commands will be run from within the folder for each product that you are updating.

Example, updating a Qimera Clean server instance means you need to be in the "Qimera Clean" folder.

Upgrade (change) License with a new activation code

To upgrade the server instance to a new license follow the steps below:

1) Stop Server

Stop the old instance of the Server.

```
./qps-license-server -u
```

and then this command to deactivate (for an online activation):

Online Activation

```
./qps-license-server -deact
```

Or, for an offline activation:

Offline Activation

```
./qps-license-server -deact="/Location/To/Fledermaus-deactivation.xml"
./qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="/Location/To/
Save/Fledermaus-ActivationRequest.xml"

Send both of these created files to QPS and a new activation response will be sent
back.
In the second step, use the NEW activation code.
```

2) Update and Restart Server

Activate the new license (online activation):

Online Activation

```
./qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX"
```

Or, if you have an offline activation, use the -aresp option and point to your NEW activation response file:

Offline Activation

```
./qps-license-server -a -aresp="/Location/To/Load/QPS-Application-
ActivationResponse.xml"
```

Start the server instance:

```
./qps-license-server -i
```

Refresh Existing License (same activation code)

If you've already activated and you want to reactivate, then you don't need to pass a new product key. You can just call the Server with the "-a" command line argument:

1) Stop Server

Stop the old instance of the Server.

```
./qps-license-server -u
```

2) Update and Restart Server

Activate changes to existing license:

Online Activation

```
./qps-license-server.exe -a
```

Offline Activation

```
./qps-license-server -deact="/Location/To/Fledermaus-deactivation.xml"
./qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="/Location/To/
Save/Fledermaus-ActivationRequest.xml"

Send both of these created files to QPS and a new activation response will be sent
back.
```

```
In the second step, use the NEW activation code.

Once you have received a new activation response file from QPS, apply it:
./qps-license-server -a -aresp="/Location/To/Load/QPS-Application-
ActivationResponse.xml"
```

```
./qps-license-server -i
```

Linux

For additional information on setting up a QPS Server License on Mac OSX, please see this page:

How-to Softlock License Server - Linux Setup

> The following commands will be run from within the folder for each product that you are updating.
>
> Example, updating a Qimera Clean server instance means you need to be in the "Qimera Clean" folder.

Upgrade (change) License with a new activation code

1) Stop Server and Dectivate License

First you must stop the current server. In Linux this means stopping all active servers, with the following command line:

```
killall qps-license-server
```

Now, deactivate the license:

Online Activation

```
qps-license-server -deact
```

or, for an offline deactivation (this must then be sent to QPS along with an offline activation request).

Offline Activation

```
qps-license-server -deact="/Location/To/Save/QPS-Application-deactivation.xml"
qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="/Location/To/Save/
Fledermaus-ActivationRequest.xml"

Send both of these created files to QPS and a new activation response will be sent
back.
In the second step here, use the NEW activation code.
```

2) Reactivate and Install Server

Next you will reactivate all servers, with this command line for each server that you want to have active again.

Activate with the NEW activation code:

Online Activation

```
qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ"
```

or, for an offline activation, with the NEW activation response file:

Offline Activation

```
qps-license-server -a -aresp="/Location/To/Load/QPS-Application-
ActivationResponse.xml"
```

And then:

```
qps-license-server -d -silent -pidfile=/var/run/<name>.pid
```

Refresh Existing License (same activation code)

If you've already activated and you want to re-activate, then you don't need to pass a new product key. You can just call the server with the "-a" command line argument.

1) Stop Server

```
killall qps-license-server
```

2) Update License Information

Reactivate (this will pull new information down from the license database)

Online Activation

```
qps-license-server -a

(this will stop all qps-license-server instances running on the PC)
```

Or, for an offline activation, there are several steps:

Offline Activation

```
qps-license-server -deact="/Location/To/Save/QPS-Application-deactivation.xml"
qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="/Location/To/Save/
Fledermaus-ActivationRequest.xml"

Send both of these created files to QPS and a new activation response will be sent
back. In the second step, use the NEW activation code.
Once you have received the activation response, carry out the following step:

Once you have received a new activation response file from QPS, apply it:
qps-license-server -a -aresp="/Location/To/Load/QPS-Application-
ActivationResponse.xml"
```

3) Restart Server

```
qps-license-server -d -silent -pidfile=/var/run/<name>.pid
```

How-to Softlock License Server - Mac OS X Setup

This guide covers how to activate and install the license server using command line.

License Server

QPS-License-Server is the application that distributes floating license "leases" for QPS applications. The server runs on your local network.

Activating the Server

Before you can use the server it must be activated.

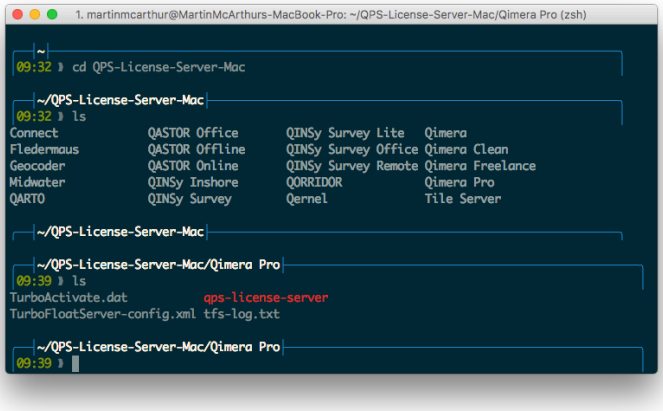
1) Download the server package QPS-License-Server-X.X.X-mac64.tar.gz (Where X.X.X is the version number)

2) Unzip Server Package

3) Open command prompt (Terminal)

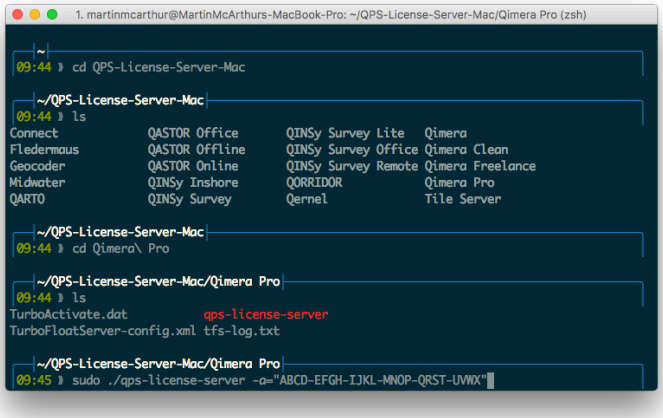
4) cd into where you unzipped the package "QPS-License-Server-MacOSX"

5) cd into the folder for the product you want to activate.



6) For offline activation of this step, refer to the **Offline Activation** step below. Otherwise, follow this step if access to the Internet is possible. If at all possible, use this method to activate the server. To activate the Server online simply pass the product key like this:

```
sudo /.qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX"
```



7) Repeat step 5) and 6) for every product you want to activate.

Offline Activation (Optional)

The offline activation can be used when a machine has no access to the Internet. A file must be retrieved from the machine and sent to QPS to initialize the license, and a response file from QPS must be loaded by the server. Transferring the file can be done by internal network to another machine or by USB key or the like. Activation is otherwise similar to online activation. At step 6, perform the following two steps to do an offline activation: When access to the Internet is available, these steps are not required and step 6 above should be followed.

6)

a) Activate and create the offline request file. It is suggested to use the name of the product in the filename, particularly if one is activating more than one product server. For example, to activate Fledermaus:

```
./qps-license-server -a="ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YYZZ" -areq="/Location/To/
Save/Fledermaus-ActivationRequest.xml"
```

At this point, the file Fledermaus-ActivationRequest.xml or equivalent must be sent to QPS. Once the contact at QPS has sent back a response file, e.g. Fledermaus-ActivationResponse.xml, the activation may be completed by the applying the response file.

b) Apply the response file from QPS as follows:

```
./qps-license-server -a -aresp="/Location/To/Load/Fledermaus-ActivationRequest.xml"
```

The activation should now be completed, and the remaining steps followed as usual.

Companion files "TurboActivate.dat" or "TurboFloatServer-config.xml"

When the Server is activating it needs to load both the "TurboActivate.dat" and "TurboFloatServer-config.xml" files. By default, the server package for each product will contain these files.

Re-activate

If you've already activated and you want to re-activate, then you don't need to pass a new product key. You can just call the Server with the "-a" command line argument:

```
qps-license-server -a
```

Deactivating the Server

If you want to move the Server from one computer to another computer you have to deactivate from the first computer before you can activate on the second computer. To deactivate the Server instance you must use the "-deact" commandline switch:

```
qps-license-server -deact
```

Offline Deactivation

If the server does not have access to the Internet, offline deactivation steps must be followed as outlined below. Note that the file generated must be sent to QPS at your point of contact. Once QPS receives and processes the file, it will then be possible to activate the server on another machine, using either online or offline activation at your choice. Until the deactivation file is processed, it will not be possible to activate another license server.

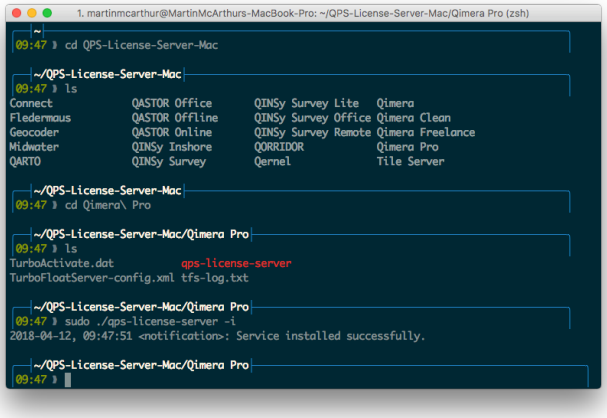
```
qps-license-server -deact="/Location/To/Fledermaus-deactivation.xml"
```

Installing the Server

1) You can use a simple commandline switch "-i" to setup your Server.
This does two things:

1. It installs the Server instance as a "launchd" daemon set to start with the computer and run silently in the background.
2. It starts the Server immediately.

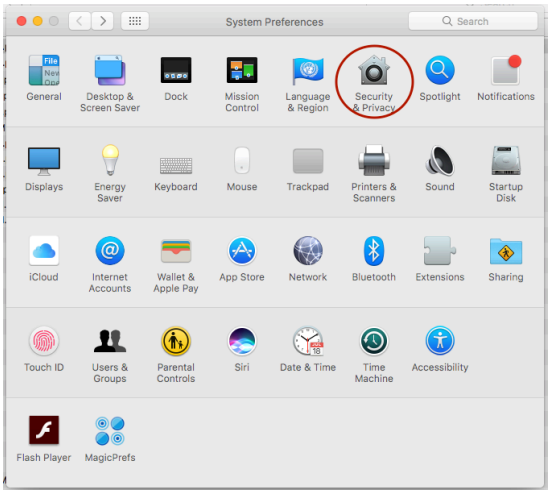
```
sudo ./qps-license-server -i
```

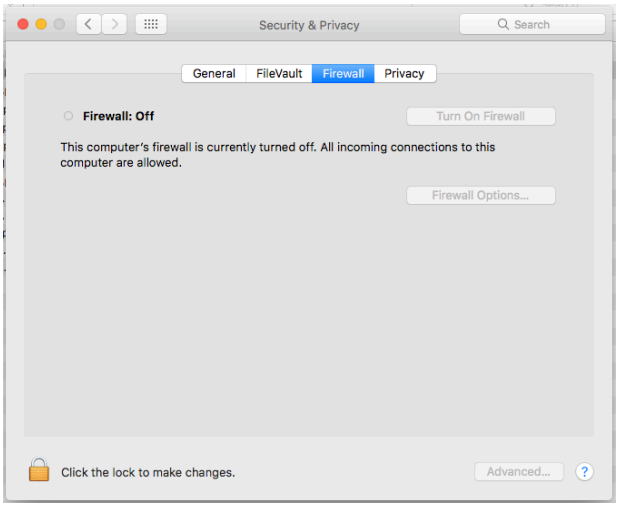


2) Repeat for every product you want to install.

Firewall

If you have any firewall software running on Mac OS X then you'll have to set it to allow incoming connections to the Server instance.





Delay Start

If you want to install the Server, but don't want it to start immediately, then use the "-delaystart" commandline switch:

```
sudo ./qps-license-server -i -delaystart
```

This installs the Server instance but it doesn't start the service. The service will be started on the next restart of the computer.

Uninstalling the Server

To uninstall the Server simply use the "-u" commandline switch:

This does two things:

1. It stops the Server immediately.
2. It removes the Server instance from the "launchd" daemons list.

```
sudo ./qps-license-server -u
```

Running Server from commandline

If you would rather just run the Server from the commandline, rather than installing it, you can do that using the "-x" command switch:

```
sudo ./qps-license-server -x
```

In that example the Server instance will run from the commandline.

Upgrading the Server instance

Upgrading the Server instance is simple:

To start / stop the Server Mac OS X Service instance you must use the "service name" of "qps-license-server-[VERSIONID]".

The "[VERSIONID]" value is the id of the version where the product key is from. You can get the version ID by examining the URL in your browser. For instance, from the URL https://wyday.com/limelm/version/`100/` you can see the version ID is 100. (Note: The Version ID is not the Version GUID).

- Fledermaus = 4286
- FMGeocoder = 4615
- Midwater = 4616
- QARTO = 4290
- QASTOR Online = 3124
- QASTOR Office = 3125
- Qimera Clean = 4284
- Qimera = 4283
- Qimera PRO = 4285
- Qlipper = 5724
- Tile Server = 4287

On Mac OS X, if your version id is "4286" (Fledermaus) then the "launchd daemon label" will be "com.turbofloatserver.4286".

1. Stop the running old instance of the Server.

```
sudo launchctl stop com.turbofloatserver.4286
```

1. Replace the old qps-license-server(or whatever you've renamed it as) with the new version.
2. Start the TurboFloat Server instance again.

```
sudo launchctl start com.turbofloatserver.4286
```

How-to Sentinel EMS (QPS Internal)

Sentinel EMS

Sentinel EMS is the new replacement to Business Studio. Unlike Business Studio, the EMS tool runs in a web browser and is hosted on a QPS server in Zeist.

To connect to the EMS website please read the following page:

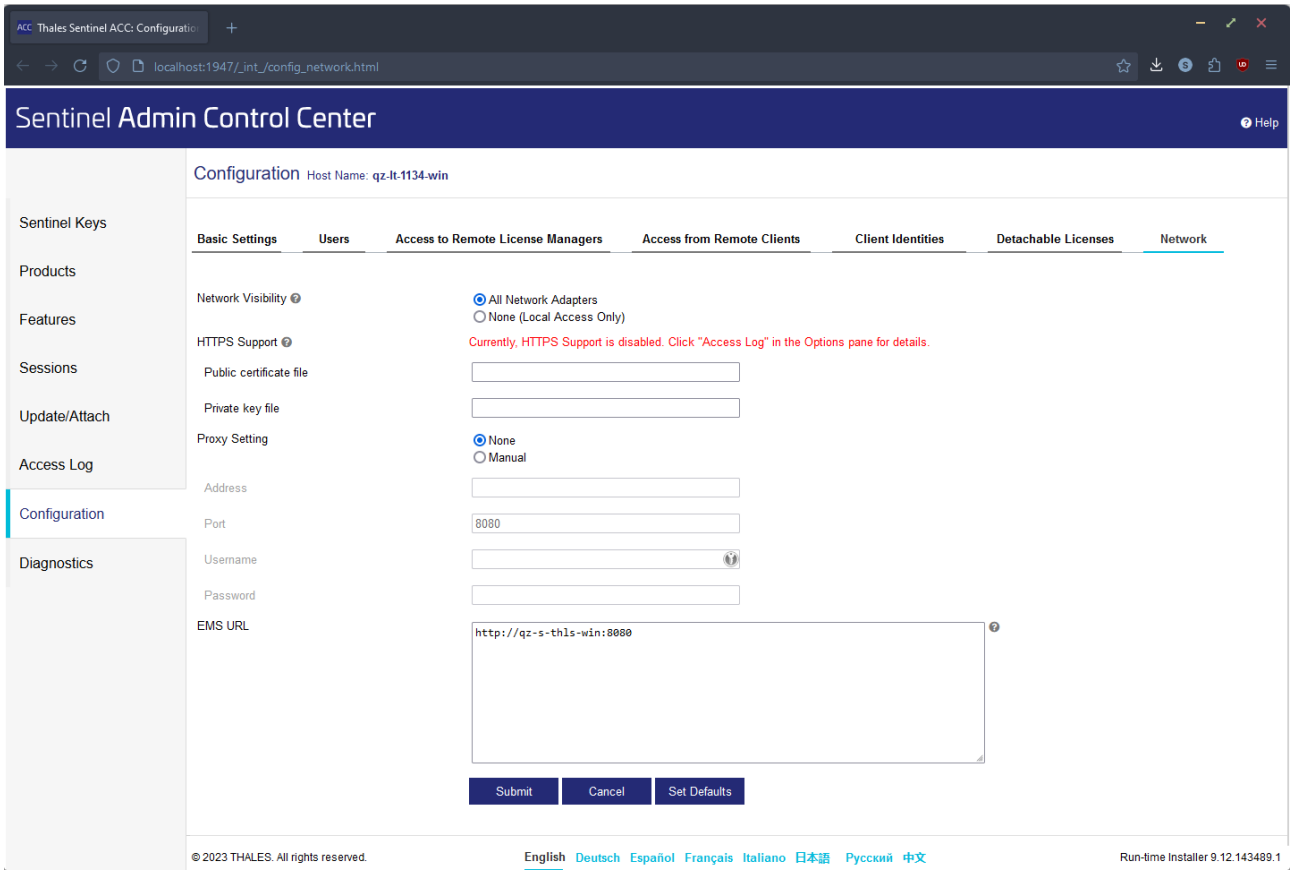
Sentinel EMS

Local Configuration

To be able to burn dongles from your local machine in EMS you need to set the EMS address in your Sentinel Admin Control Center.

Go to Configuration – Network and enter/add the following address to the `EMS URL`:

- http://qz-s-thls-win:8080

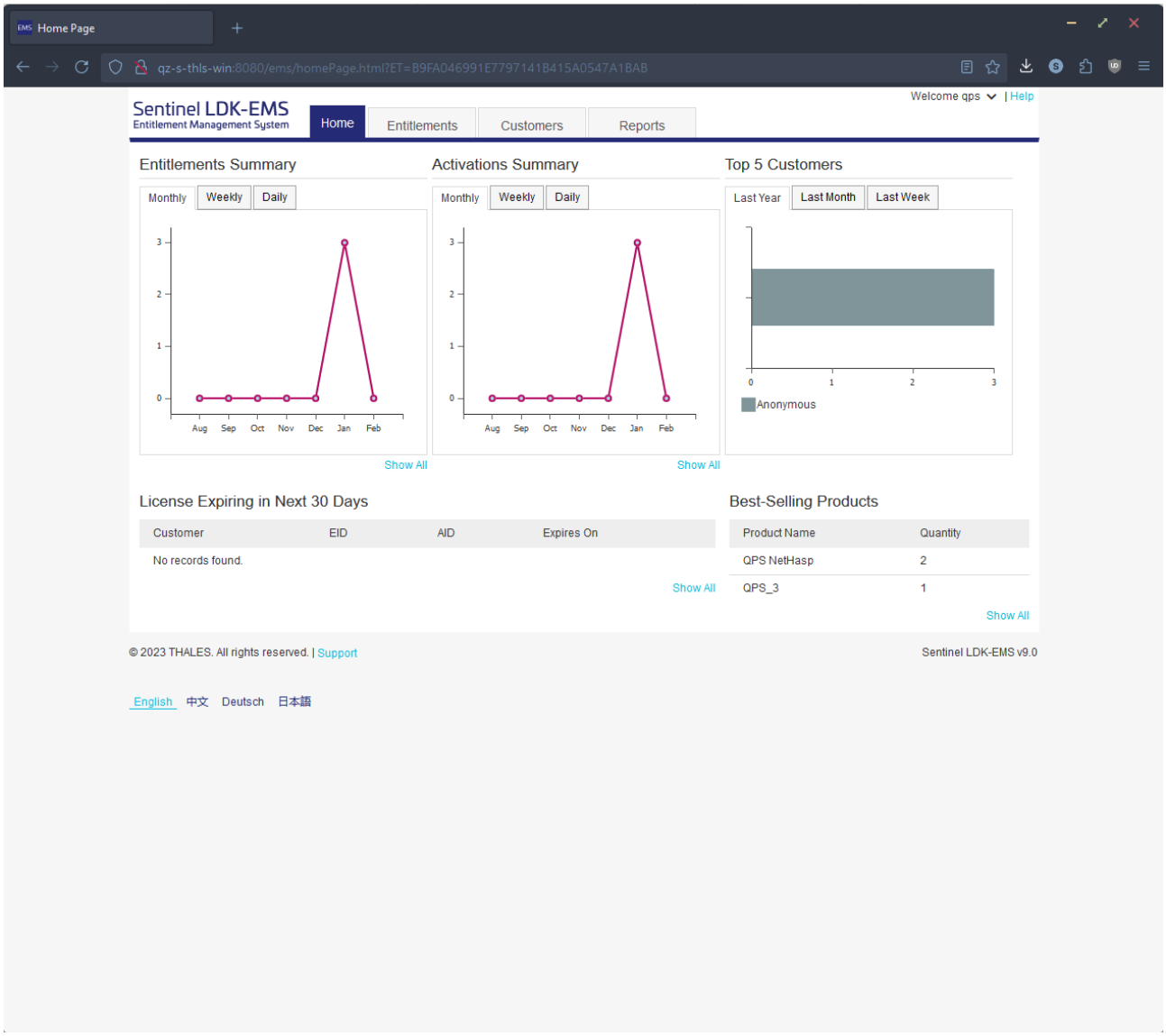


Using EMS

Visit the website and you'll be greeted with the login page, once logged in, you should see the home page.

When in doubt, press the Help link at the top right corner, or use this URL: http://qz-s-thls-win:8080/ems/Docs/LDK/en/Manuals/WebHelp/Preface.htm

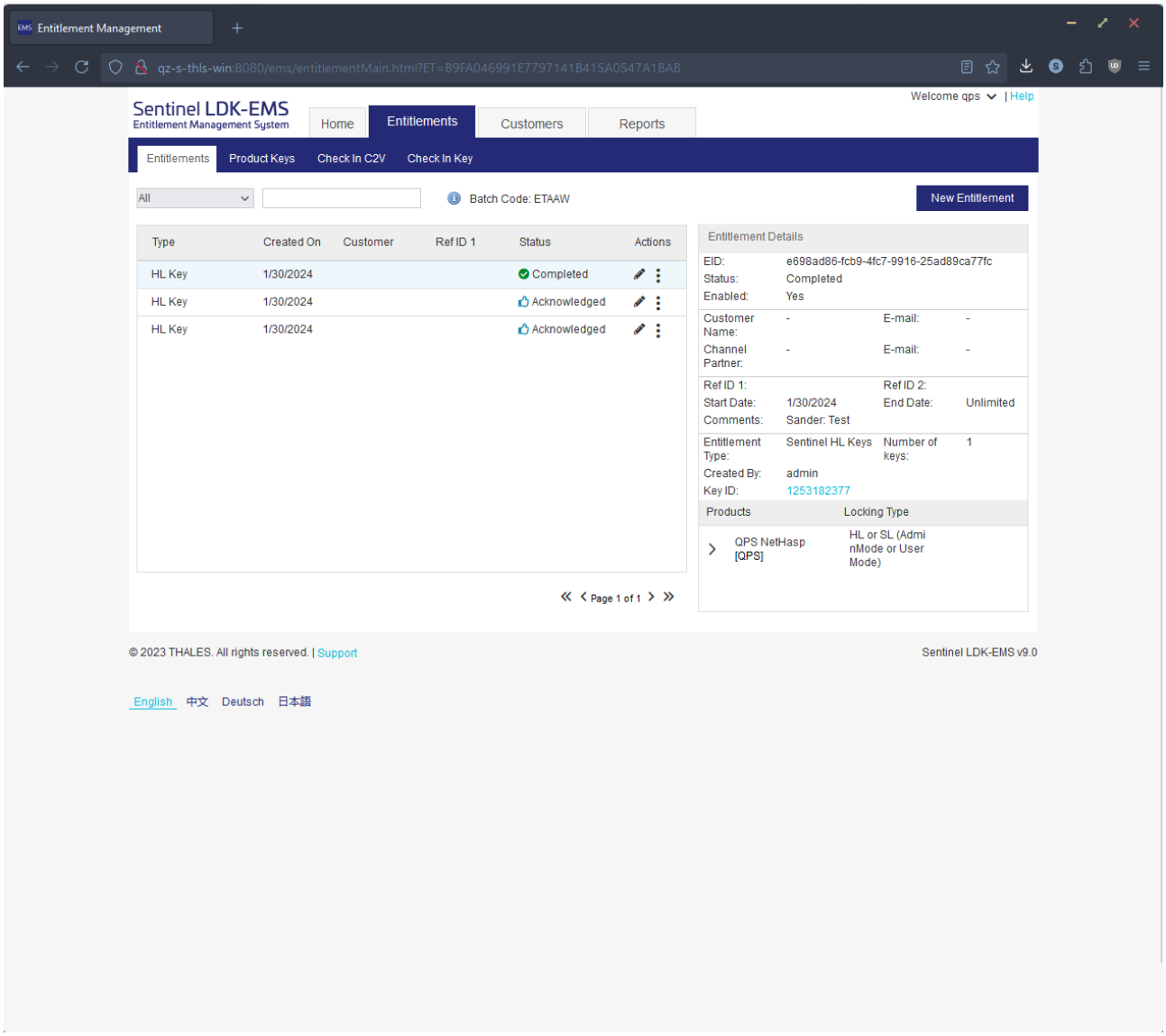
Home



EMS Overview

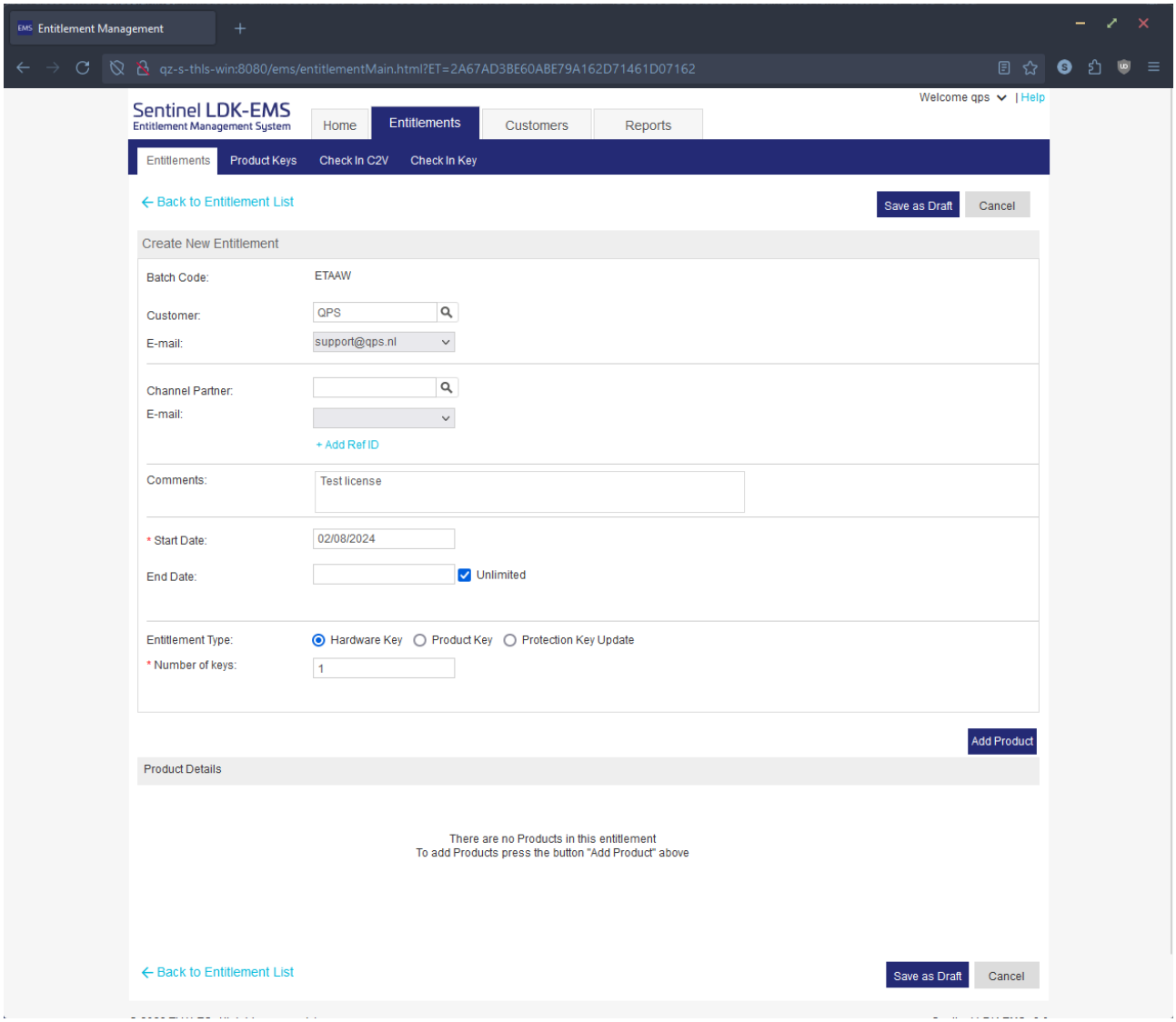
This shows you an overview of the EMS entitlements (burned dongles or licenses) and their customers.

Entitlement

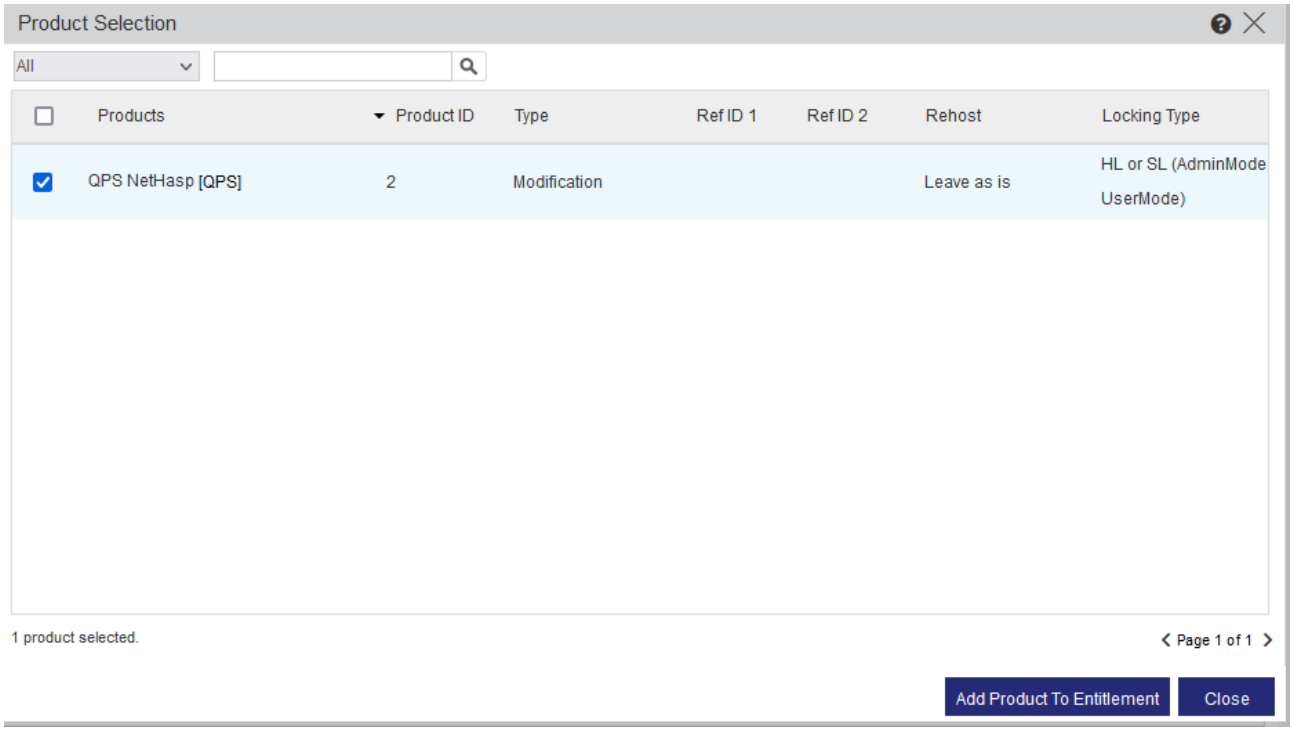


Entitlement

The Entitlement tab is where you can burn the dongles, to do so you can click on `New Entitlement`.

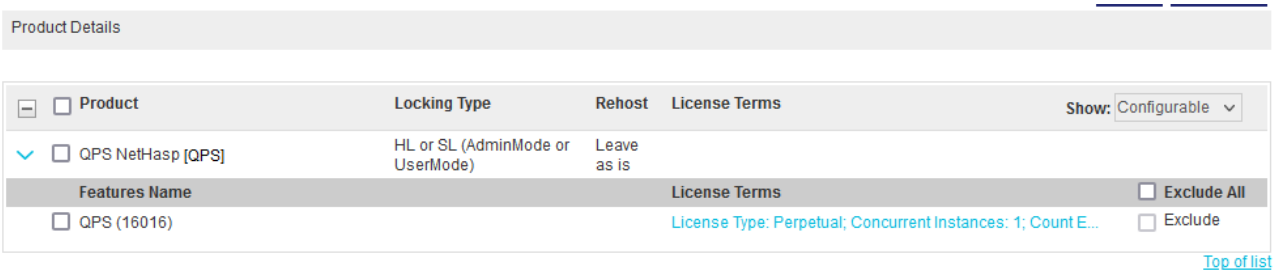


You can select or create a customer if you want using the magnifier glass 🔍 but this is optional, a comment is also possible. Select Hardware Key and enter the number of keys, this is the number of physical NetHASP dongles you wish to burn. Now click on `Add Product` and select the product that you want.



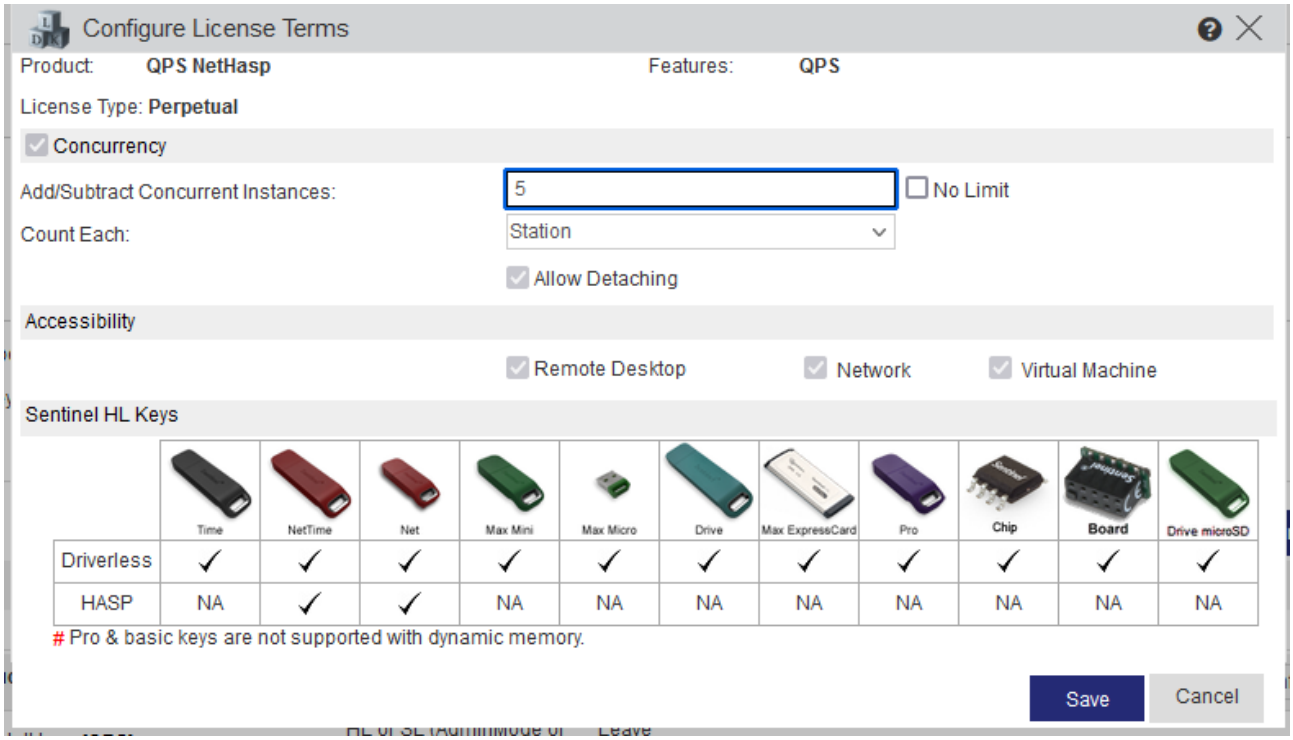
Product selection

Click on `Add Product To Entitlement` and you should see the following:



QPS Product

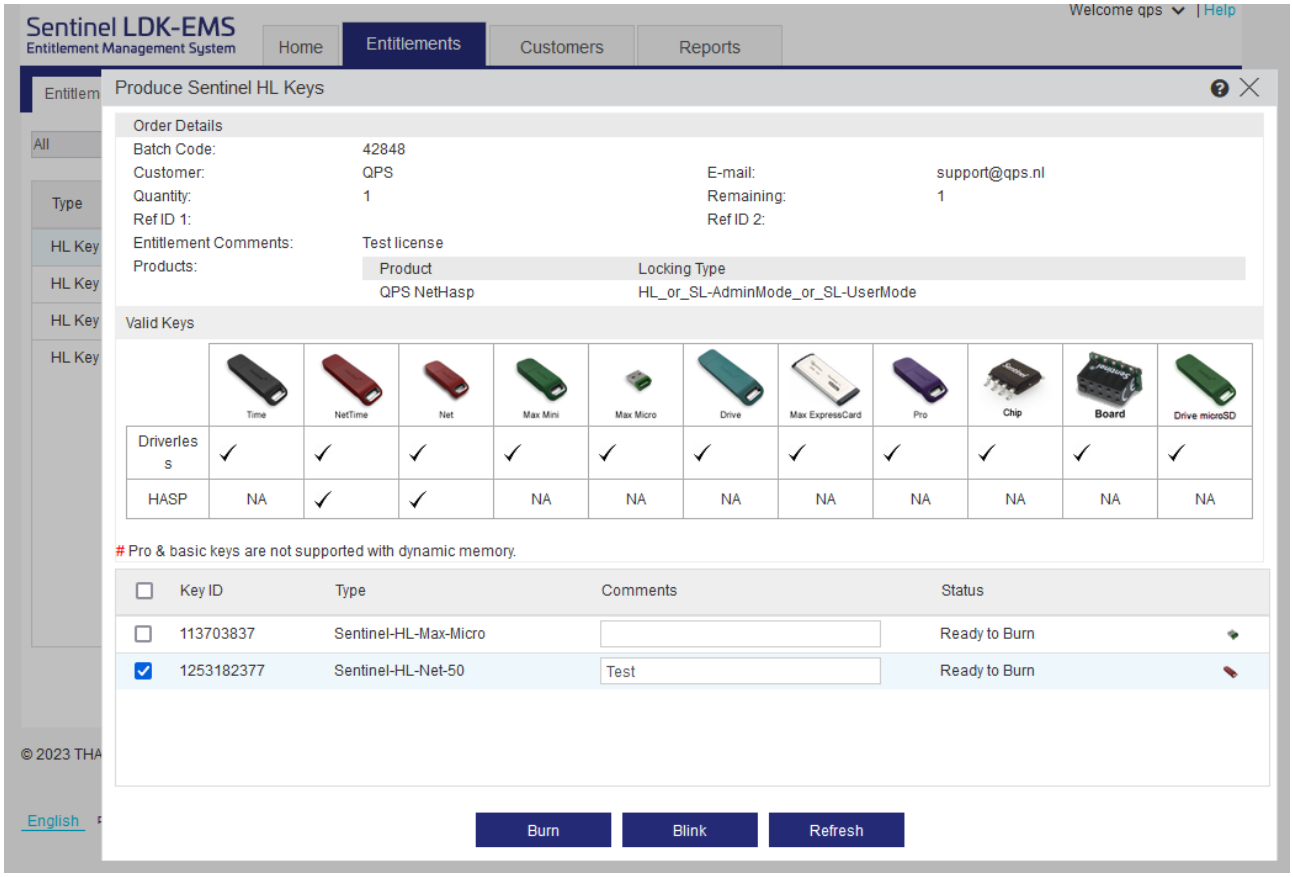
Click on the License Terms link to adjust the number of seats.



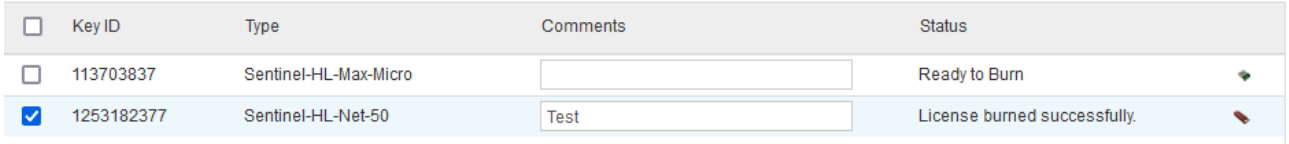
Number of seats

Enter the value of seats to the `Add/Subtract Concurrent Instances`, in my case I have entered five, once this is saved you can either choose to save it as a draft or queue it so you or someone else can produce this key later, but in this case I clicked `Produce` since I want the key now.

Produce HASP

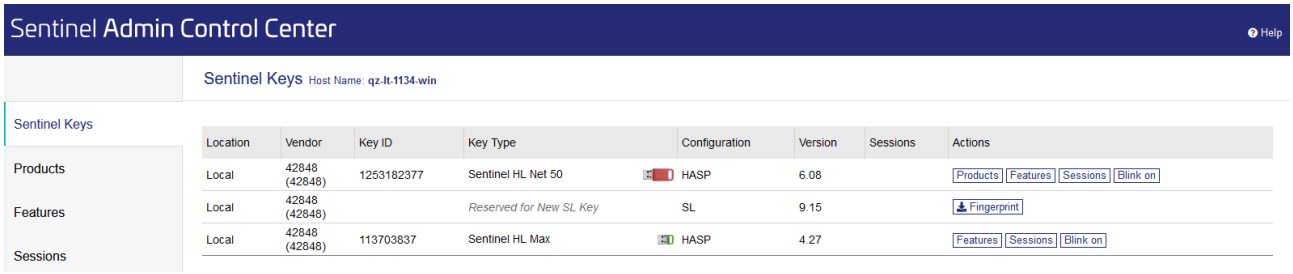


This will show you a list of dongles you have plugged in on your system, since this is meant for a NetHASP I will select the `Sentinel-HL-Net-50` key, and when you are ready you can click on `Burn`

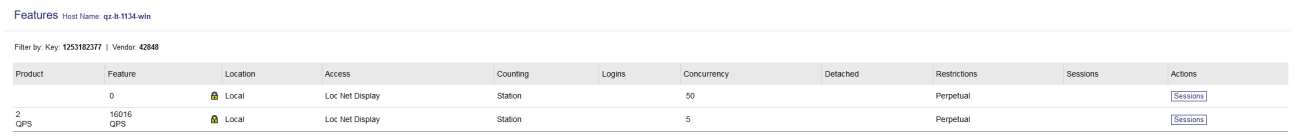


The Status should be `License burned successfully`, this means that you can check the Sentinel Admin Control Center to check the license.

Validate Produced HASP

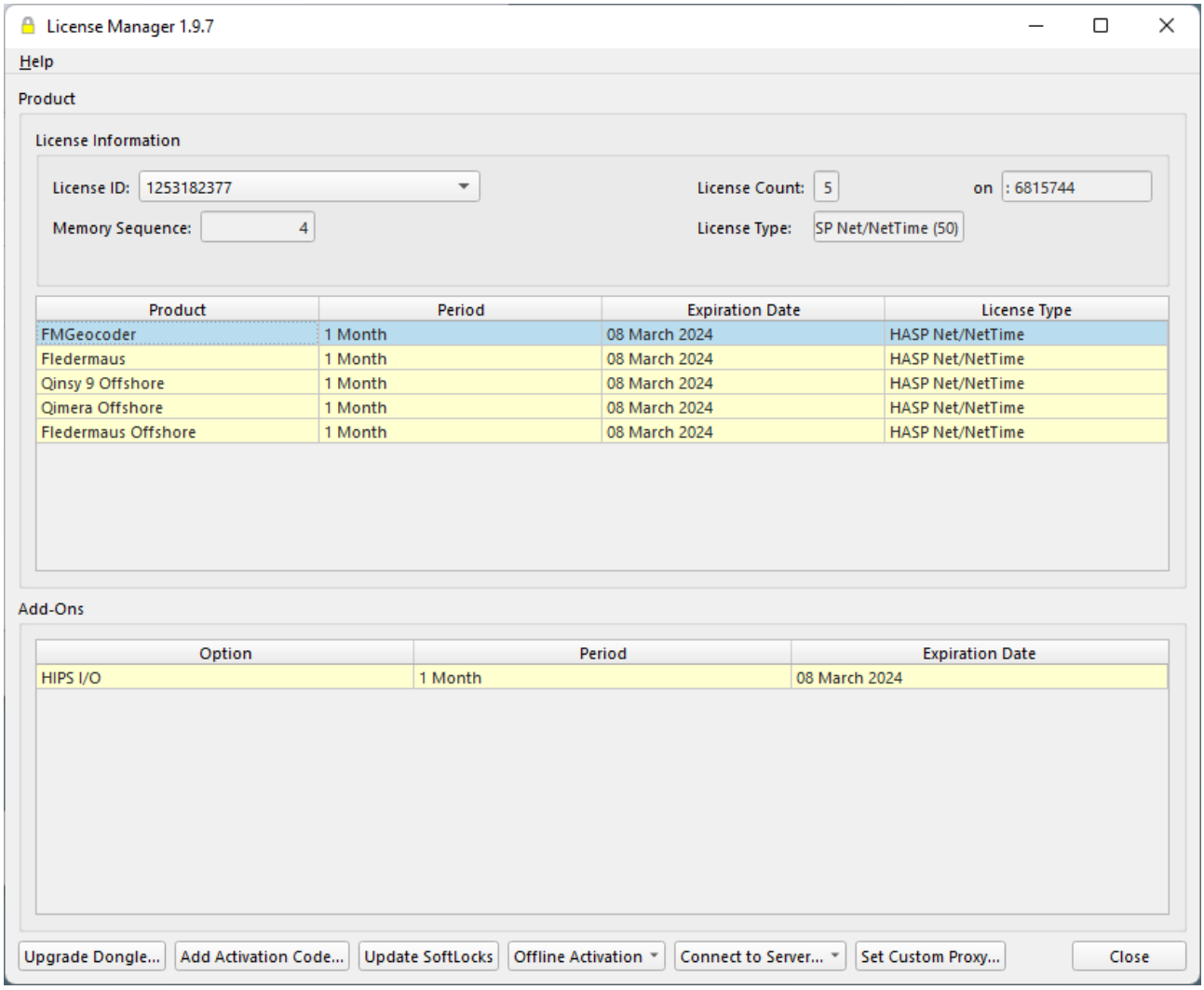


The dongle is indeed detected, you can click on `Features` to check what's on the dongle.

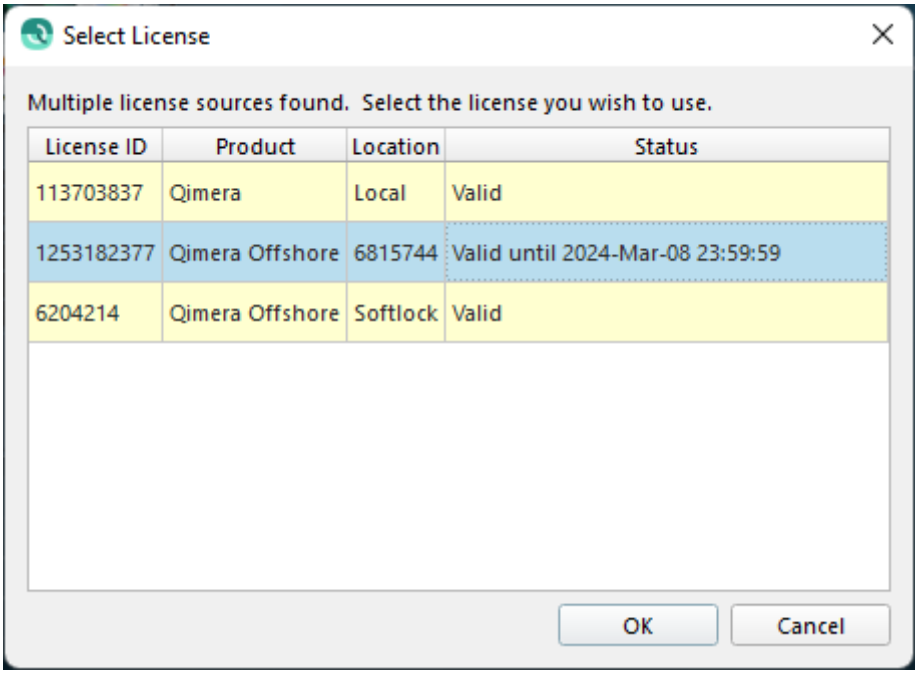


This states that the QPS feature has five seats, that is correct. Also note that product 0 will always be on the dongle and will always have 50 seats, this is expected.

The dongle is ready, a license can be generated and can be put on the dongle using the License Manager.



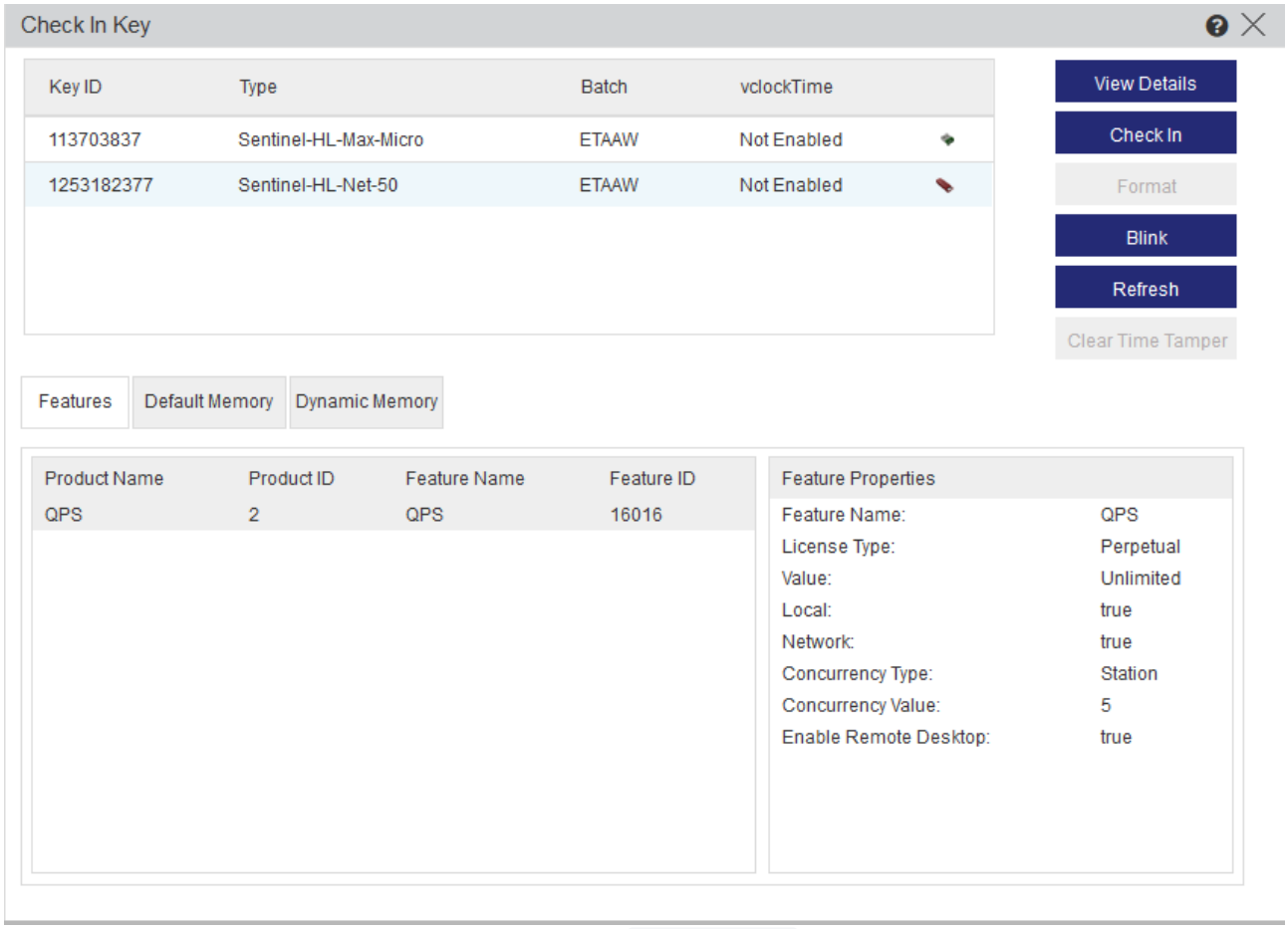
Applied License to NetHasp



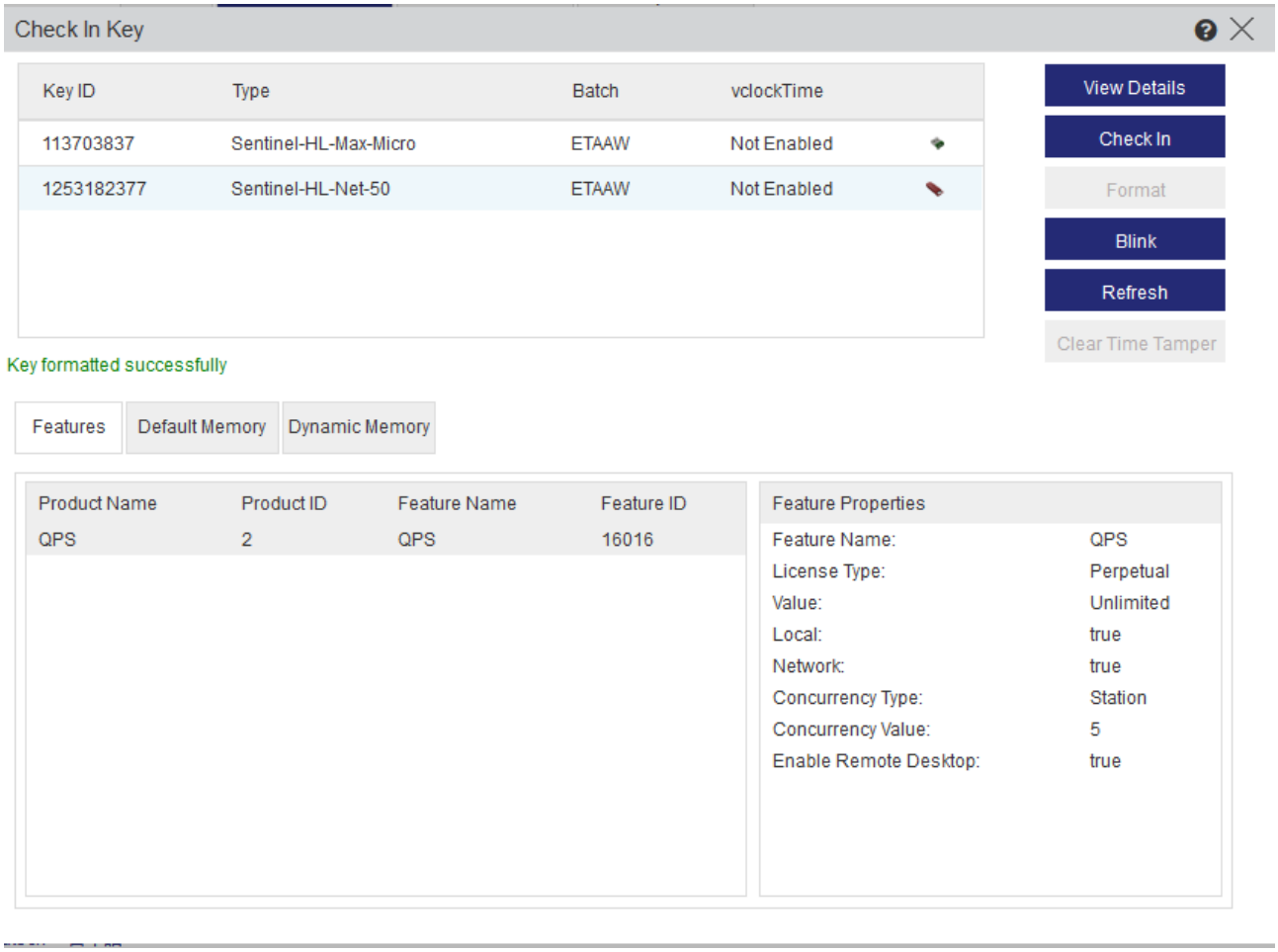
Qimera 2.5.2 Detects the license

Format Dongle

Another option that might be useful is the `Check In Key` button inside Entitlements, this can be used to format (blank) a dongle.

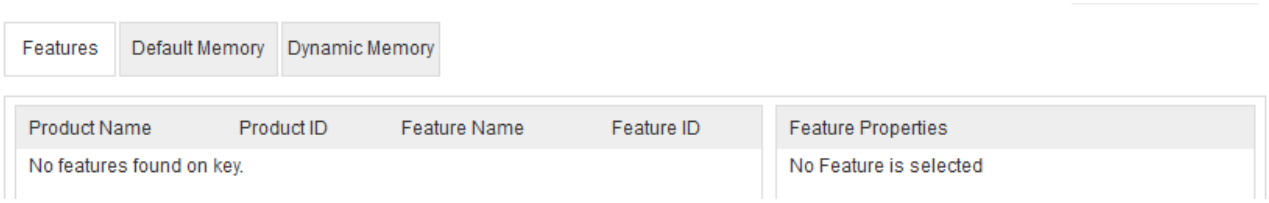


Click on your chosen dongle and then press `Check In`.



Formatted NetHasp

Then you can click `Format` and you should see a success screen. Clicking on `View Details` or refreshing should display an empty dongle.



Same with the Sentinel Admin Control Center or License Manager.

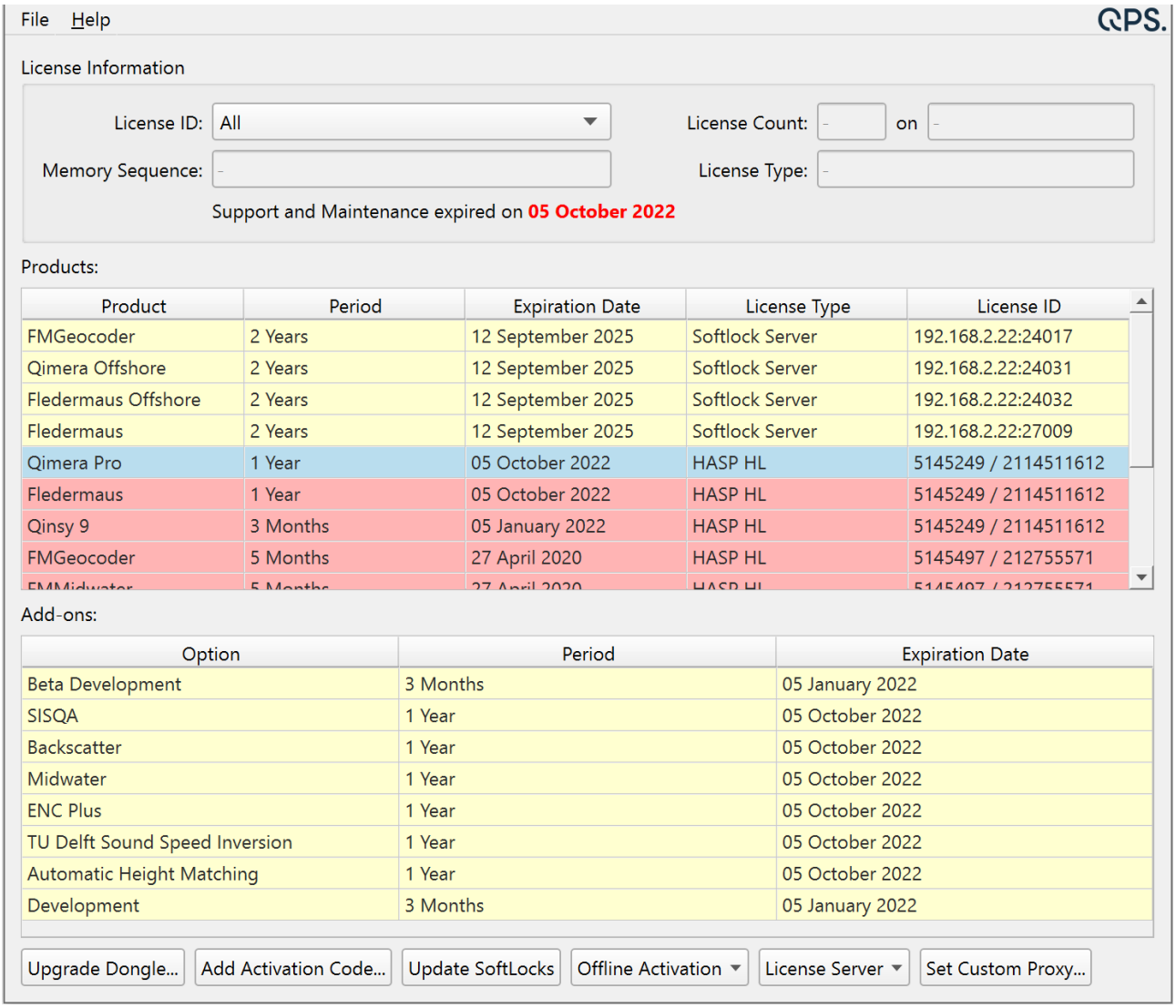
Reference Manual

Child pages:

- License Manager Reference

License Manager Reference

Table of Contents:



How to Start

1. Launch the standalone license-manager.exe located in C:\Program Files\Common Files\QPS\License-Manager OR
2. Launch the License Manager from each QPS Application
   a. Window/Linux - View License Status... under Help Menu in the Menu Bar
   b. macOS - View License Status... under the Application Name in the Menu Bar

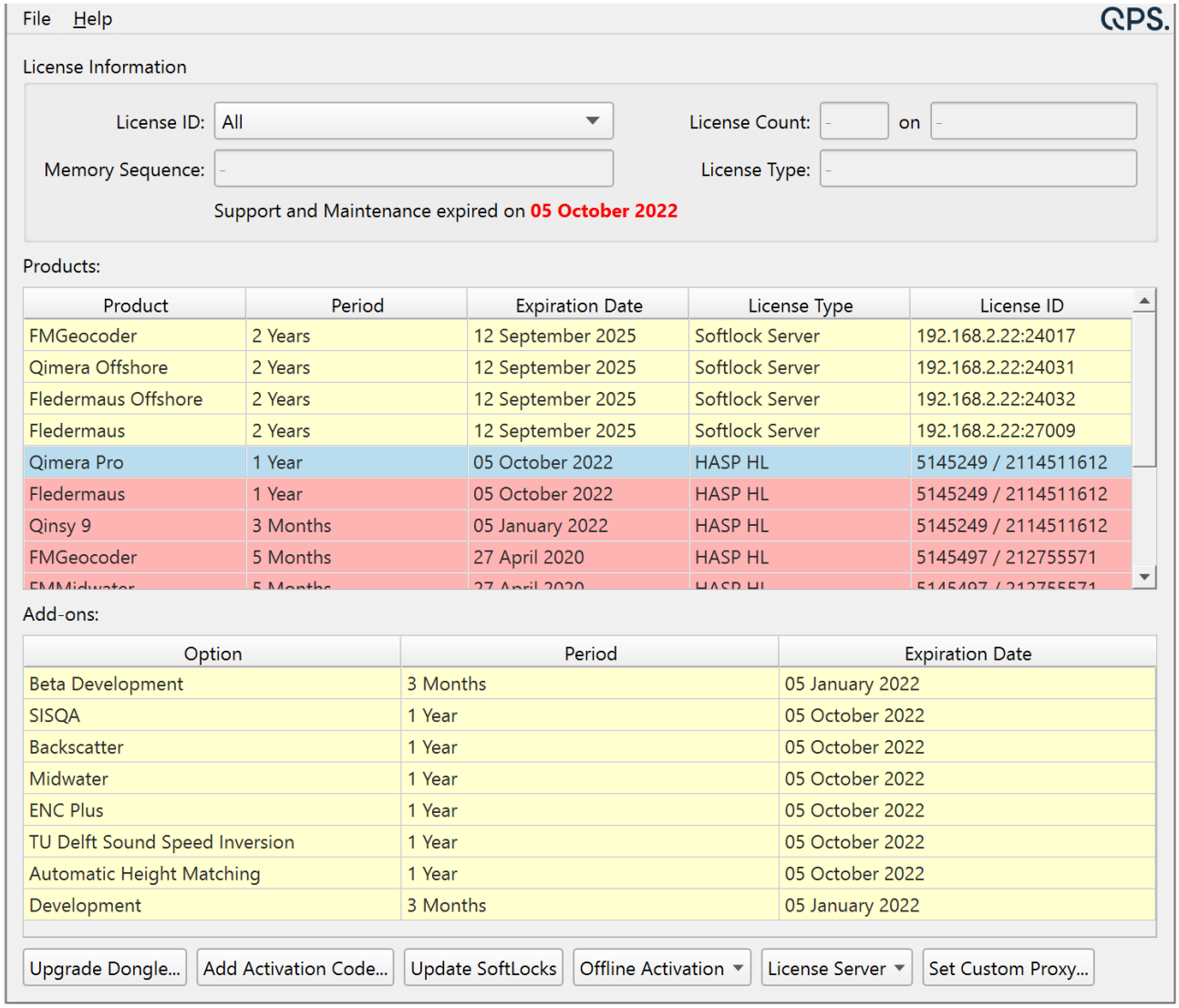
What it does

This dialog manages QPS product licenses across its entire software suite.

General Description

In order to run any software in the QPS Suite, a valid license must be available for the software application.
QPS applications currently support Softlock and HASP Dongle licenses that are fully integrated into the License Status Dialog.
When you purchase a QPS software application you will be provided with licenses of your choosing.

License status



License Information

The *License Information* group contains information for the currently selected license in *License ID* combo box.
Selecting a License in the *License ID* combo box will filter the *Product* table to only contain that license.

Product

The *Product* table contains information for all HASP and Softlock product licenses attached to the device.
If a Softlock license is no longer needed on the device it can be deactivated using the *Deactivate* combo box cell and selecting online or offline deactivation.

Add-Ons

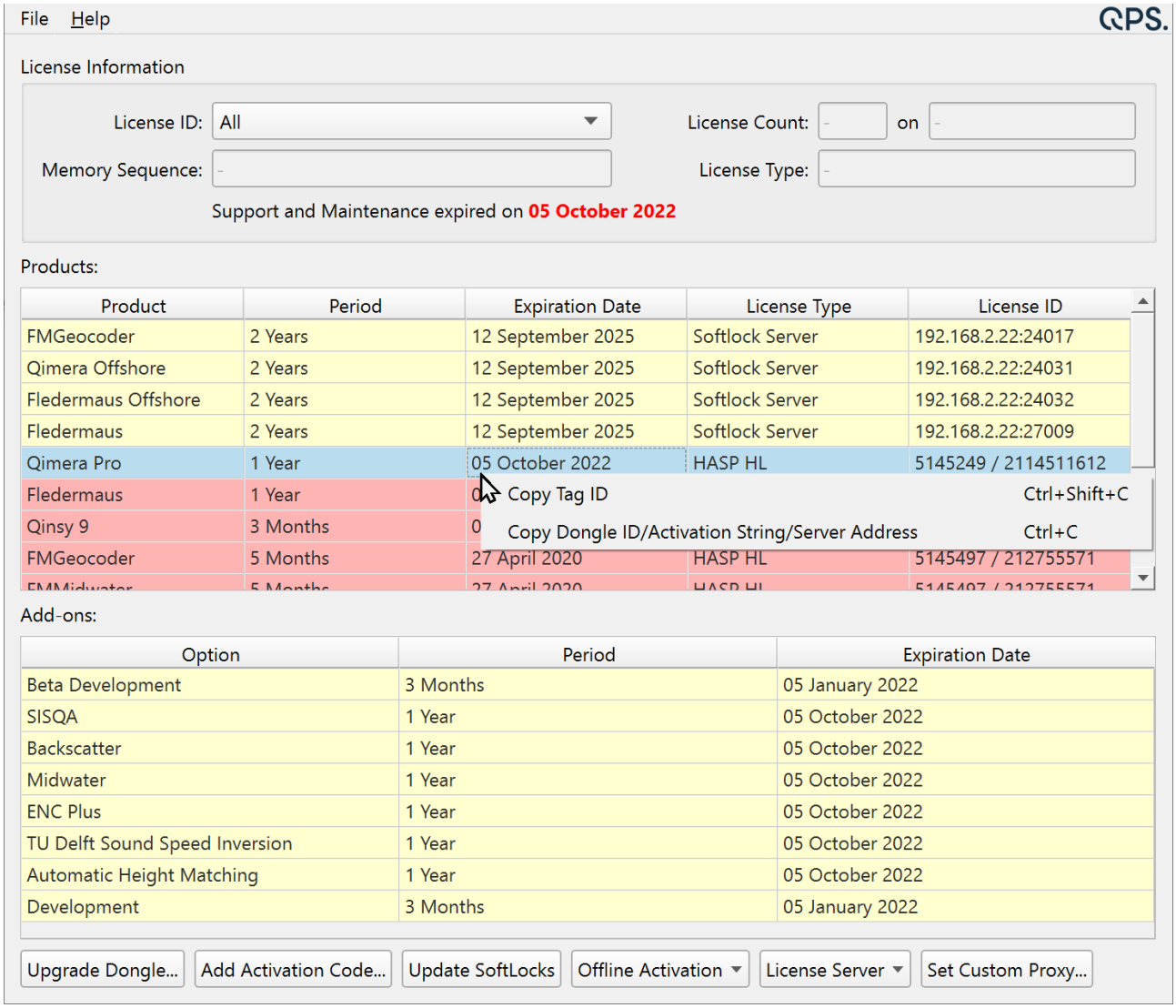
The *Add-Ons* table displays any additional functionality your License may offer for a particular product line.
Selecting a License in the *Product* table will filter the *Add-Ons* for the selected License.

Copy License ID or Tag ID

In the case that a license ID needs to be conveniently copied from the License Manager, simply right click (click with the right mouse button) on the product for which the license ID is to be copied, then select one of Copy License ID or Copy Tag ID.
The option to select depends on what is to be copied. The Tag ID is one of the following: for dongles, it is the number that appears on the printed tag attached to the physical dongle, for softlocks, it is the 7 digit number like a virtual tag ID starting with the digits 520, for servers, this is the same as the license ID.
The license ID is one of the following: for dongles, it is the number electronically associated with a dongle, shown in tandem with the tag ID in the display separated by a slash; for softlocks, it is the 28 character activation code separated with dashes, not including the product number or name' for server licenses, this is the location of the server for that product.

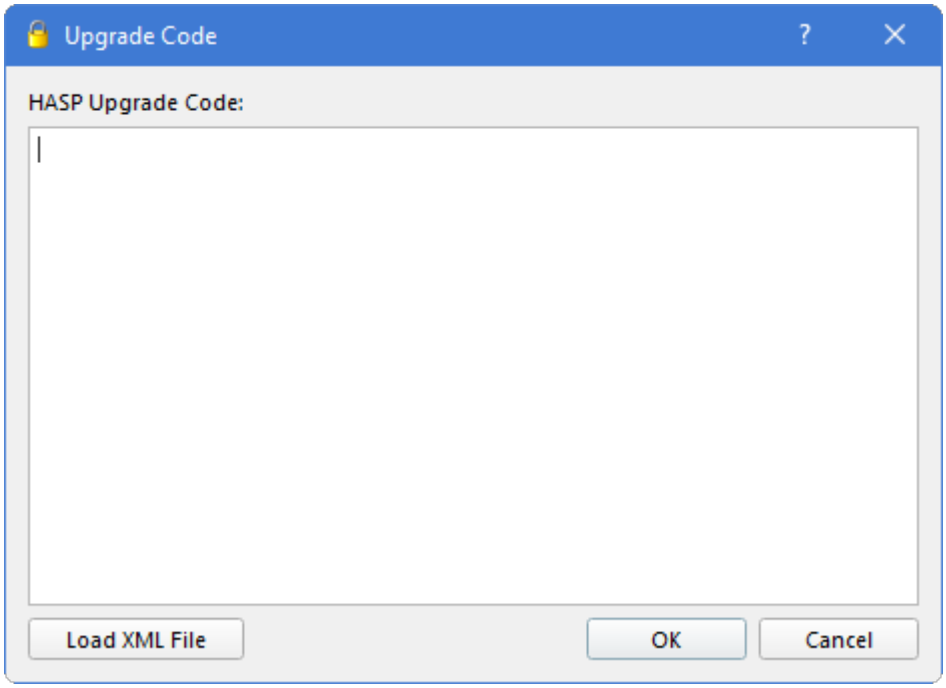
Shortcut keys are available. It is sufficient to click on the product row, then press the control, shift and C keys together (Ctrl+Shift+C) to copy the tag ID. The license ID may be copied as before in v1.2 by pressing Ctrl+C.

See an example of the right click menu in the following:



Upgrade Dongle

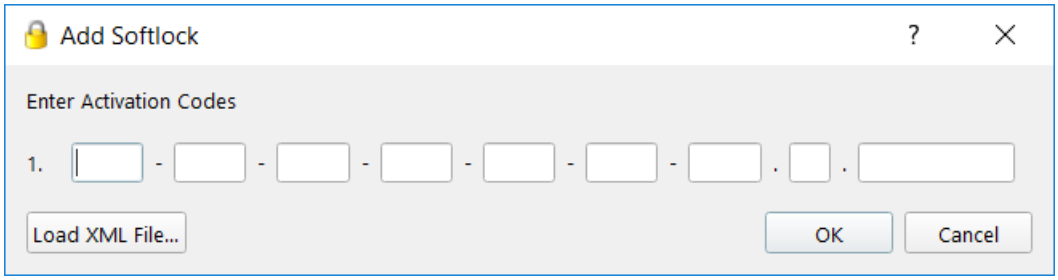
Selecting a HASP dongle from the License ID combo box will enable the button to *Upgrade Dongle*.
QPS will provide a HASP Upgrade code that will have to be entered or loaded into the Upgrade Code Dialog Window.



Press *Load XML File* to browse for the file. When you open it, the code will automatically be loaded into this window.
After pressing *OK* the dongle will be upgraded and will be ready for use.

Add Activation Code

This is meant only for Softlock licenses.



Selecting the *Add Activation Code...* button launches a new dialog to add a new Softlock License obtained through QPS.
The Softlock license key can be entered manually, pasted into the first text field, or loaded with an appropriate XML file using the *Load XML File* button.
Clicking *OK* will apply the new Softlock License for use.

Be connected

An active Internet connection is required for the activation to complete.

In exceptional cases an offline activation may be used. The file created during offline activation must then be sent by Internet to QPS. The file can be sent from another computer or network.

Update Softlocks

This will refresh an existing Softlock.

> At the moment of writing (August 2019) only the newly added product licenses will be visible.
>
> The product licenses already available on the Softlock will be invisible.
>
> They need to be added manually from the old *.xml file and can be used from there onward.
>
> This means you will need to store the Soflock activation codes for later use.

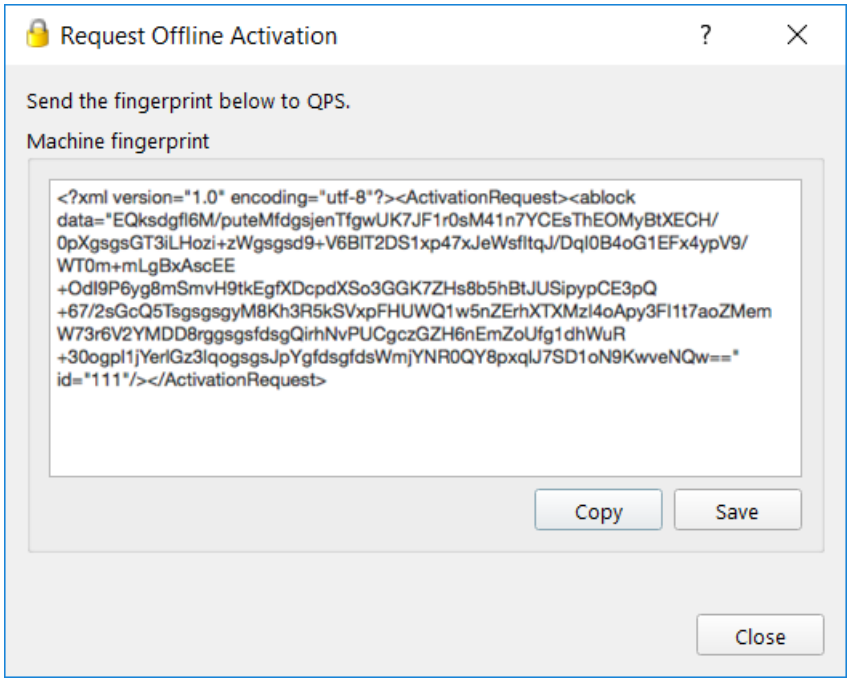
If changes have been made to a Softlock License, for example new Add-Ons requested, the local Softlock License will have to be updated.
This can be done manually using the *Update Softlocks* button.

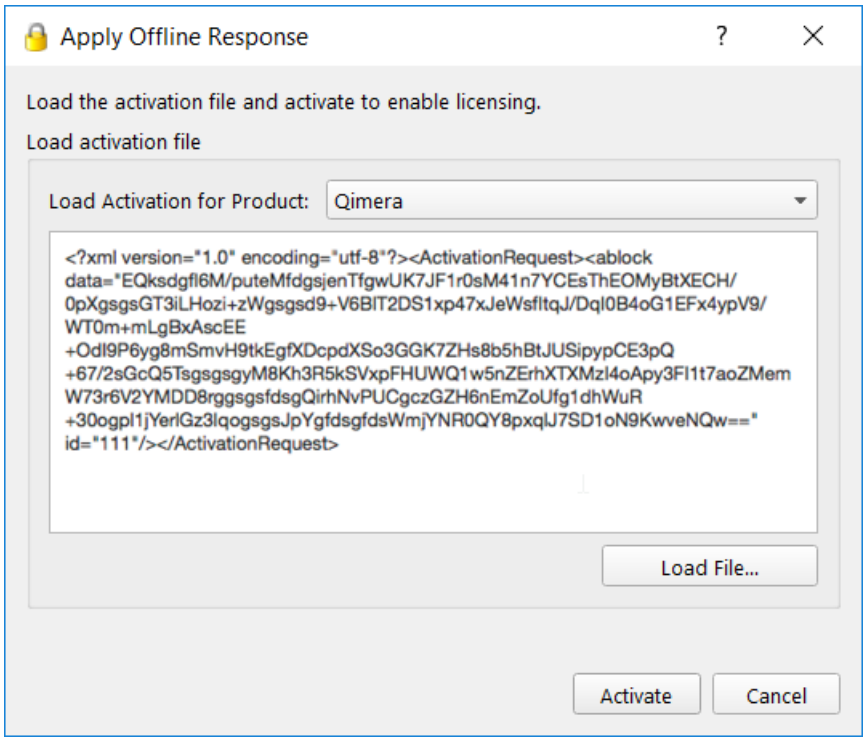
Softlocks are automatically updated whenever a licensed application is started and when the License Manager is opened, if the computer with the application is connected to the Internet. So, in general it should not be necessary to use the *Update Softlocks...* button. However, if the need arises, the status of the licenses may be easily updated by clicking *Update Softlocks....*

Offline Activation

This option will only be offered in exceptional cases.
An Offline Activation code will only be supplied for a limited time, approximately 1 year, or for the time the license is valid.

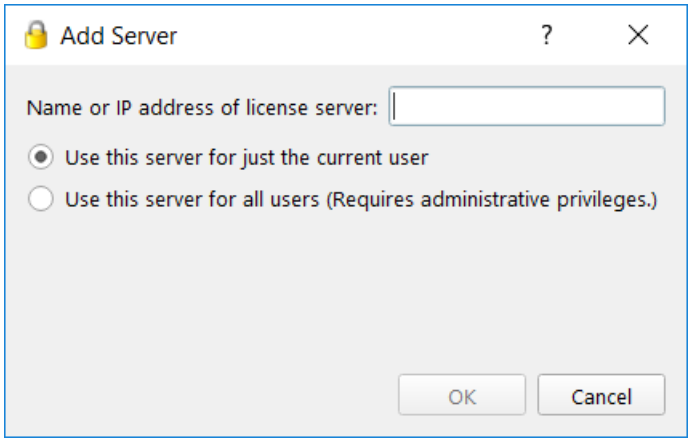
In the event of limited internet connectivity *Offline Activation* can be performed by clicking the *Offline Activation* button.
After selecting *Generate Request...* you will be required to enter your QPS supplied Softlock Product Key which will generate an XML formatted machine fingerprint that must be provided to QPS.
QPS will then provide an XML formatted activation string that can be applied using the *Apply Response...* option of the *Offline Activation* button.





Connect to Server

This option is meant for IT managers.



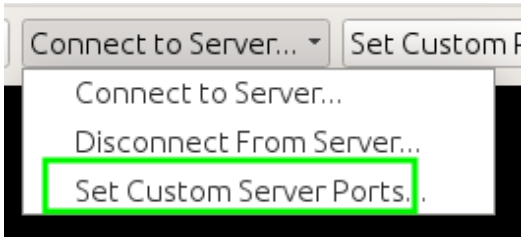
If a license server has been configured it can be used to distribute licenses over a network. Enter the IP address of the license server and select the appropriate user option and select *OK*.

Disconnect from server

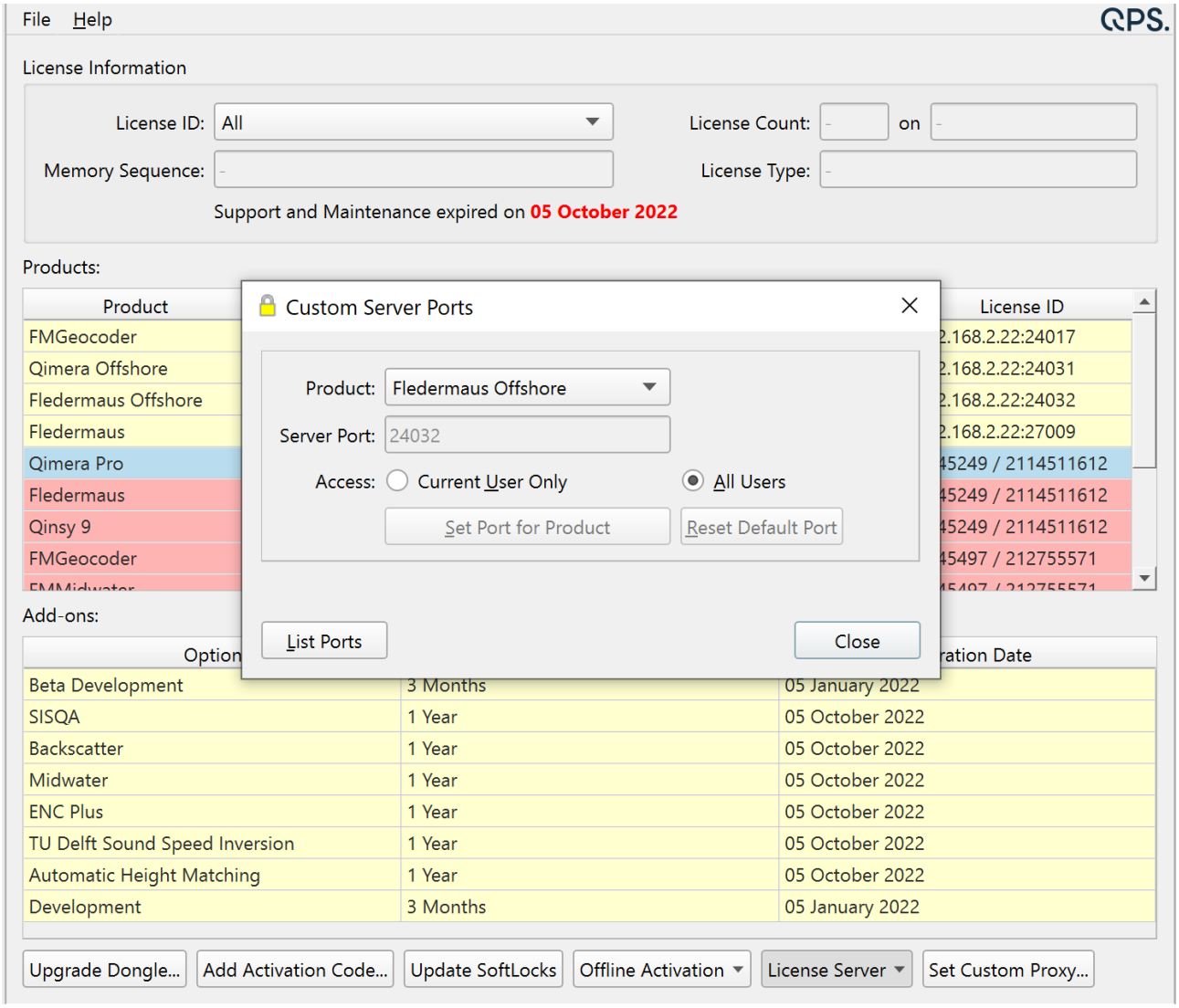
If a license server has been connected to in the past this option will become available even if the server is offline.
Disconnecting from a server will prompt the user to confirm the requested disconnect. It should be noted that the licenses will remain active until the application is closed.

Set CUSTOM PORTS

It is possible to set the ports used to connect to the server on a case-by-case basis. The default ports used range from 24000 to 24033 at this time, though only ports 24011 to 24033 may actually be used.
In future, lower port numbers (down to 24000) may be used.



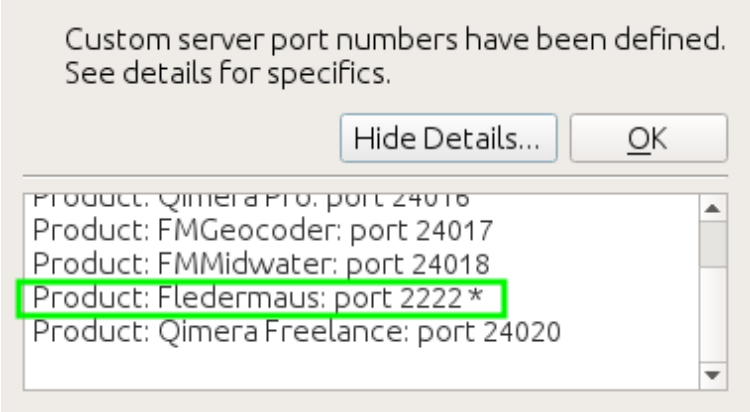
The port used by any product may be changed by selecting the Set Custom Ports menu item from the Connect to Server button menu. Select the product and desired port number, then click Set Port for product.
The port used for licensing for that product (and any other chosen products) will be changed. The default port number for a selected product can be easily restored by clicking on the Reset Default Port button.
Any products that are currently running must be restarted for the changes to take effect.



Note: The server port can be changed by any user when using the *Current User Only* access level. However, only when License Manager is *Run As Administrator* can the ports be changed for *All Users*. For regular users, select *Current User Only* to change the port. Administrators may change the port used for all users on the current machine only by starting License Manager with *Run As Administrator*. Otherwise, the *Server Port* field will be read-only and cannot be changed.

A list of ports used by each product can be retrieved by clicking the List Ports button. The port used by each product will be listed next to the applicable product. Custom ports will be highlighted with a star ``*'' next to any product that has a custom port.

In the example attached, note that Fledermaus was assigned port 2222 and a star appears next to the port number.



Care should be taken that no two products use the same port. The port number for the product must match the port number set in the matching configuration file for the product, TurboFloatServer-config.xml.
The configuration for the Fledermaus server would in this case be configured as seen here (where the configuration is boxed in green). Note that the port used for both the client and the server are the same.

```
<?xml version="1.0" encoding="utf-8"?>
<config>
        <!--
                Setup the port you want the TurboFloat Server to bind to.
        -->
        <bind port="2222"/>
```

TurboFloatServer-config.xml

Set Custom Proxy

This option is meant for IT managers.

By default, License Manager uses whatever proxies your users have set for their system. Where License Manager reads these proxy settings from differs between operating systems:

- Windows: The proxy settings are read from Internet Explorer.
- Mac OS X: The proxy settings are read from the system internet settings.
- Linux: The proxy settings are read from the environment variables `http_proxy` or `all_proxy`.

You can overwrite the default system proxy settings by specifying a proxy server address. When using custom proxies they must be in the form Proxy in the form: http://username:password@host:port/

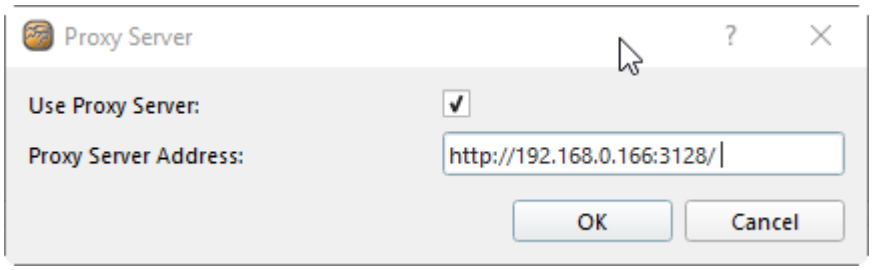
- Example 1 (just a host): http://127.0.0.1/
- Example 2 (host and port): http://127.0.0.1:8080/
- Example 3 (all 3): http://user:pass@127.0.0.1:8080/

Note: If the port is not specified, License Manager will default to using port 1080 for proxies.

- To set a custom proxy simply check 'Use Proxy Server' and specify a proxy server address and press OK.
- To clear a previously set custom proxy simply uncheck 'Use Proxy Server' and press OK.

License Manager also support NTLM proxies on Windows. To use NTLM proxies you must also specify the domain. For example:

http://DOMAIN\username:password@host:port/



Commandline Activation

The commandline can be used to activate a softlock license in an automated manner. The -silent option in conjunction with the -activate option can be used to activate a single activation code.
It is an error to specify either of these options without the other.

When attempting to connect to a server, the License Manager will first attempt to set a system-wide connection so that all users on the machine may access the license.
If the app does not have enough privileges to set a system-wide connection, it will fall back to licensing only the user that it is running as.

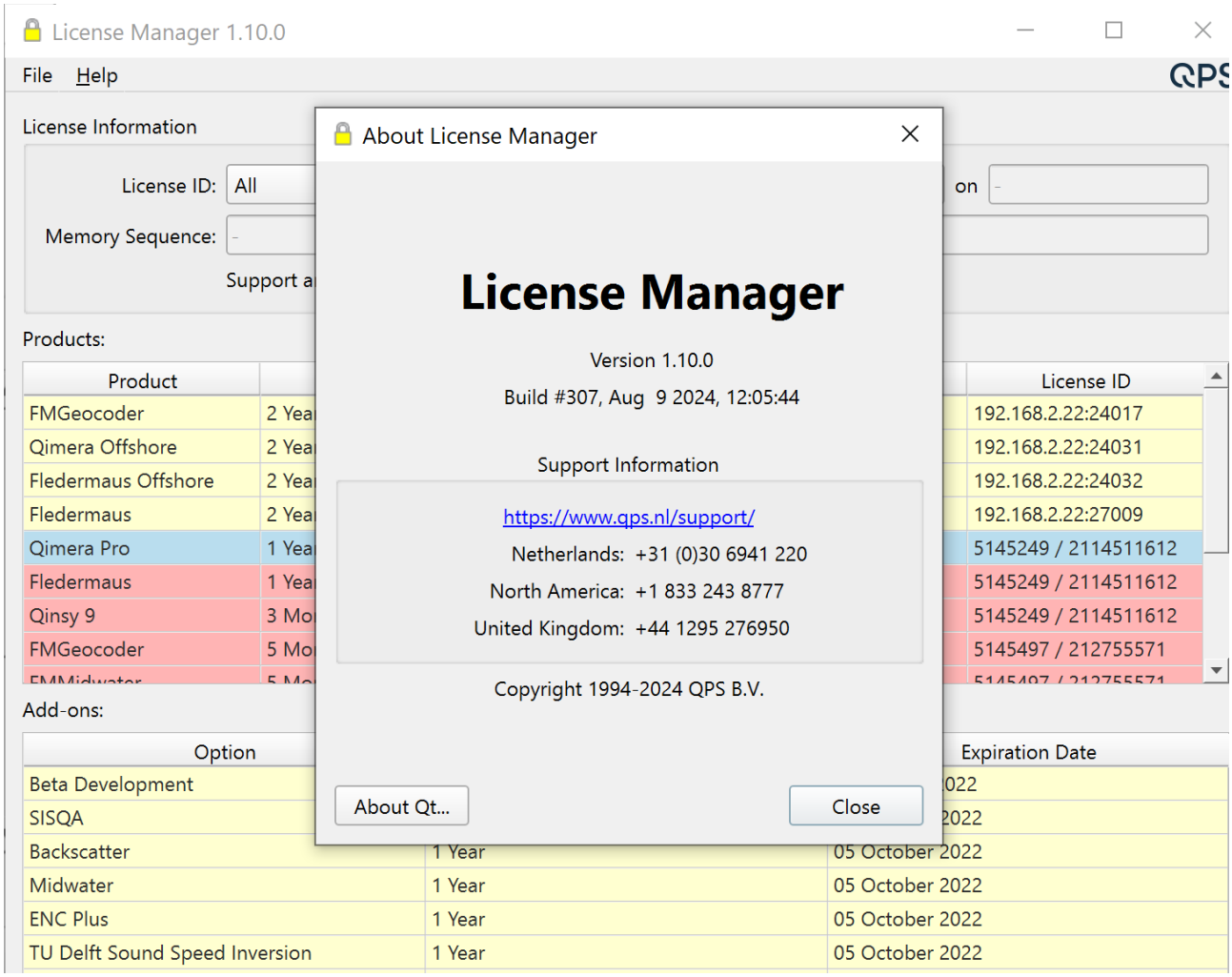
```
Usage is: license-manager
    [ -silent ]
    [ -activate <activation-code> ]
    [ -licserver <license-server> ]
    [ -licproxy <proxy-server> ]
    [ -clearserver ]
```

```
    [ -debug ]
```

- `-silent` tells the LicenseManager not to show the GUI.
- `-activate <activation-code>` tells the LicenseManager to activate the specified code. Must be used in conjunction with `-silent` .
- `-licserver <license-server>` tells the LicenseManager to connect to the specified license server IP address or hostname. Must be used with `-silent` .
- `-licproxy <proxy-server>` tells the LicenseManager to use the specified proxy server IP address or hostname. May be used in conjunction with `-licserver` . Must be used with `-silent.`
- `-clearserver` tells the LicenseManager to clear any and all connections to a license server. Must be used with `-silent` . Helpful if the license server is not available or down.
- `-debug t` ells the LicenseManager to print additional information while in `-silent` mode to aid in diagnostics. If used, it must be the first option on the command line.
- `-h` displays the usage information.
- `-ver` displays the version information.
- The exit code indicates if the activation was successful or not, zero for success, non-zero for failure.

Help

Clicking the *Help* menu item will give you online and offline options for viewing *'How-to'* manuals for the License Manager and HASP Dongles.
An *About* dialog option is also available. This will show the version number of the License Manager and some other details.



How-to Articles

Primarily for ICT managers, not for individual Softlock License users.

Troubleshooting

1) Modern Windows operating systems can have something called Hyper-V (or Hyper Visor) turned on. Having this active causes some processes to be run in a virtual machine (VM).
By default, QPS softlocks are restricted and won't work on an OS that is running within a VM or one that has Hyper-V enabled.
If you are unable to use the licensing due to this restriction, QPS may be able change the configuration of your license to enable use on a VM / Hyper Visor based machine.

2) If your license is not activating successfully, ensure that you can view wyday.com in a web browser.
If you cannot see this page (this is the same address that the license software uses to

authenticate), it may be necessary to whitelist wyday.com, or perhaps use a proxy if your organization has one in place.

Questions & Answers

Installation Guidelines

Introduction

This page contains brief notes for installation requirements or instructions for the two supported platforms, Windows and Linux.

Table of contents:

Windows

Note that License Manager is installed automatically when an application is installed (Fledermaus, Qimera, Qinsy, etc.). The install location is "\Program Files\Common\QPS\License Manager". When an application is installed with a newer version, License Manager will be replaced with that newer version automatically.

The License Manager may also be installed manually, in particular if there is no need of a application such as Fledermaus, Qimera, etc. on the machine. e.g. For servers or test machines to verify server licenses and so on.

Except for Qinsy, there is a built-in version of License Manager in most QPS applications, e.g. Fledermaus, Qimera, etc.

Macintosh

Currently, the stand-alone License Manager executable is not shipped for macOS. There is a built-in License Manager in the QPS applications for macOS, e.g. Fledermaus, Qimera, etc.

Linux

License Manager is not currently available for Fledermaus or Qimera. However, it ships with FMGT and Midwater. Note that License Manager, like QPS applications, does not support Wayland. Specific distros may have additional requirements, outlined in the following for each distro. Other distros than those listed may work if equivalent packages that contain the necessary libraries are available.

It is assumed that a normal or standard desktop installation is used. Installation from minimal installation is not covered or supported.

Start License Manager from the command line to see errors. There is usually a lot of output, most of which is not error messages. In the event of an error, a short message will result. Check the section, Examples of Error Messages, for the relevant distro that you are using for an illustration of the error and the package to install.

Be sure that your system is up to date and that it has the latest packages available. If an error occurs when installing packages stating "Package cannot be found" or similar, update your system.

Select your system from the list:

- RedHat Enterprise Linux 7
- RedHat Enterprise Linux 8
- Ubuntu 18.04 LTS
- Ubuntu 20.04 LTS
- Ubuntu 22.04 LTS

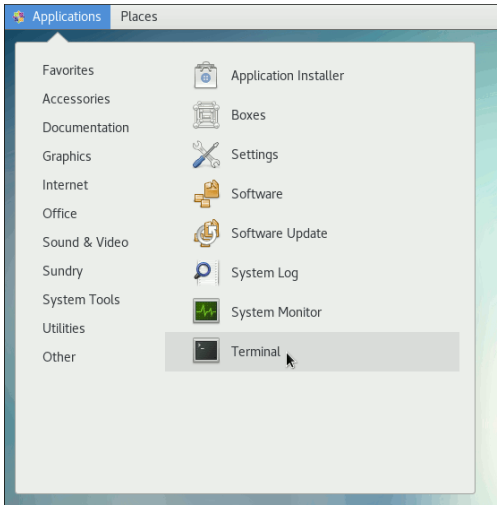
RedHat Enterprise Linux 7

Summary

Also, CentOS 7. On a clean system, two libraries must be installed to enable License Manager to run

- May require the libglvnd-opengl package.

If License Manager does not start, open a Terminal and run License Manager from the command line. To open a terminal (click Applications, then mouse over System Tools and finally click on Terminal). See the following illustration:

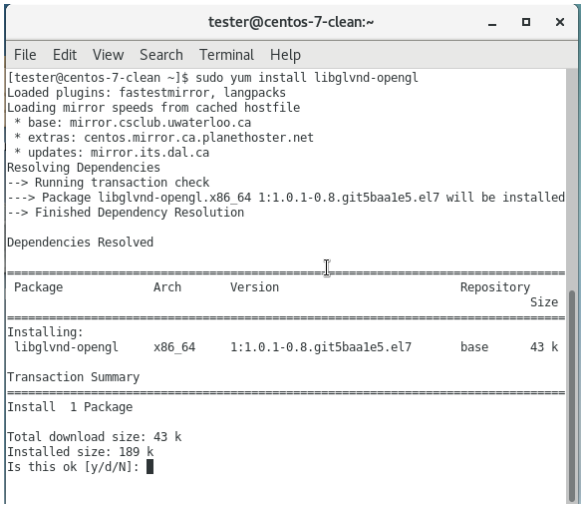


Installing Required Libraries

Install the libglvnd-opengl package if required. The command is:

```
sudo yum install libglvnd-opengl
```

Respond with "y" to install the package and press Enter.



Examples of Error Messages

Start License Manager from the command line to see errors. There is usually a lot of output, most of which is not error messages. In the event of an error, a short message will result.

An example showing the error for a missing OpenGL library:

```
[tester@centos-7-clean bin]$ ./fm8
./fm8: error while loading shared libraries: libOpenGL.so.0: cannot open shared obje
ct file: No such file or directory
[tester@centos-7-clean bin]$
```

Update System

To ensure that your system is up-to-date, in particular if an error occurs when installing packages stating that the package is not available, update your system. In RHEL7 or CentOS7, open a terminal, thenrun the following command, then type "y" and press Enter:

```
sudo yum update
```

Back to RHEL7

Back to Introduction

RedHat Enterprise Linux 8

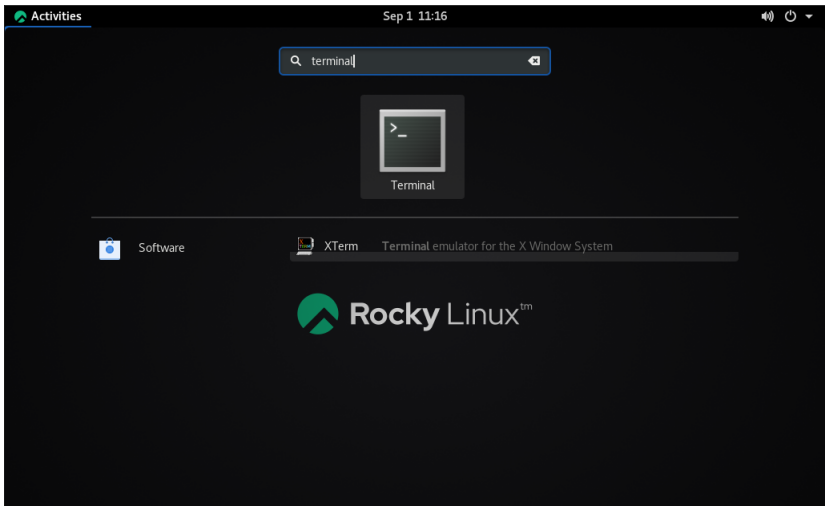
Summary

Also, Rocky Linux 8. Note that RHEL8 support requires X.org to run QPS applications. The following libraries may have to be installed to run the applications:

- May require the `mesa-libGLU` package.

- May require the following three packages (app will fail to start with an error about `xcb):`
  - `xcb-util-image xcb-util-keysyms xcb-util-renderutil`

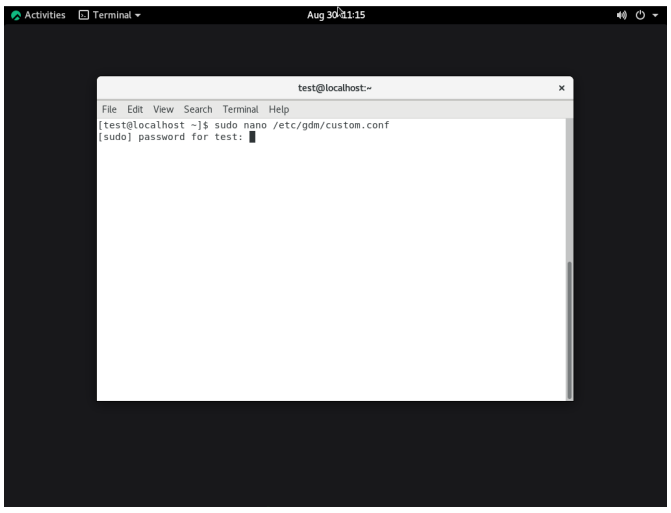
If License Manager does not start, open a Terminal and run License Manager from the command line. To open a terminal (click Activities, then type `terminal`, finally click the terminal icon or press Enter). See the following illustration:



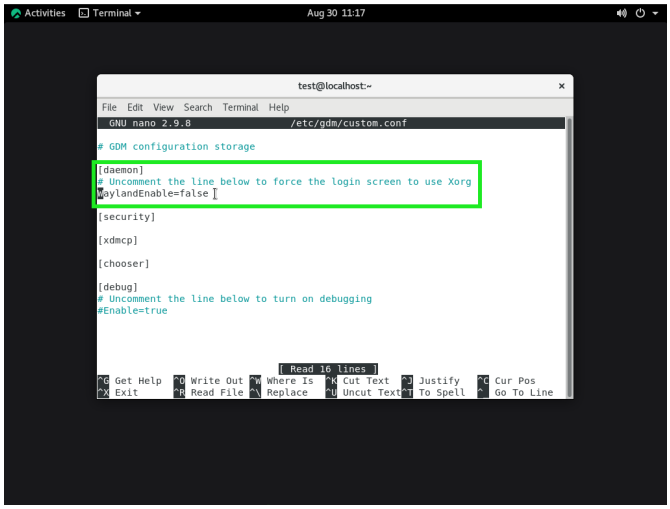
Enabling X.org

Requires `X.org`, currently does not work with `Wayland` (app will fail to start with an error about `wayland`).

To enable X.org, edit the file, /etc/gdm/custom.conf:



Then uncomment or add the line, WaylandEnable=false, as seen here:



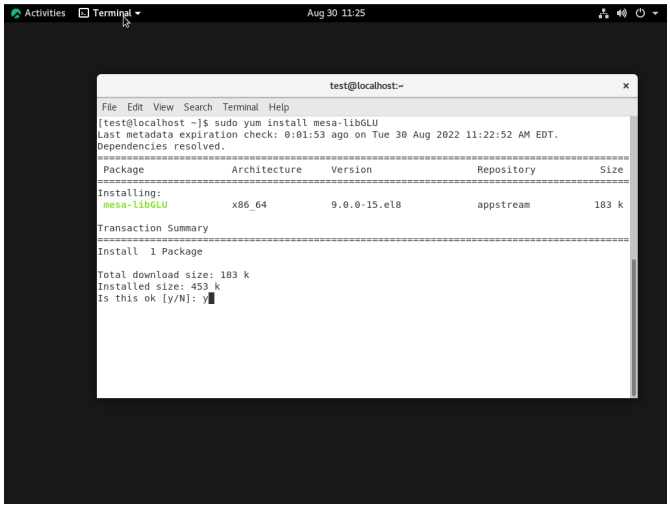
Save the file, then reboot the machine. The machine should now use X.org.

Installing Required Libraries

Install the mesa-libGLU library as follows, using the yum command. The command is:

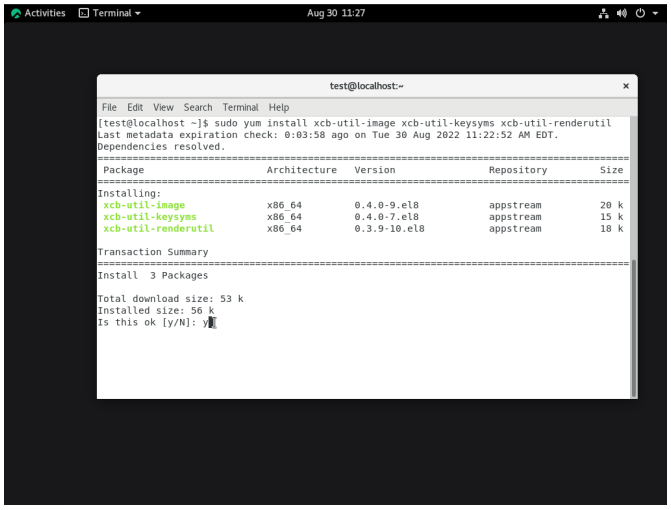
yum install mesa-libGLU

Respond with "y" to install the package and press Enter.

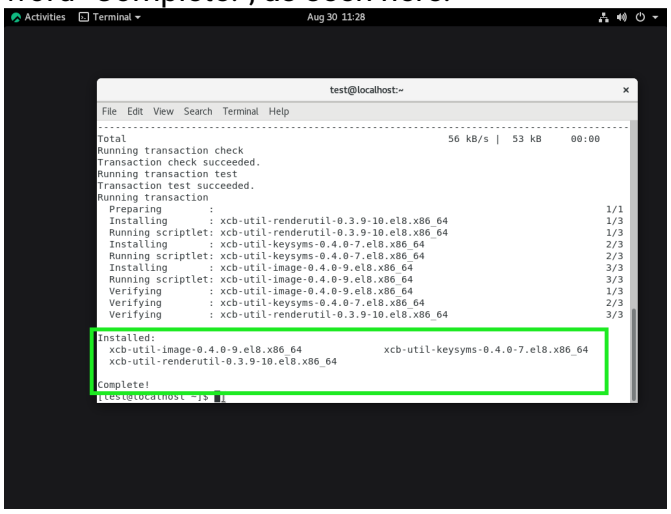


Similarly, install the xcb packages as follows, pressing "y" then Enter to install the packages. The command is:

yum install `xcb-util-image xcb-util-keysyms xcb-util-renderutil`



Successful installation of packages finishes with a list of the installed packages and the word "Complete!", as seen here:



Examples of Error Messages

Start License Manager from the command line to see errors. There is usually a lot of output, most of which is not error messages. In the event of an error, a short message will result. An example showing the error for missing mesa-libGLU:

```
[test@localhost bin]$ ./fm8
./fm8: error while loading shared libraries: libGLU.so.1: cannot open shared object file: N
o such file or directory
[test@localhost bin]$
```

An example showing an error message with xcb:

```
[test@localhost bin]$ ./fm8
qt.qpa.plugin: Could not load the Qt platform plugin "xcb" in "" even though it was found.
This application failed to start because no Qt platform plugin could be initialized. Reinst
alling the application may fix this problem.

Available platform plugins are: xcb.

Aborted (core dumped)
[test@localhost bin]$
```

Update System

To ensure that your system is up-to-date, in particular if an error occurs when installing packages stating that the package is not available, update your system. In RHEL8 or Rocky Linux 8, run the following command, then type "y" and press Enter:

```
sudo yum update
```

```
[test@localhost ~]$ sudo yum update
Rocky Linux 8 - AppStream                       9.0 kB/s | 4.8 kB     00:00
Rocky Linux 8 - BaseOS                          7.7 kB/s | 4.3 kB     00:00
Rocky Linux 8 - Extras                          5.5 kB/s | 3.5 kB     00:00
Dependencies resolved.
================================================================================
 Package                Architecture Version               Repository    Size
================================================================================
Upgrading:
 systemd                x86_64       239-58.el8_6.4        baseos       3.6 M
 systemd-container      x86_64       239-58.el8_6.4        baseos       757 k
 systemd-libs           x86_64       239-58.el8_6.4        baseos       1.1 M
 systemd-pam            x86_64       239-58.el8_6.4        baseos       483 k
 systemd-udev           x86_64       239-58.el8_6.4        baseos       1.6 M

Transaction Summary
================================================================================
Upgrade  5 Packages

Total download size: 7.5 M
Is this ok [y/N]: y
```

Back to RHEL8

Back to Introduction

Ubuntu 18.04 LTS

Summary

The following libraries may have to be installed to run the applications:

- May require the package `libopengl0.`
- May require Ubuntu packages `libxcb-xinerama0` and `libxcb-xinput0` (app will fail to start with an error about `xcb`) `.`

If License Manager does not start, open a Terminal and run License Manager from the command line. To open a terminal (click Activities, then type `terminal`, finally click the terminal icon or press Enter). See the following illustration:

Installing Required Libraries

It is assumed that a standard desktop installation of Ubuntu 18.04 is being used. There may still be a few libraries to install to enable License Manager to run. The libraries required are listed above, the following is a step-by-step guide illustrating to those not familiar with installing packages from the command line on Ubuntu on how to install the requisite packages. See the Summary for the list of possible addtional packages required.

First, open a terminal (click Activities, then type `terminal`, then click the terminal icon or press Enter). Install the libopengl0 package as follows. The command is:

```
sudo apt install libopengl0
```

```
tester@ubuntu-1804-clean:bin$ sudo apt install libopengl0
Reading package lists... Done
Building dependency tree
Reading state information... Done
The following NEW packages will be installed:
  libopengl0
0 upgraded, 1 newly installed, 0 to remove and 0 not upgraded.
Need to get 31.3 kB of archives.
After this operation, 237 kB of additional disk space will be used.
Get:1 http://ca.archive.ubuntu.com/ubuntu bionic-updates/main amd64 libopengl0 a
md64 1.0.0-2ubuntu2.3 [31.3 kB]
Fetched 31.3 kB in 0s (233 kB/s)
Selecting previously unselected package libopengl0:amd64.
(Reading database ... 164852 files and directories currently installed.)
Preparing to unpack .../libopengl0_1.0.0-2ubuntu2.3_amd64.deb ...
Unpacking libopengl0:amd64 (1.0.0-2ubuntu2.3) ...
Setting up libopengl0:amd64 (1.0.0-2ubuntu2.3) ...
Processing triggers for libc-bin (2.27-3ubuntu1.6) ...
tester@ubuntu-1804-clean:bin$
```

If an error concerning xcb occurs, install the xcb packages as follows, using the following command:

```
sudo apt install libxcb-xinerama0 libxcb-xinput0
```

```
tester@ubuntu-1804-clean:bin$ sudo apt install libxcb-xinerama0 libxcb-xinput0
[sudo] password for tester:
Reading package lists... Done
Building dependency tree
Reading state information... Done
The following NEW packages will be installed:
  libxcb-xinerama0 libxcb-xinput0
0 upgraded, 2 newly installed, 0 to remove and 0 not upgraded.
Need to get 34.6 kB of archives.
After this operation, 188 kB of additional disk space will be used.
Get:1 http://ca.archive.ubuntu.com/ubuntu bionic-updates/main amd64 libxcb-xiner
ama0 amd64 1.13-2~ubuntu18.04 [5,264 B]
Get:2 http://ca.archive.ubuntu.com/ubuntu bionic-updates/main amd64 libxcb-xinpu
t0 amd64 1.13-2~ubuntu18.04 [29.3 kB]
Fetched 34.6 kB in 0s (230 kB/s)
Selecting previously unselected package libxcb-xinerama0:amd64.
(Reading database ... 164859 files and directories currently installed.)
Preparing to unpack .../libxcb-xinerama0_1.13-2~ubuntu18.04_amd64.deb ...
Unpacking libxcb-xinerama0:amd64 (1.13-2~ubuntu18.04) ...
Selecting previously unselected package libxcb-xinput0:amd64.
Preparing to unpack .../libxcb-xinput0_1.13-2~ubuntu18.04_amd64.deb ...
Unpacking libxcb-xinput0:amd64 (1.13-2~ubuntu18.04) ...
Setting up libxcb-xinerama0:amd64 (1.13-2~ubuntu18.04) ...
Setting up libxcb-xinput0:amd64 (1.13-2~ubuntu18.04) ...
Processing triggers for libc-bin (2.27-3ubuntu1.6) ...
tester@ubuntu-1804-clean:bin$
```

Examples of Error Messages

In the event that the libopengl0 package is required, the following error occurs:

```
tester@ubuntu-1804-clean:bin$ ./fm8
./fm8: error while loading shared libraries: libOpenGL.so.0: cannot open shared
object file: No such file or directory
tester@ubuntu-1804-clean:bin$
```

This error occurs when the xcb libraries need to be installed. Note the mention of the platform plugin xcb.

```
tester@ubuntu-1804-clean:bin$ ./fm8
qt.qpa.plugin: Could not load the Qt platform plugin "xcb" in "" even though it
was found.
This application failed to start because no Qt platform plugin could be initiali
zed. Reinstalling the application may fix this problem.

Available platform plugins are: xcb.

Aborted (core dumped)
tester@ubuntu-1804-clean:bin$
```

System Update

To ensure that your system is up-to-date, in particular if an error occurs when installing packages stating that the package is not available, update your system. In Ubuntu, open a terminal, then run the following sequence of commands, responding with "y" to the prompts:

```
sudo apt update
sudo apt upgrade -d
sudo apt upgrade
```

Back to Ubuntu 18.04
Back to Introduction

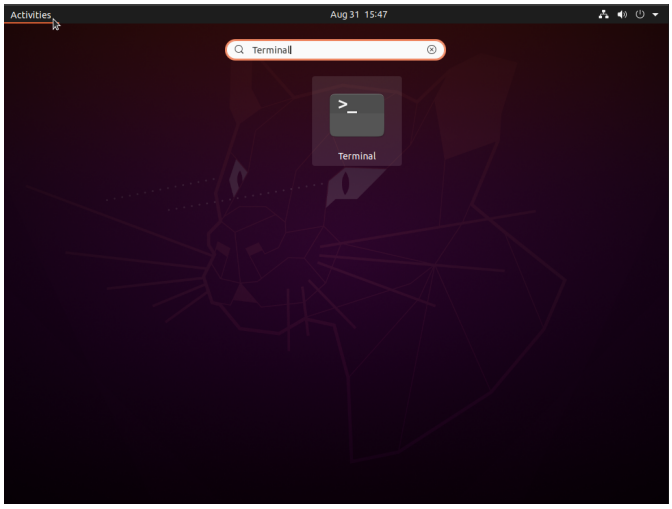
Ubuntu 20.04 LTS

Summary

A normal or standard install of Ubuntu 20.04 may require the following libraries to be installed:

- May require Ubuntu packages `libxcb-xinerama0` and `libxcb-xinput0` (app will fail to start with an error about `xcb`).

If License Manager does not start, open a Terminal and run License Manager from the command line. To open a terminal (click Activities, then type `terminal`, then click the terminal icon or press Enter). See the following illustration:



Installing Required Libraries

It is assumed that a standard desktop installation of Ubuntu 20.04 is being used. There may still be a few libraries to install to enable License Manager to run. The libraries required are listed above, the following is a step-by-step guide illustrating to those not familiar with installing packages from the command line on Ubuntu on how to install the requisite packages. See the Summary for the list of possible addtional packages required.

If an error concerning xcb occurs, install the xcb packages as follows, using the following command:

```
sudo apt install libxcb-xinerama0 libxcb-xinput0
```

```
tester@ubuntu-20:bin$ sudo apt install libxcb-xinerama0 libxcb-xinput0
Reading package lists... Done
Building dependency tree
Reading state information... Done
The following NEW packages will be installed:
  libxcb-xinerama0 libxcb-xinput0
0 upgraded, 2 newly installed, 0 to remove and 0 not upgraded.
Need to get 34.6 kB of archives.
After this operation, 201 kB of additional disk space will be used.
Get:1 http://ca.archive.ubuntu.com/ubuntu focal/main amd64 libxcb-xinerama0 amd6
4 1.14-2 [5,260 B]
Get:2 http://ca.archive.ubuntu.com/ubuntu focal/main amd64 libxcb-xinput0 amd64
1.14-2 [29.3 kB]
Fetched 34.6 kB in 0s (140 kB/s)
Selecting previously unselected package libxcb-xinerama0:amd64.
(Reading database ... 180267 files and directories currently installed.)
Preparing to unpack .../libxcb-xinerama0_1.14-2_amd64.deb ...
Unpacking libxcb-xinerama0:amd64 (1.14-2) ...
Selecting previously unselected package libxcb-xinput0:amd64.
Preparing to unpack .../libxcb-xinput0_1.14-2_amd64.deb ...
Unpacking libxcb-xinput0:amd64 (1.14-2) ...
Setting up libxcb-xinput0:amd64 (1.14-2) ...
Setting up libxcb-xinerama0:amd64 (1.14-2) ...
Processing triggers for libc-bin (2.31-0ubuntu9.9) ...
tester@ubuntu-20:bin$
```

Examples of Error Messages

This error occurs when the xcb libraries need to be installed. Note the mention of the platform plugin xcb.

```
tester@ubuntu-20:bin$ ./fm8
qt.qpa.plugin: Could not load the Qt platform plugin "xcb" in "" even though it
was found.
This application failed to start because no Qt platform plugin could be initiali
zed. Reinstalling the application may fix this problem.

Available platform plugins are: xcb.

Aborted (core dumped)
tester@ubuntu-20:bin$
```

System Update

To ensure that your system is up-to-date, in particular if an error occurs when installing packages stating that the package is not available, update your system. In Ubuntu, open a terminal, then run the following sequence of commands, responding with "y" to the prompts:

```
sudo apt update
sudo apt upgrade -d
sudo apt upgrade
```

Back to Ubuntu 20.04

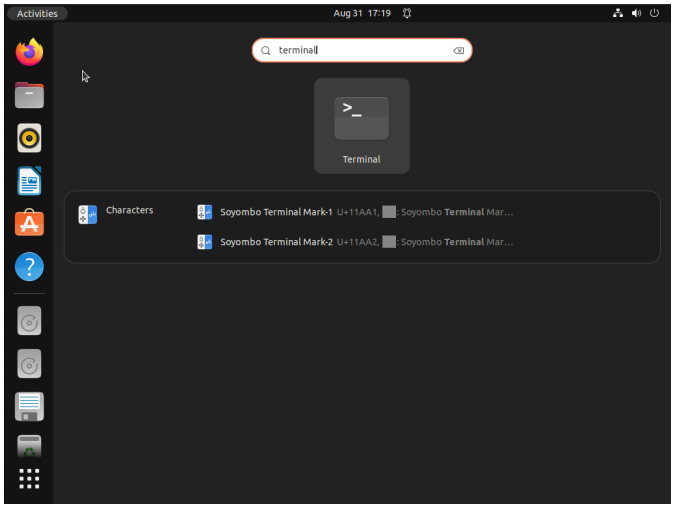
Back to Introduction

Ubuntu 22.04 LTS

As of Ubuntu 22.04.1 with the following as required:

- May require Ubuntu packages `libxcb-xinerama0` and `libxcb-xinput0` (app will fail to start with an error about `xcb`).
- Requires `X.org`, currently does not work with `Wayland` (app will fail to start with an error about wayland).

If License Manager does not start, open a Terminal and run License Manager from the command line. To open a terminal (click Activities, then type `terminal`, then click the terminal icon or press Enter). See the following illustration:



Enabling X.org

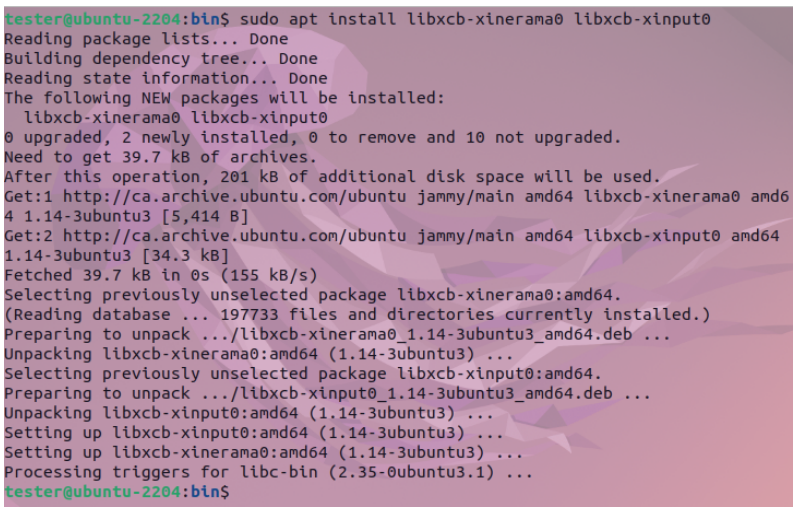
See the section for RHEL8: Enabling X.org

Installing Required Libraries

It is assumed that a standard desktop installation of Ubuntu 22.04 is being used. There may still be a few libraries to install to enable License Manager to run. The libraries required are listed above, the following is a step-by-step guide illustrating to those not familiar with installing packages from the command line on Ubuntu on how to install the requisite packages. See the Summary for the list of possible addtional packages required.

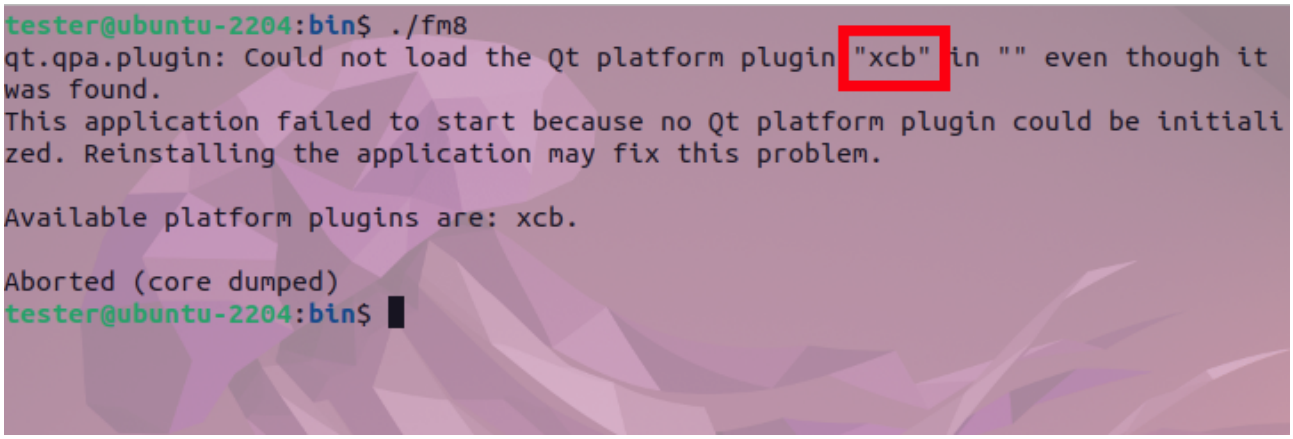
If an error concerning xcb occurs, install the xcb packages as follows, using the following command:

```
sudo apt install libxcb-xinerama0 libxcb-xinput0
```



Examples of Error Messages

This error occurs when the xcb libraries need to be installed. Note the mention of the platform plugin xcb.



System Update

To ensure that your system is up-to-date, in particular if an error occurs when installing packages stating that the package is not available, update your system. In Ubuntu, open a terminal, then run the following sequence of commands, responding with "y" to the prompts:

```
sudo apt update
sudo apt upgrade -d
sudo apt upgrade
```

Back to Ubuntu 22.04
Back to Introduction

QPS Licensing

Question	Answer
How has licensing changed in the most recent versions of QPS software?	QPS is retiring the use of node-locked (ethernet) licenses (single use and server) and blue Flex dongles. These types of licenses will not work with Qimera v1.6 and Fledermaus v7.8 and newer. Qimera v1.6 and Fledermaus v7.8 and newer will require a new **softlock license** or a **Hasp dongle** (both of these license types are available for Windows/Mac/Linux). Qinsy will continue to require a Hasp dongle. In the future, softlock licensing may become available to Qinsy clients.
How do I activate or update a softlock or HASP dongle?	As of QINSy (v8.18), Qimera (v1.6) and Fledermaus (v7.8) you will notice that there is now a 'License Manager'. The License Manager will automatically open if a license is not installed on the machine and you open the software. If you do have a license installed on the machine you can find the License Manager by navigating to Help> View License Status. The License Manager will be used to activate softlock licenses and update Hasp dongles. Softlock licenses and Hasp license codes will be distributed as an XML file that can be uploaded to the License Manager. Alternatively, it is possible to open the XML file in a text editor and manually enter the code into the License Manager. Note, licenses that start with 514 correspond to Hasp dongles; the 514XXX number should match the number on the dongle tag. Licenses that start with 517 correspond to micro Hasp dongles. Licenses that start with 520 correspond to softlock licenses (single and server). You can find more information about the License Manager and how to activate and update licenses in the inline Help file.

Question	Answer
What are the benefits of softlock activation?	• You don't need to ship dongles around to share your licenses in your team or between projects. You can now deactivate a license on a machine in the office and free up its use for field personnel. All that is required is to send the activation code to the recipient. • You don't need to worry about dongles being lost or damaged. • You don't need to worry about physically securing dongles while not in use. • You no longer wait for a dongle to be shipped when you need additional licenses, QPS just needs to send you an activation code.
If a softlock activation code is used, then deactivated and not used is it still valid?	Yes, it is. It will remain valid for the lifespan of the license.
How often can I deactivate and reactivate a softlock license?	You can activate/deactivate/reactivate a softlock license as often as you like.
How often do softlocks need to access the internet?	A softlock license activated on a single machine will check back to QPS servers every few days in order to get the latest license information and to confirm the license is still valid. If the License Manager cannot connect to the Internet, it will wait a short period and then try again. If the License Manager fails again, the softlock will enter a **90 day grace period** where it will remain active without internet access. If the License Manager cannot connect after those 90 days, the softlock license will stop working.

Question	Answer
Can softlocks be moved from one machine to another?	Yes, softlocks can be moved from one machine to another, but must be properly deactivated and re-activated in order to do so. To move a softlock license from one machine to another it requires deactivation on the first machine, and then a new activation on the second machine. Both the deactivation and the new activation require an internet connection. So, if a machine is disconnected from the internet and is in the 90 day grace period, the softlock cannot be deactivated until the computer (and License Manager) has access to the internet.
Can softlocks be used with a virtual machine?	For security reasons softlock licenses can not be used to activate on a virtual machine. In some circumstances we may allow VM activation for license servers, so please contact QPS if you have questions about using a virtual machine as a license server.
Can I use my new softlock license with older versions of the software?	• Fledermaus versions older than v7.8 and Qimera versions older than v1.6 will NOT work with a softlock license. Softlock licenses are not currently available for Qinsy, although testing is underway and they may be available for Qinsy in the near future. • Fledermaus versions 7.8 and newer and QM versions 1.6 and newer require a softlock or Hasp dongle license; old Flex dongles (blue dongles) and node-locked (ethernet) licenses will not work with the most recent versions of the software. • Hasp dongles will continue to work for all Qinsy versions.
My dongle has multiple products on it. If I choose to use a softlock instead, how will this affect my licensing?	Each product will get its own activation code. The big benefit of this is that you can now "split up" your product licenses that might have previously been tied to a single dongle. For example, if you had a single dongle with an active code for Qinsy and Qimera, you could only use this on one computer. With softlock activation codes, you can run Qinsy on one computer (using a Hasp dongle) and Qimera on another computer (using a softlock). Previously, you would have needed two separate dongles for this.

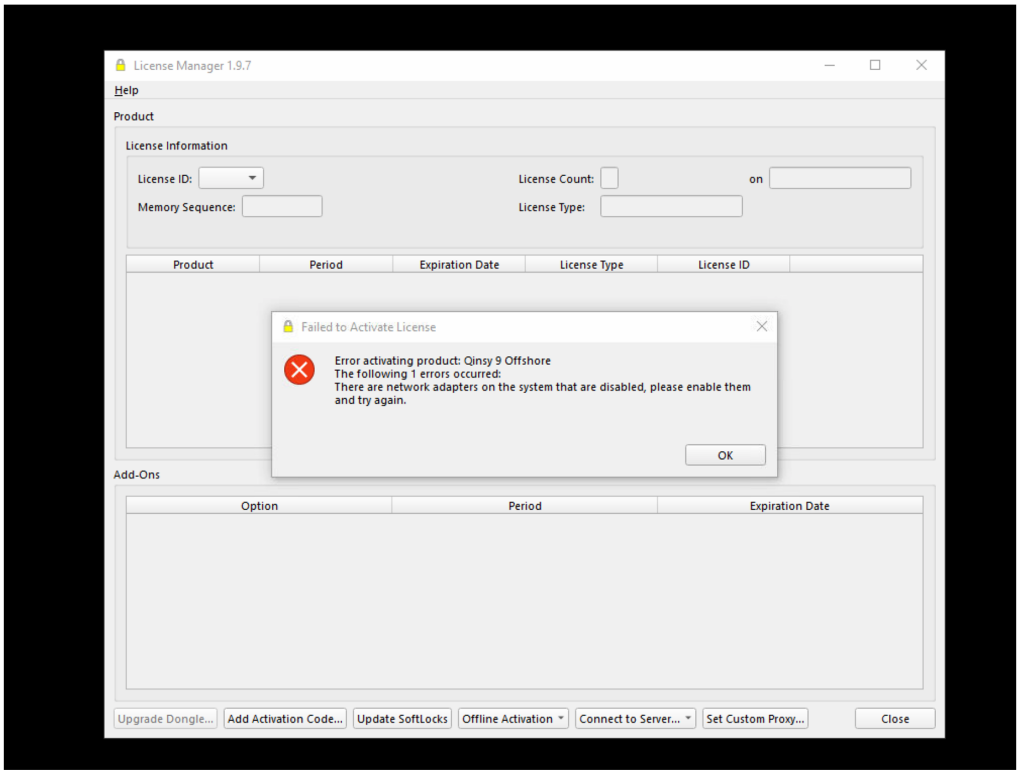
Question	Answer
What is a HASP dongle driver? Do I need this?	Yes, anyone using a HASP dongle needs a HASP dongle driver installed on their computer. The HASP driver allows the dongle to communicate with your computer's operating system and is necessary for the computer to recognize your license. Sentinel is the maker of the HASP dongles which QPS is now using for all dongle licensing. Sentinel (a separate company from QPS) maintains and updates the drivers periodically, and therefore it may be necessary for you to visit the Sentinel site to download the most up-to-date driver for the dongle. If ever a dongle doesn't seem to be working on a computer, the first thing to do is to make sure you have the most up-to-date dongle driver installed on the computer. Link to where you can download the most up-to-date Sentinel HASP drivers for Windows/Mac/Linux: https://sentinelcustomer.gemalto.com/sentineldownloads/?s=&c=End+User&p=HASP+HL&o=all&t=Runtime+%26+Device+Driver&l=all# Users working on Windows machines may prefer to use the "Sentinel HASP LDK - Windows GUI Run-time Installer", and users working on Mac machines may prefer to use the "Sentinel HASP LDK Mac OS X Run-time GUI Installation". Information regarding the HASP drivers can also be found on the downloads pages of the QPS website: Qinsy Downloads Page, Qimera Downloads Page, and Fledermaus Downloads Page.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>What should I do with my old blue Flex dongle? Do I return it?</td><td>Yes, we are asking that clients ship the old blue Flex dongles back to us. Before doing so, please first activate your new license and make sure that it is working for you.
Please return your dongles to your local retail office.
<table>
<tr><th>Netherlands Office</th><th>USA Office</th><th>UK Office</th></tr>
<tr><td>Handelsweg 6 - 2
3707 NH Zeist
The Netherlands</td><td>QPS
C/O Teri Bridges
One New Hampshire Ave, Suite 125
Portsmouth, New Hampshire 03801
USA</td><td>2B Banbury Office Village, Noral Way
Banbury, Oxfordshire OX 16 2SB
United Kingdom</td></tr>
</table></td></tr>
<tr><td>What information do I need to know before attempting to install a new server license?</td><td>The server licenses are a bit more complex than softlock licenses and require the person installing the server license to have computer administrator privileges, and knowledge of both the network and the firewall settings. An internet connection to the server is also needed.
We have guides for installing softlock license servers on:
Windows (https://confluence.qps.nl/display/LM/How-to+Softlock+License+Server+-+Windows+Setup),
Mac (https://confluence.qps.nl/display/LM/Softlock+License+Server+-+Mac+OS+X), and
Linux (https://confluence.qps.nl/display/LM/Softlock+License+Server+-+Linux).
The guide relating to your operating system should be reviewed before installing a server license.</td></tr>
<tr><td>Who can see the activation key associated with a server license?</td><td>If using a network server, only the administrator who manages the server will need to know/see the activation key. All client machines connecting to the server would just need to know the server IP or host name. Only machines that have access to that server would be able to use a license.</td></tr>
</table>

Question	Answer
I'm a Qastor user, am I affected by the new licensing?	Yes, softlocks are also now available for Qastor users, and Hasp dongles continue to be an available option as well. Please refer to How-to Upgrade a Dongle/Softlock - Qastor 3 for specific information.
What information is contained in the activation request xml?	Wyday (the licensing provider) intentionally does not detail exactly what the makeup of the XML is, or how it is constructed. It contains indentification information on several hardware components of the PC. Here is an example: ~~~~~~~~~~~~~~~~~~~~~~~~~~~~ <?xml version="1.0" encoding="utf-8"?><ActivationRequest><ablock data="dtxG3v+Xlj1/ nhTBrhvGHMgFPN.....yk3U5qwy9hb5Tr6vgm6lqw5swW4IhY5jiuQhg=" id="4283"/></ActivationRequest> ~~~~~~~~~~~~~~~~~~~~~~~~~~~~
How much can the hardware on a softlock server change before the license stops working?	Wyday uses what they call a ‘fuzzy fingerprint’. They do not disclose this fully, for their own proprietary reasons. Generally, one or two hardware components can be changed and the fingerprint match will still be valid.

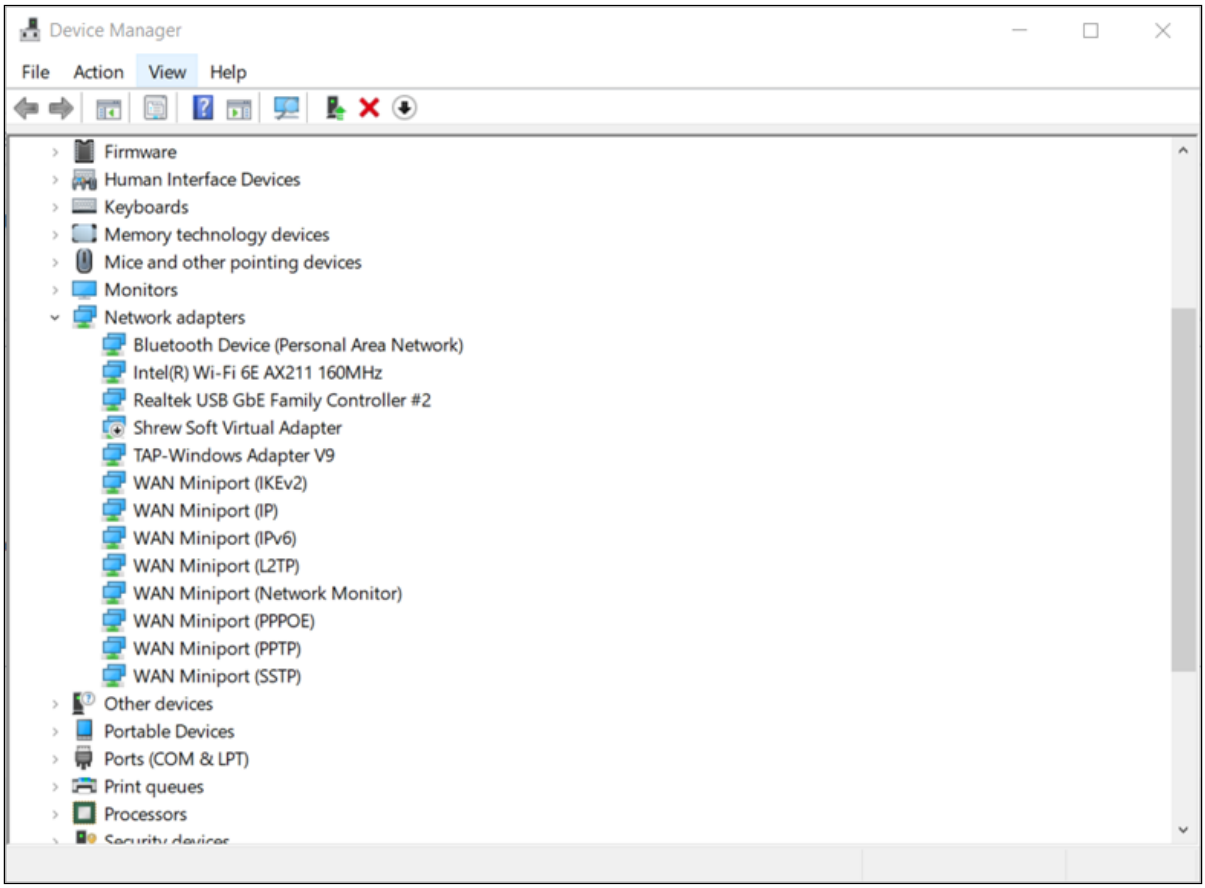
Network Adapter Error – Troubleshooting Steps

If the error below appears when trying to activate a Softlock license, please try the following steps to resolve the issue:



Step 1: Make sure that ALL Network Adapters are Enabled and Up to Date

In Windows Device Manager, all network adapters can be viewed in a dropdown menu:



If any of these adapters are out of date or inactive, even if they aren't being used for anything, it can cause problems with LimeLM Licensing. If any of the devices have a grey down arrow next to it, right-click and select 'Enable Device'. Once that is clear, update them all with right-click → 'Update Device' to be 100% sure they're up to date. Then try to activate the license.

Step 2: Replace TurboActivate.dll with Updated Version

There is a file included in a QPS software installation that allows interfacing with LimeLM: **TurboActivate.dll**.

The dll is installed in various directories depending on the applications used. Locate the file and make a backup of this file (rename/zip). Make sure all applications used have an updated dll.

Product	File-path were to place the DLL	DLL to extract
License Manager	**C:\Program Files\Common Files\QPS\License-Manager**	TurboActivate-5.0.2.0-x64.zip (64 bits)

Product	File-path were to place the DLL	DLL to extract
Qimera	**C:\Program Files\QPS*Qimera***version**\bin**	
FMGT	**C:\Program Files\QPS\FMGT**version**\bin**	
Fledermaus	**C:\Program Files\QPS*Fledermaus***version**\bin**	
Survey Manager (Qinsy)	**C:\Program Files (x86)\QPS\Qinsy*version*\Survey manager**	
Squire (Qinsy)	**C:\Program Files\Common Files\QPS\Squire_1\platform\amd64**	
Qinsy (Setup/ Online/Replay)	**C:\Program Files (x86)\QPS\Qinsy**version****	TurboActivate-5.0.2.0-x86.zip (32 bits)

Important Note: This DLL update is a temporary workaround. Be sure to rename the original DLL file in the above file path to use as a backup. When the version of the DLL is finalized, it will be included in our future product installers.

Step 3: Clean Re-Install of Windows

The last option to solve the problem is to uninstall Windows and perform a fresh installation. We acknowledge that this is always inconvenient but if nothing else is working, this is the most likely measure to solve this problem.

Step 4: Contact QPS Sales about a HASP Dongle + PowerShell Query

If none of the above solutions work and you need to get up and running ASAP, the fastest way forward is to contact QPS Sales for a HASP Dongle loaded with the same license you are using (this error is only seen in Softlock licenses).

To help solve this problem faster, there is a step you can take to provide more information - run the following lines in PowerShell one after another and report the results:

```
$query = 'SELECT DriverDescription, DriverVersionString, DeviceID, PermanentAddress,
PNPDeviceID, WdmInterface FROM MSFT_NetAdapter WHERE (Virtual = FALSE AND NOT
```

```
PNPDeviceID LIKE "XEN%\\%" AND NOT PNPDeviceID LIKE "VMBUS\\%") AND (InterfaceType =
6 OR InterfaceType = 71) AND NOT NdisPhysicalMedium = 10 AND NOT PNPDeviceID LIKE
"ROOT\\%"'
```

```
Get-WmiObject -Namespace root\StandardCimv2 -Query $query
```

They must just be 2 separate lines, **and** they must be run one after the other in the same PowerShell window.

This will allow us to provide WyDay with as much information as possible to improve LimeLM.

Technical Information

Supported Operating Systems

The License Manager runs on a variety of operating systems; Windows and Linux. License Manager is guaranteed to run on the officially supported systems outlined below. License Manager may run successfully on other systems, however QPS supports no warranty in that case. For information on the minimum system requirements for PC systems, please see our Fledermaus Operating Systems page

Note that the in-app License Manager has the same requirements as the application that runs it.

Windows Platforms

- Windows 10* (64 bit)
  - (Excluding 'N' and 'KN' versions of Windows 10 (ex: Windows 10 Enterprise N or Windows 10 Pro N). If you want to try using an 'N' or 'KN' version of Windows 10, see the Related Topic below, and this link: Media Feature Pack for N and KN versions of Windows 10.)
- Windows 11 (64-bit)

Macintosh Platforms

- License Manager is not deployed as a stand-alone application on macOS. The in-app License Manager has the same requirements as the application used to run it.

Linux Platforms

Where License Manager is distributed as a stand-alone application on Linux, the following distros are supported.

Check the Installation Guidelines for further requirements, guidelines or libraries, in particular if the app does not start.

- RedHat Enterprise Linux 7 (64 bit) (CentOS 7)
- RedHat Enterprise Linux 8 (64-bit) (Rocky Linux 8) – Requires X.org, currently does not work with `Wayland` (app will fail to start with an error about `wayland`).
- Ubuntu 18.04 LTS
- Ubuntu 20.04 LTS

- Ubuntu 22.04 LTS as of 22.04.1 – Requires X.org, currently does not work with `Wayland` (app will fail to start with an error about wayland).

Related Topics

- Fledermaus Operating Systems
- I receive a WMVCore.DLL error when trying to load Fledermaus
- Installation Guidelines