EMIGMA Network LICENSE
Software Administrator Instructions

Please read
Installation Instructions for EMIGMA V11.0 – Keylok dongle
EMIGMA11_Installation.pdf
Before Continuing

In *Standalone* mode, **EMIGMA** requires a dongle attached to your computer in order to operate. However, *Network* mode allows you to attach the dongle to one computer ("*Server*") and use **EMIGMA** on other computers ("*Client*s") on your network. The computers both Server and Client are required to be on the same <u>subnet</u>. The computer to which the dongle is attached must be running the dongle SERVER program in order for the Client to utilize a license. The network may be either a peer-to-peer network or controlled by Windows Server.

EMIGMA is installed to both *Server* and *Client*s. The EMIGMA installation installs all the necessary communication and control software for operation of the network licenses.

NOTE: Every **EMIGMA** *installation whether Client or Server requires a license user file which is not supplied on the CD but is requested during installation. You may automatically download this file from our server with the use of a password. We suggest that you acquire this password prior to beginning the installation. Please send an email to* support@petroseikon.com *with your request for this password. You must provide us with contact details of the individual that was indicated as the License contact upon purchase of the software. Please contact your purchasing department or your agent for these details.*

After the user files are downloaded and installed, we recommend backing up these user files to a location off your network. If the software needs to be reinstalled at a later date, you can use the backups rather than obtaining a new password.

The dongle needs to be plugged into the computer installing **EMIGMA** *in order to download the license file.* **EMIGMA** *can be installed on other computers without the dongle by browsing for the downloaded peuserA.dll license file during the installation.*

<u>Installation Specifications</u>
When installing **EMIGMA** on the *Server*, select "Install network server" on the page with the "Install" button. Leave the "Install network server" checkbox unselected if the computer is to be a *Client*.

<u>*Server* Setup</u>
Once **EMIGMA** is installed on the *Server*, start "Server Utility" found in the **EMIGMA 11.0** group under the Windows **Start** menu. Ensure that the utility interface on the desktop indicates "Server is running". Otherwise, click the "Start Server" button. The *Server Utility* must be open in order for **EMIGMA** to run on a client. Do not close this utility until all users are finished using **EMIGMA** on the *Clients*.

Add *klserver.exe* and *EMIGMA_Server.exe* to the "white list" of security software to ensure they are not closed by security software. *klserver.exe* can be found in "\Windows\System32 (32-bit OS)" or "\Windows\SysWow64 (64-bit OS)". *EMIGMA_Server.exe* is to be found in "…\EMIGMAv11\bin\utilities" depending on the directory selected during installation.

Client Setup

On a computer chosen to be a *Client*, start the "*Server Utility*". Ensure "Network Mode" is enabled. If network mode is OFF, then select "Turn on Network Mode" on the utility interface.

Now click the "Select Server" button and browse for the computer that has been chosen as *Server*. The name of the server should be displayed at the bottom of the interface beside the label "Current Server".

There is a limit to the number of *Clients* that can be running **EMIGMA** at any one time depending upon the number of licenses that your organization has purchased. If that limit has been reached, one computer must stop running EMIGMA before another computer can start. The number of *Clients* currently running can be viewed by selecting "Help/About **EMIGMA**" from **EMIGMA**'s main toolbar. This number displayed may be incorrect if any instance of **EMIGMA** was not exited properly. In this case, the *Server* status will be automatically updated every twenty minutes and the number of active clients will be corrected. If you would like the server to be updated immediately, end any EMIGMA sessions, click "Stop Server", unplug the dongle from the *Server* and then re-plug.

Notes: On the *Client*, the server utility can be closed once network mode is ON and the *Server* computer has been selected.

For Support Contact: support@Petroseikon.com

Troubleshooting

1. Ensure you can ping from the *Client* to the *Server*.
One method: From a Command Prompt type:
>ping "servername" or >ping "IP Address"

If pinging is not possible then all communications may be disabled between the *Client* and *Server*. Ensure there is a "Trusted Zone" defined in the firewall settings for the connection between the *Client* and *Server*.

2. Configure security settings.
For TCP/IP networking there requires a clear (open) TCP/IP connection between the Client and the Server. The ports used for **EMIGMA** communication are 4242 and 4498 and they must be open on the *Server*. Firewalls and security software must be set on *Server* and *Client* to allow EMIGMA_Server.exe, klserver.exe and **EMIGMA** to communicate. Firewalls, security software,

and routers must also be set to allow UDP communication between *Client* and *Server*. Port 4242 must be opened for TCP/IP and for both incoming as well as outgoing connections. No other applications on the *Server* can be using port 4242 or 4498 as communication between the **EMIGMA** *Server* and *Clients* will be effected. The other applications using these ports on the *Server* must be closed or their ports modified.

3. Ensure the correct *Server* name or IP address has been selected on the *Client* computer
The **EMIGMA** server utility displays the selected server name or IP address beside the label "Current Server"

4. Make sure the dongle Server klserver.exe is installed and running on the Server computer
Check that klserver.exe is installed in \Windows\System32 (32-bit OS) or \Windows\SysWow64 (64-bit OS) and that it is running as a service. Klserver should be installed during the **EMIGMA** installation process.

You can check the status of *klserver* by opening a Command Prompt. The command prompt must be started by using "run as administrator". Type >net start klserver and press Return. The system should respond that the klserver service has already been started.

5. Subnet
Please note that it is strongly recommended on a TCP/IP network that the 'subnet mask' be set identically for the *Server* and *Clients*. Network 'properties' can be used to acquire the subnet mask. You can acquire the subnet mask and other platform related data by issuing the command '>ipconfig -all' from the command prompt.

 6. Multiple Network Cards
If you have multiple network cards on a computer then KLServer uses the first network adapter enumerated by the operating system. If the adapter attached to the device is different than the one supporting the network connectivity to the other machines then the easiest fix would be installing the server software on another machine which has only one network card. If that is not an acceptable solution then there are several articles on the internet describing how to change the enumeration order of the network adapters.