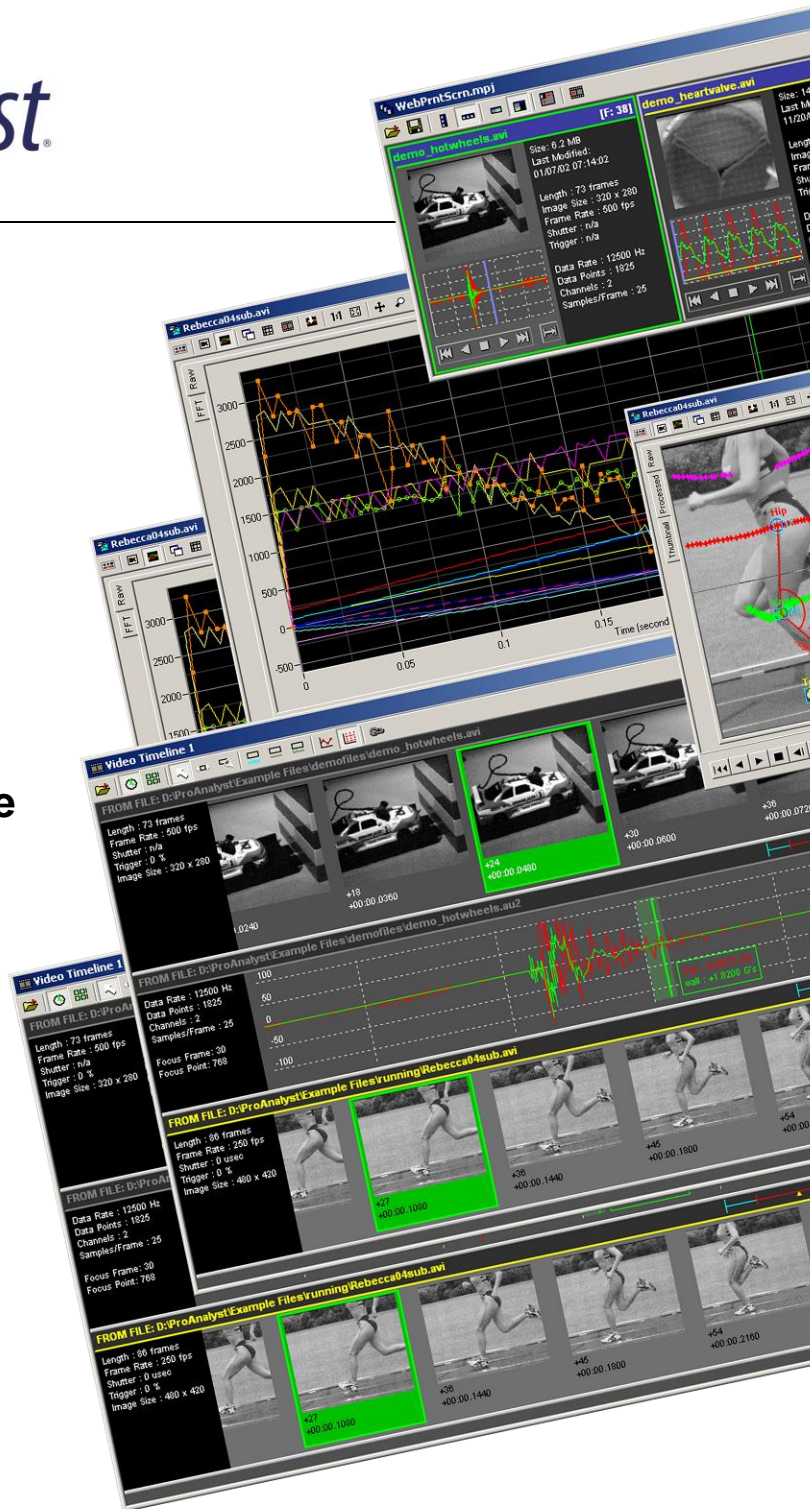


# ProAnalyst

## Network Version Installation Guide





## Legal Notes

**Copyright Notices:** This document is copyrighted (©) by Xcitex Inc., 2006-2018. No part of this publication may be reproduced, transmitted, transcribed in any form by any means without the prior written approval of Xcitex. Xcitex reserves all rights, title and interest in the information contained herein.

**Trademarks:** ProAnalyst is a registered trademark of Xcitex Inc. All rights reserved. MiDAS Notes, Waveform per Frame Technology, MiDAS Touch Screen and Easy-Sync are trademarks of Xcitex Inc. Microsoft and Windows are trademarks of the Microsoft Corporation. NIDAQ, Test and Measurement Explorer, LabView, and DAQBoard are trademarks of National Instruments, Inc. Adobe, Photoshop, Acrobat, Acrobat Reader are trademarks of the Adobe Corporation. Silicon Graphics is a trademark of the Silicon Graphics Corporation. Intel is a trademark of the Intel Corporation. MatLab is a trademark of MathWorks, Inc. All other trademarks are the property of their respective owners.

**Update Disclaimer:** Information in this manual is subject to change without notice and does not represent a commitment on the part of Xcitex Inc. Xcitex assumes no responsibility for errors or inaccuracies that may appear in this manual or support documentation. Any references to company names in the examples or templates are for demonstration purposes only and are not intended to refer to any actual organization or imply any partnership with or endorsement by Xcitex.

**License of Software:** All Xcitex software is furnished under license, a copy of which you agreed to before installing and using each copy of the software. Xcitex, Inc., the licensor, owns and will retain all title, copyright, trademark and other proprietary rights in and to the software. A license is NOT a sale of the software or a sale of any copy of the software. The license agreement does not convey to you an interest in or to the software but only a limited right of use the software, as is provided herein, revocable in accordance with the terms of the license agreement. You are authorized to use the Xcitex software only in conjunction with the provided Xcitex security system. If you have purchased a single seat or workstation license, you are authorized to use the software on one computer. If you have purchased a network license, you are authorized to place the security system on a network server and allow the designated number of users to login to the server. You may create archival copies of the software and the associated documentation, but only use the software on the designated number of computers or servers.

**Notice to U.S. Government End Users:** The Software and Documentation are “Commercial Items”, as that term is defined at 48 C.F.R 2.101, consisting of “Commercial Computer Software” and “Commercial Computer Software Documentation”, as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with the aforementioned sections, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as granted to all other end users pursuant to the terms and conditions herein. Unpublished rights reserved under the copyright laws of the United States.

**Warranty:** Consult with your quotation and product purchase paperwork to determine the warranty period for your Xcitex product. For more information regarding Xcitex's warranty provisions, please contact Xcitex directly or read the Help files that came with your software. Xcitex's sole responsibility under this warranty will be, at its option, (1) to use reasonable efforts to correct documented errors in said hardware, software and associated documentation that are reported to it within the foregoing warranty period or (2) to refund the license fee paid. Xcitex does not warrant that the software will be error free, nor that all program errors will be corrected. Xcitex's responsibilities, limitations on warranty and liability limitations are clearly stated in the warranty documents supplied with your software.

**Proper Usage:** Xcitex software and other Xcitex products are not designed with components and testing intended to ensure a level of reliability suitable for use in life-threatening treatment and diagnosis of humans. Any use or application of ProAnalyst software for or involving life-threatening medical or clinical treatment must be performed by properly trained and qualified medical personnel, and all traditional medical safeguards, equipment, and procedures that are appropriate in the particular situation to prevent serious injury or death should always continue to be used.

## Table of Contents

Introduction .....	1
Server Application Installation .....	5
Windows Server 2008 or 2008 (R2) Installation .....	19
Client Application Installation .....	23
ProAnalyst Client License Manager.....	29
Troubleshooting Tools.....	33
The Aladdin Monitor Program.....	33
The Aladdin DiagnostiX Program .....	33
Starting Aladdin DiagnostiX .....	33
Using Aladdin DiagnostiX.....	34
Diagnostic Tools .....	34
Checking the Hardlock Module .....	34
Results of the Hardlock Module Check .....	35
Reports .....	35
General Troubleshooting .....	36
Hardlock module cannot be found .....	36
Protected program does not run .....	36
HL Server does not show up under HL-Server Folder .....	37



## Introduction

These instructions describe the procedures for installing the ProAnalyst® Network Version on both **Server** and **Client** computers. The Network Version allows a specified number of users to login to a network server to access ProAnalyst. The **Server** application (where the security device or “dongle” resides) keeps track of the number of active logins. The **Client** application (which resides on user workstations) provides ProAnalyst a link to the **Server** security device. The ProAnalyst Network Version consists of two components. **The Server application must be installed first, followed by the Client application.** Specific instructions for each installation are contained in their own subsections of this guide.

These instructions assume that:

- The Network installation CD is in drive **D:** for server and client installs.
- A system administrator with appropriate privileges is doing the install.

Terms used in this guide:

- **Security Key** – refers to the physical device connected to the server parallel port or USB port that manages user licensing.
- **Hardlock** – the Aladdin brand name of the **Security Key** used by ProAnalyst. In this guide, the terms **Hardlock** and **Security Key** are used interchangeably.
- **Server** – the single computer where the Security Key is installed with its associated software.
- **Client** – the computers on the network running ProAnalyst software. Client computers must be running Windows NT, 2000, XP, or Windows 7 as an operating system.
- **Aladdin™ Monitor** – software for centrally administering HL Servers in a network.
- **Aladdin™ DiagnostiX** – software to check Security Key modules, create reports about Security Key modules and system information and to set Security Key environment variables.
- **ProAnalyst Server Application** – the software installed on the Server from the installation disk.
- **ProAnalyst Client Application** – the software installed on the Client computers from the installation disk.





# **Server Application Installation**



# Server Application Installation

Perform this procedure on the **Server** machine. For installation on a **Windows NT/2000/XP/2003/2008/7** network, follow the steps below:

1. Select the server machine that will carry the **HL-Server Security Key**. It should have an available parallel or USB port and be visible on the network to all client machines.

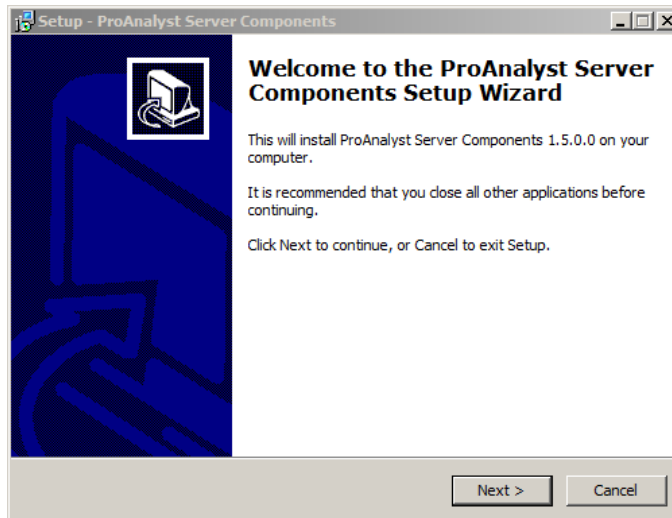
*Note: Be sure to remember the Server IP address or the Server name. It will be needed for the Client installation.*

2. Attach the **Security Key** to the Server parallel or USB port.
3. Insert the ProAnalyst Server components installation CD into drive **D:** (where D is the letter designation of your CD drive).
4. Autoplay should start the installer. If not, run **D:\ProAnalyServerInstall.exe**. The **Setup Status** screen will appear.

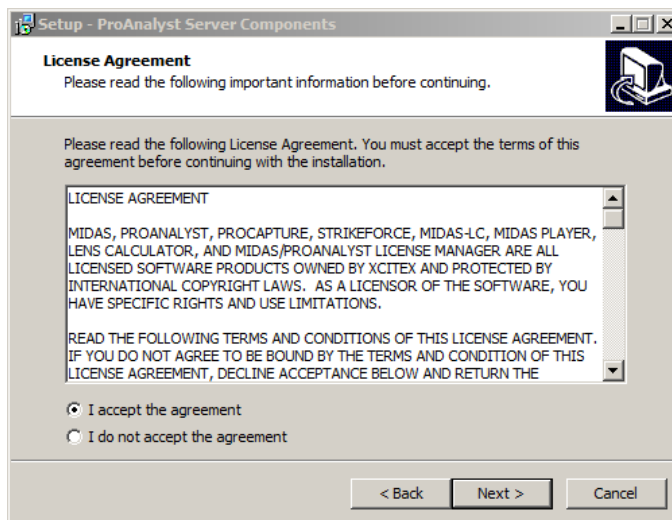
*Note: If the **Modify, Repair or Remove the Program** screen appears, the installer has located a previous version of the ProAnalyst Server application. If you select **Modify** you will skip to the **Select Components** screen. If you select **Repair**, the Server application will be reinstalled and you will skip to the **Security Key Server Setup** screen. If you want to remove ProAnalyst Network select **Remove**, follow the instructions to remove the ProAnalyst server components. Your choice will be verified and then the Server application will be removed. Click **YES** when requested to delete READ ONLY files. Run **Start ► Control Panel ► Add or Remove Programs**, and remove the following (if present):*

- Aladdin DiagnostiX
- Aladdin Monitor
- Security Key Device Driver
- Security Key Server

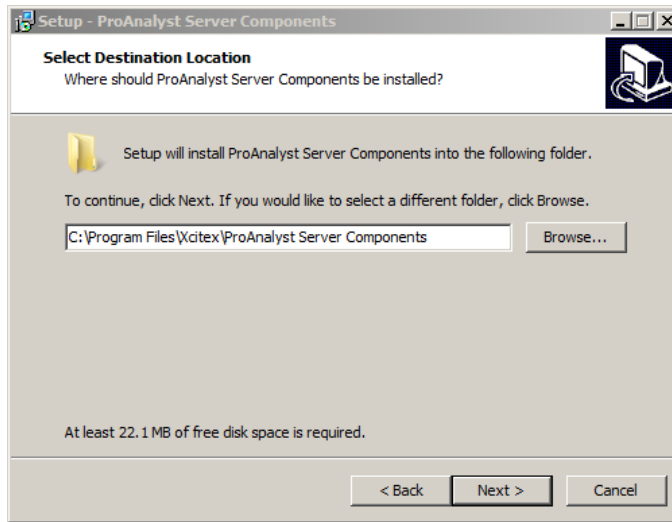
- The installer **Welcome** screen will appear. Click **Next**.



- Read the **License Agreement** carefully. If you agree to the license terms, select **I accept the agreement** and click **Next**.

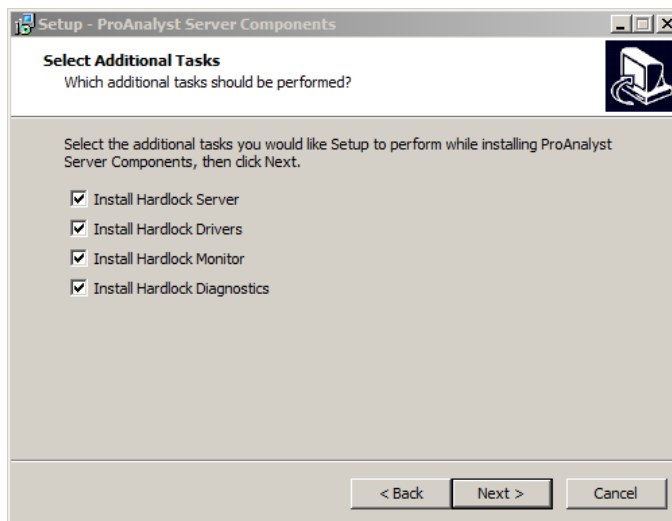


7. The installer will prompt you for the ProAnalyst destination folder. Click **Next**.

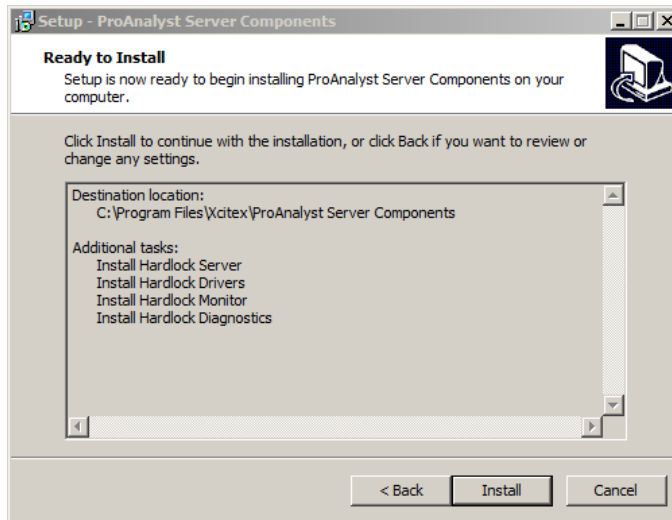


*Note: The default folder is **C:\Program Files\Xcitex\ProAnalyst Server Components**. You are advised to use this folder for automatic updates in the future.*

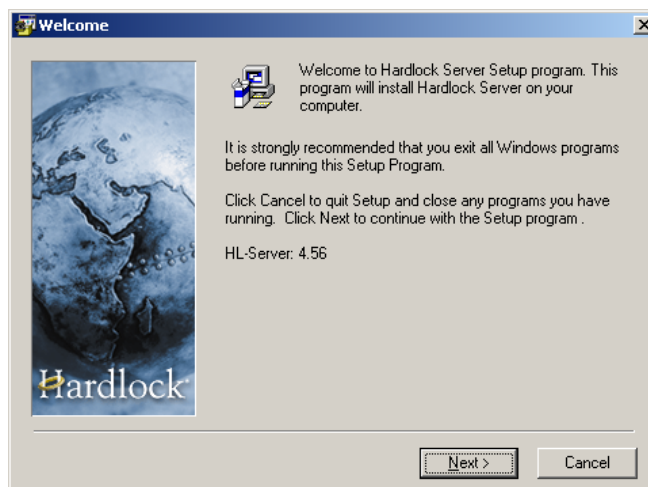
8. At the **Select Additional Tasks** screen, select the additional files to be installed and click **Next**.



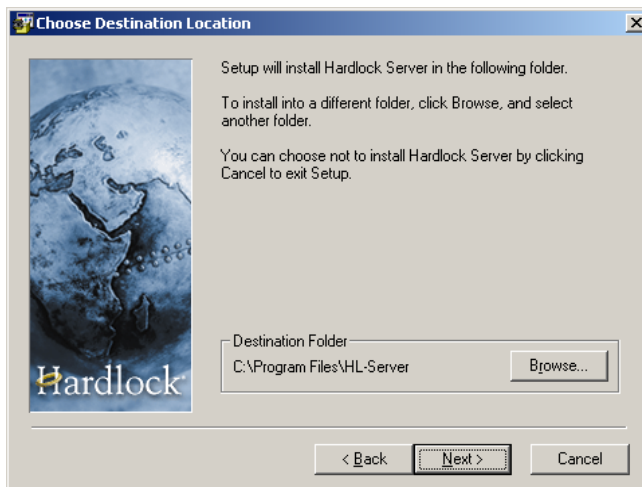
- At the **Ready to Install** screen, click **Install** to begin installing the components.



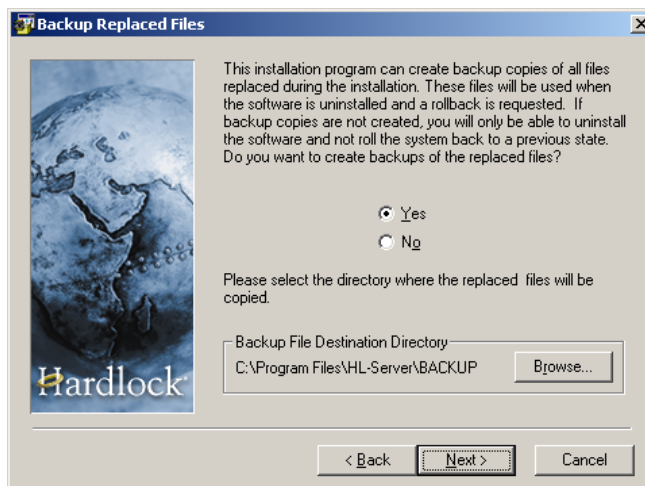
- The installer will begin to install the Server component files. An **Installing** screen with a status bar will appear during this process.
- The installer will begin the Hardlock Server Setup program. **Hardlock** is the brand name of the software security key to be installed, supplied by Aladdin Knowledge Systems. Click **Next** to continue.



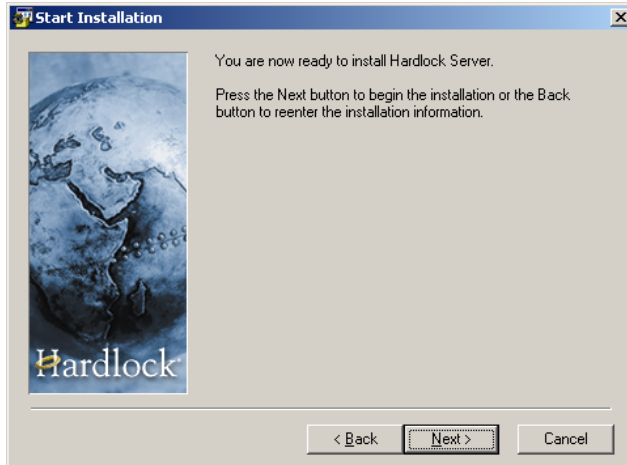
- The **Choose Destination Location** screen will appear. Select the desired folder and click **Next**.



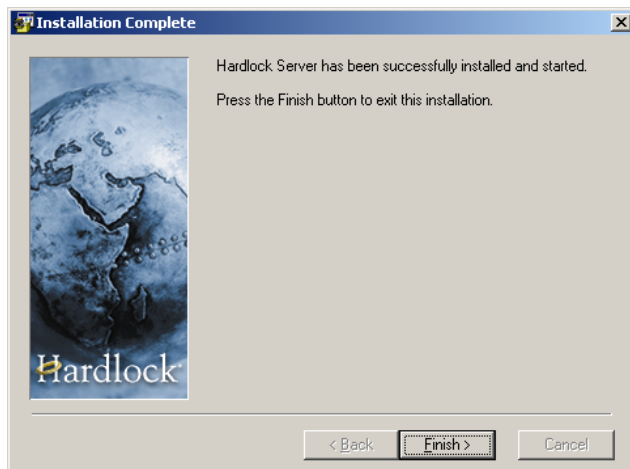
- The **Backup Replaced Files** screen will appear. Select **Yes** to create backups of the replaced files. Click **Next**.



14. The **Start Installation** screen will appear. Click **Next**.

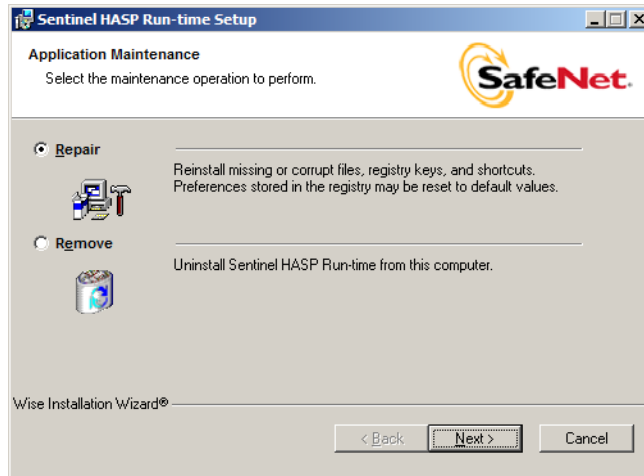


15. The installer will begin the installation of the application files. An **Installing** screen and status bar will appear during this process which may take a few minutes.
16. The HL-Server message box will appear. Click **Yes** to continue with the installation.
17. The **Installation Complete** screen will appear. Click **Finish**.





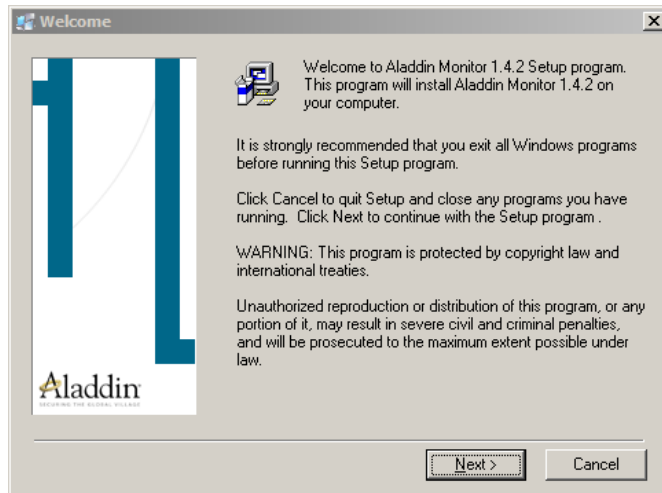
If the Hardlock Drivers component was selected, the Sentinel HASP Run-time Setup **Application Maintenance** screen will appear:



Select **Repair** and click **Next**. Proceed with the installation through the following screens:

- The **Ready to Repair the Application** screen. Click **Next**.
- The **Updating System** screen will appear with a status bar.
- When Sentinel HASP Run-time has been successfully installed, click **Finish**.

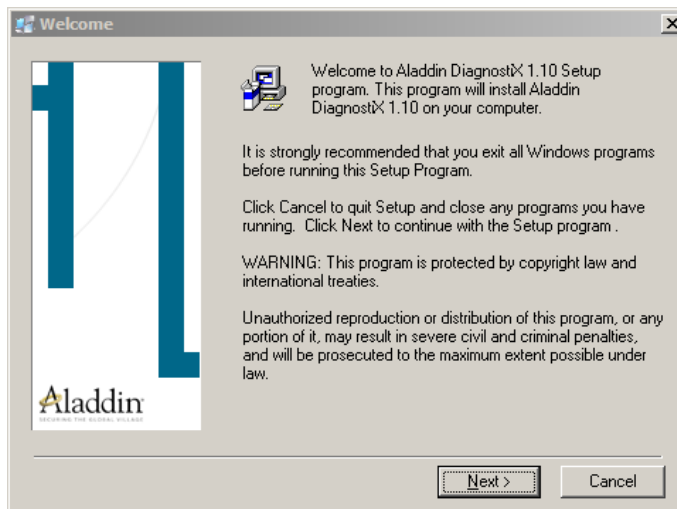
If the Hardlock Monitor component was selected, the **Welcome to Aladdin Monitor Setup Program** screen will appear:



Click **Next** and proceed with the installation through the following screens:

- The **License Agreement** screen. Click the box next to **I agree**. Click **Next**.
- The **Choose Destination Location** screen. Select the desired folder and click **Next**.
- The **Backup Replaced Files** screen. It is recommended that you select **Yes** to create backups of the replaced files. Click **Next**.
- The **Start Installation** screen. Click **Next**.
- The installer will then start to install the application files. An **Installing** screen will appear during the process which may take a few minutes.
- The **Installation Complete** screen will appear. Click **Finish**.

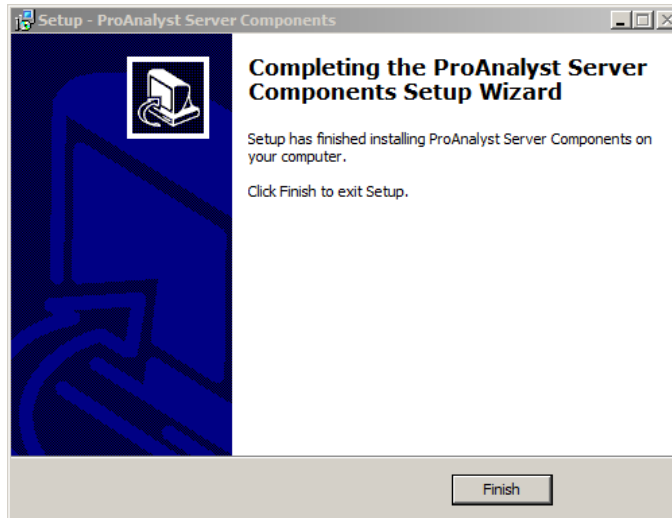
If the Hardlock Diagnostics component was selected, the **Welcome to Aladdin DiagnostiX Setup Program** screen will appear:



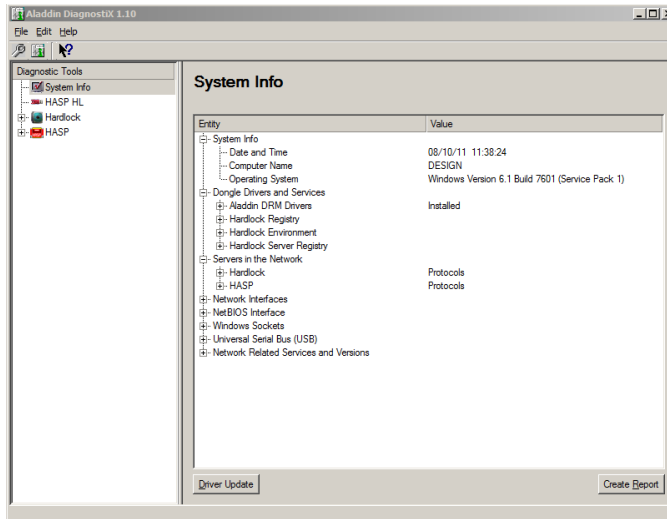
Click **Next** and proceed with the installation through the following screens:

- The **Choose Destination Location** screen. Select the desired folder and click **Next**.
- The **Backup Replaced Files** screen. It is recommended that you select **Yes** to create backups of the replaced files. Click **Next**.
- The **Start Installation** screen. Click **Next**.
- The installer will then start to install the application files. An **Installing** screen will appear during the process which may take a few minutes.
- The **Installation Complete** screen will appear. Click **Finish**.

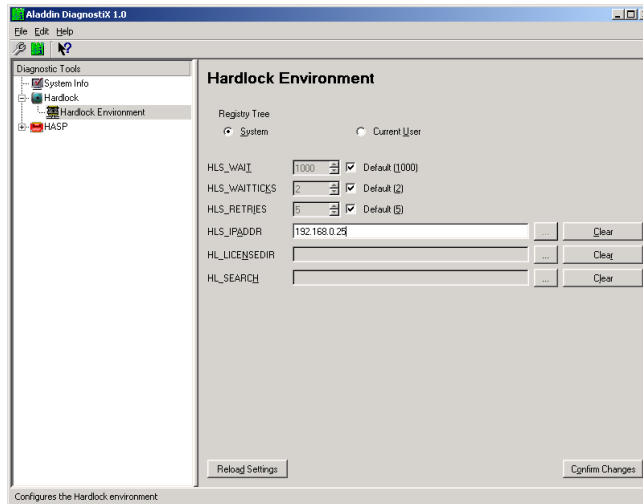
18. The installation will end with the **Completing the ProAnalyst Server Components Setup Wizard** screen. Click **Finish** to exit.



19. Remove the ProAnalyst Server Application installation CD.
20. Run: **Start ► All Programs ► Aladdin ► DiagnostiX ► Aladdin DiagnostiX**. The **System Info** screen will appear.

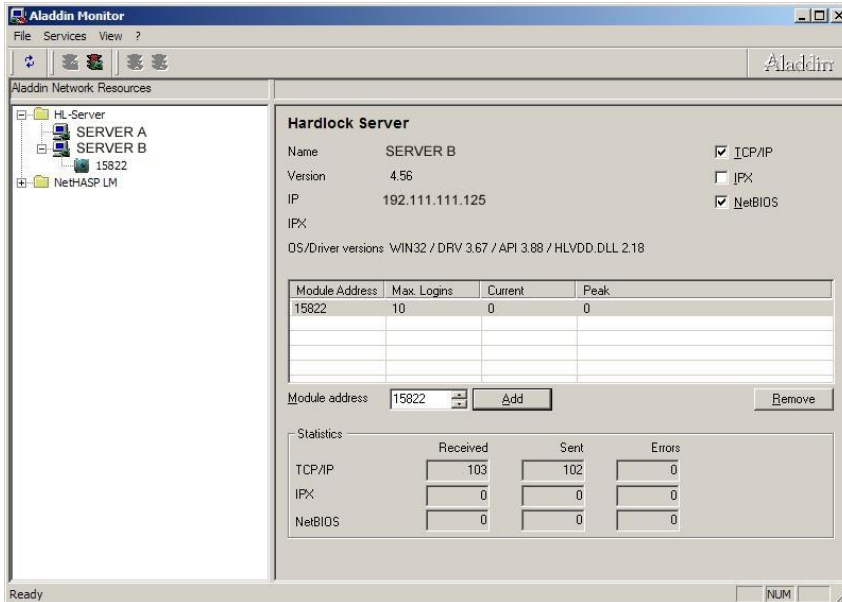


- In the left workspace panel, expand the **Hardlock** folder (click the + icon). Select **Hardlock Environment**.

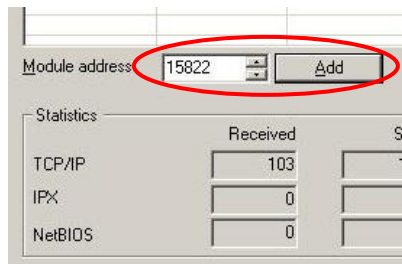


- In the HLS\_IPADDR edit box, enter the IP address of the server.
- Click the **Confirm Changes** button.
- Reboot your computer.

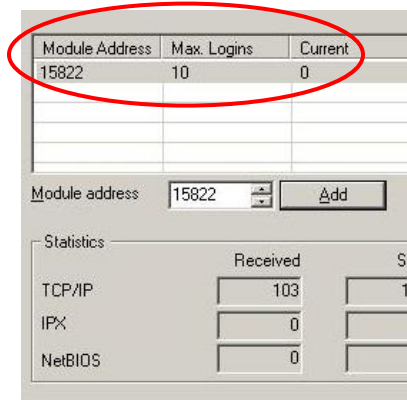
25. The installation may be confirmed by running the Aladdin Monitor program (if it was installed). Run: **Start ► All Programs ► Aladdin ► Monitor ► AKS Monitor**. Expand the **HL-Server** folder and select the local Server.



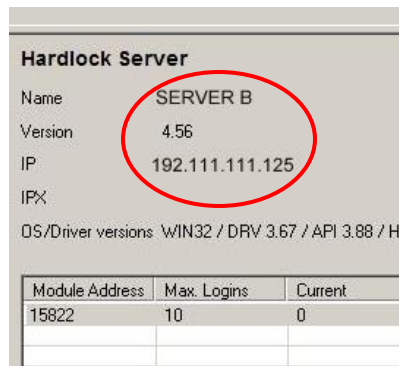
26. Type **15822** (the ProAnalyst module address) in the text field on the main Monitor screen for the local machine. Click the **Add** button.



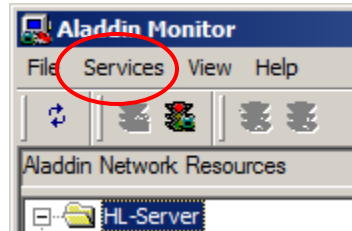
- 27. The **Security Key** and correct number of logins should appear below the Module address.



- 28. Above the module address are the **Server** name and IP address. Remember either the name of the server (if you are using dynamic IP addresses), or the IP address itself. One of these will be needed for the client install.



29. Your Server application is working properly if the local Hardlock server with module address **15822** is visible and has the correct number of logins. If not, check to be sure that Aladdin Monitor Services HL Server is installed and running. Click **Services** in the menu bar, then select **Hardlock** from the dropdown menu. The selections **Stop HL-Server Service** and **Remove HL-Server Service** are displayed in bold if the HL server software is installed and running.



30. **Important:** If you are running behind a firewall, make sure to open TCP or UDP Ports 1947 and 3047.



## Windows Server 2008 or 2008 (R2) Installation

*Note: The following changes may be required for some installations on Windows Server 2008 or 2008 (R2).*

Enter the Hardlock Server service executable as an exception to Data Execution Prevention (DEP) by following the steps below:

1. From the Start menu, select **Control Panel ► System and Security ► System ► Advanced system settings**.
2. In the System Properties dialog box under Performance, click **Settings**.
3. Click the **Data Execution Prevention** tab in the Performance Options dialog box.
4. Select **Turn on DEP for all programs and services except those I select**.
  - a. Click **Add**.
  - b. From the Open dialog box, add the following files to the list of DEP exceptions:
    - **For 32-bit:** c:\Program Files\HL-Server\Hls32.exe  
c:\Program Files\HL-Server\Hls32svc.exe  
c:\Program Files\Aladdin\Monitor\hls32svc.exe
    - **For 64-bit:** c:\Windows\SysWOW64\HLS32SVC.EXE
5. Click **Apply** and then **OK** to complete the setup.
6. Click **OK** again to close the System Properties dialog box.



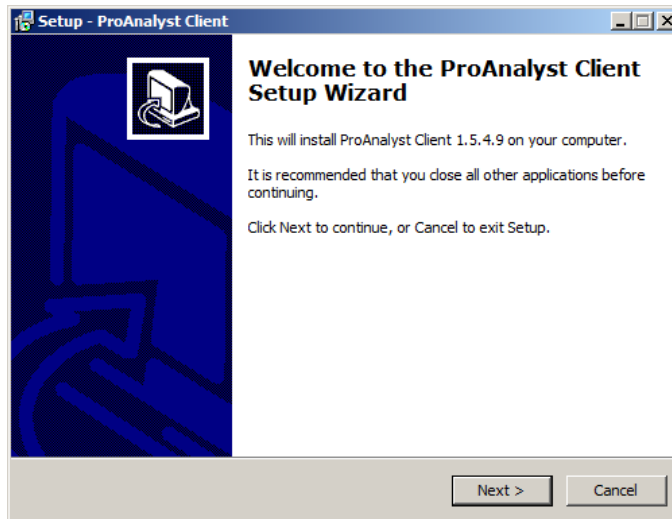
# **Client Application Installation**



## Client Application Installation

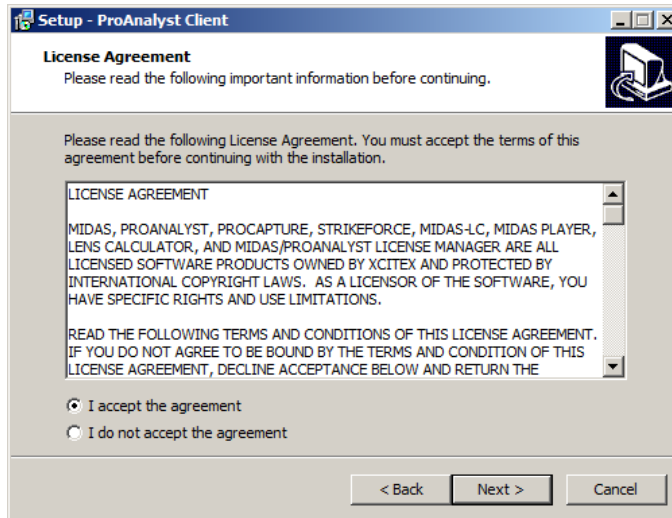
Perform this installation on **all Client** machines. For installation on a **Windows NT/2000/XP/2003/2008/7** system, follow the steps below:

1. Insert the ProAnalyst Client installation CD in drive **D:**, where D is the letter designation of your CD drive.
2. Autoplay should start the installer. If not, run **D:\ProAnalyClientSetup.exe**.
3. The installer **Welcome** screen will appear. Click **Next**.

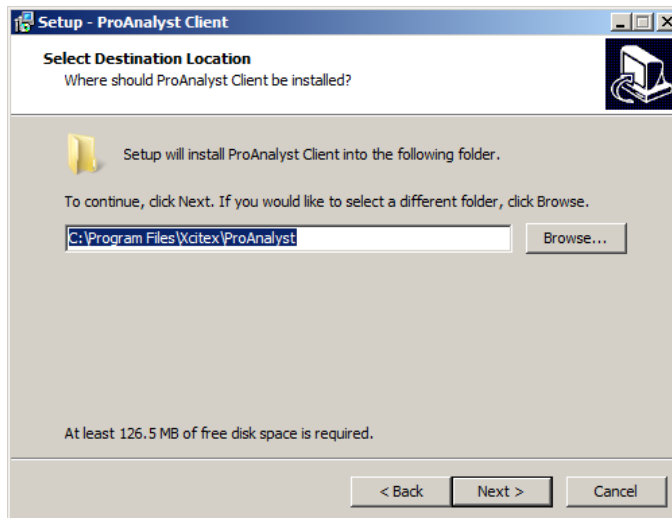


*Note: If the **Modify, Repair or Remove the Program** screen appears, the installer has located a previous version of the ProAnalyst Client application. If you select **Modify** you will skip to the **Select Components** screen. If you select **Repair**, the Client application will be reinstalled. If you select **Remove** your choice will be verified and then the Client application will be removed. Click **YES** to requests to overwrite READ ONLY files.*

- The **License Agreement** screen will appear. If you agree to the license terms, select **I accept the agreement** and click **Next**.

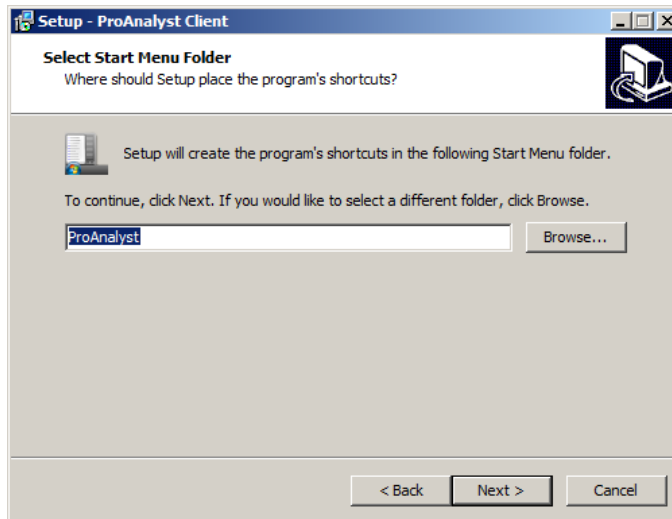


- The installer will prompt you to select the destination folder for your ProAnalyst files. Click **Next**.

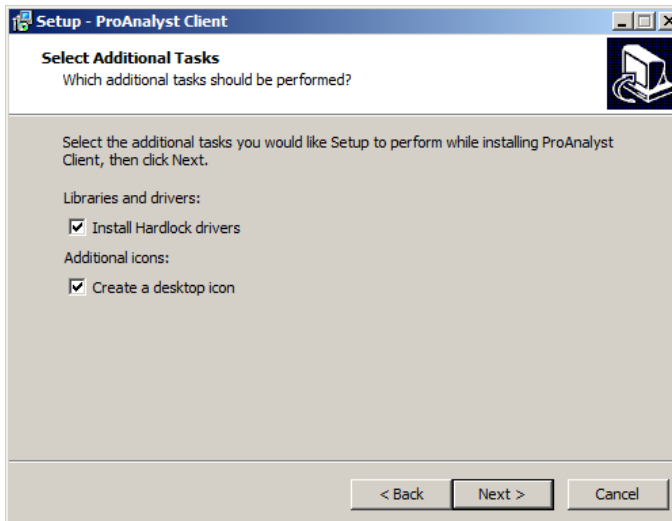


*Note: The default folder is **C:\Program Files\Xcitex\ProAnalyst**. You are advised to use this folder for automatic updates in the future.*

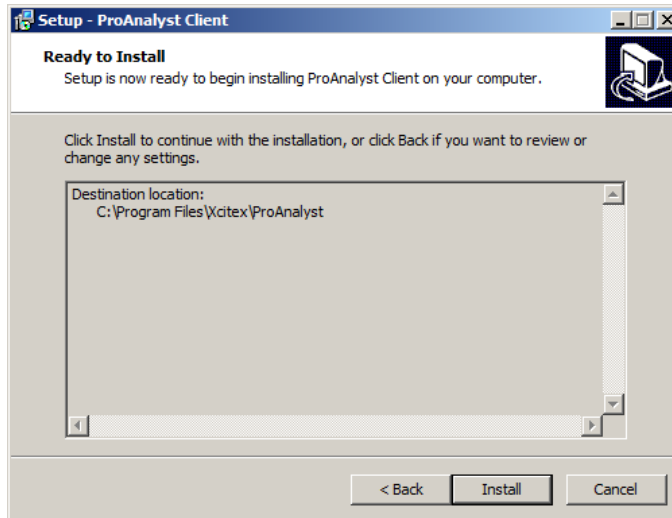
- At the **Select Start Menu Folder** screen, confirm the folder where the ProAnalyst client software and system files will be installed, and click **Next**.



- At the **Select Additional Tasks** screen, leave the boxes checked. Click **Next** to install hardlock drivers and create a desktop icon.



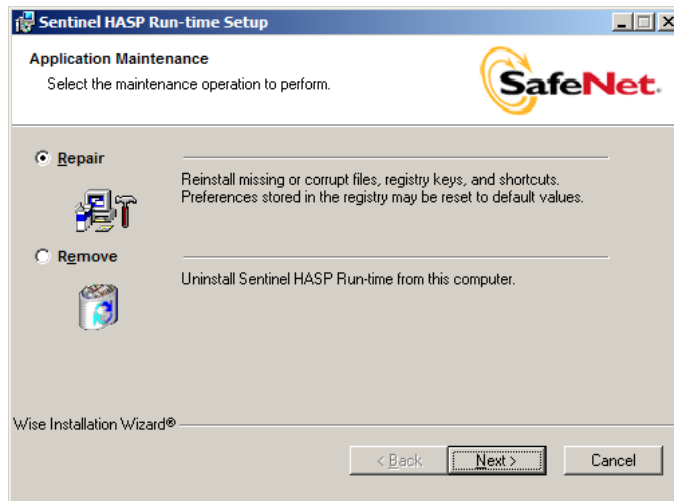
- At the **Ready to Install** screen, click **Install** to continue with the software installation.



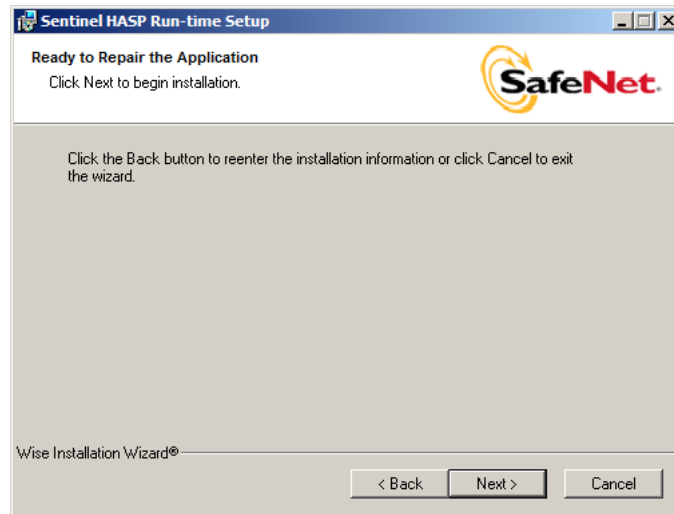
- The installer will then start to install the application files. An **Installing** screen with a status bar will appear during the process which may take a few minutes.



10. Select **Repair** from *the Application Maintenance* screen and click **Next**.

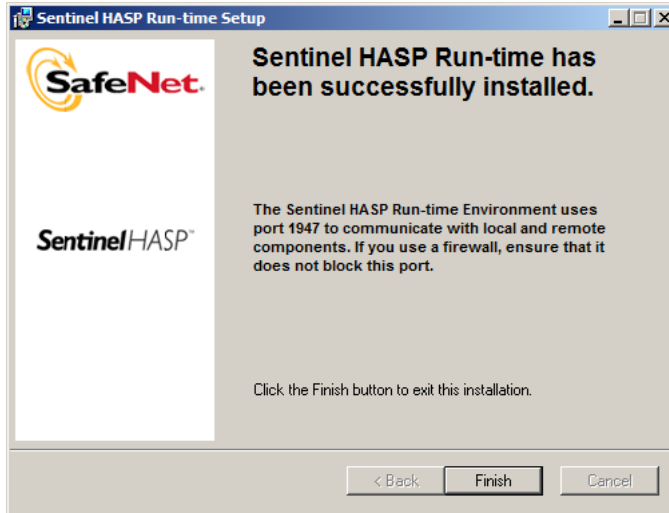


11. Click **Next** at the *Ready to Repair the Application* screen.

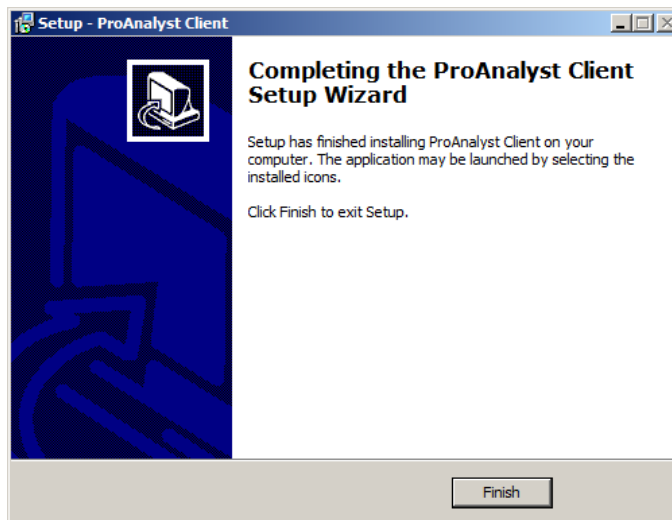


12. The *Updating System screen* will appear with a status bar during the installation process, which may take a few moments.

- Click **Finish** at the *Sentinel HASP Run-time has been successfully installed* screen.

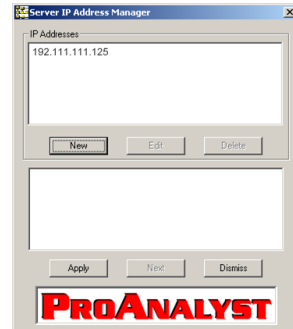


- The installation will end with the *Completing the ProAnalyst Client Setup Wizard* screen. Click **Finish** to exit.



## ProAnalyst Client License Manager

*Note: Windows Vista or Windows 7 users may require Administrator privileges to perform the following procedure. If access is denied, launch the program by right-clicking and selecting **Run As Administrator**.*



1. Remove the ProAnalyst Client installation CD from drive **D**.
2. Run **All Programs ► ProAnalyst ► ProAnalyst Client License Manager** to configure the server IP address or name.
3. You will be asked to enter the name or IP address of your ProAnalyst Server. This will set the system environmental variable (HL\_IPADDR) to point to the server that contains the **Server** application.
4. Click **New** to enter a new name or address, followed by the **OK** button.
5. Click **Apply** to save the changes. A reboot reminder will be shown.
6. Reboot the **Client** computer.
7. The License Manager should automatically appear after the reboot. If not, run **All Programs ► Pro Analyst ► ProAnalyst Client License Manager** again.
8. If there was a successful login to the Server computer security key (Hardlock), a confirmation message will be displayed and the **Next** button will be enabled.
9. Click **Next** to enter the License Code.

*Note: If the **Next** button is not enabled, then a problem occurred while logging into the Security Key device. Record the displayed message and please refer to the **Troubleshooting Tools** section.*

10. Type the **License Key Code** found on the sticker affixed to the back cover of these instructions. Your License Code is a unique 16-digit code that unlocks the ProAnalyst base software and any optional toolkits you have purchased.
11. Click **Check License** to validate the License code. Click **Enable License** when complete. ProAnalyst should now be ready to run.



# Troubleshooting Tools



## Troubleshooting Tools

The programs described in this section may help solve any problems encountered during the installation.

### The Aladdin Monitor Program

**Aladdin Monitor** permits centralized administration of the various HLServer programs and the Hardlock modules they provide. The following options are available:

- Check and edit the properties of HL-Servers in the network.
- Check, add and remove Hardlock modules.
- Install, start, stop and uninstall the local HL-Server service.

*Note: Refer to the online help for the program available from the main menu (or press **F1**) to obtain information about how to operate the program.*

### The Aladdin DiagnostiX Program

You can use **Aladdin DiagnostiX** to obtain relevant information for your system and to check Hardlock modules. This information helps to solve problems that may occur during the use of the protected software.

Use **Aladdin DiagnostiX** for the following tasks:

- Check a Hardlock module.
- Create a report containing data about Hardlock modules and relevant information about your system.
- Set Hardlock Environment parameters.

### Starting Aladdin DiagnostiX

Start the program from the Start menu using **All Programs ► Aladdin ► DiagnostiX** or double-click the program file in the Windows Explorer.

## Using Aladdin DiagnostiX

The Aladdin DiagnostiX interface is divided into three sections:

- Menus for settings, creating reports and exiting the utility
- A Diagnostic Tools pane listing available diagnostic tools
- A display area for an activated diagnostic tool

## Diagnostic Tools

The following are provided in the **Diagnostic Tools** pane:

- The **System Info** icon uploads a screen containing information on your system and available Hardlock devices. This information is collected as soon as the Aladdin DiagnostiX utility is activated.
- The **Hardlock** icon uploads the **Check Hardlock** screen in the display area.
- The **Hardlock Environment** icon uploads a screen enabling you to configure Hardlock environment settings.

## Checking the Hardlock Module

1. Activate the **Check Hardlock** tool by clicking the **Hardlock** icon in the **Diagnostic Tools** pane.
2. Select the **Access Mode**:
  - Select **Local (parallel, PC-Card, USB)** to check a Hardlock module which is connected locally.
  - Select **Network (HL-Server)** to check a Hardlock module connected in the network.
  - Select **Both (locally first)** to check for a Hardlock module locally first and then in the network.
3. Specify the module address of the Hardlock module which you want to check. Select **Demo Module Address** if you want to check a demo module.
4. You can optionally use the **HL\_SEARCH** field to modify the Hardlock search environment settings.

**Note:** All modifications to the **HL\_SEARCH** parameter will only affect subsequent key access attempts during the current activation of Aladdin DiagnostiX. System settings will not be affected.



5. Check **Save memory to report file** if you want data in Hardlock module memory to be read and stored in a report file. You can send this information to your software vendor for analysis.
6. Click **Check Key**. Details of the access are displayed in the **Key Access History** table below the Check Hardlock display.

## Results of the Hardlock Module Check

The results of the Hardlock module check are displayed in the **Key Access History** pane. If there have been multiple accesses to Hardlock modules, the latest are displayed at the top.

- **Module Address**            Address of the Hardlock module checked
- **Access Local**             The module was found on a local port
- **Access Remote**          The module was found on a remote port
- **API Return**                If the login was successful the API Return is **0**.
- **Port**                         Address of the checked Hardlock module
- **RUS ID**                      Serial ID for RUS Hardlock
- **Addit. Info**                Any relevant additional information

## Reports

You can use Aladdin DiagnostiX to create reports containing information on the following:

- Hardlock devices
- System information including Win16 and DOS subsystems
- Information pooled by external reporting tools
- Memory of Hardlock modules

*Note: If you are experiencing a problem with your Hardlock device or have difficulties in accessing a protected application, create reports for any of the above and send the results to [techsupport@xcitex.com](mailto:techsupport@xcitex.com) for further analysis.*

## General Troubleshooting

### Hardlock module cannot be found

Check the following conditions step-by-step to solve this problem.

#### Is the hardware installed correctly?

1. Check the connection between the Hardlock module and the computer.
2. If the Hardlock module is connected to the computer via an extension cable, try connecting the module directly to the computer instead. Alternatively, use a different extension cable.
3. Alter the module sequence if you are using several protection modules from different software vendors.

#### Are the drivers installed?

1. Download the latest drivers and install them. The drivers for Hardlock modules are continuously being updated and adapted to new operating systems. To obtain the latest drivers, go to the **Device Drivers** section of the Xcitex Download Center at <http://xcitex.com/html/downloads/.php>. Click **Aladdin Hardlock Driver** and download the **HASPUserSetup.exe** file.
2. Check the access using **Aladdin Monitor** (Server Application Installation section, Step 25) or the **Aladdin DiagnostiX** program (Page 33 in this section).

### Protected program does not run

Although the Hardlock module is found, the protected program does not run. This may be because other programs are running on the computer which the protected program is interpreting as hostile (for example, debuggers, virus scanners).

Stop the programs in question and try to start the protected program again.

## **HL Server does not show up under HL-Server Folder**

The HL server service needs to be installed and running; see the **AKS Monitor Service ► Hardlock** menu. If the server is still not visible:

1. Run *Aladdin DiagnostiX*.
2. Expand the **Hardlock** folder.
3. Select the **Hardlock Environment** icon.
4. In the HLS\_IPADDR edit box, enter the IP address of the server.
5. Confirm the changes.
6. Reboot the computer.

The Aladdin Monitor should now show the server as a local HL Server.

