

# User installation manuals

## Example for the application **AHH**

### Installation

Page 1 Single license on a PC (**recommended**)

Page 2-5 Network license on a server (**recommended**)

Page 5-6 Network license on a server, controlled by a license server (**not recommended**)

#### Installation support for network licenses Language: English and Russian

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#### Installation support for single licenses and technical support for all type of licenses Language: German and English

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**Most common error messages: Uninstall incomplete error.** In the registry editor, accessible under «Start / Execute / regedit», in the subdirectory «HKEY\_CURRENT\_USER / SOFTWARE / ZCS», the subdirectory AHH must be deleted before installation and in Windows Explorer the subdirectory AHH must also be deleted.

**The file «Default.ahd» was not found.** A demo version was probably installed earlier and not completely uninstalled before the reinstallation was carried out, which is why the path to this file is incorrect. Click on the "OK" button in the error message and correct the path under the register "Options / General / File for diagram".

**Our support for network licenses** is limited to ensuring, that the application works properly on the server. The reason why the registration ID changes again and again on virtual servers could be, that the MAC address is set to dynamic and not to static. **For restrictive firewalls** this must be **switched off during the installation**.

**For links to the clients**, see below for additional information. However, because networks as well as firewalls are customized, you have to make sure yourself, that the application works perfectly on the clients too. For example, the port on the server must be enabled, so that the client ever comes through the firewall to the server.

### Single license on a PC (recommended)

#### Install a single license on a PC

1. Run the file **AHHSetup.exe**.
2. Choose the application type **Single License**.
3. Save the installation, for instance under: **C: \ Program Files (x86) \ AHH**.
4. Run the application by using the **AHH** shortcut on your desktop.
5. On startup the **Product Registration** dialog appears.
6. In case you like to use the application in trial 30 days mode, click on the **Register Later** button.
7. The next dialog window shows, how many days left you can use the software in trial mode.
8. For orders send the **Registration ID** to [info@zcs.ch](mailto:info@zcs.ch) by **select/copy/paste** please and not as a bitmap to avoid transcription errors.
9. We send you a **License Key** for an unlimited period.
10. Paste the **License Key** into the text field and click **OK** to register the application **AHH**.

#### De-install a single license on a PC

1. Go on **Control panel / Programs and features / AHH** and de-install the **AHH** application.
2. Check in the **Windows explorer** the **AHH** directory, which maybe you have to delete it manually.
3. Check the registry **HKEY\_CURRENT\_USER/Software/ZCS/AHH** which maybe you have to remove it.

#### Transfer a single license on another PC

##### The following steps are needed **on the new PC**:

1. Install the **AHH** single license and start it.
2. Now you see the product registration window.
3. Copy the **Registration ID** to generate a License Key **on the old PC for the new PC**.

##### The following steps are needed **on the old PC**:

1. Run the **LicensingTool.exe** from the **AHH** installation folder.
2. Click on the **Transfer License** button in the group for **Single License Key**.
3. Paste the **Registration ID from the new PC**.
4. Click on the **Transfer Out** button.
5. Copy the new **License Key for the new PC**.

##### The following step is needed **on the new PC**:

Paste the new **License Key** in the product registration window.

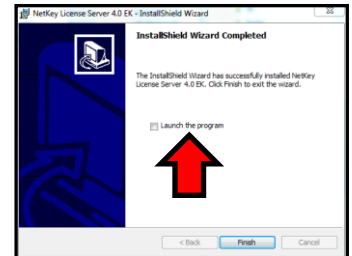
## Network license on a server (recommended)

### Install the AHH network license on a server

1. Install the **AHH** application on a real or on a terminal server and not on a license server.
2. Run the file **AHHSetup.exe**.
3. Choose the installation type **Network License**.
4. Save the **AHH** application, for instance under: **C:\Program Files (x86)\AHH**.
5. In order to use the **Network License** and control the **Number of floating user**, do the following steps before you run **AHH**.

### Install the NKLS on a server

1. Have you already installed the **NetKey License Server 4.0 EK (NKLS)**?
2. If not, then find the NKLS Setup in the sub-folder **Network / NetKey License Server**.
3. Run the **NetKey License Server 4.0 EK.msi** and install it into the default folder **C:\Program Files (x86)\NetKey40EK**.
4. At the end of the NKLS installation would you **de-activate** the check box **Launch the program** (see the pic on the right please)!
5. The NetKey License Server will be run later as Windows Service by using the file **StatAHHService.bat** (with administrator rights)!
6. Therefore, don't run here License Server with AHH port 1251 because **this can produce network port conflicts**!

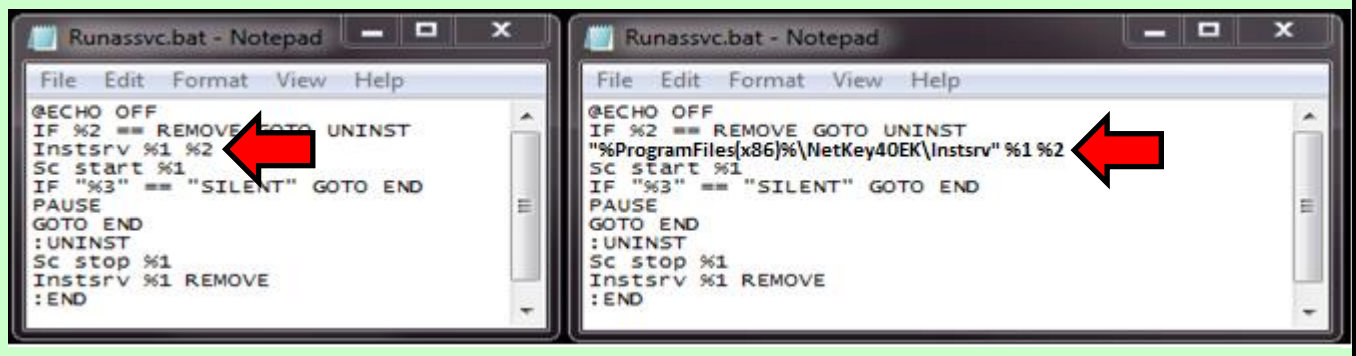


### Copy from the folder **C:\Program Files (x86)\AHH\Network\AHH\_Service** the following three files

1. StartAHHService.bat
2. StopAHHService.bat
3. AHH\_NKLS.INI

into the folder **C:\Program Files (x86)\NetKey40EK**.

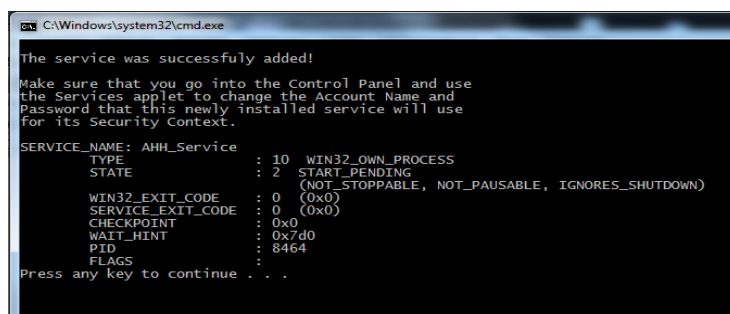
**Caution:** For some server with high security like **2008r2** or **2012r2**, as well as for the operating system **Windows 10** you have to edit the file **Runassvc.bat** in the folder **C:\Program Files (x86)\NetKey40EK**. Change the line 3 to a correct path from **Instsrv %1 %2** to **"%ProgramFiles(x86)%\NetKey40EK\Instsrv" %1 %2**. (See the picture on below)



### Run AHH as Windows Service

Because the AHH application runs as a **Windows Service**, some adjustments must be made.

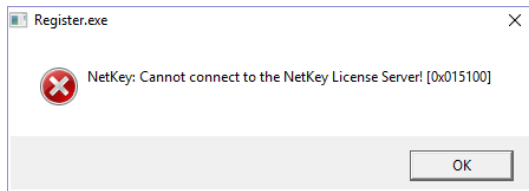
1. We work with reserved **port numbers (1251)**.
2. You can change the port number to another one, if it's using by another application.
3. The port number in the file **AHH\_NKLS.INI** must be the same as in the file **NetKey.ini**.
4. Determine the **IPv4 address** by click on the **Start** button.
5. Give the command **cmd** and after the command **ipconfig**.
6. For instance, our server has the IPv4 address: **192.168.1.6**.
7. Open the file **Netkey.ini** in the **AHH folder** and set the same IPv4 address: [Network] ServerAddress=192.168.1.6
8. Run the file **StatAHHService.bat** with Administrator rights from the folder **C:\Program Files (x86)\NetKey40EK**.
9. When the **AHH Service** runs successfully, you will get the following message in the command window (see the following pic).



## Run the **AHH** application on a server

1. You receive the **Product Registration** dialog window.
2. Click on the **Register Later** button, if you like to use the **AHH application** in the trial mode for 30 days only.
3. The next dialog window shows, how many days the application can be used left.
4. For orders send the **Registration ID** to [info@zcs.ch](mailto:info@zcs.ch) by **select / copy / paste** please and not as a bitmap to avoid transcription errors.
5. We send you a **License Key** for an unlimited period.
6. Paste the **License Key** in the text field and click **OK** to register the **AHH application**.

## Error on running AHH on the server



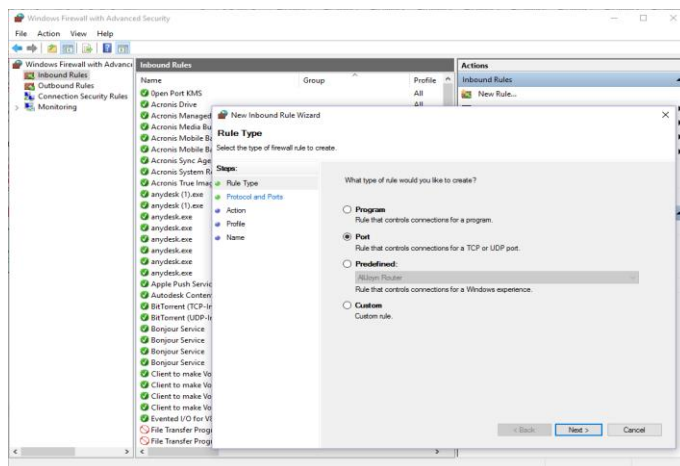
If you receive such error message above while running AHH on the server, please, check following:

1. If AHH\_Service is running ok into Windows Services
2. IP address of the server set properly in Netkey.ini file
3. In case Firewall is ON set Inbound and Outbound rules for AHH port 1251

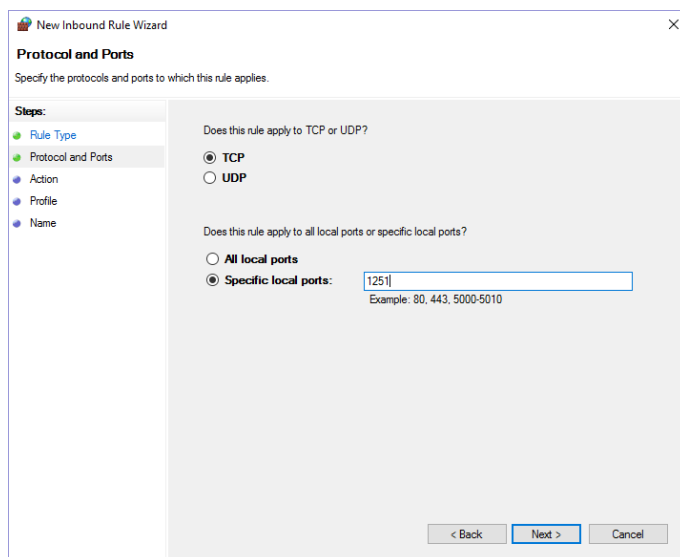
## Open AHH port on the firewall on the server

In case Windows Firewall is ON at the server **Inbound and Outbound Rules** must be set for AHH port 1251.

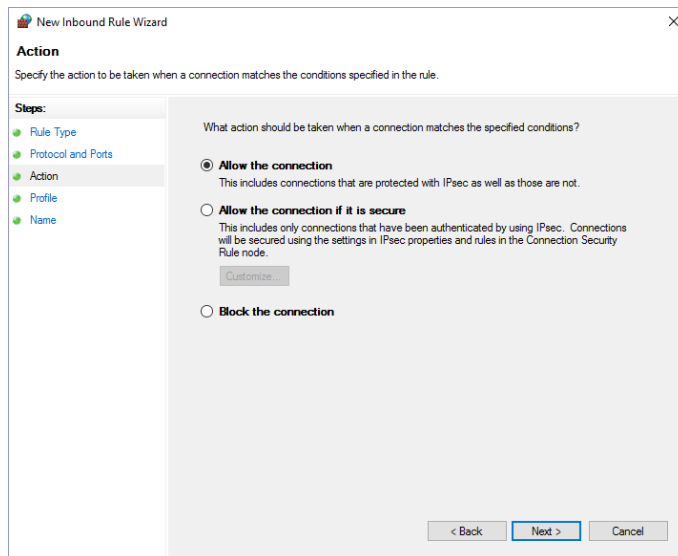
1. Run Windows Firewall and click New on Inbound Rule (right mouse click)



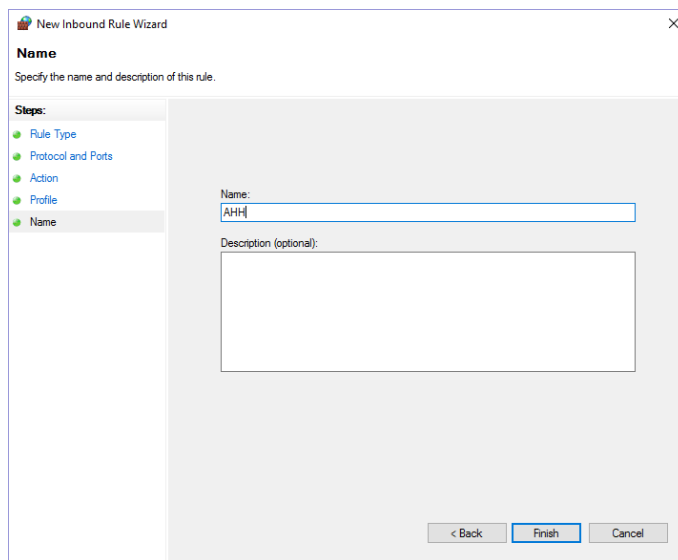
2. Click Next and set TCP port to 1251



- Click Next and Set Allow the connection option to ON



- Give the name of the Inbound Rule as AHH, for example and click Finish.



### Connect the network license to the clients

After **AHH** runs correct on the server:

- Share the **AHH folder** and granted permission to everyone.
- Find the server and the **AHH share folder** from the client in the network, for example: [\\192.168.1.100\\AHH](#) or via the explorer.
- Create the **AHHNetwork.exe** shortcut from the shared folder to the client desktop.
- Run the **AHH shortcut** from the client machine.

### Run the network license on the clients

**Our support for network licenses** is limited to ensuring, that the application works properly on the server. **For restrictive firewalls** this must be **switched off during the installation**. However, because networks as well as firewalls are customized, you have to make sure yourself, that the application works perfectly on the clients too. For example, the port on the server must be enabled, so that the client ever comes through the firewall to the server.

- If the **AHH application** don't runs on the client PC's, re-boot the server, the network and the client PCs.
- If the problem exists already, would you remove the **registry entry** on this client because the path to the server is not correct.
- Would you find it under **HKEY\_CURRENT\_USER / Software / ZCS / AHH**.

### De-install the network license on a server

- Before de-install the **AHH application**, the **AHH service** must be stopped.
- Find the file **StopAHHService.bat** under **NetKey40EK**.
- Run the file **StopAHHService.bat** with administrator rights (by click with the right mouse).

4. Remove the **AHH Service** with administrator rights (Start button / Execute / cmd / sc delete **AHH\_Service**).
5. Go on **Control panel / Programs and features / AHH** and de-install the AHH application.
6. Check in the **Windows explorer** the **AHH directory**, which maybe you have to remove it.
7. Check in the **Registry** the directory **HKEY\_CURRENT\_USER / Software / ZCS / AHH** which maybe you have to remove it.

#### Transfer a network license on another server

The following steps are needed **on the new Server**:

1. Install the AHH network license and start it.
2. Now you see the product registration window.
3. Copy the **Registration ID** to generate a License Key **on the old Server for the new Server**.

The following steps are needed **on the old Server**:

1. Run the **LicensingTool.exe** from the AHH installation folder.
2. Click on the **Transfer License** button in the group for **Network License Key**.
3. Paste the **Registration ID from the new Server**.
4. Click on the **Transfer Out** button.
5. Copy the new **License Key for the new Server**.

The following step is needed **on the new Server**: Paste the new **License Key** in the product registration window.

### Network license on a server, controlled by a license server (not recommended)

#### Install the **AHH** network license on a server

1. Install the **AHH** application on a real or on a terminal server and not on a license server.
2. Run the file **AHHSetup.exe**.
3. Select the installation type **Network License**.
4. Install the **AHH** application in a folder like **C: \ Program Files (x86) \ AHH**.
5. Get the server IP address in the file **Netkey.ini**.
6. Write the server IP address into **ServerAddress** property.
7. Run the file **AHHNetwork.exe** from the **AHH** folder or from the **AHH** shortcut on the desktop.

#### Install the **NKLS** application on a license server

1. Find the **NKLS** setup in the folder **AHH / Network / NetKey License Server**.
2. Run the **NetKey License Server 4.0 EK.msi**.
3. Install the **NKLS** in a folder like **C: \ Program Files (x86) \ NetKey40EK**.
4. At the end of the **NKLS** installation, set the check box **Launch the program** on enable and press the finish button.
5. Select **Install and run NKLS as Startup** button.
6. Run **NKLS** from the Windows start menu and press the **Disconnect** button.
7. Press the **Properties** button to change the server port to **1251** (**AHH** default port) and press OK.
8. Press the **Connect** button to run **NKLS** with defined port.
9. Now the license server is ready to use.

#### Copy three files to run the **AHH** service

Copy from the folder **AHH \ Network \ AHH\_Service** three files **StartAHHService.bat**, **StopAHHService.bat** and **AHH\_NKLS.INI** in the folder **NetKey40EK**.

**Caution:** For some server with high security like **2008r2** or **2012r2**, as well as for the operating system **Windows 10** you have to edit the file **Runassvc.bat** in the folder **C: \ Program Files (x86) \ NetKey40EK**. Change the line 3 to a correct path from **Instsrv %1 %2** to **"%Program-Files(x86)%\NetKey40EK\Instsrv" %1 %2**.

#### Further adjustments

1. Because the **AHH** application runs as a **Windows Service**, some adjustments must be made.
2. We work with reserved **port numbers**.
3. You can change the port number to another one, if it's using by another application.
4. The port number in the file **AHH\_NKLS.INI** must be the same as in the file **NetKey.ini**.
5. Determine the **IPv4 address** by click on the **Start** button.
6. Give the command **cmd** and after the command **ipconfig**.
7. For instance, our server has the **IPv4 address: 192.168.1.6**.
8. Open the file **Netkey.ini** in the **AHH** folder and set the same **IPv4 address**.
9. Run the file **StartAHHService.bat** with Administrator rights (by click with the right mouse).
10. When the **AHH Service** runs successfully, you will get a message in the command window.

#### **AHH** Port Forwarding

if you have a router, you will need to forward ports in order for outside traffic to get into your network. Please, check the following link for that:  
<https://www.noip.com/support/knowledgebase/general-port-forwarding-guide/>.

### Install the **AHH** network license on the clients

Our support for network licenses is limited to ensuring, that the application works properly on the server. For restrictive firewalls this must be **switched off during the installation**. However, because networks as well as firewalls are customized, you have to make sure yourself, that the application works perfectly on the clients too. For example, the port on the server must be enabled, so that the client ever comes through the firewall to the server.

1. Run the file **AHHSetup.exe**.
2. Select the installation type **Network License**.
3. Install the **AHH** application in a folder like **C: \ Program Files (x86) \ AHH**.
4. Get the server IP address in the file **Netkey.ini**.
5. Run the file **AHHNetwork.exe** from the **AHH** folder or from the **AHH** shortcut on the desktop.

### De-install the network license on a server

1. Before de-install the **AHH application**, the **AHH service** must be stopped.
2. Find the file **StopAHHService.bat** under **NetKey40EK**.
3. Run the file **StopAHHService.bat** with administrator rights (by click with the right mouse).
4. Remove the **AHH Service** with administrator rights (Start button / Execute / cmd / sc delete **AHH\_Service**).
5. Go on **Control panel / Programs and features / AHH** and de-install the **AHH** application.
6. Check in the **Windows explorer** the **AHH directory**, which maybe you have to remove it.
7. Check in the **Registry** the directory **HKEY\_CURRENT\_USER / Software / ZCS / AHH** which maybe you have to remove it.

### Transfer a network license on another server

The following steps are needed **on the new Server**:

1. Install the **AHH** network license and start it.
2. Now you see the product registration window.
3. Copy the **Registration ID** to generate a License Key **on the old Server for the new Server**.

The following steps are needed **on the old Server**:

1. Run the **LicensingTool.exe** from the AHH installation folder.
2. Click on the **Transfer License** button in the group for **Network License Key**.
3. Paste the **Registration ID from the new Server**.
4. Click on the **Transfer Out** button.
5. Copy the new **License Key for the new Server**.

The following step is needed **on the new Server**:

Paste the new **License Key** in the product registration window.