



## **Installation Guide Release 2018**

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# INSTALLATION

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## Impact on Existing Installations of TracePro

- TracePro 2018.x will not overwrite installations of TracePro 7.8.x or earlier.
- TracePro 2018.x releases will overwrite previous 2018.x releases.
- TracePro 7.5.x was the first release of TracePro with CodeMeter licensing from Wibu, and a current license will run TracePro 7.5.x and later.
- TracePro 7.4.x and earlier had Sentinel licensing, and those licenses will not run TracePro 7.5.x or later.

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## System Requirements

Operating System	Windows 7 (64-bit) Windows 8 (64-bit) Windows 8.1 (64-bit) Windows 10 (64-bit)
Minimum RAM	2 GB
Recommended Operating System	Windows 10 64-bit
Recommended Processor	recent 64-bit processor with as many cores as possible for best results and fastest raytracing
Recommended RAM	as much as possible
Recommended Storage	Solid State Drives should improve TracePro performance in instances where TracePro is reading/writing to the hard drive
Disk space required for installation	700 MB

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# Software Download

TracePro® and additional support programs, examples, and documentation are available from the Lambda Research Corporation website.

- Go to <http://lambdares.com/support/tracepro-current-release/>



## TracePro Current Release

[Support](#) > [TracePro](#) > [TracePro Releases](#) > [TracePro Current Release](#)

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TracePro 2018 18.1 Released – 12 February 2018

- **STEP 1 - Download and install TracePro**
  - [TracePro Installer](#)
- **STEP 2 - Download and install on Network License Servers**
  - [Lambda Network Key Server Installer](#)
- **STEP 3 - Request TracePro License**
  - launch the software and select the option to request a Trial License, USB Key, or Softkey.

- Save the TracePro Installer.exe file to a convenient location on your PC. Double-click on the TracePro Installer.exe file to begin the installation.
- Network Licenses only – download and install LambdaNetworkKeyServerInstaller on the PC that will be acting as the TracePro License Server.

The TracePro software is also available on USB Flash Drive by request.

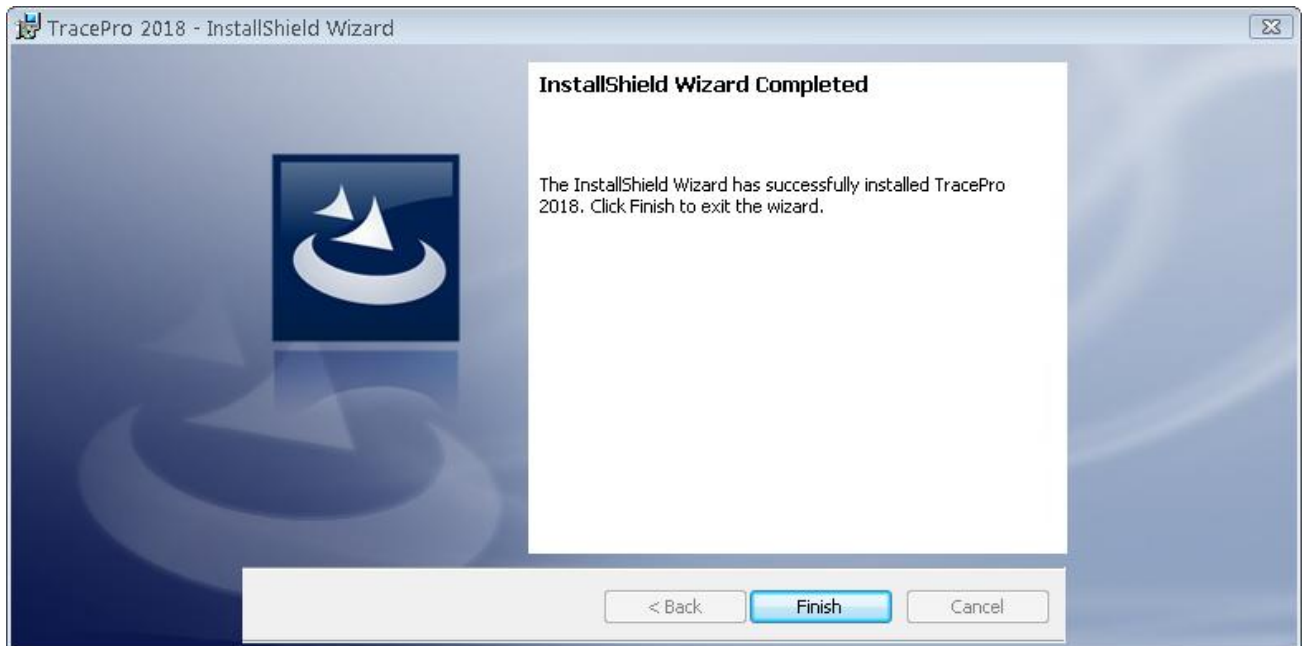
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# TracePro Installation

- Double-click on the TracePro Installer.exe file.



- Follow the steps of the TracePro Installation Wizard.



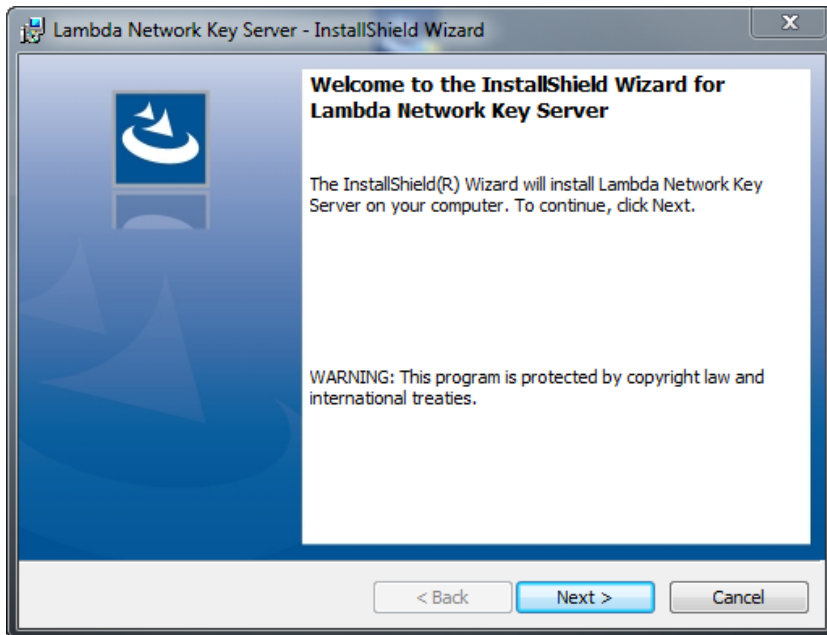
- Click **Finish** to complete the installation.

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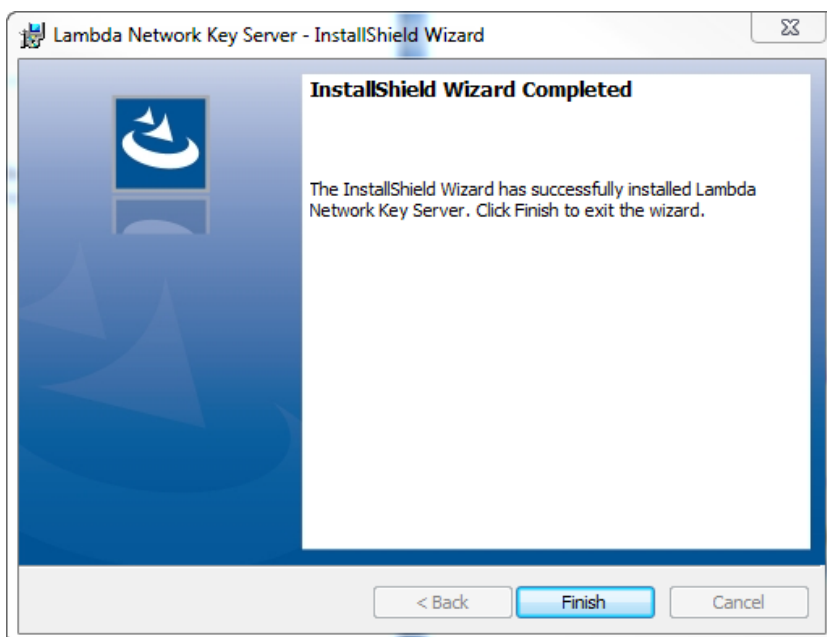
# Lambda Network Key Server Installation

There are two items of software that need to be installed on the PC that will be acting as the TracePro License Server for a network license, the CodeMeter Control Center and the License Troubleshooter. These two items are packaged into one installer.

- Double-click on the LambdaNetworkKeyServerInstaller.exe file ...



- Follow the steps of the Lambda Network Key Server Installation Wizard.



- Click **Finish** to complete the installation.

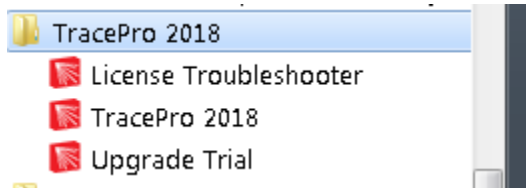


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# Launching TracePro and the License Troubleshooter

## *From a PC with TracePro installed*

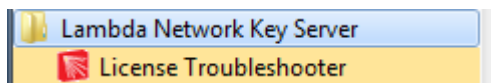
To launch TracePro or the License Troubleshooter, select the icon from the Windows Start→Programs menu.



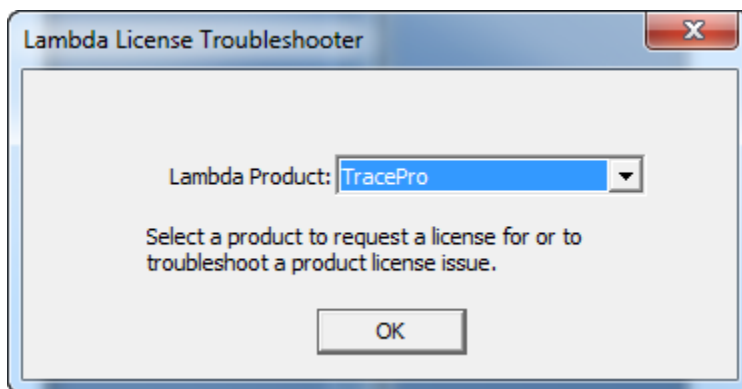
If TracePro finds an available license, the program will launch.

## *From a Network License Server*

To launch the License Troubleshooter, select the icon from the Windows Start→Programs menu.



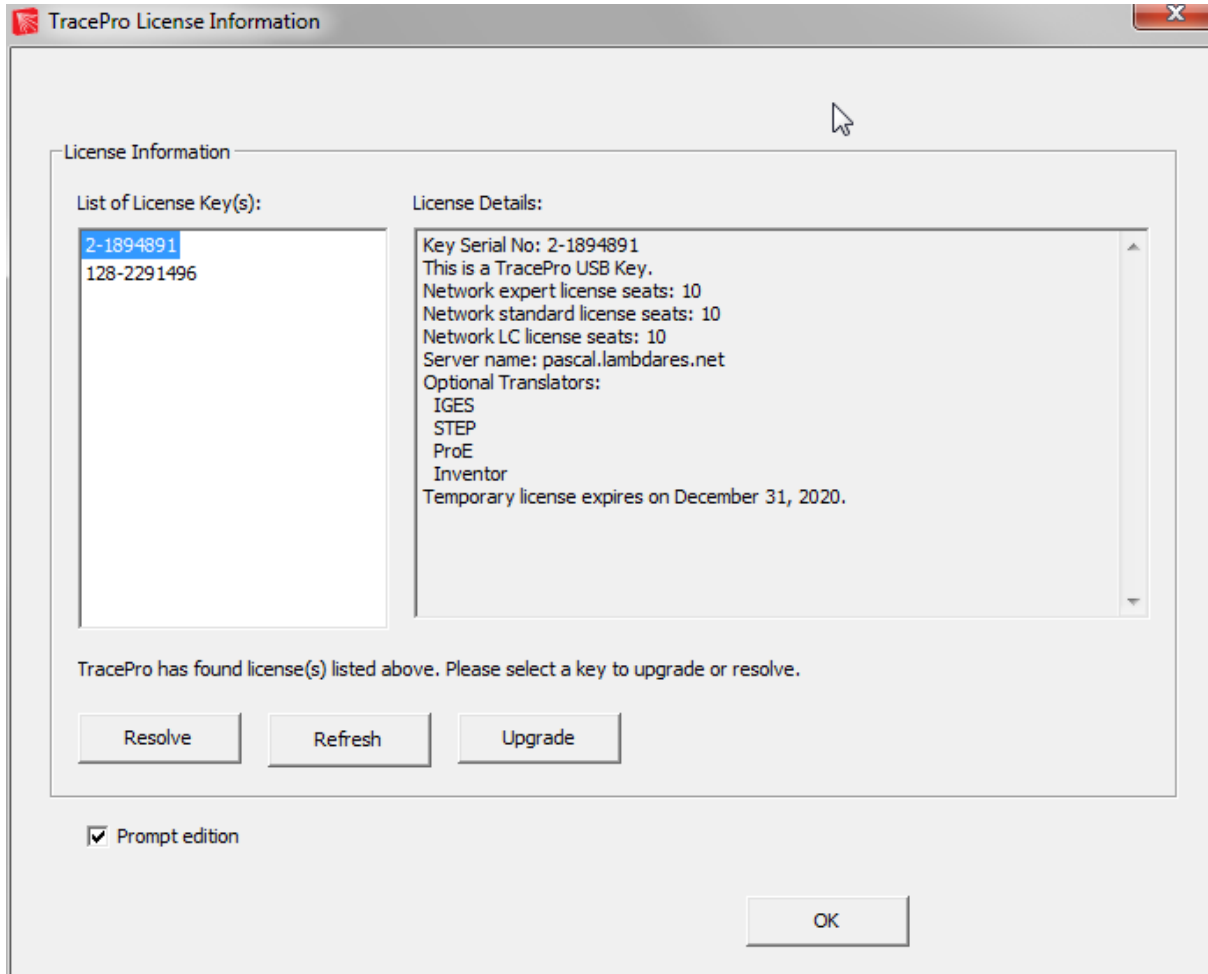
The Lambda License Troubleshooter dialog will appear.



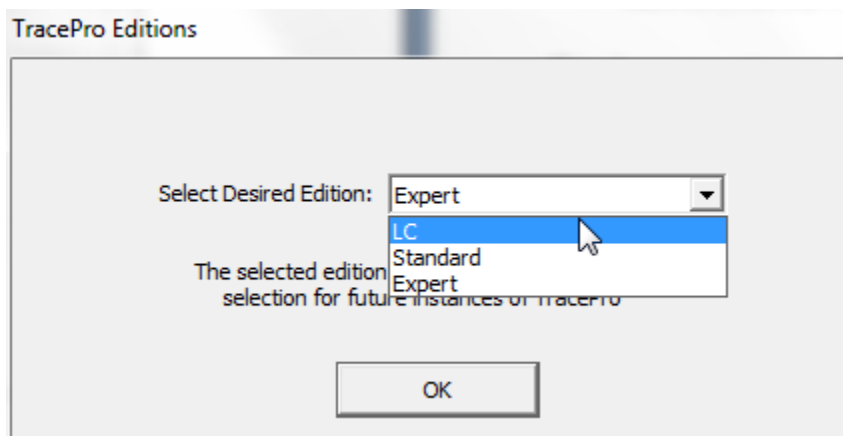
Select OSLO and click OK to launch the TracePro License Troubleshooter.

## Option to Select the TracePro Edition

If the TracePro license includes more than one Edition of TracePro (Expert, Standard, LC), selecting Help/License and checking the “Prompt edition” box will cause TracePro to bring up a dialog box each time TracePro is launched to allow the user to select the edition that will run in this TracePro session:



The Select TracePro Edition box will allow the user to select from the list of editions for which there is a valid license:



Click OK to begin the TracePro session

# LICENSING

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## License Options

There are three decisions to make when purchasing an TracePro license:

- Single-computer vs. Network
- Hardware (USB) Key vs. Software Key
- Multiple Product License vs. Separate License

### ***Single-computer vs. Network***

Single-computer license

- Allows one user to run multiple instances of TracePro on one PC
- The license services and utilities are included in the installation of TracePro

Network license

- Allows several users on a single Local Area Network (LAN), or with remote access to that network, to share licenses of TracePro
- One PC on the network acts as the TracePro License Server – TracePro can be, but does not need to be, installed in the License Server – the license services and utilities must be installed on the License Server if the application is not installed
- TracePro must be installed on each user's PC

### ***Hardware Key vs. Software Key***

Hardware Key

- License information is contained within the key
- Physical USB key must be connected to the PC
- Portable - can be transferred to another PC

Software Key

- License is linked to unique hardware and software identifiers of the PC
- No physical key to connect
- Not portable - will only work on the specific hardware/software configuration for which it was generated

Special considerations for Softkey licenses:

- Moving the License – the process for moving a softkey license to a new PC is to first remove the existing license, then to obtain a new license
- System Restore – If a System Restore is performed, this will deactivate the license
- Virtual License Servers – if a virtual license server is moved to a different physical server, this will deactivate the license

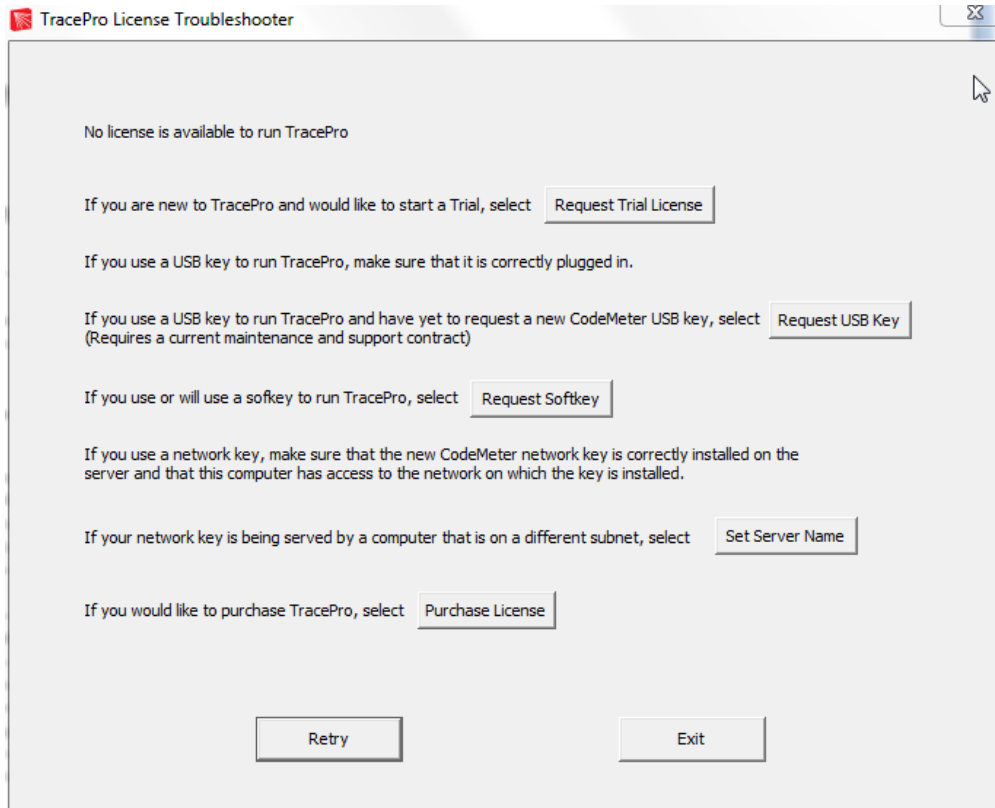
### ***Multiple Product License vs. Separate License***

- Multiple Product License (TracePro/OSLO/RayViz) - advantage is that there is only one license to maintain
- Separate License – advantage is that single-computer licenses can be run on different PC's

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## Requesting a New License

When TracePro is launched (or when the TracePro License Troubleshooter is launched on a Network License Server) and no valid license is detected, the TracePro License Troubleshooter dialog will open.



- Request Trial License - select this option to send a CodeMeter context file to [sales@lambdares.com](mailto:sales@lambdares.com)
- Request USB key - select this option if you have a current Maintenance and Support subscription for TracePro and would like to receive your TracePro CodeMeter USB key to run TracePro 7.5.0 and later.
- Request Softkey - select this option to send a CodeMeter context file to [license@lambdares.com](mailto:license@lambdares.com)
- Set Server Name – select this option to specify a server for a network license (searches entire subnet by default)
- Purchase License - select this option to send an e-mail to [sales@lambdares.com](mailto:sales@lambdares.com) to request information about purchasing a licenses for TracePro

ALL – Please include your name and organization in the e-mail

NOTE – For customers that do not have an e-mail client installed or actively setup, the automatic e-mail and file attachment feature will not succeed. The context file named “TracePro32767-xxxxxxx.WibuCmRaC” is also saved to your Desktop so you can send it to us.

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## Activate License

Upon receipt of a CodeMeter Update file from [license@lambdares.com](mailto:license@lambdares.com), save the file, then double-click on the file to activate the license.

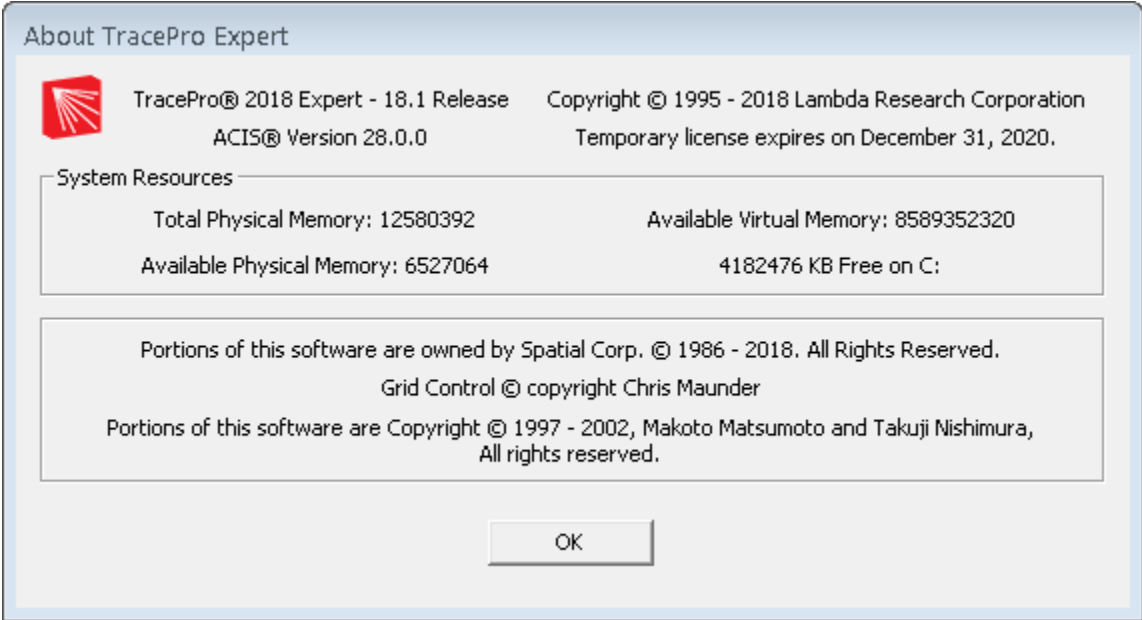
# SOFTWARE UPDATES AND MAINTENANCE TASKS

## About TracePro

To view the About TracePro window, select Help / About TracePro from the TracePro menu.

The About TracePro window displays the following information:

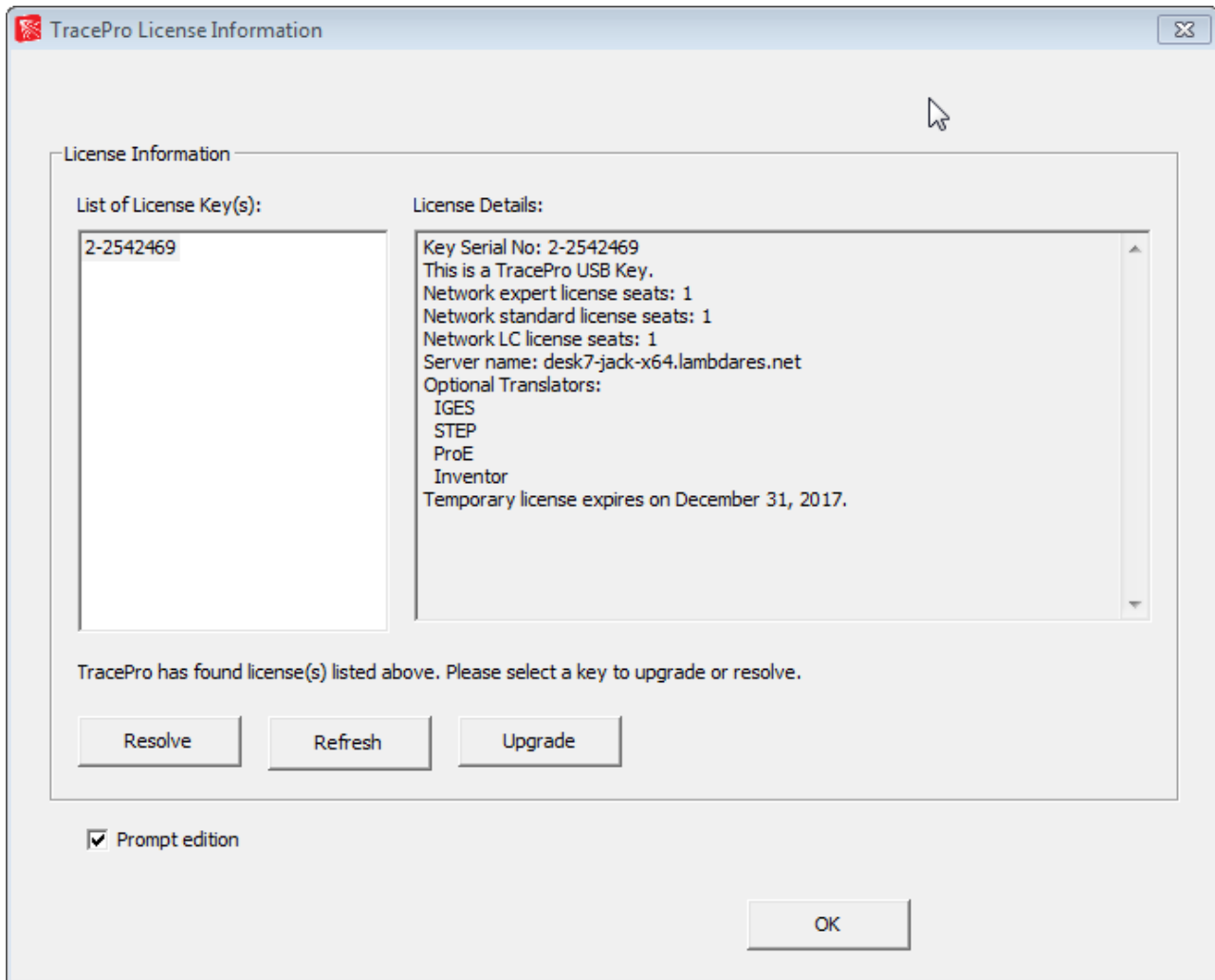
- TracePro Release
- Permanent License OR Days Remaining on Temporary License



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# TracePro License Information

To view the TracePro License Information dialog, select Help / License from the TracePro menu, then select an item in the List of License Key(s).



## **Resolve**

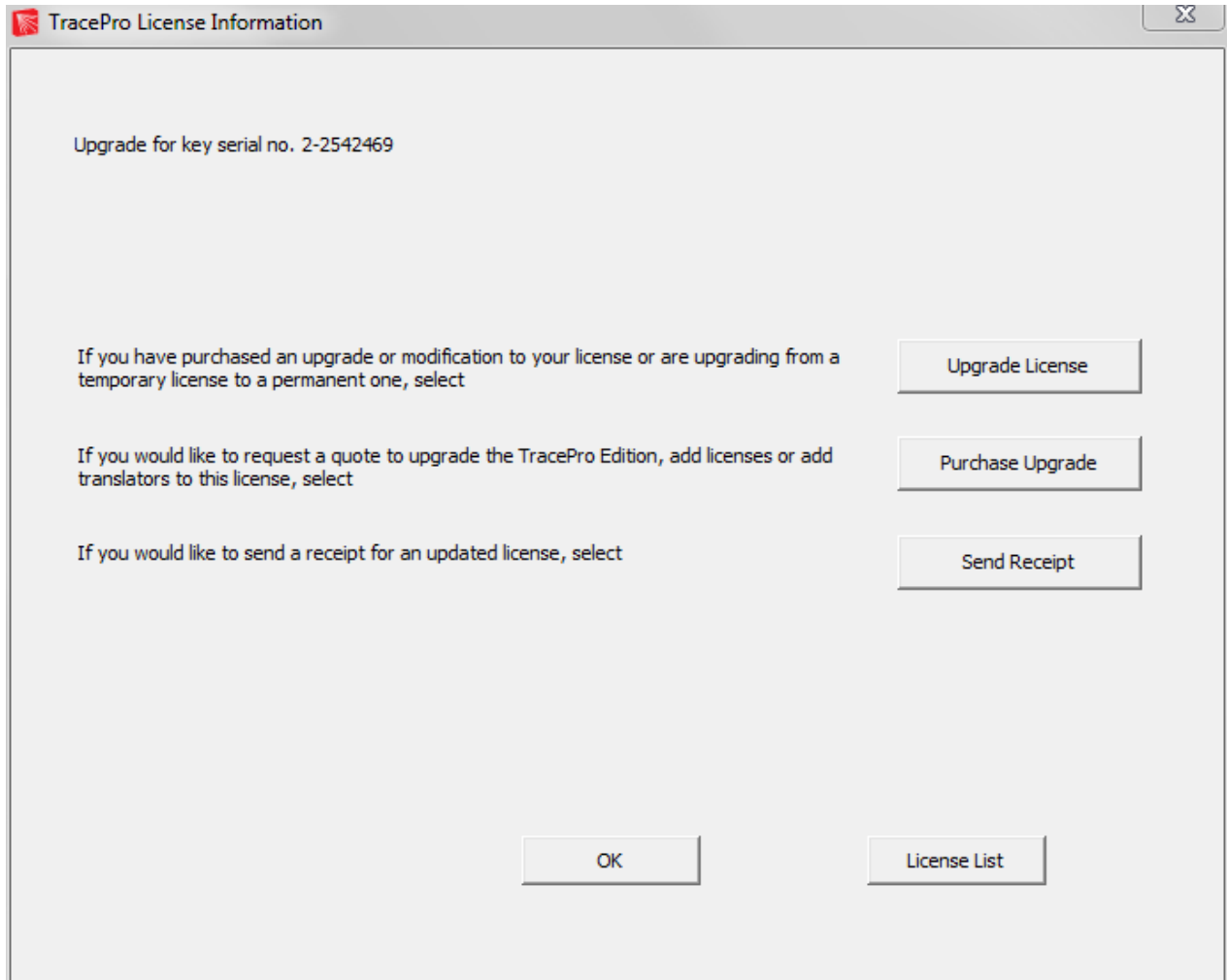
- select this option to troubleshoot a licensing issue

## **Refresh**

- select this option to refresh the license information after connecting/disconnecting USB keys or network connections

## **Upgrade**

- select the license in the List of License Key(s), then select this option to open another page of options related to making changes to the existing license



### ***Upgrade License***

- select this option to upgrade the current TracePro license (change the TracePro Edition, add an optional CAD translator, add time to a temporary license, etc) – this option sends an e-mail to [license@lambdaires.com](mailto:license@lambdaires.com) with a context file taken from an existing license

### ***Purchase Upgrade***

- select this option to upgrade the current TracePro license (change the TracePro Edition, add an optional CAD translator, add time to a temporary license, etc) – this option sends an e-mail to [sales@lambdaires.com](mailto:sales@lambdaires.com) with a context file taken from an existing license

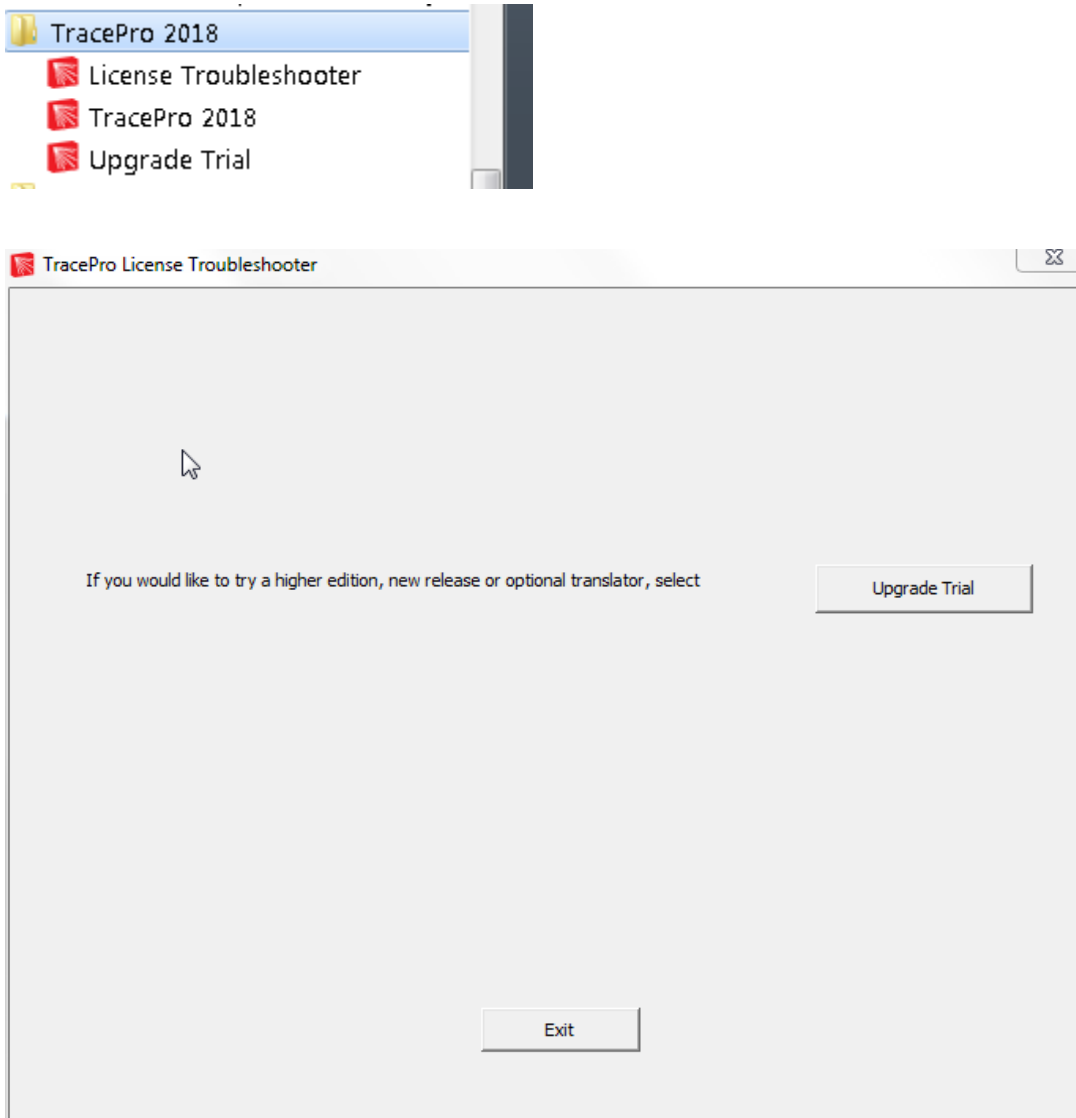
### ***Send Receipt***

- select this option to send verification that a license update has been activated (most commonly used for a software key exchange) – this option sends an e-mail to [license@lambdaires.com](mailto:license@lambdaires.com) with a context file taken from an existing license

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# Upgrade Trial

To request a trial license for the purpose of evaluating a possible upgrade (change the TracePro Edition, add an optional CAD translator, etc) to the purchased TracePro license, select Help / Upgrade Trial from the TracePro menu or the Windows Start Menu,:



Selecting the Upgrade Trial button initiates an e-mail to [sales@lambdare.com](mailto:sales@lambdare.com) with a CodeMeter context file attached.

Please note that the Upgrade Trial license will run concurrently with the existing TracePro license.

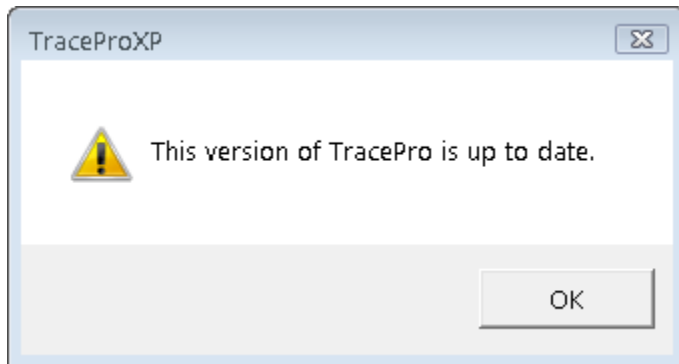


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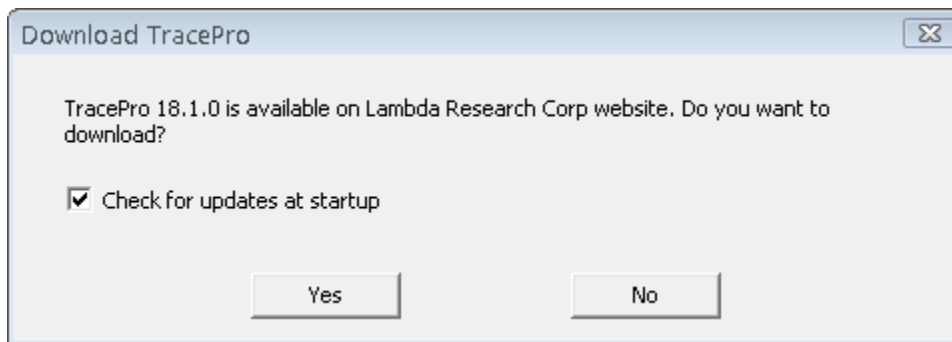
## Check for Updates

From the Help Menu, select Check for Updates.

If the latest release is already installed, the following message will be displayed:



“

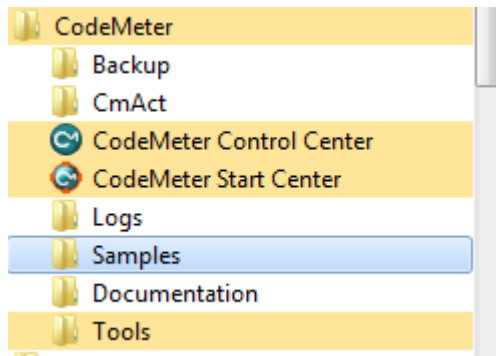


Selecting “Yes” will automatically start the process of downloading the latest installer and installing the software.

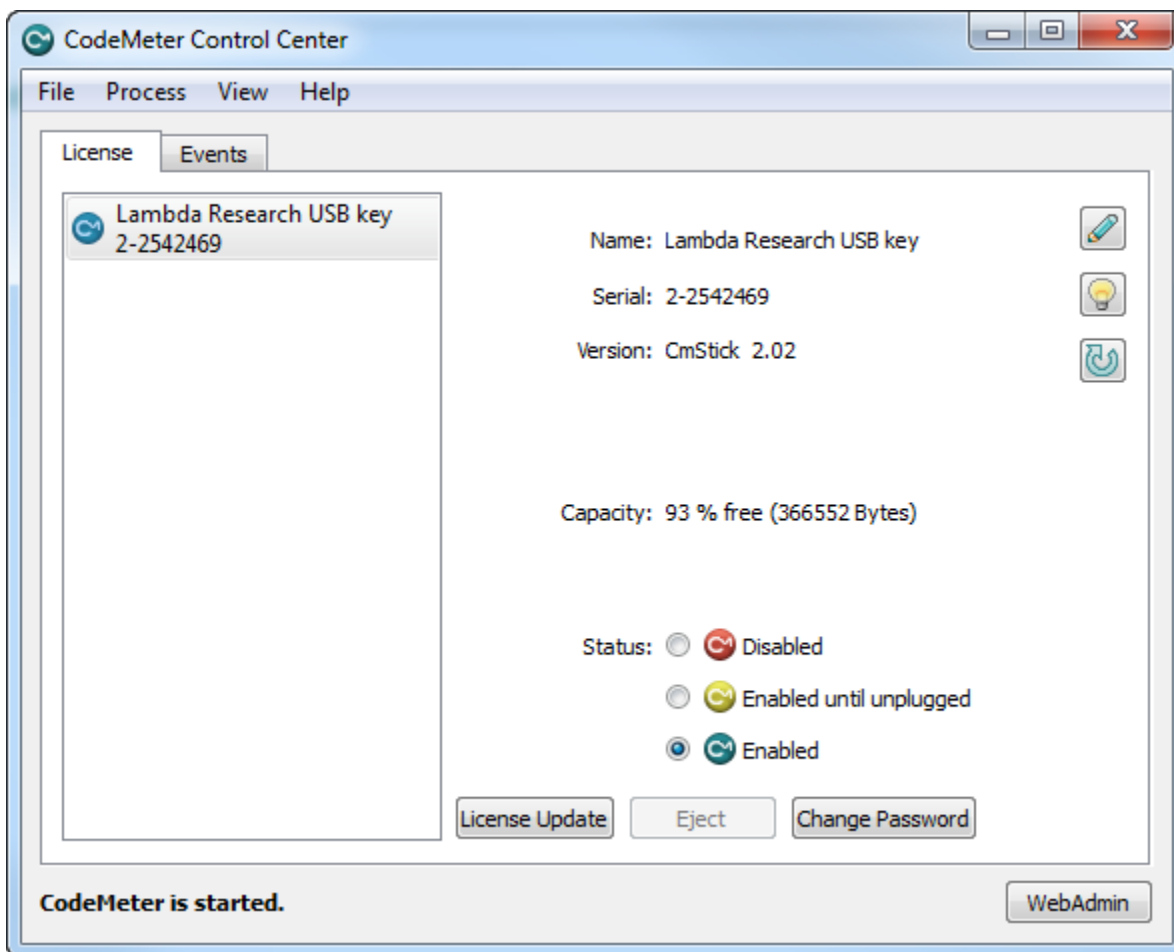
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## Monitoring Network License Usage

The CodeMeter licensing used by TracePro has an interface to obtain the status of a network license. From the Windows Start Menu, select Programs / CodeMeter / CodeMeter Control Center.



This launches the CodeMeter Control Center.



Select the Web Admin button (lower-right).

This will launch CodeMeter WebAdmin in your web browser.

Select the License Monitoring tab.

The screenshot shows the CodeMeter WebAdmin interface. The top navigation bar includes 'Dashboard', 'Container', 'License Monitoring', 'Diagnosis', 'Configuration', and 'Info'. The 'License Monitoring' tab is active. Below the navigation bar, there is a section titled 'Available Licenses on 'DESK7-JACK-X64''. This section contains three expandable license groups:

- 100003 Bundling Articles**: Contains one license: 'SecuriKey Lite' with Product Code 1, Feature Map 0x1, License Quantity 1, Used 0, and Available 1.
- 101771 Lambda Research Corporation**: Contains three licenses: 'TracePro Expert' (Product Code 120, Feature Map 0xe8000000, License Quantity 1 (local), Used 0, Available 1), 'Oslo Premium' (Product Code 220, Feature Map 0x0, License Quantity 1 (local), Used 0, Available 1), and 'RayViz for SolidWorks' (Product Code 300, Feature Map 0x0, License Quantity 1 (local), Used 0, Available 1).
- 5000156 Lambda Research CmAct license**: Contains one license: '-' (Product Code 120, Feature Map -, License Quantity 1, Used 0, Available 1).

In this example, there are three licenses - one TracePro, one OSLO, and one RayViz for SolidWorks. All three licenses are available.

Please note that the default Current Server is localhost, so the License Monitoring screen will only display licenses hosted on the local PC.

To view licenses from a different server, double-click on “Current Server: localhost” (bottom of window) select another server from the network, then click Apply.

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# Transferring TracePro to a New Computer

When TracePro is installed on a new computer, there are 3 items that need to be transferred from the old PC, (1) the license, (2) the Properties Database, and (3) the initialization files:

## ***License***

The transfer of the license is dependent on the license type

- Single Computer Hardware Key – disconnect the key from the old PC and connect it to the new PC
- Single Computer Software Key – since the softkey is tied to the hardware of the PC, the old softkey license will need to be removed and a new softkey license issued.
  - From the old PC, follow the steps to Upgrade an Existing License per Page 11 (the “upgrade” will be the removal of the license)
  - From the new PC, follow the steps to Request a New License per Page 8.
- Network Hardware or Software Key
  - If the network hardware or software key was connected to another PC on the network, there is no action at this time.
  - If the network hardware or software key was connected to this PC, follow the steps in the next section for Transferring the TracePro Network License to a New License Server.

## ***Properties Database***

The default name of the TracePro Properties database is TracePro.db, and its default location is

C:\Users\<USERNAME>\AppData\Roaming\LambdaResearch Corporation\TracePro

If the filename or location were modified, select View/Options in TracePro on the old PC to obtain the filename and filepath.

Move the TracePro Properties database to the same location on the new PC. A new Properties Database may have been placed in the same location on the new PC by the TracePro Installation, if so, replace this file with the database from the old PC.

## ***Initialization Files***

There are two files that are read by TracePro at each launch that include preference selections and license information, tracepro.ini and tpdefs.ini. The location of these file is:

C:\Users\<USERNAME>\AppData\Roaming\LambdaResearch Corporation\TracePro

Move tracepro.ini and tpdefs.ini to the same location on the new PC. New .ini files may have been placed in the same location on the new PC by the TracePro Installation, if so, replace these files with the .ini files from the old PC.

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# Transferring the TracePro Network License to a New License Server

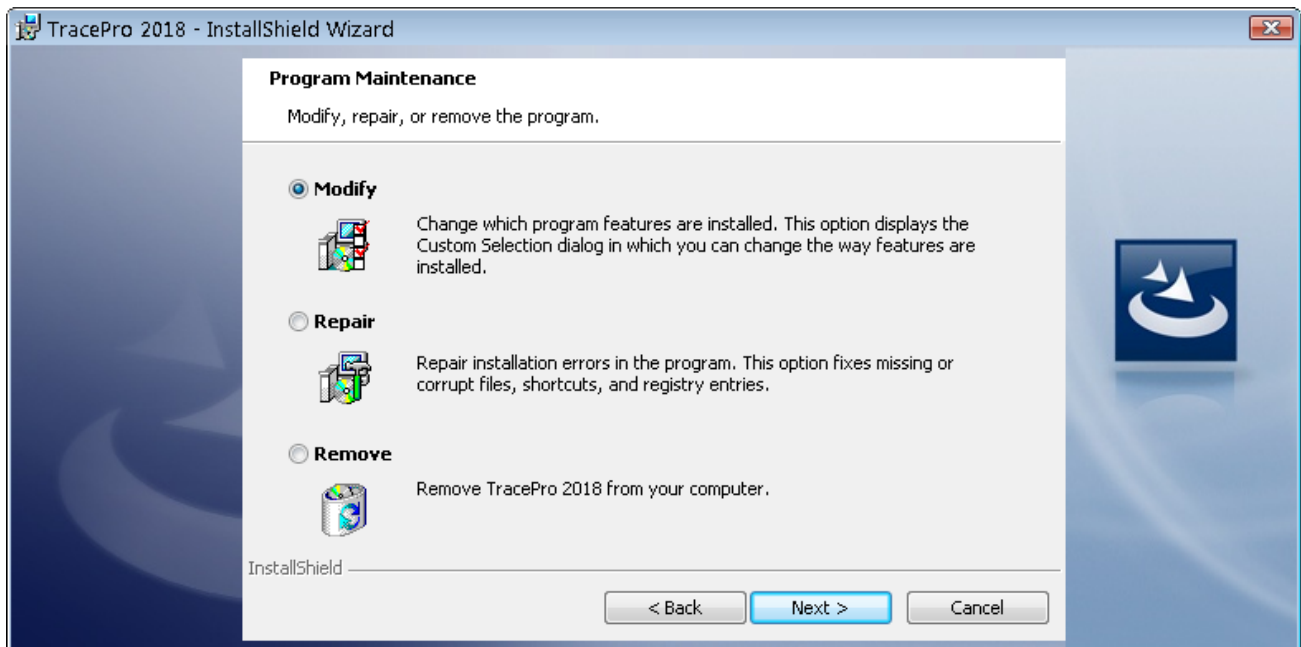
The transfer of the license is dependent on the license type

- Network Hardware Key
  - Perform the Lambda Network Key Server Installation per Page 4.
  - disconnect the key from the old PC and connect it to the new PC
- Network Software Key – since the softkey is tied to the hardware of the license server, the old softkey license will need to be removed and a new softkey license issued.
  - From the old license server, follow the steps to Upgrade an Existing License per Page 11 (the “upgrade” will be the removal of the license)
  - On the new license server, perform the Lambda Network Key Server Installation per Page 4.
  - From the new PC, follow the steps to Request a New License per Page 8.

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## Modify, Repair, or Remove the Program

- In order to Modify, Repair, or Remove TracePro, initiate the TracePro installation by double-clicking TracePro...Installer.exe.
- Click **Next** to continue.
- If TracePro detects that the same release has already been installed, the following screen will appear:



- Choose **Modify** to open the Select Feature dialog box to choose which installation components to install or uninstall at this time.
- Choose **Repair** to automatically run a Maintenance routine to reinstall any corrupted files from a prior installation.
- Choose **Remove** to uninstall the program.

# QUICKSTART GUIDES

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## Quickstart Guide 1 – Single-computer / Software Key

- Software Download per Page 2
- TracePro Installation per Page 3
- Launching TracePro per Page 5
- Requesting a New License per Page 8
- Activate License per Page 8

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## Quickstart Guide 2 – Single-computer / Hardware Key

- Software Download per Page 2
- TracePro Installation per Page 3
- Connect the USB key
- Launching TracePro per Page 5

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## Quickstart Guide 3 – Network / Software Key

Network License Server

- Lambda Network Key Server Installation per Page 4
- Requesting a New License per Page 8
- Activate License per Page 8

Each TracePro User:

- Software Download per Page 2
- TracePro Installation per Page 3
- Launching TracePro per Page 5

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## Quickstart Guide 4 – Network / Hardware Key

Network License Server

- Lambda Network Key Server Installation per Page 4
- Connect the USB key

Each TracePro User:

- Software Download per Page 2
- TracePro Installation per Page 3
- Launching TracePro per Page 5

# TROUBLESHOOTING GUIDE – INSTALLATION AND LICENSING

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## Installation Troubleshooting

There are several files that need to be installed in order for the TracePro Installation to be successful:

- Windows Installer files
- DirectX files
- .NET Framework files

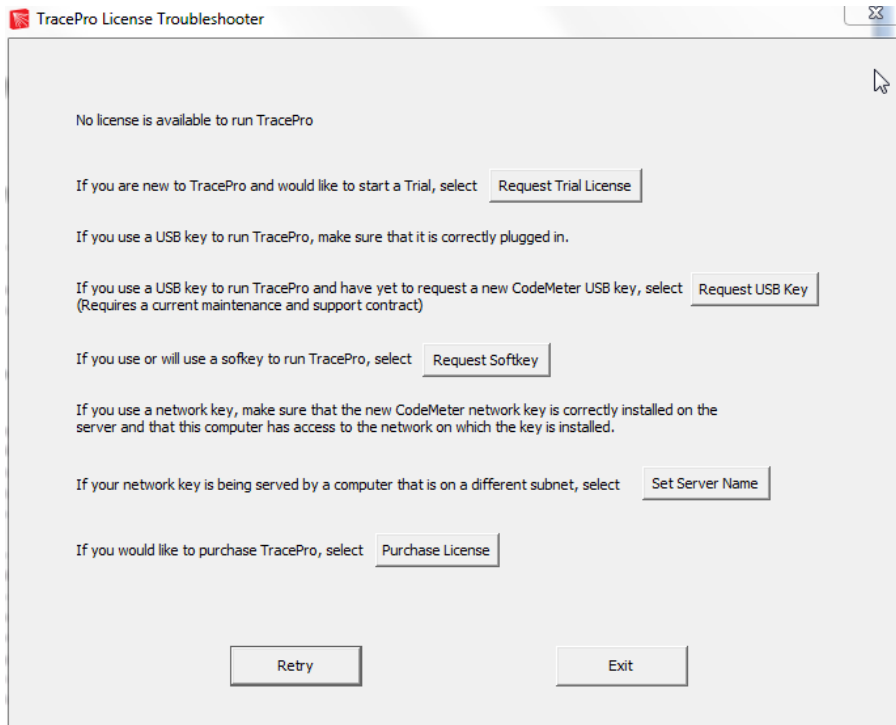
If TracePro Installation fails with a message about any of these file types, please perform a Windows Update. From the Windows Start Menu, select Control Panel/Windows Update, and select the button to Check for Updates. Install the recommended updates, reboot, then try installing TracePro again.

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## License Troubleshooting

### *No license is located*

When TracePro is launched (or when the TracePro License Troubleshooter is launched on a Network License Server) and no valid license is detected, the TracePro License Troubleshooter dialog will open.

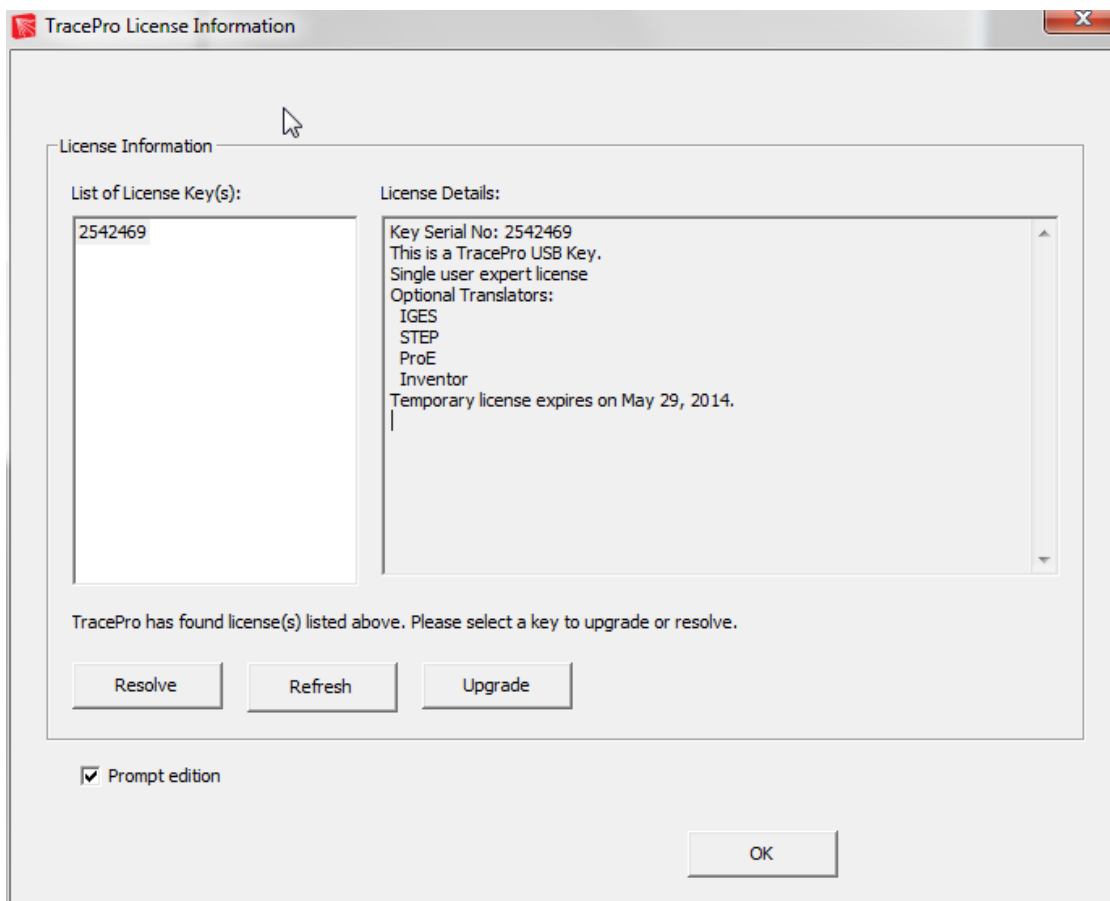




- Request Trial License
  - select this option to send a CodeMeter context file to [license@lambdares.com](mailto:license@lambdares.com)
  - upon receipt of a CodeMeter Update file from [license@lambdares.com](mailto:license@lambdares.com), save the file, double-click on the file to activate the license, then launch TracePro.
- Request USB key
  - select this option if you have a current Maintenance and Support subscription for TracePro and would like to receive your TracePro CodeMeter USB key to run TracePro 7.5.x
  - upon receipt of the CodeMeter USB key, connect the key, then launch TracePro
- Request Softkey
  - select this option to send a CodeMeter context file to [license@lambdares.com](mailto:license@lambdares.com)
  - upon receipt of a CodeMeter Update file from [license@lambdares.com](mailto:license@lambdares.com), save the file, double-click on the file to activate the license, then launch TracePro.
- Set Server Name – see separate section below
- Purchase License
  - select this option to send an e-mail to [sales@lambdares.com](mailto:sales@lambdares.com) to request information about purchasing a licenses for TracePro.

## ***A license has been located, but fails***

If a license is located, but it fails to launch TracePro, the TracePro License Information dialog will open.



Select an item in the List of License Key(s) then select Resolve to start the troubleshooting process.

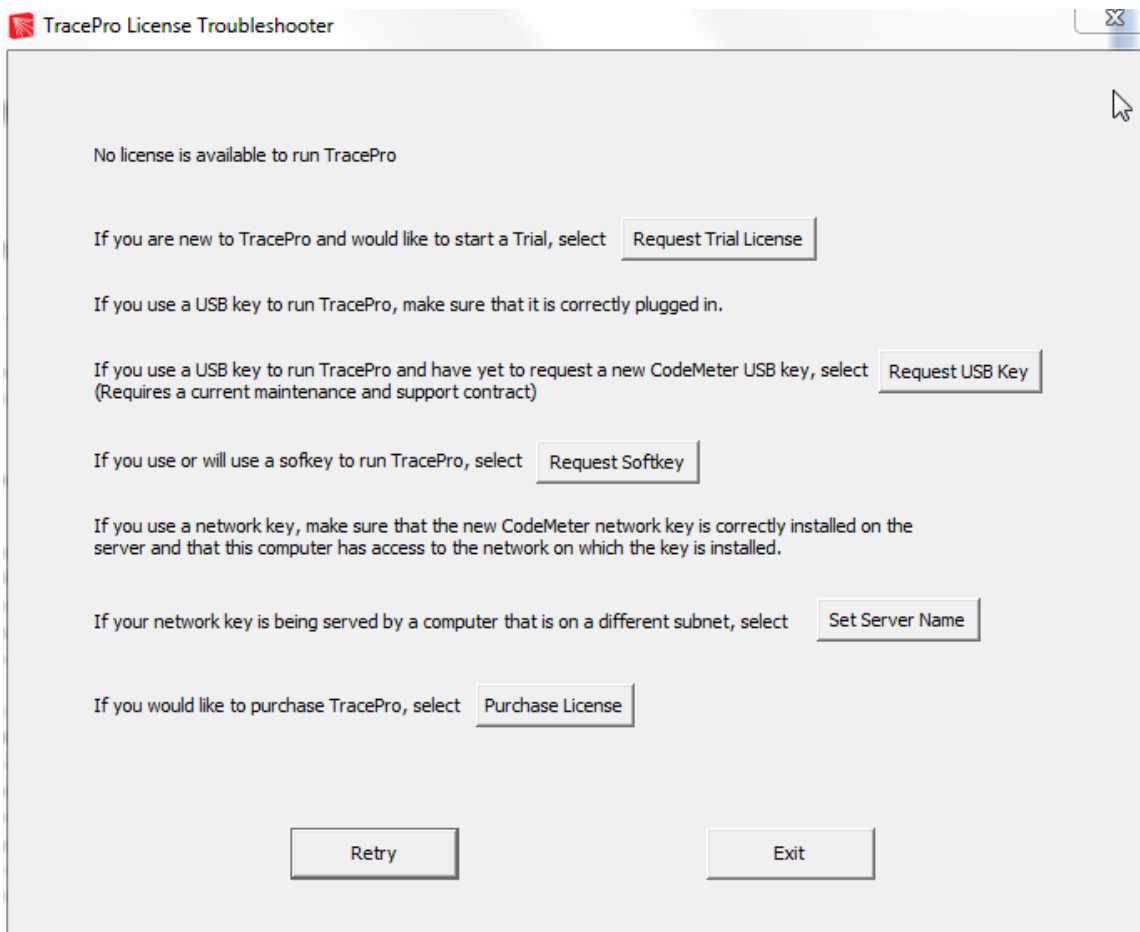
## Possible Causes of License Issues

This is a list of some possible causes of license issues:

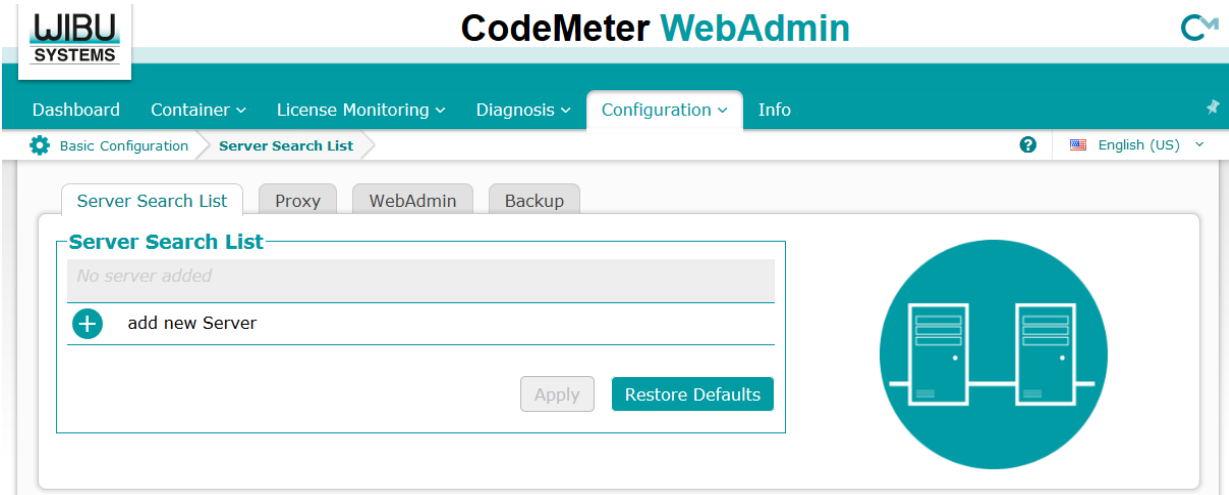
- Codemeter Drivers are failing/not installed
- License does not support the Software Release that was launched
- USB Port Failure
- Key Failure
- Key Programming Error
- Network License(s) are already in use
- No Network Connection to Server
- Network License Server is on a different Subnet than the client
- Unlicensed Edition of TracePro selected
- Conflict with another Codemeter Key
- A temporary license has expired
- Clock Tampering

## Set Server Name

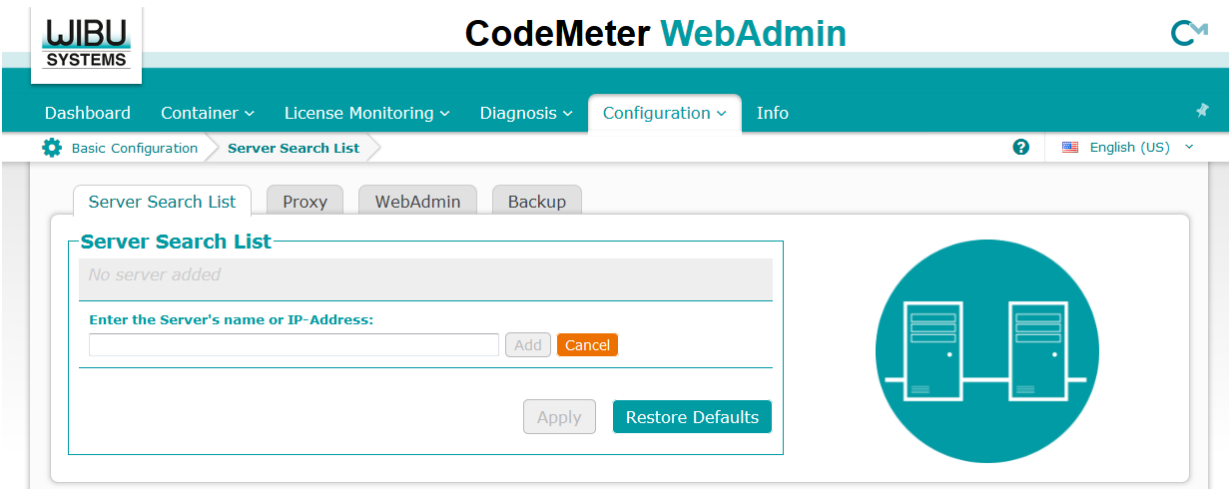
TracePro will automatically detect a network license if the license server and the client are on the same subnet. If the client is not on the same subnet, the TracePro License Troubleshooter will open.



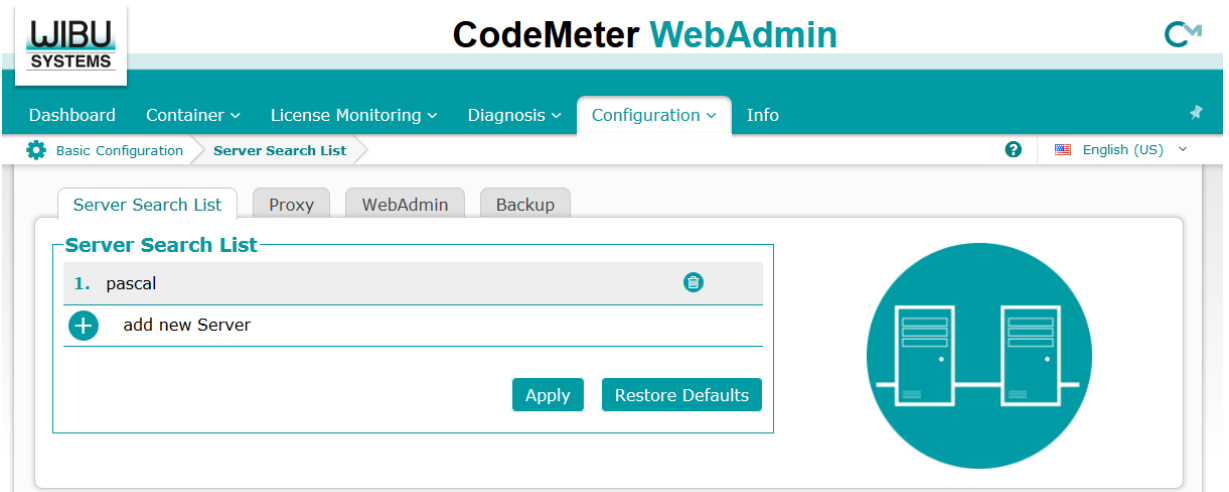
Select Set Server Name, and CodeMeter WebAdmin will open in your web browser:



Select Add New Server



Enter the Server Name or IP Address, then click OK.

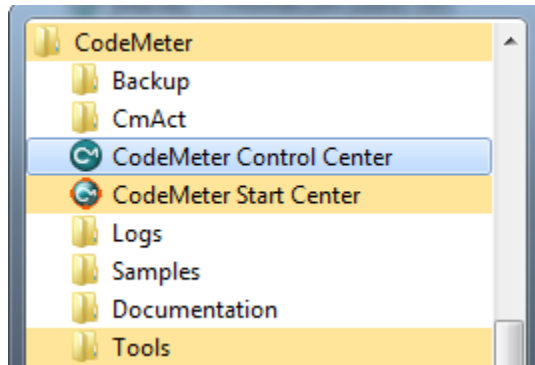


Click Apply. Now, when TracePro is launched, it will search for a license based on this Server Search List.

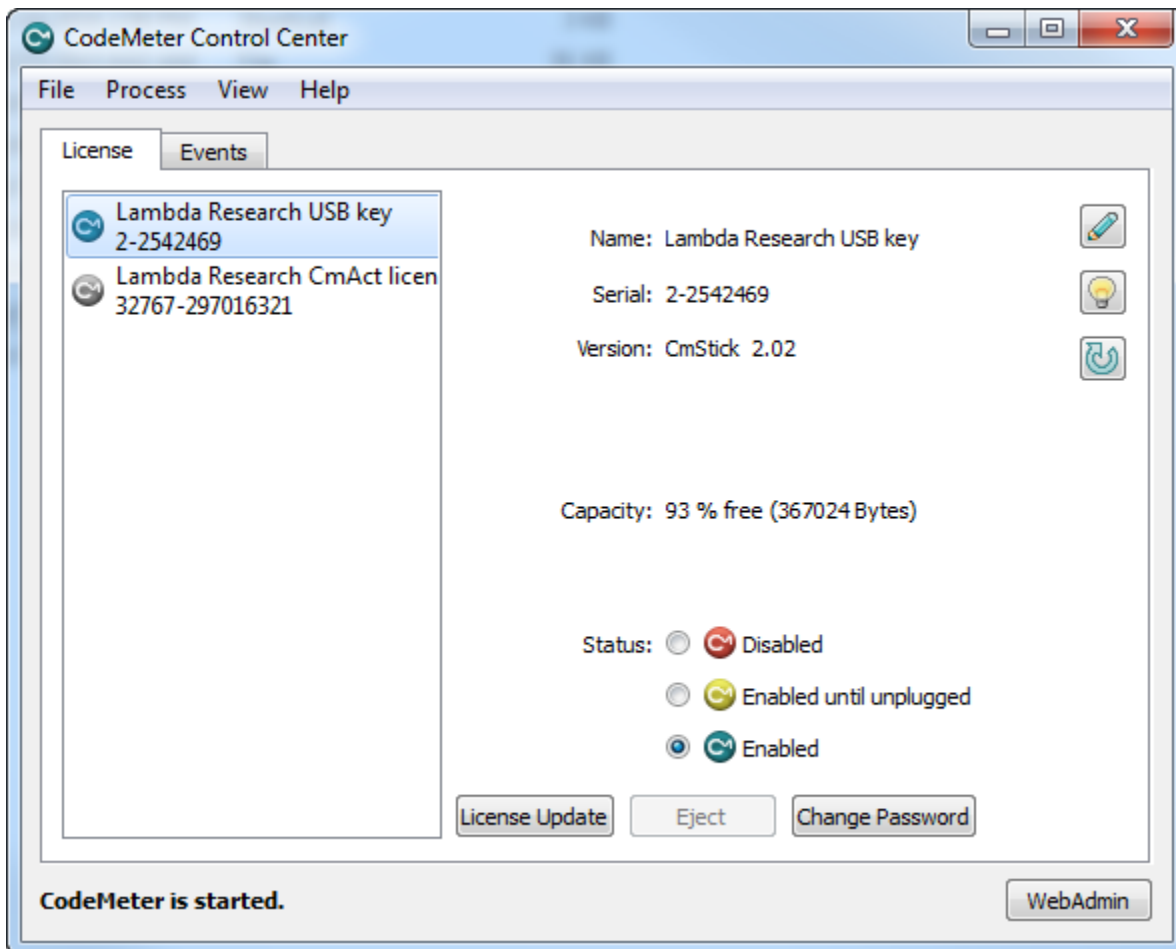
## Double-click to Activate license fails

On occasion, the attempt to double-click on the licence file to activate or update a license will fail due to a file association error, Windows cannot determine what application should be run to handle the license file.

The license module in TracePro is CodeMeter from Wibu Systems. Codemeter is installed with TracePro, and has a separate User Interface. From the Windows Start Menu, select Programs / CodeMeter / CodeMeter Control Center.



Drag and Drop the license file into the CodeMeter Control Center dialog to activate the license.



## APPENDIX A – IMAGE OF CODEMETER USB KEY

There are numerous markings on the CodeMeter Key. The Serial Number is of the format x-xxxxxxx, and is visible when the side labeled “CodeMeter “ is up.

