



## Network Installation of Design-Expert® Software, Version 10

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### Network Overview

Network installations involve two components, an installation of Design-Expert software, version 10, running on the client (see the **Client Installation** section below), and a license server running on the server to fulfill license requests from the clients.

### License Agreement

For network installations, Stat-Ease requires that you limit the number of concurrent users to the number of seats you have purchased. We provide a license server for that purpose.

### License server installation

The steps for network installation are:

1. **Copy the files** in the network bundle to a folder on the license server.
2. **Activate** your licenses by running *dex\_activate.exe*.
3. **Install *rlm.exe* as service.**
4. **Install Design-Expert on the client machines.**

### Copy the files

The license server, Reprise License Manager (*rlm.exe*), handles license requests from client machines. If you do not already have a version of RLM running on your network, install the license server by downloading the files at <http://www.statease.com/dx10.html#files> and placing them in a folder of your choosing. Note that the installation file for the single-user version is included under the **Client Install** subfolder in these files. If you already have a version of RLM running, you should download the files to a separate directory and copy the files *statease.set* and *dex\_activate.exe* to your existing RLM directory.

If you are running an older version of *rlm.exe* than version 10.0, it is recommended that you update to 10.0 by stopping the server, copying the new version over the old *rlm.exe*, and restarting the server.

## Activate

A command-line utility, *dex\_activate.exe*, has been provided to aid in activating the license server. If the server that the license server has been installed on has an internet connection, simply run the utility and enter the serial number for the license when prompted. The Stat-Ease activation server will be contacted and your license will be downloaded to a file named *dex.lic* in the same directory.

For potential solutions to problems with activation see the **Troubleshooting** section below.

## Install *rlm.exe* as a service

To install *rlm.exe* as a service, at the command prompt, navigate to the directory *rlm.exe* resides in and run

```
rlm.exe -dlog LOGFILE -install_service
```

where LOGFILE is the name of the logfile that debug information is written out to. You will then need to start the service which can be done by entering the following at the command prompt:

```
sc start rlm
```

For details, see the **Operation** section of **Network Installation Notes** below.

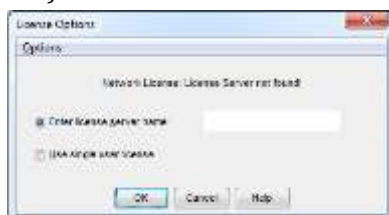
## Install Design-Expert on client machines

To install Design-Expert 10, run the *SetupDX10.msi* program in the *Client Install* folder on each client machine. See the **Client Install** section below for details.

## Workstation Setup

In many cases, all the client will need to do is install DX10. On startup, the program will broadcast to find the license server and request a license. If the client machine has trouble connecting with the license server, it may be necessary to provide a HOST-line-only license file (see **Other Considerations** below).

You can generate a HOST-line-only license file by switching to a network license on the **License Options** dialog (if you see the *Use network license* option on the dialog) then entering the server name in the entry field and





clicking OK. If the license server is using a different port number than the default 5053, you can specify that by entering the name in the format *server\_name:port\_number*.

### Roaming Licenses

If permitted by the license server, floating licenses can be allowed to *roam* away from the network. The license is checked out from the server using the roaming option on a computer which will then be able to run the program for a limited time disconnected from the network. While the license is roaming, it will use up one seat of the network license for the number of days specified when it is checked out. The roaming license can be returned early if it is no longer needed.

To roam a license on a client machine, start the program normally while connected to the network and choose **Roaming Options...** under the **Help** menu. Enter the number of days the license is to be roamed up to the maximum roaming days allowed by the server (the default is 30 but may be less at the discretion of the License Administrator). The program can now be run disconnected from the network for that number of days.



For example, if 1 is entered for days to roam, the roaming license will be good until midnight of the following day. Clicking on the early check-in checkbox in the same dialog while the computer is connected to the network will return the license early.

Refer to the [\*RLM License Administration Manual\*](#) for more details.

### Providing a HOST-Line-Only License

Note that if a different port than the default 5053 is specified for the server, the client's machine may also need a HOST-line-only license file that specifies the correct port. Otherwise, the client may not be able to check in roaming licenses early. This file should have the format:

HOST *server\_name* ANY *port\_number*

It should be named *host.lic* and placed in the client's common application data folder which will typically be C:\ProgramData\Stat-Ease\Design-Expert 10\.

This file can be generated on the client machine by running Design-Expert. See the **Workstation Setup** section above for details.

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## Client Install

### License Agreement

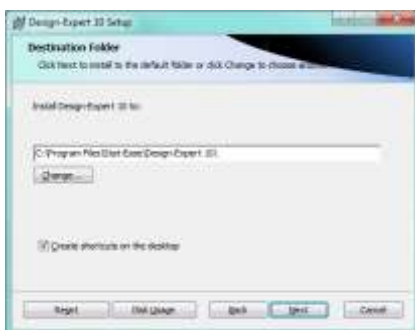
Once launched, the installation program loads and displays the license agreement shown above. Read the agreement. If you accept the terms, check the box labeled “**I Accept...**” and press **Next** to continue. If the terms are not acceptable to you, choose **Cancel** to abort the installation.



### Installation Steps

Should you accept, a **Custom Setup** dialog box appears offering you the choice to customize your installation and to choose the destination folder.

Consider registering the software online. You will be given an opportunity to do so the first time you launch the activated program.



### How to Uninstall the Program

To uninstall Design-Expert software, use the Programs and Features utility found in your Windows Control Panel. Select Design-Expert 10 from the list and follow the instructions to remove the program.

## Running the Program

If you chose not to have an icon placed on your desktop, open the Stat-Ease program group that resides within Programs in your Start menu. There are several shortcuts in this group, including your Design-Expert program, Read Me file, and Manual/Tutorials group (an option described above). Simply click on the Design-Expert icon shown at right to execute the program.



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## Files

Installed within the Design-Expert, version 10, software (“DX10”) program folder are:

- **DX10.exe**, main program
- **cario.dll**, Cairo graphics library
- **Master.chm** HTML-based help file
- **Read\_Me\_DX.html**, program update information and tips
- **License.rtf**, license agreement
- **libiomp5md.dll**, Intel Math Kernel Library (MKL 7.2) library index

Installed within Windows system or common file folders:

- **Microsoft\_VC110\_MFC\_\*.msm**, Microsoft Foundation Class 11.0 library merge module
- **Microsoft\_VC110\_CRT\_\*.msm**, MS Visual Studio 2012 C++ runtime library merge module

Intel Math Kernel Library (MKL 7.2):

Stored in the C:\ProgramData\Stat-Ease\Design-Expert 10 folder after activation:

- **dex.lic**, Program license file

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## Network Installation Notes

Design-Expert software runs on Windows, Novell, and other common networks. By default, the program uses built-in metering to limit concurrent uses to the number of available seats. If you prefer to use your own license control system, please contact us for proper authorization.

## Operation

To run the license server, place the *dex.lic* license file (see **Activation** section above) in the same directory and run

```
rlm.exe > OUTPUT_FILE
```

where OUTPUT\_FILE is the name of a logfile. This is useful for testing but you will probably want to run the license server as a service instead. To do this, run

```
rlm.exe -dlog LOGFILE -install_service -service_name SNAME
```

where LOGFILE is a required logfile name and SNAME is an optional logfile name and service name (RLM, if the *service\_name* flag is omitted). You will then need to start the service which can be done with the following command:

```
sc start rlm
```

Note that you will need administrative privileges on the host machine to execute the above commands.

For more information see **Running the *rlm* server as a service on Windows** in the [RLM License Administration Manual](#).

In addition to writing out a logfile, the license server can be monitored via the RLM embedded web server which is started automatically on port 5054 when *rlm.exe* is launched. To access this, simply point your browser to: *http://ServerHostName:5054*. You may also use this interface to set options and perform various maintenance tasks. See [RLM License Administration Manual](#) for details.

## Virtual Server

You may run the license server on a virtual machine as long as the Ethernet MAC address is not dynamically allocated. RLM requires a static Host ID which on a virtual machine would typically be the Ethernet MAC address.

## License File

The license file ends in *.lic* (by default is named *dex.lic*) and should be placed in the license server binary directory. If you wish to use a different location you must set the *RLM\_LICENSE* environmental variable. See [RLM License Administration Manual](#) for details.

Note that the client does not need access to this license file, only to the license server. You may supply a HOST-line-only license file to the client that points the client to the license server. If license server is using the default port number, the file may have the format:

HOST *server\_name*

If the port number is not the default, it should have the format:

HOST *servername ANY port\_number*

It should be named *host.lic* and placed in the client's common application data folder which will typically be C:\ProgramData\Stat-Ease\Design-Expert 10\.

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## Troubleshooting

If you are unable to resolve a problem with the license server after consulting this guide, please contact [support@statease.com](mailto:support@statease.com).

### Activation Errors

#### *Cannot connect to activation server*

This error can be caused by the presence of a proxy server or simply the lack of an internet connection.

##### *Proxy server*

If you are using a proxy server you will need to set two environmental variables before running *dex-activate.exe*:

*HTTP\_PROXY* should be set to the host name use the form *host\_name:port\_number* if the port number used by the proxy is not the default 8080.

*HTTP\_PROXY\_CREDENTIALS* should be set to the username and password (*user\_name:password*). Note that only BASIC authentication type is supported.

##### *No internet connection*

If there is no internet connection, run the *dex\_activate* utility with the argument */showhostid* or run *rlmhostid.exe* in the utilities folder. This will display the host id. Copy this down and copy the *dex\_activate* utility to a computer with an internet connection. Run it with the argument */hostid=HOSTID*, where *HOSTID* is the previously

reported host id for the license server machine. Enter the serial number when prompted and copy the *dex.lic* file to the license server executable directory.

Alternatively, send an email with the serial number, server name, and the host id information to [support@statease.com](mailto:support@statease.com) and we will send an activated license file back. Place this file in the license server executable directory.

### *Unable to create/write license file*

If the license file does not get saved properly when activating, you may be able to retrieve it from your account at the Stat-Ease web site. Go to [Software Licenses](#) under **My Account** and click on the **Manual Activation** button. Enter in the Host ID for the license server (see *No internet connection* above). The last fulfillment for this license will be displayed. Copy the text and paste into a text editor. Save this to a file named *dex.lic* and copy this to the license server executable directory.

### *Alternative activation method*

The web interface built into *rlm.exe* can also be used to activate a license. The downside to this method is that the serial number will not be written to license file so it will not be reported to the users. The procedure for this method is:

1. First run *rlm.exe* then point a browser to the server using port 5054 (e.g., if the server host name is LicServer, point the browser to LicServer:5054). This will bring up the RLM web interface)
2. Click on the *Activate License* button, then click *Begin License Activation*.
3. For the *ISV activation website* enter: **activate.statease.com**.
4. For the *ISV* enter: **statease** (all lowercase), for *License activation key* enter the serial including dashes.
5. Leave the *License Server or Node-lock hostid:* field as is but enter the number of network seats for *License count*.
6. Edit the filename portion of the license file path to be **dex.lic**.
7. Review *Activation Request Data* table and if all is in order, click *REQUEST LICENSE*.





8. Copy the new license file to the license server executable directory.

## Operation issues

### *Product not supported error with license server*

If the clients report this error, check that the following is true:

1. There is a *dex.lic* file and a *statease.set* file in the license server folder.
2. The license has not expired.
3. The product in the license matches the client program:  
**designexpert** for Design-Expert and **designease** for Design-Ease.
4. The version number in the license is not less than the version being run on the client.
5. The Host ID in the license matches the Host ID of the server.

The Host ID for the license can be found on the HOST line immediately following the server name. To find the Host ID of the server, at the command prompt, run *dex\_activate.exe /showhostid* or, alternatively, run *rlmhostid.exe* in the *utilities* folder. The product name, version number, and expiration date can be found on the LICENSE line immediately following the ISV name (**statease**).

### *Communications error with license server*

If the clients report this error, try the following steps:

6. Check that *rlm.exe* is running on the server machine. If installed as a service, check that the service is started in Services (e.g., under Administrative Tools in the Control Panel).
7. Verify that *rlm.exe* is reachable from the client machine by pointing the browser to the web interface (ServerHostName:5054).
8. Check that port 5053 is open and available on both the server and the client machine. If 5053 is not available, edit the port number in the *dex.lic* file on the server and the *host.lic* file on the client to an available port.

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## How to Get Support

Before calling for support, be sure to look at:

- ◆ See the web site [http://www.stateease.com/dx10\\_man.html](http://www.stateease.com/dx10_man.html) for information on installing and activating the software.
- ◆ The “Program Hints and FAQ” section in our Design-Expert program Help. (Frequently asked questions (FAQ) also reside in our “Read Me” file installed in your Stat-Ease folder).
- ◆ The Stat-Ease web site (listed below) for downloadable program patches (free!) and updated documentation in portable document file (PDF) format that’s viewed using the free Adobe Acrobat Reader.
- ◆ Information and online discussions available in our Stat-Ease support forum (see below). You may visit anonymously or register to post questions and comments.

To obtain program support from Stat-Ease, you must be a registered software owner or a user on a licensed network. The quickest way to get help is to call us, but e-mail works particularly well because you can attach your data file. Please provide your Design-Expert version number and serial number before stating your question.

Here’s how you can reach us:

Web site: [www.stateease.com](http://www.stateease.com)  
Forum: <http://forum.stateease.com>  
Email: [support@stateease.com](mailto:support@stateease.com)  
By mail: Stat-Ease, Inc.  
2021 East Hennepin Ave, Suite 480  
Minneapolis, MN 55413

Phone: (612) 378-9449  
Fax: (612) 378-2152

We provide limited free help of a statistical nature. While it never hurts to ask, we may suggest that you purchase some statistical consulting. Often we can give you valuable help with only a few hours of paid time. For a free cost estimate (and perhaps a free answer to your problem!), give us a call and ask for statistical help, or e-mail: [stathelp@stateease.com](mailto:stathelp@stateease.com).

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