MAPLE 2017

STEP BY STEP INSTALLATION INSTRUCTIONS

Maplesoft™

Mathematics • Modeling • Simulation

STANDALONE INSTALLATION

NETWORK INSTALLATION
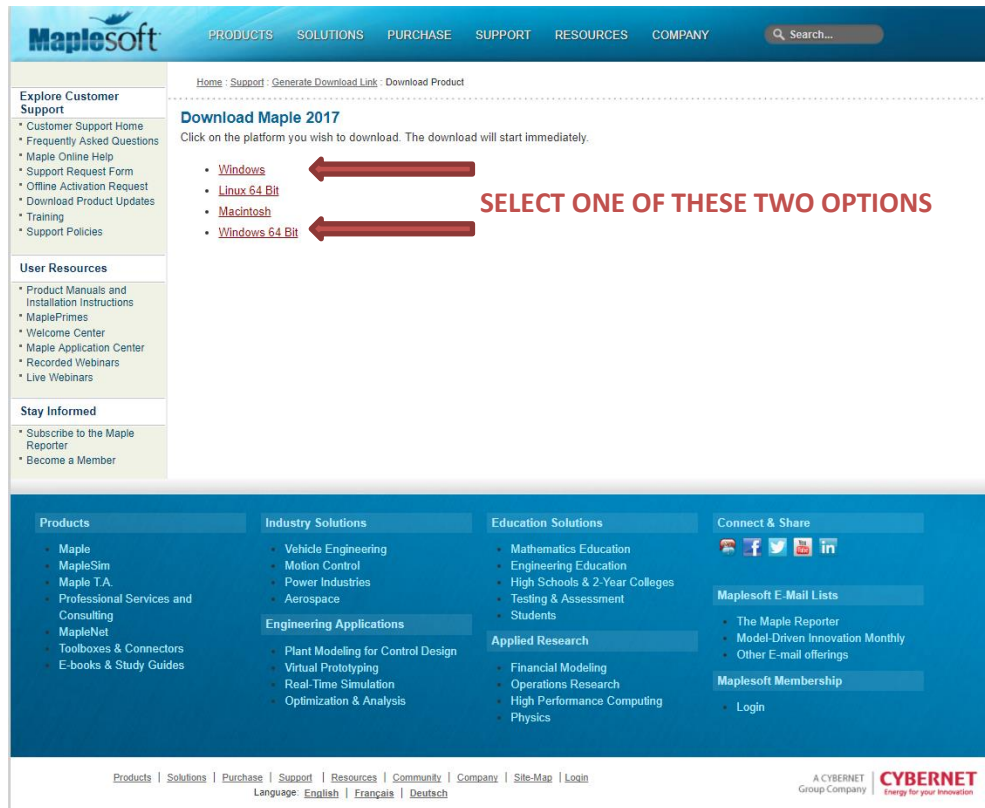
TROUBLESHOOTING

STANDALONE INSTALLATION - WINDOWS

1. Click the link we have provided you to download the installer file. Select "Windows" (this is 32-bit) or "Windows 64-bit". You will likely want to select "Windows 64-bit" and you can check if your system is of this type by going to "Control Panel" > "System and Security" > "System" and view the "System type":
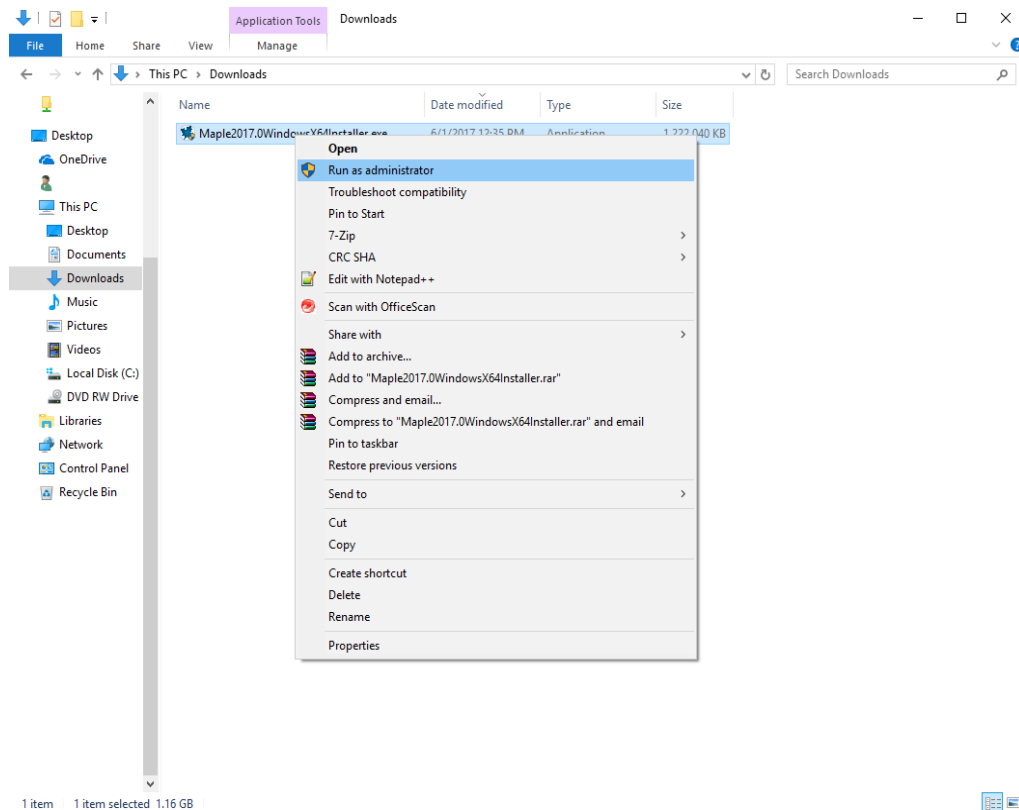

2. Once the appropriate choice is made your installer file will download:
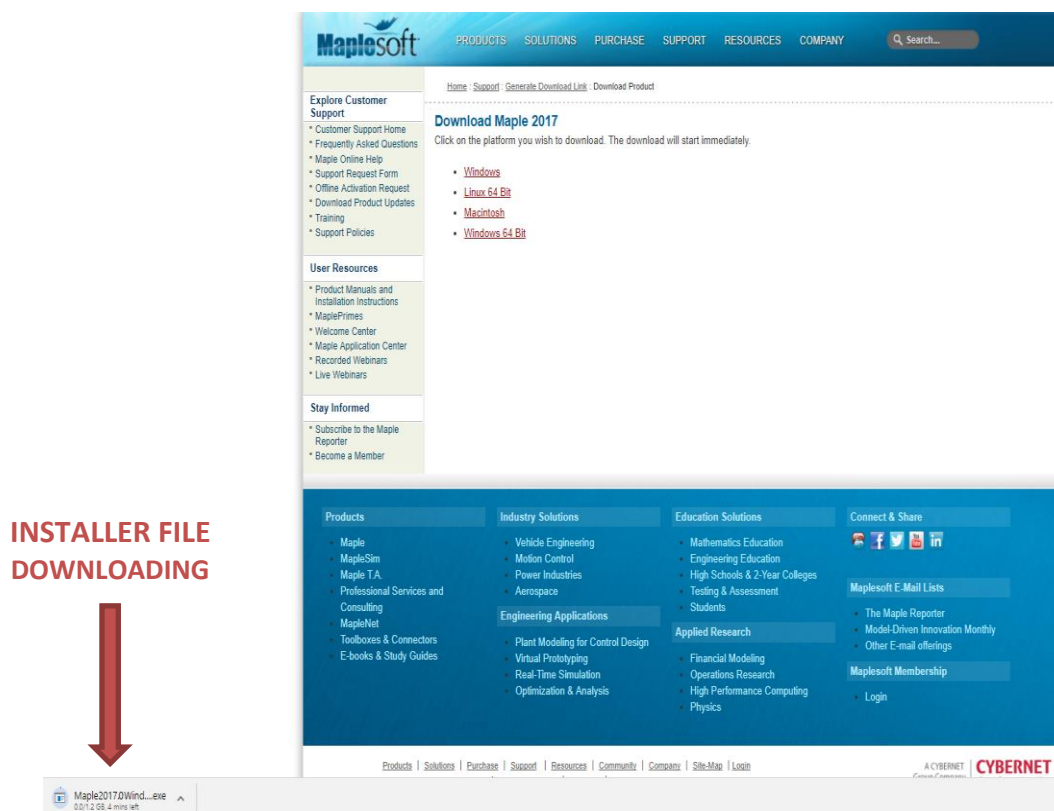
3. Navigate to the installer file. The standard location is your "Downloads" folder:

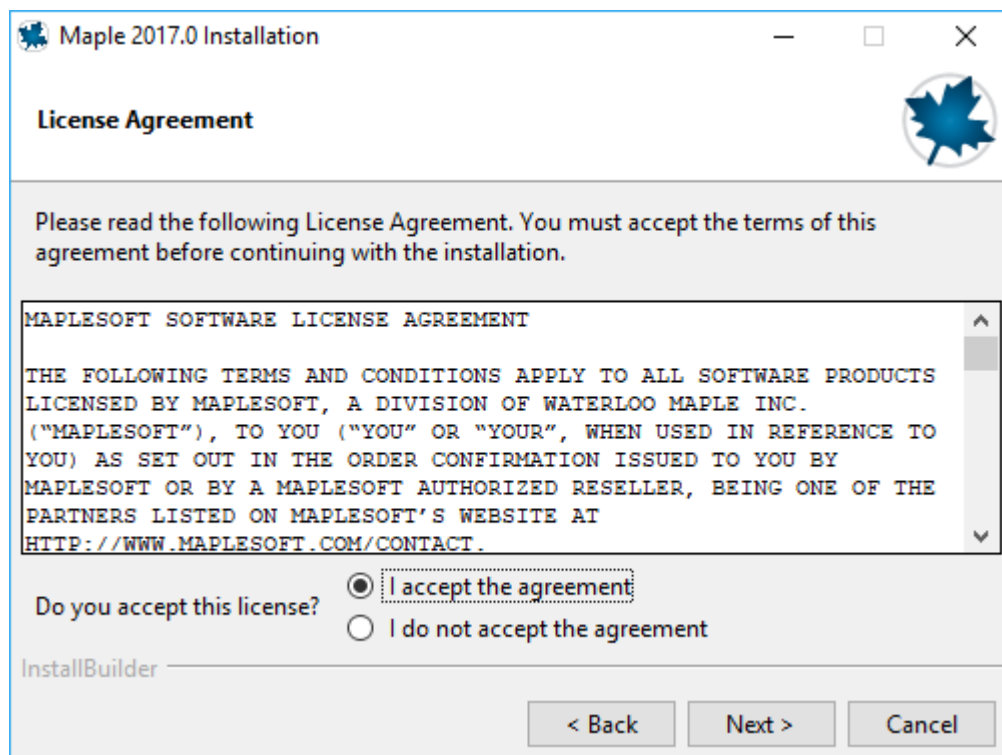**THE DEFAULT LOCATION FOR THE DOWNLOADS FOLDER IS C:\Users\%USERNAME%\Downloads**
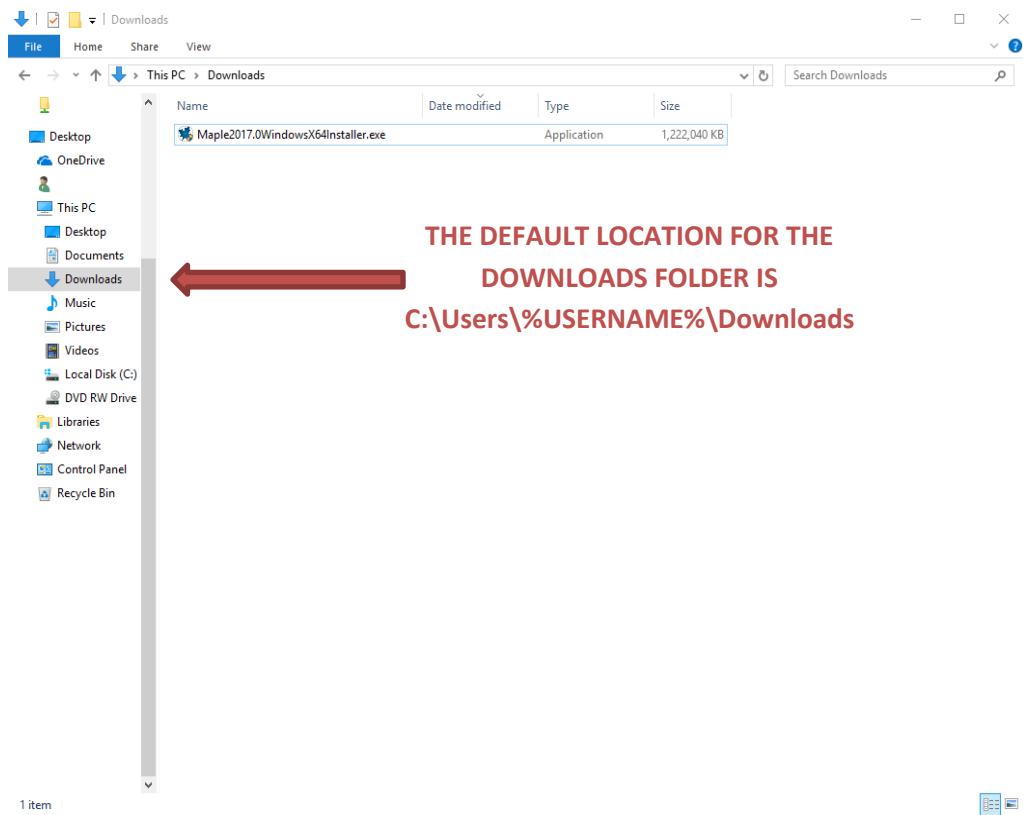
4. Run the file as administrator. To do so, right-click on the file and choose "Run As Administrator":
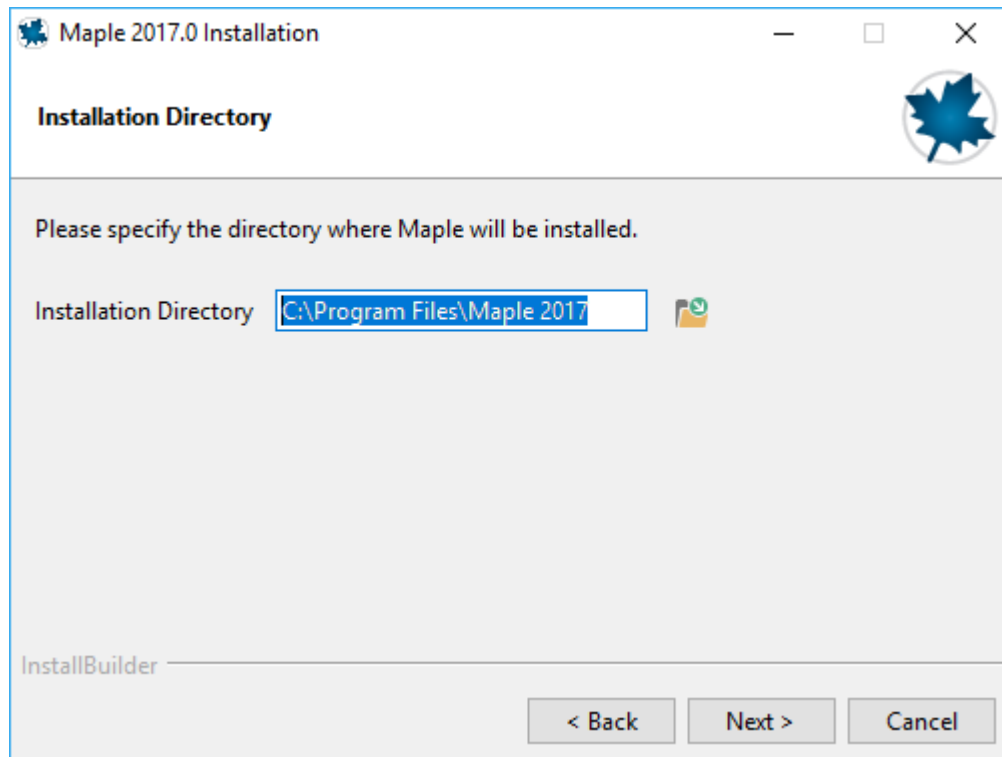
5. The installer will open, click "Next":
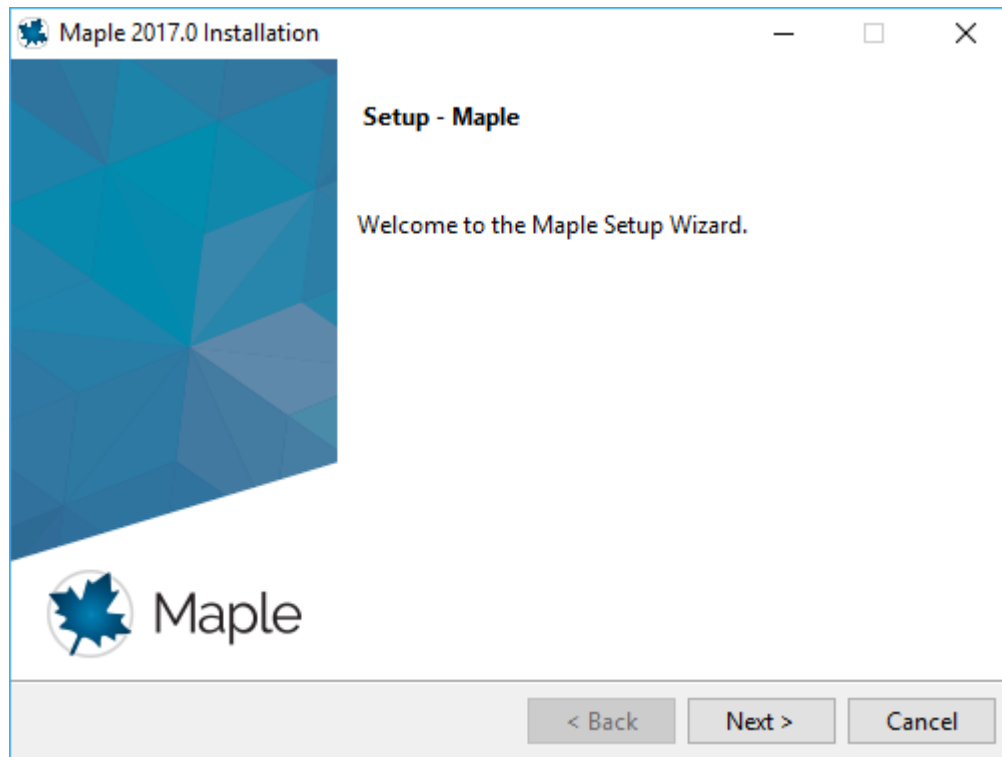
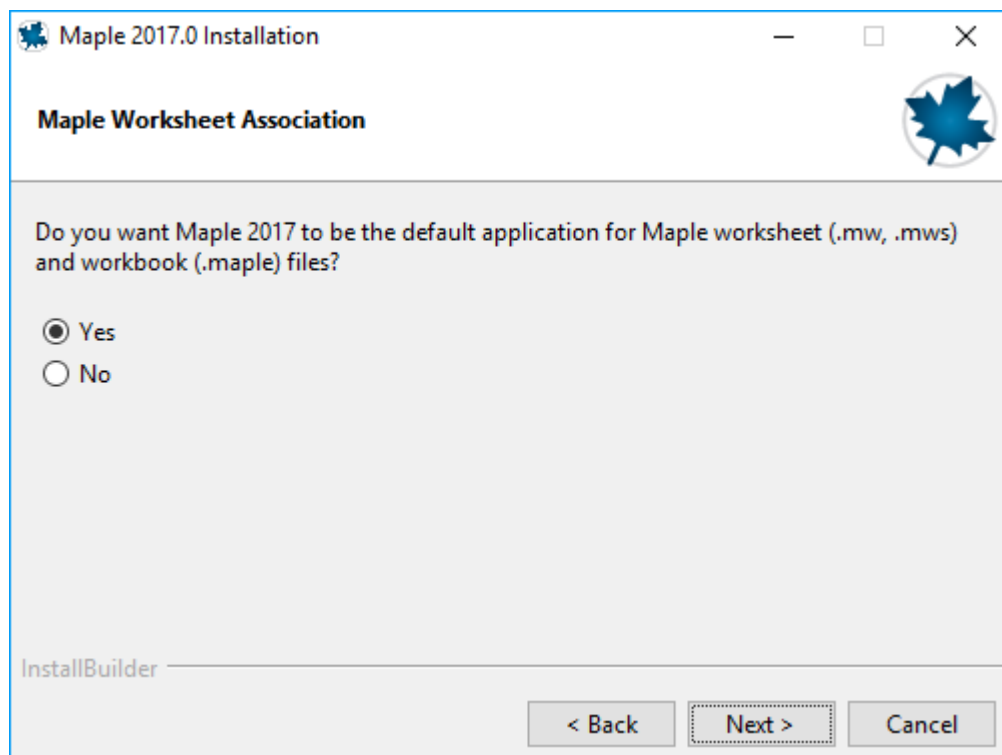6. Read carefully and accept the license agreement:

7. Choose the path to install Maple. A default path is already chosen:

8. Decide whether or not you would like Maple 2017 to be the default for opening Maple files:

9. Choose whether or not you would like to have a desktop shortcut:
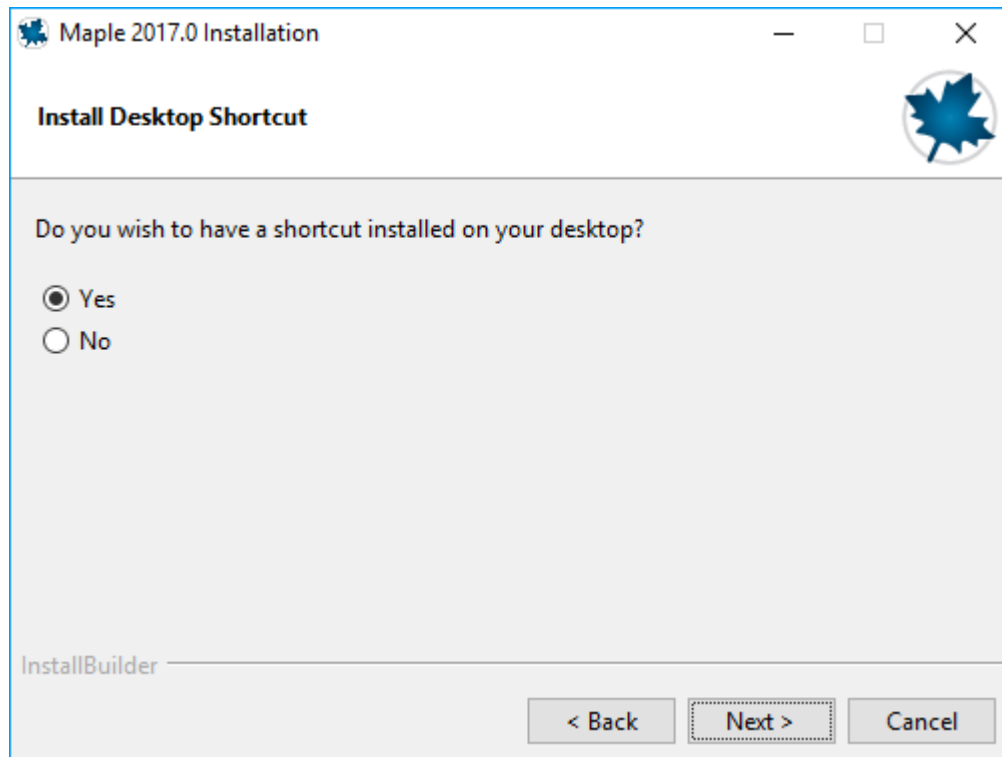
10. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2017 are MATLAB 2017a, 2016b, 2016a:
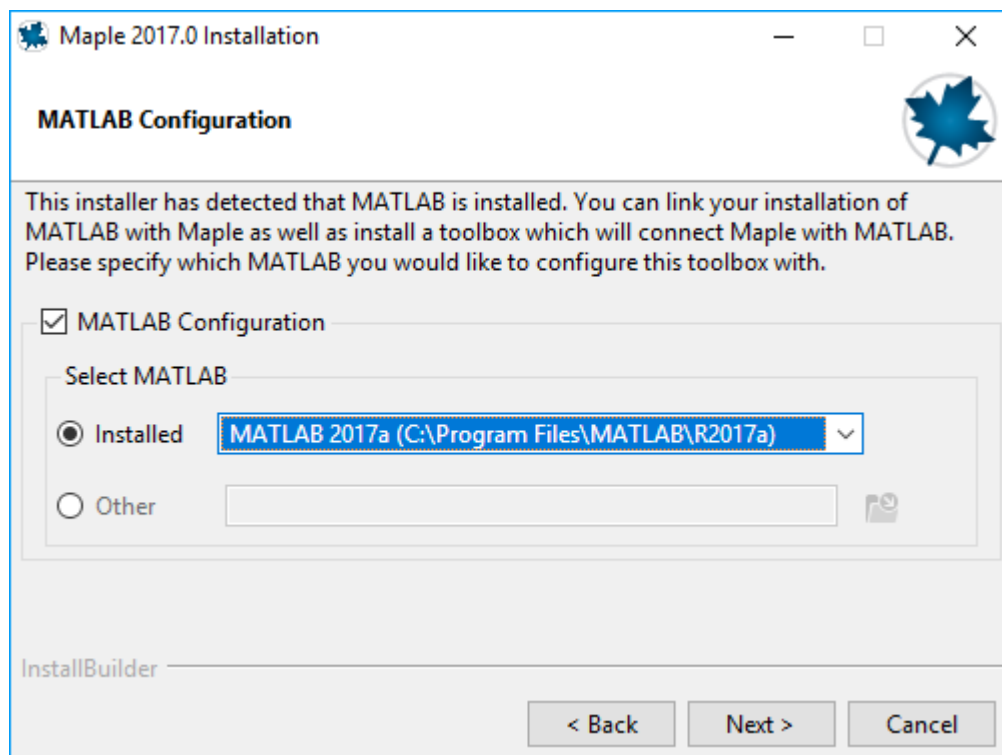
11. Keep "Single User License" selected (This will also apply to a Home Use code associated with a network license):
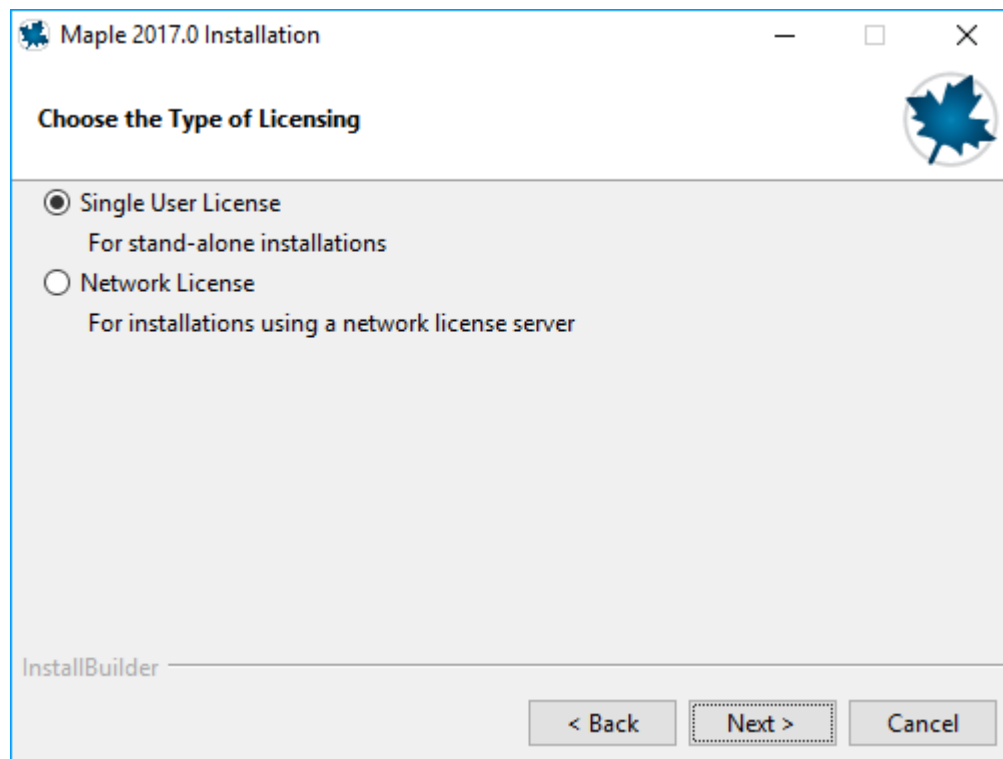
12. Choose whether you would like the installer to check for updates available to your Maple 2017 installation:
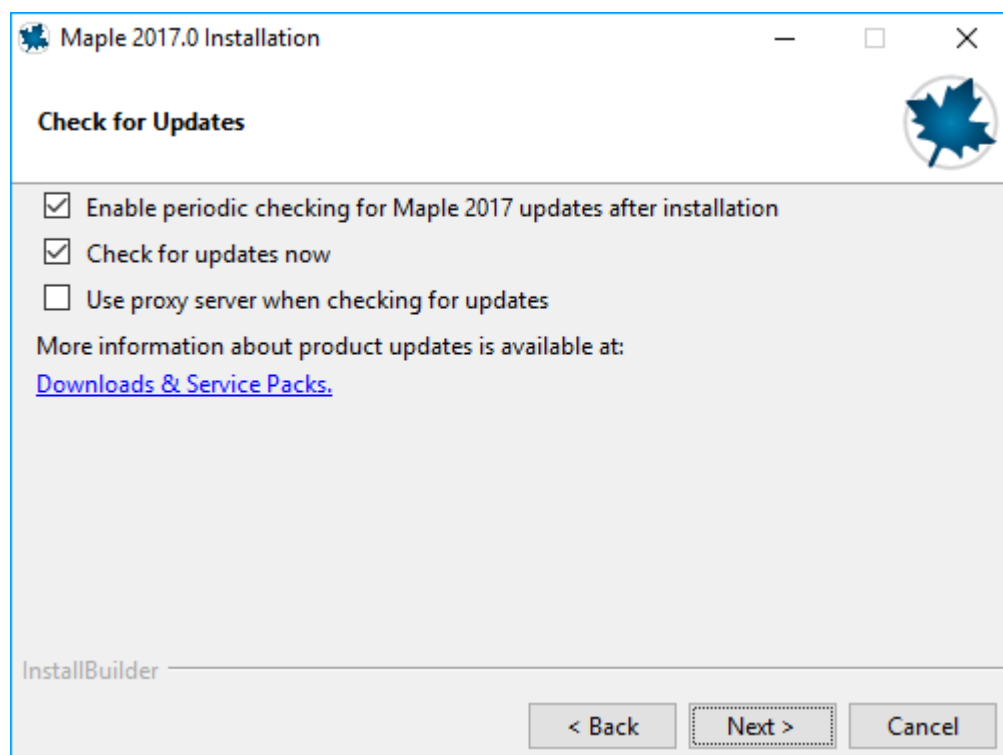
13. Review the Pre-Installation Summary:
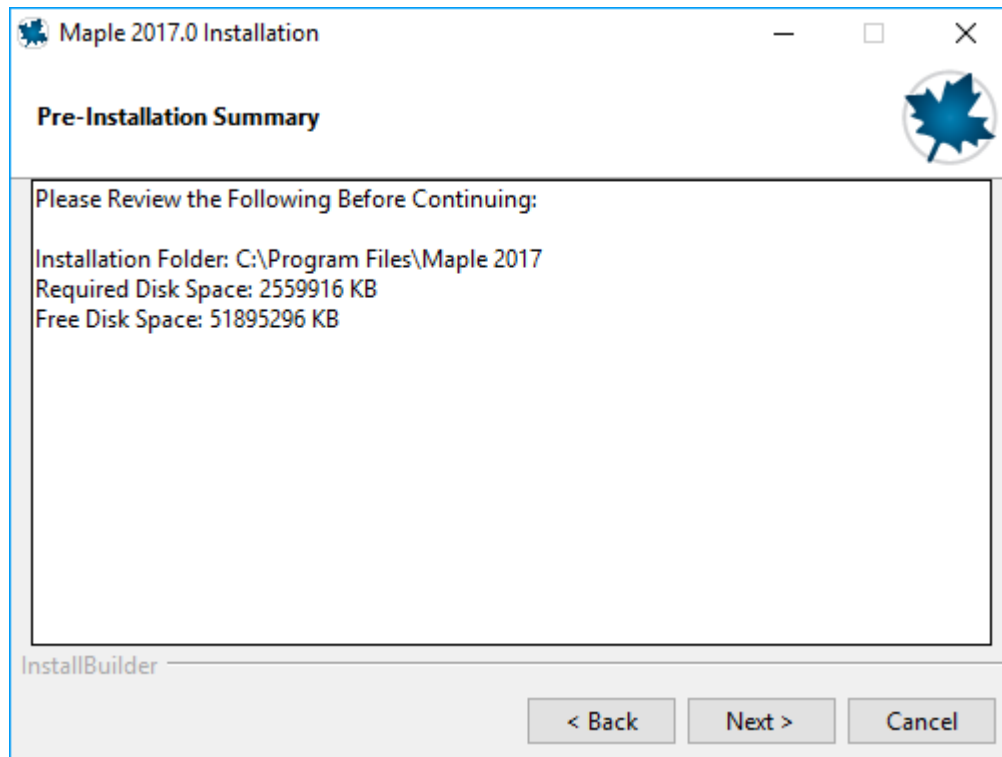
14. Maple 2017 will install on your computer:

15. Decide if you would like to activate Maple 2017 now:

16. Input your purchase code and then the necessary information to activate:

If you receive an error, "There was an unknown network error", please proceed to Offline Activation

STANDALONE INSTALLATION - MACINTOSH

1. Click the link we have provided you to download the installer file. Select "Macintosh". Save the file:
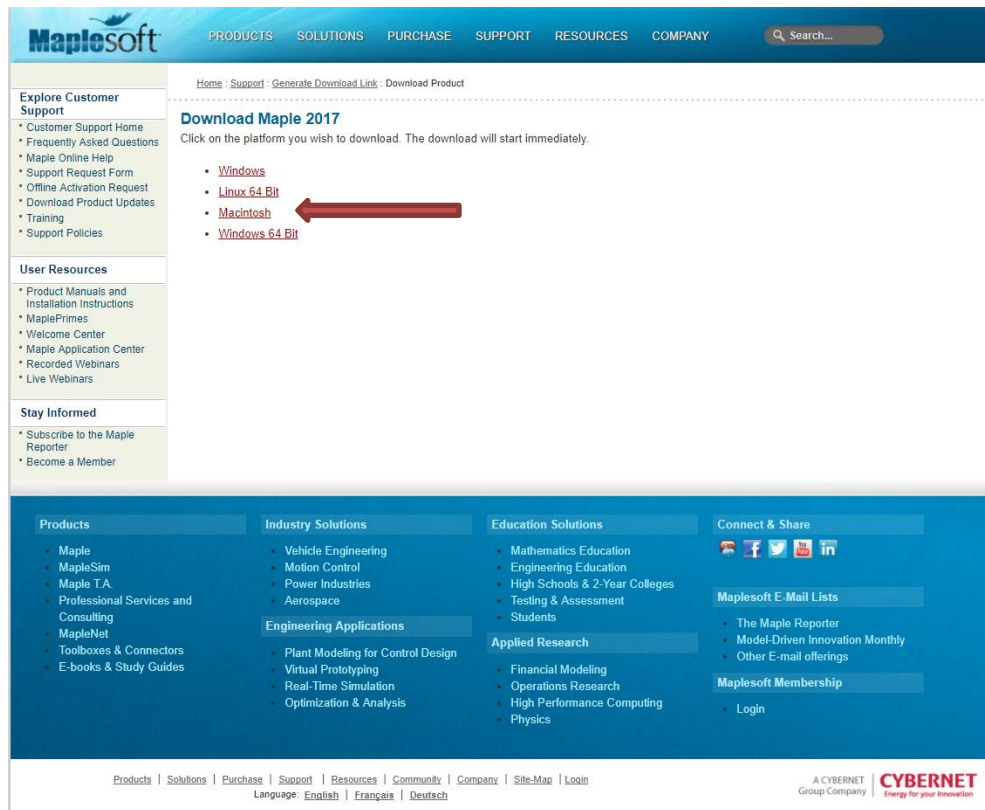
2. Navigate to the installer file. The standard location is your "Downloads" folder:
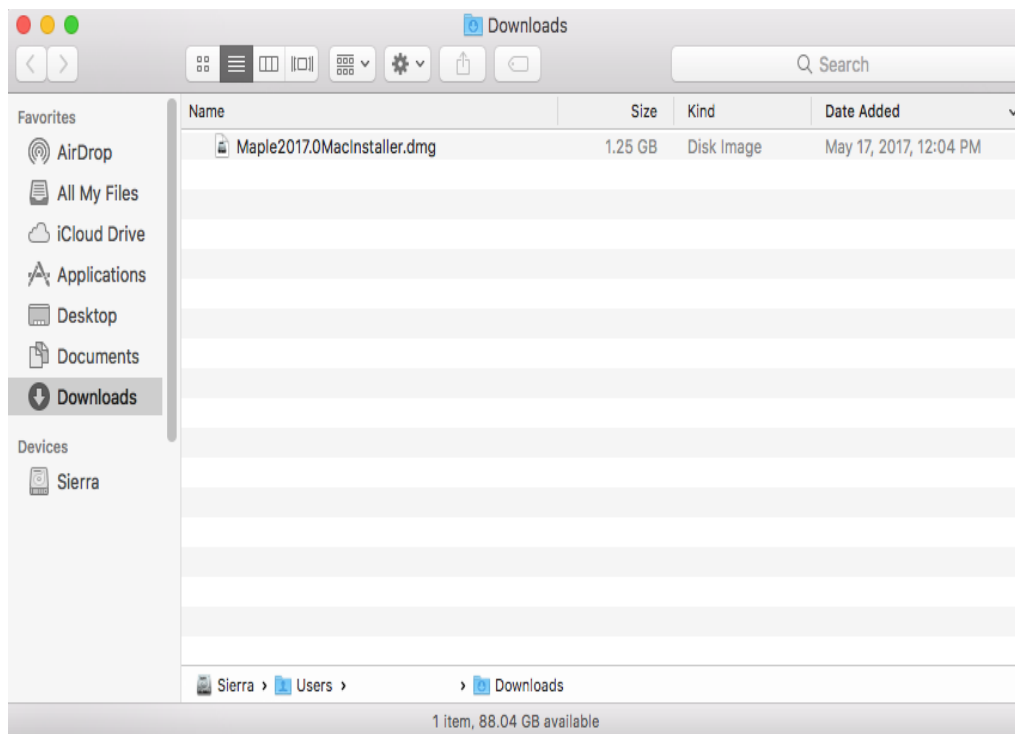
3. Right-click "Maple2017.0MacInstaller.dmg" > "Open":
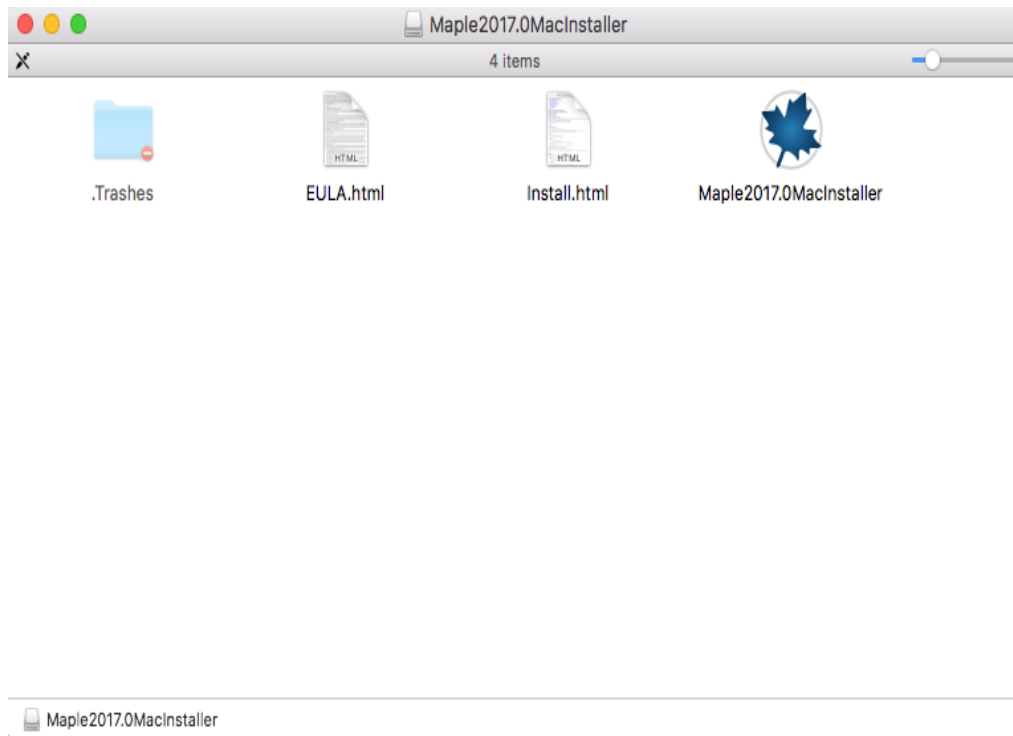
4. Right-click "Maple2017.0MacInstaller" > "Open". Confirm that you want to open it:
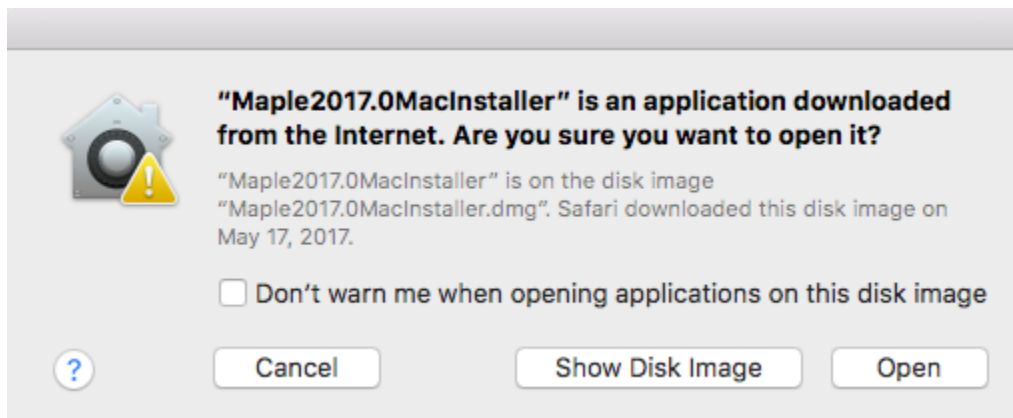
5. The installer will open, click "Next":

6. Read carefully and accept the license agreement:
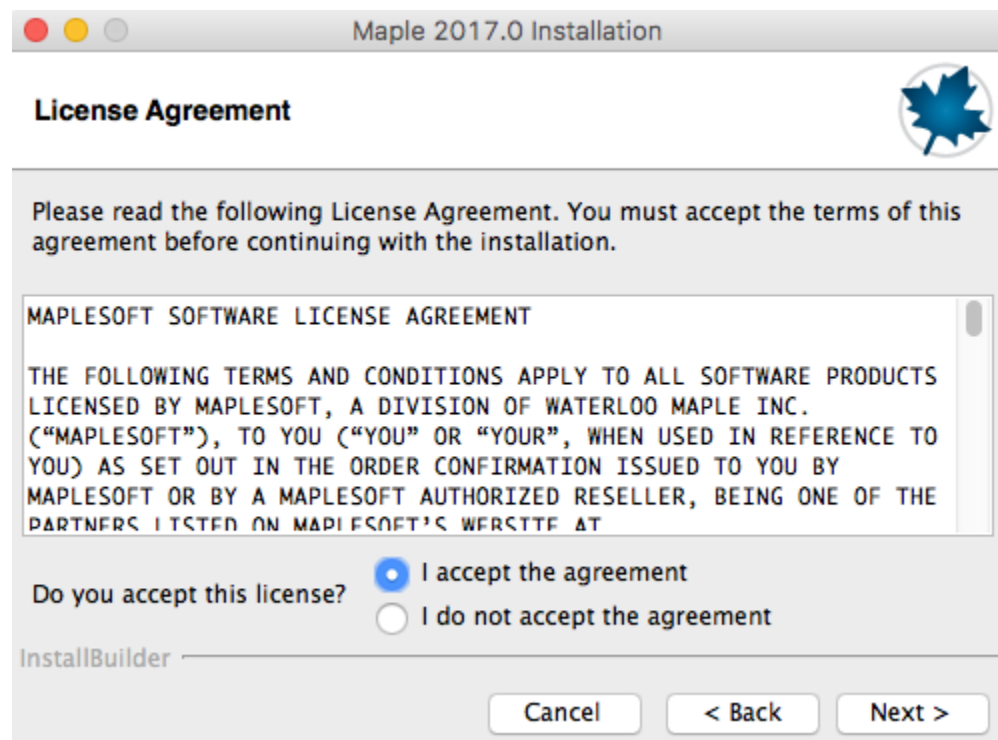
7. Confirm the path that Maple 2017 will install to:
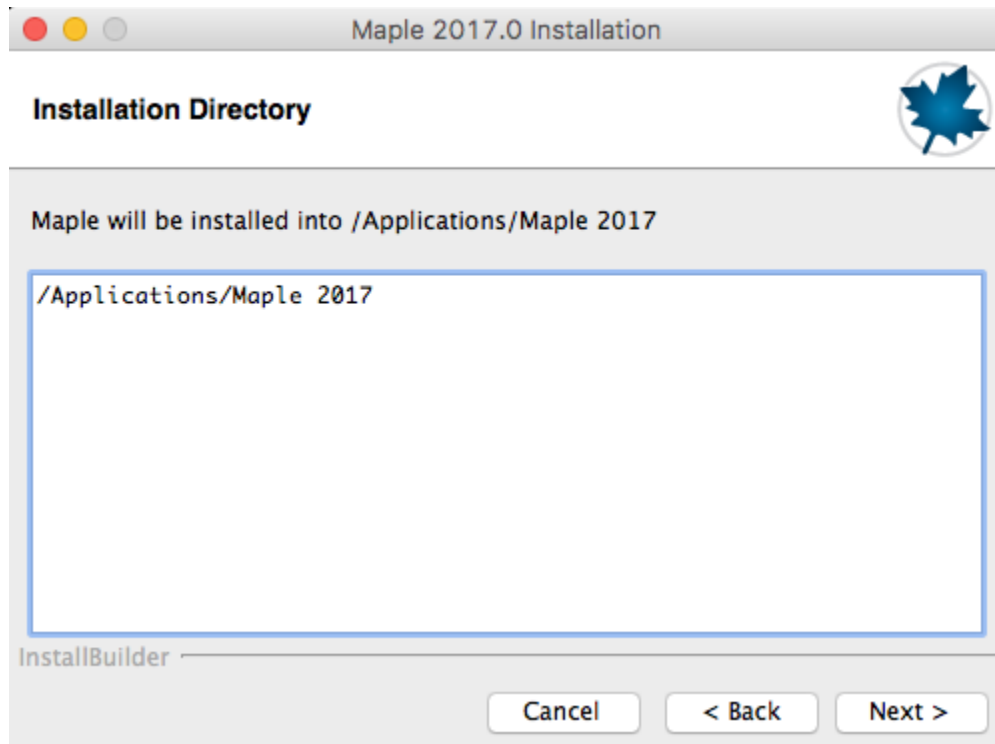
8. Keep "Single User License" selected (This will also apply to a Home Use code associated with a network license):

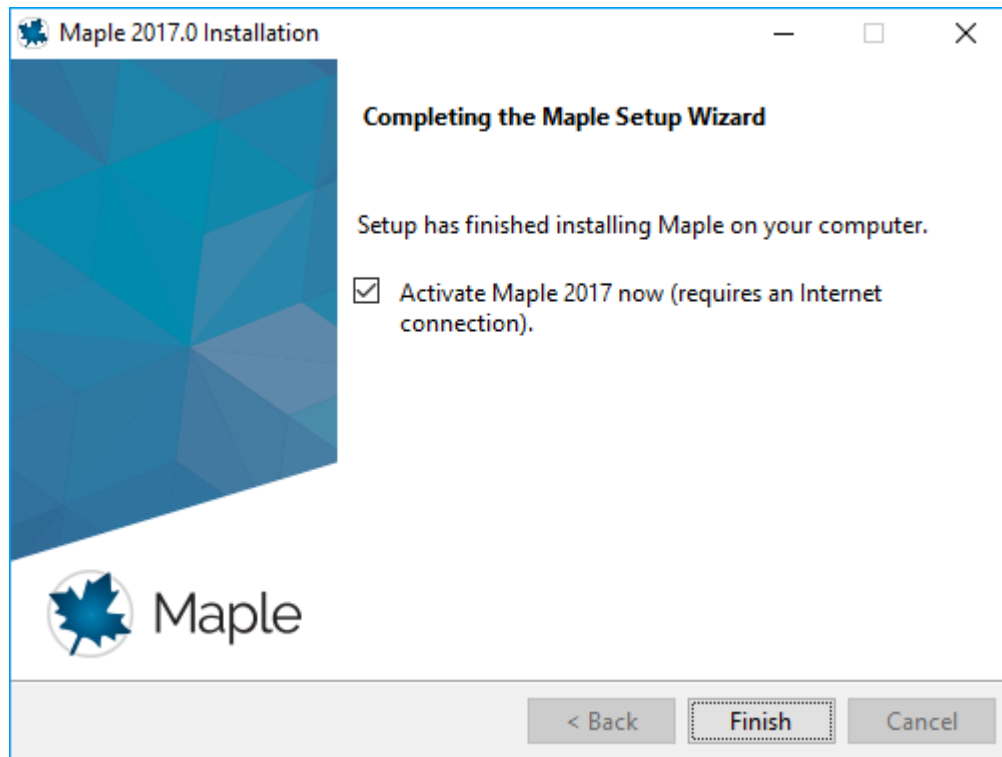9. Choose whether you would like the installer to check for updates available to your Maple 2017 installation:

Maple 2017.0 Installation

Check for Updates

- ☑ Enable periodic checking for Maple 2017 updates after installation
- ☑ Check for updates now
- ☐ Use proxy server when checking for updates

More information about product updates is available at:
Downloads & Service Packs.

InstallBuilder

Cancel   < Back   Next >

10. Review the Pre-Installation Summary:

Maple 2017.0 Installation

Pre-Installation Summary

```
Please Review the Following Before Continuing:

Installation Folder:
/Library/Frameworks/Maple.framework/Versions/2017
Required Disk Space: 2933791 KB
Free Disk Space: 78243916 KB
```

InstallBuilder

Cancel   < Back   Next >
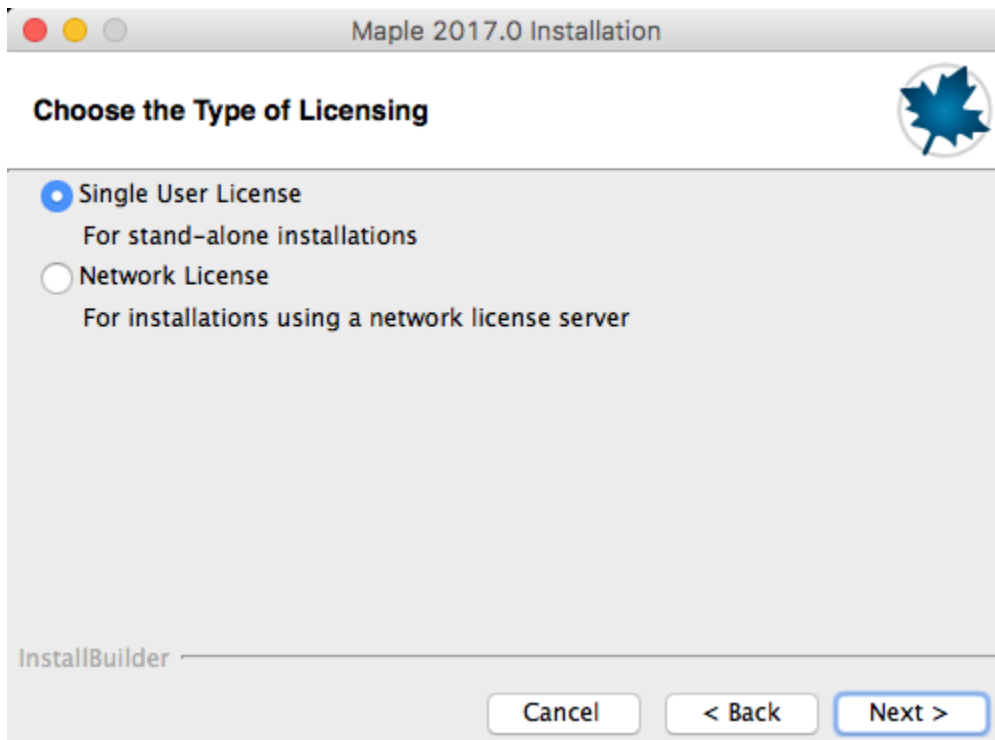
11. Maple 2017 will install on your computer:

12. Decide if you would like to activate Maple 2017 now:

13. Input your purchase code and then the necessary information to activate:

If you receive an error, "There was an unknown network error", please proceed to Offline Activation

STANDALONE INSTALLATION - LINUX

1. Click the link we have provided you to download the installer file. Select "Linux 64-bit". Save the file:
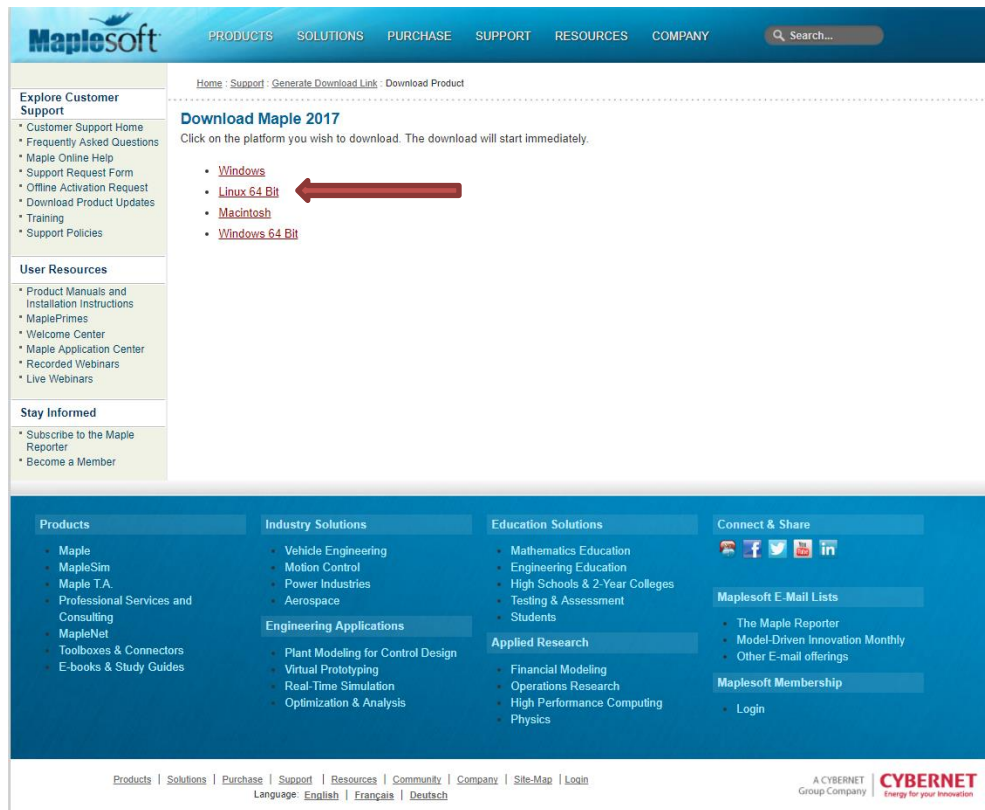
2. Once the installer file has downloaded, open up the Terminal. Change the directory to where the installation file was downloaded to. The default is `/home/$USER/Downloads`:
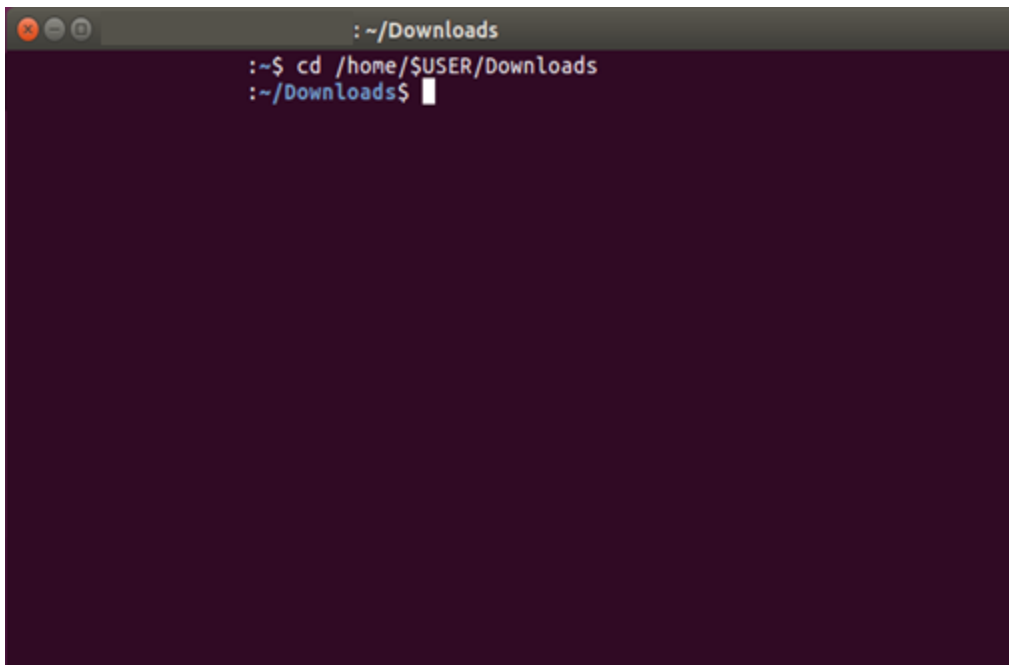
3. Use "`chmod +x`" to change access permissions to the installer file. Then, run the file:

```
: ~/Downloads
:~$ cd /home/$USER/Downloads
:~/Downloads$ chmod +x Maple2017.0LinuxX64Installer.run
:~/Downloads$ ./Maple2017.0LinuxX64Installer.run
```

4. The installer will open, click "Forward":

Maple 2017.0 Installation

Setup - Maple

Welcome to the Maple Setup Wizard.

Maple

Back   Forward   Cancel

5. Read carefully and accept the license agreement:

Maple 2017.0 Installation

License Agreement

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

MAPLESOFT SOFTWARE LICENSE AGREEMENT

THE FOLLOWING TERMS AND CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS LICENSED BY MAPLESOFT, A DIVISION OF WATERLOO MAPLE INC. ("MAPLESOFT"), TO YOU ("YOU" OR "YOUR", WHEN USED IN REFERENCE TO YOU) AS SET OUT IN THE ORDER CONFIRMATION ISSUED TO YOU BY MAPLESOFT OR BY A MAPLESOFT AUTHORIZED RESELLER, BEING ONE OF THE PARTNERS LISTED ON MAPLESOFT'S WEBSITE AT HTTP:// WWW.MAPLESOFT.COM/CONTACT.

Do you accept this license?
- ⦿ I accept the agreement
- ○ I do not accept the agreement

InstallBuilder

[Back] [Forward] [Cancel]

6. Choose the path to install Maple. A default path is already chosen ($USER represents your username):

Maple 2017.0 Installation

Choose Install Folder

Where Would You Like to Install?

Choose Install Folder /home/$USER/maple2017

InstallBuilder

[Back] [Forward] [Cancel]
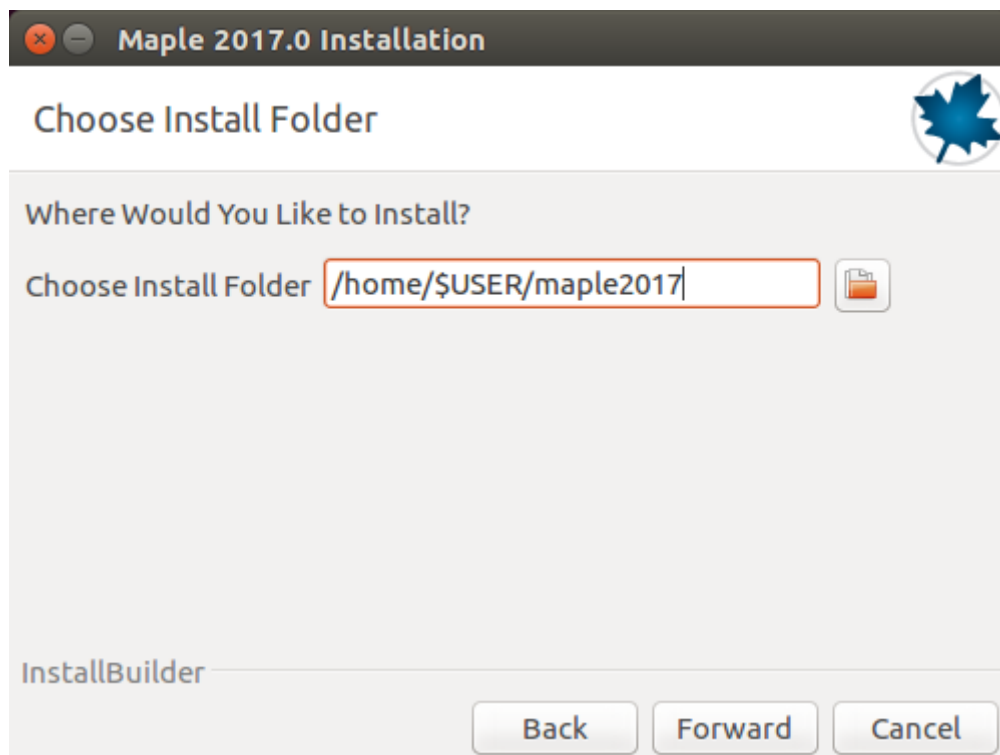
7. Choose whether or not you would like to have a desktop shortcut:
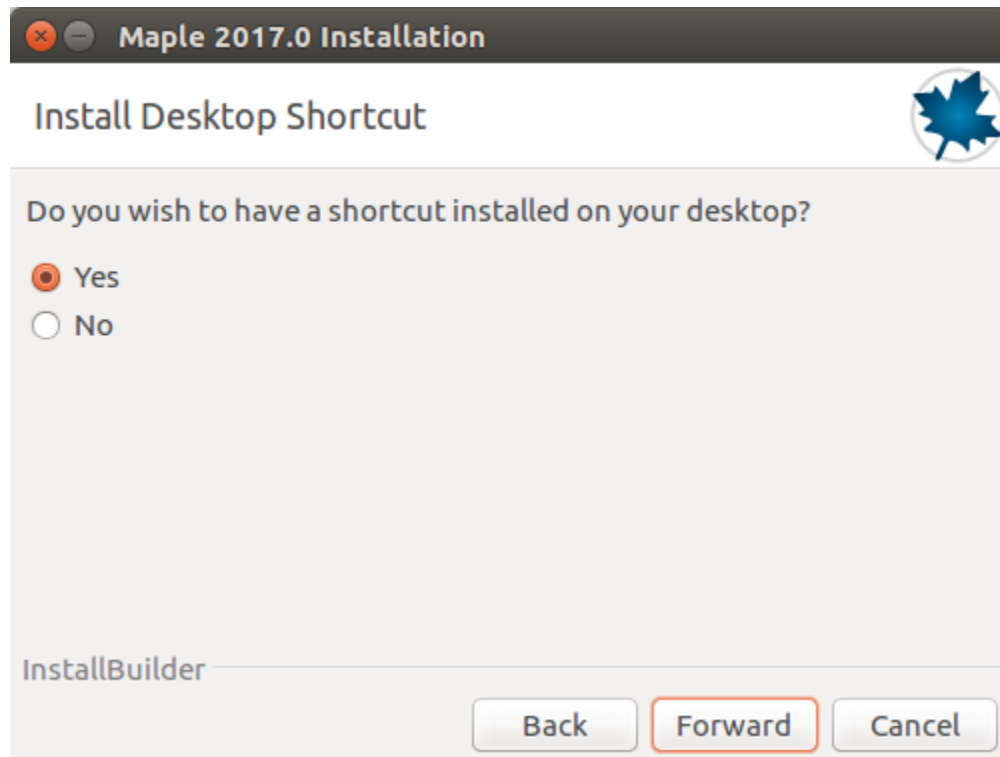
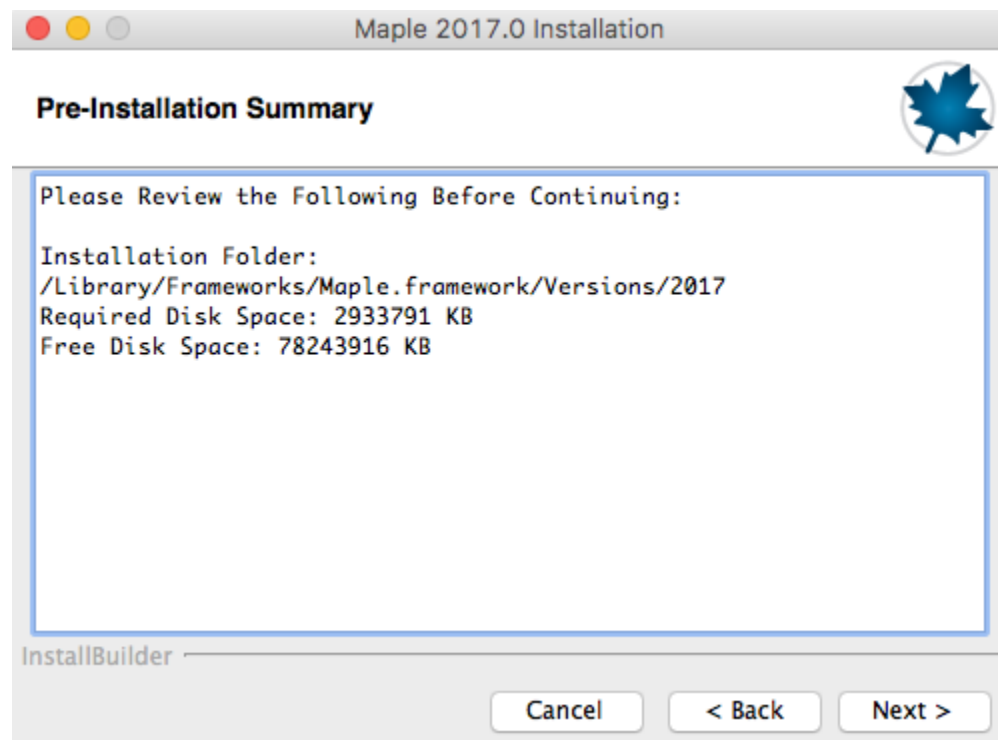8. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2017 are MATLAB 2017a, 2016b, 2016a:

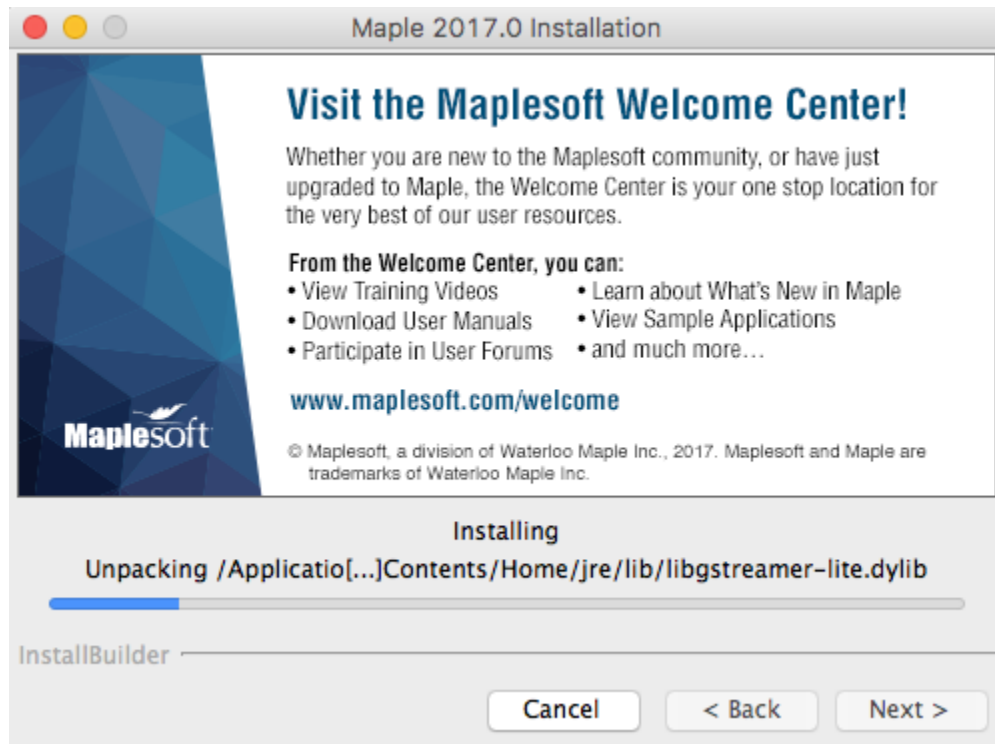9. Keep "Single User License" selected (This will also apply to a Home Use code associated with a network license):

Maple 2017.0 Installation

Choose the Type of Licensing

- ◉ **Single User License**
  For stand-alone installations
- ○ **Network License**
  For installations using a network license server

InstallBuilder

[Back] [Forward] [Cancel]

10. Choose whether you would like the installer to check for updates available to your Maple 2017 installation:

Maple 2017.0 Installation

Check for Updates

- ☑ Enable periodic checking for Maple 2017 updates after installation
- ☑ Check for updates now
- ☐ Use proxy server when checking for updates

More information about product updates is available at:
Downloads & Service Packs.
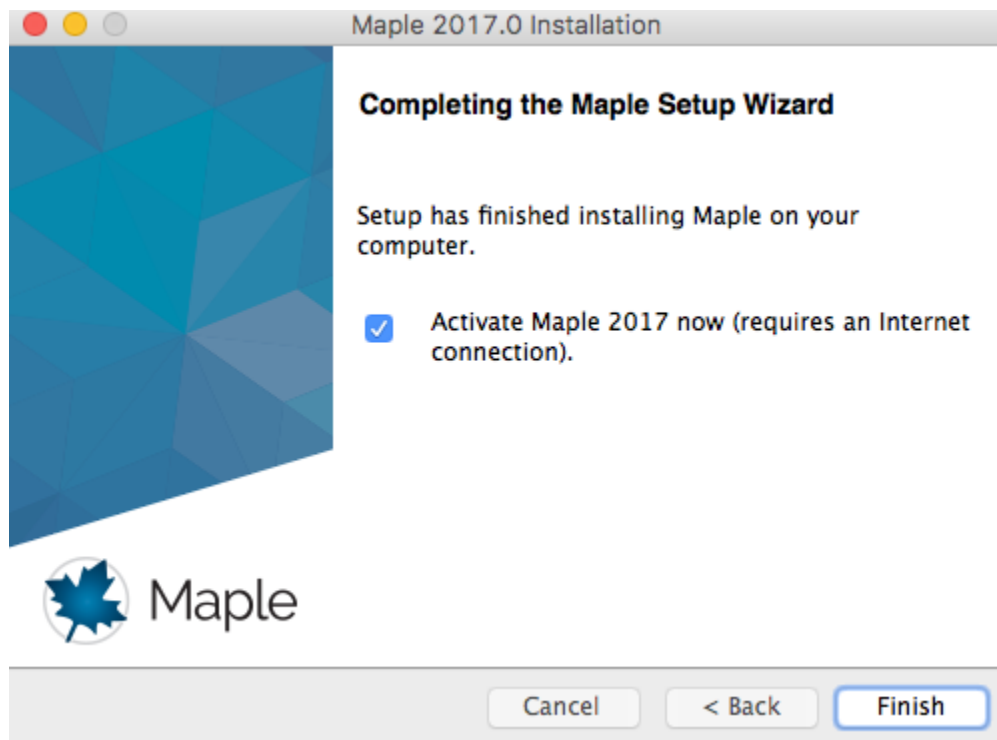
InstallBuilder

[Back] [Forward] [Cancel]
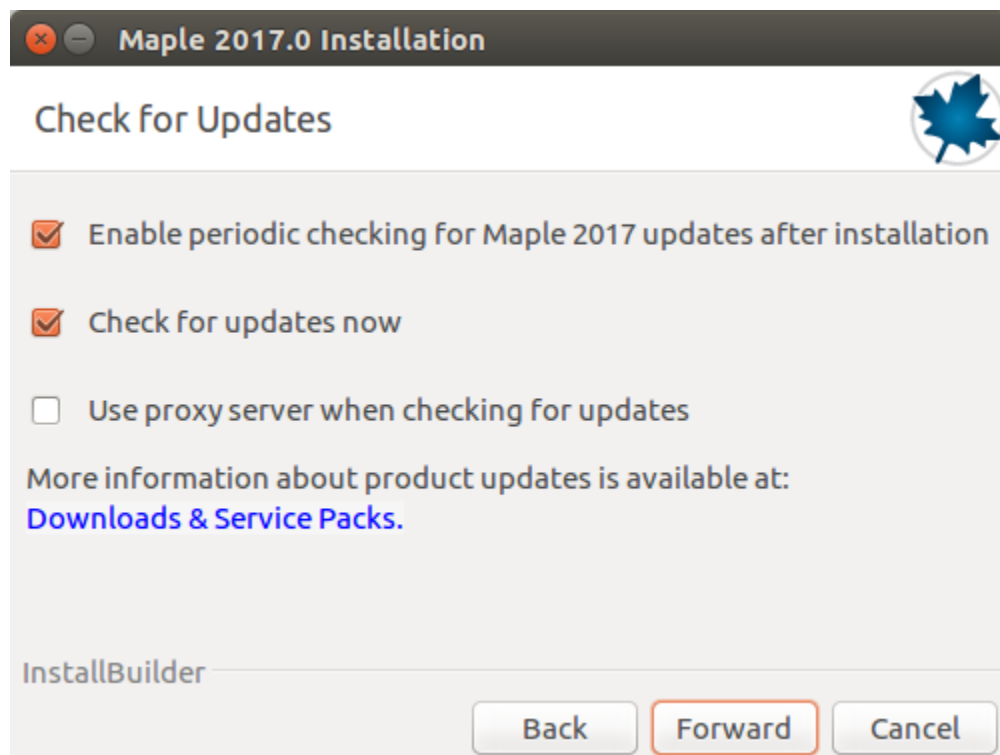
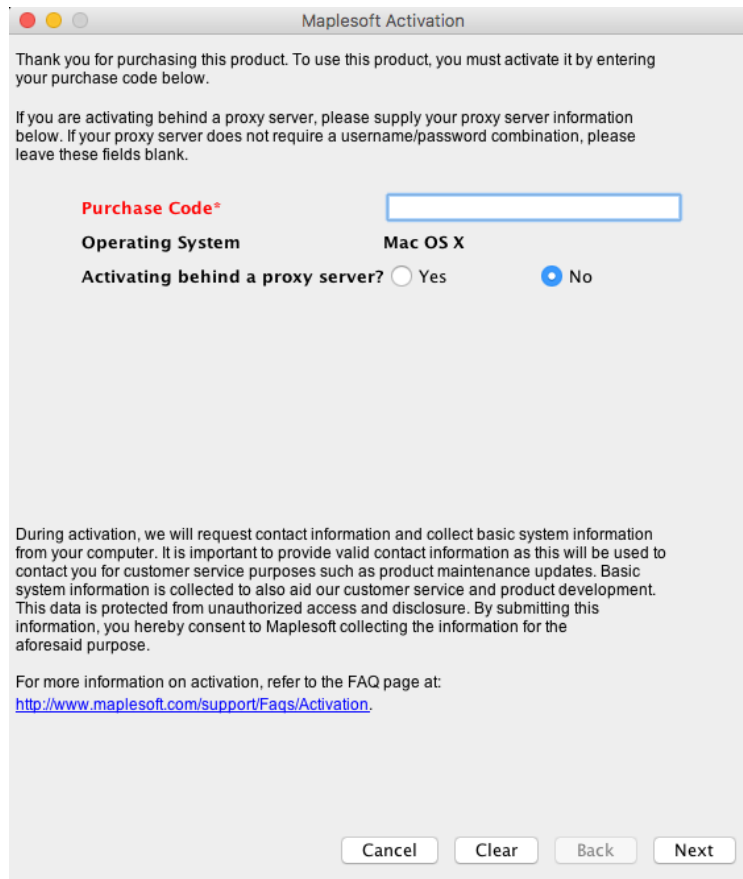## 11. Review the Pre-Installation Summary:
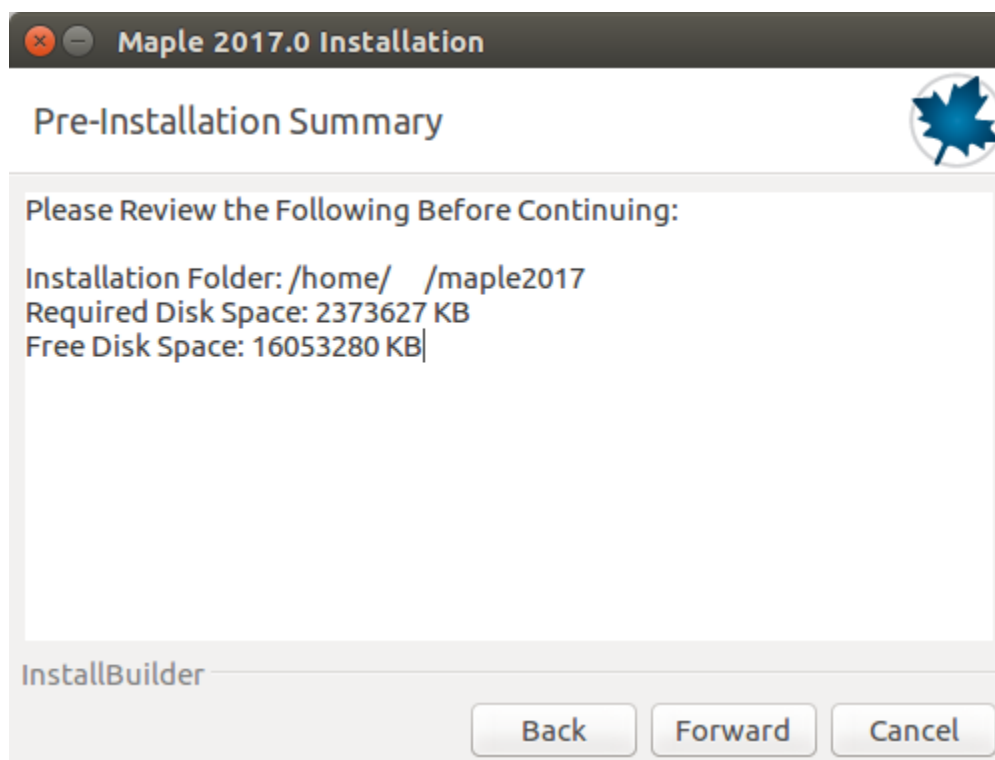
12. Maple 2017 will install on your computer:

13. Decide if you would like to activate Maple 2017 now:

14. Input your purchase code and then the necessary information to activate:

If you receive an error, "There was an unknown network error", please proceed to Offline Activation

NETWORK INSTALLATION – WINDOWS

INSTALL AND ACTIVATE MAPLE NETWORK TOOLS

1. Get to the download page for Maple Network Tools 2017 from the bottom of this [webpage](#). Select "Windows" (32-bit) or "Windows 64-bit" to download the installer file.

2. Navigate to the "NetworkToolsWindowsX##Installer.exe" file. Right-click > "Run as Administrator".

3. Navigate through the installer. You may change the default locations if necessary.

4. Once the installation is complete, navigate to the "activate" folder in the "Program Files". By default, this is:

   `C:\Program Files\Maple Network Tools\activate`

5. Right-click "activation.exe" > "Run as Administrator". The activation will launch.

6. Input your network "Purchase Code", "License server name", and the "Port number" you would like the "lmgrd.exe" license manager daemon to operate over.

7. Input your information. Also, you will decide how many licenses this server license will serve at this step. Your maximum available is listed.

8. A "Maple2017.lic" file is now created in the "activate" folder.

CONFIGURE LMTOOLS 11.13

1. Open the license manager LMTools.

2. Navigate to the "Config Services" tab.

3. Define the three necessary paths. By default they will be:

Path to the lmgrd.exe: C:\Program Files\Maple Network Tools\FLEXlm\11.13.1.2\windows\lmgrd.exe

Path to the license file: C:\Program Files\Maple Network Tools\activate\Maple2017.lic

Path to the debug log file: C:\Program Files\Maple Network Tools\FLEXlm\11.13.1.2\windows\log.txt

Note: You may need to create an empty text file for the log. You may name it whatever you like as long as the path is properly set. Due to permissions, the file may need to be created on the "Desktop" and then dragged over.
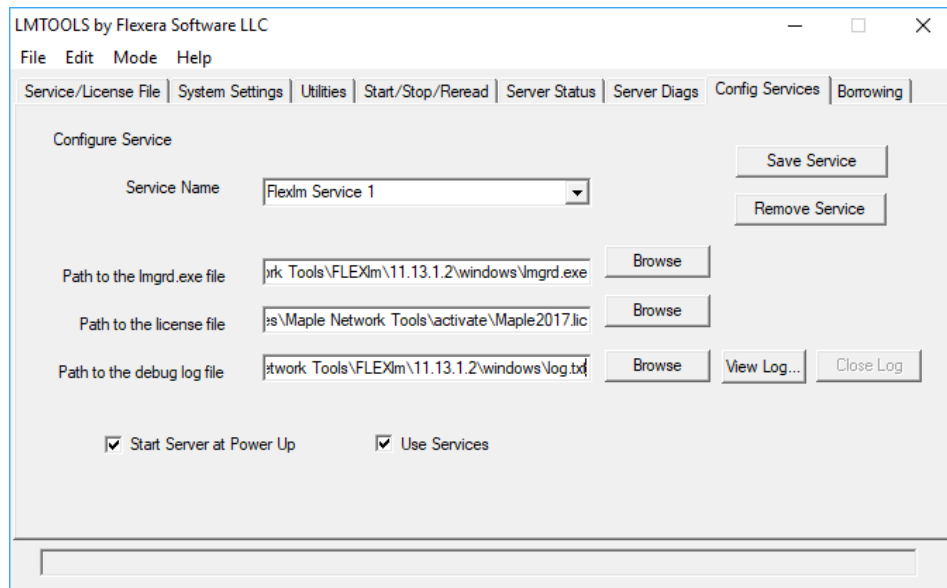
4. Check "Use Services" and decide if you want to "Start Server at Power Up".

5. Click "Save Service".

6. Go to the "Start/Stop/Reread" tab.

7. Check the "Force Server Shutdown" checkbox and then click "Stop Server".

8. In the bottom dialogue you will see "Stopping server". Wait a few moments and then uncheck the "Force Server Shutdown" checkbox.

9. Click "Start Server".

10. In the bottom dialogue you should now see "Server Start Successful".
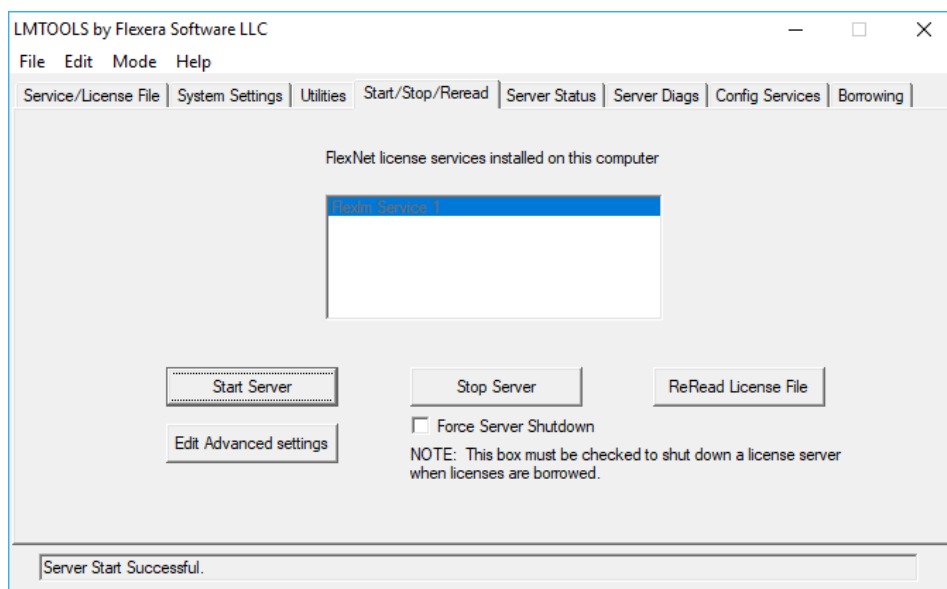
INSTALL MAPLE ON THE CLIENT MACHINE

1. Run the Maple installer and proceed through the installation as normal. When prompted to "Choose the Type of Licensing", select the "Network License" option.

2. Input the "License server" name and "Port number" to coincide with the port used for the "lmgrd" in the "Maple2017.lic" file.

3. A "license.dat" file will be created and the default location is:

   `C:\Program Files\Maple 2017\license\license.dat`

4. The default port for the "lmgrd.exe" in the client license file will be 27000 so if a different port was used in the server license file, "Maple2017.lic", then this change will also need to be made in the "license.dat" file.

5. Test Maple 2017 on the client machine.

If it is not operational at this point, please see Troubleshooting.

NETWORK INSTALLATION – MACINTOSH

INSTALL AND ACTIVATE MAPLE NETWORK TOOLS

1. Get to the download page for Maple Network Tools 2017 from the bottom of this webpage. Select "Macintosh" to download the installer file.

2. Navigate to the "NetworkToolsMacInstaller.dmg" file. Right-click > "Open".

3. Right-click "NetworkToolsMacInstaller" > "Open".

4. Navigate through the installer.

5. Once the installation is complete, navigate to the "activate" folder. By default, this is:

   `//Users/$USER/Applications/Maple Network Tools/activate`

6. Run "activation" which will launch the activation dialogue.

7. Input your network "Purchase Code", "License server name", and the "Port number" you would like the "lmgrd.exe" license manager daemon to operate over.

8. Input your information. Also, you will decide how many licenses this server license will serve at this step. Your maximum available is listed.

9. A "Maple2017.lic" file is now created in the "activate" folder.

START THE SERVER

Input the following into the Terminal:

```
cd <full path of the lmgrd folder>

./lmgrd -c <full path to the network license file> -l <full path to the
debug log file> &
```

By default, this would be:

```
cd "//Users/$USER/Applications/Maple Network Tools/FLEXlm/11.13.1.2/"

./lmgrd -c "//Users/$USER/Applications/Maple Network
Tools/activate/Maple2017.lic" -l "//Users/$USER/Applications/Maple Network
Tools/FLEXlm/11.13.1.2/log.rtf" &
```

Note: You may need to make an empty file called "log.rtf" (or whatever you prefer), save it to the Desktop and then move it into the above directory.

TO STOP THE SERVER

Input the following into the Terminal:

```
cd <full path of the lmgrd folder>
./lmutil lmdown -q -c <full path to the network license file>
```

By default, this would be:

```
cd "//Users/$USER/Applications/Maple Network Tools/FLEXlm/11.13.1.2/"

./lmutil lmdown -q -c "//Users/$USER/Applications/Maple Network
Tools/activate/Maple2017.lic"
```

INSTALL MAPLE ON THE CLIENT MACHINE

1. Run the Maple installer and proceed through the installation as normal. When prompted to "Choose the Type of Licensing", select the "Network License" option.

2. Input the "License server" name and "Port number" to coincide with the port used for the "lmgrd" in the "Maple2017.lic" file.

3. A "license.dat" file will be created and the default location is:

   `//Library/Frameworks/Maple.framework/Versions/2017/license/license.dat`

4. The default port for the "lmgrd.exe" in the client license file will be 27000 so if a different port was used in the server license file, "Maple2017.lic", then this change will also need to be made in the "license.dat" file.

5. Test Maple 2017 on the client machine.

If it is not operational at this point, please see [Troubleshooting](#).

NETWORK INSTALLATION – LINUX

INSTALL AND ACTIVATE MAPLE NETWORK TOOLS

1. Get to the download page for Maple Network Tools 2017 from the bottom of this [webpage](). Select "Linux 64 Bit" to download the installer file.

2. Open the Terminal. Change the directory to the location where the installer file was downloaded to.

3. Execute the following:

```
chmod +x NetworkToolsLinuxX64Installer.run

./NetworkToolsLinuxX64Installer.run
```

4. Proceed through the installation.

5. Once the installation is complete, open the Terminal to run the activation script. Using the default location, the commands will be:

```
cd /home/$USER/MapleNetworkTools/activate

./activation
```

6. The activation will launch. Input your Network Purchase Code, License server name, and the port you would like the "lmgrd.exe" license manager daemon to operate over.

7. Input your information. Also, you will decide how many licenses this server license will serve at this step. Your maximum available is listed.

8. A "Maple2017.lic" file is now created in the "activate" folder.

START THE SERVER

Input the following into the Terminal:

```
cd <full path of the lmgrd folder>

./lmgrd -c <full path to the network license file> -l <full path to the
debug log file> &
```

By default, this would be:

```
cd /home/$USER/MapleNetworkTools/FLEXlm/11.13.1.2

./lmgrd -c /home/$USER/MapleNetworkTools/activate/Maple2017.lic -l
/home/$USER/MapleNetworkTools/FLEXlm/11.13.1.2/log.txt &
```

Note: If you are unable to start the server (Eg. `bash: ./lmgrd: No such file or directory`), you may need to install 32-bit compatibility libraries. For help on this, see [Installing 32-bit Compatibility Libraries](#).

TO STOP THE SERVER

Input the following into the Terminal:

```
cd <full path of the lmgrd folder>

./lmutil lmdown -q -c <full path to the network license file>
```

By default, this would be:

```
cd /home/$USER/MapleNetworkTools/FLEXlm/11.13.1.2

./lmutil lmdown -q -c /home/$USER/MapleNetworkTools/activate/Maple2017.lic
```

INSTALL MAPLE ON THE CLIENT MACHINE

1. Run the Maple installer and proceed through the installation as normal. When prompted to "Choose the Type of Licensing", select the "Network License" option.

2. Input the "License server" name and "Port number" to coincide with the port used for the "lmgrd" in the "Maple2017.lic" file.

3. A "license.dat" file will be created and the default location is:
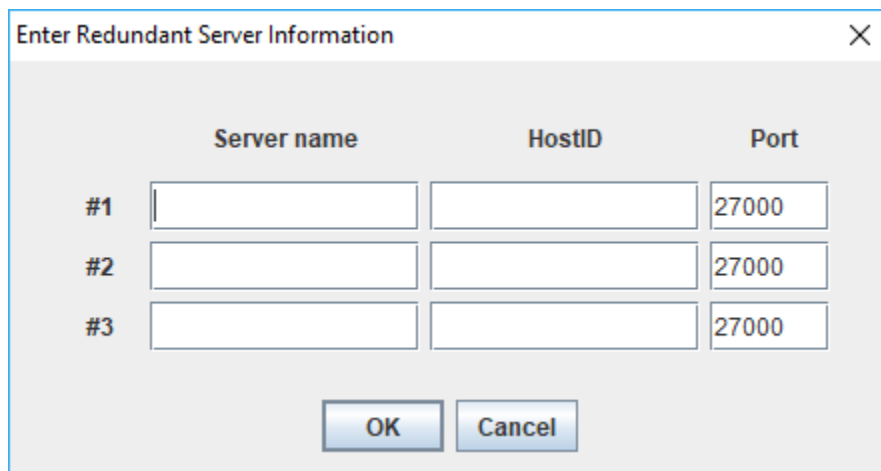
    `//home/$USER/maple2017/license/license.dat`

4. The default port for the "lmgrd.exe" in the client license file will be 27000 so if a different port was used in the server license file, "Maple2017.lic", then this change will also need to be made in the "license.dat" file.

5. Test Maple 2017 on the client machine.

If it is not operational at this point, please see <u>Troubleshooting</u>.

REDUNDANT SERVER SETUP

1. Follow the steps of your operating system's setup until you launch the activation.

2. Input your network "Purchase Code".

3. Leave the "License server HostID" and "License server name" inputs as they are.

4. Click "Yes" for "Redundant server setup?". This dialogue will appear:

5. Input the "Server name" and "HostID" for each of the three machines. All three may use the same "Port" or they may all be different.

6. Click "Ok".

7. Click "Next".

8. Input your information. Also, you will decide how many licenses this server license will serve at this step. Your maximum available is listed.

9. Click "Next".

10. A "Maple2017.lic" file is now created in the "activate" folder.

11. Return to your operating system's setup to continue the license manager configuration process.

If you receive an error during this process and are unable to activate, please go to Redundant Server Setup – Offline Activation

TROUBLESHOOTING

COMMON ISSUES WITH MAPLE LICENSE SERVERS

- <u>Server requires a stop/restart</u>. Any changes to the network license file or the license manager requires that the service be stopped and then restarted.

- <u>Mismatched "lmgrd" port numbers</u>. The "lmgrd" port numbers in the client and server license files must be the same.

- <u>Unspecified "maplelmg" port number</u>. If this port number is omitted, a random port will be used, one which might be blocked or in use. See [Invalid or Missing License File](#) for help.

- <u>"lmgrd" or "maplelmg" port numbers are closed or in use</u>. The "lmgrd" port number, and the "maplelmg" port number if specified, must be opened in the firewall TCP/IP connections and unused elsewhere.

- <u>Server names are mismatched</u>. The server names in both the client and server license files must be the same, including case (capital and lowercase letters). Also, if the clients are on a different sub-network, the full server name needs to be specified.

- <u>Multiple network license files</u>. Older versions of server license files may conflict with the current version. This is because there would likely be multiple instances of the same "FEATURE" among the licenses. You should remove or rename old license files.

- <u>Multiple FLEXlm services</u>. If there are multiple services of the same version of FLEXlm, they should be combined on the same instance. However, services of different versions of FLEXlm should be on separate machines.

- <u>Improper Paths</u>: One or more of the three paths in "Config Services" (for Windows) don't point to the proper file, or only specify a folder.

- <u>Manual changes made to the license file</u>. If someone made a non-trivial change to the license file, but did not obtain/generate a new license file, you may use the [Offline Activation](#) to regenerate a proper license file.

- <u>Loss of formatting for license file</u>: Sometimes, after manually modifying a license file, the text editor will ruin the formatting. The license file will need to be regenerated by re-activating.

INVALID OR MISSING LICENSE FILE

1. This usually indicates that the server cannot pick up the license file because of a blocked connection.

2. Ensure that the port used for the "lmgrd.exe" in the "Maple2017.lic" file is opened in the firewall.

3. There is a second connection being made for the "maplelmg.exe" that by default is not explicitly stated. In your "Maple2017.lic" file you will see this line:

   `VENDOR maplelmg`

   You can change this to:

   `VENDOR maplelmg PORT=<port>`

   Where <port> is replaced by the port you desire for this connection and is different than the port being used for the "lmgrd.exe". This port will also have to be given the correct permissions for the firewall.

INSTALLING 32-BIT COMPATIBILITY LIBRARIES

To install 32-bit compatibility libraries on 64-bit Linux, one or more of the following packages should be installed:

- lsb-core
- lsb-base
- ia32-libs
- libc6-i386
- glibc.i686

To install a package, you will need to execute a distribution-specific command at Terminal window with, obviously, "`%package%`" replaced by the package name:

Red Hat Linux, CentOS

```
sudo yum install %package%
```

Ubuntu

```
sudo apt-get install %package%
```

Debian

```
sudo rpm -i %package%
```

REDUNDANT SERVER SETUP – OFFLINE ACTIVATION

If the automatic activation did not work properly for your redundant server setup, please follow these steps:

1. Follow the steps of your operating system's setup until the point of activation.

2. To activate, go to the [Offline Activation](#) form.

3. Input your Network Purchase Code.

4. Select "Host ID" or "Disk Serial Number" from the dropdown list.

5. Input the three values for the three server machines, separated by commas, like this:

Purchase Code:	`<Network Purchase Code>`
Host ID ▾ :	`abc123abc123, def456def456, ghi789ghi789`

How do I find my Host ID?

Next

* Indicates Required Fields

Or,

Purchase Code:	`<Network Purchase Code>`
Disk Serial Number ▾ :	`DISK_SERIAL_NUM=abc123abc123, def456def456, ghi789ghi789`

How do I find my Disk Serial Number?

Next

* Indicates Required Fields

6. Click "Next".

7. Input the three server names corresponding to the correct server Host IDs, and the port(s) you would like the "lmgrd.exe" to operate over.

8. Input your information. Also, you will decide how many licenses this server license will serve at this step. Your maximum available is listed.

9. Click "Next".

10. Confirm the email for the "Maple2017.lic" file to be sent to. This email will contain instructions on where to place the file.

You can visit our [Support Center](#) to find a range of FAQs and help documentation.

If the above methods have not solved the problem or your issue was not listed please contact Maplesoft Technical Support at support@maplesoft.com. For network setup issues, please attach your "Maple2017.lic" and debug log file to the request along with information about any error messages you are seeing.