

# MAPLE 2018

## STEP-BY-STEP INSTALLATION INSTRUCTIONS



## *STANDALONE INSTALLATION*

WINDOWS

MACINTOSH

LINUX

## *NETWORK INSTALLATION*

WINDOWS

MACINTOSH

LINUX

REDUNDANT SERVER SETUP

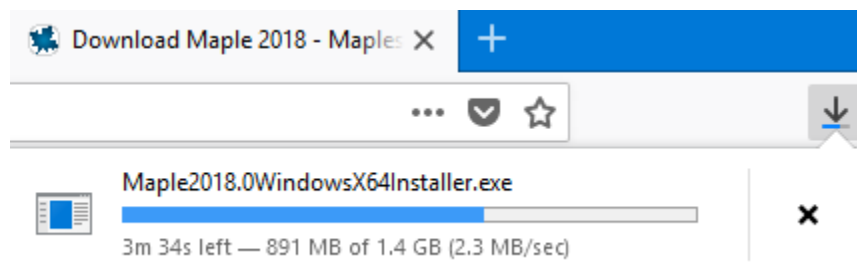
## *TROUBLESHOOTING*

## STANDALONE INSTALLATION - WINDOWS

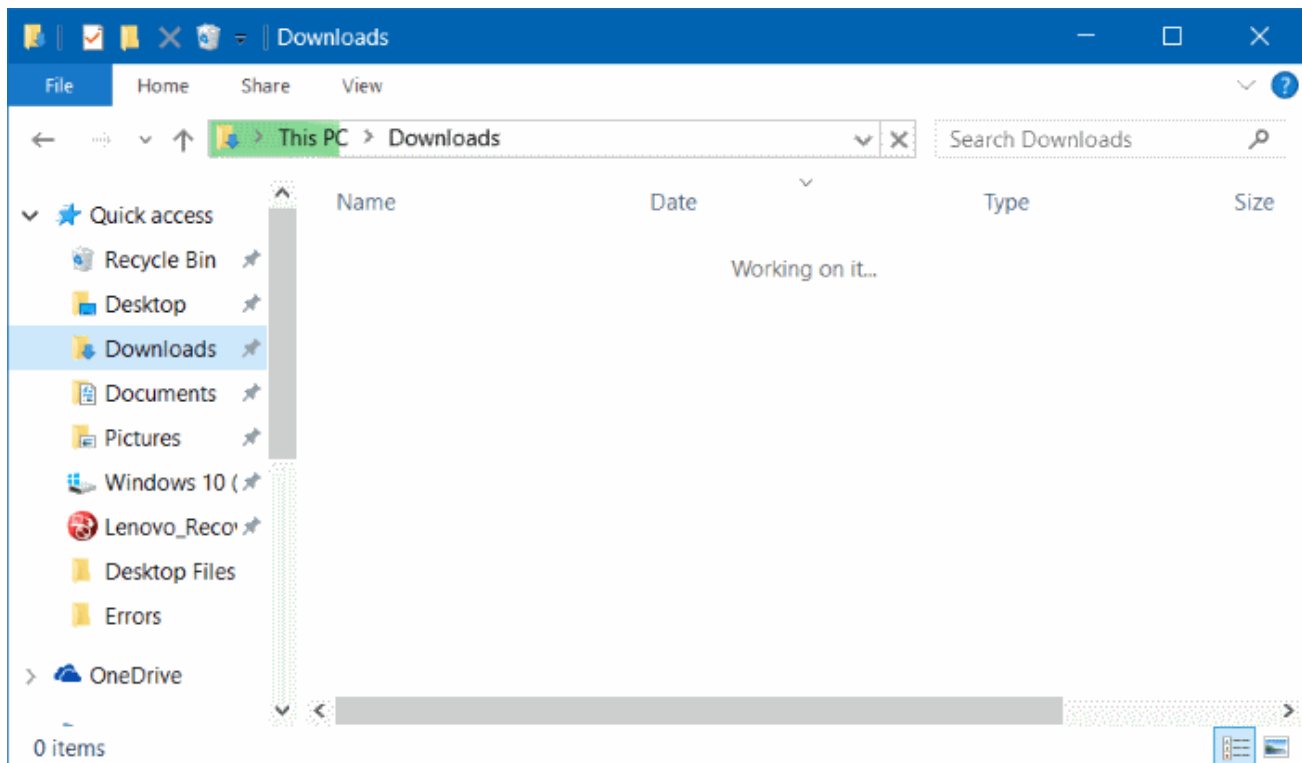
1. Click the link we have provided you to download the installer file. Select “Windows 64 Bit” or “Windows 32 Bit”. You will likely want to select “Windows 64-bit”, but you can check if your system is of this type by going to “Control Panel” > “System and Security” > “System” and view the “System type”:



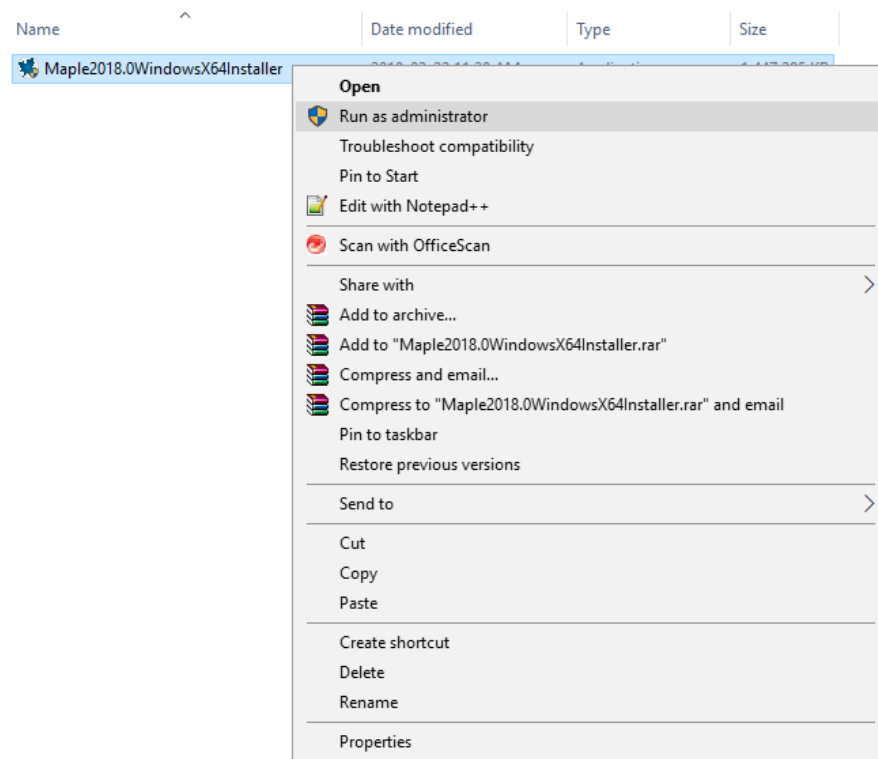
2. Once the appropriate choice is made, your installer file will download:



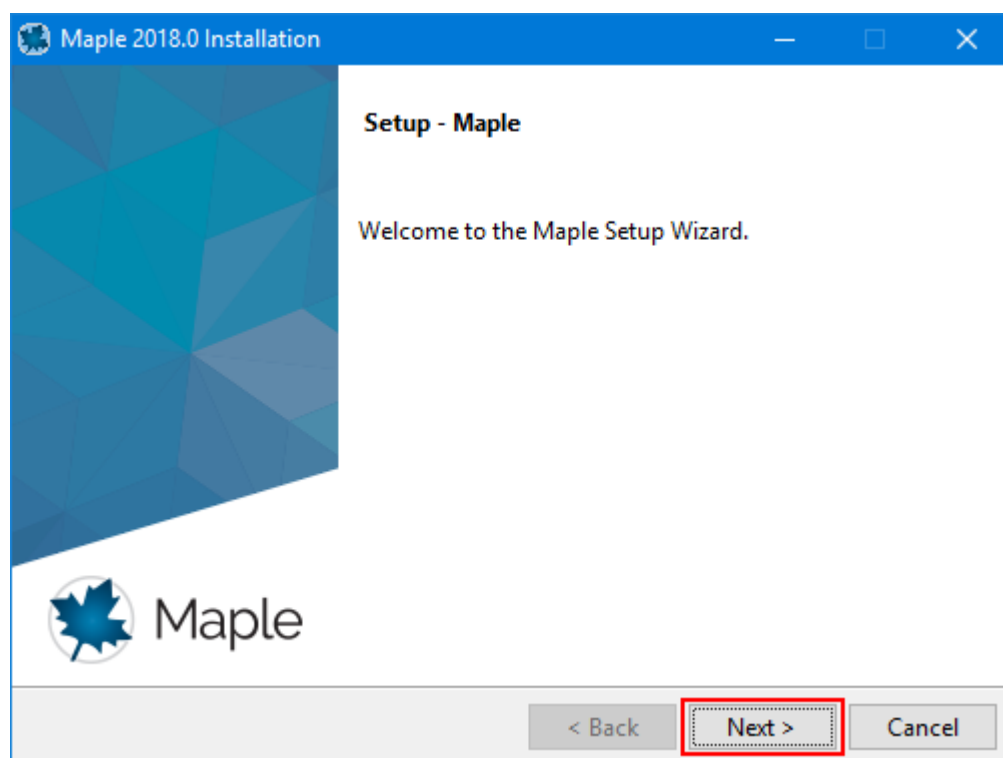
3. Navigate to the installer file. The standard location is your “Downloads” folder:



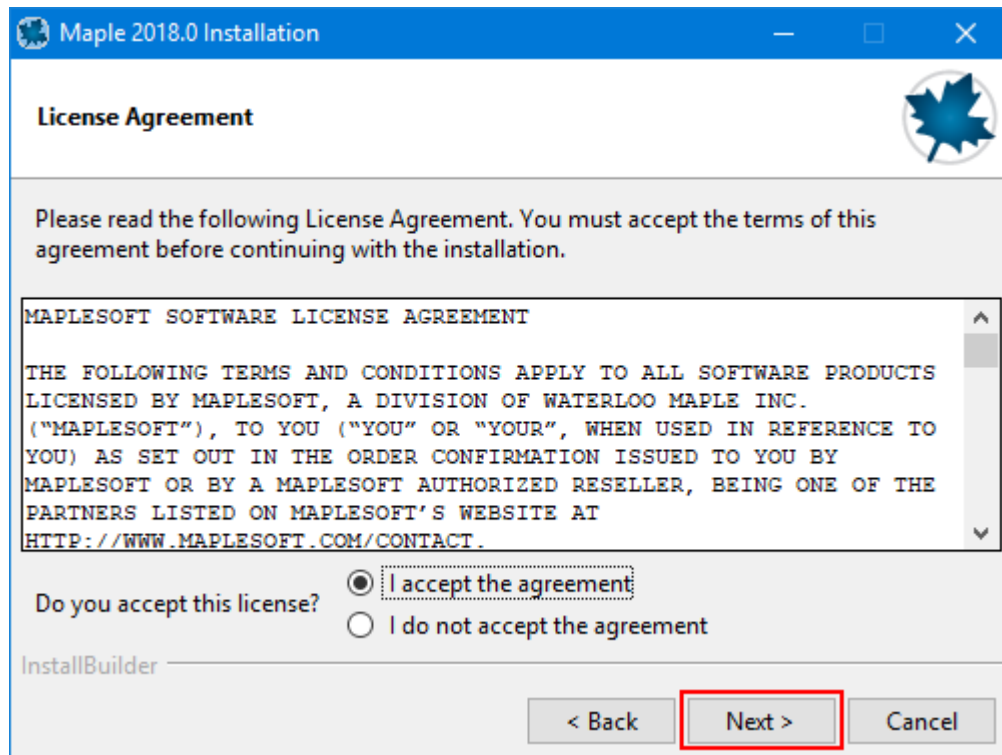
4. Run the file as administrator. To do so, right-click on the file and choose “Run as administrator”:



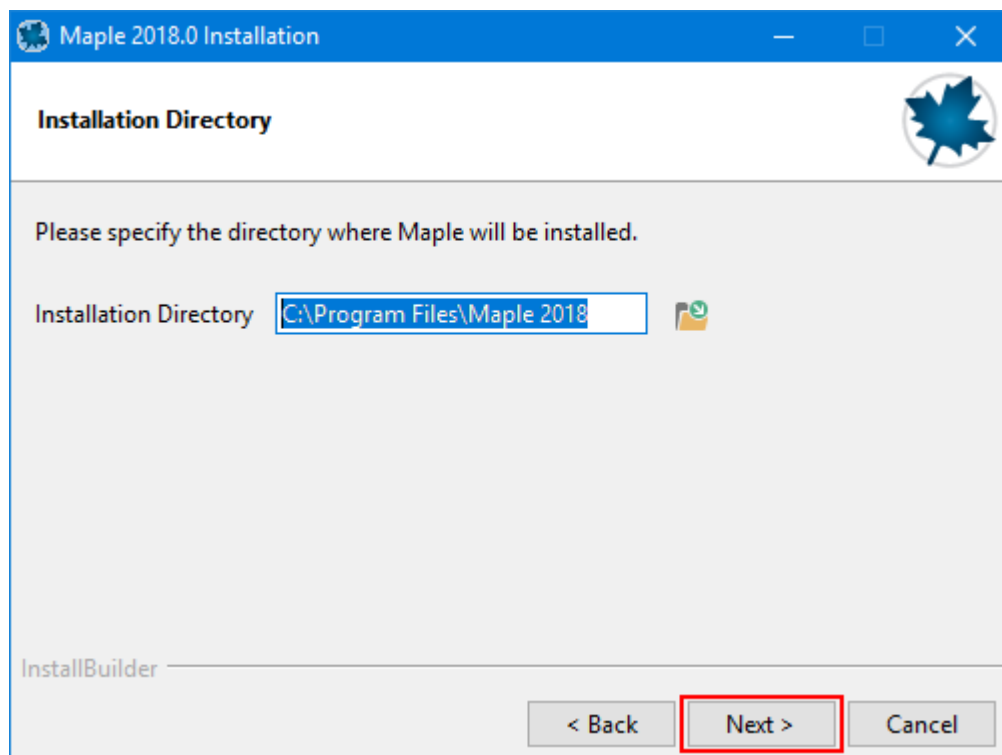
5. The installer will open, click “Next”:



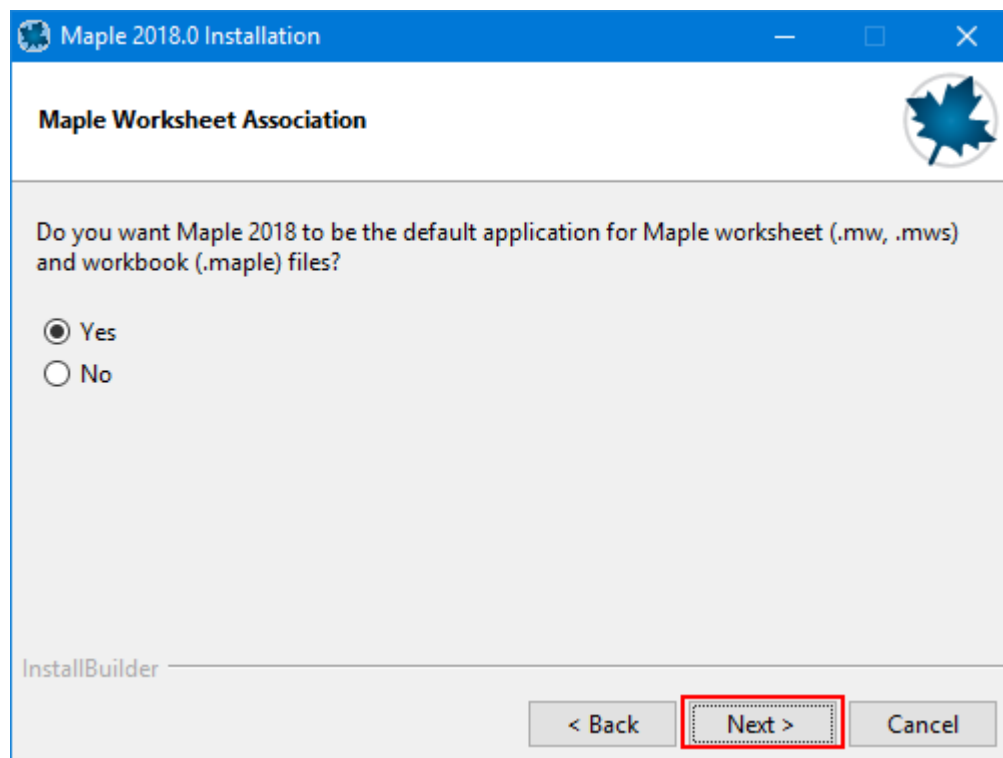
6. Carefully read, and accept, the license agreement:



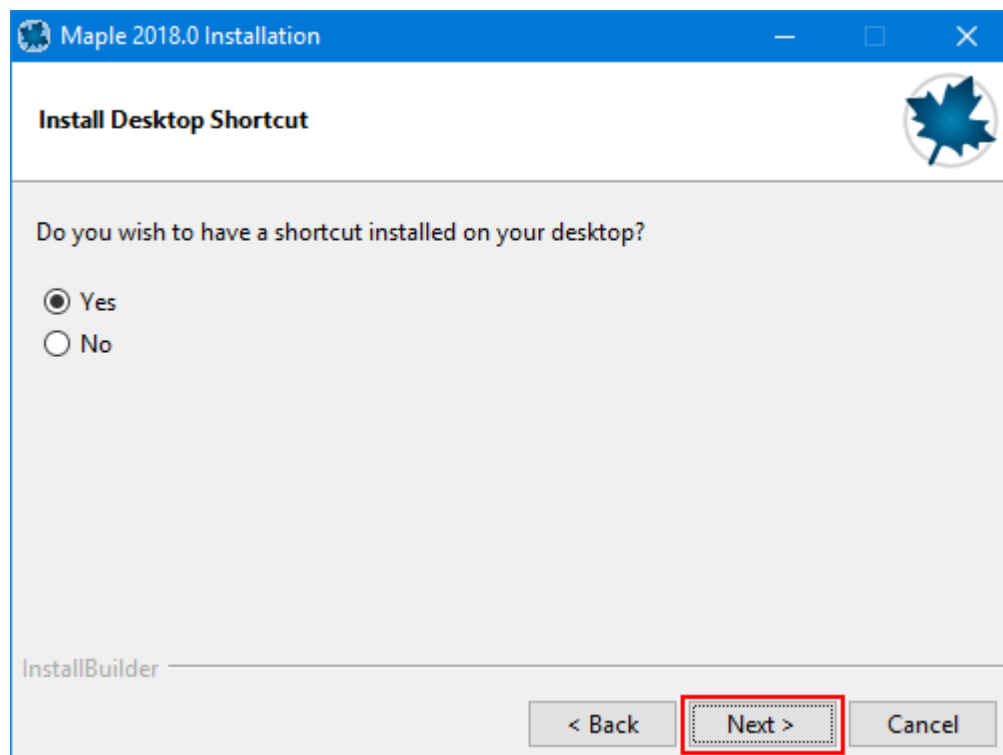
7. Choose the path to install Maple. A default path is already chosen, and is recommended:



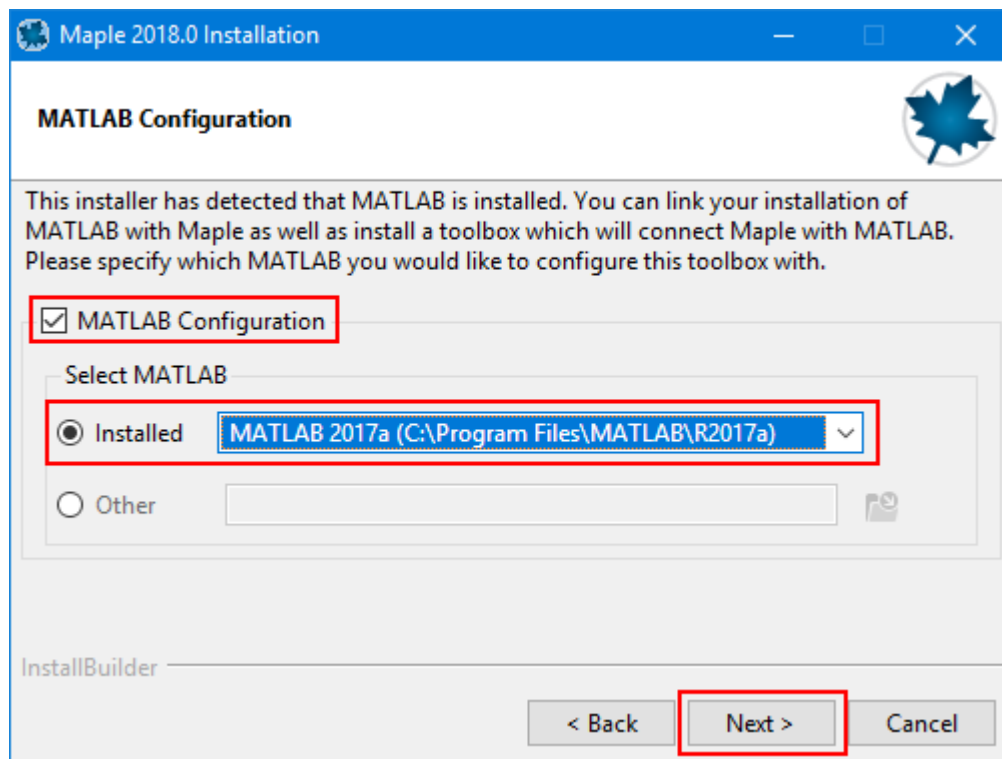
8. Decide whether or not you would like Maple 2018 to be the default for opening Maple files:



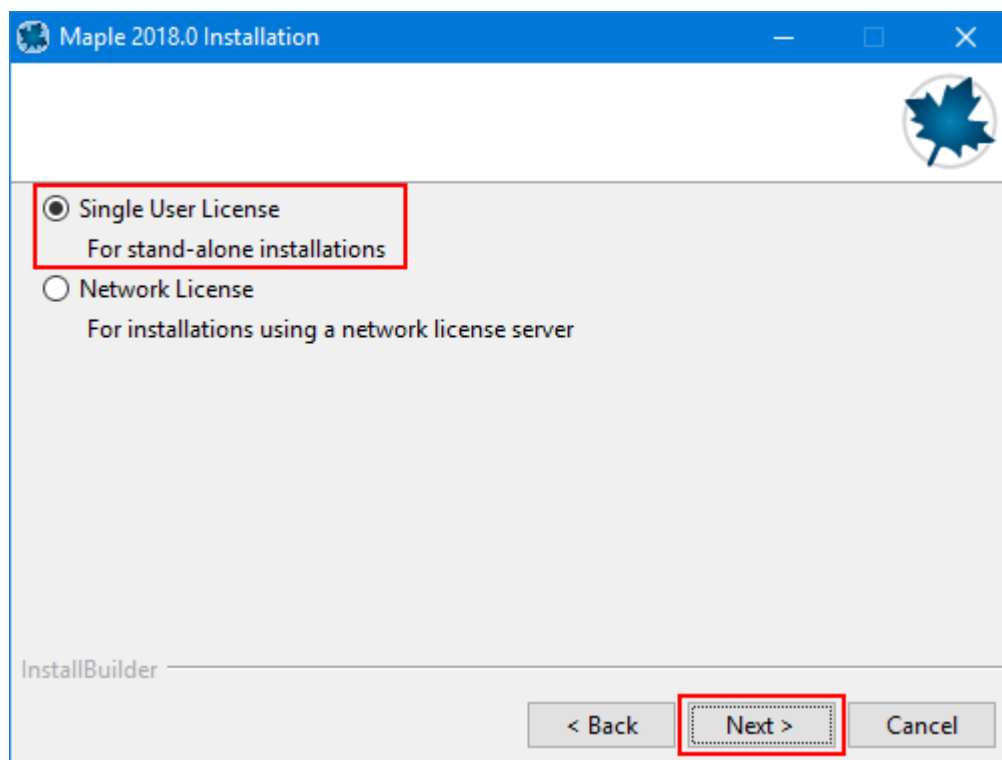
9. Choose whether or not you would like to have a desktop shortcut:



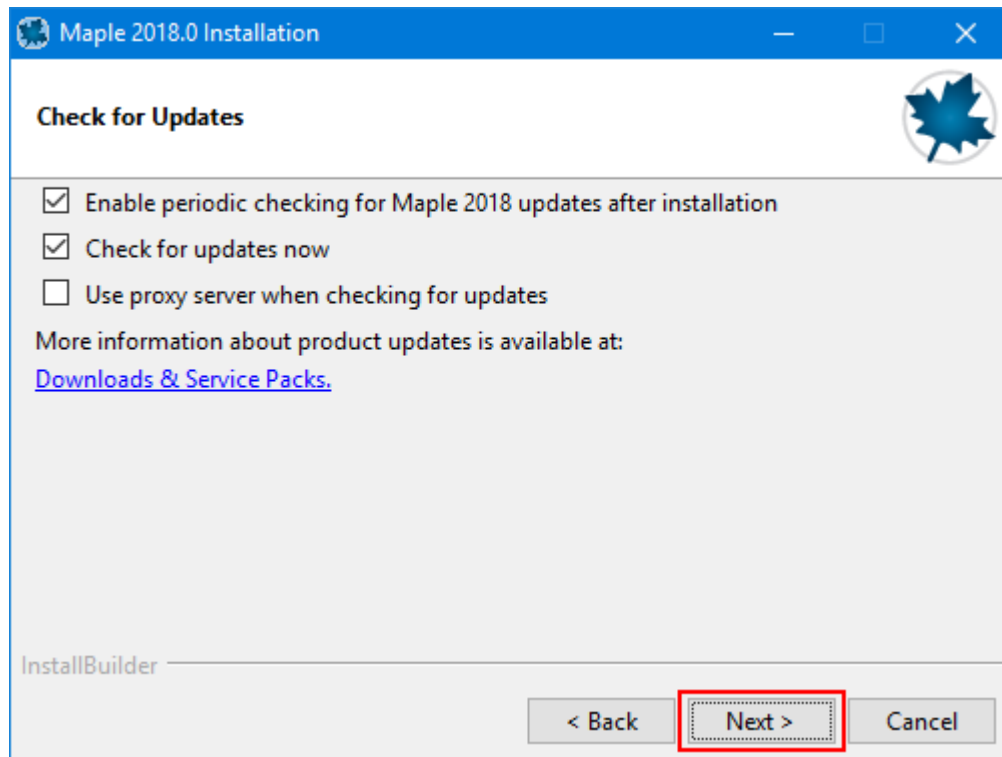
10. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2018 are MATLAB 2017b, 2017a, and 2016b:



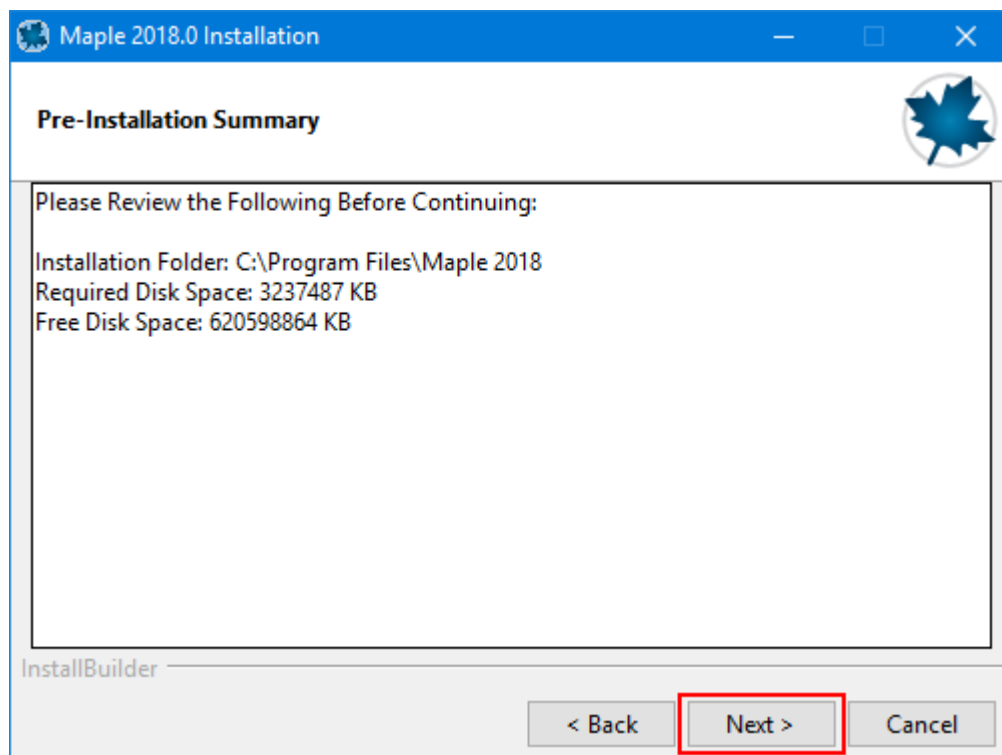
11. Keep "Single User License" selected (This will also apply to a Home Use code associated with a network license):



12. Choose whether you would like the installer to check for updates available to your Maple 2018 installation:

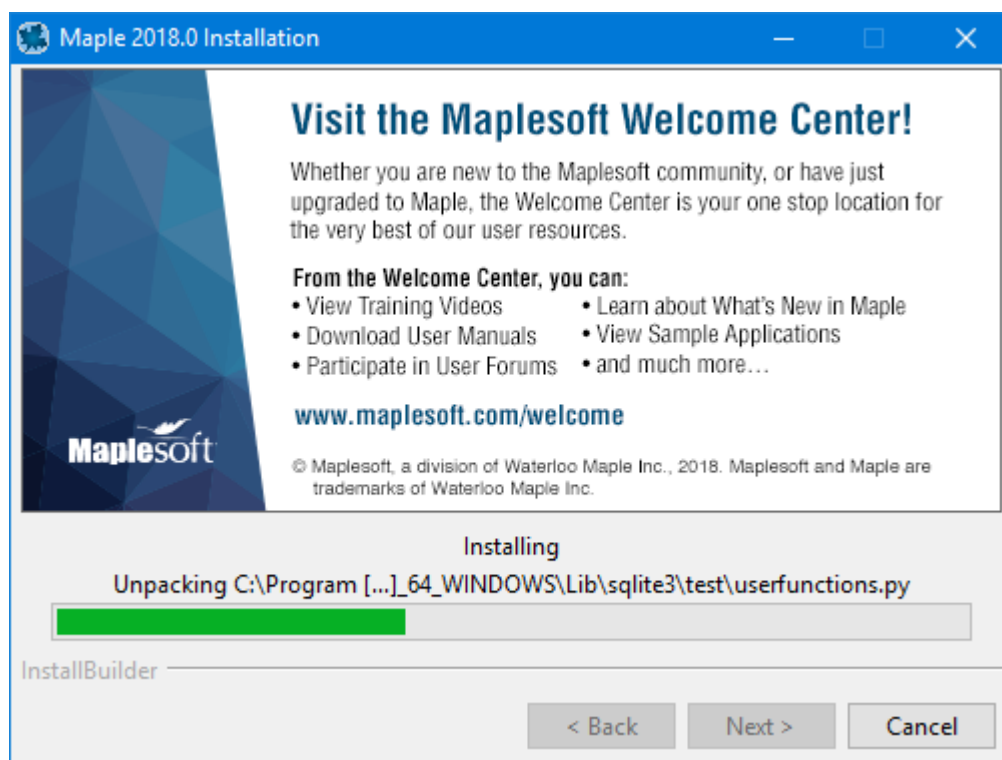


13. Review the Pre-Installation Summary:

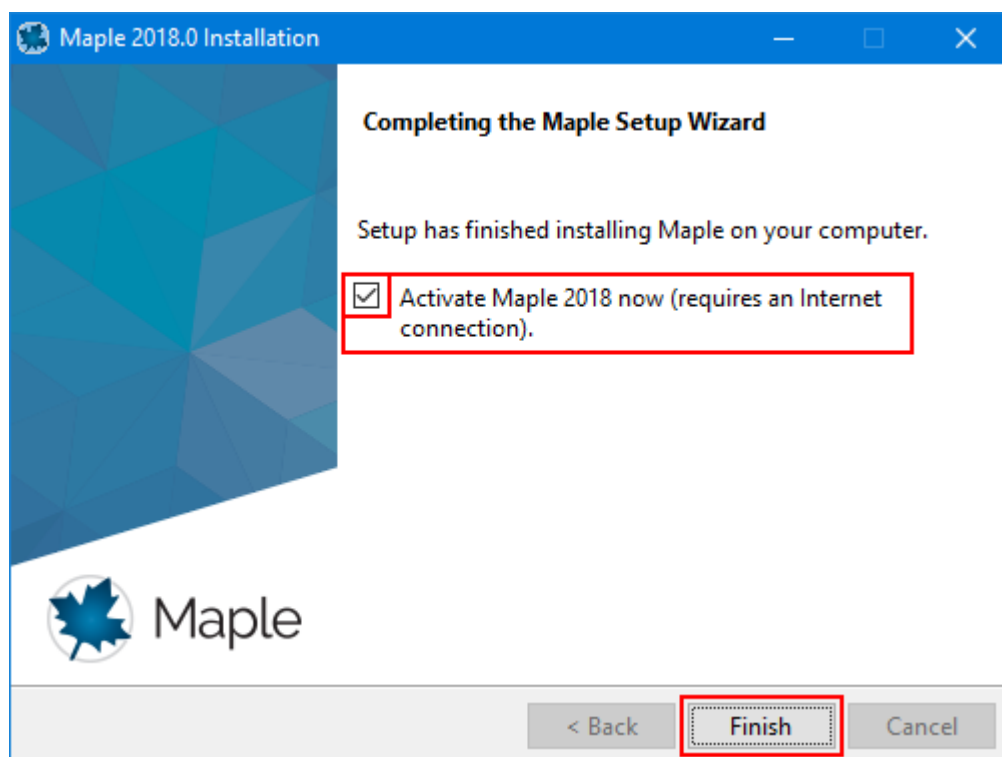




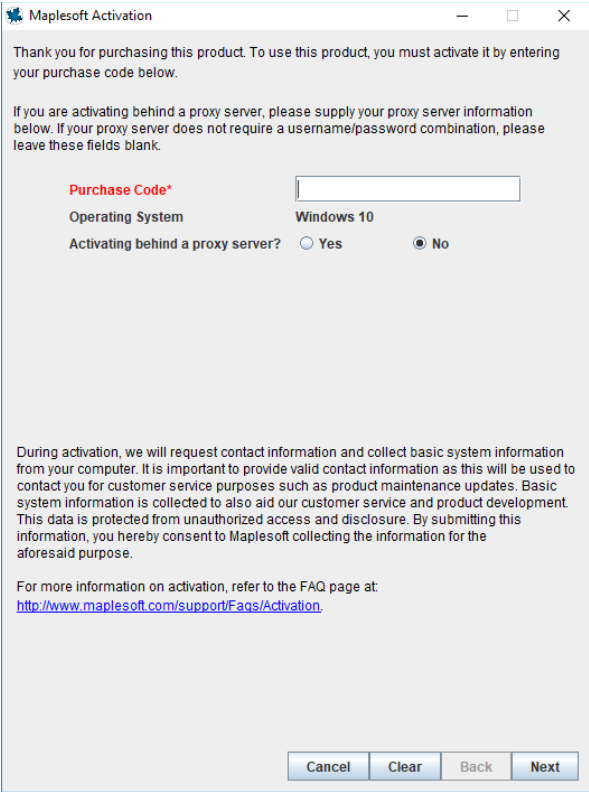
14. Maple 2018 will install on your computer:



15. Decide if you would like to activate Maple 2018 now:



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



Maplesoft Activation

Thank you for purchasing this product. To use this product, you must activate it by entering your purchase code below.

If you are activating behind a proxy server, please supply your proxy server information below. If your proxy server does not require a username/password combination, please leave these fields blank.

**Purchase Code\***

Operating System **Windows 10**

Activating behind a proxy server? ☐ Yes ☒ No

During activation, we will request contact information and collect basic system information from your computer. It is important to provide valid contact information as this will be used to contact you for customer service purposes such as product maintenance updates. Basic system information is collected to also aid our customer service and product development. This data is protected from unauthorized access and disclosure. By submitting this information, you hereby consent to Maplesoft collecting the information for the aforesaid purpose.

For more information on activation, refer to the FAQ page at:  
<http://www.maplesoft.com/support/Faq/Activation>

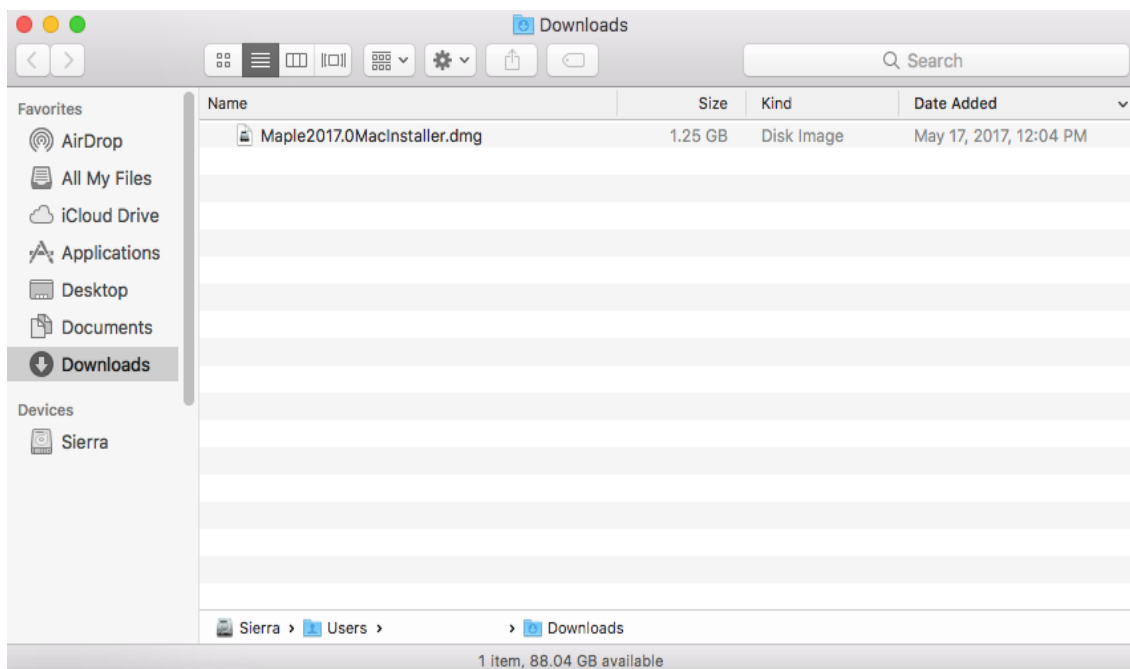
If you receive an error, "There was an unknown network error", please proceed to [Offline Activation](#).

## STANDALONE INSTALLATION - MACINTOSH

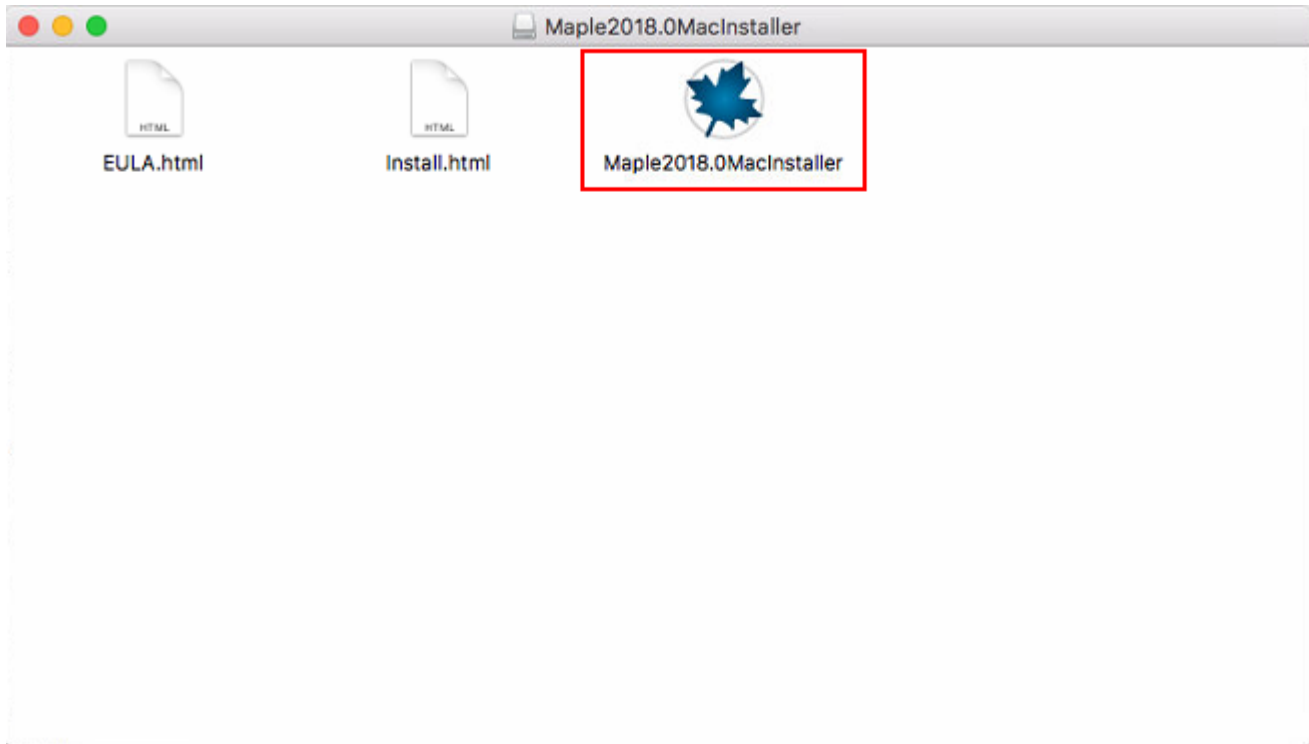
1. Click the link we have provided you to download the installer file. Select “Macintosh”. Save the file:



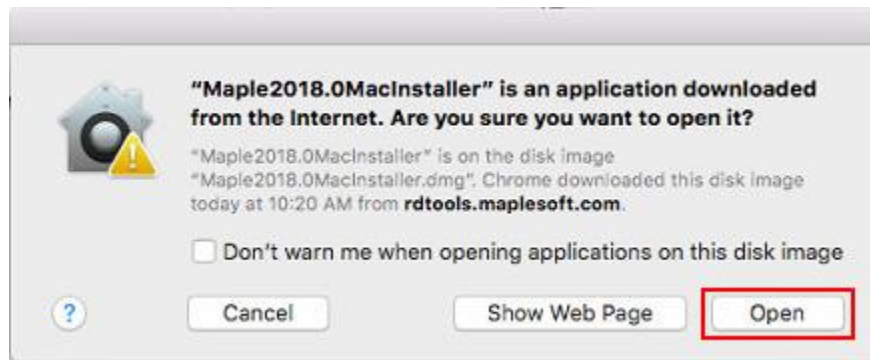
2. Navigate to the installer file. The standard location is your “Downloads” folder:



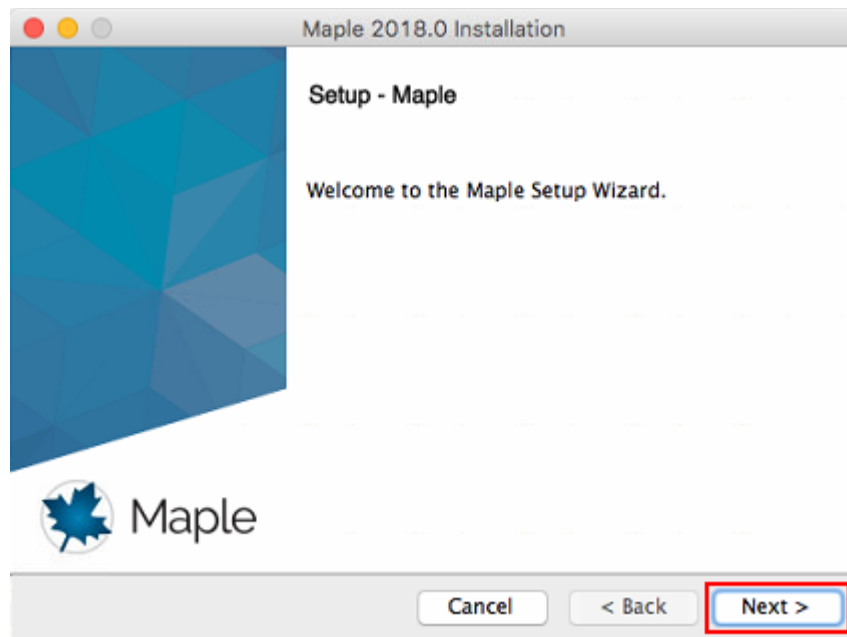
3. Right-click “Maple2018.0MacInstaller.dmg” > “Open”:



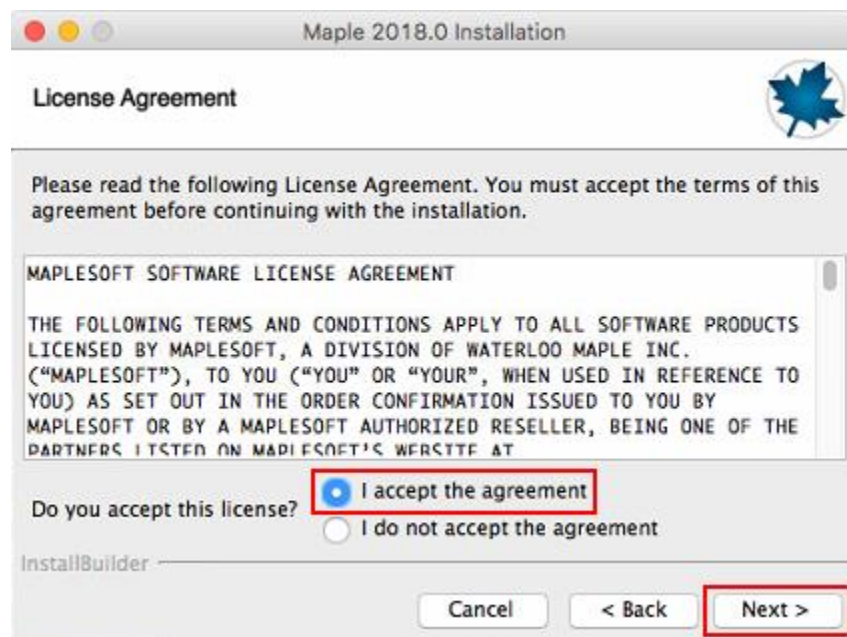
4. Right-click “Maple2018.0MacInstaller” > “Open”. Confirm that you want to open it:



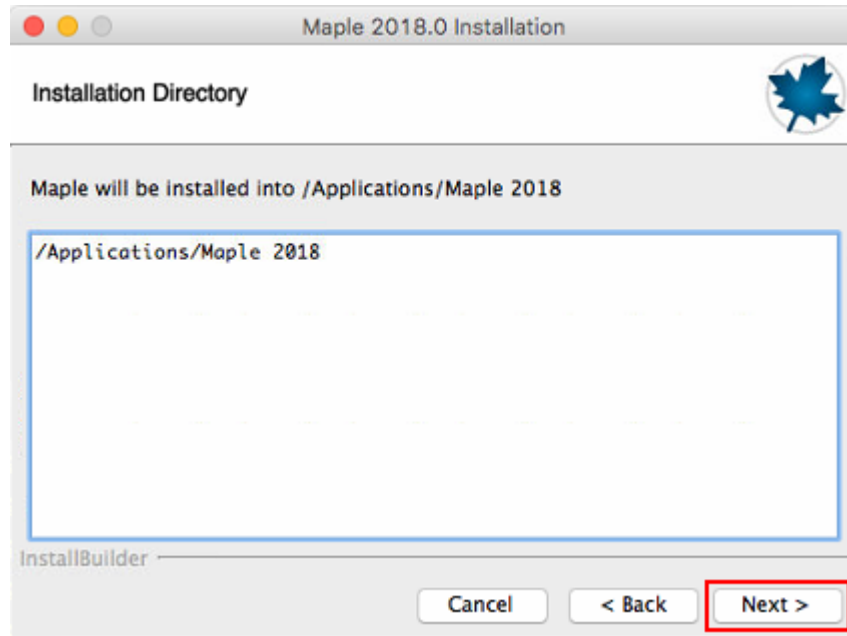
5. The installer will open, click "Next":



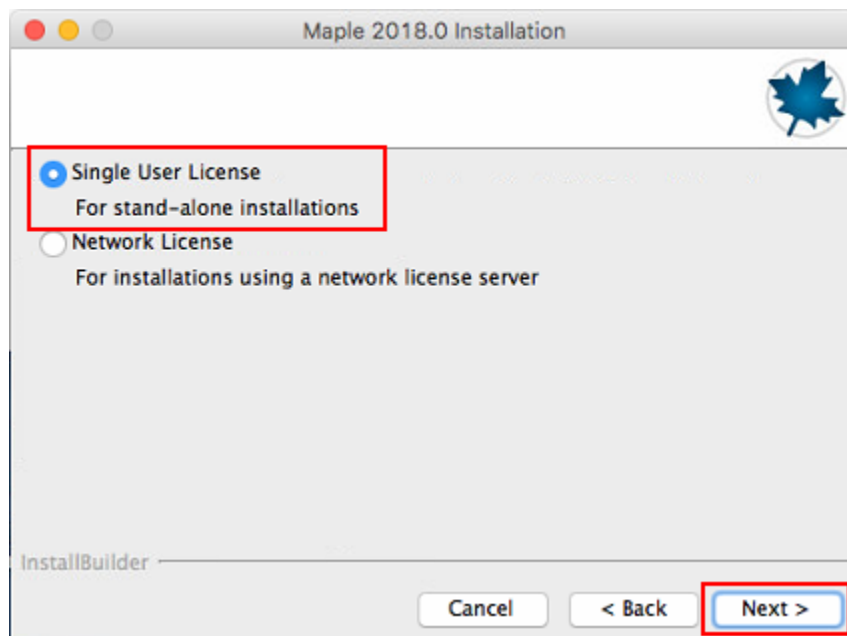
6. Carefully read, and accept, the license agreement:



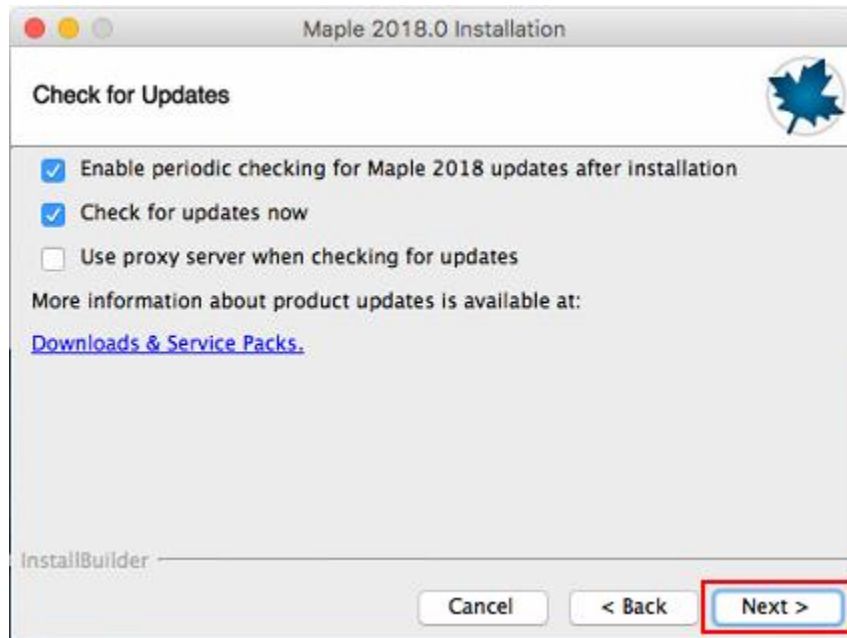
7. Confirm the path that Maple 2018 will install to:



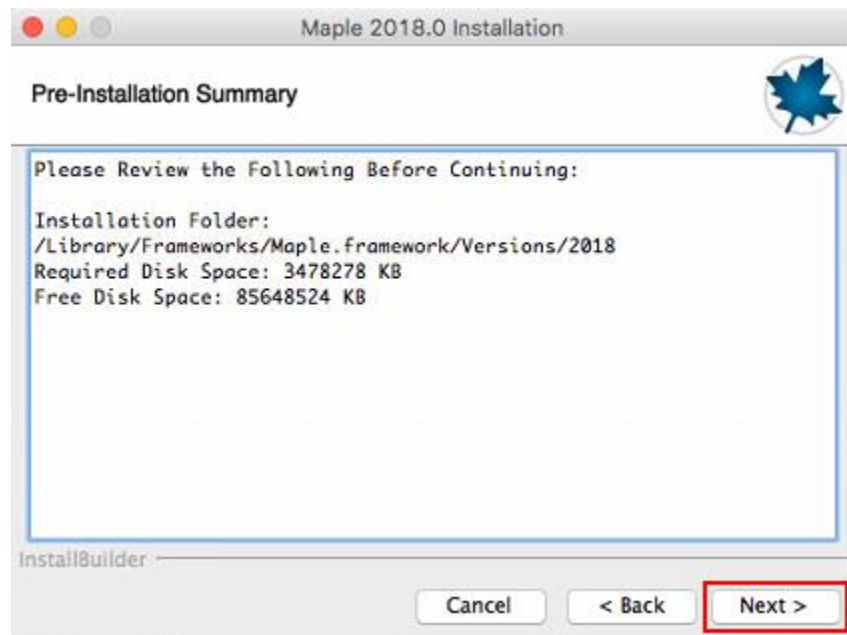
8. Keep “Single User License” selected (This will also apply to a Home Use code associated with a network license):



9. Choose whether you would like the installer to check for updates available to your Maple 2018 installation:



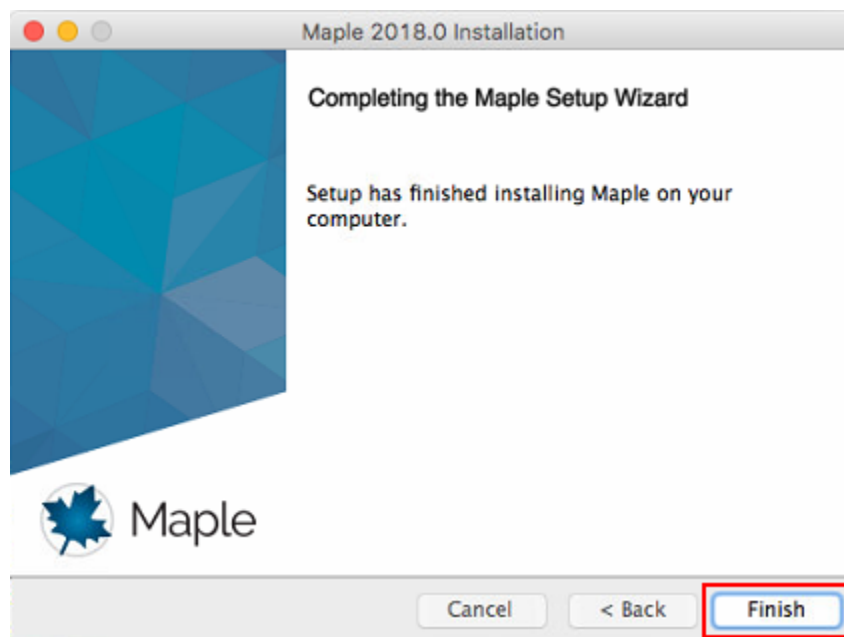
10. Review the Pre-Installation Summary:



11. Maple 2018 will install on your computer:

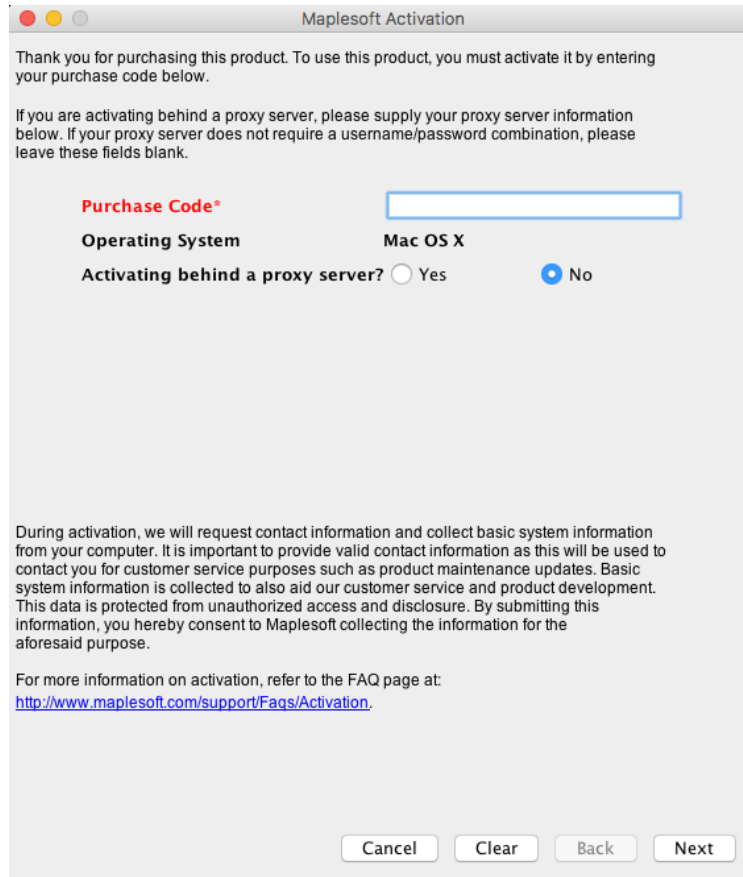


12. Decide if you would like to activate Maple 2018 now:





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



The image shows a 'Maplesoft Activation' dialog box. It contains instructions for activation, a text field for the 'Purchase Code', a dropdown for 'Operating System' (set to 'Mac OS X'), and radio buttons for 'Activating behind a proxy server?' (set to 'No'). It also includes a consent statement and a link to the FAQ page. At the bottom are 'Cancel', 'Clear', 'Back', and 'Next' buttons.

Maplesoft Activation

Thank you for purchasing this product. To use this product, you must activate it by entering your purchase code below.

If you are activating behind a proxy server, please supply your proxy server information below. If your proxy server does not require a username/password combination, please leave these fields blank.

**Purchase Code\***

**Operating System** **Mac OS X**

**Activating behind a proxy server?** ☐ Yes ☒ No

During activation, we will request contact information and collect basic system information from your computer. It is important to provide valid contact information as this will be used to contact you for customer service purposes such as product maintenance updates. Basic system information is collected to also aid our customer service and product development. This data is protected from unauthorized access and disclosure. By submitting this information, you hereby consent to Maplesoft collecting the information for the aforesaid purpose.

For more information on activation, refer to the FAQ page at:  
<http://www.maplesoft.com/support/Faqs/Activation>.

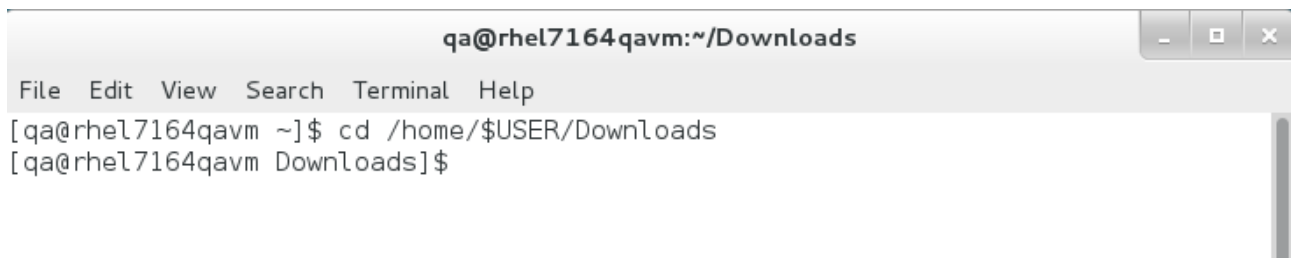
If you receive an error, "There was an unknown network error", please proceed to [Offline Activation](#).

## STANDALONE INSTALLATION - LINUX

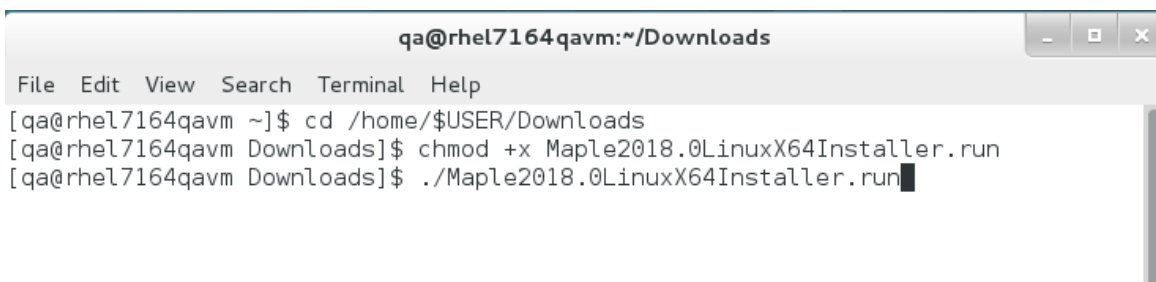
1. Click the link we have provided you to download the installer file. Select "Linux 64-bit". Save the file:



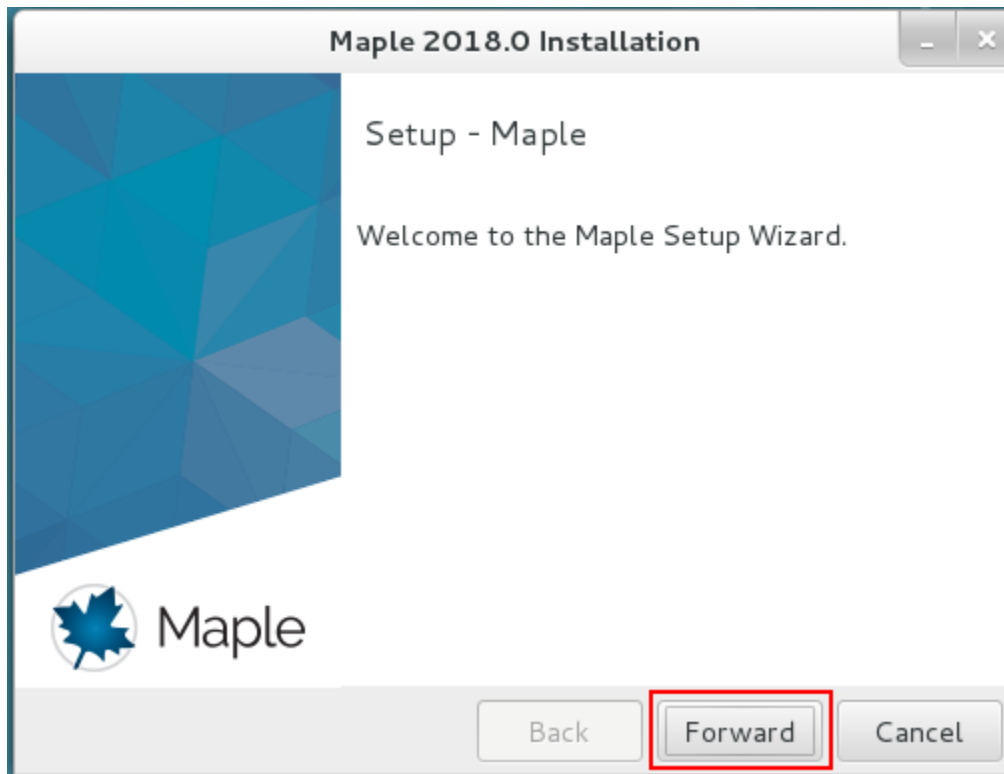
2. Once the installer file has downloaded, open up the Terminal. Change the directory to where the installation file was downloaded to. The default is `/home/$USER/Downloads` where `$USER` represents your username:



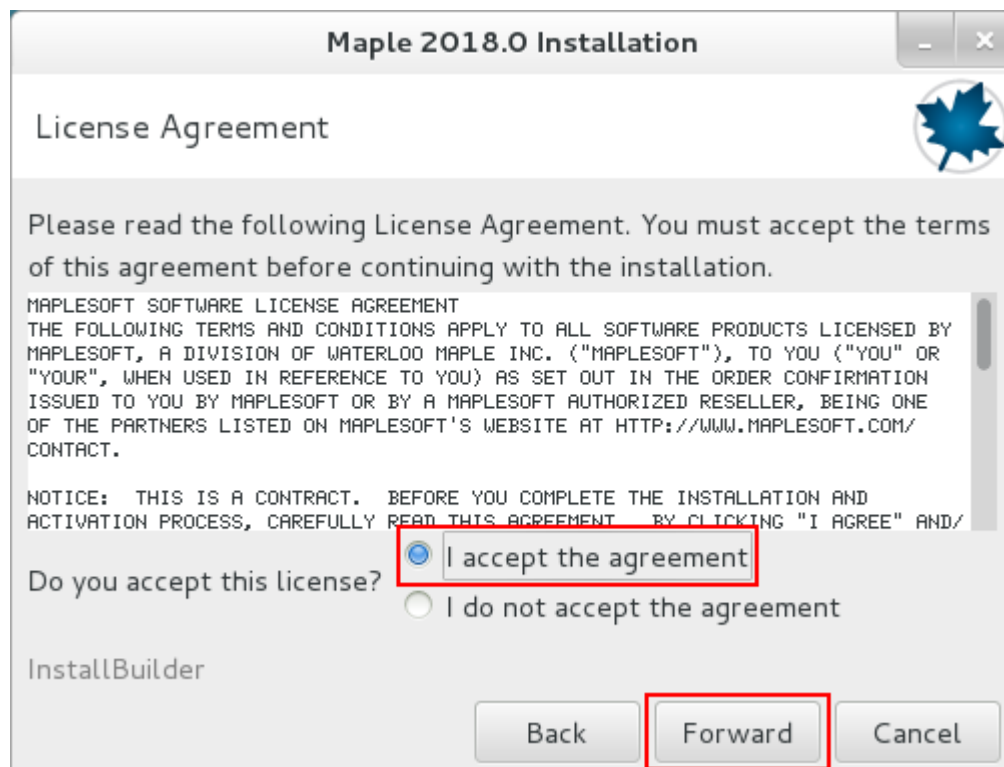
3. Use "`chmod +x`" to change access permissions to the installer file. Then, run the file:



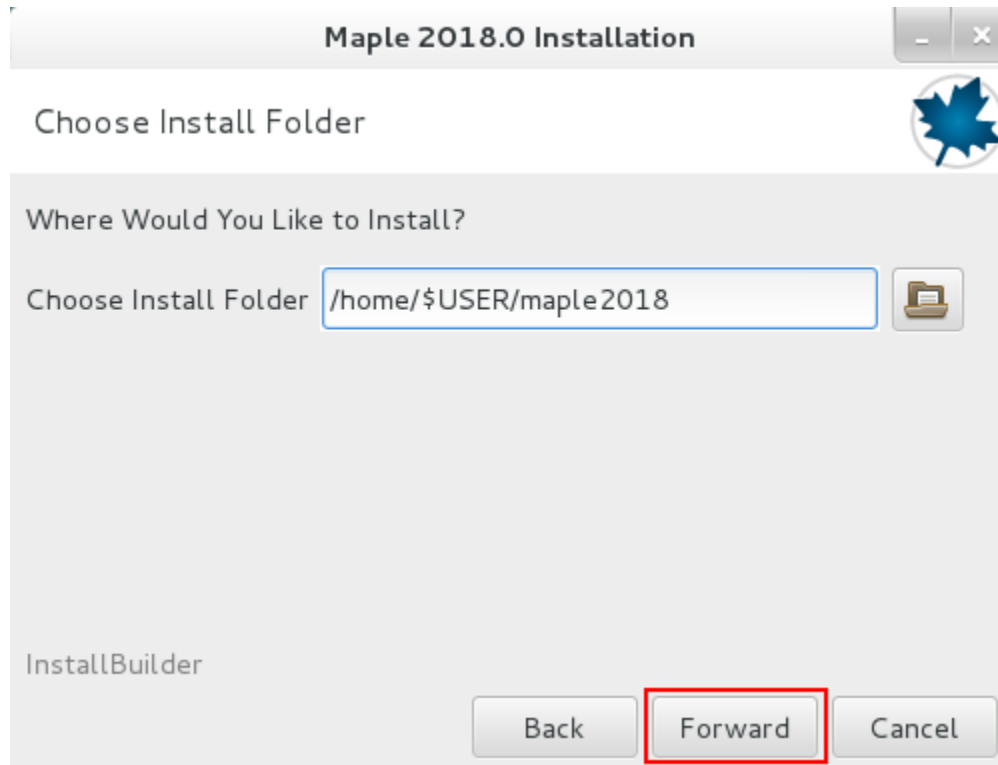
4. The installer will open, click "Forward":



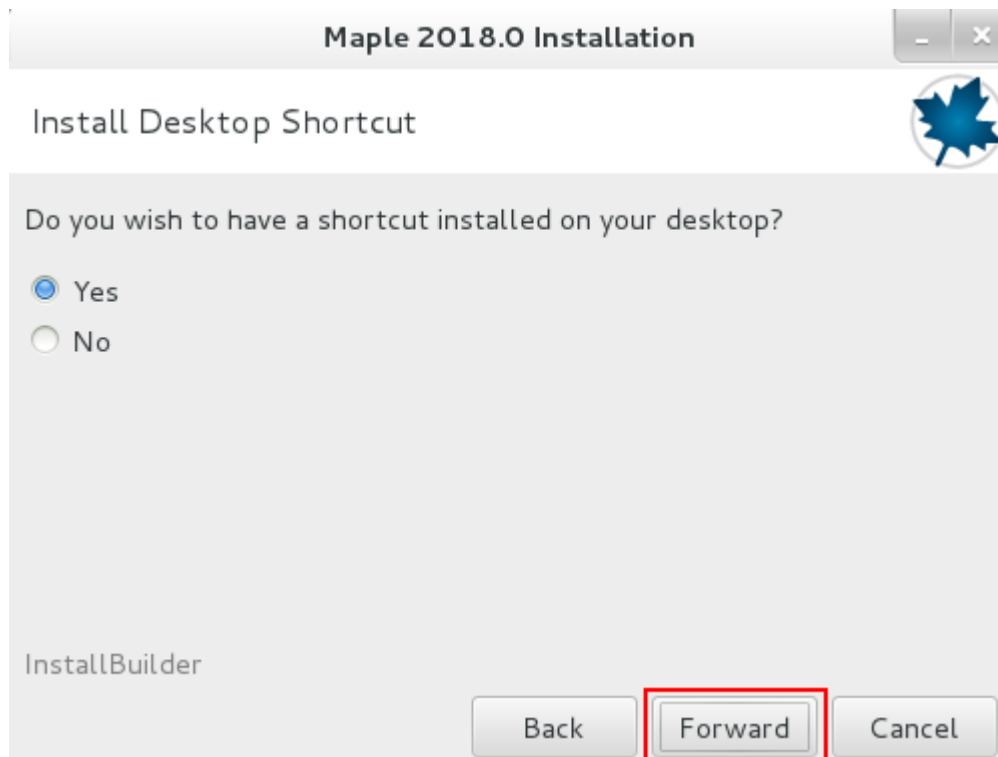
5. Carefully read, and accept, the license agreement:



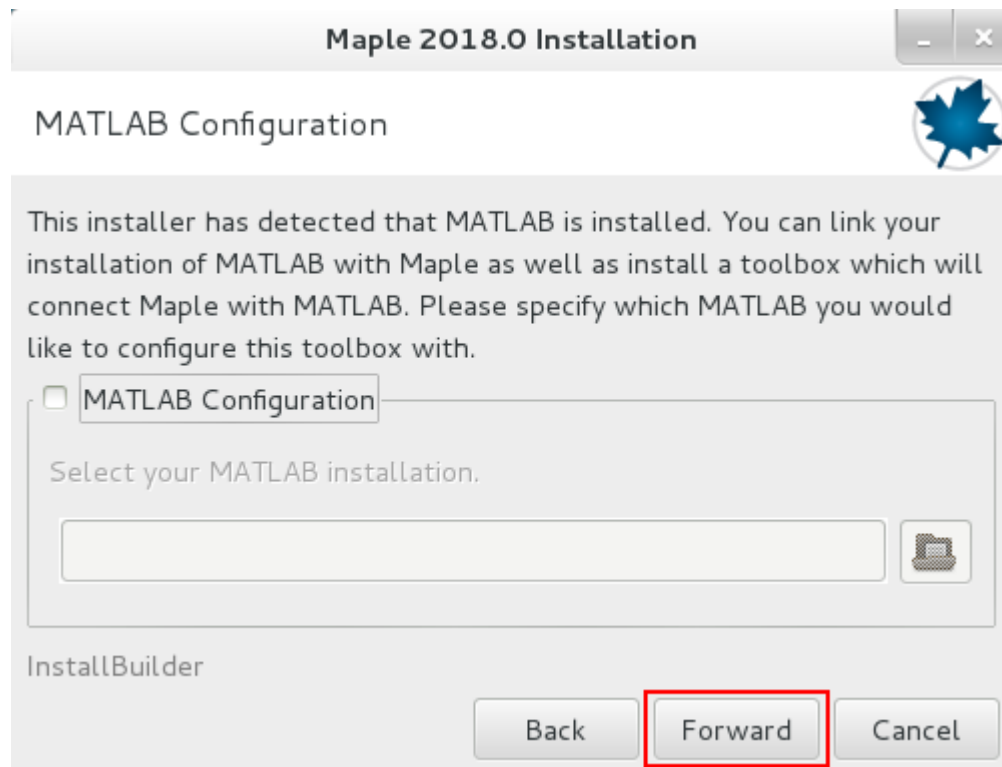
6. Choose the path to install Maple. A default path is already chosen:



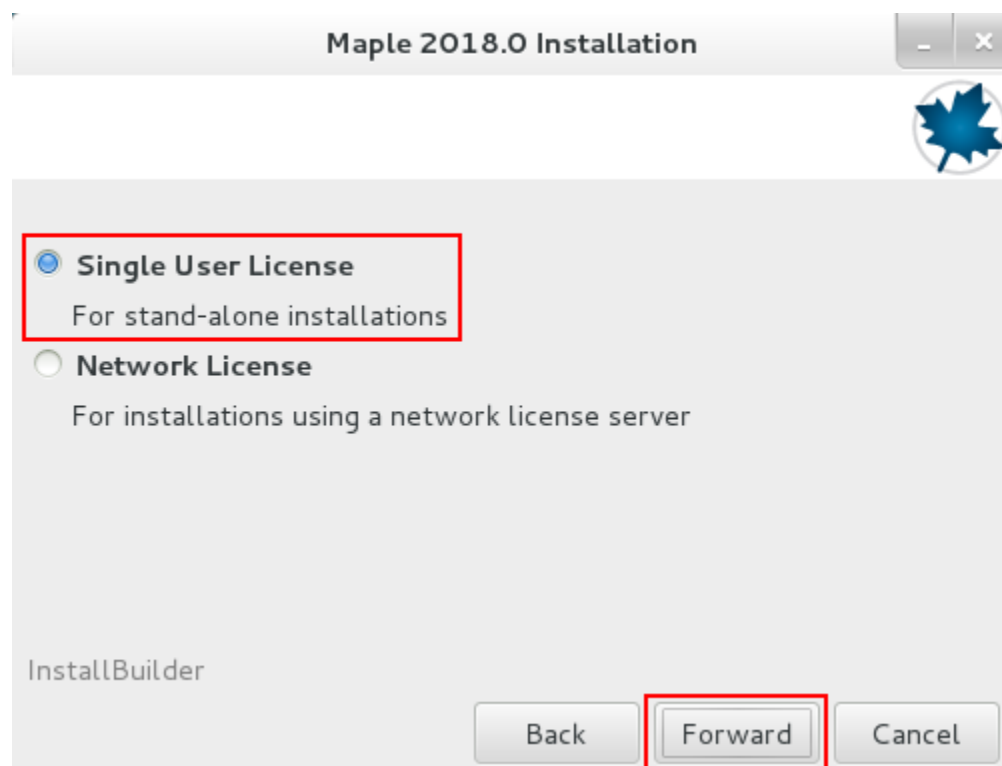
7. Choose whether or not you would like to have a desktop shortcut:



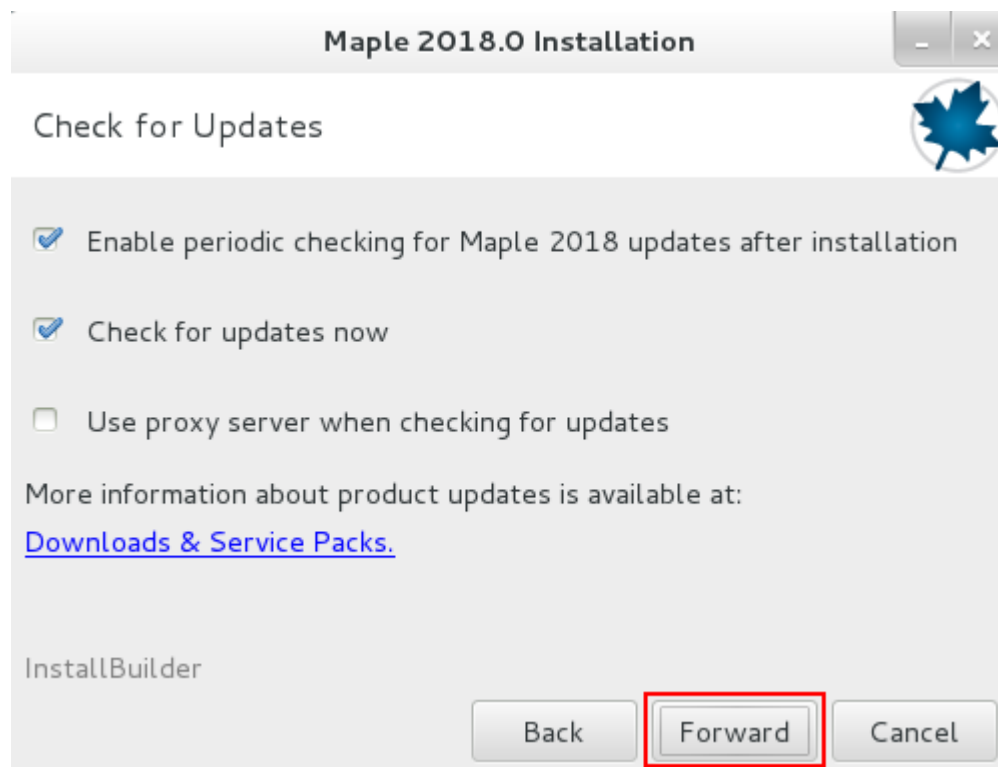
8. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2018 are MATLAB 2017b, 2017a, and 2016b:



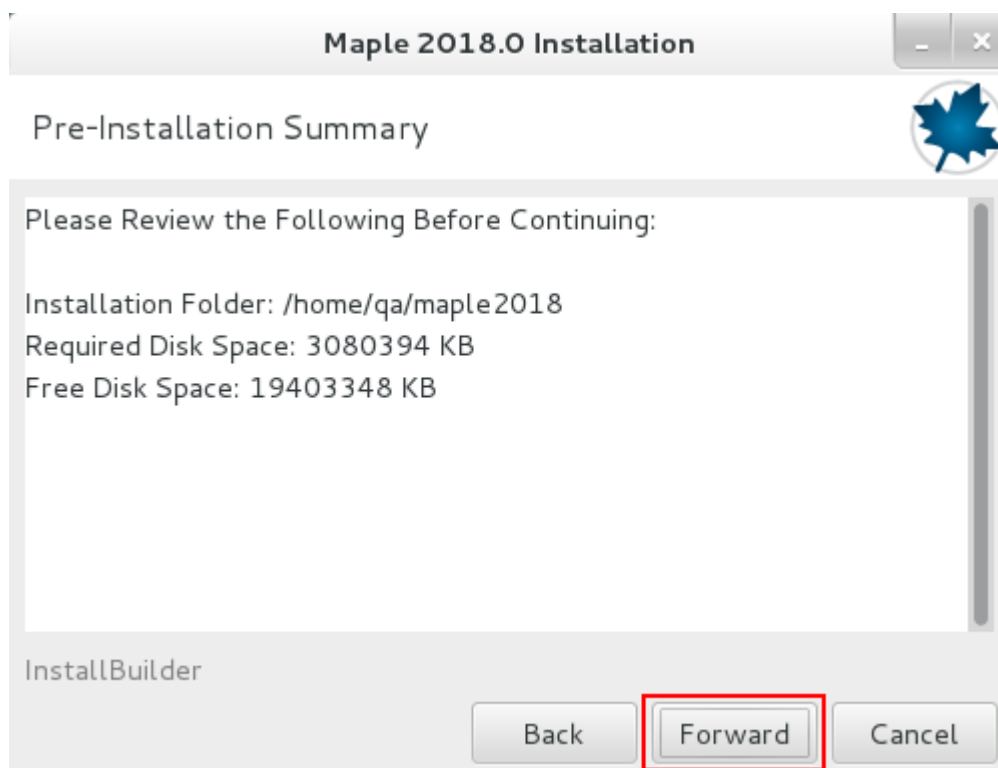
9. Keep "Single User License" selected (This will also apply to a Home Use code associated with a network license):



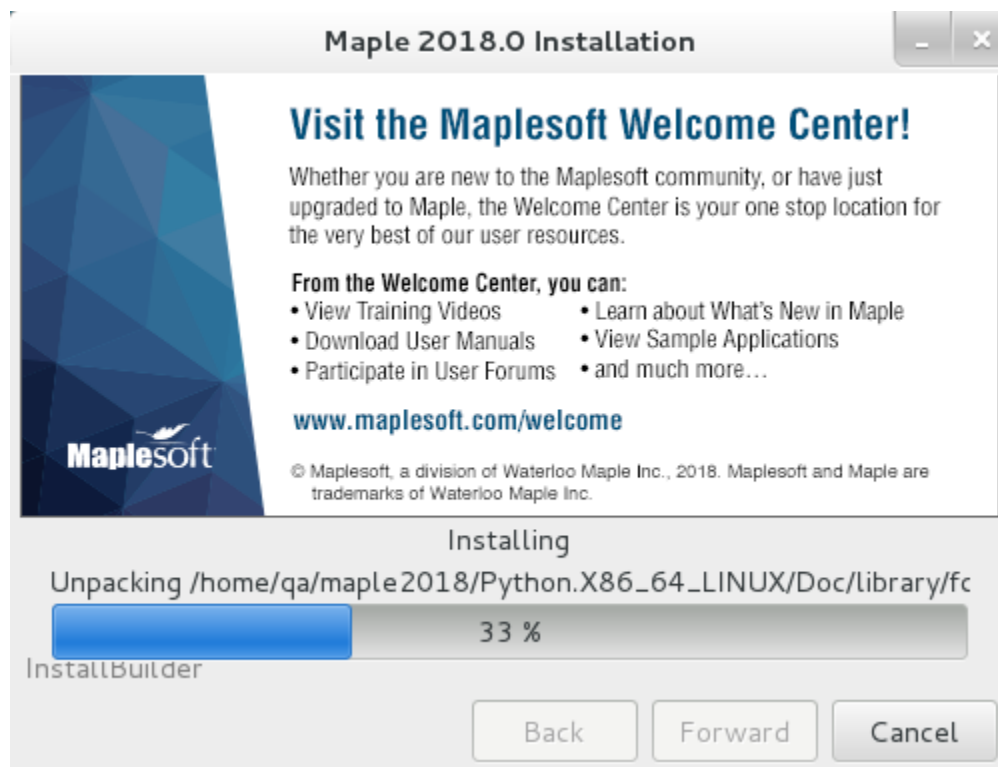
10. Choose whether you would like the installer to check for updates available to your Maple 2018 installation:



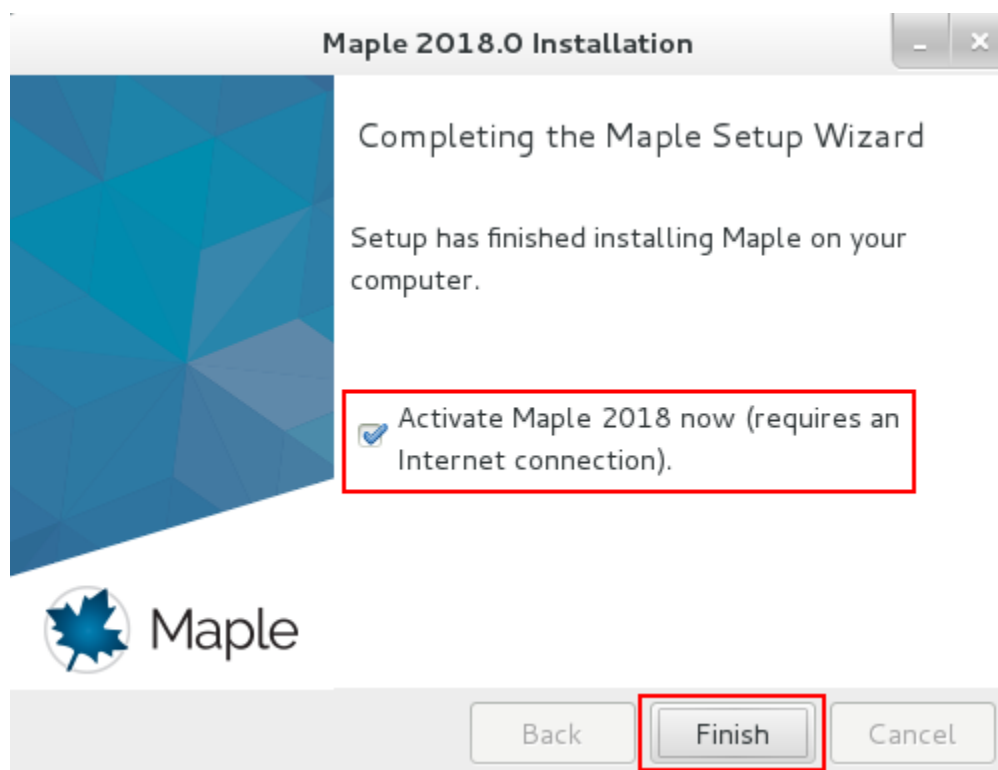
11. Review the Pre-Installation Summary:



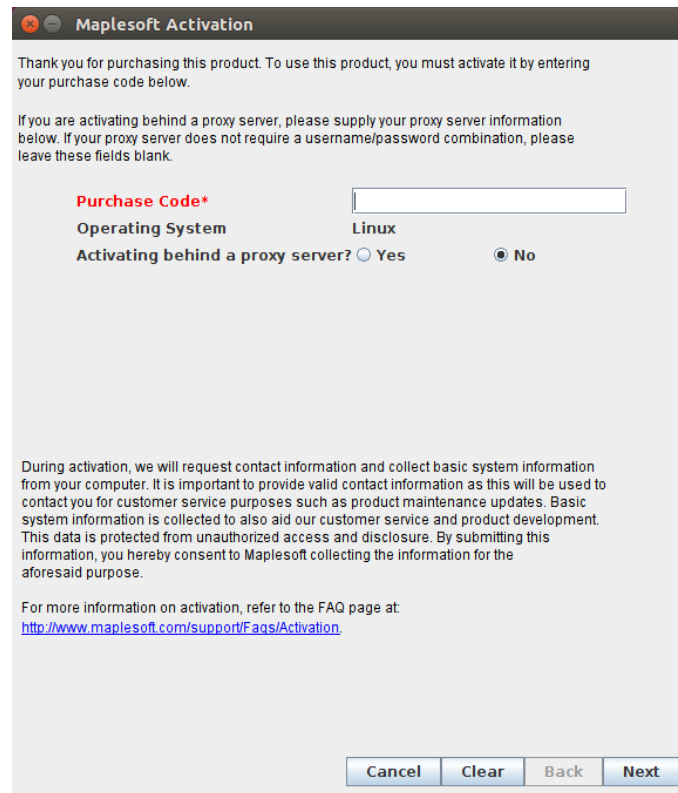
12. Maple 2018 will install on your computer:



13. Decide if you would like to activate Maple 2018 now:



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



**Maplesoft Activation**

Thank you for purchasing this product. To use this product, you must activate it by entering your purchase code below.

If you are activating behind a proxy server, please supply your proxy server information below. If your proxy server does not require a username/password combination, please leave these fields blank.

**Purchase Code\***

**Operating System**

**Activating behind a proxy server?** ☐ Yes ☒ No

During activation, we will request contact information and collect basic system information from your computer. It is important to provide valid contact information as this will be used to contact you for customer service purposes such as product maintenance updates. Basic system information is collected to also aid our customer service and product development. This data is protected from unauthorized access and disclosure. By submitting this information, you hereby consent to Maplesoft collecting the information for the aforesaid purpose.

For more information on activation, refer to the FAQ page at:  
<http://www.maplesoft.com/support/Faq/Activation>.

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 2018 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 “Maple2018.lic” file is now created in the “activate” folder.

### CONFIGURE LMTOOLS 11.13

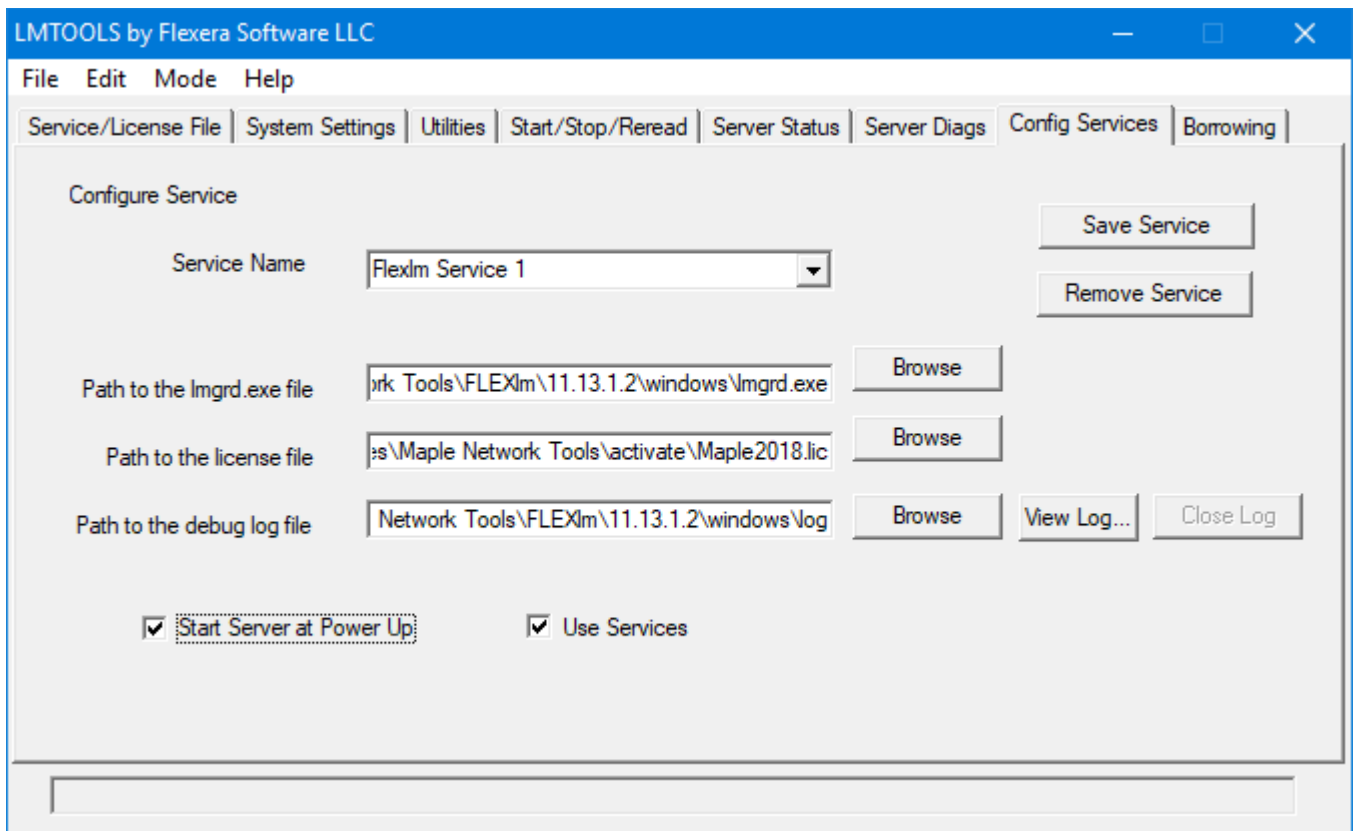
1. Open the license manager LMTools.
2. Navigate to the “Config Services” tab.
3. Define the three necessary paths. By default they will be:

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

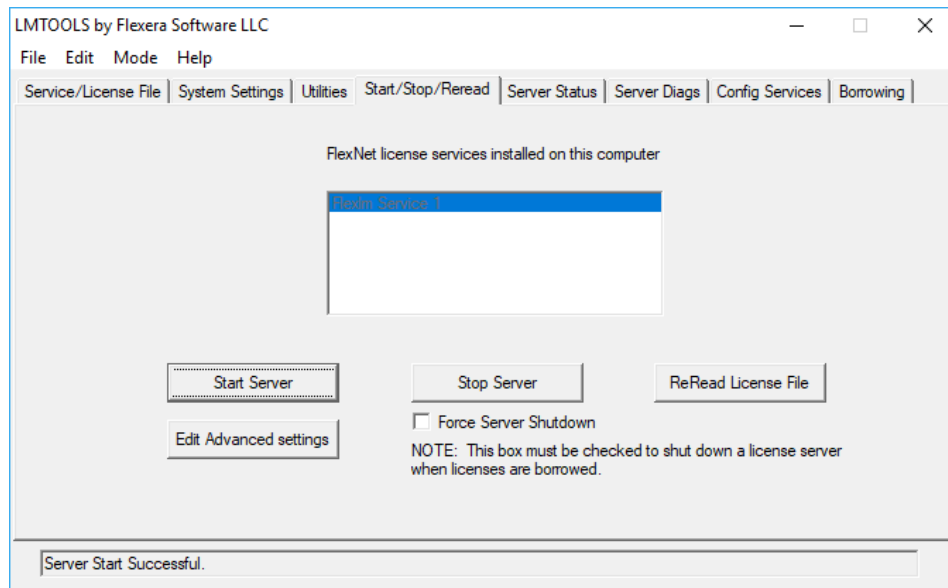
Path to the license file:      C:\Program Files\Maple Network Tools\activate\Maple2018.lic

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 “Maple2018.lic” file.
3. A “license.dat” file will be created and the default location is:  
  
`C:\Program Files\Maple 2018\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, “Maple2018.lic”, then this change will also need to be made in the “license.dat” file.
5. Test Maple 2018 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 2018 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 “Maple2018.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/$USER/Applications/Maple Network
Tools/activate/Maple2018.lic" -l "//Users/$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/Maple2018.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 “Maple2018.lic” file.
3. A “license.dat” file will be created and the default location is:

`//Library/Frameworks/Maple.framework/Versions/2018/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, “Maple2018.lic”, then this change will also need to be made in the “license.dat” file.
5. Test Maple 2018 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 2018 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 “Maple2018.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/$USER/MapleNetworkTools/activate/Maple2018.lic -l
/home/$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/Maple2018.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 “Maple2018.lic” file.
3. A “license.dat” file will be created and the default location is:

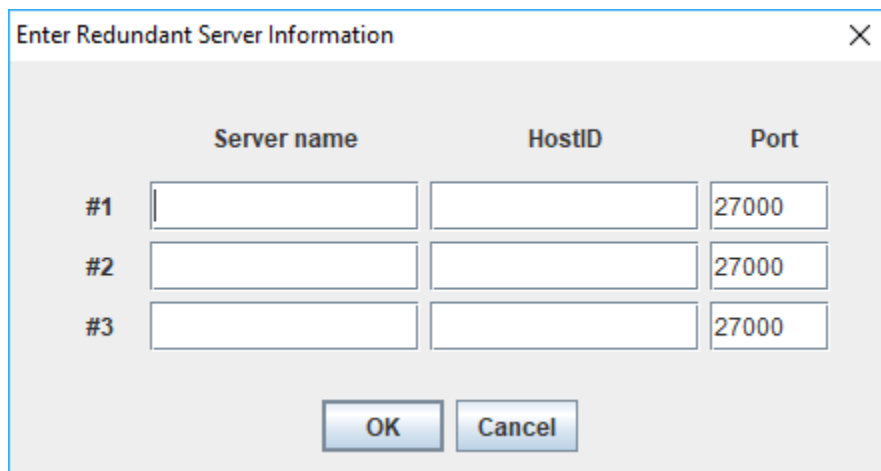
```
//home/$USER/Maple2018/license/license.dat
```

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, “Maple2018.lic”, then this change will also need to be made in the “license.dat” file.
5. Test Maple 2018 on the client machine.

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

## 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:



	Server name	HostID	Port
#1	<input type="text"/>	<input type="text"/>	27000
#2	<input type="text"/>	<input type="text"/>	27000
#3	<input type="text"/>	<input type="text"/>	27000

OK Cancel

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 "Maple2018.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

- Server requires a stop/restart. Any changes to the network license file or the license manager requires that the service be stopped and then restarted.
- Mismatched “lmgrd” port numbers. The “lmgrd” port numbers in the client and server license files must be the same.
- Unspecified “maplelmgr” port number. 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.
- “lmgrd” or “maplelmgr” port numbers are closed or in use. The “lmgrd” port number, and the “maplelmgr” port number if specified, must be opened in the firewall TCP/IP connections and unused elsewhere.
- Server names are mismatched. 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.
- Multiple network license files. 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.
- Multiple FLEXlm services. 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.
- Improper Paths: One or more of the three paths in "Config Services" (for Windows) don't point to the proper file, or only specify a folder.
- Manual changes made to the license file. 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.
- Loss of formatting for license file: 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 "Maple2018.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 "Maple2018.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
- lsb
- 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, SUSE, CentOS

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

Ubuntu

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

Debian

```
sudo dpkg -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:  \*

:  \*

[How do I find my Host ID?](#)

\* Indicates Required Fields

Or,

Purchase Code:  \*

:  \*

[How do I find my Disk Serial Number?](#)

\* 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 “Maple2018.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](mailto:support@maplesoft.com). For network setup issues, please attach your “Maple2018.lic” and debug log file to the request along with information about any error messages you are seeing.

