PIPE-FLO® Professional Install Instructions

Including PIPE-FLO® Stock and PIPE-FLO® Overtime Modules

INSTALLATION SETUP GUIDE

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1 - About Installing PIPE-FLO® Professional

In an effort to protect your PIPE-FLO® Professional license, we have timed all licenses to need reactivation once every year. Your deactivation date starts one year from the date that you purchased your license.

There is no additional cost to reactivate your license and reactivation only requires a few simple steps outlined in Section 3.

If you are simply installing the PIPE-FLO® Professional client update (from the Dynamic Start Screen), there is no need to update your license just follow the steps outlined in Section 3.5.

For more information about how to reactivate your license, see Section 4: Reactivating Your Current PIPE-FLO® Professional License and Modules.

1.1 - Installing Your Full Licensed Retail Version of PIPE-FLO® Professional and Modules

**Backing Up Your Engineering Files:** Installing the latest version of PIPE-FLO® Professional will replace your My Engineering Files subfolders with newer versions. To preserve any changes to your current files located in your My Engineering Files folder, such as Tables, make a backup of those files to in an alternate location. You will be able to copy your custom files and Tables back to My Engineering Files after program installation is complete.

**Virus Scanners:** Make sure you have the latest virus scanner updates. Some virus scanning software prevents communication between our licensing software and/or USB License Keys and PIPE-FLO® Professional. For more information, see our Knowledge Base.

**PIPE-FLO® Stock Module:** This module is included in the installation of PIPE-FLO® Professional (purchase of PIPE-FLO® Stock license required to utilize the PIPE-FLO® Stock features).

**PIPE-FLO® Overtime Module:** This module is also included in the installation of PIPE-FLO® Professional (purchase of PIPE-FLO® Overtime license required to utilize the PIPE-FLO® Overtime features).

**Group Policy Permissions:** When installing PIPE-FLO® Professional in an environment with Group Policy software installation restrictions, you will need to add the exceptions as followed:

- PIPE-FLO® Professional
  - %AppData%\Temp\PIPE-FLO Professional Installer.exe
  - %localAppData%\Temp\PIPE-FLO Professional Installer.exe
2 - Standalone Installations (Non-Network License)

All standalone licenses require a USB License Key to operate PIPE-FLO® Professional (network enterprise licenses no longer use a USB Key). Installing PIPE-FLO® Professional requires administrative permissions. If you do not have the ‘Run as administrator’ option, please contact your company’s IT Administrator.

If you are simply installing the PIPE-FLO® Professional client update (from the Dynamic Start Screen), there is no need to update your license just follow the steps outlined in Section 3.5.

2.1 - Installing a New PIPE-FLO® Professional Standalone License

**Do not plug in the USB License Key until the installation is complete.** If your USB Key is already plugged in, please remove it before proceeding.

1. Login with admin privileges.
2. Ensure your USB License Key is NOT plugged in.
3. Open your File Explorer, browse to your specified download location of the PIPE-FLO® Professional Media Files.
4. Locate and run the PIPE-FLO® Professional Setup installer by double clicking the PIPE-FLO® Professional Setup.exe.
5. Follow the steps in the setup wizard. (Select “Retail/Viewer Installation”)
6. During installation, you may see pop-up windows which may also activate your User Account Control (UAC) windows twice. This is expected. Accept any UAC warnings and continue installing PIPE-FLO® Professional.
7. After installing PIPE-FLO® Professional, plug in your USB License Key.
8. Wait for USB License Key drivers to automatically install.
9. Your PIPE-FLO® Professional installation is now complete.

For additional troubleshooting tips with your Standalone Installation please visit our Knowledge Base.
3 - Enterprise Installations (Network License)

Here is an overview of all the required sections you must complete to configure your network license.

If upgrading from version 12.x or later you may already have the Sentinel license manager software installed. Engineered Software, Inc. recommends that you update it to the latest release release is included with your PIPE-FLO® Professional media.

If you are simply installing the PIPE-FLO® Professional client update (from the Dynamic Start Screen), there is no need to update your license just follow the steps outlined in Section 3.5.

Instructions to complete your network installation are in Sections 3.1 through 3.8:

- Section 3.1) Install the License Server Software.
- Section 3.2) Obtain a Fingerprint of the License Server.
- Section 3.3) E-mail Your Fingerprint to: ESI Unlock.
- Section 3.4) Apply License File to Server.
- Section 3.5) Installing PIPE-FLO® Professional to Client Machines.
- Section 3.6) Specifying a Server’s Location on Client Machines.
- Section 3.7) How to Password Protect Your Sentinel Admin Control Center.
- Section 3.8) Check Logged Users.

*Administrator Required:* Installing PIPE-FLO® Professional and its server software requires administrative permissions. If you do not have the ‘Run as administrator’ option, please contact your company’s IT Administrator.

Virus scanners and local firewalls have been known to interfere with .c2v and .v2c files. If you are experiencing trouble with your licensing, consider temporarily disabling your virus scanner and/or local firewall before proceeding. To browse license activity on your server, open a browser and go to [http://localhost:1947](http://localhost:1947). For additional troubleshooting tips with your Enterprise Installation please visit our Knowledge Base.
3.1 - Install the License Server Software

If you are simply installing the PIPE-FLO® Professional client update (from the Dynamic Start Screen), there is no need to update your license just follow the steps outlined in Section 3.5.

To ensure you have latest version of the haspdinst.exe run-time installer, please download it here.

**Precautions to Take If You Are Configuring a Virtual Server:**

1. Make sure you use a standalone virtual machine and not a VMware clustered or load balanced virtual machine.
2. Never create a snapshot of your virtual machine AFTER installing the licensing software.
3. Only create a snapshot of your virtual machine BEFORE installing the licensing software.
4. If you plan to move your virtual server, contact Engineered Software Technical Support.
5. Do not use any virtual machine tool that changes or copies the characteristics of the machine.
6. Do not use DNS Names. Use Static IP Addresses only.

For more details regarding this, see our Knowledge Base.

1. Log into your server.
2. Open your File Explorer, browse to your specified download location of the PIPE-FLO® Professional Media Files.
3. Copy the \Server folder and paste \Server to the root of C:\
4. Open an elevated Command Prompt
   a. Elevated means to: Find and right-click 'cmd.exe' and select 'Run as Administrator'.
5. Enter command: C:\Server\haspdinst.exe -i -fi -kp
6. Wait for this to finish installing.
7. Select the ‘Ok’ button when finished.

3.2 - Obtain a Fingerprint of the License Server

*Be aware that this fingerprint of your server is unique. If the characteristics of your server change or if you attempt to move your license to another server, the license will become incompatible and invalid. This includes copying your virtual server because it causes your server’s characteristics to change.*

1. Run the Licensing Utility by double clicking the RUS_ESI.exe located: C:\Server\RUS_ESI.exe (from Section 3.1, step 3).
2. Select the ‘Collect Status Information’ tab.
3. Select the ‘Installation of new protection key’ option. If this option is greyed-out, you need to re-install your server software.
4. Click the ‘Collect Information’ button.
5. Wait for the ‘Save Key Status As’ window then save this file to your desktop.

![Save Key Status As](image)

6. If you are successful, you should see the success message, “Fingerprint retrieved.”

We recommend using your company’s name and serial number for your product as the file name. For example: EngineeredSoftwareInc-XXXXPF.c2v

### 3.3 - E-mail Your Fingerprint to: **ESI Unlock**

1. Compose an e-mail.
2. Attach the file you saved in the previous section.
3. Send e-mail to **ESI Unlock**.
4. Title the subject with your New Installation - Serial Number. (if reactivating use: Serial Number – Reactivate)
5. Engineered Software, Inc. will send you an e-mail containing your license file (.v2c file) within 1-2 business days of receiving your e-mail.

### 3.4 - Apply License File to Server

1. Download your license file (.v2c) from the e-mail you received from **ESI Unlock**. Save the license file to your Desktop.
2. Run the Licensing Utility: C:\Server\RUS_ESI.exe.
3. Change the tab to ‘Apply License File’.
4. Click the “[…] Update File” button.
5. Browse to your Desktop and open your license file.
6. Click the ‘Apply Update’ button.
7. If the license successfully applied, you should see the message, “Update written successfully.”
This is an example of a successful message. If your log indicates failure instead, this means your License is not operating correctly. To troubleshoot why, see our Knowledge Base.

See About Installing PIPE-FLO® Professional if your company institutes Group Policy Permissions.

3.5 - Installing PIPE-FLO® Professional to Client Machines

New Installations:

The installer wizard will pop-up two windows during the install process, which may also activate your UAC windows twice. This is expected. Accept any UAC warnings and continue installing PIPE-FLO® Professional.

Please note that some anti-virus scanners and firewall software can interfere with the installation of the PIPE-FLO® Professional program, please consider disabling the software when upon installation of the software.

Choose ONE of the following options to install PIPE-FLO® Professional (SIMPLE or ADVANCED):

SIMPLE USER OPTION: Install PIPE-FLO® Professional Using Installation Wizard

1. Login with admin privileges.
2. Browse to the downloaded PIPE-FLO® Professional Media Files.
3. Locate and run your PIPE-FLO® Professional Setup installer as an administrator.
4. Follow the steps in the setup wizard and select Retail/Viewer Installation.
5. After your installation, complete the next section: Specifying a Server’s Location on Client Machines.
ADVANCED USER OPTION: Silent Installation and Installing to Specified Directory

It is possible to install PIPE-FLO® Professional to all client workstations from the server by using the command line tool. To utilize a command line install, open a command window and browse to your PIPE-FLO® Professional disc or downloaded Media Files.

To install in Silent Mode, execute the following command:

```
Your Installer Location\PIPE-FLO Professional Installer.exe /S
```

To install into a Specific Directory, execute the following command:

```
Your Installer Location\PIPE-FLO Professional Installer.exe /D=Destination Path
```

To install in Silent Mode AND into a Specific Directory, execute the following command:

```
Your Installer Location\PIPE-FLO Professional Installer.exe /S /D=Destination Path
```

PLEASE NOTE: The parameter order matters. If you choose to do both modes, the /S parameter must be first and the /D parameter must be second.

The previous commands are case and space sensitive. Make sure that you capitalize your parameters properly and do not put quotes around your command even if it contains spaces.

*Installing the latest version of PIPE-FLO® Professional will replace your My Engineering Files subfolders with newer versions. To preserve any changes to your current files located in your My Engineering Files folder, such as Tables, make a backup of those files to in an alternate location. You will be able to copy your custom files and Tables back to My Engineering Files after program installation is complete.*

Updating from PIPE-FLO® Professional 15.x to PIPE-FLO® Professional 16.0:

1. Download the file by clicking the link in the 15.x Dynamic Start Screen or go to Software Installers.
2. Browse to the downloaded PIPE-FLO® Professional Media Files.
3. Locate and run your PIPE-FLO® Professional Upgrade installer as an administrator.
4. Follow the steps in the setup wizard to install the update.
3.6 - Specifying a Server’s Location on Client Machines

It is sometimes necessary to specify a server’s location on a client workstation when it doesn’t recognize a broadcasted license. For example, when your server is located on a different subnet as your client or if the client is using VPN, it may be necessary to tell the client the server’s IP address.

ESI License Tool:

Windows 7:

1. Click your Start button and navigate to All Programs\Engineered Software\PIPE-FLO Professional.
2. Click the ESI License Id Tool.
3. Once you have the tool open, type in the IP address of your license server and click Apply (contact your IT Administrator if you don’t have the IP address).
4. Once you click Apply, please restart the tool to see the available licenses for your company.
Windows 8/8.1:

1. Press your Windows key to go to your tile screen.
2. In the upper right type in ‘ESI License Id Tool’ in the search (it should display before you can complete typing the entire text string).
3. Click the ESI License Id Tool to launch the program.
4. Then follow the steps 3-4 for adding the IP in the Windows 7 section.
Windows 10:

1. Click your Windows key to go to your tile/apps browsing screen.

2. Click the All Apps and browse to the Engineered Software folder.

3. Click the ESI License Id Tool.
4. Then follow the steps 3-4 for adding the IP in the Windows 7 section.

For all versions of Windows:

You can also access the tool by going to ‘Help’ then ‘About’ in PIPE-FLO® Professional and clicking the License Tool button/link. Then follow the steps 3-4 for adding the IP in the Windows 7 section.
Alternative methods:

On some machines you may need to apply both options. It may take approximately 30 seconds for a license to establish with the server. If the license does not read right away, wait 30 seconds and try to open the program again.

SPECIFY THE SERVER’S IP ADDRESS USING LOCALHOST GLOBALLY

1. Log in to the client machine.
2. Open a web browser.
5. Check the ‘Aggressive Search for Remote Licenses’ box.
6. Within the ‘Search Parameters’ box, type the IP Address to the license server.
7. Click Submit and try to start PIPE-FLO® Professional.

SPECIFY THE SERVER IP ADDRESS IN USER SETTINGS LOCALLY ONLY

1. Open Notepad.
2. Type the following information into Notepad, replacing ServerIpAddress with your server’s IP Address:
   
   SERVERADDR= *ReplaceThisWithYourServerIpAddress*
   
3. Save and name the file: hasp_109311.ini (the file name MUST be exact.)
4. Save this file into the following path:
   
   a. For Windows Vista and Windows 7/8/8.1/10 Users:
      
      C:\Users\<YOURUSERNAME>\AppData\Local\SafeNet Sentinel\Sentinel LDK\
   
   b. For XP Users: note XP is no longer supported by Microsoft and Engineered Software, Inc.
      
      C:\Documents and Settings\<YOURUSERNAME>\Local Settings\Application Data\SafeNet Sentinel\Sentinel LDK\

If your IP address does not work, you can use a CDIR value after your IP address. Contact your local administrator for that value. For example, on a Class A subnet you can use /24.
3.7 - How to Password Protect Your Sentinel Admin Control Center

The Sentinel Admin Control Center is a service that is installed with all products that use the Sentinel LDK HASP licensing platform. This service can be enabled or disabled if desired.

The Sentinel Admin Control center is a service to help you manage your licenses. We encourage system administrators to protect this information by password protecting it to keep the licenses from being manipulated.

Here are the steps to set the password:

1. Open a web browser on the server or client you want to set a password.
3. Go to the 'Configuration' option.
4. Go to the 'Basic Settings' tab (should open by default).
5. Select "Configuration Pages" or "All ACC Pages" (Configuration Pages, only protects the Configuration page, All ACC Pages, protects all pages within [http://localhost:1947](http://localhost:1947)).
6. Click the "Change Password" button.
7. Enter password information (if this is the first time you are setting a password, leave the Current Password blank).
8. Click ‘Submit’.
10. Your password should now be set.
Notice the path to the hasplm.ini file at the bottom of the page. Your password is encrypted and stored in this .ini file. If you want to distribute this setting to all your client machines, you may copy this .ini file to each machine using the same path. If you Specified a Server Location on your Clients, keep in mind that it uses the same .ini file to store the password.
3.8 - Check Logged Users

Perform the steps below from the license server.

Who is Currently Logged in?

1. Open a web browser.
3. Find the product in the list that you would like to check.
4. Click the “Sessions” button in the last column.

Who has Logged in Recently?

1. Open a web browser.
3. Click the “Users” Tab.
4. Click the “Show Recent Users” button.
4. Reactivating Your Current PIPE-FLO® Professional License and Modules

4.1- About License Reactivation

If you are simply installing the PIPE-FLO® Professional client update (from the Dynamic Screen), there is no need to update your license just follow the steps outlined in Section 3.5. The reactivation date in the client will tell you the date your license needs to be reactivated by.

In an effort to protect your PIPE-FLO® Professional license and Modules, we have timed all licenses to deactivate once every year. Your deactivation date starts one year from the date that you purchased your license. We encourage you to reactivate your license before it deactivates.

There is no additional cost to reactivate your license and reactivation only requires a few simple steps described below. If you do not reactivate your license before the deactivation date, PIPE-FLO® Professional will roll back into PIPE-FLO® Professional Viewer mode until you reactivate your license. In PIPE-FLO® Professional Viewer, it is possible to view pipe systems of any size and calculate them, but you will not be able to build a system with over 5 pipe segments.

Virus scanners and local firewalls have been known to interfere with license files. If you are experiencing trouble applying or obtaining your license file, you may want to consider temporarily disabling your virus scanner, local firewall, and/or e-mail filters before proceeding.

4.2 - How Do I Reactivate My License?

You may use a virtual machine to host your license server. Please be sure all other USB Keys are removed from your computer/server as they can interfere with the license update process.

1. Send an e-mail to ESI Unlock, include the following.
   a. Title your e-mail, ‘Serial Number-Reactivate License.’
   b. To find your serial number, open PIPE-FLO® Professional, go to your Help menu, and open the ‘About’ box.
   c. A fingerprint of your existing license server/USB.
      i. Run the Licensing Utility by double clicking the RUS_ESI.exe located: C:\Server\RUS_ESI.exe (from Section 3.1, step 3)
      ii. Select the ‘Collect Status Information’ tab.
      iii. Select the ‘Update of existing protection key’ option.
      iv. Click the ‘Collect Information’ button.
      v. Wait for the ‘Save Key Status’ window then save this file to your desktop.
      vi. If you are successful, you should see the success message, “Fingerprint retrieved.”
We recommend using your serial number for your product as the file name. For example: Serial Number - Reactivate.c2v

2. Wait for an e-mail from Engineered Software. You will receive an e-mail from ESI within 1-2 business days, excluded recognized US holidays.

3. Once you have received our e-mail, it will contain a .v2c file. This is your reactivation file. Please install your .v2c according to the instructions provided in the email from Engineered Software, Inc. as soon as possible as this will prevent any potential future updating issues.
This is an example of a successful message in RUS_ESI.exe. If your log indicates failure instead, this means your license is not operating correctly. To troubleshoot why, see our Knowledge Base.
5 – Installing PIPE-FLO® Stock, PIPE-FLO® Overtime, PIPE-FLO® Professional Demo, Viewer, Evaluation, or Other Products

5.1 - Installing PIPE-FLO® Stock

The PIPE-FLO® Stock module is included in the installation of PIPE-FLO® Professional. The PIPE-FLO® Stock license is applied following the steps in Section 3.4. To obtain a license of PIPE-FLO® Stock contact your Engineered Software account manager (see bottom of page for contact information).

5.2 - Installing PIPE-FLO® Overtime

The PIPE-FLO® Overtime module is included in the installation of PIPE-FLO® Professional. The PIPE-FLO® Overtime license is applied following the steps in Section 3.4. To obtain a license of PIPE-FLO® Overtime contact your Engineered Software account manager (see bottom of page for contact information).

5.3 - Installing the Latest PIPE-FLO® Professional Demo

You do not need a license to run a demonstration copy of the latest PIPE-FLO® Professional. In this version, you may view systems of any size and calculate them, but you will not be able to build a system with over 5 pipe segments. Some functionality will be limited until a full license exists.

To run the latest PIPE-FLO® Professional in Demo mode, run the PIPE-FLO® Professional Setup installer and accept our license agreement.

5.4 - Installing the Latest PIPE-FLO® Professional Viewer

It is possible to view a pipe file without having a PIPE-FLO® Professional license by using the latest PIPE-FLO® Professional in Demo mode to view pipe files. It is limited to viewing systems of any size and calculate them, but you will not be able to build a system with over 5 pipe segments.

To install you must have administrative permissions and follow the same steps as if you were installing a Licensed Retail Version of PIPE-FLO® Professional, but will not require a license to be present.
5.5 - Installing an Evaluation Version of the Latest PIPE-FLO® Professional

If you would like to try a licensed copy of the latest PIPE-FLO® Professional, it may be possible to obtain a full license short term. To do so, contact our sales department to see if you qualify for an Evaluation Copy.

Phone: 360.292.4050
Toll-Free: 800.786.8545
Sales E-mail
6 - Installing Add-Ins

6.1 - Installing DataLink (Connecting PIPE-FLO® Professional to Microsoft Excel®)

The DataLink feature will install the first time the PIPE-FLO® Professional client is started. The dialog will look like this image.

Accept the default path etc. to install it.

If, for some reason, you need to install the DataLink Add-In manually, complete the following steps:

1. After installing PIPE-FLO® Professional, browse to your machine’s Programs list to:
2. Engineered Software > Your product name > DataLink Install.
3. Once finished, click the "Close" button.
4. The DataLink Add-In is now available for use in PIPE-FLO® Professional. To transfer information from PIPE-FLO® Professional to Microsoft Excel®, go to the PIPE-FLO® Professional ‘Tools’ Menu and select ‘Send to DataLink’.
7 - Commuting Licenses

7.1 - Commuting a License

Obtain Fingerprint ID from Remote Computer

1. Login to Remote Computer.
2. Find and acknowledge the remote computer’s name by opening a file browser and going to: Control Panel\System and Security\System (you will need this name later).
3. Install PIPE-FLO® Professional to the remote machine using sections described in Section 3.5: Installing PIPE-FLO® Professional to Client Machines.
4. Once installed, open the ‘License Utility’ tool in your start menu’s Programs list, browse to: Engineered Software > Your product name > RUS_ESI.exe.
5. Change to the ‘Transfer License’ tab.
6. In the first box ‘Collect information about the recipient computer,’ click the ‘[...]’ button.
7. Save the .id file.
8. Click the ‘Collect and Save Information’ button.
9. Copy and save that .id file to the License Server.

Enable Commuting

1. Login to the License Server.
2. Open a web browser.
4. Under Options, go to: ‘Configuration’.
5. Change to the ‘Detachable License’ tab.
6. Ensure ‘Enable Detaching of Licenses’ is checked.
7. Click ‘Submit’.

Apply ID File to Server

1. Login to the License Server.
2. Open a web browser.
4. Under Options, go to: ‘Update/Attach’.
5. Click the ‘Browse’ Button.
6. Find and open the .id file that you saved in section ‘Obtain Fingerprint ID from Remote Computer’.
7. Click the ‘Apply File’ Button.
Create Commuted License File

1. Login to the License Server.
2. Open a web browser.
4. Under Options, go to: Products.
5. Find your product on the list (your product displays how many licenses your product has under the ‘Available’ column).
6. Click ‘Detach/Extend’ to open ‘Detach License’ page.
7. Under ‘Detach Method’ Click ‘Offline’.
8. Select Recipient Machine, this should be the Computer name acknowledged in section ‘Obtain Fingerprint ID from Remote Computer’.
9. Specify the length of time you want your license to be commuted (We recommend setting the expiration date to be only the length of time you will need the commuted license).
10. Add any comments if necessary.
11. Click the ‘Detach’ Button.
12. **IMPORTANT STEP** - Click the ‘Save as…’ Button.
13. This will produce an .h2r file then save this file.
14. Copy the .h2r to the Remote Computer.

**NOTE:** If you are using a module, you will need to repeat the above steps to check out the module license in addition to the PIPE-FLO® Professional License.

Apply License to Remote Computer

1. Login to the Remote Computer.
2. Open the ‘License Utility’ tool in your start button’s Programs list, browse to: Engineered Software/PIPE-FLO Professional.
3. Check to Tab: ‘Apply License File’.
4. Next to Update File, click the button: [...] .
5. Select the .h2r file that you produced in Step 4.
6. Click the ‘Apply Update’ Button.
7. Repeat steps 4-6 for any additional module licenses.

Your license should now be successfully commuted. For more help, go to [http://localhost:1947](http://localhost:1947) in your web browser and select Help under Options.
7.2 - Returning a Commuted License

The license will return to the server automatically when it expires. However, it is possible to return the license early. Below are instructions to re-apply an attached license. If you have not already applied the commuted license to the remote computer, please do this first (see above).

1. Login to the Remote Computer.
3. Find PIPE-FLO® Professional License and click the ‘Cancel Feature’ Action.
4. Click the “Save As...“ button.
5. Save and copy this .r2h file to the server.
7. Click the “Browse” button and select the .r2h file you have saved.
8. Click the "Apply File" button.
9. Repeat steps for any additional module licenses

You should now have your license available for use, or re-commuting. To double-check, go to “Products” and check the Available column to see how many available licenses you have.
8 - Uninstalling PIPE-FLO® Professional

8.1 - Uninstalling PIPE-FLO® Professional

To uninstall PIPE-FLO® Professional, you can use the Windows native uninstall utility to remove PIPE-FLO® Professional from your installed programs list.

Network administrators can use the uninstaller located in the Uninstaller folder located on the PIPE-FLO® Professional Media or from the root of the previous PIPE-FLO® Professional version to create a solution for removing the previous version.

For example, to uninstall in Silent Mode, execute the following command:

Your uninstaller default location:

```
C:\Program Files (x86)\Engineered Software\PIPE-FLO Professional 15\uninstaller.exe /S
```

8.2 - Uninstalling Sentinel LDK HASP

**Warning** - If you have another vendor on your server that uses Sentinel LDK HASP, their vendor libraries will not be removed. However, you will need to re-install the software using the other vendor’s installer.

1. Log into your server.
2. Open your File Explorer, browse to your specified download location of the PIPE-FLO® Professional Media Files.
3. Copy the \Server folder and paste \Server to the root of C:\.
4. Open an elevated Administrator: Command Prompt.
   Elevated means to: Find and right-click ‘cmd.exe’ and select ‘Run as Administrator’.
   Enter command: C:\Server\haspdinst.exe -r -fr -kp -purge

5. Wait for this to finish uninstalling. Click the ‘Ok’ button when finished.
9 - System Requirements

9.1 - Recommended and Minimum System Requirements

Please see the Knowledge Base for the full list of Recommended and Minimum System Requirements for PIPE-FLO® Professional.

9.2 - Server System Requirements (Network Version Only)

Engineered Software’s PIPE-FLO® Professional uses Sentinel LDK Server locking system for PIPE-FLO® Products. Sentinel LDK Server Software will run on Windows 10, 8.1, 8, 7, Windows 2008/2008R2 and Windows 2012/2012R2 Server. Standard system requirements for the operating system are sufficient to run the server software. Server software must be installed using a command line.

Sentinel LDK uses TCP and UDP port number 1947 which have been registered to Gemalto Inc. This TCP and UDP ports must be open for communications between the license server and all clients. Firewalls and Windows operating systems may have these ports closed by default, so you will need to verify that it is open.

9.3 - Using Virtual Machines, Terminal Services, Remote Sessions, and Cloned Systems

Sentinel LDK may be used in a virtual (or otherwise emulated) system to host your license, however, using the Licensed Program (PIPE-FLO®, PUMP-FLO, etc.) on a virtual machine or terminal server that uses remote access is not allowed and is in violation of the license agreement. **Cloned Servers are also not supported.**

**Precautions to Take If You Are Configuring a Virtual Server:**

1. Make sure you use a standalone virtual machine and not a VMware clustered or load balanced virtual machine.
2. Never create a snapshot of your virtual machine AFTER installing the licensing software.
3. Only create a snapshot of your virtual machine BEFORE installing the licensing software.
4. If you plan to move your virtual server, contact Engineered Software Technical Support.
5. Do not use any virtual machine tool that changes or copies the characteristics of the machine.
6. Do not use DNS Names. Use Static IP Addresses only.
**Common Issues:**

**Issue:** I'm getting license error, “Program running on a terminal server”

This means you are using Remote Desktop or a terminal workstation to access PIPE-FLO® Professional. Using this method is not supported. Please log into the machine directly instead of remotely.

**Issue:** I cannot apply my license file, Check that you are logged into the machine that the license File was generated for.

**Issue:** My network is detecting a Cloned server and my license is no longer working.

What do I do?

When you originally produced your license file, it obtained the characteristics of your server. If these characteristics change, then your license will detect a cloned server. This usually happens if you copy the virtual image or use your license file on another server. VMWare Clustering or VVM load balancing can also change the characteristics of your VM.

To correct this, you will need to use the original server in which the file was produced, or revert the machine back to a state just before the license software was installed and re-configure your server on a static standalone virtual server. If reverting is not possible, please contact Technical Support.

For other common issues during installation, please see our [Knowledge Base](#).
10 - Default Path Locations

10.1 - Web Pages

Downloadable Media Files
Knowledge Base

10.2 - PIPE-FLO® Professional Version Install Paths

(32-bit operating system): C:\Program Files\Engineered Software\PIPE-FLO Professional 16
(64-bit operating system): C:\Program Files (x86)\Engineered Software\PIPE-FLO Professional 16
(License Installation Path): C:\Program Files (x86)\Common Files\Aladdin Shared\HASP

Group Policy Permissions: When installing PIPE-FLO® Professional in an environment with Group Policy software installation restrictions, you will need to add the exceptions as followed:

PIPE-FLO® Professional
    %AppData%\Temp\PIPE-FLO Professional Installer.exe
    %localAppData%\Temp\PIPE-FLO Professional Installer.exe

10.3 - My Engineering Files

Tables: C:\Users\Public\Documents\My Engineering Files\Tables
Catalogs: C:\Users\Public\Documents\My Engineering Files\Catalogs
Reports: C:\Users\Public\Documents\My Engineering Files\Reports

If you are using Windows XP*, your Engineering Files will be located in:
C:\Documents and Settings\All Users\Shared Documents\My Engineering Files

NOTE: Installing the latest version of PIPE-FLO® Professional will replace your My Engineering Files subfolders with newer versions. To preserve any changes to your current files located in your My Engineering Files folder, such as Tables, make a backup of those files to in an alternate location. You will be able to copy your custom files and Tables back to My Engineering Files after program installation is complete.

If you want to set your My Engineering Files into a new location, you can change the default by opening PIPE-FLO® Professional, then opening menu item Tools/Preferences, and modifying your paths.
11 - Additional Help

11.1 - Downloading PIPE-FLO® Professional

Download your PIPE-FLO® Professional software here
Download PIPE-FLO® Professional Demo software here

11.2 - Troubleshooting Installation

If PIPE-FLO® Professional does not successfully start, see our Knowledge Base Articles.
12 - About Technical Support

12.1 - Knowledge Base

Visit our searchable Knowledge Base 24 hours a day, 7 days a week for answers to immediate installation, network licensing, and program usage questions that you have.

12.2 - Basic Installation Support

Basic installation support is available to all customers with the most current release of PIPE-FLO® Professional and the three most recent legacy versions.

This includes initial installation of new programs and assistance with installation of legacy versions (may include links to Knowledge Base articles).

12.3 - Advanced Installation Support

Advanced IT support is available only to those customers with current TechNet subscriptions.

This includes more complicated and time intensive support including such items as setting up of server subnets, using network license commuting, setting-up license management server software and assisting customers through advanced features of PIPE-FLO® Professional enterprise network set-up.

12.4 - Engineering / Product Operation / System Modeling Support

Engineering / Product Operation support is available only to those customers with current TechNet subscriptions. To ensure the best possible support, customers needing support with a specific project should first e-mail their system to one of our support engineers at ESI Solutions.

TechNet includes product operation support regarding questions such as how to select a pump or size a pipeline.

TechNet also includes engineering support, providing assistance with unexpected results such as questions regarding an over controlled system or a system that is returning results that are outside the expected range.

12.5 - Per-Incident Support

Per-Incident Support is available anytime during our support hours. Support is billed at $150.00 per hour, minimum of one hour, billed in 15-minute increments and a maximum of 5 hours. If you decide to upgrade your program or purchase TechNet within 60 days after receiving support, you can apply fees paid as discounts toward these services.
12.6 - Contact Technical Support

Phone: 360.292.4060
Toll-Free: 866.546.8605 US/Canada Only
Fax: 360.412.0672

Knowledge Base
ESI Solutions
ESI Unlock

When contacting technical support please answer the following questions to assist in troubleshooting your issue:

1. Please give us a general problem statement:
2. How long has the outage/error/problem been occurring?
3. Which Engineered Software Program(s) are you using?
4. How many customers are affected?
5. What level of severity would you say this is: Low, Medium, or Urgent?
6. What Operating System are you using?

Technical support is available Monday through Friday from 7:30 AM to 4:00 PM US Pacific Time (excluding recognized U.S. holidays). When contacting technical support, please have your Serial Number available.