



Install Guide

Basic installation, advanced installations, license administration, updating, and troubleshooting instructions for running Minitab 15 with multi-user licenses on Windows

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Basic Installation

This section provides basic instructions for installing Minitab 15 in environments covered by a multi-user license. These instructions do not apply to unit copies. Instructions for installing unit copies are printed on the CD. **The installation procedures have changed significantly since the last release of this software.** Please read this entire section before installing. The intended audience for this install guide is system administrators; however, users who manage their own installations can also use it.

What's New

In response to customer requests, Minitab 15 contains three new features that impact installation:

- Minitab License Manager
- Administrative installation
- Update service

The Minitab License Manager powered by FLEXnet™, the software industry's leading license management application, allows you to control the number of concurrent users allowed to access Minitab 15 at your site. Typically, the Minitab License Manager resides on a machine in the network, and Minitab 15 is installed to client machines that have network connectivity to the license manager machine. However, for stand-alone arrangements, the Minitab License Manager can be installed to the same client machine as Minitab 15. (The Minitab 15 application must always be installed to a client machine.)

The Minitab administrative installation saves you time when installing Minitab 15 to client machines by using a server installation image. You only need to enter license information once into the image, then use the deployment method of your choice to install Minitab 15 from the server installation image to client machines.

The update service ensures you get the proper updates in a timely manner. Through the update service, users are automatically notified of updates and can install them (provided they have the appropriate permissions), as well as hide and restore update notifications. However, if all users must remain on the same version of the Minitab product, you can disable the update service using one of our advanced installation methods.

Minitab License Manager Overview

The Minitab License Manager allows software licenses to be available (or float) anywhere on a network, instead of being tied to specific machines. Floating licenses benefit both users and license administrators. Users make more efficient use of fewer licenses by sharing them on the network. License administrators can control the number of users who use Minitab 15 and make sure their organization complies with the license agreement.

The Minitab License Manager must be installed on a machine prior to running Minitab 15, and Minitab 15 must be installed on client machines that have network connectivity to the license manager machine. When a user starts the application, it communicates with the license manager to determine if a license is available from the pool of network licenses. If a license is available, permission to use the application is granted or denied. Here are more details about the licensing system components:

Component	File Name	Role
Minitab 15	mtb.exe	Minitab 15 on the client looks for the license file on the network.
Minitab license file	minitab.lic	The license file contains Minitab licensing information.
Minitab License Manager	lmgrd.exe	Using the information in the license file, the application communicates with the license manager specifying which daemon is associated with the application.
Minitab daemon	minitab.exe	The application then communicates with the Minitab daemon. The Minitab daemon keeps track of the number of licenses available and grants or denies access to the application.

Installation Process

The Minitab 15 installation is a three-step process:

- 1 Install the Minitab License Manager.
- 2 Start the Minitab License Manager service.
- 3 Install Minitab 15 on client machines.

Install Minitab License Manager

You must install the Minitab License Manager prior to running Minitab 15. Before beginning the installation, you should:

- Verify the machine on which you plan to install the Minitab License Manager has the appropriate system requirements, which include the Windows operating system. The latest system requirements for Minitab products can be found by going to <http://www.minitab.com/products> and following the links for the software product and system requirements.
- Have the license file you received from Minitab. If you do not have a license file, please refer to the entitlement correspondence that your licensing coordinator received. This correspondence contains instructions for initiating the entitlement fulfillment process. As part of this process, you must identify the machine on which you will install the license manager (referred to as the license manager machine). Additional documentation on the entitlement process can be found at <http://www.minitab.com/support/docs>.
- Make sure client machines have network connectivity to the license manager machine.
- Have administrator privileges on the license manager machine.
- Disable virus-checking software and network-security applications on the license manager machine during the entire installation process. Remember to enable these applications after the installation is complete.

To install using the installation interface, perform the following steps:

- 1 If installing from the installation CD, insert the disk into the CD-ROM drive of the license manager machine.
- 2 From the Windows Taskbar of the license manager machine, choose **Start ► Run**.
- 3 Type the path to the installation files followed by \License Manager\Setup.exe (for example, D:\License Manager\Setup.exe).
- 4 Click **OK**.

- 5 Follow the prompts on the screen. During the installation, you will:
 - Accept the default installation location or choose a different folder.
 - Accept the default license file location (recommended) or choose a different folder.
- 6 After installing, copy the license file (minitab.lic) to the license file location you specified during installation.

Note | To install the Minitab License Manager using command language, see *Install Minitab License Manager Using Command Language*, on page 5. For advanced configurations, such as redundant license machines or multiple FLEXenabled™ applications, please refer to the *FLEXnet Licensing End User Guide* distributed by Macrovision (www.macrovision.com).

Start the Minitab License Manager service

The Minitab License Manager is installed as a service. This assures that the license manager gets started automatically at system-boot time. However, you must start the service manually the first time after you install.

- 1 Using the license manager machine, choose **Start ► Settings ► Control Panel ► Administrative Tools ► Services**.
 Note: On older operating systems, this may be **Start ► Settings ► Control Panel ► Services**.
- 2 In the Services control panel, scroll through the list of services and right-click **Minitab License Manager**. From the menu, choose **Start**.
 Note: If you need to stop the service, you would follow the same steps but choose **Stop** from the menu.

Install Minitab 15 on the client machines

Before beginning the Minitab 15 installation, you should:

- Verify client machines have the appropriate system requirements. The latest system requirements for Minitab products can be found by going to <http://www.minitab.com/products> and following the links for the software product and system requirements.
- Assign appropriate user permissions. For administrative installations, users need elevated privileges to the server installation image. For other installations, users need elevated or local administrative privileges to client machines to install or update the software.
- Disable virus-checking software on client machines during the entire installation process. Remember to enable these applications after the installation is complete.
- If you use a custom profile, have the pre-install profile ready to copy it to the client machine or include it with the installation files. See *Tips*, on page 9.

To install using the installation interface, perform the following steps:

- 1 If installing from the installation CD, insert the disk into the CD-ROM drive of the client machine.
- 2 From the Windows Taskbar of the client machine, choose **Start ► Run**.
- 3 Type the path to the installation files followed by \Setup.exe (for example, D:\Setup.exe).
- 4 Click **OK**.
- 5 Follow the prompts on the screen. During the installation, you will:
 - Accept the terms of the license agreement.

- Accept the default installation folder (C:\Program Files\Minitab 15) or choose a different folder.
- Enter the port number and machine name of the license manager machine with the following syntax: portnumber@machinename (for example 27000@Hal). The Minitab License Manager uses port number 27000 unless you have specified another port number in the SERVER line of the license file or have multiple license managers installed.
- Determine if you want a shortcut to Minitab 15 on the desktop.

Note | To install Minitab 15 using the administrative installation, see *Install Minitab 15 Using Administrative Installation*, on page 6. To install Minitab 15 using command language, see *Install Minitab 15 Using Command Language*, on page 6.

After installing Minitab 15, you should:

- If you installed directly from the installation CD and you have a pre-install profile, copy the profile to Minitab 15\English\Profiles folder before opening Minitab for the first time. If you included the profile with the installation files, the installation has done this for you.
- If you have a firewall between the client machines and the license manager machine, you may need to manually open access to the port for the license manager (lmgrd.exe). Use the interface of your firewall to open the port number you specified during installation.

Advanced Installations

This section provides information on performing the following actions:

- Install the Minitab License Manager using command language
- Install Minitab 15 using command language
- Install Minitab 15 using an administrative installation
- Uninstall the Minitab License Manager
- Uninstall Minitab 15
- Tips

Before proceeding with any of the instructions below, **please read *Basic Installation*, on page 2** for important before-and-after-installation information.

Install Minitab License Manager Using Command Language

You can use command language to install the Minitab License Manager on the license manager machine. To do so, you must specify the installation location and the path to the license file using the appropriate command language syntax.

From the license manager machine, execute the following command language as one continuous line of text, substituting your information for italicized text:

- msixec.exe /i
- "*path to installation files*\License Manager\Minitab License Manager.msi" /qn
- INSTALLDIR="*path to where you want to install the license manager*" (If you do not specify a location, the Minitab License Manager uses C:\Program Files\Minitab\License Manager.)

- LICENSEDIR="*path to location of the license file*" (If you do not specify a location, the Minitab License Manager uses C:\Program Files\Minitab\License Manager. We recommend you use the default location.)

Your command language might appear similar to this example without line breaks:

```
msiexec.exe /i "D:\License Manager\Minitab License Manager.msi" /qn
INSTALLDIR="C:\Program Files\Minitab\License Manager"
LICENSEDIR="C:\Program Files\Minitab\License Manager"
```

Install Minitab 15 Using Command Language

You can use command language to install Minitab 15 on the client machine. To do so, you must specify the license information for each install using the appropriate command language syntax.

From the client machine, execute the following command language as one continuous line of text, substituting your information for italicized text:

- msiexec.exe /i
- "*path to installation files*\Minitab 15 *language.msi*" /qn
- MINITAB_LICENSE_FILE="*portnumber@machinename*" (By default, the Minitab License Manager uses port number 27000 unless you have specified another port number in the SERVER line of your license file or have multiple license managers installed.)
- INSTALLDIR="*path to where you want to install application*" (If you do not specify a location, Minitab 15 uses C:\Program Files\Minitab 15.)
- DEFFILELOC="*path to Minitab's working directory*" (If you do not specify a location, Minitab 15 uses the My Documents folder in the current user's profile. You can include "UserProfile" at the beginning of the value, and Minitab 15 will translate it to be the current user's profile, C:\Documents and Settings*username*.)
- SHORTCUT="1" to install the desktop shortcut or SHORTCUT="" to not install. (Minitab 15 installs the desktop shortcut by default.)
- UPDATE="1" to enable the update service or UPDATE="" to disable. (Minitab 15 enables the update service by default.)

Your command language might look similar to this example without line breaks:

```
msiexec.exe /i "D:\Minitab 15 English.msi" /qn
MINITAB_LICENSE_FILE="27000@Hal" INSTALLDIR="C:\Program Files\Minitab
15" DEFFILELOC="UserProfile\My Documents" SHORTCUT="1" UPDATE="1"
```

Install Minitab 15 Using Administrative Installation

You can create a server installation image on the network and deploy Minitab 15 to clients by running the server installation image. You only need to specify the license information one time when creating the server installation image.

You can create the server installation image in one of two ways:

- Use the administrative installation interface
- Use command language

After creating the server installation image, you can deploy Minitab 15 in at least one of two ways:

- Use the server installation image interface
- Use command language

Create server installation image using the interface

To create the server installation image using the interface, perform the following steps:

- 1 If installing from the installation CD, insert the disk into the CD-ROM drive of your workstation.
- 2 Execute the following command language as one continuous line of text, substituting our information for italicized text:

```
msiexec.exe /a "path to installation files\Minitab 15 language.msi"
```

Your command language might look similar to this example:

```
msiexec.exe /a "D:\Minitab 15 English.msi"
```

- 3 Follow the prompts provided by the dialog boxes. During the installation, you will:
 - Enter the network location where you want to store the server installation image.
 - Enter the port number and machine name of the license manager machine with the following syntax: portnumber@machinename (for example 27000@Hal).
 - Determine if you want a shortcut to Minitab 15 on the desktop.
 - Determine if you want to enable the update service.

Create server installation image using command language

To create the server installation image, execute the following command language as one continuous line of text, substituting your information for italicized text:

- msiexec.exe /a
- "*path to installation files*\Minitab 15 *language*.msi" /qn
- MINITAB_LICENSE_FILE="*portnumber@machinename*" (By default, the Minitab License Manager uses port number 27000 unless you have specified another port number in the SERVER line of your license file or have multiple license managers installed.)
- TARGETDIR="*path to where you want to create server installation image*"
- DEFFILELOC="*path to Minitab's working directory*" (If you do not specify a location, Minitab 15 uses the My Documents folder in the current user's profile. You can include "UserProfile" at the beginning of the value, and Minitab 15 will translate it to be the current user's profile, C:\Documents and Settings*username*.)
- SHORTCUT="1" to install the desktop shortcut or SHORTCUT="" to not install. (Minitab 15 installs the desktop shortcut by default.)
- UPDATE="1" to enable the update service or UPDATE="" to disable. (Minitab 15 enables the update service by default.)

Your command language might look similar to this example without line breaks:

```
msiexec.exe /a "D:\Minitab 15 English.msi" /qn
MINITAB_LICENSE_FILE="27000@Hal" TARGETDIR="\\Server\Shared
Image\Minitab 15" DEFFILELOC="UserProfile\My Documents" SHORTCUT="1"
UPDATE="1"
```

Deploy using the interface

To deploy from the server installation image using the interface, perform the following steps:

- 1 From the client machine, navigate to the server installation image you created on the network.
- 2 Double-click the .MSI file.
- 3 Follow the prompts on the screen. During the course of the installation, you will:
 - Accept the terms of the license agreement.
 - Accept the default installation folder (C:\Program Files\Minitab 15) or choose a different folder.

Deploy using command language

From the client machine, execute the following command language as one continuous line of text, substituting your information for italicized text:

- `msiexec.exe /i`
- `"path to server installation image\Minitab 15 language.msi" /qn`
- optional property `INSTALLDIR`

Your command language might look similar to this example without line breaks:

```
msiexec.exe /i "\\Server1\Shared Image\Minitab 15\Minitab 15 English.msi" /qn
INSTALLDIR="C:\Program Files\Minitab 15"
```

Uninstall Minitab License Manager

Before you uninstall the Minitab License Manager, you must stop the service. See *Installation Process* on page 3. You can uninstall in one of three ways:

- Use the Minitab License Manager's installation interface
- Use command language containing the .MSI file
- Use command language containing a GUID

Uninstall using interface

From the license manager machine, choose **Start ► Settings ► Control Panel ► Add or Remove Programs**, and then uninstall the Minitab License Manager.

Uninstall using command language with .MSI file

From the license manager machine, execute the following command language as one continuous line of text, substituting your information for italicized text:

```
msiexec.exe /x "path to installation files\License Manager\Minitab License Manager.msi" /qn
```

Your command language might look similar to this example without line breaks:

```
msiexec.exe /x "D:\License Manager\Minitab License Manager.msi" /qn
```

Uninstall using command language with GUID

If the .MSI file is not available, you can use a GUID in the command instead of the file. This GUID is specific to the Minitab License Manager installed:

Language	 Command Language with GUID
-----------------	-------------------------------------

English	<code>msiexec.exe /x {831EA8D2-5495-4F20-BF61-351BE71CAB32} /qn</code>
French	<code>msiexec.exe /x {51E2D6D8-A0E3-4398-AD2E-1639E7F27A7F} /qn</code>
German	<code>msiexec.exe /x {AD0BA6E7-21FB-4BFD-8469-81C49313E215} /qn</code>
Chinese	<code>msiexec.exe /x {DCC47DFF-57A2-4FFE-849F-ABDD907AAB9C} /qn</code>

Uninstall Minitab 15

You can uninstall Minitab 15 from the client machine in one of three ways:

- Use the installation interface
- Use command language containing the .MSI file
- Use command language with a GUID

Uninstall using interface

On the client machine, choose **Start > Settings > Control Panel > Add or Remove Programs**, and then uninstall Minitab 15.

Uninstall using command language with .MSI file

From the client machine, execute the following command language as one continuous line of text, substituting your information for italicized text:

```
msiexec.exe /x "path to server installation image or path to installation files\Minitab 15
language.msi" /qn
```

Your command language might look similar to this example without line breaks:

```
msiexec.exe /x "D:\Minitab 15 English.msi" /qn
```

Uninstall using command language with GUID

If the .MSI file is not available, you can use a GUID in the command instead of the file. This GUID is specific to the Minitab product installed:

Language	Command Language with GUID
English	<code>msiexec.exe /x {0FAED7DC-4206-4F84-9A46-0ED6D5B623B8} /qn</code>
French	<code>msiexec.exe /x {59379921-52F3-4E67-BD3E-FB105526BA14} /qn</code>
German	<code>msiexec.exe /x {B61F6A8E-893B-4A42-9153-08BA8C07B693} /qn</code>
Chinese	<code>msiexec.exe /x {3A6C497E-D6A5-4E54-8F89-05613E346C3F} /qn</code>

Tips This section provides useful installation tips:

- Execute command language
- Generate an installation log file
- Change the option to enable or disable updates
- Create identical settings on multiple machines
- Find online installation resources

Execute command language

You can use at least one of two ways to execute command language:

- Use the Run dialog box

- Create a batch file

To execute command language from the Run dialog box, perform the following steps:

- 1 From the Windows Taskbar, choose **Start ► Run**.
- 2 In **Open**, type in the command language in one continuous line of text.
- 3 Click **OK**.

Note | The Run dialog box is a simple way to execute commands; however, it has a 255-character limit and may not be suitable for all operations.

To create and execute a batch file, perform the following steps:

- 1 Open a new file in a text editor, such as Notepad.
- 2 Type in the command language.
- 3 Save the file choosing **All Files** for the file type. Type the name of the file in quotation marks with .BAT extension (for a batch file).
- 4 From the appropriate machine, locate the batch file and double-click the batch file. A DOS Command Prompt window opens during execution.

Generate an installation log file

If you are having trouble installing, you can use command language to generate a log file. This file can be attached to an e-mail and sent to Technical Support, so Minitab can assist you more efficiently in resolving your problem. To generate the log file, add the following command language after the */i* or */a* command, beginning with a space and in one continuous line of text:

```
/L*v "%TEMP%\MTB15SetupLog.txt"
```

Your command language might look similar to this example without line breaks:

```
msiexec.exe /i "\\Server1\Shared Image\Minitab 15\Minitab 15 English.msi" /qn
MINITAB_LICENSE_FILE="27000@ Hal" INSTALLDIR="C:\Program Files\Minitab
15" DEFFILELOC="UserProfile\My Documents" SHORTCUT="1" UPDATE="1" /L*v
"%TEMP%\MTB15SetupLog.txt"
```

To find the log file, perform the following steps:

- 1 From the Windows Taskbar of your workstation, choose **Start ► Run**.
- 2 Type *%TEMP%*.
- 3 Click **OK**.
- 4 Browse to MTB15SetupLog.txt.

Change the option to enable or disable updates

If you installed Minitab 15 and need to change the installation option for enabling or disabling updates, you can do so without reinstalling the software:

- 1 If installing from the installation CD, insert the into the CD-ROM drive of the client machine.
- 2 From the Windows Taskbar, choose **Start ► Run**.
- 3 Type the appropriate command:

- To enable updates, type the path to the installation files followed by \Tools\ToggleUpdates.exe ON (for example, D:\Tools\ToggleUpdates.exe ON).
- To disable updates, type the path to the installation files followed by \Tools\ToggleUpdates.exe OFF (for example, D:\Tools\ToggleUpdates.exe OFF).

4 Click **OK**.

Create identical settings on multiple machines

Profiles in Minitab 15 store any changes to Minitab 15 factory default settings made using **Tools > Options** and **Tools > Customize**, as well as custom date/time formats and value-order settings. Each time you modify a setting, Minitab 15 stores the change in a user profile so that it is in effect for the next Minitab session. All settings you change during a session are stored in the uppermost profile located under **Active Profiles** in **Tools > Manage Profiles**.

To ensure that multiple machines have identical Minitab 15 settings, you can use **Tools > Manage Profiles** to create and export a preinstall profile as a registry file named **ORGDEFS.REG** and include it with the installation files:

- For administrative installations, store this file in the server installation image folder at the same level as the .MSI file.
- For nonadministrative installations, copy the installation files to a network location and store the preinstall file with the installation files before installing Minitab 15.

The installation places the file in the user's Minitab 15\English\Profiles folder. If the preinstall profile is not included with the installation files, you must copy it to each user's Minitab 15\Language\Profiles folder after installing but before opening Minitab 15 for the first time. When a user opens Minitab 15 for the first time, the file is imported. The imported profile is named \$\$ORGANIZATIONDEFAULTS, which shows up as the second profile in **Active Profiles**. For more information on profiles, type *Profiles* in the Minitab 15 Help index.

To create a preinstall profile, perform the following steps:

- 1 Install Minitab 15 on any machine.
- 2 Open Minitab 15. Adjust any settings you want to share on multiple machines.
- 3 Choose **Tools > Manage Profiles**.
- 4 Click  to move the profile *MyProfile* from **Active profiles** to **Available profiles**. (To be exported, profiles must be under **Available profiles**.)
- 5 With the profile selected, click **Export**.
- 6 In **Save In**, browse to the network folder that contains the Minitab 15 installation files.
- 7 In **File name**, rename *MyProfile* to *orgdefs.reg*. Click **Save**.

Find online installation resources

The following online resources may be helpful to you:

- Microsoft MSIEXEC.EXE Command Line Options
http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/standard_installer_command_line_options.asp
- Macrovision SETUP.EXE Command Line Options
<http://support.installshield.com/kb/view.asp?articleid=Q105473>

- Macrovision
<http://www.macrovision.com>

Note | Minitab does not maintain these sites and URLs are subject to change.

The latest install guides for Minitab products can be found at <http://www.minitab.com/support/docs>.

License Administration

You can run Minitab 15 with minimal interaction with the Minitab License Manager. However, to manage the license system, you may want to know how to do the following actions:

- Use license management utilities
- Reload license file
- Check status
- Check debug file
- Use options file
- Renew license

Use License Management Utilities

Macrovision provides utilities for performing license management tasks. We distribute these utilities to you in the license manager folder:

- `lmtools.exe`
- `lminstall.exe`
- `lmremove.exe`
- `lmstat.exe`
- `lmreread.exe`

The `lmtools.exe` utility provides a graphical user interface to access all the license management tasks. To use `LMTOOLS`, navigate to the license manager folder and double-click `lmtools.exe` to display the interface.

If you prefer to use command language, the other utilities provide access to the different license management tasks provided with `LMTOOLS`. To use these utilities, you must open a DOS Command Prompt window, go to the license manager folder, and execute the appropriate utility command.

For more information on using these utilities, please refer to *FLEXnet Licensing End User Guide* distributed by Macrovision (www.macrovision.com).

Reload License File

If you change the license file, you need to reload it so the license manager can recognize the changes.

To reload the license file using `LMTOOLS`, perform the following steps:

- 1 Navigate to the license manager folder and double-click **lmtools.exe**.
- 2 Click the **Start/Stop/Reread** tab.

- 3 In **FLEXnet license services installed on this computer**, ensure the license service is highlighted.
- 4 Click **ReRead License File**.

To reload the license file using LMREREAD, open a DOS Command Prompt window, go to the license manager folder, and execute the following command:

```
lmreread -vendor minitab
```

Check Status

You can check the status of the license manager to help you monitor network licensing activities, such as the number of licenses in use and who is using them.

To check the status using LMTTOOLS, perform the following steps:

- 1 Navigate to the license manager folder and double-click **lmttools.exe**.
- 2 Click the **Server Status** tab.
- 3 Click **Perform Status Enquiry**.

To check status using LMSTAT, open a DOS Command Prompt window, go to the license manager folder, and execute the following command:

```
lmstat -a
```

Check Debug File

The Minitab License Manager produces a debug file. The debug log file contains status and error messages useful for debugging, such as to whom and when licenses were checked out, checked in, or denied. The Minitab License Manager's debug file, `minitab.dl`, is located in the license manager folder. To read this file, open it in a text editor, such as Notepad.

For more information on the debug log file, please refer to the *FLEXnet Licensing End User Guide* distributed by Macrovision (www.macrovision.com).

Use Options File

You do not need an options file. However, you might want to use some options to control various license system options, such as allowing features, denying features, reserving licenses, restricting the number of licenses, or controlling the amount of information logged about license usage. To create an options file, perform the following steps:

Note: This procedure involves modifying the license file after you have created the options file. Before beginning, we recommend you make a backup version of the license file.

- 1 Open a new file in any text editor, such as Notepad.
- 2 Use the appropriate options and the syntax documented in the *FLEXnet Licensing End User Guide* distributed by Macrovision (www.macrovision.com) to construct your options.
- 3 Save the options file to the same folder as the license file and give it the name "minitab.opt".
- 4 In the text editor, navigate to and open `minitab.lic`.
- 5 To the end of the `VENDOR` line, add a space and `options="minitab.opt"`. Options must be in lowercase characters because the license file is case-sensitive.
- 6 Save the file.
- 7 Reload the license file. See *Reload License File*, on page 12.

Example of options file:

You can include comments in your options file by starting the line with the pound sign.
 # Option files are restricted to 2048 characters.
 # Each line of the file controls one option.

Excludes Tom Jones from using Minitab
 EXCLUDE Minitab USER tjones

Example of license file referencing options file:

```
SERVER this_host host_id
VENDOR minitab options="minitab.opt"
USE_SERVER
INCREMENT Minitab....
```

Renew License

If you are renewing or adding users to your license, you will receive text from Minitab (starting with the keyword INCREMENT) to append to the end of the existing license file:

Note: Before beginning, we recommend you make a backup version of the license file.

- 1 From your Minitab correspondence, copy everything from the start of the word INCREMENT to the end of the text.
- 2 Open a text editor, such as Notepad.
- 3 In the text editor, navigate to and open minitab.lic.
- 4 Go to the end of the file and start a new line.
- 5 On the new line, paste the new text.
- 6 Save the file.
- 7 Reload the license file. See *Reload License File* on page 12.

100
original
users



10
additional
users



```
SERVER this_host host_id
VENDOR minitab
USE_SERVER
INCREMENT Minitab minitab 15.1 30-nov-2006 100 XXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

INCREMENT Minitab minitab 15.1 30-nov-2006 10 XXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
```

Update Service

If you wish to control Minitab 15 updates, you should disable updates during installation. If you disable this function, you can have a separate installation with updates enabled to periodically check for them. If you disable software updates, the Update Manager will be installed, but users will not receive any update notifications. If you enable software updates, users must have the appropriate permissions to install the updates.

If you enabled software updates during the installation of the software, you will need to educate your users on the following steps:

- Get automatic updates
- Hide automatic update notifications
- Restore automatic update notifications

Get Automatic Updates

By default, when you start Minitab 15, if an update is available, the Update Manager automatically opens. The Update Manager is a third-party utility that manages updates to the software.

- 1 With the Update Manager open, look under **New updates and messages** to find the update. You may see update notifications for several products or multiple updates for the same product depending on the last time you updated.
- 2 Check the box next to the software update you want to install and then click **Install**. To download the software and install it later, click **Download Only**.

Note: Different versions of the Update Manager may have slightly different interfaces.

- 3 During installation, you will be prompted to exit Minitab 15.
- 4 When the installation is finished, close the Update Manager and then restart Minitab 15.

Note | Alternatively, you can close the Update Manager without installing or downloading and check for updates later by choosing **Help ► Check for Updates** from within Minitab 15.

Hide Automatic Updates Notifications

You can hide the automatic update notifications so you do not see them every time you start Minitab 15.

- 1 With the Update Manager open, look under **New updates and messages** to find the update.
- 2 Click the update notification text (not the checkbox). You will see text appear below the update notification.
- 3 Click **Don't show this update again**. The update notification disappears from the list.

Note | When you hide update notifications, you are hiding it for all users on the same machine. Until the notification is restored, the Update Manager will behave as if no updates are available.

Restore Automatic Update Notifications

You can restore the automatic update notification so you can see them every time you start Minitab 15.

- 1 Choose **Start ► Settings ► Control Panel ► Program Updates** to open the Update Manager.
- 2 Click **Restore hidden updates**. The update notifications are listed under **Restore hidden updates**.
- 3 Check the box next to the update notification you wish to restore.
- 4 Click **Restore**.
- 5 Click **Check for Updates** to see the updated list under **New updates and messages**. You can now install the update.

Error Messages/Troubleshooting

This section covers troubleshooting tips for errors encountered with the following:

- Minitab License Manager service
- License checkout
- Lost connections

Minitab License Manager Service

You might encounter any of the following Minitab License Manager issues:

- Cannot start service
- CPU usage 100% after starting service
- Debug file resets after restarting service

Problem: Cannot start service

If you cannot start the Minitab License Manager's service, most likely you will get the following error message:

The Minitab License Manager service on Local Computer started and then stopped. Some services stop automatically if they have no work to do, for example, the Performance Logs and Alerts Services.

Use the following table to troubleshoot the problem:

Question	Tip
Did you copy the license file (minitab.lic) to the folder designated during the Minitab License Manager installation?	Create the folder, if necessary, and copy the license file to that location.
Can the Minitab License Manager create the debug file (minitab.dl)?	The license manager creates a debug file containing status and error messages. By default, the file is in the license manager folder. Ensure the account running the service has write access to this folder.
Does the license manager machine have non-ANSI characters in its machine name?	For best results, install the Minitab License Manager to a machine with only ANSI characters in its name.
Have you installed the Minitab License Manager on the machine for which the license file (minitab.lic) was issued?	Your license file is issued for the machine you registered as part of the fulfillment of your license entitlement. Its host ID is part of the license file in encrypted and unencrypted text and cannot be changed. To check the host ID in the license file, open the license file in a text editor such as Notepad, and check the SERVER line: <pre>SERVER this_host host_id</pre> <p>If you have installed the Minitab License Manager to another machine, you can either reinstall the license manager to the originally registered machine, move the registered network card to the new machine, or request that a new license be issued that reflects the new machine. If you have installed the Minitab License Manager on the initially registered machine but the license file is incorrect, please contact Minitab for a new license file.</p>

Problem: Minitab daemon (minitab.exe) consumes 100% CPU usage after starting service

The paths used during the installation may be too long (in excess of 256 characters). Uninstall the Minitab License Manager (see *Uninstall Minitab License Manager* on page 8) and reinstall it using shorter path names.

Problem: Debug file resets after restarting service

This debug file reset is expected behavior when running the Minitab License Manager as a service. To change this behavior, run the Minitab License Manager as an application with the following command line:

```
Imgrd -c "path and name of license file" -L +"path and name of debug log" -z
```

Your command language might look similar to this example without line breaks:

```
Imgrd -c "C:\Program Files\Minitab\License Manager\minitab.lic" -L +"C:\Program Files\Minitab\License Manager\minitab.dl" -z
```

License Checkout

If a user cannot check out a license from Minitab, the user will most likely get the following error message:

FLEXnet License Error error_code: Check out failed.

Use the following table to troubleshoot the problem:

Question	Tip
Do you have a firewall between the license manager machine and the client machine running Minitab 15?	Firewalls can block communication between Minitab 15 and the Minitab License Manager. Ensure the license manager port is open between both machines. If it is not open, use the interface of your firewall to open the port number you specified during installation.
Does the date differ in excess of 24 hours between the client machine and the license manager machine?	Reset the clock on the client machine. If the date difference is greater than 24 hours, the Minitab License Manager will refuse to grant the license.
Is the license manager machine name that you provided during the Minitab 15 installation on the client machine valid?	If Minitab 15 cannot validate the machine name, it prompts you for a valid machine name.
Can the client machine access the Minitab License Manager?	Verify the client can reach the Minitab License Manager (for example, use the telnet command to query the license manager machine). If the client cannot access the Minitab License Manager, correct any routing or machine name resolution issues.
Do you have an error code from the FLEXnet License Error message?	You can refer to the <i>FLEXnet Licensing End User Guide</i> distributed by Macrovision (www.macrovision.com) for a description of error codes that may help you debug the problem.
Have you checked the debug file?	The Minitab License Manager produces a debug file (minitab.dl) containing status and error messages that may help you debug the problem. To view the debug file, see <i>Check Debug File</i> on page 13.

Have you checked the Event Viewer?

The Minitab License Manager writes information and error messages to the Windows Event-Log. You can access it via **Start ► Settings ► Control Panel ► Administrative Tools ► Event Viewer**. These messages can help you troubleshoot Minitab License Manager issues.

Lost Connections

When the connection between Minitab 15 and the Minitab License Manager is lost, Minitab 15 displays the following error message:

FLEXnet License Error error_code: Connection to the license server has been lost. Minitab will close after you are given the opportunity to save your work.

Save your work immediately and close Minitab 15.

If a user's machine crashes or disconnects from the network while the user is running Minitab 15, the Minitab License Manager automatically checks in the license after two hours.

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