MAPLESIM EXPLORER STEP BY STEP INSTALLATION INSTRUCTIONS



STANDALONE INSTALLATIONS

NEW MAPLE INSTALLATION

<u>WINDOWS</u>

<u>MACINTOSH</u>

<u>LINUX</u>

MAPLE ALREADY INSTALLED

<u>WINDOWS</u>

MACINTOSH

<u>LINUX</u>

NETWORK INSTALLATION

<u>WINDOWS</u>

MACINTOSH

<u>LINUX</u>

REDUNDANT SERVER SETUP

TROUBLESHOOTING

STANDALONE INSTALLATION - WINDOWS

Before installing MapleSim Explorer 2017, we are first going to need to install Maple 2017. Click the link we have provided you to download the installer file for Maple. Select "Windows" (this is 32-bit) or "Windows 64-Bit". You will likely want to select "Windows 64-Bit" and you can check if your system is of this type by going to "Control Panel" > "System and Security" > "System" and view the "System type":

	Home : Support : Ger	nerate Download Link	: Download Product				
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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":

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Desktop	*	🐝 Maple2017.3Windows	X64Installer eve	9/20/2017 4-38 PM	Application	1.231.604 KB						
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			Pin to taskbar									
			Restore previous	versions								
			Send to			>						
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			Rename									
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5. The installer will open, click "Next":



6. Carefully read and accept the license agreement:

🐝 Maple 2017.3 Installation					
License Agreement					
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.					
MAPLESOFT SOFTWARE LICENSE AGREEMENT THE FOLLOWING TERMS AND CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS LICENSED BY MAPLESOFT, A DIVISION OF WATERLOO MAPLE INC. ("MAPLESOFT"), TO YOU ("YOU" OR "YOUR", WHEN USED IN REFERENCE TO YOU) AS SET OUT IN THE ORDER CONFIRMATION ISSUED TO YOU BY MAPLESOFT OR BY A MAPLESOFT AUTHORIZED RESELLER, BEING ONE OF THE PARTNERS LISTED ON MAPLESOFT'S WEBSITE AT					
Do you accept this license? I do not accept the agreement I do not accept the agreement					
InstallBuilder	< Back Next	t > Cancel			

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



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



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

*	Maple 2017.3 In	stallation	- • •
I	MATLAB Configu	ration	
TI M Pl	his installer has de IATLAB with Map lease specify whic	etected that MATLAB is installed. You can link your insta le as well as install a toolbox which will connect Maple w In MATLAB you would like to configure this toolbox with	llation of vith MATLAB. n.
	MATLAB Con	figuration	
	-Select MATLAE	1	
	Installed		-
	Other		61
In	stallBuilder		
411	a contra 2 full i fullicat	< Back Next >	Cancel

10. Keep "Single User License" selected:

🛸 Maple 2017.3 Installation		
Choose the Type of Licensing)
Single User License		
For stand-alone installations		
Network License		
For installations using a network licen	se server	
1		
InstallBuilder		
	< Back Next > Cancel	

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



12. Review the Pre-Installation Summary:

🛸 Maple 2017.3 Installation	- • 💌
Pre-Installation Summary	
Please Review the Following Before Continuing: Installation Folder: C:\Program Files\Maple 2017 Required Disk Space: 2609879 KB Free Disk Space: 4405548 KB	
InstallBuilder Kenne Ken	xt > Cancel



14. Uncheck the box for "Activate Maple 2017 now (requires an Internet connection)". This activation will be taken care of when MapleSim Explorer 2017 is activated. Click "Finish":



15. Click the link we have provided you to download the installer file for MapleSim Explorer (it is the same installer as MapleSim). Select "Windows" (this is 32-bit) or "Windows 64-bit". You will need to select the type that matches your Maple installation:

Maplesoft	PRODUCTS SOLUTIONS PURCHASE	SUPPORT RESOURCES COMPA	NY Q Search
Explore Customer Support • Customer Support Home • Frequent/Asked Questions • Maple Online Heip • Support Request Form • Offline Activation Request • Downlad Product Updates • Training • Support Policies User Resources • Product Manuals and • Installation Instructions • Maple-frimes • Watcome Center • Maple Application Center • Subport both Maple Reporter • Bucome Maple	Hom: Support: Generate Download Link: Download Freduct Download MapleSim 2017 Click on the platform you wish to download. The downloa • Windows 64 Bit • Windows • Linux 64 Bit • Macintosh	id will start immediately. SELECT ONE OF T	HESE TWO OPTIONS
Products	Industry Solutions	Education Solutions	Connect & Share
Maple MapleSim Maple TA Professional Services Consulting MapleNet Toolboxes & Connect E-books & Study Gui	Vehicle Engineering Motion Control Power Industries and Aerospace Engineering Applications ors Plant Modeling for Control Design Virtual Prototyping Real-Time Simulation Optimization & Analysis	Mathematics Education Engineering Education High Schools & 2-Year Colleges Testing & Assessment Students Applied Research Financial Modeling Operations Research High Performance Computing Physics	Part Part Part Part Part Part Part P
Products	Solutions Purchase Support Resources Community Co Language: English Français Deutsch	mpany Site-Map Login	A CYBERNET Group Company Court Front For your knowellon

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

	Explore Customer Support - Customer Support Home - Prequertly Alace Questions - Magle Critine Help - Support Resuest Form - Offine Activation Request - Domitade Product Updates - Training - Support Policies User Resources - Product Manuali and Instalation Instructions - Magle/Polician Center - Magle Application Center - Recorder Weitnens - Live Velociens - Live Velociens - Stapy Informed - Bacome a Member - Bacome a Member	Nume: Spaced Generate Developed Law Countered Product Download MapleSim 2017 Dick on the platform you wish to download. The download Unick on the platform you wish to download. The download Net download • Windows & E Bit Windows • Linux & E Bit Macintosh	d will start immediately.	
INSTALLER FILE	Products	Industry Solutions	Education Solutions	Connect & Share
	Maple MapleSim Maple TA Professional Services an Consulting MapleNet Toolboxes & Connectors E-booke & Study Guides	Vehide Engineering Motion Control Power Industries Aerospace Engineering Applications Part Modeling for Control Design Virtual Protolypig Real Time Simulation Optimization & Antalysis	Mathematics Education Engineering Education High Schools & Year Colleges Testing & Assessment Students Applied Research Financial Modeling Operations Research High Performance Computing Physics	Applesoft E Mail Lists The Maple Reporter Model Driven Innovation Monthly Other E-mail offerings Maplesoft Membership Login

17. Navigate to the installer file. The standard location is your "Downloads" folder:



18. Run the file as administrator. To do so, right-click on the file and choose "Run as Administrator":

↓ ↓ ↓ File Home Share	Application Tools Downloads Manage								_	× ~ (2)
$\leftarrow \rightarrow \checkmark \uparrow \downarrow \rightarrow$ This PC \rightarrow De	ownloads							ō	Search Downloads	P
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20. Carefully read and accept the license agreement:

💸 MapleSim 2017.3 Installatio	on				
License Agreement					
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.					
MAPLESOFT SOFTWARE LIC THE FOLLOWING TERMS AN LICENSED BY MAPLESOFT, ("MAPLESOFT"), TO YOU YOU) AS SET OUT IN THE MAPLESOFT OR BY A MAPL PARTNERS LISTED ON MAP HTTP://WWW.MAPLESOFT.C	MAPLESOFT SOFTWARE LICENSE AGREEMENT THE FOLLOWING TERMS AND CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS LICENSED BY MAPLESOFT, A DIVISION OF WATERLOO MAPLE INC. ("MAPLESOFT"), TO YOU ("YOU" OR "YOUR", WHEN USED IN REFERENCE TO YOU) AS SET OUT IN THE ORDER CONFIRMATION ISSUED TO YOU BY MAPLESOFT OR BY A MAPLESOFT AUTHORIZED RESELLER, BEING ONE OF THE PARTNERS LISTED ON MAPLESOFT'S WEBSITE AT				
Do you accept this license?	 I accept the agreement I do not accept the agreement 				
	< Back	Next > Cancel			



22. Verify the path to your Maple 2017 installation. (Note: If your Maple 2017 installation is not up to date then you will be prompted and should accept an update to Maple):

***	MapleSim 2017	.3 Installation	- • •
N	Maple Required		
P	lease specify th	e path to your existing Maple 2017 installation.	
	-Select a Mapl	e 2017 installation	
	Installed	C:\Program Files\Maple 2017 ▼	
	Other		
Ins	tallBuilder ——		
		< Back Next >	Cancel

23. Enter your MapleSim Explorer purchase code:



If you have purchased any add-ons, check the box for "I have additional purchase codes":

🗱 MapleSim 2017.3 Installation	
Purchase Code	
Please enter your purchase code	
I have additional purchase codes	
InstallBuilder	
	< Back Next > Cancel

24. If you selected "I have additional purchase codes" and click "Next" then this page will appear and you can input all of the add-on purchase codes that you have:

🔉 MapleSim 2017.3	Installation			- • •
Additional Purchas	se Codes			
Please enter your p	urchase codes below.			
Purchase code 2				
Purchase code 3				
Purchase code 4				
Purchase code 5				
I have addition	al purchase codes			
InstallBuilder				
		< Back	Next >	Cancel

25. If you only input a MapleSim Explorer purchase code and click "Next" then this page will appear to outline the component that will be installed:

💸 MapleSim 2017.3 Installation	
Select Components	
Select the components you want to install install. Click Next when you are ready to co	; clear the components you do not want to ontinue.
MapleSim Explorer Control Design CAD Toolbox Connectors MapleSim Connector FMI LabVIEW and NI VeriStand Sof JMAG-RT	Click on a component to get a detailed description
Instandunder	< Back Next > Cancel

26. If you input additional purchase codes then you will see the page like this with the relevant add-ons being checked to outline the components that will be installed:



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



28. Choose whether you would like the periodic checking for updates available for MapleSim Explorer 2017:



29. Review the Pre-Installation Summary:

A MapleSim 2017.3 Installation	- • •
Pre-Installation Summary	
Please Review the Following Before Continuing:	
Installation Folder: C:\Program Files\Maple 2017\toolbox\MapleSim Required Disk Space: 1643793 KB Free Disk Space: 2304868 KB	
InstallBuilder	
< Back Next	> Cancel

30. MapleSim Explorer and all of the relevant add-ons will install on your computer:

🗱 MapleSim 2017.3 Installation 📃 📼 💌
MapleSim [®] Explorer
Installing
Unpacking C:\Program []ica3.2.2\HTML\Math\Matrices\LAPACK\dgesvd.png
InstallBuilder
< Back Next > Cancel

31. Decide if you would like to activate MapleSim Explorer 2017 and all of the relevant add-ons (recommended):

💑 MapleSim 2017.3 Installation	
Maplesoft Activation	
Thank you for purchasing MapleSim and MapleSim add-ons. To use the must activate them.	ese products, you
Activate MapleSim and MapleSim add-ons now (requires an Internet)	et connection).
During activation, we will request contact information and collect basic information from your computer. It is important to provide valid contact as this will be used to contact you for customer service purposes such a maintenance updates. Basic system information is collected to also aid service and product development. This data is protected from unauthor and disclosure. By submitting this information, you hereby consent to N collecting the information for the aforesaid purpose.	system t information s product our customer ized access Aaplesoft
From time to time, Maplesoft may also use this information to keep you on new product releases and other special announcements. After comp activation, if you would like to be excluded from these types of mailings	up to date leting s, please visit 🔻
InstallBuilder	
< Back Next >	Cancel

32. MapleSim Explorer 2017 and all the relevant add-ons will be activated:



Fill in the appropriate information for activation:

Maplesoft Activation			• 💌
Fields required for activa	ation are marke	d in red*.	
Purchase Code*			
First Name*			
Middle Initial			
Last Name*			
Email address*			
Phone Number			
Address 1			
Address 2			
City			
Province or State			
Country*	Canada		•
Postal Code			
Operating System			
Subscribe to Maplesoff's emai	I lists to receive	special offe	rs,
a double opt-in policy. You will	be sent an ema	mapleson n ail to confirm	as I
your subscription settings.			
The Maple Reporter (Prof	essional Edition	1)	
The Maple Reporter (Acad	demic Edition)		
✓ Upcoming Events and Ser	minars		
Special Product Announce	ements		
	Cancel	Clear	Next



STANDALONE INSTALLATION - MACINTOSH

1. Before installing MapleSim Explorer 2017, we are first going to need to install Maple 2017. Click the link we have provided you to download the installer file for Maple. Select "Macintosh". Save the file:

xplore Customer	Home : Support : Ger	nerate Download Link	S : Download Product				
Upport Customer Support Home Frequently Asked Questions Mapie Online Help Support Request Form Offline Activation Request Download Product Updates Training Support Policies ser Resources Product Manuals and MapieFrimes Welcome Center Welcome Center	Download Map Cilck on the platform • Windows • Linux 64 Bit • Macintosh • Windows 64 D	you wish to down	iload. The downlo.	ad will start imn	nediately.		
Recorded Webinars Live Webinars tay Informed Subscribe to the Maple Recorter							
Recorded Webinars Live Webinars tay Informed Subscribe to the Maple Reporter Become a Member Products	Inde	ustry Solutions		Education	1 Solutions	 Connect & Share	

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

•••	🙋 Downloads			
$\langle \rangle$			Q Search	
Favorites	Name	Size	Kind	Date Ad
O Downloads	Maple2017.3MacInstaller.dmg	1.26 GB	Disk Image	Today a
MirDrop				
Desktop				
🛆 iCloud Drive				
Recents				
🕂 Applications				
Documents				
Devices				
📄 Sierra				
Remote Disc				
Free Space				
Shared				
All				

3. Right-click "Maple2017.3MacInstaller.dmg" > "Open":



4. Right-click "Maple2017.3MacInstaller" > "Open". Confirm that you want to open it:



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



6. Carefully read and accept the license agreement:

0 0 1	Maple 2017.3 Installation
License Agreement	
Please read the following Lic agreement before continuin	ense Agreement. You must accept the terms of this g with the installation.
MAPLESOFT SOFTWARE LICEN THE FOLLOWING TERMS AND LICENSED BY MAPLESOFT, A ("MAPLESOFT"), TO YOU (" YOU) AS SET OUT IN THE O MAPLESOFT OR BY A MAPLES PARTNERS LISTED ON MAPLES	ISE AGREEMENT CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS A DIVISION OF WATERLOO MAPLE INC. 'YOU" OR "YOUR", WHEN USED IN REFERENCE TO ORDER CONFIRMATION ISSUED TO YOU BY SOFT AUTHORIZED RESELLER, BEING ONE OF THE
Do you accept this license?	 I accept the agreement I do not accept the agreement
Installbullder -	Cancel < Back Next >

7. Confirm the path that Maple 2017 will install to:



8. Keep "Single User License" selected:



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

	Maple 2017.3 Installation
Check for Updates	
🛃 Enable periodic	checking for Maple 2017 updates after installation
🗹 Check for upda	tes now
Use proxy serve	er when checking for updates
More information ab Downloads & Service	out product updates is available at: <u>Packs.</u>
InstallBuilder	Cancel < Back Next >

10. Review the Pre-Installation Summary:





12. Uncheck the box for "Activate Maple 2017 now (requires an Internet connection)". This activation will be taken care of when MapleSim Explorer 2017 is activated. Click "Finish":



13. Click the link we have provided you to download the installer file for MapleSim Explorer (it is the same installer as MapleSim). Select "Macintosh":

Jore Customer oport ustomer Support Home equently Asked Questions	Download Map Click on the platform	vieSim 2017 you wish to down	load. The downlo	ad will start imn	nediately.		
aple Online Help pport Request Form Tline Activation Request winload Product Updates aining upport Policies	Windows 64 Windows Linux 64 Bit Macintosh	Bit					
rr Resources oduct Manuals and stallation Instructions apide/Times elcome Center apide Application Center scorded Webinars re Webinars y Informed							
Products	Ind	ustry Solutions		Education	n Solutions		Connect & Share
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Maple MapleSim Maple T.A. Professional Services a	ind	Power Industries Aerospace		High S Testing	a & Assessment	olleges	Naplesoft E-Mail Lists
Maple MapleSim Maple T.A. Professional Services a Consulting MapleNet Toolboxes & Connector E-books & Study Guide	ind Eng S	Power Industries Aerospace Jineering Applica Plant Modeling for Virtual Prototyping	tions Control Design	High S Testing Studer Applied R Financ	chools & 2-year Co g & Assessment nts Research cial Modeling	olleges N	Aplesoft E-Mail Lists The Maple Reporter Model-Driven Innovation Monthly Other E-mail offerings

14. Save the file:

	Enter name of file to save to
Save As:	MapleSim2017.3ProductMacInstaller
Tags:	
Where:	Downloads
	Format: *.dmg
	Cancel Save

15. Navigate to the installer file. The standard location is your "Downloads" folder:

• • •	o Downloads	
		Q Search
Favorites	MapleSim2017.3ProductMacInstaller.dmg	
AirDrop		
All My Files		
🛆 iCloud Drive		
Applications		
Desktop		
🖺 Documents		
Ownloads		
Devices		
Mavericks		
Sierra		
Maple20 ≜		
Shared		
🛞 All		11
Taos	📓 Sierra 🕽 🔟 Users 🔸 🏠 techsupport 🔸 📴 Downloads	
	1 item, 188.85 GB available	

16. Right-click "MapleSim2017.3ProductMacInstaller.dmg" > "Open":

	Mapl	eSim2017.3ProductMacInstaller	
×		3 items	-0
	HTML		
.Trashes	EULA.html	MapleSim2017.3ProductMac Installer	
MapleSim2017.3ProductM	acinstaller		

17. Right-click "MapleSim2017.3ProductMacInstaller" > "Open". Confirm that you want to open it:

	"MapleSim2017.3ProductMacInstaller" is an application downloaded from the Internet. Are you sure you want to open it?
	"MapleSim2017.3ProductMacInstaller" is on the disk image "MapleSim2017.3ProductMacInstaller.dmg".
	Don't warn me when opening applications on this disk image
?	Cancel Show Web Page Open

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

• • •	MapleSim 2017.3 Installation
	Setup - MapleSim
	Welcome to the MapleSim Setup Wizard.
談 MapleSim	
	Cancel < Back Next >

19. Carefully read and accept the license agreement:

	MapleSim 2017.3 Installation	
License Agreement		
Please read the follow agreement before con	ing License Agreement. You must accept the terms of thi tinuing with the installation.	s
MAPLESOFT SOFTWARE THE FOLLOWING TERMS LICENSED BY MAPLESO ("MAPLESOFT"), TO Y YOU) AS SET OUT IN MAPLESOFT OR BY A M PARTNERS LISTED ON	LICENSE AGREEMENT S AND CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS OFT, A DIVISION OF WATERLOO MAPLE INC. YOU ("YOU" OR "YOUR", WHEN USED IN REFERENCE TO THE ORDER CONFIRMATION ISSUED TO YOU BY MAPLESOFT AUTHORIZED RESELLER, BEING ONE OF THE MAPLESOFT'S WERSTIF AT	0
Do you accept this lice	ense? O I accept the agreement	
Installbuilder	Cancel < Back Next >	

20. Keep "Single User License" selected:

	MapleSim	2017.3 Instal	lation	
Choose the Ty	vpe of Licensing			
 Single User For stand-a Use Networ For installa Check the Use proxy 	License alone installations k License Server tions using a network update server for nev server for activation a	k license serve w updates (req and/or softwa	r uires a network co re updates	nnection)
InstallBuilder		Cancel	< Back	Next >

21. Verify the path to your Maple 2017 installation. (Note: If your Maple 2017 installation is not up to date then you will be prompted and should accept an update to Maple):



22. Enter your MapleSim Explorer purchase code:



If you have purchased any add-ons check the box for "I have additional purchase codes":



23. If you selected "I have additional purchase codes" and click "Next" then this page will appear and you can input all of the add-on purchase codes that you have:

	MapleSim 2017.3 Installation	
Additional Purchase	Codes	
Please enter your purc	hase codes below.	
Purchase code 2		
Purchase code 3		
Purchase code 4		
Purchase code 5		
I have additional	purchase codes	
	Cancel < Back	Next >

24. If you only input a MapleSim Explorer purchase code and click "Next" then this page will appear to outline the component that will be installed:

	MapleSim 2017.3 Installation
Select Components	
Select the components yo to install. Click Next wher	u want to install; clear the components you do not want 1 you are ready to continue.
MapleSim Explore	Click on a component to get a detailed description
InstallBuilder	Cancel < Back Next >

25. If you input additional purchase codes then you will see the page like this with the relevant add-ons being checked to outline the components that will be installed:

• • •	MapleSim 2017.3 Installation
Select Components	
Select the components yo to install. Click Next whe MapleSim Explor Control Design Connectors MapleSim Conn FMI LabVIEW and N ConstallBuilder	u want to install; clear the components you do not want n you are ready to continue. Click on a component to get a detailed description
	Cancel < Back Next >

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

	MapleSim 2	017.3 Installatio	n	
MATLAB Configu	uration			
Would you like the	installer to configu	re Matlab link?		
MATLAB Con	figuration			
Select your MATLA	B installation.			
				P
InstallBuilder				
		Cancel	< Back	Next >

27. Choose whether you would like the periodic checking for updates available for MapleSim Explorer 2017:

	MapleSim 2017.3 Installation
Check for Updates	
Enable periodi installation	c checking for MapleSim and MapleSim add-on updates after
More information a Downloads & Servic	bout product updates is available at: <u>e Packs.</u>
InstallBuilder	Cancel < Back Next >



29. MapleSim Explorer 2017 and all of the relevant add-ons will install to your computer:



30. Decide if you would like to activate MapleSim Explorer 2017 and all of the relevant add-ons (recommended):

• • •	MapleSim 2017.3 Installation
Maplesoft Activ	ation
Thank you for pu products, you m	urchasing MapleSim and MapleSim add-ons. To use these ust activate them.
Activate Ma connection)	pleSim and MapleSim add-ons now (requires an Internet
During activat collect basic important to p used to contac product mainte collected to a development. I disclosure. By	tion, we will request contact information and system information from your computer. It is provide valid contact information as this will be the you for customer service purposes such as enance updates. Basic system information is also aid our customer service and product This data is protected from unauthorized access and y submitting this information, you hereby consent
	Cancel < Back Next >

31. MapleSim Explorer 2017 and all the relevant add-ons will be activated:



Fill in the appropriate information for activation:

• •	Mapleso	oft Activation					
	Fields required for act	Fields required for activation are marked in red*.					
	Purchase Code*						
	First Name*						
	Middle Initial						
	Last Name*						
	Email address*						
	Phone Number						
	Address 1						
	Address 2						
	City						
	Province or State						
	Country*	Canada ᅌ					
	Postal Code						
	Operating System	Mac OS X					
	Subscribe to Maplesoft's er product tips, news, free res a double opt-in policy. You your subscription settings. The Maple Reporter The Maple Reporter Upcoming Events a	nail lists to receive special offers, ources, and more! Maplesoft has will be sent an email to confirm r (Professional Edition) r (Academic Edition) and Seminars					
	Special Product An	nouncements					
	- opena rouder All						
		Cancel Clear Next					

32. Your installation is complete:



STANDALONE INSTALLATION - LINUX

1. Before installing MapleSim Explorer 2017, we are first going to need to install Maple 2017. Click the link we have provided you to download the installer file for Maple. Select "Linux 64 Bit". Save the file:

Explore Support Support Support Request Form Other Activation Request 1 Obmited Variabition Instructions 1 Support Request Form Other Activation Request 1 Obmited Variabition Instructions 1 Support Request Form Other Activation Center 1 Instructions 1 Maple State 1 Maple State 1 Maple State 1 Maple State 1 Support Request 1 Maple State 1 Maple Sta	Maplesoft	PRODUCTS SOLUT	IONS PURCHASE	SUPPORT	RESOURCES	COMPANY	Q Search	
	Explore Customer Support Support Customer Support Customer Support Frequently Asked Questions Maple Online Heip Support Request Form Ofline Activation Request Tomina Support Policies User Resources Vertome Center Maple Application Center Maple Application Center Maple Application Live Webinars Live Webinars	Home : Support : Generale Dowr Download Maple 2017 Click on the platform you wish . Windows . Linux 64 Bit . Windows 64 Bit	sload Link : Download Produ	ct oad will start imr	nediately.			
 Maple Maple Vehicle Engineering MapleSim MapleSim Maple TA. Power Industries Professional Services and Aerospace Testing & Assessment Students The Maple Reporter MapleNet Toolboxes & Connectors Plant Modeling for Control Design Virtual Prototyping Financial Modeling Operations Resarch Operations Computing Login 	Subscribe to the Maple Reporter Become a Member Products	Industry Solu	Itions	Educatio	n Solutions	Cc	nnect & Share	
- Figsts	Maple MapleSim MapleTA. Professional Services Consulting MapleNet Toolboxes & Connect E-books & Study Guid	Vehicle Er Motion Co Power Ind and Aerospace Engineering Jors Plant Mod Virtual Pro Real-Time Optimizati	ngineering ntrol ustries Applications eling for Control Design totyping Simulation on & Analysis	Matho Engin High 3 Tostin Stude Applied I Finan Opera High 1 Physi	matics Education eering Education Schools & 2-Year C g & Assessment nts Research cial Modeling titions Research Performance Compr cs	olleges Ma Ma uting	Pesoft E-Mail Lists The Maple Reporter Model-Driven Innovation Monthly Other E-mail Offerings plesoft Membership Login	

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

	Adapted Transactions Adapted Transact			
NSTALLER FILE	Products	Industry Solutions	Education Solutions	Connect & Share
DOWNLOADING	Maple MapleSim Maple TA Professional Services and Consulting MapleNet Toolboxes & Connectors E-books & Study Guides	Vehicle Engineering Motion Control Power Industries Aerospace Engineering Applications Plant Modeling for Control Design Virtual Prototyping Real-Time Simulation Optimization & Analysis	Mathematics Education Engineering Education High Schools & 2 Year Colleges Testing & Assessment Sudents Applied Research Financial Modeling Operations Research High Performance Computing Physics	Maplesoft E Mail Lists The Maple Reporter Model Durine Incovation Monthly Other E-mail offerings Maplesoft Membership Login

3. 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:



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



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



6. Carefully read and accept the license agreement:

😣 🔵 Maple 2017.3 Instal	lation
License Agreement	
Please read the following Li terms of this agreement bel MAPLESOFT SOFTWARE LICENS THE FOLLOWING TERMS AND C LICENSED BY MAPLESOFT, A DI ("MAPLESOFT"), TO YOU ("YOU" YOU) AS SET OUT IN THE ORDE MAPLESOFT OR BY A MAPLESOF PARTNERS LISTED ON MAPLESOF WWW.MAPLESOFT.COM/CONTAC	cense Agreement. You must accept the fore continuing with the installation. E AGREEMENT CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS VISION OF WATERLOO MAPLE INC. ' OR "YOUR", WHEN USED IN REFERENCE TO R CONFIRMATION ISSUED TO YOU BY TT AUTHORIZED RESELLER, BEING ONE OF THE OFT'S WEBSITE AT HTTP:// CT.
Do you accept this license?	 I accept the agreement I do not accept the agreement
InstallBuilder	
	Back Forward Cancel

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

🛞 🔵 Maple 2017.3 Installation
Choose Install Folder
Where Would You Like to Install?
Choose Install Folder /home/\$USER/maple2017
InstallBuilder
Back Forward Cancel

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

😵 🖨 Maple 2017.3 Installation
Install Desktop Shortcut
Do you wish to have a shortcut installed on your desktop? Yes No
InstallBuilder Back Forward Cancel

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

😸 🔵 Maple 2017.3 Installatio	n
MATLAB Configuration	**
This installer has detected that M installation of MATLAB with Map connect Maple with MATLAB. Ple like to configure this toolbox with MATLAB Configuration	MATLAB is installed. You can link your ble as well as install a toolbox which wil case specify which MATLAB you would ch.
Select your MATLAB installatio	n.
InstallBuilder	Back Forward Cancel

10. Keep "Single User License" selected:

😣 🔵 Maple 2017.3 Installatio	n
Choose the Type of Licensi	ng 📢
 Single User License For stand-alone installations Network License For installations using a network 	vork license server
InstallBuilder	Back Forward Cancel

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

🛿 🖨 Maple 2017.3 Installation
Check for Updates
Enable periodic checking for Maple 2017 updates after installation
S Check for updates now
Use proxy server when checking for updates
More information about product updates is available at: Downloads & Service Packs.
InstallBuilder Back Forward Cancel

12. Review the Pre-Installation Summary:

😣 🖨 Maple 2017.3 Installa	tion
Pre-Installation Summar	y 🗱
Please Review the Following E Installation Folder: /home/qa, Required Disk Space: 2394554 Free Disk Space: 14129248 KB	3efore Continuing: /maple2017 KB
InstallBuilder	Back Forward Cancel



14. Uncheck the box for "Activate Maple 2017 now (requires an Internet connection)". This activation will be taken care of when MapleSim Explorer 2017 is activated. Click "Finish":



15. Click the link we have provided you to download the installer file for MapleSim Explorer (it is the same installer as MapleSim). Select "Linux 64-Bit":

Maplesoft	PRODUCTS	SOLUTIONS	PURCHASE	SUPPORT	RESOURCES	COMPANY	Q Search
Explore Customer Support - Customer Support Home - Frequently Asked Questions - Maple Online Heip - Support Request Form - Offline Activation Request - Downiad Product Updates - Training - Support Policies User Resources - Product Manuals and - Installation Instructions - MapleFrimes - Walcome Center - Maple Application Center - Subscribe to the Maple Reporter - Become Mamber - Become a Member	Home : Support : Ge Download Mag Click on the platform - Windows 64 - Windows - Linux 64 Bit - Macintosh	nerate Download Lini DieSim 2017 y you wish to down Bit	ः Download Produc	t	nediately.		
Products	ind	ustry Solutions		Educatio			Connect & Share
Maple MapleSim Maple T.A Professional Services Consulting MapleNet Toolboxes & Connect E-books & Study Guié	s and Eng ors des	Vehicle Engineeri Motion Control Power Industries Aerospace gineering Applica Plant Modeling fo Virtual Prototyping Real-Time Simula Optimization & Ar	ng ntions r Control Design a tion ialysis	Mathe Englin High S Testin Stude Applied F Finan Opera High F Physic	matics Education sering Education ichools & 2-Year C g & Assessment nts Research Cal Modeling tions Research Performance Comples s	olleges	Anglesoft E-Mail Lists The Maple Reporter Model-Driven Innovation Monthly Other E-mail offerings Maplesoft Membership Login
Products	<u>Solutions Purchase S</u> Langua	iupport <u>Resources</u> age: <u>English</u> <u>Fran</u>	a <mark> Community C</mark> çais <u>Deutsch</u>	Company Site-M	ap Login		A CYBERNET Group Company Creation

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



17. Once the installer file has downloaded, reopen the Terminal. If necessary, change the directory to where the installation file was downloaded to. The default is /home/\$USER/Downloads:



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



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



20. Carefully read and accept the license agreement:

😣 😑 MapleSim 2017.3 Installation
License Agreement
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation. MAPLESOFT SOFTWARE LICENSE AGREEMENT THE FOLLOWING TERMS AND CONDITIONS APPLY TO ALL SOFTWARE PRODUCTS LICENSED BY MAPLESOFT, A DIVISION OF WATERLOO MAPLE INC. ("MAPLESOFT"), TO YOU ("YOU" OR "YOUR", WHEN USED IN REFERENCE TO YOU) AS SET OUT IN THE ORDER CONFIRMATION ISSUED TO YOU BY MAPLESOFT OR BY A MAPLESOFT AUTHORIZED RESELLER, BEING ONE OF THE PARTNERS LISTED ON MAPLESOFT'S WEBSITE AT HTTP:// WWW.MAPLESOFT.COM/CONTACT.
Do you accept this license? I do not accept the agreement I do not accept the agreement
InstallBuilder
Back Forward Cancel

😣 🔵 MapleSim 2017.3 Installation	
Choose the Type of Licensing	
 Single User License For stand-alone installations Use Network License Server For installations using a network license server Check the update server for new updates (requires a network connection) Use proxy server for activation and/or software updates 	
InstallBuilder Back Forward Cancel	

22. Verify the path to your Maple 2017 installation. \$USER will be replaced with your username. (Note: If your Maple 2017 installation is not up to date then you will be prompted and should accept an update to Maple):

😣 🖨 MapleSim 2017.3 Installation
Choose Maple 2017 Folder
Please specify the path to your existing Maple 2017 Installation. /home/\$USER/maple2017
InstallBuilder Back Forward Cancel

23. Enter your MapleSim Explorer purchase code:



If you have purchased any add-ons check the box for "I have additional purchase codes":

🔕 🖨 MapleSim 2017.3 Insta	llation
Purchase Code	
Please enter your purchase cod	le
I have additional purchase	codes
InstallBuilder	
instatuonidei	Back Forward Cancel

24. If you selected "I have additional purchase codes" and click "Next" then this page will appear and you can input all of the add-on purchase codes that you have:

😣 🖨 MapleSim 2017.3 Installation
Additional Purchase Codes
Please enter your purchase codes below.
Purchase code 2
Purchase code 3
Purchase code 4
Purchase code 5
InstallBuilder
Back Forward Cancel

25. If you only input a MapleSim Explorer purchase code and click "Next" then this page will appear to outline the component that will be installed:

× 🖻 🛛	MapleSim 2017.3 Installati	on
Selec	t Components	
Select t do not	he components you want to want to install. Click Next w	o install; clear the components you hen you are ready to continue.
 ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	MapleSim Explorer Control Design Connectors MapleSim Connector FMI	Click on a component to get a detailed description
InstallB	LabVIEW and NI VeriStand JMAG-RT	
		Back Forward Cancel

26. If you input additional purchase codes then you will see the page like this with the relevant add-ons being checked to outline the components that will be installed:

8		MapleSim 2017.3 Installati	on
Se	lect	Components	
Sele do r	ect t not v	he components you want to want to install. Click Next w	o install; clear the components you hen you are ready to continue.
Ŧ	8 8 8	MapleSim Explorer Control Design Connectors MapleSim Connector FMI	Click on a component to get a detailed description
-		JMAG-RT	
Inst	allB	uilder	Back Forward Cancel

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

😣 🔵 MapleSim 2017.3 Insta	llation	
Install Desktop Shortcut		**
Do you wish to have a shortcut	t installed on your desktop?	
InstallBuilder	Back Forward	Cancel

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

🛿 🖨 MapleSim 2017.3 Installation	
MATLAB Configuration	
Would you like the installer to configure Matlab link?	
Select your MATLAB installation.	
InstallBuilder Back Forward Cancel)

29. Choose whether you would like the periodic checking of updates available for MapleSim Explorer 2017:

😣 🖨 MapleSim 2017.3 Instal	lation	
Check for Updates		
Enable periodic checking for updates after installation	or MapleSim and MapleSim add-on	
More information about product updates is available at: Downloads & Service Packs.		
InstallBuilder	Back Forward Cancel	

😣 🔵 MapleSim 2017.3 Insta	allation	
Pre-Installation Summary	/	
Please Review the Following B	efore Continuing:	
Installation Folder: /home/qa/ Required Disk Space: 515549 K Free Disk Space: 11718500 KB	′maple2017/toolbox/MapleSim B	
InstallBuilder		
	Back Forward	Cancel

31. MapleSim Explorer 2017 and all of the relevant add-ons will install on your computer:



🛞 🔵 MapleSim 2017.3 Installation
Maplesoft Activation
Thank you for purchasing MapleSim and MapleSim add- ons. To use these products, you must activate them. Activate MapleSim and MapleSim add-ons now (requires an Internet connection).
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 InstallBuilder
Back Forward Cancel

33. MapleSim Explorer 2017 and all the relevant add-ons will be activated:



Fill in the appropriate information for activation:

😣 🖱 Maplesoft Activation			
Fields required for activ	Fields required for activation are marked in red*.		
Purchase Code*			
First Name*			
Middle Initial			
Last Name*			
Email address*			
Phone Number			
Address 1			
Address 2			
City			
Province or State			
Country*	Please select a c 🔻		
Postal Code			
Operating System	Linux		
Subscribe to Maplesoft's em	ail lists to receive special offers,		
a double opt-in policy. You w	ill be sent an email to confirm		
your subscription settings.			
🖌 The Maple Reporte	r (Professional Edition)		
🗹 The Maple Reporte	r (Academic Edition)		
✓ Upcoming Events a	nd Seminars		
Special Product An	nouncements		
	Cancel Clear Next		

34. Your installation is complete:



NETWORK INSTALLATION - WINDOWS

INSTALL MAPLE NETWORK TOOLS ON SERVER MACHINE

- 1. Get to the download page for Maple Network Tools 2017 from the bottom of this <u>webpage</u>. 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.

ACTIVATE MAPLE AND MAPLESIM EXPLORER NETWORK LICENSES

1. On the server, navigate to the "activate" folder of your Maple Network Tools installation. By default, this is:

C:\Program Files\Maple Network Tools\activate

- 2. Right-click "activation.exe" > "Run as Administrator".
- 3. Input your "Maple for MapleSim Explorer" network "Purchase Code" and the "License server name". If necessary, make a change to the "Port number" being used for the "Imgrd". If you have a "Redundant server setup", select "Yes" and view additional instructions <u>here</u>.
- 4. A "MapleExplorer2017.lic" file will be created in the "activate" folder.
- 5. Right-click "activation.exe" > "Run as Administrator".
- 6. Input your "MapleSim Explorer" network "Purchase Code" and the "License server name". If necessary, make a change to the "Port number" being used for the "Imgrd" but keep it the same as above.
- 7. A "MapleSimExplorer2017.lic" file will be created in the "activate" folder.

CONFIGURE LMTOOLS 11.13

- 1. Open the license manager LMTools.
- 2. Navigate to the "Config Services" tab.
- 3. Redefine the "Path to the license file" to point at the entire directory containing the licenses. By default, the paths will be:

Path to the Imgrd.exe:	C:\Program Files\Maple Network Tools\FLEXIm\11.13.1.2\windows\Imgrd.exe
Path to the license file:	C:\Program Files\Maple Network Tools\activate
Path to the debug log file:	C:\Program Files\Maple Network Tools\FLEXIm\11.13.1.2\windows\log.txt

Note: Do not include a backslash after "activate"

LMTOOLS by Flexera Software LLC				
File Edit Mode Help				
Service/License File System Settings Utilities Start/Stop/Reread Server Status Server Diags	Config Services Borrowing			
Configure Service Service Name FlexIm Service 1	Save Service Remove Service			
Path to the Imgrd.exe file Jrk Tools\FLEXIm\11.13.1.2\windows\Imgrd.exe Browse				
Path to the license file :\Program Files\Maple Network Tools\activate Browse				
Path to the debug log file stwork Tools\FLEXIm\11.13.1.2\windows\log.txt Browse	View Log Close Log			
I Start Server at Power Up I I Use Services				

- 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".

LMTOOLS by Flexera Software LLC	- 🗆 X
File Edit Mode Help	
Service/License File System Settings Utilities S	itart/Stop/Reread Server Status Server Diags Config Services Borrowing
FlexNe	t license services installed on this computer
Start Server	Stop Server ReRead License File
Edit Advanced settings	Force Server Shutdown NOTE: This box must be checked to shut down a license server when licenses are borrowed.
Server Start Successful.	

INSTALL MAPLESIM AND ADD-ONS 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. Select "Single Server" or "Redundant Server" if you selected "Yes" for "Redundant server setup?" during the server machine activation.
- 3. Input the "License server" name and "Port number" to coincide with the port used for the "Imgrd" in the "MapleExplorer2017.lic" file.
- 4. Finish the installation.
- 5. A "license.dat" file will be created and the default location is:

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

- 6. Run the MapleSim installer and proceed through the installation as normal. When prompted to "Choose the Type of Licensing", select the "Use Network License Server" option.
- 7. When prompted between "MapleSim" and "MapleSim Explorer", select "MapleSim Explorer".

8. Select the components you would like to install. If you have any add-ons, ensure that you have kept them selected in the list. You are free to uncheck and thus not install any components that you do not require the components for. For all the components selected, an "<add-on>.dat" license file will be created in the corresponding add-on's "license" folder. By default, this is:

C:\Program Files\Maple 2017\toolbox\<add-on>\license\

- 9. Select "Single Server" or "Redundant Server" if you selected "Yes" for "Redundant server setup?" during the server machine activation.
- 10. Input the "License server" name and, if necessary, make a change to the "Port number" for the "Imgrd" connection.
- 11. Finish the installation.
- 12. Test MapleSim Explorer 2017 on the client machine.

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

NETWORK INSTALLATION - MACINTOSH

INSTALL MAPLE NETWORK TOOLS ON SERVER MACHINE

- 1. Get to the download page for Maple Network Tools 2017 from the bottom of this <u>webpage</u>. 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. You may change the default locations if necessary.

ACTIVATE MAPLE AND MAPLESIM EXPLORER NETWORK LICENSES

1. On the server, navigate to the "activate" folder of your Maple Network Tools installation. By default, this is:

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

- 2. Run "activation" which will launch the activation window.
- 3. Input your "Maple for MapleSim Explorer" network "Purchase Code" and the "License server name". If necessary, make a change to the "Port number" being used for the "Imgrd". If you have a "Redundant server setup", select "Yes" and view additional instructions <u>here</u>.
- 4. A "MapleExplorer2017.lic" file will be created in the "activate" folder.
- 5. Run "activation" which will launch the activation window again.
- 6. Input your "MapleSim Explorer" network "Purchase Code" and the "License server name". If necessary, make a change to the "Port number" being used for the "Imgrd" but keep it the same as above.
- 7. A "MapleSimExplorer2017.lic" file will be created in the "activate" folder.

Input the following into the Terminal:



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/" -1
"//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 name 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:

By default, this would be:



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

- 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. Select "Single Server" or "Redundant Server" if you selected "Yes" for "Redundant server setup?" during the server machine activation.
- 3. Input the "License server" name and "Port number" to coincide with the port used for the "Imgrd" in the "MapleExplorer2017.lic" file.
- 4. Finish the installation.
- 5. A "license.dat" file will be created and the default location is:

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

- 6. Run the MapleSim installer and proceed through the installation as normal. When prompted to "Choose the Type of Licensing", select the "Use Network License Server" option.
- 7. When prompted between "MapleSim" and "MapleSim Explorer", select "MapleSim Explorer".
- 8. Select the components you would like to install. If you have any add-ons, ensure that you have kept them selected in the list. You are free to uncheck and thus not install any components that you do not require the components for. For all the components selected, an "<add-on>.dat" license file will be created in the corresponding add-on's "license" folder. By default, this is:

//Library/Frameworks/Maple.framework/Versions/2017/toolbox/<add-on>/license/

- 9. Select "Single Server" or "Redundant Server" if you selected "Yes" for "Redundant server setup?" during the server machine activation.
- 10. Input the "License server" name and, if necessary, make a change to the "Port number" for the "Imgrd" connection.
- 11. Finish the installation.
- 12. Test MapleSim Explorer 2017 on the client machine.

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

INSTALL MAPLE NETWORK TOOLS ON SERVER MACHINE

- Get to the download page for Maple Network Tools 2017 from the bottom of this <u>webpage</u>. 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.

ACTIVATE MAPLE AND MAPLESIM EXPLORER NETWORK LICENSES

1. On the server, open up the Terminal. Execute the following:

cd <path to the Maple Network Tools activate folder>

./activation

By default, this is:

cd /home/\$USER/MapleNetworkTools/activate

./activation

- 2. Input your "Maple for MapleSim Explorer" network "Purchase Code" and the "License server name". If necessary, make a change to the "Port number" being used for the "Imgrd". If you have a "Redundant server setup", select "Yes" and view additional instructions <u>here</u>.
- 3. A "MapleExplorer2017.lic" file will be created in the "activate" folder.
- 4. Re-execute "./activation" which will launch the activation window again.
- 5. Input your "MapleSim Explorer" network "Purchase Code" and the "License server name". If necessary, make a change to the "Port number" being used for the "Imgrd" but keep it the same as above
- 6. A "MapleSimExplorer2017.lic" file will be created in the "activate" folder.

Input the following into the Terminal:



By default, this would be:

cd /home/\$USER/MapleNetworkTools/FLEX1m/11.13.1.2

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

TO STOP THE SERVER

Input the following into the Terminal:



By default, this would be:

```
cd /home/$USER/MapleNetworkTools/FLEX1m/11.13.1.2
./lmutil lmdown -q -c /home/$USER/MapleNetworkTools/activate/
```

INSTALL MAPLE AND MAPLESIM EXPLORER 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. Select "Single Server" or "Redundant Server" if you selected "Yes" for "Redundant server setup?" during the server machine activation.
- 3. Input the "License server" name and "Port number" to coincide with the port used for the "Imgrd" in the "MapleExplorer2017.lic" file.
- 4. Finish the installation.

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

//home/\$USER/maple2017/license/license.dat

- 6. Run the MapleSim installer and proceed through the installation as normal. When prompted to "Choose the Type of Licensing", select the "Use Network License Server" option.
- 7. When prompted between "MapleSim" and "MapleSim Explorer", select "MapleSim Explorer".
- 8. Select the components you would like to install. If you have any add-ons, ensure that you have kept them selected in the list. You are free to uncheck and thus not install any components that you do not require the components for. For all the components selected, an "<add-on>.dat" license file will be created in the corresponding add-on's "license" folder. By default, this is:

//home/\$USER/maple2017/toolbox/<add-on>/license/

- 9. Select "Single Server" or "Redundant Server" if you selected "Yes" for "Redundant server setup?" during the server machine activation.
- 10. Input the "License server" name(s) and, if necessary, make a change to the "Port number(s)" for the "Imgrd" connection.
- 11. Test MapleSim Explorer 2017 on the client machine.

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

Follow the steps for your operating system with one small difference during the activation.

- 1. Enter in the appropriate "Purchase Code" for the component you are activating.
- 2. For "Redundant server setup?", click "Yes". This dialogue will appear:

Enter Redundant Server Information					
	Server name	HostID	Port		
#1			27000		
#2			27000		
#3			27000		
	OK	Cancel			

3. Fill in the appropriate information for the three servers. After clicking "Ok" the "License server name", "License server HostID" and "Port number" fields will populate and you can proceed with the activation like normal.

Back to Windows instructions

Back to Macintosh instructions

Back to Linux instructions

TROUBLESHOOTING

COMMON ISSUES WITH MAPLE LICENSE SERVERS

- <u>Server requires a stop/restart</u>. Any changes to the network license file or the license manager requires that the service be stopped and then restarted.
- <u>Mismatched Imgrd port numbers</u>. The Imgrd port numbers in the client and server license files must be the same.
- <u>Unspecified maplelmg port number</u>. If this port number is omitted, a random port will be used, one which might be blocked or in use.
- <u>Imgrd or maplelmg port numbers are closed or in use</u>. The Imgrd port number, and the maplelmg port number if specified, must be opened in the firewall TCP/IP connections and unused elsewhere.
- <u>Server names are mismatched</u>. The server names in both the client and server license files must be the same, including case (capital and lowercase letters). Also, if the clients are on a different sub-network, the full server name needs to be specified.
- <u>Multiple network license files</u>. Older versions of server license files may conflict with the current version. This is because there would likely be multiple instances of the same "FEATURE" among the licenses.
- <u>Multiple FLEXIm services</u>. If there are multiple services of the same version of FLEXIm, they should be combined on the same instance. However, services of different versions of FLEXIm should be on separate machines.
- <u>Improper Paths</u>: One or more of the three paths in "Config Services" (for Windows) don't point to the proper file, or only specify a folder.
- <u>Re-encryption of license file needed</u>. If someone made a non-trivial change to the license file, but did not obtain/generate a new license file, the license will need to be stripped and re-encrypted.
- <u>Loss of formatting for license file</u>: Sometimes, after manually modifying a license file, the text editor will ruin the formatting. The license file will need to be regenerated.

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 "Imgrd.exe" in the "MapleSim2017.lic" file is opened in the firewall.
- 3. There is a second connection being made that by default is not explicitly stated. In your "MapleSim.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:

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

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

Red Hat Linux, CentOS

sudo yum install %package%

Ubuntu

sudo apt-get install %package%

Debian

sudo rpm -i %package%

If the above methods have not solved the problem or your issue was not listed please contact Maplesoft Technical Support at support@maplesoft.com. Please attach your "MapleSimExplorer2017.lic" and debug log file to the request along with information about any error messages you are seeing.

