MAPLESIM EXPLORER

STEP BY STEP INSTALLATION INSTRUCTIONS

STANDALONE INSTALLATIONS

NEW MAPLE INSTALLATION

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MACINTOSH

LINUX

MAPLE ALREADY INSTALLED

WINDOWS

MACINTOSH

LINUX

NETWORK INSTALLATION

WINDOWS

MACINTOSH

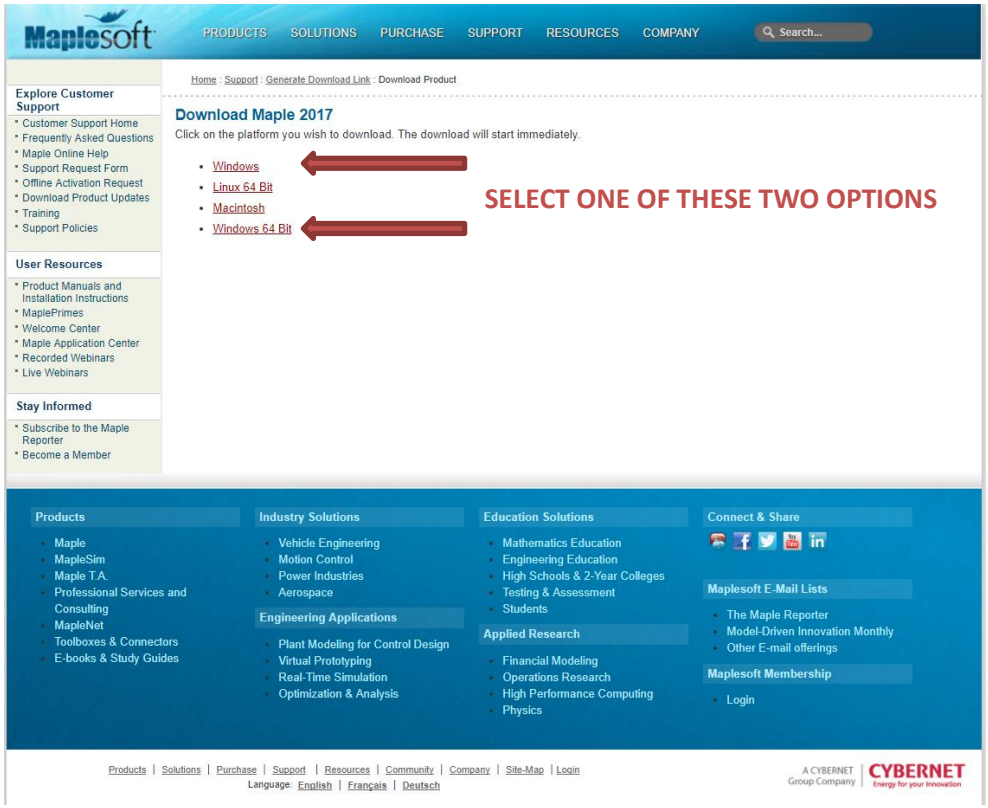
LINUX

REDUNDANT SERVER SETUP

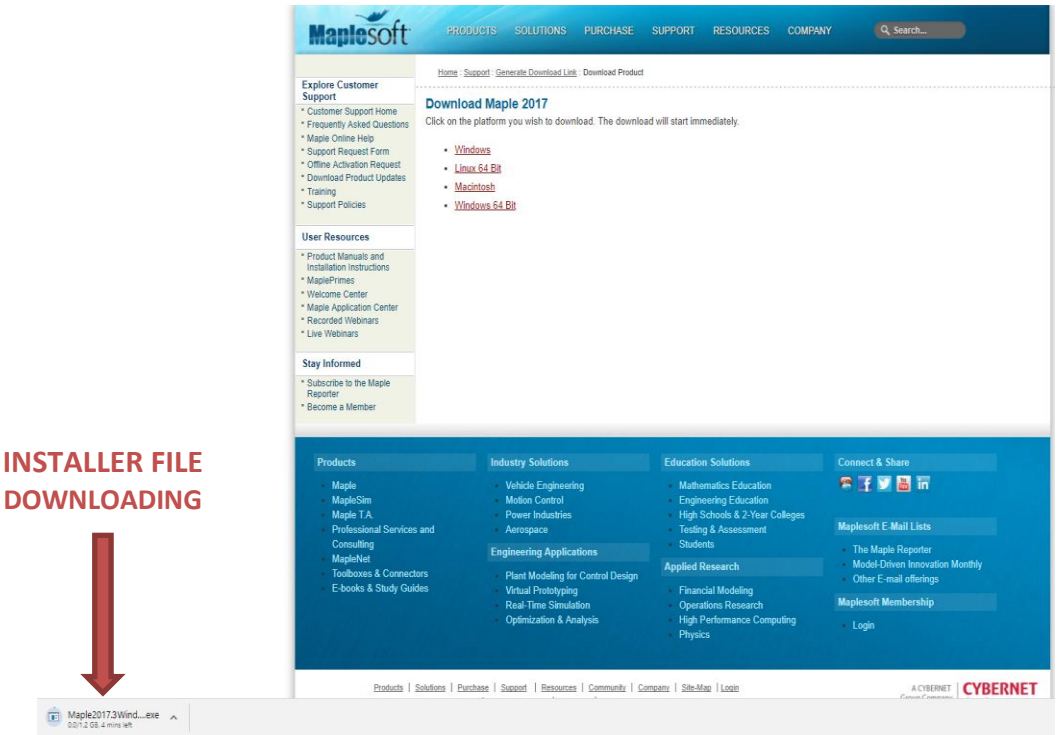
TROUBLESHOOTING

STANDALONE INSTALLATION - WINDOWS

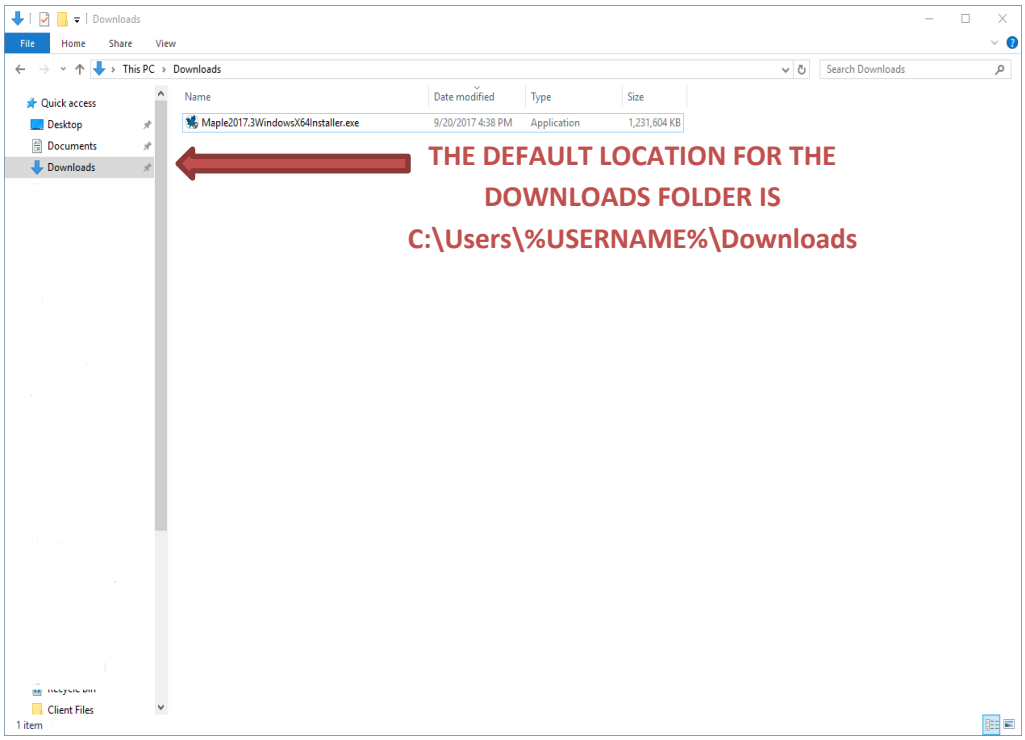
1. Before installing MapleSim Explorer 2017, we are first going to need to install Maple 2017. Click the link we have provided you to download the installer file for Maple. Select “Windows” (this is 32-bit) or “Windows 64-Bit”. You will likely want to select “Windows 64-Bit” and you can check if your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



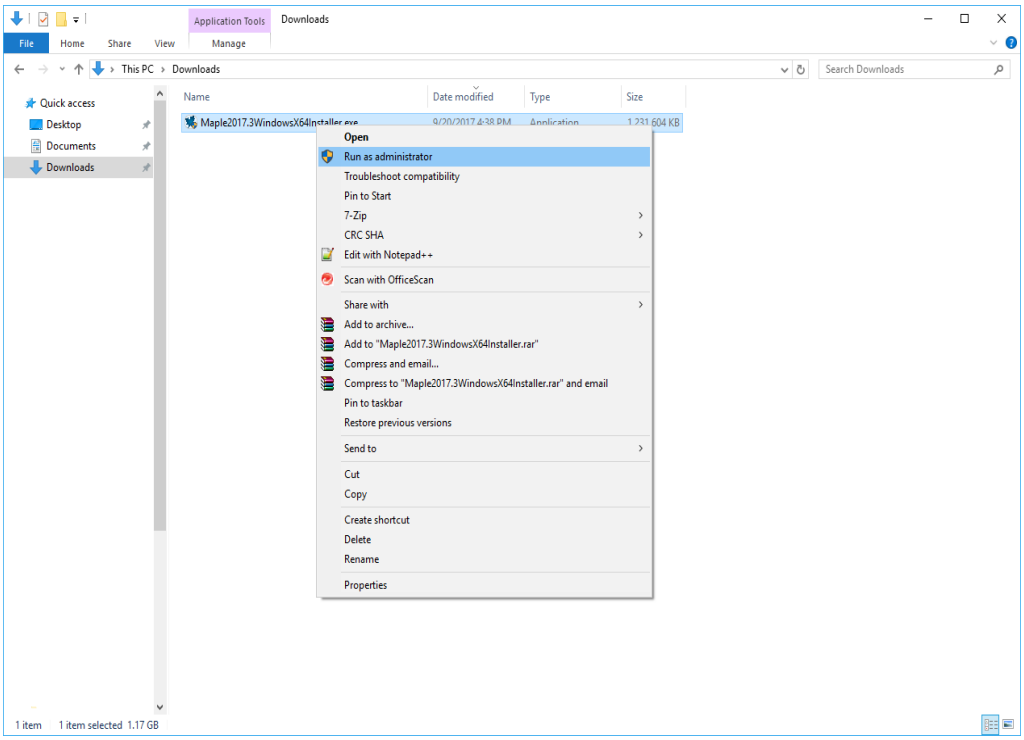
2. Once the appropriate choice is made your installer file will download:



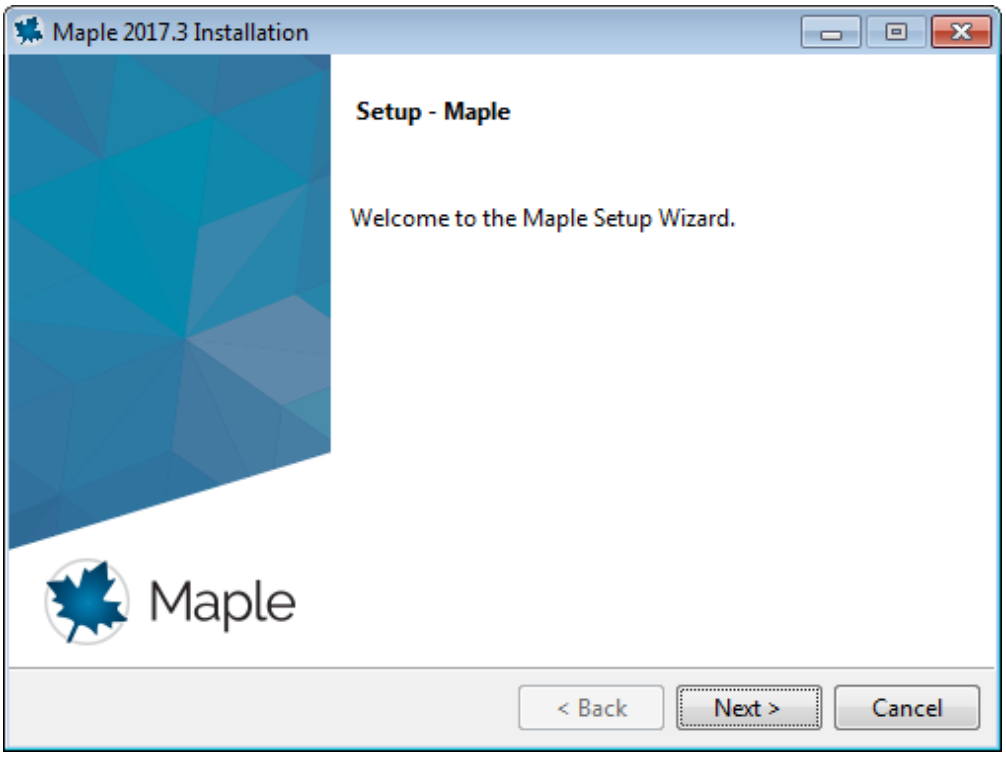
3. Navigate to the installer file. The standard location is your “Downloads” folder:



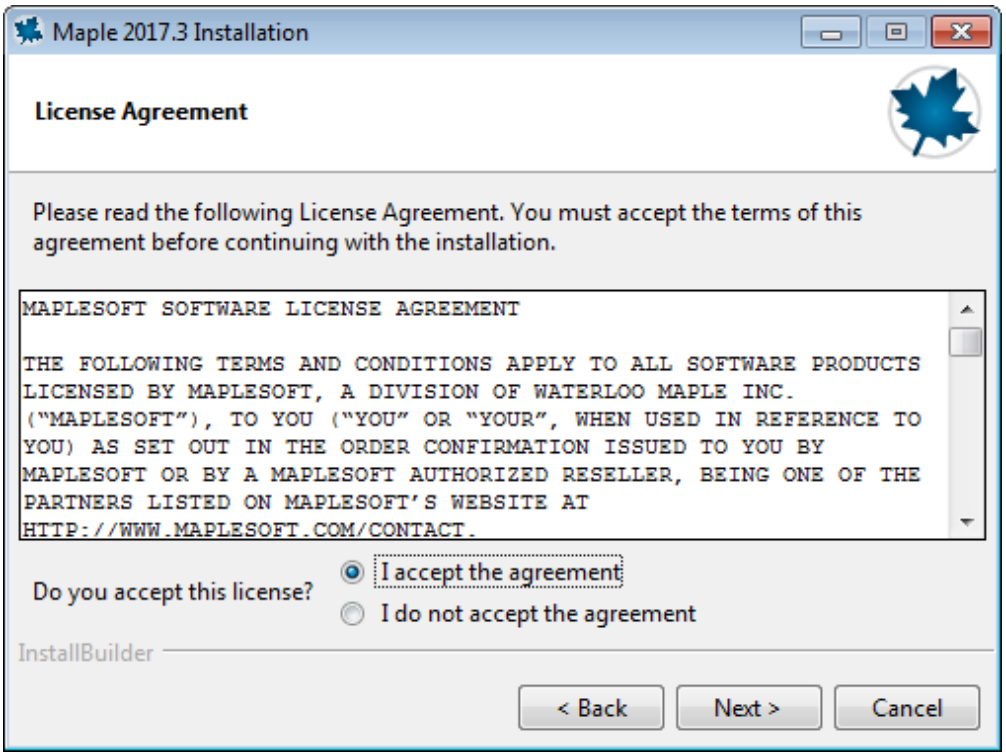
4. Run the file as administrator. To do so, right-click on the file and choose “Run As Administrator”:



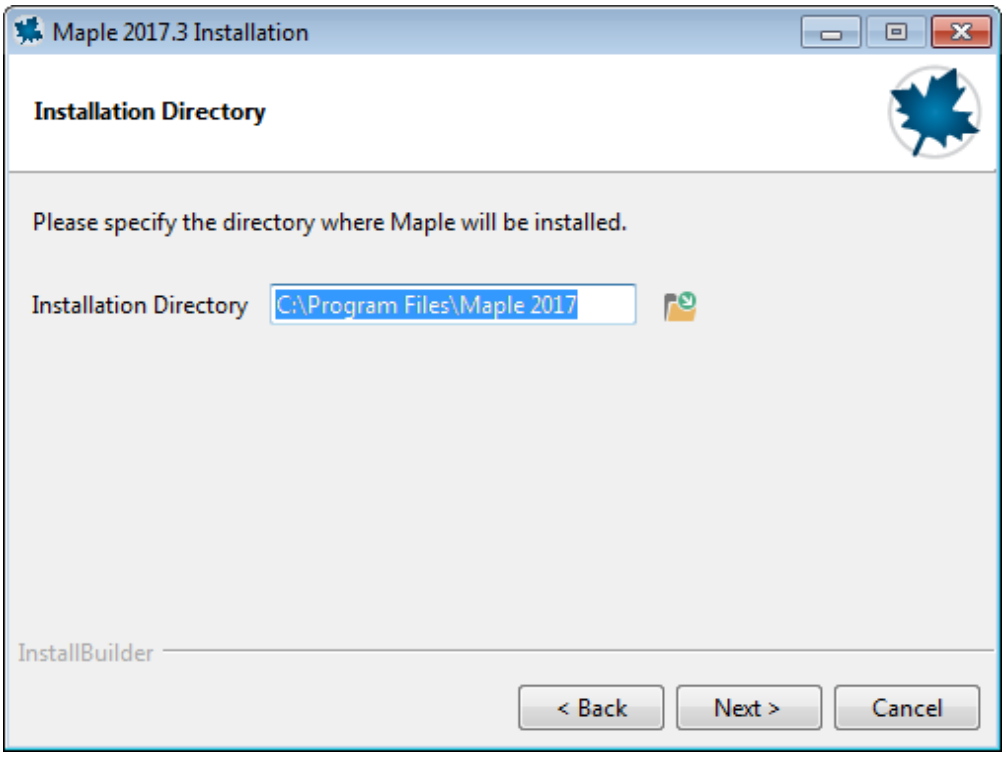
5. The installer will open, click “Next”:



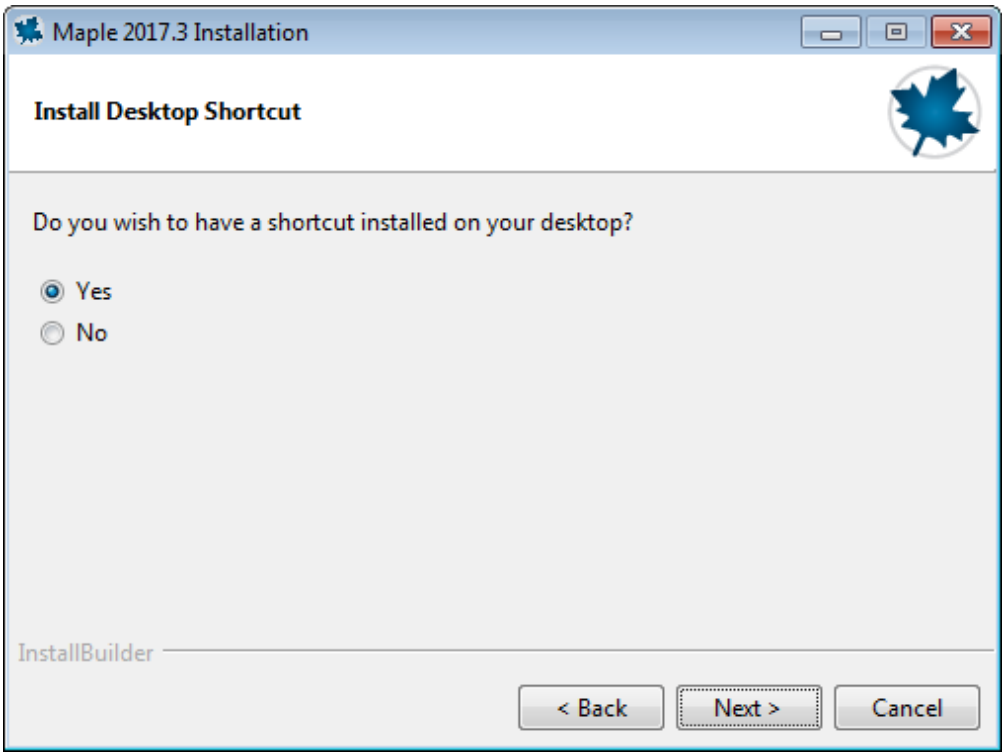
6. Carefully read and accept the license agreement:



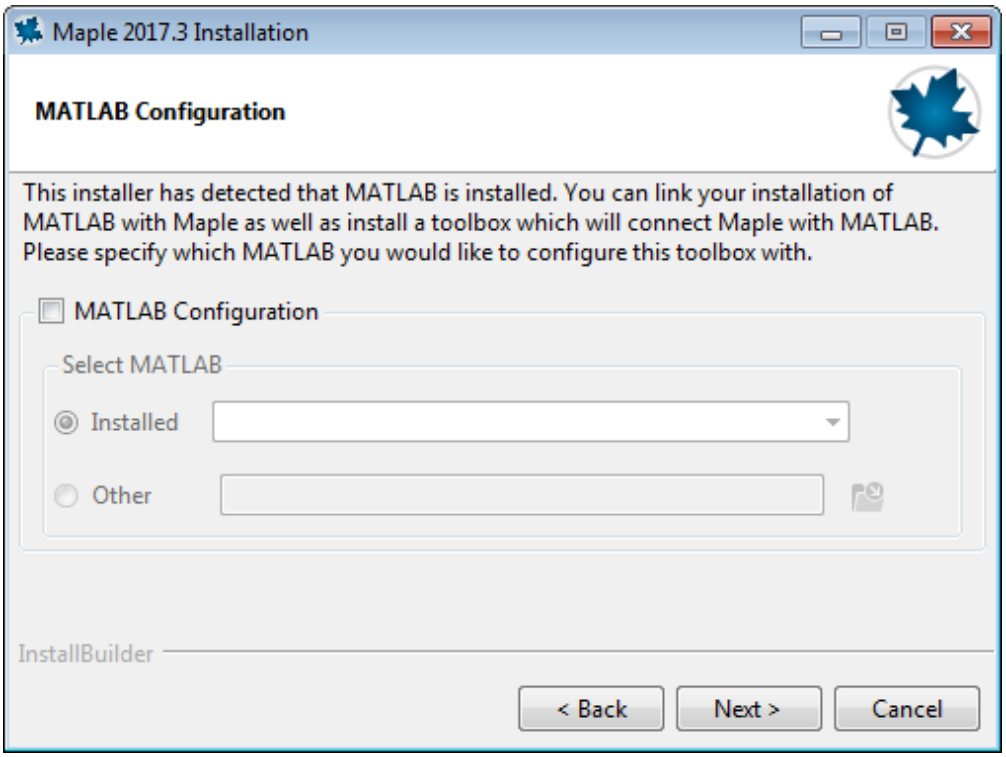
7. Choose the path to install Maple. A default path is already chosen:



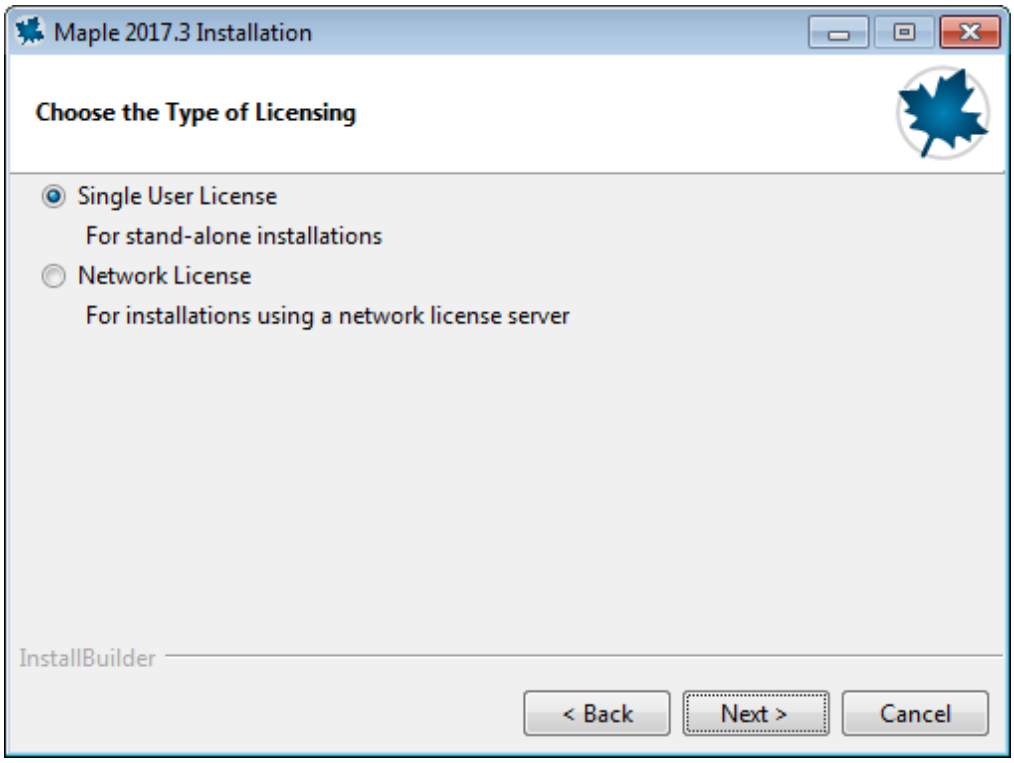
8. Choose whether or not you would like to have a desktop shortcut:



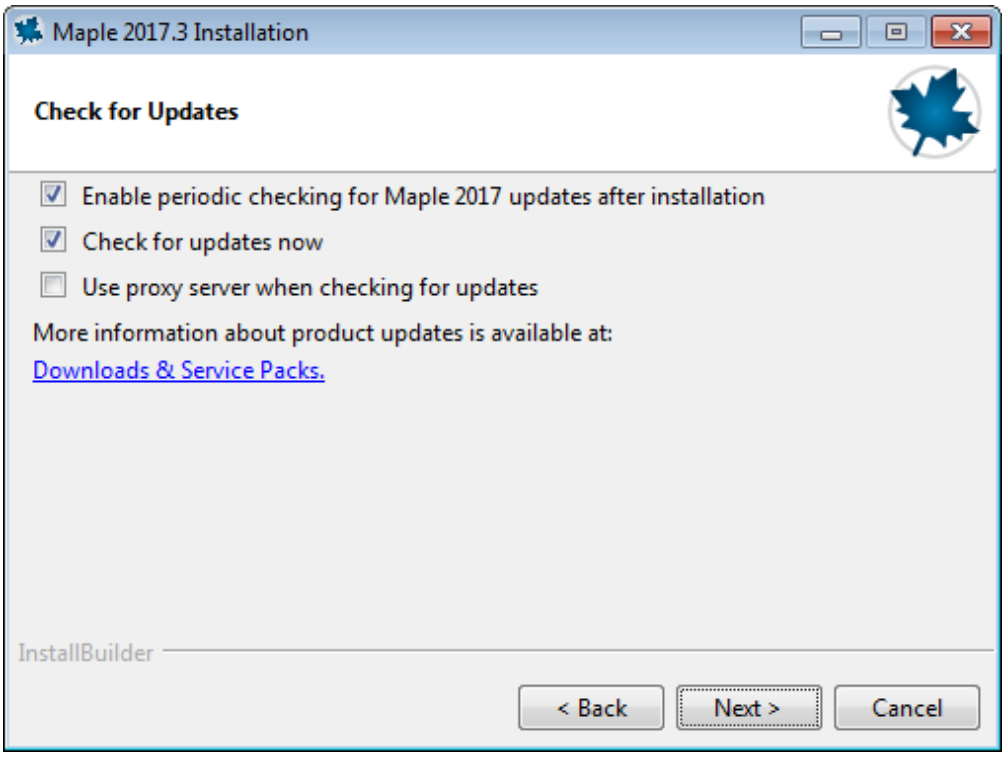
9. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2017 are MATLAB 2017a, 2016b, 2016a:



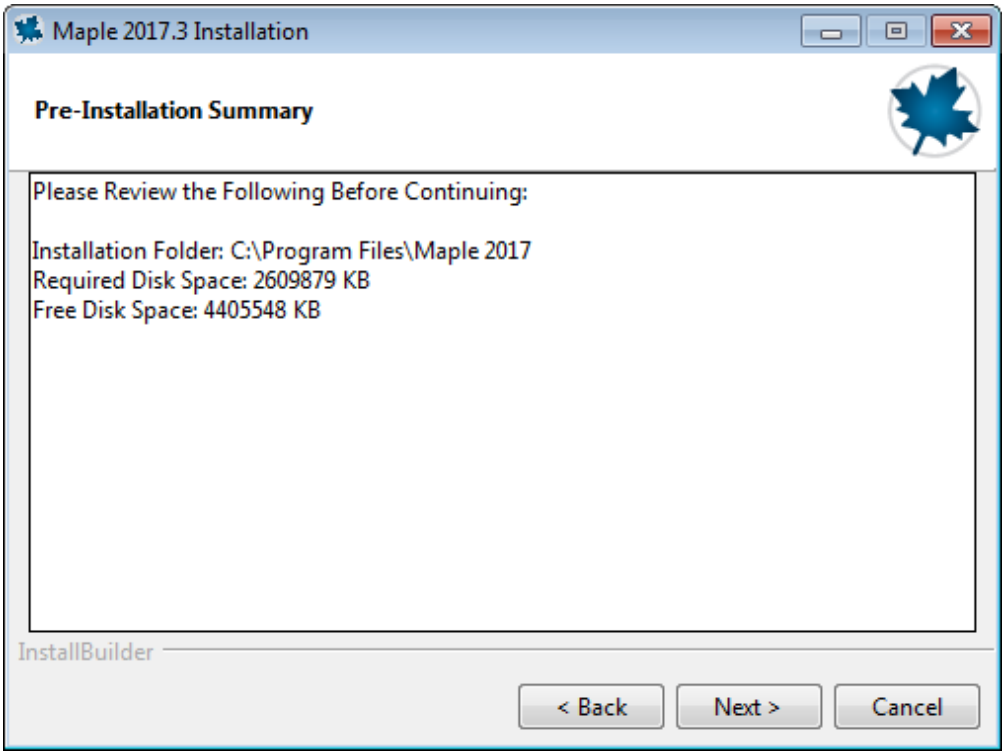
10. Keep “Single User License” selected:



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

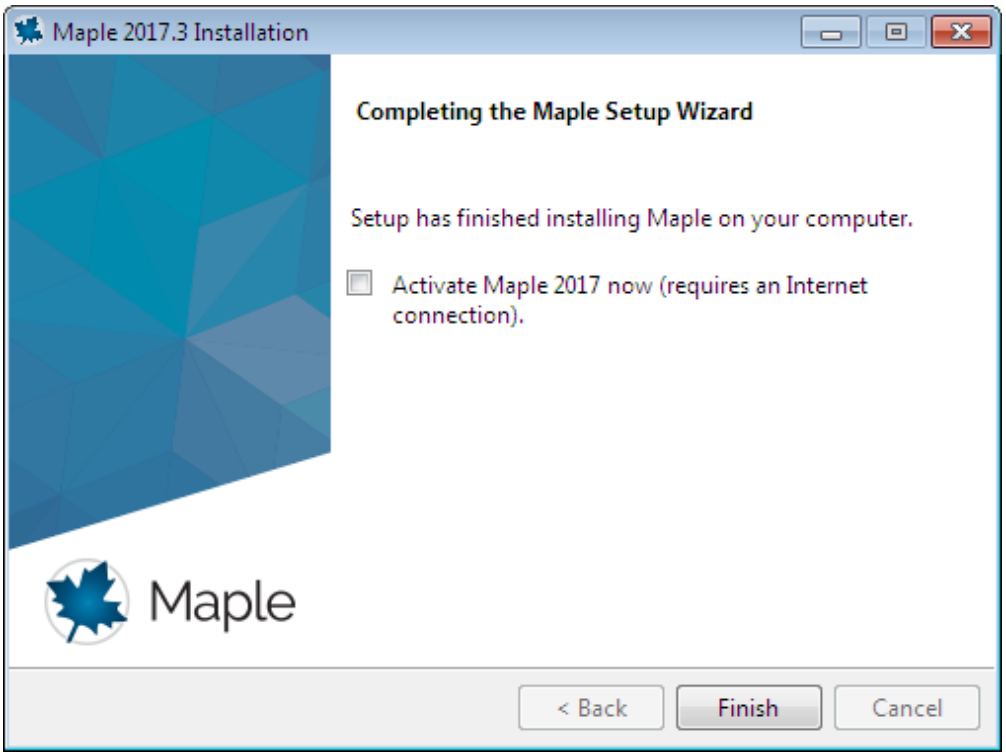


12. Review the Pre-Installation Summary:

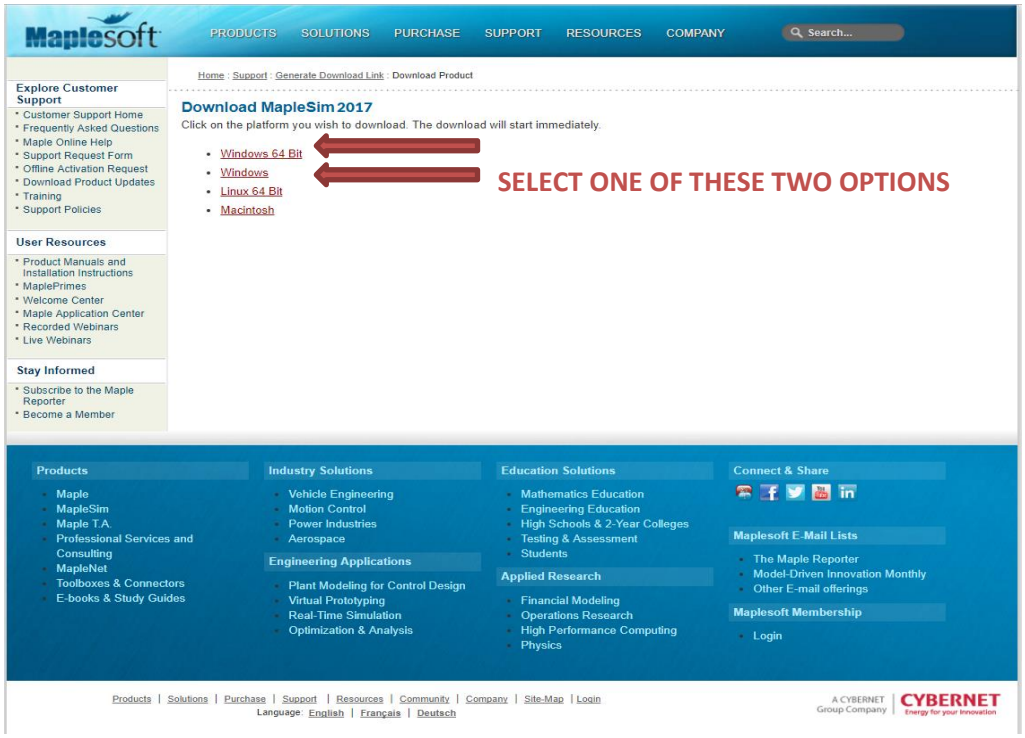


13. Maple 2017 will install on your computer:

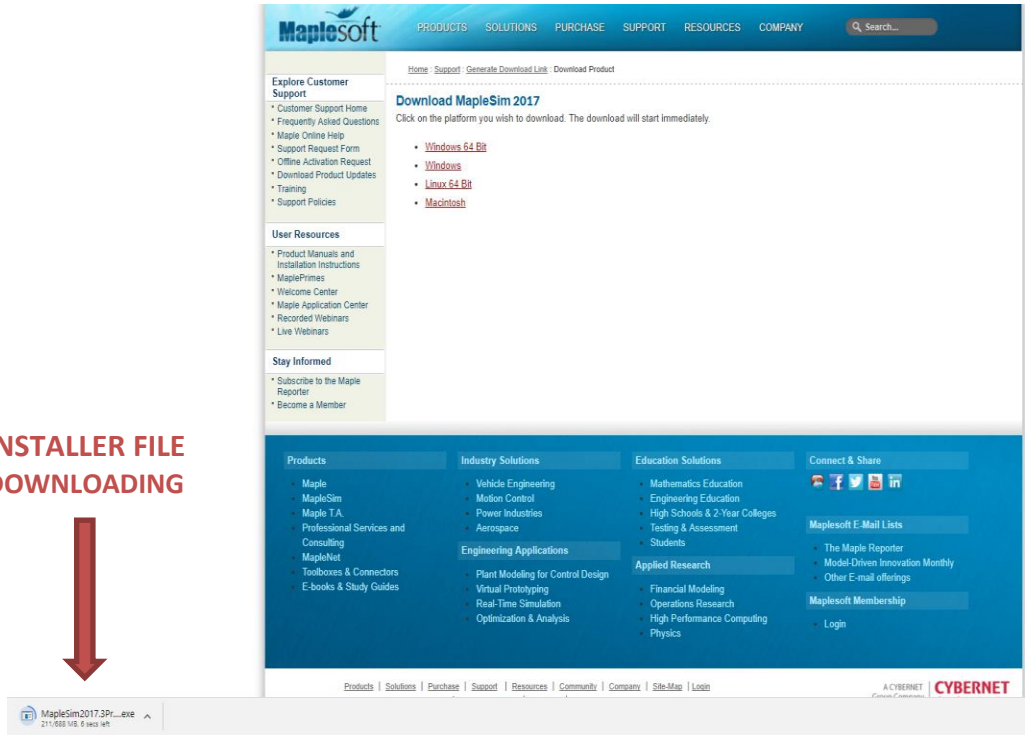
14. Uncheck the box for "Activate Maple 2017 now (requires an Internet connection)". This activation will be taken care of when MapleSim Explorer 2017 is activated. Click "Finish":



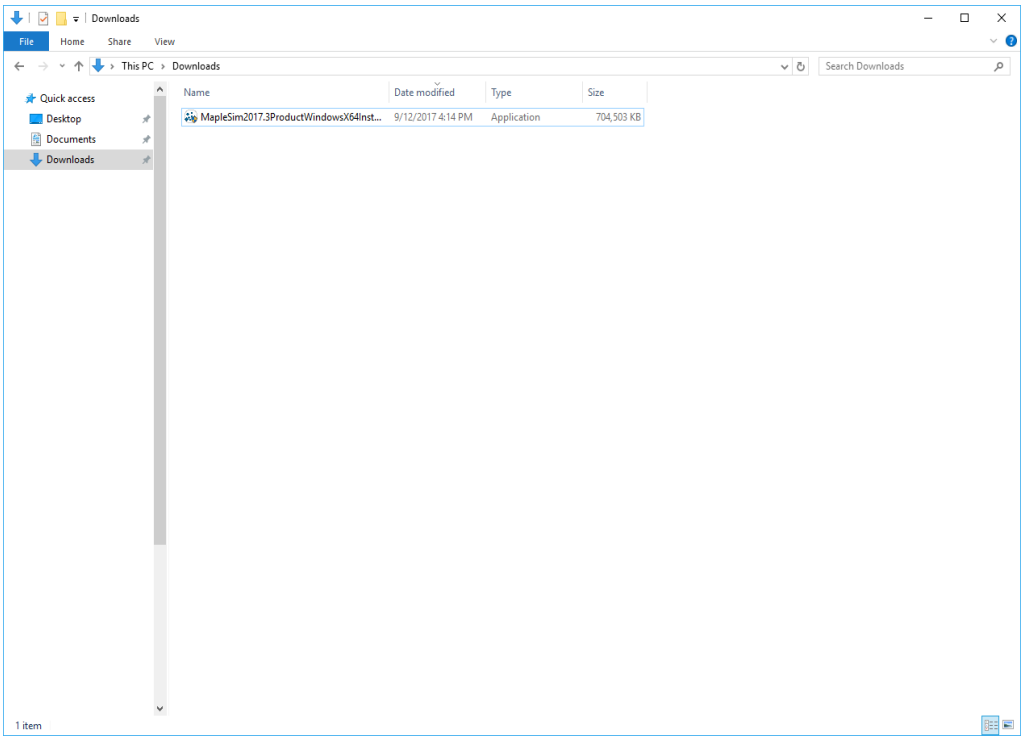
15. Click the link we have provided you to download the installer file for MapleSim Explorer (it is the same installer as MapleSim). Select “Windows” (this is 32-bit) or “Windows 64-bit”. You will need to select the type that matches your Maple installation:



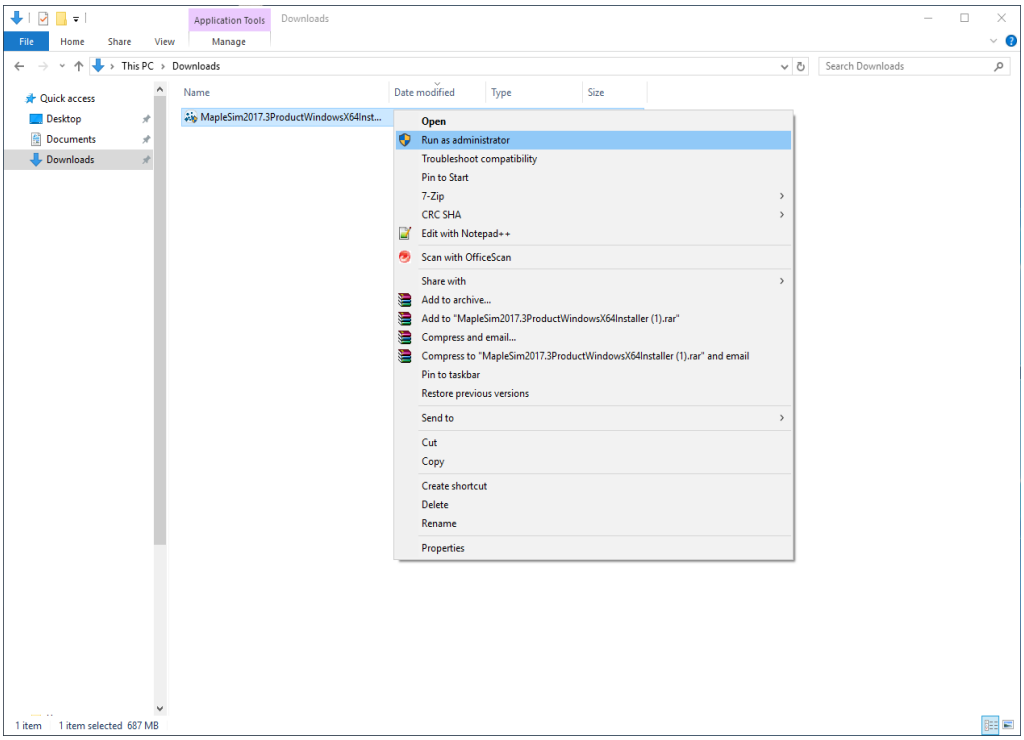
16. Once the appropriate choice is made your installer file will download:



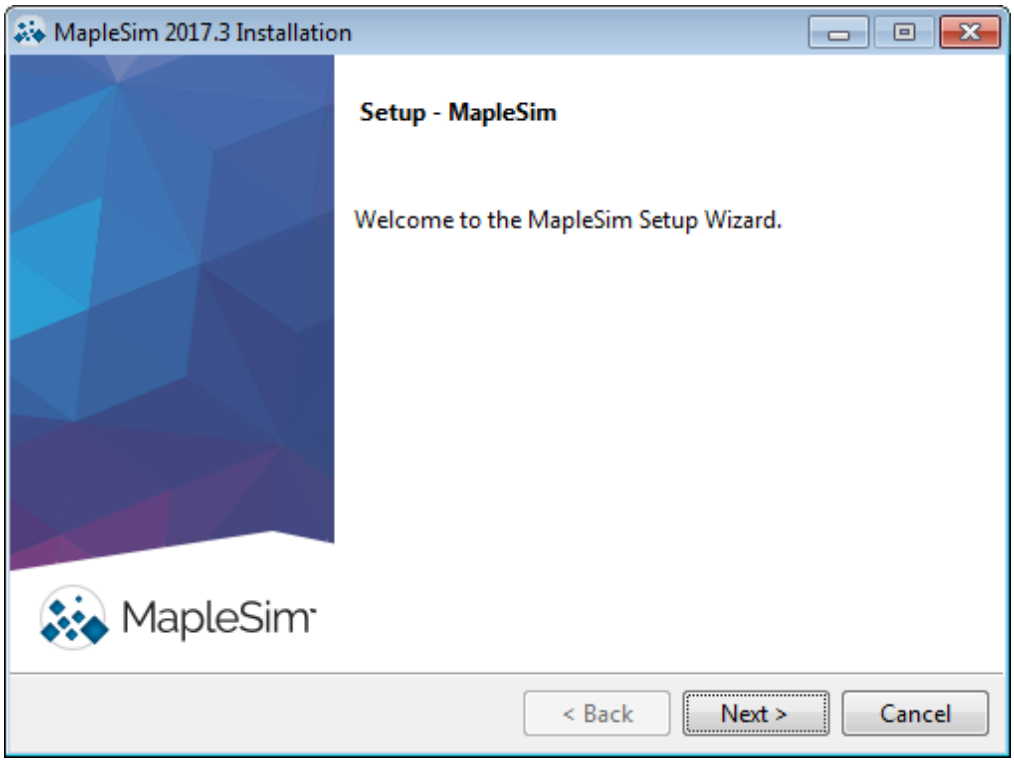
17. Navigate to the installer file. The standard location is your “Downloads” folder:



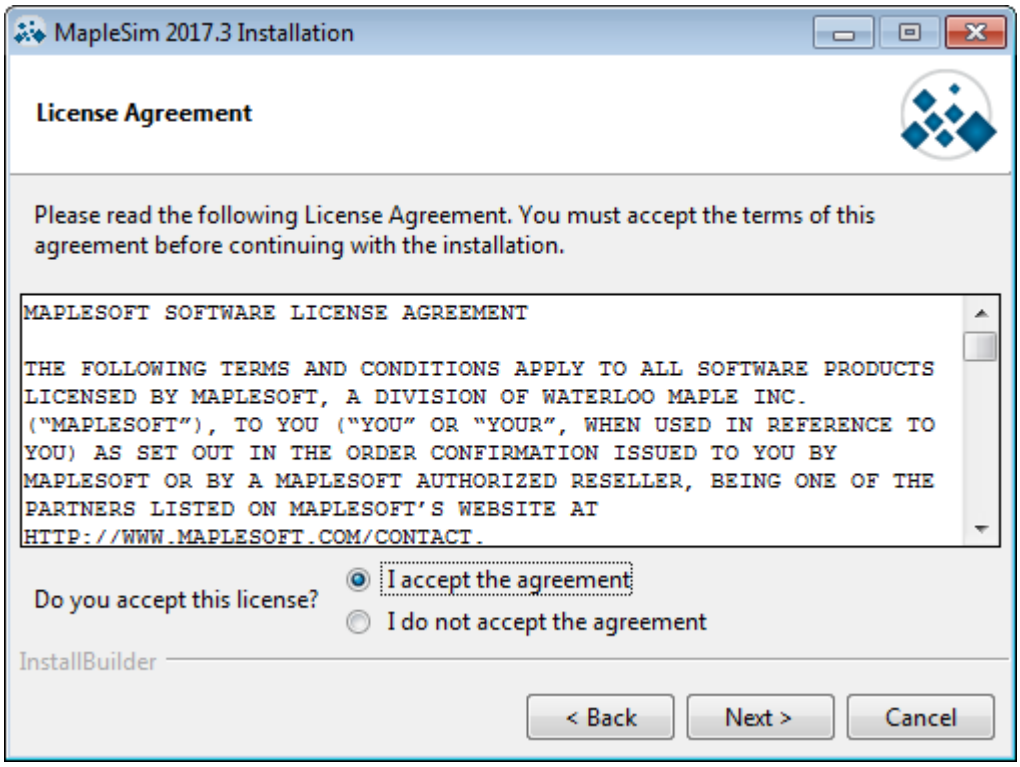
18. Run the file as administrator. To do so, right-click on the file and choose “Run as Administrator”:



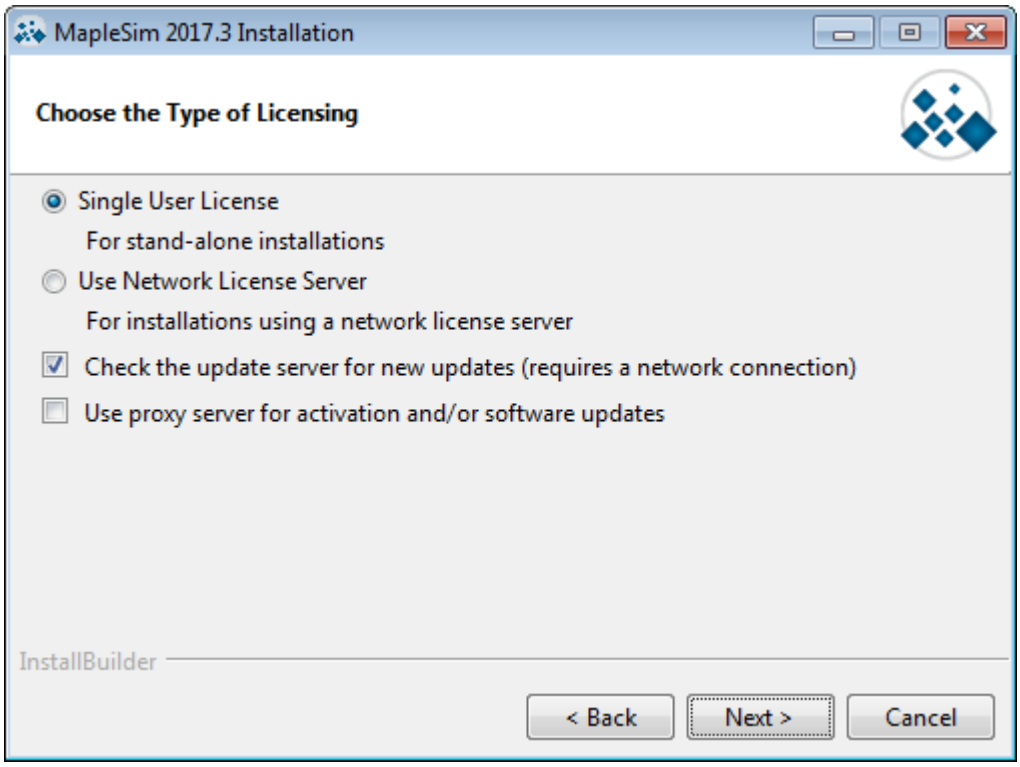
19. The installer will open, click “Next”:



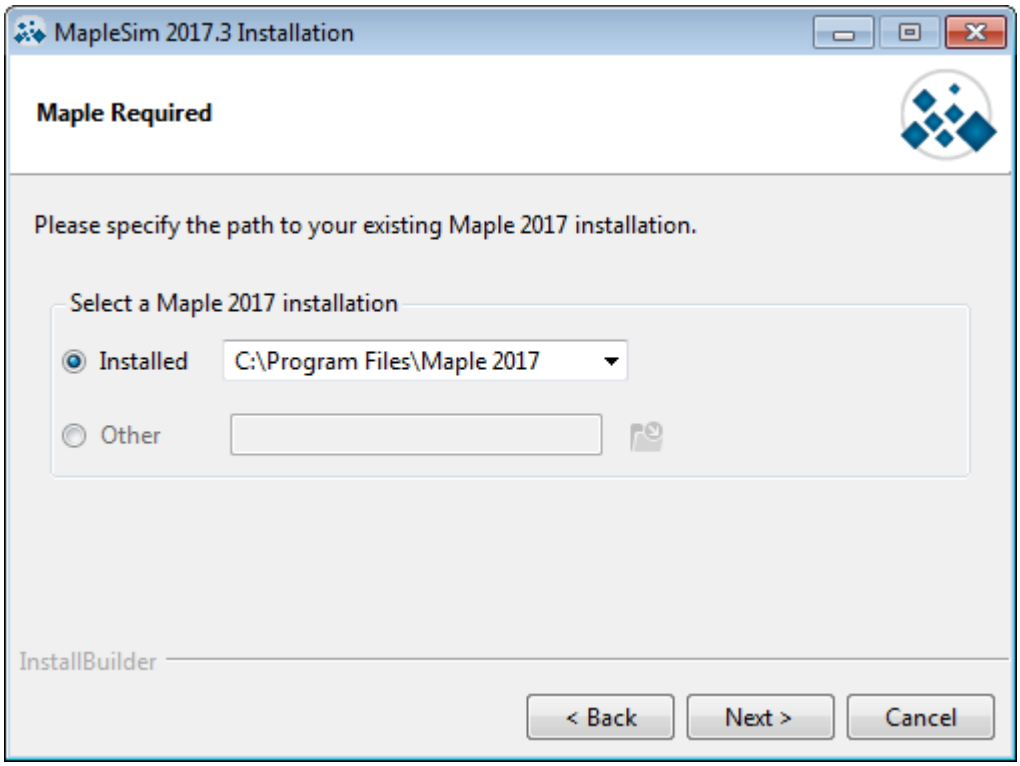
20. Carefully read and accept the license agreement:



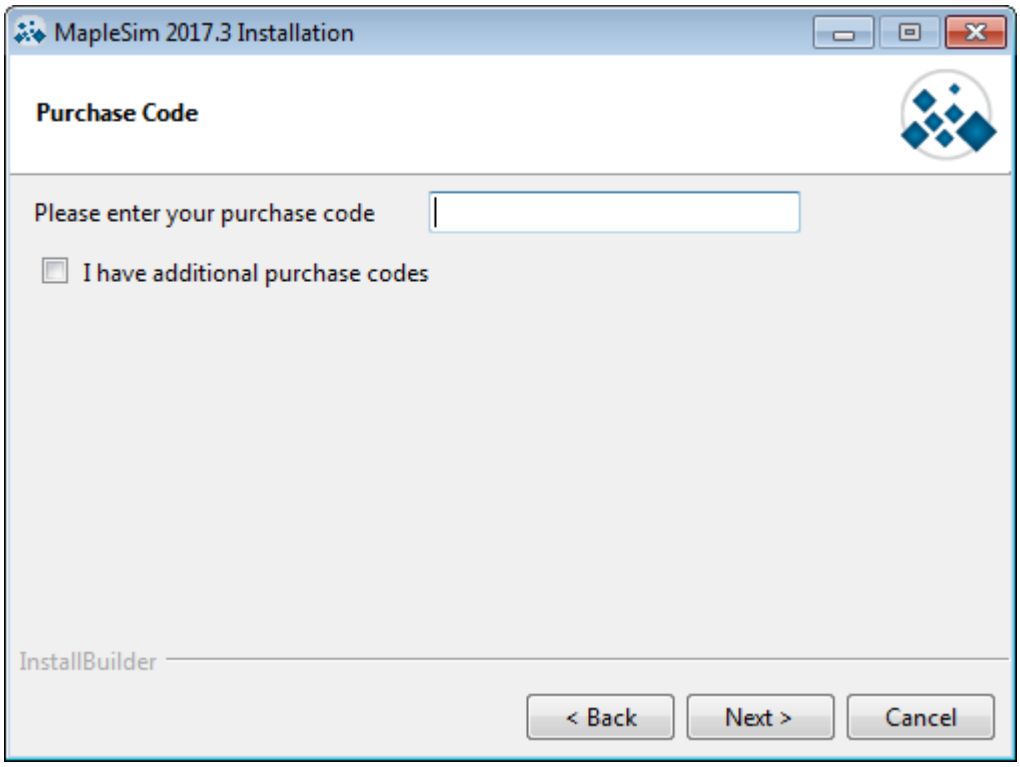
21. Keep “Single User License” selected:



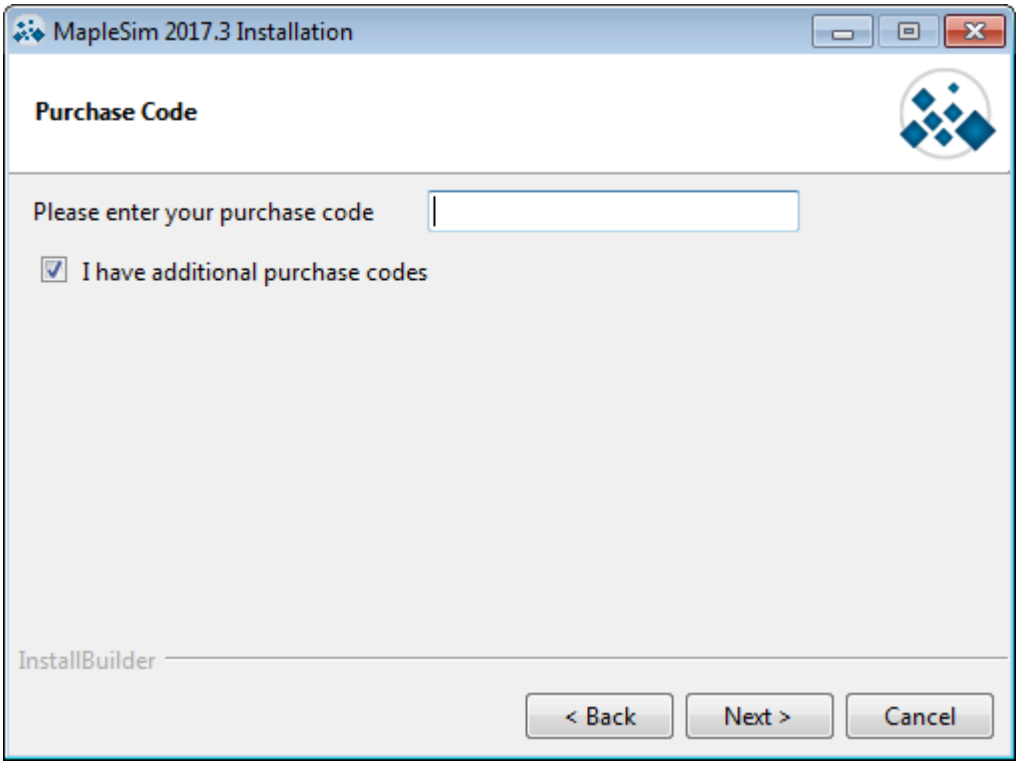
22. Verify the path to your Maple 2017 installation. (Note: If your Maple 2017 installation is not up to date then you will be prompted and should accept an update to Maple):



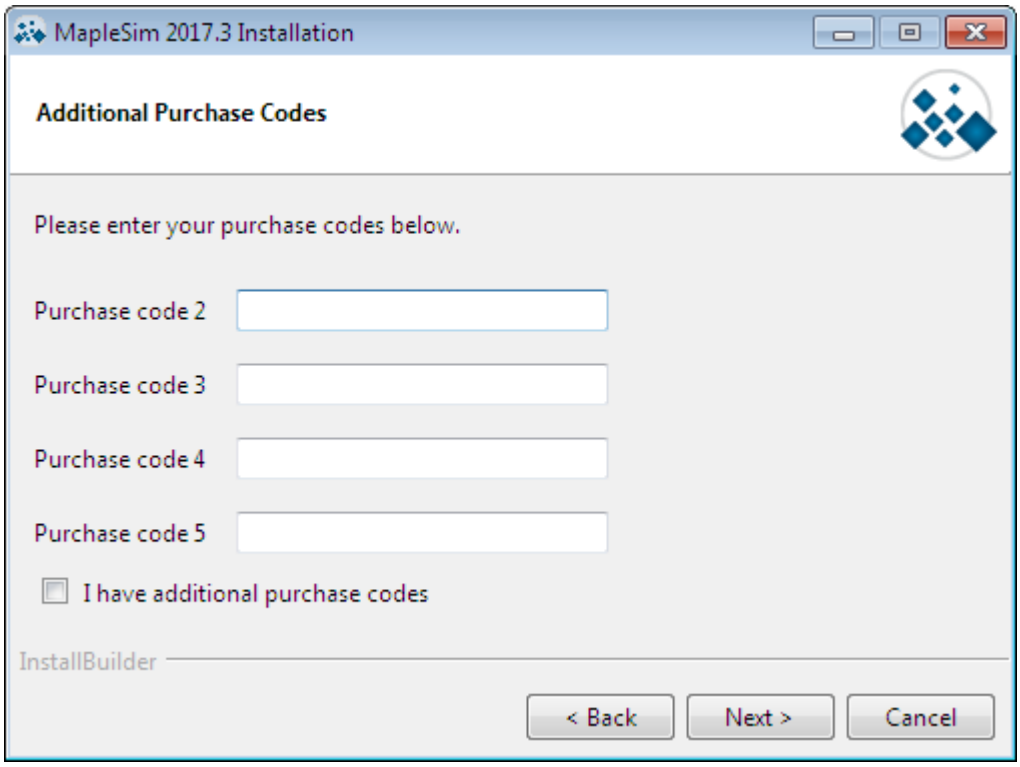
23. Enter your MapleSim Explorer purchase code:



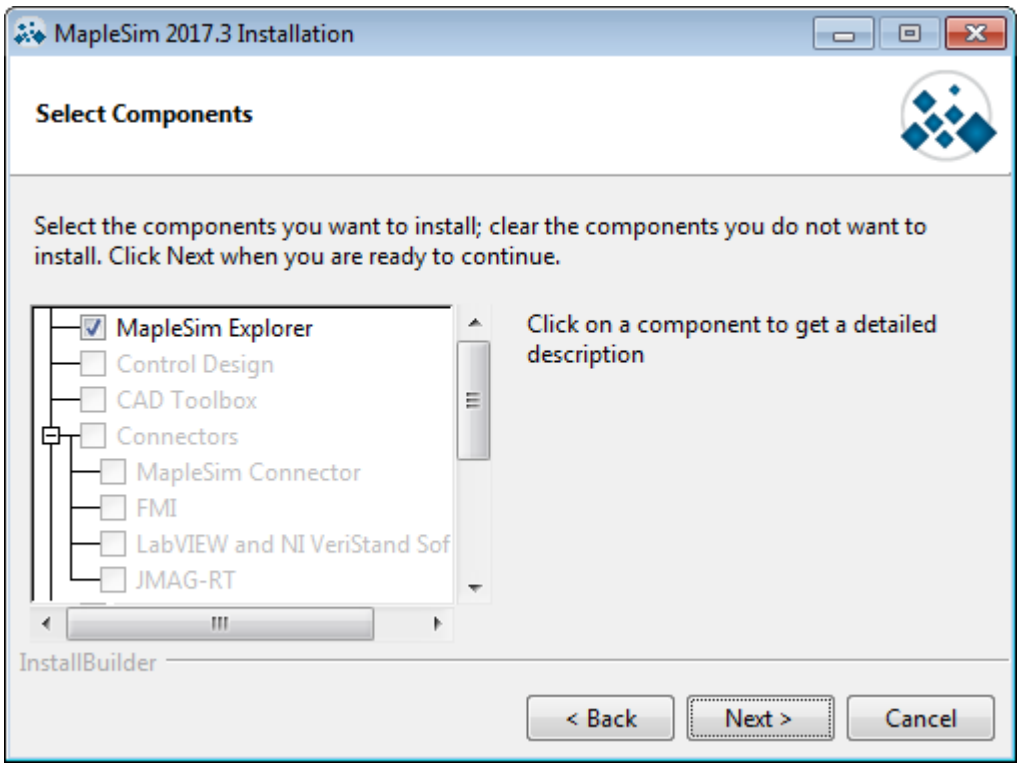
If you have purchased any add-ons, check the box for “I have additional purchase codes”:



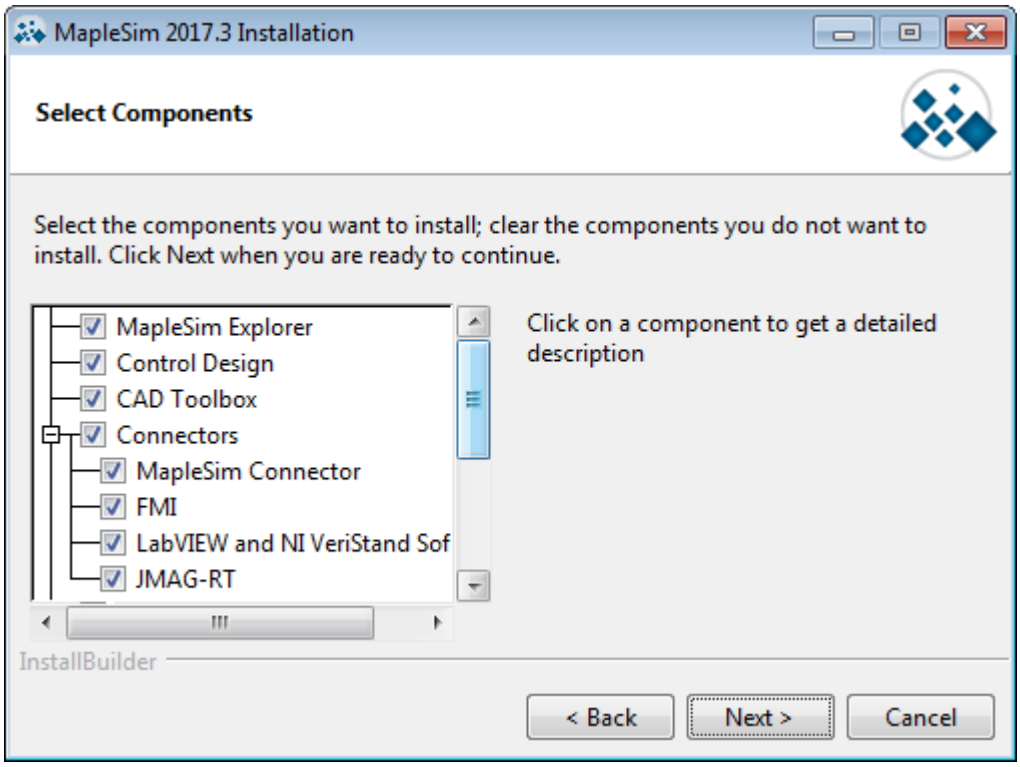
24. If you selected “I have additional purchase codes” and click “Next” then this page will appear and you can input all of the add-on purchase codes that you have:



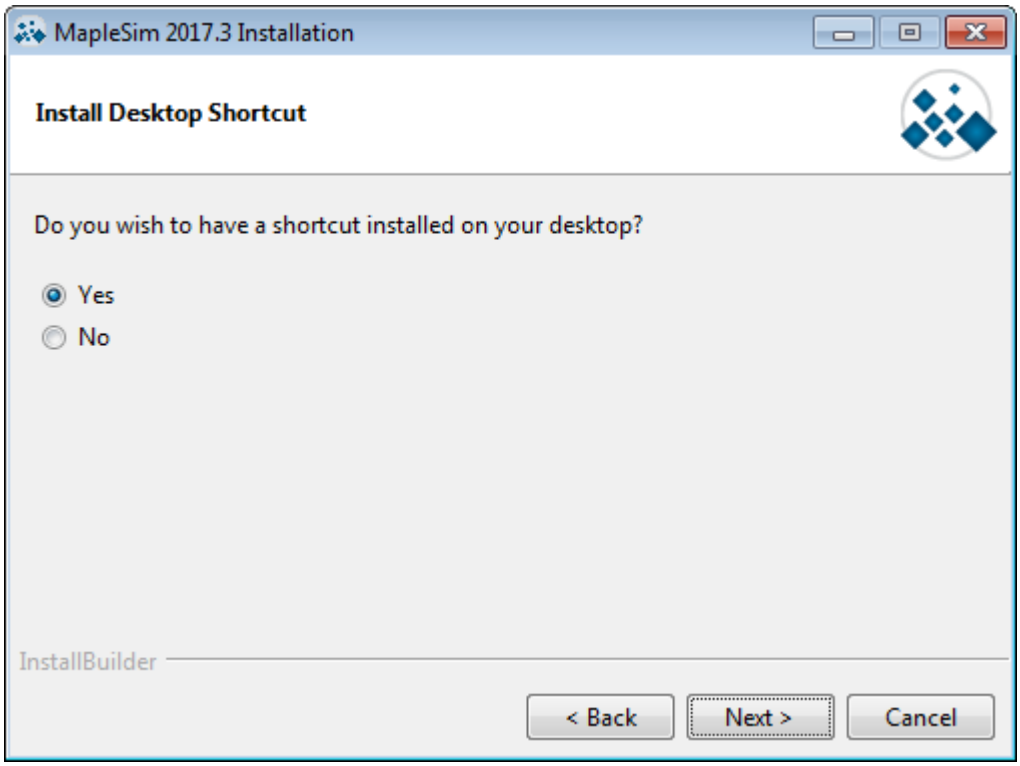
25. If you only input a MapleSim Explorer purchase code and click “Next” then this page will appear to outline the component that will be installed:



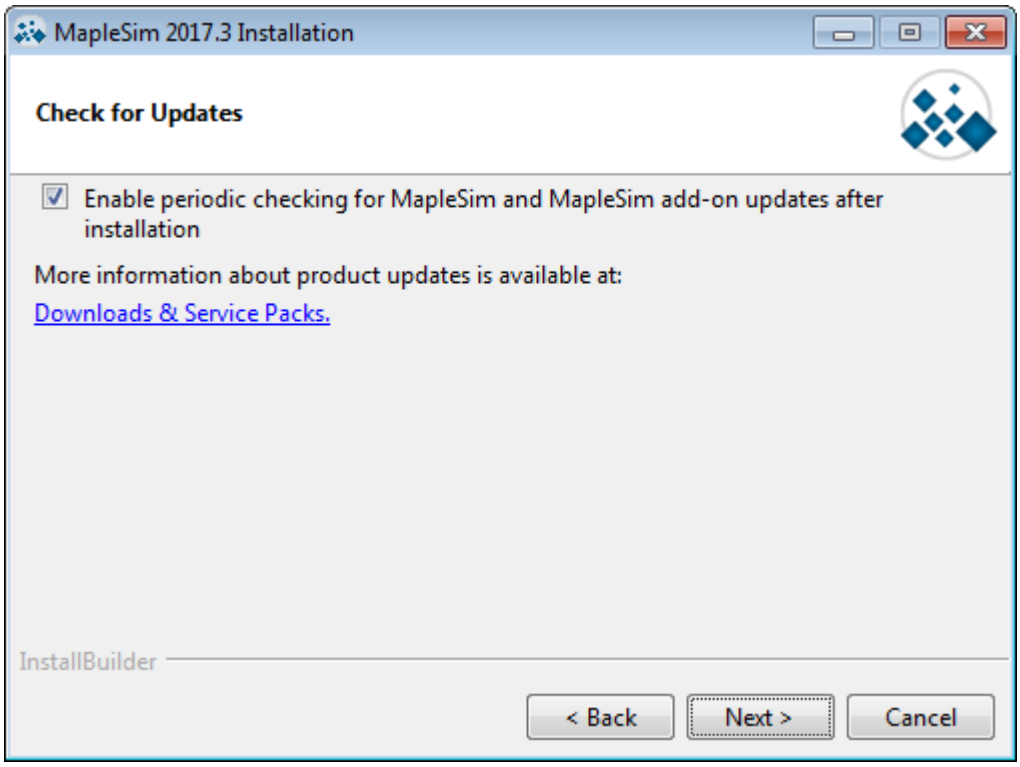
26. If you input additional purchase codes then you will see the page like this with the relevant add-ons being checked to outline the components that will be installed:



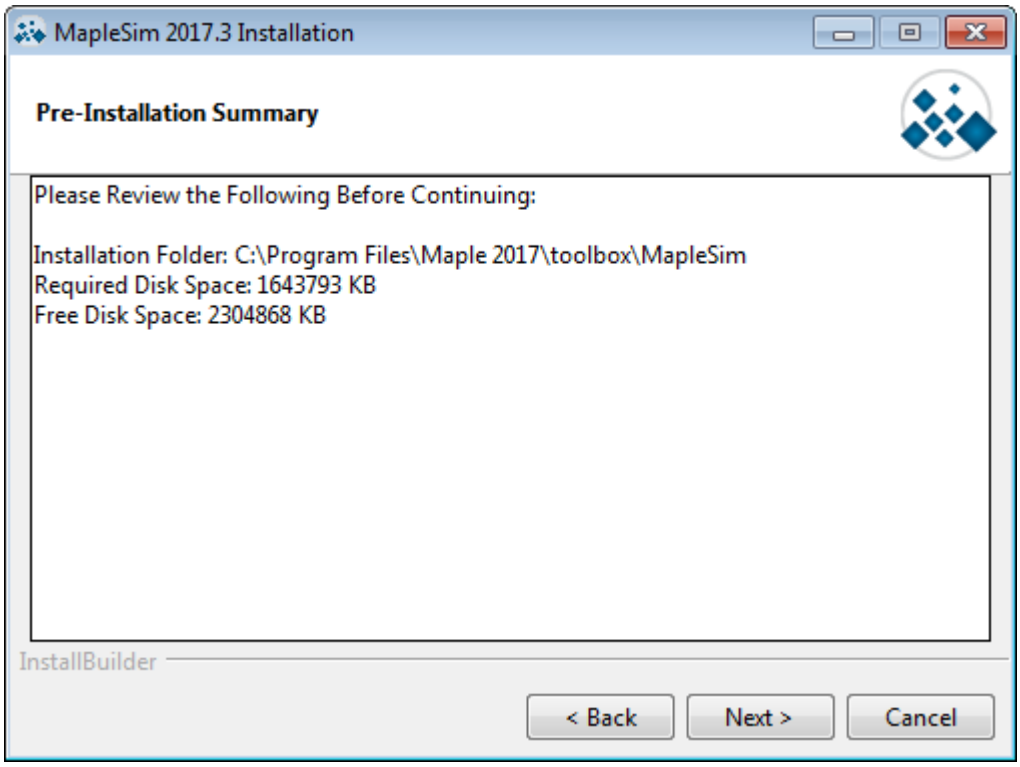
27. Choose whether or not you would like to have a desktop shortcut:



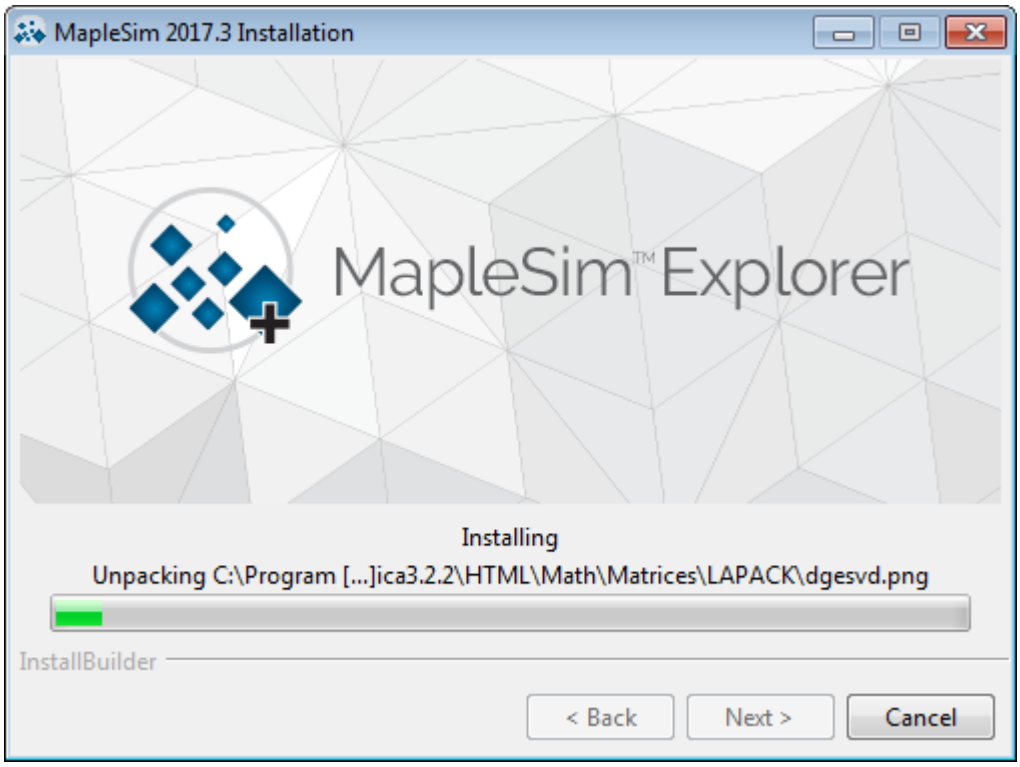
28. Choose whether you would like the periodic checking for updates available for MapleSim Explorer 2017:



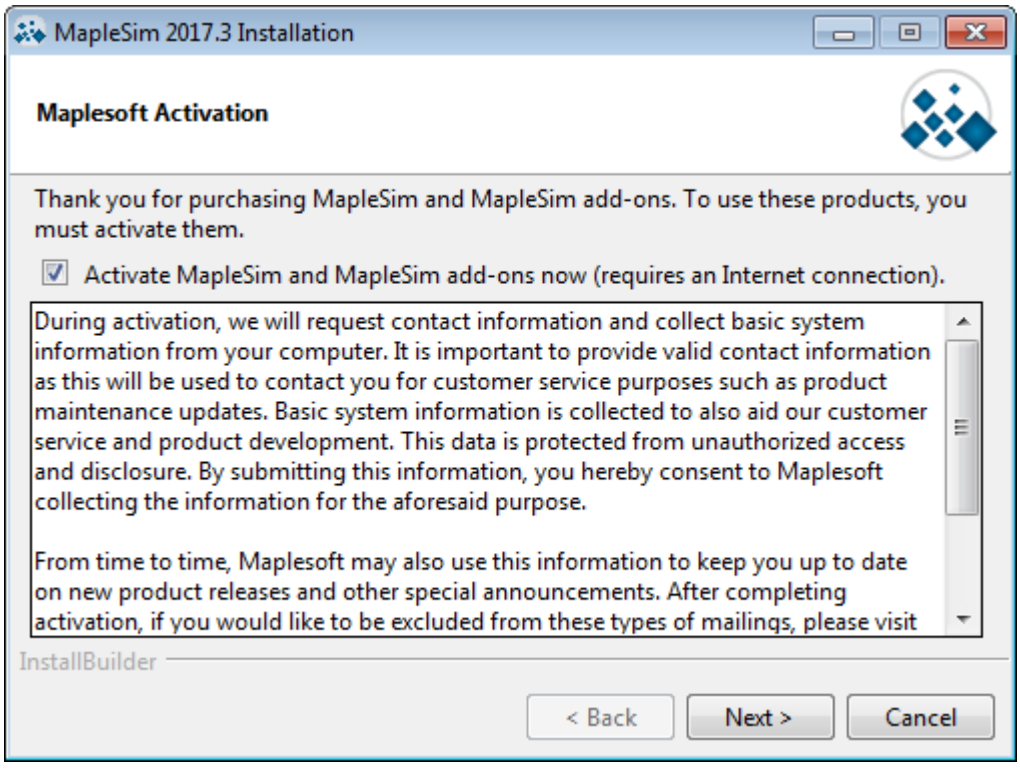
29. Review the Pre-Installation Summary:



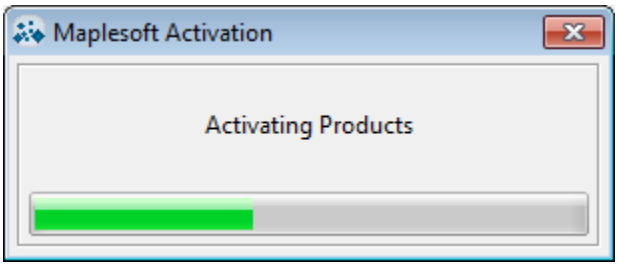
30. MapleSim Explorer and all of the relevant add-ons will install on your computer:



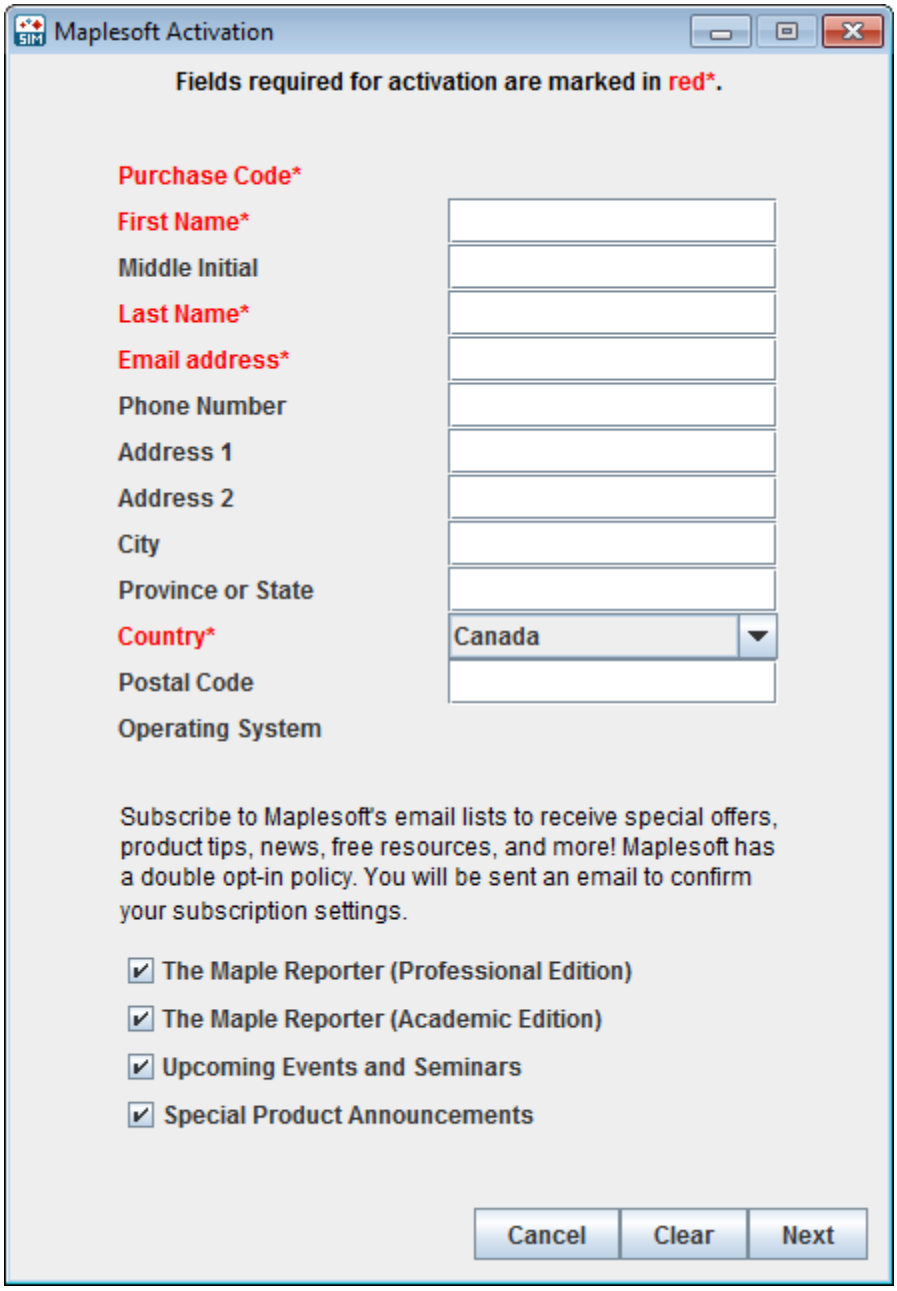
31. Decide if you would like to activate MapleSim Explorer 2017 and all of the relevant add-ons (recommended):



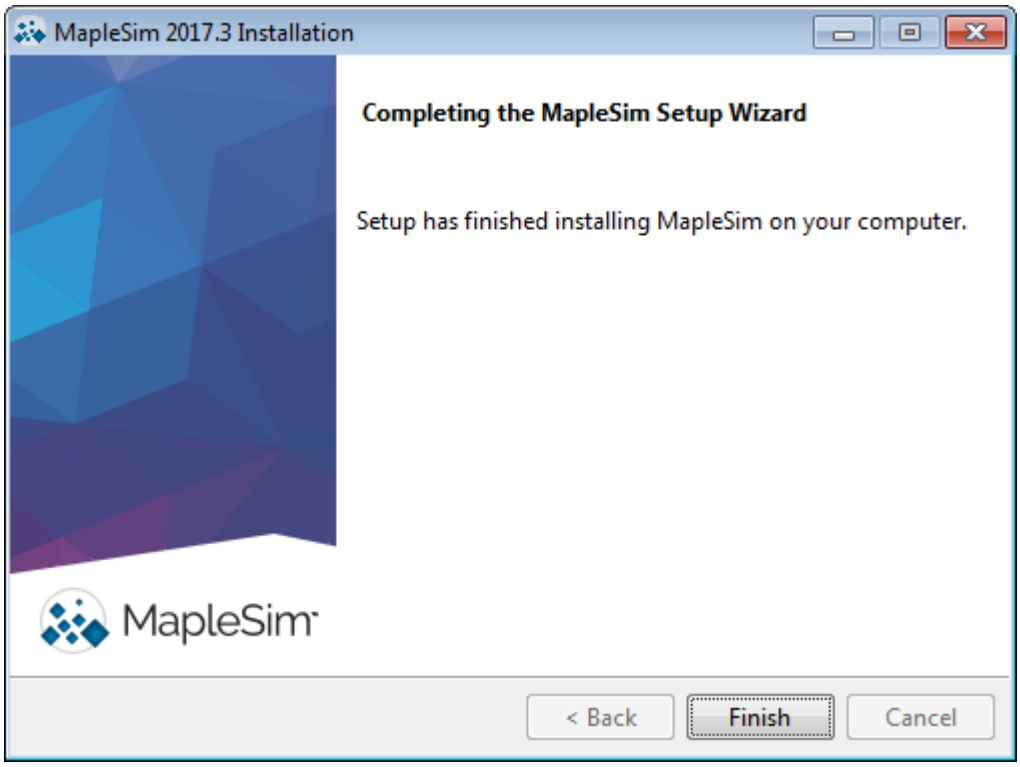
32. MapleSim Explorer 2017 and all the relevant add-ons will be activated:



Fill in the appropriate information for activation:

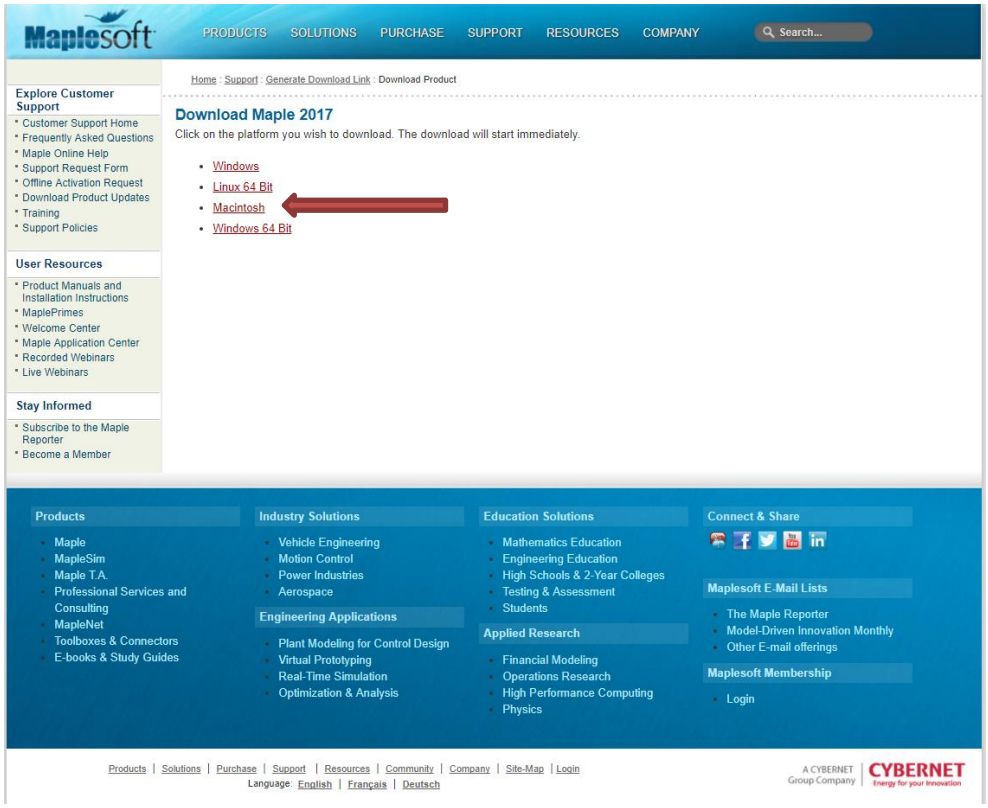


33. Your installation is complete:

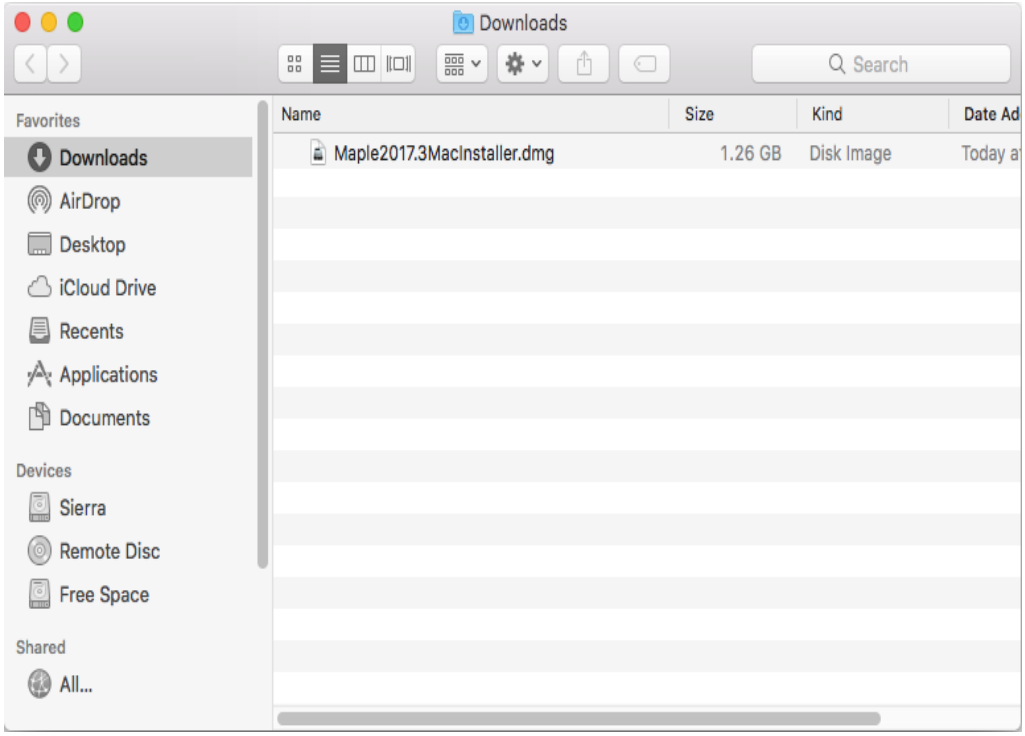


STANDALONE INSTALLATION - MACINTOSH

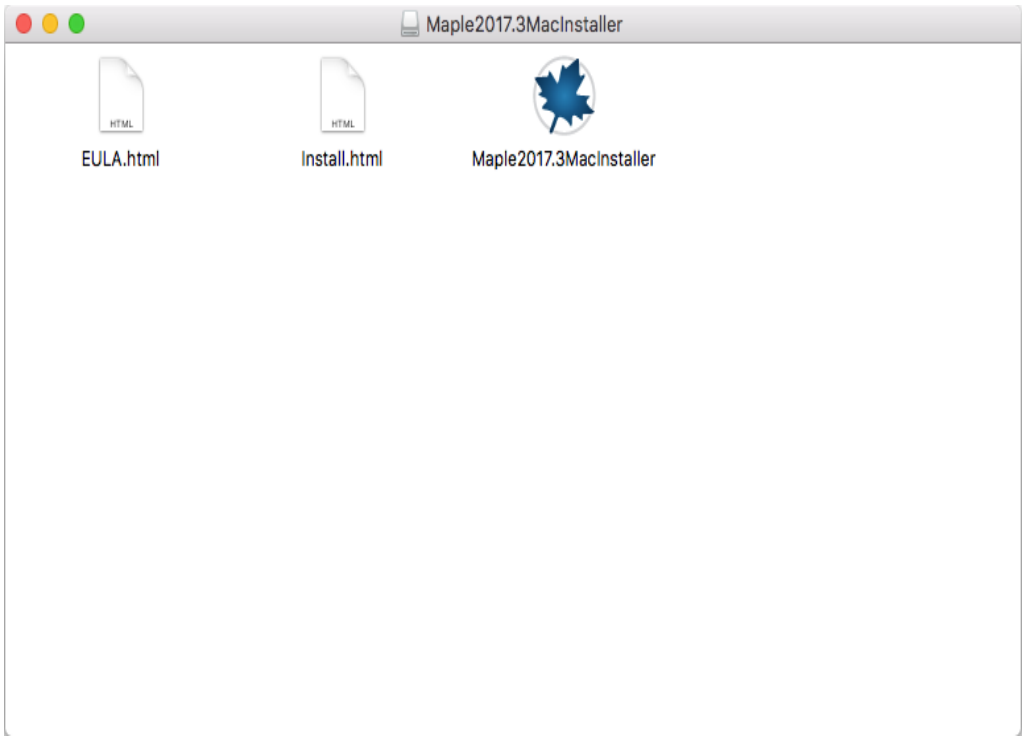
1. Before installing MapleSim Explorer 2017, we are first going to need to install Maple 2017. Click the link we have provided you to download the installer file for Maple. Select “Macintosh”. Save the file:



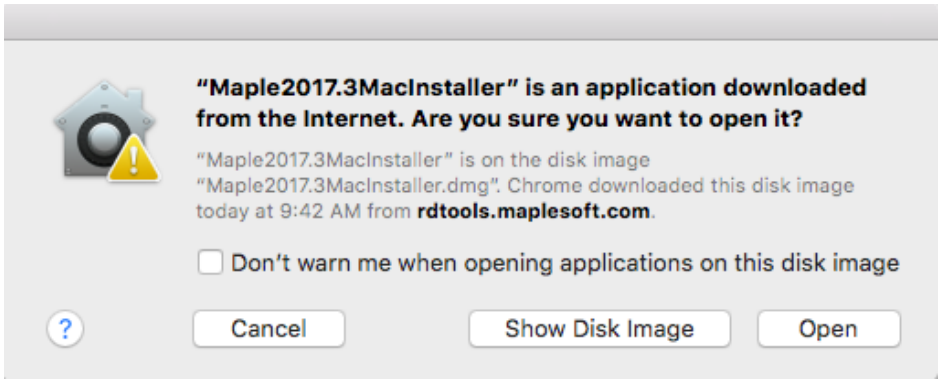
2. Navigate to the installer file. The standard location is your “Downloads” folder:



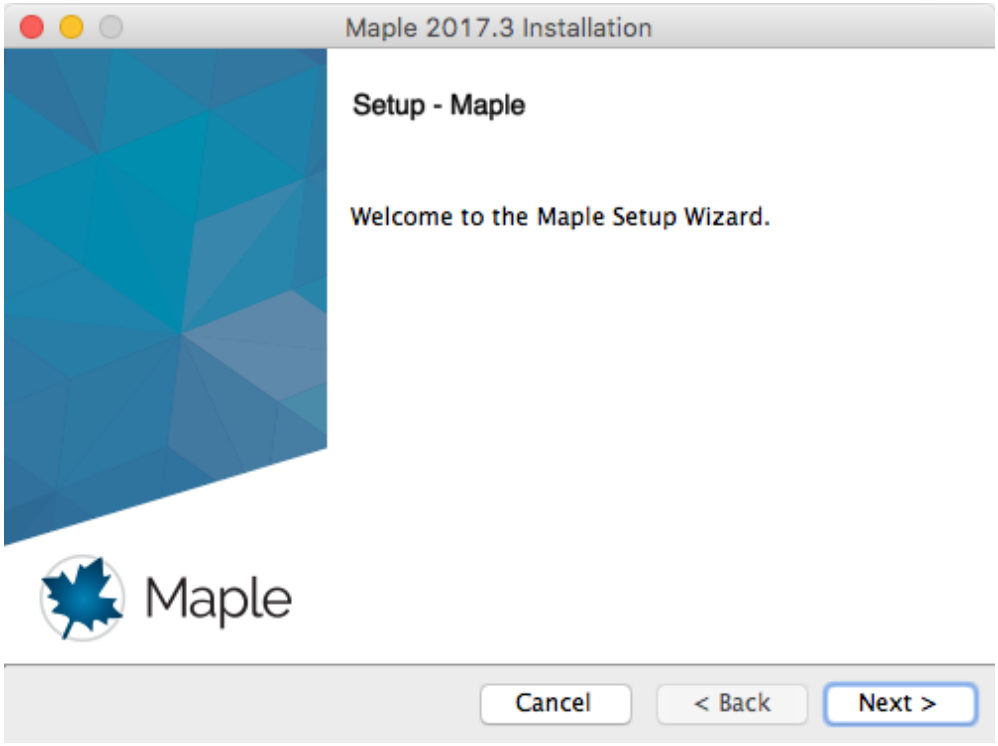
3. Right-click “Maple2017.3MacInstaller.dmg” > “Open”:



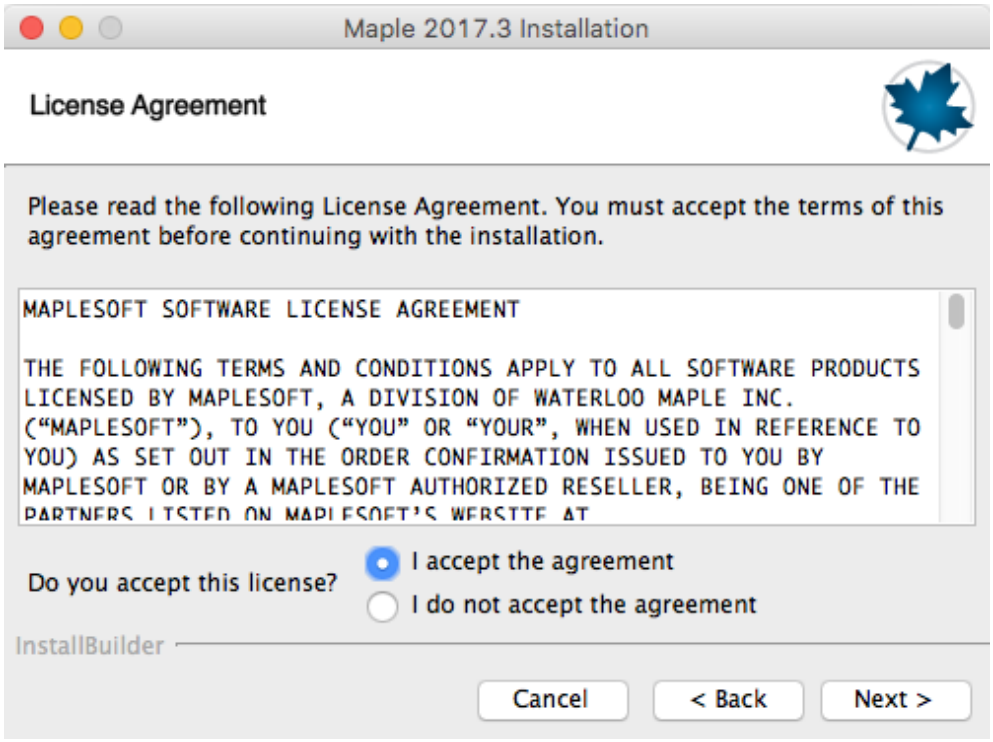
4. Right-click “Maple2017.3MacInstaller” > “Open”. Confirm that you want to open it:



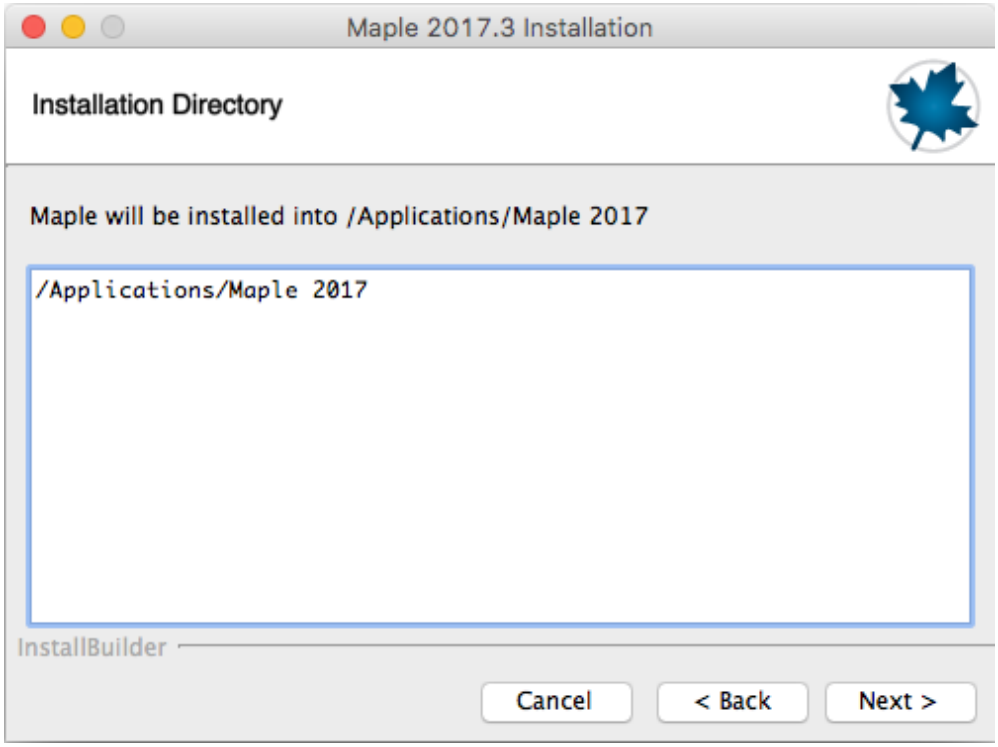
5. The installer will open, click “Next”:



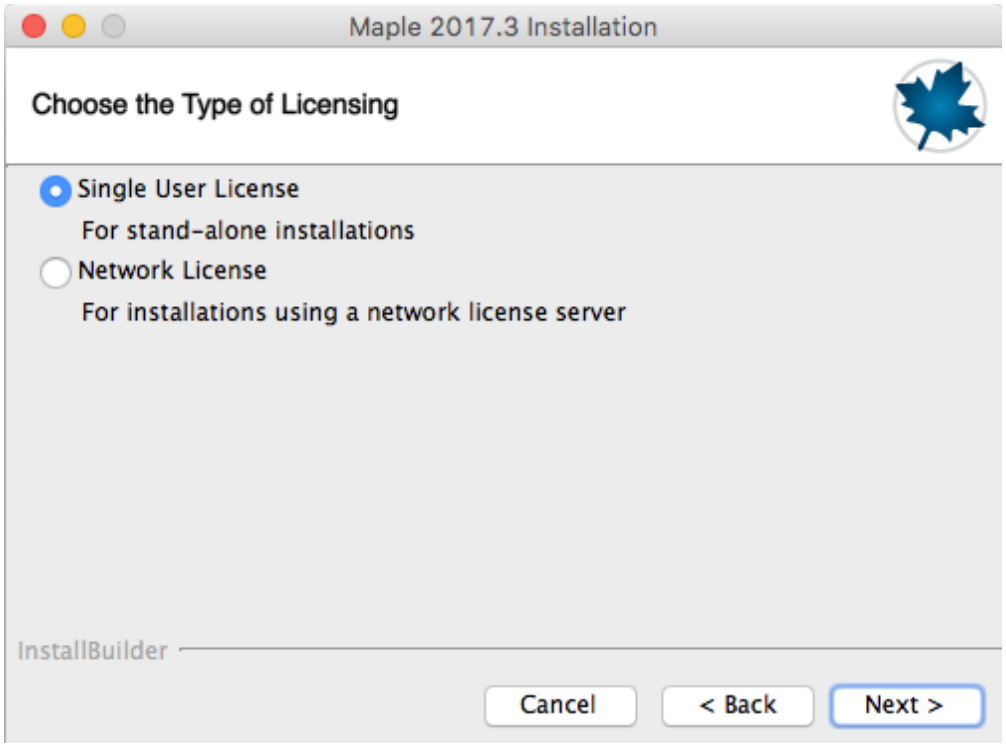
6. Carefully read and accept the license agreement:



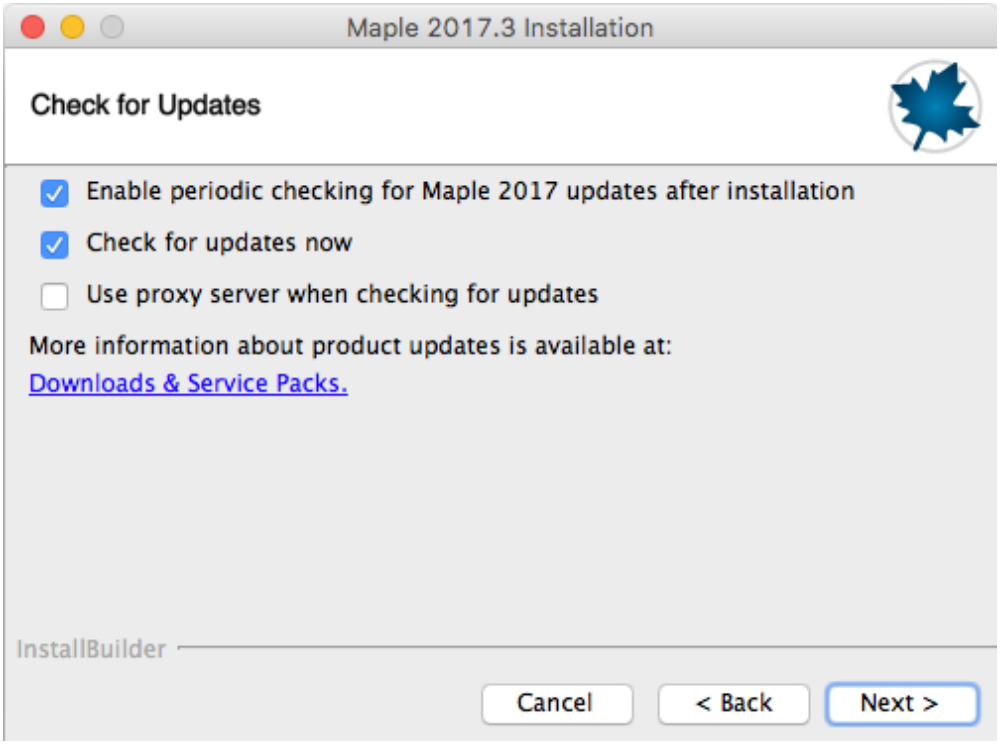
7. Confirm the path that Maple 2017 will install to:



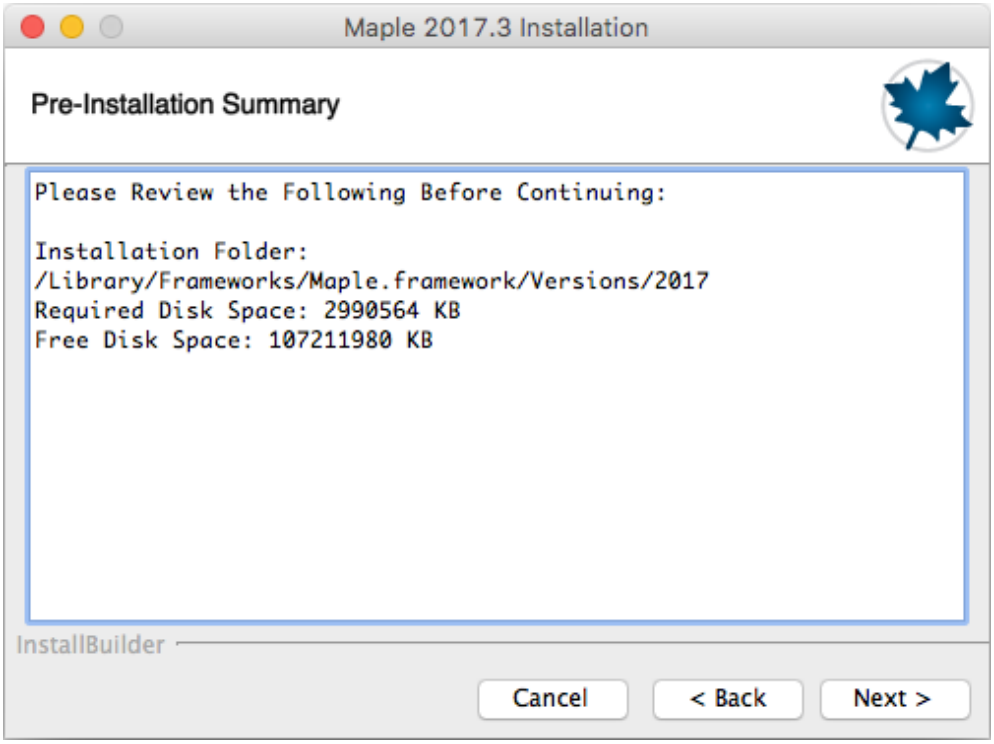
8. Keep “Single User License” selected:



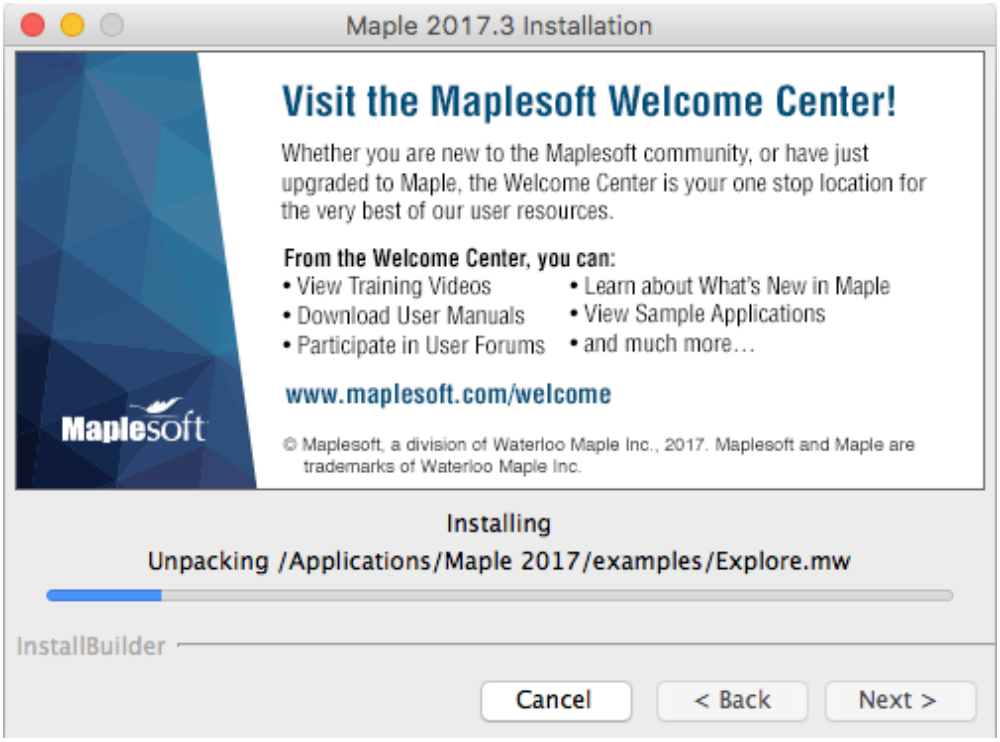
9. Choose whether you would like the installer to check for updates available to your Maple 2017 installation:



10. Review the Pre-Installation Summary:

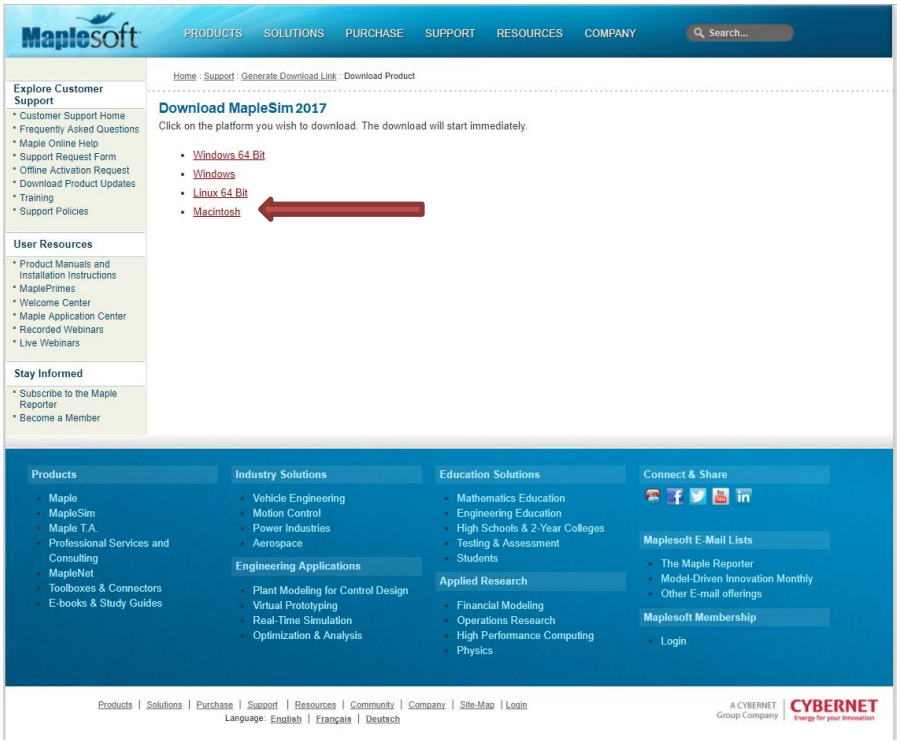


11. Maple 2017 will install on your computer:

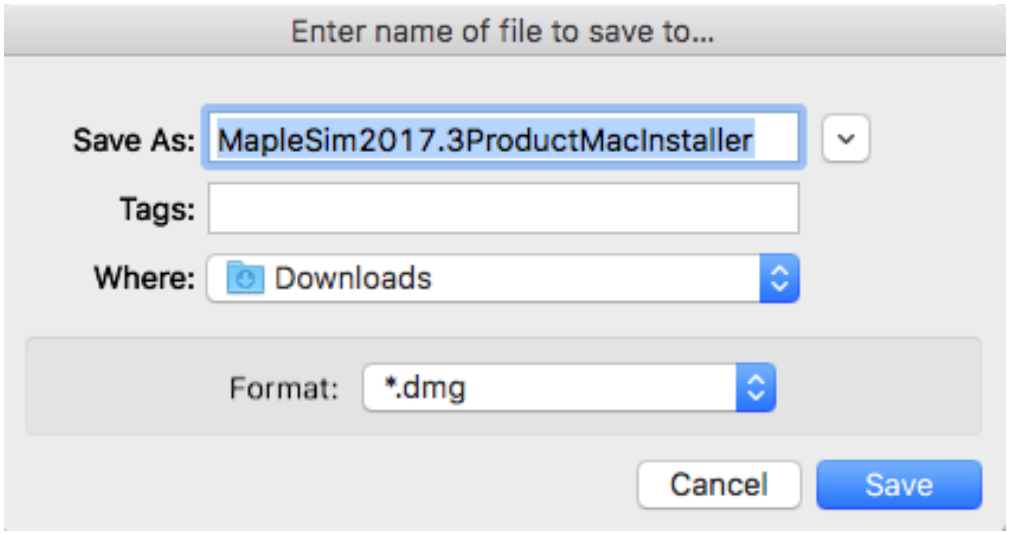


12. Uncheck the box for "Activate Maple 2017 now (requires an Internet connection)". This activation will be taken care of when MapleSim Explorer 2017 is activated. Click "Finish":

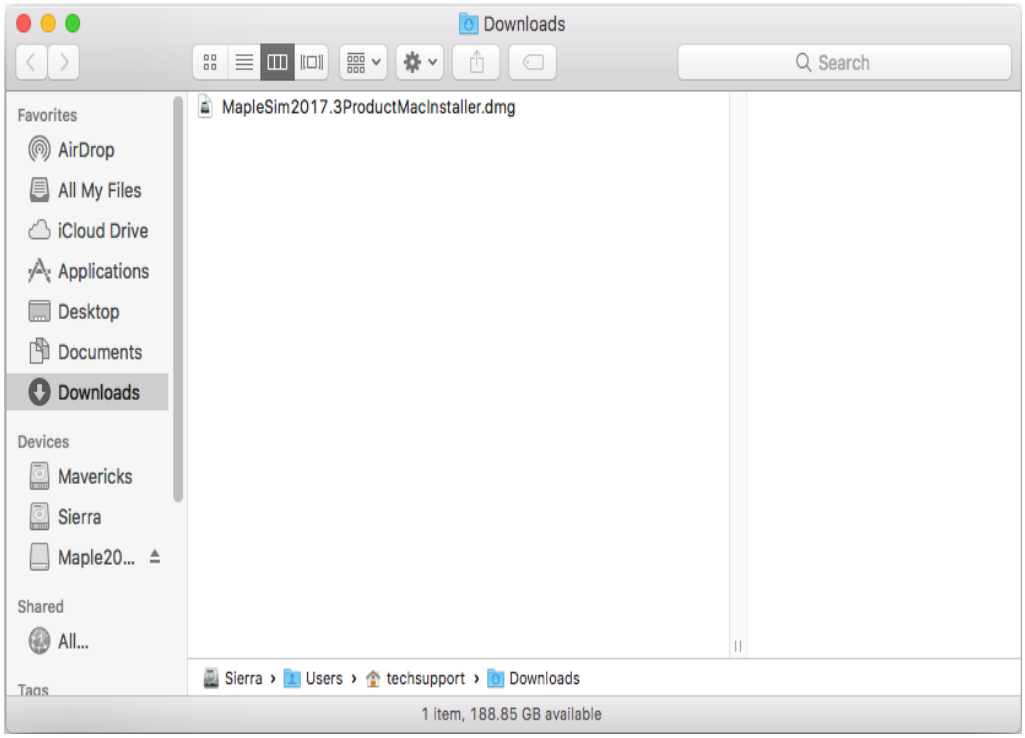
13. Click the link we have provided you to download the installer file for MapleSim Explorer (it is the same installer as MapleSim). Select “Macintosh”:



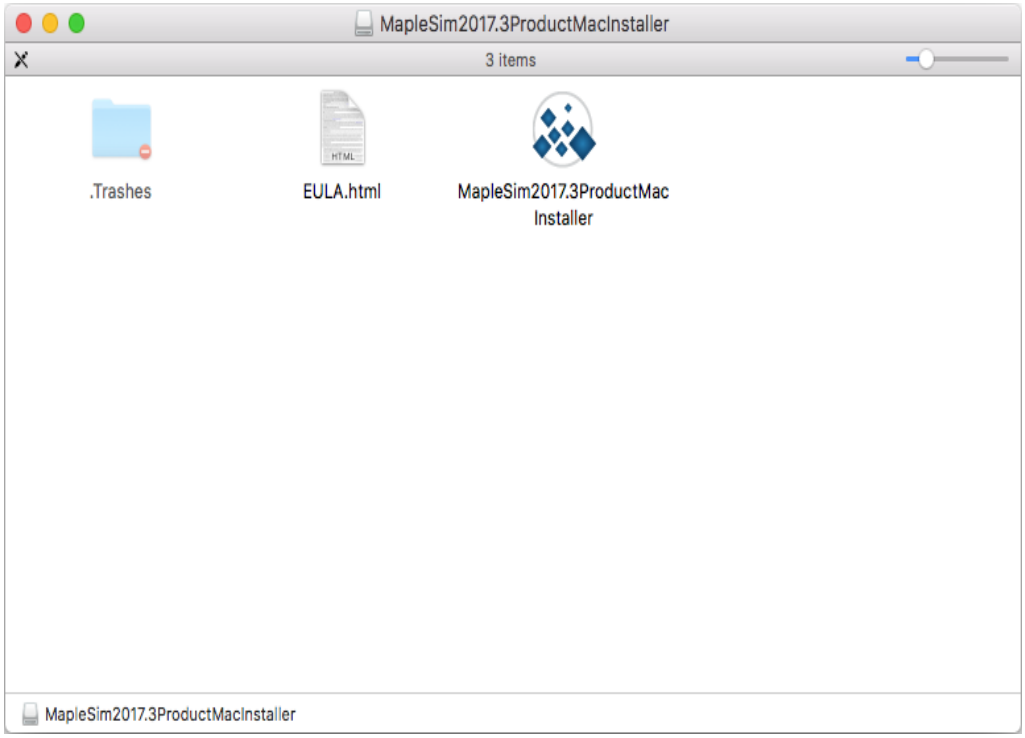
14. Save the file:



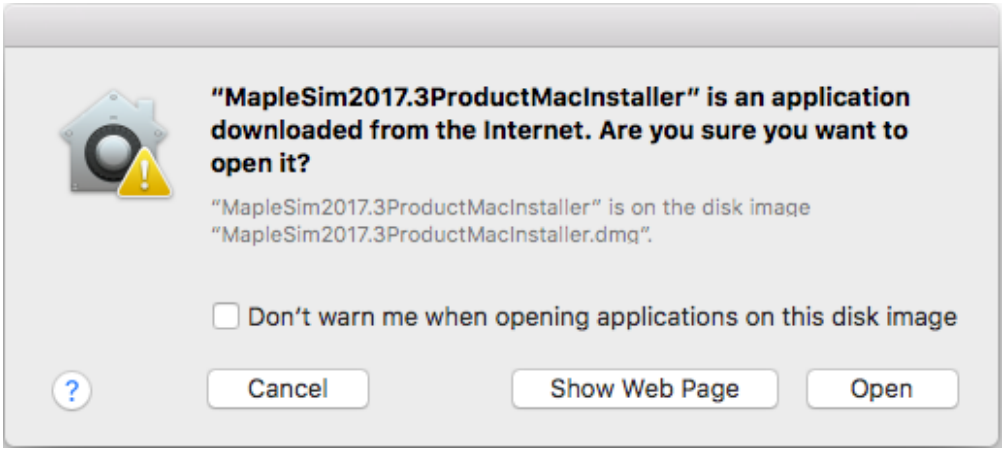
15. Navigate to the installer file. The standard location is your “Downloads” folder:



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

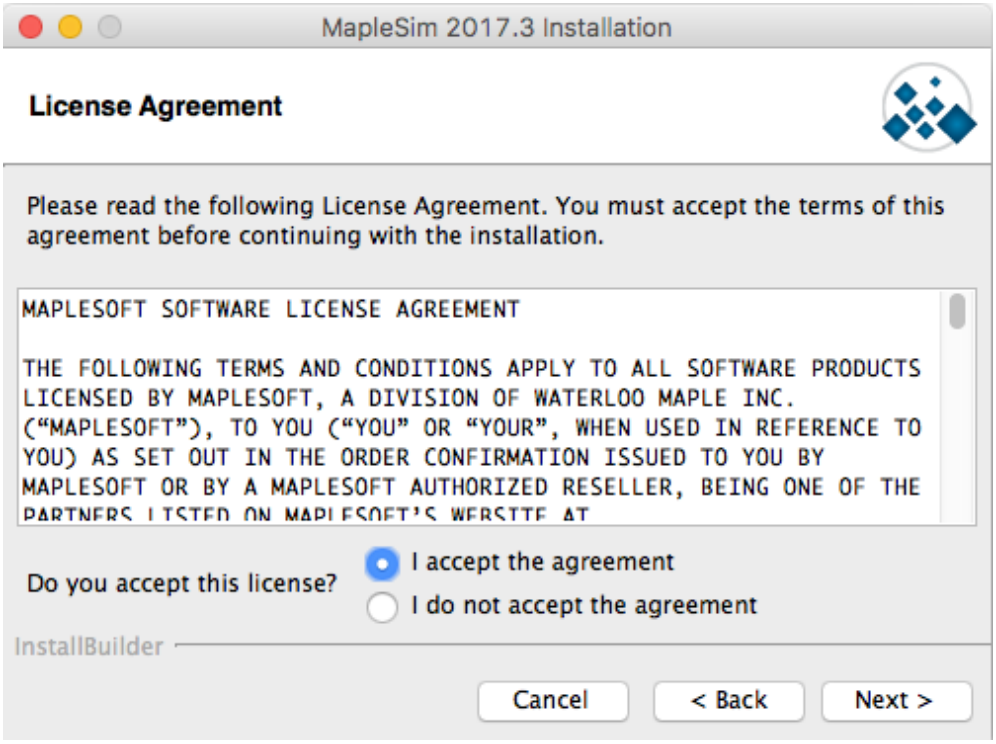


17. Right-click “MapleSim2017.3ProductMacInstaller” > “Open”. Confirm that you want to open it:

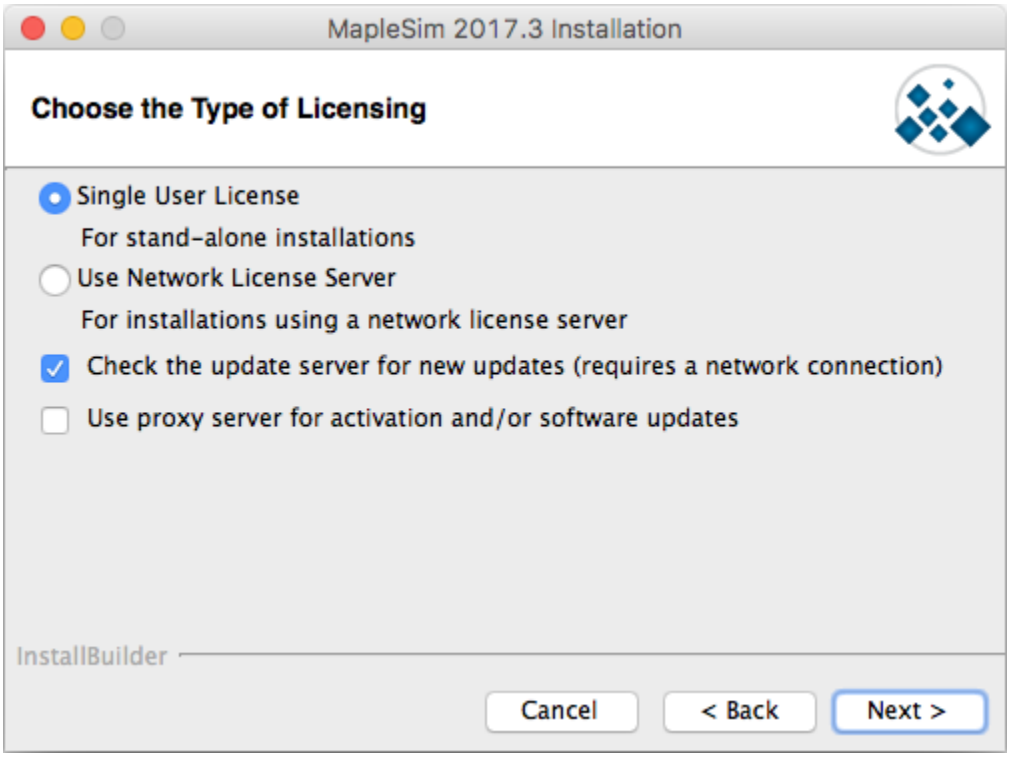


18. The installer will open, click “Next”:

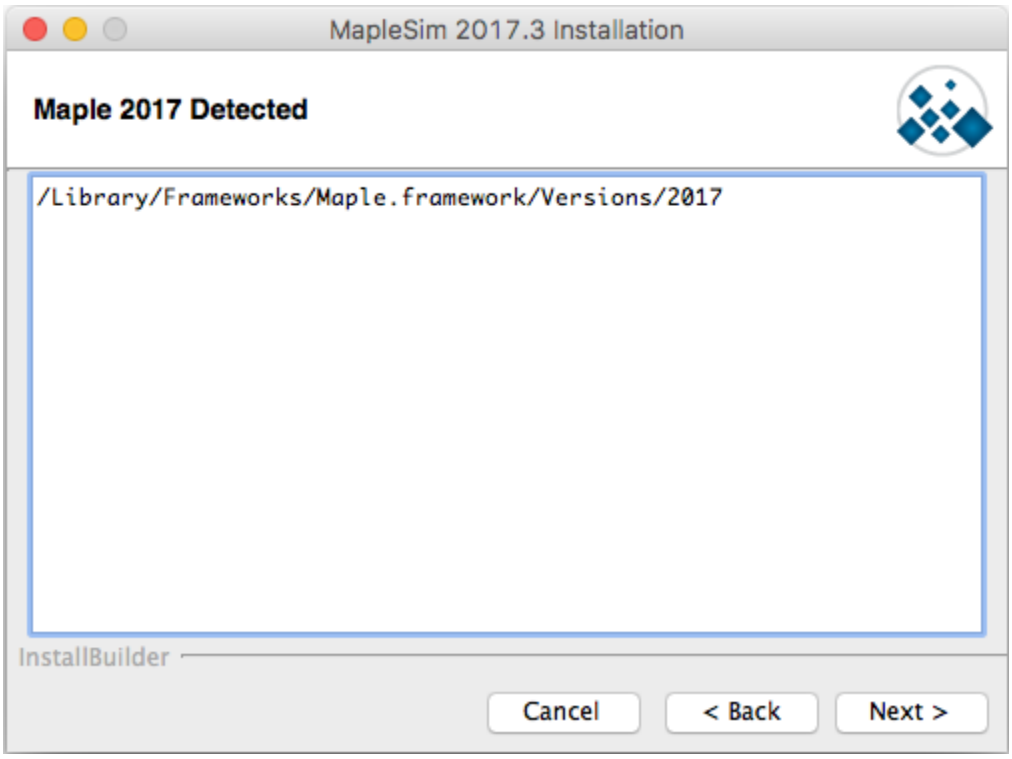
19. Carefully read and accept the license agreement:



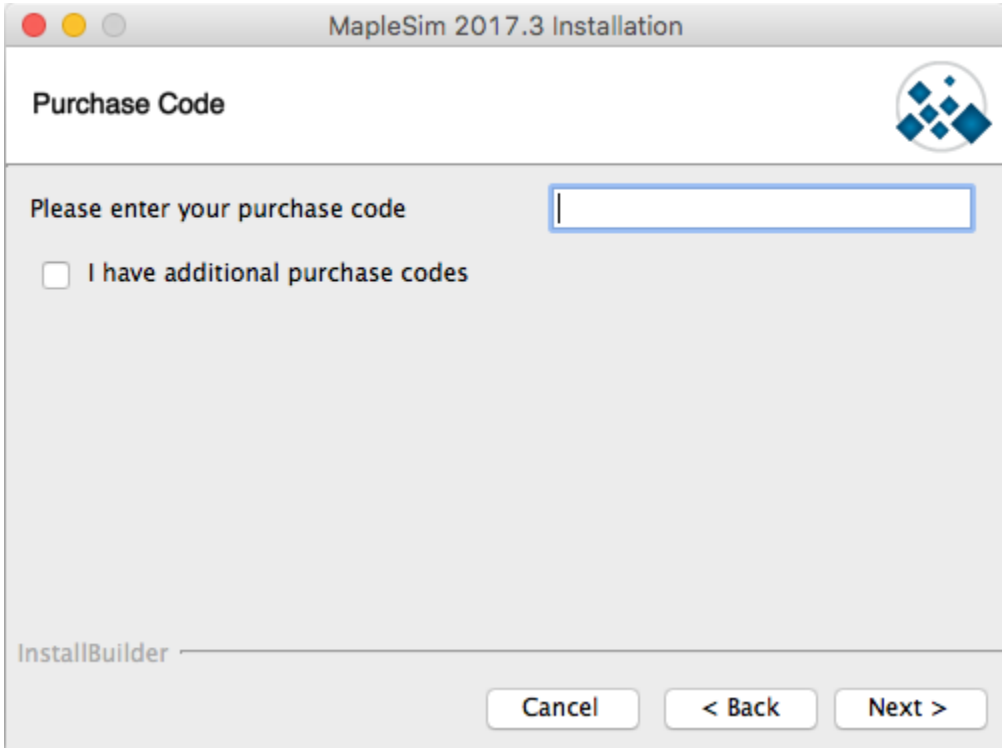
20. Keep "Single User License" selected:



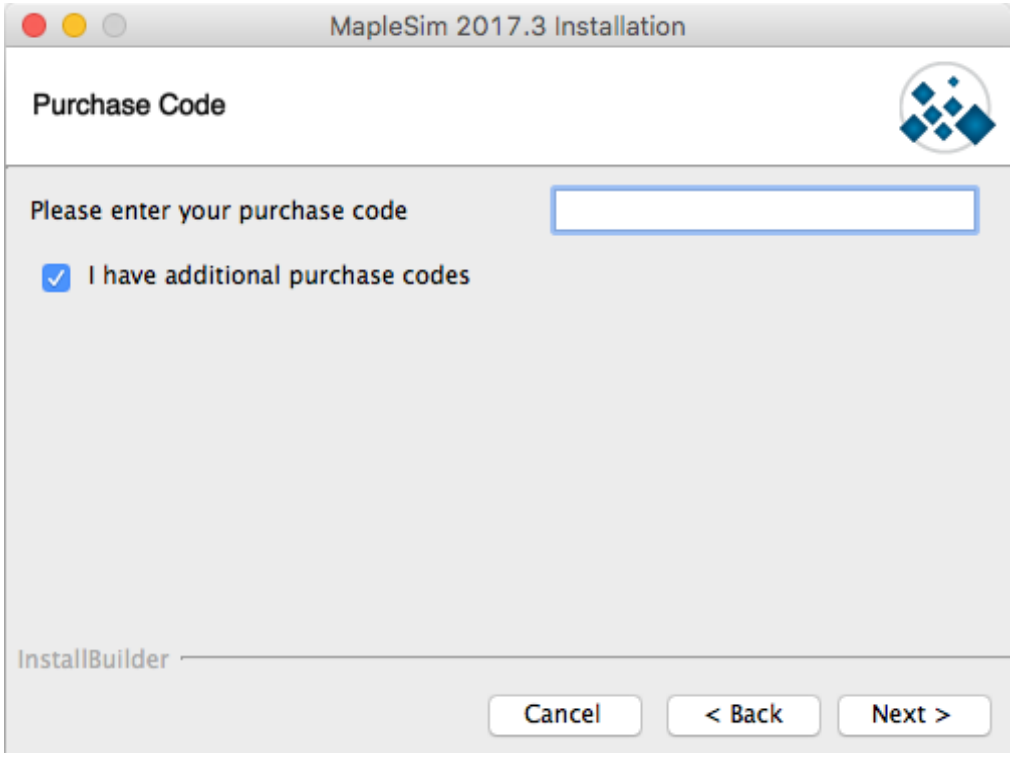
21. Verify the path to your Maple 2017 installation. (Note: If your Maple 2017 installation is not up to date then you will be prompted and should accept an update to Maple):



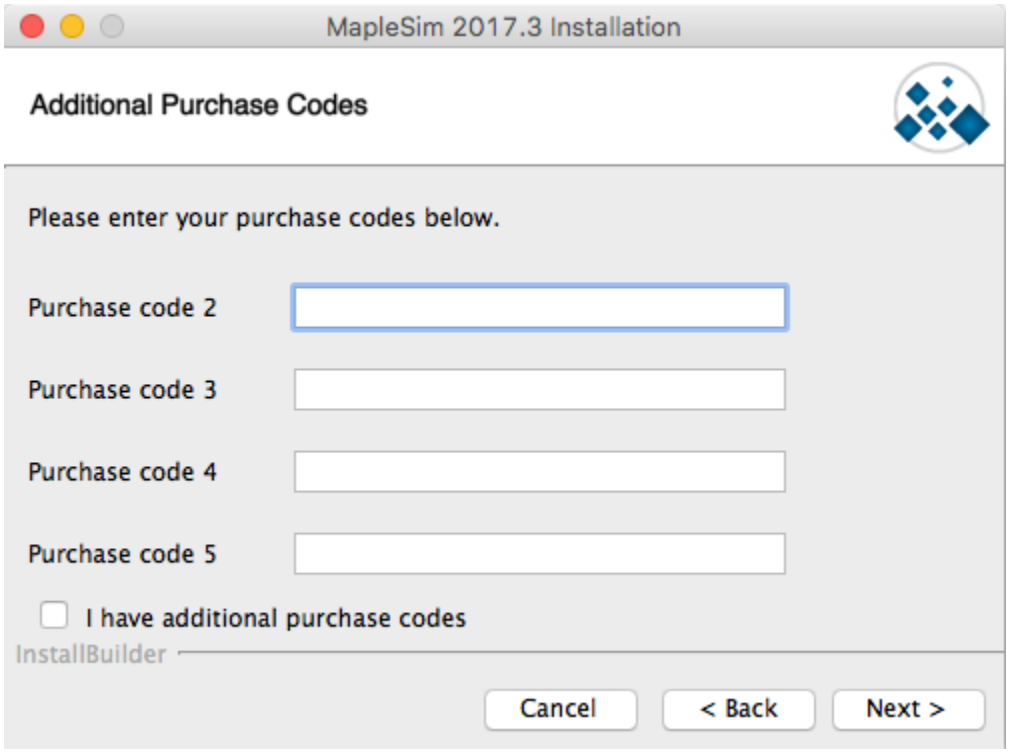
22. Enter your MapleSim Explorer purchase code:



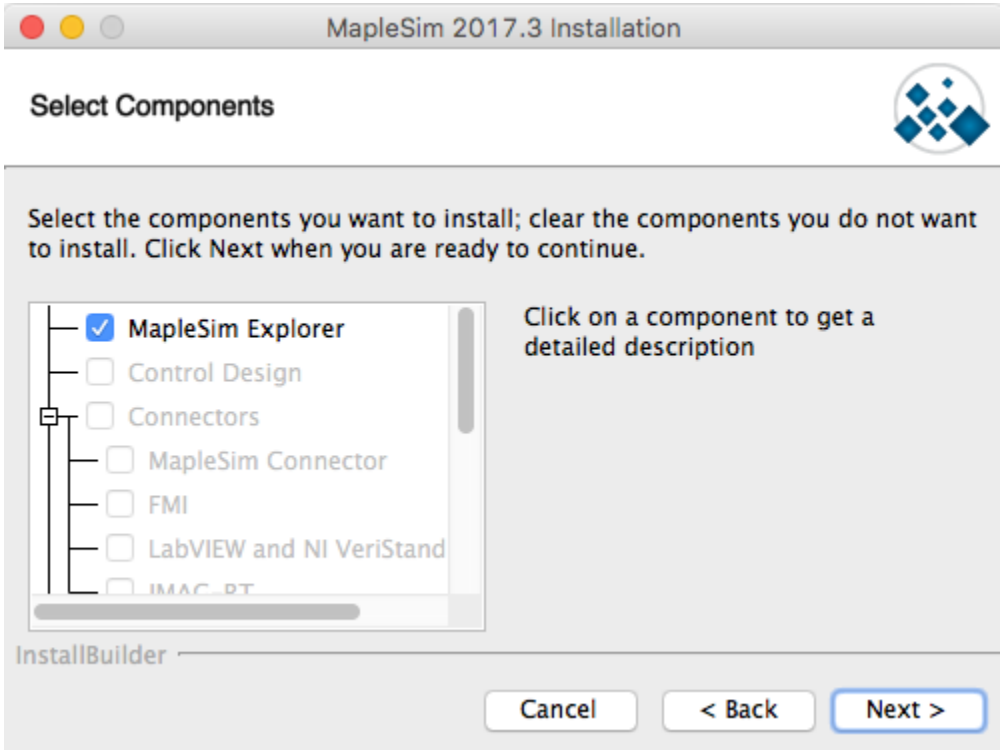
If you have purchased any add-ons check the box for “I have additional purchase codes”:



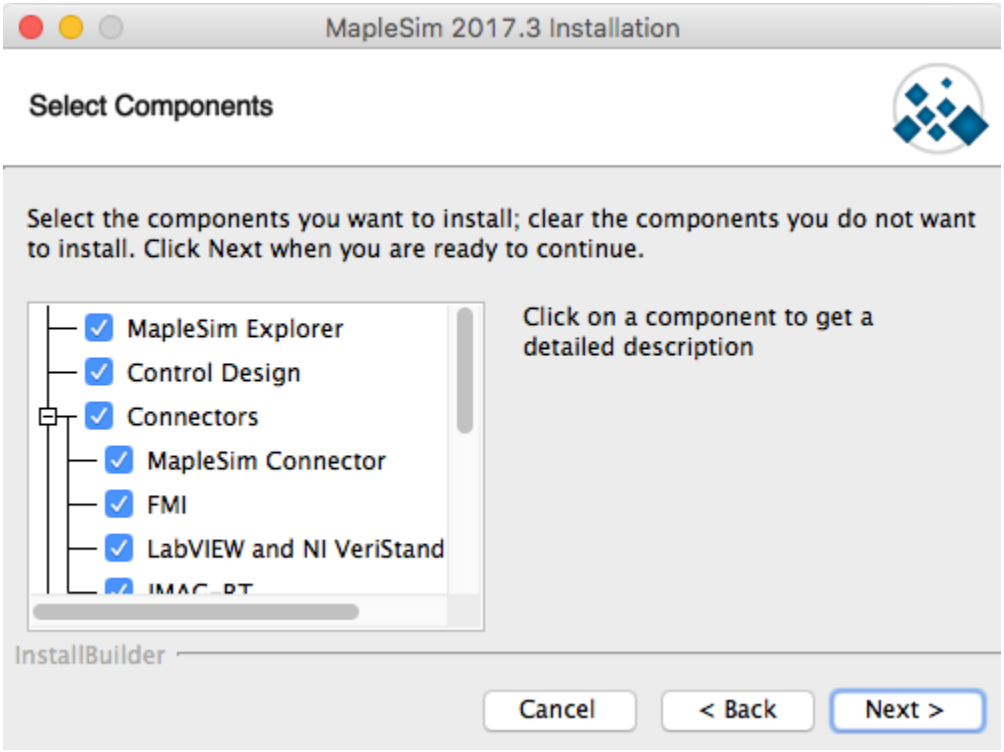
23. If you selected “I have additional purchase codes” and click “Next” then this page will appear and you can input all of the add-on purchase codes that you have:



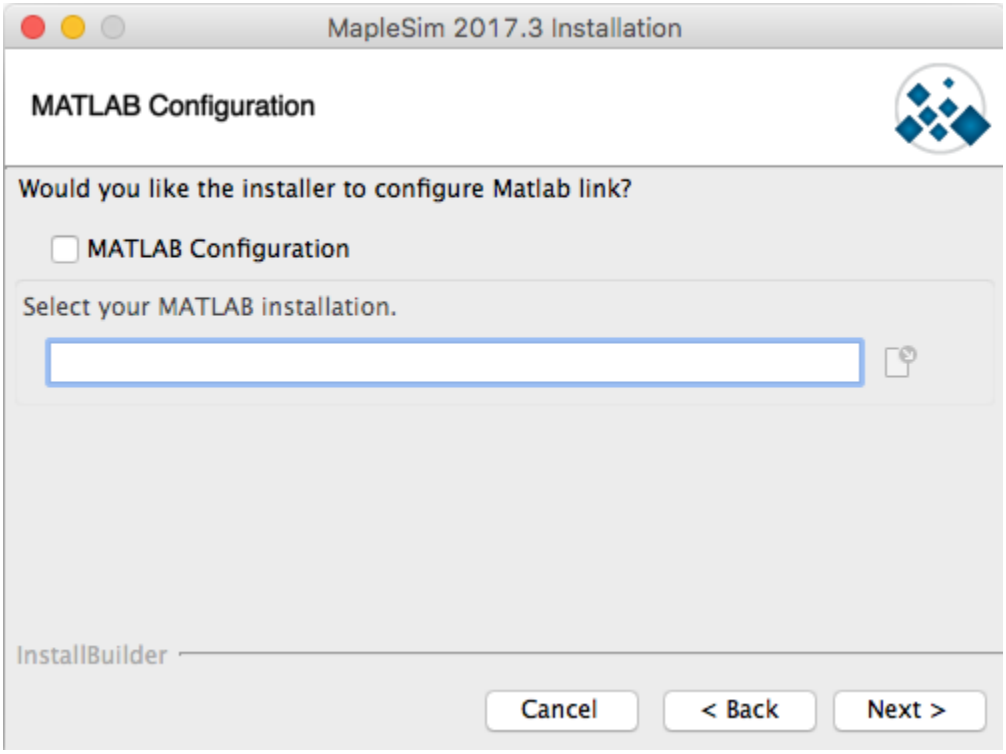
24. If you only input a MapleSim Explorer purchase code and click “Next” then this page will appear to outline the component that will be installed:



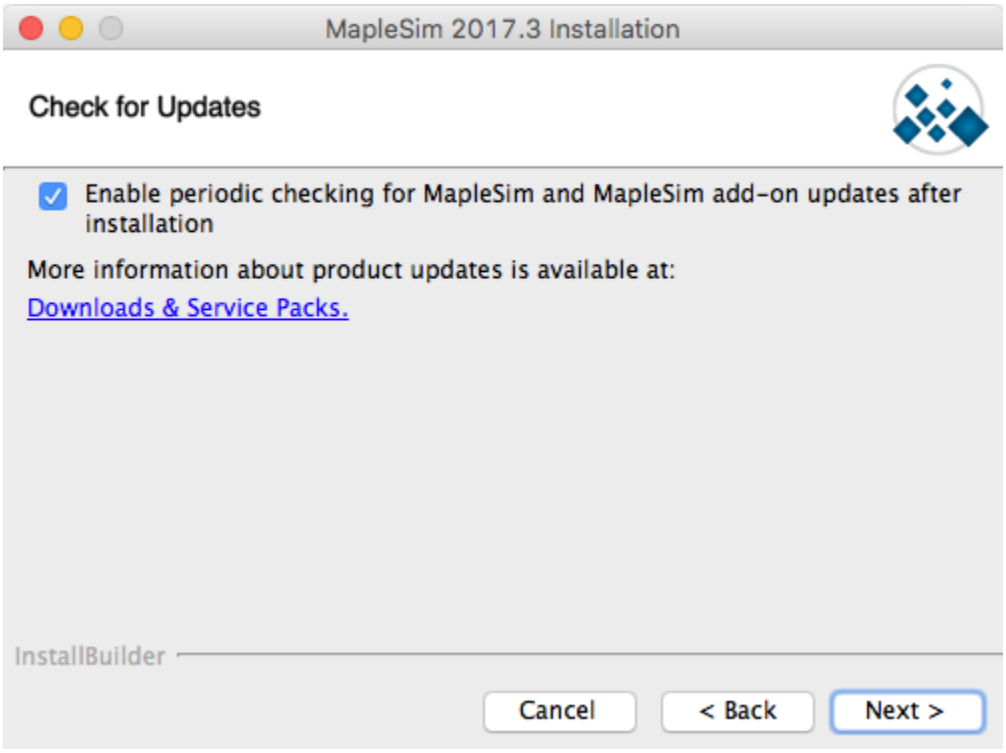
25. If you input additional purchase codes then you will see the page like this with the relevant add-ons being checked to outline the components that will be installed:



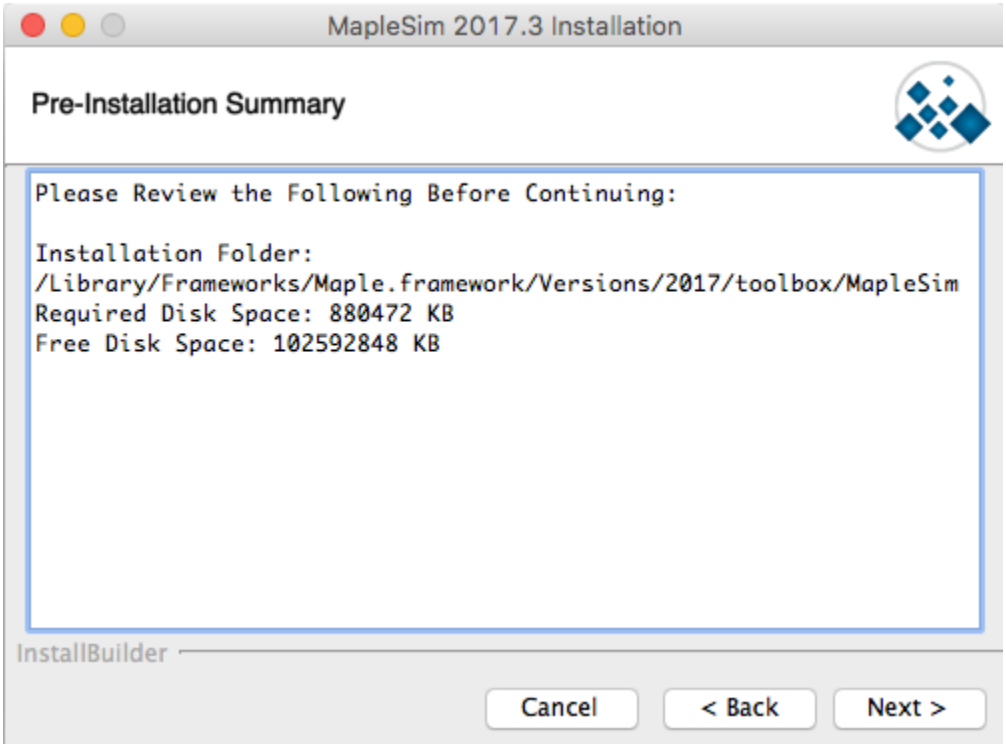
26. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2017 are MATLAB 2017a, 2016b, 2016a:



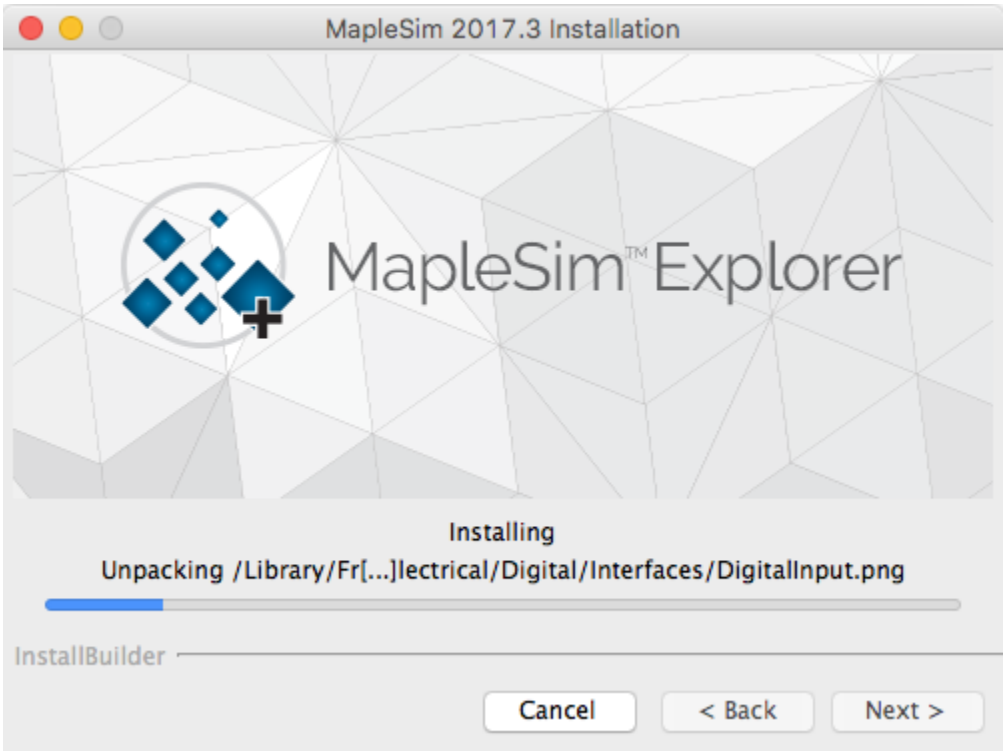
27. Choose whether you would like the periodic checking for updates available for MapleSim Explorer 2017:



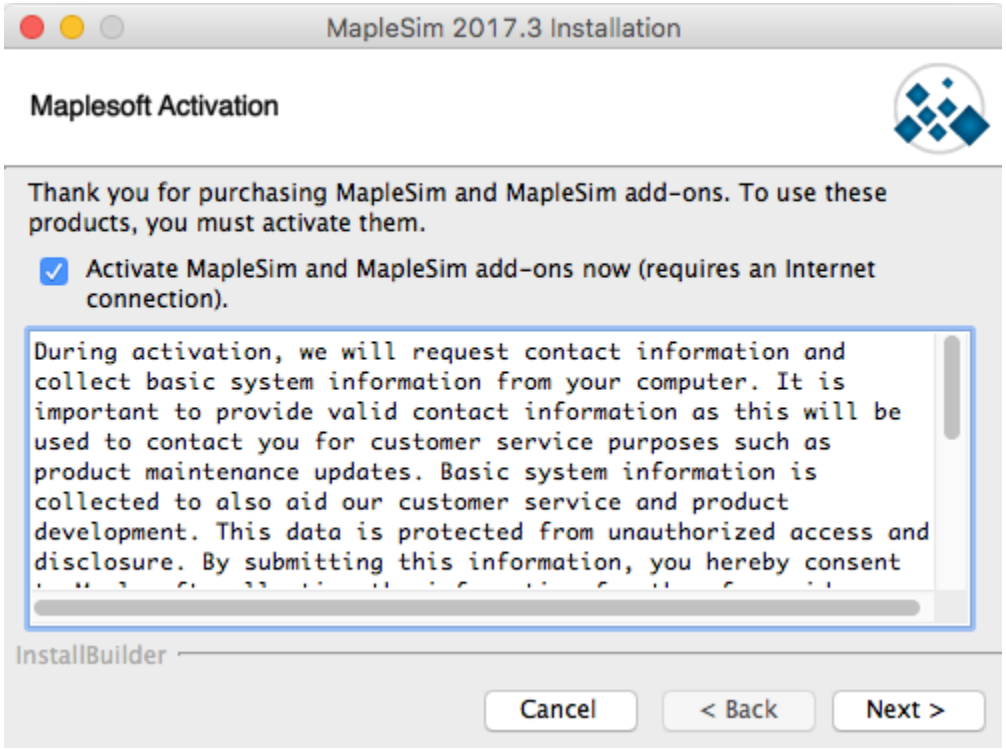
28. Review the Pre-Installation Summary:



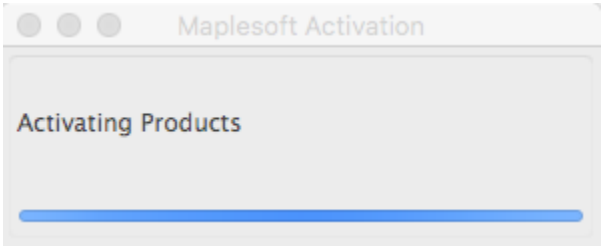
29. MapleSim Explorer 2017 and all of the relevant add-ons will install to your computer:



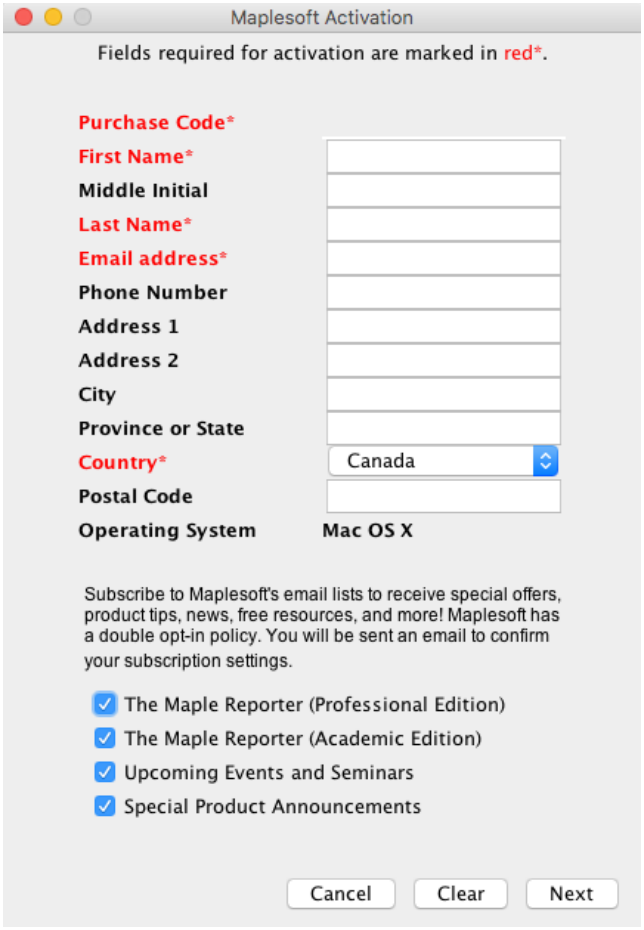
30. Decide if you would like to activate MapleSim Explorer 2017 and all of the relevant add-ons (recommended):



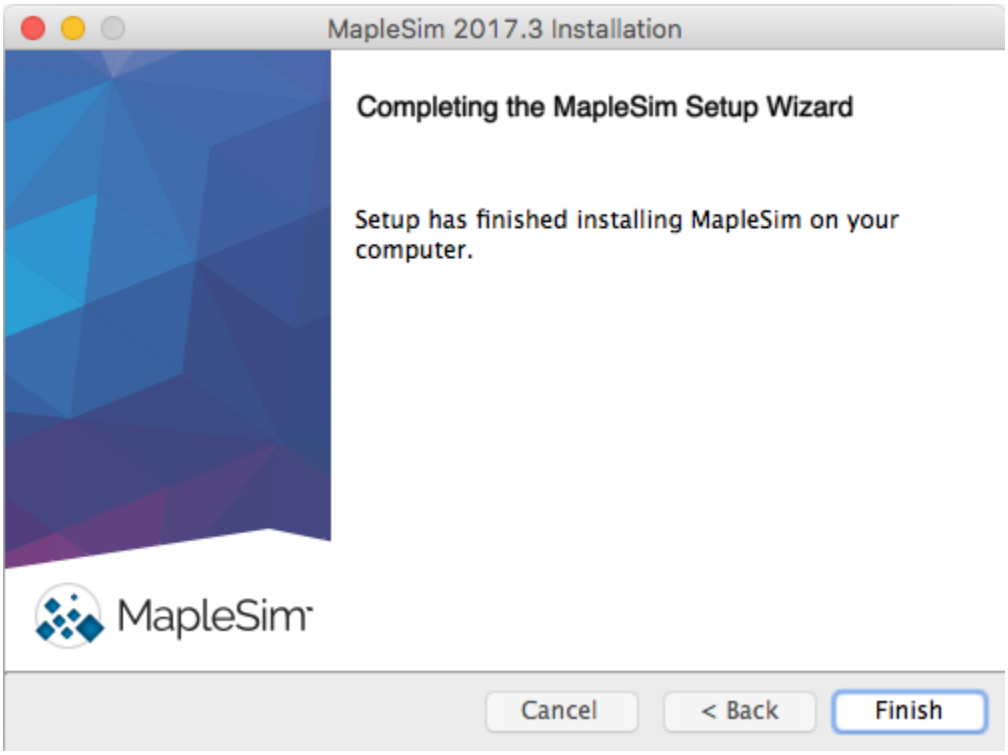
31. MapleSim Explorer 2017 and all the relevant add-ons will be activated:



Fill in the appropriate information for activation:

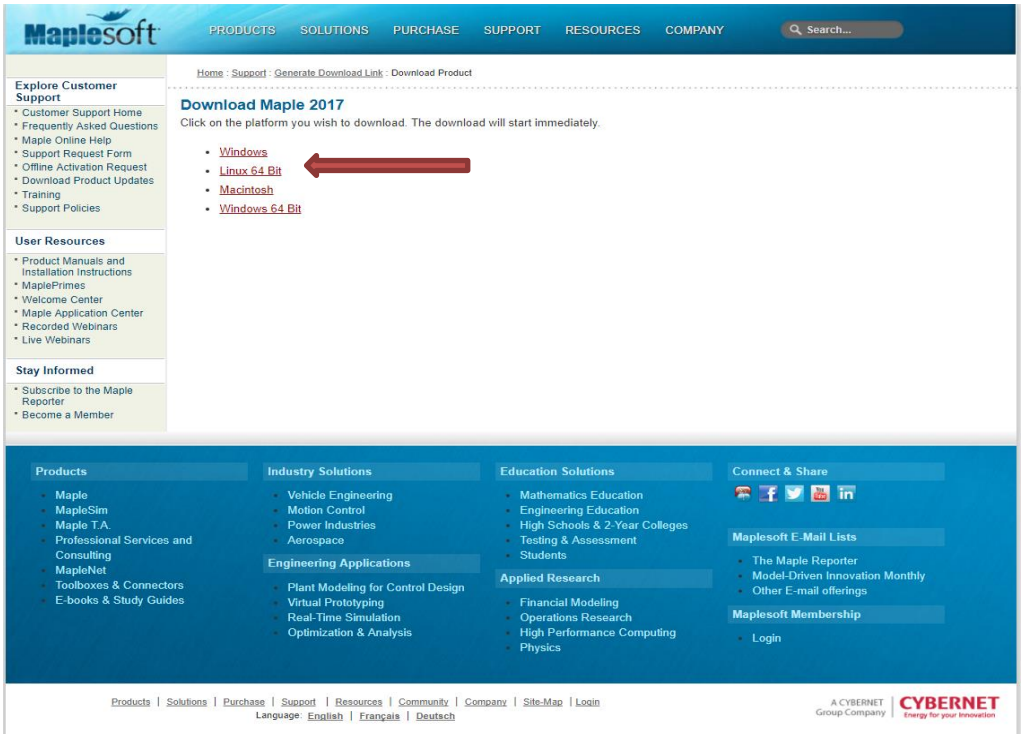


32. Your installation is complete:

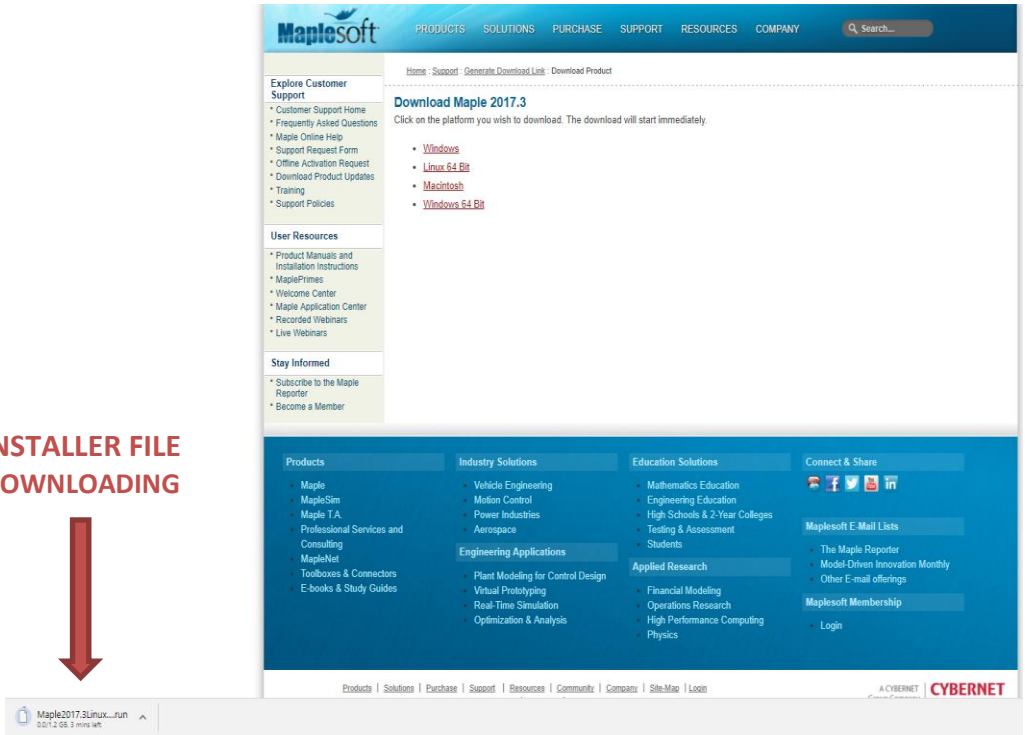


STANDALONE INSTALLATION - LINUX

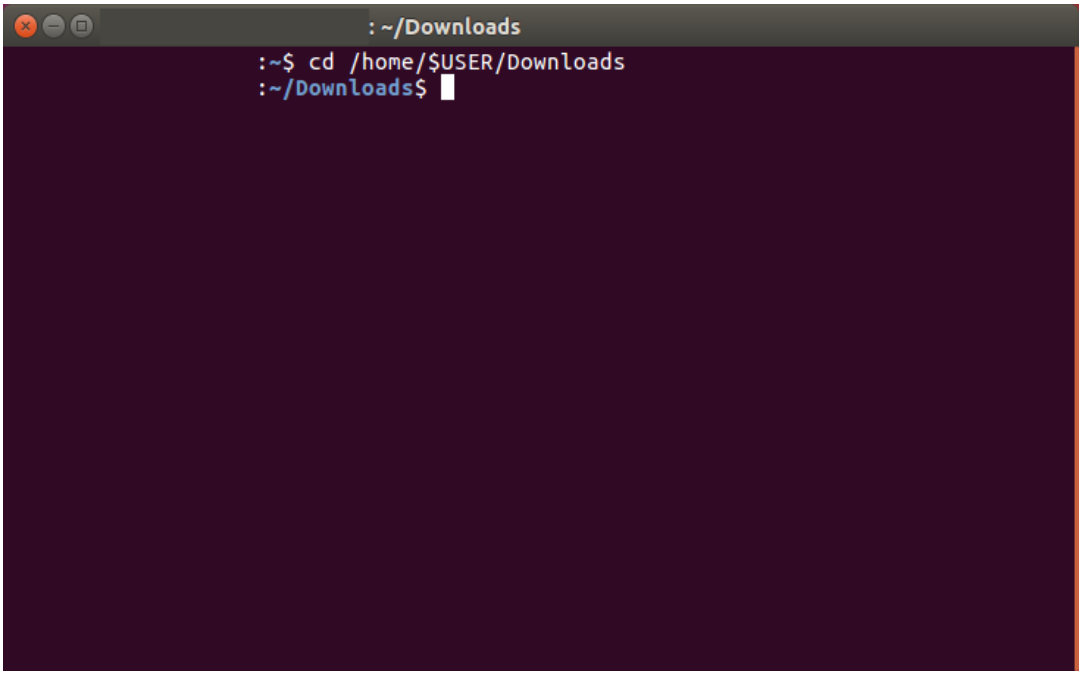
1. Before installing MapleSim Explorer 2017, we are first going to need to install Maple 2017. Click the link we have provided you to download the installer file for Maple. Select “Linux 64 Bit”. Save the file:



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



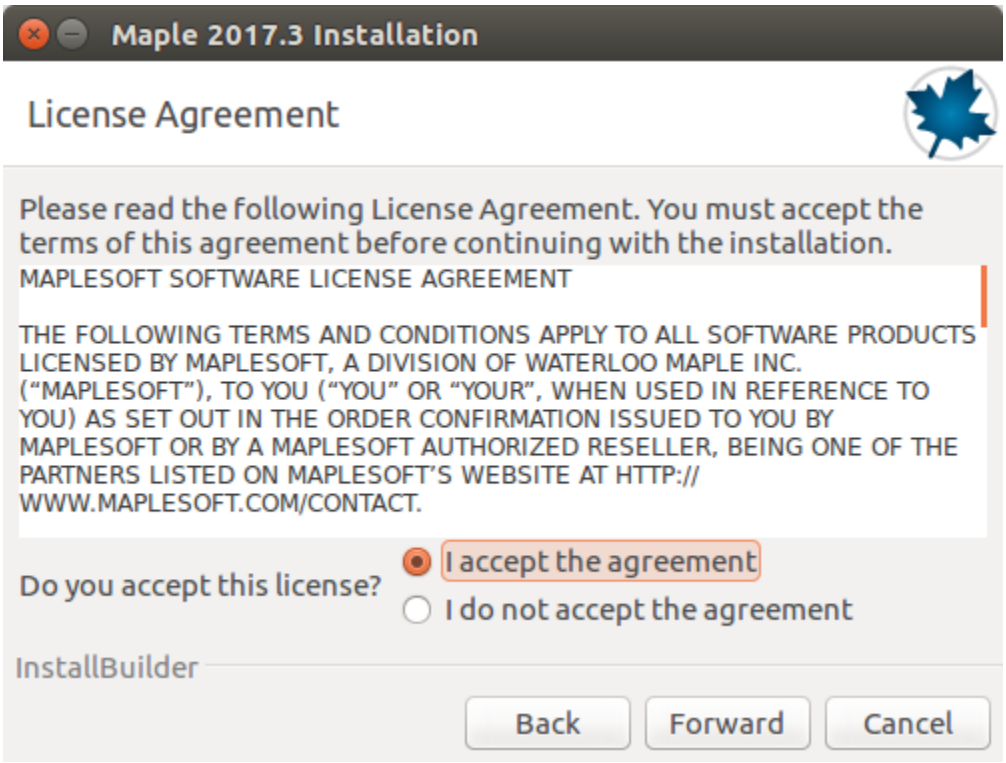
3. Once the installer file has downloaded, open up the Terminal. Change the directory to where the installation file was downloaded to. The default is `/home/$USER/Downloads`:



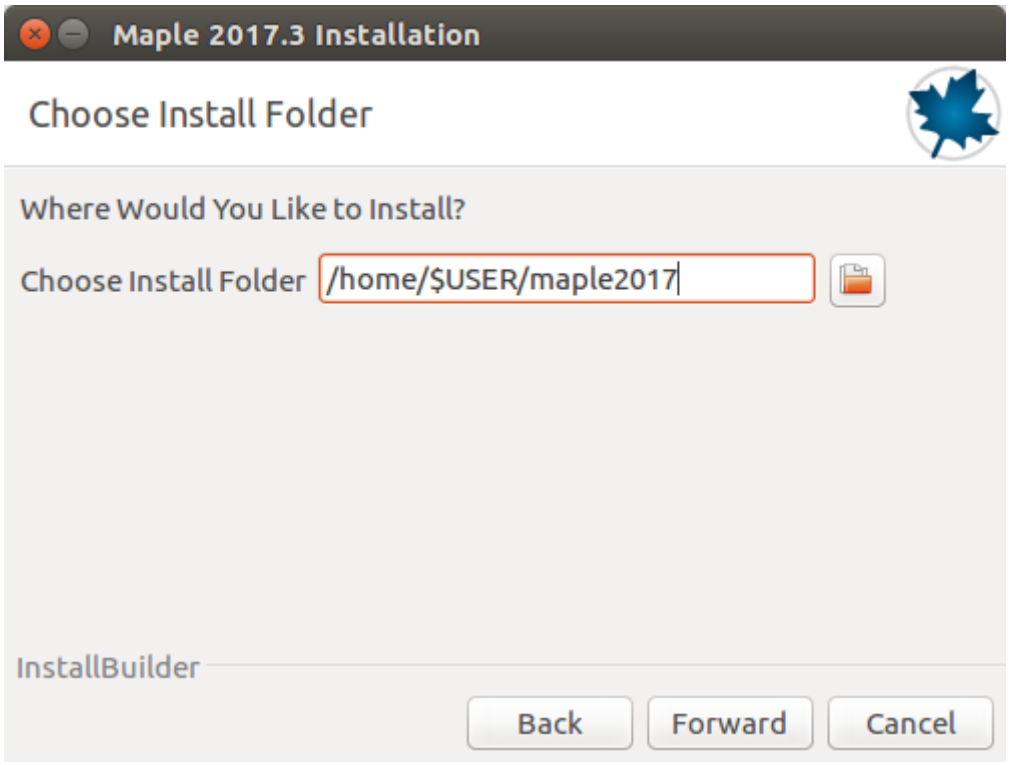
4. Use "`chmod +x`" to change access permissions to the Maple installer file. Then, run the file:

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

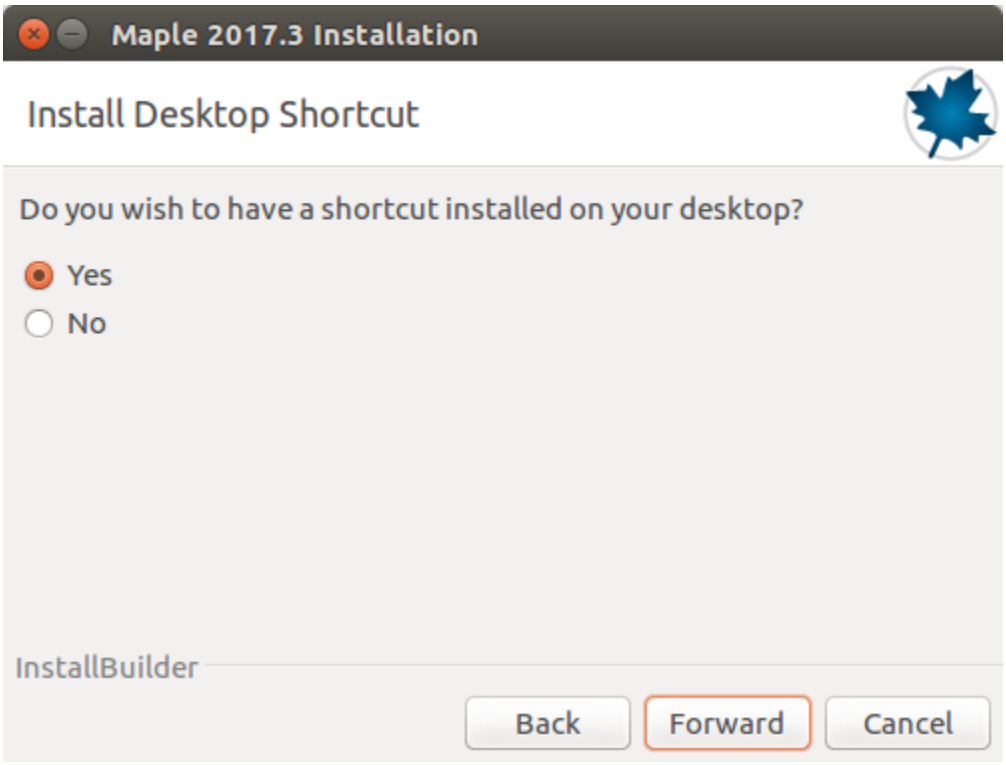
6. Carefully read and accept the license agreement:



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



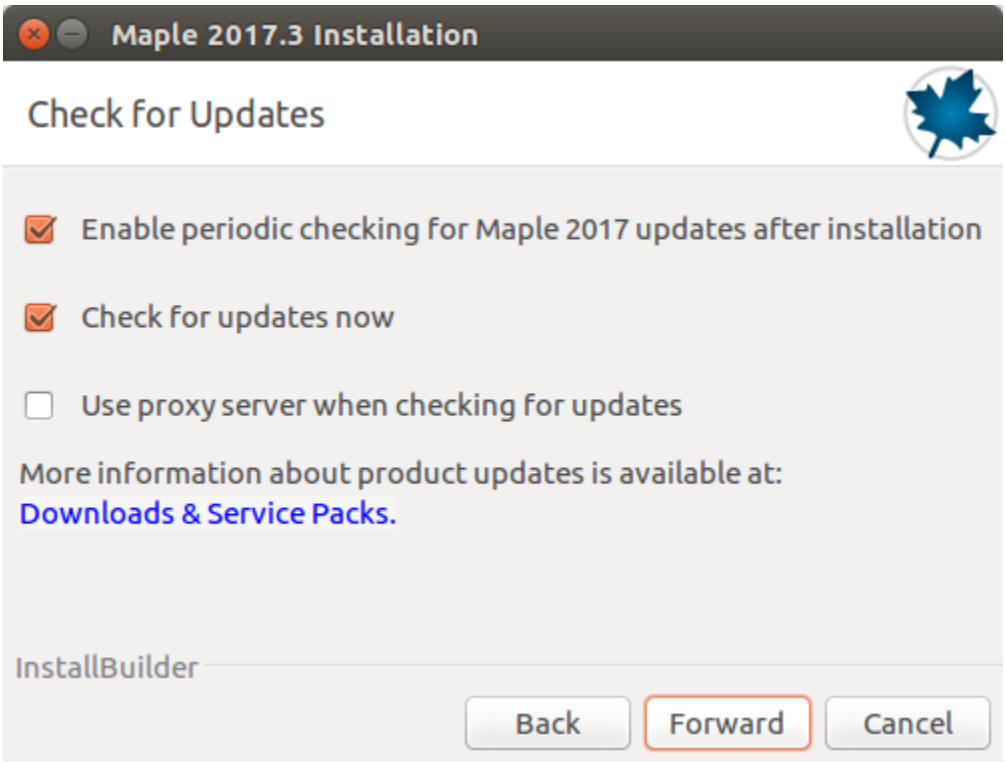
8. Choose whether or not you would like to have a desktop shortcut:



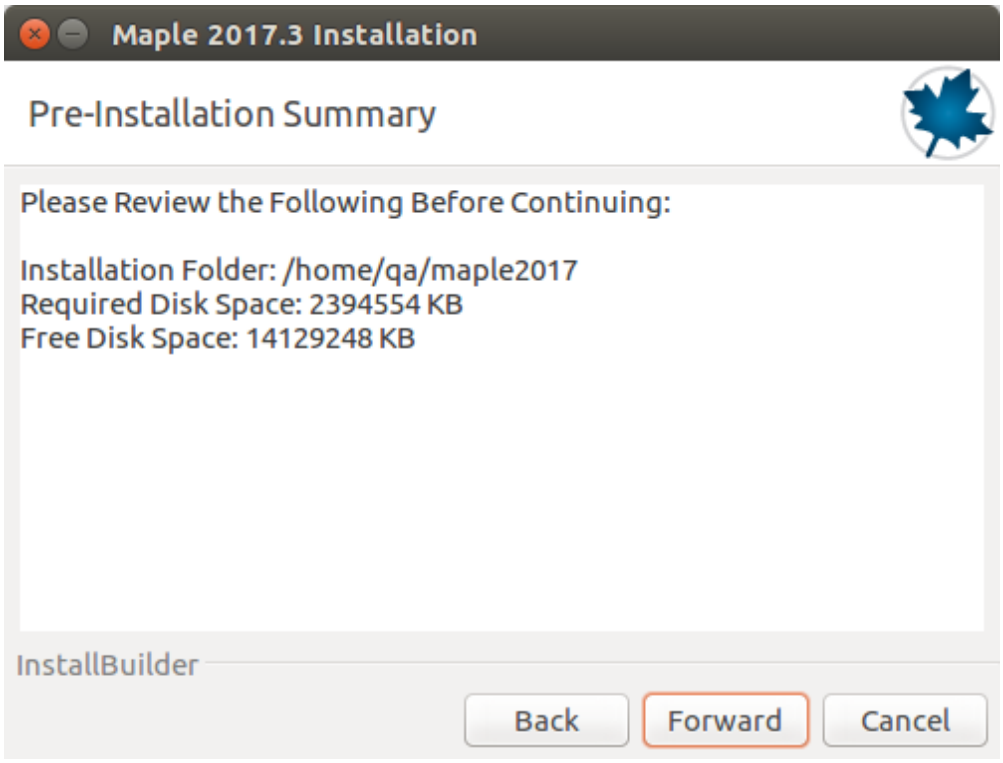
9. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2017 are MATLAB 2017a, 2016b, 2016a:

10. Keep “Single User License” selected:

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

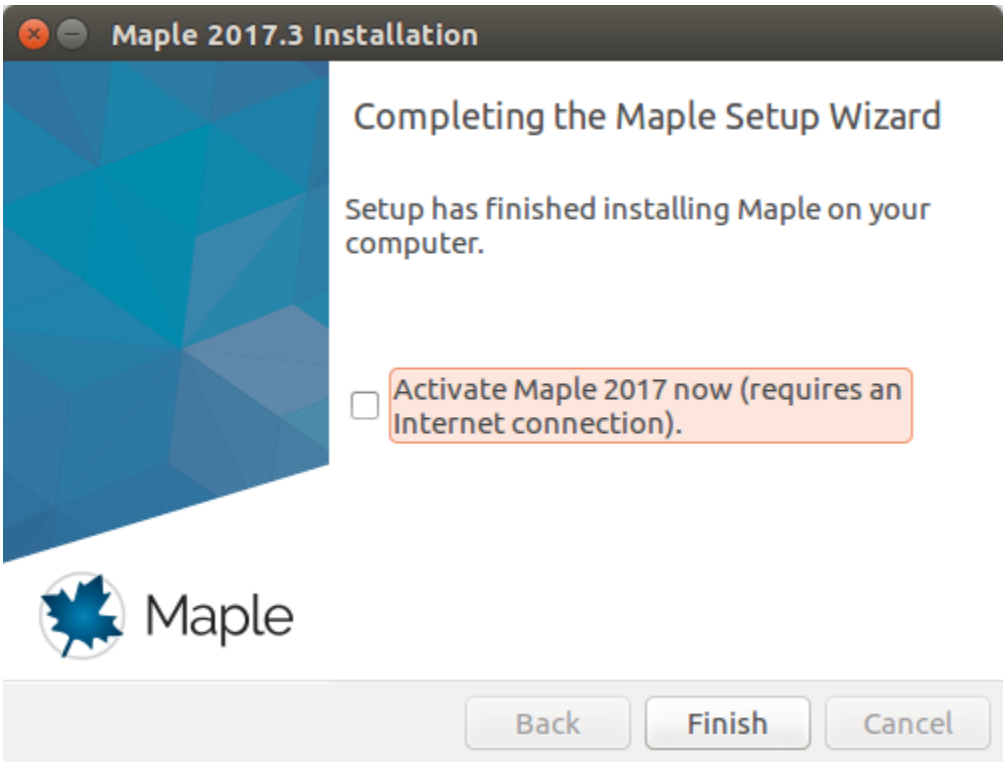


12. Review the Pre-Installation Summary:

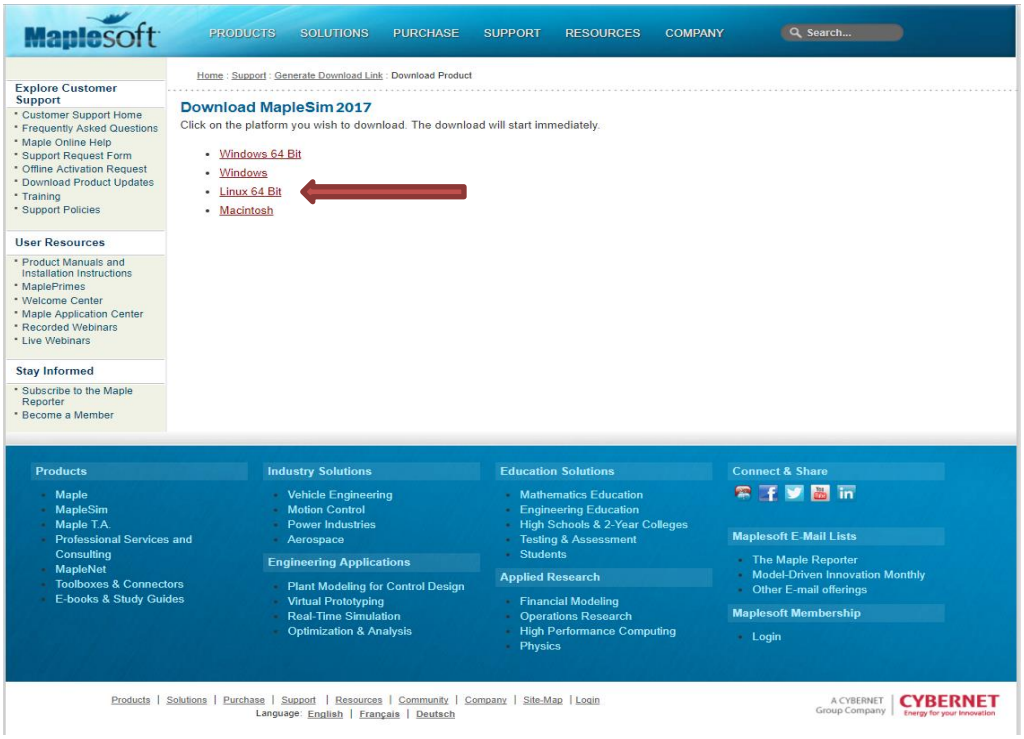


13. Maple 2017 will install on your computer:

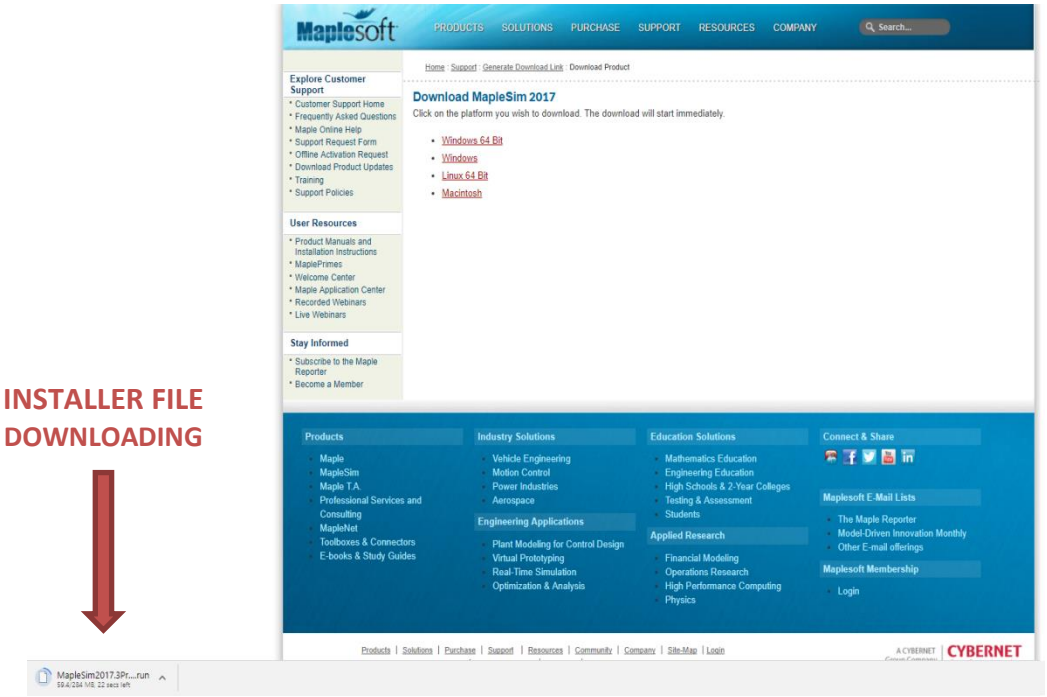
14. Uncheck the box for "Activate Maple 2017 now (requires an Internet connection)". This activation will be taken care of when MapleSim Explorer 2017 is activated. Click "Finish":



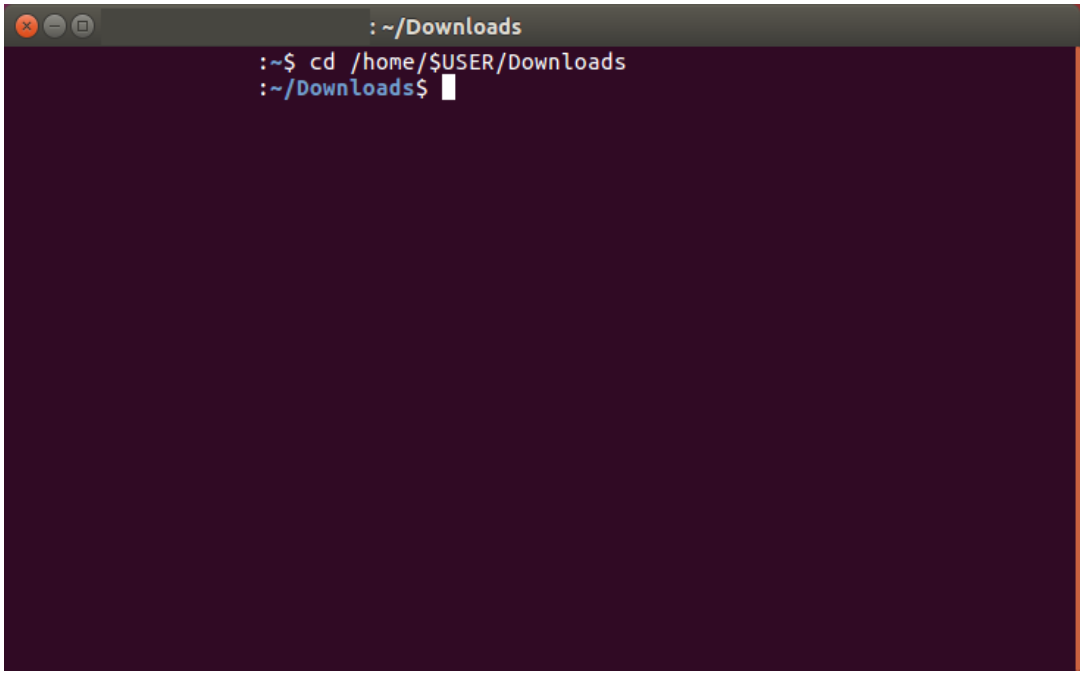
15. Click the link we have provided you to download the installer file for MapleSim Explorer (it is the same installer as MapleSim). Select “Linux 64-Bit”:



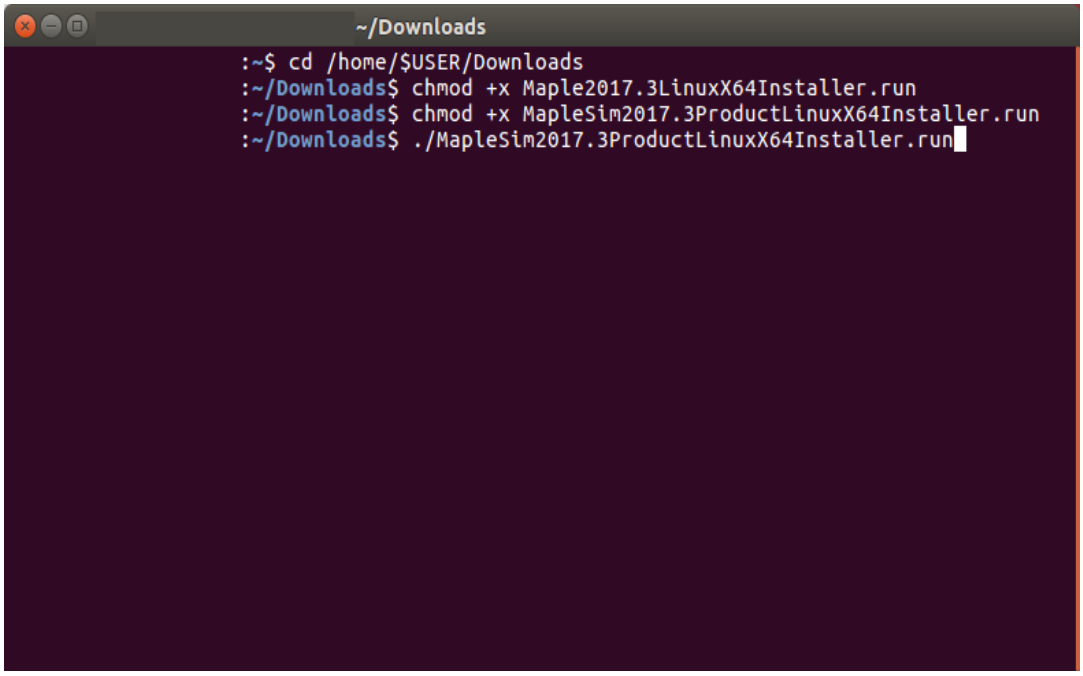
16. Once the appropriate choice is made your installer file will download:



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:

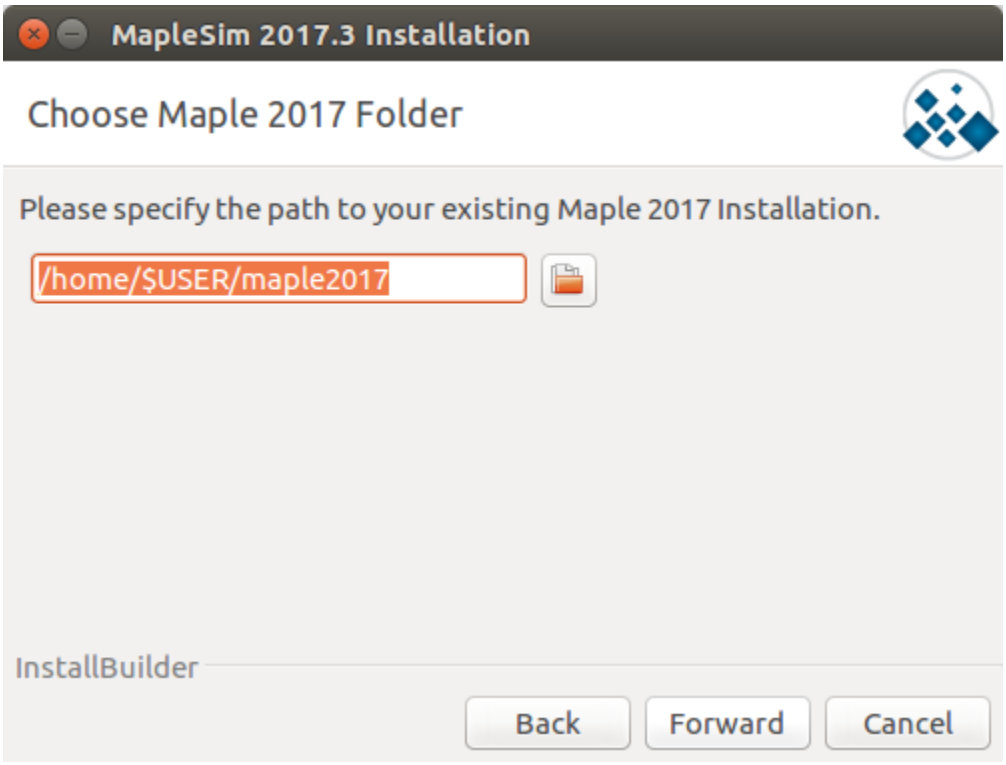


19. The installer will open, click “Forward”:

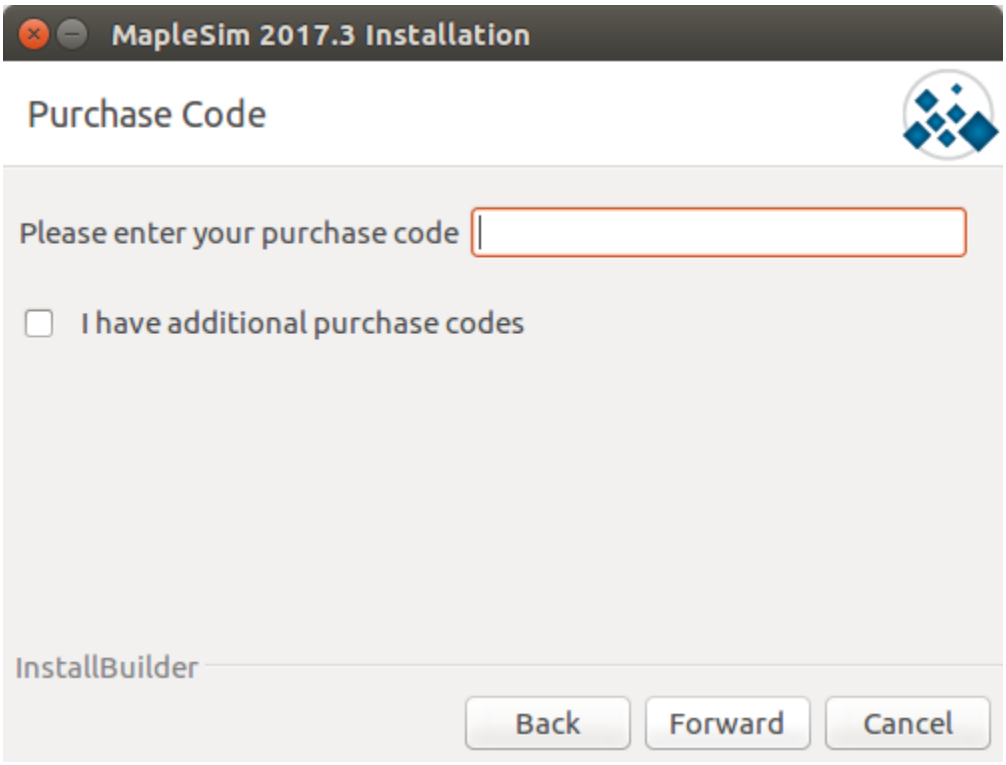
20. Carefully read and accept the license agreement:

21. Keep “Single User License” selected:

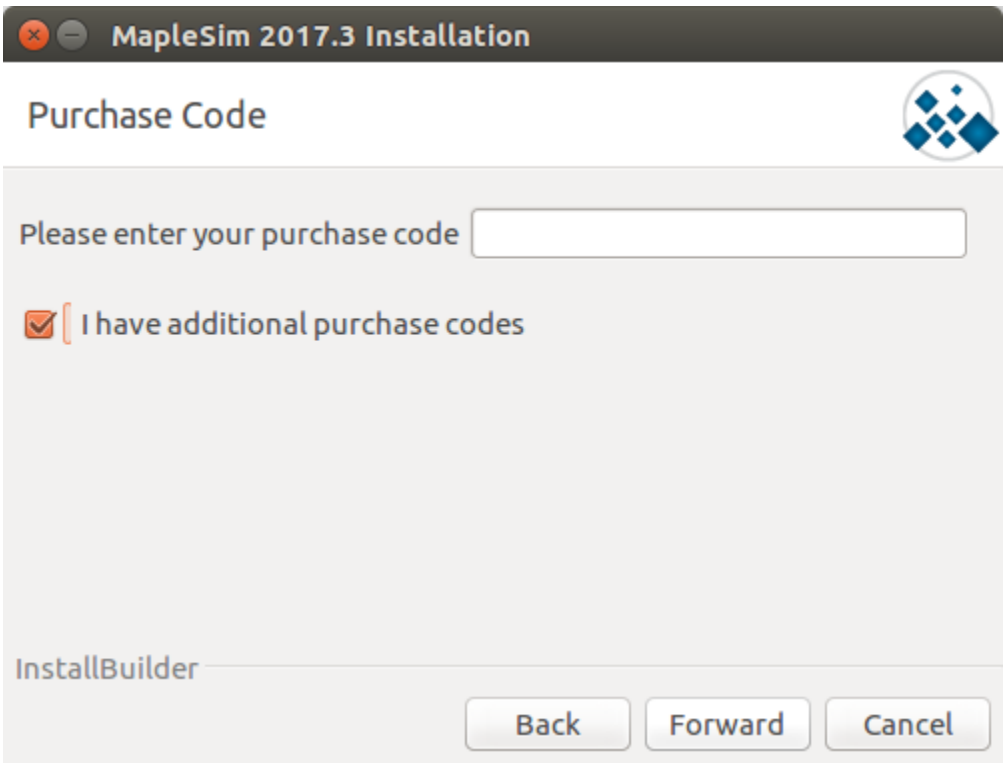
22. Verify the path to your Maple 2017 installation. $USER will be replaced with your username. (Note: If your Maple 2017 installation is not up to date then you will be prompted and should accept an update to Maple):



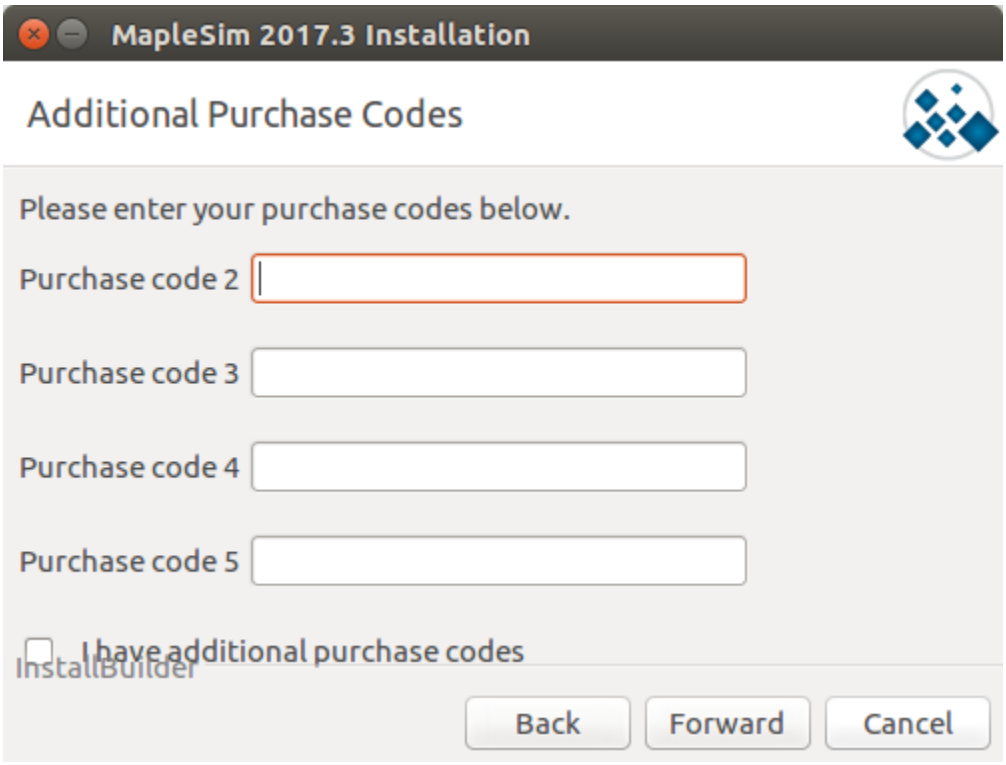
23. Enter your MapleSim Explorer purchase code:



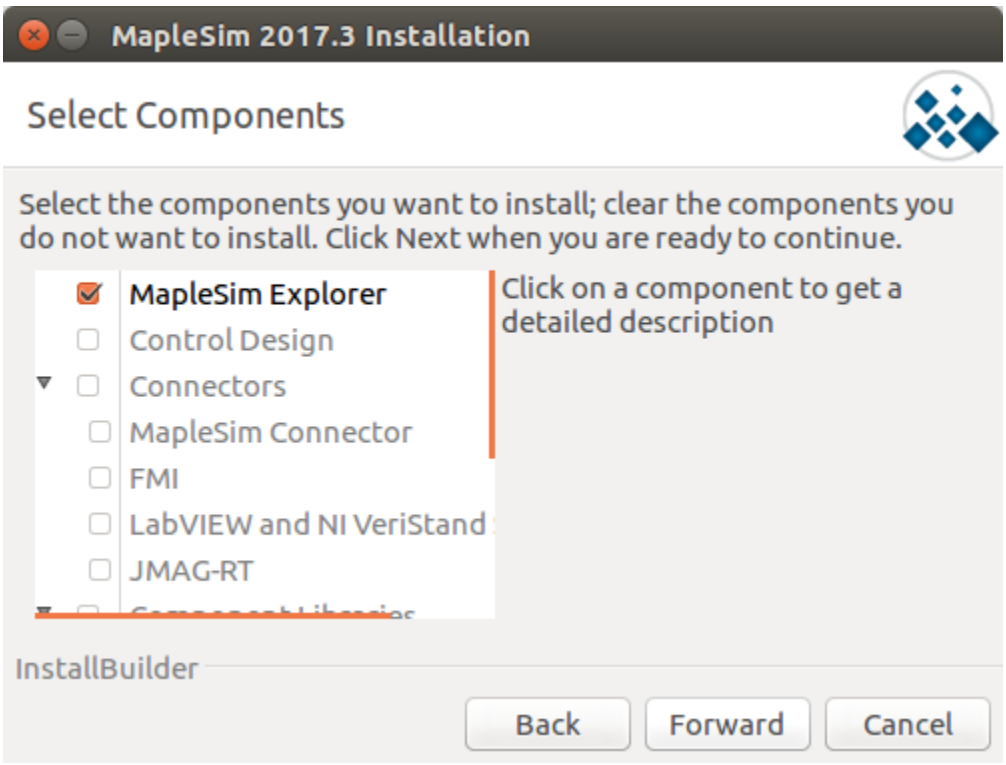
If you have purchased any add-ons check the box for “I have additional purchase codes”:



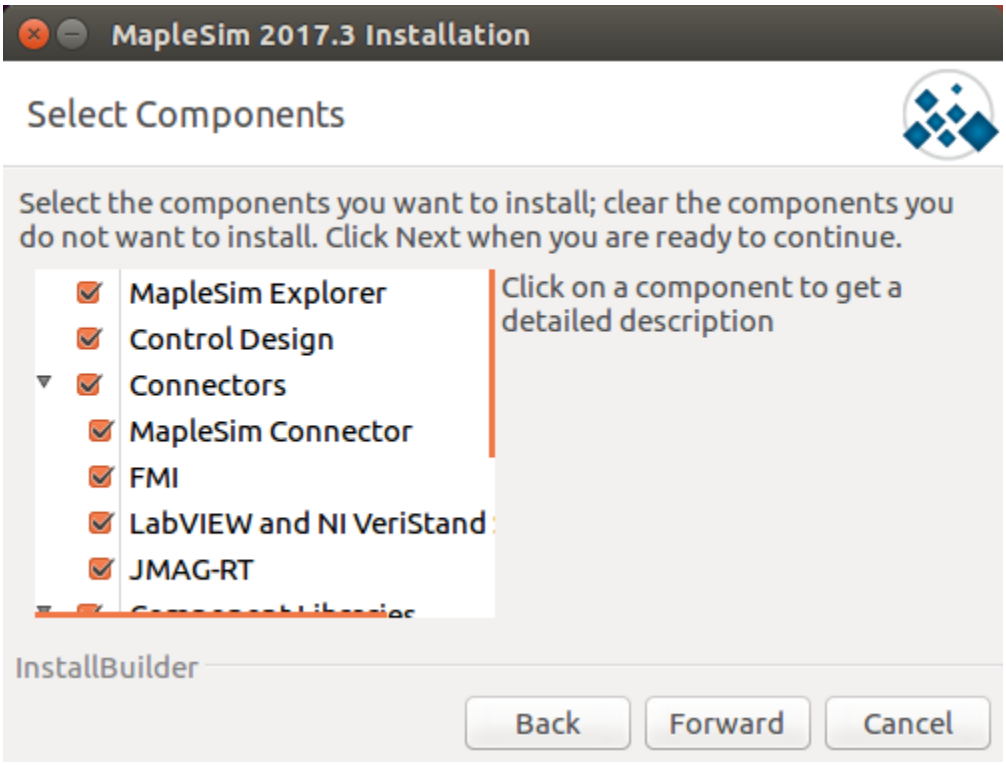
24. If you selected “I have additional purchase codes” and click “Next” then this page will appear and you can input all of the add-on purchase codes that you have:



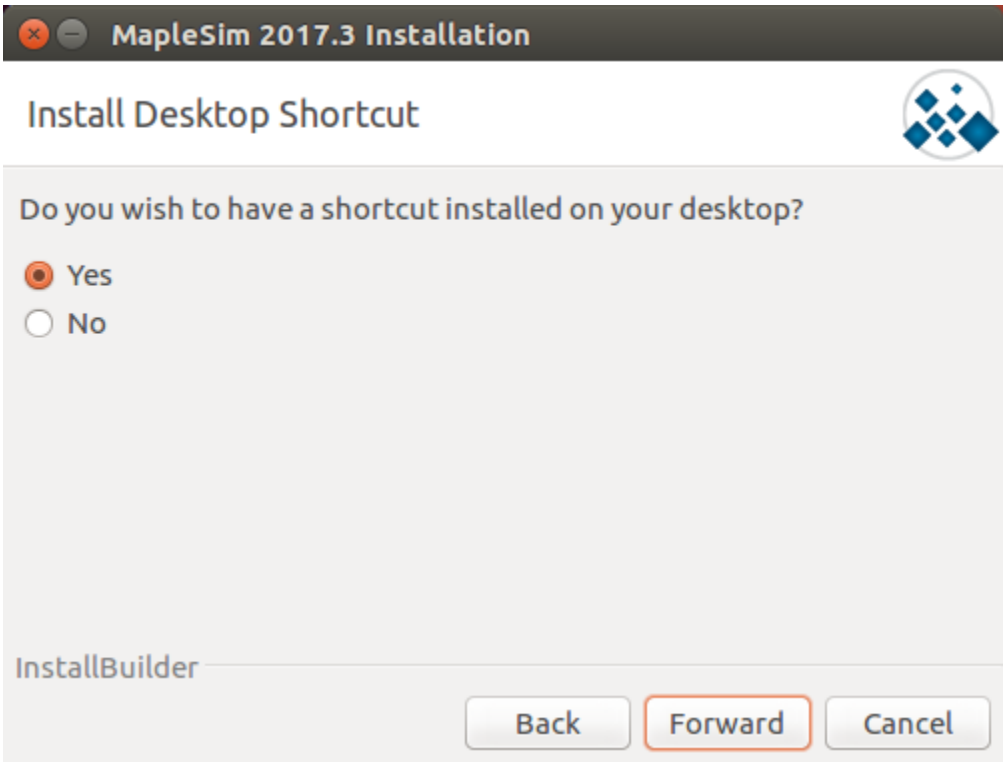
25. If you only input a MapleSim Explorer purchase code and click “Next” then this page will appear to outline the component that will be installed:



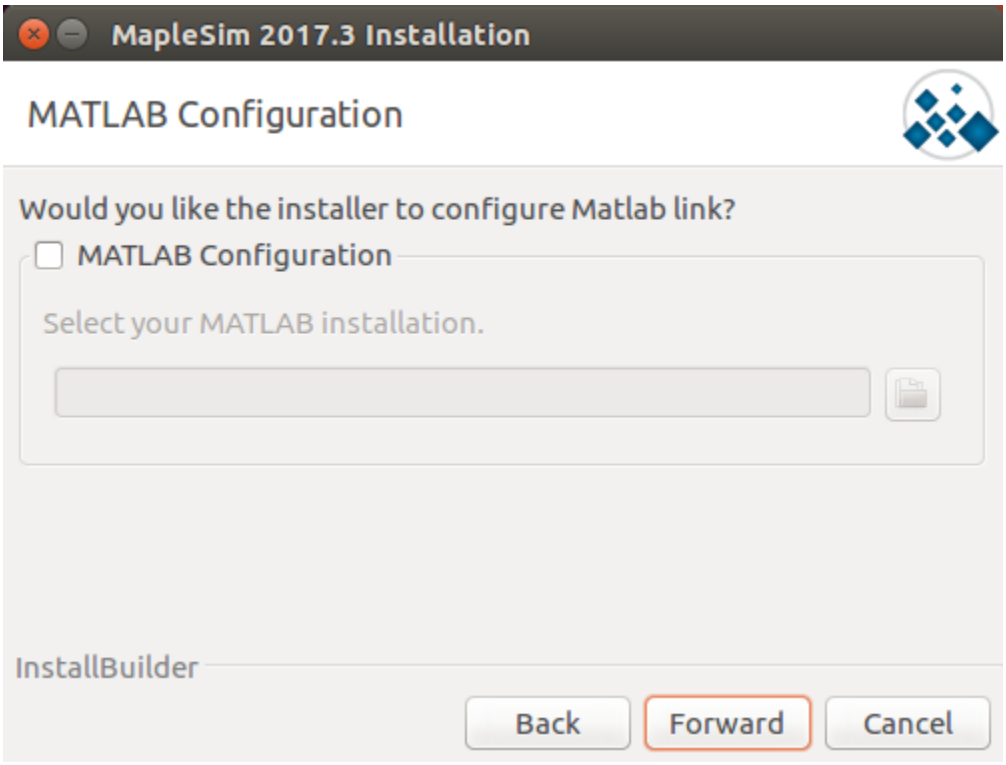
26. If you input additional purchase codes then you will see the page like this with the relevant add-ons being checked to outline the components that will be installed:



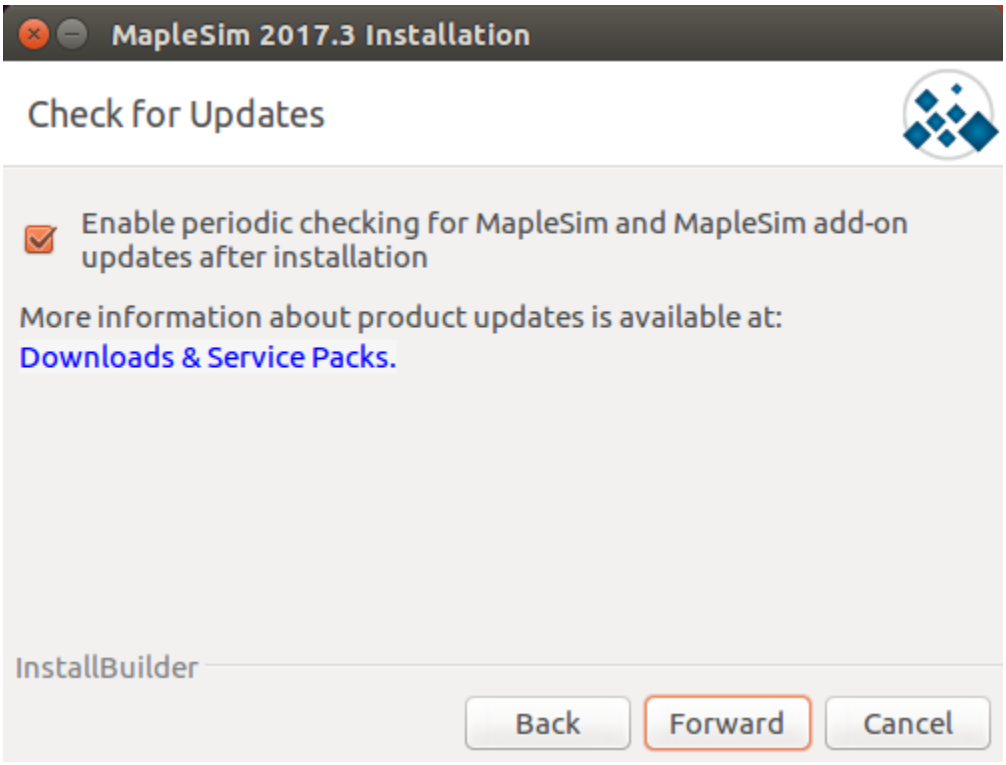
27. Choose whether or not you would like to have a desktop shortcut:



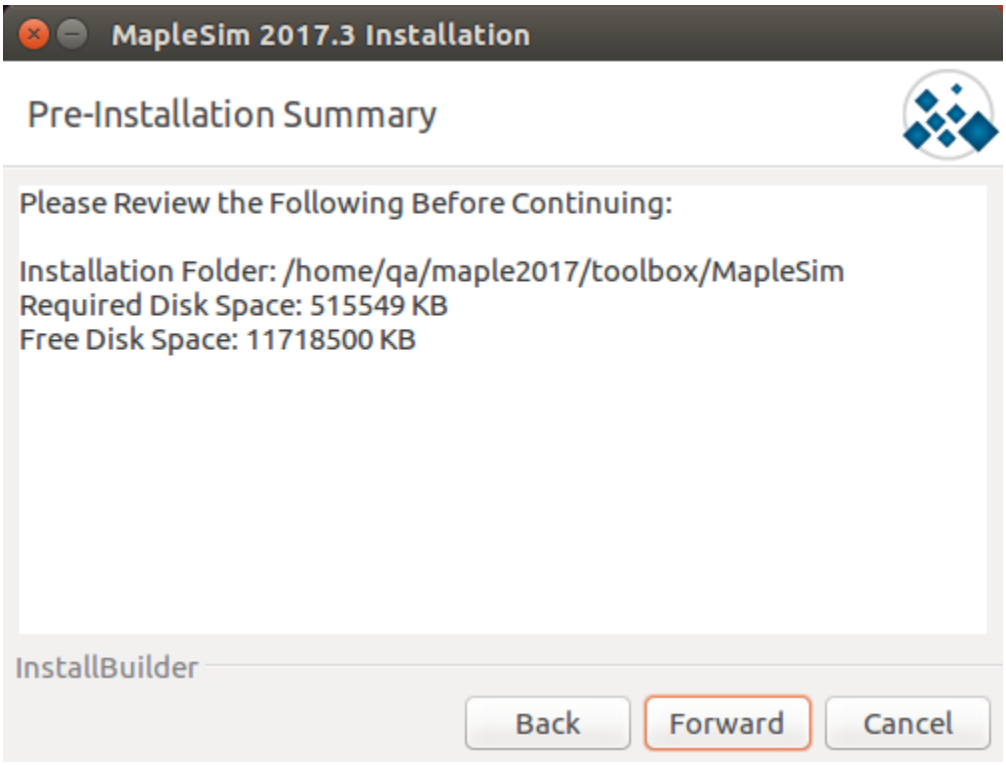
28. Choose if you would like to link Maple with MATLAB. The supported versions with Maple 2017 are MATLAB 2017a, 2016b, 2016a:



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

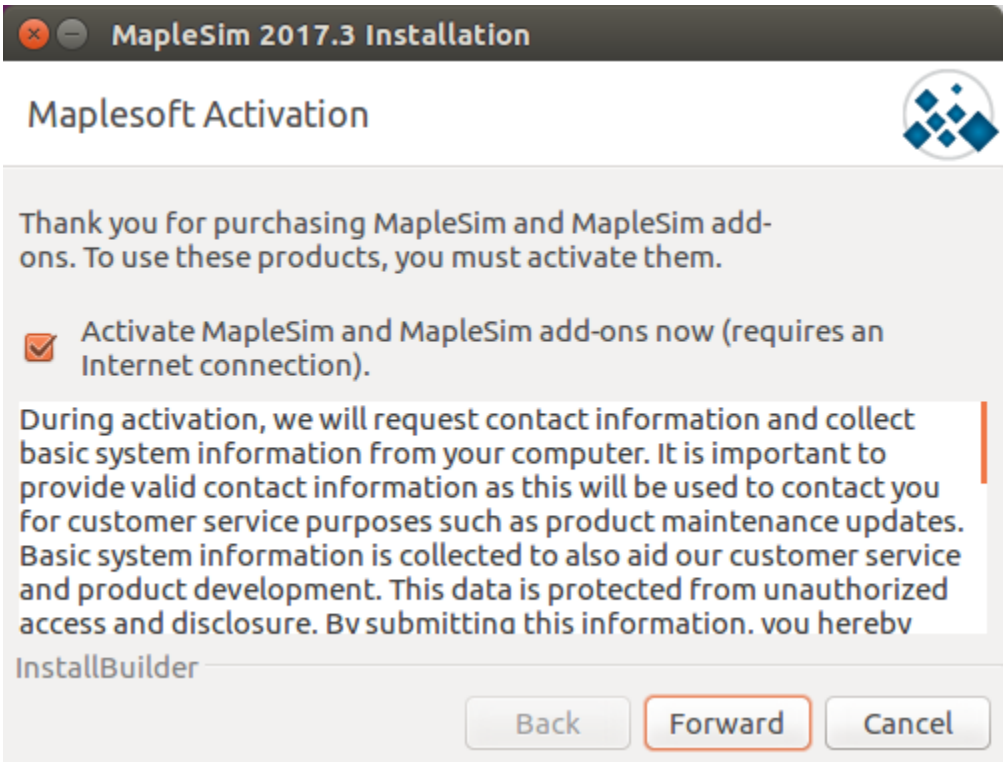


30. Review the Pre-Installation Summary:

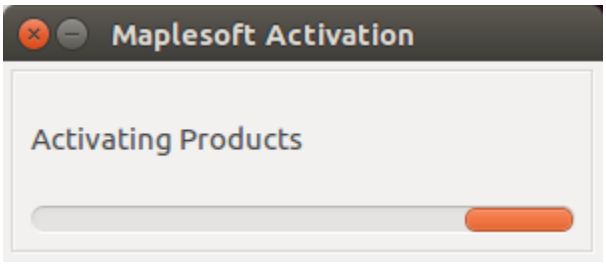


31. MapleSim Explorer 2017 and all of the relevant add-ons will install on your computer:

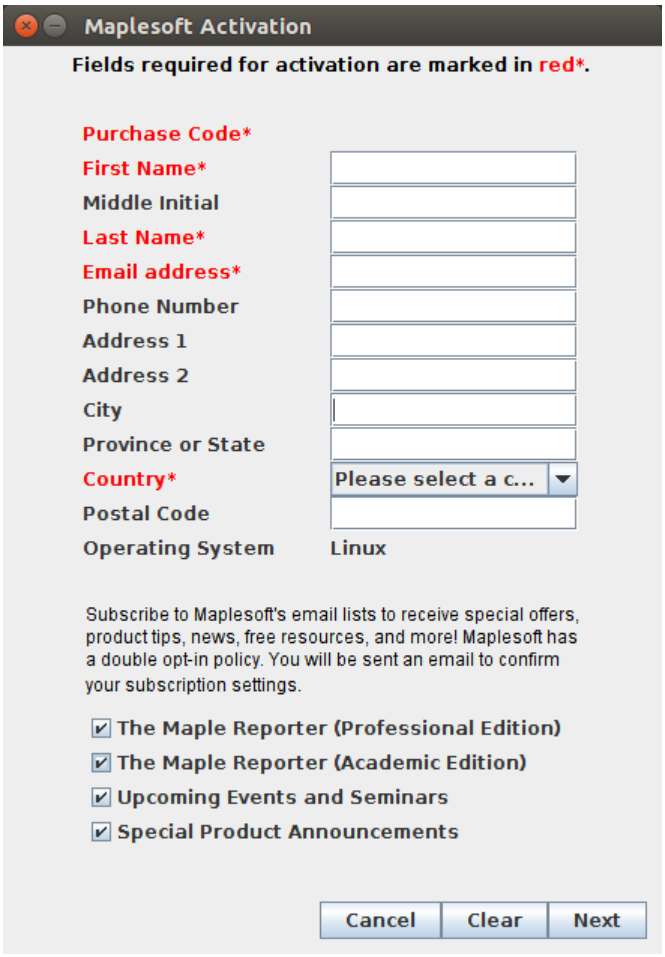
32. Decide if you would like to activate MapleSim Explorer 2017 and all of the relevant add-ons (recommended):



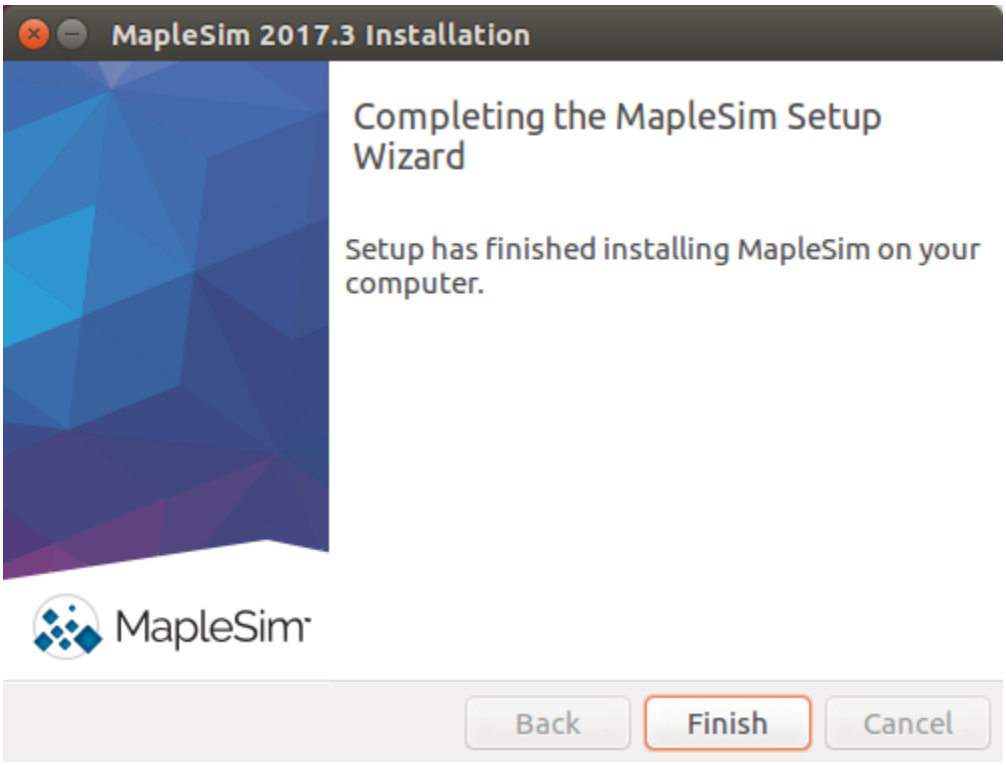
33. MapleSim Explorer 2017 and all the relevant add-ons will be activated:



Fill in the appropriate information for activation:



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 webpage. Select "Windows" (32-bit) or "Windows 64-bit" to download the installer file.

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

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

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 "lmgrd". If you have a "Redundant server setup", select "Yes" and view additional instructions here.

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 "lmgrd" but keep it the same as above.

7. A "MapleSimExplorer2017.lic" file will be created in the "activate" folder.

CONFIGURE LMTOOLS 11.13

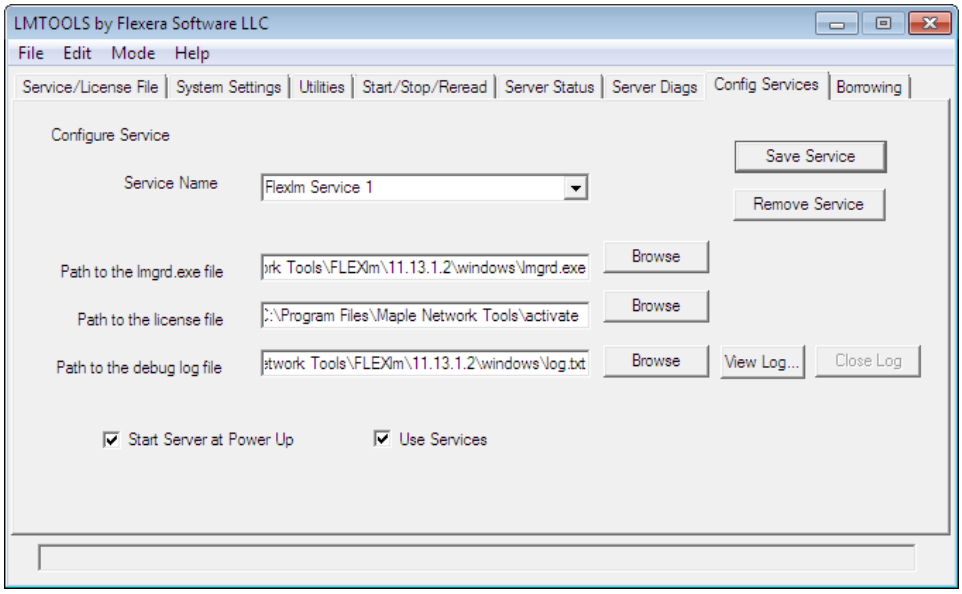
1. Open the license manager LMTools.
2. Navigate to the “Config Services” tab.
3. Redefine the “Path to the license file” to point at the entire directory containing the licenses. By default, the paths will be:

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

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

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

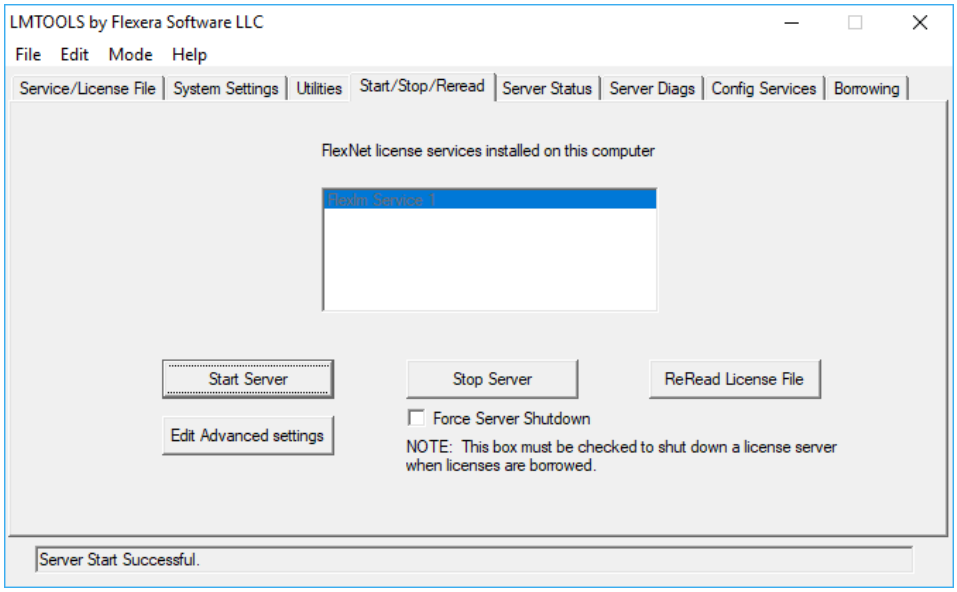
Note: Do not include a backslash after “activate”



4. Check “Use Services” and decide if you want to “Start Server at Power Up”.
5. Click “Save Service”.
6. Go to the “Start/Stop/Reread” tab.
7. Check the “Force Server Shutdown” checkbox and then click “Stop Server”.
8. In the bottom dialogue you will see “Stopping server”. Wait a few moments and then uncheck the “Force Server Shutdown” checkbox.

9. Click “Start Server”.

10. In the bottom dialogue you should now see “Server Start Successful”.



INSTALL 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 “lmgrd” 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 "lmgrd" connection.

11. Finish the installation.

12. Test MapleSim Explorer 2017 on the client machine.

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

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 webpage. Select "Macintosh" to download the installer file.
2. Navigate to the "NetworkToolsMacInstaller.dmg" file. Right-click > "Open".
3. Right-click "NetworkToolsMacInstaller" > "Open".
4. Navigate through the installer. 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 "lmgrd". If you have a "Redundant server setup", select "Yes" and view additional instructions here.
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 "lmgrd" but keep it the same as above.
7. A "MapleSimExplorer2017.lic" file will be created in the "activate" folder.

START THE SERVER FOR THE FULL LICENSE DIRECTORY

Input the following into the Terminal:

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

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

By default, this would be:

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

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

Note: You may need to make an empty file called "log.rtf" (or whatever 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:

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

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

By default, this would be:

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

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

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 “lmgrd” 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 “lmgrd” connection.

11. Finish the installation.

12. Test MapleSim Explorer 2017 on the client machine.

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

NETWORK INSTALLATION – LINUX

INSTALL MAPLE NETWORK TOOLS ON SERVER MACHINE

1. Get to the download page for Maple Network Tools 2017 from the bottom of this webpage. Select "Linux 64-bit" to download the installer file.

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

3. Execute the following:

```
chmod +x NetworkToolsLinuxX64Installer.run

./NetworkToolsLinuxX64Installer.run
```

4. Proceed through the installation.

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 "lmgrd". If you have a "Redundant server setup", select "Yes" and view additional instructions here.

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 "lmgrd" but keep it the same as above

6. A "MapleSimExplorer2017.lic" file will be created in the "activate" folder.

START THE SERVER FOR THE FULL LICENSE DIRECTORY

Input the following into the Terminal:

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

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

By default, this would be:

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

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

TO STOP THE SERVER

Input the following into the Terminal:

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

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

By default, this would be:

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

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

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 “lmgrd” 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 “lmgrd” connection.

11. Test MapleSim Explorer 2017 on the client machine.

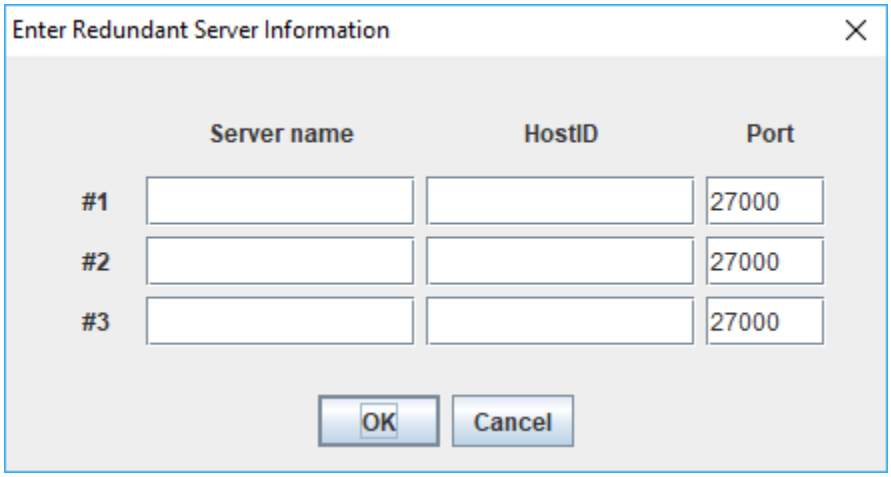
If it is not operational at this point, please see Troubleshooting.

REDUNDANT SERVER SETUP

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:



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

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

INVALID OR MISSING LICENSE FILE

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

2. Ensure that the port used for the “lmgrd.exe” in the “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:

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

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

Red Hat Linux, CentOS

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

Ubuntu

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

Debian

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

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.