

RelaxIS Installation Instructions

Installation

1. Download the RelaxIS Installer (e.g. RelaxIS_3_0_22_29Install.exe)
 - a. Only ever download the installer from the rhd instruments website.
 - b. The installer always has a valid software signature from rhd instruments GmbH and Co. KG. If this signature is broken or not present, the file is corrupted or changed and must not be executed.
 - c. After downloading it is always advised to check the file signature to ensure that the download was correct and safe (see Troubleshooting section)
2. Execute the RelaxIS Installer
 - a. In most cases, the default settings for components and paths are suitable and can be used regardless of the used license model
 - b. If an online license is used, the Setup for Online Account option should be activated.
 - c. The CodeMeter Runtime contained in the installer is required for using your RelaxIS license. It is recommended to let the RelaxIS installer install the CodeMeter Runtime each time.
 - d. The default installation directory is C:\Program Files (x86)\RelaxIS 3\
3. If a CodeMeter Dongle should be shared in the local network, please review the dedicated RelaxIS CodeMeter Server manual for setting up the server and client PCs.

Silent Installation

The RelaxIS installer supports silent installs. Here, no user-input is required. RelaxIS and the CodeMeter Runtime will be installed to the default location in the Programs folder. Administrator privileges are still required to perform the install.

To perform a silent install, start the installer with the /S command-line parameter.

Example: C:\Users\RHD\Downloads\RelaxIS_3_0_22_28Install.exe /S

Starting RelaxIS

Please find instructions depending on the license option you are using below.

CodeMeter Dongle in same PC

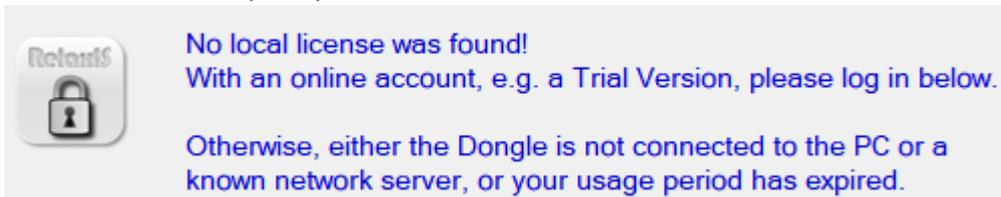
1. Plugin the CodeMeter dongle into a USB port on your PC
2. Start RelaxIS via one of the created shortcuts (desktop or start menu)
3. **No further login is required.** (see Troubleshooting below, in case no license is found)

CodeMeter Dongle shared in local network

1. The IP address of the local license server must be added to the CodeMeter Server Search list. Please refer to the dedicated **RelaxIS CodeMeter Server** manual for setup instructions of client PCs
2. The server setup usually has to be done only once during the initial installation. Updating RelaxIS should not overwrite the previous settings.
3. Once set up, start RelaxIS via one of the created shortcuts (desktop or start menu)
4. **No further login is required.** (see Troubleshooting below, in case no license is found)

RelaxIS Online license

1. Start RelaxIS via one of the created shortcuts (desktop or start menu)
2. RelaxIS will advise, that no local license is found and that you should log in to the online account created for you by rhd instruments



3. Enter Username and Password into the boxes on this dialog. You can click the Remember option to save the values for later use.
4. Click **Connect**
5. The **RelaxIS Online Client** program will start and log you in to the account, it will the minimize to the notification area
6. RelaxIS should now start automatically

Troubleshooting

Contents

Troubleshooting	3
The Codemeter Dongle is inserted but no license is accessible	3
A license shared on the local network can't be accesses.....	3
Accessing the Online license fails	4
The RelaxIS Online client notifies that no connection to the server could be established.....	4
The RelaxIS Online client notifies that the login credentials are invalid.....	4
I can log in successfully, but RelaxIS does not start due to a missing license	4
Creating a CmDust Log	5
Checking the installer signature	5

The Codemeter Dongle is inserted but no license is accessible

- Make sure that the CodeMeter User Runtime is installed correctly
 - The runtime can be downloaded as a standalone installer from <https://www.wibu.com/support/user/user-software.html>
 - Restart the computer after the installation
 - Find the CodeMeter icon in the notification area (systray)  – if it doesn't exist, the runtime is not installed correctly
- Make sure that the dongle is inserted correctly into a USB port on the device. Try to insert the dongle into another port and remove unnecessary other USB devices
- Please create a CmDust-Log (see below) and contact rhd instruments for further help, including the log file

A license shared on the local network can't be accesses

- Please review the CodeMeter network server installation manual available from rhd instruments!
- Prerequisites for the access are:
 - The Codemeter Network Server on the server PC is enabled
 - The client PCs have the correct IP address of the server added to the Server Search List via the CodeMeter WebAdmin
 - After adding the IP to the list, the Apply button was clicked
 - Network access on TCP/IP port 22350 between client and server PCs is available
- Network access may be blocked by network firewalls or similar security systems.
- No support for establishing the network access between PCs can be offered. Please contact your local IT department for help.
- Please create a CmDust-Log (see below) on the client and server PCs and contact rhd instruments for further help, including the log files

Accessing the Online license fails

The RelaxIS Online client notifies that no connection to the server could be established

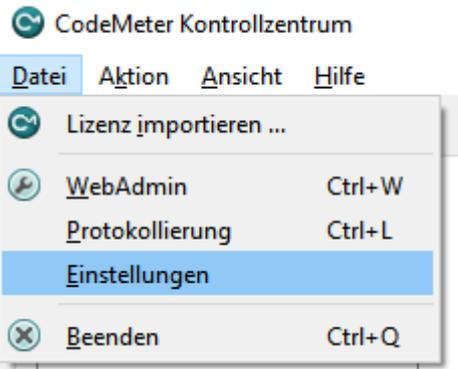
- A TCP/IP connection on ports 57342 and 22350 from your PC to the rhd instruments internet server must be established.
- A proxy server between your PC and the internet is NOT supported!
- Access may be blocked by network firewalls or similar security systems, even if normal internet access is available (e.g. browsing, emails...)
- No direct support for establishing the internet access between your PC and our server can be offered. Please contact your local IT department for help.
- If no such internet connection can be established, please contact rhd instruments for alternative, e.g. local license options.
- Depending on company policy, it may work to connect the PC via a separate WiFi mobile hotspot. Please consult your IT department!

The RelaxIS Online client notifies that the login credentials are invalid

- Please confirm that the entered credentials are correct. The password is case-sensitive!
- When copying from e.g. emails, additional spaces may have been copied – please type in the username and password manually without copy/paste
- The license may have already been allocated by another user. Only one user per purchased license can be active at the same time.

I can log in successfully, but RelaxIS does not start due to a missing license

- Make sure that the CodeMeter User Runtime is installed correctly
 - The runtime can be downloaded in a standalone installer from <https://www.wibu.com/support/user/user-software.html>
 - Restart the computer after the installation
 - Find the CodeMeter icon in the notification area (systray)  – if it doesn't exist, the runtime is not installed correctly
- A TCP/IP connection on port 22350 from your PC to the rhd instruments internet server must be established. The login may work on port 57342, while access on port 22350 is blocked. Please contact your IT department for help.
- Accessing the internet via a proxy server is NOT supported!
- Make sure that the entry dogle.rhd-instruments.de is part of the Server Search List on the client PC.
 - Click the CodeMeter icon in the notification area (systray) 
 - The Codemeter Control Center application is shown.
 - Here, select File -> Settings. The CodeMeter WebAdmin settings are opened in a new browser window.



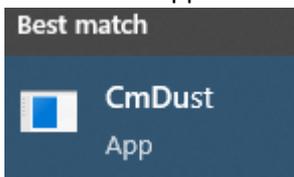
- Here you find the server search list, that contains addresses RelaxIS will contact for a license.
- If the list does not contain the entry `dongle.rhd-instruments.de`:
 - Click 'add new Server'
 - Enter `dongle.rhd-instruments.de`
 - Click 'add'
 - Click 'Apply' and wait for the confirmation message
- Please create a CmDust-Log (see below) and contact rhd instruments for further help, including the log file

Creating a CmDust Log

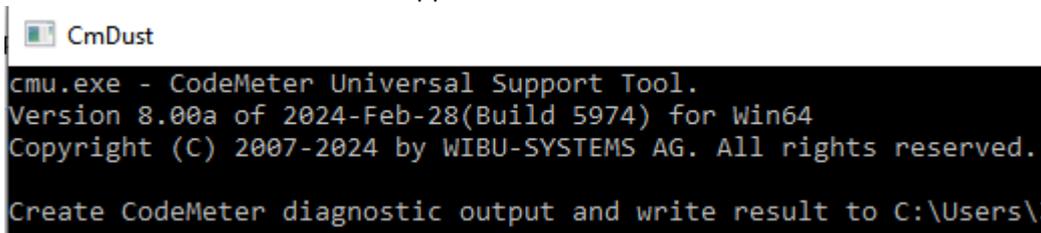
The CmDust log contains all information regarding the local CodeMeter licensing setup.

Before creating the log, please insert the CodeMeter dongle into the PC if you have received one.

1. Open the start menu and start typing: CmDust
2. The CmDust application should be found:



3. Click on the match – the CmDust application will start in a black console window

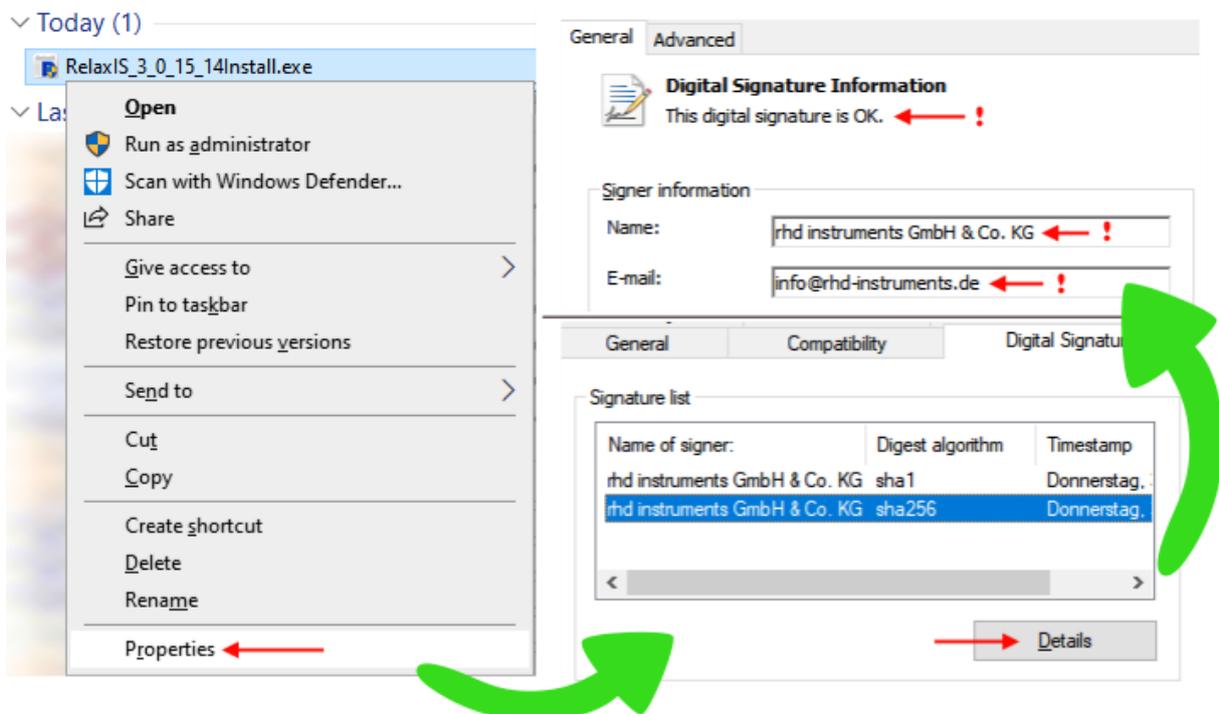


4. No interaction is required. The application will collect the required information and save them in a file. This process takes about 30-60 seconds.
5. Once the application completes, the folder that contains the log file is opened in the Windows Explorer, default `C:\Users\`
6. In the explorer window, find the file `CmDust-Result.log`
7. This is the CmDust Log that should be sent to rhd instruments when assistance is required

Checking the installer signature

1. Right-click the installer executable, e.g. `RelaxIS_3_0_22_29Install.exe`
2. Select Properties

3. Select the tab Digital Signatures
 - a. If the tab does not exist, the installer does not have a valid signature!
 - b. Treat the file as potentially malicious and do not execute it!
 - c. Please discard the file and download the correct installer only from the rhd instruments website.
4. Find the entry in the list of signatures with Name = rhd instruments GmbH & Co. KG and Digest algorithm = sha256 and click on it
5. Click the Details button
6. The page should state that the digital signature is ok and that the name of the signer is rhd instruments GmbH & Co. KG



Contact and technical support

For questions regarding our product, orders or repair inquiries, please contact us at:

info@rhd-instruments.com

Tel.: +49 6151 8707187

Fax: +49 6151 8707189

Web: <http://www.rhd-instruments.com>

rhd instruments GmbH & Co. KG

Otto-Hesse-Straße 19/T3

64293 Darmstadt

Germany

Sitz der Gesellschaft: Darmstadt

Amtsgericht Darmstadt HRA 85824

Haftende Gesellschafterin: rhd instruments Verwaltungs GmbH

Sitz: Darmstadt, Amtsgericht Darmstadt; HRB 96374

Geschäftsführer: Dr. Benedikt Huber und Dr. Marcel Drüschler