



eLicense Installation & User Guide

Installation, Operation, Management, and Troubleshooting

Version 3

4 June 2020

This guide covers cloud-based eLicense rights management. Included are installation instructions for all products that can be activated with the eLicense, as well as detailed information on eLicense operation and management. Also available is a troubleshooting guide covering the most common issues affecting eLicense installations.

Note that as part of the License Agreement for all AFT Products, by activating an eLicense the user consents to the [AFT eLicense Privacy Statement](#).

Applies To

- Applications (**2015.4.14 or later**)
 - AFT Fathom
 - AFT Arrow
 - AFT Impulse
 - Modules
- Utilities
 - Chempak Property Database
- Retired Utilities Products
 - AFT Chempak Viewer with Excel Add-in (version 3)
 - AFT SteamCalc with Excel Add-in (version 3)

Requirements

- **License Number**
 - 9-digit or 10-digit number of the form **XXXX-XXXXX (XXXXX-XXXXX)**
- **Registration.txt**
 - Text file containing the required **32-digit eLicense Activation Code**
- **Internet Connection**
 - Fathom 11/Arrow 8/Impulse 8 must allow access to **https://my.nalpeiron.com** on **port 443**
 - Fathom 10/Arrow 7/Impulse 7 and earlier must allow access to **http://my.nalpeiron.com** on **port 80**
 - Standalone eLicenses on machines without internet access can be remotely activated with a separate internet connected machine
- **Microsoft Visual C++ 2017 Redistributable Package (x86)**
- Standalone eLicenses cannot be used on virtual machines
- Utility Excel Add-ins have additional requirements

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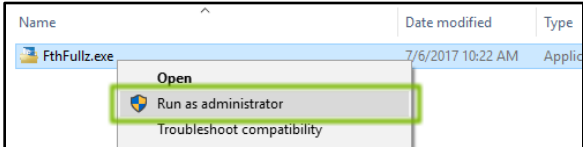
Application Installation

- 1) Navigate to <http://www.aft.com/>
 - a. **Log in**
 - b. Click the relevant Application in the **Downloads > Current Versions** dropdown menu
 - c. Download the installer under **Current Full Version**

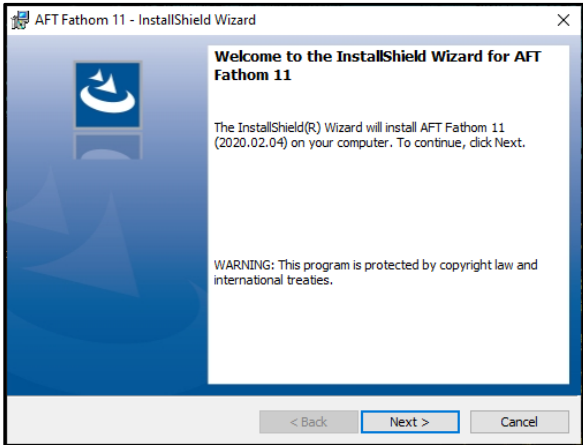
Register at <http://www.aft.com/register> if you do not have an account. Give the verification email an hour to arrive and check your spam folders. If you do not receive the email, please contact us.

The Applications can also be installed from an AFT DVD. **It is highly recommended to use the latest releases when possible.**

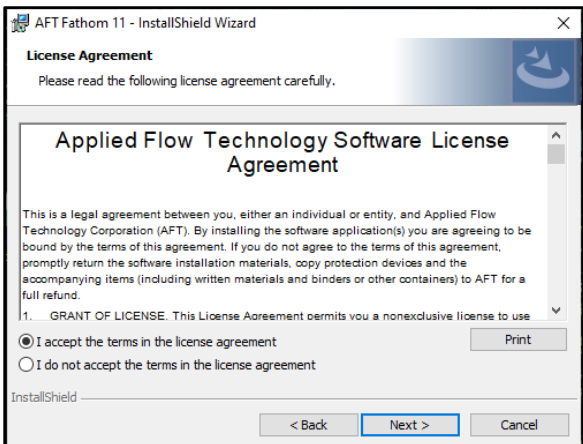
- 2) Right-click on the installer and select **Run as administrator**



- 3) Click Next



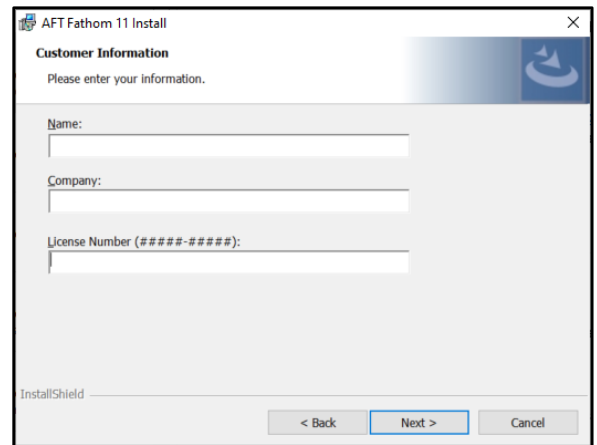
- 4) Read and accept the License Agreement



5) Enter your Customer Information

With a valid License Number, an AFT Application can be installed on an unlimited number of Client Machines.

However, only the number of Seats on the License can be Checked Out at any given time.



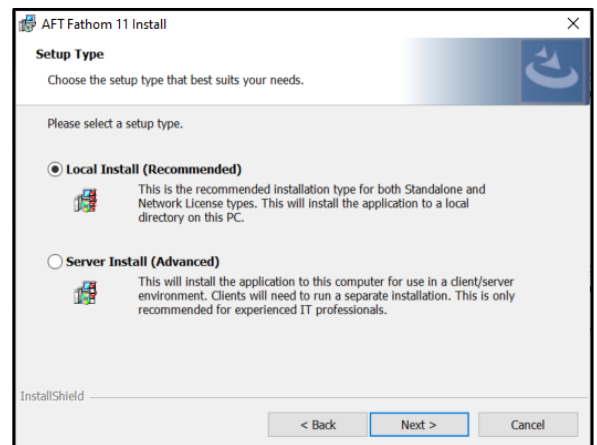
6) Select Local/Server Install

! This is not related to license type.

Local Install is recommended for most users and works for both standalone and network eLicenses.

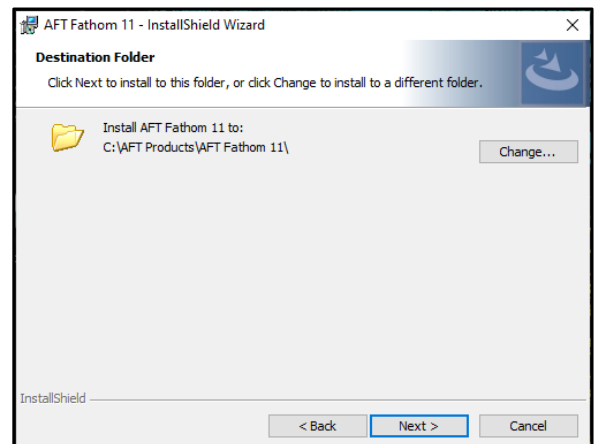
Server installs should only be completed by experienced IT professionals.

[Appendix C - Installation on a Server](#)

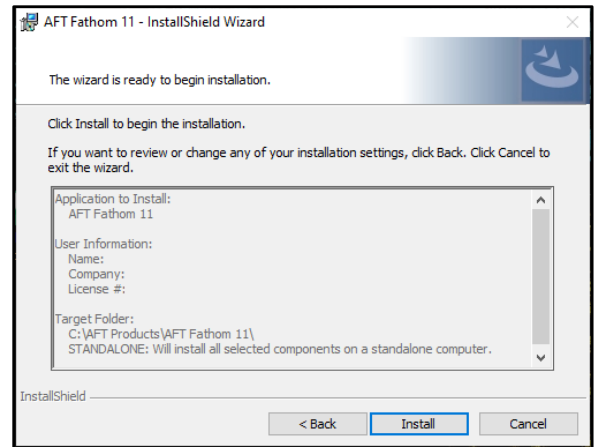


7) Click Next

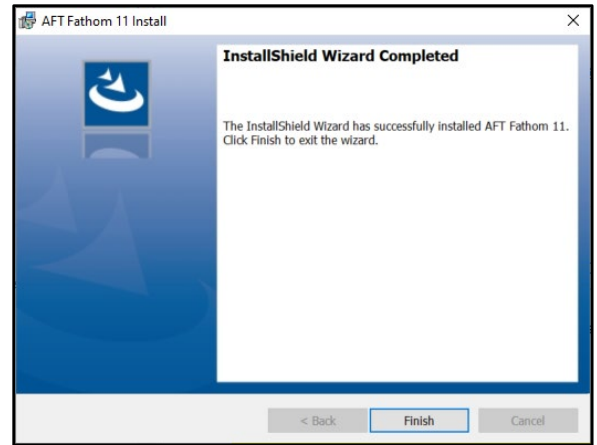
Changing the installation location is not recommended and may require additional configuration.



8) Review and click Install



9) Click Finish



Activating the eLicense

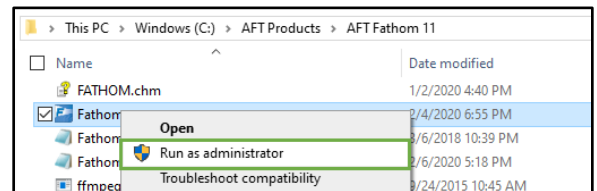
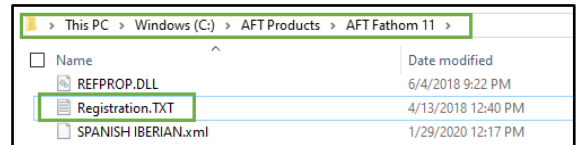
1) Copy the **Registration.txt** file into **C:\AFT Products\AFT Application**

2) The **first time** the Application is launched, right-click the Application and select **Run as administrator**

If the Application does not start successfully, please see:

[Appendix D - Troubleshooting](#)

This is necessary for the first Application installed per machine. If an eLicense is already active these steps can be skipped.

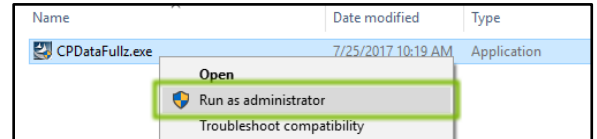


Utility Installation

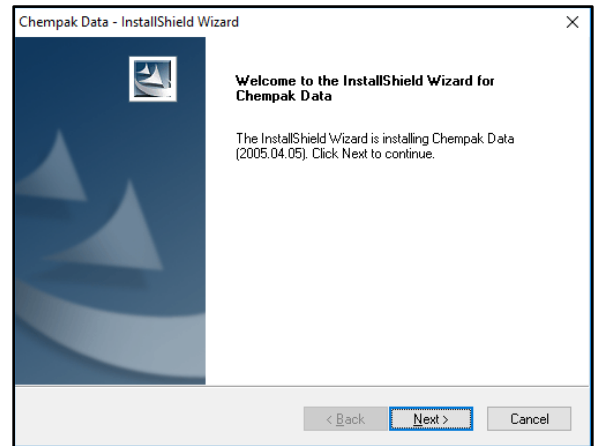
Chempak Property Database

- 1) Navigate to <http://www.aft.com/>
 - a. **Log in**
 - b. Click on **Downloads > Current Versions > AFT Chempak**
 - c. Download the installer under **Chempak Property Database**

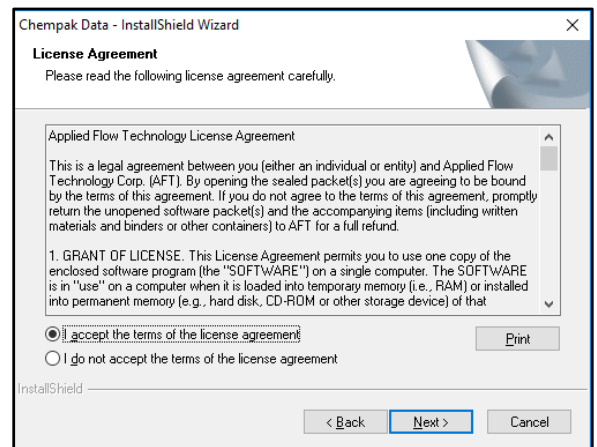
- 2) Right-click on the installer and select **Run as administrator**




- 3) Click Next



- 4) Read and accept the License Agreement

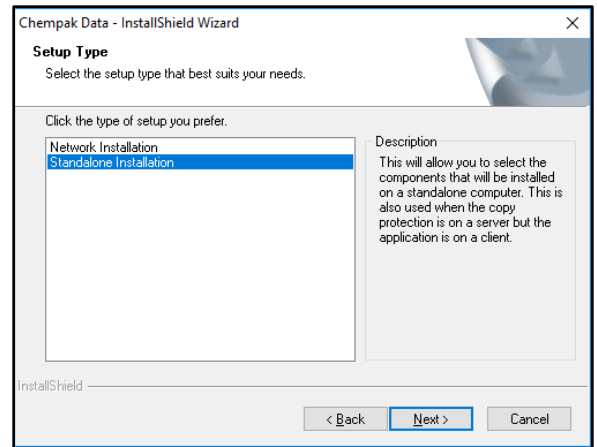


5) Select **Standalone Installation**

 **This is not related to license type.**

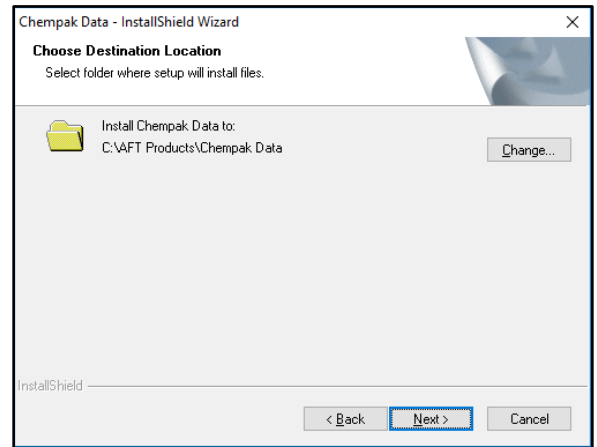
Network Installation installs the Database itself on a Server:

[Appendix C - Installation on a Server – Chempak Property Database](#)

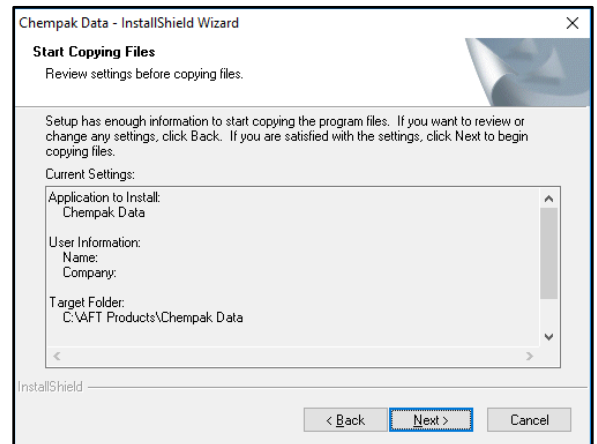


6) Click Next

Changing the installation location is not recommended and may require additional configuration.



7) Click Next

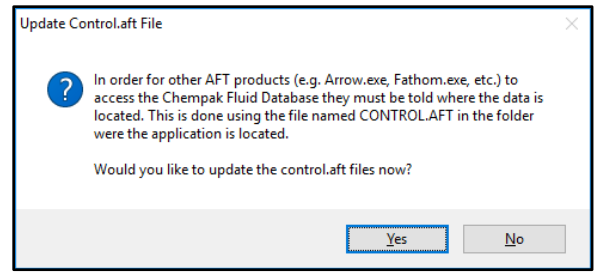


8) Click Yes

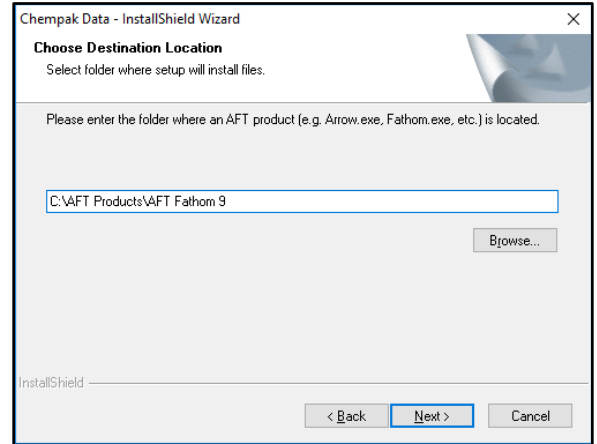
These files can also be manually updated with a text editor. The file should include:

[SEARCH PATHS]
ChempakDataPath = <Path>

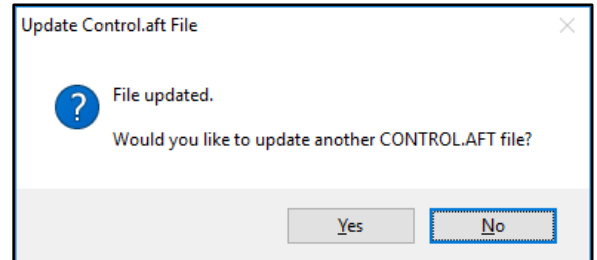
Where <Path> is the database installation location.



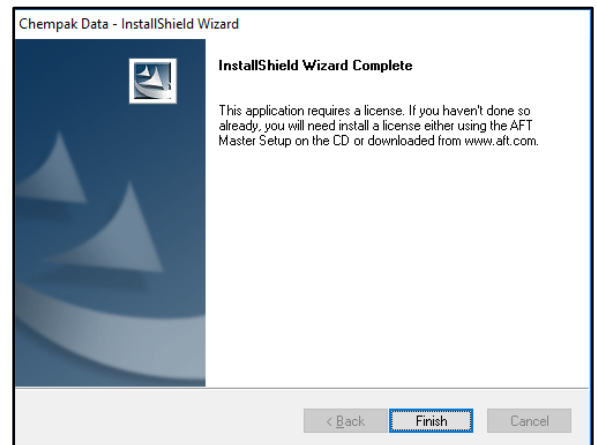
9) Browse to the folder of an installed Application and click Next



a. The file is updated - if you have additional Applications click Yes to update them as well. Continue until all Application **control.aft** files are updated.



10) Click Finish



AFT Chempak Viewer and AFT SteamCalc

Excel Add-ins

AFT Chempak Viewer 3 and AFT SteamCalc 3 include Microsoft Excel Add-ins.

These Add-ins have additional requirements:

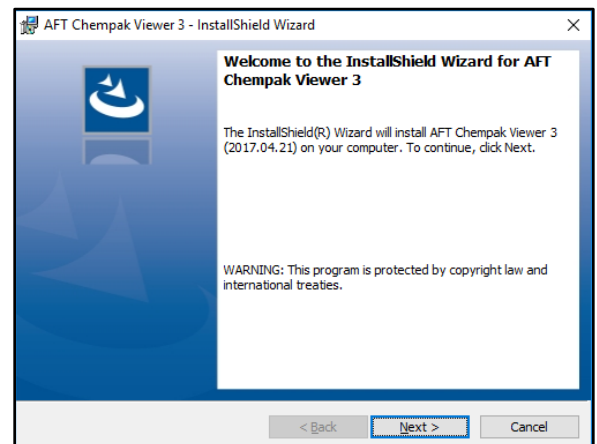
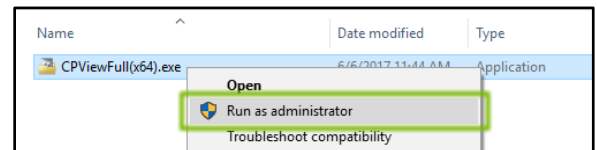
- **Microsoft Excel 2010 or later**
- Previous versions of the Add-ins **must be uninstalled** prior to installation
- **Matching bit-version to Microsoft Excel**
 - 32-bit Microsoft Excel requires the 32-bit Add-on
 - 64-bit Microsoft Excel requires the 64-bit Add-on
 - The **64-bit version requires Microsoft Visual C++ 2010 x64 Redistributable.**

Installation

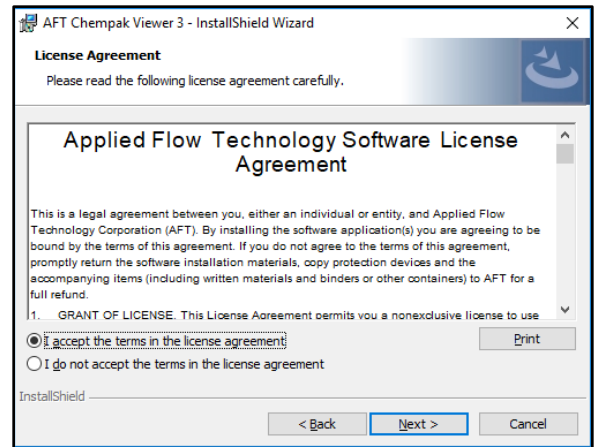
- 1) Navigate to <http://www.aft.com/>
 - a. **Log in**
 - b. Click the relevant Utility in the **Downloads > Current Versions** dropdown menu
 - c. Download the **appropriate bit version** under **Current Full Version**
- 2) Right-click the installer and select **Run as administrator**
- 3) Click Next

! Microsoft Excel Add-in bit-versions must match the bit-version of Microsoft Excel.

The currently installed bit-version of Microsoft Excel can be found by opening **File > Account > About** (2013, 2016) or **File > Help** (2010)



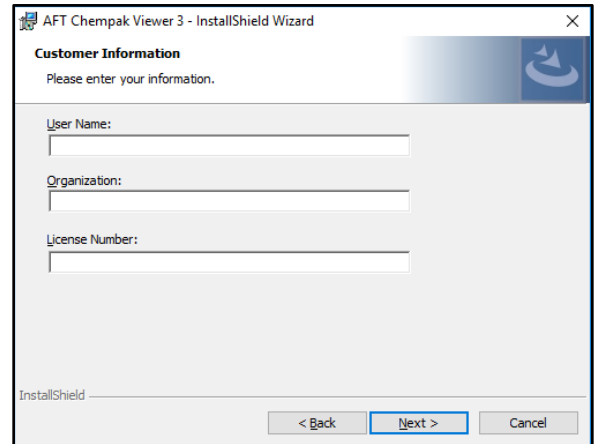
4) Read and accept the License Agreement



5) Enter your Customer Information

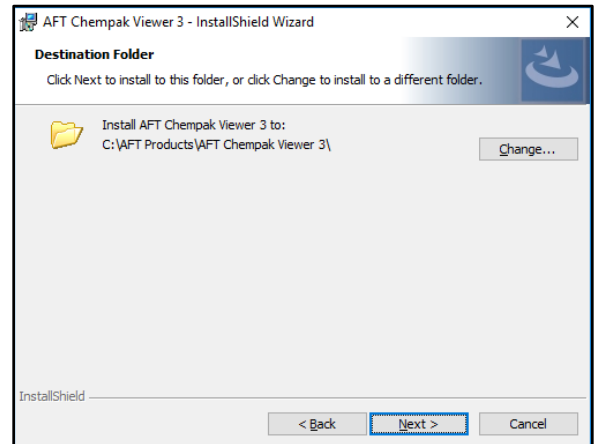
With a valid License Number, an AFT Application can be installed on an unlimited number of Client Machines.

However, only the number of Seats on the License can be Checked Out at any given time.

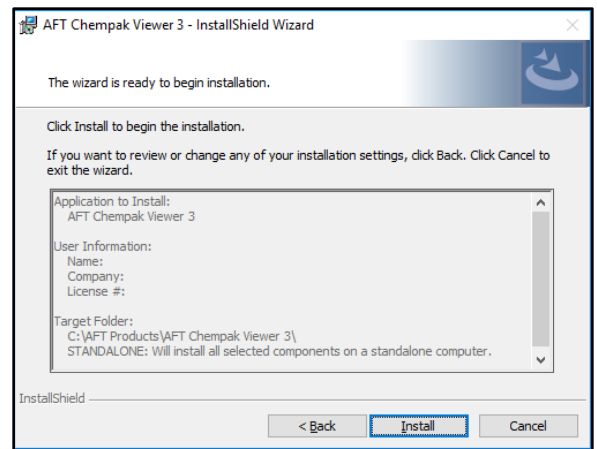


6) Click Next

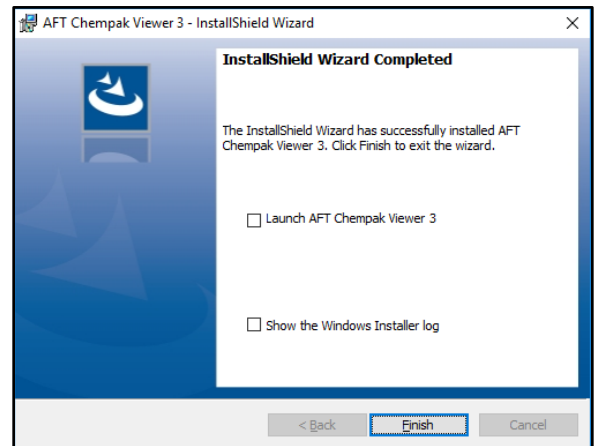
Changing the installation location is not recommended and may require additional configuration.



7) Review your User Information and click Install



8) Click Finish



9) Follow the [Activating the eLicense Instructions](#) if they have not yet been completed for another Application.

Appendix A – Glossary

Application	AFT Fathom, AFT Arrow, AFT Impulse
Utility Application	Chempak Property Database, AFT Chempak Viewer with Excel Add-in, AFT SteamCalc with Excel Add-in
Client Machine	The machine the user operates the Application on
License	The access right to the Application
License Number	9-digit or 10-digit number for installation Also used for License identification, Support validation, renewals, and license changes
eLicense	Cloud-based License - a general term associated with a specific eLicense Activation Code and encompassing all owned Seats for all Applications
eLicense Activation Code	A unique 32-character hexadecimal code identifying an eLicense
Seat	A single License of an Application. Only one Client Machine can use the Seat at a time
Activated	The eLicense has been initialized on the Client Machine which may or may not have Seats Checked Out
Checked Out	The Seat has been allocated to the Client Machine
Checked In	The Seat has been released from a Client Machine and returned to the eLicense
Checkout Period	How long a Seat can be Checked Out before being automatically returned

Appendix B – eLicense Information and Management

General Information

Standalone and Network eLicenses

	Standalone	Network
Number of Seats:	One, shared among all Applications	Multiple independent Seats can exist
Activation Limit:	One Client Machine, but can be moved	Unlimited number of Client Machines
Checkout Period (defaults):	One Year	One Week
Seat(s) Checked Out:	By starting an Application	By starting an Application
	By Remote Activation	
	With AFT eLicense Manager	
Seat(s) Checked In:	By Remote Deactivation	Automatically when Applications are closed unless Keep Network eLicense Checked Out is on
	With AFT eLicense Manager (By Deactivation)	
	Automatically when Checkout Period has elapsed	
		Note: Modules are not Checked In until the parent Application is closed. Disabling the Module will disable its functionality within the Application but the Module Seat remains Checked Out

For both Standalone and Network, only one eLicense can be Activated on a Client Machine at a time.

Standard Operation

The following assumes that the Client Machine has continuous access to the eLicense Service.

Via the above methods, Seats are Checked Out and retained by the Client Machine until they are Checked In.

The Seat will be Checked In automatically if the Checkout Period has elapsed. The Client Machine using the Seat will lose access to the Application and the Seat will be available for Checkout. The Checkout Period is refreshed when the Application is opened.

Seats can be Checked In manually by deactivating the eLicense with the AFT eLicense Manager.

Keeping a Network eLicense Checked Out

The Network eLicense automatic Seat return can be prevented by enabling **Keep Network eLicense Checked Out** from the Application’s Tools menu.

If Modules need to be included, they must be activated **before** enabling **Keep Network eLicense Checked Out**.

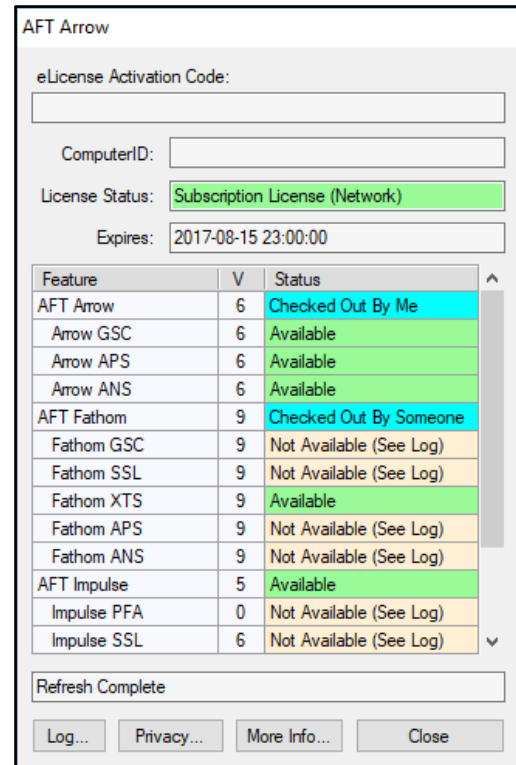
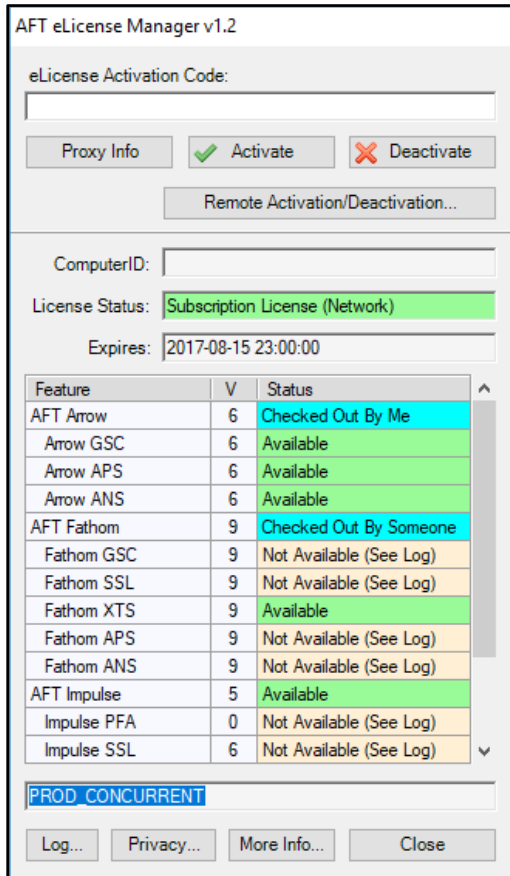
While this feature is active, the Seat is retained by the Client Machine even if the Application is closed. The Seat will still be returned after the Checkout Period has elapsed.

AFT eLicense Manager

Provides end user management of the eLicense.

Available from **C:\AFT Products\AFT Application\AFTeLicenseManager.exe**

All AFT Applications must be closed to open the AFT eLicense Manager. A limited version of the Manager is available from an Application's **Tools** menu under **eLicense Information**.



ComputerID	Unique identifier assigned to the Client Machine by the eLicense service
License Status	Indicates the type of license (Network or Standalone) as well as if it is Perpetual or Subscription (Lease or Trial) based
Expires	If applicable, the date the eLicense will cease functioning
Feature	List of all AFT Applications
V (version)	The latest allowable version of the Application
Status	Information about the Seats available for the relevant Application.

In the above example screenshots, the current User has AFT Arrow open (**Checked Out by Me**) and a colleague has AFT Fathom open (**Checked Out by Someone**). These Applications will not be able to be opened by another User. Applications or Modules labeled **Not Available** are not Licensed to this Organization. Applications with available Seats are marked **Available**.

Deactivating an eLicense

It is occasionally necessary to Deactivate an eLicense.

- 1) Open AFT eLicense Manager
- 2) Click Deactivate

Note that Deactivation does not remove the Registration.txt files – starting an Application will Re-activate the eLicense.

Moving a Standalone eLicense

A Standalone eLicense can only be Activated on a single Client Machine at a time, and will remain Activated until it is manually Deactivated. To relocate an eLicense to another Client Machine:

- 1) Deactivate the eLicense on the currently Activated Client Machine
- 2) Follow the [Standard Installation Instructions](#) on the new Client Machine.
 - a. If the eLicense was previously Activated on the new Client Machine, simply starting an Application will re-Activate the eLicense.

Switching eLicenses

Occasionally, it may be necessary to change the eLicense being accessed.

There are two ways this can be done:

- 1) **If using Registration.txt files is preferred**, the existing Registration.txt file will need to be removed from:
 - C:\AFT Products\AFT Application\Registration.txt (from all AFT Application Folders it is present in)
 - C:\ProgramData\Applied Flow Technology\Registration.txt

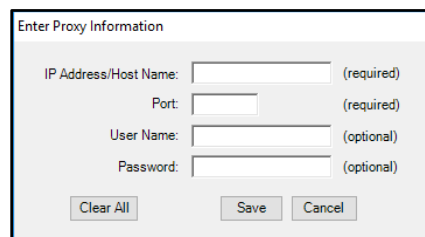
With these files removed, the previous eLicense is unavailable to the Applications. Follow the [Activating the eLicense Instructions](#) and place a new Registration.txt file in an Application Folder to use the new eLicense.

- 2) Alternatively, the **eLicense Activation Code** can be updated directly with the AFT eLicense Manager. Open the Manager, place a new Code into the **eLicense Activation Code** field and click **Activate**.

Access Through a Proxy

If the Client Machine accesses the internet through a proxy, the connection information must be entered by clicking the **Proxy Info** button in the **AFT eLicense Manager** and filling in the form.

You may need to launch the AFT eLicense Manager **as an administrator** for the information to be saved properly.



Enter Proxy Information

IP Address/Host Name: (required)

Port: (required)

User Name: (optional)

Password: (optional)

Clear All Save Cancel

[More Info](#)

The More Info button near the bottom of the AFT eLicense Manager will open a web page that gives an approximate overview of current usage of an eLicense.

The upper-left of the page lists basic information about the eLicense and right-hand side of the page lists the Licenses available, and many seats are currently in use for each product.

On the lower-left, there is a list of **Computer Names** and **ComputerIDs** that have activated the eLicense.

Client Machines with **Activated** eLicenses will have the names of the **Applications Checked Out** listed besides them.

If an Application is unavailable to be Checked Out and it is unknown which Client Machine is using the Application, this page provides valuable information on what Client Machines currently have the license seats checked out.

License Code:

Security Code:

License Code	01234567890123456789012345678901
Company	Organization
Enabled	YES
Type	Perpetual
End Date/Days	Never Expires
Licenses Active	12

Computer Name	eLicense Computer ID	Applications Checked Out
Computer #1	4Bq7ppWM1i8/keWvnTMn	Fathom
Computer #2	iRO/ISZs5k2t6ISpWnJC	Impulse
Computer #3	3ZgEYQ3DkqW9Bh9SsX2Q	Fathom
Computer #4	AXqQbSy5QxQZCZ/U9ScR	Impulse

Network	Version	Total Seats	Seats In Use
AFT Arrow	7	10	3
Arrow GSC	7	2	0
AFT Fathom	10	31	2
Fathom GSC	10	3	0
Fathom SSL	10	1	0
Fathom XTS	10	1	0
AFT Impulse	7	9	4
Impulse SSL	6	1	0
AFT Chempak Data	2	12	0

Remote Activation

A Standalone eLicense can be used on an internet **Isolated Client Machine** via Remote Activation. Remote Activation requires a separate Internet Connected Machine.

On the **Isolated Client Machine**:

- 1) Complete the standard installation
- 2) Open AFT eLicense Manager
- 3) Click Remote Activation/Deactivation
- 4) On the Remote Activation tab, click Generate Activation Certificate
- 5) Click Copy Activation Certificate and paste it into a text editor
- 6) Click Copy Link and paste it into a separate text file
- 7) Save and transfer the files to the Internet Connected Machine

On the **Internet Connected Machine**:

- 8) Navigate to the copied link ([or click here](#))
- 9) Paste the Activation Certificate into the text field
- 10) Click Activate
- 11) Upon successful Activation you will be given a License Authorization code
 - a. **The Seat is Checked Out**
- 12) Copy this into a text file and transfer it to the Isolated Client Machine

On the **Isolated Client Machine**:

- 13) Paste the License Authorization into the bottom field in the AFT eLicense Manager
- 14) Click Import the License Authorization
 - b. **The eLicense is Activated**

Remote Deactivation

On the **Isolated Client Machine**:

- 1) Open AFT eLicense Manager
- 2) Switch to the Remote Deactivation tab
- 3) Click Generate De-Activation Certificate
 - a. **The eLicense is Deactivated**
- 4) Click Copy De-Activation Certificate and paste it into a text editor
- 5) Click Copy Link and paste it into a separate text file
- 6) Save and transfer the files to the Internet Connected Machine

On the **Internet Connected Machine**:

- 7) Navigate to the copied link ([or click here](#))
- 8) Paste the De-Activation Certificate into the text field
- 9) Click Deactivate
 - a. **The Seat is Checked In**

Remote Activation/Deactivation

Remote Activation | Remote Deactivation

Step 1

Generate Activation Certificate

Step 2

Copy Activation Certificate

Step 3

Paste your certificate in the text box within the following web page:

[AFT Activation Portal](#)

Copy Link

Step 4

Paste the generated License Authorization below:

Import the License Authorization

Close

Remote Activation/Deactivation

Remote Activation | Remote Deactivation

Step 1

Generate De-Activation Certificate

Step 2

Copy De-Activation Certificate

Step 3

Paste your certificate in the text box within the following web page:

[AFT De-Activation Link](#)

Copy Link

Close

Appendix C – Installation on a Server

AFT Applications can be installed on a network Server. **This refers to the Application itself, not the eLicense.** For the vast majority of users, we recommend installing the Application directly on the Client Machine. Large workgroups with Network Licenses and many Client Machines may want to consider this option.

Follow the [standard instructions](#) on the **Server** with the following change:

- 6) Select **Network** for **Setup Type**

During installation, you will receive a message that the Client Machines must run a separate setup.

An additional step must be taken **on the Server**:

- 10) **Share** the server AFT Products folder and subfolders
 - a. Client Machines need both read and write permissions

On the Client Machines:

- 1) Navigate to the **\AFT Products\AFT Application\Network Client Setup** folder **on the Server**
- 2) Run **AppClientSetup.exe** to install the necessary files on the Client Machine
- 3) [Activate the eLicense](#) on the client machine

Chempak Property Database

Follow the [standard instructions](#) on the Server with the following change:

- 5) Select **Network Installation**

An additional step must be taken **on the Server**:

- 11) Share the Chempak Property Database folder and subfolders
 - a. Client Machines need both read and write permissions

The Client Machine **control.aft** files will need to point to the location of the Chempak Property Database **on the Server**. The Application will walk you through updating these, or you can update the **control.aft** files manually with a text editor as specified in the [Standard Chempak Property Database instructions](#).

Appendix D – Troubleshooting

If you receive a licensing error after following the above instructions, the first step is to gather more information.

To do so, **when the License Error window appears, select View eLicense Information and click OK.** This is one of the first items AFT Support will request when diagnosing Licensing issues. The most relevant information is contained in the **bottom line of the eLicense Diagnostics.** Below are some possible messages and actions:

1	Message Info	“Checking Software Feature Failed: No Seats Available” <ul style="list-style-type: none"> • This indicates that all Seats on the eLicense are currently allocated to Client Machines. • There are two possibilities that can cause this: <ol style="list-style-type: none"> 1. Other Users are currently using the Application or have left it open. <ol style="list-style-type: none"> a. Wait until or request that other Users close the Application. 2. There are Seats Locked Up <ol style="list-style-type: none"> a. No one in your organization is using the Application but you receive a message indicating that it is in use. b. This likely occurs because the Application was closed ungracefully and was unable to Check In the Seat. The eLicense Service is not updated and still indicates that the Seat is Checked Out to that Client Machine. c. When the Client Machine with the Locked Up Seat is identified, start and exit an Application normally or Deactivate its eLicense. • To help determine which Client Machine may have a Seat Checked Out, use More Info • If you are unable to determine what Client Machine has the Application Checked Out, contact AFT Support and we will work with you to resolve the issue. • Note on Modules: Module Seats are not Checked In until the Application is closed, even if the Module is “Deactivated” from the Tools menu. Exit the Application to Check In the Seat.
2	Message Info	“No internet connection available” <ul style="list-style-type: none"> • The eLicense software was unable to connect to the eLicense Service • First, try clearing the eLicense cache <ul style="list-style-type: none"> ○ To do this, delete all files in C:\Users\username\AppData\Roaming\Nalpeiron • If the problem persists, it could be due to several reasons: <ul style="list-style-type: none"> ○ If a Proxy or VPN exists, it has not been correctly configured <ul style="list-style-type: none"> ▪ If you do not have a Proxy, ensure the Proxy fields are blank ○ A firewall or other network security feature may be blocking the connection ○ Using a Virtual Machine or a Remote Connection with a Network eLicense could pose difficulties in allowing the Application to access http://my.nalpeiron.com correctly. • Confer with your IT department to determine what may be blocking the AFT Application’s internet access.
3	Message Fix	“Unable to load DLL ‘AFTeLicense.dll’: The specified module could not be found.” <ul style="list-style-type: none"> • A required Redistributable Package is not installed: <ul style="list-style-type: none"> ○ Install Microsoft Visual C++ 2017 Redistributable Package (x86) ○ For 64-bit Utility Applications, the x64 version is required

4	Message	“Registration file not found or invalid. Do you want to try to activate the eLicense?”
	Fix	<ul style="list-style-type: none"> • Click No when asked if you want to try and activate the eLicense. • Close the Diagnostics window • Press OK to close the Application • Locate your Registration.txt file <ul style="list-style-type: none"> ○ Open the file and ensure a 32-digit Protection ID is present. ○ Copy the file into C:\AFT Products\AFT Application\ ○ If you cannot find the file, contact AFT with your license information (License Number) and this can be provided • Right-click the Application and select Run as administrator <ul style="list-style-type: none"> ○ Administrator privileges are required to copy the Registration.txt file into C:\ProgramData\Applied Flow Technology\ • Alternatively, if you know your 32-digit Protection ID <ul style="list-style-type: none"> ○ Close and restart the Application as an administrator ○ Click Yes when asked if you want to try and activate the eLicense ○ Enter the Protection ID and click Activate
5	Message	“Software License DLL Missing”
	Fix	<ul style="list-style-type: none"> • Re-install the Application with administrator privileges
6	Message	“Standalone License not allowed in virtual environment”
	Fix	<ul style="list-style-type: none"> • Run the Application directly on a Client Machine's host operating system
7	Message	“Standalone eLicense not allowed for remote connections”
	Fix	<ul style="list-style-type: none"> • Access the Application directly.
8	Message	“Checking Software Feature Failed: Feature Name Not Found”
	Info	<ul style="list-style-type: none"> • The Application or Module you are attempting to access is not available on your eLicense
9	Message	“Checking Software Feature Failed: Wrong version number or expiry date override”
	Info	<ul style="list-style-type: none"> • The Application or Module you are attempting to access is present on your eLicense, but the License is for an earlier version, or has expired.
10	Message	“Checking Software Feature Failed: PROD_SUBSCRIPTION_EXPIRED”
	Info	<ul style="list-style-type: none"> • The License was time-based (Lease or Trial) and this time has expired.
11	Message	“Checking Software License: PROD_NOT_AUTHORIZED”
	Info	<ul style="list-style-type: none"> • The standalone eLicense is already activated on another machine. See Moving a Standalone eLicense

If none of the above items helped get the Application started, or if you have other Licensing questions, please contact [AFT Support](#) with your License Number and the eLicense Diagnostics Log.