PTC®

Installing PTC® Arbortext® Advanced Print Publisher™

PTC Arbortext Advanced Print Publisher 11.1

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About This Guide

This document contains installation and licensing guidelines to enable you to install the following products on a Windows platform:

- PTC Arbortext Advanced Print Publisher — Desktop
- PTC Arbortext Advanced Print Publisher — Server
- PTC Arbortext Advanced Print Publisher — Enterprise

Organization of This Guide

This reference is divided into three main sections:

Introduction to PTC Arbortext Advanced Print Publisher Installation on page 9	A summary of the information you need to ensure that you are fully prepared to commence installation of APP
Installing PTC Arbortext Advanced Print Publisher on Windows on page 15	Full instructions to walk you through installation of the Desktop and Enterprise versions of APP
Configuring PTC Arbortext Advanced Print Publisher — Enterprise on Windows on page 35	Instructions for changing the user accounts used by PTC Arbortext Advanced Print Publisher - Enterprise Schedulers and Agents
Licensing PTC Arbortext Advanced Print Publisher on Windows on page 25	A summary of the APP licensing process

Related Documentation

For more information refer to the following documentation, found in the PTC Arbortext Advanced Print Publisher Help Center. Help Center includes both web-based HTML and PDF versions of the information and is accessed from the **Help** ▸ **Help Center** menu.

Documentation	Description
PTC Arbortext Advanced Print Publisher Release Notes	Information about new, changed, and deleted features in this APP release.
PTC Arbortext Advanced Print Publisher User's Guide	An overview of APP and its underlying objects and processes.

Technical Support

Contact PTC Technical Support using the PTC website, email, phone, or fax if you encounter problems using your product or the product documentation.

Use the Contact Support links on the PTC website at:

http://www.ptc.com/support/

The PTC website also provides a search facility for technical documentation of particular interest. To access this search facility, use the URL above and select Search Our Knowledge.

You must have a Service Contract Number (SCN) before you can receive technical support. If you do not have an SCN, contact PTC Maintenance Department using the contact instructions found in your Customer Support Guide.

Documentation for PTC Products

You can access PTC product documentation using the following resources:

- Online Help

  Click **Help** from the user interface for online help available for the product.

- Reference Documents

  Individual product manuals are available from the Reference Documents link of the PTC website at the following URL:

  http://www.ptc.com/support/

- Help Center

  Help Centers for the most recent product releases are available from the PTC website at the URL given below. Select the Support Center for the relevant products to access the Help Centers link.

  http://www.ptc.com/support/

You must have a Service Contract Number (SCN) before you can access the Reference Documents or Help Centers links. If you do not have an SCN, contact PTC Maintenance Department using the contact instructions found in your Customer Support Guide.

Global Services

PTC Global Services delivers the highest quality, most efficient and most comprehensive deployments of the PTC Product Development System including PTC Creo, PTC Windchill, PTC Arbortext, and PTC Mathcad. PTC's Implementation and Expansion solutions integrate the process consulting, technology implementation, education and value management activities customers need to be successful. Customers are led through Solution Design, Solution Development and Solution Deployment phases with the continuous driving objective of maximizing value from their investment.

Contact your PTC sales representative for more information on Global Services.

Comments

PTC welcomes your suggestions and comments on our documentation. You can submit your feedback to the following email address:

arbortext-documentation@ptc.com

Please include the following information in your email:

- Name
- Company
- Product
- Product Release
- Document or Online Help Topic Title
- Level of Expertise in the Product (Beginning, Intermediate, Advanced)
- Comments (including page numbers where applicable)

Documentation Conventions

This guide uses the following notational conventions:

- **Bold text** represents exact text that appears in the program's user interface. This includes items such as button text, menu selections, and dialog box elements. For example,

  Click **OK** to begin the operation.

- A right arrow represents successive menu selections. For example,

  Choose **File** ▸ **Print** to print the document.

- `Monospaced text` represents code, command names, file paths, or other text that you would type exactly as described. For example,

  At the command line, type `version` to display version information.
- *`Italicized monospaced text`* represents variable text that you would type. For example,

  `installation-dir``\custom\scripts\`
- *Italicized text* represents a reference to other published material. For example,

  If you are new to the product, refer to the *Getting Started Guide* for basic interface information.

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Introduction to PTC Arbortext Advanced Print Publisher Installation

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In this chapter you will find all the information you need to ensure that you are fully prepared to commence installation of your PTC Arbortext Advanced Print Publisher product.

Product Information

PTC Arbortext Advanced Print Publisher is an automated publishing engine that handles complex layout requirements and supports post-composition changes to content, formatting and layout.

This guide contains installation information for the PTC Arbortext Advanced Print Publisher product suite. Before proceeding with this installation, we recommend you read the *PTC Arbortext Advanced Print Publisher Release Notes* for this release. The document can be found at the following locations:

- The `appprodrel.pdf` file in the **Documentation** directory of the CD-ROM or web download zip
- The **Reference Documents** link on the Arbortext section of the PTC Support site, at www.ptc.com/support

Licensing

PTC Arbortext Advanced Print Publisher (APP) uses the FLEXnet licensing system. This mirrors the system used to license other PTC Arbortext products. You can obtain a FLEXnet license from the Arbortext section of the PTC support site at www.ptc.com/support/.

You will need either a node-locked FLEXnet license or a floating FLEXnet license to run PTC Arbortext software. Licenses are available online for customers covered by an active maintenance agreement. You must have a PTC online account and a Customer Number to get a license.

See Licensing PTC Arbortext Advanced Print Publisher on Windows on page 25 for information on obtaining a license.

Note that dongles and Arbortext License Manager are not supported on any APP version.

Distribution

There are two archives available for installing this release:

Product Archive

This archive includes all files necessary to install the PTC Arbortext Advanced Print Publisher (APP) product.

You have either a download archive called *`filename-release.no_datecode_bit.no-product`*`.zip` or a CD-ROM for the PTC Arbortext Advanced Print Publisher product suite.

Where:

- *release.no* is the major release of APP you wish to install, e.g. 11.1
- *datecode* is the specific release of APP you wish to install, e.g. F000, M010
- *bit.no* specifies whether you are installing a 32-bit (Win32) or 64-bit (Win64) version of the product
- *product* indicates the product variant you are installing, i.e. Desktop or Enterprise

For example, the file `MED-60915–CD-111_F000_Win32–Desktop.zip` contains files to install the 32-bit version of the 11.1 F000 release.

The top level directory contains the program file `ArbortextAPP [bit no] [product] release.no datecode.exe` program for installing APP.

Media Archive

This archive includes all files necessary to install additional media to accompany an PTC Arbortext Advanced Print Publisher installation — documentation, Help Center, and libraries.

You have a download archive called `filename-release.no_datecode.zip`.

PTC Arbortext Advanced Print Publisher Components

The following list describes the components of the PTC Arbortext Advanced Print Publisher product suite:

PTC Arbortext Advanced Print Publisher — Desktop
Interactive user interface for template development and manual adjustment of the composed document.

PTC Arbortext Advanced Print Publisher — Server
An PTC Arbortext Advanced Print Publisher option that can be licensed to support certain very specific automated workflows that cannot be supported via PTC Arbortext Advanced Print Publisher — Enterprise.

If you are upgrading from a previous version of PTC Arbortext Advanced Print Publisher — Server, install PTC Arbortext Advanced Print Publisher — Desktop and then obtain and apply the PTC Arbortext Advanced Print Publisher — Server license key.

PTC Arbortext Advanced Print Publisher — Enterprise
Publishing engine that detects, schedules, and runs APP jobs, providing an unattended publishing solution capable of running on multiple client machines.

System and Software Requirements

Disk Space

- PTC Arbortext Advanced Print Publisher — Desktop installation: 167 MB (approx)
- PTC Arbortext Advanced Print Publisher — Enterprise installation: 2.2 MB (approx)

Minimum Requirements

Pentium III processor (or equivalent), 2.0 GHz, 512 MB RAM, 50 MB disk space, plus 1 GB additional space for production output.

Recommendations

Pentium IV processor (or equivalent), 3.0 GHz, 1 GB RAM, 50 MB disk space, plus 2 GB additional space for production output.

Evaluate your site's production environment for factors that may affect site adjustments to the requirements and recommendations, such as number and size of documents, number and size of graphics and network traffic, as all have an impact on the optimization of disk space, memory, throughput and output.

Platform Requirements – Windows

- PTC Arbortext Advanced Print Publisher — Desktop - Windows XP, Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2
- PTC Arbortext Advanced Print Publisher — Enterprise - Windows XP, Windows 7, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2

Platform Requirements – Other

Contact your sales representative for information on Solaris, Linux or other UNIX platforms.

Localization

You may display the APP interface in languages other than English – the following six language versions of the interface are included:

- English (UK)
- English (US)
- French

- German
- Simplified Chinese
- Japanese

There are three ways in which a language option can be applied, all based around the same main command, i.e.`-G:`, and the same language parameters:

uk
English (UK) – default

us
English (US)

de
German

fr
French

cn
Chinese

ja
Japanese

For example, `-G:de` will activate the German language version.

1. Command line: simply enter the command, as shown above, in the APP command line.
2. On startup: add the command, as shown above, to startup file `sargsw.3ad`. This file will need to be created if it does not already exist.
3. Shortcut: create a shortcut for APP on your desktop as usual, then edit the properties of the shortcut to include the command and relevant parameter after the name of the executable in the **Target** field.

   For example, to activate the French interface the target might read `"C:\Program Files\PTC\Arbortext Advanced Print Publisher\APP.exe" -G:fr`. Note that a space separates the second double quote and the command.

Technical documentation and supporting literature is provided in English (UK) only for all 11.1 releases.

Learning More About PTC Arbortext Advanced Print Publisher

Once you have installed PTC Arbortext Advanced Print Publisher — Desktop, documentation is available from several locations:

- The **Help** menu option of the APP interface: click the **Help Center** button to access online help and product documentation
- The **Start ▸ Programs ▸ PTC** menu in a Windows installation
- The `APP-path\documentation` directory

The following product documentation is available from these locations:

- Help Center: online information about APP's macros and PIs, plus reference manuals and further reading on a series of topics
- PDF documents:
  - *PTC Arbortext Advanced Print Publisher Release Notes* (appprodrel.pdf)
  - *Installing PTC Arbortext Advanced Print Publisher* (appinstall.pdf)

Once you have installed PTC Arbortext Advanced Print Publisher — Enterprise, documentation is available from the **Start ▸ Programs ▸ PTC ▸ Arbortext Advanced Print Publisher ▸ Documentation** menu, and from the `APP-path\docs\index.html` directory.

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You can install any of the following products:

- PTC Arbortext Advanced Print Publisher — Desktop

  Installation instructions can be found in Installing PTC Arbortext Advanced Print Publisher — Desktop on page 16.
- PTC Arbortext Advanced Print Publisher — Server

  If you are upgrading from a previous version of PTC Arbortext Advanced Print Publisher — Server, follow the instructions for PTC Arbortext Advanced Print Publisher — Desktop, and then obtain and apply the relevant license for PTC Arbortext Advanced Print Publisher — Server.
- PTC Arbortext Advanced Print Publisher — Enterprise

  Installation instructions can be found in Installing PTC Arbortext Advanced Print Publisher — Enterprise on page 19 .

Preparation

You must install PTC Arbortext Advanced Print Publisher (APP) into a separate directory from any other 3B2 or APP installation. You are not permitted to run F000 and Mxxx datecode releases of the same major release concurrently.

You may run this release of APP alongside a previous release, for example release 10.0 or 11.0.

Check the directories of your current installation for files that you may have customized. You may want to save them to reuse with your upgraded version. Be sure to copy them to a safe location before proceeding with the installation.

Perl Version Required for this Release

You must install version 5.8.9 of Perl to support this release.

Installing PTC Arbortext Advanced Print Publisher — Desktop

Note

If you are upgrading a previous version of PTC Arbortext Advanced Print Publisher — Server, follow these instructions for the PTC Arbortext Advanced Print Publisher — Desktop. You must then obtain the necessary PTC Arbortext Advanced Print Publisher — Server license to enable the server functionality.

To install PTC Arbortext Advanced Print Publisher — Desktop

1. If you are installing from CD-ROM, insert the CD-ROM into your CD-ROM drive.

   If you are installing from a downloaded zip file, unzip the product archive file to a temporary directory of your choice. After you have extracted the file contents, the directory structure for the extraction and for the CD-ROM will be the same.

2. Find and run `ArbortextAPP [bit.no] [product] [release.no] [datecode].exe`. When the installer starts, you will be presented with a welcome screen that confirms the product that will be installed.

   If you are upgrading your installation of PTC Arbortext Advanced Print Publisher — Server, you should install PTC Arbortext Advanced Print

Publisher — Desktop and then obtain the applicable Server license to run it in server mode.

Click **Next** to continue.

3. The **License Language** dialog box allows you to choose the language version of the license agreement you'd like to see. Note that the installer itself will always remain in English, regardless of the language you select here. Make a selection then click **Next** to continue.
4. Confirm that you accept the terms in the software license agreement, then click **Next** to continue.
5. In the **Setup Type** dialog box, choose either `Complete` or `Custom`.
   - If you choose `Complete`, click the **Next** button and proceed to step 6.

     Note

     If you wish to change the default installation path, select the `Custom` install option. You can change the installation path on the **Custom Setup** dialog box.

   - If you choose `Custom`, continue with the following:
     a. Click the **Next** button to choose the components for installation.
     b. From the **Custom Setup** dialog box, select the product components you want to install. If this is the first installation, all components are selected by default. You can change the default installation path.

        Note

        If you have an existing PTC Arbortext installation, you must install this release into a different directory. You are not permitted to run the F000 and Mxxx datecode releases of the same major release concurrently.

     Verify your choices and click the **Next** button to proceed.
6. Choose whether to send shortcuts for the product to the Start Menu and the Desktop.
7. Click **Install** to install the software on your computer.
8. In the **Ready to Install the Program** dialog box, click **Install** to begin

installation, or **Back** to review any of the choices you've made during the setup process.

9. The **Installing PTC Arbortext Advanced Print Publisher** dialog box will provide information on the status of your installation. You will see the **InstallShield Wizard Completed** dialog box when the installation is completed. Click **Finish**.

Once the product is installed, you must ensure that you have write access to all the installed files so you can modify them if necessary. PTC cannot guarantee that all files in the install directory are write-enabled. Make sure that:

- Permissions on the install directory allow you to modify all of the files it contains
- You have not installed APP in a location that is protected by Windows

To make changes to installation or install additional media

You may want to update your installation, for example by installing additional product variants or add-on libraries, or accessing documentation. Follow the process below:

- Unzip the media archive file to a temporary directory of your choice.
- Find and run `Setup.exe`. When the installer starts, you will be presented with a welcome screen from which you can make a selection:
  - Install an additional APP product variant — choose the **Install...** option, then **Advanced Print Publisher (32-bit)...** or **Advanced Print Publisher (64-bit)...**
  - Install add-on libraries — choose the **Install...** option, then **Add-on Libraries...**
  - Install FlexLM License Server — choose the **Install...** option, then **FlexLM License Server**
  - Access APP Help Center or PDF documentation — choose the **Documentation...** option
- Make your required selection. Next steps depend on the option you choose here:
  - Install 32-bit version of APP Desktop or APP Enterprise — choose the **Advanced Print Publisher (32-bit)...** option. Follow the steps in To install PTC Arbortext Advanced Print Publisher — Desktop on page 16 to complete the installation.
  - Install 64-bit version of APP Desktop or APP Enterprise — choose the **Advanced Print Publisher (64-bit)...** option. Follow the steps in To install PTC Arbortext Advanced Print Publisher — Desktop on page 16 to complete the installation.

- Installing add-on libraries — select the required library to invoke its set up wizard. Follow the steps in Installing Add-on Libraries on page 22 to complete the installation.
- Installing FlexLM License Server — select the 32-bit or 64-bit version to invoke a PTC.Setup wizard, which will guide you through the install process.

- Choose **Exit** in the welcome screen once you have finished your installation.

Licensing PTC Arbortext Advanced Print Publisher — Desktop

Refer to Licensing PTC Arbortext Advanced Print Publisher on Windows on page 25 for information on licensing.

Location of APP Error Log File on Startup

The error log file `serrlog.3at` is usually created in the APP install directory on startup. If this fails or is not possible, the log file will now be created in the Windows `temp` directory indicated by the `TEMP` environment variable.

This behavior is expected with Windows Vista and later.

Installing PTC Arbortext Advanced Print Publisher — Enterprise

PTC Arbortext Advanced Print Publisher — Enterprise consists of three parts: a Scheduler, Agents and a monitoring tool. You will need to choose how to deploy the scheduler and the agents. The monitoring tool does not affect deployment strategy.

The simplest option is to install the PTC Arbortext Advanced Print Publisher — Enterprise components as a standalone installation on a single computer. Choose this option if the resources required by the composition jobs are all located on the same computer. If the standalone installation requires access to resources available on another computer in the domain you will need to perform some post-installation configuration.

Choosing the Components

There are three basic components:

Monitor

A client user interface to the Scheduler that provides control over the Scheduler and displays useful information about it. The Monitor can be useful on any machine, but you can use a Monitor installed on another computer to connect to the Scheduler you are installing on this computer. You can choose

not to install the Monitor at this time and then run this installation from another machine to install it there.

Scheduler

A server component for managing Agents.

Agent

An Agent is launched locally or remotely by the Scheduler to control instances of PTC Arbortext Advanced Print Publisher running in OCX mode.

Network Considerations

If your Scheduler or Agents are running on, or require access to, another computer, you need to configure user accounts and the COM/DCOM security settings on the computers involved.

PTC Arbortext Advanced Print Publisher — Enterprise and the installer together can perform some of the tasks involved if the network uses the Windows Domain model. For each Scheduler and Agent, you need to set the user account and DCOM permissions. Other network configurations are not supported.

Installation Procedure

Before proceeding, be aware of the following:

- You must have Administrator privileges to install PTC Arbortext Advanced Print Publisher — Enterprise successfully.
- The PTC Arbortext Advanced Print Publisher — Desktop OCX version must also be installed on any computer that will be running an PTC Arbortext Advanced Print Publisher — Enterprise Agent.
- PTC Arbortext Advanced Print Publisher — Enterprise installs the Scheduler as a Windows Service program.

To Install PTC Arbortext Advanced Print Publisher — Enterprise

1. If you are installing from CD-ROM, insert the CD-ROM into your CD-ROM drive. If the install program starts automatically, skip to step 3.

   If you are installing from a downloaded zip file, unzip the file to a temporary directory of your choice. After you have extracted the file contents, the directory structure for the extraction and for the CD-ROM will be the same.
2. At the top level directory, find and run `setup.exe`. When the installer starts, you will be presented with a box to choose a language. This will determine which version of the license agreement to display. Note that the installer itself will always remain in English, regardless of the language you select here.

3. On the first screen, choose **Install**. You'll be presented with the following product choices:
   - PTC Arbortext Advanced Print Publisher — Desktop
   - PTC Arbortext Advanced Print Publisher — Enterprise
   - Add-on Libraries
4. From the product list, choose PTC Arbortext Advanced Print Publisher — Enterprise.
5. Accept the Software License Agreement.
6. On the next dialog box, choose the components you want to install:
   - PTC Arbortext Advanced Print Publisher — Enterprise Scheduler
   - PTC Arbortext Advanced Print Publisher — Enterprise Agent
   - PTC Arbortext Advanced Print Publisher — Enterprise Monitor

   For a standalone installation, choose all the components. However, for a distributed deployment, you may be installing on a machine that only needs the Scheduler and the Agent components. Verify your choices and click the **Next** button to proceed.
7. In the **Install Location** dialog box, it is recommended that you accept the default path for the installation directory. Verify the path and then click the **Install** button to install the software on your computer.
8. Click **Install** to install the software on your computer.

Once installation is complete, you will need to set up the licenses for your installation. Refer to Licensing PTC Arbortext Advanced Print Publisher on Windows on page 25 for information.

When you finish installation and licensing, be sure to proceed to Changing the Scheduler User Account on page 36 for information on how to configure the Scheduler for your installation.

Libraries

The PTC Arbortext Advanced Print Publisher installation offers a set of optional tools and resources you can use in your production environment. Refer to Installing Add-on Libraries on page 22 for information on how to install these libraries.

Installing Add-on Libraries

1. On the welcome screen of the setup program invoked from the media archive, you'll be presented with the product options available for install. Choose **Install...** then **Add-on Libraries**. From the list, click the tool or resource you want to install.
2. Choose the language of the license agreement. Click **Next**.
3. Accept the license agreement and click **Next**.
4. Change the directory location of the install if required.
5. Click the **Install** button to proceed with the installation.
6. After the setup is completed, you can check the box for **Show Manual** to read the documentation. Click **Finish** to exit the installation program.

The following tools and resources are available from the installation program under **Add-on Libraries**. Note: the version numbers detailed below relate to this release of PTC Arbortext Advanced Print Publisher. Updates to libraries may be included with subsequent maintenance releases of the product.

Supported tools and resources

Component	Description
APP Markup Library v2.98f	Set of HTML table, CALS table, MathML and character entity tags
APP Markup Library Test Suite v1.02	Test suite for the **APP Markup Library**
Perl Library v3.06	Collection of Perl functions to aid productivity for template developers.
Development Assistant v2.04	Collection of tools to aid productivity for template developers.
Change Language Library v1.09	Switch the display language for menus and dialog boxes among English, American, German and French
Barcode Library v1.03	Auto-generate barcodes for inclusion in documents
Macro Timer v1.01	Timers for macros such as **tformat**

The following unsupported additional tools and resources are also available. Please contact PTC product support at www.ptc.com/support for further information.

Unsupported additional tools and resources

Component	Description
Watcher	Monitor a directory and process control files from within this directory. Also includes a basic logging facility and a test suite.
Dieckmann	Edit and modify Dieckmann's exception dictionaries
Superprint	Interface to save tags to a file system, browse folders and display control files. Also allows users to write and save control streams used by external programs.
Snippets	Store code fragments or any other data so they can be re-used and re-inserted at any time in any template.
SaveState	Perl package to save and restore the complete PTC Arbortext Advanced Print Publisher environment, current Edit Bar settings, and current settings of a specific stream.
Tie::TagHash	Access to APP tags from Perl scripts using variables.
Tie::StringHash	Access to APP strings from Perl scripts using variables.
LoadObjects	Scan a given stream and import all rasters and/or objects by reading predefined markup and attributes.
CreateFrame	Create frames with all possible properties using Perl.
Template::Compare	Compare two templates and libraries.
Shell Extension Handler	Open a `.3f` or `.3d` file using a specific version of PTC Arbortext Advanced Print Publisher.

Program Group for PTC Arbortext Advanced Print Publisher — Desktop

Once you have installed PTC Arbortext Advanced Print Publisher — Desktop, the program group on the Windows **Start** menu contains the following shortcut links for the product:

- **Advanced Print Publisher** program
- **Documentation**, which contains links to the Help Center information source and product documentation in PDF form

Program Group for PTC Arbortext Advanced Print Publisher — Enterprise

Once you have installed PTC Arbortext Advanced Print Publisher — Enterprise, the program group on the Windows **Start** menu contains the following shortcut links for the product:

- **Documentation**, which links to the PTC Arbortext APP-E HTML index page.
- **Monitor**

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PTC Arbortext Advanced Print Publisher is licensed via the FLEXnet licensing system, in accordance with other PTC Arbortext products. You will need to obtain and install new licenses to run this release. The use of dongles is not supported.

Refer to **License Support** in the Arbortext section of the PTC support site (www.ptc.com/ support) to obtain, return, or track licenses.

License Types

Once you have complete your PTC Arbortext Advanced Print Publisher installation, you must setup licensing for the product. You will need to obtain a new license for this release. Licenses issued for previous releases will not work with this release. This release uses licensing information generated by the FLEXnet licensing system. You will be able to use the license generated for this release with the next major release.

There are three basic types of FLEXnet license:

- Node-locked license for use on a single computer. This type of license is usually obtained by the end user.

  This is similar in concept to a fixed license generated under the previous Elan licensing system.

  Note that you will only be permitted to run a single APP instance if you choose a node-locked license.
- A floating license pack for a single computer that will be serving floating licenses to end users. This type of license is usually obtained by a system administrator.

  A floating license is similar in concept to a concurrent license generated under the previous Elan licensing system.
- A floating license pack for a set of three servers (called a triad license server) that will be serving floating licenses to end users. This type of license is usually obtained by a system administrator.

  A triad license server is similar in concept to a redundant license server under the previous Elan licensing system.

You will need either a node-locked or a floating license to run PTC Arbortext Advanced Print Publisher — Desktop. PTC Arbortext Advanced Print Publisher — Enterprise only supports a floating license on a license server. This is required to support the counted number of additional agents. Licenses can be obtained from the **License Support** page in the Arbortext section of the PTC Support site, at www.ptc.com/support. Licenses are available online for customers covered by an active maintenance agreement. You must have a PTC online account and a Customer Number to get a license.

Refer to Obtaining Licenses on page 29 for information on how to obtain licenses.

Node-locked Licenses

A node-locked license file is a local license file that allows PTC Arbortext Advanced Print Publisher to be run on an authorized computer. The license file is stored on the computer on which the software is run. License files are generated

from a host ID code unique to each system. You can only run one instance of PTC Arbortext Advanced Print Publisher on one authorized computer with a node-locked license.

The PTC licensing web site uses your PTC Arbortext Advanced Print Publisher version, customer number, and Host ID code to generate a node-locked license.

Floating Licenses

Floating licenses are made available from a license server on a network to a set of users running the software. A license server allows multiple computers (license clients) on the network to run PTC Arbortext Advanced Print Publisher concurrently. The client computer running PTC Arbortext Advanced Print Publisher must specify the port and server named of the license server to obtain a floating license. If a license is available the user is allowed to run the software.

The PTC licensing web site uses the PTC Arbortext Advanced Print Publisher version, customer number, and Host ID code of the license server or servers to generate a floating licenses.

The system administrator must install the FLEXnet license management software and set up the necessary floating licenses before users can run the PTC Arbortext Advanced Print Publisher product. Please refer to Installing a License Server on page 31 for information.

A single server configuration uses only one computer as the license server. Your site can implement server redundancy by using a triad license server. A triad server configuration uses three license servers. A triad server provides a fallback mechanism to obtain licenses even if the main server goes down. Because a majority rule is in effect, at least two of the servers must be running for the triad server to function.

When you run software with a floating license, you may need to specify the communications port number and license server name the first time you run it. If prompted, enter the server information in the form *port@servername*, for example *6789@aberdeen*.

You should verify the following with your system administrator:

- That the FLEXnet license server software has been installed and configured on the licenser server machine
- The port number and server name of the license server on your network

Licensing Summary

PTC Arbortext Advanced Print Publisher will search for a license the first time it is run. You will be prompted for license information if a valid license is not found. Note that this will not happen if licensing information is deployed to your system by a system administrator.

PTC Arbortext Advanced Print Publisher looks for the system environment variable PTC_D_LICENSE_FILE on page 31 automatically when it starts. This variable setting provides the path to one of the following to find licensing details:

- Your node-locked license file
- A *port@servername* specification, from where your software can retrieve a floating license.

If `PTC_D_LICENSE_FILE` does not exist or has an incorrect value, a licensing error is reported and you will need to specify licensing information as instructed.

Licensing Prerequisites

To configure licenses and obtain a license pack file, you need the following:

- Web access and a PTC customer account with an active maintenance agreement. You can register at www.ptc.com/support
- Your customer login, password, and customer number
- The Host ID unique to the computer. You can access this information in any of the following ways:
  - By referring to the **Licensing Error** dialog box that appears if PTC Arbortext Advanced Print Publisher can't obtain a license the first time you run it. The Host ID code will appear here.
  - By running `cpu_id.exe` from a Windows command prompt (available from the `flexlm` directory on the installation DVD or download zip, or from the PTC Support site).
  - By using one of the options described in the following web page:

    http://www.ptc.com/appserver/wcms/standards/freefull_cskdb.jsp?im_dbkey=90575&icg_dbkey=900

Prerequisites for Licenses

For each copy of PTC Arbortext Advanced Print Publisher you plan to install, you need to carry out the following tasks:

- Request a license on the PTC Support site at www.ptc.com/support. Have your customer login, password, customer number, and Host ID for the computer at hand.

  If you are setting up a floating license server, be sure you have the Host ID and server name of the license server or servers.

See Troubleshooting Licensing Issues on page 32 for further information.

- Receive the license pack containing your configured license(s). Save the license pack to a folder on the computer where you will install your licenses.

  See License Packs on page 30 for further information.

Prerequisites for License Servers

The following prerequisites apply if you plan to install a license server to provide floating licenses:

- The floating license server must have the FLEXnet license management software installed.
- Your PTC Arbortext Advanced Print Publisher software must have a working network connection to the license server and specify the port number and server name to request licenses.

Refer to Installing a License Server on page 31 for further information on setting up a license server.

Obtaining Licenses

Go to the PTC Support site at www.ptc.com/support to request and configure licenses. Note that the support site might not offer license keys for all possible customer requests. Request assistance on the PTC Support web site, if necessary, regarding any of the following:

- Modification of an existing license key to add new floating licenses to an existing server
- Extension of a temporary license for evaluation
- Generation of licenses for triad server configurations

You can submit a request for assistance on the PTC Support site. Create a new case on the Contact Support page. You can also contact PTC License Management Support by telephone. See www.ptc.com/olm/contacts for a list of contact numbers.

On the PTC Support site, the licensing web tool steps you through the process of configuring your software to your hardware. You will use the PTC License Landing Page to configure the software licenses.

Refer to Licensing Prerequisites on page 28 for information you will need to have to hand.

1. Go to the PTC Support site at www.ptc.com/support.
2. Move to the **Arbortext** section.

3. Choose **Arbortext License Support** and log into your PTC account when prompted. You will need your login name, password, and customer number.
4. Choose `Arbortext Advanced Print Publisher` from the **Product Family** field and the required release from the **Version** field. The **Hardware Selection** form appears.
5. Enter your computer's Host ID in the **PTC Host ID** field. If your computer is already on the system, you can browse for it.

   Enter the name of your computer in the **Host/Triad Name** field.

   The information in the fields should identify one of the following:

   - A single computer for a node-locked license
   - A single computer that will be serving floating licenses to end users
   - A set of three computers (a triad license server) that will be serving floating licenses to end users and providing server redundancy
6. Click **Continue**.
7. If your Host ID is not in the PTC licensing system, you will be asked to enter an installation address and contact that will be associated with the Host ID.
8. Confirm the combination of software and hardware for your license, then click **Get License**. You will receive a call number for confirmation of the request.
9. The license transaction is processed and the license pack file will be emailed to you.

License Packs

Once you have completed a license request, you will receive a license pack email from LM@PTC.com. The email includes a text file attachment with a filename in the form `lm_xxxxxxxx_standard.txt`. The email message may contain licensing instructions for other PTC software products, depending on the content of the license pack file. Save the attached licensed pack to a directory and note its location.

If you are using a locked license, you will be prompted to enter the license file location the first time you run your PTC Arbortext Advanced Print Publisher software. The information is stored in the PTC_D_LICENSE_FILE environment variable (refer to The PTC_D_LICENSE_FILE Environment Variable on page 31 for further information).

If you will be using a floating license but you are not configuring a license server, you will not be obtaining a license pack from PTC. You will instead enter the port number and server name of the license server the first time you run the software.

Installing a License Server

If you are upgrading from a previous release of PTC Arbortext Advanced Print Publisher for the first time, and your installation uses floating licenses or a combination of node-locked and floating licenses, your system administrator will need to install the FlexNet License Server. If a user attempts to use an upgraded version of the PTC Arbortext Advanced Print Publisher software with an unsupported license server, or an invalid license file, or a dongle, the **Licensing Error** dialog box reports the error and prompts for valid information. If the FlexNet license server is already installed, it may not need to be upgraded when the PTC Arbortext Advanced Print Publisher software is upgraded. Refer to the Release Notes for the particular release for more information.

The FlexNet license server system is documented in the *FLEXnet Licensing End User Guide*. This guide explains the basics of FlexNet floating (network) licensing, gives an overview of the FlexNet licensing components, and provides details on managing floating licenses for administrators. This guide is available from the `flexlm` directory of your PTC Arbortext Advanced Print Publisher installation distribution (from zip or DVD download). It is also available from the **Reference Documents** page of the PTC Support site at www.ptc.com/support.

The FLEXnet license management software and installer program are in the `flexlm` folder on the PTC Arbortext Advanced Print Publisher software DVD or the license server download zip file available from the PTC Support site. Go to **Order or Download Software Updates** and find **PTC License Server: FLEXnet Publisher**. Choose the latest version of the download file for your system.

After the FLEXnet software is installed, it must be configured to recognize the client computers as floating license clients. Consult the *FLEXnet Licensing End User Guide* for license management configuration instructions.

For instructions on installing the PTC FlexNet License Server as either a single server or a triad server, refer to the following suggested technique:

http://www.ptc.com/appserver/wcms/standards/freefull_cskdb.jsp?&im_dbkey=90870&im_language=en

The PTC_D_LICENSE_FILE Environment Variable

PTC Arbortext Advanced Print Publisher automatically looks for the PTC_D_LICENSE_FILE environment variable when it starts. The variable should contain either the path to your node-locked license file or the *port@server* specification for the license server that can supply a floating license.

The variable is available in the **User variables** or **System variables** list on the **Environment variables** tab of your System Properties dialog box.

Use one of the following values for PTC_D_LICENSE_FILE:

- To reference a node-locked license file, set the value to the license file path, For example: `C:\User Data\All Users\Application Data\Arbortext\lm_12345678_standard.txt`
- To point to a single server supplying floating licenses, set the value to *`port@servername`*. For example: `6789@aberdeen`.
- To point to a triad server configuration, set the value to a comma separated list of *`port@servername`* specifications. For example:

  `3456@able,1345@baker,3456@charlie`
- To use a combination of node-locked and floating licenses, set the value to both the license file path and the *`port@servername`* specification of the license server(s). Note that each type of license option is separated by a semi-colon (;). For example:

  `C:\User Data\All Users\Application Data\Arbortext\lm_12345678_standard.txt;3456@able,3456@baker,3456@charlie`

Refer to License Types on page 26 for a summary of license types.

Your system administrator may have deployed the licensing information to your computer. In this case, you will never be prompted for this information unless you encounter a licensing problem.

Refer to Troubleshooting Licensing Issues on page 32 for information on how to resolve licensing issues.

Troubleshooting Licensing Issues

Here are some suggestions to assist with common licensing issues you may encounter:

Unable to Obtain a License

PTC Arbortext users must have an active maintenance agreements, a PTC online account and password, and a Host ID to get a license. Go to www.ptc.com/support to obtain a license. See Obtaining Licenses on page 29 for further information.

PTC Arbortext products display a **Licensing Error** dialog box when they can't find valid license information. There is a wide variety of reasons that your software can't obtain a license:

- For node-locked licenses, the error message may report that the path to the license file is not valid. If so, check the location of the license file and correct the path if necessary.
- For floating licenses, the more common error messages may report that the license server is down or that all licenses are in use. If so, wait a few minutes then try again. If the problem persists, contact your system administrator.

License information is stored in the PTC_D_LICENSE_FILE environment variable (see The PTC_D_LICENSE_FILE Environment Variable on page 31 for information). If it isn't defined or its value is incorrect, the **Licensing Error** dialog box will prompt you to enter the correct licensing information.

Problems Using a Node-Locked License

Check that you have defined the correct path for your license file. Locate your license file and compare its location with the path specified in the **Licensing Error** dialog box or the PTC_D_LICENSE_FILE environment variable.

Problems Using Floating Licenses

if you are unable to obtain a floating license from the license server, investigate the following:

- Check that you have the correct port number and server name for the license server (or three consecutive servers if your site is using a triad license server). You may need to contact your system administrator to confirm the correct information.
- Confirm with your system administrator that the license server is running.
- If your site is using a triad license server, and the first license server goes down, licenses might be unavailable for a few minutes until the back up servers start distributing licenses. Wait for a few minutes then restart your PTC Arbortext Advanced Print Publisher software. If you still receive the same message, contact your system administrator.

Unable to Renew a Floating License

If your PTC Arbortext Advanced Print Publisher session is inactive for a long period of time, the license manager may take back your license based on the FlexNet license server's *TIMEOUT (ALL)* configuration setting. If all configured licenses are in use by other users when your resume your session, you will see an error message. The system administrator should review the *FLEXnet Licensing End User Guide*, which explains the *TIMEOUT (ALL)* setting, if this becomes a problem.

A similar message might also appear if you are using a system in a remote location and connected to the license server via a VPN or dial-up connection. You may need to re-establish your connection before you can continue to use your PTC Arbortext Advanced Print Publisher software.

4

Configuring PTC Arbortext Advanced Print Publisher — Enterprise on Windows

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Instructions for changing the user accounts used by PTC Arbortext Advanced Print Publisher — Enterprise Schedulers and Agents are included here. For other configuration information, refer to PTC Arbortext Advanced Print Publisher — Enterprise documentation, available from the `APP-path\Docs\index.html` web page after you complete the installation.

You must have Administrator privileges to configure PTC Arbortext Advanced Print Publisher — Enterprise Schedulers and Agents.

Changing the Scheduler User Account

You can change the PTC Arbortext Advanced Print Publisher — Enterprise Scheduler user account to a different user.

1. Navigate to the **Services** console (**Start ▸ Control Panel ▸ Administrative Tools ▸ Services**).
2. Find the service named PTC Arbortext Advanced Print Publisher — Enterprise Scheduler. Choose **Properties** and then **Log On**.
3. Choose **This account** and specify the domain user you want to assign. Provide the password for the user you choose.
4. The user that you choose must have the right to log on as a service.
    a. Navigate to the **Component Services** console (**Start ▸ Control Panel ▸ Administrative Tools ▸ Component Services**)
    b. Under **Component Services**, navigate to **Computers ▸ My Computer ▸ DCOM Config**.
    c. Find the PTC Arbortext Advanced Print Publisher — Enterprise Scheduler. Right click on it and choose **Properties** and then **Security**. Be sure the account has full permissions.
5. Click **OK** to save your changes and exit.

Changing the Agent User Account

You can change the PTC Arbortext Advanced Print Publisher — Enterprise Agent user account to a different user.

1. Navigate to the **Component Services** console (**Start ▸ Control Panel ▸ Administrative Tools ▸ Component Services**).
2. Under **Component Services**, navigate to **Computers ▸ My Computer ▸ DCOM Config**.
3. Find the agent named PTC Arbortext Advanced Print Publisher — Enterprise Agent. Right click on it and choose **Properties** then **Identity**.
4. Choose **This account** and specify the domain user you want to assign. Provide the password for the user you choose.
5. The user that you choose must have the right to log on as a batch job.
    a. Navigate to the **Component Services** console (**Start ▸ Control Panel ▸ Administrative Tools ▸ Component Services**).
    b. Under **Component Services**, navigate to **Computers ▸ My Computer ▸ DCOM Config**.

c. Find the PTC Arbortext Advanced Print Publisher — Enterprise Agent. Right click on it and choose **Properties** then **Security**. Be sure the account has full permissions.

6. Click **OK** to save your changes and exit.

Providing Anonymous Permission for Schedulers and Agents

If remote Agents fail to start and the Scheduler reports an error message that *the Scheduler was unable to start 3B2 in agent 'Remote' because we failed to find out from the Agent the 3B2 version*, you may need to set ANONYMOUS LOGON for remote access permission. On the Scheduler machine and the Agent machine, give the anonymous user remote login access by following these instructions.

1. Navigate to the **Component Services** console (**Start ▸ Control Panel ▸ Administrative Tools ▸ Component Services**).
2. Under **Component Services**, navigate to **Computers ▸ My Computer**. Right click on it and choose **Properties**.
3. Click the **COM Security** tab. Under **Access Permissions**, click the **Edit Limits** button.
4. On the **Security Limits** tab, highlight **ANONYMOUS LOGON**. In the **Permissions for ANONYMOUS LOGON** box, be sure **Remote Access** is checked.
5. Click **OK** to save your changes and exit.

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