

Isograph Software Products

Installation and Licensing Guide

Isograph

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Table Of Contents

Please Read This First	1
System Requirements	3
Installing the Isograph Software Product	5
Modifying the Isograph Software Product Installation	7
Uninstalling the Isograph Software Product.....	9
Activating a Standalone License.....	11
Configuring Clients to Connect to a License Server	13
Re-hosting a License.....	15
Installing a Hardware Key.....	17
Specifying the License Configuration Location	19
Index.....	21

Please Read This First

Welcome the *Isograph Installation Guide*. Please take the time to read this guide carefully, this will ensure a smooth installation process.

This Installation Guide describes the steps required to install Isograph software products and their associated features. Please consult the topics in the order described below for each installation scenario.

If you have purchased a copy of an Isograph software product (or are evaluating an Isograph software product) you will receive an **Entitlement Certificate** by e-mail containing your **Activation ID**. The **Activation ID** is entered in the Isograph software product program itself. The license is activated by connecting via the Internet to the **Isograph License Activation Service**. If an Internet connection is not available the license is activated by sending a *request file* to Isograph by e-mail and then processing a *response file* received by a return e-mail.

The license information is held on the local file system of the machine. The location where this is held is called **Trusted Storage**. This term is not normally of interest to the user, but you may see it displayed in status information.

Alternatively you may wish to install the *Isograph License Server* (comprising the **FLEXNet License Server** feature) on a central license server. In this case a 'floating' license is activated on the license server. The 'floating' license option allows one or more users (depending on how many copies you have purchased) on one or more client machines to obtain an Isograph software product license from the license server. Please consult the *License Server Installation Guide* for more information.

Please note that the **FLEXNet License Server** feature has been removed from the installation. The license server is now installed as a separate product - the *Isograph License Server* - and can be downloaded from the Isograph customer area at <https://www.isograph.com/customerarea>.

The Isograph software product may also be licensed using a **Sentinel HL Hardware Key** if required.

The most common installation scenarios are summarized below:

Installing an Isograph software product with a Standalone License

- Read the [System Requirements](#) topic to check your machine is suitable for installing the Isograph software product.
- Read the [Installing the Isograph Software Product](#) topic for instructions on installing the **Isograph Software Product Feature**.
- If you have purchased an Isograph Software Product read the [Activating a Standalone License](#) topic for instructions on how to activate the software using your **Activation ID**. Otherwise the software will run in **Demonstration Mode**.

Installing an Isograph software product with a License Server License

- Read the [System Requirements](#) topic to check your machine is suitable for installing the Isograph software product.
- Read the [Installing the Isograph Software Product](#) topic for instructions on installing the **Isograph Software Product Feature**.
- Read the [Configuring Clients to Connect to a License Server](#) topic to obtain your license from a license server.

Installing an Isograph software product with a Sentinel HL Hardware Key

- Read the [System Requirements](#) topic to check your machine is suitable for installing the Isograph software product.
- Read the [Installing the Isograph Software Product](#) topic for instructions on installing the **Isograph Software Product Feature**.
- Read the [Installing the Sentinel HL Hardware Key](#) topic for instructions on how to activate the software using the **Sentinel HL Hardware Key**. Otherwise the software will run in **Demonstration Mode**.

Modifying an Isograph software product Installed Features

- Read the [Modifying the Isograph Software Product Installation](#) topic for instructions on adding and removing Isograph software product features.

Uninstalling an Isograph software product

- Read the [Uninstalling the Isograph Software Product](#) topic for instructions on un-installing an Isograph software product .

Re-hosting a License

- Read the [Re-hosting a License](#) topic for instructions on returning a license to the **Isograph License Activation Service** and then activating the license on a new machine.

System Requirements

When you install the program you will choose to install either the **Isograph Software Product Feature**. The **Isograph Software Product Feature** comprises the Isograph software product program files, example projects and libraries, and reports.

Check that you have satisfied the following software and hardware requirements before installing each feature.

Isograph Software Product Feature

Software

- Windows 7, Windows 8 and 8.1, Windows 10, Windows Server 2008, Windows Server 2012, Windows Server 2012 R2 and Windows Server 2016. Note that if the .NET Framework version 4.0 (Full) and Windows Installer 3.1 are not installed you will be prompted to install them. It is recommended to update to the latest service packs on all operating systems before installing.

Hardware

- All operating systems

Minimum: 1 GHz (x86 processor) or 1.4 GHz (x64 processor), 2 GB memory and 16 GB free disk space (see below).

Recommended: 2 GHz or faster, 4 GB memory and 32 GB free disk space (see below).

The **Isograph Software Product Feature** occupies a maximum of 128MB of disk space excluding the installation of the .NET Framework version 4.0 and Windows Installer version 3.1. In addition to this requirement disk space must be available for the creation of projects, report templates and correct functioning of the operating system. The sample projects and reports require 28 MB of disk space in the *My Documents* folder.

The above disk space requirements do not take into account the disk space required to store user created projects and reports.

Notes:

- **.NET Framework Version 4.0 and Windows Installer 3.1 Installation**

The Isograph software product installation media include both the .NET Framework version 4.0 (Full) and the Windows Installer 3.1.

- **Isograph License Activation Service**

The **Isograph License Activation Service** allows users to activate and return their licenses automatically over the Internet. To use this service you should have port 80 open in your firewall.

The FLEXnet License Server feature occupies a maximum of 14 MB of disk space excluding the installation of the .NET Framework version 4.0 and Windows Installer version 3.1 and lmadmin.

Notes:

- **.NET Framework Version 4.0 and Windows Installer 3.1 Installation**

The Isograph software product CD includes both the .NET Framework version 4.0 (Full) and the Windows Installer 3.1.

If you download the Isograph software product from the Isograph web site then the Windows Installer 3.1 will be downloaded from the Microsoft web site as part of the installation process.

- **Isograph License Activation Service**

The **Isograph License Activation Service** allows users to activate and return their licenses automatically over the Internet. To use this service you should have port 80 open in your firewall.

Installing the Isograph Software Product

Before you install any of the program features ensure you close all other open programs and are logged on as a member of the local Administrator group or the Domain Administrator group.

You start the installation from the [Isograph software product CD](#) or a [Web download](#) and then proceed to [Installing the Isograph Software Product Feature](#).

Starting the Installation from CD

1. Insert the Isograph software product CD in your CD-ROM (or DVD-ROM) drive. If Autorun is enabled on your system the installation starts automatically and you can skip steps 2 and 3.
2. Select **Run** from the taskbar **Start** menu (or **All Programs-Accessories-Run** from the taskbar **Start** menu if using Vista).
3. Type **D:\setup.exe** (substitute the appropriate drive letter of your CD-ROM drive for **D**). Select **OK** to start the installation.

Starting the Installation from a Web Download

1. When downloading from the Isograph web site you will be prompted whether to **Run** the setup.exe program or **Save** it to file. Select **Save** to save the file to a location on your computer.

Select the downloaded setup.exe file, click the right mouse button to display the associated popup menu, and then select the **Open** menu option to start the installation

Installing the Isograph Software Product Feature

1. If Windows Installer version 3.0 is not installed it will now be installed automatically. You need take no action.
2. If the .NET Framework version 2.0 is already installed proceed to [Step 7](#).
3. The **Security Warning** dialog is displayed asking if you wish to install and run **dotnetfx.exe** from Microsoft. Select **Yes** to proceed.
4. The **Preparing to Install** page is displayed followed by the **Welcome to the .NET Framework 2.0 Setup** page. Select **Next** to proceed.
5. The **End-User License Agreement** page is displayed. Select the **I accept the terms of the License Agreement** check box and then select **Install** to proceed with the installation.
6. The **Installing Components** page is displayed. When the installation is complete the **Setup Completed** page is displayed. Select **Finish** to proceed to the Isograph software product installation.
7. The **Welcome** page is displayed. Select **Next** to proceed.
8. The **License Agreement** page is displayed. Select **I accept the terms in the license agreement** before selecting **Next** to proceed.
9. The **Customer Information** page is displayed. Enter your **User Name** and **Organization**.
10. Select the appropriate **Install this application for** option. If you select **Anyone who uses this computer** then the Isograph software product shortcuts will be available for all users, if you select **Only for me** then the Isograph software product program shortcuts are only available for the user installing the program. Select **Next** to proceed.
11. The **Destination Folder** page is displayed. By default the Isograph software product program files are installed in <Program Files>\Isograph\<Product Name>\<Product Version>. Note that the <Program Files> folder name varies according to the current operating system locale.

To modify the **Destination Folder** select **Choose** to display the **Change Current Destination Folder** dialog. Navigate to the required folder and select **OK** to choose it. You may also create new folders using this dialog if required.

Select **Next** to proceed.

12. The **Setup Type** page is displayed. Select the **Standard** radio button before selecting **Next** to proceed.

13. The **Ready to Install the Program** page is displayed. Select **Install** to start the installation process.
14. The **InstallShield Wizard Completed** page is displayed. Select **Finish** to complete the installation. If any operating system files require replacement you will be prompted whether you wish to restart the system.

Installation on Demand

The instructions above describe how to install the Isograph software product on the local hard drive. Using the **Advertisement** functionality of Windows Installer it is possible to advertise the program shortcuts associated with an the Isograph software product feature without installing the program files.

To **Advertise** an Isograph software product feature:

1. Repeat steps 1 to 11 from **Installing the Isograph Software Product Feature** above.
2. The **Setup Type** page is displayed. Select the **Custom** radio button before selecting **Next** to proceed.
3. The **Custom Setup** page is displayed. Select the required options in the feature list and select **This feature will be installed when required** (or **This feature will not be available** if appropriate).
4. Now select **Next** to proceed.
5. The **Ready to Install the Program** page is displayed. Select **Install** to start the installation process.
6. The **InstallShield Wizard Completed** page is displayed. Select **Finish** to complete the installation. If any operating system files require replacement you will be prompted whether you wish to restart the system.

The program features selected above will be installed the first time a user selects an associated shortcut. Note that if you have installed from CD then the CD should be inserted in the CD-ROM (or DVD-ROM) drive at this time. If the CD is not available you will be prompted to supply a path to the installation source. If the Isograph software product is installed from a web download then the installation source is cached on the machine.

The user must also be logged on as a member of the local Administrator group or the Domain Administrator group at the time of first use.

See Also

- [Requirements](#)
- [Modifying the Isograph Software Product Installation](#)
- [Un-installing the Isograph Software Product](#)
- [Activating a Standalone License](#)

Modifying the Isograph Software Product Installation

The addition and removal of features from the Isograph software product installation must be performed using the **Add or Remove Programs** tool. This is accessed from the **Control Panel**. Please note that removal of all the features is not equivalent to uninstalling the program. The installation is still present on the machine even with all the features removed.

1. Select the **Start-Control Panel** menu option to display the **Control Panel** dialog.
2. Select the **Add or Remove Programs** icon to display the **Add or Remove Programs** dialog.
3. Select **<Product Name>** from the list of currently installed programs. Select **Change** to proceed with modifying the installation.
4. The installation **Welcome** page is displayed. Select **Next** to proceed.
5. The **Program Maintenance** page is displayed. Select the **Modify** radio button and **Next** to proceed.
6. The **Custom Setup** page is displayed. Select the feature you wish to remove or install from the feature list. From the drop down list then displayed select either the **This feature will not be available** (to remove a feature) or the **This feature will be installed on local hard drive** (to install a feature) option as required. Select **Next** to proceed. Care should be taken that a feature you wish to remain installed is not inadvertently de-selected at this point.
7. The **Ready to Modify Program** page is displayed. Select **Install** to start the installation modification process.
8. The **InstallShield Wizard Completed** page is displayed. Select **Finish** to complete the installation. If necessary you will be prompted whether you wish to restart the system.

See Also

[Installing the Isograph Software Product](#)

[Uninstalling the Isograph Software Product](#)

Uninstalling the Isograph Software Product

The uninstall of the Isograph software product installation must be performed using the **Add or Remove Programs** tool. This is accessed from the **Control Panel**.

1. Select the **Start-Control Panel** menu option to display the **Control Panel** dialog.
2. Select the **Add or Remove Programs** icon to display the **Add or Remove Programs** dialog.
3. Select **<Product Name>** from the list of currently installed programs. Select **Remove** to proceed with the uninstall.
4. You will be prompted whether you are sure you want to remove the Isograph software product from your computer. Select **Yes** to proceed.
5. The uninstall will now be performed.

See Also

[Installing the Isograph Software Product](#)

[Modifying the Isograph Software Product Installation](#)

Activating a Standalone License

This topic is only relevant if you have purchased a copy of an Isograph software product or are evaluating an Isograph software product.

You will receive an **Entitlement Certificate** by e-mail containing your **Activation ID**. This **Activation ID** is used to activate the license on the machine where an Isograph software product is installed.

You should follow the steps outlined in [Displaying the Application License Activation Dialog](#) and then proceed to either:

- [Activation Using the Internet](#) if you have access to the Internet. Note that activation over the Internet to the **Isograph License Activation Service** requires port 80 to be open in your firewall.
- [Activation Using Request and Response Files](#) if you do not have access to the Internet but can transfer files to and from your system.
- [Activation Using Short Codes](#) if you have no Internet access and cannot transfer files to and from your system.

Displaying the Application License Activation Dialog

1. Start the Isograph software product program. If the **License Type** has not previously been selected (or is currently set to **Demonstration version**) the **Demonstration Mode** dialog will be displayed. Select **License** to proceed. Alternatively if the **License Type** has already been selected (i.e. is not **Demonstration version**), select the **Tools-License Configuration** menu option from the Isograph software product main window to proceed.
2. The **License Configuration** dialog is displayed. From the **License type** drop down list select the **Standalone** option.
3. Select **Activate** to display the **Application License Activation** dialog.

Activation Using the Internet

1. Select the **Web** tab from the **Activate License** tab.
2. Enter the **Activation ID** you received by e-mail in the **Activation ID** text box.
3. Select **Activate** to connect to the **Isograph License Activation Service** and automatically activate the license. The status of the activation process will be displayed in the lower status area.
4. A successful activation is confirmed by the message *Response processed successfully. Actions were: Create <FulfillmentID>*. Failure is indicated by an appropriate error message.
5. Select **Close** to dismiss the **Application License Activation** dialog.
6. Select **OK** to dismiss the **License Configuration** dialog. You will be prompted to exit and restart the program. This step must be performed to remove the current license restrictions.

Activation Using Request and Response Files

1. Select the **File** tab from the **Activate License** tab.
2. Enter the **Activation ID** you received by e-mail in the **Activation ID** text box.
3. Select **Browse** for the **Request File** path and select a location (typically **My Documents**) for the **requestXML.xml** file. Select **Generate** to create the file.
4. Send this file by e-mail to **license@isograph.com** (USA and Canada) or **licence@isograph.com** (Europe and Rest of the world).
5. You will receive a file **responseXML.xml** by return e-mail. Save this file to a location on your file system.
6. Select **Browse** for the **Reponse File** path and open the **responseXML.xml** file. Select **Process**.
7. Successful activation is confirmed by the message *Response processed successfully. Actions were: Create <FulfillmentID>*.
8. Select **Close** to dismiss the **Application License Activation** dialog.

9. Select **OK** to dismiss the **License Configuration** dialog. You will be prompted to exit and restart the program. This step must be performed to remove the current license restrictions.

Activation Using Short Codes

1. Save the **ASR** file you received by e-mail to your file system. Please keep this file permanently in case you wish to re-host the license at some point in the future.
2. Select the **Short Code** tab from the **Activate License** tab.
3. Select **Browse** for the **ASR File** path and select the **ASR** file received in step 1 above.
4. Select **Generate** to generate the **Short Code** in the **Short code** text box.
5. Send this **Short Code** by e-mail to **license@isograph.com** (USA and Canada) or **licence@isograph.com** (Europe and Rest of the world).
6. You will receive a **Response Code** by return e-mail. Copy this code to the **Response code** text box.
7. Select **Process** to activate the license. The status of the activation process will be displayed in the lower status area.
8. Select **Close** to dismiss the **Application License Activation** dialog.
9. Select **OK** to dismiss the **License Configuration** dialog. You will be prompted to exit and restart the program. This step must be performed to remove the current license restrictions.

Checking the License Status

After activating the license you may now check the status of your license by selecting the **Status** tab. The **Status** tab will show the following key information for each installed license: the Isograph software product modules you have licensed, the license **Expiry Date**, the **Activation ID** and the **Fulfillment ID**. All these values are fixed for an individual license, apart from the **Fulfillment ID**. The **Fulfillment ID** is updated if a license is returned to the **Isograph License Activation Service** and then activated again.

See Also

[Installing the Isograph Software Product](#)

[Re-hosting a License](#)

Configuring Clients to Connect to a License Server

This topic is only relevant if you are configuring the Isograph software product to obtain its license from a license server.

1. Start the Isograph software product program. If the **License Type** has not previously been selected in the *Tools-* (or is currently set to **Demonstration version**) the **Demonstration Mode** dialog will be displayed. Select **License** to proceed. Alternatively if the **License Type** has already been selected (i.e. is not **Demonstration version**), select the **Tools-License Configuration** menu option from the Isograph software product main window.
2. The **License Configuration** dialog is displayed. From the **License type** drop down list select the **Server** option.
3. Enter the host name or IP address of the license server in the **Host name or IP address** text box.
4. If you are not using the default **Imadmin** port (in the range 27000-27009) de-select the **Use default port** check box. Enter the appropriate port number in the **Port number** check box. N.B. the client will automatically connect to any port in the range 27000-27009. Any port number outside this range must be specified.
5. Select **OK** to save the new license configuration. You will be reminded to exit and restart the program if you wish to use these new settings.
6. Restart the client program.

See Also

[Installing the Isograph Software Product](#)

Re-hosting a License

This topic is only relevant if you have purchased a copy of an Isograph software product.

The FLEXnet licensing system used with an Isograph software product allows the user to return a license to the **Isograph License Activation Service** and then activate the license on another (or the same!) machine. This process is known as re-hosting. All license types, standalone and license server, allow the user to re-host a license **two times in one year**.

The process of re-hosting is identical for an Isograph software product standalone license or a license server license. The interface is identical in each case. Follow the steps outlined in [Displaying the Application License Activation Dialog](#) or [Displaying the License Server Activation Program](#) as appropriate.

Note that the [Re-host Using Short Codes](#) option must be used to re-host a license initially activated using this method.

After displaying the appropriate dialog or program proceed to either:

- [Re-host Using the Internet](#) if you have access to the Internet. Note that activation over the Internet to the **Isograph License Activation Service** requires port 80 to be open in your firewall.
- [Re-host Using Request and Response Files](#) if you do not have access to the Internet but can transfer files to and from your system.
- [Re-host Using Short Codes](#) if you activated the license using the **Short Code** method.

Displaying the Application License Activation Dialog

1. Start the Isograph software product program. Select the **Tools-License Configuration** menu option from the Isograph software product main window to display the **License Configuration**.
2. Select **Return** to display the **Application License Activation** dialog **Return** tab.

Displaying the License Server Activation Program

1. Select the taskbar **Start-Programs-<Product Name>-License Server Activation** menu option to display the **License Server Activation** program.
2. Select the **Return** tab.

Re-host Using the Internet

1. Select the **Web** tab from the **Return** tab. This will display the activated licenses on this machine.
2. Select a single license to return, make a note of the associated **Activation ID**, and then select **Return**.
3. A successful activation is confirmed by the message *Response processed successfully. Actions were: Delete <FulfillmentID>*. Failure is indicated by an appropriate error message.
4. Close the dialog and/or program.
5. Install the required features on the new target system and follow the instructions for activating a license contained in either [Activating a Standalone License](#) or [Activating a License Server License](#) as appropriate. **IMPORTANT** Use the **Activation ID** you made a note of in step 2 when you activate the license.

Re-host Using Request and Response Files

1. Select the **File** tab from the **Return** tab.
2. Select a single license to return, make a note of the associated **Activation ID**.
3. Select **Browse** for the **Request File** path and select a location (typically **My Documents** for the **requestXML.xml** file. Select **Generate** to create the file.
4. Send this file by e-mail to **license@isograph.com** (USA and Canada) or **licence@isograph.com** (Europe and Rest of the world).
5. You will receive a file **responseXML.xml** by return e-mail. Save this file to a location on your file system.
6. Select **Browse** for the **Reponse File** path and open the **responseXML.xml** file. Select **Process**.

7. Successful return is confirmed by the message *Response processed successfully. Actions were: Delete <FulfillmentID>*.
8. Close the dialog and/or program.
9. Install the required features on the new target system and follow the instructions for activating a license contained in either [Activating a Standalone License](#) or [Activating a License Server License](#) as appropriate. **IMPORTANT** Use the **Activation ID** you made a note of in step 2 when you activate the license.

Re-host Using Short Codes

1. Select the **Short Code** tab from the **Return** tab.
2. Select a single license to return.
3. Select **Browse** for the **ASR File** path and select the **ASR** file received when you activated the selected license.
4. Select **Generate** to generate the **Short Code** in the **Short code** text box.
5. Send this **Short Code** by e-mail to **license@isograph.com** (USA and Canada) or **licence@isograph.com** (Europe and Rest of the world).
6. You will receive a **Response Code** by return e-mail. Copy this code to the **Response code** text box.
7. Select **Process** to de-activate the license. The status of the de-activation process will be displayed in the lower status area.
8. Select **Close** to dismiss the **Application License Activation** dialog.
9. Select **OK** to dismiss the **License Configuration** dialog. You will be prompted to exit and restart the program. This step must be performed to remove the current license restrictions.
10. Install the required features on the new target system and follow the instructions for activating a license contained in [Activating a Standalone License](#). **IMPORTANT** Use the **ASR File** from step 3 when you activate the license.

See Also

[Installing an Isograph Software Product](#)
[Activating a Standalone License](#)

Installing a Hardware Key

This topic is only relevant if you have purchased a copy of an Isograph software product and requested a **Sentinel HL Hardware Key**.

You will receive a USB **Sentinel HL Hardware Key**. The **Sentinel HL Hardware Key** is used to activate the license on any machine where an Isograph software product is installed.

You should follow the steps outlined in [Displaying the Application License Dialog](#). Unlike previous versions of the hardware key (e.g. Aladdin HASP HL) it is not necessary to install a device driver.

Displaying the Application License Dialog

1. Start the Isograph software product program. If the **License Type** has not previously been selected (or is currently set to **Demonstration version**) the **Demonstration Mode** dialog will be displayed. Select **License** to proceed. Alternatively if the **License Type** has already been selected (i.e. is not **Demonstration version**), select the **Tools-License Configuration** menu option from the Isograph software product main window to proceed.
2. The **License Configuration** dialog is displayed. From the **License type** drop down list select the **Sentinel HL hardware key** option.
3. Select **OK** to dismiss the **License Configuration** dialog. You will be prompted to exit and restart the program. This step must be performed to remove the current license restrictions. Insert the **Sentinel HL Hardware Key** before restarting the program.

Specifying the License Configuration Location

The license configuration is normally saved on a per user basis in the user's roaming profile, or if the user does not have a roaming profile in the user's local profile on the current machine.

The license configuration can be specified for all users on a machine by modifying the Isograph Software Product configuration file which is located in the *<InstallationDirectory>/<Product>/<Version>* directory (e.g. *c:\program files\isograph\AttackTree\4.0*).

For instructions on how to modify the configuration file please consult the individual product's installation guide.

Index

.	
.NET Framework version 4.0 (Full)	3
A	
Activate License	11
Activation ID	1, 11, 15
Activation Using the Internet	11
Administrator	5
Advertisement	5
Application License Activation Dialog	11, 15
Autorun	5
C	
CD-ROM	5
Change Current Destination Folder dialog	5
Connect to a License Server	13
Control Panel	7, 9
Copies	1, 11, 15
Custom Setup	5, 7
Customer Information	5
D	
Demonstration Mode	1
Demonstration Mode dialog	11
Destination Folder	5
Domain Administrator	5
DVD-ROM	5
E	
e-mail	1, 11, 15
End-User License Agreement	5
Entitlement Certificate	1, 11
evaluating	1
Expiry Date	11
F	
File	3, 11, 15
Firewall	3, 11, 15
FLEXnet	15
FLEXnet License Server	1, 3, 5
Fulfillment ID	11
H	
Host name	13
I	
Installation	1, 3, 5, 7
Internet	1, 3
internet access	11, 15
IP address	13
Isograph License Activation Service	1, 3, 11, 15
Isograph Software Product CD	3
Isograph Software Product installation	7
Isograph web site	5
L	
License	
Activating	11, 15
Re-hosting	15
License	15
License Agreement	5
License Configuration	15
License Configuration dialog	11
License Manager	3
License Server	1, 3, 15
License Server Activation	1, 3
License Server License	1
License Type	1, 11, 13
Imadmin	13
M	
Modifying the Installation	7
P	
Please Read This First	1
Port number	13
Program Files	5
Program Maintenance	7
R	
Re-hosting	1, 15
Remove Programs dialog	7, 9
Request File	1, 11, 15
Response File	11, 15
S	
Security Warning dialog	5
setup.exe	5
Standalone License	1, 11, 15
Status	1, 11
System Requirements	3
T	
Trusted Storage	1
U	
Uninstalling the Program	1, 7
Use default port	13
User Name	5
W	
Web	3, 11, 15
Web Download	5
Welcome	5
Windows 10	3
Windows 7	3
Windows 8 and 8.1	3
Windows Installer	3, 5
Windows Server 2008	3
Windows Server 2012	3
Windows Server 2012 R2	3
Windows Server 2016	3