License Installation Manual

AdRem NetCrunch 5

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AdRem Software, Inc.
410 Park Avenue, 15th Floor
New York, NY 10022
USA

Phone: +1 (212) 319-4114
Fax: +1 (212) 832-4114
E-mail: adrem@adremsoft.com
Web site: http://www.adremsoft.com

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NetCrunch 5.x – System Requirements

Minimum system requirements	Recommended system requirements
Processor	
Intel Pentium 4 2.8 GHz or equivalent	Intel Core 2 Duo 2.0 GHz or equivalent
RAM	
1 GB	2 GB
Available Hard Disk Space	
800 MB	4 GB
Display	
1024x768 True Color	1600x1050 Widescreen True Color
Web Browser	
Internet Explorer 6, Firefox 2	Internet Explorer 8, Firefox 3
Operating System	
Windows XP SP3, Windows Vista SP1 (except Home editions)	Windows Server 2003 SP2 x32 or x64 (x64 with Premium XE edition only)

Installing AdRem NetCrunch 5.x

General notes

Both AdRem NetCrunch Premium XE and AdRem NetCrunch Premium are licensed per monitoring station, which means that one license can be installed only on a single machine. Using the same license on more than one monitoring station is illegal. A single license entitles you to monitor the selected number of nodes in an IP network: 125, 300, 600, 1000 or unlimited number of nodes. To access the program remotely via a Web browser or Remote Notification client, you need to purchase a special AdRem NetCrunch Remote Access License. The installation procedure for the Remote Access License is described on page 7.

A single NetCrunch license consists of one *.als file and one Activate.key file. On purchasing more than one license – to use the Program on more than one monitoring station – you should receive the number of *.als files that is equal to the number of monitoring stations (which in turn matches the number of purchased licenses) along with just one Activate.key file. In this case, a single license is understood as a combination of the unique *.als file and the common Activate.key. This means that the same Activate.key is used in all AdRem NetCrunch licenses purchased by an organization.

Note
If you are currently using NetCrunch 4 and would like to transfer your data to version 5, please read the document “NetCrunch 4.x to 5.x Upgrade Manual”

Installation procedure for the program and program licenses

To install the program and its license(s), please follow the instructions below:

Downloading program installation files

AdRem Software sends you an e-mail containing the link (**URL**), **Password** and **ID** that provide access to a special MyAdRem customer portal. You need to access this portal in order to download the program's installation and license files. Store this e-mail in a safe place, as you will need this data for downloading future minor upgrades of NetCrunch 5.x (e.g. from 5.0 to 5.1).

Click on the link in the e-mail. This will open the **My AdRem Login** window. In its **E-mail Address** field, enter **ID** from the e-mail from AdRem Software. Typically, **ID** is the e-mail address specified in the purchase order as a license owner. In the **Password** field of the same window, enter the **Password** from the above mentioned e-mail. The main page of the AdRem customer portal will open listing all AdRem Software's product licenses that you purchased.

By selecting **NetCrunch Premium XE** (or **NetCrunch Premium**) under the **Licensed Products** heading, you will open the program's download page. It contains the NetCrunch installation file as well as license files (i.e. one Activate.key and the number of *.als files matching the number of monitoring stations on which NetCrunch will be installed.)

Proceed to download the program's installation file. Select the **Click to download program installation file...** link. This will open the login pop-up window. In its **User Name** field, enter **User Name** displayed on NetCrunch's download page. In the **Password** field type in **Password** from the same webpage*. Click **OK** and then **SAVE**.

In the **Save As** window indicate path to any folder in your local drive.

Downloading program license files

Now proceed to download NetCrunch license files. From NetCrunch's download page you can download license files in a single compressed file or one by one – that is one **.als** file and one **activate.key** file. In either case, you need to click appropriate links (**Download all licenses in .ZIP file** or a combination of **.als** and **activate.key** files) under the **LICENSES** heading. Save all license files in the local disk – not the network one – in any newly created folder**. If you download your licenses in a .zip file, make sure that you unzip them in the same folder immediately after downloading them.

Licenses can only be installed with the Program's full version, not the demo version. It is necessary that you uninstall the demo version before installing the full program version (Please note that all the data of the Program's demo version will be not be deleted during uninstallation).

Installing the program

Now install the Program by double-clicking the NetCrunch installation file (**nc5prem.exe**) you saved in your local disk and following the installation procedure.

Installing the program licenses

On starting for the first time, the Program will open a license installation window prompting you to install the license. Click the **Install License** button.

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* The User Name and Password used in p. 6 are not the same as those used to login to the MyAdRem portal.

** If you are using several AdRem software products, make sure that their license files for each program is stored in a different folder.

The Program will open up the **Open** window, where you have to indicate the path to the previously created folder where you saved the unzipped license files. Highlight the product-specific **.als** file and click **Open**. This will start the automatic installation of program licenses on a specific workstation.

If NetCrunch's **Pick a Task** window opens, this means that the license has been installed successfully.

Note:
You can view information on your program licenses using NetCrunch's License Manager. You can access it by selecting **Tools**>**Options>General Options>License Manager** from the program's menu.

Installation problems

License installation errors
If the license installation is not successful, it is possible that:

- The license file is corrupt
- The **activate.key** file is missing from the folder where you saved the ***.als** file. Make sure that **activate.key** is located in this folder
- One of the license files has the read-only attribute
- The license files are stored on a network mapped drive
- The windows registry was modified or erased

In these cases, for further instructions please contact AdRem Technical Support at support@adremsoft.com.

Installing NetCrunch Remote Access License

To be able to access NetCrunch data and operations remotely via a web browser or Desktop Notification client, you need to purchase and install NetCrunch Remote Access License in addition to the ordinary program license. NetCrunch Remote Access provides the ability to restrict user access rights to specific program objects and operations. For example, you can allow one remote user to only view maps of a particular segment of your network, while allowing another user to change configuration of selected devices. NetCrunch Remote Access License allows 5, 10, or unlimited number of remote users to access the program at the same time, depending on the license type.

Just like in the case of the proper program license, a single NetCrunch Remote Access license consists of one *.als file and one Activate.key file. This means that a single Remote Access License is understood as a combination of the unique *.als file and the common Activate.key.

To install NetCrunch Remote Access License(s), please follow the instructions below:
AdRem Software sends you an e-mail containing the link (**URL**), **Password** and **ID** that provide access to a special MyAdRem customer portal. You need to access this portal in order to download the program's web access license files.

Click on the link in the e-mail. This will open the **My AdRem Login** window. In its **E-mail Address** field, enter **ID** from the e-mail from AdRem Software. Typically, **ID** is the e-mail address specified in the purchase order as a registered user. In the **Password** field of the same window, enter the **Password** from the above mentioned e-mail. The main page of the AdRem customer portal will open listing all AdRem Software's product licenses that you purchased.

By selecting the **NetCrunch 5.x Remote Access** link under the **Licensed Products** heading, you will open the program's download page. It contains NetCrunch Web Access License files (i.e. one Activate.key and one *.als file if you purchased a single web access license).

Now proceed to download NetCrunch remote access license files. From NetCrunch's download page you can download license files in a single compressed file or one by one - that is one **.als** file and one **activate.key** file. In either case, you need to click appropriate links (**Download all licenses in .ZIP file** or a combination of **.als** and **activate.key** files) under the **LICENSES** heading. Save all license files in the local disk – not the network one – in a separate folder. The destination folder should be different from the one where you store program licenses and for your convenience should be named appropriately (for example **NetCrunch Remote Access License**). If you download your licenses in a .zip file, make sure that you unzip them in the same folder immediately after downloading them.

Remote access licenses can only be installed with the Program's full version, not the demo version. You can install NetCrunch's remote access licenses only after the program's proper licenses have been installed.

From NetCrunch's menu, select **Tools**>**Options**>**General Options**>**License Manager**.

In **License Manager's** pane, click on the **Install License** button (the plus sign), open your remote access license folder and select the remote access license file (i.e. the *.als file). Click **Open**. This will install NetCrunch Remote Access License.

Depending on the Remote Access License type that you purchased, from now on you will be able to allow 5, 10, or any number of remote users to access the program at one time. To manage access rights click **Atlas**>**Profiles**>**Remote Access** from the program's menu.

Installing NetCrunch Desktop Notification Client

NetCrunch Desktop Notification client comes in addition to NetCrunch product installation file and can be installed on the number of desktops that depends on your Remote Access License. Please note that each instance of NetCrunch Desktop Notification client uses one user connection from your NetCrunch Remote Access license. So if you own Remote Access license for 1 user, you cannot run Desktop Notification client and connect to NetCrunch via web browser at the same time.

Important!
Before installing NetCrunch Desktop Notification client, please make sure that Remote Access had been properly configured in NetCrunch application. For details please refer to the **Enabling Remote Access** section in NetCrunch User's Guide.

To install NetCrunch Desktop Notification Client, please follow the instructions below:

1. Download ncclient.exe file from the MyAdRem portal and save on your local disc.
2. Double-click ncclient.exe and install it.
3. On starting the client software for the first time, you need to enter:
    a. NetCrunch host IP address or DNS name
    b. Port number, User name and Password*

4. Click OK
5. If Remote Access had been correctly configured in NetCrunch and Remote Access license is installed, NetCrunch Desktop Notification Client will now automatically connect to NetCrunch and start receiving notifications from the program.

* These options are being specified in NetCrunch when performing Remote Access Configuration

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AdRem Software, Inc.
410 Park Avenue, 15th Floor
New York, NY 10022
USA

Phone: +1 (212) 319-4114
Fax: +1 (212) 832-4114
E-mail: adrem@adremsoft.com
Web site: http://www.adremsoft.com