

ENSOFT SERVER UTILITIES v7.0

User's Manual

ENSOFT, INC.

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SOFTWARE LICENSE AGREEMENT & DISCLAIMER

IMPORTANT NOTICE: Please carefully read the full terms of the license agreement and disclaimer at the end of this manual. Usage of this software signifies acceptance with those terms.

A section of the Software License Agreement from Ensoft, Inc. pertaining to network installations is listed below so the user is completely aware of installation limitations regarding registered sites.

1.1.2 Network Licenses

This software is licensed to the USER (company or individual) whose name is registered with ENSOFT and can only be accessed by the employees from the specific physical SITE and white-listed IP ranges registered with ENSOFT.

The most basic local network license for a SITE allows the USER to white list up to four /24 (unique third octets) IPv4 ranges for the employees of the licensed SITE. Broader access can be purchased if a network configuration requires the white listing of additional ranges for the employees of the licensed SITE.

The USER may install and use the PRODUCT on any computer in the licensed SITE that is within the white-listed IPv4 ranges registered with ENSOFT. Access to the PRODUCT from VPN Routers or Remote Desktop may be implemented but must be limited to employees from the licensed SITE.

This Network License strictly prohibits the PRODUCT to be accessed by employees from office locations different than the licensed SITE and/or outside the white-listed IPv4 ranges. Employees from office locations other than the registered SITE at ENSOFT are required to purchase additional licenses of the PRODUCT, even if the USER (company) name is the same and/or if the additional offices are located in the same city.

Contents

Contents iii

List of Figures v

CHAPTER 1.	Introduction	1-1
1.1	General Notes	1-2
1.2	Package Contents for New Purchases.....	1-2
1.3	Hardware Requirements.....	1-3
1.4	Technical Support	1-3
1.4.1	Preferred Methods of Software Support	1-3
1.4.2	Support by Telephone.....	1-4
1.4.3	Changes of Support Policy	1-4
CHAPTER 2.	Network Installations	2-1
2.1	Installation Procedures on License Server	2-2
2.1.1	Save Installation File for License Server	2-2
2.1.2	Installation of Ensoft Utilities on License Server.....	2-2
2.2	Transfer/Move/Migration of License Server	2-6
2.3	Remote Upgrade of Net USB Key.....	2-7
2.4	Installation on Client Computers	2-7
CHAPTER 3.	Utilities on License Server	3-1
3.1	Shortcuts on License Server	3-2
3.2	Ensoft Key Inquirer v7	3-2
3.2.1	Dongle Serial Number	Error! Bookmark not defined.
3.2.2	Number of USB Keys	3-2
3.2.3	USB Key Serial Number	3-2
3.2.4	USB Key Type	3-3
3.2.5	Number of Seats	3-3
3.2.6	Expiration Date.....	3-3
3.2.7	Today is	3-4
3.2.8	Company Name.....	3-4
3.2.9	City and State/Country.....	3-4
3.2.10	Upgrade File	3-4
3.2.11	Click to Generate a license file.....	3-4
3.2.12	IP Range Network @ USB Key	3-4
3.2.13	IP Range Network @ Server.....	3-5
3.3	Ensoft License Server Console	3-6

3.3.1	Home Tab	3-8
3.3.2	Server Settings	3-8
3.3.3	Clients Tab.....	3-9
3.4	Re-Install Ensoft Server	3-9
3.5	Re-Install Unique Server File	3-9
3.6	Ensoft Log Viewer	3-10
3.7	Contents of Log Viewer File	3-11
CHAPTER 4. Utilities on Client Computers		4-1
4.1	Shortcuts on Client Computers	4-2
4.2	Check Network Dongle.....	4-2
4.2.1	Successful Detection of Net USB Key	4-2
4.2.2	FireWall or Service Issues.....	4-4
4.2.3	IP Range Issues.....	4-5
4.3	Set Server IP	4-7

List of Figures

Figure 1.1	USB Memory Stick.....	1-2
Figure 1.2	Net USB Key	1-3
Figure 2.1	First installation screen for Ensoft Utilities	2-3
Figure 2.2	Installation screen with License Agreement	2-4
Figure 2.3	Default Installation Directory	2-4
Figure 2.4	Default Shortcut Folder in Windows Start Menu.....	2-5
Figure 2.5	Browse to Unique Server File	2-5
Figure 2.6	Click Yes to continue with server installation	2-6
Figure 2.7	Click OK to continue with server installation	2-6
Figure 3.1	Shortcuts on License Server (Windows 11/10)	3-2
Figure 3.2	Sample Ensoft Key Inquirer v7 Interface	3-3
Figure 3.3	Sample screen from IP Range Network @ USB Key.....	3-5
Figure 3.4	Sample screen from IP Range Network @ Server	3-6
Figure 3.5	Sample Home Tab of Ensoft License Server Console	3-7
Figure 3.6	Sample Clients Tab of Ensoft License Server Console.....	3-7
Figure 3.7	Sample Server Settings for the Ensoft License Server Console.....	3-9
Figure 3.8	Sample Interface of Ensoft Log Viewer	3-10
Figure 3.9	Selection of range of dates for display chart	3-11
Figure 4.1	Check Network Dongle Starting Screen	4-3
Figure 4.2	Software Selection on Check Network Dongle Starting Screen.....	4-3
Figure 4.3	Successful Detection of Network Dongle.....	4-4
Figure 4.4	Firewall or Socket Communication Error	4-5
Figure 4.5	Outside Available IP Error	4-6
Figure 4.6	Error with Multiple IPv4s	4-6
Figure 4.7	Set Server IP	4-7
Figure 4.8	Sample NetUniKey.ini File on Client Computer	4-8

CHAPTER 1. Introduction

1.1 General Notes

The Software (used as a general name for the purchased software product) is distributed with an associated Net USB Key (“hardware key” or “dongle”). The Net USB Key (see Figure 1.2) is a device that shall be attached to a working USB port (or USB hub) in a computer that will act as a License Server (or License Manager) for the Software. This method of software protection has been found to provide compatibility with existing operating systems, better stability than other alternatives, and allows users to obtain secured software updates and/or maintenance renewals via downloads directly from the Ensoft website (<https://www.ensoftinc.com/downloads>) or via email from support@ensoftinc.com.

1.2 Package Contents for New Purchases

On reception of a new local network license, you can expect the following items:

USB Memory Stick – this is a silver (or white) colored flip casing with a black memory stick containing the installation programs for all Ensoft software products. The products will run in ‘Demonstration Mode’ unless the user has a proper license.

Net USB Key – this is a black (or gray) colored USB-based hardware security key (dongle), with a key ring and plastic tag indicating its unique serial number, licensed site (office name and location) and name of licensed Software. Each Net USB Key is programmed with the software product(s) that are licensed to the user. The Net USB Key can be installed on any computer within the company’s network or on an existing License Server.



USB Memory Stick – Type A



USB Memory Stick – Type B

Figure 1.1 USB Memory Stick



Net USB Key – Type A

Net USB Key – Type B

Figure 1.2 Net USB Key

1.3 Hardware Requirements

To use Ensoft Utilities, the user needs the following minimum hardware configuration:

- Minimum 256 MB of storage space.
- 64-bit Windows 7 or newer operating system.
- Minimum 128 MB of RAM memory.
- USB port, v2 or newer.
- A mouse or similar pointing device.
- (Optional) Any Windows-compatible printer.

1.4 Technical Support

The technical staff at Ensoft supports all registered users with questions related to the installation or use of Ensoft Utilities. For new users, the Software associated to the Ensoft Utilities is provided with free maintenance service for the first year (included in purchase price). After the first year the user is encouraged to purchase/renew the services for yearly maintenance. The yearly maintenance services include free download of the latest version and free technical support for installation and usage issues as described below.

1.4.1 Preferred Methods of Software Support

Software support is given, in order of preference, by the following methods:

- Electronic mail to: support@ensoftinc.com
- Telephone call to: (512) 244-6464, extension 2

Users are encouraged to utilize electronic means of support via email. The following information should be included when requesting for software support:

- licensed company name and location (city/state),
- description of the problem along with any related screen captures, and

- name and telephone number of the contact person and of the licensed user (or name and office location of the licensed company site and/or serial number of the user's USB Key).

Immediate answers within two hours or less can be expected during regular working hours. The users may also be informed of Ensoft's reception of their electronic mails requesting software support if the problem is complicated and cannot be resolved within reasonable time.

1.4.2 Support by Telephone

Technical help by means of direct calls to our local telephone number (512-244-6464) is available, but limited. Software support by any of the methods is free for all users that have a current annual maintenance policy.

1.4.3 Changes of Support Policy

The software support policy and associated expenses are subject to change at Ensoft's discretion and without specific mailed notices to the users. However, any change of rules will be verbally provided during telephone calls for software support.

1.4.4 Upgrade and/or Renewal of Yearly Maintenance

The cost to upgrade an old software license or to renew the yearly maintenance of a software depends on the software and length of time since the maintenance has been expired. There are small price increases with time after maintenance expiration. The pricing policy for renewing a program maintenance that has not expired can be found on the Ensoft website at https://www.ensoftinc.com/order_form

CHAPTER 2. Network Installations

2.1 Installation Procedures on License Server

2.1.1 Save Installation File for License Server

Users receive an email message from support@ensoftinc.com with the Unique Company File ('*ini*' file) that is necessary for installations on a designated License Server. The 'ini' file may be inside a compressed 'zip' folder or with renamed 'txt' extension to avoid possible changes from some email servers.

The '*ini*' file usually has the following naming convention:

NetUniKey_xxx-variable-yyy.txt

Where:

xxx represents the 9-digit serial number of the Net USB Key (also used as license number),

variable represents a variable text that usually contains a reference name of the licensed software, company and/or licensed site (city), and

yyy represents the date (in "mmddyy" format) when the license file was created or last modified.

The user should save the Unique Company File (with renamed *ini* extension) in case it is needed for future installation on a new License Server. This file cannot be modified by the user since the last part of the file is encrypted (only the beginning has readable text but should not be edited. Please make sure that your email server or internet security programs did not modify this Unique Company File (*ini* file) or it will become unusable.

2.1.2 Installation of Ensoft Utilities on License Server

The following guidelines are recommended to install Ensoft Utilities on a License Server.

1. Plug the supplied Net USB Key (Figure 1.2) into one of the available USB ports (or on USB hub) in the License Server. The Net USB Key is plug-and-play compatible so the Windows operating system will recognize it automatically and a small solid green light should be noticeable at the tip of the Net USB Key (a flickering green light or no light may indicate problems with the standard windows driver or with the Net USB Key).

If the user installs from a distribution USB Memory Stick (Figure 1.1), please plug the device into a working USB port in the License Server.

If Windows Explorer is not displaying the file contents on the USB Memory Stick, click on the Windows **Start Menu** button and select **Run** (or simply click on the **Start Icon**). On the command line, type *d:\Network Utilities\ensoft-utilities70.exe* or *e:\Network Utilities*, where *d:* or *e:* represent the drive that contains the USB Memory Stick. Click **OK** to execute the command and start the main installation program.

Alternatively, the user may download the Ensoft Utilities v7 from our website using any of the following links:

<https://www.ensoftinc.com/download?product=utilities&showall=true>

<http://www.ensoftinc.com/updates/ensoft-utilities70.exe>

2. When running the installer, a screen similar to the one in Figure 2.1 should be displayed. Click the **Next** button to continue.

3. The user should read the License Agreement shown in Figure 2.2. Please click **Yes** if you agree and would like to proceed with the **Next** button.
4. The user will be able to select a drive and directory for the installation of Ensoft Utilities (Figure 2.3). Default installation directory is the following:

(Root Drive):\Program Files (x86)\Ensoft\Utilities7

If the desired directory does not exist, the installation program will automatically create a new directory in the chosen drive.

Most distribution files will be copied to the installation directory (either the default or the one selected by the user). However, certain files are copied to system directories in Windows and some Windows services are started during installation (mainly for Network installations). The name of the system files, their exact locations, and the type of services that are started may change in time and for different versions of the Microsoft Windows® operating system.

5. The user will be prompted to confirm the shortcut directory name that will be created in the Windows **Start Menu** (see Figure 2.4). The common default shortcut of Ensoft products is:

Start Menu > Programs > Ensoft > Utilities7

Windows 11, 10, 8.1 and 8 will automatically create an **Ensoft** tile with applicable shortcuts.

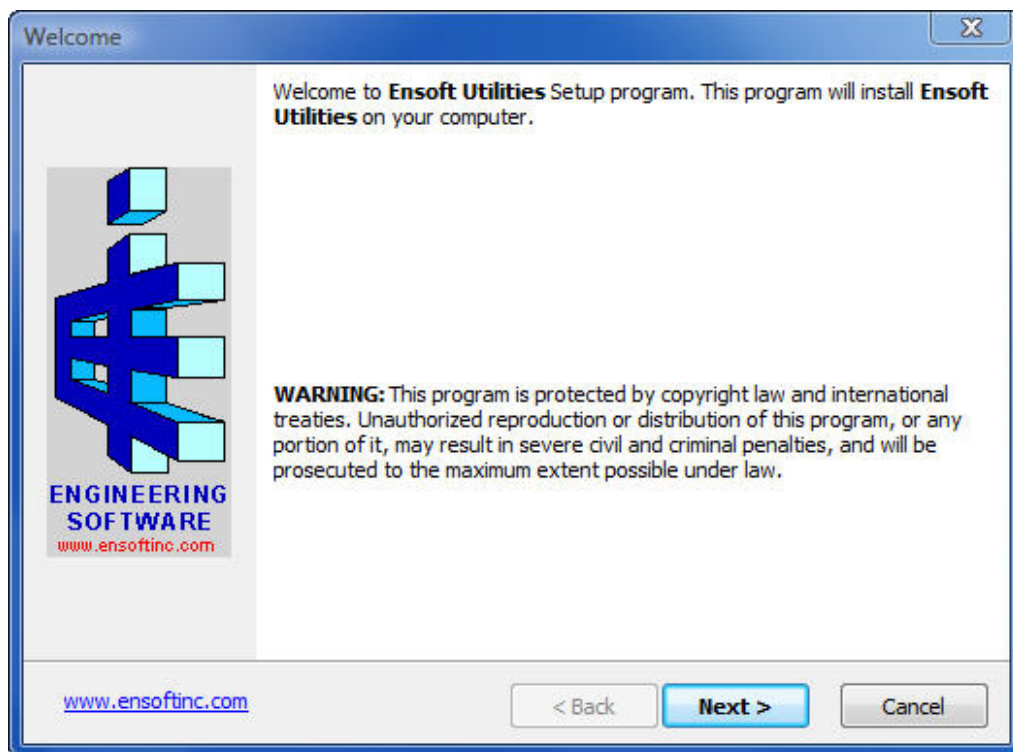


Figure 2.1 First installation screen for Ensoft Utilities



Figure 2.2 Installation screen with License Agreement

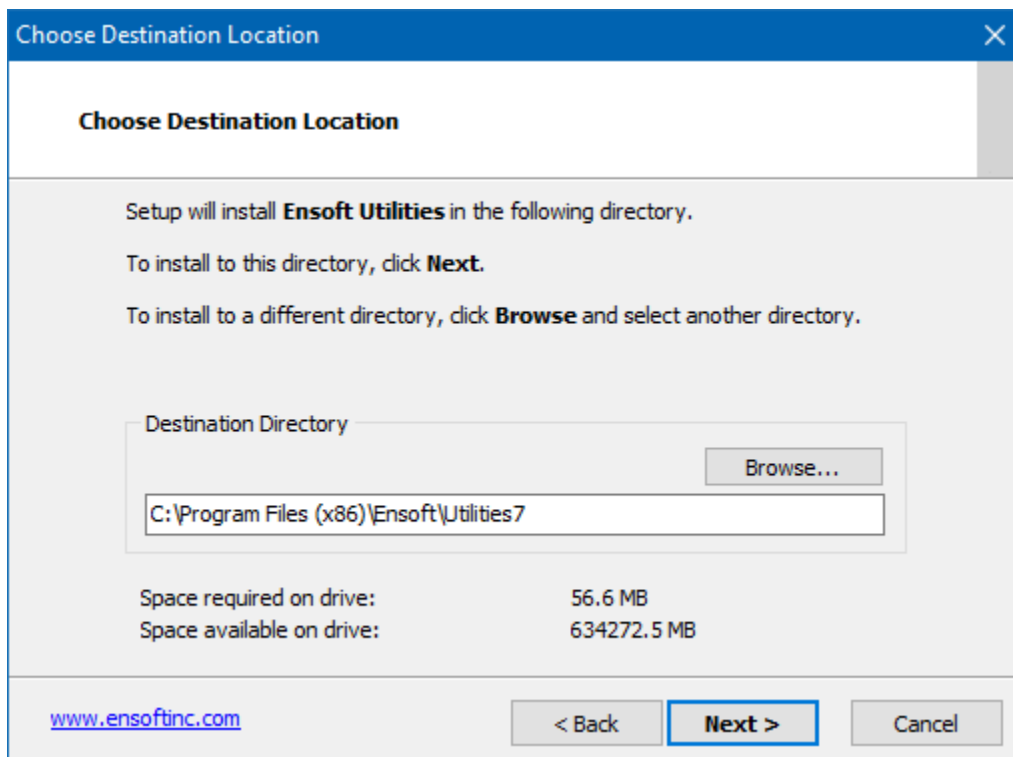


Figure 2.3 Default Installation Directory

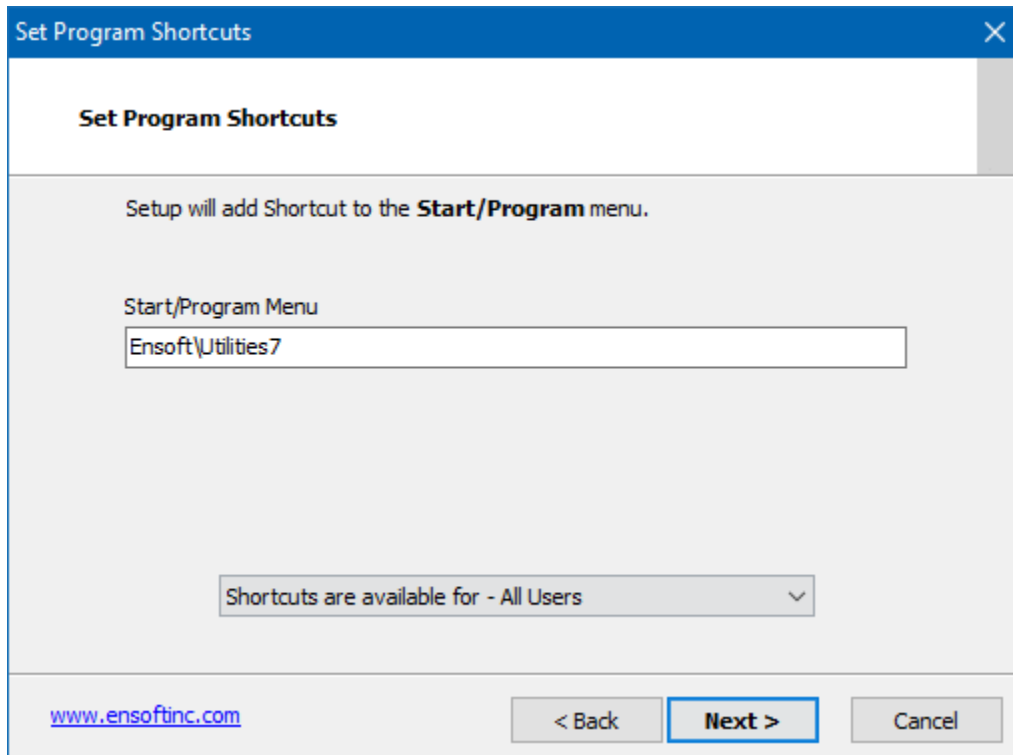


Figure 2.4 Default Shortcut Folder in Windows Start Menu

6. During installation, when the ENSOFT SERVER INSTALL screen comes up (Figure 2.5) the user should click on the **Browse** button and browse to the directory where the user saved the Unique Server File provided by Ensoft via email for the network license (see Section 2.1.1). Click **OK** and **Yes** a few times to continue.



Figure 2.5 Browse to Unique Server File

7. A message comes up indicating the restart of the network server application and consequent loss of any connected client (Figure 2.6), click **Yes** to continue.

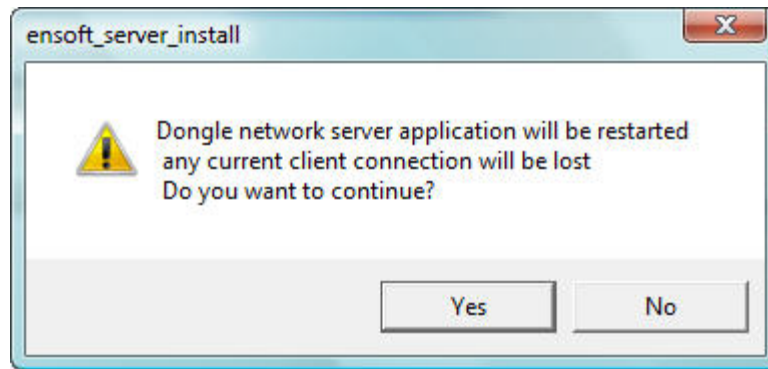


Figure 2.6 Click Yes to continue with server installation

8. If the appropriate Unique Server File and Net USB Key were detected then the user will receive a message similar to the one in Figure 2.7. Click **OK** to continue and complete the installation. It is not necessary to reboot the License Server after this installation.

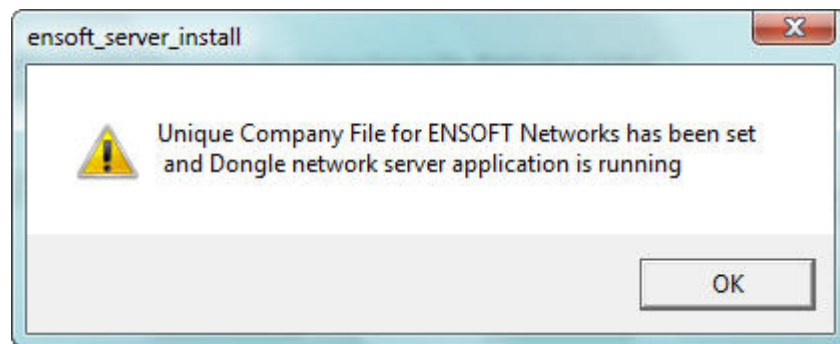


Figure 2.7 Click OK to continue with server installation

2.2 Transfer/Move/Migration of License Server

Follow these steps for a Transfer/Move/Migration to a new License Server:

1. Uninstall the previous Ensoft Utilities v7, v6 or v5 from the current (old) License Server to prevent any conflicts.
2. Plug the supplied Net USB Key (Figure 1.2) into one of the available USB ports (or on USB hub) in the new License Server. The Net USB Key is plug-and-play compatible so the Windows operating system will recognize it automatically and a small solid green light should be noticeable at the tip of the Net USB Key (a flickering green light or no light may indicate problems with the standard windows driver or with the Net USB Key).
3. Install the latest Ensoft Utilities v7 on the new License Server (see steps 2 through 8 from the previous Section 2.1).
4. If the IPv4 of the new License Server is not the same as the one for the old license server then run the **Set Server IP** utility on the client computers or edit, save, copy and paste the *NetUniKey.ini* file from a client to all other local clients (see Section 4.3 for more detailed information).

2.3 Remote Upgrade of Net USB Key

Users receive an email message from support@ensoftinc.com with the remote ‘*upd*’ update file that is necessary for installations on the existing License Server (that carries the Net USB Key that is being upgraded). The ‘*upd*’ update file usually has the following naming convention:

license_xxx-yyy-variable.upd

where:

xxx represents the 9-digit serial number of the Net USB Key (also used as license number),

yyy represents the date (in “mmddyy” format) when the file was created or last modified, and

variable represents a variable text that usually contains a reference name of the licensed software product.

Please save the *upd* update file to a temporary place on the local hard drive (the file can be discarded once the upgrade is performed successfully, since it only works once). The *upd* file cannot be modified by the user since the file is encrypted.

In order to perform a remote upgrade or maintenance renewal, the user needs to run the **Ensoft Key Inquirer** utility (make sure to use v7 or newer) that is installed on the License Server. Select the **Browse** button under **Upgrade File** section in lower right and point to the place where the *upd* file was saved. More information regarding the **Ensoft Key Inquirer** utility can be found in Section 3.2 of this manual.

2.4 Installation on Client Computers

In most common deployments, client computers within the local licensed site should have the licensed software installed locally. Ensoft Utilities should not be installed on network clients. For Client installations, please refer to the installation procedures of the licensed Ensoft Software product.

For installation on client computers please use the latest release and update of the purchased software product. The latest release is available via links on our web site or using the following URL to the general **PRODUCTS > Downloads** page: <https://www.ensoftinc.com/downloads>

The **(All Releases)** link to the right of the selected software product provides a list of historical releases (top of the table has the latest/newest release) from the past 4-6 years.

A table of historical releases is also accessible when running each Ensoft software product and selecting the **Help > Check for Updates** menu.

CHAPTER 3. Utilities on License Server

3.1 Shortcuts on License Server

Various shortcuts are produced on each License Server installation. For installations in Windows 11/10, the shortcuts are found in the **Windows Start Menu > Ensoft** folder (use of sub-folders are currently not allowed under Windows 11/10 but may be available using after-market products). The screen captures in Figure 3.1 are shortcuts normally produced on installations of the Ensoft Utilities v7 on a License Server.

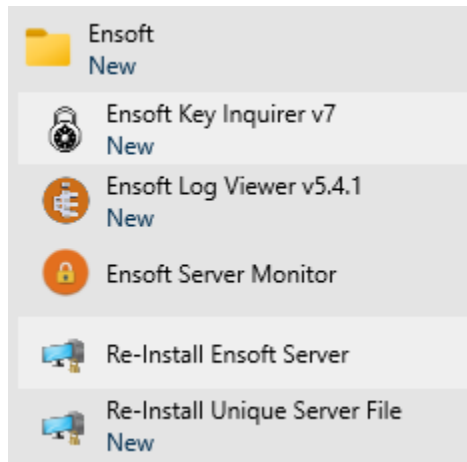


Figure 3.1 Shortcuts on License Server (Windows 11/10)

3.2 Ensoft Key Inquirer v7

This utility (*ensoft_key_inquirer_v7.exe*) allows the user to check information contained in the Net USB Key that is attached to the License Server. With this utility the user can see the following information: dongle serial number and expiration date, licensed program names and type of licenses, maintenance expiration date of each software license, licensed company name, allowed IP subnets. A sample screen capture of the **Ensoft Dongle Inquirer Utility v7.0.1** is in Figure 3.2.

3.2.1 Number of USB Keys

Displays the total number of USB Keys that are plugged (or associated) to the License Server. Most common installations will display **Number of USB Keys = 1** but may be higher for License Servers that handle multiple software products from Ensoft.

3.2.2 USB Key Serial Number

Displays the 9-digit serial number of the USB Key(s) and software that are plugged (or associated) to the License Server. If more than one USB Key are on the License Server (**Number of USB Keys > 1**), the user may click the drop-down button to select and display information of the selected license.

The table to the left of the screen in Figure 3.2 displays the name of the licensed software product from Ensoft (under 'Programs'), the type of license (under 'License') and the maintenance expiration date (under Maint. Exp.). The maintenance expiration date is usually 'None' or left blank (no date) for software programs that are old/obsolete. Any 'License' listed as 'Single User License' is not compatible with network installations and should be removed from the License Server.

3.2.3 USB Key Type

The License Server shall carry **USB Key Type = Unikey PRO** that corresponds to the Net USB Key. If **USB Key Type = Unikey STD**, the installed USB Key is not compatible with local network licenses (the **Unikey STD** is for single-user licenses, which should be removed from the License Server).

The screenshot shows the 'Ensoft Inquirer Utility (7.0.1)' window. On the left, a table lists license information:

N	Programs	License	Maint. Exp.
1	Lpile	Network License	07/17/2036

On the right, the following details are displayed:

- Number of USB Keys = 2
- USB Key Serial Number = 295891142 (1/2)
- USB Key Type = Unikey PRO
- Number of seats : 2
- Expiration Date : 09/19/2025 (mm/dd/yyyy)
- Today is : 07/24/2025 (mm/dd/yyyy)
- Software is licensed to:**
 - Company Name : Ensoft In-House Keys
 - City : Austin
 - State/Country : TX, USA
- Upgrade:**
 - Upgrade File: [Browse]
 - Click to Upgrade the Security USB Key
- License File:**
 - Click to Generate a license file
 - please send it to ENSOFT (support@ensoftinc.com)
- Buttons at the bottom: IP Range Network @ USB Key, IP Range Network @ Server, and Close.

Figure 3.2 Sample Ensoft Key Inquirer v7 Interface

3.2.4 Number of Seats

Indicates the maximum number of simultaneous users that are allowed to run the licensed program from Ensoft within the network. Minimum is **Number of Seats : 2** and the number can be increased according to the various types of licenses and licensed office locations.

3.2.5 Expiration Date

This is the expiration date on the Net USB Key. Most commonly **Expiration Date : None** but some Net USB Keys, like the sample in Figure 3.2, may have an actual date of expiration (e.g, trial licenses that expired or licenses provided pending payment).

3.2.6 Today is

Indicates the date on the Windows operating system when running this utility.

3.2.7 Company Name

This entry is programmed by Ensoft on the Net USB Key to describe the licensed company. Please notify Ensoft if this entry needs to be changed/updated (the modification can be done remotely with an upgrade file sent over email).

3.2.8 City and State/Country

These entries are also programmed by Ensoft on the Net USB Key and are used to describe the licensed site/office location of the company. Please notify Ensoft if these entries need to be changed (it can be done remotely with an upgrade file sent over email).

3.2.9 Upgrade File

Remote upgrades are most commonly performed for yearly maintenance renewals. Remote upgrades are also necessary for any changes to the license, such as increased number of shared users, change of licensed company name or changes/broadening of white-listed subnets.

When performing remote upgrades, the user must enter here the filename of the upgrade file that was received via email from Ensoft. The associated **Browse** button can be used to navigate to the folder where the user saved the upgrade file. For more details regarding the upgrade files and process see Section 2.3 of this manual.

3.2.10 Click to Generate a license file

This button may be used to generate a file with information regarding the licensed software and USB Key. Ensoft may request the generation of this license file in some cases when troubleshooting license or installation issues.

3.2.11 IP Range Network @ USB Key

This button is used to check the IPv4 addresses or IPv4 ranges (unique /24 subnets) that are programmed in the white list of the Net USB Key.

The most basic local network license for access by employees of one office site allows the white listing of up to 4 unique /24 subnets. However, basic software licenses can be broadened to white list additional unique /24 subnets with extra licensing fees. Please contact sales@ensoftinc.com to provide a quote for broadening any software license. White-listed subnets can be modified by submitting requests to support@ensoftinc.com.

A sample screen reporting a single range is in Figure 3.3. Contact support@ensoftinc.com if no ranges/subnets are in the table under **Available IP List**, or if the white listed subnets for the employees of the licensed office site(s) have changed.

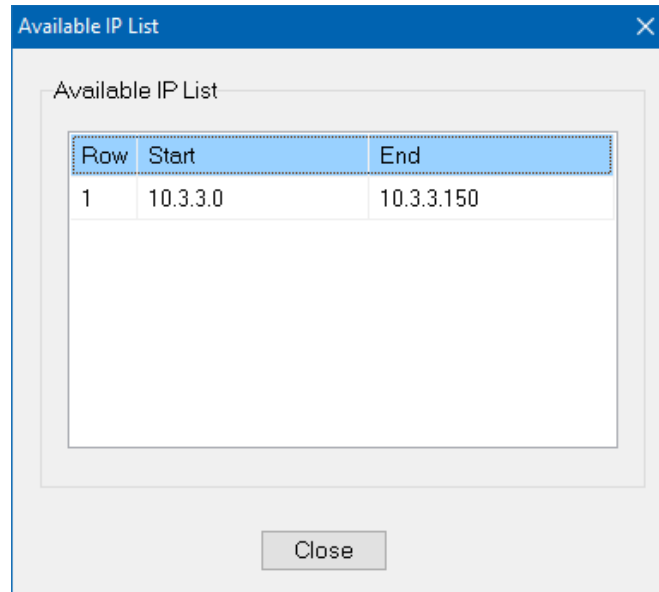


Figure 3.3 Sample screen from **IP Range Network @ USB Key**

3.2.12 IP Range Network @ Server

This button is used to check the IPv4 addresses or IPv4 ranges (unique /24 subnets) that are programmed in the white list of the service that is running at the License Server.

The most basic local network license for access by employees of one office site allows the white listing of up to 4 unique /24 subnets. However, basic software licenses can be broadened to white list additional unique /24 subnets with extra licensing fees. Please contact sales@ensoftinc.com to provide a quote for broadening any software license. White-listed subnets can be modified by submitting requests to support@ensoftinc.com.

A sample screen reporting a single range is in Figure 3.4. The information contained under **Server IP**, **File Version**, **Keep Alive Time (sec)**, **Keep Alive Interval (sec)**, **Server Port** and **TimeOut (sec)** in Figure 3.4 cannot be changed in this screen. The **Server IP** entry is detected automatically by the utility. The **Keep Alive Time (sec)**, **Keep Alive Interval (sec)**, **Server Port** and **TimeOut (sec)** entries can be changed with the **Ensoft License Server Console** utility (Section 3.3).

If the table under **Available IP List** indicates no ranges/subnets (it is blank) then it is likely that the Unique Server File (*.ini* file) was not selected properly or was corrupted by other products (email server or internet protection software) or was not associated properly. In this case try to **Re-install the Unique Server File** (see Section 2.1.1 and Section 3.5).

Available IP List

Unikey Dongle Serial Number: 295891142

Server IP: 10 3 3 246

File Version: 4

Keep Alive Time (sec): 30

Keep Alive Interval (sec): 180

Server Port: 5680 TimeOut (sec): 30

Available IP List

Row	Start	End
1	10.3.3.0	10.3.3.255

Close

Figure 3.4 Sample screen from IP Range Network @ Server

3.3 Ensoft License Server Console

This link (*NetUniKeyServer\serverui.exe*) is used to access the utility to change settings of the Ensoft Server and to monitor connected users. Samples of the **Home** and **Clients** tabs of the **Ensoft License Server Console** are shown in Figure 3.5 and Figure 3.6 respectively.

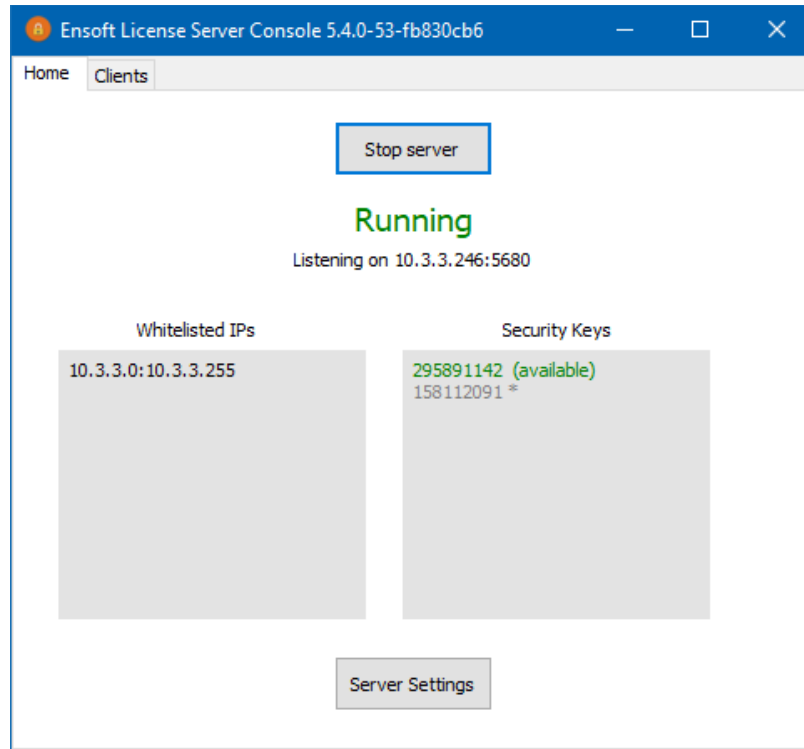


Figure 3.5 Sample Home Tab of Ensoft License Server Console

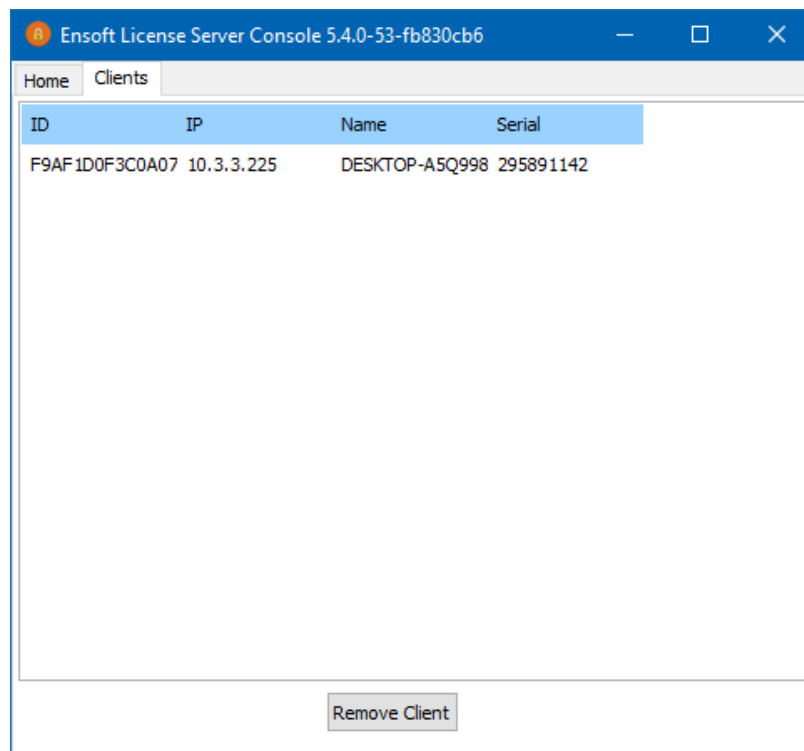


Figure 3.6 Sample Clients Tab of Ensoft License Server Console

3.3.1 Home Tab

The Home tab (sample in Figure 3.5) displays the *IPv4:Port* of the License Server where the Ensoft Server is Running. The user may stop the Ensoft Server with the **Stop server** button.

White listed IPv4 ranges are displayed on the left table and the connected Ensoft USB Keys are on the right table. The left table under **Whitelisted IPs** is similar to the description in Section 3.2.13 of this manual.

The table under Security Keys lists the 9-digit serial number (license number) of the Ensoft USB Keys that are connected to the License Server. The **(available)** description following the serial number, as shown in Figure 3.5, indicates that the USB Key listed in the installation '*ini*' file is connected and was properly recognized.

A **(missing)** description following the serial number indicates that the USB Key listed in the installation '*ini*' file is not connected. In this case the user must find and plug the correct USB Key to the License Server or must use a different installation '*ini*' file (see Section 3.5).

If the 9-digit serial number of a Security Device is grayed out and followed by the **(*)** description, as shown in Figure 3.5, the USB Key that is plugged in the License Server is for a single-user license and not compatible with server installations (cannot be shared over a network).

3.3.2 Server Settings

The **Server Settings** button in the Home tab (Figure 3.5) provides other configurable settings for the Ensoft Server. A sample of the **Server Settings** screen is shown in Figure 3.7.

Port is the port that is used for TCP In/Out communications in the network. Default port set by Ensoft is 5680.

For better handling of connected client computers, Ensoft Utilities v7 has enabled the use of a Keep Alive Windows sockets on opened connections. Settings for the handling of these connections are controlled by the following two parameters.

Keep Alive Time (s) is a timeout, in seconds, with no activity of an opened connection until a first keep-alive packet is sent. This parameter is ignored if a negative number is entered.

Keep Alive Interval (s) is the interval in seconds between successive keep-alive packets if no acknowledgement is received from the client. This parameter is ignored if a negative number is entered.

For the sample configuration shown in Figure 3.7, the expected behavior is as follows:

1. After 180 seconds (3 minutes) of inactivity, the server begins sending Keep Alive packets to the client.
2. If there are no responses, the server sends new Keep Alive packets every 30 seconds.
3. After 10 attempts (this is a fixed setting by the Windows OS in the License Server), or 10 * 30 seconds = 5 minutes, the server drops the connection and closes the socket.

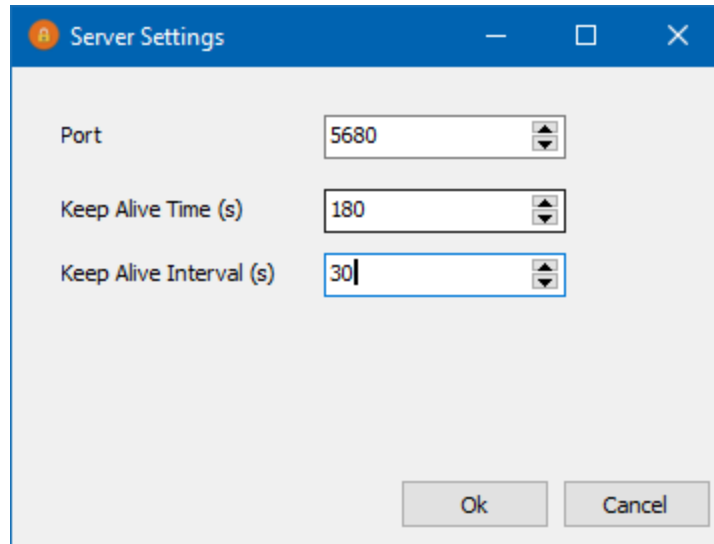


Figure 3.7 Sample Server Settings for the Ensoft License Server Console

3.3.3 Clients Tab

Displays information of any connected client that is using the licensed software. For instance, the sample in Figure 3.6 shows one connected user (10.3.3.225, DESKTOP A5Q998) using a seat from software license number 295891142 (Serial).

Selecting a connected client in the list and the **Remove Client** button releases the seat that is being locked up by that particular client. This process will not stop (or force quit) the software run of the selected client, but will turn it into ‘demonstration’ mode thus not allowing the client to save a data file or to run computations. However, if the client tries the same process once again (save a file or run computations), the software will try to get a new license seat from the server. The client will be able to regain the license if (or when) a seat is available at the license server.

3.4 Re-Install Ensoft Server

This utility (*NetUniKeyServer\Install.exe*) is used to make a new installation and re-start the *NetUniKeyServer* service. The selection/running of this utility normally would not produce any noticeable responses from the operating system. It usually takes just a few seconds to Stop and then Start again the *NetUniKeyServer* service.

3.5 Re-Install Unique Server File

This utility (*NetUniKeyServer\ensoft_server_install.exe*) is used to install the Unique Server File (*‘ini’* file) on the License Server (see Section 2.1.1). When running this utility, the user will be prompted to **Browse** to the directory where the user saved the Unique Server File (*‘ini’* file) that was provided by Ensoft via email for the network license. Click **OK** to continue.

A new Unique Server File may be provided by Ensoft when a change is needed to the white listed range of IP addresses or /24 subnets for the licensed clients that are allowed to access the Net USB Key (software license).

The most basic local network license for access by employees of one office site allows the white listing of up to 4 unique /24 subnets. However, basic software licenses can be broadened to white list additional unique /24 subnets with extra licensing fees. Please contact sales@ensoftinc.com to provide a quote for broadening any software license. White-listed subnets can be modified by submitting requests to support@ensoftinc.com.

3.6 Ensoft Log Viewer

This utility (*EnsoftLogViewer.exe*) allows the user to check logged activities from client usage of the licensed software. A sample screen capture of this utility is shown in Figure 3.8.

When this utility is started the user should select **Edit > Open Log File** and then browse to the directory where the *NetUniKeyServer.log* file is located (normally in the same directory as the utility, in *Root Drive*): *\Program Files (x86)\Ensoft\Utilities7*.

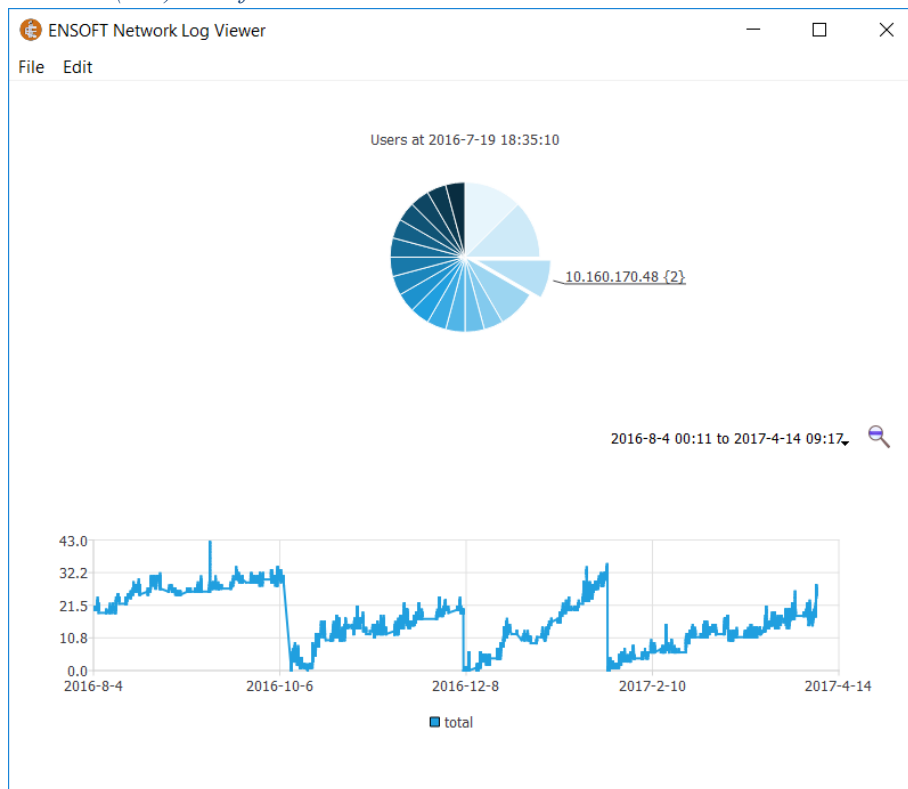


Figure 3.8 Sample Interface of Ensoft Log Viewer

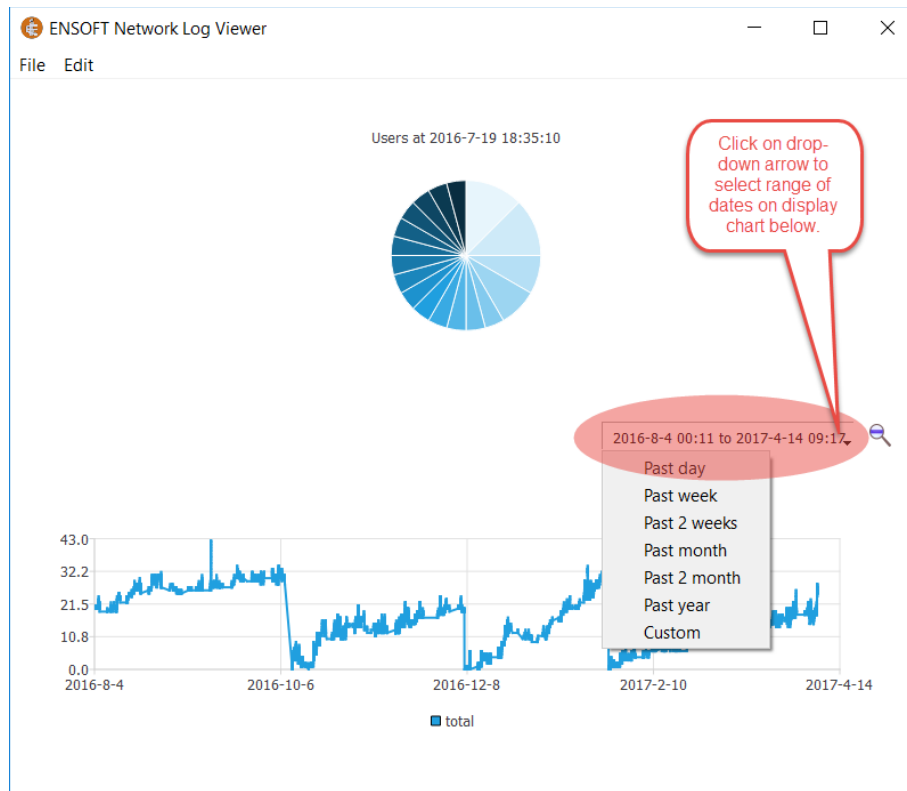


Figure 3.9 Selection of range of dates for display chart

Users can select a range of dates to display in the chart by clicking on the down-drop menu (down arrow) as shown in Figure 3.9. Users may also click and drag a range in the actual chart to zoom into specific dates.

The chart at the bottom displays the total number of seats that are being used at any particular point in time. A click into any point in the chart will change the pie chart on top. A click on any pie on the top chart will provide the IP Address of the Client user and in parenthesis the number of instances that this user had the SOFTWARE opened.

3.7 Contents of Log Viewer File

The *NetUniKeyServer.log* file is located (normally in the same directory as the utility, in *Root Drive*):\Program Files (x86)\Ensoft\Utilities7. This log file has entries in comma-separated fields that are generally organized as follows:

1. Date, example: 05/28/21
2. Time, example: 15:36:04
3. Code, various options:
 - a. Start NetUnikey Server
 - b. Stop NetUnikey Server
 - c. Client connect

- d. Client logon
- e. Client logoff/disconnect

The following additional entries occur after a Server code:

1. Server IP address, example 10.1.202.115.
2. Port Number, example 5680

The following additional entries occur after a Client code:

1. Client IPv4 address, example: 10.1.112.33
2. Internal code number, which could be 0 or 2 (doesn't mean anything, used for internal checks/debugging)
3. Client computer name, example: W-AMLRV-L-10712
4. 9-digit Serial Number of the License/USB Key
5. Number of seats being used, example: 2
6. Number of total seats in USB Key/License, example: 20

CHAPTER 4. Utilities on Client Computers

4.1 Shortcuts on Client Computers

In most common deployments, client computers within the local licensed site should have the licensed software installed locally. Ensoft Utilities should not be installed on network clients. For Client installations, please refer to the installation procedures of the licensed Ensoft Software product.

The shortcuts on client computers vary according to the licensed software product. However, the following two utilities are included with all software products when installed as Network License > Client Computer: **Check Network Dongle** and **Set Server IP**.

4.2 Check Network Dongle

This is a common shortcut created on all Ensoft software applications in network client computers. This shortcut calls the utility to check the licensing and communications with the License Server. This utility is very useful in case of problems in clients while trying to run the licensed software. This utility is installed in the selected installation directory with the following filename: *CheckNetworkDongle_ipv_511.exe*.

The starting screen shown in Figure 4.1 comes up when first running the utility on a client installation. Click on the button labeled **Select Program to Check** and select the software assigned to your company. The selection in Figure 4.2 is an example check for the **LPILE** software.

Clicking on the button **Check Network Dongle** at the top of the screen in Figure 4.2 starts the process. The utility will check communications with the license server and will report a description of the problem if the process fails.

4.2.1 Successful Detection of Net USB Key

When communications are successful, the utility will produce a reporting screen similar to the one in Figure 4.3. The utility reports the **Client IPs** (the IPv4s that are passing through to the NetUniKeyServer service in the License Server for the client computer), the **Server IP** (the IPv4 of the License Server that was found) and the **S/N** (the serial number of the Net USB Key that was found attached to the License Server).

As shown in Figure 4.3, the utility may include under **Client IPs** a drop-down menu when more than one IPv4 used by the client are passing through to the License Server. In the example on Figure 4.3, a number in parenthesis indicates that (2) different IPv4s are passing through to the License Server.

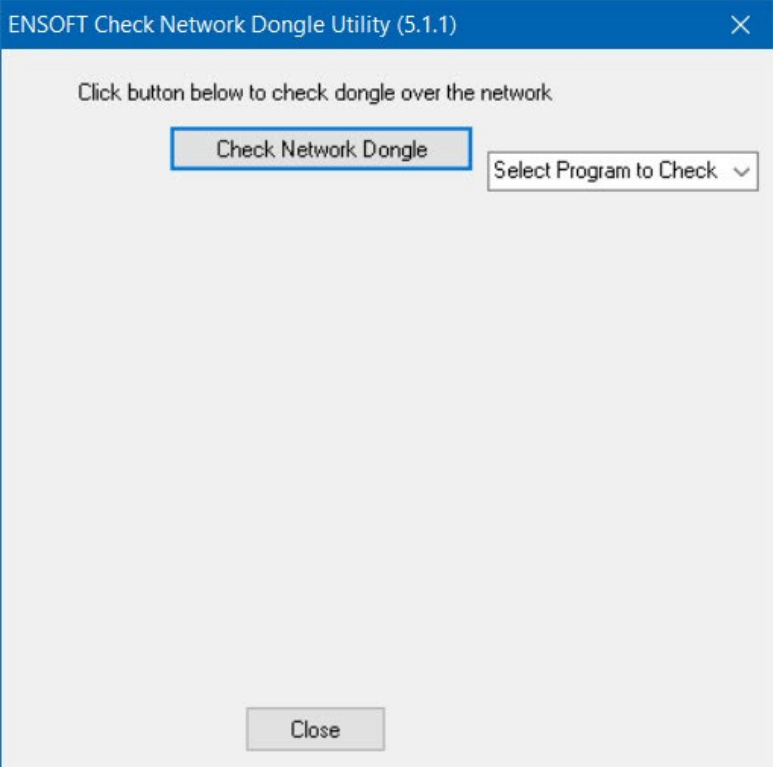


Figure 4.1 Check Network Dongle Starting Screen

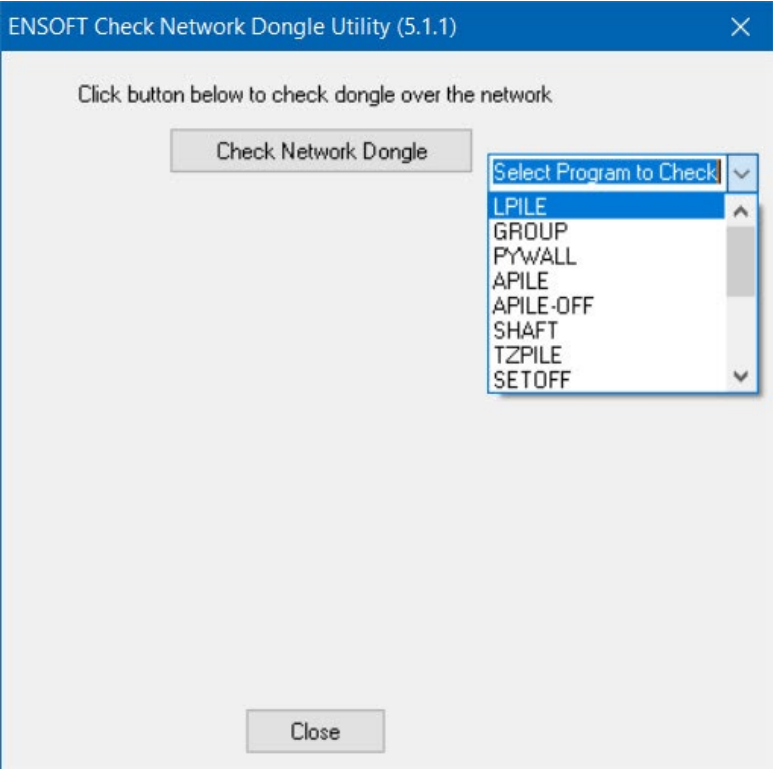


Figure 4.2 Software Selection on Check Network Dongle Starting Screen

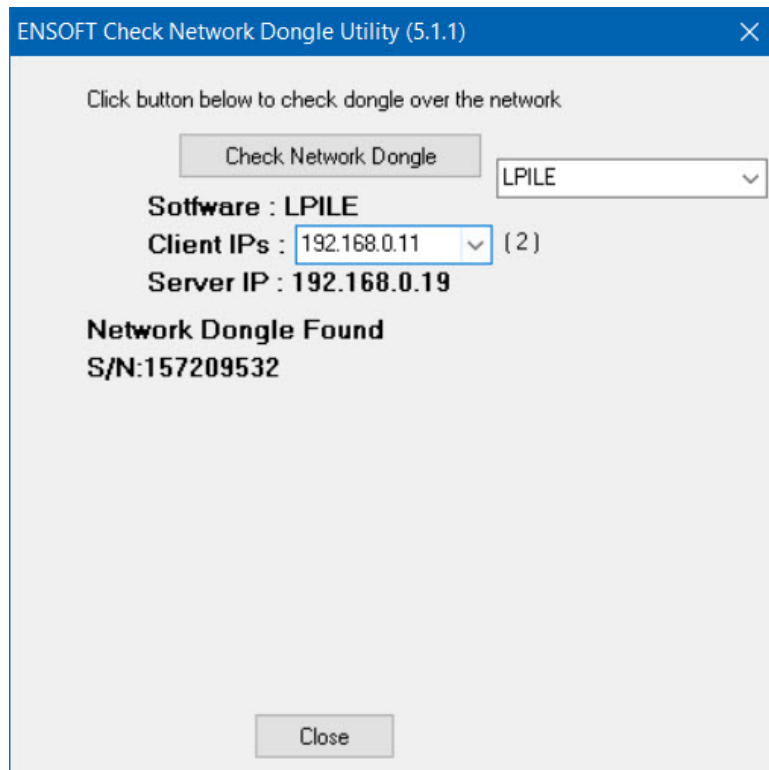


Figure 4.3 Successful Detection of Network Dongle

4.2.2 FireWall or Service Issues

A common problem that can be reported by the utility is a **FireWall, Socket Communication or Server (Service) may be down** (see Figure 4.4). This error may indicate one of the following issues:

- a. The **NetUniKeyServer** service may be down or not running properly in the License Server. It may be necessary to access the Windows Services in the License Server, find the **NetUniKeyServer** service and **Stop** and then **Start** the service (to make sure it is running properly). After this procedure the user should run again the **Check Network Dongle** utility in the troubled client computer to see if the error has been eliminated.
- b. A Firewall may be preventing proper communications with the License Server. In this case the network administrator should make sure that the License Server has an Inbound Rule to open all TCP communications with Port 5680 (the default used by our products). The client computer should also have Inbound and Outbound Rules to open all TCP communications with Port 5680. After this procedure the user should run again the **Check Network Dongle** utility in the troubled client computer to see if the error has been eliminated.
- c. An Internet Security software may be preventing proper communications with the License Server. The user or IT may temporarily pause/suspend the Internet Security program and run again the **Check Network Dongle** utility in the troubled client computer to see if the error has been eliminated. The user should not access any other outside service or programs

(no Internet or Email access) while the Internet Security systems is temporarily paused. This is only done to test if the Internet Security systems is blocking communications with the Net USB Key in the License Server.

4.2.3 IP Range Issues

Another problem may result in **Client Outside Available IP Range** (see Figure 4.5). This indicates that at least one the IPv4s that were detected by the NetUniKeyServer service in the client computer is not within the authorized local subnets that are allowed to access the licensed product. The network administrator may need to run the **Ensoft Key Inquirer** utility in the License Server (see Section 3.2) and click on the two **IP Range Network** buttons to see the local client subnets that are allowed to operate the software product.

Please notice that some client computers may have several network interface cards (NICs) or VPNs assigning different IPv4s to the client computer. An IPv4 may be assigned to the client computer by a WiFi connection and a different IPv4 may be assigned by a Wired/Ethernet connection or from a VPN router (see example in Figure 4.6). The **NetUniKeyServer** service in the License Server picks up at random any of the IPv4s that are passing through from the client computer. In the sample case shown in Figure 4.6, the client is passing to the License Server two IPv4s: 192.168.0.40 (perhaps from a local WiFi router) and 172.20.10.2 (perhaps from a VPN or similar). Both of those must be white listed for the user to have proper access and no error.

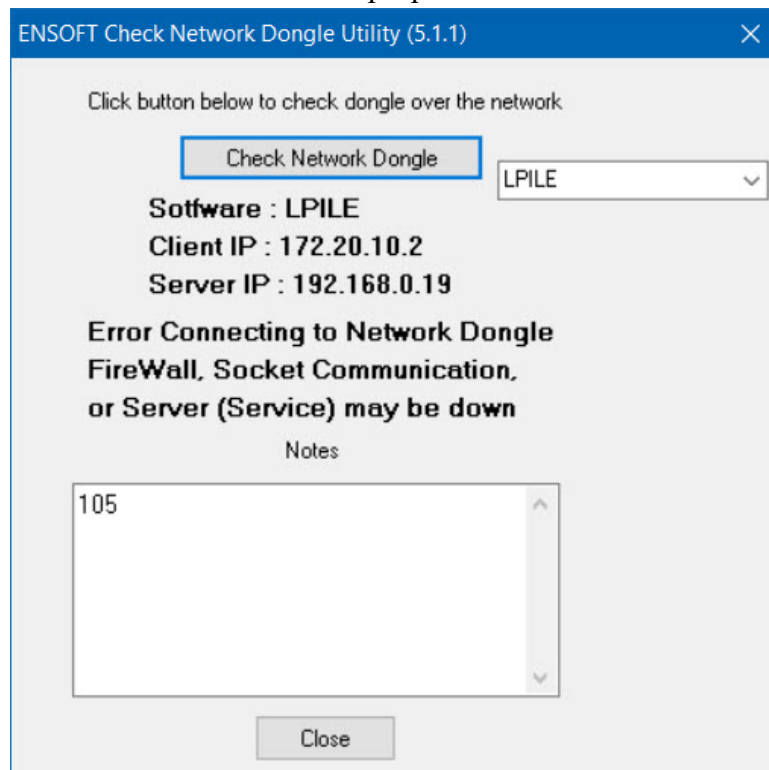


Figure 4.4 Firewall or Socket Communication Error

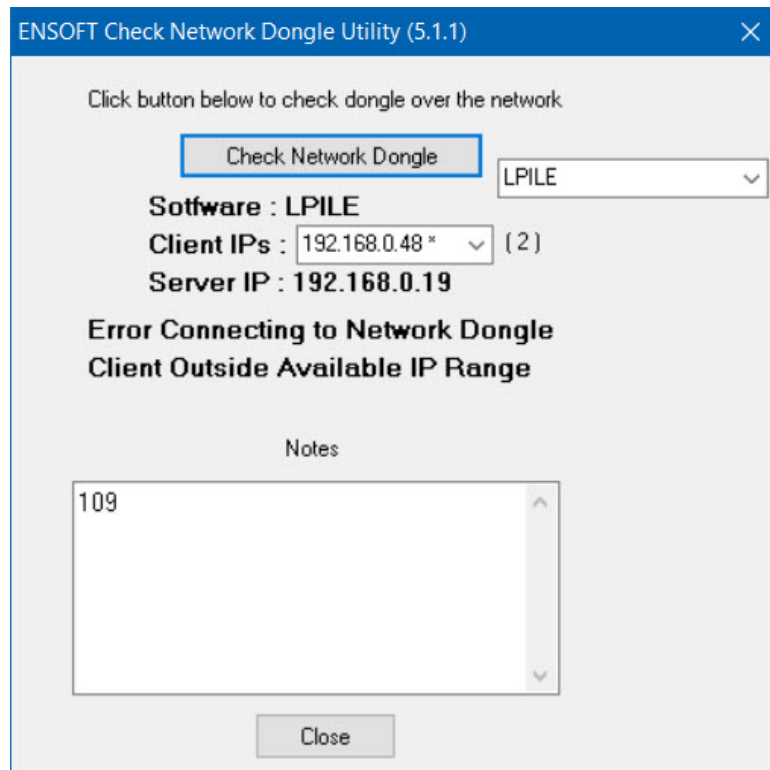


Figure 4.5 Outside Available IP Error

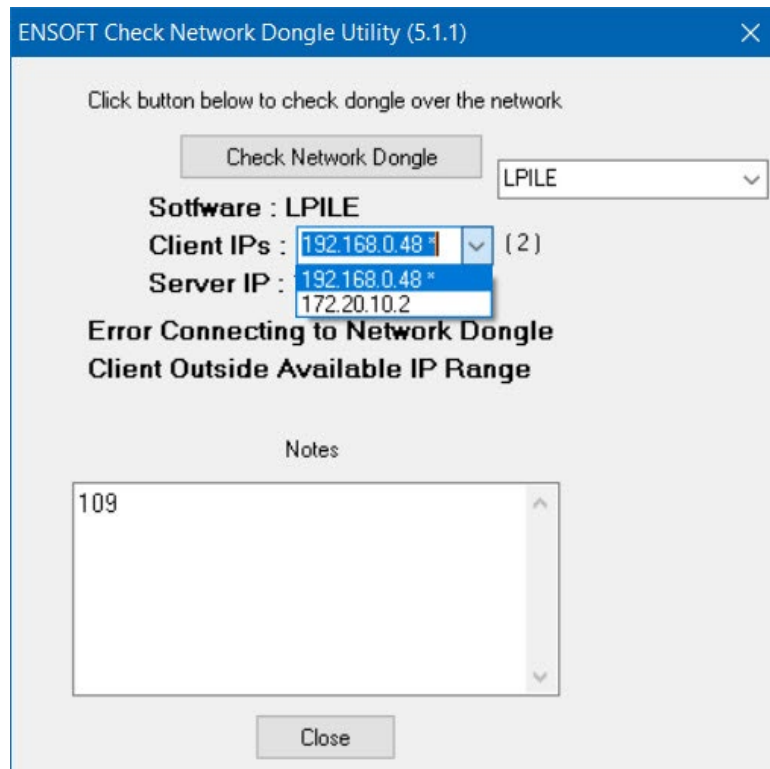


Figure 4.6 Error with Multiple IPv4s

4.3 Set Server IP

This is a common shortcut on all Ensoft software applications in network client computers (see Figure 4.7). This is used to reset the specified IPv4 address of the License Server (if such server IPv4 was changed after initial installation). If the incorrect Server IP is specified the program may still try to search for a valid server service in the local subnet, but starting the application may take a longer period of time.

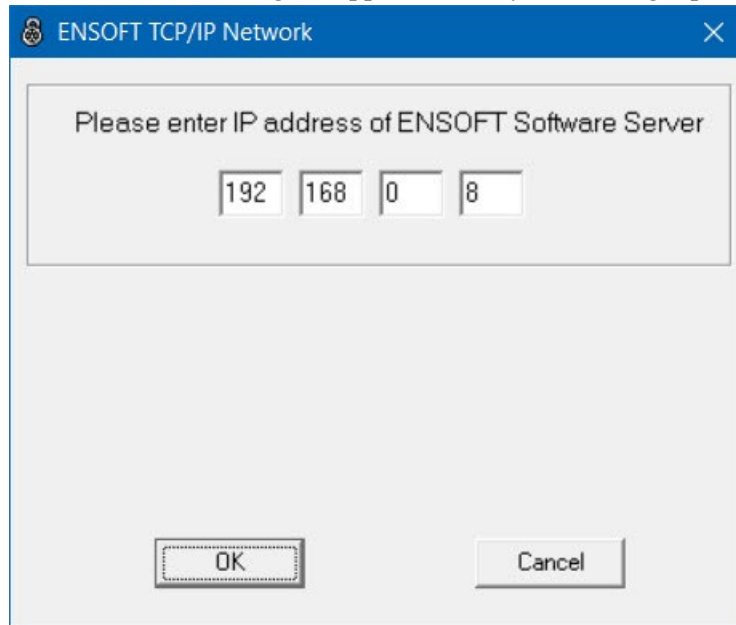


Figure 4.7 Set Server IP

This utility modifies a single line/row entry in the file named *NetUniKey.ini* located in the installation directory of the main software executable (for the example of LPILE this is usually in the *c:\Program Files (x86)\Ensoft\Lpile2022* directory).

A sample *NetUniKey.ini* file on a client computer is shown in Figure 4.8. Instead of using the **Set Server IP** utility, the user may simply open and edit the *NetUniKey.ini* file on the client computer changing the line **ServerIP = 192.168.0.8** from the sample in Figure 4.8 so it points to the correct IPv4 of the License Server.

When a License Server is changed from one IP to another the user may simply edit the *NetUniKey.ini* file from one client, save the file and then replace with this new file the *NetUniKey.ini* on all other clients. This way all clients point to the new IPv4 of the License Server.



```
NetUniKey.ini - Notepad
File Edit Format View Help
[Header]
FileType      =NetUniKey.ini
FileVersion   =1
[General]
WorkingMode   =2
#
#
#
#
AccessMode    =2
#
#
#
[ServerSetting]
SearchingMode =1
#
#
ServerIP      =192.168.0.8
Port          =5680
TimeOut       =5
#
AutoStart     =0
#
#
```

Figure 4.8 Sample NetUniKey.ini File on Client Computer