
Cire Installing Licence

Version 5.0

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Installation Information

As part of the installation and maintenance you will be sent a Cire licence from ITS Customer Services. This has all the licence options you have purchased for one or more products.

This file will be in the format of Organisation name with an extension of .cire

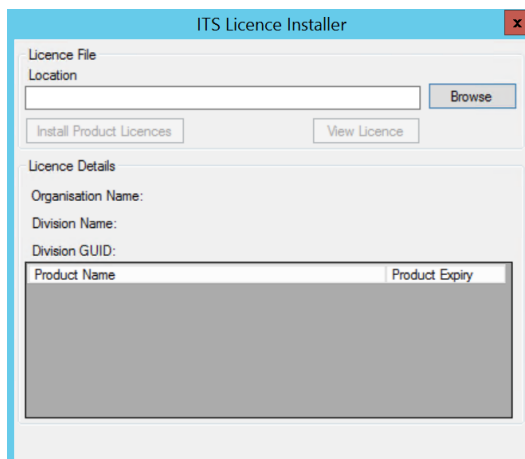
On the desktop there is an application ITS Licence installer, this will allow you install the licence.

Note: If the shortcut is not on the desktop then you can manually run it going to the following location: "C:\Program Files (x86)\Cire Server\CireProductInstaller.exe"

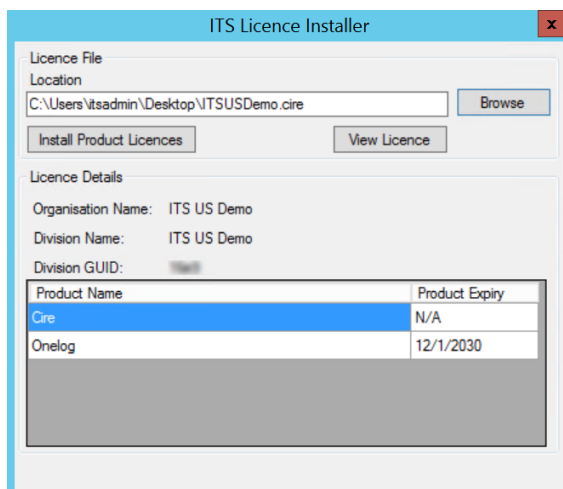


ITS Licence
Installer

This application window will appear, to apply the licence click browse to locate the .cire file licence



This will then display the licence to be applied with the appropriate product listed including the expiry date. To for the specifics of the licence the "View Licence" button will show more details.

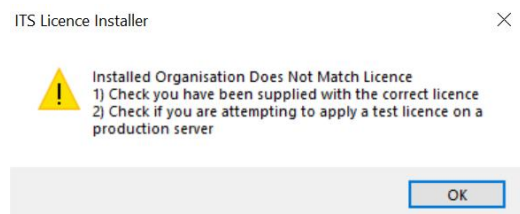


To apply the licence, click "Install Product Licences" then you can close the application.

Licence Upgrading Issues

When updating, the licence to the existing system, the unique organisation id associated with each installation will be checked to make sure it is unchanged. Attempting to apply the wrong licence can occur if you are running a production and test systems as each instance should be using their own unique licence.

(Warning message)



If the warning messages is shown, then the wrong licence is attempting to be applied.

Notes:

Licences for test servers can be applied for by contacting ITS customer services.

Licence Propagation

While the application has stored the licence, due to caching the updating of the licence for each component will typically happen overnight. If there is a requirement, to force the licence to be immediately applied to the product then each part will, need to be restarted.

Restart IIS

1. At the Start menu, right click Command Prompt, Run as administrator
2. At the command prompt, type. **iisreset**
3. IIS attempts to stop all services before restarting. The IISReset command-line utility waits up to one minute for all services to stop.

Onelog

1. At the Start menu, right click Command Prompt, Run as administrator
2. Type, net stop "ITS Onelog Server"
3. Type, net start "ITS Onelog Server"
4. Type, net stop "ITS Onelog Report Server"
5. Type, net start "ITS Onelog Report Server"

MyPC

1. At the Start menu, right click Command Prompt, Run as administrator
2. Type, net stop "MyPCServer"
3. Type, net start "MyPCServer"

R&R

1. At the Start menu, right click Command Prompt, Run as administrator
2. Type, net stop "RandRActiveService"
3. Type, net start "RandRActiveService"