

# FormSys

Thank you for choosing design software from Formation Design Systems.

## **Installation Guide**

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### **1. Installing the Software**

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Install the software by following the step-by-step installation instructions in this document. Do not plug in the copy protection device (dongle) until the software is installed. This is to ensure that the correct driver gets allocated to the dongle.

### **2. Connecting the dongle**

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After the software has been installed, plug the dongle in to a USB port..

### **3. Starting the software**

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For Network installations the user should ensure that the License Manager is running in order to be able to access the licenses on the dongle and start the software.

### **4. Need Help?**

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Follow the guide on page 15.

### **5. Tell Us**

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Tell us how you are using the software and what you like (or don't like) about it, we welcome your feedback. Send your comments to [support@formsys.com](mailto:support@formsys.com).

Please don't hesitate to contact me at any time if there is any way that we can assist you in making the best use of your software.

Sincerely,



Philip Christensen  
Managing Director  
[PhilC@formsys.com](mailto:PhilC@formsys.com)

## 1. Installing the Software

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### Supported Operating Systems

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We now offer both 32-bit and 64-bit versions of our software and the operating system requirements are different for each.

Our 32-bit versions are supported for the following operating systems:

- **Windows XP Service Pack 3 or greater**
- **Windows Server 2003 & 2008**
- **Windows Vista\***
- **Windows 7\***

\* including all variants (Home/Premium/Pro/Enterprise, etc) and both 32-bit and 64-bit versions of these operating systems.

Our new 64-bit native versions of our installer, but the operating system requirements are somewhat more restrictive:

- **Windows 7 64-bit**

### Launching the Installer

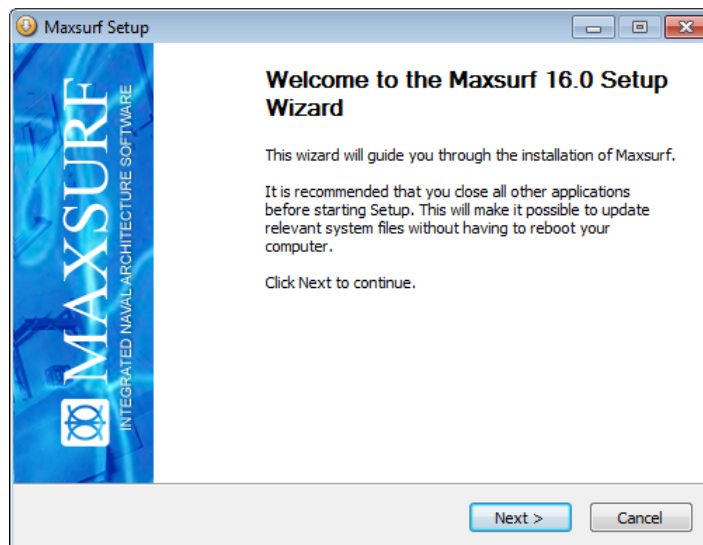
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#### Launching the installer from the Internet

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The latest versions of Maxsurf and Multiframe can be downloaded from our web site. It is recommended to save the download to your hard disk at a location where you will be able to find it again later; for example to a directory on your server. To save the download

- **Right click on the link and select “Save Link as.. “**
- **After the download has completed, double click on the .exe file to launch the demo installer.**



## Accepting License Agreement

You have to accept the terms of the license agreement in order to continue the installation.

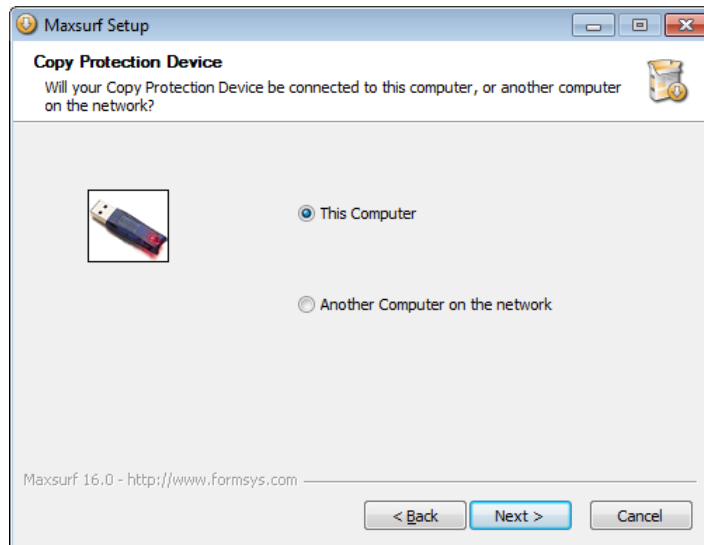
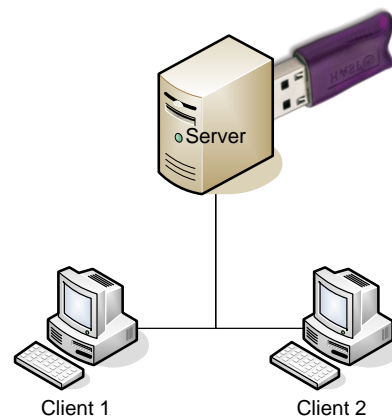
Click “I agree” to continue the installation.

### Next step:

- [Dongle Connection](#)
- For users of the demonstration version: [Destination Directory](#).

## Dongle Connection

It is possible to install Maxsurf and/or Multiframe on a computer without a dongle (Copy Protection Device) connected to it. This computer is called a “client”. The client is connected to a dedicated computer (called: “server”) via a network. In order for the client to be able to access the licenses on the server, this computer needs to have a network dongle attached to it as well as a license manager installed.



### Clicking:

- **This computer; will continue the installation for either** standalone or server installations.
- **Another Computer on the network; will continue the installation for the network client.**

If you are installing a network client installation, your next step is either:

- For Multiframe installations:  
[Multiframe Localisation](#)
- For Maxsurf installations: [Software Selection](#)

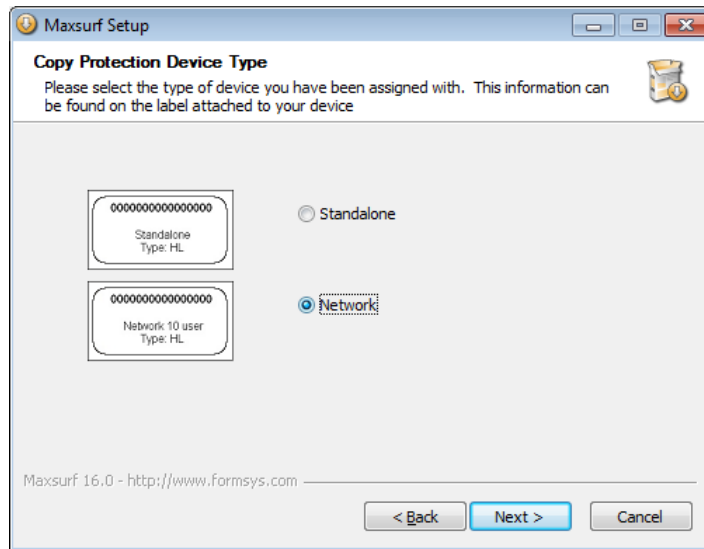
Otherwise:

- [Standalone or Network Server Installation](#).

### **Standalone or Network Server Installation**

The software can be provided with a standalone or a network dongle. There are several ways to identify a standalone or a network device:

- <http://www.formsys.com/dongletype> has a list of dongle images divided into standalone or network
- Dongles received after March 2007 should have a label attached to it as shown in the installer window below:



Clicking

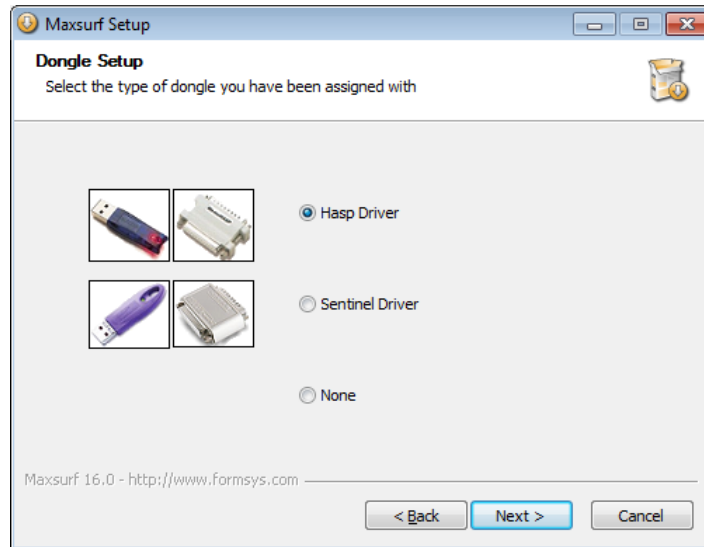
- **Standalone; will continue with the selection of the standalone dongle drivers.**
- **Network; will continue with the selection of the network dongle drivers**

Next: [Dongle selection](#)

## Dongle selection

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This installer window allows you to specify which dongle type you have:



Clicking

- **HASP; will install HASP drivers**
- **Sentinel; will install Sentinel drivers**
- **None; will not install any drivers. This option should only be selected if you are certain that the latest dongle drivers have already been installed.**

**Next step:**

For Standalone installations:

- For Multiframe: [Multiframe Localisation](#).
- For Maxsurf: [Destination Directory](#).

**Next step:**

- For Multiframe installations:
- [Multiframe Localisation](#).
- For Maxsurf installations: [Destination Directory](#).

## Multiframe Localisation

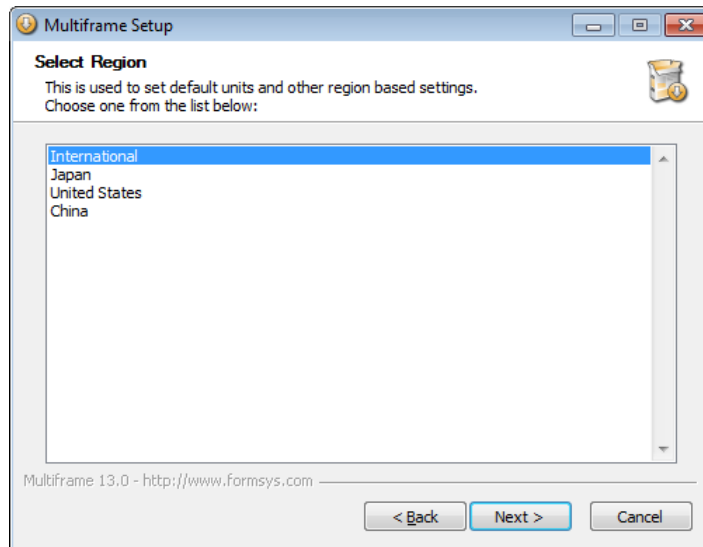
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You will be using different default units, symbols and Section Libraries depending on the region you are located in. This step allows you to specify your default settings used in your region. Note: These default settings can be changed in the application after the installation as well.

### Select Region

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This determines which symbols are installed as default in the preferences (such as units and symbols for stress, bending moments, force etcetera.). This can be changed in the application at any stage after the installation as well.



### Select Section Library Country

The next step is to select the country specific sections library:



Next: [Destination Directory](#)

## Software Selection

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For users of the demonstration version, the Pro version of each module (with some limitations) is installed automatically and you can continue to: [Finalising the Installation](#).

For users of licensed software, the software installation window is the same for the network as for the standalone installation and allows you to select which applications and which versions you wish to install.

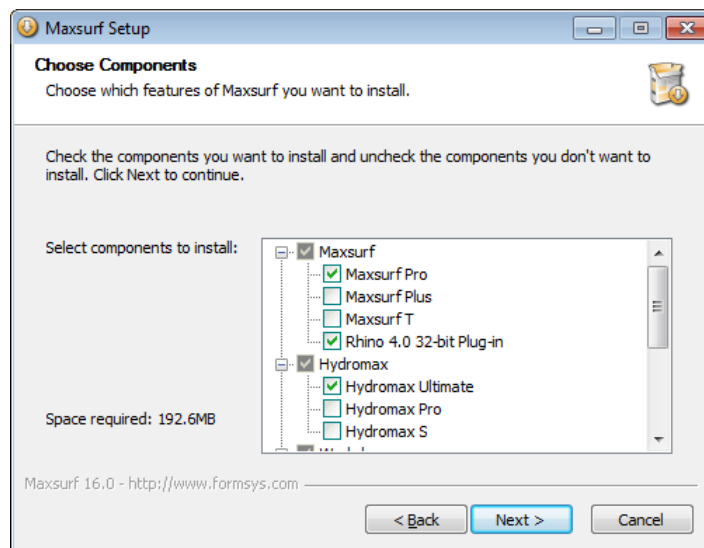
Go to:

- [Maxsurf Software Selection](#)
- [Multiframe Software Selection](#)

### Maxsurf Software Selection

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The software selection step allows you to specify which modules you wish to install on your computer.



Maxsurf software selection

Make sure you select the applications as they appear on your order form. All Pro versions and the sample designs are selected by default, but can be unselected manually.

Note: you can install all products if you like, but you will only get access to those products that your dongle is licensed for via the access code. Users of the demonstration versions do not require an access code.

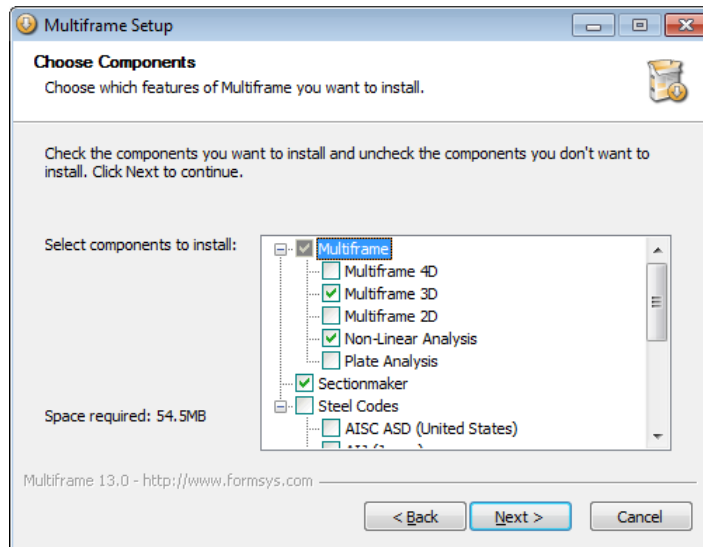
#### Next step:

- For NetHasp server installations, continue to install the [Network HASP License Manager](#).
- Otherwise: [Finalising the Installation](#).

### Multiframe Software Selection

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The software selection step allows you to specify which modules you wish to install on your computer.



Multiframe software selection

- **Select only the software you have purchased and click next. Make sure you select the correct version of Multiframe (2D, 3D or 4D).**

#### Note

Only select to install Steel Codes that are listed on your order form. Otherwise you will be asked to enter an access code every time you start up Multiframe.

#### Next step:

For NetHasp server installations, continue to install the [Network HASP License Manager](#).  
Otherwise: [Finalising the Installation](#).

#### Destination Directory

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This allows you to specify the installation directory.  
The default installation directory can vary depending on two different things – the operating system that you’re installing on  
Most users will get the following default destination directory:

- **C:\Program Files\Maxsurf ##\ .... for Maxsurf**
- **C:\Program Files\Multiframe ##\ .... for Multiframe**

The only exception to this is when installing 32-bit software on a 64-bit Windows operating system, in which case you will get:

- **C:\Program Files (x86)\Maxsurf ##\ .... for Maxsurf**
- **C:\Program Files (x86)\Multiframe ##\ .... for Multiframe**

, where ## is the major version number you are installing. Windows Vista/Windows 7 users, see [File Locations](#) on page 11 for more information.

Next: [Start Menu Location](#)

## Start Menu Location

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The installer will automatically create shortcut icons to the software in the Windows Start Menu. This screen allows you to specify a custom start menu folder name.

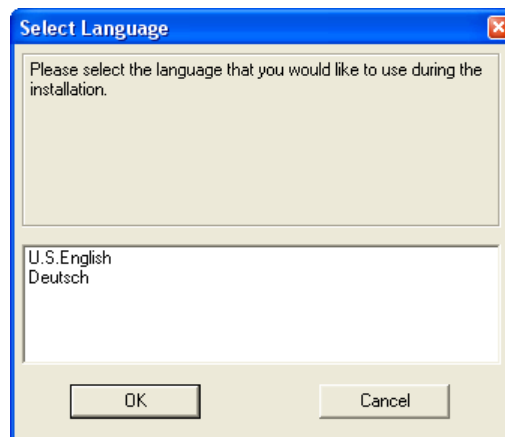
Next: [Software Selection](#)

## Network HASP License Manager

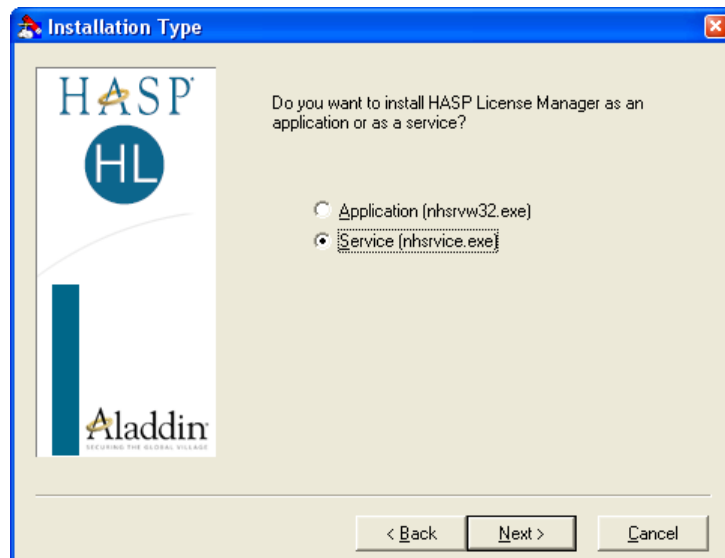
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For Network HASP installations, the HASP License manager installer is launched immediately after the driver has been installed. It is critical that the License Manager is installed. The License manager installer allows you to select whether you wish to run the License Manager as a service or an application. See: [Error! Reference source not found.](#) on page [Error! Bookmark not defined.](#) for an explanation on what this means exactly.

You should make sure that any current HASP License Manager services are stopped prior to the installation. The following flash screen will appear indicating the start of the HASP License manager installation.



- **Select your language and click OK**
- **Click Next to start the installation**
- **Accept the End User License Agreement**
- **Click Install**



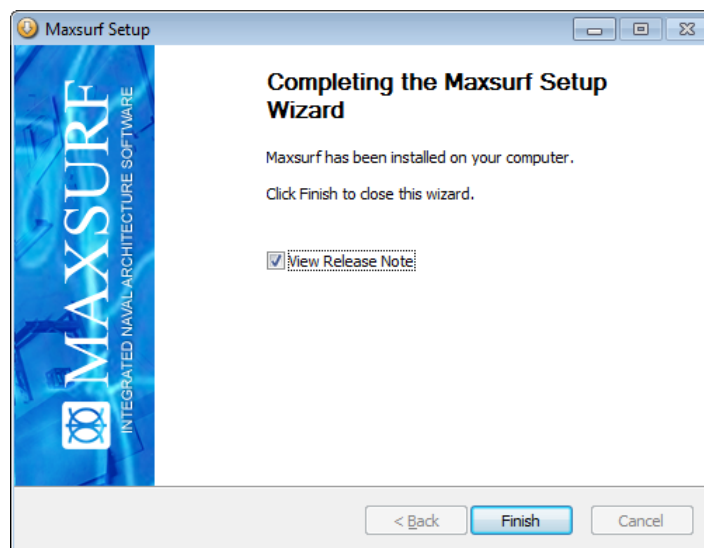
- **Select how you would like to run License Manager.**
- **Specify the installation directory and click next**
- **Specify the Start menu icon location and click next**
- **If service was selected:**
  - **Make sure the HASP dongle is connected to the computer**
  - **Click Yes to start the license manager service**
  - **Click finish**

After the NetHasp license manager installation is completed, the Maxsurf or Multiframe software installer will automatically continue: [Finalising the Installation](#).

### **Finalising the Installation**

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The last screen will look something like this (for Multiframe):



- **It is recommended to tick the option to View Release Note**
- **Click Finish**

Note: If you have selected to do so, the previous version will be un-installed immediately after the new installation is finished. You will see a new instance of InstallShield start up and run in your taskbar for a few minutes before it automatically disappears.

You have completed the installation! For your information see the section on [File Locations](#) below.

### File Locations

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The software has been installed in the

- **C:\Program Files\Maxsurf ## directory for Maxsurf, or**
- **C:\Program Files\Multiframe ## directory for Multiframe**

, where ## is the version number.

On Windows Vista/7, some other directories are used as well. See below:

Filetype	Vista
Libraries	C:\Users\Public\Documents\Maxsurf\Maxsurf## C:\Users\Public\Documents\Multiframe\Multiframe##
Sample designs	C:\Program Files\Maxsurf ## C:\Users\Public\Documents\Multiframe\Multiframe##
User settings .xml	C:\Users\CurrentUser\AppData\Roaming\Maxsurf\Maxsurf##\MSSettings##.xml

### Migrating Settings and Libraries to Windows Vista

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When you have changed operating system to Windows Vista and would like to use your own customised user settings (toolbars etcetera) and libraries from your previous operating system:

- **Copy the application's settings and library files from the default application directory of your old operating system (c:\Program Files\Maxsurf or Multiframe) to the directory listed in the table above.**

Next: [2. Connecting the Dongle](#)

## 2. Connecting the Dongle

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Dongles can be divided up into two types that are connected differently:

- **USB dongles**
- **Parallel Port dongles**

This section describes how to connect these dongles and also guides you what to do when you have [Problems with your Dongle](#).

### USB dongles

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After installing the software, plug the USB device into any of the computer's spare USB ports or USB hub. If you have plugged in the dongle prior to installing the software, the dongle driver installation may take longer.

### Parallel Port Dongles

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The Parallel Port is the port in the back of your computer that has 25 pins. Older printers connect to the Parallel port. In order to connect the Parallel Port dongle, please use the following steps:

- **Unplug any existing devices or cables (if any) from the Printer/Parallel port of your computer.**
- **Plug the dongle into the Printer/Parallel port and tighten the attachment pins securely. (Not tightening the pins securely will cause problems)**
- **Plug any existing devices or cables (if any) back into the dongle and tighten their attachment pins securely.**

**Note: Devices plugged into the back of a parallel dongle**

Some unusual devices will not work correctly if plugged into the back of the copy protection device. These include devices such as parallel floppy drives (for laptops) and parallel ethernet connectors. All printers should work correctly through the copy protection device.

### Problems with your Dongle

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If you have any dongle related problems like the error message below, please consult our dongle problems page on our website:

<http://www.formsys.com/support/knowledgebase/dongle-problems>

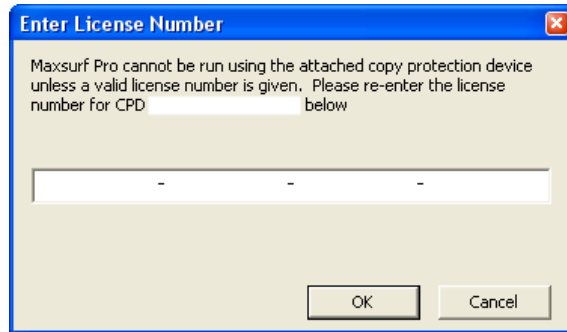


Alternatively you can contact our technical support, see section [4. Need Help?](#) for details.

### 3. Starting the Software

Network users should first read the section on: [Network – Starting the software](#).

The first time you start the software, you will be asked for an access code. This access code can be found on your order form included in the envelope with the installation CD.



### Maxsurf Access Code - Password

Mr MS User (Please correct these details if they are no longer correct)  
 AUSTRALIA

An access code (for Windows software) or a password (for Mac software) is required for Maxsurf software supplied by our company. The access code (Win) will be requested the first time you run the software. The password (Mac) will be requested the first time you install the software.

**Windows** - licenses owned are listed below, followed by a list of copy protection devices issued to you - each is identified by a unique number. An access code is required for each copy protection device. The access code required to run the software is listed beside each copy protection device.

**Mac** - licenses owned are listed below. The password required to run the software is listed beside the application, followed by a list of copy protection devices issued to you - each is identified by a unique number.

**Please check**

• The licenses listed are correct

• The Copy Protection Device reference numbers listed, match the devices you have received

Windows Licenses Owned:		Copy Protection Devices Issued:		Access Code:
	Copies	CPD Type	CPD Number	
Maxsurf Pro	1	MH USB	[ ]	A.....~.....~.....~.....
Maxsurf Plus				
Maxsurf/T				

Example of Maxsurf order form with access code

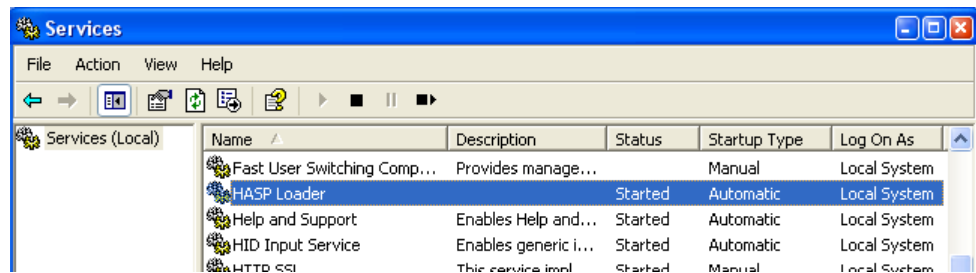
### Network – Starting the software

#### License Manager service

If you have installed the License Manager as a service you should check whether the service has actually been started from the Start Menu | Administrative Tools | Services:

- **NetHASP; HASP Loader**
- **NetSentinel; NetSentinel**

For example, if you have installed a NetHASP dongle and have chosen to run the License manager as a service, you should see HASP Loader with a Started status in the list of services on the server machine that has the dongle attached to it.

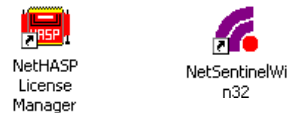


### License Manager application

If you have installed the license manager as a service you can skip this section. If you have installed the License Manager as an application, read this section carefully.

To allow other machines on the network to access the licenses on the dongle, the License Manager application must be *installed* and *running* on the server computer with the dongle attached to it. You should leave the License Manager application running at all times. It is often convenient to copy a shortcut to the “Startup” folder.

- **Start the License Manager application:**



Continue to read: [Network - Firewalls](#).

### Network - Firewalls

Firewalls will prevent network dongles from working. There are many third party products that come with a firewall and Windows XP Service Pack 2 also comes with a firewall by default. These may cause a client to be unable to connect to the License Manager on the server computer.

Any firewall located on either the client or server machine will need to be configured to allow the appropriate License Manager to function using the information given below:

- **For NetHASP devices; you will need to allow traffic to and from Port 475 (TCP and UDP).**
- **For NetSentinel devices; you will need to allow traffic to and from Port 2050 (UDP) and 2051 (UDP)**

Please consult the documentation that comes with your firewall software as to how to configure the above. If you are configuring the Windows Firewall you may find this useful:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;308127>

Next: [3. Starting the Software](#)

### NetHASP Dongles on Computers Not Connected to a Network

Windows XP: When a standalone computer, for example a laptop, with a NetHASP dongle is not physically connected to the network, the network copy protection device will not be recognised. If you do require the network dongle to be used on a standalone computer go to:

<http://www.formsys.com/support/knowledgebase/dongle-problems/HASP-network-dongles> for instructions.

## 4. Need Help?

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If you have a problem with the installation or operation of your software...

### Installation

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If you have a problem installing, please check the following:

- Check you are logged in with Administrator privileges
- Check no other programs are running during the installation
- Temporarily turn off any virus checking software
- Ensure the Temp directory is empty; delete any files or folders from it if not. This directory is usually at C:\TEMP or C:\WINDOWS\TEMP
- Uninstall any existing installations of this software and reinstall the software following the installation instructions carefully.

If you need assistance solving installation problems, please contact our technical support (see below). For installation problems include the CPD number in any support request. The number is printed on the Copy Protection Device.

### Manuals & Online Help

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User manuals in Adobe Acrobat PDF format are on the CD. There is an index at the back of the manual and a table of contents at the front to help you find the information you need.

This information is also available in the on-line help in the Windows versions of the software.

### Web Site

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Consult our support centre on our web site at the following address:

<http://www.formsys.com/support>

### Email

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Email us at [support@formsys.com](mailto:support@formsys.com). Please include:

- Your system information from the Help menu | About Maxsurf/Multiframe| Sys info
- Steps to recreate the problem
- Design file the problem occurs with, including all necessary libraries, loads etc.

### Fax

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If you don't have email, send us a fax to +61 8 9335 1526. Please include as much information as possible and include sketches or printouts that illustrate the problem.

### Telephone

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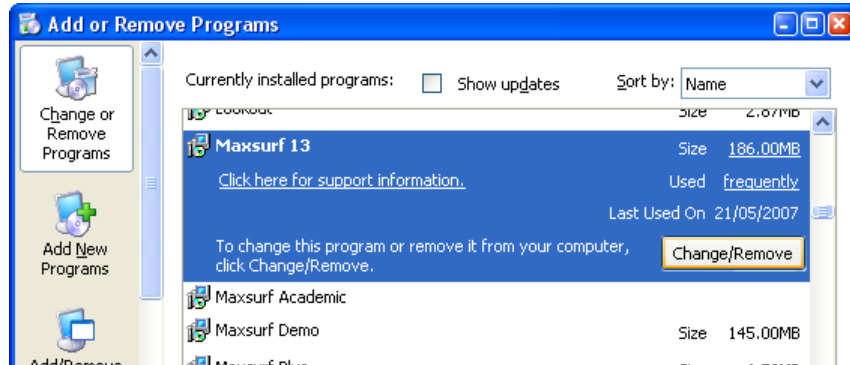
If email or fax doesn't work for you, or the problem is very urgent, please call us on +61 8 9335 1522.

## Uninstalling the software

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You can uninstall the software in a number of different ways:

- Using the Uninstall XXX shortcut in the Start Menu for the application. Where XXX is the name of the application you wish to uninstall.
- “Add or Remove Programs” (Windows XP) or, “Programs and Features” (Windows Vista or Windows 7) window from the Windows Control Panel



After the un-installation has been completed, some files may have been left on your computer. This could include:

- Libraries
- Sample designs
- Settings.xml files with the application toolbar and window layout settings.

These can be manually deleted if required.

### Warning!

Never delete the installation directory before the un-installation has been completed.

#### Uninstalling HASP License Manager

To uninstall the HASP License Manager application, use the Add or Remove Programs window from the Windows Control Panel. Sentinel License Manager is uninstalled together with the Maxsurf/Multiframe software.