

Alias | *wavefront*



Installing PortfolioWall 1.5 Server

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Introduction 1

Introduction	1
PortfolioWall components	1
Installation summary	2
System requirements	2

Install 7

Starting the PortfolioWall CD navigator	7
Installing the PortfolioWall application	8
Installing the PortfolioWall Viewer	11
Installing the PortfolioWall Web Client	14
Installing the PortfolioWall sample data	21
Installing QuickTime	23
Installing the Shockwave Player	25
Installing the Sentinel dongle driver	26
Installing the Help Viewer	28
Modifying, repairing, or removing PortfolioWall	28

License 31

Introduction	31
Obtaining a license	32
Preparing the computer for licensing	33
Installing a license	33
Setting up a license server	36

Set up 39

Starting, testing, and setting up the PortfolioWall application	39
Setting up and using the PortfolioWall Web Client	42

Appendix 49

About licenses 49

Optional settings for the Apache Web Server 58

Index 61

Index 61

Introduction

In this section

Introduction	1
PortfolioWall components	1
Installation summary	2
System requirements	2

Introduction

Welcome to PortfolioWall 1.5. This document explains how to install, license, start, and set up PortfolioWall.

Note Procedures are written for Windows NT and may be slightly different on Windows 2000 Professional.

PortfolioWall components

A PortfolioWall installation can consist of the following components and third party applications:

- PortfolioWall application (page 8)
- PortfolioWall Viewer (page 11)
- PortfolioWall Web Client (page 14)
 - ◆ Apache Web Server (page 14)
 - ◆ PortfolioWall client components (page 17)
 - ◆ Netscape Communicator (page 19)
- Sample data (page 21)
- QuickTime (page 23)
- Shockwave Player (page 25)
- Sentinel dongle driver (page 26)
- HTML Help Viewer (page 28).

Installation summary

To install PortfolioWall you must do the following:

- 1 Verify that the system you want to install PortfolioWall on meets the minimum requirements (page 2).
- 2 Start the PortfolioWall CD navigator (page 7) and follow the instructions to install the various PortfolioWall components.
- 3 Obtain and install a PortfolioWall license (page 31).
- 4 Start PortfolioWall to verify that it is installed correctly and set it up (page 39).

System requirements

Your system must meet the following requirements in order to install and/or run the various PortfolioWall components. Make sure your system meets these requirements before installing PortfolioWall. Certain qualified systems are listed at the end of this section.

Note In order to install any PortfolioWall component, your system drive (usually C:) must have a certain amount of space available equal to the size of the installed component. For example, if you are installing the PortfolioWall application on your D: drive, your D: drive must have 30 MB of available disk space and your C: drive must have 30 MB of available disk space for the installer to temporarily store files during installation.

PortfolioWall application requirements

- A computer running Microsoft Windows NT 4.0 with Service Pack 5 or higher, or Windows 2000 Professional.
- At least 30 MB of available disk space (with at least 3 MB of available disk space on your system drive).
- At least 256MB of RAM.

- An Ethernet ID or hard disk ID (for licensing).
- Internet Explorer 3.0 or higher to view the online help.

PortfolioWall Viewer requirements

- A computer running Microsoft Windows NT 4.0 with Service Pack 5 or higher, or Windows 2000 Professional.
- At least 40 MB of available disk space.
- At least 256MB of RAM.
- An Ethernet ID or hard disk ID (for licensing).

PortfolioWall Web Client requirements

Server requirements

- A computer running Microsoft Windows NT 4.0 with Service Pack 5 or higher, or Windows 2000 Professional.
- At least 5 MB of available disk space.
- At least 256MB of RAM.
- An Ethernet ID or hard disk ID (for licensing).

Client requirements

- A computer that can run Netscape Navigator 4.5 or higher.

Note The PortfolioWall Web Client is not compatible with Netscape 6.0.

PortfolioWall sample data requirements

- At least 187 MB of available disk space.

Qualified systems

The following systems are qualified to run the PortfolioWall application. For the most up-to-date list of qualified systems, see the PortfolioWall section of the Alias Wavefront web site: <http://www.aliaswavefront.com/portfoliowall>.

Company	Model	CPU	Graphics Controller	Driver Version	Web	OS
Compaq®	Professional Workstation 6000	Pentium II	Elsa Gloria XL (Elsa)		www.compaq.com www.elsa.com	NT
Compaq	Professional Workstation 6000	Pentium II	Diamond Fire GL 4000 (Diamond Multimedia)	4.00.1381.2221.4.0.0	www.compaq.com www.diamondmm.com	NT
Compaq	AP 500	Pentium II	Oxygen GMX2000 (3Dlabs)		www.compaq.com www.3dlabs.com	NT
Compaq	SP700	Pentium III	Intense 3D Wildcat 4000 (Intense 3D)	04.06.02.22, 4.0.0	www.compaq.com	NT
Compaq	SP700	Pentium III Xeon	Oxygen GVX1 (3Dlabs)	2.14-1030, 4.0.0	www.compaq.com	NT
Dell®	Precision™ Workstation 210	Pentium II	Permedia2 (3Dlabs)	4.00.1381.0277	www.dell.com www.3dlabs.com www.diamondmm.com	NT
Dell	Precision Workstation 410	Pentium II	AccelGalaxy (Evans&Sutherland)	3.0.0719,1052 4.0.0	www.dell.com www.es.com	NT
Dell	Precision Workstation 610	Pentium II	Intense 3D Pro 3400 (Intergraph)	04.06.02.22, 4.0.0	www.dell.com	NT
Dell	Precision Workstation 610	Pentium II Xeon	Oxygen GMX2000 (3Dlabs)	2.12-0733, 4.00	www.dell.com www.3dlabs.com	NT
Hewlett Packard®	HP Kayak XW	Pentium II	Visualize FX4 (HP)		www.hp.com	NT
Hewlett Packard	HP Kayak Visualize X	Pentium III	Visualize FX6+ (HP)	FX.00.02.04, 4.0.0	www.hp.com	NT
Hewlett Packard	HP Kayak Visualize X	Pentium II Xeon	Visualize FX4+ (HP)	FX.00.02.04, 4.0.0	www.hp.com	NT
Hewlett Packard	HP Kayak Visualize X		AccelGalaxy (Evans&Sutherland)	v3.0GY-B0719	www.hp.com	NT
IBM®	Intellistation M Pro 6889		Intense 3D Pro 3400 (Intergraph VX 113-GT)	04.06.02.22, 4.0.0	www.ibm.com	NT
IBM	Intellistation Z Pro	Pentium III	Intense 3D Wildcat 4000 (Intense 3D)	04.06.02.22, 4.0.0		NT
IBM	Intellistation M Pro 6889	Pentium III	Fire GL1 (Diamond Multimedia)	4.00.1381.1066	www.ibm.com www.diamondmm.com	NT

Company	Model	CPU	Graphics Controller	Driver Version	Web	OS
Intergraph®	TDZ 2000 Graphics Workstation	Pentium II	RealizM II ZX13-GT RealizM II ZX25-GT RealizM II VX25-GT RealizM II VX113-GT (Intergraph)		www.intergraph.com	NT
Intergraph	TDZ2000 GX1	Pentium II	Intense 3D Wildcat 4000 (Intense 3D)	04.06.02.22, 4.0.0	www.intergraph.com	NT
Silicon Graphics®	Visual Workstation 320	Pentium III	Cobalt™ Graphics (Silicon Graphics Inc.)		www.sgi.com	NT
Silicon Graphics	Visual Workstation 540		Cobalt Graphics (Silicon Graphics Inc.)		www.sgi.com	NT

Install

In this section

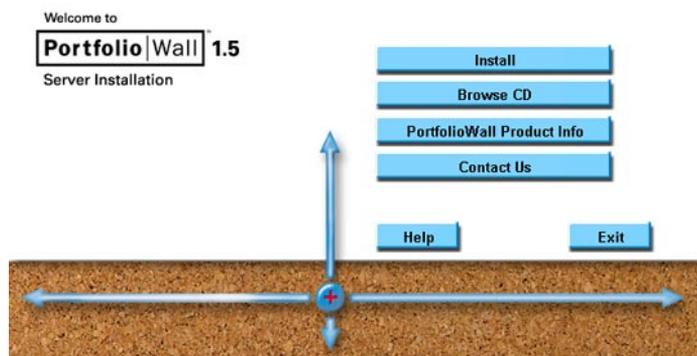
Starting the PortfolioWall CD navigator	7
Installing the PortfolioWall application	8
Installing the PortfolioWall Viewer	11
Installing the PortfolioWall Web Client	14
Installing the PortfolioWall sample data	21
Installing QuickTime	23
Installing the Shockwave Player	25
Installing the Sentinel dongle driver	26
Installing the Help Viewer	28
Modifying, repairing, or removing PortfolioWall	28

Starting the PortfolioWall CD navigator

Before you can install PortfolioWall, you must start the PortfolioWall CD navigator. The navigator allows you to install the various PortfolioWall components and third party applications required for using PortfolioWall.

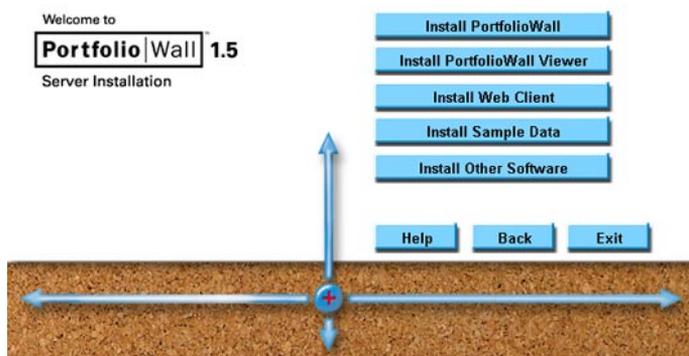
To start the PortfolioWall CD navigator

- 1 Make sure you are logged on with Administrator privileges.
- 2 Close all open applications.
- 3 Insert the PortfolioWall CD into your CD-ROM drive. The PortfolioWall CD navigator automatically starts.



If the navigator does not automatically start, browse the top level of the CD and double-click the file Launch.exe.

- 4 Click Install to display the installation page.



- 5 To continue installing the PortfolioWall application, go to:
 - ◆ *Installing the PortfolioWall application* on page 8To install another PortfolioWall component, go to any of the following sections:
 - ◆ *Installing the PortfolioWall Viewer* on page 11
 - ◆ *Installing the PortfolioWall Web Client* on page 14
 - ◆ *Installing the PortfolioWall sample data* on page 21
 - ◆ *Installing QuickTime* on page 23
 - ◆ *Installing the Shockwave Player* on page 25
 - ◆ *Installing the Sentinel dongle driver* on page 26
 - ◆ *Installing the Help Viewer* on page 28.

Installing the PortfolioWall application

The PortfolioWall application is the main component of PortfolioWall. It allows you to view and modify PortfolioWall projects on a computer running Windows NT or Windows 2000 Professional.

Note If you plan to install the PortfolioWall web client, you must install the PortfolioWall application on the server computer before installing the Apache Web Server (page 14).

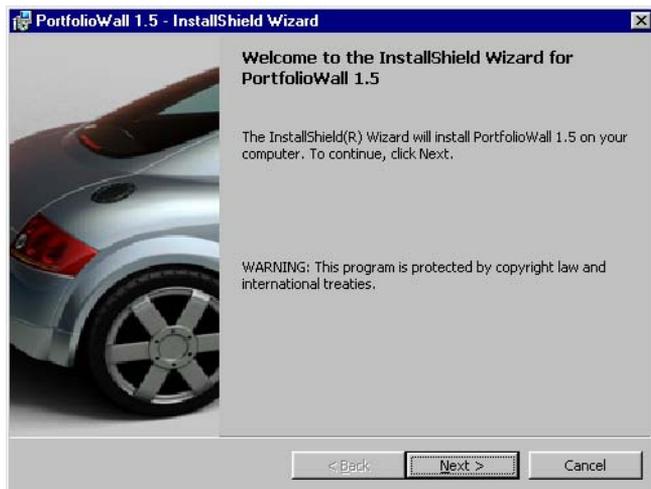
Note If you do not have the full installation of QuickTime 5 or higher already installed on your system, it will be installed with the PortfolioWall application.

If you plan to install the PortfolioWall web client (page 14), you should install Netscape Navigator (page 19) *before* installing the PortfolioWall application. That way, the QuickTime plug-in for Netscape Navigator will also be installed when you install the PortfolioWall application.

If you install the PortfolioWall application before installing Netscape Navigator, the QuickTime plug-in for Netscape Navigator will *not* be installed.

To install the PortfolioWall application

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7).
- 2 Click Install PortfolioWall to start the InstallShield Wizard.



Note If the PortfolioWall 1.5 application is already installed on your system, the Program Maintenance page appears. See *Modifying, repairing, or removing PortfolioWall* on page 28.

- 3 Click Next to display the destination folder to install the PortfolioWall files.

Do any of the following:

- ◆ To use the default location, click Next.
- ◆ To choose a different location, click Change to display the Change Current Destination Folder page.
Choose a location and click OK. Then click Next.

The Setup Type page appears.

- 4 Choose a setup type:
 - ◆ Complete installs all program features and requires the most disk space. We recommend choosing a Complete install.
 - ◆ Custom allows you to choose which program features to install and where to install them. Only advanced users should choose a Custom install.

Then click Next.

If you choose a Custom install, the Custom Setup page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Complete install, the Ready to Install the Program page appears.

- 5 Click Install to install the PortfolioWall application.

A status bar indicates the progress of the installation.

Note If you do not have the full installation of QuickTime 5 or higher already installed on your system, the QuickTime Install page appears.

To install QuickTime now, choose Launch the QuickTime installer now, click Next, and follow the instructions that appear. For more information see *Installing QuickTime* on page 23.

To install QuickTime later, choose Don't install QuickTime now and click Next. For instructions on installing QuickTime, see *Installing QuickTime* on page 23.

Note If you do not have the HTML Help viewer already installed on your system, the HTML Help Viewer Install page appears.

To install the HTML Help viewer now, choose Launch the HTML Help Viewer installer now, click Next, and follow the instructions that appear. For more information see *Installing the Help Viewer* on page 28.

To install HTML Help viewer later, choose Don't install HTML Help Viewer now and click Next. For instructions on installing the HTML Help viewer, see *Installing the Help Viewer* on page 28.

When the PortfolioWall application is installed, the InstallShield Wizard Completed page appears.

6 Click Finish to return to the PortfolioWall CD navigator.

7 To continue installing another PortfolioWall component, see:

- ◆ *Installing the PortfolioWall Viewer* on page 11
- ◆ *Installing the PortfolioWall Web Client* on page 14
- ◆ *Installing the PortfolioWall sample data* on page 21
- ◆ *Installing QuickTime* on page 23
- ◆ *Installing the Shockwave Player* on page 25
- ◆ *Installing the Sentinel dongle driver* on page 26
- ◆ *Installing the Help Viewer* on page 28.

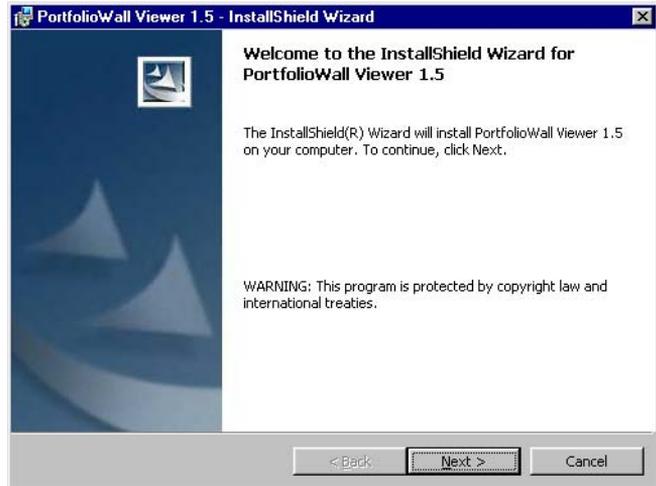
To exit the PortfolioWall CD navigator, click Exit.

Installing the PortfolioWall Viewer

The PortfolioWall Viewer is a separate application that allows you to interactively view 3D models in various formats. You must install the PortfolioWall Viewer if you want to use PortfolioWall to view 3D models.

To install the PortfolioWall Viewer

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7).
- 2 Click Install PortfolioWall Viewer to start the InstallShield Wizard.



Note If the PortfolioWall Viewer 1.5 is already installed on your system, the Program Maintenance page appears. See *Modifying, repairing, or removing PortfolioWall* on page 28.

- 3 Click Next to display the destination folder to install the PortfolioWall Viewer files.
Do any of the following:
 - ◆ To use the default location, click Next.
 - ◆ To choose a different location, click Change to display the Change Current Destination Folder page.
Choose a location and click OK. Then click Next.
The Override File Type Associations page appears.
- 4 Choose the file types that the PortfolioWall Viewer will handle from within PortfolioWall:
 - ◆ ma (Maya ASCII)
 - ◆ mb (Maya binary)
 - ◆ wire (Alias wire file)
 - ◆ dxf (Data eXchange Format)

- ◆ iges (IGES)
- ◆ igs (IGES).

Then click Next.

The Setup Type page appears.

5 Choose a setup type:

- ◆ Complete installs all program features and requires the most disk space. We recommend choosing a Complete install.
- ◆ Custom allows you to choose which program features to install and where to install them. Only advanced users should choose a Custom install.

Then click Next.

If you choose a Custom install, the Custom Setup page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Complete install, the Ready to Install the Program page appears.

6 Click Install to install the PortfolioWall Viewer.

A status bar indicates the progress of the installation.

When the PortfolioWall Viewer is installed, the InstallShield Wizard Completed page appears.

7 Click Finish to return to the PortfolioWall CD navigator.

8 To continue installing another PortfolioWall component, see:

- ◆ *Installing the PortfolioWall Web Client* on page 14
- ◆ *Installing the PortfolioWall sample data* on page 21
- ◆ *Installing QuickTime* on page 23
- ◆ *Installing the Shockwave Player* on page 25
- ◆ *Installing the Sentinel dongle driver* on page 26
- ◆ *Installing the Help Viewer* on page 28.

To exit the PortfolioWall CD navigator, click Exit.

Installing the PortfolioWall Web Client

The PortfolioWall Web Client allows you to view and modify PortfolioWall projects from a computer using any operating system that Netscape Navigator can run on.

The PortfolioWall Web Client consists of the following components:

- Apache Web Server installed on a server computer running Windows NT or Windows 2000 Professional (see *Installing the Apache web server* on page 14).
- The PortfolioWall client components (including the PortfolioWall Server) installed on the server computer running Windows NT or Windows 2000 Professional (see *Installing the PortfolioWall client components* on page 17).
- Netscape Communicator 4.5 or higher installed on each client computer that you want to use to view or modify PortfolioWall projects from (see *Installing Netscape Communicator* on page 19). The PortfolioWall web client is *not* compatible with Netscape Communicator 6.0.

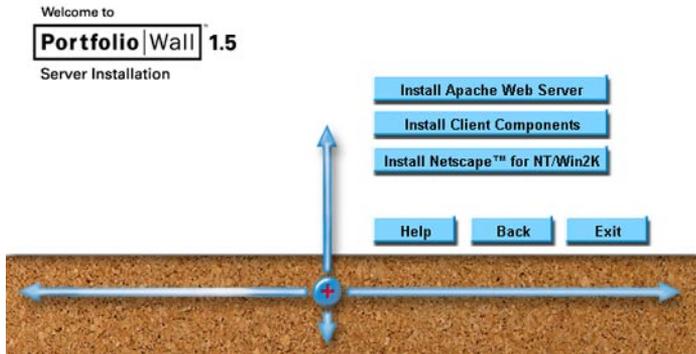
Installing the Apache web server

For more information on the Apache web server, see the Apache web site at <http://httpd.apache.org>.

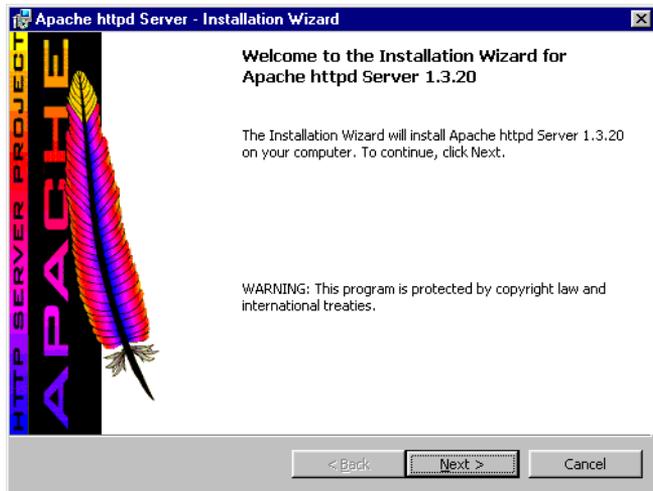
To install the Apache web server

Note You must install the PortfolioWall application (see *Installing the PortfolioWall application* on page 8) on the server computer before installing the Apache web server.

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7).
- 2 Click Install Web Client to display the web client installation page.



- 3 Click Install Apache Web Server to start the InstallShield Wizard.



- 4 Click Next to display the License Agreement.

Note If the Apache web server 1.3.20 is already installed on your system, the Program Maintenance page appears. See *Modifying, repairing, or removing PortfolioWall* on page 28.

- 5 Read the license agreement, then click I accept the terms in the license agreement.
- 6 Click Next to display information about the Apache web server.

- 7 Read this information, then click Next to display the Server Information page.
- 8 Enter your server's Network Domain, Server Name, and Administrator's Email Address.
- 9 Choose to install Apache httpd Server programs and shortcuts to:
 - ◆ Run as a service for All Users. (We recommend using this setting, unless you only want to run the server occasionally.)
 - ◆ Run when started manually, only for me.
- 10 Click Next to display the Setup Type page.
- 11 Choose a setup type:
 - ◆ Complete installs all program features and requires the most disk space. We recommend choosing a Complete install.
 - ◆ Custom allows you to choose which program features to install and where to install them. Only advanced users should choose a Custom install.

Then click Next.

If you choose a Custom install, the Custom Setup page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Complete install, the Destination Folder page appears.

- 12 Choose the destination folder to install the Apache web server files:
 - ◆ To use the default location, click Next.
 - ◆ To choose a different location, click Change to display the Change Current Destination Folder page.

Note Make sure you install the Apache web server on a drive that has enough space to store all the images created when using the PortfolioWall web client.

Choose a location and click OK. Then click Next.

The Ready to Install the Program page appears.

- 13 Click Install to install the Apache web server.

A status bar indicates the progress of the installation. When the Apache web server is installed, the Installation Wizard Completed page appears.

- 14 Click Finish to return to the PortfolioWall CD navigator.
- 15 To continue installing another web client component, see:
 - ◆ *Installing the PortfolioWall client components* on page 17
 - ◆ *Installing Netscape Communicator* on page 19.

To continue installing another PortfolioWall component, see:

- ◆ *Installing the PortfolioWall sample data* on page 21
- ◆ *Installing QuickTime* on page 23
- ◆ *Installing the Shockwave Player* on page 25
- ◆ *Installing the Sentinel dongle driver* on page 26
- ◆ *Installing the Help Viewer* on page 28.

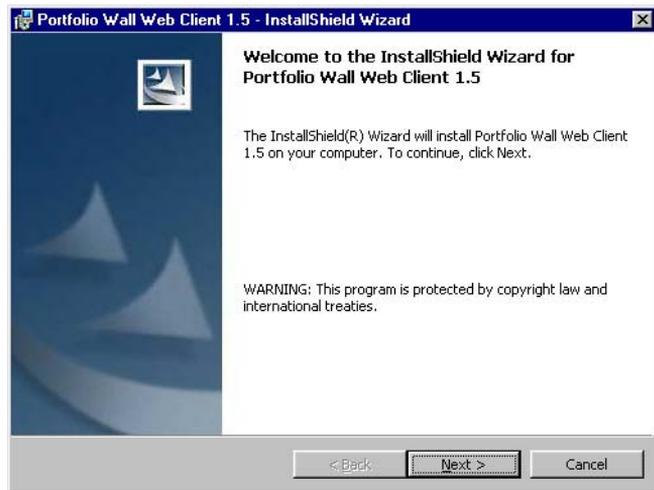
To exit the PortfolioWall CD navigator, click Exit.

Installing the PortfolioWall client components

To install the PortfolioWall client components

Note You must install the Apache web server before installing the PortfolioWall client components (see *Installing the Apache web server* on page 14). If you have more than one web server installed on your system, the PortfolioWall client components will install in the first Apache configuration that it finds.

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7) and click Install Web Client to display the web client installation page.
- 2 Click Install Client Components to start the InstallShield Wizard.



Note If the PortfolioWall 1.5 client components are already installed on your system, the Program Maintenance page appears. See *Modifying, repairing, or removing PortfolioWall* on page 28.

3 Click Next to display the Setup Type page.

4 Choose a setup type:

- ◆ Complete installs all program features and requires the most disk space. We recommend choosing a Complete install.
- ◆ Custom allows you to choose which program features to install and where to install them. Only advanced users should choose a Custom install.

Then click Next.

If you choose a Custom install, the Custom Setup page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Complete install, the Ready to Install the Program page appears.

5 Click Install to install the PortfolioWall client components.

A status bar indicates the progress of the installation.

When the PortfolioWall client components are installed, the InstallShield Wizard Completed page appears.

- 6 Click Finish to return to the PortfolioWall CD navigator.
- 7 To continue installing another web client component, see:
 - ◆ *Installing Netscape Communicator* on page 19.

To continue installing another PortfolioWall component, see:

- ◆ *Installing the PortfolioWall sample data* on page 21
- ◆ *Installing QuickTime* on page 23
- ◆ *Installing the Shockwave Player* on page 25
- ◆ *Installing the Sentinel dongle driver* on page 26
- ◆ *Installing the Help Viewer* on page 28.

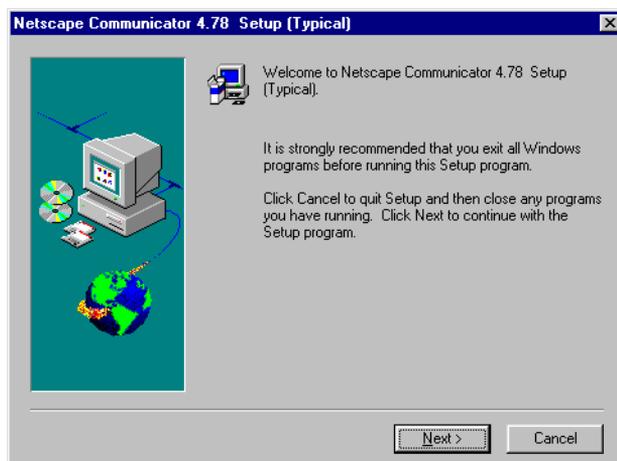
To exit the PortfolioWall CD navigator, click Exit.

Installing Netscape Communicator

Netscape Communicator is a suite of software that includes Netscape Navigator.

To install Netscape Communicator on a Windows system

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7) and click Install Web Client to display the web client installation page.
- 2 Click Install Netscape for NT/Win2K to start the InstallShield Wizard.



- 3** Click Next to display the Software License Agreement page.
- 4** Read the license agreement, then click Yes to accept the terms of the agreement and display the Setup Type window.

5 Choose a setup type:

- ◆ Typical installs all program features and requires the most disk space. We recommend choosing a Typical install.
- ◆ Custom allows you to choose which program features to install and where to install them. Only advanced users should choose a Custom install.

6 Choose the destination directory to install the Netscape Communicator files:

- ◆ To use the default location, click Next.
- ◆ To choose a different location, click Browse, choose a directory, and click OK. Then click Next.

If you choose a Custom install, the Netscape Options page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Typical install, the Netscape Desktop Preference Options page appears.

7 Choose any of the following options:

- ◆ Make Netscape Communicator my default Internet browser.
- ◆ Make Netscape Netcenter my home page.
- ◆ Use Netscape Netcenter to search the Web.

Click Next to display the Select Program Folder page.

8 Use the default folder Netscape Communicator, or enter a different name for the program folder.

Click Next to display the Start Copying Files page.

9 Click Install to install Netscape Communicator.

A status bar indicates the progress of the installation.

10 When Netscape Communicator is installed, a prompt asks if you want to read the README file.

Click Yes to read the README file. Close the README window when you are finished reading it.

Otherwise, click No.

- 11 The Setup is Complete window appears.
- 12 Click OK. The Netscape Communicator folder appears.
- 13 Close the Netscape Communicator folder to return to the PortfolioWall CD navigator.
- 14 To continue installing another PortfolioWall component, see:
 - ◆ *Installing the PortfolioWall sample data* on page 21
 - ◆ *Installing QuickTime* on page 23
 - ◆ *Installing the Shockwave Player* on page 25
 - ◆ *Installing the Sentinel dongle driver* on page 26
 - ◆ *Installing the Help Viewer* on page 28.

To exit the PortfolioWall CD navigator, click Exit.

To install Netscape Navigator on a non-Windows system

- 1 Browse the Netscape folder on the PortfolioWall CD.
- 2 Locate the sub-folder for your operating system and run the installer in it.
- 3 If your operating system is not listed, go to Netscape's home page and download the version of Netscape Navigator for your operating system.

<http://home.netscape.com>

Installing the PortfolioWall sample data

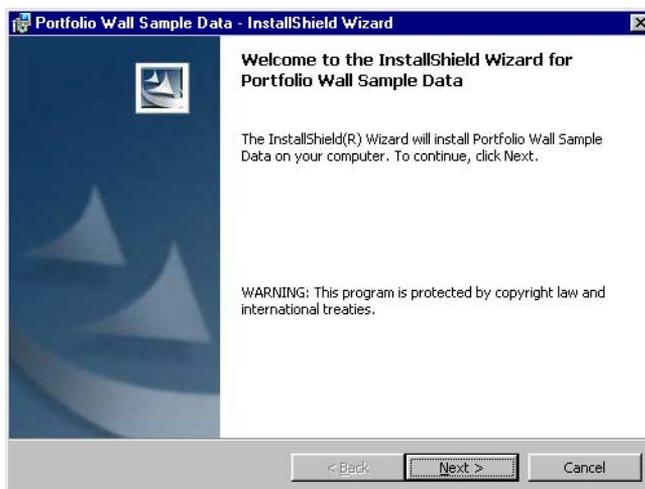
The PortfolioWall CD includes a PortfolioWall project containing sample data. You can use this sample data to:

- verify that PortfolioWall can read all necessary file formats
- set the pixel aspect ratio for your display
- learn how to use PortfolioWall.

To use the sample data, you must install it on your computer.

To install the sample data

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7).
- 2 Click Install Sample Data to start the InstallShield Wizard.



Note If the PortfolioWall 1.5 sample data is already installed on your system, the Program Maintenance page appears. See *Modifying, repairing, or removing PortfolioWall* on page 28.

- 3 Click Next to display the Setup Type page.
- 4 Choose a setup type:
 - ◆ Complete installs all sample data and requires the most disk space. We recommend choosing a Complete install.
 - ◆ Custom allows you to choose which sample data to install and where to install them. Only advanced users should choose a Custom install.

Then click Next.

If you choose a Custom install, the Custom Setup page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Complete install, the Ready to Install the Program page appears.

- 5 Click Install to install the PortfolioWall sample data. A status bar indicates the progress of the installation. When the PortfolioWall sample data is installed, the InstallShield Wizard Completed page appears.
- 6 Click Finish to return to the PortfolioWall CD navigator.
- 7 To continue installing another PortfolioWall component, see:
 - ◆ *Installing QuickTime* on page 23
 - ◆ *Installing the Shockwave Player* on page 25
 - ◆ *Installing the Sentinel dongle driver* on page 26
 - ◆ *Installing the Help Viewer* on page 28.To exit the PortfolioWall CD navigator, click Exit.

Installing QuickTime

You must have a full installation of QuickTime 5 in order to view all supported file types in PortfolioWall.

If you do not have a full installation of QuickTime 5 when you install the PortfolioWall application (see *Installing the PortfolioWall application* on page 8), a prompt will ask if you want to install it. If you do not install QuickTime when installing the PortfolioWall application, you must manually install QuickTime.

To install QuickTime

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7) and click Install Other Software to display the other software installation page.
- 2 Click Install QuickTime to start the QuickTime installer.



- 3** Click Next to display the Welcome page.
- 4** Click Next to display the Software License Agreement.
- 5** Read the license agreement and click Agree to accept it and display the Choose Destination Location page.
- 6** Choose the destination directory to install the QuickTime files:
 - ◆ To use the default location, click Next.
 - ◆ To choose a different location, click Browse, choose a directory, and click OK. Then click Next.The Choose Installation Type page appears.
- 7** Choose Recommended and click Next to display the Select Program Folder page.
- 8** Use the default folder QuickTime, or enter a different name for the program folder.
Click Next to display the QuickTime Plugin Options page.
- 9** Choose to install the QuickTime plugin for:
 - ◆ Netscape Navigator or Communicator
 - ◆ Microsoft Internet ExplorerThen click Next to display the Enter Registration page.
- 10** You do not need to enter any registration information. Click Next to open the QuickTime Settings window and the Introduction page.

The QuickTime folder appears.

- 11 Click Next to display the Browser Plug-in page.
- 12 Click Next to display the File Type Associations page.
- 13 Click Finish to install QuickTime.
A status bar indicates the progress of the installation.
- 14 When QuickTime is installed, the Finished page appears.
- 15 You can choose to read the README file and/or launch the QuickTime player.
- 16 Click Close and close the QuickTime folder to return to the PortfolioWall CD navigator.
- 17 To continue installing another PortfolioWall component, see:
 - ◆ *Installing the Shockwave Player* on page 25
 - ◆ *Installing the Sentinel dongle driver* on page 26
 - ◆ *Installing the Help Viewer* on page 28.To exit the PortfolioWall CD navigator, click Exit.

Installing the Shockwave Player

You need to install the Shockwave 8.0 Player to see animated examples in the PortfolioWall online help.

To install the Shockwave Player

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7) and click Install Other Software to display the other software installation page.
- 2 Click Install Shockwave Player to start the Shockwave installer.



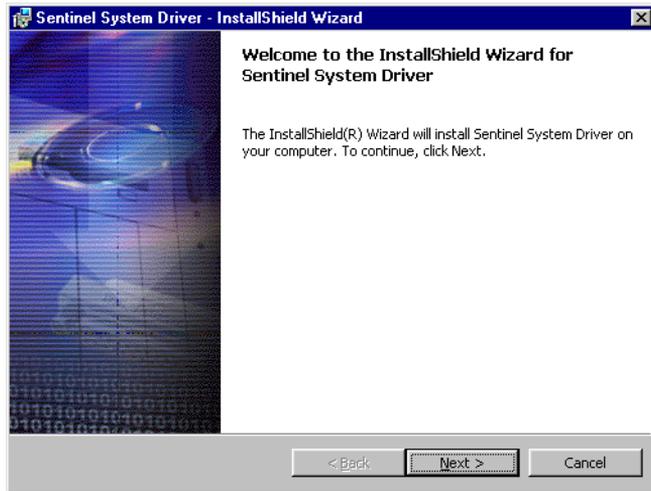
- 3 Click Next to display the browsers that the Shockwave Player will be installed into.
- 4 Click Install to install the Shockwave Player.
A status bar indicates the progress of the installation.
When the Shockwave Player is installed, the Shockwave installer displays Congratulations! You have successfully installed Shockwave Player.
- 5 Click Finish to return to the PortfolioWall CD navigator.
- 6 To continue installing another PortfolioWall component, see:
 - ◆ *Installing the Sentinel dongle driver* on page 26
 - ◆ *Installing the Help Viewer* on page 28.To exit the PortfolioWall CD navigator, click Exit.

Installing the Sentinel dongle driver

The Sentinel dongle driver is required if you are using a Sentinel dongle to license PortfolioWall (see *License* on page 31). Most users do not use Sentinel dongles. If you are not using a Sentinel dongle, you do not need to install the Sentinel dongle driver.

To install the Sentinel dongle driver

- 1 Start the PortfolioWall CD navigator (see *Starting the PortfolioWall CD navigator* on page 7) and click Install Other Software to display the other software installation page.
- 2 Click Install Sentinel Driver to start the InstallShield Wizard.



Note If any version of the Sentinel System Driver is already installed on your system, the Confirm Upgrade page appears. To upgrade to the latest Sentinel driver, click Upgrade.

- 3 Click Next to display the License Agreement page.
- 4 Read the license agreement, then choose I accept the terms in the license agreement to accept it.
- 5 Click Next to display the Setup Type page.
- 6 Choose a setup type:
 - ◆ Complete installs all sample data and requires the most disk space. We recommend choosing a Complete install.
 - ◆ Custom allows you to choose which sample data to install and where to install them. Only advanced users should choose a Custom install.

Then click Next.

If you choose a Custom install, the Custom Setup page appears.

Use this page to select which features to install and where to install them. Then click Next.

If you choose a Complete install, the Ready to Install the Program page appears.

- 7 Click Install to install the Sentinel driver.

A status bar indicates the progress of the installation. When the Sentinel driver is installed, the InstallShield Wizard Completed page appears.

8 Click Finish.

The Sentinel System Driver Installer Installation window appears, indicating that you must restart your system for the configuration changes to take place.

9 Click Yes to restart your system now.

Click No if you plan to restart your system later.

10 To continue installing another PortfolioWall component, see:

◆ *Installing the Help Viewer* on page 28.

11 To exit the PortfolioWall CD navigator, click Exit.

Installing the Help Viewer

You need to install the Help Viewer to see the PortfolioWall online help.

The Help Viewer is automatically installed when you install the PortfolioWall application (see *Installing the PortfolioWall application* on page 8), so you do not normally need to install it manually.

To install the Help Viewer

1 Browse the HtmlHelp folder on the PortfolioWall CD.

2 Double-click the hhupd.exe file and follow the prompts.

Modifying, repairing, or removing PortfolioWall

If you have any of the following PortfolioWall components installed on your computer, you can modify, repair (reinstall), or remove them:

- the PortfolioWall application

- the PortfolioWall Viewer
- the PortfolioWall Web Client
 - ◆ the Apache Web Server
 - ◆ the PortfolioWall web components
- the PortfolioWall sample data.

For example, if you have an older version of a component installed on your computer, you can remove it. Or if you installed PortfolioWall without a certain component, you can reinstall PortfolioWall including the missing component.

Tip Another method of modifying, repairing, or removing a PortfolioWall 1.5 component is to follow the installation instructions for the PortfolioWall component (see *Starting the PortfolioWall CD navigator* on page 7) until the Program Maintenance window appears (see step **6** below).

To modify, repair, or remove a PortfolioWall component

- 1** Choose Start > Settings > Control Panel to open the Windows Control Panel.
- 2** Double-click Add/Remove Programs to open the Add/Remove Programs Properties window.
- 3** Select the PortfolioWall component from the list of programs:
 - ◆ PortfolioWall 1.1 (an older version of the PortfolioWall application, if installed)
 - ◆ PortfolioWall 1.5 (the PortfolioWall application)
 - ◆ PortfolioWall Viewer 1.5
 - ◆ Apache httpd Server 1.3.20
 - ◆ PortfolioWall Web Client 1.5 (client components)
 - ◆ PortfolioWall Sample Data
- 4** Click Add/Remove to open the InstallShield Wizard for that component.
- 5** Click Next to display the Program Maintenance window.
- 6** Do one of the following:

You cannot modify which features of the Apache web server are installed.

- ◆ To change which program features are installed, choose Modify, then click Next. Use the Custom Setup window to choose the components, then click Next, then Install, then Finish.
 - ◆ To repair installation errors in the program (for example, missing or corrupt files, shortcuts, and registry entries) by reinstalling all components currently installed, choose Repair, then click Next, then Install, then Finish.
 - ◆ To remove the program from your computer, choose Remove, then click Next, then Remove, then Finish.
- 7** You may be prompted to restart your computer. If so, we recommend that you restart your computer at the prompt. If you do not restart your computer at the prompt (for example, if you have other programs running that you want to close before restarting), you must restart your computer later.

License

In this section

- Introduction 31
- Obtaining a license 32
- Preparing the computer for licensing 33
- Installing a license 33
- Setting up a license server 36

Introduction

After you have installed PortfolioWall, you must obtain and install a license that allows you to run it. A license is a text string that appears something like the following:

```
FEATURE PWall sgiawd 1.500 permanent uncounted \  
3D5F9421C12B HOSTID=00c04f8ef647
```

For more information on what each part of the license means, see *Understanding licenses* on page 49.

There are two methods of licensing PortfolioWall: local licensing and server licensing.

Local licensing

In a local licensing situation, you install the PortfolioWall software and license on a single computer. This computer must have an Ethernet ID or hard disk ID.

A single user on this computer can then run PortfolioWall.

This type of license is called a *node-locked license* because it allows you to run software on a single specific computer.

If you want to run PortfolioWall on many computers using local licensing, you must install the PortfolioWall software and a unique license on each computer.

Server licensing

In a server licensing situation, you install the PortfolioWall software on several client computers and install the licenses and license server software on a license server computer. The license server computer must have an Ethernet ID.

Any computer that has the PortfolioWall software installed on it and that can access the license server computer by network, can run the PortfolioWall software, provided there are enough licenses installed on the license server computer.

For example, if the license server computer has five licenses installed on it, then any five client computers can run the PortfolioWall software at a given time.

These types of license are called a *floating licenses* because they allow you to run software on any computer.

Obtaining a license

Contact your Alias Wavefront Consulting Services representative and request a license.

- If you want to use local licensing, request a node-locked license and provide the Ethernet ID or hard disk ID for each computer that you want to run PortfolioWall on.
- If you want to use server licensing, request a certain number of floating licenses (based on the number of computers you want to be able to run PortfolioWall on at once) and provide the Ethernet ID for the computer that you will be using as a license server.

To determine your Ethernet ID or hard disk ID, see *Verifying your computer's host ID* on page 54.)

Alias Wavefront will then send you the license(s) by email, fax, or postal mail.

Preparing the computer for licensing

Before you can install a license, you must make sure the computer has a FLEXlm directory.

- If you are using local licensing, you must prepare each computer that you plan to run PortfolioWall on.
- If you are using server licensing, you must prepare the license server computer.

To prepare the computer for licensing

- 1 Double-click the My Computer icon on your desktop to open the My Computer window.
- 2 Double-click the (C:) drive icon to open the C:\ window.
- 3 Make sure there is a directory named FLEXlm.
If there is not, choose File > New > Folder, type FLEXlm (the fifth letter is a lower case L, not a number 1) and press Enter to create a FLEXlm directory.
- 4 Double-click the FLEXlm directory to open it.
- 5 Choose View > Options to open the Options window.

Note The following instructions may vary based on the version of your FLEXlm interface.

- 6 Click the View tab.
- 7 Turn on Show all files.
- 8 Turn off Hide file extensions for known file types.
- 9 Click OK.

Installing a license

After you have prepared the computer for licensing, you can install the license on it.

- If you are using local licensing, you must install a unique node-locked license on each computer that you plan to run PortfolioWall on.
- If you are using server licensing, you must install the floating license on the license server computer.

To install a license

1 Do one of the following:

- ◆ If you received your license by email, and can access the email on the computer you want to install the license on, open the email.
- ◆ If you received your license by email, and cannot access the email on the computer you want to install the license on, save the email as a text file named `license.txt`. Then transfer the file to the `C:\Temp` directory on the computer you want to install the license on.
- ◆ If you received your license by fax or postal mail, carefully type the license into a text editor (for example, Notepad) and save it as a text file named: `C:\Temp\license.txt`
on the computer you want to install the license on. Use uppercase and lowercase letters exactly as they appear; the license won't work if you make a typing error.

Note If the license originates in an email or other file from a UNIX computer, make sure you transfer it to your Windows computer in ASCII mode, *not* binary mode. Binary mode will add control characters to the license, making it unusable.

Note When working with licenses, use a text editor (for example, Notepad), *not* a word processor (for example, Microsoft Word) that might add formatting information to the text string making it unusable. If you must use a word processor, save the license as a text file.

2 Do one of the following to start the A|W License Installer:

- ◆ Choose Start > Programs > AliasWavefront > Common Utilities > installKey.

- ◆ Run C:\Program Files\Common Files\AliasWavefront Shared\Licensing\bin\InstallKey.exe (where C: is the drive that you installed PortfolioWall on).

3 Do one of the following:

- ◆ Carefully type the license below Cut and paste OR type Product License(s) here. Use uppercase and lowercase letters exactly as they appear; the license won't work if you make a typing error.
- ◆ Cut the license from the email and paste it below Cut and paste OR type Product License(s) here.
- ◆ Type the path to the license.txt file you created in step **1** below OR, enter the path and filename here, or click the Browse button and use the file browser to select the license.txt file.

By default the license will be installed in:

- ◆ C:\FlexIm\aw.dat for node-locked licenses
- ◆ C:\FlexIm\aw_servername.dat (where servername is the name of the license server computer) for floating licenses.

If your organization cannot use the default filename and location for the license, click the Advanced button and specify another path and filename for the license.

4 Click Install to install the license.

Note If you have an older license installed on your computer, the license installer will convert it to comments in the new license file.

5 To confirm that the license was installed correctly, open the license file (that is, aw.dat or aw_servername.dat) in a text editor (for example, Notepad) and make sure it looks identical to the license that you received from Alias Wavefront.

Note If you need to relocate a license that uses an Ethernet ID, contact your Alias Wavefront Consulting Services representative.

Setting up a license server

If you are using server licensing, then you must set up the license server computer and client computers.

Setting up the license server computer

To set up the license server computer

- 1 Make sure TCP/IP is enabled on the license server computer (choose Start > Settings > Control Panel > Network > Protocols to check).
- 2 Use My Computer or Windows Explorer to open the Com\bin directory. By default, the directory is at `C:\Aw\Com\bin` (where C is the drive where PortfolioWall is installed).
- 3 Double-click `lmtools.exe` to start the LMTTOOLS utility.
- 4 Click Configuration using Services. Your license server should be listed in the box below.

Note If you didn't install the license file in the default location, you must specify where it is. Click the Configure Services tab, enter the license path beside Path to the license file, then click Save Service.

- 5 Click the Configure Services tab.
- 6 Turn on Use Services and Start Server at Power Up.
- 7 Click Save Service.

Do not close the LMTTOOLS window. See *Stopping and starting the license server* on page 36.

Stopping and starting the license server

Stopping and starting the license server prevents license server errors.

Note You must start (or re-read) the license server each time you install a new license or change an existing license in order for the change to take effect.

To stop and start the license server

Note To start LMTOOLS, see *To set up the license server computer* on page 36.

- 1 In the LMTOOLS window click the Stop/Start/Reread tab.
- 2 Do one of the following:
 - ◆ If the license server is already running click ReRead License File to restart the license server daemons.
 - ◆ If the license server isn't already running, click Start Server to start the license server.
- 3 Click the Server Status tab.
- 4 Click Perform Status Enquiry to confirm that the license server is running.

If the license server is running, the following should appear in the LMTOOLS window:

```
servername: license server UP (MASTER)
```

where `servername` is the name of the license server computer.

- 5 Close the LMTOOLS window.

Setting up the client computers

You must set up each client computer to indicate where it can find the license file on the license server computer.

To set up a client computer

- 1 Make sure TCP/IP is enabled on the client computer (choose Start > Settings > Control Panel > Network > Protocols to check).
- 2 Choose Start > Run to open the Run window.
- 3 In the Open field type the following:

```
notepad C:\FLEXlm\aw_servername.dat
```

where `C:` is the drive that you have installed PortfolioWall on and `servername` is the name of the license server computer.
Click OK to open the license file in Notepad.

If you are prompted to create the file, choose Yes.

Note This file is only a pointer to the actual license file which is on the server computer.

- 4 Make sure the following lines exist in the file (in the following order):

```
SERVER servername hostid 7111  
USE_SERVER
```

where `servername` is the name of the server computer and `hostid` is the hostid (that is, Ethernet ID) of the server computer.

If necessary, type the lines in the file. Make sure there is a carriage return after the second line.

- 5 Save the file and close Notepad.

Set up

In this section

Starting, testing, and setting up the PortfolioWall application 39
Setting up and using the PortfolioWall Web Client 42

Starting, testing, and setting up the PortfolioWall application

After you have installed the PortfolioWall application, you should start it to make sure it installed correctly, and set it up for your display device.

Starting and testing the PortfolioWall application

Note PortfolioWall requires a root folder to act as an asset repository (see the online help for more information). You can use any folder as a root folder (for example, the sample data folder), or you can create one using PortfolioWall. In order to test PortfolioWall, you must install the sample data (see *Installing the PortfolioWall sample data* on page 21).

To start and test the PortfolioWall application

- 1 Choose Start > Programs > AliasWavefront > PortfolioWall 1.5 > PortfolioWall 1.5.

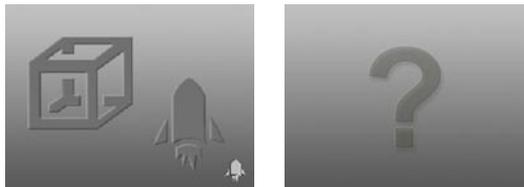
The PortfolioWall startup screen appears.

Note If you receive an error message that indicates a licensing problem, see *Troubleshooting licensing problems* on page 50.

Note If the startup screen does not appear, and PortfolioWall automatically opens a project, click the Open Project button or choose File > Open Project and skip to step **3** below.



- 2 Click New to create a new project.
- 3 Click Browse, then navigate to the PortfolioWall Sample Data folder, for example:
C:\Program Files\AliasWavefront\PortfolioWall Sample Data
- 4 Click OK.
A prompt asks if you would like to share the project.
- 5 Click No.
PortfolioWall starts and displays thumbnails of the sample data.
- 6 Click the FileFormats tab to display its thumbnails.
These images are saved in a variety of formats. Make sure each thumbnail is an image. If any of the thumbnails appear as one of the default thumbnails (see below), contact your Consulting Services representative.



Configuring PortfolioWall for real-world scale

Before you can view images at real-world scale, you must first determine your display's dimensions in pixels and in a real-

world unit of measurement and enter these values in PortfolioWall.

To determine your display's dimensions in pixels

- 1 From your Windows desktop choose Start > Settings > Control Panel to open the Control Panel window.
- 2 Double-click Display to open the Display Properties window.
- 3 Click the Settings tab.
- 4 Under Desktop Area, find the pixel dimensions (for example, 1280 by 1024 pixels). The first value listed is the number of horizontal pixels; the second value listed is the number of vertical pixels.

To determine your display's dimensions in a real-world unit of measurement

Use a ruler or measuring tape to measure the horizontal and vertical dimensions of the display area in millimeters, centimeters, meters, inches, feet, or yards.

Approximate values for certain display sizes are as follows:

21"	1280	horizontal pixels =	40	cm
	1024	vertical pixels =	29.5	cm
50"	1024	horizontal pixels =	110	cm
	768	vertical pixels =	61.5	cm
50"	1376	horizontal pixels =	110	cm
	768	vertical pixels =	61.5	cm

To enter your display's dimensions (in pixels and in a real-world unit of measurement) in PortfolioWall

- 1 Choose Edit > Preferences to open the Preferences window.
- 2 Click the General tab.
- 3 Choose Set the pixel dimensions to correct distorted images and enable real world scale display.

- 4 To the left of horizontal pixels = and vertical pixels =, enter the horizontal and vertical dimensions of your display in pixels (see *To determine your display's dimensions in pixels* on page 41).
- 5 To the right of horizontal pixels = and vertical pixels =, enter the horizontal and vertical dimensions of your display in a real-world unit of measurement and select the unit of measurement (see *To determine your display's dimensions in a real-world unit of measurement* on page 41).
- 6 Click Apply.
- 7 Click OK.

Using PortfolioWall

For more information on using PortfolioWall, click the sample data Movies tab and view the instructional movies, or click the Help Topics button



or choose Help > Help Topics and read the PortfolioWall online help.

Setting up and using the PortfolioWall Web Client

In order to use the PortfolioWall Web Client to view and modify PortfolioWall projects (page 46), you must set up the server computer (page 42) and set up each client computer (page 45).

Setting up the server computer

The server computer is the computer that you have installed the Apache Web Server (page 14) and PortfolioWall client components (page 17) on.

To set up the server computer

- 1 Make sure you are logged on with Administrator privileges.
- 2 Choose Start > Programs > Apache httpd Server > Configure Apache Server > Edit the apache httpd.conf Configuration File to open the httpd.conf file in Notepad.

- 3 Remove the # from the beginning of the following two lines:

```
#LoadModule expires_module modules/  
mod_expires.so  
#LoadModule headers_module modules/  
mod_headers.so
```

- 4 Search for the following lines:

```
# UserDir: The name of the directory which is  
appended onto a user's home  
# directory if a ~user request is received.
```

and immediately above them add the following lines:

```
<Directory "C:/Program Files/Apache  
Group/Apache/htdocs/PortfolioWall/pwMedia">  
    <FilesMatch "\.jpg$">  
        Header append Pragma "no-cache"  
        ExpiresActive on  
        ExpiresDefault A0  
    </FilesMatch>  
</Directory>
```

- Note** C: is the default drive for installing the Apache web server (page 14). If you installed the Apache web server on another drive, you must enter the correct drive and path instead of the one listed above.

- 5 Change the following line:

```
UseCanonicalName On
```

to:

```
UseCanonicalName Off
```

- 6 Choose File > Save to save the httpd.conf file.
- 7 Close Notepad.
- 8 Choose Start > Settings > Control Panel to open the Control Panel.

- 9 Double-click Services to open the Services window.
 - 10 Under Service click Apache to select it.
The Status of Apache should read Started indicating that it is running.
 - 11 Click Stop to stop the Apache Web Server.
 - 12 A prompt asks Are you sure you want to stop the Apache service? Click Yes.
 - 13 Click Startup to open the Service window.
 - 14 Make sure Startup Type is Automatic.
 - 15 Under Log On As select This Account and enter your system administrator domain and account ID beside This Account.
domain\account
 - 16 Enter your login password beside Password and Confirm Password.
 - 17 Click OK.
 - 18 Click Start to start the Apache Web Server.
- Note** If the Apache Web Server does not start, see *Troubleshooting the server computer* on page 45.
- 19 Click Close to close the Services window.
 - 20 Close the Control Panel.
 - 21 Double-click the PortfolioWall 1.5 Server icon on your desktop, or choose Start > Programs > AliasWavefront > PortfolioWall 1.5 > PortfolioWall 1.5 Server, to start the PortfolioWall Server.
 - 22 Make sure TCP/IP is enabled on the server computer (choose Start > Settings > Control Panel > Network > Protocols to check).

For information on additional settings for the Apache Web Server, see *Optional settings for the Apache Web Server* on page 58.

Troubleshooting the server computer

If the Apache Web Server does not start (see step **18** above), you may need to specify the server host name (see below). Otherwise, see www.apache.org/docs for more troubleshooting information.

To specify the server host name

- 1** Choose Start > Programs > Command Prompt to open a Command Prompt window.
- 2** Type `nslookup localhost` and press Enter to display the server host name.
- 3** Choose Start > Programs > Apache httpd Server > Configure Apache Server > Edit the apache httpd.conf Configuration File to open the httpd.conf file in Notepad.
- 4** Search for ServerName and replace new.host.name with your server host name.
- 5** Choose File > Save to save the httpd.conf file.
- 6** Close Notepad.
- 7** Close the Command Prompt window.

Setting up the client computers

A client computer can be any computer that you have installed Netscape Communicator (or Netscape Navigator) 4.5 (or higher) on (page 19) and that has access to the server computer.

To set up the client computers

- 1** Start Netscape Communicator or Netscape Navigator.
- 2** Choose Edit > Preferences to open the Preferences window.
- 3** Under Category click Advanced.
- 4** Make sure Enable Javascript is turned on.

- 5 Under Category click the + beside Advanced to expand its sub-categories.
- 6 Click Cache to select it.
- 7 We recommend setting Memory Cache to 10000K to optimize the performance of the PortfolioWall Web Client.
- 8 Click Clear Memory Cache and Clear Disk Cache.
- 9 Under Category click the + beside Navigator to expand its sub-categories.
- 10 Click Applications to select it.
- 11 Make sure all of the file types and extensions you plan to view are set up with an associated application in Netscape. Otherwise some file types may not display properly in Netscape. For assistance associating file types and applications in Netscape, contact your Consulting Services representative.
- 12 Click OK to close the Preferences window.

Using the PortfolioWall Web Client

To use the PortfolioWall Web Client

- 1 On the server computer, choose Start > Programs > AliasWavefront > PortfolioWall 1.5 > PortfolioWall 1.5 Server to start the PortfolioWall Server.
- 2 In PortfolioWall Server open the project that you want clients to be able to view or modify.

For example, open the sample data project that you created to test the PortfolioWall application (see *Starting and testing the PortfolioWall application* on page 39).

When you open a project in PortfolioWall Server, it saves all of the project's images in JPEG format in the following default directory:

```
C:\Program Files\Apache  
Group\Apache\htdocs\PortfolioWall\pwMedia
```

where C: is the drive that you installed the Apache web server on.

Make sure this drive has enough space to store all of these images.

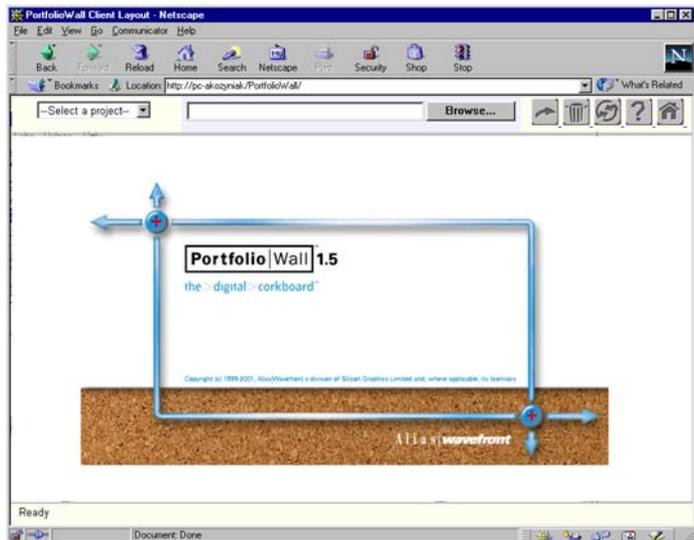
Note Avoid removing or organizing asset files using the Windows file management tools. Asset files removed in this manner are not acknowledged by the PortfolioWall Server and will not be automatically removed from the pwMedia directory.

3 On a client computer, in Netscape Communicator type the name of the server computer followed by /PortfolioWall in the Netsite/Location/Go to field (for example, http://servername/PortfolioWall) and press Enter.

Note If you do not know the name of the server computer, choose Start > Programs > Command Prompt, type `nslookup` and press Enter. Type the IP address of the server computer and press Enter to display the server computer name.

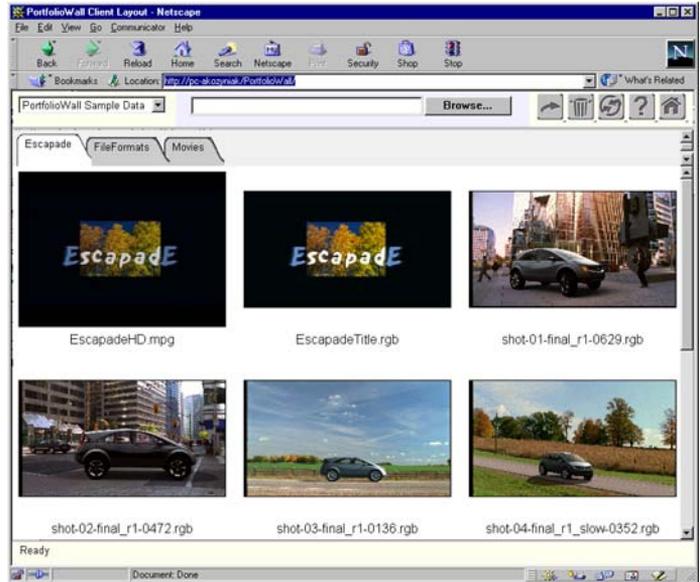
If you do not know the IP address of the server computer, on the server computer choose Start > Settings > Control Panel > Network > Protocols and double-click TCP/IP Protocol.

The PortfolioWall Web Client starts within Netscape Communicator.



4 Click Select a project and choose a project from the list.

The project should appear in the PortfolioWall Web Client.



- 5 For more information on using the PortfolioWall Web Client, click the Help button



and read the PortfolioWall Web Client online help.

Appendix

In this section

About licenses 49

Optional settings for the Apache Web Server 58

About licenses

After you have installed PortfolioWall, you must obtain and install a license that allows you to run it (see *License* on page 31).

Understanding licenses

Alias Wavefront uses a customized version of the FLEXlm technology as part of our license management system.

A license is a text string that appears something like the following:

```
FEATURE PWall sgiawd 1.500 permanent uncounted \  
3D5F9421C12B HOSTID=00c04f8ef647
```

Host ID

The host ID for the computer: an Ethernet ID (for example, 00c04f8ef647) or hard disk ID (for example, 7ce051c).

Feature

The PortfolioWall product package you purchased (for example, PWall).

License Version

The version number of the PortfolioWall product (for example, 1.500).

Expiration

The date on which the license expires (if the license is a product evaluation license) or `Permanent` (if the license is a permanent license and there is no expiration date).

Key

An encrypted string that prevents copyright infringement (for example, 3D5F9421C12B).

When working with licenses, use a text editor (for example, Notepad), *not* a word processor (for example, Microsoft Word) that might add formatting information to the text string making it unusable. If you must use a word processor, save the license as a text file.

Troubleshooting licensing problems

If you start the PortfolioWall application and receive an error message indicating a licensing problem, use the following steps to help troubleshoot the problem.

To troubleshoot a licensing problem

- 1 Use My Computer or Windows Explorer to verify that the C:\FLEX\lm directory contains one of the following files:
 - ◆ C:\Flex\lm\aw.dat for node-locked licenses
 - ◆ C:\Flex\lm\aw_servername.dat (where servername is the name of the license server computer) for floating licenses.

If this file doesn't exist, then you didn't complete all the necessary steps (see *Installing a license* on page 33).
- 2 If you are using server licensing, make sure the date on the license server and client computers are synchronized. If there is more than 30 minutes difference between them, the client may not be able to get a license.
- 3 Review the licensing procedure to make sure you completed all the necessary steps (see *License* on page 31).
- 4 See *Creating and examining a licensing log file* on page 51.
- 5 See *Verifying your computer's host ID* on page 54.
- 6 If you are using server licensing, try the following:
 - ◆ Stop and start the license server (see *Stopping and starting the license server* on page 36).
 - ◆ Restart the license server computer.

- ◆ See *Viewing a floating license status report* on page 55.
- 7 If you still cannot resolve the problem, contact your Consulting Services representative.

Creating and examining a licensing log file

One way to troubleshoot a licensing problem is to create a licensing log file. A licensing log file contains error messages which you can use to find possible solutions.

To create and examine a licensing log file

Note If you are using local licensing, create the licensing log file on the computer that you are having a licensing problem. If you are using server licensing, create the licensing log file on the license server computer.

- 1 Choose Start > Programs > Command Prompt to open a Command Prompt window.

- 2 Type:

```
set FLEXLM_DIAGNOSTICS=2
```

and press Enter.

- 3 Type:

```
C:\Program  
Files\AliasWavefront\PortfolioWall1.5\  
Program\pwPortfolio.exe
```

(where C: is the drive where PortfolioWall is installed)
and press Enter.

This command attempts to start PortfolioWall and creates a licensing log file.

- 4 Type:

```
dir /p
```

and press Enter to list the files in the directory one page at a time.

The licensing log file is named `flexnumber.log`, where number is the process identification number identified by the operating system. If more than one `flexnumber.log` file is present, choose the file with the latest time stamp.

- 5 Type:

```
notepad flexnumber.log
```

and press Enter to open the licensing log file in Notepad.

The log file contains a report for each license failure for all PortfolioWall products, so it can be quite long. For each product (whether it is available to you or not), an error message is logged as follows:

```
FLEXlm checkout error:
```

- 6 In the log file find the error message associated with the feature you are troubleshooting and use the following table to find a possible solution. (Ignore other information in the log file.)

This table contains the most common error messages. If multiple errors exist, only the first one is listed in the licensing log file. In the following table, the term *license file* refers either to the aw.dat file (for local licensing) or the aw_servername.dat file (for server licensing).

Log file error	Possible solutions
FLEXLM checkout error: Invalid (inconsistent) license key. The license key and data for the feature do not match. This usually happens when a license file has been altered.	<ul style="list-style-type: none">• Check the license file for a spelling error in the key, expiration, or license version.• If it is a floating license, check to see if the server name and its host ID are entered correctly.
FLEXLM checkout error: Feature has expired...	<ul style="list-style-type: none">• Either the current machine date is later than the expiration date or there's a typing mistake in the expiration date.
FLEXLM checkout error: Invalid License File syntax.	<ul style="list-style-type: none">• Check the entire license file for a typing mistake.
FLEXLM checkout error: No such feature exists.	<ul style="list-style-type: none">• Check the license file's spelling of feature names.

<p>FLEXLM checkout error: Invalid date format in license file</p>	<ul style="list-style-type: none"> • Check the license file's expiration date for an incorrect format, for example, may-4-2002. The correct format is 4-may-2002. • The key may have invalid characters. All characters should be in hexadecimal format (numbers or letters A through F). • The license count digit may be absent. It should be "uncounted" for a node-locked license or greater than 0 for a floating license.
<p>FLEXLM checkout error: Future license file format or misspelling in license file.</p>	<ul style="list-style-type: none"> • Check the license file's spelling of any part of the string <i>HOSTID number</i>. • Make sure that lines ending in "\" are not incorrectly using "/" instead.
<p>FLEXLM checkout error: No SERVER lines in license file.</p>	<ul style="list-style-type: none"> • For a node-locked license, check that the license file's license count is "uncounted".
<p>FLEXLM checkout error: license in file appears to be corrupted.</p>	<ul style="list-style-type: none"> • Check the entire license file for a typing mistake.
<p>FLEXLM checkout error: The hostid of this system does not match the hostid specified in the license file.</p>	<ul style="list-style-type: none"> • Check that the license file's Flex ID / host ID and the machine's actual Flex ID / host ID correspond. See <i>Verifying your computer's host ID</i> on page 54 for details.
<p>FLEXLM checkout error: License server does not support this feature.</p>	<ul style="list-style-type: none"> • Check the license file to see whether the feature has expired, the license server has not yet started, or the version number is incorrect. • Make sure the <code>USE_SERVER</code> lines on the client machine are in the right order.
<p>FLEXLM checkout error: Invalid host.</p>	<ul style="list-style-type: none"> • See <i>Verifying your computer's host ID</i> on page 54. Click the System Settings tab and check that the server name matches the contents of Computer/Hostname.
<p>FLEXLM checkout error: No server for this feature.</p>	<ul style="list-style-type: none"> • Check that <code>sgiawd</code> is spelled correctly in the <code>DAEMON</code> line (<code>VENDOR</code> line for hardware locks).
<p>FLEXLM checkout error: License server does not support this feature.</p>	<ul style="list-style-type: none"> • Check the license file to see whether the feature has expired, the license server has not yet started, or the version is wrong. • Make sure the <code>USE_SERVER</code> lines are in the right order.

<p>FLEXLM checkout error: Cannot connect to license server.</p>	<ul style="list-style-type: none"> • Check that the server is started. • Check that the SERVER <i>servername</i> line reflects the name of the server. • Check that everything is spelled correctly in the DAEMON line (VENDOR line for hardware locks). • Check that the sgiawd path is right. The default should be C:\aw\COM\etc\sgiawd.exe (where C: is the drive where PortfolioWall is installed).
<p>FLEXLM checkout error: Clock difference too large between client and server.</p>	<ul style="list-style-type: none"> • Make sure the time and date on the client and server are correct and synchronized. If the time and date of the client differs from the server by more than a half hour, the client might not be able to get a license.

If the error message isn't listed in the table above, contact your Consulting Services representative.

- 7 Exit Notepad.
- 8 If you no longer need the licensing log file, type (in the Command Prompt window):

```
del flexnumber.log
```

 (where number is the number of the file) and press Enter to delete it.
- 9 Close the Command Prompt window.

Verifying your computer's host ID

Licensing sometimes fails because the licensing software is using the wrong Flex ID/host ID. To make sure your licensing software is using the correct ID, you can use the `lmtools` utility.

To verify your computer's host ID

- 1 Use My Computer or Windows Explorer to open the Com\bin directory. By default, the directory is at `C:\Aw\Com\bin` (where C: is the drive where PortfolioWall is installed).
- 2 Double-click `lmtools.exe` to start the LMTOOLS utility.
- 3 Click Configuration using Services. Your license server should be listed in the box below.

Note If you didn't install the license file in the default location, you must specify where it is. Click the Configure Services tab, enter the license path beside Path to the license file, then click Save Service.

- 4 Click the System Settings tab to list the host IDs used by your computer.
- 5 Open the license file in Notepad. The default location for the license file is:
 - ◆ C:\FLEXlm\aw.dat for local licensing
 - ◆ C:\FLEXlm\aw_servername.dat for server licensingwhere C: is the drive where PortfolioWall is installed.

For the security type...	The value in LMTools System Settings beside...	Should match the license file HOSTID and look something like...
Ethernet ID	Ethernet Address	00c04f8ef647
Hard disk ID	Disk Volume Serial Number	7ce051c

If the value in the System Settings doesn't match the value in the aw.dat or aw_servername.dat file, either:

- ◆ You typed in the wrong ID in the aw.dat or aw_servername.dat file (see *Installing a license* on page 33). Use Notepad to correct the ID in the aw.dat or aw_servername.dat file.
- ◆ You were supplied with the wrong license information. Contact your Consulting Services representative.

Viewing a floating license status report

If you are having problems with server licensing (that is, floating licenses), you can view a status report to help troubleshoot the problem.

To view a floating license status report

- 1 Use My Computer or Windows Explorer to open the Com\bin directory. By default, the directory is at `C:\Aw\Com\bin` (where `C:` is the drive where PortfolioWall is installed).
- 2 Double-click `lmtools.exe` to start the LMTOOLS utility.
- 3 Click Configuration using Services. Your license server should be listed in the box below.

Note If you didn't install the license file in the default location, you must specify where it is. Click the Configure Services tab, enter the license path beside Path to the license file, then click Save Service.

- 4 Click the Server Status tab.
- 5 Choose Display Everything.
- 6 Click Perform Status Enquiry to display a list of status information showing:
 - ◆ if the license server is up and running
 - ◆ if each feature line in `aw_servername.dat` is free of errors
 - ◆ if the license count is correct for each feature

Examine the following entries during the following steps:

```
License server status: 7111@servername
License file(s) on servername:
C:\FLEXlm\aw_servername.dat:
```

```
servername: license server UP (MASTER) v7.0\
```

```
Vendor daemon status (on servername):
```

```
sgiawd: UP v7.0
```

(where *servername* is the name of the license server computer).

- 7 In the top line, the number 7111 is a fixed value for the TCP port used internally by the licensing software. If you see a different number, make sure that you intend for that port number to be used. Otherwise, open the file `aw_servername.dat` and change the number to 7111.

- 8 In the next line, check that the correct path to the license file is listed.

Note If you didn't install the license files in the default location, make sure the path is correct.

- 9 The next line of the status information shows that the license server is running. If it isn't, you'll see an error message that begins like this:

```
lmgrd not running: Cannot connect to license server.
```

```
The server (lmgrd) has not been started yet, or the wrong port@host or license file is being used, or the port or hostname in the license file has been changed...
```

Make sure you have a valid license file with the correct name.

Keep handy the `aw_servername.dat` file, the Status information, and any log file error messages you examined previously. Contact your Consulting Services representative and provide this information.

- 10 Below the status information is a list of features in the `aw_servername.dat` file and whether the clients can use the features.

An example follows:

```
Feature usage info:
```

```
Users of Studiof: (Total of 3 licenses available)
```

```
Users of AutoStudiof: (Total of 3 licenses available)
```

This example indicates that six licenses are available: three for Studio (floating) and three for AutoStudio (also floating).

If `aw.dat` or `aw_servername.dat` has a typing error, you'll see a message similar to this:

```
Feature usage info:
```

```
Users of Studiof: (Error: 1 licenses, unsupported by licensed server)
```

```
Users of AutoStudiof: Total of 1 licenses available)
```

Check `aw.dat` or `aw_servername.dat` for a typing error in the Studiof FEATURE line.

- 11 If the preceding procedure doesn't fix the problem, contact your Consulting Services representative and keep the information from the preceding two steps nearby.

Optional settings for the Apache Web Server

There are many optional settings for the Apache Web Server. Some of the more common ones include changing the administrator's email address (page 58) and restricting access to domains or users (page 58). For information on other settings, see <http://httpd.apache.org>.

Changing the administrator's email address

When installing the Apache Web Server (page 14), you can enter the Administrator's Email Address (step 8). You can also change this setting after installing the Apache Web Server.

To change the administrator's email address

- 1 Choose Start > Programs > Apache httpd Server > Configure Apache Server > Edit the apache httpd.conf Configuration File to open the httpd.conf file in Notepad.
- 2 Search for ServerAdmin and replace the email address (for example, you@your.address) with the email address of your system administrator or primary contact person.
- 3 Choose File > Save to save the httpd.conf file.
- 4 Close Notepad.

Restricting access

By default the Apache Web Server allows all users access to the document root (the htdocs directory). You can set up the Apache Web Server to restrict access to specific domains, subdomains, or computers (page 59), or to specific users (page 59).

Note If you change the document root by editing the `httpd.conf` file, you must re-install the PortfolioWall client components and direct them to the new root (see *Installing the PortfolioWall client components* on page 17).

To restrict access to specific domains, subdomains, or computers

1 Choose Start > Programs > Apache httpd Server > Configure Apache Server > Edit the apache httpd.conf Configuration File to open the `httpd.conf` file in Notepad.

2 Search for the following lines:

```
# Controls who can get stuff from this server.  
#  
    Order allow,deny  
    Allow from all
```

3 Replace Allow from All with domain or computer specific information, for example:

```
# Controls who can get stuff from this server.  
#  
    Order allow,deny  
    Allow from .tor.aw.sgi.com
```

4 Choose File > Save to save the `httpd.conf` file.

5 Close Notepad.

To restrict access to specific users

1 Choose Start > Programs > Command Prompt to open a Command Prompt window.

2 Go to the Apache Group\Apache\bin directory.

3 Type the following:

```
htpasswd -cb filename user password
```

where *filename* is the name of a file that the `htpasswd` command will create containing the name (*user*) and password (*password*) of the first user that you want to give access to.

This file is referred to as the AuthUserFile.

- 4** To give access to additional users, type:
`htpasswd -b filename user password`
for each user, using the same filename, but different user and password.
This will add them to the AuthUserFile.
- 5** Choose Start > Programs > Apache httpd Server > Configure Apache Server > Edit the apache httpd.conf Configuration File to open the httpd.conf file in Notepad.
- 6** Add the following lines immediately after the Allow directive:
`AuthName "PortfolioWall"
AuthType Basic
AuthUserFile "C:\Program
Files\Apache\Group\Apache\bin\filename"
require valid-user`
where filename is the filename you entered in step **3**.
- 7** Choose File > Save to save the httpd.conf file.
- 8** Close Notepad.

Index

Index

Numerics

3D viewer 11

A

Apache web server
installing 14
licensing 31
setting up 42

application, PortfolioWall 8

aspect ratio, pixel 40

C

CD navigator 7

client components 17

client, web 14

D

data, sample 21

dongle driver, Sentinel 26

F

file formats, testing 40

FLEXLM

directory 33
errors 52

floating license 32

H

help viewer 11, 28

host ID 49

httpd.conf 43

I

installing

Apache web server 14

help viewer 28

licenses 33

Netscape 19

PortfolioWall application 8

PortfolioWall client

components 17

PortfolioWall sample data 21

PortfolioWall Viewer 11

PortfolioWall Web Client 14

QuickTime 23

Sentinel dongle driver 26

Shockwave Player 25

installKey 34

K

key 50

L

licenses 49

floating 32

node-locked 31

licensing 31

installing licenses 33

log file 51

obtaining licenses 32

troubleshooting 50

lntools 54

local licensing 31

M

modifying an install 28

N

navigator, CD 7

Netscape

installing 9, 19

setting up 45

node-locked license 31

nslookup 47

O

obtaining licenses 32

P

pixel aspect ratio 40

Player, Shockwave 25

PortfolioWall application

installing 8

licensing 31

setting up 40

starting 39

system requirements 2

testing 39

PortfolioWall client components, installing 17

PortfolioWall components 1

PortfolioWall sample data

installing 21

system requirements 3

viewing 40

PortfolioWall Viewer

installing 11

licensing 31

system requirements 3

PortfolioWall Web Client

installing 14

licensing 31

setting up 42, 45

system requirements 3

using 46

Q

qualified systems 4

QuickTime 9, 10, 23

R

ratio, pixel aspect 40

real-world scale 40

removing PortfolioWall 28

repairing an install 28

S

sample data 21

scale, real-world 40

Sentinel dongle driver 26

server

licensing 32

web (Apache) 14, 42

setting up

client computers 45

Netscape 45

PortfolioWall application 40

server computer 42

Shockwave Player 25

starting

Apache web server 42

PortfolioWall application 39

PortfolioWall Web Client 45

system requirements 2

T

testing

file formats 40

PortfolioWall application 39

troubleshooting licenses 50

V

viewer

3D 11

help 28

W

web client 14

web server, Apache 14, 42