



Quality Companion 3 Installation Guide

Contents

Basic Installation	3
Step 1: Designate authorized users of multi-user licensing web pages	3
Step 2: Determine installation configuration.....	3
Step 3: Create license file(s).....	4
Step 4: Obtain software.....	4
Step 5: Install software.....	5
Installation Configurations.....	7
Multi-user installation.....	7
Configuration options.....	7
Minitab License Manager.....	8
License Files.....	9
Using license files.....	9
Adding a second product or additional users to your license file.....	10
Renewing licenses.....	12
Advanced Topics.....	13
Command line installation.....	13
Administrative installation	13
Installation options.....	15
Checking for updates.....	15
License manager utility.....	16
Specifying ports.....	16
Options file.....	17
Troubleshooting.....	19
Web site errors.....	23

Basic Installation

This section provides the basic steps in a typical installation of Quality Companion 3. For instructions on advanced installation options, see [Installation options](#) on page 15.

To install Quality Companion 3, follow the steps below. To renew an existing installation that has reached or is close to reaching its expiration date, see [Renewing licenses](#) on page 12.

- 1 Designate authorized users of multi-user licensing web pages (optional).
- 2 Determine installation configuration.
- 3 Create license files at the multi-user licensing web pages.
- 4 Obtain software.
- 5 Install software.

Note | This installation guide applies only to the multi-user installation for Minitab products. If you are not sure whether you have a multi-user or single-user license, see www.minitab.com/support/answers/answer.aspx?id=2517.

Step 1: Designate authorized users of multi-user licensing web pages

To access the Minitab multi-user licensing web pages so that you can create the license files for the installation, you must be either the Minitab License Coordinator for your organization or an authorized user.

At the time of purchase, someone from your company was designated as the Minitab License Coordinator. That person has permission to log in to the Minitab multi-user licensing web pages to create license files. In addition, your company can have other authorized users.

If you are not sure whether you're an authorized user, contact your organization's Minitab License Coordinator. Only the License Coordinator can request additional authorized users by contacting a [Minitab sales representative or Minitab Technical Support](#).

Step 2: Determine installation configuration

All multi-user installations require Minitab License Manager, the software that manages Quality Companion based on the information in the license file. Minitab License Manager must be installed in a configuration that allows it to communicate with Quality Companion.

You can choose from several different installation configurations to suit your needs. For example, you can install Minitab License Manager on a server in a networked configuration. In a networked configuration, users access the license file on the server; therefore, each client computer does not need to be permanently assigned to a separate license file. Another option is to install Minitab License Manager and Quality Companion on each client computer in a standalone configuration, which requires a separate license file for each client computer.

The installation configuration you choose affects the number of license files you need to create and the installation procedures that you need to follow. See [Installation Configurations](#) on page 7 for detailed information that will help you to determine the best configuration for your organization.

Step 3: Create license file(s)

You need at least one license file for installation. To create license files, you use the Minitab multi-user licensing web pages. One license file *per server* is required in a networked installation. One license file *per workstation* is required in a standalone configuration. See [Installation Configurations](#) on page 7 for more information on networked and standalone configurations.

You need the following information to create a license file:

- The maximum number of simultaneous users that will be served by the license. In a standalone configuration, the maximum number of users is 1 for each license. To determine the maximum number of users in a networked configuration, see [Number of license files](#) on page 10.
- The MAC address of each computer that will host a license. This is the computer's physical address. To obtain the address, run the DOS command "ipconfig /all" and record the physical address that appears under Ethernet adapter Local Area Connection. In the example below, the MAC address of the computer is 01-23-45-AB-CD-EF.

Ethernet adapter Local Area Connection:

```

Connection-specific DNS Suffix.:domain.local
Description.....:Broadcom NetXtreme 57XX Gigabit
Controller
Physical Address.....01-23-45-AB-CD-EF
Dhcp Enabled.....:Yes
Autoconfiguration Enabled.....:Yes
IP Address.....:192.168.1.1
Subnet Mask.....:255.255.255.0
Default Gateway.....:192.168.2.100
DHCP Server.....:192.168.2.100
DNS Server.....:192.168.10.200
Lease Obtained.....:Saturday, July 25, 2009 4:07:19 PM
Lease Expires.....:Wednesday, July 29, 2009 4:07:19 PM

```

For more information on how to obtain a computer's MAC address, see www.minitab.com/support/answers/answer.aspx?id=2084.

To create license files

- 1 Go to <http://www.minitab.com/manage-license-files.aspx>.
- 2 Log in as an authorized user.
- 3 Complete the necessary steps to create the license file(s).

Step 4: Obtain software

All multi-user configurations require both Minitab License Manager and Quality Companion. The installation files for these applications are available on the installation CD. However, to ensure that you have the latest version of our products, download the applications from the Minitab Web site using any Minitab.com account.

To download software

- 1 Go to <http://www.minitab.com/support/licensing/multi-user/downloads/default.aspx>.
- 2 Download Minitab License Manager and Quality Companion. The license file is read by Minitab License Manager, the server software that manages the use of Quality Companion based on the information in the license file.

Step 5: Install software

Install Quality Companion and Minitab License Manager based on the installation configuration that you determined in step 2. You can install Minitab License Manager on a server in a networked configuration or on each client computer in a standalone configuration. You can also install the Dashboard utility on client machines. The Dashboard makes it easy to access the status of your entire Six Sigma program by aggregating all of your projects into a single summary view.

Note | We recommend that you disable your anti-virus software during the installation of Quality Companion 3.

System requirements

You can find the latest system requirements for Quality Companion at <http://www.minitab.com/products/quality-companion/system-requirements.aspx>.

To install in a networked configuration

- 1 Ensure that you have administrative privileges to install Minitab License Manager on the server and Quality Companion on each workstation.
- 2 Ensure that the license file is on the desktop of the server. See [Create License File\(s\)](#) on page 4 for more information.
- 3 Install Minitab License Manager on the server.
- 4 Delete the license file that is on the desktop. The installation program creates a copy of the license file in C:\Program Files\Minitab\License Manager. The Minitab License Manager uses this license file.
- 5 Install Quality Companion on each workstation.
 - You need to specify the name of your Minitab License Manager server during installation.
 - Quality Companion chooses the first available port between 27000 and 27009. If your License Coordinator specified a different port within the license file, check **Specify port number**, and enter that port number.

Note | After you set up a networked configuration, you can use the Minitab License Borrowing Utility to allow a portable workstation, such as a laptop, to run Minitab products while it is disconnected from the network. See [Using Minitab products while disconnected from the network](#) on page 7 for more information. Borrowing is not available in all regions. See www.minitab.com/support/answers/answer.aspx?id=2449 to determine whether your license is borrow-enabled.

To install in a standalone configuration

- 1 Ensure that you have administrative privileges to install Minitab License Manager and Quality Companion on each workstation.
- 2 Ensure that the license file is on the desktop of the workstation. See [Create License File\(s\)](#) on page 4 for more information.
- 3 Install Minitab License Manager on each workstation.
- 4 Delete the license file that is on the desktop. The installation program creates a copy of the license file in C:\Program Files\Minitab\License Manager. The Minitab License Manager uses this license file.
- 5 Install Quality Companion on each workstation.
 - When prompted for the name of the Minitab License Manager server, enter *localhost*.

- Quality Companion chooses the first available port between 27000 and 27009.

**To install
Dashboard**

- 1 Download Quality Companion Dashboard from <http://www.minitab.com/support/downloads/quality-companion/resources.aspx>
- 2 Follow the installation instructions.

Note | Dashboard does not require a license to run. To use Dashboard, you must have access to Quality Companion projects.

Installation Configurations

Basic Installation on page 3 explained how to install the multi-user version of Minitab products. This section provides a more in-depth explanation of the client-server model and the possible installation configurations.

Multi-user installation

The multi-user versions of Minitab products are based on a client-server installation model. Quality Companion (the client software) is installed on individual workstations. Minitab License Manager (the server software) is installed on a server. Every time the client software is started, it communicates with the server to ensure that a license is available.

Typically, Minitab License Manager is installed on a single server. The client software can be installed on an unlimited number of workstations. Minitab License Manager ensures that the number of concurrent users never exceeds the licensed number of seats.

For example, an organization purchased 100 licenses of Quality Companion and configured Minitab License Manager to control all 100 licenses. Quality Companion was installed on 300 workstations. Even though the client software has been installed on 300 workstations, Minitab License Manager will allow only 100 instances of the client software to run concurrently.

When the client software is started, it requests a license from Minitab License Manager. If a license is available, it is sent it to the client and the software starts successfully. If a license is not available, an error message is displayed.

Configuration options

Networked configuration

To set up a networked configuration, install Minitab License Manager on a server. A license file is requested during the installation process. You need to provide the license file that was created during the procedure detailed in *Basic Installation* on page 3 (license files should always be named "minitab.lic"). Minitab License Manager is installed to C:\Program Files\Minitab\License Manager (by default). The installation program makes a copy of the license file and places it in the installation directory.

The Minitab License Manager installation creates a Windows service called Minitab License Manager. The license manager service starts automatically when it is installed. When the service starts, it checks the Minitab License Manager installation directory for the license file. If the license file is valid, the service starts successfully.

Install the client software, Quality Companion, on as many workstations as necessary. During installation, you need to provide the name of the server on which Minitab License Manager is installed.

Using Minitab products while disconnected from the network

In a multi-user installation of Quality Companion, the client software must be able to communicate with the Minitab License Manager server to start. To allow a portable workstation, such as a laptop, to run Minitab products when it is disconnected from the network, Minitab provides the Minitab License Borrowing Utility.

For example, you might use Quality Companion on a laptop when you travel for business. Before leaving, while still connected to your company's network, use the Minitab Borrowing Utility to acquire a license from the Minitab License Manager server. Then you can access Quality Companion on the laptop when you are disconnected from the network.

For more information, refer to License Borrowing Instructions. Go to <http://www.minitab.com/support/licensing/multi-user/documentation/default.aspx>. To download the Minitab License Borrowing Tool, go to <http://www.minitab.com/support/licensing/multi-user/downloads/default.aspx>.

Note | Borrowing is not available in all regions. See www.minitab.com/support/answers/answer.aspx?id=2449 to determine whether your license is borrow-enabled.

Standalone configuration

In a standalone configuration, Minitab products do not depend on accessing a network server. Instead, the Minitab License Manager server software is installed on the same workstation as the client software, Quality Companion. When Quality Companion starts, it checks the Minitab License Manager service that is on the same workstation, regardless of network connectivity. An individual license file must be created for each workstation.

Mixed configurations

You can use a combination of networked and standalone configurations. For example, you can install Quality Companion on 20 workstations that are connected to the company's network and also install Quality Companion on 5 standalone workstations that are not connected to the network.

For information on mixed installation configurations and license files, see [Number of license files](#) on page 10.

Minitab License Manager

All multi-user installation configurations require the installation of the Minitab License Manager, the server software that manages the use of Quality Companion. The Minitab License Manager ensures that the number of concurrent users does not exceed the licensed number of seats, based on the information in the license file.

The Minitab License Manager starts its service automatically when you install it. However, you may need to restart the Minitab License Manager service in some cases, such as when you make changes to the license file or use an options file.

To restart Minitab License Manager

- 1 Open Windows services on the computer:
 - In Vista or later, click the Windows logo (Start). Type `services.msc` in the search box and press Enter.
 - In other Windows versions, choose **Start > Run**. Type `services.msc` and click **OK**.
- 2 Click **Minitab License Manager**.
- 3 Choose **Action > Restart**.

Note | If you need to uninstall Minitab License Manager from a computer, such as when you change servers or installation configurations, you must first stop the license manager service. Follow steps 1 and 2 above; in step 3, choose **Action > Stop**. Then uninstall the Minitab License Manager.

License Files

License files are required for the installation of Minitab multi-user products. This section provides general background information on license files, including what they are, where they're created and stored, and how they're used. For instructions on how to work with license files after installation, see [License Manager Utility](#) on page 16.

Using license files

What is a license file?

A license file is a text file named `minitab.lic`. The file does not have a `.txt` extension, but you can open it in a standard text editor such as Notepad. The file contains information about the licenses that your organization purchased. This information includes the expiration date, the number of licenses, and the computer's MAC address.

After you create a license file at the Minitab multi-user licensing web pages, save it to the desktop of the computer on which you will install the Minitab License Manager, the server software that manages the use of Quality Companion based on the information in the license file.

Sample license file

```
SERVER this_host 0A1B2C3D4E5F
VENDOR minitab
USE_SERVER
INCREMENT Minitab quality companion 31-dec-2011 100 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP=UH \
ISSUER=Minitab ISSUED=01-jan-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD56789 01234INC" START=01-oct-2010 \
SIGN="1c71 F7B8 641F 7A84 F052 9650 F5E6 B093 ACBC 04C4 AF4D \
5B3B 0F38 C3FB DF49 1720 F1BA D1CD 646D 4C9D 824B E7A9 F724 \
3EDA 9B09 5628 733F F646 AC87 6C39"
```

In the sample license file above, the terms in bold specify the following information:

0A1B2C3D4E5F	the unique MAC address of the computer for which this license file was created.
quality companion	the name of the product for which the license file was created.
31-dec-2011	the expiration date of the license file.
100	the number of users allowed to concurrently run Minitab.

Each license file is created for a single computer. The computer is identified in the license file by its MAC address. The license file cannot be used on a computer that does not have the MAC address specified in the license file.

How license files are used

During the installation of Minitab License Manager, you need to provide the location of the license file. By default, the installation looks to the desktop for the license file and then creates a copy of the license file in `C:\Program Files\Minitab\License Manager`. The Minitab License Manager service is then installed. The service reads the license files and then starts.

Note | After you install Minitab License Manager, you can delete the license file that is on the desktop.

Authorized users can create license files at the Minitab Multi-User Licensing web pages. See [Create License File\(s\)](#) on page 4 for more information.

Number of license files

You need one license file for each Minitab License Manager that you install. In a typical networked configuration, Minitab License Manager is installed on a single server. In this case, only one license file is needed. For example, Minitab License Manager is installed on a single server that will serve all 100 licenses. You need to create a single license file for all 100 seats.

You can also divide your licenses among multiple servers, if desired. For example, Minitab License Manager is installed on two servers, one for 75 users in Department A and the other for 25 users in Department B. This installation configuration requires two license files: one file for 75 seats and another file for 25 seats.

In a standalone configuration, Minitab License Manager must be installed on each workstation. As a result, a unique license file is required for each installation of Minitab License Manager. For example, a small computer training lab has 10 computers that are not networked. You need to install Minitab and Minitab License Manager on all 10 computers. This installation configuration requires 10 license files, one for each computer.

You can have a combination of networked and standalone installations. You need to create a single license file for the server and a separate license file for each standalone workstation. For example, an organization purchases 100 licenses for Minitab. They want 10 standalone installations in the computer lab. A single server will host the remaining 90 licenses. This installation configuration requires 11 license files: one for the server and one for each of the 10 standalone workstations.

Adding a second product or additional users to your license file

When you purchase both Minitab Statistical Software and Quality Companion, you must initially create two separate license files at the multi-user licensing web pages, one for each product. However, to install both products, you need to merge the two license files into one file. After you download both license files, append the contents of one license file to the other license file.

You can also add additional users to your license, which also involves appending the contents of your new license file to the existing file.

To append an additional product to a license file

- 1 At <http://www.minitab.com/manage-license-files.aspx>, create a separate license file for the additional product.
- 2 Save the new license file to the desktop. Do not overwrite the existing license file in C:\Program Files\Minitab\License Manager.
- 3 Open the new license file for the additional product in Notepad.
- 4 Copy everything from the INCREMENT line down.
- 5 Close the license file that is on the desktop.
- 6 Open the original license file in C:\Program Files\Minitab\License Manager in Notepad.
- 7 Paste the copied contents of the new license file to the end of the original license file.
- 8 Choose **File > Save**.

- 9 Restart the Minitab License Manager service. See [To restart Minitab License Manager](#) on page 8 for more information.
- 10 To verify your change, double-click `lmtools.exe` in the installation directory (by default, `C:\Program Files\Minitab\License Manager`).
- 11 Click the **Server Status** tab.
- 12 Click **Perform Status Enquiry**.
- 13 In the results window, look for the line that includes `Users of product` where *product* = the Minitab product you added to your license.

Example of a license file with appended product

```
SERVER this_host 0A1B2C3D4E5F
VENDOR minitab
USE_SERVER
INCREMENT qualitycompanion minitab 3 31-jan-2012 8 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP=UH \
ISSUER=Minitab ISSUED=01-mar-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD31415 01234INC" START=01-nov-2010 \
SIGN="1EA6 00D1 E785 EEA9 F026 63B5 BBA0 B8B0 CAB9 \
91CA A57A D123 D9DD 0372 A1CD 136F 12F4 ABCB EA0A 3AD9 A71F \
F014 7B78 A683 6EB2 FCC6 9685 0D66 6355 441C"
INCREMENT Minitab minitab 16 31-dec-2011 50 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP=UH \
ISSUER=Minitab ISSUED=01-jan-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD56789 01234INC" START=01-oct-2010 \
SIGN="1C71 F7B8 641F 7A84 F052 9650 F5E6 B093 ACBC 04C4 AF4D \
5B3B 0F38 C3FB DF49 1720 F1BA D1CD 646D 4C9D 824B E7A9 F724 \
3EDA 9B09 5628 733F F646 AC87 6C39"
```

To append additional users to a license file

- 1 At <http://www.minitab.com/manage-license-files.aspx>, create a separate license file for the additional users.
- 2 Save the new license file to the desktop. Do not overwrite the existing license file in `C:\Program Files\Minitab\License Manager`.
- 3 Open the new license file for the additional users in Notepad.
- 4 Copy everything from the INCREMENT line down.
- 5 Close the license file that is on the desktop.
- 6 Open the original license file in `C:\Program Files\Minitab\License Manager` in Notepad.
- 7 Paste the copied contents of the new license file to the end of the original license file.
- 8 Choose **File > Save**.
- 9 Restart the Minitab License Manager service. See [To restart Minitab License Manager](#) on page 8 for more information.
- 10 To verify your change, double-click `lmtools.exe` in the installation directory (by default, `C:\Program Files\Minitab\License Manager`).
- 11 Click the **Server Status** tab.
- 12 Click **Perform Status Enquiry**.

- 13 In the results window, look for the line that includes **Total of x licenses issued** and confirm that *x* is equal to the total number of licenses (original + added).

Example of a license file with appended users

```
SERVER this_host 0A1B2C3D4E5F
VENDOR minitab
USE_SERVER
INCREMENT Minitab quality companion 31-dec-2011 8 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP=UH \
ISSUER=Minitab ISSUED=01-jan-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD56789 01234INC" START=01-oct-2010 \
SIGN="1c71 F7B8 641F 7A84 F052 9650 F5E6 B093 ACBC 04C4 AF4D \
5B3B 0F38 C3FB DF49 1720 F1BA D1CD 646D 4C9D 824B E7A9 F724 \
3EDA 9B09 5628 733F F646 AC87 6C39"
INCREMENT Minitab quality companion 31-jan-2012 25 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP_UH \
ISSUER=Minitab ISSUED=01-mar-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD31415 01234INC" START=01-nov-2010 \
SIGN="1c71 F7B8 641F 7A84 F052 9650 F5E6 B093 ACBC 04C4 AF4D \
5B3B 0F38 C3FB DF49 1720 F1BA D1CD 646D 4C9D 824B E7A9 F724 \
3EDA 9B09 5628 733F F646 AC87 6C39"
```

Renewing licenses

To avoid "checkout failed" error messages that are caused by expired license files, renew your organization's Quality Companion license before it expires.

- 1 Your organization's License Coordinator must purchase a new license for your organization.
- 2 An authorized user must log in and generate new license files at <http://www.minitab.com/manage-license-files.aspx>.
See [Step 3: Create license file\(s\)](#) on page 4 for more information about creating license files.
- 3 Replace the existing license file with the new license file in C:\Program Files\Minitab\License Manager.
- 4 Restart Minitab License Manager. See [To restart Minitab License Manager](#) on page 8 for more information.

Note | License files are created with an expiration date. Quality Companion will not start if the license is expired.

Advanced Topics

Command line installation

For general installation instructions, please refer to [Basic Installation](#) on page 3.

You can use the command line to install Quality Companion 3 and the Dashboard on the client machine. When you install Quality Companion using the command line, you must specify the license information for each installation using the appropriate command line syntax. You do not need a license for the Dashboard.

From the client machine, execute the following commands as one continuous line of text, substituting your information for italicized text:

- `msiexec.exe /i`
- `"path to installation files\Companion\Quality Companion 3.msi" /qn`
- `MINITAB_LICENSE_FILE="machine"` (for example, `hostname` where `hostname` is the name of the license manager machine)
- `INSTALLDIR="path to where you want to install application"` (If you do not specify a location, Quality Companion 3 uses `C:\Program Files\Quality Companion 3`.)
- `WORKGROUP="path to workgroup template folder"` (This location, such as a network folder, stores templates that team members need to share. It has no default value.)
- `PERSONAL="path to personal template folder"` (This location on a user's computer stores templates that only the user needs to access.)
- `DATA="path to the initial data folder"` (This location first appears as the default location whenever a user saves tools and projects.)
- `SHORTCUT="1"` to install the desktop shortcut or `SHORTCUT="2"` to not install. (Quality Companion 3 installs the desktop shortcut by default.)
- `UPDATE="1"` to enable notifications and updates, or `UPDATE="0"` to disable notifications and updates. (Quality Companion 3 enables notifications and updates by default.)

Your command line might look similar to this example without line breaks:

```
msiexec.exe /i "D:\Companion\Quality Companion 3.msi" /qn
MINITAB_LICENSE_FILE="hostname" INSTALLDIR="C:\Program Files\Quality
Companion 3" WORKGROUP="\\Server1\Quality Companion\Shared Templates"
PERSONAL="C:\Quality Companion\My Templates" DATA="C:\Quality
Companion\Data" SHORTCUT="1" UPDATE="1"
```

Administrative installation

For general installation instructions, please refer to [Basic Installation](#) on page 3.

You can create a server installation image on the network and deploy Quality Companion 3 and the Dashboard to clients by running the server installation image. You only need to specify the license information one time when you create the server installation image when you install Quality Companion. You do not need a license for the Dashboard.

You can create the server installation image in one of the following ways:

- Use the administrative installation interface.
- Use the command line.

After you create the server installation image, you can deploy Quality Companion 3 in at least one of two ways:

- Use the server installation image interface.
- Use the command line.

Create server installation image using the interface

To create the server installation image using the server installation interface:

- 1 If installing from the installation CD, insert the disk into the CD-ROM drive of your workstation.

Note | If the installation splash screen appears, choose the option to exit.

- 2 To invoke the server installation interface, execute the following commands as one continuous line of text, substituting your information for italicized text:

```
msiexec.exe /a "path to installation files"\Companion\Quality Companion 3.msi"
```

Your command line might look similar to this example:

```
msiexec.exe /a "D:\Companion\Quality Companion 3.msi"
```

- 3 Follow the prompts in the dialog boxes. During the installation, you will:
 - Enter the network location where you want to store the server installation image.
 - Enter the name of the license manager machine.
 - Determine if you want a shortcut to Quality Companion 3 on the desktop.
 - Determine if you want to allow users to download and install updates.

Deploy from image using the interface

To deploy from the server installation image using the interface, perform the following steps:

- 1 From the client machine, navigate to the server installation image that you created on the network.
- 2 Double-click the .MSI file.
- 3 Follow the prompts on the screen. During the course of the installation, you will:
 - Accept the terms of the license agreement.
 - Accept the default installation folder (C:\Program Files\Quality Companion 3) or choose a different folder.

Deploy from image using the command line

From the client machine, execute the following commands as one continuous line of text, substituting your information for italicized text:

- msiexec.exe /i
- "*path to server installation image*\Quality Companion 3.msi" /qn
- optional property INSTALLDIR

Your command line might look similar to this example without line breaks:

```
msiexec.exe /i "\\Server1\Shared Image\Quality Companion 3\Quality Companion 3.msi" /qn INSTALLDIR="C:\Program Files\Quality Companion 3"
```

Installation options

When you install Minitab, you can choose several advanced installation options. After you choose the language, accept the license agreement, and enter license manager information, click **Advanced** to:

- Change the destination folder. By default, Quality Companion is installed to C:\Program Files\Mintab in the Quality Companion 3 folder.
- Install a desktop shortcut.
- Install the Minitab Software Update Manager.

Note

If you choose not to install the Minitab Software Update Manager on your computer or those of your end-users, you will not be informed of critical software updates. Without the Minitab Software Update Manager, you will not be able to easily identify which updates apply to the software version that is installed on your computer(s). We recommend that you install the Minitab Software Update Manager on at least one regularly monitored computer so that you can receive notices and updates.

To perform an advanced installation

- 1 After you add license manager information, click **Next** and then click **Advanced**.
- 2 If you like, type a new destination folder or click **Change** to browse to a different location.
- 3 Click **Next**.
- 4 Check **Install a desktop shortcut** to include a desktop shortcut to Quality Companion.
- 5 Check **Install Minitab Software Update Manager**.
- 6 Click **Install**.

Checking for updates

If you installed the Minitab Software Update Manager, it automatically checks for updates every month and gives each user the ability to manually check for updates at any time.

To manually check for updates

- 1 Open Minitab.
- 2 Choose **Help > Check for Updates**.
- 3 Select the updates you want and click **Install update(s)**.

To change the schedule for automatic updates

You can change how often the Update Manager automatically checks for updates.

- 1 Open Minitab.
- 2 Choose **Help > Check for Updates**.
- 3 Click **Preferences**.
- 4 Choose **Daily**, **Weekly**, **Monthly**, or **Never**.

5 Click OK.

Note

If you choose **Never** to check for updates, you will not be automatically informed of critical updates, bug fixes, or notifications of problems or errors. However, Quality Companion users can still check for Quality Companion updates manually.

License manager utility

Flexera Software, formerly Acresso, provides the `lmtools.exe` utility for performing license management tasks. This utility provides a graphical user interface to access all the license management tasks. To use `LMTTOOLS`, navigate to the license manager installation folder (C:\Program Files\Minitab\License Manager by default) and double-click `lmtools.exe`.

For more information on `LMTTOOLS`, refer to the *FLEXnet Licensing End User Guide* distributed by Flexera Software.

You can use this utility to check the status of Minitab License Manager and to help you monitor network licensing activities, such as the number of licenses in use and who is using them. You can also review configuration settings. See *Check Minitab License Manager status and settings* on page 19 for more information.

Specifying ports

Minitab uses two ports for communication between the workstation and the server: the license manager (`lmgrd.exe`) port and the vendor daemon (`minitab.exe`) port. You can modify the license file to specify which port numbers Minitab should use.

Specifying ports manually is useful when you need to identify them as open ports on firewalls. When communication appears to be blocked, configure these open ports on any firewall on or between the workstation and server, including software firewalls such as Windows firewall. See *FLEXnet error 96* on page 21 for more information.

You can specify both the license manager and vendor daemon ports in the same license file. Make a backup of your license file before you edit it.

To specify a license manager port

The license manager (`lmgrd.exe`) automatically chooses the first available port between 27000 and 27009 each time the Minitab License Manager service starts. You can set this port number to a permanent value.

- 1 Open the license file in C:\Program Files\Minitab\License Manager in Notepad.
- 2 Type the port number after the MAC address on the first line. Leave a space between the MAC address and port number, as shown in the example below step 7.
- 3 Save the file.
- 4 Restart the Minitab License Manager service to re-read the license file. See *To restart Minitab License Manager* on page 8.
- 5 To verify your change, open the Minitab License Manager log file, `minitab.dll`, which is located at C:\Program Files\Minitab\License Manager, in Notepad.
- 6 Locate the line that includes `lmgrd tcp-port`.
- 7 Make sure that the port number on this line is correct. For example, `lmgrd tcp-port 27001`.

Example of license file with specified license manager port of 27001:

```
SERVER this_host 0A1B2C3D4E5F 27001
VENDOR minitab
USE_SERVER
INCREMENT Minitab minitab 16 31-dec-2011 100 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP=UH \
ISSUER=Minitab ISSUED=01-jan-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD56789 01234INC" START=01-oct-2010 \
SIGN="1C71 F7B8 641F 7A84 F052 9650 F5E6 B093 ACBC 04C4 AF4D \
5B3B 0F38 C3FB DF49 1720 F1BA D1CD 646D 4C9D 824B E7A9 F724 \
3EDA 9B09 5628 733F F646 AC87 6C39"
```

To specify a vendor daemon port

The four-digit vendor daemon (minitab.exe) port is dynamically assigned from a wide range of port numbers each time the Minitab License Manager service starts. You can set this port number to a permanent value.

- 1 Open the license file in C:\Program Files\Minitab\License Manager in Notepad.
- 2 Type `port=` and the port number at the end of the second line ("port" is case-sensitive). Leave a space between `minitab` and `port=`.
- 3 Save the file.
- 4 Restart the Minitab License Manager service to re-read the license file. See [To restart Minitab License Manager](#) on page 8.
- 5 To verify your change, open the Minitab License Manager log file, `minitab.dll`, which is located at C:\Program Files\Minitab\License Manager, in Notepad.
- 6 Locate the line that includes `minitab using TCP=port`.
- 7 Make sure that the port number on this line is correct. For example, `minitab using TCP=port 3000`.

Example of license file with specified vendor daemon port of 3000:

```
SERVER this_host 0A1B2C3D4E5F
VENDOR minitab port=3000
USE_SERVER
INCREMENT Minitab minitab 16 31-dec-2011 100 VENDOR_STRING="limited \
term, limited users, borrowing enabled" DUP_GROUP=UH \
ISSUER=Minitab ISSUED=01-jan-2011 BORROW=26280 \
NOTICE="Customer ID: 01234 License Coord ID: 56789 \
RENI01234" SN="STDORD56789 01234INC" START=01-oct-2010 \
SIGN="1C71 F7B8 641F 7A84 F052 9650 F5E6 B093 ACBC 04C4 AF4D \
```

Options file

You can use the options file to control various license system options for the Minitab License Manager, such as reserving licenses for a person or group or excluding licenses for a person or group.

To use an options file

- 1 Open a new file in Notepad.
- 2 Type your settings with the appropriate syntax, as documented in the [FLEXnet Licensing End User Guide](#) distributed by Flexera Software, formerly Acresso. See the bottom of this topic for an example options file.
- 3 Choose **File > Save As** and browse to the same folder as `minitab.lic` (C:\Program Files\Minitab\License Manager).

- 4 In **File name**, type `minitab.opt`.
- 5 In **Save as Type**, choose **All Files**.
- 6 Click **Save**.
- 7 Restart the Minitab License Manager service. See [To restart Minitab License Manager](#) on page 8.
- 8 To verify that the options file is successfully implemented, open the Minitab License Manager log file, `minitab.dl`, at `C:\Program Files\Minitab\License Manager`, in Notepad.
- 9 Locate the line that includes `Using options file:<path_to_options_file>`. If this text is present, the options file has been successfully implemented.

If a `minitab.opt` is present, the Minitab License Manager service reads it and implements the settings in the file.

In the example below of an options file, line 1 prevents the user `tjones` from using Minitab. Line 2 prevents the same user from using Quality Companion. Line 3 creates a group named "quality" and defines members of that group. Line 4 reserves three licenses for the quality group.

```
EXCLUDE Minitab USER tjones
EXCLUDE qualitycompanion USER tjones
GROUP quality jsmith bmiller awilson
RESERVE 3 minitab GROUP quality
```

Note | Go to www.minitab.com/support/answers/answer.aspx?ID=2344 for more information about the options file.

Troubleshooting

This section provides information for troubleshooting problems related to licensing and installing Minitab products.

Log files

Quality Companion 3 and Minitab License Manager each generate log files to use for troubleshooting.

Installation log file

An installation log file is created when you install Quality Companion. The file is named `setup.log` and is located at `%TEMP%\QualityCompanion3`.

The installation log file contains information such as the time and date of installation and the folder to which the software was installed.

In Windows XP:

- 1 From the Windows taskbar, choose **Start > Run**.
- 2 In **Open**, type `%TEMP%\Quality Companion 3`.
- 3 Click **OK**.
- 4 Browse to `Setup.log`.

In Windows Vista or Windows 7:

- 1 Click the Windows logo (Start).
- 2 Press **Enter**.
- 3 Browse to `Setup.log`.

Minitab License Manager log file

Minitab License Manager is the server software that controls the use of your license. It generates a log file that is updated with events, such as license check-ins, check-outs, and error messages. By default, the log file is named `Minitab.dl` and is located at `C:\Program Files\Minitab\License Manager`.

To read the Minitab License Manager log file, open it in Notepad.

Note | For detailed information on the Minitab License Manager log file, refer to the [FLEXnet Licensing End User Guide](#) distributed by Flexera Software, formerly Acresso.

Check Minitab License Manager status and settings

You can check the status of Minitab License Manager to help you monitor network licensing activities, such as the number of licenses in use and who is using them. You can also review configuration settings.

- 1 Navigate to Minitab License Manager folder (by default, at `C:\Program Files\Minitab\License Manager`).
- 2 Double-click `lmtools.exe`.
- 3 Do any of the following:
 - To check server status, click the **Server Status** tab. Click **Perform Status Enquiry**.
 - To check server configuration, click the **Config Services** tab.
 - To check license information, click the **Server Diags** tab. Click **Perform Diagnostics**.

The number of licenses are listed, as shown in this example:

```
Users of Minitab: (Total of 50 licenses used; Total of 33 licenses in use)
```

Specific details about each license are also listed:

```
jsmith LAB_PCLAB_PC (v1.0)(LAB_PC/27000 302), start Fri 3/1 4:15
```

jsmith is the user name, LAB_PC is the computer name, and 27000 is the license manager port

Borrowed licenses display the expiration in seconds. For example, the license below will expire in 314159 seconds:

```
jsmith LAB_PCLAB_PC (v1.0)(LAB_PC/27000 302), start Fri 3/1 4:15 (linger: 314159)
```

FLEXnet license errors

You may encounter several types of FLEXnet error messages that indicate that you cannot check out a license. These messages are formatted in general as follows:

```
FLEXNET License Error Number: Error text.
```

For example:

```
FLEXNET License Error -97-121-0: Check out failed
```

Some of the errors that you may encounter are listed below. For a complete list of possible error codes, see the [FLEXnet Licensing End User Guide](#).

FLEXnet error 15	Possible cause	Explanation
	The server name that was provided during the installation of Quality Companion 3 on the client computer is not valid.	The server name that was provided during the installation of Quality Companion 3 on the client computer is used to locate that server on the network. Make sure that the server name is valid. For instructions on locating the server name, see www.minitab.com/support/answers/answer.aspx?id=2085 .
FLEXnet error 34	Possible cause	Explanation
	The date differs in excess of 24 hours between the client computer and the Minitab License Manager server.	If the date difference is greater than 24 hours, Minitab License Manager will refuse to grant the license. Reset the clock on the client computer.
FLEXnet error 92	Possible cause	Explanation
	The MAC address in the license file does not match the MAC address of the Minitab License Manager server.	The MAC address in the license file must match the MAC address of an enabled network

	Possible cause	Explanation
		adapter on Minitab License Manager. See License Files on page 9 for more information.
FLEXnet error 68	<p>Possible cause</p> <p>The license file is not configured to allow for borrowing.</p>	<p>Explanation</p> <p>Not all licenses are borrow-enabled. Borrow-enabled licenses will have "borrow-enabled" within the text of the license file.</p>
FLEXnet error 95	<p>Possible cause</p> <p>You are browsing to a license file in a standalone configuration.</p>	<p>Explanation</p> <p>Your license type may not support this method. In the Find License dialog box, instead of choosing Specify the License File, choose Specify the License Server System. Type the server name. For example, type @localhost.</p>
FLEXnet error 96	<p>Possible cause</p> <p>Firewalls or network configurations are blocking communications between the client computer and the Minitab License Manager server.</p>	<p>Explanation</p> <p>The client computer must be able to communicate with the Minitab License Manager server over two ports: the Minitab License Manager (lmgrd.exe) port and the minitab vendor daemon (minitab.exe) port. You can use telnet to test communications. See www.minitab.com/support/answers/answer.aspx?id=2178 for more information on telnet. See the Minitab License Manager log file on page 19 to determine which port numbers are used. See Specifying ports on page 16 to manually configure ports.</p>
	<p>The Minitab License Manager service is not running on the license server.</p>	<p>The Minitab License Manager service must be running to process license requests for Minitab.</p>
FLEXnet error 97	<p>Possible cause</p> <p>The MAC address in the license file does not match the MAC address of the Minitab License Manager server.</p>	<p>Explanation</p> <p>The MAC address in the license file must match the MAC address of an enabled network adapter on Minitab License Manager. See License Files on page 9 for more information.</p>
	<p>The license expired.</p>	<p>The expiration date for your license is specified in the license file. Quality Companion is not usable after the expiration date. See License Files on page 9 for more information.</p>
	<p>The network adaptor on the Minitab License Manager server is disabled.</p>	<p>The network adaptor card must be enabled for the Minitab License Manager server to verify the MAC address. Without this, Minitab cannot start. This issue is most commonly encountered with laptop computers that may change the</p>

Possible cause	Explanation
	status of a network card under various conditions.
The license file was modified.	You can make a few valid changes to the license file, such as specifying a port number. Most other changes will corrupt the license file, making it unusable to Minitab License Manager.
The date is incorrect on the computer that runs Minitab License Manager software.	Minitab installations are sensitive to the computer's date.
Minitab License Manager is installed to C:\FlexLM\Minitab.	Minitab License Manager should not be installed to this directory. Uninstall Minitab License Manager and install to another directory. See www.minitab.com/support/answers/answer.aspx?id=2251 for more information.
The Minitab License Manager service is not running on the license server.	The Minitab License Manager service must be running to provide license requests for Minitab.
Minitab License Manager is using a different communication port than expected.	Multiple FLEXlm license managers may be running on this server, which caused the Minitab License Manager to use a different port. See To specify a license manager port on page 16 to manually configure ports.

FLEXnet error 104

Possible cause	Explanation
You attempt to borrow a license longer than is allowed by either the expiration date in the license file or a limit set in the options file.	You cannot borrow a license beyond the expiration data of the license file. If the specified end date for borrowing is before the expiration date, the options file may contain limits on borrowing. See Options file on page 17 for more information.

Minitab License Manager fails to start

If the Minitab License Manager service fails to start, you may see the following error message:

The Minitab License Manager service on Local Computer started and then stopped. Some services stop automatically if they have no work to do, for example, the Performance Logs and Alerts Services.

Use the following table to troubleshoot the problem:

Possible cause	Explanation
The license file (minitab.lic) is not in the Minitab License Manager installation directory.	Minitab License Manager browses to C:\Program Files\Minitab\License Manager for the license file. Ensure that minitab.lic is at this location.
The license file is not named correctly.	The license file must be named "minitab.lic" (unless this default value was modified later). Make sure that the file is not named

Possible cause	Explanation
	minitab.lic.txt (a common mistake). Confirm that the file does not end with .txt. Right-click the file, choose Properties , and verify that Type of file is License and not Text Document .
Extra text is in the license file.	Some text editors, such as WordPad, may add unwanted content to your file. See Sample license file on page 9 for an example of a license file with no unnecessary text. Open the file in Notepad.
Minitab License Manager does not have permission to write the log file (minitab.dl) to the directory specified in the Config Services tab of LMTOOLS.	By default, Minitab License Manager creates minitab.dl in C:\Program Files\Minitab\License Manager. You can specify a different directory with LMTOOLS (lmttools.exe). Make sure that the account that runs the Minitab License Manager service has write access to this directory.
Minitab License Manager server has non-ANSI characters in its name.	For best results, install Minitab License Manager to a computer with only ANSI characters in its name.

Web site errors

Access Denied

If you try to log in to the Minitab multi-user license management web pages and you are not an authorized user, the Access Denied error message may appear. For more information, see [Step 1: Designate authorized users of multi-user licensing web pages](#) on page 3.

Unable to Proceed: Entitlements Not Available

If you log in to the multi-user license management web pages to create license files and there are no valid orders for your organization, the message **Unable to Proceed: Entitlements Not Available** appears. Contact your Minitab Sales Representative.

Online resources

The following online resources are available:

- Customer support questions in the Minitab Knowledgebase at www.minitab.com/support/answers/
- The latest downloads for Minitab multi-user products at <http://www.minitab.com/support/licensing/multi-user/downloads/default.aspx>
- The latest documentation for Minitab multi-user products at <http://www.minitab.com/support/licensing/multi-user/documentation/default.aspx>
- The FLEXnet Licensing End User Guide at www.minitab.com/uploadedFiles/Shared_Resources/Documents/License_Management/flexnet_licensing_end_user_guide.pdf

Index

A

administrative installation 13
authorized users of web pages 3

C

command line installation 13
creating license files 4

D

Dashboard
 installation 6
debug file 23
documentation
 online 23
downloads
 online 23

E

expired license 21

F

firewalls 21

I

installation
 configuration 3
 Dashboard 6
 quick start 3
 troubleshooting 19
installation image 14
INSTALLDIR 14

K

Knowledgebase 23

L

license coordinator 3
license file
 creating 4
 troubleshooting 22
LMTOOLS 16, 19

M

MAC address 4
Minitab License Manager
 administrative tools and
 procedures 16
 checking status 19
 troubleshooting 19
 utility 16
minitab.dl 23
multi-user licensing 3
multi-user licensing web pages 3, 4

N

network adaptor 21

O

online resources 23

S

server installation image 14
single-user licensing 3
system requirements 5

T

troubleshooting
 debug file 23
 expired license 21
 installation 19
 license file 22
 Minitab License Manager 19,
 22
 minitab.dl 23

troubleshooting (*continued*)
 network adaptor 21

Minitab[®], Quality Companion by Minitab[®], Quality Trainer by Minitab[®], Quality Analysis Results[®] and the Minitab[®] logo are all registered trademarks of Minitab, Inc., in the United States and other countries.

© 2010 Minitab Inc. All rights reserved.