



Quality Companion[®] 3 by Minitab

Install Guide - Multi-User Licenses

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Install Guide - Multi-User Licenses

Installation guide for multi-user licenses of Quality Companion

Versions: Quality Companion 3.1 and forward

License Type: Multi-user

Platform: Windows®

Last Updated: 5/1/2009

This guide provides instructions for installing Quality Companion 3 by Minitab™ in multi-user environments covered by a multi-user license. These instructions do not apply to single-user copies. For single-user copies, see the instructions that accompanied your CD or downloaded file.

You can also use these instructions to install the Quality Companion Dashboard.

The installation procedures have changed since the last release of this software.

Basic Installation

Your multi-user license allows you to install Quality Companion 3 on as many client machines as needed. The Minitab License Manager (powered by FLEXnet™) ensures that the number of concurrent users never exceeds the licensed number of seats. You can install the Minitab License Manager on a single machine and serve all of your seats on a single network, or you can distribute your seats across multiple networks. At least one copy of Minitab License Manager must be running on each network served.

Three Steps Deploying Quality Companion 3 for multiple users is a three-step process:

1. Obtain license files from the [Minitab Customer Center](#).
2. Install Minitab License Manager and license files.
3. Install Quality Companion 3 on client machines.

Note on Upgrading

In general, we recommend always uninstalling before upgrading.

Obtaining License Files

The first step is to obtain one or more license files (`minitab.lic`) specifying how many concurrent users are allowed on each network. Your company's designated Minitab License Coordinator has been given information about how to access the Minitab Customer Center and to create license files.

You need the following information to create a license file:

- The maximum number of simultaneous users that will be served by the license.
- The host ID (MAC address) of the machine that will host the license. (This ID is the machine's physical address obtained using the DOS command, "`ipconfig /all`". See www.minitab.com/support/documentation/determining-host-id.aspx for more information.)

Installing the Minitab License Manager

To start successfully on a client machine, Quality Companion 3 must query the Minitab License Manager to verify an available seat. The license manager service can be running on the same computer or on a networked computer. Each installation of the license manager must be accompanied by a valid license file.

Note | To update an existing license file or to configure it for multiple Minitab applications, see [To Update or Renew a License](#) on page 9.

System Requirements

You can find the latest system requirements for Minitab products at www.minitab.com/products.

Before You Begin

- Make sure that you have administrator privileges on the license manager machine.
- Disable virus-checking software and network-security applications. Remember to enable these applications after the installation is complete.

To Install

1. Insert the disk into the computer which will host your Minitab licenses.
2. From the installation splash screen, choose the option to install the Minitab License Manager, and follow the prompts. If the splash screen does not appear, double-click the `Minitab License Manager.msi` file in the `License Manager` folder on the disk.
3. If you pointed to a valid license file, the Minitab License Manager service opens. If you did not point to a valid license file, you need to manually copy the license file to the installation directory and start the Minitab License Manager to finish installation. (Choose **Services** or **Administrative Tools > Services** from the Windows **Control Panel**.)
4. If the license manager machine is protected by one or more firewalls, you may need to modify the firewall settings to allow communication with the license manager program (`lmgrd.exe`), and possibly the daemon program (`minitab.exe`). You may also need to specify the port number(s) in the license file.
5. Repeat these steps for each machine that will host a license file.

Installing Quality Companion 3

The Quality Companion 3 application is installed directly on client machines. You can also install the Dashboard utility on client machines. The Dashboard makes it easy to assess the status of your entire Six Sigma program by aggregating all of your projects into a single, summary view.

System Requirements

You can find the latest system requirements for Minitab products at www.minitab.com/products.

Before You Begin

- Make sure that you have administrator privileges on the client machine. In addition, if you are installing from an installation image on a server, make sure you can access the image.
- Disable virus-checking software. Remember to enable these applications after the installation is complete.
- Note the name of the appropriate license manager machine(s).

To Install

1. Insert the disk.
2. From the installation splash screen, choose the option to install Quality Companion 3 and follow the prompts. If the splash screen does not appear, double-click the `Quality Companion 3.msi` file in the `Companion` folder on the disk.
3. Enter the license server information:
 - Quality Companion chooses an available port number between 27000 and 27009. To use a different network port, check **Specify port number**, and then enter a number.
 - If the Minitab License Manager and Quality Companion 3 are installed on the same machine (also called a stand-alone installation) use "localhost".

**To Install
Dashboard**

1. Insert the disk.
2. From the installation splash screen, choose the option to install the Dashboard. If the splash screen does not appear, double-click the `qcendash.msi` file in the **Dashboard** folder on the disk.

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

Minitab License Manager Advanced Topics

License Manager Overview

The Minitab License Manager allows software licenses to be available (or float) anywhere on a network, instead of being tied to specific machines. Floating licenses benefit both users and license coordinators. Users make more efficient use of fewer licenses by sharing them on the network. License coordinators can control the number of users who use a Minitab FLEXenabled application and make sure their organization complies with the license agreement.

The Minitab License Manager must be installed on a machine prior to running the application, and the application must be installed on client machines that can access the license manager. When a user starts the application, it communicates with the license manager to determine if a license is available from the pool of network licenses. If a license is available, permission to use the application is granted.

Here are more details about the licensing system components.

Component	File Name	Role
Minitab application executable	example: mtb.exe or qc.exe	The Minitab application on the client looks for the license file on the network.
Minitab license file	minitab.lic	The license file contains Minitab licensing information for Minitab applications.
license manager	lmgrd.exe	Using the information in the license file, the application communicates with the license manager specifying which daemon is associated with the application.
Minitab daemon	minitab.exe	The application then communicates with the Minitab daemon. The Minitab daemon keeps track of the number of licenses available and grants or denies access to the application.

Advanced Tools and Procedures

License Manager Debug File

The Minitab License Manager produces a debug file. The debug log file contains status and error messages that are useful for debugging, such as to whom and when licenses were checked out, checked in, or denied. The Minitab License Manager's debug file, `minitab.dl`, is located in the license manager folder. To read this file, open it in a plain text editor, such as Notepad.

For more information on the debug log file, please refer to the [FLEXnet Licensing End User Guide](#) distributed by Acresso.

To Reload a License File

If you modify the license file, you need to reload it so the license manager can recognize the changes.

1. Navigate to the license manager folder and double-click `lmtools.exe`.
2. Click the **Start/Stop/Reread** tab.
3. In **FLEXnet license services installed on this computer**, ensure the license service is highlighted.
4. Click **ReRead License File**.

To Check Status

You can check the status of the license manager to help you monitor network licensing activities, such as the number of licenses in use and who is using them.

1. Navigate to the license manager folder.
2. Double-click `lmtools.exe`.
3. Click the **Server Status** tab.
4. Click **Perform Status Enquiry**.

To Use an Options File

You do not need an options file. However, you might want to use some options to control various license system options, such as allowing features, denying features, reserving licenses, restricting the number of licenses, or controlling the amount of information logged about license usage.

Note | This procedure involves modifying the license file after you have created the options file. Before beginning, we recommend you make a backup version of the license file.

1. Open a new file in any plain text editor, such as Notepad.
2. To construct your options, use the appropriate options and the syntax documented in the *FLEXnet Licensing End User Guide* distributed by Acreso.

You can include comments in your options file by starting the line with the pound sign (#). Option files are restricted to 2048 characters. Each line of the file controls one option.

The following is an example of an options file:

```
# Excludes user tjones from using Minitab
EXCLUDE Minitab USER tjones
# Excludes user tjones from using Companion
EXCLUDE qualitycompanion USER tjones
```

3. Save the options file to the same folder as the license file and give it the name "minitab.opt".

Note | Make sure you change the **Save as type** to **All files** and the **Encoding** to **ANSI**.

4. In the plain text editor, navigate to and open `minitab.lic`.
5. To the end of the **VENDOR** line, add a space and `options="minitab.opt"`. Make sure `options` is in lowercase characters because the license file is case-sensitive. The following is an example of a license file that references an options file:

```
SERVER this_host host_id
VENDOR minitab options="minitab.opt"
USE_SERVER
INCREMENT...
```

6. Save the file.
7. Reload the license file. See [To Reload a License File](#) on page 8.

To Update or Renew a License

If you are renewing or adding users to your license, you will receive text from Minitab (starting with the keyword INCREMENT) to append to the end of the existing license file.

Note | Before you begin, we recommend that you make a backup version of the license file.

1. From your Minitab correspondence, copy everything from the start of the word INCREMENT to the end of the text.
2. Open a plain text editor, such as Notepad.
3. In the plain text editor, navigate to and open `minitab.lic`.
4. Go to the end of the file and start a new line.
5. On the new line, paste the new text.
6. Save the file.
7. Reload the license file. See [To Reload a License File](#) on page 8.

Example of License File With Multiple INCREMENT Statements

The following is an example of a license file with four INCREMENT statements:

The first INCREMENT enables 10 simultaneous users of Quality Companion 3, and expires on February 28, 2010.
 The second adds 5 more users of Quality Companion 3 and also expires February 28, 2010.
 The third INCREMENT enables 20 simultaneous users of Minitab 15, and expires November 30, 2009.
 The fourth adds 15 more users of Minitab 15 and also expires November 30, 2009.

```
SERVER this_host host_id
VENDOR minitab
USE_SERVER
INCREMENT qualitycompanion minitab 3 28-feb-2010 10
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
INCREMENT qualitycompanion minitab 3 28-feb-2010 5
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
INCREMENT Minitab minitab 15 30-nov-2009 20 XXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
INCREMENT Minitab minitab 15 30-nov-2009 15 XXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
```

To Uninstall the License Manager

1. Stop the service. (Choose **Services** or **Administrative Tools** ► **Services** from the Windows Control Panel.)
2. Uninstall the Minitab License Manager.

Troubleshooting

Note | You can also find solutions to installation issues in the Minitab Answers Knowledgebase at www.minitab.com/support/answers/

This section covers troubleshooting tips for Minitab License Manager errors that are encountered with the following:

- [Minitab License Manager Service](#) on page 10
- [License Check Out](#) on page 11
- [Lost Connections](#) on page 13
- [Cannot Find License Data](#) on page 13

Minitab License Manager Service

You might encounter any of the following Minitab License Manager issues:

- Cannot start service
- Debug file resets after restarting service

Problem: Cannot Start Service

If you cannot start the Minitab License Manager service, you will probably get 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:

Question	Tip
Did you copy the license file (minitab.lic) to the folder designated during the Minitab License Manager installation?	Copy the license file to this location.
Is the license file named correctly?	If Windows is configured to hide extensions of known file types, it is possible to inadvertently save the license file with a hidden ".txt" extension. To avoid this problem in Notepad, be sure to change the Save as type to All files before saving. (Also, make sure the Encoding is set to ANSI .) To verify that the extension is correct, right-click the file, choose Properties , and verify that Type of file is License and not Text Document .
Is there extra text in the license file?	Some editors, such as WordPad, may add unwanted content to your file. See Example of License File With Multiple INCREMENT Statements on page 9 for an example of a license file with no unnecessary text. Open the file in a plain text editor, such as Notepad, to verify that there is no unwanted text.

Question	Tip
Can the Minitab License Manager create the debug file (minitab.dl)?	The license manager creates a debug file that contains status and error messages. By default, the file is in the license manager folder. Ensure the account that runs the service has write access to this folder.
Does the license manager machine have non-ANSI characters in its machine name?	For best results, install the Minitab License Manager to a machine with only ANSI characters in its name.

Problem: Debug file resets after restarting service

This debug file reset is expected behavior when you run the Minitab License Manager as a service. To change this behavior, run the Minitab License Manager as an application with the following command line:

```
lmgrd -c "path and name of license file" -L "+path and name of debug log" -z
```

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

```
lmgrd -c "C:\Program Files\Minitab\License Manager\minitab.lic" -L "+C:\Program Files\Minitab\License Manager\minitab.dl" -z
```

License Check Out

If a user cannot check out a license for Quality Companion 3 , the user will probably get the following error message:

```
Minitab license check out failed. Reasons for this error include an expired license, an invalid MAC address, or a disabled network adapter. Please contact your system administrator to verify that the Minitab License Manager is running properly. If this issue persists, please contact Minitab Technical Support: http://www.minitab.com/support/ [FLEXnet License Error -97-121-0]
```

Use the following table to troubleshoot the problem:

Question	Tip
Have you installed the Minitab License Manager on the machine for which the license file (minitab.lic) was issued?	<p>Your license file is issued for the machine that you registered as part of the fulfillment of your license entitlement. Its host ID is part of the license file in encrypted and unencrypted text and cannot be modified. To check the host ID in the license file, open the license file in a plain text editor such as Notepad, and check the SERVER line:</p> <pre>SERVER this_host host_id</pre> <p>If you installed the Minitab License Manager to another machine, you can reinstall the license manager to the originally registered machine, move the registered network card to the new machine, or request that a new license be</p>

Question	Tip
	issued that reflects the new machine. If you have installed the Minitab License Manager on the initially registered machine but the license file is incorrect, please contact Minitab for a new license file.
Has the license expired?	The expiration date for each group of seats and each Minitab product are specified in the license file. After this date, the license must be renewed to reactivate the seats.
Does the MAC address in the license file match the MAC address of the license manager machine?	The MAC address provided when the license file is created must match the machine hosting the license.
Is the network adaptor on the license manager machine disabled?	For example, if the Minitab License Manager and <code>minitab.lic</code> file are installed on a laptop, the laptop's network adaptor card must be enabled for the license manager to verify the MAC address.
Is your license manager machine protected by one or more firewalls?	You may need to modify the firewall settings to allow communication with the license manager program (<code>lmgrd.exe</code>), and possibly the daemon program (<code>minitab.exe</code>) as well. You may also need to specify the port number(s) in the license file.
Does the date differ in excess of 24 hours between the client machine and the license manager machine?	Reset the clock on the client machine. If the date difference is greater than 24 hours, the Minitab License Manager will refuse to grant the license.
Is the license manager machine information that you provided during the installation of Quality Companion 3 on the client machine valid?	If the application cannot validate the machine information, it prompts you for valid information.
Is the Minitab License Manager running?	Check that the Minitab License Manager service has been started on the host machine. (See Installing the Minitab License Manager on page 4.)
Can the client machine access the Minitab License Manager?	Verify that the client machine can reach the Minitab License Manager. For example, use the telnet command to query the license manager machine on the appropriate port. If the client cannot access the Minitab License Manager, correct any routing or machine name resolution errors.
Do you have an error code from the FLEXnet License Error message?	You can refer to the FLEXnet Licensing End User Guide that is distributed by Acresso for a description of error codes that may help you debug the problem.

Question	Tip
Have you checked the debug file?	The Minitab License Manager produces a debug file (minitab.dl) that contains status and error messages that may help you debug the problem. To view the debug file, see License Manager Debug File on page 7.
Have you checked the Event Viewer?	The Minitab License Manager writes information and error messages to the Windows Event-Log. You can access it by choosing Start > Settings > Control Panel > Administrative Tools > Event Viewer . These messages can help you troubleshoot Minitab License Manager issues.

Lost Connections

When the connection between Quality Companion 3 and the Minitab License Manager is lost, the application displays the following error message:

FLEXnet License Error error_code: Connection to the license server has been lost. Quality Companion will close after you are given the opportunity to save your work.

Save your work immediately and close the application.

If a user’s machine crashes or disconnects from the network while the user is running Quality Companion 3, the Minitab License Manager automatically checks in the license in two to three hours.

Cannot Find License Data

If Quality Companion 3 cannot find the license data, the application prompts you to specify the license server system or the license file. This condition occurs for one of the following reasons:

- The Minitab License Manager and Quality Companion 3 are installed to the same machine, as in a stand-alone configuration. You should specify the license server as localhost.
- If this is not a stand-alone configuration, possible causes are the license data was entered incorrectly during installation or corrupted by a prior version. Click **Reset**, and update either the license server or license file information.

Quality Companion 3 Advanced Topics

Command Line Installation

For general installation instructions, please refer to [Basic Installation](#) on page 4.

You can use the command line to install Quality Companion 3 and the Dashboard on the client machine. To do so when you install Quality Companion, 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="0"` 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 4.

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 by using the administrative installation interface.

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"
```

Update Service

To enable application notifications and updates, check **Enable Update Manager to be notified about updates to Quality Companion 3** in the installation setup. You can also use the command line installation or the administrative installation. Note that you should enable update notifications on at least one machine so that someone is notified when updates are available.

If you enabled software notifications and updates during installation, you need to educate your users on the following steps:

- [Get Automatic Updates](#) on page 16
- [Hide Automatic Update Notifications](#) on page 16
- [Restore Automatic Update Notifications](#) on page 16

Get Automatic Updates

The Software Manager is a third-party utility that manages updates to Quality Companion 3. To get automatic updates, perform the following steps:

1. Choose **Help ► Check for Updates** .
If updates exist, the Software Manager opens with a list of new updates.
2. Close **Quality Companion 3**.
The Software Manager remains open.
3. Under **New updates and messages**, choose the update that you want to install, and then click **Install**. (To download the software and install it later, click **Download Only**.)
4. When the installation is finished, close the Software Manager and restart **Quality Companion 3**.

Hide Automatic Update Notifications

To hide automatic update notifications, perform the following steps:

1. With the Software Manager open, look under **New updates and messages** to find the update.
2. Click the update notification text (not the checkbox).
Text appears below the update notification.

Note | Different versions of the Software Manager may have slightly different interfaces.

3. Click **Don't show this update again**.
The update notification disappears from the list.

Restore Automatic Update Notifications

To restore automatic update notifications, perform the following steps:

1. From the **Control Panel**, choose **Program Updates** to open the Software Manager.
2. Click **Restore hidden updates**.

The update notifications are listed under **Restore hidden updates**.

3. Check the box next to the update notification to restore.
4. Click **Restore**.
5. Click **Check for Updates** to see the updated list under **New updates and messages**.
You can now install the update.

Installation Tips

Use the Command Line

You can execute commands via the command line in at least one of the following ways:

- Use the **Run** dialog box.
- Create a batch file.

To Execute Commands from the Run Dialog Box

1. From the Windows Taskbar, choose **Start ► Run**.
2. In **Open**, type in the commands.
3. Click **OK**.

Note | The **Run** dialog box is a simple way to execute commands; however, it has a 255-character limit and may not be suitable for all operations.

To Create and Execute a Batch File

1. Open a new file in a plain text editor, such as Notepad.
2. Type the commands.
3. Save the file choosing **All Files** for the file type. Type the name of the file in quotation marks with **.BAT** extension (for a batch file).
4. From the appropriate machine, locate the batch file and double-click the batch file. A **DOS Command Prompt** window opens during execution.

Generate an Installation Log

If you are having trouble installing, you can use the command line to generate a log file. This file can be attached to an e-mail and sent to Technical Support, so that Minitab can assist you more efficiently. To generate the log file, append the following to your installation command:

```
/L*v "%TEMP%\SetupLog.txt"
```

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

```
msiexec.exe /i "\\Server1\Shared Image\ProductFolder\Quality Companion 3 .msi" /L*v "%TEMP%\SetupLog.txt"
```

Note | There must be a space before and after `/L*v`.

To Find the Log File

1. From the Windows Taskbar of your workstation, choose **Start ► Run**.
2. Type `%TEMP%`.
3. Click **OK**.
4. Browse to `SetupLog.txt`.

Find Online Installation Resources

The following online resources may be helpful to you:

- Microsoft MSIEXEC.EXE Command Line Options
<http://msdn2.microsoft.com/en-us/library/aa372024.aspx>
- Aceso
<http://www.aceso.com>

Note | Minitab does not maintain the above sites, and URLs are subject to change.

- You can find latest install guides for Minitab products at www.minitab.com/support/documentation
- You can also find answers to customer support questions in the Minitab Answers Knowledgebase at www.minitab.com/support/answers/

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