



Installation Guide

Autodesk Showcase 2009

March 2008 Release

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About this release

What's new this release

This Autodesk® Showcase™ 2009 release (March 2008) provides a number of enhancements. For details on what's new and on how to use the new features, see the online help.

Release notes

Opening and importing files

Re-imported wire files lose material assignments, transformations

On rare occasions, a StudioTools wire file may produce inconsistent results when it is re-imported into Showcase. For example, there may be lost transformations, wrong material assignments, or duplicated objects.

Workaround: Group all objects in StudioTools under a single node before saving the file and first importing it into Showcase.

Problems re-importing duplicated geometry

If you duplicate geometry in Autodesk Showcase and then try to replace the model containing that geometry, the software may try to load geometry it can't find.

You can continue to use the software, but it may perform more slowly as it continues to search for the missing geometry.

Workaround: If you duplicate geometry in the software and then need to replace it from the Import Status window, first use the Organizer to delete the duplicate geometry.

Special characters not supported in file names

If file names contain special characters (such as umlauts or accents), the files will not load in many situations.

Workaround: Avoid using special characters in file names for scenes, models, or texture images.

File open and import failures while running multiple releases of Showcase

If you cannot open files or import geometry, there may be a version conflict of Autodesk DirectConnect introduced by launching and running an earlier version of Showcase at the same time.

Workaround: Exit all other releases and versions of Showcase before starting another version or release on the same system.

Some imported materials cannot be added to alternatives

If a material on an imported object has not been replaced or edited in Showcase, adding the material to an alternative does not work.

Workaround: Select the object with the imported material and then create the alternative.

Graphics card notes

Graphics card must be qualified

If you experience problems with viewing a scene (no shadows, materials appearing flat or black), your graphics card may not be qualified. Check the [System requirements](#) for a list of supported graphics cards.

Display becomes too bright and performance is reduced due FSAAs and HWAA conflict

If the display becomes too bright after loading a scene or performance is greatly reduced in all scenes, the graphics card may be unable to anti-alias the scene with both full-screen anti-aliasing (FSAAs) and hardware anti-aliasing (HWAA) at the same time.

Workaround: Turn down or disable hardware anti-aliasing (HWAA) in the graphics driver. For NVIDIA control panels, this is under "Adjust image settings with preview" set to Use My Preference Emphasizing: Performance.

Disable SLI for hosted sessions

When using the Hosted Session feature with the QuadroPlex graphics hardware, disable SLI to ensure good performance.

Full screen mode does not work after graphic card settings changed

If you change graphic card settings while running an Autodesk Showcase session, the full screen mode will appear broken.

Workaround: Close the Autodesk Showcase session and start it again.

Increased antialiasing may reduce performance or create visual artifacts

If you increase the antialiasing in the scene, you may experience reduced performance, ghosting or other visual artifacts while the anti-aliasing is being performed. These effects will depend on your graphics processor and the complexity of the scene.

Workaround: If you encounter these conditions, reduce or disable antialiasing. (Select **Options > Performance and Quality.**)

Other notes

Showcase 2008 R3 prevents CIP from functioning

There is a limitation with the previous Autodesk Showcase 2008 R3 software release that prevents the Autodesk Customer Improvement Program (CIP) from functioning properly. The limitation prevents information from being sent by CIP from systems with Showcase 2008 R3 installed. This limitation has no impact on the operation of Showcase.

Workaround: Remove the following file:
C:\Program Files\Autodesk\Showcase2008\bin\UPI\upiconfig.xml
The removal of this file has no impact on how Showcase or Windows functions

Must type “.zip” explicitly to save zip files

If you choose to save a scene as a compressed archive (zip) file, you must explicitly type a .zip extension in the file name.

Cannot revert to previous ambient shadow settings

If you calculate ambient shadows at one resolution and then calculate them again at another resolution, you cannot use Undo to revert back to the re-calculation.

Workaround: To use the previously saved settings, close the file without saving it.

ABOUT THIS RELEASE

Installing

This section describes system requirements for the Autodesk® Showcase™ software, and how to install it.

- “System requirements” on page 9
- “Install Autodesk Showcase” on page 11
- “Uninstall Autodesk Showcase” on page 16

System requirements

These system requirements are subject to change. For the latest qualification charts, go to www.autodesk.com/qual-charts.

Hardware requirements

- CPU: Intel® Pentium® 4, Pentium Xeon®, 3.0 GHz or better or Athlon® 64 or AMD® Opteron® 2.0 GHz or better. Multi processor machines are fully supported by Autodesk Showcase and are recommended for best performance.
- Storage: 20 GB free hard disk space minimum for program files and data preparation and scene storage space. Storage requirements depend on the complexity of projects. 20 GB should be considered a minimum requirement.
- Memory: 2 GB for 32-bit (see note below); up to 4 GB for 64-bit.



Note For 32-bit Windows XP, the normal application memory partition is 2 GB for the system and 2 GB for applications. This means that the largest virtual memory an application (including Autodesk Showcase) can obtain is 2 GB.

Under 32-bit Windows XP SP2, the /3GB system boot option is available to partition the memory into 1 GB for the system and 3 GB for the application. Using this boot option will enable Autodesk Showcase to recognize an additional 1 GB of virtual memory, up to 3GB.



Note Autodesk Showcase is multi-threaded and will take full advantage of multiple processors or multi-core CPU configurations. Autodesk Showcase can also be

used on SLI configured workstations (using multiple SLI-enabled graphics processors).

Graphics hardware requirements

- Minimum graphics hardware required is an NVIDIA® GeForce™ 8800 GTS (640MB), NVIDIA® Quadro™ FX4000, 4400, 4500, 4600, 5500, 5600 or better is recommended.
- Minimum graphics memory required is 256MB. 512MB or more is strongly recommended.
- NVIDIA driver version 163.75 is the minimum driver version required. When installing or upgrading Autodesk Showcase, it is recommended that you install the most recently released graphics driver available from www.nvidia.com/drivers.
- ATI graphics cards are currently not supported.

Operating system requirements

- Windows® XP Professional with Service Pack 2 or higher
- Autodesk Showcase is not supported on Windows XP x64 (64 bit edition).

Other requirements

- You cannot install this software or import CAD files while running it unless you have a "Power User" or Administrator account. If you are using a restricted "User" account, you can run the software and open existing Showcase scenes, but cannot import files.
- The following folder must be writable on your system:
`C:\Documents and Settings\<yourname>\My Documents`
- The custom Flash® user interface available for Autodesk Showcase software requires Flash Player Version 8, available from www.macromedia.com/go/getflashplayer.
- Internet Explorer 5 or higher (installed as a default component with Windows XP).
- An Internet connection is recommended for product activation.
- A high-speed network is required for hosting Autodesk Showcase sessions, unless data is first copied to client machines.
- For games-like navigation and control, the Logitech® Cordless Rumblepad™ 2 gamespad is supported.

Security notice

Note that use of this product may jeopardize the data on your system without the proper safeguards in place:

- Set up an online session with trusted participants only.
- This product requires a full copy of Internet Explorer running. Verify that your system administrator is aware of any current Internet security issues, and that your system has the latest virus checking software installed.

Install Autodesk Showcase

Important Notes:

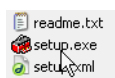
- You need to install this software in a "Power User" or Administrator account as opposed to a restricted "User" account.
- Before installing or uninstalling, **close all running programs**.
- When installing or uninstalling, **do not cancel the installation or uninstall** of Autodesk Showcase. **Aborting** an uninstall may, in rare circumstances, cause damage to the database of installed software in the Windows System Registry. If you find that you are unable to remove Autodesk Showcase using Add/Remove Programs in the Windows Control Panel, contact the Autodesk Showcase support team at www.autodesk.com/showcase-support for assistance.

Install Autodesk Showcase

1. Uninstall any Autodesk Showcase software that was previously installed. (From the **Start** menu, select **Settings > Control Panel > Add/Remove Programs**.)

You don't need to uninstall Autodesk DirectConnect. The Autodesk Showcase software will automatically install the latest version of Autodesk DirectConnect if it detects an out-of-date version.

2. Insert the software disk in your CD-ROM drive, or double-click the file that you downloaded.
3. If the CD does not Autostart, browse the filesystem and click on the executable **setup.exe**.



After a few seconds, the Installation start screen appears.

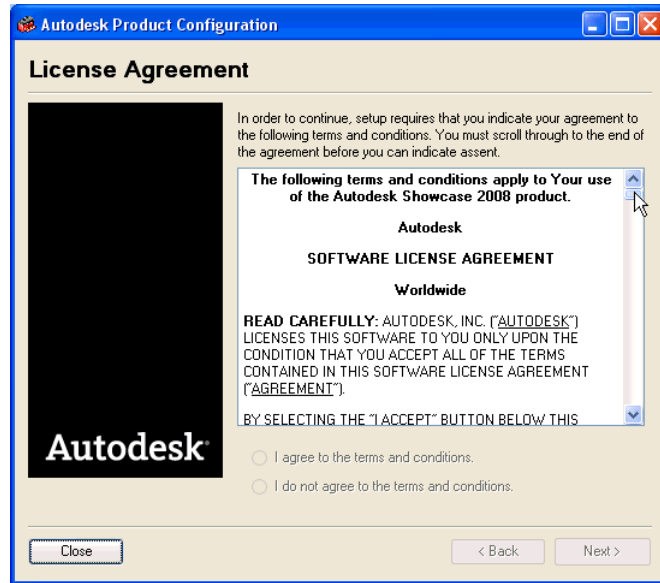


4. Select the **Install Showcase** option.



Note If you are installing the unlicensed Showcase Viewer, the installation procedure will be the same as below.

After a few seconds, the Product Configuration wizard appears.



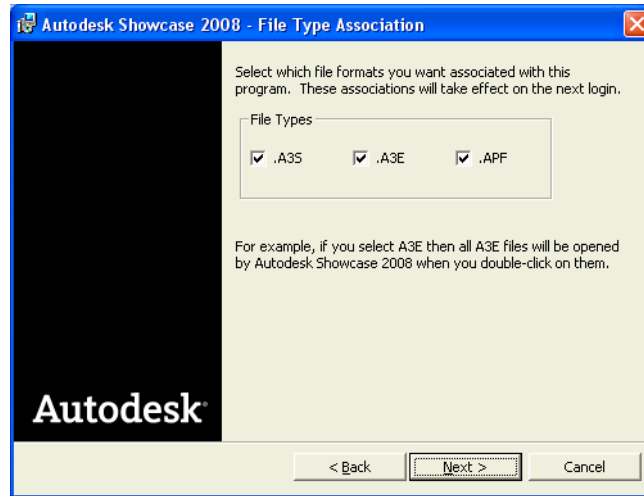
5. Scroll through the software license agreement. After you read and understand the agreement, click **I agree to the terms and conditions** and then click **Next**.
6. After some time, the product configuration window asks you to continue. Click **Next**.
7. You are asked to select a setup type. It is recommended you select **Complete** for the full setup.

If you opt for a custom setup, see “More on custom installation” on page 15.



8. Click **Next**.

The File Type Association window appears.



Any files of the formats checked in this window will be opened by Autodesk Showcase by default the next time you log on to your system.

9. Click **Next**.

The installation process is ready to start.

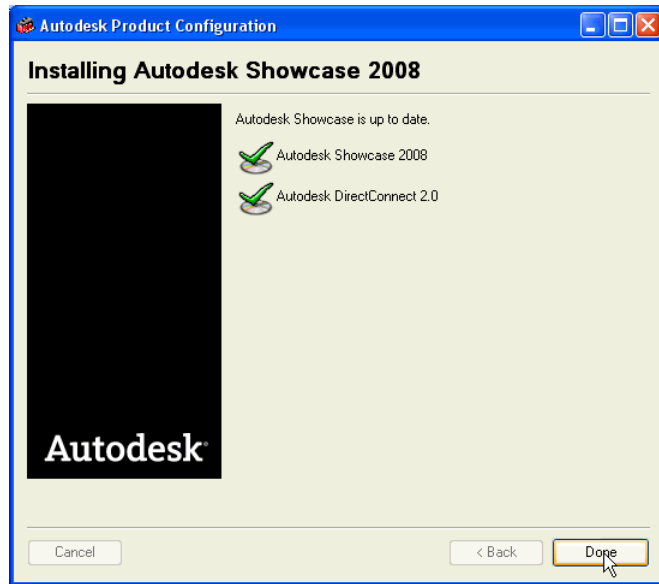
10. Click **Install**.

The installation process begins. It may take several minutes.

11. The InstallShield Wizard indicates when the installation is completed. At that time, click **Finish**.



12. In the Product Configuration window, green check marks appear beside each installed component.



If you notice that some of the components were not installed, contact the Autodesk Showcase Support team for assistance.

13. Click Done.

Autodesk Showcase and Autodesk DirectConnect are now installed.

If you are finished with installations, select **Exit the installer** from the Installation start screen.

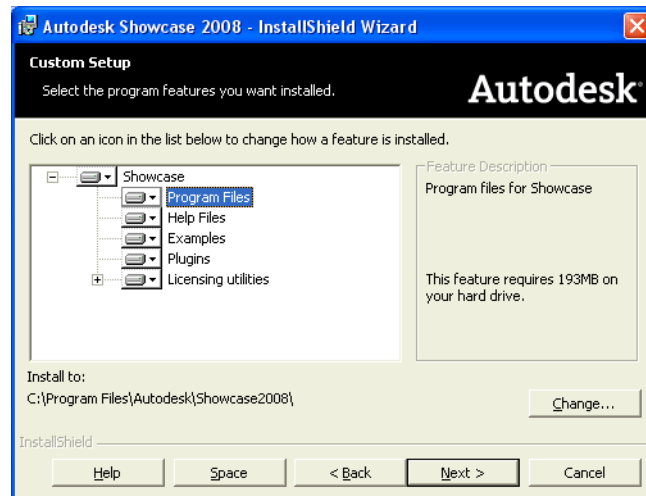
14. You will next need to license the software. Go to "Licensing" on page 17.

More on custom installation

Important Note:

Unless hard drive space is an issue, it is recommended that you **do not attempt a custom installation.**

If you request a custom installation in the InstallShield Wizard, the following window appears:



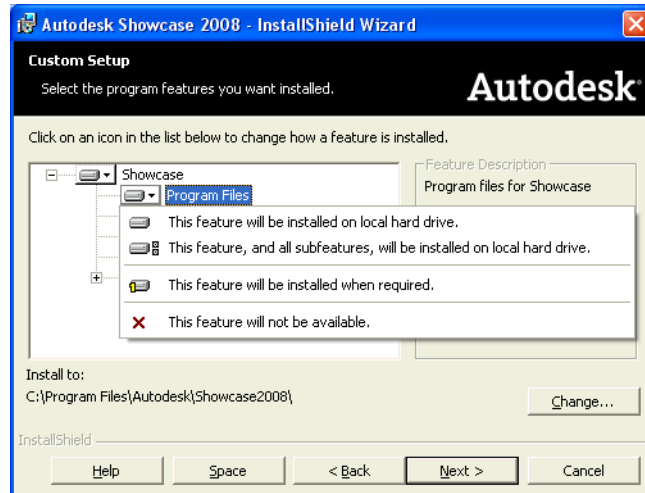
Autodesk Showcase is installed in the folder `C:\Program Files\Autodesk`. To change this location, click the **Change** button.

It is recommended that you install all of the software features, but if hard drive space is an issue, you can reduce the hard drive requirements by removing any or all of the following components:

- Program files (deselect this if you are installing a floating license server that won't be running the software)
- Help files.
- Examples, including:
 - Preset environments, providing environments in which to view your models.
 - Tessellation settings, providing scripts to convert model files to your own specifications
 - Preset material library, providing a set of materials for decorating your models
 - Flash Custom UI example, providing a sample Flash custom user interface.
- Plug-ins, including the plug-in required by Autodesk® Maya® software to import and export Autodesk Showcase APF files.
- Licensing utilities (for floating license setup)

To see how much hard drive space is required for any one of these components, select the component. Its required drive space is displayed in the **Feature Description** part of the window.

To specify if a component is installed, where it is installed, and when it is installed, click on the icon beside the component for a list of install options.



Uninstall Autodesk Showcase

1. From the **Start** menu, select **Settings > Control Panel > Add/Remove Programs**.
2. Select the Autodesk Showcase entry and click **Remove**.

Do I uninstall Autodesk DirectConnect?

- If you do not have any other Alias or Autodesk software on your system, you can uninstall Autodesk DirectConnect.
 - If you have other Alias or Autodesk software installed on your system that imports CAD files using Autodesk DirectConnect, leave it installed.
-

Licensing

If you are a new customer ...

If you are a new customer and you only have a serial number, go to:

“Activate the software from a serial number” on page 19

This topic applies for both node-locked and floating licenses.

If you have a license ...

If you already have a license for your Alias software, go to:

“Activate the software from a license” on page 23

This topic applies for both node-locked and floating licenses.

To set up your floating license server ...

To set up a license server, go to:

“Set up a floating license” on page 25

Introduction

What licensing does...

A *license* is a coded record of your software purchase required to run the software. The license resides in a *license file* on your machine.

When you need a license

You must go through the process of obtaining and installing a license if:

- You are installing Autodesk Showcase for the first time.
- You are relocating Autodesk Showcase to a different computer.

Some definitions

Serial number

A record of what you purchased, required for obtaining a license through Online Product Activation. Here is a sample of what a serial number might look like:

```
VCF030-B-3322-0933-7182-1111-0000
```

If you did not receive a serial number when you purchased the software, contact your local Autodesk sales office or your reseller.

Hardware ID (Host ID)

An alphanumeric code that identifies the machine that is authorized to run the software, required for Online Product Activation. This number can be an ethernet ID (also known as a MAC Address).

Online Product Activation (OPA)

An automated activation process where you submit an online form with your serial number and hardware ID, and a license is automatically generated and sent back.

Product Configuration Wizard (PCW)

A tool that uses Online Product Activation to allow you to request and install your license easily.

Node-locked license

A license for a single computer. It lets you run Autodesk Showcase only on the computer where the license is installed.

Nodelocked licenses look similar to the following sample:

```
FEATURE AutodeskShowcase sgiawd 3.000 09-jan-2006 1\  
uncounted 7CD390F11000 HOSTID=123456789012
```

Floating license

A license to be shared by various computers on a network. The Autodesk Showcase software is installed on many computers, each with a license file that accesses the floating licenses installed on a server. Floating licenses require client and server setup. Also called a *site license*.

Floating licenses look similar to the following sample:

```
SERVER pc-server 123456789012 7111  
VENDOR sgiawd  
FEATURE AutodeskShowcasef sgiawd 2.000 10-nov-2005 1\  
FC29A6FBF000
```

License file

A file with encrypted data that enables Autodesk Showcase to run on your machine. A serial number is required to generate a license file.

Client

In floating license configurations, the machine that requests a license from the license server

Server

In floating license configurations, the machine that provides licenses as requested by users on client machines.

Activate the software from a serial number

Use these instructions if:

You **only have a serial number** and ...

- You are a new customer installing Autodesk Showcase for the first time.
- You are relocating Autodesk Showcase to a different computer.

Do not use these instructions if:

- You already have a license. Go to “Activate the software from a license” on page 23.
 - You are setting up a floating license server. Go to “Set up a floating license” on page 25.
-

What is a serial number?

A serial number is a record of what you purchased from Autodesk, required for obtaining a license through Online Product Activation (OPA).

What do serial numbers look like?

Here is a sample of what a serial number might look like:

VCF030-B-3322-0933-7182-1111-0000

New customers receive a serial number in one of the following ways:

- emailed or otherwise sent directly from the reseller where you obtained your copy of the software.
- emailed directly from Autodesk.
- on the outside of the CD holder within your software package (available from selected resellers).

If you did not receive a serial number, contact your local Autodesk sales office or your reseller to obtain one.

What are hardware IDs?

A hardware identifier is an alphanumeric code that identifies the machine that is authorized to run the software. It is required along with a serial number to generate license data.

What if I'm using a notebook (laptop)?

If you are licensing your software to run on a laptop, OPA may detect two or more hardware IDs, usually indicating a peripheral device is attached to the machine. In the case of a notebook (laptop), the multiple hardware IDs may indicate the notebook is attached to a dock.

To ensure you choose the correct hardware ID, **disconnect all peripheral devices from the machine, including the dock attached to the notebook.**

It is **not recommended** to use a notebook for a floating license server because it may frequently be off the network.

How does activation work?

The easiest and fastest way to activate your software is to send your serial number and hardware ID to Autodesk via the Internet. This process is called Online Product Activation.

After you fill out an Internet form, you are provided with license data you can use to activate your software.

What if my machine isn't connected to the Internet?

If no computer in your organization has access to the Internet, proceed to use the Product Configuration Wizard as shown in the following pages. When you come to the panel where you need to choose the method for submitting your serial number and hardware identifier, request your license by phone or fax (rather than the internet).

If you can access the Internet from some machine in your organization (but not the machine you're licensing):

1. On the computer that is being licensed, follow the activation steps in the next topic, but request the phone, fax, or email option (rather than the Web option). You will be provided with all the data you need to license the computer (hardware ID, serial number, and so on). Record or print this data.
 2. On another computer that is connected to the Internet, go to the following URL: www.autodesk.com/opa/
 3. Enter the serial number, hardware ID, and other information you recorded for the computer you want to obtain a license for. Once the license is returned, install it on the computer you want to license.
-

I'd prefer to request licenses by phone, fax, or email ...

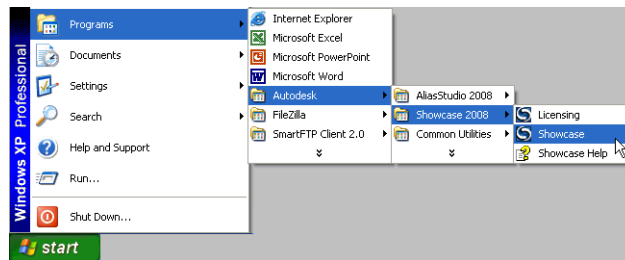
To submit your request by e-mail, phone, or fax (rather than from the Internet), follow the licensing windows through to the panel, **How would you like to submit your request?**

In this panel, click on **Show all ways of making an activation request** and follow the instructions to provide the information Autodesk needs to process your license request.

Note that these alternative activation methods will take several days or longer to be processed.

Activate your software from a serial number

1. Install Autodesk Showcase, if you haven't already.
2. From the **Start** menu, choose **Programs > Autodesk > Showcase 2009 > Showcase**.



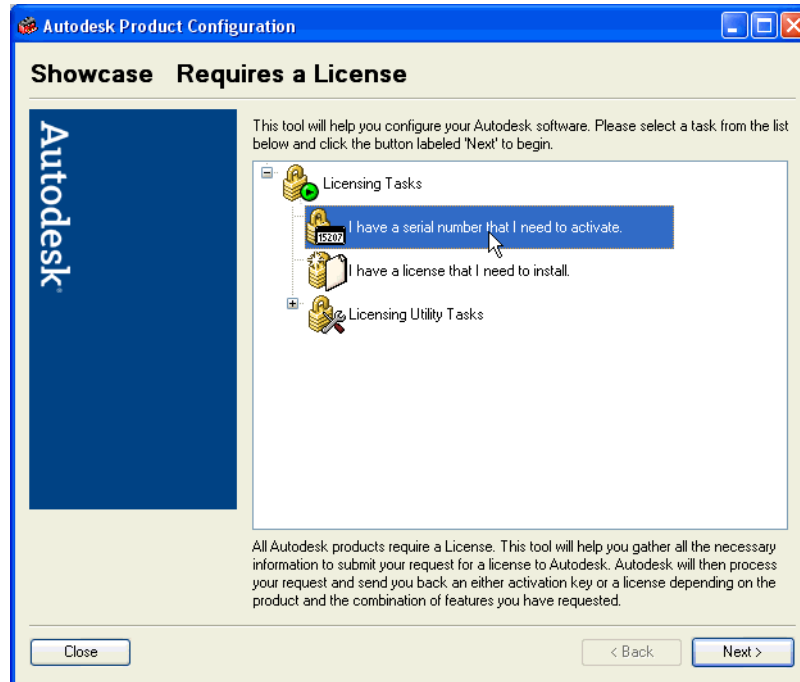
(Or, to activate the program directly, choose **Start > Programs > Autodesk > Showcase 2009 > Licensing**.)

If there is no valid license, Showcase will launch as the limited Showcase Viewer. The name in the splashscreen will indicate this:



Note Showcase Viewer is for client sessions running large displays and for sharing presentation files for viewing only. For more information, see the online help.

3. Click **Install License**.
The Product Configuration Wizard appears.
4. Choose **I have a serial number that I need to activate** and click **Next**.



(If you don't see this choice, click the **[+]** symbol next to **Licensing Tasks** to expand the choices.)

5. Continue to follow the instructions in the Product Configuration windows to activate your software. You are prompted to:
 - Type in or paste your serial number
 - Select your hardware identifier
 - Submit your serial number and hardware ID to Autodesk (using the Web is recommended)
 - Choose your preferred web browser
 - Fill out a form on the Autodesk Product Activation web site with requested information. It then provides you with the license.
 - Copy and paste the license to activate your software.

An email is also sent to the email address you specified. **Keep this email for future reference.**

What if I close the Product Configuration window accidentally?

If you close the Product Configuration Wizard accidentally, go to the Windows **Start** menu and select **Programs > Autodesk > Autodesk Showcase 2009 > Licensing**.

If you've already requested a license from the Internet, select **I have a license that I need to install** from the list of entries and proceed to install your license.

6. If the license installation is successful, a license file is created and the Product Configuration window reports, "Installation complete."

License files typically have the following names and locations:

- For node-locked (single) licenses, C:\FlexLM\aw.dat
- For floating licenses, C:\FlexLM\aw_servername.dat (where *servername* is the name of the license server).

Next steps (if the licensing is successful)

- If you are a node-locked (single machine) user, your software is now activated and ready to use. From the **Start** menu, choose **Programs > Autodesk > Showcase 2009 > Showcase**.
- If you are setting up a floating server and a network of clients, go to the following topic:
[“Set up a floating license” on page 25](#)

If the licensing is not successful

If the license installation is not successful, a window appears reporting "Installation Incomplete."

1. Click the **Show Installation Log** button to read a log to find out what went wrong.
2. Go to the “Licensing problems” on page 31 in the Troubleshooting section for more details on what to look for.

Activate the software from a license

Use these instructions if:

- You have already obtained a node-locked license from Autodesk and need to install it to activate your software.

Do not use these instructions if:

- You have a serial number but have not yet received a license. Go to the topic, “Activate the software from a serial number” on page 19.
 - You are setting up a floating license server. See “Set up a floating license” on page 25.
-

If you have obtained license data from Autodesk, you can use the Product Configuration Wizard to automatically create the license file that is required to use the software.

A *license file* is created from the license data provided to you by Autodesk. This data may have been provided to you in an email, a license file, a fax or even read to you over the phone.

License files typically have the following names and locations:

- For node-locked (single) licenses, C:\FlexLM\aw.dat

- For floating licenses, C:\FlexLM\aw_servername.dat (where *servername* is the name of the license server).

What do licenses look like?

Nodelocked licenses look similar to the following sample:

```
FEATURE AutodeskShowcase sgiawd 3.000 09-jan-2006 uncounted
7CD390F11000 HOSTID=123456789012
```

Floating licenses look similar to the following sample:

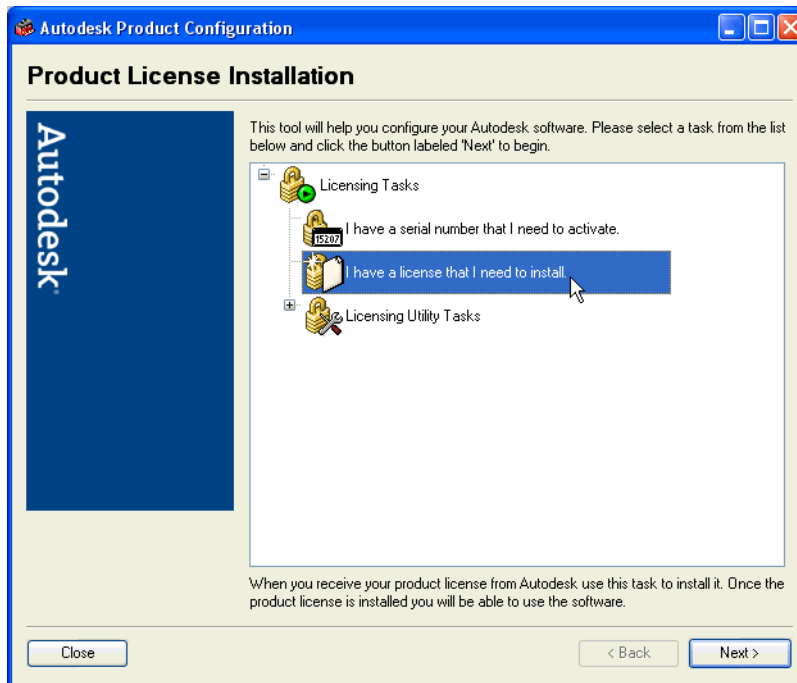
```
SERVER pc-server 123456789012 7111
VENDOR sgiawd
FEATURE Autodeskshowcasef sgiawd 1.00 10-nov-2006 1\
FC29A6FBF000
```

Activate the software from a license

1. From the Windows **Start** menu, select **Programs > Autodesk > Showcase 2009 > Licensing**.

The Product Configuration window appears.

2. Select **I have a license that I need to install** and click **Next**.



(Click on the + icon beside **Licensing Tasks** if you don't see the list of licensing options.)

3. Continue to follow the instructions in the Product Configuration windows to activate your software.

You will need to select the method to install your license (either from a text file on your computer, or by pasting or typing from emails or faxes). A message lets you know if the data is valid or not.

4. After you enter valid license data or select a valid license file, the Product Configuration Wizard reports "Installation Complete" and a license file is created.

License files typically have the following names and locations:

- For node-locked (single) licenses, C:\FLEXLM\AW.DAT
 - For floating licenses, C:\FLEXLM\AW_servername.DAT (where *servername* is the name of the license server).
5. Click **Done** to exit the Product Configuration wizard. You should now be able to run the Autodesk Showcase software.

Next steps (if the licensing is successful)

- If you are a node-locked (single machine) user, your software is now activated and you can use it. From the **Start** menu, choose **Programs > Autodesk > Showcase 2009 > Showcase**.
- If you are setting up a floating server and a network of clients, go to the following topic:
["Set up a floating license" on page 25](#)

If the licensing is not successful

If the license installation is not successful, a window appears reporting "Installation Incomplete."

1. Click the **Show Installation Log** button to read a log to find out what went wrong.
2. Go to "Licensing problems" on page 31 in the Troubleshooting section for more details on what to look for.

Set up a floating license

Use these instructions if:

- You have a floating license you want to use with one or more networked machines.

Do not use these instructions if:

- You have a node-locked (single) license.
-

Floating licenses can be used by any networked computer if it has the Autodesk Showcase software installed. These computers, known as *clients*, must have a license file

installed that accesses the floating license that is located on one machine, known as the license *server*. Each floating license can be used by only one client machine at a time.

Floating license setup overview

1. Acquire the floating server license.
 [“Acquire the floating server license” on page 26](#)
2. Set up the license server.
 [“Install the license server \(Windows\)” on page 27](#)
 [“Set up the license server \(Windows\)” on page 27](#)
 [“Set up the license server \(other platforms\)” on page 29](#)
3. Install the software on each client machine. Then copy over to each client an edited license file that points to the server.
 [“Set up the client computers” on page 29](#)

Acquire the floating server license

You may wish to run the software on the server machine, in which case you can install the software using Online Product Activation:

[“Activate the software from a serial number” on page 19](#)

[“Activate the software from a license” on page 23](#)

In some cases, you may want to set up a dedicated license server that does not run the software. In this case:

1. Go to the following Web site: www.autodesk.com/opa
2. Fill out the required fields.

For information on serial numbers and hardware IDs, see:

[“Introduction” on page 17](#)

3. You will receive a license file by email.
4. Copy this license file and rename it to:
 - For Windows, `C:\FlexLM\aw_servername.dat` (where *servername* is the name of the license server).
 - For UNIX platforms, `/var/flexlm/aw_servername.dat` (where *servername* is the name of the license server).

If you do not have Internet access ...

If you do not have Internet access, you need to phone in or fax a SPAR form with the hardware ID for your server machine. Contact your Autodesk representative for details.

Install the license server (Windows)

1. If you will be running the software on the server machine, install the complete software:
 - “[Install Autodesk Showcase](#)” on page 11

If you are setting up a dedicated Windows license server that will not run the software, choose a custom install and check off all components except for the Licensing Utilities:

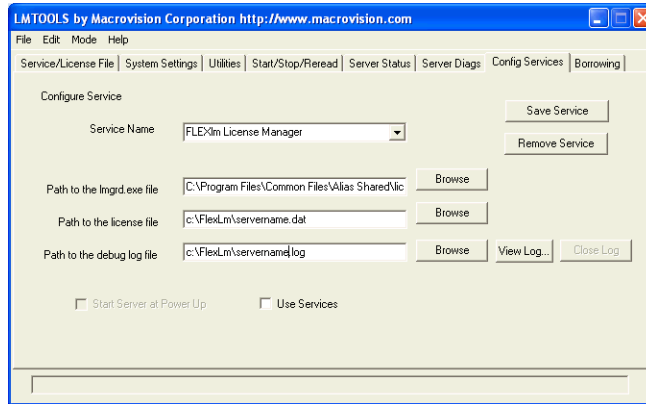
 - “[More on custom installation](#)” on page 15
2. License the server using Online Product Activation:
 - “[Activate the software from a serial number](#)” on page 19
 - “[Activate the software from a license](#)” on page 23

Set up the license server (Windows)

1. You will need to launch the LMTools application (**lmtools.exe**) to configure and start the floating license server.
2. Select **Start > Programs > Autodesk > Common Utilities > FlexLM License Utilities**.
3. Configure the license server from the LMTools window:
 - Click on the first tab, **Service/License File**.
 - Click **Configuration using Services**.
 - Click on the tab, **Config Services**. Verify the following settings:

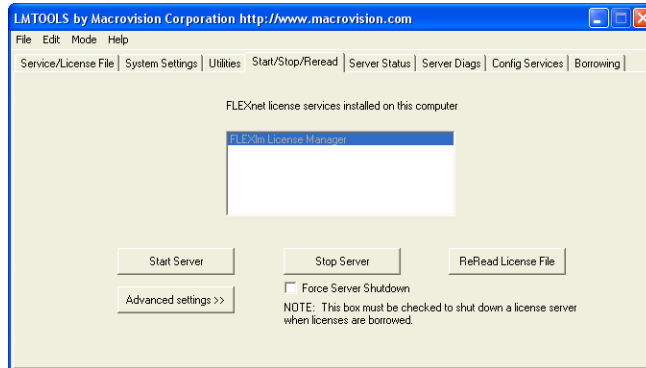
Configuration Services Settings

Path to the lmgrd.exe file	C:\Program Files\Common Files\Alias Shared\Licensing\etc\lmgrd.exe
Path to the license file	C:\FlexLM\aw_servername.dat (where <i>servername</i> is the name of the license server)
Path to the debug log file	C:\FlexLM\aw.log
Start Server at Power Up	Checked
Use Services	Checked



Start the License Server from the LMTools window:

Click on the **Start/Stop/Reread** tab, then the **Start Server** button, then the **ReRead License File** button.



There should be a message in the LMTools status bar at the bottom of the window reading “Reread successfully” to confirm the license file is being used.

4. Confirm that the server is working from the LMTools window:

Click on the **Server Status** tab and click on the button **Perform Status Enquiry**.

The message in the message area should indicate that the server is working. The message will look like the sample below.

```

-----
Status
-----
Flexible License Manager status on Tue 4/23/2005 14:39
[Detecting lmgrd processes...]
License server status: 7111@PC-GAIA
    License file(s) on PC-GAIA: C:\FlexLM\aw.dat:
    PC-GAIA: license server UP (MASTER) v9.2
Vendor daemon status (on PC-GAIA):
    sgiawd: UP v9.2
Feature usage info:
Users of AutodeskShowcasef: (Total of 4 licenses available)
    
```

Your server licensing process is complete. Proceed to setting up each client computer. (See the next section.)

Set up the license server (other platforms)

In some cases, you may want to set up a floating license server on platforms other than the Microsoft Windows operating system.

1. Go to www.autodesk.com/licensetools (You may have to register.)
2. From the Web site, open the installation instructions for the server machine's operating system. From these instructions, find out how to locate the hardware ID for the server machine. Copy or write down this hardware ID.
3. Download and install the license tool software on the server machine, if required.
4. Submit your license request at www.autodesk.com/opa/.

To submit your license request, you need to provide the serial number for the floating license you purchased, along with the hardware ID for the machine that will be the floating server.

5. Follow the installation instructions from the Web site to set up and configure the server and its clients.

Set up the client computers

Client computers must have the Autodesk Showcase software installed and must have a client license file that points to the license server.

To set up the client computer:

1. Install the Autodesk Showcase software on every client computer you are going to set up.
 - “Install Autodesk Showcase” on page 11
2. On the server machine, make a copy of its server license file, located at:
 - For Windows, `C:/FLEXLM/aw_servername.dat`
 - For UNIX, `/var/flexlm/aw_servername.dat`

Place the copy at another *location* (for example, your desktop) and rename it `aw_clientname.dat`.



Note Only the original file, `aw_servername.dat`, should remain in the server's FLEXLM folder.

Tip ...

Make sure that **Hide known File Extensions** is not checked as one of your View options for this folder, or the file may be called `aw_clientname.dat.txt` but you will only see it as `aw_clientname.dat`.

`aw_clientname.dat.txt` will not work as a license file. (You will have to rename it to `aw_clientname.dat`.)

3. Edit the file you copied in a text editor (for example, Notepad).
4. Keep the lines beginning with “SERVER” and “VENDOR”.
5. Remove all the rest of the lines in the file.
6. Add a line reading, “USE_SERVER”.

Example ...

The original file might look like the following:

```
SERVER PC-GAIA 000000000000 7111
VENDOR sgiawd
FEATURE AUTODESKSHOWCASEF SGIAWD 3.000 3-NOV-2005 4 \
000000000000
```

The edited file should look like the following:

```
SERVER PC-GAIA 000000000000 7111
VENDOR sgiawd
USE_SERVER
```

7. Save the `aw_clientname.dat` file and copy it to the `C:\FLEXLM` folder on all client machines. Rename the file on each client to reflect the client’s machine name (but leave the contents of the file the same on all client machines).
8. Make sure the client is on the network and can access the server.
9. Verify that you can launch the software on each client machine by selecting **Start > Programs > Autodesk > Showcase 2009**.

Troubleshooting

Licensing problems

Check the installation log

If the license verification process was not successful, the Product Configuration Wizard will report "Installation Incomplete." A good first step is to click the button called **Show Installation Log** to get more details about the failure.

Scan the installation log to attempt to determine the cause of the failure from the log details. If you can't determine the cause of the failure and correct the problem, **highlight and copy the text into a text file** to save the information for future reference.

(To copy, either right click and select Copy or use the Ctrl + C keys. To paste, either right click and select Paste or use the Ctrl+V keys.)

You may not have the right permissions

The Product Configuration Wizard may display a message indicating that you do not have permission to save the license file to the folder `C:\FLEXLM`. It will offer a choice of other locations where it can save the license file. It is recommended that you save the license file to one of the choices provided.

If you are unable to save to one of the recommended default locations, you can browse to a folder where you have write permission and save the file. You will need to copy the file to `C:\FLEXLM` before running Autodesk Showcase; contact your system administrator to copy over this file or to change the permissions in this folder.

If you need to launch the Product Configuration Wizard later

If you need to use the Product Configuration Wizard again later, you can launch it by choosing **Start > Programs > Autodesk > Showcase 2009 > Licensing**.

Contacting the Autodesk Showcase support team

Pre-contact checklist

Before you contact the Autodesk Showcase support team for help, take the time to scan the following information sources which may help you solve your problem:

- Check the license installation log to see if you can find and solve the licensing problem. See “Check the installation log” on page 31.
- Check the release notes and help for any notes that may help troubleshoot your problem.
- For information on issues concerning Autodesk Showcase software, go to www.autodesk.com/showcase-support.
- For the latest qualification charts, go to www.autodesk.com/qual-charts.
- For information about various Windows issues, see www.microsoft.com
- For information about licensing, see www.macrovision.com
- For details on installation and performance issues concerning graphics cards, check the Web site of your graphics card manufacturer
- Bookstores provide an array of helpful books on Windows for various types of users and administrators

Pre-contact preparations

Before you make a support call, it is helpful to take the following steps to collect information that may be required by the support team.

Copy the installation log

If the verification process was not successful, the Product Configuration Wizard will report "Installation Incomplete." Click the **Show Installation Log** button, and highlight and copy the log text into a text file to save the log information.

See “Check the installation log” on page 31.

Get system profile information (for Windows XP)

1. From the **Start** menu, select **Run**.
2. In the Run window, type: `winmsd`
3. Click **OK**.
4. Select the **System Summary** category. Then click **File > Export**.
5. Give the file a name and save it as a text file.

Take screen captures

1. Press the Print Screen/SysRq key on your keyboard.

2. Launch *Paint* (**Start > Programs > Accessories > Paint**).
3. Choose **Edit > Paste**.
4. Save the image.
5. Zip the saved image file up (using WinZip® or another program). You may be asked to send this file when you make your support call.

Contacting Autodesk Showcase support

For information on how to contact the Autodesk Showcase support team, go to www.autodesk.com/showcase-support/.

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Published By: Autodesk, Inc.
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[The OpenEXR Library v.1.2.2](#)

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