



How to Upgrade or Install IMAGINE 2014

It is recommended that you are logged in as a user who has full administrator privileges to install ERDAS IMAGINE.

Uninstalling

It is best to use the Intergraph Setup Manager to uninstall software as this removes the products in the correct order and one at a time (service packs first, foundation last). To open this program open up the original install file and click on the Setup.exe file. Please note that 2014 comes with a new License Manager (11.11.1) which is also required on a licence server.

To download just the licence administrator for server use follow this link:

<http://download.intergraph.com/downloads/intergraph-license-administration-tool-2014>

Installing

IMAGINE must be installed in the correct order. Just follow the links below downloading then installing. Once you have downloaded, save to a temporary location, unzip the files then click on Setup.exe to begin the install.

- 1) First **Foundation 2014** needs to be installed before moving onto option 2.

<http://download.intergraph.com/downloads/erdas-foundation-2014?startdownload=1>

- 2) **IMAGINE main product install:**

If you have a **64bit** machine: [http://download.intergraph.com/downloads/erdas-imagine-2014-\(64-bit\)?startdownload=1](http://download.intergraph.com/downloads/erdas-imagine-2014-(64-bit)?startdownload=1)

Alternatively if you are on a **32bit**:

[http://download.intergraph.com/downloads/erdas-imagine-2014-\(32-bit\)?startdownload=1](http://download.intergraph.com/downloads/erdas-imagine-2014-(32-bit)?startdownload=1)

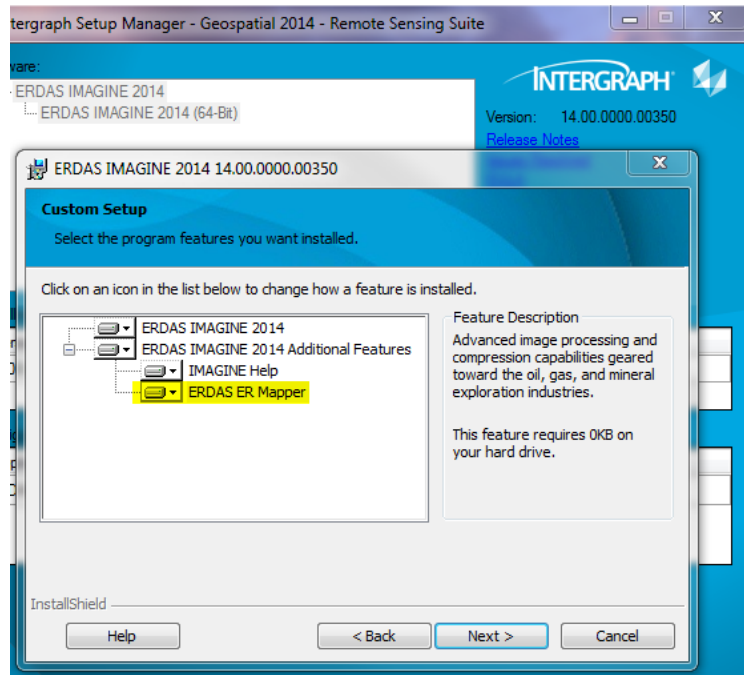
- 3) Then, optionally, the **service pack**:

[http://download.intergraph.com/downloads/erdas-imagine-2014-v14.1-\(64-bit\)?startdownload=1](http://download.intergraph.com/downloads/erdas-imagine-2014-v14.1-(64-bit)?startdownload=1)



[http://download.intergraph.com/downloads/erdas-Imagine-2014-v14.1-\(32-bit\)?startdownload=1](http://download.intergraph.com/downloads/erdas-Imagine-2014-v14.1-(32-bit)?startdownload=1)

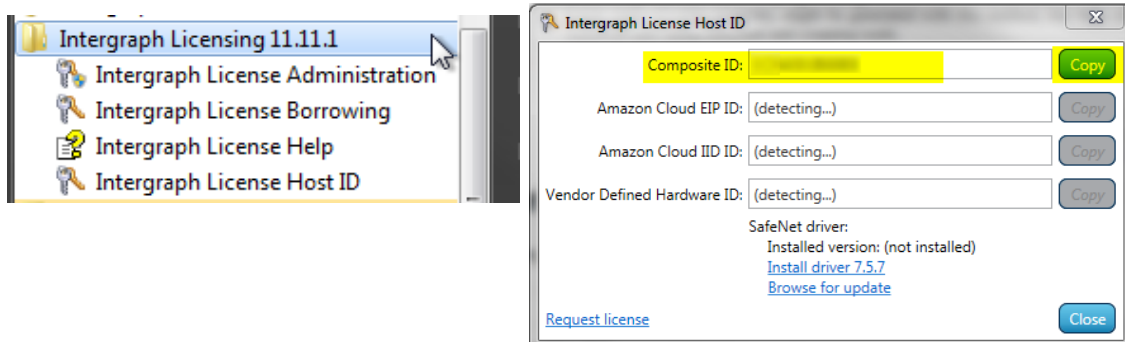
If you wish to have ER Mapper installed you must select this option during the install process.



Licensing

If you are a student you need to contact your university to gain a licence for IMAGINE with the ID number described below. Otherwise to license your software send an email to support@sterlinggeo.com with your Composite ID, Company name and which type of licence you need.

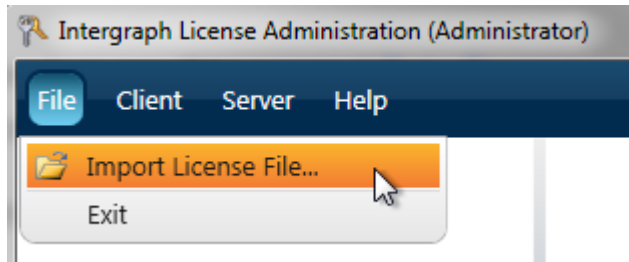
To find your Composite ID go to Start > All Programs> Intergraph Licensing > Intergraph License Host ID





How to load your licence

Once you receive your licence save it, rename if you wish but do not remove the .lic extension. Then go into Start> All Programs> Intergraph Licensing > Intergraph license administration > File > Import license file



Make sure you run the licence administrator 'as administrator' or Windows may stop the licence configuring properly.

To connect to a server licence to into > Intergraph license administration > client > import concurrent licence source. Use the computer name not the number and the port option should work on auto.



License Troubleshooting

Composite ID number checking

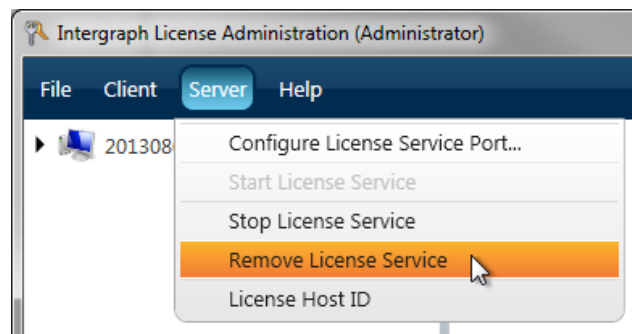
Make sure that you keep the **.lic** file extension and that the **Composite ID number** is still the same. You can check this by opening the licence file in a text viewer, such as notepad or notepad ++. Then look at the number at the top. (SERVER this_host COMPOSITE = AAAAAAAAAA)

Go into Programs> Intergraph Licensing > Host ID to see if the 12 digit number matches the one on the licence file you are using. If it does not match up you need a new licence which has the same number.

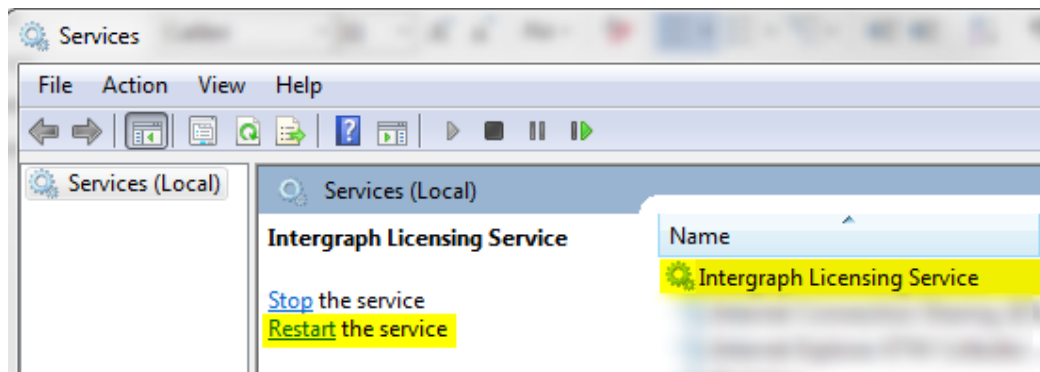
Please note that your number may have changed if your computer operating system was reinstalled or other system properties were altered.

Licence not loading? – Look down this list and try some of the steps below

- Especially if you see a red cross after trying to load your licence, try removing then re-importing the licence (file > import licence file). This is also useful to do after you have tried fixes as it refreshes the licences.



- You can also try restarting the licence service. Start > search 'services' > services> restart Intergraph licencing



- Connecting onto a server
 - Check you can ping the server
 - Check the server and computer have the correct licence manager installed (11.11.1 for 2014, 10.10.1 for 2013 licence) this is a requirement. Licences may look as though they have loaded but they will not function. If you are using a 2014 licence but wish to run 2013 you still need 11.11.1 licence administrator.
 - If you have 2011 it may be conflicting with more recent versions so please remove this if it's not needed
- If you see the message “unable to access usage summary” or licence fails to load on a clients machine after looking fine on the server your server firewall may be preventing it to load, here are some instructions to fix this:
<http://support.sterlinggeo.co.uk/entries/24465383?challenge=AeasLEShJyqYGINeTdueORyB>
You can find out your ports by going into your log file described below.

If the above still has not solved your problem please describe your problem and go into Lmtools.exe and give us the log file under Config tab > view log file or c: user> public >Intergraph> licenses>service.log to your university chest Representative (if you're a student) or directly to SterlingGeo to receive support support@sterlinggeo.com.



GEO

ENGINEERING GEOGRAPHY

LMTOOLS by Flexera Software LLC

File Edit Mode Help

Service/License File | System Settings | Utilities | Start/Stop/Reread | Server Status | Server Diags | **Config Services** | Borrowing

Configure Service

Service Name: ERDAS-Net License Server [Save Service] [Remove Service]

Path to the Imgrd.exe file: C:\Program Files (x86)\ERDAS\Shared\licensing [Browse]

Path to the license file: C:\ProgramData\Application Data\ERDAS\shar [Browse]

Path to the debug log file: C:\ProgramData\Application Data\ERDAS\shar [Browse] [View Log...] [Close Log]

Start Server at Power Up Use Services