INSTALL ERDAS IMAGINE v15 OR GEOMEDIA PRODUCTS

To install, the Licence Administrator Tool must be downloaded first. Save the file to a temporary location, unzip, then click on Setup.exe to begin the install.

First, install Licence Administration Tool 11.11.1 before moving onto option 2.
http://download.hexagongeospatial.com/

Install the correct version of the software you would like to license. You can use the search bar to make it easier to locate the software.

LICENSING

If you are a student you need to contact your university to gain a licence for ERDAS 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
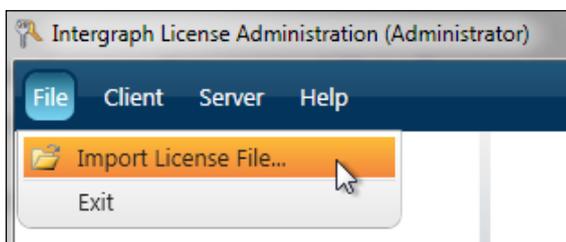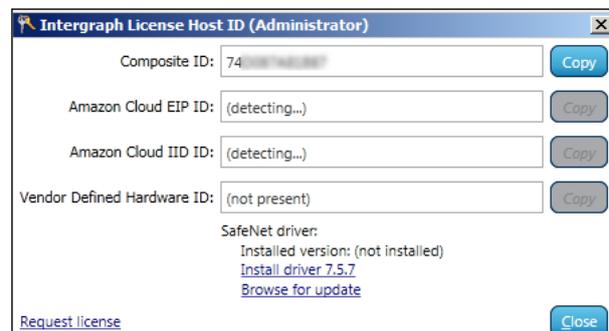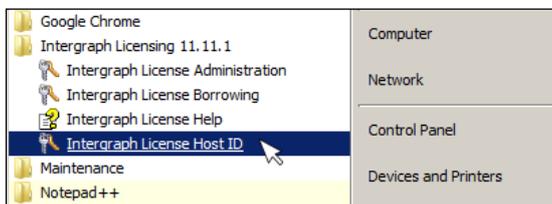
Once you receive your licence save it, rename if you wish but do not remove the .lic extension. Then go into Start> All Programs> Intergraph Licensing > Intergraph license administration > File > Import license file

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.

If you have any issues, please email support@sterlinggeo.com or call 0800 912 0988.

## 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?

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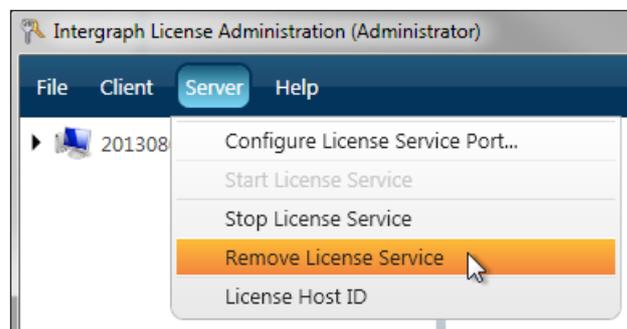
- You can also try restarting the licence service. Start > search 'services' > services > restart Intergraph licensing

LICENSE TROUBLESHOOTING
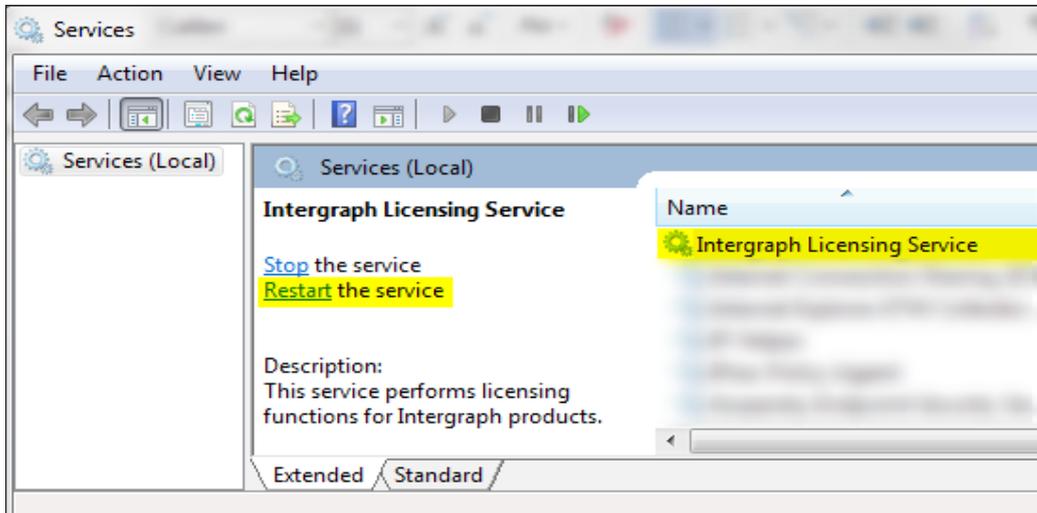
- Connecting onto a server

  - Check you can ping the server
  - Check the server and computer have the correct licence manager installed (11.11.1 for 2014 and 2015) this is a requirement. Licences may look as though they have loaded but they will not function.

- 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.com/hc/en-gb/articles/200925939-Ports-and-Firewalls-v2015

You can find out your ports by going into your log file:

C:\Users\Public\Intergraph\Licenses\IntergraphLicensingService.log

If this has not resolved the issue contact us by email at support@sterlinggeo.com. Please describe your problem in full with any error messages you see, including the log file.

w. www.sterlinggeo.com
t. 0800 912 0988
e. enquiries@sterlinggeo.com