



IHS Markit Software Installation and Licensing Manual

SubPUMP® / PERFORM®

IHS

321 Inverness Drive South
Englewood, Colorado 80112
IHS.com

Customer Care

North America: 1-800-IHS-CARE
International: 1-303-736-3001
Email: CustomerCare@ihs.com

[Table of Contents](#)

(press the "Ctrl" key & left-click on your mouse to follow the links below)

<u>THINGS TO KNOW BEFORE INSTALLING</u>	3
<u>SYSTEM REQUIREMENTS</u>	3
<u>HOW TO OBTAIN THE SOFTWARE</u> (SubPUMP and PERFORM copy).....	4
 APPLICATION INSTALLATION INSTRUCTIONS	
<u>Standalone license</u>	5
<u>Bitlock license</u>	11
<u>Network license</u> (Requires IT administration).....	19
<u>Step 1</u> - Install Flexnet license server.....	19
<u>Step 2</u> - Install the application on a client host.....	24
<u>Step 3</u> - Activate license on the server.....	30
 <u>COMMON QUESTIONS AND ANSWERS</u>	 35

THINGS TO KNOW BEFORE INSTALLING:

[\[Table of Contents\]](#)

- The installation instructions for both SubPUMP and PERFORM are very similar and these instructions can be used for both products
- Installation is specific to license type. Before you begin, make sure you know your license type. There are 3 types of licenses: Standalone, Bitlock, and Network.
- You must have administrative privilege to the computer to run the installation.
- If you have a bitlock key, please do not connect the device into the computer until instructed to do so.

SYSTEM REQUIREMENTS:

- Windows XP Service Pack 3
- Windows Vista Service Pack 1 & UP
- Win Server 2003 Service Pack 2 & UP
- Win Server 2008 1 & R2 (all)
- Windows 7 (all)
- **(The setup comes with automatic O/S detection)**
- 512 MB RAM
- Hard drive with 500MB or more free space

HOW TO OBTAIN THE SOFTWARE (SubPUMP and PERFORM copy)

[\[Table of Contents\]](#)

- Launch a browser window in Internet Explorer
- In the address bar type in the IHS download site address below and hit “Enter”

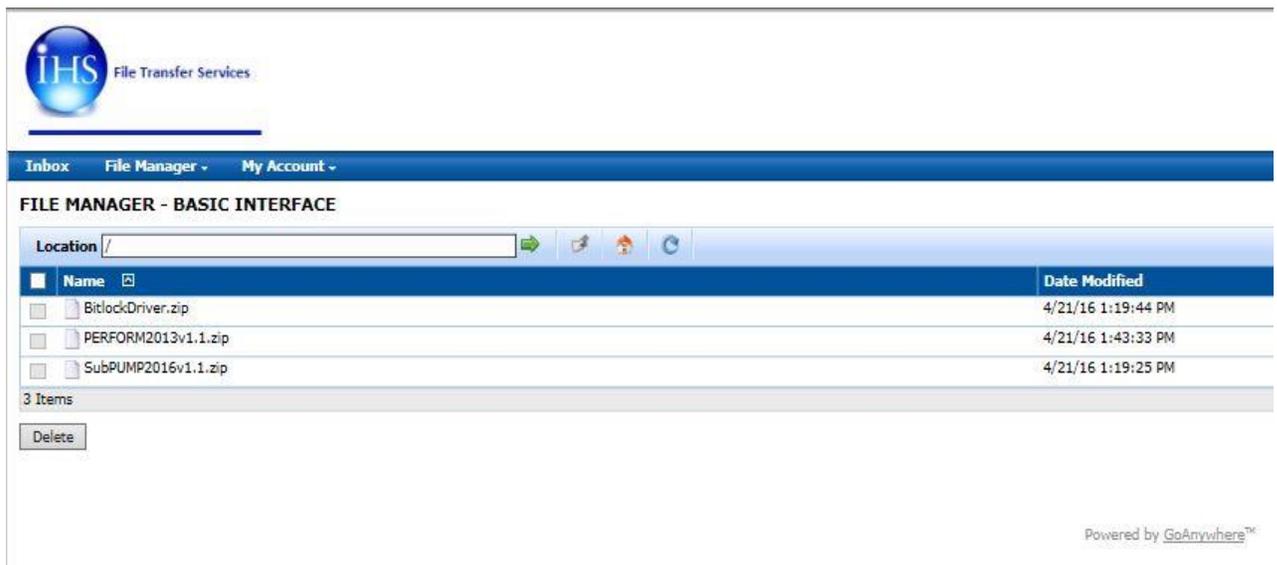


- A login window appears. Enter the user name and password and hit “Login”

Standalone, Bitlock and Network License	
User Name	Password
psg_guest	ourdesign101

If you have a problem logging into our FTP server, please contact [IHS Customer Care](#)

- Left-click the product file (SubPUMP/PERFORM) you want to download and save it to your local drive:



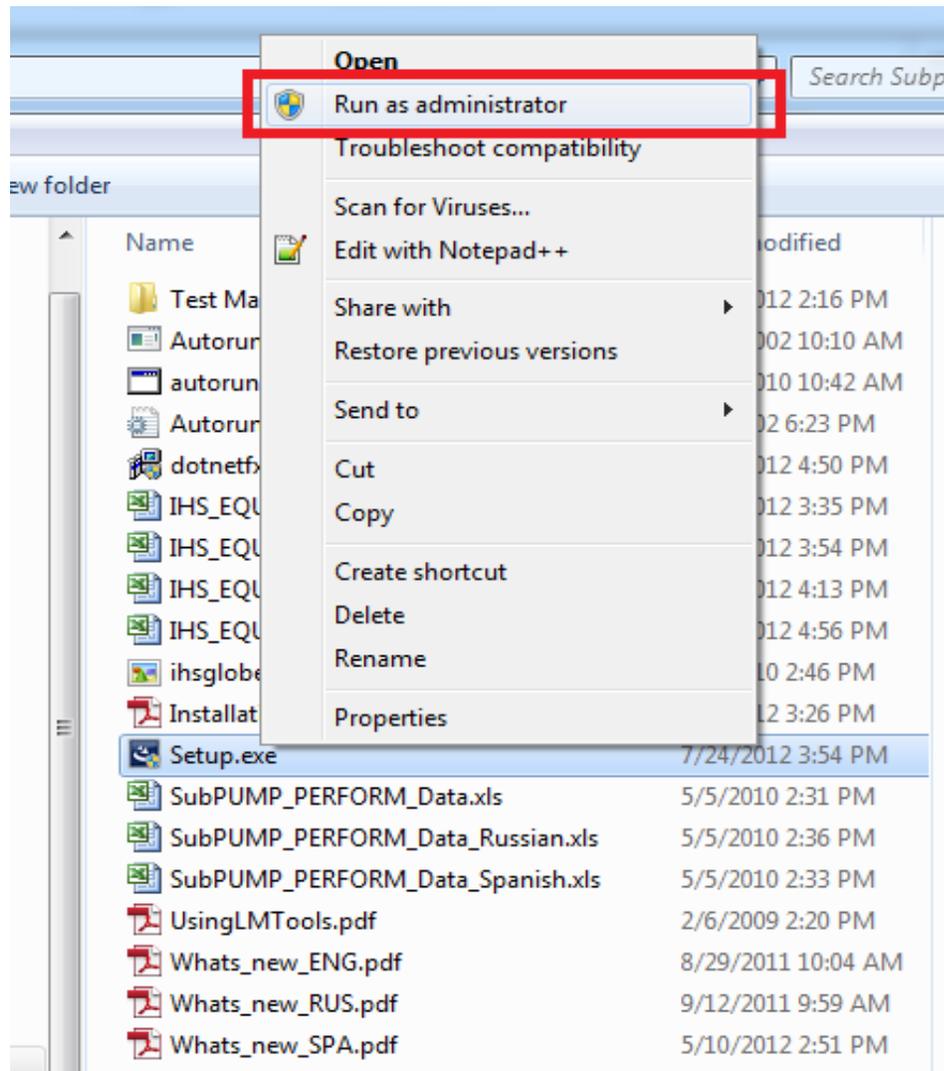
- Wait for the download to complete.
- Right-click your downloaded zip file and select “extract all” into a temporary folder before proceeding with your installation of SubPUMP/PERFORM.

APPLICATION INSTALLATION: Standalone license type

[\[Table of Contents\]](#)

The following instructions are for a single user license intended for a single user on a specific computer. This is the most common installation type.

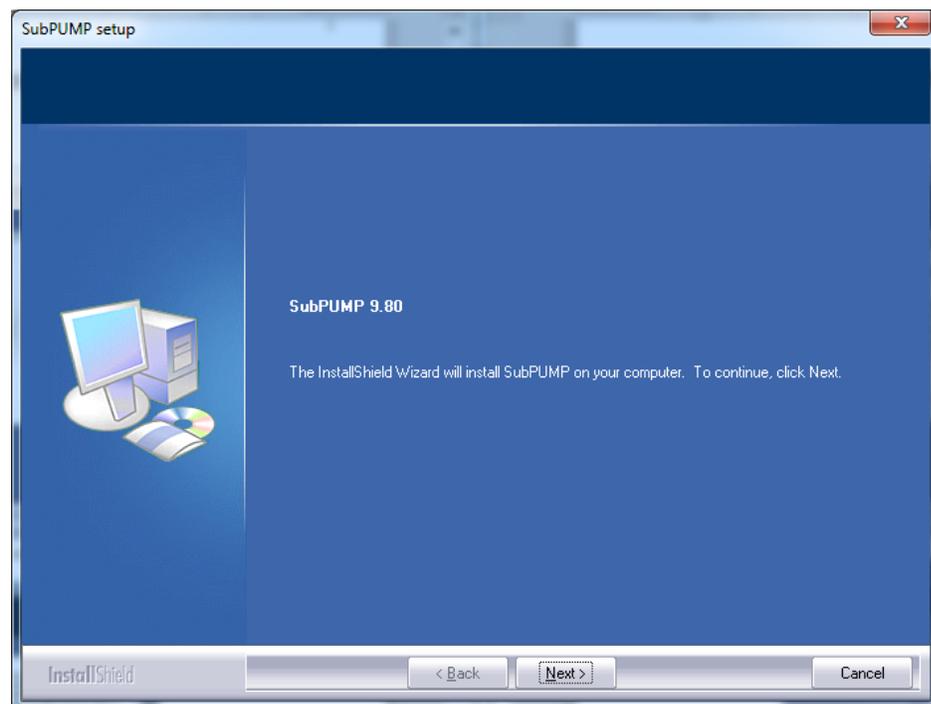
1. The installation requires administrative privilege to register a few components to the user's machine. If you have Windows Vista or Windows 7, please make sure that you right click on "setup.exe" file, then "Run as Administrator". If you have Windows XP, launch the installation by double-clicking "setup.exe".



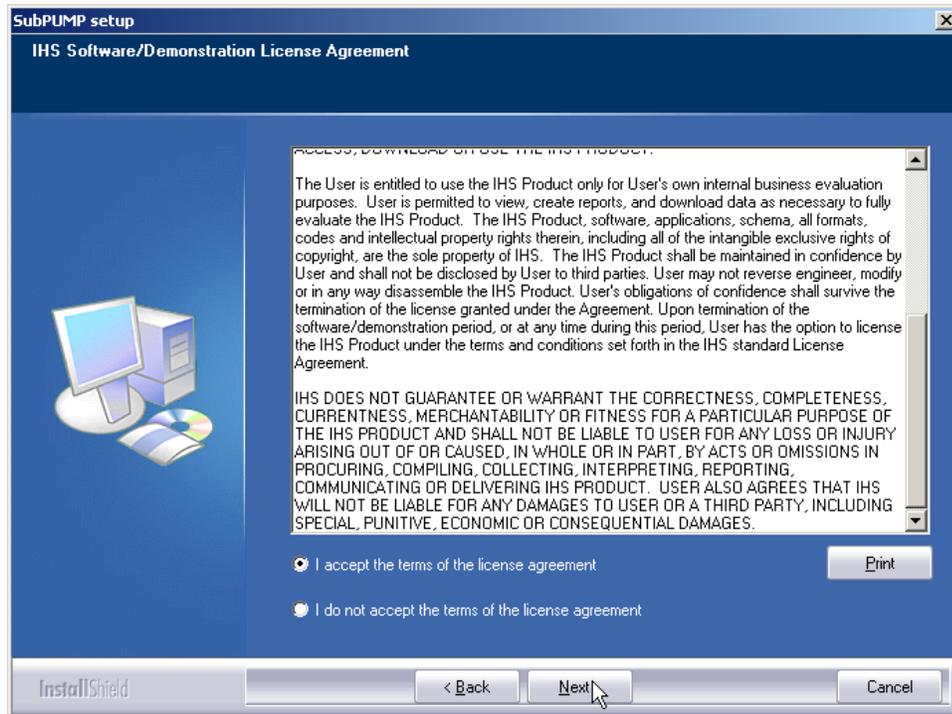
2. Click "Next":



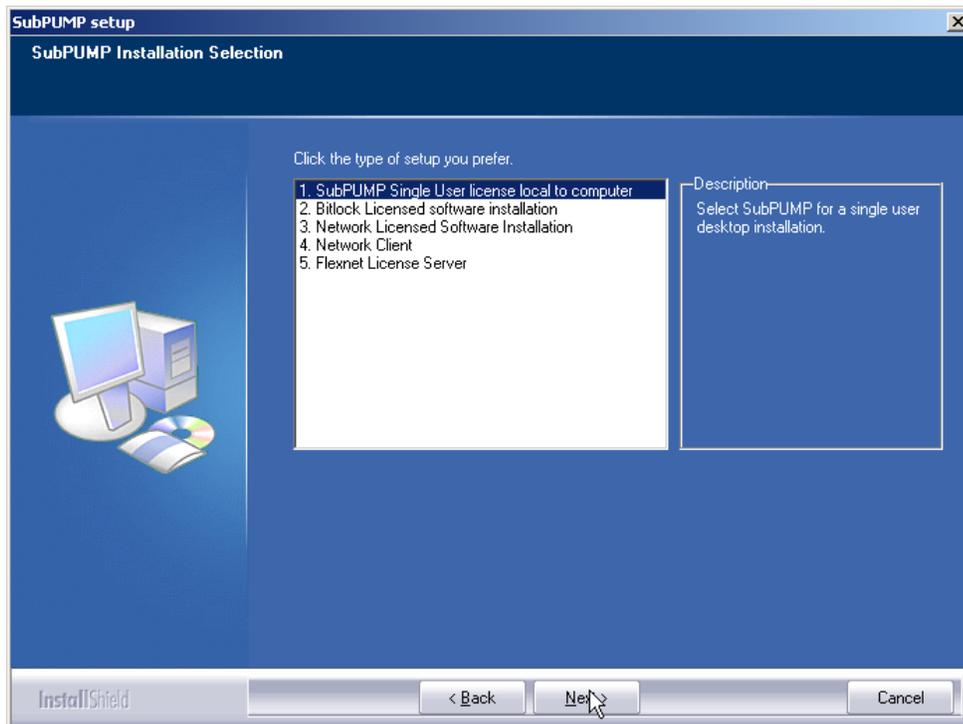
3. Click "Next"



4. Accept the terms of the license agreement (print it out to review it, if necessary) and click "Next."

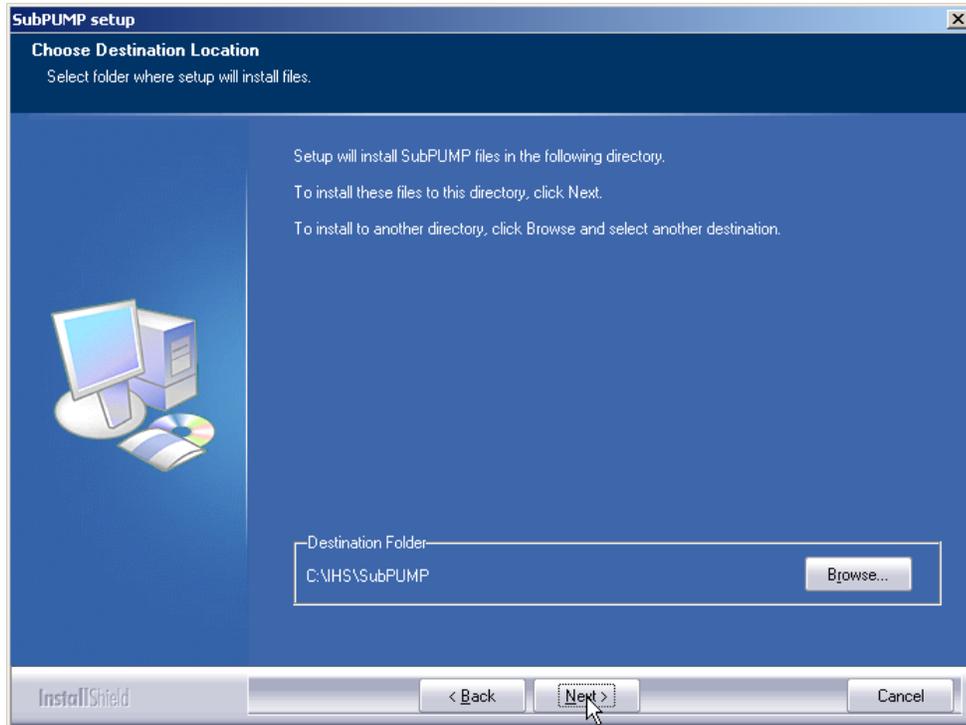


5. Select (1. SubPUMP (PERFORM) Single User license local to computer) and click “Next.”

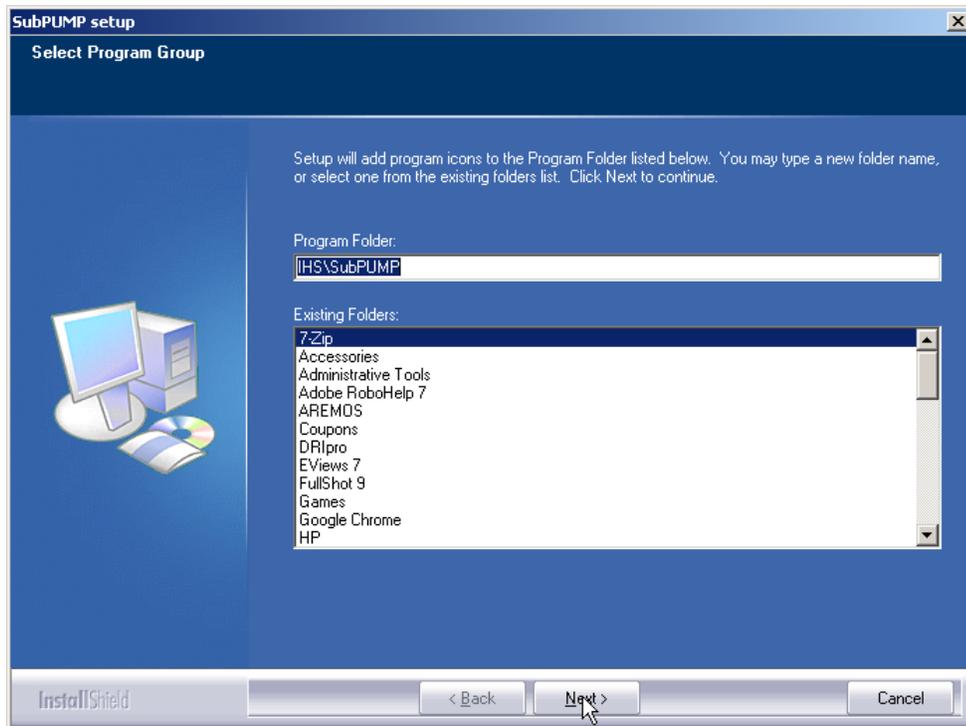


Do not select options 2 to 5 as they are designed for bitlock and network license types.

6. Accept the destination location by clicking “Next.” It is not advisable to change it.



7. Accept the Program Group by clicking “Next.” It is not advisable to change it.



8. Click “Install” to begin the installation process.

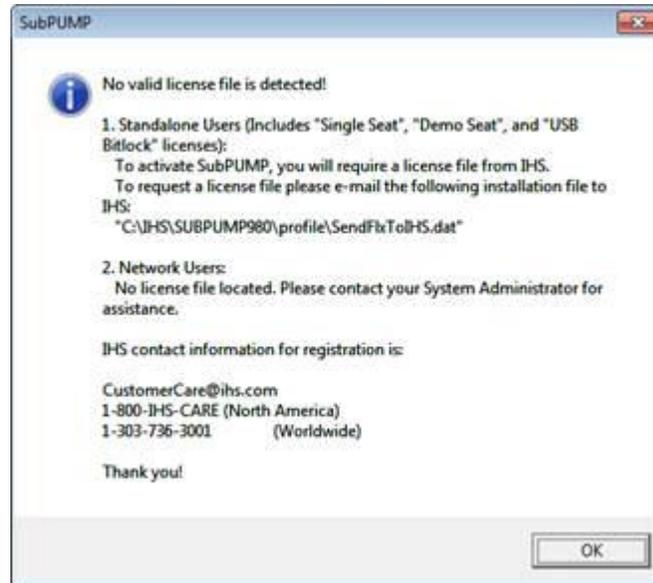


9. Click "Finish" to complete the installation.

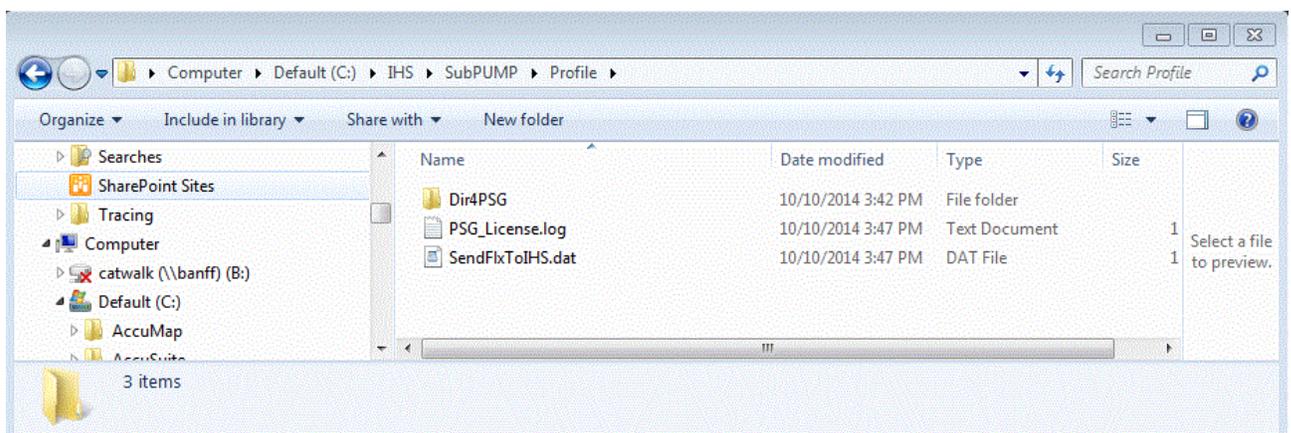


10. To obtain a license for SubPUMP (PERFORM), you'll need to send your IHS account manager the file "SendFlxToIHS.dat". Please follow these steps to create and find that file:

a. First, launch SubPUMP (PERFORM) and you'll see this message.



b. Launch Windows Explorer and navigate to your SubPUMP (PERFORM) /Profile folder to locate "SendFlxToIHS.dat". Send this file to your IHS account manager. Your account manager will forward your subscription information and your "SendFlxtoIHS.dat" file to the PSG Licensing team.



NOTE: Do not re-install SubPUMP (PERFORM) after sending your "SendFlxToIHS.dat" file. Doing this will cause an error and will invalidate your license file.

c. PSG Licensing will send you your SubPUMP (PERFORM) standalone license file via email.

11.) Copy your license file to the C:\IHS\SubPUMP (PERFORM)\Profile folder where SubPUMP (PERFORM) is installed.

12.) Launch SubPUMP (PERFORM).

Congratulations! You have completed the installation process.

ADDITIONAL QUESTIONS, COMMENTS OR IF YOU NEED FURTHER ASSISTANCE, PLEASE CONTACT US:

Customer Care

North America: 1-800-IHS-CARE

International: 1-303-736-3001

Email: CustomerCare@ihs.com



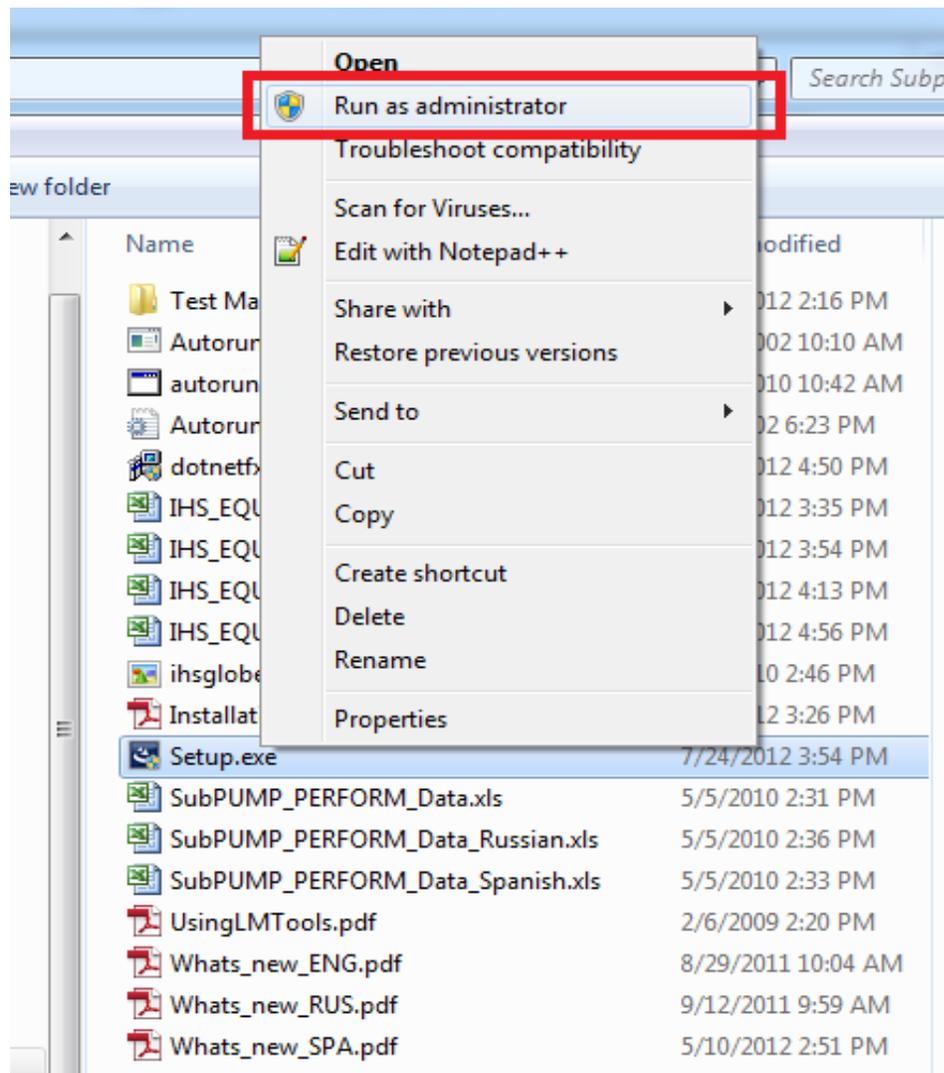
Copyright © 2016. IHS incorporated. All rights reserved



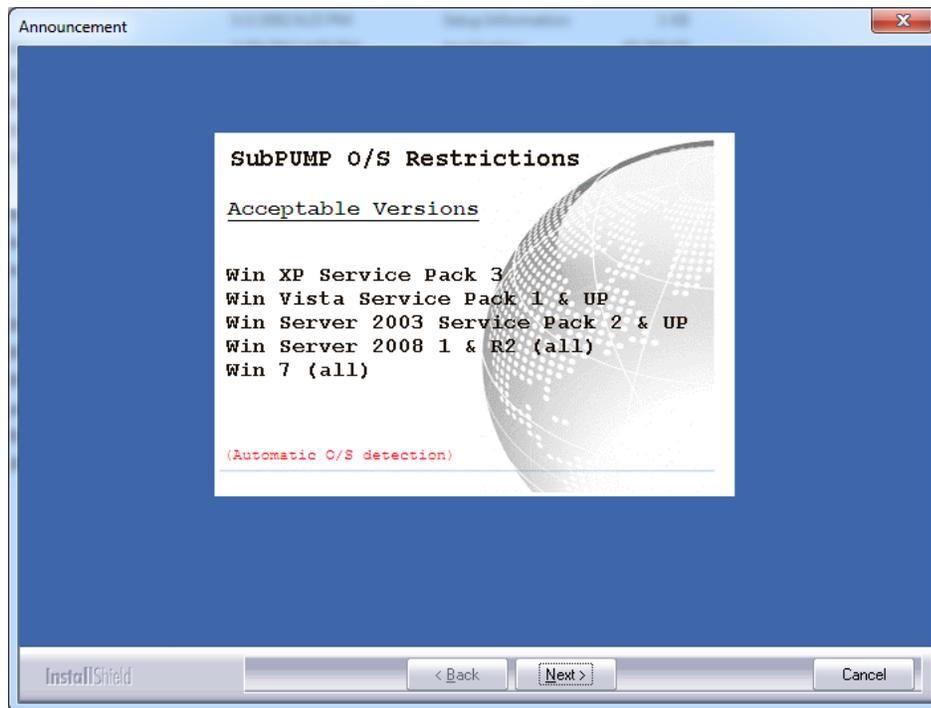
Before following the instructions below you must first receive a USB bitlock key (dongle) from IHS.

A bitlock license is a single user license which has the advantage of portability between different computer systems.

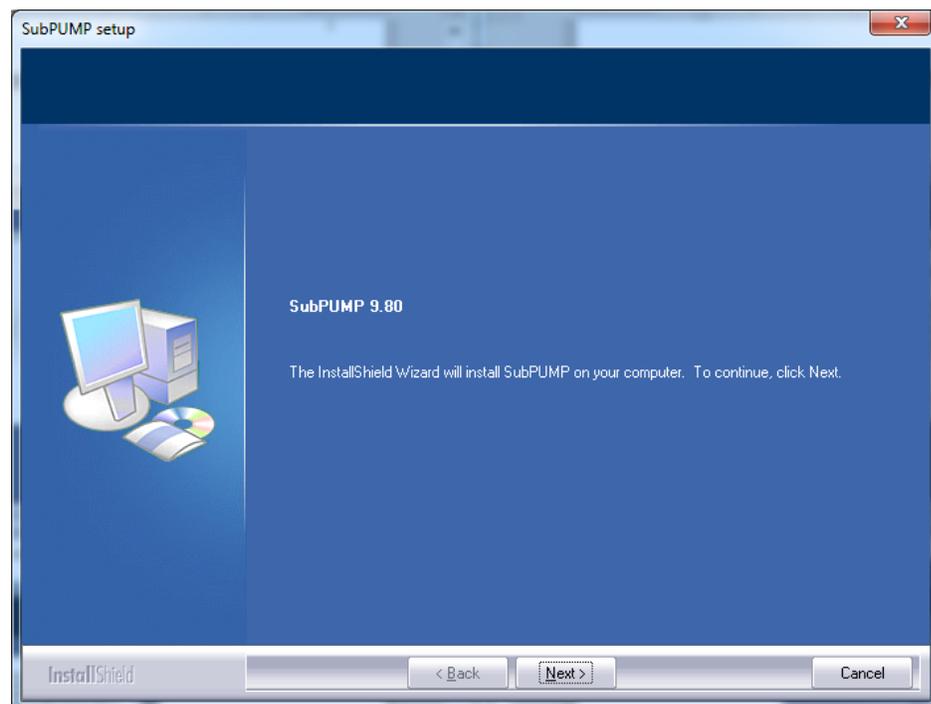
- 1.) The installation requires administrative privilege to register few components to the user’s machine. If you have Windows Vista or Windows 7, please make sure that you right click on “setup.exe” file, then “Run as Administrator”. If you have Windows XP, launch the installation by double-clicking “setup.exe”.



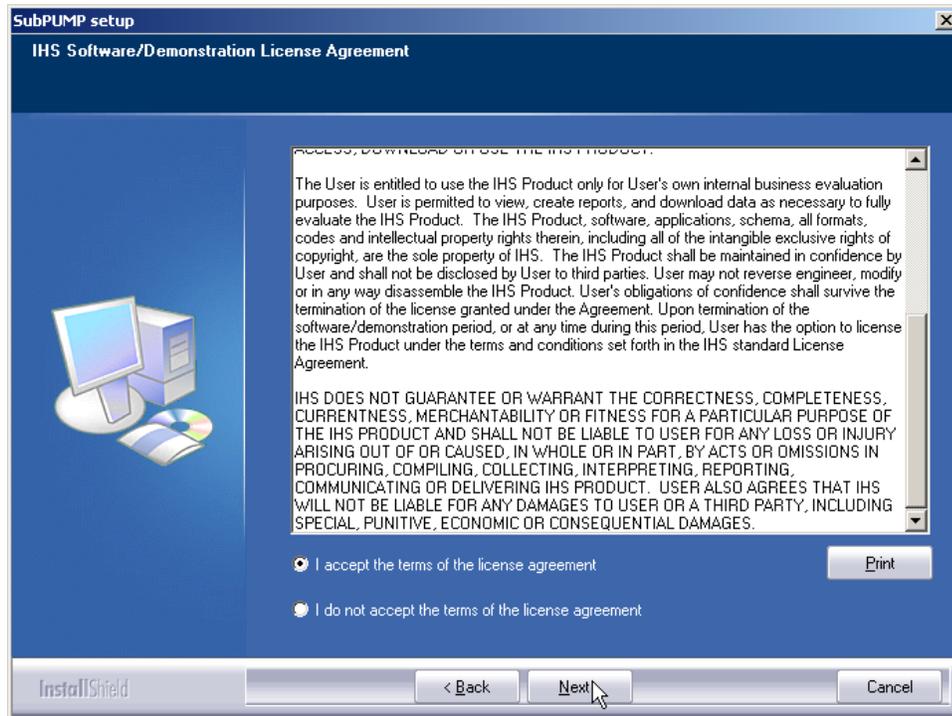
- 2.) Click “Next”:



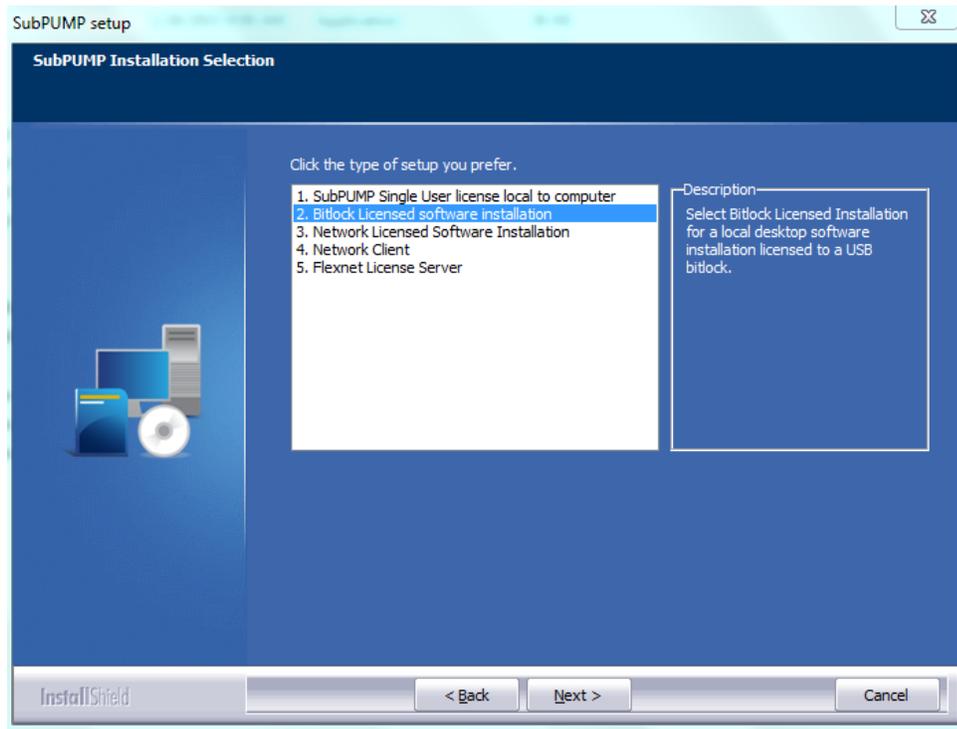
3.) Click "Next":



4.) Accept the terms of the license agreement (print it out to review it, if necessary) and click "Next."

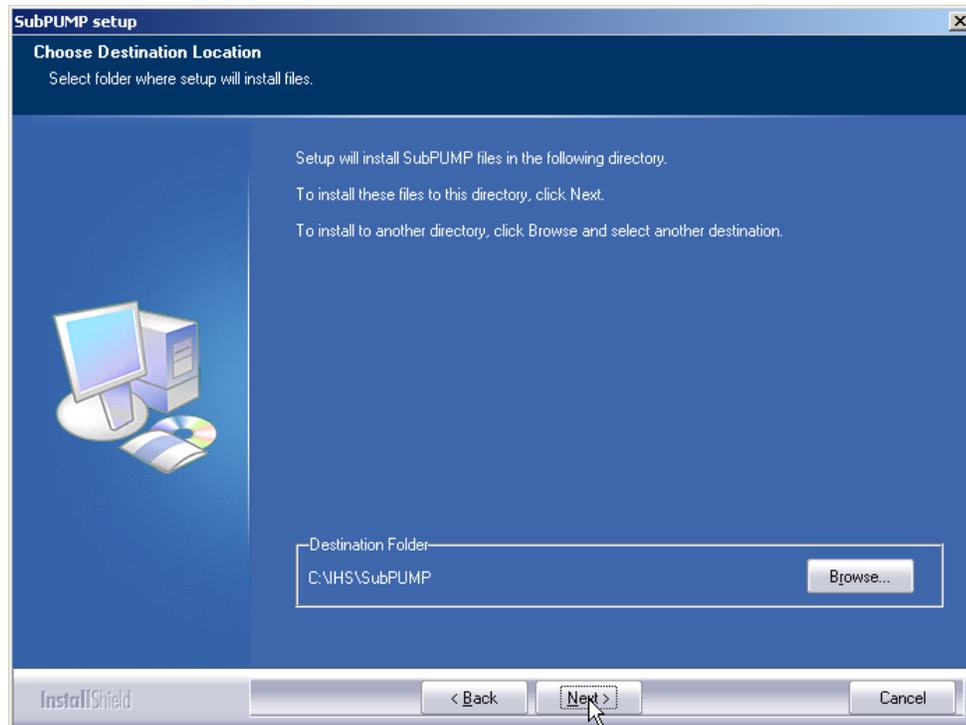


11. Select (2. Bitlock Licensed Software Installation) and click “Next.”

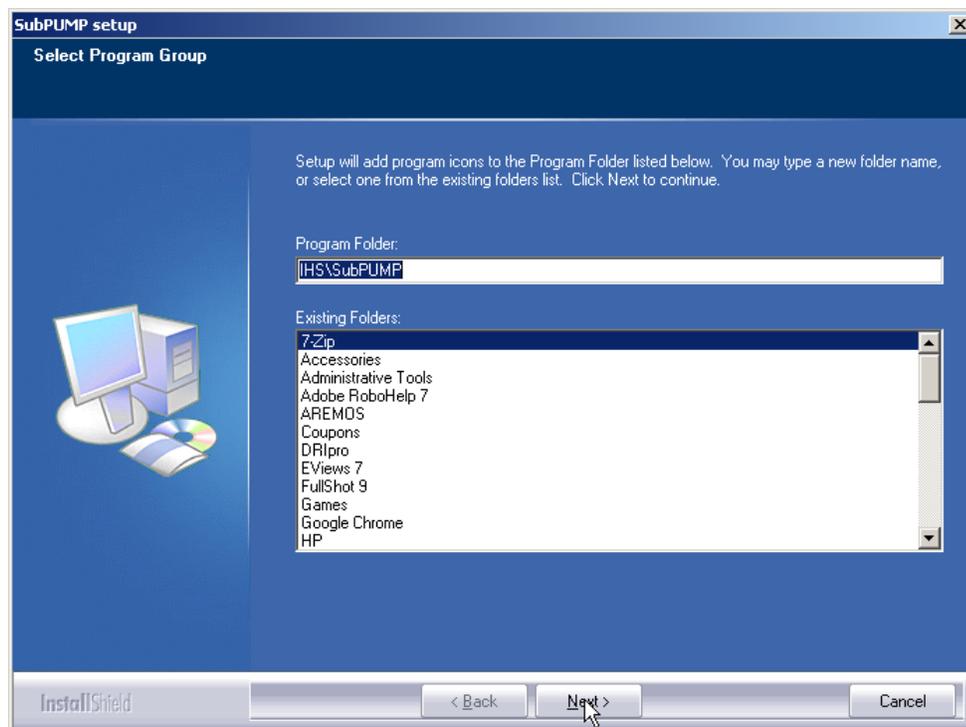


Do not select options 1, 3, 4 or 5 as they are designed for standalone and network license types.

5.) Accept the destination location by clicking “Next.” It is not advisable to change it.



6.) Accept the Program Group by clicking “Next.” It is not advisable to change it.



7.) Click “Install” to begin the installation process.



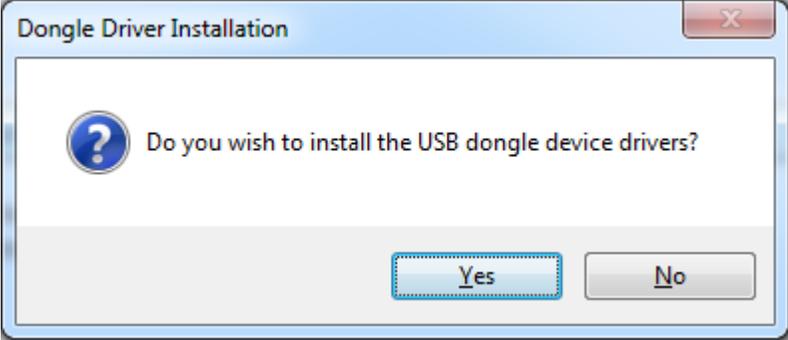
- 8.) Prior to the completion of the installation you will be prompted to install the Windows drivers for the bitlock key. Please follow the SPECIAL INSTRUCTIONS below:

SPECIAL INSTRUCTIONS FOR BITLOCK LICENSE TYPE
If you do not have Bitlock, please skip this step

Windows drivers for the bitlock key must be installed before going to the next step:

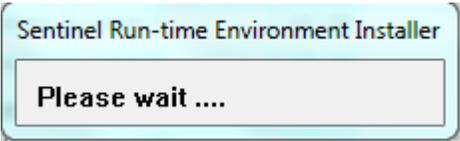
(DO NOT INSERT YOUR BITLOCK KEY UNTIL PROMPTED TO DO SO)

a. Click "Yes" to install Bitlock driver:



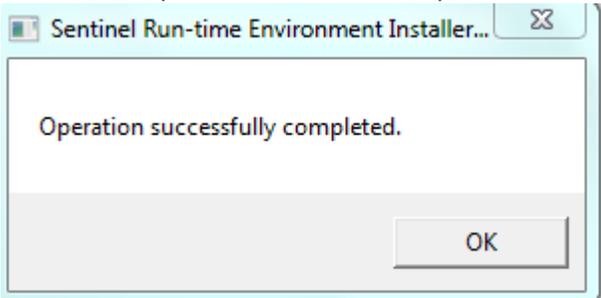
The screenshot shows a dialog box titled "Dongle Driver Installation" with a question mark icon. The text inside asks, "Do you wish to install the USB dongle device drivers?". At the bottom, there are two buttons: "Yes" and "No".

b. Please wait:



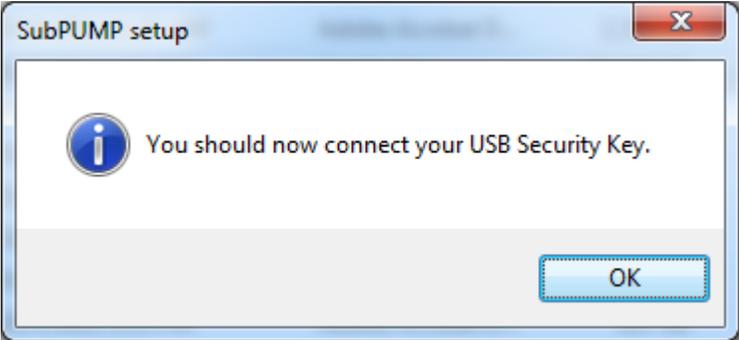
The screenshot shows a dialog box titled "Sentinel Run-time Environment Installer" with a progress bar and the text "Please wait".

c. Click "OK" to proceed to the next step:



The screenshot shows a dialog box titled "Sentinel Run-time Environment Installer..." with the text "Operation successfully completed." and an "OK" button at the bottom.

d. Connect your USB Bitlock, then click "OK" to proceed

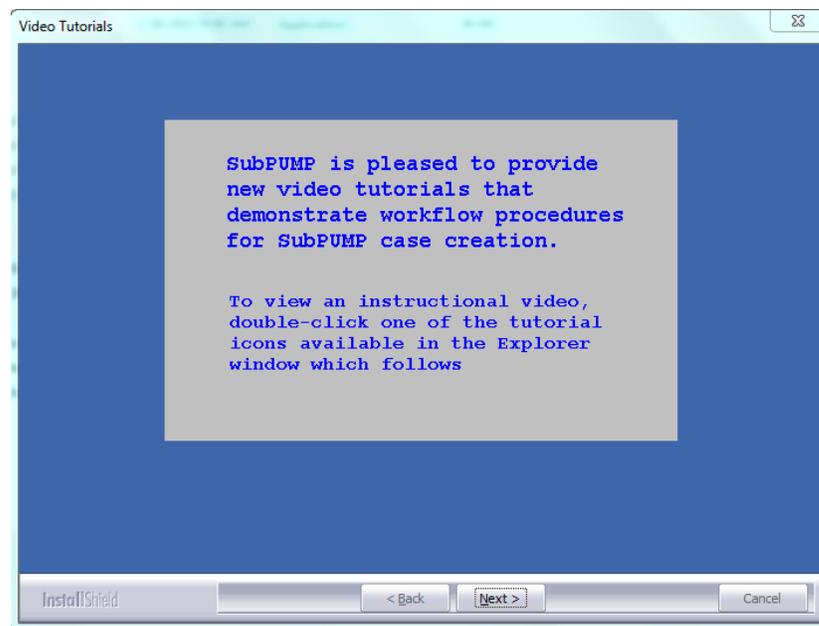


The screenshot shows a dialog box titled "SubPUMP setup" with an information icon and the text "You should now connect your USB Security Key." and an "OK" button at the bottom.

- e. Please wait until the indicator on the bitlock key lights up before going to the next step:
(This may take a few moments)



- 9.) Click “Next”

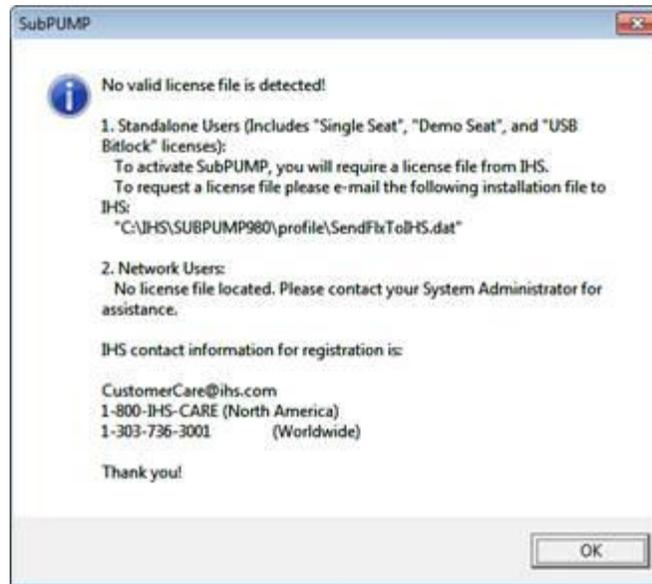


- 10.) Click “Finish” to complete the installation.

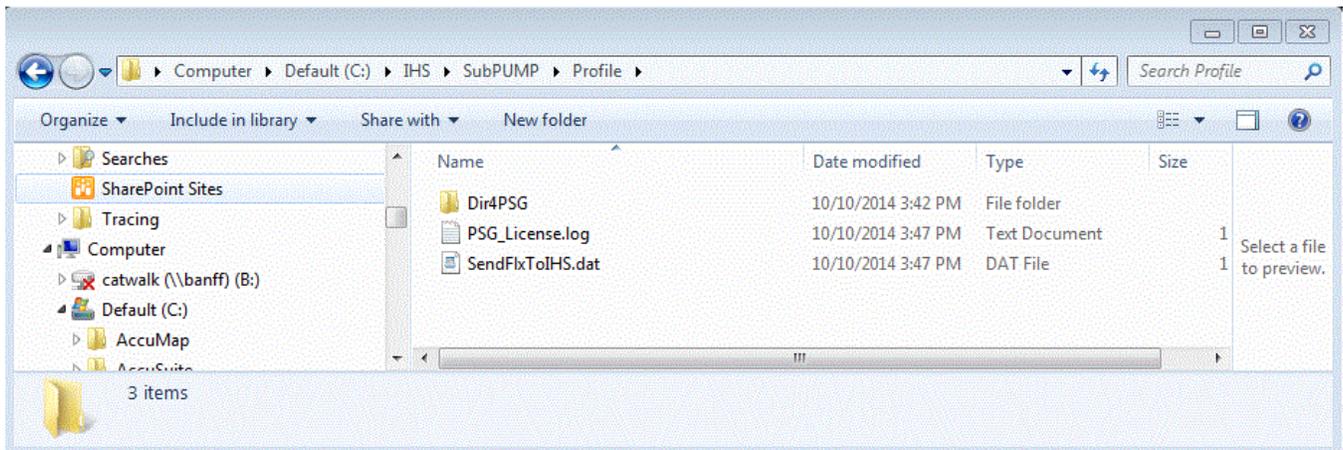


- 11.) To get a bitlock license for SubPUMP (PERFORM), you’ll need to send your IHS account manager the file “SendFlxToIHS.dat”. Please follow these steps to create and find that file:

- a. Insert the bitlock key in the USB drive and ensure the red light is on.
- b. Launch SubPUMP (PERFORM) . You’ll see the following error message. Click “OK”



- c.) Launch Windows Explorer and navigate to your SubPUMP (PERFORM) /Profile folder to locate “SendFlxToIHS.dat”. Send this file to your IHS account manager. Your account manager will forward your subscription information and your “SendFlxtoIHS.dat” file to the PSG Licensing team.



- d.) PSG Licensing will send you your SubPUMP (PERFORM) bitlock license file via email.

13.) Copy your license file to the C:\IHS\SubPUMP (PERFORM)\Profile folder where SubPUMP (PERFORM) is installed.

14.) Launch SubPUMP (PERFORM).

Congratulations! You have completed the installation process.

ADDITIONAL QUESTIONS, COMMENTS OR IF YOU NEED FURTHER ASSISTANCE, PLEASE CONTACT US:

Customer Care

North America: 1-800-IHS-CARE
International: 1-303-736-3001
Email: CustomerCare@ihs.com



Copyright © 2016. IHS incorporated. All rights reserved

APPLICATION INSTALLATION: Network license type (Requires IT administration)

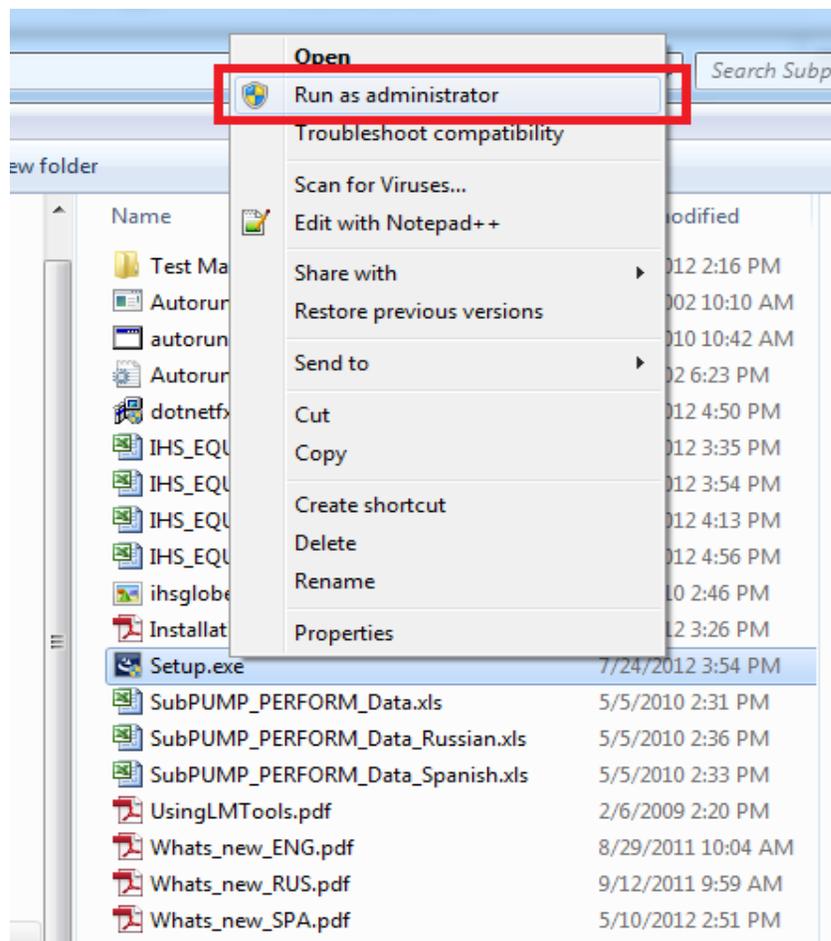
The following instructions are for a network installation. A network license is intended for one to many users who will access license seats from a license server and a multi-user license.

There are 3 steps to this installation:

1. [Install Flexnet License Server to manage user access to the application](#)
2. [Install the Application](#)
3. [Activate license on the server](#)

Step 1: Install Flexnet License Server on the server that will host your network license file.

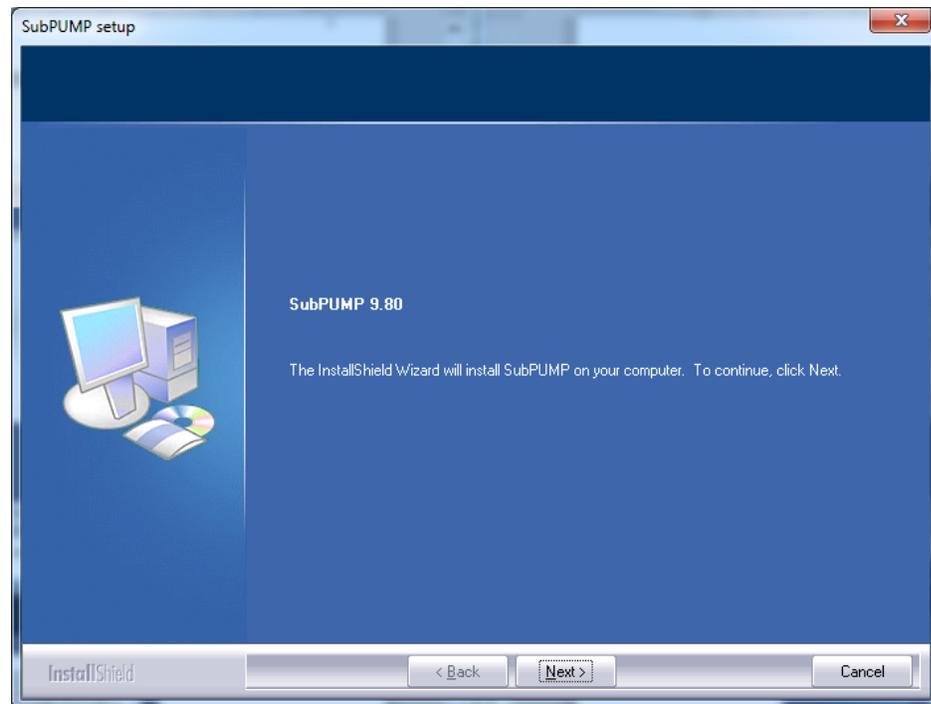
1. Locate the “setup.exe” file in the downloaded and extracted application folder.
2. Right-click on the “setup.exe” file, then select “Run as Administrator”. **NOTE:** The installation requires administrative privilege to correctly register certain components of the application.



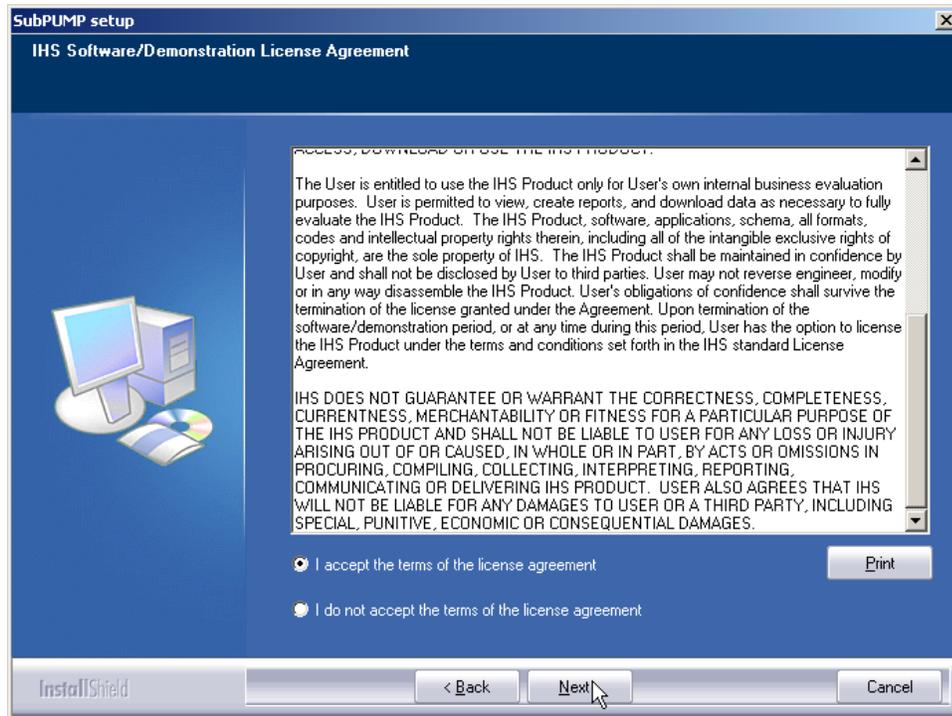
3.) Click "Next"



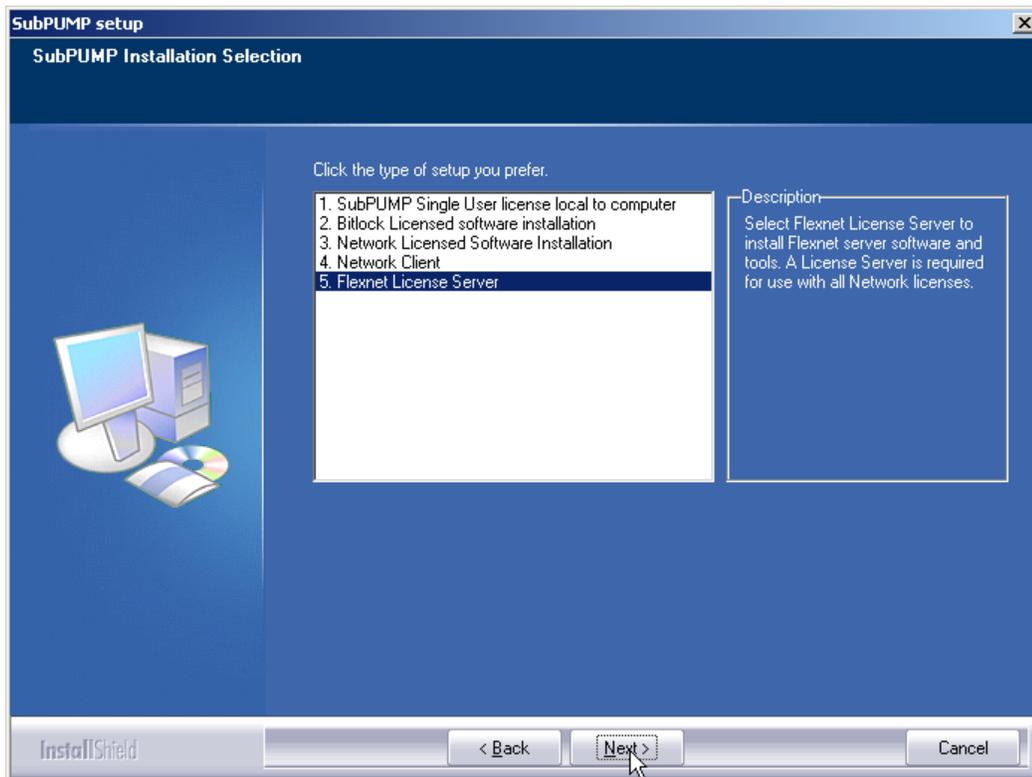
4.) Click "Next"



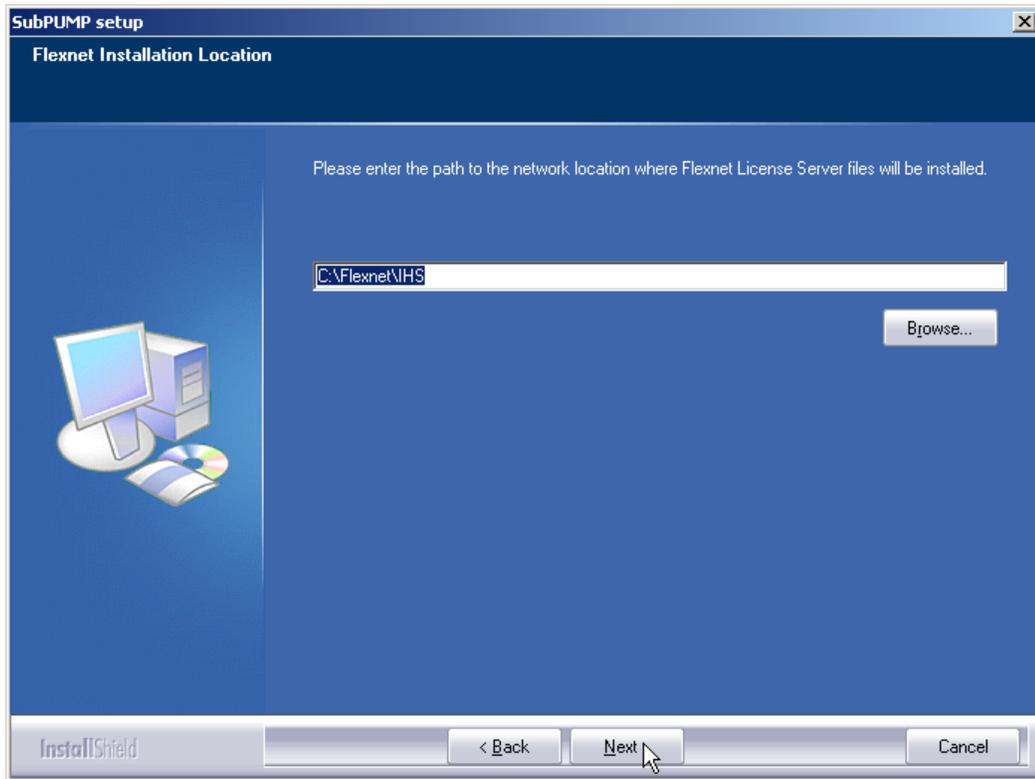
5.) Accept the terms of the license agreement (print it out to review it, if necessary) and click "Next."



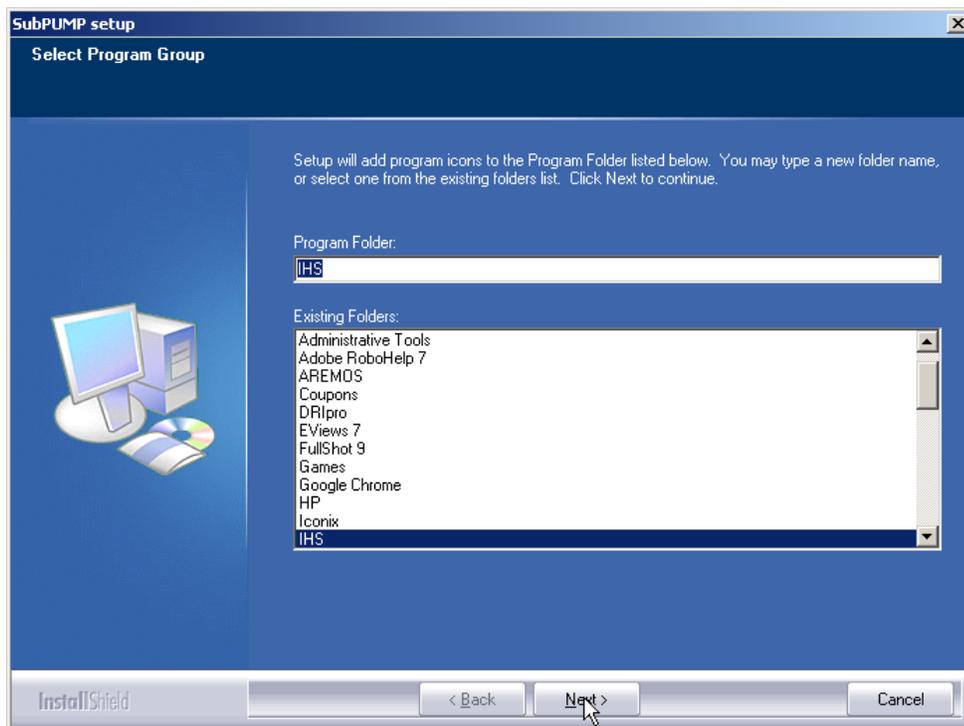
6.) Select installation mode #5 (Flexnet License Server) and click “Next”



7.) You must change the default path for the application installation “(Network Drive Address):\Flexnet\IHS” to something like this: “C:\Flexnet\IHS” and then click “Next” to continue.



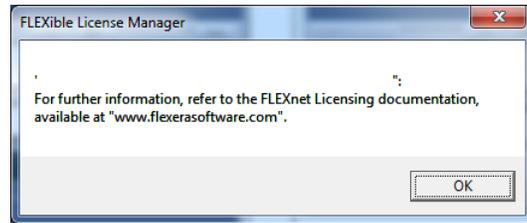
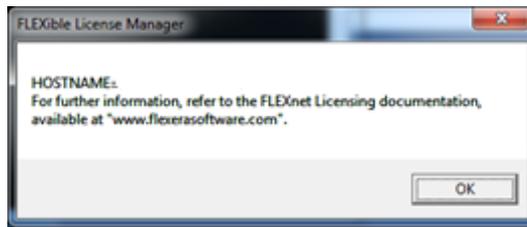
8.) Accept the Program Group by clicking "Next."



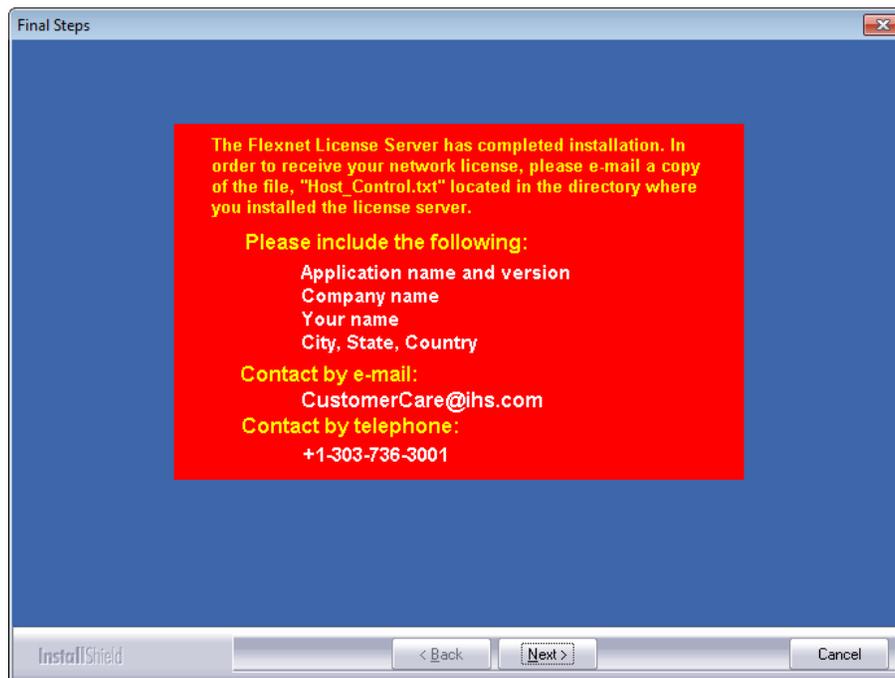
9.) Click "Install" to begin the installation process.



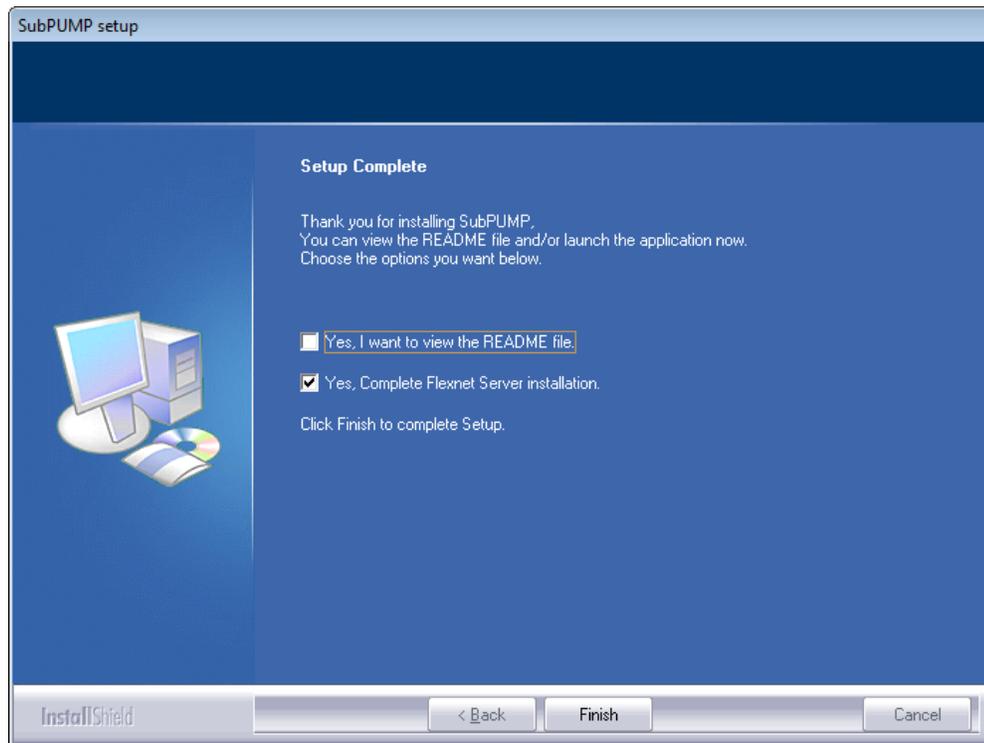
10.) Click "OKs"



11.) At the conclusion of the license server installation, a file will be created and named **“Host_Control.txt”**, in the directory where the Flexnet license server was installed. This file contains the identification information of the computer that will serve as license server host. Click **“Next”**



12.) Click **“Finish”** to complete the Flexnet license server installation.

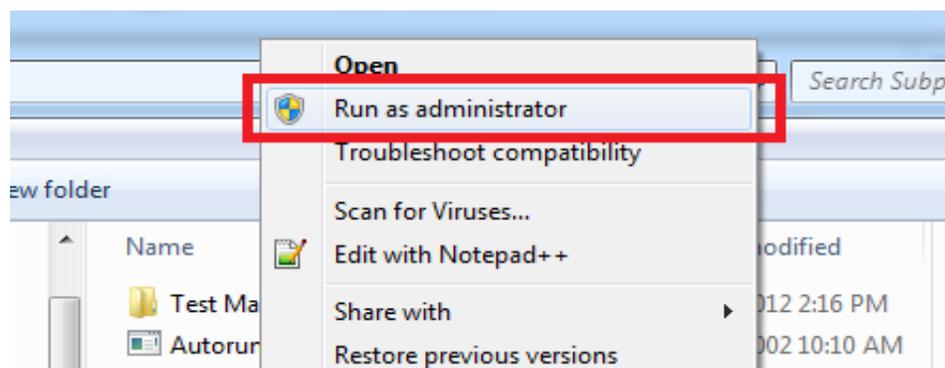


- 13.) Navigate to the directory where you installed the license server and locate your “**host_control.txt**” file.
- 14.) Send this file to your IHS account manager. Your account manager will forward your subscription information and your “Host_Control.txt” file to the PSG Licensing team.
- 15.) PSG Licensing will send you your SubPUMP (PERFORM) network license file via email.
- 16.) Copy your license file to the C:\IHS\Flexnet folder where the Flexnet license server (LMTOOLS) is installed.

Step 2: SubPUMP (PERFORM) installation on client workstation

[\[Table of Contents\]](#)

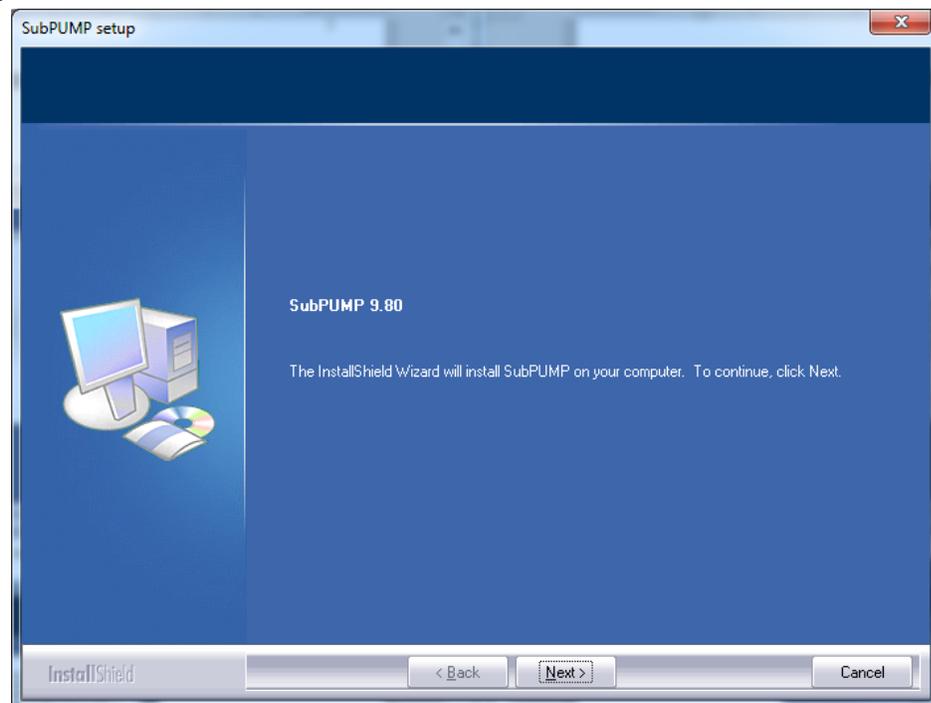
1. From end-user’s desktop, launch the installation by right clicking on “setup.exe” and select “Run as Administrator.”



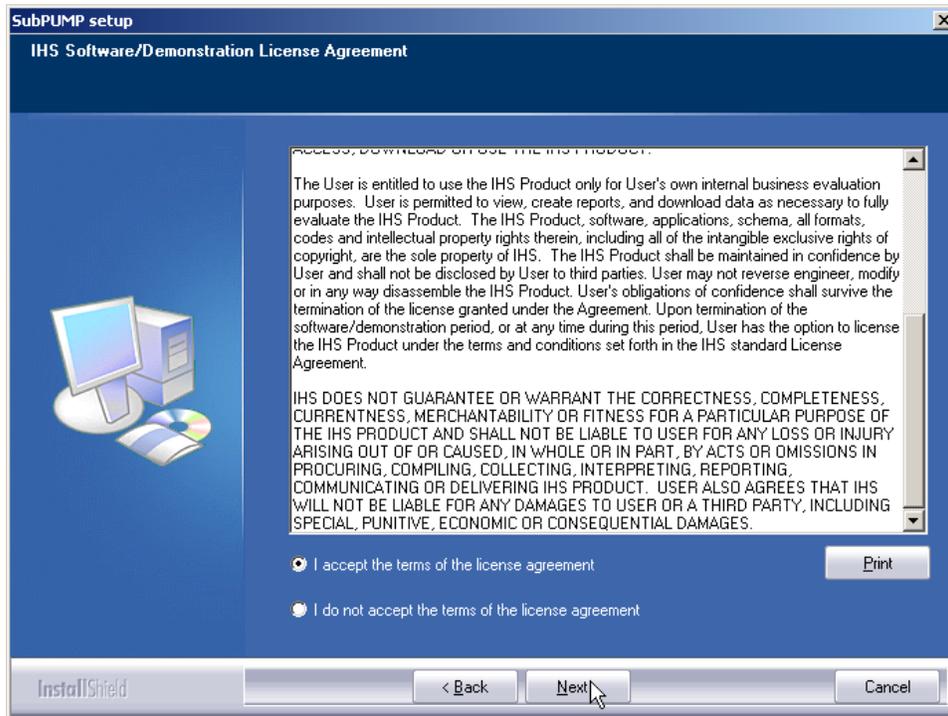
2. Click “Next”:



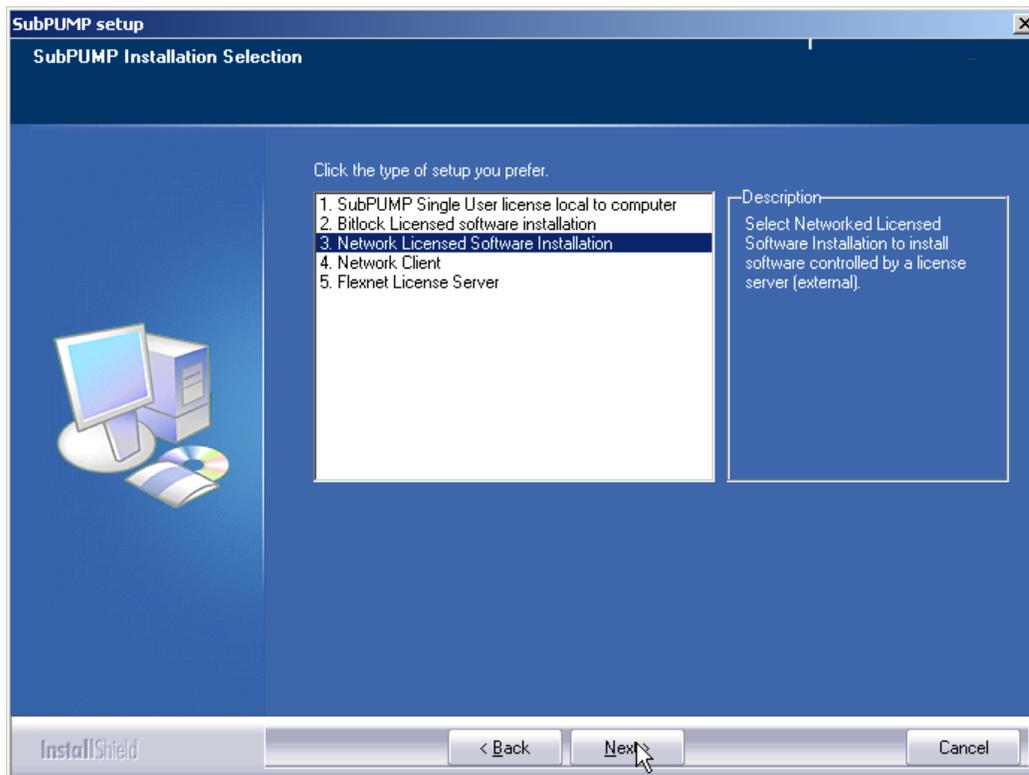
3. Click "Next":



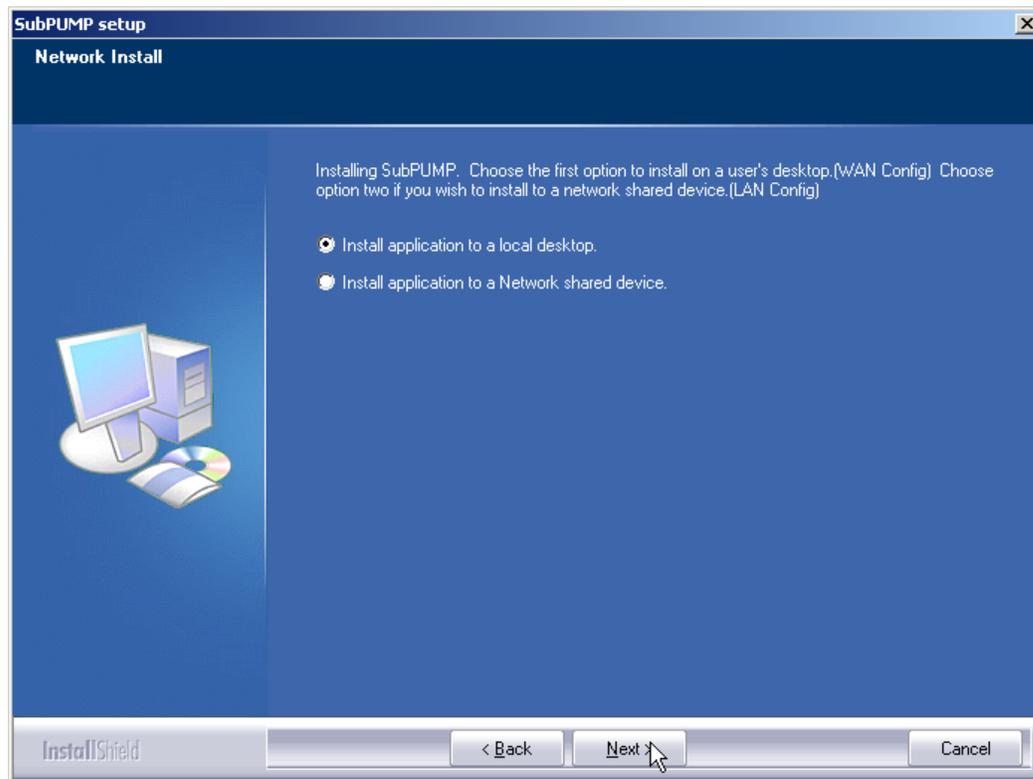
4. Accept the terms of the license agreement (print it out to review it, if necessary) and click "Next."



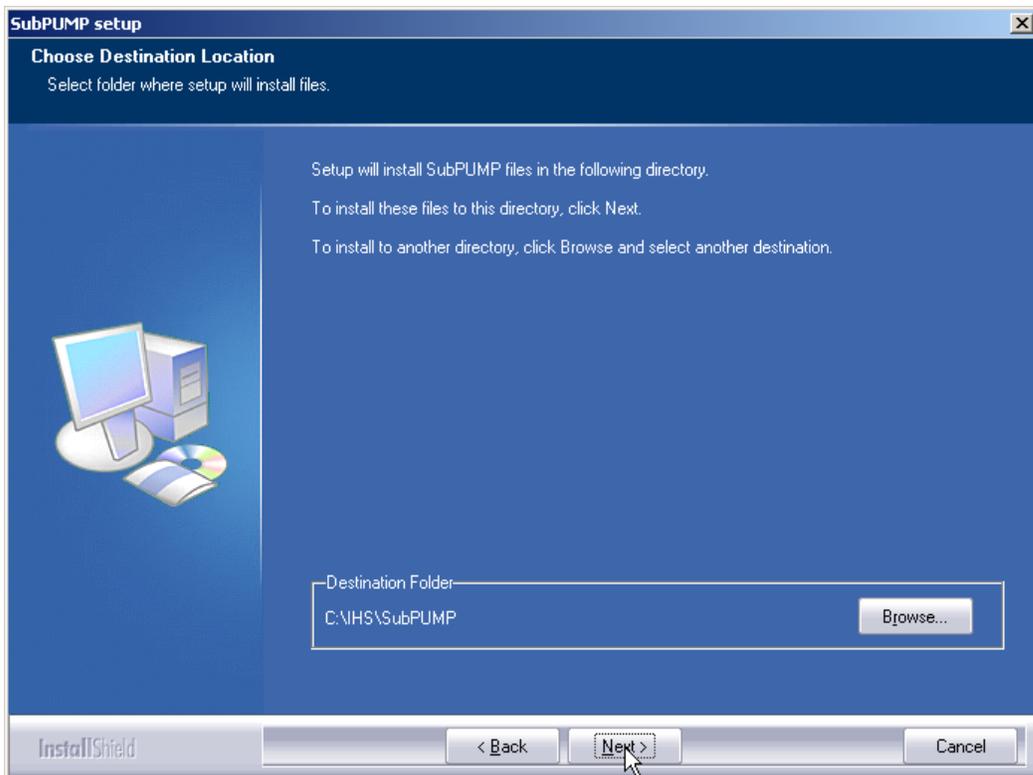
5. Select installation mode #3 (Network Licensed Software Installation) and click "Next."



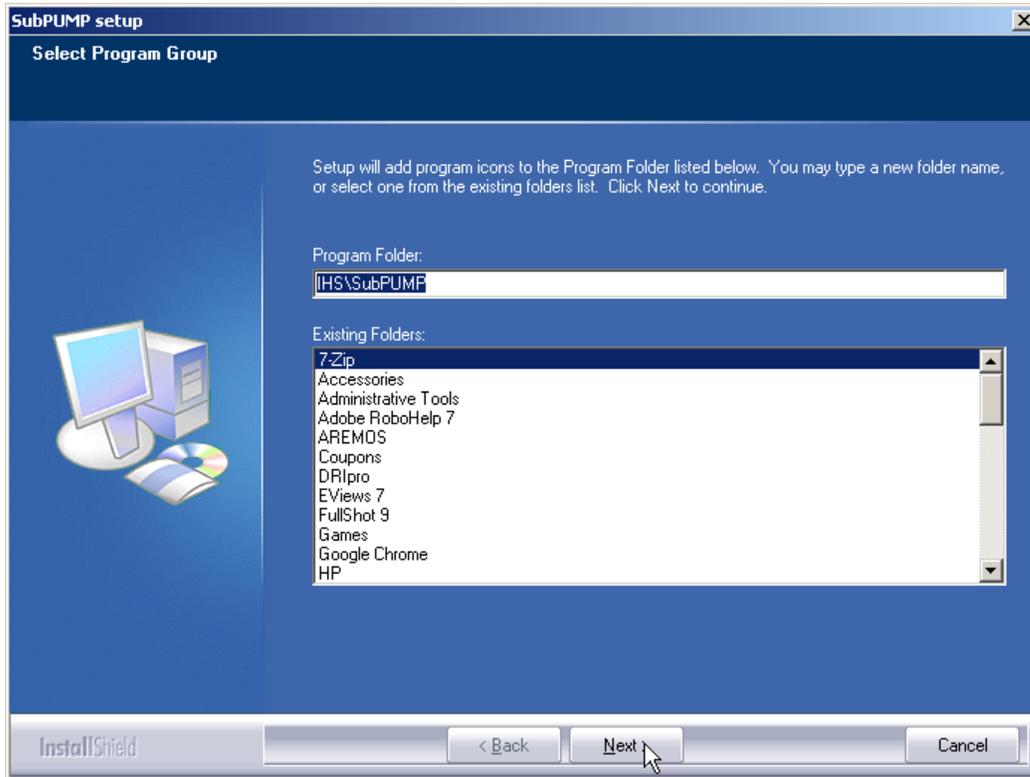
6. Select to install to your (local desktop) computer and click "Next."



7. Click "Next" to continue.



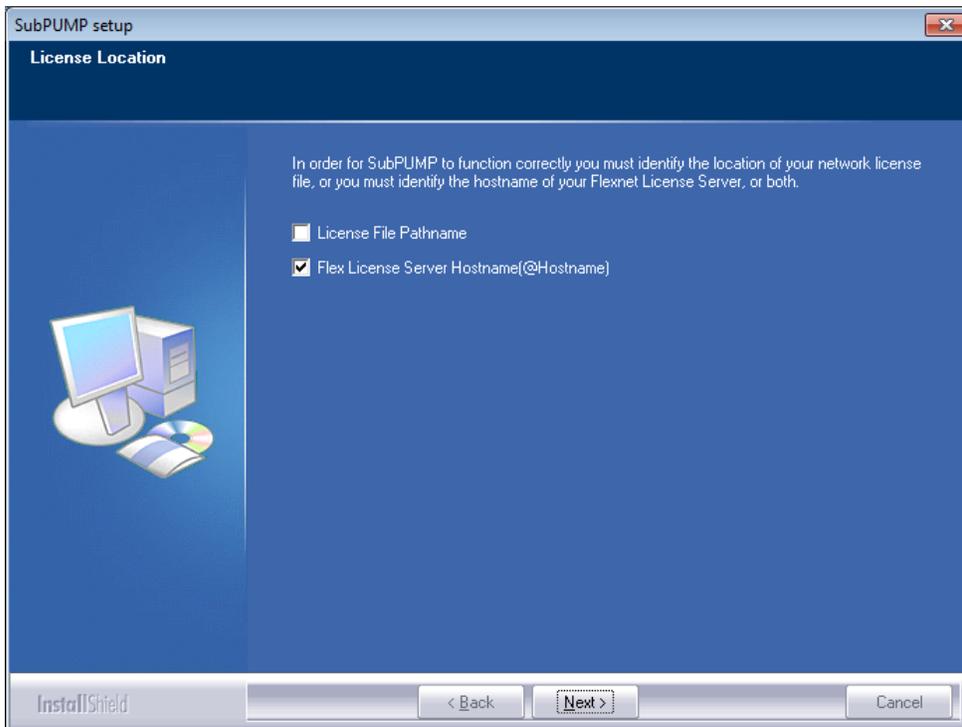
- Accept the Program Group by clicking “Next.”



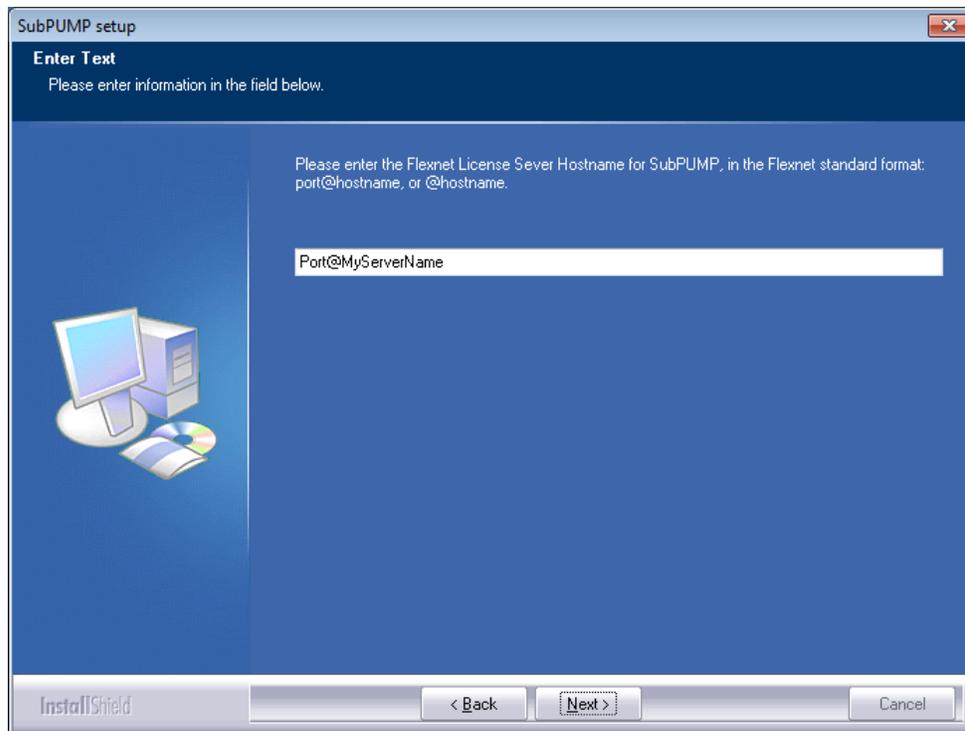
- Click “Install” to begin the installation process.



- Check the box “Flex License Server Hostname[@Hostname]” and click “Next.”

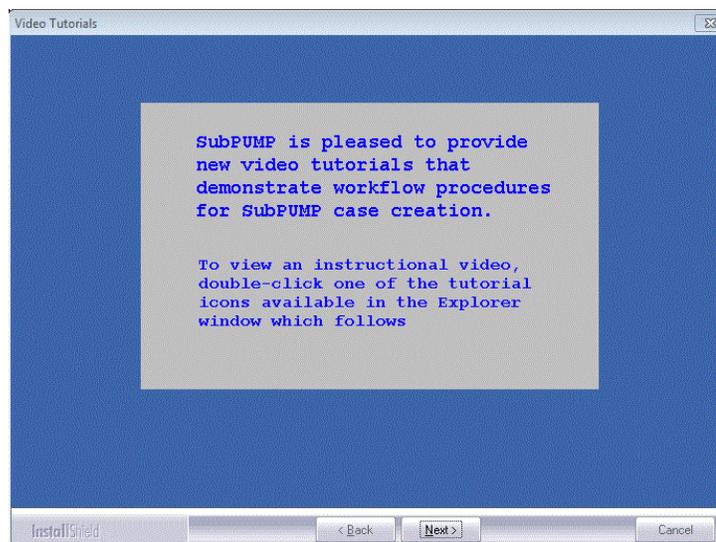


11. Enter the Flexnet License Server Hostname for SubPUMP (PERFORM) as indicated below and click “Next”

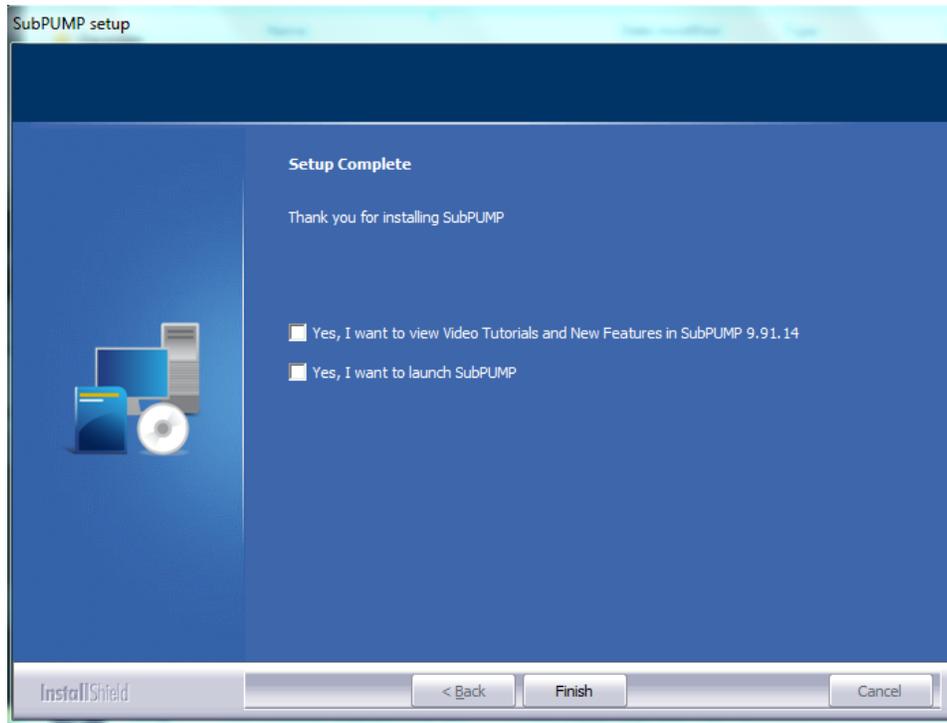


At this step, you must identify the license server host for the SubPUMP (PERFORM) application to use when launched. You should use standard Flexnet format “**port@hostname**”, which can be abbreviated “**@hostname**”. Port is the actual port number the license server is using to respond to license requests. Hostname is the name of the computer where the license server is running. The installation package does not know the location of your license server unless you correctly enter hostname and port of the license server at this screen. (**NOTE: Use “@hostname” only unless you have a reason to designate a specific port**)

12.) Click “Next”



13.) Unselect the check boxes and click “Finish”.



14.) The installation will complete. Continue to Step 3.

Step 3: Activate license on the server

[\[Table of Contents\]](#)

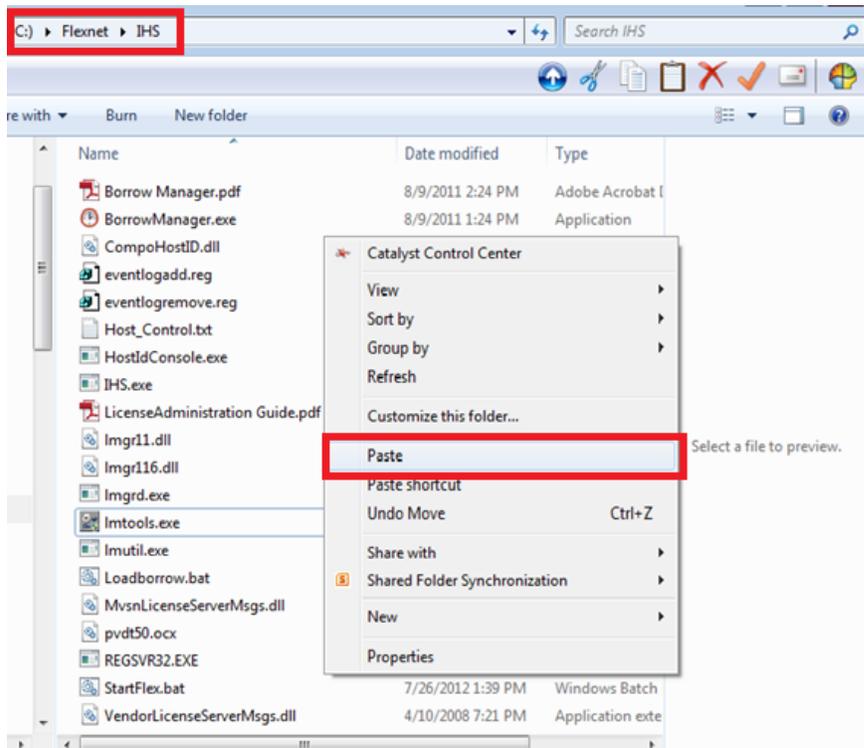
NOTE: If the administrator wishes a detailed understanding of Flexnet licensing, the Flexnet document, “License Administration Guide.pdf” is available in the directory where the license server was installed.



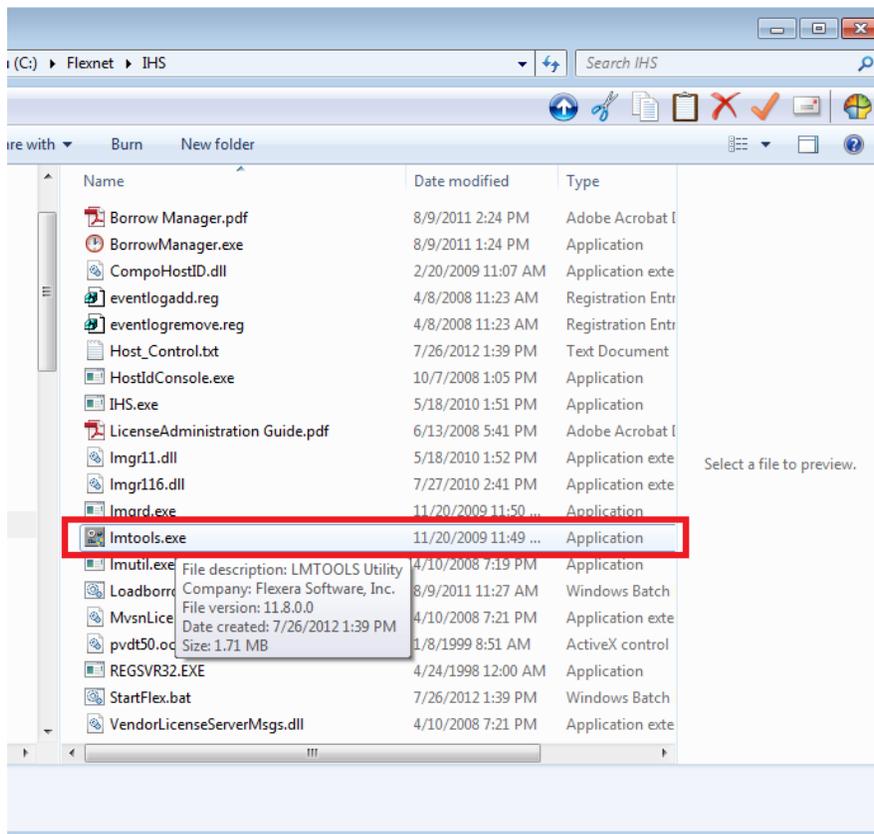
You should have received a network license file from PSG Licensing via email when you completed [Step 1 above](#). **Please follow these steps only after you have acquired a network license from PSG Licensing.**

To activate the license on the server:

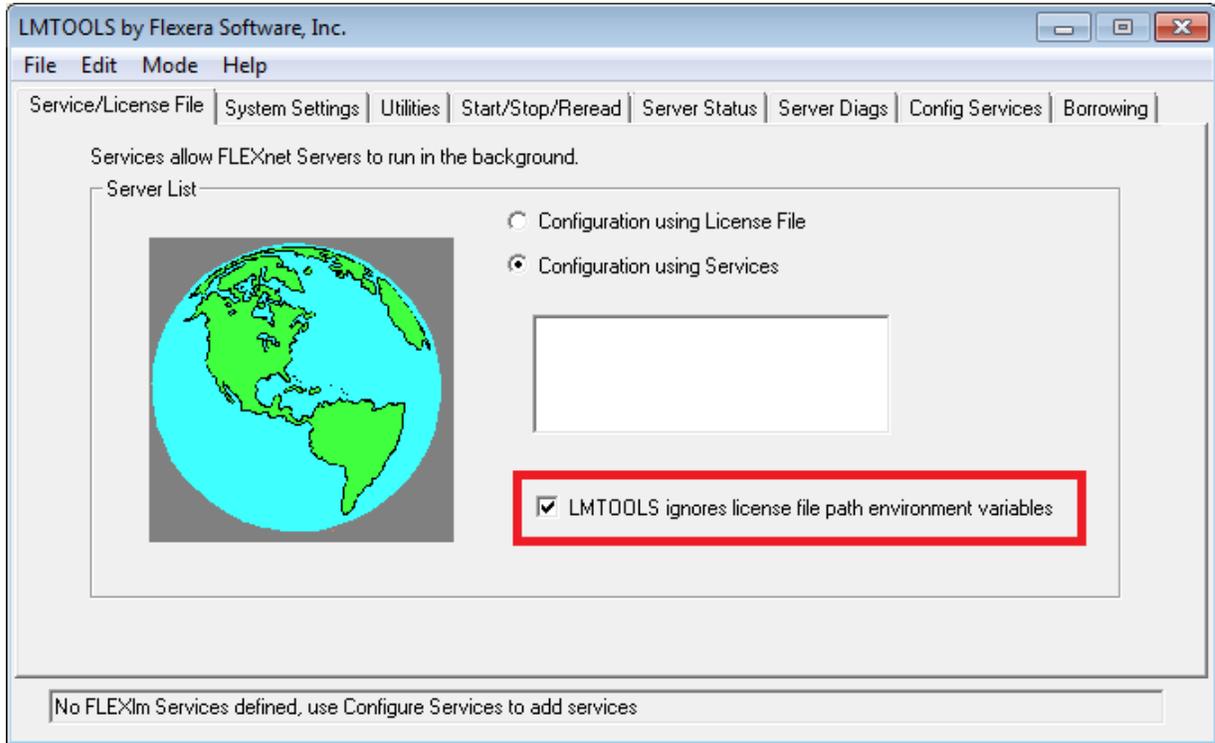
1. Copy the license file, which you received from PSG Licensing, to the folder where you installed the license server.



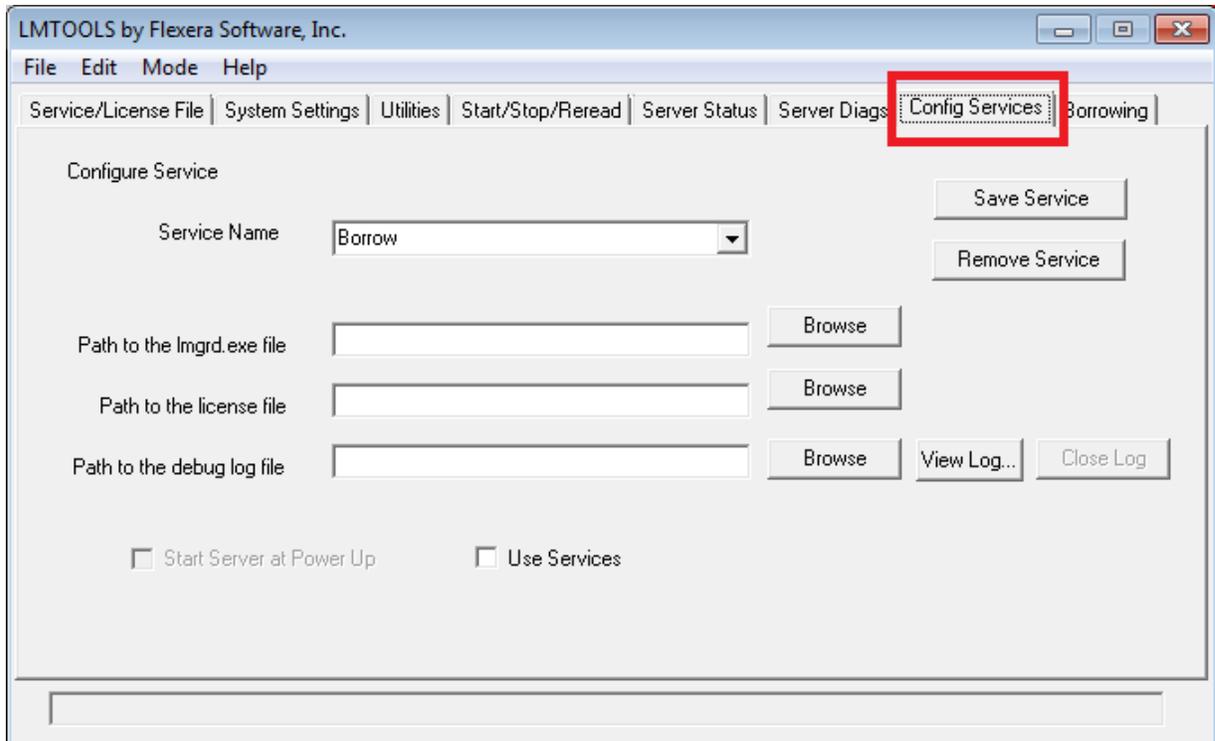
- From the folder where you installed the license server, double-click to run **LMTOOLS** to build the license service.



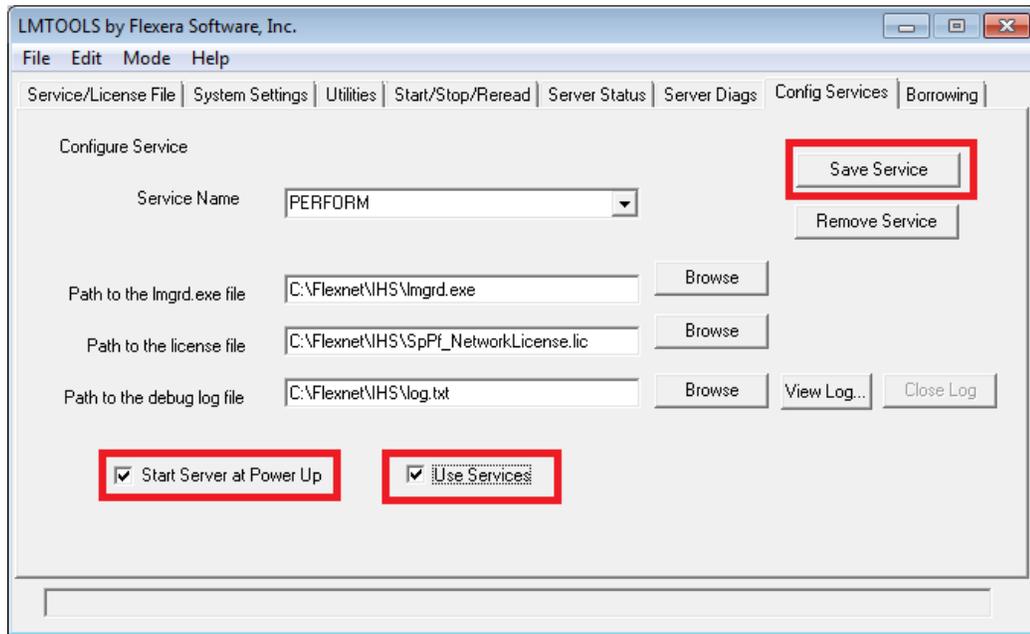
3. Tell LMTOOLS to ignore license file path environment variables.



4. Select the "Config Services" tab.



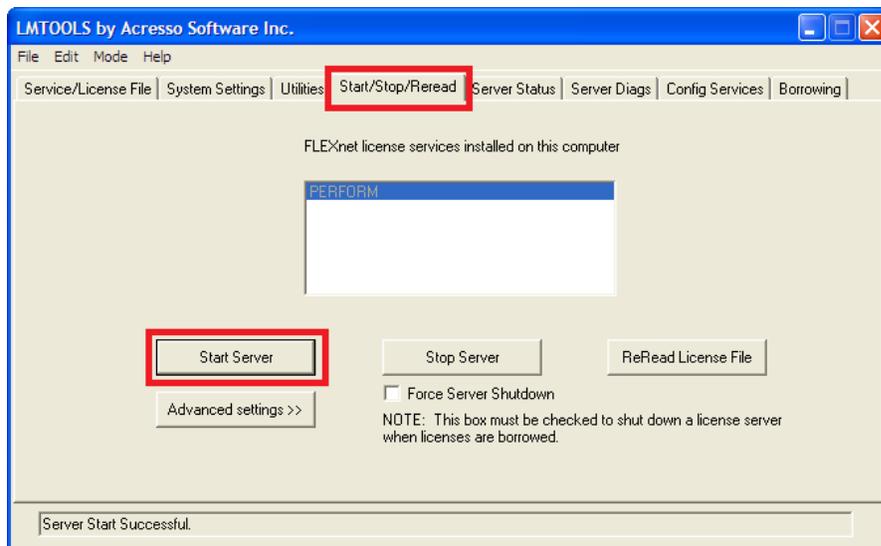
5. Create the new SubPUMP (PERFORM) license manager Service Name and define the paths to the lmgrd.exe and your network license file. Select the red-boxed options below and click "Save Service".



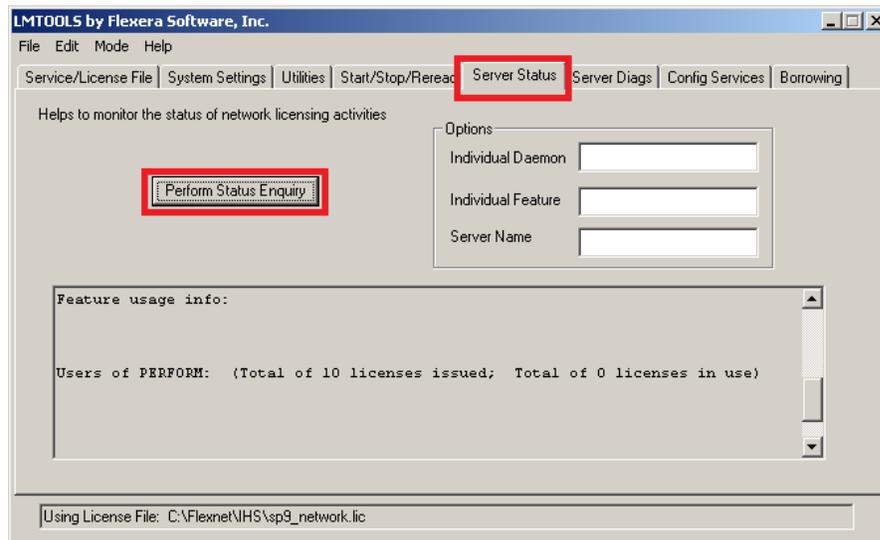
Guidelines

- Service name:** create a new service name, for example: “SubPUMP” or “PERFORM”
- Path to the Lmgrd.exe:** enter the path where you installed the license server and the file name
- Path to the license file:** enter the path where you saved the network license file
- Debug log file is critical when troubleshooting server problems. Name it “SubPUMP” or “PERFORM” and hit Save.
- Please make sure you select “Start Server at Power Up” and “Use Services”

6. Go to the “Start/Stop/Reread” tab and start the Server.



7. Go to the “Server Status” tab and click “Perform Status Enquiry” to check the status of the license server. The Status Enquiry should confirm the license was read properly, the vendor daemon (IHS.exe) is “up” and it should display the number of licenses issued and the total licenses in use.



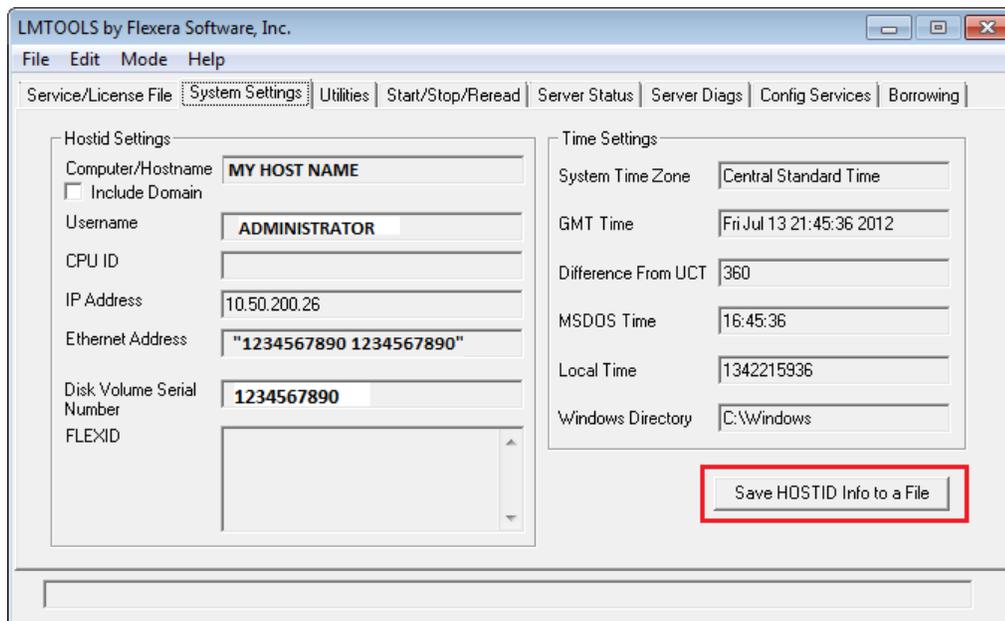
8.) Congratulations! You have completed the installation process.

9.) You can now launch SubPUMP (PERFORM) from any user workstation where **Step 2** was completed above.

COMMON QUESTIONS AND ANSWERS

[\[Table of Contents\]](#)

1. How do I re-create "Host_Control.txt" so that I can send to IHS to acquire a license?
 - To properly identify the host server which will provide license services, please make sure that you copy "LMTools.exe" to your local machine before running. LMTools.exe can be found in the directory where the Flexnet License Server was installed.
 - Run "LMTools.exe", go to System Settings tab. Click "Save HOSTID Info to a File", and then send the file to IHS customer care.



2. I have a standalone license, I would like to move SubPUMP to a different machine:
 - You must unregister any previously registered version of the program and obtain the unregistration information which must accompany the new registration request.

**ADDITIONAL QUESTIONS, COMMENTS OR IF YOU NEED FURTHER ASSISTANCE,
PLEASE CONTACT US:**

Customer Care

North America: 1-800-IHS-CARE
International: 1-303-736-3001
Email: CustomerCare@ihs.com



Copyright © 2016. IHS incorporated. All rights reserved