

# Installation of CMG Software on Windows

Version 2025



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# Overview

## Introduction

This installation procedure was developed to help you install CMG software onto your computer and configure it to work correctly.

It is important that you follow these instructions and install the software using the installation program provided. **If you do not use the installation program provided, your software will not function correctly.** You cannot simply move, copy or delete your CMG software using the Microsoft File Explorer.

You can install CMG software using the interface provided by the Setup Program, or you can run a "silent install" using Windows Installer technology.

## Before You Install

There are several steps you should take before beginning the installation:

- Ensure the computer on which you are installing the CMG software meets the minimum system requirements.
- Determine the type of licensing you will use on the computer you are installing the software on. There are three possible licensing types: Standalone Client, Network Client, and Network License Server.
- If you are installing a Network Client, you will need to know the name of the Network License Server you will be drawing licenses from. If you are enrolled in the Customer Experience Improvement Program (CEIP), you will also need to specify the name of the CEIP server, if different from the license server.

## Installing Multiple CMG Versions

You can install more than one version of CMG software on your computer. If you wish to remove an older version, however, it is recommended that you remove it *before* installing the new version.

## System Requirements

For your CMG software to run correctly, you need a system that meets the specifications outlined in *CMG Hardware and Operating System Recommendations*, available through **Launcher** | **CMG Documentation Browser** | **Release Documentation**.

Your system must support one of the following Microsoft<sup>+</sup> operating systems (U.S. English, Simplified Chinese, Spanish and Portuguese versions only):

- Windows 11 64-bit version
- Windows 10 64-bit version
- Windows 8.1
- Windows Server 2016 R2
- Windows Server 2019
- Windows Server 2022

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**Note:** Most CMG product help is delivered in HTML5 format for viewing in an Internet browser. We test our product help systems using the most recent versions of Chrome, Firefox, and Edge. For optimal use of our help systems, we recommend you use one of these. If you use a different browser, or an earlier version of one of the above browsers, to view the help, as long as it supports HTML5, you should be able to view and interact with the content; however, you may not have full access to all help functionality or formatting.

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## Selecting the Licensing Configuration

CMG software supports three different licensing configurations. The one you use will depend on the type of licensing model you have purchased.

- **Standalone Client:** Licenses are locked to the computer the software will run on and cannot be shared. Each Standalone Client computer requires its own License File.
- **Network Client:** Licenses are provided by a Network License Server computer elsewhere on the network. As part of the installation, you will need to know the name of the Network License Server computer.
- **Network License Server:** The computer will serve licenses to other Network Client computers on the network. You can install all the CMG software on this computer or you can choose to install only the licensing server software. A Network License Server requires a License File.

Installing a Standalone Client is straightforward. Simply install the software, generate HostID information for the computer and send it to CMG, and install the License File CMG sends back.

Setting up a Network License system involves the following steps:

- Determine which computer will act as the Network License Server. Install the software on this computer as a Network License Server, optionally installing all of the CMG software. Generate HostID information for the computer and send it to CMG, and install the License File that CMG sends back.
- Install the software on all Network Client computers, entering the name of the Network License Server computer when prompted during the installation.

A Network License Server can also be used to run CMG applications, but only if all CMG software has been installed.

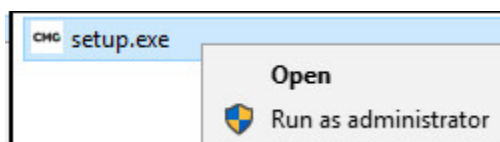
# Installing CMG Software Using the Setup Program

This section describes the installation of CMG software using the setup program. Through the setup program wizard, you will enter all of the information required for the installation.

## Before Beginning Installation

Before you begin the installation of CMG software, you should ensure the following:

- You must be logged in with **administrator privileges**. If you are running a supported version of Windows with User Account Control (UAC) turned on, your permissions should be escalated to full administration mode when the Setup Program is started; however, if this is not the case you can explicitly run the program as an administrator through the context menu:



- You should exit any CMG applications you have running before beginning installation. You do not need to stop any CMG services if they are running, however.
- You may wish to disable any virus protection software you are running in case it interferes with the installation.

## Starting the Setup Program

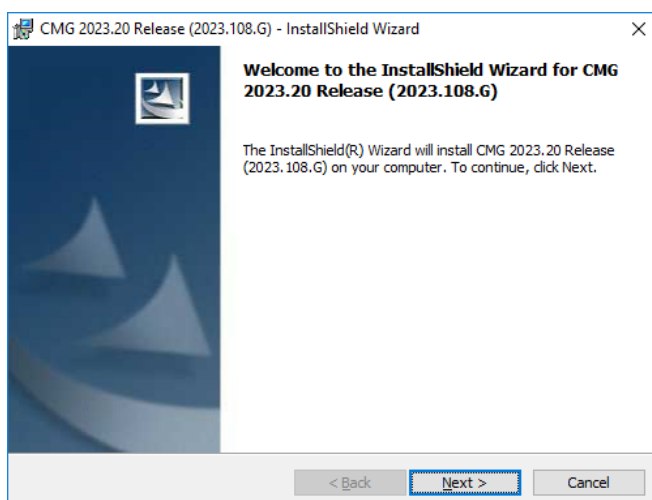
The setup program provided by CMG uses a wizard interface. The following is an overview of each screen in the wizard.

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**Note:** You may not see every screen of the installation wizard. The screens displayed depend on the platform and the choices you make during the install.

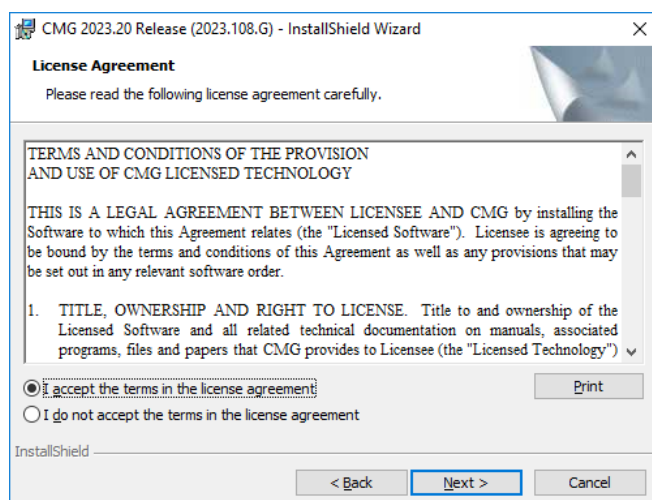
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### Welcome Screen



After the installation preparation screen, this is the first screen you see when installing CMG software. The version you are about to install is shown.

## License Agreement



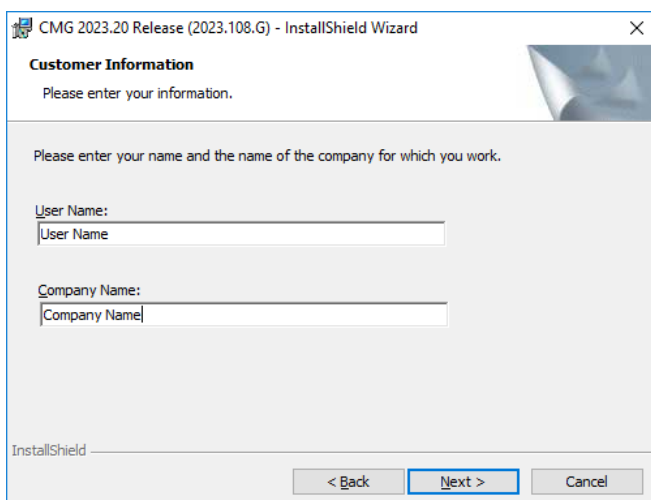
This screen shows a default license agreement for CMG software. The terms of this agreement **do not supersede** any agreement(s) you may have signed with CMG for the software licenses.

After you read the license agreement, select *I accept the terms in the license agreement* to proceed with the installation.

## Readme

The **Readme** screen will show the contents of the *readme* file found on the distribution media. The readme file contains any late-breaking news and documentation changes. You should take the time to read this information.

## Entering Customer Information



CMG 2023.20 Release (2023.108.G) - InstallShield Wizard

**Customer Information**

Please enter your information.

Please enter your name and the name of the company for which you work.

User Name:  
User Name

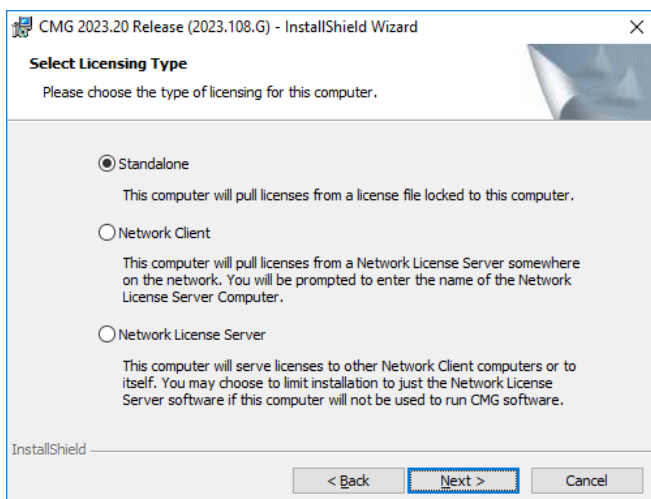
Company Name:  
Company Name

InstallShield

< Back Next > Cancel

This screen allows you to personalize your installation of the CMG software. You need to enter *User Name* and *Company Name* to proceed. If you do not, an error message will be displayed.

## Selecting the Licensing Type



CMG 2023.20 Release (2023.108.G) - InstallShield Wizard

**Select Licensing Type**

Please choose the type of licensing for this computer.

☒ Standalone  
This computer will pull licenses from a license file locked to this computer.

☐ Network Client  
This computer will pull licenses from a Network License Server somewhere on the network. You will be prompted to enter the name of the Network License Server Computer.

☐ Network License Server  
This computer will serve licenses to other Network Client computers or to itself. You may choose to limit installation to just the Network License Server software if this computer will not be used to run CMG software.

InstallShield

< Back Next > Cancel

This screen allows you to select what type of licensing will be used on this computer. The screens you see in subsequent steps of this installation will depend on the choice you make here.

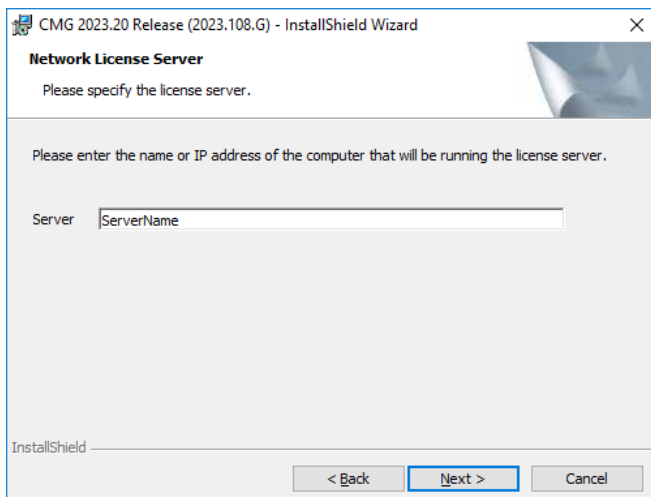
See *A Guide to Using CMG Licensing* for more information.

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**Note:** When installing as Standalone or Network License Server, the computer will automatically be configured to run CEIP Service. See *CEIPService\_Installation\_Guide.pdf* for more information and alternative installation options.

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## Specifying the Network License Server (Network Client Only)



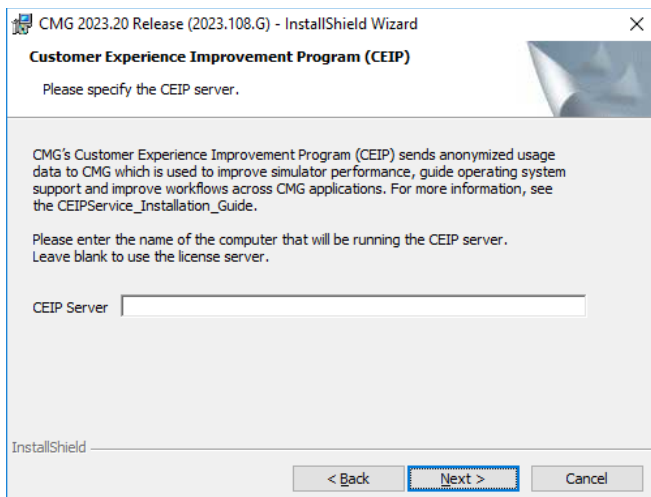
This screen appears if you are installing a Network Client. It is here that you specify the name of the computer that will be providing licenses for this computer. You can specify a computer name, a fully-qualified computer name with domain, or an IP address.

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**Note:** The above screen does not appear for Standalone Client or Network License Server installations.

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## Specifying the CEIP Server (Network Client Only)



This screen appears after specifying the Network License Server when installing a Network Client. It is here that you specify the name of the computer that is running the CEIP Server. You can specify a computer name, a fully-qualified computer name with domain, or an IP address.

You can leave the field blank if the CEIP server is the same as the License server.

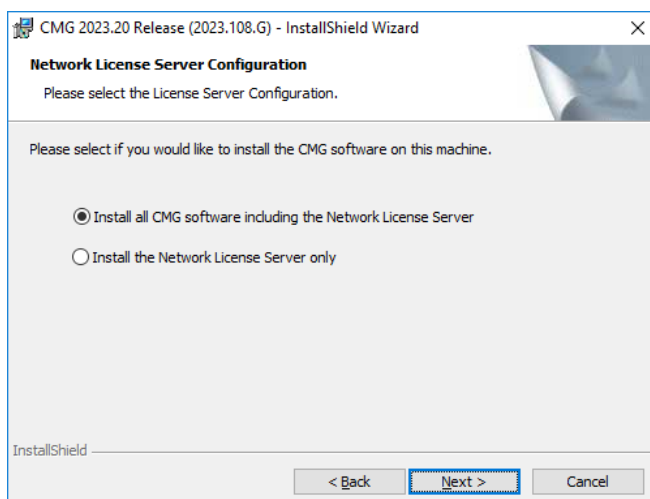
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**Note:** The above screen does not appear for Standalone Client or Network License Server installations.

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## Network License Server Software Installation Option (Network License Server Only)



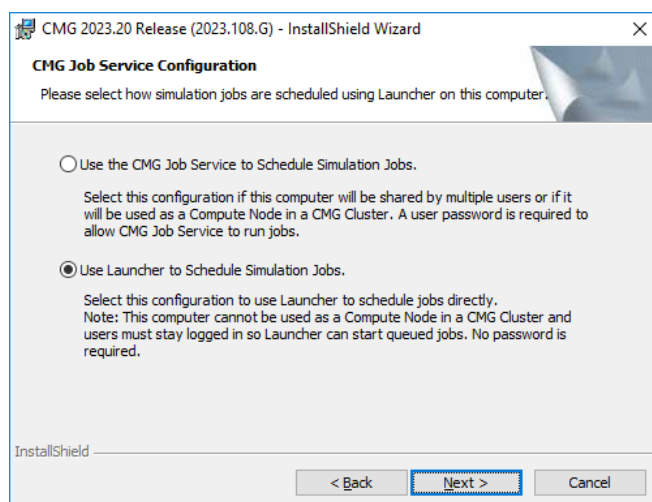
If you are installing a Network License Server, this screen allows you to select whether the CMG software should be installed or not. If you choose not to install the CMG software, this computer can only be used as a Network License Server and cannot be used to run CMG applications like Builder™ or IMEX™.

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**Note:** This screen does not appear for Standalone Clients or Network Clients.

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## CMG Job Service Configuration



CMG's Launcher™ application can be used to schedule simulation jobs sequentially. This can either be done through the CMG Job Service or within Launcher itself.

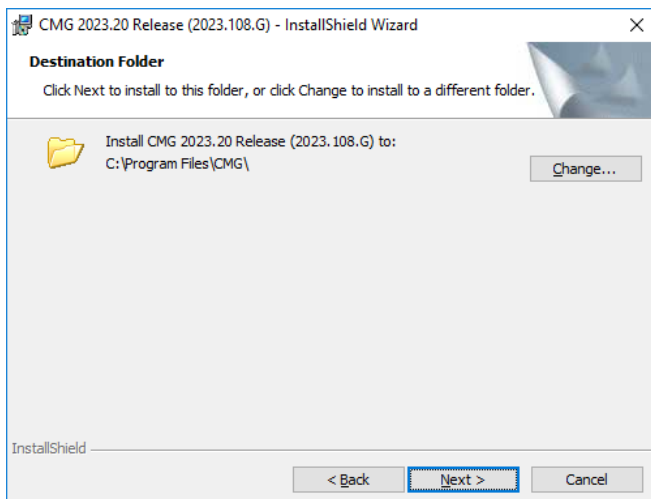
It is recommended that the CMG Job Service be used if the computer will be used by more than one person.

If you are installing in an environment that uses smart cards for authentication, you may need to use Launcher to schedule jobs.

**Note:** This screen will not be displayed if you have a previous release installed.

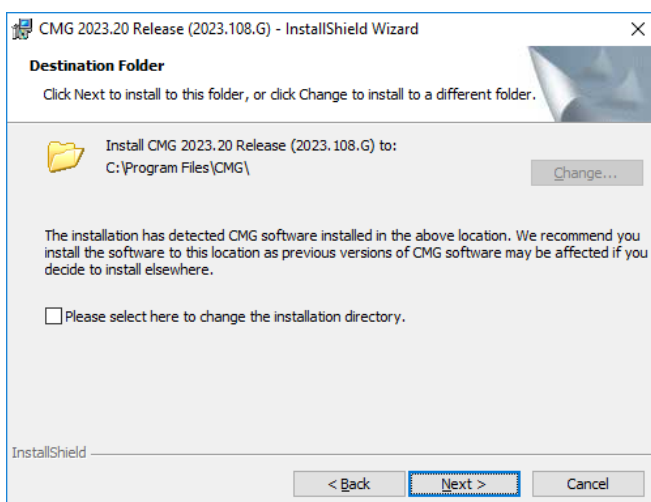
If you wish to change this configuration after installation, you can do so from Launcher directly. See the Launcher manual (*Using the CMG Technologies Launcher | Configuring Launcher | Configuring the Local Job Server*) for more information.

## Selecting the Destination Folder



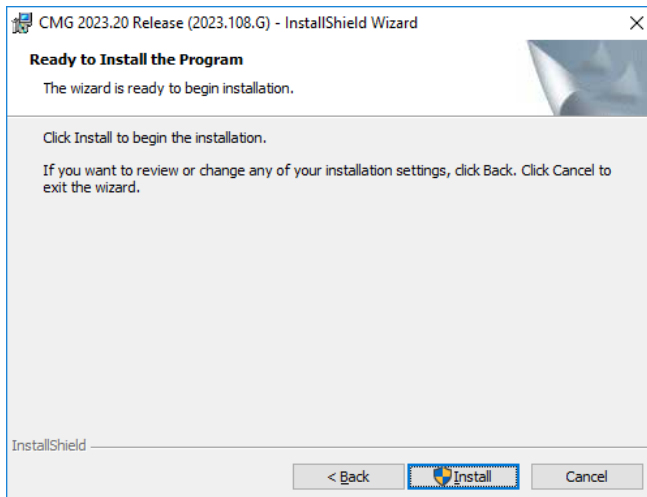
The above screen is displayed if it is a first-time install. This screen allows you to select where the CMG software will be installed. It is recommended that all CMG software be installed in the CMG\_HOME location to ensure that all versions of the software continue to run correctly.

If you have previous versions installed already, the default location will be to install in the same location ("CMG\_HOME"), as shown below:



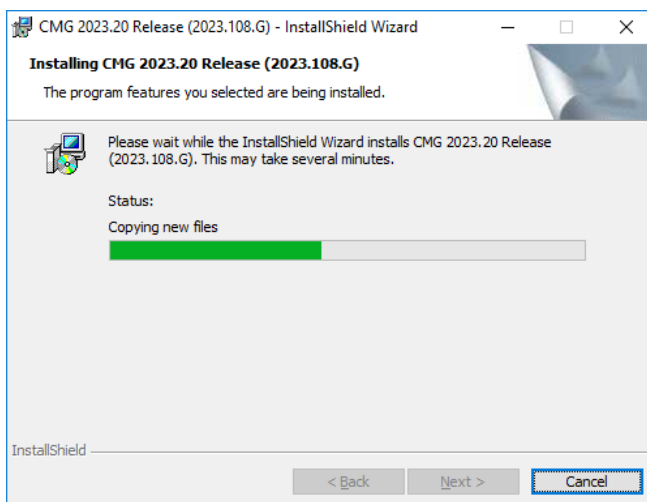
Click *Next* to replace the existing installation or select *Please select here to change the installation directory* then click *Change* and browse to a new folder to retain the existing installation.

## Ready to Install



Once you reach this screen, all the information required to run the installation has been collected. Press *Install* to begin the installation.

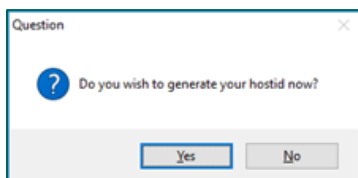
## Setup Status



This screen is shown as the installation progresses. You can cancel the installation at any time by pressing the *Cancel* button. If you do so, the setup will clean up after itself and leave your computer in its original state.

## Generating a HostID (Standalone Client and Network License Server Only)

Once all files have been installed, you will be prompted as to whether you want to generate a HostID for licensing.



If you choose Yes, the CMG License Utility will open to the HostID dialog.

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**Note:** If your license file will be locked to a Hardware Key or Dongle and you already have your license file, you can skip this step by pressing *No*.

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**HostID Dialog**

Instructions:  
Fill in the fields below and send the information to CMGL.  
Email the information to [licenses@cmgl.ca](mailto:licenses@cmgl.ca) or fax it to 1 (403) 289-8502.

**HostID Information:**  
89310  
000c29e551e2  
ip=172.16.103.19  
host=ff-win7vm  
user=system  
Virtual machine detected.

Name:   
Company Name:   
Location:   
Email Address:   
Phone Number:  Fax Number:   
License Type: ☒ Network Server ☐ Standalone ☐ Network Client  
Save to Text File... Print... Email... Close

The HostID information for your computer is provided at the top right. Fill in your contact information and save the information to a text file by pressing the *Save to Text File...* button.

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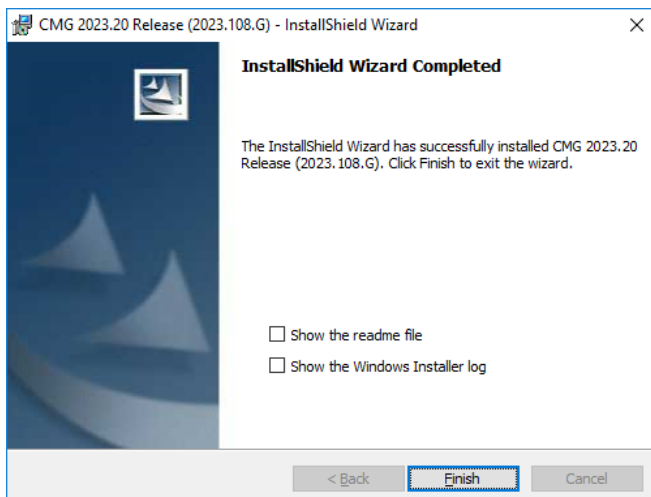
**Note:** The information you enter does not affect the actual HostID that is generated. It just helps ensure that we can find your order in our system.

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Once you have your HostID information, you will need to send it to us. There are two ways of doing this. The preferred method is to send it by email to [licenses@cmgl.ca](mailto:licenses@cmgl.ca). Alternatively, you can fax it to us at **+1.403.289.8502**.

Once we have received this information we will use it to generate the License File you are entitled to and send it back.

## Installation Wizard Complete



Select *Show the Windows Installer log* before you click *Finish* to open the Windows Installer log in Notepad. Select *Show the readme file* to open the readme or What's New of the release. Once installation is complete, you will be prompted to restart your computer. We recommend that you restart your computer before using any CMG applications.

## Completing the Installation

If you are installing a Network Client, your installation is now complete.

If you are installing a Standalone Client or a Network License Server and you already have functioning CMG software on this computer, your installation is now complete.

If you are installing a new Standalone Client or a new Network License Server, you need to send the HostID information generated during the installation to CMG. We will generate a License File that authorizes the use of your licensed CMG applications and will email this file back to you.

Information on installing your License File is provided in *A Guide to Using CMG Licensing*.

## Using CMG Software with a Hardware Key (Dongle)

Normally CMG locks its License Files to some characteristic of the computer the License File will be installed on. Occasionally, License Files may be locked to a Hardware Key or Dongle. If this is the case, you need to install a driver for the Dongle. The latest version of the Dongle driver software can be found at: <http://www.reprisesoftware.com/drivers/rmid1.zip>.

The Setup Program for the Dongle driver is found on in the **EXTRAS/Dongle Driver** folder on the Windows installation CD. The Setup Program is called **HASPUserSetup.exe**.

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**Note:** You must have administrator privileges to perform the installation.

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## Silent Installations

You can install CMG software from the command line, bypassing the installation wizard used during the Setup Program installation. This may be a more convenient way for system administrators to install the software on multiple computers.

To perform a silent installation, run the following command with administrator privileges:

```
Setup.exe /s /v"/qn /l*vx[path to logfile] [additional parameters]"
```

The following Windows Installer switches are required:

- Setup.exe file can be found on the DVD root folder
- **/s**: this runs the installation in silent mode
- **/v**: this specifies the command line options and values of public properties to pass through to msixec.exe
- **/qn**: command line for msixec.exe to indicate silent install with no user interface
- **/l [path to logfile]**: command line for msixec.exe tells Windows Installer to generate a logfile at the location specified. Any errors that occur during the installation will be written to this file.
- **[additional parameters]**: specifies other public properties that are required for msixec.exe. These properties are defined in detail below

Additional Windows Installer options can be found by running the following command:

```
msixec /?
```

You can also specify the following parameters:

- **LICENSETYPE**: (Optional) Values can be as follows:
- **LICENSETYPE=SA** (Standalone Client install) – this is the default license setup type
- **LICENSETYPE=NS** (Network License Server install)
  - If selecting this option you can specify SERVERONLY=TRUE to install the license server without installing the CMG software.

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**Note:** If this parameter is not provided then by default, CMG software will be installed.

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- **LICENSETYPE=NC** (Network Client install)
  - If selecting this option you must specify CMGLICHOST=<Name of license server> parameter
- **INSTALLDIR=<PATH-TO-CMG-HOME>**: (Optional) You can specify the location for the software to be installed. If you do not provide this parameter and the CMG\_HOME environment variable exists, the software will be installed to the CMG\_HOME folder. If you do not provide this parameter and the CMG\_HOME environment variable does not exist, the software will be installed to %ProgramFiles%\CMG on 64-bit systems. If an invalid directory is specified the installation will fail and log a message to the MSI log.

- **CMGLICHOST=<NAME-OF-LICENSE-SERVER>**: (Required for LICENSETYPE=NC; Optional for other LICENSETYPE parameters) This parameter sets the value of the CMG\_LIC\_HOST environment variable, which is where CMG applications look to check out licenses. If this parameter is not specified and the CMG\_LIC\_HOST environment variable exists the existing value will be kept but can be overridden by specifying this parameter with an existing CMG\_LIC\_HOST environment variable. If this parameter is not specified and the CMG\_LIC\_HOST environment variable does not exist, the value will be set to 127.0.0.1 (the current computer).
- **CMGCEIPHOST=<NAME-OF-CEIP-SERVER>**: (Optional; typically specified when LICENSETYPE=NC) This parameter creates/updates the value of the CMG\_CEIP\_HOST environment variable, which is the hostname of the computer that is running CEIP Service. If CMG\_CEIP\_HOST is not specified, CEIP will use the CMG\_LIC\_HOST value instead.
- **LAUNCHERMODE**: (Optional) If this parameter is set to **EMODE**, the CMG Job Service and CMOST™ Host Service are installed in Manual startup mode and are not started. If this parameter is set to **SMODE**, both services are installed in Automatic startup mode and are started. By default the services will be configured in EMODE.

The following example command will install a Network Client to the C:\SpecialPrograms\CMG folder, and configure the installation so that it gets its licenses from MyLicenseServer.

```
Setup.exe /s /v"/q /l*vx c:\temp\cmginst.log LICENSETYPE=NC
CMGLICHOST=MyLicenseServer INSTALLDIR=c:\SpecialPrograms\CMG"
```

## Installing Prerequisites

Before you can start a silent installation, the following prerequisites must be installed:

- **.NET 4.8** is a minimum requirement for the 2020GR and later.
- **Visual C++<sup>+</sup> Redistributable Libraries**: The 64-bit version of the Microsoft Visual C++ 2010 redistributables are required for WinProp™ and CMOST™ 2013 and later to run properly. As well, Builder™/Results™ requires the 2013 and 2015-2019 VC++ redistributables. These libraries should be installed automatically for you through the installation however they are also available in the \Extras folder on the installation package.

We also recommend that the latest service packs for your operating system be installed to ensure compatibility. If you are working with a platform/service pack combination that is not supported by Microsoft, you may have issues when trying to run/use redistributables on that operating system.

Other options are detailed at

<http://blogs.msdn.com/astebner/archive/2006/08/23/715755.aspx>.

## Removing CMG Software

You can remove CMG software from your computer through the Windows Control Panel.

- Open the *Programs and Features* Control Panel, select the *CMG Release* you want to remove, and click *Uninstall* on the button bar.

Removing CMG software will remove all applications that were installed. It will not remove any user data files, or any License Files that may have been installed later.