

RISA Installation Instructions

Rapid Interactive Structural Analysis

Stand Alone Installation Guide (with Sentinel SuperPro Hardware key)

Last Revised March, 2012



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Before You Begin

Thank you for purchasing RISA Software. Before you install this software please review the following system requirements below:

System Requirements

Standalone Install / Network Client Install

One of the following operating systems is required:

- Microsoft Windows 7 SP1 (32 bit or 64 bit)
- Microsoft Windows Vista SP2 (32 bit or 64 bit)
- Microsoft Windows XP SP3 (32 bit only)

Network Server Install

One of the following operating systems is required:

- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2003 SP2
- Microsoft Windows 7 SP1 (32 bit or 64 bit)
- Microsoft Windows Vista SP2 (32 bit or 64 bit)
- Microsoft Windows XP SP3 (32 bit only)

Standalone Install

These instructions are intended for the standalone versions of the software. If you have a network license, please see the [Network Server Install](#) and the [Network Client Install](#) topics.

Where to get the Install

If you are current with your maintenance, RISA Technologies will automatically send you each new major update on an installation CD and a red sheet which lists your RUS Password for updating the key authorization. If you misplace this CD and are still under maintenance, you can also contact license@risatech.com to request an installation link and RUS Password, which we can email you right away.

The minor updates (third digit updates) are not automatically mailed out, but are uploaded to our public website and are therefore available for anyone to install as long as you have the previous major update already installed. If you do not have the previous version installed, you can always email our licensing department (license@risatech.com) for a link to the full version installation link.

Note:

- Our FTP site is always updated to only contain the most recent installations, therefore, we can only email you an installation link for the most *current* version. RISA Technologies does not keep updates available for older versions.

Installation Instructions

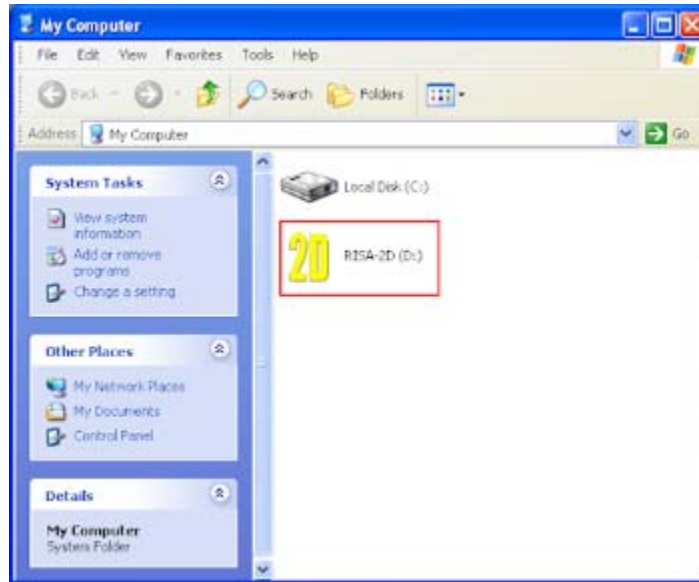
The Standalone install will walk you through each step. You may run this install [from the CD](#) or [from the email link](#) that our licensing department has sent you. Below are the step-by-step instructions for both.

Note

- You must be an Administrator on the machine in order to run this install.

Installing from the CD

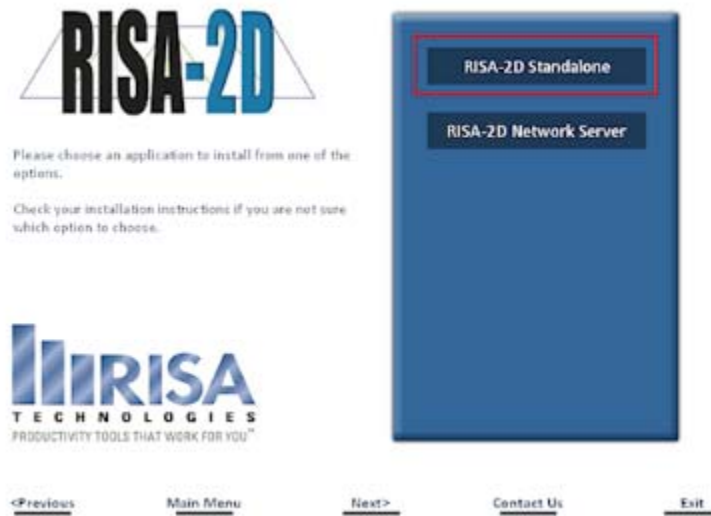
1. Make sure that your Sentinel USB key is unplugged during the installation process.
2. Insert the install CD into your CD drive. If the CD starts automatically, go to step #3 below. If the CD does not start automatically after 10 seconds, click the Windows **Start** button and select **My Computer**. Double-click the **RISA** icon:



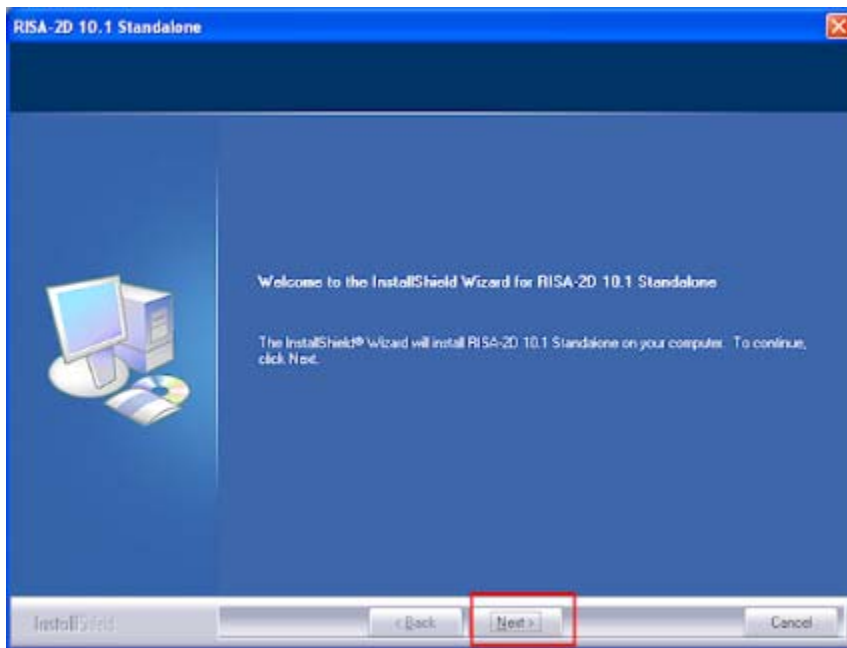
3. Click on **Install Products**:



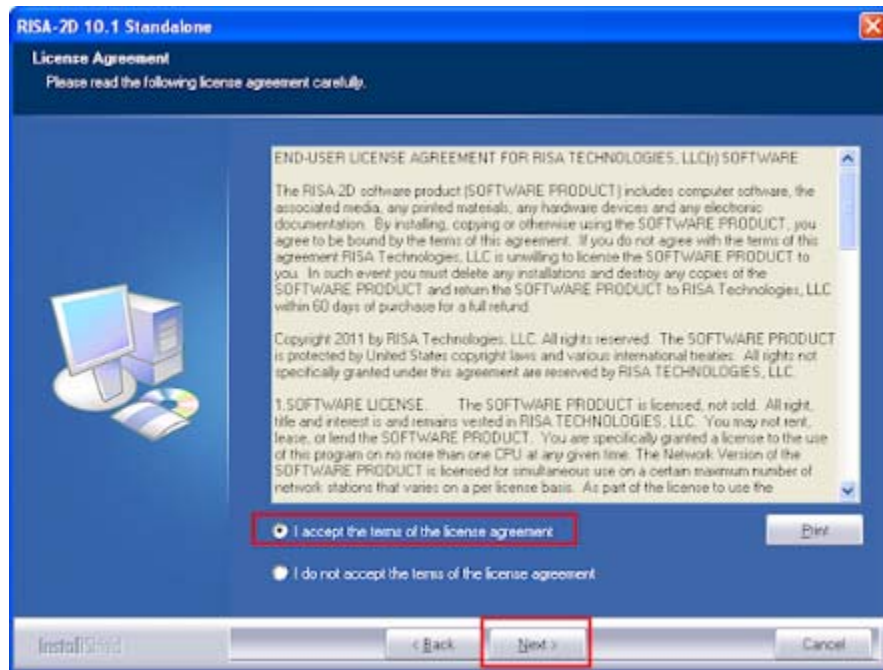
4. Select the **Standalone** option:



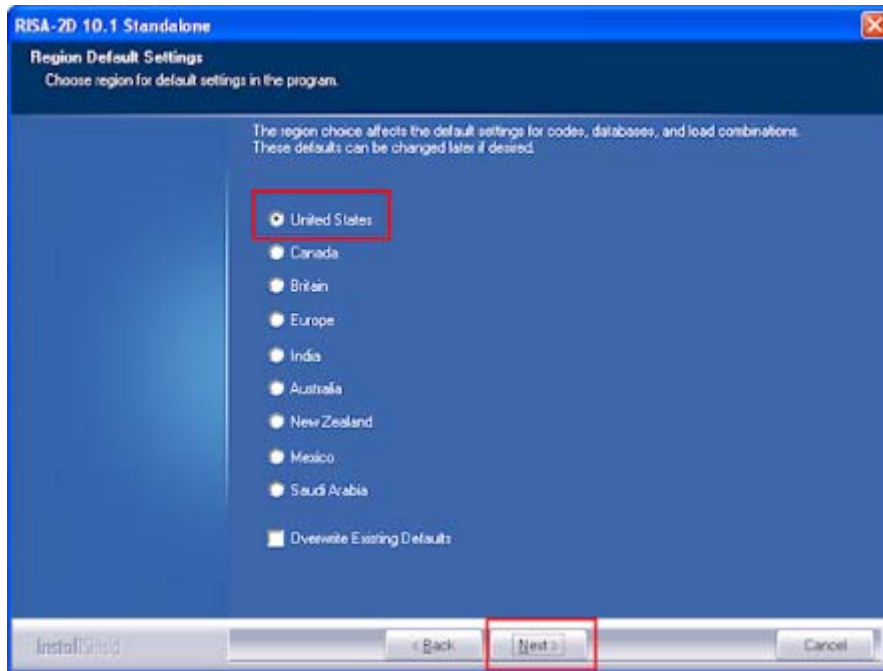
5. From the Welcome screen, click **Next**:



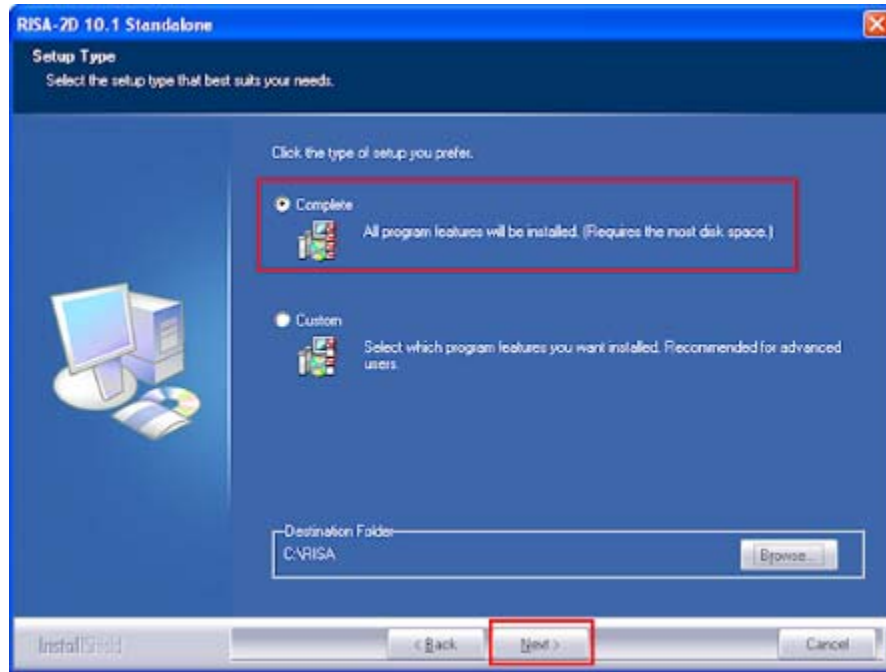
6. Accept the terms of the license agreement and click **Next** again:



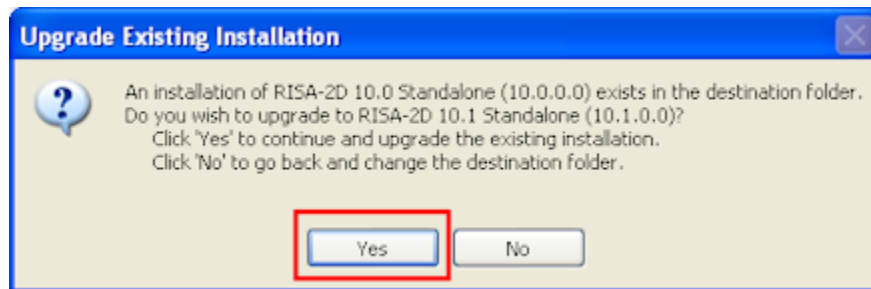
7. Select your **Region**, and click **Next**:



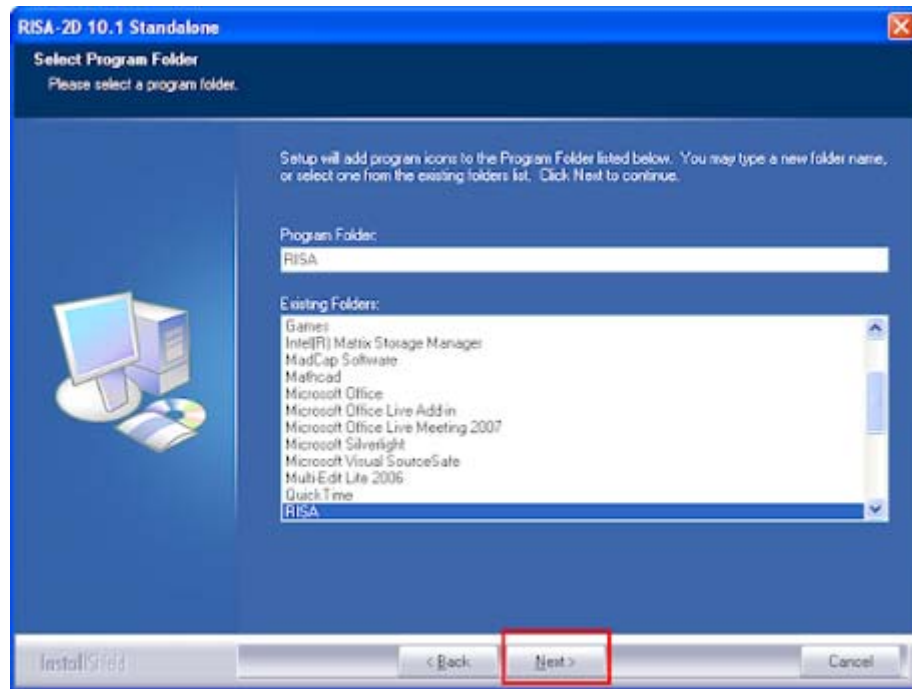
8. Select **Complete** and click **Next**:



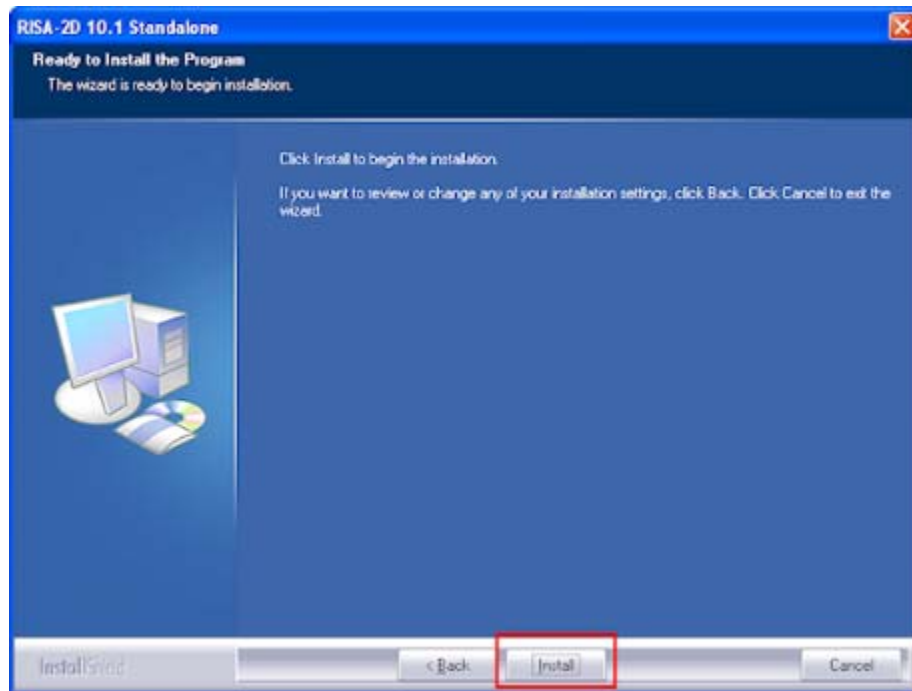
9. If you have a previous version installed, you will get the following dialog that confirms the upgrade. Click **Yes** to continue.



10. Click **Next**:



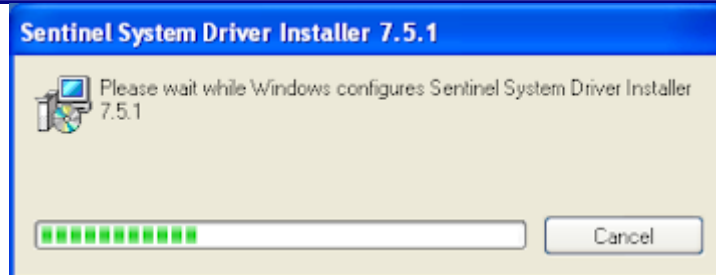
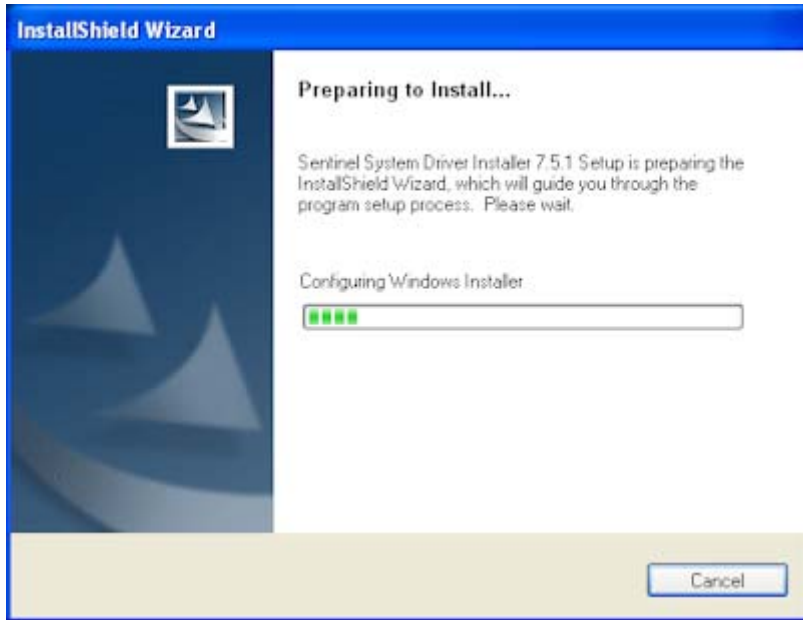
11. Click **Install**:



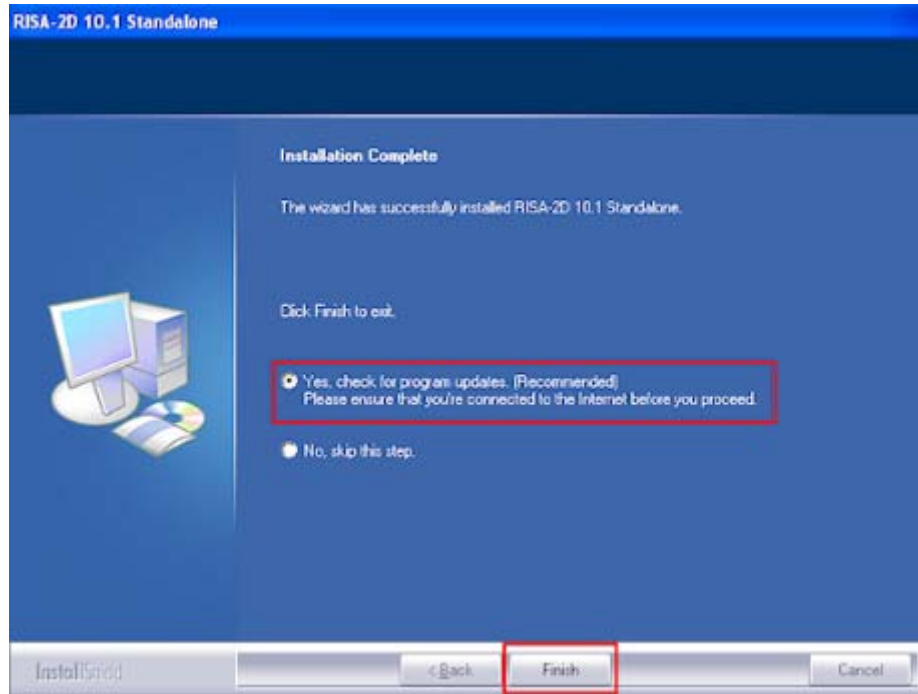
12. Make sure your Sentinel USB key is unplugged and click **OK**.



This will automatically launch the Sentinel System Driver Installer that will install the key driver.



13. After the installation is complete, select **Yes** to check for program updates and then click **Finish**:



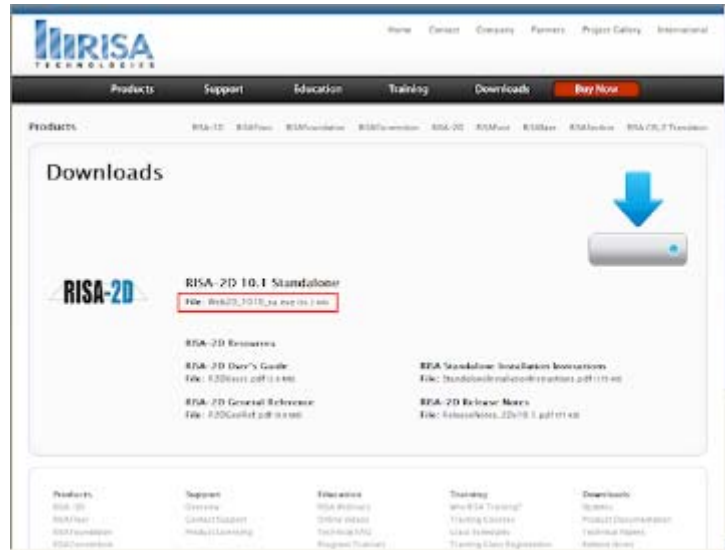
14. Now, startup your RISA program and plug your Sentinel USB key back in.
15. If you have not already updated your key through the [RISA Key Manager](#), it will ask you for your RUS Password. Enter the **RUS Password** and click **Upgrade**:



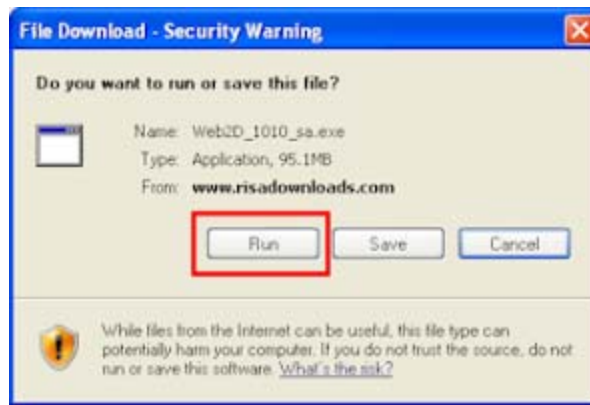
16. Now you are ready to use the program.

Installing from an Email Link

1. Make sure that your Sentinel USB key is unplugged during the installation process.
2. Click on the link from our email and go to the FTP Installation webpage:



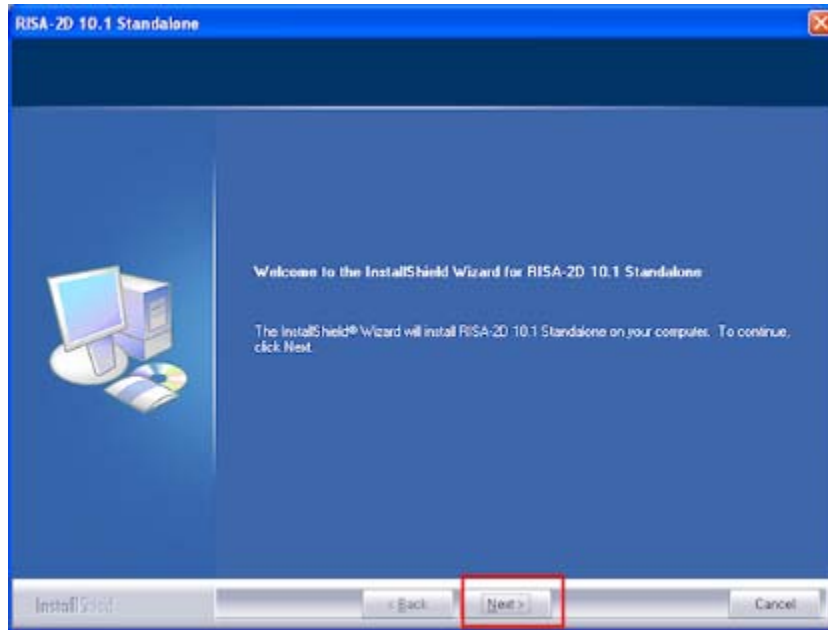
3. Click on the Standalone installation file and select **Run**:



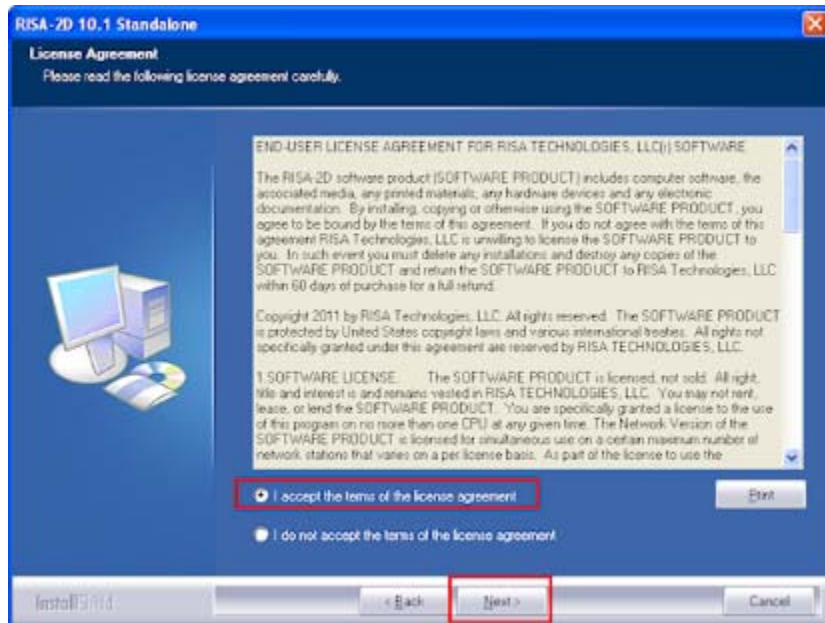
4. If you receive a Security Warning, click **Run** again to continue with the installation:



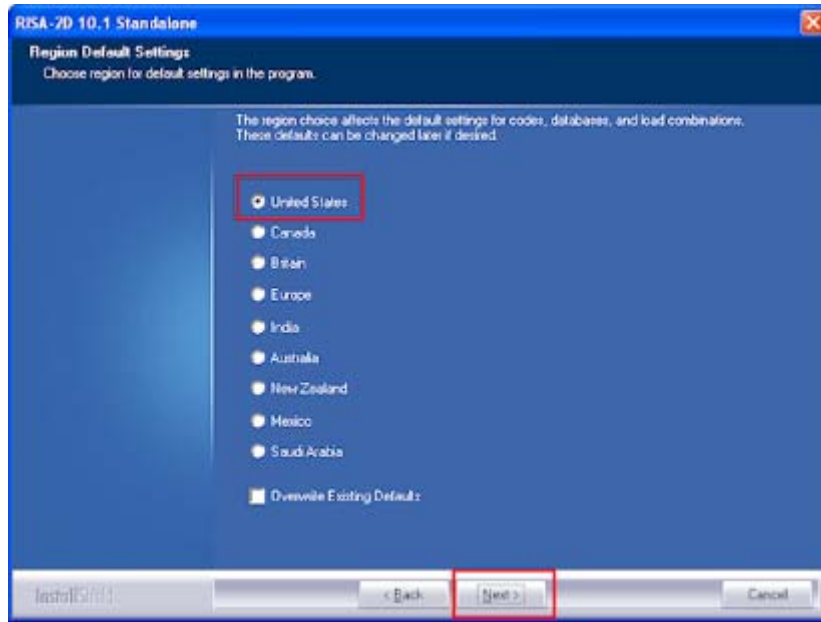
5. From the Welcome screen, click **Next**:



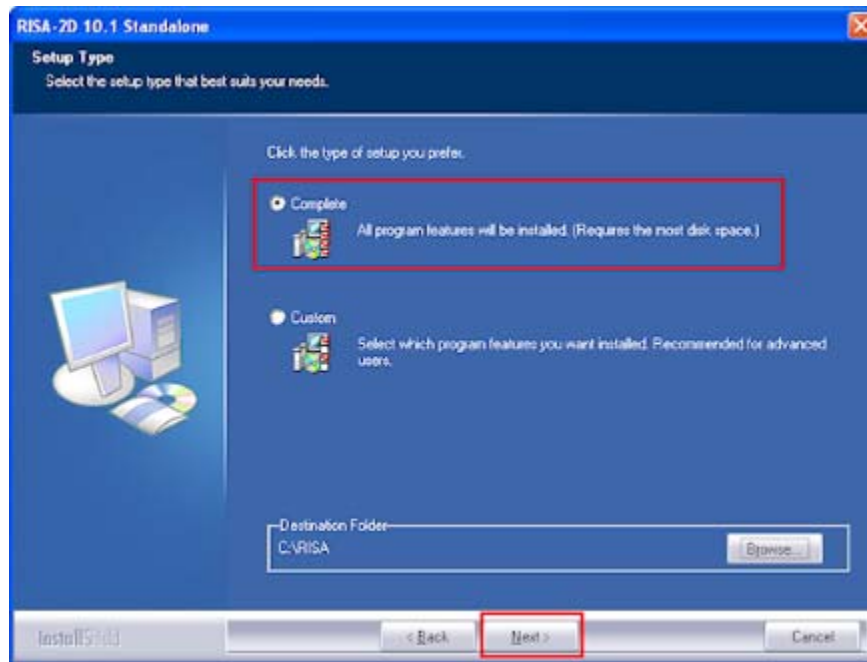
6. Accept the terms of the license agreement and click **Next** again:



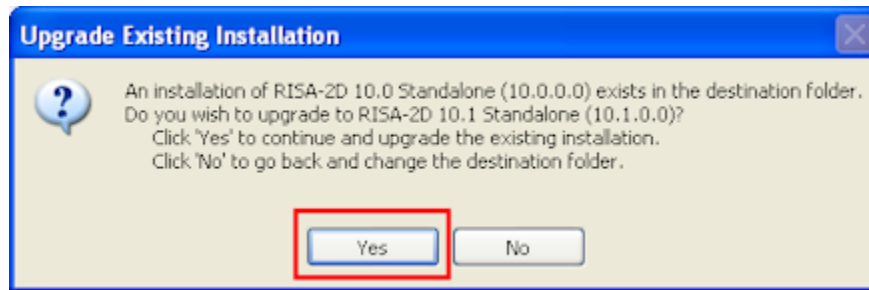
7. Select your Region and click **Next**:



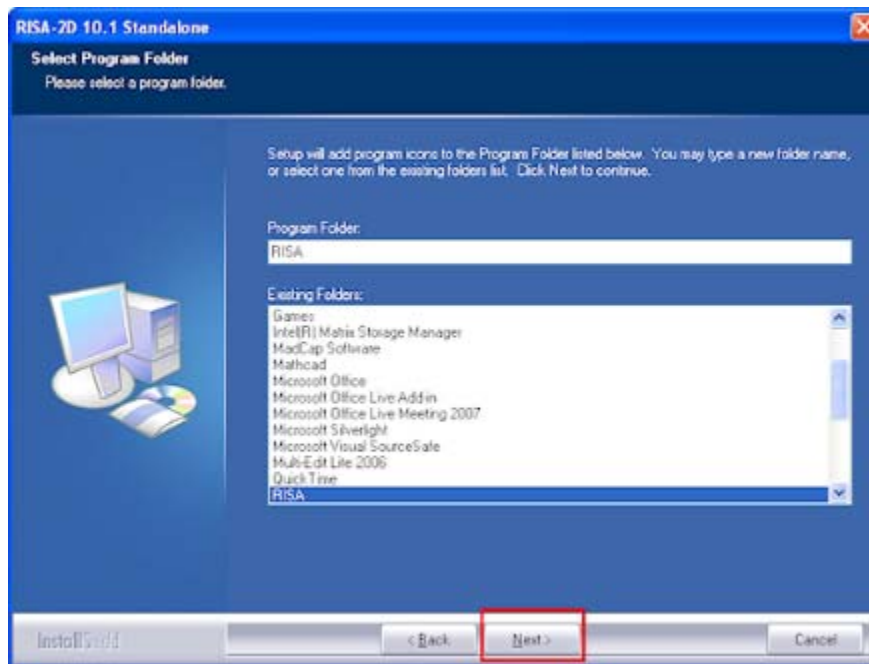
8. Select **Complete** and click **Next**:



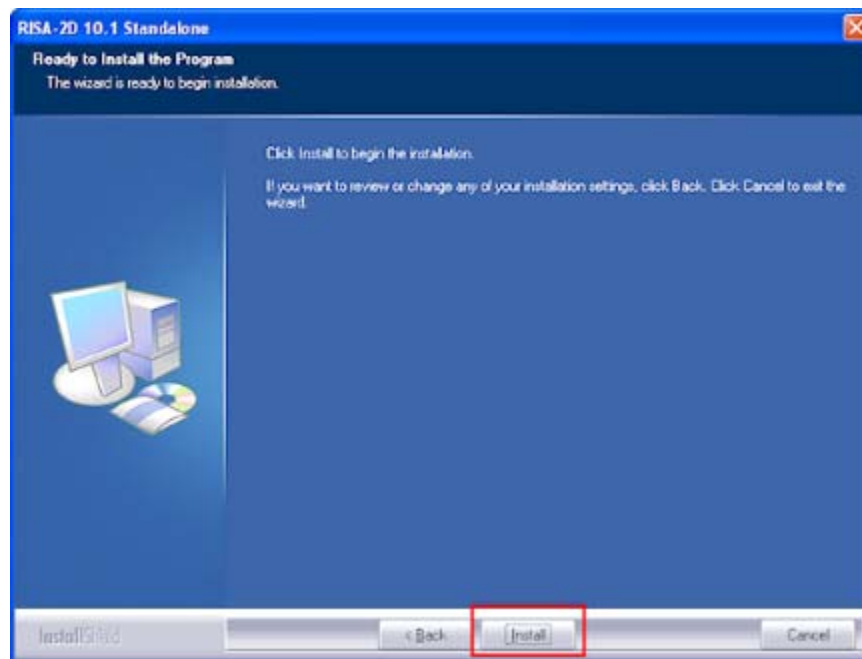
9. If you have a previous version installed, you will get the following dialog that confirms the upgrade. Click **Yes** to continue.



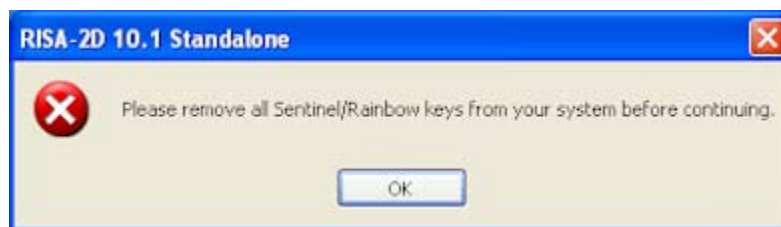
10. Click **Next**:



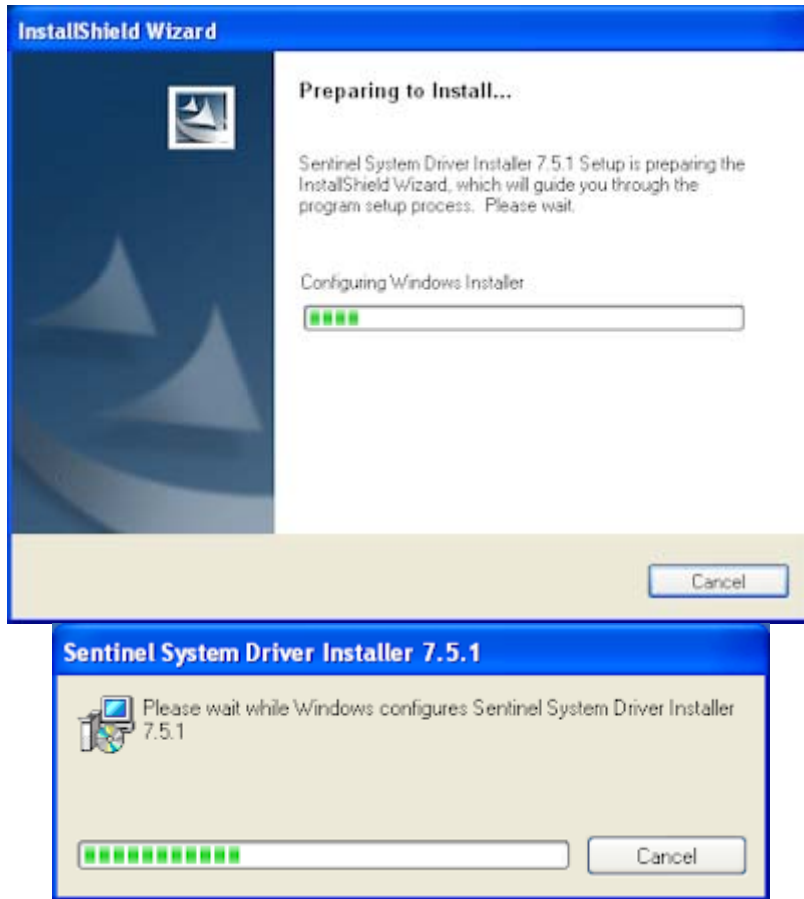
11. Click **Install**:



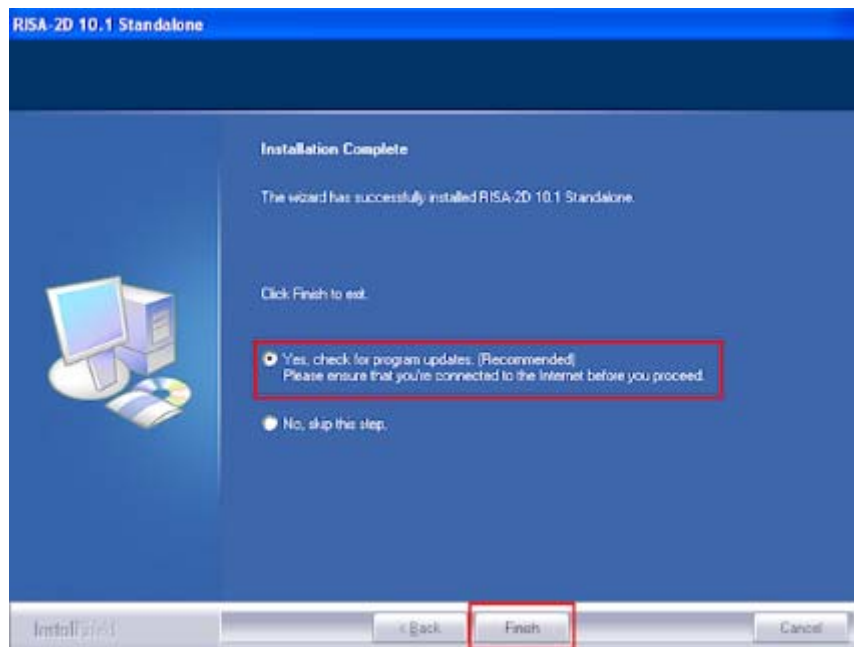
12. Make sure your Sentinel USB key is unplugged and click **OK**.



This will automatically launch the Sentinel System Driver Installer that will install the key driver.

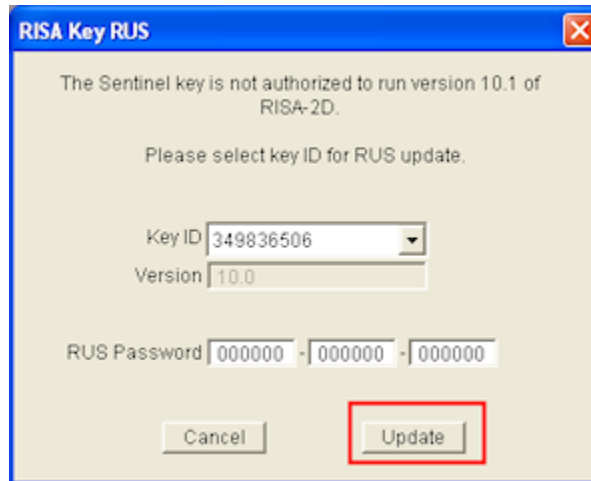


13. After the installation is complete, select **Yes** to check for program updates and then click **Finish**:



14. Now, startup your RISA program and plug your Sentinel USB key back in.

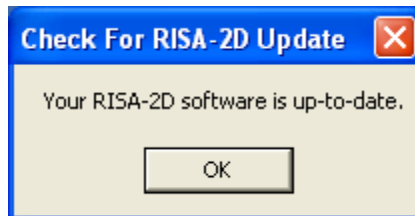
15. If you have not already updated your key through the [RISA Key Manager](#), it will ask you for your RUS Password. Enter the **RUS Password** and click **Upgrade**:



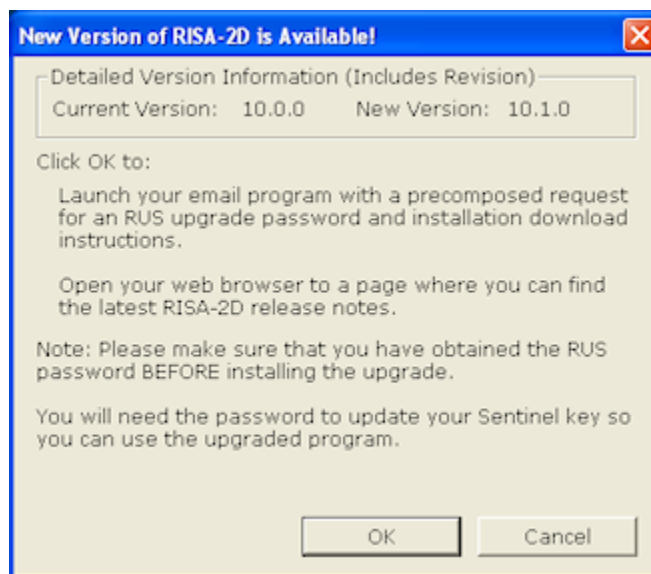
16. Now you are ready to use the program.

Check for Updates

The Check for Updates feature will compare the installed version on your computer to the most current update listed on our RISA Technologies website.



If it finds a newer version, it will offer you the option to open your Internet Explorer to our [Updates](#) page where you can download the install.



You can also access this feature from within the RISA program. Simply go to **Help - Check for Updates** to run this feature from within your program.

Installation Options

In general, 99% of users will want to use the default installation options. However, each option is described below for the more advanced users:

Region

This setting controls what default design codes, shape databases, and load combinations show up in the program.

Overwrite Existing Defaults

If you change the region from a previous install and want all the default codes, databases, and load combinations to also update, please select the Overwrite Existing Defaults option. This will delete and replace all the previously installed default files.

Complete vs. Custom Install

This setting controls what features are going to be installed. If you select **Complete**, all features will be installed. If you select **Custom**, you will have the additional step to select which features you want to be installed.

Destination Folder

This setting controls what folder your program files are installed into. During use of the RISA program, the program will need to read from and write to this folder, so by default it is installed into the C:\RISA folder which has less permissions restrictions than Program Files.

Program Folder

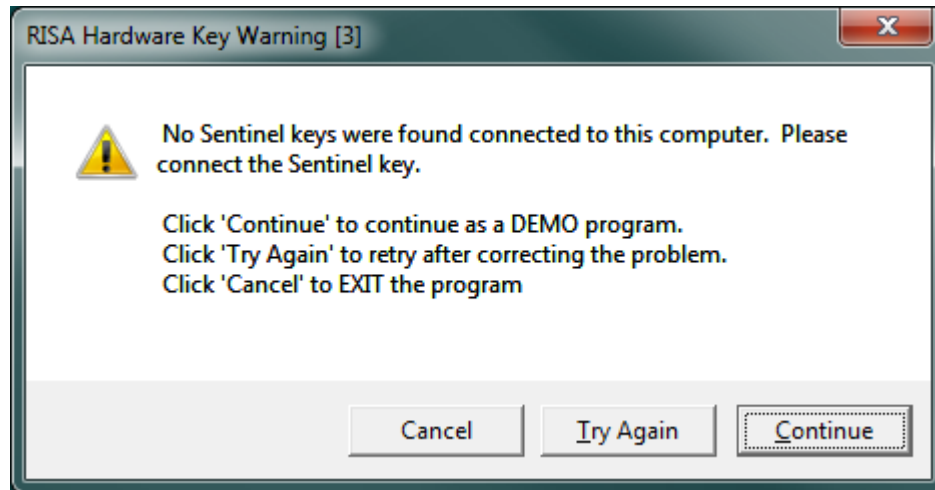
This selection controls which folder the program will show up under in the Windows **Start** menu.

Standalone Licensing

RISA standalone products use a [Sentinel USB Key](#) for licensing. This key allows the owner to install RISA products on many different machines without violating the license agreement. In order to run a RISA product the key must be plugged in at all times.

Launching the RISA Product

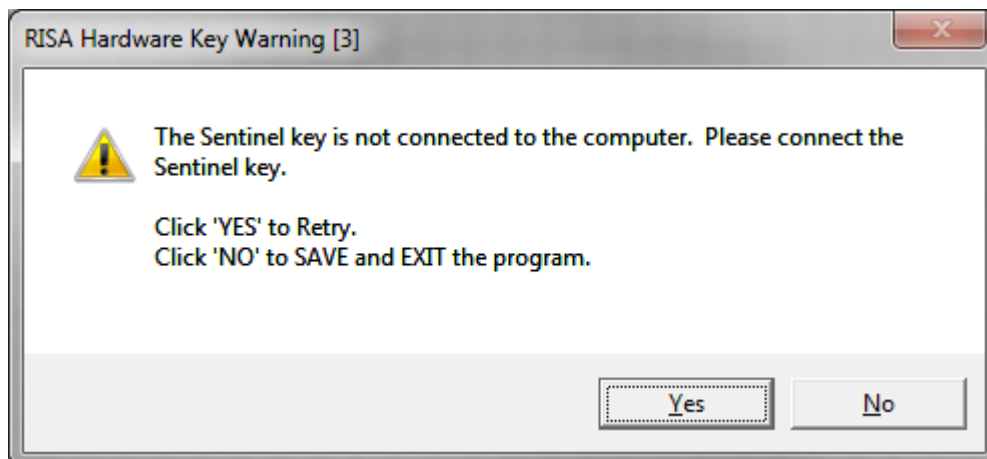
When launching a RISA standalone product the product will search for a connected Sentinel USB Key. If no key is found then the following dialog box is displayed:



Clicking the Continue button will launch the RISA Product in a [Demo mode](#).

Removing the Key

RISA Products periodically check to ensure that the Sentinel USB Key is plugged in. Removing the Sentinel USB Key during the operation of a RISA standalone product will eventually cause the following dialog box to be displayed:



Once this dialog box is displayed, no additional work may be done within the RISA Product until the key is inserted. Clicking the No button on the dialog box displayed above will automatically save the file (overwriting the previous version of the file) and exit the program immediately.

License Commuting

Stand Alone versions of the RISA programs do not generally allow for the commuting of licenses. If this functionality is desired, then the user would have to choose the Network Licensing option instead.

However, there are times where the user may have a temporary emergency need for a license (e.g. a broken key in combination with a project deadline). This is handled on a case by case basis by contacting the RISA Technical support group. If an emergency license file is issued, then the program will first need to run an initialization utility (described below) before the emergency license file can successfully run the program.

Initializing the Program for Commuted Licenses

In order for Commuted Licenses (or emergency license files for stand-alone programs) to work a special initialization routine must be run. This routine is run as part of both the Client network installation and the stand-alone installation routines. Therefore, this initialization should always occur automatically. However, if the initialization is not run properly then the 'time-tampering' check will prevent the commuted licenses from checking out properly. If this occurs, the initialization routine may need to be run again before the commuted license can be successfully run.

To run this utility do the following:

1. Login to the end-user computer with full administrative permissions.
2. Locate the initialization utility. This should be located in the C:\RISA\Utilities sub-directory. It will be given a program and version specific name similar to the following:
 - o init3D10.exe (for RISA-3D version 10)
 - o initRF40.exe (for RISAFoot version 4.0)
3. Run the initialization routine. If a User Account Control message asks if you want to allow the this program (from an unknown publisher) to be allowed to make changes to your computer, be sure to select yes. If not, the initialization routine will not complete successfully.

Sentinel USB Key

RISA uses a Sentinel USB Key for licensing. This key may be plugged into any USB port on the machine. When functioning properly the key will light up green when plugged into a running machine.

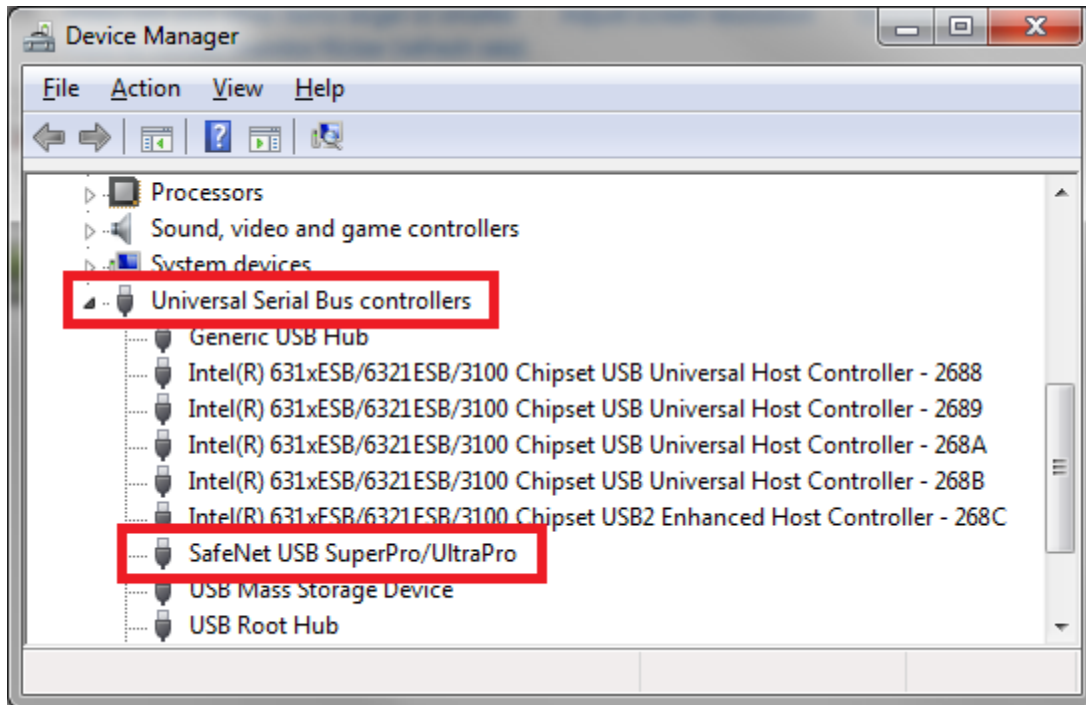
The design of Sentinel's keys has changed over the years. Older Sentinel USB Keys are purple, and typically do not have an adhesive label attached. Newer ones are black and typically have an adhesive label designating their Key ID. See the image below:



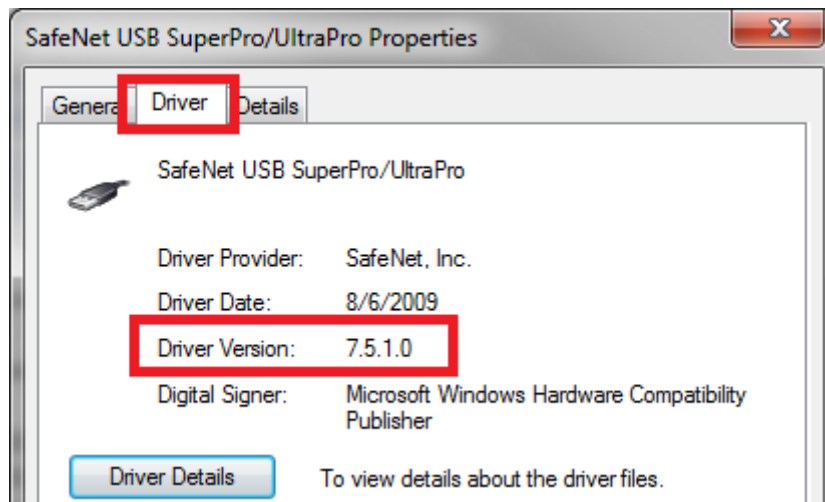
Key Driver

A Sentinel driver is necessary for the machine to read the USB key. This driver must be installed prior to plugging in the key. The latest **Sentinel System Driver** (also called the **Sentinel Protection Installer**) can be obtained from the [RISA Technologies website](#), and is always included in both the Server and Standalone installs (this install is ran from the **SetupSPI.exe** located in the *RISA\Sentinel Protection Installer* folder).

To confirm that your machine is running the latest driver open the **Device Manager**, which is accessible through the Windows **Control Panel**. If the key is plugged in and the correct driver is installed then it will be listed under the Universal Serial Bus controllers as a **SafeNet USB SuperPro/UltraPro** device

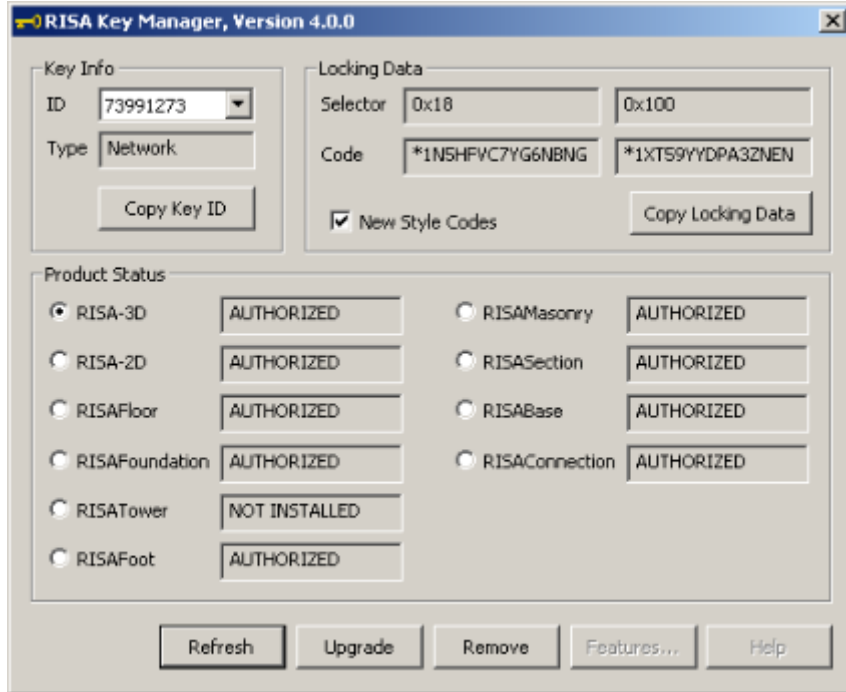


Double-click on the **SafeNet USB SuperPro/UltraPro** device to view its properties. Clicking on the **Driver** tab will reveal the **Driver Version**:



RISA Key Manager

The RISA Key Manager is a program that allows you to interact with your USB licensing key. This program (RISA Key Manager.exe) is found in the RISA directory in the **RISA\RISA Key Manager** folder.



This program works for both standalone and network (server) keys and is used mainly for these purposes:

- [Upgrading a standalone key for a new version](#)
- [Upgrading a network key for a new program](#)

There are also many other uses for this program that most users will never run into. Those include:

- [Copying the locking data from a computer](#)
- [Converting a key from standalone to network and vice versa](#)
- [Removing a feature from the key and sending RISA a removal confirmation code](#)

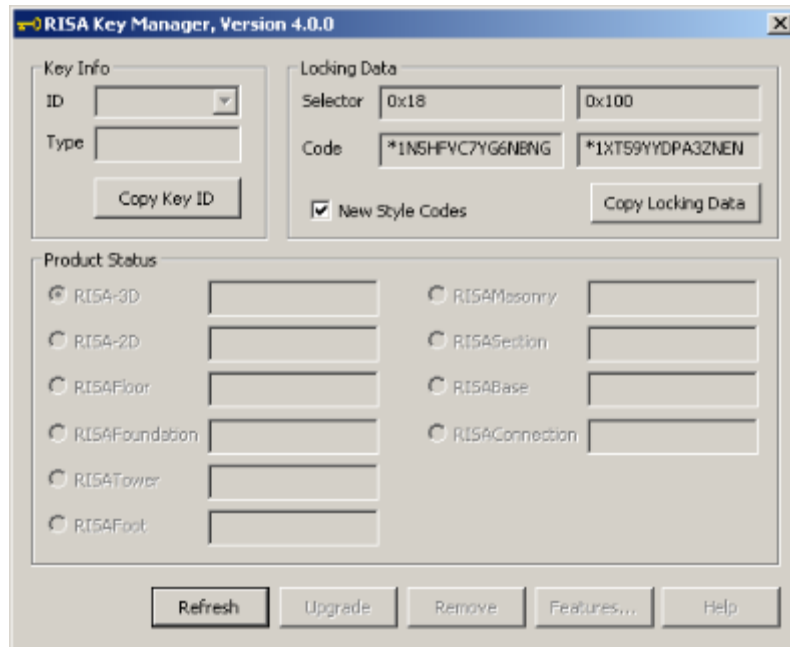
We will go through each of these processes, but let's first talk about what to do if the Key Manager doesn't read your key.

Note:

- The **Features** button is only applicable to tnxTower.

RISA Key Manager Shows up Blank

If this happens the RISA Key Manager will look like this:



If you are opening the RISA Key Manager just to view the [Locking Data](#) then this is how it should look. If you are using the key, however, this is a problem.

Typical reasons why the RISA Key Manager would show up blank:

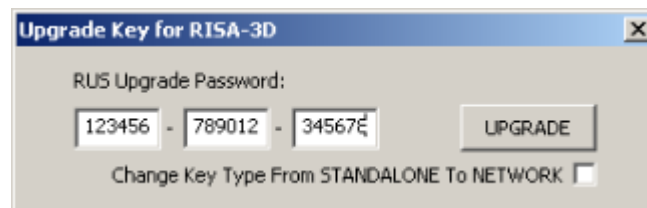
- The key is not plugged into the computer. If this is the case, plug in the key and press the **Refresh** button. A view of the key is shown in the [Sentinel Key](#) topic.
- The key driver is not installed or is not working properly. To install or modify your install of the driver see the [Key Driver](#) section of the **Sentinel Key** topic.
- The USB port is not able to read the key. You can check this by looking at the **Device Manager** and there is information on this also in the [Sentinel Key](#) topic. Try moving the key to a different USB port and make sure that the light on the key is on. Sometimes some of the weaker USB ports (on a monitor for example) may not have enough power to run a key.

Uses for the RISA Key Manager

Here are the two primary uses for this program.

Upgrading a Standalone Key for a New Version

For each major version of the program the key must be upgraded to the newer version. This can be done by clicking the radio button of the program you are updating, pressing the **Upgrade** button and inputting the RUS password. The RUS password is located in the upgrade packet shipped to you or may be in an e-mail you received from us. Once you have input the RUS password, then press **Upgrade** and the key will then be upgraded.



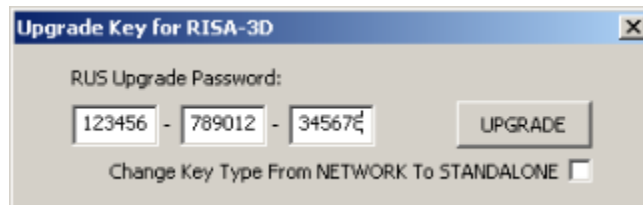
After this process you should then see the updated version next to that program and your key is then upgraded.

Note:

- Minor releases do not require an update to the key. For example, an update of RISA-3D from 10.0.0 to 10.0.1 will not require an update to the key.
- If you upgrade the key and you get a message stating *Unable to update Sentinel key. The currently authorized program version exceeds the upgrade version*, this means that the key is already up to date for the version of the RUS password you entered.

Upgrading a Network Key for a New Program

A network key only has to be authorized for a program once. After the key is authorized, then upgrades do NOT require the key to be updated. If you own a network version of RISA-3D and then purchase a network version of RISAFloor, then you WILL need to update your key for RISAFloor. This is done by clicking the radio button of the program you are updating, pressing the **Upgrade** button and inputting the RUS password. The RUS password is located in the upgrade packet shipped to you or may be in an e-mail you received from us. Once you have input the RUS password, then press **Upgrade** and the key will then be upgraded.



Note:

- If you upgrade the key and you get a message stating *Unable to update Sentinel key. The currently authorized program version exceeds the upgrade version*, this means that the key is already been authorized for that program.

Miscellaneous Uses

Here are some other uses that are much less common.

Copying the Locking Data from a Computer

The locking data is basically a code that is specific to your computer. If you ever need this locking data (we at RISA may ask for it in rare instances), then you can press the "Copy Locking Data" button and it will paste this information to your clipboard. You can then open up an e-mail and paste (CTRL-V) the locking data into an e-mail.

Note:

- There is a **New Style Codes** checkbox. Whether you check this checkbox when copying locking data depends on what versions of RISA programs you are working with. If you are using RISAFloor 6.0, RISA-3D 10, RISAFoundation 4.0, RISAConnection 2.0 and RISAfoot 4.0, then you will want to check the box. If you are using older versions, or any other programs you will want to uncheck the box.

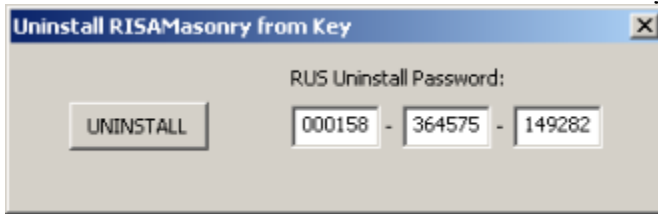
Converting a Key from Standalone to Network and Vice-Versa

If your company switches from standalone keys to network or vice versa then RISA will send you an RUS password to convert your key. To do this follow the **Upgrade** procedure above, except make sure to check the "Change Key Type..." checkbox.

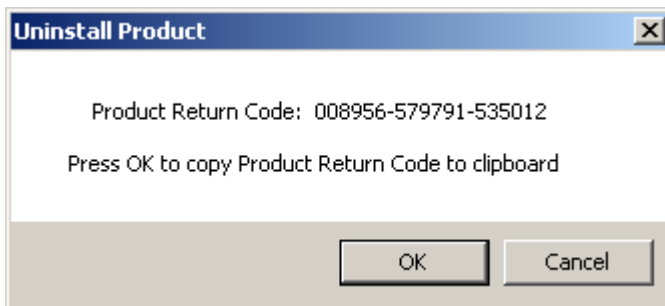
Removing a Feature/Program from the Key and Sending RISA a Removal Confirmation Code

When reconfiguring licenses sometimes there is a need to remove a program from the key. This can be done by:

- Clicking the radio button of the program you wish to install and press the **Remove** button.
- Enter the RUS Uninstall Password that has been e-mailed to you from RISA and press the **Uninstall** button.



- You be asked if you wish to continue. Press the **Yes** button.
- It will then tell you that the program has been uninstalled.
- A final screen will come up with a **Product Return Code** that **MUST** be sent to RISA to confirm that the program has been uninstalled.



Demonstration Mode

RISA Products all come equipped with a Demonstration Mode which can be accessed when a license cannot be retrieved. The Demonstration Mode has certain limitations, and is intended to function both as a reader of existing files and as showcase of product features for those users who do not own the product.

Launching in Demo Mode

When a license cannot be found the option is presented to launch in Demonstration Mode. Once the program has been launched in Demonstration Mode it cannot re-enter the regular Non-Demo Mode during the same session.

Example

If RISA-3D [Standalone](#) is launched without the [Sentinel USB Key](#) attached the user is given an option to launch in Demo Mode. When in Demo Mode in RISA-3D no model with more than 40 Joints can be saved. If the user creates a model with 50 Joints they cannot save it, even if the Sentinel USB Key is plugged in after the fact. That is because the program cannot switch from Demo Mode back to Non-Demo Mode. The user will have to close the model without saving, then launch the program with the key plugged in to enter Non-Demo Mode. The 50 Joint model will be lost, and cannot be recovered.

Appendix A - Licensing Error Messages

This section has been removed because it is not applicable to Stand Alone installations.

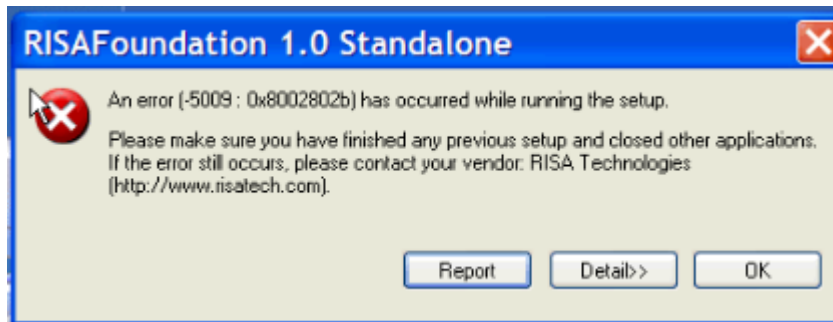
Appendix B - Network Installation Error Messages

This section has been removed because it is not applicable to Stand Alone installations.

Appendix C - Standalone Installation Error Messages

There are an assortment of installation errors that are very uncommon, but do come up from time to time when trying to install the program. Here is a listing of a few of these items:

Error -5009 0x8002802b



This error can happen when installing the standalone version of RISA products. To fix this, go to the C:\Program Files\Common Files\InstallShield\Professional\ folder. Rename the “RunTime” folder to “RunTimebak” and then try the install again.

If this does not work try to uninstall and re-install the program.

Feature Transfer Error



The cause of this error can be a number of things. Below are some potential causes and possible solutions for each.

Cause 1: Corrupted CD or Defective CD Drive

A corrupted CD may result in bad data. A defective CD drive may result in good data not being read properly. If this occurs download and run the web install. If you do not have access to this e-mail support@risatech.com and ask for the install.

Cause 2: Corrupted Web install.

There are some instances where downloading the install will alter the install file and corrupt it. Try to download the install packages again.

Cause 3: Installing without Administrative Privileges.

This is a problem if you are installing to a directory (such a C:\Program Files and its subdirectories) that require administrator privileges. The Program Files directory is one that requires elevated privileges to work with. If this is a

problem, install to the C:\RISA directory and this will likely fix the problem. You can also rerun the install as administrator and that should fix the problem also.

This could also be a little more difficult than just this.

To get more information on and download FileMon and RegMon, see the following URLs:

<http://technet.microsoft.com/en-us/sysinternals/bb896642.aspx>

<http://technet.microsoft.com/en-us/sysinternals/bb896652.aspx>

For example, it may turn out that when the RISA-3D install program attempts to add a shortcut to the folder C:\Documents and Settings\All Users\Desktop that neither you or the administrator group have permission to this folder. You would then add permission to the folder so that your install will not have any access errors.

Cause 4: Not Enough Hard Drive Space

If the hard drive on this machine is very full then there may not be enough room on the hard drive for temporary files to be placed. Clean your hard drive to remove old temporary files and other files that are no longer necessary and then run the installs again.

Cause 5: Size or Restrictions on Temporary Directory

There may be problems that occur when the web install extracts its files a temporary location due to size or other restrictions with that directory. A solution to this is to run the install from CD or extract the files to a particular directory and click on **Setup.exe** in that directory to start the install.

Cause 6: Anti-Virus Issues

It is possible that necessary files that are temporarily placed on system are being deleted by an Anti-Virus or another similar program. A solution is to disable anti-virus, run the install, and then re-enable anti-virus.

Cause 7: Lack of Privileges on Network Drive

Lack of correct privileges on a network drive where install is located can prevent the install from successfully being run from that location. The solution is to copy the install to a local drive and run it from there

Technical Support

Technical support is an important part of the RISA software package. There is no charge for technical support for all licensed owners of the **current** version of RISA software. Technical support is very important to the staff at RISA Technologies. We want our users to be able to reach us when they are having difficulties with the program.

Hours: 6AM to 5PM Pacific Standard Time, Monday through Friday, not including holidays.

Before contacting technical support, **please search the Help File or General Reference Manual**. Most questions asked about RISA Licensing are already answered in the Help File or General Reference Manual. Use the table of contents or index to find specific topics and appropriate sections. We go to great lengths to provide extensive written and on-line documentation for the program. We do this in order to help you understand the features and make them easier to use.

Email: support@risatech.com Please give us detailed information about your specific problem, including screen captures of any error messages that you are having trouble with. The more information we get about the problem, the quicker we can get you an effective solution. Make sure you tell us your name, company name, serial number or Key ID, phone number, and a problem description.

Phone Support:(949) 951-5815: Feel free to call, especially if you need a quick answer. But please be at the problematic workstation when you call. We will likely need to navigate with you to specific places on your machine to troubleshoot your issue.

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