

Date: 2023-08-17

Here are the Challenges we had while installing the Circos software and licenses.

1. The wrong software version was provided – We have licenses for version 6.4.6 not 7.1.7
2. The USB license dongle was not handed in to ITI server team until a week later
3. ITI server team inserted the USB license server dongle to PRlicensing01 license server
4. We contacted ITI network team to open Ports (TCP/UDP 22347 – 22351)
5. We opened the ports on the licensing01 server IP address 10.100.99.58
6. Vendor tech support provided a new license code to activate
7. Vendor tech support provided the download link for version 6.46 due to we have v6 licenses not version 7.1.7. It is on <\\cencol.ca\prapps\labs\updates\CiROS 6.4.6> folder
8. We installed and configured the Code Meter on the desktop (physical or virtual labs) to obtain license for PRlicensing01 IP Address 10.100.99.58
9. Installation client software detail can be found on http://mars.centennialcollege.ca/howto/Circos_Server_Tool_Installation_Info.pdf

Tested and worked.

Team efforts,

Cheers,

Feel free to contact Hong Trinh htrinh@centennialcollege.ca (Application Specialist) if you need more detail.

Vendor tech support:

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