

# Installation / license activation manual

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## Introduction

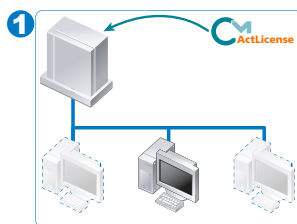
Even with the version 6.0 we have changed our *plus* systems over to a new licensing procedure.

- You no longer require a dongle for a *single user license*, a USB port is freed up.  
A single-user license can also be managed via your company server and therefore be used alternately on different computers.
- If you would prefer to protect the license by means of a dongle (**what we recommend**), you have the option of requesting a so-called *CmStick* for the USB port. A black, red or green dongle already available for use **with versions up to 5.2 cannot be used for the actual version.**
- A *multi user license* (e.g. for a school) now only has to be activated once on the server. Entering the key code multiple times, once on each computer, is no longer necessary.
- As the license is tied to the server of the school/company, it is protected more efficiently from theft.
- When making a follow-up order or ordering replacement deliveries (post-processors, simulators, multi-expansions,...) you do not have to re-install, but simply enter a new *ticket number* to unlock the expansion.

More options or "the trouble with choosing"? Please first use the diagrams below to decide which type of installation and/or licensing come into consideration for your purposes.

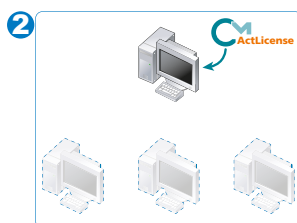
The installation manual then guides you through the required steps for each option.

## 1 Use/license managing of the *plus* software



### **Single-user license, available in a central location on a server**

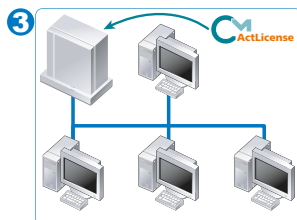
This is the ideal solution for companies in which the license is to be used alternately on one or another computer.



### **Single-user license, only available on one computer**

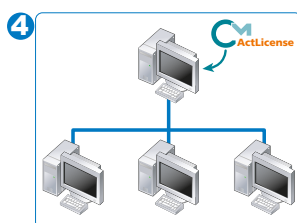
This is the standard solution when the license is only used by one person. It is especially suitable for notebooks sometimes used without a server connection.

If the *single-user license* is to be used on different computers not in a network with each other, you will have to use the optional *CmStick* (USB dongle).



### **Multi user license, available in a central location on a server**

This is the ideal solution for schools/institutes of education. The server is always running and the software can be used in different class rooms and offices.



### **Multi user license, available in a central location on a computer in a peer-to-peer network**

This is an alternative for 3, if there is only one class room and there is no connection to the server of the school/company.

## 2 Installation of the *plus* software



Welcome to KELLER*plus*, our time-tested product family for

- CNC qualification
- Graphically-supported CNC programming

This installation manual is addressed to all users, regardless of whether you use the software as SYM*plus* or CAM*plus* or CNC*plus*.

In the current software, you will also find no version number, instead the term *plusCARE* appears, with which we make it clear that the software is continuously maintained.

### 2.1 Prior to the installation

#### 2.1.1 System prerequisites

Prior to installing the software ensure that your computer fulfils the following minimum system requirements:

- Commercial PC e.g. Intel ® Core™ 2 Duo E8400 @ 3 GHz.
- Recommended operating systems: Microsoft Windows® 7/8/8.1/10
- Main memory min. 2 GB
- approx. 2 GB free hard drive memory per technology for system data
- Screen resolution min. 1024x768 (when changing the display size of text and other items via Windows Control Panel a correspondingly higher resolution is required)
- OpenGL - compatible 3D graphics card, e.g. GeForce GT 210 (1024 MB)
- PC keyboard and mouse
- Sound card and speakers
- Internet connection for one-time license activation (not permanent, exception CmWAN see below)
- Data transmission to the controllers via a network connection, serial interface, USB port, SD card port or floppy drive

There are various alternative licensing options available, which are determined in advance:

- *Cm* with CmStick (dongle) at USB2 port or
- *CmAct* installed with license fixed on a PC or server, or
- *CmWAN* with permanent Internet connection



**NOTE:**

Prior to using KELLER*plus* ensure that the **latest** graphics card driver is installed. For this purpose, please contact the manufacturer of your graphics card.

A "software quick check for IT employees / Administrators" can be found on our help pages at <http://support.cnc-keller.de>.

#### 2.1.2 Support



**ATTENTION:**

For all questions regarding the installation that treated about the topics in this guide go out, please contact our support team:

**Phone:** +49 202 / 40 40 40 (Mo. - Fr. 9:00 - 12:00 and 13:00 - 15:00 CET)

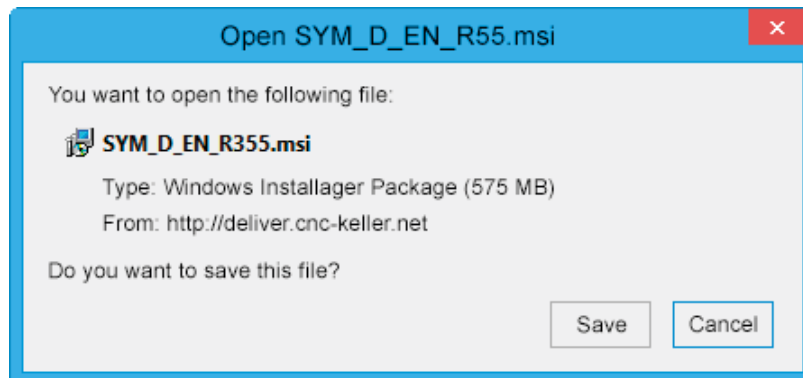
**E-mail:** [support@cnc-keller.de](mailto:support@cnc-keller.de)

## 2.2 Starting the installation program

You will receive an e-mail containing a download link.

After you click on the link, your browser window will open up to display a message.

Select the option for saving the file (**here in the example turning**).

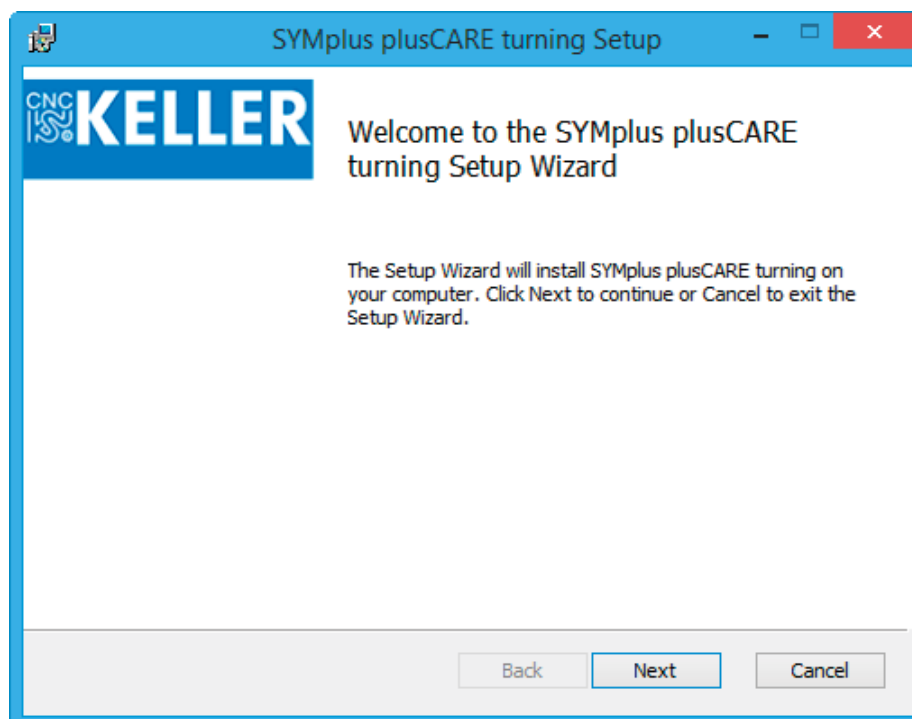


**After successful download, access this saved file.**

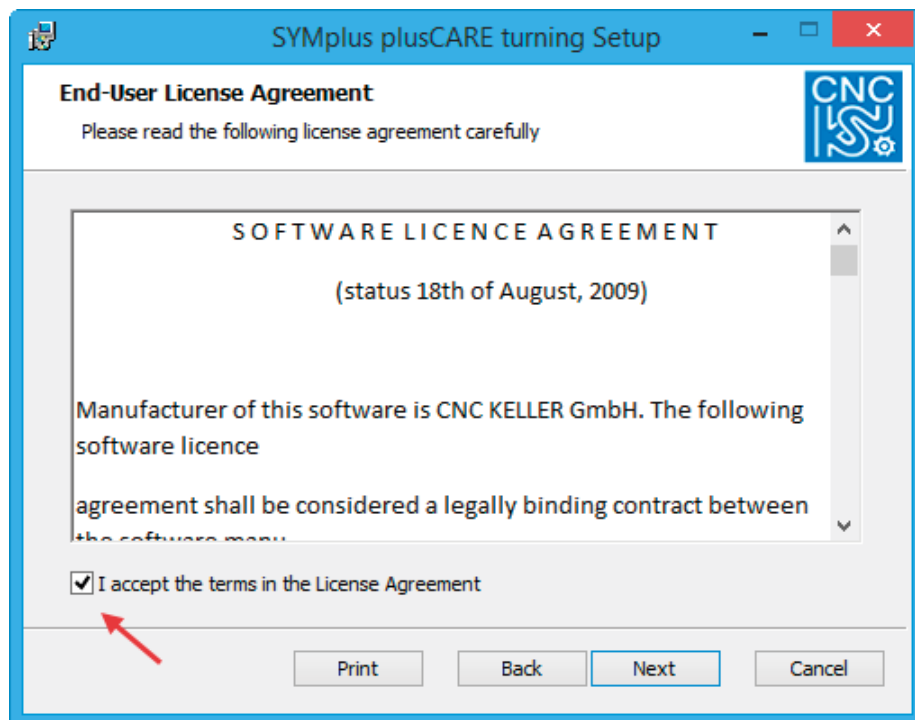
Afterwards, the installation program begins.

## 2.3 Installation of the *plus* software

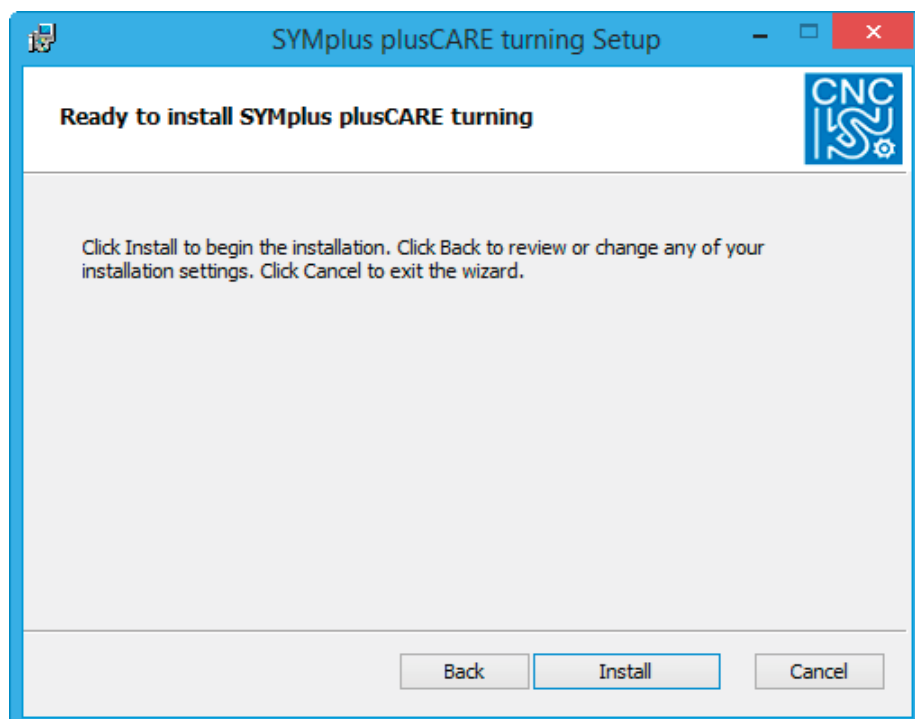
Once the software installation has been started, click on *Next* in the welcome dialogue field.



Read the license agreement in the following dialogue and click on Yes.

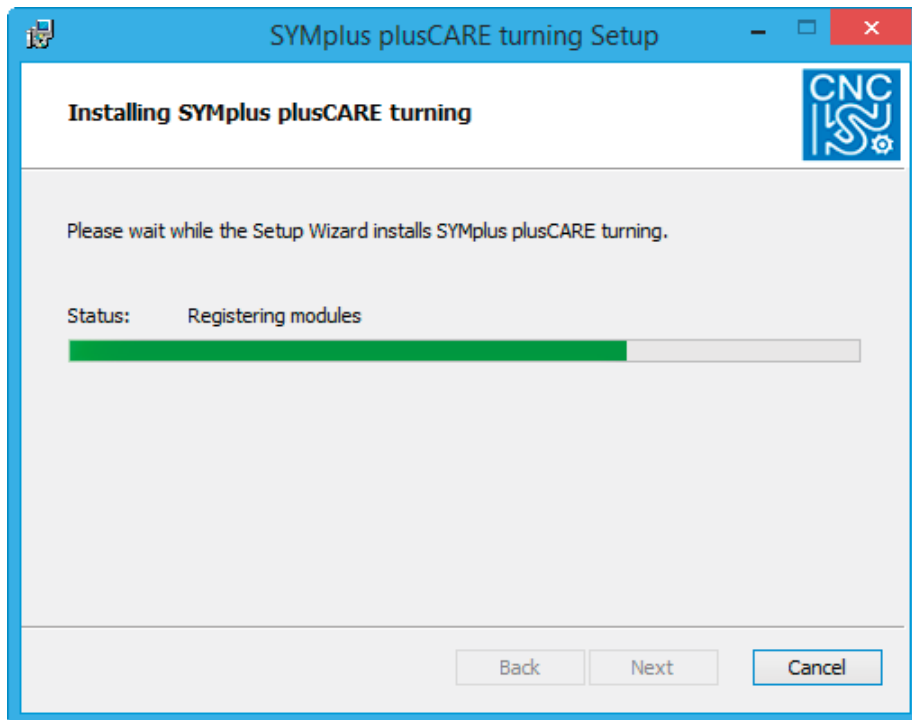


The following dialogue prompts you to start the installation. Click on *Install*.

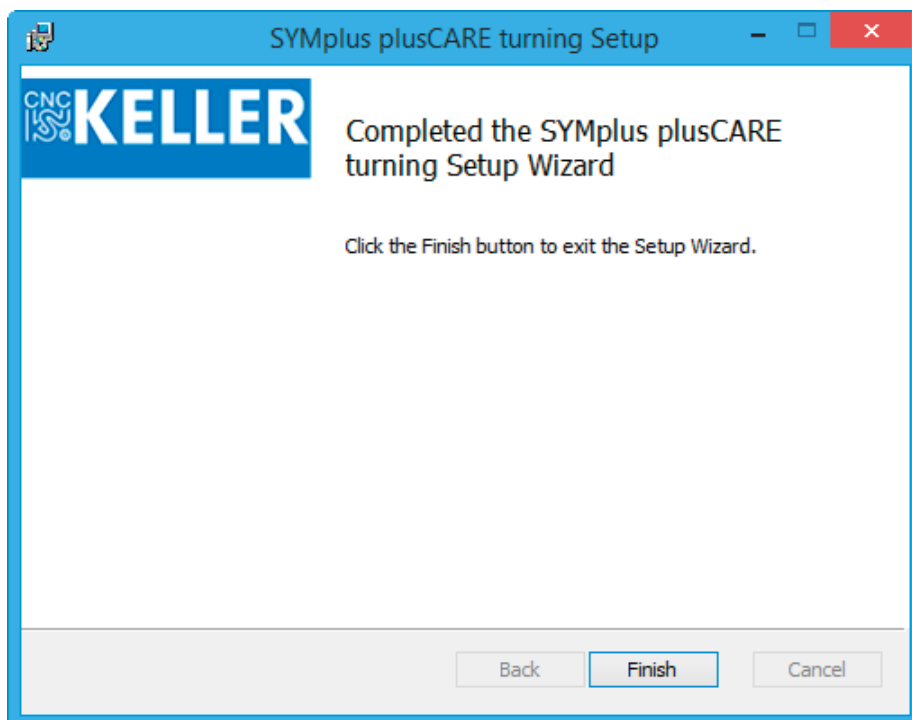


Then the installation starts. Unlike previous installations, the location of the software has no longer to be defined (see "2.4.1 Installation folders" on page 7).

A dialog box will appear, showing you the status of the installation.



When the installation is completed, a final dialog will appear.  
Acknowledge this by clicking on *Finish*.



This completes the installation of the software.

## 2.4 Additional information

The following information is intended for system administrators and is generally not relevant for simple installations of single user licenses.

### 2.4.1 Installation folders

#### System data / user data

For better orientation, refer to the following list of suggested folder names for the **installed** software (Microsoft Windows® 7 / 8 / 8.1 / 10).

The system data can be found in the directory:

C:\Program Files (x86)\KELLER\

<u>Software</u>		<u>Folder for system data</u>
<i>plus</i> software Turning	=	KELLERplusDE
<i>plus</i> software Milling	=	KELLERplusFE

The user data can be found by default in a folder named 'DATAxx' in the directory:

C:\Users\<username>\AppData\Roaming\KELLER\  
(<username> = **user performing the installation**)

<u>Software</u>		<u>Folder for user data</u>
<i>plus</i> software Turning	=	DATASD
<i>plus</i> software Milling	=	DATASF



#### ATTENTION:

This folder must be not existing or empty directories by start of the installation.



#### NOTE:

Ensure that the users have reading and writing permission for the folder with the user data.

#### Manual change of the installation folders

The *plus* software stores the path to the user data in the *dir.dat* file stored in the system data folder. If you rename or move the user data folder, adapt the *dir.dat* file accordingly.

### 2.4.2 Network installation

Network installation can be used for various purposes.

1. Any number of users with their own user data are to have access to common system data. This is especially interesting for schools.
2. A user is to be able to access his own user data from various work places.

To perform a network installation with *plus* software, you have to be completely familiar with the basic administration steps in your network.

Prior to starting network installation ensure that for the entire period of network installation you have write access for both the system data folder and the user data. If you wish to protect the system data from unauthorised access, select a folder for the installation of the system data in your network, to which the corresponding users are allowed read-only access.

You can distribute the system and user data to any desired computer within your network.

### Use of different user data with identical system data

To make user data available for various users, please proceed as follows:

1. Copy the user data from the 'Home-Directory' on the server that you used during installation and into the corresponding 'Home-Directories' of the individual users.
2. All 'Home-Directories' on the server must have the same drive letter for each user!
3. Copy the start menu folder "KELLER systems" of the installation PC including the entries contained in it into the start menu folder of the user PC.
4. Log onto the desired PCs as a user with the same user rights and access possibilities as those of the later users.
5. Finally ensure that the users have "read only permission" for the folder with the system data.

### Use of your own user data in several work places

In order to use the user data in several workplaces, copy the start menu folder "KELLER systems" of the installation PC including the entries contained in it into the start menu folder of the user PC.



**NOTE:**

Do not use the *plus* software on several PCs at a time, if the same user data is accessed!

Always end the *plus* software on one PC, before you start it on a different PC!

Knowing that simultaneous access to your user data by several users can render this data unusable, we have provided an appropriate protection mechanism:

1. Use an editor to open the `vorein.ini` file in the folder of the user data.
2. Under `[General]` enter a new line with the contents `Locking=1`.

Once this protection mechanism is activated, a file `user.loc` is created in the user data directory with every start of a corresponding *plus* software.

This prevents another user from accessing this data, because the *plus* software of this user will automatically be ended again when it is started.

When the software is ended in the normal manner, this file is automatically removed.

If the software is ended improperly, you may have to remove this file manually.--



## 2.5 Subsequent installation in case of errors in the 3D simulation

If the 3D simulation cannot be started or Windows error messages appear when it is started, some Microsoft runtime libraries are probably missing.

Use the link <http://hb.cnc-keller.com> to get to the page shown below in the download area of KELLER support.

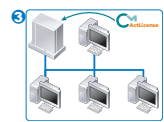
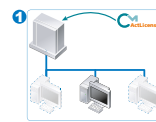
This link can be found under the heading *Manuals etc.* in your Surrender e-mail.

Click on *Microsoft Visual C++ 2008 Redistributable* to start the download of the installation software.



The screenshot shows the KELLER support portal interface. At the top, there are navigation links: 'Search portal', 'Browse categories', and 'Log in'. Below this is a header section with a search icon, the title 'Manuals, instructions and downloads', and a 'Print version' link. The 'Last change' is noted as 'Apr 27, 2015'. A 'Contents' sidebar lists various manuals and controls. The main content area is divided into sections: 'SYMplus Turning' (with a link to 'Manual installation/license activation'), 'Codemeter/ MS Redistributable' (with links to 'Microsoft Visual C++ 2008 Redistributable' and 'Codemeter Runtime for license server'), and 'KELLER-Support TeamViewer' (with a link to 'TeamViewer'). A red arrow points to the 'Microsoft Visual C++ 2008 Redistributable' link. At the bottom, there is a feedback section asking 'Did this article help you?' with 'Yes' and 'No' buttons, and a footer with copyright information: '© 2010-2015 CNC KELLER GmbH | Suchtechnologie von YourSupport | Legal notice'.

Then go to the download folder and call up the file `vcredist_x86.exe` to start the installation.



## 2.6 Installation of CodeMeter Runtime

If a computer/server on which the *plus* software is not installed is to be used as *license server* for making the license available, *CodeMeter Runtime* has to be installed on this computer/server.

Use the link <http://hb.cnc-keller.com> to get to the page shown below in the download area of KELLER support.

This link can be found under the heading *Manuals etc.* in your Surrender e-mail.

Search portal    Browse categories    Log in

**Manuals, instructions and downloads** [Print version](#)

FAQ    Last change: Apr 27, 2015

**Contents**

- SYMplus Turning
- SYMplus Milling
- CAMplus Turning
- CAMplus Milling
- CNCplus
- SYMplus Virtual Shopfloor
- SYMplus Controls
- Codemeter/ MS Redistributable
- KELLER-Support TeamViewer

**SYMplus Turning**

- Manual installation/license activation

**Codemeter/ MS Redistributable**

- Microsoft Visual C++ 2008 Redistributable
- Codemeter Runtime for license server

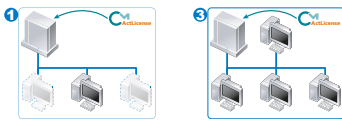
**KELLER-Support TeamViewer**

- TeamViewer

Did this article help you? ☒ Yes ☐ No

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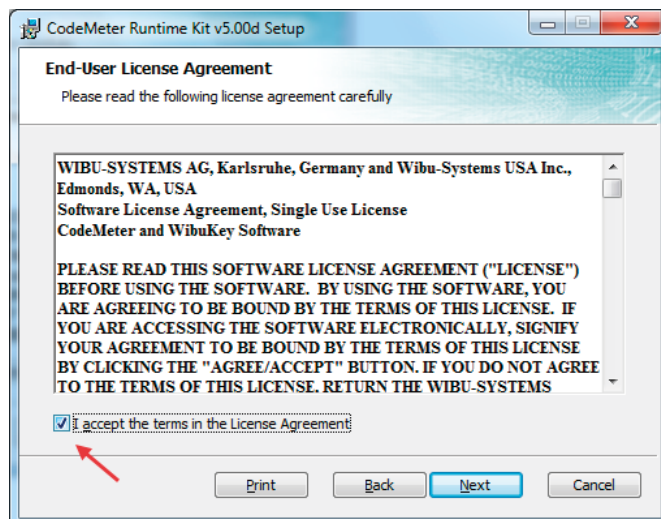
Click on *CodeMeter Runtime for license server* to get to the download area of **WIBU-SYSTEMS**. There you can download the software for your operating system and language.



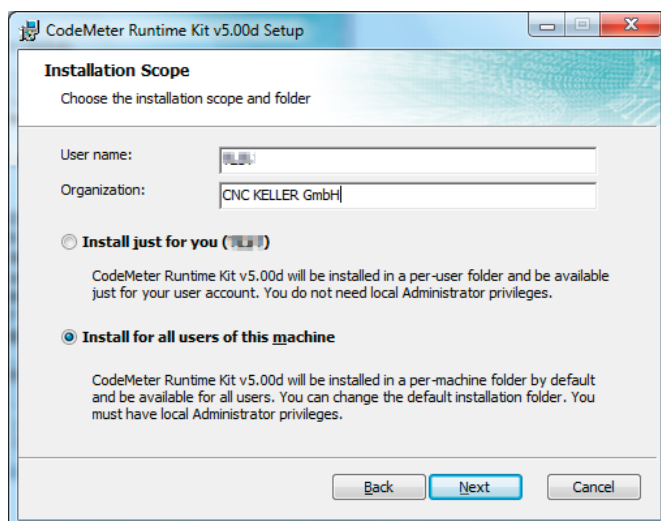
Run the downloaded software.



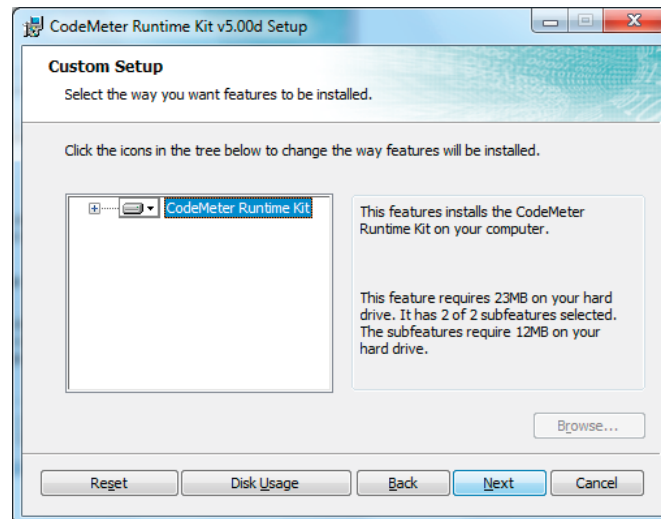
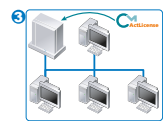
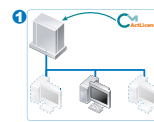
Click on *Next*.



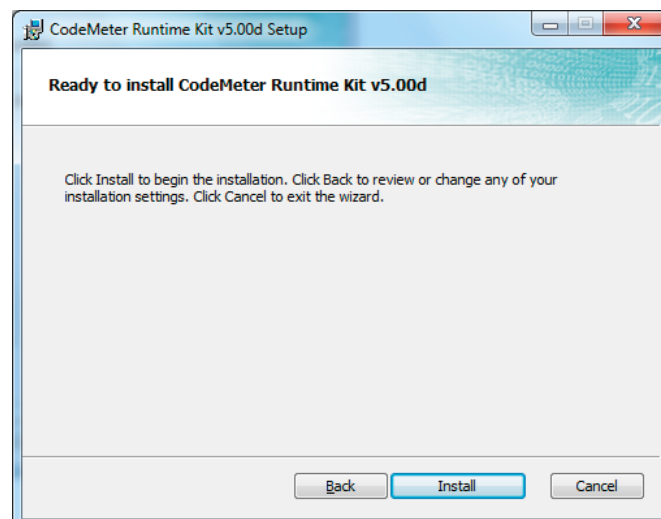
Accept the license terms and click *Next*.



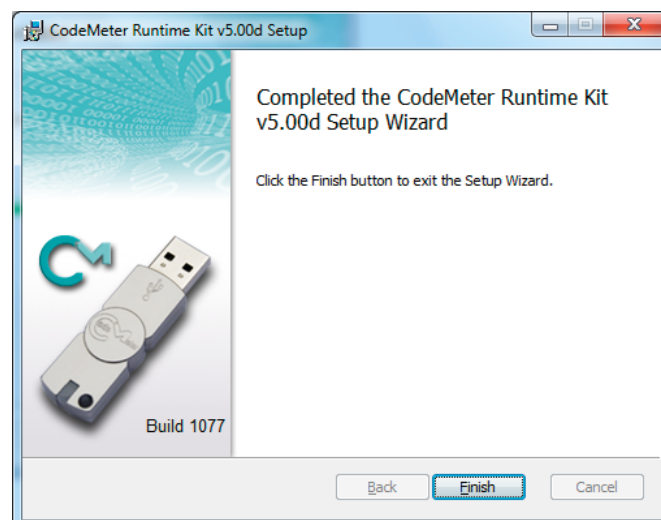
*User and Organisation* can usually be taken over.  
Select the option *Install for all users on this computer*.  
Then click on *Next*.



In the following dialogue, special settings need not be made.  
Click on *Next*.



Now click *Install* to carry out the installation.  
After completing the installation, a final dialogue will appear:



Click *Complete*.  
*CodeMeter Runtime* is now installed.

## 3 License activation

A license protection prevents the *plus* software from being used without authorisation.  
Prior to the first use of the software, the license must be activated.

### 3.1 Pre-requisites

- The *plus* software and *CodeMeter Runtime* have been installed on the computer/server as described in the previous chapter.
- You have received a *ticket number* from us for activating the license.  
You will find this number in the notification e-mail in case of an online delivery or in the license certificate in case of delivery on a data storage medium (optional).
- The computer/server must be connected to the internet at least for the duration of the license activation procedure.

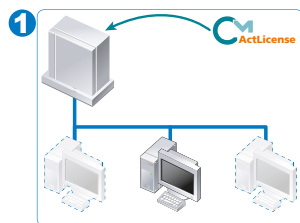


#### ATTENTION

If you cannot establish an internet connection on this computer/server, please contact our service, by phone, +49 202 40 40 40, or e-mail, [service@cnc-keller.de](mailto:service@cnc-keller.de).  
We will give you advice and further installation suggestions.

### 3.2 Procedure

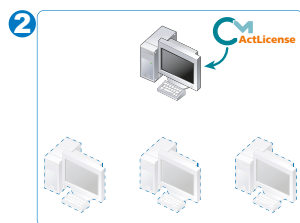
The procedure for license activation differs depending on which of the four cases described in the chapter "Use / license managing of the *plus* software" on page 2 applies.



#### **Single-user license, available in a central location on a server**

The license is activated on a network server (hereafter called *license server*).

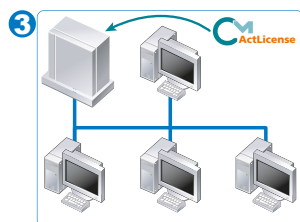
To do so, follow the instructions in the chapters  
"3.3 License activation on a server" on page 14 and  
"3.5 Activating the license server" on page 22.



#### **Single-user license, only available on one computer**

The license is activated for one computer.

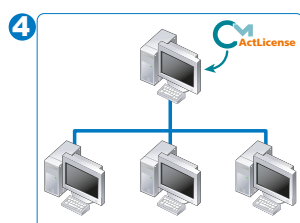
To do so, follow the instructions in the chapter  
"3.4 License activation on one computer" on page 18.



#### **Multi user license, available in a central location on a server**

The license for several workplaces is activated on a network server (hereafter called *license server*).

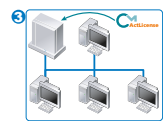
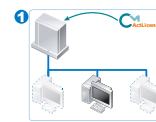
To do so, follow the instructions in the chapters  
"3.3 License activation on a server" on page 14 and  
"3.5 Activating the license server" on page 22.



#### **Multi user license, available in a central location on a computer in a peer-to-peer network**

The license for several workplaces is activated on a computer within the network (hereafter called *license server*).

To do so, follow the instructions in the chapters  
"3.4 License activation on one computer" on page 18 and  
"3.5 Activating the license server" on page 22.



### 3.3 License activation on a server

For license activation on a server, these instructions presuppose that the *plus* software was only installed on the connected client computers.

As you have already installed *CodeMeterRuntime*, as described in "2.6 Installation of *CodeMeter Runtime*" on page 10, now start an internet browser on the server and enter the following address:

<http://activation.cnc-keller.com>

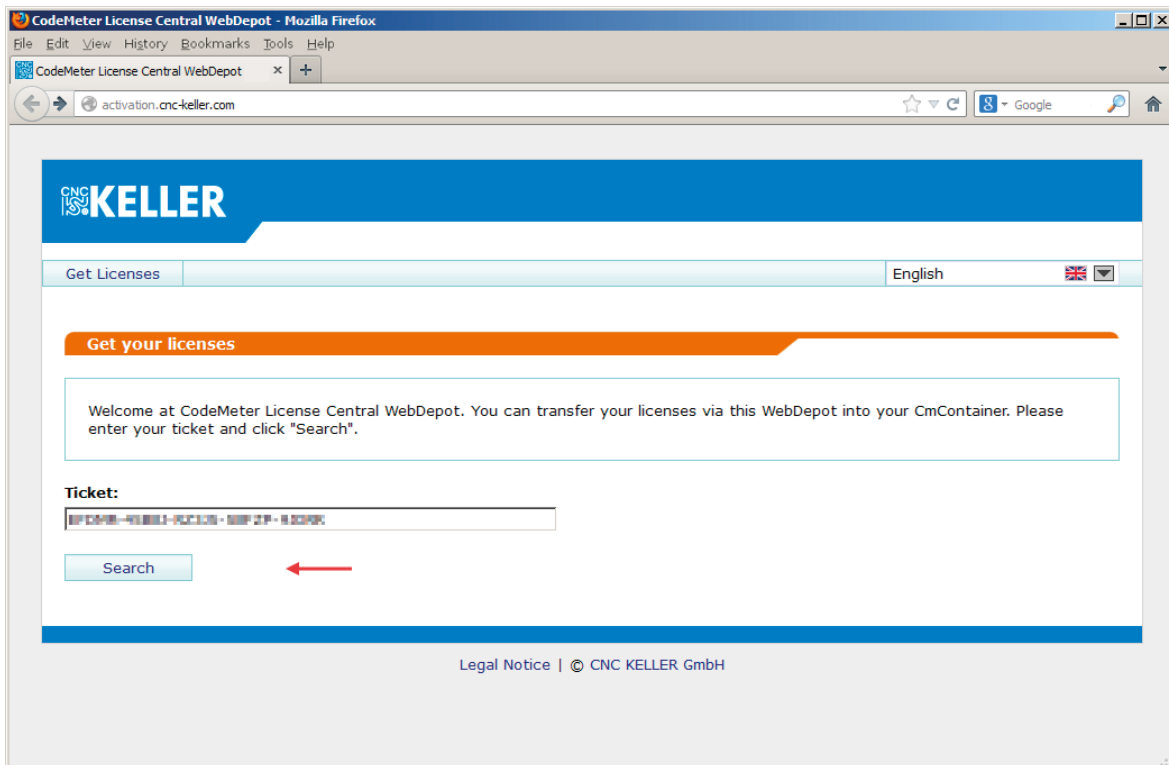
The *CodeMeter License Central WebDepot* will open. Here you can decide, to which hardware the license is to be tied. The license container is called *CmContainer*.

In general, you will tie the license to the server hardware (*CmContainer* = Server).

If you have obtained an optionally available *CmStick* (USB dongle), the license can be tied to this dongle instead (*CmContainer* = *CmStick*).

#### 3.3.1 Entering the license key

Enter the *ticket number* in the input field. You have received this number via e-mail in case of an online delivery and will find it in the enclosed license certificate in case of delivery of a data storage medium.



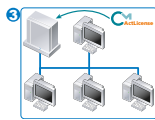
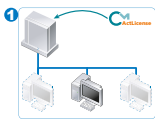
Then click on *Search*.



#### NOTE

Depending on the browser you are using, you may be asked whether you wish to run the application. Please confirm this query.





### 3.3.2 Selecting the license protection

As described at the beginning of this chapter, there are two types of license protection:

- License protection by means of computer hardware (**CodeMeterAct** License)
- License protection by means of *CmStick* (**CodeMeter** License, optional USB dongle)

Now a dialogue is displayed in which these two options are offered via different so-called firmcodes.

The firmcodes are allocated as follows:

- *CodeMeterAct* License = Firmcode **5000142**
- *CodeMeter* License = Firmcode **101703**

**CNC KELLER**

Get Licenses English

1. Choose the license(s) you want to activate.  
2. Choose the locally connected CmContainer.  
3. Click "Activate Licenses".

**Your Licenses for Firm Code: 5000142 (CodeMeterAct)**

<input checked="" type="checkbox"/> Product ID	Product Name	Status
<input checked="" type="checkbox"/> 352104-1	SYMplus Fräsen 6.0	Available

**Choose your CmContainer**  
Get CmContainer automatically

Activate Licenses

1. Choose the license(s) you want to activate.  
2. Choose the locally connected CmContainer.  
3. Click "Activate Licenses".

**Your Licenses for Firm Code: 101703 (CodeMeter)**

<input checked="" type="checkbox"/> Product ID	Product Name	Status
<input checked="" type="checkbox"/> 352104-1	SYMplus Fräsen 6.0	Available

**Choose your CmContainer**  
No CmContainer found!

Activate Licenses



#### NOTE

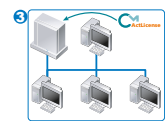
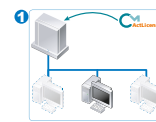
Depending on which license protection or firmcode you are using, you need not consider the part of the dialogue intended for the other firmcode.

Depending on your selection, please continue reading on the next pages under:

“3.3.2.1 License protection with *CodeMeterAct* (without *CmStick*)”

or

“3.3.2.2 License protection with *CodeMeter* (with *CmStick*)”



### 3.3.2.1 License protection with *CodeMeterAct* (without *CmStick*)



#### NOTE

After this procedure the license is tied to the respective computer and cannot be transferred to a different computer hardware.

You will now be shown for which product your license is valid according to the *ticket number* you have entered.

1. Choose the license(s) you want to activate.  
2. Choose the locally connected CmContainer.  
3. Click "Activate Licenses".

---

**Your Licenses for Firm Code: 5000142 (*CodeMeterAct*)**

<input checked="" type="checkbox"/>	Product ID	Product Name	Status
<input checked="" type="checkbox"/>	352104-1	SYMplus Fräsen 6.0	Available

**Choose your CmContainer**

Get CmContainer automatically ▼

Activate Licenses
←

In the selection field *Select the CmContainer* the content *automatically retrieve CmContainer* is displayed when the first license is activated on this computer. This setting is correct and can be applied unchanged by clicking the *License activation* button.

If you wish to activate another license on this computer (e.g. second technology), you will be offered the now available *CmContainer* in the form of a number of this type:

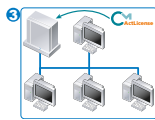
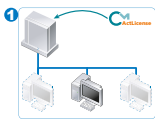
#### Choose your CmContainer

32767-243 (KELLER) ▼

This setting is correct for each additional license, so apply it accordingly by clicking the *License activation* button.

To complete the process, please follow the instructions in the chapter “3.5 Activating the license server”.





### 3.3.2.2 License protection with CodeMeter (with CmStick)


**NOTE**

After this procedure, the license is firmly written into the *CmStick* and not connected to computer hardware.


You will now be shown for which product your license is valid according to the *ticket number* you have entered.




By the way: The serial number of the *CmStick* can be found on the plug-in connector.

Now plug the *CmStick* into a free USB port and click the Update button , so that the connected *CmStick* is offered as *CmContainer* in the form of a number of this type:

**Choose your CmContainer**

No CmContainer found! 

**Choose your CmContainer**


2-2396014 

1. Choose the license(s) you want to activate.
2. Choose the locally connected CmContainer.
3. Click "Activate Licenses".

**Your Licenses for Firm Code: 101703 (CodeMeter)**

<input checked="" type="checkbox"/>	Product ID	Product Name	Status
<input checked="" type="checkbox"/>	352104-1	SYMplus Fräsen 6.0	Available

**Choose your CmContainer**

No CmContainer found! 

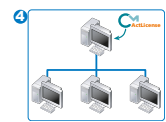
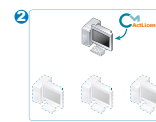
Activate Licenses 

This setting is correct and can be applied unchanged by clicking the *License activation* button.

If you wish to activate an additional license on this *CmStick* (e.g. second technology), you will be offered the now available *CmContainer* in the form of the same number:

This setting is correct for each additional license, so apply it accordingly by clicking the *License activation* button.

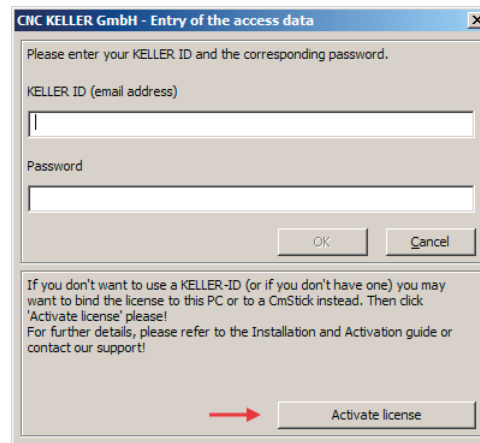
To complete the process, please follow the instructions in the chapter "3.5 Activating the license server".



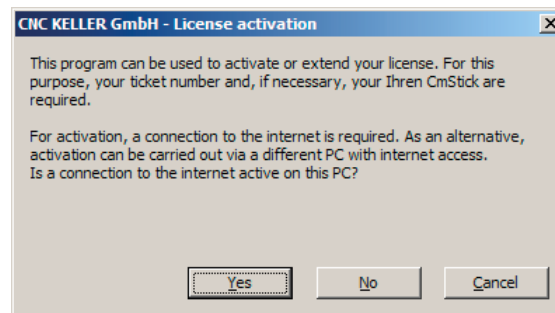
### 3.4 License activation on one computer

For license activation on one computer, the following instructions presuppose that the *plus* software was only installed on this computer. Start the *plus* software for the first time (by clicking the icon in the start menu or double-clicking the file *cpmain.exe* in the installation folder).

The following dialogue appears:



Now click on *Activate license*.



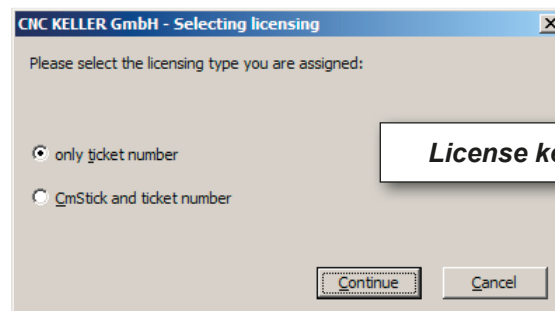
As your computer has an active internet connection, click Yes.

#### 3.4.1 Selecting the license protection

As described at the beginning of this chapter, you will now be able to select between two types of license protection:

- License protection with computer hardware (*CodeMeterAct* License)
- License protection with CmStick (*CodeMeter* License, optional USB dongle)

Now a dialogue is displayed in which you can select one of two options:



Depending on your selection, please continue reading on the next pages under:

“3.4.2 License protection with *CodeMeterAct* (without CmStick)”

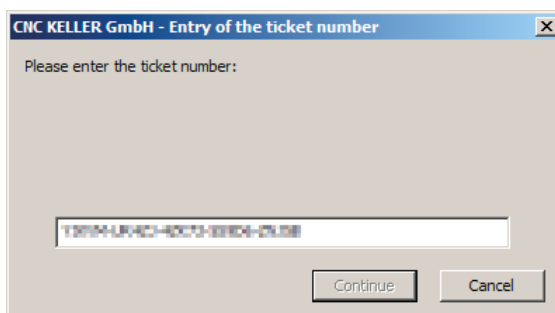
or

“3.4.3 License protection with *CodeMeter* (with CmStick)”



A screenshot of a software dialog box titled "CNC KELLER GmbH - Selecting the license container for the license". The dialog has a blue header bar with the title and a close button (X). The main area is light gray and contains the text "Please select the license container, to which the license is to be transferred." Below the text is a text input field with the value "32767-2437" and a small downward-pointing arrow on the right side, indicating a dropdown menu. At the bottom of the dialog are two buttons: "Continue" and "Cancel".

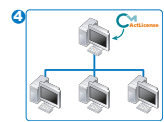
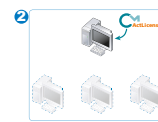
Enter the *ticket number* in the input field. You have received this number via e-mail in case of an online delivery and will find it in the enclosed license certificate in case of delivery of a data storage medium.



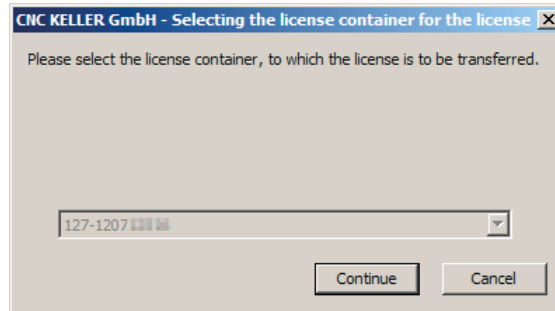
**CNC KELLER GmbH - Activation**

Please wait, activation is carried out!

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If you wish to activate another license on this computer (e.g. second technology), you will be offered the now available *CmContainer* in the form of a number of this type:



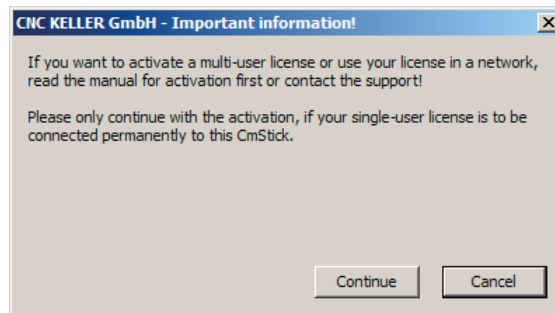
This setting is correct for each additional license, so apply it accordingly by clicking the *Continue* button.

### 3.4.3 License protection with *CodeMeter* (with *CmStick*)

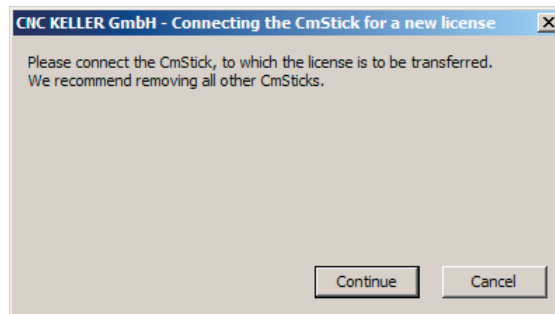


#### NOTE

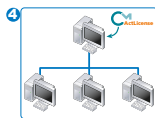
After this procedure, the license is firmly written into the *CmStick* and not connected to computer hardware.



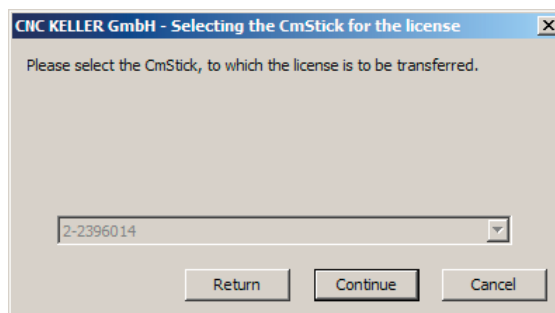
If you click on the *Continue* button to confirm this, you will now be prompted to connect the *CmStick*:



By the way: The serial number of the *CmStick* can be found on the plug-in connector. Now plug the *CmStick* into a free USB port and click *Continue*.

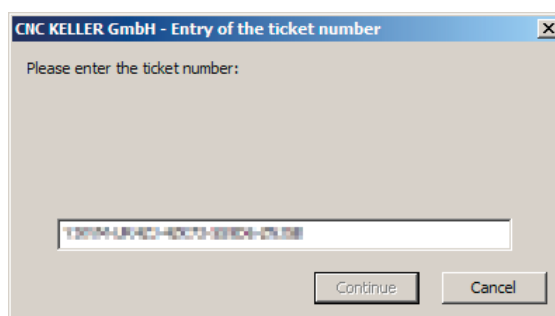


You will now be prompted to select the dongle:

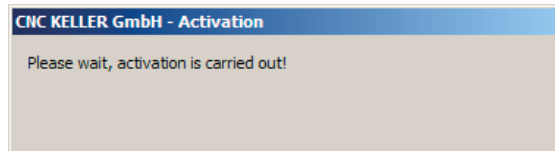


The serial number of the connected *CmStick* is shown in the selection field and can be applied by clicking on the *Continue* button.

Enter the *ticket number* in the input field. You have received this number via e-mail in case of an online delivery and will find it in the enclosed license certificate in case of delivery of a data storage medium.

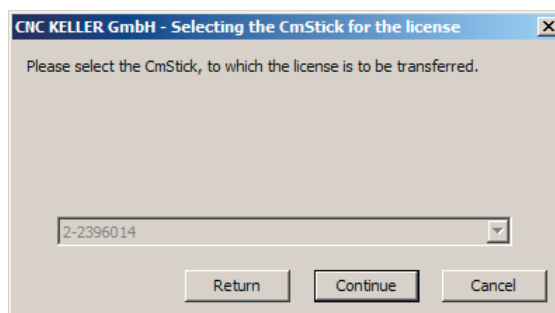


Apply the *ticket number* by clicking *Continue*.

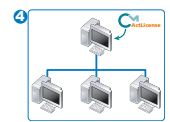
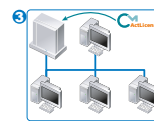
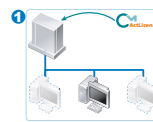


After successful activation of the license, the *plus* software starts automatically.

If you wish to activate another license on this computer (e.g. second technology) you will be offered the serial number of the connected *CmStick* again:




This setting is correct for each additional license, so apply it accordingly by clicking the *Continue* button.

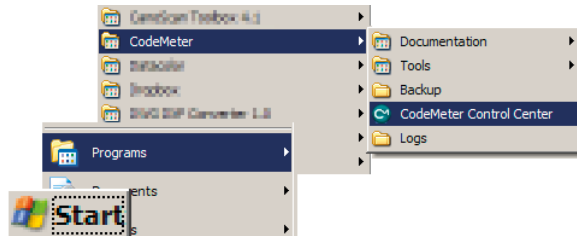


### 3.5 Activating the license server

The computer/server which is to provide the licenses as the central location within a network must be activated as *license server*.

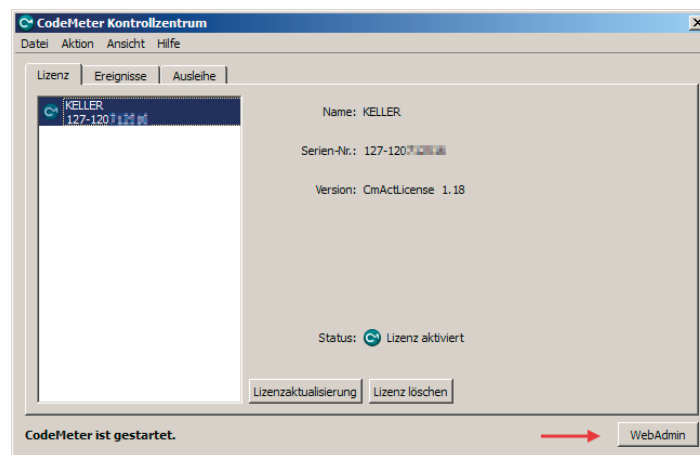
To do so, start the  *CodeMeter Control Center* via the start menu or on Windows 8, 8.1 and 10 on the corresponding entry in the App List.

(Prerequisite: The *plus* software and/or *CodeMeter Runtime* has been installed on this computer/server).



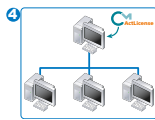
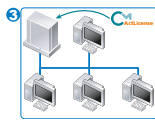
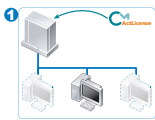
All available licenses are displayed here.

Click on *WebAdmin*:



The mask for making additional settings of the *CodeMeter Control Center* is now displayed in your internet browser. Select the menu item *Settings*:





Now select the sub-menu item *Server*:

**CodeMeter WebAdmin**

Home Content **Server** Configuration Diagnosis Info Help

Network **Server** Proxy Access Control Certified Time WebAdmin Backup Borrowing

**Network**

Server Search List:

--

add remove up down

UDP Waiting Time \*: 1000 ms

Apply Default

(\*) Changes only take effect after restarting CodeMeter

Click to activate the *Start network server* setting:

**CodeMeter WebAdmin**

Home Content Server **Configuration** Diagnosis Info Help

Network **Server** Proxy Access Control Certified Time WebAdmin Backup Borrowing

**Server**

Bind Address: Alle (Standard)

Run Network Server: ☒ ←

Network Port \*: 22350

Run CmWAN Server: ☐

CmWAN Port \*: 22351

→ Apply Default

(\*) Changes only take effect after restarting CodeMeter

Then click *Apply* to save the settings.

The computer/server is now activated as *License server*