

Installation instructions

For analysis software for structural engineers

- ✓ MatrixFrame version 5.4
- ✓ MatrixTools version 5.4

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System requirements

Minimal system requirements for workstation:

- Microsoft Windows 7, 8 or 10 (32 or 64 bits)
- Intel Core i5 (or higher) processor
- 4 GB intern memory
- 1 GB free space on harddrive
- Screen resolution 1280 x 1024
- Internet (for activation license) or an free USB-slot (in case of a dongle)

Installing analysis software

Ensure that you are logged in as the administrator of the computer when you install the software.
If necessary, contact your system administrator.

Installation

Complete the following steps to successfully install the software on your computer:

- If you have a hardware key (USB) from Matrix, remove it first before proceeding with installing the software on your PC.
- Download and install with sufficient rights the latest version of the [MatrixFrame software](#) from the Matrix website. You will find all information regarding these software under the chapter 'Structural Engineering'.
- The installation procedure can be canceled at any time by clicking **Cancel**.
- The installation procedure starts with a welcome screen. The installation is now being prepared. This may take some time. Click **Next** to go to the next screen.
- **License agreement**; read the license agreement carefully. Make a right choice. If you do not agree, the installation will be terminated. If you agree, click **Next** to go to the next screen.
- Customer data; enter your details, click **Next**.
- Perform the standard installation.

The software is now successfully installed on your computer!

License

When you start the software, your license is automatically checked.

If it is not found, expire or do you want to renew it; then you have to go through following steps:

- | | |
|---|-----------------|
| Do you use a standalone software license (activation code)? | → go to page 5 |
| Do you use a standalone hardware license (USB Dongle)? | → go to page 7 |
| Do you use a network software license (activation code)? | → go to page 10 |
| Do you use a network hardware license (USB Network Dongle)? | → go to page 13 |

Standalone software license (activation code)

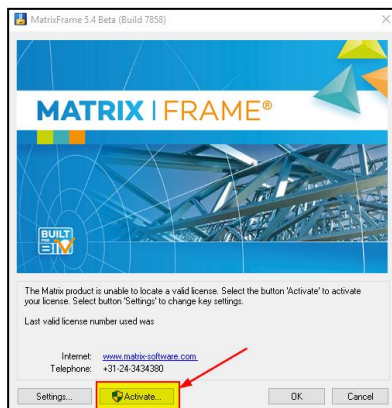
A new license / Renew an inactive license

Follow this procedure if you have not previously activated the MatrixFrame software or if your current license has expired.

Ensure that you are logged in as the administrator of the computer when you install the software.
If necessary, contact your system administrator.

Activation process

- An **internet connection** is required to activate the license
- **Start** MatrixFrame or MatrixTools
- Choose **Activate** on the startup dialog ¹



- Copy-Paste your new activation code, you received by email, in the white cell
- Choose **Activate** to start the activation process.
A message appears indicating that activation has been successful.
- If you get an error? → go to page 16

Note ¹

If the button Activate is named Upgrade?

- Choose **Settings**
- Change Hardlock to **Softlock** and **Local**
- Choose **Close**

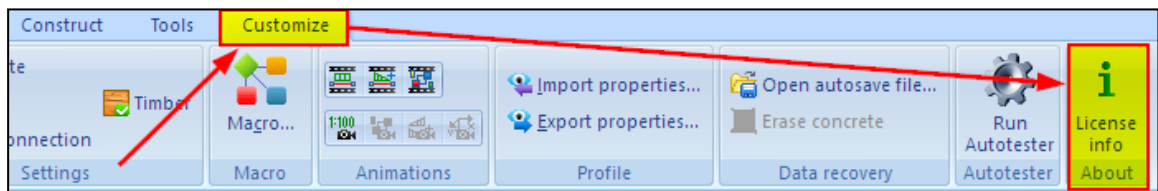
Renew an active license

Follow this procedure if you wish to overwrite the current license, which is still usable.
This is possible, for example, when you have put new functionality into the license.

Ensure that you are logged in as the administrator of the computer when you install the software.
If necessary, contact your system administrator.

Activation process

- An **internet connection** is required to activate the license
- **Start** MatrixFrame or MatrixTools
- When you see **Job Info** choose **Cancel**
- In the Ribbon choose tab **Customize** and choose **License info**



- Choose **Activate**
- Copy-Paste your new activation code, you received by email, in the white cell
- Choose **Activate** to start the activation process.
A message appears indicating that activation has been successful.
- If you get an error? → go to page 16

Standalone hardware license (USB Dongle)

A standalone hardware license is a suitable alternative to the standalone software license.

The advantage is that the license has been physically read into the USB Dongle.

When you receive the USB Dongle for the first time, the USB Dongle is already provided with a valid license.

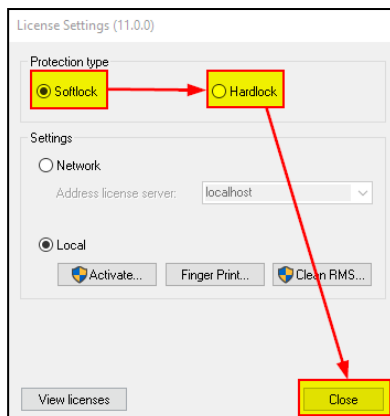
Ensure that you are logged in as the administrator of the computer when you install the software.

If necessary, contact your system administrator.

At first time use

When the MatrixFrame software is newly installed, it is set to look for a standalone software license instead of the standalone hardware license.

- Insert the **USB Dongle** into a free USB slot, so that the light on the back of the USB Dongle lights up
- **Start** MatrixFrame or MatrixTools
- Choose **Settings** in the startup dialog¹
- Convert **Softlock** to **Hardlock** and choose **Close**



- A **message** appears that the USB Dongle has been found, with a valid license² and you can work.

Note¹

If you do not see this dialog with **Settings**, your software is already set up properly to work now.

Note²

If the message appears that the USB Dongle has been found, but **not a valid license**, you must first request a new license from Matrix Software → go to page 8

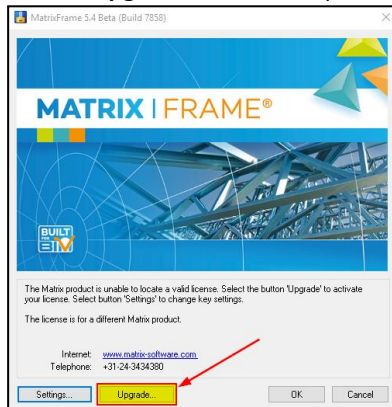
Renewing an inactive license

Follow this procedure when your current license has expired and you want to update with a new license, which you have received by email.

Ensure that you are logged in as the administrator of the computer when you install the software.
If necessary, contact your system administrator.

UPDATE

- Save the **attachment** of the received e-mail locally
- Insert the **USB Dongle** into a free USB slot, so that the light on the back of the USB Dongle lights up
- **Start** MatrixFrame or MatrixTools
- Choose **Upgrade** in the startup dialog¹



- Choose **Read**
- Update the Dongle with the license stored in step 1

Note¹

When the Update button has the text Activate, your MatrixFrame software searches for a standalone software license. Then if Settings does not appear, your software is already set up correctly to be able to work now.

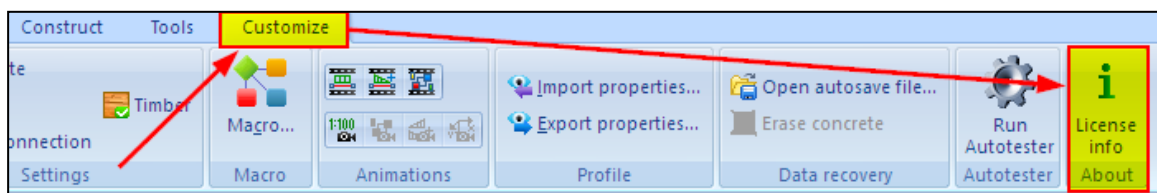
Renewing an active license

Follow this procedure if you wish to overwrite the current license, which is still usable.
This is possible, for example, when you have put new functionality into the license.

Ensure that you are logged in as the administrator of the computer when you install the software.
If necessary, contact your system administrator.

UPDATE

- **Save** the attachment of the received e-mail locally
- Insert the **USB Dongle** into a free USB slot, so that the light on the back of the USB Dongle lights up
- **Start** MatrixFrame or MatrixTools
- When you see dialog 'Job Info' choose **Cancel**
- In the Ribbon choose tab **Customize** and choose **License info**



- Choose **Update**
- Choose **Read**
- Update the Dongle with the license stored in step 1

Network software license (activation code)

Setting up the license server

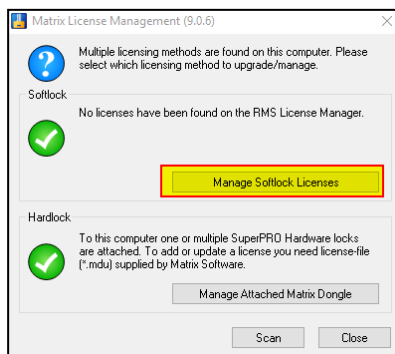
A driver needs to be installed on the server, which controls the license.

Ensure that you are logged in as the administrator of the server when you install the software.

Installing the server

Perform the following steps to successfully install the software:

- Log in physically on the server
- **Download** the latest version of the [Sentinel RMS License Manager Installer](https://www.matrix-software.com/nl/service/downloads/index.html)
[https://www.matrix-software.com/nl/service/downloads/index.html]
- **Install** the installer
- **Download** the [Matrix Network License Manager](https://www.matrix-software.com/nl/service/downloads/index.html)
[https://www.matrix-software.com/nl/service/downloads/index.html]
- **Start** the manager
- Choose **Manage Softlock Licenses**



- Choose **Activate**
- Copy & paste your activation code, received by email, into the white cell
- Choose **Activate** to start the activation process.
A **message** appears indicating that activation has been successful.
- Does this not work? → go to page 16

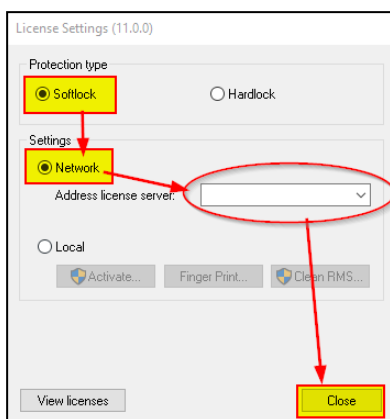
Setting up the analysis software

To install the MatrixFrame software → go to page 4

When the MatrixFrame software is newly installed, it is set to look for a standalone software license instead of the standalone hardware license.

Ensure that you are logged in as the administrator of the computer when you activate the software.
If necessary, contact your system administrator.

- **Set** MatrixFrame software
- **Start** MatrixFrame of MatrixTools
- Choose **Settings** in the startup dialog
- Set **Softlock** and **Network** and the **IP- / DNS- address** of your license server



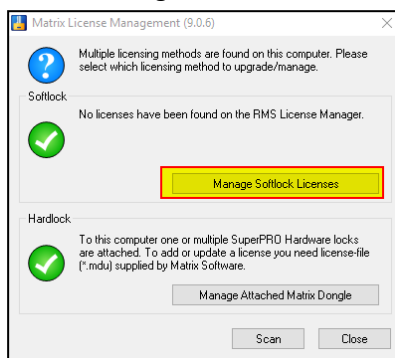
- Choose **Close** and the software is ready to use

Renewing the license

If your current license has expired or if new functionality has been included in the license, you can update your network license using the procedure below.

Renewing license

- Log in physically on the server
- **Download** the [Matrix Network License Manager](https://www.matrix-software.com/nl/service/downloads/index.html)
[https://www.matrix-software.com/nl/service/downloads/index.html]
- **Start** the manager
- Choose **Manage Softlock Licenses**



- Choose **Activate**
- Copy & **paste** your activation code, recieved by email, into the white cell
- Choose **Activate** to start the activation process.
A **message** appears indicating that activation has been successful.
- Does this not work? → go to page 16

Network hardware license (USB Network dongle)

Setting up the license server

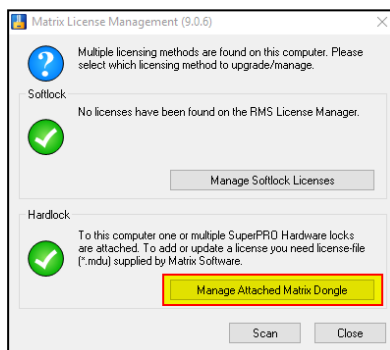
A driver needs to be installed on the server, which controls the license.

Ensure that you are logged in as the administrator of the server when you install the software.

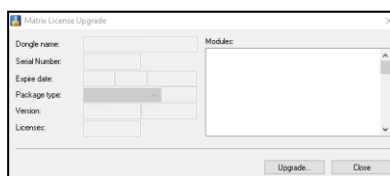
Installing the server

Perform the following steps to successfully install the software:

- Log in physically on the server
- **Download** the last version of the [Sentinel Protection Installer](https://www.matrix-software.com/nl/service/downloads/index.html)
[https://www.matrix-software.com/nl/service/downloads/index.html]
- **Install** the installer
- Insert the **USB Dongle** into a free USB slot, so that the light on the back of the USB Dongle lights up
- **Download** the [Matrix Network License Manager](https://www.matrix-software.com/nl/service/downloads/index.html)
[https://www.matrix-software.com/nl/service/downloads/index.html]
- **Start** the manager
- Choose **Manage Attached Matrix Dongle**



- An **overview** of the inserted USB Network dongle appears



All cells and the list of modules must be filled in correctly. If not? → go to page 14

- The license server is ready for use

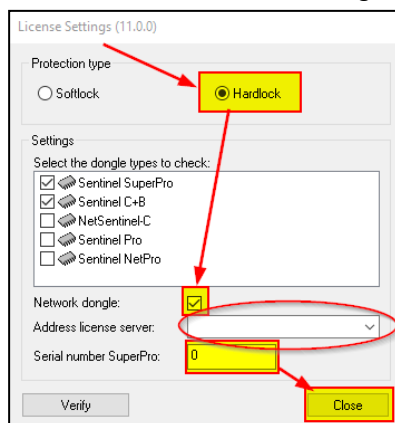
Setting up the analysis software

To install the MatrixFrame software → go to page 4

When the MatrixFrame software is newly installed, it is set to look for a standalone software license instead of the standalone hardware license.

Ensure that you are logged in as the administrator of the computer when you activate the software.
If necessary, contact your system administrator.

- **Set** MatrixFrame software
- **Start** MatrixFrame of MatrixTools
- Choose **Settings** in the startup dialog
- Set **Hardlock** and **Network dongle** and enter the **IP- / DNS- address** of your license server and the **serial number** of the USB Network dongle



[You can find the serial number of you USB Network dongle on the attached label. This info is also read by the Matrix Network License Manager]

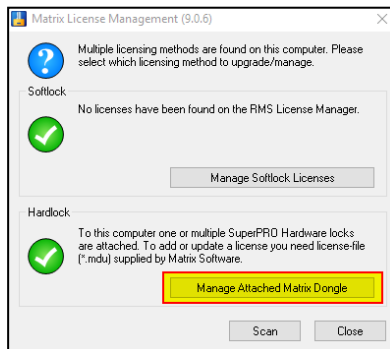
- Choose **Close** and the software is ready to use

Renewing the license

If your current license has expired or if new functionality has been included in the license, you can update your network license using the procedure below. You will receive a new license by email.

Renewing license

- Save the **attachment** of the received email so that you can access it on the server
- Log physically in on the server
- **Download** de [Matrix Network License Manager](https://www.matrix-software.com/nl/service/downloads/index.html)
[https://www.matrix-software.com/nl/service/downloads/index.html]
- **Start** the manager
- Choose **Manage Attached Matrix Dongle**



- Choose **Upgrade**
- **Update** the Dongle with the license stored in step 1

Activation does not work?

You may receive an error message during activation. Below are the most common causes:

Fire wall setting

Set your firewall protection so that the activation can be done via protocol: 5094 to
URL: activation.matrix-software.nl

Time zone

Ensure your server does not try to activate before the license is created.
The license is created in time zone GMT + 1.

New hardware

If one of the hardware components is changed, the Matrix application can no longer start. You should then contact the Matrix Software helpdesk. Call +31 (0) 24 34 34 380 or e-mail to matrixframe@matrix-software.nl

New operating system

If the operating system is reinstalled and the system gets the same computer name and the hardware is not changed, then you can reuse the original authorization code. If you install a other operating system then the original authorization code can't be reused. If your code won't work, please contact the Matrix Software helpdesk
Call +31 (0) 24 34 34 380 or e-mail to matrixframe@matrix-software.nl