



TCP/IP TOKEN SERVER V6.01

FOR QDV™ V7

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WHAT IS THE LICENSE SERVER INTENDED FOR?

The QDV License server is designed to reduce the number of QDV licenses you have to purchase for a team. It shares tokens through your network or over the World Wide Web.

You purchase a number of tokens and those tokens can be taken by any user declared in the license server. When all tokens are taken, an incoming user has to wait until an existing user releases his token.

You may declare more users than the maximum number of tokens if your license code allows this.

When you purchase QDV with a license server, you purchase a license for each token and pay a yearly maintenance fee for each declared user, based on the maximum number of users you require.

The TCPI/IP Token Server also lets you remotely monitor the usage of QDV and provide the history of the connections. For users who need to use QDV when they are disconnected, the server allows tokens to be borrowed.

When you want to deploy QDV on all computers of your organization but don't want to allow all users to run it, the TCP/IP Token Server is the right answer.

LICENCE

By purchasing a license for the token server for QDV™, Quotalys Ltd concedes you the right to use one and only one copy of the software. This right is neither exclusive, nor transferable. You can install TCP/IP token server for QDV™ on as many computers as wished but you do not have the right to use simultaneously TCP/IP token server for QDV™ on different computers with the same license code: you must acquire a license for each computer running this software.

This manual and the software which comes with it are provided 'as is' without any explicit or implicit guarantee. In spite of the efforts made to provide documentation as exhaustive as possible and to publish software as reliable as possible, some functions may not have been sufficiently tested or some errors may appear in specific environments.

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Some countries may restrict the above warranty limitation. In such case, the user is invited not to install the product if this limitation does not satisfy him/her.

By installing TCP/IP token server for QDV™ you agree with all of the clauses being in this manual. If you disagree with any clause, please, do not install TCP/IP token server for QDV.

REQUIRED SOFTWARE

The TCP/IP token server for QDV™ uses Microsoft .NET technologies.

It can be installed on a server running one of the following OS:

- Windows 2012 Server
- Windows 2016 Server
- Windows 2019 Server

...and greater versions of Windows Server

OS must be 64 bits. 8GB ram recommended.

The .NET Framework 4.8 (or greater) is required. It comes normally with Windows 2012 Server and greater versions when they are updated using Windows Update.

You can download it from:

<https://dotnet.microsoft.com/download/dotnet-framework/net48>

The Runtime is enough, no need for Developer Pack.

The TCP/IP token server for QDV™ is seen from the clients as a simple address IP and a port (E.g.: 192.168.256.23:8083). To ease access from anywhere in the world, it might be interesting to connect it through web pages so that you can use a domain name.

If you want to use the web pages instead of giving directly the IP address to the clients, then you need Microsoft IIS 6 or greater running ASP .NET 4.0 or greater.

You may be able to run the server under desktop versions of Windows (7, 8, 10 or greater) since nothing prevents the program to run on those systems but they may prevent the program from reading hardware identifiers or significantly slow down access to identifying data. So, it is not recommended that you install the license server under any desktop version of Windows. Always prefer a server version of Windows. Quotalys Ltd doesn't support installation made on desktop versions of Windows.

Versions 3 and earlier of the program needed only the .NET Framework 2.0 and ran in x86 mode (32 bits). Version 4 and 5 needed .NET Framework 4.5.2. Version 6 needs .NET Framework 4.8 or greater. Versions 4, 5, 6 and greater can run in real mode (ANY CPU) meaning that they run in x86 mode on 32 bits systems and in x64 mode on 64 bits systems, granting better stability and reliability.

If you had a release older than version 4 installed on a 64 bits system, the setup program will migrate your old directory (usually **\\program files (x86)**) to the 64 bits directory of your system (**\\program files**) and will replace services accordingly.

If your program was installed in another folder, just install the new version in the same folder and the Setup program will migrate to 64 bits when the system supports this mode.

COMPONENTS OF THE SERVER

The token server for QDV™ is built around 5 major components:

- 1) A service named **QDVTCPIPServer.exe**. This is the server itself. This component is installed on the server. This service writes to a log file being in installation directory whose name contains the date / time the server was started. The log file keeps tracks of all errors.
- 2) A service named **QDVTCPIPServerMonitor.exe**. This is a service which monitors the server and restarts it if it doesn't answer requests. This component is installed on the server. This service queries the server every 2 minutes and writes to a log file being in installation directory whose name contains the date / time the service was started. The log file keeps tracks of all errors.
- 3) A program named **QDVTCPIPServerSettings.exe** which enables entering codes and specifying the behavior of the server. This component is installed on the server.
- 4) A program named **QDVTCPIPRemoteMonitor.exe** which enables viewing who is connected to the server. This component can be installed on any computer, including the server. This component provides a list of all tokens in use and a list of borrowed tokens. You can also use it for complete reporting, it reads data from **history.s3db** database located in installation directory at server side.
- 5) A tool which let you describe the format of an external file which contains the list of users **Import_Users_Settings.exe**. Using this tool, you can import automatically the full list of users from a file. Every time the file is modified, the list of users is updated. Notice that you can bind the list of users to a group of your Active Directory to ease maintenance.

And some web components:

- 1) An optional web page named **Server.aspx** which enables operation through a web server running ASP .NET 4.8 or greater.
- 2) An optional web page named **Admin.aspx** which displays the list of tokens in use and the list of borrowed tokens.

LIMITATIONS

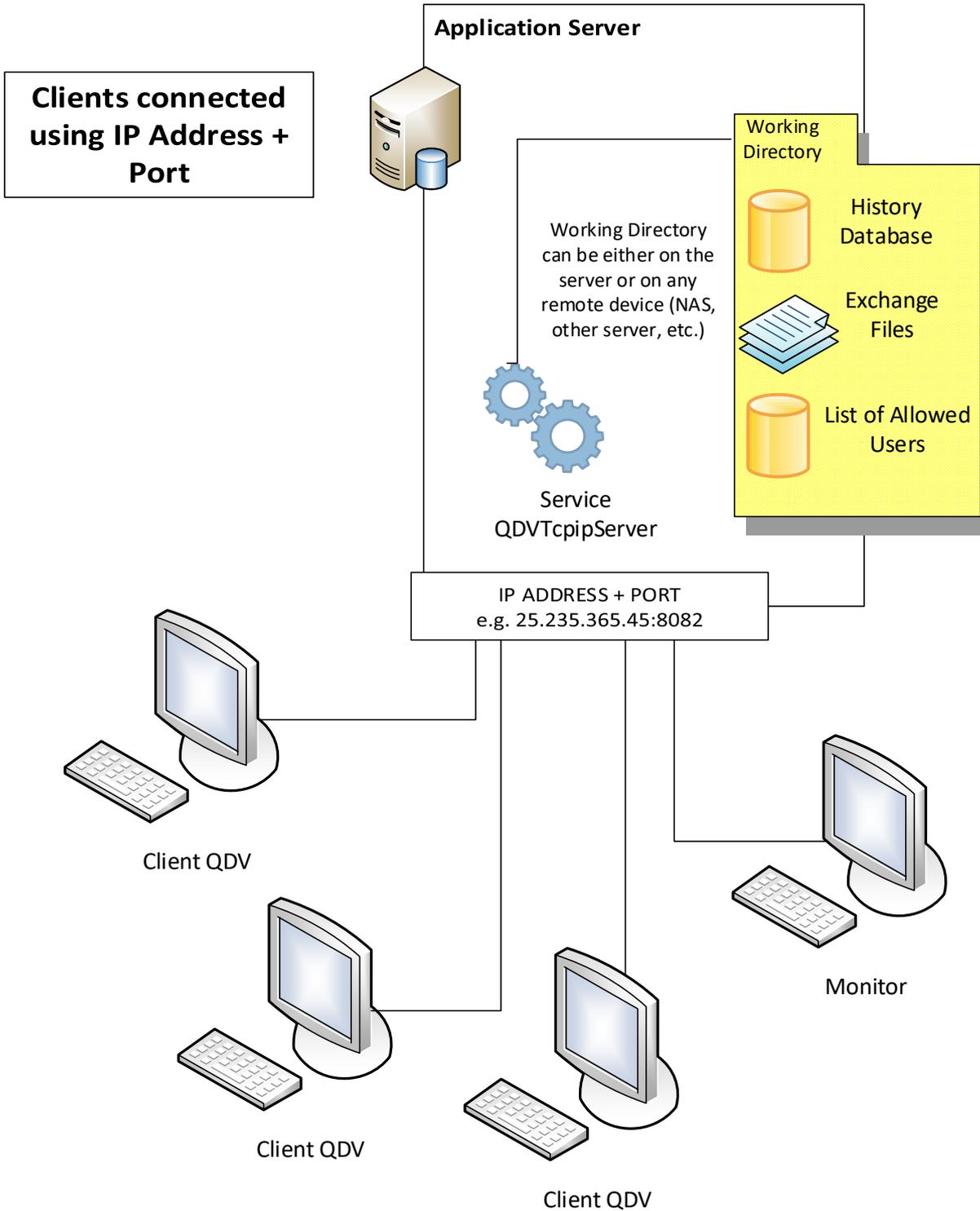
Since version 6, the token server for QDV™ can serve up to 2000 tokens with up to 10000 declared users. When you need more tokens or more users, please consider using several servers.

The application is not intended for invoicing based on times. It provides a usage report but nothing is done at this level in terms of security to prevent hacking or to backup history files. When you want to use it for invoicing purposes anyway, it is recommended that you backup frequently the history database in order to safely keep track of the history.

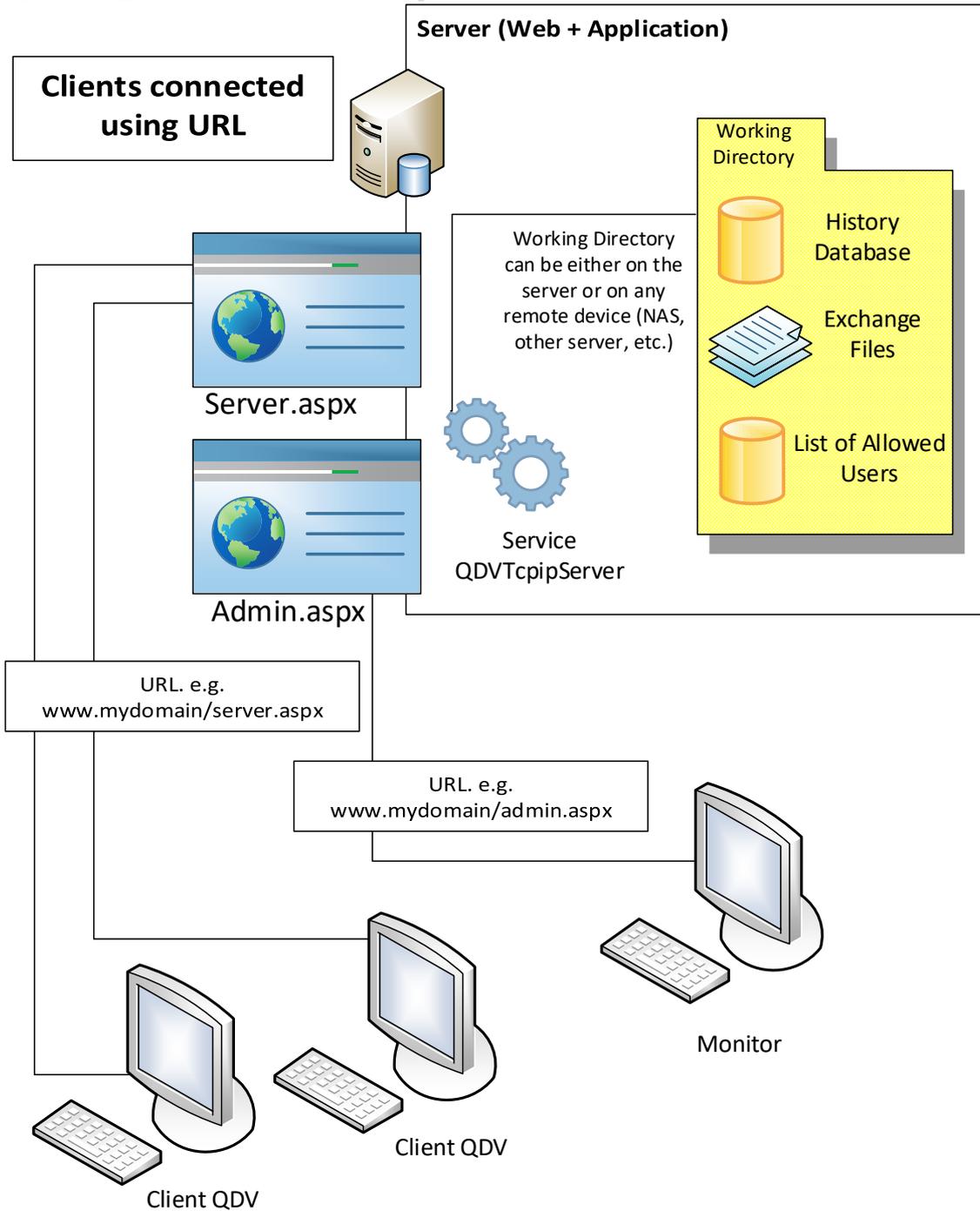
ARCHITECTURES

The QDV TCPIP Licenses Server offers several architectures. You can choose one of them considering the way you want to connect to the server (IP Address + Port or URL) and the level of security you need (You can use several web servers simultaneously).

Possible architectures are described in following pages.

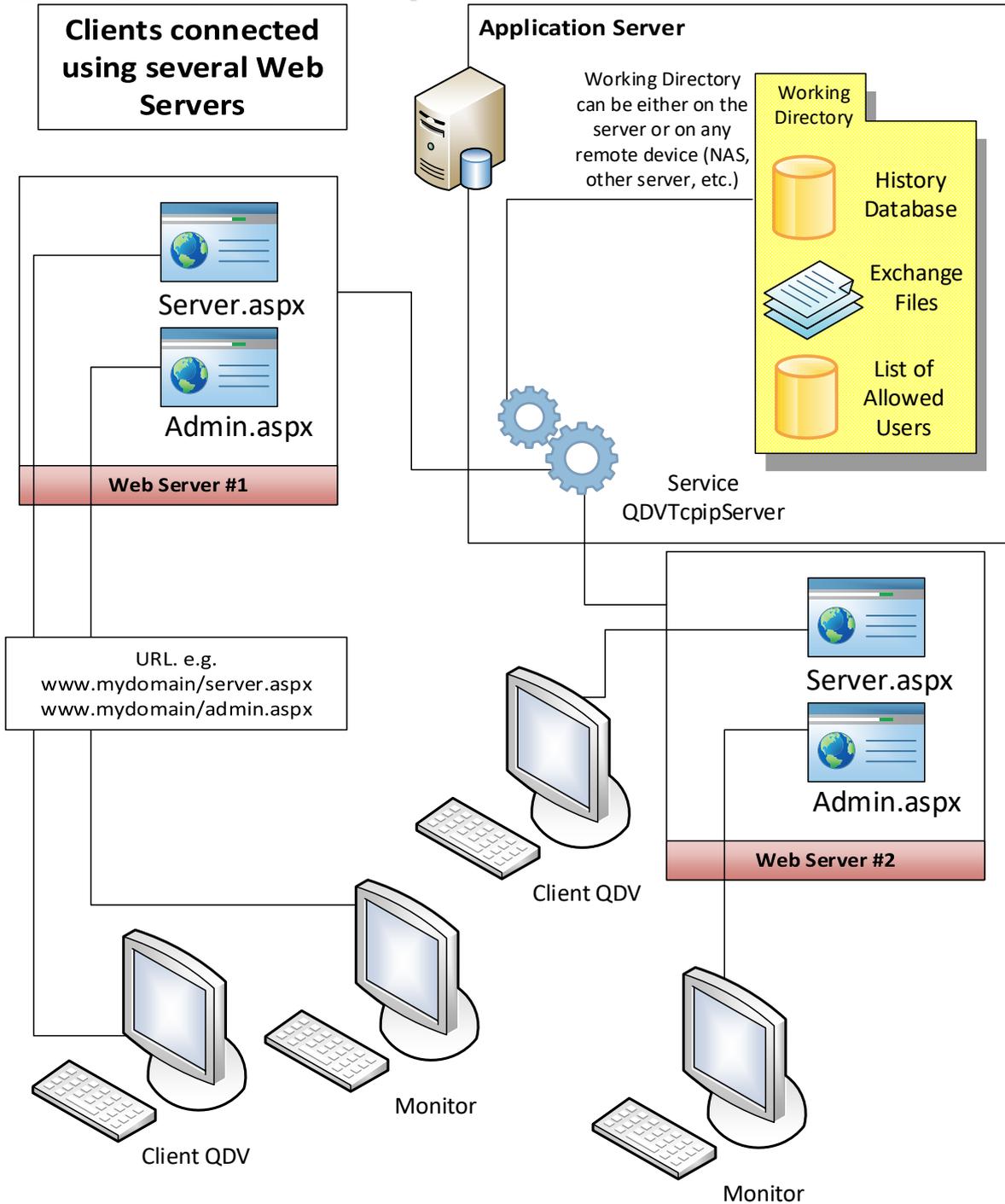


This is the simplest way to connect to the server. You only need an application server in which you open a port. The port must be open both ways (input and output). This solution doesn't require IIS on the server.



Use this architecture if you intend to connect clients with a simple URL. You need IIS with ASP .NET 4.8 running on your server. Web pages are seen by the license server as simple clients and they ensure the interface with clients.

The monitoring web page (admin.aspx) displays connected clients and borrowed tokens but doesn't enable history reporting. Le latter can still be accessed using a direct connection using IP Address + Port.



Because web servers are seen as simple clients, you can use several of them connected to the same application server which hosts the service. This is a good way to increase availability. Only the application server has to be secured.

INSTALLING THE SERVER

MIGRATING FROM VERSION 3 AND EARLIER

You can ignore this chapter if your server has a 32 bits operating system.

If you are migrating from version 3 and earlier, you must know that the new TCP/IP Token Server for QDV is now designed to run in real mode. Meaning that it will run in native 64 bits mode on 64 bits system. Previous versions used always 32 bits mode (x86).

Programs running x64 mode are usually installed on 64 bits systems in **\Program Files** while programs running x86 mode are usually installed in **\Program Files (x86)**.

The setup program will suggest the new location **\Program Files\ TCPIP Token Server for QDV**. When, and only when you select this default location, Setup will copy the content of the existing folder being in **\Program Files (86)\ TCPIP Token Server for QDV** to the new folder. After this, it will completely remove the old directory and its content.

It will do the same operation at the level of the registry because Microsoft hosts x86 keys in the **Wow6432Node** of the registry while x64 program keys are hosted in the main part of the registry.

So, the migration from 32 to 64 bits is made automatic in this case.

If the previous version was not installed in the default folder: **\Program Files (86)\ TCPIP Token Server for QDV**, just install the new version in its installation folder, above the previous one. And Setup will also migrate the registry keys automatically.

But, if you want to install the application in a new folder which is neither the default folder **\Program Files\ TCPIP Token Server for QDV** nor the folder of the old installation, you will have to first copy the old folder content into the new folder.

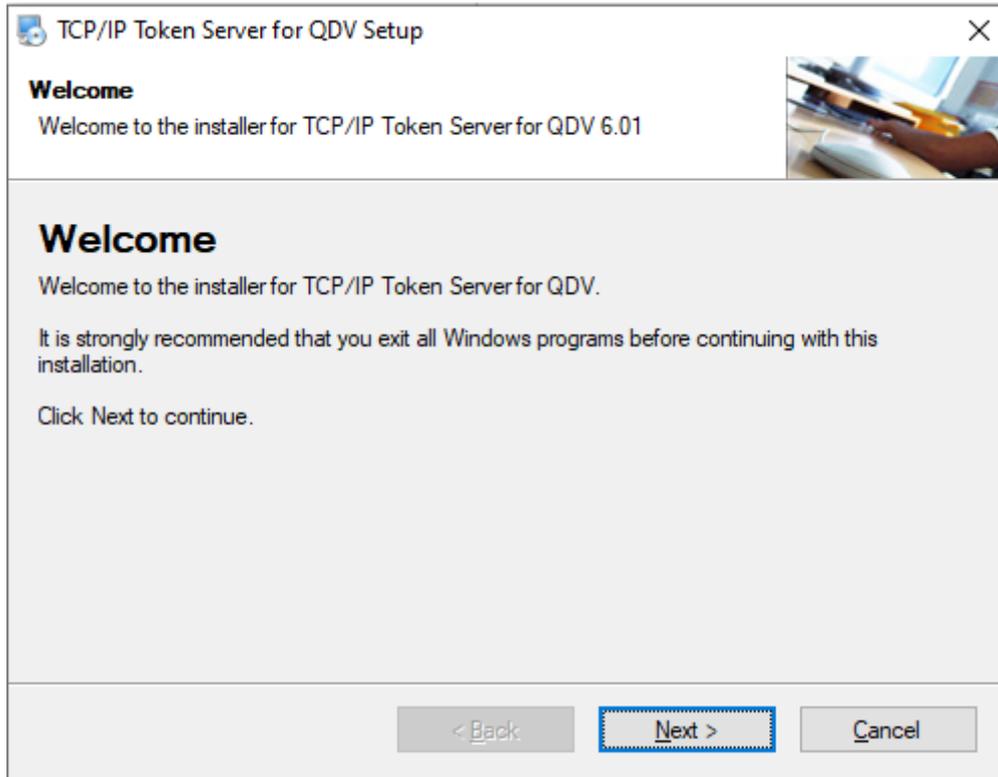
If you don't do that, you will lose the keys (identifiers) and will have to ask your reseller for a new key code.

INSTALLATION

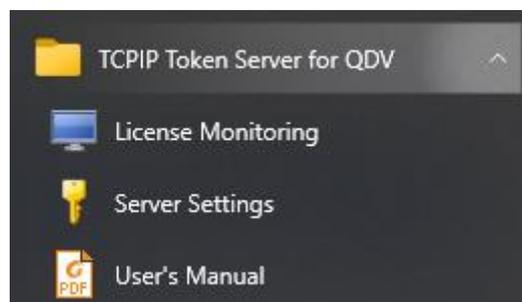
To install the server part of TCP/IP token server for QDV™, just run the file **QDV_TCPIP_Token_Server.exe** which can be downloaded at www.qdv.co

Warning: To install the token server, you must own administrator permissions.

At installation time, you'll be prompted to tell if you're installing the server itself or only the monitoring tools on a client. By default, it installs the server.



After installation, your start menu should contain:



GIVE SERVICE ADMINISTRATOR PRIVILEGES

Depending on your system, you may need to give administrator privileges to your newly installed services.

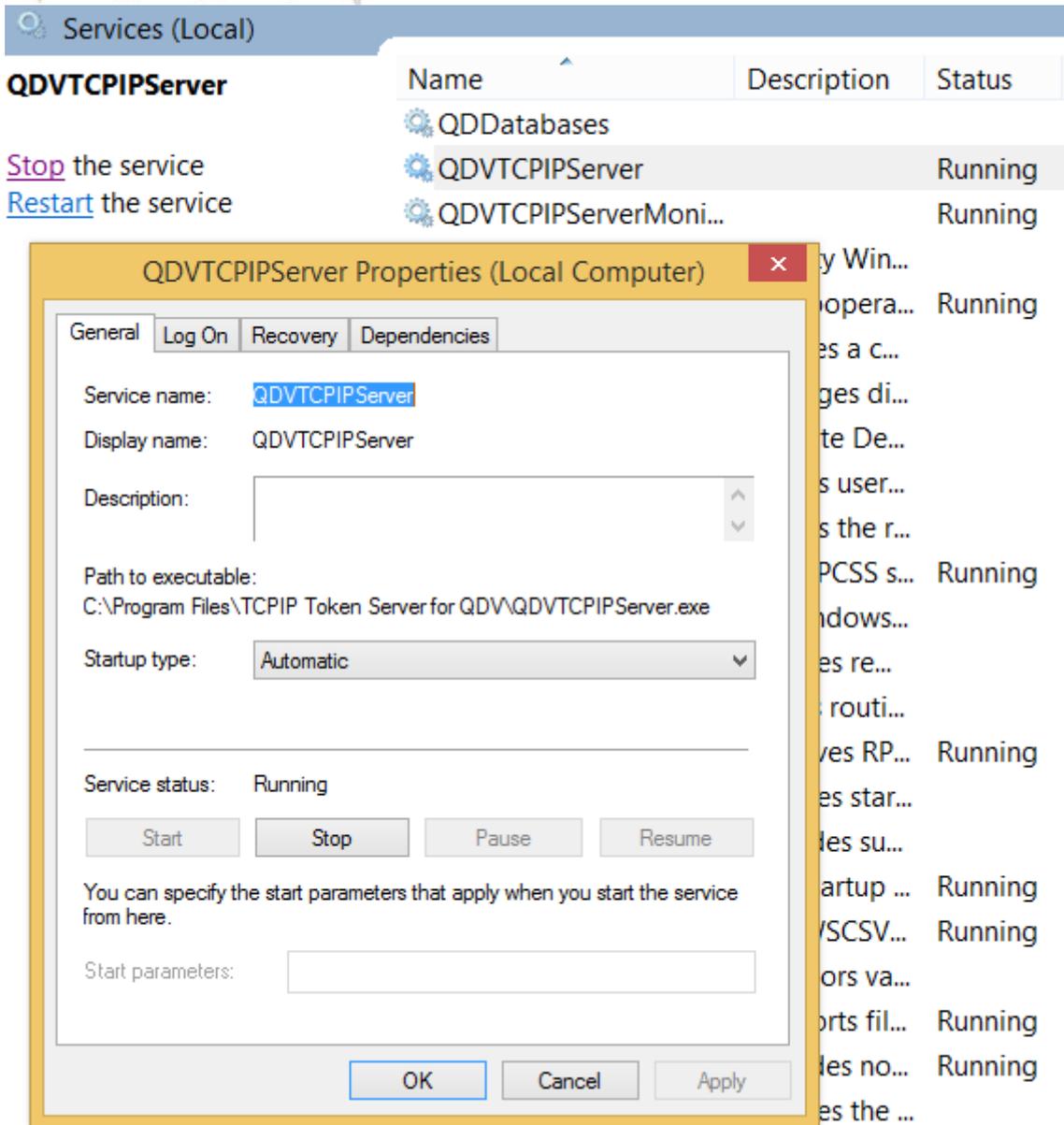
Windows Server 2012 and above usually restrict privileges when using local accounts.

Note that if you don't want to give your service extended privileges, you can use a foreign directory so that the service never attempts to write to its installation directory. See **SETTINGS** later in this chapter for this operation.

Whatever your choice, we recommend that you give administrative privileges to both services. To do this, proceed as follows:

Go to **Control Panel / Administrative Tools / Services** and locate the service named **QDVTCPIPService** which normally appears in the **Standard** tab of the **Services** window.

Then, right click on the service to display properties and click **Log On** tab.



Goto **Log On** tab and check **This account** instead of **Local System account** and provide names and password of an administrator. Then click **Ok**.

Services (Local)

QDVTCPIPService

[Stop](#) the service
[Restart](#) the service

Name	Description	Status
QDDatabases		
QDVTCPIPService		Running
QDVTCPIPServiceMoni...		Running

QDVTCPIPService Properties (Local Computer)

General Log On Recovery Dependencies

Log on as:

Local System account
 Allow service to interact with desktop

This account: [Text Box] Browse...

Password: [Password Field]

Confirm password: [Password Field]

OK Cancel Apply

Proceed in the same maner with the service named **QDVTCPIPServiceMonitor**.

ACCESSING SETTINGS

First of all, you must initialise the token server by doing the followings:

- Adjust query frequency
- Set communication port
- Enter the code containing your rights
- Start the service

In order to do this, click **Server settings** in the **Start / TCP/IP Token Server for QDV** menu.

Caution: If you're not full administrator of the server, you'll be unable to run this component and an error message will be issued.

You should see the following Window:



TCP/IP Token Server for QDV - Version 6.01 - Server Settings

Machine Identifier: **3AAB64B065C0**

Server Name: **COMPUTER-PC1**

Server IP Address: **192.168.1.103**

Port: **8080**

License Code: **unknown**

Edition: **unknown**

Type: **unknown**

Number of Tokens: **unknown**

Max. Number of Users: **unknown**

Terminates on: **unknown**

Max. Tokens to Borrow: **100 %**

Max Days to Borrow: **30 days**

Query Server Every: **5 minutes**

Bound to: **GUID**

Hardware Identifier: **4C4C45440004305010080580B4C04F475432**

STOPPED

Manage Users

Change Settings

Enter Code

Test

Restart Service

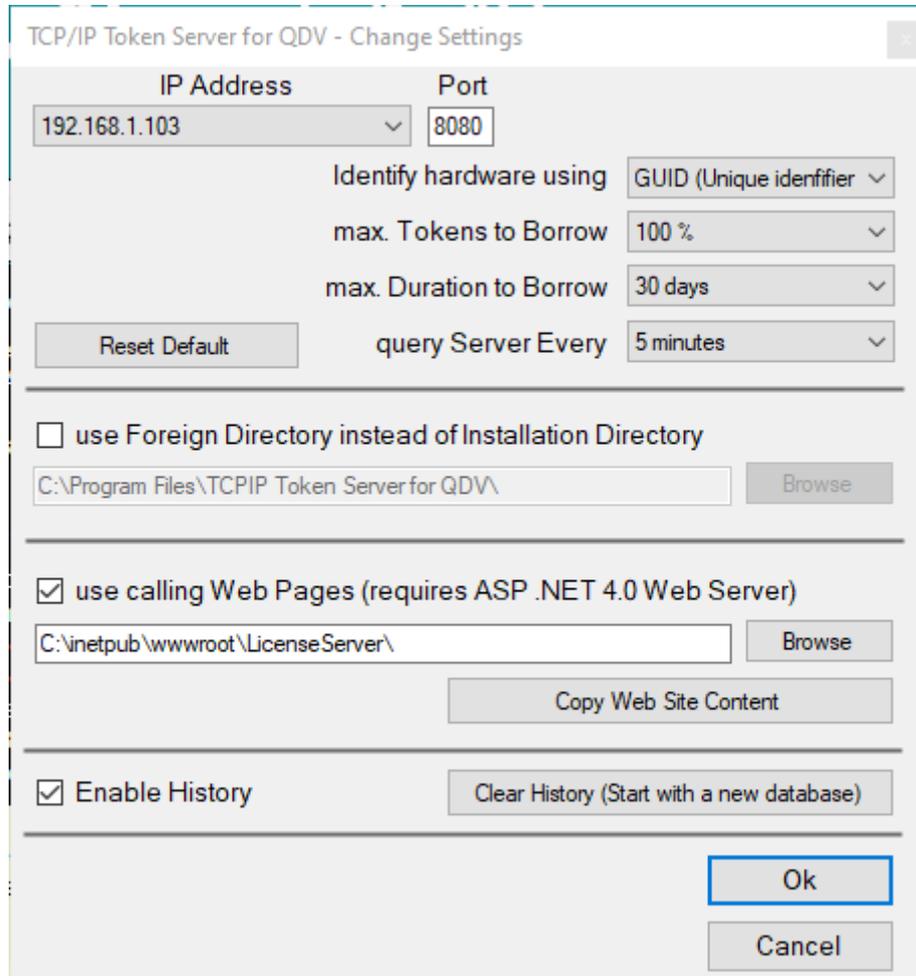
Quit

Getting hardware identifiers...
Getting UUID. Please wait!
Hardware identifiers got after 0 second(s)!

The server displays its network name, its IP address and a unique identifier. The port 8080 is used by default for communication with the clients.

CHANGING SETTINGS

The **Change Settings** button lets you adapt various settings which define the behavior of the server.



CHANGING IP ADDRESS

Most of servers have only one IP address so you have only one item in the list. But you may have servers supporting several networks. In this case, you can select the IP address you want the server to use in the list.



CHANGING COMMUNICATION PORT

The communication port is set to **8080** by default. You must use a port which accepts communication requests through your firewall (both ways).

Port
8080

You will have to indicate this port on every client's computer.

IMPORTANT NOTICE: The use of 8080 is not recommended until you clearly know that it is not used also by other applications which may interfere with QDV. This port is generally open by default on all systems and this is the reason why we propose it as a default port. Better use a port that you dedicate to QDV. Can be 8081, 8082 or any port you open both ways in your firewall. If you use web pages to access the server, you don't have to open the port in your firewall if your IIS server is on the same machine as the token server because the IP address is not accessed from the outside, only the web page is.

CHANGING ACCESS FREQUENCY

You can set up the periodicity by which user computers will attempt to access the server to check for their token. Allowed values are 5 minutes, 10 minutes and 15 minutes.

query Server Every 5 minutes

This parameter can be important and you'll adjust it considering the number of tokens you have and your network traffic. The shorter is this period, the larger is the traffic.

Clients' computers are not permanently connected to the server and they attempt to access it periodically. When a user launches QDV™, he sends his signature to the server. When he quits the program normally, he sends a new request to the server to free the token.

If QDV™ is closed in an abnormal way; the release request will never reach the server which won't free the corresponding token. For this reason, the server checks periodically that the link to the user is still "alive". If not, it releases the token automatically.

This periodicity for tokens to be released is 3 times the specified period. If you set 15 minutes for example, an application abnormally closed will release its token after a maximum of 45 minutes. If the user tries to launch QDV™ after the abnormal termination, he will get automatically the same token without having to wait for the server to release it but other users will have to wait to take this token.

So, basically; if you have a large number of license and want to avoid large traffic, use a higher periodicity. On the opposite, use short periodicity if you want your tokens to be released quickly when client applications are abnormally closed.

Notice that, if you change the periodicity while users are connected, they might get disconnected after a warning message.

BORROW SETTINGS

You can set a value for the tokens that can be borrowed. The borrowing of a token let you run QDV™ while disconnected from the server. A borrowed token is no longer accessible by other

connected users. So, it can make sense to restrict the number of borrowable tokens. Valid values are:

- 0%
- 25 %
- 50 %
- 75 %
- 100 %

max. Tokens to Borrow 100 %

Those values represent a percentage of the total available tokens. 0% means the **max. Tokens to Borrow** feature won't be accessible and 100% means that all tokens can be borrowed.

You can put a limit to the time users can borrow a token. Use the **Max Duration to Borrow** list box for this purpose.

max. Duration to Borrow 30 days

You can set a number of days ranging from 1 to 50.

SELECTING IDENTIFIER

The machine identifier is an identifier of your server hardware. It is based primarily on your primary LAN card (MAC address) or on a GUID built from your hardware. When **AUTO** is chosen, the GUID is built only if the MAC address is not accessible. You can force the program to select one of the two modes by selecting either **MAC ADDRESS** or **GUID (Unique Identifier)**.

Identify hardware using AUTO

These identification settings are stored in the **Settings.INI** file being in the installation directory of the server.

It is recommended to choose the **GUID** when you install the application on a virtual machine because its primary LAN card is subject to change when the machine moves. E.g.: your machine is hosted in the cloud and may run on several different physical machines.

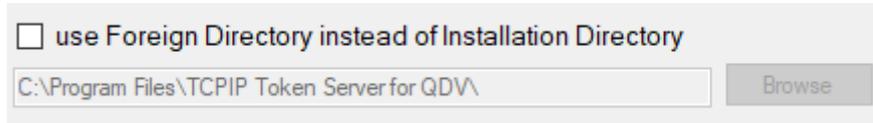
Your choice will affect the unique code on which the license code is based:

Machine Identifier : 3AAB64B065C0

USING YOUR OWN WORKING DIRECTORY

By default, the service writes to its installation directory to keep track of the licenses in use and to fill in the usage database. For this reason, you must grant administrator rights to the service so that it can write to its installation path which is usually located under **Program Files**.

You may want to write to another directory instead and grant other permissions to the service. To do this, just check the **Use Foreign Directory Instead of Installation Directory** and provide a directory where the service is able to read and write.



Note: If you want to use two servers in **Fail Over** mode, you must use your own directory because this directory must be accessible by the two servers.

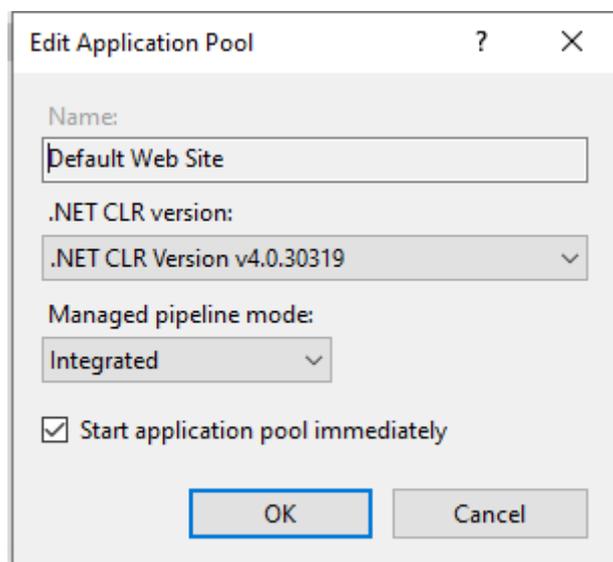
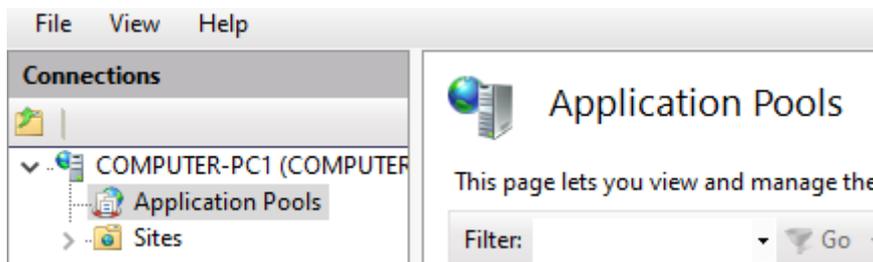
USING WEB PAGES

The server is, seen from clients, accessible through an IP address and a port (E.g.: 192.168.21.236:8083).

If you want your server to become accessible from anywhere through a web URL, you can install web pages in a web site and those web pages will call the server. Doing so, the IP/Port is accessed only by the web pages so that the client application sees only the web pages.

When you do this and have the IIS server on the same machine, the port can be blocked in your firewall because only the web pages will attempt to access the service.

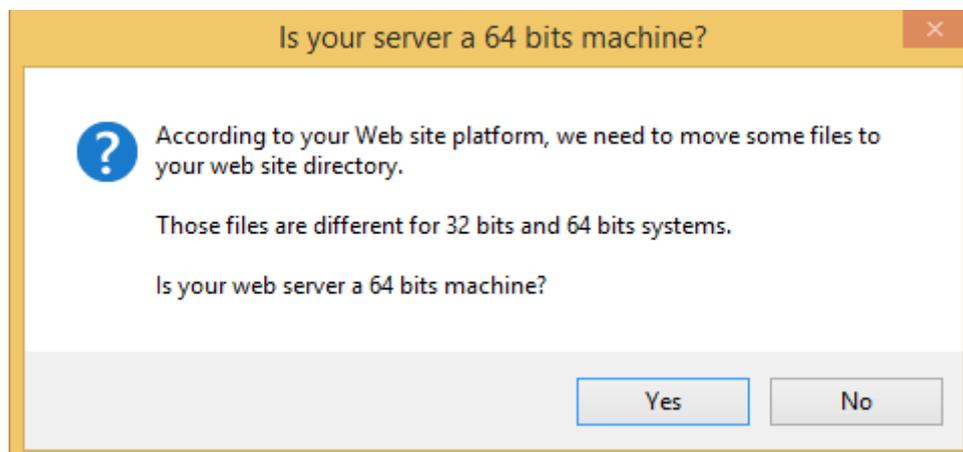
To install web pages, you must first have a web server based on **IIS** running **ASP .NET 4.8** or greater. See **Application Pools** under IIS:



Check the box **Use Calling Web Pages** and indicate the web server directory.

When you click **Copy Web Site Content**, this copies the web pages from installation directory to the web server directory and places some files in it to indicate how the server should be called by the web pages.

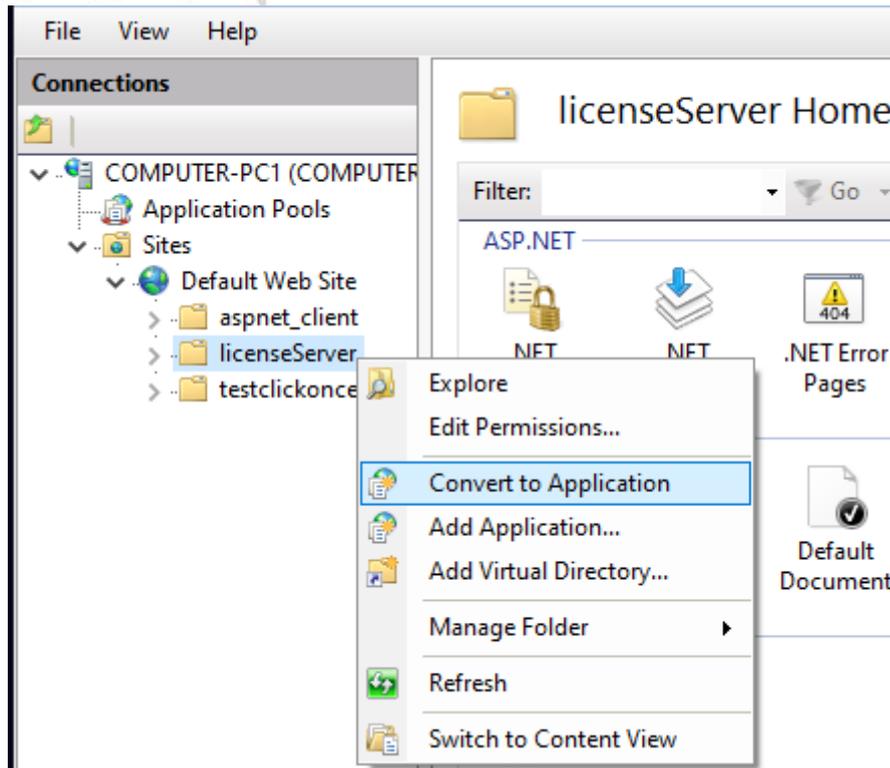
When you copy those web pages to the web site, you'll be prompted to tell if your ASPX server uses 32 or 64 bits.



If you make a mistake at this point, you will get a clear message when attempting to access the web pages saying that the platform is wrong. In this case, simple redo above operation with the other platform.

Note: Having a 64 bits server doesn't mean that **IIs** will run in 64 bits mode. So, you may need to test both configurations.

Under **IIs** you will have to convert your site into an application:



Once the web-pages mode is enabled, you can continue to access the server through an IP address + Port (E.g.: 192.168.21.236:8083) and you can also do it through a URL (E.g.: <http://www.mydomain.com/myserver/server.aspx>).

A page named **admin.aspx** is also provided to remotely monitor the server.

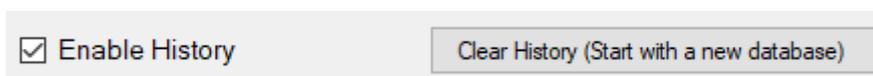
Please read the chapter **INSTALLING AS A WEB SERVER** below in the current document for further information.

KEEPING TRACK OF USAGE

The server can fill in a database which keeps track of all usage. For every operation, the database stores the following information:

- Login of the user
- Date time
- Type of operation (Take token, Borrow token, Release token, Restitute borrowed token)
- ID of the client computer
- Full user name
- User's telephone
- User's email

To activate this tracking, check the **Enable History** box.



When activated, you are able to monitor the complete history from the monitoring tool. This history is stored in a database located in the working directory and named **history.s3db**. If you want to access this database from another program, its format is **SQLite**.

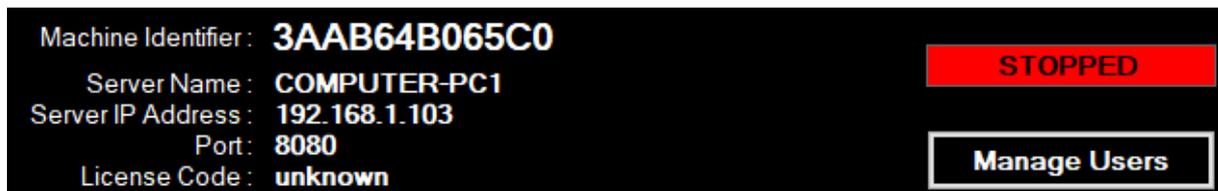
Notice that the structure of this file was changed in depth for version 4 meaning that older databases are no longer compatible. If the program detects an older database, it isolates it under another name in same directory and creates a new one using new format.

The monitoring tools lets you export the database content to the Microsoft Excel format or print it out.

ENTERING A LICENSE CODE

To have the server running, you must enter a license code which contains your rights.

Ask your dealer for a license code made of 28 characters. To obtain such a code, you have to give him/her your machine identifier which is the 12 characters code beginning by the digit "3". This code appears in the main window:



The machine identifier is an identifier based on your server hardware. It is based on your primary LAN card (MAC ADDRESS) or on a GUID built from your hardware depending upon what you asked for (see **SELECTING IDENTIFIER** above in **Change Settings** chapter).

You also need to tell your dealer the number of simultaneous tokens you want and the number of declared users you need.

You may require a code providing more declared users than available tokens. In this case, you can declare more users but they can get connected simultaneously up to the maximum number of tokens.

Note: When you purchase QDV with a license server, you purchase a license for each token and pay a yearly maintenance fee for each declared user, based on the maximum number of users you require.

Whatever the mode selected, the server identifier is dependent on the hardware meaning that, if you attempt to install the server on another computer, you have to call your dealer to obtain a new code because the unique identifier is changed.

To enter the 28-characters code given by your dealer, click the **Enter New Code** button.



Enter or paste your new code and click **OK**. To prevent mistakes between the number 0 and the letter O, the code contains no number 0 but may contain letters O.

If no error message appears, your code is valid and the **Number of Tokens** should be visible in the main window.

After your code is successfully entered, your rights are shown in the main window.

If the **Terminate on** parameter is set, it means that your server is valid for a limited period of time.

The screenshot displays a black window with white text for server information and a vertical column of buttons on the right. The status bar at the top right is red and says 'STOPPED'. The 'Enter Code' button is highlighted with a blue border.

Machine Identifier :	3AAB64B065C0
Server Name :	COMPUTER-PC1
Server IP Address :	192.168.1.103
Port :	8080
License Code :	6KLH-6BBR-VJ4U-ZORP-OPGT-YUET-8GZE
Edition :	QDV7 ULTIMATE EDITION
Type :	Regular license
Number of Tokens :	900
Max. Number of Users :	2500
Terminates on :	mercredi 8 décembre 2021
Max. Tokens to Borrow :	100 %
Max Days to Borrow :	30 days
Query Server Every :	5 minutes
Bound to :	GUID
Hardware Identifier :	4C4C45440004305010080580B4C04F475432

- STOPPED
- Manage Users
- Change Settings
- Enter Code
- Test
- Restart Service
- Quit

Note: If your code is wrong, a message is displayed. You can type up to 3 wrong codes. After this the server is disabled and you have to call your dealer to unlock it.

Each time you want to change something in your rights (E.g.: increase the number of tokens), you must call your dealer to get a new code and enter it in this window.

If your dealer provided you with an old code (for versions 3 and earlier), you won't see the **Manage Users** button and the **Max. Number of Users** will show **not limited**. With such a code, the server does no control on user login. Any user is allowed until the total number of tokens is reached.

In this case, you don't have to declare users. If you need to do so to extend your control over your users, please contact your dealer who will provide you with a new license code.

INPUTTING USERS

QDV TCP/IP Token server, since version 4 supports named users. This means that you must declare all users which are allowed to access the server. Non listed users cannot use QDV.

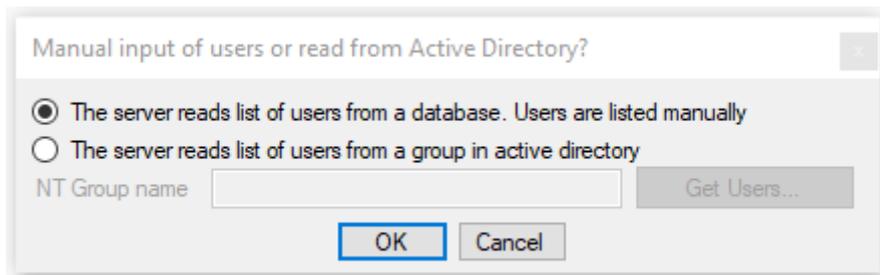
To declare your allowed users, click the **Manage Users** button in the **Server Settings** interface.



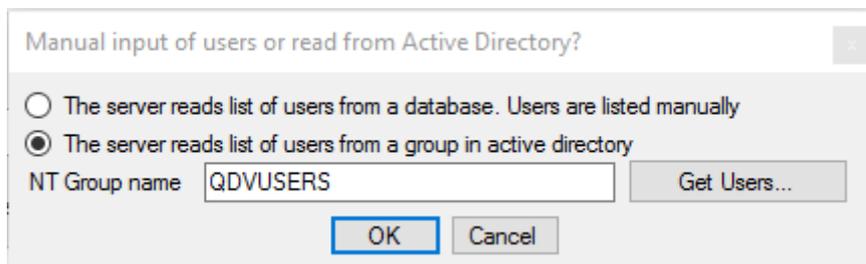
Remark: If this button doesn't appear this is because you have an old license code. With such old codes, you cannot declare your users. In this case the server won't check the user identifier and all users are allowed without control until all tokens are taken. Such codes can still be delivered for local servers only. See note at the bottom of current chapter.

Since version 5, you can bind your users on a group of your active directory instead of manually filling-in the list of users.

When you click the button, you see the following window:



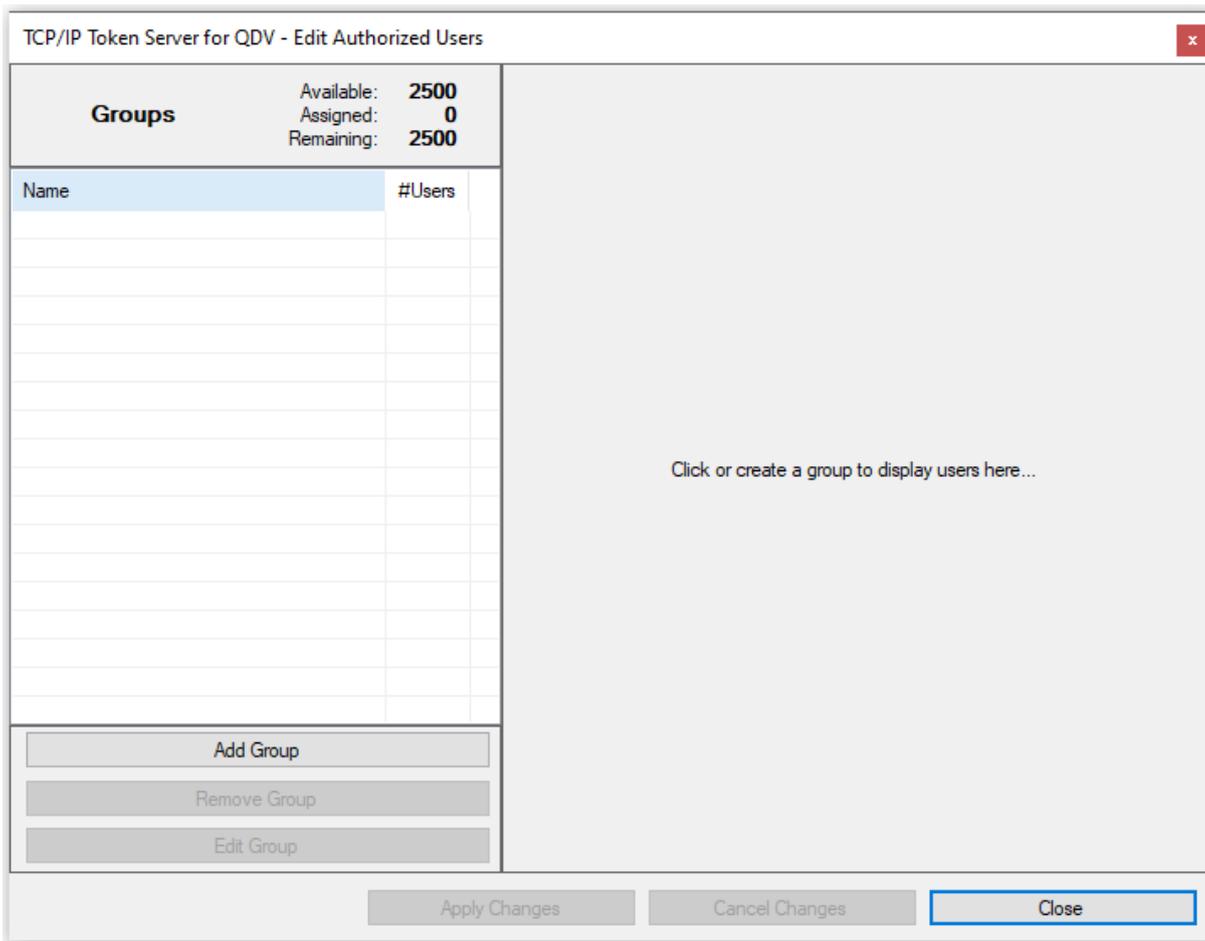
When you select the first option, the server opens a list of users. If you want to use the active directory instead, you can provide the name of the group containing the users by ticking the second option:



When you click the **Get Users...** button a window containing all users being in the group should pop up. Just click OK to take the group into account.

Notice that users are accessed recursively meaning: When a user belongs to a group nested into the group provided it is also automatically added to the list of allowed users.

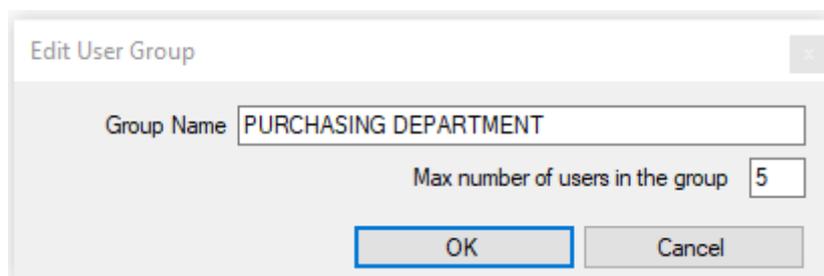
When you select the first option, you must input your users manually. When you click OK, following window pops up:



You must start by adding some groups. Groups are usually the groups of your organization. E.g.: Purchasing Department, Engineering, etc.

ADDING GROUPS

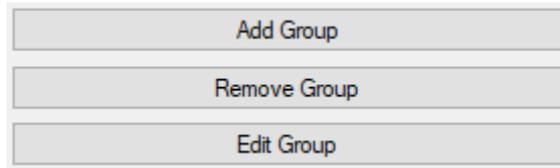
In order to add groups, simply click the **Add Group** button.



Provide the name of the group and the maximum number of users you allow in this group. Then click OK. The server tells you how many users can be declared (remaining):

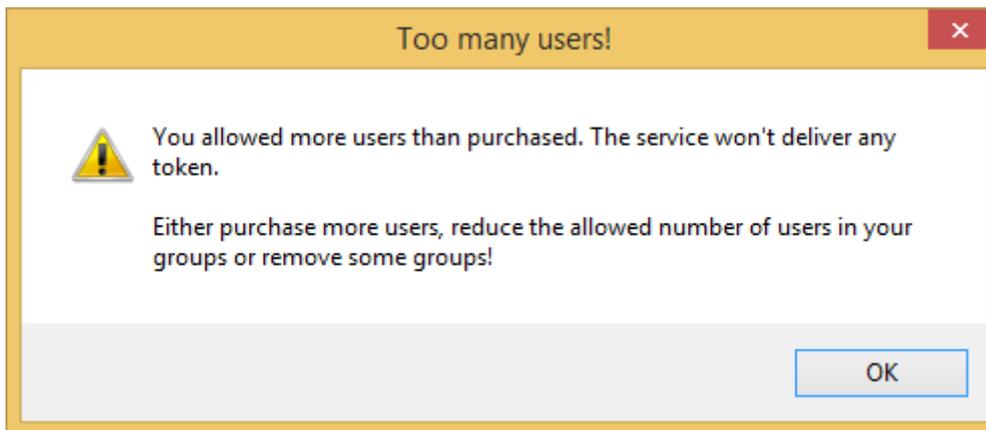
Groups		Available: 2500	List of A ^			
		Assigned: 5	#	User Login	Can Edit (Y/N)	User Full Name
		Remaining: 2495				
Name	#Users		001			
PURCHASING DEPARTMENT	5		002			
			003			

You can edit a group or completely remove a group with all its users by clicking following buttons:



When you attempt to add to a group more users than permitted, you get an error message and you can increase the number of allowed users for that group by clicking **Edit Group**.

When the overall number of declared users exceed the number of allowed users, the server won't provide any token. You're informed of such a problem by the message:



A red warning also appears on top of the window:

Groups	Available:	10
	Assigned:	15
	Remaining:	-5

In above example, we allowed 5 more users than allowed by the license code. The service won't provide any token.

EDITING USERS

By clicking a group in the left pane, you display an Excel-like worksheet where you can enter data for each user. The **User Login** is the identifier of the user under windows. This is not case-sensitive. A user cannot be declared in several groups.

You can use copy/paste functions as you would do with an Excel worksheet.

When you press **Apply Changes**, the content of the worksheet is recorded to the database.

List of Authorized Users for Group: ENGINEERING						
#	User Login	Can Edit (Y/N)	User Full Name	User Telephone	User Email	User Company
001	PIERRICK	Y	Pierrick Combreau	+3365454656568	pierrick.combreau@qdv.co	QDV Ilc
002	SYLVAIN	N	Sylvain Gardon	+3365777457888	sylvain.gardon@qdv.co	QDV Ilc
003	THIERRY	N	Thierry Crespin	+3345454554787	thierry.crespin@qdv.co	IAES Sarl
004	ERIK	N	Erik Blondel	+3258779787878	erik.blondel@qdv.co	Quotalys Ltd
005						
006						
007						

In above example, only users whose logins are Pierrick, Sylvain, Thierry and Erik can take or borrow a token. Any other user will be denied access.

Telephone, Email and Company are not mandatory. They are here for information only.

The **Can Edit** column let you tell who can remotely manage / change users in the group. Here, only Pierrick can manage this group remotely, through the monitoring tool. Any value being not **Yes** or **Y** or **YES** is considered as **No**. Sylvain, Thierry and Erik can take a token but they cannot manage users. Notice that the Can Edit feature is not yet supported at client side. Will come soon.

FILLING USERS TABLE FROM EXTERNAL CSV FILES

You may want to fill the list of users from an external source. This makes sense when the list of authorized users is provided by a central directory.

Important: Notice that if you use a regular active directory from Microsoft, you can bind the server to a group of it instead. See chapter **Inputting Users** above in this document.

The TCP/IP Token server for QDV is able to read either Excel XLS, XLSX or CSV files on a fixed period of time (5 minutes). You place your file in the working directory of the application and every 5 minutes, the software will check if the file was modified since last update. When yes, it will remove all users and groups from the server and replace them by data being in the file.

The tool is flexible and can virtually map any Excel or CSV file, regardless the position of the columns.

For demonstration purpose, we will map here a CSV file named **Sample_Import.CSV** containing this:

```
Pierrick;Pierrick;Combreau;+33658224848;"p.combreau@qdv.co";IAES Sarl;x;Management
Sylvain;Sylvain;Gardon;+3355487888;"s.gardon@qdv.co";IAES Sarl;x;Management
Thierry;Thierry;Crespin;+3647787888;"t.crespin@qdv.co";IAES Sarl;;Sales
Erik;Erik;Blondel;+3258787878;"e.blondel@qdv.co";Quotalys ltd;x;Design
```

In this file, columns are:

- Login (ID)
- First Name

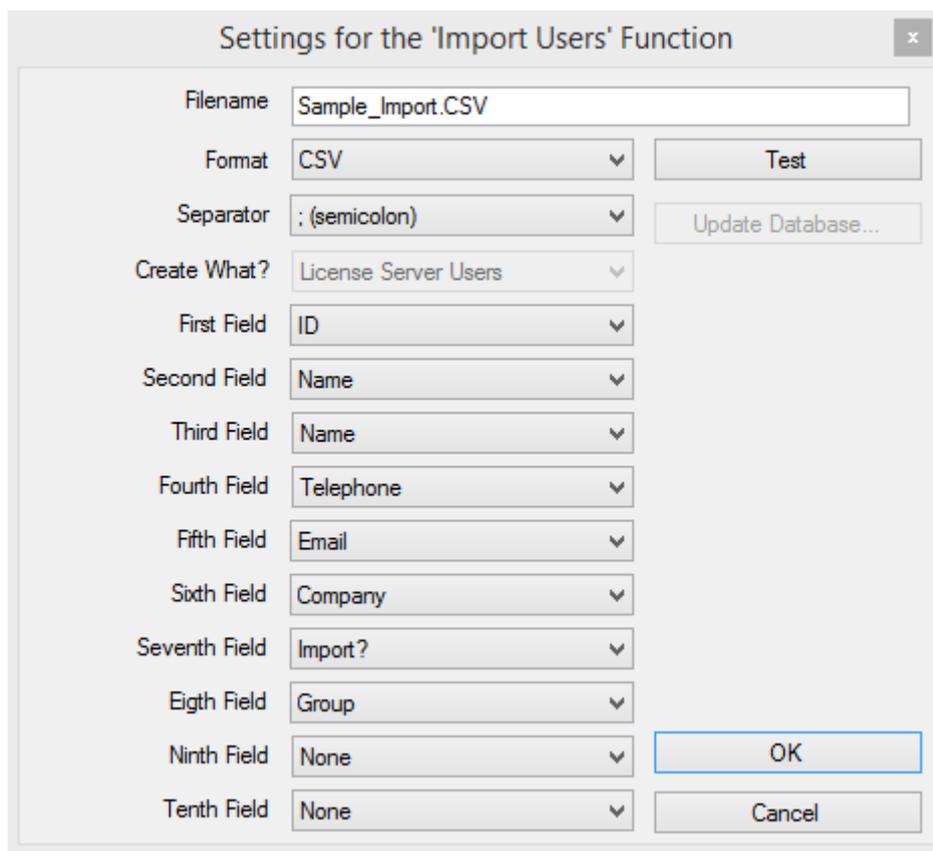
- Last Name
- Telephone
- Email
- Company
- Must import? (you can see here that **Thierry** won't be imported)
- Group

You don't have to provide all those fields, only login and name are mandatory. If you omit the group, the program will place all users in a group named **Generic Group**.

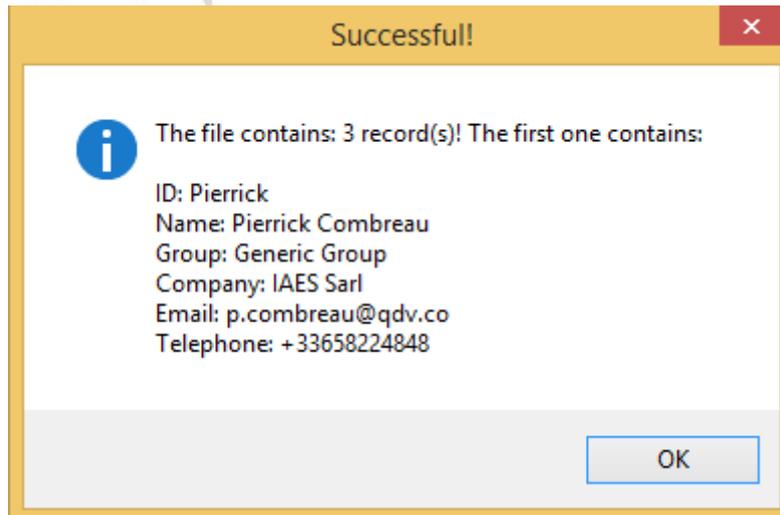
All fields are considered as text fields. When they have double quotes like in the email above, those double quotes are removed by the software when the import is done.

First, place the CSV file in the working directory (which is the server's installation folder if you didn't change it in the **Settings**).

Now, let's tell the application how our file should be mapped. For this, locate the file named **Import_Users_Settings.exe** in the installation folder of the TCP/IP License Server. Just run it:



Fill controls as above shown. Notice that you can tell the application which is the separator used in order to adapt to any CSV file. You can map up to ten columns. When done, click Test to see if it is properly mapped. You should get:

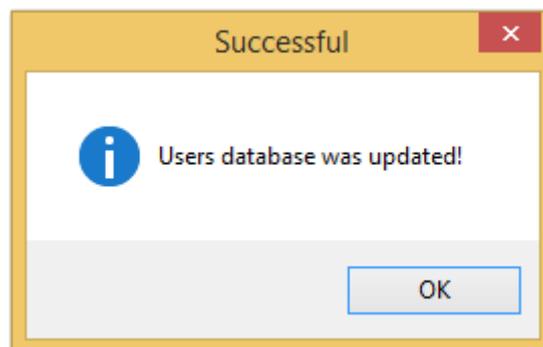


In above example, we mapped second and third fields to **Name** because we have in the source file, the first name and the last name but the license server expects simply **Name**. You can do that for any field, the application will concatenate them in the order they appear in the file. A space is always placed between fields in this case.

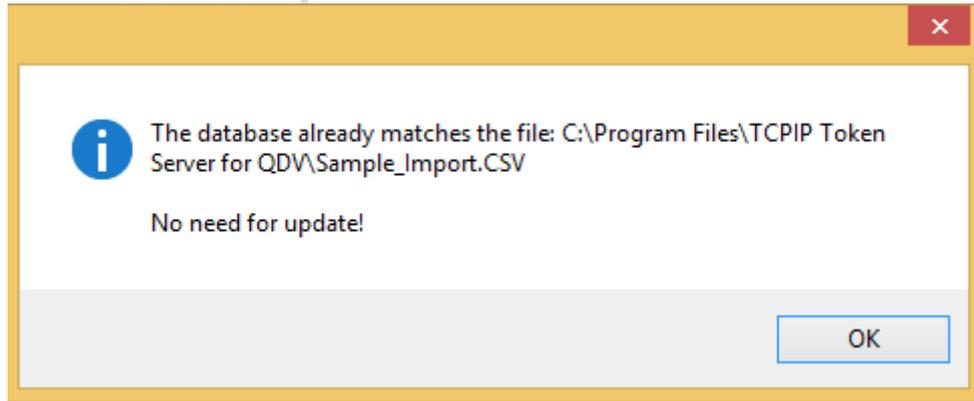
You can see that only 3 records are taken into account: Pierrick, Sylvain and Erik. Thierry is ignored because his field **Import?** is blank.

When you click **OK**, this saves your settings to a file named **UsersList_Descriptor.XML** and located in the working directory of the server. When this file doesn't exist, the importing process is not triggered.

If you want to test a push of the file to the token server, just restart **Import_Users_Settings.exe**, press the **Test** button again. This will highlight the **Update Database...** button. Press it and you should get:



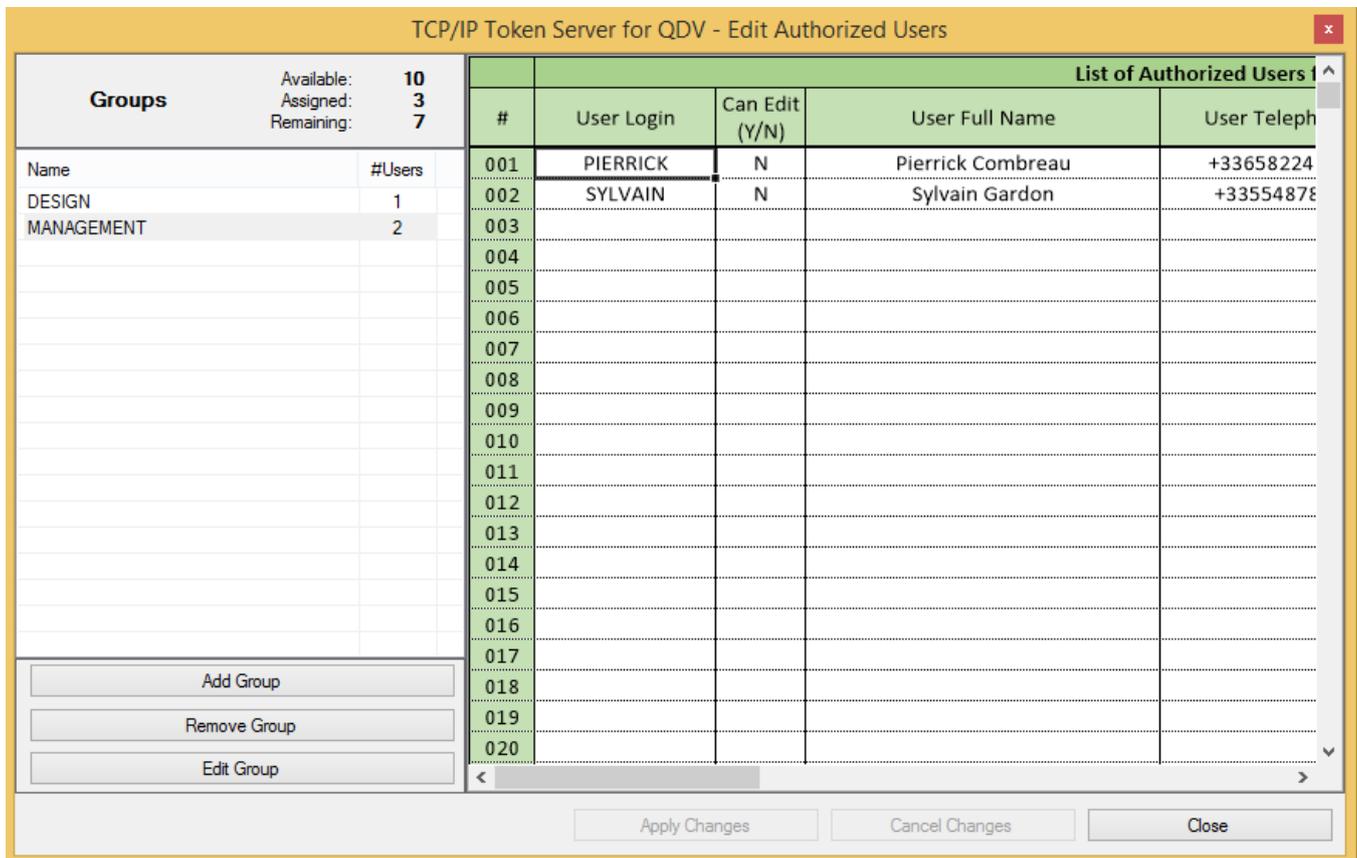
If you click the button again. The program will detect that the CSV file was not changed and won't push it to the database. You should get the message:



This is done by storing a signature of the file to the database at the time users are pushed. The next time, signatures are compared and when they match, the file is not imported. The service checks this every 5 minute.

So now, you can just bring changes to your CSV file (add users, remove users, change data, etc.), wait for 5 minutes and your changes will be reflected to the database. When an error is encountered because some wrong data are found in the file, an error message is pushed to the log file. The Service must be started for that, see next chapter in order to start the service if it is not yet running.

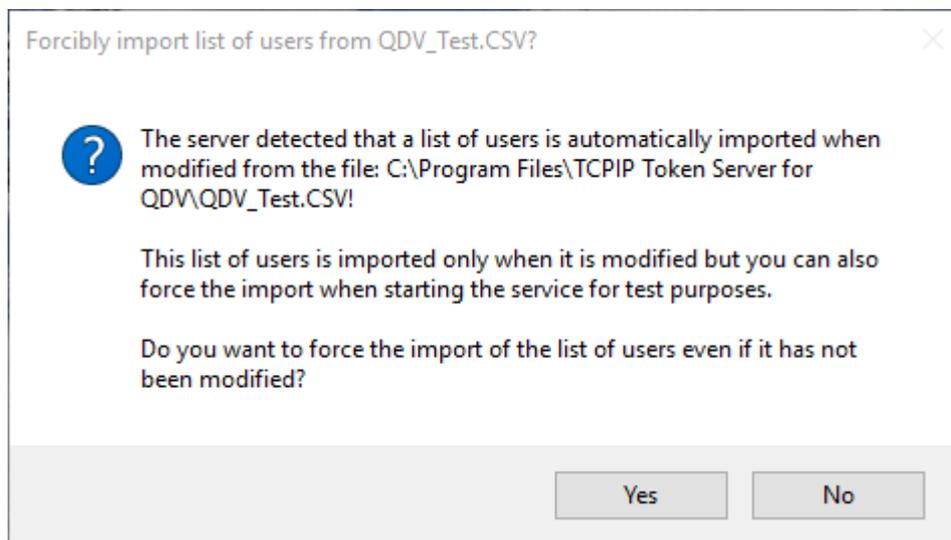
To check if users were properly pushed, simple start the **Settings** module and press the **Manage Users** button. You should see your groups and imported users listed.



Notice that logins are not case sensitive and are always upper cased at the time they are imported. E.g.: if you have **Erik** and **ERIK** in the same imported file, the second one will be ignored.

Note: When importing a list of users using the **Update Database** button of the **Import_Users_Settings.exe** tool, the license server doesn't know how many users are allowed and it always imports all users being in CSV file. But when the import procedure is invoked by the service itself (normal procedure), it knows how many users are allowed by the license. If there are more users in the CSV file than allowed users, it imports only the ones being on top of the file until it reaches the permitted number. A warning message is pushed to the log file.

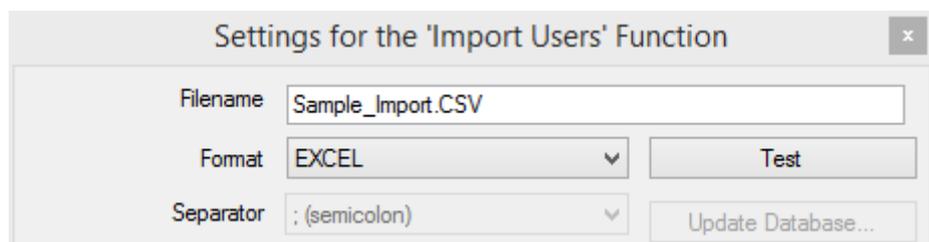
In order to test the import operation, you will be prompted when restarting the service manually from the application. When you answer **Yes**, it forcibly imports the file, even if no changes were provided to it:



FILLING USERS TABLE FROM EXTERNAL EXCEL FILES

Important: Notice that if you use a regular active directory from Microsoft, you can bind the server to a group of it instead. See chapter **Inputting Users** above in this document.

When you want to use Excel files instead of CSV file, proceed as described in previous chapter and simply tell the application that your source file is of Excel type by setting this:



Then provide an Excel file, either XLSX or XLS. Where the first sheet must contain expected data. You can map up to 10 columns (A to J). Data must start in row 1.

Below is an example of such an Excel file.

	A	B	C	D	E	F	G	H
1	Pierrick	Pierrick	Combreau	33658224848	p.combreau@qdv.co	IAES Sarl	x	Management
2	Sylvain	Sylvain	Gardon	3355487888	s.gardon@qdv.co	IAES Sarl	x	Management
3	Thierry	Thierry	Crespin	364778788	t.crespin@qdv.co	IAES Sarl		Sales
4	Erik	Erik	Blondel	3258787878	e.blondel@qdv.co	Quotalys ltd	x	Design
5	Felix	Felix	De Lille	325487878	f.delille@qdv.co	Quotalys ltd	x	Design
6	Robert	Robert	Volesini	2915457878	r.volesini@qdv.co	Quotalys ltd	x	Design
7	Alain	Alain	Mesnard	3344878788	a.mesnard@qdv.co	Quotalys ltd	x	Documentation

Of course, you must now tell the application which Excel file you want to use and place the file in your working directory.

Settings for the 'Import Users' Function

Filename: Sample_Import.XLSX

Format: EXCEL

Separator: : (semicolon)

Create What?: License Server Users

First Field: ID

Second Field: Name

Third Field: Name

Fourth Field: Telephone

Fifth Field: Email

Sixth Field: Company

Seventh Field: Import?

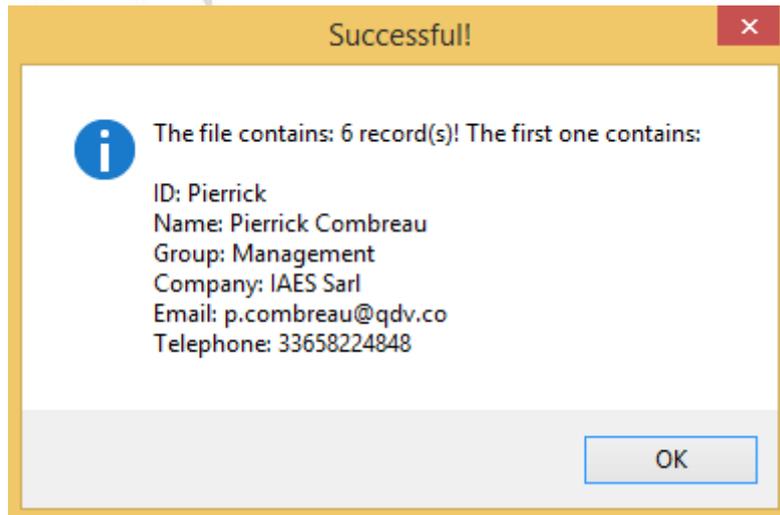
Eighth Field: Group

Ninth Field: None

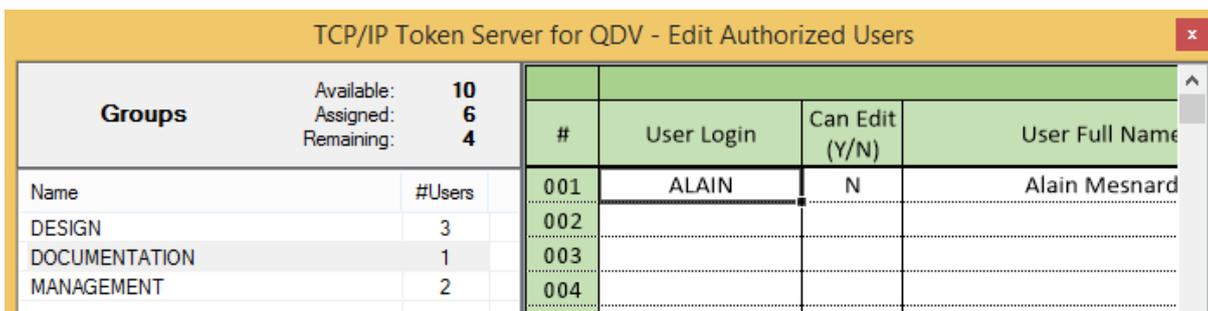
Tenth Field: None

Buttons: Test, Update Database..., OK, Cancel

When testing, you should get:



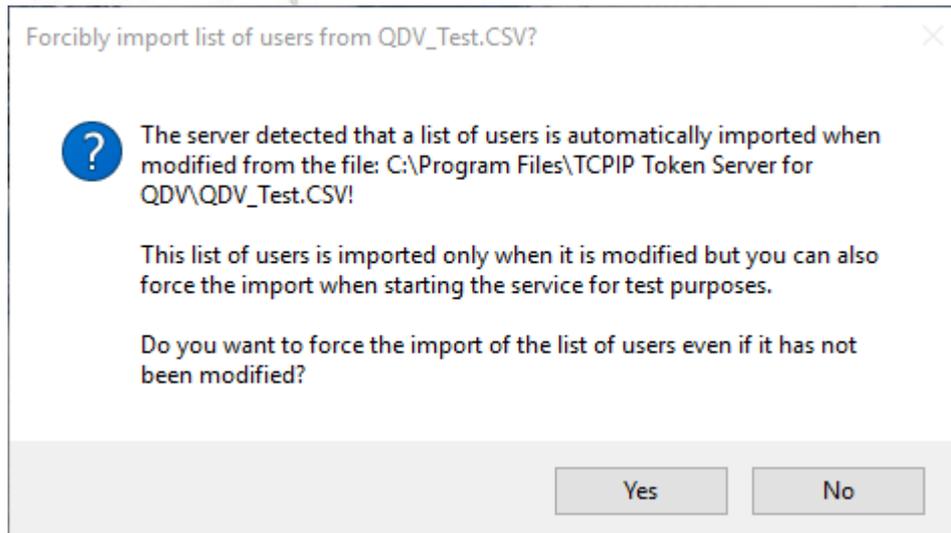
Which should be reflected in the list of users after 5 minutes (you must close the application by pressing **OK** in order to record the XML file for this). Service must be running. See next chapter in order to start the service.



You can also force the update by clicking the **Update Database...** button.

Note: When importing a list of users using the **Update Database** button of the **Import_Users_Settings.exe** tool, the license server doesn't know how many users are allowed and it always imports all users being in Excel file. But when the import procedure is invoked by the service itself (normal procedure), it knows how many users are allowed by the license. If there are more users in the Excel file than allowed users, it imports only the ones being on top of the file until it reaches the permitted number. A warning message is pushed to the log file.

In order to test the import operation, you will be prompted when restarting the service manually from the application. When you answer **Yes**, it forcibly imports the file, even if no changes were provided to it:



UNLIMITED NUMBER OF USERS ON LOCAL SERVERS

Note: For local servers, having less than 30 tokens, the server can operate with an unlimited number of users because, generally with such small number of tokens, servers are local (tokens are not shared across countries or continents).

If you have such a local server and need a code with an unlimited number of users, please ask your reseller.

These codes, with no declared users, can be delivered only for local servers meaning servers accessed from within a building, an agency... over a Local Area Network (LAN), where usage of tokens cannot be optimized worldwide.

When using such a code, priority is given to the last users who returned their token so that they have priority in the event of a new "Take Token" request for a while. The time during which the token is reserved for them is calculated as follows: 10 seconds * number of tokens in use at the time the token is taken.

STARTING THE SERVICE

Click the **Restart Service** button to start the service so that clients can use it. If the service fails to start, see the **Troubleshooting** section, below in this manual.

Restart Service

Machine Identifier: 3AAB64B065C0	RUNNING
Server Name: COMPUTER-PC1	Manage Users
Server IP Address: 192.168.1.103	Change Settings
Port: 8080	Enter Code
License Code: 6KLH-6BBR-VJ4U-ZORP-OPGT-YUET-8GZE	Test
Edition: QDV7 ULTIMATE EDITION	Restart Service
Type: Regular license	Quit
Number of Tokens: 900	
Max. Number of Users: 2500	
Terminates on: mercredi 8 décembre 2021	
Max. Tokens to Borrow: 100 %	
Max Days to Borrow: 30 days	
Query Server Every: 5 minutes	
Bound to: GUID	
Hardware Identifier: 4C4C45440004305010080580B4C04F475432	

```

Server cannot operate: Must declare some users first! 28/09/2021 14:48:20
Service says: Test Ok!
Server cannot operate: Must declare some users first! 28/09/2021 14:48:20
Attempting to restart the service...
Stopping service!
Service stopped!
Starting service!
Cannot restart service automatically. Please check Windows event log!
Service says: ID was succesfully read 3AAB64B065C0 28/09/2021 14:49:13
Service says: Test Ok! 28/09/2021 14:49:13
    
```

TESTING THE SERVICE

Click the **Test** button to test the service. If running properly, the service should return the message **Test Ok!**

```

Service says: ID was succesfully read 3AAB64B065C0 28/09/2021 14:49:45
Service says: Test Ok! 28/09/2021 14:49:45
    
```

Your server configuration is now terminated. Click the **Quit** button to close the application.

You'll have to launch this application again only when you want to change settings, enter a new code or manually manage your list of users.

All dates / times are given in local time regardless of the country which hosts the server. All calculations are processed in the server using universal (UTC) time but are always displayed using local times.

When monitoring from the server, you normally don't have to provide IP address or port. They are read from server settings.

MONITORING FROM ANOTHER COMPUTER

If you want to monitor your server from another computer, you need to install the monitoring tool on the target computer. To do so, process as for the installation of the server but when the setup application prompts you to select what has to be installed, tell that you only want to install the monitoring tool.

Administrator privileges are not required when you install only the monitoring tool.

When monitoring from another computer, you need to enter proper IP address and port (those of the server) in the appropriate boxes. These settings are automatically saved at the time the window is closed.

Server IP Address : 192.168.1.103
Port: 8080

All functions are accessible whether the product is installed on the server itself or on another computer.

DISPLAYING HISTORY

If you activated the usage tracking function by checking the appropriate box, you are able to display, print out or export to Microsoft Excel the history. This can be done between two dates.

Enable History Clear History (Start with a new database)

To display usage history, select the start date and end date you want to report from.

Start Date Tuesday, April 17, 2012 End Date Tuesday, April 17, 2012 Display Usage

Then, click the **Display Usage** button. After a few seconds (depends on the number of users being in the report), the following window appears:

TCP/IP Server for QDV - Show Usage

Consumption Report						
		Start Date	4/27/2014			
		End Date	5/2/2014			
Login / Group	Connected for		Borrowed up to		Full Name	Telephone
	in days, hours, minutes, seconds	in seconds	in days, hours, minutes, seconds	in seconds		
Pierrick	3 hours, 20 seconds	10820	1 days, 2 hours, 50 minutes, 57 seconds	96657	Pierrick	33622308
Thierry	51 minutes, 25 seconds	3085			Thierry Balu	33673041
rob	1 hours, 4 minutes, 27 seconds	3867				
Administrateur	5 minutes, 58 seconds	358			test qdv 7	0124586

Total Duration (on-line) **5 hours, 2 minutes, 10 seconds**
 Total Duration (borrow) **1 days, 2 hours, 50 minutes, 57 seconds**
 Number of Users **4**
 Overall Peak **2** Peak (On-Line) **2** Peak (Borrowed) **1**

This report gives you at the bottom the cumulated usage for on-line users and for users who borrowed tokens. Because we cannot measure the effective usage duration of borrowed tokens (they are used off-line), the figure **Total Duration (borrow)** gives the total time the tokens were borrowed while the **Total Duration (on-line)** gives the real usage duration.

You can print out the report by clicking the **Print** button and export it to the Microsoft Excel (.xlsx) format by clicking the **Save to Microsoft Excel file** button.

Important Notice: The times listed in history are updated on a frequency (see frequency above) which can be 5, 10 or 15 minutes. When QDV 7 takes a token, it writes 1 second in the database. Then, every X minute (the frequency) it writes the real time consumed. It does the same when you close the application.

If the application is not closed normally, the token will be restituted after 3 times the frequency. It works in the same way for borrowed tokens: database is updated every X minute (the frequency).

DELETING HISTORY

The history database can become quite big and it makes sense to remove it sometimes. If you use the tool for invoicing purposes, it is a good practice to remove it each time you invoice or at least once a year. The smaller the database, the faster the reports.

To delete the database, simply click the button:

Enable History

The server will recreate an history database at the next connection.

GROUPING HISTORY

In order to ease invoicing, the monitoring tool lets you arrange logins by groups. To create groups, you must create an Excel file which contains the list of potential logins and the groups they belong. To edit the groups, click **Edit Groups List** in the monitoring tool.

Total Duration (on-line) **5 hours, 2 minutes, 10 seconds**
 Total Duration (borrow) **1 days, 2 hours, 50 minutes, 57 seconds**
 Number of Users **4**
 Overall Peak **2** Peak (On-Line) **2** Peak (Borrowed) **1**

Print
Save to Microsoft Excel file
 Edit Groups List...
 Select Groups List...
 Remove Groups List
 Close

Then you can list logins and write a group name in front of them:

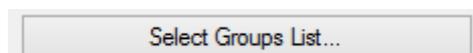
	A	B
1	Groups	
2		
3	Login	Group Name
4	Pierrick	First Group
5	Rob	Second Group
6	Administrator	First Group
7	Thierry	Second Group
8		
9		
10		
11		
12		

Total Duration (on-line) **5 hours, 2 minutes, 10 seconds**
 Total Duration (borrow) **1 days, 2 hours, 50 minutes, 57 seconds**
 Number of Users **4**
 Overall Peak **2** Peak (On-Line) **2** Peak (Borrowed) **1**

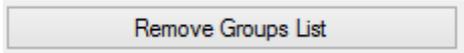
Print
 Save to Microsoft Excel file
Save Groups List
 Select Groups List...
 Remove Groups List
 Close

When done, just save corresponding Excel files by clicking **Save Groups List**. You can then edit that file under Excel. The tool keeps track of the position of this file in the user part of the registry meaning that those groups will be applied to the current user. They are not stored in a central place. Two different users are able to arrange their groups in different ways.

If you want to use an existing Excel file, you can simply reference it by clicking **Select Groups List** :



To remove the reference to the file, click **Remove Groups List**:



When groups are set, you get a window where times are totalized by group:

TCP/IP Server for QDV - Show Usage

Cons				
		Start Date	4/28/2014	
		End Date	5/2/2014	
Login / Group	Connected for		Borrowed up to	
	in days, hours, minutes, seconds	in seconds	in days, hours, minutes, seconds	in seconds
Pierrick	3 hours, 20 seconds	10820	1 days, 2 hours, 50 minutes, 57 seconds	96657
First Group	3 hours, 20 seconds	10820	1 days, 2 hours, 50 minutes, 57 seconds	96657
Administrateur	5 minutes, 58 seconds	358		
Not mentioned	5 minutes, 58 seconds	358		
Thierry	51 minutes, 25 seconds	3085		
rob	1 hours, 4 minutes, 27 seconds	3867		
Second Group	1 hours, 55 minutes, 52 seconds	6952		

Total Duration (on-line) **5 hours, 2 minutes, 10 seconds**
 Total Duration (borrow) **1 days, 2 hours, 50 minutes, 57 seconds**
 Number of Users **4**
 Overall Peak **2** Peak (On-Line) **2** Peak (Borrowed) **1**

Sorted using Groups List: C:\Temp\b1.xlsx

Print
 Save to Microsoft Excel file
 Edit Groups List...
 Select Groups List...
 Remove Groups List
 Close

INSTALLING AS A WEB SERVER

You may want to install the server as a Web server so that it is seen by the clients as an URL (e.g. <http://www.mydomain.com/myserver/server.aspx>)

Before you install as a web server, you must have your server installed and running as above described.

To run as a web server, you must first have a web site running under **IIS 6** or greater with **ASP.NET 4.0** or greater installed. Then, in order to copy server pages to it, simply check the appropriate box in the **Settings** program and provide the web directory. The **Settings** program carries out the copy.

use calling Web Pages (requires ASP .NET 4.0 Web Server)

C:\inetpub\wwwroot\webserver\ Browse

Copy Web Site Content

Note: Web pages in version 6 of the server are not compatible with previous versions. So, if you are updating an old server to version 6 or greater, you **MUST** replace the web pages by clicking the button **Copy Web Site Content**.

Check under **IIS** that your web site runs **ASP .NET 4.0** or greater before you install the web pages.

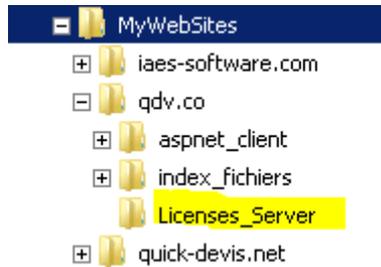
Application Pools

This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications.

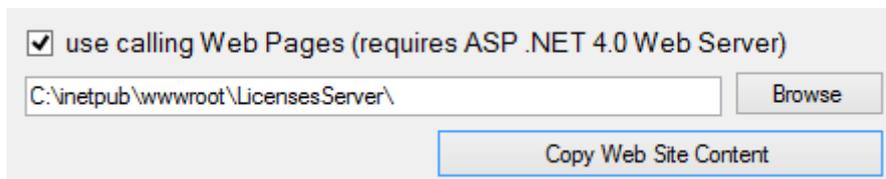
Name	Status	.NET Frame...	Managed Pipeli...	Identity	Appical
3bffa1b6d841348c18cf99f0bd4...	Started	v2.0	Integrated	NetworkService	12
ASP.NET v4.0	Started	v4.0	Integrated	ApplicationPoolIden...	0
ASP.NET v4.0 Classic	Started	v4.0	Classic	ApplicationPoolIden...	0
bd361247b8aa4682838983b9...	Started	v2.0	Integrated	NetworkService	1
Classic .NET AppPool	Started	v2.0	Classic	ApplicationPoolIden...	0
Default Web Site	Started	v2.0	Integrated	ApplicationPoolIden...	0
DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolIden...	2
laes-software.com	Started	v2.0	Integrated	ApplicationPoolIden...	1
qdv.co	Started	v4.0	Integrated	ApplicationPoolIden...	1
quick-devis.net	Started	v2.0	Integrated	ApplicationPoolIden...	1
quick-devis.org	Started	v4.0	Integrated	ApplicationPoolIden...	2
quotalys.org.uk	Started	v2.0	Integrated	ApplicationPoolIden...	1
SecurityTokenServiceApplicati...	Started	v2.0	Integrated	LocalSystem	3
SharePoint - 80	Started	v2.0	Integrated	NetworkService	1
SharePoint Central Administrat...	Started	v2.0	Integrated	NetworkService	1
SharePoint Web Services Root	Stopped	v2.0	Integrated	LocalService	1

INSTALLATION

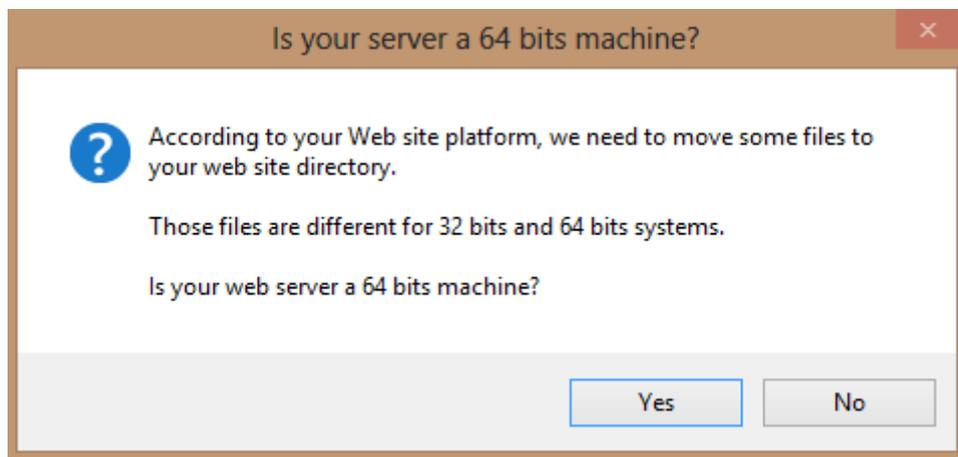
Create a directory under your web site to receive your web pages.



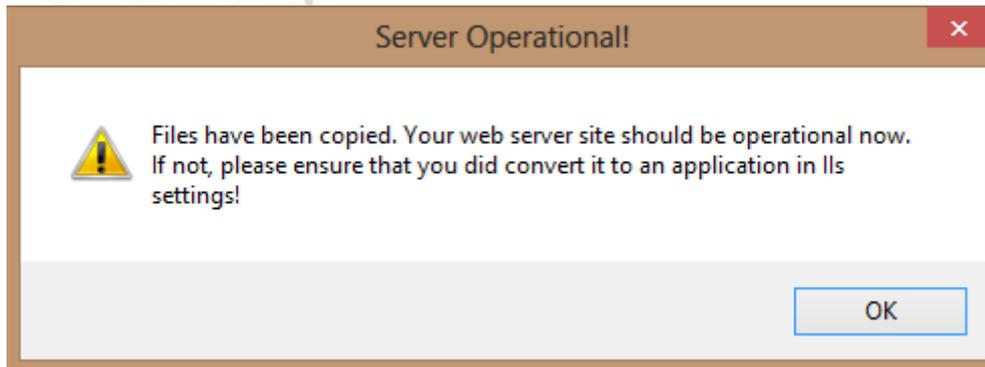
Then, using the **Settings** program, tell that you want to copy web pages to this directory.



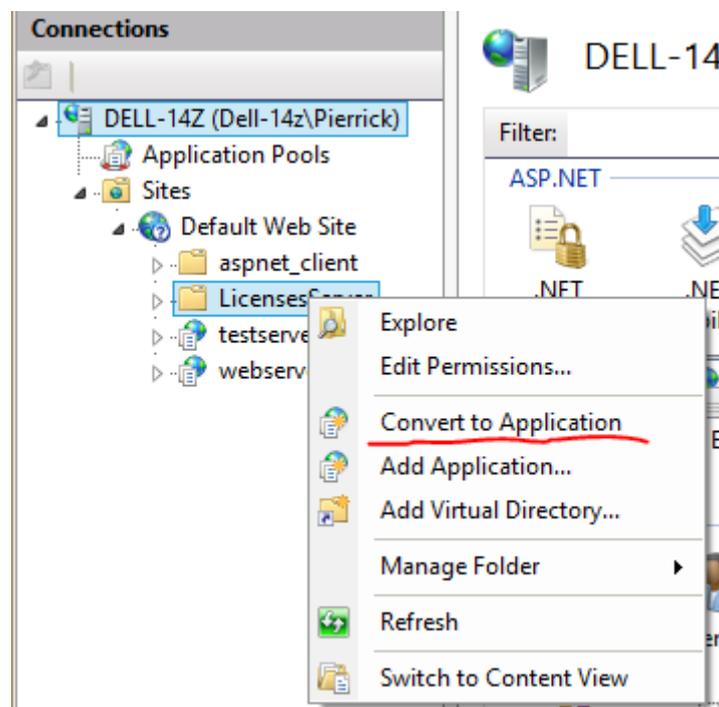
Then, press the **Copy Web Site Content** button and ensure all files for web site are properly copied. You'll be prompted to tell whether your **IIS** server is 64 bits or 32 bits because some files in the web site are platform dependent. Having a 64 bits machine doesn't not always mean that **IIS** runs in 64 bits mode.



When web site is properly copied, you get following message.

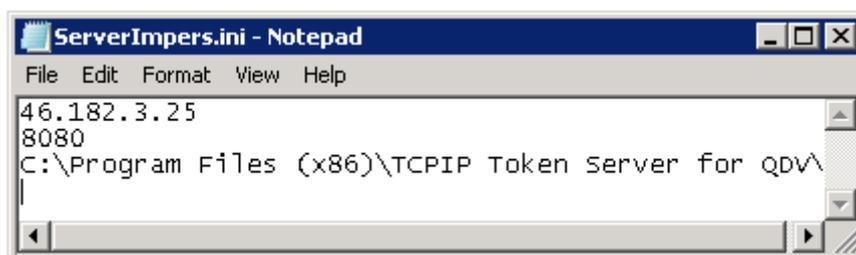


You must make sure your server runs as a .NET application. To check this, open **IIS Settings** in **Administrative Tools** of the **Control Panel**.



Identify your web site, right click it can click **Convert to Application**.

Note that the **ServerImper.ini** file being in your web site folder contains necessary information for web pages to connect the server.



You may have to change these settings if you later change them in the server.

If your server returns following error when accessing page **Admin.aspx**:

Server Error in '/webserver' Application.

Could not load file or assembly 'ChilkatDotNet4' or one of its dependencies. An attempt was made to load a program with an incorrect format.

This indicates that you installed files which are not in accordance with the **Its** target platform (64 bits files on 32 **Its** or opposite). You can click again the button **Copy Web Site Content** and provide files in accordance with the **Its** platform.

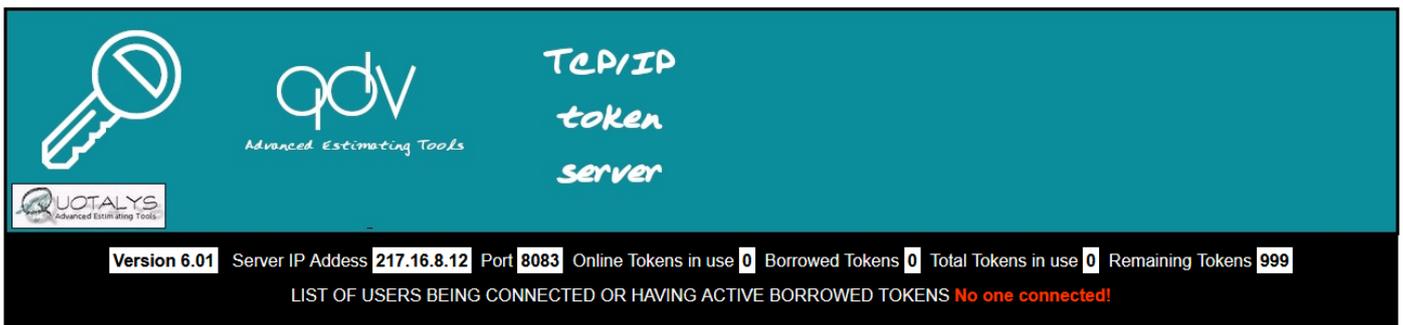
You may also, experiment a message saying that ChilkatDotNet48.dll or its dependencies cannot be found. If you see such a message, this is generally due to some missing dependencies which are normally installed on any Windows system. The dependency is Microsoft Visual C++ runtime. It can be download and installed from following links:

<http://www.microsoft.com/en-us/download/details.aspx?id=14632> (64 bits version)

<http://www.microsoft.com/en-us/download/details.aspx?id=5555> (32 bits version)

TESTS

To ensure the web server works, try calling the Admin.aspx pages from a browser. You should get the following:



This page gives you the list of currently connected users and the list of borrowed tokens.

SETTING UP QDV 7 CLIENTS

On every user's computer, you must indicate the server's IP address and port or the corresponding web address.

MANUAL SETTINGS

Start QDV 7 and go to File / Help menu. Click the **Manage License** button:

Click **Edit Address** and enter either an IP address with a port like 123.456.56.78:8083 or a web address like <http://www.myserver/server.aspx>

When the address is not recognized as an IP address, QDV adds automatically Server.aspx at the end because it considers it as an URL.

If you also have a local license code on your computer, you may want QDV to take the remote license for your tests. For this, tick the box **Use Floating Only**.

Use Floating Only

AUTOMATIC SETTINGS

Without manual changes

When you log as an administrator under QDV 7 and carry out operations above described, QDV 7 stores addresses and port to the **HKEY_LOCAL_MACHINE** section of the registry meaning that a user which is not administrator cannot change them.

When you enter an address as an administrator, QDV asks you if you want to enable a standard user to change the code. When you allow that, he will be able to write addresses to his

HKEY_CURRENT_USER section and this will be taken into account rather than what you have in the **HKEY_LOCAL_MACHINE** section.

With manual changes

An administrator can force the address of the server on clients' computers by two different means:

Using a file in the installation directory

This solution has the priority on all others. Meaning that when such a file is found, other means cannot change the address.

This file should be named **QDVLICENSESERVERADDRESS.INF** and contain two lines:

```
address: your server address
forceuseserver: YES/NO
```

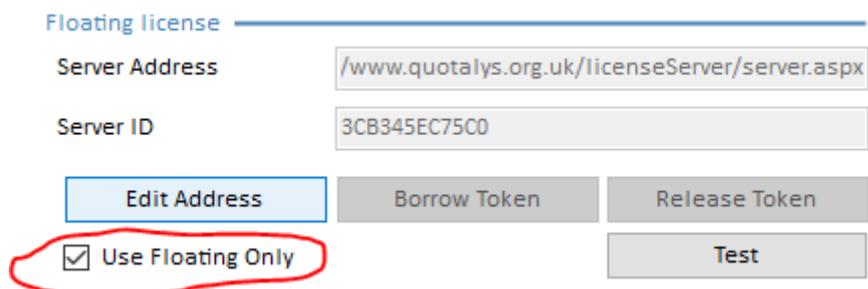
Below is an example of content for an LAN address:

```
address: 198.21.256.38:8080
forceuseserver: YES
```

And another one for a web address

```
address: http://www.mydomain.com/myserverpath/server.aspx
forceuseserver: NO
```

The **forceserveraddress** parameter enables you to tell if the user can still use his local license when he owns it. When you say **YES**, the check box **Use Floating Only** will be forcibly ticked:



When you say **NO**, user can use local license. Avoid confusing local licenses and borrowed tokens, even if you say **YES**, the user will be able to use borrowed tokens.

The **forceserveraddress** parameter is ignored (set to **NO**) when no server address is forced.

Using registry keys

You can create a registry key named forced **ForcedLicenseAddress** and **ForceUseLicenseServer** in your **Hkey_Local_Machine\SOFTWARE\QDV\MAIN** registry key and give it your server address. E.g. :

 ForcedLicenseAddress	REG_SZ	192.168.25.36:8080
 ForceUseLicenseServer	REG_SZ	YES

You can also create those keys in the **Current_User** section of the registry using **Hkey_Current_User\SOFTWARE\QDVMMAIN**. When you do this, the **Hkey_Local_Machine** comes first meaning that when you have an address forced in **Hkey_Local_Machine**, the **Hkey_Current_User** address is ignored

BORROWING TOKENS

You can borrow and release tokens by clicking **Borrow Token** and **Release Token** buttons.

The **Test** button returns information from the server without taking any token.

TROUBLESHOOTING

If the application seems not to be running properly, you can get more information about the service by going to the operating directory which is the installation directory if you didn't provide a foreign directory in the **Settings** program.

Name	Date modified
QDVTCPIPService.exe	4/20/2012 12:19 PM
history.s3db	4/20/2012 12:09 PM
service log Friday-07-2012 12.07.38 490.log	4/20/2012 12:07 PM
lua5.1.dll	4/19/2012 9:19 PM
uninstall.exe	4/19/2012 9:19 PM
User_Manual.pdf	4/19/2012 8:13 PM
QDVTCPIPServiceMonitor.exe	4/19/2012 8:12 PM
QDVTCPIPServiceSettings.exe	4/19/2012 8:12 PM
server.aspx.vb	4/19/2012 5:18 PM

Each time the service is started, a new **.log** file is created. Edit the latest one and review the events by opening it with the notepad for example:

```

service log Friday-07-2012 12.07.38 490.log - Notepad
File Edit Format View Help
Information:10032|Friday-07-2012 12.07.38 491|Registry entries are synchronized. Server starting.
Information:10201|Friday-07-2012 12.07.38 492|Process initiated. Server starting.
Information:10202|Friday-07-2012 12.07.38 802|12 characters code read. Server starting.
Information:10203|Friday-07-2012 12.07.39 040|Data read from registry. Server starting.
Information:10204|Friday-07-2012 12.07.39 258|Licenses checked from registry. Server starting.
Information:10205|Friday-07-2012 12.07.39 633|Unused tokens freed. Server starting.
Information:10032|Friday-07-2012 12.07.40 059|Server started.
    
```

The Monitor service automatically restarts the server when the service doesn't answer and is not intentionally stopped. The monitor creates a similar log file.

If the problem is related to the system itself, you can also open the Windows event viewer. For this, go to **Control Panel / Administrative Tools / Event Viewer**. Then expand **Windows Logs** and click **Application**.

The name of the service thread is **QDVTCPIPService**.

Level	Date and Time	Source
Information	4/20/2012 12:07:40 PM	TokenServer
Information	4/20/2012 12:07:20 PM	TokenServer
Information	4/20/2012 11:58:25 AM	TokenServer
Information	4/20/2012 11:58:19 AM	TokenServer
Information	4/20/2012 11:57:40 AM	TokenServer

The name of the monitor thread is **QDVTCPIPServiceMonitor**.

If the service cannot start, make sure it owns sufficient privileges. If not, check **Give Service Administrator Privileges** above in this manual.

If your service often stops, this can be because the port you provided is used by other applications which interfere in the communication process. This often happens if you chose the default port (8080). Use a port you dedicate to QDV.

If the application reports “ChilkatDotNet48.dll” is missing when you attempt to browse pages, that means that your server may lack some important DLLs. You can install them by running:

<INSTALLATION FOLDER>\Fixing tools\vstor_redist.exe