


Installation notes for GGU Software with CmCloudContainer

Last revision: 10/08/2022

1) Definitions

To protect the GGU software from unauthorised access, each GGU program is equipped with the **CodeMeter software protection system** from WIBU-Systems. Each GGU program is bound to a so-called **CmContainer** via a license with the corresponding product code.

To be able to use the GGU licenses in a CmContainer, a runtime environment, the **CodeMeter Runtime Kit**, must be installed on your computer via driver software. By default, the **CodeMeter Runtime Server** is installed as a service on your PC and displayed via the icon  in the right-hand area of your taskbar. You can manage your CmContainer and the GGU licenses activated in it using the **CodeMeter Control Center** and **CodeMeter WebAdmin** tools installed with it.

To be simplified, we will refer to your computer with installed CodeMeter Runtime Kit and CmContainer as the **CodeMeter license server**.

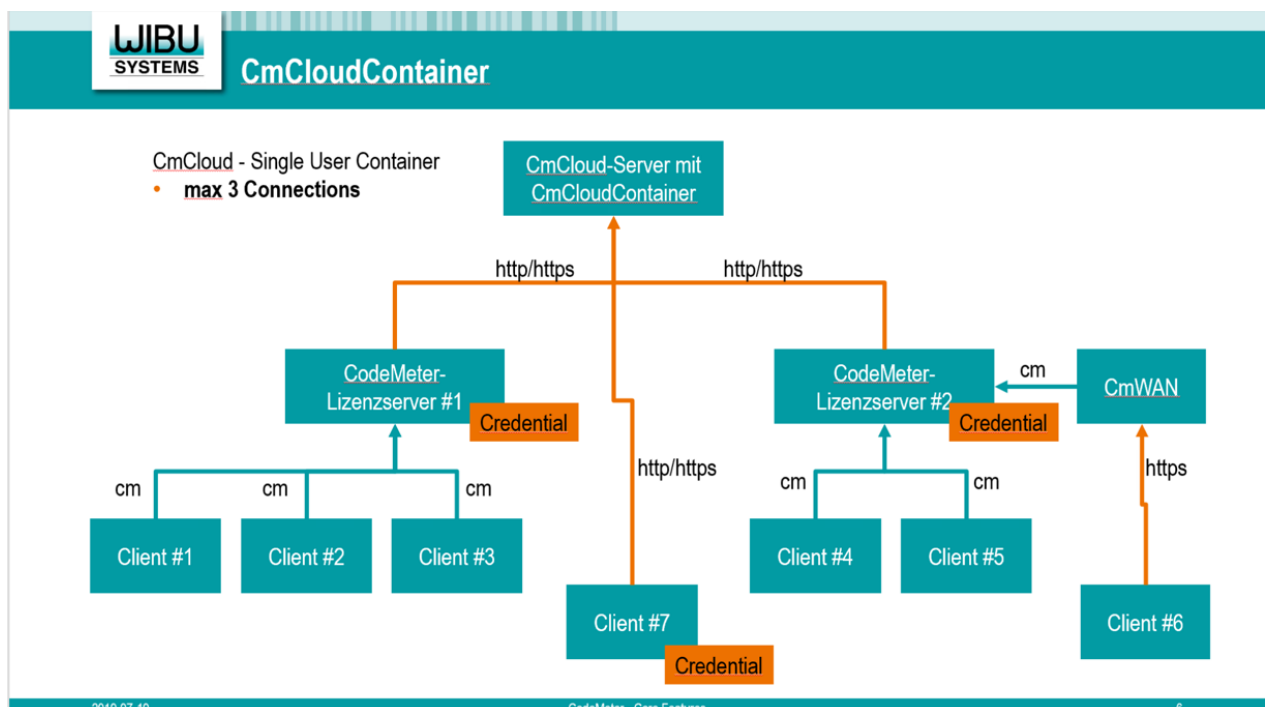
We provide 3 alternative CmContainer types that can be used on your CodeMeter license server:

- **CmStick**
The license for your GGU program is stored in a USB dongle.
- **CmActLicense** (soft license, not for virtual PC/servers)
The license for your GGU program is stored in a license file that is bound to the hardware of a computer.
- **CmCloudContainer**
The license for your GGU program is located on a CmCloud server of WIBU-Systems and is mirrored to your CodeMeter license server.

In the following descriptions, the superordinate term **CmContainer** may be used to represent all 3 types of containers.

The GGU programs check at start-up and during runtime whether a corresponding license is available on a CmContainer. If the GGU licenses are to be accessed by different clients in the company network, the CodeMeter license server must be set up as a **network server** (see point 3).

The following shows the architecture when using a **CmCloudContainer**:




2) Installation of the CodeMeter Runtime Kit and mirroring of the CmCloudContainer

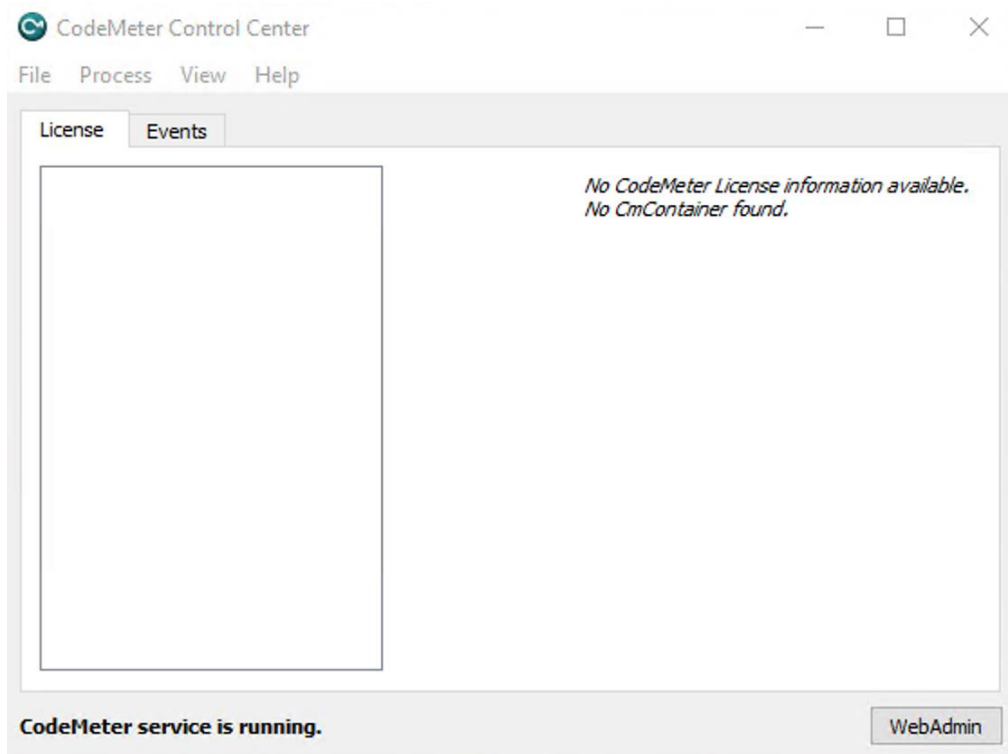
Note: For the use of GGU licenses in a CmCloudContainer a functioning HTTP/HTTPS communication from the CodeMeter license server to the CmCloud server of WIBU-Systems must be guaranteed! Clients in a network do not require an Internet connection.

To enable your GGU programs to access the licenses, the CodeMeter Runtime Kit must be installed on the CodeMeter license server to which the CmCloudContainer is mirrored and, in the case of network licenses, on each client computer on which the GGU programs are used.

You will find the installation routine ("CodeMeter User Runtime for Windows") on the website:
<https://www.wibu.com/support/user/user-software.html>

Note: Administrator's rights for installation of the CodeMeter Runtime Kit are necessary with operating systems such as Windows 8, 10 and 11.

After installation, the CodeMeter Runtime Server service starts automatically with the Cm icon  in the right area of your taskbar. Open the CodeMeter Control Center by clicking on the Cm icon or via "Start/All Programs/CodeMeter/CodeMeter Control Center". The following program window opens:

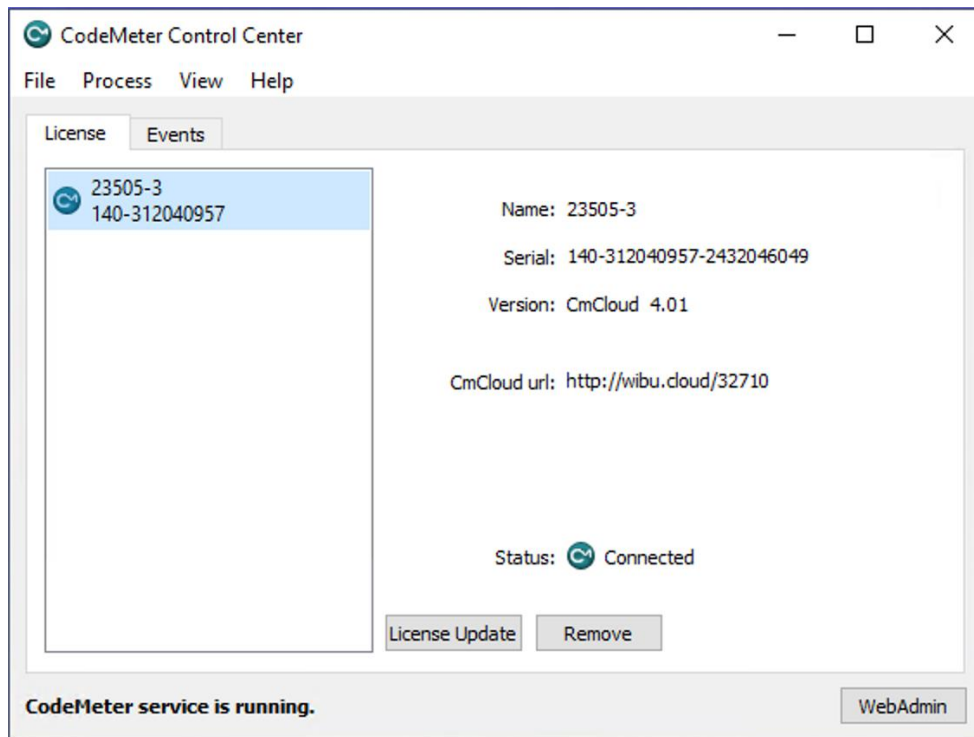


We have created a CmCloudContainer for you on the CmCloud server of WIBU-Systems, to which your customer number is assigned as name as well as an individual serial number. To enable you to work with the CmCloudContainer and to activate GGU licenses on it, a virtual mirroring is carried out on your CodeMeter license server.

To mirror your CmCloudContainer, you have received the CodeMeter "**Credential**" file (e.g., 140-312040957.wbc) from us by email. Drag and drop this file onto the window of the CodeMeter Control Center.


In the License tab the virtual mirror of your CmCloudContainer is now set up (= CmCloudContainer "mirror"). You will see the name and serial number displayed (see following figure). The licenses of your GGU programs will be entered on your CmCloudContainer in a later step.

Info: You can set up two more virtual mirrors on computers at further locations with the same credential file. When a GGU program is started, the GGU licenses later activated in the CmCloudContainer are occupied by API calls on the CmCloud server of WIBU-Systems until the respective program is closed.



3) Setup of a network server (CodeMeter license server in the network)

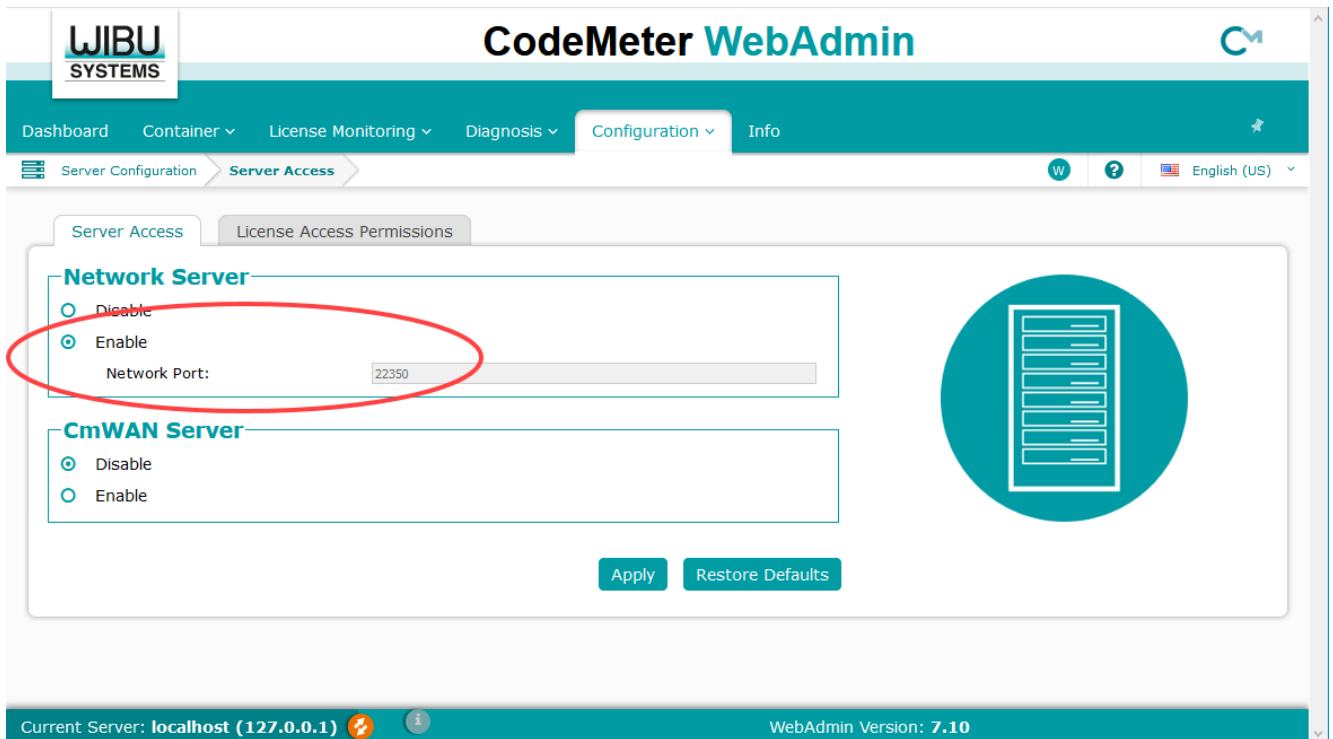
If your GGU programs are activated as network licenses (Floating Network License = FNL) on your CmCloudContainer and are to be accessed by various clients in the company network, first install the CodeMeter Runtime Kit on the CodeMeter license server and mirror the CmCloudContainer as described in point 2.


Then open the CodeMeter WebAdmin by clicking the right mouse button on the icon  in the right area of your taskbar and selecting it in the context menu. Alternatively, click the "WebAdmin" button in the bottom right corner of the CodeMeter Control Center. The following browser window appears:

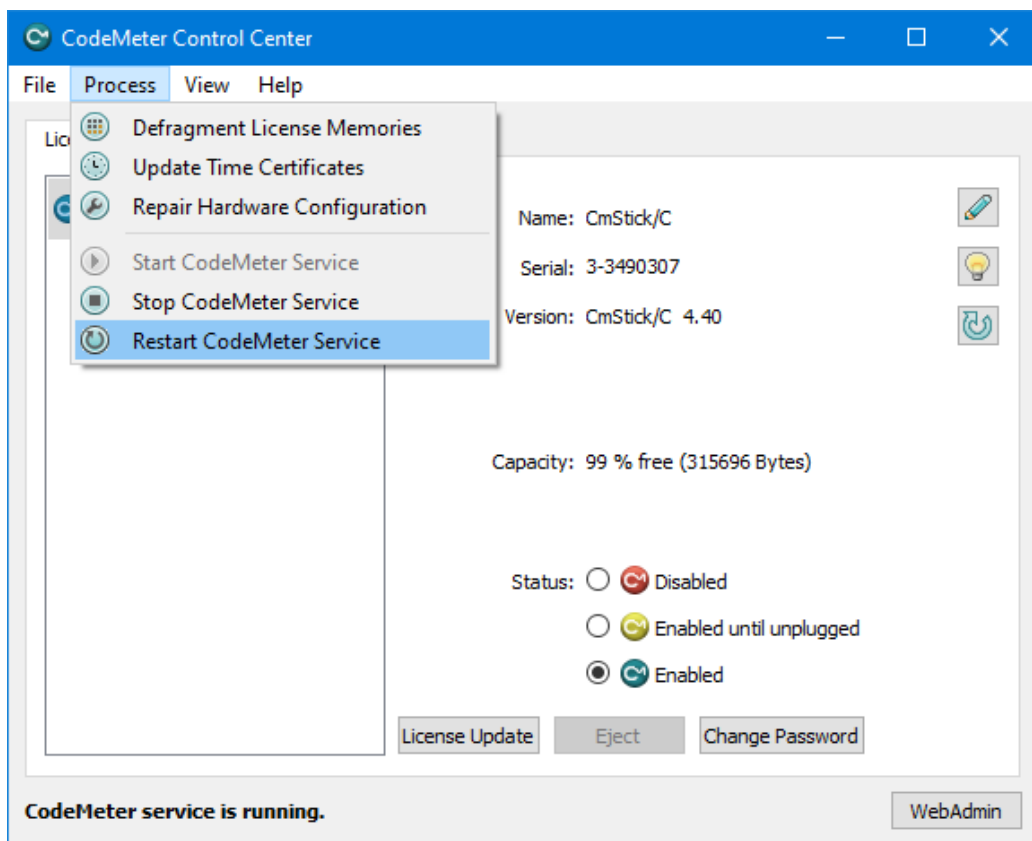


To enable your clients to access the GGU licenses in your CmCloudContainer via the network, you must activate the network server in the menu "Configuration" subitem "Server/Server Access". The network port will be set automatically (see figure below). Then click on "Apply".

Note: CodeMeter license server uses TCP/IP network protocol and default port 22350 for communication, so this port must not be blocked by your firewall.



Now open the CodeMeter control center by double-clicking on the icon  in your taskbar. Click on the menu item "Restart CodeMeter service" under the menu title "Process". After restarting, your server setup is complete.



The CodeMeter Runtime Kit must also be installed **on the client computers**.

For **network access to the GGU licenses** using WAN (Wide Area Network) via VPN or similar, it is essential that the IP of your network server is entered in CodeMeter WebAdmin of the client computer under "Configuration/Basis/Server search list".

In the LAN (Local Area Network), entry is often not necessary, as the CmContainer with the GGU licenses will be automatically searched for if no CmContainer is found locally at the client computer.

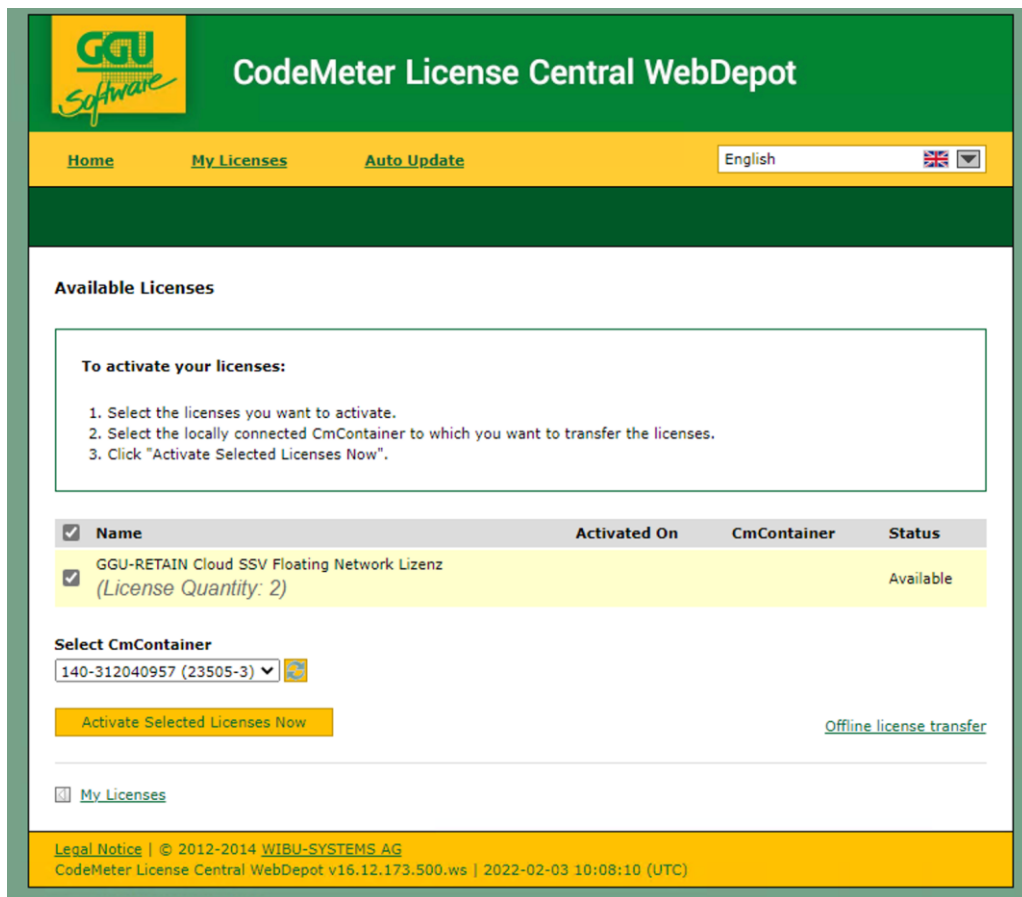
4) GGU software license activation on your CmCloudContainer

For the license activations of your GGU programs, you will receive an email from Civilserve or from Cleverbridge/WIBU-Systems AG containing your personal link with a ticket number to activate the licenses on your CmCloudContainer:

e.g., "http://lc.codemeter.com/32710/d/get.php?id=Q5TMM-5229K-M84V9-MRMKD-9LPE3"

Info: This activation only must be done on one CmCloudContainer "mirror". The other two optionally usable CmCloudContainer "mirrors" will receive the licenses automatically after updating your CmCloudContainer, which is located on the CmCloud server at WIBU-Systems.

Start the ticket link on your CodeMeter license server directly from your email or by copying it into your internet browser. The corresponding page opens in the "CodeMeter License Central WebDepot". You will see the GGU licenses displayed which can be imported via this ticket, in the following image the license for the GGU-RETAIN program.



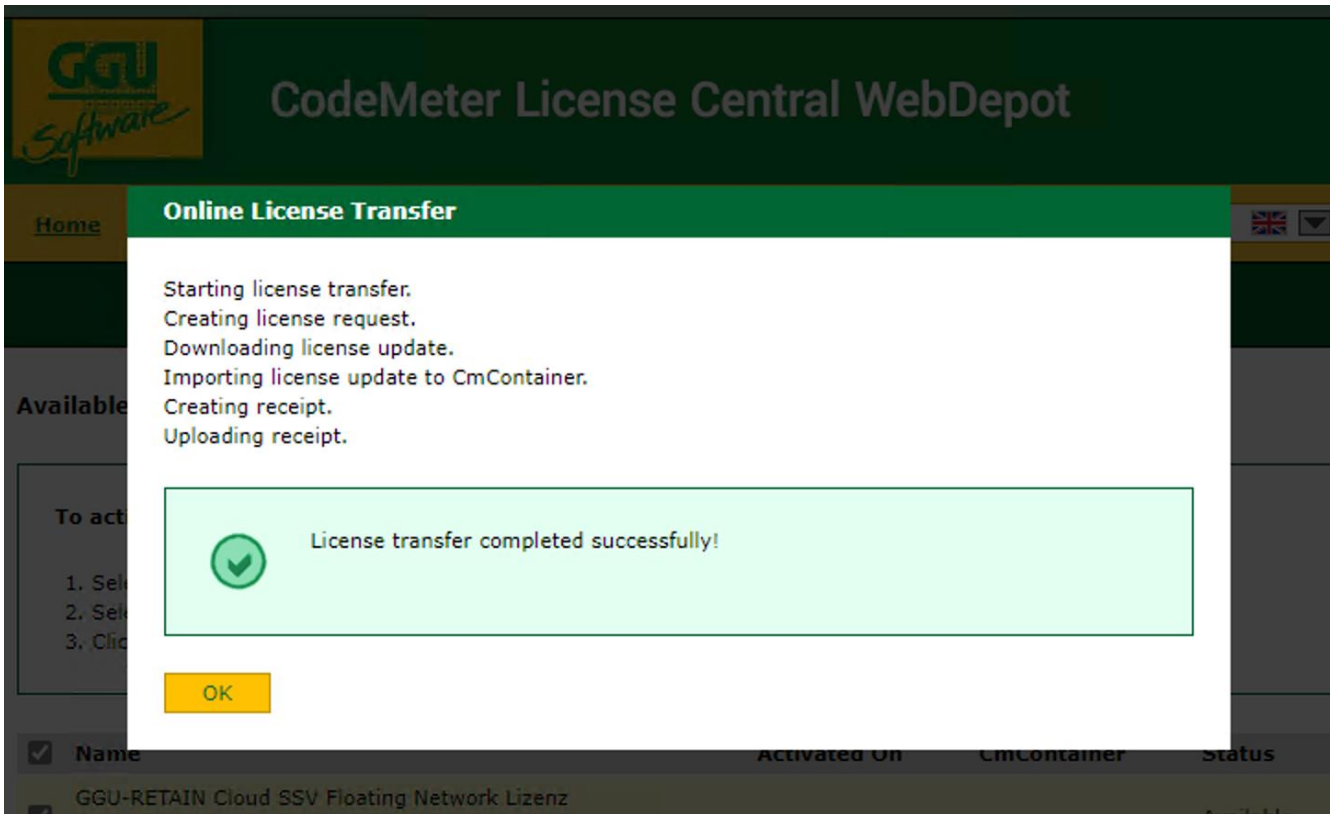
Note: When viewing the "CodeMeter License Central WebDepot" page, pay attention to notes on add-ons or plug-ins that you must allow!

Browser note: The following Internet browsers can be used for license activation with the respective settings:

- Browser with ActiveX and JavaScript activated
- Java-capable browser with activated Java and JavaScript, e.g., Firefox or Chrome

If several CmContainers are connected to your computer, first select the desired CmCloudContainer from the selection list. The serial numbers of the CmCloudContainers always start with "140-...". To activate the GGU licenses, click on the yellow button "Activate Selected Licenses Now".

If several purchased GGU licenses are to be activated on **different** CmContainers, first mark the desired program (tick) and select the corresponding CmContainer. After clicking on "Activate Selected Licenses Now", only the selected GGU program is transferred to the selected CmContainer. Then repeat the activation for the next program license.



After the license transfer has been completed, an overview of the GGU licenses now entered is displayed in the "Container" menu when you start CodeMeter WebAdmin. If you have connected several CmContainers, first select the desired CmContainer to display the license overview.



Further details on the activated program licenses are listed in the menu "**License monitoring/All licenses**". In the list you can also see whether licenses are occupied by a user (program user). If you click on the product code of an occupied license, further details about the user and the open session are displayed. You can delete the user via the recycle bin symbol on the far right and thus release the license for other users again.

5) Installation of the GGU programs (individual installations)

For installation of GGU programs download the current installation file (e.g., "GGU-RETAIN_11.exe") from our download page <https://www.ggu-software.com/en/ggu-software-edelivery>. Double-click to start the installation process.

After completion of the GGU installation, the GGU program files are installed by default in the newly created "C:\Program Files (x86)\GGU-Software\<<program name>" directory of your computer and some icons are added to the start menu.

Note: When starting the GGU programs later, they access the license entries on your CmContainer. The CodeMeter Runtime Kit must therefore be installed and your CmContainer must be accessible on the CodeMeter license server.

6) Updates & Bugfixes for the GGU programs

For updates **within your main versions**, you can download the current installation routines free of charge from our download page at any time. The new sub-versions are installed as updates via the installation files.

An update to a **new main version** is a chargeable update. Please ask for an individual update quotation. Before installing a new main version, please uninstall the older main version via the Windows Control Panel.

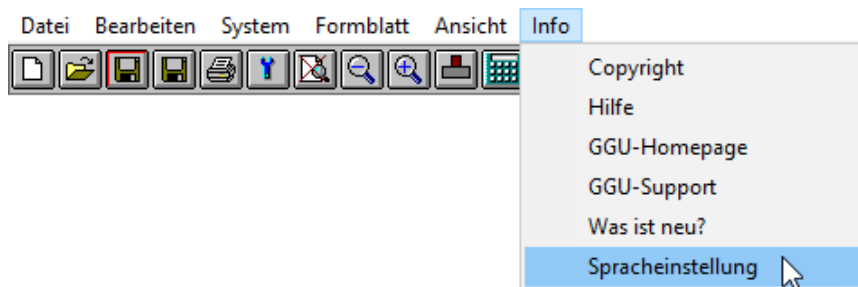
Get information on updates and modifications on a regular basis from your program module page: <https://www.ggu-software.com/en/>

If you would like to be automatically informed about the development status of your licensed programs, bugfixes and new functions, simply subscribe to the **newsletter**: <https://www.ggu-software.com/en/changelogs/mailer>

7) Switch to English menus

When starting your GGU program for the first time, the menus and graphics may not be displayed in English. To change to English menus and graphics, please proceed as follows.

1. Select the menu item "Spracheinstellung" in the menu "?" or "Info".



2. In the dialog box that opens, remove the two ticks for the translation or select the desired language from the pull-down menu.

The GGU program always starts in the language in which it was closed. The next time you start your GGU program, menus and graphics will therefore be displayed in English.

8) WIBU-Systems end customer support

If you have any questions about CodeMeter error messages, please call +49-(0)721-93172-15 on weekdays (Monday to Friday) from 8.00 to 12.00 CET and from 13.00 to 17.00 CET or send an email to support@wibu.de. In order to process your request as quickly as possible, WIBU-Systems requires the following information:

- Name of the software manufacturer: **GGU/Civilserve**
- Your GGU software version:
- Installed CodeMeter Runtime Kit version:

9) GGU software/Civilserve support

If you have any questions concerning your GGU programs or installation, please call +49 (0) 5492-6099996 (selection 2) Monday to Thursday from 9.00 to 16.00 CET and Friday from 9.00 to 12.00 CET or send your enquiry to the email address: support@ggu-software.com.

For questions regarding content, e.g., regarding input or output values in your GGU program, please always enclose your program file with your email (e.g., the *.vrb file for GGU-RETAIN) and provide a telephone number for a possible call-back.