

Installation notes for GGU Software with CmStick


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Content:

1) Definitions.....	1
2) Installation of the CodeMeter Runtime Kit	2
3) Setup of a network server (CodeMeter license server in the network).....	3
4) GGU software licence activation on your CmStick (optional).....	5
5) GGU software license management in WebAdmin.....	6
6) Installation of the GGU programs (individual installations).....	7
7) Updates & Bugfixes for the GGU programs	7
8) Switch to English menus	8
9) WIBU-Systems end customer support.....	8
10) GGU software/Civilserve support.....	8

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).

2) Installation of the CodeMeter Runtime Kit

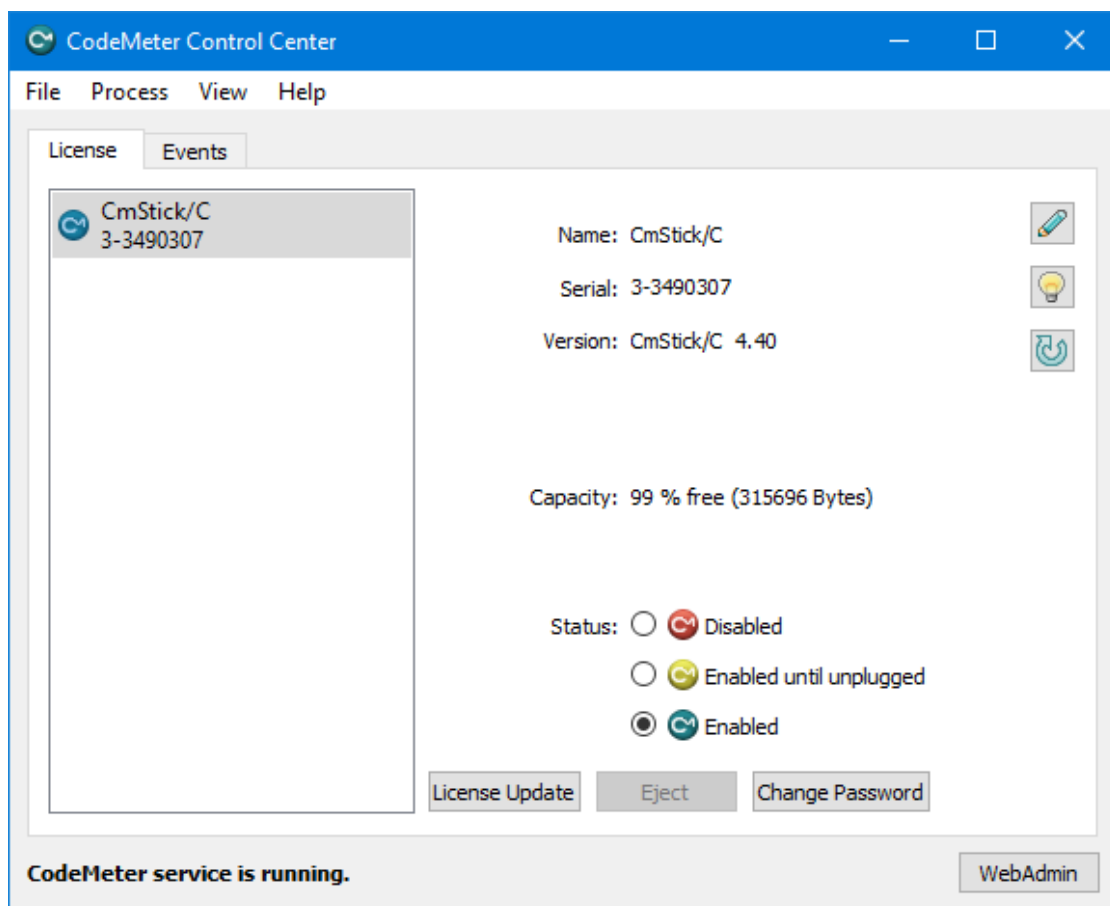
To enable your GGU programs to access the licenses, the CodeMeter Runtime Kit must be installed on the CodeMeter license server to which the CmStick is plugged in and, in the case of network licenses, on each client computer on which the GGU programs are used.

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. To access your CmStick, open the CodeMeter Control Center by clicking on the Cm icon or via "Start/All Programs/CodeMeter/CodeMeter Control Center".

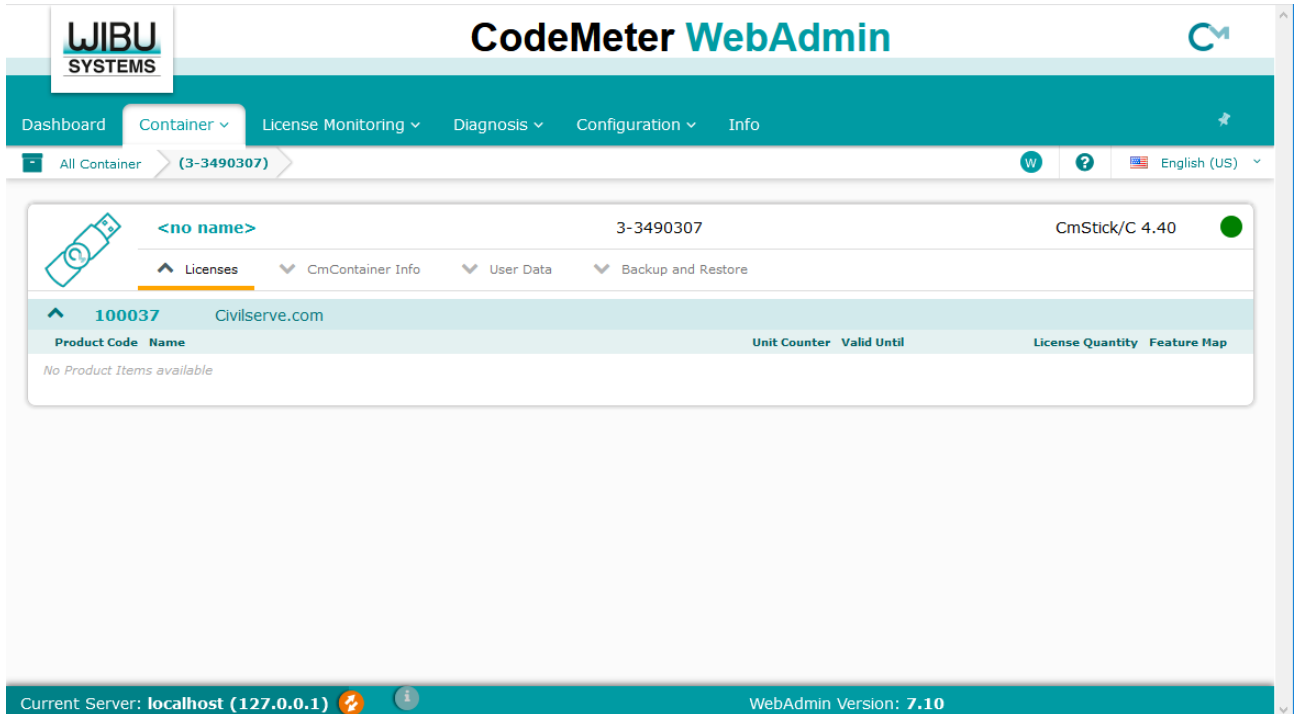
The following program window will open, showing you information about your CmStick, among others name, serial number and version of the firmware. The firmware is a programming directly on your CmStick for which updates can be retrieved from the server of the manufacturer WIBU-Systems via the button with the circle arrow symbol.



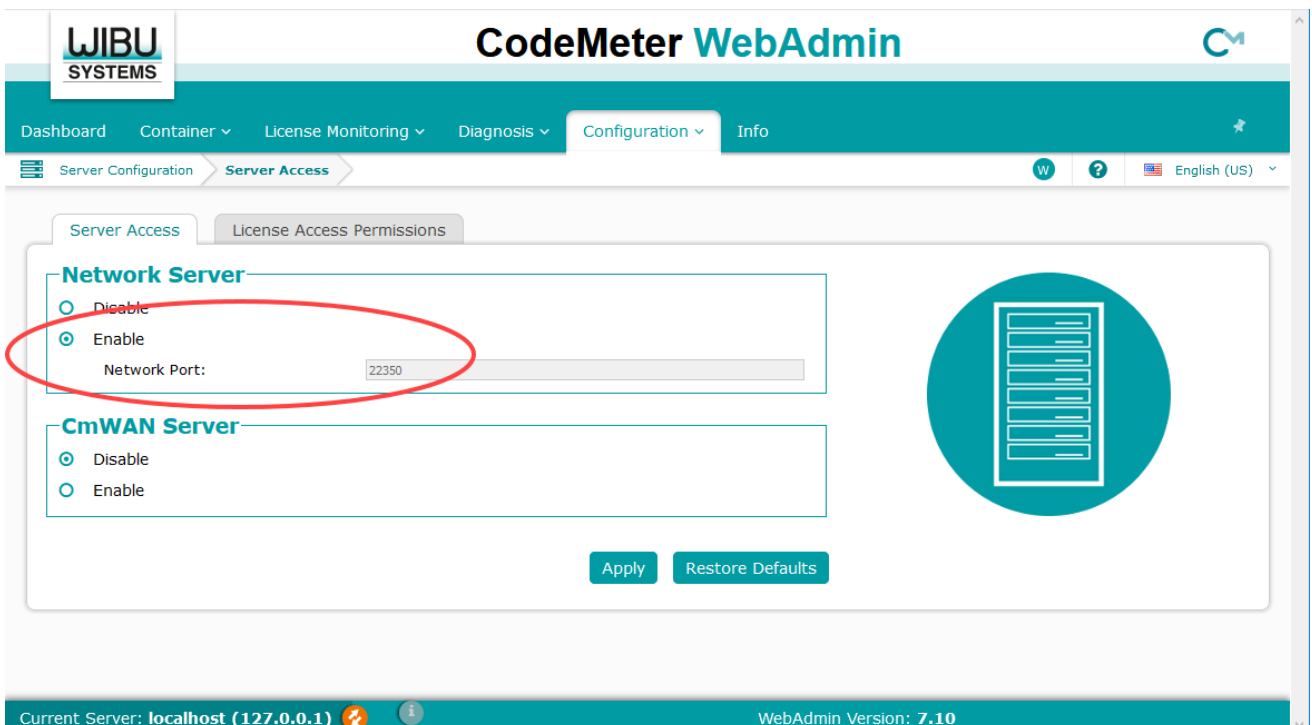
3) Setup of a network server (CodeMeter license server in the network)

If your GGU programs are activated as network licenses (Floating Network License = FNL) on your CmStick and are to be accessed by various clients in the company network, first install the CodeMeter Runtime Kit on the CodeMeter license server as described in point 2. **During the installation, make sure that the server functions are activated.**


Afterwards, check or perform the network settings. To do this, 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 CodeMeter Control Center. The following browser window appears:

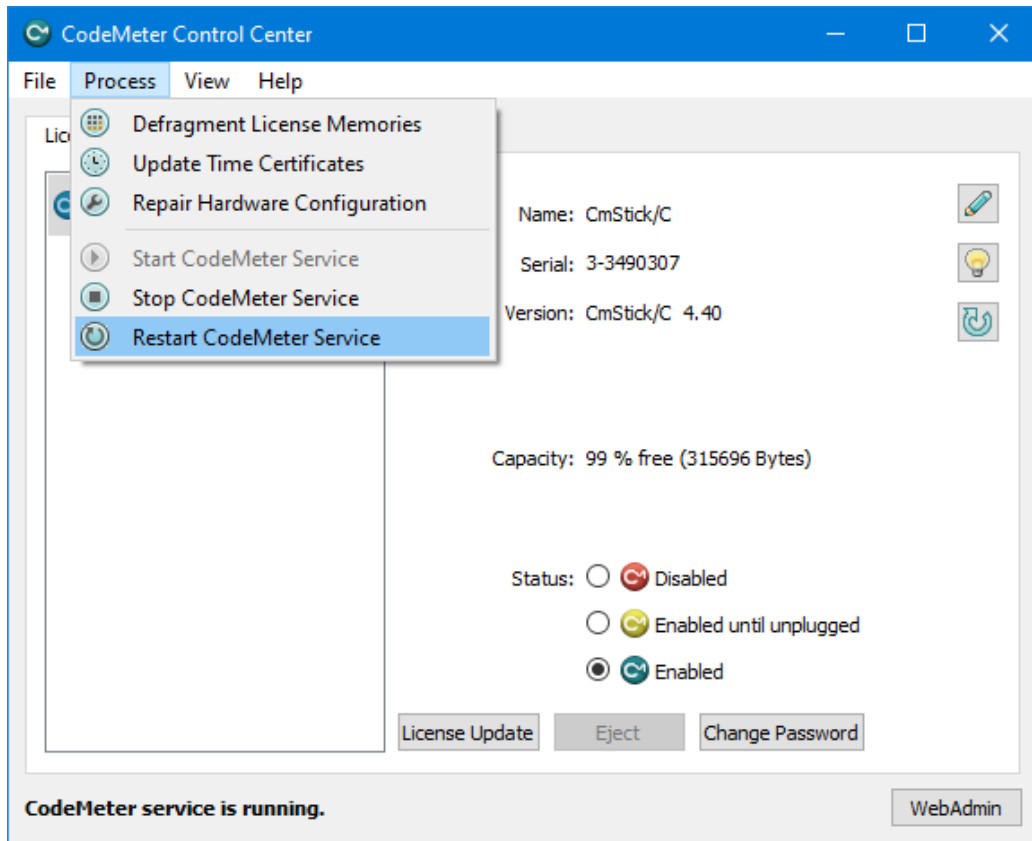


To enable your client computers to access the GGU licenses on your CmStick via the network, the network server must be activated in the "Configuration" menu sub-item "Server/Server Access". The network port will be set automatically (see figure below). Then click on "Apply".



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. Make sure that the used IP port 22350 is freely usable for CodeMeter, i.e., release the communication for this IP port in 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**.

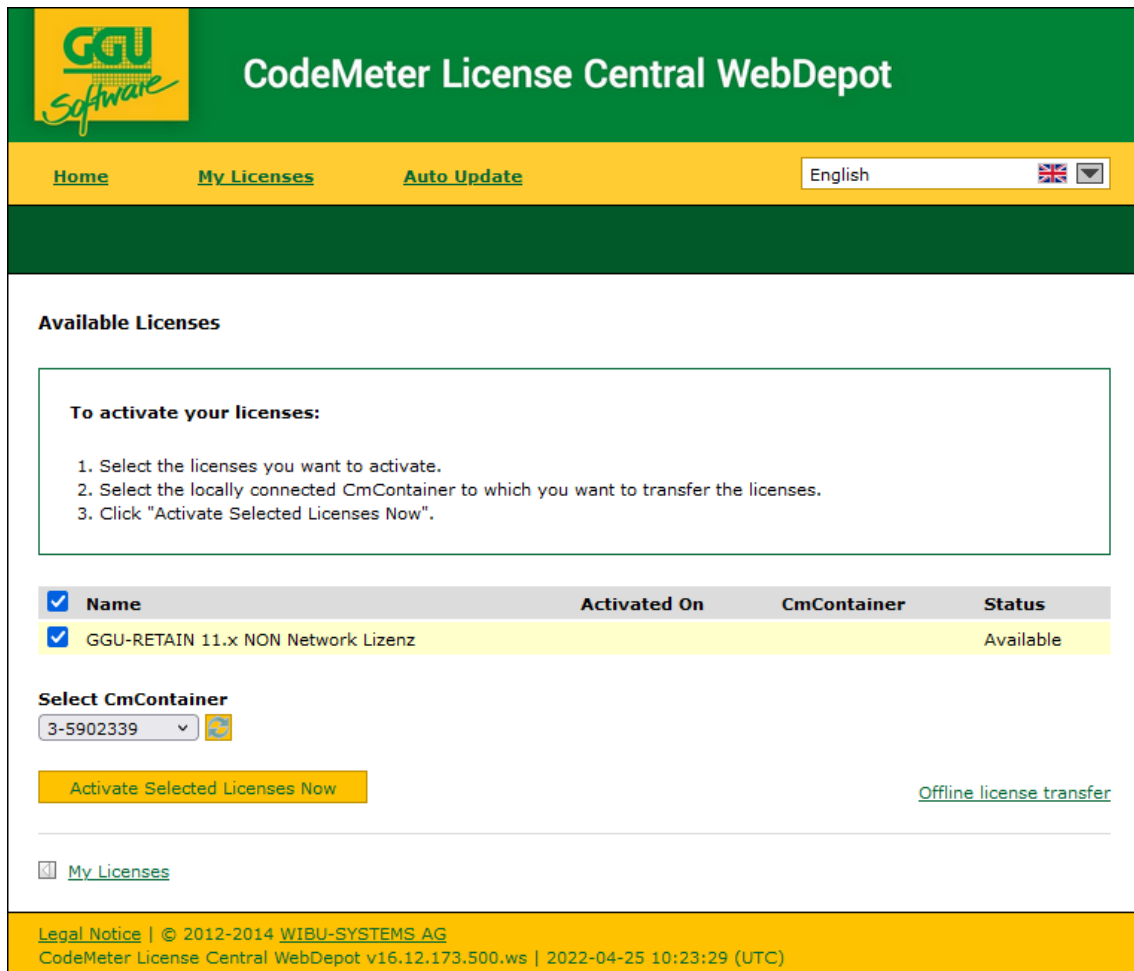
For **network access to the GGU licences** using WAN (Wide Area Network) via VPN or similar, it is essential that the IP of your network server is entered in CodeMeter WebAdmin of the client computer under "Configuration/Basis/Server search list".

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

4) GGU software licence activation on your CmStick (optional)

If you have not already received your CmStick programmed, you have been sent an email from Civilserve or Cleverbridge/WIBU- Systems AG in which you can find your personal link with a ticket number for downloading and activating the licenses on your CmStick:
e.g., "http://lc.codemeter.com/32710/d/get.php?id=Q5TMM-5229K-M84V9-MRMKD-9LPE3"

Launch the ticket link on your CodeMeter license server directly from your email or by copying it into your internet browser. The corresponding page in the "CodeMeter License Central WebDepot" opens. 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.



The screenshot shows the CodeMeter License Central WebDepot interface. At the top, there is a green header with the GGU Software logo and the title "CodeMeter License Central WebDepot". Below the header is a yellow navigation bar with links for "Home", "My Licenses", and "Auto Update", along with a language selector set to "English". The main content area is titled "Available Licenses" and contains a box with instructions: "To activate your licenses: 1. Select the licenses you want to activate. 2. Select the locally connected CmContainer to which you want to transfer the licenses. 3. Click 'Activate Selected Licenses Now'." Below this is a table with columns for "Name", "Activated On", "CmContainer", and "Status". A single license is listed: "GGU-RETAIN 11.x NON Network Lizenz" with a status of "Available". Underneath the table is a "Select CmContainer" section with a dropdown menu showing "3-5902339" and a refresh button. A yellow button labeled "Activate Selected Licenses Now" is prominently displayed, along with a link for "Offline license transfer". At the bottom, there is a "My Licenses" link and a footer containing legal notices and copyright information for WIBU-SYSTEMS AG.

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*

Select the serial number of your CmStick, which must be plugged in for programming. If several CmSticks are plugged in, first select the desired stick in the pull-down menu. If you are only plugging in the CmStick now, first update with the button and then make your selection. To activate the GGU licenses, then click on the yellow "Activate selected licenses now" button. The transfer may take several seconds, please be patient. The browser window can then simply be closed.

If several purchased GGU licenses are to be activated on **different CmSticks**, first mark the desired program (check mark set) and select the desired CmStick. After clicking on "Activate selected licenses now", only the selected GGU program will be transferred to the selected CmStick. Then repeat the activation for the next program license.

5) GGU software license management in WebAdmin

When starting CodeMeter WebAdmin, the "Container" menu is displayed first, showing an overview of the GGU licences now entered. If you have connected several CmContainers, first select the required CmContainer to display the license overview.

The screenshot shows the CodeMeter WebAdmin interface. The top navigation bar includes 'Dashboard', 'Container', 'License Monitoring', 'Diagnosis', 'Configuration', and 'Info'. The 'Container' menu is selected, showing 'All Container' and '(3-5902339)'. The main content area displays the container details for '<no name>' (ID: 3-5902339, CmStick/B 4.40). Below this, there are tabs for 'Licenses', 'CmContainer Info', 'User Data', and 'Backup and Restore'. The 'Licenses' tab is active, showing a table of licenses for '100037 Civilserve GmbH':

Product Code	Name	Unit Counter	Valid Until	License Quantity	Feature Map
2001	GGU-RETAIN 11.x	n/a	n/a	1	0x60000400
2019	GGU-CANTILEVER 5.x	n/a	n/a	1	0x60000010

You can get more details about the unlocked program licenses in the "License Monitoring/All Licenses" menu.

The screenshot shows the CodeMeter WebAdmin interface with the 'License Monitoring' menu selected. The main content area displays 'Available Licenses on 'DESKTOP-80BUPEV''. Below this, there are tabs for 'All Licenses', 'License Monitoring', 'Diagnosis', 'Configuration', and 'Info'. The 'License Monitoring' tab is active, showing a table of licenses for '100037 Civilserve GmbH':

Product Code	Name	Feature Map	License Quantity	Used	Available
2001	GGU-RETAIN 11.x	0x60000400	1	1	0
2019	GGU-CANTILEVER 5.x	0x60000010	1	0	1

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, you will see more details about the user and the open session. Via the recycle bin icon on the far right, you can delete the user and thus release the license for other users again.

The screenshot shows the CodeMeter WebAdmin interface with the 'License Monitoring' menu selected. The main content area displays 'License Monitoring Details' for the entry '(3-5902339) - Entry100037:2001 (0x60000400)'. Below this, there are tabs for 'All Licenses', 'License Monitoring', 'Diagnosis', 'Configuration', and 'Info'. The 'License Monitoring' tab is active, showing a table of license details:

CmContainer	Entry	Available	Total
<no name> (3-5902339)	100037:2001 (0x60000400)	0	1

Below this, there is a table showing the license usage details:

ID	Client (User)	Client Process ID	Application Information	Access Mode	First Access	Last Access	Expires	Action
42	::1 (DESKTOP-80BUPEV\User)	9128	GGU-RETAIN.exe	Station Share	2022-04-25 12:59:30	2022-04-25 13:06:33		

6) 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.

7) 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.

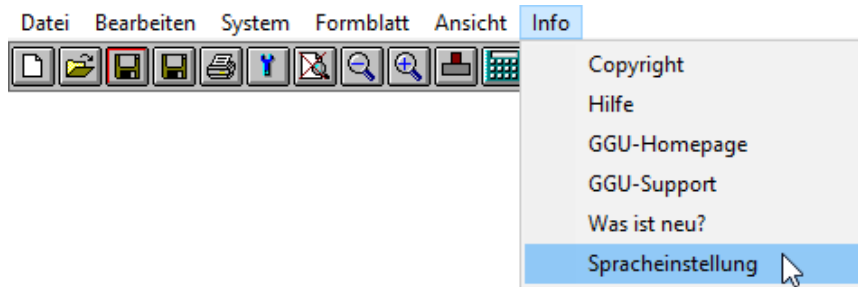
Get information on updates and modifications on a regular basis from your program module page: <https://www.ggu-software.com/en/>

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>

8) 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.

9) 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:

10) 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.