

EzeScan 4.3

Authority Service Guide

“transforming paper into knowledge”

Installation & User Reference Guide

Trademark Acknowledgments

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1 Overview

The EzeScan Authority Service is a concurrent licensing tool that manages the license allocation to the EzeScan PCs. When the EzeScan client is loaded, it will request a license file from the EzeScan Authority Server. The EzeScan Authority Server is configured with the license file and can issue a number of connections depending on how many concurrent licenses have been purchased.

This guide provides information on the EzeScan Authority Service. It describes how to install and to configure the service.

Note: The EzeScan PCs are required to be licensed for the concurrent mode. The EzeScan client must be on version 4.3.0 or greater.

2 System Requirements

The EzeScan Authority Service runs as a Windows service.

The following operating systems are supported:

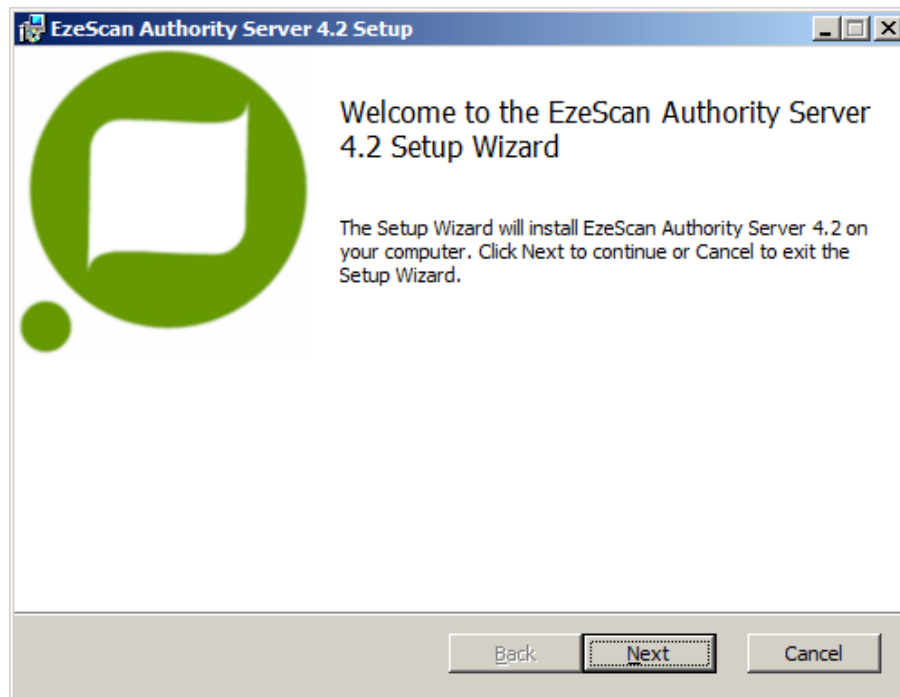
- Microsoft Windows Server 2012 R2, Server 2012 and Server 2008

The following prerequisites are required:

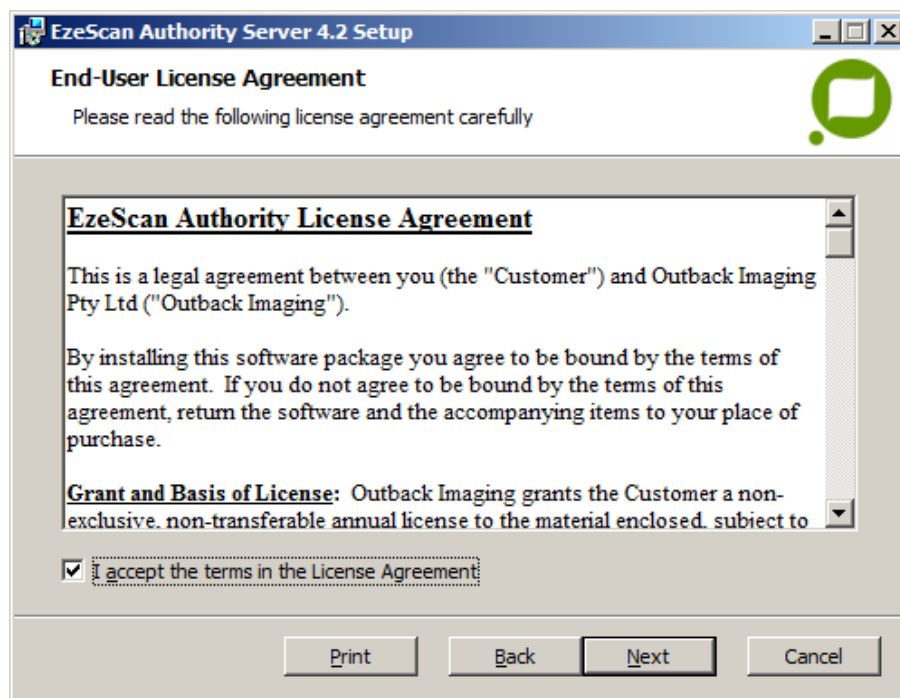
- Microsoft .NET Framework Version 4.0
- EzeScan Concurrent License File
- An open port from the client and server to communicate (default is 32356).

3 Installation

- 1 Double click the authority.msi file.

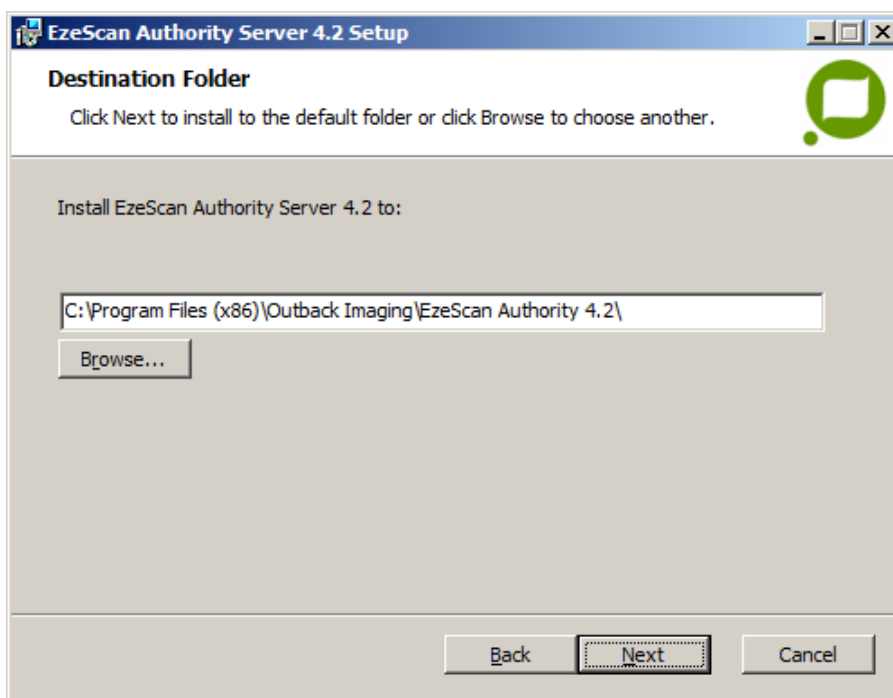


- 2 Click *Next*.

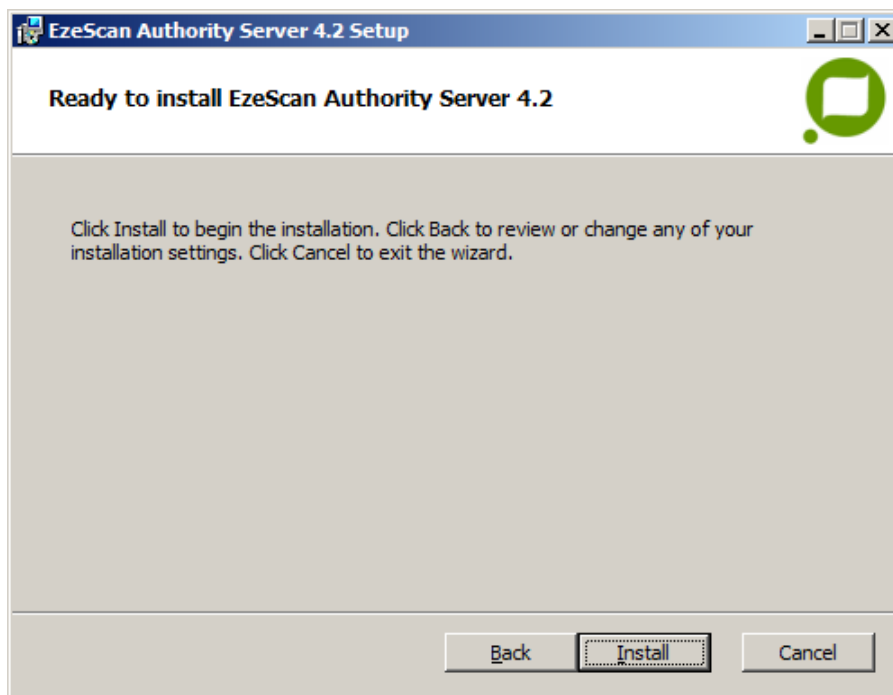


- 3 Tick the box to accept the terms in the License Agreement.

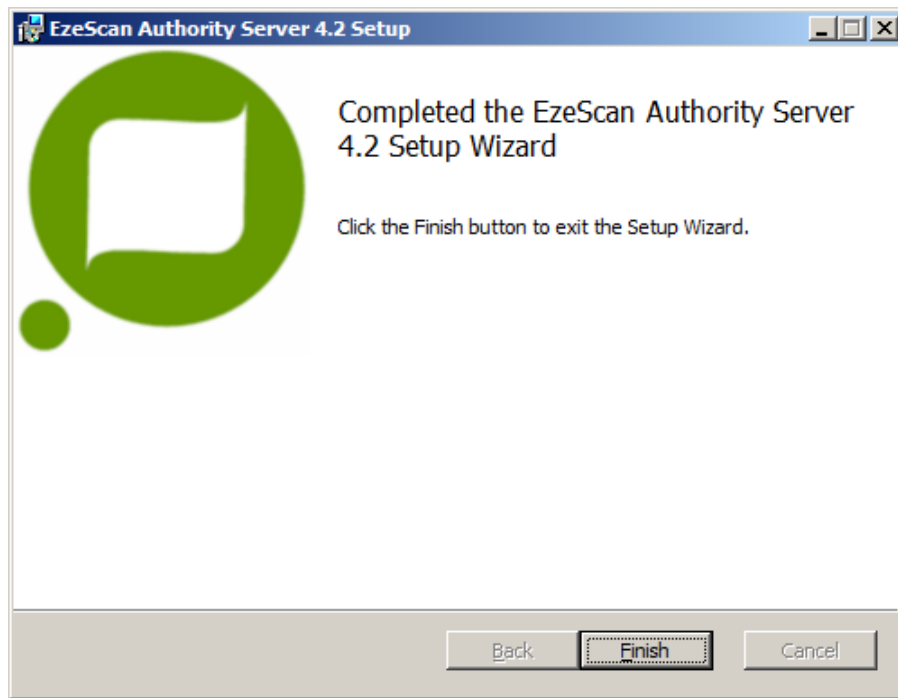
- 4 Click *Next*.



- 5 Choose the folder where EzeScan Authority Server will be installed.
- 6 Click *Next*.



- 7 Click *Install* to begin the installation.



- 8 When the installation has completed click *Finish*. A reboot is not required.

4 Configuring the Authority Service

4.1 Installing the license file

Before the EzeScan Authority service is started a license file must be copied onto the server.

Please contact EzeScan or your reseller to obtain a concurrent license file. The operator must supply the full server name details. e.g. SVR1.ACME.COM

For Windows Server 2003 the default configuration folder path will be:

install drive\documents and settings\all users\outback imaging\ezescan\authority

For Windows Server 2008 the default configuration folder path will be:

install drive\programdata\outback imaging\ezescan\authority

The license file must be named *ezescan.lic* and saved into the correct folder. Please refer to section 4.2 to make changes to the default configuration settings.

Note: The EzeScan Authority service will not start without a license file.

4.2 Configuring the service and settings

The following properties can be changed with the EzeScan Authority Server:

- License and log File path, this is where the ezescan.lic file and log files will reside
- Port number (default to 32356)
- Logging methods, log to File, log to Event Viewer, Log to File and Event Viewer

In the installation folder of where the Authority License file has been installed there is a file named *authority.cfg.template*.

Note: To activate the custom settings for the EzeScan Authority Service, the file must be renamed from *Authority.cfg.template* to *Authority.cfg*

Below is a sample of this file:

[Server]

Uncomment the following setting to Log to a text log file as well as log to the event log when running as a service

#LogTarget=File,EventLog

Or uncomment the following setting to Log only to a text log

#LogTarget=File

Or uncomment the following setting to Log only to the event log when running as a service

```
#LogTarget=EventLog
```

```
# The following is an example of how to set a different data path
```

```
#CommonDataPath=C:\EzeScan Data
```

```
# The following is an example of how to set a different port for the server to listen for client requests on
```

```
#ListenOnPort=4444
```

To change any of the above settings, the operator will need to remove the # and adjust settings as required.

Note: The EzeScan Authority Service must be restarted for changes to take effect.

Sample License / log path setting

To change the location of the license file / log folder the following option needs to be changed.

```
CommonDataPath=C:\EzeScan Data
```

Under this path a folder named Authority must be created and the EzeScan.lic file will need to reside in there.

If logging is enabled a subfolder called Logs will automatically be created.

Sample Port setting

To change the port number for the EzeScan Authority Service to listen on the following option needs to be changed.

```
ListenOnPort=4444
```

Sample Logging Settings

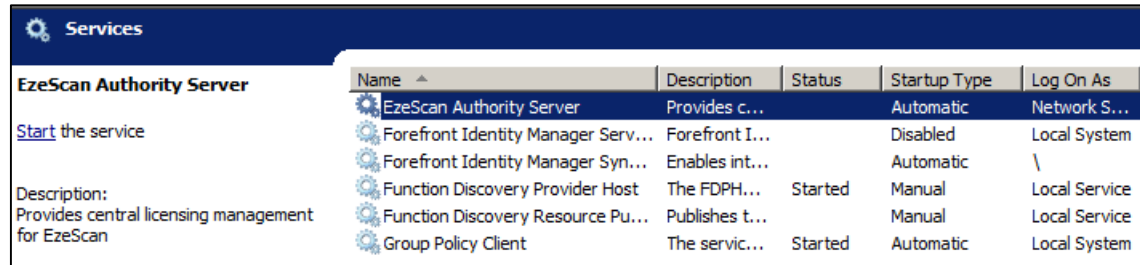
- To log to a log file and Event Viewer
LogTarget=File,EventLog
- To log to a log file only
LogTarget=File
- To log to the Event viewer only
LogTarget=EventLog

Note: The log files are stored in a subfolder called *Logs* under the configuration folder path.

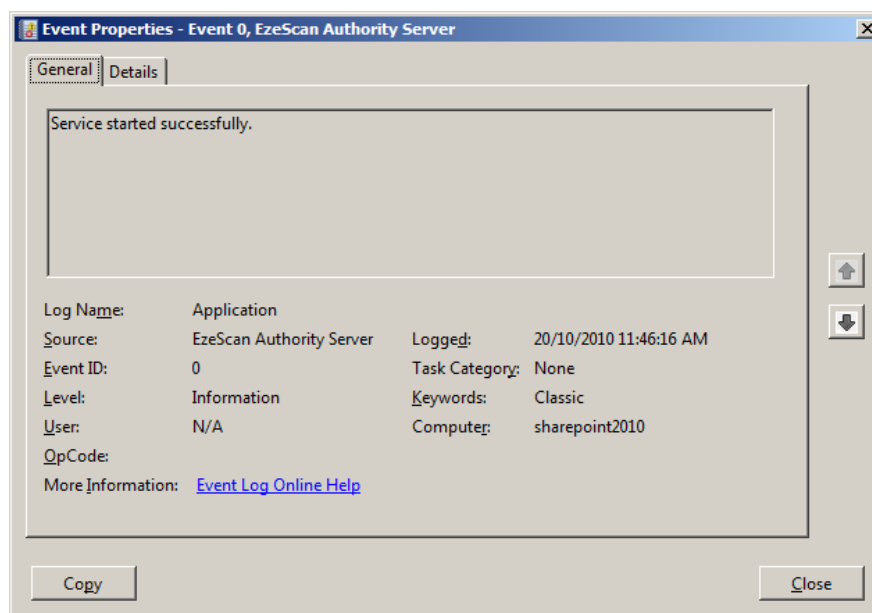
4.3 Starting / Stopping the Authority Service

When the EzeScan Authority Service configurations have been completed, the operator can go to the *Services* to start and stop the service.

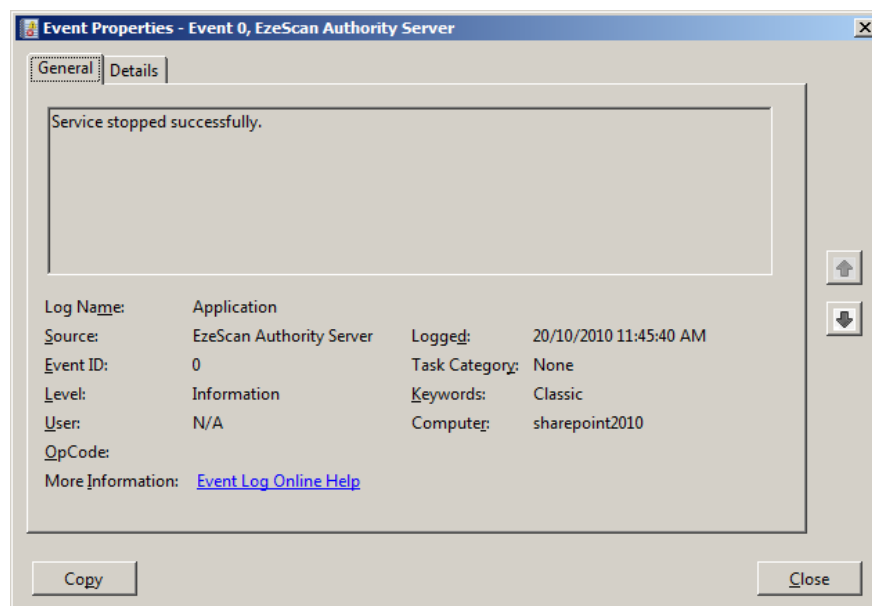
The EzeScan Authority Server will be listed as a service.



After starting the service, the operator can check the event viewer to confirm it started ok.



After stopping the service, the operator can check the event viewer to confirm it stopped ok.



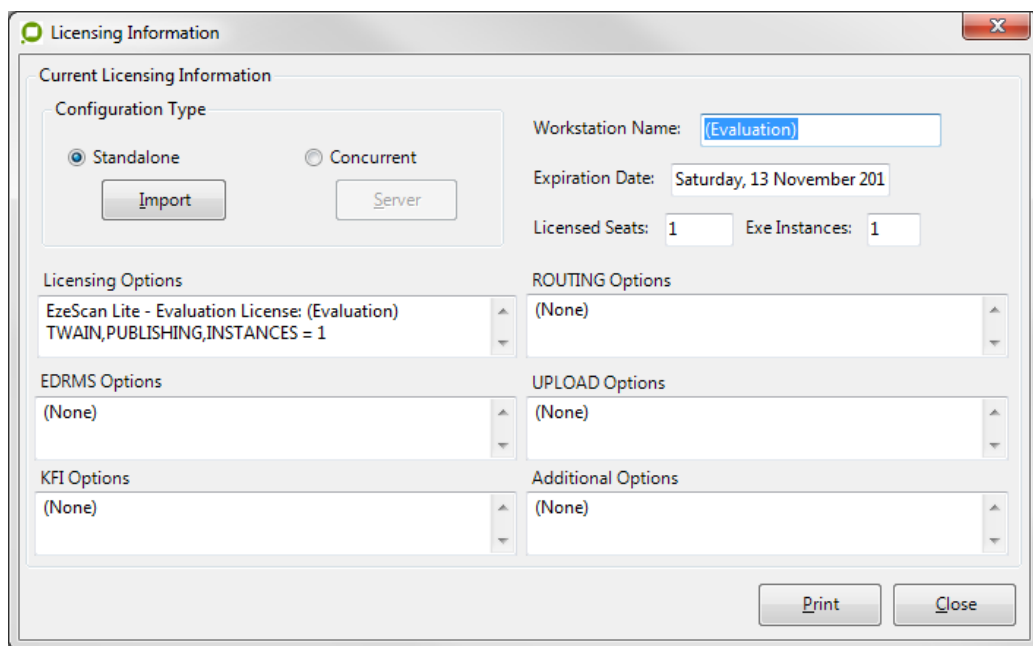
5 Configuring the EzeScan client for use with the EzeScan Authority Server

The EzeScan PCs are required to connect to the EzeScan Authority Server to be able to obtain a license.

Note: EzeScan 4.3.0 or above must be installed for use with the EzeScan Authority Server.

5.1 Connecting EzeScan to the Authority Server

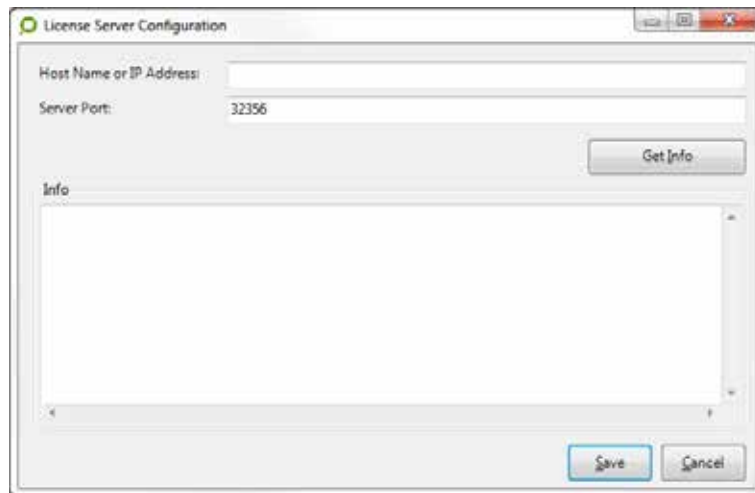
1. Load EzeScan on the PC.
- 9 Click *Admin*, then *Licensing*.
- 10 The Licensing Information window will display.



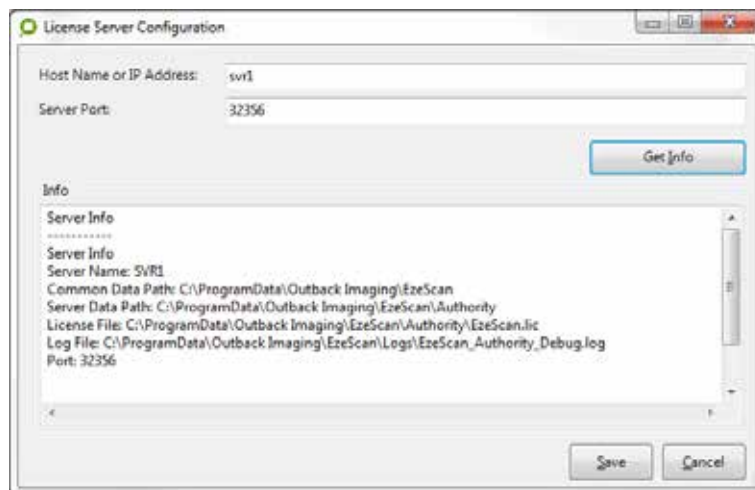
- 11 Click the *Concurrent* radio button.



- 12 Click the *Server* button.
- 13 The License Server Configuration window will display.

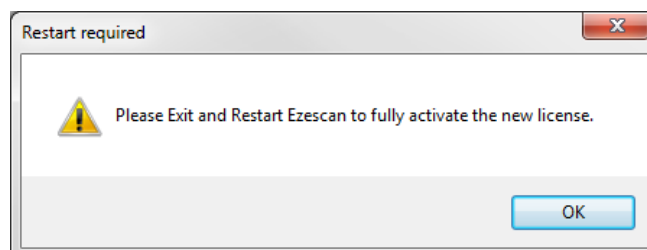


- 14 Enter the *Host Name* or *IP Address* for the location of the EzeScan Authority Service.
- 15 Click the *Get Info* button.
- 16 The Info box will be populated.



This shows that the EzeScan client has connected to the License Server successfully.

- 17 Click the *Save* button.
- 18 Click the *Close* button.
- 19 A message about restarting EzeScan will display.

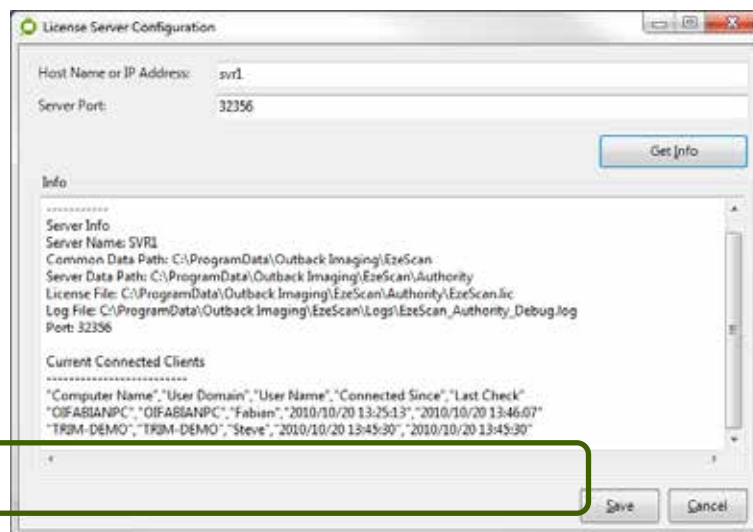


- 20 Click *OK* to restart EzeScan. Once EzeScan has restarted it will now request a license file from the EzeScan Authority Server.

5.2 Checking what PCs are connected to the EzeScan Authority Server

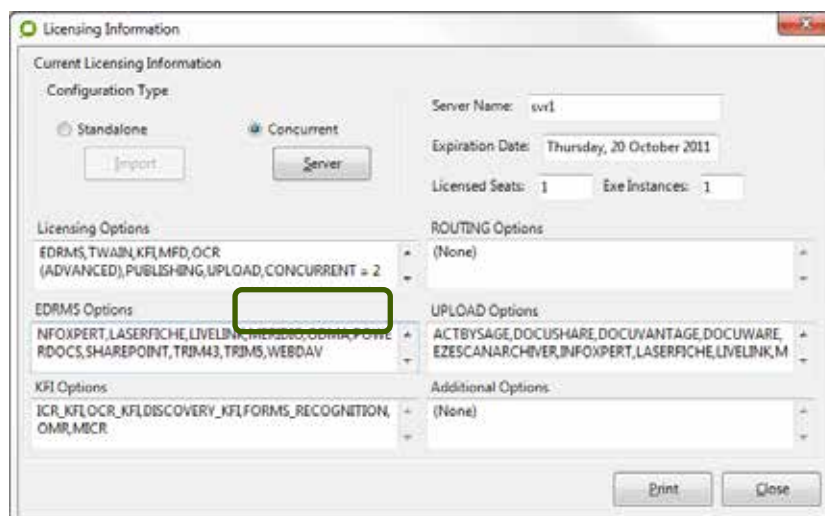
The operator can check the PCs or users that are connected to the EzeScan Authority Server.

1. Load EzeScan.
- 21 Click *Admin*, then *Licensing*.
- 22 Click the *Server* button.
- 23 Click the *Get Info* button.
- 24 Scroll down to the bottom of the list. The PCs or users connected will be shown under *Current Connected Clients*.



5.3 Checking your EzeScan Concurrent License

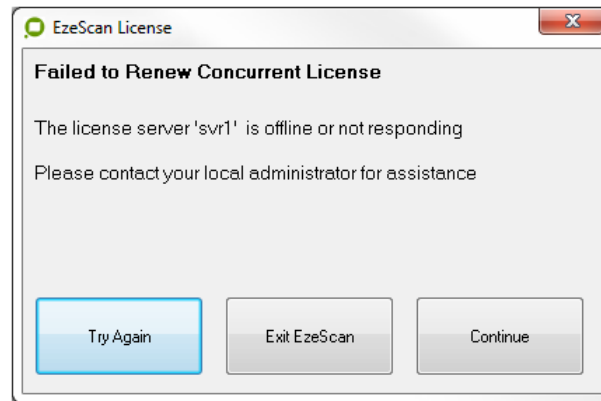
1. Load EzeScan.
- 25 Click *Admin*, then *Licensing*.
- 26 Under *Licensing Options* scroll down till you see "CONCURRENT=". In the example below it shows the license allows 2 concurrent EzeScan clients.



6 Troubleshooting the EzeScan Authority Service

6.1 Problems connecting to the EzeScan Authority Service

If the following message appears it means that the EzeScan PC cannot connect to the Authority service.



Note: The operator can click the Continue button to get into EzeScan to change the licensing parameters.

Please perform the following checks.

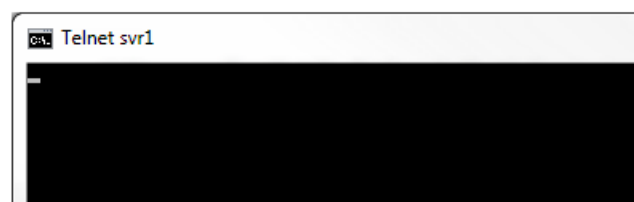
- Confirm that the EzeScan Authority Service is running
- Check that there are no firewall issues connecting to the server and/or port.

A good test is to use the telnet command (e.g. *telnet hostname port*)

This example shows a connection failure.

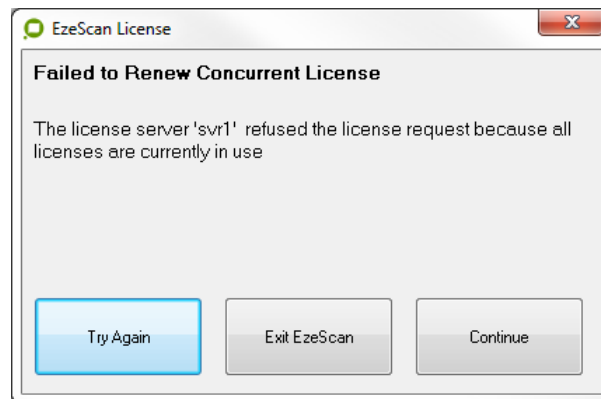
```
C:\>telnet svr1 32355
Connecting To svr1...Could not open connection to the host, on port 32355: Connection failed
```

If the connection is open it will return a blank screen.



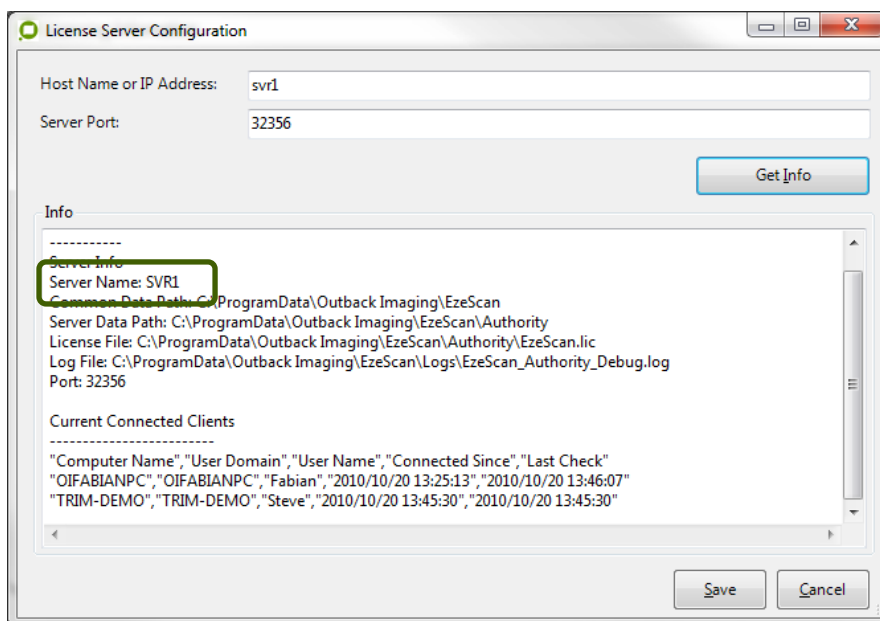
6.2 Licensing Errors

The following error will display if the limit of maximum concurrent sessions have been reached or if there is a problem with the license.



- If you are finding that you are running out of licenses please contact EzeScan or your reseller to purchase additional concurrent licenses.
- If you are finding that no users can connect, it may be an issue with the license file on the Authority server. Please check that the hostname and or domain name has not changed. Load the EzeScan client (click Continue past the message) select *Admin -> licensing*, click *Server* and press the *Get Info* button.

The Server Name details will show.



Please confirm with EzeScan support or your reseller that the Server Name details are identical to what was requested when purchasing your concurrent license.