BioDiscovery Product Installation and Activation

Node-locked

Contents

Windows

Note: The activation code can only be used once so please make sure to install your product on the correct computer. You must be connected to the internet to activate your product. If the computer you wish to use is never connected to the internet, please see the section below on Manual Activation.

Windows Node-locked License Activation

1. Install your product as an Administrator or with Administrator privileges.

    Right-click on the installation file and select "Run as Administrator"/"Run as Admin" (you will be prompted to provide an administrator password if you are not already logged into an administrator user account). If you don't have the administrator password, please contact your IT department to assist with the installation. Follow the prompts to complete installation.

2. Check the install directory for a local.lic file. If found, delete this local.lic file. You may have this file if you installed a demo version for a trial.

3. If the activation fails to connect to the license server (e.g. due to issues with the permissions on your computer not allowing the activation to work via a GUI or java being blocked), you will see a popup window indicating the failed activation. Select "Generate Activation Script" and navigate to the folder where the **ActivationScript.bat** file will be generated (e.g. **C:\Program Files\BioDiscovery\Nexus 10.0**) and run it as an administrator. The activation script will run via the command line to connect to our license servers and activate the license. If that is unsuccessful, launch the Client Activation Utility from the Nexus installation directory to do a manual activation.

Windows Manual Activation

1. If you don't have an internet connection or there is a problem with the connection, you may be prompted to choose between "Connect to the internet and try again", "Generate Activation Script", or "Manual Activation". Or if you don't see such a prompt, launch the Client Activation Utility in the product installation directory to choose "Manual Activation".

2. Select "Manual Activation", click on "Proceed" and send us (support@biodiscovery.com) the request.xml file as requested in the pop-up message.

3. After receipt of the request.xml file we will send you an initial responseXML.xml file with instructions to complete the activation.

4. Manual activation is a 2-step process. Start the software again after receipt of the initial responseXML.xml file and at the prompt browse to this file and click OK.

5. Then click on Manual Activation and send us the request.xml file again. We will send you the final responseXML.xml file for activation of the license.

6. Start the software again after receipt of the final responseXML.xml file and at the prompt browse to this file and click OK.

Windows License Transfer

To transfer a license to another computer, you need to deactivate your product by transferring the activation back to us and re-activate it on the other computer as per steps 1-3 above. Please note that you will need to transfer your product as an Administrator. You may only transfer a license for a maximum of three times.

1. Go to **Start->All Programs->BioDiscovery->Nexus 10.0->ClientActivationUtility**.

2. Click on **Transfer** and select **Yes** to transfer and follow the prompts.

Windows Troubleshooting

Errors encountered such as "flxActAppActivationSend" or "flxActCommonHandleOpen" while activating the license could be due to many reasons such as not being able to connect to our activation server (due to firewall, proxies, etc) or installing as a non-admin user (lacking rights to add license info to your computer).

ERROR: flxActAppActivationSend - (50041,41143,34): If you see the 50041 error code listed, then this indicates that the license machine cannot activate the license since it is being blocked by either a firewall or antivirus software. You will need to allow access to the internet via port 443 and validate that your license server is not blocking the licensing request before proceeding with instructions below.

Try the following:

1. Download the installer again and save it to the computer

2. Right-click and select "run as administrator". This has to be done even if you are logged in as admin. Logging in as admin appears not to be the same as running an installer with "Run as admin".

If you still have problems, then perhaps some of the license management files were not installed correctly. Try the following command line option:

1. Setup the license management libraries:

    Navigate to the following directory with the command prompt:

    C:\Program Files\BioDiscovery\Nexus 10.0\ActivationUtil\win

    Then run the following command from command prompt

    ```
    installanchorservice.exe biod NexusCN
    ```

    If the program is Nexus Expression please replace the directory with the following:

C:\Program Files\BioDiscovery\Nexus Expression 3\ActivationUtil\win

Change the command to

```
installanchorservice.exe biod NexusExp
```

2. Activate the license

    Go to **Start->All Programs->BioDiscovery->Nexus 10.0->ClientActivationUtility**.

    Click on **Activate** and follow the prompt to enter the activation id. If using Nexus Expression go to the Nexus Expression install directory and launch the Client Activation Utility.

If these commands fail, then please send the name of the OS - is it Windows 7 or 8 or MAC (version) or Linux (flavor and version) or try Manual activation as explained earlier, if you haven't yet tried that.

Mac

Note: The activation code can only be used once so please make sure to install your product on the correct computer. You must be connected to the internet to activate your product. If the computer you wish to use is never connected to the internet, please see the section below on Manual Activation.

Mac Node-locked License Activation

Note: El Captain and later OS have a new feature to add security to the rootless account (aka the admin) which may interfere with the installation of the software component related to the license activation. If you have problems after following the steps below please contact BioDiscovery Support.

1. Make sure Oracle Java SE 1.8 JRE from http://www.oracle.com/technetwork/java/javase/downloads/index.html is installed on your computer.

2. Double-click to unzip the downloaded installer zip file.

3. Go to the Terminal and enter (If the Nexus installer was downloaded to the Desktop) :

    ```
    sudo Desktop/Nexus10.0.app/Contents/MacOS/Nexus10.0
    ```

    Or if the installer was downloaded to the Downloads folder:

    ```
    sudo Downloads/Nexus10.0.app/Contents/MacOS/Nexus10.0
    ```

    Then enter the password at the prompt - Note that the password will not show any progression.

    If you don't have the administrator password, please contact your IT department to assist with the installation. Follow the prompts to complete installation.

4. Check the install directory for a local.lic file. If found, delete this local.lic file. You may have this file if you installed a demo version for a trial.

5. If the activation fails to connect to the license server (e.g. due to issues with the permissions on your computer not allowing the activation to work via a GUI or java being blocked), you will see a popup window indicating the failed activation. Select "Generate Activation Script" and enter your activation key at the prompt. The file will be generated in the installation directory (e.g. **/Applications/BioDiscovery/Nexus\ 10.0/**). The file will be called **ActivationScript.sh** and will need to be run from the Terminal application as an administrator with the following command:

```
sudo ./ActivationScript.sh
```

The activation script will run via the command line to connect to our license servers and activate the license. If that is unsuccessful, launch the Client Activation Utility from the Nexus installation directory to do a manual activation.

Mac Manual Activation

1. If you don't have an internet connection or there is a problem with the connection, you may be prompted to choose between "Connect to the internet and try again", "Generate Activation Script", or "Manual Activation". Or if you don't see such a prompt, launch the Client Activation Utility in the product installation directory.

2. Select "Manual Activation", click on "Proceed" and send us (support@biodiscovery.com) the request.xml file as requested in the pop-up message.

3. After receipt of the request.xml file we will send you an initial responseXML.xml file with instructions to complete the activation.

4. Manual activation is a 2-step process. Start the software again after receipt of the initial responseXML.xml file and at the prompt browse to this file and click OK.

5. Then click on Manual Activation and send us the request.xml file again. We will send you the final responseXML.xml file for activation of the license.

6. Start the software again after receipt of the final responseXML.xml file and at the prompt browse to this file and click OK.

Mac License Transfer

To transfer a license to another computer, you need to deactivate your product by transferring the activation back to us and re-activate it on the other computer as per steps 1-3 above. Please note that you will need to transfer your product as an Administrator. You may only transfer a license for a maximum of three times.

1. Start the **ClientActivationUtility** application in **/Applications/Nexus 10.0**.

2. Click on **Transfer** and select **Yes** to transfer and follow the prompts.

Mac Troubleshooting

Errors encountered such as "flxActAppActivationSend" or "flxActCommonHandleOpen" while activating the license could be due to many reasons such as not being able to connect to our activation server (due to firewall, proxies, etc) or installing as a non-admin user (lacking rights to add license info to your computer).

ERROR: flxActAppActivationSend - (50041,41143,34): If you see the 50041 error code listed, then this indicates that the license machine cannot activate the license since it is being blocked by either a firewall or antivirus software. You will need to allow access to the internet via port 443 and validate that your license server is not blocking the licensing request before proceeding with instructions below.

Try the following:

1) Setup the license management libraries

   Navigate to the following directory:

   /Applications/BioDiscovery/Nexus\ 10.0/ActivationUtil/mac

   Then, run the following command

   ```
   sudo ./fnp_setup.sh
   ```

   This should install items that were missing from the install.

2) Activate the license

   Use the following command (all in one line- Note emails get chopped up into shorter lines) in the same directory: Please replace 1111-2222-aaaa-bbbb-1111-2222-aaaa-bbbb in the command below with the activation id sent to you.

   ```
   sudo ./appactutil -served -comm soap -commServer
   http://fno.biodiscovery.com/flexnet/services/ActivationService?ws
   dl -entitlementID 1111-2222-aaaa-bbbb-1111-2222-aaaa-bbbb
   ```

If these commands fail, then please send the name of the OS - is it Windows 7 or 8 or MAC (version) or Linux (flavor and version) or try Manual activation as explained earlier, if you haven't yet tried that.

Linux

Note: The activation code can only be used once so please make sure to install your product on the correct computer. You must be connected to the internet to activate your product. If the computer you wish to use is never connected to the internet, please see the section below on Manual Activation.

Linux Node-locked License Activation

1. **Install Oracle Java 1.8**. Please note that it is vital to install Oracle Java 1.8 as other releases can cause problems. E.g. though Linux Ubuntu typically comes with OpenJDK, Nexus Copy Number is not compatible with this version of Java.

2. Install your product by downloading the bin file. Then change the bin to executable:

   ```
   chmod +x Nexus\ 10.0.bin
   ```

   Run the .bin file.

3. Please check to make sure the files libtsJavaAcc.so and libtsJavaAcc_libFNP.so exist in the Nexus 10.0 install folder. If not please download http://files.biodiscovery.com/downloads/updates/libts_so.zip and unzip to the install folder.

4. Change dir to the ActivationUtil/linux folder with the command below:

   ```
   cd "~/BioDiscovery/Nexus 10.0/ActivationUtil/linux"
   ```

5. Include the current working dir in the LD_LIBRARY_PATH environment variable. Edit the profile file such as ~/.bash_profile to add this line at the end:

   ```
   export LD_LIBRARY_PATH="${PWD}:${ LD_LIBRARY_PATH }"
   ```

6. Enter the command:

   ```
   source ~/.bash_profile
   ```

7. To verify the settings of the LD_LIBRARY_PATH, enter the following command:

   ```
   echo $LD_LIBRARY_PATH
   ```

   Make sure the result includes ~/BioDiscovery/Nexus 10.0/ActivationUtil/linux.

8. Enter the command:

   ```
   sudo ./fnp_setup.sh
   ```
   (This copies the license activation libs to /usr/lib/ or /usr/local/lib)

9. Activate the license by entering the command below replacing aaaa-1111-bbbb-2222-cccc-3333-dddd-4444 with the activation id sent by customer service. Run the command making sure it is all on one line (it has been split up over several lines below due to space constraints to enhance readability):

   ./appactutil -served -comm soap -commServer http://fno.biodiscovery.com/flexnet/services/ActivationService?wsdl -entitlementID aaaa-1111-bbbb-2222-cccc-3333-dddd-4444

   ```
   ./appactutil -served -comm soap
   -commServer http://fno.biodiscovery.com/flexnet/services/ActivationService?wsdl
   -entitlementID aaaa-1111-bbbb-2222-cccc-3333-dddd-4444
   ```

10. Change dir back to the installation folder:

```
cd "~/BioDiscovery/Nexus 10.0"
```

11. Start Nexus with

```
./Nexus\ 10.0
```

Linux Troubleshooting

In case of any problems, please send the error message or screen shots to BioDiscovery Support.

1. If your linux distribution doesn't have lsb-core package then check this link:
   http://fmepedia.safe.com/articles/Error_Unexpected_Behavior/FME-License-Server-will-not-start-on-Linux

2. Please verify license activation with "./**appactutil -view**" from ~/BioDiscovery/Nexus 10.0/ActivationUtil/linux . This will show the expiration date and features of the license.

3. If there is no connection to internet then try Manual Activation below.

Linux Manual Activation

Note that Manual Activation involves sending us files twice. Run all of the following commands with "**sudo**". In case of any problems, please send the error message or screen shots.

1. In the **Nexus 10.0/ActivationUtil/linux** directory, enter the following command at the prompt replacing xxxx with the activation id sent by customer service:
   ./appactutil -served -entitlementID xxxx-xxxx-xxxx-xxxx-xxxx-xxxx -gen request.xml

2. Please send the request.xml file generated by the command to support@biodiscovery.com.

3. After receipt of the request.xml file we will send you the first responseXML.xml file with instructions to complete the activation. Enter at the prompt:
   ./appactutil -process responseXML.xml

4. Repeat the command on line 1.

5. Send us the new request.xml file again.

6. We will send you the second response file responseXML.xml. Enter at the prompt:
   ./appactutil -process responseXML.xml

7. Verify licensing activation with: "./**appactutil -view**". This will show the expiration date and features of the license.

Linux License Transfer

To transfer a license to another computer, you need to deactivate your product by transferring the activation back to us and re-activate it on the other computer as per steps 1-3 above. Please note that

you will need to transfer your product as an Administrator. You may only transfer a license for a maximum of three times.

1. Start the **ClientActivationUtility** script in **the Nexus 10.0 install folder**.

2. Click on **Transfer** and select **Yes** to transfer and follow the prompts.

For command line return of the license <u>enter the following command all on one line</u> replacing FID_xxxxx with the Fullfillment ID (not Activation ID); the Fullfillment ID is obtained by running step 7 above:

```
./appactutil -return FID__xxxxx -comm soap

-commServer http://fno.biodiscovery.com/flexnet/services/ActivationService?wsdl
```

Installation of MultiScale BAM Reference Builder

If you want to derive copy number from NGS in Nexus Copy Number software, you will also need to install the MultiScale BAM Reference Builder. The ability to derive CNV and BAF from NGS data is license based and you may or may not have a license that supports this feature. If you have any questions about this, please contact BioDiscovery Customer Service.

To install the Reference Builder, follow the instructions for Installation of Nexus Software on Client Computer specific to your OS and substituting the MultiScale Reference Builder downloaded file. The Reference Builder will be installed separate from your Nexus Copy Number installation but in the same parent folder, "BioDiscovery".