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1 PURPOSE OF THIS DOCUMENT

This document describes ASA installation and update steps in a network environment.

ASA version: 1.9 or higher

2 SERVER SPECIFICATION AND NETWORK LAYOUT

2.1 SERVER SPECIFICATION

For normal use, a server with a CPU speed of about 1GHz should be sufficient. The CPU speed is not as critical to running an ASA server as the amount of RAM available and the speed and cache of the hard disk. The hard disk space needed for a complete Japanese market installation is about 5GB. The recommended RAM prerequisite for up to 5 concurrent users is 256 MB.

For 10 concurrent users or more, the server should have 512 MB RAM. From a performance side, the more RAM available the better but it will still work with less (with the corresponding performance hits). To ensure the data can be accessed fast enough from the hard disk, it should have at least a speed of 7200 rpm. A minimum 8 MB cache should also be a part of the hard disk specification.

For example, high traffic on a server can be caused by several power users which in turn may require upgrading the RAM of the server (an increase in memory) and/or installing a faster hard disk system (SCSI disks, a RAID system or a combination thereof).

The ASA server should be installed on a system which based on the Windows system technology (e.g. Windows 2000 Server). The operating system which is chosen should, ideally, be compatible with and suited for the hardware used (i.e. RAID support).

The speed of the network connection depends not only on the 100 MBit, full duplex connection but also on the amount of traffic in the LAN and the server itself at the time of use. The number of switches and hubs used can also have a negative effect on the performance and answer times of the server. VPN connections are normally not sufficient for productive working.

Note

The performance of the server is, to a great degree, influenced by the behaviour of the individual users and it is therefore very difficult to make exact specifications which take all these factors into account.

Important: ASA is not designed or developed for terminal server usage, however, it runs under special conditions. Please refer to the guide ASA Network installation in Terminal server environment.
2.2 NETWORK LAYOUT TYPES

In a network environment ASA can be installed as an ASA client. This means that the ASA client reads the ASA data which reside on a server in the network (data sharing).

The basic workflow of installing ASA in a network environment:

1. The network administrator installs network ASA on a dedicated ASA server.
2. ASA is installed on each client PC by mapping the shared folder on the ASA server and running the setup_MXX.exe for the respective market.
3. Set at least one client installation as an administrative client to run the online updates.

There are two basic network layouts (1a, 1b and 2). For each layout a different type of security device is necessary.

**LAYOUT 1a: HASP NET key**

![Diagram of network layout]

*Figure 1: Recommended network layout for the HASP NET key.*
**LAYOUT 1b: HASP NET key connected to different server**

![Diagram of network layout](image)

**Note**

We do not recommend setting up multiple HASP NET devices in same network since the HASP NET keys do not share unused licences among each other (no license balancing).
2.3 Types of Security Devices

The following security devices may come with your ASA StarterKit:

<table>
<thead>
<tr>
<th>Security Device</th>
<th>Explanation</th>
<th>Image</th>
</tr>
</thead>
<tbody>
<tr>
<td>HASP HL</td>
<td>Single user license USB security device to access ASA</td>
<td>![HASP HL image]</td>
</tr>
<tr>
<td>HASP Net</td>
<td>Multiple user licenses USB security device to access ASA (server device)</td>
<td>![HASP Net image]</td>
</tr>
</tbody>
</table>
3 NETWORK ASA SERVER INSTALLATION (FOR SERVER ADMINISTRATOR)

Note

- Please install ASA (first time installation for each market) as administrator.
- Please close any applications before starting the ASA installation - this includes security software (like firewall, antivirus software, etc) that could prevent the successful installation of ASA.
- Do not setup multiple HASP NET devices in same network.

3.1 ASA NETWORK INSTALLATION ON SERVER

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Files Currently on the Disc (3)</td>
<td>Run the setup.exe located in the root folder of your ASA DVD.</td>
</tr>
<tr>
<td></td>
<td>Initial installation of ASA: Do not connect any security device until installation is completed.</td>
</tr>
<tr>
<td></td>
<td>Installation of additional ASA markets: Leave your security device connected.</td>
</tr>
</tbody>
</table>

Step 2

Note: You won't see the driver installation screen if the installation wizard finds a valid security device.
Option A (for Layout 1a – see also Figure 2): HASP NET will be connected to this server

Select HASP HL

And select **This is a server device and connected to this computer**

Then click the **Finish** button.

Option B (for Layout 1b or 2): Server device will not be connected to this server, i.e.:
- Single HASP HL connected to each client, or
- HASP NET will be connected to another computer

Select **HASP HL**

**Note:** If you are going to use HASP NET on another computer, please refer to Ch. 3.2)

**Step 3**

The next step is to install ASA onto the server.

Click on the **Custom Install** radio button and then on the **Next** button.
**Step 4**

Select the hard disk drive and the **Network** radio button.

And then click the **Next** button.

**Step 5**

Click the **Next** button.

(ASA Installation starts)

**Step 6**

Click the **Finish** button.

(All the relevant files are copied to your ASA server now.)

For Option A (Layout 1a) in Step 2 connect the server security device now before starting any installation on client computers.
### Step 7

<table>
<thead>
<tr>
<th>MMC</th>
<th>ASA</th>
<th>ASA_SERVER</th>
<th>M00</th>
<th>M50</th>
</tr>
</thead>
</table>

Share **ASA_SERVER** folder (read only privileges are sufficient for the regular clients – refer to Chapter 6 for more details).
3.2 SECURITY DEVICE INSTALLATION (OPTIONAL FOR LAYOUT 1B)

In case the HASP NET key is attached to another computer.

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On the HASP server, insert the DVD and run the <code>setup_dongle.exe</code> from the Mxx*\HaspHL folder.</td>
</tr>
<tr>
<td></td>
<td>Select HASP HL</td>
</tr>
<tr>
<td></td>
<td>And select <strong>This is a server device and connected to this computer</strong></td>
</tr>
<tr>
<td></td>
<td>Then click the <strong>Finish</strong> button.</td>
</tr>
<tr>
<td></td>
<td>After device driver has been installed, please connect the server security device.</td>
</tr>
</tbody>
</table>

*: Mxx means:
M00 for Japanese market
M50 for North American market
M60 for European market
M70 for Australian market
M80 for other market
## 4 ASA CLIENT INSTALLATION

### Note
- Please install ASA (first time installation for each market) as administrator.
- Please close any applications before starting the ASA installation - this includes security software (like firewall, antivirus software, etc) that could prevent the successful installation of ASA.

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Asa_server on \Yokohama Server (10.37.27.95) (M)" /></td>
<td>Start Windows Explorer and then map the shared ASA_SERVER folder to a drive. E.g. <code>\server-name\ASA_SERVER</code> to the drive M: <strong>Note:</strong> Do not use UNC path.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="File Folder" /></td>
<td>Run the <code>setup_Mxx.exe</code> on the mapped drive. E.g. <code>setup_M00.exe</code> to start the client installation of the Japanese market.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 3</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> You won't see the driver installation screen if the installation wizard finds a valid security device – proceed with Step 4.</td>
<td></td>
</tr>
</tbody>
</table>
Option A: Server device (see also Layout 1a or 1b)

Select HASP HL

And select This is a server device, but connected to another computer.

Enter the IP address of that computer.

Then click the Finish button.

Option B: Local device (see also Layout 2)

Select HASP HL.

And then click the Finish button.

Option C

Server device will be connected to this computer

Select HASP HL

And select This is a server device and connected to this computer

Then click the Finish button.
Step 4

Click the Next button.

Note: The ASA client will be installed on the C: drive of your computer.

Step 5

Click the Next button.

(ASA client installation starts)

Step 6

Please connect device to your computer before clicking the Finish button (Option B or C).

OR

Make sure the security device is connected to the computer with the specified IP address (Option A) before clicking the Finish button.
5 SWITCH BETWEEN SERVER AND LOCAL SECURITY DEVICE

5.1 CHANGE FROM SERVER TO LOCAL HASP ON THE ASA CLIENT

If you previously used a server HASP device to access ASA and wish to switch to a local HASP device, you may need to install the appropriate HASP drivers.

Note

- Please close any applications that are running
- If security software (like firewall, antivirus software, etc) prevents ASA from installing, please disable the security software during installation
- Do not connect any security device to your computer.

Step 1

Explanations

Start the device driver installation from the server by double-clicking Mxx\HaspHL\setup_dongle.exe in the mapped drive.

Step 2

Check the HASP HL checkbox and click the Finish button.

Step 3

Please connect a local HASP before starting ASA.
5.2 CHANGE FROM LOCAL TO SERVER HASP

If you previously used a local HASP device to access ASA and wish to switch to a server HASP device, you may need to install the appropriate HASP drivers.

**Note**

- Please close any applications that are running
- If security software (like firewall, antivirus software, etc) prevents ASA from installing, please disable the security software during installation
- Do not connect any security device to your computer.

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Device Driver Installation" /></td>
<td>Start the device driver installation from the server by double-clicking <code>Mxx\HaspHL\setup_dongle.exe</code> in the mapped drive.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th></th>
</tr>
</thead>
</table>
| ![Select HASP HL](image) | Select **HASP HL**  
And select **This is a server device, but connected to another computer.**

Enter the IP address of that computer.  
Then click the **Finish** button. |
# 6 ADMINISTRATIVE CLIENT

## 6.1 ROLE AND RESPONSIBILITY OF ADMINISTRATIVE CLIENT

Update ASA program and data on the ASA server remotely via the ASA client. User must have “write” privileges on the ASA_SERVER folder.

### 6.1.1 ONLINE UPDATE

Online update is enabled only for the Administrative client to update the ASA program and data (including country specific ADD-ON data, if applicable) on the ASA data server. All ASA clients (after restarting) will then use the latest ASA data and install the latest ASA program.

Please refer to ASA Online Update manual for details.

### 6.1.2 EXTERNAL PRICE UPDATE

Only the Administrative client can update external prices of the ASA data server. ASA clients which select “External Price Data” use the external price data on the server. All the ASA clients which installed from the same ASA_SERVER folder regardless of the market use the same external price data, e.g. the same part numbers in M00 and M50 share the same price data.

Please refer to ASA External Price update manual for more details.

## 6.2 HOW TO SET UP THE ADMINISTRATIVE CLIENT

### Step 1 (client)

To become an administrative client, run the `ASAdminClient.EXE` in the mapped server drive (e.g. `M:\MMC\ASA_SERVER\Mxx\Server` folder).

Click **Enable Admin Client**, then click the **Finish** button.
### Step 2

<table>
<thead>
<tr>
<th><strong>ASA Admin Client</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ASA Admin Client has been enabled</td>
<td></td>
</tr>
<tr>
<td><strong>OK</strong></td>
<td></td>
</tr>
</tbody>
</table>

Click the **OK** button.
7 UPDATE OF ASA SERVER/CLIENT

There are 2 ways to update data and program on the ASA server:

1. Update via DVD (chapter 7.1)
2. Run the online update using an ASA Administrative client (see ASA Online Update manual for details)

**IMPORTANT**: From ASA version 1.7, the **StartUpdate_EPC.EXE** program is no longer supported.

### Note

A new ASA version is usually only distributed by DVD.

### 7.1 UPDATE OF ASA SERVER BY DVD (FOR SERVER ADMINISTRATOR)

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run the <strong>setup.exe</strong> located in the root folder of your ASA DVD.</td>
<td></td>
</tr>
</tbody>
</table>

| Step 2 | |
|--------| |
| Click on the **Custom Install** radio button and then on the **Next** button. |
ASA Installation and Update Guide

**Step 3**

Select the hard disk drive and **Network** radio button.

And then click the **Next** button.

**Step 4**

Click the **Next** button.

(ASA Installation starts)

**Step 5 (conditional)**

This dialog appears, when the ASA version on the ASA DVD is newer, but the data update level is the same or lower than the current ASA installation.

Select **Program update only** or **Program update and data downgrade**, then click **Finish** button.

Either way, the new version of ASA is installed.
This dialog appears, when ASA program version on DVD is older than current ASA installation.

**Yes**: continue to install older version of ASA and data from DVD.

*(Please close all the ASA client connections before proceeding)*

**No**: cancel ASA update from this DVD

This dialog appears, when ASA data on DVD is same or older than current ASA installation.

**Yes**: continue to install same or older ASA data from DVD.

**No**: cancel ASA update from this DVD

**Step 6**

Click the **Finish** button to close ASA installer.
### 7.3 UPDATE OF ASA CLIENT

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Mitsubishi ASA Icon]</td>
<td>When the client starts, it checks for a newer ASA version on the server.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>![ASA Message Screen]</td>
<td>If a program update is necessary, ASA displays a message window. Click the OK button.</td>
</tr>
</tbody>
</table>

### 8 FAQ

*: Mxx means:  
M00 for Japanese market  
M50 for North American market  
M60 for European market  
M70 for Australian market  
M80 for General Export markets
### No.1 When I start my ASA client I get an HASP error 7.

**Possible causes/Explanation**

1. Your single station HASP dongle is not connected to the client PC
2. The NET HASP dongle is not connected to a PC or the PC is off
3. The ASA client cannot "see" the NET HASP dongle because it is in another subnet
4. The port 475 has not been opened to TCP / UDP traffic in the internal firewall separating the client and the NET HASP dongle server

**Countermeasures**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The HASP dongle is not connected to your computer</td>
</tr>
<tr>
<td></td>
<td><strong>Step 1</strong> Connect the HASP dongle to your computer</td>
</tr>
<tr>
<td>2</td>
<td>The NET HASP dongle is not connected to the server or the server is not on</td>
</tr>
<tr>
<td></td>
<td><strong>Step 1</strong> Connect the NET HASP dongle</td>
</tr>
<tr>
<td></td>
<td><strong>Step 2</strong> If the NET HASP dongle is connected, ensure that the server is on and online.</td>
</tr>
<tr>
<td>3</td>
<td>ASA needs to know the IP address of the NET HASP dongle server</td>
</tr>
<tr>
<td></td>
<td><strong>Step 1</strong> Go to either the MMC\ASA_SERVER\Mxx\HaspHL folder on the server or Mxx\HaspHL folder on the DVD.</td>
</tr>
<tr>
<td></td>
<td><strong>Step 2</strong> Copy a file called &quot;nethasp.ini&quot; to your local program folder (C:\MMC\ASA_SERVER\Mxx\PROG)</td>
</tr>
</tbody>
</table>
|   | **Step 3** Open the "nethasp.ini" file in a text editor and replace the following entry  
|   | ;NH_SERVER_ADDR=127.0.0.1  
|   | with  
|   | NH_SERVER_ADDR=the IP address of the PC to which the dongle is connected  
|   | Save the file. |
### 4

Open the firewall port to let TCP and UDP traffic through

**Step 1**
Ask your administrator to open port 475 for TCP and UDP traffic. Refer to your firewall user's manual to carry out this step for a desktop firewall.

### No. 2 What does error 31 mean?

<table>
<thead>
<tr>
<th>Possible causes/Explanation</th>
<th>1 The appropriate license for your market is not available on the dongle.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 The license manager service is:</td>
</tr>
<tr>
<td></td>
<td>a. not installed</td>
</tr>
<tr>
<td></td>
<td>b. not running</td>
</tr>
</tbody>
</table>

**Countermeasures**

1. Update your dongle with the required license(s). For more information, please refer to the ASA HASP NET License Changes document.

2. a. Install the drivers for the server dongle on the server

   **Step 1**
   Start the "setup_dongle.exe" (see Section 5.1 Step 1)

   **Step 2**
   Select "HASP HL" and "This is a server device and connected to this computer" (see Section 3.1.1 Step 2 Option A)

   b. Restart the service (if the appropriate drivers were installed)

   **Step 1**
   Select Control Panel → Administrative Tools → Services on the dongle server

   **Step 2**
   Start the service "Hasp loader"
### No. 3 What does error 4 mean?

| Possible causes/Explanation | Too many users are trying to connect to use ASA at the same time. There are not enough licenses available. |

### Countermeasures

1. Either upgrade the number of licenses available for your network (please refer to the ASA HASP NET License Changes document for more information) or reduce the number of users using the ASA concurrently.

### No. 4 During the installation a language selection screen shows up.

**Possible causes/Explanation**

This can occur when you use a Windows setting that does not correspond to one of the languages listed e.g. an Australian Windows uses English but only US and UK English are supported.

### Countermeasures

1. Select the language appropriate for your from the list and click the OK button.
No. 5 The driver selection screen does not show up! What does it mean?

Possible causes/Explanation

The drivers are not needed. For example, if you have a NET HASP in your network and you start the client installation, you may not see this screen because no driver installation is needed to use a NET HASP. Or you already connected your single station dongle to your PC before carrying out the installation.

Countermeasures

1. No countermeasures required.

9 ABOUT

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