Sibelius® Licence Server Guide

Contents

Chapter 1: Introduction

Sibelius Server Licences

Two types of Sibelius site licence are available:

- Stand-alone site licences
- Network site licences

Sibelius Network site licences operate on a *client-server* model. The *client* is the Sibelius program itself, which is installed on the local hard drive of each of remote workstation on the network. The *server* is the separate Licence Server program, which is installed on a single designated server machine networked with the remote clients.

The Licence Server authorizes the designated number of licenced client copies to run on clients connected to the network simultaneously. These are known as *floating licences*, because they are not tied to any particular computer on the network. Any computer with the software installed can connect to the Licence Server, assuming the Licence Server has seats available. It also lets you send messages to users of the client copies, and close copies down from the server machine.

When used with supported Avid products, the Licence Server lets you specify whether or not client machines (such as students' personal computers) can temporarily move licences from the Licence Server to their own machines so that they can run the software even when not connected to the Licence Server. These are known as *check out licences*, because the client (student) checks out the licence from the Licence Server. This reduces the number of floating licences available by one until the client either checks it back in, or it expires, at which point the licence is automatically returned to the pool of floating licences so that it can be used on a different computer.

The Licence Server itself does not have a graphical user interface. It runs in the background, detecting requests from client copies of Sibelius on the network. The server is configured and managed using the Licence Server Control Panel, which you can run either on the computer on which the Licence Server is installed or from another workstation.

The Licence Server and Licence Server Control Panel programs are supplied on the main Sibelius DVD-ROM or as a separate download from your myAvid account, but they must be installed separately from the Sibelius application itself.

System Requirements and Compatibility Information

Avid can only assure compatibility and provide support for hardware and software it has tested and approved.

For complete system requirements and a list of qualified computers, operating systems, hard drives, and third-party devices, visit:

www.avid.com/compatibility

The Sibelius Licence Server and the Licence Server Control Panel has been tested on the following operating systems:

- Windows 7 64-bit
- Windows 8 64-bit
- Mac OS X 10.9.5
- Mac OS X 10.10.3

Sibelius requires a network using the TCP/IP protocol. (Your network may use other protocols in addition to TCP/IP, but TCP/IP must be present in order for the Licence Server to communicate with the client copies.) If you use a firewall on your network, ensure that port 7312 is open both for TCP/IP and UDP traffic.

Documentation Conventions

This documentation uses the following conventions to indicate menu choices, keyboard commands, and mouse commands:

Convention	Action
File > Save	Choose Save from the File menu
Control+N	Hold down the Control key and press the N key
Control-click	Hold down the Control key and click the mouse button
Right-click	Click with the right mouse button

The names of Commands, Options, and Settings that appear on-screen are in a different font.

The following symbols are used to highlight important information:

User Tips are helpful hints for getting the most from Sibelius.

Important Notices include information that could affect Sibelius.

Shortcuts show you useful keyboard or mouse shortcuts.

Cross References point to related sections in this guide and other Avid documentation.

Chapter 2: Installation

Installing Sibelius Licence Server on Mac OS X

If you are upgrading your Licence Server from any earlier version of Sibelius, see "Upgrading on Mac OS X" on page 4.

Installing the Sibelius Licence Server on the Server Computer

The Licence Server and the associated Control Panel application should be installed to the Applications folder on your Mac's system volume, and scripts are installed in the /Library/StartupItems folder so that the Licence Server starts automatically when your computer starts up. After installing the Sibelius Licence Server, you must restart your computer.

It is strongly recommended that you use the default installation locations so that all the files are installed to the correct locations. If you want to install the Licence Server to another location on your computer, you will have to manually edit the scripts in /Library/StartupItems and /Applications/Sibelius Licence Server after installation. This is not something that inexperienced network administrators should attempt!

To install the Sibelius Licence Server on Mac:

1 Make sure you are logged in as an Administrator for the account where you want to install the Sibelius Licence Server.

2 Download the Sibelius Licence Server Installer from your online myAvid account or insert the DVD installer into your computer disc drive.

3 Open the disc image.

4 Locate and double-click Install Sibelius Licence Server.

5 Follow the on-screen instructions to continue installation.

6 During the installation process you are given the option of specifying a different location for the installation from the default. However, it is strongly recommended that you use the default installation locations so that all the files are installed to the correct locations.

7 Once the installation is complete, click Restart.

Uninstalling the Sibelius Licence Server

To uninstall the Licence Server:

1 Run the Terminal (/Applications/Utilities).

2 In the Finder, locate the Sibelius Licence Server folder inside Applications folder.

3 Drag the uninstall.sh file onto the Terminal window.

4 /Applications/Sibelius\ Licence\ Server/ uninstall.sh appears in the Terminal window.

5 Press Return.

6 When prompted, provide your administrator password.

7 The Terminal posts a few messages as the Licence Server is uninstalled.

8 Once the Licence Server has been uninstalled, registration data is also removed. If you subsequently reinstall the Licence Server on the same computer, you will have to re-register and re-configure it.

Installing Sibelius Licence Server on Windows

If you are upgrading your Licence Server from any earlier version of Sibelius, see "Upgrading on Windows" on page 5.

Installing the Sibelius Licence Server on the Server Computer

To install the Sibelius Licence Server on Windows:

1 Make sure you are logged in as an Administrator for the account where you want to install the Sibelius Licence Server.

2 Download the Sibelius Licence Server Installer from your online myAvid account or insert the DVD installer into your computer disc drive.

3 Locate and run LicenceServer Installer.exe.

4 Follow the on-screen instructions to continue installation.

5 By default, the Licence Server is installed in the folder C:\Program Files\Avid\Sibelius Licence Server (or C:\Program Files (x86)\ on a 64-bit system). You can specify a different location, though this is not recommended. If you do specify an alternate location, ensure that the Administrator group of users has full read and write access to the folder you have specified.

6 When the Install Wizard is done, click Finish.

If you have a firewall active, you may see a window appear telling you that the Sibelius Licence Server is trying to access the Internet: this is normal and happens when the Windows service is started for the first time. Choose the option that this program is safe to access the Internet.

Depending on the specific firewall you are using, you may not receive a notification at this point, in which case you should now go to your firewall control panel and open port 7312 for both TCP and UDP traffic.

Uninstalling the Licence Server

To uninstall the Licence Server:

1 Choose Start > Control Panel, then double-click Programs and Features.

2 In the list of installed programs, select Sibelius Licence Server

3 Click Uninstall.

4 Follow the on-screen instructions to uninstall the Sibelius Licence Server.

Once the Licence Server has been uninstalled, the registration data is also removed. If you subsequently reinstall the Licence Server on the same computer, you will have to re-register and reconfigure it.

Upgrading on Mac OS X

To upgrade your network site licence from a previous version of Sibelius, you will need to upgrade both the Licence Server and all the client machines.

To upgrade the Licence Server:

▪ If you are upgrading from Sibelius 1, 2, 3, 4, or 5.0, do the following:

• Run the Terminal (/Applications/Utilities).

• Change to the root user (sudo bash -login), navigate to the folder that contains the Licence Server (cd /usr/local/bin) and run the script called stop_licence_server (./stop_licence_server).

- If you have set the old version of the Licence Server to run on start-up (for example, by specifying that it should run in /etc/rc.local, you should also disable this. You can disable the line in question by adding a # character at the start of the line. If you followed the instructions supplied with the previous version, the line probably looks like this:

  /usr/local/bin/start_licence_server

  so edit it so that it looks like this:

  # /usr/local/bin/start_licence_server

- You should also delete the old Licence Server executable and the three associated scripts. Again, these will normally be found in /usr/local/bin.

- If you are upgrading from Sibelius 5.1, do the following:
  - Run the Terminal (/Applications/Utilities).
  - Type sudo /Applications/Sibelius\ Licence\ Server/uninstall.sh and press Return.
  - When prompted, provide your administrator password.
  - You will see a few messages output to the Terminal window as the Licence Server is shut down and deleted.

- If you are upgrading from Sibelius 6, do the following:
  - Run the Terminal (/Applications/Utilities).
  - Type sudo /Applications/Sibelius\ 6\ Licence\ Server/uninstall.sh and press Return.
  - When prompted, provide your administrator password.
  - You will see a few messages output to the Terminal window as the Licence Server is shut down and deleted.

- If you are upgrading from Sibelius 7 or 7.5, do the following:
  - Run the Terminal (/Applications/Utilities).
  - Type sudo /Applications/Sibelius\ 7\ Licence\ Server/uninstall.sh and press Return.
  - When prompted, provide your administrator password.
  - You will see a few messages output to the Terminal window as the Licence Server is shut down and deleted.

You can now install, register, configure, and run the Sibelius Licence Server according to the instructions in "Installing Sibelius Licence Server on Mac OS X" on page 3.

Upgrading on Windows

To upgrade your network site licence from a previous version of Sibelius, you will need to upgrade both the Licence Server and all the client machines.

To upgrade the Licence Server:

1 Quit the Licence Server on the computer on which it is installed (refer to the documentation with your version of Sibelius Licence Server for instructions).

2 If you have the Licence Server installed as a Windows service, uninstall it as follows:
  - *For Sibelius 1, 2 and 3:* go to the Licence Server console and type **uninstall**
  - *For Sibelius 4:* open a command window (by clicking **Start**, typing **cmd** and hitting **Return**), navigate to the folder that contains the Licence Server and type:
  - LicenceServerV4 –v –uninstall

- *For Sibelius 5.0:* open a command window (by clicking **Start**, typing **cmd** and hitting **Return**), navigate to the folder that contains the Licence Server and type:
- LicenceServerV5 –v –uninstall
- *For Sibelius 5.1 or later:* uninstall **Sibelius Licence Server** via **Programs and Features**. This will stop and uninstall the service, and remove all the necessary files.
- *For Sibelius 6:* uninstall **Sibelius 6 Licence Server** via **Programs and Features**. This will stop and uninstall the service, and remove all the necessary files.

⚠ *It is very important to uninstall the service in the correct way to avoid leaving a service that can't be removed.*

3 Delete the folder containing the old Licence Server to avoid confusion with the later version.

Running Multiple Licence Servers

The Sibelius Licence Server can coexist with licence servers for previous versions of Sibelius between Sibelius 3 and Sibelius 7.5, and may be run simultaneously and installed concurrently on the same server.

If you need to do this, it is necessary that you change the port number used by at least one of the licence servers. It may be simplest to change the port number used by the new Sibelius Licence Server.

1 Temporarily stop your existing Licence Server, consulting the documentation that was supplied with that version of the Licence Server.

2 Install the Sibelius Licence Server.

3 Change the port number used by the Sibelius Licence Server, following the instructions in "Changing the Port Used by the Licence Server" on page 31.

4 Restart your existing Licence Server, consulting the documentation that was supplied with that version of the Licence Server.

When signing on a client copy for the first time to a licence server with a different port number, the syntax for the server IP address will be, for example,192.168.1.183:8989 (where 8989 is whatever new port you have chosen).

📄 *If you want to continue running Sibelius 3 or 4, but do not have the most up-to-date Licence Server, visit www.sibelius.com/helpcenter/ upgrades.html#network to download the latest version.*

Installing Sibelius on Client Computers

Once you have installed and configured the Licence Server, you need to install the Sibelius client application on each client machine you want to use with the Licence Server. Refer to the separate Sibelius Installation Guide for complete installation instructions.

⚠ *It is essential that Sibelius or Sibelius First be installed on the local hard disk of each client machine. It cannot be installed on a network drive or a virtual disk.*

Number of Seats Available on the Network

You can install on all the client computers using the same installer; as long as all your computers are connected on the same network via TCP/IP and can thus see the machine running the Licence Server, they can share the same licence.

You can install Sibelius or Sibelius Student on as many computers as you like, but the Licence Server will only allow as many copies as are licenced to be run simultaneously; for example, you could install Sibelius on 30 computers, but if you only have a licence for 10 copies, only 10 copies will be able to run simultaneously.

Note that, regardless of how many copies you have bought, you will only receive one Sibelius Installer. Use this installer on each machine where you want to install Sibelius. It is valid for the appropriate number of licences purchased.

Install Sibelius on each of your client machines following the instructions in the separate Sibelius Installation Guide.

On Windows only, you can install Sibelius on each client machine using a special command that will automatically set the Licence Server address at installation time, rather than when running the client for the first time. For more information, visit avid.force.com/pkb/ articles/en_US/how_to/en396971

Running for Sibelius for the First Time

When you run each client copy of Sibelius for the first time, it will attempt to detect the Licence Server on the local network automatically. Ensure that the Licence Server is running and activated before you run a client copy of Sibelius for the first time (see "Activating the Licence Server" on page 11).

If Sibelius is able to find the Licence Server, it will prompt you during start-up whether you want to connect to that Licence Server: select the Licence Server from the list in the dialog, and click OK. This step only needs to be done the first time you run Sibelius: once you have chosen a Licence Server, Sibelius will always look for that Licence Server every time it starts, and it will not run if the Licence Server cannot be found.

If Sibelius is not able to find the Licence Server, a dialog will appear telling you that Sibelius is running in trial mode, with four buttons. Click Specify Licence Server to manually specify the location of the machine running the Licence Server. You should supply this information as an IP address (for example, 192.168.1.100) or you can specify the server name (for example, server). You can also enter the port on which the Licence Server is running (for example, 192.168.1.100:8989), although there is no need to do this unless you have explicitly changed it when setting up the Licence Server – see "Configuring the Licence Server" on page 9.

This information is stored on the client computer and does not need to be entered again.

Sibelius contacts the server over the network in order to get permission to run. If the maximum number of licenced copies has not been exceeded, it will start up and run normally. If the maximum number of copies has been reached, a message will inform you of this and Sibelius will quit.

As the networked copies of Sibelius run, they remain in contact with the server, which maintains a list of copies running. Should a client machine crash or become disconnected for some reason, the Licence Server will remove that copy from the list. If a copy of Sibelius cannot contact the Licence Server, it will quit, allowing the user to save their work first.

Note About Subnet Masks

A subnet mask is used on a TCP/IP network to determine which IP addresses belong to the individual network, or subnet. For example, a typical network uses IP addresses in the range 192.168.1.n (where n is an integer from 0–255); in this example, the subnet mask would be 255.255.255.0, signifying that only the last digit of the IP address of each client machine on the network may be variable. The final digit of the subnet mask address varies according to the precise range of the subnet: a value of 0 allows the full range of 0–255 to be used in the IP addresses of the client machines.

In some cases, particularly where a network uses dynamically-assigned IP addressing (via DHCP), the subnet mask on the machine running the Sibelius Licence Server may not be correctly configured to allow access by all client machines on the network.

The symptoms of this problem are as follows:

- Sibelius cannot find the Licence Server on the network, but;
- It is possible to ping the server machine from the client machine and vice versa.

If you experience the above problem, review the subnet mask settings on both machines. If your network uses a router to control access from one subnet to another, the router will take precedence over the subnet mask setting.

Upgrading the Client Machines

To upgrade each of the client machines, use the Sibelius installer and follow the instructions in the separate Sibelius Installation Guide.

When you first run Sibelius, the splash screen warns NOT ACTIVATED as the program is loading (because it has not yet been registered by the Licence Server over the network). This warning changes to Network User once the program is given permission to run by the Licence Server.

Chapter 3: Configuration

Configuring the Licence Server

Terminology

Before we get into the details of how to configure the Licence Server, some important terms are defined here:

Server This is the Licence Server program itself, as opposed to a *service* (see below).

Service A process on your computer that runs in the background performing one or more specific tasks. Many services are started automatically when your computer runs, or when a specific user logs in. The Licence Server is intended to be run as a service, meaning that it will be started automatically when the computer is started.

Licence Server States

When the Sibelius Licence Server is running, it can be in one of four different states, which are normally passed through in order, as follows:

Installed Simply running the installer achieves this state.

Running the Service The installer also automatically starts the service.

Activated You have to provide the Licence Server with its activation information (the System ID and Activation ID) in order to move into the final state.

Running the Server As soon as the Licence Server is activated, it becomes fully operational, and can authorize client copies of Sibelius.

You can stop and restart the Licence Server at any time using the Licence Server Control Panel; when you restart it, it will return to the same state as when you stopped it.

Once the Sibelius Licence Server reaches the fourth and final state (running the server), it is ready to use.

Running the Licence Server Control Panel

In order to see the status of the Licence Server and make changes to its configuration, you use the Licence Server Control Panel. You can run the Control Panel either on the same machine that the Licence Server is installed, or on another workstation.

To run the Licence Server Control Panel:

- On Mac, navigate to the Applications/Sibelius Licence Server and double-click the Sibelius Licence Server Control Panel icon.

- On Windows, choose Start > Control Panel and then double-click Sibelius Licence Server Control Panel. If you do not see the icon in Control Panels, choose Programs > Avid > Sibelius > Sibelius Licence Server Control Panel.

Sibelius Licence Server Control Panel
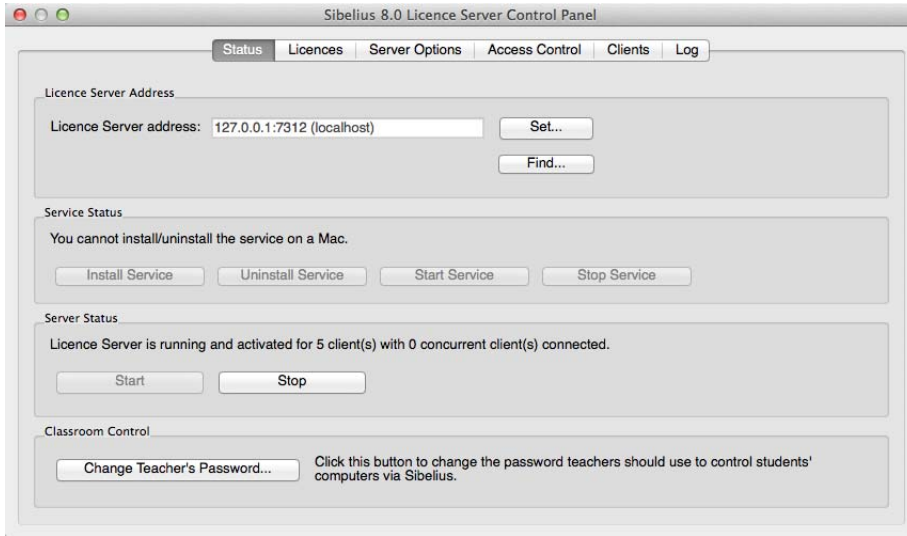
There are six pages in the Control Panel. The options on each of these pages are discussed in detail in the following pages.

Server Status Shows the status of the server at a glance, and allows you to perform the essential configuration tasks: locating the server; starting and stopping the service (Windows only); starting and stopping the server; and setting the teacher's password for Sibelius's Classroom Control feature.

Licences Is where you register your Licence Server, allowing you to specify how many floating licences of Sibelius (or Sibelius First) you can run simultaneously, and how many (if any) copies can be temporarily checked out onto student computers disconnected from the network.

Server Options Lets you set some more advanced properties of the server, including log verbosity (i.e. how detailed the logs should be), how long the client time-out should be, and what port the server should run on. You can also run some very useful diagnostics on the Licence Server from this page.

Access Control Determines which computers can connect to the Licence Server, both for authorizing Sibelius clients and for determining which machines can be used to run the Control Panel to configure the server.

Clients Shows details of the clients that are currently connected to the server, and allows you to send messages to them, or close the clients down.

Log Shows the Licence Server log file, useful for diagnostics.

Activating the Licence Server

Connecting to the Licence Server

At the top of the Server Status page of the Control Panel, you can see the IP address of the Licence Server to which the Control Panel is connected.

By default, the Control Panel assumes that the Licence Server is running on the same machine, which is represented by the special IP address 127.0.0.1, on the default port (7312).

You can tell whether or not the Control Panel has successfully connected to the Licence Server by reading the status message in the Server Status group at the bottom of the page.

If the Control Panel has successfully connected to the Licence Server, you will see the following status message.
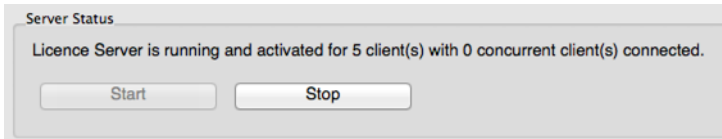
If you see this message, skip down to <Reference to topic>Adding a Licence to the Licence Server on page 15.

Failed Connection

If the Control Panel is unable to connect to the Licence Server, you will see the following message for Server Status: Licence Server is not responding.
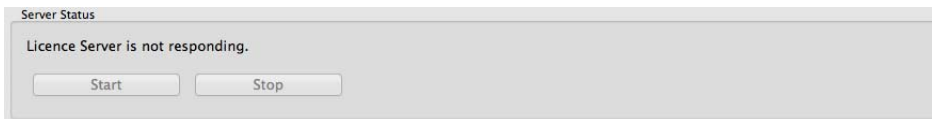
If you encounter this message do the following:

- Click the Find button at the top of the page. The Control Panel will then search your local network for running Licence Servers. If multiple running servers are found, you will be prompted to choose which Licence Server to connect to. If, on the other hand, you are told that No Licence Servers were found on your subnet, or if one or more servers appears, but not the one you expect to see. Do the following:
  - Check your firewall rules. Make sure that port 7312 is open for both TCP and UDP traffic, then click Find again.
  - If Find reports no licence servers, click Set.

The Set Licence Server Address dialog appears.
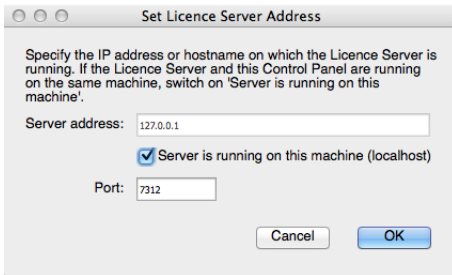
- If the Licence Server is running on the same machine from which you are running the Control Panel, make sure that Server is running on this machine (localhost) is enabled.
- If the Licence Server is running on another machine, type the IP address of the machine.

- If you still can't connect, check that the Licence Server process is running by doing one of the following:
  - On Windows, run the Services management console (choose Start, then type services.msc and press Return). In the list of services, look for Sibelius Licence Server and check that Status is set to Started.
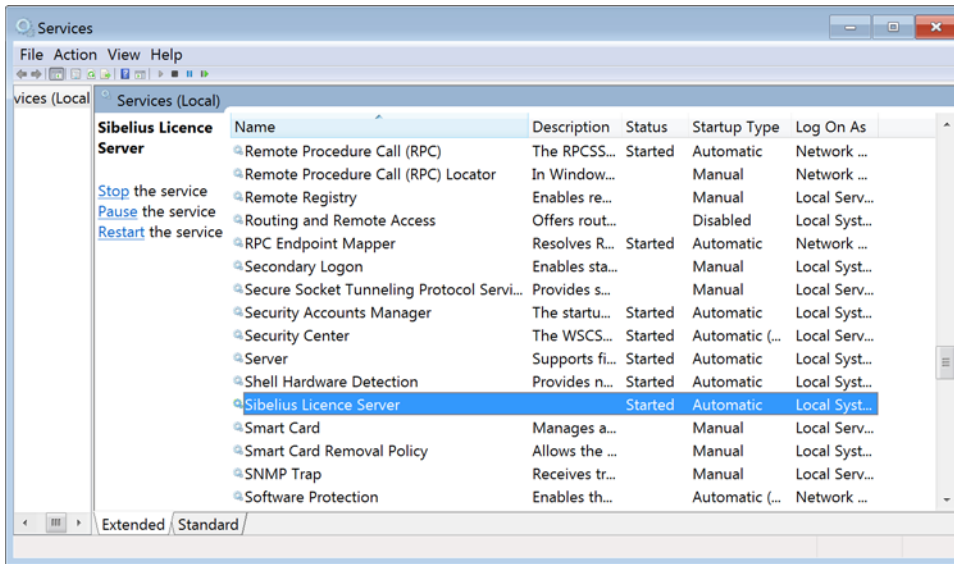
If Status is empty, then the service is not running, and you should try starting it manually – see Appendix A, "Starting or Stopping the Licence Server.".

- On Mac, run Activity Monitor (/Applications/Utilities), and make sure that the Show drop-down at the top of the window is set to All Processes. Type licence into the Filter edit box, and you should see the LicenceServer process listed.
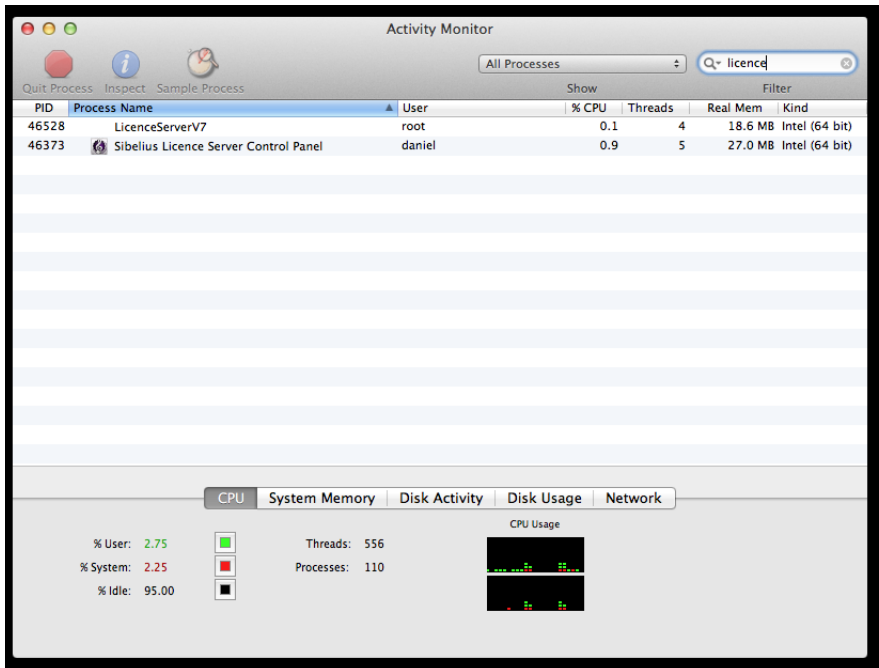
If the LicenceServer process is colored red and reads (Not Responding), do not be concerned. This is a quirk of how the Licence Server process appears in Activity Monitor; provided the CPU usage for the process is at a low level (for example, below 10%), chances are everything is working fine.

If the LicenceServer process does not appear in the list, you should try starting it manually – see Appendix A, "Starting or Stopping the Licence Server.".

- If all else fails, refer to the further troubleshooting steps in "Troubleshooting" on page 33.

Adding a Licence to the Licence Server

Before any of your client computers can connect to the Licence Server, you need to add a licence and activate it. Switch to the Licences page.
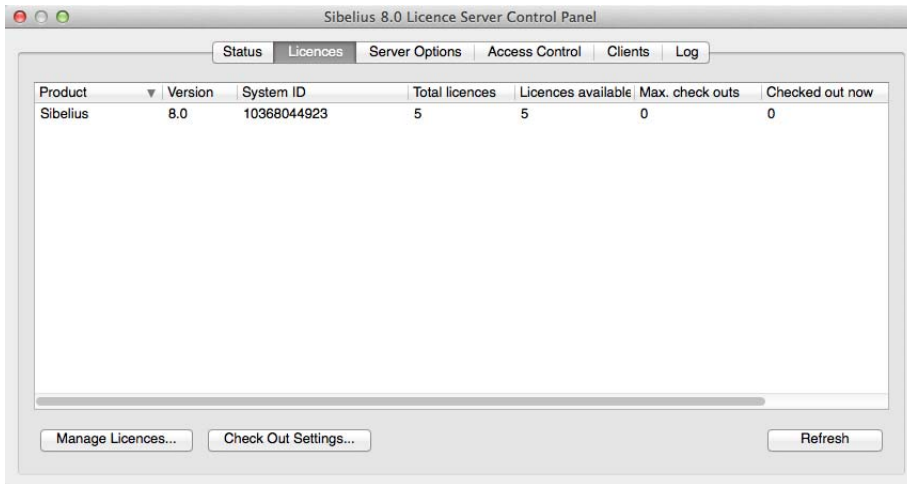
The Licences page lets you add licences for multiple products. This lets you, for example, run separate licences for both Sibelius and Sibelius First on the same network. Each product appears as a separate row in the Licences page.

Each column provides sepcific information about each licence.

Product Displays the name of the licenced product. Normally this will read either Sibelius or Sibelius First, as appropriate.

Version Displays the version number of the licenced product.

System ID Displays the System ID of the licenced product.

Total licences Is the total number of seats for which your licence is activated. For example, if this reads 25, then a total of 25 client copies can connect to the Licence Server concurrently.

Licences available Is the number of licences that are not currently in use by clients connected to the Licence Server.

Max. check outs Is the total number of licences from the Total licences number that are allowed to be checked out by students so that they can disconnect their computers from the network and continue to use the software for a time (such as at home).

Checked out now Is the total number of licences that are currently checked out to students. Licences that are checked out to students are not available on your network while they are checked out. For example, if you have a 25-seat licence, and five seats are checked out to students, only 20 client computers will be able to connect to your Licence Server until those copies are checked back in.

For more information on checking out licences, see "Checking Out Licences" on page 23.

Manage Licences with the Avid Application Manager

The Manage Licences button launches the Avid Application Manager, which is used to activate all Avid software products.

To activate a licence for use with the Sibelius Licence Server:

1 On the Licences page, click the Manage Licences button.

2 When the Avid Application Manager launches, if you are not already logged in to your MyAvid account, log in.

3 Click the Licensing tab.

4 Click Activate next to Sibelius Licence Server.

5 From the Select activation method pop-up menu, select either Online or Offline.
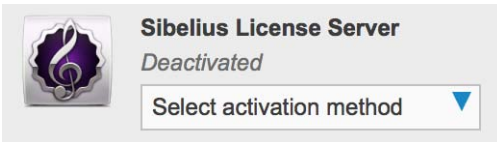
• If you select Online, enter your System ID and Activation ID (available in your online MyAvid account under My Products and Subscriptions), and click Activate.

- If you select Offline, do the following:
  - Enter your System ID and Activation ID (available in your online MyAvid account under My Products and Subscriptions).
  - Following the on-screen instructions for receiving your licence.bin file.
  - Once you have copied the licence.bin file to your computer (it can be on any connected hard drive, network drive, or removable media), click Browse to locate and select the Licence File.
  - Click Open.
  - Click Activate.

6   Return to the Sibelius Licence Manager Control Panel and notice that the active licence is listed on the Licence page.

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Switch to the Status page and you will see the following status messages near the bottom of the page.

Your Licence Server is now registered and running. You are notified of the total number of copies in your licence (in the above example, 5 clients), and how many clients are connected at the moment (in the above example, none).

The next step is to test client-server communication with the Licence Server using the built-in testing feature.

Testing the Licence Server

Once you have registered the Licence Server, you can test client connections to the server using the Server Options page of the Licence Server Control Panel.
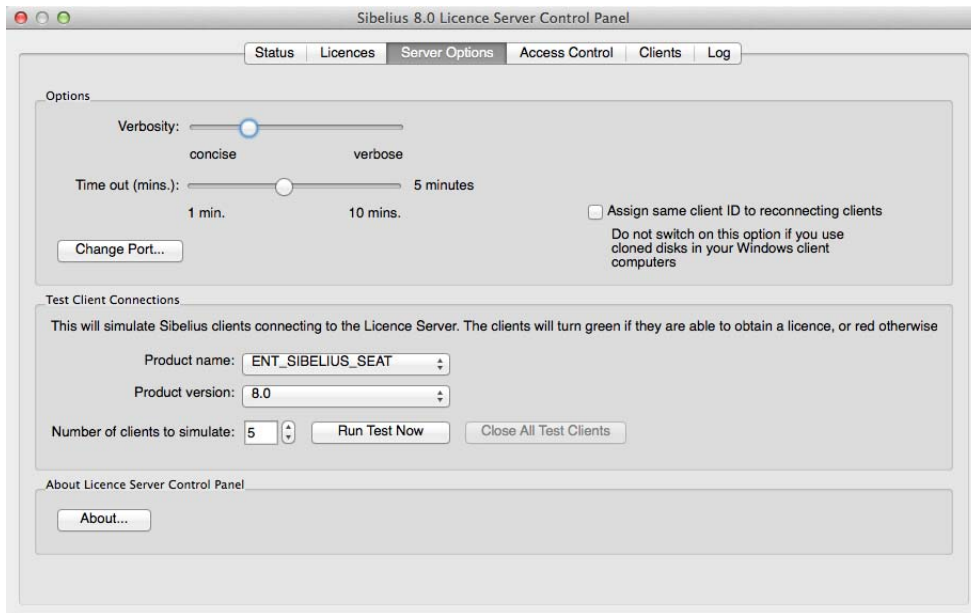
To test client connections:

1 If you have more than one product registered, select the specific product you want to test from the Product name pop-up menu

2 Specify the Number of clients to simulate.

3 Click Run Test Now.

4 The Licence Server Control Panel opens the corresponding number of windows (one for each simulated client), each of which pretends to be a running client copy of Sibelius or Sibelius First.

Each window has a colored background. A green background means that the test client is running successfully. You can see a log of the communication the client has received from the server in the pane at the bottom of the test client window.

If a test client fails to connect for whatever reason, it shows a red background.
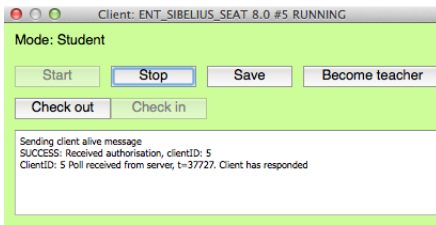
To close all the test client windows, click the Close All Test Clients button in the Server Options page.

If No Test Clients Connect

If no test clients are able to connect to the Licence Server, consider the following:

• Is the Licence Server running, and if so, is it correctly activated? Check the status under Server Status on the Status page of the Control Panel.

• Is your firewall blocking communication between the Licence Server and the test clients? Make sure that the correct port (7312 by default) is open for both the TCP and UDP protocols.

• Is the Licence Server prevented from accepting client connections from the IP address of the computer you are using to test the connection? See "Access Control" on page 20.

• Consult "Troubleshooting" on page 33.

Access Control

The Access Control page lets you set up rules about which computers on your network can connect to the Licence Server in order to authorize client copies of Sibelius or change settings for the Licence Server itself.
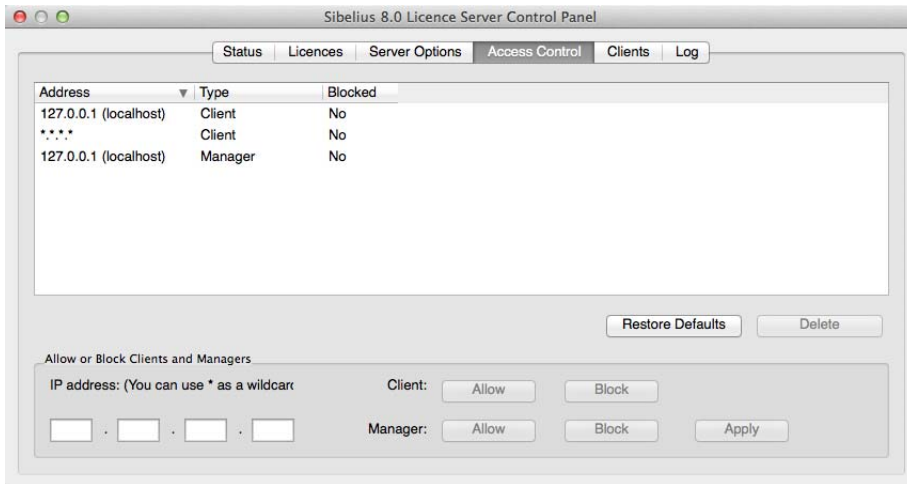
Clients and Managers

The *client* is a computer on which Sibelius is installed, and that will connect to the Licence Server for authorization. Clients are specified by IP addresses, or ranges of IP addresses.

The *manager* is a computer from which it is possible to change settings for the Licence Server. As with clients, managers are specified by IP addresses.

Typically, you would need somewhat permissive access control for clients (because you may have Sibelius installed on every computer in the school, for example) and less permissive access control for managers (for example, only the network administrator and the teacher's workstation should be able to change Licence Server settings).

Allow or Block

A machine at a given IP address can connect to the Licence Server if it is set to allow, and cannot connect to the Licence Server if it is set to block.

Setting Up Access Controls

By default, only the IP address (127.0.0.1) of the local machine is given access to the Licence Server as a manager, but any machine (***.*.*.***) can connect to the server as a client. This means that you typically do not need to configure anything in order for client machines to connect to the Licence Server.

However, you may want to specify particular ranges of IP addresses for clients and managers.

If at any point you want to reset the access control settings to their defaults, click Restore Defaults.

Specifying Ranges of IP Addresses for Clients and Managers

Local area networks usually use one of three specially designated ranges of IP addresses (10.0.0 – 10.255.255.255, 172.16.0.0 – 172.31.255.255 or 192.168.0.0 – 192.168.255.255). If you are not sure what range of IP addresses is used by your network, contact your network administrator before proceeding.

Normally you will want to grant client access to your whole subnet. For example, if the IP addresses of all your clients are in the range 172.16.0.0 –172.16.1.255, you would type 172.16.*.*. However, you can specify a range of IP Address for client and manger machines.

Granting Client Access

To specify a range of IP Addresses for client access:

1 In the Access Control page, enter the starting IP Address and enter * for wild cards. An asterisk (*****) means that the Licence Server should accept any value in the range 0–255.

2 Click the Allow button next to Client.

3 Click Apply to send your changes to the Licence Server.

Blocking Client Access

To block client access to an IP address:

1 In the Access Control page, enter the IP Address.

2 Click the Block button next to Client.

3 Click Apply to send your changes to the Licence Server.

Granting Manger Access

To grant manager access:

1 In the Access Control page, enter the IP Address.

2 Click the Allow button next to Manager.

3 Click Apply to send your changes to the Licence Server.

Blocking Manger Access

To block manager access:

1 In the Access Control page, enter the IP Address.

2 Click the Block button next to Manager.

3 Click Apply to send your changes to the Licence Server.

Removing Access Control Restrictions

To remove a specific access control restriction:

1 In the Access Control page, select the appropriate row in the table at the top of the page.

2 Click **Delete**.

Setting Up Classroom Control
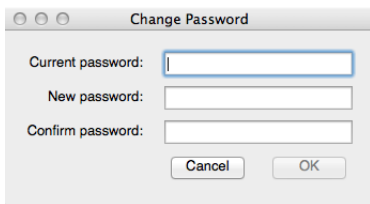
Classroom Control lets you perform simple classroom management tasks directly from within Sibelius, including sending files to student workstations, getting files from student workstations, "freezing" the client copies of Sibelius so that you can attract the attention of the students in the classroom, and more.

Setting the Teacher Password

To ensure that only the teacher has access to the File > Teaching > Classroom Control dialog in Sibelius, set the Teacher Password.

To set the Teacher Password:

1 In the Status page of the Licence Server Control Panel, click the Change teacher's password button.

2 Type the default password (sibelius) into the Current password field.

3 Type your new password into the New password and Confirm password fields. Make sure you keep your password secure and try to make it difficult for students to guess.

4 Click OK.

📄 *For more information, refer to the section on Classroom Control in the Sibelius Reference Guide.*

Checking Out Licences

If students at your institution have their own laptop computers that they bring to school, you may find it useful to let students check out licences for copies of Sibelius or Sibelius Student to take home with them for some period of time (such as for the duration of a semester, over a weekend, or during a vacation).

Such a temporary licence is a *check out licence*, because the student "checks it out" of the Licence Server when he or she wants to take his or her computer away from the school network, and then "checks it back in" when he or she next connects to the school network. If the student does not check the licence back in, it eventually expires, after which the student is no longer able to run the software on his or her computer until it is reconnected to the school network.

When a licence is checked out from the Licence Server, the pool of available licences remaining for use on the school network decreases by one seat for the duration of the check out period, so it is important to specify a limit to how many of the total seats in your licence can be checked out by students at one time.

You may find it useful to purchase additional seats, or a separate licence, specifically for the purpose of checking out licences for students. You can run multiple licences on the same licence server, so you could earmark one licence for use on the school network, and another licence for check our licences for students.

Setting Up Check Out Licences

The first step for setting up check out licences is to decide how many of the total number of seats available with your licence should be allowed to be checked out at any one time. For example, if you have a 25 seat licence, you may want to limit the number of check out licences to 10 copies so that there are always at least 15 seats available for use on your school computers.

By default, no licences are made available for checking out, so you must specify how many to allow.

To set up check out licences:

1 In the Licences page of the Licence Server Control Panel, select the licence from which you want to allow check out licences.

2 Click Check Out Settings.
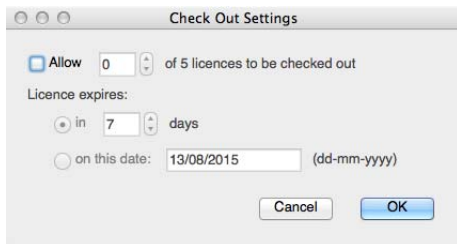
3 In the Check Out Settings dialog, enable the Allow option.

4 Enter the number of licences you want to allow for check out.

5 Check out licences are by their nature temporary. Specify how long licences can be used for. You can choose between allowing licences to be checked out for a certain number of days, which is useful for allowing students to routinely check out licences for short periods (such as for the weekend), or until a particular date (allowing students to check out licences for an extended period, such as up until the end of the semester or for the duration of the academic year). Do one of the following:

   • To allow a licence to be checked out for a certain number of days, select the in option and specify the number of days.

   • To specify a fixed expiration date, select the on this date option and enter the date using the format *dd/mm/yyyy* (for example 31/07/2016 (31 July 2016).

6 Click OK.

The Max. check outs column in the table on the Licences page of the Licence Server Control Panel update to reflect the number of check out licences that you have specified.

Monitoring Checked Out Licences

You can see the number of licences that are currently checked out at a glance in the Checked out now column of the Licences page of the Licence Server Control Panel.

For more detailed information, view the Clients page of the Licence Server Control Panel where you can see details of which users currently have licences checked out. The Licence Server records the user account name and the machine name (if available), and shows when the check out licence will expire.

Revoking Checked Out Licences

There may be circumstances in which you need to revoke a check out licence to return that seat to the pool of floating licences before the licence is checked back in by the student, or before the time it is set to expire. For example, if the student's laptop is lost or stolen, or if the student leaves the institution.

When you revoke a check out licence, it is returned immediately to the pool of floating licences, but that licence remain active on the computer on which it was checked out until it expires, at which point the client copy of Sibelius will no longer run on the client.

To prevent abuse of this system, the number of times you can revoke check out licences is limited to the total number of seats in your licence. If you have a 30 seat licence, you may revoke check out licences 30 times, but once you reach this limit, you will need to contact Avid to re-activate your Licence Server to reset this limit. At the point at which the check out licence would have expired, the record of the revocation is removed, increasing the number of available revocations by one. To help you keep track of this limit, Sibelius will tell you how many revocations you have available when you revoke a check out licence.

To revoke a check out licence:

1 In the Clients page of the Licence Server Control Panel, select the client in the list.

2 Click the Revoke Licence button.

3 When prompted, confirm that you do indeed want to revoke the licence by clicking Yes.

The client disappears from the list, and the Checked out now column is reduced by one on the Licences page of the Licence Server Control Panel for that licence.

Checking Out a Licence on a Client Computer

Before they can check out a licence from the Licence Server, your students should install Sibelius on their laptop or tablet computer. To facilitate this, copy the installer to a suitable shared location on the network and provide a text file alongside the installer that contains the host name or IP address of the computer on which the Sibelius Licence Server is running. Students can also install the 30-day trial version of Sibelius available for download from the Avid website.

Once the student has Sibelius installed on his or her computer, he or she should connect to the school network and run the program as normal. After selecting the Licence Server when Sibelius starts up, the software will run connected to the Licence Server, using one of the available floating licences.

To check out a licence on a client computer:

1 On the client computer, launch Sibelius.

2 Choose File > Help and select the Check Out Licence button.

3 If the Licence Server is configured to allow check out licences the student will allowed to check out a licence.
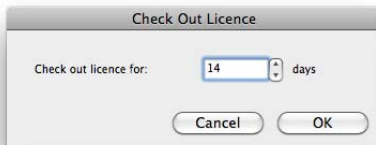
The student can specify when the check out licence will expire, up to the maximum duration specified by the Licence Server. When he or she clicks OK, Sibelius disconnects from the Licence Server, and the student can then disconnect from the school network. For the duration of the check out period, the student can run Sibelius on his or her computer without reconnecting to the school network. In the last few days before the check out licence is due to expire, the student will be warned each time he or she starts Sibelius so that work can be planned effectively.

Once the licence has expired, the student will receive a message when he or she starts Sibelius informing him or her that the program cannot run unless it is reconnected to the Licence Server.

Checking In a Licence

If a student wants to check a licence back in before it expires, he or she must reconnect his or her computer to the school network, run Sibelius as usual, then choose File > Help, then click Check In Licence. Sibelius then tries to contact the Licence Server and return the licence to the pool of floating licences, at which point Sibelius will once again only run on that computer when connected to the school network.

If for any reason Sibelius cannot contact the Licence Server, the student will receive a message to that effect, and should try again later.

Working with Clients

The Clients page of the Licence Server Control Panel shows real-time information about the client copies of Sibelius currently connected to the Licence Server.
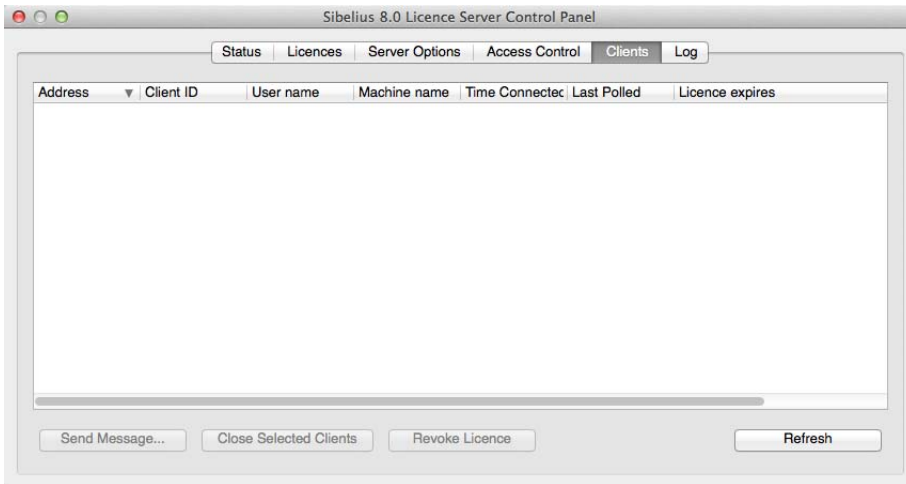
Address Shows the IP address from which the client is connected. It is possible for multiple clients to appear to connect from the same IP address if your Licence Server is located on the opposite side of a firewall or router from your client machines, or in other situations where your network uses Network Address Translation (NAT).

Client ID Is a numeric identifier given to each client machine when it first connects to the Licence Server. This identifier remains associated to that client machine as long as it is connected to the server for that session, and when the client disconnects and reconnects (e.g. because a student quits and restarts Sibelius), it will be assigned a new identifier. Similarly, when the Licence Server is restarted, the client IDs are simply reassigned from 1 again. (Client IDs are used by the Licence Server to ensure that it can tell each client apart, especially when your network employs NAT.)

User name Shows the username of the account currently logged in to that particular computer.

Machine name Shows the host name of the client computer.

Time connected Shows how long each client has been connected for, in hours, minutes and seconds.

Last polled Shows when the Licence Server last polled the client and received a reply. Typically, clients will be polled every few seconds, and only when you suffer a network outage of some kind (or when the client computer crashes) will the client not be able to respond to the Licence Server's poll message.

Licence expires Shows the date on which the client's checked out licence expires in the form *dd/mm/yyyy*, or shows N/A if the licence is a standard floating licence.

In addition to seeing real-time information about the clients currently connected, you can perform some simple operations on the client machines, namely sending a message to one or more clients, closing one or more clients, or revoking a checked out licence.

Sending Messages to Clients

If you need to send a message to one or more clients (for example, if you need to inform them that the lesson ends in a few minutes, or that the computer lab will be closing shortly, you can do so.

To send a message to one or more clients:

1 In the Client page, select the client or clients to which you want to send a message (Shift-click to select contiguous clients, or Command-click (Mac) or Control-click (Windows) to select non-contiguous clients from the list at the top of the dialog).

2 Click Send Message.
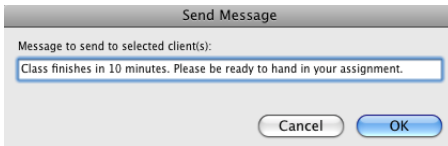
3 In the Send Message dialog, type your message.

4 Click OK.

Your message will appear within a few moments on the screens of each of the clients to whom you chose to send it.

Closing Clients

To close one or more client:

1 In the Client page, select the client or clients to which you want to send a message (Shift-click to select contiguous clients, or Command-click (Mac) or Control-click (Windows) to select non-contiguous clients from the list at the top of the dialog).

2 Click Close Selected Clients.

Within a few moments, each of the client machines will prompt the student to save their work, and then shut down.

Revoking licences

If a client has a checked out licence, and you urgently need to restore that licence to the network pool so that it can be allocated to another client, select the client and click Revoke Licence. You can only revoke licences a limited number of times, so use this capability sparingly. For more information, see "Checking Out Licences" on page 23.

Reading Logs

The **Logs** page of the Licence Server Control Panel shows the log messages generated by the Licence Server.
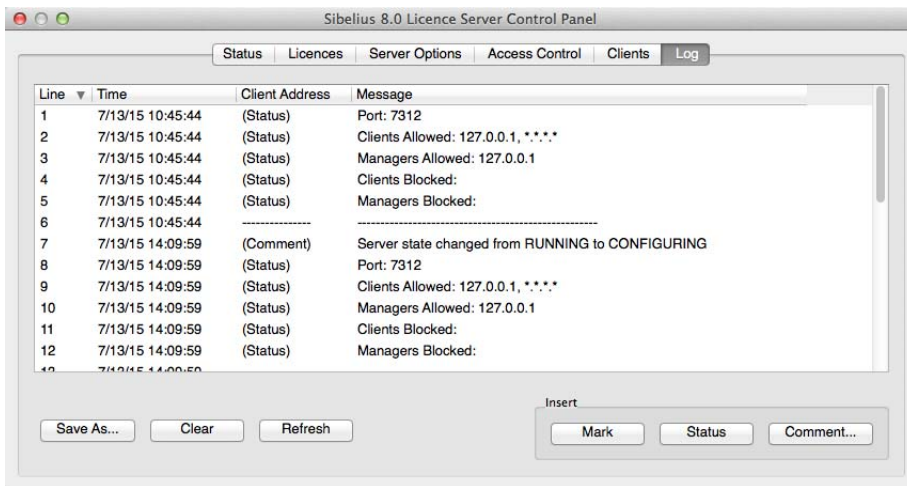
Time Shows the timestamp at which a given event occurred.

Client Address

Either shows the IP address of the client machine, or if it is an informational message generated by the Licence Server itself, this will read (Status).

Message

Shows the text of the message itself.

Some of the common messages you will see:

• **Adding client id:** n (*x* of *y*): when a client first connects to the Licence Server, it is assigned client ID n, and you are informed that this is copy number *x* of the number of concurrent copies allowed, *y*.

• **Client add request version**: this means that a client has asked the Licence Server for authorization.

- **Client alive**: this means that a client has been successfully authorized.
- **Poll response from client id** *n*: this is the response of the client to the Licence Server's poll request.
- **Poll count -1 for id** *n*: this means that client ID *n* has stopped responding to the Licence Server's poll requests.
- **Removed client from list**: this means that a client has closed.

The buttons at the bottom of the page allow you to perform various operations on the log:

Save As If you encounter problems with the Licence Server, it is very useful to send your log file to Sibelius technical support. Click Save As to save a text file suitable for attaching to an email.

Clear Empties the log. Note that this not only clears the display in the Licence Server Control Panel: it deletes the existing log altogether. (The log is also deleted each time you start the Licence Server.)

Refresh Forces the display of the log file to be updated. The display is automatically updated every few seconds, but if you want to force an update, you can do so.

Mark Inserts a marker line in the log file, which can be useful when trying to diagnose what the Licence Server is doing while it's running.

Status Inserts a status report message into the log, including important bits of configuration information (including the Licence Server's IP address and port, number of registered copies, client and manager access control lists, and so on) that can help Sibelius technical support to diagnose any problems you may encounter.

Comment Shows a simple dialog into which you can type a comment to be inserted in the log file. You can use this to annotate a sequence of events in the log; again, this can be very useful in helping Sibelius technical support to diagnose problems.

Log Verbosity

You can control how detailed the Licence Server logs are by adjusting the slider on the Server Options page of the Licence Server Control Panel.

While you are configuring and testing your Licence Server, you may find it helpful to drag the slider to the right to increase the verbosity. Once your Licence Server is running smoothly, you can safely drag the slider back to the left in order to make the logs more concise.

Maintaining the Licence Server

There are a handful of other maintenance tasks that can be performed from the Licence Server Control Panel, described below.

Changing the Port Used by the Licence Server

The Licence Server's default port is 7312. There is normally no need to change this, and we recommend that you leave this setting at its default.

To change the port:

1   On the Server Options page of the Licence Server Control Panel, click Change Port.

2   In the Change Port dialog, enter the desired port number.
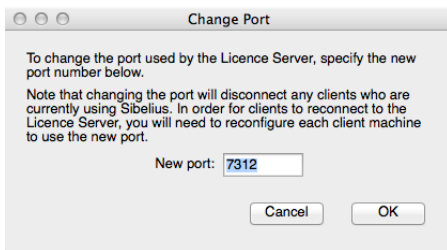
3   Click OK.

⚠️ *Changing the port after you have already set up your Licence Server can be very inconvenient, because you need to reconfigure each client machine to use the new port afterwards.*

Changing the Number of Copies in an Existing Site Licence

If you need to add more seats to your site licence at a later date, you can purchase additional Activation IDs from your reseller or Avid to expand the size of your site licence. When you purchase additional seats, you will receive a new entitlement certificate with a new Activation ID.

To add the additional seats:

1   In the Licences page of the Licence Server Control Panel, Click Manage Licences. The Avid Application Manager launches.

2   On Licensing page of the Avid Application Manager, the Sibelius Licence Server application includes an additional Activate link.

3   Click the Activate link and activate as usual. After a few moments, you will be returned to the first screen, and you will be told that activation was successful.

4 Click Done.

When you are returned to the Licences page of the Control Panel, the Total Licences column displays the new total number of seats in your site licence.

To activate your Licence Server with a larger number of copies, follow the procedure described in "Activating the Licence Server" on page 11.

Unexpected Exits

In the unlikely event that a copy of Sibelius running on a client machine quits unexpectedly, or if the computer on which Sibelius is running crashes or requires a reboot, when the student runs Sibelius again, the Licence Server will attempt to identify that the same client is reconnecting and re-authorize it immediately. However, if the Licence Server is unable to recognize the client, the student may see the error message Sibelius cannot run because the server already has a copy registered on this address. In this situation, the student can wait for the designated time-out period and he or she will then be able to successfully restart Sibelius.

By default, the time-out period is three minutes, but you can change this in the Server Options page of the Licence Server Control Panel.

To change the Time Out period:

- In the Server Options page, click and drag the slider to the right to increase the time-out period, or to the left to reduce it.

Troubleshooting

Error codes

For a complete list of the error codes that can be returned by the Licence Server, see Appendix C, "Licence Server Error Codes.".

Error 0005 Access Denied

If the Licence Server service in Windows fails to start automatically, you may encounter an Error 0005 Access Denied when you try to start it manually. This usually means that the folder in which the Licence Server is installed has restricted access.

Licence Server is Apparently Installed Correctly but the Clients Cannot "See" the Licence Server

• Open a Terminal window (Mac) or command window (Windows) and use ping to contact the server from the client and vice versa to establish basic connectivity. If ping is successful in both directions, network traffic is able to be routed between the two machines. If ping fails, it is possible that another device on the network (for example. a programmable switch) is blocking the traffic between the Licence Server and the client. Check the logs to see if you are getting an "extra slave alive" message.

• Review your access settings using the Access Control page of the Licence Server Control Panel – see "Access Control" on page 20.

• This can also be caused by your firewall. Try this trick: if you are running the Control Panel on the same machine as the Licence Server, add the server's IP address to the list of allowed managers, then connect to the server by IP address (or use the Find button). If you are unable to connect or test the server in this way, it suggests that the firewall on your local machine is not allowing connections through on the Licence Server's port. If you are able to test the server but other clients still can't connect, then check the settings of any other firewalls or routers on your network.

Error Message "Could not bind the IP socket to the correct port"

If you see the error message Could not bind the IP socket to the correct port when running the Licence Server, you may be running another application on this port already. You may even be running the Licence Server already: perhaps you are running an earlier version of the Sibelius Licence Server at the same time as the Sibelius Licence Server, or perhaps the Licence Server has crashed and the crashed process needs to be killed before it can be restarted.

If you legitimately have another application using the same port, you can solve this problem changing the Licence Server's port (see "Changing the Port Used by the Licence Server" on page 31).

Client Copies of Sibelius on Mac Lose Contact with the Licence Server

Make sure that your server is not allowed to go to "sleep" as this will stop the Licence Server from responding. You should also ensure that your server does not install software updates automatically, as this will also stop the Licence Server from responding.

Licence Server fails to test successfully

Ensure that the localhost (127.0.0.1) is included the clients allowed access control list.

Using the Log to Troubleshoot

The log can be very informative when investigating a client that fails to be authorized.

You will see Bad version number if a copy of an older or newer version of Sibelius attempts to connect to the Licence Server. For example, you will see Bad version number 8 if a copy of Sibelius 8 attempts to connect to the Sibelius Licence Server.

You will see Blocked client, no copies left if a new client attempts to connect to the Licence Server, but the Licence Server has already authorized the number of copies in your licence.
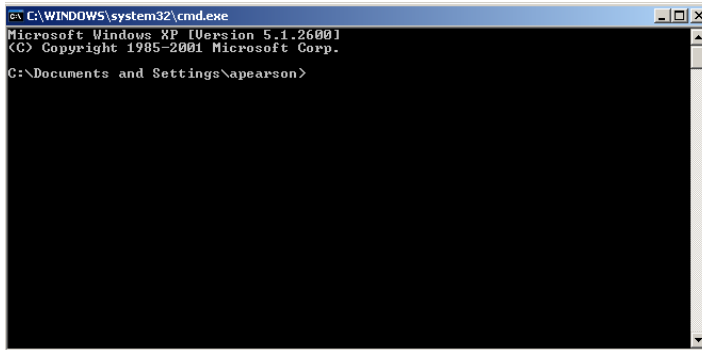
Appendix A: Starting or Stopping the Licence Server

Normally you should use the Licence Server Control Panel to start and stop the Licence Server. But should you need to start or stop the Licence Server without using the Control Panel, you can do so as follows:

Starting the Licence Server on Windows
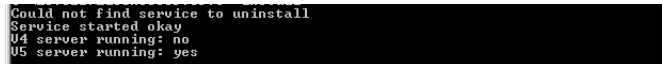
To start the Licence Server:

1 Click Start, type cmd, and press Return to open a command prompt window.

2 Navigate to the folder where you installed the Licence Server using cd:

cd "\Program Files (x86)\Avid\Sibelius Licence Server"

3 Make sure you type the line above exactly, with spaces in all the right places.

4 You will be returned to the command prompt in the above directory.

5 Type LicenceServer -install to install the service and the following response from the Licence Server is reported.

6 You will again be returned to a command prompt.

7 Close the command prompt window.

Stopping the Licence Server on Windows

To stop the Licence Server:

1   Click Start, type cmd, and press Return to open a command prompt window.

2   Navigate to the folder where you installed the Licence Server using cd:

cd "\Program Files (x86)\Avid\Sibelius Licence Server"

3   Make sure you type the line above exactly, with spaces in all the right places.

4   You will be returned to the command prompt in the above directory.

5   Type LicenceServer -uninstall to uninstall the service and the following response from the Licence Server is reported.

6   You will again be returned to a command prompt.

7   Close the command prompt window.

Starting the Licence Server on Mac OS X

To start the Licence Server:

1   Open a Terminal window and log in as root by typing sudo bash -login.

2   Type the root password when prompted and press Return.

3   Type the following command: /sbin/SystemStarter -v start "Sibelius Licence Server Service"

Stopping the Licence Server on Mac OS X

To stop the Licence Server:

1   Open a Terminal window and log in as root by typing sudo bash -login.

2   Type the root password when prompted and press Return.

3   Type the following command: /sbin/SystemStarter -v stop "Sibelius Licence Server Service"

Appendix B: Manually Locating Licence Server Logs

Normally you should view the Licence Server's logs using the Licence Server Control Panel, but should you need to do this manually, do so as follows.

Logging on Windows

The Licence Server creates a log file called LicenceServer.log, normally located in:

C:\Users\LocalService\AppData\Roaming\Avid\Logs

The exact location depends on your computer's settings, so it may be necessary to search for the folder. The logs are updated with every event.

Logging on Mac OS X

The Licence Server creates a log file in /var/log called LicenceServer.log (unless you have changed its name and location in the start_licence_server script). To see the last few entries in the log, open a Terminal window and navigate to the /var/log folder or the folder you have specified for the log file. Assuming you are using the default filename, type:

tail -f LicenceServer.log

To quit the tail command, type Control-C.

To view the whole log, use the less command:

less LicenceServer.log

Quit the less command by typing q.

Appendix C: Licence Server Error Codes

Error code	Internal error message	Explanation
301	**ERR_LS_CANT_CONNECT_TO_SERVER**	The service is not yet running
302	**ERR_LS_AUTH_NO_MORE_COPIES**	No more licences left on server
303	**ERR_LS_AUTH_ALREADY_RUNNING_THIS_IP**	A version is already running at this address
304	**ERR_LS_AUTH_DENIED**	Can't authoize this client
305	**ERR_LS_SHUTDOWN**	Server has requested that we shut down
306	**ERR_LS_INCORRECT_SIB_VERSION**	Licence Server is for a different version of Sibelius.
307	**ERR_LS_OLD_LS_VERSION**	Using the wrong version of the Licence Server
308	**ERR_LS_CLIENT_COMM_ERROR**	Can't communicate with client
310	**ERR_LS_NO_ACCESS**	No access control has been set up
311	**ERR_LS_SOCKET_FAIL**	Can't create or bind network sockets
312	**ERR_LS_SERVICE_CANT_FIND_MODULE**	Can't find **LicenceServer** executable to install as a service (Windows only)
313	**ERR_LS_SERVICE_CANT_OPEN_SERVICEMAN**	Can't open the service manager (Windows only)
314	**ERR_LS_SERVICE_CANT_CREATE_SERVICE**	Can't create the service (Windows only)
315	**ERR_LS_SERVICE_CANT_START**	Error starting the service (Windows only)
316	**ERR_LS_SERVICE_CANT_OPEN**	Error opening the service (Windows only)
317	**ERR_LS_GENERAL_ERROR**	General error from the Licence Server

Appendix D: Useful Command Line Commands

Useful Windows commands

cd – change directory (the old name for folder).

cd .. – moves to the next higher directory. If you repeat this enough times, you will get back to the root of the hard disk.

**cd ** – moves you to the root directory.

cd *directoryname*** – takes you to the directory called *directoryname*. If you copied the Licence Server program to a folder named **LSV6** (for example) then **cd \LSV6** will get you there.

dir – lists the contents of a directory. Use this to check that you are in the right directory.

exit – closes a command prompt window.

To quit a running command, type **Ctrl**+**C**.

Useful Mac OS X Terminal commands

chmod – used to change the attributes of a file

ls –al – lists all the files in a directory with their attributes

ps –a – lists running processes, which will include the Licence Server

ps –ax – lists all running processes, including hidden ones.

mkdir –m 775 *name* makes a directory called *name* with full read/write access for the owner and their group (typically the admin group), but prevents write access for other users.

tail -f *logfilename* will display the last 10 lines of the log file *logfilename* continually; useful for monitoring client messages.

less *logfilename* will display the whole log file *logfilename* from beginning to end; quit by typing **q**.

cd changes the current directory

pico starts the Pico text editor (if installed)

logout will log out from the current user, e.g. root. (You can also type **Control**-**D**.)

./*filename* will run an executable or script called *filename* in the current directory, provided you are using bash or a bash-compatible shell (as suggested earlier). Once unique characters have been typed, the **Tab** key will auto-complete the rest of the file name for you.

To quit a running command, type **Control**-**C**.