Auto Upload Tool

Installation Guide

Version Number: V11
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Contents

1 Introduction

Purpose

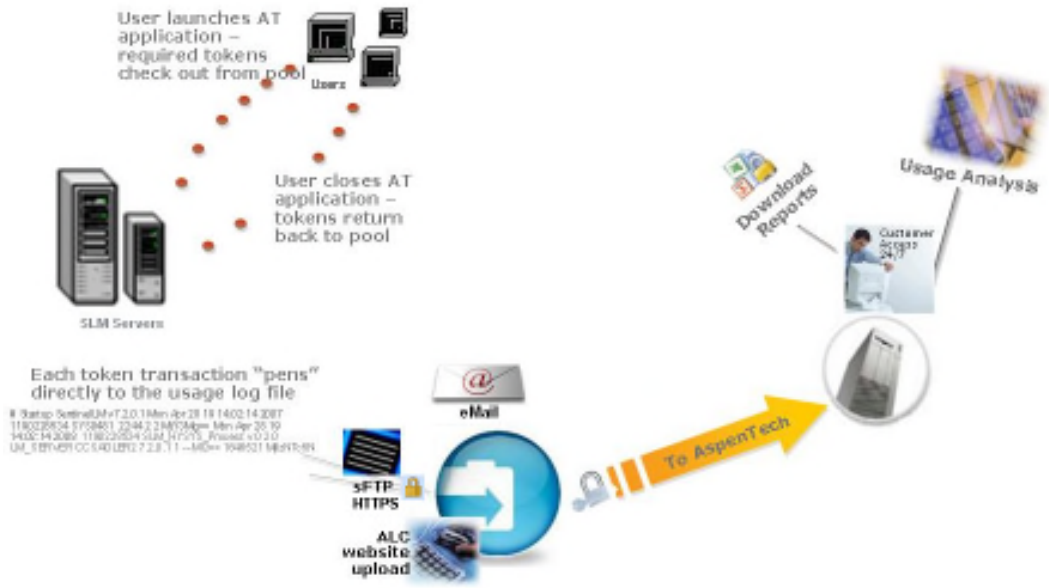
This document describes how to install and configure the Auto Upload Tool to transmit usage log files to AspenTech.

Overview

The Auto Upload Tool, a feature offered through the Aspen Licensing Center, lets you systematically transmit usage log files to AspenTech, either by secure http, secure ftp transmission, or as an attachment to an email sent to the ALC mailbox. You can select the secure method that best meets your needs.

The Auto Upload Tool can be easily scheduled to transmit usage logs to AspenTech in intervals of either weekly or monthly. The Upload Tool can mask user information to meet privacy regulations. Auto Upload Tool (AUT) provides a mechanism to collect usage logs from SLM servers running behind a firewall (such as a process control network) onto a central collection server and eventually send them to AspenTech. This collection server approach lets you auto upload usage log files to a Network Share, or HTTP Server, on another server on your network. This is a useful alternative if your company policy prohibits outgoing traffic from your SLM server or if your SLM server is behind a firewall.

Note: After the SLM Server is installed, you can locate logs in the following folder: **X:\Program Files (x86)\AspenTech\SLMServerLogs**.



Life Cycle of a Log File

Related Documentation

In addition to this guide, refer to the other documentation for SLM:

- *Aspen Licensing Dashboard Getting Started Guide*
- *Aspen License Deployment Assistant Getting Started Guide*
- *SLM Installation Guide*
- *SLM Configuration Wizard Help*
- *SLM License Profiler Help*

Also you can refer to the following Knowledge Based Solutions found on AspenTech Customer Support website:

ALC Overview

https://support.aspentech.com/webteamcgi/SolutionDisplay_view.cgi?key=125809

https://support.aspentech.com/webteamcgi/SolutionDisplay_view.cgi?key=126943

Technical Support

AspenTech customers with a valid license and software maintenance agreement can register to access the online AspenTech Support Center at:

https://support.aspentech.com.

This Web support site allows you to:

- Access current product documentation

- Search for tech tips, solutions and frequently asked questions (FAQs)
- Search for and download application examples
- Search for and download service packs and product updates
- Submit and track technical issues
- Send suggestions
- Report product defects
- Review lists of known deficiencies and defects

Registered users can also subscribe to our Technical Support e-Bulletins. These e-Bulletins are used to alert users to important technical support information such as:

- Technical advisories
- Product updates and releases

Customer support is also available by phone, fax, and email. The most up-to-date information on the Auto Upload Tool is available from the AspenTech Customer Care Center at customercare@aspentech.com.

2 Overview

Purpose

This chapter provides an overview of the installation process, an overview of the Auto Upload Tool, and includes the installation requirements.

aspenONE Overview

aspenONE® is AspenTech's comprehensive set of software solutions and services. aspenONE products enable process industry companies to optimize their engineering, manufacturing and supply chain operations. As a result, AspenTech customers are better able to increase capacity, improve margins, reduce costs, become more energy efficient, and achieve operational excellence goals.

aspenONE solutions include the industry's leading:

- Simulation and design products in the aspenONE Engineering suite
- Plant operations products in the aspenONE Manufacturing suite
- Supply chain management products in the aspenONE Supply Chain suite
- Predictive and prescriptive analytic products in the aspenONE Asset Performance Management suite

The token-based aspenONE Licensing Model gives customers the flexibility to access and use any aspenONE product at precisely the time it is needed. This is especially critical in the dynamic market conditions of the process industries – whether during down economies or in high-growth periods. This enables customers to lower their risk while maximizing the return on their software investment.

aspenONE Media

Unless you have specifically requested a USB drive, you will receive instructions on how to download the aspenONE V11 media.

You will have access to one or more of the following:

- aspenONE Token Media – Contains the media that supports the aspenONE Licensing Model token-based system. This all-inclusive token-based licensing model was introduced in July 2009. Under this licensing model, customers are entitled to install and run all of AspenTech's products as long as they have purchased sufficient tokens. To install software purchased under this commercial agreement, use this media. Software

installed from the aspenONE Token media requires run-time token-based license keys.

- aspenONE Standard Media – Contains the media that supports perpetual and pre-aspenONE Licensing Model token-based systems. If you have perpetual license agreements or token-based license agreements by product (pre-July 2009), you should use the media labeled Standard. Software installed from the aspenONE Standard media requires older license keys that have been in use since the aspenONE 2004 release.
- Informatica – If you have an MSC perpetual license purchased prior to 2011 and are entitled to Informatica upgrades, you will receive both the Standard media and a standalone Informatica media containing a new version of Informatica PowerCenter.

Note: The Getting Started brochure and the product Release Notes and Installation Guides are included under the Aspen Engineering and Aspen Manufacturing and Supply Chain folders.

Organization

The aspenONE media delivers AspenTech's Process Modeling, Exchanger Design and Rating, Economic Evaluation, Energy and Flare Analysis, Process Development and Operations Support, Plant Operations, Process Control, Supply Chain Management, and Asset Performance products and documentation.

The media is organized in the following folders:

- ***Aspen Engineering*** – includes all Aspen Engineering products, Aspen PIMS and Aspen Administration components (Aspen SLM, Aspen SLM tools, ALC Auto Upload Tool).
- ***Aspen Manufacturing and Supply Chain*** – includes all Aspen Manufacturing products (Information Management, Batch, Production Management, and Advanced Process Control), Aspen Petroleum Supply Chain products, aspenONE Supply Chain Management products, and aspenONE Infrastructure products as well as Aspen Administration components (Aspen SLM, Aspen Security, Aspen SLM tools, aspenONE Diagnostics, ALC Auto Upload Tool).
- ***aspenONE Asset Performance Management*** – includes all APM products (Aspen Asset Analytics, Aspen Fidelis Reliability, Aspen Mtell, Aspen ProMV).
- ***aspenONE Software License Manager*** includes all Aspen Administration components (Aspen SLM, Aspen SLM tools, ALC Auto Upload Tool).

Installation Guides and Release Notes are included in the Documentation sub-folders under each family of products.

Notes:

- When you deploy aspenONE V11 software on client machines, the SLM server should be from the V11 release. When migrating to a new version of aspenONE, the SLM Server should always be upgraded first, followed by the SLM clients. This is done to avoid any potential incompatibility issues. During this transition period, it is possible to have clients at a lower version than the SLM Server.
- Some products previously available on CD-ROM or DVD are not included on the aspenONE medias. If you do not find a product, please contact AspenTech Support at https://support.aspentech.com.

aspenONE Licensing Model

The aspenONE Licensing Model is a flexible token-based approach to software licensing. This unique and innovative commercial model makes it easier for customers to use software when and where they need it. Customers have access to all current and future AspenTech products with just one contract.

Upgrading to the aspenONE Licensing Model for Manufacturing and Supply Chain V8.x and above

If you have recently signed a new aspenONE Licensing Model agreement or if you have superseded an old license agreement with an aspenONE Licensing Model token-based license agreement for aspenONE Manufacturing and Supply Chain, you will receive a new token-based license file for V11. During installation of any product in Aspen Manufacturing and Supply Chain, you will get a message indicating that the newly installed software will use the token-based license key. Accepting the warning message enables you to install the software.

Note: If you do not have the updated token-based license file, please contact AspenTech Customer Support.

Accessing aspenONE Documentation

Documentation is available directly from the applications. This eliminates the need to search for the documents that you need and ensures that you can always find the most current version of the document that you are looking for.

Documentation can be found in the following ways:

- Installation Guides and Release Notes can be found by selecting **Browse contents of USB** on the suite selection page or by clicking the corresponding link on the Welcome page of the aspenONE Installer.
- Context-sensitive help can be accessed by:
  - Clicking the **Help** button on an application dialog box
  - Pressing F1 while in the application

- Clicking the application's **Help** menu and selecting **Help**

- Additional documents in PDF format can be accessed by:
  - Clicking **Online Documentation** on the product's **Start** page or **Start** tab or selecting Documentation from the product's Help menu. This will open the Online Documentation Center from which you can view and/or download the product-specific documents.
  - Logging onto the AspenTech Customer Support site, clicking  , which makes the left-hand navigation menu appear, clicking **Find the Answer** from that menu, and selecting **Product Documentation**. Your home page displays the **Browse for Documentation** section; you can select a Family, Product, and Version. Click **Go** and a list of the available documentation is displayed.
  - Downloading all of the available documentation (other than Help files) from the AspenTech Customer Support website via the zip file of the aspenONE Documentation.
- For Aspen Plus, HYSYS, EDR, DMC3 Builder, Fidelis only, you can access additional documents by:
  - Clicking on the link to aspenONE Exchange on the File menu and then entering a search string in the search box.
  - Clicking on the documentation search shortcut on the Resources ribbon and then entering a search string in the search box or browse through the list of published training documents.

Before you begin installation, you will want to review the What's new document and Release notes and print copies of the Installation Guides for products that will be installed. Those documents are included under each suite's folder on the USB drive in your package.

System Requirements

For the most up-to-date hardware and software requirements that must be met in order to install AspenTech products, refer to the following website:

https://www.aspentech.com/platform-support/

Important: Proper configuration of Windows Server is a prerequisite to the installation of Aspen Manufacturing Master Data Manager.

User Requirements for Installation

Obtaining Public/Private Encryption Key

Before installing the Auto Upload Tool, contact customercare@aspentech.com to obtain public/private encryption key activation access. This is required if

you plan to use SFTP based log file transmission. This key is not required if you plan to use the HTTPS option.

Installing .NET Framework 4.7.1

Auto Upload Tool requires Microsoft .NET Framework 4.7.1; make sure it is installed before starting to install the Auto Upload Tool.

Granular Downloads

V11 includes the ability to download some individual products/product families that can be used independently of a full suite. These sub-components are referred to as **granular downloads**. The granular downloads are used to provide smaller downloads in situations where customers only need a specific product/product family. If more than one granular download is needed, it is recommended that the entire suite is downloaded because it may take less time overall as opposed to downloading two or more sub-components.

V11 Engineering (ENG): In the case of the ENG media, users can download the entire suite or one of the items listed under the ENG group:

- Aspen Economic Evaluation
- Aspen Exchanger Design and Rating with Aspen Properties, Aspen Simulation Workbook and Aspen Version Comparison Assistant
- Aspen Simulation Workbook
- Aspen Cim-IO & Process Data*

*The CIM-IO & Process Data software is from the Manufacturing & Supply Chain suite and is useful for customers deploying a 3rd party historian and is included for convenience. **Note:** The Aspen Cim-IO & Process Data software **is not** a part of the overall Engineering suite download, and only available as a separate download.

V11 Manufacturing & Supply Chain (MSC): In the case of the MSC media, users can download the entire suite or one of the items listed under the MSC group:

- Aspen Supply Chain Management
- Aspen Planning, Scheduling and Blending, Supply & Distribution
- Aspen Manufacturing Execution Systems & Advanced Process Control
- Aspen Cim-IO & Process Data

V11 Asset Performance Management (APM): In the case of the APM media, there is no downloadable suite. Users can download the products listed below the APM group:

- Aspen Asset Analytics
- Aspen Fidelis Reliability
- Aspen ProMV
- Aspen Mtell
- Aspen Cloud Connect
- Aspen Edge Connect

Software License Manager (SLM): In the case of the SLM media, the only granular download is ALDA:

- aspenONE License Deployment Assistant (ALDA)

3 Installing the Auto Upload Tool

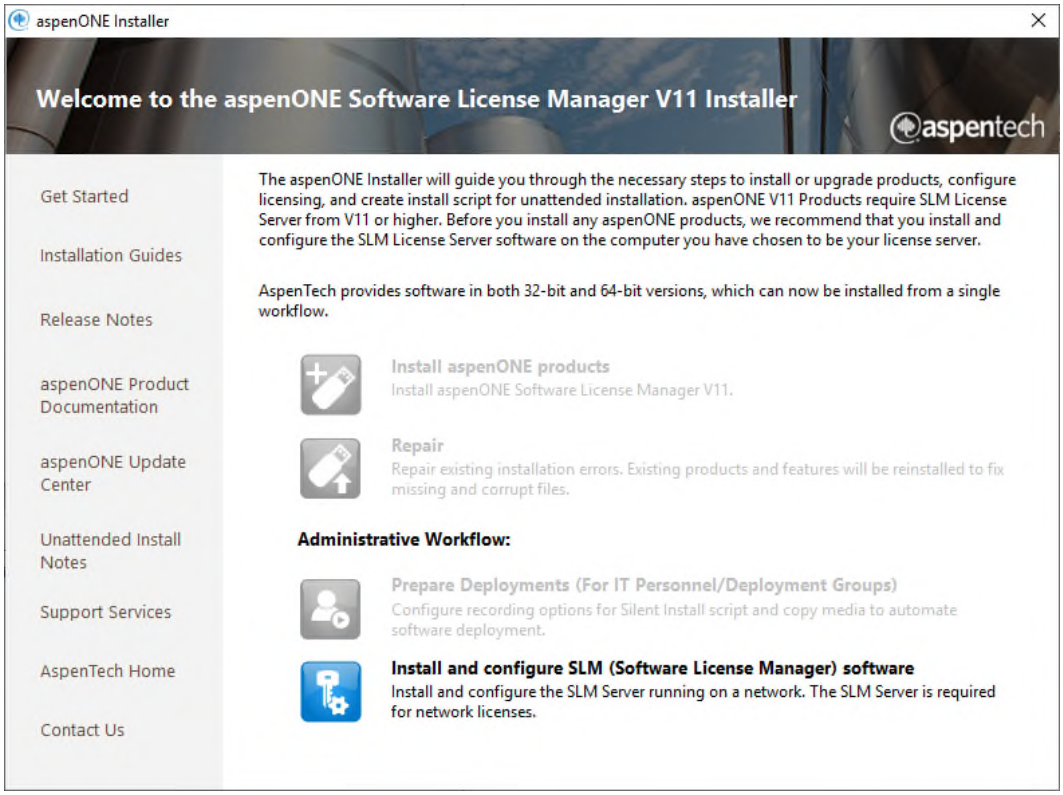
Purpose

This chapter describes how to download and install the Auto Upload Tool.

Downloading the Auto Upload Tool Install Kit

Auto Upload Tool can be installed from the V11 media by selecting the **Install and configure SLM (Software License Manager) Software** option. You can also download the latest version of Auto Upload Tool from the AspenTech Customer Support web site.

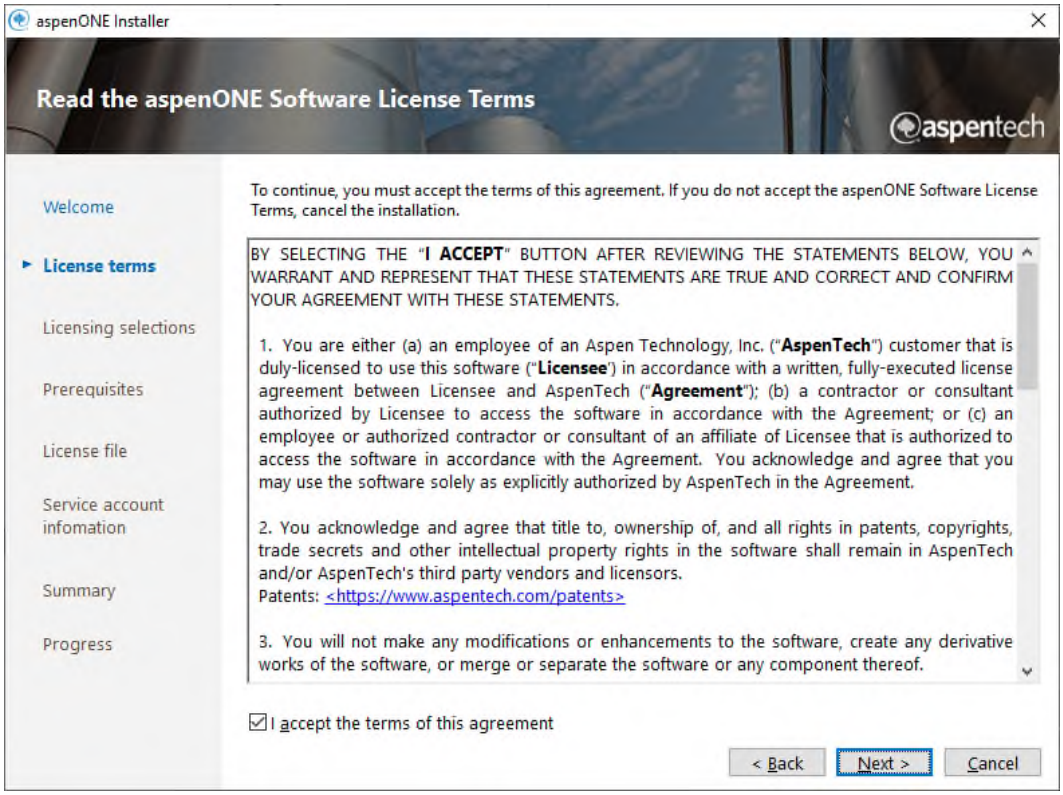
AspenTech Installation Browser



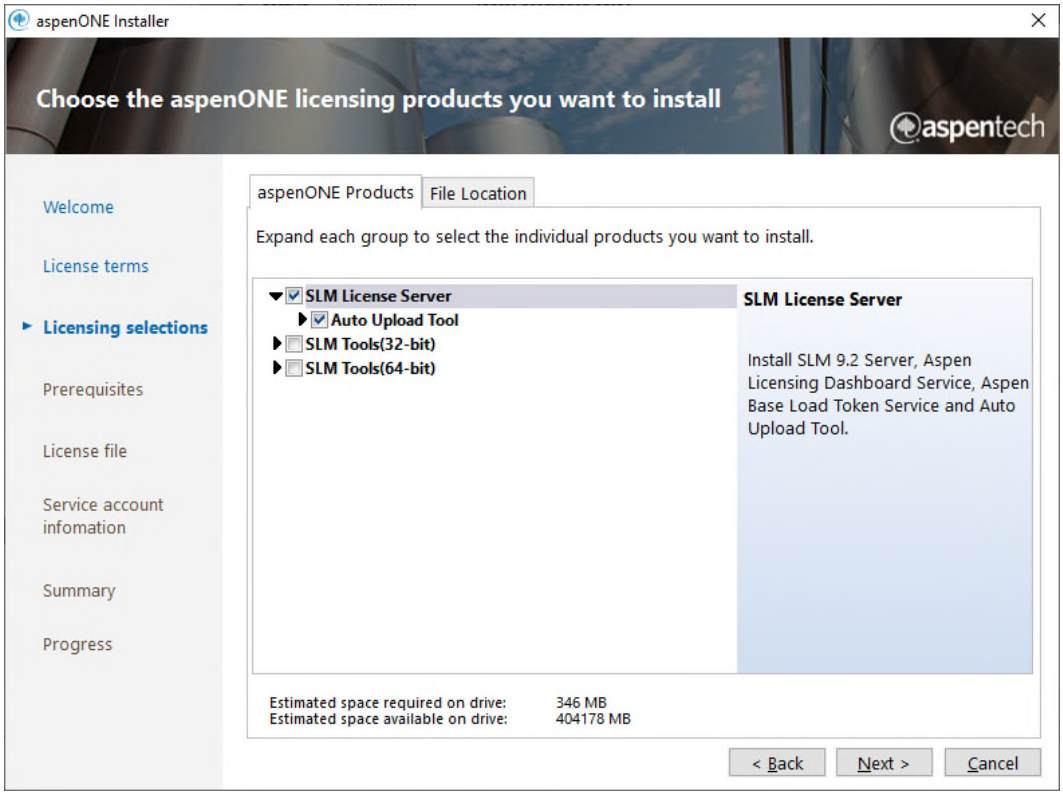
Click **Install and configure SLM (Software License Manager) software**.

Note: It is recommended that you exit all Windows programs before running the Setup program.

License Terms and Conditions



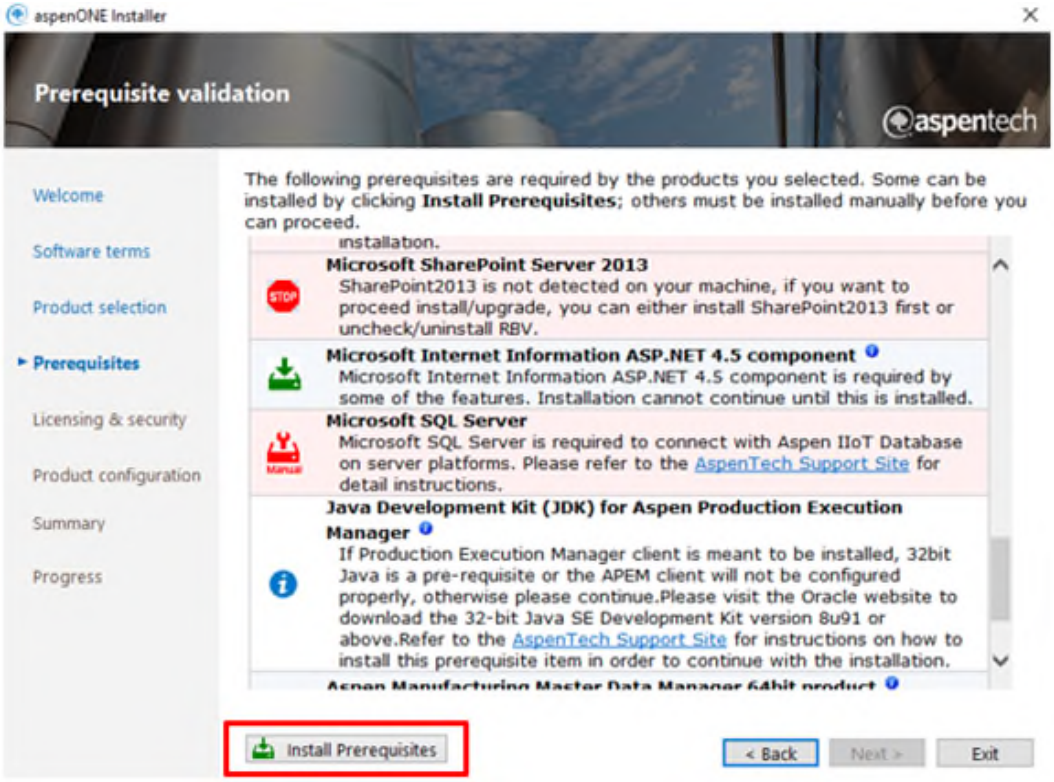
Product Selection



The installer can optionally install HTTP Server. This option lets you collect log files from other SLM Servers (with no access to Internet or email) sitting behind a firewall. This option requires IIS to be available on this computer. The Upload Tool will pick up files deposited on the collection server and transmit them to AspenTech through HTTPS, SFTP, or email option.

Notes: The HTTP option collects logs internally within your network from other servers, and the HTTPS option transmits them back to AspenTech.

Prerequisites



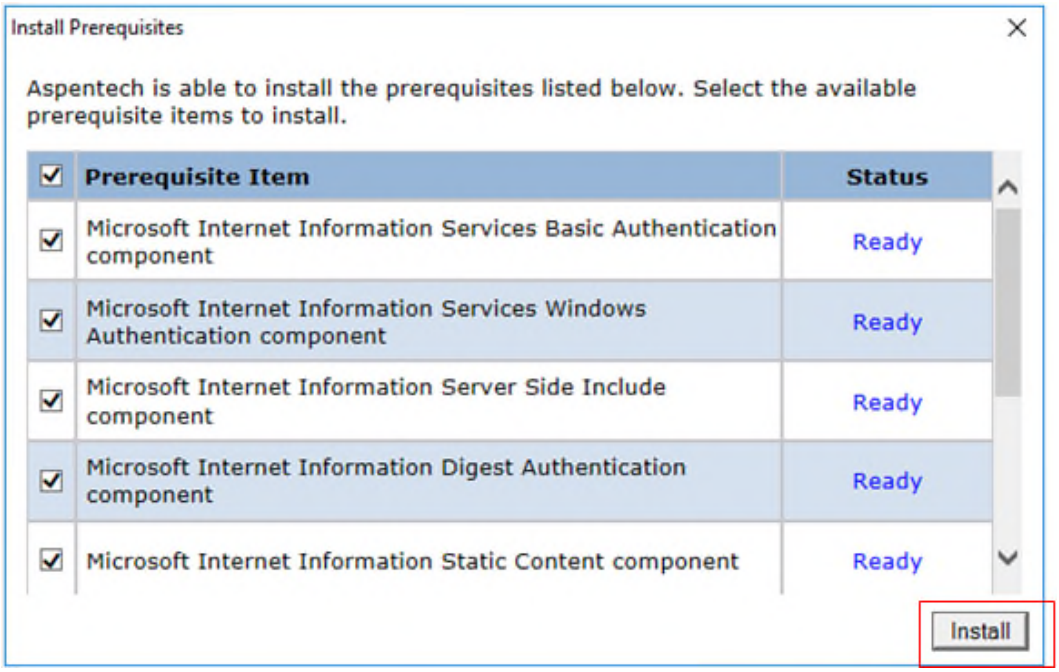
This screen will only appear if prerequisites are missing.

In V11 the capability to install and/or configure some of the product pre-requisites during the Aspen software installation process – mostly Microsoft Internet Information Services (IIS) was added. If the prerequisites window appears, you will see the "**Install Prerequisites**" option at the bottom of the screen. Here is a description of the icons related to installing pre-requisites. (These must be installed before the AspenTech installation can proceed). You may also encounter other icons that are informational only.

- This item can be installed automatically by selecting "**Install Prerequisites**"
- or This item cannot be installed automatically by selecting "**Install Prerequisites**". Select the link in the item's description to open an AspenTech support site link that describes how to install this item.
- This item is informational

To install the prerequisites:

1. Click **Install Prerequisites** if you want to install or configure the relevant prerequisites.
2. When the **Install Prerequisites** option is selected, the Install Prerequisites screen appears. This will identify which prerequisites can be installed and/or configured.

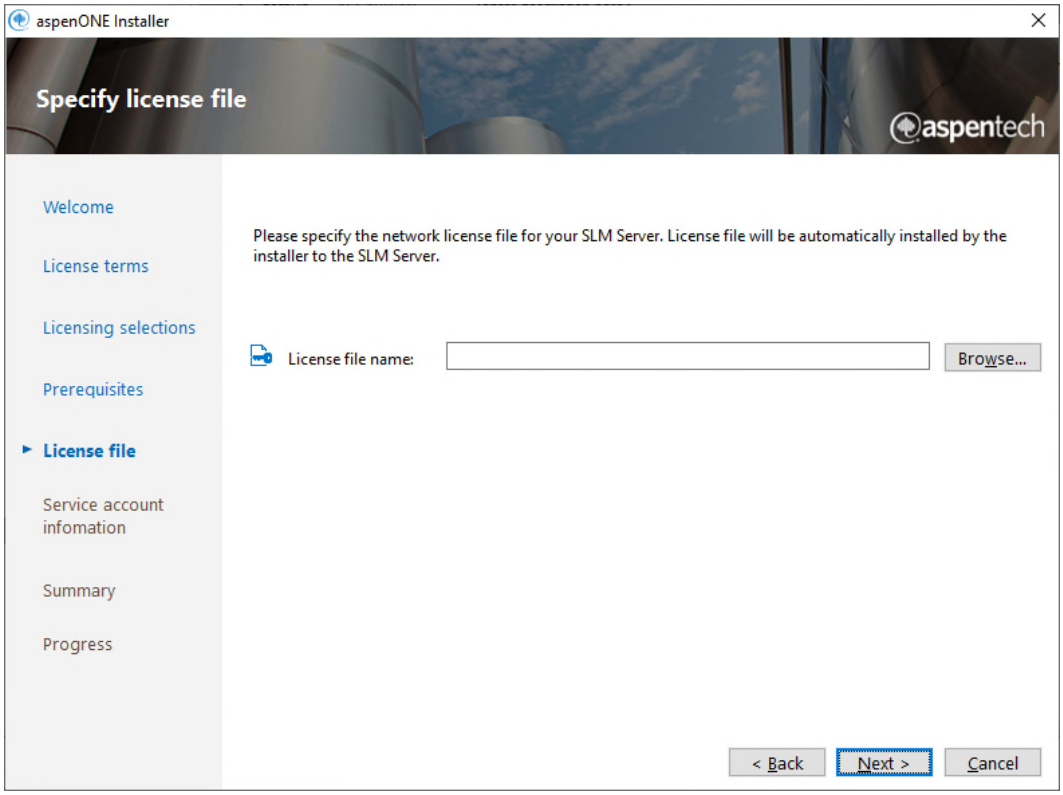


3. All options will be checked by default - unselect any that you do not want installed automatically and then click **Install**.

When **Install** is selected, PowerShell windows will appear that perform the install and/or configuration for the specified prerequisites. When the install and/or configuration steps are done, you will see the **Install Prerequisites** window again.

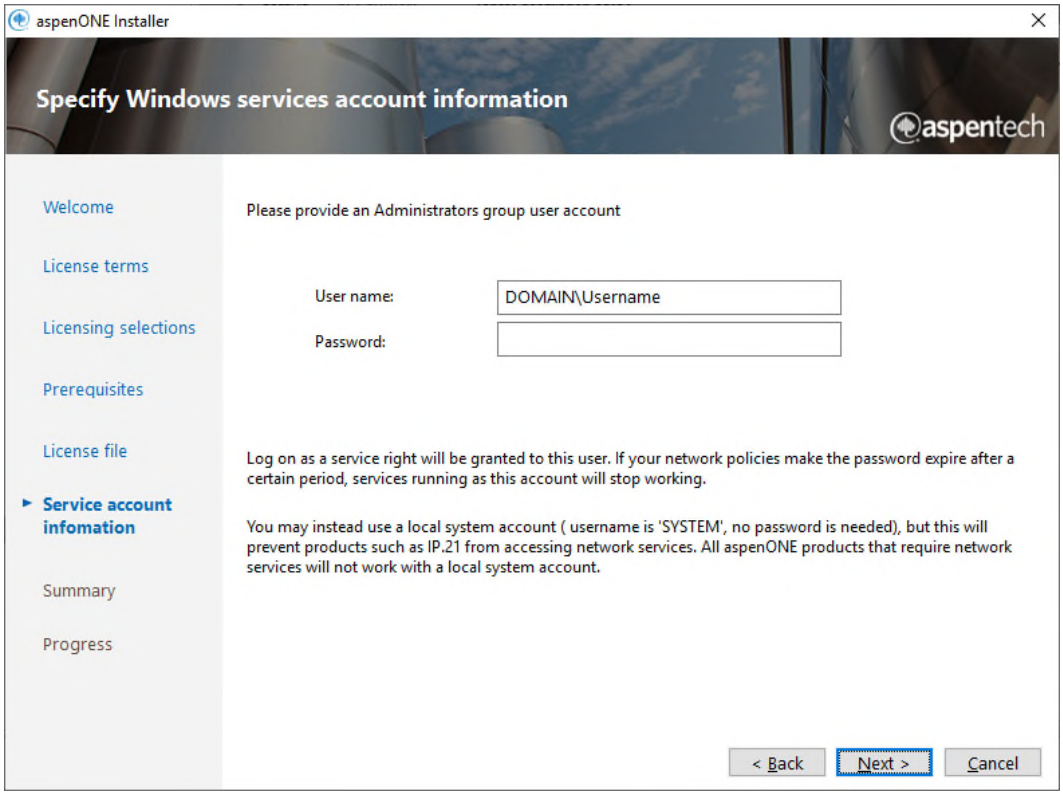
4. Click "**x**" to close the window and return to the installation process.

Specifying Licensing and Security



Note: Refer to the *SLM Installation Guide* for further details.

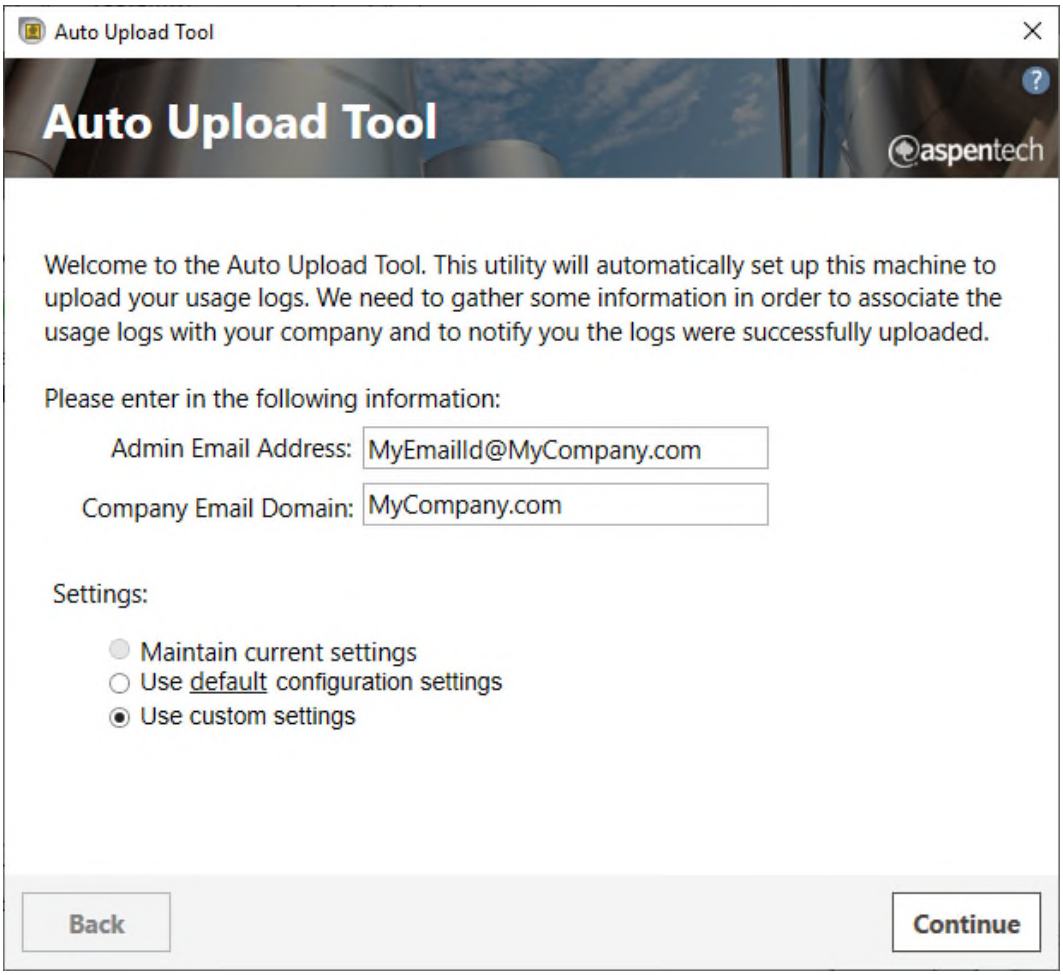
Specifying Windows Account Information



Click **Next** and finish the installation steps.

Installing the Auto Upload Tool

1. Click **Install Now**.
   The **Installation Progress** window appears.
2. Toward the end of the install, the installer will automatically launch the AUT Configuration Tool. You can configure the settings now, or click **Cancel** to configure it later after the install is complete. Refer to Chapter **4 Post Installation Configuration** for additional details on how to launch and configure the AUT Configuration Tool.



When the installation is complete, the **Installation Completed** screen appears.

3 Click **Finish**.

4 Post Installation Configuration

Purpose

This chapter describes the post-installation steps required to configure the Auto Upload Tool to transmit usage log files to AspenTech.

Overview

You can configure the Auto Upload Tool to perform the following tasks:

- Easily transmit usage logs to AspenTech via HTTP, SFTP, or Email
- Auto-schedule usage log file transmissions either weekly or monthly
- Mask user names, machine IDs, and IP addresses with mapping file retained on your SLM server
- Activate usage logging if not already enabled
- Create an archive directory to store transmitted usage log files on your SLM server

Launching the Configuration Tool

To launch the Auto-Upload Configuration Tool:

- From the **Start** menu, select **All Programs | AspenTech | aspenONE SLM License Manager**, and then click the **Configure Usage Logs** button.

Note: For more information regarding the aspenONE SLM License Manager, refer to the associated help file or the *SLM Installation and Reference Guide.*

Selecting Settings

After launching the Auto Upload Configuration Tool:

1. In the **Admin Email Address** field, type the email address for the SLM Server administrator. AUT uses this email address to notify you in case of a file transfer failure. An email notification is also automatically sent to the administrator when a log file is received at AspenTech.

   Note: AUT can send a failure notification email only if the **Email** option is configured with valid information.

2. In the **Company Email Domain** field, type your company's email domain, for example, **aspentech.com**. This should be a valid company domain.
3. Select one of the following options for **Settings**:
   - **Maintain current settings**: Select this to keep your current settings.
   - **Use default configuration settings**: The default configuration settings send usage logs every **Friday** at **6:00 PM** local time using HTTPS, with medium privacy settings.
   - **Use custom settings**: If you select this option, click **Continue** to specify your custom settings on the following screens.

Configuring Custom Settings: Step 1

On the **Custom Configuration (Step 1 of 2)** screen, specify the following information:

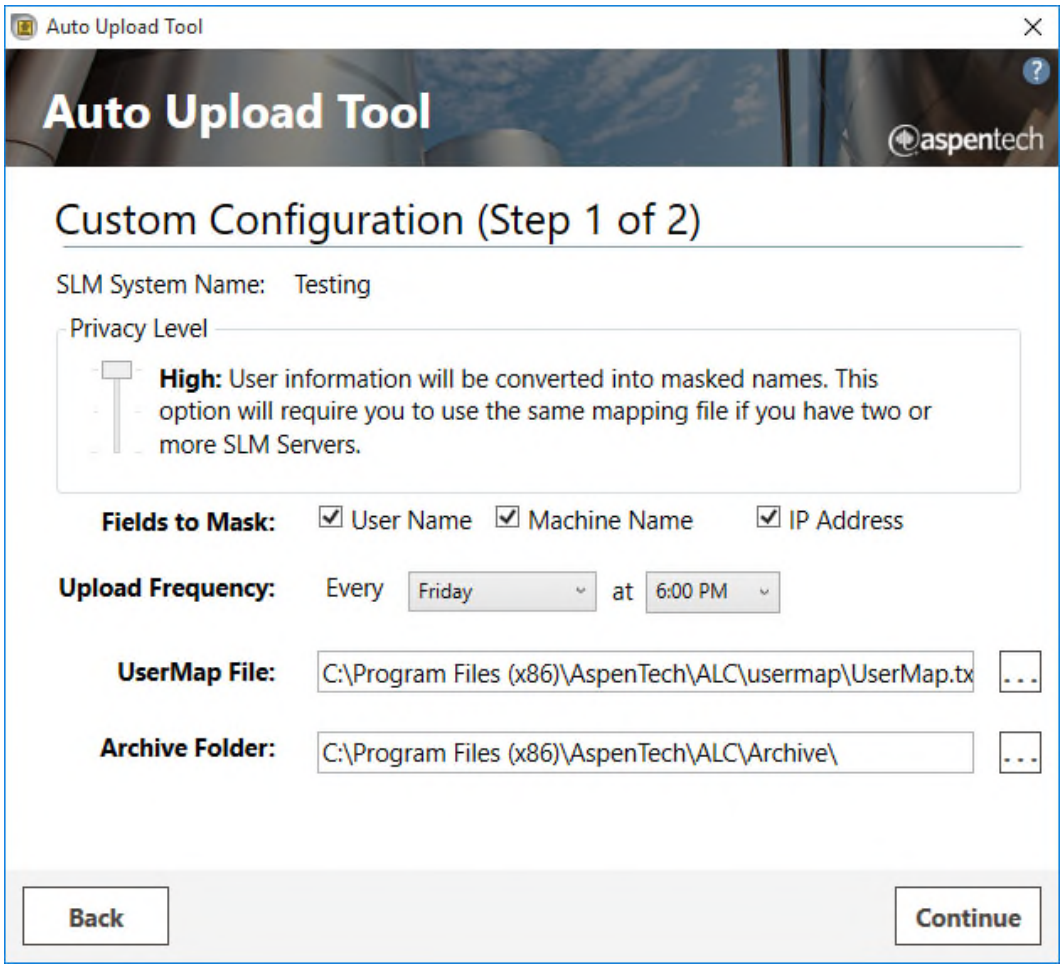
- Frequency of log file transmission
- Privacy options

Note: The **SLM System Name** section lists the system name of the SLM Server. Auto Upload Tool auto-fills this by reading the information from the license file on the computer.

Frequency of Log File Transmission

In the **Upload Frequency** field, from the first drop-down list, select whether you want files to be transmitted weekly or monthly, and specify the day of the week (if weekly). From the second drop-down list, select the upload time.

Note: The **Every Day** interval is included for testing and/or troubleshooting.



Privacy Options

The Auto Upload Tool offers the following privacy options:

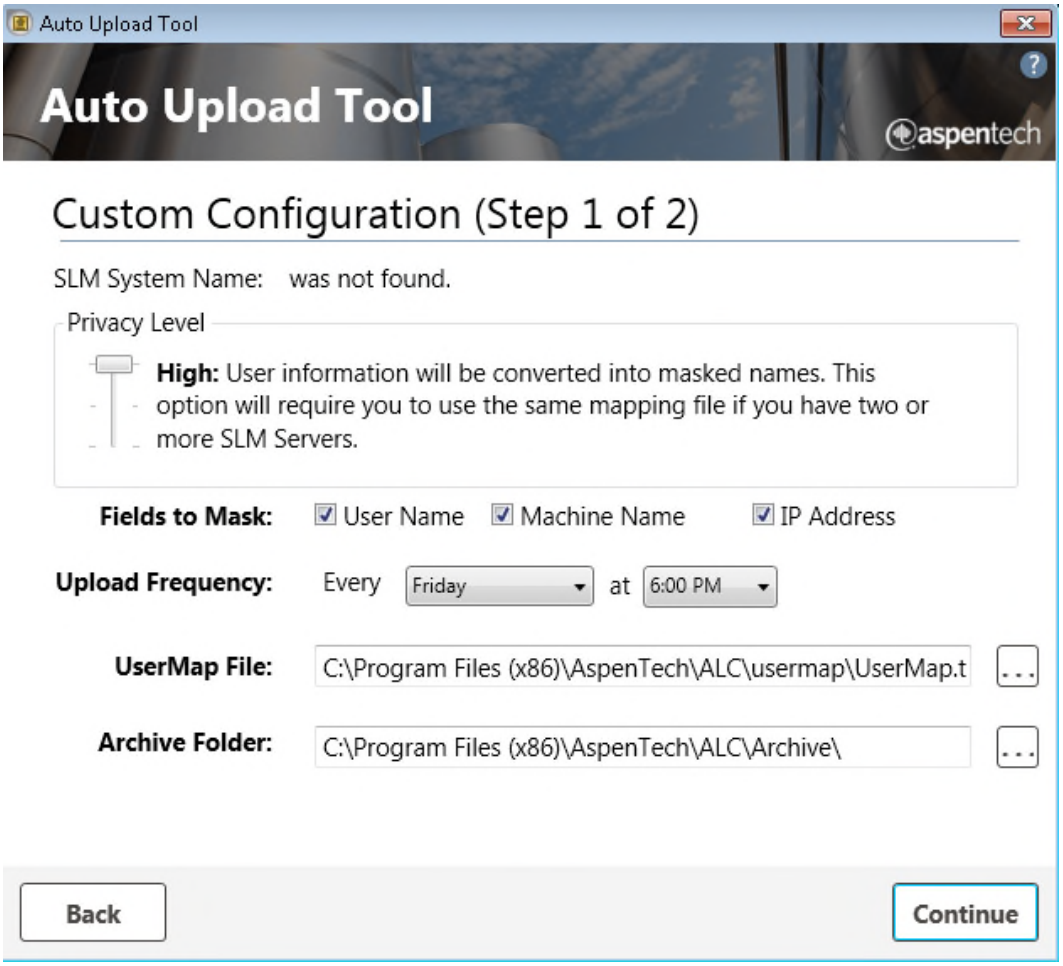
- **None**: User information will be uploaded as-is.
- **Medium**: (Recommended) User information will be converted into unidentifiable unique names. For example:
  - User name "John" will be converted to "x3y4ss."
  - Machine name "ChrisPC" will converted to "gts32p."
  - IP Address "123.123.123.123" will be converted to "es4.rts.p3t.au2."
- **High**: User information will be converted into masked names to meet privacy regulations. This option will require you to use the same mapping file if you have two or more SLM Servers. This option is the same as the **Scramble** option from prior releases. For example:
  - User name "John" will be converted to "user1."
  - Machine name "TestPC1" will converted to "machine1."
  - IP Address "123.123.123.123" will be converted to "ip1.ip2.ip3.ip4."

To mask user names by scrambling:

1 On the **Custom Configuration (Step 1 of 2)** screen, in the **Privacy** section, set the option to **High**.

2 Select one or a combination of the following for the Auto Upload Tool to scramble:

- User Name
- Machine Name
- IP Address



3 In the **UserMap File** field, specify a location where you want the mapping file stored. This mapping file is not transmitted to AspenTech.

If you have multiple license servers with file masking turned on, make sure to specify a network location as the map file location. A shared network location can be specified; for example, as **\\corpserver\usermaps\usermap.txt**. The user account under which Aspen ALC Auto-upload schedule service is running should have access to this network share.

Notes:

- The log file transmitted to AspenTech will display user1, machine1 or IP1, IP2, IP3, instead of the actual IDs.

- The usermap file holds the actual user/machine and IP address to the mapped name. The mapping file is never sent to AspenTech. See below for an example of the user mapping file.

```
[USERS-START]
User1:system
User2:watkscott
User3:wcadmin
User4:student81
User5:administrator
User6:mikex
[USERS-END]
[MACHINES-START]
Machine1:IP21DEVCLC99
Machine2:APCTESTVM01
Machine3:CONTROLSRV01
Machine4:9-QELISVR2-VM
Machine5:BWIP21V72
[MACHINES-END]
[IPS-START]
IP1:10
IP2:32
IP3:151
IP4:167
IP5:117
IP6:13
[IPS-END]
```

- The mapping file is self-managed by AUT, and mappings for new user IDs, machine names, and IP addresses are automatically inserted by the tool. AUT reuses the mapping file every time, so that mapping ids remain the same between different log files.
- The mapping file can be used with multiple servers. Each SLM server must be set up to read/write to the file residing on a network share.

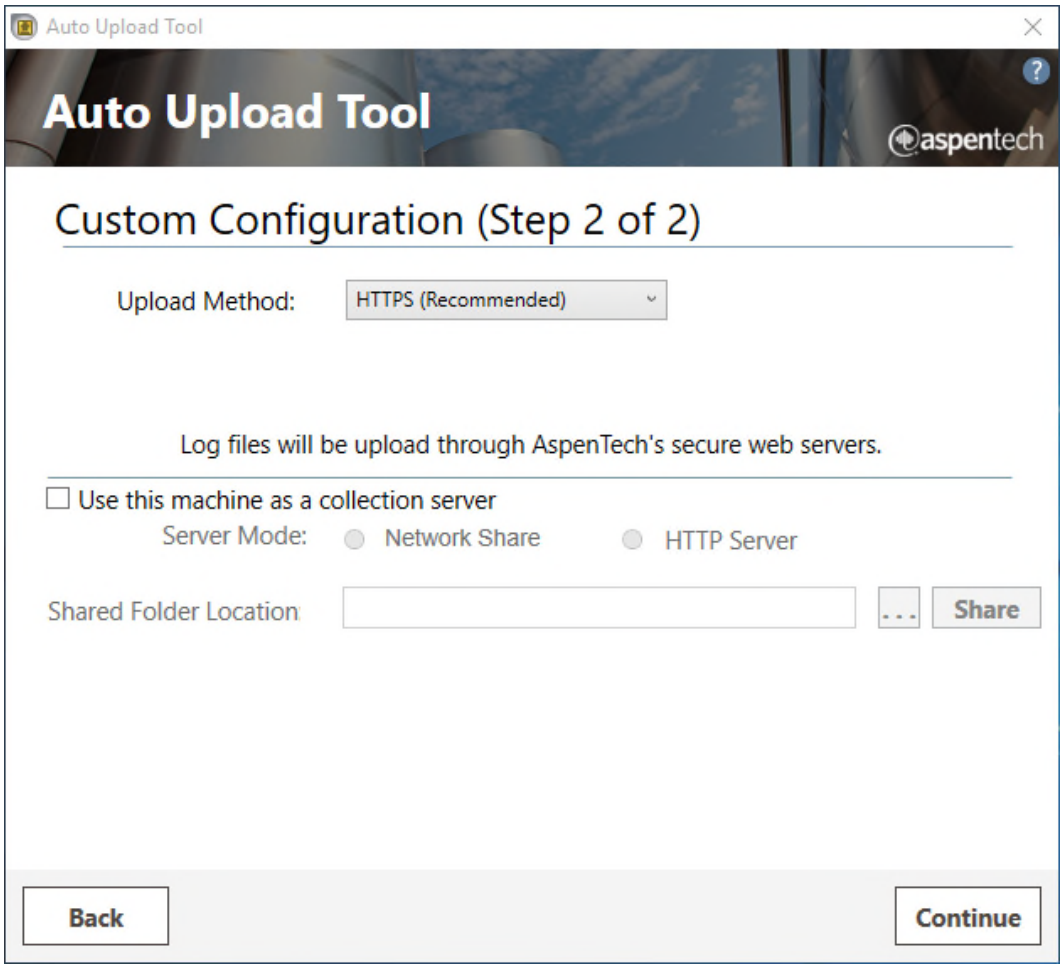
Configuring Custom Settings: Step 2

Selecting Usage Log File Upload Options

On the **Custom Configuration (Step 2 of 2)** screen, select the method by which you want to upload usage log files:

- **HTTPS** – Supports transmission of usage log files directly from a SLM server or Collection Server to AspenTech server via secure HTTP. AUT uses HTTPS by default, but you can change it to another transfer method as appropriate. Refer to the "**Transmitting Usage Log Files via HTTPS**" section for further details.

- **SFTP** – Supports transmission of usage log files directly from a SLM server or Collection Server to AspenTech server via secure file transfer protocol utilizing AES 128-bit encryption. Refer to the "**Transmitting Usage Log Files via SFTP**" section for further details.
- **Email** – Auto-generates an email message and attaches the zipped usage log file as an email attachment and auto-transmits from a SLM server or Collection Server to AspenTech's ALC mailbox. Refer to the "**Transmitting Usage Log Files as Email Attachments**" section for further details.
- **Collection Server** – Allows you to collect usage log files by transmitting them to a shared collection server from multiple SLM servers within your organization. The collection server will then be configured to transmit usage logs from these servers to AspenTech. Refer to the "**Uploading to a Collection Server**" section for further details.



Specifying Folders

- On the **Custom Configuration (Step 2 of 2)** screen, next to the **Shared Folder Location** field, click **Browse** to select the location that the upload tool uses internally to generate the zipped-up usage log files. Once the zipped log files are transmitted to AspenTech, a copy of those zip files are kept in the location specified in **Archive folder**. Default locations are

auto-filled by the tool. You can customize this location, but they can point to local drive only.

Transmitting Usage Log Files via HTTPS

1. On the **Custom Configuration (Step 2 of 2)** screen, from the **Upload Method** drop-down list, select **HTTPS (Recommended)** to configure the Auto Upload Tool to transmit your files via secure http.
2. If you want to use this machine as a collection server, follow the steps in the "**Using a Machine as a Collection Server**" section.
3. Click **Continue**.
4. Follow the steps in the "**Testing Upload**" section to validate connectivity to the AspenTech https server.
5. If you are finished with all other configuration settings, click **Finish**.

Transmitting Usage Log Files via SFTP

1. On the **Custom Configuration (Step 2 of 2)** screen, from the **Upload Method** drop-down list, select **SFTP** to configure the Auto Upload Tool to transmit your files via secure file transfer protocol.

   Note: SFTP transmission requires your Port 22 to be open to the AspenTech server **alcftp.aspentech.com**.

   The Auto Upload Tool requires a paired private/public encryption keys ensuring data security of the usage log files. These encryption keys can be obtained from AspenTech **customercare@aspentech.com**. Allow two business days for receipt of the encryption keys file. This file has an .acc extension. Once you have received the encryption keys, create a directory named **Keys** under ***<Program Files>\AspenTech\ALC*** and copy the .acc file to it.
2. Next to the **Import User Account Path** field, click **Browse** to browse to the location of the encryption keys obtained from AspenTech.
3. Make sure that port 22 is open and AspenTech SFTP server is accessible. Run the following command from a DOS window to verify this:

   ```
   telnet alcftp.aspentech.com 22
   ```

   If the port is accessible, you will see the following prompt in DOS window:

   ```
   SSH-2.0-OpenSSH_3.8.1p1
   ```

   If the above prompt does not appear, you may need to get your port 22 open to AspenTech server. Please work with your IS team to have port 22 open to alcftp.aspentech.com. This is an outbound connection.
4. If you want to use this machine as a collection server, follow the steps in the "**Using a Machine as a Collection Server**" section.
5. Click **Continue**.
6. Follow the steps in the "**Testing Upload**" section to validate connectivity to the server.

Note: A message notifies you if the connection is successful. If an error message appears, see Chapter **6 Troubleshooting**, or refer to https://support.aspentech.com, Knowledge Base Item 126943, or contact AspenTech Customer Support for additional assistance. Even if you received a message stating that the connection was successful, you still should run the telnet command as described in Step 3 above.

7 If you are finished with all other configuration settings, click **Finish**.

Transmitting Usage Log Files as Email Attachments

1 On the **Custom Configuration (Step 2 of 2)** screen, from the **Upload Method** drop-down list, select **Email** to transmit log files as email attachments. This method is a good alternative when SLM servers are behind a firewall with no access to Internet.

2 Next to **SMTP Server Name**, specify your email server and port.

3 In the **Email** field, type the SLM server admin's email ID (for example, john.smith@customer.com).

4 In the **User Name** field, type the User Name of the SLM Server Administrator. Make sure to type valid information here.

4 In the **Password** field, type the password.

Note: The AspenTech email account information is preconfigured. It should point to licensing.center@aspentech.com.

5 If you want to use this machine as a collection server, follow the steps in the "**Using a Machine as a Collection Server**" section.

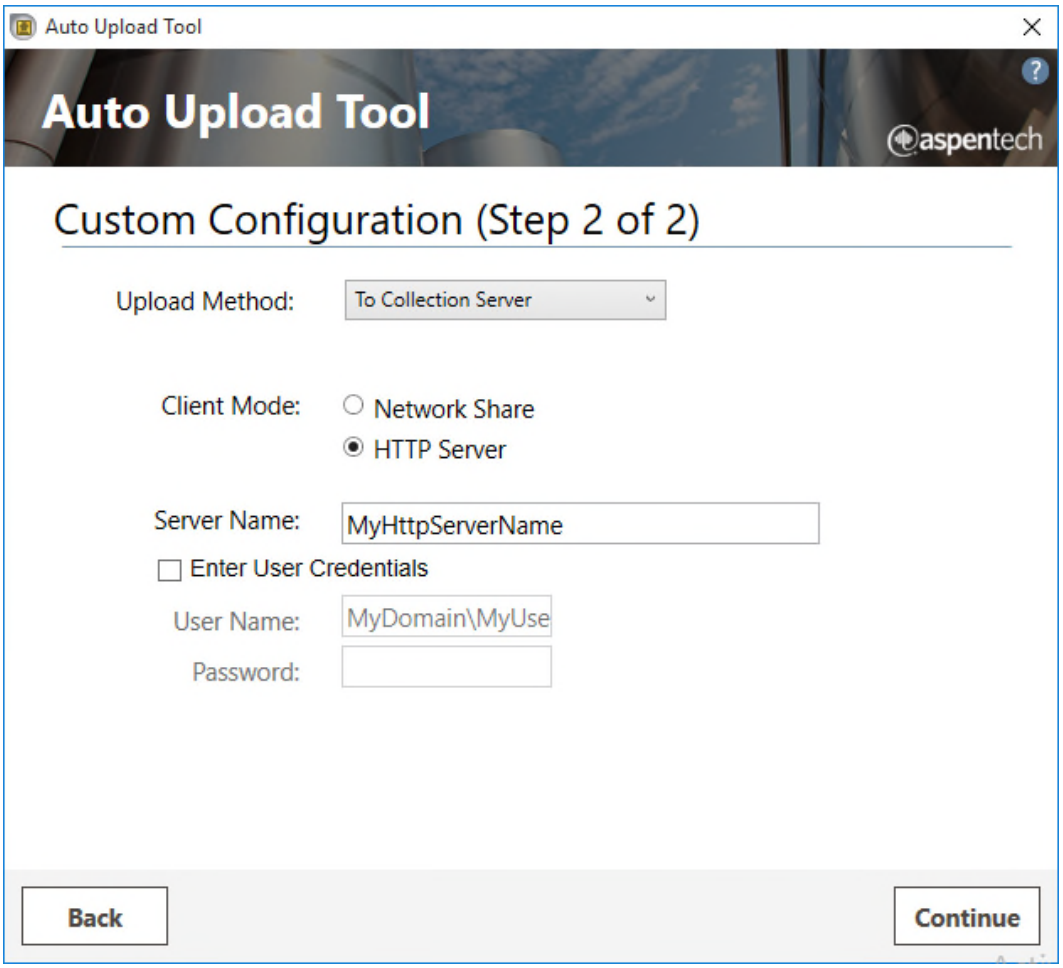
6 Click **Continue**.

7 Follow the steps in the "**Testing Upload**" section.

8 Click **Finish**.

Uploading to a Collection Server (Client Mode)

1 On the **Custom Configuration (Step 2 of 2)** screen, from the **Upload Method** drop-down list, select **To Collection Server** to configure the Auto Upload Tool to transmit usage log files from one server to another on your network in Client Mode. In the client mode, the AUT sends files to a Collection Server, whereas in the Server Mode, it accepts log files from AUT on other SLM Servers.



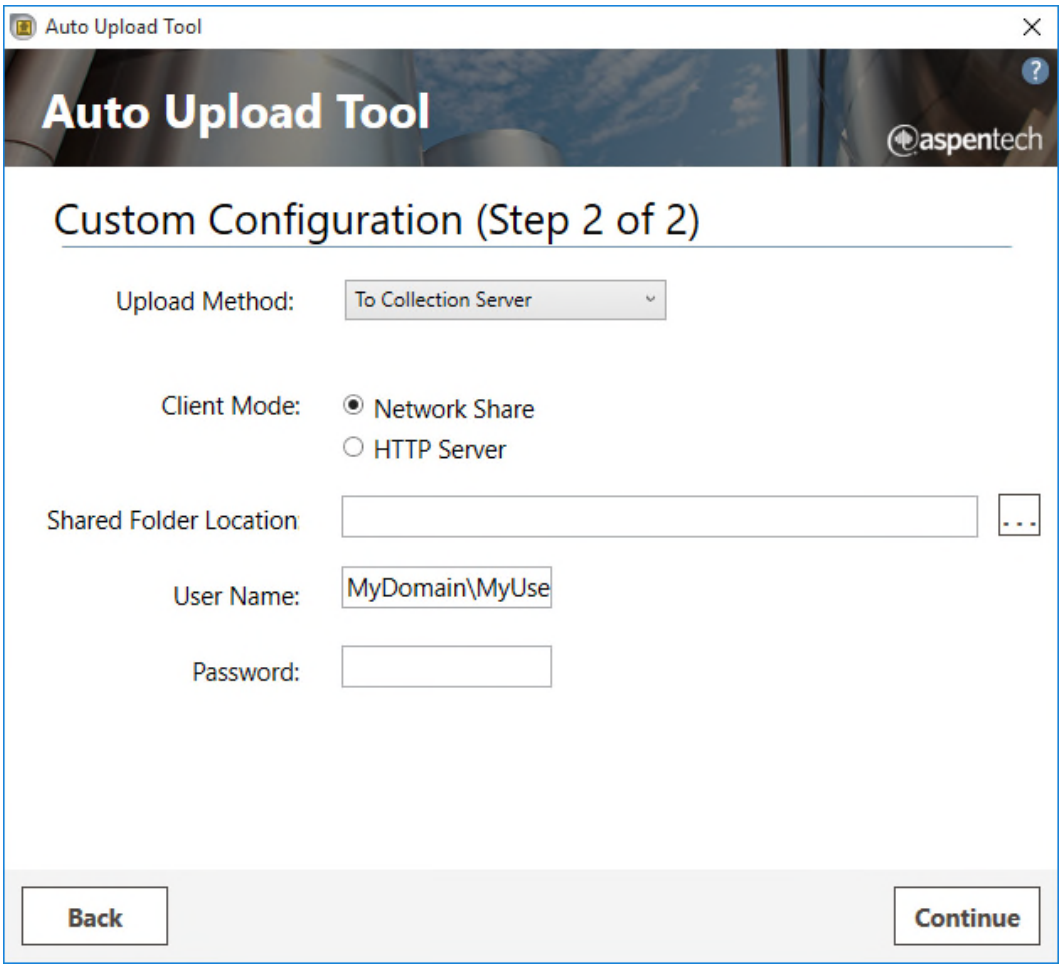
In this mode, AUT transfers the log files from this server to the server specified. AUT should be installed and configured on the Collection Server (for example: MyCollectionServer or MyHttpServerName). AUT uses HTTPS, SFTP or Email option to send the collected log files to AspenTech.

2 In the **Client Mode** section, select one of the following options:

- **Network Share**: If you select the **Network Share** option, perform the following tasks:

  a. Specify the Shared folder location.

  b. Specify a user name and password with read-write access privilege to the shared folder on the Collection Server.



- **HTTP Server**: Use this option to transmit files through HTTP protocol to an internal Collection Server. This option is found to be firewall friendly in many user environments. HTTP Server feature of the AUT must be installed on the Collection Server (for example: MyHttpServerName) for this option to work. If you select the **HTTP Server** option, perform the following tasks:

  a. Specify the HTTP Server name.

  b. Select the **Enter User Credentials** check box if you want to specify a user name and password. User name/password is optional, and depends on the authentication method specified on the HTTP Server end.

3 Click **Continue**.

4 Follow the steps in the "**Testing Upload**" section.

5 Click **Finish**.

Using a Machine as a Collection Server (Using Server Mode)

On the **Custom Configuration (Step 2 of 2)** screen, when you select either the **HTTPS**, **SFTP**, or **Email** option for the **Upload** Method, you can select

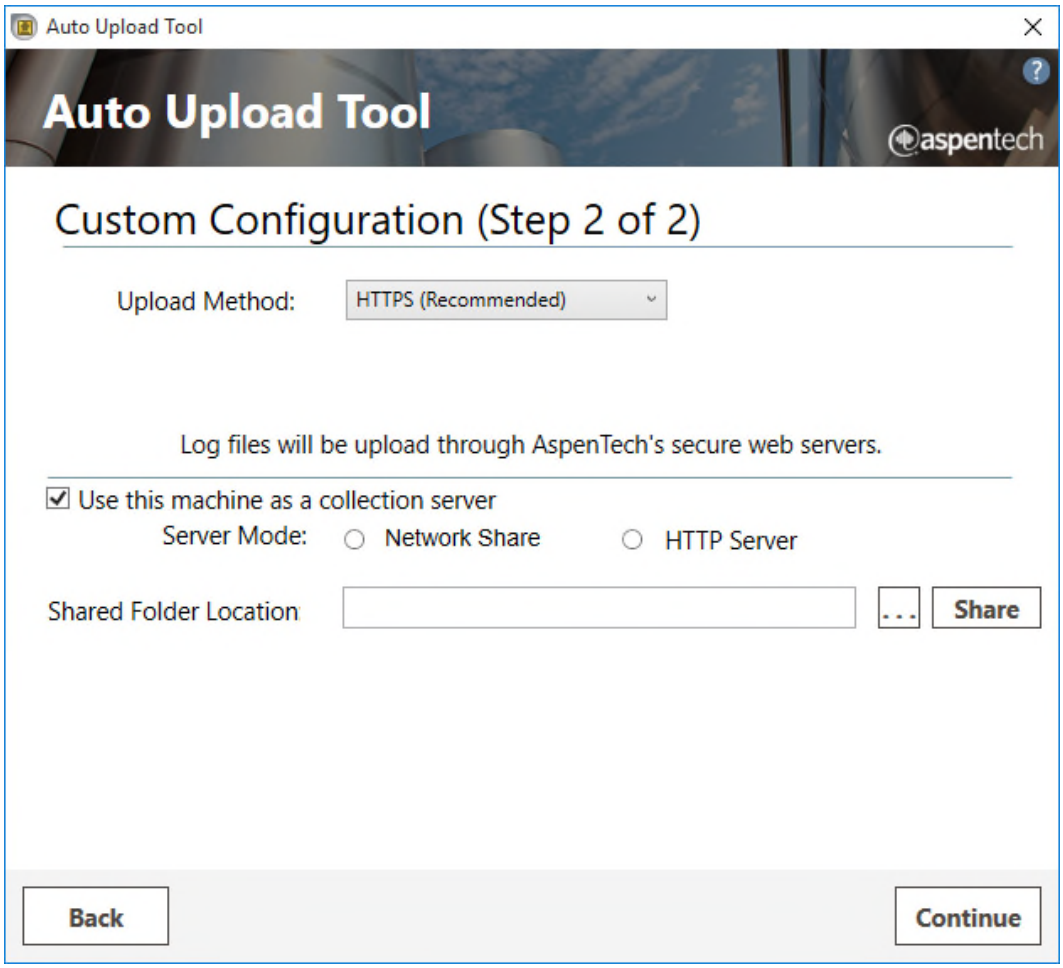
the **Use this machine as a collection server** check box to enable this server to act as a Collection Server. Any log files it receives from other servers are sent to AspenTech along with any log files from this server. AUT uses the HTTPS, SFTP or Email option to send the collected log files to AspenTech. Server Mode supports two options:

- Network Share
- HTTP Server

Network Share

Select the **Network Share** option to share a folder on this machine, so that AUT or other SLM Servers can deposit files into this shared folder.

Specify a **Shared Folder Location**. This will open a regular folder share dialog box. Share the folder and click permissions to grant the required users read/write permissions to the required set of users.

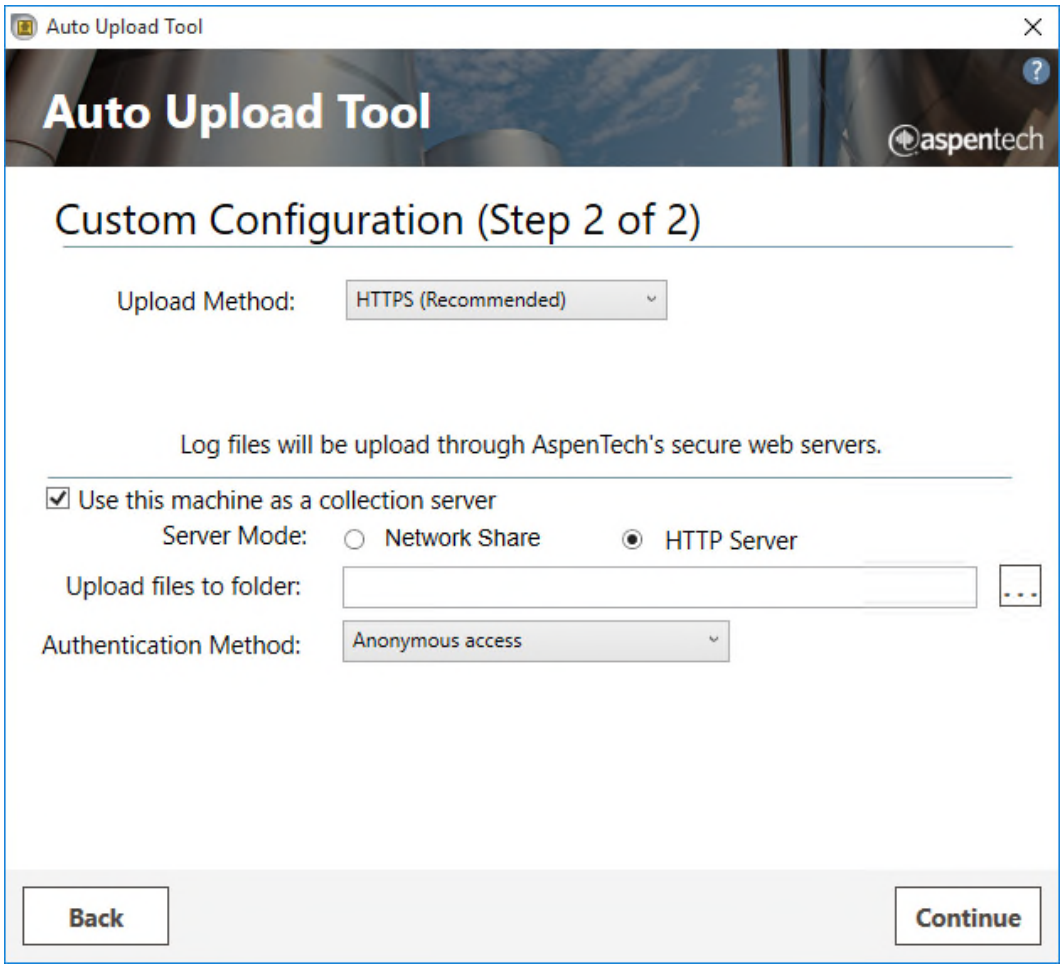


AUT on other SLM Servers will now point to this shared folder location through UNC convention *MyCollectionServer**UsageUpload*\ and deposit files in this shared folder.

HTTP Server

The HTTP Server option is enabled only if HTTP Server feature has been installed from the AUT installer.

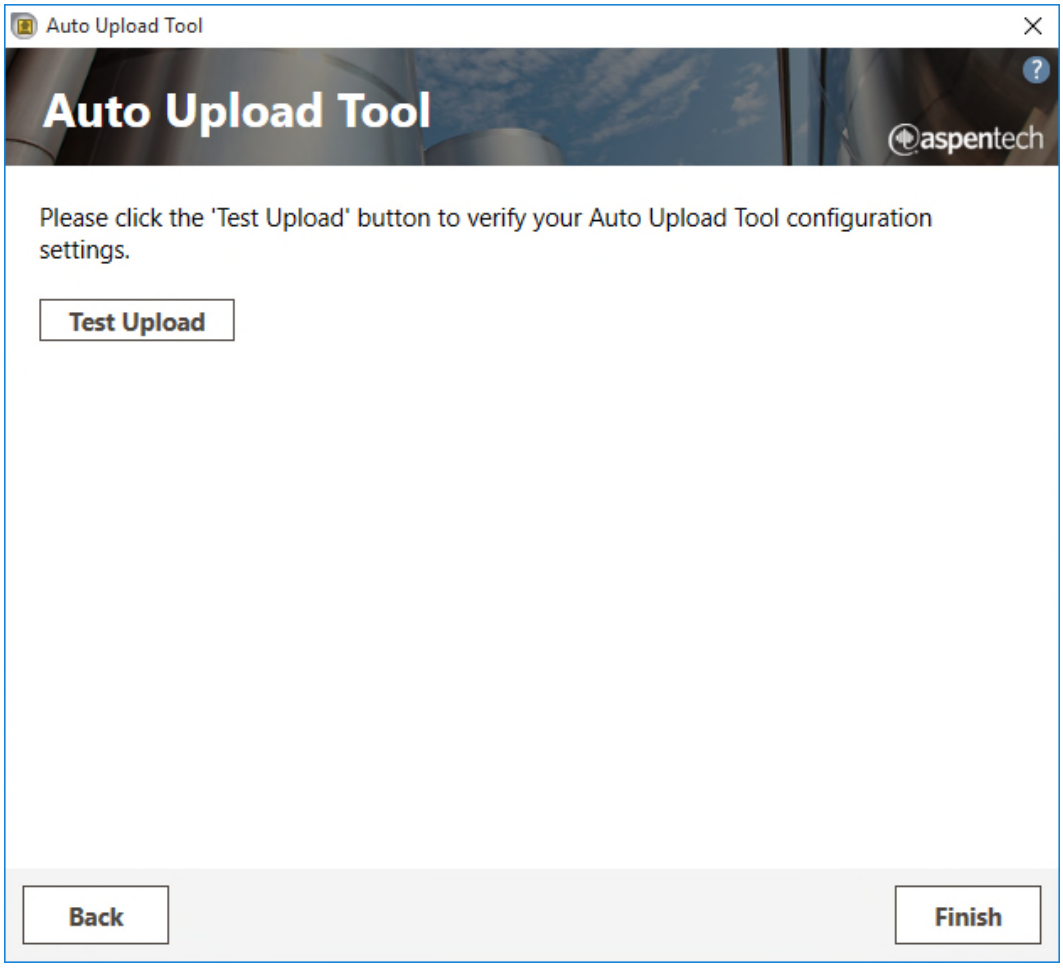
Note: The HTTP Server feature requires IIS be installed on the Collection Server. In addition, it also requires the HTTP Activation and Non-HTTP Activation features of Microsoft .NET Framework. The AUT installer will check for these dependencies if you select the HTTP Server feature.



1. In the **Server Mode** section, select the **HTTP Server** option.
2. In the **Upload files to folder** field, specify a directory. The collection server uses this directory to collect log files from AUT on other SLM Servers.
3. Select an authentication mechanism as appropriate. The user ID should have read/write access privilege to the directory specified above.

Testing Upload

On the final screen of the AUT Configuration Tool, click **Test Upload**.



If your Auto Upload Tool configuration settings are correct, a message will appear to indicate that you have successfully configured your usage log uploads.

Click **Finish** to close the window.

5 Upgrading the Auto Upload Tool

Purpose

This chapter describes how to upgrade the Auto Upload Tool to transmit usage log files to AspenTech.

Upgrading the Auto Upload Tool

1. In the Control Panel, click Start | All Programs | AspenTech | Uninstall AspenTech Software.
2. Uninstall ALC Auto Upload Tool from the list of currently installed products.
3. Follow the steps in Chapter **3 Installing the Auto Upload Tool**, beginning with the **Downloading the Auto Upload Tool Install Kit** subsection.

6 Troubleshooting

Purpose

This chapter describes troubleshooting information for the Auto Upload Tool.

Troubleshooting

What to do if I have a firewall?

If your company employs a firewall, work with your local IS team to open port 22 to AspenTech SFTP server **alcftp.aspentech.com**.

You can also use the **Collection Server** option to transfer usage log files from SLM servers behind internal firewalls to a server with access to AspenTech HTTPS (**https://support.aspentech.com**) or SFTP (**alcftp.aspentech.com**) server.

For more information, refer to **https://support.aspentech.com**, Knowledge Base Item 126943.

How do I verify SFTP connectivity to AspenTech server?

1. Make sure that **Test Connection** for the **SFTP** upload method on the configuration Tool is successful.
2. Open a DOS window and run the following command:

   ```
   telnet alcftp.aspentech.com 22
   ```

   If the port is accessible, the following prompt appears in DOS window:

   ```
   SSH-2.0-OpenSSH_3.8.1p1
   ```
3. If the above prompt does not appear, work with your IT team to get the port 22 open to AspenTech server.

Can the Auto Upload Tool be installed on a non-SLM server?

The Auto Upload Tool can now be installed on either an SLM or non-SLM server.

How will I know if logging is not enabled?

A warning appears if logging is not enabled.

Is Active Directory required to use the Auto Upload Tool?

Windows Server Active Directory is not required.

Are there special configuration considerations to use a central, non-SLM server?

No special configuration is required by customer for shared collection server that is non-SLM dependent.

What platforms does the Auto Upload Tool support?

Auto Upload Tool can be installed on all environments supported by SLM Server.

What happens if a server fails to transmit to the shared collection server?

1. The Auto Upload Tool install creates a failed upload folder under the ALC directory.
2. Failed log file is deposited into folder *<Program Files>\AspenTech\ALC\FailUploadFiles*.

Notes:

- No messages will be displayed by the Auto Upload Tool. It is suggested that the **FailUploadFiles** folder be checked periodically.
- It is recommended that Email is configured correctly along with the valid **Admin Email Address**, irrespective of the transfer method you select. This will enable the AUT to notify you in case of a file transmission failure.

Why is Server Name input box empty?

AUT reads the server name from the license key **SLM_LicenseProfile**. Please make sure that this server has a valid set of license keys. The server name will be empty if this computer runs as a Collection Server, since a SLM Server does not need to be running on this computer in this case.