



aspenONE

Deployment Guide

Using AspenTech's suite of software solutions

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Aspen Accounting.21™, Aspen Acol+™, Aspen Adsim®, Aspen Adsorption, Aspen Advisor™, Aspen Air Cooled Exchanger, Aspen Analytics, Aspen Apollo™ Desktop, Aspen Apollo™ Online, Aspen Audit and Compliance Manager, Aspen AtOMS™, Aspen Basic Engineering, Aspen Batch.21™, Aspen Batch Process Developer, Aspen Batch Distillation, Aspen Batch Plus®, Aspen BatchSep™, Aspen Calc , Aspen Capable-to-Promise, Aspen Capital Cost Estimator, Aspen CatRef®, Aspen Chromatography®, Aspen Cim-IO, Aspen Collaborative Forecasting, Aspen Compliance.21™, Aspen COMThermo® Workbench, Aspen Connect, Aspen Custom Modeler®, Aspen Data Source Architecture, Aspen Demand Manager, Aspen Distribution Scheduler, Aspen Distillation Synthesis, Aspen DMCplus® Builder (with SmartStep Technology), Aspen DMCplus® Composite, Aspen DMCplus® Controller (with SmartStep Technology), Aspen DMCplus® Desktop, Aspen DMCplus® On-line, Aspen DPO™, Aspen Dynamics®, Aspen Energy Analyzer, Aspen Enterprise Integration Framework, Aspen Exchange, Aspen Event.21, Aspen Event Management™, Aspen Event Manager, Aspen FCC®, Aspen Fidelis Reliability, Aspen Fired Heater, Aspen FiredHeater, Aspen Flare System Analyzer, Aspen FLARENET™, Aspen Fleet Optimizer, Aspen Fleet Optimizer Order Manager – Voice, Aspen Fleet Optimizer Order Manager - Web, Aspen Fuel Gas Optimizer™, Aspen Fuel Gas Optimizer™ Builder, Aspen Fuel Gas Optimizer™ Desktop, Aspen Fuel Gas Optimizer™ Online, Aspen GDOT, Aspen HTFS Research Network™, Aspen Human Interface, Aspen HX-Net®, Aspen Hydrocracker®, Aspen Hydrotreater™, Aspen HYSYS Amines™, Aspen HYSYS Dynamics™, Aspen HYSYS OLGAS 3-Phase™, Aspen HYSYS OLGAS™, Aspen HYSYS PIPESYS™, Aspen HYSYS RTO™ Offline, Aspen HYSYS Upstream Dynamics™, Aspen HYSYS Upstream™, Aspen HYSYS Upstream™, Aspen HYSYS® Pipeline Hydraulics - OLGAS 2-Phase, Aspen HYSYS® Pipeline Hydraulics - OLGAS 3-Phase, Aspen HYSYS® Pipeline Hydraulics - PIPESYS, Aspen HYSYS® Offline Optimizer, Aspen HYSYS® Hydrocracker, Aspen HYSYS® Reformer, Aspen HYSYS® CatCracker, Aspen HYSYS® Petroleum Refining, Aspen Icarus Process Evaluator®, Aspen Icarus Project Manager®, Aspen InfoPlus.21®, Aspen In-Plant Cost Estimator, Aspen Inferential Qualities, Aspen Inferential Quality Builder, Aspen Integration Infrastructure™, Aspen Inventory Planner, Aspen IP.21 Mobile, Aspen IP.21 Process Browser, Aspen IQ™, Aspen IQ™ Desktop, Aspen IQmodel Powertools, Aspen Kbase®, Aspen KPI Builder, Aspen Local Security, Aspen MINLP Optimization, Aspen Mixed Integer Optimizer, Aspen Model Runner™, Aspen MPIMS™, Aspen Manufacturing Master Data Manager, Aspen Multi-Blend Optimizer™ (MBO), Aspen Mtell, Aspen Nonlinear Controller Builder, Aspen Online Deployment™, Aspen OnLine®, Aspen OnLine®, Aspen Operations Domain Model™, Aspen Operations Reconciliation and Accounting, Aspen OpsKPI™, Aspen Orion XT™, Aspen OTS Framework, Aspen Petroleum Scheduler, Aspen Petroleum Supply Chain Planner, Aspen PIMS Advanced Optimization™, Aspen PIMS Submodel Calculator™, Aspen PIMS™, Aspen Plant Scheduler™, Aspen Plate Exchanger, Aspen Plate+™, Aspen Plus Optimizer™, Aspen Plus®, Aspen Plus® CatCracker, Aspen Plus® Dynamics, Aspen Plus® Hydrocracker, Aspen Plus® Hydrotreater, Aspen Plus® Reformer, Aspen Polymers, Aspen Polymers Plus™, Aspen Process Controller, Aspen Process Controller Builder, Aspen Process Economic Analyzer, Aspen Process Explorer™, Aspen Process Manual™, Aspen Process Recipe®, Aspen Process Sequencer, Aspen Process Statistical Analyzer, Aspen Process Tools™, Aspen Production Control Web Server, Aspen Production Execution Manager, Aspen Production Record Manager, Aspen ProMV, Aspen Properties®, Aspen Properties Mobile, Aspen Q Server™, Aspen Rate-Based Distillation, Aspen RateSep™, Aspen Reaction Modeler, Aspen Real-Time Statistical Process Control Analyzer, Aspen Refinery Multi-Blend Optimizer, Aspen RefSYS Catcracker™, Aspen RefSYS Hydrocracker™, Aspen RefSYS Reformer™, Aspen RefSYS™, Aspen Role Based Visualization™, Aspen RTO Watch™, Aspen RTO Watch™ Performance Monitor, Aspen Scheduling Insight™ Planning Board, Aspen SCM, Aspen Search, Aspen Shell & Tube Exchanger, Aspen Shell & Tube Mechanical, Aspen Simulation Workbook™, Aspen Solubility Modeler, Aspen Split™, Aspen SQLplus, Aspen State Space Controller™ Desktop, Aspen Supply Chain Analytics, Aspen Supply Chain Connect, Aspen Supply Chain Planner, Aspen Supply Planner™, Aspen Tank and Operations Manager, Aspen Tasc+™, Aspen Teams®, Aspen Transition Manager, Aspen Unified, Aspen Utilities On-Line Optimizer, Aspen Utilities Operations™, Aspen Utilities Planner™, Aspen Voice Fulfillment Management™, Aspen Watch™ Desktop, Aspen Watch™ Performance Analyzer, Aspen Watch™ Performance Monitor, Aspen Watch™ Server, Aspen Web.21™, Aspen Web Fulfillment Management™, Aspen Zyqad™, aspenONE, aspenONE Infrastructure, SLM™, SLM Commute™, SLM Config Wizard™, Aspen Search™, and the Aspen leaf logo are trademarks or registered trademarks of Aspen Technology, Inc., Bedford, MA.

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This document is intended as a guide to using AspenTech's software. This documentation contains AspenTech proprietary and confidential information and may not be disclosed, used, or copied without the prior consent of AspenTech or as set forth in the applicable license.

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1 Overview

aspenONE is the comprehensive set of software solutions and professional services provided by AspenTech; these are designed to help process companies achieve their operational excellence objectives.

This guide provides additional information on aspenONE, an overview of how AspenTech is delivering the products that you have licensed, and installation prerequisites and options.

AspenTech releases its products primarily via software download or if requested on a single USB. The media is designed to ease the installation of aspenONE products and/or modules. To achieve this goal, all AspenTech products and modules use one installation procedure that will guide you through your installation regardless of the products or modules being installed.

This guide is ideally suited to system administrators or anyone who is required to install, configure, and manage the products and aspenONE application implementation.

Technical Support

Online Technical Support Center

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

<https://esupport.aspentech.com>

You use the Online Technical Support Center to:

- Access current product documentation.
- Search for technical 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.
- Search for and review known limitations.
- Send suggestions.

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

- Technical advisories
- Major product releases
- Product updates
- Product patch announcements

Phone and E-mail

Customer support is also available by phone, fax, and e-mail for customers who have a current support contract for their product(s). Toll-free charges are listed where available; otherwise local and international rates apply.

For the most up-to-date phone listings, please see the Online Technical Support Center at:

<https://esupport.aspentech.com>

Support Centers	Operating Hours
North America	8:00 – 20:00 Eastern time
South America	9:00 – 17:00 Local time
Europe	8:30 – 18:00 Central European time
Asia and Pacific Region	9:00 – 17:30 Local time

2 Introduction

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

You will receive instructions on how to download the aspenONE V11 media.

Download the media that you are entitled to and extract the zip file(s) using a zip extractor such as WinZip/7-Zip. You may choose from the following:

- Engineering media
- Manufacturing & Supply Chain media
- Asset Performance Management media
- Informatica PowerCenter media

Windows 10 also works, but we have seen issues extracting large zip files on earlier versions of Windows. If you do not have access to an extractor, you may use the zip extractor utility on the Download Center.

Note: You can opt to download a smaller/granular download, but if you need to download more than one granular download, it is recommended that you download the entire suite. For more information, see the *Granular Downloads* section in Chapter 4.

If you are using physical media (a USB drive), you will have access to one or more of the following:

- o **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.
- o **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.
- o **Informatica** – If you have an MSC perpetual license purchased prior to 2011 and are entitled to Informatica upgrades, you will receive access to both the Standard media and the ability to download the Informatica PowerCenter media.

Note: The product Release Notes and Installation Guides are included in the media in the Documents folder in the ENG, MSC, or APM related media. The Getting Started Guide and the What's New documentation can be linked to from the Install Browser.

Organization

The aspenONE 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 Connect, 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.

Note: Some products previously available on CD-ROM or DVD are not included on the aspenONE media. If you do not find a product, please contact AspenTech Support at <https://esupport.aspentech.com>.

Localization

The V11 release media includes all localized products that are available when V11 is released. For information on localization and to review which products are localized and how to access the localization, refer to the Knowledge Base article #000044539 on the AspenTech Support site.

That article includes a spreadsheet that summarizes which products have been translated into which languages as well as a high-level description of how to access the translations.

Licensing

To manage your product entitlement, you will receive one of the following separately:

- A license file if you are using the SLM Server to manage the products to which you are entitled.
- Aspen license deployment Assistant (ALDA): ALDA is a utility that will update a license server with the necessary licenses needed for a new release without having to send a new license key for applicable suites and qualified customers. For qualified customers, ALDA is available on the electronic software download site.

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.

SLM License Server

Before you install products, it is recommended that you install and configure the SLM License Server.

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.

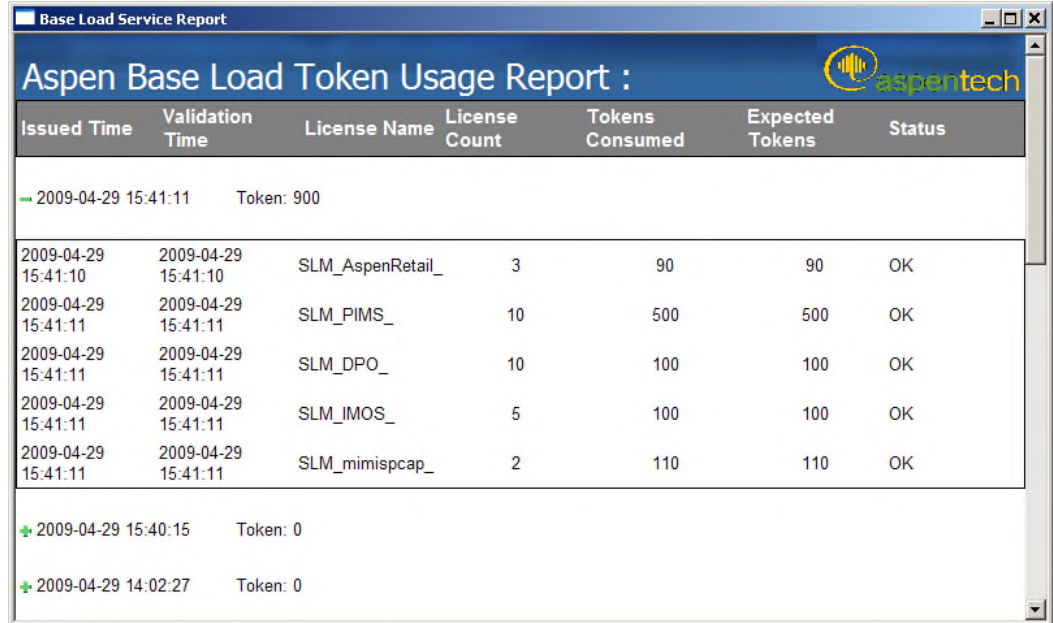
For more information about licensing, please see *Software License Manager (SLM) Installation and Reference Guide* on the aspenONE media.

Base Load Tokens

For some customers, some products are priced using methods such as per server or per site in place of or in addition to dynamic user charges. For these situations, the Base Load Token Service provides a way to track and report on the product token consumption.

To view the base load token usage:

On the license server computer, access aspenONE SLM License manager under Aspen SLM (access varies depending on Operating System). The Base Load Service Report dialog is displayed.



Issued Time	Validation Time	License Name	License Count	Tokens Consumed	Expected Tokens	Status
2009-04-29 15:41:11 Token: 900						
2009-04-29 15:41:10	2009-04-29 15:41:10	SLM_AspenRetail_	3	90	90	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_PIMS_	10	500	500	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_DPO_	10	100	100	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_IMOS_	5	100	100	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_mimispcap_	2	110	110	OK
2009-04-29 15:40:15 Token: 0						
2009-04-29 14:02:27 Token: 0						

The columns in the dialog box are described below:


- Issued Time – Time license was checked out from the SLM server
- Validation Time – Last time license was validated against the SLM server for configuration changes
- License Name – License key that is checked out from the SLM server
- License Count – Number of licenses to be checked out for the given license
- Tokens Consumed – Number of tokens consumed on the SLM server
- Expected Tokens – The expected number of tokens to be consumed if there are no errors, such as sufficient tokens available
- Status – Status of checking out the given license

3 aspenONE Documentation

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 for which you are looking.

Documentation can be found in the following ways:

- Installation Guides and Release Notes can be found by accessing the media in a Windows Explorer window and searching the folders 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.

- o 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.

Release Documentation

Before installing any AspenTech products, be sure to print and read the Installation Guide, Release Notes, What's New, Known Issues, and related documentation for each product you intend to install. All AspenTech installation and Release Notes are included on the aspenONE media.

Each product-specific installation guide contains critical information about specific system requirements, product dependencies, and post-installation configuration procedures. The individual product *Release Notes* or *Aspen Engineering What's New* and *Aspen Engineering Known Issues* guides contain information about new features, software fixes, and known problems and workarounds.

aspenONE Installation Guides

AspenTech Product Name	Installation Guide
Aspen Adsorption	Aspen Engineering V11 Installation Guide
Aspen Air Cooled Exchanger	Aspen Engineering V11 Installation Guide
Aspen Audit & Compliance Manager	Aspen Audit & Compliance Manager Installation Guide
Aspen Asset Analytics	Aspen Asset Analytics Installation and Configuration Guide
Aspen Basic Engineering	Aspen Engineering V11 Installation Guide
Aspen Batch Distillation	Aspen Engineering V11 Installation Guide
Aspen Batch Process Developer	Aspen Engineering V11 Installation Guide
Aspen Calc	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Capital Cost Estimator	Aspen Engineering V11 Installation Guide
Aspen Chromatography	Aspen Engineering V11 Installation Guide
Aspen Cim-IO	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Cloud Connect	Aspen Cloud Connect Installation and Configuration Guide
Aspen Collaborative Forecasting	Aspen Collaborative Forecasting (CF) Installation Guide
Aspen Configured Applications (Demand Manager, Distribution Scheduler, Inventory Planner, Plant Scheduler, Supply Chain Planner)	Aspen SCM and Configured Applications (CAPs) Installation Guide

AspenTech Product Name	Installation Guide
Aspen Connect Toolkit	Aspen Connect Toolkit Installation Guide
Aspen Custom Modeler	Aspen Engineering V11 Installation Guide
Aspen Data Source Architecture	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Demand Manager	Aspen SCM and Configured Applications (CAPS) Installation Guide
Aspen Distribution Scheduler	Aspen SCM and Configured Applications (CAPS) Installation Guide
Aspen DMC3 Builder	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen DMCplus (with SmartStep Technology)	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Edge Connect	Aspen Edge Connect Installation and Configuration Guide
Aspen Energy Analyzer	Aspen Engineering V11 Installation Guide
Aspen Enterprise Integration Framework	Aspen Integration Infrastructure Installation Guide
Aspen Event Manager	Aspen Event Manager Installation Guide
Aspen Exchanger Design and Rating	Aspen Engineering V11 Installation Guide
Aspen Fidelis Reliability	Aspen Fidelis Reliability Installation Guide
Aspen Fired Heater	Aspen Engineering V11 Installation Guide
Aspen Flare System Analyzer	Aspen Engineering V11 Installation Guide
Aspen Fleet Optimizer	Aspen Fleet Optimizer Installation and Configuration Guide
Aspen Framework/Aspen Security	Aspen Framework Server Installation Guide
Aspen Fuel Gas Optimizer	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen GDOT	Aspen GDOT Installation Guide
Aspen HTFS+ Research Network	Aspen Engineering V11 Installation Guide
Aspen HYSYS	Aspen Engineering V11 Installation Guide
Aspen HYSYS Extensions	Aspen Engineering V11 Installation Guide
Aspen HYSYS Pipeline Hydraulics	Aspen Engineering V11 Installation Guide
Aspen HYSYS Refining	Aspen Engineering V11 Installation Guide
Aspen HYSYS Upstream	Aspen Engineering V11 Installation Guide
Aspen HYSYS Thermodynamics COM Interface	Aspen Engineering V11 Installation Guide
Aspen Inferential Qualities	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen InfoPlus.21	Aspen InfoPlus.21 Product Family Installation Guide InfoPlus-X Console Environment and Installation Manual for InfoPlus.21
Aspen In-Plant Cost Estimator	Aspen Engineering V11 Installation Guide

AspenTech Product Name	Installation Guide
Aspen IQ Inferential Quality Builder	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Inventory Planner	Aspen SCM and Configured Applications (CAPs) Installation Guide
Aspen IP.21 Process Browser	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Local Security	Aspen Local Security Server Installation Manual
Aspen Manufacturing Master Data Manager	Aspen Operations Domain Model Installation Guide
Aspen Model Runner	Aspen Engineering V11 Installation Guide
Aspen Mtell	Aspen Mtell Installation Guide
Aspen Nonlinear Controller	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Nonlinear Controller Builder	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Olefins Scheduler	Aspen Petroleum Supply Chain Installation Guide
aspenONE (web interface)	AspenONE Installation, Configuration, and Implementation Guide
aspenONE Process Explorer	Aspen IP.21 Product Family Installation Guide
Aspen Olefins Scheduler	Aspen Petroleum Supply Chain Installation Guide
Aspen OnLine	Aspen Engineering V11 Installation Guide
Aspen Online Deployment	Aspen Engineering V11 Installation Guide
Aspen OOMF	Aspen Engineering V11 Installation Guide
Aspen Operations Reconciliation and Accounting	Aspen Operations Reconciliation and Accounting Installation Guide
Aspen Petroleum Scheduler	Aspen Petroleum Supply Chain Installation Guide
Aspen Petroleum Supply Chain Planner	Aspen Petroleum Supply Chain Planner Installation Guide
Aspen PIMS	Aspen Petroleum Supply Chain Installation Guide
Aspen PIMSBCI	Aspen Petroleum Supply Chain Installation Guide
Aspen Plant Scheduler	Aspen Configured Applications (CAPs) Installation Guide
Aspen Plate Exchanger	Aspen Engineering V11 Installation Guide
Aspen Plate Fin Exchanger	Aspen Engineering V11 Installation Guide
Aspen Plus	Aspen Engineering V11 Installation Guide
Aspen Plus CatCracker	Aspen Engineering V11 Installation Guide
Aspen Plus Dynamics	Aspen Engineering V11 Installation Guide
Aspen Plus Hydrocracker	Aspen Engineering V11 Installation Guide
Aspen Plus Hydrotreater	Aspen Engineering V11 Installation Guide
Aspen Plus Reformer	Aspen Engineering V11 Installation Guide
Aspen Polymers	Aspen Engineering V11 Installation Guide
Aspen Process Controller	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Process Economic	Aspen Engineering V11 Installation Guide

AspenTech Product Name	Installation Guide
Analyzer	
Aspen Process Engineering Console	Aspen Engineering V11 Installation Guide
Aspen Process Explorer	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Process Manual	Aspen Engineering V11 Installation Guide
Aspen Process Recipe Manager and Process Sequencer	Aspen Process Recipe Manager and Aspen Process Sequencer Installation Guide
Aspen Process Statistical Analyzer	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Process Tools	Aspen Engineering V11 Installation Guide
Aspen Production Control Web Server	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Production Execution Manager	Aspen Production Execution Manager Installation Guide
Aspen Production Record Manager	Aspen Production Record Manager Installation Guide
Aspen ProMV	Aspen ProMV Installation Guide
Aspen Properties	Aspen Engineering V11 Installation Guide
Aspen Reaction Modeler	Aspen Engineering V11 Installation Guide
Aspen Refinery Multi-Blend Optimizer	Aspen Petroleum Supply Chain Installation Guide
Aspen Reporting Framework	Aspen Reporting Framework Installation and Configuration Guide
Aspen Remote Simulation Service	Aspen Engineering V11 Installation Guide
Aspen Report Writer	Aspen Petroleum Supply Chain Installation Guide
Aspen Role Based Visualization	Aspen Role Based Visualization Installation Guide
Aspen RTO Watch Performance Monitor	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Schedule Explorer	Aspen Schedule Explorer Installation Guide
Aspen Scheduling Insight Planning Board	Aspen Scheduling Insight Planning Board Installation Guide
Aspen SCM	Aspen SCM and Configured Applications Installation Guide
Aspen Shell & Tube Exchanger	Aspen Engineering V11 Installation Guide
Aspen Shell & Tube Mechanical	Aspen Engineering V11 Installation Guide
Aspen Simulation Workbook	Aspen Engineering V11 Installation Guide
Aspen Solubility Modeler	Aspen Engineering V11 Installation Guide
Aspen SQLplus	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Supply Chain Analytics	Aspen Supply Chain Analytics (ASCA) Installation Guide
Aspen Supply Chain Connect	Aspen Supply Chain Connect (ASCC) Installation

AspenTech Product Name	Installation Guide
	Guide
Aspen Supply Chain Planner	Aspen Configured Applications (CAPS) Installation Guide
Aspen Tank and Operations Manager	Aspen Tank and Operations Manager Installation Guide
Aspen Utilities Planner	Aspen Engineering V11 Installation Guide
Aspen Watch Performance Monitor	Aspen Manufacturing Suite Advanced Process Control Installation Guide
SLM	Software License Manager (SLM) Installation and Reference Guide

4 Installation Process

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 aspenONE media.

System Requirements

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

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

Operating System and Software Prerequisites

The installation program checks for all pre-requisites; if the pre-requisite software is not present on the computer on which you are installing Aspen software, you will get a warning message, along with links to the support site that describe how to resolve the issue. The installation will not proceed until the pre-requisites are installed.

Checking for Prerequisites before Installing

AspenTech provides a standalone tool to figure out the product prerequisite requirements without running the aspenONE installer for any of the aspenONE applications.

Notes:

The installation bundles and prerequisite results are dependent on Operating system. The prerequisite viewer displays the results for the operating system on which the tool is running. The Operating System is displayed on the right of the list header.

The tool does not check that the prerequisites are installed/enabled on the system. It only lists the prerequisite requirements the selected install options. The prerequisite viewer only supports V11 and requires Microsoft .NET Framework 4.5.2 or above.

Using the Prerequisite Viewer

- 1 Download **PrerequisiteRequirements.exe** onto your desktop.
- 2 Double-click to launch the **Prerequisite Viewer**.

Note: Use the Prerequisites Viewer on a system with the same operating system as the target computer on which you plan to install.

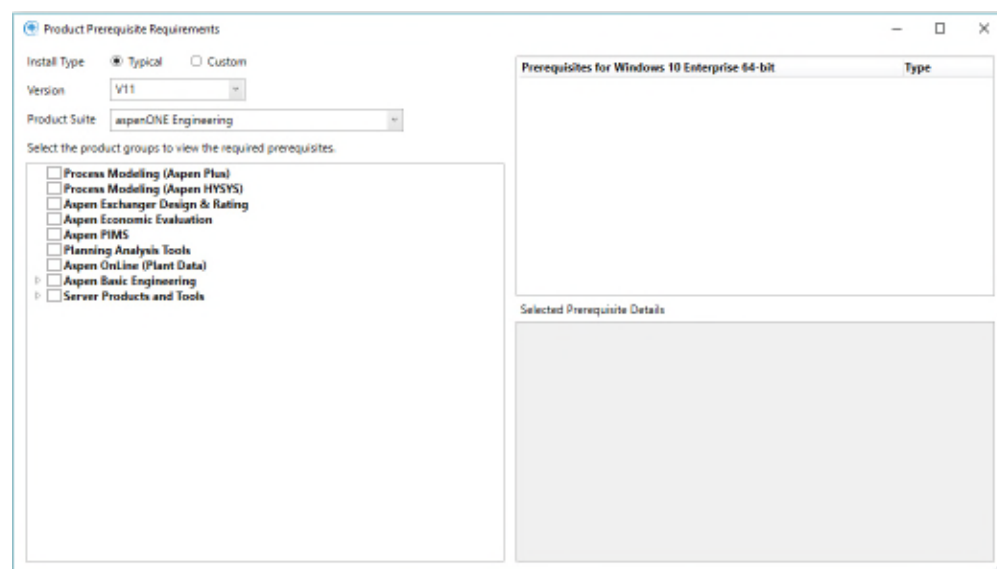
- 3 Default option values:

Install Type – **Typical**

Version – **V11**

Product Suite – **aspenONE Engineering**

The product groups for above options are listed. Select the product groups to view the prerequisites requirement.

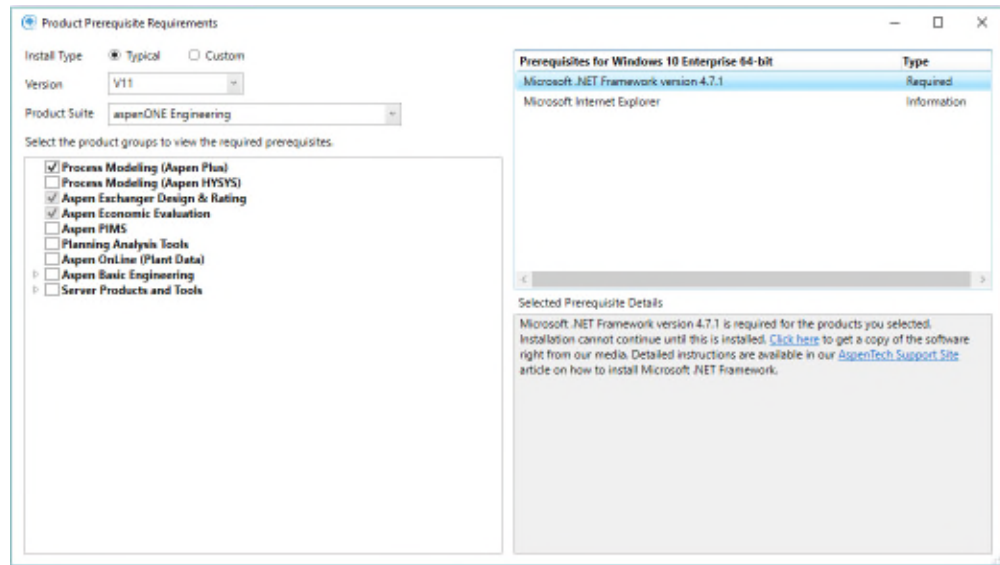


Note: Any change in the options on the left will update the existing prerequisites on the right.

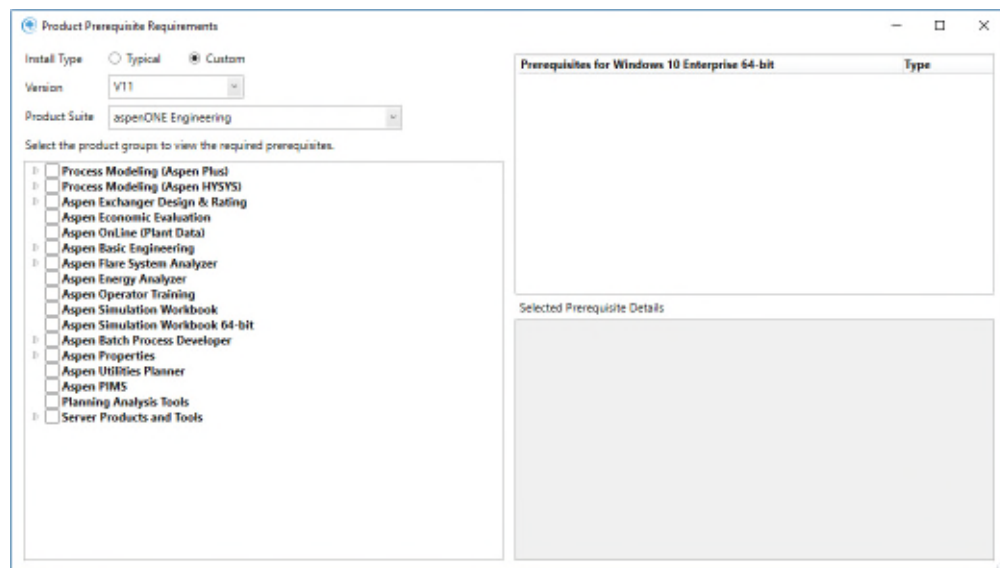
- 4 Select the product groups you want to view. Any dependent group will be selected automatically.

On the right, the name and type of the all the prerequisites for the selected product groups are displayed. The type could be either **Required** or **Information**. By default, the first item is selected.

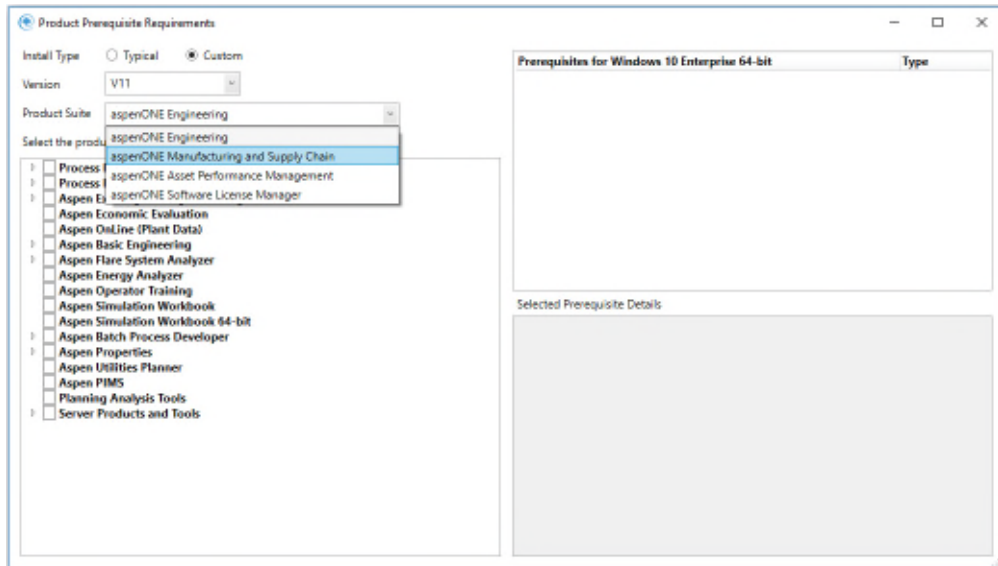
Detailed information for the highlighted prerequisite item is displayed in the **Selected Prerequisite Details** area. You can click the link to get more instructions on how to install/enable the prerequisite item from the AspenTech Support Site.



- 5 Select **Custom** install type, the product groups are refreshed to custom install bundles.

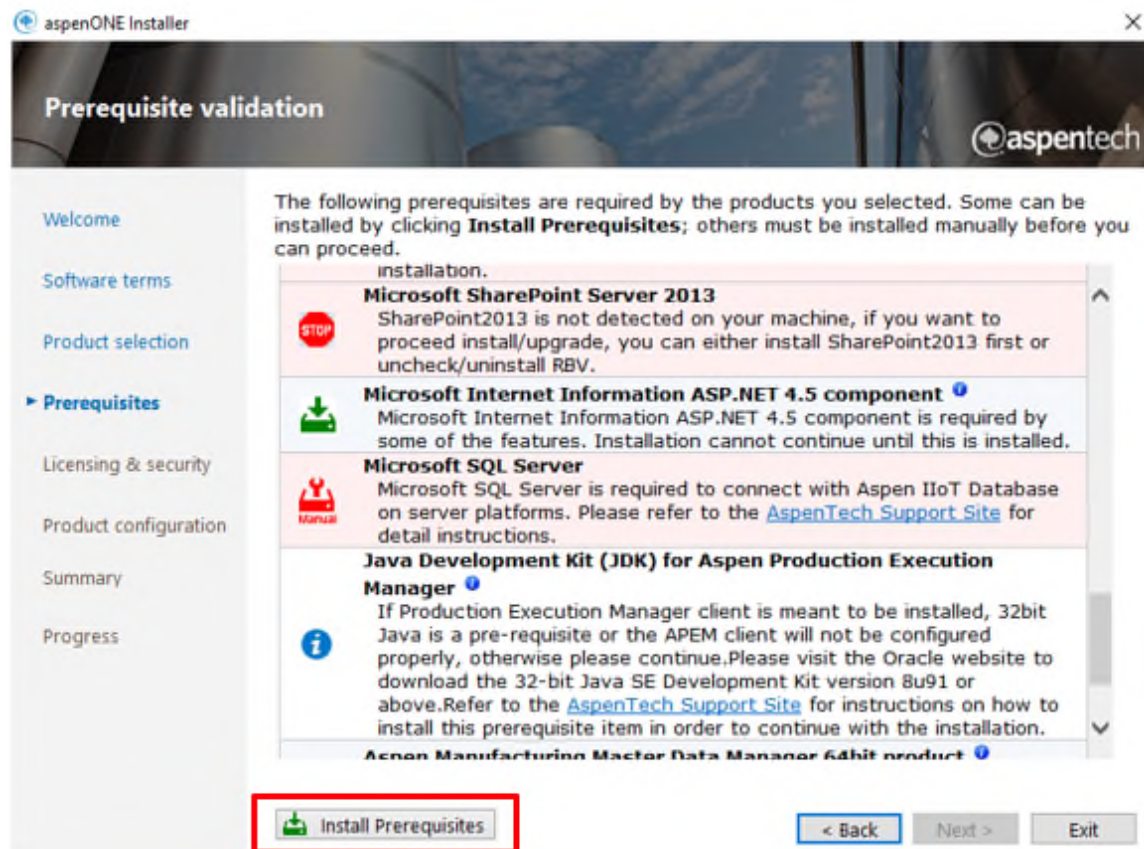


- 6 Use the **Product Suite** dropdown to see the four options available:
 aspenONE Engineering
 aspenONE Manufacturing and Supply Chain
 aspenONE Asset Performance Management
 aspenONE Software License Manager







Installing Prerequisites

Starting with V11, you can install and/or configure some of the product prerequisites during the Aspen software installation process. When you select which products to install in the **Product Selection** window and click **Next**, the **Prerequisites validation** dialog may appear (see example below).



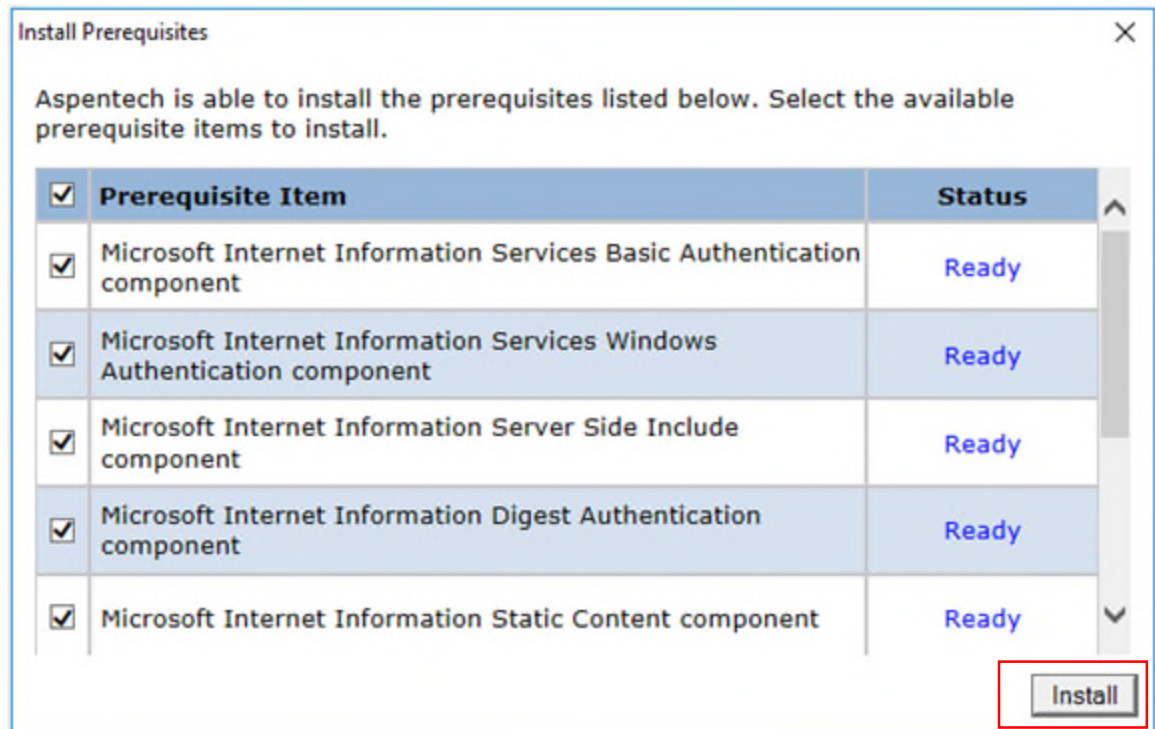
This screen will only appear if prerequisites are missing.

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.

Notes:

- AspenTech continues to support product versions prior to aspenONE V11 on the operating systems on which they were supported when released (unless AspenTech has notified customers with an "end of support" date by e-bulletin and on the AspenTech Support Web site <https://esupport.aspentech.com/>).
- Customers can continue to use products on the Microsoft operating systems that were initially supported by AspenTech (within the limits specified in the license agreement). To see when support will end for various versions of Operating Systems, see *AspenTech Platform Support - Summary of Strategy and Plans* on the platform support page.

Coexistence

Coexistence is the ability for multiple versions of aspenONE applications to be installed on the same computer. Coexistence is supported for all Aspen Engineering products, except Aspen Basic Engineering and aspenONE.

Coexistence is not supported for Aspen Manufacturing and Supply Chain products (including PIMS). Those products do not support coexistence of multiple versions on any platform (including coexistence with Aspen Engineering products of a different version). Also, different patches of the same version cannot coexist.

See the product installation guides for more information on installing and removing Aspen products. Those guides are available on the aspenONE media and on the AspenTech Support website.

Installation Options

The aspenONE Installer guides you through the necessary steps to install or upgrade aspenONE products, configure licensing, and create install scripts for unattended installations.

It is important that you follow the product installation procedures as described in the installation guide for the product you are installing. The installation guides for ALL products are located on the aspenONE media.

You can also install AspenTech software by sharing or copying the contents of the aspenONE media to a network-accessible drive. If you are installing from a network drive, be sure to map a drive to the location prior to installation.

You can also create an unattended installation to automatically deploy AspenTech software to multiple computers to ensure a consistent configuration of the software on all target computers.

Using the aspenONE Browser

- 1 Begin your software installation by opening the folder that the downloaded media has been extracted to or by inserting the *aspenONE USB* into the USB drive.
- 2 Select **Run Setup.exe**. The AspenTech Suite selection screen is displayed.

The following links are available:

- o **Custom Install checkbox** – Most customers can use the standard installation for the V11 media. We recommend using the standard install because that is the configuration where we focus our testing.

If you cannot use the standard install (you have disk space limitations, for example) you can check **Custom Install** on the Start Install screen before beginning the install process. This simply allows a more granular selection of which elements of a suite to install or not install when selecting programs.

- o **Need Help?** – Connects to the AspenTech Support Web site, where you can find knowledge base articles, tips, and solutions to known problems.
 - o **Getting Started** – Links to a brochure containing information about prerequisites, installing and upgrading the software, documentation and translated versions.
 - o **What's new in V11** – Links to a web page that explains new features included in V11.
- 3 Select one of the four product suite options – Aspen Engineering, Aspen Manufacturing and Supply Chain, aspenONE Asset Performance Management, aspenONE Software License Manager.
 - 4 Select **Begin Install**. Follow the instructions in the Installation Guide(s) for the product(s) that you want to install.

Installation Welcome Page

The **AspenONE Installer Welcome Page** provides options to install or upgrade aspenONE products, configure licensing, and create install scripts for unattended installations.

The following links are available on the aspenONE Installer Welcome Page:

- **Get Started.** Opens the V11 Getting Started Guide.
- **Installation Guides.** Opens a folder on the media that contains all the Installation Guides for the products on the media.
- **Release Notes.** Opens a folder on the media that contains all the Release Notes for the products on the media.
- **aspenONE Product Documentation.** Opens the AspenTech Support Web site, where you can search for other related documentation.
- **aspenONE Update Center.** Connects to the Aspen Support Update Center so that you can check to see if there are patches available for the product(s) that you are installing. You must be a registered user on the Support Web site to access the Update Center.
- **Unattended Install Notes.** Provides instruction on creating a silent installation.
- **Support Services.** Connects to the AspenTech Support Web site, where you can find knowledge base articles, tips, and solutions to known problems.
- **AspenTech Home. Connects to the AspenTech Web site.**
- **Contact Us.** Connects to the AspenTech Support Web site, where you can obtain the latest e-mail and telephone contact information and find the AspenTech Support location closest to you. You can see hours of operation for global support and submit your support issues.

The following options are available on the aspenONE Installer Welcome Page:

- **Install aspenONE products.** Launches the installation process during which you will select new products to be installed on this computer.

- **Upgrade or repair existing products.** Upgrade earlier versions of products or repair existing installation errors.
- **Prepare Deployments.** This is used to create an unattended install by creating install scripts to automate software deployment.
- **Install and configure SLM.** (Software License manager) software. Install and configure the SLM server running on a network.

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)

Creating an Unattended Installation

AspenTech provides a way to automatically deploy AspenTech software to multiple computers to ensure a consistent configuration of the software on all target computers. The aspenONE Installer provides a means to record user inputs using the built-in record option. The output of this recording can then be used to perform an unattended install using the **atrununattended.exe** tool.

The **Prepare Deployments** workflow in the installer allows you to specify install options as well as the location of the response file. The generated response file encrypts user-entered passwords and provides an easy means to overwrite any directory locations, and other configuration settings customizable at install time.

The **unattended install tool (atrununattended.exe)** supports additional deployment options to make mass deployment easier for the end user. Refer to the support site to see all the options that can be used with the unattended install tool (article ID: 000016597).

Notes:

Identical machine configurations must be used for recording the responses for unattended installs. For example, you can't record options to install on a Windows 10 system and then use the unattended install on Windows 7 systems.

aspenONE family-based product installs can be recorded. Stand-alone Administration tools (such as SLM Tools and SLM Server) cannot be recorded. SLM Tools, if necessary, can be silently installed using one of the command lines below:

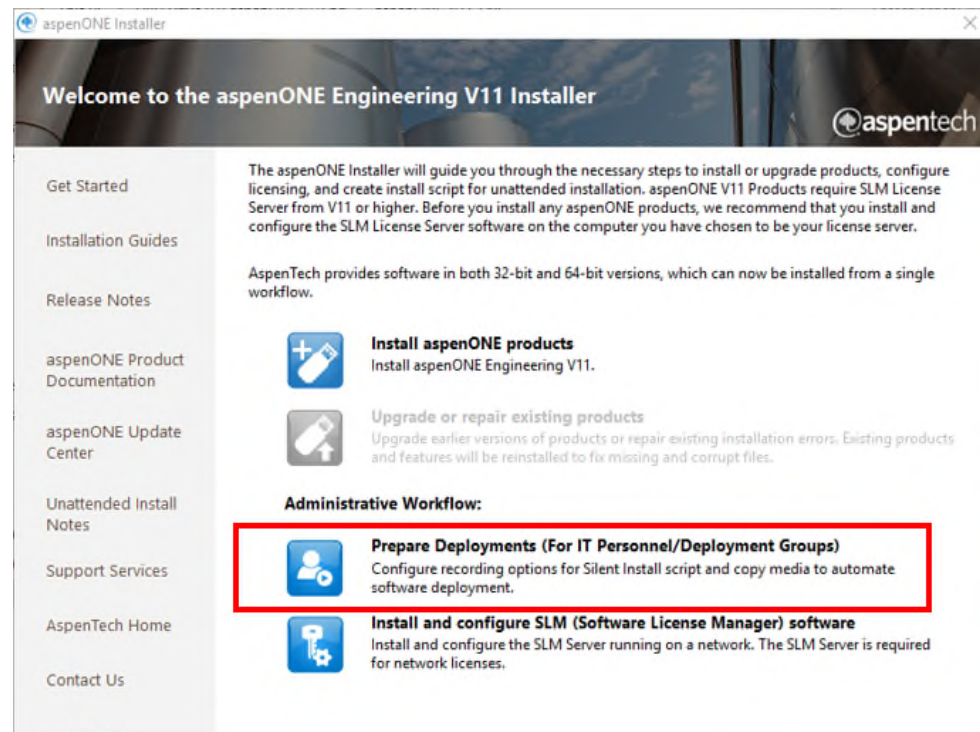
```
msiexec /qb /i "SLM Tools.msi" ADDLOCAL=ALL INSTALLLEVEL=100
```

```
msiexec /qb /i "SLM Tools(64-bit).msi" ADDLOCAL=ALL INSTALLLEVEL=100
```

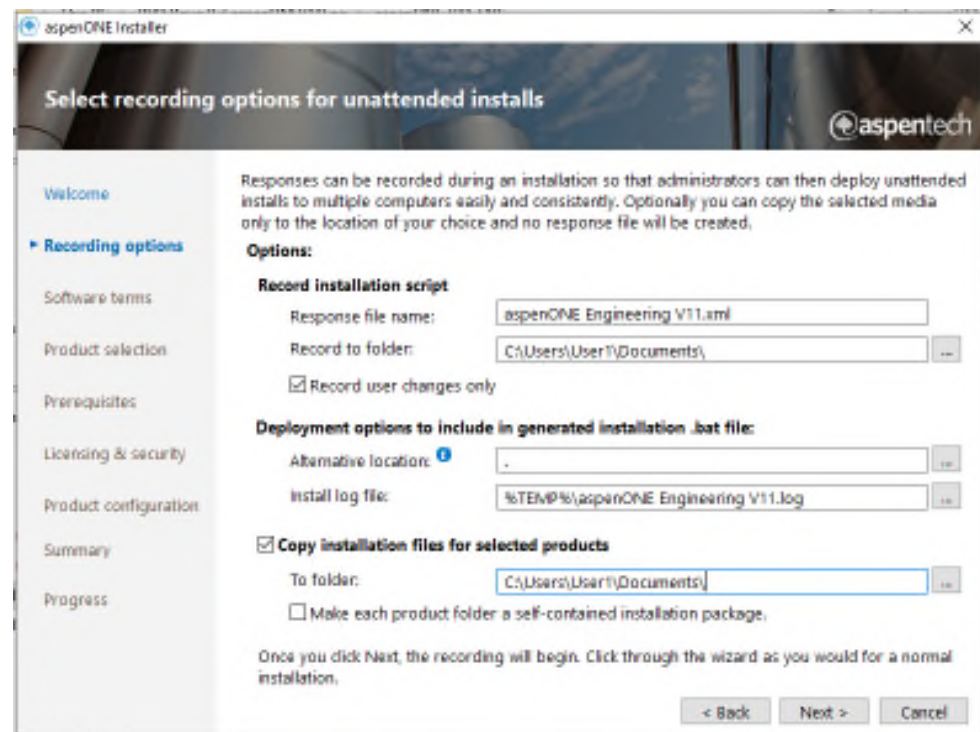
Please note that the 64-bit version of SLM Tools can only be used by the 64-bit version of the software. 32-bit software versions use the 32-bit version of SLM Tools while running on a 64-bit computer.

Using the “Prepare Deployments” Workflow to Record Response File

1 Choose **Prepare Deployments** on the **Installer Welcome Screen**.



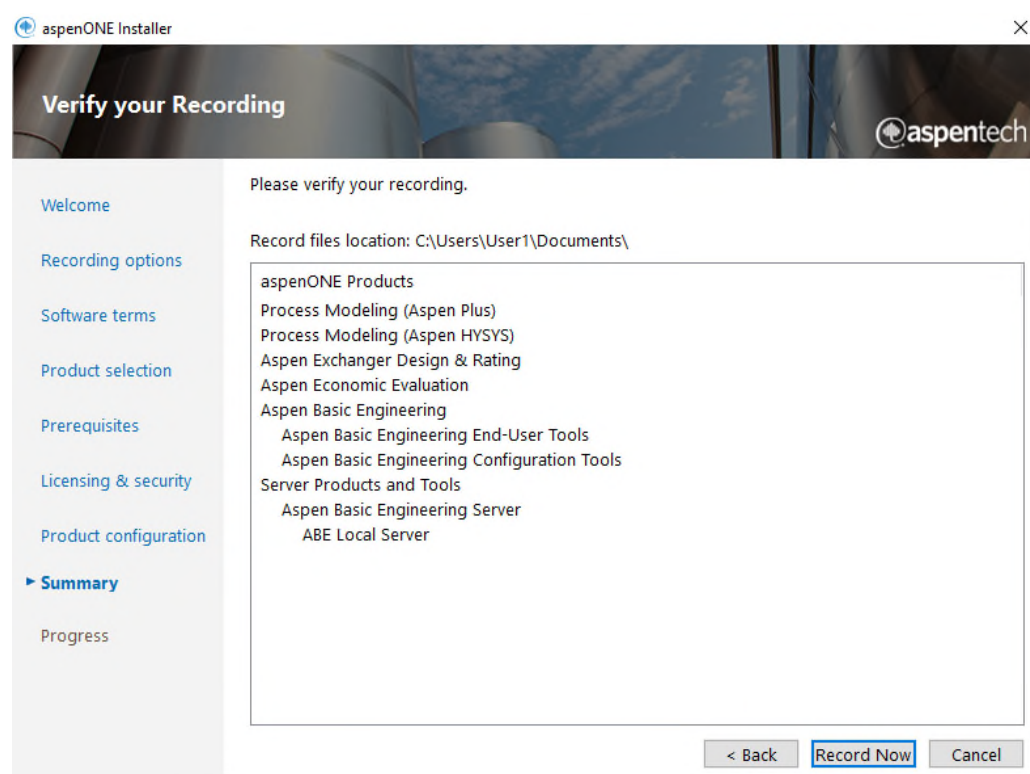
There is single screen to set the recording options:



- 2 Specify the response file name and the location if different from the default. The default location is specified for you.
- 3 Choose the option to **Record user changes only** to produce a shorter and easier to edit .xml file. This option is selected by default.
- 4 You can choose whether you want to **Copy installation files for the selected products**, and if so, designate the location to which you want them extracted. Depending on the products selected, this may create a smaller unattended install package. Otherwise the entire suite is included.

Note: If the program detects there is not enough disc space for the selected products to be extracted to the specified location, you will be alerted and informed how much of disc space is need to extract the selected product(s).

- 5 Click **Next**. The aspenONE Suite you selected will be launched in the record mode.
- 6 Click through the workflow as you do a normal installation.



- 7 Click **Record Now** on the **Verify your Recording** screen. Three generated response/answer files will be stored in the location you specified above.

The three silent deployment files listed below are automatically created and stored in the location you specified above during the Prepare Deployment

workflow. A description of these files follows:

File Extension	Description
.mst	Windows Installer transform file (.mst). Provides configuration settings for customized installations across a collection of computers in your organization. You can use this transform file when deploying the software through enterprise software deployment systems such as Microsoft SMS, SCCM, etc.
.xml	Provides a shorter and easier to edit file if the Record user changes only option is selected as an unattended install option.
.bat	Sample batch file. Used to execute the .xml file using atrununattended.exe

Editing the Response File

The generated .xml response file can be opened in a regular text editor such as **Notepad**, and modified if necessary by changing directory paths, etc. Values should be enclosed in double quotes, though quotes may be omitted if the property value includes no empty spaces. You can edit the .mst file as well using an MST file editor. While the property values, etc. may be modified, the content should conform to the Windows Installer property definition convention of name value pairs.

atrununattended.exe

The following options are set by default for the **atrununattended.exe**:

- Reboot, if necessary
- Show Progress Indicator
- Generate MIF
- Enable Verbose Logging
- Put Log file in %TEMP%
- Alternate media location

Note: Run ATRunUnattended.exe /? to get a listing of all the supported command line switches of this tool.

Handling of the Shared Redistributables

aspenONE installer automatically installs some of the required 3rd party redistributables. These redistributables are found in the sub folder \core\ on the media along with other shared installation files.

If during the Prepare Deployments recording process, you checked the option to **Copy installation files for selected products**, a *single* core folder containing the redistributables for all the selected products will be included under the aspenonesuite directory. This is the recommended option when copying installation files.

However, if you would like the ability to mix and match subsets of products together, you can check the box, **Make each product folder a self-contained installation package**, and a core folder is created under each product folder in the aspenonesuite directory instead. This option gives you more flexibility in creating your silent install packages, but may also result in a larger package being created due to some duplicate files being delivered under each core folder.

License Key Initialization

aspenONE V8.x requires that all license keys be initialized before they are used by an application. aspenONE installation automatically does this initialization, by executing the command line utility SLMLicenseInit.exe from the folder <Common Files>\AspenTech Shared\.

aspenONE Update Agent

The aspenONE Update Agent helps you download, install, and/or deploy available software updates (also known as "patches").

- The **Local Updates** option allows you to install updates found locally on your machine.
- The **All Available Updates** option allows you to install updates found locally on your machine and search for additional updates using your AspenTech Support Center credentials. The aspenONE Update Agent communicates with the AspenTech Support Center to retrieve updates. A service allows you to schedule the aspenONE Update Agent to search for patches daily, weekly, or monthly (depending on your preference). The aspenONE Update Agent helps you download and install updates from the Support Center.
- The **Unattended Deployments** option is generally used by IT personnel. It allows you to silently deploy product updates.

Prerequisites

Prior to using the aspenONE Update Agent, make sure that:

- You have a valid AspenTech Support Center account.

Using the aspenONE Update Agent

To use the aspenONE Update Agent:

1. To launch the aspenONE Update Agent, perform one of the following tasks:
 - From the **Start** menu, click **Aspen Configuration | aspenONE Update Agent**. The aspenONE Update Agent appears.

-or-

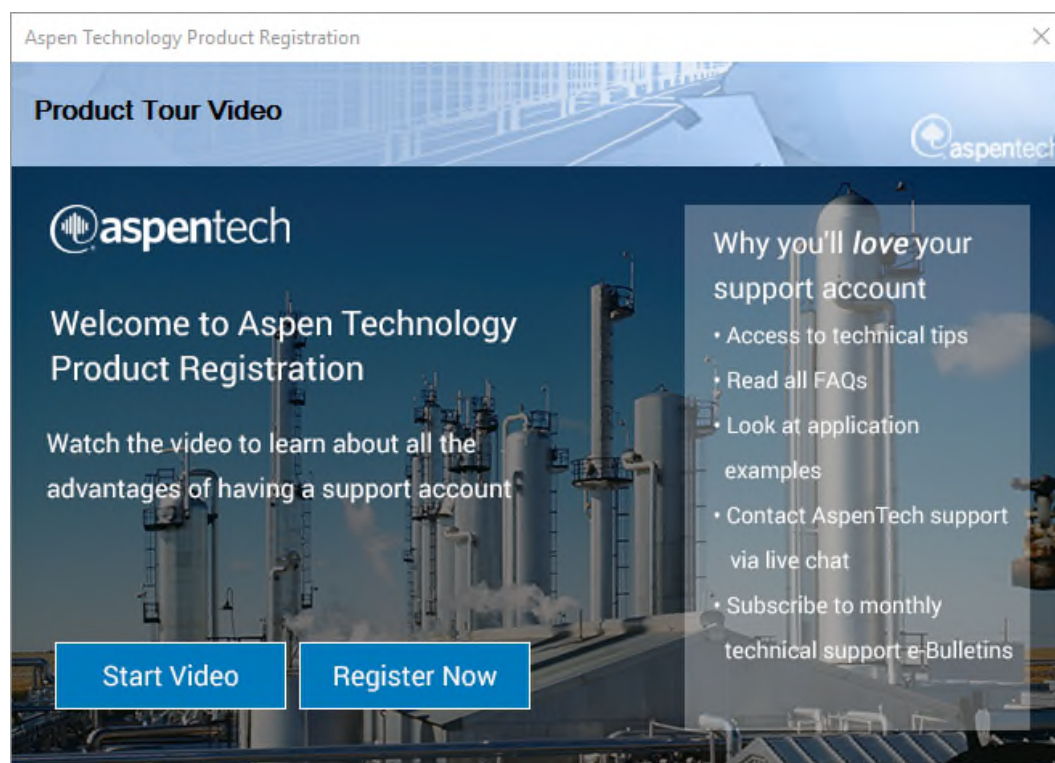
- After installing AspenTech products, on the final screen of the aspenONE Installer, click the **aspenONE Update Agent** hyperlink. The **All Available Updates** workflow is automatically selected, and the **User Credentials** screen of the aspenONE Update Agent appears.
- or-
- After the unattended install response recording is complete, on the final screen of the aspenONE Installer, click the **aspenONE Update Agent** hyperlink. The **Unattended Deployments** workflow is automatically selected, and the **User Credentials** screen of the aspenONE Update Agent appears.

Note: For more information, refer to the aspenONE Update Agent Help.

User Registration

As the end user of aspenONE products, you are given the option to register for an AspenTech Customer Support account (unless an Administrator installing aspenONE has disabled that functionality).

When you run an aspenONE product, the registration window appears:

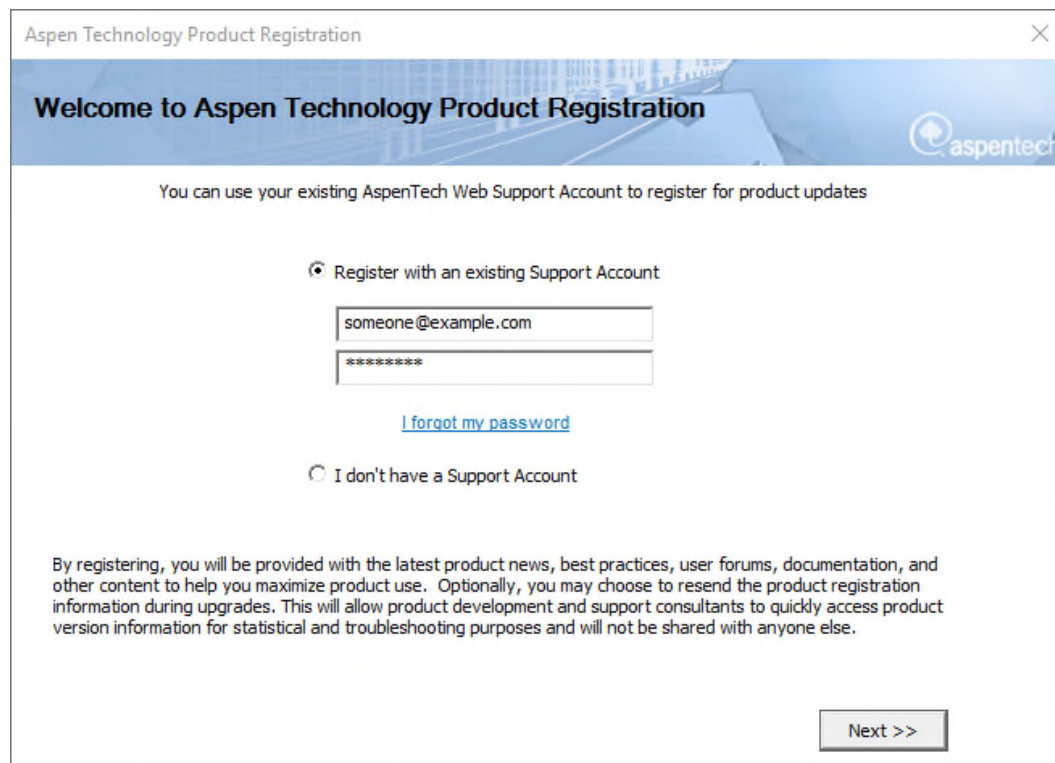


- Click **Start Video** to watch a short video highlighting the benefits of an AspenTech Support account
- Click **Register Now** to register. (This option is recommended.) Proceed to the Registering section for more information.

- Close this window to register later. You will be reminded next time you run an aspenONE product.

Registering

- 1 You will be prompted to register using an existing support account, or to indicate that you don't have a support account.



The image shows a screenshot of the 'Aspen Technology Product Registration' window. The window has a title bar with the text 'Aspen Technology Product Registration' and a close button (X). The main content area has a blue header with the text 'Welcome to Aspen Technology Product Registration' and the AspenTech logo. Below the header, there is a message: 'You can use your existing AspenTech Web Support Account to register for product updates'. There are two radio buttons for registration options. The first option, 'Register with an existing Support Account', is selected. Below this option are two input fields: the first contains 'someone@example.com' and the second contains '*****'. Below the input fields is a link that says 'I forgot my password'. The second option, 'I don't have a Support Account', is not selected. At the bottom of the window, there is a paragraph of text explaining the benefits of registration and a 'Next >>' button.

Aspen Technology Product Registration

Welcome to Aspen Technology Product Registration

You can use your existing AspenTech Web Support Account to register for product updates

☒ Register with an existing Support Account

someone@example.com

[I forgot my password](#)

☐ I don't have a Support Account

By registering, you will be provided with the latest product news, best practices, user forums, documentation, and other content to help you maximize product use. Optionally, you may choose to resend the product registration information during upgrades. This will allow product development and support consultants to quickly access product version information for statistical and troubleshooting purposes and will not be shared with anyone else.

Next >>

- 2 If you indicated you do not have a support account, complete the information on the Registration Information page below. If you already have a support account, you will skip this page and go to the summary page, item 3 below.

Aspen Technology Product Registration

Registration Information

Welcome | **Registration Information** | Summary | Submit | Support Account

Name* Mr. First Last

Company*

Email* Phone (optional)

City* State/Province*

Country* United States

- 3 Click **Next** to view a summary of the information you provided and **Click Submit by Internet** or **Submit by Email** to approve and send the information.

Aspen Technology Product Registration


Summary


Welcome | Registration Information | **Summary**

Below is a summary of your AspenTech account and product information.

First name: John
Last name: Smith
Company: NewChem, Inc.
Phone:
Email: John.Smith@NewChem.com
Country: United States

Product Name: Aspen OnLine
Product Version: V9
Product Name: Aspen OnLine
Product Version: V10
Product Name: Aspen OTS Framework
Product Version: V9
Product Name: Aspen OTS Framework
Product Version: V10

 **Submit by Internet**
This option is recommended if this computer has access to internet.

 **Submit by Email**
You may choose this option if this computer has email access.

☐ Automatically send product registration on upgrade

Please confirm that all this information is current and accurate before completing registration.

5 FAQs and Troubleshooting

Where can I get more information on the Software License Manager (SLM)?

For more information on licensing, please see the *Software License Manager (SLM) Installation and Reference Guide* on the aspenONE media.

Where is the product documentation?

Installation Guides and Release Notes can be found by clicking the corresponding link on the Welcome page of the aspenONE Installer or by selecting open folder to view files from the **AutoPlay** dialog box after inserting the media.

Context-sensitive help can be accessed by:

- Clicking the **Help** button on an application dialog box
- Pressing F1
- Clicking the application **Help** menu and selecting **Help**

Additional documents in PDF format can be accessed by:

- Clicking the Online Documentation link 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 the Documentation link on the left side of the website, and browsing the Documentation page.
- 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 and HYSYS 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.

I cannot find all of my products. Where are they?

AspenTech has reduced the number of products it supports by retiring some and combining others into other existing products. In some cases, a product may have been retired, and some products that were previously installed individually have been combined into other products and are no longer available separately. There are also a small number of products that are currently sold but were not available when the media was produced. These products can be downloaded from the Support website.

For more information, check the Product Lifecycle page on the AspenTech Support Website, which has a listing of retired and combined products.

If you cannot find your product, contact AspenTech Support.

6 Notices

Please refer to the aspenONE Notices document (available on the installation media and on the Aspen Support Site) for a list of all notices that may apply to aspenONE products.

