

Chief Architect X9 Academic Deployment Guide

February 15, 2017

Thank you for choosing Chief Architect X9 as an instructional tool for your school. Before installing the software, please take a moment to review this guide, which describes:

- Installing on Workstations
- Obtaining Library Content
- Important User Permissions Considerations
- Software Lock Security: Managing Activations
- Hardware Lock Security: Installing the Lock
- Hardware Lock Security: Using the Admin Control Center
- Hardware Lock Security: Further Troubleshooting



To install Chief Architect and the associated drivers, you must have local administrative privileges on each computer. If you have questions about this process, please stop now and consult with your network administrator.

Installing on Workstations

If your license uses **USB Hardware Lock Security**, you need to install the USB hardware lock on a host machine before you install the software on the workstations. See “Hardware Lock Security: Installing the Lock” on page 4.

The workstations should meet the minimum system requirements for running Chief Architect X9. These requirements are stated in the Chief Architect X9 Getting Started Guide, which is available [online](#) and is included in the program DVD case.

To install the software on the first workstation

1. Log on to a workstation as Administrator.
2. Install the program. Complete installation instructions are available in the Getting Started Guide.

3. Launch Chief Architect and proceed through the Registration Wizard. Instructions are available in the Getting Started Guide.



Make sure that the Product Key you enter in the Registration Wizard is for your multiple-seat license.

4. If you are using **USB Hardware Lock Security** and encounter the Hardware Lock Error dialog, see “Hardware Lock Security: Installing the Lock” on page 4.
5. When the Registration Wizard is completed, the program will launch, confirming that the network hardware lock and its drivers are properly installed.

In Windows, silent installations can be accomplished using MST/GPO.

To deploy via MST/GPO

1. Copy the “CoreContent” folder from the Chief Architect Program DVD to the same location as the .msi file.
2. Use the following switches:
`msiexec.exe /i Chief_Architect_Premier-19.1.0.47-Win64.msi PRODUCTKEY=XXXXX-XXXXX-XXXXX-XXXXX ALLUSERS=1 /qn`
3. Replace the .msi file name in the above example with the exact file name of the .msi file you are using.
4. Replace the Xs in the above example with your organization’s multiple seat Product Key.

In OS X, silent installations can be accomplished using a shell script.

To deploy via shell script

1. Copy the “CoreContent” folder from the Chief Architect Program DVD to the same location as the .pkg file.
2. For Chief Architect Premier X9, use the following syntax:
`sudo -k installer -pkg "Chief Architect Premier X9.pkg" -target "/Volumes/Macintosh HD" "/Applications/Chief Architect Premier X9.app/Contents/MacOS/CAFull" /register "XXXXX-XXXXX-XXXXX-XXXXX"`
3. For Chief Architect Interiors X9, use the following syntax:
`sudo -k installer -pkg "Chief Architect Interiors X9.pkg" -target "/Volumes/Macintosh HD" "/Applications/Chief Architect Interiors X9.app/Contents/MacOS/CAInterior" /register "XXXXX-XXXXX-XXXXX-XXXXX"`
4. Replace the .pkg file name in the above with the exact file name of the .pkg file you are using.
5. If you wish to specify a custom installation location, replace the target used in the above with the true volume of the desired location.
6. Replace the Xs in the above example with your organization’s multiple seat Product Key.

If you plan to image your workstations, you can save time by downloading library content onto your image beforehand. If you plan to deploy via a transform file or group policy, be aware that downloaded library content cannot be included.

Obtaining Library Content

Library content is an important aspect of Chief Architect X9's functionality and contributes significantly to users' drawings. Before imaging your workstations, it is a good idea to download the Chief Architect Core Catalogs. Additional catalogs are also available on our web site, chiefarchitect.com: if possible, check with the instructor to find out what additional catalogs will be needed.

To download the Chief Architect Core Catalogs

1. After the Registration Wizard completes, let the program launch and confirm that no errors occur.
2. In the **Startup Options** dialog, click on **New Plan**.
3. When a new plan file opens, select **Library> Install Core Content** from the program menu.
4. When library content is downloading, a green progress bar will display at the bottom of the Library Browser docked on the right side of the program window.
5. If any problems occur during the download, a message will notify you at the end of the process.
 - Click **Retry Download** to try again and correct any errors.
 - You can also select **Library> Install Core Content** again.

To download additional library content

1. If the instructor has requested additional library content from our web site, select **Library> Get Additional Content Online**.
2. The default web browser will launch to our Catalog and Content Resources web page.
 - Click on a heading to display the catalogs in that category.
 - Click on a catalog to select and see more information about it.
3. To download a catalog, click its **Download** button and choose a version from the drop-down list.
 - Some catalogs require that you log in to download. If presented with a request to log in, use your organization's account information.
 - Note: Some Manufacturer catalogs have a "Click here to download" link. These catalogs are available for dealers only.
4. Downloaded catalogs are saved to your Downloads folder by default. If your browser gives you the choice to **Open** the file, choose this option to both download and import the selected catalog.
5. To import a catalog into the program, select **Library> Import Library** from the menu and browse to the downloaded file.
 - Multiple catalogs can be selected at once in the **Import Library Data** dialog using the Ctrl key, the Shift key, or Ctrl + A.
 - A progress bar will display at the bottom of the Library Browser side window while content is being imported and an information message will display when it is complete.
6. When you have downloaded and installed the catalogs you want, you can close the program and proceed with installing Chief Architect X9 on the other workstations.

Chief Architect's library catalog files are located at:

Windows - C:\ProgramData\Chief Architect Premier X9

Mac - Library/Application Support/Chief Architect Premier X9

The Bonus Libraries, Core Libraries, Manufacturer Data, Manufacturer Libraries, and Referenced Files folders can all be copied from one system to another.



When copying library catalog files, DO NOT copy the Program_Data folder and dont_change.dat file.

Important User Permissions Considerations

In order for Chief Architect X9 to run on your workstations when a student is logged in, these conditions must be met:

- The user needs read/write access to their Documents directory.
- Software Lock Security and content downloads: The user needs read/write access to:
 - Windows - C:\ProgramData\Chief Architect Premier X9
 - Mac - Library/Application Support/Chief Architect Premier X9
- Internet access: Chief Architect X9 needs access to *.chiefarchitect.com. For specific details, visit www.chiefarchitect.com/to/access-endpoints?version=19.
- Program Preferences: In order for Chief Architect X9 to save each user's Preference settings, the user needs read/write access to their:
 - Windows - AppData\Roaming\Chief Architect Inc folder
 - Mac - .config/Chief Architect Inc folder

Software Lock Security: Managing Activations

If your multiple-seat Chief Architect X9 license has internet-based **Software Lock Security**, each installation needs to be deactivated before it can be used elsewhere.

To deactivate an installation, visit chiefarchitect.com, log in using your organization's account information, and on your My Account web page, click on the "Manage Academic Activations" link. Locate the computer name you want to deactivate the program on, and click the **Deactivate** button.


Unlike single seat licenses, multiple seat license installations cannot be deactivated by selecting **Help > Deactivate License**.

Hardware Lock Security: Installing the Lock

If your Chief Architect X9 network license has **USB Hardware Lock Security**, the first step in installing the program is to install the network hardware lock on a computer on your network.

- The hardware lock host computer does not have to be a server, but it must be accessible from all of the workstations on your network that will run Chief Architect.

- It should also be located in a secure location to help prevent the network hardware lock from being moved or misplaced. If this is not possible, consider using an internal USB port or a USB cable.
- Hardware Lock Security can be used on Windows operating systems only.

 If you plan to image the workstations, do NOT use the hardware lock host machine as the template for your image.

To install the network hardware lock on the host machine

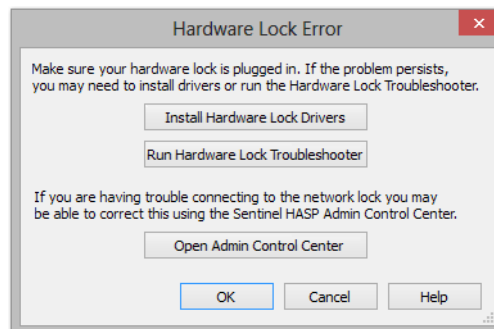
1. Identify the server or other computer which you would like to host the hardware lock.
2. Log on to that computer as Administrator.
3. Visit the [Downloads](#) page at chiefarchitect.com.
4. Download and then install the Drivers for your HASP hardware lock.
5. When the installation is finished, insert the network hardware lock into a USB port on the computer.



- For best results, use a USB port in the back of the computer, not a front port or a hub.
6. When you have installed the hardware lock on the host computer, you can install Chief Architect X9 on the workstations. See “Installing on Workstations” on page 1.

To troubleshoot hardware lock errors

1. If the Hardware Lock Error dialog opens on a workstation when you attempt to launch Chief Architect X9, try the following troubleshooting steps:



2. Make sure that the network hardware lock is plugged into its host computer and is lit up, and click **OK**.
3. If this dialog remains open, click the **Install Hardware Lock Drivers** button to install the most current drivers for the lock and then click **OK**.
4. If, with the new drivers installed, this dialog is still present, click the **Run Hardware Lock Troubleshooter** button to verify that the correct lock is plugged in.
5. Only available for multiple seat licenses once the lock drivers are installed, click the **Open Admin Control Center** button to launch the **Sentinel HASP Admin Control Center** for more troubleshooting options.

Hardware Lock Security: Using the Admin Control Center

The **Sentinel HASP Admin Control Center** allows you to customize, monitor activity, and troubleshoot problems associated with the network hardware lock's License Manager.

To launch the Admin Control Center, the network hardware lock drivers must first be installed. Click the **Open Admin Control Center** button in the Hardware Lock Error dialog. You can also access it at any time by launching a web browser window and browsing to <http://localhost:1947>.

To use the Admin Control Center

1. Click on **HASP Keys**, under Administration Options on the left side of the Admin Control Center. A list of the HASP hardware locks accessible on the current computer displays.
 - If this list is empty, the lock drivers may not be installed properly, or access to the network lock may be blocked. See [Hardware Lock Security: Further Troubleshooting](#), below.
 - If multiple hardware locks are listed, try unplugging all but the network lock.
2. If the network hardware lock is not listed, click on **Configuration**, also under Administration Options, and select the **Access to Remote License Managers** tab.
 - Check **Aggressive Search for Remote Licenses** and click the **Submit** button.
 - If the problem continues, type the IP address of the network hardware lock host into the **Specify Search Parameters** field and click the **Submit** button.

Hardware Lock Security: Further Troubleshooting

If you are unable to launch Chief Architect on a workstation because the network hardware lock cannot be found and you were not able to resolve the problem using the Admin Control Center, there are several more troubleshooting steps you can try.

- Install Chief Architect X9 on the network lock host computer to confirm whether the program will recognize the hardware lock on this machine. If it does not, try reinstalling the drivers or using a different USB port. If it does recognize the lock, continue with the following troubleshooting steps or contact your system administrator.
- Make sure that you can browse to the hardware lock host computer through the Windows network. If this is not possible, contact your network administrator.
- Verify that the hardware lock is listed in the Admin Control Center HASP Keys list or the Windows Device Manager. If it is not, try reinstalling the drivers.
- Find out if there are any other hardware lock devices on the local network. If so, remove them to see if they are interfering.

Configuring the Windows Firewall

In order for the network hardware lock to be accessible to the workstation computers, the Windows Firewall must be configured to allow access across ports 475 and 1947 on both the workstations and the hardware lock host computer. This should occur automatically when the HASP drivers are installed; however, it can also be done manually if needed.

Alternatively, the Windows Firewall can be disabled altogether - which is a safe option provided that the computers on your network are behind another firewall.

To allow access across ports 475 and 1947 in Windows 10, 8, or 7

1. In the Windows Control Panel, select **Network and Sharing Center**.
2. In the Tasks pane, select **Windows Firewall**.
3. Click on **Advanced Settings**, then click on **Inbound Rules**.
4. Click on **New Rule**, and then:
 - Select **Port**.
 - Select **TCP** and specify the **Specific remote ports** as 475, 1947.
 - Select **Allow the connection**.
 - Uncheck Private and Public, leaving only **Domain** checked.
 - Create a **Name**, such as HASP TCP.
 - Click **Finish** to save the new rule.
5. Repeat Step 4, but choose the **UDP** radio button and name the port HASP UDP.
6. Repeat Steps 3 and 4 to create two **Outbound Rules** set up the same as the Inbound Rules.

If the problem continues after you configure the Windows Firewall on both the workstations and the hardware lock host computer, temporarily disable the Windows Firewall to see if this resolves the problem. If it does, contact your network administrator.

If disabling the Windows Firewall does allow you to launch Chief Architect, check with your network administrator to see if any other firewall software is installed on the workstations and/or hardware host computer.

Additional Assistance

If you do not have administrative rights or sufficient permissions on the network, or are having difficulty following these instructions, please contact your network administrator for assistance.

If none of these troubleshooting steps resolves the problem, contact Chief Architect Technical Services by phone at 208-292-3399, or use the Online Support Center at: <https://support.chiefarchitect.com>.

Chief Architect strives to make our documentation as helpful as possible for all of our customers. Please send any questions, comments, or feedback to: documentation@chiefarchitect.com .
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