

Rosetta Stone®  
Floating License  
***Network Installation Guide***

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## Need Help?

Online Knowledge Base:

[www.RosettaStone.com/support](http://www.RosettaStone.com/support)

Live Technical Support: 1-800-280-8172

Weekdays, 9am–8pm (Eastern Time)

# Rosetta Stone® Network Installation Guide

**Floating Licenses** allow a limited number of users to access Rosetta Stone from anywhere on a network. Your 16-digit License Activation Code is applied to the inside of the Install Materials folder that holds the CD-ROMs.

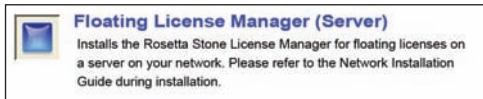
**IMPORTANT:** Do not install licenses through a remote connection. All license activation must be done when physically located at the host computer. Do not install licenses to a test server or workstation. Once a license is installed, it cannot be re-used or moved without assistance from Technical Support.

The **Student Management System (SMS)** is an optional component that can be used to track student progress. See the *Student Management System Manual* for more information.

## Floating License Installation

### A Installing the Floating License Manager

- 1 Insert the Network Application CD-ROM. Select **Install** to begin and follow the prompts to the Select Install Type Screen.
- 2 Select **Floating License Manager (Server)**. Click **Next** and continue through installation.



### B Activating the Floating License

**Note:** For options, see *Floating Licenses in the Reference Section, page 6*

- 1 Enter your 16-digit License Activation Code (LAC) and the number of concurrent users associated with the LAC on the Floating License Activation screen. Click **Next**.

License Activation Code (LAC)  
| - - -  
Number of concurrent users:  
|

- 2 If a proxy configuration is required to access the Internet, check the “I need to use a proxy server to access the Internet” checkbox and enter the IP address and port number for your proxy server. You may use either the hostname or the IP address of the proxy server. If your network does not use a proxy server, leave the field blank. Click **Save**.

- 3 Enter the IP address and port number of the Floating License Server and click **OK**.

*Tip: Record the IP address and port number entered as they will need to be entered on each workstation running Rosetta Stone.*

A dialog box with two input fields. The top field is labeled 'IP address' and contains a dotted placeholder. The bottom field is labeled 'Port (27000 is the default port.)' and contains a dotted placeholder.

When the LAC is activated successfully, you will be notified as to where the license file has been saved. Click **Activate another LAC** to enter another activation code or **Exit** to complete installation.

*Note: Activation may take some time. Do not click **Cancel** while activation is in progress.*

## C Storing Rosetta Stone Language Data

*Tip: For more setup options, see **Storing Language Data in the Reference Section, page 6.***

- 1 Insert the Level 1, 2, or 3 Rosetta Stone Language Data CD-ROM into the CD-ROM drive on the server. (For Windows, the Autoplay application on the Language Data CD-ROM will start automatically. Click **Quit** to exit.)

*Tip: In Windows Explorer, right click on the CD-ROM icon and select **Explore** to access the contents.*

- 2 **Copy the Language Data to the server.**

Windows server: Create a folder for each language and copy the entire contents of the language disc(s) into the folder overwriting any duplicate files.

Macintosh server: Create a separate folder for each language disc. Copy the entire contents of each language disc into its appropriate folder.

- 3 Share the folder. (For Macintosh, set the folder as a share point.) Set the sharing permission for the folder and contents to **Read Only** for all users.

*Note: To install the Student Management System (SMS), continue to Section D. If you are not installing the SMS, skip to Section F.*

## D Installing the Student Management System (SMS)

- 1 Insert the Student Management System (SMS) CD-ROM into the server computer.

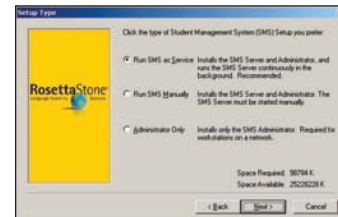
Windows: When the dialog box appears, click **Next** to start the installation.

Macintosh: Double-click **SMS Installer**.

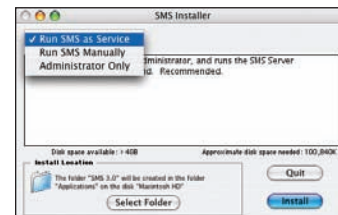
Click **Next** at each prompt.

- 2 Leave **Run SMS as Service** selected.

Windows: Click **Next**. Click **Yes** to add desktop icons.



Macintosh: Click **Install**.

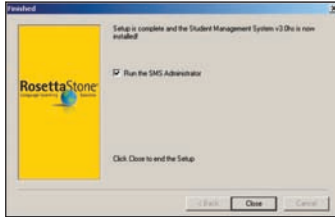


- 3 If you have more than one IP address on your computer, the following screen appears during installation:



Select an IP address from the pull-down menu to direct the SMS Installer to run the SMS Server on that IP address.

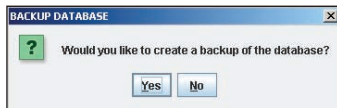
- 4** Windows: When you reach the **Finished** screen, leave **Run the SMS Administrator** selected and click **Close**.



Macintosh: When your installation is complete, go to **Applications** → **SMS 3.x** and double-click on **Administrator**.

- 5** In the **SMS Administrator** screen, log in with Username: **admin** and Password: **password**. Click **Log In**.

- 6** Click **No** when prompted to make a backup of the database. After your students start working, click **Yes** once a week. The database backup is created as a date- and time-stamped file in the SMS folder on your hard drive.



## E Setting Up the SMS

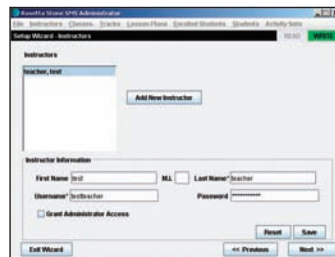
*Note: If you have installed the SMS, follow these steps for the initial set up of the SMS. You can return to the Wizard at any time to add more Instructors or Students.*

- 1** In the Menu Bar, select **File** → **Setup Wizard**. With **Set Up Instructors** selected, click **Next**.

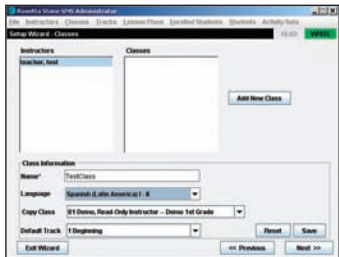


- 2** To create a new Instructor, click **Add New Instructor** and enter the Instructor information. To allow the Instructor to add Students and Instructors, check the box to **Grant Administrator Access**. Click **Save** and click **Next**.

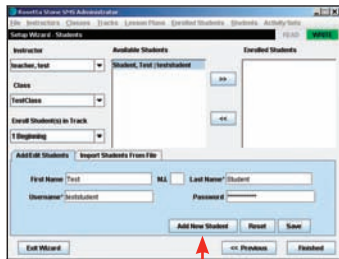
*Note: Administrator Access should be granted sparingly because it locks the SMS for editing.*



- 3** To create a new class, click **Add New Class**. Fill in the **Class Name**, select the **Language**, select a class from the **Copy Class** list and select a **Default Track** to use for the class. Click **Save** and click **Next**.

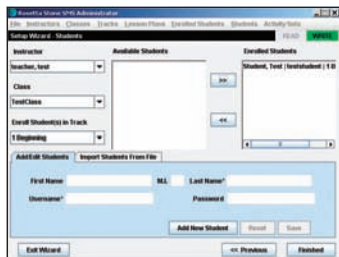


- 4** Click **Add New Student**. Fill in the student's Name, Username and Password and click **Save**. A Password is recommended but not required.



Click to add a student.

- 5** Select the **Instructor** and **Class**, and choose a Track to **Enroll Student(s) in Track**. Select the student in the **Available Students** list. Click **>>** to enroll the student.

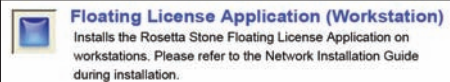


- 6** The student moves to **Enrolled Students**. Click **Finished**. The Setup Wizard closes and the SMS Administrator screen returns. Close this screen.

*Tip: On each Instructor workstation, install the SMS as Administrator Only. Instructors can monitor their own classes and students.*

## F Installing to Workstations and Configuring

- 1 Insert the Network Application CD-ROM.  
Windows: select **Install**.  
Macintosh: select **Rosetta Stone Installer OS X** then **Install**.  
Follow the prompts to the Select Install Type Screen.
- 2 Select **Floating License Application (Workstation)**. Click **Next** (Windows) or **Install** (Macintosh) to continue through installation.



- 3 If you installed the SMS, click on **Find SMS Server(s)** and select the server.  
If you did not install the SMS, close this window.



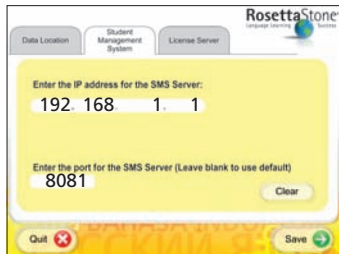
- 4 **Network Configuration Utility.** On the Data Location Screen, enter the path to the Language Data or click **Browse** to find the shared Rosetta Stone Language Data on the network.



If data is shared on multiple servers or folders, add multiple paths here. Click **Verify All** to ensure the workstation can communicate to all the data shares. Click **Save** to save your changes.

- 5** The Student Management System Screen displays the IP address and port number of the computer where you have installed the SMS Server. Click **Save**.

If these numbers do not appear, enter the IP address and port number. To find the IP address and port number of the SMS Server, select **SMS Configuration** from the Student Management System menu (Windows) or Application folder Macintosh. Click **Save**.



**Note:** The numbers above are examples, your unique IP address and port number will differ.

**Tip:** If you are not using the SMS, click **Clear** and **Save**. To return to this screen, choose:

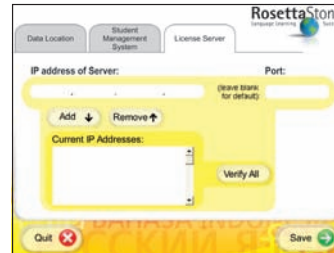
**Windows:** Start → Programs → Rosetta Stone → [version number] → Administrator Tools → Network Configuration Utility

**Macintosh:** Applications → Rosetta Stone → [version number] → Network Configuration Utility

- 6** On the License Server Screen, enter the IP address and port number of the computer running the Floating License Manager.

**Note:** Use the same IP address and port number that was used in step B3.

If multiple License Servers are setup (see Floating Licenses in the Reference section), add the IP addresses and port numbers here. Click **Verify All** to ensure the workstation can communicate to all License Servers. Click **Save** to save your changes.



## Reference Section

### Important tips:

- System requirements – For current system requirements go to [www.RosettaStone.com](http://www.RosettaStone.com), click **Support**, then **System Requirements**.
- A one-time Internet connection is required to activate the licenses on the machine(s) hosting the Floating License Manager.
- A printed SMS manual is include with your materials. This and other manuals are available at [www.RosettaStone.com](http://www.RosettaStone.com). From the homepage, click **Support**, then click **Downloads**.
- Typically, the Floating License Manager and the Student Management System are installed to run as a service on the server machine so that these components run continuously in the background.
- The Floating License Manager requires a Windows machine or server with a static IP address on the network accessible via TCP/IP by all workstations.
- The client machines will access the Floating License Manager and the SMS via the IP address of the server or host machine. The client machines will find the language data via a path entered during the client install.

- The Rosetta Stone Application and SMS cannot be installed to a Novell or Linux server and do not run through Citrix, Thin Clients or Terminal Server.
- Client installation (Instructor or Student Workstations): The client install is best done at each client workstation. However, it is possible to install the Client version to the server, configure it properly with all the correct IP addresses and data path(s), run it once, then push it (the Rosetta Stone folder and the desktop shortcut) out to the client workstation. QuickTime should be installed on student workstations. JAVA is required on Instructor workstations to run the SMS Administrator.

## Floating Licenses

A Floating License allows for a fixed number of concurrent users to access Rosetta Stone at the same time. The Floating Workstation Application may be installed on any machine connected to the network. Floating licenses are not attached to a specific machine, but rather to a specific number of users, hence they “float” on the network. The Floating License Manager automatically controls licenses on the network.

### Number of Floating License Workstations

You may install the Rosetta Stone Application on an unlimited number of workstations, however, the number of concurrent users will be limited to the amount of licenses purchased. The number of concurrent users is listed with your License Activation Code (LAC), inside the Installation Materials folder. The number of concurrent users is the same as the number of licenses purchased for a particular License Activation Code.

*Example:* Your institution purchased 25 Rosetta Stone licenses for Spanish Level 1. Your institution has two computer labs with 25 computers in each lab. Your supervisor would like all machines in both labs to be able to access Rosetta Stone. Therefore,

you should install the Rosetta Stone application on all 50 machines. However, only 25 computers will be able to use Rosetta Stone Spanish Level 1 at the same time.

### Installing Floating License(s) on Multiple Servers

You may divide your floating licenses among several servers if you choose. Simply install the Floating License Manager (Server) on multiple machines and activate only the number of licenses you would like that server to control.

*Example:* You are a system administrator for an institution with three campuses. You are in charge of Campus X. Your institution purchased a total of 500 Rosetta Stone Spanish Level 1 floating licenses. Your supervisor would like Campus X to have 300 licenses, Campus Y to have 150 licenses, and Campus Z to have 50 licenses. As system administrator for Campus X, you would enter 300 in the **Number of concurrent users** field. The license server at Campus X would manage those 300 Rosetta Stone Spanish Level 1 licenses.

## Storing Language Data

### On a Server

The language data is normally stored in a shared folder with read-only permissions on a server.

*Note:* You may install the language data on any file server that can be accessed by the client workstations.

### Workstations with Language Data on a Server

Rosetta Stone will identify language data if it is stored at the root of any mapped drive or mounted volume. You will not need to specify the data paths in the Network Configuration Utility if language data is stored at the root of a physical or logical drive letter/mapped drive (Windows) or mounted volume (Macintosh).

If the language data is not stored at the root level of a logical or physical drive, you will need to specify the data paths in the Network Configuration Utility. See **Network Configuration Utility** in Step F4 of the installation section of this guide. *Note:* For Macintosh environments, make sure you set the workstations to mount the server containing the language data at startup.

## Troubleshooting

### License Activation

*I get a message that says: "Activation failed: There are not enough licenses available to fulfill your request."*

You have either attempted to activate more licenses than were purchased, or all of your licenses have already been activated. Refer to the license information applied to the inside of the Installation Materials folder to find out how many licenses were purchased.

#### *Unsuccessful License Activation*

Make sure that your Internet connection is working and try activating the license again. If unsuccessful after a third time, click **Exit** and contact Product Support at <http://www.RosettaStone.com/support>

*I get a message "Error 4146."*

It may be caused by an invalid URL or a lack of Internet connection, an improperly configured proxy server or a permissions restriction.

*I get a message "Error 4165."*

Is the machine off-line? Establish connection to ISP and try again.

*We are using other FLEXnet licensed products.*

You may want to visit Macrovision's support website at <http://www.macrovision.com>.

### Floating License Manager

*I have the Floating License Manager running and I want to activate another license.*

On the computer where the Floating License Manager is installed, go to the **Start → Programs → Rosetta Stone → [version number] → Administrative Tools** shortcut and launch the Floating License Activation Module.

Click **Activate another License** to add another license to your network.

Choose: **Start → Programs → Rosetta Stone → [version number] → Administrative Tools → License Manager Tools**. Click the **Start/Stop/ReRead** tab. Click on the **ReRead License File** button. For more information about available licenses, click the server status tab. Click **Perform Status Enquiry**.

The license server will now re-read the newly activated license.

*When I restart my computer, the floating license server is no longer running.*

See **Configuring the License Server** as a **Windows Service** on page 8.

*I started my Floating License Manager, but it is not working.*

1. Do you have a valid license file?  
If license activation was not successful, the Floating License Manager will not work. There must be a valid license file in the Licenses folder in your installation directory in order for the Floating License Manager to run. The default path is C:/Program Files/RosettaStone/Licenses.  
If you specified a port to use, be sure that no other applications are using it.

- Have you made changes to your license file?  
The only changes you are able to make are changing the IP address and port number on the **SERVER** line. If you are running a FLEXnet license server for additional products (other than Rosetta Stone) you may also change the **VENDOR** line in your license file. If you have made any other changes to your license file it is no longer valid.
- Have you changed your hardware?  
If you have changed your hardware (hard drive, network card, etc.), you may need to re-host. See **To Re-host a License**, below.

### Floating License Workstations

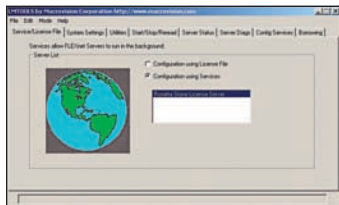
I get a "number of licensed users has already been reached" error message. The maximum number of concurrent users your license allows has been reached. Wait until another user logs out. The Rosetta Stone Network Application will time out after ten minutes of inactivity from any one licensed user.

## Configuring the License Server as a Windows Service

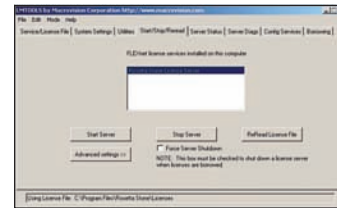
Normally, the License Server runs in the background as a service. In case the service is stopped, you can restart it manually.

### Manually Starting the License Server as a Service

- Choose **Start → Programs → Rosetta Stone → [version number] → Administrative Tools → License Manager Tools**.



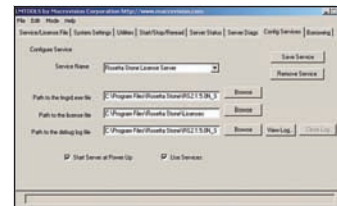
- Click the **Start/Stop/Reread** tab.



- Click on the **Start Server** button to start the service named Rosetta Stone License Server.
- Click on the **ReRead License File** button.

### Running the Service Automatically

- Click the **Config Services** tab.
- Check the **Use Service** box.
- Check the **Start Server at Power Up** box. The license server will now automatically start when the machine is restarted.
- Click **Save Service**.



## To Re-host a License

If you need to move a license to a new machine/server, or have determined through troubleshooting that a re-host is necessary, you may need to contact Product Support at <http://www.RosettaStone.com/support> Have the Hostid ready.

### How to Find the Hostid

- Select **Start → Run**.
- Type **cmd** and click **OK**.
- Type **ipconfig/all** after the prompt.
- Press **Enter**.
- The hostid is the **Physical Address**.

## Uninstalling the Program

### To Uninstall for Windows

Windows users have three options for uninstalling the program:

#### Option 1

Click the **Uninstall Rosetta Stone** button on the Autorun screen.

#### Option 2

Click **Start** → **Programs** → **Rosetta Stone** → *[version number]* → **Administrative Tools** → **Uninstall Rosetta Stone** → *[version number]*.

#### Option 3

- Click on **Start** in the Windows task bar.
- Select **Settings**.
- Click on **Control Panel**.
- Double-click on **Add/Remove Programs**.
- Select **Rosetta Stone** *[version number]*.
- Click **Remove**.

### To Uninstall for Macintosh (Application Only)

Drag the Rosetta Stone folder into the trash. Be sure to throw away any aliases you may have created.

## Glossary of Terms

### Application

The program that runs the Rosetta Stone language-learning interface.

### Floating license

A license that authorizes use of Rosetta Stone products on a network. The product can be installed on any number of workstations connected to the network. The number of concurrent users is limited by the Floating License Manager, which counts each license.

### Floating License Activation Module

An administrative tool that creates the license files during activation.

### Floating License Manager (Server)

An application that automatically controls licenses on the network.

### Language Data CD-ROM

The language information component of the Rosetta Stone program. This information is on a separate disc from the application. The language data can be stored either on the hard drive of the computer where the application is installed or on a server on the network.

### License

The legal right to use a Rosetta Stone product.

### License Activation Code (LAC)

The 16-digit code that is used to activate a license file. The LAC is located inside the Installation Materials folder that holds the CD-ROMs.

### License file

A file in the Licenses folder that contains the activated license information.

### Network Application CD-ROM

The disc which contains the application program and FLEXnet licensing software. This is a separate disc from the Language Data CD-ROM.

### Network Configuration Utility

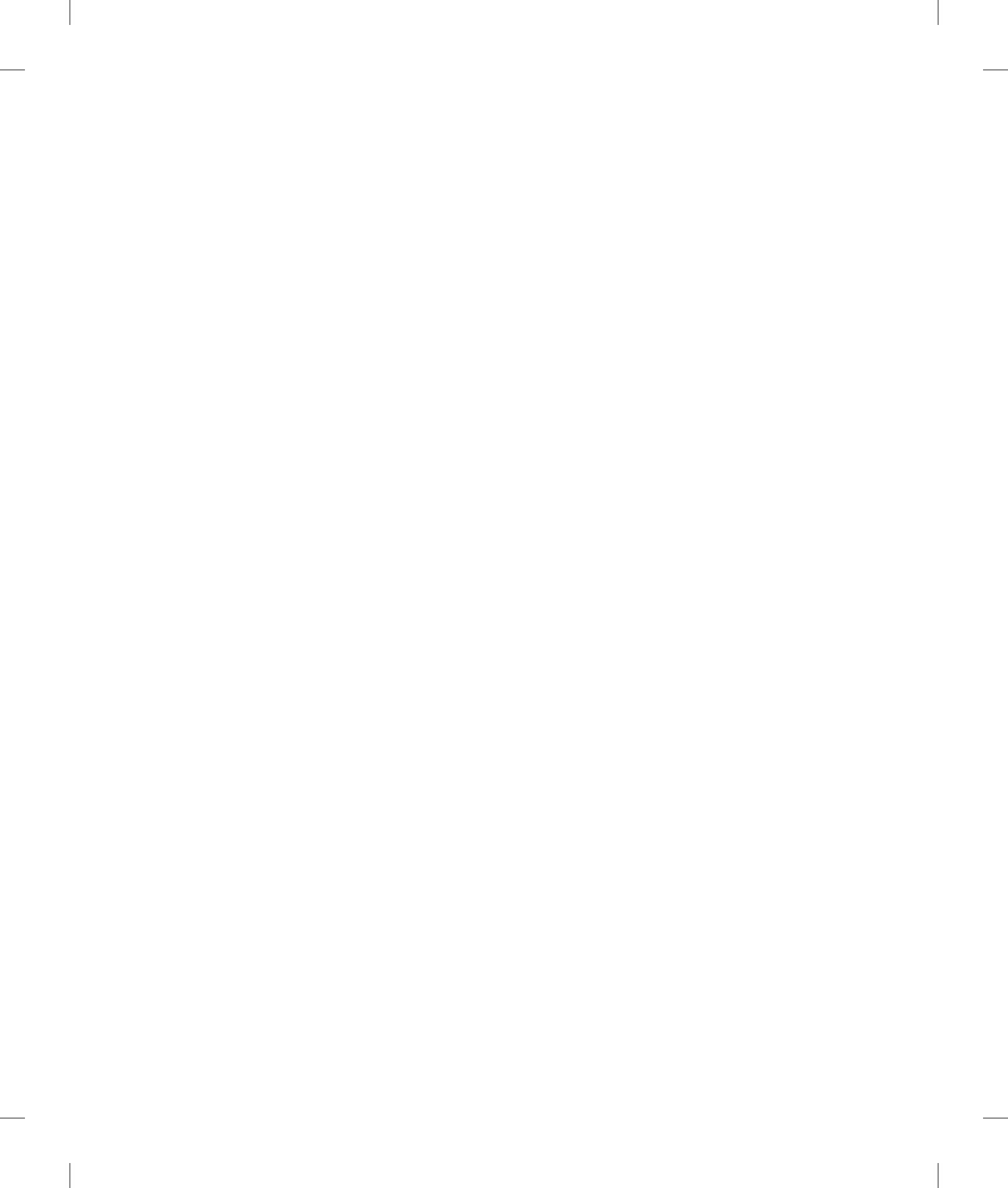
A tool that contains the IP addresses and data paths needed by the client machine.


### Student Management System (SMS)

A component that allows instructors to control and monitor student study of Rosetta Stone.

### Workstation

A computer where a user can access Rosetta Stone.





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