Clue 10 set-up documentation

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Contents

Installation types
Clue 10 comes with two different kinds of installation:
- Standalone
- Server/client

Both are installed using the same installer.

Standalone installation
With standalone installation, the customer installs Clue 10 on a single machine for use by a single user. If Clue 10 is to be used by more than one user, the customer must have the same number of standalone licences as the total number of users.

Standalone installation places the programs and dictionaries on the same machine and uses a locally installed licence.

Server/client installation
With Server/client installation, the customer can install Clue 10 for use by multiple users at the same time. The user can select different typical configurations when installing Server/client, based on individual requirements, network topology, SLAs etc. The Server/client installation core component is the Clue10LicencingService process, which runs as a service on a machine and distributes the licences (active sessions). All clients connected to the service can use Clue, but the number of simultaneous users is limited to the number of licences held.
The Server/client installation needs the following components to work:
- The Licensing Service
- The dictionaries
- The client software

[Click here for step by step description of server installation](#)

There are no limitations on placement of the components mentioned above: every solution is supported; the following configurations are the most common (Please read about all configurations before proceeding to install)

- [Only a shortcut on the client PC (or terminal server)](#)
  It is also possible to use the installer to create a shortcut with the needed supporting information. Information about this is available on request.

- [Client software (and dictionary content) is installed on each Client PC/TS.](#)
  (The license check is always made on server)

Licensing system

Clue 10 users must hold a valid licence issued by Clue Norge AS. A licence code is provided, and this needs to be activated. This process takes place automatically during installation and requires an active Internet connection and access to the site updates.clue.no (using standard http protocol on port 80 - using the proxy configuration in use on the system).

In situations where the target machine is not able to go online, the user can activate the licence manually/offline. An activation code (unique for each user/machine) is generated during set-up. The customer submits this code along with the Licence code to Clue Norge AS (by phone or e-mail) in order to obtain the "activated licence code" (a 48-character alphanumeric code). The activated licence code is then entered in the installer and the need for an active Internet connection to complete the installation is eliminated. This type of activated licence is restricted to installation on a single machine.

Should you need to distribute a number of licences and collecting activation codes from each machine is not possible, Clue Norge will provide the needed command line parameters and activated licence code.

Demo licences of standalone or Server/client installation are also available[1]. Licences activated automatically/online and licences activated manually/offline are not interchangeable.

Clue 10 configuration system

The configuration system for Clue 10 has been simplified. All the configuration parameters are file-based:
- The CLUE.INI file is placed in the user %APPDATA%\Clue10 folder, accessible by all users (administrators, power users and standard users). This file contains the user preferences (for both Clue and ClueXpress applications) and the folder where dictionaries are installed. A "default" copy is stored in the same folder where Clue.exe is installed, and the first time a user launches Clue, their personal copy is created in the %APPDATA%\Clue10 folder.
- The CLIENT.OBJ file is placed in the folder where Clue.exe is installed; if the file is present (copied externally) in the user %APPDATA%\Clue10 folder – accessible by all users (administrators, power users and standard users) – the latter file is used (to override "defaults" for specific client needs). This file is only present in Server/client environments, and stored in the file is the host or IP of the machine where the Licensing Service is installed and the TCP port number on which the Licensing Service is listening for incoming connections (default port is 8001, but the user can configure the service to use a custom port).
In this file, from release 10.0.0.16, the connection timeout value can be changed by adding a line:
CONNTIMEOUT=xxx
where xxx is the timeout in milliseconds on network connections (the default is 30 ms, greater values could be used for WAN or high latency connections).

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[1] Starting from Clue 10.7.0.0 (released December 2018), demo/trial installations are no more available

From release 10.3.1.0, IPv6 connection can be used, by adding the following line: TCPVER=6
Please note that you can have clients connecting with mixed IP protocol versions (i.e. some clients will use IPv4 and some others IPv6). The IP used in the configuration should match the protocol version (i.e. you need to use ::1 instead of 127.0.0.1 if you are using IPv6 instead of IPv4)

- The CLUE.LIC file is placed in the user %APPDATA%\Clue10 folder (only for standalone installations), and contains the activated licence code for standalone installation.
- The CLUE10LICENCESERVICE.LIC file is placed in the same folder where Clue10LicenceService.exe is installed (only for client/server installations), and contains the activated licence code for the Server/client installation.
- You can add a CLUE10LICENSESERVICE.INI file to manage multiple bindings to accept both IPv4 and IPv6 connections. In the [SERVERCFG] section you need to specify the number of endpoints used, and you will add an [ENPOINTn] section for each endpoint, containing the IP and the TCPVER parameter, as follows:

[SERVERCFG]
ENDPOINTS=2

[ENDPOINT1]
IP=::
TCPVER=6

[ENDPOINT2]
IP=0.0.0.0
TCPVER=4

Clue 10 set-up system

Clue 10 can be installed using two different set-ups:

1. **Clue10SetupFull.exe**
   This is the "standard" set-up: can be used for all types of Clue installations (standalone and Server/client installation) requires Internet connection on port 80 through the system default proxy to access the site updates.clue.no to activate license (and download the updated dictionaries). A full set of dictionaries are included in the set-up. It can also be used in silent mode, providing command line parameters.
2. **Clue10SetupFull.msi**
   This is a "wrapper" around Clue10SetupFull.exe to provide it in Microsoft Installer (MSI) format.

Clue 10 set-up command line parameters

In this section, all the command line parameters that are recognised by Clue 10 set-up are listed. The parameters are divided into 3 groups:

1. Parameters specific to installing Clue, such as installation type, licence code and update settings.
2. Parameters used by .exe installers (made with InnoSetup tool), such as level of UI seen by the client and activating log.

3. Standard parameters used by MSI installers (except those specific to installing Clue).

The complete command line parameter lists are as follows:

Parameters specific to installing Clue; these are in the form PARAM=VALUE:
   a. TYPE, the software you want to install; possible values are:
      i. STANDALONE (TYPE=STANDALONE) to install a standalone Clue
      ii. SERVER (TYPE=SERVER) to install only Clue Licensing Service on the machine, without client software. For use only where more than one licensing service is running on the same server.
      iii. SERVERCLIENT (TYPE=SERVERCLIENT) to install Clue Licensing Service and the client software on the machine. (Standard option for server installation)
      iv. CLIENTDICT (TYPE=CLIENTDICT) to install the client software (to connect to Clue Licensing Service) and to copy the dictionaries locally
      v. CLIENT (TYPE=CLIENT) to install the client software (dictionaries and license handled by the server)
      vi. CLIENTLINK (TYPE=CLIENTLINK) to install only the shortcut to Clue software installed on another machine (with SERVERCLIENT type)
   b. LICENSE, the licence code used to install and activate Clue (ex. LICENSE=12345-67890)
   c. ACTIVATED, the activated licence code used to install Clue (ex. ACTIVATED=ABCDEF1234567890ABCDEF1234567890ABCDEF1234567890)
   d. PORT, the TCP/IP port on which Clue Licensing Service listens for an incoming connection (ex. PORT=8001)
   e. SERVER, the IP address (or host name) of the machine where Clue Licensing Service is installed (ex. SERVER=10.10.10.3 or SERVER=CLUE10-SRV)
   f. SERVICE, a custom name for Clue Licensing Service (ex. SERVICE=CustomerX), used only if installing more than one Clue Licensing Service on the same machine (for ASPs etc.)
   g. DIR, the full path of the directory where the software will be installed (ex. DIR=D:\APPS\CLUE); this parameter is not used for MSI setup (see INSTALLDIR parameter instead)
   h. LINKTO, Defines the path for Clue.exe on server that a client connects to. For use with CLIENTLINK parameter. (ex. LINKTO=\\Server name\Clue10\)
   i. SHAREDDICT, specifies the shared folder on the server where dictionaries are located when installing CLIENT and CLIENTLINK setup type (for CLIENTLINK, the SHAREDDICT parameter is not mandatory; if not specified defaults to /LINKTO parameter location + "Data"
   j. MERGETASKS= Add a desktop icon   /MERGETASKS="desktopicon"
   k. DICT, the full path of the directory where the dictionaries (and the grammar files) will be installed (ex. DICT=E:\DATA\CLUEDICT); if not

specified, dictionaries are installed by default in a "data" subfolder under the directory where Clue is installed

l. ALLUSERS, if you want to install for all users or just for the current user; values of 0, N, NO, F, FALSE are equal to "NO"; other non-empty values all stand for "YES" (ex: ALLUSERS=N, ALLUSERS=Y)

m. AUTOUPDATE, if and when you want Clue to check for available updates; possible values are:
   i. 10 (AUTOUPDATE=10) to check for updates every 10 days
   ii. 30 (AUTOUPDATE=30) to check for updates every 30 days
   iii. 99 (AUTOUPDATE=99) to NEVER check for updates
   iv. 0 (AUTOUPDATE=0) to check for updates every time Clue starts

n. ALLOWUPDATES, if you want to allow the user to change the autoupdate check specified by the above parameter AUTOUPDATE; values of 0, N, NO, F, FALSE are equal to "NO"; other non-empty values all stand for "YES" (ex: ALLOWUPDATES=N, ALLOWUPDATES=Y)

o. CONNTIMEOUT, the timeout used for network connection in milliseconds (ex. CONNTIMEOUT=500 to use a timeout of 500ms in network connections)

p. UILANG, the language used by default for menus and dialogs (possible values: NO for Norwegian, EN for English; other values defaults to English)

Parameters used by exe installers (you can find more details on Inno Setup documentation at http://www.jrsoftware.org/ishelp/index.php?topic=setupcmdline):

a. /HELP
   Displays a summary for command line parameters

b. /SILENT
   Hides wizard and background window, but the installation progress is displayed

c. /VERYSILENT
   Hides all windows

d. /SUPPRESSMSGBOXES
   Hides all message boxes (when combined with/SILENT and /VERYSILENT)

e. /LOG
   Creates a log in the user's TEMP directory, detailing all the operations

f. /LOG="filename"
   Creates a log to a fixed path/filename, detailing all the operations

g. /NOCANCEL
   Prevents the user from cancelling during the installation process

h. /NORESTART
   Prevents Setup from restarting the system following a successful installation (N.B. Clue 10 Setup normally doesn't restart the system after installation)

i. /CLOSEAPPLICATIONS
   Instructs Setup to close applications using files that need to be updated by Setup if possible

j. /NOCLOSEAPPLICATIONS
   Prevents Setup from closing application using files that need to be updated by Setup

k. /RESTARTAPPLICATIONS
Instructs Setup to restart applications if possible (if /CLOSEAPPLICATIONS)
l. /NORESTARTAPPLICATIONS
Prevents Setup from restarting applications
m. /SAVEINF="filename"
Saves installation settings to a filename
n. /LOADINF="filename"
Loads installation settings from a filename (created using /SAVEINF)
o. /LANG=language
Specifies the language used during set-up (suppressing the "select language" dialogue)
p. /DIR="x:\dirname"
Overrides the default directory used to install Clue10 – same as point 1.g; not valid for MSI setup (see INSTALLDIR instead)
q. /GROUP="folder name"
Overrides the default placement used for Clue 10 icons in the Start Menu.
r. /NOICONS
By default, does not create icons in Start Menu folder

Parameters used by MSI installers (for a complete list see Microsoft documentation at http://support.microsoft.com/kb/227091):

a. /i Package
To install a product (when using an .msi installer), for example Clue10Setup.msi)
b. /x Package
To uninstall a product
c. /qn
To activate the "silent mode" (no UI, etc)
d. /l logfile
To write a logfile for all the actions performed
e. INSTALLDIR="x:\dirname"
The full path of the directory where the software will be installed (ex. INSTALLDIR="D:\APPS\CLUE")

Note for using MSI set-up:

In order to forward command line parameters to Clue10Setup.exe when launching Clue10Setup.msi, you should use PARAMS="clue_parameters" (where clue_parameters are the same as described for Clue10Setup.exe in section 1 above).
For example, if you install Clue using Clue10Setup.exe with the following command line:

Command line examples

Example - Standalone versions:
Clue10SetupFull.exe /SILENT /VERYSILENT /TYPE=STANDALONE /LICENSE=XXXX-YYYYY

Example - Client with locally installed dictionaries:
Clue10SetupFull.exe /SILENT /VERYSILENT /TYPE=CLIENTDICT
/SERVER=Servername /PORT=8001 /LOG=C:\TEMP\CLIENT.LOG

Example - Client (both license and dictionary content on server):
Clue10SetupFull.exe /SILENT /VERYSILENT /TYPE=CLIENT /SERVER=Servername
/PORT=8001 /SHAREDDICT=Servername\Clue10\ /LOG=C:\TEMP\CLIENT.LOG

Example - Client (Shortcut only):
Clue10SetupFull.exe /SILENT /VERYSILENT /TYPE=CLIENTLINK
/LINKTO=\\Servername\Clue10\ /LOG=C:\TEMP\CLIENT.LOG

The equivalent command line for an installation using **Clue10SetupFull.msi** would be:

Example - Standalone versions:
msiexec /i Clue10SetupFull.msi /qn PARAMS="/SILENT /VERYSILENT
/TYPE=STANDALONE /LICENSE=XXXX-YYYYY /ALLUSERS=Y"

Example - Client with locally installed dictionaries:
msiexec.exe /i Clue10SetupFull.msi /qn PARAMS="/SILENT /VERYSILENT
/TYPE=CLIENTDICT /SERVER=Servername /PORT=8001 /LOG=C:\TEMP\CLIENT.LOG"

Example - Client (both license and dictionary content on server):
msiexec.exe /i Clue10SetupFull.msi /qn PARAMS="/SILENT /VERYSILENT
/TYPE=CLIENT /SERVER=Servername /PORT=8001
/SHAREDDICT=Servername\Clue10\ /LOG=C:\TEMP\CLIENT.LOG"

Example - Client (Shortcut only):
msiexec.exe /i Clue10SetupFull.msi /qn PARAMS="/SILENT /VERYSILENT
/TYPE=CLIENTLINK /LINKTO=\\Servername\Clue10\ /LOG=C:\TEMP\CLIENT.LOG"

PLEASE NOTE! The PARAMS parameter is in UPPERCASE and is not prefixed by a slash
("/"). Before submitting a bug report, please verify the complete command line and
these two points.

Clue 10 set-up sequences

- [Manually installing standalone version of Clue 10](#) (separate documentation)
- [Server installation](#)
- [Shortcut only on the client](#)
- [Client installation](#)

All the selections used in the set up sequences are also available as parameters for
"silent install"

Server installation
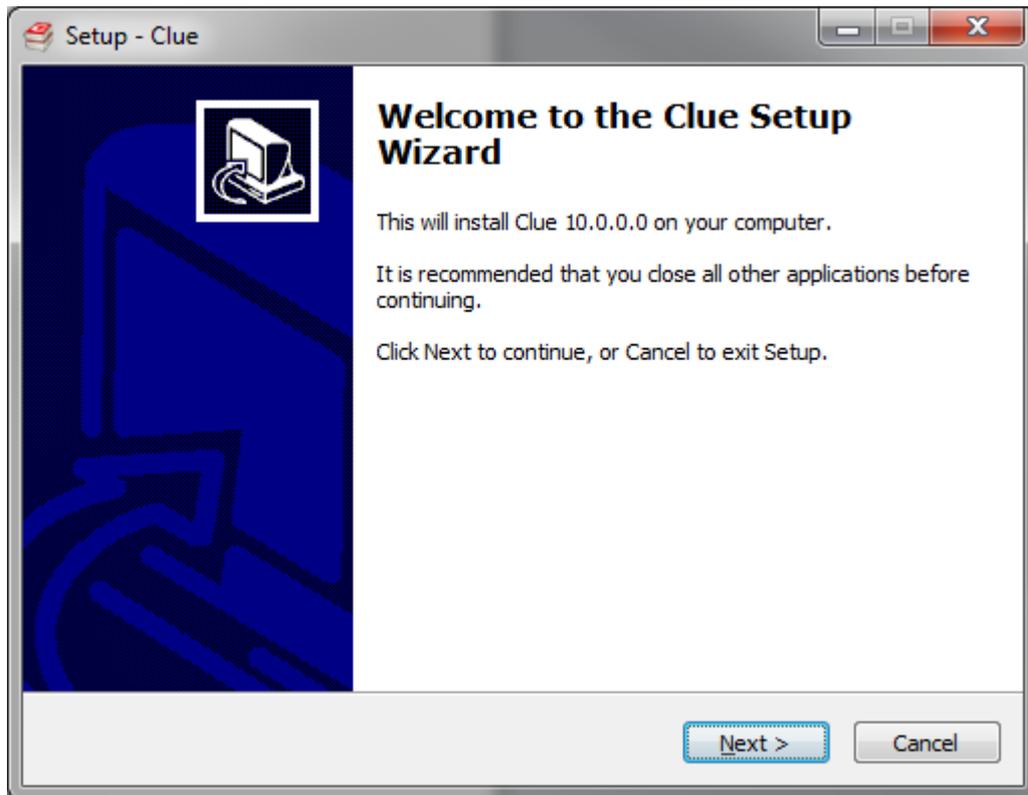
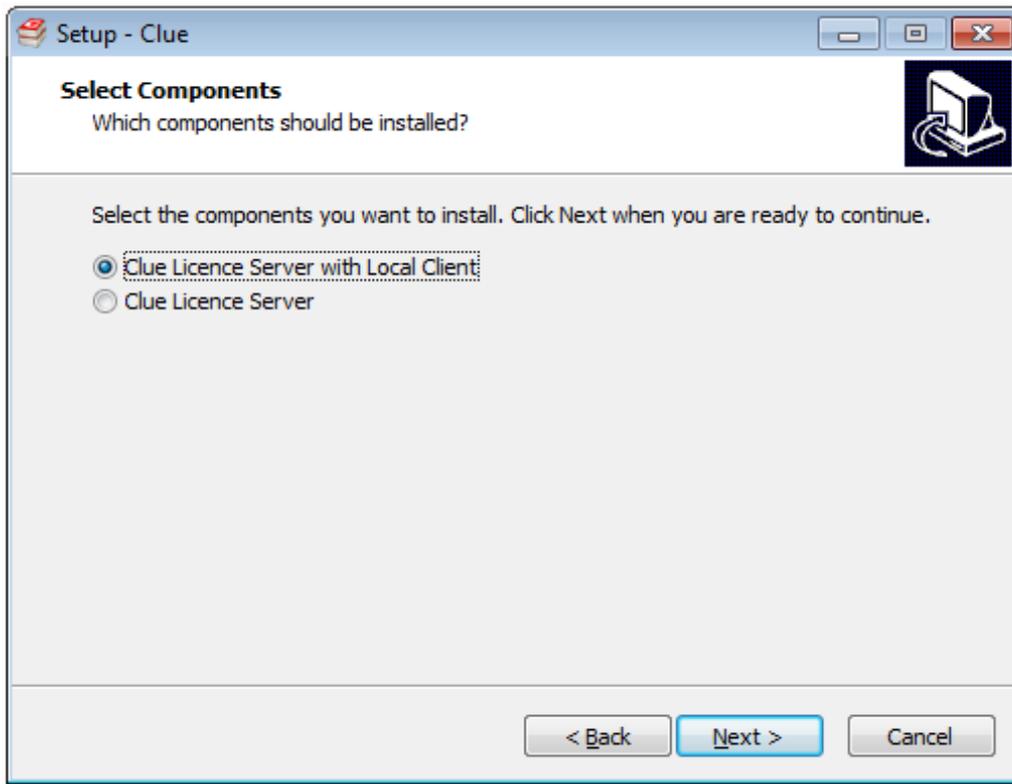Select activation method (for manual activation contact Clue Norge)
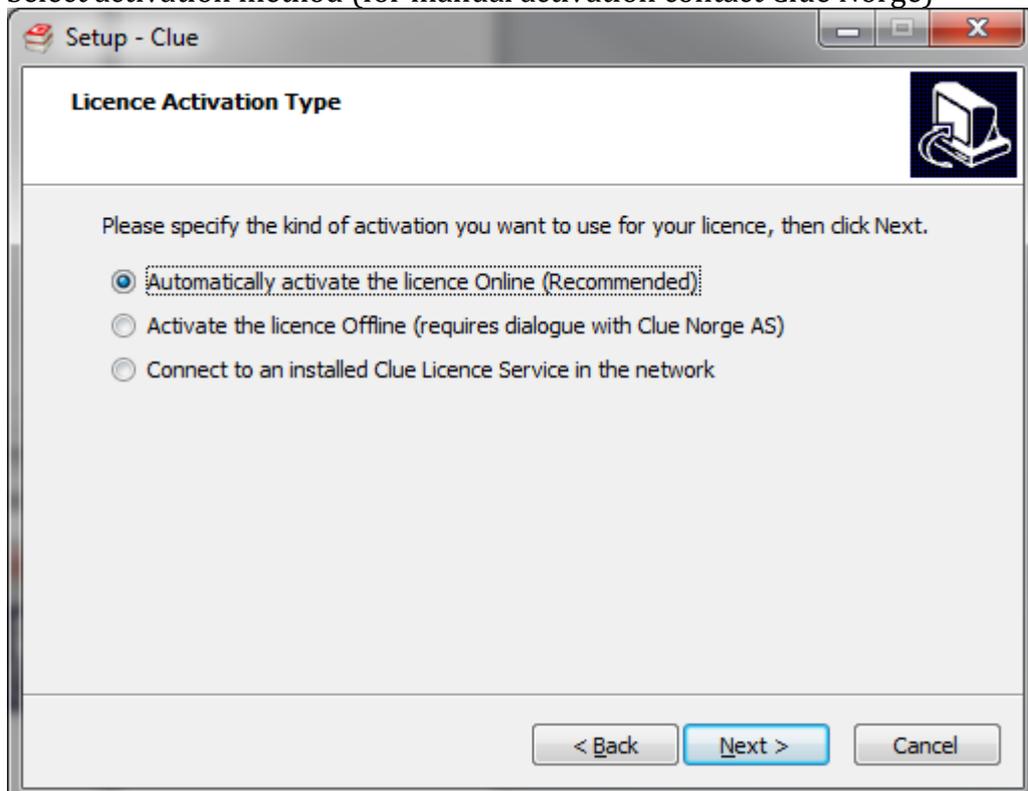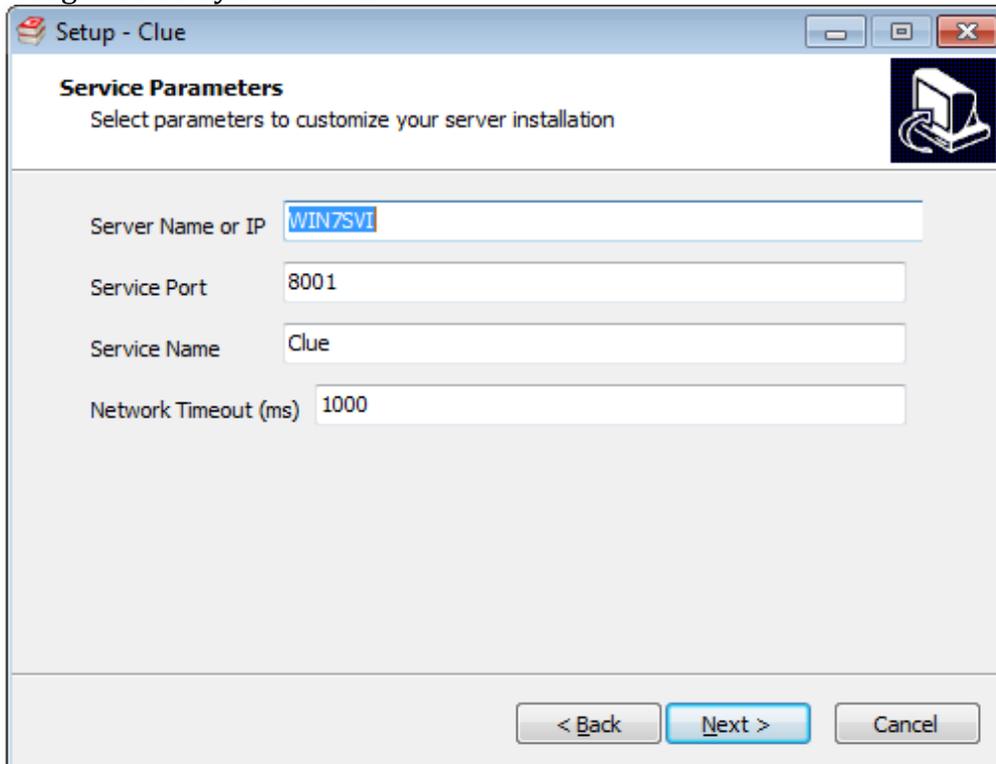
Select destination location
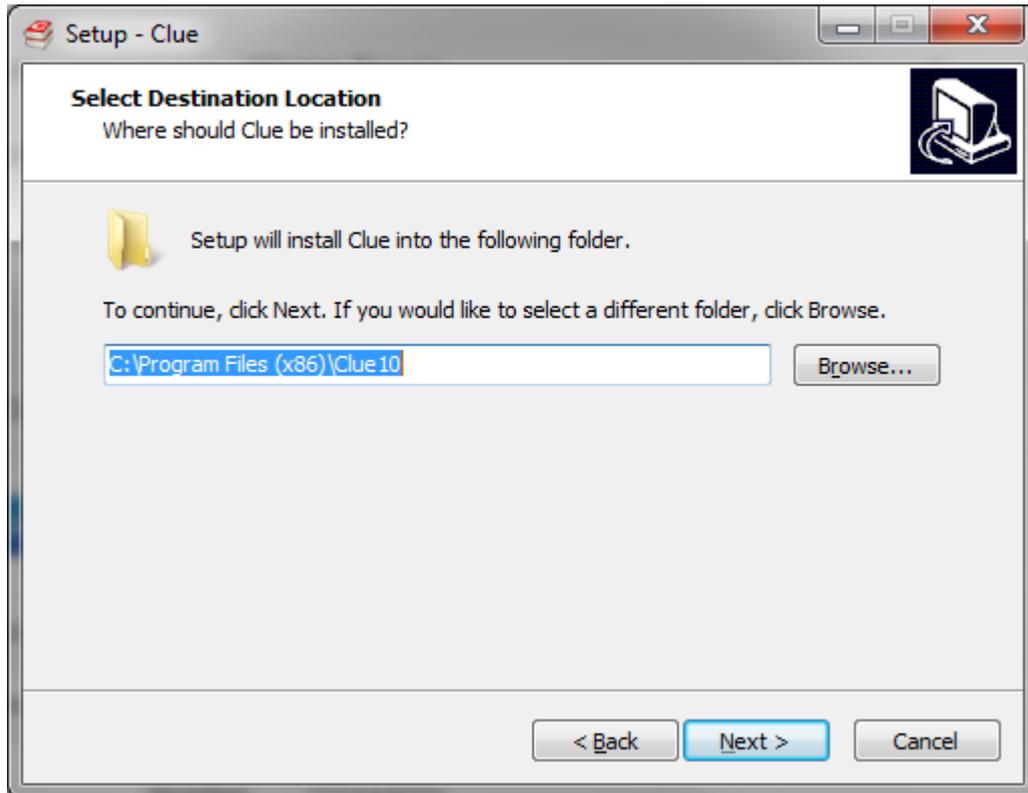
Select components to install.
"Clue License Server with Local Client" should be selected for all installations unless you are installing more than one license service on the same server.
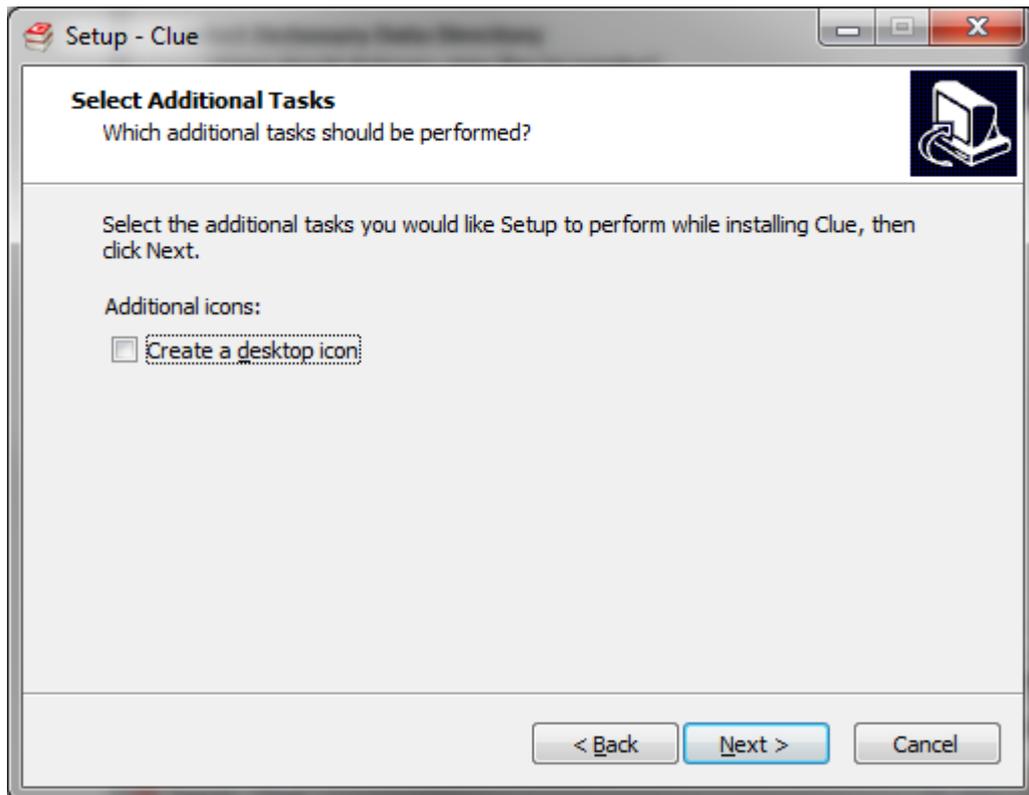

IMPORTANT: Remember to change the server name or IP to what the server machine is recognized as by the clients.
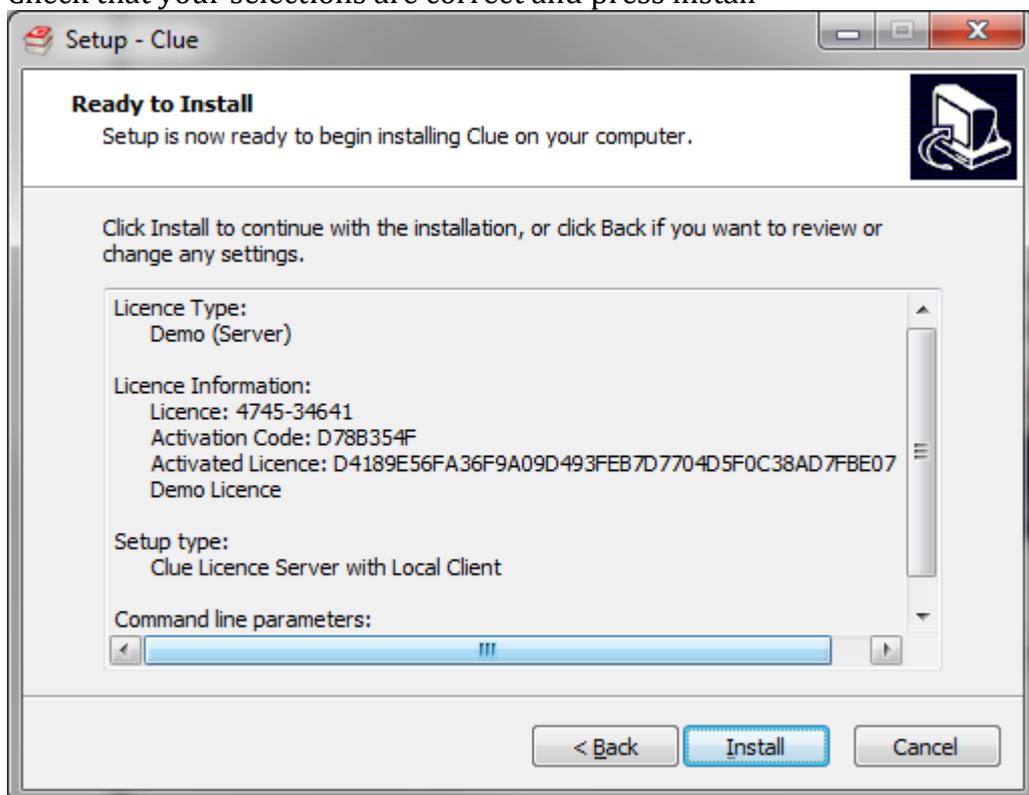
Select directory for the dictionary files (This folder must be shared to all clients that will be using Clue)
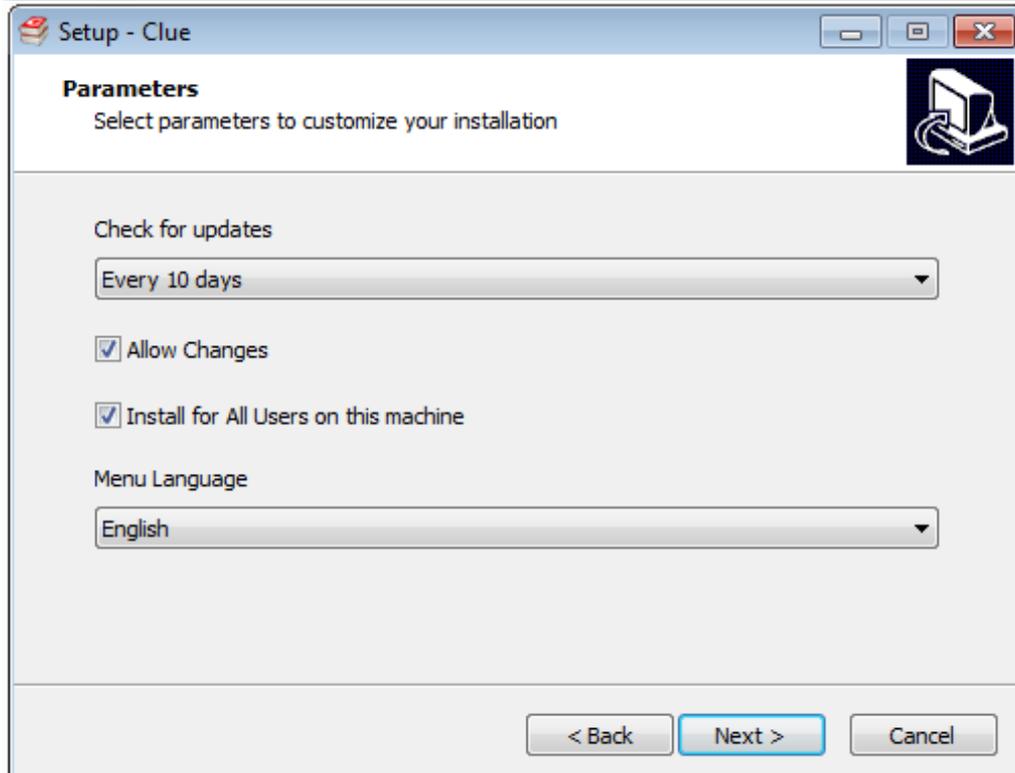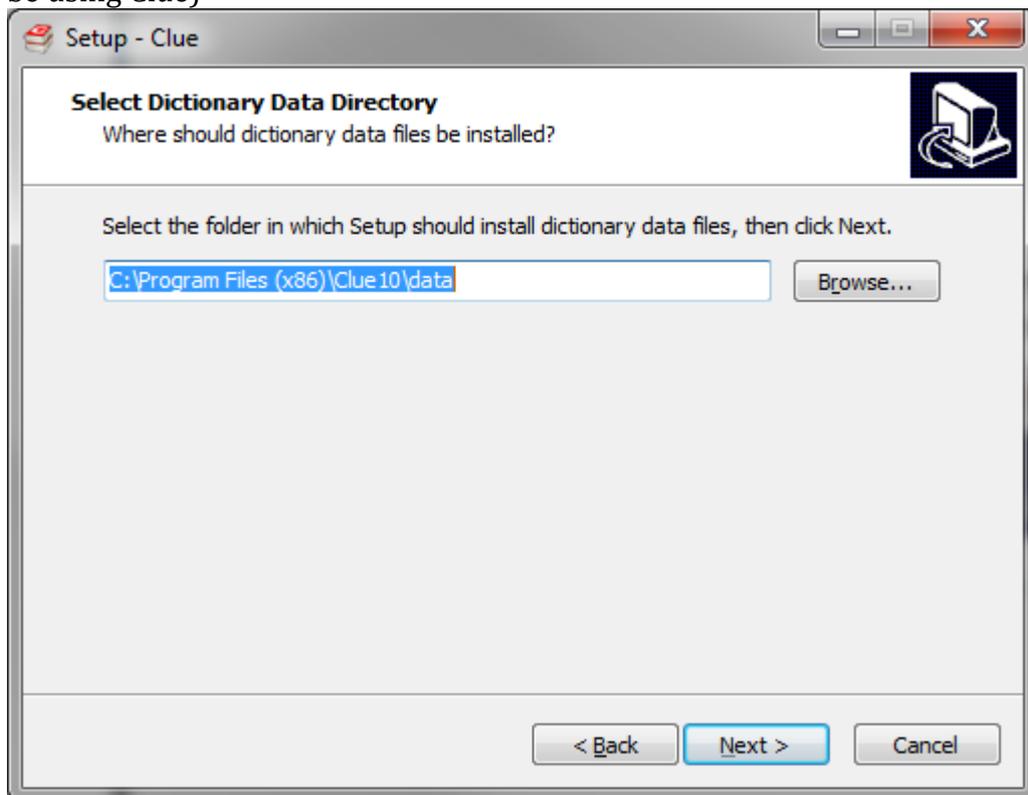
Check that your selections are correct and press install

Enjoy using your new Clue software

Server version with only a shortcut on the clients

1. Install Clue to a <u>shared</u> folder on the server

   Select the "Server with Local Client" option

2. Edit C:\Clue10\CLUE.INI to make the paths \\Servername\Sharename\Clue10\data and

   \\Servername\Sharename\Clue10\data\grammar\

3. Distribute shortcuts to \\Servername\Sharename\Clue10\Clue.exe

   IMPORTANT: Please note that the CLUE.INI file on the server is copied in the user's "%APPDATA%\Clue10" folder when Clue is started the first time by the user. In case you change the configuration in CLUE.INI on the server, you need to delete all the "%APPDATA%\Clue10" files on user's client.

   The shortcut can also be distributed by running the installer with the correct parameters.

Client software (and dictionaries) on each client machine:

The Licensing service must always run on the server. The dictionary files may however be copied to each client machine.
The client software will run on the client machines / Terminal Servers.

Command line examples:

**Installing the client software and copying the dictionaries to the client machine.**
Clue10SetupFull.exe /SILENT /VERYSILENT /TYPE=CLIENTDICT /SERVER=Servername /PORT=8001 /LOG=C:\TEMP\CLIENT.LOG
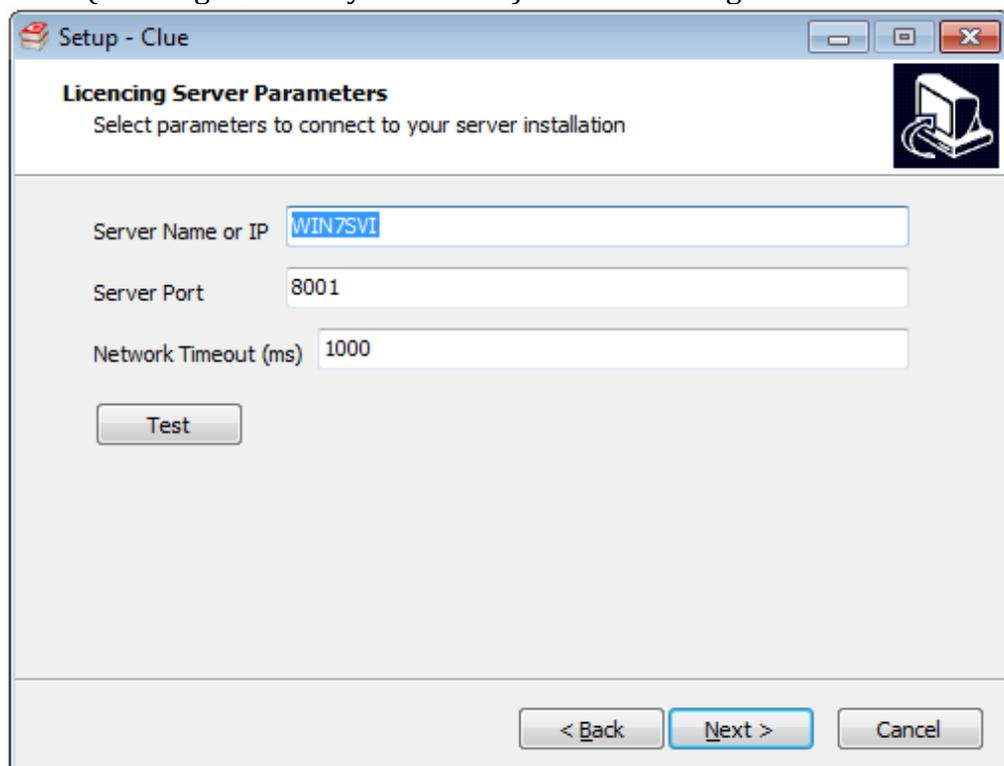**Installing the client software without dictionaries.**
Clue10SetupFull.exe /SILENT /VERYSILENT /TYPE=CLIENT /SERVER=Servername /PORT=8001 /SHAREDDICT=Servername\Clue10\ /LOG=C:\TEMP\CLIENT.LOG
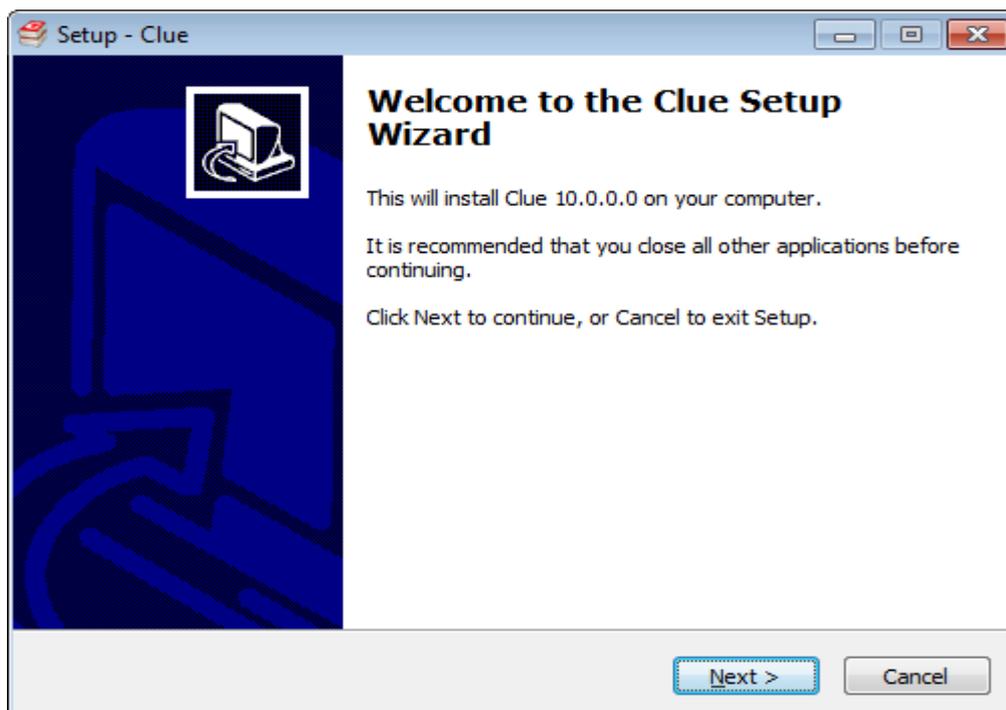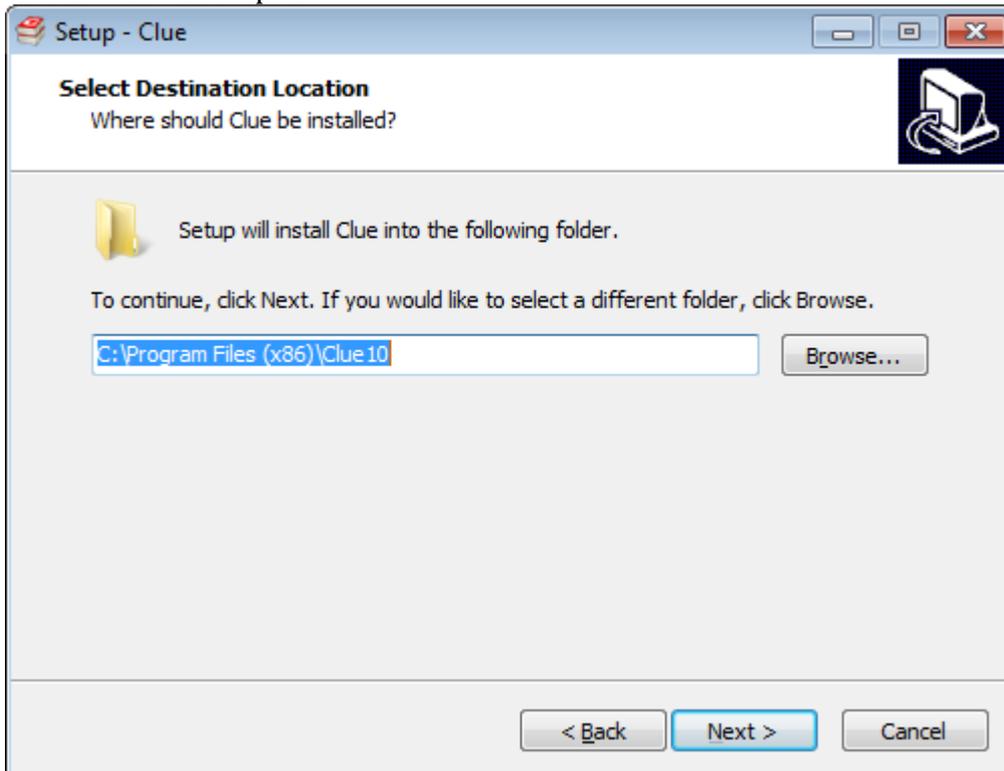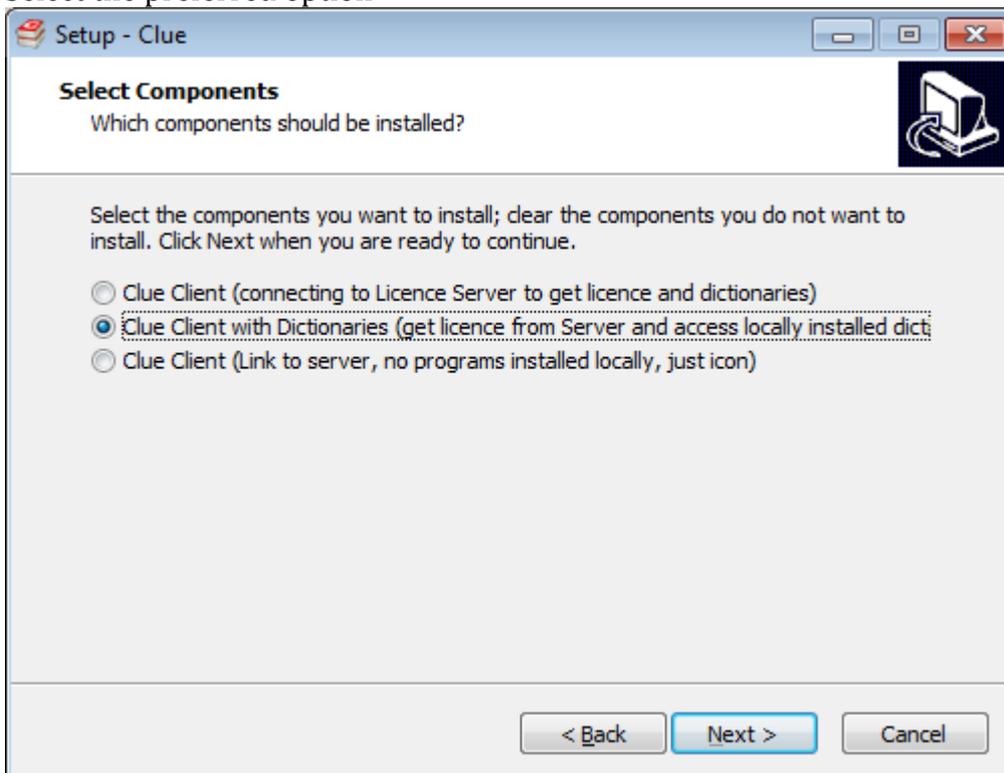
Use the "connect to Licence service" option
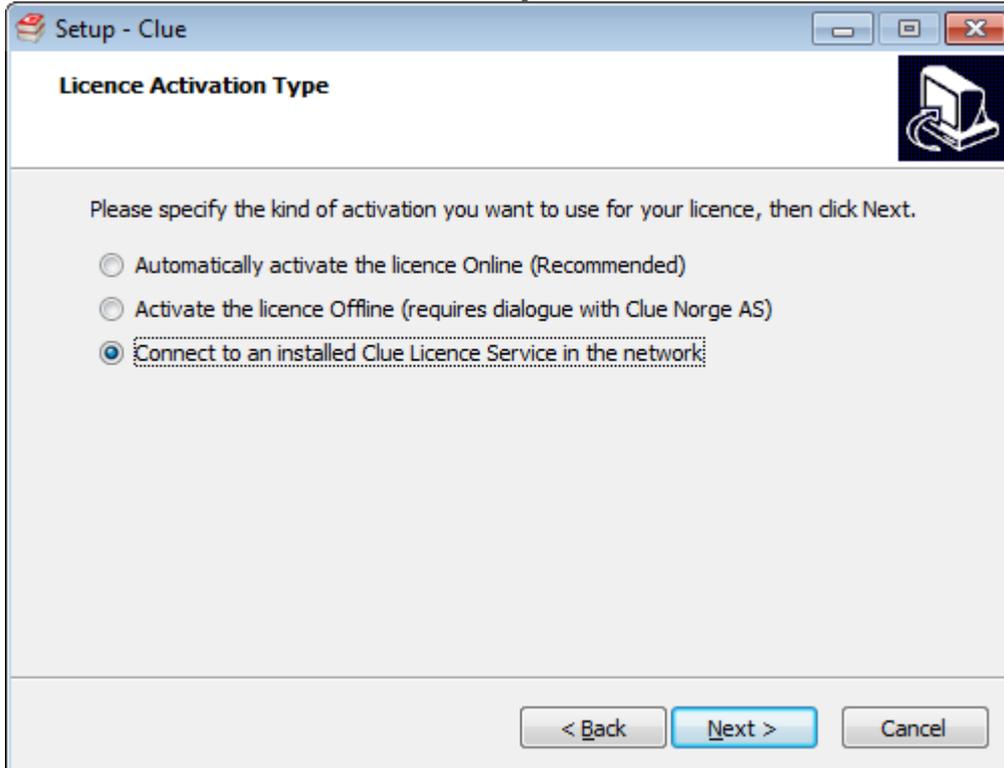
Make sure you remebered to change the servername from "localhost" to the server name or IP (as recognized as by the clients) when installing the server..
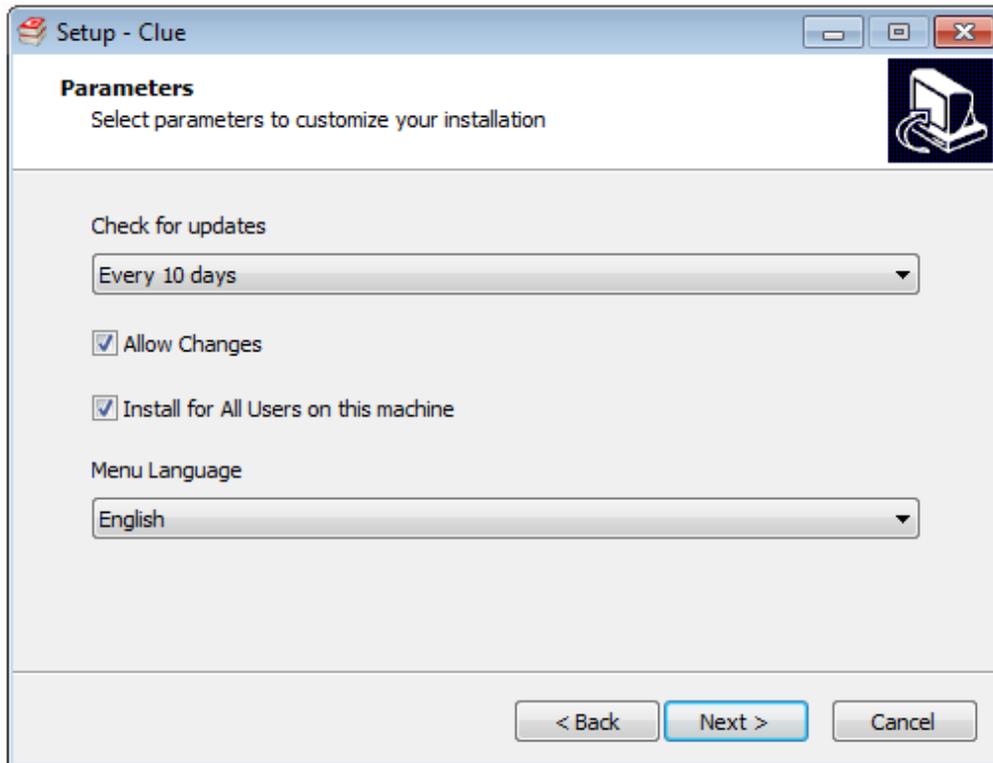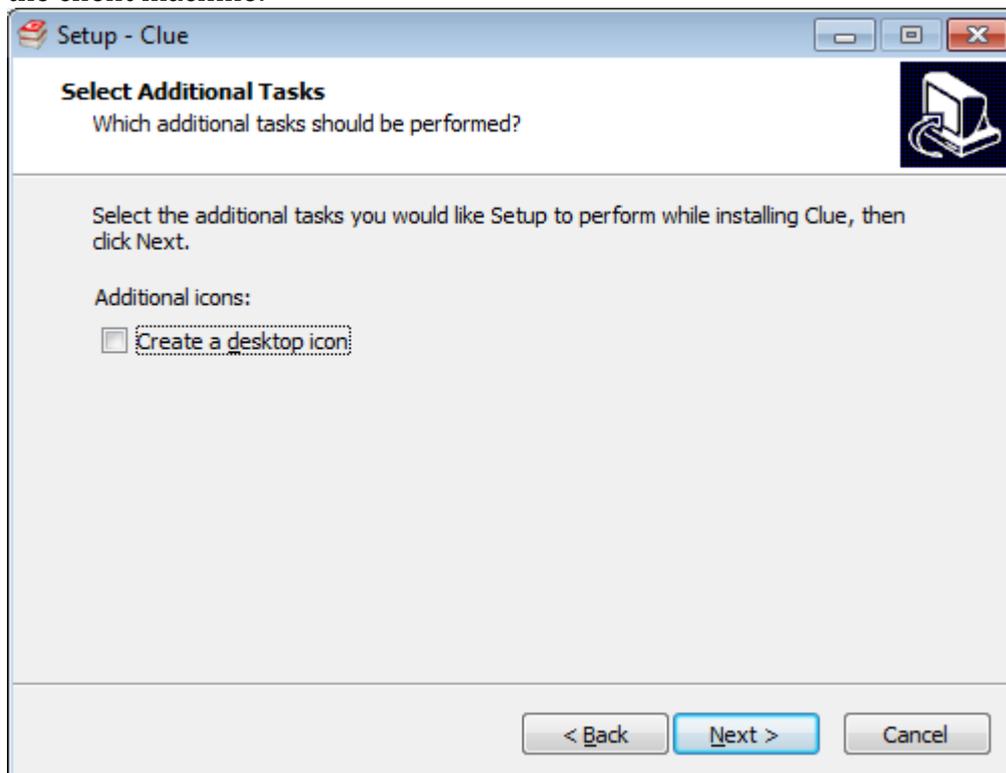
Select installation path

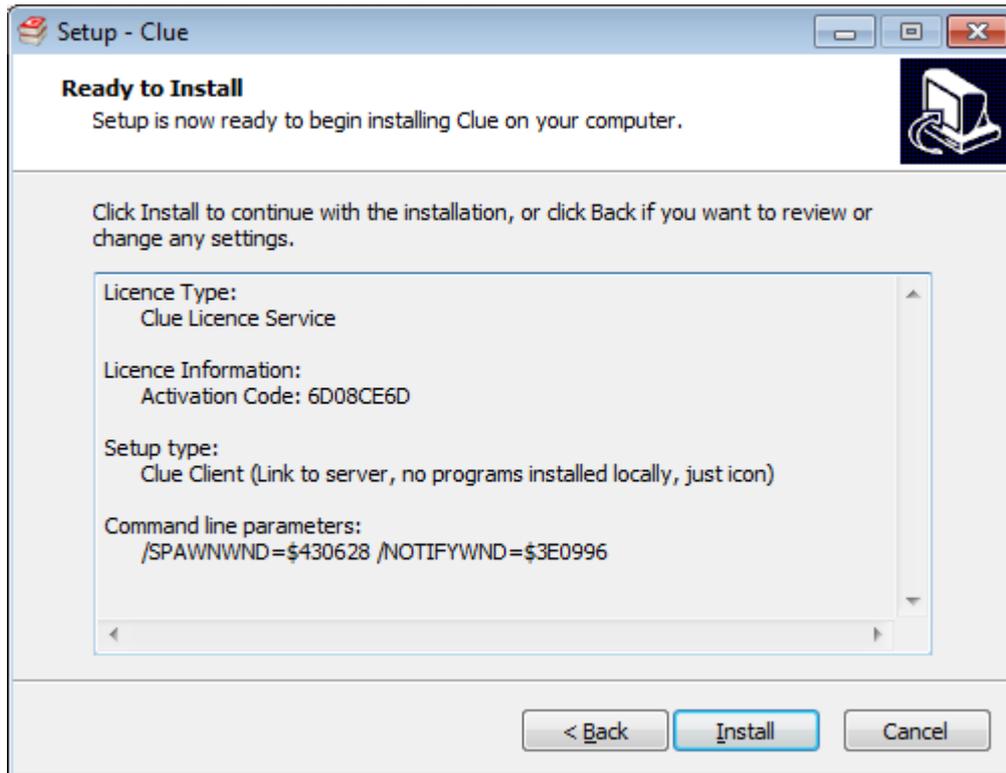Select the preferred option

Select how often do you want your server to check for updates?
Leave the check box checked.

Clue will always be shown as an installed program (In the start menu for Win 7 or equivalent for Win 8). Select if you want an additional shortcut placed on the desktop of the client machine:

Check the selections made and Install.

Enjoy using your Server/Client version of Clue 10.