

INSTALLING AND LICENSING VICON TRACKER

WHAT'S INSIDE

Vicon Tracker requirements	3
License servers	4
Install Vicon Tracker	5
License Vicon Tracker	6
Request a license	7
Activate a license	9
Set the license server	10
View information about license servers	12
Move and revoke Vicon Tracker licenses	13

© Copyright 2020 Vicon Motion Systems Limited. All rights reserved.

Vicon Motion Systems Limited reserves the right to make changes to information in this document without notice. Companies, names, and data used in examples are fictitious unless otherwise noted. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic or mechanical, by photocopying or recording, or otherwise without the prior written permission of Vicon Motion Systems Ltd.

Vicon® is a registered trademark of Oxford Metrics plc. Vicon Control™, Vicon Lock™, Vicon Lock+™, Vicon Lock Lab™, Vicon Lock Studio™, Vicon Nexus™, Vicon MX™, T-Series™, Vicon Tracker™, Vicon Vantage™, Vicon Vero™, Vicon Vertex™, Vicon Viper™, Vicon ViperX™, and Vicon Vue™ are trademarks of Oxford Metrics plc.

VESA® is a registered trademark owned by VESA (www.vesa.org/about-vesa/). Other product and company names herein may be the trademarks of their respective owners. For full and up-to-date copyright and trademark acknowledgements, visit <https://www.vicon.com/vicon/copyright-information>.

Vicon Motion Systems is an Oxford Metrics plc company.

Email: support@vicon.com Web: <http://www.vicon.com>



Vicon Tracker is a powerful object-tracking solution, providing unrivaled data accuracy for integration into 3D applications. It enables you to use Vicon camera hardware for tracking rigid bodies, accurately streaming 6 Degrees of Freedom data in real time with very low latency.

For information on Tracker, its requirements, installation and licensing procedure, see the following topics:

- [Vicon Tracker requirements on page 3](#)
- [Install Vicon Tracker on page 5](#)
- [License Vicon Tracker on page 6](#)

Some of the Tracker controls described in this document are available only if you have licensed the relevant options. For information on licensing options, contact Vicon Support (see Contact Vicon).

Vicon Tracker requirements

Vicon Tracker requirements

Tracker 3.9 is compatible with and fully supported under 64-bit installations of Windows 10. Installation and software operation are tested under this operating system.

Tracker works with data from Vicon systems (including Vicon Viper and ViperX cameras, Vicon Vero cameras, Vicon Vantage cameras and units, Vicon Bonita cameras, and Vicon MX T-Series cameras and units). It is also compatible with the Vicon Virtual System, enabling you to integrate it into your software without having to use a camera system.

For current information on requirements for installing and running Tracker, visit the [Vicon website FAQs](#)¹ and select **Operating systems and PC** or contact [Vicon Support](#)².

¹ <https://www.vicon.com/support/faqs/>
² <mailto:support@vicon.com>

Vicon Tracker requirements License servers

License servers

If your organization licenses its Vicon product(s) from a server, ensure that the server meets the following criteria:

- It is unlikely to be powered down.
- It has a static IP address, so client machines can find it easily and reliably.
- It is unlikely to have its hardware configuration changed, especially the HDD and NICs.

If your organization already uses a server, it is likely to fulfill the above criteria.

Install Vicon Tracker License servers

Install Vicon Tracker

Tracker 3.9 automatically installs into its own folder, so your old Tracker installation is unaffected. Any old files that you choose to import into Tracker are copied from their original locations, leaving the originals untouched.

The procedure for installing Tracker is the same as that for other Vicon products.

Note

If you are upgrading from an earlier version of Tracker, note that before proceeding with installation, Tracker 3 automatically scans for Tracker 2.x files, displays a list of any older files that it finds, and provides an automated system for importing these into Tracker 3. This process copies all the old files and converts the copies, ensuring that original files are not moved, altered, or destroyed.

To install Tracker:

1. Visit the Vicon **Software** page at <https://www.vicon.com/downloads/software>.
2. On the **Software** page, click **Tracker** and download the required Tracker software installer.
3. In Windows Explorer, go to the folder to which you downloaded the installer and double-click the installation file.
4. Follow the instructions on each wizard page, completing the required details. The Tracker installer enables optional installation of the License Server software for server-based licensing, and the dongle drivers for licenses that are locked to dongles. The License Server software is installed by default, but the dongle drivers are not. For information on the licensing utility (VAULT), see [License Vicon Tracker on page 6](#).
5. If you are prompted to restart your PC, do so as soon as possible.

License Vicon Tracker



Important

Working from home during the coronavirus (COVID-19) outbreak? To find out about temporary licensing of Vicon products, visit [COVID-19 outbreak - temporary licenses when working from home³](#) on the Vicon website.

From version 2.2, Vicon Tracker uses Safenet licensing and a built-in licensing utility: the Vicon Automated Unified Licensing Tool (VAULT).

You specify the license server via a dialog box that appears if no license is found or via the **Help > Vicon Product Licensing** menu option. The server name is stored in the following file under Windows 10:

<InstallationDrive>:

`\Users\Public\Documents\Vicon\Licensing\TrackerLicInfo#.xml`

If you need to view or manage licensing while you are using Tracker, on the Help menu, click **Vicon Product Licensing**. To find out which features are licensed, click **About Vicon Tracker** and then click **Feature Details**.

To start using Tracker, you must first request a license and activate it. You may also need to set the license server for your license. If you want to use Tracker remotely, you will need to set up commuter licensing. For details of these procedures, including information about commuter licensing, see the following topics:

- [Request a license on page 7](#)
- [Activate a license on page 9](#)
- [Set the license server on page 10](#)
- [View information about license servers on page 12](#)
- [Move and revoke Vicon Tracker licenses on page 13](#)

³ <https://docs.vicon.com/display/Connect/COVID-19+outbreak+-+temporary+licenses+when+working+from+home>

License Vicon Tracker Request a license

Request a license

To request a license, you start Vicon Tracker and supply the relevant details.

To request a license from Vicon Support:

1. If you are using a SafeNet dongle to license your machine:
 - a. Ensure you've installed the latest dongle drivers on the PC on which you will run Tracker. You can either choose the option for dongle drivers when you install Tracker, or run the Vicon Tracker installer at any time, or you can download the drivers from the [Vicon website](#)⁴.
 - b. Insert the dongle.
2. On the machine for which you want the license (either a networked license server or a standalone machine), start Tracker and at the left of the dialog box, click **Request License**.

✓ Tip

You can also manage licensing in the following ways:

- After you have licensed Tracker, start Tracker and on the **Help** menu, click **Vicon Product Licensing**; or
- To run the Vicon Automated Unified Licensing Tool (VAULT) independently of Tracker, click the **Start** button, then **All Programs > Vicon > Licensing > Vicon Product Licensing**.

3. At the top of the **Request a License** dialog box, from the **Product** and **Product Version** menus, ensure **Vicon Tracker** and **3.#** are selected.
4. In the appropriate fields, type your name, email address and company name.

⁴ <http://www.vicon.com/downloads>

License Vicon Tracker Request a license

5. In the **Options** area, select whether to request:
 - **Standalone license locked to *local PC name***: for use by the PC from which you are sending this request only
 - **Network license locked to *license server name***: for use on the license server machine from which you are sending this request by one or more PCs on the same network
 - **Standalone license locked to a dongle**: for use with the specified dongle on a single PC. In the **Dongle ID** field, type the ID (found on the dongle).
6. For network/server based licenses only: if necessary, change the value for the **Number of Seats**.
7. Leave the settings in the **Machine** area at their default values unless you are asked to change them by Vicon Support (for example, if you are using a dual-booting system or have had to reinstall Windows).
8. Do one of the following:
 - If you can email your license request, click the **Email Request** button; or
 - If email is currently unavailable, click **Save Request to a file**, so that you can send the request later. Type or browse to a suitable location and click **OK**. The file is saved as **ViconLicenseRequest*.xml**. When possible, email the file to Vicon Support.


License Vicon Tracker
 Activate a license

Activate a license

After you have received a license file from Vicon Support, you must activate it before you can start using Vicon Tracker.

To activate a license:

1. Check your email for a message from Vicon Support. The license file (named *Vicon Tracker Release Number License Type.lic*, for example, *Vicon Tracker 3.9 Network.lic*) is attached to the email. If you're using a Safenet dongle, the **Subject** line of the email has the ID of your dongle (of the form UBnnnnnn). If you have not received a license file, request one as described in [Request a license on page 7](#).
2. Save the license file (*.lic) to the Windows desktop of the machine for which you have a license (or any other suitable location).
3. Start Vicon Tracker and in the **Vicon Automated Unified Licensing Tool** dialog box, click **Activate License**.
4. Depending on whether you are using the file as it was received from Vicon Support or as a text string copied from the file:
 - In the **License File Activation** field, type or browse to the location of the license file (*.lic) and click **Activate from File**; or
 - Copy the text to the **License Activation string** field and click **Activate from String**.
5. Click **OK**.

 **Tip**
 You can deactivate a network license from the relevant license server machine only, not from any of the client machines.

When you have activated your license, you are ready to start using Vicon Tracker.

License Vicon Tracker Set the license server

Set the license server

If a server provides licenses to client PCs on your network, to enable a client PC to find its license quickly, on the client PC specify the license server for Vicon Tracker to use.

If you use standalone licensing, Vicon Tracker should find its license. If not, or if you need to change the license server, complete the following steps.

To enable Vicon Tracker to find its license:

1. Ensure you have installed Vicon Tracker as described in [Install Vicon Tracker on page 5](#). Depending on the type of license you have, ensure that your system is ready:
 - If your PC obtains its license from a license server, ensure that Vicon Tracker is licensed on the relevant server.
 - If you are using a standalone license, ensure that you have requested, saved and activated your license on this machine.
2. Start Vicon Tracker and depending on whether or not a license is found:
 - If the **Vicon Automated Unified Licensing Tool** dialog box opens, click **Set License Server**; or
 - If Vicon Tracker opens and you want to view or change the current license server, on the **Help** menu, click **Vicon Product Licensing**. In the **Vicon Automated Unified Licensing Tool** dialog box, go to the **Product License Location** list (in the lower half of the dialog box), and right-click on the line that shows the relevant Vicon Tracker license and then click **Set License Type**.

License Vicon Tracker Set the license server

3. In the **Change License Server** dialog box, do one of the following:
 - To use standalone licensing, select **Use Standalone/Commuter Licenses Only** and then click **OK**.
 - To obtain a license from any available license server (local or on a network), select **Use Standalone/Commuter Licenses Or Scan for a License Server** and then click **OK**.
 - To select a specific license server from a list of available servers, click **Discover**. Local and network licenses are displayed. Then, in the **Available Servers** list, double-click the required license server and click **OK**.
 - To specify a license server on your network, select **Use a Specific Network License Server**, type the name in the **License Server** field, and click **OK**.



Tip

You can instead select the required license server by going to the **License Server** list (in the upper half of the **Vicon Automated Unified Licensing Tool** dialog box), right-clicking on the line that shows the relevant Vicon Tracker license and then clicking **Use This License for Vicon Tracker**.

License Vicon Tracker
View information about license servers

View information about license servers

In the **Vicon Automated Unified Licensing Tool** dialog box, you can view information about all available license servers without affecting the license server that is currently in use. To do this:

1. Open the advanced **Vicon Automated Unified Licensing Tool** dialog box by doing one of the following:
 - Before licensing Vicon Tracker, start Tracker and in the **Vicon Automated Unified Licensing Tool** dialog box, click **Advanced Licensing**; or
 - After Tracker is licensed, start Tracker and on the **Help** menu, click **Vicon Product Licensing** to open the **Vicon Automated Unified Licensing Tool** dialog box; or
 - Click the Windows **Start** button, then **All Programs > Vicon > Licensing > Vicon Product Licensing**.
2. In the **Vicon Automated Unified Licensing Tool** dialog box, if the required license server is not displayed in the **License Server** field at the top, click **Change** at the top right of the dialog box.
3. In the **Options** area of the **Select License Server** dialog box, do one of the following:
 - To view local standalone licenses and commuter licenses (see [Use commuter licenses on page 13](#)), select **View Licenses** from the **Locally Installed License Server**; or
 - To view licenses on a specified license server, type the name of the required server in the **License Server** field. If you don't know the name of the license server, click **Discover** and in the **Available Servers** list, double-click a license server.
4. Click **OK**.
 In the **License Server** list, the top part of the **Vicon Automated Unified Licensing Tool** dialog box displays licenses from the specified license server.



Tip

Changing the license server that is displayed in the **License Server** list does not affect the license server that is used for licensing, shown in the **Product License Location** list in the lower part of the dialog box. To change the license server that is used for licensing, see [Set the license server on page 10](#).

License Vicon Tracker Move and revoke Vicon Tracker licenses

Move and revoke Vicon Tracker licenses

While using Tracker, you may find that you want to temporarily use a seat from a license on a machine that is not on the license server network (commuter licensing), or that you need to permanently move the license from one machine to another, involving license revocation.

The following topics contain information on how to:

- [Use commuter licenses on page 13](#)
- [Revoke a license on page 19](#)

Use commuter licenses

After you have licensed Vicon Tracker, if required, you can check out (borrow) a seat from a network license so that it can be used for the number of days that you specify, on a machine that is not connected to the license server network (known as commuter licensing). You can check out a seat to either:

- A machine on your network (see [Check out to a network machine on page 14](#)), so that Tracker can subsequently be used when the machine is no longer connected to your network; or
- A machine that is not connected to your network (see [Check out to a remote machine on page 14](#))

When a commuter license is no longer needed, it is checked back in again, so that it can be used from the license server network as usual. Licenses are automatically checked in at the end of a specified check-out period, or can be manually checked in early (not applicable to remotely checked-out licenses). For more information, see [Check in a commuter license on page 18](#).

License Vicon Tracker Move and revoke Vicon Tracker licenses

Check out to a network machine

You can check out a seat from an existing license for use on a machine on your license server network, so that Tracker can subsequently be used on the machine when it is no longer connected to your network.

To check out a seat to a machine on the license server network:

1. On a network machine that you later want to use remotely, open the advanced **Vicon Automated Unified Licensing Tool** dialog box by:
 - Starting Tracker and on the Help menu, clicking **Vicon Product Licensing**;
or
 - Clicking the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**.
2. In the **License Server** list in the top part of the dialog box, right-click on the license that contains the seat that you want to check out and click **Check Out**.
3. In the **Check Out License** dialog box, specify the number of days for the license to be used remotely and then click **Check Out**.

Checked out licenses are flagged with **Commuter** in the **Type** column in the **License Server** list in the top part of the **Vicon Automated Unified Licensing Tool** dialog box.

Check out to a remote machine

In addition to checking out a license to a network machine (see [Check out to a network machine on page 14](#) above), you can also check out a license to a machine that is running the Vicon Automated Unified Licensing Tool (VAULT), but is not connected to the network containing the license server. This involves the following procedures:

- [Generate a locking code on the remote machine on page 15](#) and send it to a user of a machine on the license server network.
- [Check out a commuter license on a network machine on page 15](#) and send it to the remote user.
- [Save and activate the commuter license on the remote machine on page 17](#)

License Vicon Tracker Move and revoke Vicon Tracker licenses

Generate a locking code on the remote machine

On the remote machine on which you want to use Vicon Tracker, use VAULT to generate a locking code, which can then be sent to someone on the network that includes the Tracker license server.

To generate a locking code:

1. To open the advanced **Vicon Automated Unified Licensing Tool** dialog box, do one of the following:
 - Start Tracker and in the **Vicon Automated Unified Licensing Tool** dialog box click **Advanced Licensing**; or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**.
2. In the **Vicon Automated Unified Licensing Tool** dialog box, click **View Remote Locking Code**.
3. In the **Current Machine Locking Code** dialog box, type the email address of a person to whom the network license server is available, and click **Send**, or to save it to a string to send later, type or browse to the required location and filename, click **Save to File** and close the dialog box.

The person with access to the license server can then check out a commuter license for use on the remote machine, as described in [Check out a commuter license on a network machine on page 15](#).

Check out a commuter license on a network machine

When you receive a locking code for a remote machine, you can use the locking code to enable you to check out a license for the number of days that you specify. You can then send the license to the user of the remote machine.

To check out a commuter license:

1. To open the advanced **Vicon Automated Unified Licensing Tool** dialog box, do one of the following:
 - Start Vicon Tracker and on the **Help** menu, click **Vicon Product Licensing**;
or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Vicon Product Licensing**.

License Vicon Tracker Move and revoke Vicon Tracker licenses

2. In the **License Server** list in the top part of the dialog box, right-click on a license that permits commuter licensing for Tracker.
If the selected license permits commuter licensing, the context menu displays a **Check Out** option and at the bottom of the dialog box, a **Check Out** button is displayed.
3. Click **Check Out** and in the **Check Out License** dialog box:
 - a. Specify the number of days to use the license remotely.
 - b. Expand the **Advanced Options** by clicking the downward pointing arrow on the right, and click **Remote Check Out**.

Caution

Do not overestimate the number of days for which the license will remain checked out. After a remote check out, you cannot check the license back in again until the number of days that you specified has expired.

4. In the **Remote Commuter License Check Out** dialog box, enter the locking code string for the remote machine that was emailed or sent by the user of the remote machine, as described in [Generate a locking code on the remote machine on page 15](#) above, and click **Check Out**.
5. In the **Save Commuter License** dialog box, type or browse to a path and filename for the saved commuter license, click **Save to File** and then close the dialog box. The commuter license is saved as a license file (*.lic).
6. Email the saved commuter license file to the remote user.
The remote user can then save and activate the checked-out commuter license on the remote machine, as described in [Save and activate the commuter license on the remote machine on page 17](#).

License Vicon Tracker Move and revoke Vicon Tracker licenses

Save and activate the commuter license on the remote machine

When you receive a license file for a remote machine, you can use VAULT to activate the license for use on the remote machine.

1. Save the file that was sent to you as described in [Check out a commuter license on a network machine on page 14](#) above to the Windows desktop (or any other suitable location).
2. To open the advanced **Vicon Automated Unified Licensing Tool** dialog box, do one of the following:
 - Start Tracker and in the **Vicon Automated Unified Licensing Tool** dialog box click **Activate License**; or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**, and then click **Activate License**.
3. Depending on whether you are using the file as it was received from the license network user or a text string copied from the file, do one of the following:
 - In the **License File Activation** field, type or browse to the location of the license file (*.lic) and click **Activate from File**; or
 - Copy the text to the **License Activation** string field and click **Activate from String**.
4. Close the **Activate a License** dialog box.
In the License Server list in the top part of the **Vicon Automated Unified Licensing Tool** dialog box, checked out licenses are flagged with **Commuter** in the **Type** column.

License Vicon Tracker Move and revoke Vicon Tracker licenses

Check in a commuter license

Licenses that have been checked out are checked back in and made available for use from the network in either of the following ways:

- If the specified check-out period has expired, the license is automatically checked back in.
- If the license is no longer needed for remote use, you can check it back in early.

Caution

This does not apply to licenses that were checked out using **Remote Check Out**, which remain checked out until their check-out period expires.

To check in a license manually:

1. To open the advanced **Vicon Automated Unified Licensing Tool** dialog box, do one of the following:
 - Start Tracker and on the **Help** menu, click **Vicon Product Licensing**; or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**.
2. In the top part of the **Vicon Automated Unified Licensing Tool** dialog box, click on the license you want to check in and then click **Check In License**.

Important

You cannot check in a license that was checked out using **Remote Check Out** before its check-out period has expired. You set the check-out period when you check out a license. To see how many days are left on a commuter license, in the **License Server** list in the top part of the **Vicon Automated Unified Licensing Tool** dialog box, find the relevant license and look at the date in the **Expiry** column.

License Vicon Tracker Move and revoke Vicon Tracker licenses

Revoke a license

You may find that you need to move your Vicon Tracker license to a license server machine that is different from the one for which you originally obtained the license. To do this, you must revoke the original license. (If you want to temporarily use a single license seat on a remote machine, see [Use commuter licenses on page 13.](#))

Important

To avoid delays when changing license servers, before clicking **Revoke License** in the **Vicon Automated Unified Licensing Tool** dialog box, email Vicon Support and wait to receive a reply.

Ensure that your email to Vicon Support includes the following details:

- The Vicon product name (ie Vicon Tracker) and license revocation in the **Subject** line of the email.
- Information about the license that you want to revoke, including number of seats and locking code of the license server machine.
- The locking code of the machine to which you want to move the license.