

INSTALLING AND LICENSING VICON TRACKER

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



About Vicon Tracker

About Vicon Tracker

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.

About this guide

About this guide

This guide covers the following topics:

- [PC requirements for Vicon Tracker on page 4](#)
- [Install the software on page 7](#)
- [License Vicon Tracker on page 11](#)
- [Troubleshooting installation and licensing on page 25](#)

For information on licensing, or for further help with setting up your Vicon system, contact [Vicon Support](#)¹.

¹ <mailto:support@vicon.com>

PC requirements for Vicon Tracker

PC requirements for Vicon Tracker

For detailed information on PC requirements, visit the [PC specifications²](#) page on the Vicon website, or contact [Vicon Support³](mailto:support@vicon.com).

For information on optimizing performance for AMD CPUs, see [Improving system performance on AMD CPUs⁴](#).

² <https://www.vicon.com/support/faqs/?q=what-are-the-latest-pc-specifications>

³ <mailto:support@vicon.com>

⁴ <https://docs.vicon.com/display/Connect/Improving+system+performance+on+AMD+CPUs>

PC requirements for Vicon Tracker Supported operating systems for Vicon Tracker

Supported operating systems for Vicon Tracker

Tracker 4.0 is supported under the following operating system:

- Microsoft Windows 10, 64-bit (this is the Vicon-recommended OS):
Compatible with and fully supported and tested.

Although Tracker may install and function under other Microsoft Windows operating systems, this is not officially supported or recommended by Vicon.

For details on Vicon systems, PC setup and connectivity, see the [Vicon systems setup information](#)⁵.

⁵ <https://docs.vicon.com/display/Connect/Vicon+system+setup+and+connectivity+documentation>

PC requirements for Vicon Tracker 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 the software

Install the software

Depending on the way you license Vicon Tracker, choose one of the following:

- If you want to install Tracker and manage Vicon licenses on the same PC, see [Install Tracker on page 8](#).
- If you are setting up a network license server and you don't want to install Tracker on that machine, see [Install Vicon Product Licensing only on page 10](#).

Install the software Install Tracker

Install Tracker

The Tracker installer enables you to choose whether to install the following components. By default, all are selected and installed on the local hard drive:

- **Vicon Tracker** This option installs Vicon Tracker, supporting live VR functionality.
- **Vicon Firmware Manager** This software checks whether your Vicon hardware needs firmware updates and enables you to update the firmware whenever necessary.
- **Bonjour** This option installs Bonjour networking technology software.
- **Safenet Dongle Driver** This option enables you to use a Safenet dongle, so is only necessary if your license uses a dongle. (You may need to reboot your PC after installation.)

Install the software Install Tracker

To install Tracker:

1. Visit the Vicon Downloads page at <https://www.vicon.com/downloads>.
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 *Vicon_Tracker_Setup.exe*.



Note

If you attempt to install Tracker on a machine running a version of Windows that is earlier than Windows 10, you may receive an error message that halts the installation. The message instructs you to install a specified Windows update before re-starting the Tracker installation. In this case:

- a. Exit the Tracker installation.
 - b. Download and install the specified Windows update.
 - c. Start the Tracker installation again.
4. In most cases, accept the default options to install Tracker. If you are using a SafeNet dongle, ensure the option to install the SafeNet dongle driver is selected.
 5. On the **License Agreement** wizard page, read and accept the terms and click **Initialize**.
 6. On the **Tracker Installation initialization** wizard page, click **Install**.
The installation pages and license agreements that are displayed depend on the options you selected in Step 4.
 7. Click through the installation pages, accepting any necessary license agreements.
 8. On the final installation wizard page, click **Finish**.

Install the software
Install Vicon Product Licensing only

Install Vicon Product Licensing only

1. Visit the [Vicon Product Licensing](#)⁶ page.
2. Download the Vicon Product Licensing installer.

In Windows Explorer, go to the folder to which you downloaded the installer, unzip it, then double-click *Vicon_Product_Licensing_Setup.exe*.

3. Follow the onscreen instructions to install Vicon Product Licensing. Note that if an older version of the license server is already installed, it is replaced. If the same version is already installed, the license server is not installed.



Caution

Installing the Sentinel License Server also installs the License Tools. If you are already using any other version of the SafeNet licensing tools, before replacing them with the latest version, contact Vicon Support for advice.

For information on how to use Vicon Product Licensing to license your Tracker installation, see [License Vicon Tracker](#) on page 11.

⁶ <https://www.vicon.com/downloads/software/vicon-product-licensing>

License Vicon Tracker

For information about licensing Tracker, see the following topics:

- [Request a license on page 12](#)
- [Activate a license on page 14](#)
- [Set the license server on page 15](#)
- [Use a commuter license on page 17](#)
- [License Tracker with a Safenet dongle on page 23](#)
- [View information about license servers on page 24](#)

License Vicon Tracker Request a license

Request a license

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

 **Tip**

In addition to the procedure for accessing licensing described below, you can also manage licensing in the following ways:

- After you have licensed Tracker, start Tracker and on the **Help** menu, click **Licensing**; or
- To run Vicon Product Licensing independently of Tracker, click the **Windows** button, then on the **START** menu, click **Vicon** and then **Vicon Product Licensing**.

To request a license from Vicon Support:

1. If you are using a SafeNet dongle to license your machine, 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**.
3. At the top of the **Request a License** dialog box, from the **Product** and **Product Version** menus, ensure **Tracker** and **4.#** are selected.
4. In the appropriate fields, enter your contact details.

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, which is 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 currently 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](mailto:support@vicon.com)⁷.

⁷ <mailto:support@vicon.com>

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 *Tracker.lic*) is attached to the email. If you have not received a license file, request one as described in [Request a license on page 12](#).
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 Tracker and in the Vicon Product Licensing 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 only deactivate a network license from the relevant license server machine, not from any of the client machines.

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, specify the license server for Tracker.

If you use standalone licensing, Tracker should automatically find its license. If not, or if you need to change the license server, follow the steps below.

To enable Tracker to find its license

1. Ensure you have installed Tracker as described in [Install the software on page 7](#). 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 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 Tracker and depending on whether or not a license is found:
 - If the **Vicon Product Licensing** dialog box opens, click **Set License Server**;
or
 - If Tracker opens and you want to view or change the current license server:
 - i. On the **Help** menu, click **About** and in the dialog box, click **Licensing**.
 - ii. In the **Vicon Product Licensing** 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 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, click **Use Standalone/Commuter Licenses Only** and then click **OK**.
 - To obtain a license from any available license server (local or on a network), click **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:
 - i. Click **Discover**. Both local and network licenses are shown.
 - ii. In the **Available Servers** list, double-click the required license server and then click **OK**.
 - To specify a license server, click **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 dialog box), right-clicking on the line that shows the relevant Tracker license and then clicking **Use This License for Tracker**.

License Vicon Tracker Use a commuter license

Use a commuter license

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. You can check out a seat to:

- A machine on your network (see [Check out to a network machine on page 18](#)), 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 19](#))

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 22](#).

License Vicon Tracker Use a commuter license

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 want to use remotely, open the advanced Vicon Product Licensing dialog box by doing one of the following:
 - Start Tracker. On the **Help** menu, click **About**. In the dialog box, click **Licensing**; or
 - Click 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 has 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 Product Licensing dialog box.

License Vicon Tracker Use a commuter license

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 18](#)), you can also check out a license to a machine that is running the Vicon Product Licensing, but is not connected to the network containing the license server. This involves the following procedures:

- [On the remote machine: Generate a locking code on page 19](#) and send it to a user of a machine on the license server network.
- [On a network machine: Check out a commuter license on page 20](#) and send it to the remote user.
- [On the remote machine: Save and activate the commuter license on page 21](#)


On the remote machine: Generate a locking code

1. To open the advanced Vicon Product Licensing dialog box, do one of the following:
 - Start Tracker and in the Vicon Product Licensing dialog box click **Advanced Licensing**; or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**.
2. In the Vicon Product Licensing 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 the following steps.

License Vicon Tracker Use a commuter license

On a network machine: Check out a commuter license

1. To open the advanced Vicon Product Licensing dialog box, do one of the following:
 - Start Tracker. On the Help menu, click **About**. In the dialog box, click **Licensing**; or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**.
 2. In the **License Server** list at the top of the dialog box, right-click on a license that permits commuter licensing for the required product. 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 for which you want 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 sent by the user of the remote machine, as described in [On the remote machine: Generate a locking code on page 19](#), and click **Check Out**.

License Vicon Tracker Use a commuter license

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 the following steps.

On the remote machine: Save and activate the commuter license

1. Save the file that was sent to you as described in [On a network machine: Check out a commuter license on page 20](#) above to the Windows desktop (or any other suitable location).
2. To open the advanced Vicon Product Licensing dialog box, either:
 - Start Tracker and in the Vicon Product Licensing 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, either:
 - 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 Product Licensing dialog box, checked out licenses are flagged with **Commuter** in the **Type** column.

License Vicon Tracker Use a commuter license

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.



Note

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 Product Licensing** dialog box, do one of the following:
 - Start Tracker. On the **Help** menu, click **About**. In the dialog box, click **Licensing**; or
 - Click the **Start** button, then **All Programs > Vicon > Licensing > Product Licensing**.
2. In the top part of the 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 Product Licensing** dialog box, find the relevant license and look at the date in the **Expiry** column.

License Vicon Tracker License Tracker with a Safenet dongle

License Tracker with a Safenet dongle

If you have received a SafeNet dongle for use with your Vicon Tracker license, you must request a license, download and install the appropriate drivers, and activate the license that you receive from Vicon Support.

To use a SafeNet dongle for licensing:

1. Insert the SafeNet dongle into a USB port on the PC.
2. Ensure you have downloaded and installed the latest drivers for the dongle onto the PC on which you will run Tracker. You can either choose the option for dongle drivers when you install Tracker, or run the Tracker installer at any time, or you can download the drivers from the [Vicon website](#)⁸.
3. Check your email for a message from Vicon Support with the ID of your dongle (of the form UBnnnnnn) in the **Subject** line. The license file (named *Tracker.lic*) is attached to this email. If you have not received a license file, request one (see [Request a license on page 12](#)).
4. Save the file *Tracker.lic* that you are sent by Vicon Support to your Windows desktop (or any other suitable location).
5. Activate the license as described in [Activate a license on page 14](#).
6. You can now run Tracker.

To use your dongle on a different computer, repeat the above process on the new PC.


⁸ <https://www.vicon.com/downloads>

License Vicon Tracker
View information about license servers

View information about license servers

In the Vicon Product Licensing 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 Product Licensing dialog box by doing one of the following:
 - Before licensing Tracker, start Tracker and in the Vicon Product Licensing dialog box click **Advanced Licensing**; or
 - After Tracker is licensed, start Tracker and on the **Help** menu, click **About**. In the dialog box, click **Licensing** to open the Vicon Product Licensing dialog box; or
 - Click the Windows Start button, then **All Programs > Vicon > Licensing > Product Licensing**.
2. In the Vicon Product Licensing 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, 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 license server's name, click **Discover** and in the **Available Servers** list, double-click a license server.
4. Click **OK**.
 In **License Server** list at the top of the dialog box, licenses from the specified license server are displayed.

 **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 15](#).

Troubleshooting installation and licensing

Troubleshooting installation and licensing

The following issues are known to exist when using VAULT and the Sentinel license manager.

Issue	Workaround
<p>If you uninstall the latest version (9.8) of the Sentinel License Manager and install an older version, none of your previously available network licenses are displayed.</p>	<p>If you need to use an older version of Sentinel License Manager:</p> <ol style="list-style-type: none"> Copy: <code>C:\Program Files (x86)\Common Files\Thales\Sentinel RMS License Manager\WinNT\lservc</code> to <code>C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\WinNT\lservc</code> Either reboot the machine or stop and then restart the Sentinel RMS License Manager service.
<p>If you're using VAULT version 1.6 or later, versions of the license server earlier than 9.8 are not displayed in the Available servers list or in the 9.8 version of the WlmAdmin utility.</p>	<p>To specify a license server on your network, select Use a Specific Network License Server, enter the name in the License Server field, and click OK.</p>