

License Patrol™ Client
Concurrent License Management Tool

Installation Guide

Release 26.1 for Microsoft Windows

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License Patrol Client Installation Guide, 26.1.x for Microsoft Windows

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License Patrol Client Installation Guide

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- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
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If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: **support@veralab.com**
- Postal service:

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  San Jose, CA 95133
  USA

If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

If you have problems with the software, please contact License Patrol Technical Support.

Preface

This manual is your primary source of introduction, preinstallation, installation, and postinstallation information for using License Patrol Client.

This preface introduces you to the License Patrol Client Installation Guide, discussing the intended audience, structure, and conventions of this document. A list of related License Patrol documents is also provided.

> **Note** Starting with this release, License Patrol adopts the year-based version numbering used across VeraLab Inc. products: version 26.1 is the first release of 2026 and succeeds version 9.5.

This preface contains these topics:

- Audience
- Organization
- Related Documentation
- Conventions

Audience

License Patrol Client Installation Guide for Windows is necessary for anyone installing, configuring, or administering License Patrol Client.

License Patrol Client Installation Guide is intended for Computer Lab Managers, Administrators, Technicians, and other lab personnel who perform the following tasks:

- Manage computer lab facility and personnel
- Perform system installation, administration and setup

To use this document, you need:

- Windows 8.1, Windows 10/11, Windows Server 2016, Windows Server 2019, Windows Server 2022, or Windows Server 2025 installed and tested on your computer system.

Organization

This guide contains the following chapters and appendixes:

Chapter 1, Preinstallation Requirements

This chapter describes preinstallation requirements, third-party software, and operating system requirements for License Patrol for Windows.

Chapter 2, License Patrol Client Installation

This chapter describes how to install and uninstall License Patrol Client for Windows.

Chapter 3, Postinstallation Configuration

This chapter identifies postinstallation configuration tasks. Where appropriate, this chapter references other guides for procedures on performing these configuration tasks.

Related Documentation

This guide is a part of a set for computer lab personnel using License Patrol. The other guides in the set are:

- *License Patrol Administrator's Guide*
- *License Patrol User's Guide*
- *License Patrol Server Installation Guide*

To download free release notes, installation documentation, white papers, or other collateral, please visit www.veralab.com.

Conventions

This section describes the conventions used in the text of this documentation set. We use various conventions in text to help you more quickly identify special terms. The following table describes those conventions and provides examples of their use.

Convention	Meaning	Example
Bold	Bold typeface indicates screen elements, such as elements of forms or menu items.	Select the **Available** checkbox.
Italics	Italic typeface indicates book titles or emphasis.	*You can not make currently used workstations unavailable.*
Bold Italics	Bold and Italic typeface indicates screen names and areas.	The screen changes to ***Dashboard***.
<>	Angle brackets enclose variables or optional items.	The Dashboard `<counter_name>` page appears for that counter.

1 Preinstallation Requirements

This chapter guides you through the License Patrol preinstallation procedures. This chapter covers the following topics:

- System Requirements
- License Patrol Environment Setup

System Requirements

Software requirements for License Patrol Client

The following table shows the supported software environment.

Requirement	Value
System Architecture	64-bit
Operating System	License Patrol Client for Windows is supported on the following operating systems: ▪ Windows 8.1 ▪ Windows 10/11 ▪ Windows Server 2016 ▪ Windows Server 2019 ▪ Windows Server 2022 ▪ Windows Server 2025 License Patrol Client for Windows is not supported on operating systems earlier than those listed above (including Windows 2008 R2 and Windows 2012/2012 R2).
Network Protocol	▪ TCP/IP ▪ TCP/IP with SSL

Note License Patrol Server 26.1 is powered by an updated technology stack: Apache Tomcat 11.0.24, Java runtime (JDK 25 LTS), and PostgreSQL 18. Server-side requirements are described in the *License Patrol Server Installation Guide*.

Hardware Requirements for License Patrol Client

The following hardware components are required for License Patrol Client:

- RAM: 2 GB minimum, 4 GB recommended.
- Hard disk space: 20 MB minimum, 50 MB recommended.
- Processor: 2 GHz minimum.

Verifying Hardware Requirements

To ensure that the system meets these requirements, follow these steps:

1. Determine the physical RAM size. For a computer using Windows 10, for example, open the Windows **Start** menu, click **Settings** icon or start typing **About your PC**, and click the option to open it when it appears. In the ***Device Specifications*** section, your total RAM capacity is displayed next to **Installed RAM**. If the size of the physical RAM installed in the system is less than the required size, then you must install more memory before continuing.
2. Determine the amount of free disk space on the system. For a computer using Windows 10, for example, open **File Explorer**, right-click the drive where the VeraLab software is to be installed, and choose **Properties**.

License Patrol Environment Setup

It is important to complete your lab's environment setup before you start installing client software. During client software installation and registration with License Patrol server you will be prompted to specify workstation attributes, such as image and which room it is assigned to. These setups are done on the License Patrol server and are specific to your organization. Once License Patrol environment is properly configured, client installation wizard will be able to pick up values from the server.

> **Note** Starting with version 26.1, the Model object is deprecated: clients automatically detect and report the computer model during registration, and models are no longer created, imported, or maintained manually.

Station data can be prepared on the server in advance by importing it from Excel (.xlsx) files using the **Maintain Data** task under the Setup role (supported starting with version 26.1). Refer to the *License Patrol Administrator's Guide* for details.

Starting with version 5.x License Patrol supports silent installation method on the client. Such installation is performed using pre-generated config.ini file. To generate config.ini file, login to **Setup** (role) → **Stations** (task) → **Client Setup** screen. After generating config.ini, place that file next to license_patrol_client_setup.exe file and run installation. Every client you run installation on using config.ini file will pick up parameter values from that file.

Starting with version 6.x License Patrol supports remote deployment method from License Patrol server to the clients.

For more information and other installation methods, read *License Patrol Administrator's Guide*.

2 License Patrol Client Installation

This chapter guides you through the License Patrol Client installation procedures. This chapter covers the following topics:

- Installing License Patrol Client
- Uninstalling License Patrol Components and Services

Installing License Patrol Client

You can download the License Patrol software from the License Patrol Web site. This chapter describes how to install License Patrol Client from hard disk.

> **Important** Upgrade eligibility has changed in version 26.1. Contact VeraLab Support to confirm the correct upgrade path for your installation.

Before You Install License Patrol

Perform the following tasks before installing License Patrol Client:

1. Review and satisfy applicable system and component requirements in Chapter 1, “Preinstallation Requirements”.
2. Log on as a member of the Administrators group to the computer on which to install License Patrol components.

Downloading License Patrol Software from the Web Site

To download the installation files:

1. Use any browser to access the software download page:
   `https://www.veralab.com/downloads_lp.jsp`
2. Select a file system with enough free space to store and expand the files. On the file system that you just selected, create a temporary directory.
3. Download the executable file to the directory that you just created.

> **Note** Starting with version 26.1, License Patrol installers and client binaries are signed with a modernized code-signing certificate. When prompted by Windows, verify that the publisher is VeraLab Inc. If an older cached installer produces a publisher warning, download the current installer from the Web site.

Installing the License Patrol Software

Run the downloaded executable file and install the software, as follows:

Screen	Recommended Action
Welcome to the License Patrol Setup Wizard	Click **Next**
End-User License Agreement	Read the License Agreement and select the **I accept the agreement** radio button. Click **Next**
Select Destination Location	Select default location C:\Program Files (x86)\VeraLab Inc\License Patrol Client or enter full path to another directory.
Ready to Install	Click **Install**. The installation may take several minutes.
License Patrol Settings	Type in the License Patrol Server URL (see a section below the table). Connection Password has to be the same as specified in the Settings on the License Patrol Server. The default password is ‘welcome’. Clicking the down arrows button will open advanced settings. The default value

Screen	Recommended Action
	for Client Listener Port is 8087. You can keep the default value or select a custom port. Two checkboxes control the behavior of the client in case of network outage. The default settings are recommended. You can test connection by clicking **Test Connection** button. The server has to be up and running and client IP record should exist on the server for successful connection test. If connection test is successful, you will see connection details. Click **Save Settings**
License Patrol Settings Screen 2	At this screen you can input station details so a workstation can be automatically registered with the server. The server has to be up and running and firewall has to allow connection on the client listener port (default 8087). Select **Station Name**, **Room**, and **Image** from drop-downs. Ideally you had to enter those values on the server prior to the client setup. The computer model is detected and reported automatically starting with version 26.1. Click **Save Settings**
License Patrol Settings Screen 3	The client will perform several tests. You will see green check marks next to succeeded tests, and red cross marks next to failed tests. You can click **Back** to modify settings. Click **Finish**.
Completing the License Patrol Setup Wizard	Click **Finish** to exit.

Setting Server IP Address on the Client

Below are the examples of how to specify a Server IP address in the ***License Patrol Settings*** screen:

- 192.168.0.1 — will automatically translate into http://192.168.0.1:8080/server (License Patrol is a default installation location on the web server)
- 192.168.0.1:8085 — will automatically translate into http://192.168.0.1:8085/server (you can specify a different web server port, if you chose not a default port during server installation)
- 192.168.0.1/my_lab — will automatically translate into http://192.168.0.1:8080/my_lab (if you renamed or installed several License Patrol instances on the web server)
- 192.168.0.1:8085/my_lab — will translate into http://192.168.0.1:8085/my_lab

Using License Patrol

You can start using License Patrol Client without rebooting.

> **Note** The macOS client in version 26.1 ships with strengthened security hardening. This guide covers the Windows client; refer to the macOS client documentation for macOS deployment specifics.
>
> **Note** For more information, refer to *Administrator's Guide*.

Uninstalling License Patrol Components and Services

To uninstall License Patrol Client and all its components:

1. Log on as a member of the Administrators group to the computer on which you installed License Patrol components.
2. Go to **Start → Control Panel → Add or Remove Programs**, and select **License Patrol**.
3. Click **Remove**.

> **Note** You can also uninstall License Patrol client by going to **Start → All Programs → License Patrol**, and select **Uninstall License Patrol**.

3 Postinstallation Configuration

This chapter guides you through the License Patrol Client postinstallation procedures. This chapter covers the following topics:

- Reviewing Installed Components
- Using License Patrol Manager
- Using Client Firewall

Reviewing Installed Components

License Patrol installs and configures the following Windows Service:

- License Patrol

This service is configured for Automatic Startup Type. To view the service and its status, go to **Start → Control Panel → Administrative Tools → Services**.

License Patrol Client relies on fixed IP addresses. In order for License Patrol to function properly, you have to ensure the following:

- Client IP address is entered on the License Patrol Server. To verify that the workstation exists on the server and has a correct IP address, login to the License Patrol Suite, go to **Administrator → Stations** → Select a Room and find the workstation in the list.
- Every time client boots up, it obtains the same IP, even if you are using DHCP.

> **Note** Starting with version 26.1, stations are additionally identified by a unique Device ID generated at client registration. Device ID makes station identification more reliable than host name or MAC address alone, especially when machines are re-imaged or renamed.

Using License Patrol Manager

License Patrol Manager allows you to modify client settings without reinstalling License Patrol Client. To run License Patrol Manager:

1. Log on as a member of the Administrators group to the computer on which you installed License Patrol components.
2. Go to **Start → All Programs → License Patrol**, and select **License Patrol Manager**.
3. Modify settings and click **Save Settings**.
4. Check performed tests and click **Finish** to exit.

Using Client Firewall

By default, License Patrol client will open the required ports in the firewall coming standard with supported Windows versions. To verify open ports on Windows 10, from **Start** menu type and go to **Firewall and network protection**. Open **Advanced settings** window → **Inbound Rules** and find **License Patrol Service** in the list.

If you are using any other firewall software on the client, you will need to 'train' the firewall or define port exceptions in order to enable connections with License Patrol Server.

To verify that you can get screenshots and a list of processes on the client, log in to License Patrol Server, go to **Setup** → **Diagnostics** → Select a Room from the drop-down menu → click on the **Processes** icon. If the pop-up window displays a client's list of processes, then the client's firewall allows the connection with the server. If you get an error message, you may want to refer to your firewall software manual for further troubleshooting.