



aspenONE

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*Deployment Guide*

Using AspenTech's suite of software solutions

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Web, Aspen Fuel Gas Optimizer™, Aspen Fuel Gas Optimizer™ Builder, Aspen Fuel Gas Optimizer™ Desktop, Aspen Fuel Gas Optimizer™ Online, Aspen GDOT, Aspen HTFS Research Network™, Aspen Human Interface, Aspen HX-Net®, Aspen Hydrocracker®, Aspen Hydrotreater™, Aspen HYSYS Dynamics™, Aspen HYSYS Petroleum Refining™, Aspen HYSYS OLGAS 3-Phase™, Aspen HYSYS OLGAS™, Aspen HYSYS PIPESYS™, Aspen HYSYS RTO™ Offline, Aspen HYSYS Upstream Dynamics™, Aspen HYSYS Upstream™, Aspen HYSYS Upstream™, Aspen HYSYS®, Aspen HYSYS® Thermodynamics COM Interface, Aspen HYSYS® Pipeline Hydraulics - OLGAS 2-Phase, Aspen HYSYS® Pipeline Hydraulics - OLGAS 3-Phase, Aspen HYSYS® Pipeline Hydraulics - PIPESYS, Aspen HYSYS® Offline Optimizer, Aspen HYSYS® Hydrocracker, Aspen HYSYS® Reformer, Aspen HYSYS® CatCracker, Aspen HYSYS® Petroleum Refining, Aspen Icarus Process Evaluator®, Aspen Icarus Project Manager®, Aspen InfoPlus.21®, Aspen In-Plant Cost Estimator, Aspen Inferential Qualities, Aspen Inferential Quality Builder, Aspen Integration Infrastructure™, Aspen Inventory Planner, Aspen IP.21 Mobile, Aspen IP.21 Process Browser, Aspen IQ™, Aspen IQ™ Desktop, Aspen IQmodel Powertools, Aspen Kbase®, Aspen Knowledge, Aspen KPI Builder, Aspen Local Security, Aspen MINLP Optimization, Aspen Mixed Integer Optimizer, Aspen Model Runner™, Aspen MPIMS™, Aspen Manufacturing Master Data Manager™, Aspen Multi-Blend Optimizer™ (MBO), Aspen Mtell, Aspen Multi-Case, Aspen Nonlinear Controller Builder, Aspen Online Deployment™, Aspen OnLine®, Aspen OnLine®, Aspen Operations Reconciliation and Accounting, Aspen OpsKPI™, Aspen Orion XT™, Aspen Operator Training™, Aspen Petroleum Scheduler, Aspen Petroleum Supply Chain Planner, Aspen PIMS Advanced Optimization™, Aspen PIMS Submodel Calculator™, Aspen PIMS™, Aspen Plant Scheduler™, Aspen Plate Exchanger, Aspen Plate+™, Aspen Plus Optimizer™, Aspen Plus®, Aspen Plus® CatCracker, Aspen Plus® Dynamics, Aspen Plus® Hydrocracker, Aspen Plus® Hydrotreater, Aspen Plus® Reformer, Aspen Polymers, Aspen Polymers Plus™, Aspen Process Controller, Aspen Process Controller Builder, Aspen Process Economic Analyzer, Aspen Process Explorer™, Aspen Process Manual™, Aspen Process Recipe®, Aspen Process Sequencer, Aspen Process Statistical Analyzer, Aspen Process Tools™, Aspen Production Control Web Server, Aspen Production Execution Manager, Aspen Production Record Manager, Aspen ProMV, Aspen Properties®, Aspen Properties Mobile, Aspen Q Server™, Aspen Rate-Based Distillation, Aspen RateSep™, Aspen Reaction Modeler, Aspen Real-Time Statistical Process Control Analyzer, Aspen Refinery Multi-Blend Optimizer, Aspen RefSYS Catcracker™, Aspen RefSYS Hydrocracker™, Aspen RefSYS Reformer™, Aspen Role Based Visualization™, Aspen RTO Watch™, Aspen RTO Watch™ Performance Monitor, Aspen Scheduling Insight™ Planning Board, Aspen SCM, Aspen Search, Aspen Shell & Tube Exchanger, Aspen Shell & Tube Mechanical, Aspen Simulation Workbook™, Aspen Solubility Modeler, Aspen Split™, Aspen SQLplus, Aspen State Space Controller™ Desktop, Aspen Supply Chain Analytics, Aspen Supply Chain Connect, Aspen Supply Chain Planner, Aspen Supply Planner™, Aspen Tank and Operations Manager, Aspen Tasc+™, Aspen Teams®, Aspen Transition Manager, Aspen Unified, Aspen Utilities On-Line Optimizer, Aspen Utilities Operations™, Aspen Utilities Planner™, Aspen Version Comparison Assistant™, Aspen Voice Fulfillment Management™, Aspen Watch™ Desktop, Aspen Watch™ Performance Analyzer, Aspen Watch™ Performance Monitor, Aspen Watch™ Server, Aspen Web.21™, Aspen Web Fulfillment Management™, aspenONE Update Agent™, aspenONE, aspenONE Infrastructure, SLM™, SLM Commute™, SLM Config Wizard™, Aspen Search™, and the Aspen leaf logo are trademarks or registered trademarks of Aspen Technology, Inc., Bedford, MA.

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This document is intended as a guide to using AspenTech's software. This documentation contains AspenTech proprietary and confidential information and may not be disclosed, used, or copied without the prior consent of AspenTech or as set forth in the applicable license.

Aspen Technology, Inc.  
20 Crosby Drive  
Bedford, MA 01730  
USA

Phone: (1) (781) 221-6400  
Toll free: (1) (888) 996-7100  
Web site: <http://www.aspentech.com>  
Patent: <https://www.aspentech.com/patents>

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# 1 Overview

aspenONE is the comprehensive set of software solutions and professional services provided by AspenTech; these are designed to help process companies achieve their operational excellence objectives.

This guide provides additional information on aspenONE, an overview of how AspenTech is delivering the products that you have licensed, and installation prerequisites and options.

AspenTech releases its products primarily via software download. The media is designed to ease the installation of aspenONE products and/or modules. To achieve this goal, all AspenTech products and modules use one installation procedure that will guide you through your installation regardless of the products or modules being installed.

This guide is ideally suited to system administrators or anyone who is required to install, configure, and manage the products and aspenONE application implementation.

## Technical Support

### Online Technical Support Center

AspenTech customers with a valid license and software maintenance agreement can register to access the Online Technical Support Center at:

<https://esupport.aspentech.com>

You use the Online Technical Support Center to:

- Access current product documentation.
- Search for technical tips, solutions, and frequently asked questions (FAQs).
- Search for and download application examples.
- Search for and download service packs and product updates.
- Submit and track technical issues.
- Search for and review known limitations.
- Send suggestions.

Registered users can also subscribe to our Technical Support e-Bulletins. These e-Bulletins proactively alert you to important technical support information such as:

- Technical advisories
- Major product releases
- Product updates
- Product patch announcements

## Phone and E-mail

Customer support is also available by phone, fax, and e-mail for customers who have a current support contract for their product(s). Toll-free charges are listed where available; otherwise local and international rates apply.

For the most up-to-date phone listings, please see the Online Technical Support Center at:

<https://esupport.aspentech.com>

Support Centers	Operating Hours
North America	8:00 – 20:00 Eastern time
South America	9:00 – 17:00 Local time
Europe	8:30 – 18:00 Central European time
Asia and Pacific Region	9:00 – 17:30 Local time

## 2 Introduction

### aspenONE Overview

aspenONE® is AspenTech's comprehensive set of software solutions and services. aspenONE products enable process industry companies to optimize their engineering, manufacturing and supply chain operations. As a result, AspenTech customers are better able to increase capacity, improve margins, reduce costs, become more energy efficient, and achieve operational excellence goals.

aspenONE solutions include the industry's leading:

- Simulation and design products in the aspenONE Engineering suite
- Plant operations products in the aspenONE Manufacturing suite
- Supply chain management products in the aspenONE Supply Chain suite
- Predictive and prescriptive analytic products (aspenONE Asset Performance Management)

The token-based aspenONE Licensing Model gives customers the flexibility to access and use any aspenONE product at precisely the time it is needed. This is especially critical in the dynamic market conditions of the process industries – whether during down economies or in high-growth periods. This enables customers to lower their risk while maximizing the return on their software investment.

### aspenONE Media

You will receive instructions on how to download the aspenONE V12 media.

Download the media that you are entitled to and extract the zip file(s) using a zip extractor such as WinZip/7-Zip.

**Note:** When downloading media from the Support Site, AspenTech also delivers their own zip extractor exe file with the zip file. The AspenTech zip extractor checks the checksum to make sure the media downloaded correctly, and allows users to choose the location to extract the contents.

You may choose from the following:

- **Aspen Engineering** – includes all Aspen Engineering products, Aspen PIMS and Aspen Administration and Licensing components.

- **Aspen Manufacturing and Supply Chain** – includes all Aspen Manufacturing products, Aspen Petroleum Supply Chain products, aspenONE Supply Chain Management products, GDOT, and aspenONE Infrastructure products as well as Aspen Administration and Licensing components.
- **aspenONE Asset Performance Management** – includes APM products.
- **aspenONE Software License Manager** includes all Aspen Administration components (Aspen SLM, Aspen SLM tools, and ALC Auto Upload Tool).

**Notes:**

- The SLM Server software is no longer included with any non-SLM downloads. Download the SLM License Manager to deploy the SLM Server.
- You can opt to download a smaller/granular download, but if you need to download more than one granular download, it is recommended that you download the entire suite. For more information, see the *Granular Downloads* section in Chapter 4.

You will have access to one or more of the following:

- **aspenONE Token Media** – Contains the media that supports the aspenONE Licensing Model token-based system. This all-inclusive token-based licensing model was introduced in July 2009. Under this licensing model, customers are entitled to install and run all of AspenTech's products as long as they have purchased sufficient tokens. To install software purchased under this commercial agreement, use this media. Software installed from the aspenONE Token media requires run-time token-based license keys.
- **aspenONE Standard Media** – Contains the media that supports perpetual and pre-aspenONE Licensing Model token-based systems. If you have perpetual license agreements or token-based license agreements by product (pre-July 2009), you should use the media labeled Standard. Software installed from the aspenONE Standard media requires older license keys that have been in use since the aspenONE 2004 release.
- **Informatica** – If you have an MSC perpetual license purchased prior to 2011 and are entitled to Informatica upgrades, you will receive access to both the Standard media and the ability to download the Informatica PowerCenter media. Informatica is not on the V12 USB.

**Notes:**

- The product Release Notes and Installation Guides are included in the media in the Documents folder in the ENG, MSC, or APM related media. The Getting Started Guide and the What's New documentation can be linked to from the Install Browser.
- Some products previously available on CD-ROM or DVD are not included on the aspenONE media. If you do not find a product, please contact AspenTech Support at <https://esupport.aspentech.com>.



# Licensing

To manage your product entitlement, you will receive one of the following separately:

- A license file if you are using the SLM Server to manage the products to which you are entitled.
- Aspen License Deployment Assistant (ALDA): ALDA is a utility that will update a license server with the necessary licenses needed for a new release without having to send a new license key for applicable suites and qualified customers. For qualified customers, ALDA is available on the electronic software download site.
- A pre-configured dongle containing your customer license file if you are operating using a dongle to manage the products to which you are entitled.

**Note:** An invoice noting the products for which you are licensed is sent separately from the software shipment.

## aspenONE Licensing Model

The aspenONE Licensing Model is a flexible token-based approach to software licensing. This unique and innovative commercial model makes it easier for customers to use software when and where they need it. Customers have access to all current and future AspenTech products with just one contract.

You will have access to one or more of the following:

- **aspenONE Token Media** – Contains the media that supports the aspenONE Licensing Model token-based system. This all-inclusive token-based licensing model was introduced in July 2009. Under this licensing model, customers are entitled to install and run all of AspenTech's products as long as they have purchased sufficient tokens. To install software purchased under this commercial agreement, use this media. Software installed from the aspenONE Token media requires run-time token-based license keys.
- **aspenONE Standard Media** – Contains the media that supports perpetual and pre-aspenONE Licensing Model token-based systems. If you have perpetual license agreements or token-based license agreements by product (pre-July 2009), you should use the media labeled Standard. Software installed from the aspenONE Standard media requires older license keys that have been in use since the aspenONE 2004 release.

## Upgrading to the aspenONE Licensing Model for Manufacturing and Supply Chain V8.x and above

If you have recently signed a new aspenONE Licensing Model agreement or if you have superseded an old license agreement with an aspenONE Licensing Model token-based license agreement for aspenONE Manufacturing and Supply Chain, you will receive a new token-based license file. During installation of any product in Aspen Manufacturing and Supply Chain, you will get a message indicating that the newly installed software will use the token-

based license key. Accepting the warning message enables you to install the software.

**Notes:**

- If you do not have the updated token-based license file, please contact AspenTech Customer Support.
- We have seen issues extracting large zip files on earlier versions of Windows. If you do not have access to an extractor, you may use the zip extractor utility on the Download Center.
- If you have an MSC perpetual license purchased prior to 2011 and are entitled to Informatica upgrades, you can download the Informatica software from the Download Center.
- Some products previously available on CD-ROM or DVD are not included. If you do not find a product, please contact AspenTech Support at <https://support.aspentech.com>.

## SLM License Server

Before you install products, it is recommended that you install and configure the SLM License Server.

When you deploy aspenONE V12 software on client machines, the SLM server should be from the V12 release. When migrating to a new version of aspenONE, the SLM Server should always be upgraded first, followed by the SLM clients. This is done to avoid any potential incompatibility issues. During this transition period, it is possible to have clients at a lower version than the SLM Server.

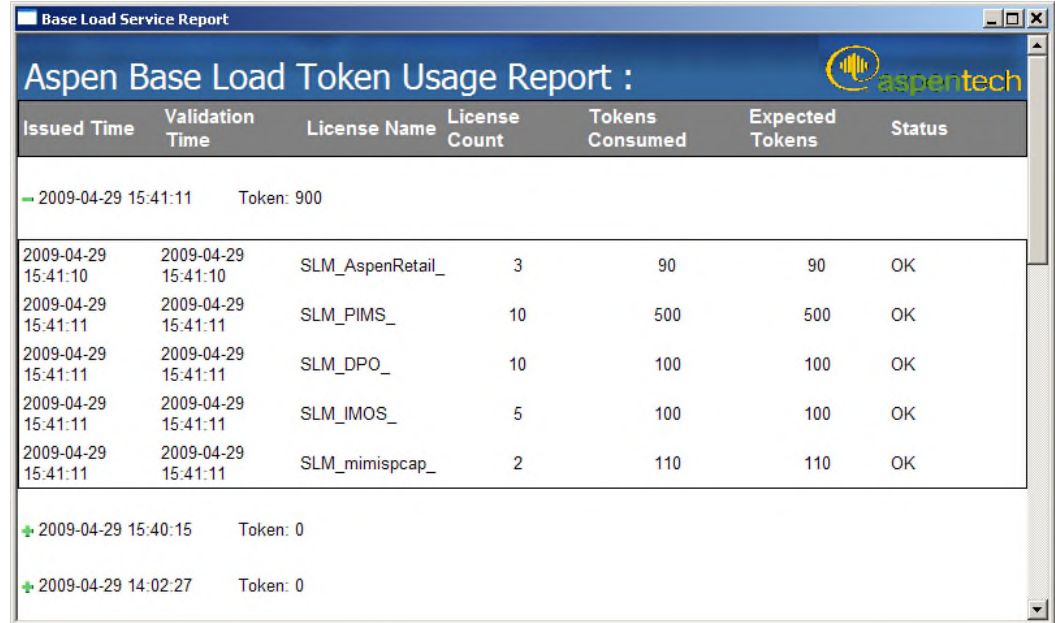
For more information about licensing, please see *Software License Manager (SLM) Installation and Reference Guide* on the aspenONE media.

## Base Load Tokens

For some customers, some products are priced using methods such as per server or per site in place of or in addition to dynamic user charges. For these situations, the Base Load Token Service provides a way to track and report on the product token consumption.

## To view the base load token usage:

On the license server computer, access aspenONE SLM License manager under Aspen SLM (access varies depending on Operating System). The Base Load Service Report dialog is displayed.



Issued Time	Validation Time	License Name	License Count	Tokens Consumed	Expected Tokens	Status
2009-04-29 15:41:11      Token: 900						
2009-04-29 15:41:10	2009-04-29 15:41:10	SLM_AspenRetail_	3	90	90	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_PIMS_	10	500	500	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_DPO_	10	100	100	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_IMOS_	5	100	100	OK
2009-04-29 15:41:11	2009-04-29 15:41:11	SLM_mimiscap_	2	110	110	OK
+ 2009-04-29 15:40:15      Token: 0						
+ 2009-04-29 14:02:27      Token: 0						

The columns in the dialog box are described below:

- Issued Time – Time license was checked out from the SLM server
- Validation Time – Last time license was validated against the SLM server for configuration changes
- License Name – License key that is checked out from the SLM server
- License Count – Number of licenses to be checked out for the given license
- Tokens Consumed – Number of tokens consumed on the SLM server
- Expected Tokens – The expected number of tokens to be consumed if there are no errors, such as sufficient tokens available
- Status – Status of checking out the given license

## Localization

The V12 release media includes all localized products that are available when V12 is released. The Knowledge Base article #000093657 contains a spreadsheet that identifies which products are localized and how to access the localization.

That article includes a spreadsheet that summarizes which products have been translated into which languages as well as a high-level description of how to access the translations.



# 3 aspenONE Documentation

## Accessing aspenONE Documentation

Documentation is available directly from the applications. This eliminates the need to search for the documents that you need and ensures that you can always find the most current version of the document for which you are looking.

There are several ways to access Product Help files and context-sensitive Help (these are available depending on the type of application):

- Clicking the **Help** button.
- Pressing **F1** while in the application.
- Accessing the application's **Help** menu.
- Clicking a Help icon. For example:



Documentation in PDF format can be found in the following ways:

- Installation Guides and Release Notes can be found by clicking the corresponding link on the Welcome page of the aspenONE Installer.
- Logging onto the AspenTech Customer Support site, clicking **Support** in the upper right-hand side and then clicking **Product Documentation**.
- Downloading all the available documentation (other than Help files) from the AspenTech Customer Support website via the zip file of the aspenONE Documentation.

For Aspen Plus, Aspen HYSYS, Aspen Exchanger Design and Rating, Aspen Economic Evaluation, Aspen DMC3 Builder, and Aspen Fidelis Reliability only, you can access additional documents by:

- Clicking the Aspen Knowledge icon on the Resources ribbon. (All products except Economic Evaluation.)
- Entering a search string within the Search Aspen Knowledge search box – available in the upper-right corner of the application. (All products except Economic Evaluation.)

- Clicking Aspen Knowledge from the Help menu (Economic Evaluation only).

## Release Documentation

Before installing any AspenTech products, be sure to print and read the Installation Guide, Release Notes, What's New, Known Issues, and related documentation for each product you intend to install. All AspenTech installation and Release Notes are included on the aspenONE media.

Each product-specific installation guide contains critical information about specific system requirements, product dependencies, and post-installation configuration procedures. The individual product *Release Notes* or *Aspen Engineering What's New* and *Aspen Engineering Known Issues* guides contain information about new features, software fixes, and known problems and workarounds.

## aspenONE Installation Guides

AspenTech Product Name	Installation Guide
Aspen Adsorption	Aspen Engineering V12 Installation Guide
Aspen Air Cooled Exchanger	Aspen Engineering V12 Installation Guide
Aspen Audit & Compliance Manager	Aspen Audit & Compliance Manager Installation Guide
Aspen Asset Analytics	Aspen Asset Analytics Installation and Configuration Guide
Aspen Basic Engineering	Aspen Engineering V12 Installation Guide
Aspen Batch Distillation	Aspen Engineering V12 Installation Guide
Aspen Batch Process Developer	Aspen Engineering V12 Installation Guide
Aspen Calc	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Capital Cost Estimator	Aspen Engineering V12 Installation Guide
Aspen Chromatography	Aspen Engineering V12 Installation Guide
Aspen Cim-IO	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Cloud Connect	Aspen Cloud Connect Installation and Configuration Guide
Aspen Collaborative Forecasting	Aspen Collaborative Forecasting (CF) Installation Guide
Aspen Configured Applications (Demand Manager, Distribution Scheduler, Inventory Planner, Plant Scheduler, Supply Chain Planner)	Aspen SCM and SCM Configured Applications Installation Guide
Aspen Connect Toolkit	Aspen Connect Toolkit Installation Guide

<b>AspenTech Product Name</b>	<b>Installation Guide</b>
Aspen Custom Modeler	Aspen Engineering V12 Installation Guide
Aspen Data Source Architecture	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Demand Manager	Aspen SCM and SCM Applications Installation Guide
Aspen Distribution Scheduler	Aspen SCM and SCM Applications Installation Guide
Aspen DMC3 Builder	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen DMCplus (with SmartStep Technology)	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Economic Evaluation	Aspen Engineering V12 Installation Guide
Aspen Edge Connect	Aspen Edge Connect Installation and Configuration Guide
Aspen Energy Analyzer	Aspen Engineering V12 Installation Guide
Aspen Event Manager	Aspen Event Manager Installation Guide
Aspen Exchanger Design and Rating	Aspen Engineering V12 Installation Guide
Aspen Fidelis Reliability	Aspen Fidelis Reliability Installation Guide
Aspen Fired Heater	Aspen Engineering V12 Installation Guide
Aspen Flare System Analyzer	Aspen Engineering V12 Installation Guide
Aspen Fleet Optimizer	Aspen Fleet Optimizer Installation and Configuration Guide
Aspen Framework/Aspen Security	Aspen Framework Server Installation Guide
Aspen Fuel Gas Optimizer	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen GDOT	Aspen GDOT Installation Guide
Aspen HTFS+ Research Network	Aspen Engineering V12 Installation Guide
Aspen HYSYS	Aspen Engineering V12 Installation Guide
Aspen HYSYS Dynamics	Aspen Engineering V12 Installation Guide
Aspen HYSYS Hydraulics	Aspen Engineering V12 Installation Guide
Aspen HYSYS Petroleum Refining	Aspen Engineering V12 Installation Guide
Aspen HYSYS Upstream	Aspen Engineering V12 Installation Guide
Aspen HYSYS Thermodynamics COM Interface	Aspen Engineering V12 Installation Guide
Aspen Inferential Qualities	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen InfoPlus.21	Aspen InfoPlus.21 Product Family Installation Guide InfoPlus-X Console Environment and Installation Manual for InfoPlus.21
Aspen In-Plant Cost Estimator	Aspen Engineering V12 Installation Guide
Aspen IQ Inferential Quality Builder	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Integration Foundation	aspenONE Integration Foundation Installation Guide
Aspen Inventory Planner	Aspen SCM and SCM Applications Installation Guide

<b>AspenTech Product Name</b>	<b>Installation Guide</b>
Aspen IP.21 Process Browser	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Local Security	Aspen Local Security Server Installation Manual
Aspen Manufacturing Master Data Manager	Aspen Manufacturing Master Data Manager Installation Guide
Aspen Model Runner	Aspen Engineering V12 Installation Guide
Aspen Mtell	Aspen Mtell Installation Guide
Aspen Multi-Case	Aspen Engineering V12 Installation Guide
Aspen Nonlinear Controller	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Nonlinear Controller Builder	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Olefins Scheduler	Aspen Petroleum Supply Chain Installation Guide
aspenONE Process Explorer	Aspen IP.21 Product Family Installation Guide
Aspen Olefins Scheduler	Aspen Petroleum Supply Chain Installation Guide
Aspen OnLine	Aspen Engineering V12 Installation Guide
Aspen Online Deployment	Aspen Engineering V12 Installation Guide
Aspen OOMF	Aspen Engineering V12 Installation Guide
Aspen Operations Reconciliation and Accounting	Aspen Operations Reconciliation and Accounting Installation Guide
Aspen Operator Training	Aspen Engineering V12 Installation Guide
Aspen Petroleum Scheduler	Aspen Petroleum Supply Chain Installation Guide
Aspen Petroleum Supply Chain Planner	Aspen Petroleum Supply Chain Planner Installation Guide
Aspen PIMS	Aspen Petroleum Supply Chain Installation Guide
Aspen PIMSBCI	Aspen Petroleum Supply Chain Installation Guide
Aspen Plant Scheduler	Aspen Configured Applications (CAPs) Installation Guide
Aspen Plate Exchanger	Aspen Engineering V12 Installation Guide
Aspen Plate Fin Exchanger	Aspen Engineering V12 Installation Guide
Aspen Plus	Aspen Engineering V12 Installation Guide
Aspen Plus Dynamics	Aspen Engineering V12 Installation Guide
Aspen Polymers	Aspen Engineering V12 Installation Guide
Aspen Process Controller	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Process Economic Analyzer	Aspen Engineering V12 Installation Guide
Aspen Process Engineering Console	Aspen Engineering V12 Installation Guide
Aspen Process Explorer	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Process Recipe Manager and Process Sequencer	Aspen Process Recipe Manager and Aspen Process Sequencer Installation Guide
Aspen Process Statistical	Aspen Manufacturing Suite Advanced Process Control



<b>AspenTech Product Name</b>	<b>Installation Guide</b>
Analyzer	Installation Guide
Aspen Process Tools	Aspen Engineering V12 Installation Guide
Aspen Production Control Web Server	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Production Execution Manager	Aspen Production Execution Manager Installation Guide
Aspen Production Record Manager	Aspen Production Record Manager Installation Guide
Aspen ProMV	Aspen ProMV Installation Guide
Aspen Properties	Aspen Engineering V12 Installation Guide
Aspen Reaction Modeler	Aspen Engineering V12 Installation Guide
Aspen Refinery Multi-Blend Optimizer	Aspen Petroleum Supply Chain Installation Guide
Aspen Reporting Framework	Aspen Reporting Framework Installation and Configuration Guide
Aspen Remote Simulation Service	Aspen Engineering V12 Installation Guide
Aspen Report Writer	Aspen Petroleum Supply Chain Installation Guide
Aspen Role Based Visualization	Aspen Role Based Visualization Installation Guide
Aspen RTO Watch Performance Monitor	Aspen Manufacturing Suite Advanced Process Control Installation Guide
Aspen Schedule Explorer	Aspen Schedule Explorer Installation Guide
Aspen Scheduling Insight Planning Board	Aspen Scheduling Insight Planning Board Installation Guide
Aspen SCM	Aspen SCM and Configured Applications Installation Guide
Aspen Shell & Tube Exchanger	Aspen Engineering V12 Installation Guide
Aspen Shell & Tube Mechanical	Aspen Engineering V12 Installation Guide
Aspen Simulation Workbook	Aspen Engineering V12 Installation Guide
Aspen Solubility Modeler	Aspen Engineering V12 Installation Guide
Aspen SQLplus	Aspen InfoPlus.21 Product Family Installation Guide
Aspen Supply Chain Analytics	Aspen Supply Chain Analytics (ASCA) Installation Guide
Aspen Supply Chain Connect	Aspen Supply Chain Connect (ASCC) Installation Guide
Aspen Supply Chain Planner	Aspen SCM and SCM Configured Applications Installation Guide
Aspen Tank and Operations Manager	Aspen Tank and Operations Manager Installation Guide
Aspen Utilities Planner	Aspen Engineering V12 Installation Guide
Aspen Version Comparison Assistant	Aspen Engineering V12 Installation Guide
Aspen Watch Performance	Aspen Manufacturing Suite Advanced Process Control

<b>AspenTech Product Name</b>	<b>Installation Guide</b>
Monitor	Installation Guide
SLM	Software License Manager (SLM) Installation and Reference Guide

# 4 Installation Process

Before you begin installation, you will want to review the What's new document and Release notes and print copies of the Installation Guides for products that will be installed. Those documents are included under each suite's folder on the aspenONE media.

## System Requirements

For the most up-to-date hardware and software requirements that must be met to install AspenTech products, refer to the following website:

<https://www.aspentech.com/platform-support/>

## Operating System and Software Prerequisites

The installation program checks for all pre-requisites; if the pre-requisite software is not present on the computer on which you are installing Aspen software, you will get a warning message, along with links to the support site that describe how to resolve the issue. The installation will not proceed until the pre-requisites are installed.

## Checking for Prerequisites before Installing

AspenTech provides a website that you can use to figure out the product prerequisite requirements without running the aspenONE installer for any of the aspenONE applications. The website is:

<https://support.aspentech.com/aspenone-prerequisites>

Instructions for how to use the online pre-requisite viewer can be found in this Knowledge base article:

[https://esupport.aspentech.com/S\\_Article?id=000046784](https://esupport.aspentech.com/S_Article?id=000046784)

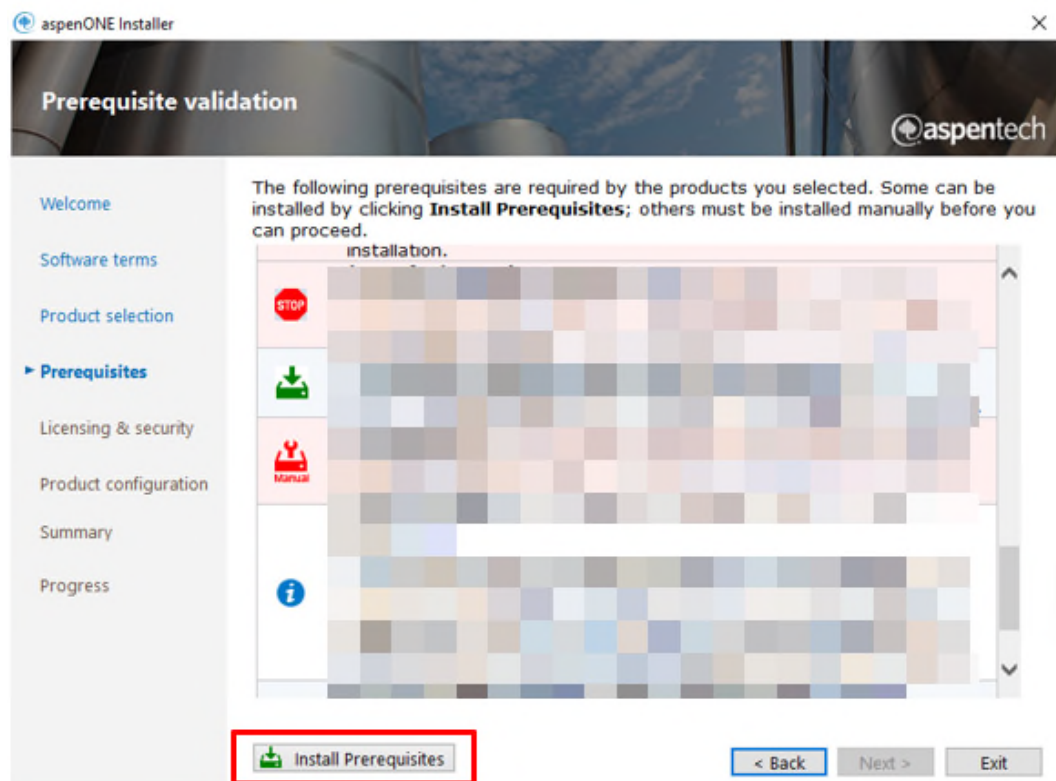
### Notes:

- The installation bundles and prerequisite results are dependent on Operating system. The prerequisite viewer displays the results for the operating system on which the tool is running. The Operating System is displayed on the right of the list header.

- The website does not check that the prerequisites are installed/enabled on the system. It only lists the prerequisite requirements the selected install options.


## Installing Prerequisites




Starting with V12, you can install and/or configure some of the product prerequisites during the Aspen software installation process. When you select which products to install in the **Product Selection** window and click **Next**, the **Prerequisites validation** dialog may appear (see example below).



This screen will only appear if prerequisites are missing.

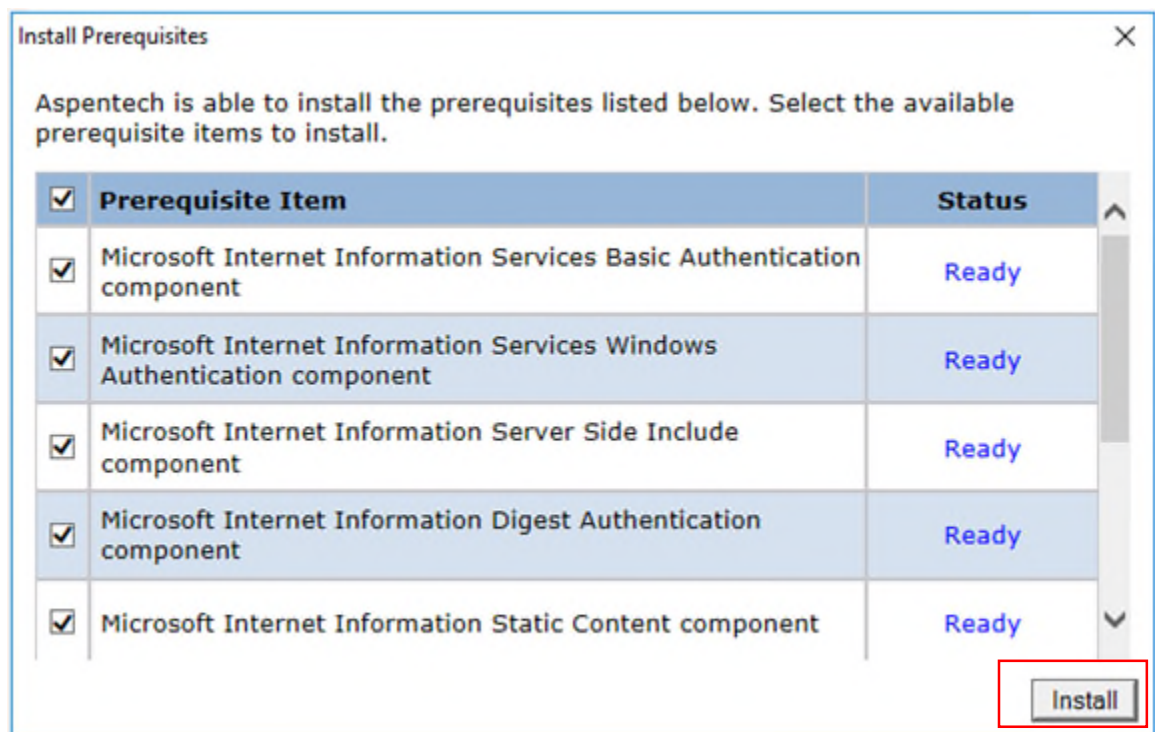
In V12 the capability to install and/or configure some of the product prerequisites during the Aspen software installation process – mostly Microsoft Internet Information Services (IIS) was added. If the prerequisites window appears, you will see the “**Install Prerequisites**” option at the bottom of the screen. Here is a description of the icons related to installing pre-requisites. (These must be installed before the AspenTech installation can proceed). You may also encounter other icons that are informational only.

-  This item can be installed automatically by selecting “**Install Prerequisites**”

-  or  This item cannot be installed automatically by selecting "**Install Prerequisites**". Select the link in the item's description to open an AspenTech support site link that describes how to install this item.
-  This item is informational

#### To install the prerequisites:

1. Click **Install Prerequisites** if you want to install or configure the relevant prerequisites.
2. When the **Install Prerequisites** option is selected, the Install Prerequisites screen appears. This will identify which prerequisites can be installed and/or configured.



3. All options will be checked by default - unselect any that you do not want installed automatically and then click **Install**.

When **Install** is selected, PowerShell windows will appear that perform the install and/or configuration for the specified prerequisites. When the install and/or configuration steps are done, you will see the **Install Prerequisites** window again.

4. Click "x" to close the window and return to the installation process.

#### Notes:

- AspenTech continues to support product versions prior to aspenONE V12 on the operating systems on which they were supported when released (unless AspenTech has notified customers with an "end of support" date by e-bulletin and on the AspenTech Support Web site <https://esupport.aspentech.com/>).

- Customers can continue to use products on the Microsoft operating systems that were initially supported by AspenTech (within the limits specified in the license agreement). To see when support will end for various versions of Operating Systems, see *AspenTech Platform Support - Summary of Strategy and Plans* on the platform support page.

## Coexistence

Coexistence is the ability for multiple versions of aspenONE applications to be installed on the same computer. Coexistence is supported for all Aspen Engineering products, except Aspen Basic Engineering and aspenONE.

Coexistence is not supported for Aspen Manufacturing and Supply Chain products (including PIMS). Those products do not support coexistence of multiple versions on any platform (including coexistence with Aspen Engineering products of a different version). Also, different patches of the same version cannot coexist.

See the product installation guides for more information on installing and removing Aspen products. Those guides are available on the aspenONE media and on the AspenTech Support website.

## Installation Options

The aspenONE Installer guides you through the necessary steps to install or upgrade aspenONE products, configure licensing, and create install scripts for unattended installations.

It is important that you follow the product installation procedures as described in the installation guide for the product you are installing. The installation guides for ALL products are located on the aspenONE media.

You can also install AspenTech software by sharing or copying the contents of the aspenONE media to a network-accessible drive. If you are installing from a network drive, be sure to map a drive to the location prior to installation.

You can also create an unattended installation to automatically deploy AspenTech software to multiple computers to ensure a consistent configuration of the software on all target computers.

## Using the aspenONE Browser

- 1 Begin your software installation by opening the folder where the downloaded media has been extracted to.
- 2 Select **Run Setup.exe**. The AspenTech Suite selection screen is displayed.

The following links are available:

- o **Custom Install checkbox** – Most customers can use the standard installation for the V12 media. We recommend using the standard install because that is the configuration where we focus our testing. If you cannot use the standard install (you have disk space limitations, for example) you can check **Custom Install** on the Start Install screen before beginning the install process. This simply allows a more granular selection of which elements of a suite to install or not install when selecting programs.
  - o **Need Help?** – Connects to the AspenTech Support Web site, where you can find knowledge base articles, tips, and solutions to known problems.
  - o **Getting Started** – Links to a brochure containing information about prerequisites, installing and upgrading the software, documentation and translated versions.
  - o **What's new in V12** – Links to a web page that explains new features included in V12.
- 3 Select one of the four product suite options – Aspen Engineering, Aspen Manufacturing and Supply Chain, aspenONE Asset Performance Management, aspenONE Software License Manager.
  - 4 Select **Begin Install**. Follow the instructions in the Installation Guide(s) for the product(s) that you want to install.

## Installation Welcome Page

The **AspenONE Installer Welcome Page** provides options to install or upgrade aspenONE products, configure licensing, and create install scripts for unattended installations.

The following links are available on the left side of the aspenONE Installer Welcome Page:

- **Get Started Guide** – Opens the AspenTech Deployment Solutions Web site.
- **Installation Guides** – Opens a folder that contains all the Installation Guides for the products.
- **Release Notes** – Opens a folder that contains all the Release Notes for the products.
- **aspenONE Product Documentation** – Opens the AspenTech Support Web site.
- **aspenONE Update Center** – Connects to the Aspen Support Update Center so that you can check to see if there are patches available for the product(s) that you are installing. You must be a registered user on the Support Web site to access the Update Center.
- **Unattended Install Notes** – Provides instruction on creating an unattended installation.
- **Support Services** – Connects to the AspenTech Support Web site, where you can find knowledge base articles, tips, and solutions to known problems.
- **AspenTech Home** – Connects to the AspenTech Web site.

- **Contact Us** – Connects to the AspenTech Support Web site, where you can obtain the latest e-mail and telephone contact information and find the AspenTech Support location closest to you. You can see hours of operation for global support and submit your support issues.

The following options are available on the aspenONE Installer Welcome Page:

- **Install aspenONE products** – Launches the installation process during which you will select new products to be installed on this computer.
- **Repair** – Repair existing installation errors.
- **Prepare Deployments (For IT Personnel/Deployment Groups)** – Create install scripts and copy media to automate software deployment.

## Granular Downloads

aspenONE V12 includes the ability to download some individual products/product families that can be used independently of a full suite. These sub-components are referred to as **granular downloads**. The granular downloads are used to provide smaller downloads in situations where customers only need a specific product/product family. If more than one granular download is needed, it is recommended that the entire suite is downloaded because it may take less time overall as opposed to downloading two or more sub-components.

**V12 Engineering (ENG):** In the case of the ENG media, users can download the entire suite or one of the items listed under the ENG group:

- Aspen Economic Evaluation
- Aspen Exchanger Design and Rating with Aspen Properties, Aspen Simulation Workbook and Aspen Version Comparison Assistant
- Aspen Simulation Workbook
- Aspen Multi-Case Analysis
- Aspen Cim-IO & Process Data\*

\*The Cim-IO & Process Data software is from the Manufacturing & Supply Chain suite and is useful for customers deploying a 3rd party historian and is included for convenience. Note: The Aspen Cim-IO & Process Data software is not a part of the overall Engineering suite download, and only available as a separate download.

**V12 Manufacturing & Supply Chain (MSC):** In the case of the MSC media, users can download the entire suite or one of the items listed under the MSC group:

- V12 Batch APC
- Aspen Supply Chain Management
- Aspen Planning, Scheduling and Blending, Supply & Distribution
- Aspen Manufacturing Execution Systems & Advanced Process Control
- Aspen Unified



- V12 Aspen GDOT Online
- V12 Aspen GDOT Offline & Unified GDOT Builder
- Aspen Informatica PowerCenter 10.4
- Aspen Cim-IO & Process Data

**V12 Asset Performance Management (APM):** In the case of the APM media, there is no downloadable suite. Users can download the products listed below the APM group:

- Aspen Asset Analytics
- Aspen Fidelis
- Aspen ProMV
- Aspen Mtell
- Aspen Mtell for Oil Well Optimization
- Aspen Asset Performance Management Insights
- Aspen Enterprise Insights On-Premise Stack

**V12 Aspen Internet of Things (AIoT):** In the case of the AIoT media, there is no downloadable suite. Users can download the products listed below the AIoT group:

- Aspen Cloud Connect
- Aspen Edge Connect

**Software License Manager (SLM):** In the case of the SLM media, the only granular download is ALDA:

- aspenONE License Deployment Assistant (ALDA)

## Creating an Unattended Installation

AspenTech provides a way to automatically deploy AspenTech software to multiple computers to ensure a consistent configuration of the software on all target computers. The aspenONE Installer provides a means to record user inputs using the built-in record option. The output of this recording can then be used to perform an unattended install using the **atrununattended.exe** tool.

For instructions, see the *Unattended Install Help* document available on the aspenONE media.

## aspenONE Update Agent

The aspenONE Update Agent helps you download, install, and/or deploy available software updates (also known as "patches").

- The **Local Updates** option allows you to install updates found locally on your machine.
- The **All Available Updates** option allows you to install updates found locally on your machine and search for additional updates using your AspenTech Support Center credentials. The aspenONE Update Agent

communicates with the AspenTech Support Center to retrieve updates. A service allows you to schedule the aspenONE Update Agent to search for patches daily, weekly, or monthly (depending on your preference). The aspenONE Update Agent helps you download and install updates from the Support Center.

- The **Unattended Deployments** option is generally used by IT personnel. After creating an unattended installation kit, you can use this option to download patches from the Support Center prior to having AspenTech products installed. Refer to the Unattended Help document for more details.

## Prerequisites

Prior to using the aspenONE Update Agent, make sure that:

- You have a valid AspenTech Support Center account.

**Note:** Make sure that **aspenONE Update Agent.exe** is launched from a location that has write access to the registry. Patches will be downloaded to the same directory where the aspenONE Update Agent is located.

## Using the aspenONE Update Agent

To use the aspenONE Update Agent:

1. To launch the aspenONE Update Agent, perform one of the following tasks:
  - From the **Start** menu, click **Aspen Configuration | aspenONE Update Agent**. The aspenONE Update Agent appears.
  - or-
  - After installing AspenTech products, on the final screen of the aspenONE Installer, click the **aspenONE Update Agent** hyperlink. The **All Available Updates** workflow is automatically selected, and the **User Credentials** screen of the aspenONE Update Agent appears.
  - or-
  - After the unattended install response recording is complete, on the final screen of the aspenONE Installer, click the **aspenONE Update Agent** hyperlink. The **Unattended Deployments** workflow is automatically selected, and the **User Credentials** screen of the aspenONE Update Agent appears.

**Note:** For more information, refer to the *aspenONE Update Agent Help*.

# 5 FAQs and Troubleshooting

## ***Where can I get more information on the Software License Manager (SLM)?***

For more information on licensing, please see the *Software License Manager (SLM) Installation and Reference Guide* on the aspenONE media.

## ***Where is the product documentation?***

There are several ways to access Product Help files and context-sensitive Help (these are available depending on the type of application):

- Clicking the **Help** button.
- Pressing **F1** while in the application.
- Accessing the application's **Help** menu.
- Clicking a Help icon. For example:



Documentation in PDF format can be found in the following ways:

- Installation Guides and Release Notes can be found by clicking the corresponding link on the Welcome page of the aspenONE Installer.
- Logging onto the AspenTech Customer Support site, clicking **Support** in the upper right-hand side and then clicking **Product Documentation**.
- Downloading all the available documentation (other than Help files) from the AspenTech Customer Support website via the zip file of the aspenONE Documentation.

For Aspen Plus, Aspen HYSYS, Aspen Exchanger Design and Rating, Aspen Economic Evaluation, Aspen DMC3 Builder, and Aspen Fidelis Reliability only, you can access additional documents by:

- Clicking the Aspen Knowledge icon on the Resources ribbon. (All products except Economic Evaluation.)
- Entering a search string within the Search Aspen Knowledge search box – available in the upper-right corner of the application. (All products except Economic Evaluation.)
- Clicking Aspen Knowledge from the Help menu (Economic Evaluation only).

***I cannot find all of my products. Where are they?***

AspenTech has reduced the number of products it supports by retiring some and combining others into other existing products. In some cases, a product may have been retired, and some products that were previously installed individually have been combined into other products and are no longer available separately. There are also a small number of products that are currently sold but were not available when the media was produced. These products can be downloaded from the Support website.

For more information, check the Product Lifecycle page on the AspenTech Support Website, which has a listing of retired and combined products.

If you cannot find your product, contact AspenTech Support.

# 6 Notices

Please refer to the aspenONE Notices document (available on the installation media and on the Aspen Support Site) for a list of all notices that may apply to aspenONE products.

