

Supported Platform List

The following table lists the platforms, operating systems, and processors supported by Altair HyperWorks 12.0.

Platforms			Altair HyperWorks 12.0	
OS	Version	Architecture	GUI Products	Solvers
Windows	XP	x86	YES	YES
	XP/Vista/7	x86_64	YES	YES
	Server 2008 (R2/HPC)	x86_64	NO	YES
Linux**	RHEL 5.8 RHEL 6.2 SLED 11 SP2 SLES 11 SP2	x86_64	YES	YES
	SGI ProPack 4 (SLES 9)5	IA-64	NO	YES
Mac OS X*	10.7	x86_64	YES	YES

SLED/SLES=SUSE Linux Enterprise Desktop and Server
RHEL=Red Hat Enterprise Linux

Dropped Platforms in HyperWorks 12.0

1. Windows Vista and 7 32-bit (x86)
2. IBM AIX 5.3 on Power 4/5
3. Red Hat Enterprise Linux on 32-bit (x86)
4. SUSE Linux Enterprise on 32-bit (x86)
5. Solaris 10 on 64-bit (x86_64)
6. SUSE Linux Enterprise 9 SGI Pro Pack 4 on IA-64 (Itanium)

Dropped or Replaced Products in HyperWorks 12.0

1. Data Manager is being replaced with HyperWorks Collaboration Tools (HWCT).
2. Assembly Manager is being replaced with the Assembly Browser.
3. AcuSolve suite is available as a HyperWorks installer.

Compiler Support for HyperWorks 12

1. On Windows: Visual Studio 2010 Service Pack 1 (10.0.40219.1 SP1Rel)
2. On Linux: GCC version 4.4.4 20100726 (Red Hat 4.4.4-13)
3. On Mac OS X: clang version 3.1 (tags/Apple/clang-318.0.58) (based on LLVM 3.1svn)

****Check system requirements for Linux package details**

HyperWorks 12.0 may install and run on other non-supported Linux distributions but Altair does not test, certify, verify or warrant the reliability of the products on these platforms.

- a) Altair products are tested on the KDE and Gnome window managers.
- b) Xen kernels are currently not supported kernels for Altair HyperWorks 12.0 applications.

***HyperWorks 12.0 Mac OS X product support**

Unsupported HyperWorks products/features under the Mac OS X:

- a) HyperCrash
- b) HyperMath/ScriptView
- c) HvTrans (batch mode)
- d) HyperView results math feature
- e) HyperXtrude Solver
- f) Process Manager/Studio
- g) Auto Process feature under the Manufacturing Solutions profile

Unsupported third party CAD formats under Mac OS X

- a) UG
- b) SolidWorks

Unsupported third party readers under Mac OS X

- a) Abaqus ODB
- b) Femzip for PamCrash and Dyna
- c) PamCrash HDF5
- d) Nastran XDB

HyperWorks Solvers: will only support SMP computations on the Mac OS X
Please reference the install guide for how to setup a license on Mac OS X 10.7.

System Requirements

The following table lists the minimum system requirements that are necessary to run any HyperWorks 12.0 application on the supported platforms.

System/Hardware Information	Linux	Mac OS X	Windows
Operating Systems	RHEL 5.8 (64-bit) RHEL 6.2 (64-bit) SLED 11 SP2 (64-bit) SLES 11 SP2 (64-bit)	Mac OS X 10.7 (64-bit) NOTE: Java 1.6.20 or higher needs to be installed on the system. Apple has its own distribution of Java for Mac OS X 10.7	XP (32-bit) XP/Vista/7 (32/64-bit) Server 2008 R2 (64-bit) for solvers only
Memory	2 GB (higher recommended)	2 GB (higher recommended)	2 GB (higher recommended)
Complete Install Disk Space ~4 GB temporary disk space required for full HyperWorks 12.0 install. (Applications + Help Files).	Linux 64-bit -> 9.1 GB TAR package required for installation to extract files on Linux.	Mac OS X -> 5.7 GB Java is required on the system for the installer to run	Windows 32-bit -> 8.6 GB Windows 64-bit -> 9.8 GB
Graphics Hardware	OpenGL 3D graphics accelerator compatible with OpenGL 3.1 or higher True color (24-bit) support Install/update to most recent OpenGL patches/drivers 1680x1050 screen resolution or higher for optimal user experience 512 MB or higher dedicated RAM Only AMD and NVIDIA GPUs supported (Intel chipsets are not supported)	OpenGL 3D graphics accelerator compatible with OpenGL 3.1 or higher True color (24-bit) support Install/update to most recent OpenGL patches/drivers 1680x1050 screen resolution or higher for optimal user experience 512 MB or higher dedicated RAM Only AMD and NVIDIA GPUs supported (Intel chipsets are not supported)	OpenGL 3D graphics accelerator compatible with OpenGL 3.1 or higher True color (24-bit) support Install/update to most recent OpenGL patches/drivers 1680x1050 screen resolution or higher for optimal user experience 512 MB or higher dedicated RAM Only AMD and NVIDIA GPUs supported (Intel chipsets are not supported)
*Browsers/Online Help (plug-in)	Firefox NOTE: Java Plug-in required	Safari Firefox NOTE: Java Plug-in required	Firefox Internet Explorer 8 (or higher) ActiveX Plug-in required **Does not support "Protected Mode" under Internet Explorer

***NOTE:** Local Help installs may require modifying the browser to allow running active content from the hard disk. For search capability, the end-user needs a browser supporting either ActiveX (IE on Windows) or Java Environment plugin installed on their machine. For details of Java plugin for Linux, reference the information in the following link:

http://www.java.com/en/download/help/linux_install.xml

Linux System Requirements

This list includes the native 64-bit and 32-bit compatibility packages installed when running a 64-bit operating system.

- Kernel version (minimum) is 2.6.18-274
- GCC version 4.4.4 (release 13)
- GLIBC version 2.5-65
- GFORTRAN version 4.4.4 (release 13)
- LIBF2C 34 version 3.4.5 (release 4.1)
- EXPAT version 1.95.8 (release 8.3) – XML library
- LIBSTDC++ version 4.4.4 (release 13) and 4.1.2 (release 51)
- TAR package needs to be available on the machine used for the installation

Additional Linux packages:

BASH version 3.2 (release 32)

ELF UTILS version 0.137 (release 3)

XORG version 1.1.1 (release 48.76)

- OpenGL packages from GPU vendors (NVIDIA/AMD) and system libgl/libglu packages
- Kernel source and header files – used to compile vendor drivers

FONTS - Scalable fonts also required for the following:

Helvetica, Times, New Century SchoolBook, B&H Luxi Sans/Serif, Typeface, Bitstream Vera Sans/Serif, ISO8859-1 (75dpi/100dpi), TrueType and Utopia.

Mac OS X System Requirements

The below list is the minimum requirement for

- Kernel version: Darwin 11.4.0
- OS X version: 10.7.4 (Lion)
- XQuartz 2.7.4 or higher

NOTE: XQuartz replaces the legacy X11 Apple bundle. If running 10.7.5 or higher (Mountain Lion 10.8.2 or higher) the version 2.7.4 of XQuartz is the minimum version that should be used.

Recommended Graphics Boards (GPU)

The following table lists the recommended CAE/CAD graphic boards to use with HyperWorks** applications. The most recent vendor/manufacturer drivers should be used and all driver support for these cards should be addressed to the appropriate manufacturer of the graphic board.

Manufacturer	Adaptor Type	Driver Version (minimum or higher)
<p style="text-align: center;">AMD (FirePro 3D series)</p>	<p>Ultra High-End FirePro V9800 FirePro V8800 FirePro V8750 FirePro V8700</p> <p>High-End FirePro W8000 FirePro W7000 FirePro V7900 FirePro V7800 FirePro V7750</p> <p>Mid-Range FirePro W5000 FirePro V5900 FirePro V5800 FirePro V5700</p> <p>Entry Level FirePro V4900 FirePro V4800 FirePro V3900 FirePro V3800</p>	<p>Windows XP/Vista/7 (32-bit/64-bit): 8.911.3.3</p> <p>Linux (32-bit/64-bit): 8.911.3.3</p> <p>The "Altair HyperWorks" profile has been now implemented through AMD's AutoDetect technology and will be dynamically and automatically enabled through the Altair HyperWorks product executable.</p>
<p style="text-align: center;">NVIDIA (Quadro/Quadro FX series)</p>	<p>Ultra High-End Quadro 6000 Quadro FX 5800 Quadro FX 5600</p> <p>High-End Quadro 5000 Quadro FX 4800 Quadro 4000</p> <p>Mid-Range Quadro FX 3800 Quadro FX 3700 Quadro 2000</p> <p>Entry Level Quadro FX 1800 Quadro FX 1700 Quadro 600 Quadro FX 580 Quadro 400 Quadro FX 380</p>	<p>Windows XP/Vista/7 (32-bit/64-bit): 296.70</p> <p>Linux (32-bit/64-bit): 295.49</p> <p>The "Altair HyperWorks" profile has now been implemented through NVIDIA's ACE (Application Configuration Engine) implementation to dynamically set the Altair HyperWorks profile via the application executable.</p>

Recommended Laptop/Notebook Graphic Board List

Manufacturer	Adaptor Type	Driver Version (minimum or higher)
<p style="text-align: center;">AMD (FirePro Mobility series)</p>	<p style="text-align: center;">FirePro M8900 FirePro M5950 FirePro M3900</p> <p>Previous generation cards:</p> <p style="text-align: center;">FirePro M7820 FirePro M7740 FirePro M5800 FirePro M5725</p>	<p style="text-align: center;">Windows XP/Vista/7 (32-bit/64-bit): 8.911.3.3</p> <p>NOTE: Please check with manufacturer or laptop vendor OEM for official driver support and for most recent driver updates.</p>
<p style="text-align: center;">NVIDIA (Quadro/Quadro FX mobility series)</p>	<p style="text-align: center;">Quadro 5010M Quadro 5000M Quadro 4000M Quadro 3000M Quadro 2000M Quadro 1000M</p> <p>Previous generation cards:</p> <p style="text-align: center;">Quadro 3800M Quadro 2800M Quadro 1800M Quadro 880M Quadro 380M</p>	<p style="text-align: center;">Windows XP/Vista/7 (32-bit/64-bit): 296.70</p> <p>NOTE: Please check with manufacturer or laptop vendor OEM for official driver support and for most recent driver updates</p>

**In order to provide advanced graphical capabilities and features in the HyperWorks products, there is a minimum requirement of OpenGL 3.1. Not meeting this hardware and driver requirement may cause problems with newer HyperWorks versions and features. Performance of HyperWorks may be degraded with compositing desktop effects enabled under Linux environments.

Under Linux, HyperWorks 12.0 sets the environment variable XLIB_SKIP_ARGB_VISUALS=1 in the startup scripts, which may degrade GUI menu performance. To override this option set the variable XLIB_SKIP_ARGB_VISUALS=0 within the system's or user's environment.

Recommended Workstation Desktop and Laptop/Notebook Hardware List

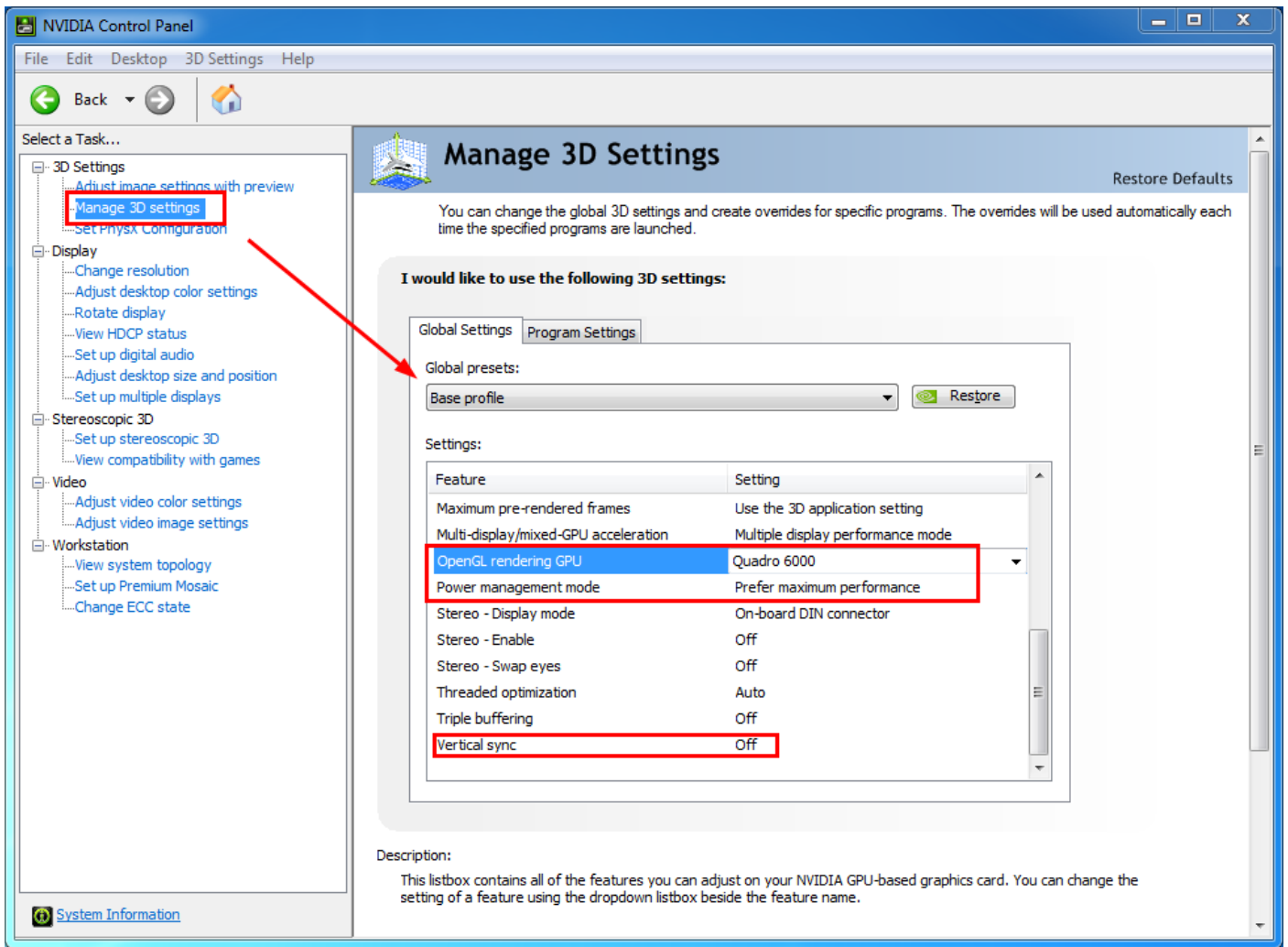
Manufacturer	Desktop			Laptop/Notebook		
	Model	GPU		Model	GPU	
		AMD (FirePro)	NVIDIA (Quadro)		AMD (FirePro)	NVIDIA (Quadro)
AMD	A300	A300 APU	N/A	N/A	N/A	N/A
DELL (Precision)	T7600 T3600	V7900	6000	M6700	M6000	K5000M
		V5900	5000			K4000M
		V4900	4000	M4700	M4000	K2000M
			2000 600			K1000M
Lenovo	N/A			W530	N/A	K2000M K1000M

NOTE:

For *NVIDIA GPU* based laptops/notebooks the *Optimus* power saving option in the BIOS should be disabled and the NVIDIA drivers properly installed for optimal performance in HyperWorks. For *AMD GPU* based laptops/notebooks the *Enduro* power saving option should be disabled and the AMD drivers properly installed for optimal performance in HyperWorks.

All power saving modes, settings and governors for CPU frequencies and GPU performance should be set to maximum settings in order to get the optimal performance out of HyperWorks. This includes smooth graphics and high frame rates (FPS) on Windows and Linux platforms.

Below is an example of NVIDIA's Control Panel in Windows 7 64-bit and the settings for best performance changes highlighted for the Base Profile – to take effect for all products. This change can be added to the HyperWorks executables separately as well.



Recommended Telsa RADIOSS GPU Computing Processor List

The following table lists the recommended Telsa graphic boards for use with the Altair HyperWorks Solver RADIOSS for high-powered GPU computing. This includes HyperWorks RADIOSS bulk direct solver and block iterative solver computations. NOTE: Linux platforms and non-SPMD is only supported in 12.0.

Manufacturer	Adaptor Type	Driver Version (minimum or higher)
<p align="center">NVIDIA (Telsa C-Class series)</p>	<p align="center">C2050 C2070 C2075 C2090</p>	<p align="center">Linux (32-bit/64-bit) 295.59</p>
<p align="center">NVIDIA (Telsa M-Class series)</p>	<p align="center">M2050 M2070 M2070-Q M2075 M2090</p>	<p align="center">Linux (32-bit/64-bit): 295.59</p>

NOTE: Please note that the most recent vendor/manufacturer drivers should be used and all driver support for these cards should be addressed to the appropriate manufacturer of the graphic board.

Altair HyperView 12.0 Stereoscopic 3D Setup

This section describes what is needed for enabling and displaying HyperView in stereoscopic 3D. HyperView was only tested using NVIDIA hardware and recommendations below are also located at <http://www.nvidia.com/object/3d-vision-main.html>

Requirements

1. A display capable of displaying 120Hz or higher refresh rates
 - a. If using a regular display monitor then an IR emitter and corresponding glasses, like the NVIDIA 3D vision kit, may be required in order to view 3D images.
2. A compatible 3D TV using the NVIDIA 3DTV Play software drivers or NVIDIA's 3D Vision Kit
 - b. A complete list of TVs can be seen here
<http://www.nvidia.com/object/3d-vision-displays.html>
 - i. Compatible GeForce card - A list can be seen here:
<http://www.nvidia.com/object/3d-vision-geforce-cards.html>
 - ii. Compatible Quadro/Quadro FX - A list can be seen here:
http://www.nvidia.com/object/quadro_pro_graphics_boards.html

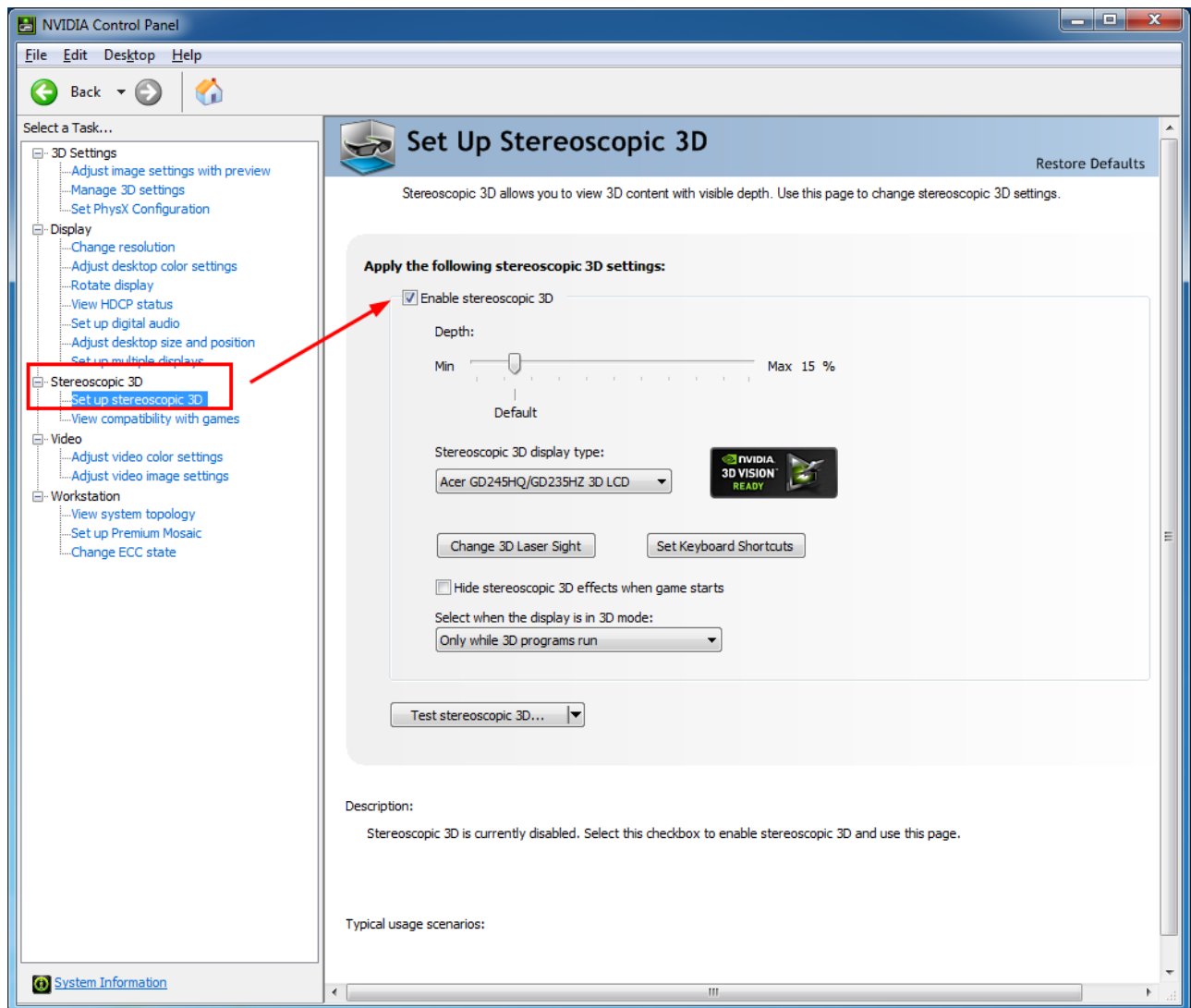
3. A driver version of 197.03 or newer.

NOTE: In order to work with a 3DTV, the software from NVIDIA called "3DTV Play" will need to be installed. It comes with the 3D vision kit or can be purchased separately. More information can be found here: <http://www.nvidia.com/object/3dtv-play-overview.html>

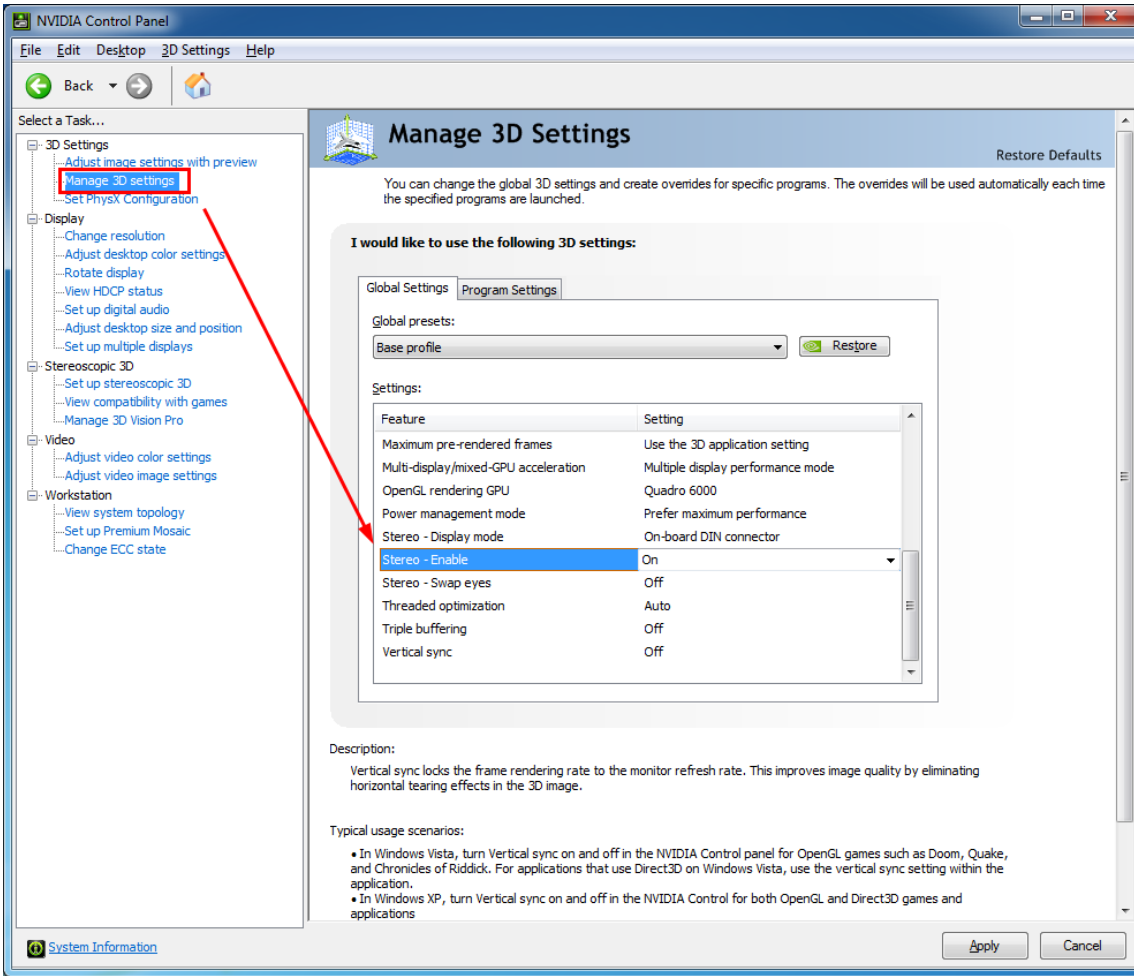
4. Minimum Operating System requirements and hardware from NVIDIA:
 - a. Microsoft Windows Vista or 7 (32-bit or 64-bit)
 - b. Intel Core 2 Duo or AMD Athlon X2 CPU or higher
 - c. 1GB or system memory (2GB recommended)
 - d. 100 MB hard disk free

NVIDIA Control Panel Driver Setup

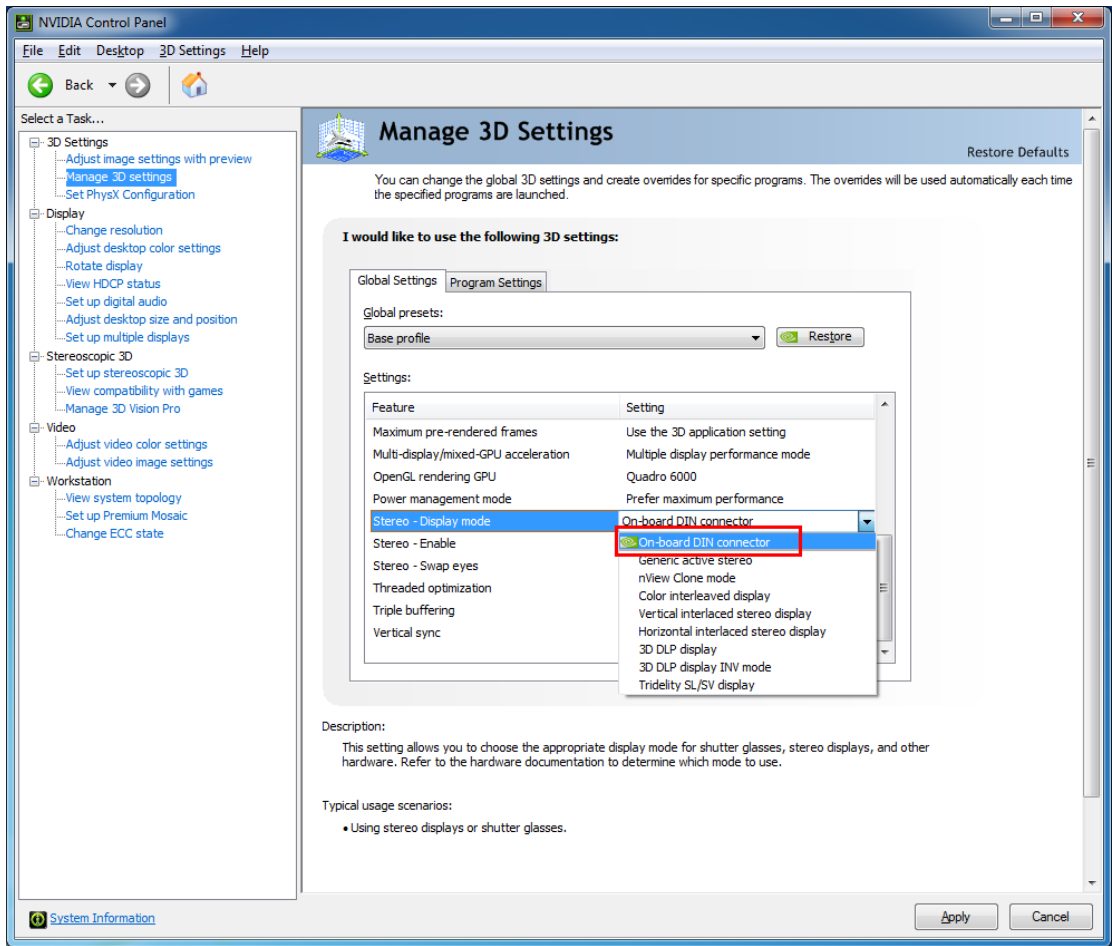
1. Check the NVIDIA Control panel settings and make sure **Stereo** is enabled.



2. Check the NVIDIA Control Panel and enable the **Manage 3D** settings.

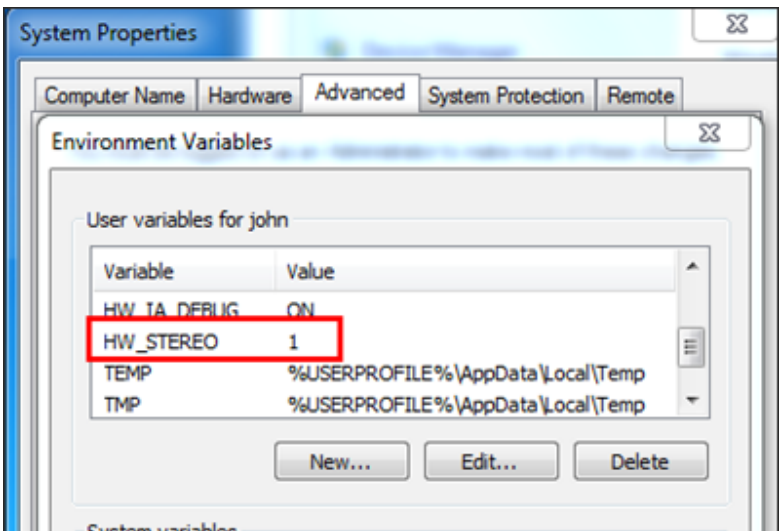


3. (NVIDIA 3D Vision setting only) If using 3D Vision by NVIDIA



NOTE: The above setting will not need to be used for 3D TV or 3DTV Play by NVIDIA.

4. Set and enable the HyperView environment variable for 3D stereo support under the Windows environment:



HyperView 3D Setup and Usage

1. Start HyperView running on a supported stereoscopic 3D environment.

NOTE: You may notice the screen flicker black when the graphics switch to 3D.

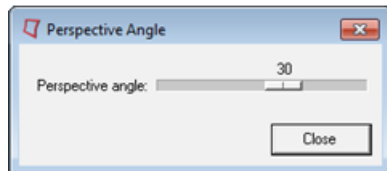
2. Load in any model



3. Go to the perspective icon :

4. Select preferred angle.

5. If you wish to customize the perspective angle, use the **Custom...** option to open up this window:



Note: Distorted images may be seen if the value is set too large.

Additional Information on Driver Installations

NVIDIA Driver Update recommendation is to use the “Custom” install option and select a “Perform clean installation” option to validate that there are no conflicts in DLL/drivers. Below you will find the screenshot of the option mentioned. The same should be done with AMD hardware and drivers as well.



Highlights of the Altair License Server 12.0 Release

Altair License Server 12.0 is based on LM-X version 4.4.4 and includes several new features and a new installer.

Contents

- Installer
- almutil
- Server Configuration File
- Automated Reporting
- Transactional Log Parser
- Invoking the License Server
- License Environment Variable Setting
- Compatibility
- Known Issues and Additional Information

Introduction

Altair License Server 12.0 is based on LM-X version 4.4.4 and includes several new features and a new installer. The installer supports upgrading an existing 11.0 installation or creating a new installation. Simply start the installer and answer the questions.

Installer

The installer can either install a fresh installation or upgrade a current 11.0 installation. If the installer detects a running 11.0 server it will try to upgrade it. That is the best approach, as you can only have one running server on a machine. By not properly upgrading a running server you may cause issues in the configurations. Do not try to overwrite an existing installation. Create a new location and allow the installer to copy the configuration files from the existing installation.

Running the installer is straightforward. Simply execute the appropriate installer package and follow the instructions. The two command line options available are `-DNO_ROOT=t` and `-i console`

`-DNO_ROOT=t` will allow you to install as a non-admin user. It will NOT however install the needed scripts and/or services for automatic startup, or update current ones

The installer supports both GUI and console installs. The default mode is GUI. If you wish to run in console mode run the installer with following option: `-i console`. On some platforms you may receive an error when running the installer in console mode about X11 graphics libraries etc. If this happens you need to unset the environment variable `DISPLAY` in your shell before invoking the installer.

If you wish or need to install the server without having root or admin privileges add `-DNO_ROOT=t` to the command line. Using this option will not install the service on Windows or startup scripts on Linux/Unix that launches the server on boot.

Please see the section on Windows Specific Issues regarding changes in how to install the license server as a service on Windows.

almutil

There are several new options available for almutil. The most commonly requested options are related to doing a license status. You can now run almutil `-licstat` with many different options to provide different outputs. Please see almutil `-help` for more info. The option `-collapse` will provide output similar to lmxendutil `-licstat`. The output for each feature is 'collapsed' so there is only one line for each user for each set of leveled checkouts, showing the actual amount of leveled usage

Server Configuration File

There are several new options available in the server config file. This file is `altair-serv.cfg` by default. Please see the file for more information.

One of the more useful options allows for automatic rotation of the server's log files by setting `LOGFILE_ROTATION_INTERVAL` to "day", "week", or "month". Look in either `altair-serv.cfg` (if a new install) or `sample_config.cfg` for all available options.

There is now an option to limit which network interface to bind to as well, using `TCP_BIND_ADDRESS`.

Automated Reporting

The URT tool now supports NTLM proxy authentication. See the file `alus.conf` for setting the variables needed to use this. While this support has been added, there still may be customer configurations that are not supported.

During installation the installer will try to configure the URT automatically. If successful, automatic reporting will be set up and no further action is required. If it can't connect, the installer may ask you for proxy information and/or have you agree to manual usage reporting.

Transactional Log Parser

The transactional log parser is now included with the distribution. The script to run it is in the bin directory of the install location (`parser.sh` or `parser.bat`). See the Parser User Documentation for more details. The parser parses the transactional log files and creates a csv file to use for analysis with Microsoft Excel or other tools.

Invoking the License Server

With the move to LM-X 4.4.4 there is an architectural change that server admins need to be aware of. In 11.0 the server executable was located in the bin directory of the installation and was named `lmx-serv-altair`. In 12.0 it is still in the bin directory, but is renamed to `lmx-serv` (no `-altair`), and now also requires the shared library `liblmxvendor.so` (.dll etc) to run. It is placed in the bin directory as well, but requires the proper environment variable to be set so that `lmx-serv` can find it. This is set automatically if you use the standard installer and use the Altair provided scripts. If the CWD (current working directory) is the bin directory the server will start without setting the variable. If the sever errors on launch with the message similar to launch saying that "Library not loaded", you can fix this by doing the following: on Linux set `LD_LIBRARY_PATH`, on OS X set `DYLD_LIBRARY_PATH`, on AIX set `LD_LIBRARY_PATH` or `LIBPATH` and on HPUNIX set `SHLIB_PATH` to the install location/bin directory. Once set, the arguments to `lmx-serv` are the same as they were for `lmx-serv-altair`.

License Environment Variable Setting

The environment variable ALTAIR_LICENSE_PATH is used to point to the license file or server. This has changed from 10.0 and earlier (but is the same as 11.0).

ALTAIR_LICENSE_PATH must point to a valid local license file or to a network license server in the form of port@hostname (e.g. ALTAIR_LICENSE_PATH=6200@licsrrver.domain.com). This new configuration is NOT compatible with the older FLEXlm based licensing system used in HyperWorks 10.0 and prior.

Compatibility

The Altair 12.0 License Server is compatible with HyperWorks 9.1, 10.1, 11.0 and above; as well as all other Altair and Partner Products that supported 11.0 and above Licensing.

Officially Supported Platforms:

Platform		LM-X Platform ID	Package Name
OS	Arch		
Windows XP SP3, Vista, 7, Server 2003 and 2008R2	x86	win32_x86	altair_licensing_12.0.0.win32_x86
Windows XP SP3, Vista, 7, Server 2003 and 2008R2	x86_64	win64_x64	altair_licensing_12.0.0.win64_x64
RHEL 4, 5, 6, SLES 10,11	x86_64	linux_x64	altair_licensing_12.0.0.linux_x64
RHEL 4, 5, 6, SLES 10,11	x86	linux_x86	altair_licensing_12.0.0.linux_x86
RHEL 4, 5, 6, SLES 10,11	IA-64	linux_ia64	altair_licensing_12.0.0.linux_ia64
AIX 5.3, 6.0, 7.1	POWER	aix_ppc64	altair_licensing_12.0.0.aix_ppc64
Solaris 10	ultrasparc	sunos_sparc64	altair_licensing_12.0.0.sunos_sparc64
Solaris 10	x86_64	sunos_x64	altair_licensing_12.0.0.sunos_x64
HPUX 11.23	IA_64 (64bit ONLY)	hpux_ia64_lip64	altair_licensing_12.0.0.hpux_ia64_lp64
OS X 10.6, 10.7	x86	darwin_universal	altair_licensing_12.0.0.darwin_universal
OS X 10.6, 10.7	x86_64	darwin_universal	altair_licensing_12.0.0.darwin_universal

Known Issues and Additional Information

IMPORTANT:

The license server's default configuration will write a log file named `<installation>/logs/hostname.log`. This log file is appended to when the server restarts, and is not overwritten. The system administrator should monitor this file as all platforms have file size limits that could cause the license server to be shut down due to the log file reaching these file size limitations. The log file should be 'rotated' to maintain a manageable size. See the section above about the new config file setting for automatic log file rotation to help with this.

All Platforms:

There are several Altair specific changes to the lmx-serv. Please note the following:

1. Do not upgrade lmx-serv with a different version than the one distributed by Altair. This is NOT SUPPORTED and may cause instability and/or crashes.
2. Altair has disabled the Web/Java GUI that is normally available in the server. This was to mitigate security concerns involving some of the components.

Windows Specific Issues:

With the upgrade and change in architecture of the base LM-X license server to LM-X 4.4.4 there were also changes to lmxconfigtool. This is the GUI tool used to interact with the server. The management functionality was removed. If you don't use the Altair installer, you will have to configure Windows services via the command line. The Altair installer will place a script in the 'scripts' directory named `install_service.bat`. This script can be used to install the service, or as a reference on how to do it. You will have to delete the service with the following two commands: `sc stop "Altair License Server"` and then: `sc delete "Altair License Server"`. Note that the configuration file (`altair-serv.cfg`) holds the values for the logfile and licensefile that you could previously specify in lmxconfigtool.

If you installed a beta release of the 12.0 Licensing system on a license server that also was running an earlier (FLEXlm based) Altair Licensing system, it is important to make sure that the environment variable `ALUS_CONF_FILE` is NOT set in the systems environment. The value is now held in the registry and having this in the system's environment will cause the older license system to become confused on which configuration file to use.

Linux/Unix Specific Issues:

When trying to run the installer from the command line (or console) mode without graphics, the installer may fail. The installer may try to initialize the X window libraries. To work around this problem, make sure the environment variable `DISPLAY` is unset and provide the `"-i console"` argument on the command line.

Mac OS X specific issues:

The installer only supports GUI mode.

The server is installed (by default) in `/Applications/Altair/licensing12.0` and the server startup/shutdown script is located in `/Library/StartupItems/altairlmxd`.

In order to uninstall the license server you will need to open a terminal and stop the server first. If you attempt to run the uninstaller with the server running the uninstaller may hang. Open a terminal window and run `"/Library/StartupItems/altairlmxd stop"` to stop the license server. Then change

directories to the install directory (cd /Applications/Altair/licensing12.0 by default) and run ./run_uninstaller from the command line.

Solaris 10 specific issues:

On Solaris 10 there may be an issue when installing or removing the license server with the service not starting or stopping correctly. For the installation issue you can use the svcadm command to check to see if the service was put in maintenance mode. If so, you can change it with 'svcadm restart altair_lmx'. It is recommended that you simply stop the service before running the uninstaller. You can use 'svcadm clear altair_lmx' to stop and disable the service before removal.

HPUX specific issues:

On HPUX 11.23 you must have the HPUX "BUNDLE11i B.11.23.0409.3 Required Patch" installed. This adds support for IPV6 ONLY sockets and is needed by the license server to run correctly. If you receive a message similar to "Unable to create TCP Acceptor" then this patch is not installed. HPUX 11.31 and above seem to not have or need this patch.

IBM/AIX specific issues:

On AIX 5.3 you must be at Maintenance Level 4 or higher. Use the output of 'oslevel -r' to determine this. The trailing number (after the -) should be -04 or higher and have version 5.3.0.50 (or higher) of bos.rte.libpthreads installed.

Transactional Log Information:

A few record types have new fields added; see the full documentation for details. Application names have been added to records where the feature is unavailable to inform admins what feature was requested.