

Cascade® Pilot and Cascade® Pilot PE Installation Guide

Version 10.5



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Before you start

Check your hardware and software

Cascade Pilot and Pilot PE (unless otherwise noted, references to Cascade Pilot or Pilot apply to both products) require a computer with the following hardware and software installed:

Operating System	Windows XP (SP3), Windows Vista, Windows 7, Windows 8
System Software	Microsoft NET Framework 4.0 (or later) (If not found, installer provides a link to download from Microsoft)
Host Hardware	A dual-core 2.0 GHz CPU or better
Available Disk Space	<i>Base installation:</i> approximately 300MB <i>Plus:</i> additional space for generated reports or trace files
Memory	2 GB or more of system memory
Video Hardware and Settings	A graphics card with a minimum resolution of 1024 x 768
If Using Concurrent License Server (Cascade Pilot only)	Network connection to a Cascade Profiler or Cascade Express concurrent license server

Note: Cascade Pilot Personal Edition does not use concurrent licenses. Only single-seat licenses can be used.

Determine your user requirements

Beginning with release 10.5, Cascade Pilot no longer requires administrator privileges to install the product for use by a single user on a PC. To enable all users on a computer to run Pilot, the installer must be run by a user with administrative privileges, and “Install for All users” must be selected on the first screen of the installer. The default is “Install for current user only.”

Before starting an installation, determine if a single user will run Pilot or if multiple-users will run Pilot on each computer. See “Installing Cascade Pilot” for step-by-step instructions.

Determine your licensing plan

After installing Pilot, the program starts but requires a license to activate. License activation is handled through the Pilot program. Two license types are available for use:

- **Single-seat licenses**
 - A single-seat license is purchased from Riverbed and provided as a product key.
 - Product key and optional web proxy information are entered to request a license. Administrator privileges are required.
 - Riverbed licensing web site is automatically contacted to validate the key and activate the license. You have the option to configure and use a custom proxy to contact the Riverbed licensing web site.
 - License must be deactivated to use the product key on another computer. Administrator privileges required.
 - Offline license activation and deactivation is available through Riverbed Support
- **Concurrent licenses (Cascade Pilot only).**
 - A concurrent license is purchased and installed on a Cascade Profiler or Cascade Profiler Express (hereafter “Profiler”). This can be a physical or virtual Profiler. The Profiler is a concurrent license server on your network for computers with Pilot installed.
 - On a computer with Pilot installed, you enter the DNS name or IP address and port (default 443) of a concurrent license server, followed by your User name or email contact to request a license.

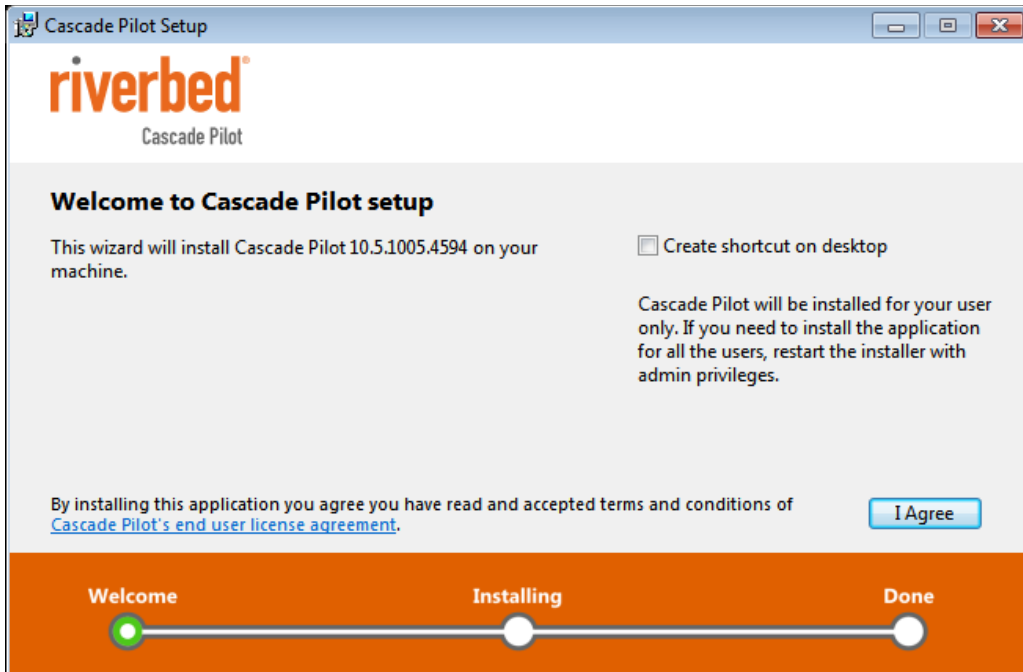
- Pilot automatically connects to the license server and requests a concurrent license. The server checks for available licenses, and, if one is available, issues a license.
- Licenses have a fixed expiration time, but are automatically renewed if connected to a concurrent license server with available licenses.
- When Pilot is deactivated, the license is returned to the server and available for other users.
- A user can specify that a license not be deactivated and returned to the server, to allow for offline work. The license is subject to license expiration when offline. If online when a license expires, you have five minutes to save your work before Pilot closes. A new license must be obtained to activate Pilot.

Single-seat and concurrent licenses can be used on any computer running Pilot. Some common use cases are summarized below.

Use Model	SINGLE-USER INSTALL		ALL USERS INSTALL	Use Single-Seat License?	Use Concurrent License? (Not supported in Pilot PE)
	User Installer (single user only)	Admin Installer (single user selected)	Admin Installer (all users selected)		
One user, one computer	Yes	Yes	Yes	Yes Requires admin privileges	Yes
One user, multiple computers	Requires deactivation and re-installation for new user	Requires deactivation and re-installation for new user	Yes	Yes Requires deactivation and reactivation of license when changing computer.	Yes
One computer, multiple users	No	No	Yes	Yes	Yes

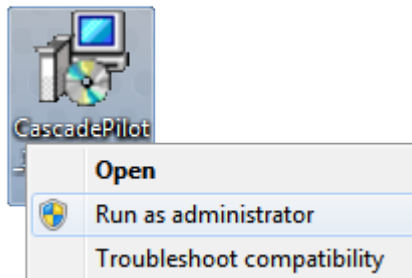
Install Cascade Pilot

1. Download the Pilot installer from the Riverbed web site. The installer works for both demo and full feature licenses.
2. Based on your user requirements for the computer, open the installer using one of the following two methods.
 - **User Installer:** Double click the installer file. The first screen of the Setup Wizard appears.

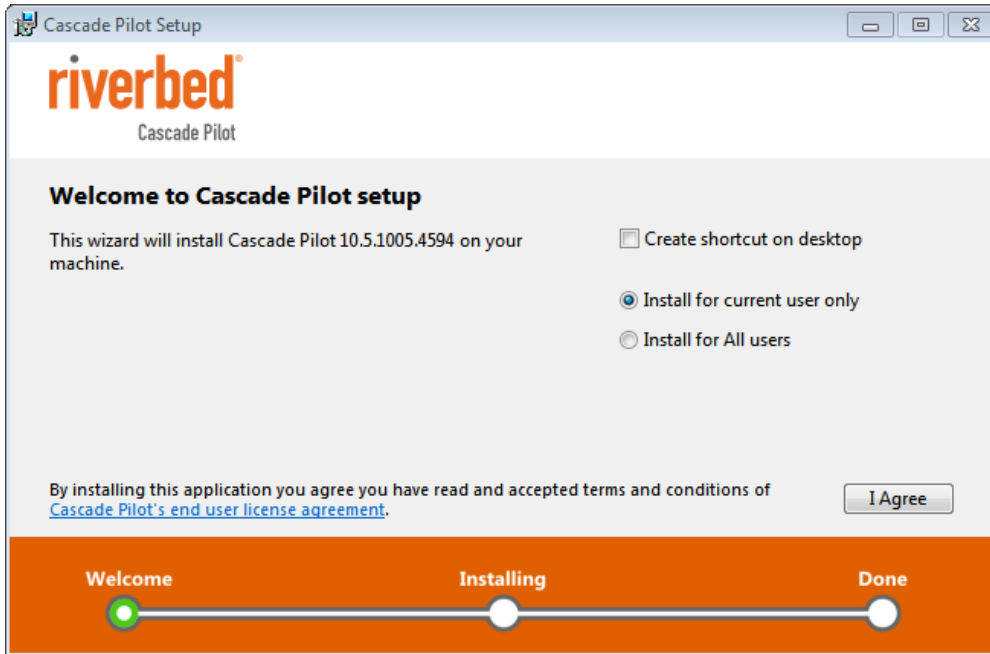


Click **I Agree** to continue or close the window to cancel. You can interrupt the Setup Wizard by clicking the close button (the X in the top right corner). If you interrupt the Setup Wizard, any steps already performed are rolled back, leaving the computer in its original state.

- **Admin Installer.** Right click the installer file and choose **Run as administrator**



The first screen of the Setup Wizard appears.



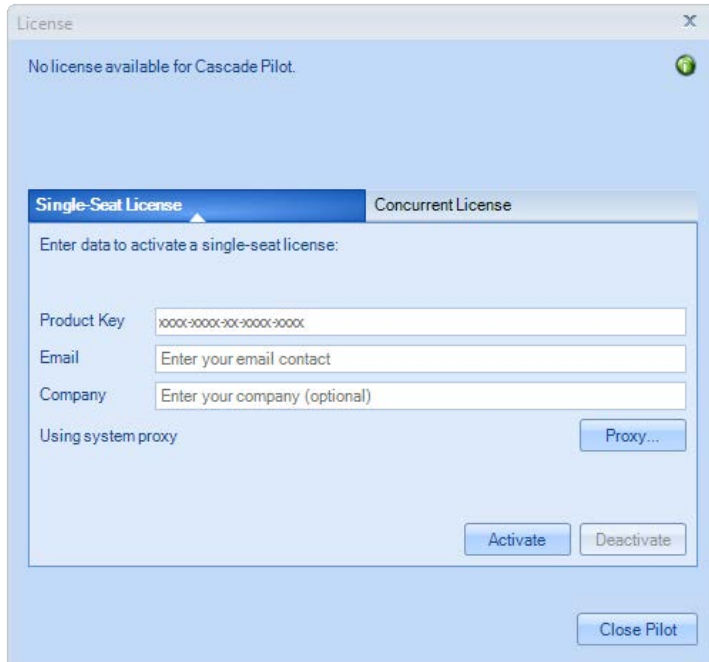
Note: To install so that all users of the computer can run Pilot, select **Install for All users**.

Click **I Agree** to continue or close the window to cancel. You can interrupt the Setup Wizard by clicking the close button (the X in the top right corner). If you interrupt the Setup Wizard, any steps already performed are rolled back, leaving the computer in its original state.

3. Click Close when the installation completes. When a user install completes, a Start the application check box is selected by default and Pilot loads after the Close button is clicked.

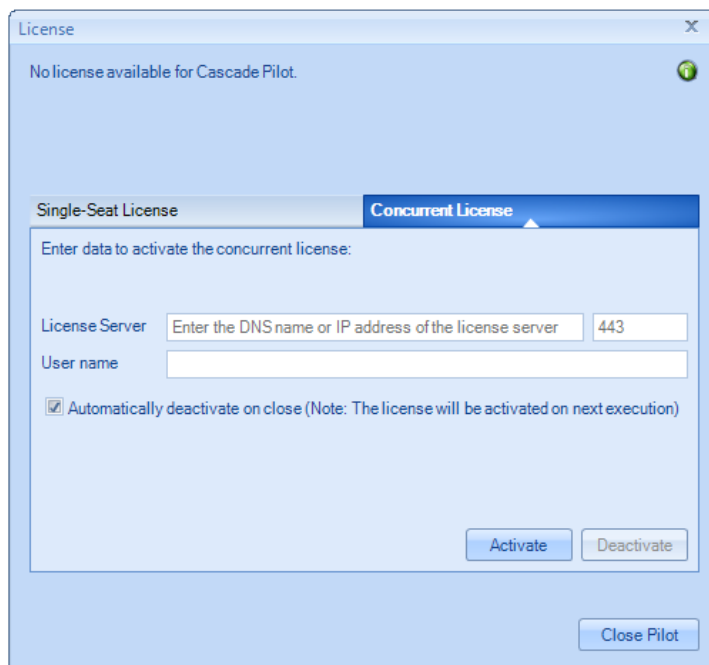
Note: The Cascade Pilot program can be repaired or removed using Windows Control Panel > .Programs and Features. See “Repairing and removing Pilot software” for more information.

4. The first time Pilot opens, no license is detected. You must enter a demo or full feature Single-Seat License or Concurrent License to activate Cascade Pilot.
- Single-Seat License



A Product Key is purchased from Riverbed. Pilot automatically connects to the Riverbed licensing web site to validate the key and update the status of the license. Enter Proxy information if necessary to reach the Riverbed licensing web site over the Internet.

- Concurrent License



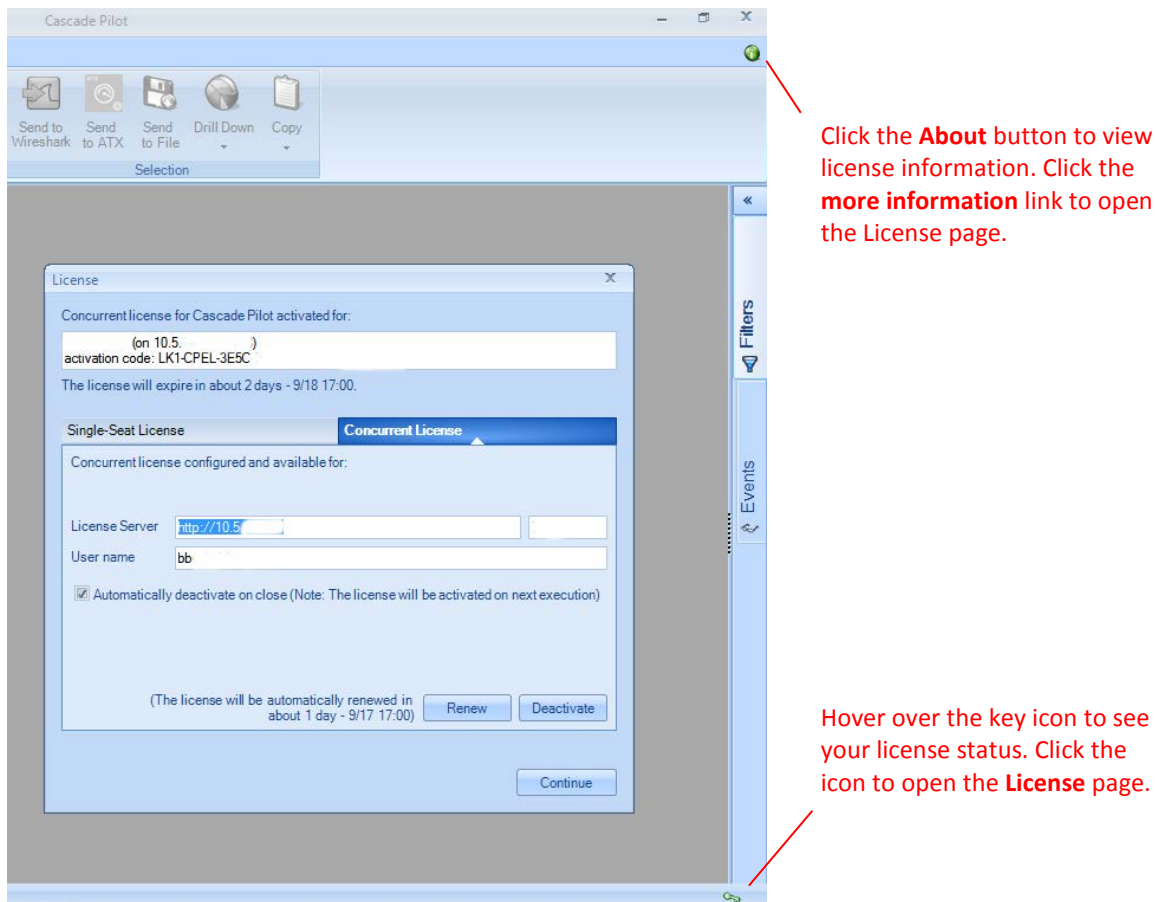
Enter the DNS name or IP address of a concurrent license server. If necessary, change the default port, 443, to match your network. By default, the user name is the name of the user logged into Windows. Normally the

check box to deactivate the license when Pilot closes is used. However, if you are using Pilot offline, uncheck this box to maintain the license. An offline license is still subject to expiration.

Maintain Cascade Pilot

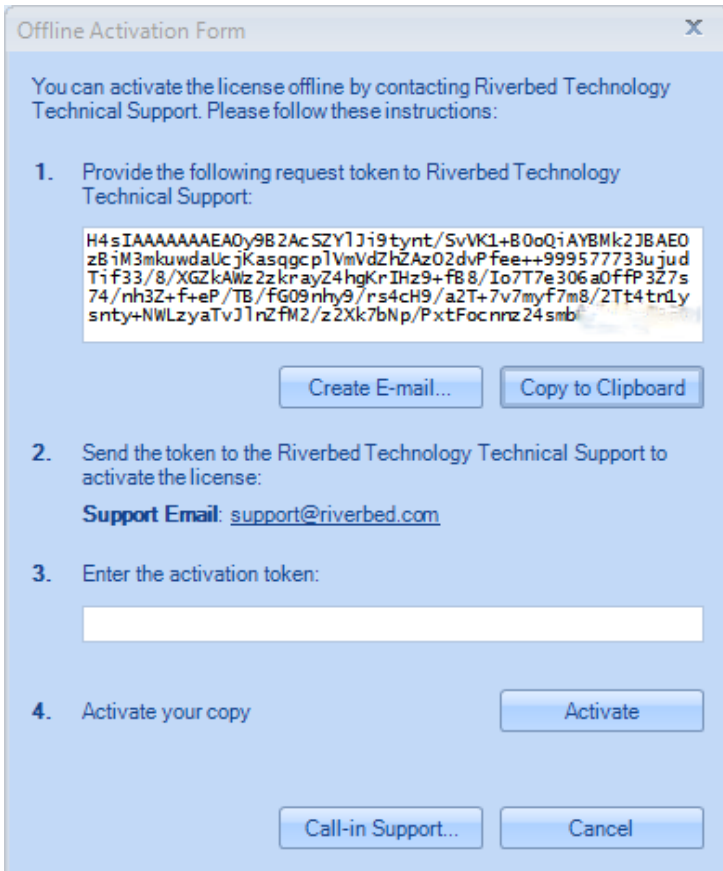
Reviewing and managing licenses

When Pilot first opens, a balloon pop-up appears in the lower right corner of the screen, containing a license status message. A key icon in the lower-right corner of the screen can be hovered over to display your license status, or clicked to open the **License** page, where licenses can be managed.



Activating/deactivating single-seat licenses offline

The Pilot program coordinates license activation and deactivation for single-seat licenses with the Riverbed licensing web site. Pilot automatically tries online activation when a product key is entered. If Pilot is unable to connect to the Riverbed licensing web site, the **License** page opens providing a request token to be used in offline activation or deactivation through Riverbed Support. Riverbed Support then issues an activation token for you to activate your single-seat license. Alternatively, you can click **Call-in Support...** at the bottom of the form and provide the information there to Riverbed Support over the telephone.



The screenshot shows a dialog box titled "Offline Activation Form" with a close button (X) in the top right corner. The text inside the dialog reads: "You can activate the license offline by contacting Riverbed Technology Technical Support. Please follow these instructions:"

1. Provide the following request token to Riverbed Technology Technical Support:

```
H4sIAAAAAAAAAEA0y9B2AcSZY1Jj9tynt/SvVK1+B0oQ;AYBMk2JB AEO zB1M3mkuwdaUc jKasqgc p1VmVdzhZAzO2dvP fee++999577733u jud Tif33/8/XGZkAWz2zkrayZ4hgKrIH9+fB8/Io7T7e306a0ffP3Z7s74/nh3Z+f+eP/TB/FG09nh9/rs4cH9/a2T+7v7myf7m8/2Tt4trly snty+NWLzyaTvJ1nZfM2/z2Xk7bNp/PxtFocnrz24smb
```

Below the token are two buttons: "Create E-mail..." and "Copy to Clipboard".

2. Send the token to the Riverbed Technology Technical Support to activate the license:
Support Email: support@riverbed.com
3. Enter the activation token:
4. Activate your copy

At the bottom of the dialog are two buttons: "Call-in Support..." and "Cancel".

Note: No confirmation is required from Riverbed Support when a single-seat license is deactivated, as the license is deactivated when the information you send to Support is created. You must still provide Support with the deactivation information so that the Riverbed licensing web site can be updated.

There is no manual activation or deactivation with a concurrent license. The license is valid until it expires.

Updating Pilot software

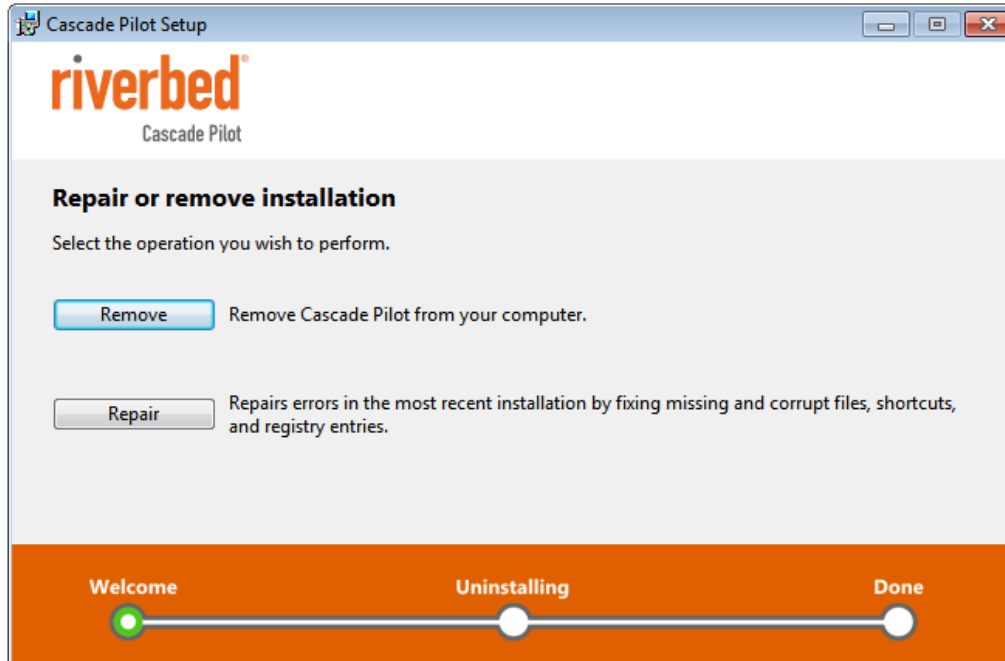
Before version 10.5, a previous version of the Pilot software had to be manually removed from a computer before a new version could be installed. With version 10.5 (and later), the installer checks for a previous version of Pilot (≥ 10.5), and automatically uninstalls it if found, before installing the new version. If a version earlier than 10.5 is found, you are notified and asked to manually remove it before continuing. If there is an active single-seat license for Pilot, the installer automatically deactivates it. If necessary it provides offline deactivation information for use in reactivating the license with the new version.

Upgrading Pilot software

Pilot now can be upgraded from a demo version to a full feature version simply by changing the license –there is no software installation needed. Once a demo version is installed, simply purchase a full feature license, enter the product key on the License page, and click **Upgrade**.

Repairing or removing Pilot software

Once the program has been installed, use Windows Control Panel > .Programs and Features to repair or remove the product.



The repair option simply repairs errors in the installation by fixing missing or corrupt files, shortcuts, and registry entries.

The remove option initiates a multi-step process that removes the product from the computer.

Note: Administrator privileges are required to remove the program. If removal is initiated by a user without administrative privileges, they will be asked to supply them.

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