ibaManagementStudio

Central manager for iba software

Manual

Issue 2.5

Measurement Systems for Industry and Energy

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The current version is available for download on our website www.iba-ag.com and can be found in the iba help center docs.iba-ag.com.

Version	Date	Revision	Author	Version SW
2.5	10-2026	Email history, linking WIBU tickets	mm	2.5.0

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1 About this documentation

This documentation describes the function and application of the software *ibaManagementStudio*.

1.1 Target group and previous knowledge

This documentation is intended for IT administrators or other trained professionals who are responsible for the administration, distribution and installation of iba software in particular. A professional is someone who, on the basis of their technical training, knowledge and experience as well as knowledge of the relevant regulations, is able to assess the work assigned to them and identify potential hazards.

1.2 Notations

In this manual, the following notations are used:

Action	Notation
Menu command	Menu *Logic diagram*
Calling the menu command	*Step 1 – Step 2 – Step 3 – Step x* Example: Select the menu *Logic diagram – Add – New function block*.
Keys	<Key name> Example: <Alt>; <F1>
Press the keys simultaneously	<Key name> + <Key name> Example: <Alt> + <Ctrl>
Buttons	<Key name> Example: <OK>; <Cancel>
Filenames, paths	`Filename`, `Path` Example: `Test.docx`

1.3 Used symbols

If safety instructions or other notes are used in this manual, they mean:

Danger!

The non-observance of this safety information may result in an imminent risk of death or severe injury!

Observe the specified measures.

Warning!

The non-observance of this safety information may result in a potential risk of death or severe injury!

Observe the specified measures.

Caution!

The non-observance of this safety information may result in a potential risk of injury or material damage!

Observe the specified measures.

Note

A note specifies special requirements or actions to be observed.

Tip

Tip or example as a helpful note or insider tip to make the work a little bit easier.

Other documentation

Reference to additional documentation or further reading.

2 About ibaManagementStudio

ibaManagementStudio provides a central overview of all iba systems that are currently accessible via the local network or company-wide via VPN. This information can be accessed from any device with a web browser, such as a computer, tablet, or smartphone. All computers or iba edge devices on which at least one iba software product is installed are considered to be an iba system.

With the *ibaManagementStudio+* license, you can also update the iba software and licenses on the connected systems via the web client.

Collected information

The *ibaManagementStudio* server collects information about the installed iba software and iba edge devices as well as available licenses and firmware status via the connected agents. The collected information can then be viewed using a web browser.

The software information contains a list of installed iba software and its version as well as various status information, depending on the iba software. The license information contains the dongle number, the container type, the EUP date[1)] and the licensed iba software.

In addition to displaying the license information, you can download the information needed for license updates, e.g. as a JSON file or a VWR file.

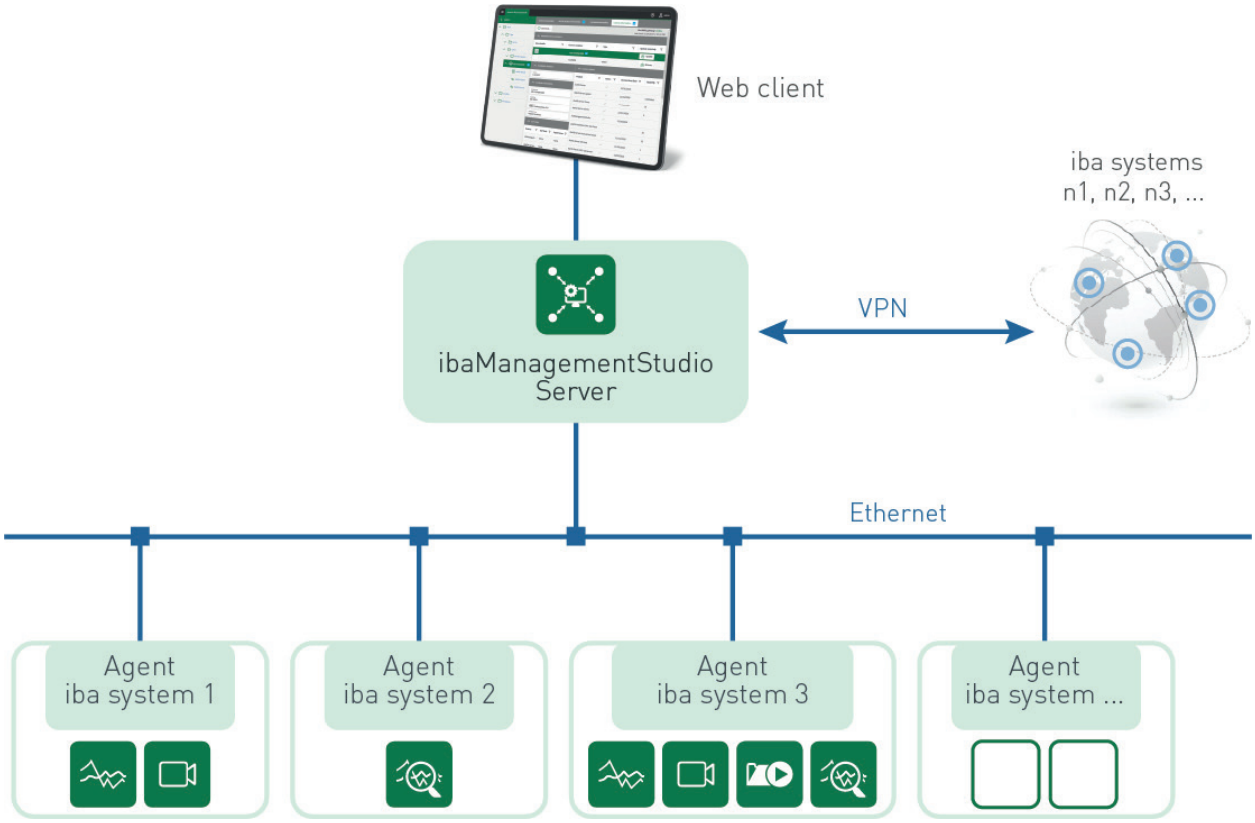
You can group the different computers to create a better overview of their location (e.g. plant structure) or the logical context (e.g., all *ibaAnalyzer* computers, all quality-related *ibaPDA* computers).

[1)] The "EUP date" is set with the purchase of a fee-based software license (purchase date + 2 years) and adjusted with each extension of the update period (maintenance contract). It determines the end of the period for free updates.

2.1 System structure

ibaManagementStudio consists of a server and one or more agents. The server is the central object that manages the connection to the different agents and prepares the collected information for the web client.

The web client can be accessed via any standard web browser, which can be on any device on the network, regardless of the platform. After successful login, the user receives the collected information about the different iba software products, depending on the configured access permissions. With the *ibaManagementStudio+* license, you can also update the iba software and licenses on the connected systems via the web client.



Connection between server and agents

The server and agents can communicate either initiated by the server or the agent. For more information on the communication, see ↗ *Communication concept, page 15*.

A server-initiated connection is possible if the server and agent are in the same network. See also ↗ *Server-initiated connection, page 16*.

An agent-initiated connection is useful if the server and agent are connected via VPN, for example, and a firewall or router is connected between them. See also ↗ *Agent-initiated connection, page 17*.

2.2 System requirements

ibaManagementStudio server

Hardware

- Computer: Multicore CPU 2 GHz, 4 GB RAM, 100 GB HDD (required disk space: 65 MB)

Software

- Operating system: Windows 10 (x64), Windows 11 (x64), Windows Server 2016 (x64), Windows Server 2019 (x64), Windows Server 2022 (x64)
- CodeMeter Runtime v7.40b or higher

Virtual machine

In a virtual environment, the use of iba software is possible via Ethernet-based interfaces (TCP/IP, UDP, etc.). The licenses are provided via a WIBU dongle or a WIBU soft license.

Internet connection

Only if you want to update WIBU licenses via the iba Gateway or use the iba Cloud installer repository, *ibaManagementStudio* server requires access to the internet. In addition, you must agree to the terms of use for internet access in *ibaManagementStudio* server status, see ↗ *Settings in ibaManagementStudio server status, page 21*.

ibaManagementStudio agent

Hardware

- no special hardware requirements
- required disk space: 110 MB

Software

- Operating system: Windows 10 (x86/x64), Windows 11 (x64), Windows Server 2016 (x64), Windows Server 2019 (x64), Windows Server 2022 (x64)

Supported iba software

You can view the diagnostic data for the following iba software products in *ibaManagementStudio* web client. As of *ibaManagementStudio* agent v2.0.0, you can update these iba software products remotely with the *ibaManagementStudio+* license.

- *ibaPDA* server v8.1.1 or higher
- *ibaPDA* client v8.4.0 or higher
- *ibaHD-Server* v3.1.0 or higher
- *ibaCapture* v5.2.0 or higher, incl. *ibaCapture-ScreenCam*
- *ibaVision* v3.1.0 or higher
- *ibaDatCoordinator*, from *ibaDatCoordinator* v2027.0.0 with software page (server status, jobs etc.)
- *ibaAnalyzer*
- *ibaCMC Server*
- *ibaDaVIS*
- *ibaDongleViewer*
- *ibaLicenseService-V2*

2.3 License information

Only the server application of *ibaManagementStudio* requires a license. The agent applications and web clients do not require licenses.

Order no.	Name	Description
34.000200	ibaManagementStudio base license	Basic license with user management and overview of systems, installed software and licenses
34.000201	ibaManagementStudio+	License extension with the functions software update, license update, dashboard display, license report, history, alarm configuration and email notifications; License is valid for 1 year; renewal required

The server application of *ibaManagementStudio* uses WIBU CodeMeter licenses, either as a CmStick (USB) or a CmActLicense (soft license).

Other documentation

Further information on WIBU CodeMeter licenses can be found in the "Licensing with WIBU CodeMeter" manual. You can find the manual in the download area on the iba website or in the iba Help center at https://docs.iba-ag.com.

3 First steps

Here you can find information about the basic installation of *ibaManagementStudio* and its basic configuration.

Follow these steps to set up *ibaManagementStudio*:

1. Install software for the server application and set up the server, see ↗ *Installing the server, page 13*.
2. Install software for the agent applications and set up the agents, see ↗ *Installing agents, page 14*.
3. Connect agents to the server via the web client, see ↗ *Adding a system, page 48*.

3.1 Installing the server

To set up *ibaManagementStudio*, you need a server with which the agents can communicate. For this purpose, install the software for the *ibaManagementStudio* server.

1. Execute the `ibaManagementStudio_Server_Setup_v2.x.y.exe` file, e.g., by double-clicking on the filename in Windows Explorer. Follow the instructions of the installation wizard.
2. If necessary, select the language for the installation process.
3. Accept the license agreement.
4. Select the installation folder.
5. Select additional components for installation.

   This allows you to install *ibaManagementStudio* agent together with the server.
6. Optional: Select the user account.
   - *Local system account* (default):

     The local system account has administrator rights for the local computer.
   - *This account*:

     Select this option if you want to run the server with a special user account or Group Managed Service Account (gMSA).

     Further information on creating and using service accounts can be found in the "IT security" guide. You can find the guide in the download area on the iba website or in the help center at https://docs.iba-ag.com.
7. Select whether *ibaManagementStudio* creates a desktop shortcut to the web client.
8. Start the installation process with <Install>.
9. Finish the installation with <Finish>.

Make sure that you have enabled or installed the corresponding WIBU license either as a CmStick (USB) or a CmActLicense (soft license) to ensure that the *ibaManagementStudio* server application functions correctly. A separate manual for management of WIBU CodeMeter licenses is available from iba. You can find this documentation in the download area on the iba website or in the help center at https://docs.iba-ag.com.

Afterwards, you can configure additional settings for the server in *ibaManagementStudio* server status, see ↗ *ibaManagementStudio status, page 19*. You can then add the agents in the web client, see ↗ *Adding a system, page 48*.

3.2 Installing agents

To set up *ibaManagementStudio* you need agents that can communicate with the server. To do this, install the software for the *ibaManagementStudio* agent on a computer on which iba software products are installed.

When installing other iba software products, you can also install the *ibaManagementStudio* agent as an additional component. The default settings are used for this.

1. Execute the `ibaManagementStudio_Agent_Setup_v2.x.y.exe` file, e.g., by double-clicking on the filename in Windows Explorer. Follow the instructions of the installation wizard.
2. If necessary, select the language for the installation process.
3. Accept the license agreement.
4. Select the installation folder.
5. Optional: Select the user account.
   - *Local system account* (default):

     The local system account has administrator rights for the local computer.
   - *This account*:

     Select this option if you want to run the agent with a special user account or Group Managed Service Account (gMSA).

     Further information on creating and using service accounts can be found in the "IT security" guide. You can find the guide in the download area on the iba website or in the help center at https://docs.iba-ag.com.
6. Select the communication mode between the server and agent. You can also change the selection in the status application after installation.
   - *Server-initiated*, see ↗ *Server-initiated connection, page 16*.

     If you have selected the server-initiated communication mode, you can optionally select a TLS certificate in the next step.
   - *Agent-initiated*, see ↗ *Agent-initiated connection, page 17*.

     If you have selected the agent-initiated communication mode, specify the server's IP address and port number.
7. Start the installation process with <Install>.
8. Finish the installation with <Finish>.

Afterwards, you can configure additional settings for the agent in *ibaManagementStudio* agent status, see ↗ *ibaManagementStudio status, page 19*. You can then add the agents in the web client, see ↗ *Adding a system, page 48*.

Note

In order for the web client to display supported iba software products, you have to restart the respective software services after installation. This is the only way the software can connect to the *ibaManagementStudio* agent.

3.3 Communication concept

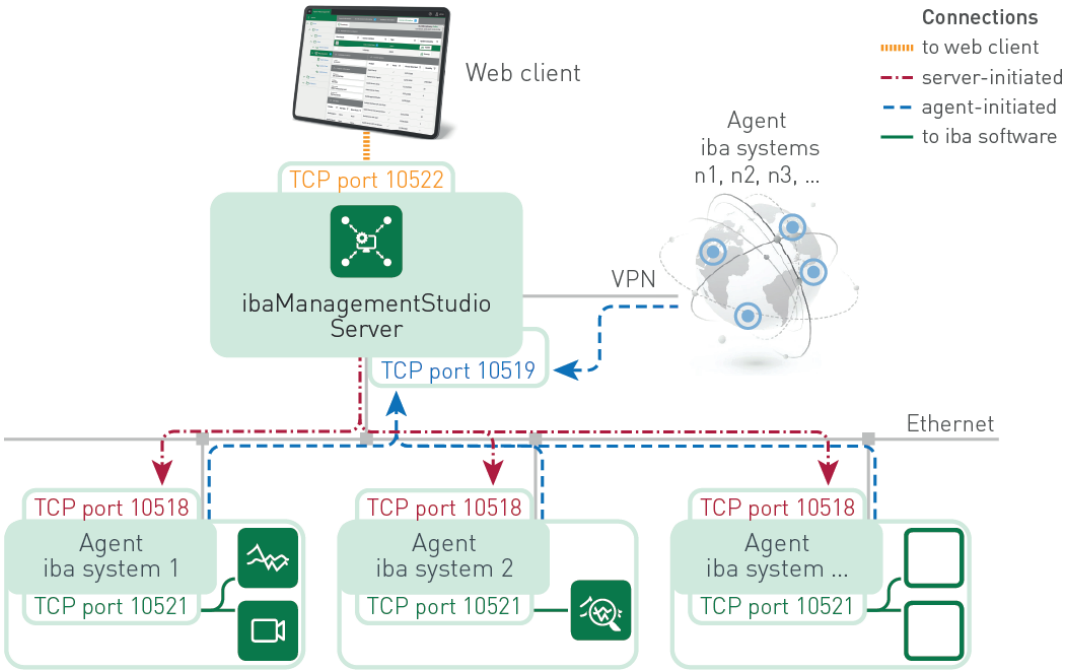
To use *ibaManagementStudio*, 3 components must communicate with each other:

- *ibaManagementStudio* server: Central administration instance with web client and software repository
- *ibaManagementStudio* agent: Local component on each system that communicates with local iba software
- Local iba software: Applications such as *ibaPDA* that are connected via the agent

Communication channels

The following figure shows the communication channels and required ports that *ibaManagementStudio* uses for operation.

All port numbers specified here are the default port numbers. You can change all port numbers in the status applications.



Web access

For operation, you use the web client in a web browser. The *ibaManagementStudio* server communicates with the web client via TCP port 10522 (orange connection in the figure).

You can configure the required network adapters (*Listening interface*) and certificates in the *ibaManagementStudio* server status.

Communication between ibaManagementStudio server and agent

For communication between agents and the server, you can choose between two options, depending on which one better suits your IT infrastructure:

- Server-initiated connection (default setting): The server actively connects to the agents. For this purpose, each agent opens listening port 10518 (TCP, red connection in the figure).

  You can configure the required network adapters (*Listening interface*) and certificates in the *ibaManagementStudio* agent status.

- Agent-initiated connection: The agent actively connects to the server. To do this, the IP address of the server must be configured in the agent. For this purpose, the server opens TCP port 10519 (blue connection in the figure).

  You can configure the required network adapters (*Listening interface*) and certificates in the *ibaManagementStudio* server status.

Optional agent search

The server can search for agents via UDP multicast. To do this, the server sends a telegram to the agents' UDP port 10517, to which the agents respond. (This connection is not shown in the figure.)

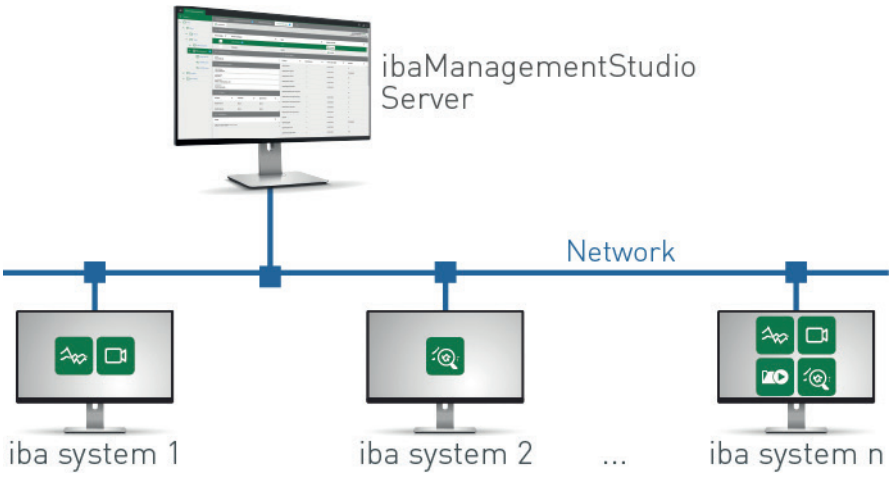
UDP port 10517 is only required for this search. If multicast is not possible (e.g., in the case of strict separation of OT and IT), the port is not required.

Communication between ibaManagementStudio agent and local software
The local iba software (e.g. *ibaPDA*) communicates with the agent via a local connection (127.0.0.1). For this purpose, the agent opens interaction port 10521 (TCP, green connection in the figure).

3.3.1 Server-initiated connection

The individual iba systems can be connected and communicate with the server as agents. The server initiates the connection to the agent (formerly known as LAN connection).

Prerequisite: The server and agents are located in the same network.



Setting up a server-initiated connection

1. Set the server-initiated communication mode for *ibaManagementStudio* agent. You can do this in 2 places.
   - You can select the *Server-initiated communication mode* when installing the *ibaManagementStudio* agent application, see ↗ *Installing agents, page 14*.
   - Optionally, you can later change the communication mode to *Server-initiated* in *ibaManagementStudio* agent status under *Settings*, see ↗ *Server-initiated communication settings, page 23*.

2. Enter the connection data in each case.

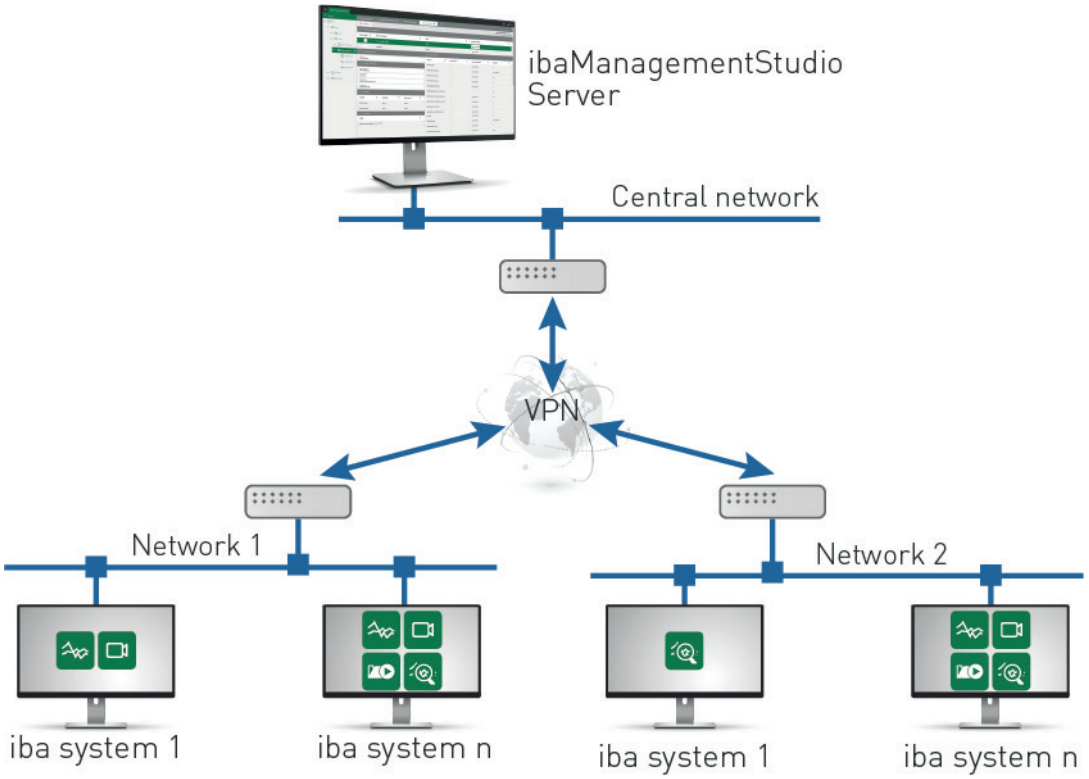
   Optionally, you can also assign a password, which is at least 8 characters long.

3. In the web client under *Settings – Systems configuration*, add the agents for *Server-initiated connections*, see ↗ *Adding a system, page 48*.

3.3.2 Agent-initiated connection

The individual iba systems can be connected as agents and communicate with the server. If, for example, a router or firewall is connected between the server and agent, the agent must actively search for the server and initiate the connection (formerly known as a WAN connection).

Prerequisite: The server address is known.



Setting up an agent-initiated connection

1. Set the agent-initiated communication mode for *ibaManagementStudio* agent. You can do this in 2 places.

   - You can select the *Agent-initiated communication mode* when installing the *ibaManagementStudio* agent application, see ↗ *Installing agents, page 14*.
   - Optionally, you can later change the communication mode to *Agent-initiated* in *ibaManagementStudio* agent status under *Settings*, see ↗ *Agent-initiated communication settings, page 24*.

2. Enter the connection data in each case.

3. In the web client under *Settings – Systems configuration*, add the agents for *Agent-initiated connections*, see ↗ *Adding a system, page 48*.

3.4 Adding new systems

In the web client, you can add new systems under *Settings – Systems configuration* in the *Systems* tab. You can only add systems on which you have installed the *ibaManagementStudio* agent application.

For a detailed description of how to add systems, see ↗ *Adding a system, page 48*.

3.5 Retrieving system information and updating software

The following information can be found in the *ibaManagementStudio* web client.

- Information about the systems that are connected to the *ibaManagementStudio* server.
- Information about the iba software products installed on the connected systems and update possibility of supported iba software products.
- Information about the licenses used on the connected systems.
- With the *ibaManagementStudio+* license:
  - Remote update of the iba software on connected systems
  - License updates on connected systems

For more information, see ↗ *Systems overview, page 30* and ↗ *Managing iba software in the web client, page 62*.

4 ibaManagementStudio status

After installation of *ibaManagementStudio* you can find a status icon for *ibaManagementStudio* status in the taskbar. Depending on the installation, *ibaManagementStudio* status is assigned to either the server application or the agent application.

ibaManagementStudio status for the server application or the agent application has the following functions:

- View and change the status of the server or agent
- Change settings for server or agents
- Show logs
- Generate data for support case

The different icons indicate the following states for the respective applications.

ibaManagementStudio status ...	general	service running	service stopped	not connected
Agent application				
Server application				

Opening ibaManagementStudio status

You can start the application in several ways:

- Double-click the *ibaManagementStudio* status icon in the taskbar
- Right-click the *ibaManagementStudio* status icon in the taskbar and select *Open status* in the context menu
- Via the Windows Start menu: *All programs – ibaManagementStudio* [Server/Agent] – *ibaManagementStudio* [Server/Agent] Status

Displaying and changing the status

You can view and change the status in several ways:

- You can read the status via the *ibaManagementStudio* status icon in the taskbar.

  Changing the status: Right-click the status icon to stop, start and restart the service in the context menu via the *Start service*, *Stop service* and *Restart service* entries.

- If *ibaManagementStudio* status is open, you can check the status of the server or agent in the *General* tab and start, stop and restart it via the buttons.

  Changing the status: Use the <Start>, <Stop> and <Restart> buttons to start, stop and restart the service.

If the option *Auto-start when Windows starts* is enabled, *ibaManagementStudio* status starts automatically at Windows login and runs in the background.

Connection status of the agent application to ibaManagementStudio server
In the agent application, you can view the connection status of the agent to the server. In addition to the IP address of the server, you can also find the time when the connection was established or when the last connection was established.

Setting the language of the status application

By default, *ibaManagementStudio* status is displayed in the language of your operating system. You can also display the status application in other languages via the *Language* drop-down menu.

If you change the language without restarting the service, only the language of the user interface changes but not the language of the messages and notifications.

Viewing logs

If *ibaManagementStudio* status is open, you can view the logs of all events in the *Log* tab.

- To open the folder with all log files, click <Open log directory>.
- To open the current log file, click <Open log file>.

The log files are located in the following directory:

`C:\ProgramData\iba\ibaManagementStudio\`[Server/Agent]`\Log`

You can also access the log files folder from the Start menu:

Start – ibaManagementStudio – ibaManagementStudio [Server/Agent] *Log Files*

Displaying license information

ibaManagementStudio server status shows the license information for the *ibaManagementStudio* server application in the *General* tab. The agent application does not require a license.

ibaManagementStudio services

ibaManagementStudio runs as a service under Windows. In addition to the agent service, an auxiliary service must also be running to perform tasks that require elevated permissions. This means that the agent service, which does not have an open interface, does not require elevated permissions.

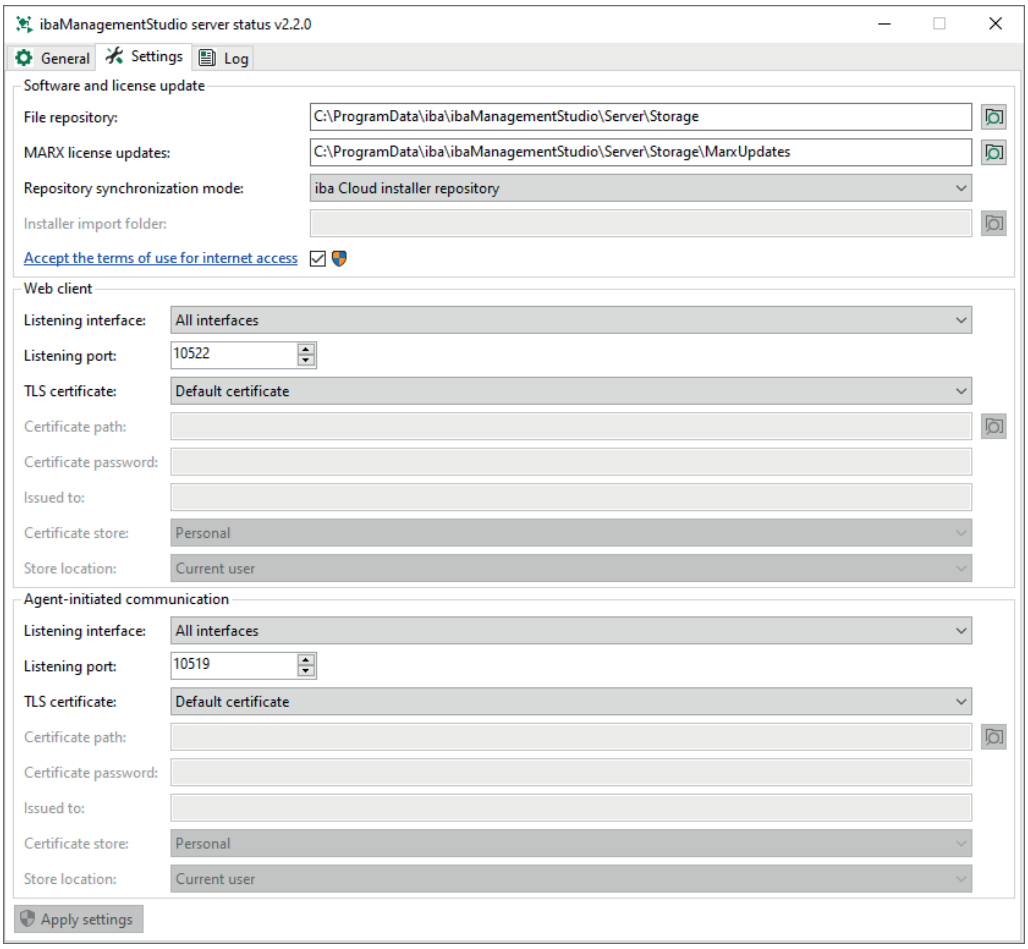
The auxiliary service does not open any additional ports, but uses the interaction port of the software.

4.1 Settings in ibaManagementStudio server status

If *ibaManagementStudio* server status is open, you can configure the web client and agent-initiated communication in the *Settings* tab.

No additional settings are available for the server-initiated communication in *ibaManagementStudio* server status.

To save your settings, click on <Apply settings>.



Settings for software and license update

- *File repository*: Enter the directory where *ibaManagementStudio* server stores the installer files for iba software updates, see ↗ *Update files and file repository, page 62*. The default directory is:
  `C:\ProgramData\iba\ibaManagementStudio\Server\Storage\Persisted`
- *MARX license updates*: Enter the directory in which you store the license update files for the MARX dongle, see ↗ *Updating MARX licenses, page 72*. The default directory is:
  `C:\ProgramData\iba\ibaManagementStudio\Server\Storage\MarxUpdates`
- *Repository synchronization mode*: Select the method you want to use to synchronize the file repository: For more information, see ↗ *Synchronization of the repository, page 27*.

  - *iba Cloud Installer repository*: Synchronization takes place via the iba cloud.
  - *Local import folder*: Synchronization takes place via the import folder of the installer files, which you set here.
  - *None*: The directory is not synchronized automatically. You must then upload the installer files manually via the web client under *Repository*.
- *Installer import folder*: Enter a directory from which installation files can be copied to the file repository. This can, for example, be the directory of the supplied data medium that contains the installer files for the iba software. The default directory is: `C:\ProgramData\iba\ibaManagementStudio\Server\Storage\Import`
- *Accept the terms of use for internet access*: If you want to update WIBU licenses via the iba gateway or use the iba Cloud Installer repository, *ibaManagementStudio* server requires access to the Internet. To do this, you must agree to the terms of use and activate the option.

  If you deactivate this option later, *ibaManagementStudio* server can no longer communicate with the iba WIBU gateway and the iba Cloud Installer repository. You will then no longer be able to use these functions.

  To accept or revoke the terms of use, you must run *ibaManagementStudio* server status as administrator.

Settings for the web client or agent-initiated communication

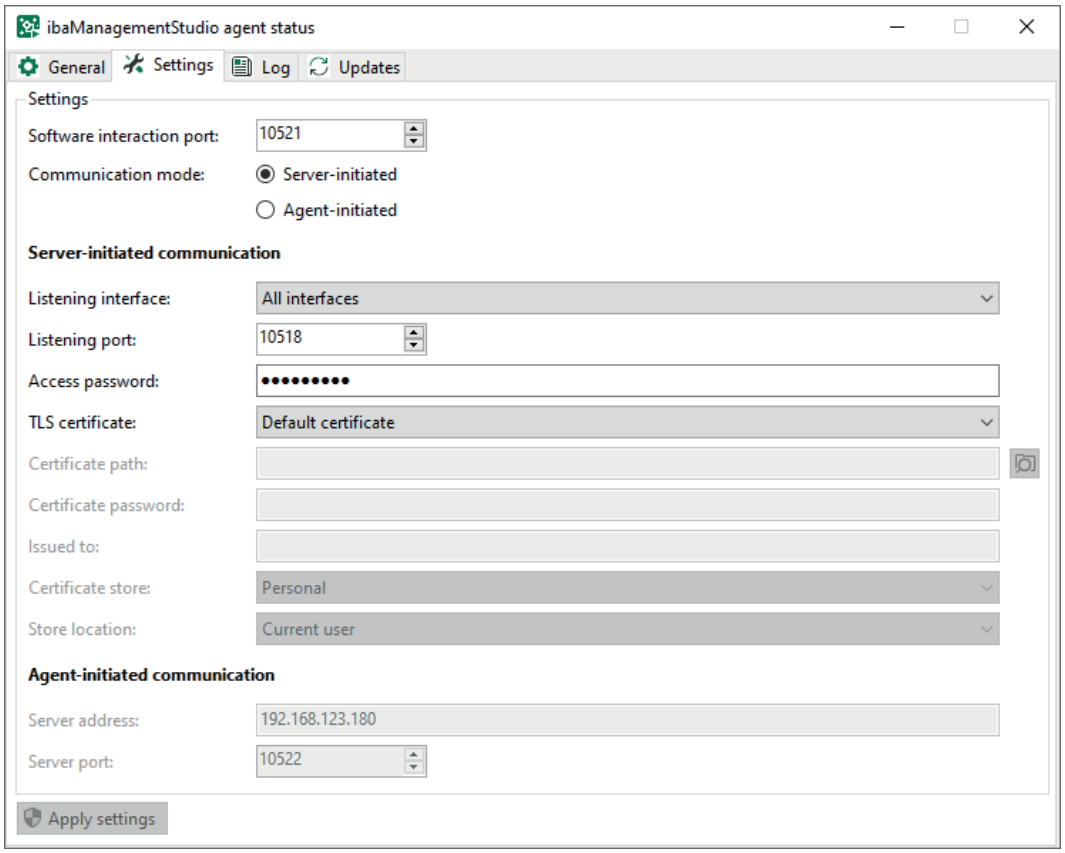
- *Listening interface*: Select the interfaces for the connection. Interfaces that are not selected will not be used for the connection.
- *Listening port*: Configure the port number for the corresponding connection.
- *TLS certificate*: Configure the certificate for the corresponding connection.

  The default certificate was generated during installation of *ibaManagementStudio*. If you use a certificate other than the default certificate, you must specify additional settings.

4.2 Settings in ibaManagementStudio agent status

When *ibaManagementStudio* agent status is open, you can configure settings for your device or the communication with the server in the *Settings* tab.

To save your settings, click on <Apply settings>.



Settings for your device

- *Software interaction port*: Via this port, *ibaManagementStudio* communicates with the different iba software products.

  If you change this port number, you have to restart the software services. This is the only way the software can connect to the *ibaManagementStudio* agent.

- *Communication mode*: Select the communication mode with the server. Specify additional settings for your selected communication mode.

Server-initiated communication settings

- *Listening interface*: Select the interfaces for the connection. Interfaces that are not selected will not be used for the connection.
- *Listening port*: Set the port number for connection to the server.
- *Access password*: Optionally, set the access password for connection via the web client. This way you can protect the connection to the agent so that other servers cannot connect to the agent.

  The password must be at least 8 characters long.

- *TLS certificate*: Configure the certificate for connection to the server.

  The default certificate was generated during installation of *ibaManagementStudio*. If you use a certificate other than the default certificate, you must specify additional settings.

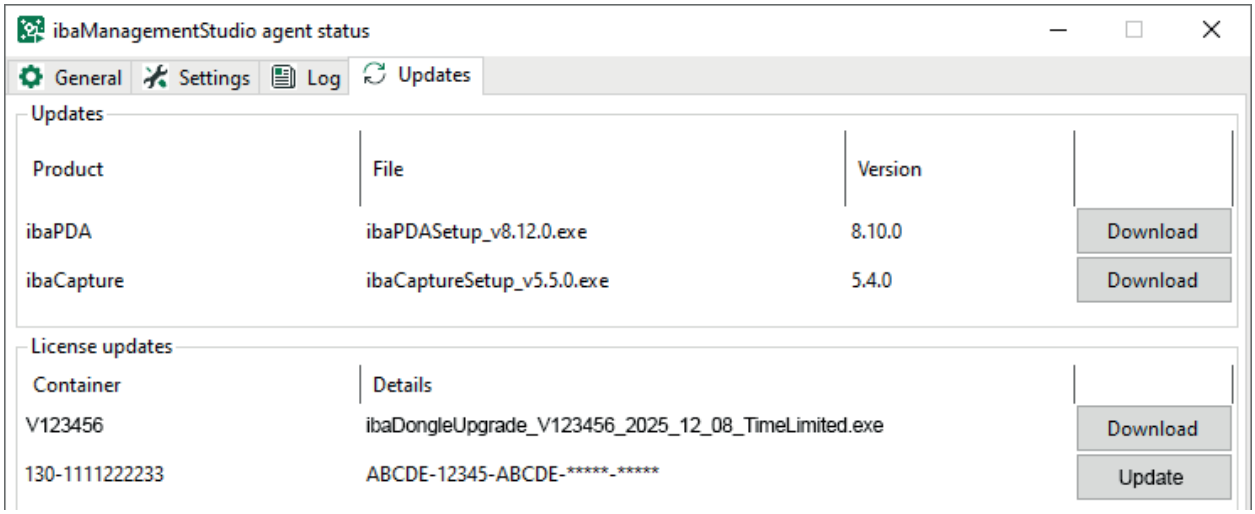
Agent-initiated communication settings

- *Server address*: Set the IP address of the *ibaManagementStudio* server.
- *Server port*: Set the port number for the *ibaManagementStudio* server.

4.3 Updates via ibaManagementStudio agent status

If new updates for iba software products or license updates are available, the *ibaManagementStudio* server also informs the agents, see ↗ *Update files and file repository, page 62*. The WIBU license updates are available via the iba WIBU gateway. The software updates and MARX updates are available via the repository on the *ibaManagementStudio* server.

In the *ibaManagementStudio* agent status in the *Updates* tab, you can also perform these updates locally.



Unlike the updates via the web client, updates via *ibaManagementStudio* agent status are also possible if no permission for remote actions is granted for the system in the web client, see ↗ *Editing systems, page 49*.

To update WIBU licenses, *ibaManagementStudio* server must be connected to the iba WIBU gateway. File-based updates are not supported.

Updates for MARX licenses work similarly to software updates.

Updating iba software and MARX licenses in ibaManagementStudio agent status

1. Download the installer file of the iba software product or MARX license by clicking on <Download>.

→ The installation file is downloaded from the *ibaManagementStudio* server to your local computer.

2. Open the local folder where the installation file is located via <Browse>.
3. Install the software update or the MARX license with the new installer file.

Updating WIBU licenses in ibaManagementStudio agent status

1. Under License Updates, click <Update> to update the specified license.

→ *ibaManagementStudio* agent connects to the iba WIBU Gateway via the server and downloads all available license updates.
This process may take several minutes.

2. Check the license updates displayed and start the update by clicking <Update>.

→ The licenses are updated.

4.4 Data for support cases

For support cases, you can create a ZIP file in which all relevant settings and configurations of the *ibaManagementStudio* server and agent are saved. You can send this ZIP file to iba support for troubleshooting assistance.

You can generate data for iba support in various places.

Data for	Where to generate	Related link
ibaManagementStudio agent	*ibaManagementStudio* agent status, local on system	see below
	in the web client under *Systems* and selection of a system, *General information* tab	↗ *General information about connected systems, page 35*
ibaManagementStudio server	*ibaManagementStudio* server status, local on system	see below
	in the web client under *Settings – Server configuration*	↗ *Downloading a support file for server, page 70*
complete iba software on connected system	in the web client under *Systems* and selection of a system, *iba SW product information* tab	↗ *Information about iba software products on system level, page 37*
specific iba software on connected system	in the web client under *Systems* and selection of a system and specific software, *General* tab	↗ *Software diagnostics in the web client, page 69*

Creating a ZIP file for support locally

1. On the system that has generated the error, open the context menu of *ibaManagementStudio* status by right-clicking the status icon.
2. Select *Help and support – Save information for iba support*.
3. Select a storage location.

→ The ZIP file for iba support is created.

Send the ZIP file to iba support, see ↗ *Support and contact, page 96*.

Backup files

For support purposes, *ibaManagementStudio* creates backup files for each system configuration. The backup files are located in the following directory:

`C:\ProgramData\iba\ibaManagementStudio\Server\Backup`

4.5 Synchronization of the repository

The repository is a local storage directory on the computer on which *ibaManagementStudio* server is running. This storage directory is intended for installer files of iba software, which you can then install on the connected systems via the web client.

In the settings in *ibaManagementStudio* server status, you can set the synchronization mode for this repository as well as the storage location, see ↗ *Settings in ibaManagementStudio server status, page 21*. The selected synchronization mode is also visible in the web client in the main menu under *Repository*. Synchronization always takes place in the background.

No synchronization

In the mode *None*, the repository is not synchronized automatically. This means that *ibaManagementStudio* does not check the iba Cloud or the import folder to see if there are any new installer files.

If you add new installer files via the web client in the main menu under *Repository*, *ibaManagementStudio* recognizes these new files. *ibaManagementStudio* also recognizes manually added installer files if you observe the correct folder structure in the storage location of the repository.

Local import folder

If you select this mode, specify a directory from which *ibaManagementStudio* can copy installer files to the *File repository* directory. This can, for example, be the directory of the supplied data medium that contains the installer files for the iba software.

ibaManagementStudio then regularly checks whether new installer files are available in this directory and then copies them to the repository folder.

iba Cloud Installer repository

ibaManagementStudio offers a Cloud service in which iba AG provides the latest installer files in a cloud. If you select the *iba Cloud installer directory* mode, *ibaManagementStudio* checks daily whether new installer files are available there and then loads them into the repository folder.

ibaManagementStudio only downloads the latest installer files of the iba software that is installed on the connected systems.

In the web client in the main menu under *History*, you can see when *ibaManagementStudio* has downloaded which installer file.

Note

If the download of the installer file fails three times, *ibaManagementStudio* aborts the process and locks the file. The action history logs failed attempts and their causes, such as a damaged installer file or insufficient storage space in the file repository. In the web client, under *Repository*, the system marks the locked installer files, see ↗ *Locked installer files in the repository, page 64*.

An internet connection is required for this function and you must agree to the terms of use, see ↗ *Settings in ibaManagementStudio server status, page 21*.

Other documentation

Further information about important settings regarding the internet connection of *ibaManagementStudio* can be found in the "IT security" guide. You can find the guide in the download area on the iba website or in the help center at https://docs.iba-ag.com.

5 ibaManagementStudio web client

ibaManagementStudio provides you with a configuration and user interface for your web browser. To ensure that you can display all formats and features correctly, the use of a modern web browser is recommended, such as Google Chrome, Mozilla Firefox or Microsoft Edge.

5.1 Logging in to the web client

To reach the *ibaManagementStudio* server, you need the server's IP address. If you are logged in to the computer where the server application is installed, the localhost address is sufficient.

The default port number for the *ibaManagementStudio* server is 10522. If this is already reserved, another port number can be used. You set this port number in *ibaManagementStudio* server status.

1. Open https://localhost:10522 or https://[IP address]:[PortNo] in your browser.
2. Log in for initial registration with the following credentials.

User name	Admin
Password	Admin#1

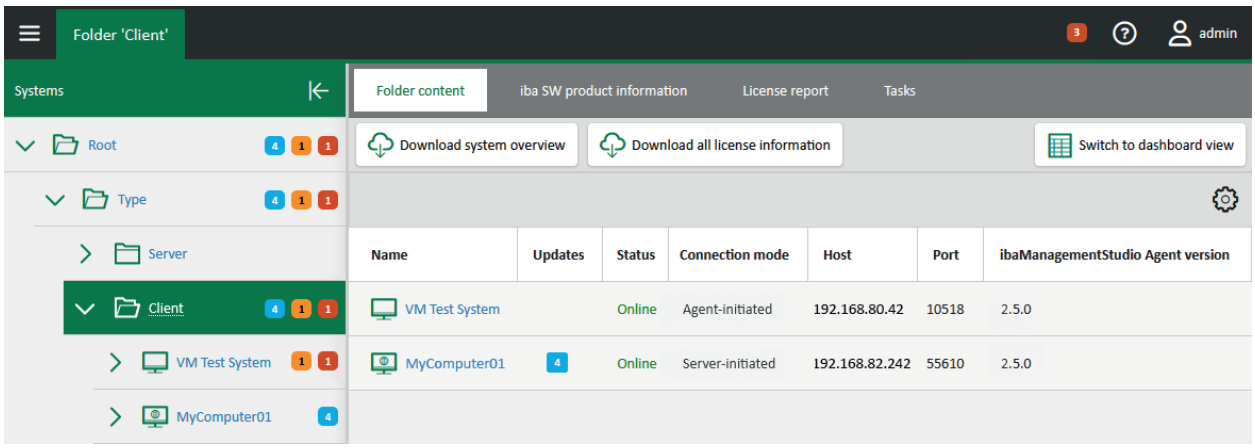
Note

We recommend changing the initial password after installation, see ↗ *Changing the password, page 92*. Doing so makes unauthorized use of the system more difficult.

5.2 Systems overview

In the main menu under *Systems*, you can find an overview of all systems on which *ibaManagementStudio* is installed and which are connected to the server.

You can configure the system structure individually, see ↗ *Grouping and organizing systems, page 50*.



The overview shows the status of the systems. *ibaManagementStudio* regularly updates the displayed information. Empty folders or folders that are not visible to the user due to insufficient access permissions are not displayed.

- red: The system is offline. You can only view the last information that *ibaManagementStudio* server could retrieve from the system.
- green: The system is online and you can view all the information that the system provides.

The notification icons behind the system names show if and how many alarms and updates are available for the system.

You can download an overview of all connected systems as a CSV file or JSON file using the <Download system overview> button.

Via the <Download all license information> button you can generate and download a ZIP file, in which the license information of all systems in the selected folder is saved. The ZIP file additionally contains a CSV file, in which the license information of the individual systems is stored as text.

If you select an individual system, you can find more information about the respective systems and the installed iba software products.

Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

Folder content view as table

The table view is the default view for the folder content. You can find the following information here:

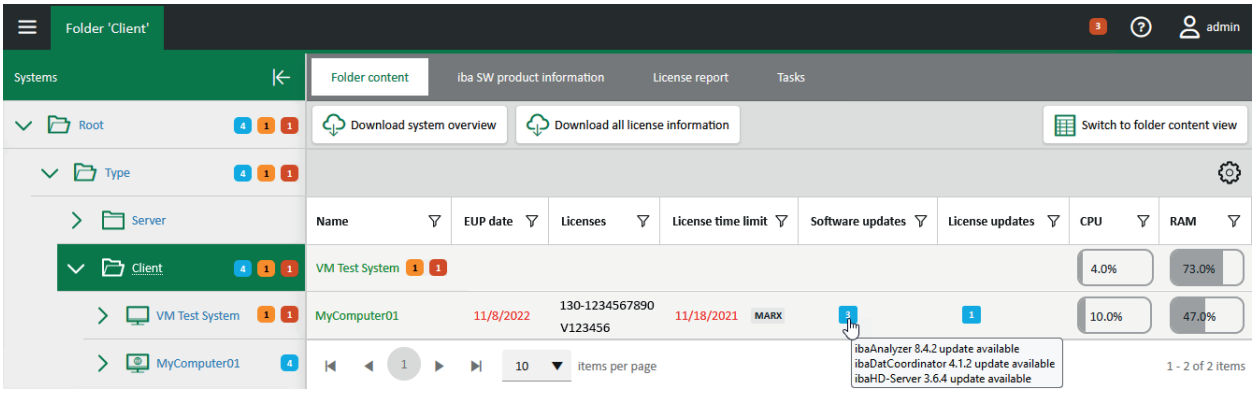
Name	Name of the connected agent
Updates	Number of available software and license updates
Status	Status of the system (online, offline)
Connection mode	Connection mode of server and agent
Host	Agent host address
Port	Agent port number
ibaManagementStudio agent version	installed agent version
Description	Description of the system as specified in the main menu item *Settings – Systems configuration* (by default initially hidden)

Folder content view as dashboard

Note

This function is only available with the *ibaManagementStudio+* license.

If you click the <Switch to dashboard view> button, you see the folder contents as a dashboard. This view not only contains more information than the table view, but also live data on the hardware of the systems.



The table shows the following information:

Name	Name of the connected agent
EUP date	Next expiring or expired EUP date
Licenses	Number of license containers used on the system
License time limit	Date of next expiring or expired license
Software updates	Number of available software updates
License updates	Number of available license updates
CPU	Current CPU usage of the system
RAM	Current RAM usage of the system
Description	Description of the system as specified in the main menu item *Settings – Systems configuration*
Connection mode	Connection mode of server and agent
Host	Agent host address
Port	Agent port number
ibaManagementStudio agent version	installed agent version

You can sort the table in ascending or descending order by clicking on a column header.

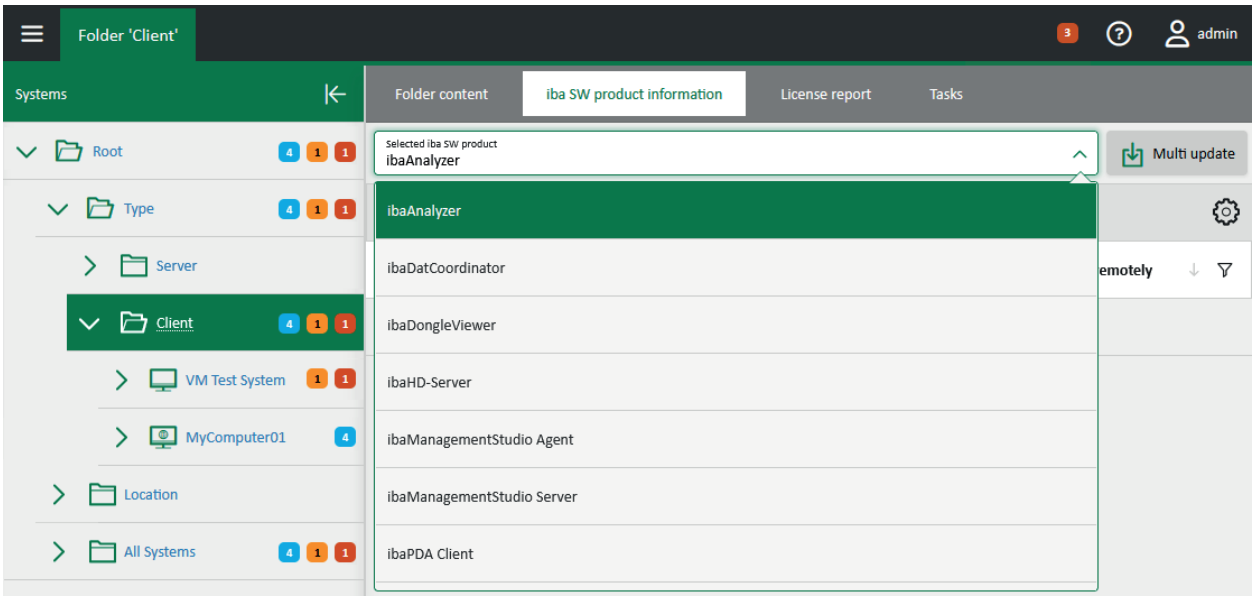
Using the filter button, you can filter the table entries.

5.3 Folder level in the system overview

When you select a folder in the overview under *Systems* in the main menu, you can access various information about that folder and the systems it contains.

5.3.1 Information on iba software products on folder level

If you select a folder in the overview under *Systems* in the main menu, in the *iba SW product information* tab you can see a drop-down list with the iba software products installed on the systems in the selected folder.



If you select an iba software product, you can see the systems using this software and the respective software version from the product view.

If an update is available for an iba software product, the web client displays the <Update> button and the available software version.

Using the button <Multi update>, you can update the selected iba software product on multiple systems in this folder.

For more information on the remote software update, see ↗ *Updating iba software products via the web client, page 65*.

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

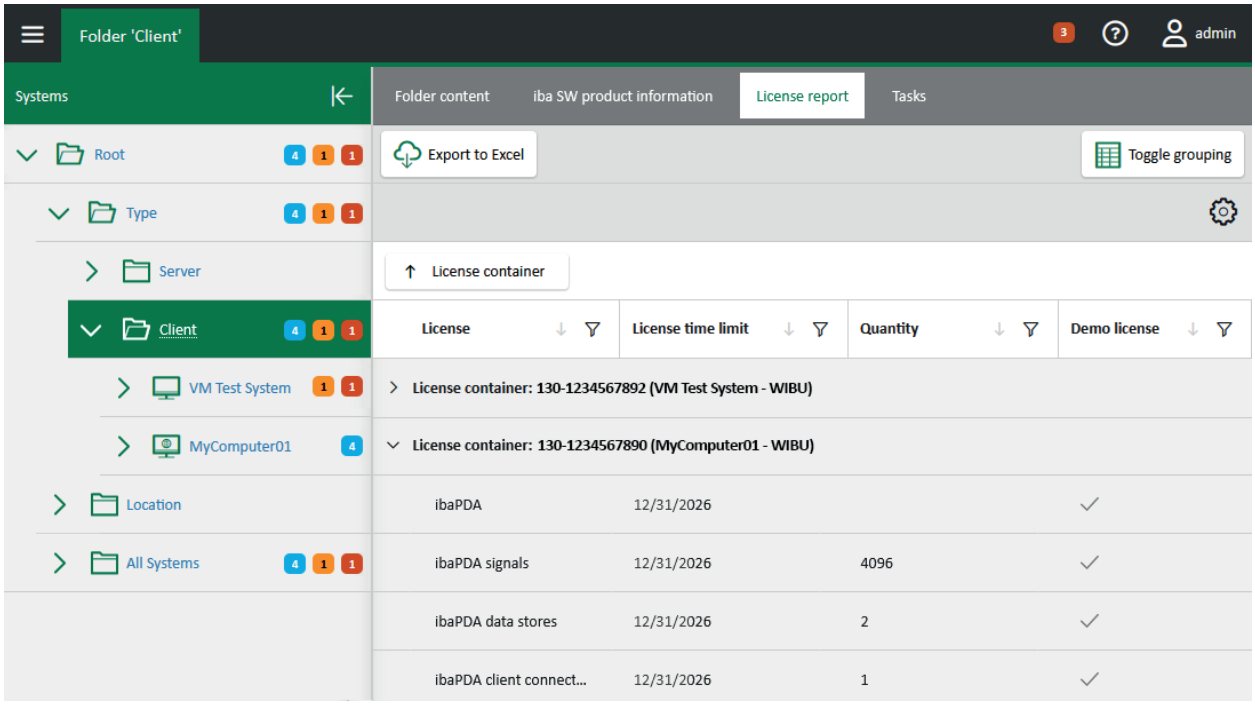
Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

5.3.2 License report on folder level

Note

This function is only available with the *ibaManagementStudio+* license.

If you select a folder in the overview under *Systems* in the main menu, in the *License report* tab you can see an overview of all licenses used on the systems in this folder.



You can group the display in different ways:

- Group by license container (default): All product licenses that belong to the same license container are displayed in the same group.
- Group by licenses: All license containers that contain the same product license are displayed in the same group.

To get an overview of your licenses, you can use the <Export to Excel> button to download an Excel spreadsheet with the displayed license information according to the current grouping. The latest available information from disconnected systems is also included in this table. These entries are marked with an asterisk (*) because the information is not up to date.

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

The table shows the following information:

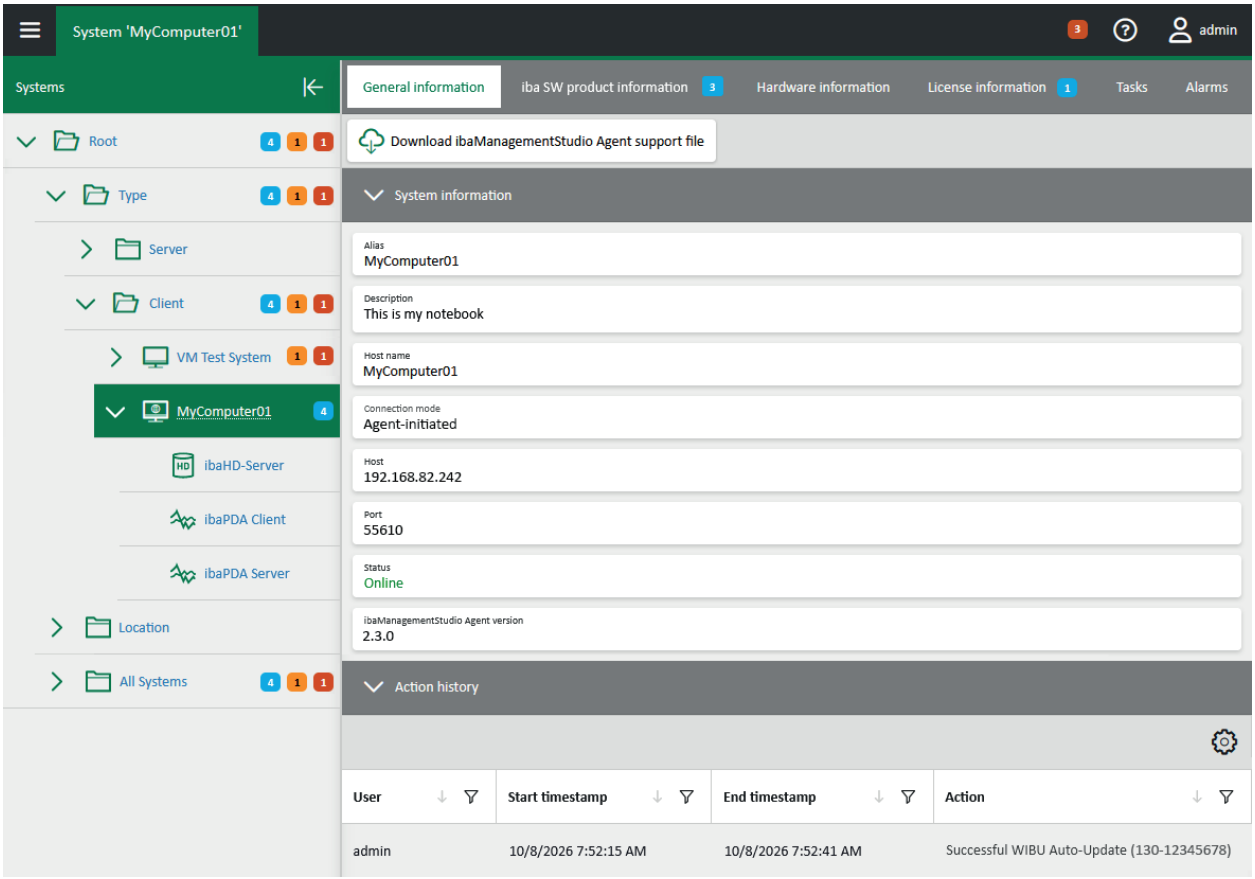
License location	System name, license container and license type to uniquely identify the license container
License	Name of the license
License time limit	Expiration date of the license
Quantity	Number of licenses
Demo	Shows whether this license is a demo license

5.4 System level in the system overview

When you select an individual system in the overview under *Systems* in the main menu, you can access various information about that system.

5.4.1 General information about connected systems

If you select an individual system in the overview under *Systems* in the main menu, in the *General information* tab you can view general information about the system. This includes, for example, the name of the system, the host address and the status of the system.



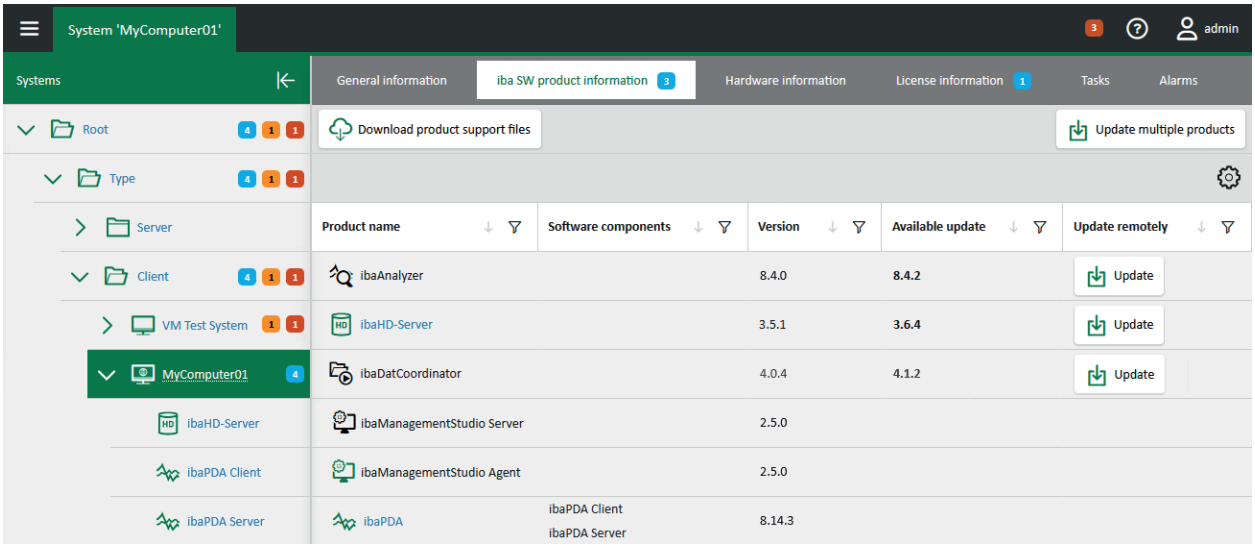
For support cases, you can use the button <Download ibaManagementStudio agent support file> to generate and download a ZIP file in which all relevant settings and configurations for *ibaManagementStudio* agent are saved. You can send this ZIP file to iba support for troubleshooting assistance, see ↗ *Support and contact, page 96*.

If you have the respective permissions, the action history for this system is also available, see also ↗ *History, page 45*.

If the system is offline, an additional orange bar appears including the time of the last data update. In offline mode, you only see the last information that the *ibaManagementStudio* server could retrieve from the system. The hardware information is not available.

5.4.2 Information about iba software products on system level

If you select an individual system in the overview under *Systems* in the main menu, in the *iba SW product information* tab you can see an overview of the iba software products installed on the selected system, their version and possible updates from the system view.



For support cases, you can use the button <Download product support files> to generate and download a ZIP file, in which the support files of the selected iba software products on the selected system are saved. You can send this ZIP file to iba support for troubleshooting assistance, see ↗ *Support and contact, page 96*.

Using the <Update multiple products> button, you can update multiple iba software products on the system, see ↗ *Updating multiple iba software products, page 67*.

If the system is offline, an additional orange bar appears including the time of the last data update. In offline mode, you only see the last information that *ibaManagementStudio* server could retrieve from the system. You cannot create support files.

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

Information about iba software products

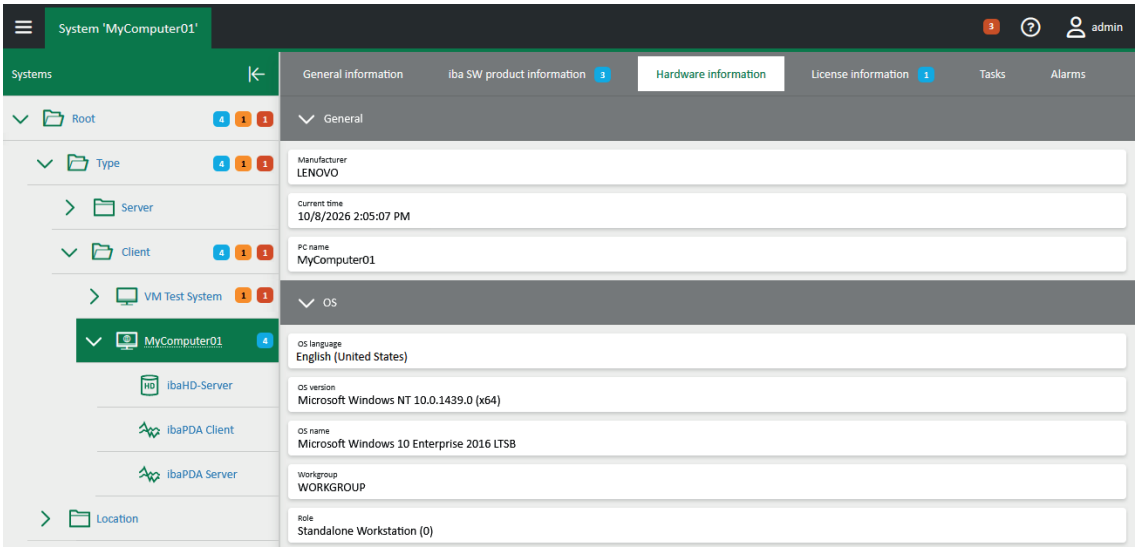
Green icon	Software is supported, the service is running and diagnostic data is available.
Orange icon	Software is supported but the service is stopped.
Black icon	Software is supported but diagnostic data is not available.
Black box	Software is not supported yet.

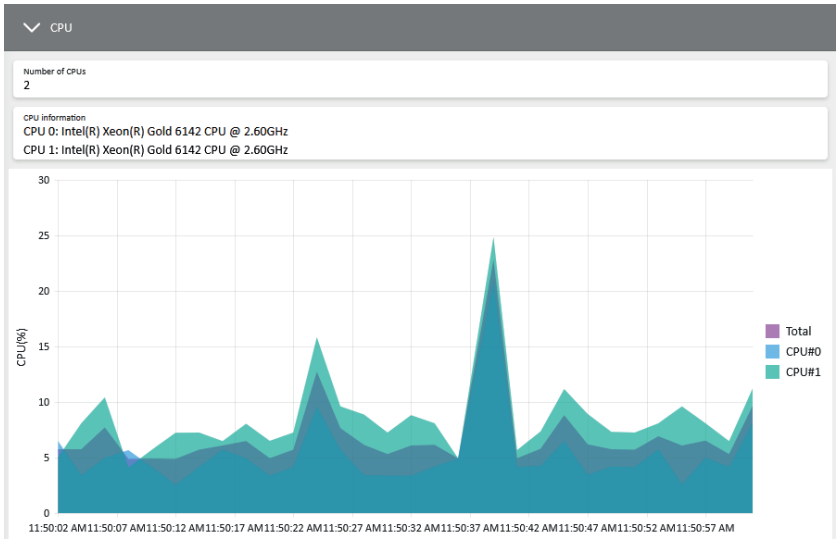
For supported iba software, you can find more information as well as diagnostic data on the individual software pages, see ↗ *Software diagnostics in the web client, page 69*.

5.4.3 Information about the hardware in use

If you select an individual system in the overview under *Systems* in the main menu, you can view all relevant hardware information for the selected system in the *Hardware information* tab. In addition to general information such as manufacturer and operating system, you can also find live data such as CPU utilization or network utilization.

If the system is offline, the hardware information is not available.



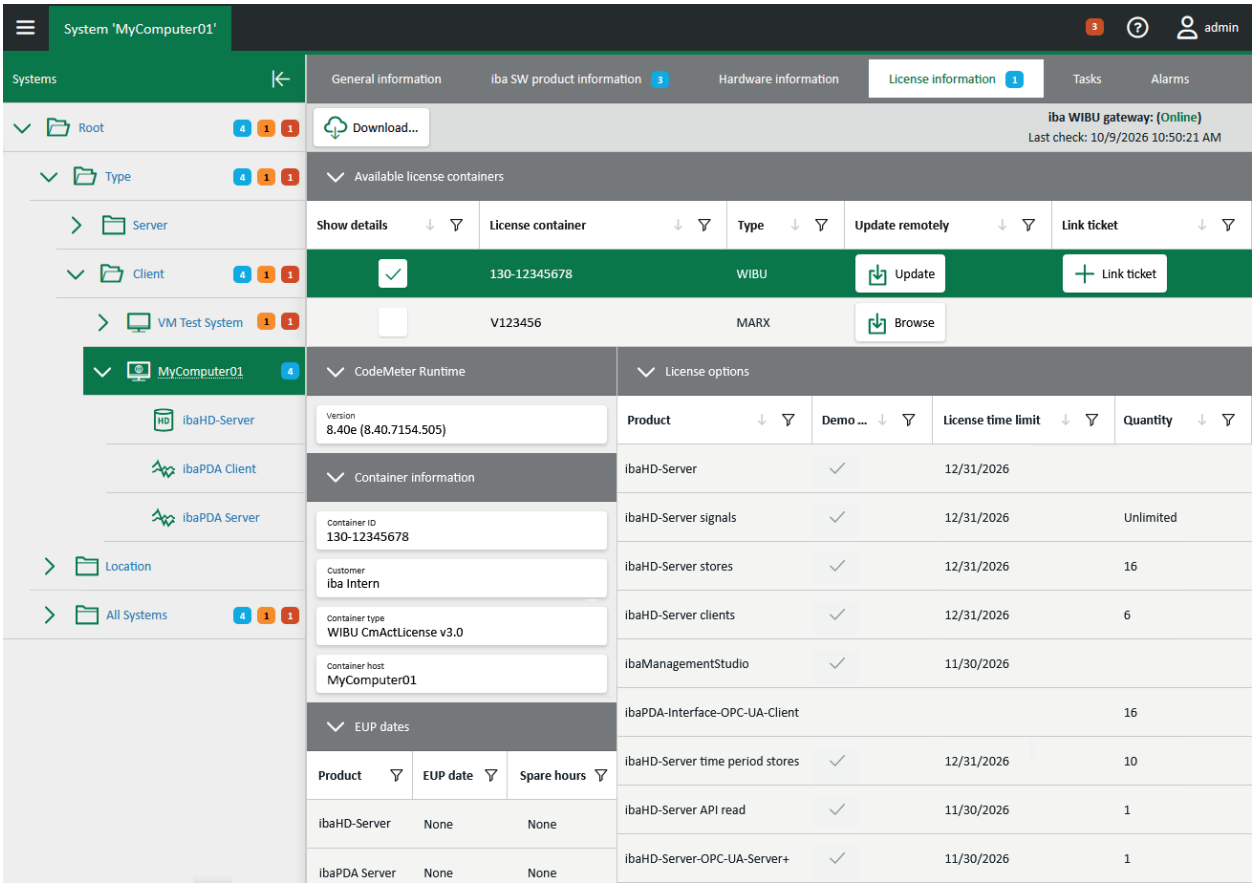


5.4.4 License information

If you select an individual system in the overview via *Systems* in the main menu, you can view the license information for the selected license type in the *License information* tab. The available information differs depending on the license type. If license updates are available, the licenses are marked.

You can download all information about the various license types via the <Download> button. The selection of the respective file formats depends on the license type. Using the <All license information> entry, you can download the information for each license type in each file format simultaneously.

Select the desired license container under *Available license containers*.



You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

License information for the WIBU license container

If you select a WIBU license container, you see the following information about the licenses running via the selected license container:

- *CodeMeter Runtime*: Version of the license software
- *Container information*: Information about the WIBU license container
- *EUP dates*: Period in which you receive updates for the corresponding software
- *License options*: Available licenses
- *Linked tickets*: Tickets that are associated with this system

You can download the license information as a JSON file or WIBU container receipt using the <Download> button.

For information about the WIBU license update, see ↗ *WIBU licenses, page 74*.

License information for the MARX license container

If you select a MARX license container, you see the following information about the licenses running via the selected license container:

- *Container information*: Information about the MARX license container
- *Passwords in use*: Software with user management enabled
- *EUP dates*: Period in which you receive updates for the corresponding software
- *License options*: Available licenses

You can download the license information as a JSON file or VWR container receipt using the <Download> button.

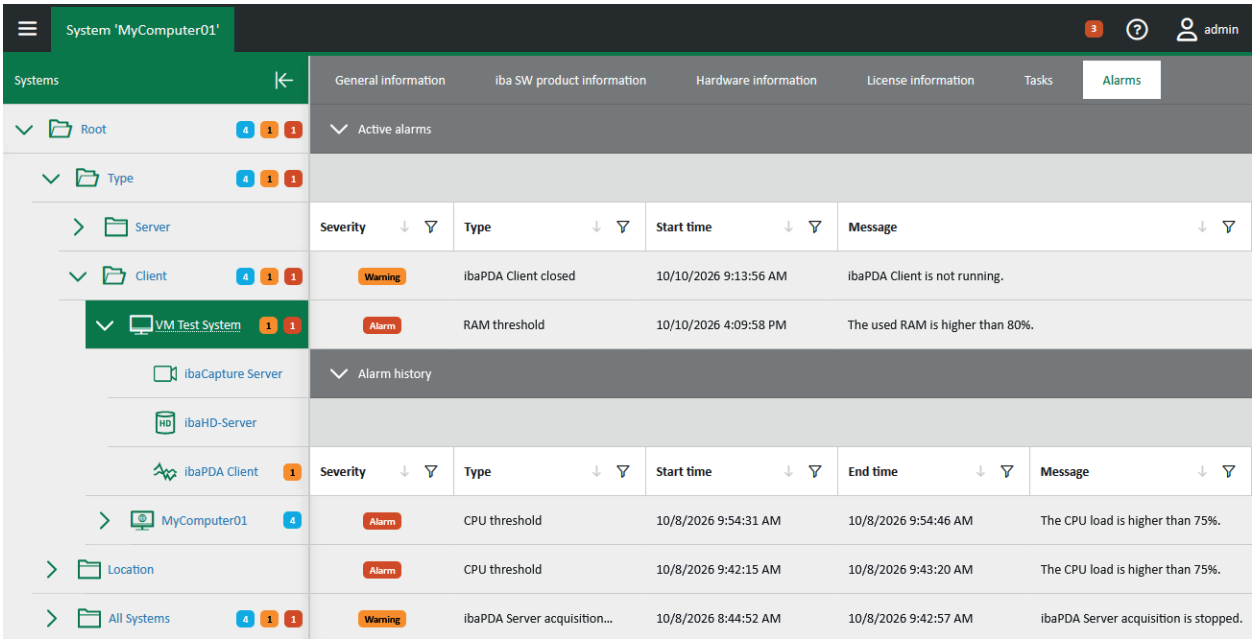
For information about the MARX license update, see ↗ *Updating MARX licenses, page 72*.

5.4.5 Alarms on system level

When you select a single system in the overview under *Systems* in the main menu, you can view all messages in the *Alarms* tab relating to the selected system.

This view is a detailed list of all alarm messages, which are indicated by a notification icon behind the system name in the overview.

In addition to the alarm class, the table shows the type, the start time of the alarm, and a description.



In addition to active alarms, there are also past alarms for the system under *Alarm history*. As soon as an alarm is no longer active, an entry is created in the history, e.g. when the system is restarted. Each alarm in the history has a start and end time so that you can see how long it was active. This allows you to track system events.

Events in the alarm history are deleted after 3 months. Events relating to software updates can only be found in the *Action history* under *History* in the main menu, see ↗ *History, page 45*.

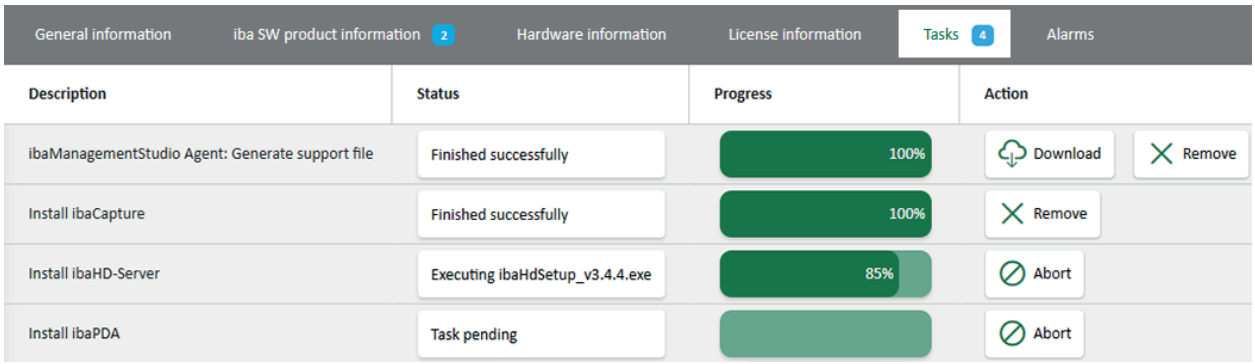
You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

5.5 Currently running tasks

If you select an individual system or a folder in the overview under *Systems* in the main menu, in the *Tasks* tab you can see an overview of the status of all tasks that you have started in the web client and that have not yet been completed. The notification at the tab name indicates the number of running tasks.



The tab shows the following tasks:

- Downloading files, e.g. support files
- Installing software updates
- Updating MARX licenses

If you have opened the Tasks tab at folder level, the system on which the tasks are running is also shown.

In the *Action* column, you can perform various actions depending on the task and status, which you can otherwise perform in the respective dialog box, e.g. when updating software. You can abort the task if it has not yet been completed or remove completed tasks from the list. You can also download generated download files here.

Note

If you abort tasks, the system may remain in an undefined state.

It is recommended to cancel updates only during the installer upload.

5.6 General alarm overview

Note

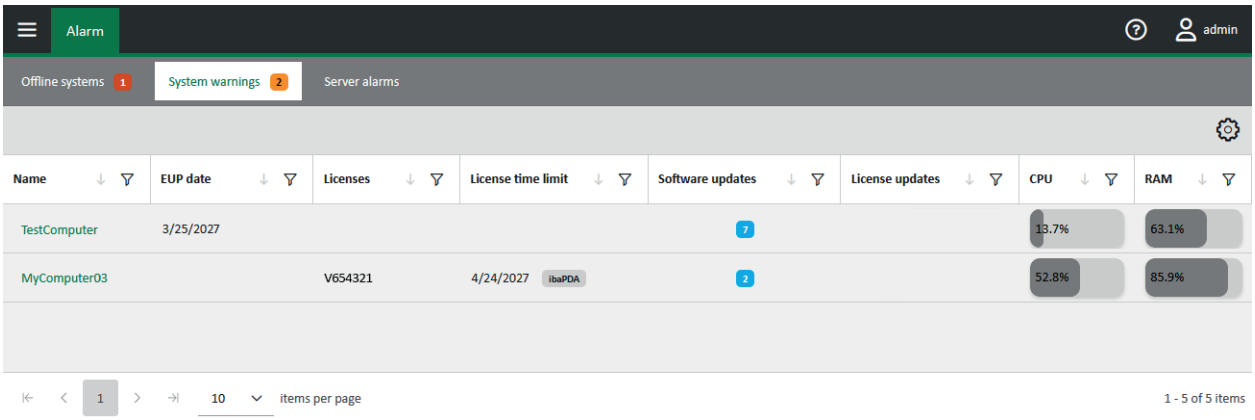
This function is only available with the *ibaManagementStudio+* license.

In addition to system-level alarms, there is also a general overview of systems that are offline or for which a notification has been received, e.g., if a software service has been stopped. You can find this alarm overview in the main menu under *Alarm*. The alarms are based on the configured alarm rules, see ↗ *Alarm configuration, page 53*.

The alarms are grouped into 3 categories:

- *Offline systems*: All systems that are currently offline
- *System warnings*: All systems that are online and have an active alarm
- *Server alarms*: All alarms related to the server, along with their alert history, including start and end times. The events in the alarm history are deleted after 3 months.

If you move the mouse over a system or a cell, a tooltip shows more information about the system status or the cell entry. If you click on a system or a cell, the respective view opens.



ibaManagementStudio regularly updates the displayed information. If the status of a system changes, e.g. when the computer is started up, the entry may appear on another tab or disappear.

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

5.6.1 Email notifications

Note

This function is only available with the *ibaManagementStudio+* license.

ibaManagementStudio can notify you by email when alarms are triggered or reset. This way, you stay informed about the status of your systems without having to monitor the web client constantly.

To use email notifications from *ibaManagementStudio*, you must first enable them centrally. Follow these steps to set up email delivery.

1. Enable the SMTP server in the server configuration, see ↗ *Email settings for server, page 51*.
2. Set up at least one email account as the sender of the email notification in the server configuration, see ↗ *Sender accounts for email delivery, page 52*.
3. Enable email notifications for at least one alarm in the system configuration and specify the recipients, see ↗ *Email notifications for alarm rules, page 56*.

Email recipients and user management

As recipients, select users and user groups from the internal user management. Users only receive a notification if they have a valid email address stored and have view permission on the respective system. Users who belong to multiple selected groups receive the email only once. Recipients who are excluded due to missing permissions or a missing email address are not notified.

For domain users, the email address is automatically retrieved from Active Directory. If no address is available, you can manually enter an email address in the user management. This email address also serves as a fallback. If Active Directory provides an address at the next login, the manual address is overwritten.

The language of the emails is determined by the language setting for each user in the user management. If the language is set to *Auto*, the language of the *ibaManagementStudio* server is used.

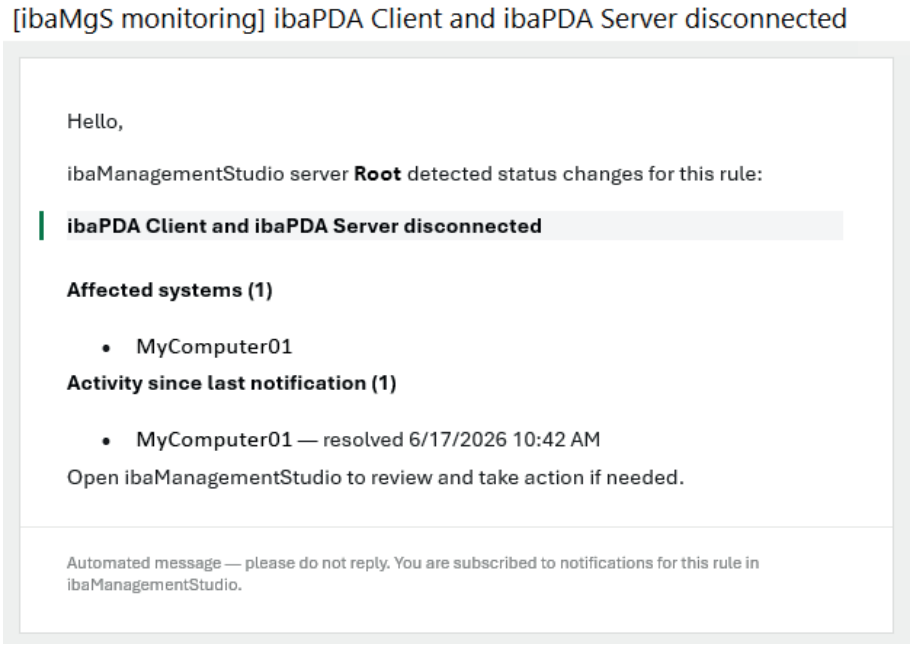
For more information about the user management, see ↗ *User management in ibaManagementStudio, page 84*.

Content of the email notification

The email is in HTML format and contains the following information:

- name or alias of the *ibaManagementStudio* server
- affected alarm rule
- systems for which the alarm for this rule was triggered
- systems that are no longer affected by the alarm
- events since the last notification

If no content is available for one of these categories, the category is omitted entirely.



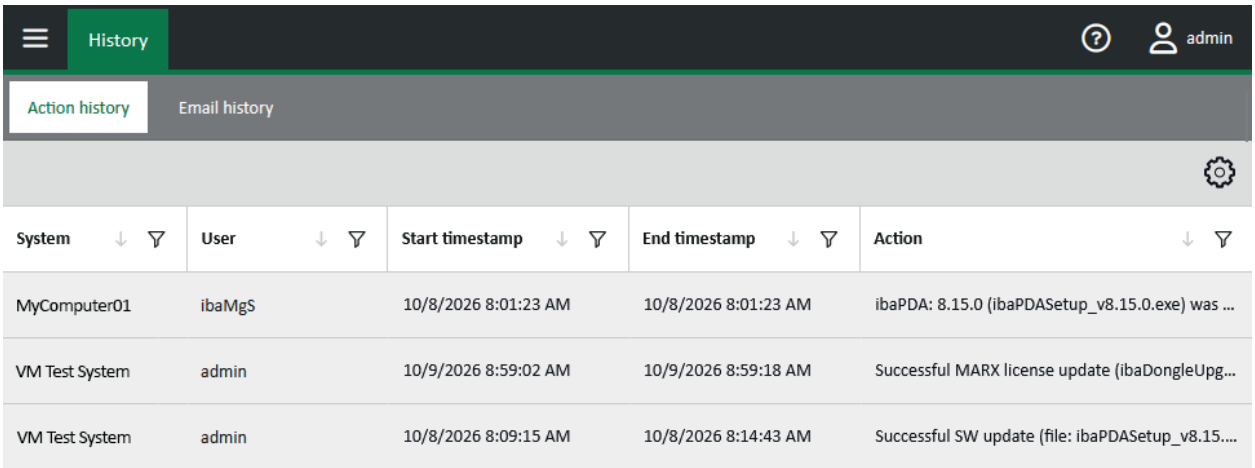
5.7 History

Note

This function is only available with the *ibaManagementStudio+* license.

In the main menu, under *History*, you can find an overview of the actions and emails sent by *ibaManagementStudio* over the past 3 months.

The tabs and entries you can see depend on your permissions in the user management of *ibaManagementStudio*. If you are not allowed to view the action history, the *History* menu opens the *Email history* tab directly.



System	User	Start timestamp	End timestamp	Action
MyComputer01	ibaMgS	10/8/2026 8:01:23 AM	10/8/2026 8:01:23 AM	ibaPDA: 8.15.0 (ibaPDASetup_v8.15.0.exe) was ...
VM Test System	admin	10/9/2026 8:59:02 AM	10/9/2026 8:59:18 AM	Successful MARX license update (ibaDongleUpg...
VM Test System	admin	10/8/2026 8:09:15 AM	10/8/2026 8:14:43 AM	Successful SW update (file: ibaPDASetup_v8.15....

The tables in each tab have the same functions.

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Using the gear button above the table, you can show and hide columns. You can change the order of the columns using drag & drop in the table header. These changes are saved only for the current user and the browser used.

Action history

The table shows the actions carried out via the web client. Actions include updates to licenses and software as well as adding or deleting installer files.

To view the action history, you need the *Manage settings* permission and the permission to view the respective system.

The table shows the following information:

System	System on which the action was executed
User	User who performed the action *
Start timestamp	Start time of the action
End timestamp	End time of the action
Action	Type and success of the update

* Only an administrator user can view the *User* column.

Email history

The table shows the emails that *ibaManagementStudio* sent regarding alarms.

You see the emails for the systems you are allowed to view. An administrator user sees the emails for all systems. You can only see emails about server alarms (server start and server stop) if you have the *Manage settings* permission.

The table shows the following information:

Timestamp	The time the email was sent. If the email could not be sent, the time of the first send attempt.
Email sent	Shows whether the email was sent successfully or not
System	System affected by the alarm
Rule state	Status of the affected rule: Violation of the rule or compliance with the rule
Rule	Alarm rule that was violated
Account	Account from which the email was sent
Recipients	Recipients of the email

5.8 General information about ibaManagementStudio

In the help menu, you can find general information about your *ibaManagementStudio* version, the license used, the terms of use and a link to iba support.

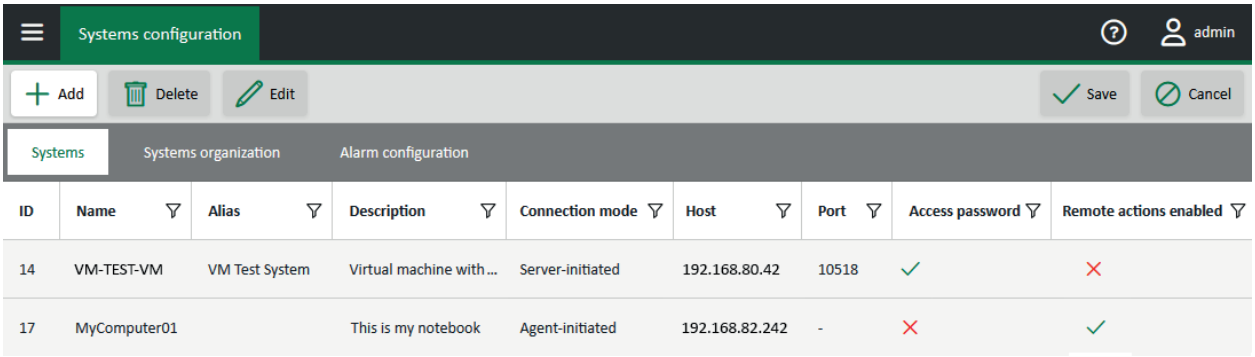
Under *Help*, you can find the HTML help for *ibaManagementStudio*, for which you do not need internet access. The *iba Help portal* entry leads you to a website where you can find all documentation on iba products.

6 Configuration via the web client

ibaManagementStudio offers various configuration options for efficient system management. You can adjust system settings, organize the folder structure, and configure server parameters. This keeps the system layout clear and flexible. The following sections explain each step in detail.

6.1 Editing systems

Systems on which you have installed the agent application of *ibaManagementStudio* can be added, edited, deleted or grouped under *Settings – Systems configuration*.



The table shows the following information:

ID	internal ID of *ibaManagementStudio*
Name	Name of the connected system
Alias	changeable display name of the connected system
Description	Entered description
Connection mode	Connection mode of server and agent
Host	Agent host address
Port	Agent port number
Access password	Shows whether a password is set in *ibaManagementStudio* agent status
Remote actions enabled	Shows whether remote updates are allowed on this system

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Information on Multicast

The UDP port 10517 is only required if you want to use the agent search from the *ibaManagementStudio* server. If a multicast is not possible (e.g. with strict separation of OT and IT), the port is not required.

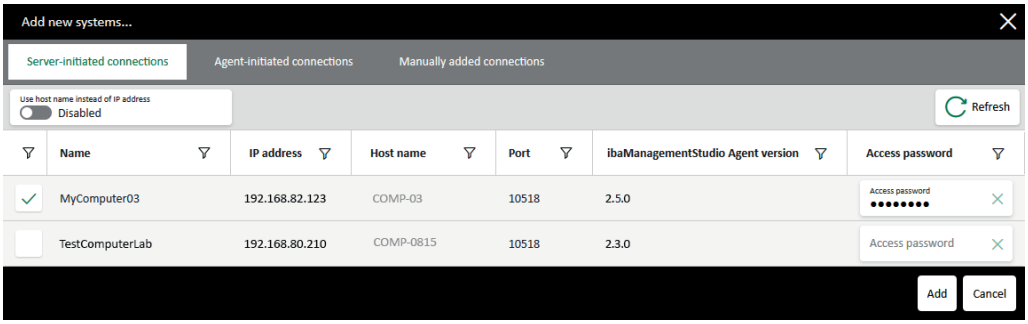
Adding a system

You can only add systems on which you have installed the *ibaManagementStudio* agent application.

We recommend manually adding systems with an agent-initiated connection. The server does not always find these systems automatically.

1. Click on <Add>.

→ *ibaManagementStudio* searches for all reachable agents in the selected communication mode and lists these systems in a dialog window.



2. In the newly opened window, select the *Server-initiated connections* or *Agent-initiated connections* tab.
3. Select one or more systems.

   Optional for Server-initiated connections: In the line of the newly added system, in the *Access password* field, enter the password that you have assigned in *ibaManagementStudio* agent status, see ↗ *Settings in ibaManagementStudio agent status*, page 23.

   Optional for server-initiated connections: Select whether to save the new system with the IP address or the host name. If the IP address is not static, it is recommended to use the host name.
4. Click on <Add>.

→ The new system is now added to the system list.

5. Save the changes.

→ *ibaManagementStudio* then confirms the change and the system is successfully added.

Adding a system manually

If the desired system was not found during the automatic search of *ibaManagementStudio*, you can add the system manually.

1. Click on <Add>.
2. In the newly opened window, select the *Manually added connections* tab.
3. Specify the host name, port number and, if necessary, the password of the desired system and click the <+> button.
4. Select one or more systems and click on <Add>.

→ The new system is now added to the system list.

5. Save the changes.

→ *ibaManagementStudio* then confirms the change and the system is successfully added.

Editing systems

You can edit added systems afterwards, e.g. replace the system with another one or add a description.

Select a system and click on <Edit>. In the dialog, you can change the following: Alias, description, host name, port number, access password, permission for remote actions.

Note

You can always update the *ibaManagementStudio* agent via the web client – even if you did not enable remote actions for the system.

Click on <Reset> in the dialog to reset the settings made as well as the selection to replace a system.

Click on <Apply> in the dialog to confirm the changes for the system.

To finally apply the changes for all systems, click <Save> on the *Systems configuration* page.

Note

If you want to change the connection mode of the system, you have to open *ibaManagementStudio* agent status locally on the respective computer and make the change there, see ↗ *Settings in ibaManagementStudio agent status*, page 23. After that, you can replace the original system with the system that has the new connection mode.

Replacing a system

Via the *Edit system* dialog, you can also replace the system. In doing so, *ibaManagementStudio* transfers the user permissions for the original system to the new system.

The *Replace with* area displays systems that you can use to replace the existing system.

If you click on a system in the *Replace with* area, the fields in the *Settings* area show the information on the new system.

Optional for server-initiated connections: Select whether to save the new system with the IP address or the host name. If the IP address is not static, it is recommended to use the host name.

Deleting a system

Remove a selected agent system with <Delete>.

The system is then deleted from the system management and folder structures.

6.2 Grouping and organizing systems

Under *Settings – Systems configuration* in the *Systems organization* tab, you can create folders to group the systems according to your needs, for example by location or logical context (such as all *ibaAnalyzer* computers, all *ibaPDA* computers). A system can also be contained in several folders.

Creating folders and grouping systems

1. Click on <Add>.
2. Enter a folder name and click on <Add>.

→ The new folder is now added to the system structure.

3. Drag & drop the required systems from the *All Systems* list into the corresponding folder.

Editing and arranging folders

To change the folder name, select a folder and click <Edit>.

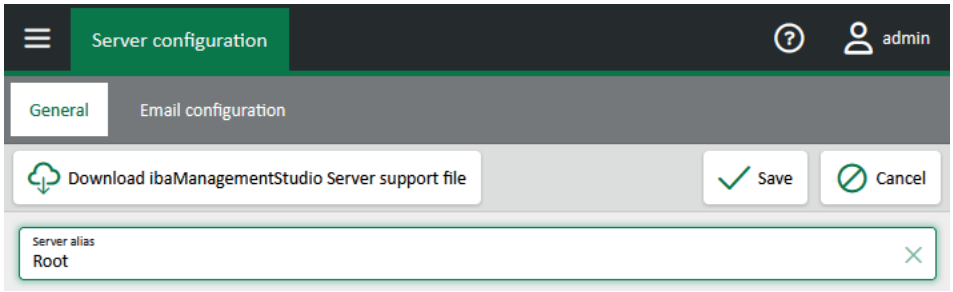
You cannot change the name of the root directory here, but only in the *Server configuration* menu, see ↗ *Changing the server name, page 50*.

Using the buttons in this tab, you can arrange the systems and folders as you wish.

6.3 Changing the server name

In the main menu under *Settings – Server configuration* you can change the display name of the server. This name is shown for the root folder in the system overview.

Enter a name in the *Server alias* field and save the changes.

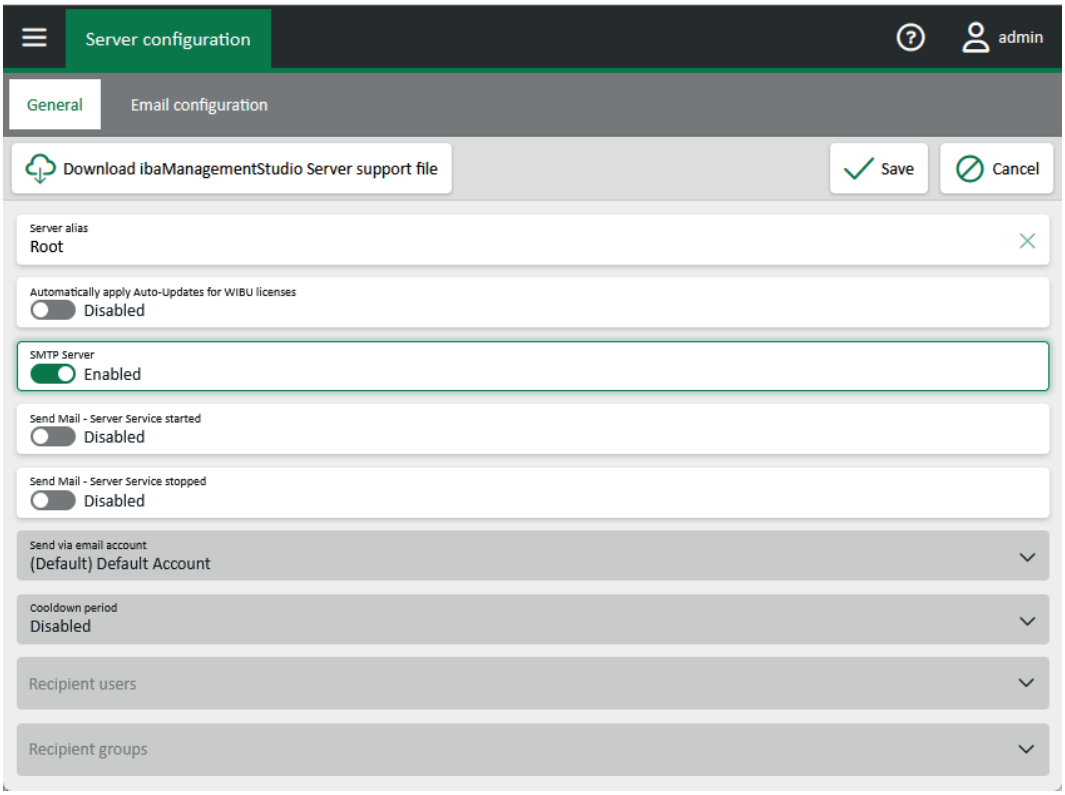


6.4 Email settings for server

Note

This function is only available with the *ibaManagementStudio+* license.

In the main menu under *Settings – Server configuration – General*, you can find the following settings.



SMTP server
If you enable this option, email notifications will be enabled globally in *ibaManagementStudio*. Additionally, you can configure server alarm notifications. If you disable this option, all email sending will stop immediately. Your other settings are disabled, but are saved.

Send mail – Server service started / Send mail – Server service stopped
If you enable any of these options, *ibaManagementStudio* will also send emails when the *ibaManagementStudio* server is started or shut down properly. In addition, you need to configure the other settings.

Send via email account
Select a sender account for the email notification here.

Cooldown period
Set a minimum duration after sending an email during which no further emails will be sent for the same rule. New events of this type that occur during this period will not be ignored. They will be mentioned in the email sent after the cooldown period has expired.

If you disable the cooldown period, new emails will be sent immediately for any alarms that occur.

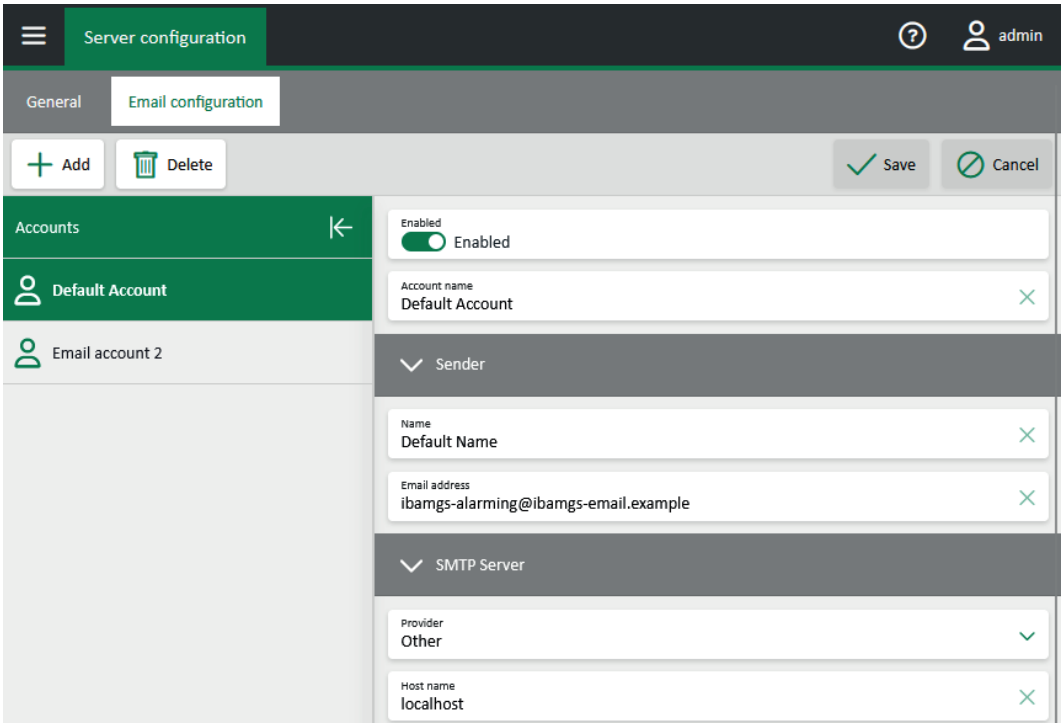
Recipients/Recipient Groups
Select the users or user groups from the user management of *ibaManagementStudio* who should receive the email. Users who belong to multiple selected groups will receive the email only once.

Send test email
Click this button to send a preview email to the selected recipients. This allows you to check the layout and delivery of the email.

6.4.1 Sender accounts for email delivery

In the main menu, under *Settings – Server configuration – Email configuration*, you can set up the sender accounts that *ibaManagementStudio* uses to send notifications.

You can use and change the default account, or create a new account with the <Add> button.



Select the account you want to use and activate it using the *Enabled* switch. Fill out the remaining fields.

- *Account name*: Display name in the rule configuration of *ibaManagementStudio*

Sender

- *Name*/*Email address*: Sender information for the email to be sent

SMTP server

- *Provider*:

  Select *Other* for a standard SMTP server or *Microsoft Exchange Online* for Microsoft 365. With *Microsoft Exchange Online,* you have to enter *Tenant*, *Client ID*, and *Client secret* instead of *Hostname*, *Username,* and *Password*.

- *Hostname*/*Port*: SMTP server address and port

- *Timeout (in milliseconds)*: Time the *ibaManagementStudio* server waits for a response from the SMTP server before aborting the send attempt
- *Security*: Connection security options: *None*, *STARTTLS,* or *TLS*.
  Selecting this option automatically changes the port number to the default (25, 587, 465). You can still change the port later.
- *Authentication*: Authentication method options: *None*, *Automatic,* or *Required*.
- *Username*/*Password*: SMTP server login credentials

<Test credentials>
Use this button to test the connection and login to the configured SMTP server. A message appears as a result.

More options

- *Use as default account*: Set this account as the default account.

Note

When you save the settings, one account has to be set as the default account. This account serves as a fallback option if you delete accounts that are specified as senders in alarm rules.

- *Log SMTP communication*: SMTP communication is logged in the *ibaManagementStudio* server log for troubleshooting purposes.
- *Disable SSL certificate revocation check*: Skips the certificate revocation check. This feature is only required in restricted networks.

6.5 Alarm configuration

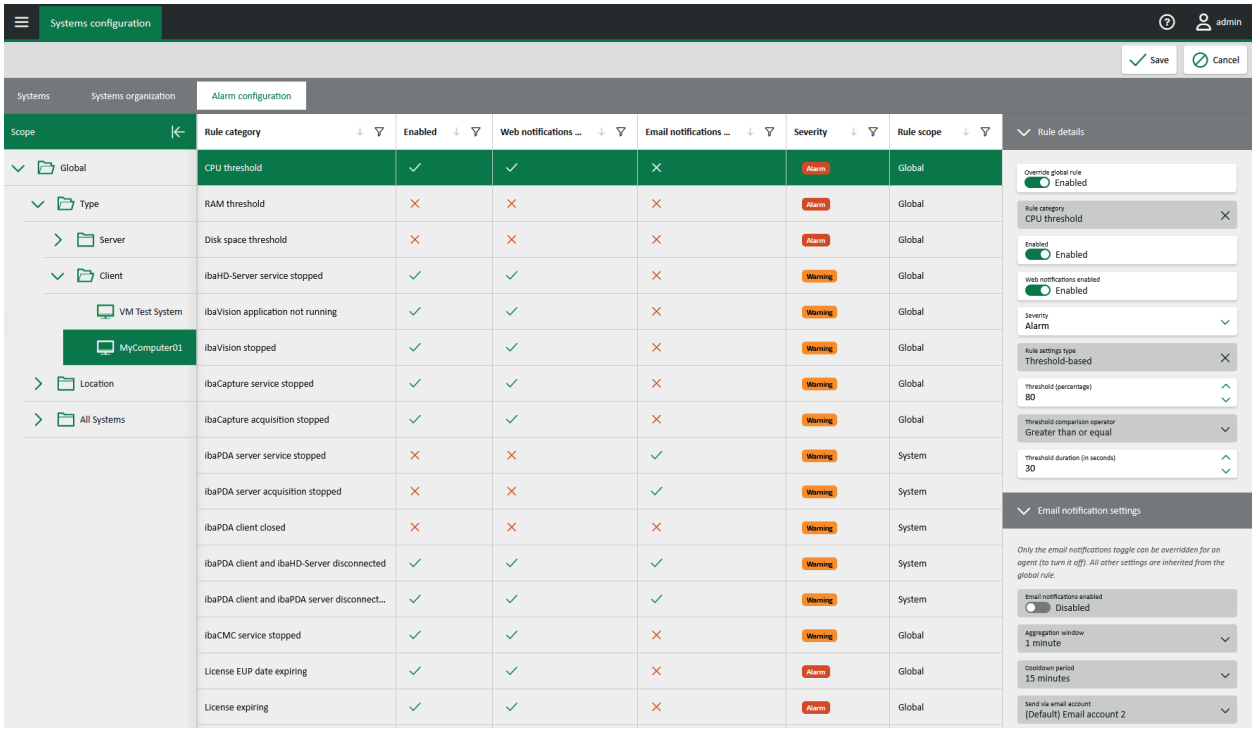
Note

This function is only available with the *ibaManagementStudio+* license.

Under *Settings – Systems configuration* in the *Alarm configuration* tab, you can configure awhich alarms you want to be notified about in the system overview or via email and which alarm class they have.

You can set alarm rules for all messages that apply globally to all systems or can be customized for individual systems, see ↗ *Configuring alarm rules, page 55*. You can also use the alarm rules to enable or disable monitoring of individual alarm rules for specific systems if you toggle the switch *Override global rule*.

For alarm monitoring, you can also use email notifications, see ↗ *Email settings for server, page 51*.



On the left side, you can select the systems for which you want to configure alarm rules. If you select *Global*, you can configure rules for all systems and for the server.

Alarm rules for individual systems that deviate from the global rule override the global rule for that system.

Note

Although you can configure alarms for all systems, the monitoring of the alarms only works on systems with *ibaManagementStudio* Agent v2.3.0 or higher. When saving your changes to the alarm rule, you will be notified if monitoring is not supported.

The table in the middle lists all alarm rules. You can edit the individual rules under *Rule details* on the right.

ibaManagementStudio offers 3 different rule types that you can configure.

- Status rules: Stop of a software service or disconnected systems
- Threshold rules: Exceeding thresholds for hardware resources
- Rules for expiration dates: Licenses and certificates that are about to expire

The status rules only have the default settings. The other rule types offer additional settings.

Rules for server alarms

You can configure the server alarms under *Global*. There are 3 server alarms, which you can find at the bottom of the alarm list.

Because server alarms only apply as global rules, you cannot change them for a specific system.

Configuring alarm rules

To configure alarms, first consider which alarms are monitored globally for all systems and which are only relevant for selected systems.

1. From the list on the left, select either *Global* or a specific system.
2. From the table in the middle, select the rule you want to customize.
3. If you want to change a rule for the selected system, enable the *Override global rule* option on the right under *Rule details*.
4. Change settings for the alarm rule and email notification as required.

   For more information about email notifications, see ↗ *Email notifications for alarm rules, page 56*.

If you completely disable the monitoring for a software product, the software is marked with a symbol in the system overview. This allows you to see which software you will not receive notifications for on the respective system.

Default settings for alarm rules

- *Override global rule*: only for system-specific alarm rules

  If alarm rules for individual systems are to deviate from the global rule, you have to activate this option. Only then can you adjust further settings.

  You cannot change server alarms for a specific system.
- *Rule category*: This field displays the name of the rule.
- *Enabled*: If you enable this option, the alarm rule is monitored globally or system-specifically.
- *Web notifications enabled*: If you enable this option, a notification icon appears for the alarm rule.
- *Severity*: Select the importance of the notification: Info, Alarm, or Warning.

Settings for threshold rules

- *Threshold (percentage)*: Enter a value in percent that serves as the threshold for monitoring.
- *Threshold comparison operator*: Shows whether the alarm is triggered when the threshold is exceeded or fallen below.
- *Threshold duration (in seconds)*: Specify the duration in seconds during which the threshold must remain exceeded or fallen below before the alarm is triggered.

Settings for expiration rules

Time before expiration (in days): Set how many days before the expiration date an alarm is displayed.

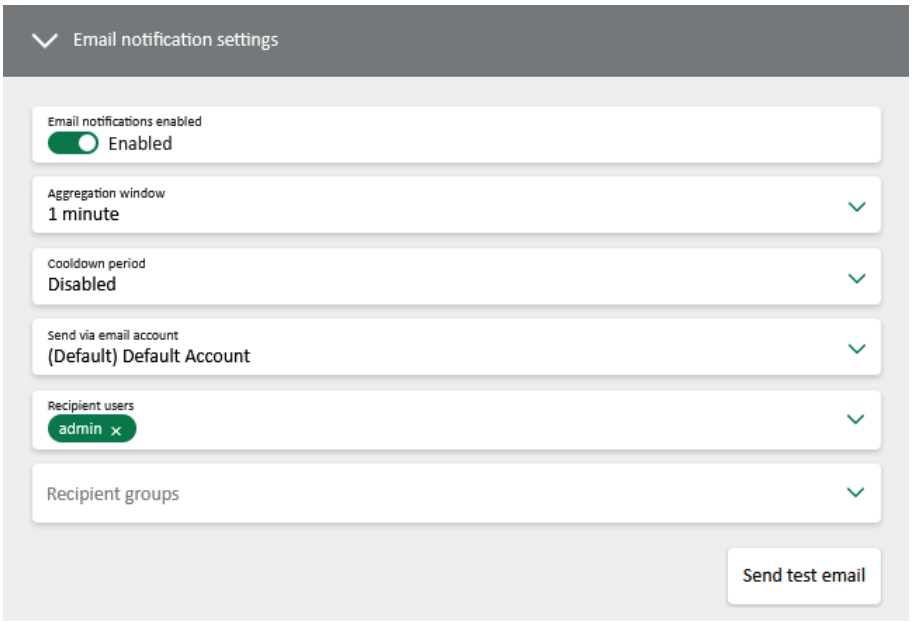
6.5.1 Email notifications for alarm rules

Note

This function is only available with the *ibaManagementStudio+* license.

If you want to be notified of alarms via email, you can configure alarm-specific notifications under *Settings – Systems configuration* in the *Alarm configuration* tab.

You configure the general settings for each alarm at the global level, which is the top-level folder in the directory tree on the left. At the system level, you can then turn the notification on or off as needed, but you cannot, for example, add other recipients.



Each alarm at global level has the following settings for email notifications:

Turn on email notifications
To receive email notifications, you must enable this option at the global level. You can enable or disable this option at the system level only if it is enabled at the global level.

Aggregation time
From the list, select the duration that *ibaManagementStudio* should wait after the first detected event before sending the email. All events covered by this rule occurring within this time are summarized in a single email.

Cooldown period
Set a minimum duration after sending an email during which no further emails will be sent for the same rule. New events of this type that occur during this period will not be ignored. They will be mentioned in the email sent after the cooldown period has expired.

If you disable the cooldown period, new emails will be sent immediately for any alarms that occur.

Send via email account
Select a sender account for the email notification here.

Recipients/Recipient Groups
Select the users or user groups from the user management of *ibaManagementStudio* who should receive the email. Users who belong to multiple selected groups will receive the email only once.

Send test email
Click this button to send a preview email to the selected recipients. This allows you to check the layout and delivery of the email.

Sending behavior with aggregation window and cooldown period

The *ibaManagementStudio* server checks every minute whether an alarm rule has been violated and an email should be sent. The email delivery process works as follows:

1. Detection of a change: A new alarm for the rule has been triggered since the last email.
2. Aggregation time: *ibaManagementStudio* waits for the aggregation time to elapse after a change is detected.
3. Email delivery: Once the aggregation period has expired, *ibaManagementStudio* sends an email listing all changes, even if the alarm has been cleared in the meantime.
4. Cooldown period: After an email has been sent, *ibaManagementStudio* waits to send any additional emails until the configured cooldown period has elapsed.

   If changes occur during this period, *ibaManagementStudio* sends an email after the cooldown period and the new aggregation period have elapsed.

Once the cooldown period is over, email delivery can resume following this pattern.

The next email always lists all events for an alarm rule with timestamps that have not been reported since the last email. This way, you are also notified of brief alarms.

When the *ibaManagementStudio* server is restarted, the aggregation time and cooldown period are not reset. The notification status is also retained.

If emails cannot be sent, for example because the SMTP server is unavailable, the cooldown period does not start. The next time *ibaManagementStudio* checks for changes, it will try sending the email again. Recipients will then receive only one email containing all events.

6.5.2 Alarm list

ibaManagementStudio can display the following alarms in the web client.

Alarm rule	Alarm type	Description	Displayed message
CPU threshold	Threshold	Monitoring of the CPU utilization of the respective system; Alarm when the threshold value is exceeded	The CPU load is higher than "x" %.
RAM threshold	Threshold	Monitoring of the RAM utilization of the respective system; Alarm when the threshold value is exceeded	The used RAM is higher than "x" %.
Disk space threshold	Threshold	Monitoring of free storage space on all available partitions of the respective system; Alarm when the threshold value is fallen below	The free disk space is lower than "x" %.
ibaHD-Server service stopped	Status	Monitoring of the *ibaHD-Server* service on the respective system; Alarm when the service stops	ibaHD-Server service is stopped.
ibaHD-Server stopped	Status	Monitoring of *ibaHD-Server* when service is running; Alarm when *ibaHD-Server* stops	ibaHD-Server is stopped.
ibaVision application not running	Status	Monitoring of *ibaVision* when service is running; Alarm when *ibaVision* stops	ibaVision is not running.
ibaVision stopped	Status	Monitoring of the *ibaVision* service on the respective system; Alarm when the service stops	ibaVision is stopped.
ibaCapture service stopped	Status	Monitoring of the *ibaCapture* service on the respective system; Alarm when the service stops	ibaCapture service is stopped.
ibaCapture acquisition stopped	Status	Monitoring of the *ibaCapture* acquisition when service is running; Alarm when the *ibaCapture* acquisition stops	ibaCapture acquisition is stopped.
ibaPDA server service stopped	Status	Monitoring of the *ibaPDA* server service on the respective system; Alarm when the service stops	ibaPDA server is stopped.
ibaPDA server acquisition stopped	Status	Monitoring of the *ibaPDA* acquisition when service is running; Alarm when the *ibaPDA* acquisition stops	ibaPDA server acquisition is stopped.
ibaPDA client closed	Status	Monitoring of *ibaPDA* client; Alarm when *ibaPDA* client stops	ibaPDA client is not running.

Alarm rule	Alarm type	Description	Displayed message
ibaPDA client and ibaHD-Server disconnected	Status	Monitoring of the connection between *ibaPDA* client and *ibaHD-Server*; Alarm when connection is lost	ibaPDA client is not connected to ibaHD-Server.
ibaPDA client and ibaPDA server disconnected	Status	Monitoring of the connection between *ibaPDA* client and *ibaPDA* server; Alarm when connection is lost	ibaPDA client is not connected to ibaPDA server.
ibaCMC service stopped	Status	Monitoring of the *ibaCMC* service on the respective system; Alarm when the service stops	ibaCMC is not running.
ibaDaVIS service stopped	Status	Monitoring of the *ibaDaVIS* service on the respective system; Alarm when the service stops	ibaDaVIS service is stopped.
ibaDatCoordinator service stopped	Status	Monitoring of the *ibaDatCoordinator* service on the respective system; Alarm when the service stops	ibaDatCoordinator service is stopped.
License EUP date expiring	Expiration date	Verification of EUP dates on the respective system; Alarm for expiration dates that fall within the specified period or have passed.	"Y" EUP date will expire in "x" days. "Y" EUP is expired.
License expiring	Expiration date	Verification of the license time limit on the respective system; Alarm for expiration dates that fall within the specified period or have passed.	"Z license" will expire in "x" days. "Z license" is expired.
ibaManagementStudio agent certificate expiring	Expiration date	Verification of the certificate of ibaMgS agent on the respective system; Alarm for expiration dates that fall within the specified period or have passed.	The certificate for the agent-initiated communication will expire in "x" days.
Software update available	Status	Check for available software updates on the respective system in the repository of ibaMgS web client; Alarm when new software versions are available	Software update available
License update available	Status	Check for available license updates; Alarm when new license updates are available	License update available

Alarm rule	Alarm type	Description	Displayed message
ibaManagement-Studio server certificate expiring	Expiration date (Server)	Verification of the certificate of ibaMgS server on the respective system; Alarm for expiration dates that fall within the specified period or have passed.	The certificate for the server-initiated communication will expire in "x" days.
ibaManagement-Studio server license expiring	Expiration date (Server)	Verification of the license time limit for ibaMgS server; Alarm for expiration dates that fall within the specified period or have passed.	The license for the ibaManagementStudio server will expire in "x" days.
Repository status unavailable	Status (Server)	Monitoring of the repository on the ibaMgS server; Alarm when repository unavailable	The installer repository is not available.

6.6 Storing remote system credentials

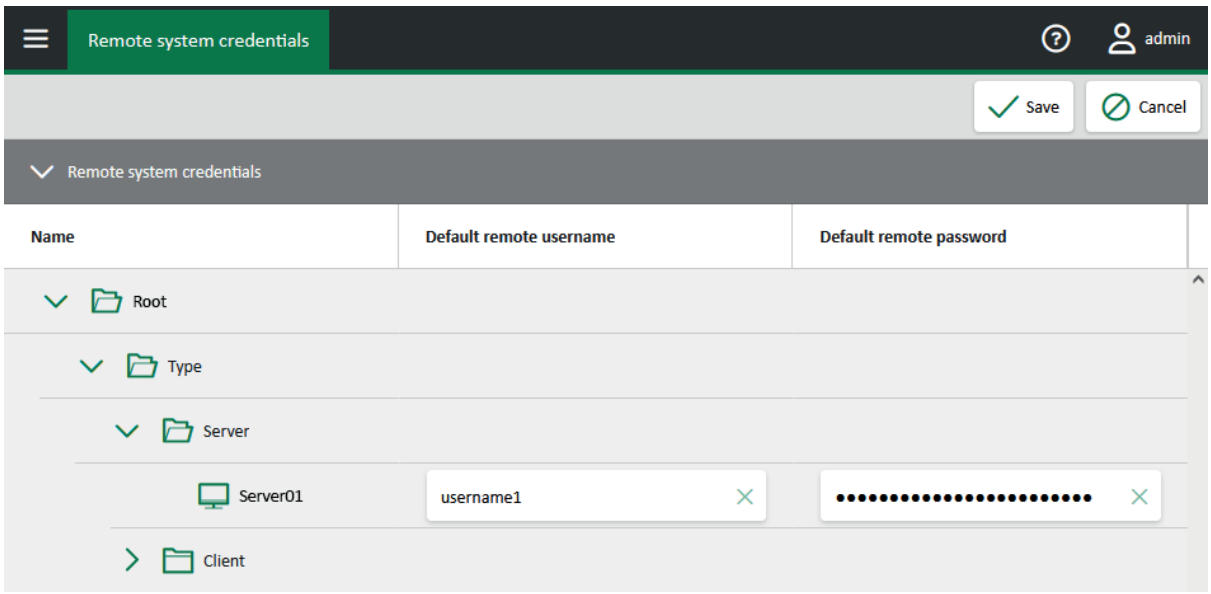
Note

This function is only available with the *ibaManagementStudio+* license.

If you store remote access data for systems, you do not need to enter the access data again when updating the software on these systems. You can save a lot of time, especially if you are updating several systems at the same time, see ↗ *Updating iba software products on multiple systems, page 68*.

In the main menu under *Settings – Remote system credentials*, you can store access data for each system to which you have access. This access data is only saved for your *ibaManagementStudio* user and has no effect on the settings of other users.

1. Enter a remote username and the corresponding password as default data for the desired systems.



2. Confirm the entries with <Save>.

Note

The remote system credentials are secured in the database of the *ibaManagementStudio* server using multi-layer two-factor encryption.

Decryption is only possible by the server process on the system on which the data was originally encrypted. Even with full database access, decryption by third parties (including iba employees) is not possible.

7 Managing iba software in the web client

ibaManagementStudio offers various features for efficient management of iba software. You can organize the software repository, perform remote updates, create support cases, and update licenses. Diagnostic and support functions help identify and resolve issues early. The following sections explain each step in detail.

7.1 Update files and file repository

Note

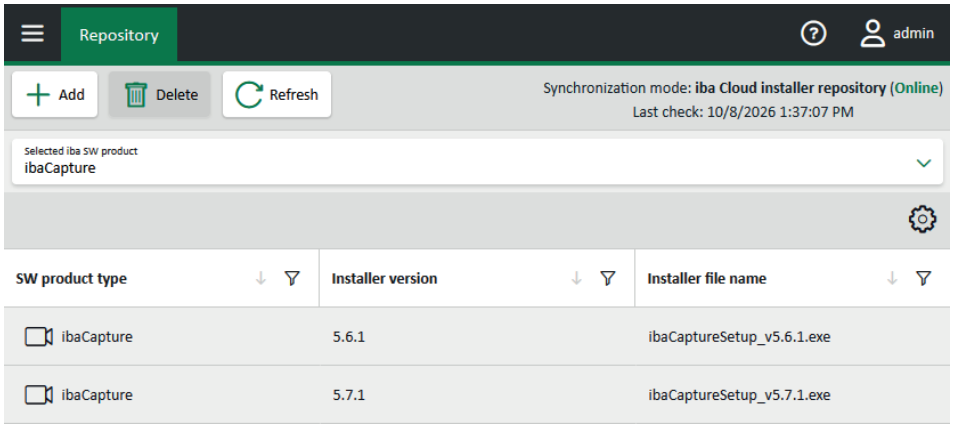
This function is only available with the *ibaManagementStudio+* license.

Installer files for updates of supported iba software products can be loaded into the local file store using the *Repository* main menu item in the web client. The files are located in a file repository on the computer on which *ibaManagementStudio* server is running, see ↗ *Settings in ibaManagementStudio server status*, page 21.

Note

ibaManagementStudio creates a folder structure in the repository that you must not change or delete. Otherwise, the repository and the remote update stop working.

When you change the location of the repository, you can choose to transfer the previous data to the new location. This allows you to ensure that the repository and remote update continue to work correctly.



To view and edit the repository in the web client, you need the *Manage settings* permission in the *ibaManagementStudio* user management.

With the installer files in the repository, you can update supported iba software products via the web client, see ↗ *Updating iba software products via the web client, page 65*, or locally via *ibaManagementStudio* agent status in the *Updates* tab, see ↗ *Updates via ibaManagementStudio agent status*, page 24.

You can sort the table in ascending or descending order by clicking on a column header.

Using the filter button, you can filter the table entries.

Note

ibaManagementStudio supports only updating iba software products. You cannot perform clean installations via *ibaManagementStudio*.

View of the available installer files for updates

Under *Repository* in the main menu, you can view the respective iba software product with the available installer files via a drop-down list. The list includes all supported iba software products. *ibaManagementStudio* displays the version of the installer file as well as its name for each iba software product.

Loading installer files for updates into the repository via the web client

1. Under *Repository* in the main menu, click <Add>.

   For adding installer files, the iba software product selected in the list is not relevant.

2. Select the installer file via <Select file>.

   Already existing installer files with the same name are overwritten. However, if these files are currently in use, *ibaManagementStudio* aborts the upload.

3. Click <Upload> to add the file to the repository.

4. Confirm the upload with <OK>.

→ When you select the respective software in the drop-down list, you can see the newly added installer file.
If you cannot see newly added installer files and no errors occurred during the upload, click <Refresh>.

→ *ibaManagementStudio* updates the update notifications in the system overview.

Deleting files from the repository

You can also delete older installer files via the web client.

1. Select an installer file of a software.

2. Click on <Delete> and confirm the prompt.

→ The installer file is deleted from the repository in the web client and therefore also from the local file repository of the server.

Note

You cannot delete the latest installer file for a software.

Locked installer files in the repository

ibaManagementStudio blocks installer files if the download fails 3 times, for example, because the installer file is corrupted or there is not enough storage space available in the file repository.

Under *Repository* in the main menu, the blocked files are marked with a banner that shows the number of failed downloads and the reason. You can also find details about the failed downloads in the main menu under *History* on the *Action history* tab.

You can unblock an installer in 2 ways:

- Use the <Refresh> button to download the installer manually. If the download succeeds, the installer is unblocked. If the manual download also fails, the installer remains blocked.
- Update *ibaManagementStudio* server to a newer version. With the update the blocked states are reset.

7.2 Updating iba software products via the web client

Note

This function is only available with the *ibaManagementStudio+* license.

From the web client, you can update supported iba software products on the connected systems. New installations of iba software products or downgrades of the software version are not possible.

Before installing the software, *ibaManagementStudio* checks the authenticity of the installer files via different procedures and the EUP date. If the currently licensed EUP date does not cover the new software version, the installation is aborted.

During the installation, the services of the respective iba software products are stopped on the system.

You can track the status of the update at any time in the *Tasks* tab.

Note

To perform a remote update on a connected system, you must be able to log on to that system with a local Windows account that has permission to perform installations. You can also store the credentials in the web client, see ↗ *Storing remote system credentials*, page 61.

Prerequisites

- For the system on which you want to perform the remote update, the permission for remote actions is enabled, see ↗ *Editing systems*, page 49.
- On the system on which you want to perform the remote update, the *ibaManagementStudio* agent service (v2.0.0 or higher) is running and a connection to the *ibaManagementStudio* server is established.
- *ibaManagementStudio* supports the selected iba software product.
- You also need the "Edit" permission for the respective system in the *ibaManagementStudio* user management.
- The repository in the web client contains update files.

7.2.1 Updating iba software products individually

Note

Note that the service of the software products is stopped during the update. This means that e.g. *ibaPDA* cannot acquire signals as long as the update is running.

1. In the main menu under *Systems*, select a system and go to *iba SW product information*.

   Alternatively on folder level, you can also find a system that is not updated by selecting the software.

2. Click on <Update> in the list.

→ The web client lists all update files stored in the directory.

3. Select the desired update file and click <Next>.
4. Check the Windows login data if it is already stored.

   Otherwise, enter the Windows credentials under which to install the update on the selected system.

   Optional: Save the Windows credentials for this system in the web client as remote system credentials.

5. Click on <Install> to start the installation.

→ The dialog shows the installation progress.
During installation of *ibaManagementStudio* agent, the affected system may briefly appear as offline in the system overview.

→ If you close the installation window, the installation continues. You can check the progress in the *Tasks* tab.

7.2.2 Updating multiple iba software products

You can also update several iba software products on one system. The updates are installed one after the other in the order you specify.

Note

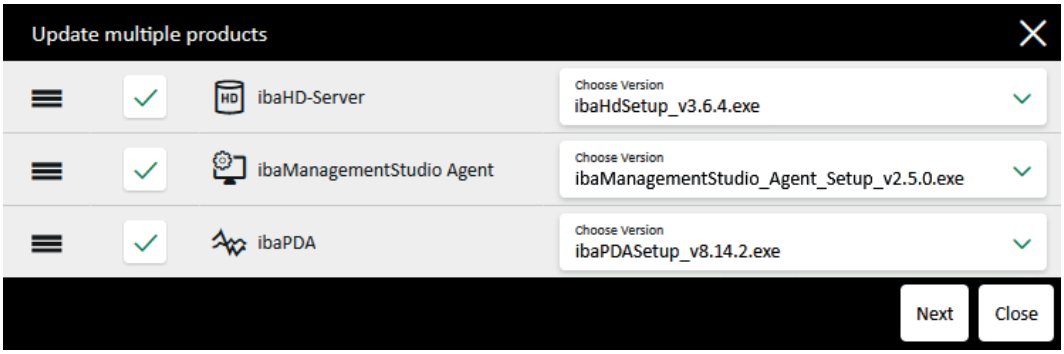
Note that the service of the software products is stopped during the update. This means that e.g. *ibaPDA* cannot acquire signals as long as the update is running.

1. In the main menu under *Systems*, select a system and go to *iba SW product information*.

   Alternatively on folder level, you can also find a system that is not updated by selecting the software.

2. Click on <Update multiple products> above the list.

   The window displays all software products that you can update.



3. Select the software products that you want to update and select the version of the update file.
4. Set the order of the software during installation by moving the lines on the handle icons on the left.
5. Click on <Next>.
6. Check the Windows login data if it is already stored.

   Otherwise, enter the Windows credentials under which to install the update on the selected system.

   Optional: Save the Windows credentials for this system in the web client as remote system credentials.

7. Click on <Install> to start the installation.

→ The dialog shows the installation progress for each software product.
During installation of *ibaManagementStudio* agent, the affected system may briefly appear as offline in the system overview.

→ If you close the installation window, the installation continues. You can check the progress in the *Tasks* tab.

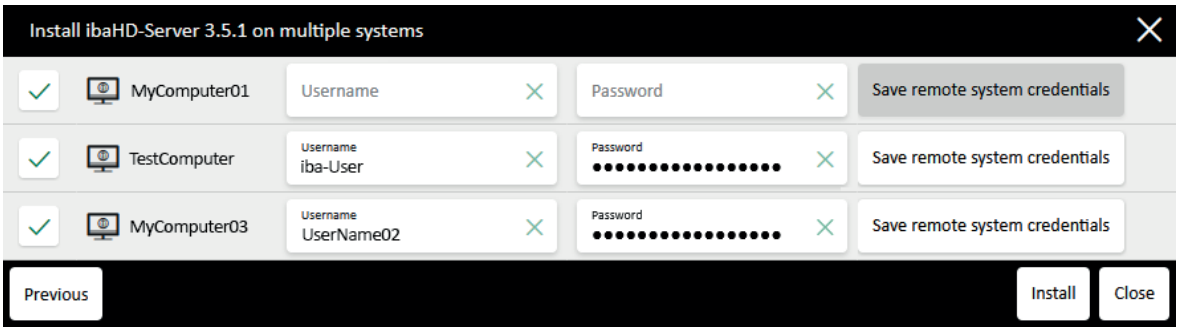
7.2.3 Updating iba software products on multiple systems

You can also update an iba software product on several systems. The updates are installed on the systems in parallel.

Note

Note that the service of the software products is stopped during the update. This means that e.g. *ibaPDA* cannot acquire signals as long as the update is running.

1. In the main menu under *Systems*, select a folder and go to *iba SW product information*.
2. From the list, select a software product to update on the systems in the folder.
3. Click on <Multi update> next to the drop-down list.
4. Select the version of the update file to install and click on <Next>.
5. Select the systems on which to update the software.



6. Check the Windows login data for the systems if it is already stored.

   Otherwise, enter the Windows credentials under which to install the update on the selected systems.

   Optional: Save the Windows credentials for a system in the web client as remote system credentials.

7. Click on <Install> to start the installation.

→ The dialog shows the installation progress for each system.
During installation of *ibaManagementStudio* agent, the affected system may briefly appear as offline in the system overview.

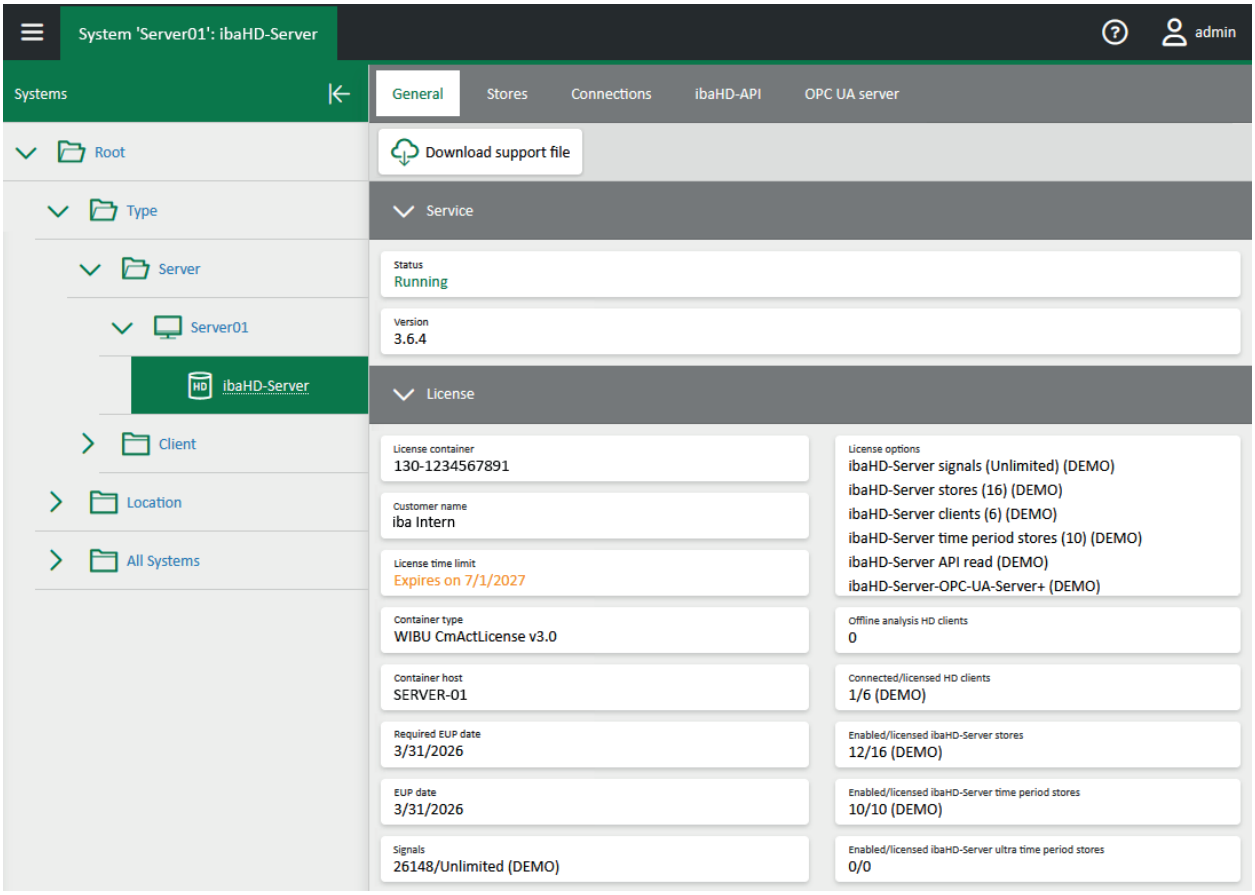
→ If you close the installation window, the installation continues. You can check the progress in the *Tasks* tab.

7.3 Software diagnostics in the web client

Via the main menu item *Systems*, you can view the diagnostic data of the respective installed software on the software pages of a system in the *General* tab.

In the *General* tab, you can see the status of the software service and all license information about the software.

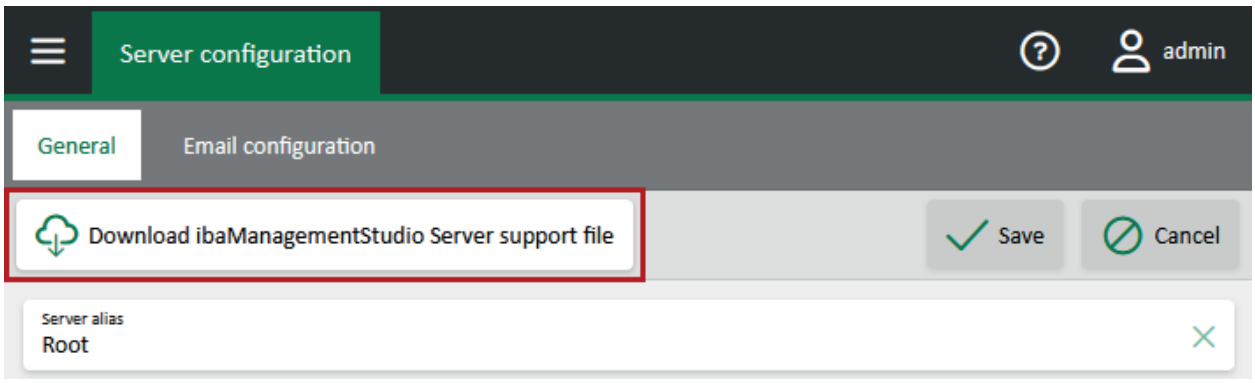
Depending on the software, there are different additional tabs. For *ibaHD-Server*, for example, there are the tabs *Stores*, *Connections* and *ibaHD-API*, as this information is relevant for *ibaHD-Server*. In the individual tabs, you can then see all HD stores, which connection *ibaHD-Server* has with other software (e.g. to *ibaPDA*), and the status of ibaHD-Server-API. For *ibaPDA* and *ibaCapture*, other tabs and information are available.



For support cases, you can create a ZIP file in which all relevant settings and configurations are saved by clicking the button <Download support file>. You can send this ZIP file to iba support for troubleshooting assistance, see ↗ *Support and contact, page 96*.

7.4 Downloading a support file for server

In the main menu under *Settings – Server configuration*, you can download a ZIP file for iba support.



7.5 License updates in the web client

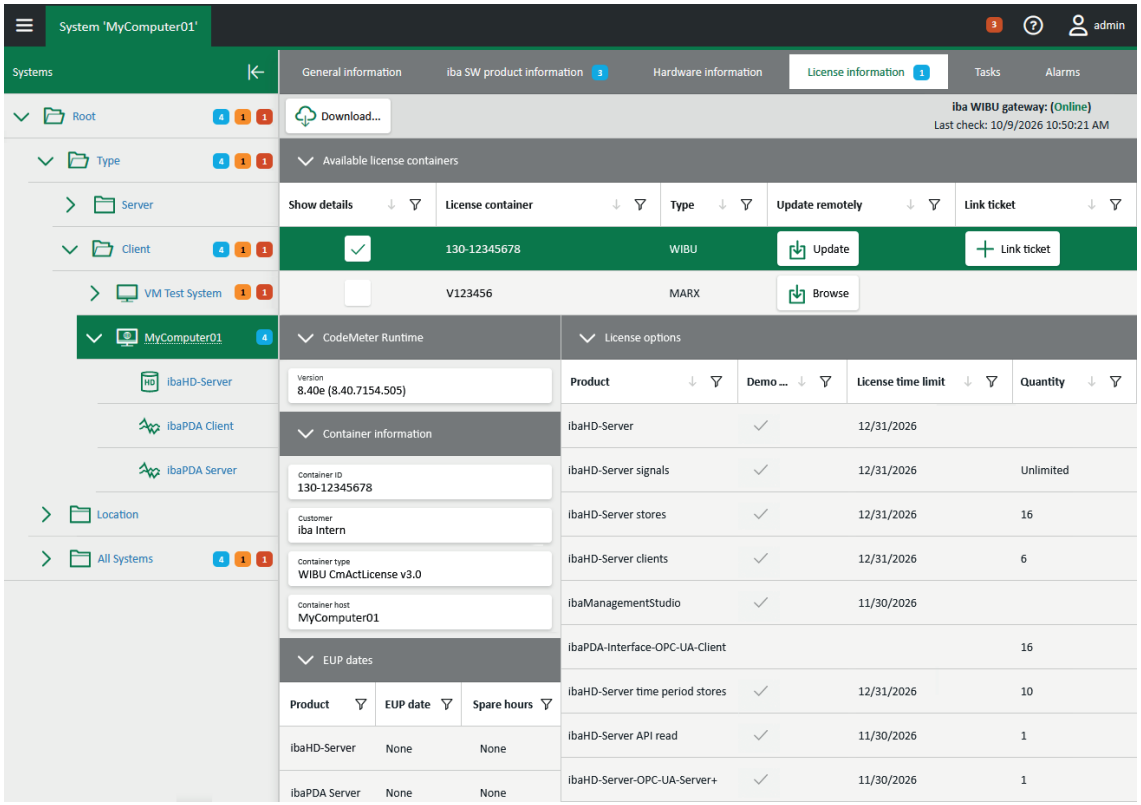
Note

This function is only available with the *ibaManagementStudio+* license.

You can update licenses of the respective license types via the *ibaManagementStudio* web client.

Under the following conditions, the web client indicates when an update is available for a license:

- MARX licenses:
  - New update files are stored in the corresponding directory on the server, see ↗ *Searching for MARX license updates automatically, page 73*.
  - Update notifications only appear for update files that are newer than the last dongle update.
- WIBU licenses:
  - *ibaManagementStudio* server can reach the iba Gateway for WIBU licenses, see ↗ *WIBU licenses, page 74*.
  - Update notifications only appear for tickets that are already known to *ibaManagementStudio*. These tickets can be found on the *License information* tab under *Linked tickets*. You link the tickets manually, see ↗ *Linking tickets to a license container, page 75*.



7.5.1 Updating MARX licenses

Note

This function is only available with the *ibaManagementStudio+* license.

Via the web client, you can update MARX licenses on the connected systems. The update is carried out on the systems in silent mode in the background.

Prerequisites

- For the system on which you want to perform the license update, the permission for remote actions is enabled, see ↗ *Editing systems*, page 49.
- On the system on which you want to perform the license update, the *ibaManagementStudio* agent (v2.0.0 or higher) is running and a connection to the *ibaManagementStudio* server is established.
- You are using *ibaManagementStudio* server v2.0.0 or higher.
- You are using *ibaDongleUpgrade* files with a date from October 2023 (*ibaDongleUpgrade* v8.0.0 or higher).
- You also need the "Edit" permission for the respective system in the *ibaManagementStudio* user management.
- The names of the update files follow this pattern (like the original file name):
  `ibaDongleUpgrade_[dongle_id]_[YYYY_MM_DD].exe`

  You can find the dongle ID in *ibaDongleViewer*.

Note

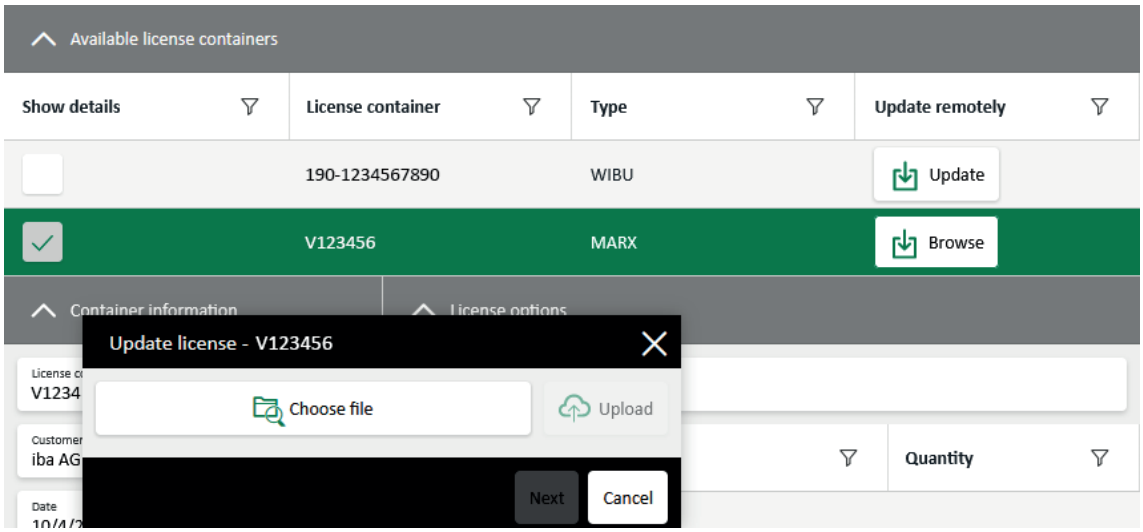
ibaManagementStudio does not support MARX license updates that generate confirmation files that must be sent to iba support.

Manually uploading and updating MARX licenses

Note

The service of the software products on this system is stopped during the update. This means that e.g. *ibaPDA* cannot acquire signals as long as the update is running.

1. Select a system under *Systems* in the main menu and open the *License information* tab.
2. In the list, click on the <Update> button in the line of a MARX license.
3. Select the desired update file and click <Next>.



4. Enter Windows credentials, if necessary with domain, under which you install the update on the selected system.
5. Click on <Install> to start the installation.

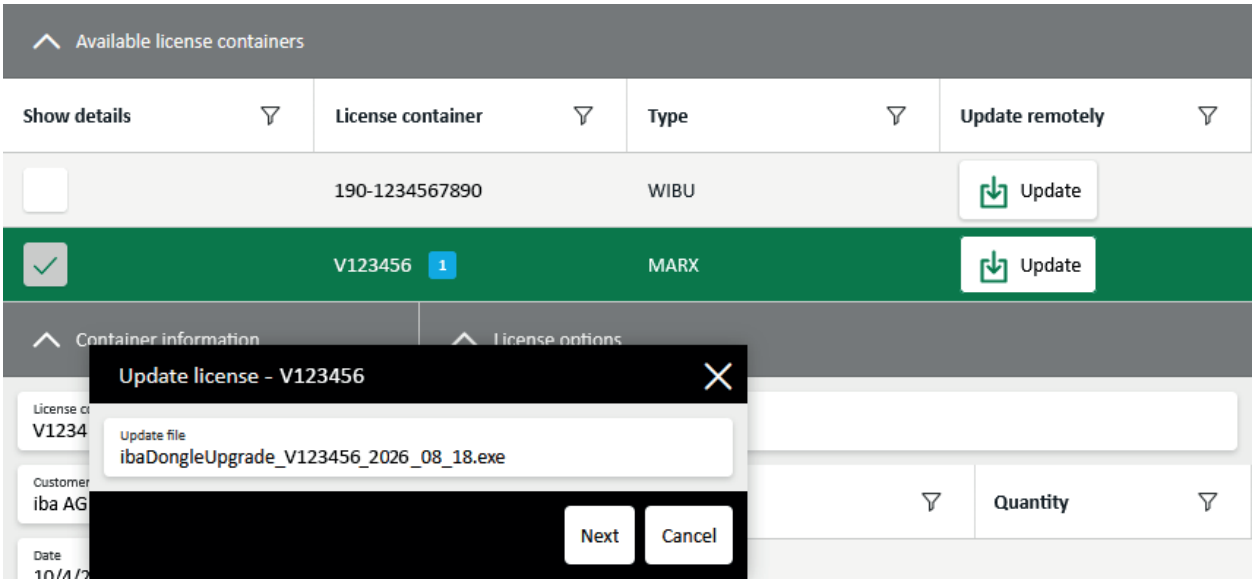
→ The dialog shows the update progress.

Searching for MARX license updates automatically

You can store the update files in a directory and thus display notifications for available license updates in the web client. You then no longer have to search for and select the new update files in the web client.

In *ibaManagementStudio* server status, select a path under *MARX license updates* in the *Settings* tab, see ↗ *Settings in ibaManagementStudio server status*, page 21.

In the web client, you can now perform a license update via the <Update> button in the *License information* tab under *Systems* in the main menu. For the update, *ibaManagementStudio* uses the update file from the directory for MARX license updates.



7.5.2 WIBU licenses

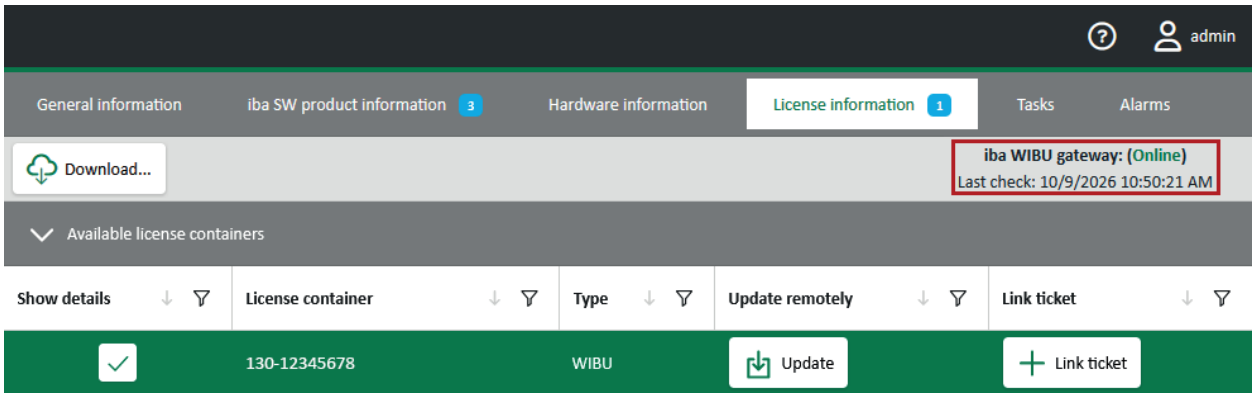
Note

This function is only available with the *ibaManagementStudio+* license.

Via the web client, you can update WIBU licenses on the connected systems. The update is carried out on the systems in the background. When the licenses are updated, license entries are activated on the WIBU ticket.

ibaManagementStudio server automatically establishes a connection to the iba gateway for WIBU licenses. In this way, you can update the licenses using the <Update> button, see ↗ *Updating WIBU licenses, page 76*.

Before you can update a license, you first need to link a ticket to the license container, see ↗ *Linking tickets to a license container, page 75*.



Under certain circumstances, however, *ibaManagementStudio* server cannot reach the iba gateway, in which case you must perform a file-based license update, see ↗ *Updating WIBU licenses file-based, page 80*.

7.5.2.1 Linking tickets to a license container

Note

This function is only available with the *ibaManagementStudio+* license.

You can link WIBU tickets to a license container without performing a license update. This is necessary, for example, if licenses were already on the container before *ibaManagementStudio* was implemented, or if you moved a ticket to a different container in the WIBU web application.

Prerequisites

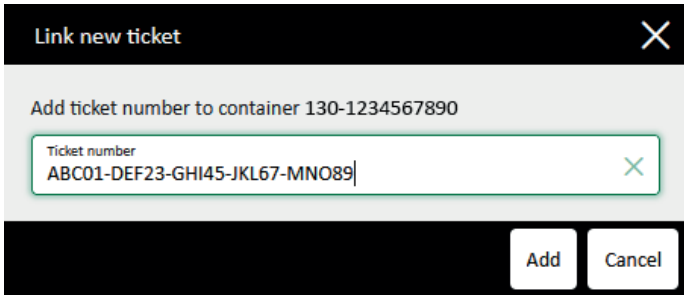
- For the system on which you want to link tickets, the permission for remote actions is enabled, see ↗ *Editing systems*, page 49.
- On the system on which you want to perform the license update, the *ibaManagementStudio* agent (v2.0.0 or higher) is running and a connection to the *ibaManagementStudio* server is established.
- You are using *ibaManagementStudio* server v2.5.0 or higher.
- You have the "Edit" permission for the respective system in the *ibaManagementStudio* user management.
- There is a connection to the iba Gateway for WIBU licenses.
- The terms of use for internet access have been accepted and an internet connection is established.

Linking tickets to a license container

1. Select a system under *Systems* in the main menu and open the *License information* tab.
2. In the list, click on the <Link ticket> button in the line of a WIBU license.

→ A dialog for adding tickets opens.

3. Enter the ticket number.



4. Confirm the entries with <Add>.

→ *ibaManagementStudio* verifies the ticket number and the license container via the iba gateway for WIBU licenses.

→ After verifying the ticket successfully, the ticket appears on the *License information* page under *Linked tickets*.

→ If the verification fails, an error message will appear.

Removing linked tickets

► Under *Linked tickets*, click <Remove> in the ticket's row and confirm the prompt.

→ The linked ticket is no longer in the list.

7.5.2.2 Updating WIBU licenses

Note

This function is only available with the *ibaManagementStudio+* license.

You can update the WIBU licenses of a system via the iba gateway for WIBU licenses. *ibaManagementStudio* searches the iba gateway for the licenses of the tickets linked to the license container. Then *ibaManagementStudio* activates the licenses of the selected tickets on the system in the background.

Prerequisites

- For the system on which you want to perform the license update, the permission for remote actions is enabled, see ↗ *Editing systems*, page 49.
- On the system on which you want to perform the license update, the *ibaManagementStudio* agent (v2.0.0 or higher) is running and a connection to the *ibaManagementStudio* server is established.
- You are using *ibaManagementStudio* server v2.0.0 or higher.
- You also need the "Edit" permission for the respective system in the *ibaManagementStudio* user management.
- There is a connection to the iba gateway for WIBU licenses.
- The terms of use for internet access have been accepted and an internet connection is established.
- At least one ticket is linked to the license container, see ↗ *Linking tickets to a license container, page 75*.

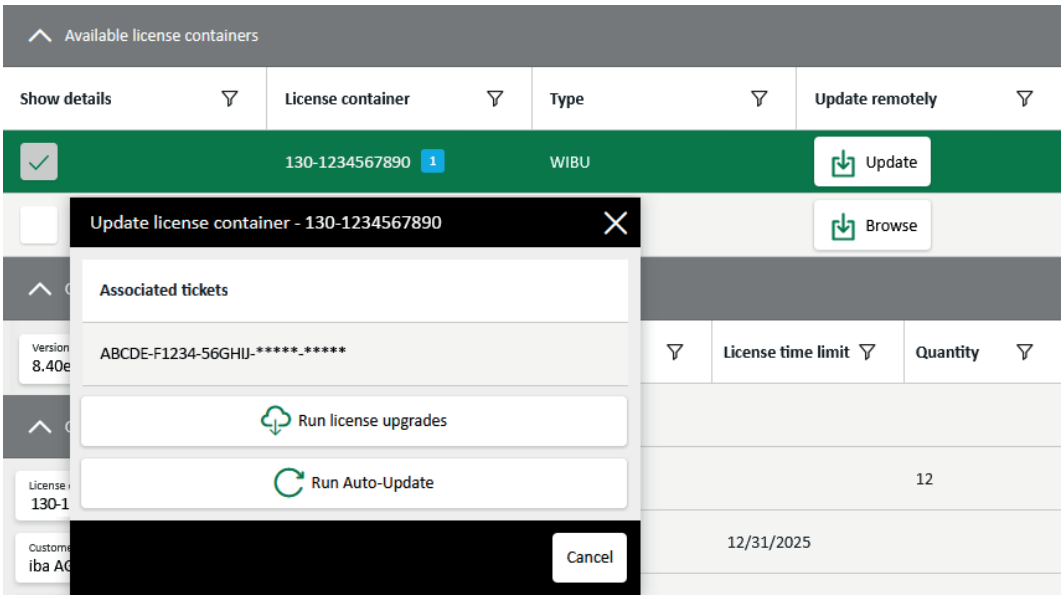
Updating WIBU licenses via the iba gateway

1. Select a system under *Systems* in the main menu and open the *License information* tab.
2. In the list, click on the <Update> button in the line of a WIBU license.

   Confirm the warning if you want to continue with the license update despite possible status changes.

→ A dialog window with the associated tickets of previous updates opens.

→ If no ticket is listed, first link a ticket to the container, see ↗ *Linking tickets to a license container, page 75*.



3. Click on <Run license upgrades> so that *ibaManagementStudio* searches for the licenses of the specified tickets at the iba Gateway for WIBU licenses.
4. Select the tickets you want to upgrade. You cannot select or deselect individual licenses.

   Under certain circumstances, license orders or changes can be linked to a WIBU container. License entries from these orders are referred to as Auto-updates and are always executed in the update process regardless of the WIBU action or the selected ticket. *ibaManagementStudio* marks such license entries with the tag *[Auto-Update]*. Auto-updates can also be performed without activating other licenses, see ↗ *Running Auto-updates, page 78*.
5. Click on <Activate> to start the update process in the background.

→ The dialog shows the update progress.

→ *ibaManagementStudio* saves tickets that you have newly entered in the ticket list for future updates.

If an error occurs during the update, *ibaManagementStudio* displays a WIBU error code that you can forward to iba support.

7.5.2.3 Running Auto-updates

Note

This function is only available with the *ibaManagementStudio+* license.

Under certain circumstances, license orders or changes can be linked to a WIBU container, e.g. an extension of EUP dates. License entries from these orders are referred to as Auto-updates and are always executed in the update process regardless of the WIBU action or the selected ticket. *ibaManagementStudio* marks such license entries with the tag *[Auto-Update]*.

Prerequisites

- Auto-updates are available.
- For the system on which you want to perform the license update, the permission for remote actions is enabled, see ↗ *Editing systems*, page 49.
- On the system on which you want to perform the license update, the *ibaManagementStudio* agent (v2.0.0 or higher) is running and a connection to the *ibaManagementStudio* server is established.
- You are using *ibaManagementStudio* server v2.0.0 or higher.
- You also need the "Edit" permission for the respective system in the *ibaManagementStudio* user management.
- There is a connection to the iba Gateway for WIBU licenses.
- The terms of use for internet access have been accepted and an internet connection is established.
- At least one ticket is linked to the license container, see ↗ *Linking tickets to a license container, page 75*.

Running Auto-updates without further license update

1. Select a system under *Systems* in the main menu and open the *License information* tab.
2. In the list, click on the <Update> button in the line of a WIBU license.

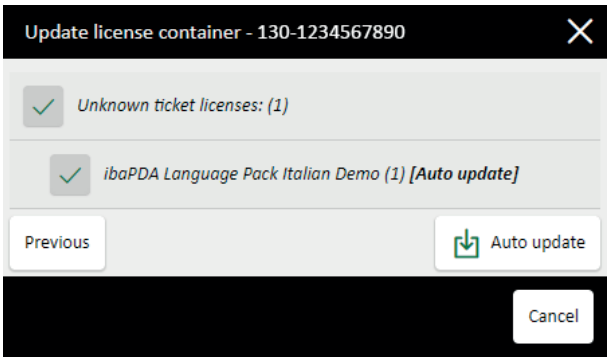
   Confirm the warning if you want to continue with the license update despite possible status changes.

→ A dialog window with the associated tickets of previous updates opens. Auto-updates are also displayed here.

→ If no ticket is listed, first link a ticket to the container, see ↗ *Linking tickets to a license container, page 75*.

3. Select <Run Auto-Update>.

4. Click on <Auto update> to update the displayed Auto-updates.



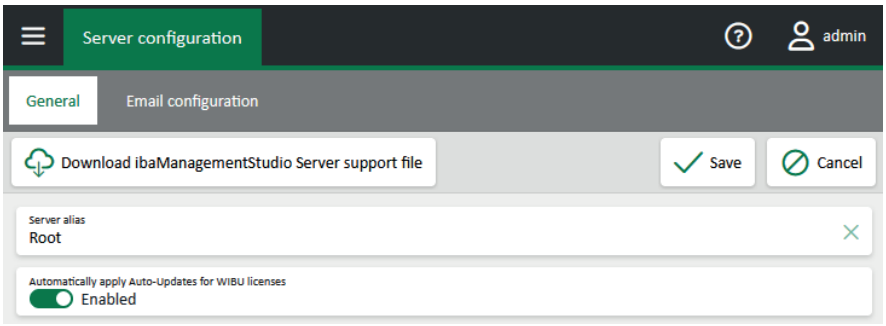
→ The dialog shows the update progress.

Running auto-updates automatically

You can set *ibaManagementStudio* to run the Auto-updates automatically without any interaction on your part. *ibaManagementStudio* then checks every 24 hours whether Auto-updates are available and runs them on all connected systems.

This function is deactivated by default.

1. Open *Settings – Server configuration* in the main menu.
2. Click on the field *Automatically run available upgrades for WIBU licenses* to activate or deactivate it.



→ *ibaManagementStudio* checks every 24 hours whether Auto-updates are available and runs them on all connected systems.

7.5.2.4 Updating WIBU licenses file-based

Note

This function is only available with the *ibaManagementStudio+* license.

You have to use the file-based update via the web client of *ibaManagementStudio* if *ibaManagementStudio* server cannot reach the iba Gateway for WIBU licenses.

Prerequisites

- For the system on which you want to perform the license update, the permission for remote actions is enabled, see ↗ *Editing systems*, page 49.
- On the system on which you want to perform the license update, the *ibaManagementStudio* agent (v2.0.0 or higher) is running and a connection to the *ibaManagementStudio* server is established.
- You are using *ibaManagementStudio* server v2.0.0 or higher.
- You also need the "Edit" permission for the respective system in the *ibaManagementStudio* user management.
- There is no connection to the iba Gateway for WIBU licenses.

Other documentation

Further information on handling WIBU licenses in the *CodeMeter License Central WebDepot* of iba can be found in the manual *WIBU CodeMeter for iba Users*.

Updating WIBU licenses file-based

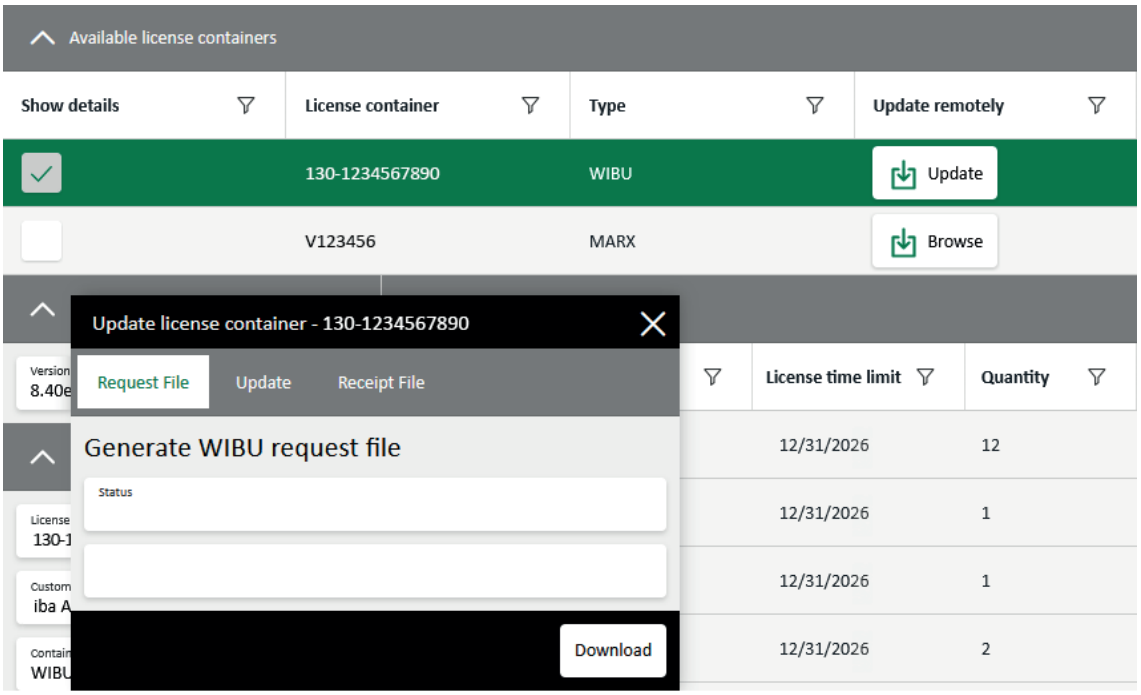
Note

The service of the software products on this system is stopped during the update. This means that e.g. *ibaPDA* cannot acquire signals as long as the update is running.

1. Select a system under *Systems* in the main menu and open the *License information* tab.
2. In the list, click on the <Update> button in the line of a WIBU license.

→ A dialog box with 3 tabs appears.

3. In the *Request file* tab, download the license request file with the extension .WibuCmRaC.

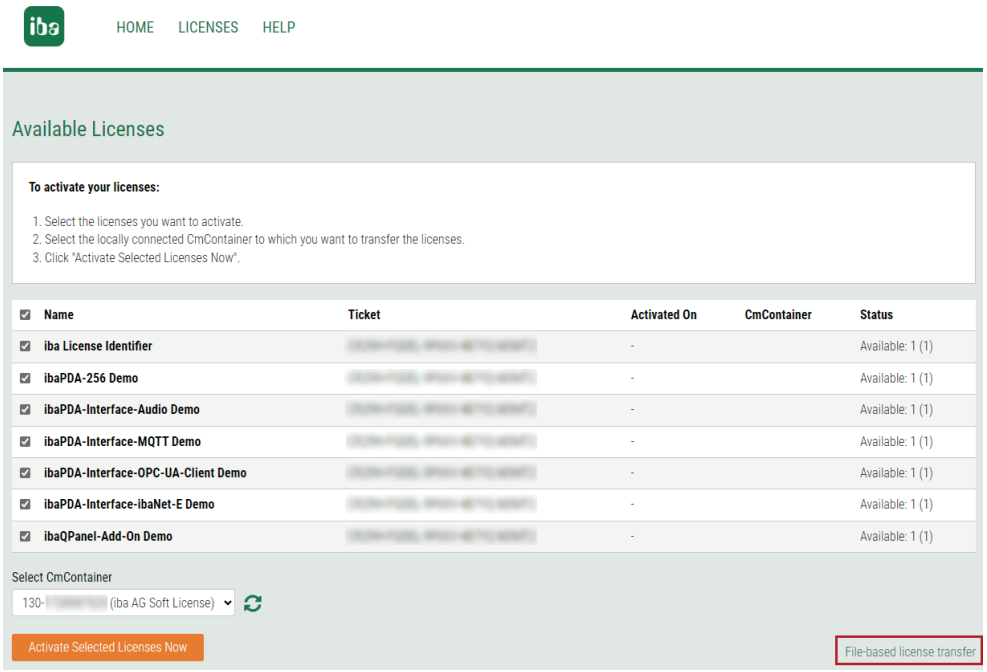


4. Open *CodeMeter License Central WebDepot* of iba in a new window of your web browser: https://license.iba-ag.com/index.php

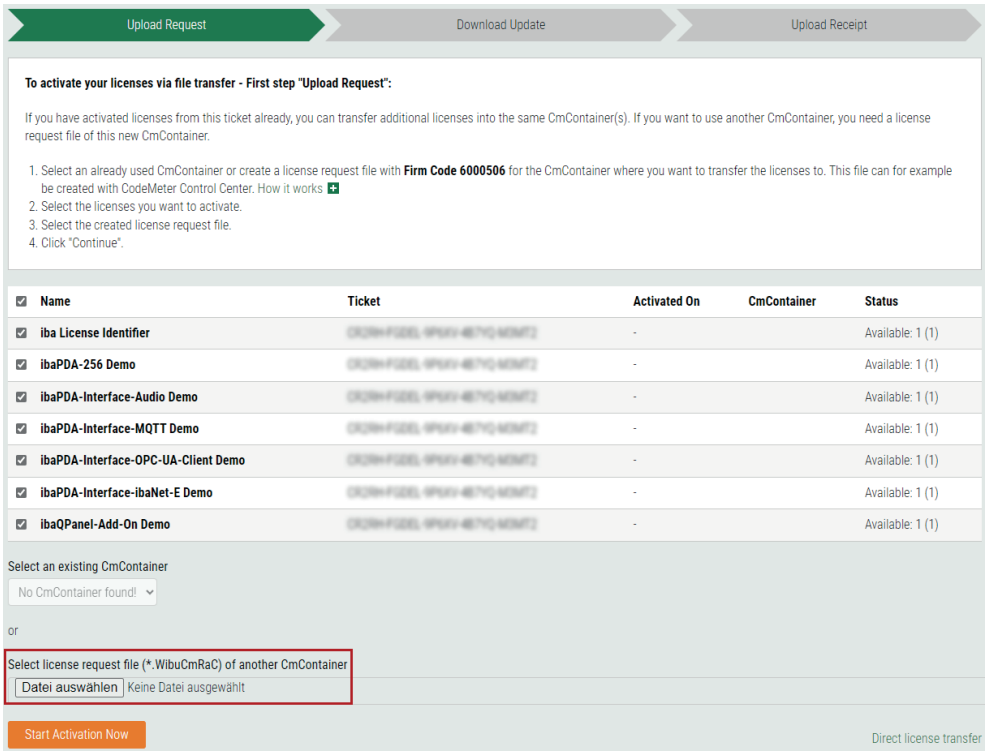
   a) Enter the ticket number for your WIBU license.

   b) Select the licenses you want to update and click <Activate Licenses>.

   c) Select *File-based license transfer* under the license overview.



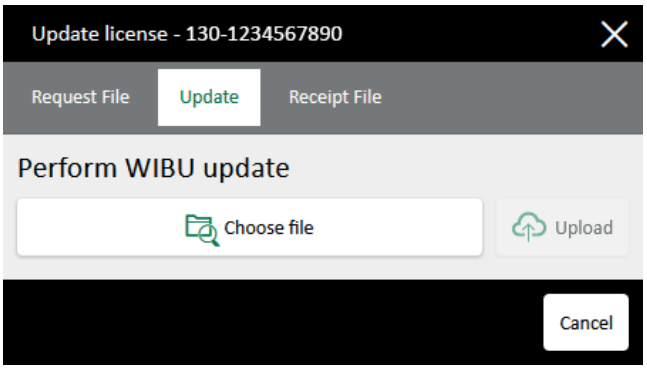
d) Select the license request file with the extension .WibuCmRaC in the corresponding field and upload the file via <Start Activation Now>.



e) In the following window, download the license update file with the extension .WibuCmRaU.

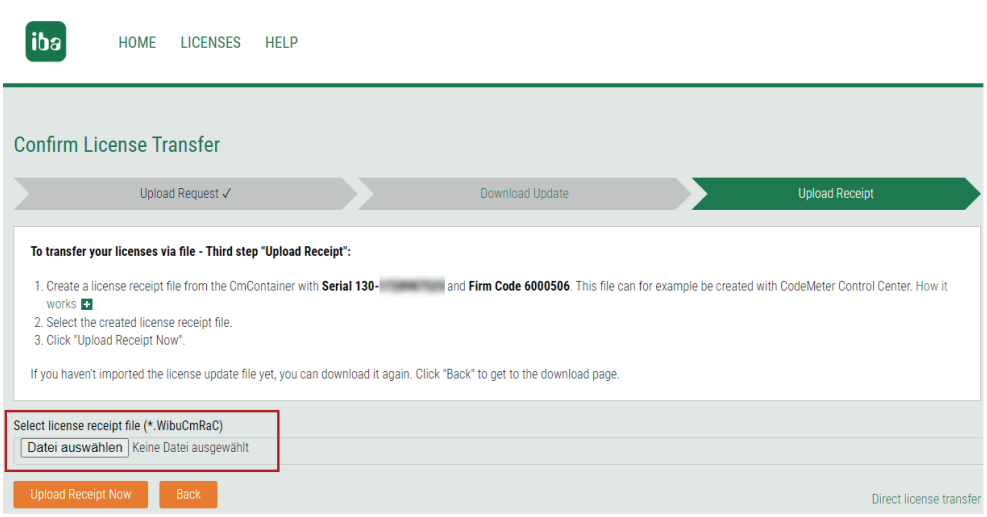
f) Keep the web page open to upload the receipt file later in the following window.

5. Upload the license update file with the extension .WibuCmRaU in the *Update* tab of the *Update license container* dialog in the *ibaManagementStudio* web client.



6. Once the file has been successfully uploaded, download the receipt file with the extension .WibuCmRaC in the *Receipt file* tab.

7. Now upload the receipt file again in the *CodeMeter License Central WebDepot* of iba.



8 User management in ibaManagementStudio

You can find the user management in the main menu of the web client under *User management*.

User management allows the creation of different user accounts and supports both individual users and groups:

Local users/ Local groups	The access information is only valid for logging in to *ibaManagementStudio* and is set up and managed by the administrator user.
Domain users/ Domain groups	The administrator user registers the domain groups or domain users in the *ibaManagementStudio* user management system. Thus, the access information for the domain can also be used to log in to *ibaManagementStudio*.

All users and groups are sorted alphabetically. However, the user "admin" and the user group "Administrators" are always at the top position.

Permissions for users and groups

You can assign different permissions to the users and groups. A user can be a member of one or more groups. These groups can have different rights. The user's own rights and the rights of the groups complement each other to create the effective permissions for the user.

Domain users and domain groups

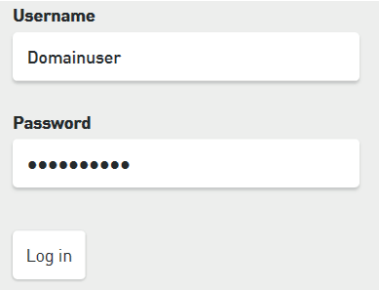
If the computer on which *ibaManagementStudio* server is running belongs to a domain, it is possible to add users and user groups from that domain. Please note that including a domain group also grants access to *ibaManagementStudio* to all domain users who are members of the group. If you add a single domain user, even though its domain group is already configured, you can assign special and advanced permissions to the user over and above those permissions assigned to its domain group.

Note

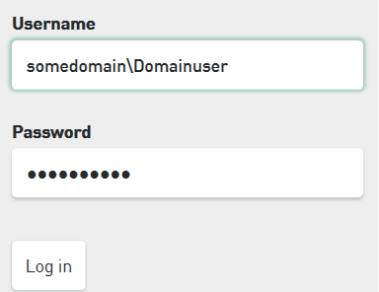
In most scenarios, the *ibaManagementStudio* server service runs under the system account. If the system account only has very limited domain rights, it is advisable to run the *ibaManagementStudio* server service under a dedicated account with domain access.

Note

When logging in as a domain user in the web client, it is not necessary to specify the domain name in the *Username* field. It is sufficient to use only the user's username or email address.



However, if *ibaManagementStudio* is running in an environment with multiple Active Directory domains, the username should still be preceded by the domain name.

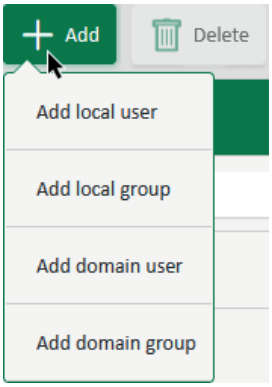


8.1 Creating and managing users

After first installation, only one administrator user ("admin") exists, who always has all rights. The administrator is the only user that is not subject to any restrictions and can add or delete other users as well as change their user rights. The name "admin" cannot be changed. All users or domain users added later can be assigned the same rights as the administrator user.

Creating local users

1. Create a new local group via the <Add> button and select *Add local user*.



2. Enter the name, email address and password in the input fields.

Note

The **login name** may only contain letters and digits. Spaces or special characters are not supported.

Note

The **password** must contain at least 6 characters and consist of uppercase letters, lowercase letters, numbers, as well as special characters.

3. Assign the permissions for the user under *User permissions*, see also ↗ *User permissions, page 87*.
4. If you want to assign the user to a group, select the group under *Group memberships*, see also ↗ *Creating and managing user groups, page 90*.
5. Save your entries.

Use the <Delete> button to delete the selected user/domain user.

Creating domain users

1. Create a new domain user via the <Add> button and select <Add Domain User>.
2. Specify the full name of the domain and the login name.
3. Assign the permissions for the user under *User permissions*, see also ↗ *User permissions, page 87*.
4. If you want to assign the user to a group, select the group under *Domain group memberships*, see also ↗ *Creating and managing user groups, page 90*.
5. Save your entries.

Note

The domain login name must not be identical to the local login name, otherwise the domain user cannot be saved.

8.2 User permissions

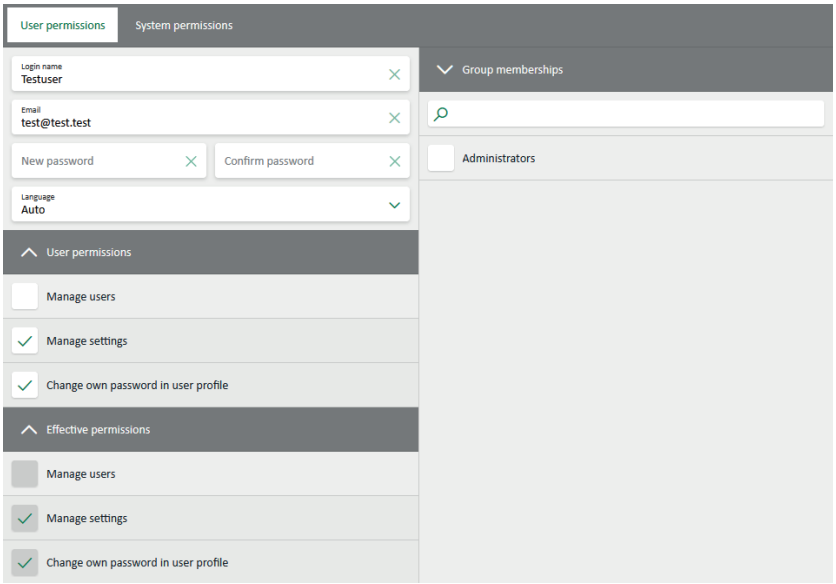
If a user is member of a group, they get the permissions of that group. If a user belongs to multiple user groups, the sum of all user group permissions applies to the user. If a user has more granted permissions than the user group, the user keeps their permissions.

The applicable permissions for the currently selected user, i.e., the user rights and group permissions, are shown as *Effective permissions*.

Assigning permissions

You can assign different permissions to a user. The rights of the currently selected user are selected and listed in the *User permissions* sub-tab.

Enable or disable the desired permissions for a user.



Option	Description
Manage users	Allows you to create, change and delete users and user groups
Manage settings	Enables access to the *Settings* menu and thus to *Systems configuration*
Change own password in user profile	The permission to change the user's own password is enabled by default for all users, i.e., the checkmark is set. If users or groups are not allowed to change their own password, disable this permission.

Note

You cannot disable any permissions for the "admin" user because this user always has all permissions.

Group permissions

Group permissions apply to all group members and cannot be removed from individual group users. However, you can assign additional rights to individual group users.

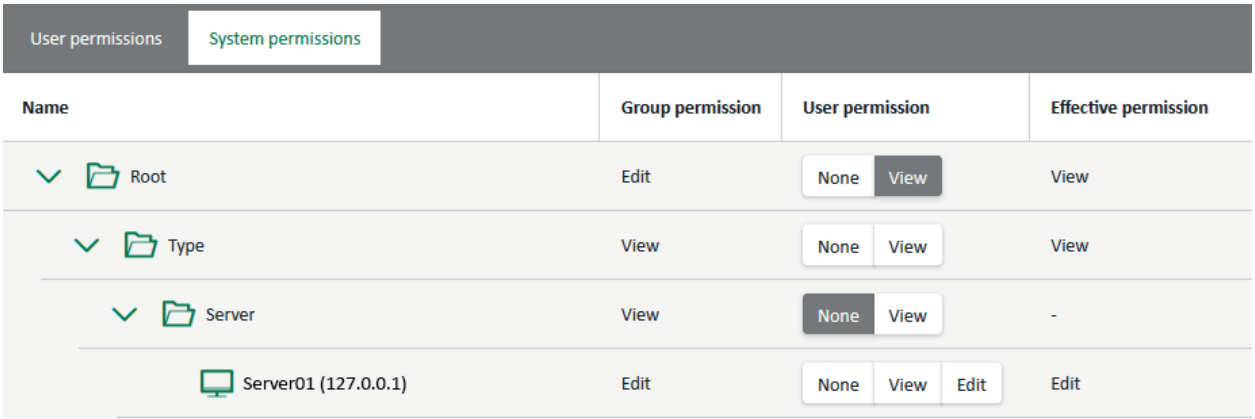
The effective permissions that were assigned to a user are selected under *Effective permissions*.

The previously created groups are listed under *Group memberships*. To create new groups, see ↗ *Creating and managing user groups, page 90*.

You can enable or disable a user's membership of a group under *Group memberships*.

8.3 System permissions

In the *System permissions* tab, individual users or user groups can be assigned the permission to manage systems connected to *ibaManagementStudio*.



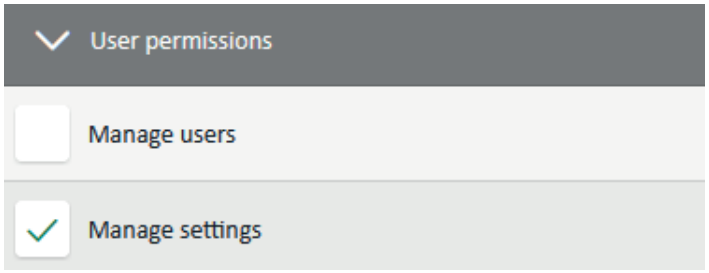
The connected systems are displayed in an overview. You can enable the permission to edit the systems for groups or individual users.

<None> The user or group does not have permission to view or edit the corresponding system.

<View> The user or group has permission to view the corresponding system under *Systems*.

<Edit> The user or group has permission to view the corresponding system under *Systems* and edit it in *Settings*.

The user also needs permission to manage systems (*Manage settings*) under *User permissions* or *Group permissions*.



In the case of system permissions, the respective access restrictions take precedence over the user's access rights. If a user is a member of a group, it is subject to the group's access restrictions in each case. If a user belongs to multiple user groups, the sum of all access restrictions applies. If a user has more permissions than the user group, the group's access restrictions also

restrict the user permissions. This means you cannot give additional permissions to a user unless the group has the same permissions. You can only remove permissions from the user. The following table illustrates this subtractive permission assignment.

Group permission			**User permission**			**Effective permission**
None	*View*	*Edit*	*None*	*View*	*Edit*	
X			X			None
X				X		None
X					X	None
	X		X			None
	X			X		View
	X				X	View
		X	X			None
		X		X		View
		X			X	Edit
N	N	N	N	N	N	None
N	N	N	X			None
N	N	N		X		View
N	N	N			X	Edit
X			N	N	N	None
	X		N	N	N	View
		X	N	N	N	Edit

X = permission assigned, N = nothing selected

If a user has access rights to a folder but not to the systems within it, that folder is not listed under *Systems*. If a user has access rights to a system but not to the folder it is in, only the system is listed under *Systems*.

8.4 Creating and managing user groups

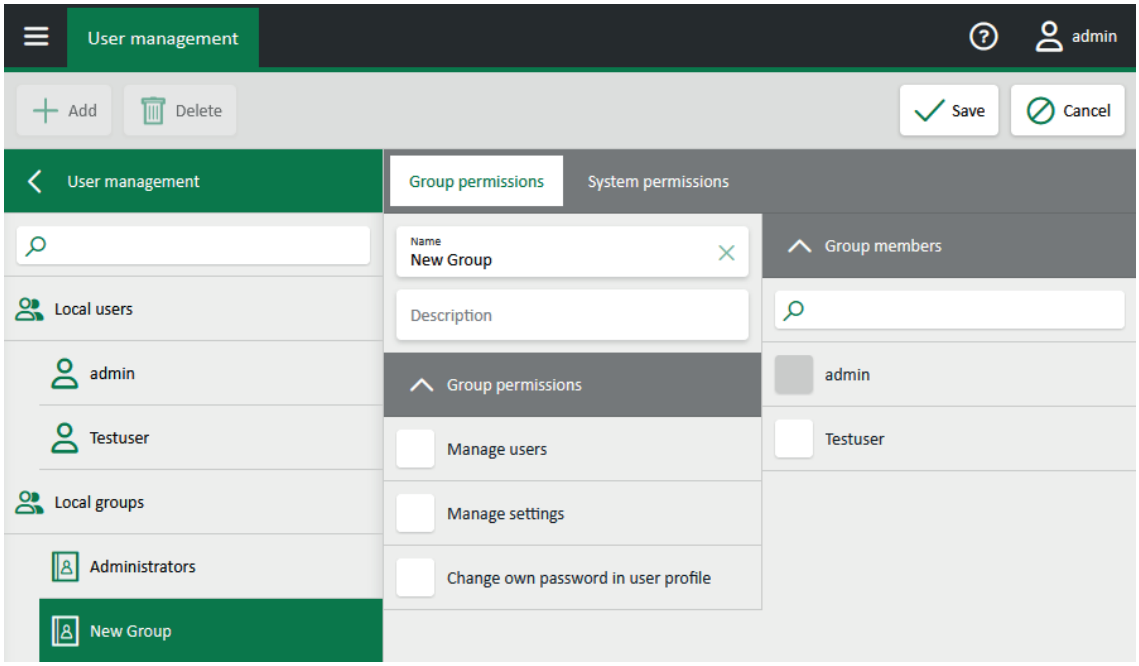
In addition to users, groups can be created and assigned different permissions. If a user is member of a group, they get the permissions of that group. If a user belongs to multiple user groups, the sum of all user group permissions applies to the user. If a user has more granted permissions than the user group, the user keeps their permissions.

The applicable permissions for the currently selected user, i.e., the user rights and group permissions, are shown as *Effective permissions*.

After the first installation, the "Administrators" group is available. This group has all permissions. You cannot disable the permission to change your own password for the "Administrators" group, because members of this group always have the right to change their own password.

Creating local groups

1. Create a new local group via the <Add> button and select <Add Local Group>.
2. Enter the group name and an optional description in the input fields.



Note

You can freely assign group names and descriptions.

3. Save your entries.

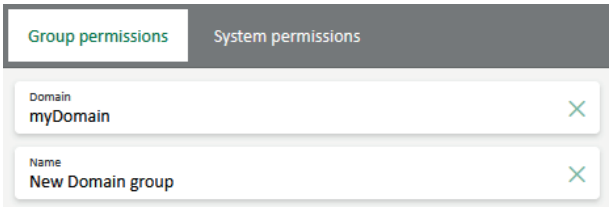
You can edit the group name and the description by clicking in the corresponding field and changing the entry.

Use the <Delete> button to delete the selected group/domain group.

Creating domain groups

1. Create a new domain group via the <Add> button and select <Add Domain Group>.
2. Enter the group name in the input fields.

   For domain groups, you additionally have to enter the domain name.



3. Save your entries.

In case the specified group is not in the domain, an error message appears.

Assigning permissions

You can assign different permissions to a group. The rights of the currently selected group are selected and listed in the *Group permissions* sub-tab.

Enable or disable the desired permissions for a group.

Option	Description
Manage users	Allows you to create, change and delete users and user groups
Manage settings	Enables access to the *Settings* menu and thus to *Systems configuration*
Change own password in user profile	The permission to change the user's own password is enabled by default for all users, i.e., the checkmark is set. If users or groups are not allowed to change their own password, disable this permission.

In the *System permissions* sub-tab, you can also assign system permissions to groups. For more details, see ↗ *System permissions, page 88*.

Adding users

Local users can only be assigned to local groups. For domain users, the group membership is fixed. If a domain group has been integrated and the individually created user belongs to this group, only this group affiliation is displayed; it cannot be changed (except for the IT domain management).

There are two ways to add users to a group.

- The *Group members* sub-tab lists all users who can belong to the group. Members of the currently selected group are indicated via a checkmark.

  Enable or disable the desired users per group.
- The group membership of a user can also be set in their user profile, in *User permissions* under *Group memberships*, see ↗ *Creating and managing users, page 85*.

8.5 User-specific language setting

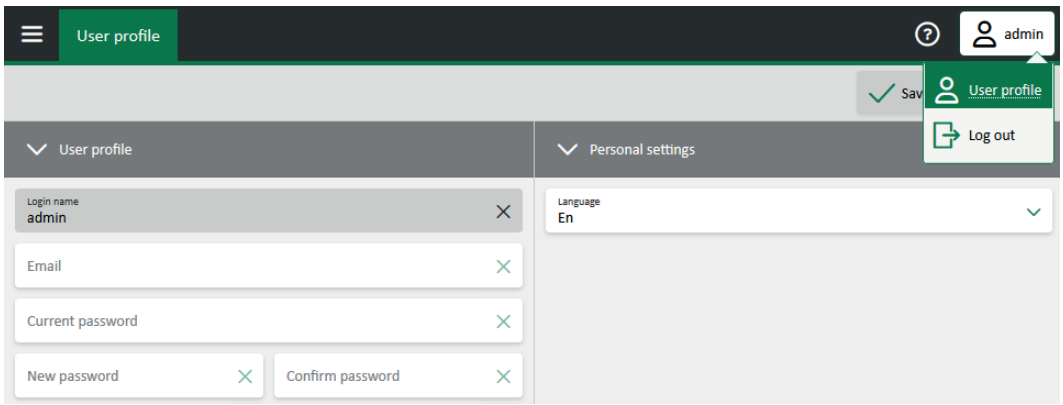
For the web client, you can set a preferred language for each user or each user can set the language independently. To do this, go to the user profile and select the appropriate setting under *Language*.

The web client supports the following languages:

- Auto (browser language setting; if the web client does not support the language, English is used.)
- German
- English
- French
- Spanish
- Italian
- Portuguese
- Russian
- Chinese (simplified)

8.6 Changing the password

If your user account has the permission to change the password, you can change the password in the settings for your user profile.



1. Open your user profile.
2. Enter your current password.
3. Enter your new password. Confirm the password by entering the new password again.

Note

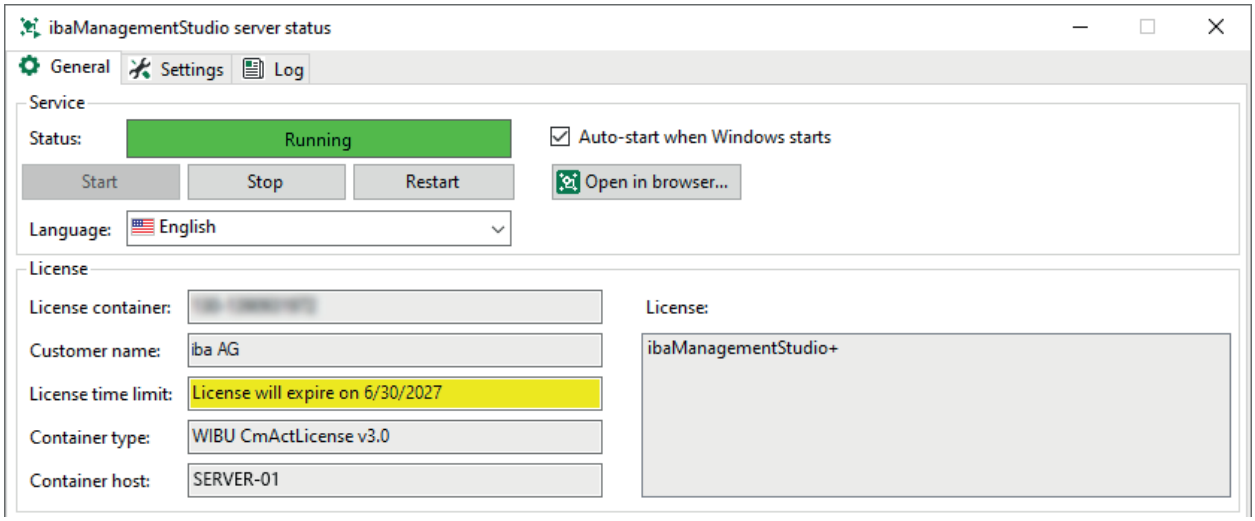
The **password** must contain at least 6 characters and consist of uppercase letters, lowercase letters, numbers, as well as special characters.

4. Save your changes.

9 Diagnostics

9.1 Checking the license

If you receive a message about missing licenses in the web client, you can check in *ibaManagementStudio* server status if the license for *ibaManagementStudio* is recognized properly.



10 Troubleshooting

Expired certificates

Problem: *ibaManagementStudio* reports that the certificates have expired.

Solution: If you are using the default certificates of *ibaManagementStudio*, install the latest version of *ibaManagementStudio*. This renews the necessary certificates.

If you use your own certificates, inform your system administrator who can renew the certificates.

Duplicate ID of ibaManagementStudio agent

Problem: *ibaManagementStudio* agent is part of an image that is installed on several virtual machines. In the web client, multiple *ibaManagementStudio* agents with the same ID have to be connected, which is not possible.

Solution: Before you create the images, you can delete the ID field in the JSON configuration file of *ibaManagementStudio* agent. A new ID is then automatically generated when the agent application is started.

Licenses not visible in license view

Problem: The WIBU licenses do not appear in the license view of the *ibaManagementStudio* web client and WIBU licenses are centrally managed on a license server.

Solution: Open CodeMeter WebAdmin, e.g. via the icon in the system tray of the taskbar, and go to the license access permissions (via *Configuration – Server – License Access Permissions – Mode Advanced*). Check here whether access is permitted for the *local host* in the *Global access rules* and any *Specific access rules*.

ibaManagementStudio can only display the licenses if Localhost has access permissions.

Updates via iba cloud installer repository not possible

Problem: You do not receive any update files via the iba cloud installer repository.

Solution:

- Check whether you have agreed to the terms of use for Internet access in *ibaManagementStudio* server status.
- If strict firewall rules are used, the following hosts must be allowed:
  - https://cognito-idp.eu-central-1.amazonaws.com
  - https://cognito-identity.eu-central-1.amazonaws.com
  - https://iba-central-installer-repository-bucket-prod.s3.eu-central-1.amazonaws.com
- See also ↗ *Connectivity problems when using a proxy, page 95*.

Connection to WIBU gateway not possible

Problem: *ibaManagementStudio* server cannot establish a connection to the WIBU gateway.

Solution:

- Check whether you have agreed to the terms of use for Internet access in *ibaManagementStudio* server status.
- If strict firewall rules are used, the following host and port must be allowed:

  http://licensegw.iba-ag.com/ using Port 443
- See also ↗ *Connectivity problems when using a proxy, page 95*.

Connectivity problems when using a proxy

Problem: *ibaManagementStudio* server cannot establish a connection to WIBU Gateway or iba Cloud Service.

Solution:

- Check whether the required addresses are allowed through the proxy, see ↗ *Updates via iba cloud installer repository not possible, page 94* and ↗ *Connection to WIBU gateway not possible, page 95*.
- *ibaManagementStudio* server uses WinHTTP for communication. If the proxy on the server system is not configured for WinHTTP, run the following command:

  ```
  netsh winhttp set proxy proxy.company.com:8080
  ```
  (Replace "proxy.company.com:8080" with the actual local proxy settings.)

  Then restart the *ibaManagementStudio* server service to apply the changes.

  Check whether outbound communication is now possible.
- If a connection is still not possible, explicitly set the environment variables. Run the following commands in the command line:

  ```
  setx HTTP_PROXY http://proxy.company.com:8080 /M
  setx HTTPS_PROXY http://proxy.company.com:8080 /M
  ```
  (Replace "proxy.company.com:8080" with the actual local proxy settings.)

No connection between server and agent or web client

Problem: *ibaManagementStudio* server cannot establish a connection to the web client or to the *ibaManagementStudio* agent.

Solution: Check in the Status applications whether you have selected the network adapters (listening interface) through which the server, agent, or web client should communicate.

11 Support and contact

Support

Phone: +49 911 97282-14

Email: support@iba-ag.com

Note

If you need support for software products, please state the number of the license container. For hardware products, please have the serial number of the device ready.

Product Security Incident Response Team (PSIRT)

Current advisories: www.iba-ag.com/en/security

Email: psirt@iba-ag.com

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