

General Installation and Upgrade Instructions

Please follow the instructions below to install or update AgenaRisk 10 Desktop:

1. Download the appropriate AgenaRisk 10 installer:

- Windows [64bit](#) or [32bit](#)
- [macOS](#)
- Linux [64bit](#) or [32bit](#)

2. Run the downloaded installer file and follow the installation wizard (choose to allow overwriting files if asked).

3. Activate your license:

- [SUSM License Key](#)
- [Floating License Key](#)
- [Floating License \(Issued before May 1, 2021\)](#)

4. For platform-specific installations notes see

- [Installation Notes for Windows](#)
- [Installation Notes for Mac](#)
- [Installation Notes for Linux](#)

SUSM License Key

New License

To activate a license, launch AgenaRisk and go to menu "Help" → "Register License", then enter your license key into the text box and click "Activate". Note that AgenaRisk will contact the server to activate your license, so make sure that you are connected to the Internet and a firewall isn't blocking AgenaRisk.

Also note that SUSM licenses are activated for the operating system user running AgenaRisk at the moment of activation. So, if you start AgenaRisk as a different user and activate, that user will hold the license.

You can check your license by going to menu "Help" → "View License".

Existing License

If your license is still valid and you had previously activated it on this machine, you do not need to do anything else, and the installation is finished.

Transfer License

If you need to transfer your license to another machine or to another user on the same machine, you can do it a limited number of times by first releasing it from the currently activated machine or user by going to menu "Help" → "Register License", then clicking "Release". Then your key will be available for activation on another machine.

Offline Activation

In case you have to run AgenaRisk on an offline machine that has no Internet access, or if a corporate firewall is preventing normal activation, you can use the offline activation procedure:

1. Go to menu "Help" → "Register License" → "Advanced" → "Offline Activation"
2. Enter the license key and click "Generate", which will offer you to save a license activation request to a file
3. Send us this file by email to support@agenarisk.com
4. We will perform the activation and send you back an activated license as a file
5. Save this file on the machine with AgenaRisk
6. Go to menu "Help" → "Register License" → "Advanced" → "Offline Activation" again
7. Click "Browse" and choose the activated license file

To deactivate an offline license, you will need to click "Release" on the same interface panel, same deactivation confirmation file and email it us.

Floating License Key

Your organization's floating key will look like

FLOAT-0A1B3C-BED6E9-D08D7B-76EB1A-C7DAEC-F65A84

To use a floating key, launch AgenaRisk and go to menu "Help" → "Register License", then enter your license key into the text box and click "Activate". Note that AgenaRisk will regularly contact the server while AgenaRisk is running, so make sure that you are connected to the Internet and a firewall isn't blocking AgenaRisk.

When using a floating key, you lease a license from the key's pool while AgenaRisk Desktop is application is running. When you start AgenaRisk the next time, it will remember and try to reacquire a lease from this key.

You can check your license by going to menu "Help" → "View License".

Floating License (Issued before May 1, 2021)

1. Ask your organization for your AgenaRisk floating server address and port.
2. Launch AgenaRisk.
3. Go to menu "Help" → "Register License".
4. In the "Register License" dialog, go to "Advanced" → "Floating License".
5. Enter the server address and port into respective text boxes.
6. Test the settings by clicking "Try Lease". If AgenaRisk was able to connect to the server and lease a license it will automatically save these settings.

7. In case the connection was not established (for example, if you are disconnected from the Internet or all licenses on the server are in use), you can save the settings manually by clicking "Save".

8. When launching AgenaRisk the next time, it will automatically try to lease a license from the server identified by address and port you provided.

9. If you need to permanently drop your floating license, clear address and port, save and restart AgenaRisk.

Installation Notes for Windows

Please note that AgenaRisk installer creates its home folder in the user directory of the operating system user who is running the installer. On some corporate-managed machines, instead of just typing an administrator's password during the installation, the installer may actually be started with a different user by "Run as..." and use their environment (including home folder path).

For example, the regular user account of the member of staff is "John", and the administrator's user is "Admin". A system administrator installs AgenaRisk by starting the installer with "Run as..." and picks the user "Admin". Then, AgenaRisk will create its home folder in C:\Users\Admin\AgenaRisk. In this case, this folder needs to be moved to become C:\Users\John\AgenaRisk with ownership and permissions changed accordingly.

The same applies to license detection. If user "John" activated their license and then asked "Admin" to run it as administrator, the license will not be visible to the user "Admin".

Installation Notes for Mac

No Files Visible from AgenaRisk

It is a known issue with MacOS Catalina and newer that some locations on the drive will not be visible or show no files when you try to open a file from AgenaRisk. In order to retain behavior prior to such MacOS Catalina update please do the following:

1. Open System Preferences → Security & Privacy → Privacy → Full Disk Access
2. Click button to unlock settings (padlock icon) and type in username and password
3. Add + and add AgenaRisk by selecting it in Applications/AgenaRisk/AgenaRisk.app

AgenaRisk Installation Directory on Mac

If you want to specify a non-standard installation path, note that you will be specifying the parent directory where "AgenaRisk.app" directory will be installed into.

For example, you could choose to install into:

/Users/user/Applications/

where "user" is your username, in which case the full path to the application will be:

/Users/user/Applications/AgenaRisk.app

Installation Notes for Linux

Make sure Java 8 is installed. We recommend 1.8.0_192, but it may be necessary to use an older version (such as 1.8.0_112) if you run into graphics issues.

Note: on Ubuntu 20.04 you may need to install Java 11.0.11 if AgenaRisk is not working properly.

Assuming that your architecture is 64bit and that you downloaded the installer into:

```
$HOME/Downloads/AgenaRisk_10_Desktop_Rev_L_64bit_linux.sh
```

1. Open the console.

2. You first need to make the installer runnable by executing command:

```
chmod a+x $HOME/Downloads/AgenaRisk_10_Desktop_Rev_L_64bit_linux.sh
```

3. Then install with admin privileges:

```
sudo $HOME/Downloads/AgenaRisk_10_Desktop_Rev_L_64bit_linux.sh
```

Make sure to tick the box to overwrite files if asked.

Below we assume you have installed AgenaRisk into:

```
/opt/AgenaRisk
```

And created symlinks in:

```
/usr/bin
```

3.1 If symlink failed to be created, create it manually:

```
sudo rm /usr/bin/agenarisk
```

```
sudo ln -s -T /opt/AgenaRisk/AgenaRisk /usr/bin/agenarisk
```

4. Move AgenaRisk home folder from /root/ to \$HOME:

```
sudo cp -rf /root/AgenaRisk $HOME
```

```
sudo rm -rf /root/AgenaRisk
```

```
sudo chown -R $USER:$USER $HOME/AgenaRisk
```

5. Test installation by launching:

```
agenarisk
```

6. To establish file associations (for all users) run the following commands:

```
cd /usr/share/applications/
```

```
sudo wget https://resources.agenarisk.com/materials/agenarisk.desktop
```

```
cd /usr/share/icons/hicolor/scalable/mimetypes/
```

```
sudo wget https://resources.agenarisk.com/basic/agenarisk.svg -O "application-agenarisk.svg"
```

```
cd /usr/share/mime/packages/
```

```
sudo wget https://resources.agenarisk.com/materials/ast.xml
sudo wget https://resources.agenarisk.com/materials/cmp.xml
sudo wget https://resources.agenarisk.com/materials/astx.xml
sudo wget https://resources.agenarisk.com/materials/cmpx.xml
sudo update-mime-database /usr/share/mime/
sudo gtk-update-icon-cache /usr/share/icons/hicolor/
```

7. (Ubuntu Desktop) To ensure that double-clicking AST or CMP files opens them with AgenaRisk, you can right click one of them, choose "Properties", then go to tab "Open With", find AgenaRisk and press "Set as default". Then press CTRL+R in your file browser to refresh it.

(Optional) To undo these changes, run the following commands:

```
sudo rm /usr/share/mime/packages/ast.xml
sudo rm /usr/share/mime/packages/cmp.xml
sudo rm /usr/share/mime/packages/astx.xml
sudo rm /usr/share/mime/packages/cmpx.xml
sudo rm /usr/share/icons/hicolor/scalable/mimetypes/application-agenarisk.svg
sudo rm /usr/share/applications/agenarisk.desktop
sudo update-mime-database /usr/share/mime/
sudo gtk-update-icon-cache /usr/share/icons/hicolor/
```

8. For activation, see [point 3](#).

SUSM License (Issued Before May 1, 2018)

If you had previously unlocked the current license in the selected installation directory and installed AgenaRisk into the same directory, you do not need to do anything else, and the installation is finished.

If you had never unlocked your current license in this installation directory or are transferring your license from another machine, follow these instructions:

1. Copy the locked license file with extension .llf into the installation directory.
2. Remove any existing .ull artefact files from the installation directory.
3. Start AgenaRisk as admin:
 - On Windows, right click AgenaRisk.exe and choose "Run as Administrator".
 - On Linux, run the following command in your console:
sudo /usr/bin/agenarisk

- On Mac, run the following command in the terminal:
sudo /Applications/AgenaRisk.app/Contents/MacOS/JavaApplicationStub
If you installed in a directory other than /Applications, please use the correct path instead.
4. Enter the license key when prompted and agree to terms and conditions.
 5. After AgenaRisk is launched, you can check your license by going to menu "Help" → "View License".
 6. **Important:** Restart AgenaRisk as a regular user before saving any files, or those files may be written with administrator privileges and you won't subsequently be able to access them when running AgenaRisk as a regular user.