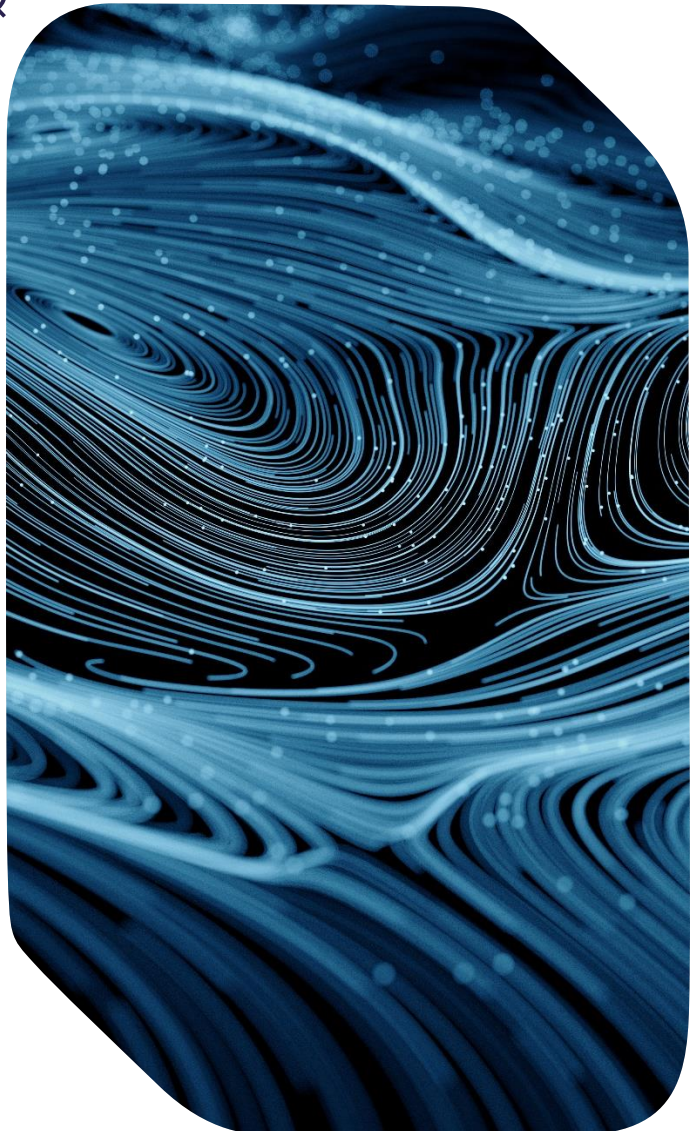# Introduction to **Alastri Hub**

System Requirements, Installation, Versions and Extended Checkout FAQ

Version 02 December 2021
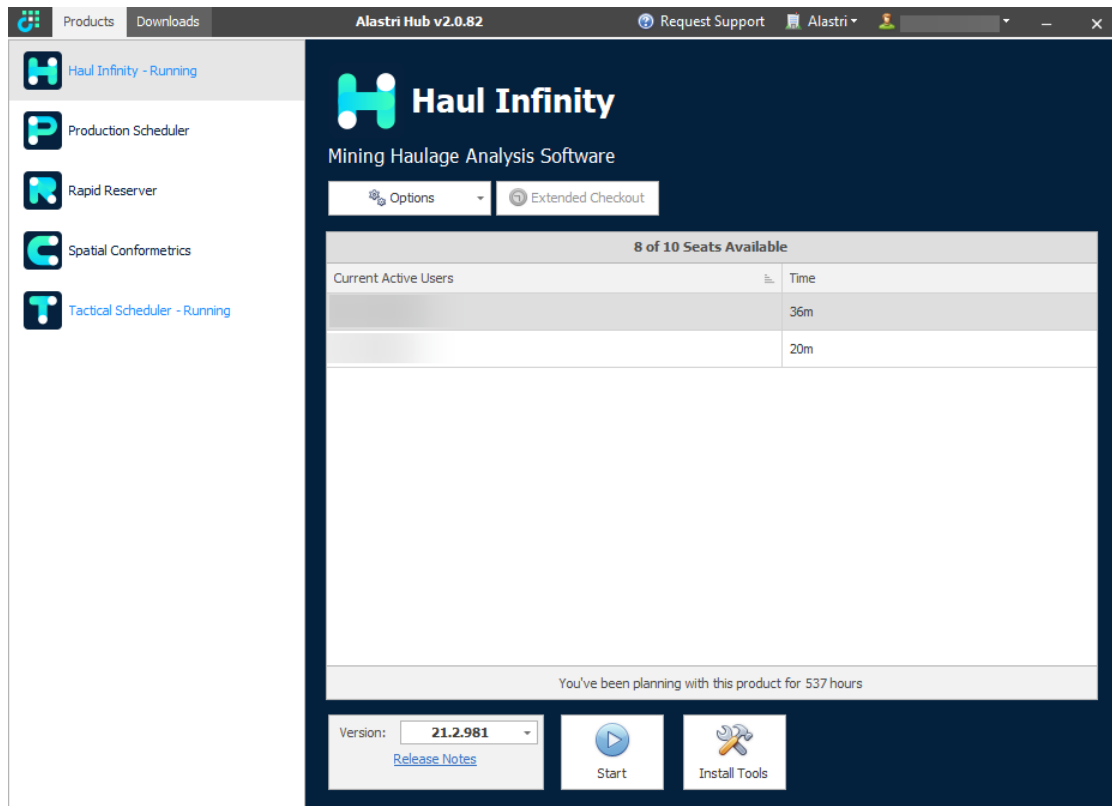
Contents

Introducing Alastri Hub

Alastri Hub is the main access to all Alastri products and your starting page to manage your work.

Every single Alastri application is launched from the Alastri Hub, which also manages all Alastri licenses and users for your software package.

Through this portal you can also:

- ✓ Send a direct request to our technical support team,
- ✓ Navigate to the documentation space,
- ✓ Download the latest software version,
- ✓ Review the latest release notes.

System Requirements

The following information outlines the minimum and recommended system requirements to run Alastri Haul Infinity. As the hardware required depends on the complexity of the mine and the amount of data, meaningful minimum requirements cannot always be listed. Ultimately the only way to know whether specific hardware will work for a specific mine site is to validate the software's performance during the free trial period.

- For large multi-pit mines with raw LIDAR surfaces and block models with 80M blocks the requirements will be at the extreme end.
- The minimum requirements will only support small mines with a small block model and surfaces with low triangle counts.
- Please note that as our software develops over time, these requirements may change, and hardware upgrades may become necessary.

Note: Running Alastri Haul Infinity on minimum system requirements may slow the application response, depending on the size of the model. Use recommended requirements for optimal use.

Component	Minimum	Standard	Extreme
Processor	Intel i5	Intel i7	Intel i9
Memory (RAM)	8 Gb	64 Gb	128 Gb
Operating System	Windows 10 x64	Windows 10 x64	Windows 10 x64
Video Memory (GRAM)	2 Gb	8 Gb	12 Gb
Monitor	1920 x 1080	Dual 1920 x 1080	Triple 1920 x 1080
Video Connection	HDMI, DisplayPort, DVI, VGA - *USB not supported*		
Video Driver	**Driver no more than 6 months old (OpenGL 4.6+)**		
Hard Drive	Solid State Drive with at least 50 GB Free		
Power Connection	AC Power - *Battery power not supported (plug in the laptop)*		
Network Connection	Consistent, reliable, high speed (>1 MB/s) connection to the Internet		
Software Prerequisites	.NET 4.7.2 Microsoft Visual Studio 2019 C++ Redistributables (https://aka.ms/vs/16/release/vc_redist.x64.exe) Microsoft Excel		
Input Devices	Keyboard and Mouse with a left mouse button, right mouse button, and middle mouse button/scroll wheel		

"Element Not Found"

Many IT departments block downloads of Microsoft prerequisites, so you may need to download them manually.
The installation error "Element Not Found" indicates that you must download and install these manually.

- Microsoft .NET Framework 4.5.1
- Microsoft VSTO Runtime for Office 2010

Installation and Setup

Prerequisite

It is important to note that the System Requirements should be met to run the software.

If any error whatsoever occurs on install, ensure that you have downloaded and installed these manually.
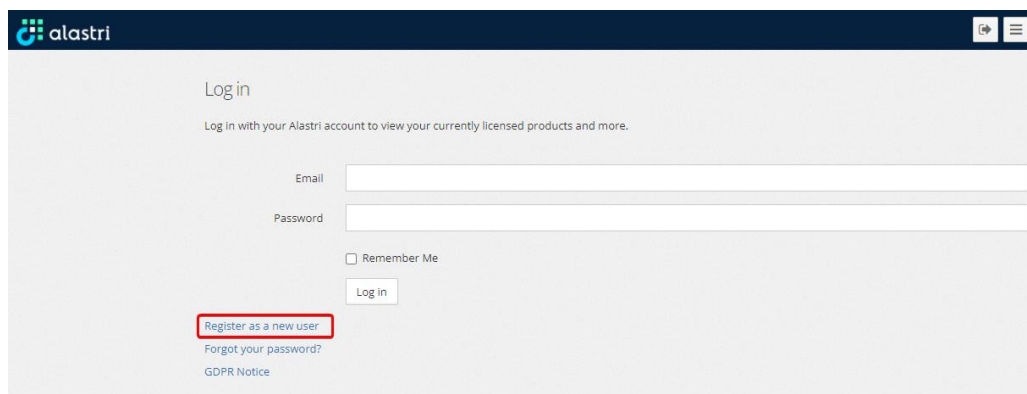
- Microsoft .NET Framework 4.5.1

Alastri Software requires Windows 10 or higher (**64 bit only**)

Installation

Follow these steps to get started with Alastri Hub.

Alastri Login

New users may proceed to the licensing page and click **Register as a new user**. Please check your inbox for a confirmation email to finalise your account.
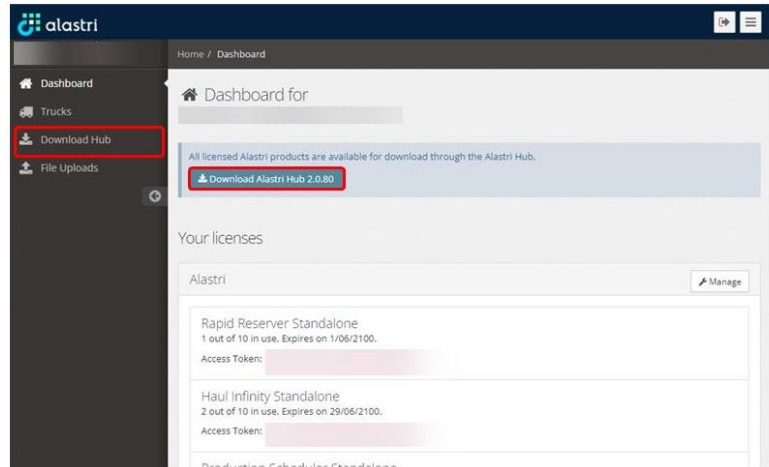

Get Licensed

Choose from the following options to license your account with chosen Alastri products.

- Ask your manager to log in as a License Admin and add you to the company license, or
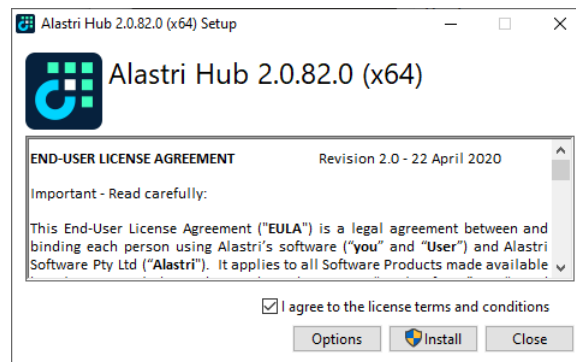- Email support@alastri.com.au for assistance.

Download the Hub

To download the Alastri Hub, log into the licensing page and press **Download Alastri Hub**.
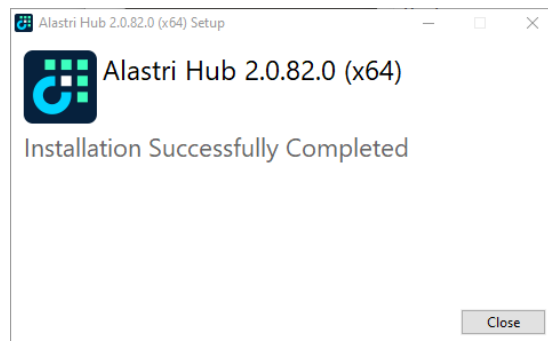
Install the Hub

Once the Hub has finished downloading, run the executable and click **Confirm** on security prompts to continue the install.

Note that Alastri products will always be signed with "Verified Publisher: Alastri Software Pty Ltd".

Wait until the download is complete and click Close.

Even if you have administrative privileges, you should install the Hub by right clicking on the Alastri.Hub.2.0.*.exe file and run as administrator.

Login to the Hub

Double click on the Hub shortcut, or click *Start > Alastri Hub*, to open the Hub login form.
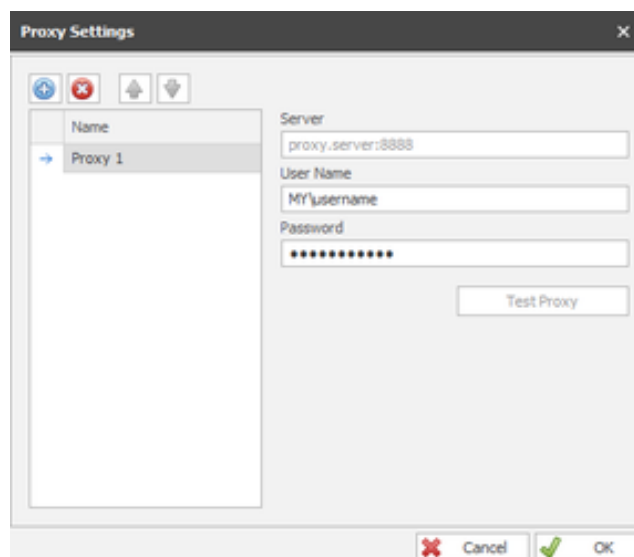

Enter your email and password into the login form and press **Login** to continue.

The Hub uses the same password credentials as the licensing website. Passwords can be reset here.

Configure Proxy

If you are connecting through a company proxy, press **Proxy Settings** in the bottom right corner of the login form.
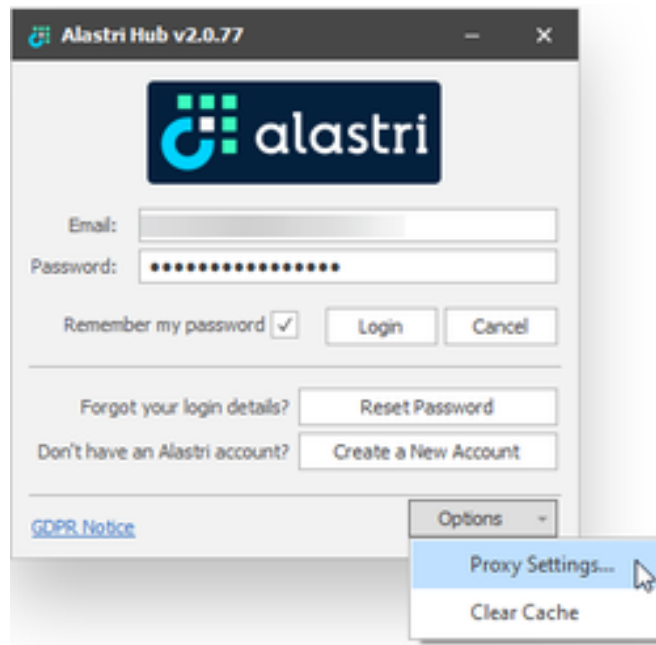
Contact your IT department to obtain the correct proxy credentials for your organisation.

Main Hub Elements

See the description of all main elements of Alastri Hub below.

Products List

On the left-hand side of a Hub you will see a list of all Alastri products you have a license to run.
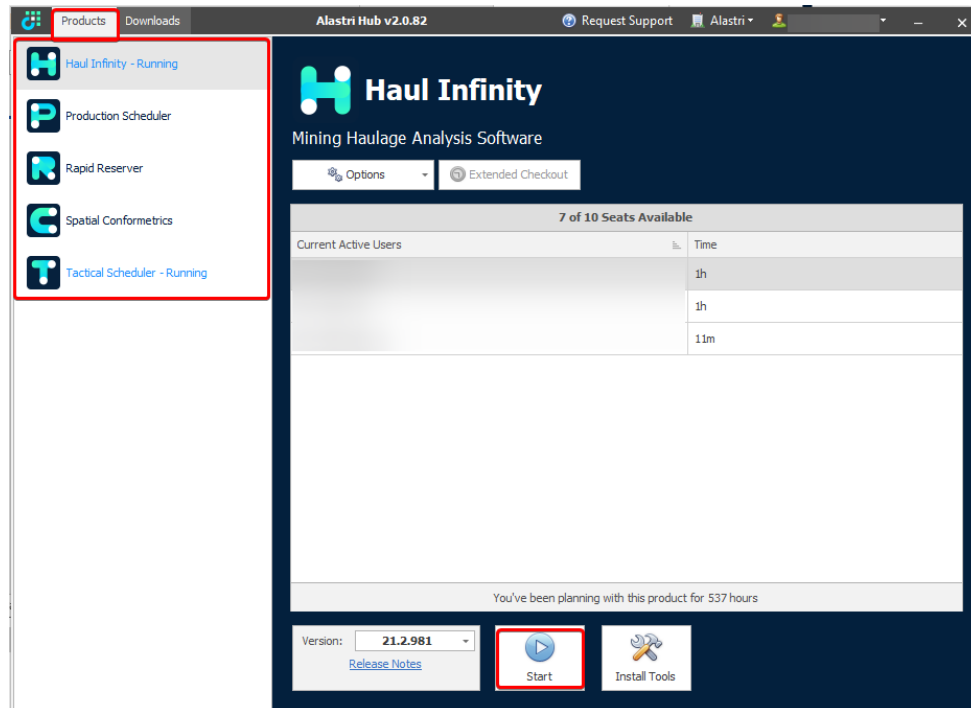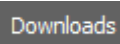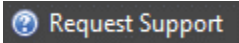
To run a specific application:

- Click to select an application (you will see Versions available, Current Active Users and number of Seats Available) and press **Start** button.
- Double click on the application to open it.

Header bar

In a Header bar at a very top of Alastri Hub you'll find from left to right:

1. Company logo .
2. Products you have a license to run.
3. List of Downloads .
4. Currently used version of a Hub
5. **Request Support** button to send an enquiry or report an issue directly to Alastri support team . Note that when sending request, you may attach your supporting files/images without any dimension restrictions, which can be imposed when sending by email.
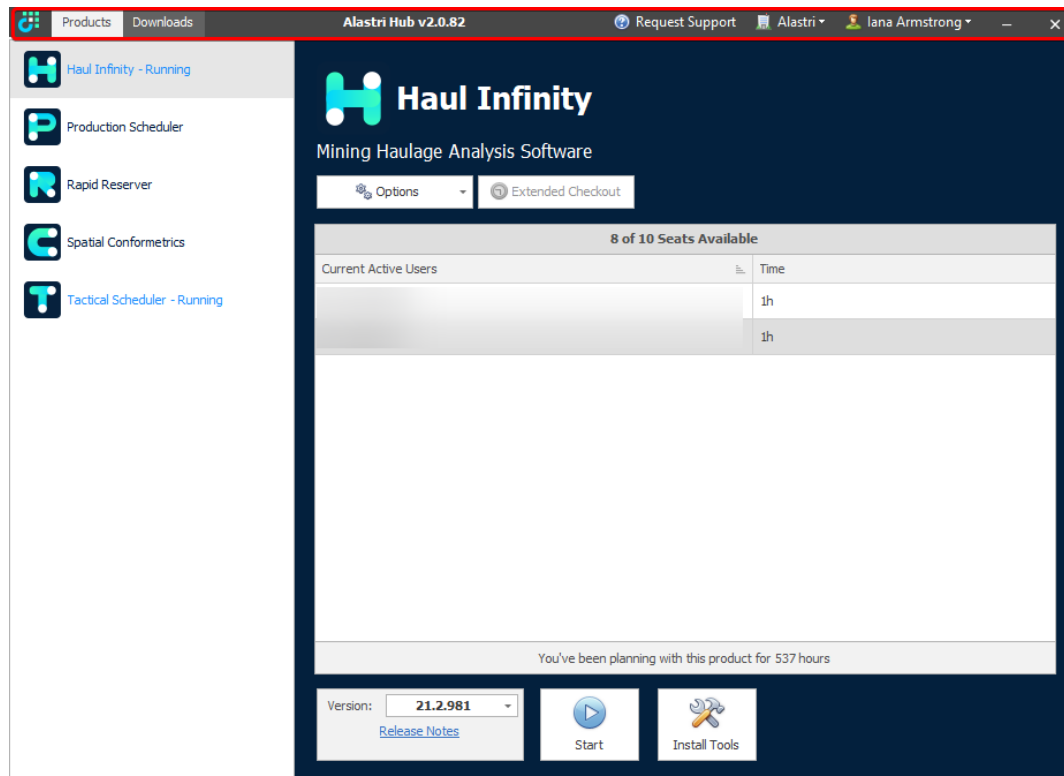6. Your company licences.
7. Username with dropdown menu, where you may:
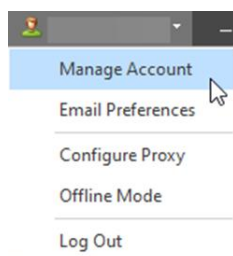
      a.   manage account,
      b.   set your email preferences,
      c.   configure proxy,
      d.   toggle offline mode
      e.   or log out.

Options button
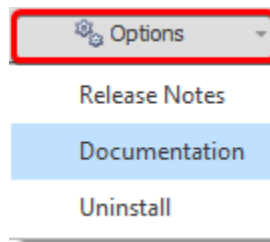
From the **Options** button dropdown you may:

1. Check our latest release notes,
2. Access all supporting documentation for the specific product,
3. Uninstall software.

Extended Checkout

The **Extended Checkout** feature in Alasti Hub allows to use licenses offline.
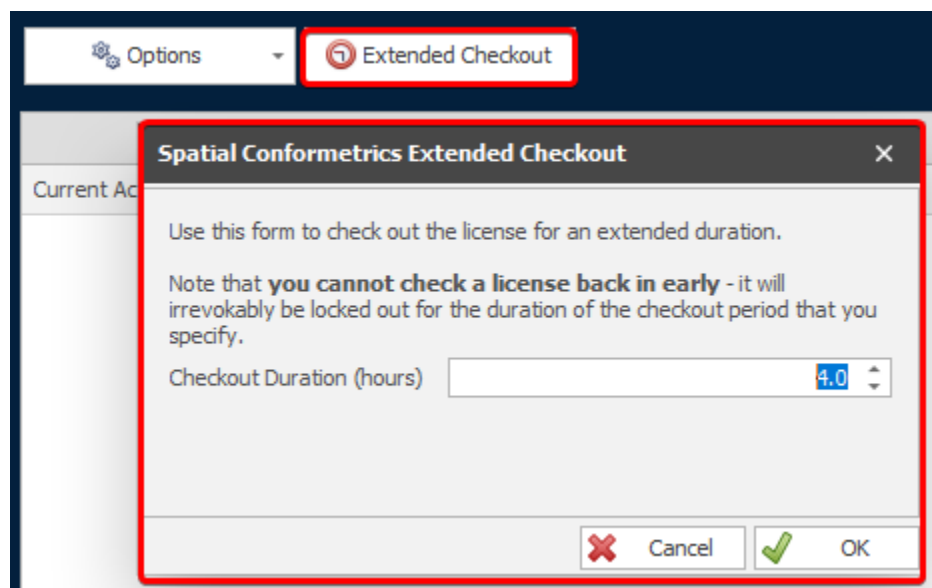
Press **Extended Checkout** button and in its window type the amount of hours required. This will lock the license to your machine (online and offline) for the duration of the checkout.

Note that the license cannot be checked back in until the timer runs out.

More details on using this feature see in section *Working remotely using Extended Checkout* below.

Versions menu

Versions select field is provided at a bottom part of Alastri Hub.

In **Versions** dropdown you'll see a list of major version types and build numbers and dates. You may select any version and build required for your operation. To choose a right version click on link provided at a top of dropdown, and it will direct you to the *Which Version Should I Use* section of the documentation.

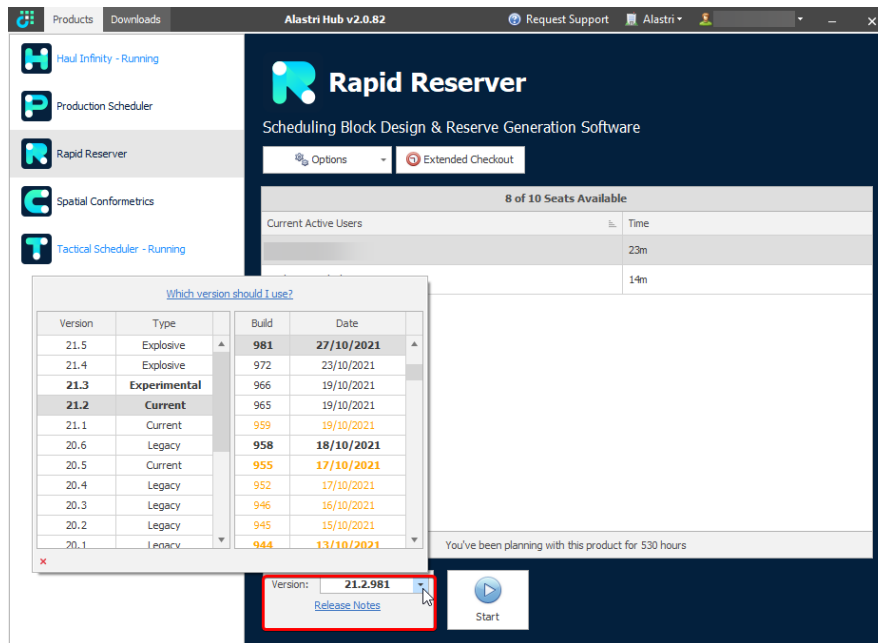| Release type	Description
Legacy	**An old release with Alastri is not actively supporting.** Bug fixes are only available in emergency situations, and no further enhancements will be made. If a bug is encountered, the first suggestion from Alastri will be to update to a Current version.
Current	**A recent release which Alastri is actively supporting.** Very minor enhancements may be added in rare circumstances. Alastri recommends users stay on these versions, unless there is a compelling reason not to be (such as requiring brand new functionality only available in an Experimental release.
Experimental	**A very recent release which Alastri is actively supporting.** These releases are continually updated with new functions and features. There is a higher likelihood of bugs in these versions than in Current versions. We recommend you use these builds only if you require a new feature that is not in Current.
Explosive	**A development release which Alastri is not actively supporting and should be used for testing purposes only.** These versions are not typically visible.

Release Schedule

Alastri releases a new build usually several times a week. A build is a specific version of the software which can be downloaded, installed, and run. There are two main reasons for a new build to be released:

- The new build has a fix for a bug that was found.
- The new build has new features or functions which are being sought by clients.

There is no set day or time when new releases become available. Due to the frequency of updates, there are also no notifications provided to users when a new build is provided. Instead, immediately upon release, the new build is available in the user's Hub - ready to be downloaded and installed.

Cross Compatibility

Alastri's products are built to work together, but this is only possible if they're all of the same version. Therefore, when upgrading one product to a specific version, you must upgrade the others to also be on the same version, if you wish to use them together. For example, if you upgrade RR to 20.2.152 and you want to use the output with APS, you need to upgrade HI to 20.2.152 and APS to 20.2.152. Then, if you want to use the output from APS with SC, then that will need to be on 20.2.152 as well.

An outcome of the above is that you should also work on the same version as the others you are working with, so the team as a whole needs to choose a specific version to work with.

Which version do I choose?

- **If you're halfway through a plan:** stick to the same major version unless there is an issue preventing you from proceeding.
- **If you work at a company which has a central point of contact with Alastri**: refer to that contact who will tell you which version to use.
- **If you're on a Legacy release**: Upgrade to a Current release when you've got a chance.
- **If you're looking to get access to the latest and greatest features, and are not up against a planning deadline**: Use an Experimental release.
- **Do not use an Explosive Release**, unless specifically instructed by Alastri.

Install and Start

To install any of our products press **Install** button located at a bottom of Alastri Hub.

If already installed press **Start** or **Run Viewer** button.

You don't need a license for the Run Viewer mode, but you cannot make any changes to the project in this mode, it is for viewing purposes only.
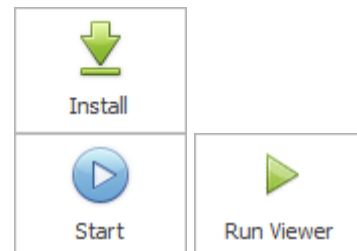
Haul Infinity only Install Tools option

When selecting Haul Infinity app from a list of products you'll see at a bottom **Install Tools** option. It is used to download and setup Alastri Haul Infinity Interoperability Client 21.2.981.0 (or above).

Follow the prompts of Setup Wizard by pressing NEXT.

This option is only available for Haul Infinity.

Work Locally

Alastri recommends saving all project files and data on the local hard drive before transferring to the network. This avoids issues with saving over interrupted connections or reading from a slow connection.

Work remotely and using Extended Checkout FAQ

How does my internet license work?

The internet license authenticates your purchase key, name and email against your details on the Alastri server.

Does the internet license require any special software?

The license does not require any special software to be installed.

How do I know if the license is working?

The licensing dialog will inform you of any authentication errors.

Can I use a VPN to access my work remotely?

Alastri always recommends saving your data and working of your local drive for the fastest and safest experience possible, however if required users can access their work network remotely via a VPN. Before logging into the Hub the user must fully establish a connection to the VPN before proceeding. If a proxy is also required the user must enter these details, which can only be provided by your IT, prior to logging into the Hub and after the VPN connection is established.

Can I check out my internet license overnight?

You can use the **Extended Checkout** feature to hold licenses offline for a number of hours. Normally the maximum checkout time for licenses is seven days. Each product required will need to be checked out individually. Haul Infinity will automatically be checked out if the user checks out

Tactical Scheduler first. If the user requires Rapid Reserver to be embedded, Rapid Reserver will need to be checked out separately.
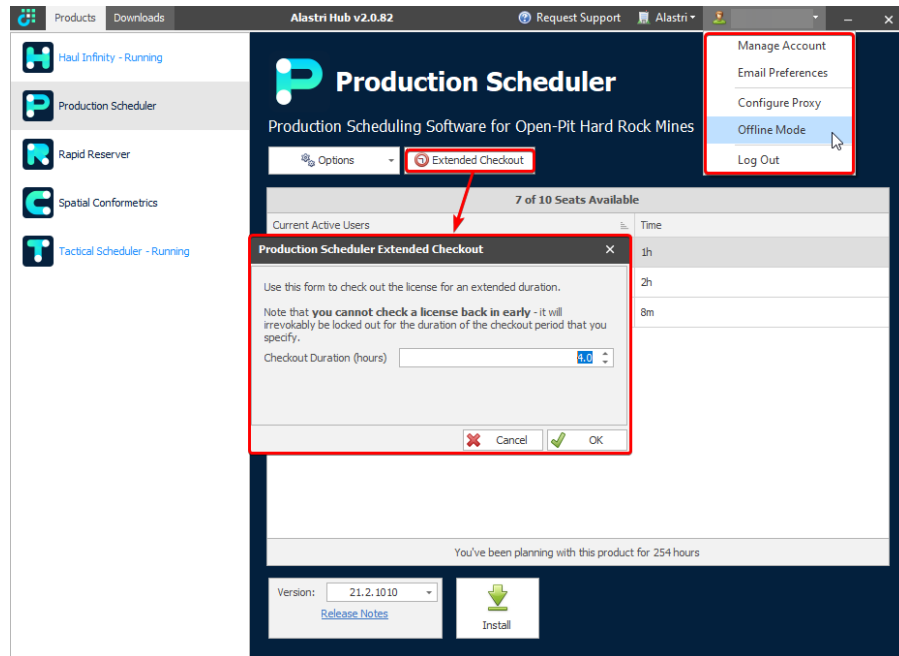
In the main Hub form:

1. Select an item from the left hand product menu.
2. Press **Extended Checkout**.
3. Enter the hours to checkout the license.
4. Press OK.

✓ This will lock the license to your machine (online and offline) for the duration of the checkout.

Note that license cannot be checked back in until the timer runs out.

Permissions

Users may encounter the "Access is denied" error message when attempting to open a project file via the Hub or from Windows Explorer.

```
Stack Trace: System.ComponentModel.Win32Exception (0x80004005): Access is denied
```

This error occurs when the helper process "PolygonicaService.exe" is blocked from running by a virus scanner, group policy, or Windows compatibility profiles.

Virus Scanner

Virus scanners may block PolygonicaService.exe, or prevent it from launching. Adding a whitelist / exception for this process can help avoid "Access Denied" errors.

The Alastri Hub installs products into the following location: %localappdata%\Alastri Hub\Programs.

Group Policy

Occasionally group policy configuration may prevent applications from being launched from AppData\Local on machines.

Your IT administrators may need to provide an exception for Haul Infinity to allow it to operate correctly.

Program Compatibility Assistant

In order to allow legacy software to work on your system, your IT department may have created a program compatibility profile which causes Windows to run applications with non-standard behaviour. This can affect Haul Infinity's ability to track instances of PolygonicaService.exe and make sure they are cleanly shutdown with the application.

Your IT administrators may need to modify the application compatibility profile to avoid affecting Haul Infinity.

Warnings

Users may encounter the "Application Compatibility Profile" warning when attempting to install the Hub.

"We have detected an application compatibility profile on your machine, which may interfere with installation of Alastri Hub"
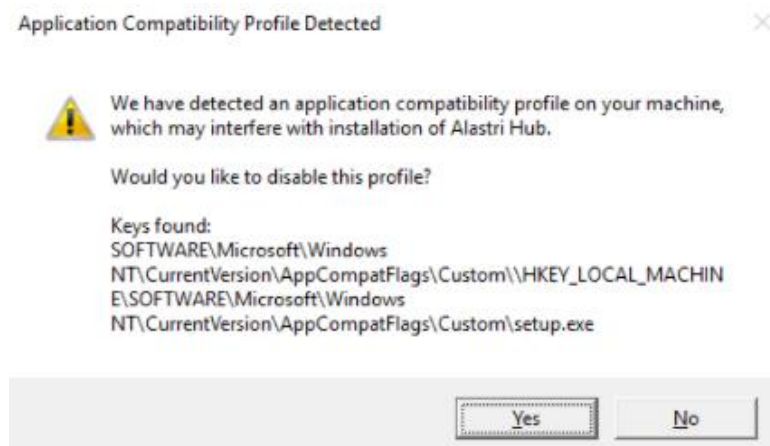
Serious problems might occur if you modify the registry incorrectly. Contact your IT department to resolve this issue.

✓ **If you are a competent IT professional:**

This issue may be resolved via the following steps:

1. Click on Start, type in "regedit" and run the command.
2. Browse to Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags\Custom.
3. Rename setup.exe to _setup.exe.

Internet License Troubleshooting

Why is my license asking for browser authentication?

Your IT department may be restricting applications from connecting to the internet. In this case, Alastri connects through a browser instead. Talk to your IT department about network permissions for Alastri products.

Why is my name not found?

The internet license authenticates your purchase key, name and email against your details on the Alastri server. Check for spelling errors in your name; if problem persists then contact Alastri support.
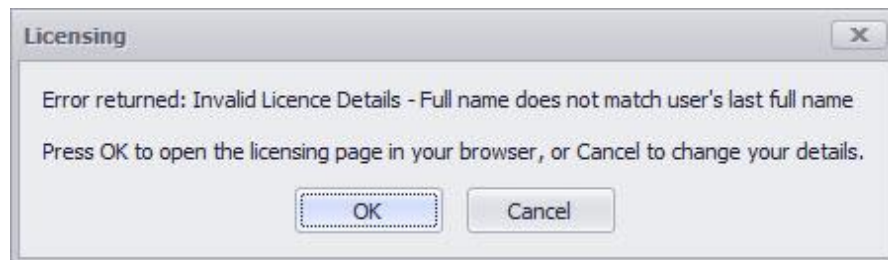

Why is my email not found?

The internet license authenticates your purchase key, name, and email against your details on the Alastri server. Check for spelling errors in your email, if problem persists then contact Alastri support.

Why are there no available seats on the license?

Each Alastri license can be shared between a number of users. Ask your colleague if they can release the license for your use.
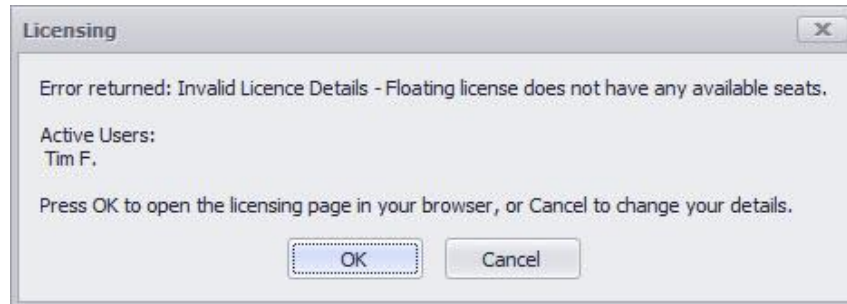
What is "License tampering detected" and how can I fix it?

The internet licensing system checks to make sure that the computer's date and time is correct, to ensure that checked out licenses expire properly. If you see this message, make sure that your computer's date and time is updated.
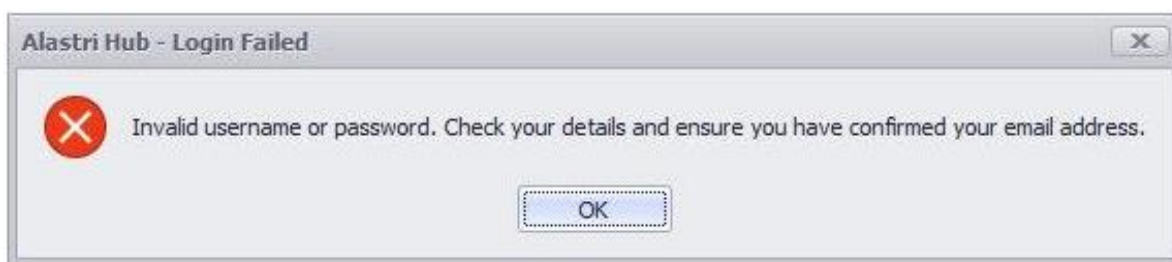
What do I do if my license has expired?

Save and close your project and talk to your supervisor about renewing your license.
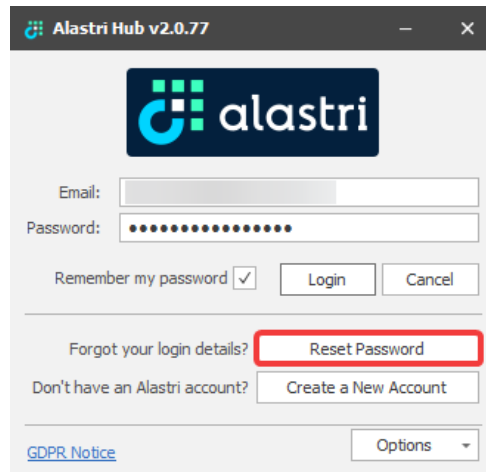
Hub Login Failure

Invalid Username or Password Entered

If the user encounters the Login Failed form, please re-enter your correct username and password.

Forgotten Password and Reset

Should the user forget their password, the Hub login form features the option for the user to Reset the password (**Reset Password** button). This will take them to the Alastri website where the user can enter their email address. An email will be sent to the entered email address with a password reset link.
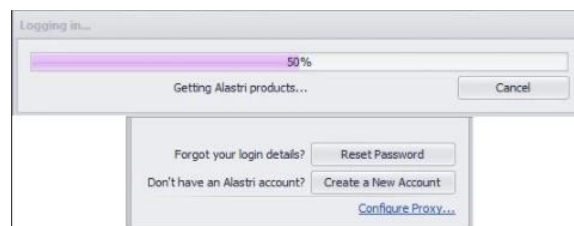
Unable to Connect

If the user is unable to connect to the Hub due to connection loss, several steps can be taken to try and rectify this.

If the user is presented with a Hub login screen that doesn't complete and seems to freeze, or a message communicating **No Connection**, then most often the problem is on the user end with permissions blocking access to the required files and web addresses.
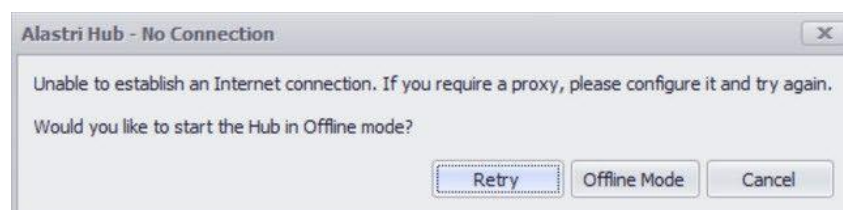
Please try the following in order:

1. Open a file explorer.
2. In the file path, type the following "%localappdata%".
3. Go into the **Alastri Hub** Folder.
4. Go into the **Cache** folder.
5. Delete the contents inside.
6. Restart the Hub.

If still unable to connect this usually indicates that your connection is blocked and will require intervention by IT.

1. To try and resolve this you will need to get IT to add https://alastribuild.azureedge.net/ to the whitelist.
2. Virus scanners will also need to allow Alastri access to the following address: C:\Users\username\AppData\Local\Alastri Hub.
3. Try access the following link https://alastribuild.azureedge.net/media/rr/background.jpg. You should see an image of an open pit operation.
4. Repeat Steps 1-6.

If still unable to access the Hub, try the following steps:

1. If you use a proxy you will need to enter the details.
2. Repeat steps 1-6.
3. If your IT team tell you they have an auto proxy and you still can't login, tell them to try specific proxy for your machine.
4. Repeat Steps 1-6.
5. Contact Alastri.