

STKO INSTALLATION GUIDE

Install STKO like a pro and
troubleshoot basic installation
issues



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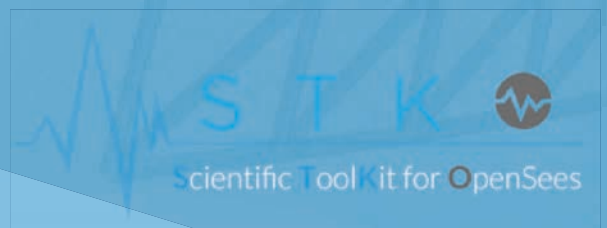
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FIRST STEPS

Thanks for your interest in STKO!

We have prepared this short guide to make sure you can easily install and download STKO. If you have read this guide and still are having trouble, make sure to email us at info@asdeasoft.net for help, including screenshots of the problem including any error messages that appear.

LET'S GET STARTED!



CREATE AN ACCOUNT

Signing up

If you haven't signed up for a user account on our website you will need to*. Please go to <https://asdeasoft.net/?register> to register for your account.

*If you purchased a license from us and we sent you a direct download link, you can skip this step.

The image shows a registration form for ASDEA Software Technology. The form includes the following fields: FIRST NAME, SECOND NAME, COUNTRY, INSTITUTE, E-MAIL, PASSWORD (with a note: Minimum length of 6 characters), and REPEAT PASSWORD. There is also a checkbox for 'I allow the website to...' and a 'SIGN UP' button. The ASDEA Software Technology logo and contact information (Via Breviglieri, 8 – 65128 Pescara (PE) – Italy, +39 085 4310059 | info@asdeasoft.net) are visible in the top right corner. Two dark blue callout boxes with white text provide tips: TIP 1 points to the name fields and advises against special characters; TIP 2 points to the email field and advises using a valid email address.

FIRST NAME

SECOND NAME

COUNTRY

INSTITUTE

E-MAIL

PASSWORD

Minimum length of 6 characters.

REPEAT PASSWORD

Please answer the ques

I allow the website to

SIGN UP

ASDEA
SOFTWARE
TECHNOLOGY

Via Breviglieri, 8 – 65128 Pescara (PE) – Italy
+39 085 4310059 | info@asdeasoft.net

TIP 1
Please don't use any special characters when signing up. For example, if your name is García, please write Garcia.

TIP 2
Please use a *VALID* email address. If you use a fake address and forget your password you will no longer be able to get into your account.

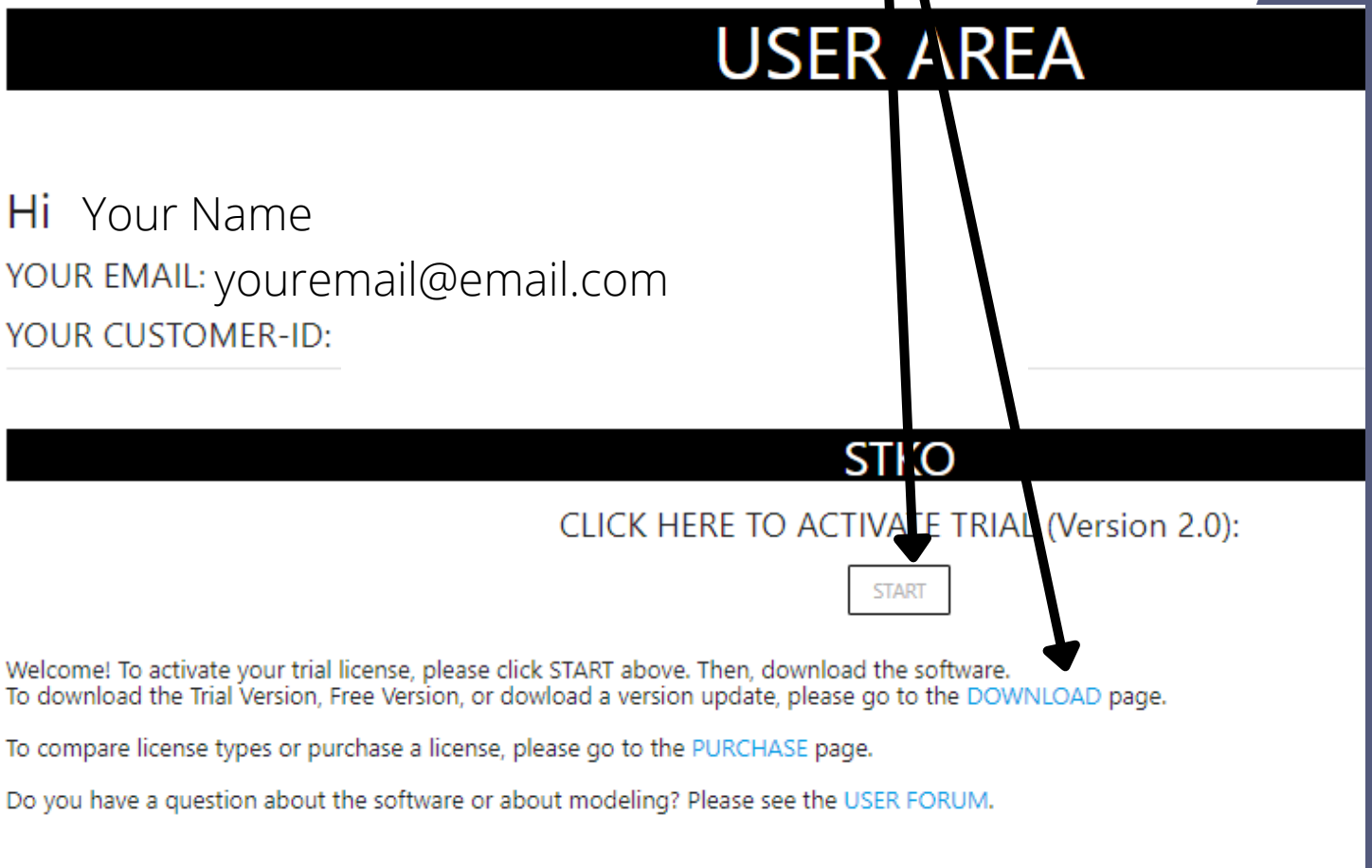
USER AREA

Next Step

Once you have logged in, you will be taken to your user area. It will have your name and your email. If you have never used STKO before, your customer ID will be blank.

To start your STKO Trial*, click the START button and then go to the download page by clicking the link.

*If you have purchased a license, don't click START; go straight to the download page

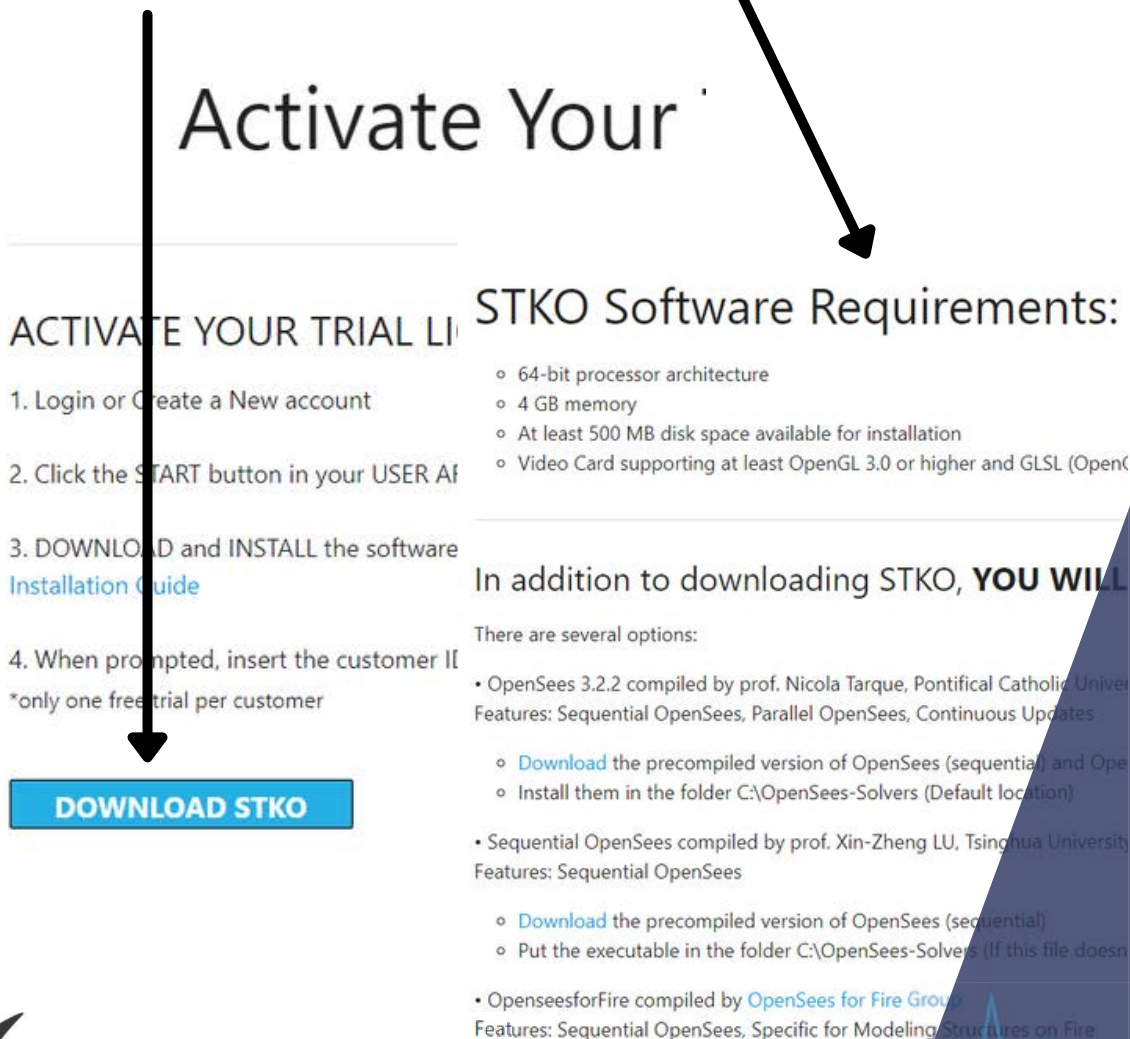


The screenshot shows the 'USER AREA' header in a black bar. Below it, the user is greeted with 'Hi Your Name' and 'YOUR EMAIL: youremail@email.com'. There is a field for 'YOUR CUSTOMER-ID:'. Below this is the 'STKO' header in a black bar, followed by the text 'CLICK HERE TO ACTIVATE TRIAL (Version 2.0):' and a 'START' button. Below the button, there is a paragraph of welcome text and two links: 'PURCHASE' and 'USER FORUM'. Two black arrows originate from the text above: one points to the 'START' button and the other points to the 'download page' link mentioned in the text above the screenshot.

DOWNLOAD THE SOFTWARE

Tips and Tricks

The [download page](#) is fairly straightforward. Click the download button to download STKO. It is important to note that STKO DOES NOT include OpenSees. You will need to download OpenSees separately. On the System Requirements page, you can find a list of places where you can download OpenSees.



The screenshot shows the 'Activate Your Trial License' section on the left and the 'STKO Software Requirements' section on the right. A vertical arrow points from the 'Activate Your' text down to a 'DOWNLOAD STKO' button. A diagonal arrow points from the text 'On the System Requirements page, you can find a list of places where you can download OpenSees.' to the 'STKO Software Requirements' section.

Activate Your

ACTIVATE YOUR TRIAL LICENSE

1. Login or Create a New account
2. Click the START button in your USER AREA
3. DOWNLOAD and INSTALL the software
[Installation Guide](#)
4. When prompted, insert the customer ID
*only one free trial per customer

DOWNLOAD STKO

STKO Software Requirements:

- 64-bit processor architecture
- 4 GB memory
- At least 500 MB disk space available for installation
- Video Card supporting at least OpenGL 3.0 or higher and GLSL (OpenCL)

In addition to downloading STKO, **YOU WILL** need to download OpenSees. There are several options:

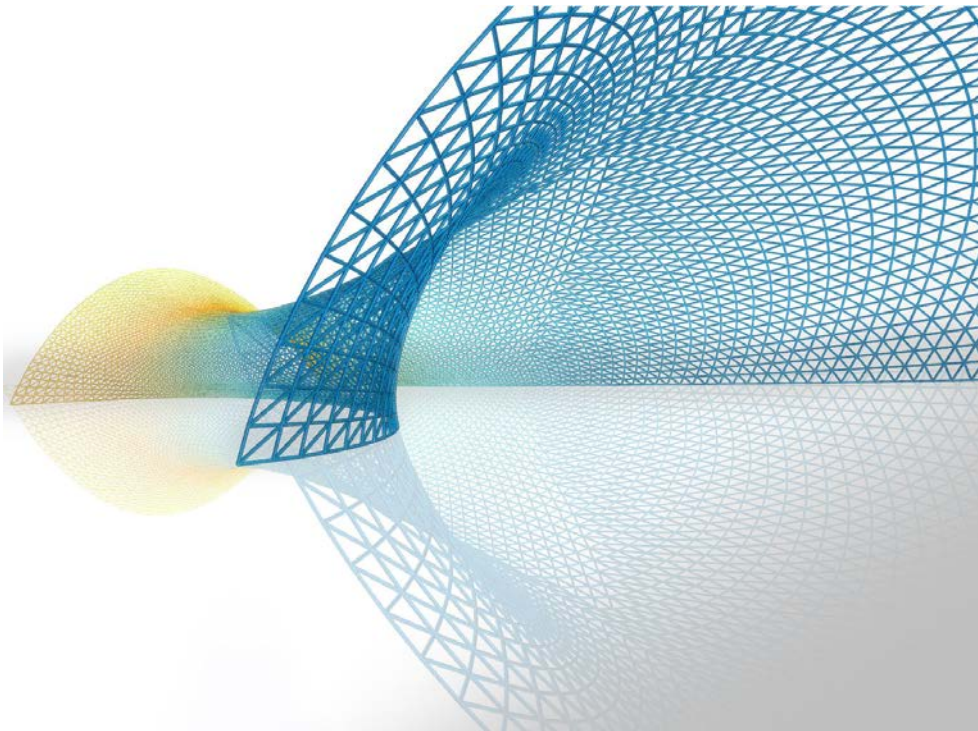
- OpenSees 3.2.2 compiled by prof. Nicola Tarque, Pontifical Catholic University of Chile
Features: Sequential OpenSees, Parallel OpenSees, Continuous Updates
 - [Download](#) the precompiled version of OpenSees (sequential) and OpenSees-Parallel (parallel)
 - Install them in the folder C:\OpenSees-Solvers (Default location)
- Sequential OpenSees compiled by prof. Xin-Zheng LU, Tsinghua University
Features: Sequential OpenSees
 - [Download](#) the precompiled version of OpenSees (sequential)
 - Put the executable in the folder C:\OpenSees-Solvers (If this file doesn't exist)
- OpenseesforFire compiled by [OpenSees for Fire Group](#)
Features: Sequential OpenSees, Specific for Modeling Structures on Fire

INSTALLING STKO

System Requirements

As with all software, STKO has some system requirements needed to run correctly:

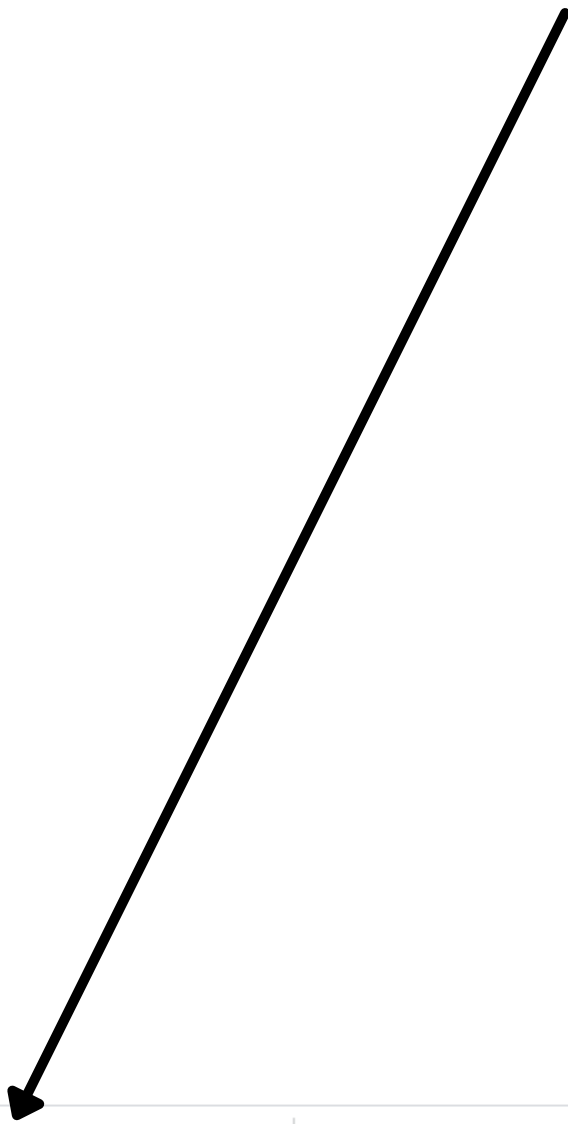
- 64-bit processor architecture
- 4 GB memory
- At least 500 MB disk space available for installation
- Video Card supporting at least OpenGL 3.0 or higher and GLSL (OpenGL Shading Language) 1.20 or higher



INSTALLING STKO

Executing the file

Once you click the download button, the STKO installer file will begin to download. Once the file has downloaded, click to run the installer.



Download Your FREE STKO License

DOWNLOAD

In addition to downloading STKO, **YOU WILL NEED**

There are several options:

- OpenSees 3.2.2 compiled by prof. Nicola Tarque, Features: Sequential OpenSees, Parallel OpenSees
 - [Download](#) the precompiled version of OpenSees
 - Install them in the folder C:\OpenSees-Solvers
 - Sequential OpenSees compiled by prof. Xin-Zhen
- Features: Sequential OpenSees

STKO-2.0.1-Installe...exe
6,6/182 MB, 2 min rimanenti

INSTALLING STKO

Troubleshooting

Windows may try to block the download.

Make sure you click to run anyway.

You may also run into difficulties with your antivirus software. Make sure to add the program as an exception to avoid problems during your installation.

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.
[More info](#)

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: STKO-2.0.1-Installer.exe
Publisher: Unknown publisher

Run anyway

Don't r



Your Antivirus

Program Blocked!

This antivirus has blocked this program from opening

Program

C:\Program Files\STKO\STKO-Upgrade\install.exe

If you trust this software, you can add an exception

[Add an exception](#)



ASDEA
SOFTWARE



STKO



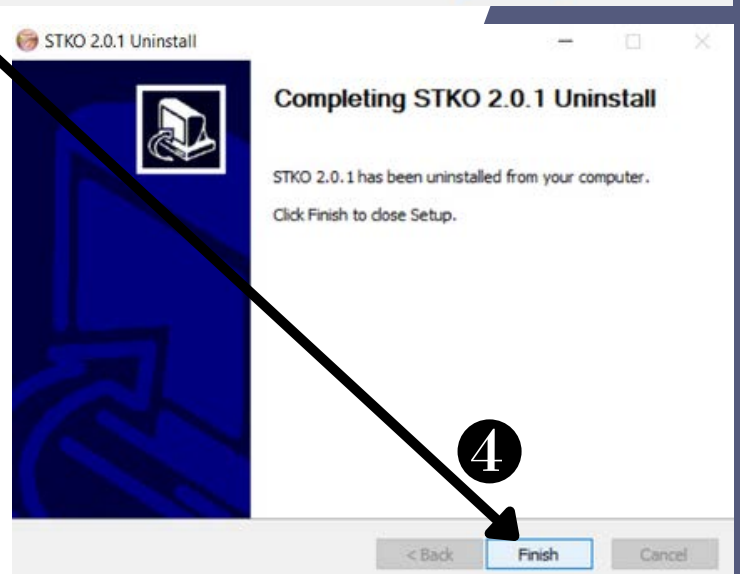
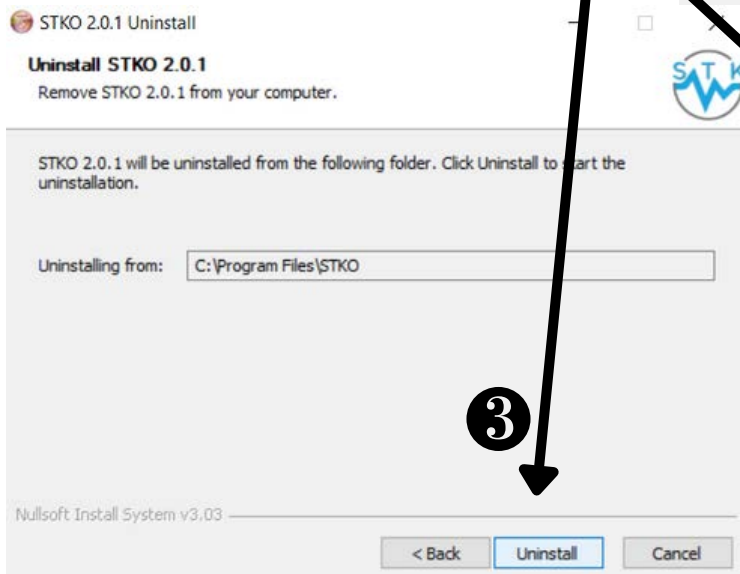
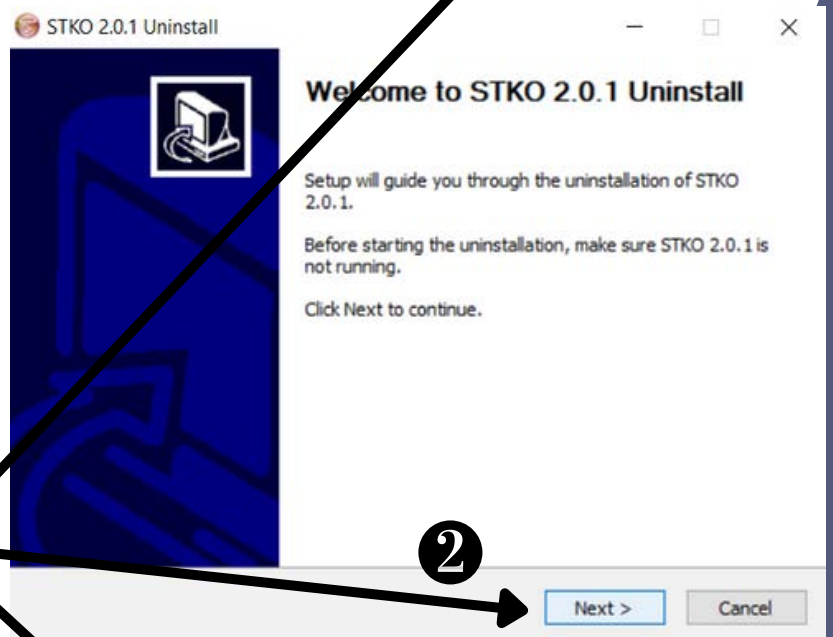
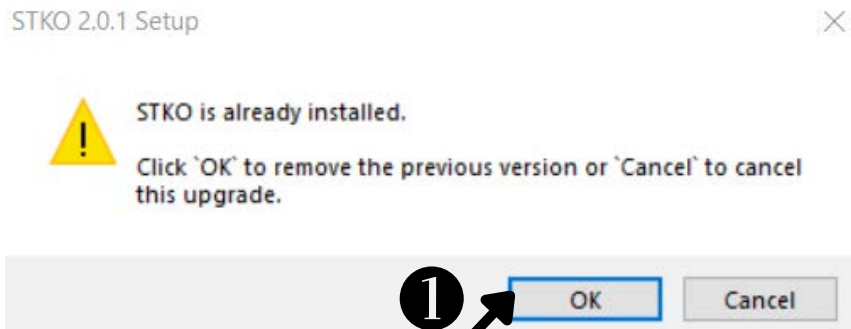
Scientific ToolKit for OpenSees

INSTALLING STKO

Uninstalling

If you are installing STKO for the first time, you can skip this step as you won't receive the prompts.

If you have previously installed STKO, the installer will automatically ask to uninstall STKO. You need to uninstall the old program in order to install the new one. Follow the prompts:



INSTALLING STKO

Installing

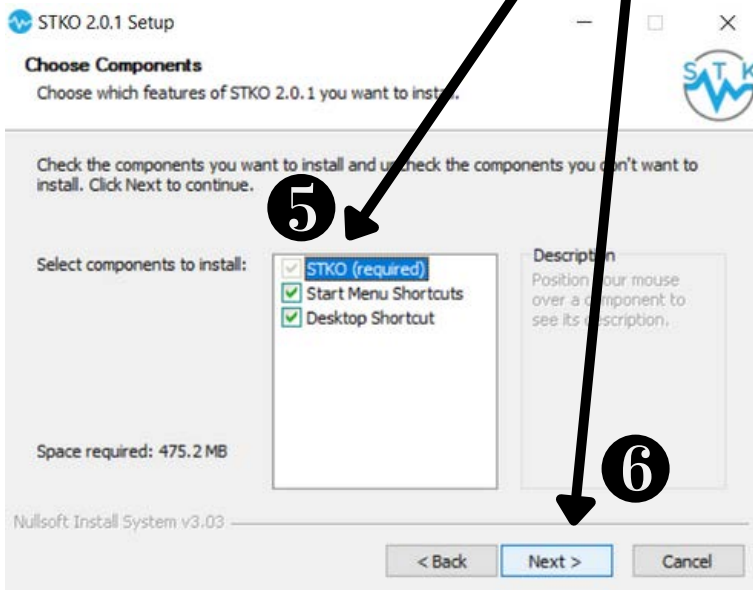
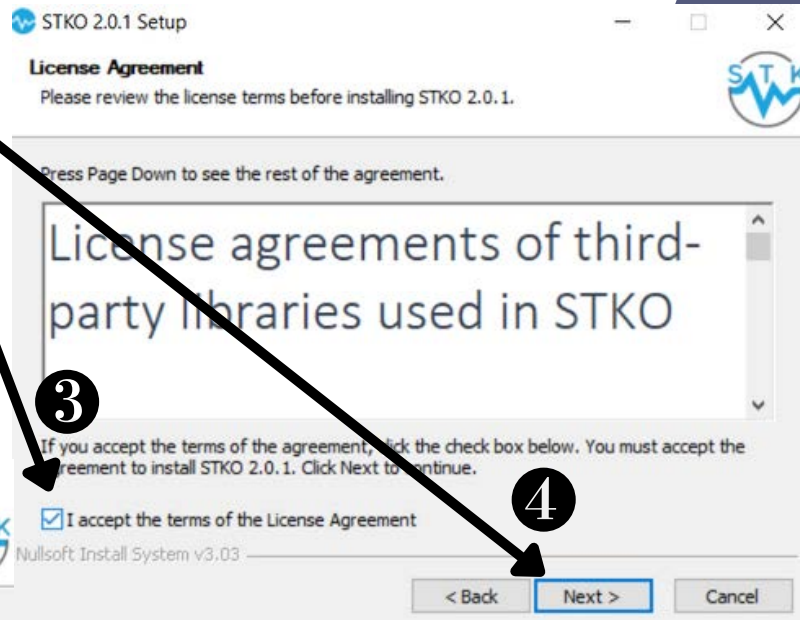
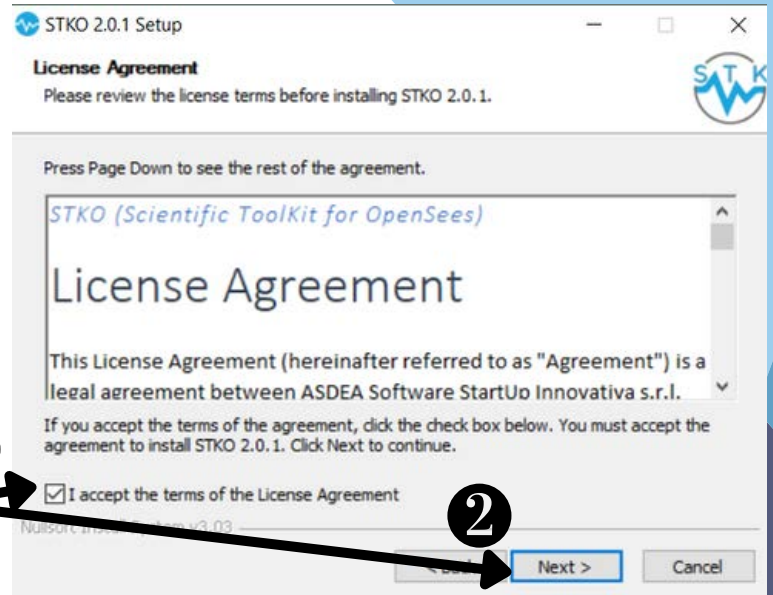
Now you are ready to install STKO!

Follow the prompts of the Setup.

Check the box and agree to the license agreement and click next.

Agree to the user licenses of third-party libraries and click next.

Choose the components you want installed and then click next.



INSTALLING STKO

Installing

Choose whom to install the program for and then click Next.

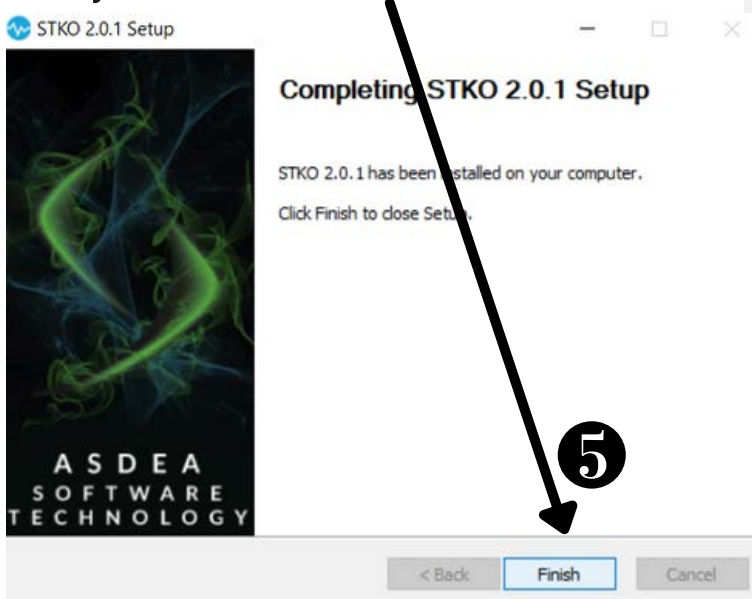
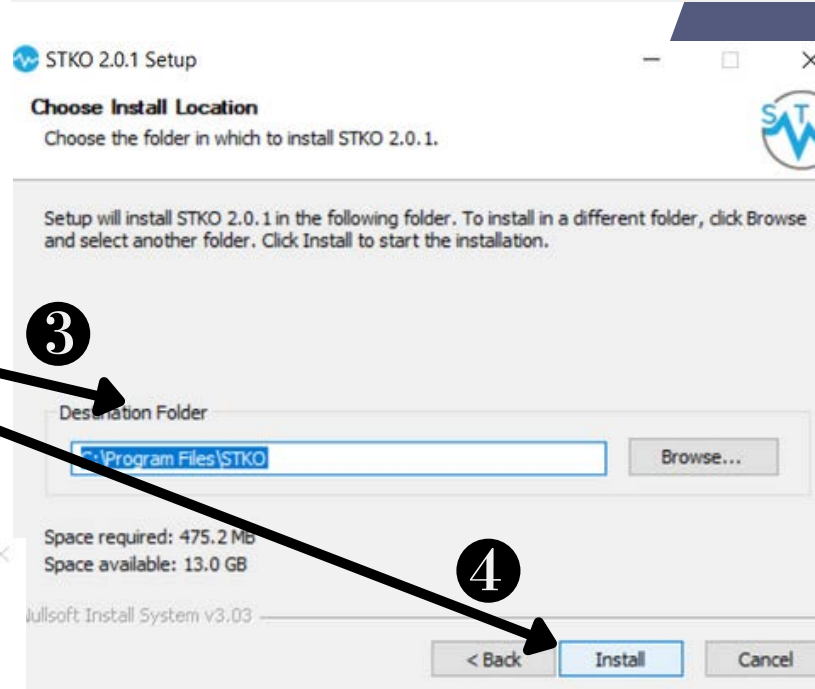
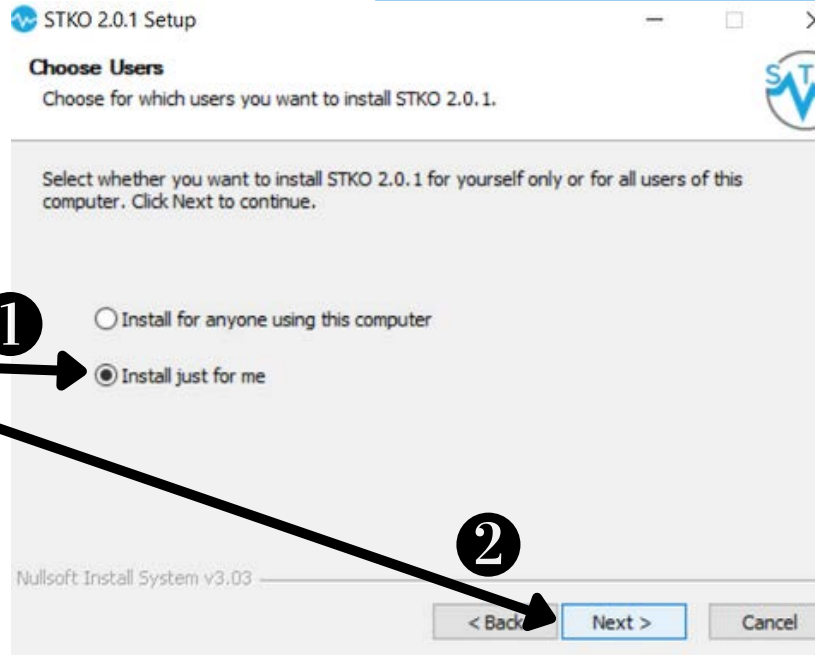
Choose the install location.

We recommend the default folder.

Make sure that there are no special characters in the file name; otherwise, the program won't be able to recognize them.

Then click Install.

Click Finish on the last screen and you are done!



LAUNCHING STKO

For the First Time

If you were given a direct download link by our team, you will need to insert your customer IDs when prompted by the software. We will have sent this to you by email. Make sure you insert it correctly, otherwise the software won't be able to validate the license.

If you downloaded the software from our website while you were logged in, the software should automatically recognize your customer ID.

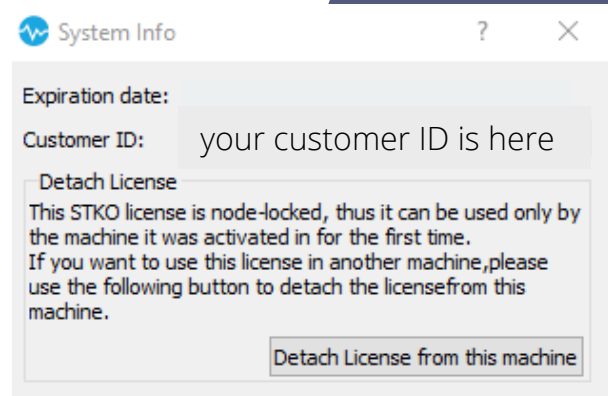
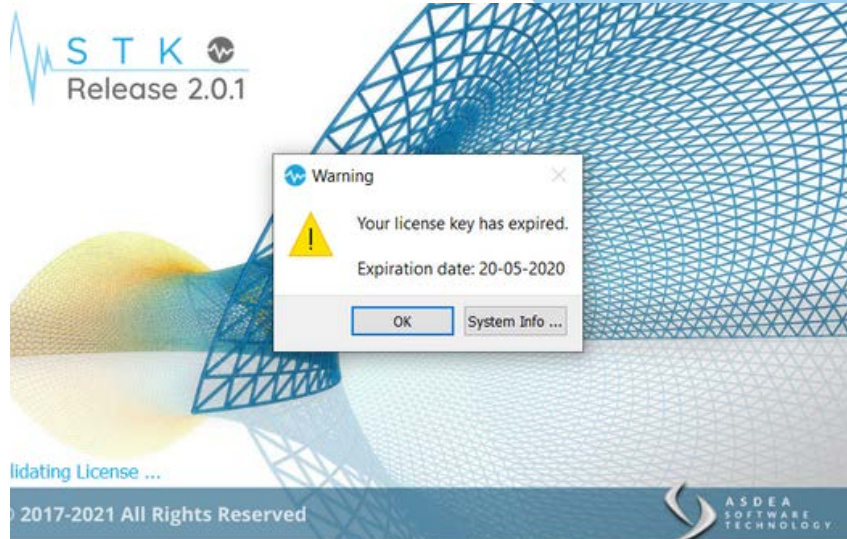
TROUBLESHOOTING

Common Errors

This error means your STKO License expired! Don't worry though, you will still be able to use the Free version. If you believe you have a working license, there are a few things that may have gone wrong.

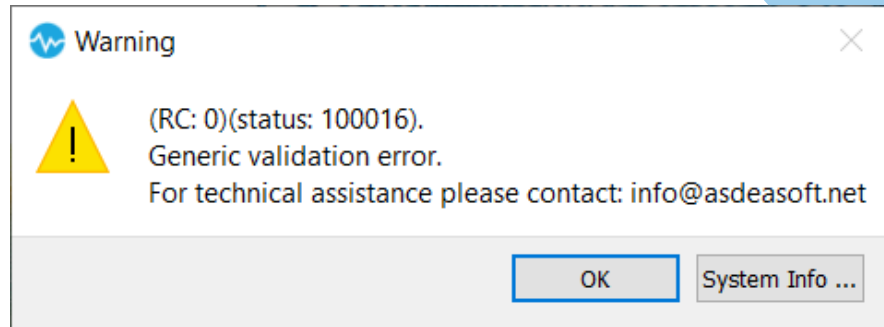
Open STKO and click Help, then System Info. Check that the customer ID listed is the correct one for the license. If it is different, you will need to write to us and ask for a tool to switch the license. Please provide us with the current Customer ID on your computer and the customer ID of the license you want to be using.

If, instead, the customer ID is correct, and the expiration date is blank, likely, you did not install STKO as the administrator. Try downloading STKO again and running the installation as the computer's administrator.



TROUBLESHOOTING

Common Errors



This particular error is caused by a Microsoft update which creates problems reading our licensing software's (sentinel ems) security key.

This is a known bug with certain Microsoft 7 updates.

However, as Microsoft windows 7 is no longer supported, the relevant articles on the update that causes the issue (kb 2661254) are no longer accessible on the Microsoft website.

To fix it, there are a few options. You can try to roll back the update to a previous version, however, its possible that more than one Windows 7 update contains that particular packet and it may be difficult to find a version without it.

What we would recommend is upgrading to Windows 10

This was possible for free in the past, and it may still be.

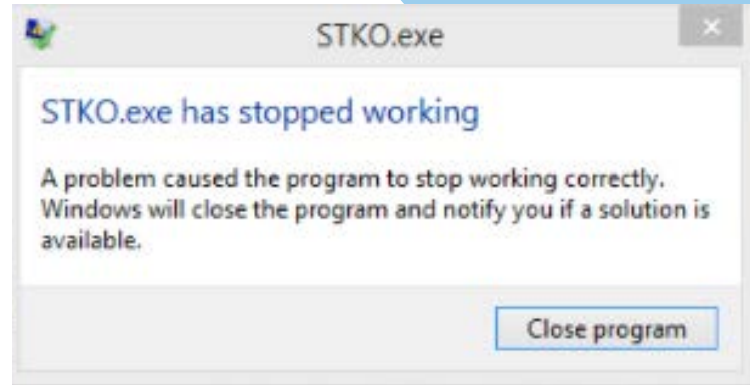
Otherwise, you can attempt to install STKO on a different computer.

If you aren't using Windows 7, or you received a different error code please let us know.

TROUBLESHOOTING

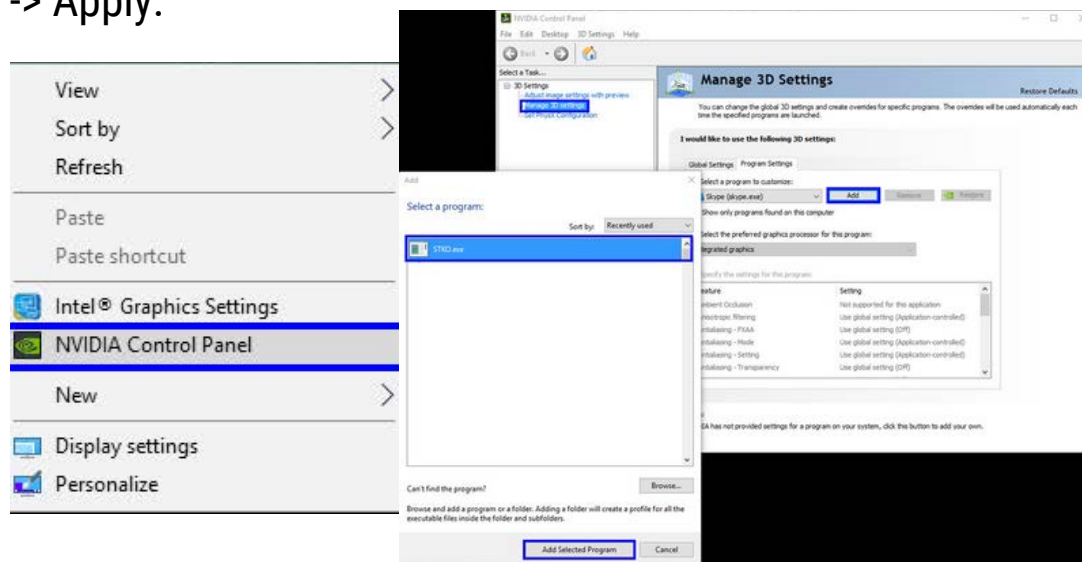
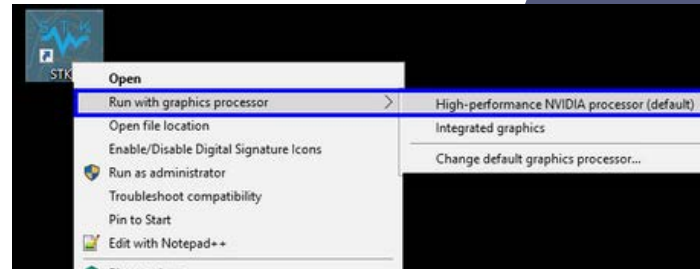
Common Errors

If you see an error window similar to this, or if STKO crashes upon opening, the likely culprit is your graphics card or graphics settings.



Some graphics cards don't support the minimum requirements of STKO. If you are using a laptop, your computer may come with two graphics cards: an integrated one (energy saving), and an Nvidia (or other type). You should attempt to change the graphic card accessed when you open STKO by following one of these two procedures:

1. Right-click on the STKO icon and select Run with graphics processor -> High-performance NVIDIA processor (default).
2. Right-click on the desktop and run NVIDIA Control Panel -> Manage 3D settings -> ADD -> STKO.exe -> Add Selected Program -> Apply.



Note that method 1 is faster, but you will need to do it every time you want to run STKO. Method 2 is slower, but you will only have to do it once. Let us know if this doesn't solve the problem.

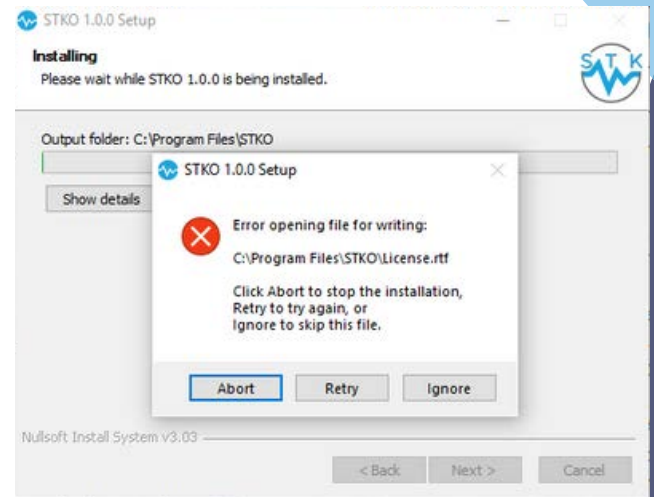
TROUBLESHOOTING

Common Errors

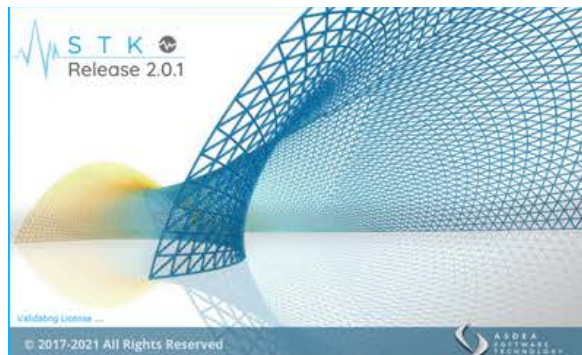
This is a simple error to solve.

If you are seeing this error it is likely caused by one of two things:

1. You are attempting to reinstall the program while you have it open. Please close the program and try again.
2. You are trying to install the program but you don't have administrator rights. In this case, make sure you run the installation as the administrator.



Is STKO stuck on the validation screen? Usually, this means that an error code has opened behind the software. Hover your mouse over the STKO icon on the toolbar to see if there is a second window open. If there is, hold down the Shift Key, then right-click the hidden error code on the toolbar and click move. Then drag it out from behind the validation screen.



TROUBLESHOOTING

Common Errors

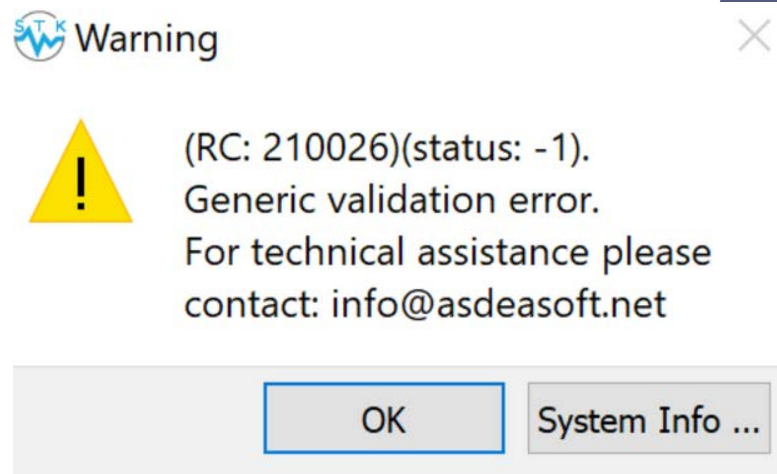
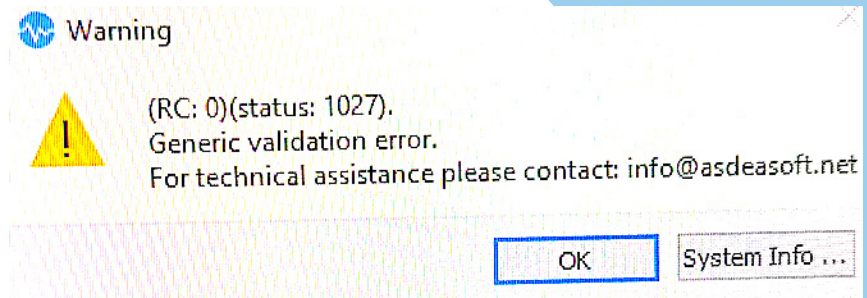
Error 1027 likely means that you did not install STKO as the administrator.

Try downloading STKO again and running the installation as the computer's administrator.

Error 210026 is a tricky error to solve.

What this means is that there is a problem with your system's clock. Our licenses validate their expiration dates by using your device's time settings. If the licensing system sees that the time is not accurate,

it will not connect to your license. Try changing your system's clock settings to automatic to sync the time and date with the online server. [You can find guides on how to do this by doing a quick Google search.](#) If that doesn't fix the problem, there may be something interfering with the clock. Try scanning your computer for malware which can maliciously change the time settings. Cracked software or other non-licensed programs could also be tampering with the time. If you are using a computer supplied by your workplace or school talk to the IT personnel. If you are still unable to fix the issue, contact us.

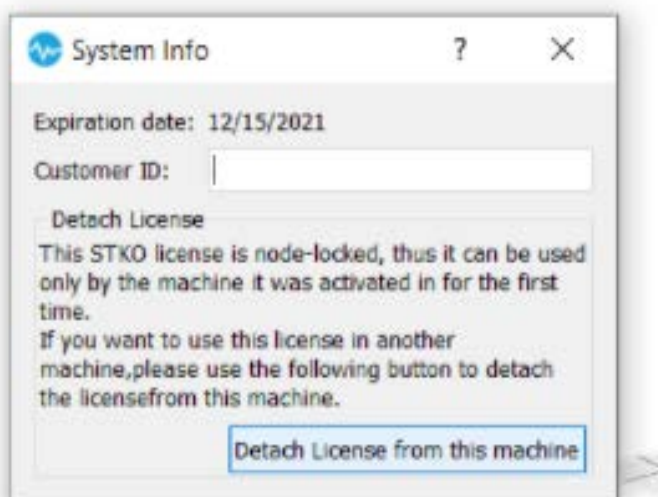
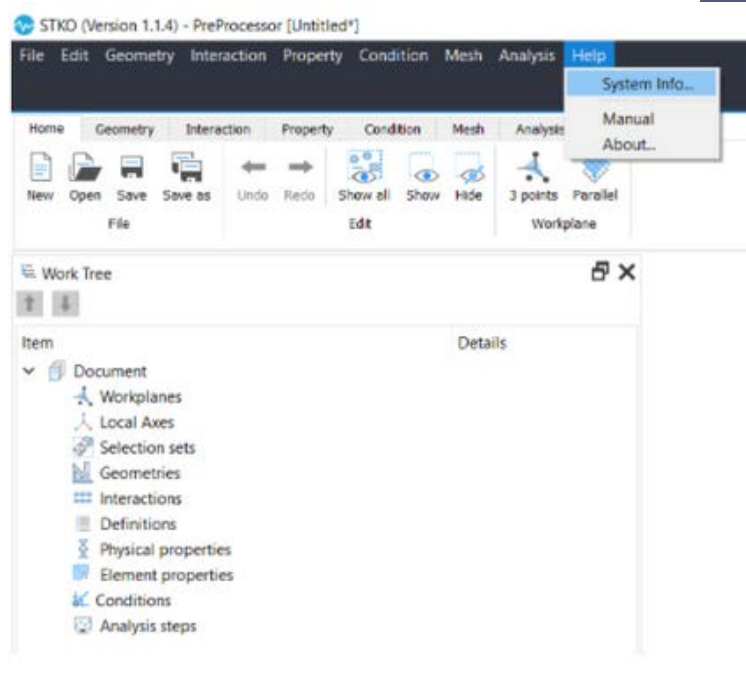


MOVING A LICENSE

Detach License Procedure

Your STKO License can be moved from one computer to another. However, it can only be used by one computer at a time. To move your license to a new computer, you need to perform a detach.

Open STKO and navigate to the toolbar at the top of the page and click Help. A drop-down menu will open, from this menu, select System Info. This will open the System Info window that contains the expiration date of your license and your customerID. You will see a button at the bottom of the window that says Detach License from this machine. In order to detach the license, simply click the button to detach the license. The program will then close, meaning the detachment is complete.



MOVING A LICENSE

Attach License

Once you have detached your STKO license from where it was previously installed, you can easily attach it to a new device.

If you have never installed STKO on the device before, first, log in to your user account on our website. Then, download and install STKO on the device. Your customer ID will automatically be taken from your user account and once the installation process has been completed your license will attach to the new device!

You can bounce your license between several computers by detaching your license from one device and relaunching the software on the next device.

However, once you install STKO on a device, the customer ID of the license locks to that device. You will not be able to successfully use a different customer ID on that device.

If you need to switch customer IDs for some reason (ie. you tested out a trial license on your computer with a personal account and then your university bought a license under a different account) please contact us at info@asdeasoft.net and we can create a tool to switch the customer ID for you.

THE END

Happy Modeling!

We hope you were able to easily and quickly install STKO and troubleshoot basic errors using this guide. If you have encountered an error message not seen in this guide, or need further assistance, we are always happy to help you. Email us at info@asdeasoft.net.

If you have questions about modeling using STKO, make sure to ask those on our user forum:

<https://asdeasoft.net/forum/>