

# NETWORK INSTALLATION GUIDE

Additional information for institutional installation  
of Steinberg software

## Synopsis

This document provides background information about the installation, activation and registration process of Steinberg software (e.g. Cubase, WaveLab, and Sequel). It is a collection that is meant to assist system administrators with the task of installing our software on network systems, activating the products correctly and finally registering the software online. The aim of this document is to prevent admins from being confronted with some familiar issues occurring in the field.

Since institutions around the world have different systems in place, Steinberg cannot provide the standard solution for your setup. However, we discovered some common ground across different configurations and network facilities. If you have any information about your currently working network setup that you would like to share with us, please feel free to do so.

You can always write to [edusupport@steinberg.net](mailto:edusupport@steinberg.net)

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# First steps

## Installation

After purchasing one of our products, you will need to install it on your system. This is possible by running the “Setup.exe” (Windows) or “Setup.dmg” (Mac). An installation dialog will appear that takes you through the installation project. On Windows machines, you can also access the .msi files which are contained on the installation DVDs.

For network distribution, you could either use switches on the installation file(s) or create an image file of the complete Windows installation and the installed programs. By doing so, you can deploy our software to multiple workstations much quicker than installing it on each computer individually. More information about possible switches and suggestions for disc images can be found in later chapters (see page 6ff).

## Activation

After the installation of the software comes its activation. Steinberg software is activated with activation codes (32 digits long, starting with “0240”). Each activation code is unique, valid for one certain product, and can be entered in the eLicensor Control Center to download the corresponding license.

**The eLicensor Control Center** will install with Cubase, Sequel, WaveLab and Nuendo. This application runs in the background and manages the licenses you have available.

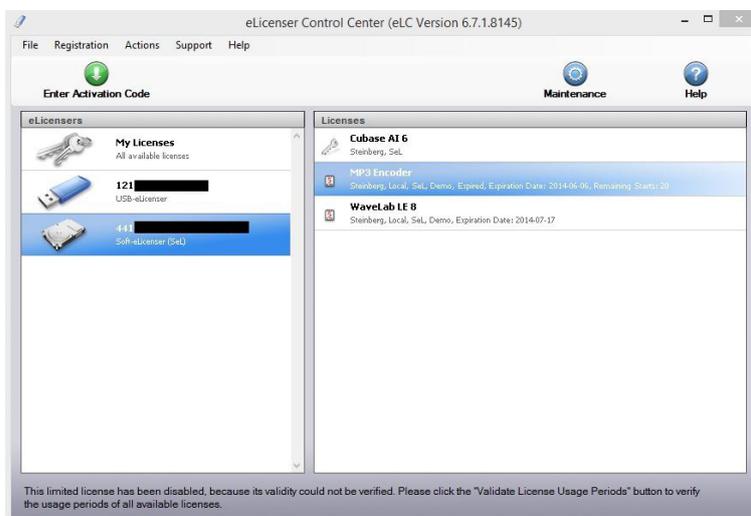


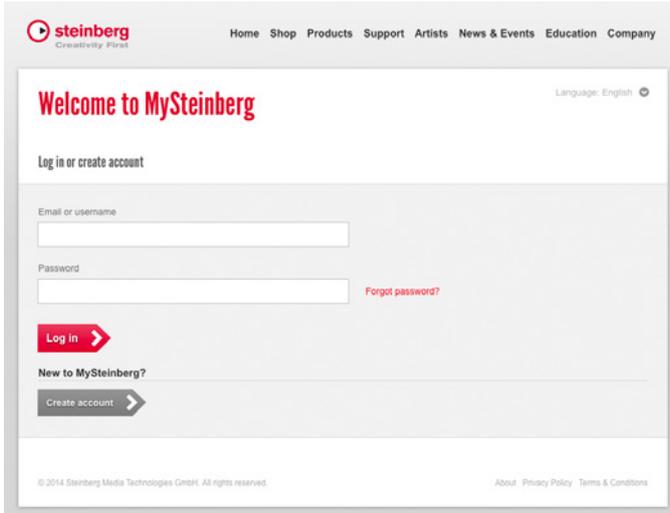
Figure 1: eLicensor Control Center

Some products will come with a **download access code** instead of the activation code. The download access code can be entered on our website (<https://www.steinberg.net/en/mysteinberg/>) to receive a download link for the software as well as an activation code.

## Registration

You can register your products in your MySteinberg account at the following website:

[www.steinberg.net/en/mysteinberg.html](http://www.steinberg.net/en/mysteinberg.html)



The screenshot shows the MySteinberg website interface. At the top, there is a navigation menu with links: Home, Shop, Products, Support, Artists, News & Events, Education, and Company. The main heading is "Welcome to MySteinberg" with a language selector set to "English". Below this, there is a section titled "Log in or create account". It contains two input fields: "Email or username" and "Password". A "Forgot password?" link is located next to the password field. There are two buttons: a red "Log in" button with a right-pointing arrow, and a grey "Create account" button with a right-pointing arrow. At the bottom of the page, there is a footer with the text "© 2014 Steinberg Media Technologies GmbH. All rights reserved." and links for "About", "Privacy Policy", and "Terms & Conditions".

*Figure 2:*  
*mySteinberg website*

Here, you can click on “Add software” and enter the serial number of your Soft- and/or USB-eLicensor or your activation code(s).

The registration will be done by entering your activation code(s), your download access code(s) or the serial number of the Soft- or USB-eLicensor(s) you have in your MySteinberg account.



**It is important to register your products to your MySteinberg account. This is mandatory for receiving a replacement for lost USB- or Soft-eLicensors.**

# Network distribution

## Switches

When creating a software installation package for network distribution, you can add various switches to a shortcut of the Setup.exe. The most interesting switch for network administrators is “Setup.exe admin”. Running the setup like this will prompt you with the “Administrative Installation” routine. This will provide you with dedicated options regarding specific packages and network distribution. More information is provided in the dialog itself.

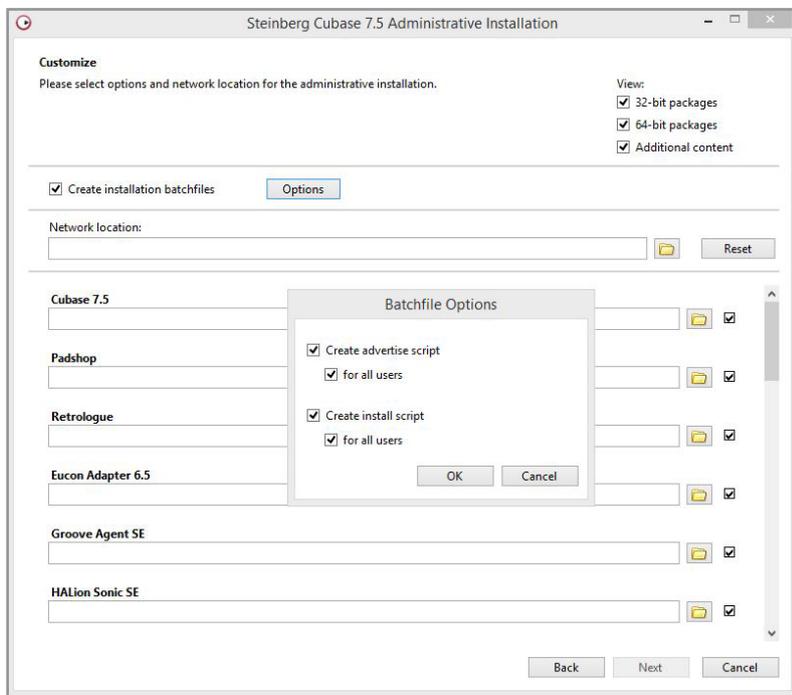


Figure 3:  
Running the  
“Administrative Installation”  
routine

Here are some further examples of switches that you could use as well:

Switch	Effect
<b>help</b>	show help
<b>?</b>	show help
<b>admin</b>	opens admin mode to create server images from installation packages
<b>x86</b>	Install/uninstall x86 packages on x64 platform
<b>silent</b>	install all platform specific packages in silent mode
<b>uninstall</b>	uninstall all platform specific packages
<b>allusers</b>	install for all users

## Disc images

When preparing a disc image for deployment onto several machines in your network, it can be beneficial to tweak the Cubase preferences beforehand. Below you will find a few recommendations for changes that should be applied before creating an image from an original Cubase installation.

### Exclude Soft-eLicenser

The Soft-eLicenser is a container in which licenses for compact Steinberg products are stored by default (e.g. Cubase Elements, Sequel LE Campus, and WaveLab Elements). The Soft-eLicenser will be created during the installation of the eLicenser Control Center, which again will be installed during the installation of Cubase, WaveLab or Sequel. It will be created on the basis of the hardware configuration of the current system and is, therefore, unique to the system it was created on.

This file can be found here:

C:\ProgramData\Syncrosoft\SeLicenser.sel

Since the Soft-eLicenser belongs to a specific system, you should not copy it to a different computer. However, this would be the case if you created a disc image for network distribution. The result would be that the Soft-eLicenser will be deactivated on each system you installed the image on.

Accordingly, you will be forced to run the Installation Helper on each individual computer after deploying the drive image you created to generate a new Soft-eLicenser on each system.

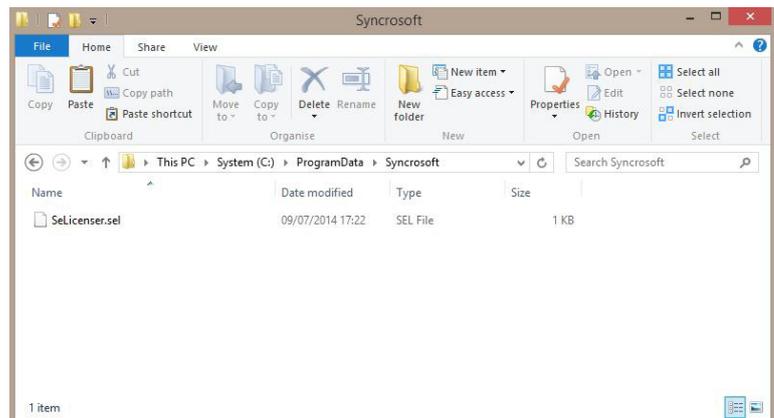


Figure 4: File explorer showing the Soft-eLicenser

More information on the Installation Helper can be found here:

[https://www.steinberg.net/nc/en/support/knowledgebase\\_new/show\\_details/kb\\_show/program-installation-does-not-create-a-soft-elicenser.html](https://www.steinberg.net/nc/en/support/knowledgebase_new/show_details/kb_show/program-installation-does-not-create-a-soft-elicenser.html)

If you are planning to distribute the installation in the form of a disc image, you should exclude the Soft-eLicenser from the original system. Like this, it will not be present in the disc image and will not be distributed onto the other computers, thus creating no error message when trying to start Cubase on one of the systems. Now, in order to get your license in place, you need to install the Installation Helper or by using a USB-eLicenser. This device is a dedicated USB-stick that can hold Steinberg licenses. It will be necessary to connect the USB-eLicenser to the computer you want to work on so that its licenses can be recognized. The USB-eLicenser needs to be connected during the working time.

### Setting the ASIO driver and MIDI devices

Before creating a drive image that includes a Cubase installation, you should also set the ASIO driver for your interface. Otherwise, Cubase might confront the current user to set these settings when starting the software on a deployed system later on. So, make sure you set the right settings in Cubase:

“Devices” > “Device setup” > “VST Audio System” > “ASIO Driver”.

Next, go to “Devices” > “VST Connections” to specify the in- and output busses for Cubase. These settings will be saved in the Cubase preferences folder (%appdata%\Steinberg\Cubase x) that you are going to duplicate with the image. This will ensure that the preferences are set correctly and will not need to be corrected on the individual machines later on.

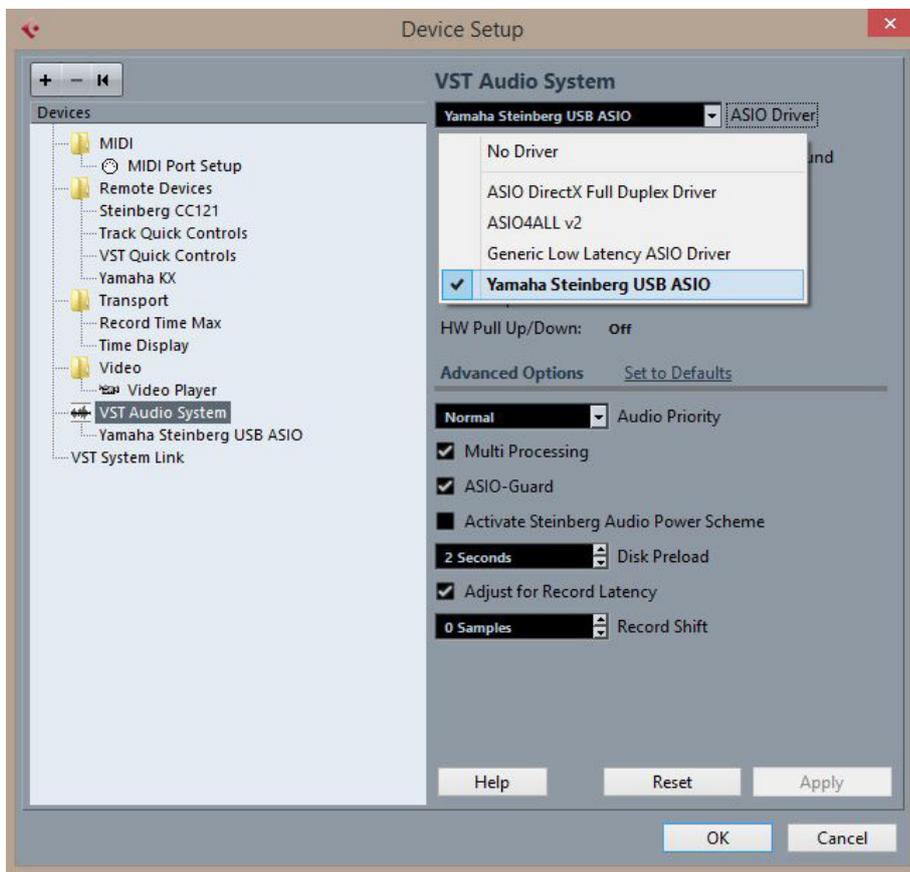


Figure 5:  
Setting the ASIO driver  
in Cubase

You should also preconfigure the MIDI devices that will be connected to the workstations later on. This can be done under “Devices” > “Device setup” > “Remote Devices”. Some hardware manufacturers will provide you with more detailed instructions on how to configure their hardware with Cubase. Some might also provide you with templates to define a MIDI controller a “Generic Remote” device for Cubase. Please get in contact with your hardware manufacturer with regard to such setup guides. There is also a dedicated chapter on how to configure generic remote devices available in the Cubase manual.

## Exclude the Steinberg HUB

Furthermore, please delete the Steinberg HUB component before creating the drive image. This component is the extended start screen of Cubase that will present the latest news from our company. However, it will need an Internet connection in order to work. This means that you might need to add exceptions to your firewall for the Steinberg HUB if you wanted the different workspaces to show this material later on.

You can find the HUB component in the installation directory:  
C:\Program Files\Steinberg\Cubase 7\Components\hubservice.dll

Deleting this file will have the effect that Cubase will show no online information at start-up. Instead, the latest projects will be presented in the “Project Assistant”.

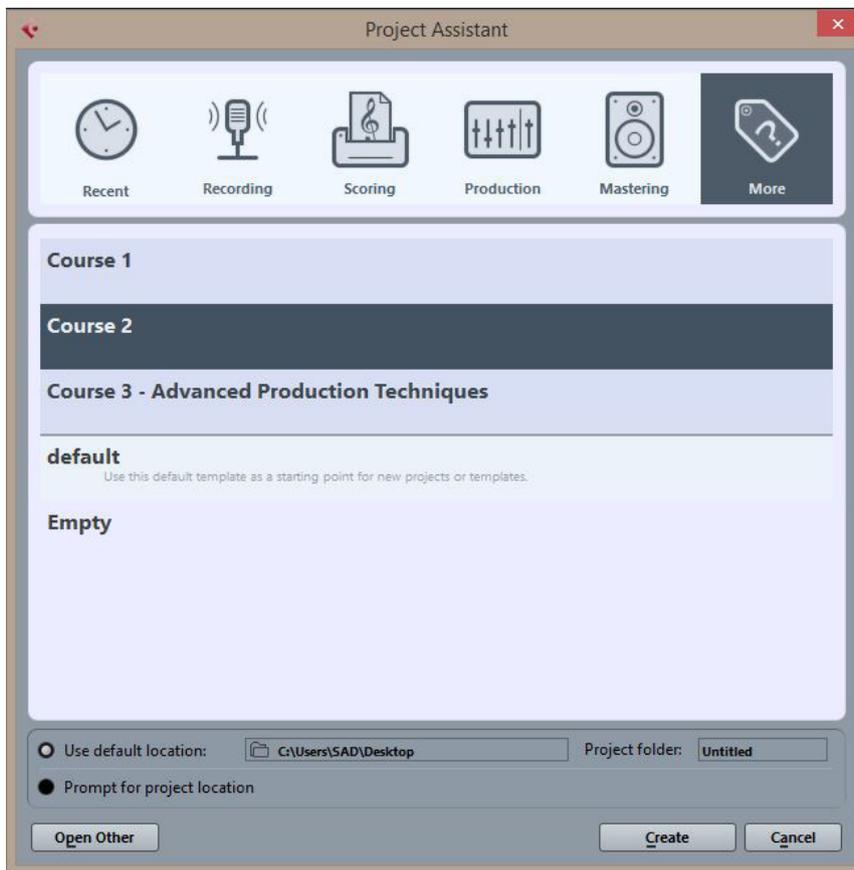


Figure 6:  
Project Assistant

### Creating templates

If Cubase is meant to run with pre-defined projects after the setup, ask your educational staff to create templates for certain Cubase projects. These can be deployed with the drive image and therefore be available in class later on. Whenever starting a new project by using a template, the project location folder will be set to the location that is specified by the current user on the Steinberg HUB or “Project Assistant” (which is showing up whenever you start Cubase).

### Recording location

All recordings made in Cubase will be saved in the project folder. Within the project folder, you will find a folder called “Audio”. This is where Cubase will save recordings as .wav files. Whenever you tend to configure a disc image, keep in mind to set the “default location” to an appropriate folder that can be accessed on the workstation later on. If you select “Prompt for project location”, you can select a folder anywhere on your file system as project location.

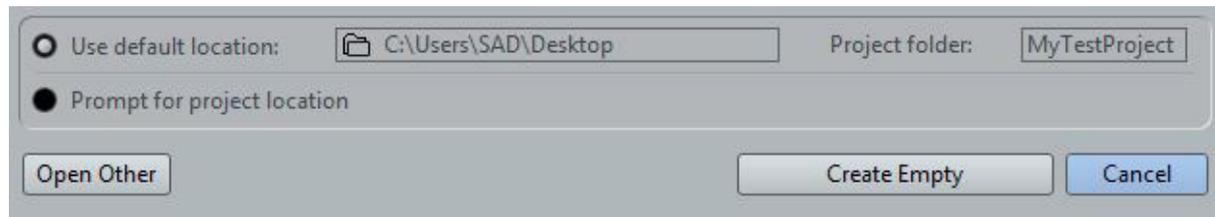


Figure 7: Setting the project location folder



**Saving a project on a network drive is not officially supported. This is due to the fact that real-time audio processing cannot be guaranteed in a network environment. Therefore, setting the project location to a network path happens at the users’ own risk!**

With regard to saving the “project location”, you need to keep the following in mind:

Cubase was developed for real-time audio processing. (It is currently possible to record 256 input sources at the same time – with the appropriate interface.) Whenever you intend to record audio, the relevant hardware needs to be in place to ensure that the signal path can run fluently and will not create drop-outs in the recorded material or let the software hang throughout the process. Therefore, the most common practice for audio recordings is a local setup.

If you intend to operate Cubase in a network environment, meaning that the project folder lies on a network drive to which all audio material will be recorded, you would need to make sure that the network hardware is capable of the caused traffic. Depending on the traffic you create (amount of microphones and simultaneous recordings), you will have to ensure that your network hardware can keep up with the amount of data. The transfer rate caused by real-time recording can be too high for potential bottle necks such as network adapters, network cables, and installed servers. Accordingly, the network system would need to run about as fast as the pipelines on the motherboard of an individual computer in a classroom, multiplied by the amount of workstations recording at the same time, while keeping in mind the additional traffic happening in the network as a whole, plus necessary traffic for reading the recorded data. Additionally, the last number will increase with the size of a project.

Due to the fact, that there is a huge amount of different hardware available on the market today, Steinberg cannot provide any specific recommendations for a network system that is able to ensure a seamless data processing. However, these are the demands for a professional audio environment that Cubase was developed for. Derived from here, it can be concluded that running Cubase on a network can potentially work but the various requirements for the setup of a stable network system (hardware, configuration, operating) do not provide enough ground for an official support.

An alternative would be to set the “default location” to a local folder on a workstation. After working with the project (making recordings) on the local hard drive, you can go to “File” > “Backup Project”. This function lets you choose a new folder for the project and will copy all used (local) data to a network folder to save your project. By using the backup function, students can save their work after class on a network drive. If they want to continue their work on the project at a later point in time, they can copy the complete project folder back onto the local hard drive. This will ensure a seamless work with Cubase.

## Cubase Preferences



**Please be aware that any modification of the Windows registry can lead to a system crash which might only be fixed by reinstalling your operating system (or network configuration)! A modification of the Windows registry is not supported by Microsoft, nor can it be supported by Steinberg. Any changes made to your systems' registry happen at your own responsibility!**

Cubase will put its application preferences into the **%appdata%** directory. This value is retrieved from the following Windows registry key:

```
\HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders\
Appdata
```

If this value has been modified in your network configuration, it is likely to cause a problem for Cubase because it will not be able to install its preferences correctly. The preferences are stored in a folder named as your current Cubase version (e.g. Cubase 7(\_64)), which is contained within the **%appdata%\Steinberg** folder.

If the **%appdata%** folder has no writing permission set for a roaming profile within your network, this user profile might not be able to access the preferences or write them.

Locating the **%appdata%** directory on a network drive might introduce latency for the start-up and saving processes of Cubase, as well as saving a profile.

We recommend installing the Cubase content "For all users". This option can be checked during the installation routine.

The content (.vstsound files) will be installed to C:\ProgramData\ accordingly.

This location is specified in the following registry key:

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders\
Common AppData
```

Cubase was intentionally programmed for real-time audio. This is why network setups with roaming profiles are not officially supported at the moment.

## Frequently Asked Questions

We have gathered information on various issues on our knowledge base website. You will find a few direct links to relevant topics listed below:

■ **Difference between Soft-eLicenser and USB-eLicenser**

<http://www.steinberg.net/en/support/productactivation.html>

■ **Activation help for Soft-eLicenser based products**

[http://www.steinberg.net/en/support/productactivation/soft\\_licenser.html](http://www.steinberg.net/en/support/productactivation/soft_licenser.html)

■ **Activation help for USB-eLicenser based products**

[http://www.steinberg.net/en/support/productactivation/usb\\_licenser.html](http://www.steinberg.net/en/support/productactivation/usb_licenser.html)

■ **License Download Troubleshooting**

[https://www.steinberg.net/nc/en/support/knowledgebase\\_new/show\\_details/kb\\_show/the-licenser-control-center-cannot-connect-to-the-internet.html](https://www.steinberg.net/nc/en/support/knowledgebase_new/show_details/kb_show/the-licenser-control-center-cannot-connect-to-the-internet.html)

■ **Transferring Steinberg licenses**

[https://www.steinberg.net/nc/en/support/knowledgebase\\_new/show\\_details/kb\\_show/usb-licenser-steinberg-key-details-tips-and-troubleshooting.html](https://www.steinberg.net/nc/en/support/knowledgebase_new/show_details/kb_show/usb-licenser-steinberg-key-details-tips-and-troubleshooting.html)

■ **Reactivation**

[https://www.steinberg.net/en/support/knowledgebase\\_new/show\\_details/kb\\_show/soft-licenser-sel-faq.html#corrupted](https://www.steinberg.net/en/support/knowledgebase_new/show_details/kb_show/soft-licenser-sel-faq.html#corrupted)

## Further assistance

Steinberg provides maintenance updates on a regular basis. Please take a look at the following website for all the current downloads:

<http://www.steinberg.net/en/support/downloads.html>

With regard to technical problems, suggestions for improvement and feedback, do not hesitate to write an email to the following address:

[edusupport@steinberg.net](mailto:edusupport@steinberg.net)



The **Network Installation Guide** provides IT-professionals with background information about the activation, registration, and installation process of Steinberg software.

The content derives from gathered knowledge about institutional setups incorporating Cubase on a facility level. Future editions will include even more details about network relevant solutions.