

# POINTWISE POINTER

A USER TIP FROM THE SUPPORT DESK  
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## All Things Version 14, a Primer

### Your Customer ID

To begin with, I would like to discuss a more general topic. You have all seen over the past several years the short string of characters that we refer to as your Customer ID. The Customer ID that we give every new customer and evaluation site has become increasingly important to the staff here at Pointwise. It is our key to all information related to your purchasing records, license keys, address information and all the other data we have that is associated with you. Customer ID's have become more important mainly because Pointwise has expanded significantly, and our newer staff need that little piece of information to be able to help you as efficiently as possible. Unlike some of our "old hands", they cannot always place a name with a Customer ID from memory! Please, as much as possible, include your Customer ID with all communications from license renewals to basic Gridgen questions.



### Beta Version 14 Users

Now more specifically concerning Gridgen. Many of you have been beta users of Gridgen Version 14, and we thank you for providing us with much valuable feedback. As a beta user we do recommend that you uninstall your beta installation. This will allow a clean install of all of the data and related libraries that Gridgen uses. Our production installation CD includes several changes in how the data is organized below your home Gridgen installation directory. We want you to be able to take full advantage of that organization.

### Data Transfer to Version 14

For all current Gridgen users, as with previous new version releases, we recommend when practical, that you finish any ongoing projects in your current version. Begin using Version 14 with new work. Transferring restart files to Version 14 is not a problem; particularly if you maintain your database in a composite formatted file (.dba). However, this minor precaution could prevent any unforeseen inconsistency. Plus, you won't be tempted and distracted by all the cool new stuff in Version 14 while you are trying to get your project finished!

### Environment Variables

Please remember that your administrator will likely be installing Version 14 along side any previous versions you currently have. This means any environment variables you have specified for, for instance, Version 13.3, will likely confuse the Version 14 start-up script. Version 14 actually does not require any environment variables in order for it to know where all of its libraries and help files are located. (It may need help finding the license manager, see "New License Manager" below.) So if you plan to convert directly to Version 14, you should simply remove the specification of the old Gridgen environment variables. Otherwise, you may wish to switch to more of an on demand setting of variables for older versions, like a script, and not have them defined automatically.

**Gridgen**  
RELIABLE CFD MESHING

## New License Manager

For Version 14, we have converted our Gridgen license management to FLEXIm from Globetrotter Software. Many of you or your system administrators are already very familiar with FLEXIm. We believe it will provide you and us the flexibility to make Gridgen even easier to manage and use. Changing license managers and versions means that everyone will need a new license file to be able to run Gridgen Version 14. License requests should all be emailed to [keys@pointwise.com](mailto:keys@pointwise.com). While on the topic of FLEXIm, there is one environment variable you might find useful and in some cases necessary. `GRIDGEN_LICENSE_FILE` can be used to specify either the location of a license file or the hostname or IP address of the license server. Those of you using a remote server will more than likely need to use this variable to specify the server, since this variable replaces `GRIDGEN_ELMHOST` used by previous versions of Gridgen. I won't go into port settings in this discussion, but if you need information about port settings for allowing Gridgen/server communication through a firewall, please inquire at [support@pointwise.com](mailto:support@pointwise.com).

## The Gridgen User Manual

Maybe you are saying, "Where is it?" It is on your CD and installed with the rest of your Gridgen installation. There is not a hard copy version of the **Gridgen User Manual** for Version 14. Since Gridgen's online help is an HTML form of the **Gridgen User Manual**, users have found this a more practical reference, because it is available over their network via Gridgen. No more trying to hunt down a paper copy amongst sometimes several users of a single floating license. However, we have not provided only the HTML online help version of the user manual. There is also available directly on your installation CD and in your installation directory, a complete Adobe Acrobat PDF version of all the **Gridgen User Manual** sections. So if you wish to work a tutorial from a paper copy, you can proceed directly to your installation directory and further into "doc/pdf", and there you will find a separate PDF file for each **Gridgen User Manual** section. You are free to print as you wish.

## More Stuff

Finally, a few notes on what is installed under your Gridgen home directory. Aside from the "doc/pdf" sub-directory mentioned above, under the "doc" sub-directory you will also find three others containing all the data used by Gridgen's online help. Should you ever wish to peruse the html manual without running Gridgen, simply navigate your browser to "doc/help" and load "ggh-mstr.htm". There is a new "utils" sub-directory under your Gridgen home where you will find scripted Gridgen utilities written in the new Glyph Tcl-based scripting language. These are general utilities you may find useful; I encourage you to try them. Under the "examples" sub-directory, you will find three others: "glyph", "misc", and "tutorial." In "examples/glyph," you will find even more Glyph scripts that were used as requirements to help design and develop the Glyph language. There are some really neat ones here; try them out. The "examples/misc" sub-directory contains much of the same example grids and databases that you have found under previous installations of Gridgen. With one new exception, a "cad" sub-directory containing a sample of every Native CAD file type that Gridgen can now import. Last of all, in "examples/tutorial" you will find all of the grid and database files associated with the tutorials found in the **Gridgen User Manual**.

I hope this overview of your new Gridgen Version 14 installation has been useful to you. I haven't even discussed the cool new features in Version 14. You can find an overview of all of them in the **Gridgen Release Notes** portion of the online help or the "relnotes.pdf" file under "doc/pdf". We hope you are as excited about Version 14 as we are at Pointwise. Happy Gridding!

*-Erick Gantt*

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