Licensing and troubleshooting of licensing problems in ARCHline.XP

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1. Introduction

This document is a short summary of the licensing procedure. It also gives possible solutions when ARCHline.XP does not working correctly because of some kind of licensing problems.

2. Licensing information

You find the licensing information on the **Help** menu – **About** page:

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Properties	Wall	Open	ing		Structure			Stair		Ro	om		Site	⊳	Video tutorial (internet)
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Door Win S	tair Profi Grou													•	Activate Product
Catalog														8	About

Two important codes are the Serial code and Activation code:

	About Dialog	>
ARCHLine.XP 2018 Licer	nced to	
Convright 1998 - 2018 Ca	dLine, Ltd. All rights reserved.	
	-	
	e program called "Redsdk", which is the property of REDWAY3D. d trademark. Any unauthorized reproduction and/or use is prohibited.	
Microsoft and the Microso	ft Internet Explorer logo are either registered trademarks or trademarks of	b.d
Microsoft Corporation in t	he United States and/or other countries.	*
Product information		^
Date	2018 03 07	
Product name	ARCHLine.XP 2018	
Product version	64 Bit Release 1 v180306 Build 348	
Serial code:	36001283516	
Activation code	0012-3635-NFF-B1CD	
Licence type	Professional	
Time remained:	None	
Licence expiration date	None	
Installation date	2017 11 03	
Licence usage type	Commercial	
Country ID	36	~
	:	
System information	Updates	
Save as	Change Version OK	

For more information, read chapter 2.1 and chapter 2.2

2.1. Serial code

Serial code defines the product version (Professional, Studio). A serial code may come with a hardlock key or a software key. Hardlock key is a physical object, an USB dongle that must be plugged in the computer. It has a small lighting LED. If the LED does not light, there is some problem with the hardlock key.

- Information that can be gained from the 16-digit serial code:
 - The first two digits refer to a country
 - The four digits that come after the first two digits refers to the ID number of the hardlock key.
 - The rest of digits refer to the version (Professional, Studio etc.) and the year of release.

For example in serial code 431175835xxxxxx:

- 43 refers to Germany
- 1175 refers to the hardlock key

A serial code may also come without hardlock key. We call it software key, where

- The first two digits refer to the type of software key.
- The four digits that come after the first two digits refers to the ID number of the software key.
- The rest of digits refer to the version (Professional, Studio, Interior etc.) and the year of release.

2.2. Activation code

Activation code is essential in order to activate your product. You automatically receive an activation code if you purchased the product and entered your valid serial code. Activation code defines the time period of licensing. See **Licence expiration date** and **Time remained**:

		About Dialog	×
ARCHLine.XP 2018 Licen	ced to		
Copyright 1998 - 2018 Cad	Line, Ltd. All rights r	eserved.	^
REDWAY3D is a registered	trademark. Any una t Internet Explorer lo	sdk", which is the property of REDWAY3D. uthorized reproduction and/or use is prohibited. go are either registered trademarks or trademarks of or other countries.	~
Product information			^
Date	2018 03 07		
Product name	ARCHLine.XP 201	8	
Product version	64 Bit Release 1	v180306 Build 348	
Serial code:	36001283508853	16	
Activation code	0012-3635-NFF-E	31CD	
Licence type	Professional		
Time remained:	55 days		
Licence expiration date	2018 05 01		
Installation date	2017 11 03		
Licence usage type	Commercial		
Country ID	36		~
	1		
System information]	Updates	
Save as]	Change Version OK	

The Help menu - Activate Product is available if there is limited time period.



If there is no time limitation (the product is fully paid), you can read "None":

	About Dialog	×
ARCHLine.XP 2018 Licen	ced to	
Copyright 1998 - 2018 Cad	dLine, Ltd. All rights reserved.	^
This program includes the REDWAY3D is a registered Microsoft and the Microsof	program called "Redsdk", which is the property of REDWAY3D. I trademark. Any unauthorized reproduction and/or use is prohibited. ft Internet Explorer logo are either registered trademarks or trademarks of	
· · · · · · · · · · · · · · · · · · ·	ne United States and/or other countries.	·
Product information		<u>^</u>
Date	2018 03 07	
Product name	ARCHLine.XP 2018	
Product version	64 Bit Release 1 v180306 Build 348	
Serial code:	36001283516	
Activation code	0012-3635-NFF-B1CD	
Licence type	Professional	
Time remained:	None	
Licence expiration date	None	
Installation date	2017 11 03	
Licence usage type	Commercial	

In that case the Help menu - Activate Product is disabled.

3. Entering the licensing information

3.1. Entering the serial code

First time ARCHLine.XP starts in trial mode. Until the trial period expires, a warning message appears:



Next step, a dialog comes up with three choices. If you purchased the product you have to enter your serial code, click I have already purchased the software button.



Alternatively, you can change the serial code any time in the Help menu - About dialog, Change Version button:

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REDWAY3D is a registered Microsoft and the Microsof	program called "Redsdk", which is the property of REDWAY3D. I trademark. Any unauthorized reproduction and/or use is prohibited. It Internet Explorer logo are either registered trademarks or trademarks of he United States and/or other countries.	~
Product information		^
Date	2018 03 07	
Product name	ARCHLine.XP 2018	
Product version	64 Bit Release 1 v180306 Build 348	
Serial code:	36001283516	
Activation code	0012-3635-NFF-B1CD	
Licence type	Professional	
Time remained:	None	
Licence expiration date	None	
Installation date	2017 11 03	
Licence usage type	Commercial	
Country ID	36	

Enter the 16-digit serial code. The **Ok** button is active when you enter a correct code.

Registration	×
To continue using ARCHline.XP 2018 after the trial or Non-Profit period expires, you must register your produ- serial code	uct with a
Please enter your ARCHline.XP 2018 serial number in the field below (16 digits) and press OK button	
360927835	
If you do not have a serial code, click the link provided in the window to visit a web page from where you ca one.	n purchase
<u>Buy</u>	
Get a non-profit (education) License	
The OK remains disabled until the code is invalid	
This process requires a one-time connection to the Internet.	
Help	
ОК	

3.2. Entering the activation code

Serial code and Activation code are managed by a server automatically through an active WEB communication. If you have an active internet connection, you have nothing to do for the activation, it goes automatically.

However, there are some prerequisites for the automatic activation:

- Active internet connection.
- In the Help menu About Automatic updates dialog enable the check for automatic updates.

	About Dialog		×		
ARCHLine.XP 2018 Licen	iced to	4	Automat	tic updates	×
			Property	Value	
		/	Automatic updates		
Copyright 1998 - 2018 Ca	dLine, Ltd. All rights reserved.	1	Check for updates?	Yes	~
This program includes the	program called "Redsdk", which is the property of REDWAY3D.	1	Confirmation need		
REDWAY3D is a registered Microsoft and the Microsof	I trademark. Any unauthorized reproduction and/or use is prohibited. ft Internet Explorer logo are either registered trademarks or trademarks or ne United States and/or other countries.		Frequency of check	1	
Product information	/				
Date	2018 03 07				
Product name	ARCHLine.XP 2018				
Product version	64 Bit Release 1 v180306 Build 348				
Serial code:	3600128350885316				
Activation code	0012-3635-NFF-B1CD				
Licence type	Professional				
Time remained:	None				
Licence expiration date	None				
Installation date	2017 11 03				
Licence usage type	Commercial				
Country ID	36				
Curture information				- 1 (
System information	Updates		ОК	Cano	el
Save as	Change Version OK				

• Restart the program. Following the restart you will see the updated activation code in the **Help** menu – **About** dialog.

If you do not have active Internet connection you can enter the activation code manually in the **Help** menu – **Activate Product** dialog:

You can use the software for 24 days	s without activation
	must activate ARCHLine.XP 2018 once or periodically cription financial model; otherwise, the product will stop
E-mail: info@archlinexp.com	
Help	
Activation code:	
Serial code:	Your Unique Computer Code:
Serial code: 990744835	Your Unique Computer Code: 0744-CA5E-A20-8CC8

Enter the activation code you received then click on **Activate button**. If you do not enter a correct activation code, the **Activate** button remains inactive.

Instead of entering the activation code manually, you can read it from an XML file. This XML file is generated by Cadline support and sent to the user. Click the ellipsis button next to the input field and browse for the appropriate XML file.

4. Troubleshooting of licensing problems

4.1. Saving the licensing information

When you face with a licensing problem, please send the following information to ARCHline support team:

 Text file with the licensing information. You can save this text file with the Save button found in the Help menu – About dialog:

			🗞 Save As
	About Dialog		(→ ↑). « Documents → My Drawings ∨ C Search My Drawings
ARCHLine.XP 2018 Licenced to			Organize • New folder
			^ Name
Copyright 1998 - 2018 Ca	dLine, Ltd. All rights reserved.	^	Nonegroup
This program includes the	program called "Redsdk", which is the property of REDWAY3D.		No items match your search.
	d trademark. Any unauthorized reproduction and/or use is prohibited. It Internet Explorer logo are either registered trademarks or trademarks of		s This PC
	he United States and/or other countries.	~	🐌 Desktop
Product information		^	Documents
Date	2018 03 07		ARCHline 2016 BETA Projekte
roduct name	ARCHline.XP 2018 Non-profit (education)		ARCHINEXP Draw
roduct version	64 Bit Release 1 v180306 Build 348		Camtasia Studio
Serial code:	9907448350173725		
ctivation code	0744-CA5E-A38-9CE8		L Downloaded Installations
icence type	Professional		📙 Egyéni Office-sablonok
oftware protection	Yes		📙 Graphics
ime remained:	24 days		👢 HiSuite
icence expiration date	2018 03 30		Jakob
nstallation date	2018 02 02		Wy Drawings
icence usage type	Non-profit (education)	v 👘	L Thunderbird
			tzoltan elemei
System information	Updates		Fire name: data.txt
			Save as type: Text file (*.txt)
Save as	Change Version OK	_	Save as type. Texe me (toxy
			Hide Folders Save Cancel

4.2. Most common problems

4.2.1. The serial code is disabled

Possible reasons:

- customer might be in delay with payment
- hardlock replacement to a new one (because of hardlock damage or loss)
- the user is not online or the automatic software update option is off

Message	×
Error 360927: Your serial number has been disabled, please contact ARCH support for further information!	lLine.XP
	ОК

Reactivating the serial code or the key, you must contact Cadline support group. From the licensing information file you can read number of reactivation. For reactivation the software, you need a reactivation code from Cadline support group. If you use the hardlock key with more PC, you have to enter the same reactivation code on each PC.

Attention!

There is unique activation code for each serial code and for each reactivation process. Please do not use the same activation code on different PCs with different serial codes. However, you must use the same reactivation code on different PCs with the same serial codes and same ARCHline versions.

Reactivation commands:

- 1st reactivation: systemdialog external 35
- 2nd reactivation: systemdialog external 36
- 3rd reactivation: systemdialog external 37

Add-on registration
Add-on name:
Reenable
Add-on registration code:
0927-3632-A23-A483
OK Cancel

To be able to reactivate the hardlock/software key/serial number, user must be online and the automatic update option must be switched on. If the automatic update option is off, the user must switch it on and then restart ARCHline. The reactivation process is not automatic!

4.2.2. System clock is set back

Possible reasons:

- When ARCHline has a limited usage period and the period expired, users may try to set back the system clock to keep the time within the valid time period.
- Also, for some other reasons, the system clock can be set back automatically (for example the battery that keep the system time is exhausted).

In that case ARCHline stops to work correctly and the "time is set back" information is found in the lincensing information text file.

Attention!

There is unique time registration code for each serial code and for each time registration process. Please do not use the same time registration code on different PCs with different serial codes.

To reenable (reactivation) the software, please contact Cadline support group. You need time registration with the following commands:

- 1st case: systemdialog external 30
- 2nd case: systemdialog external 31
- 3rd case: systemdialog external 32

4.2.3. Hardlock is missing

Sometimes the hardlock is not plugged in or damaged or its driver is not installed correctly. At program start a warning message says that the hardlock is missing.

ARCHline.XP 2018 Limited mode C\Users\Documents\ARCHlineXP DRAW\Document24.pro 🗖														_ 🗖 🗙			
File 🗋 🗖	> 🖬 🗄 🕶 🔏 🗊	🗋 💽 🍼 🗶 🗯 📲 🧏 🕇 🖥 👻 Edit View Building Interior Drafting Dimension Documentation Naminial BIM											۵	Search	Q Sing in ? -		
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Properties	Wall 🖉 Edit 👻	Door	Window	Curtain wall	Column	Beam	Slab Roof	Ceiling	Railing	Stair	r by treads	Room and area	Surveyed room	Google Maps	Terrain	Point cl	oud
Properties	Wall	Opening			Structure				Stair		Room		Site				
Design cer	nter 🏻 🌣 🔽	Floor plan - Default - Ground floor (0 mm) *															Project navigator a
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Possible solutions:

- Plug the hardlock into another USB port
- Check the hardlock with the Hardlock key tester application. For additional information please visit <u>http://www.archlinexp.com/downloads/drivers</u>
- Please check if the driver is installed correctly. You may need to completely remove and then reinstall the driver with Sentinel System Driver Cleanup Utility 1.2.0.5 (Win32), Sentinel System Driver Cleanup Utility 1.2.0.5 (Win64) and Sentinel System Driver Installer 7.5.7. For additional information please visit <u>http://www.archlinexp.com/downloads/drivers</u>
- Hardlock must be replaced. When a hardlock must be replaced, for the time the hardlock being changed, a temporary serial code is released to the user. To enter the new serial code, go to **Help** menu **About** dialog and click **Change serial** button.

4.2.4. A different hardlock is plugged in

In some cases you may face with a similar message like this, only the numbers are different:

Illegal serial number! Server: 360927 Client: 360012

The above message means that the plugged in a hardware key with ID# 360927, however, he registered the program for ID# 360012.

Solution: plug in the correct hardware key and then restart the program.