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# Licensing and troubleshooting of licensing problems in ARCHline.XP

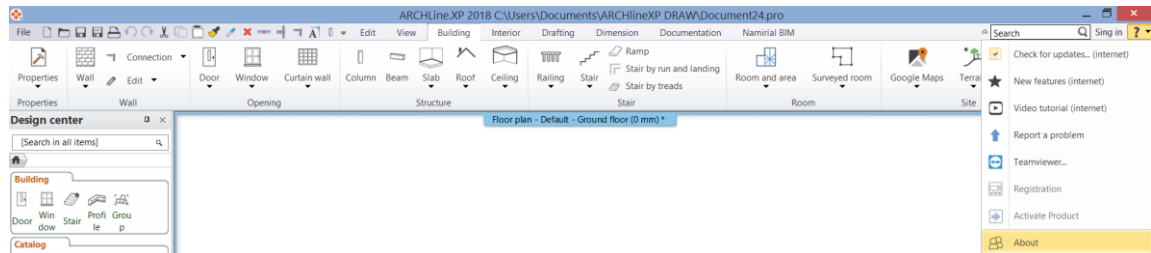
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# 1. Introduction

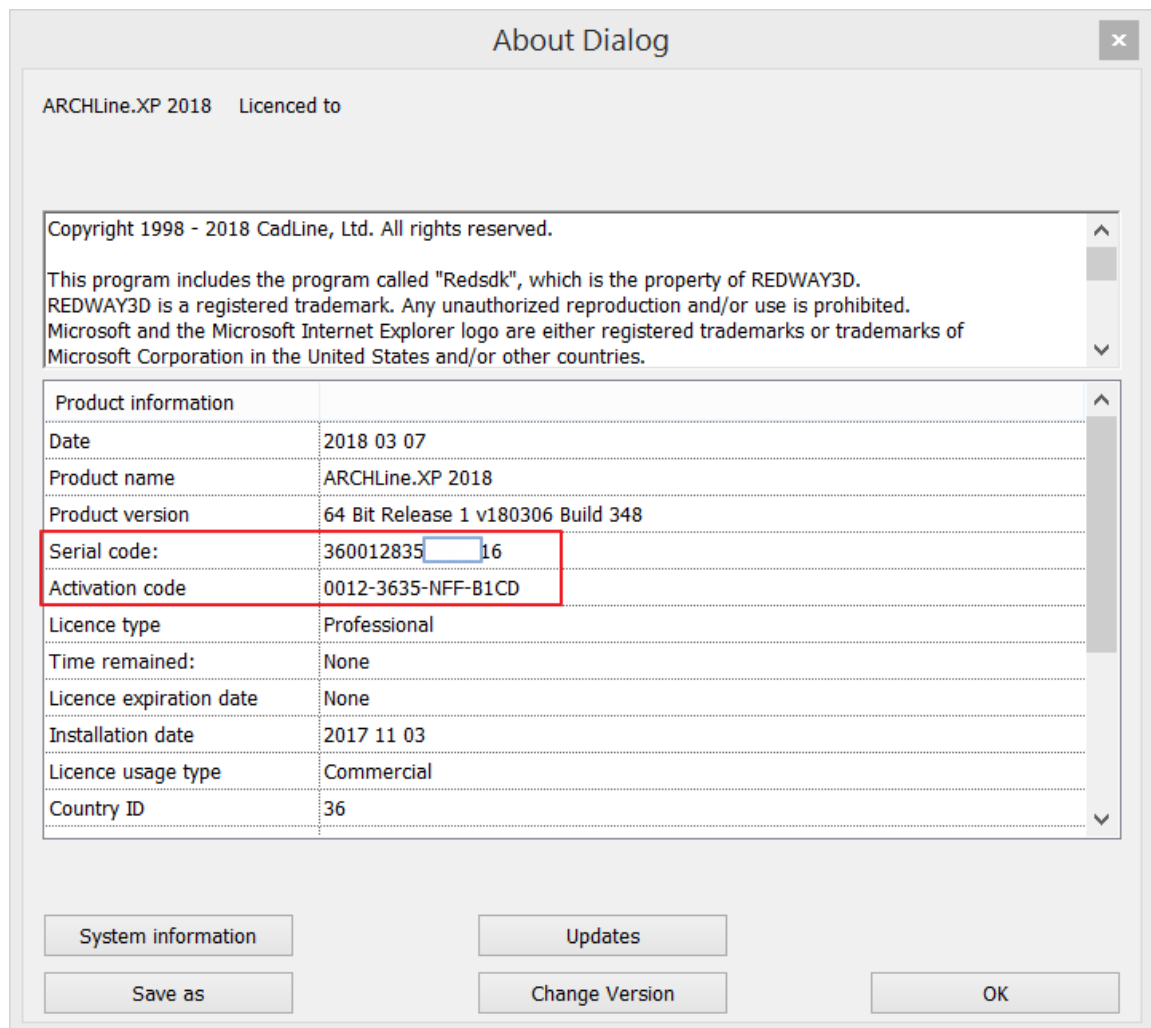
This document is a short summary of the licensing procedure. It also gives possible solutions when ARCHline.XP does not working correctly because of some kind of licensing problems.

## 2. Licensing information

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



Two important codes are the **Serial code** and **Activation code**:



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

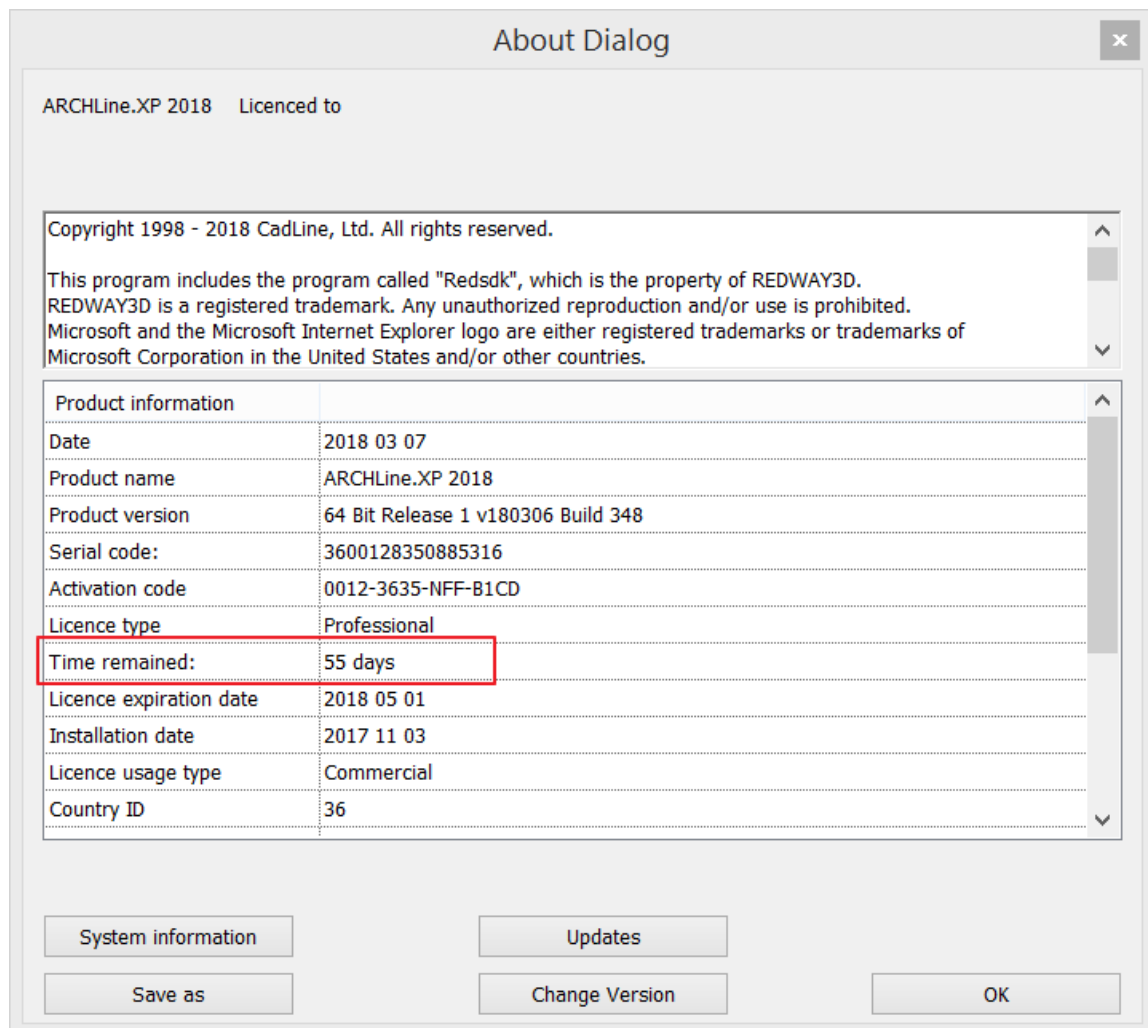
- The first two digits refer to the type of software key.
- The four digits that come after the first two digits refers to the ID number of the software key.
- The rest of digits refer to the version (Professional, Studio, Interior etc.) and the year of release.

## 2.2. Activation code

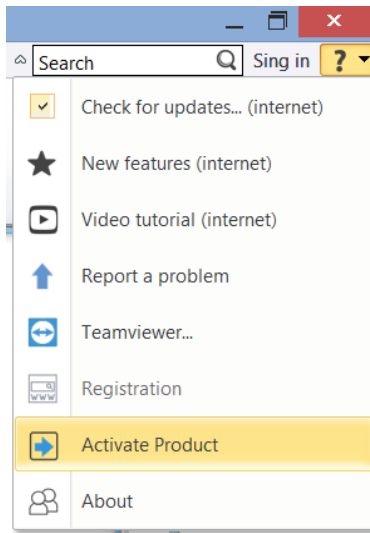
Activation code is essential in order to activate your product.

You automatically receive an activation code if you purchased the product and entered your valid serial code.

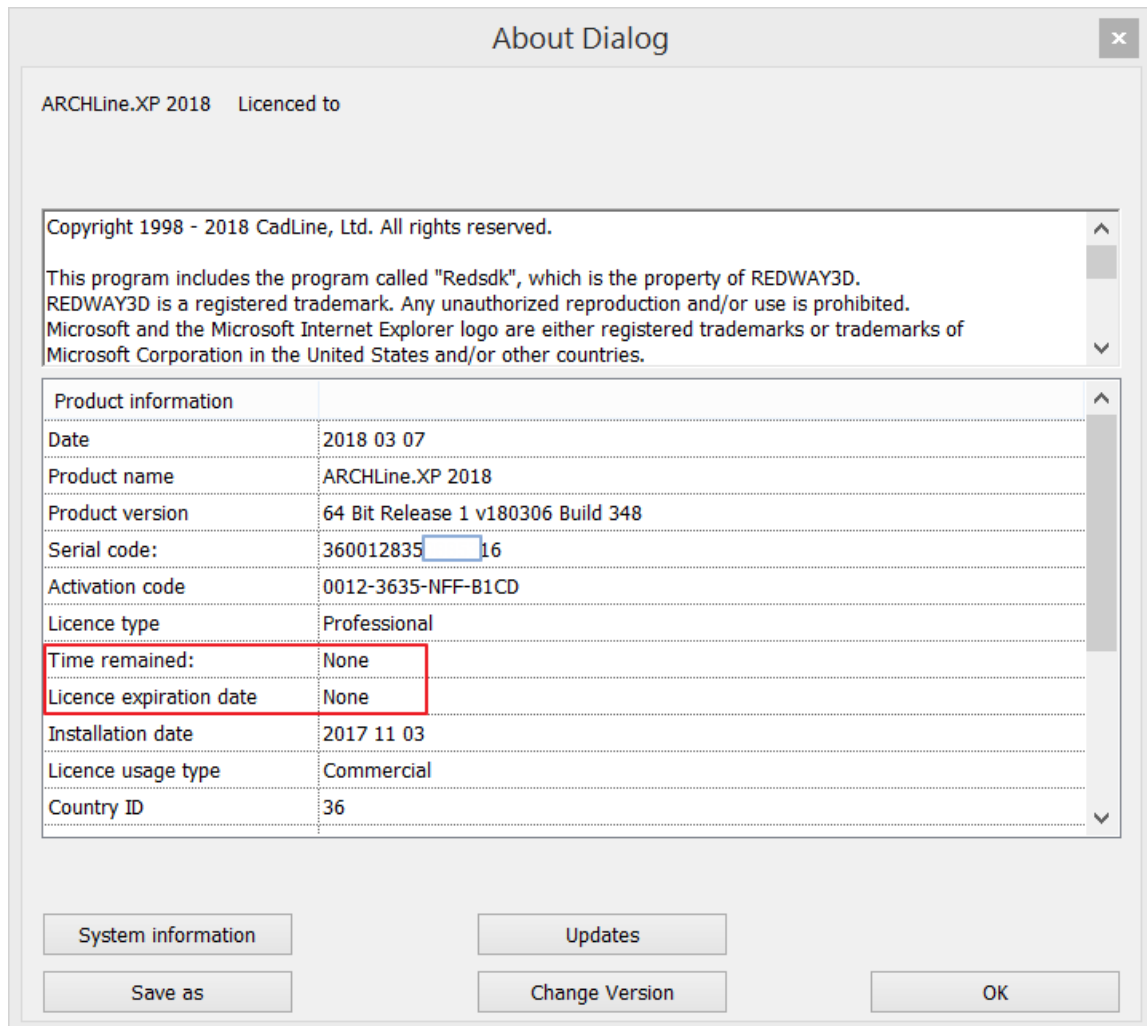
Activation code defines the time period of licensing. See **Licence expiration date** and **Time remained**:



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”:

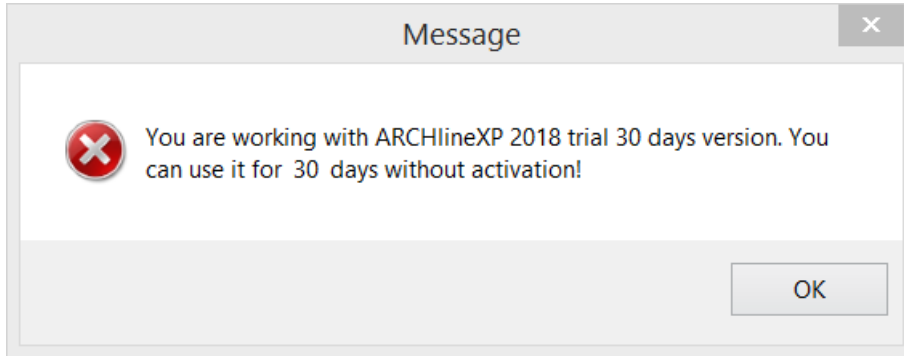


In that case the **Help** menu – **Activate Product** is disabled.

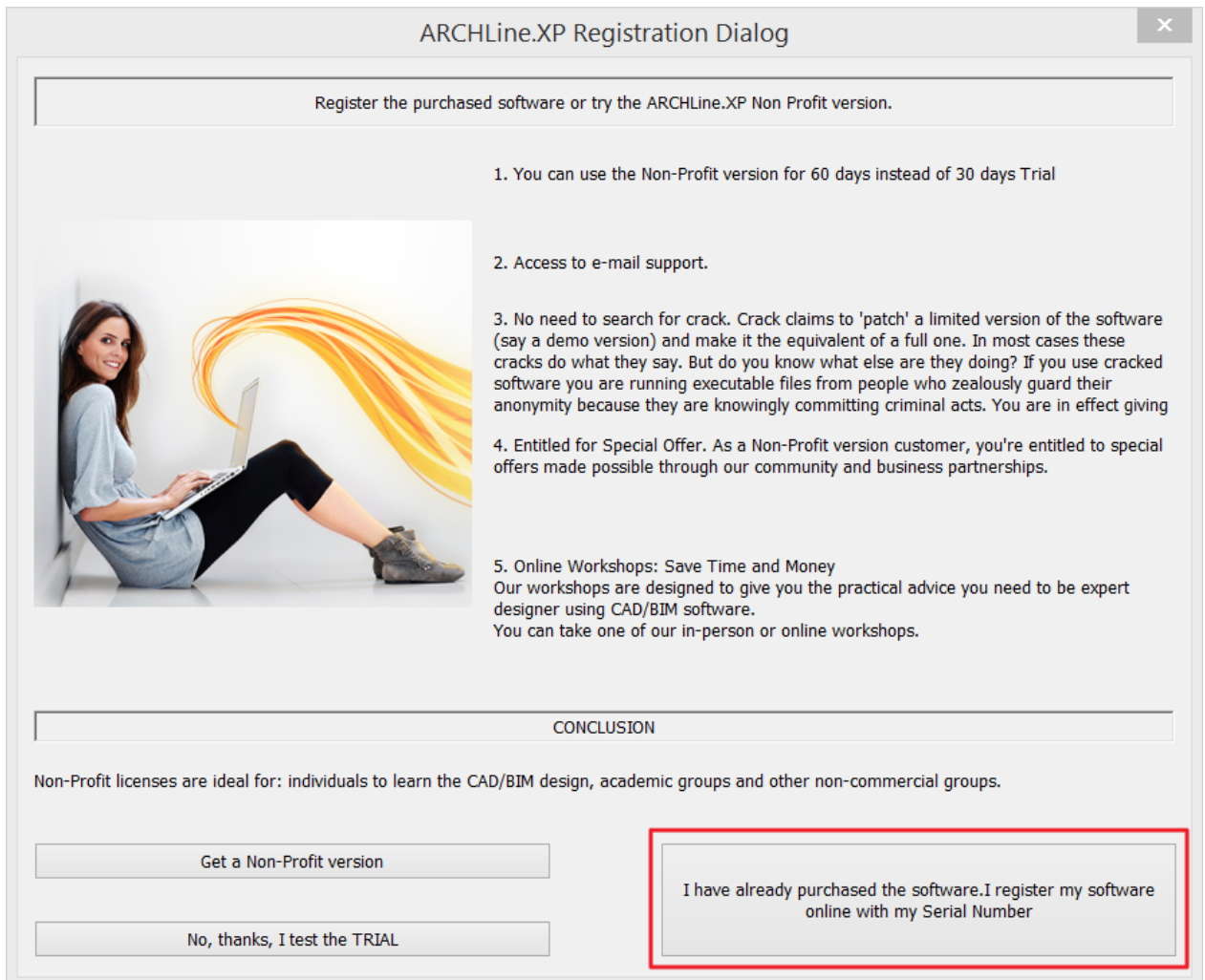
## 3. Entering the licensing information

### 3.1. Entering the serial code

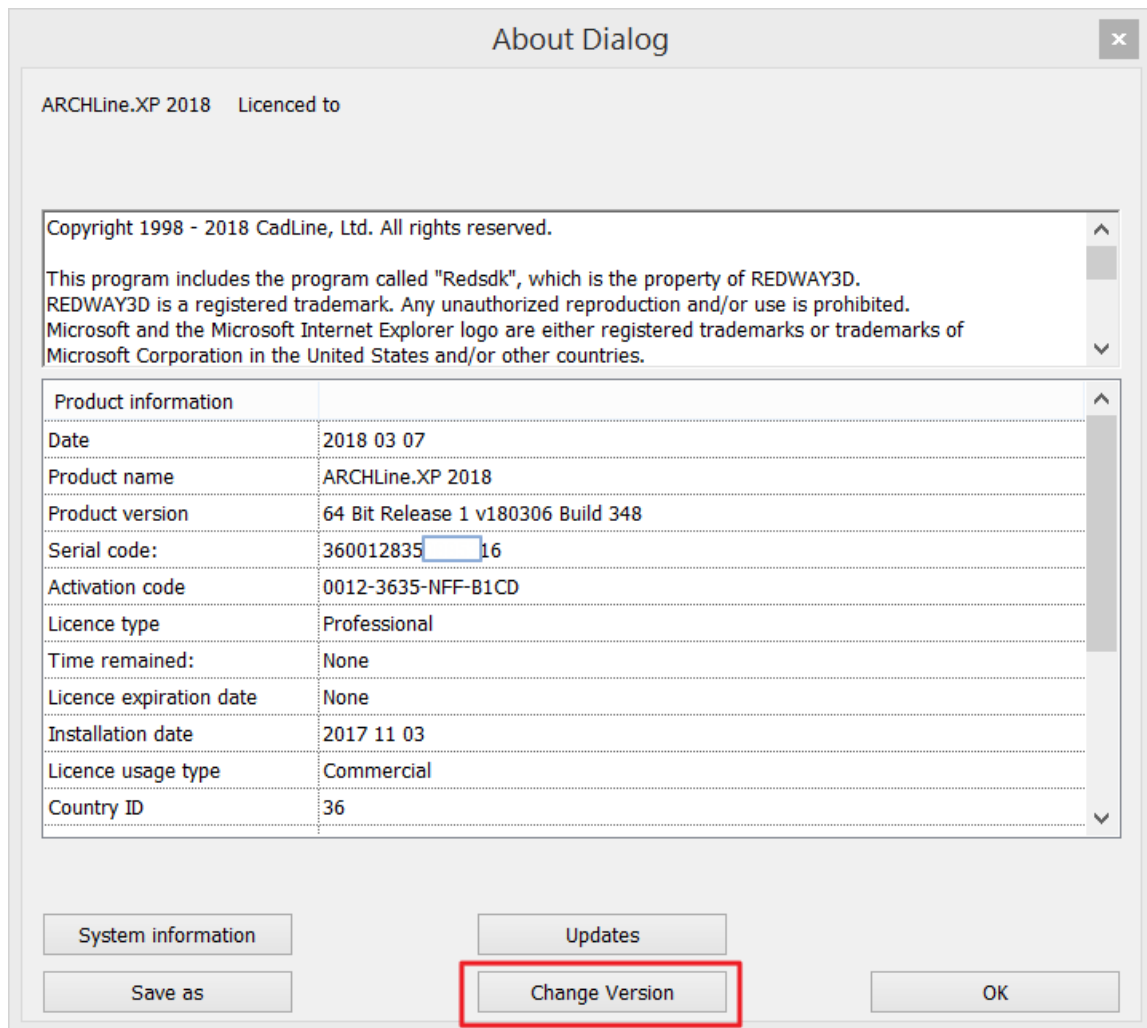
First time ARCHLine.XP starts in trial mode. Until the trial period expires, a warning message appears:



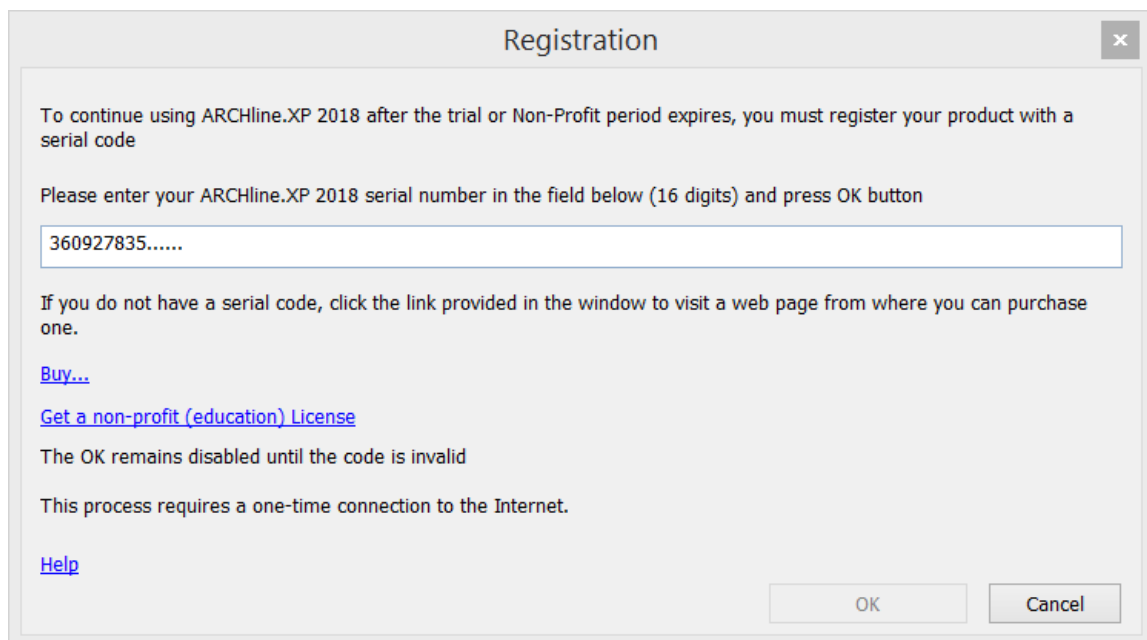
Next step, a dialog comes up with three choices. If you purchased the product you have to enter your serial code, click **I have already purchased the software** button.



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



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

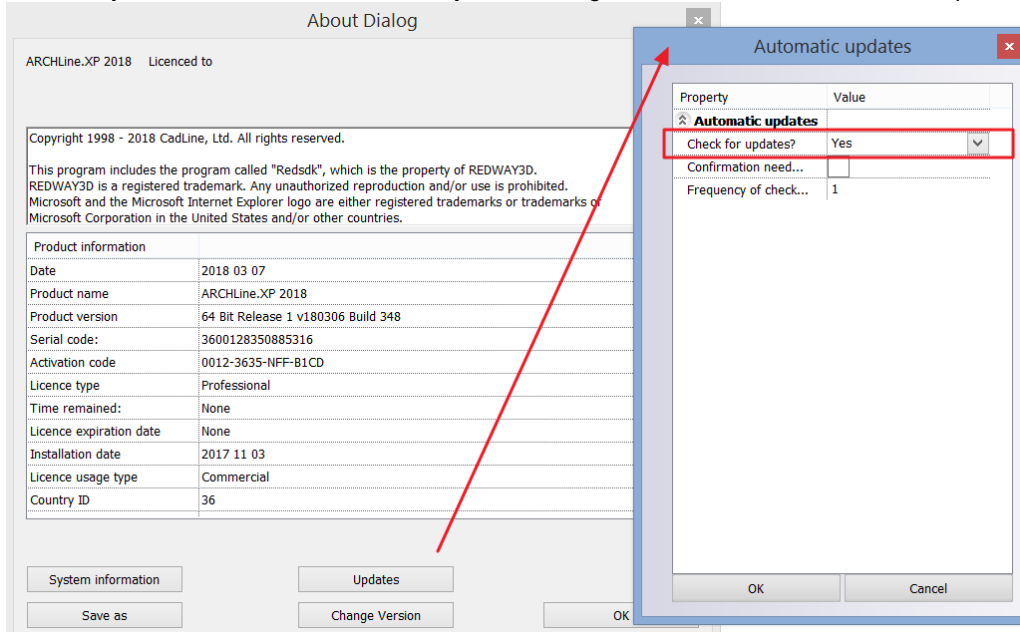


### 3.2. Entering the activation code

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.

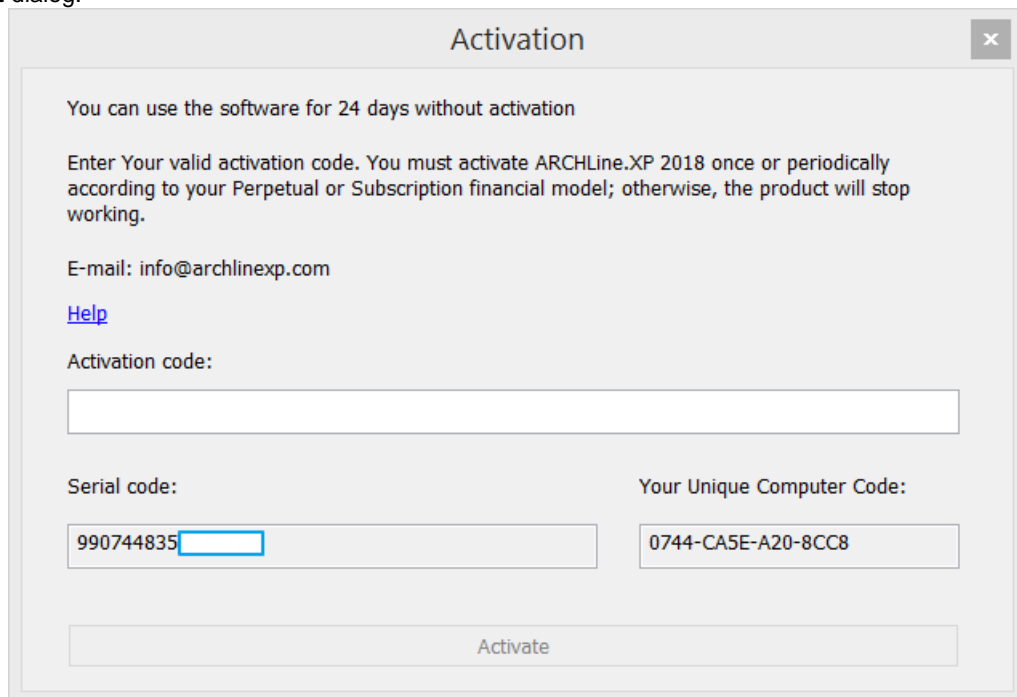
However, there are some prerequisites for the automatic activation:

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



- 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:



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.

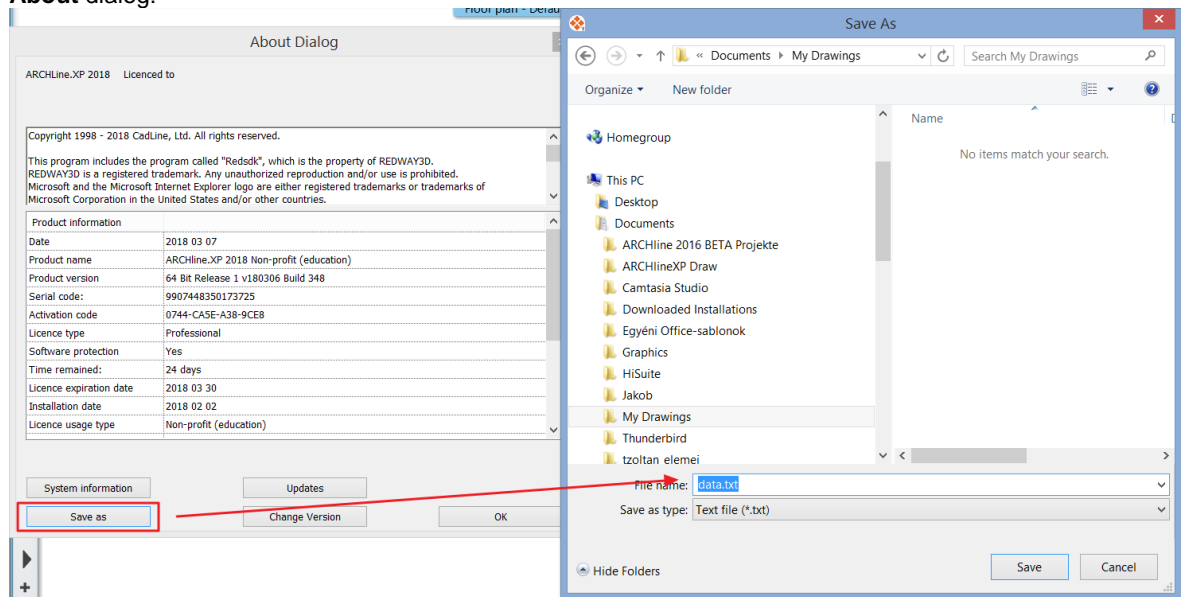
Instead of entering the activation code manually, you can read it from an XML file. This XML file is generated by Cadline support and sent to the user. Click the ellipsis button next to the input field and browse for the appropriate XML file.

## 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:

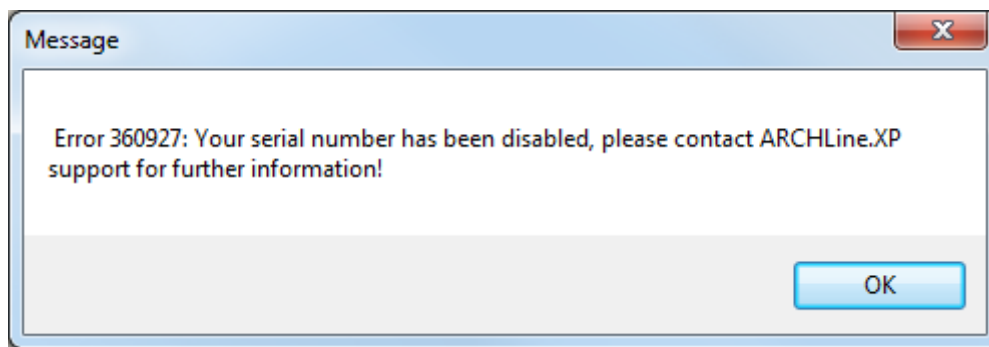


## 4.2. Most common problems

### 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



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.

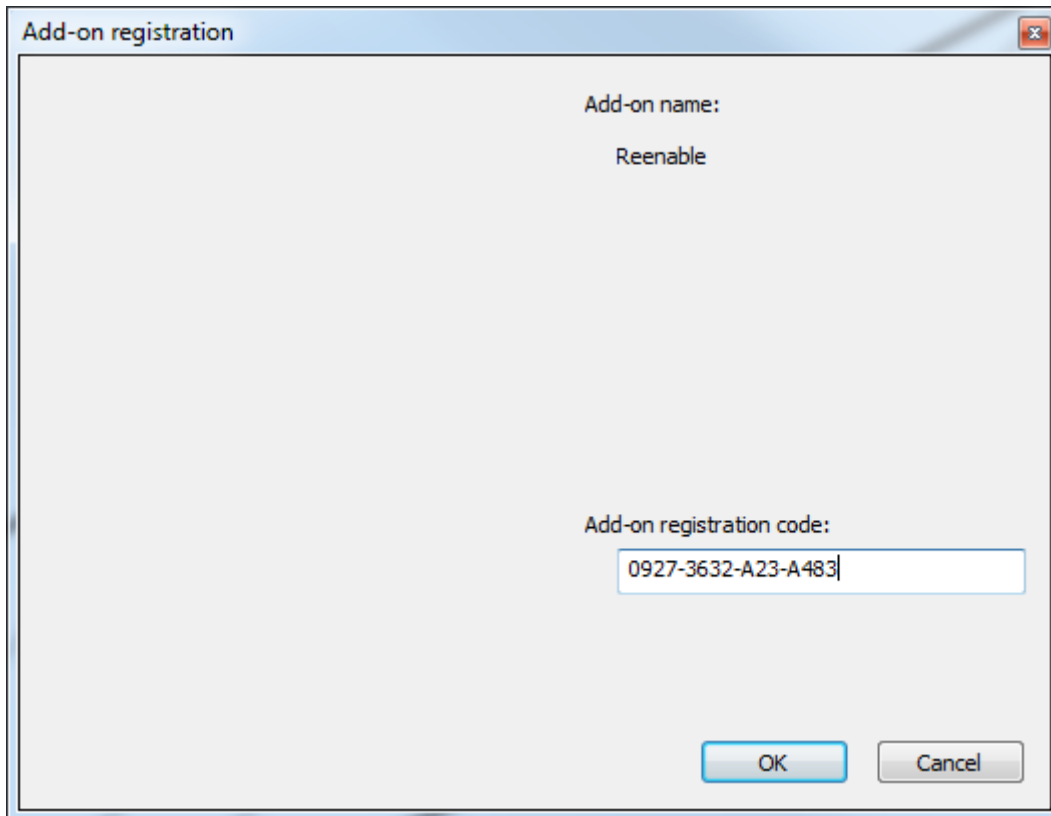
#### Attention!

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:

- 1<sup>st</sup> reactivation: systemdialog external 35
- 2<sup>nd</sup> reactivation: systemdialog external 36
- 3<sup>rd</sup> reactivation: systemdialog external 37





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).

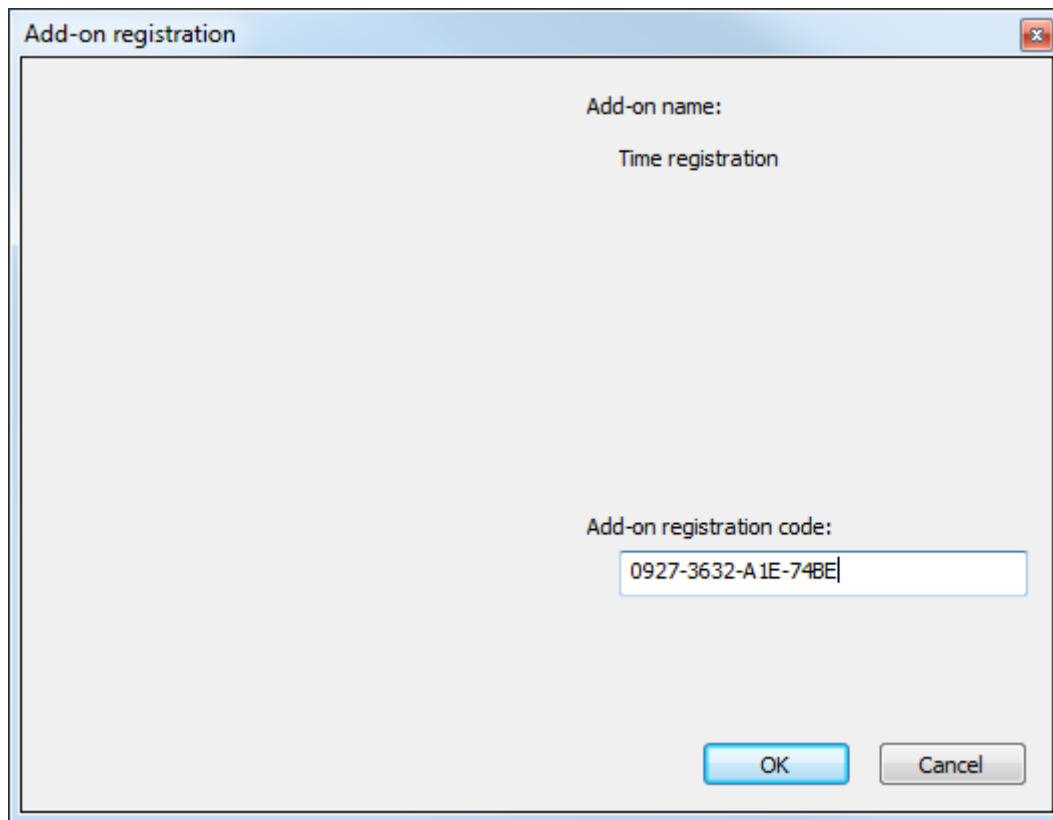
In that case ARCHline stops to work correctly and the “time is set back” information is found in the lincensing information text file.

#### **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.

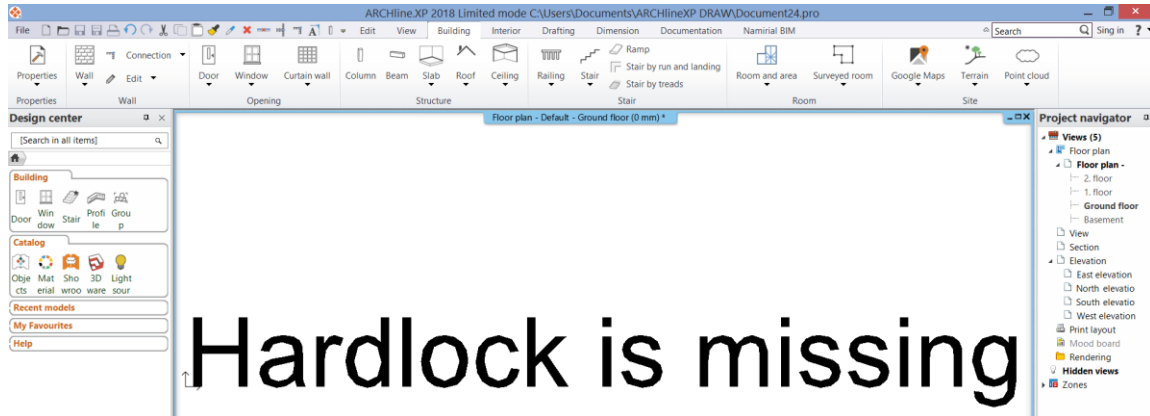
To reenale (reactivation) the software, please contact Cadline support group. You need time registration with the following commands:

- 1<sup>st</sup> case: systemdialog external 30
- 2<sup>nd</sup> case: systemdialog external 31
- 3<sup>rd</sup> 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.



Possible solutions:

- Plug the hardlock into another USB port
- Check the hardlock with the **Hardlock key tester application**. For additional information please visit <http://www.archlinexp.com/downloads/drivers>
- 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 <http://www.archlinexp.com/downloads/drivers>
- 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.