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	Opening	9		Str	ructure			Stair		Ro	om		Site	F	Video tutorial (internet)
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Door Win s	tair le p														•	Activate Product
Catalog															8	About

Two important codes are the Serial code and Activation code:

	About Dialog	
RCHLine.XP 2018 Licen	ced to	
		_
Copyright 1998 - 2018 Cad	ILine, Ltd. All rights reserved.	^
This program includes the	program called "Redsdk", which is the property of REDWAY3D.	
Microsoft and the Microsof Microsoft Corporation in th	t Internet Explorer logo are either registered trademarks or trademarks of to 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	
	Commercial	
Licence usage type		

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.	^
This program includes the REDWAY3D is a registered Microsoft and the Microsof Microsoft Corporation in th	program called "Red trademark. Any una t Internet Explorer lo e United States and/	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	JLine, Ltd. All rights reserved.	^
This program includes the	-	
REDWAY3D is a registered	I trademark. Any unauthorized reproduction and/or use is prohibited.	
Microsoft and the Microsof Microsoft Corporation in th	t Internet Explorer logo are either registered trademarks or trademarks of ne 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	

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:

Copyright 1998 - 2018 Ca	dLine, Ltd. All rights reserved.	^
This program includes the REDWAY3D is a registered Microsoft and the Microsoft Microsoft Cornoration in th	program called "Redsdk", which is the property of REDWAY3D. I trademark. Any unauthorized reproduction and/or use is prohibited. If Internet Explorer logo are either registered trademarks or trademarks of De 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	د				
To continue using ARCHline.XP 2018 after the trial or Non-Profit period expire serial code	es, you must register your product with a				
Please enter your ARCHline.XP 2018 serial number in the field below (16 digi	its) 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 can purchase one.					
<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					

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	-	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 Microso Microsoft Corporation in t	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				
Custom information	ladate				
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
Enter Your valid activation code. You according to your Perpetual or Subso working.	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:

J	Floor plan - Deta	🗞 Sav	re As	×
	About Dialog			
APCHLine XP 2019 Licence	ed to		Search My Drawings	
ARCHEINE XI 2010 Elcenc		Organize 🔻 New folder		0
			^ Name	
Copyright 1998 - 2018 Cad	Line, Ltd. All rights reserved.	N Nomegroup		
This program includes the REDWAY3D is a registered Microsoft and the Microsoft Microsoft Corporation in the	program called "Redsdk", which is the property of REDWAY3D. trademark. Any unauthorized reproduction and/or use is prohibited. Internet Explorer logo are either registered trademarks or trademarks of United States and/or other countries.	This PC	No items match your search.	
Product information	,	Documents		
Date	2018 03 07	ARCHline 2016 BETA Projekte		
Product name	ARCHline.XP 2018 Non-profit (education)	ARCHlineXP Draw		
Product version	64 Bit Release 1 v180306 Build 348	Camtaria Studio		
Serial code:	9907448350173725			
Activation code	0744-CA5E-A38-9CE8	Downloaded Installations		
Licence type	Professional	Egyéni Office-sablonok		
Software protection	Yes	Graphics		
Time remained:	24 days	👢 HiSuite		
Licence expiration date	2018 03 30	Jakob		
Installation date	2018 02 02	My Drawings		
Licence usage type	Non-profit (education)	Thursdashind		
			V 2	>
		L tzoltan elemei		
System information	Updates	File name: data.txt		~
Save as	Change Version OK	Save as type: Text file (*.txt)		~
▶ +		Hide Folders	Save	el

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

Add-on registration	×				
	Add-on name:				
	Time registration				
	Add-on registration code:				
	0927-3632-A1E-74BE				
	OK Cancel				

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	Namirial BIM	Search	Q Sing in ? -	
Properties Wall	n - Door Window Curtain wall	Column Beam Slab Roof Ceiling	Ramp Railing Stair Dy run and landing	Room and area Surveyed room	Google Maps Terrain Point clo	ud	
File Fait	• • • •		✓ ✓ Ø Stair by treads	* * *			
Properties Wall	Opening	Structure	Stair	Room	Site		
Design center a × Floor plan - Default - Ground floor (0 mm)* Project navigator							
Bearch in all items] q. Building Image: Constraint of the period of the						 ✓ Eviews (5) ✓ Floor plan ✓ Floor plan ✓ Corr plan ✓ Co	
Recent models My Favourites Help	Har	dloc	k is r	niss	sing	South elevatio West elevation Print layout Rendering Hidden views Tel Zones	

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.