ZWCAD™

Cost-effective CAD

ZWCAD 2012

Installation & Activation Guide

ZWSOFT

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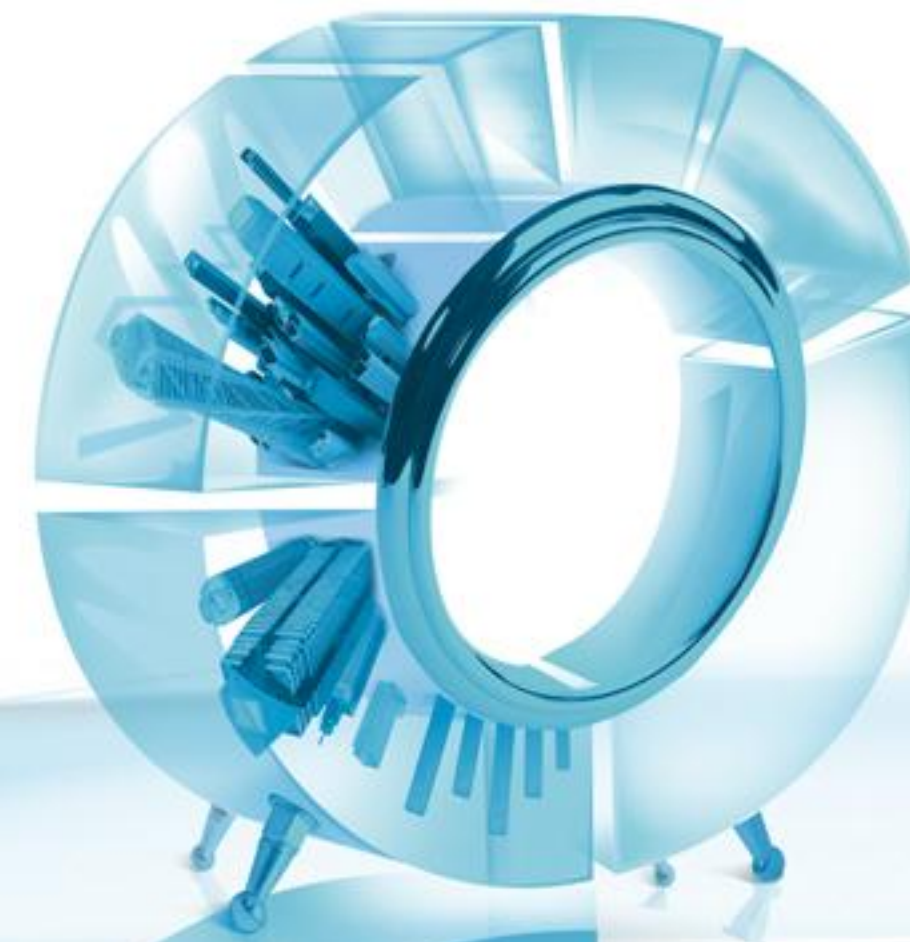
www.zwsoft.com

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Preface

Welcome to ZWCAD!

The *ZWCAD 2012 Installation & Activation Guide* describes procedures involved in the installation and activation of ZWCAD 2012, and provides you with additional information on some frequently asked questions and answers. For advanced settings or usage, please refer to **Help** documentations in the software. If you encounter any problems, please feel free to contact us. See the last page for support information.

Thank you for your support!
ZWCAD Software Co., Ltd.

Contents

1 **System** Requirements

Operating System	Microsoft Windows XP Microsoft Windows 2003 Microsoft Windows Vista Microsoft Windows 7 And More
Processor	Pentium III 800 MHz or advanced
RAM	512MB or above
Video	1024 x 768 VGA with True Color (minimum)
Hard Disk	350MB free disk space
Pointing Device	Mouse, trackball, or other supported pointing device
CD-ROM or DVD Drive	Required for installation only

2 **Stand-Alone** Version

2.1 Installation

(1) Place the CD into your computer's CD-ROM or DVD drive. The screen (P.2-1) displays automatically.
(If the screen fails to appear, please go to the CD-ROM or DVD drive to view contents of the CD with Windows Explorer. Double-click the **autorun.exe** file.)

(2) Click **Install ZWCAD 2012**. (P.2-1)

(3) Choose the version you have purchased. For instance, if you have purchased the Professional version, click **Install ZWCAD 2012 Professional**. (P.2-2)
(Only one version of ZWCAD may be installed on your computer: Standard, Professional or Academic.)

(4) On the Welcome page of the **ZWCAD 2012 English Setup** dialog box, click **Next** to continue. (P.2-3)
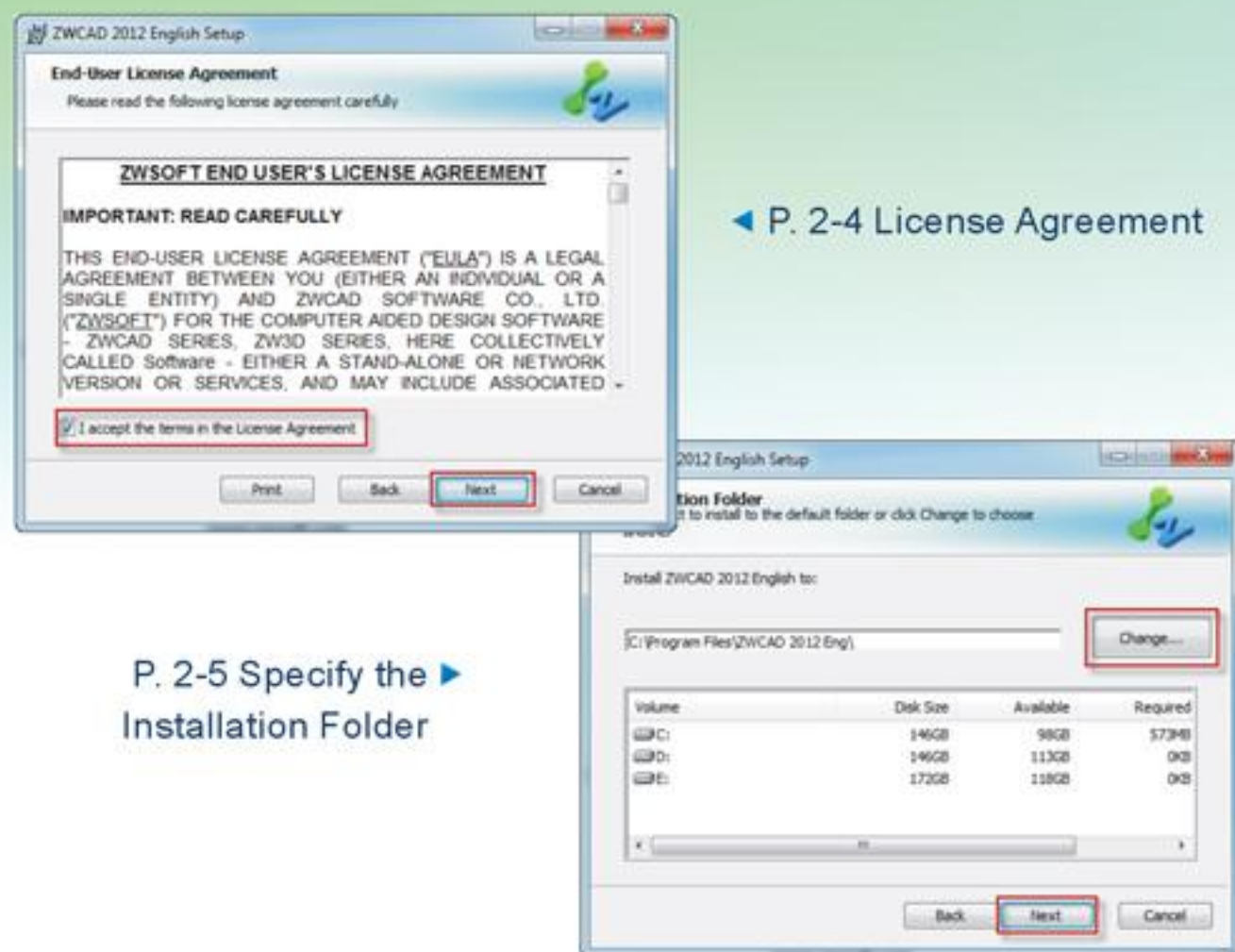
◄ P. 2-1 CD Main Menu

P. 2-2 Select a Purchased Version ►

◄ P. 2-3 Welcome Page of Installation

(5) Please read **ZWSOFT END-USER LICENSE AGREEMENT** carefully, and then click **Next**. (P.2-4) (If you do not agree with the terms and conditions, click **Cancel** to quit the installation.)

(6) Click **Change** to specify an installation folder for ZWCAD 2012. Alternatively, you can keep the default path. Then click **Next** to continue. (P.2-5)

(7) Click **Install**. (P.2-6)

(8) Please wait for the installation to be completed. (P.2-7)

(9) Click **Finish** to complete the installation. (P.2-8)

◀ P. 2-4 License Agreement

P. 2-5 Specify the ▶
Installation Folder

(10) If your computer is connected to the Internet, you may see the dialog box (P.2-9). Please fill out the form so that we can provide you with the latest information about ZWCAD, including special offers.

If you do not wish to submit this information, just click the red **X** (close) button at the upper right corner of the dialog box to cancel this step.

If your computer is not connected to the Internet, the dialog box (P.2-10) is displayed instead. Read the information, and then close the dialog box by clicking the red **X** button. The installation is complete.

▲ P. 2-9 Submit Your Information

▲ P. 2-8 Complete the Installation   ▲ P. 2-7 Installing Status   ▲ P. 2-6 Ready to Install

▲ P. 2-10 Dialog Box Displayed in the Case of no Internet Connection

2.2 Activation

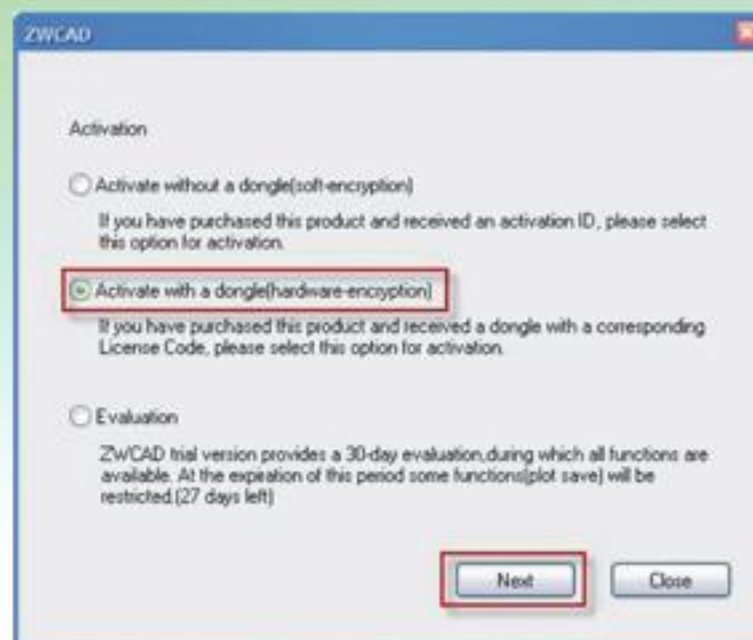Activating your copy of ZWCAD 2012 requires the use of a dongle.

(1) Plug the dongle into your computer.

(2) Launch ZWCAD 2012 by double-clicking the ZWCAD 2012 icon on the desktop.
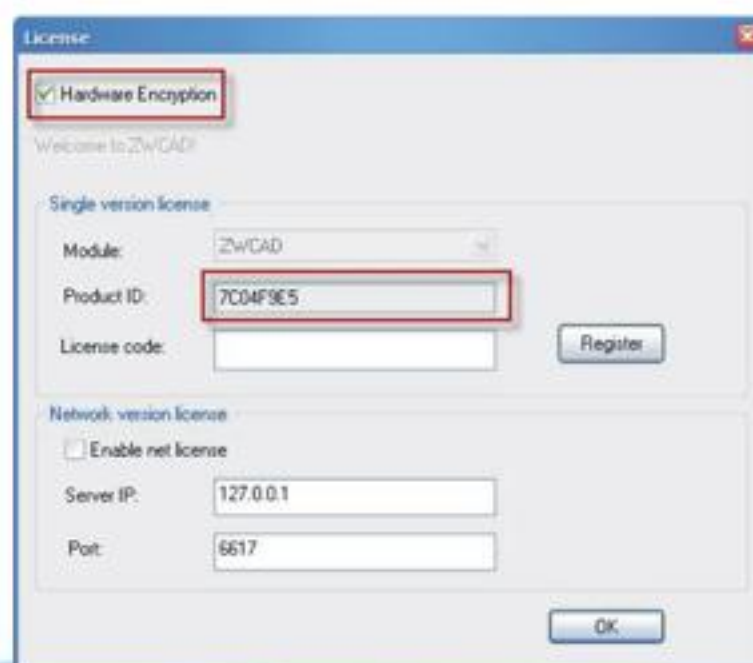
(3) In the dialog box, choose **Activate with a dongle (hardware-encryption)**, and then click **Next**. (P.2-11)

(4) In the **License** dialog box, please check **Hardware Encryption**. The eight-digit Product ID number is displayed automatically. (P.2-12)
(If the Product ID is not displayed, click **OK** to close the dialog box, and then reopen it.)

(5) Contact your local dealer from whom you purchased ZWCAD 2012, and ask for the license code that goes with the eight-digit Product ID.
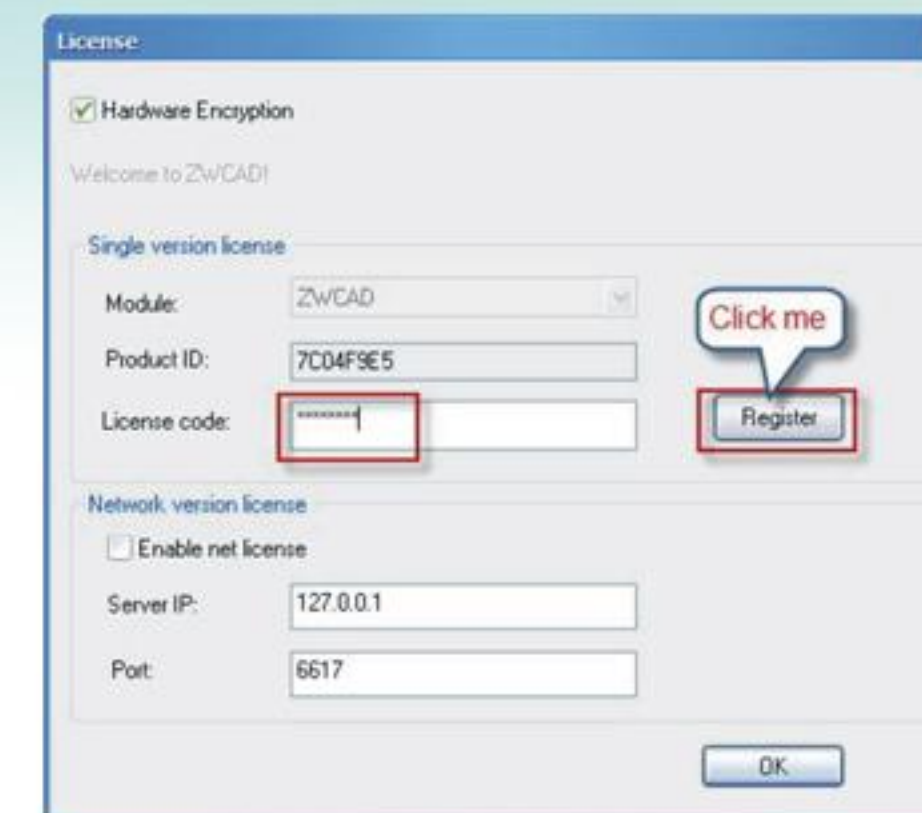

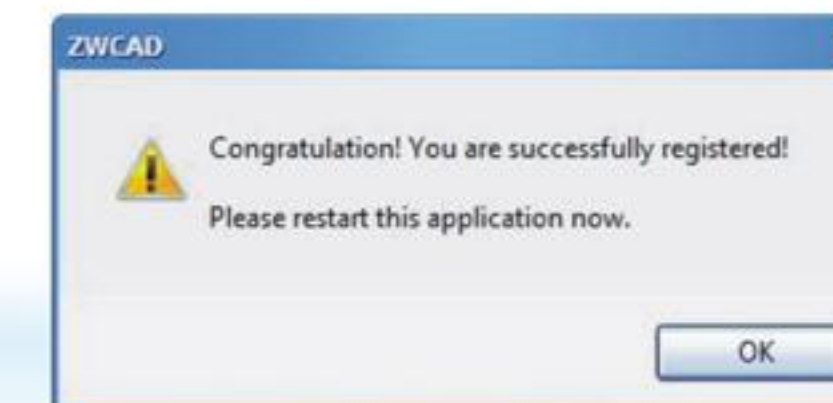▲ P. 2-11 Choose to Activate with a dongle

▲ P. 2-12 License Dialog Box

(6) Enter the license code, and then click **Register**. (P.2-13)

(7) The prompt (P.2-14) confirms that you have activated ZWCAD 2012 successfully.

▲ P. 2-13 Enter the License Code

▲ P. 2-14 Confirmation of Successful Activation

3 Network Version

For Network Licensing, Workstation computers get authorization from the Server.

3.1 Installation

ZWCAD 2012 should be installed on each Workstation computer, and the ZWCAD Network License Server program should be installed on the Server for licenses management.

◆ **On Workstations:**

The installation is the same as that of a Stand-Alone version. Please refer to Section 2.1.

◆ **On the Server:**

(1) Place the CD into the CD-ROM or DVD drive. Notice that the following screen appears automatically. (P.3-1) (If the screen fails to appear, please go to the CD-ROM or DVD drive to view contents of the CD with Windows Explorer. Double-click the *autorun.exe* file.)

(2) Click *Install Network License Application (Server)*. (P.3-1)

(3) On the Network License screen, click *ZWCAD 2012 Network License Server*. (P.3-2)

▲ P. 3-1 CD Main Menu

▲ P. 3-2 CD Network License Menu

(4) On the Welcome page of *NetServer2012 Setup* dialog box, click *Next* to continue. (P.3-3)

(5) Click *Change* to specify the installation folder of the ZWCAD Network License Server program, or keep the default path. Then click *Next* to continue. (P.3-4)
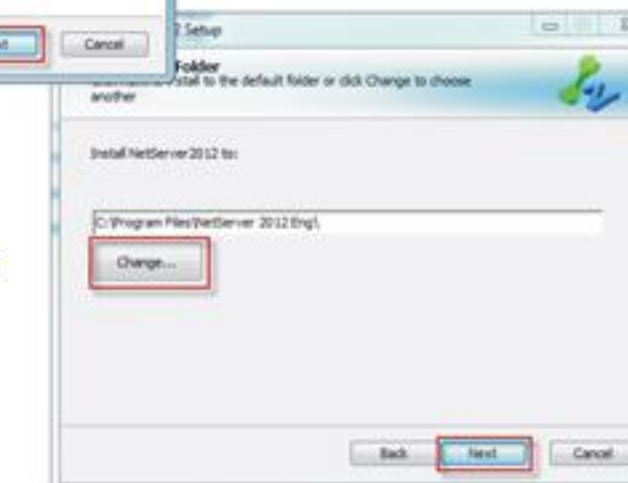
(6) Click *Install*. (P.3-5)

(7) Please wait for the installation to finish. (P.3-6)

(8) Click *Finish* to complete the installation. (P.3-7)

◄ P. 3-3 Welcome Page of Installation

P. 3-4 Specify the ► Installation Folder

▲ P. 3-6 Installing Status

▲ P. 3-7 Complete the Installation

▲ P. 3-5 Click Install
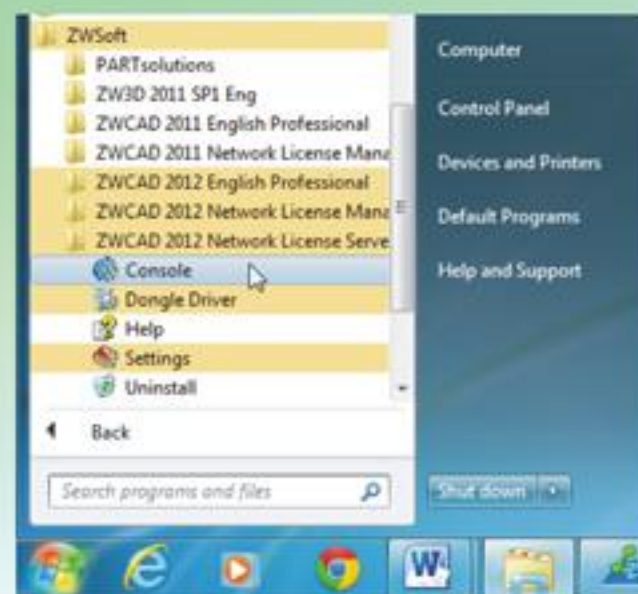
3.2 Activation

◆ On the Server:

(1) Plug the dongle into the Server.

(2) Launch the Console of ZWCAD Network License Server by following steps:
a. Click the **Start** button on the Windows taskbar.
b. In the **Start** menu, choose **All Programs** (or **Programs**).
C. Choose **ZWCAD 2012 Network License Server** from **ZWSoft** directory, and then choose **Console**. (P.3-8)

(3) Select an appropriate entry from the License Type list. For example, if you are using a USB dongle, please select "USB Port lock". (P.3-9)

(4) Obtain the eight-digit Serial Number. (P.3-10)

▲ P. 3-8 Open Network License Server Console

◀ P. 3-9 Select the Type of the Dongle

P. 3-10 Serial Number ▶ in the Console

(5) Contact your local dealer from whom you purchased ZWCAD 2012, and ask for the license code that goes with the eight-digit Serial Number.
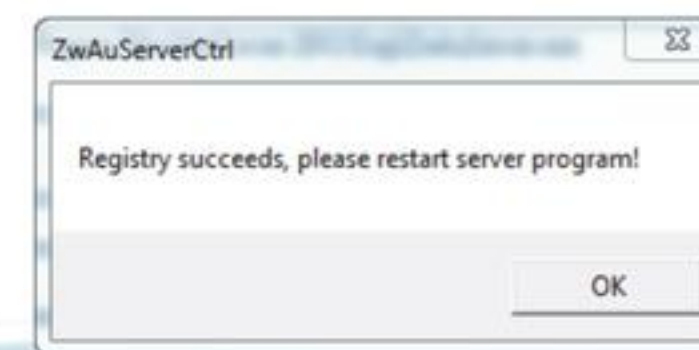
(6) Enter the license code, and then click **Register**. (P.3-11)

(7) The prompt (P.3-12) confirms that you have activated it successfully. Click **OK**.

(8) Restart the server program (Console), and then click **Start** to enable the network serving. Workstations can now get authorization from the Server automatically. (P.3-13)

▲ P. 3-11 Activate With the License Code

Registry succeeds, please restart server program!

OK

▲ P. 3-12 Confirmation of Successful Activation
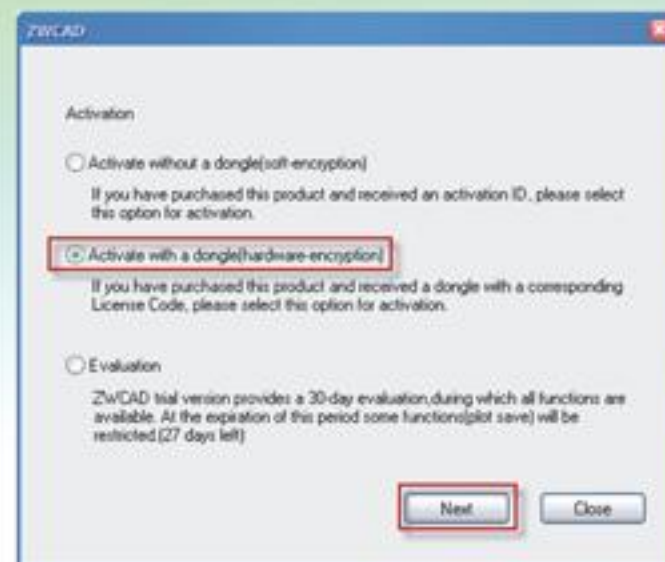

▲ P. 3-13 Start Network Serving

◆ On Workstations:

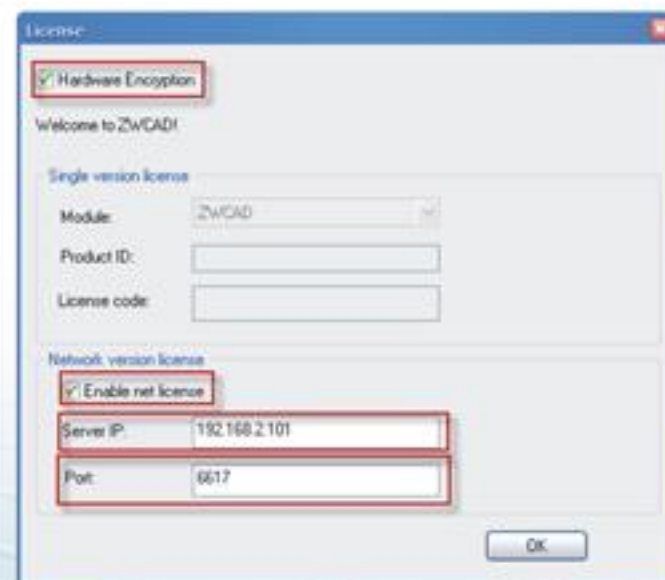(1) Launch ZWCAD 2012 by double-clicking the ZWCAD 2012 icon on the Windows desktop.

(2) Choose *Activate with a dongle (hardware-encryption)*, and then click *Next*. (P.3-14)

(3) In the License dialog box, check *Hardware Encryption* and *Enable net license*. Enter the Server IP and Port number (*6617* is the default Port number). Click *OK*. (P.3-15)

(4) Repeat these steps for each Workstation.

▲ P. 3-14 Choose to Activate with a dongle

▲ P. 3-15 Network Settings

4 FAQs & Technical Tips

Please Read the following Tips for Successful Installation & Activation

1. Install and run ZWCAD using *Administrator* properties.

2. Ensure that you first plug the dongle into the computer's USB port, and then wait until its status light is steady (not flashing). Only then should you open ZWCAD (Stand-Alone version) or ZWCAD Network License Server (network version).

3. If the light on the dongle blinks, then it indicates that there is a problem.

Possible cause1: The dongle is not recognized by the computer because of the lack of a driver for the dongle
Solution: Please perform the following steps to install the dongle driver:
a. Choose *Start→All Programs→ZWSoft→ZWCAD 2012 English Professional→Dongle Driver*.
b. Click *Next*, and then click *Next*.
c. Click *Complete*, and then click *Yes* to restart the computer

Possible cause2: There may be an issue with USB port.
Solution: Try the dongle with a different USB port, one that is in good condition or even try the dongle on another computer.
Possible cause 3: The dongle is broken.
Solution: Contact ZWCAD local reseller to obtain a replacement dongle.

Notice: The following tips are the most commonly occurred troubleshooting procedures, based on the error message displayed, for the Stand-Alone (on page 15) or Network Version (on page 16).

4.1 Stand-Alone Version

Error Message: "Registration failed! Please make sure it is the right license code!" (P.4-1)

Possible cause: The license code is wrong.
Solution: Please ensure the license code matches the version of ZWCAD that you activated. For example, if the license code is for ZWCAD 2011 version, it cannot be used to activate ZWCAD 2012. Please contact your local vendor to confirm the license code.
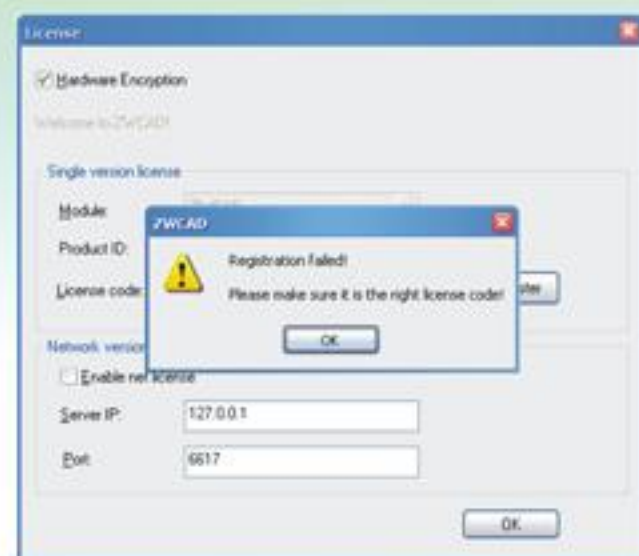
Product ID Text Box is Empty, and the light on the dongle is flashing (not steady). (P.4-2)

Possible cause1: The dongle is not recognized by the computer because of the lack of a driver for the dongle
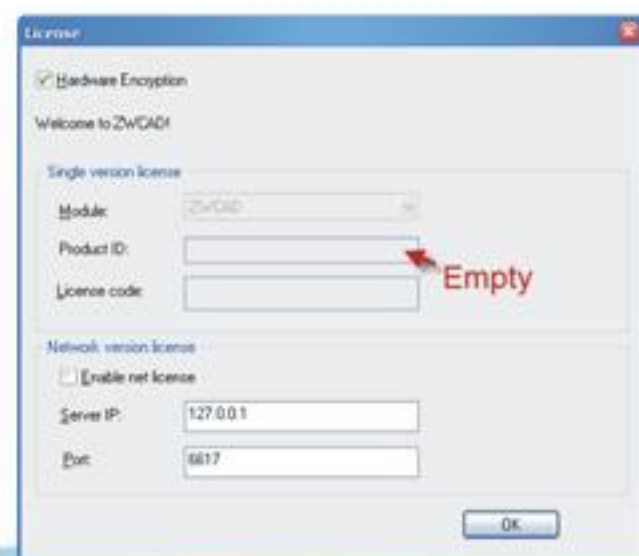**Solution**: Please perform the following steps to install the dongle driver:
a. Choose **Start→All Programs→ZWSoft→ZWCAD 2012 English Professional →Dongle Driver**.
b. Click **Next**, and then click **Next**.
c. Click **Complete**, then click **Yes** to restart the computer.

Possible cause2: There may be an issue with USB port
Solution: Close ZWCAD, then plug the dongle with a different USB port, one that is in good condition or even try the dongle on another computer.

Possible cause 3: The dongle is broken.
Solution: Contact ZWCAD local reseller to obtain a replacement dongle.

▲ P. 4-1 Registration Failed

▲ P. 4-2 Product ID Is Empty

Error Message: Not Authorized to Use 3D Modeler, proceed to run without 3D functions. (P.4-3)

Possible cause: You have used a dongle of standard version to activate ZWCAD Professional version. But only the professional version dongle can be used to activate all of the functions of ZWCAD Professional version.
Solution: Uninstall the current version of ZWCAD and then install ZWCAD Standard version for activation. If you want to use ZWCAD Professional version, please contact ZWCAD local vendor for a professional license.

▲ P. 4-3 Not Authorized to Use 3D Modeler

4.2 Network Version

Serial number in the console of the license server shows 0. (P.4-4)

Possible cause1: The dongle is not recognized by the computer because of the lack of a driver for the dongle.
Solution: Please perform the following steps to install the dongle driver:
a. Choose **Start→All Programs→ZWSoft→ZWCAD 2012 Network License Server→Dongle Driver.**
b. Click **Next**, and then click **Next**.
c. Click **Complete**, then click **Yes** to restart the computer.

Possible cause2: There may be an issue with USB port.
Solution: Close the console and then plug the dongle into a different USB port that is in good condition or even try the dongle on another computer.

Possible cause 3: The dongle is broken.
Solution: Contact ZWCAD local reseller to obtain a replacement dongle.

▲ P. 4-4 Serial Number Is 0

Error Message: "License Code Does Not Match!" (P.4-5)

Possible cause1: The serial number shows 0, so the license code doesn't match this wrong serial number. The serial number should be an eight-digit number

Solution: Please refer to the topic "Serial number in the console of the license server shows 0." to troubleshooting this problem (on page 16).

Possible cause2: The serial number is eight-digits. But the license code is wrong.

Solution: Pay special attention to 0 (zero), O, 2, and Z. (As you know, 0 looks similar to O, and 2 looks similar to Z.) We suggest that you input the activation ID by copying and pasting it.

Possible cause3: The serial number is an eight-digital number, but the version of license code doesn't match the version you installed. For example you may use the license code for 2011 version to activate ZWCAD 2012 Network License Server.

Solution: Uninstall the current ZWCAD Network License Server and then install the correct version that matches the version of the license code. Download the corresponding ZWCAD Network License Server from www.zwsoft.com. Or if you want to use a higher version of ZWCAD, please contact ZWCAD local reseller for upgrading.

▲ P. 4-5 License Code does not Match

Workstation cannot get license from server, ZWCAD runs as trial version.

Possible cause1: The server hasn't started successfully.

Solution: Please ensure the server is activated and able to start licensing workstations successfully. The following message is given whenever the licenses are available on the server. (P.4-6)

Possible cause2: The copy of ZWCAD installed on workstation may have a version number that is higher than version number of the ZWCAD Network License Server installed on the server. Only a higher numbered version of a network server can license a lower (or equal) version of ZWCAD on the workstation. For example, the ZWCAD 2011 Network License Server is able to license to ZWCAD 2011 and ZWCAD 2010, but not ZWCAD 2012.

Solution: Download the corresponding ZWCAD Network License Server from www.zwsoft.com.

Possible cause3: The server and the workstation could not connect with each other.

Solution: Ensure the server and the workstation could connect with each other, for example, if the server and workstation are in the same VPN, their IP address should be in the same network segment, for example, if the IP address of the server is 192.168.0.5, then the IP address of the workstation should be in the range of 192.168.0.1 to 192.168.0.254.

▲ P. 4-6 Start the Server

Possible cause4: The network license server is locked.
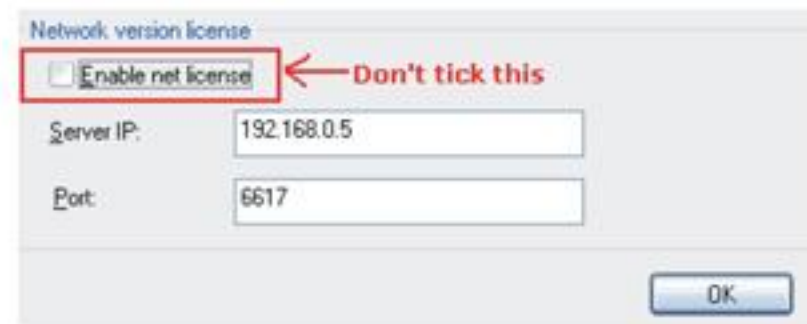**Solution**: Choose the **Lock server** option again to turn off the locking. (P.4-7)

Possible cause5: You have exceeded the maximum simultaneous connections for operating ZWCAD.
Solution: There are two ways to free licenses:
i. On the workstation, uncheck **Enable net license** to free a license for another user, and then close ZWCAD program. (P. 4-8)
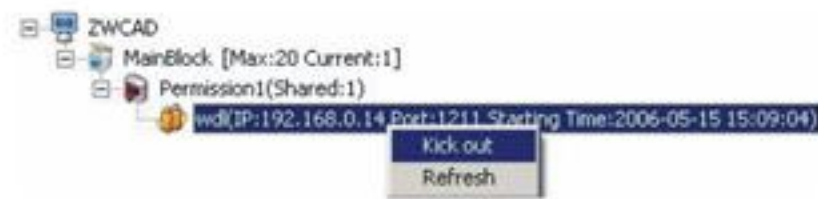ii. Take back a license by force. To do this, follow these steps:
a) Lock the server by choosing **Lock Server** from the **Edit** menu(or by clicking the **Lock Server** button on the toolbar). (P.4-9)
b) In the main window, right-click the name of the user license, and then click **Kick out**. (P.4-10)

▲ P. 4-7 Lock Server

▲ P. 4-8 Free a Float License

▲ P. 4-9 Lock the Server to Callback License
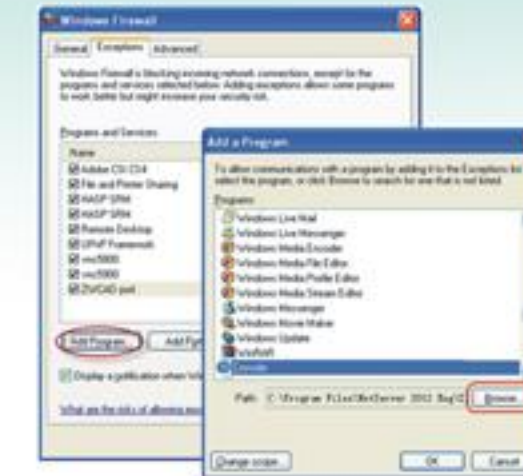

▲ P. 4-10 Kick-out the License User

Possible cause6: The computer's firewall software is blocking access to the licensing through the network.
Solution: Add ZWCAD and its port number to the firewall's exception list on both the workstations and server. Follow these steps:
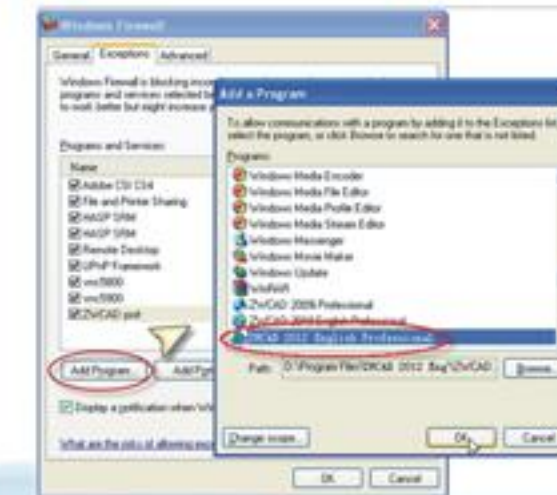a.Click Start >>Control Panel >>Windows Firewall
b.On the server, make the changes shown in the figure (P.4-11&P.4-12):
c. On the workstation, make the changes shown in the figure (P.4-13):

▲ P. 4-11 Add the Console to Firewall Exceptions

▲ P. 4-13 Add ZWCAD to Firewall Exceptions

▲ P. 4-12 Add Port toFirewall Exceptions

d. Add the port number to the firewall's exception list, both on the server and workstation (P.4-14):

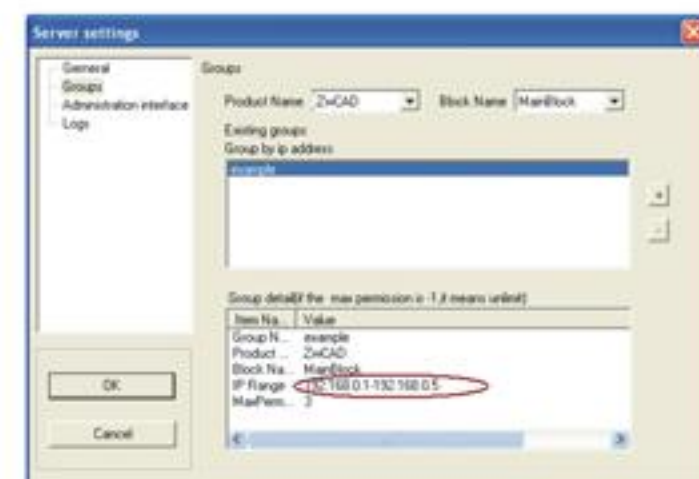**Possible cause7**: Anti-virus software is blocking the program from running.
Solution: Add ZWCAD as an exception, remove ZWCAD from the isolation list, or even turn off the anti-virus software.

Possible cause8: The workstation is not in the IP address range of the licensing group.
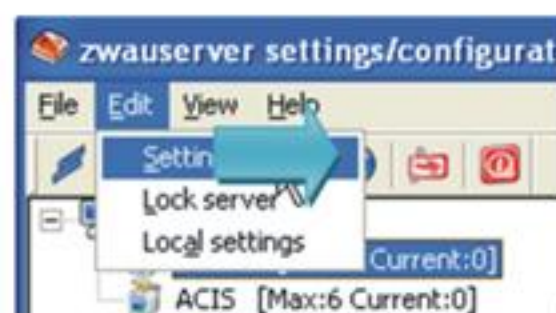**Solution**: Add the workstation's IP address to the IP range allowed to obtain licenses. (P.4-15&P.4-16)

▲ P. 4-14 Add Port to Firewall Exceptions

▲ P. 4-15 Entering the Server Settings

▲ P. 4-16 Add the Workstation's IP to the IP Range

5 **Service &** Support

ZWSOFT is fully aware that the needs of our clients go far beyond purchasing a software package, and so together with our worldwide distributors, we offer customers a variety of value-added services. To keep your ZWCAD systems up and running, ZWSOFT offers the following free and premium services and support plans.

Complete Online Support from ZWSOFT
• 30-day free trials, complete with online technical support
• Value-added consulting before and after software purchases
• Comprehensive support channels available globally, ranging from web sites and forums, to instant messaging and email

Local Service by ZWCAD Distributors
• Global network consisting of over 170 ZWCAD distributors assisting clients in more than 30 languages
• Localized consulting and support provided by ZWCAD distributors, such as on-site demonstrations an tutoring

ZWCAD technical support
• ZWSOFT provides extensive support to all ZWCAD users. For questions about ZWCAD, please visit our website www.zwsoft.com first for help, where you will find the following services:
• Knowledge Base: Get answers immediately by searching our comprehensive database of solutions.
• Discussion Forum: Contact other ZWCAD users for help through our forums.
• Live Chat: Talk to ZWCAD support engineers directly through your web browser.
• Support Request: Submit questions by email to our tech support staff, and receive answers within three working days.