ZWCAD™

Cost-effective CAD

ZWCAD 2012

Installation & Activation Guide

ZWSOFT

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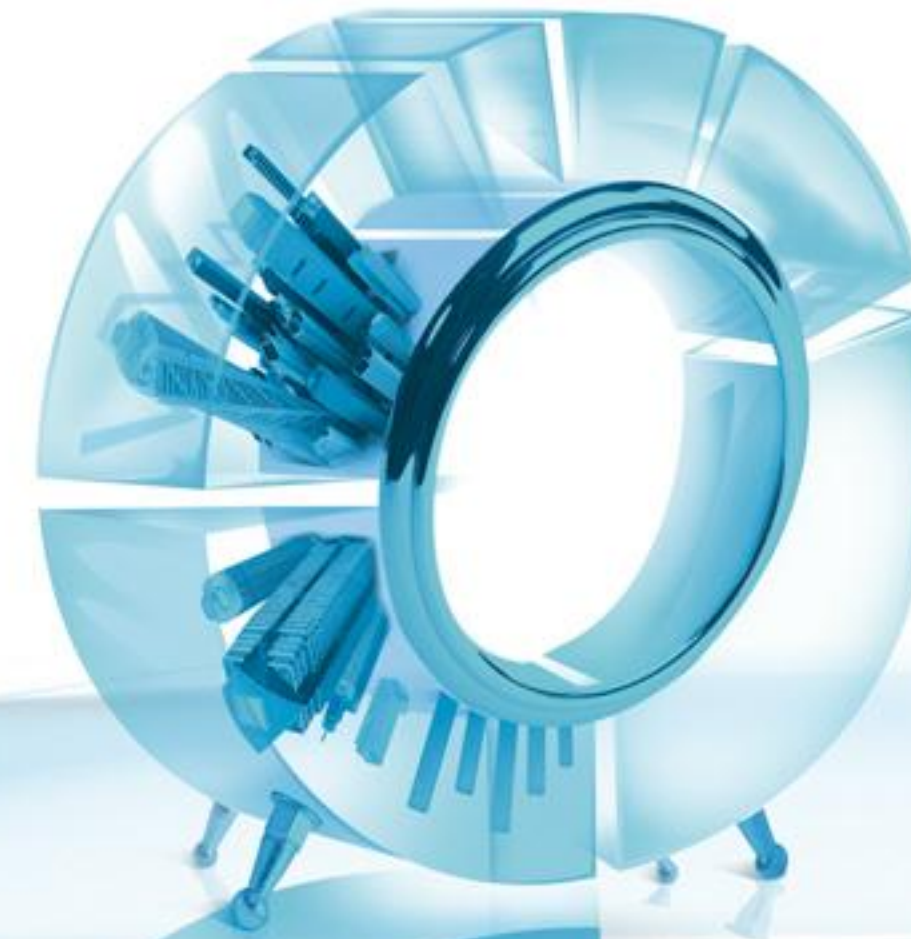www.zwsoft.com

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Preface

Contents

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.

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	512 MB or above
Video	1024 x 768 VGA with True Color (minimum)
Hard Disk	350 MB 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 following screen 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.)（P.2-1）

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

(3) Choose the version you 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**. (If you do not agree with the terms and conditions, click **Cancel** to quit the installation.) (P.2-4)

(6) Click **Change** to specify an installation folder for ZWCAD 2012. Alternatively, you can keep the default path. And 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)
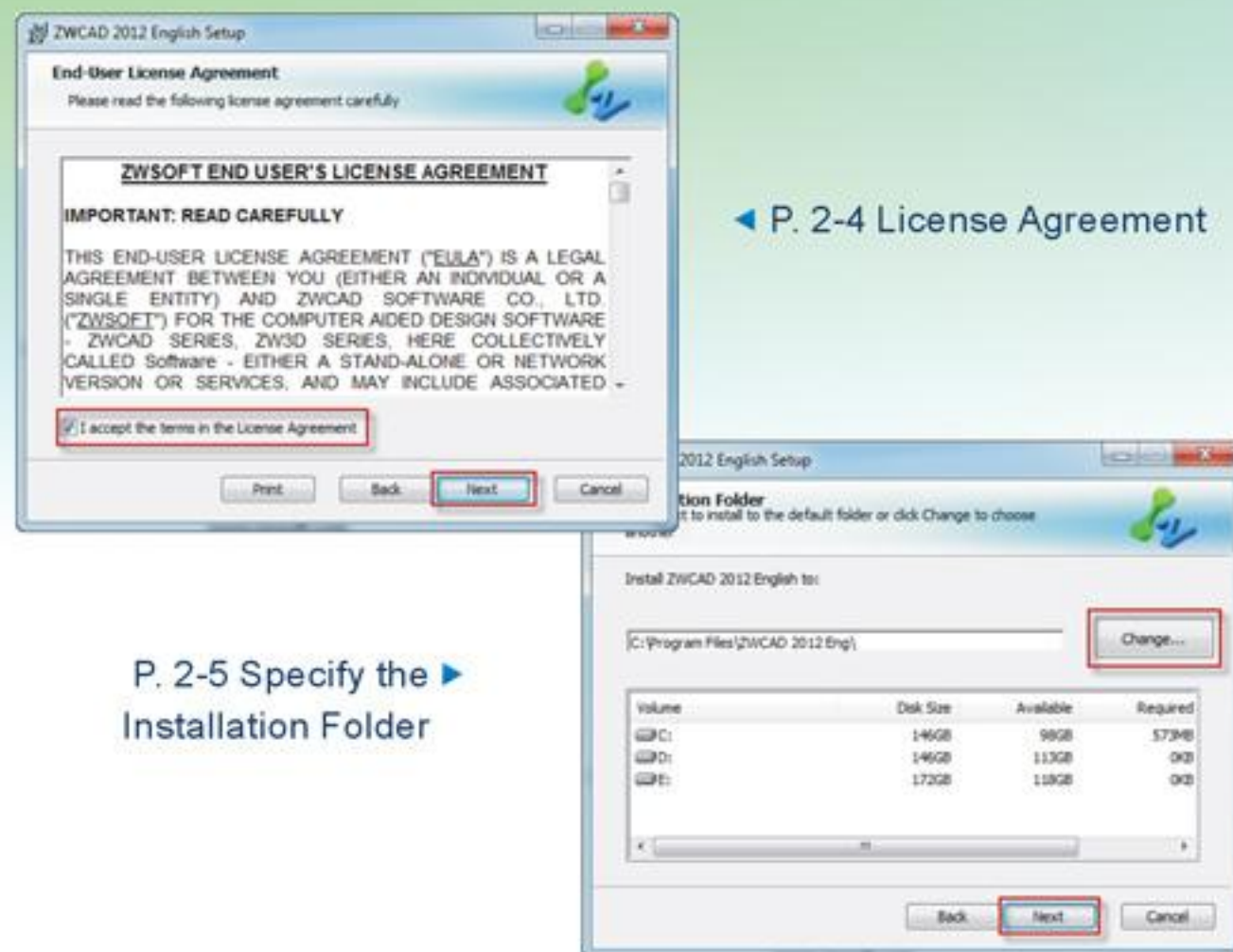
◄ P. 2-4 License Agreement

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 in 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 has no connection to the Internet, the dialog box (P.2-10) will be 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

You can evaluate ZWCAD for 30 days without any limitation before the License is required. If you wish to operate ZWCAD with full functions for more than 30 days, it must be activated. There are two ways to activate the software: online or offline.

Both approaches require a Soft Key; if you do not have a Soft Key, please contact the local dealer from whom you purchased ZWCAD 2012.

2.2.1 Activating Online

Please follow these steps to activate ZWCAD online:

(1) On the desktop, double-click the **ZWCAD 2012** icon to launch ZWCAD 2012. Notice the Activation dialog box. (P.2-11)

(2) In the Activation dialog box, select **Activate without a dongle (soft-encryption)**, and then click **Next**. (P.2-11)

(3) Enter the Activation ID (Soft Key) in the text box, and then click **Activate**. The activation will be accomplished in a few seconds. (P.2-12)
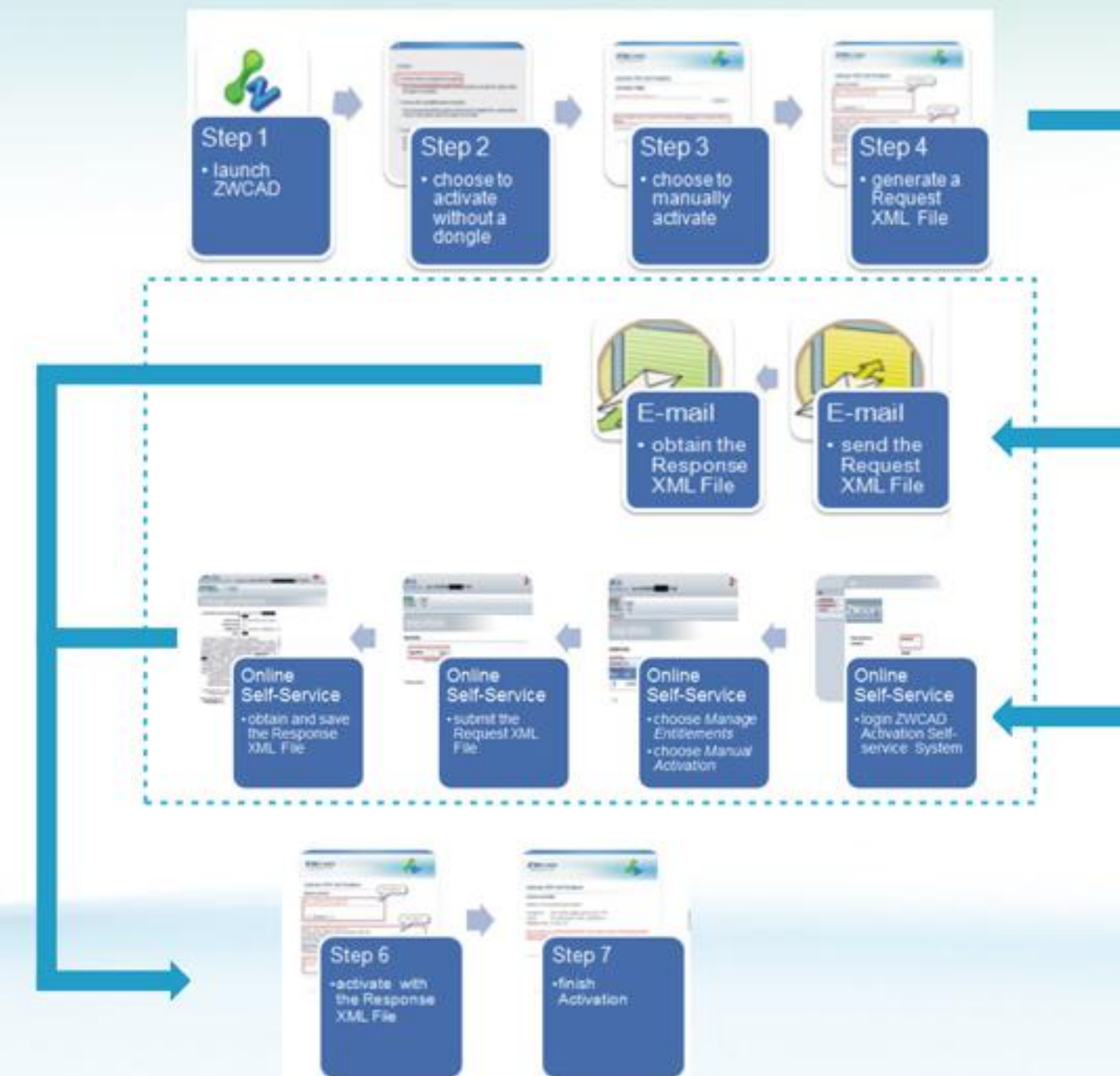
(4) Click **Finish**. (P.2-13)
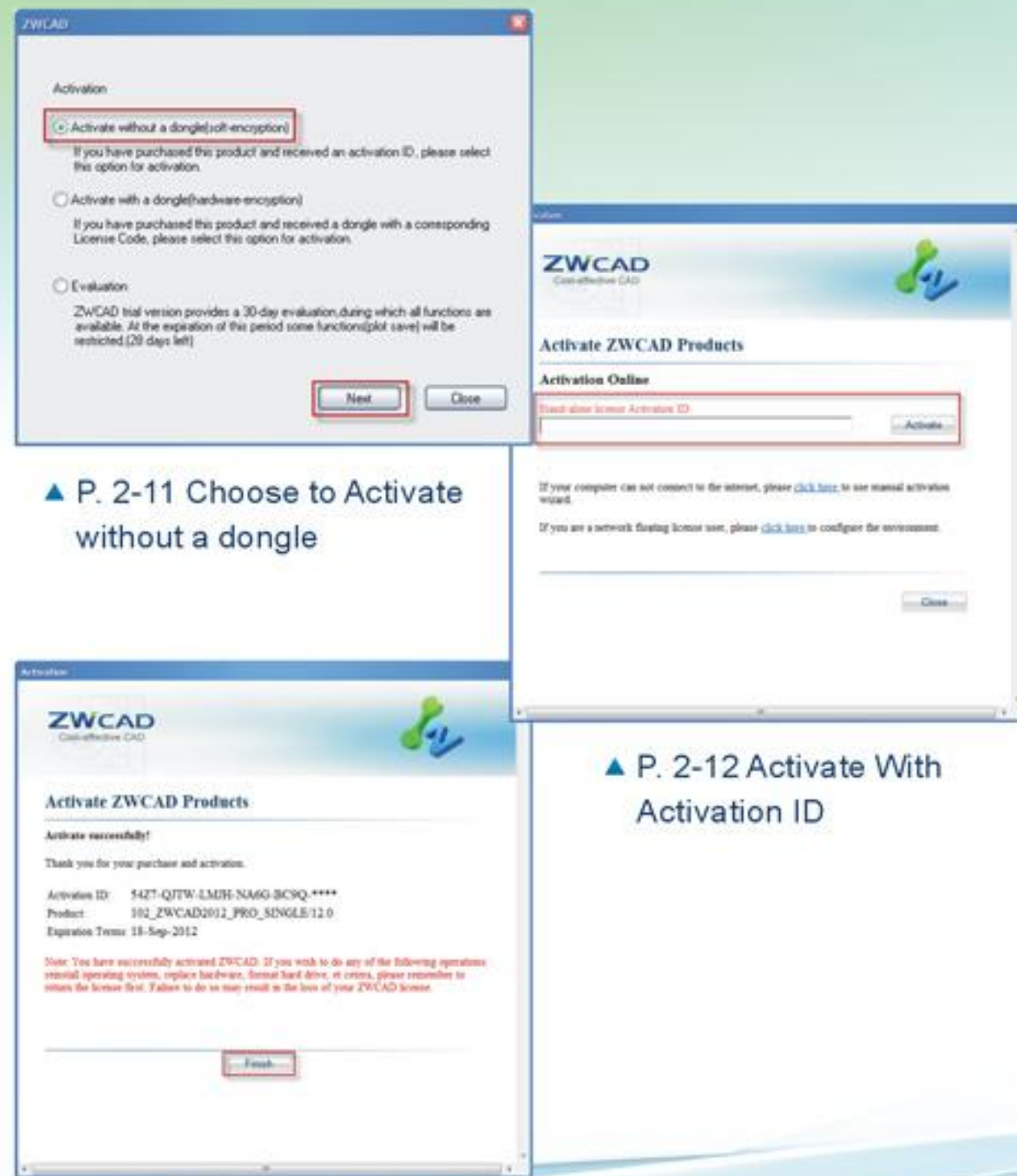
▲ P. 2-11 Choose to Activate without a dongle

▲ P. 2-12 Activate With Activation ID

▲ P. 2-13 Activation Completed

2.2.2 Activating Offline

In case of no Internet connection on the local computer, you can activate ZWCAD 2012 through procedures illustrated by the chart (P.2-14).

▲ P. 2-14 Procedures of Offline Activation

The detailed procedures are as follows.

(1) On the desktop, double-click **ZWCAD 2012** icon to launch ZWCAD 2012.

(2) In the Activation dialog box, select **Activation without a dongle (soft-encryption)**, and then click **Next**. (P.2-11)
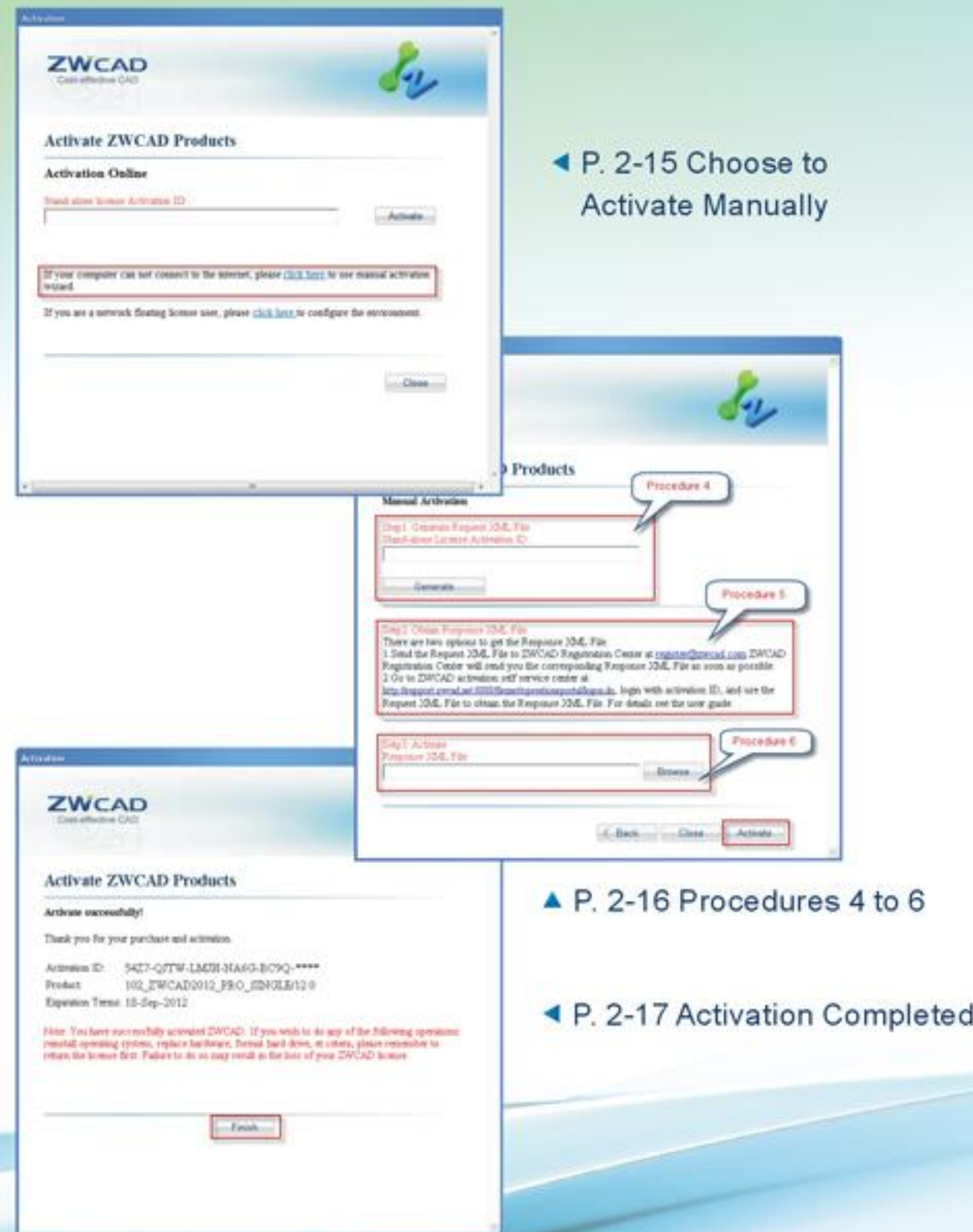
(3) Choose to activate manually. (P.2-15)

(4) Fill in the Activation ID (Soft Key) and **Generate** a Request XML File. Save the file onto the local computer. (P.2-16)

(5) Go to another computer with Internet connection and use the Request XML File to obtain a corresponding Response XML File via E-mail or Online Self-service (For details, please refer to Section 2.2.3 "Obtaining a Response XML File").

(6) Click **Browse** to import the Response XML File, and then click **Activate**. (P.2-16)

(7) Click **Finish** to complete the activation. (P.2-17)

◀ P. 2-15 Choose to Activate Manually

▲ P. 2-16 Procedures 4 to 6

◀ P. 2-17 Activation Completed

2.2.3 Obtaining a Response XML File

There are two options to receive the Response XML File on another computer that is connected to the Internet.

Option 1: E-mail
You may send the generated Request XML File to the ZWCAD Registration Center at register@zwcad.com. The ZWCAD Registration Center will send you the corresponding Response XML File as soon as possible.

Option 2: Online Self-service:
(1) Go to the ZWCAD Activation Self-service Center at: http://support.zwcad.net:8888/flexnet/operationsportal/logon.do
Login with the Activation ID (Soft Key).(P.2-18)

(2) Choose **Manage Entitlements**, and then click **Manual Activation**. (P.2-19)

(3) Click **Browse** to import your Request XML File, and then click **Submit**. (P.2-20)

(4) Then you will be able to see the information of the corresponding Response XML File. Please save the file onto the local computer. (P.2-21)
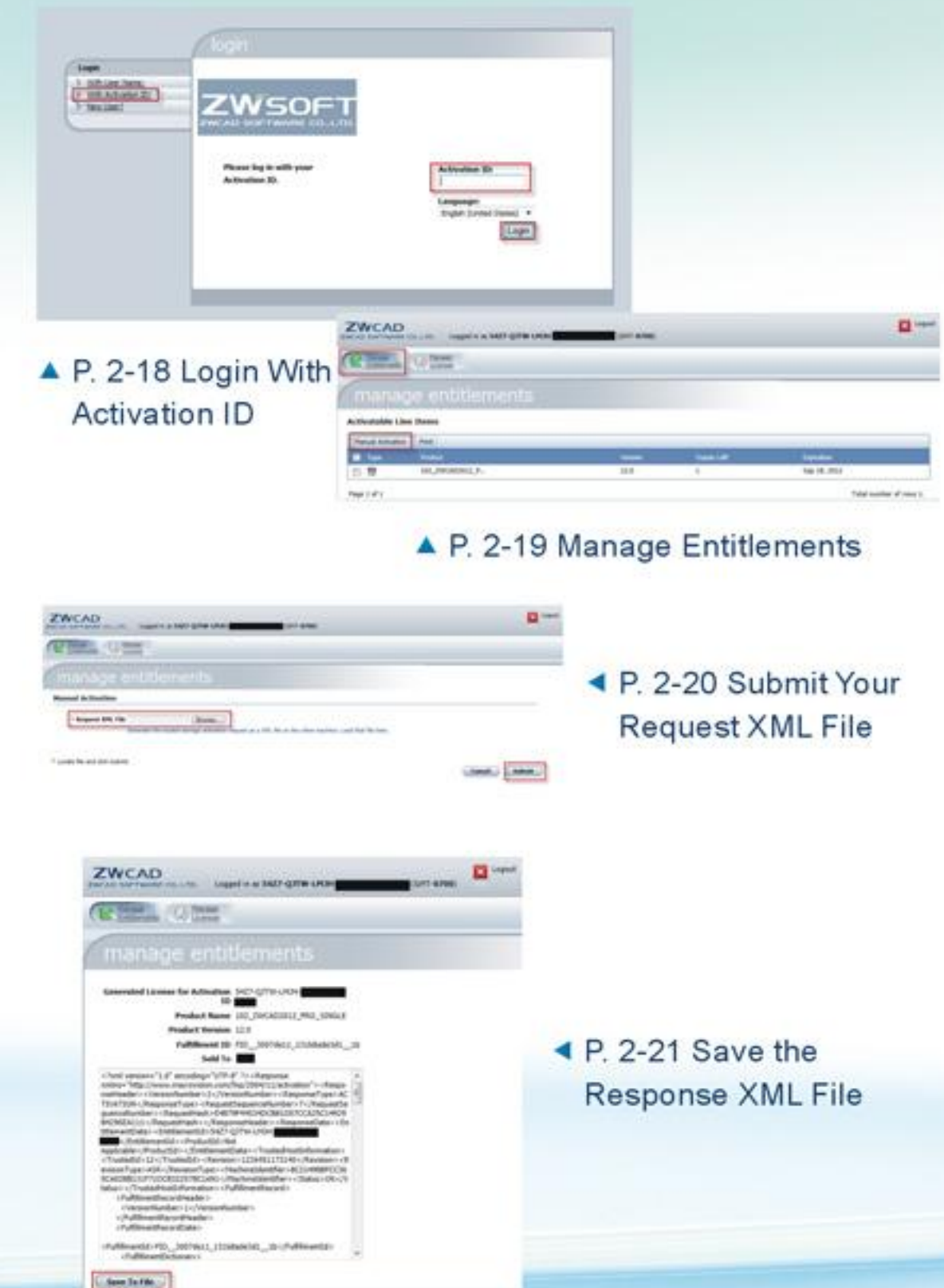
▲ P. 2-18 Login With Activation ID

▲ P. 2-19 Manage Entitlements

◀ P. 2-20 Submit Your Request XML File

◀ P. 2-21 Save the Response XML File

2.3 Returning a License

Once ZWCAD 2012 has been activated on a computer, the license obtained is only valid on that computer and not valid for any other. If you need to use ZWCAD 2012 on another computer, you need to return the license from the previous computer to ZWSOFT, and then activate the license again on the new one.

The procedure for returning licenses is similar to that of activation, and two approaches are available: returning online or offline.

2.3.1 Returning Online
To return licenses online, follow these steps:

(1) Launch the *License Manager* application, as follows:
a. On the Windows taskbar, click the *Start* button.
b. Choose *All Programs* (or *Programs*), and then choose *ZWCAD 2012 Professional* (Standard or Academic) from *ZWSoft* directory.
c. Choose *License Manager*. (P.2-22)

(2) Select the license be returned, click *Online Return*, and then click *OK* to confirm. The license will be successfully returned in a few seconds. (P.2-23)
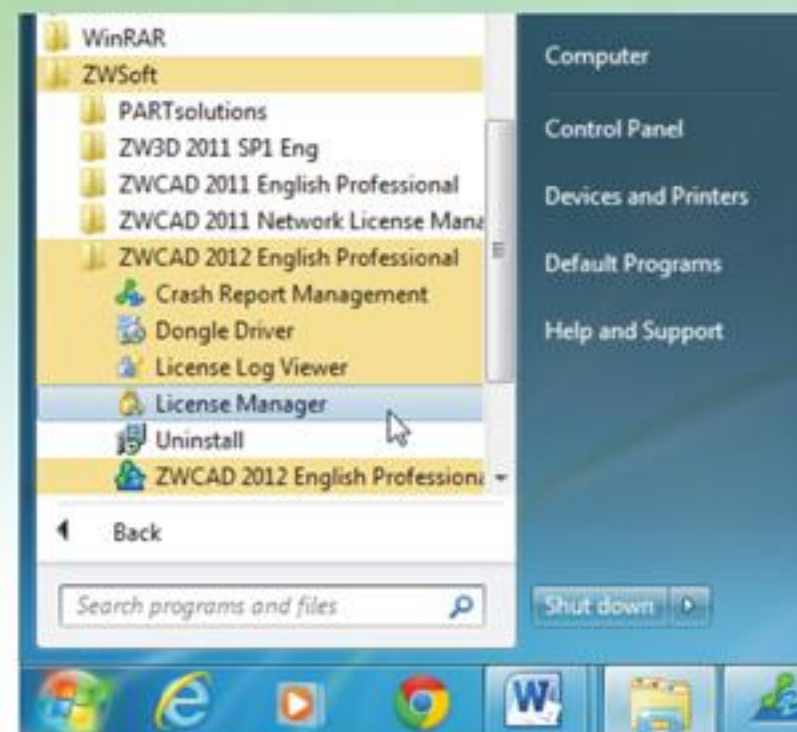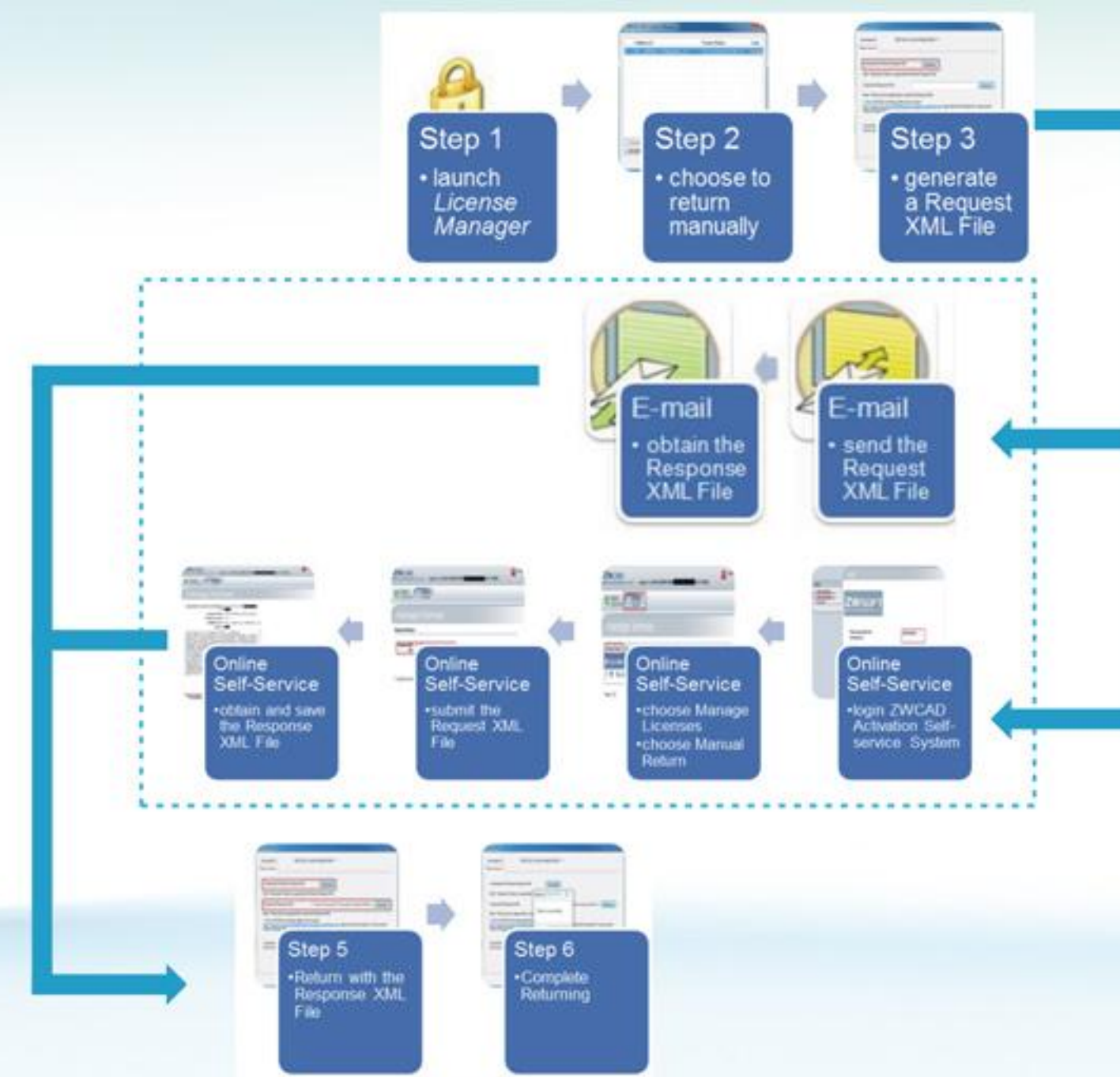

▲ P. 2-22 Launch License Manager
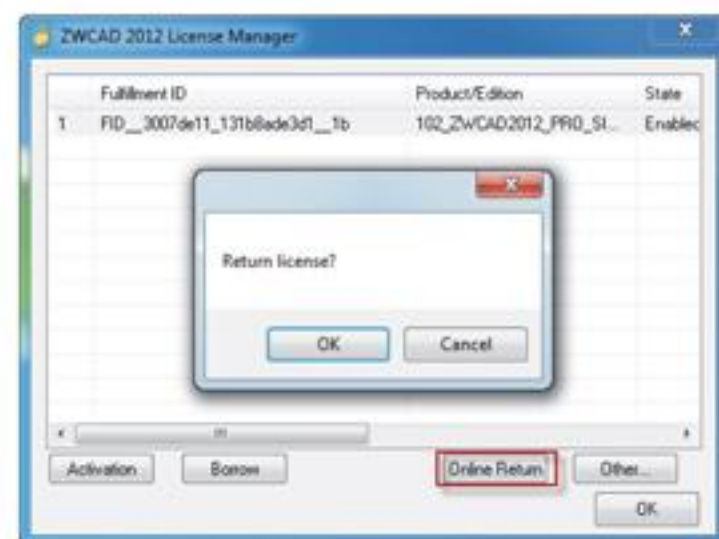
P. 2-23 Return a License

2.3.2 Returning Offline
In case of no Internet connection on the local computer, you can return ZWCAD 2012 license through procedures demonstrated by the diagram (P.2-24).

▲ P. 2-24 Procedures of Returning License Offline

Detailed procedures are as follows:

(1) Launch the **License Manager** application.

(2) Select the license be returned and then click **Other**. (P.2-25)

(3) In **Return License** dialog box, click **Generate** to get a Request File. (P.2-26)

(4) Go to another computer with Internet connection and use the Request File to obtain a corresponding Response File via E-mail or Online Self-Service (Please refer to Section 2.3.3 "Obtaining a Response XML File for License Return" for details).

(5) Click **Browse** to import the Response File, and then click **return**. The license will be successfully returned to ZWCAD Register Center in a few seconds.(P.2-26)

(6) Click **OK** to complete.

▲ P. 2-25 Choose to Return the License Manually

▲ P. 2-26 Procedures 3 & 5

2.3.3 Obtaining a Response XML File for License Return

This operation should be performed on another computer that has Internet connection. There are two options.

Option 1: E-mail
You can send the Request File to the ZWCAD Registration Center at register@zwcad.com. The ZWCAD Registration Center will provide you with a corresponding Response File as soon as possible.

Option 2: Online Self-Service
(1) Go to ZWCAD Activation Self-Service Center at: http://support.zwcad.net:8888/flexnet/operationsportal/logon.do **Login** with the Activation ID.

(2) Choose **Manage Licenses**, and then click **Manual Return**. (P.2-27)

(3) Click **Browse** to import your Request File, and then click **Submit**. (P.2-28)

(4) You will see the information of the corresponding Response XML File. Please save the file onto the local computer. (P.2-29)

▲ P. 2-27 Manage Licenses

▲ P. 2-28 Submit Your Request XML File

▲ P. 2-29 Save the Response XML File

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 ZWCAD Network License Manager should be installed on the Server for license 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 screen (P.3-1) appears automatically.
(If the screen fails to display, please view the contents of the CD-ROM or DVD drive with Windows Explorer, and then double-click the *autorun.exe* file.)

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

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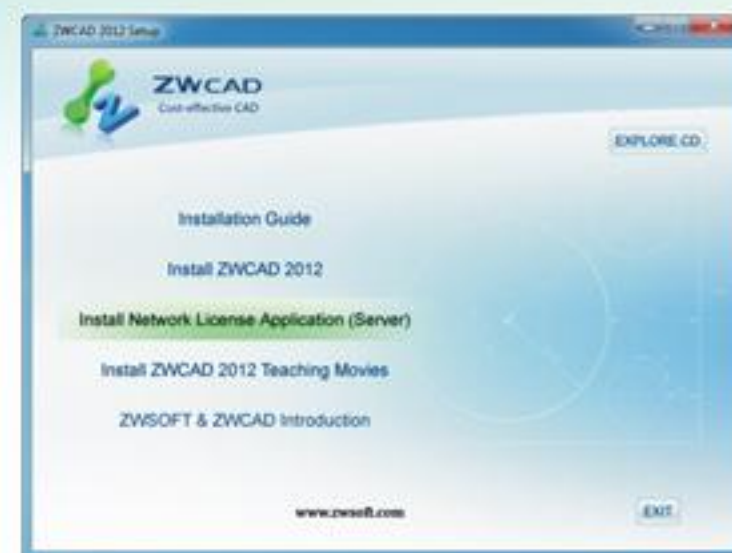


▲ P. 3-1 CD Main Menu

▲ P. 3-2 CD Network License Menu

(4) On the Welcome page of *ZWLMS2012 Setup* dialog box, click *Next* to continue. (P.3-3)

(5) Click *Change* to locate the installation folder for the ZWCAD Network License Manager or keep the default path. And 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)
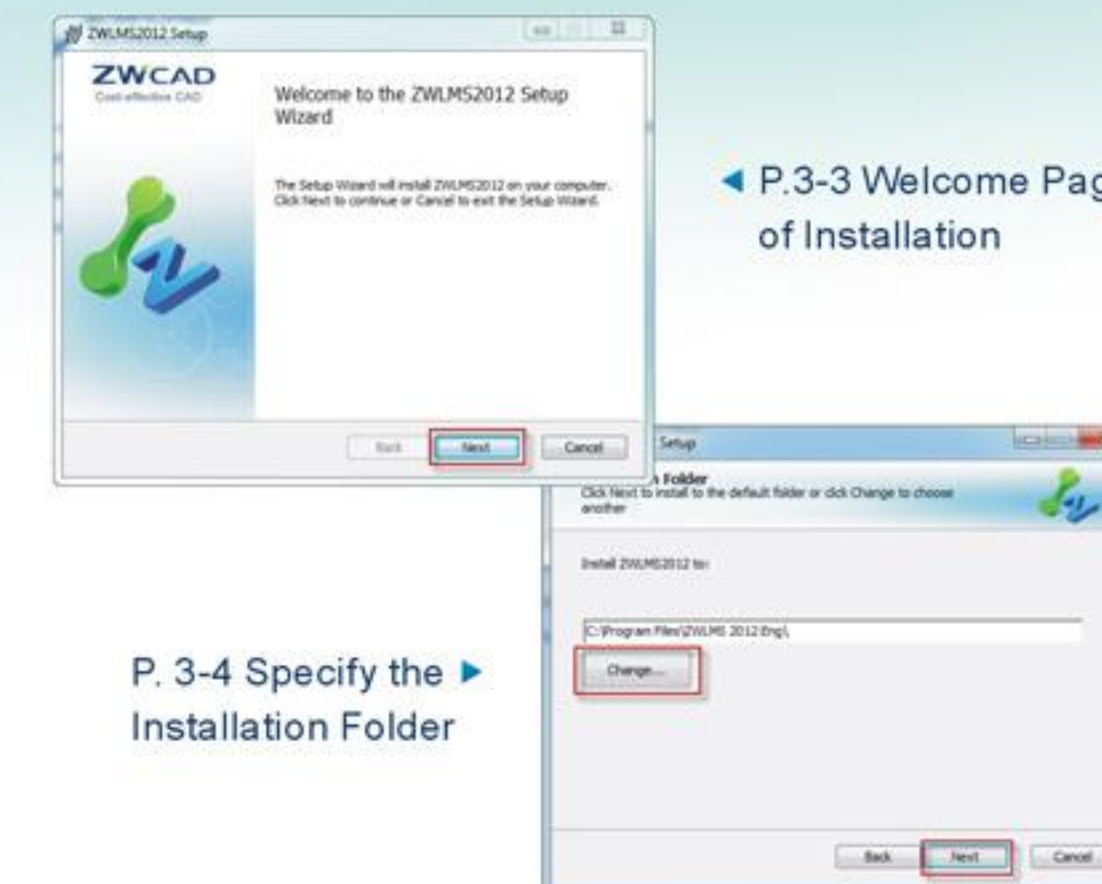
◀ P.3-3 Welcome Page of Installation

P. 3-4 Specify the ▶ Installation Folder

▲ P. 3-6 Installing Status

▲ P. 3-7 Complete the Installation

▲ P. 3-5 Ready to Install

3.2 Activation

Activation of network licenses is performed on the server. Two approaches are available: activating online or offline. An Activation ID (Soft Key) is needed with either approach.

(If you do not have an Activation ID (Soft Key), please contact the local dealer from whom you purchased ZWCAD 2012.)

3.2.1 Activating Online

To activate online, follow these steps:

(1) Launch License Manager, as follows:
a. On the Windows taskbar, click the *Start* button.
b. Choose *All Programs* (or *Programs*), and then choose *ZWCAD 2012 Network License Manager* from *ZWSoft* directory.
c. Choose *ZWCAD 2012 License Manager (server)*. (P.3-8)

(2) In the *ZWCAD 2012 License Manager (server)* dialog box, click *Activation*. (P.3-9)
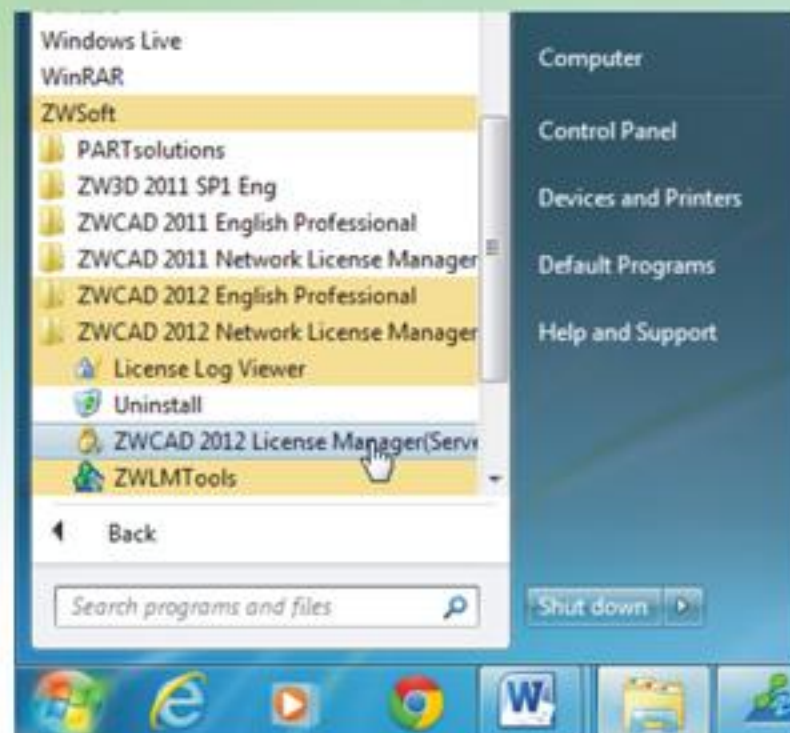
▲ P. 3-8 Launch License Manager (Server)
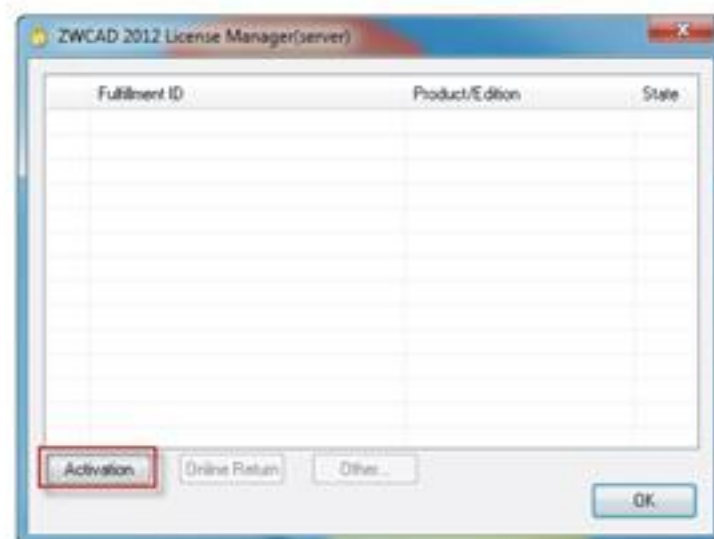
▲ P. 3-9 Choose Activation

(3) In the Activation dialog box, choose *Activate Online*, and then click *Next*. (P.3-10)

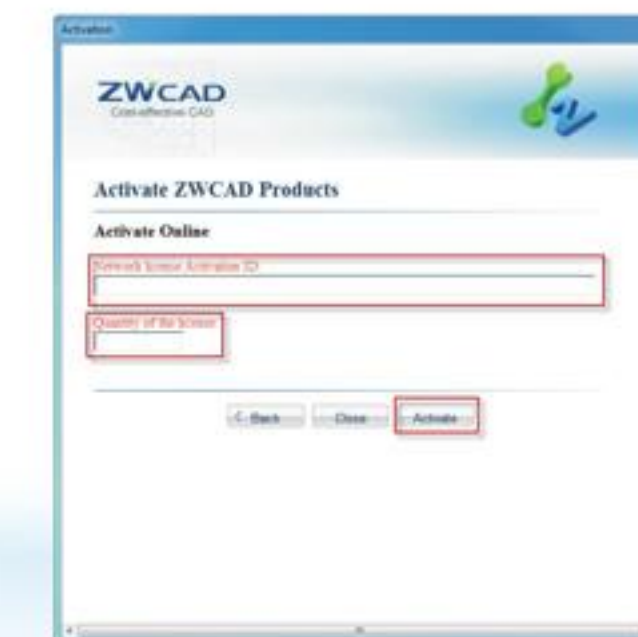(4) Enter the Activation ID, specify the quantity of licenses, and then click *Activate*. (P.3-11)

(5) Activation will be completed in a few seconds. Click *Finish*. (P.3-12)

▲ P. 3-10 Choose to Activate Online
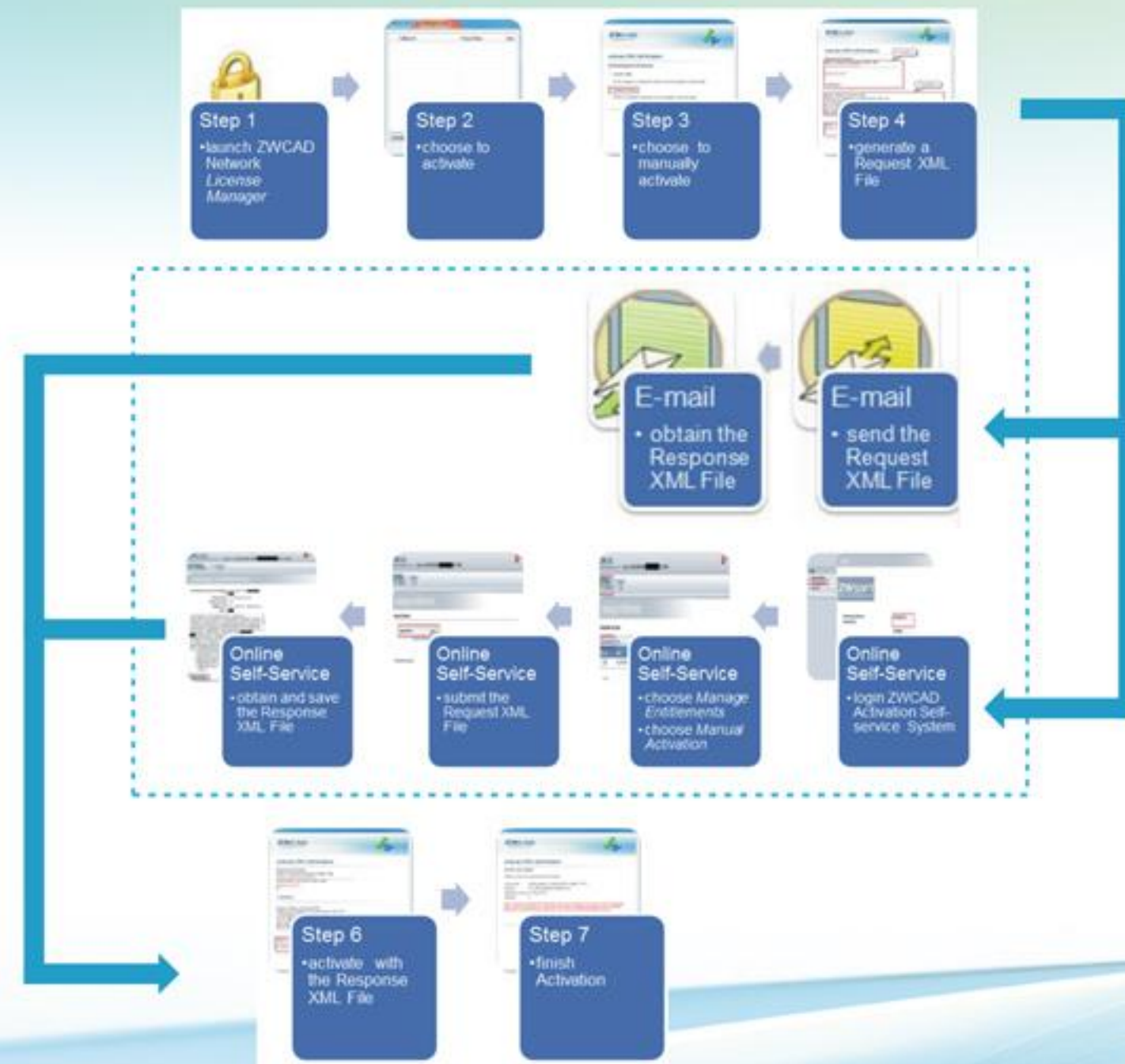

▲ P. 3-12 Activation Completed

▲ P. 3-11 Enter Activation ID and Specify License Quantity

3.2.2 Activating Offline

In case of no Internet connection on the local computer (Server), activation can be performed through procedures illustrated by the chart (P.3-13).

Step 1
•launch ZWCAD Network License Manager

Step 2
•choose to activate

Step 3
•choose to manually activate

Step 4
•generate a Request XML File

E-mail
• obtain the Response XML File

E-mail
• send the Request XML File

Online Self-Service
• obtain and save the Response XML File

Online Self-Service
• submit the Request XML File

Online Self-Service
•choose Manage Entitlements
•choose Manual Activation

Online Self-Service
•login ZWCAD Activation Self-service System

Step 6
•activate with the Response XML File

Step 7
•finish Activation

▲ P. 3-13 Procedures of Offline Activation

Detailed procedures are as follows.

(1) Launch **License Manager (server)**. (P.3-8)

(2) In the **ZWCAD 2012 License Manager (server)** dialog box, click **Activation**. (P.3-9)

(3) Choose **Manual Activation**, and then click **Next**. (P.3-14)

(4) Fill in the Activation ID, specify the quantity of licenses, and then click **Generate** to produce a Request XML File. (P.3-15)

(5) Go to another computer with Internet connection and use the Request XML File to obtain a corresponding Response XML File via E-mail or Online Self-Service (Please refer to Section 2.2.3 "Obtaining a Response XML File" for details).

(6) Click **Browse** to import the Response XML File, and then click **Activate**. (P.3-15)

(7) Activation will be completed in a few seconds. Click **Finish**. (P.3-12)

▲ P. 3-14 Choose Manual Activation
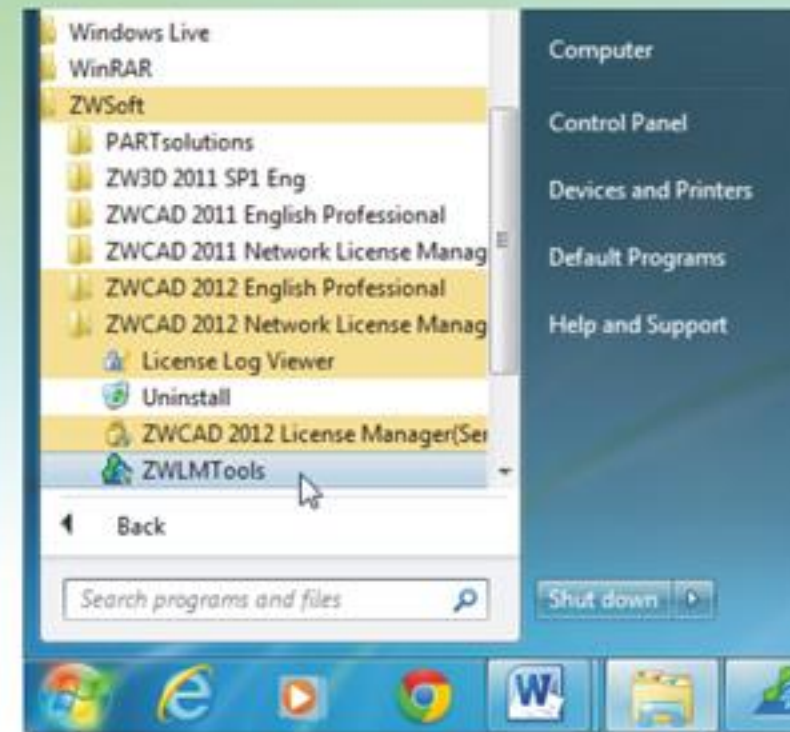

▲ P. 3-15 Procedures 4 to 6

3.2.3 Using Network Licenses

Configurations should be performed on both the Server and Workstation Computers.
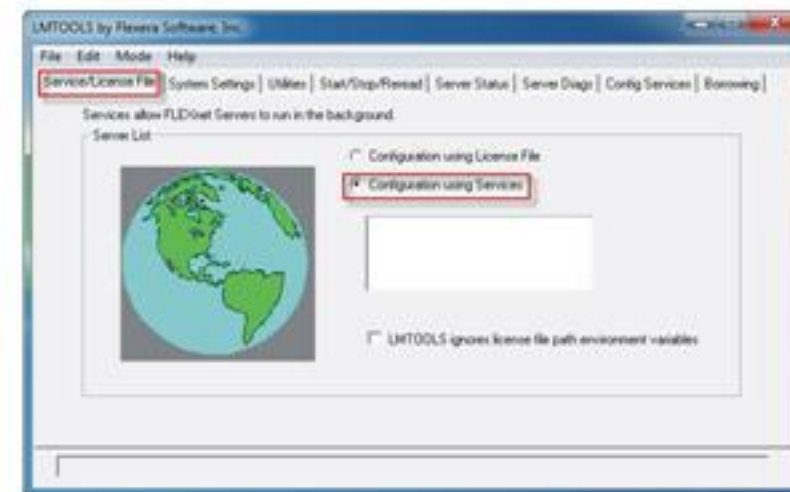
◆ Configuring the Server

(1) Launch LMTools, as follows:
a. On the Windows taskbar, click the **Start** button.
b. Choose **All Programs** (or **Programs**), and then choose **ZWCAD Network License Manager** from **ZWSoft** directory. (P.3-16)
c. Choose **ZWLMTools**.

(2) In the LMTools program, select the **Service/License** File tab, and then choose **Configuration Using Services**. (P.3-17)

▲ P. 3-16 Run LMTools

▲ P. 3-17 Choose Configuration Using Services

(3) Click the **Config Services** tab. (P.3-18)

(4) Select a service name from the Service Name list, or follow one of the options below:
◇**If a service name has been selected** -- check whether this is the one you would like to use for managing licenses.
◇**If no service name exists** -- please enter a service name to use for managing licenses.

(5) In the Path to Lmgrd.exe File box, enter the path to the Network License Manager daemon (**lmgrd.exe**), or click **Browse** to locate.
Note: The **lmgrd.exe** program is located by default in the installation folder of ZWCAD Network License Manager.

(6) In the Path to the License File box, enter the path to your license file (**LicenseFile.lic**), or click **Browse** to locate the file.
Note: The LicenseFile.lic file is located by default in the installation folder of ZWCAD Network License Manager.

(7) In the Path to the Debug Log File box, enter a path to store the debug log file, or click **Browse to** locate an existing log file.

(8) Check **Use Services** to run the **lmgrd.exe** application as a service.

(9) Check **Start Server at Power Up** to start **lmgrd.exe** automatically when the system starts. (P.3-18)
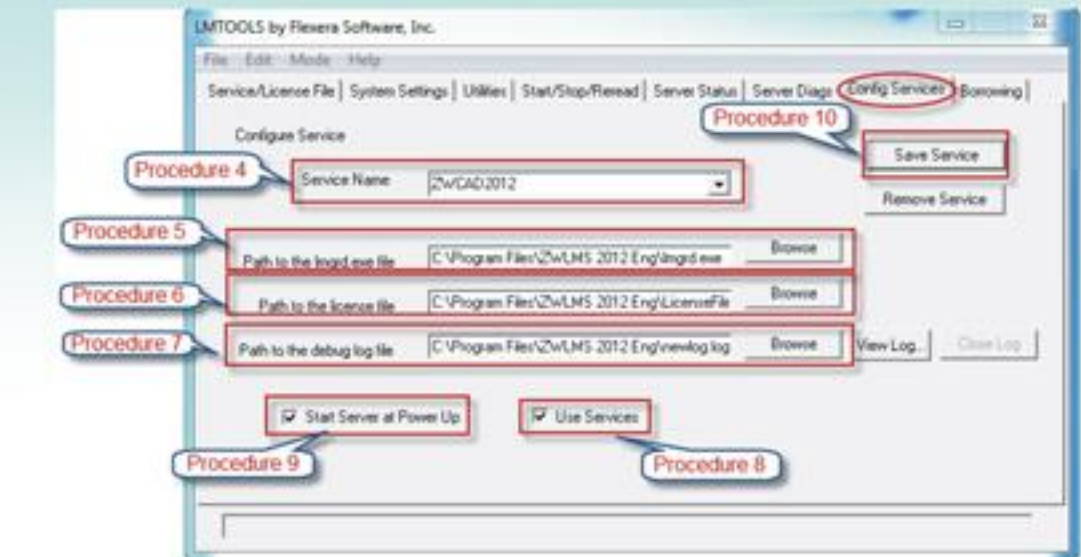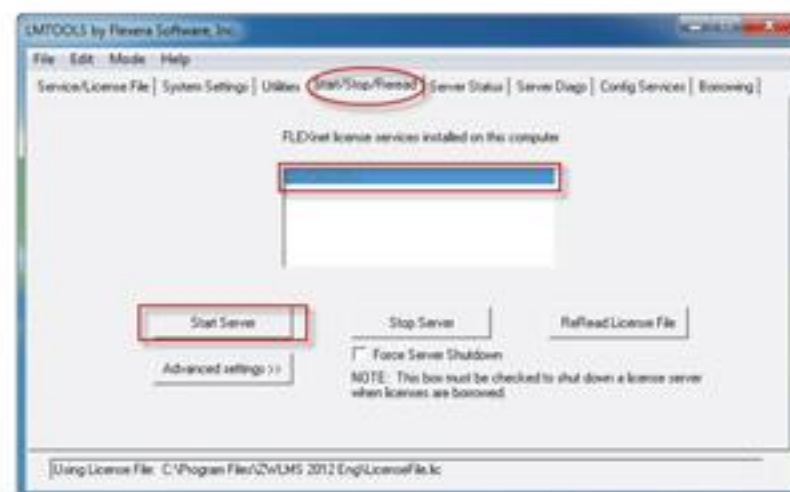

▲ P. 3-18 Procedures 3 to 10

(10) Click **Save Service** to save the new configuration under the service name specified in procedure (4). Then click **Yes** to confirm. (P.3-18) (P.3-19)

(11) Click the **Start/Stop/Reread** tab. Make sure that the service saved in the previous steps is selected, and then click **Start Server**. The Server will then begin serving. (P.3-20)
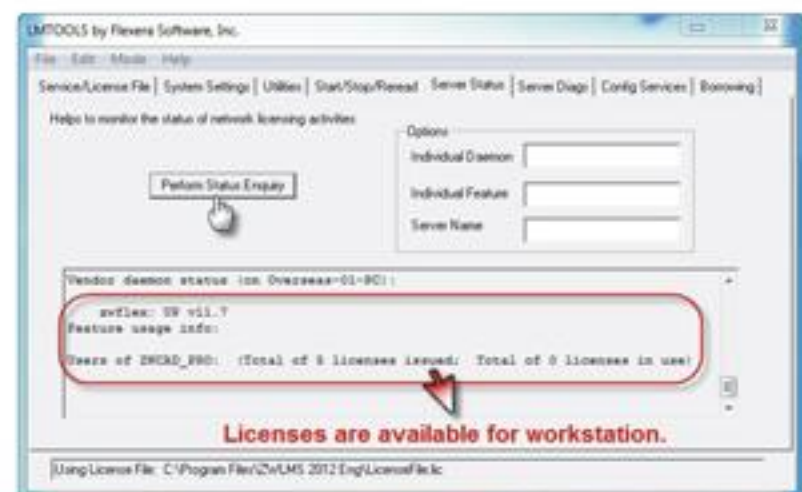
(12) To check if the service started successfully, click **Perform Status Enquiry** button in the **Server Status** tab. (P.3-21)
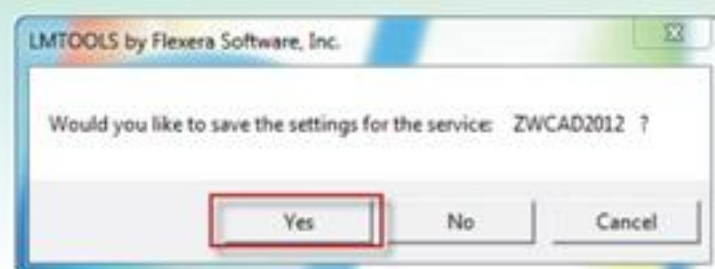
▲ P. 3-19 Confirm to Save Settings

Configuring Workstations

(1) On the desktop, double-click the **ZWCAD 2012** icon to launch ZWCAD 2012.

(2) In the Activation dialog box, select **Activation without a dongle (soft-encryption)**, and then click **Next**.

(3) Choose to configure the network environment. (P.3-22)

(4) Fill in the Server Name (or IP), check **Enable Network floating license**, and then click **Finish**. If the Server has started serving, ZWCAD 2012 on the workstation will be able to obtain authorization from the Server. (P.3-23)

▲ P. 3-22 Choose to Configure Network Environment

▲ P. 3-20 Start Server

▲ P. 3-21 Perform Status Enquiry

▲ P. 3-23 Specify Network Environment

3.2.4 Returning Network Licenses

When ZWCAD 2012 licenses have been activated on a Server, they apply to this Server only, but not valid for any other. If you need to change the Server, the licenses must be returned online from this Server to ZWSOFT, and then activated on the new one.

Use the License Manager to return network licenses. (This task must be performed on the Server.)

Note: Before returning licenses, please ensure that no licenses are in use,

a. Make sure you have stopped the service in the server before returning the license code, or it will fail. To stop the service, just go to LMTOOLS> *Start/Stop/Reread* tab, click button *Stop Server*. (P.3-24)
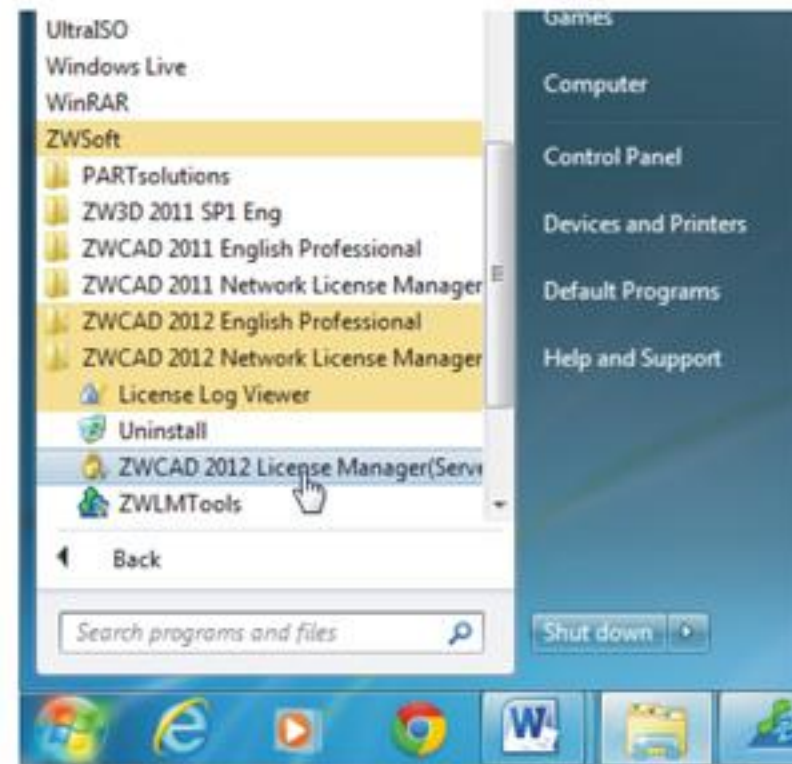
b. On the Windows taskbar, click the *Start* button, choose *All Programs* (or *Programs*), and then choose *ZWCAD 2012 Network License Manager from ZWSoft* directory.

c. Choose *License Manager*. (P.3-25)

The detailed operation is the same as that of returning Stand-Alone licenses. (Refer to Section 2.3).

▲ P. 3-24 Stop Server

▲ P. 3-25 Launch License Manager (Server)

3.2.5 Borrowing Licenses

Workstations can borrow licenses from a soft encryption authorized server for specified time-period which allows them to disconnect from the server after being authorized.

The licenses will be returned automatically when time runs out. The other way of returning the licenses is to do it manually.

Borrowing licenses

Use the Licenses Manager to borrow licenses. (This task must be performed on the Workstation.)

To borrow licenses, follow these steps:

(1) Launch the *License Manager* application, as follows:
a. On the Windows taskbar, click the *Start* button.
b. Choose *All Programs* (or *Programs*), and then choose *ZWCAD 2012 Professional* (Standard or Academic) from *ZWSoft* directory.
c. Choose *License Manager*. (P.3-26)

(2) Click *Borrow* (P.3-27), the borrow activation dialog box would be displayed as the figure shows (P.3-28).
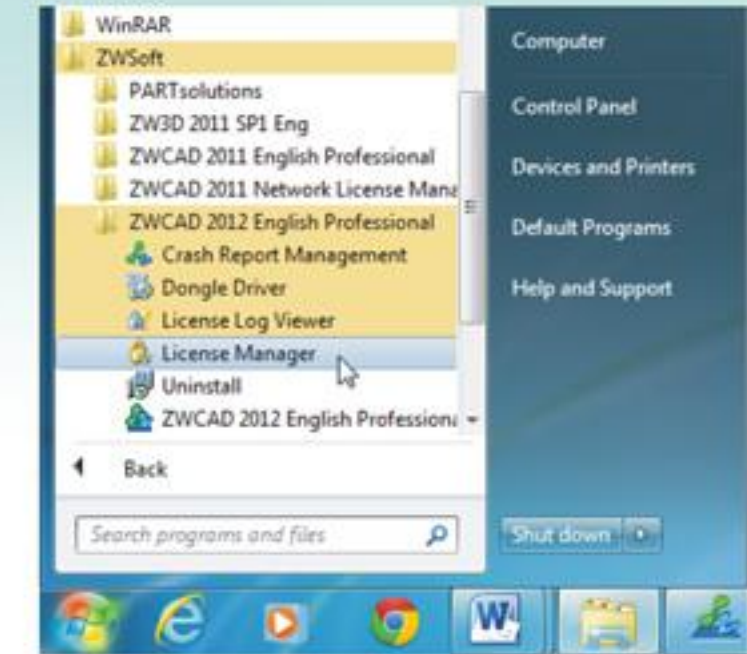
▲ P. 3-26 Launch License Manager
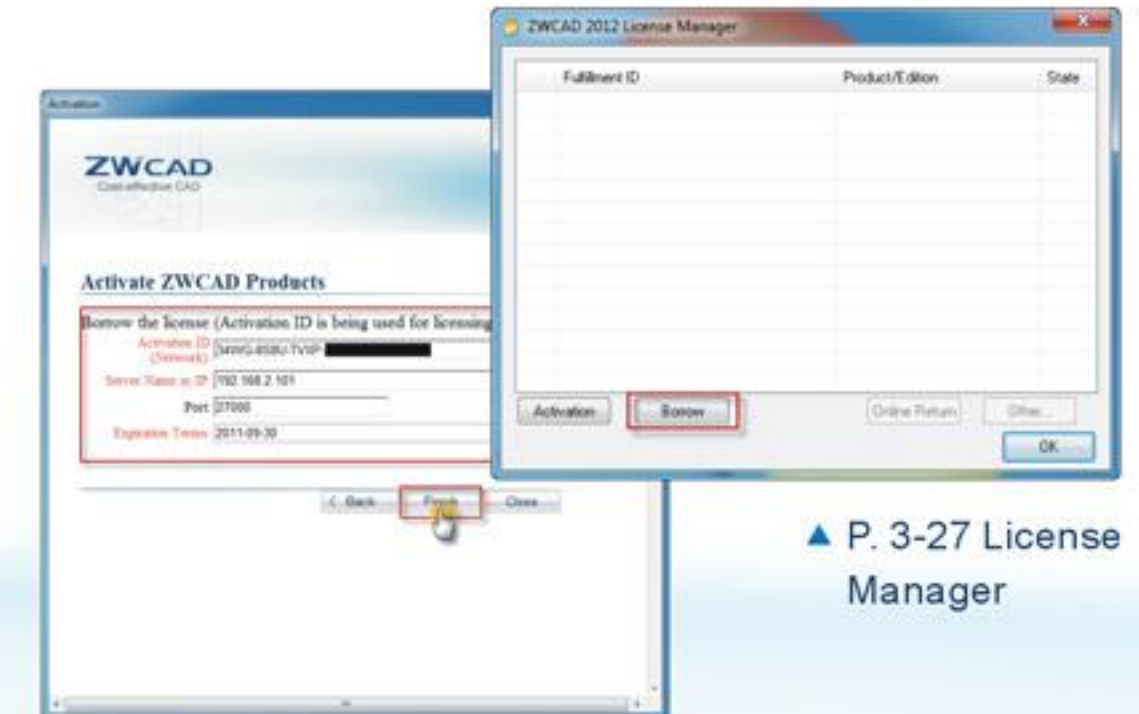
▲ P. 3-27 License Manager

▲ P. 3-28 Borrow a License

(3) Fill in the Activation ID (please insure it is for a network), the server Name or IP, port (the default port is 27000 and this is an optional item which is allowed to be empty), and the expiration terms. You can click the calendar icon to complete the expiration terms. After all of the information is filled, click **Finish**, and then you will get an activated successfully prompt like shown (P.3-29).

Returning licenses manually

If the time has not run out, and you want to return the license, you need to return it manually in the following steps (This task must be performed on the Workstation.)
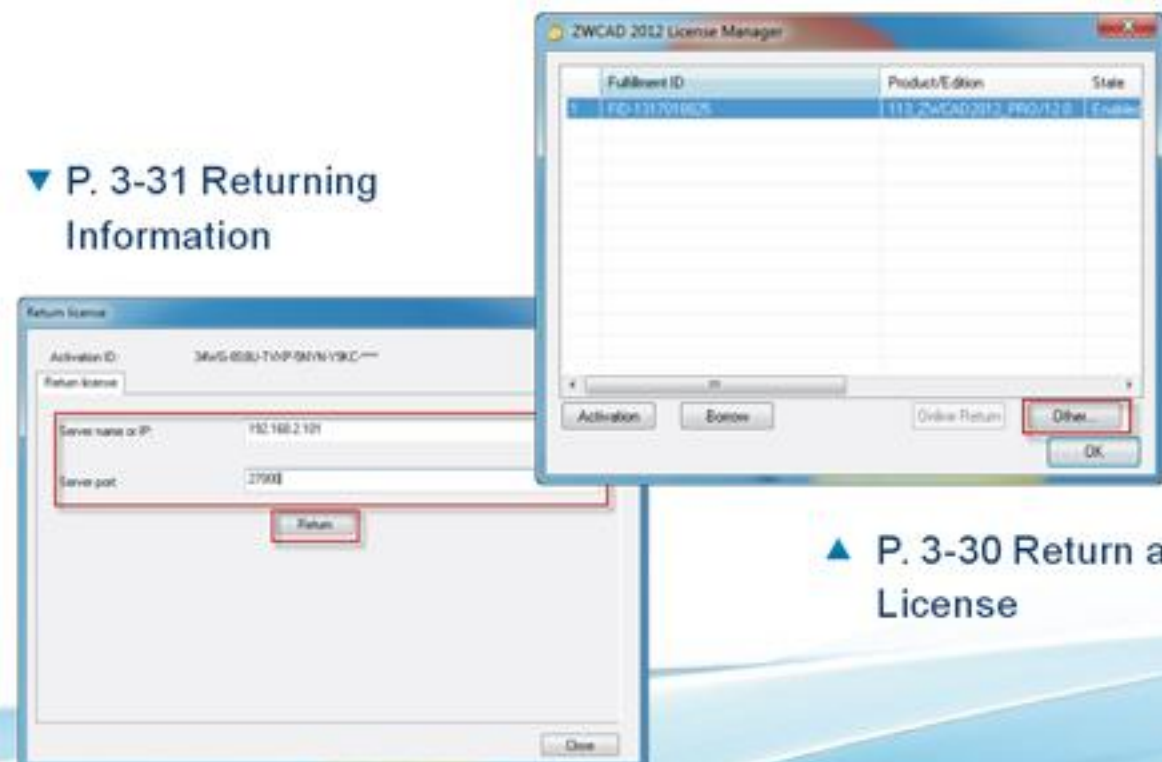
(1) Launch the **License Manager** application.

(2) Select the license be returned and then click **Other**. (P.3-30)

(3) The **Return license** dialog box will be displayed (P.3-31), Fill in the IP address of the server and the port (the default port is 27000), then click **Return**. The license will be successfully returned in a few seconds.

▲ P. 3-29 Succeed to Borrow a License

▼ P. 3-31 Returning Information

▲ P. 3-30 Return a License

4 FAQs & Technical Tips

Please Read the Following Tips for Successful Installation and License Activation

1. Computer Requirements:
a. Install and run ZWCAD under **Administrator** privileges.
b. Ensure your computer's **system time** matches the current time.
c. To use the license under a remote access environment, a network license is needed; a stand-alone license is not allowed.

2. Transferring Licenses:
a. To use your ZWCAD license on another computer, remember to release the license from the original computer first. *(You do not need to uninstall ZWCAD from this computer, only to release its license.)* Once released, your license can be used by another computer.
b. Remember to release the license from the computer before doing any of the following operations:
  i. Reformatting your computer's hard drive
  ii. Reinstalling the operating system
  iii. Making major hardware changes, such as adding an internal hard drive, replacing a hard drive or graphics board, or adding more RAM.
In the event that the license is not released before you have made the above two operations (i or ii), please note that the license should still be activated on the computer. Try to activate the license again. If it fails, please refer to tip 3, License Reactivation.

3. License Reactivation:
If your license fails due to some sort of changes on your computer such as a broken hard drive, an operating system reinstallation, etc. (as listed in tip 2, Transferring Licenses), please contact your local ZWCAD vendor to apply for license reactivation.

Note: The following sections provide the most common error messages displayed when activating or returning a ZWCAD 2012 license. Please read the following information to help you resolve problems you may encounter with stand-alone (see page 29) or network version (see page 34).

4.1 Stand-Alone Versions

Error message: "Activation ID should be 24-bit, and every 4-bit separated by "-", please check!"

Possible cause: The format of the activation ID number is incorrect.
Solution: The activation ID should be 24 characters long, with every fourth character separated by "-", for example: "8RJJ-QD4X-AVZ3-65BE-68WL-RJRV".

Error message: "Activate fail! The number of activated copies has reached the maximum quantity authorized. If you want to upgrade, please return the former activation ID first."

Possible cause 1: The activation ID is being used by another computer.
Solution: Please release the license from the original computer first, and then activate it on the new computer. For the status of your license(s), please log into the ZWCAD license activation self-service center at (http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do) (P. 4-1)

No available license

License has been used

▲ P. 4-1 Check License Status

Possible Cause 2: The previous activation ID was not returned
Reason:For upgraded licenses, the previous activation ID and the upgraded one share only one copy of the license. This means, for instance, that the 2011 license can only be upgraded to the 2012 license only after former 2011 license has been returned.
Solution: Return the previous license first and then activate the 2012 license. After the 2012 license has been successfully activated, the previous version of ZWCAD, on the same computer, will be automatically activated as well, while the previous activation ID will become disabled.

Error message: "Activation ID does not exist! Please check."

Possible cause 1: You have entered a wrong activation ID.
Solution: Pay special attention to 0 (zero), O, 2, and Z, since zeros look similar to the letter O, and twos look similar to the letter Z. We suggest that you input the activation ID by copying and pasting it.

Possible cause 2: Your computer failed to connect with the ZWCAD license activation self-service center.
Reason: When activating online, your computer needs to connect with the ZWCAD license activation self-service center. This message indicates that either the computer is not connected to the Internet, or that it is unable to connect to the self-service center through the Internet at http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do

Solution 1: To activate ZWCAD online, check the following issues:

a. To access the ZWCAD license activation self-service center, the computer needs to have port "8888" open.

b. Proxy server settings may block the access, and the setting shown in the following figure should be unchecked. Afterwards, open the ZWCAD license activation self-service center to see if you are able to access it through (http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do). If it can be opened, then retry the online activation.
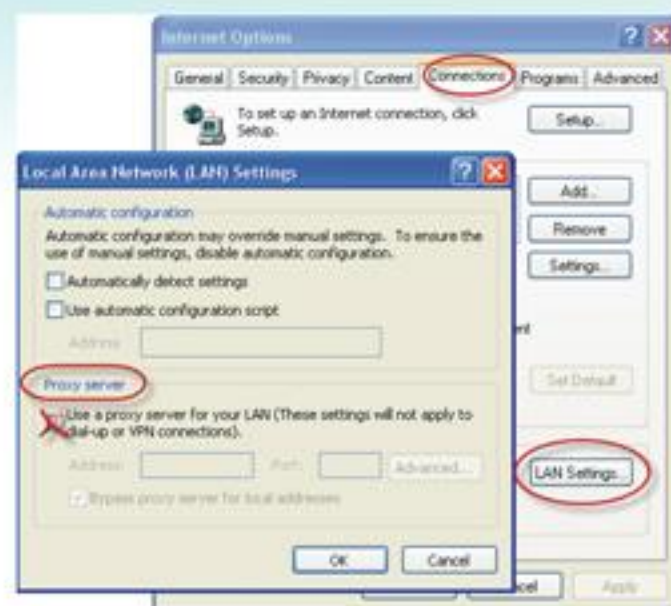
▲ P.4-2 Turn Off the Proxy Server in Browser

Solution 2: When the computer cannot connect with a network nor access the activation self-service center, you need to activate ZWCAD manually. Please refer to the Manual Activation Guide through Help → Installation and Registration → Stand-alone licensing Guide → Soft Key Activate → Activate with Activation ID.

Possible cause 3: The activation ID is not for the stand-alone version, but for the network version.

Solution: Refer to the Activation Guide to activate the network version. You can confirm the version of the activation ID through the activation self-service center. Refer to

Possible cause 4: The activation ID is expired. (If your license is permanent, you don't have to worry about this.)

Solution: You can check the expiration date from the ZWCAD activation self-service center at (http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do). (P.4-3) Contact your local ZWCAD reseller for a new activation ID.

**Activated successfully but It Runs as a Trial Version.** (P.4-4)

Possible cause 1: The computer didn't fulfill the activation requirements with regard to login status and system time.

Solution: Install and activate ZWCAD under admin privileges; ensure that the system date and time are the current time.

Possible cause 2: The *Enable Network Floating License* option is turned on.

Solution: Turn off *Enable Network Floating License* option, and then restart ZWCAD by the following steps: (P. 4-5)

1. Restart ZWCAD, and then select *Activate without a dongle (soft-encryption)*.
2. Click *Next*.
3. Following the figure illustrated below, uncheck the option *Enable Network floating license*.
4. Restart ZWCAD.
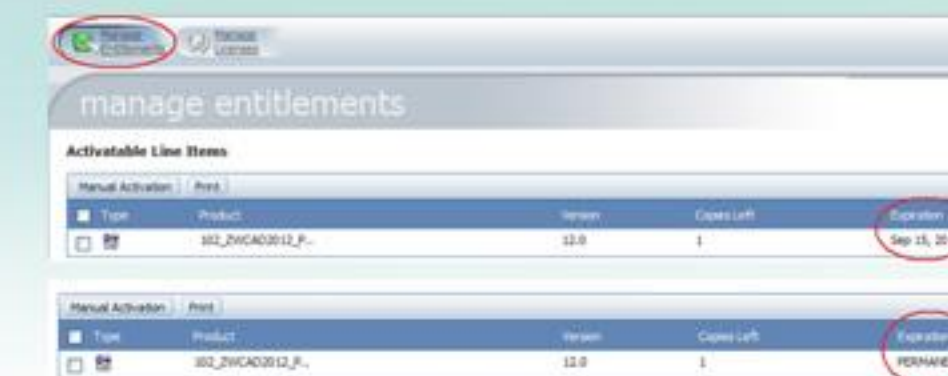
▲ P. 4-3 Check the Expiration Date

▲ P. 4-4 Succeed to Activate But Run As Trial Version

▲ P. 4-5 Turn off *Enable Network Floating License* option

Possible cause 3: The *Hardware Encryption* option is turned on.
Solution: Turn off the *Hardware Encryption* option, and then restart ZWCAD by following these steps: (P. 4-6)
1. Restart ZWCAD.
2. Select *Activate with a dongle (soft-encryption)*.
3. Click *Next*.
4. Uncheck the option *Hardware Encryption*.
5. Restart ZWCAD.

When you input the activation ID in the ZWCAD license activation self-service center, you receive the following error message: "The ID specified is invalid." (P.4-7)

Possible cause: The activation ID is incorrect.
Solution: The activation ID should be 24-character long, with every fourth characters separated by "-", for example "8RJJ-QD4X-AVZ3-65BE-68WL-RJRV".

▲ P. 4-6 Turn off *Hardware Encryption* option

▲ P. 4-7 Login the Self-service Center

4.2 Network Version

Note: When you cannot start the service successfully on the server, or when you cannot get a floating license from the server, please view the log files on the server and the workstation. The last line in the log will give you the error ID or a prompt message, through which you can determine the possible cause(s) of the error.

Example: A customer activated and configured the server successfully, and the server successfully distributed some licenses to the workstations. One workstation, however, failed. The customer checked that there were sufficient free licenses left and that the workstation IP was not blocked in the OPT file. As well, the Hardware Encryption option was turned off on the workstation.

Upon checking the log file on the workstation that failed to get the floating license (Start → All Programs → ZWSoft → ZWCAD 2012 English → License Log Viewer), the customer saw the message as shown by the figure below: error code:-170. (P. 4-8)

He cross-referenced the error code in the help document; see figure below. (P. 4-9)

From the message, the customer concluded that the workstation's date was wrong. All he needed to do was to adjust the time on the workstation. (P. 4-10)

If the server has a problem, please check the log file on the server in the same way: (Start → All Programs → ZWSoft → ZWCAD 2012 Network License Manager → License Log Viewer.

▲ P. 4-8 License Log Viewer in Workstation

▲ P. 4-9 License Log Viewer in Help Document

4.2.1 Server

Error message: "Activation ID does not exist! Please check！"

Possible cause 1: You may have entered a wrong activation ID.
Solution: Pay special attention to 0 (zero), O, 2, and Z. The zero (0) looks similar to O, and twos look similar to Z. We suggest that you input the activation ID by copying and pasting it.

Possible cause 2: The computer failed to connect with the ZWCAD activation self-service center.
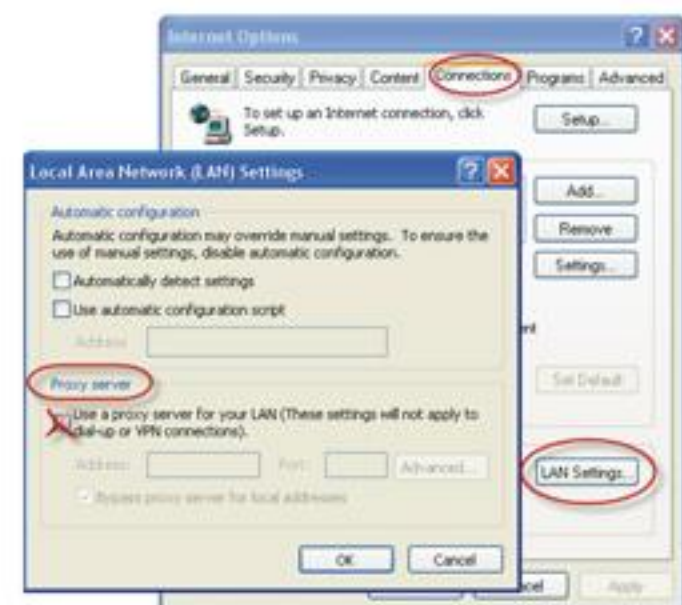
When activating online, the computer needs to connect to the ZWCAD activation self-service center. This message indicates that either the computer is not connected to the Internet, or that it is unable to connect to the activation center through the Internet at http://support.zwcad.net:8888/flexnet/operationsportal /showActivationIdLogon.do

Solution:
1. To activate ZWCAD online, ensure the following:
a. To access the ZWCAD license activation self-service center, the computer needs to have port "8888" open.
b. Proxy server settings may block the access, and the setting shown in the following figure should be unchecked. Afterwards, open the ZWCAD license activation self-service center to see if you are able to access it through http://support.Zwcad.net: 8888/flexnet/operationsportal/showActivationIdLogon.do. If it can be opened, then retry the online activation procedure.

▲ P. 4-10 Error code -170 Description in Help Document

▲ P. 4-11 Turn Off the Proxy Server in Browser

c. If the computer could neither connect with the network nor could access the activation center, then please activate ZWCAD manually. Please refer to the manual activation guide at **Help → Installation and Registration→Network licensing Guide→Soft Key Activate→ZWCAD Network License→Distribute Network License→Activate Authorized Server.**

Possible cause 3: The activation ID is not for a network version, but a stand-alone version.
Solution: You can check the version of the activation ID from the ZWCAD licensing center. Refer to How to distinguish between versions of activation IDs on page 45.

Possible cause 4: The activation ID has expired. (If your license is permanent, you don't have to worry about it.)
Solution: Check the expiration date from the ZWCAD licensing self-service center at http://support.zwcad.net:8888/flexnet /operationsportal/showActivationIdLogon.do. Contact your local ZWCAD reseller for a new activation ID. (P.4-12)

Error message: "Quantity of the license is incorrect, please check."

Possible cause 1: The quantity you input should not be greater than the quantity of licenses you purchased, or the available copies remaining.
Solution: Input the number of licenses that are still available. You can check the number of licenses remaining for your network activation ID by loging into the ZWCAD activation self-service center. For instance, the figure (P.4-13&P.4-14) shows that the activation D is licensed for six copies, and that two of them have been activated; thus, four are available.
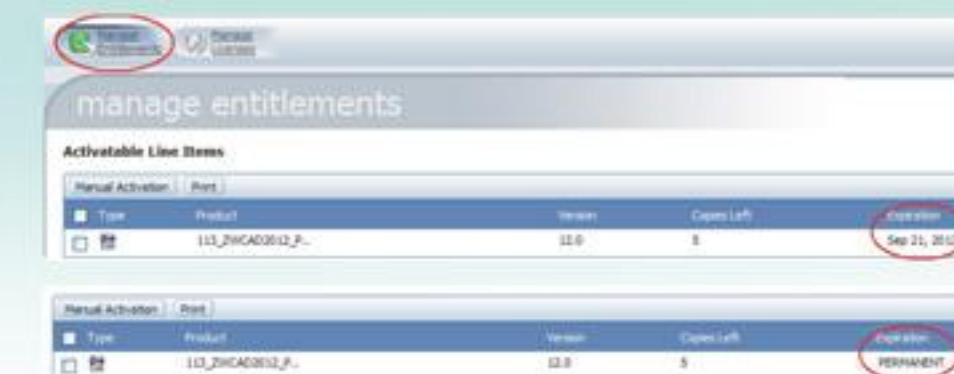
▲ P. 4-12 Checking the Expiration Date

▲ P. 4-13 Checking the Licenses Remaining

▲ P. 4-14 Checking the Quality in use

Possible Cause 2: The previous activation ID was not returned
Reason:For upgraded licenses, the previous activation ID and the upgraded one share the same copies of the licenses. This means, for instance, that if there is a network license of the 2011 version with 5 nodes already activated, after they are upgraded to 2012, you will only be able to activate the 2012 licenses after the 2011 licenses are returned.
Solution: Return the previous licenses first, and then activate the 2012 license.

How to make sure licenses on servers are available for workstations

After activating the server successfully, you need to configure the Network Server to start distributing licenses to ZWCAD on workstations. When you have configured the server and started it successfully, you will receive the following message in the dialog box by clicking the **Perform Status Enquiry** button on the **Server Status** tab. (P.4-15)

**Started server successfully but was unable to distribute licenses to the workstation.** (P.4-16)

▲ P. 4-15 Performing a Status Enquiry
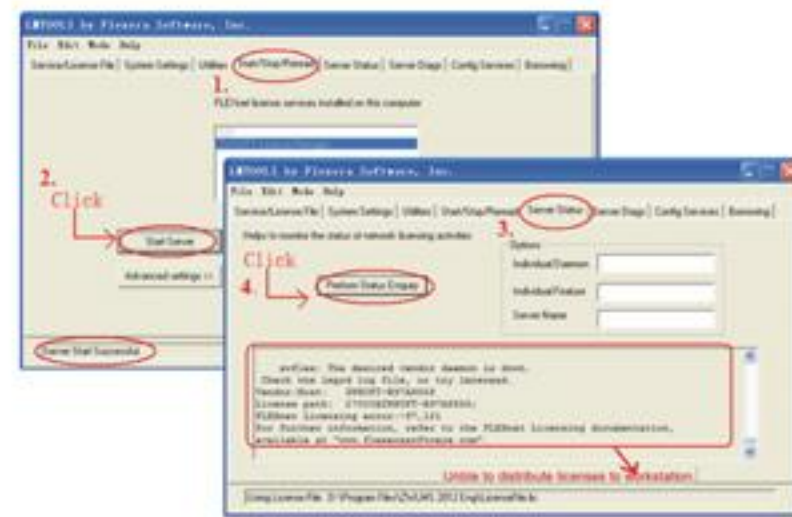
▲ P. 4-16 Unable to Distribute Licenses to Workstation

Possible cause 1: The license file could not be found by the license server manager.
Solution 1: Check the option "LMTOOLS ignores license file path environment variables" in "**Service/License File**" tab as shown below. Reread the license file, and then perform the status enquiry again.

Possible cause 2: The problem is due to an unknown reason.
Solution1: Remove the current service, and then configure a new one according to following steps:
Step1. Stop the current service. (P.4-17)
Step 2. Remove the service (P.4-18)
Step 3. Check whether the service is removed, or not: Go to the Services Manager by selecting **Start → Run** and then enter "**services.msc**". Determine if the service you removed still exists; if it does, then stop it. (P.4-19)
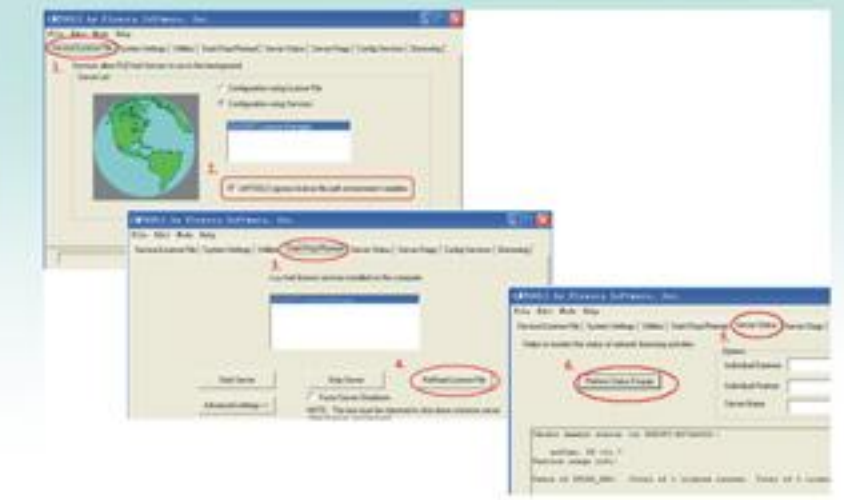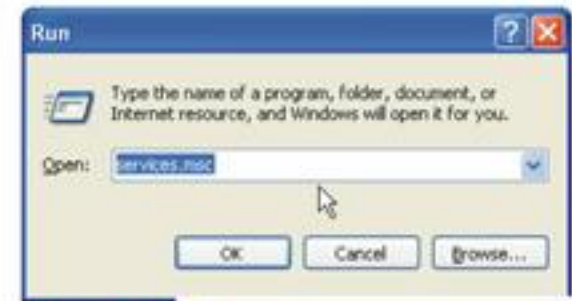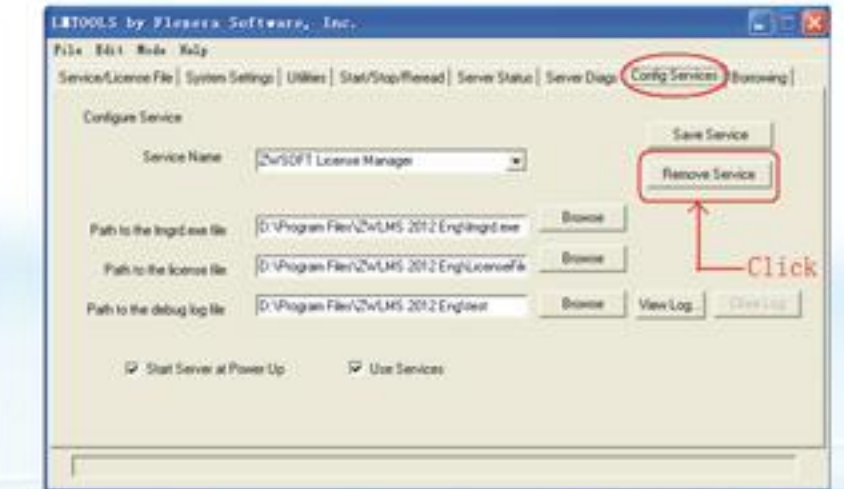
◄ P. 4-19 Opening the Services Manager

▲ P. 4-17 Stop the current service
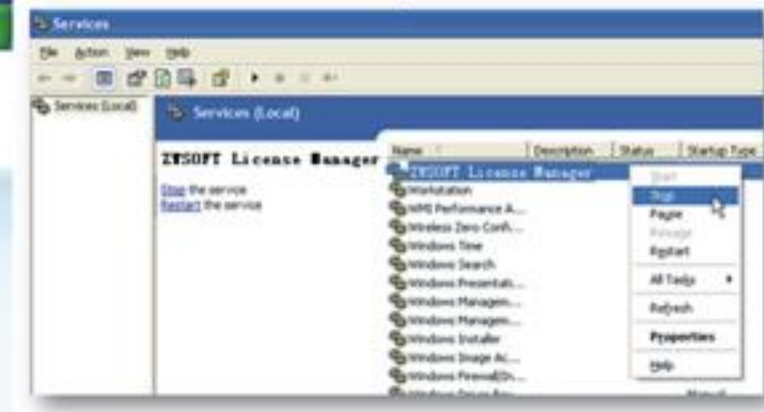
▲ P. 4-19 Stop the Current Service for ZWCAD

▲ P. 4-18 Remove the current service

Step 4. Create a new service in LMTools, and then save it.
Step 5. Start it. (P.4-20)

Solution 2: If Solution 1 doesn't work, then try to force a server shutdown. Restart it, and then reread the license file. (P.4-21)
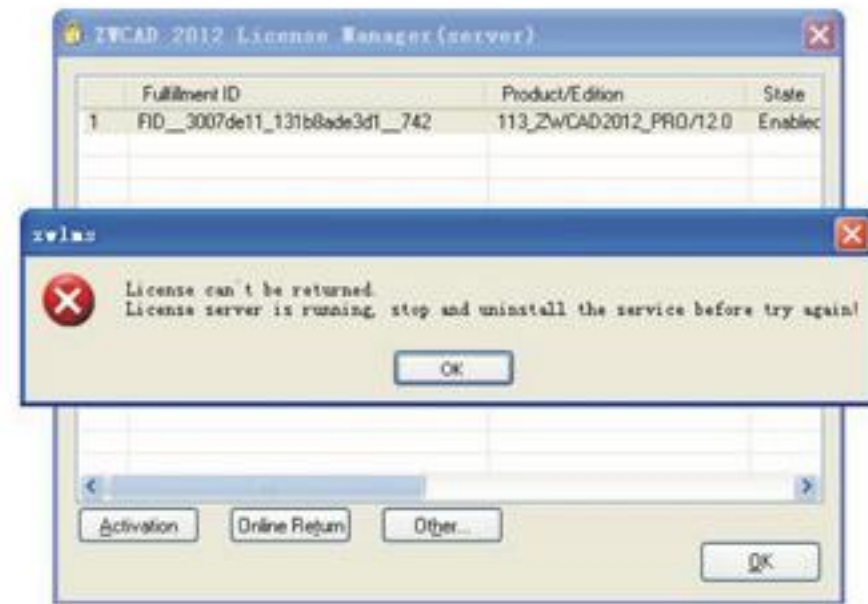
Error message: "License can't be returned. License server is running, stop and uninstall the service before try again!" (P.4-22)
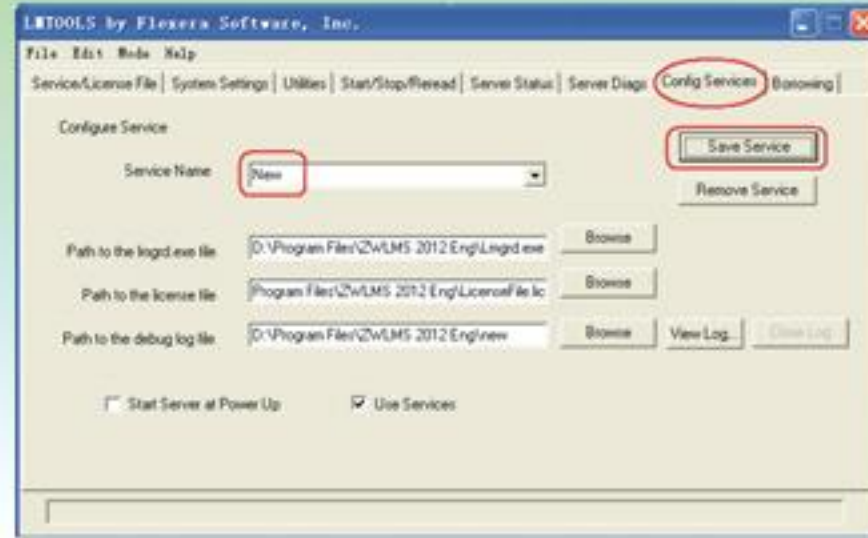
▲ P. 4-20 Configuring a New Service
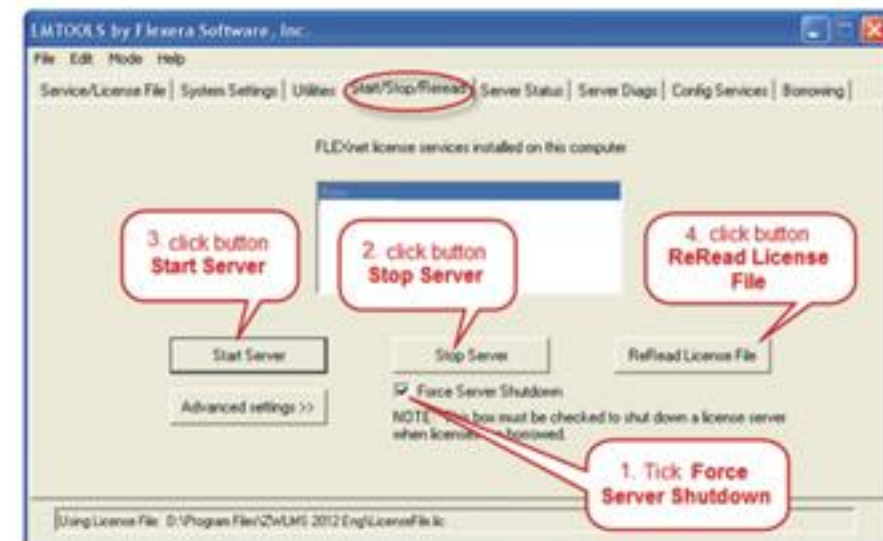
▲ P. 4-21 Force the Server Shutdown and Restart it

▲ P. 4-22 License Server Is Running

Possible cause: The server is still working.
Solution: Stop the server. Go to **LMTOOLS > Start/Stop/Reread** tab, and then click the **Stop Server** button. (P.4-23)

Error message: "Return failed" (P.4-24)
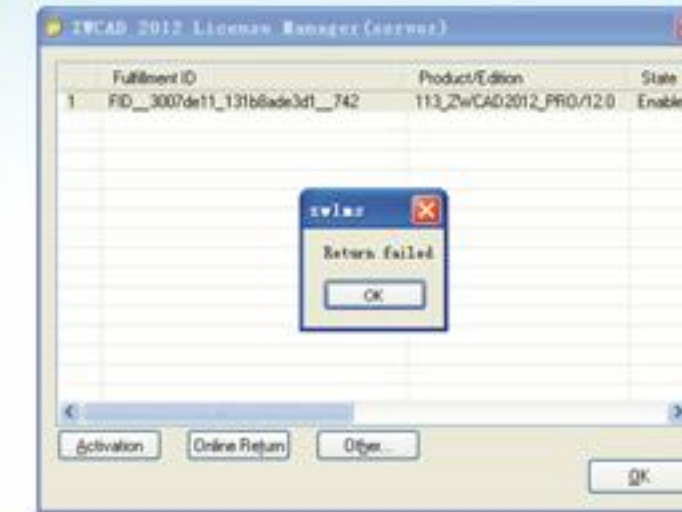
▲ P. 4-24 Return Failed

Possible cause: The computer is either not connected to the Internet, or it is unable to connect to the ZWCAD activation self-service center through the Internet.
Solution: Try to return the activation ID manually. Please refer to the help document for instructions on how to return license offline **(Help → Installation and Registration → ZWCAD License Manager → License Manager (Server))**

Error message: "Return failed, Ensure all fulfillment record from this fulfillment are returned!" (P.4-25)
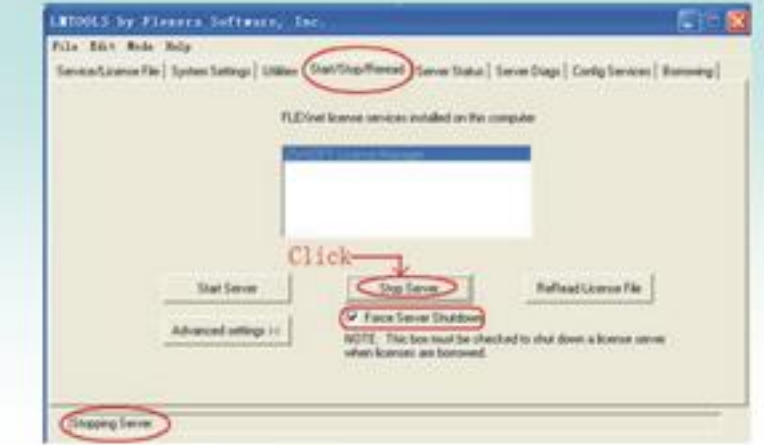
▲ P. 4-23 Stop the Server
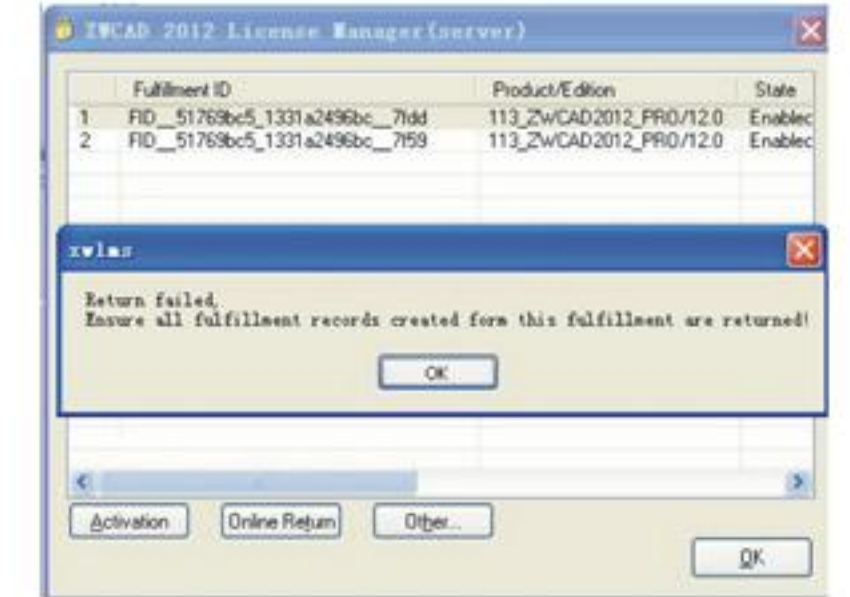
▲ P. 4-25 Fulfillment Records Are not Returned

Possible cause: One or more licenses have been borrowed and haven't been returned to the server.
Solution: Return all borrowed licenses from the workstations back to the server. Please refer to the manual in help document about how to return borrowed licenses: *Help → Installation and Registration → Network Licensing Guide → Soft Key Activate → ZWCAD Network License Manager → Distribute Network Licenses → Activate and Register ZWCAD workstation*

4.2.2 Workstation

Workstation fails to get License from server

Possible cause 1: The workstation cannot connect with the server.
Solution: Check the connection to the server by pinging it. Click *Start*, choose *Run*, and then enter *ping* and the server's IP address.

Possible cause 2: The service on the server has not been started successfully.
Solution: Check the licensing status on the server. Refer to **How to make sure the licenses on server are available for workstation**

Possible cause 3: The version of ZWCAD installed on the workstation is different from the one indicated by the server's license code.
a. The Professional license code is activated through the ZWCAD Network License Manager, while ZWCAD Standard is installed on the workstation. The workstation will fail to get license from the server, as ZWCAD Standard cannot be activated with a Professional license, and vice versa.
b. The activation ID you activated on the server is for a previous version of the software, such as ZWCAD 2011 or 2010, while workstation has ZWCAD installed. A higher version of ZWCAD cannot be activated with the license of a lower version.

Solution: Ensure the version of ZWCAD installed on workstation is lower or the same as the licensed version on server. For instance, both need to be the Professional version of 2012.

To check the version of your activation ID, please refer to How to distinguish between versions of activation IDS.

Possible cause 4: The *Hardware Encryption* option is turned on.
Solution: Turn off the *Hardware Encryption* option and then restart ZWCAD using the following steps: (P. 4-26)
1. Restart ZWCAD.
2. Select *Activate with a dongle (soft-encryption)*.
3. Click *Next*.
4. Uncheck the *Hardware Encryption* option.
5. Restart ZWCAD.

Possible cause 5: The operating system's firewall may be blocking licensing on the server.
Solution: We recommend that you turn off the Windows firewall on both the server and the workstation. If you must use it, then please make sure that the programs or services listed below have been allowed to pass through the firewall. Follow the figure to check and set the Windows firewall. (P. 4-27)
1. zwflex.exe
2. Lmgrd.exe

You can find the programs in the installation folder of the ZWCAD Network License Manager. (P. 4-28)

▲ P. 4-26 Turn off Hardware Encryption option

▲ P. 4-27 Check and Set the Firewall Setting

▲ P. 4-28 The Directory of Lmgrd.exe and Zwflex.exe

Possible cause 6: The number of workstations using licenses equals the maximum number of available licenses.

For example, if you purchased five copies with your network activation ID and five workstations are already running ZWCAD, then no more licenses are available. The sixth workstation will not be able to get a license from the server. On the sixth workstation, you will see the message (shown below) at the lower-righthand corner of ZWCAD. (P. 4-29)

Solution: Free up more licenses by one of the following methods:
a. To free up a license, quit ZWCAD on one workstation.
b. Contact ZWSOFT to purchase more licenses for your activation ID. We can increase the licenses on your current network license code, or provide you with a new code that includes more licenses.

Possible cause 7: The Options file on the server may restrict the workstation from obtaining a license from the ZWCAD Network License Manager. (The Options file manages licenses over the network.) A workstation cannot get a license when the Options file blocks it.

▲ P. 4-29 No Free Floating License Bubble

▲ P. 4-30 ZWFLEX File Directory

Solution: You can open the Options file in Notepad. It is located in the installation path of the ZWCAD Network License Manager, such as D:\Program files\ZWLMS 2012 Eng. (P.4-30)
The workstation cannot get a license when it is blocked by the contents of this file, as shown by the following entry in the file: (P.4-31)

Exclude ZWCAD internet 192.168.0.5

This means that a workstation whose IP (Internet protocol) address is 192.168.0.5 is prevented from obtaining a license from the server.

To release the restriction, please follow steps shown below:
On the server:
1. Comment out that line starting with "#", and then save the file.
For example: #Exclude ZWCAD internet 192.168.0.5.
2. Restart the service by first stopping it, and then starting it again.
3. Reread the license file in LMTools.

On the workstation:
1. Restart ZWCAD.

If you have never modified the Options file, then it will contain no restrictions. If you are unsure about the settings in the Options file, please refer to the Help documents at *Help* → *Installation and Registration* → *Network Licensing Guide* → *Soft Key Activate* → *ZWCAD Network License Manager* → *Distribute Network Licenses Using an Activation Code* → *Configure Authorized Server*, or email a copy of the Options file to us at tech@zwcad.com.
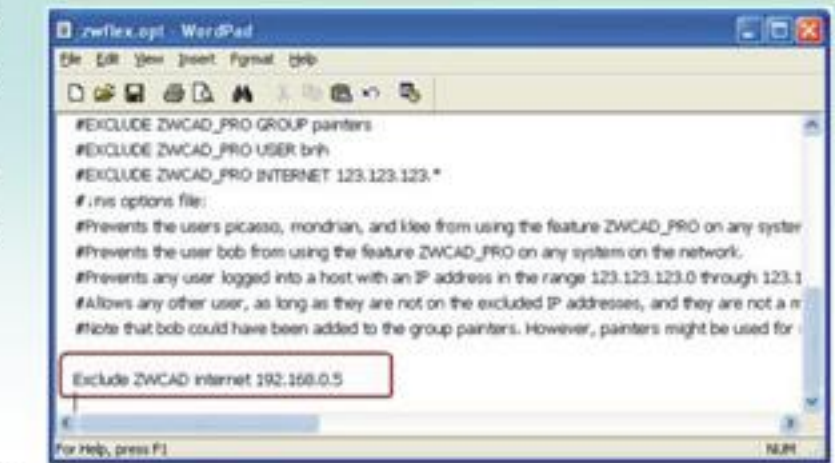
▲ P. 4-31 Excluding ZWCAD from Network Access

4.3 Others

How to Distinguish between different Versions of Activation IDs

To activate successfully, the version of the activation ID should match the version of ZWCAD. You can check the version numbers on the ZWCAD activation self-service center by following these steps:

Step 1: Use the activation ID to log into the ZWCAD activation self-service center at http://support.zwcad.net:8888/flexnet /operationsportal/showActivationIdLogon.do.

Step 2: The prefix number of the activation ID indicates its version. For instance, the prefix '101' indicates that this activation ID is for ZWCAD 2012 Standard stand-alone version. (P.4-33) The table below lists the meaning of all prefix numbers.

◀ P. 4-33 Versions of the Activation ID

ZWCAD 2012	Standard	Professional	Academic
Stand-Alone version	101	102	103
Network version	112	113	114
ZWCAD 2011	Standard	Professional	Academic
Stand-Alone version	049	050	051
Network version	060	061	062
ZWCAD 2010	Standard	Professional	Academic
Stand-Alone version	021	022	023
Network version	030	031	032
ZWCAD 2009	Standard	Professional	Academic
Stand-Alone version	002	003	004
Network version	011	012	013

▲ P. 4-33

How to check whether the activation ID is used or free.

Use the activation ID to log into the ZWCAD activation self -service center at http://support.zwcad.net:8888/flexnet /operationsportal/showActivationIdLogon.do (P.4-34&P.4-35).

▲ P.4-32 Log On to Activation Self-service Center with Activation ID

&

This stand-alone activation ID is free.

▲ 4-34 The Activation ID is Free

This stand-alone activation ID is being used.

▲ P. 4-35 The Activation ID is Being Used

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 and 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.