

ZWCAD™ 2011

Installation & Activation Guide

ZWSOFT
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ZWCAD Reliable CAD for 2D & 3D Design!

 Powered by IntelliCAD Technology Consortium

Preface

Welcome to ZWCAD!

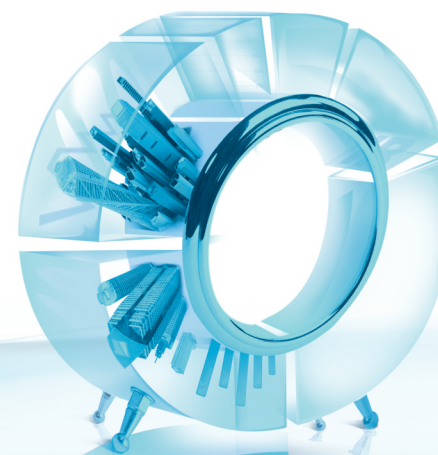
The *ZWCAD 2011 Installation & Activation Guide* describes procedures involved in the installation and activation of ZWCAD 2011, and provides you with additional information on some frequently asked questions and answers. For advanced settings or usage, please refer to **Help** documentations in the 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.

ZWCAD 2011 Installation & Activation Guide

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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 2011**. (P.2-1)

(3) Choose the version you purchased. For instance, if you have purchased the Professional version, click **Install ZWCAD 2011 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 2011 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

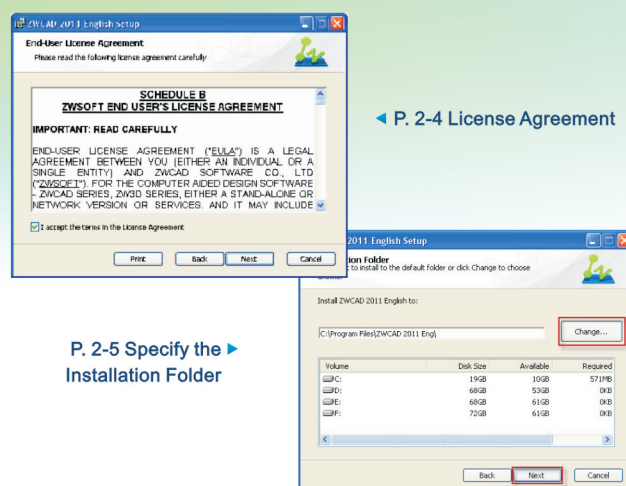
(5) Please read **ZWSOFT END-USER LICENSE AGREEMENT** carefully, and then click **Next**. (If you do not agree with the terms and conditions, click **Cancel** to quit the installation.) (P.2-4)

(6) Click **Change** to specify an installation folder for ZWCAD 2011. Alternatively, you can keep the default path. And click **Next** to continue. (P.2-5)

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

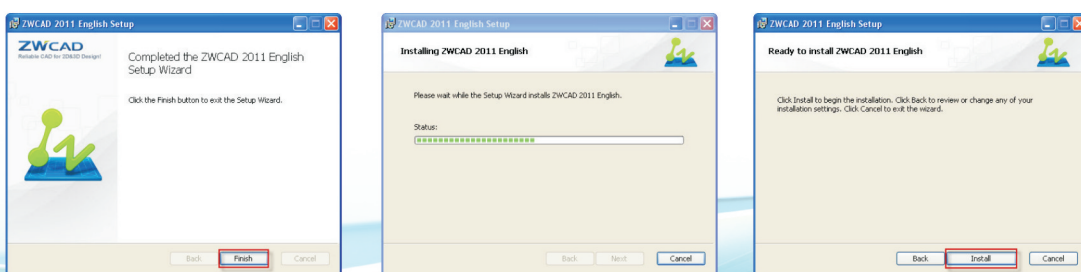
(8) Please wait for the installation to be completed. (P.2-7)

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



◀ P. 2-4 License Agreement

P. 2-5 Specify the Installation Folder ▶



▶ P. 2-8 Complete the Installation

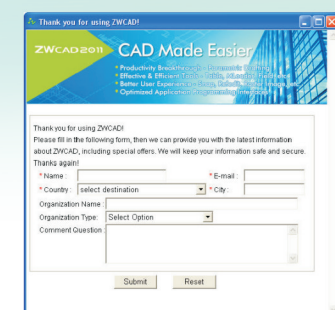
▶ P. 2-7 Installing Status

▶ P. 2-6 Ready to Install

(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. 2-10 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 2011.

2.2.1 Activating Online

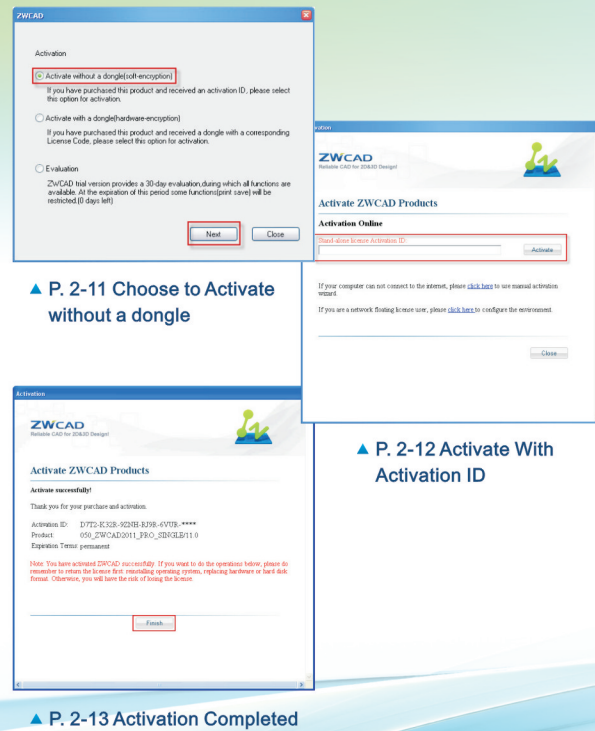
Please follow these steps to activate ZWCAD online:

(1) On the desktop, double-click the **ZWCAD 2011** icon to launch ZWCAD 2011. 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)

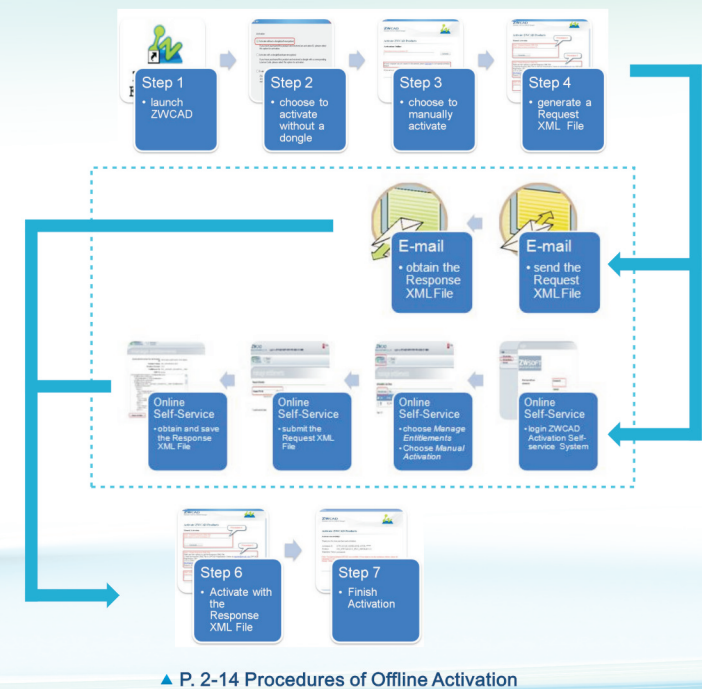
(3) Enter the Activation ID (Soft Key) in the text box, and then click **Activate**. The activation will be successful after a few seconds. (P.2-12)

(4) Click **Finish**. (P.2-13)



2.2.2 Activating Offline

In case of no Internet connection on the local computer, you can activate ZWCAD 2011 through procedures illustrated by the chart (P.2-14).



The detailed procedures are as follows.

(1) On the desktop, double-click **ZWCAD 2011** icon to launch ZWCAD 2011.

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

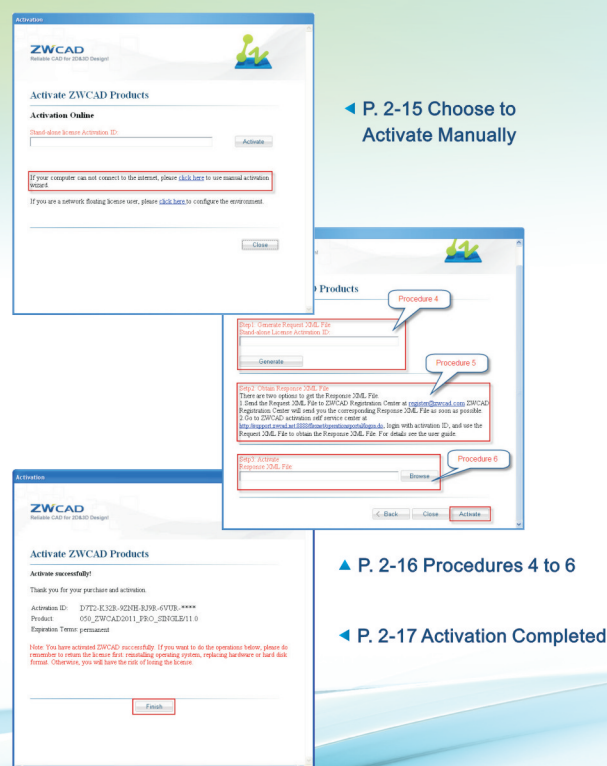
(3) Choose to activate manually. (P.2-15)

(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)



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:

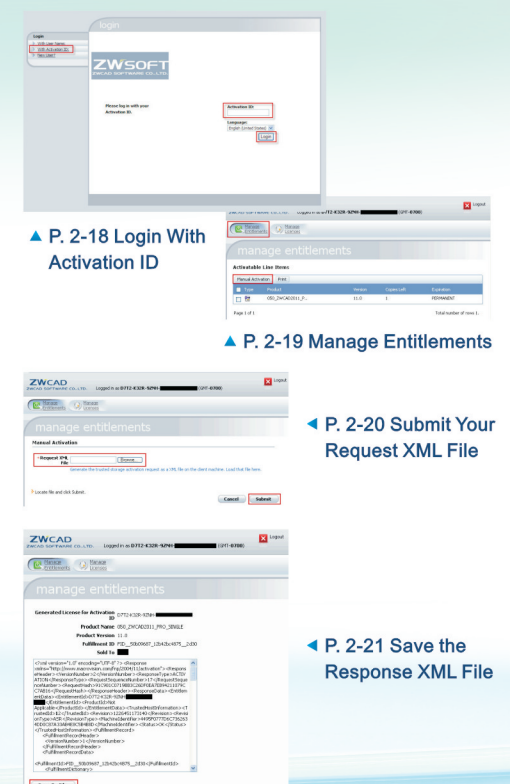
(1) Go to the ZWCAD Activation Self-service Center at: <http://support.zwcad.net:8888/flexnet/operationsportal/login.do>

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)



2.3 Returning a License

Once ZWCAD 2011 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 2011 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.

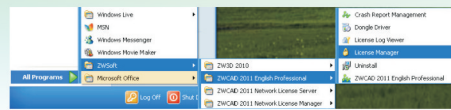
The procedure for returning licenses is similar to that of activation, and two approaches are available: returning online or offline.

2.3.1 Returning Online

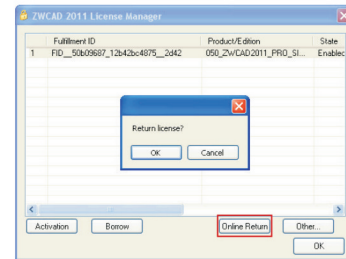
To return licenses online, follow these steps:

- (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 2011 Professional** (Standard or Academic) from **ZWSOFT** directory.
 - c. Choose **License Manager**. (P.2-22)

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



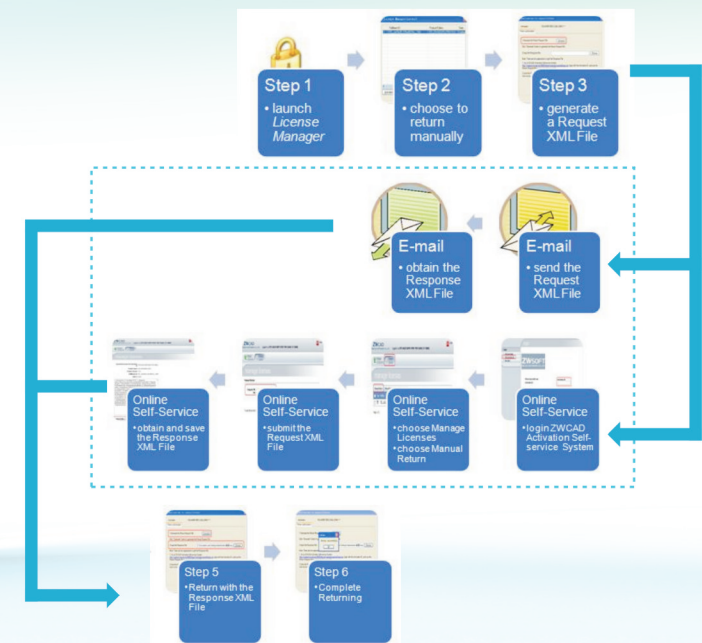
▲ P. 2-22 Launch License Manager



▲ P. 2-23 Return a License

2.3.2 Returning Offline

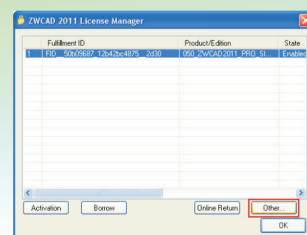
In case of no Internet connection on the local computer, you can return ZWCAD 2011 license through procedures demonstrated by the diagram (P.2-24).



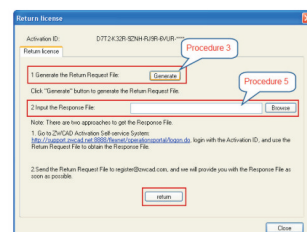
▲ P. 2-24 Procedures of Returning License Offline

Detailed procedures are as follows:

- (1) Launch the **License Manager** application.
- (2) Select the license to return 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.

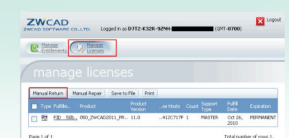
Option 2: Online Self-Service

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

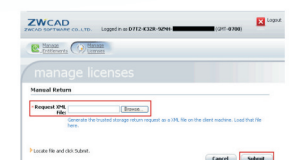
- (2) Choose **Manage Licenses**, and then click **Manual Return**. (P.2-27)

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

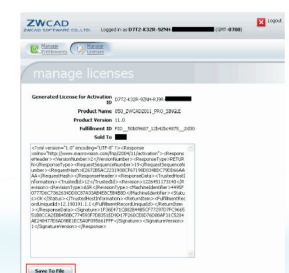
- (4) You will see the information of the corresponding Response XML File. Please save the file onto the local computer. (P.2-29)



▲ 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 2011 should be installed on each Workstation computer, and ZWCAD Network License Manager should be installed on the Server for license management.

◆ On Workstations:

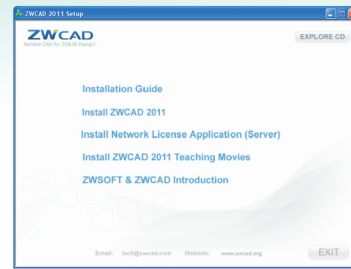
The installation is the same as that of a Stand-Alone version. Please refer to Section 2.1.

◆ 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 2011 Network License Manager**. (P.3-2)



▲ P. 3-1 CD Main Menu



▲ P. 3-2 CD Network License Menu

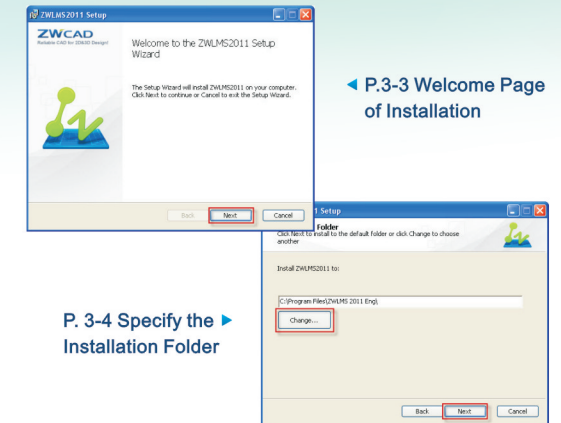
(4) On the Welcome page of **ZWLMS2011 Setup** dialog box, click **Next** to continue. (P.3-3)

(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)

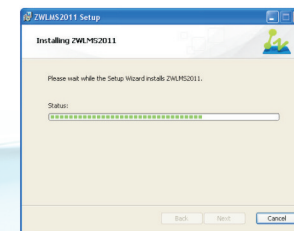
(6) Click **Install**. (P.3-5)

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

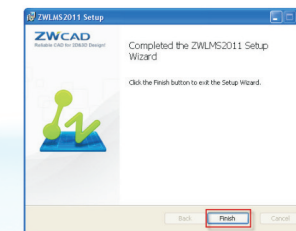
(8) Click **Finish** to complete the installation. (P.3-7)



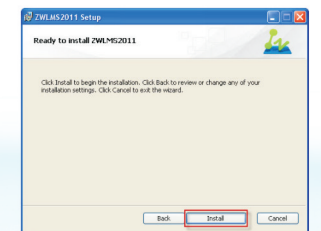
P. 3-4 Specify the Installation Folder



▲ 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 2011.)

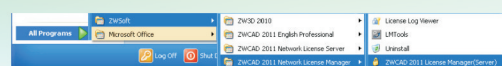
3.2.1 Activating Online

To activate online, follow these steps:

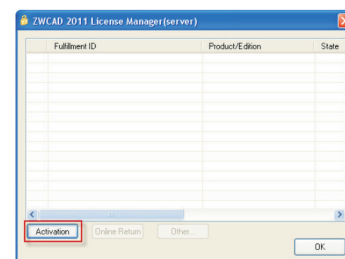
(1) Launch License Manager, as follows:

- On the Windows taskbar, click the **Start** button.
- Choose **All Programs** (or **Programs**), and then choose **ZWCAD 2011 Network License Manager** from **ZWSOFT** directory.
- Choose **ZWCAD 2011 License Manager (server)**. (P.3-8)

(2) In the **ZWCAD 2011 License Manager (server)** dialog box, click **Activation**. (P.3-9)



▲ P. 3-8 Launch License Manager (Server)

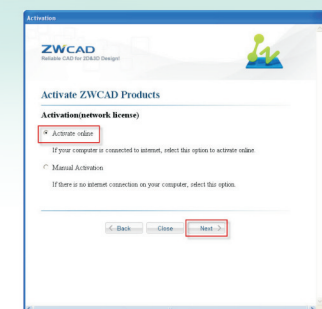


▲ P. 3-9 Choose Activation

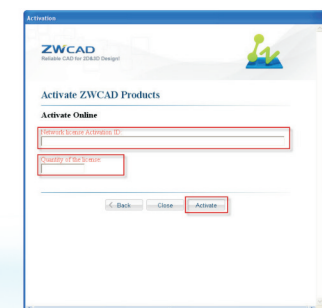
(3) In the Activation dialog box, choose **Activate Online**, and then click **Next**. (P.3-10)

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

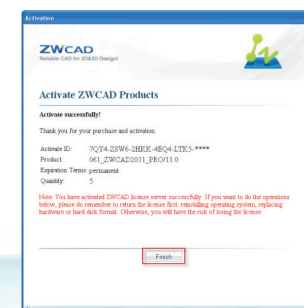
(5) Activation will be completed in a few seconds. Click **Finish**. (P.3-12)



▲ P. 3-10 Choose to Activate Online



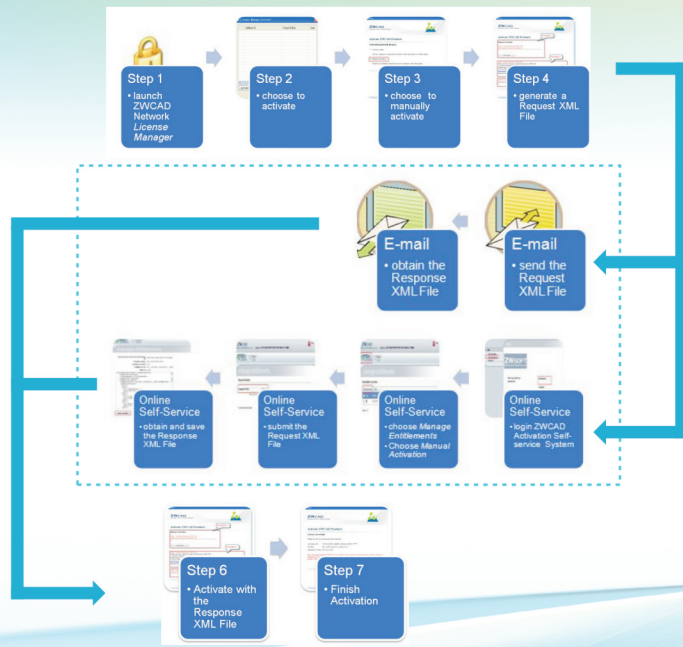
▲ P. 3-11 Enter Activation ID and Specify License Quantity



▲ P. 3-12 Activation Completed

3.2.2 Activating Offline

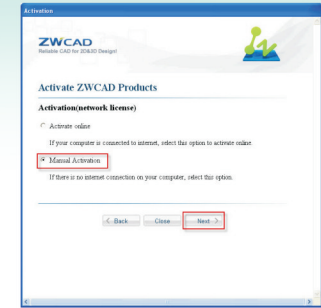
In case of no Internet connection on the local computer (Server), activation can be performed through procedures illustrated by the chart (P.3-13).



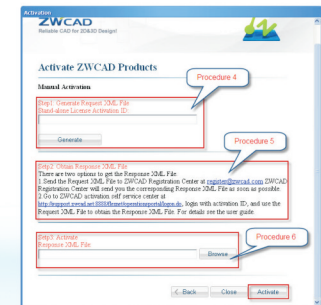
▲ P. 3-13 Procedures of Offline Activation

Detailed procedures are as follows.

- (1) Launch **License Manager (server)**. (P.3-8)
- (2) In the **ZWCAD 2011 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



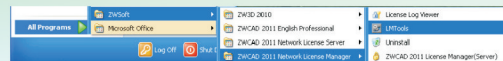
▲ P. 3-15 Procedures 4 to 6

3.2.3 Using Network Licenses

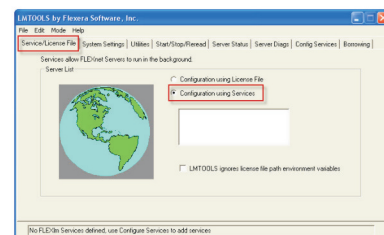
Configurations should be performed on both the Server and Workstation Computers.

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

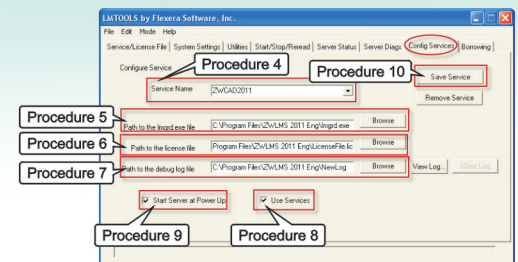


▲ P. 3-16 Run LMTools



▲ 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)



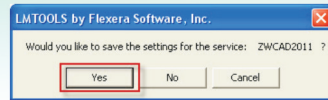
▲ P. 3-18 Procedures 3 to 10



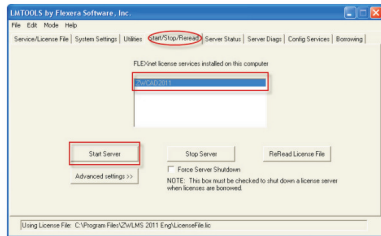
(10) Click **Save Service** to save the new configuration under the service name specified in procedure (4). Then click **Yes** to confirm. (P.3-18) (P.3-19)

(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)

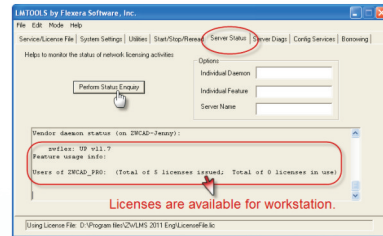
(12) To check if the service started successfully, click **Perform Status Enquiry** button in the **Server Status** tab. (P.3-21)



▲ P. 3-19 Confirm to Save Settings



▲ P. 3-20 Start Server



▲ P. 3-21 Perform Status Enquiry

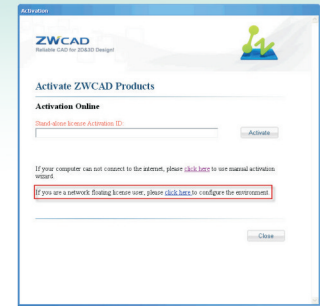
Configuring Workstations

(1) On the desktop, double-click the **ZWCAD 2011** icon to launch ZWCAD 2011.

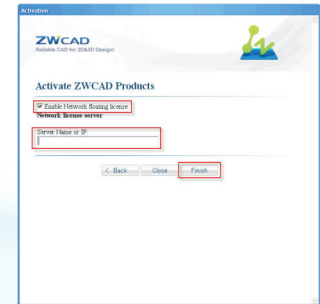
(2) In the Activation dialog box, select **Activation without a Dongle (soft-encryption)**, and then click **Next**.

(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 2011 on the workstation will be able to obtain authorization from the Server. (P.3-23)



▲ P. 3-22 Choose to Configure Network Environment



▲ P. 3-23 Specify Network Environment

3.2.4 Returning Network Licenses

When ZWCAD 2011 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.

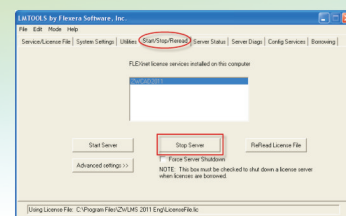
Note: Before returning licenses, please ensure that no licenses are in use,

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 LMTTOOLS> **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 2011 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.

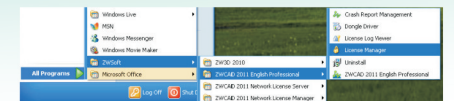
Borrowing licenses

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

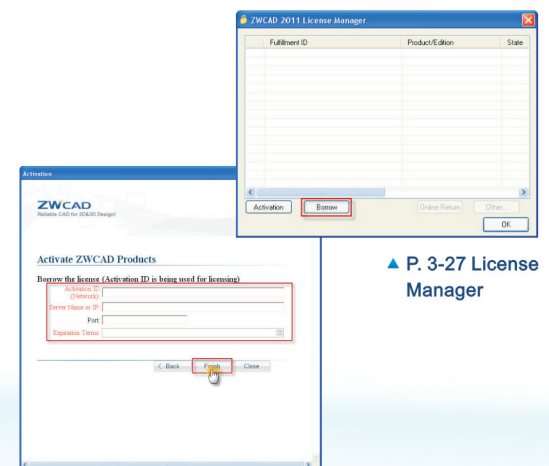
To borrow licenses, follow these steps:

(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 2011 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).



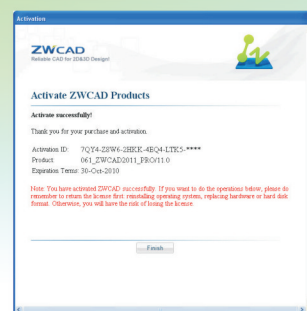
▲ P. 3-26 Launch License Manager



▲ 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).



▲ P. 3-29 Succeed to Borrow a License

Returning licenses manually

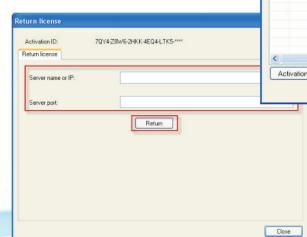
If the time has not run out, and you want to return the license, you need to return it manually in the following steps (This task must be performed on the Workstation.)

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

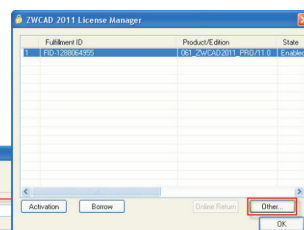
(2) Select the license to return and then click **Other**. (P.3-30)

(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. 3-31 Returning Information



▲ P. 3-30 Return a License



4 FAQs & Technical Tips

Please Read These Tips for Successful Installation & Activation

1. Install and run ZWCAD under **Administrator** privileges.
2. Ensure your computer's system time matches the current time.
3. To use your ZWCAD license on another computer, remember to first return the license from the original computer. (You do not need to uninstall ZWCAD from the original computer, only to return its license.) Your license can then be used on the other computer.
4. Remember to return the license before doing any of the following operations:
 - a) Reformatting your computer's hard drive.
 - b) Reinstalling the operating system.
 - c) Making major hardware changes – such as adding an internal hard disk, replacing the graphics board, or adding more RAM.
5. Don't change the MAC address of network interface card.

Notice: Here are the most common error messages displayed when activating or returning ZWCAD 2011. Please use the following information to help you resolve any problems you may have with the stand-alone (on page 29) or network version (on page 32).

4.1 Stand-Alone Version

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

Possible cause: The format of the activation ID is wrong.

Solution: Activation ID should be 24-bit, and every 4-bit separated by “-”, for example: “8RJJ-QD4X-AVZ3-65BE-68WL-RJRV” .

Error message: “Activate failed, please check!”

Possible cause: When activating online, the computer needs to connect to the ZWCAD License Center. This message indicates that either the computer is not connected to the Internet, or that it is unable to connect to the ZWCAD License Center through the Internet.

Solution: Try to activate the software manually in the same manner as if the computer is not connected to the Internet. (An Internet connection is required only when clicking the **Activate** button for online activation. The computer does not need to be online when running ZWCAD at any other time.)

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

Possible cause 1: enter a wrong activation ID.

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, if possible.

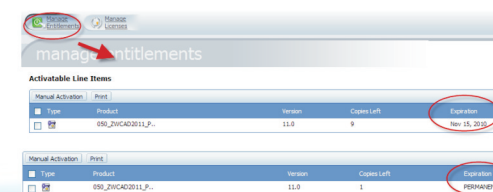
Possible cause 2: the activation ID is not for stand-alone version, it is for network version.

Solution: Refer to the activation guide to activate network version. You can check what the version of the activation ID from ZWCAD Licensing Self-Service Center. Refer to **How to distinguish between versions of activation IDs** (on page 41).

Possible cause 3: the activation ID is expired.

Solution: Contact ZWCAD local reseller for a new activation ID, you can check the expiration date from ZWCAD Licensing Self-Service Center: (<http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do>). (P.4-1)

If your license is permanent, you don't have to worry about this case.



▲ P. 4-1 Check the Expiration Date

Activated Successfully But Runs as a Trial Version. (P.4-2)

Possible cause 1: The version of the activation ID doesn't match that of ZWCAD. For example the professional activation ID must be used to activate ZWCAD Professional, the standard activation ID for ZWCAD Standard, and the academic activation ID for ZWCAD Academic.

Solution: Uninstall the current ZWCAD program, and then install the correct version. To check the version of your activation ID, please refer to **How to distinguish between versions of activation IDs** (on page 41).

Possible cause 2: The activation ID is not for ZWCAD 2011, it is for ZWCAD 2009 or ZWCAD 2010.

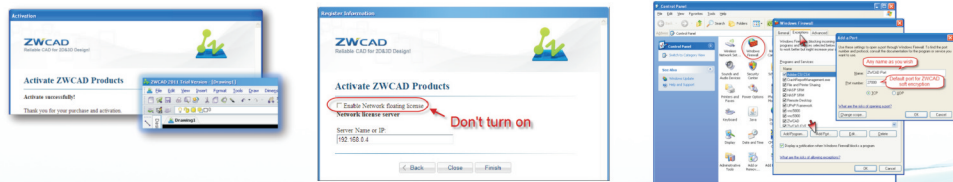
Solution: Please contact ZWCAD local reseller or contact sales@zwcad.com to upgrade the activation ID to 2011 version. To check the version of your activation ID, please refer to **How to distinguish between versions of activation IDs** (on page 41).

Possible cause 3: The network floating license of soft encryption is turned on.

Solution: Please turn off the **Enable Network Floating License** option and then use the activation ID to activate again. (P.4-3)

Possible cause 4: The firewall blocked ZWCAD's port. The default port for ZWCAD's software encryption is 27000.

Solution: Add port 27000 to exception list of firewall: (P.4-4)



▲ P. 4-2 Succeed to Activate But Run As Trial Version

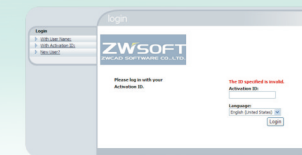
▲ P. 4-3 Turning off the Enable Network Floating License Option

▲ P. 4-4 Adding Port to the Firewall's Exception List

Input the activation ID in Licensing Self-service Center then got the error message: "The ID specified is invalid." (P.4-5)

Possible cause: The activation ID is incorrect.

Solution: Activation ID should be 24-bit, and every 4-bit separated by "-", for example: "8RJJ-QD4X-AVZ3-65BE-68WL-RJRV" .



▲ P. 4-5 Login the Self-service Center

4.2 Network Version

4.2.1 Workstation

Workstation fails to get License from server

Possible cause 1: The license is not available on server.

Solution: Check the licensing status on server. Refer to **How to make sure the licenses on server are available for workstation** (on page 36)

Possible cause 2: The workstation is not connected to the server.

Solution: Try to connect to the server. You can check the connection between server and workstation by pinging it. (Click **Start**, choose **Run**, enter **ping** and **the server's IP address**.)

Possible cause 3: The version of ZWCAD installed on the workstation may be different from the one indicated by the server's license code. For example, if you use a Professional license code to activate ZWCAD Network License Manager, but you installed ZWCAD Standard on the workstation, then ZWCAD Standard will not be able to obtain a license from the server.

Solution: On the workstation, uninstall ZWCAD Standard, and then install ZWCAD Professional.

Possible cause 4: If you enable **Network Floating License** from the prompt dialog box when launching ZWCAD, it will run as trial version. (P.4-6)

Solution: Relaunch ZWCAD.

Possible cause 5: The number of licenses running on workstations 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.

Solution: Free up licenses by one of the following methods:

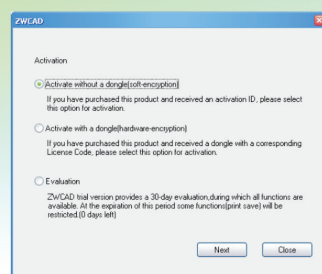
- Let one workstation quit ZWCAD to free up its license.
- Contact ZWSOFT to purchase more licenses for your activation ID. We can increase the licenses included with your network license code, or provide you with a new code that includes more licenses. But you must RETURN the license code to us before we can change it.

Possible cause 6: The operating system's firewall may be blocking licensing on the server or workstation.

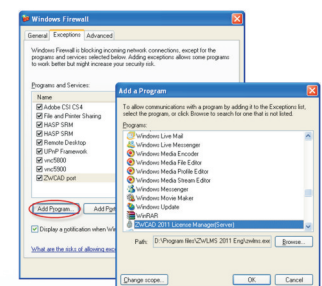
Solution: Add ZWCAD, ZWCAD Network License Manager and the port to the exception list of firewall both on workstation and server.

On the workstation, add ZWCAD and its port number (27000, by default) to the firewall's exception list. On the server, add ZWCAD Network License Manager and its port (27000, by default) to the firewall's exception list.

On the Windows taskbar, click the **Start** button. Choose **Control Panel**, and then choose Windows Firewall. On the server: (P.4-7)



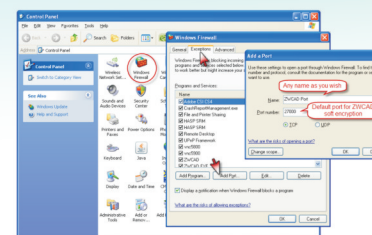
▲ P. 4-6 Activate From the Prompt Dialog



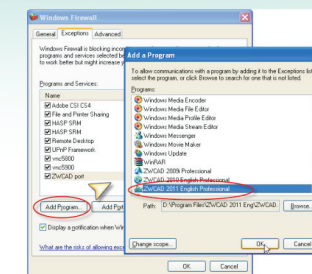
▲ P. 4-7 Add ZWCAD License Server to Firewall Exception List

On the workstation: (P.4-8)

Both on the server and the workstation: (P.4-9)



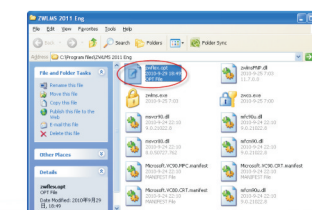
▲ P. 4-9 Add Port to Firewall Exception List



▲ P. 4-8 Add ZWCAD to Firewall Exception List

Possible cause 7: The Options file may be restricting the workstation from obtaining a license from the ZWCAD Network License Manager. The Options file manages licenses over the network. The workstation cannot get a license if the Options file blocks it.

Solution: You can open the file in Notepad. (The file is located on the installation path of the ZWCAD Network License Manager, such as C:\Program files\ZWLMS 2011 Eng.) (P.4-10)



▲ P. 4-10 ZWFLEX File Directory

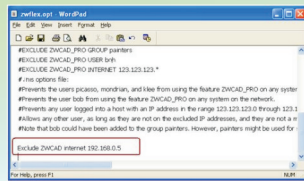
The workstation cannot get a license when it is blocked by the contents of this file, as shown by the following entry in the file: (P.4-11)

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.

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: **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.

Possible cause 8: The activation ID you have activated on server is for ZWCAD 2009 or 2010, it is not for ZWCAD 2011. **Solution:** Please contact ZWCAD local reseller to upgrade the activation ID to 2011 version. To check the version of your activation ID, please refer to **How to distinguish between versions of activation IDs** (on page 41).



▲ P. 4-11 Excluding ZWCAD From Network Access

4.2.2 Server

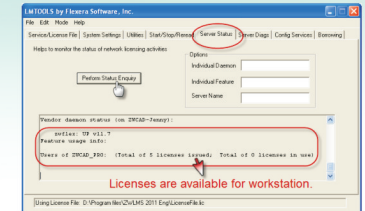
How to make sure the licenses on server are available for workstation?

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 Perform Status dialog box by clicking the **Perform Status Enquiry** button on the **Server Status** tab. (P.4-12)

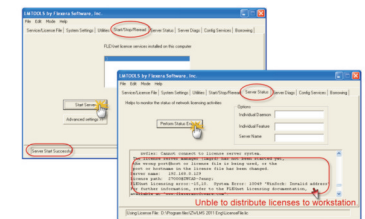
Start server successfully but unable to distribute licenses to workstation. (P.4-13)

Possible cause 1: The MAC address of the network card has been modified due to a certain reason. **Solution:** Change the MAC address back to the original address.

Possible cause 2: The problem is due to some unknown reason. **Solution1:** Re-configure the service according to following steps.



▲ P. 4-12 Performing a Status Enquiry

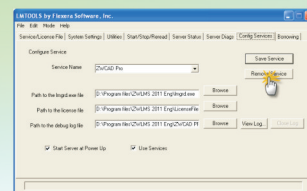


▲ P. 4-13 Unable to Distribute Licenses to Workstation

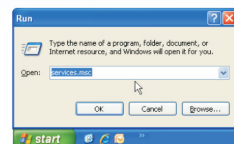
Step1. Remove the existing service that you configured in LMTools. (P.4-14)

Step2. Stop the service in the operation system. **Start> Run> services.msc**, find the existing service you configured and stop it. (P.4-15&P.4-16)

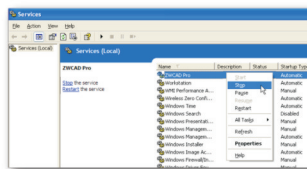
Step3. Create a new service in LMTools and start it. (P.4-17)



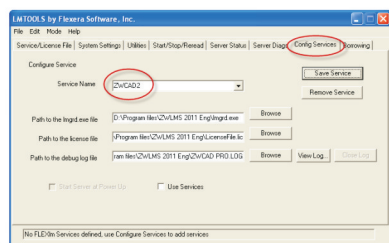
▲ P. 4-14 Removing the Existing Service



▲ P. 4-15 Opening the Services Manager



▲ P. 4-16 Stop the Current Service for ZWCAD



▲ P. 4-17 Configuring a New Service

Solution2: If Solution 1 above doesn't work, try to force the server shutdown and then restart it. (P.4-18)

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

Possible cause 1: The computer is not connected to the Internet, or it is unable to connect to the ZWCAD Licensing Self-Service Center through the Internet.

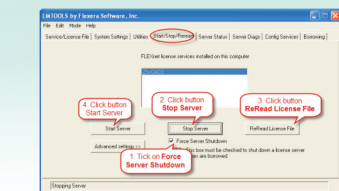
Solution: Try to activate manually as if the computer is unable to connect to the Internet. (An Internet connection is required only when clicking the **Activate** button for online activation. The computer does not need to be online when running ZWCAD at any other time.)

Possible cause 2: The activation ID 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, if possible.

Possible cause 3: the activation ID is not for network version; it is for stand-alone version.

Solution: You can check what the version of the activation ID from ZWCAD Licensing Center is. Refer to **How to distinguish between versions of activation IDs** (on page 41).



▲ P. 4-18 Force the Server Shutdown and Restart it

Possible cause 4: the activation ID has expired.
 Solution: Contact ZWCAD local reseller for a new activation ID, you can check the expiration date from ZWCAD Licensing Self-Service Center: (P.4-19)(<http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do>).

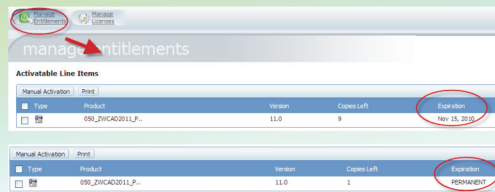
If your license is permanent, you don't have to worry about this case.

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

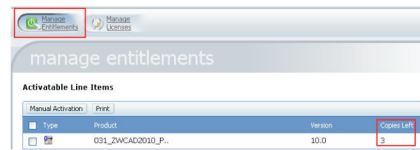
Possible cause: The quantity you input should not be greater than the quantity of licenses you purchased, or the available copies remaining.

Solution: Input the number of licenses that are available. You can check the number of licenses remaining for your network activation ID by logging in to the ZWCAD Licensing Self-Service Center.

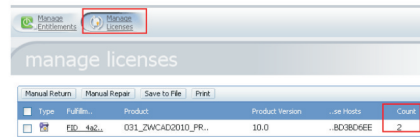
For instance, the figure (P.4-20&P.4-21) shows that the activation ID is licensed for five copies and that two of them have been activated.



▲ P. 4-19 Checking the Expiration Date



▲ P. 4-20 Checking the Licenses Remaining



▲ P. 4-21 Checking the Total Quality of Nodes

Error message: "License can't be returned. License server is running, stop and uninstall the service before try again!" (P.4-22)

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

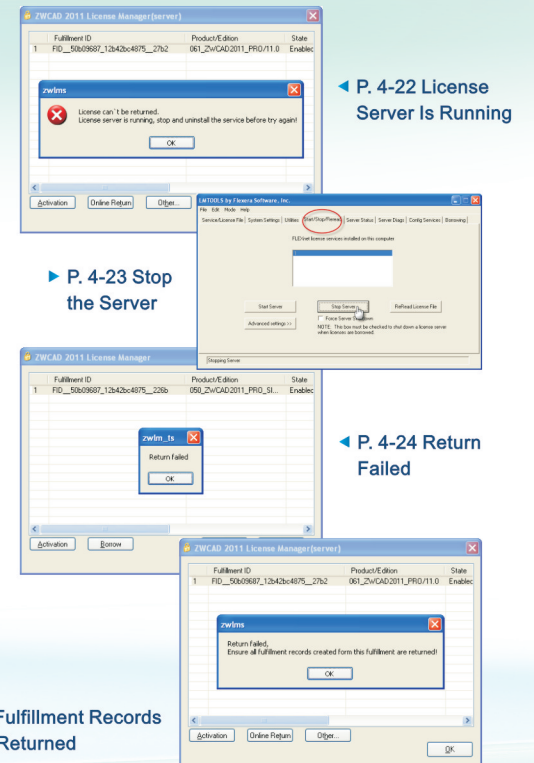
Error message: "Return failed" (P.4-24)

Possible cause: The computer is not connected to the Internet, or that it is unable to connect to the ZWCAD License Center through the Internet.

Solution: Try to return the activation ID manually as if the computer is unable to connect to the Internet. (An Internet connection is required only when clicking the **Activate** button for online return. The computer does not need to be online when running ZWCAD at any other time.)

Error message: "Return failed, Ensure all fulfillment records from this fulfillment are returned!" (P.4-25)

Possible cause: One or more licenses have been borrowed and haven't been returned to the server.
Solution: Return all borrowed licenses back to the server.



▲ P. 4-22 License Server Is Running

▶ P. 4-23 Stop the Server

▲ P. 4-24 Return Failed

▶ P. 4-25 Fulfillment Records Are not Returned

4.3 Others

How to Distinguish Between Versions of Activation IDs

The version of the activation ID should match the version of ZWCAD to activate successfully. You can check the version of activation ID on ZWCAD Licensing Self-service Center.

Step 1: Use the activation ID to log on the ZWCAD Licensing Self-service Center (<http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do>).

Step 2: The prefix number of the activation ID indicates its version. For example, the prefix number '049' in Licensing Self-service Center indicates that this activation ID is for ZWCAD 2011 Standard & Stand-Alone version. (P.4-26)

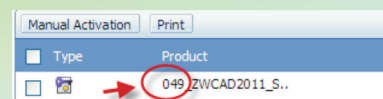
ZWCAD 2011	Standard	Professional	Academic
Stand-Alone version	049	050	051
Network version	060	061	062

ZWCAD 2010	Standard	Professional	Academic
Stand-Alone version	021	022	023
Network version	030	031	032

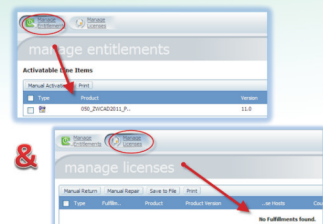
ZWCAD 2009	Standard	Professional	Academic
Stand-Alone version	002	003	004
Network version	011	012	013

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

Use the activation ID to log on the ZWCAD Licensing Self-service Center. (P.4-27&P.4-28)(<http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do>).

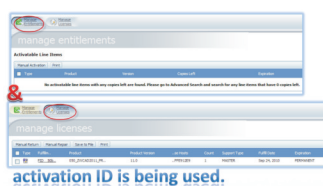


▲ P. 4-26 Versions of the Activation ID



The activation ID is free

▲ P. 4-27 The Activation ID is Free



activation ID is being used.

▲ P. 4-28 The Activation ID is Being Used

5 Service & Support

You can get service and support by contacting us through:

Technical Mailbox: tech@zwcad.com
 Please describe your technical problem in details and attach any relevant information. We will respond to you within three working days after receiving your email.

Instant Messenger: MSN: tech_zw@hotmail.com Skype: tech_zw
 Live IM support is available every working day between 8:30 a.m. and 5:30 p.m. GMT+8.

Chat on zwcad.org: Technical Live Support
 To chat with a ZWCAD technician, go to www.zwcad.org, and then click the icon for Live Technical Support. This service is available every working day between 8:30 a.m. and 5:30 p.m. GMT+8. After working hours, you may leave a message, and our staff will answer your question in the next working day.

Help Forum:
 ZWCAD hosts an online discussion group on our website. Visit <http://classic.zwcad.org/forum/default.asp> to ask questions or share your expertise in ZWCAD.

More Information:
 Consult the SUPPORT section of the ZWCAD website to get more information, such as Demonstration, Documentation, FAQs, et cetera.

