

## **DataCAD 17 Softlock**

DataCAD 17 uses a software-based license management option, referred to as a “softlock,” in lieu of the hardware-based USB license key, or “hardlock” used by older versions. Each DataCAD softlock-protected license that you purchase can be activated on only one computer at a time. This method of copy protection requires a connection to the Internet in order to activate and validate your license. Once the license has been activated, you may disconnect from the Internet and continue using DataCAD.

## **Universal Installer**

DataCAD 17 is now available as a single, downloadable file with a universal installer. It can be run in demo mode for 30 days, or activated as DataCAD LT 17, DataCAD 17 Professional (PE) or DataCAD 17 Subscription Edition (SE). You may purchase an activation code for DataCAD LT 17, DataCAD 17 Professional or DataCAD 17 Subscription Edition at any time. If you purchase an activation code for DataCAD LT 17 and later wish to convert it to DataCAD 17 Professional or DataCAD 17 Subscription Edition, you simply purchase a new activation code to enable the professional-level features. Since the following license activation instructions relate to DataCAD LT 17, DataCAD 17 Professional, and DataCAD 17 Subscription Edition, we refer to them simply as “DataCAD.”

## **Installation**

When you install DataCAD 17, the default location is C:\DataCAD 17\. The universal installer always looks for a prior version of DataCAD, and will do nothing destructive to the old version. We recommend that you do not install DataCAD into a sub-folder of the program files folder, as the User Account Control security scheme in Windows can interfere with program operation.

## **Evaluation**

When you run DataCAD for the first time, you are presented with three options: Purchase DataCAD 17 Online, Activate DataCAD 17 or Evaluate DataCAD 17. The option to evaluate is only available if you have not previously purchased and activated a license on this computer. Once you have purchased and activated your license, the evaluate option is no longer available, even if you deactivate the license.

The first time you pick the option to Evaluate DataCAD 17, it starts a 30-day counter and the DataCAD 17 Test Drive will run. Once the 45-day evaluation period has started it cannot be stopped or extended, so make sure you have the time to complete your evaluation before you pick the evaluate option and start the counter.

At any time during your evaluation of the DataCAD 17 Test Drive, you may select “Activate” from the “Help” pull-down menu (with no drawings opened) to purchase an activation code for DataCAD LT 17, DataCAD 17 Professional or DataCAD 17 Subscription Edition. Even after the 45-day trial period has expired, you can still purchase an activation code for DataCAD LT 17, DataCAD 17 Professional or DataCAD 17 Subscription Edition.

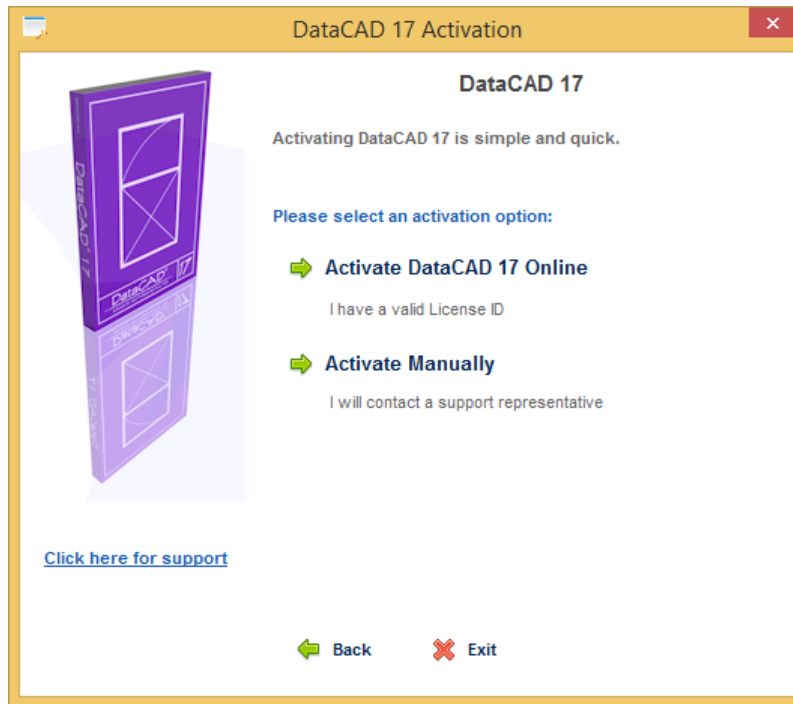


## Purchasing

If you have downloaded and installed DataCAD 17 but have not yet purchased it, use the **Purchase DataCAD 17 Online** option to access the DataCAD Online Store. You may purchase DataCAD LT 17, DataCAD 17 Professional or DataCAD 17 Subscription Edition in the store, and then you will be sent a License ID and a Password that you can use to activate your software on a single computer.

## Activation Options

After you have purchased DataCAD, we will send you an e-mail with your License ID and Password. You will use this information to activate the DataCAD software license on your computer. Activating DataCAD Online requires an Internet connection, so make sure you are connected before you begin. If you do not have an Internet connection, select Activate Manually instead. You will need to contact a DATA CAD LLC representative by telephone (860-217-0490) or e-mail (info@datacad.com) to complete this method of activation. If you activate manually, assistance will also be required for you to deactivate the installation.



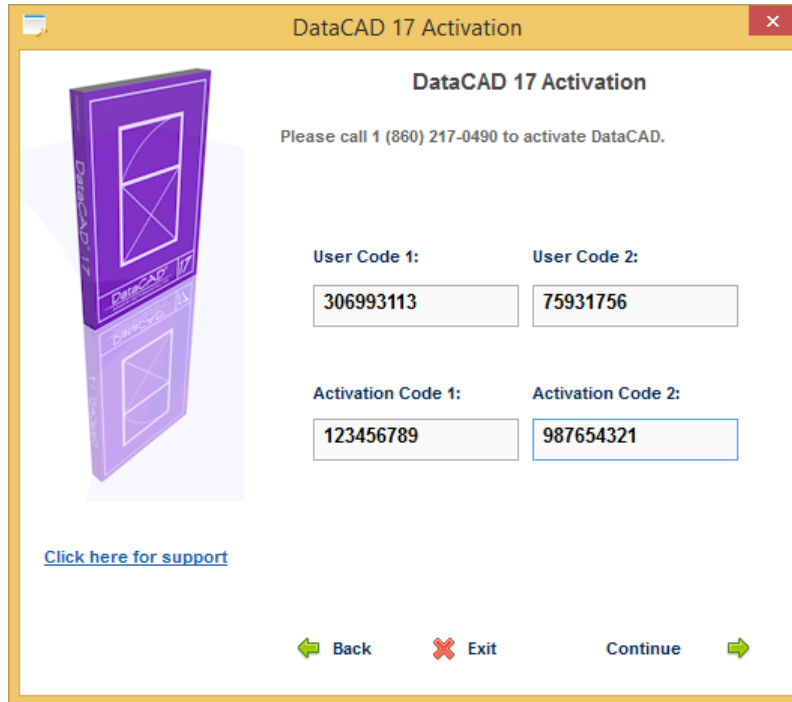
## Activating Online

Click on **Activate DataCAD 17 Online** to begin the process. Type the License ID and Password into the appropriate fields and then click Continue. The information will be sent to the DataCAD License Server for validation.



## Activating Manually

If you do not have an Internet connection, select **Activate Manually**. Type the License ID and Password into the appropriate fields, and then click Continue. The activation dialog will display **User Code 1** and **User Code 2**, which you will transmit to the DATACAD LLC representative by telephone or email. The representative will then generate Activation Code numbers and transmit that information back to you. After typing it into the appropriate field, click Continue to complete the process.



The screenshot shows a window titled "DataCAD 17 Activation" with a yellow border. On the left is a 3D purple box representing the software. The main area contains the following text and fields:

**DataCAD 17 Activation**

Please call 1 (860) 217-0490 to activate DataCAD.

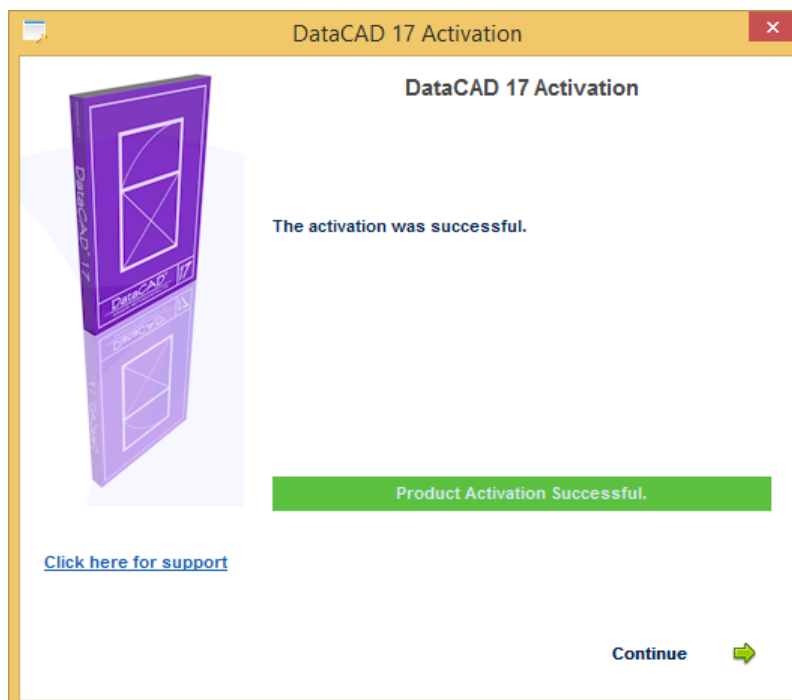
**User Code 1:**  **User Code 2:**

**Activation Code 1:**  **Activation Code 2:**

[Click here for support](#)

Navigation buttons at the bottom: Back Exit **Continue**

Once the DataCAD License Server validates your License ID and Password, DataCAD will be activated on your computer. Click Continue to begin using DataCAD. Each subsequent time you run DataCAD by double clicking the Desktop icon, the software will start without the activation screen.



The screenshot shows the same "DataCAD 17 Activation" window. The text in the main area has changed to:

**DataCAD 17 Activation**

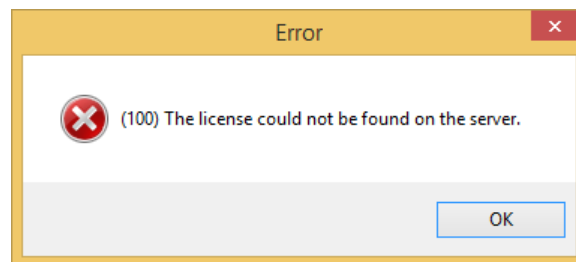
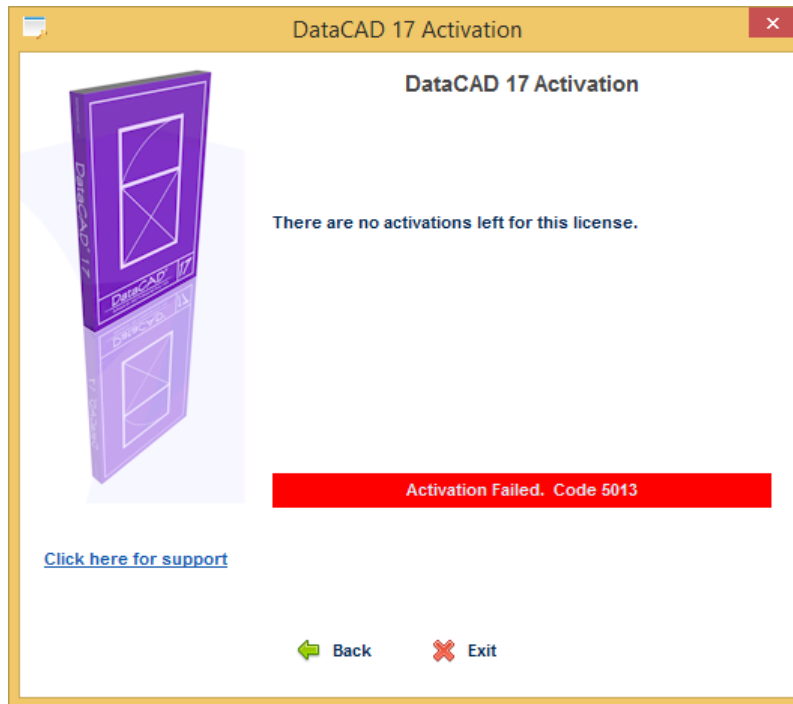
The activation was successful.

A green banner at the bottom of the main area reads: **Product Activation Successful.**

[Click here for support](#)

Navigation buttons at the bottom: **Continue**

If the DataCAD License Server is unable to validate your DataCAD license you will see an error message stating that the activation failed, and you will not be able to run DataCAD. License activation can fail either because you entered the License ID or Password incorrectly, or because you entered a License ID and Password for a DataCAD license which has already been activated on another computer.

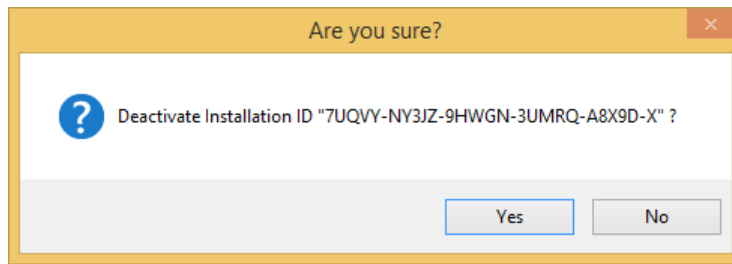


If you receive an error stating that activation has failed, double-check to ensure you have entered the information correctly, and that your license is not currently active on another computer. If you need further assistance, please call DataCAD Technical Support at (860) 677-2829 or e-mail [techsupport@datacad.com](mailto:techsupport@datacad.com).

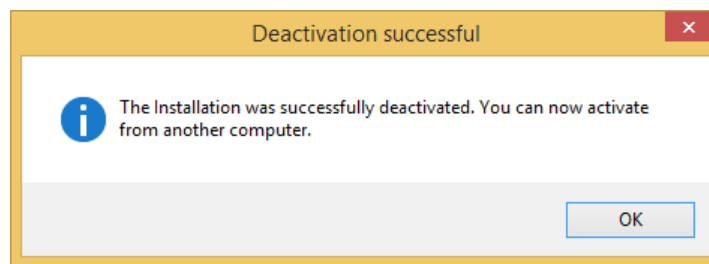
## Moving your DataCAD license to another computer

When you purchase a single license of DataCAD, it can be activated on only one computer at a time. However, circumstances may arise where you want to run DataCAD on another computer. Perhaps you activated DataCAD on the desktop computer in your office, but you want to run DataCAD on your laptop to take with you to a customer site, or to work on a project at home. You can do this, but you need to “move” the license from one computer to the other by first deactivating it on the desktop computer, before activating it on the laptop.

Like activation, deactivation requires an Internet connection so that DataCAD can communicate with the DataCAD License Server. Please verify you are connected to the Internet before you begin the process.



To deactivate your license DataCAD must be running, but all of your drawing files need to be closed. Close all open drawing files, click the “Help” pull-down menu, and then select “Deactivate this computer...” from the “License Actions” section. DataCAD will ask you to confirm that you wish to deactivate the license installation.



Once deactivation is successful, you may activate your DataCAD license on a different computer. You may activate and deactivate your DataCAD license as often as necessary.

## **Managing your DataCAD license(s) online**

There are certain circumstances that may prevent you from deactivating your license from within the license actions menu in DataCAD. If, for whatever reason, you do not have physical access to the computer you last activated DataCAD on, you can use the Customer Service Portal to manage your DataCAD license activation(s) online.

You can log in to your customer page using your Customer ID (not License ID) and Password (which is the same password for all of your licenses). Enter the following URL into the address line of any web browser: <https://secure.softwarekey.com/solo/customers/>

You should see the following Customer Service Portal.

# CUSTOMER SERVICE

[Customer Service Home](#) » [Log In](#)

 [Log In](#)

## Log In to Your Account

### Existing Customers

If you are an existing customer, please enter your login information below and then click the Log In button. Valid Login Names consist of your Email Address or Nick Name. Valid Login IDs consist of your Customer ID or a License ID or Invoice Number from a prior purchase.

Login Name or ID:

Password:


[Forgot your password?](#)

 [Log In](#)

### New Customers

If you are a new customer, please enter your email address below and click the Continue button.

Email Address:

 [Continue](#)

After you log in, you'll see your Customer Page where you can select Licenses & Activations.

**CUSTOMER SERVICE**

Customer Service Home [Company Selection](#) [Log Out](#)

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**Customer Service Home**

**Welcome**

**Payment History**  
Review past payments and re-print receipts and invoices.

**Downloads**  
Download purchased software.

**Recurring Payments**  
View and manage your automatically recurring payments.

**Licenses & Activations**  
Activate and manage your software installations.

**Renewals & Upgrades**  
Renew software & support subscriptions and purchase upgrades.

**Product Registration**  
Register software purchased through authorized retailers.

**Contact Information**

**Customer ID:** 20418692

**Company Name:** DATACAD LLC

**Contact Name:** MARK MADURA

**Address:** P.O. BOX 815  
SIMSBURY, CT 06070  
UNITED STATES

**Phone Number:** 8602170490

**Fax Number:** 8602171931

**Email Address:** [mark@datacad.com](mailto:mark@datacad.com)

[Edit Contact Information](#) [Change Password](#)

**Support Information**

**Email:** [techsupport@datacad.com](mailto:techsupport@datacad.com)

**Phone:** 860-217-0567

**Fax:** 860-217-1866

**Web:** [Web Site](#)  
[Support Web Site](#)

After you select Licenses & Activations, you'll see your list of licenses where you can select any one in particular.

**CUSTOMER SERVICE**

[Customer Service Home](#) » Licenses & Activations [Company Selection](#) [Log Out](#)

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**Licenses & Activations**

Click on a License ID listed below to view more details about the license.

License ID	Product	▼ Date Issued	Status	Licensee Information
<a href="#">44311872</a>	<a href="#">DataCAD 15 Maintenance</a>	Sep 28 2013	OK	
<a href="#">44311899</a>	<a href="#">DataCAD 16 Maintenance</a>	Sep 28 2013	OK	<a href="#">Mark F. Madura</a>

Next you'll see the details for that license. Here you can select Manage Installations.



## CUSTOMER SERVICE

[Customer Service Home](#) » [Licenses & Activations](#) » License Details
 
[Company Selection](#) [Log Out](#)

### License Details for DataCAD 16 Maintenance

#### License Information

**Status:** OK

**License ID:** XXXXXXXX

**Password:** XXXXXXXX

**Activations Left:** 0

**Deactivations Left:** Unlimited

#### Order Information

**Invoice:** [None]

**Date Ordered:** Sep 28 2013

**Quantity:** 1 Each

#### Licensee Information

**Licensee Name:** Mark F. Madura

**Licensee Email:** mark@datacad.com

#### Additional Information

Manage Installations

On this page you can 'remotely' deactivate an existing activation for this license.

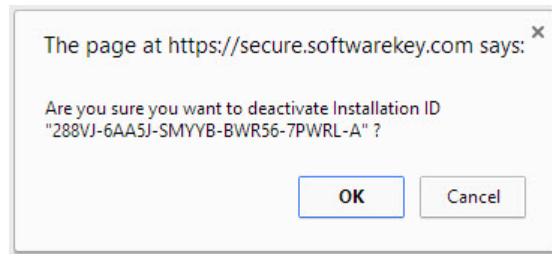
## CUSTOMER SERVICE

[Customer Service Home](#) » [Licenses & Activations](#) » [License Details](#) » Installation History
 
[Company Selection](#) [Log Out](#)

### Installation History

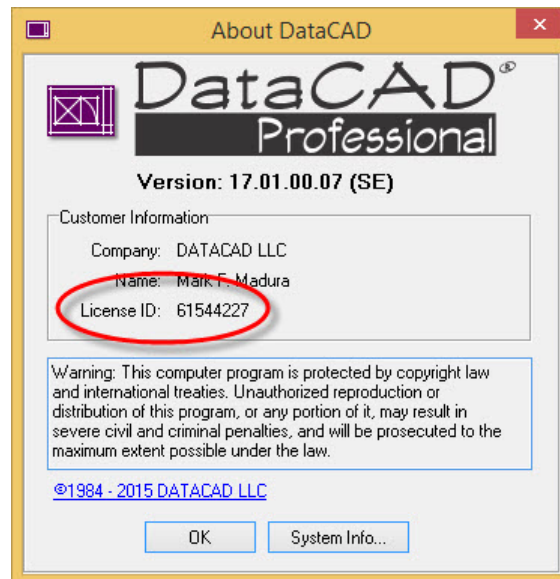
Installation ID	Status	Activation Date/Time	Name
VRNNX-9W8SN-FSWFC-CCKXD-S4XHZ-Z	Active	Aug 22 2014 3:37:28 PM	
TYKYN-X3Z2E-P5WTX-8Y93T-59ZL3-Q	Deactivated <span style="border: 1px solid gray; padding: 1px;">Deactivate Installation</span>	55:56 AM	
ZG6GR-QPWGS-4ZWLB-P6CT2-K9GT7-W	Active	Jul 30 2014 12:11:46 PM	
5DFHQ-45D9X-FKWAB-CS8ZK-TQAKW-W	Deactivated	Jul 02 2014 6:04:40 AM	
CZWQK-LFEWM-V6WYB-SB9Y4-W2XL5-3	Active	Apr 16 2014 3:20:22 PM	
7JSJL-FFKS6-27W7M-Q9RZH-49NX5-2	Active	Mar 01 2014 10:02:32 AM	
DEBF2-ZZ8C3-UTYAM-VJR9G-JETM4-2	Deactivated	Oct 17 2013 4:11:28 PM	
5HJG6-NRM4X-AWWLN-C9VSA-Y2TVR-Q	Deactivated	Sep 28 2013 9:32:24 AM	

The Installation ID will be unique for each computer this license has been activated on. Select the 'x' next to the Installation ID you would like to deactivate. You'll be prompted to confirm your selection.

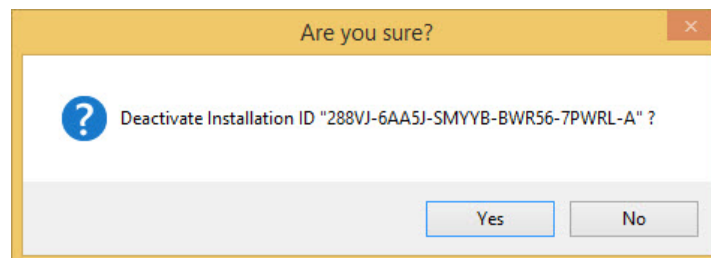


Select OK to confirm you want to deactivate the installation. You can now activate this license on another computer.

Note: You can find the License ID for your installation of DataCAD by going to the Help pull-down menu and selecting About. You should see the License ID in the Customer Information section.



You can also determine the Installation ID for your activated license by selecting the Help pull-down menu (while no drawings are open), highlighting License Actions..., and selecting Deactivate this Computer... You'll see the following confirmation dialog including your Installation ID.



Select No to cancel the operation. DataCAD will close automatically.