

Procedure for installing programs and licenses

Thank you for purchasing the software from ArCADiasoft.

In the attachment to this e-mail we are sending you the license files for the purchased programs. Please follow the procedure described below.

I. Installing the license files you received

1. Install the purchased programs from a DVD or from the website :
<https://arcadiabimssystem.com/Products>
2. Copy the attached license files to an easily accessible directory on your computer's hard drive (e.g. on the Desktop).
3. Install the ArCADiasoft-License Manager, version 4.3 or higher (only if it had not been installed previously). Download it from this webpage:
<https://download.arcadiasoft.eu/ArCADiasoft-LICENSE MANAGER.exe>
4. In the License Manager window, press the "Select file (s) ..." button and indicate one or more license files in the previously selected location and press the "Open" button.
5. In the License Manager window, click the "Install Licenses" button.
6. After restarting, the previously installed programs will work within the scope of the purchased licenses.

NOTE!

Please secure the attached license files, e.g. by copying them to an external drive, and keep them in case of problems or the need to transfer the license to another computer.

In our database, we only store customer license files for the currently sold versions of the software. These files can be made available to customers at a fee.

The rest of the procedure applies only to programs secured with our network licenses. Programs that are currently secured with the network license:

- ArCADia 14,
- EuroConnections 5,
- INTERSoft-INTELLICAD 2021,
- INTERSoft-INTELLICAD 2022,
- INTERSoft-INTELLICAD 2023.

II. Downloading network licenses to the target computer

[The computer has a permanent connection to the Internet – online license](#)

The network license allows you to install the program on multiple computers of the user, while the program can be run using one license only on one computer at a time. In this case, perform the procedure in point I on each of the computers. After that, the licensing process is automatic and does

not require any additional steps from the user. Closing the program returns the license to the server, allowing you to download it to another computer.

[The computer does not have a permanent connection to the Internet or has it only temporarily - offline license](#)

Perform the procedure in step I.

The network license allows you to run the program offline, i.e. without the computer being connected to the Internet. To do this, follow the instructions below:

1. After starting the program, execute the Network License Manager command from the toolbar in the upper part of the screen.
2. In the Manager window, click the "Offline mode."
3. In the window that appears, select the button - "Create a file to download an offline license from the network license server".
4. As a place to save the folder with the files, select a location in an easily accessible place on your computer's disk (e.g. on the Desktop).
5. After correctly creating the files, the program will display the following message:
„ A file has been saved for the offline license download from the network license server. Licenses can be uploaded to the target computer within an hour.”

[Installing the license on the computer](#)

1. If the target computer is connected to the Internet.
After accepting the above message, you will be asked "Do you want to automatically download the offline licenses from the network license server?" Click "Yes". The offline licenses will be automatically assigned to this computer. The license upload process has been completed. Working with the program will not require Internet access. Working on a different computer will require uninstalling the licenses and transferring them to the network license server.
2. If the target computer is not connected to the Internet.
 - a. After accepting the above message, copy the previously created offline licenses file to any external memory (e.g. flash drive) and transfer them to an auxiliary computer with Internet access.
 - b. Install the ArCADiasoft-License Manager, version 4.0 or higher on the auxiliary computer (only if it has not been installed previously). Download it from this webpage: <https://download.arcadiasoft.eu/demo/ArCADiasoft-Licence-manager.exe>
 - c. Launch the License Manager and press the "Network Licenses" button.
 - d. In the window that appears, select the button - "Download offline licenses from the network license server".
 - e. On the external memory, select the folder transferred from the target computer to the auxiliary computer.
 - f. The license availability will be verified and the licenses will be downloaded from the network license server and placed in the indicated folder.
 - g. Take the external memory with the folder from the auxiliary computer to the target computer.
 - h. After starting the program, execute the Network License Manager command from the toolbar at the top of the screen.
 - i. In the Manager window, click the "Offline mode" button.
 - j. In the window that appears, select the button - "Load offline license files from network license server".

- k. Indicate the updated folder on the external memory.
- l. After restarting the program, it will work within the scope of the purchased licenses.

III. Returning the network licenses from the computer to the network license server

The computer has a permanent connection to the Internet – online license

The program automatically returns the network licenses upon completion of work.

The computer does not have a permanent connection to the Internet or has it only temporarily - offline license

To return network licenses from a target computer that is not connected to the Internet, please follow the instructions below:

1. After starting the program, execute the Network License Manager command from the toolbar in the upper part of the screen.
2. In the Manager window, click the "Offline mode".
3. In the window that appears, select the button - "Create a file to download an offline license from the network license server".
4. As a place to save the folder with the files, select a location in an easily accessible place on your computer's disk (e.g. on the Desktop).
5. After correctly creating the file, the program will display the following message:
„A file has been saved to return the offline license to the network license server.”
6. The offline licenses have been moved to the files. The licenses have been removed from the program.
7. In the event of a computer malfunction that prevents you from using the licence offline, please contact us by telephone (tel. +48 42 689 11 11) or e-mail (e-mail: error.connection@arcadiabimssystem.com) in order to determine the cause of the malfunction and to send the damaged computer component if necessary.

Uninstalling the license on the computer

1. If the target computer is connected to the Internet.
After accepting the above message, you will be asked "Do you want to automatically return the offline licenses to the network license server?". Click "Yes". The offline licenses will be returned to the server.
2. If the target computer is not connected to the Internet.
 - a. After accepting the above message, copy the previously created folder with the offline license files to any external memory (e.g. flash drive) and transfer it to an auxiliary computer with Internet access..
 - b. Install the ArCADiasoft-License Manager, version 4.0 or higher on the auxiliary computer (only if it has not been installed previously). Download it from this webpage: <https://download.arcadiasoft.eu/demo/ArCADiasoft-Licence-manager.exe>
 - c. Launch the License Manager and press the "Network Licenses" button.
 - d. In the window that appears, select the button - "Return offline licenses from the network license server".
 - e. On the external memory, select the folder with the files transferred from the target computer to the auxiliary computer.

- f. The licenses will be returned to the network license server.

NOTE!

In case of any problems during the licensing process, the program will display a message and give you an error code.

For codes –20 and –30:

Check the computer's Internet connection. If the connection is working properly, send an e-mail to error.connection@arcadiabimsystem.com, entering the error code in the subject, and the client's ID and program name in the mail.

For codes –40 i –50:

Check that your licenses are not activated on another computer.

For other codes, send an email to error.connection@arcadiabimsystem.com, entering the error code in the subject, and the client's ID and program name in the mail.