3DScan Installation and Registration Guide

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Introduction

This instruction explains the process of installation and registration of 3DScan.

Before installing check if nanoCAD Platform installed. Version of nanoCAD Platform and 3DScan must be the same.





Installation

When the downloading process has finished, the Setup Wizard dialog box appears. You can also start installation by double clicking on the installation file with .exe file format.



Click Next to continue.

In the next window you should read the End-User License Agreement. To continue, check *I accept the terms in the License Agreement* box and click *Next* button:

🛃 3DScan 24.0 Setup			X
🞲 3DScan 24.0 Setup	: <u></u>		×
Destination Folder			
Click Next to install to the default folder or click Change	to choose another.	6	
Install 3DScan 24.0 to:			
C:\Program Files\Nanosoft AS\3DScan 24.0\			1
Change			
		-	
Back	Install	Cano	cel

Choose the folder where the program will be installed. We recommend to not change the default folder: Click the *Install* button to start the installation process.

After the installation process, automatically starts Registration Wizard to register your copy of 3DScan.



Registration

After finishing 3DScan installation process Registration Wizard starts automatically, also you can start it manually from Window Start Menu, 3DScan directory.

- If you need to get the license, choose *Enter the serial number to get a license file* option.
- If you have received license file and need to activate it, choose *Manually activate license file* option.
- If you use network license and <u>License Server is installed and runs</u>, choose *Connect to License Server* option. Otherwise, close Registration Wizard: you should <u>install License Server</u> at first.

Registration Wizard	 Enter the serial number to get a license file For activation, specify the serial number from your personal account to get the license file on your computer. Manually activate license file Specify the path to the license file obtained from the Licensing Service Connect to License Server Connect to existing corporate License Server
	< Back Next > Cancel Help

Enter the serial number to get a license file

Enter your serial number in the field and click *Next*. The *User Authentication* window will be opened.

😒 Serial Number		×
	Enter serial number and activate the product 3DS240AS-XXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
-	< Back Next > Cancel Help	

In User Authentication window enter your email address you used to register in nanocad.com.

User Authentication	Authenticate on nanocad.com Login (e-mail): user@email.com	×
	< Back Next > Cancel He	lp

Click Yes:



Then Send Registration Data to Licensing Server window will be opened.

Request license file online



This option can be chosen on computers that have Internet connection. Registration Wizard connects with License Server through the Internet, gets the license, then saves it on computer and activates automatically.

Sending request for license file Request to 'https://lic.nanocad.com/regwizar Response is received. License file successfully received and saved t C:\ProgramData\Nanosoft AS\RegWizard\Lice	o file:	220
<	•	2
< Back Next > Cancel	Help	

Note. License files are located in the following folder by default: *C:\ProgramData\Nanosoft AS\RegWizard\Licenses.*

The result of an online license request may be:

- license file successfully received;
- license file request failed;
- failed connection to Licensing Server.

If the product was successfully activated, click *Next*, then *Finish*. *Congratulations!* License file successfully received. Product is activated.

In the case if you don't have Internet connection or you get *failed connection* error, request license file in another way.

Request license file by e-mail

	O Request license file online	
	License file request will be sent to Licensing Service over the Internet. You must be connected to the Internet to request license online.	
	Request license file by e-mail	
	License file request will be sent to Licensing Service by e-mail. License file will be attached to reply message from Licensing Service.	
	○ Save license request to file	
	If you can't get license file online please use this option and send requested file to our Support.	
	support@nanocad.com	

It is possible to get license file by e-mail. Choose this option in *Send Registration Data to Licensing Server* window of the Registration Wizard. Email will be generated automatically; you should send it. <u>Please do not edit the message.</u>

То	getnanolic@nanocad.con •
Subject	Registration Request: App=, <u>CDKex</u> =3DS240AS-XXXXXXXXXXXXXXX, ID1=84AXXXXXXXX 00000000000 00XXXXXXXXX
Body Text 🗸 🗸 Variat	le Width ∽ 🔲 ਜ T- T- B I U & H Ξ Ξ Ξ Ξ Ξ < ⊠ - © -
Please do not cha	nge the subject of the email, it will speed up the processing of the request.
CDKev=3DS240AS	-XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
E-mail=user@em	
Build=	
RWB=84	
Customer=custon	ner@email.com
ID1=84AXXXXXXX	XX 0000000000 00XXXXXXXXX 0000000000 XXXXXX
D3B6F300CCFY	
ID2=93342424	

As a response you will get an email with license file.

Save this file on your PC, then start Registration Wizard and choose *Manually activate license* file option. <u>How to manually activate license file written further in this instruction.</u>

🕥 All Done		;
	Thank you for choosing Nanosoft AS contacts: Technical support: Website:	Nanosoft AS applications support.nanocad.com support@nanocad.com nanocad.com
	< Back Finis	h Cancel Help

Click Finish.

Save license request



It is possible to save license request in text file. You will be able to transfer this file to another computer and send to Licensing Server or Support Portal through the Internet. Registration Wizard will automatically generate *LicenseRequest.eml* file – this is text file including an important information for getting the license. Send this file to your support manager, then you will get the license file and further instructions.

Activate license file

If you received the license file, you should activate it. Save this file on computer. Start Registration Wizard, choose *Manually activate license file* option:

🙁 Registration Wizard	×
	 Connect to License Server Connect to existing corporate License Server
	< Back Next > Cancel Help

License file location

Click *Browse* to specify the location of the license file.



Click Next.

Congratulations! Product is activated.

🔇 All Done			×
	Thank you for choosing Nanosoft AS contacts: Technical support: Website:	Nanosoft AS applications support.nanocad.com support@nanocad.com nanocad.com	
×	< Back Finis	h Cancel Help)

Network license activation

Network licensing for 3DScan requires a TCP/IP connection and already installed on one of computers in the local network License Server with active network license for nanoCAD Platform.

Install 3DScan on every computer which will use it, then connect installed 3DScan with License Server through the Registration Wizard by the name of Server PC or its IP address.



Network license provides installing 3DScan on any number of PCs, but no more than the number of paid PCs will be able to start 3DScan at the same time.

Algorithm of network licensing

 Request for network license from License Server (not Registration Wizard!), or by e-mail, or with request to Tech Support.
 You should use serial number that is supposed to get network license, it works in License Server.

Serial number for local license will not work in License Server as it supposed to be used in Registration Wizard, do not use it for network purposes.

- 2. Activate your license in License Server.
- 3. Run Registration Wizard on local PC (it might be different from PC where License Server installed) where 3DScan installed.
- 4. Connect Registration Wizard to License Server.

Connect to License Server

If Nanosoft License Server is installed in the local network, you should connect 3DScan to it. Run Registration Wizard, choose *Connect to License Server* option and click *Next:*

Registration Wizard	 Enter the serial number to get a license file For activation, specify the serial number from your personal account to get the license file on your computer. Manually activate license file Specify the path to the license file obtained from the Licensing Service Connect to License Server
	Connect to existing corporate License Server

Specify License Server

Enter the IP-address of computer where the License Server runs (for example, 192.168.0.1), or a NetBIOSname of this computer (for example, CORPSRV). If you use irregular ports, enter the name of port and server name: <port>@<server_name> (for example, 270010@CORPSRV):

😒 License Server name (or address Please specify License Server name or IP address (for example: CORPSRV or 192.168.0.1)	×
	192.168.0.1	
	< Back Next > Cancel	Help

Click Next.

😒 All Done				>
	Thank you fo Nanosoft AS Technical su Website:	contacts:	anosoft AS applicatio support.nanocad.o support@nanocad nanocad.com	<u>com</u>
	< Back	Finish	Cancel	Help

Congratulations! Product is activated.

About

You can find your license information in About dialog

About			×
Г		lication DScan	License agreement
	Version	24.0.6441.3974	Legal information
	Build	7198	
	License	Not for resale 🔲 Perpetual	
	License type	Network	
	Server	192.168.0.1	
	Status	Connected	
	Serial number	3DS240AS	N: Nanosoft AS
	User	User	
	Company	-	<u>www.nanocad.com</u> support@nanocad.com
	Platform	nanoCAD x64	<u>supportentinocourcom</u>
	Modules		
nano(CAD x64 3DScan		Close

Network Licensing

Download *License Server* from the website <u>https://nanocad.com/products/nanocad-platform/download/</u>. Network licensing in nanoCAD contains the set of utilities for installation, maintenance and control of network licenses:

- License Server Setup Wizard is an utility for installation and maintenance of network licenses. It installs, deletes, services the server part of the network license;
- CSOFT AS License Server is a server part of network licensing; it includes the set of programs, utilities, services which control licenses and provide reports. You can find them at: C:\Program Files (x86)\CSoft AS\CSoft AS License Server

LMTOOLS by Flexera -	×
File Edit Mode Help	
Service/License File System Settings Utilities Start/Stop/Reread Server Status Server Diags Config Services Borro	wing
Services allow FlexNet Servers to run in the background. – Server List	_
C Configuration using License File	
Configuration using Services	
CSoftAS License Server	
LMTOOLS ignores license file path environment variables	

Run License Server

Start <u>LicServSetupCSoftAS.exe</u> file:

🚦 License Server Setup		×
	Enter the serial number to get a license file For activation, specify the serial number from your personal account to get the license file on your compute	er.
	O Manage License Server	
	Install CSoft AS License Server or add license file to the License Server	
	< Back Next > Cancel Help	

The first option *Enter the serial number to get a license file* is the main one. Choose it when you start License Server at the first time and need to install it, when you need to activate the license, or get new license file for existing server.

If you already have the license file, or you need to stop or delete License Server, choose the second option *Manage License Server*.

Request Network License

Enter serial number of your network license and click *Next*. You can find serial number in your <u>personal</u> <u>account</u> on website.



User Authentication

Enter your email, you used to register at nanocad.com:

User authentication				×
	Authenticate o Login (e-mail):			
() R				
	< Back	Next >	Cancel	Help

Confirm Registration Data

Click Yes to continue.

LicSe	ervSetupCSo	ftAS			×
	_				
	Requ	e note! ested a license v	vill be attach to t	this computer.	It is
		ssible to transfer		another compu	ter.
	Conti	nue request of a	a license?		
			Vac	M	
			Yes	N	0

Send Registration Data to Licensing Server

Choose one of the methods to get the license file. If computer has Internet connection, choose *Request license file online* option and click *Next*.

 Request license file online License request will be sent to Licensing Service over the Internet. You must be connected to the Internet to request license file online. Request license file by e-mail License request will be sent to Licensing Service by e-mail. License request will be sent to Licensing Service by e-mail. License file will be attached to reply message from Licensing Service Save license request to file If you can't get license file online please use this option 			
 and send requested file to our Support.			

Request license file by email

It is possible to get license file by e-mail. Choose this option in *Send Registration Data to Licensing Server* window of the License Server Setup.

🚦 Send Registration Dat	a to Licensing Service	Х
	 Request license file online License request will be sent to Licensing Service over the Internet. You must be connected to the Internet to request license file online. Request license file by e-mail License request will be sent to Licensing Service by e-mail License file will be attached to reply message from Licensing Service Save license request to file If you can't get license file online please use this option and send requested file to our Support. 	
	< Back Next > Cancel Help	

Email will be generated automatically, you should send it as it is. Please do not edit the message.

То	getnanolic@nanocad.com
<u>S</u> ubject	Registration Request: ServerName=DESKTOP-0GS3VCI, App=CSoftAS License Server, CDKey=3DS240AS-XXXXXXXXXXXX-01
Body Text 🗸 Varial	ole Width ∽ 🖷 ⊤ ⊤- T- B I ⊻ & ☷ ½ ೯ ፻ 至 존 존 ♡~
E-mail=user@em	ail.com
Customer=custor	ner
Company=	
ID1= XXXXXXXXXXX	XXX XXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXX
ID2=XXXXXXXX	
RWB=XXX	

It is possible to save a license request to text file. You will be able to transfer this file to another computer with Internet connection and send to Licensing Server or Support Portal. Program will automatically generate *LicenseRequest.eml* file – it is a text file with important information for getting the license. Send this file to your support manager, then you will get the license file and further instructions.

Response from Licensing Service

If you request the license file online, License Server will receive it, save and activate automatically.

Sending request for license file Request to 'https://lic.nanocad.com/regwizard.eng/> Response is received. Processing server response License file successfully received and saved to file: C:\ProgramData\CSoft AS\LicServSetup\Licenses\3D	
٢	>
< Back Next > Cancel	Help

Configure License Server

After you have received the license file, you should configure License Server. Run License Server Setup Wizard, choose *Manage License Server* option:

🚦 License Server Setup		×
	 Enter the serial number to get a license file For activation, specify the serial number from your personal account to get the license file on your computer Manage License Server Install CSoft AS License Server or add license file to the License Server 	
	< Back Next > Cancel Help	

Manage License Server window includes several options:

🚹 Manage License Server		×
Manage License Server	 Install or upgrade License Server To install License Server, the license file obtained from Licensing Service is required Add license file to License Server Add license file obtained from Licensing Service to existing License Server Uninstall License Server Uninstall License Server. License Server Uninstall License Server Service 	
	Name: CSoftAS License Server Version: 11.19.5.0	
	State: running	
		-
	< Back Next > Cancel Help	

• Install or upgrade License Server. Use this option if the License Server is not installed yet, but normally it shouldn't happen, as before registration of network license for 3DScan there must be registered network license for nanoCAD Platform. Check State status, for normal further registration it has to be "running".

• Add License File to License Server. Use this option to register, update or upgrade the 3DScan network license. Specify the license file location and click *Next*. Network license files are located in *C:\ProgramData\CSoft AS\LicServSetup\Licenses* folder by default.

🚦 License Server installat	ion report	×
	Adding license file License already exists: FEATURE NanoCADPlus_AS csoftas 24. License already exists: FEATURE nSPDSComp_AS csoftas 24. License already exists: FEATURE MODELER3D_C3D_AS csofta License already exists: FEATURE nMechComp_AS csoftas 24. License already exists: FEATURE RasterTools_AS csoftas 24. License already exists: FEATURE EarthWork_AS csoftas 24.0 License already exists: FEATURE EarthWork_AS csoftas 24.0 License already exists: FEATURE AS_3DScan csoftas 24.0 per Features not added to license file. Operation was successful.	~
	< >	
	< Back Next > Cancel Help	

Click Next and then Finish:

All done	Thank you for choosing CSoft AS applications CSoft AS contacts: Technical support: support.nanocad.com support@nanocad.com Website: nanocad.com	×
	< Back Finish Cancel Help	

The License file will be added to License Server. The Server will be restarted automatically.

Possible problems and how to fix them

You can read information about the most common problems below. If you cannot solve the problem, contact our Support Center: support@csoft.com .

Get error when start setup.exe file

👹 3DScan 24.0 Setup	Welcome to the 3DScan 24.0 Setup Wizard	×	提 3DScan 24.0 Setup	 − □ × 3DScan 24.0 Setup Wizard ended prematurely
鑁 3DScan 24.0	0 Setup X find nanoCAD Platform.	e you		3DScan 24.0 Setup Wizard ended prematurely because of an error. Your system has not been modified. To install this program at a later time, run Setup Wizard again. Click the Finish button to exit the Setup Wizard.
		Cancel		Back Finish Cancel

- 1. Make sure nanoCAD same version as 3DScan is installed.
- 2. Make sure the installation file is downloaded completely and correctly.
- 3. Make sure the computer meets the system requirements for the software.
- 4. Try to install nanoCAD and 3DScan on another computer.
- 5. Try to localize the problem and send the message to Support Center.

Installation Wizard does not accept serial number

	Sending request for license file	-
RegWizard	19월 - 19월 19월 19월 - 19월 19일 - 19일 18일 18일 18일 18일 18일 18일 18일 18일 18일 18	>
	ttention! cense file request failed.	
	eason: Serial number does not exist	
su	lease reach out to our customer support team at upport@nanocad.com to resolve this issue and activate your cense.	

- 1. Make sure that you enter the serial number for the software you are installing. Correct serial must starts with *3DS240AS* prefix.
- 2. Make sure that you entered all the symbols correctly. Serial number doesn't include O letter, only O digit.
- 3. Make sure the inserted serial number doesn't include non-printable characters (space, tab, etc.).
- 4. Contact Support Center. Don't forget to specify the name and version of the software and the serial number you're trying to activate.

Software does not run

- 1. Make sure the computer meets the <u>system requirements</u> for the software.
- 2. Make sure that the installed files are not damaged. For example, if the computer is infected with virus, then antivirus software can move 3DScan's files to the quarantine.
- 3. Contact <u>Support Center</u>. Try to explain the problem in detail, don't forget to specify the version of 3DScan and nanoCAD Platform.