3DScan
Installation and Registration Guide

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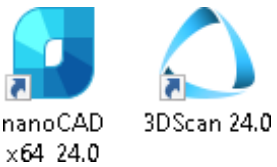
Introduction

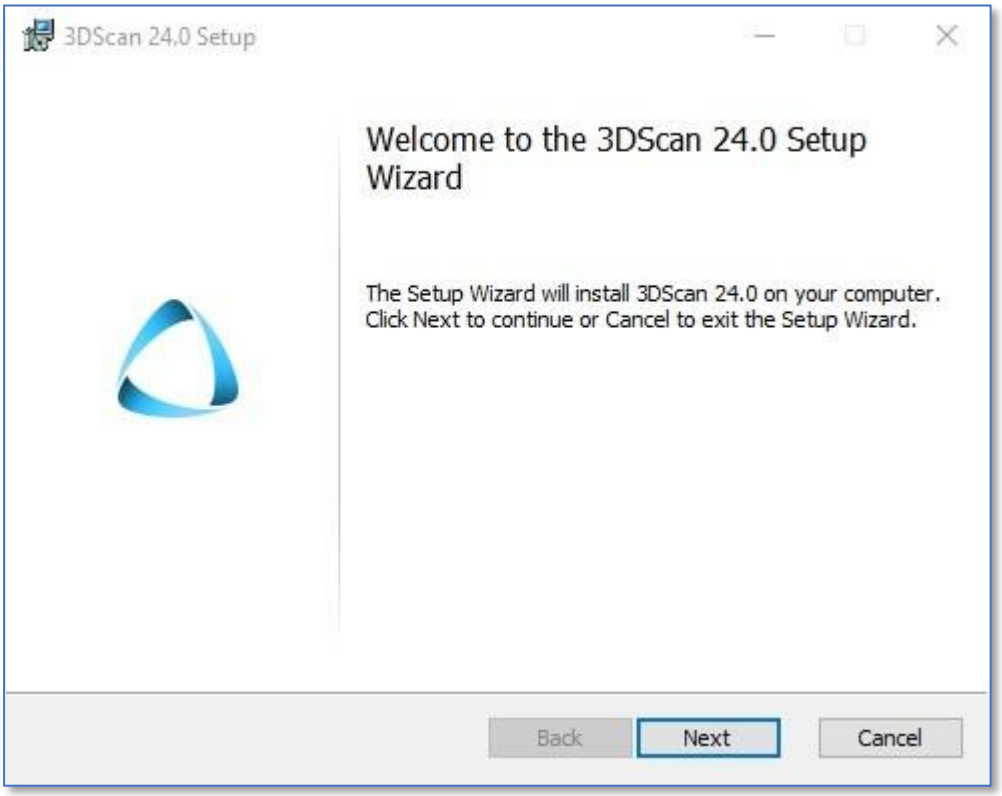
This instruction explains the process of installation and registration of 3DScan.

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



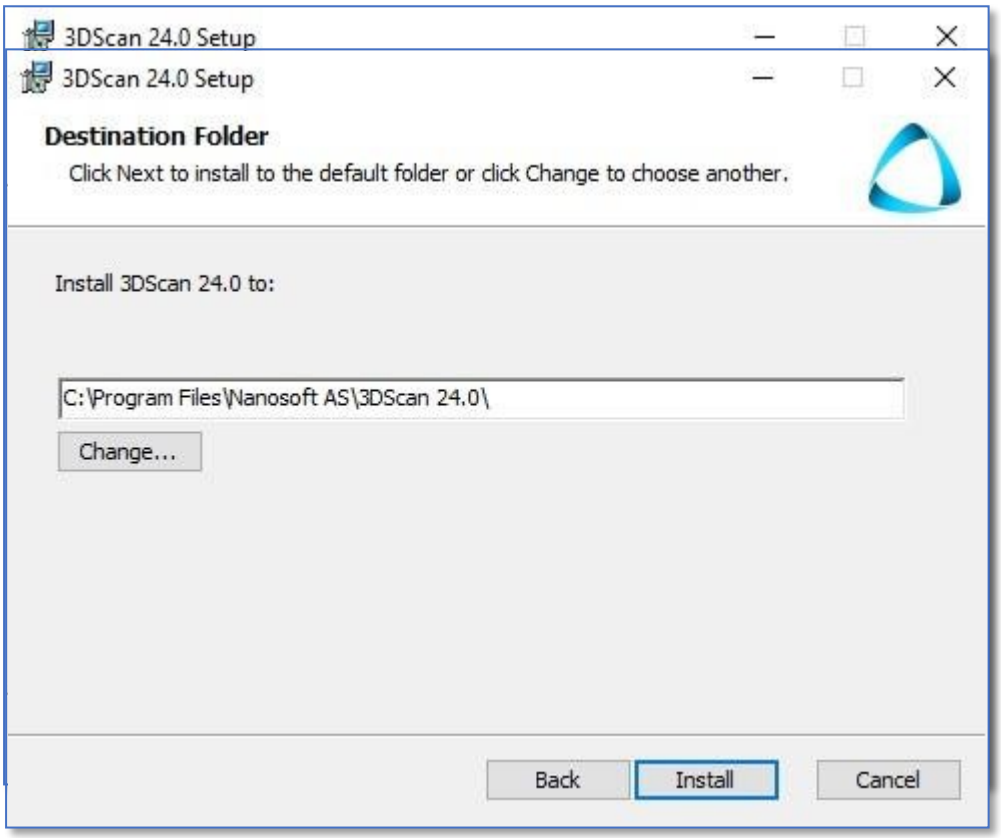
Installation

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.



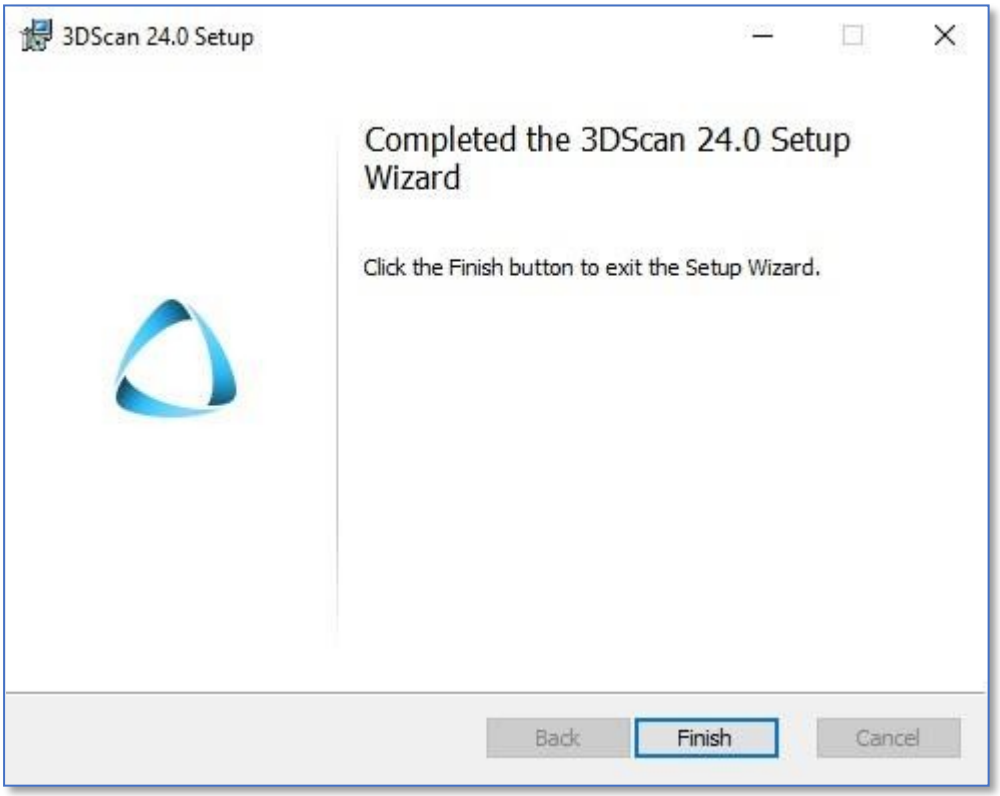
Click *Next* to continue.

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:



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.

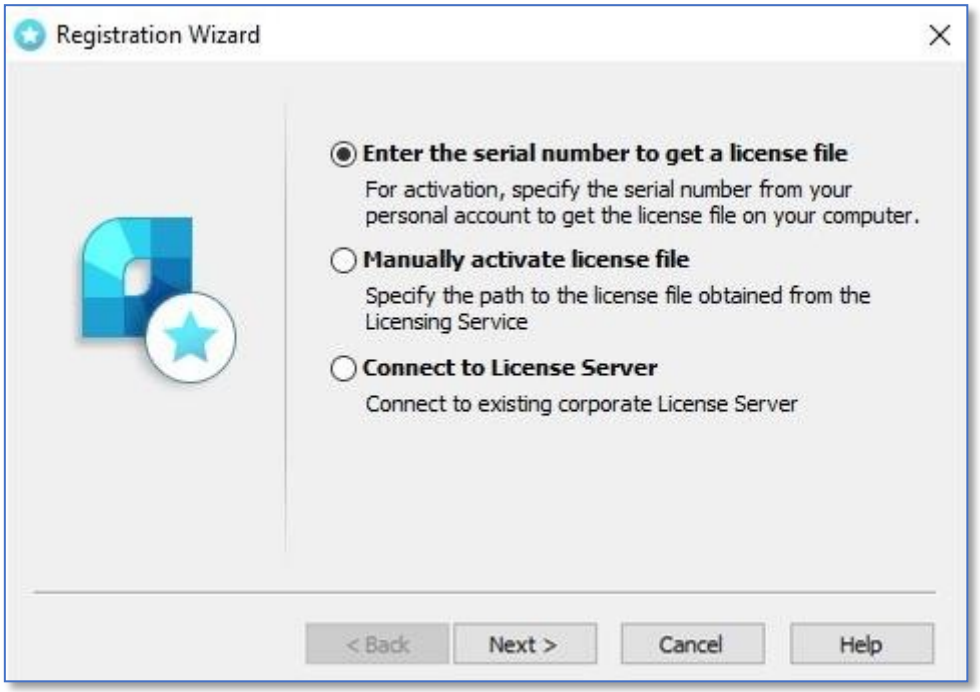
After the installation process, automatically starts Registration Wizard to register your copy of 3DScan.



Registration

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

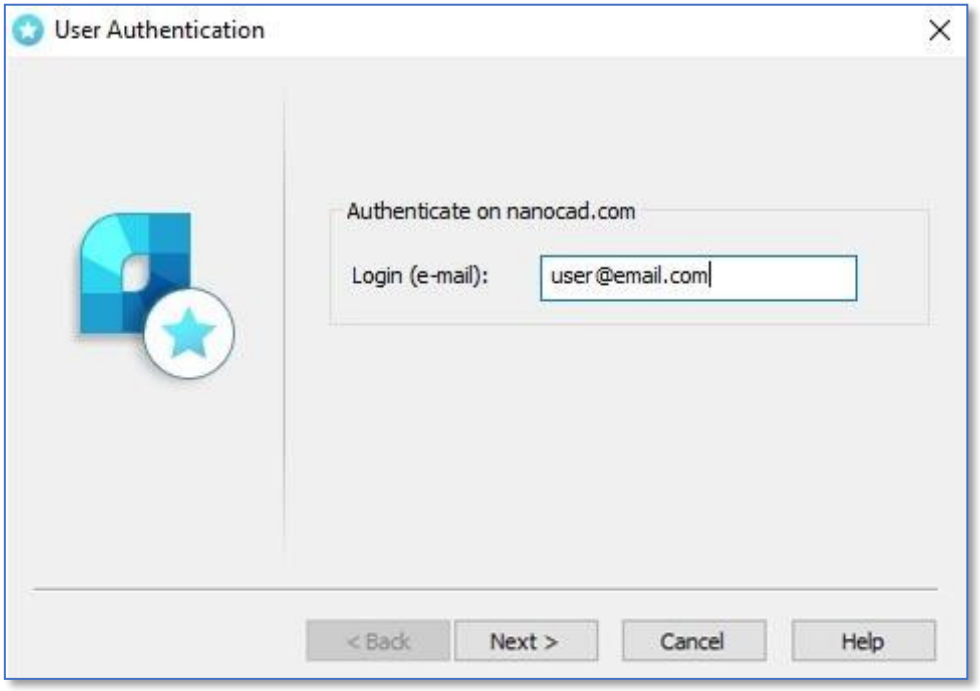
- If you need to get the license, choose *Enter the serial number to get a license file* option.
- If you have received license file and need to activate it, choose *Manually activate license file* option.
- If you use network license and License Server is installed and runs, choose *Connect to License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



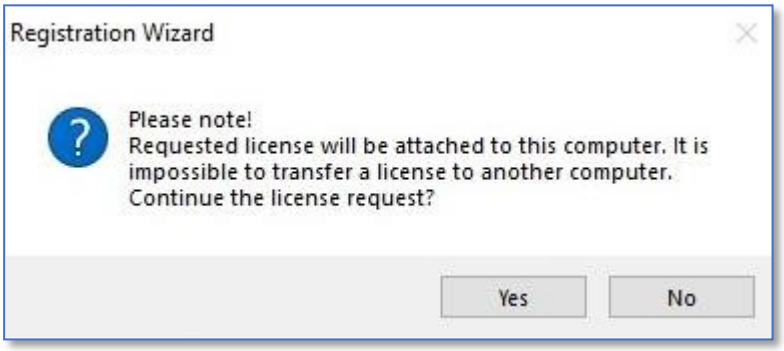
Enter the serial number to get a license file

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

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

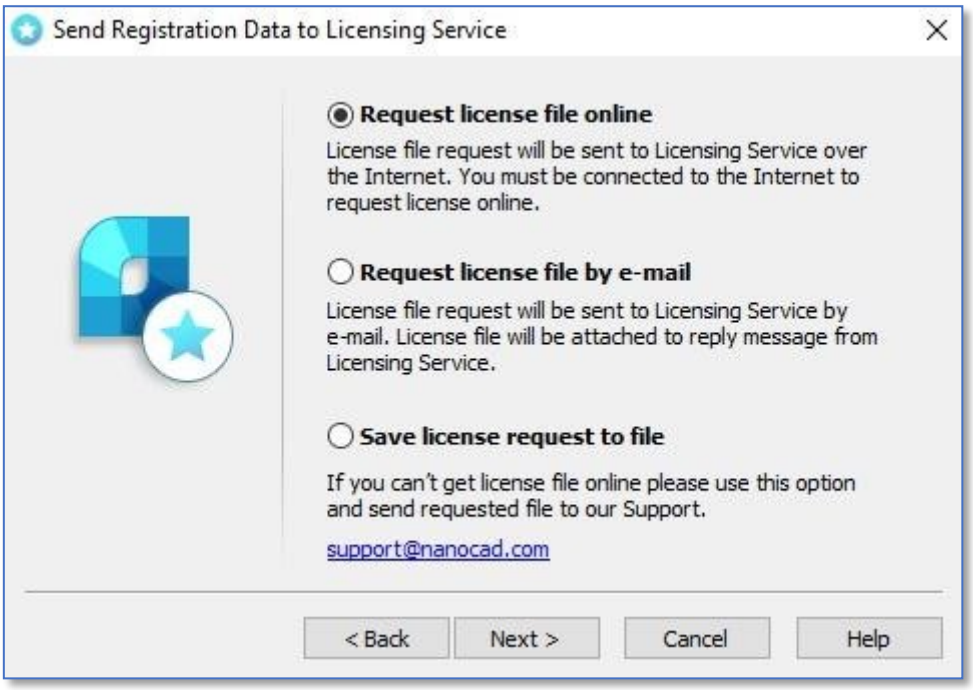


Click *Yes*:

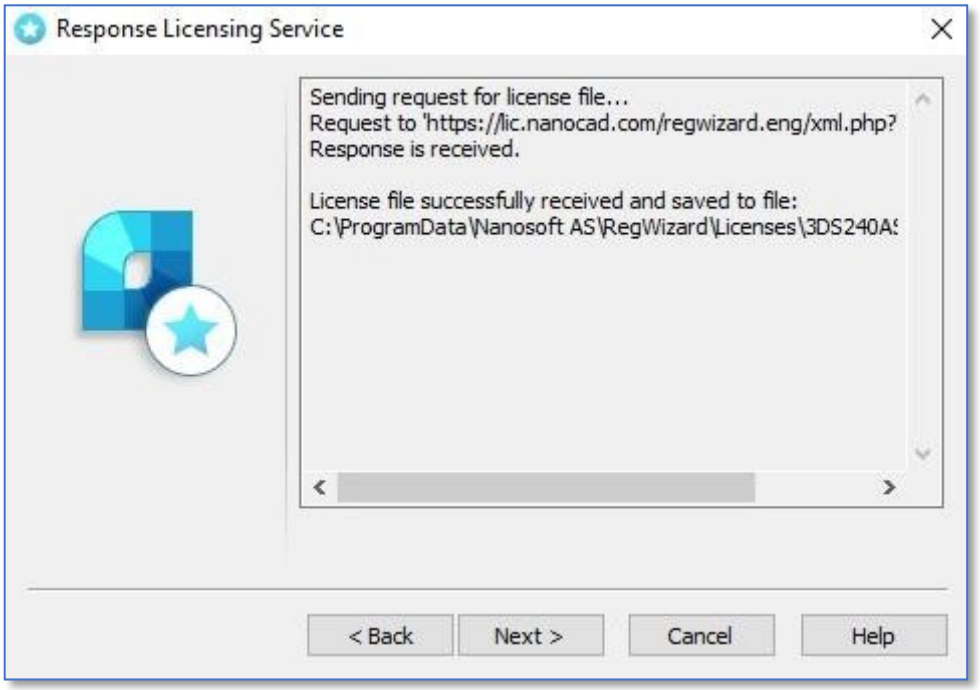


Then *Send Registration Data to Licensing Server* window will be opened.

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.



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

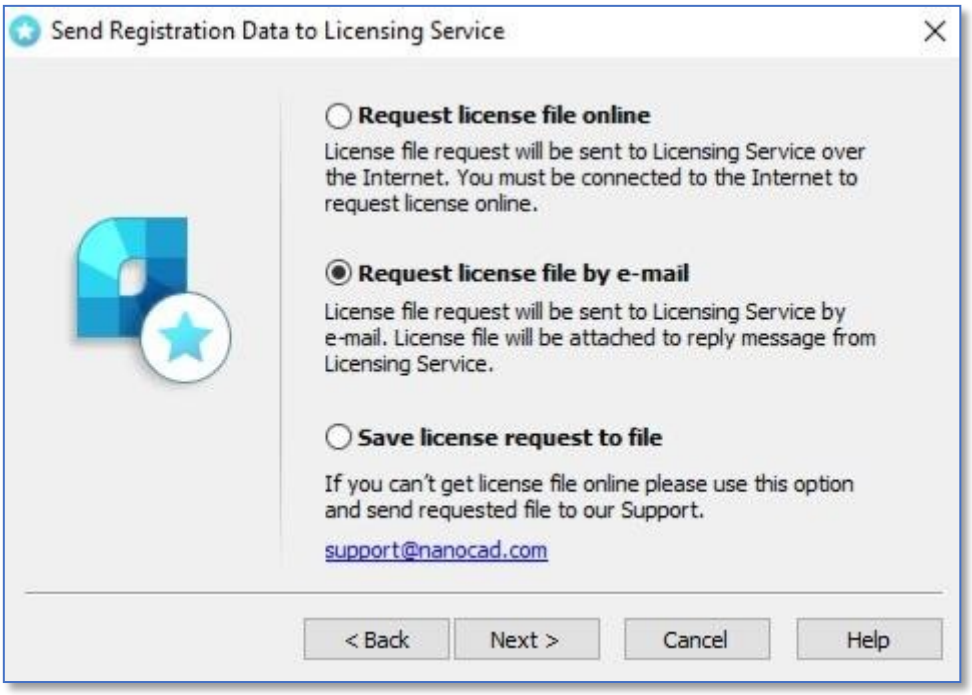
The result of an online license request may be:

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

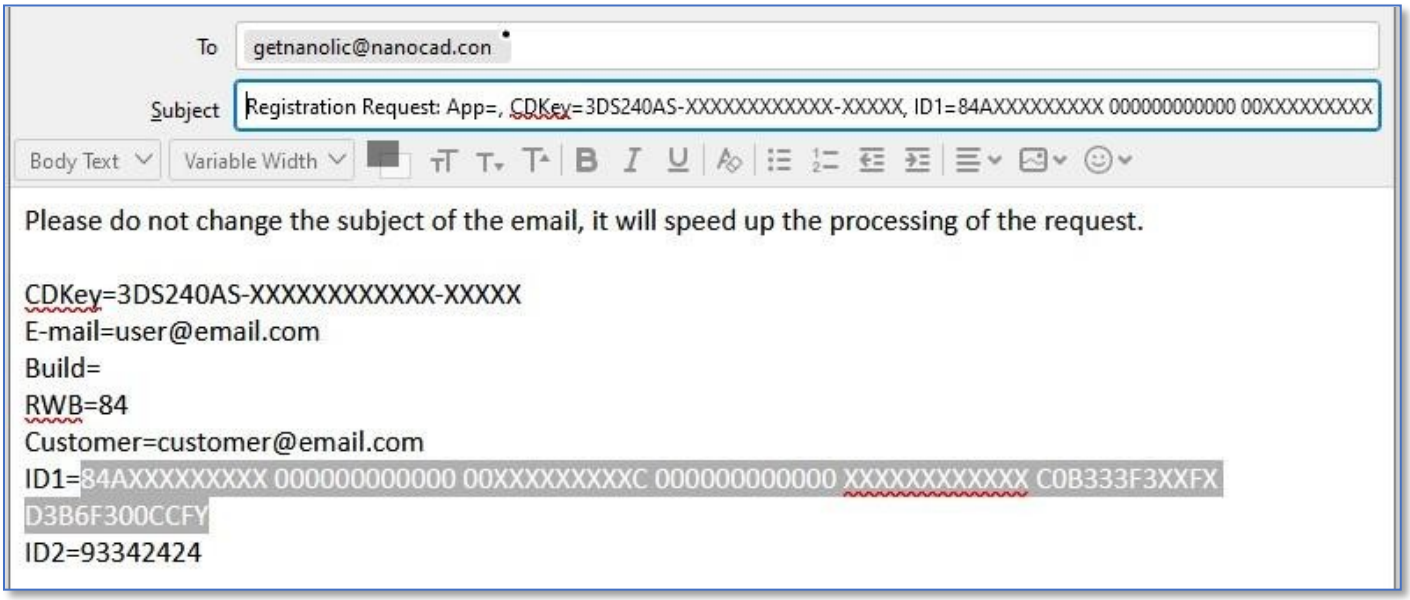
If the product was successfully activated, click *Next*, then *Finish*.
Congratulations! License file successfully received. Product is activated.

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

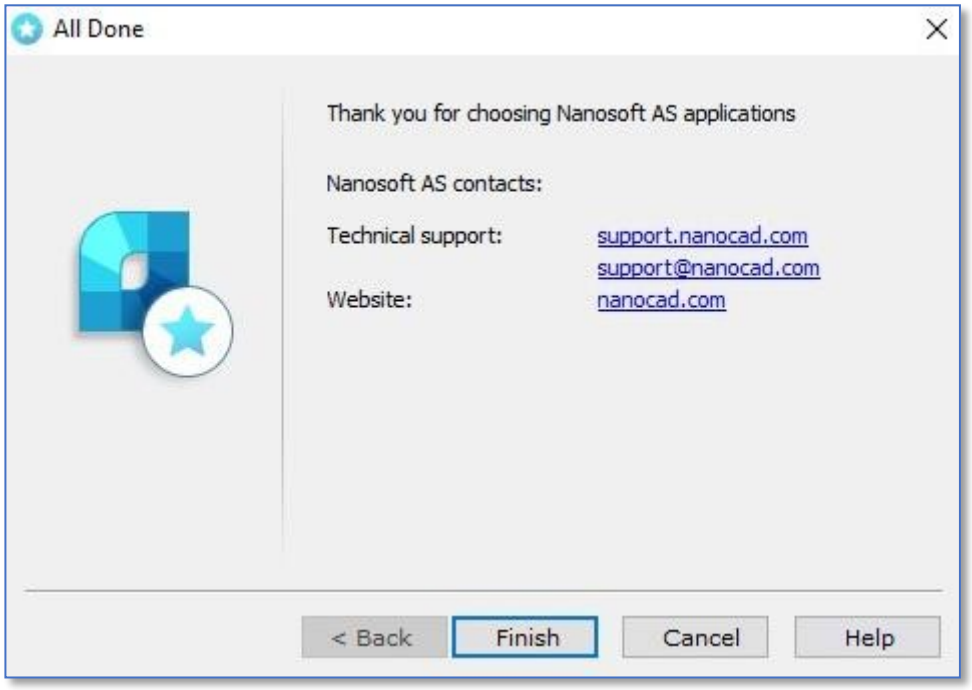
Request license file by e-mail



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.
Please do not edit the message.

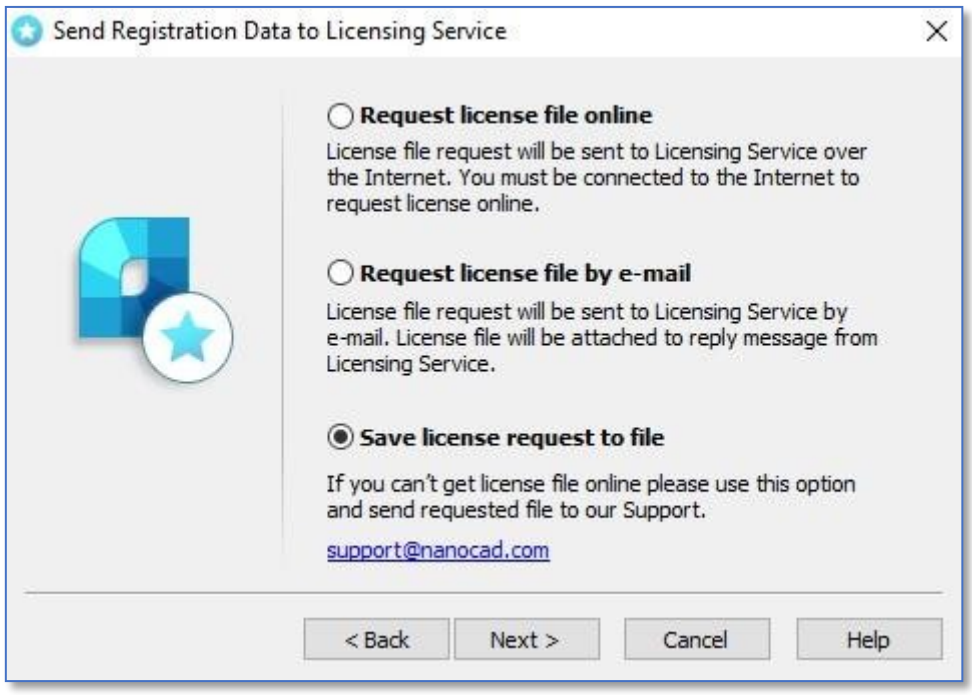


As a response you will get an email with license file.
Save this file on your PC, then start Registration Wizard and choose ***Manually activate license*** file option.
How to manually activate license file written further in this instruction.



Click *Finish*.

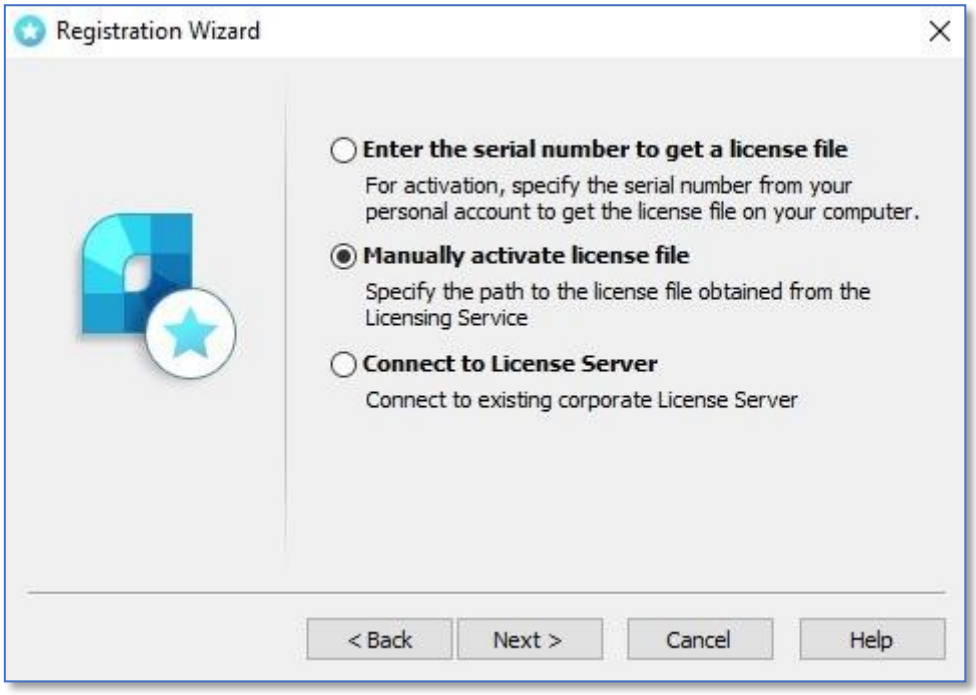
Save license request



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.

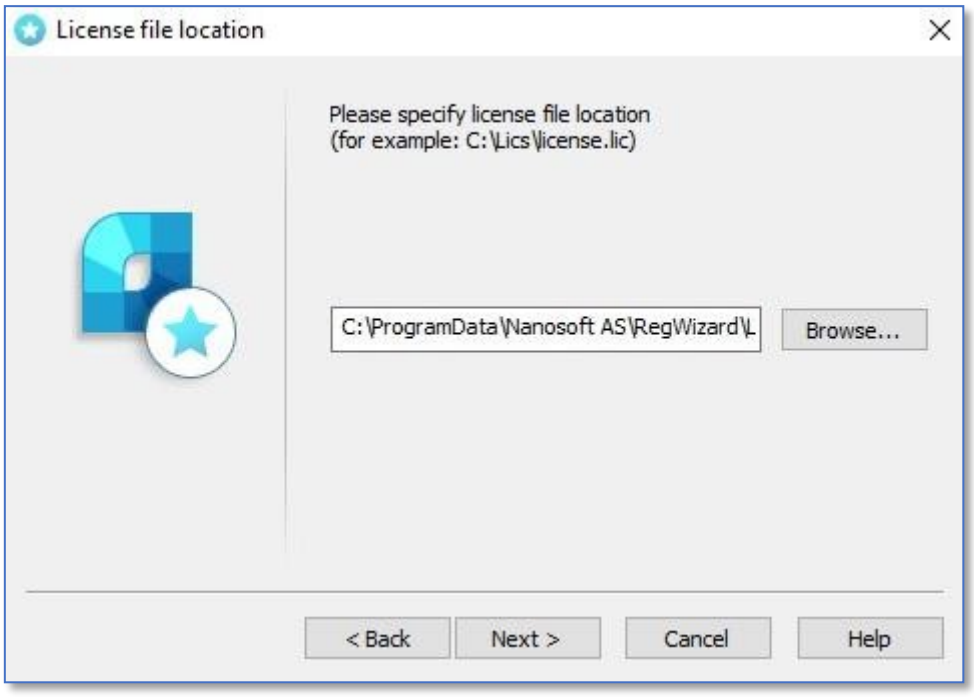
Activate license file

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



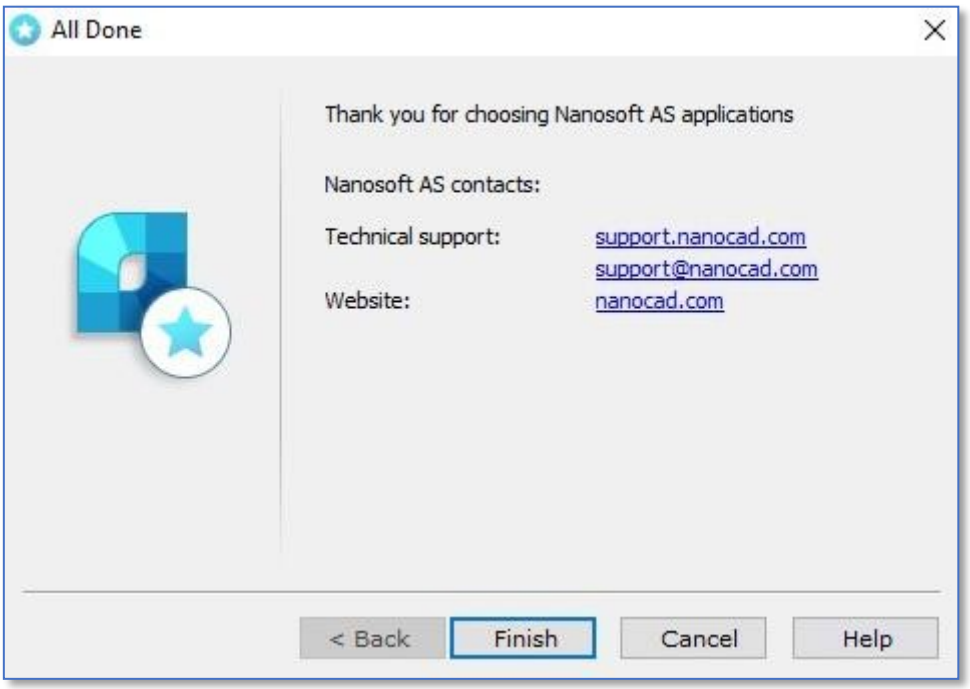
License file location

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



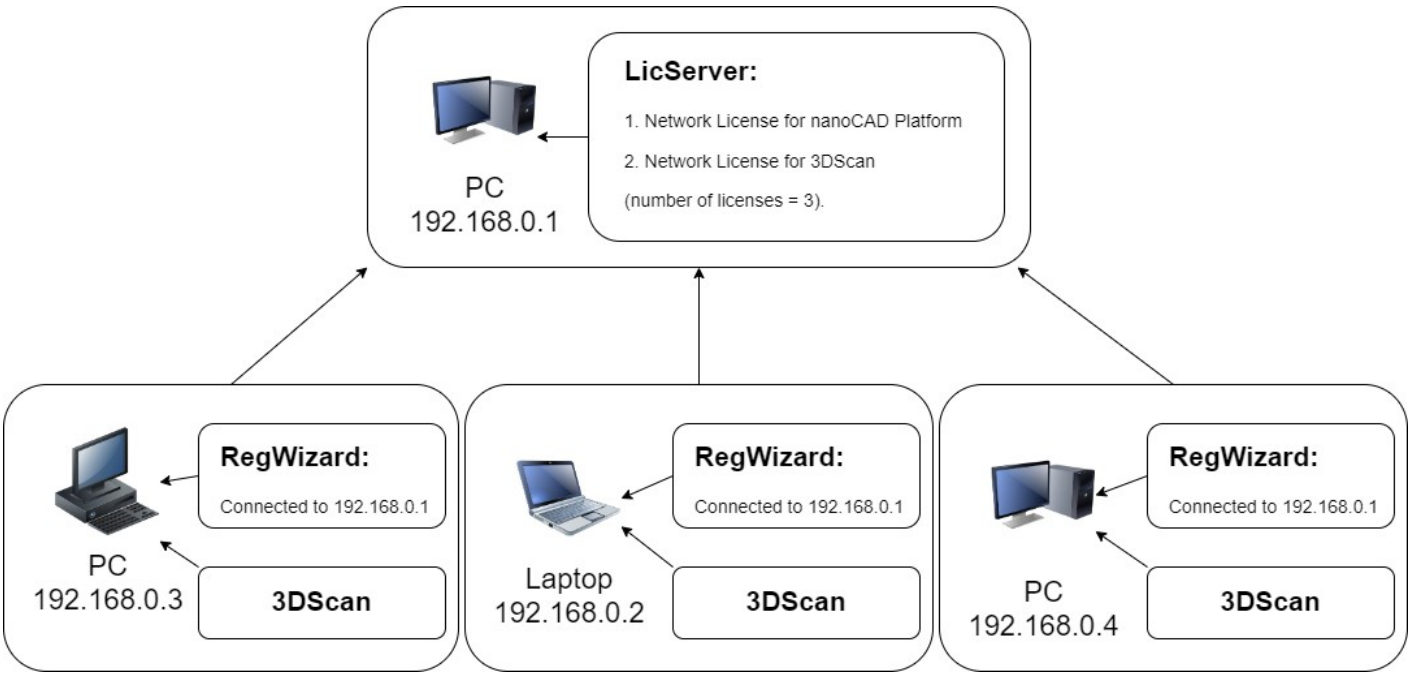
Click *Next*.

Congratulations! Product is activated.



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

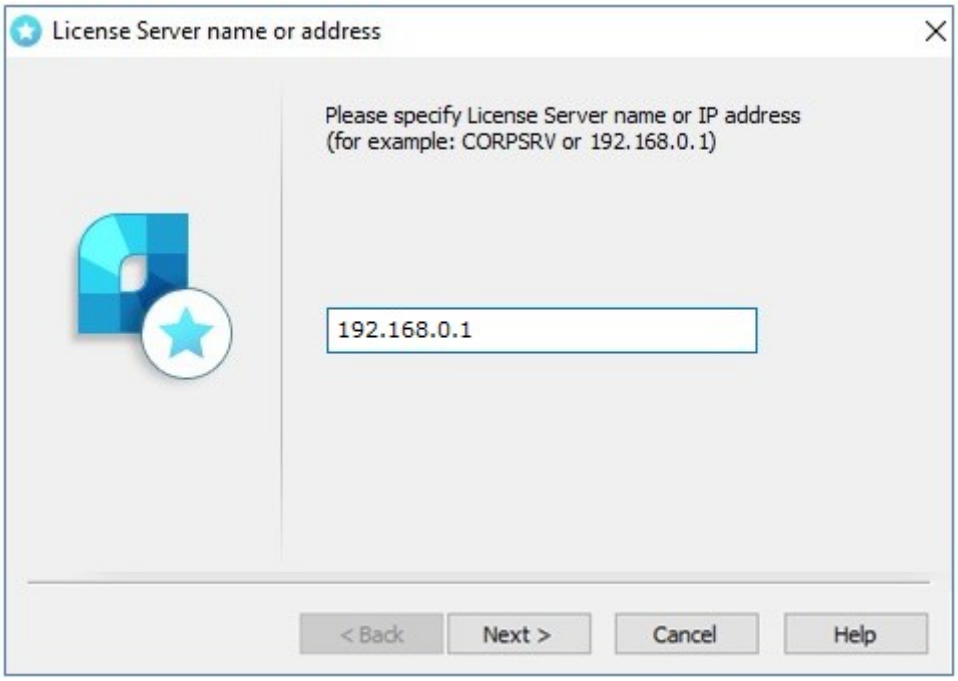
1. Request for network license from License Server (not Registration Wizard!), or by e-mail, or with request to Tech Support.
   You should use serial number that is supposed to get network license, it works in License Server. Serial number for local license will not work in License Server as it supposed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

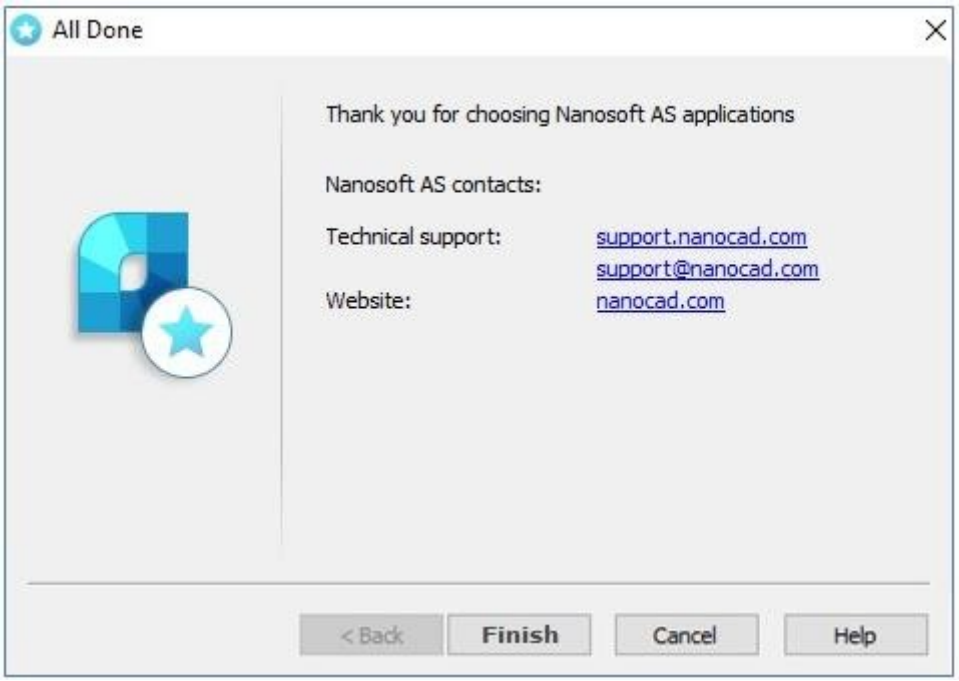
If Nanosoft License Server is installed in the local network, you should connect 3DScan to it.
Run Registration Wizard, choose *Connect to License Server* option and click *Next:*

Specify License Server

Enter the IP-address of computer where the License Server runs (for example, 192.168.0.1), or a NetBIOS-name 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):



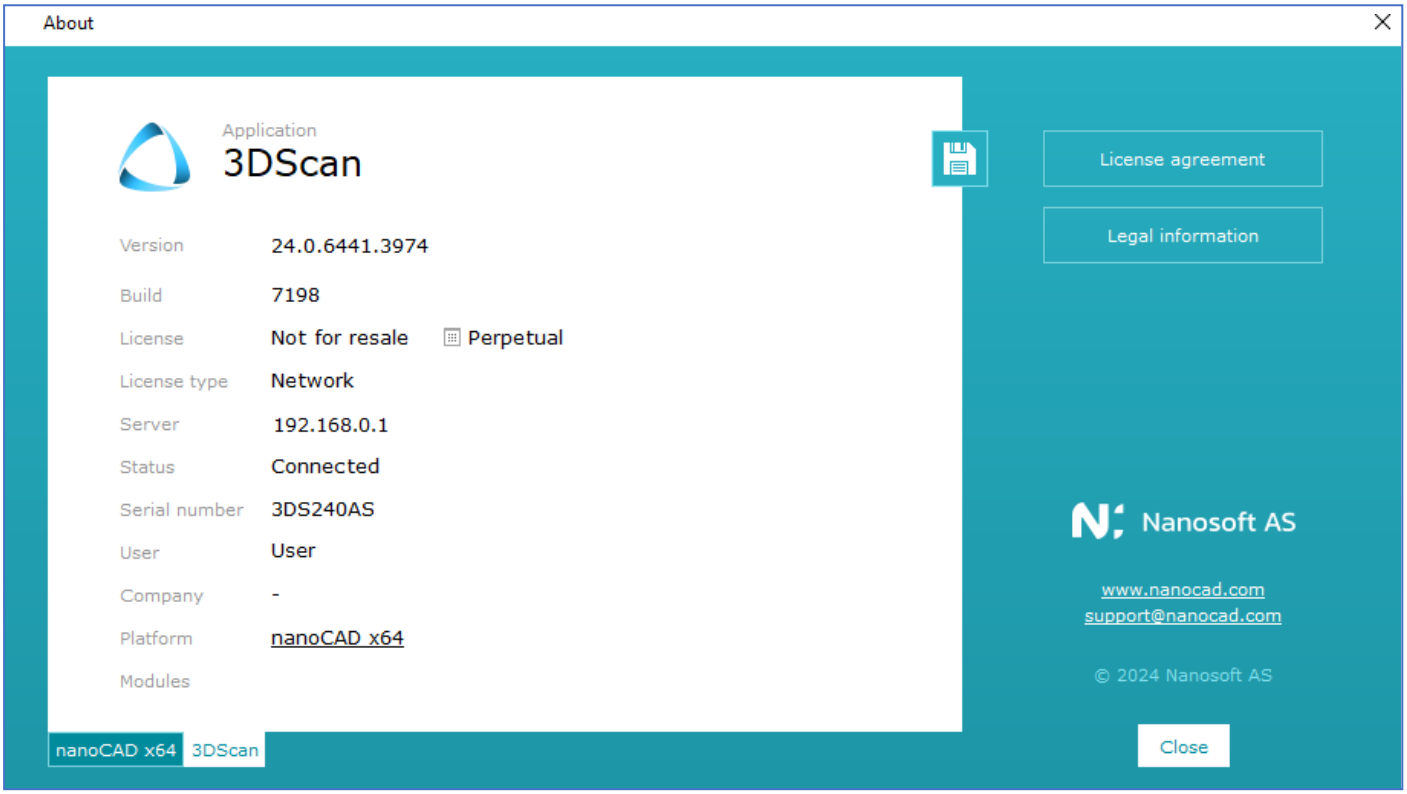
Click *Next*.



Congratulations! Product is activated.

About

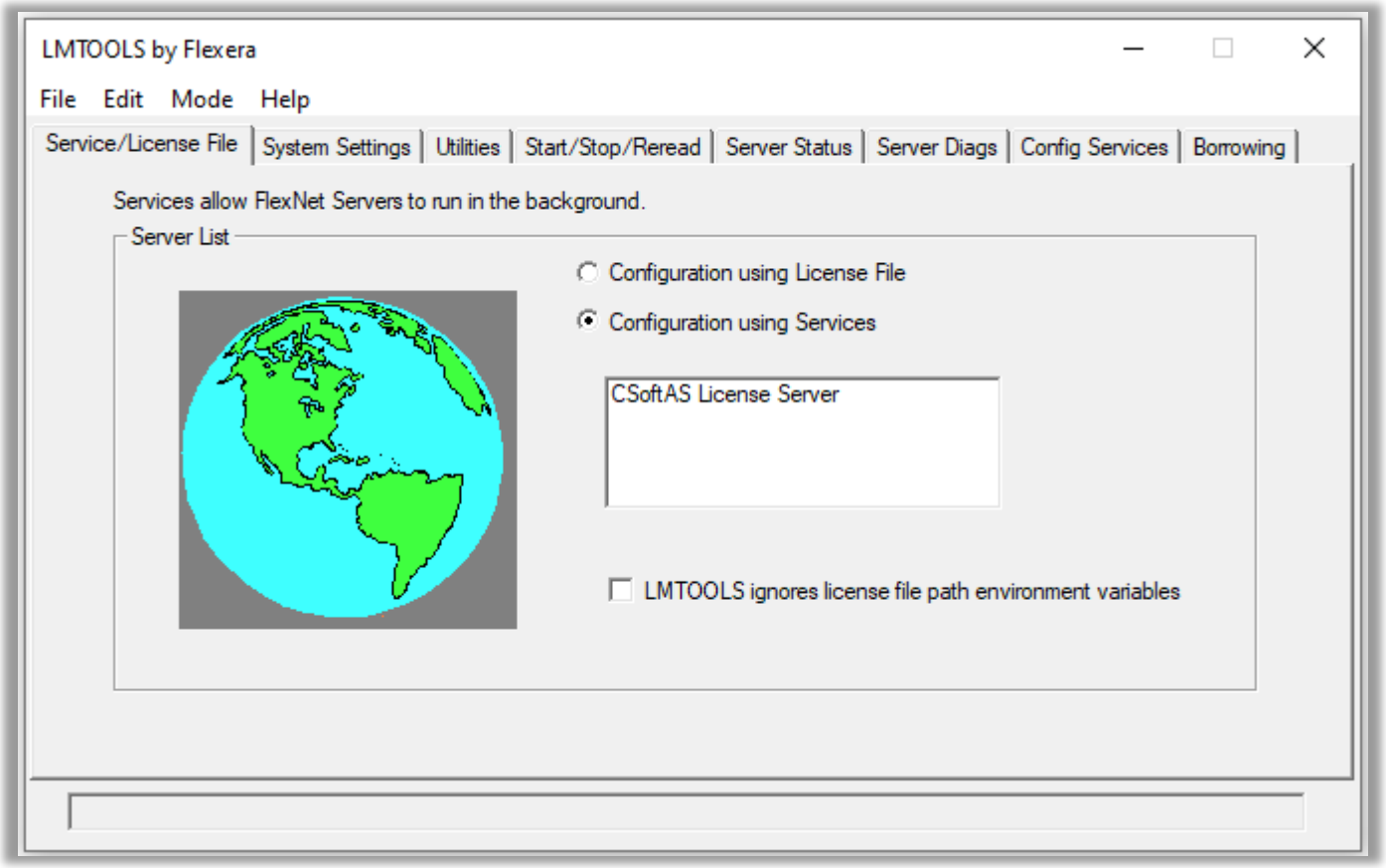
You can find your license information in About dialog



Network Licensing

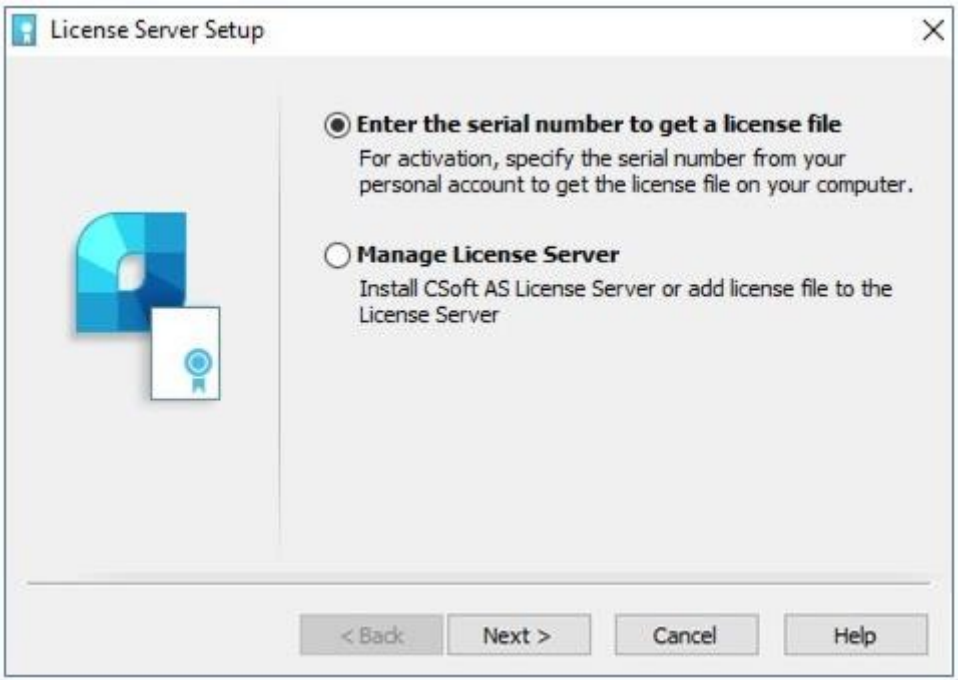
Download *License Server* from the website https://nanocad.com/products/nanocad-platform/download/. Network licensing in nanoCAD contains the set of utilities for installation, maintenance and control of network licenses:

- 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



Run License Server

Start LicServSetupCSoftAS.exe file:



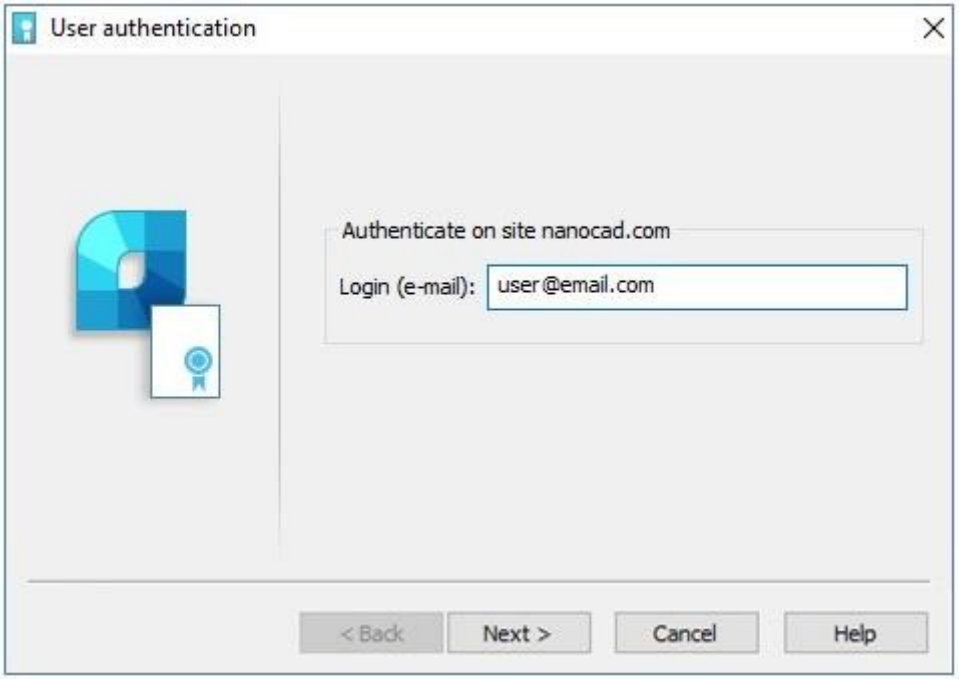
The first option *Enter the serial number to get a license file* is the main one. Choose it when you start License Server at the first time and need to install it, when you need to activate the license, or get new license file for existing server.
If you already have the license file, or you need to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

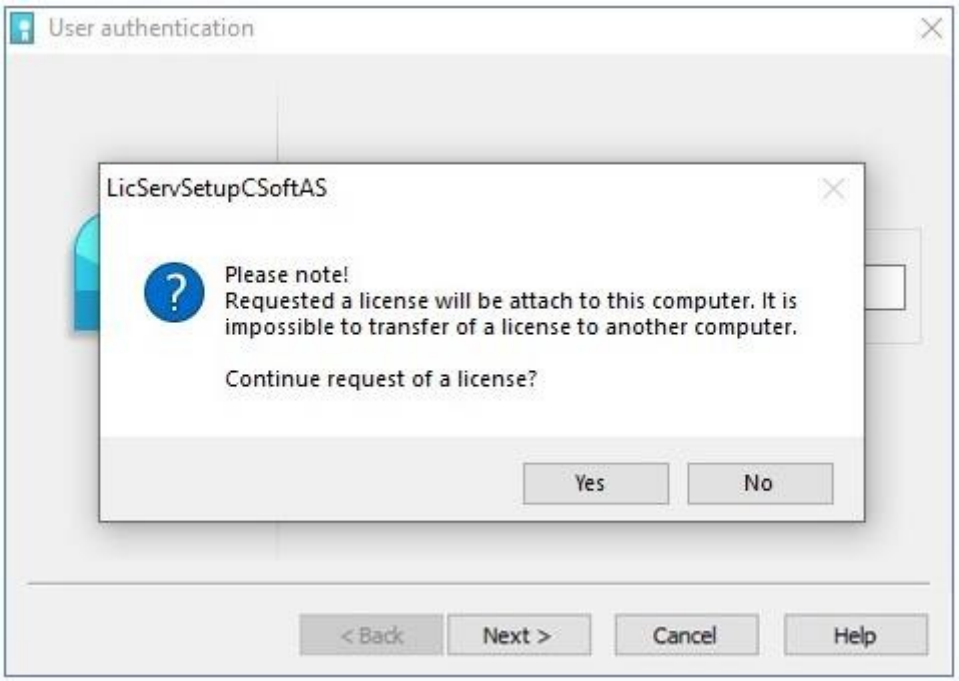
User Authentication

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



Confirm Registration Data

Click *Yes* to continue.

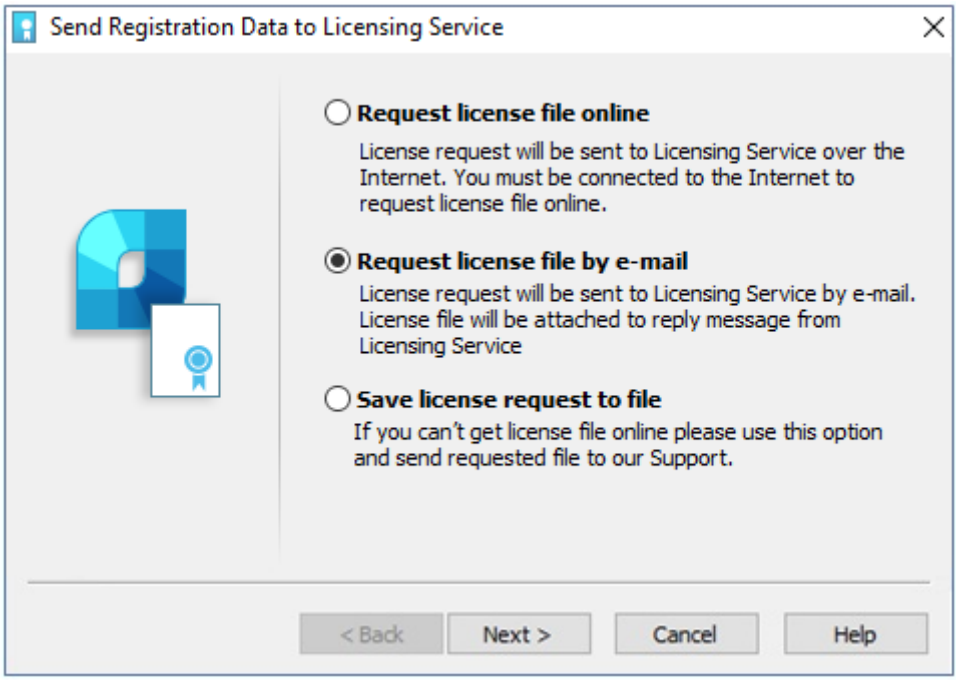


Send Registration Data to Licensing Server

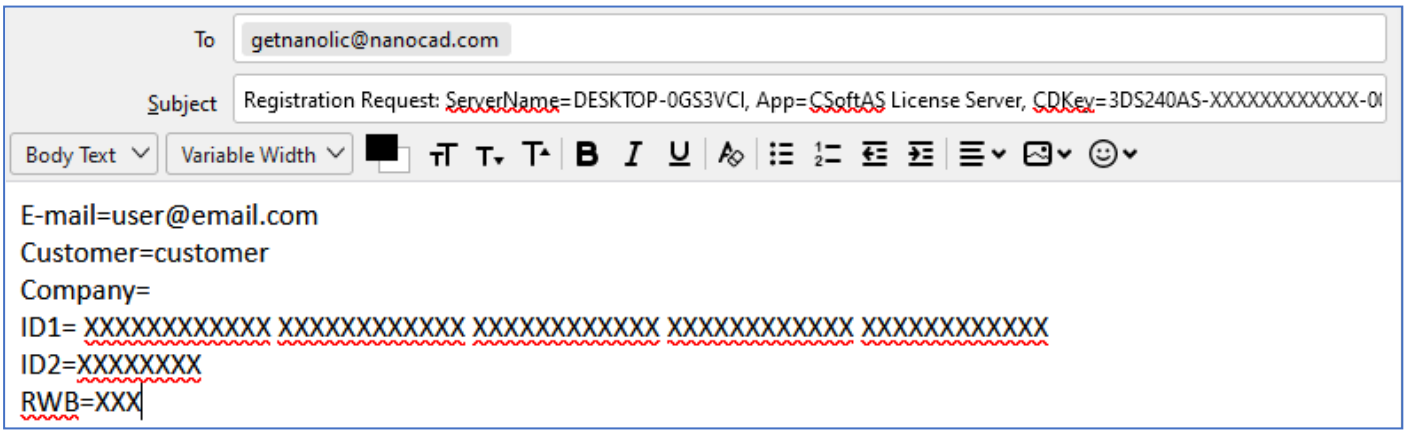
Choose one of the methods to get the license file.
If computer has Internet connection, choose *Request license file online* option and click *Next*.

Request license file 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.



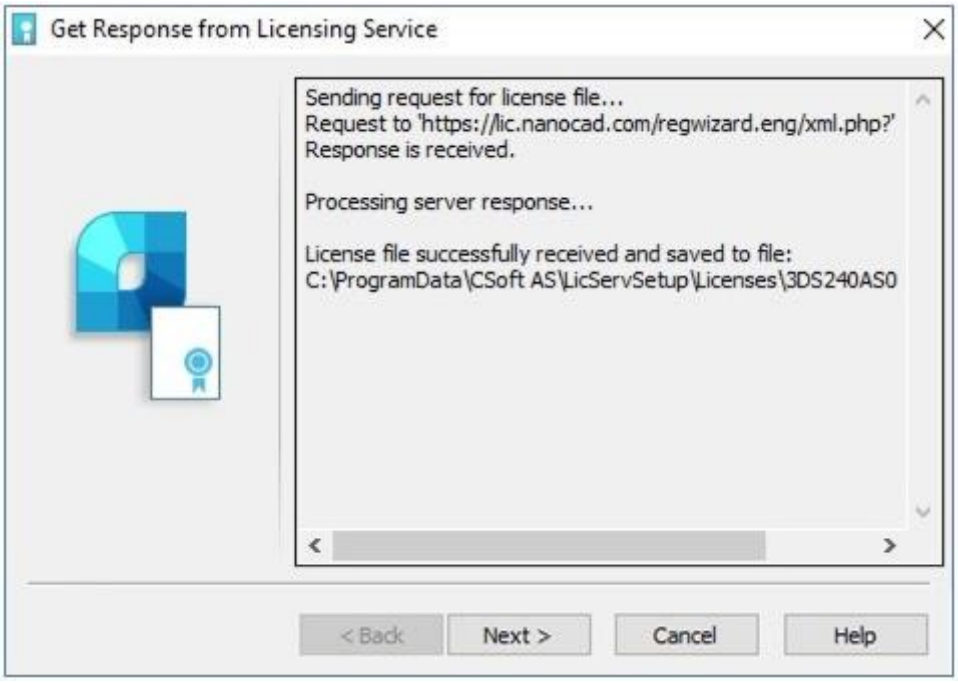
Email will be generated automatically, you should send it as it is. Please do not edit the message.



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.

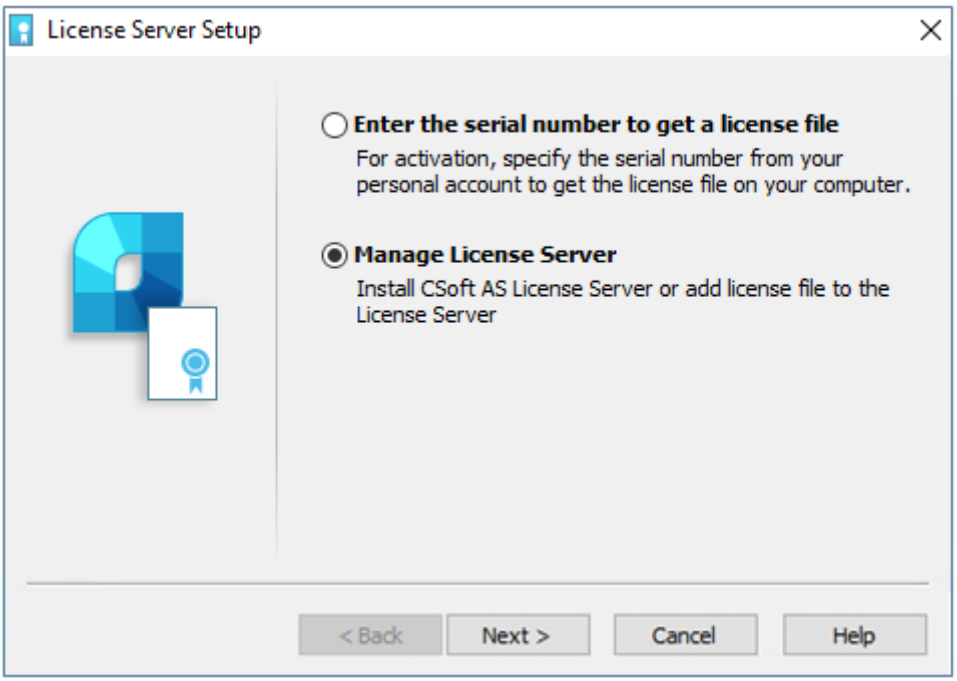
Response from Licensing Service

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

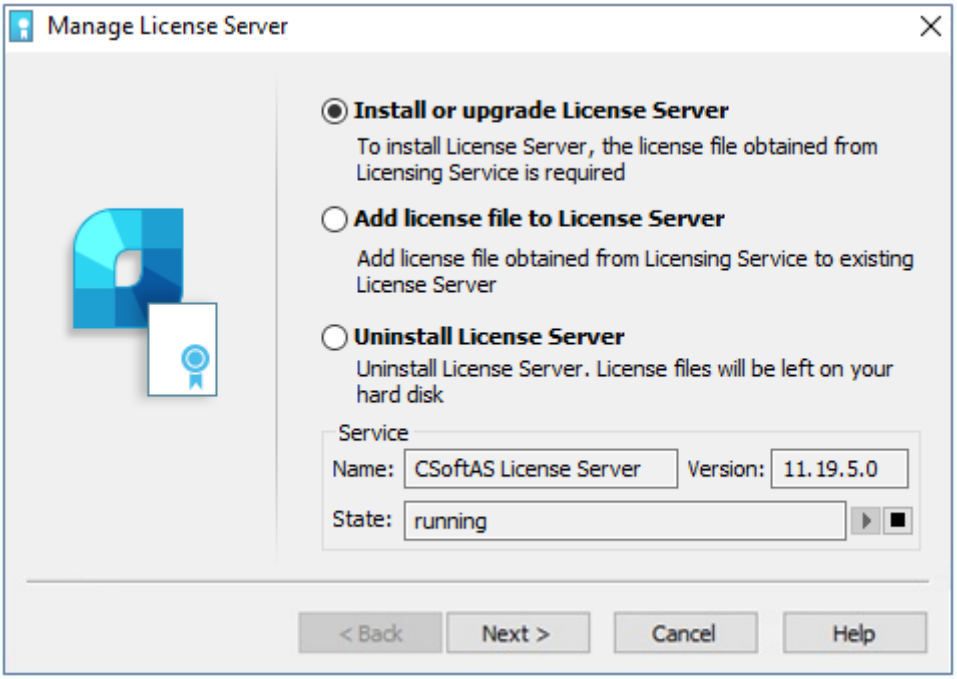


Configure License Server

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

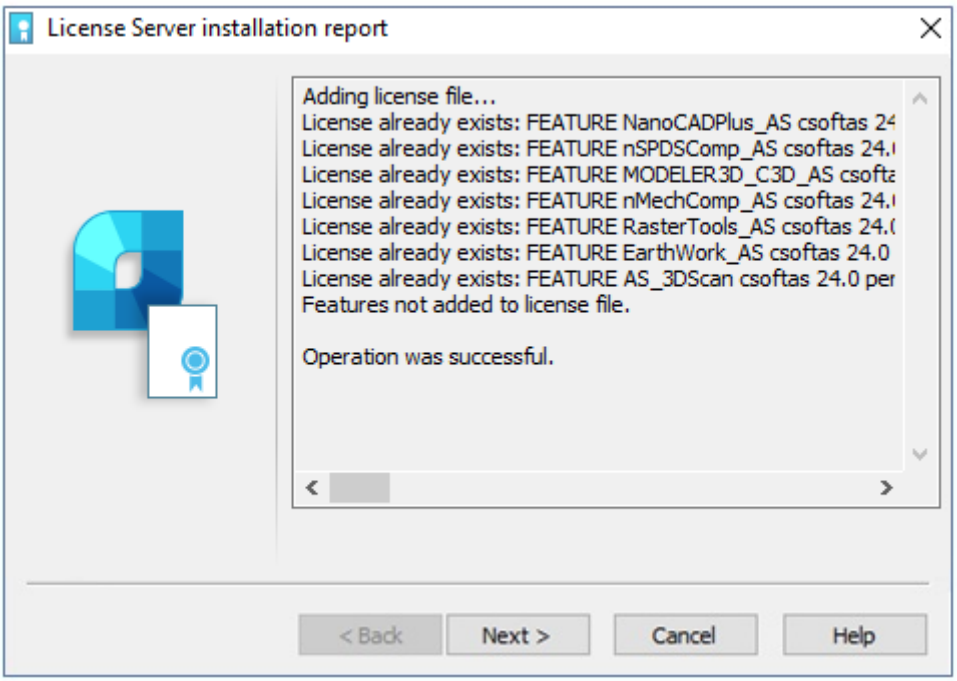


Manage License Server window includes several options:

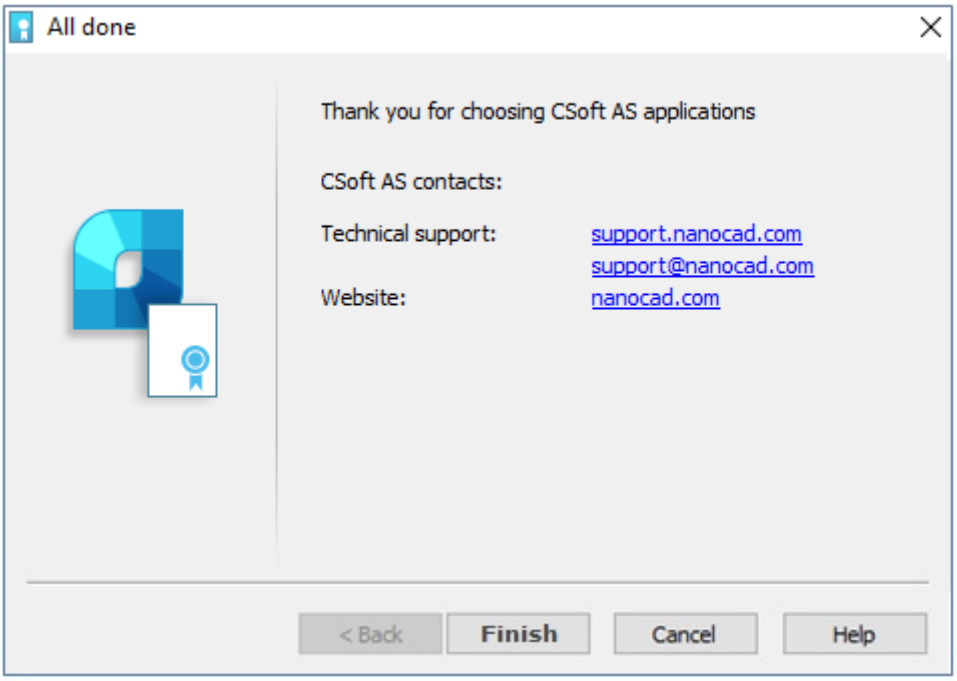


- **Install or upgrade License Server**. Use this option if the License Server is not installed yet, but normally it shouldn't happen, as before registration of network license for 3DScan there must be registered network license for nanoCAD Platform.
  Check *State* status, for normal further registration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



Click Next and then Finish:

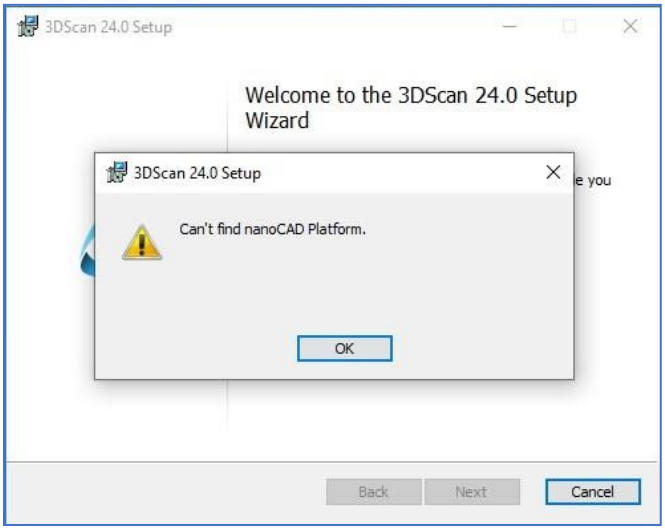


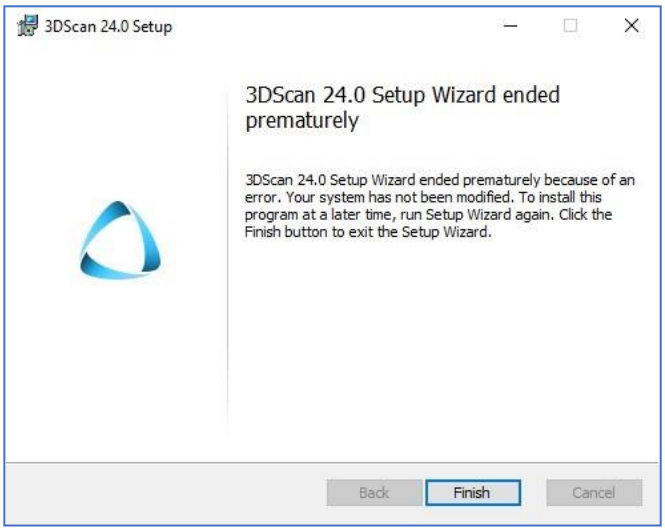
The License file will be added to License Server. The Server will be restarted automatically.

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 .

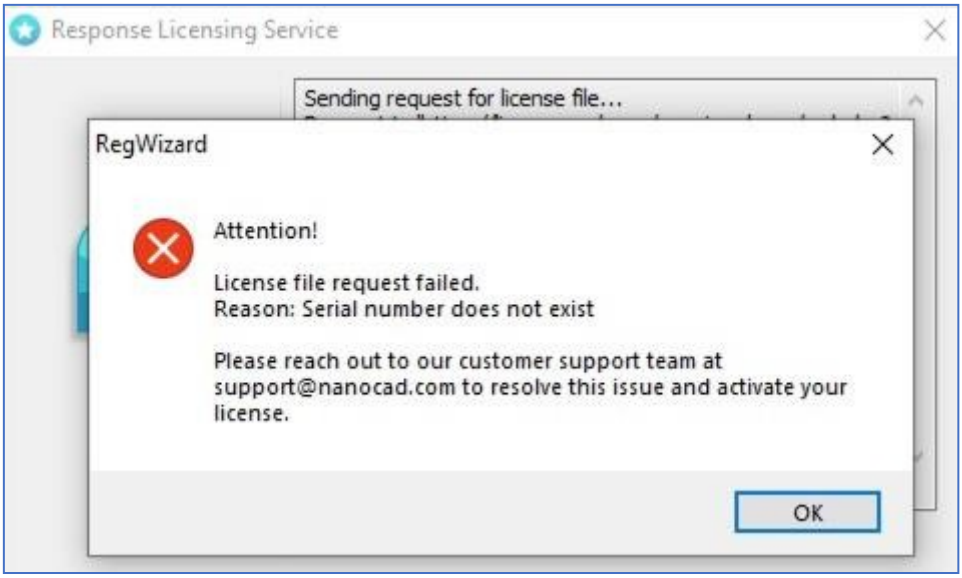
Get error when start setup.exe file





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



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 0 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 system requirements 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 Support Center. Try to explain the problem in detail, don't forget to specify the version of 3DScan and nanoCAD Platform.