nanoCAD

Installation and Registration Guide

Nanosoft AS

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Introduction

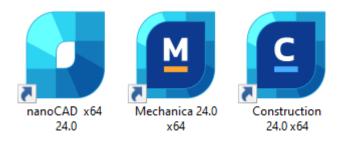
This instruction explains the process of installation of nanoCAD products.

nanoCAD consists of simple nanoCAD and Modules. Simple nanoCAD is a complete product, it includes base functionality. Modules include additional functionality that expands the program capabilities. There are the following modules:

- Construction,
- Mechanica,
- Topoplan,
- 3D,
- Raster.

Each module is licensed independently of the others.

After installation of nanoCAD with all modules, there appear three desktop shortcuts. They allow to run the program in one of three configurations: Platform, Mechanica and Construction:



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. Select language to use during the installation, available languages:

- 1. English
- 2. German
- 3. French
- 4. Korean
- 5. Spanish

Click OK to start the installation.

Select Setup Language X
Select the language to use during the installation:
English Deutsch Français 한국어 Español
OK Cancel
Welcome to the nanoCAD x64 24.0 Setup Wizard
The Setup Wizard will install nanoCAD x64 24.0 on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
< Back Next > Cancel

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:

🕼 nanoCAD x64 24.0 Setup - 🗆 🗙
End-User License Agreement Please read the following license agreement carefully
► SOFTWARE END USER LICENSE AGREEMENT This End User License Agreement ("Agreement") is made by and between Nanosoft AS ("Nanosoft") and you ("Licensee"). IMPORTANT - READ CAREFULLY: The terms and conditions below set forth a legal agreement between Nanosoft and Licensee relating to the computer software and documentation distributed with, or otherwise subject to, this Agreement (the "Software"). Licensee should carefully read these terms and conditions BEFORE installing the Software. This Agreement may be amended I accept the terms in the License Agreement
< Back Next > Cancel

At the following step of the installation process you should choose *Mechanica* and *Construction* modules if you need to install them. **We recommend to install these modules only if you have licenses for them.** Other modules – *3D*, *Raster*, *Topoplan* – will be installed by default.

Choose the folder where the program will be installed. We recommend not to change the default folder.

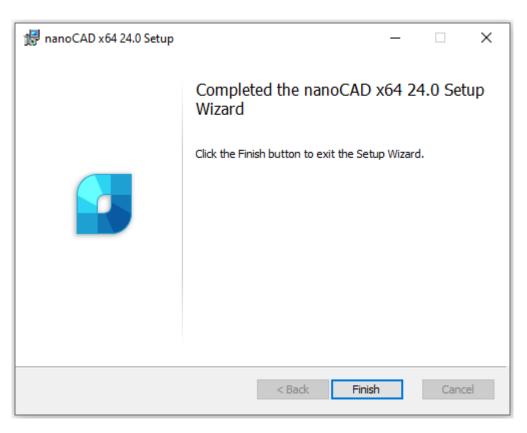
Associate .dwg (drawing), .dwt (drawing template), .dxf (drawing exchange format) and .dws (standards) files with nanoCAD.

🕼 nanoCAD x64 24.0 Setup	_	
Custom Setup Select the way you want features to be installed.		
Click the icons in the tree below to change the way fe	eatures will be installed.	
	Multi-purpose CAD for p design and drafting.	rofessional
Associate extensions .dwg/.dwt/.dxf/.dws		
Install nanoCAD x64 24.0 to:		
C: \Program Files \Nanosoft AS \nanoCAD x64 24.0 \		Change
Reset Disk Usage < Bad	k Install	Cancel
Custom Setup	 eatures will be installed.	
Custom Setup Select the way you want features to be installed.	Includes a large library of parts and tools designed automate mechanical dr ard drive	of standard d to help to awings
Custom Setup Select the way you want features to be installed. Click the icons in the tree below to change the way fe nanoCAD Platform Construction Mechanica Will be installed on local ha	Includes a large library of parts and tools designed automate mechanical dr ard drive led on local hard drive	of standard d to help to awings
Custom Setup Select the way you want features to be installed. Click the icons in the tree below to change the way fe nanoCAD Platform Nechanica Will be installed on local ha	Includes a large library of parts and tools designed automate mechanical dr ard drive led on local hard drive	of standard d to help to awings
Custom Setup Select the way you want features to be installed. Click the icons in the tree below to change the way fe nanoCAD Platform Nechanica Will be installed on local ha B Entire feature will be install Entire feature will be unava Associate extensions .dwg/.dwt/.dxf/.dws Install nanoCAD x64 24.0 to:	Includes a large library of parts and tools designed automate mechanical dr ard drive led on local hard drive	of standard d to help to awings
Custom Setup Select the way you want features to be installed. Click the icons in the tree below to change the way fe nanoCAD Platform Nechanica Will be installed on local ha B Entire feature will be install Entire feature will be unava	Includes a large library of parts and tools designed automate mechanical dr ard drive led on local hard drive	of standard d to help to awings

Click the Install button to start the installation process:

🎁 na	noCAD x64 24.0 Setup	_		×
Ins	stalling nanoCAD x64 24.0			
	Please wait while the Setup Wizard installs nanoCAD x64 24	4.0.		
	Status:			
	< Back	Next >	Can	cel

After the installation process completed, click *Finish* to run Registration Wizard and register nanoCAD.



Registration Wizard also might be started manually: *Start menu – All programs – nanoCAD x64 24.0 – Registration Wizard*.

Installation of Additional Modules

nanoCAD is a multicomponent software, it includes base Platform and additional components:

- Construction;
- Mechanica;
- Topoplan;
- 3D;
- Raster.

You can refuse installation of Construction and Mechanica at the installation process, other modules will be installed automatically.

Add module

If you bought additional module, make sure that it is switched on in the program options.

- Open Options dialog;
- Find *Licensing Modules* section;
- Select required components and click OK;
- Restart nanoCAD.

Options				×
 Texts Settings API Freedback Default raster properties Georeferencing W Licensing W Modules M Modules M Odules M Default raster properties (C3D) M Default raster (C3D) M Default raster (C3D) M Default raster (~	Current configura Default Current profile: < <default>> Action Action Move Move</default>	dd dify ete e Up Down	
OK Canc	el	Apply	Hel	D

Registration

After the installation of nanoCAD will be started Registration Wizard.

- If you need to get a license file, 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 <u>install License Server</u> at first.

😒 Registration Wizard		\times
	 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

If you have serial number, enter it in the field and click *Next*. The *User Authentication* window will be opened. Otherwise click on *nanocad.com/personal* link. You will be redirected to www.nanocad.com website. Follow site instruction for getting serial number, then start Registration Wizard again to activate your license.

😒 Serial Number		×
	Enter serial number and activate the product NC240AS-XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
	< Back Next > Cancel Help	

In User Authentication window enter your login (it coincides with email you registered at nanocad.com).

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

Click *Next* and then *Yes* to continue the license request:

😒 User Authentication	×
Registration Wizard Please note! Requested license will be attached to this computer. It is impossible to transfer a license to another computer. Continue the license request?	
Yes No	
< Back Next > Cancel Help	

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

Request license file online

😒 Send Registration Data t	o Licensing Service	\times
	 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 	
	< Back Next > Cancel Help	

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.

rvice	Х
Sending request for license file Request to 'https://lic.nanocad.com/regwizard.eng/xml.php? Response is received. License file successfully received and saved to file: C:\ProgramData\Nanosoft AS\RegWizard\Licenses\NC240ASI	~
< >	Ĭ.
< Back Next > Cancel Help	
	Sending request for license file Request to 'https://lic.nanocad.com/regwizard.eng/xml.php? Response is received. License file successfully received and saved to file: C:\ProgramData\Nanosoft AS\RegWizard\Licenses\NC240ASI

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:

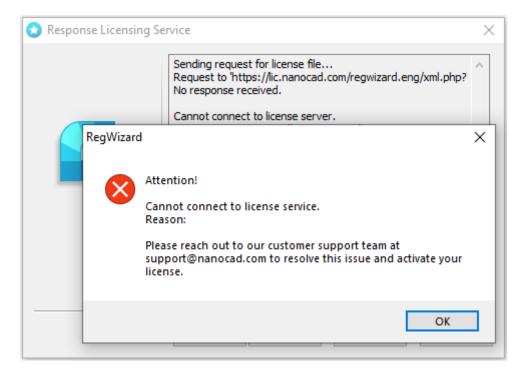
- license file successfully received;
- license file request failed;
- failed connection to Licensing Server.

If the product was successfully activated, click Next, then Finish.

😒 All Done		×
	Thank you for choosing Nanosoft AS applications Nanosoft AS contacts: Technical support: support.nanocad.com Support@nanocad.com Website: nanocad.com	
	< Back Finish Cancel Help	

Congratulations! License file successfully received. Product is activated.

In case if you don't have Internet connection or you get *failed connection* error, request license file in another way as it's described further.



Request license file by e-mail

😒 Send Registration Data	to Licensing Service	×
	 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. 	
	< Back Next > Cancel Help	

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 just send it as it is.

To getnanolic@nanocad.con •			
Subject Registration Request: App=nangCAD x64 24.0, CDKex=NC240AS-XXXXXXXXXXXXXX, ID1=XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			
Body Text \checkmark Variable Width \checkmark \blacksquare \top \top_{\bullet} \top_{\bullet} $ $ B $I \ \cup \land \rangle \coloneqq \frac{1}{2} $ $\boxdot $ $\blacksquare \equiv \lor \boxtimes \lor \odot \lor$			
Please do not change the subject of the email, it will speed up the processing of the request.			
CDKey=NC240AS-XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			
-mail=user@email.com			
3uild=24.0			
3WB=84			
Customer=CustomerName			
Company=home_office			

You will get an email with license file. Save this file on your PC, then start Registration Wizard and choose <u>Manually activate license file</u> option.

😒 All Done			×
	Thank you for choosing N Nanosoft AS contacts: Technical support: Website:	anosoft AS applications <u>support.nanocad.com</u> <u>support@nanocad.com</u> <u>nanocad.com</u>	
	< Back Finish	Cancel He	lp

Click Finish.

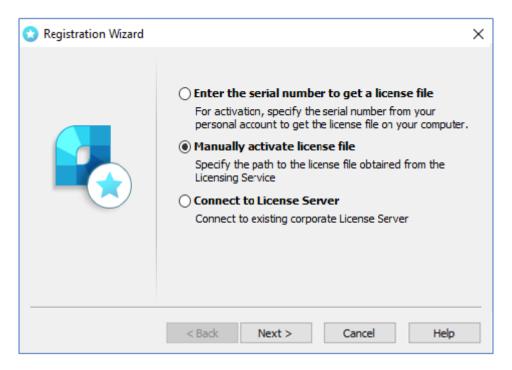
Save license request to file



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:



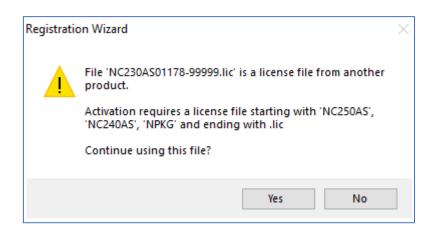
License file location

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

😒 License file location		×
	Please specify license file location (for example: C: \Lics \license.lic)	
	C:\ProgramData\Wanosoft AS\RegWizard\L Browse	
	< Back Next > Cancel Help	

Click Next.

If the chosen license does not match current product, you will receive message:



Click No and select proper license.

😒 All Done			Х
	Thank you for choosing Nanosoft AS contacts: Technical support: Website:	Nanosoft AS appications <u>support.nanocad.com</u> <u>support@nanocad.com</u> <u>nanocad.com</u>	
	< Back Finis	h Cancel Help	

Congratulations! License file successfully received. Product is activated.

Network license activation

Network licensing requires a TCP/IP connection. Install License Server on one of computers in the local network. Install nanoCAD on every computer which will use it, then connect nanoCAD with License Server through the Registration Wizard by the name of Server PC or its IP address.

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

Connect to License Server

If Nanosoft License Server is installed in the local network, you should connect nanoCAD 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 	•
	< Back Next > Cancel Help	

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 o	r address	×
	Please specify License Server name or IP address (for example: CORPSRV or 192.168.0.1) Server_name	
	< Back Next > Cancel Hel	p

Click Next. Congratulations! Product is activated.

License Borrowing

License borrowing allows to use nanoCAD outside the local network during a certain time. This option doesn't work by default, please connect Support Center support@nanocad.com for getting specific license file.

How to Borrow License

To borrow license from the License Sever:

- call the BORROWLICENSE command in the nanoCAD command line;
- Specify end borrowing date and click OK.

Borrow a Lic	ense	×
	License: NanoCADPlus_AS 24.0 Choose within valid data range 11.02.2024 (today) - 11.04.2024	
	 ✓ February 2024 Mo Tu We Th Fr Sa Su 	
	11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 1 2 3 4 5 6 7 8 9 10 11 12	
	Borrow license until (Midnight): 28.02.2024 OK Cancel	

At the end of the specified date the borrowed license will be returned to the License Server. To turn the license back to server earlier, connect nanoCAD to License Server and call RETURNLICENSE command.

About

You can find your license information in About dialog

About		×
na 🚺 na	anoCAD x64	License agreement
Version	24.0.6381.4326	Legal information
Build	7138	
License	Commercial 🔄 Perpetual	
License type	Local	
Server	-	
Status	Connected	
Serial number	NC240AS	N; Nanosoft AS
User	User	, Ranosole As
Company	-	www.nanocad.com
Modules	3D Modeling, Raster Tools, Topoplan	<u>support@nanocad.com</u>
Applications	-	
nanoCAD x64		Close

Network Licensing

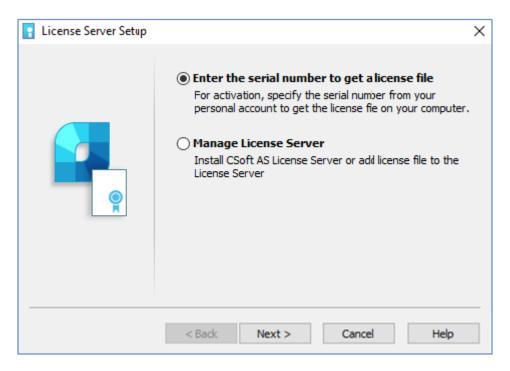
Download *License Server* from the website <u>https://nanocad.com/products/nanocad-platform/download/</u>. Network licensing in nanoCAD contains the set of utilities for installation, maintenance and control of network licenses:

- 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 Confi	g Services	Borrowin	g
Services allow FlexNet Servers to run in the background. ⊢ Server List			
© Configuration using License File			
Configuration using Services			
CSoftAS License Server			
LMTOOLS ignores license file path environme	ent variable	8	

Run License Server

Start LicServSetupCSoftAS.exe file:

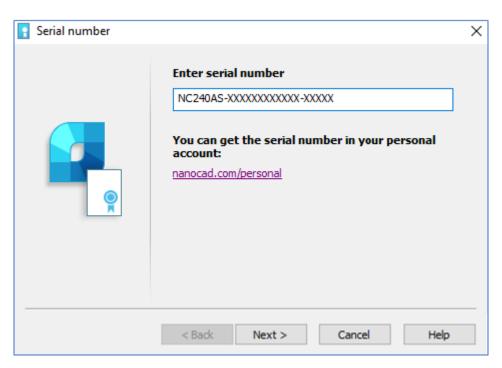


The first option *Enter the serial number to get a license file* is the main one. Choose it when you start License Server at the first time and need to install it, when you need to activate the license, or get new license file for existing server.

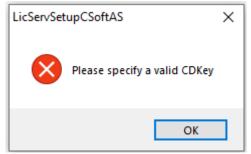
If you already have the license file, or you need to stop or delete License Server, choose the second option *Manage License Server*.

Request Network License

If you didn't get the license file yet, choose Request license file option. Enter serial number of your network license and click *Next*. You can find serial number in the personal account on website.



If you don't have the serial number, click on *nanocad.com/personal* link, you will be redirected to nanocad.com website into your personal cabinet where you can get your serial number. If serial number is invalid, you get message:



In this case click OK and check if you using proper serial number from your personal cabinet.

User Authentication

Enter your Login (is the same with your email).

🚦 User authentication		×
	Authenticate on site nanocad.com Login (e-mail): user@email.com	
	< Back Next > Cancel	Help

Confirm Registration Data

Click Yes and then Next to request for a license:

Ser authentication	\times
LicServSetupNanosoftAS Please note! Requested a license will be attach to this computer. It is impossible to transfer of a license to another computer. Continue request of a license?	×
Yes No	
< Back Next > Cancel	Help

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*.

Send Registration Data	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 request 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	

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. Please do not edit the message just send it as it is.

То	getnanolic@nanocad.con
<u>S</u> ubject	Registration Request: ServerName=DESKTOP-3SW0FQE, App=SSoftAS License Server, SDKey=NC240AS-18961F2532AB-000
Body Text 🗸 Varia	ble Width ∽ 💻 T T+ T* B I U 🗞 ☵ ½= ☷ ☷ ☰ × ✍ > ☺ >
E-mail=user@em Customer=custor Company= ID1= 35g73j42c3 ID2=90842844 RWB=121	

Save license request to file

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.

🚦 Send Registration Dat	a to Licensing Service	×
	 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	

Respond from Licensing Service

If you request the license file online, License Server will receive it, then you should configure License Server.

🚦 Get Response from Lic	ensing Service	×
	Sending request for license file Request to 'https://lic.nanocad.com/regwizard.eng/xml.php?' Response is received. Processing server response License file successfully received and saved to file: C:\ProgramData\CSoft AS\LicServSetup\Licenses\NC240AS00	~ ~
	< Back Next > Cancel Help	

Specify License Server files destination:

Copy License Server files		Х
	Please specify License Server files destination	
	Es (x86)\CSoft AS\CSoftAS License Server Browse	
	< Back Next > Cancel Help	

It's recommended not to change default files destination:

C:\Program Files (x86)\CSoft AS\CSoftAS License Server

Click Next then, if needed, specify settings for Ports. Usually, it is better to leave it by default.

TCP Ports and Window	vs Firewall		×
	License Service TCP Port Default (27000-27009) Specify Vendor Daemon TCP Port Default (Arbitrary) Specify Allow communication through Use real server name inste	_	
	< Back Next >	Cancel Help	

Click Next.

License Server installation	on report	×
	Installing License Server Copying files to folder: 'C:\Program Files (x86)\CSoft AS\CSoftAS License Server' File 'CSoftAS.exe' copied. File 'Imgrd.exe' copied. File 'Imtols.exe' copied. File 'LicServSetupCSoftAS.exe' copied. Service 'CSoftAS License Server' created. Service 'CSoftAS License Server' started. Operation was successful.	>
	< Back Next > Cancel Help	

And then Finish.

Congratulations! License Server successfully installed.

Configure License Server

If you already have license file, you could install and 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		×
	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	
<u> </u>	Uninstall License Server Uninstall License Server. License files will be left on your hard disk	
	Service	
	Name: CSoftAS License Server Version:	
	State: not installed	
		-
	< Back Next > Cancel Help	

• Install or upgrade License Server. Use this option if the License Server is not installed yet. Specify the location of the license file, then click *Next*. Network license files are located in *C*:*ProgramData**CSoft AS**LicServSetup**Licenses* folder by default.

Click Next.

Server license file loca	tion	X
Server license file loca	Please specify server license file location (for example: C:\Lics\license.lic) C:\ProgramData\CSoft AS\LicServSetup\Lic Browse	
	< Back Next > Cancel Help	

Specify path where to copy License Server files.

Default path for License Server to install is:

C:\Program Files (x86)\CSoft AS\CSoftAS License Server

Click Next:

Copy License Server files		×
	Please specify License Server files destination	
	es (x86)\CSoft AS\CSoftAS License Server	Browse
-	< Back Next > Cancel	Help

Then specify License Service and Vendor Daemon TCP ports.

Use default ports or set specific ones.

TCP Ports and Window	s Firewall	×
	License Service TCP Port Default (27000-27009) Specify Vendor Daemon TCP Port Default (Arbitrary) Specify Allow communication throug Use real server name instead	
	< Back Next >	Cancel Help

Click Next and then Finish:

🚦 License Server installati	on report	×
	Instaling License Server Copying files to folder: 'C:\Program Files (x86)\CSoft AS\CSoftAS License Server' File 'CSoftAS.exe' copied. File 'Imgrd.exe' copied. File 'Imtools.exe' copied. File 'Imtools.exe' copied. File 'LicServSetupCSoftAS.exe' copied. Service 'CSoftAS License Server' created. Service 'CSoftAS License Server' started. Operation was successful.	
	< Back Next > Cancel Help	

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

Add License File to License Server. Use this option when License Server is installed and works and you
need to update or upgrade the current license. Specify the license file location and click Next.
Network license files are usually located in C:\ProgramData\CSoft AS\LicServSetup\Licenses folder by
default.

🚦 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 files will be left on your hard disk	
	Name: CSoftAS License Server Version: 11.19.5.0 State: running]
	< Back Next > Cancel Help	

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

Remote connection to License Server

There is a possibility to connect to remote License Server through the Internet. To do this, you need to forward the port of the License Server (standard port 27000), so that it is available for connection from the global network and has a public (permanent) IP address on the computer where the License Server is installed. In this case, you can connect to the License Server from any computer that has Internet access. To connect to the License Server configured for Internet connections, you will need to specify not only the external IP address in the Registration Wizard but also the port, using the @ symbol, for example, 27000@external_ip.

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@nanocad.com .

Get error when start setup.exe file

- 1. Make sure the installation file is downloaded completely and correctly.
- 2. Make sure the computer meets the system requirements for the software.
- 3. Try to install nanoCAD on another computer.
- 4. 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. For example, <u>NC240AS</u>-xxxxxxxxxxxxx for <u>nanoCAD 22</u>, it is another product. Serial number that starts with NC240AS is suited to NanoCAD 24.0 version.
- 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 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 nanoCAD's files to the quarantine.
- 3. Contact Support Center. Try to explain the problem in detail, don't forget to specify the version of nanoCAD.

Error to request of network license for the node-locked serial number

🚦 Get Response f	rom Licensing Service		\times
LicServSet	tupCSoftAS	×	
	Attention! License file request failed. Reason: Request of network license for the node-locked serial number Please reach out to our customer support team at support@nanocad.com to resolve this issue and activate your license.		
	OK < Back]	

This error occurs when you try to activate workstation license with Licensing Server. To activate workstation license, please, use Registration Wizard, not Licensing Server. Licensing Server is to register network licenses.