

Installation guide

CADKON+ 2024



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CADKON+ 2024 Installation

Software and hardware requirements

Recommended system requirements:

- Windows 11 or Windows 10 (64-bit versions only)
- Intel® Core i5 2,4 GHz or AMD® processor equivalent or higher
- 8 GB RAM memory
- 6 GB disk space for program files installation
- dedicated graphics card*
- SSD system disk
- Microsoft .NET Framework 4
- Microsoft Visual C++ Redistributable 2012 a 2015

***Note:**

Drawing speed while zooming, panning, rendering, 3D displaying etc. is greatly influenced by your graphic card. We recommend to use a middle class „game“ graphic card or professional series of graphic cards Nvidia Quadro or AMD FirePro.

Regular update of graphic card driver is also important. Drivers can significantly influence performance and stability and we therefore recommend to update them every time you install a new version of CADKON+ or at least once a year.

Disclaimer:

Only 64-bit operating systems are supported.

Windows Vista, Windows XP and Windows 7 are no longer supported.

Minimal system requirements:

- Windows 11, Windows 10, Windows 8.1, Windows 8 (64-bit versions only)
- processor Intel® 3rd generation Core i3.0 or AMD® equivalent
- 4 GB RAM memory
- 3 GB disk space for program files installation
- Microsoft .NET Framework 4
- Microsoft Visual C++ Redistributable 2012 a 2015

CADKON+ compatibility with Windows ARM64 and ARM processors:

CADKON+ from version 2023.1 supports Windows 11 ARM64. Previous versions are not supported on Windows 11 ARM64 and do not work on it.

Note: *Microsoft does not officially support Windows 11 ARM64 on Apple devices (M1 and M2 processors). Only Qualcomm ARM processors are officially supported, see the [list of supported processors](#).*

However, there are ways to install Windows 11 ARM64 on Apple devices with M1 or M2 ARM processors. You can use so-called virtualization tools such as [Parallels](#), [VMWare](#), [Fusion](#) or [UTM](#), which allow you to install Windows 11 ARM64.

Please note that these configurations are not officially supported and not tested. Functionality relies heavily on third party applications (virtualized environments) that we are unable to control. Functionality may change with a Windows update, a virtualization environment update, or an update to the MAC OS itself.

CADKON+ 2024 has been tested on following configuration and we have not experienced any functionality issues:

- Parallels Desktop 18 (Pro Edition) - version 18.2.0 (53488)
- Windows 11 ARM64 - version 22H2 (build 22621.1344)

Before installing CADKON+

- make sure you have administrator rights for the computer on which the CADKON+ product will be installed
- turn off UAC (User Account Control) before installing and launching the program for the time
- disable all resident shields (anti-virus programs, firewalls) on your computer
- if you are using anti-virus program Norton by Symantec, we recommend you turn off both services of this program (Start > Control panels > Administrative tools > Services)

First installation of CADKON+

CADKON+ 2024 can only be installed once on your system.

Note:

CADKON +2024 installation supports user profiles, all user files are copied to a user profile when software is launched for the first time:

i.e. C:\Users\“user profile“\AppData\Roaming\AB Studio\CadkonPlus_2024\en. Custom settings (e.g. custom menu modification etc.) are thus saved for each signed in user.

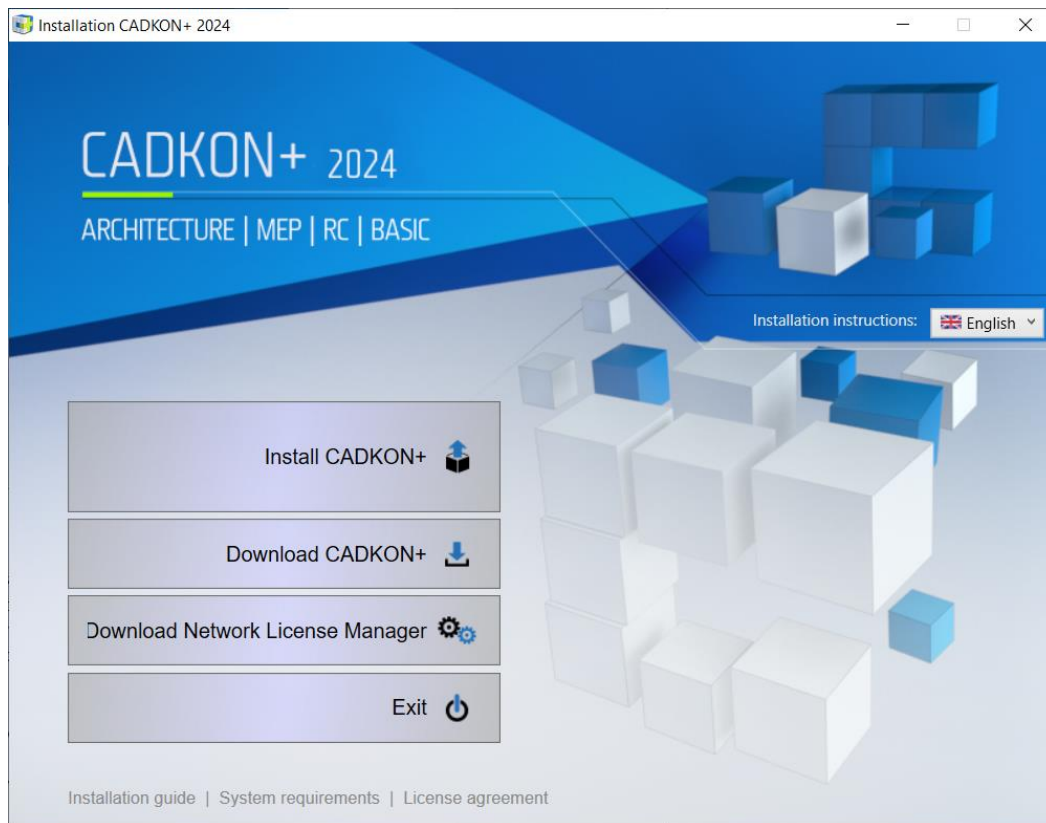
Installation takes place by consecutive steps. Click **Next** to display the following step, click **Back** to return to a previous step and click **Cancel** to exit the installation. Before launching the CADKON+ installation, **close all running programs.**

Warning:

The installation runs online, it is therefore necessary to be connected to the internet. If you wish to install the programme offline you need to download the complete

installation package. See chapter „Installation offline“ for installation without internet connection.

1. If you downloaded the CADKON + 2024 installation program from a link, launch the installation by opening the downloaded installation file “SetupCadkonPlus_2024.exe”. Use the Setup wizard to install the CADKON+ 2024, download CADKON+ 2024 or download just the *Network License Manager* installation.

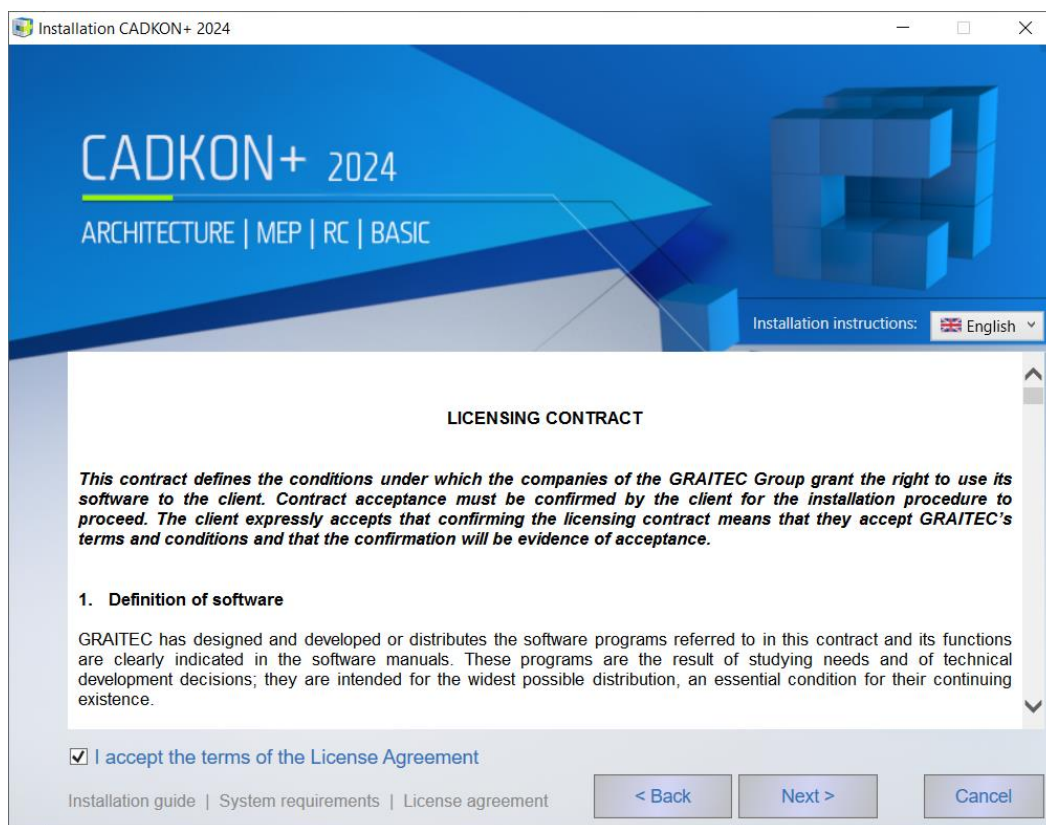


Important:

Do not install the Network License Manager within a local license installation.

Setup Wizard, resp. installation instructions can be displayed in Czech, English or Polish. Language can be switched in Installation instructions menu which is available in each installation dialog window. Chosen language of Setup Wizard can differ from the language of the product being installed (see par. 3).

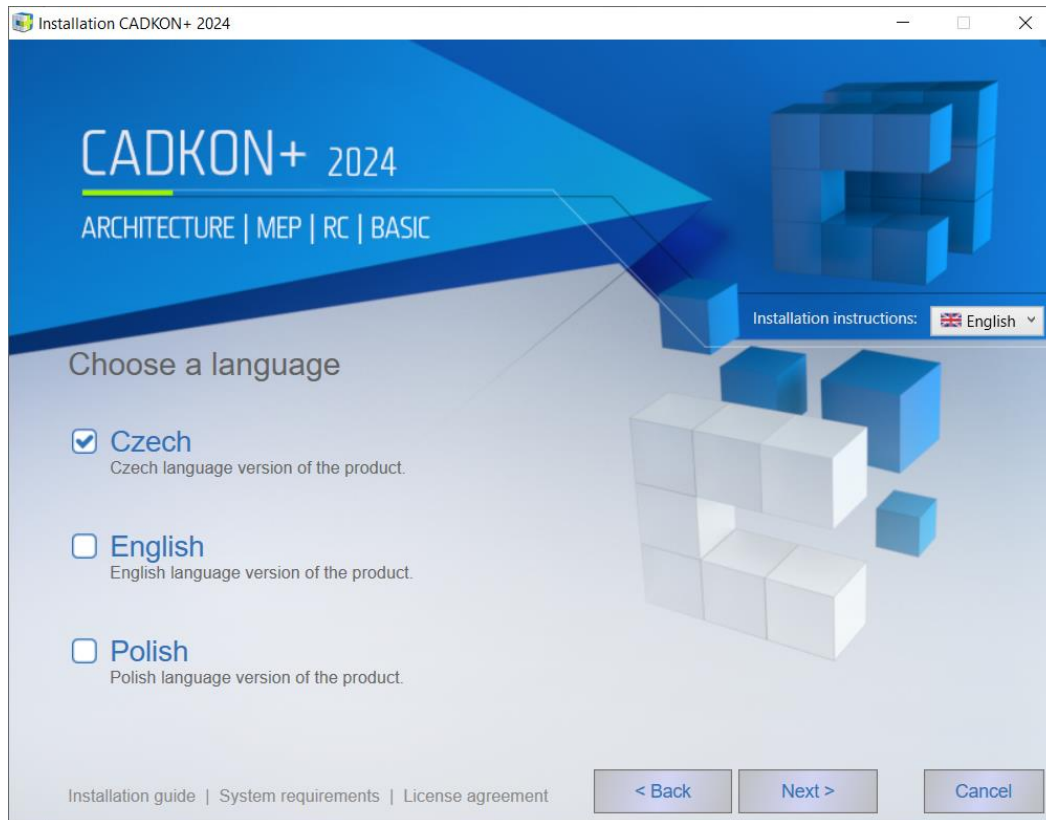
2. After choosing **Install CADKON+** in the first step, a screen with a software license agreement will appear. Please read the terms and conditions. After having read them and agreed with the terms, check the box *I agree with terms and conditions of the license agreement* to continue the installation. The **Next** button will be enabled only after you tick the box.



3. In the dialog window *Select language* tick which language version of CADKON+ do you want to install and use consequently.

Note:

In case of changing the language of already installed product you can change the configuration (see chapter CADKON+ Configuration change).



4. Select which products you want to install. Individual components can be added later (see chapter *Change CADKON+ 2024 configuration*).

You can choose from four products:

CADKON+ Architecture: CADKON+ Architecture product focusing on processing a project and drawing-up building construction documentation using professional tools. Basic CAD is already included. It is available in Czech, English and Polish version.

CADKON+ Architecture offers installation of a Slovak add-on. The Slovak add-on is intended for Slovak customers using CADKON+ 2024 ARCHITECTURE in the Czech language version. By installing the Slovak add-on, the CADKON+ ARCHITECTURE outputs rendered in the drawing are modified into the Slovak language.

If you wish to install the Slovak add-on, click on the icon  and tick „Slovak add-on“.



Warning:

The CADKON+ 2024 Slovak add-on can be installed only to a Czech version of CADKON+ 2024.

CADKON+ MEP: CADKON+ MEP product for drawing sanitation, heating, air conditioning and electro installation documentation using professional tools. Basic CAD is already included.

It is available in Czech version only.

CADKON+ RC: CADKON+ RC enables processing of project drawings of reinforced concrete structures using professional tools.

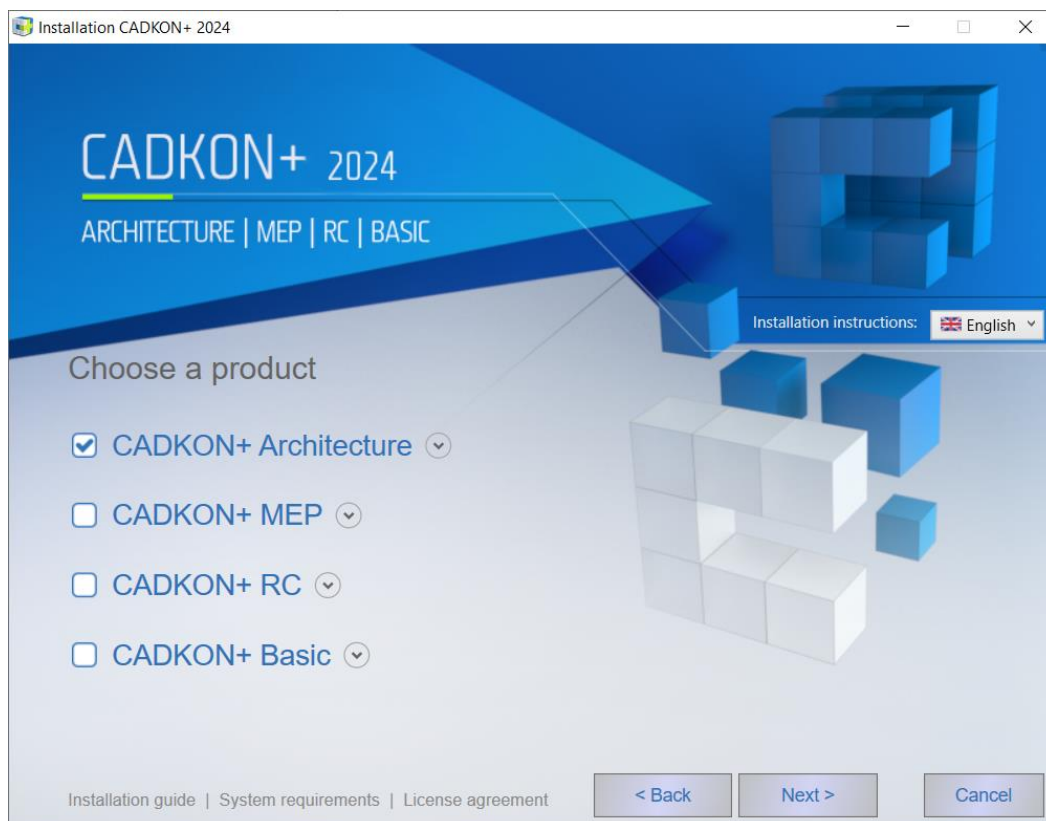
It is available in Czech, English and Polish version.

CADKON+ Basic: CADKON+ Basic product focusing on drawing documentation using basic CAD tools.

It is available in Czech, English and Polish version.

Note:

Only CADKON+ Basic, CADKON+ RC and CADKON+ Architecture are available in the CADKON+ English version.

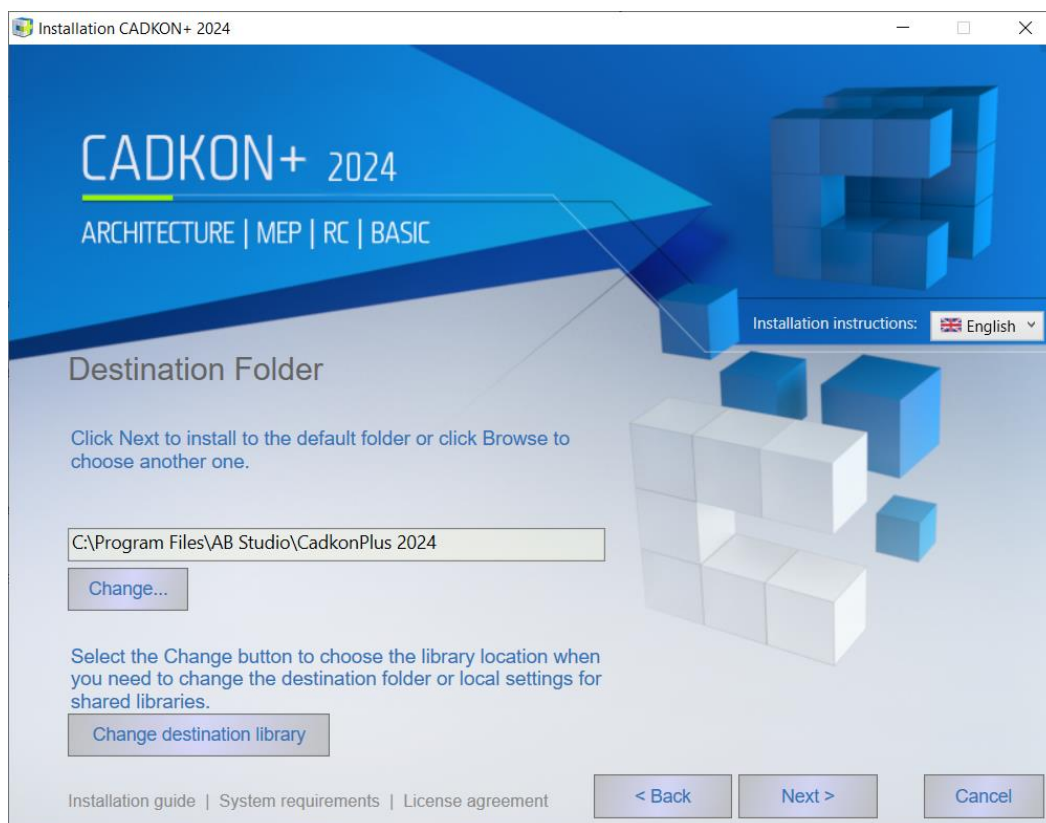


5. You can change CADKON+ location on your computer disks on the *Install Location* screen. Click **Browse** to choose or enter any directory. If the chosen directory does not exist, it will be created during the installation.

Choose the button **Change location of the libraries** when you wish to alter location of the target folder of the libraries or when you need to share libraries with other users. This option is not available when installing CADKON+ RC or CADKON+ BASIC.

If you do not change the location and click on the button Next, the libraries will be installed into a default position:

C:\ProgramData\AB Studio\CadkonPlus_2024\En\Library



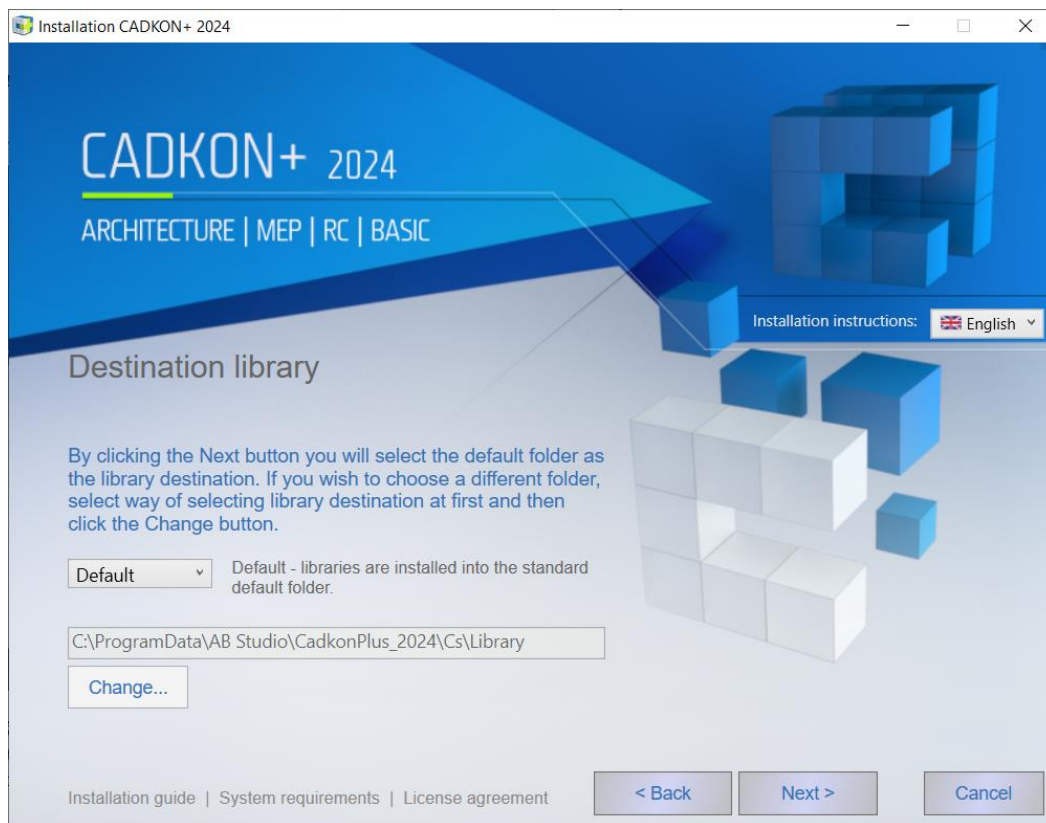
If you choose the **Change location of the libraries** button, a dialog Libraries location will appear and you can choose from four options:

- **Default** – libraries will be installed into a standard default folder:
C:\ProgramData\AB Studio\CadkonPlus_2024\Cs\Library
A back-up will be created during uninstallation and they will be uninstalled.
- **Local** – libraries will be installed into a selected folder. You can choose the folder by clicking on Change button. Select this option if you are not sharing the libraries. A back-up will be created during uninstallation and they will be uninstalled. If you are changing the location path, make sure that you have the rights to modify these folders.

- **Shared** - libraries will be installed into a selected folder. You can choose the folder by clicking on Change button. Select this option if you are sharing the libraries. No back-up is created during uninstallation and the libraries are not uninstalled – all remains to be used by other users.
- **Set path only** – nothing is installed, only a path for already existing libraries is set. No back-up is created during uninstallation and the libraries are not uninstalled.

Note:

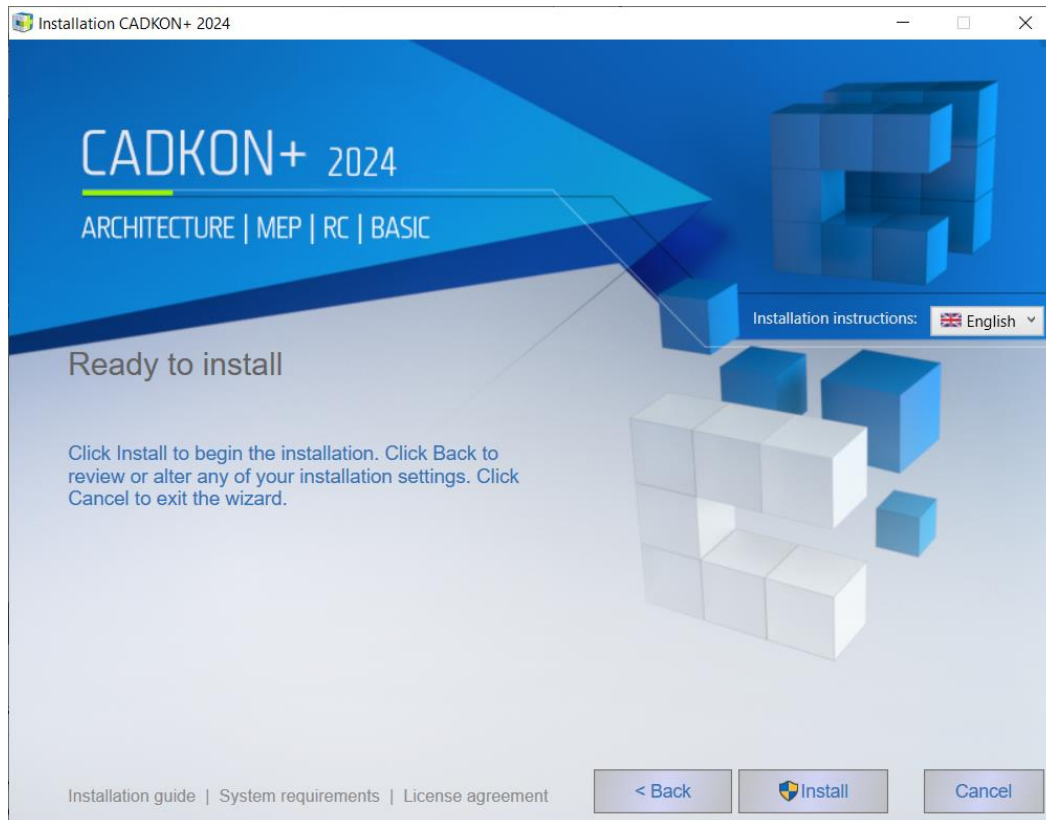
Details of libraries and data files back-up during uninstallation can be found in chapter Back-up during uninstallation.



6. When the *Installation is Ready* screen appears, the installation settings are complete. If you want to start the installation, click **Install**. If you want to check or change any installation settings, click **Back**. Click **Cancel** to close the Setup wizard.

Note:

*If you are prompted to allow CADKON to make changes in your computer, allow these changes by clicking **Yes**.*



7. After the required components are installed, a *Product Installation is Complete* screen will appear. Click **Finish** to finish the Setup wizard.

You can find **Run** and **Authorize** buttons in the lower part of the screen. The **Run** button launches the installed CADKON+ product. Instructions on how to first launch the CADKON+ are given in the chapter First Launch of CADKON+ 2024.

The **Authorize** button launches the license manager allowing you to authorize the installed CADKON+ product. Authorization process is set in chapter Authorization.

You can find a link to open the Installation guide, System requirements document and Licence Contract under the **Run** and **Authorize** buttons.

There are also links to Tutorial Videos, Product Support and Product Documentation on the right side of the dialog.

Videos:

Getting started: Link to a video showing tutorials of first steps and basic use of CADKON+.

Tutorial videos: List of CADKON+ tutorial videos. To access them, you need to register and create an account at www.cadkon.eu.

Support:

Services: Overview of customer technical support levels.

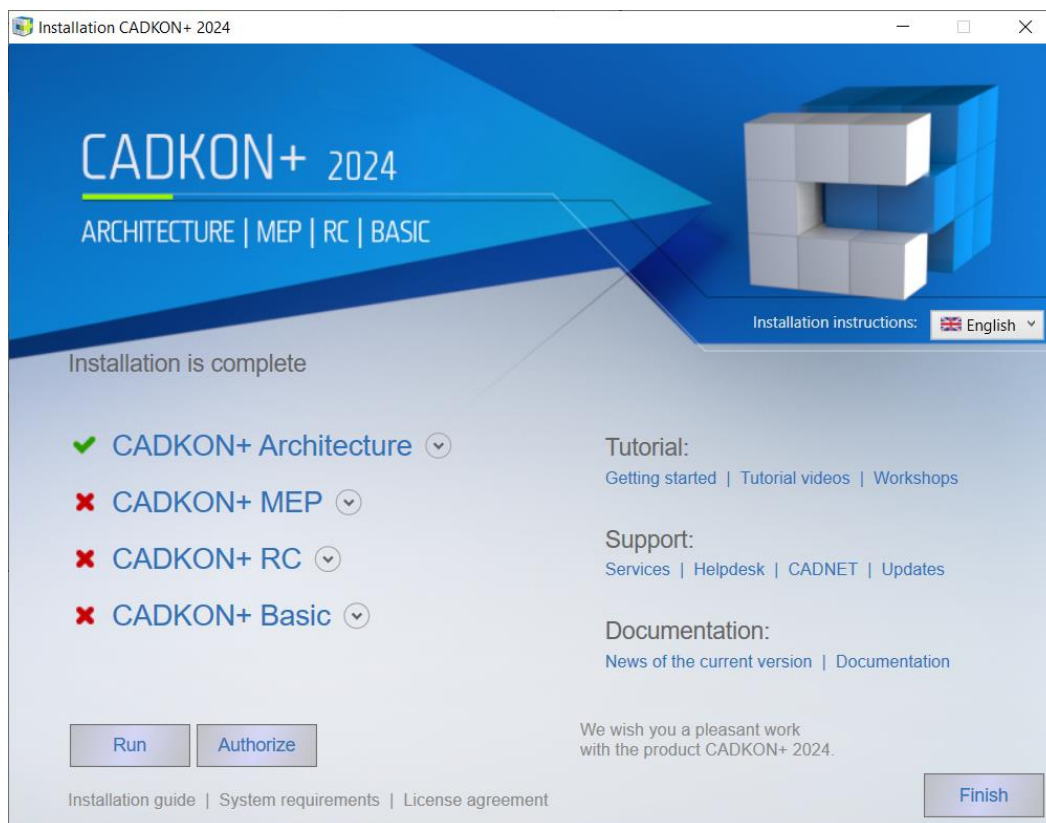
Helpdesk: Primary technical support to submit specific custom requests. Registration at <http://helpdesk.cadkon.eu/> is required.

Updates: List of released CADKON+ updates. To access please register and create account at www.cadkon.eu.

Documentation:

News of the current version: Document with detailed overview of current version news in comparison to the previous version.

Documentation: Basic overview of CADKON+ documentation. To access please register and create account at www.cadkon.eu.

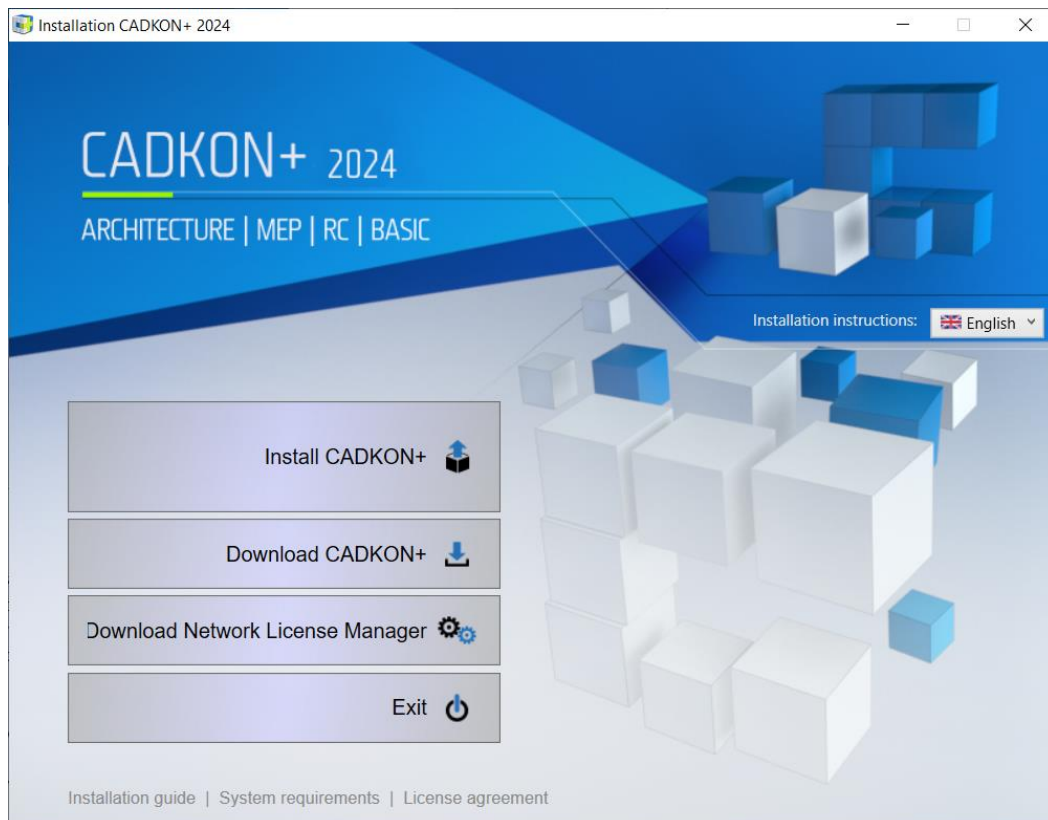


CADKON+ Installation offline

In order to install offline, you must first download the complete installation package to a computer that is connected to the internet.

Downloading of CADKON+ installation package

1. Launch installation file „SetupCadkonPlus_2024.exe“, that you obtained from the CADKON+ installation download link or which you downloaded directly from the helpdesk website. After launching the installation file, the Setup wizard dialog will appear where you can choose **Download CADKON+**.



2. If you choose **Download CADKON+** in the first step, dialog „Search folder“ will appear in which you can choose a folder to which the complete installation package will be saved.
3. As soon as the installation files are downloaded, dialog *CADKON+ installation files download has finished* will appear. By clicking **Open the destination folder**, you will open the folder with downloaded files.

Note:

You can transfer the downloaded installation files, for example using a USB flash drive or external disk, to a computer without connection to the internet

4. To launch the offline installation, run the file „SetupCadkonPlus_2024.exe“ from the folder you chose as the destination folder for the complete installation package.
5. Then follow the chapter „First installation of CADKON+“.

Migration of previous version settings

When launching the CADKON+ product for the first time, the application **Migration from previous version** will start automatically.

Note:

The settings migration is not offered when there is no previous CADKON+ version found on the computer.

Note:

The migration application can also be started anytime later using the menu Start/All programs/CADKON+ 2024/ Migration from previous version of CADKON+ 2024.

The application *Migration from previous version* is intended to migrate CADKON+ user settings and CADKON+ custom libraries

Note:

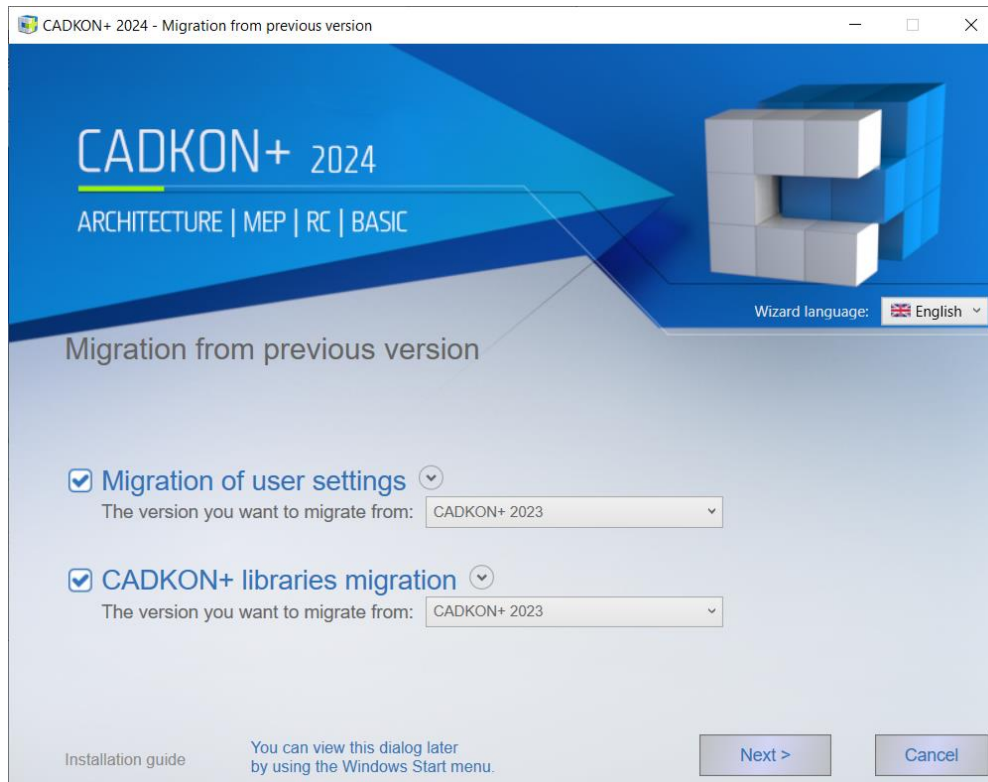
CADKON+ Basic and CADKON+ RC does not contain user libraries, therefore the CADKON+ libraries migration option is not available in this module.

If you do not wish to migrate the CADKON+ user settings and not migrate (merge) the CADKON+ user libraries, select **Cancel**.

Warning:

*If you need to change the paths of the CADKON+ user libraries, please use the application **CADKON+ Library Manager**, which is available using the menu Start/ All programs/ CADKON+ 2024/ CADKON+ 2024 Library Manager.*

After running the application *Migration from previous version*, a dialog *CADKON+ 2024 – Migration from previous version* will be displayed. It is divided into two independent sections and will enable you to set migration parameters.



1. Migration of CADKON+ user settings

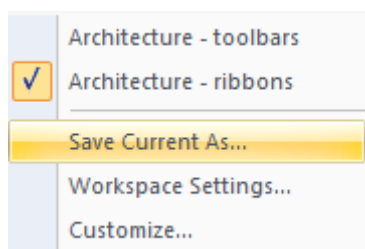
Migration of user settings allows you to migrate CADKON+ user settings from the previous version (versions 2020 and newer are supported).

User settings migration enables you to migrate following settings:

- Workspaces (CUI) – migrates individual workspaces
- Keyboard shortcuts and aliases (CUI) – migrates keyboard shortcuts and aliases
- Program settings (REG) – migrates system variables settings
- Plot styles and printers (CTB, STB, PC3) – migrates plot styles and printers
- Drawing templates (DWT, DWG) – migrates drawing templates
- Hatches (PAT, SLD, SLB) – migrates individual hatch definition files and custom part of files ICADISO.PAT a ICAD.PAT
- Linetypes and shapesets (LIN, SHX) – migrates individual hatch definition files and custom part of files ICADISO.LIN a ICAD.LIN

Warning:

To ensure a smooth workspace migration from the previous version, we recommend to save the workspace in the previous version as a custom defined Workspace with a unique name.



In the option *The version you want to migrate from*, select a CADKON+ version from which you want to migrate the CADKON+ user settings into the currently installed version. You can migrate the custom settings from the currently installed versions (eg. CADKON+ 2023 or from backups, created when uninstalling CADKON+ (eg. Cadkon+_2024 {20230415-083123})).


Note:

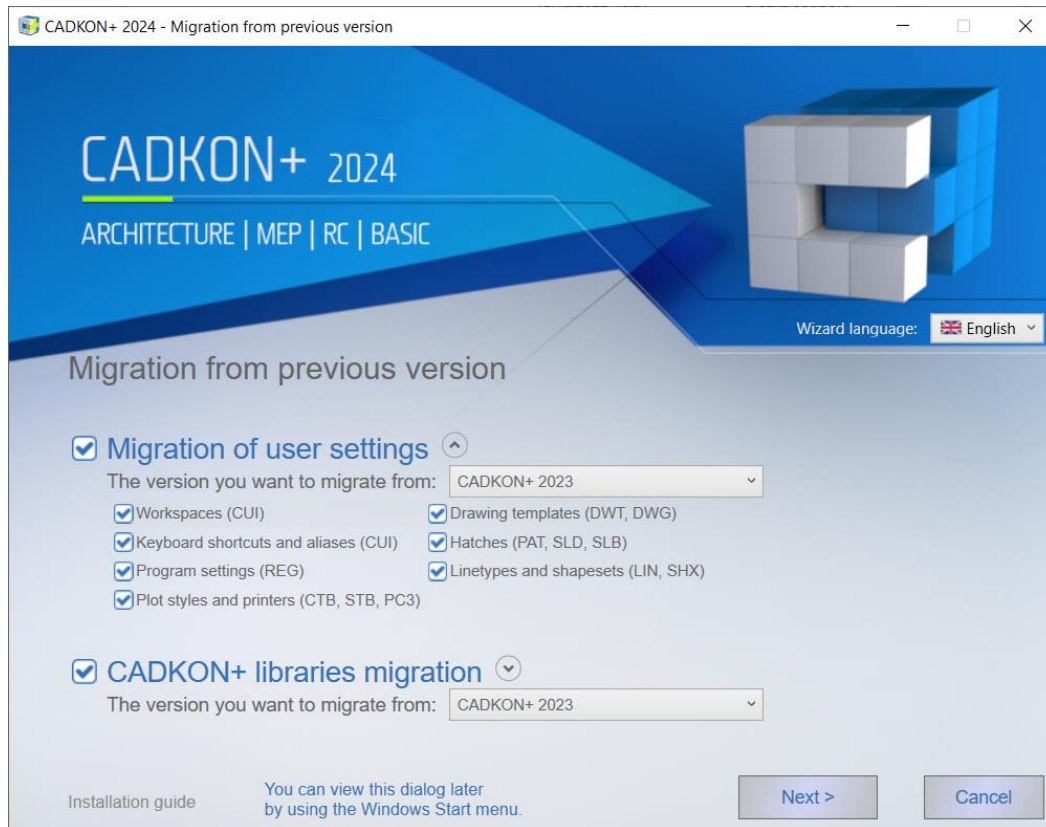
The backup folder name format, eg. Cadkon+_2024 {20230415-083123}_backup contains a date tag: 2023-04-15, which enables identification of a specific backup.

Warning:

You can only migrate from CADKON+ 2020 version and newer in the user settings migration.

If you want to migrate **all** CADKON+ user settings, select the option **Migration of CADKON+ user settings**.

If you want to migrate only selected settings, click  button to show the options of individual settings you wish to migrate. In the extended display, choose only those settings you want to migrate.



2. Migration of CADKON+ user libraries

Migration of user libraries enables you to migrate (merge) CADKON+ Architecture and CADKON+ MEP user libraries from the previous version (versions 2020 and newer are supported).

Note:

CADKON+ Basic does not contain user libraries, therefore the CADKON+ libraries migration option is not available in this module.

In the option *The version you want to migrate from*, select a CADKON+ version from which you want to migrate the CADKON+ user libraries into the currently installed version. You can migrate the custom libraries from the currently installed versions (eg. CADKON+ 2023 or from backups, created when uninstalling CADKON+ (eg. Cadkon+_2024 {20230415-083123}).


Note:

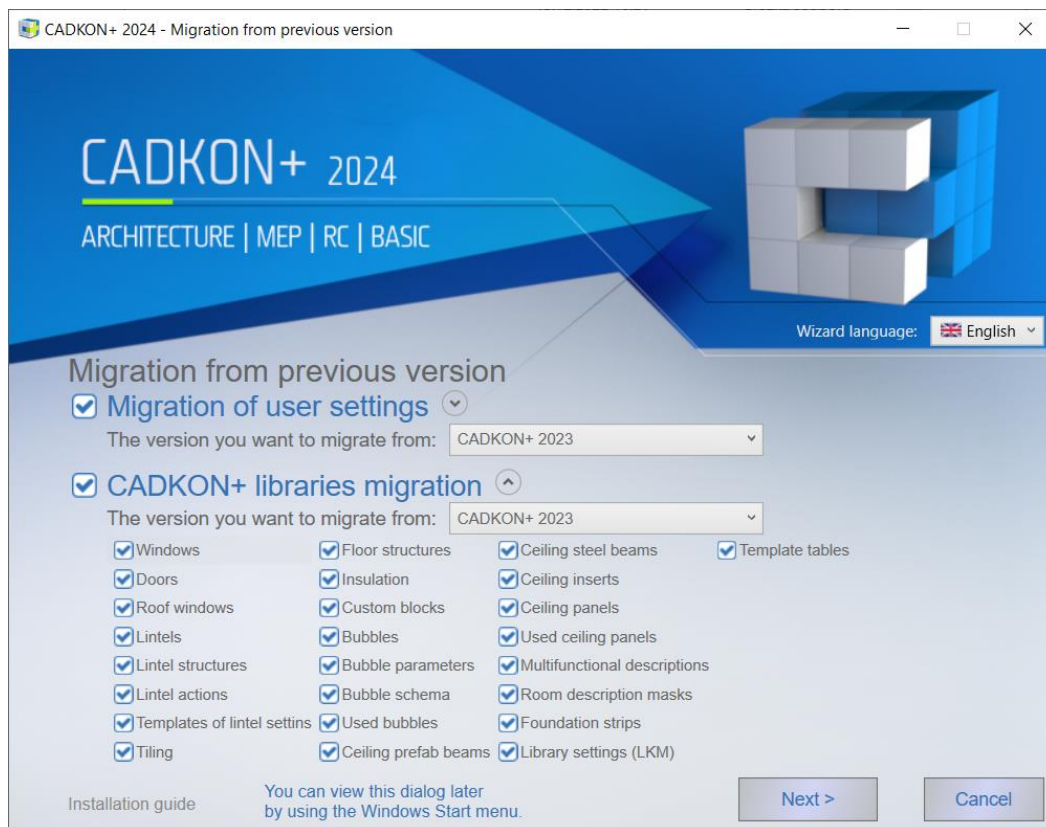
The backup folder name format, eg. Cadkon+_2024 {20230415-083123}_backup contains a date tag: 2023-04-15, which enables identification of a specific backup.

Warning:

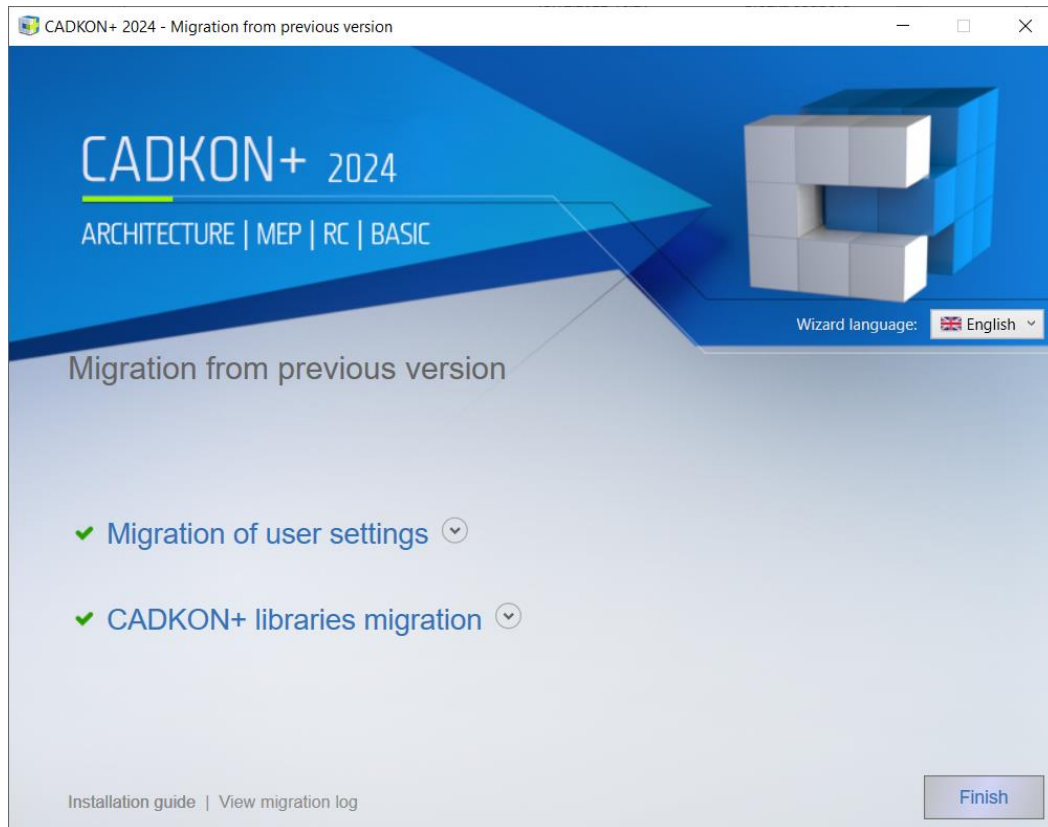
You can only migrate from CADKON+ 2020 version and newer in the user libraries migration.


If you want to migrate **all** CADKON+ user libraries, select the option **Migration of CADKON+ user libraries**.

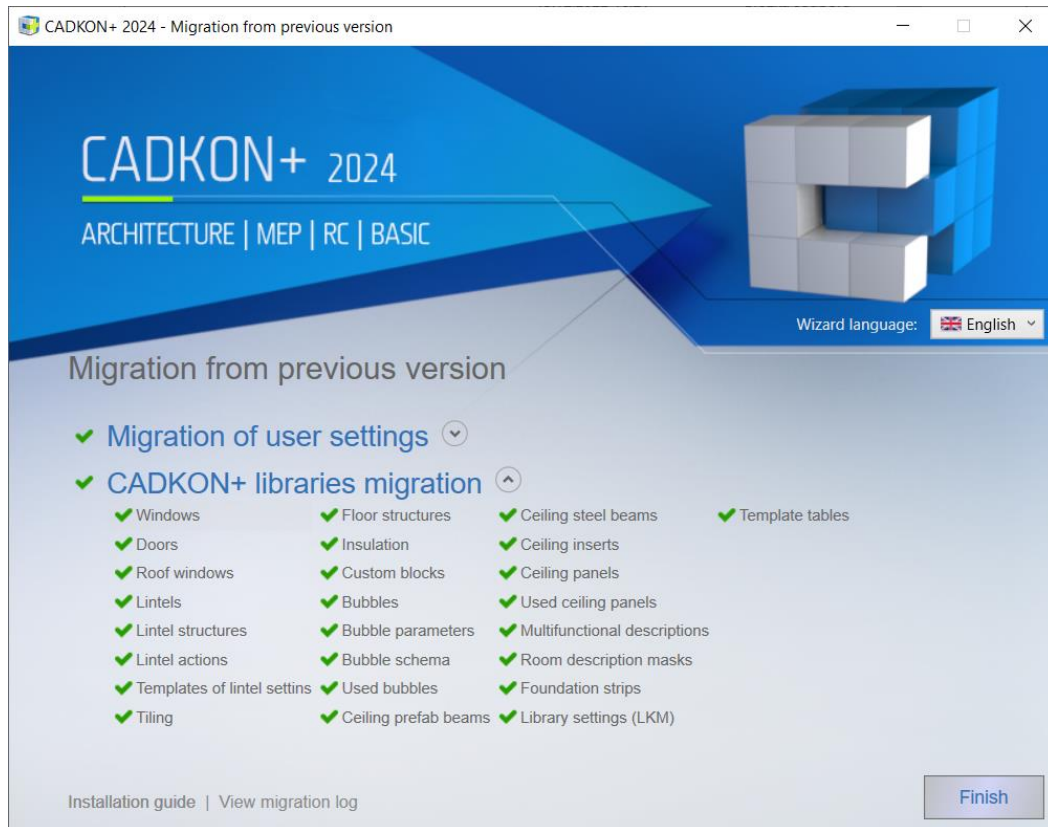
If you want to migrate only selected libraries, click  button to show the options of individual libraries you wish to migrate. In the extended library display, choose only those libraries you want to migrate.



After you select all the migration parameters of user settings and user libraries, you can initiate the migration itself by clicking **Next**.



After the migration itself, a dialog with details about the migration is displayed. Click the  button to show results of the migration of individual user settings or libraries.



To display detailed migration results you can use the button **View migration log**.

Using the Finish button, you will finalize the migration process and CADKON+ will run automatically.

Migrating settings between computers

The application for export and import of settings and libraries can be started via the menus **Export CADKON+ settings and libraries** and **Import CADKON+ settings and libraries**, which you call up via Start/All programs/CADKON+ 2024/.

Warning:

Export and import of settings is only possible within the same CADKON+ version.

The result of exporting settings is a classic ZIP file that contains everything needed to migrate settings and libraries to another computer. You can import this ZIP file on another computer and transfer all settings and contents of CADKON+ libraries.

Tip:

You can use the export of settings and libraries to back up the current settings, eg before a possible reinstallation of the program.

Update of an older version within CADKON ACTIVE (Subscription)

If you receive an email with information about a new CADKON+ version within your valid **CADKON ACTIVE** (Subscription), download a new CADKON+ 2024 installation to your computer from the link in the email. CADKON+ 2024 supports only 64-bit operation system, therefore only 64-bit version will be offered for download. You can launch the installation by clicking on the downloaded installation file *SetupCadkonPlus.exe*.

To install CADKON+ 2024 a whole new installation has to be carried out (follow the chapter First installation of CADKON+). Current version CADKON+ 2023, resp. older, does not need to be uninstalled (previous and new version will function simultaneously).

Warning:

The newly installed version of CADKON+ 2024 needs to be newly authorised. Product authorisation is described in chapter Activating a license.

Installation using **Service Pack** is considered only an update of the current version, it means that no new authorization is needed and no completely new installation has to be carried out. Installation description is always included in the new description of the new Service Pack.

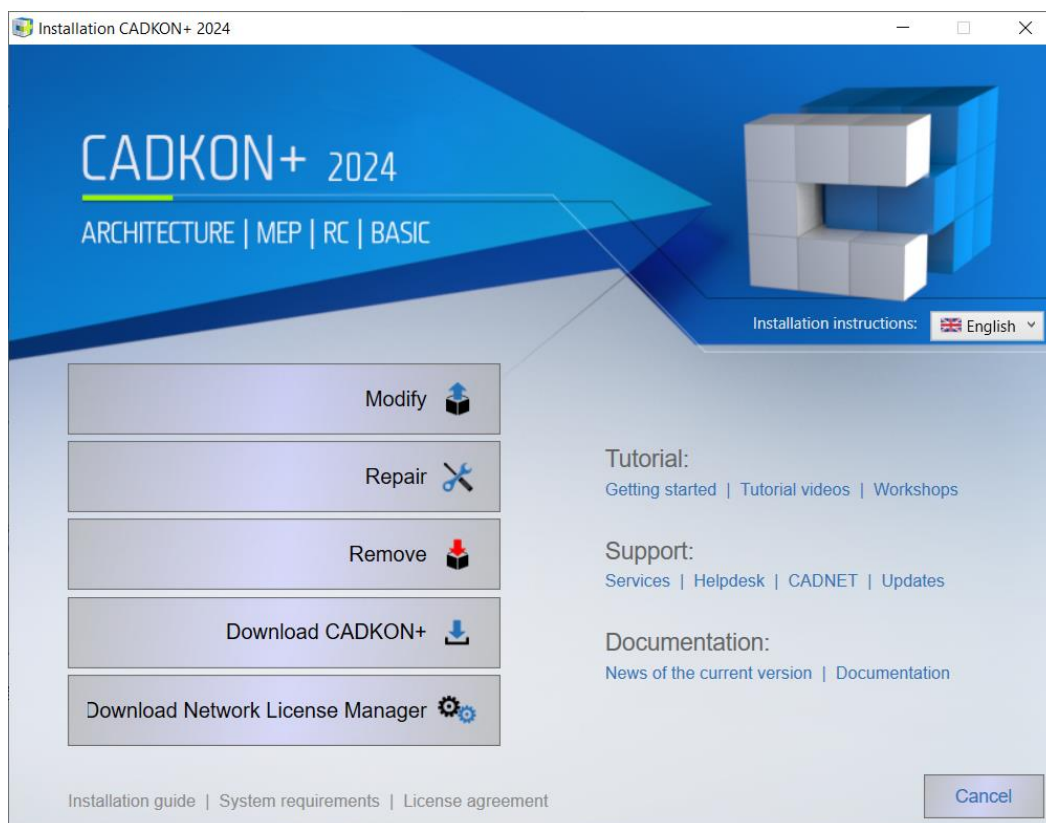
Configuration changes CADKON+

You can only have one installation of CADKON+ on your system. Additional changes can be carried out by one of the following methods:

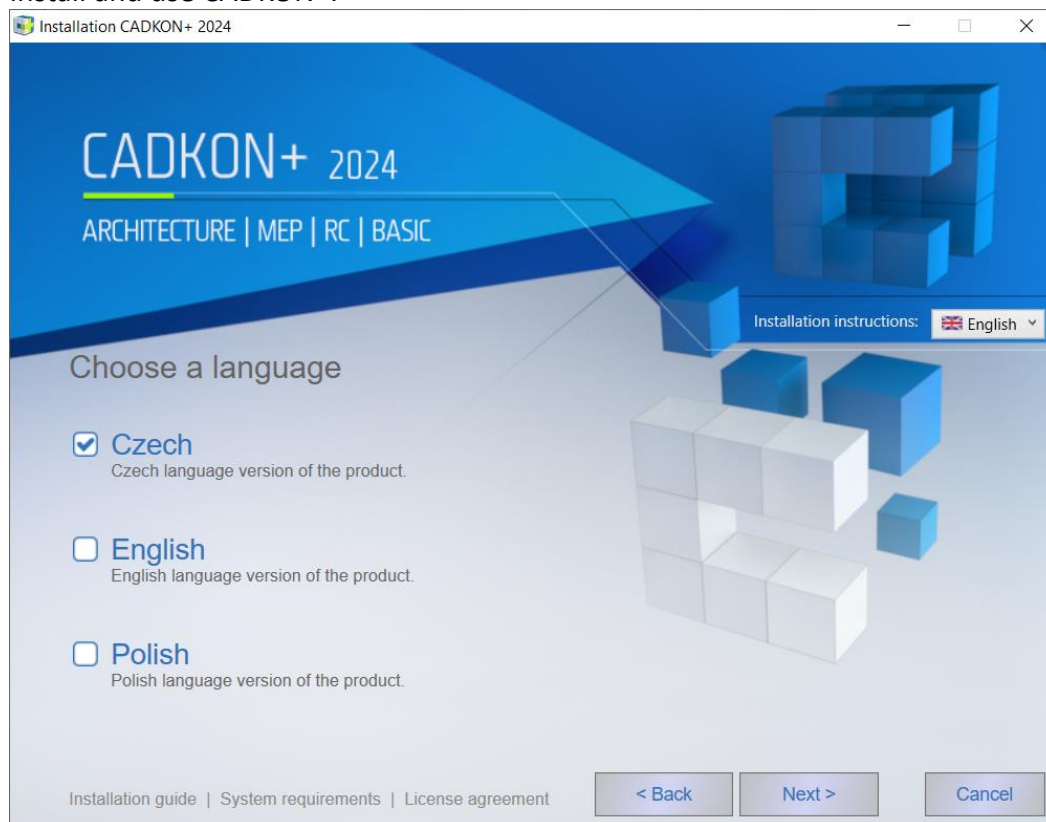
Via the Control Panels

1. In the Start menu (Windows) go to Control panels (*in Windows 11, 10 by right-click on Start and Search, enter Control panels here*)/Programs/Programs and functions.
2. Find and select **CADKON+ 2024** from the list of installed programs.
3. Click **Modify** to run the CADKON+ installation package to change CADKON+ configuration.
4. A screen with choices **Modify, Repair, Remove, Download CADKON+ or Download the Network License Manager** will appear.

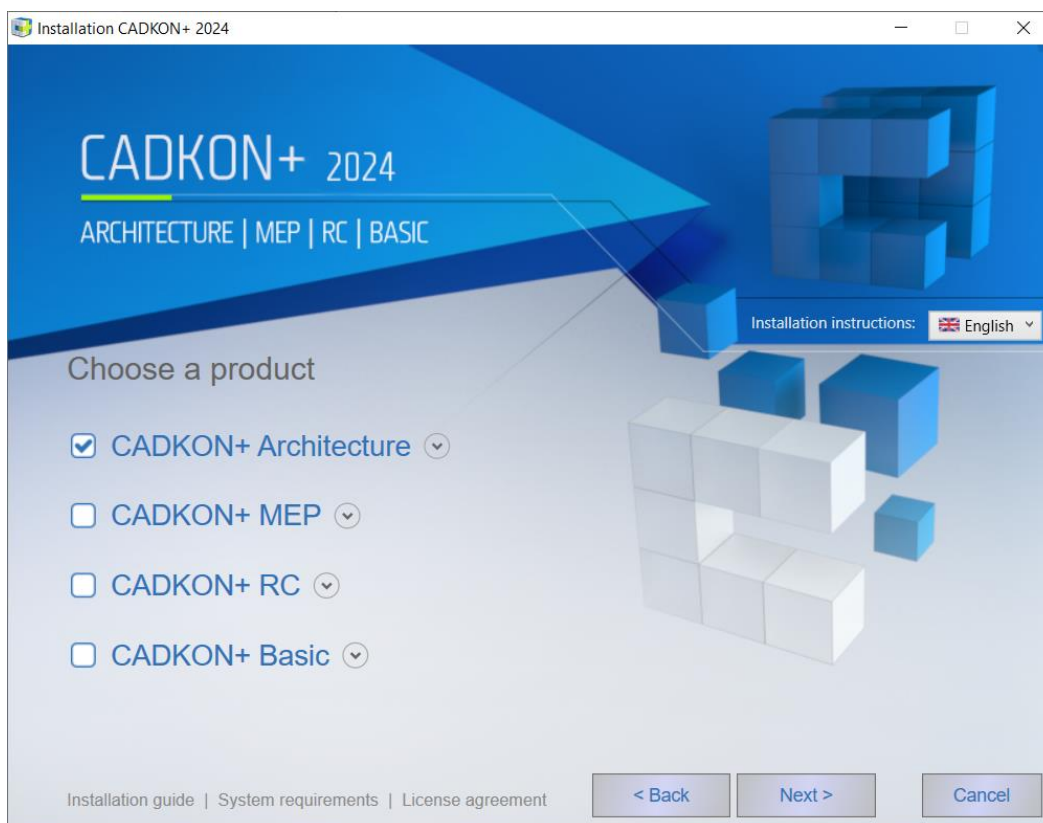
To change the product, click "Modify".



5. In the following dialog *Choose a language* tick the language in which you wish to install and use CADKON+.



6. The following step shows *Choose a product* dialog. Here you can select products (Architecture, MEP, RC and Basic) you want to add on or remove. After selecting the desired products, click **Next**.



Note 1:

Only CADKON+ Basic, CADKON+ Architecture and CADKON+ RC is available in the CADKON+ English version.

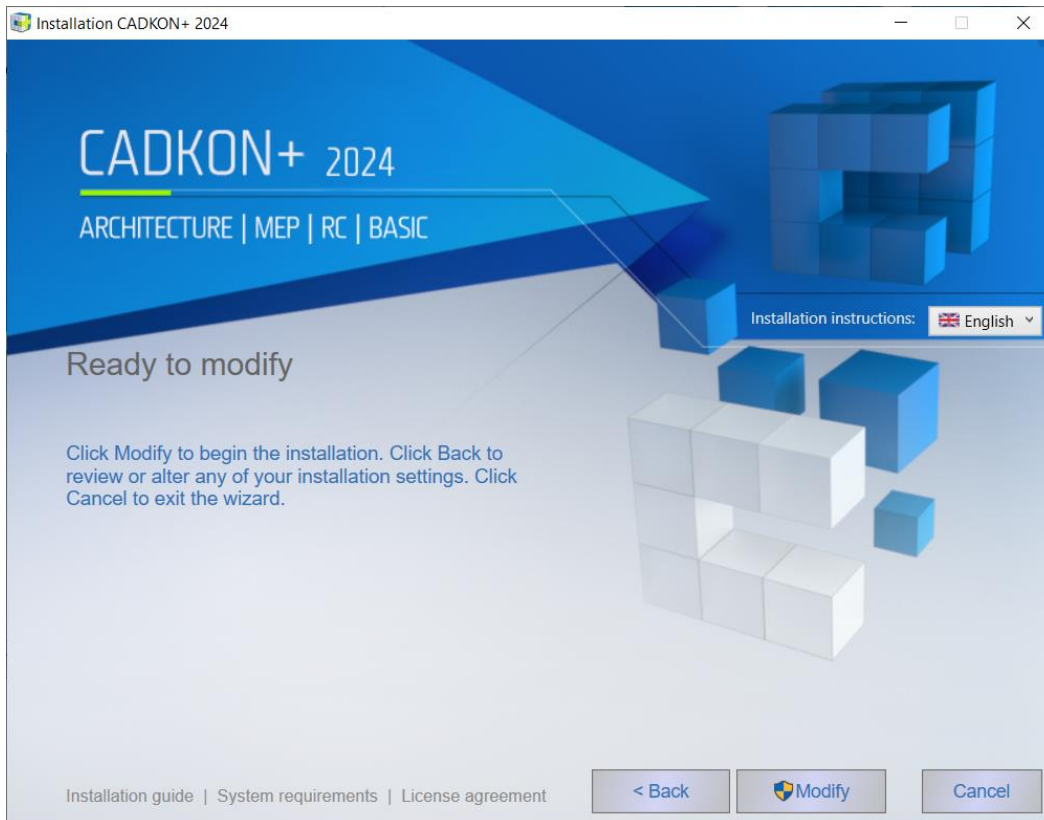
Note 2:

*You cannot unselect all products on this screen (the Next button becomes disabled if you do). If you want to completely uninstall CADKON+ you need to choose the option **Remove** in the previous step.*

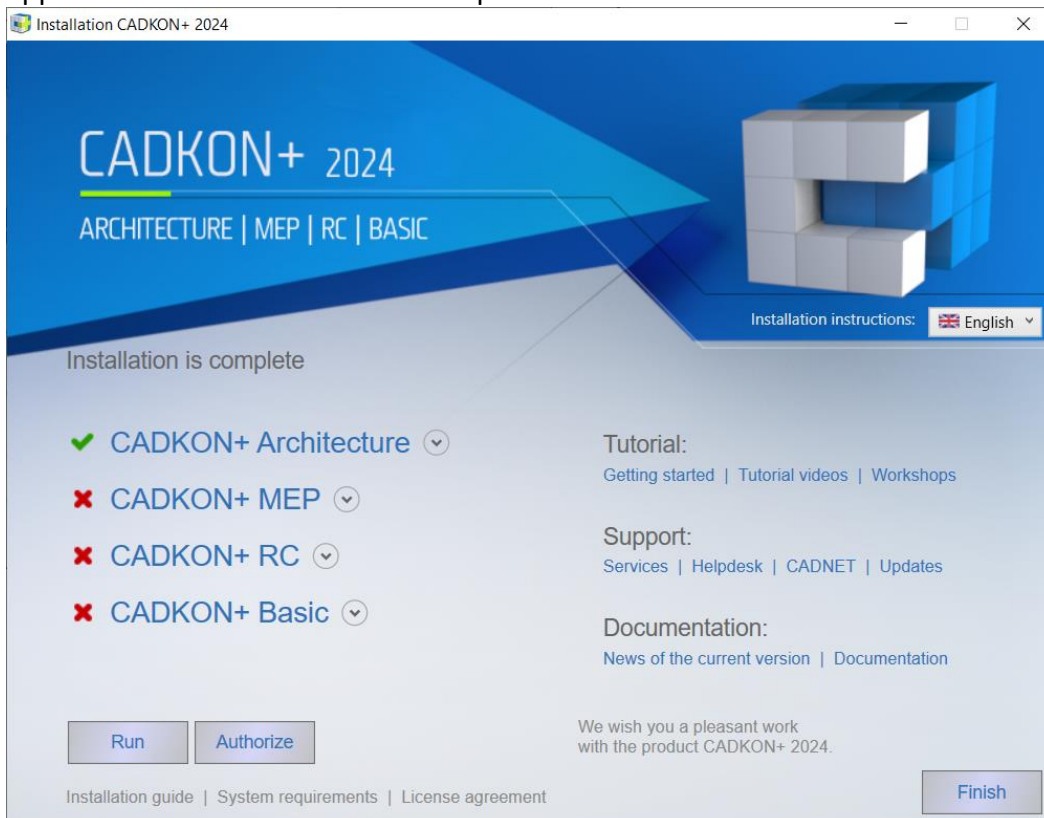
7. The *Ready to Modify* screen will inform you that the installation configuration is complete. Click **Modify** to start the installation. If you want to alter the installation settings, click **Back** to return to the previous step to make any necessary changes.

Note:

*If you are prompted to allow CADKON+ to make changes to your computer, allow these changes by clicking **Yes**.*



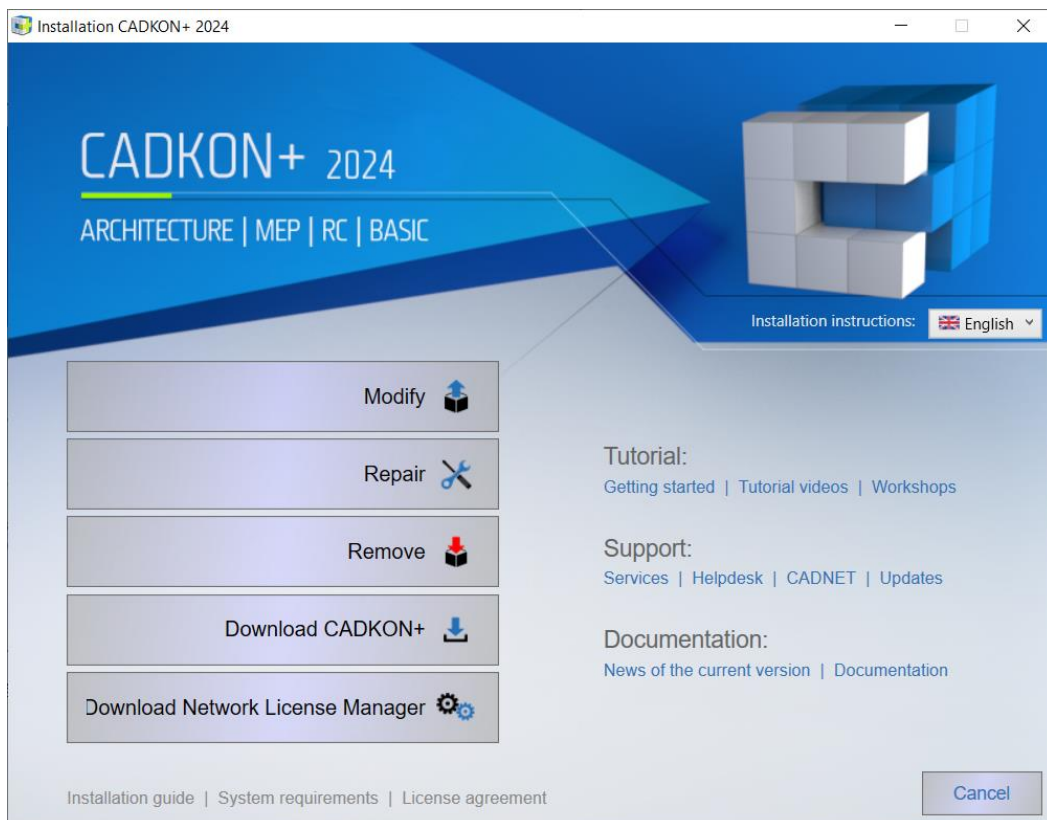
8. After all required components are installed, the *Installation is Complete* screen will appear. Click **Finish** to close the setup wizard.



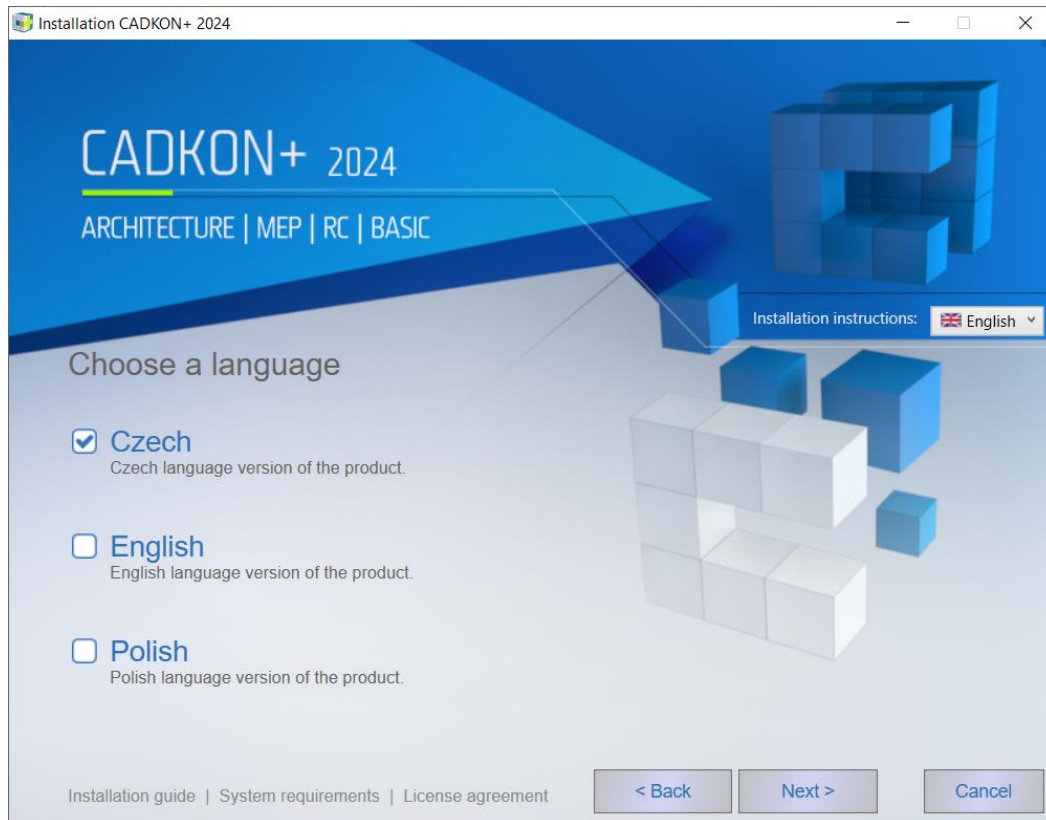
Via Installation file

1. Launch installation file „SetupCadkonPlus_2024.exe“, that you obtained from the CADKON+ installation download link or which you downloaded directly from the helpdesk website.
2. A screen with choices **Modify**, **Repair**, **Remove**, **Download CADKON+** or **Download the Network License Manager** will appear.

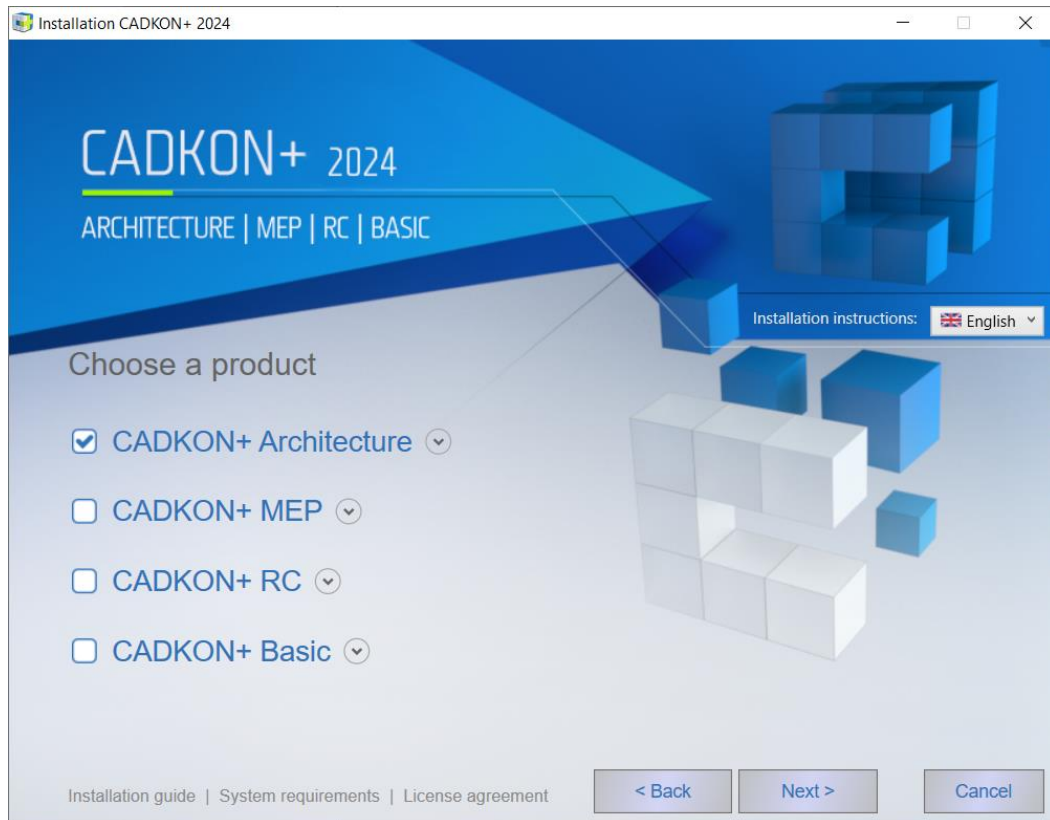
Select the **Modify** option.



3. In the dialog window Choose a language tick which language version of CADKON+ do you want to install and use consequently.



4. The following step shows *Choose a product* dialog. Here you can select products (Architecture, MEP, RC and Basic) you want to add on or remove. After selecting the desired products, click **Next**.



Note 1:

Only CADKON+ Basic, CADKON+ Architecture and CADKON+ RC is available in the CADKON+ English version.

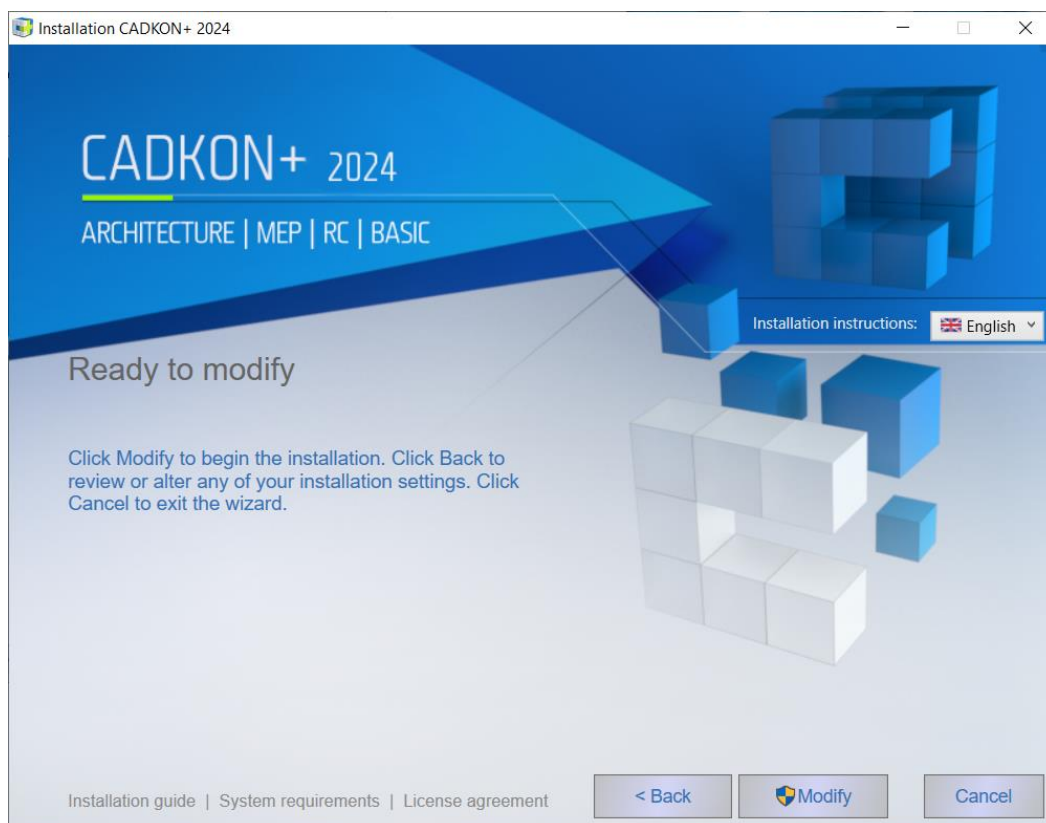
Note 2:

*You cannot unselect all products on this screen (the Next button becomes disabled if you do). If you want to completely uninstall CADKON+ you need to choose the option **Remove** in the previous step.*

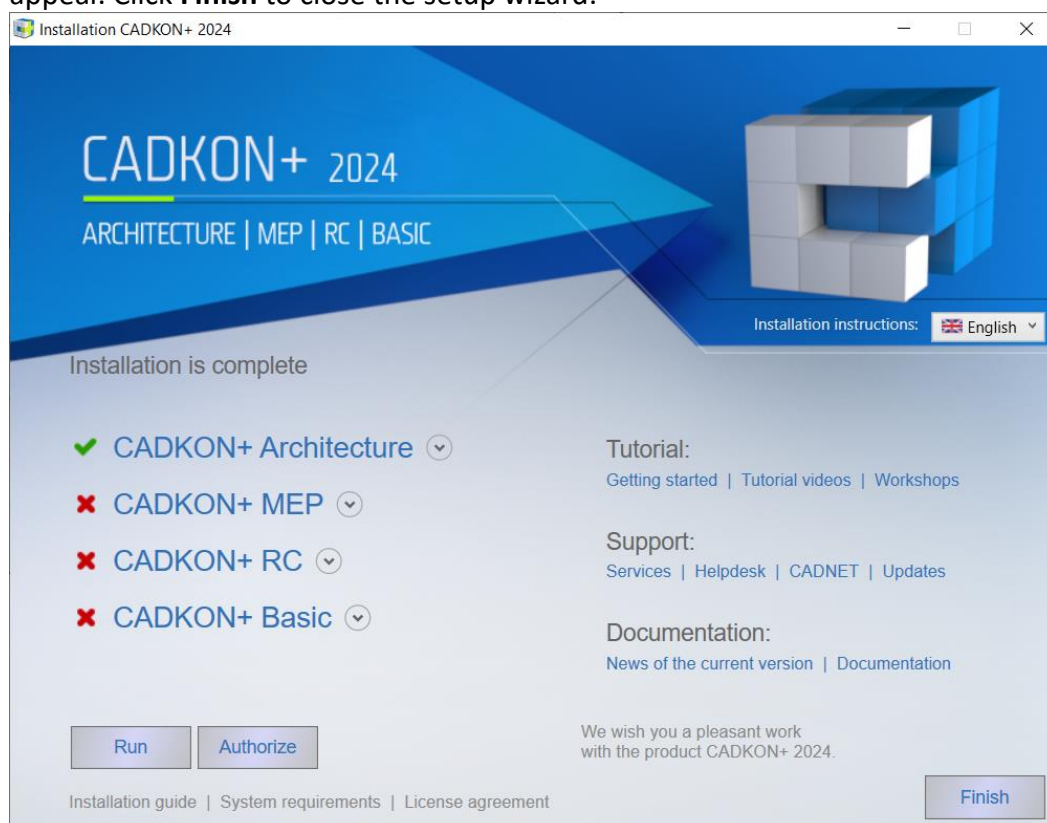
5. The Ready to Modify screen will inform you that the installation configuration is complete. Click Modify to start the installation. If you want to alter the installation settings, click Back to return to the previous step to make any necessary changes.

Note:

If you are prompted to allow CADKON+ to make changes to your computer, allow these changes by clicking Yes.



6. After all required components are installed, the *Installation is Complete* screen will appear. Click **Finish** to close the setup wizard.



CADKON+ uninstallation

If you wish to remove CADKON+ from your computer, choose one of the following methods:

Via Windows Start

Windows 11/10/8.1

1. Click Start (on a Windows bar).
2. Choose Control panels.
3. Select item **CADKON+ 2024** and press **Uninstall** button.

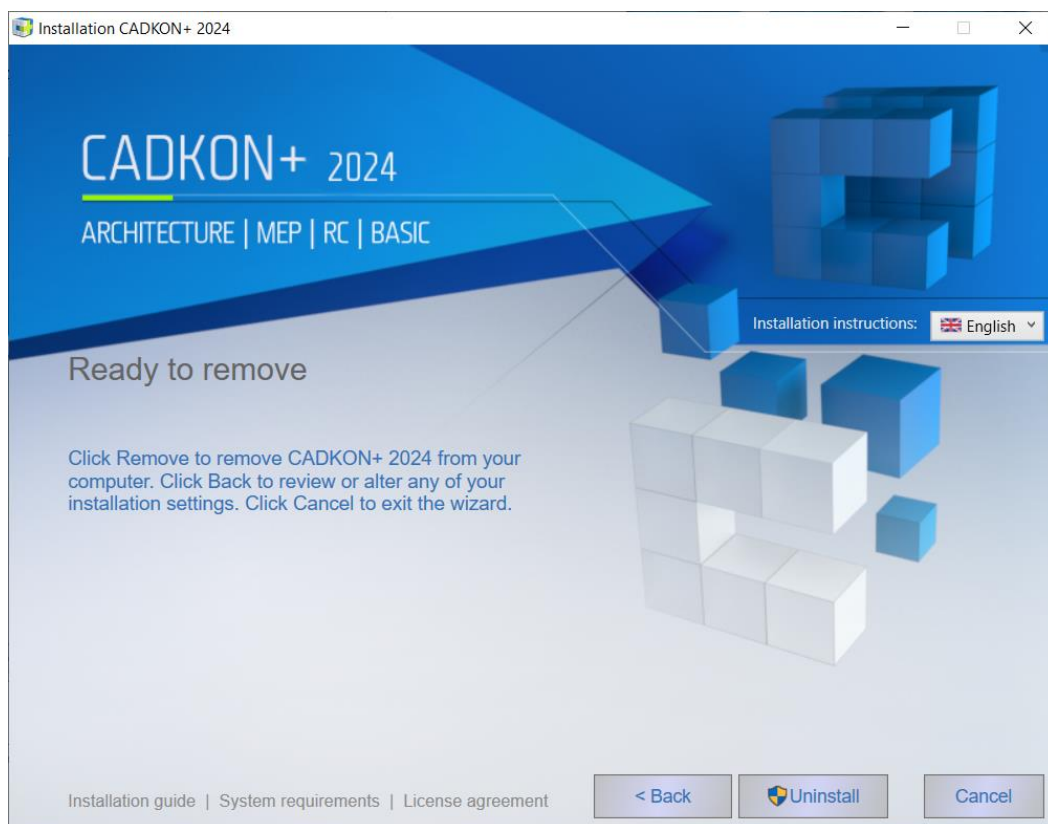
Click **Uninstall** in dialog window *Ready to remove*.

Tip:

If, after uninstallation, you reinstall the same version of CADKON+ on the same computer or install the same version on another computer, you can back up the current settings and libraries before uninstalling, using the Export settings and libraries tool. For more information, see Migrating settings between computers.

Note:

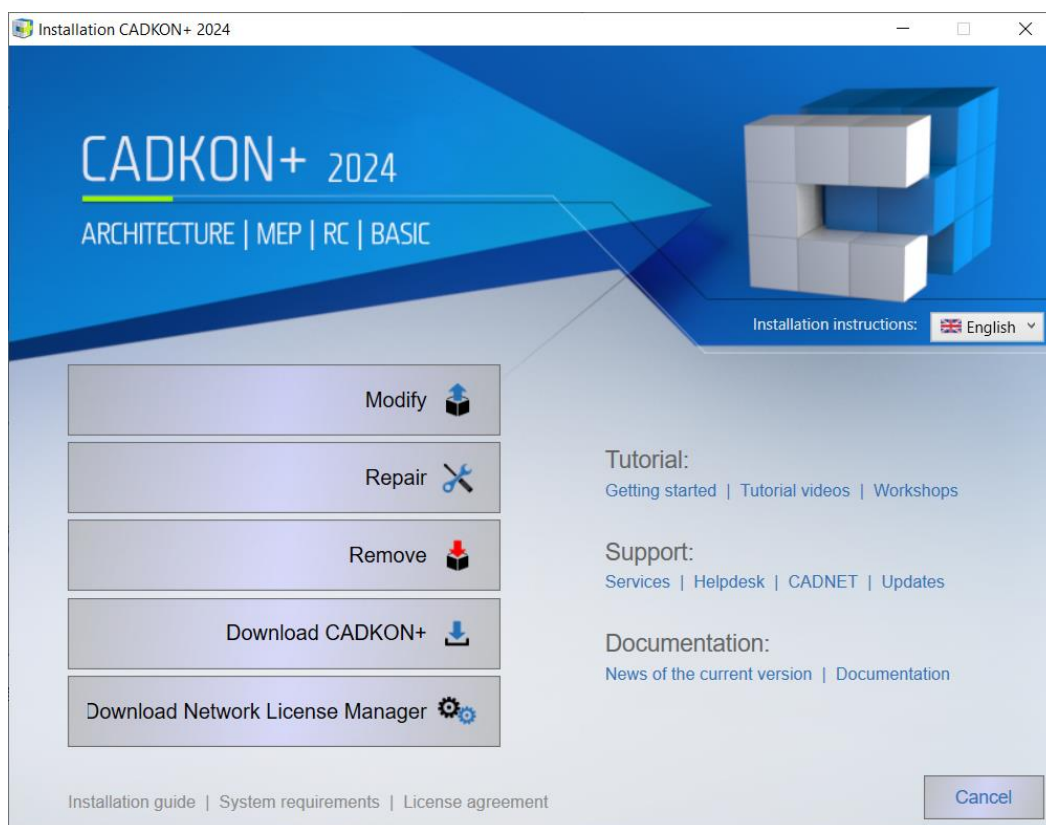
When you uninstall CADKON from your computer, an authorized license remains valid (no authorization will be required after a new CADKON installation).



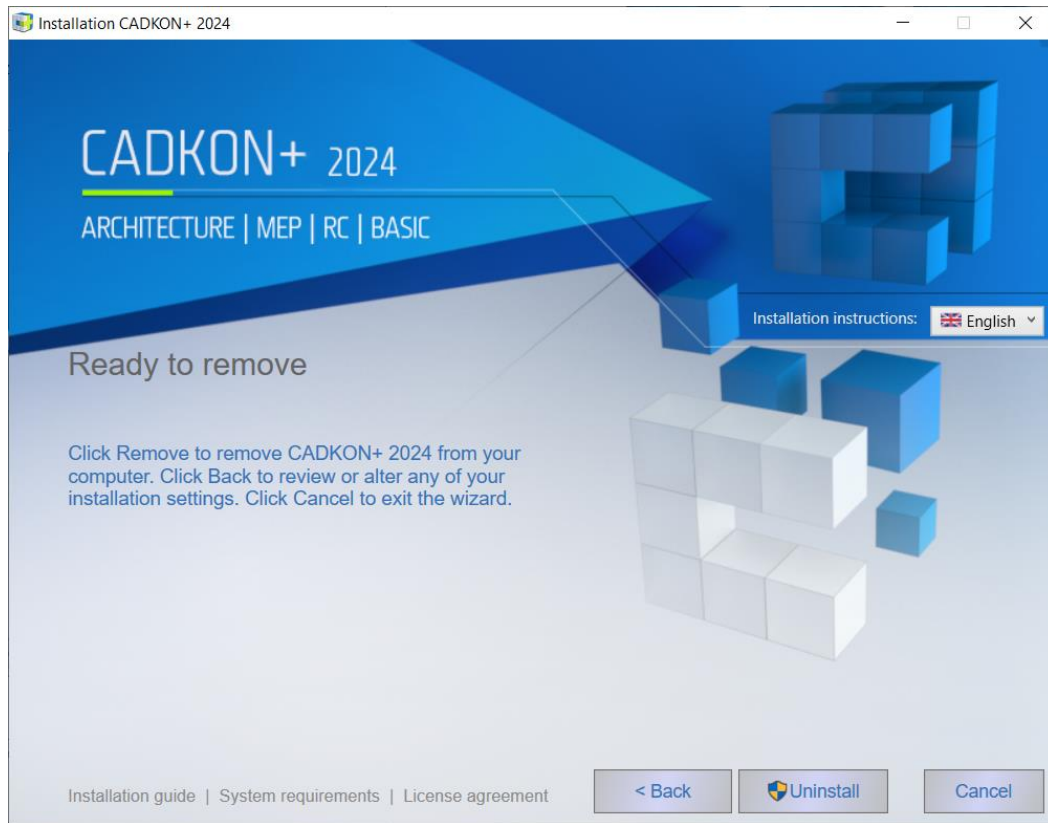
Via Installation file

1. Launch installation file „SetupCadkonPlus_2024.exe“, that you obtained from the CADKON+ installation download link or which you downloaded directly from the helpdesk website.
2. A dialog with **Modify**, **Repair**, **Remove** and **Modify Network License Manager** options will appear.

Select **Remove**.



3. Click **Uninstall** in dialog window *Ready to remove*.



Note:

When you uninstall CADKON from your computer, an authorized license remains valid (no authorization will be required after a new CADKON installation).

Data files back-up

After uninstalling CADKON, you can retain CADKON data files in your user profile. They are mainly files in DAT and MENU folders (default path C:\Users\user profile\AppData\Roaming\AB Studio\CadkonPlus_2024\En).

In case of a repeated installation of the same version, these files will be used again (the installation will not overwrite them).

In case of an installation of a newer version, the original data files will be retained and new ones will be created. The back-up in format such as CadkonPlus_2024 {B481E886-E7B7-44A9-833C-D4F0B77517AC}_v7.0.0023 will be created in the original location.

If you are installing a newer CADKON version (i.e. with a new Service Pack), a back-up will be created and installation will create new data files. If you wish to restore the original files, you need to replace newly installed data files with original data files, which were automatically backed up.

Library back-up

During uninstallation „Default“ and „Local“ libraries are backed-up automatically, see chapter *First installation of CADKON +2024*.

"Default" – Back up creates a new folder in similar format as CadkonPlus_2024 {20230815-083123}_backup in the same location (C:\ProgramData\AB Studio\). Libraries from the original location C:\ProgramData\AB Studio\CadkonPlus_2024 are copied into this folder.

"Local" – Back up creates a new folder (i.e. CadkonPlus_2024 {20230815-083123}_backup) in the folder that was set for the original location of libraries.

Note:

The format of folder name, i.e. CadkonPlus_2024 {20230815-083123}_backup contains a date: 2023-08-15, providing an easier identification when searching for specific back-ups.

Disclaimer:

*Location of individual libraries can be later changed in **CADKON Library Manager** (or by editing Library.ini file – its location is, by default: C:\Users\FRANCE\AppData\Roaming\AB Studio\CadkonPlus_2024\en\Dat). If you change the library location though and CADKON will not find the libraries at the specified location, it can cause unstability of the program and limited functioning of the libraries.*

File location in folders

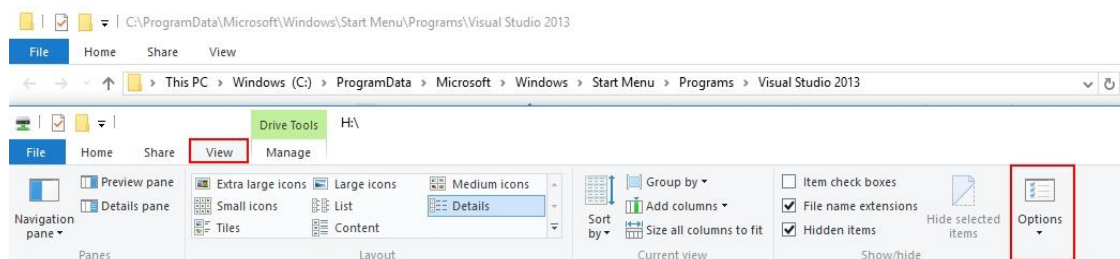
After installing CADKON+ 2024 I can't find the folder with for example linetype definition files. Where do I find them?

First, we recommend to set Show hidden files in Windows.

Instructions:

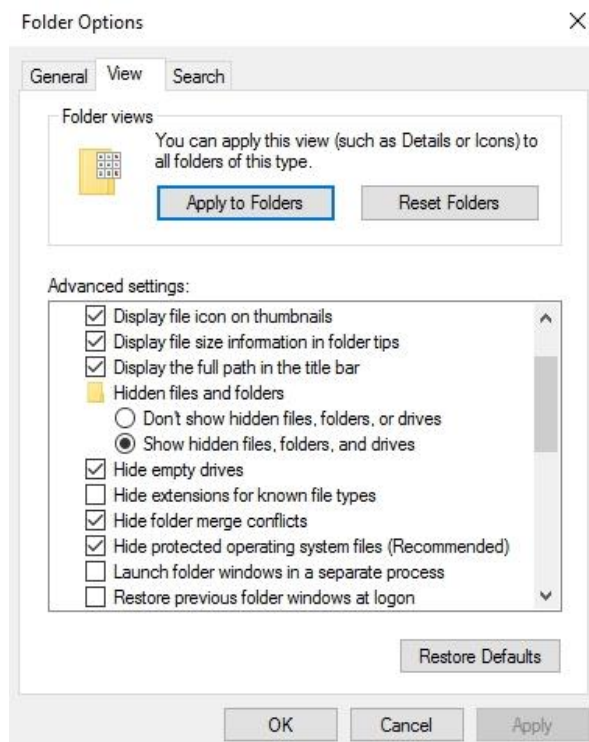
1. Run Windows Explorer.
2. From the menu Tools (to see this menu press Alt) choose item Folder options.

In Windows 10, on the tab **View**, choose the item **Options** and choose **Change folder and search options**.



In Windows 11, select the ... menu and choose **Options**.

3. In dialog window select tab **View**.
4. Set the item *Show hidden files and folders*.



Libraries, definition files of lines and hatches etc.

Windows version	Path to CADKON folder
Windows 11, 10, 8.1 – cz, en	ProgramData

Menu, program settings etc.

Windows version	Path to CADKON folder
Windows 11, 10, 8.1 – cz, en	Users\"user name"\AppData\Roaming

About the activation process

Once CADKON+ is installed, you must activate a license to use the software.

The *activation process* allows users who purchased a license to use the acquired GRAITEC software in accordance with the purchased license rights.

The activation process requires a *Serial number* and an *Activation Code* provided by your reseller or by GRAITEC. If you do not have them, please contact your reseller or GRAITEC

- The *Serial number* is the unique identifier of the license (network or standalone).
- The *Activation Code* allows using the software version within the purchased license features.

All CADKON+ licenses are provided by a license server.

The process starts the first time you use the software. Your computer contacts the activation server at GRAITEC; the license rights are written in the database on the GRAITEC Activation Server that processes the information. If the information (Serial number and Activation Code) is registered, then the purchased license rights are transferred to your computer and you can start using the GRAITEC product as per the purchased license rights and within the terms of the license agreement.

The activation process is the same for all CADKON+ products.

The license is activated online, through the Internet connection. If you do not have an Internet connection, the License manager provides an option to activate the license offline.

License types

CADKON+ can be used on a single computer or on a network, according to the acquired license type.

Standalone license

A standalone license allows using the software only on a single computer.

- If you purchased the software, you will receive a Serial number and an Activation Code to activate a license that contains the acquired packages and options.
- The evaluation license allows running CADKON+ for a period of 30 days. It is also based on a Serial number and an Activation Code provided when requesting the evaluation license. If after 30 days of running the evaluation version you have not registered and provided a valid Serial number and Activation Code, you will not be able to run CADKON+.

Network license

A *network license* allows running CADKON+ on several workstations using a server to allocate the licenses.

License migration from the previous version

If you have valid CADKON Active (subscription), you will receive a new licence certificate with the Activation Code automatically in an email from GRAITEC company.

License migration from CADKON+ 2023 to CADKON+ 2024

If you are migrating from the previous version, you will receive a new CADKON+ installation package and license certificate for the new version from GRAITEC company.

License certificate for the new version contains:

- The same Serial number as for the previous CADKON+ version.
- New activation code for the new version, authorizing the same extent of functions.

For example, you have installed and activated CADKON+ 2023 and you received Activation Code for CADKON+ 2024.

During the license activation, use the current Serial number and the new Activation Code.

1. Install the new version of CADKON+ 2024 (see chapter CADKON+ 2024 Installation).
2. Return the previous CADKON+ 2023 license (see chapter Returning a license).

Warning: *Because the Serial number is unique, while the license CADKON+ 2023 is still active, you will not be able to activate 2024 version license until you return the previous version license to the GRAITEC Activation Server.*

The license must be returned from the computer for which it was activated.

3. Activate CADKON+ 2024 using the current Serial number and the new Activation code (see chapter Activating a license).

Note:

In some cases you are offered to upgrade your license from your previous version and therefore, you do not have to return the license to the server. The option to upgrade the license without returning the previous one will automatically appear after installing a newer version on a computer with installed and activated older CADKON+ version.

Note:

License for version 2024 allows to use both CADKON+ 2024 and CADKON+ 2023 on the same computer.

Activating a license

Once the software is installed, you must activate a license to use it.

Starting the activation process

The activation process starts at first launch of CADKON+. Once the license is activated, the License manager is no longer displayed.

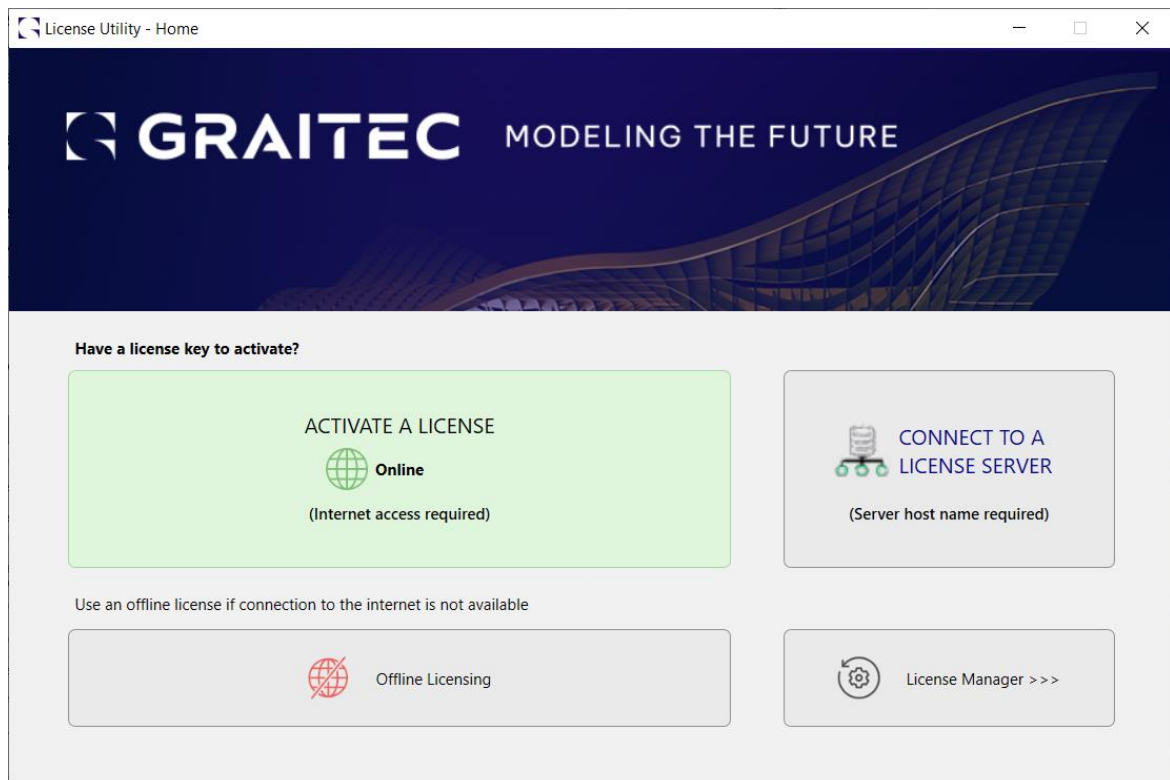
However, you can activate a license or request an evaluation license, without launching CADKON+, by using the **License Utility** - a tool that allows the communication between the software and the GRAITEC Activation Server.

Starting the activation process using the License Utility

From the Windows start menu: All Programs > CADKON+ 2024 > **License Manager**.

Location of exe file *License Utility*: C:\Program Files (x86)\Common Files\Graitec**LicenseUtility.exe**

The License Utility appears and you must follow the steps of the activation wizard to activate the product.



Activating a license online

Before starting

- Make sure you have the *Serial number* and the *Activation Code*.
- Check the Internet connection.

Note: If you do not have the **Serial number** and the **Activation Code** you can request an evaluation license or you can use CADKON+ for 15 days.

Online activation process

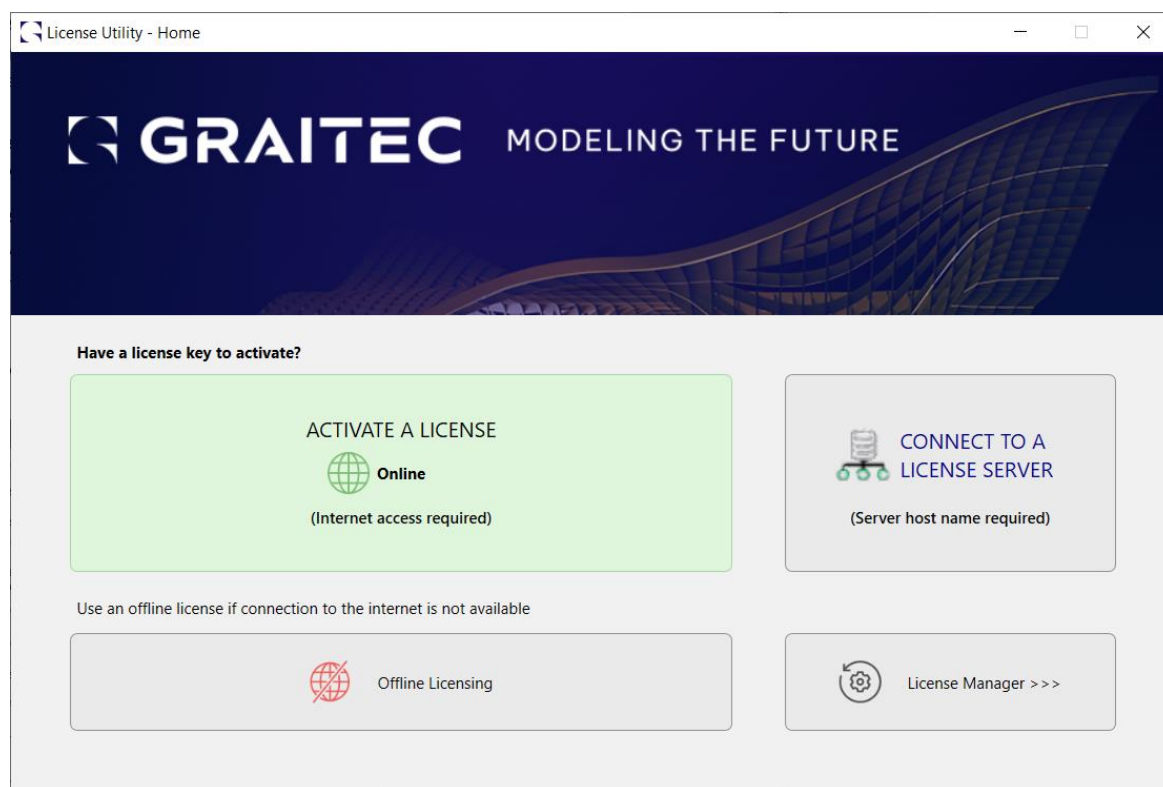
Start **License Utility**:

From the Windows start menu: All Programs > CADKON+ 2024 > **License Manager**.

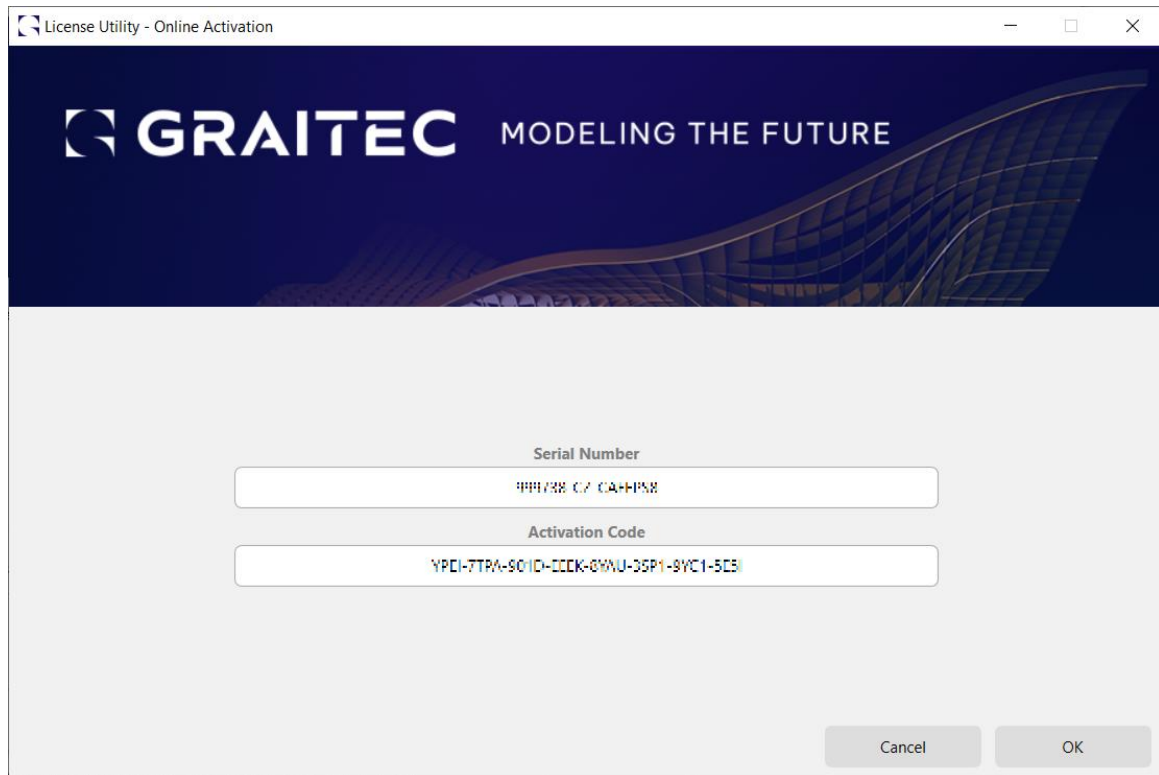
Location of exe file *License Utility*: C:\Program Files (x86)\Common Files\Graitec**LicenseUtility.exe**

And perform the following steps:

1. In the first step select **ACTIVATE A LICENSE**.



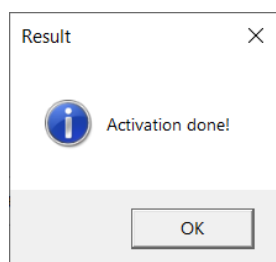
2. Enter the *Serial number* and the *Activation Code*. Click **OK**.



3. Your computer contacts the activation server at GRAITEC; the license rights are written in the database.

The activation server receives the information and processes it.

- After the Serial number and the Activation Code are registered, the license rights, in accordance with the license agreement, are transferred from GRAITEC to the customer.



- If the Serial number and the Activation Code are not registered, the GRAITEC Activation Server informs you about the Activation Code mismatch. If you mistyped one of the codes, activate the license again.
- If you do not have a Serial number and Activation Code (or if the existing ones are not recognized) a temporary license for 15 days can be installed. Follow the chapter *Activating an evaluation license*.

Note:

The provisional 15 day license cannot be activated on virtual PC (eg. within Windows installation on VMware, Oracle VM Virtualbox and similair).

Activating a license offline

If the computer on which you want to activate the license is not connected to the Internet or you encountered problems during the online activation you can activate CADKON+ using the offline e-mail based procedure.

The necessary information for the software activation is written in an **.xml** file created based on the Serial number and Activation Code and automatically sent to GRAITEC. This file must be sent to license.activation@graitec.com.

Warning: *The messages are processed by a server machine, therefore any other messages are rejected. Please do not use this address for technical support.*

The process consists of two steps:

- Sending the necessary information to the GRAITEC Activation Server
- Activating the license using the received **.xml** file

Note: Before the **first activation** of the software, the computer must be initialized for the licensing system. The necessary information for the initialization is written in an **.xml** file created based on the Serial number and Activation Code and automatically sent to GRAITEC, at the same address, using the same process as for the activation.

Sending the necessary information to the GRAITEC Activation Server

Note: *Make sure you have the **Serial number** and the **Activation Code**.*

Start License Utility:


From the Windows start menu: All Programs > CADKON+ 2024 > **License Manager**.

Location of exe file *License Utility*: C:\Program Files (x86)\Common Files\Graitec**LicenseUtility.exe**

And perform the following steps:

1. In the first step of the License Utility select **Offline Licensing**.
2. Next, follow the steps in the displayed window License Utility - Offline Activation.

License Utility - Offline Activation


GRAITEC
MODELING THE FUTURE

1. Generate Offline Activation Request

Enter your license key below, then save the activation request file somewhere convenient.

Serial Number

Activation Code

Generate

2. Download Your Response File

Transfer your activation request file to a device with internet connection and send it to license.activation@gratec.com. Proceed with activation only after you received the email with the activation response file from gratec.authorization@gratec.com. Typically, this happens within several minutes.

3. Return Here and Upload Response File

Input the offline response file (from the previous step) in order to activate the product.

Upload

Cancel

OK

Activating an evaluation license

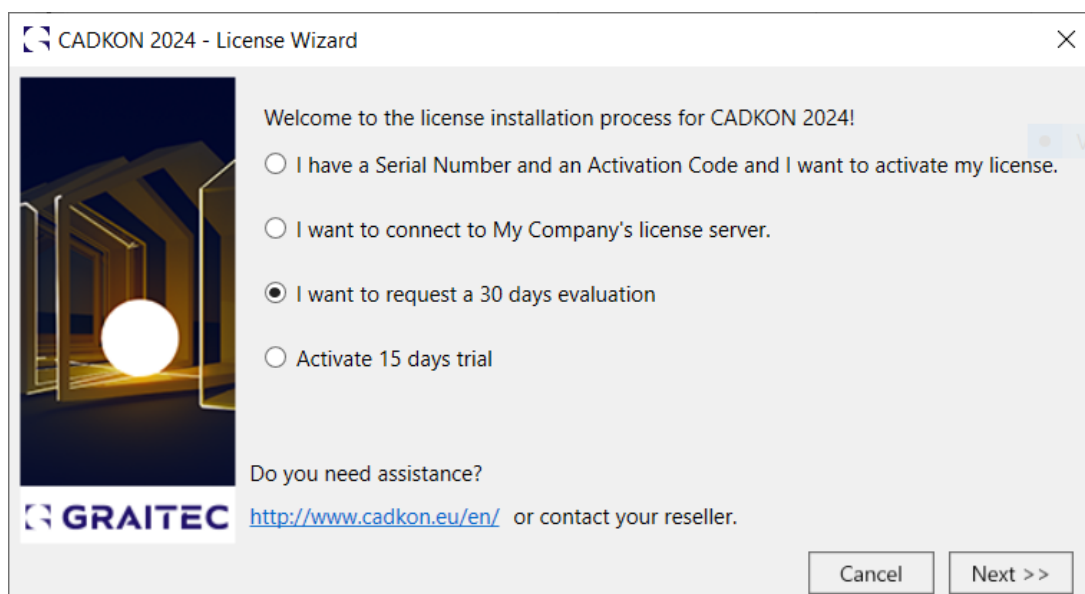
If you do not have an Activation Code and the Serial number you can request an evaluation license.

If after 30 days of running the evaluation version you have not registered and provided a valid Serial number and Activation Code, you will not be able to run CADKON+.

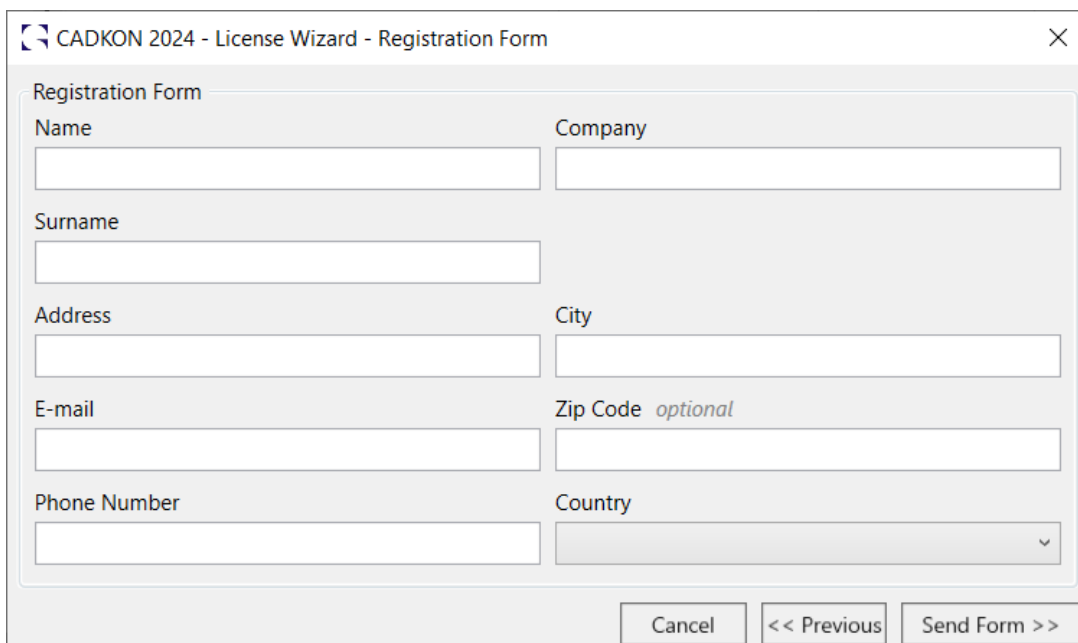
Requesting an evaluation license

Start the CADKON+ on which you want to make a license request and perform the following steps:

1. In the first dialog box, select **I want to request a 30 days evaluation** and click **Next**.



2. Enter all the required information for the license request and click **Send Form**.



The screenshot shows a Windows-style dialog box titled "CADKON 2024 - License Wizard - Registration Form". It contains a "Registration Form" section with the following fields:

- Name** and **Company**: Two text input fields.
- Surname**: A text input field.
- Address** and **City**: Two text input fields.
- E-mail** and **Zip Code** (optional): Two text input fields.
- Phone Number** and **Country**: A text input field and a dropdown menu.

At the bottom right of the dialog box are three buttons: "Cancel", "<< Previous", and "Send Form >>".

If your computer is connected to the internet, after you fill in all the required information and click **Send Form** button, the trial version request will be automatically sent to the GRAITEC authorisation department and the process of requesting the trial license will be terminated. You will receive an email confirmation of your request on the address provided.

At the same time, the 15-day license will be automatically activated so that you can start testing CADKON+ right away.

Activating a network license

A *network license* allows running Advance on several workstations using a server to allocate the licenses.

- The *network license* is installed on a computer configured as network license server.
- The product is installed on each “client” workstation.

To use CADKON+ in a network environment:

1. Configure a license server so that you can manage the CADKON+ software licenses within your local network. See *Configuring the licence server* chapter
2. On the server machine, activate the network license using the **Server License Utility**. See chapter *Activating the licence on the server machine*.
3. Install CADKON+ on the client stations.
4. Activate CADKON+ on the client workstations. See *Activating the product on client workstation* chapter

Configuring the license server

To define a computer as a license server within the network, install the License Server software (see chapter *Network License Manager installation*). The installation will be carried out from „LicenseServerCzech.msi“ package. This software installs the following applications:

- *Server License Utility* – a tool that allows activating the license online or offline, depending on the situation. Additional options allow easier license management (repair and return).
- LMTools – an application for managing the FLEXnet license technology

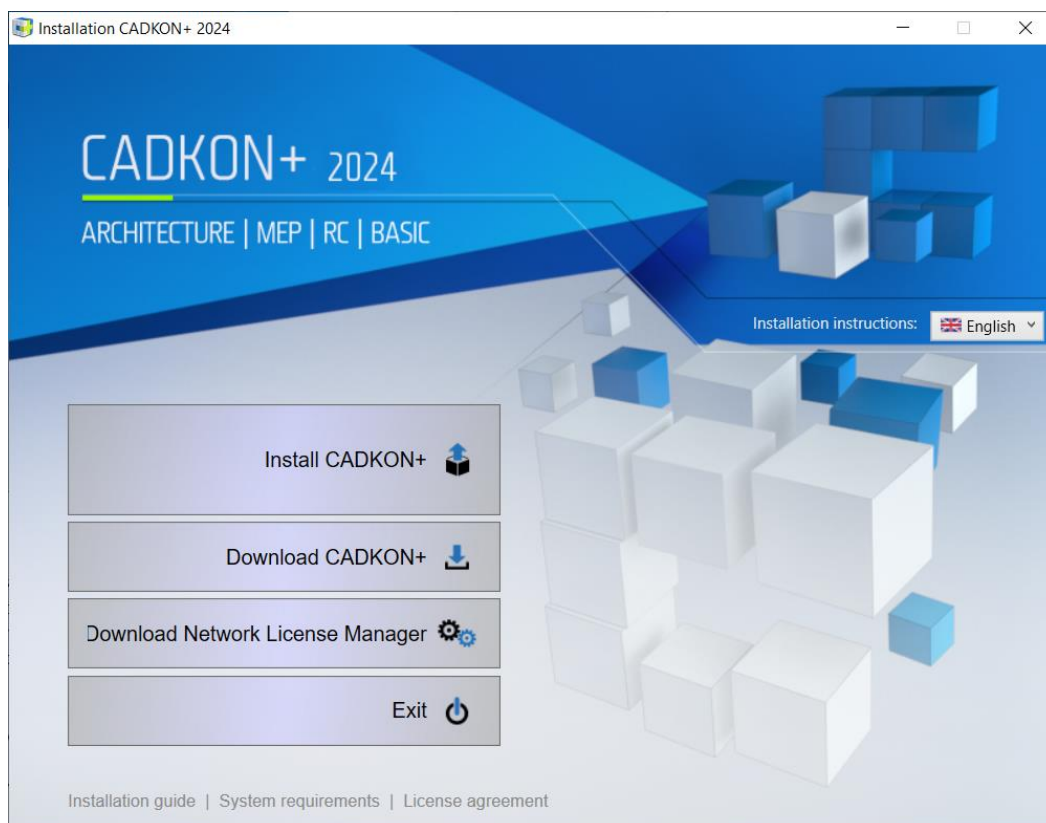
Note: If another version of License Server is already installed, then uninstall it from the Control panel. Otherwise, an error message is displayed and the network license cannot be activated.

Warning: Before uninstalling the License Server you must return the activated licenses to the GRAITEC Activation Server. The network licenses which have borrowed seats cannot be returned to the GRAITEC Activation Server.

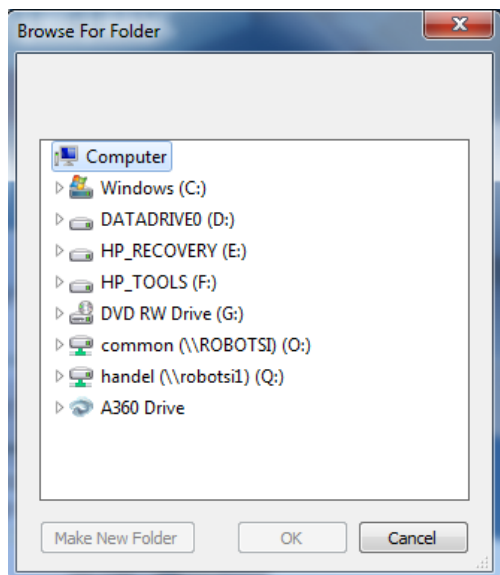
Network License Manager installation

Method:

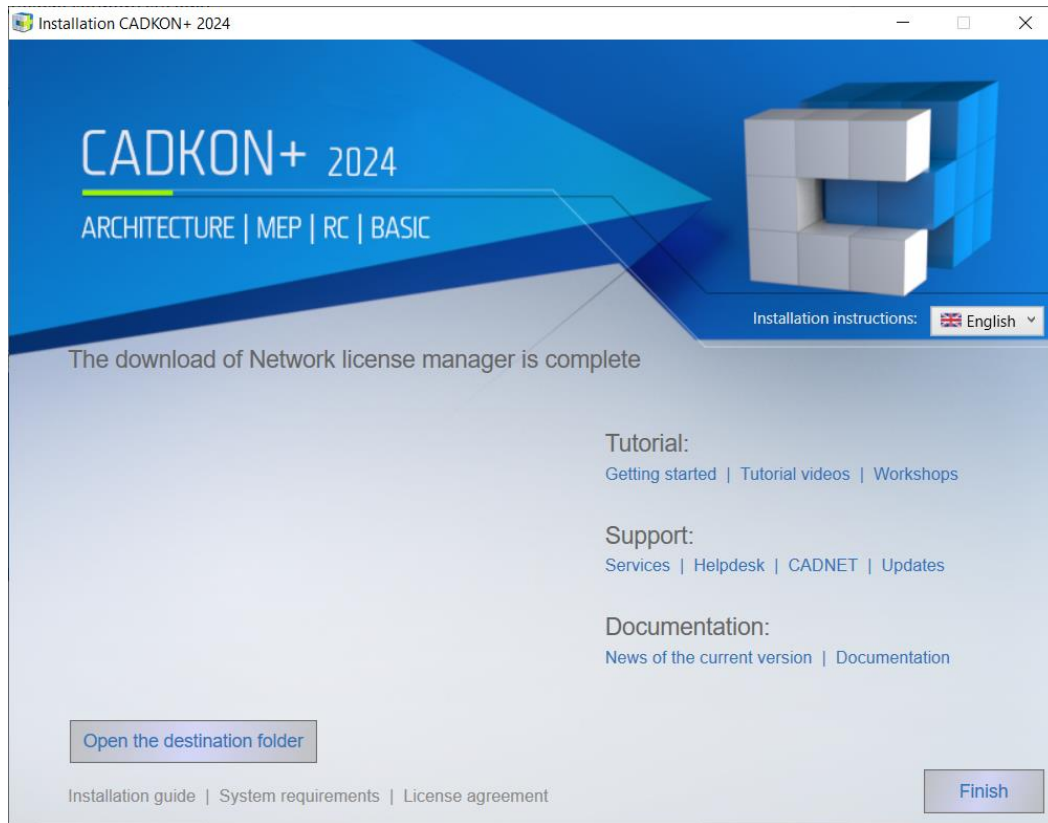
1. Launch the installation by opening the downloaded installation file “SetupCadkonPlus_2024.exe”.
2. After several seconds, CADKON+ Installation Wizard dialog will appear. Select **Download Network License Manager**.



3. Specify a path where the installation files will be saved.



4. As soon as the installation files are downloaded, Network License Manager download has finished dialog will appear. By clicking **Open the destination folder**, you will open the folder with downloaded files.



5. Launch installation file „LicenseServerUK.msi“ and follow the instructions of the Setup wizard.

The installation will create the folder Start (Windows) > Programy > Graitec > License Server> **License Utility**.

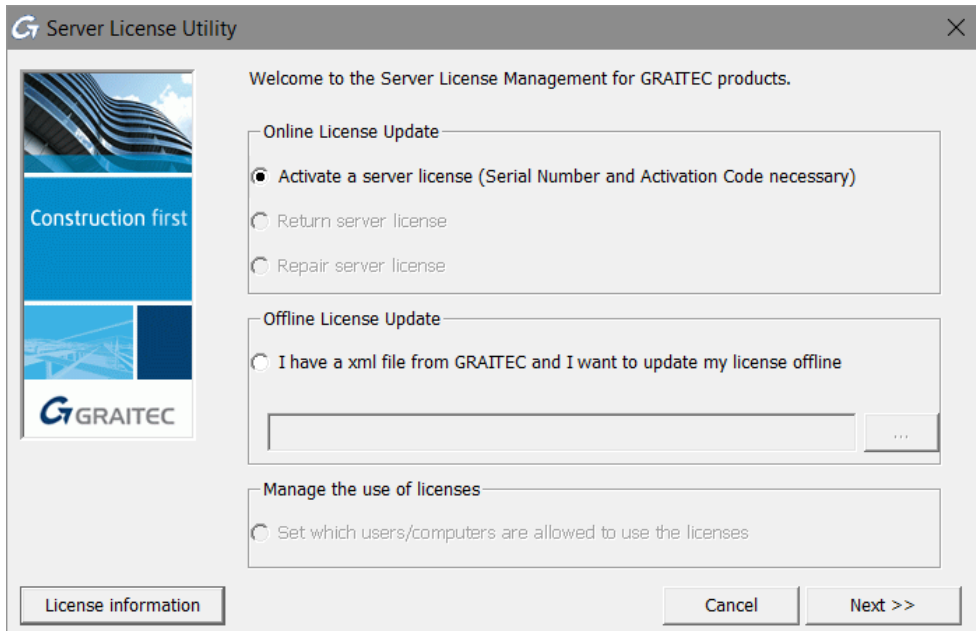
Location of exe file *Server License Utility*: C:\Program Files (x86)\Graitec\License Server\Bin***ServerLicenseUtility.exe***.

After this, the license server software is installed and GRAITEC License Server service is set/activated.

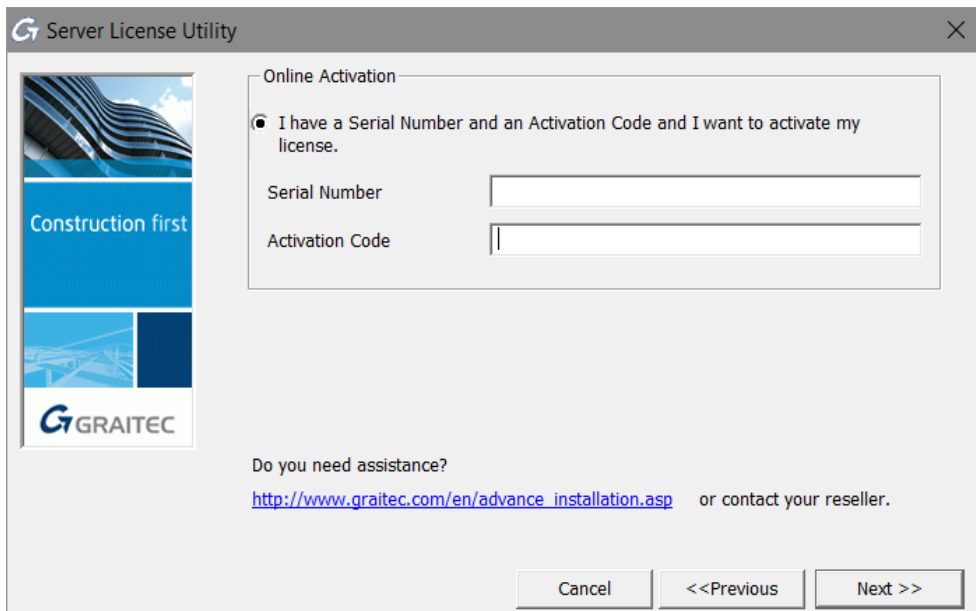
Activating the license on the server machine

To activate a network license, on the server machine, proceed as follows:

1. From the Windows start menu, select: **All Programs > Graitec > License Server > License Utility**.
2. Select **Activate server license** option and click **Next**.



3. In the next dialog box enter the Serial number and the Activation Code provided when purchasing Advance. Click **Next**.



The network license is activated.

Note: If you have purchased more than one version of CADKON+ (CADKON+ RC, CADKON+ MEP, CADKON+ Architecture, CADKON+ Basic), you need to repeat the activation process (steps 1-3) for each purchased CADKON and add all licenses to the server.

For example, if you have bought CADKON+ Architecture and CADKON+ MEP, you will obtain two license certificates, each containing a unique Serial Number and Activation Code.

Warning: It is strongly recommended to return the network license to the GRAITEC Activation Server before changing hardware server configuration, hard drive formatting or Windows reinstallation (the license is dependent on the operation system installation). Otherwise you will not be able to reactivate the license (generating a substitute license is subject to a fee).

Note: When returning the network license, make sure there are no borrowed seats. Otherwise the network license cannot be returned.

Activating the product on the Client workstation

If you have a network license for several workstations and the current installation is for a client workstation, proceed as follows:

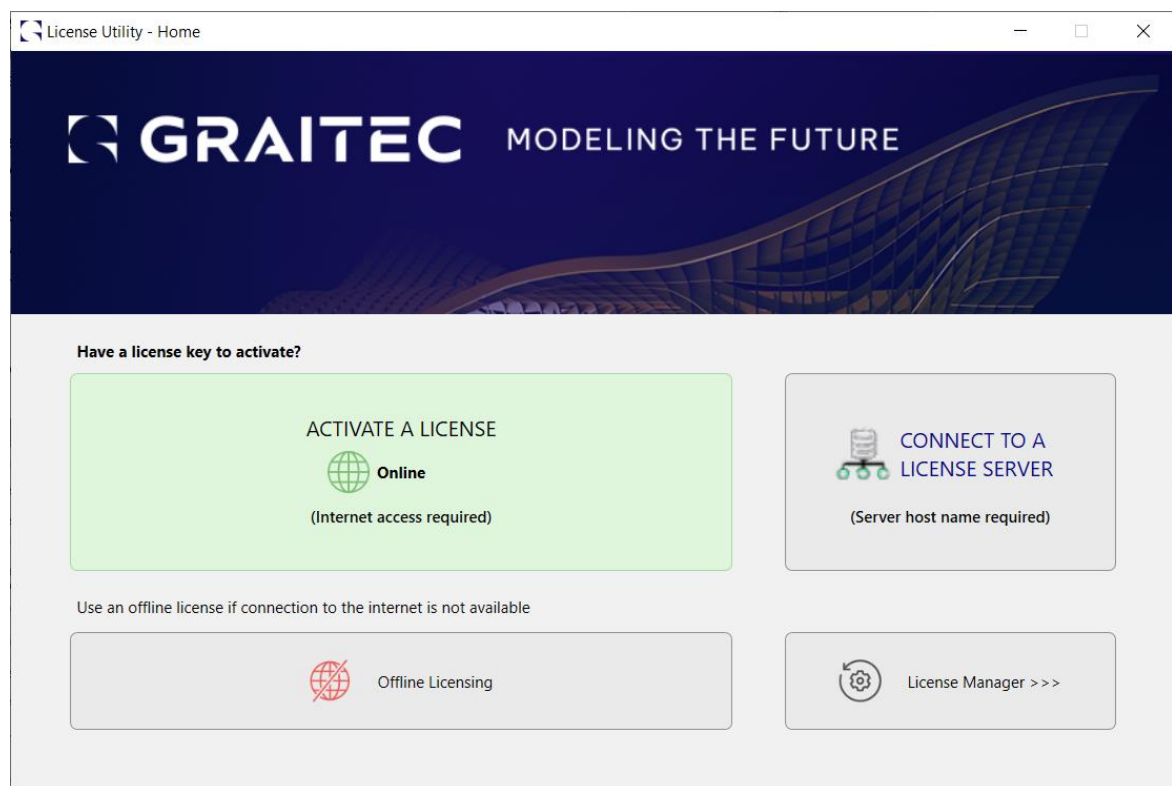
1. Start **License Utility**:

From the Windows start menu: All Programs > CADKON+ 2024 > **License Manager**.

Location of exe file *License Utility*: C:\Program Files (x86)\Common Files\Graitec**LicenseUtility.exe**

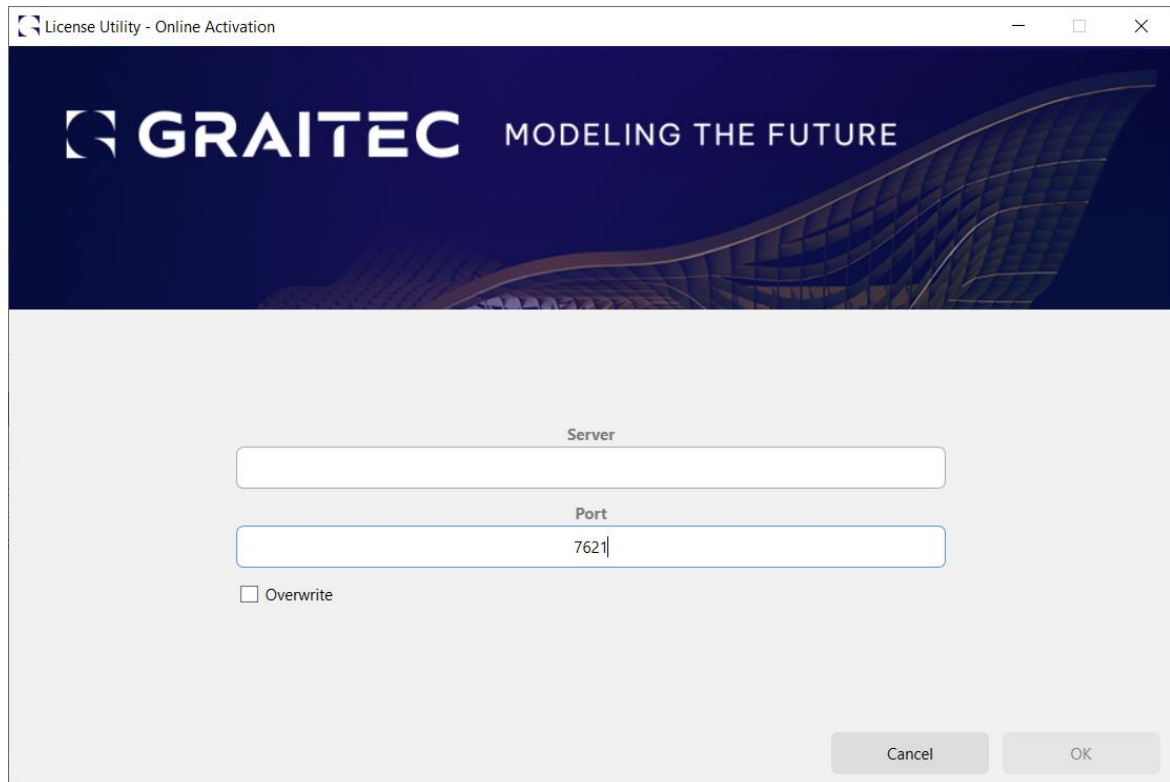
And perform the following steps:

2. In the first step select **CONNECT TO A LICENSE SERVER**.

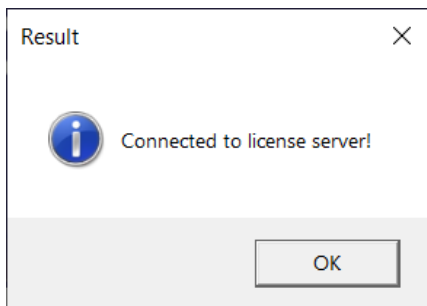


3. In the next step, provide the IP address of the machine on which the **License Server** is installed. After entering the IP address and the port number (7621), click **OK** so the installation program searches for the specified computer. This search might take some time.

Warning: *You have to use port number 7621.*



4. After the server is found, click OK to complete the client configuration.



If the server is not found, an error message will appear.

If the number of available licenses has not been exceeded on the license server, a license is assigned to the client workstation and you can start using CADKON+.

Note: If the server is not found, an error message will appear. Make sure that the set port is **not being used by another application** and it has **exception created in the firewall**.

Using an older CADKON+ version (2017 and older) on the same computer in the network

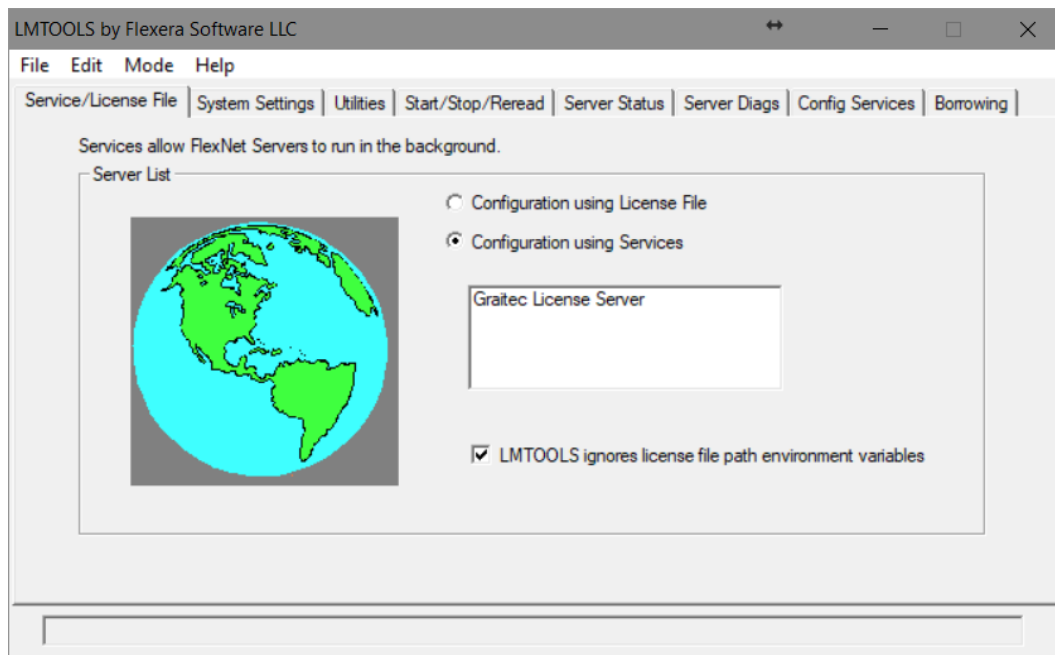
CADKON+ 2017 and older uses a different type of software protection than CADKON+ 2024. Installation and configuration of the CADKON+ 2024 network licenses is fully independent on the previous version.

Verifying the network license status

The network license uses FLEXnet® license management technology from Acresto Software.

FLEXnet provides the **LMTools** application for managing the license server. This application is installed with the license server software. It verifies whether the license server is active.

1. From the Windows start menu, select: **All Programs > Graitec > License Server > LMTools**.
2. In the “LMTools” dialog box, enter the complete path to the license file using **Browse** on the **Service/License File** tab. This file is in the folder where the license server was installed.



3. On the **Server Diagnostics** tab click **Perform Diagnostics**.
4. Close the application.

Managing the network license

Allowing or denying a license to specific hosts or users

Within a network, the host and user license access can be managed from the server computer. An options file can be created to assign permissions. Using the options file, the network administrator can:

- Allow the use of license features based on user or hostname
- Deny the use of license features based on user or hostname

About the options file

The options file is a file with an .opt extension and a specific syntax. Using the **.opt** file the administrator can allow/deny use of a specific package to a user/host.

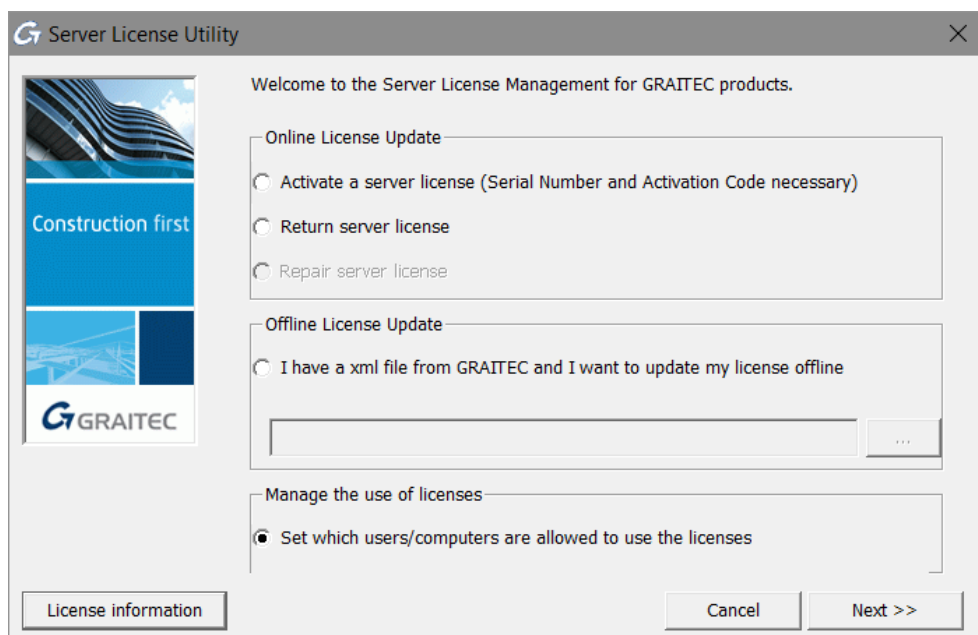
For all Advance applications, the options file can be created using the Server License Utility. The options file is named GRAITEC.opt and is created in the same folder as the license file

Note: The options file can be created using any text editor, according to the specific syntax (as described in the FLEXnet documentation). The options file name must be GRAITEC.opt and also must be created in the same folder as the license file.

Creating the options file

The options file can be created using the Server License Utility.

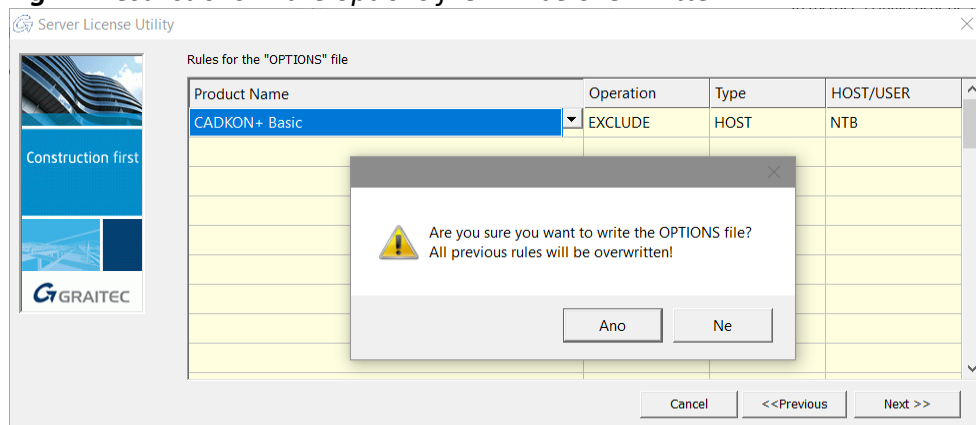
1. Start the Server License Utility.
2. In the first dialog box, select **Set which users/computers are allowed to use the license** and click **Next**.



3. In the next step of the dialog box, define the rules for the option file. For each server license installed on the license server computer make the following settings:
 - In the Operations column, select the restriction:
To restrict a single user or a host to use a license, select **INCLUDE**.
To deny a user or a host to use a license, select **EXCLUDE**.
 - In the Type column, select whether the restriction applies to a user or a host.
 - According to the selection in the Type column, from the Host/User list, select the computer name or the user name for which the restriction applies.
4. Click **Next**.
5. Click **Yes** to confirm.

The defined rules will be saved in the options file and the License Server will restart; the restrictions will apply immediately.

Warning: *All restrictions in the options file will be overwritten.*



Rules for the options file

The table in the dialog box lists the defined rules. Each line in the table represents a rule.

Product Name	Operation	Type	HOST/USER
CADKON+ Basic	EXCLUDE	HOST	NTB

Product Name: Select the server license for which the restriction applies

If you select **All** as product, the restriction you create applies to all licenses installed on the License Server.

Type: Select whether the restriction (EXCLUDE/INCLUDE) applies to a user or a host.

- **USER** – the name of the user executing the Advance application. User names are case sensitive and cannot contain spaces.
- **HOST** – the system host name or IP address where the application runs. Host names are case sensitive. The IP address can contain wildcard characters.

Operation: Defines the operation within the options file (permissions and restrictions).

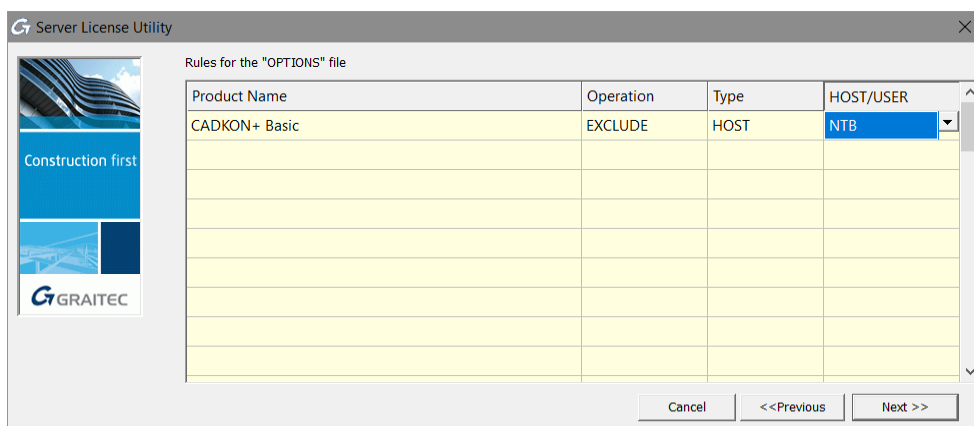
- **EXCLUDE** – Excludes a user or a host from the list of those allowed to use the package. EXCLUDE supersedes INCLUDE; conflicts between the EXCLUDE list and the INCLUDE list are resolved by the EXCLUDE taking precedence.
- **INCLUDE** – Includes a user/host in the list of those allowed to use licenses for this package. Any user who is not in an INCLUDE statement is not allowed to use that package.

The INCLUDE statements are useful for the situation when certain users should have access to a license. In this case, instead of excluding all the other users, INCLUDE statements can be used to specify those which can gain access. Anyone not in an INCLUDE statement is not allowed to use that feature.

Host/User: Select the computer name or the user name according to the selection in the Type column.

The drop-down list contains all hosts or users from the local network. For example, if the selected type is HOST, the drop-down list contains all hosts from the local network.

Example: To restrict the access to the CADKON+ license for the user **NTB**, make the following settings:



Deleting rules

All rules defined in the options file can be deleted.

- By deleting the options file and restarting the License Server
- Using the Server License Utility: In the Rules for the options file dialog box, delete all defined rules and click **Next**.

Overview of the option file syntax

Klíčové slovo možnosti	Popis
AUTOMATIC_REREAD	Turn off automatic reread of licenses at midnight.
BORROW_LOWWATER	Set the number of BORROW licenses that cannot be borrowed.
DEBUGLOG	Writes debug log information for this vendor daemon to the specified file (version 8.0 or later vendor daemon).
EXCLUDE	Deny a user access to a feature.
EXCLUDE_BORROW	Deny a user the ability to borrow BORROW licenses.
EXCLUDE_ENTITLEMENT	Deny a user the ability to activate licenses held in a fulfillment record in trusted storage.
EXCLUDEALL	Deny a user access to all features served by this vendor daemon.
FQDN_MATCHING	Sets the level of host name matching.
GROUP	Define a group of users for use with any options.
GROUPCASEINSENSITIVE	Sets case sensitivity for user and host lists specified in GROUP and HOST_GROUP keywords.
HOST_GROUP	Define a group of hosts for use with any options (version 4.0 or later).
INCLUDE	Allow a user to use a feature.
INCLUDE_BORROW	Allow a user to borrow BORROW licenses.
INCLUDE_ENTITLEMENT	Allow a user to activate licenses held in a fulfillment record in trusted storage.
INCLUDEALL	Allow a user to use all features served by this vendor daemon.
LINGER	Allow a user to extend the linger time for a feature beyond its check in.

Klíčové slovo možnosti	Popis
MAX	Limit usage for a particular feature/group—prioritizes usage among users.
MAX_BORROW_HOURS	Changes the maximum borrow period for the specified feature.
MAX_OVERDRAFT	Limit overdraft usage to less than the amount specified in the license.
NOLOG	Turn off logging of certain items in the debug log file.
REPORTLOG	Specify that a report log file suitable for use by the FLEXnet Manager license usage reporting tool be written.
RESERVE	Reserve licenses for a user or group of users/hosts.
TIMEOUT	Specify idle timeout for a feature, returning it to the free pool for use by another user.
TIMEOUTALL	Set timeout on all features.

License mobility

Often, in practice, there are situations when Advance is used on computers that are not permanently connected to the GRAITEC Activation Server or to the company license server.

For example:

- On a laptop
- The software is used both at work and at home

GRAITEC provides two methods of license transfer that can be used according to the situation and the license type:

- Standalone and server licenses can be transferred to another computer by *rehosting*.

The license is returned to the GRAITEC Activation Server and then can be activated on another computer or laptop.

Note: *It is strongly recommended to return the local/network license to the GRAITEC Activation Server before changing hardware PC/server configuration, hard drive formatting or Windows reinstallation (the license is dependent on the operation system installation). Otherwise you will not be able to reactivate the license (generating a substitute license is a subject to a fee).*

- Within a network, a license can be *borrowed* from the company's license server. The license is transferred from the company's server to another computer (or laptop), for offline use, for a defined period of time of maximum 30 days. It can be used also outside of the company's network. The number of licenses on the company's server is reduced, as CADKON+ can be used offline.

Warning: The network licenses which have borrowed seats cannot be returned to the GRAITEC Activation Server.

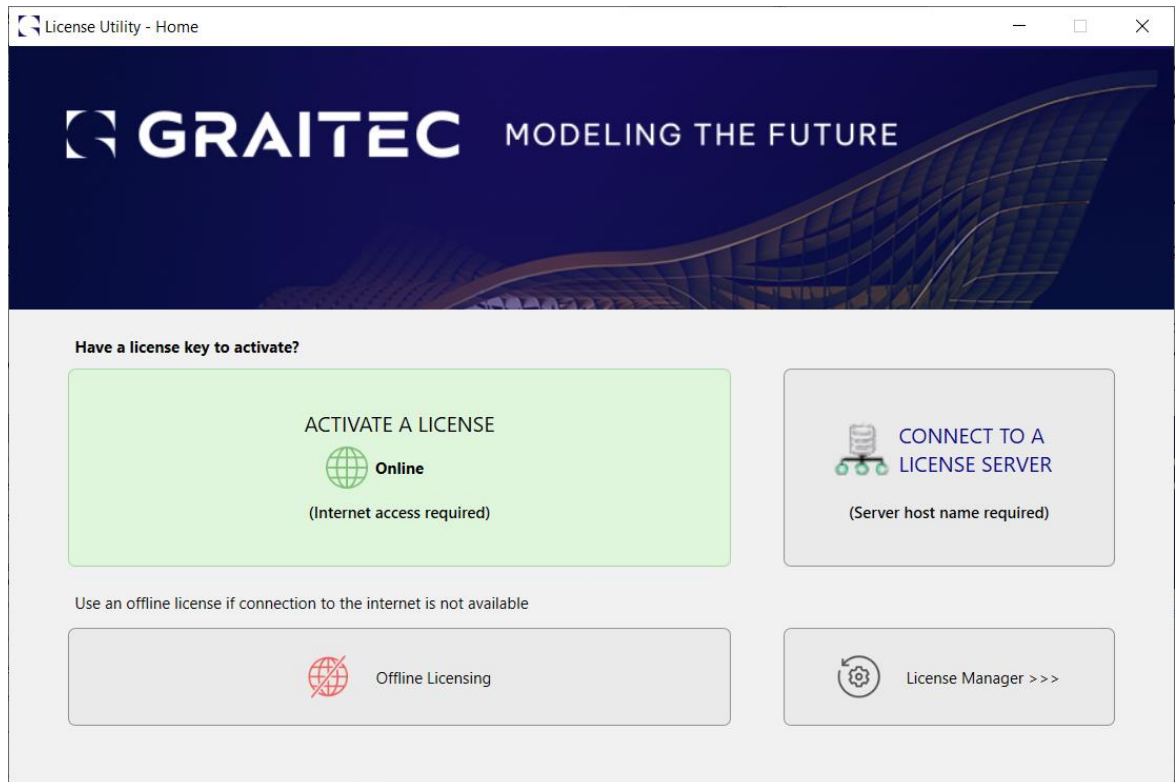
Returning a license to the GRAITEC Activation Server

At any time, a standalone or a network license can be returned to the GRAITEC Activation Server.

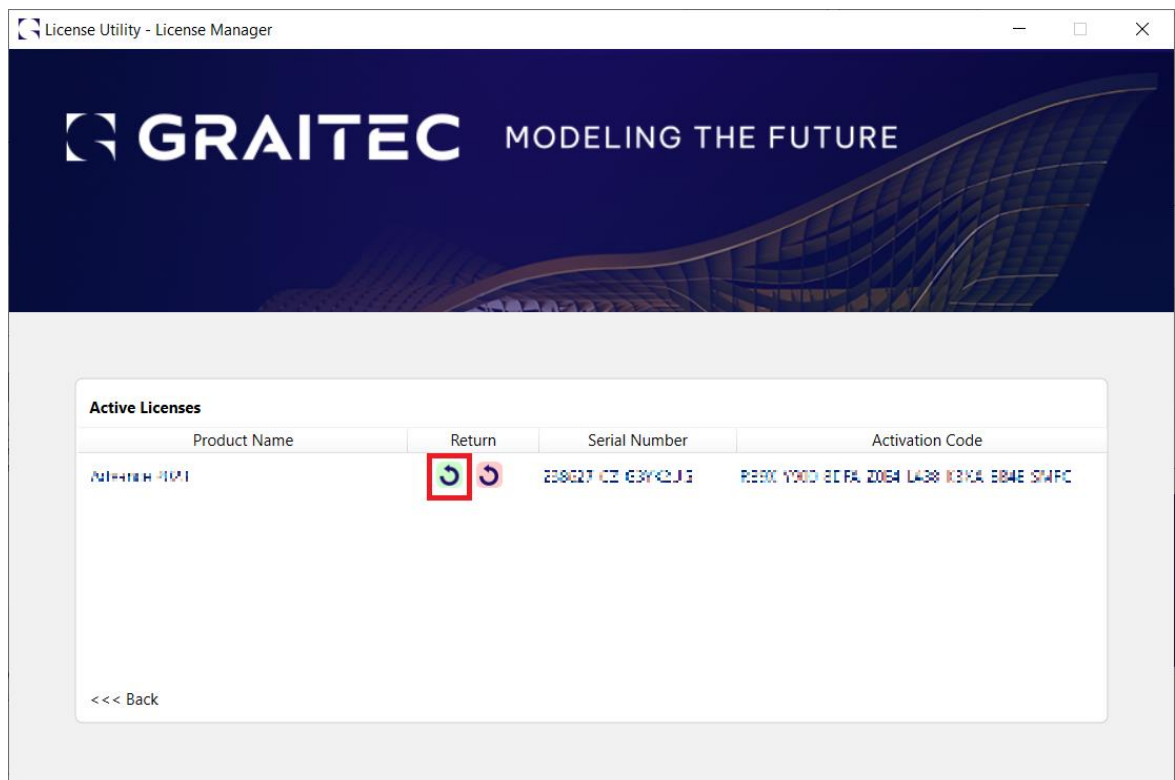
Online license return

Before starting, close active CADKON+ sessions.

1. From the Windows start menu, select **All Programs > CADKON+ 2024 > License Manager**.
2. In the License Utility dialog box, select **License Manager >>>**.



3. In the next dialog box, select the application for which to remove the license. Click the **Online Deactivation** icon.



After confirmation of the license return action, the license will be returned to the activation server of GRAITEC.

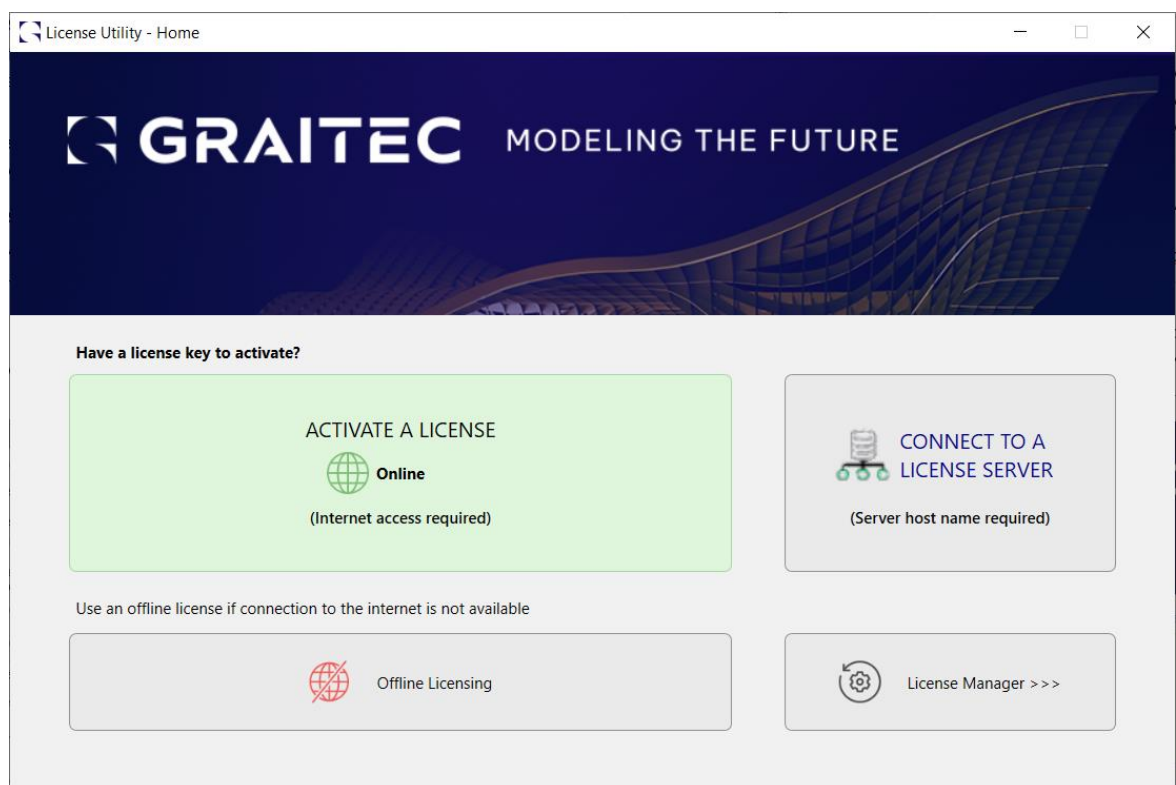
The license can be activated on another computer by following the steps described in the *Activating a license* chapter.

Offline license return

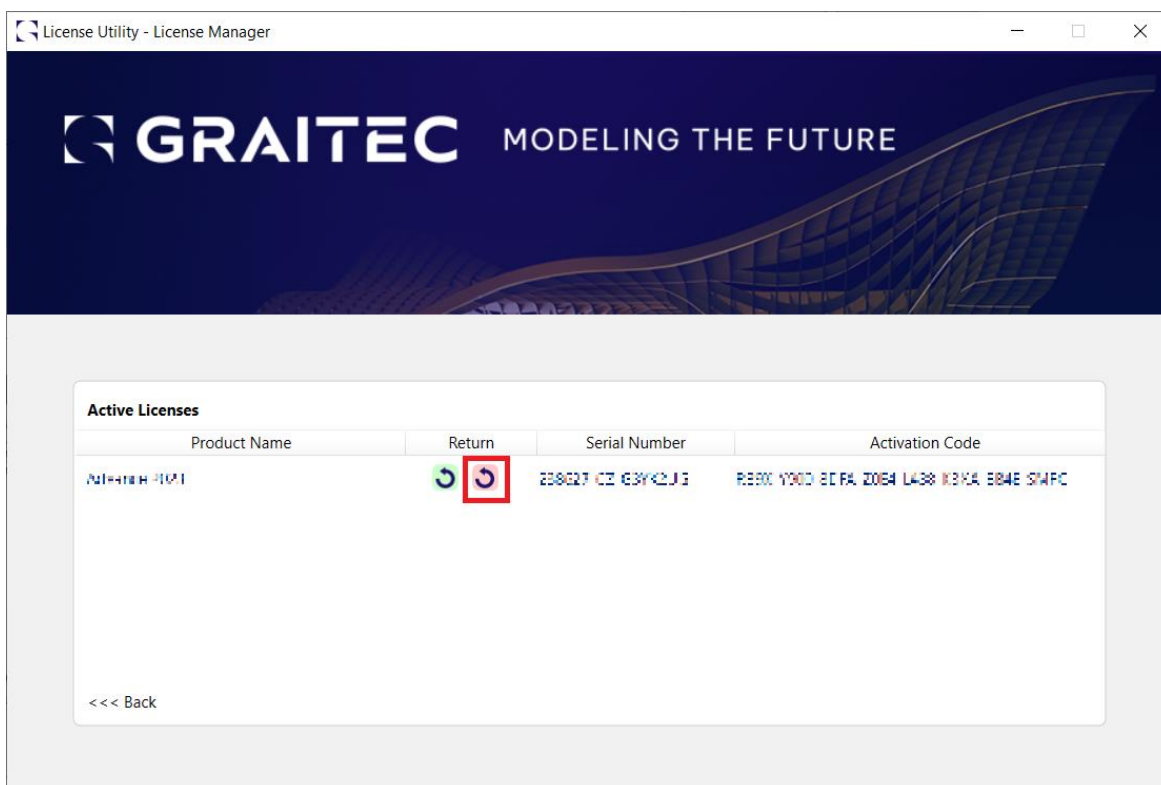
If the computer, from which the license is to be removed, is not connected to the Internet, Advance can be deactivated using the offline e-mail based procedure. The necessary information is saved in an **.xml** file and automatically sent to GRAITEC at license.activation@gratec.com. After receiving the confirmation message, the license can be activated on another computer.

Before starting, close active CADKON+ sessions.

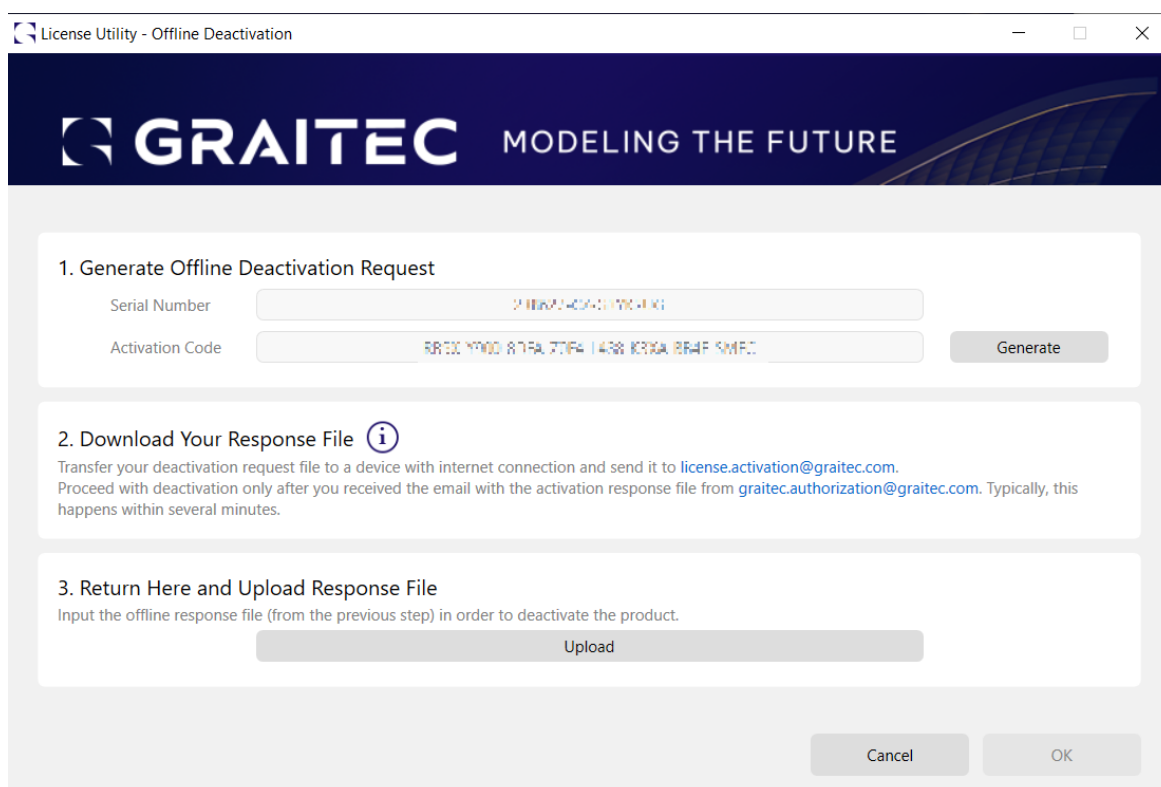
1. From the Windows start menu, select **All Programs > CADKON+ 2024 > License Manager**.
2. In the License Utility dialog box, select **License Manager >>>**.



3. In the following dialog box, select the application you want to return the license to. Click the **Offline Deactivation** icon.



4. Next, follow the steps in the displayed window License Utility - Offline Deactivation.



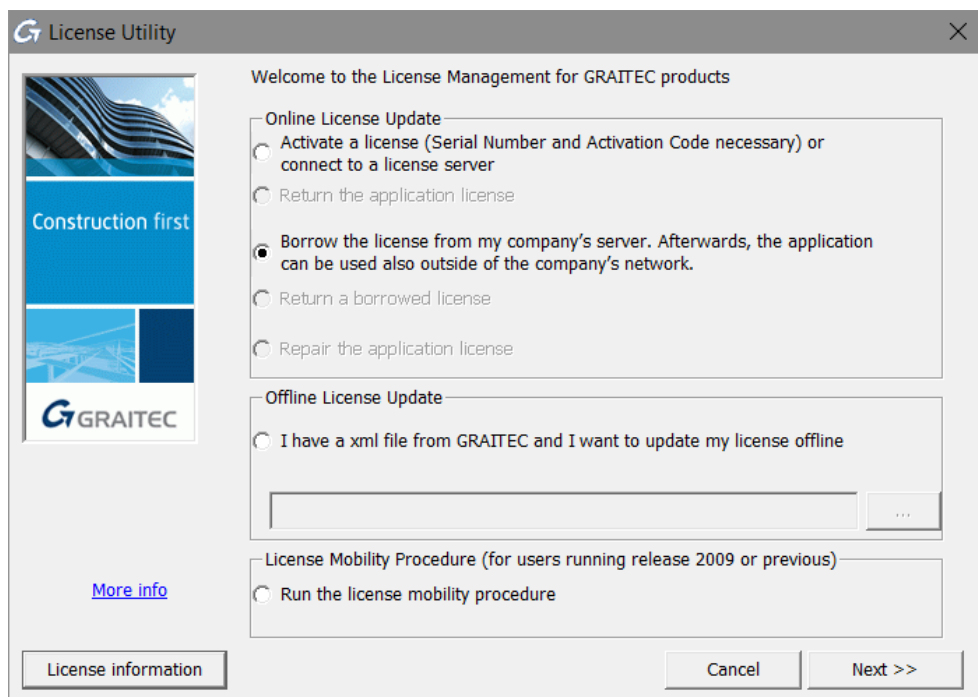
Borrowing the license from the company's server

If the software must be used out of the office (for example, on a laptop) the license should be borrowed from the company's license server.

Borrowing a license means transferring a license from the company's license server to another computer (or laptop), for offline use, for a defined period of time of maximum 30 days. It can be used also outside of the company's network. The number of licenses on the company's server is reduced, as Advance can be used offline.

Before starting

- Make sure the computer or laptop is connected to the network.
 - Make sure you have the *Serial number* and the *Activation Code* for the network license.
 - Make sure there are available licenses on the company's server.
1. From the Windows start menu, select: **All Programs > CADKON+ 2024 > Local network license settings**.
 2. In the License Utility dialog box, select **Borrow the license from my company's server**. Click **Next**.



3. In the next dialog box, enter the company's license server name, the license information (Serial number and Activation Code). Also, select the return date (within **30 days**) and click **Next**.

License Utility

Borrow License

Server Name:

Port:

Serial Number:

Activation Code:

Expiration date:

After the "Expiration Date", the license will automatically be assigned back to the server (the maximum "Expiration Date" is 30 days later than the current date).

Do you need assistance?
http://www.graitec.com/en/advance_installation.asp or contact your reseller.

Cancel <<Previous Next >>

After the return date, the license will automatically be assigned back to the server. Also, it can be returned earlier using the **Local network license settings**.

Note: The license can be borrowed for a maximum of 30 days.

License Utility

License CADKON+ Basic 2023 999912-RO-918D553 updated successfully.

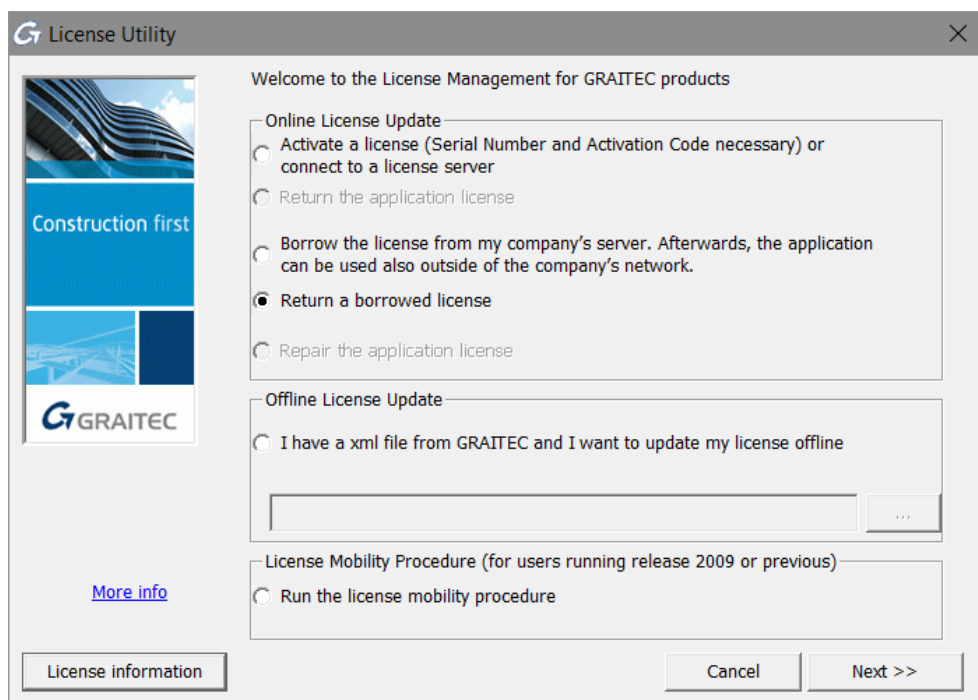
We wish you good use and invite you to contact your GRAITEC dealer in any matter relating to the use of your software.

Do you need assistance?
http://www.graitec.com/en/advance_installation.asp or contact your reseller.

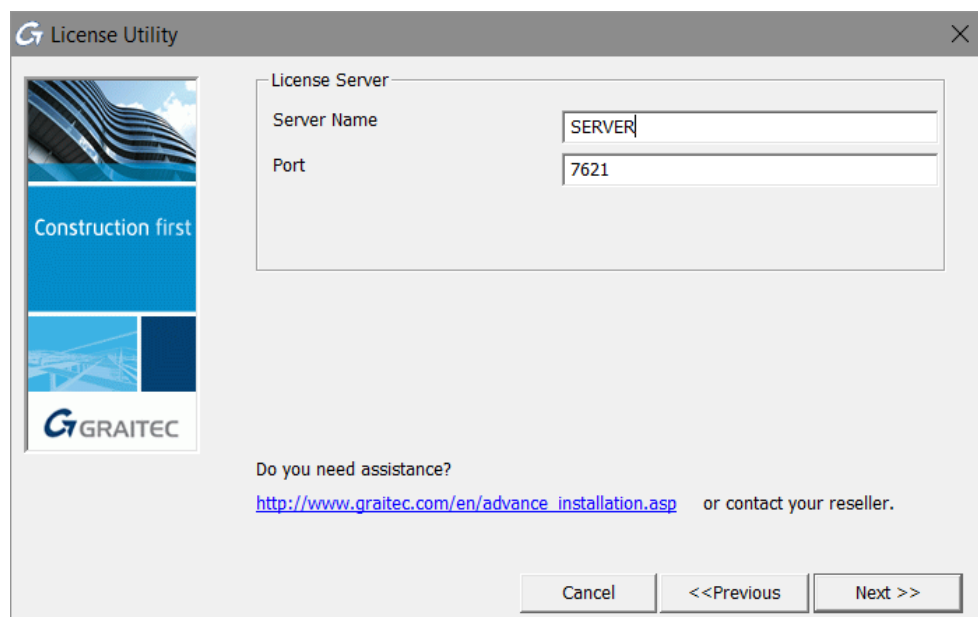
Finish

Returning a borrowed license before the expiry date

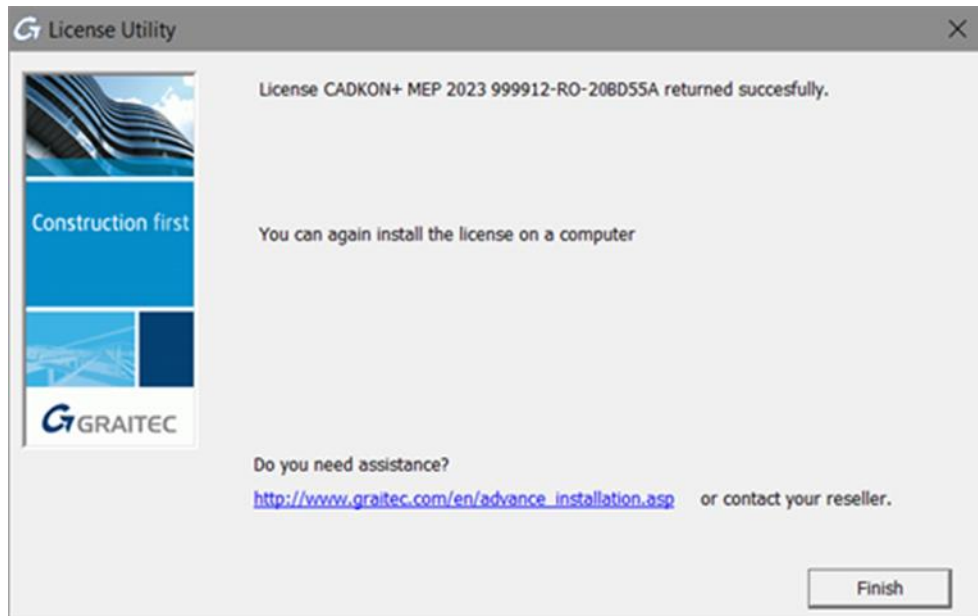
1. From the Windows start menu, select **All Programs > CADKON+ 2024 > Local network license settings**.
2. In the first step of the License Utility, select **Return a borrowed license**.



3. In the next dialog box, enter the necessary information. Click **Next**.



4. Click **Finish** to complete the process.



The license is available on the server again and Advance can be used on another computer within the company's network.

License behavior on computer hardware or system configuration change

In practice, there are common changes of computer hardware and system configuration that might damage the license.

In practice, common situations that require hardware or system change might prevent GRAITEC software from launching.

- Hardware component change (e.g. replacement of motherboard, Ethernet card, etc. except replacing the hard disk)
- Operating system restore to correct system problems or roll back changes

Correction of the system clock after it was set to the future

Warning: *It is strongly recommended to return the local/network license to the GRAITEC Activation Server before changing hardware PC/server configuration, hard drive formatting or Windows reinstallation (the license is dependent on the operation system installation). Otherwise you will not be able to reactivate the license (generating a substitute license is subject to a fee).*

Reactivating a license

The following actions may need license reactivation:

- Formatting the hard disk
- Hard disk crash
- Reinstalling the operating system

To activate the license again, see the *Activating a license* chapter.

Warning: *If you want to replace the hard disk, return the license to the GRAITEC Activation Server (See *Returning the license to the GRAITEC activation server* chapter). Otherwise, the new hard disk will prevent you from using the license and you have to recover the old hard disk.*

Standalone license behavior on computer format

If the computer on which Advance is installed needs formatting, you should not request a new license. The license is based on the computer's Unique Machine Identifier which is not changed during the formatting process. After reinstalling Windows, you must only activate the license again based on the Serial number and the Activation Code, using one of the license management tools.

Warning: *However, it is strongly recommended to return the license to the GRAITEC Activation Server before formatting the hard disk.*

Server license behavior on computer format

Warning: *If the computer on which the network license is installed needs formatting, or if the hardware configuration changes, you must return the license to the GRAITEC Activation Server. Otherwise, you will not be able to activate the license again (generating a substitute license is subject to a fee).*

Running the program in Remote Desktop interface

The license granted by GRAITEC does not allow to run the program using the Remote Desktop interface (Terminal server, remote access services, Citrix, Microsoft App-V, etc.).

Getting license information

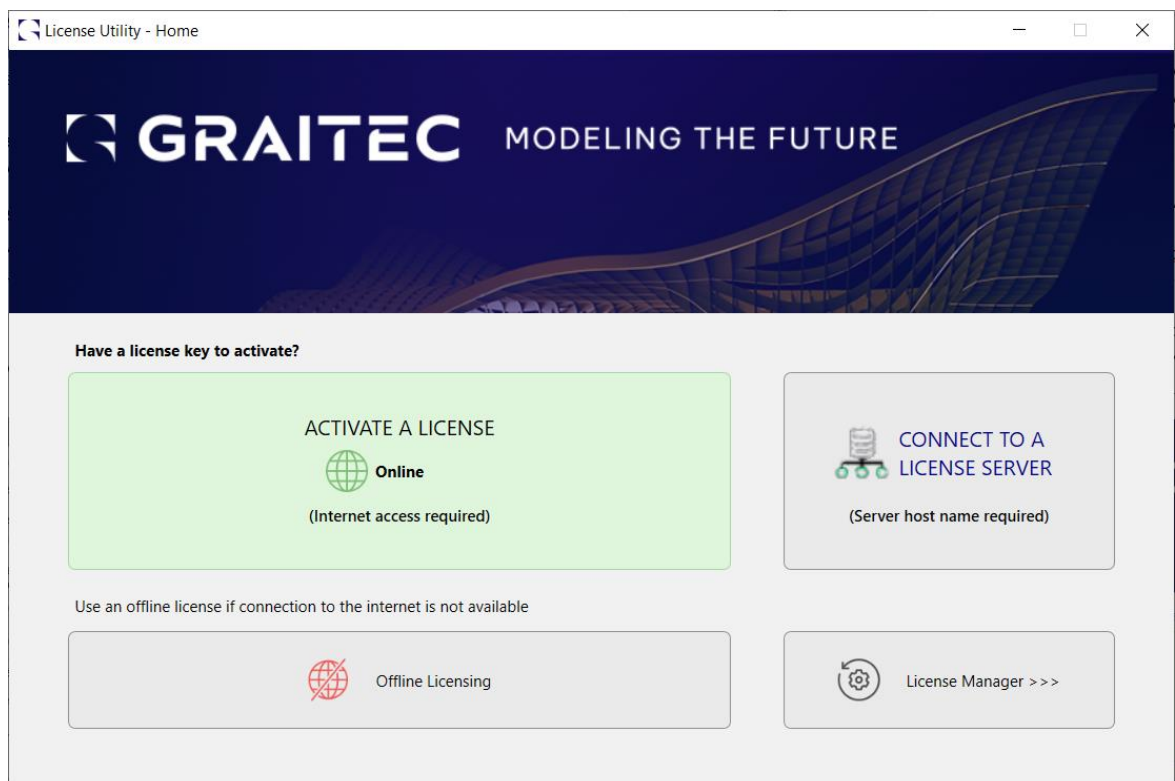
Within a network environment, before returning the server license or before borrowing a license, it is recommended to check if there are any available licenses or seats. This information can be displayed in the first dialog box of the License utility and the Server License Utility.

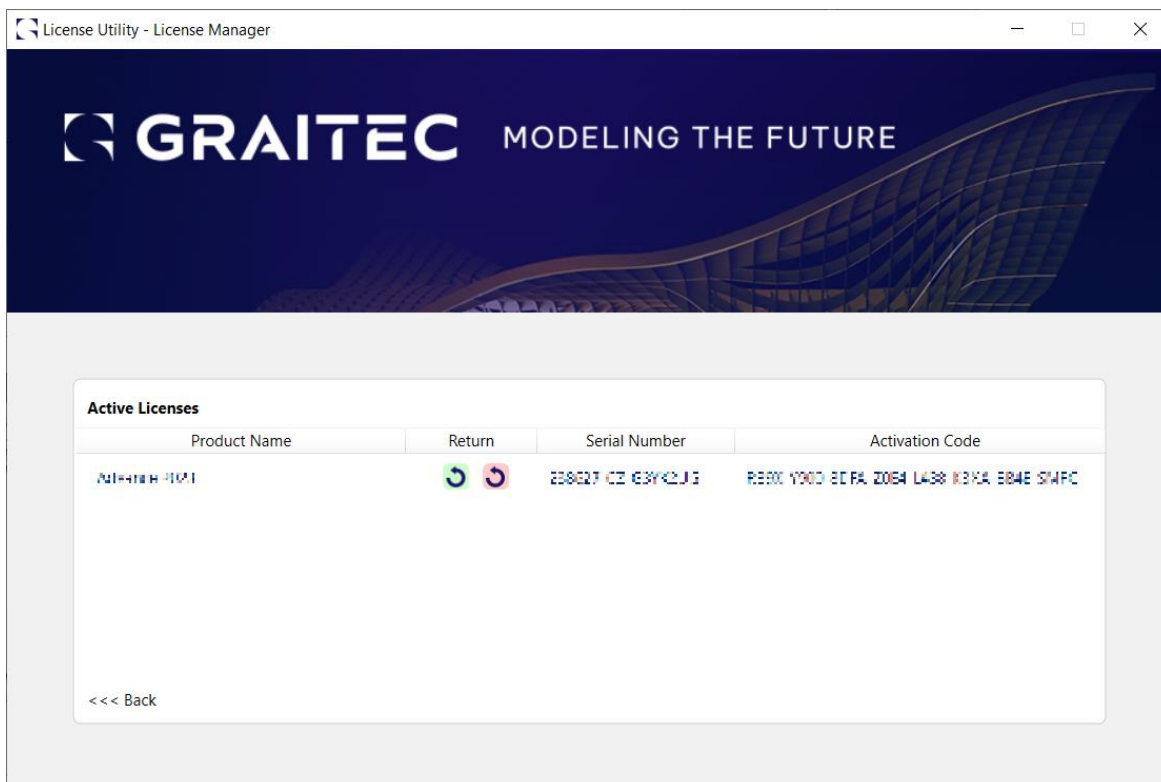
Get information about the installed licenses:

- Where are the licenses installed
- Additional information about the standalone licenses (Serial number and Activation Code, expiration date, start date)
- Additional information about the network licenses
 - The number of seats
 - Borrowed seats and destination computers
 - Number of available seats

Displaying the license information on the local computer

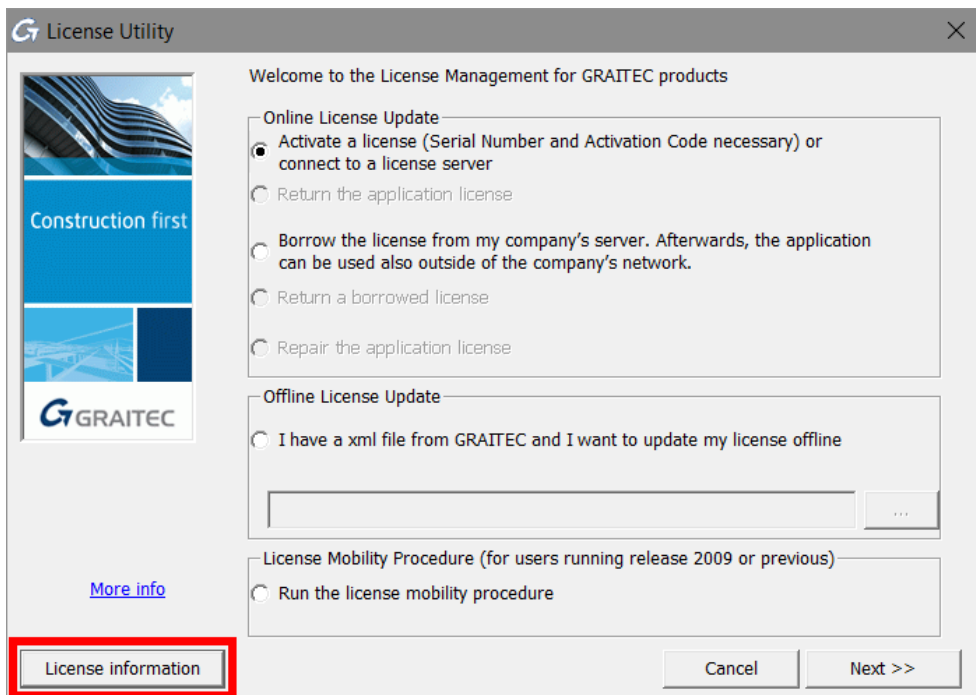
1. Start the License Utility.
2. Click **License Manager >>>**.

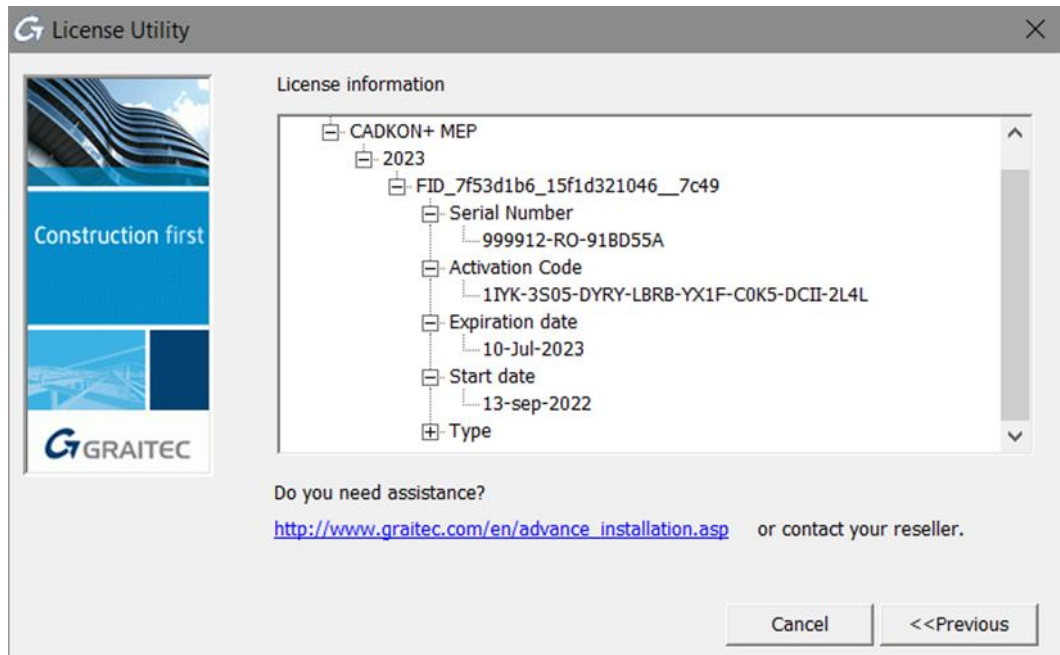




Displaying the license information on the server

1. Start the Server License Utility.
2. Click **License information**.





To return to the previous dialog box, click **Previous**.

CADKON+ License types

From the version 2019 onwards we divide licenses to two basic types. License without ACIS commands and license with ACIS commands, labeled Premium. Users who are switching from the previous CADKON+ version (2017 and older) will obtain the license without the ACIS commands. To get the the Premium license (with ACIS commands), contact your dealer.

Licenses without ACIS commands

- CADKON+ Basic
- CADKON+ MEP
- CADKON+ Architecture

Licenses without ACIS commands

- CADKON+ Basic Premium
- CADKON+ MEP Premium
- CADKON+ Architecture Premium

What are ACIS commands: ACIS commands are commands used to create and edit 3D objects such as Cube, Sphere, Cylinder, Boolean operations (subtract, intersect, union) etc.

If used without the proper Premium license, command line will show a warning: Command is not available within the current CADKON+ license. Command requires CADKON+ Premium license. To get the CADKON+ Premium license, contact your dealer.

Migrating to a higher package

If you have acquired a higher CADKON+ package (for example, CADKON+ **Premium**), you will receive the entitlement for the new version from GRAITEC.

The entitlement for the new version contains:

- The same Serial number as for the previous version.
- A new Activation Code which authorizes the use of the features corresponding to the new acquired package.

For example, you have CADKON+ Basic and you received an Activation Code for CADKON+ Basic Premium.

Warning: *Since the Serial number is unique, as long as an Advance license is active, you will not be able to activate the new package. You must return the existing license to the GRAITEC Activation Server, and then activate the license for the new package using the Activation Code you received.*

Warning: *The license must be returned from the computer where it was activated*

1. Return the existing license (See *Returning a license to the GRAITEC Activation Server* chapter).
2. Activate the new license using the existing Serial number and the new Activation Code (See *Activating a license* chapter).

Home CADKON+ License

As a part of a valid CADKON Active (subscription), you can ask for so called home license which can be used as long as the CADKON Active is valid.

If you wish to install CADKON on your home computer, follow the same instructions as for a normal installation (see *First CADKON+ Installation* chapter).

1. To obtain *Serial number* and *Activation Code* for home license, fill in the application form:

<https://www.cadkon.eu/en/member/license-request/>

Note: The application form is located in the My CADKON+ user section, which is accessible after logging in / registering.



2. Enter "Home license for s.n. XXXXXX-XX-XXXXXXX" into the Additional information.

Note: For "XXXXXX-XX-XXXXXXX", enter the serial number of your license, which can be found in the license certificate received for your commercial license. You can also find the serial number on a PC where you already have a commercial license installed (see *Displaying the license information*).

Street
Jeremenkova 90a

City
Prague

Zip code
14000

Add here any additional info
Home license for s.n. 123456-CZ-7654321

Submit form >

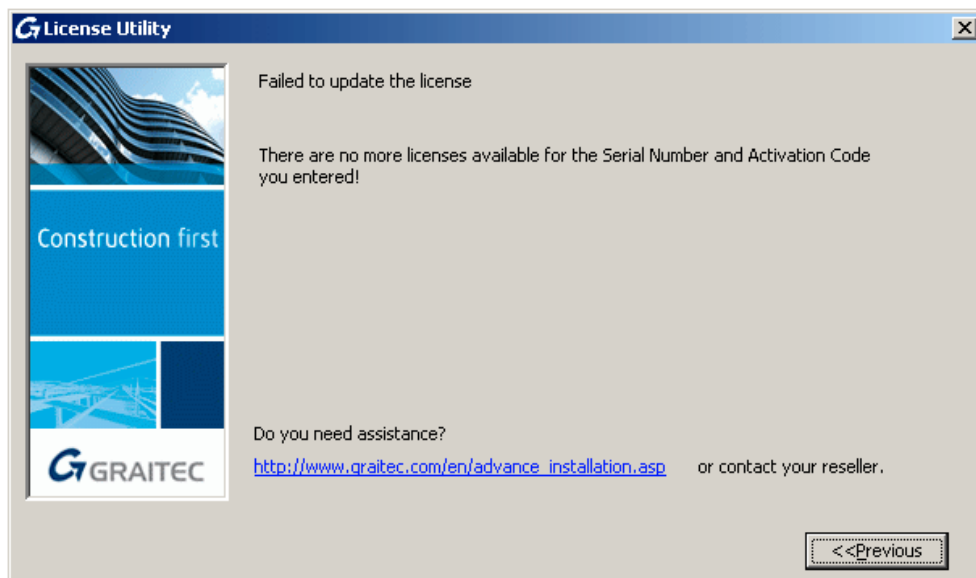
Warning: If you do not state in the request that you require a home license, you will be sent only a standard 30-day trial license.

3. Activate your new home license using the new Serial number and Activation Code (see *License Activation* chapter).

Troubleshooting

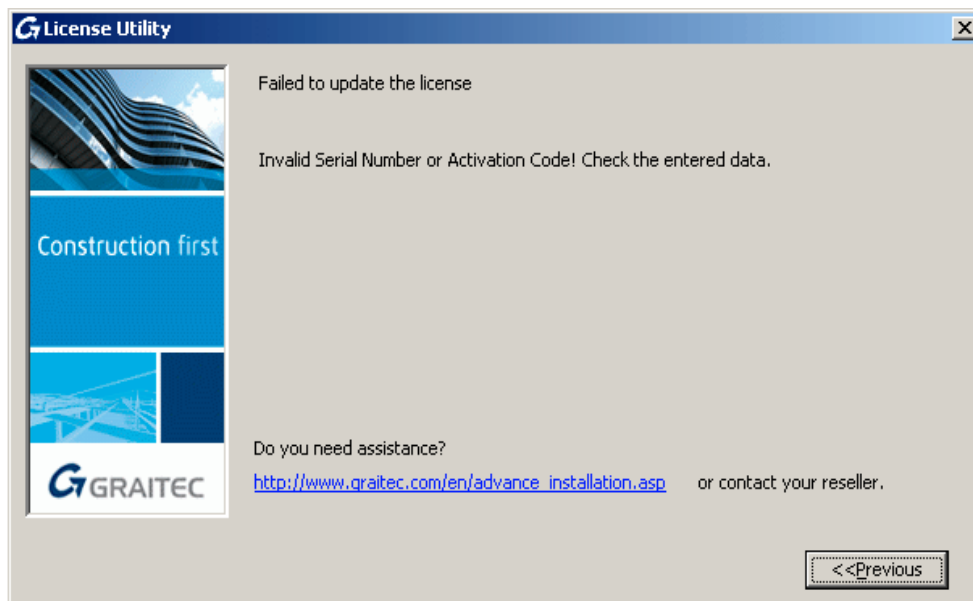
This chapter provides quick solutions for the most common problems encountered during the software license activation process..

No more licenses available for the *Serial number* and *Activation Code* you entered



- | | |
|-----------------|---|
| Cause 1 | The license with the same Serial number and Activation Code is already installed on another computer. |
| Cause 2 | Another license with the same Serial number is already installed on the computer (for example, a license for a previous version or for another package). You are entitled to use only one license at a time. Chyba! N enalezen zdroj odkazů. shows how it works. |
| Solution | Use the License Utility to return the license from the computer on which CADKON+ is installed to the GRAITEC Activation Server, then you can use it on any other computer. |

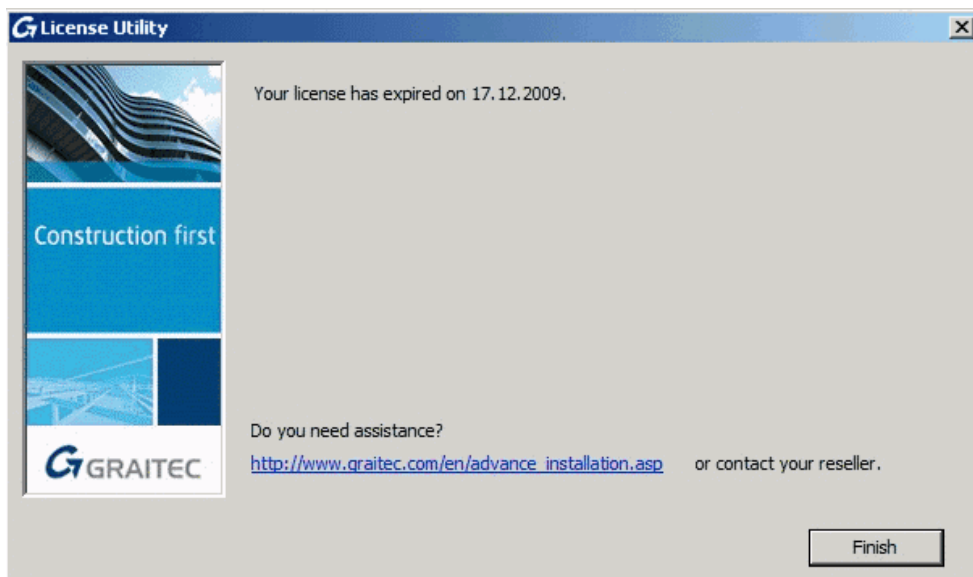
Invalid *Serial number* and *Activation Code*



Cause The Serial number or the Activation Code is wrong.

Solution Check the *Serial number* and the *Activation Code* and try again. Replace en dashes ("–"), em dashes ("—") or hyphens ("-") with a minus sign ("−") from the keyboard.

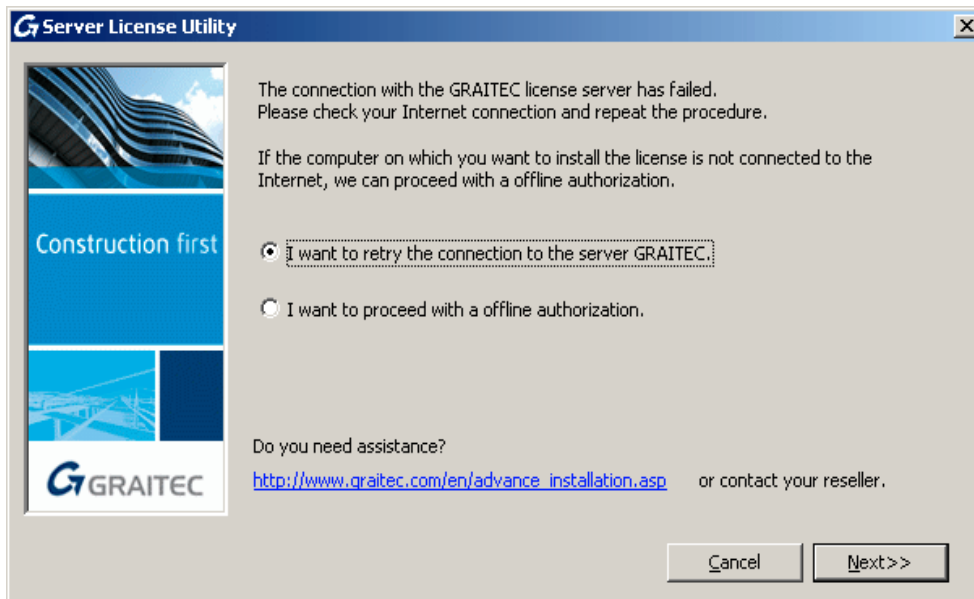
The license expired



Cause The license expired.

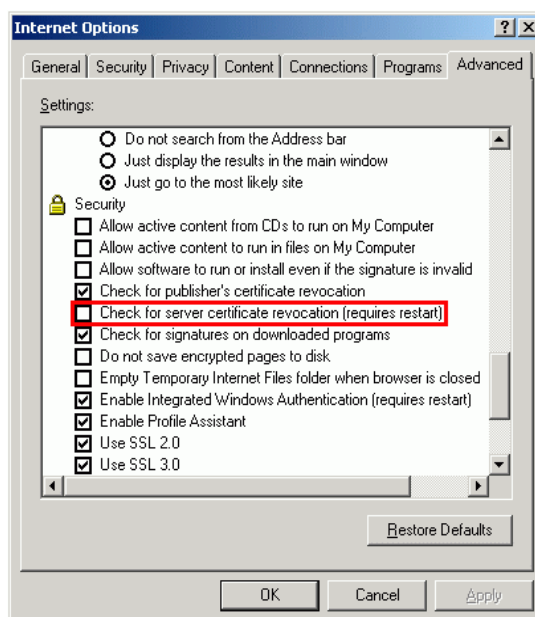
Solution Request a new license.

The connection with the GRAITEC license server has failed



Cause The computer on which you want to install the license is not connected to the Internet or a proxy server is used.

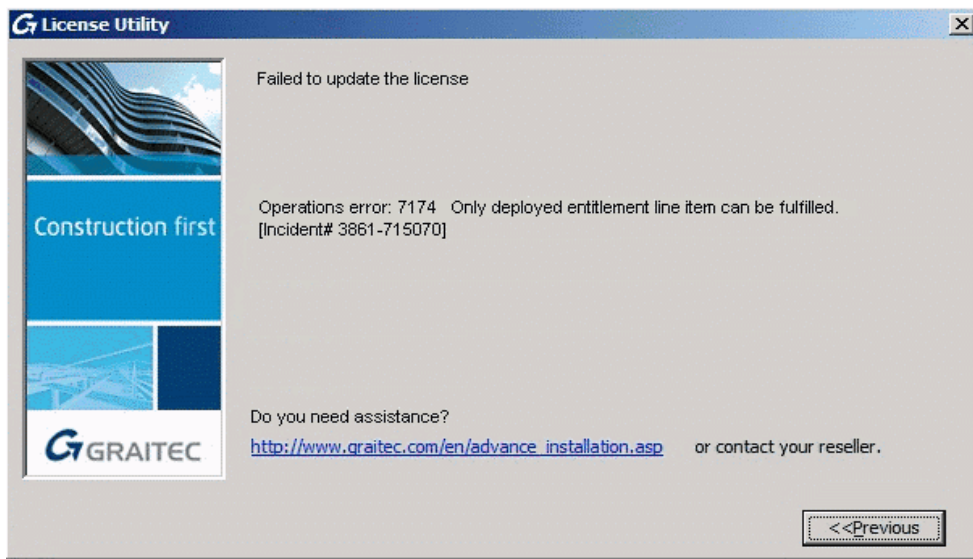
Solution If a proxy server is used, unselect **Check for server certificate revocation** in the Internet options. Otherwise, use the offline procedure.



The wizard asks for the server name on each connection

Cause	Deep Freeze (or a similar software) is used. It stores the registry and the Windows disk status and every time after reboot restores the previous status.
Solution	Change Deep Freeze (or other software) in administrator mode to allow changes to be stored.

Only the deployed entitlement line item can be fulfilled



Cause	The license is not active yet, it was revoked or it was replaced with another one, requested by the user. For example: <ul style="list-style-type: none"> - Upgrade to another version - Other license modification
Solution	Wait until the license is activated or use the right license.

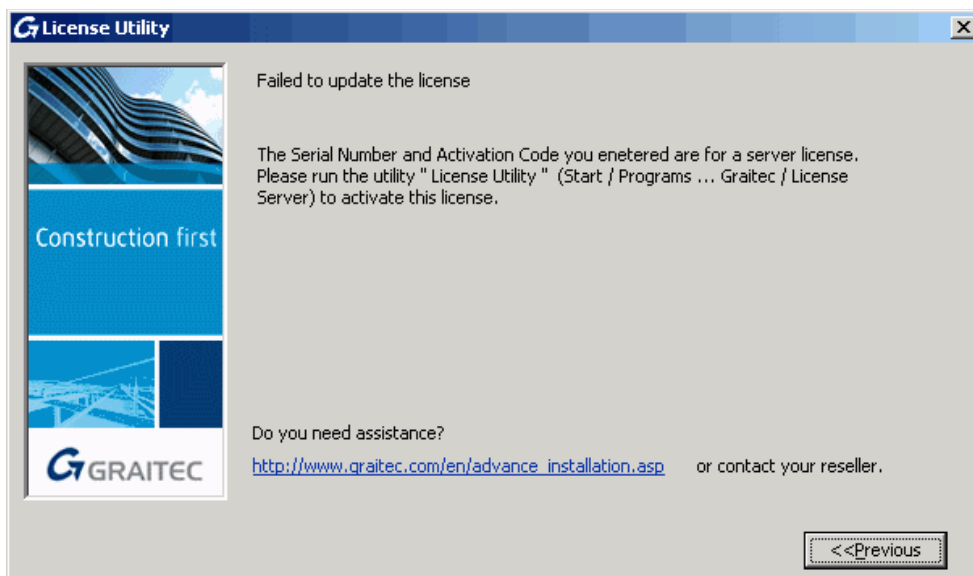
Failed to update the server license



Cause The Serial number and the Activation Code are not for a server license.

Solution Use the License utility to activate the standalone license.

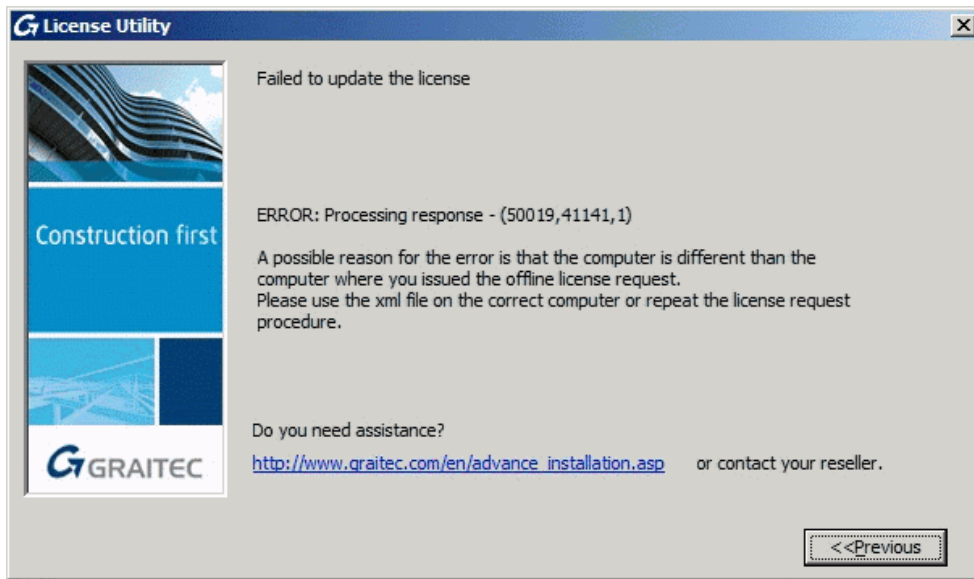
Failed to update the standalone license



Cause The Serial number and the Activation Code are for a server license.

Solution Use the Server License utility to activate the server license.

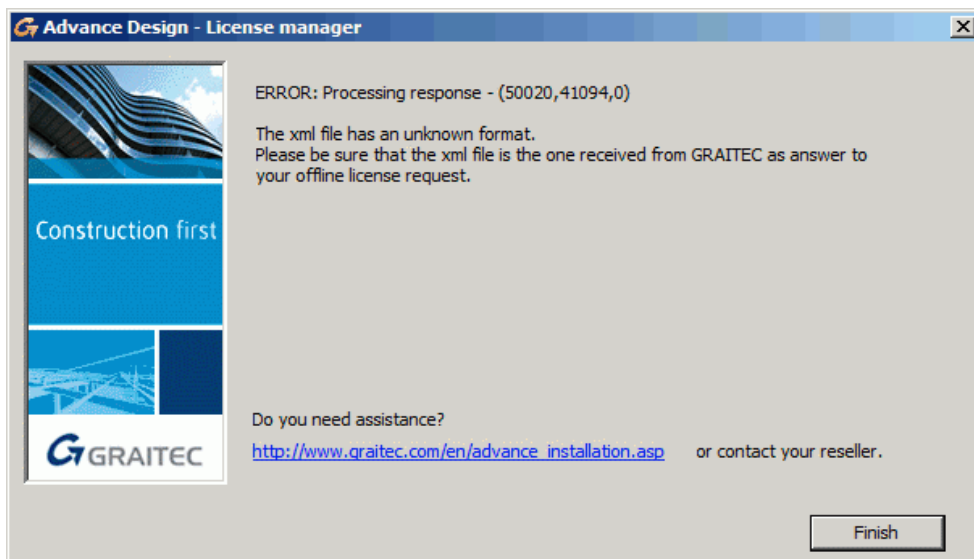
Failed to update the license offline



Cause The received **.xml** file was created for another machine.

Solution Use the **.xml** file on the correct computer or repeat the license request procedure.

The xml file has an unknown format



Cause A wrong **.xml** file is used for activation.

Solution Use the **.xml** file received from GRAITEC for activation.

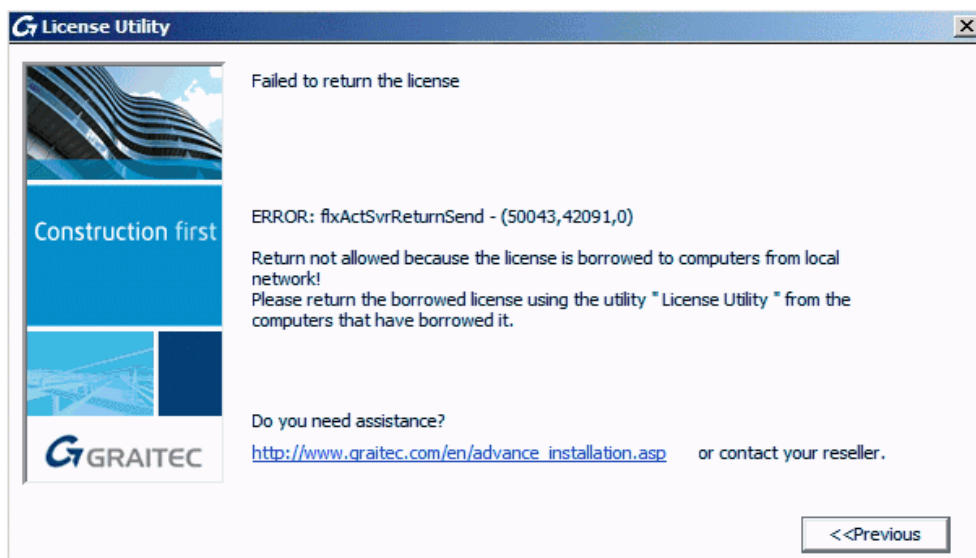
The License Utility Tool could not send the e-mail automatically

Cause During the upgrade to the 2024 mobile license, the license tool could not send the e-mail automatically.

Solution Send the e-mail manually.

1. On the Windows task bar, click *Search*.
2. In the "Search programs and files" field, type **%temp%**.
3. Click the **Temp** folder. This opens the temporary folder where the license upgrade request is stored as an .xml file: **proofrequest.xml**.
4. Send the **proofrequest.xml** file to license.activation@gratec.com.

Server license return not allowed



Cause The license is borrowed to computers from the local network.

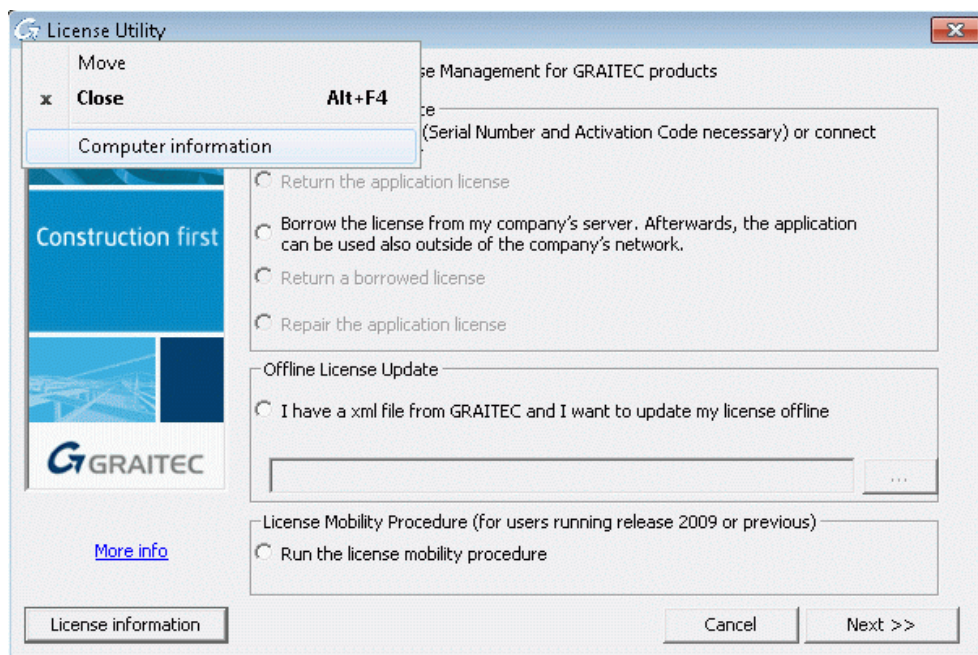
Solution Return the borrowed license from the computer that borrowed it. See the *Returning a borrowed license before the expiry date* chapter. If you cannot remember where the server license was transferred, wait until the borrowed server license will be automatically returned (maximum 30 days).

Cannot recall where the license was installed

Standalone license

In case you cannot remember where the license was installed, contact technical support to find the Unique Machine Identifier for which the license was last activated.

1. On the computer you want to check the Unique Machine Identifier, start the License Utility (or the Server License Utility).
2. Windows start menu: **All Programs > CADKON+ 2024 > License Utility.**
3. Right click on the title bar and select **Computer information** from the menu.



The computer information is displayed in a dialog box and you can verify if it is the same computer on which the license was last activated.

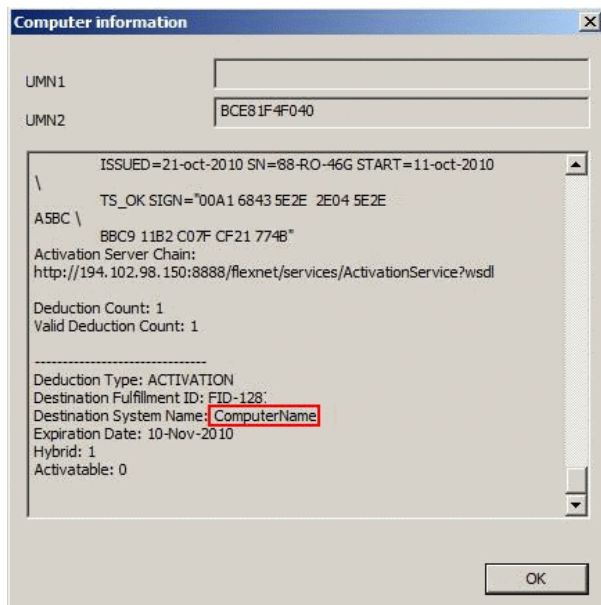
Client in a network

1. On the server machine, start the Server License Utility.

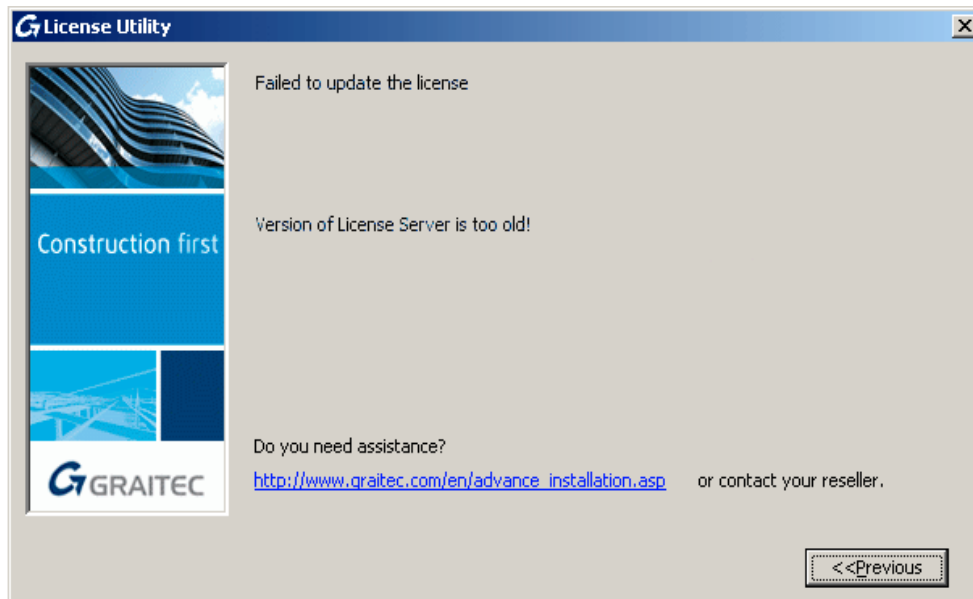
Windows start menu: **All Programs > Graitec > License Server > License Utility.**

2. Right click on the title bar and select **Computer information** from the menu.

For a network license the dialog box displays the information about the borrowed licenses by the local LAN workstations.



Version of License Server is too old



Cause An old version of License Server is installed on the local license server.

Solution Uninstall the License Server program and install the corresponding version.

Cannot use the license after replacing the hard disk

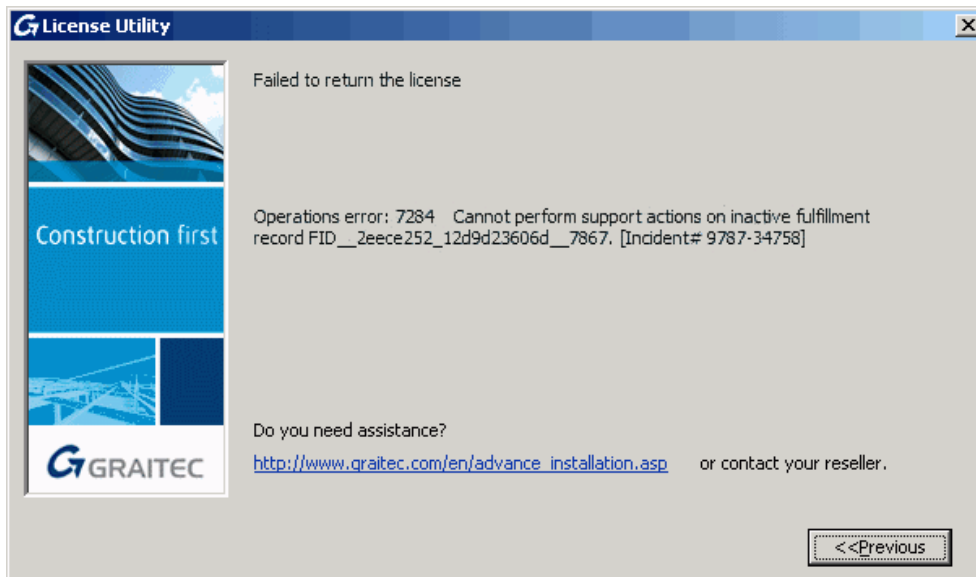
Cause Your license is linked to your old hard disk.

Solution To use Advance on the new hard disk, perform the following tasks:

1. Take the old disk and plug it in the computer.
2. If necessary, reinstall the operating system.
3. Activate the license again using the Serial number and the Activation Code. GRAITEC Activation Server finds the machine numbers and reinstalls the license on your computer.
4. Return the license to the GRAITEC Activation Server.

Afterwards you can activate the license on any other computer.

Cannot perform support action on inactive fulfillment record



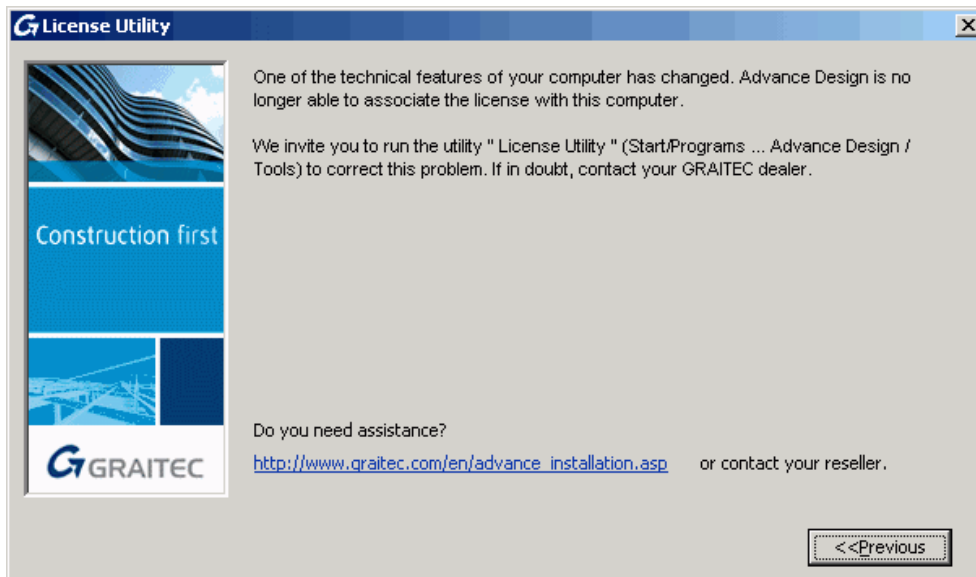
Cause 1 Some problems might occur when returning the license and the license did not get to the GRAITEC Activation Server.

Solution Use the License Utility to activate again the license on the same computer. Next, return the license.

Cause 2 The license is obsolete. Another license with the same Serial number is active on the GRAITEC Activation Server.

Solution Check if you received a newer license.

Is no longer able to associate the license with this computer



Cause One of the hardware components (motherboard, Ethernet card, except the hard disk) was replaced. The software cannot associate the license with the computer.

Solution Repair the license using the procedure described in the In practice, there are common changes of computer hardware and system configuration that might damage the license.

In practice, common situations that require hardware or system change might prevent GRAITEC software from launching.

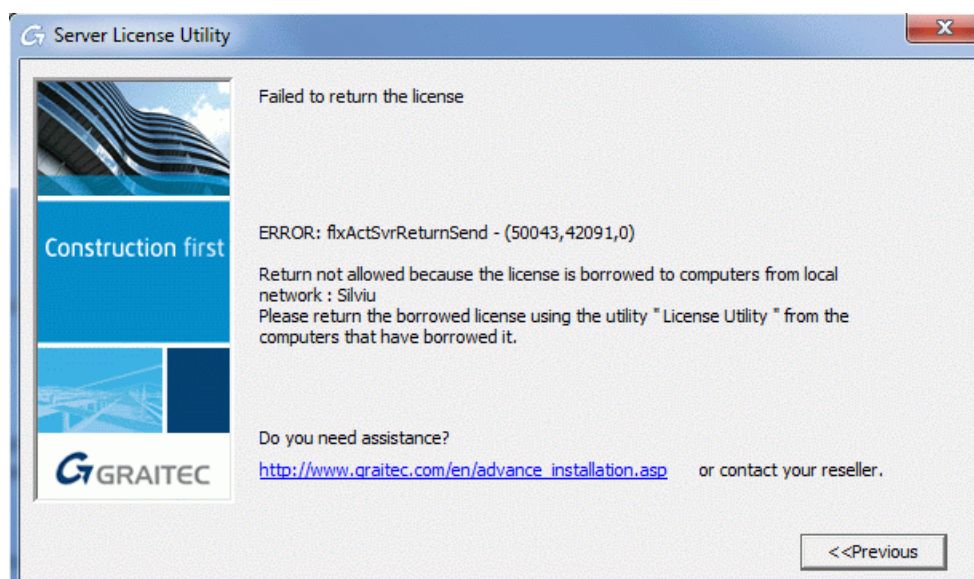
Hardware component change (e.g. replacement of motherboard, Ethernet card, etc. except replacing the hard disk)

Operating restore to correct system problems or roll back changes <0>

Correction of the system clock after it was set to the future

Warning:<0><0> strongly recommended to return the local/network license to the GRAITEC Activation Server before changing hardware PC/server configuration, hard drive formatting or Windows reinstallation (the license is operation system installation). Otherwise you will not be able to reactivate the license (generating a substitute license is subject to a fee).

Failed to return the server license

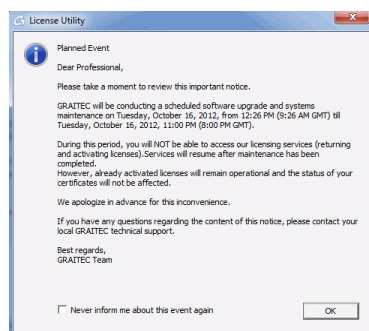


Cause There are license seats borrowed outside the network.

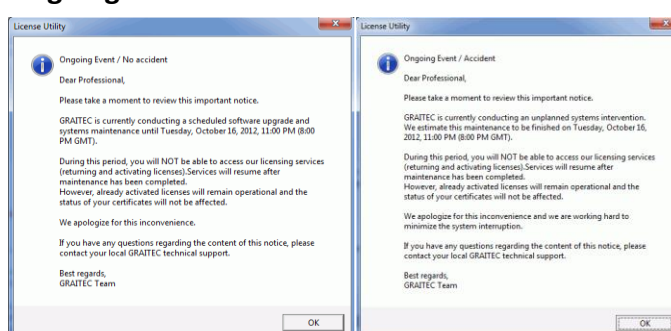
Solution Check the license information and return borrowed licenses.

Maintenance warnings

Planned events



Ongoing events



Cause In certain situations, GRAITEC may conduct a scheduled software upgrade and system maintenance or an unplanned system intervention. During this period licenses cannot be activated or returned.

Solution During an unplanned intervention a temporary license will be automatically installed on your computer, after clicking **OK** in the warning window. The license is valid for 48 hours.

Resume the activation process once the licensing services are available.