



3d-plugin Licensing

- A – Installation Instructions
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3d-plugin installation and
licensing manual



3d-plugin.com



Your purchase is complete.
Check your email!

You did not receive our email confirmation?

- 1) Check your spam
- 2) Are you checking the correct email account?
- 3) Wait for a few minutes and check again



Use the login data from the email to access download area.

You can not login?

- 1) Copy & paste carefully your login data
- 2) Check if you have caps on
- 3) Resend your password to your mail



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Download purchased software to your local drive.

Download does not work?

- 1) Your firewall may detect it as an intrusion. Disable firewall for this action.
- 2) Your browser is busted. Use some other browser that can download exe or zip archives.
- 3) If you can't see any download, please contact our support: info@3d-plugin.com



Install the software.

(best leave the default settings)

The installer does not work?

- 1) The download may be corrupted, or you have data lost on your hard-drive. Please download the installer again.
- 2) Check if some of your antivirus software is interrupting the EXE to be started
- 3) Only after this has been checked, please contact our support: info@3d-plugin.com



Start the application, go to the installed plugin and press: “ACTIVATE”

It doesn't work?

- 1) Start 3dsmax / Maya. Locate our plugin. In the menu of our plugin, mostly below, at the end, you can find this button.
- 2) „Activate“ reports it can not contact server. This means your Firewall is protecting it to contact our server in order to activate your product. Configure your Firewall to let 3dsMax to get the license from internet.
- 3) „There is only deactivate button available!“ – this means your software has been already activated. No need for further action.
- 4) Only after this has been checked, please contact our support: info@3d-plugin.com



Your product has been instantly activated. (You can do your job now!)

That's all.

Still have problems?

Please contact our support: info@3d-plugin.com



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B

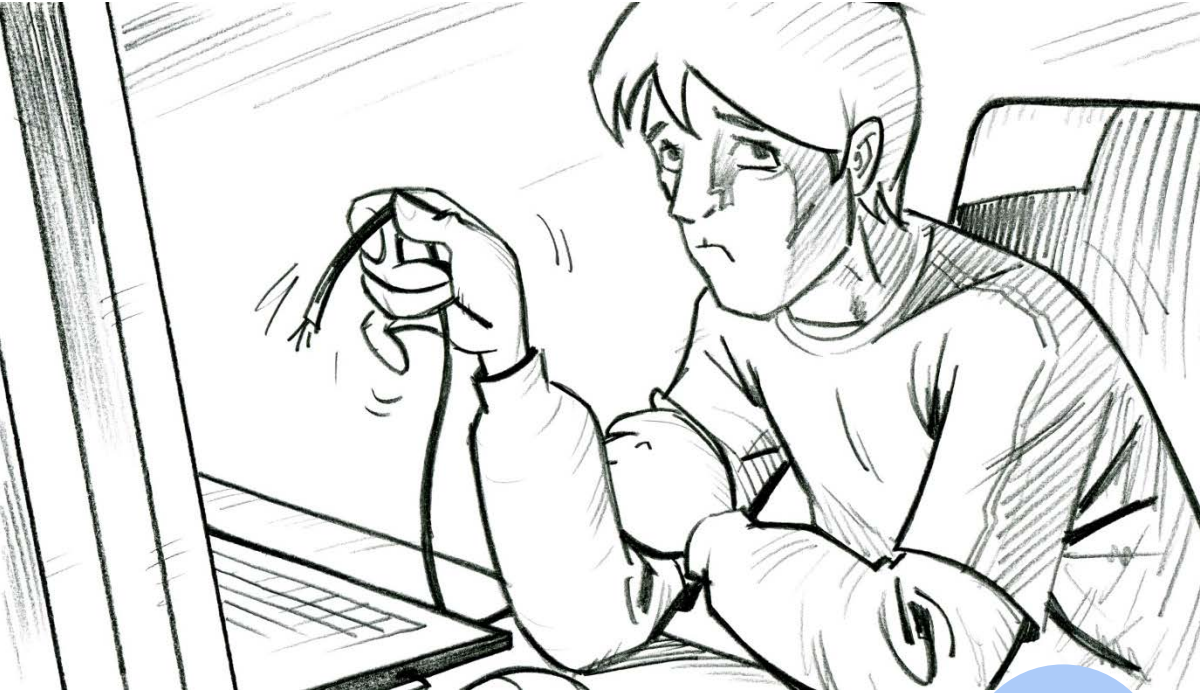
Licensing Offline

How to activate without
internet connection



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B1

I can't license, I do not have an internet connection

Case:

I want to license my purchased software, but i do not have internet connection.

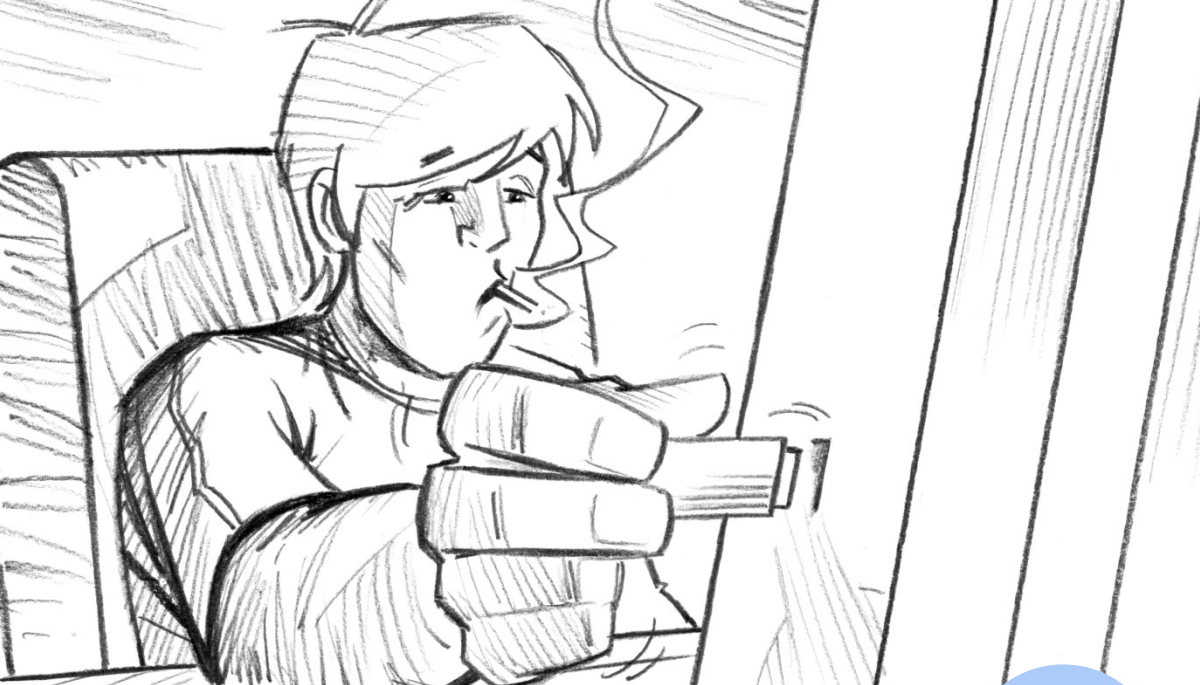
Solution:

1) No problem. Just press the Activate button, and as soon as our tool can not locate the license server, it will pop up with an option offering you „Manual Activation / Deactivation“.



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B3

2) In this menu you create a portable request license key.
After it has been created, you will be asked to save it.

3) Save this key on your mobile storage device (USB stick, mobile phone, whatever)



B4

4) Find a place with internet connection (internet cafe, your neighbour, mobile phone etc.)

5) On this online place, open a browser and go to <http://licensing.3d-plugin.com>

6) Log in with your user name and password (check the Slide A2 if you encounter problems)

7) You will have the option to upload the request key. After a second, a activation key has been generated and you should save it back on your mobile transport device (USB Stick, etc)



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B5

8) Go back to your computer, open our tool and locate the button „Activate / Deactivate].

9) After pressing it, it will again offer your the „Manual Activation“ option.

10) Load from your USB Stick the online generated activation key.

Voilla – you have activated your software without online access!

Use the same way to deactivate the license, too.



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C1

How can I move the license to another computer?

Case:

I ´ve worked enough today in the office, i want to go home and finish the work on my own laptop. How can i transfer the license easily?

Solution:

1) In our software locate the „DEACTIVATE“ Button and click on it. If are online, the deactivation is instant. You go home and on your laptop press „ACTIVATE“ button.

The license is now on your laptop and you can do your job.

* DO NOT FORGET to deactivate it on your laptop before going to work in the morning, or you will have to walk back home again...



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C2

Problem: „All seats for this product are already in use!“

Diagnosis:

Yes – you have already activated the license on a computer. Unfortunately, not on this computer.

Solution:

Go back to the computer where you have activated the license and deactivate it (each of our plugins has a big „DEACTIVATE“ button, just click on it and the license is available again)

Now you can activate our product on any other computer on this planet and will not receive the message.



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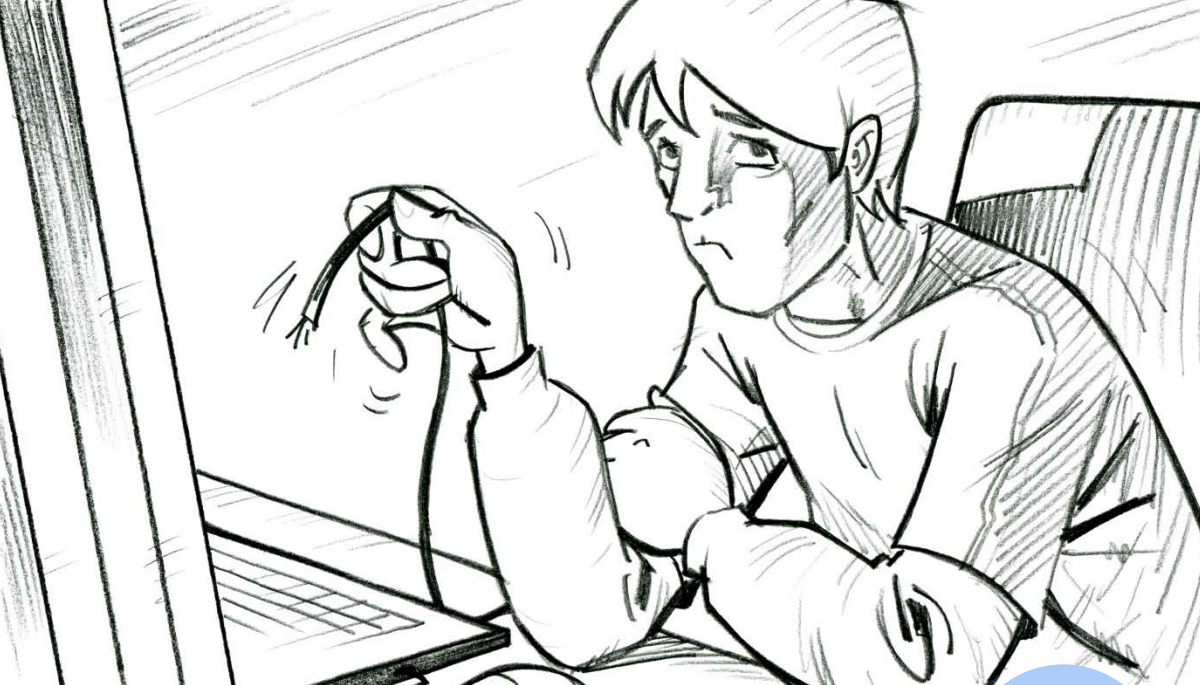
Problem: „...error, duplicate Plugin-Id...” while 3ds Max start

Diagnosis:

Did you uninstall an older version of the plug-in?

Solution:

- 1) Close Autodesk 3ds Max / Maya.
- 2) Uninstall the old version of the plugin. To uninstall software you can use the Windows Control panel or start/OurProduct/Uninstall.
- 3) In some obscure cases, the error persists. Go to Max/plugin/Folder and delete manually the old version of our plugin (close Max/Maya before doing it)



C4

Problem: „Can't activate or deactivate the license!“

Diagnosis:

Your internet connection is down. You have no working link to our sever to switch the licenses.

Solution:

- 1) Your Firewall blocks Max/Maya, and in the same move it blocks our license server to exchange licenses online.
- 2) Configure your Firewall so it may let our license services throug Max/Maya into internet. (you can for this purpose for a second deactivate firewall, press our activation button, and activate firewall again)

Alternatively: Use the offline license activation as described in section B of this document.



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