



# ZWCAD™ 2010

## *Installation & Activation Guide*

**ZWSOFT**  
ZWCAD SOFTWARE CO.,LTD.

Add: Rm.508, No.886, Tianhe North Rd.,  
Guangzhou 510635, P.R. China

Tel: 86-20-3825 9726

Fax: 86-20-3828 8676

Email: [sales@zwcad.com](mailto:sales@zwcad.com)

[Http://www.zwcad.org](http://www.zwcad.org)

Copyright 2010 ZWCAD Software Co., Ltd. All rights reserved.

**ZWCAD** Reliable CAD for 2D & 3D Design!

 Powered by IntelliCAD Technology Consortium

# Preface

Welcome to ZWCAD!

The *ZWCAD 2010 Installation & Activation Guide* describes procedures involved in the installation and activation of ZWCAD 2010, and provides you with additional information on some frequently asked questions and answers. For advanced settings or usage, please refer to **Help** documentations in the software. If you encounter any problems, please feel free to contact us. See the last page for support information.

Thank you for your support!

ZWCAD Software Co., Ltd.

# Contents

<b>1. System Requirements</b>	<b>03</b>
<b>2. Stand-Alone Version</b>	<b>04</b>
2.1 Installation	04
2.2 Activation	07
2.2.1 Activating Online	07
2.2.2 Activating Offline	08
2.2.3 Obtaining a Response XML File	09
2.3 Returning a License	10
2.3.1 Returning Online	11
2.3.2 Returning Offline	11
2.3.3 Obtaining a Response XML File for License Return	13
<b>3. Network Version</b>	<b>14</b>
3.1 Installation	14
3.2 Activation	16
3.2.1 Activating Online	16
3.2.2 Activating Offline	17
3.2.3 Using Network Licenses	18
3.2.4 Returning Network Licenses	21
<b>4. FAQs &amp; Technical Tips</b>	<b>22</b>
Stand-Alone Version	22
Network Version	25
<b>5. Service &amp; Support</b>	<b>30</b>

# 1. System Requirements

Operating System	Microsoft Windows XP Microsoft Windows 2003 Microsoft Windows Vista Microsoft Windows 7 And More
Processor	Pentium III 800 MHz or advanced
RAM	512 MB or above
Video	1024 x 768 VGA with True Color ( minimum)
Hard Disk	350 MB free disk space
Pointing Device	Mouse, trackball or other supported pointing device
CD-ROM or DVD Drive	Required for installation only

# 2. Stand-Alone Version

## 2.1 Installation

(1) Place the CD into your computer's CD-ROM or DVD drive. The following screen displays automatically. (If the screen fails to appear, please go to the CD-ROM or DVD drive to view contents of the CD with Windows Explorer. Double-click the **autorun.exe** file.) (P.2-1)

(2) Click **Install ZWCAD 2010**. (P.2-1)

(3) Choose the version you purchased. For instance, if you have purchased the Professional version, click **Install ZWCAD 2010 Professional**. (P.2-2) (Only one version of ZWCAD may be installed on your computer. Standard, Professional or Academic.)

(4) On the Welcome page of the ZWCAD 2010 Eng Setup dialog box, click **Next** to continue. (P.2-3)



▲ P.2-3 Welcome Page of Installation

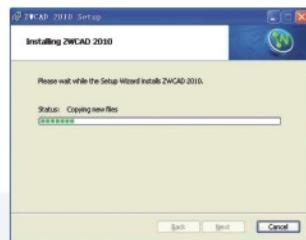
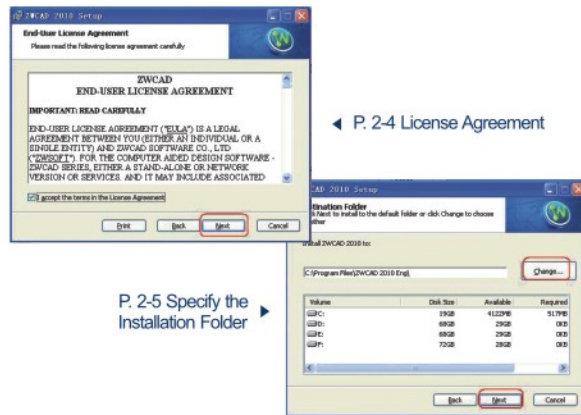
(5) Please read ZWCAD END-USER LICENSE AGREEMENT carefully, and then click **Next**. (If you do not agree with the terms and conditions, click **Cancel** to quit the installation.) (P.2-4)

(6) Click **Change** to specify an installation folder for ZWCAD 2010. Alternatively, you can keep the default path. And click **Next** to continue. (P.2-5)

(7) Click **Install**. (P.2-6)

(8) Please wait for the installation to complete. (P.2-7)

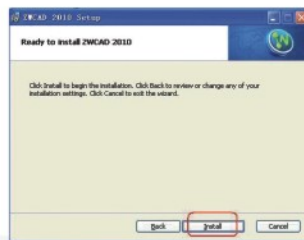
(9) Click **Finish** to complete the installation. (P.2-8)



▲ P. 2-7 Installing Status



▲ P. 2-8 Complete the Installation

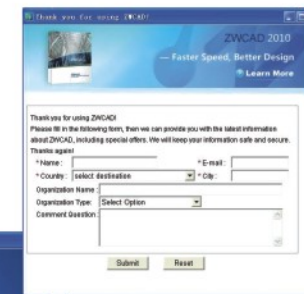


▲ P. 2-6 Ready to Install

(10) If your computer is connected to the Internet, you may see the dialog box (P.2-9). Please fill out the form so that we can provide you with the latest information about ZWCAD, including special offers.

(If you do not wish to submit this information, just click the red **X** (close) button at the upper right corner of the dialog box to cancel this step.)

If your computer has no connection to the Internet, the dialog box (P.2-10) is displayed instead. Read the information, and then close the dialog box by clicking the red **X** button. The installation is complete.



▲ P. 2-9 Submit your Information



▲ P. 2-10 Dialog Box Displayed in the Case of no Internet Connection



## 2.2 Activation

You can evaluate ZWCAD for 30 days without any limitation before the License is required. If you wish to operate ZWCAD with full functions for more than 30 days, it must be activated. There are two ways to activate the software: online or offline.

Both approaches require a Soft Key; if you do not have a Soft Key, please contact the local dealer from whom you purchased ZWCAD 2010.

### 2.2.1 Activating Online

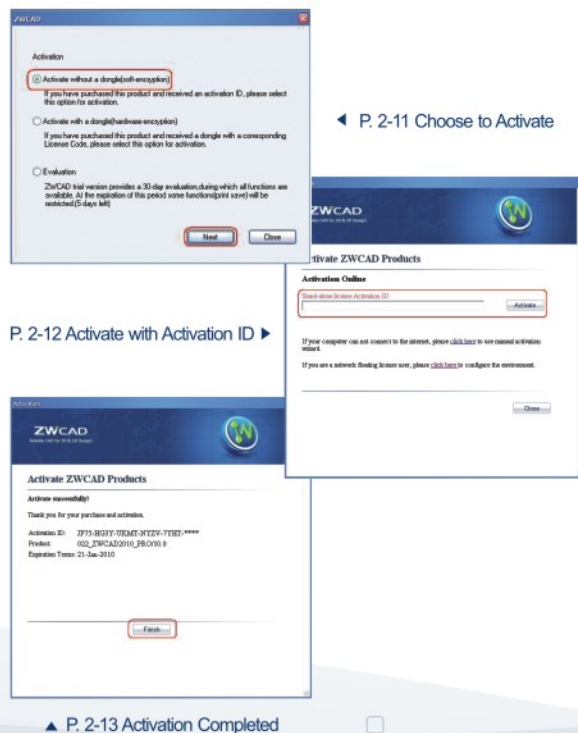
Please follow these steps to activate ZWCAD online:

(1) On the desktop, double-click the **ZWCAD 2010** icon to launch ZWCAD 2010. Notice the Activation dialog box. (P.2-11)

(2) In the Activation dialog box, select **Activation without a dongle (soft-encryption)**, and then click **Next**. (P.2-11)

(3) Enter the Activation ID (Soft Key) in the text box, and then click **Activate**. The activation will be successful after a few seconds. (P.2-12)

(4) Click **Finish**. (P.2-13)



### 2.2.2 Activating Offline

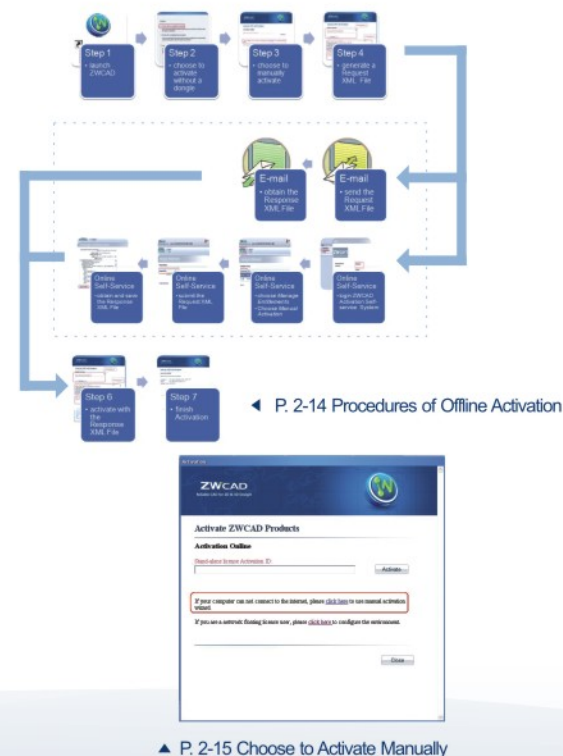
In case of no Internet connection on the local computer, you can activate ZWCAD 2010 through procedures illustrated by the chart (P.2-14).

The detailed procedures are as follows.

(1) On the desktop, double-click **ZWCAD 2010** icon to launch ZWCAD 2010.

(2) In the Activation dialog box, select **Activation without a dongle (soft-encryption)**, and then click **Next**. (P.2-11)

(3) Choose to activate manually. (P.2-15)



(4) Fill in the Activation ID (Soft Key) and **Generate** a Request XML File. Save the file onto the local computer. (P.2-16)

(5) Go to another computer with Internet connection and use the Request XML File to obtain a corresponding Response XML File via E-mail or Online Self-Service (For details, please refer to Section 2.2.3 “Obtaining a Response XML File”).

(6) Click **Browse** to import the Response XML File, and then click **Activate**. (P.2-16)

(7) Click **Finish** to complete the activation. (P.2-17)

### 2.2.3 Obtaining a Response XML File

There are two options to receive the Response XML File on another computer which is connected to the Internet.

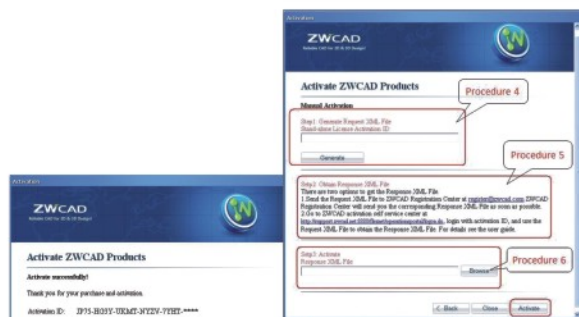
#### • Option 1: E-mail

You may send the generated Request XML File to the ZWCAD Registration Center at [register@zwcad.com](mailto:register@zwcad.com). The ZWCAD Registration Center will send you the corresponding Response XML File as soon as possible.

#### • Option 2: Online Self-Service:

(1) Go to the ZWCAD Activation Self-service Center at <http://support.zwcad.net:8888/flexnet/operationsportal/login.do>

**Login** with the Activation ID (Soft Key). (P.2-18)



▲ P. 2-16 Procedures 4 to 6



▲ P. 2-17 Activation Completed



▲ P. 2-18 Login with Activation ID

(2) Choose **Manage Entitlements**, and then click **Manual Activation**. (P.2-19)

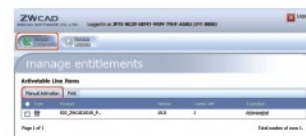
(3) Click **Browse** to import your Request XML File, and then click **Submit**. (P.2-20)

(4) Then you will be able to see the information of the corresponding Response XML File. Please save the file onto the local computer. (P.2-21)

## 2.3 Returning a License

Once ZWCAD 2010 has been activated on a computer, the license obtained only applies to this computer, but not valid for others. If you need to work on another computer with ZWCAD 2010, you can return the license to ZWSOFT from your previous computer and do the activation again on the new one.

The procedure for returning licenses is similar to that of activation, and two approaches are available: returning online or offline.



▲ P. 2-19 Manage Entitlements



▲ P. 2-20 Submit your Request XML File



▲ P. 2-21 Save the Response XML File



### 2.3.1 Returning Online

To return licenses online, follow these steps:

(1) Launch the **License Manager** application, as follows:

a. On the Windows taskbar, click the **Start** button.

b. Choose **All Programs** (or **Programs**), and then choose **ZWCAD 2010 Professional** (Standard or Academic).

c. Choose **License Manager**.

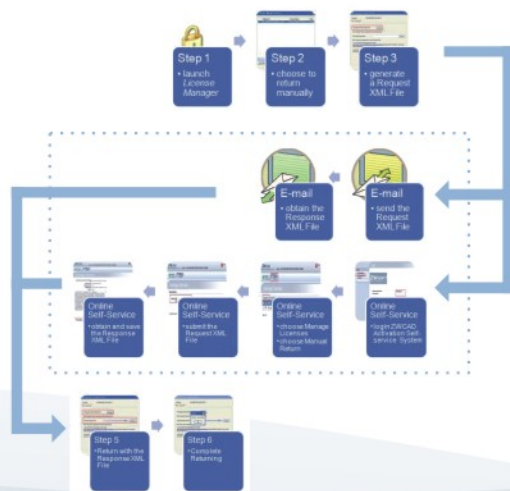
(2) Select the license to return, click **Online Return**, and then click **OK** to confirm. The license will be successfully returned in a few seconds. (P.2-22)



◀ P. 2-22 Return a License

### 2.3.2 Returning Offline

In case of no Internet connection on the local computer, you can return ZWCAD 2010 license through procedures demonstrated generally by the diagram (P.2-23).



▲ P. 2-23 Procedures of Returning License Offline

Detailed procedures are as follows:

(1) Launch the **License Manager** application.

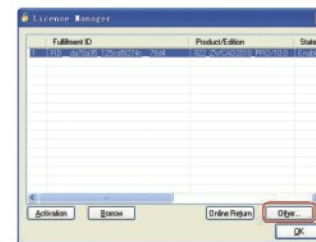
(2) Select the license to return and then click **Other**. (P.2-24)

(3) In the Authorization to Repair/Return dialog box, click **Generate** to get a Request File. (P.2-25)

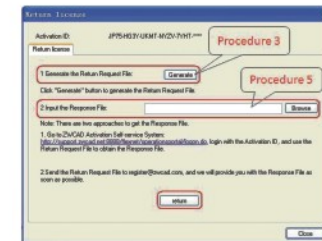
(4) Go to another computer with Internet connection and use the Request File to obtain a corresponding Response File via E-mail or Online Self-Service (Please refer to Section 2.3.3 “Obtaining a Response XML File for License Return” for details).

(5) Click **Browse** to import the Response File, and then click **return**. The license will be successfully returned to ZWCAD Register Center in a few seconds. (P.2-25)

(6) Click **OK** to complete.



▲ P. 2-24 Choose to Return the License Manually



▲ P. 2-25 Procedures 3 & 5



### 2.3.3 Obtaining a Response XML File for License Return

This operation should be performed on another computer that has Internet connection. There are two options.

#### • Option 1: E-mail

You can send the Request File to the ZWCAD Registration Center at [register@zwcad.com](mailto:register@zwcad.com). The ZWCAD Registration Center will provide you with a corresponding Response File as soon as possible.

#### • Option 2: Online Self-Service

(1) Go to ZWCAD Activation Self-Service Center at: <http://support.zwcad.net:8888/flexnet/operationsportal/login.do>

**Login** with the Activation ID.

(2) Choose **Manage Licenses**, and then click **Manual Return**. (P.2-26)

(3) Click **Browse** to import your Request File, and then click **Submit**. (P.2-27)

(4) You will see the information of the corresponding Response XML File. Please save the file onto the local computer. (P.2-28)



▲ P. 2-26 Manage Licenses



▲ P. 2-27 Submit Your Request XML File



▲ P. 2-28 Save the Response XML File

## 3. Network Version

For Network Licensing, Workstation computers get authorization from the Server.

### 3.1 Installation

ZWCAD 2010 should be installed on each Workstation computer, and ZWCAD Network License Manager should be installed on the Server for licenses management.

#### • On Workstations:

The installation is the same as that of a Stand-Alone Version. Please refer to Section 2.1.

#### • On the Server:

(1) Place the CD into the CD-ROM or DVD drive. Notice that the screen (P.3-1) appears automatically. (If the screen fails to display, please view the contents of the CD-ROM or DVD drive with Windows Explorer, and then double-click the **autorun.exe** file.)

(2) Click **Install Network License Application (Server)**. (P.3-1)

(3) On the Network License menu, click **Trusted Storage-based Licensing (Soft-encryption)**. (P.3-2)

(4) On the Welcome page of ZWCAD Network License Manager Setup dialog box, click **Next** to continue. (P.3-3)



▲ P. 3-1 CD Main Menu



▲ P. 3-2 CD Network License Menu



▲ P. 3-3 Welcome Page of Installation



(5) Click **Change** to locate the installation folder for the ZWCAD Network License Manager or keep the default path. (P.3-4)

(6) Click **Install**. (P.3-5)

(7) Please wait for the installation to finish. (P.3-6)

(8) Click **Finish** to complete the installation. (P.3-7)



▲ P. 3-7 Complete the Installation



P. 3-4 Specify the Installation Folder

▲ P. 3-5 Ready to Install

▲ P. 3-6 Installation Status

## 3.2 Activation

Activation of network licenses is performed on the server. Two approaches are available: activating online or offline. An Activation ID (Soft Key) is needed with either approach.

(If you do not have an Activation ID (Soft Key), please contact the local dealer from whom you purchased ZWCAD 2010.)

### 3.2.1 Activating Online

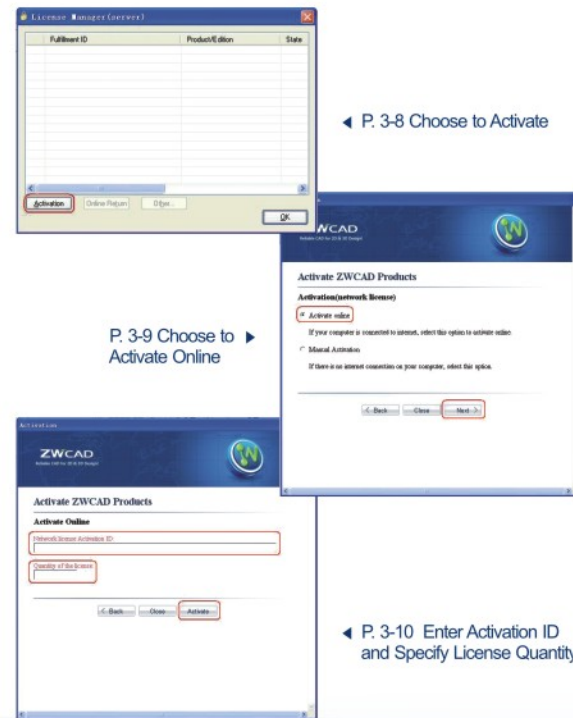
To activate online, follow these steps:

- (1) Launch License Manager, as follows:
  - a. On the Windows taskbar, click the **Start** button.
  - b. Choose **All Programs** (or **Programs**), and then choose **ZWCAD Network License Manager**.
  - c. Choose **License Manager**.

(2) In the License Manager dialog box, click **Activation**. (P.3-8)

(3) In the Activation dialog box, choose **Activate Online**, and then click **Next**. (P.3-9)

(4) Enter the Activation ID, specify the quantity of licenses, and then click **Activate**. (P.3-10)



← P. 3-8 Choose to Activate

P. 3-9 Choose to Activate Online

← P. 3-10 Enter Activation ID and Specify License Quantity

(5) Activation will be completed in a few seconds. Click **Finish**. (P.3-11)

### 3.2.2 Activating Offline

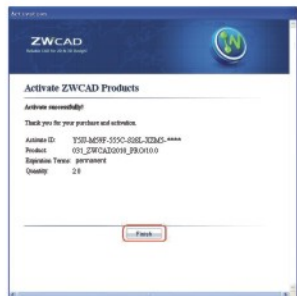
In case of no Internet connection on the local computer (Server), activation can be performed through procedures illustrated by the chart as (P.3-12).

Detailed procedures are as follows.

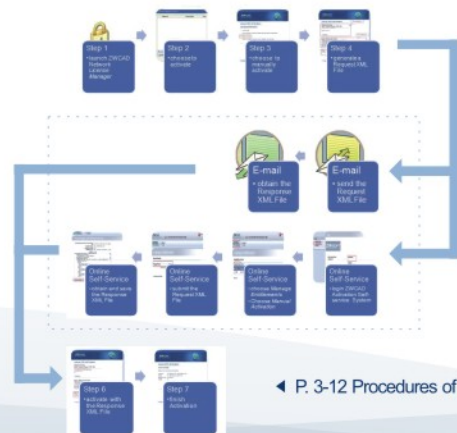
- (1) Launch License Manager.
- (2) In the License Manager dialog box, click **Activation**. (P.3-8)
- (3) Choose **Manual Activation**, and then click **Next**. (P.3-13)



▲ P. 3-13 Choose Manual Activation



◀ P. 3-11 Activation Completed



◀ P. 3-12 Procedures of Offline Activation

(4) Fill in the Activation ID, specify the quantity of licenses, and then click **Generate** to produce a Request XML File. (P.3-14)

(5) Go to another computer with Internet connection and use the Request XML File to obtain a corresponding Response XML File via E-mail or Online Self-Service (Please refer to Section 2.2.3 “Obtaining a Response XML File” for details).

(6) Click **Browse** to import the Response XML File, and then click **Activate**. (P.3-14)

(7) Activation will be completed in a few seconds. Click **Finish**. (P.3-11)



◀ P. 3-14 Procedures 4 to 6

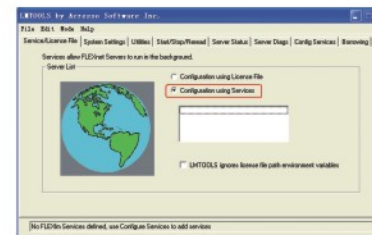
### 3.2.3 Using Network Licenses

Configurations should be performed on both the Server and Workstation Computers.

#### • Configuring the Server

- (1) Launch LMTTools, as follows:
  - a. On the Windows taskbar, click the **Start** button.
  - b. Choose **All Programs** (or **Programs**), and then choose **ZWCAD Network License Manager**.
  - c. Choose **LMTTools**.

(2) In the LMTTools program, select the Service/License File tab, and then choose the **Configuration Using Services** option. (P.3-15)



▲ P. 3-15 Choose Configuration Using Services

(3) Click the **Config Services** tab. (P.3-16)

(4) Select a service name from the Service Name list, or follow one of the options below:

- If a service name has been selected – check whether this is the one you would like to use for managing licenses.

- If no service name exists – please enter a service name to use for managing licenses.

(5) In the Path to Lmgrd.exe File box, enter the path to the Network License Manager daemon (*lmgrd.exe*), or click **Browse** to locate.

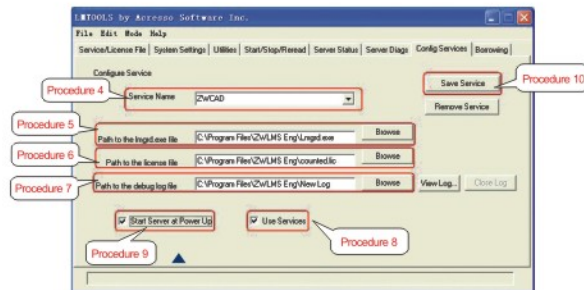
Note: The *lmgrd.exe* program is located by default in the installation folder of ZWCAD Network License Manager.

(6) In the Path to the License File box, enter the path to your license file (*counted.lic*), or click **Browse** to locate the file.

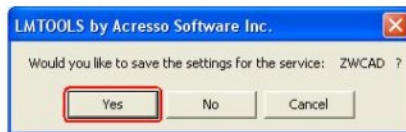
Note: The *counted.lic* file is located by default in the installation folder of ZWCAD Network License Manager.

(7) In the Path to the Debug Log File box, enter a path to store the debug log file, or click **Browse** to locate an existing log file.

(8) Check **Use Services** to run the *lmgrd.exe* application as a service.



P. 3-16 Procedures 3 to 10



▲ P. 3-17 Confirm to Save Settings

(9) Check **Start Server at Power Up** to start *lmgrd.exe* automatically when the system starts. (P.3-16)

(10) Click **Save Service** to save the new configuration under the service name specified in procedure (4). Then click **Yes** to confirm. (P.3-16) (P.3-17)

(11) Click the Start/Stop/Reread tab. Make sure that the service saved in previous steps is selected, and then click **Start Server**. Then the Server will begin serving. (P.3-18)

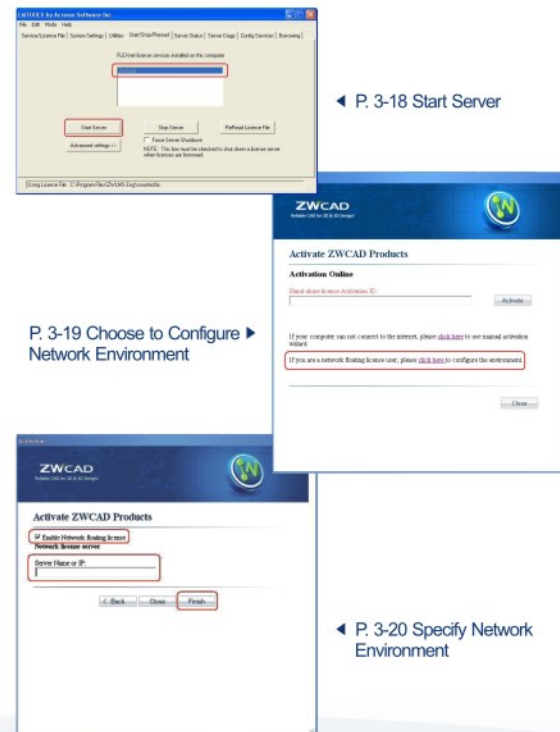
#### • Configuring Workstations

(1) On the desktop, double-click the **ZWCAD 2010** icon to launch ZWCAD 2010.

(2) In the Activation dialog box, select **Activation without a Dongle (soft-encryption)**, and then click **Next**.

(3) Choose to configure the network environment. (P.3-19)

(4) Fill in the Server Name (or IP), check **Enable Network floating license**, and then click **Finish**. If the Server has started serving, ZWCAD 2010 on the workstation will be able to obtain authorization from the Server. (P.3-20)



◀ P. 3-18 Start Server

P. 3-19 Choose to Configure ▶  
Network Environment

◀ P. 3-20 Specify Network Environment

### 3.2.4 Returning Network Licenses

When ZWCAD 2010 licenses have been activated on a Server, they apply to this Server only, but not valid for any other. If you need to change the Server, the licenses must be returned online from this Server to ZWSOFT, and then activated on the new one.

Use the License Manager to return network licenses. (This task must be performed on the Server.)

- a. On the Windows taskbar, click the **Start** button.
- b. Choose **All Programs** (or **Programs**), and then choose **ZWCAD Network License Manager**.
- c. Choose **License Manager**.

The detailed operation is the same as that of returning Stand-Alone licenses. (Refer to Section 2.3) Before returning licenses, please ensure that no licenses are in use.



## 4. FAQs & Technical Tips

### Please Read These Tips for Successful Installation

1. Install and run ZWCAD under Administrator privileges.
2. Ensure your computer's system time matches the current time.
3. To use your ZWCAD license on another computer, remember to first return the license from the original computer. (You do not need to uninstall ZWCAD from the original computer, only to return its license.) Your license can then be used on the other computer.
4. Remember to return the license before reformatting your computer's hard drive, reinstalling the operating system, or making major hardware changes - such as adding an internal hard disk, replacing the graphics board, or adding more RAM.

### Stand-Alone Version

#### ZWCAD Failed to Activate

**Q:** ZWCAD failed to activate. I received the message, "Activation failed, please check!"

**A:** When activating online, the computer needs to connect to the ZWCAD License Center. This message indicates that either the computer is not connected to the Internet, or that it was unable to connect to the ZWCAD License Center through the Internet.

**Solution:** Try to activate the software manually. (refer to 2.2.2)

(An Internet connection is required only when clicking the Activate button for online activation. The computer does not need to be online when running ZWCAD at any other time.)

## Activation ID Does Not Exist

**Q:** ZWCAD failed to activate. I received the message, “Activation ID does not exist! Please check.”

**A:** This message may occur due to one of the following reasons:

1. You may not have entered the activation ID correctly. Pay special attention to 0 (zero), O, 2, and Z. (As you know, 0 looks similar to O, and 2 looks similar to Z.) We suggest that you input the activation ID by copying and pasting it, if possible.
2. Your activation ID may be for the network version, rather than for a Stand-Alone version. Please refer to [How to distinguish between versions of activation IDs](#) (on Page 29).
3. The license code may be out of date. Generally all activation IDs we provide are permanent, so this problem occurs rarely. But we also provide some activation ID for testing purposes, which is valid for a specific period of time, such as one or two months. You can check the validity of your ID by logging on to the ZWCAD activation self service center (<http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do>).

## Other Questions

**Q:** I received a message that activation was successful. But when I launched ZWCAD, it continued to run as the trial version.

**A:** The failure may be due to one of the following reasons:

1. The version number of the activation ID doesn't match that of ZWCAD. For example the professional activation ID must be used to activate ZWCAD Professional, and the standard activation ID for ZWCAD Standard. See [How to distinguish between versions of activation IDs](#) (on Page 29).

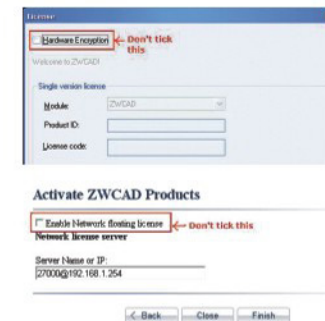
Solution: Uninstall the current ZWCAD program, and then install the correct version.

2. The **Hardware Encryption** and **Enable Network Floating License** options may be turned on. These two options must be turned off for Stand-Alone Soft Key licenses. (P.4-1)

3. ZWCAD may have failed to activate because the software did not initialize successfully.

Solution: Please install the latest version of ZWCAD. The version after ZWCAD 2009i has solved this known problem. Download the update from the ZWCAD web site (<http://www.zwcad.org>).

4. The firewall may have blocked ZWCAD's port. The default port for ZWCAD's software encryption routine is 27000. Please add port 27000 to your computer's firewall exception list: (P.4-2)



▲ P. 4-1 Turning off the Enable Network Floating License option



▲ P. 4-2 Adding a port to the firewall's exception list

## Network Version

### Server

#### Incorrect Quantity of Licenses

**Q:** The ZWCAD License Manager failed to activate, and I received this message: “Quantity of licenses is incorrect, please check.”

**A:** The quantity you input should not be greater than the quantity of licenses you purchased, or the available copies remaining. You can check the number of licenses remaining for your network activation ID by logging in to the ZWCAD Activation Self Service Center.

For instance, the figure (P.4-3) shows that the activation ID is licensed for five copies and that two of them have been activated.

**Solution:** Input the correct quantity (or the correct number remaining).



▲ P. 4-3 Checking the licenses remaining

For other solutions to failed activation, please refer to the “Stand-Alone Version” section.

### Workstation

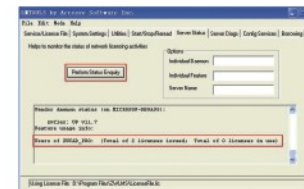
#### Failed to Get License from Server

**Q:** Why did the workstation fail to obtain a license from the server, even though the server was activated successfully?

**A:** The failure may be due to one of following reasons.

1. The server was not configured to start.

After activating the server successfully, you need to configure the Network Server to start distributing licenses to ZWCAD on workstations. When you have configured the server and started it successfully, you will receive the result (P.4-4) by clicking the **Perform Status Enquiry** button on the Server Status tab.



▲ P. 4-4 Performing a status enquiry

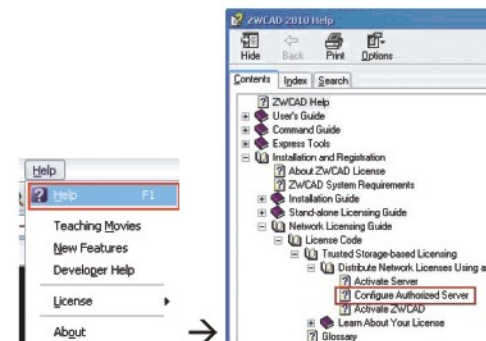
To configure the server, please follow the instructions in the **Configure Authorized Server** section of the Help documents. (P.4-5)

2. The workstation is not connected to the server.

**Solution:** Try to connect to the server. You can check the connection between server and workstation by pinging it. (Click **Start**, choose **Run**, enter **ping** and the server's IP address.)

3. The version of ZWCAD installed on the workstation may be different from the one indicated by the server's license code. For example, if you use a Professional license code to activate ZWCAD Network License Manager, but you installed ZWCAD Standard on the workstation, then ZWCAD Standard will not be able to obtain a license from the server.

**Solution:** On the workstation, uninstall ZWCAD Standard, and then install ZWCAD Professional.



▲ P. 4-5 Reference in the Help document

4. The hardware encryption option may be turned on, as illustrated by the figure (P.4-6). ZWCAD checks if **Hardware Encryption** is turned on (checkmark shows). If so, then ZWCAD will not check for soft encryption, even when the dongle is not attached to the computer.

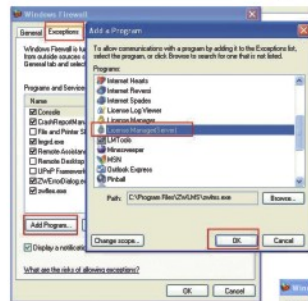
Solution: From the **Help** menu, choose **License**, and then **Hardware Encryption**. Ensure the option is unchecked, and then click **OK**.

P. 4-6 Turning off the Hardware Encryption option



5. The number of licenses running on workstations equals the maximum number of available licenses. For example, if you purchased five copies with your network license code and five workstations are already running ZWCAD, then no more licenses are available. The sixth workstation will not be able to run ZWCAD.

Solution: Free up licenses by one of the following methods:  
 a. Let one workstation quit ZWCAD to free up its license.  
 b. Contact ZWSOFT to purchase more licenses for your activation ID. We can increase the licenses included with your network license code, or provide you with a new code that includes more licenses. But you must RETURN the license code to us before we can change it.



P. 4-7 Adding the license manager to the firewall's exception list

6. The operating system's firewall may be blocking licensing on the server or workstation.

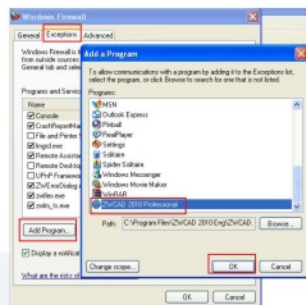
Solution: On the workstation, add ZWCAD and its port number (27000, by default) to the firewall's exception list. On the server, add ZWCAD Network License Manager and its port (27000, by default) to the firewall's exception list.

On the Windows taskbar, click the **Start** button. Choose **Control Panel**, and then choose **Windows Firewall**.

On the server: Add the license manager to the firewall's exception list. (P.4-7)

On the workstation: Add ZWCAD to the firewall's exception list. (P.4-8)

P. 4-8 Adding ZWCAD to the firewall's exception list



Both on the server and the workstation:  
 Add a port to the firewall's exception list. (P.4-9)

7. Anti-virus software may be blocking the program from running.

Solution: Add ZWCAD to the exception list, or remove ZWCAD from the isolation list. In some rare cases, it may be necessary to turn off the anti-virus software completely.

8. The Options file may be restricting the workstation from obtaining a license from the ZWCAD Network License Manager. The Options file manages licenses over the network. The workstation cannot get a license if the Options file blocks it.

You can open the file in Notepad. (The file is located on the installation path of the ZWCAD Network License Manager (P.4-10), such as D:\Program files\ZWLMS.) The workstation cannot get a license when it is blocked by the contents of this file(P.4-11), as shown by the following entry in the file:  
**Exclude ZWCAD internet 192.168.0.5**

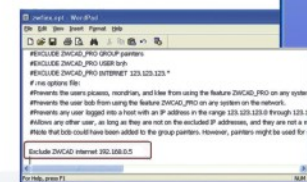
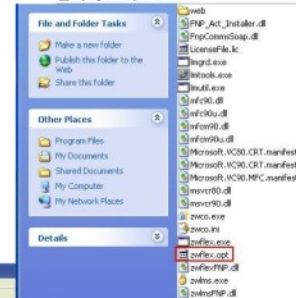
This means that a workstation whose IP (Internet protocol) address is 192.168.0.5 is prevented from obtaining a license from the server.

If you have never modified the Options file, then it will contain no restrictions. If you are unsure about the settings in the Options file, please refer to the Help documents: **Help**→**Installation and Registration**→**Network Licensing Guide**→**License Code**→**Configure Authorized Server**, or email a copy of the Options file to us at [tech@zwcad.com](mailto:tech@zwcad.com).



P. 4-9 Adding a port to the firewall's exception list

P. 4-10 Locating the Options file



P. 4-11 Excluding ZWCAD from network access

9. There may be a difference in system time of more than 24 hours between the workstation and the server. Please correct the time on workstation and the server, and keep them synchronous. At the very least, ensure the time difference is no more than 24 hours.

## How to Distinguish Between Versions of Activation IDs

Log on to the ZWCAD activation self service center (<http://support.zwcad.net:8888/flexnet/operationsportal/showActivationIdLogon.do>) using your assigned activation ID. The ZWCAD activation self service center records information pertaining to your activation ID. (P4-12) The first three digits of the activation ID indicate its version.

Manual Activation		Print
<input type="checkbox"/>	Type	Product
<input type="checkbox"/>		022_ZWCAD2010_P..

▲ P. 4-12 Versions of the activation ID

021 Stand-Alone - Standard  
 022 Stand-Alone - Professional  
 023 Stand-Alone - Academic  
 030 Network - Standard  
 031 Network - Professional  
 032 Network - Academic

## 5. Service & Support

You can get service and support by contacting us through:

- **Technical Mailbox:** [tech@zwcad.com](mailto:tech@zwcad.com)

Please describe your technical problem in details and attach any relevant information. We will respond to you in three working days after receiving your email.

- **Instant Messenger:** MSN: [tech\\_zw@hotmail.com](mailto:tech_zw@hotmail.com) Skype: [tech\\_zw](https://www.skype.com/user/tech_zw)

Live IM support is available every working day between 8:30 a.m. and 5:30 p.m. GMT+8.

- **Chat on [zwcad.org](http://www.zwcad.org):** Technical Live Support

To chat with a ZWCAD technician, go to [www.zwcad.org](http://www.zwcad.org), and then click the icon for Live Technical Support. This service is available every working day between 8:30 a.m. and 5:30 p.m. GMT+8. After hours, you may leave a message, and our staff will answer your question on the next working day.

- **Help Forum:**

ZWCAD hosts an online discussion group at our website. Visit [www.zwcad.org/forum/default.asp](http://www.zwcad.org/forum/default.asp) to ask questions or share your expertise in ZWCAD. Or you can go to ZWCAD Club ([www.zwcadclub.com](http://www.zwcadclub.com)), an online community sponsored by ZWSOFT.

- **More Information:**

Consult the SUPPORT section of the ZWCAD website to get more information, such as Demonstration, Documentation, FAQs, and so on.