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DraftSightTM

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Activation and Licensing Model Explained

DraftSight has two different product models depending on the DraftSight Version in use: A product activation model for the free version and a licensing model for the Premium version.

- **DraftSight Free Version**
- **DraftSight Premium Version**

DraftSight Product Activation

According to the DraftSight version, the product activation process is different. These are the processes and differences between both versions.

DraftSight Free Version (no API and Licensing)

The DraftSight Free version, requires an active internet connection, and valid email address. Both are only needed to perform the product activation. The data collected in the moment of activation is the email address provided, and this is simply to monitor the number of users using DraftSight. No other type of data is submitted.

How the activation process works:

- After installing DraftSight you are prompted to perform the DraftSight activation. The activation can be performed immediately, or you can choose to postpone it to a later date and enjoy a 30 days trial period.
- If you choose to activate, you will be asked to provide a valid email address.
- Once you provide the email address, the information is sent to the DraftSight activation server. An automated activation confirmation email will be sent to the email address provided.
- The activation confirmation email contains a link, which must be clicked, in order to complete the activation. The DraftSight activation is not completed until the link has been activated (by clicking on the provided link).
- Please note that the DraftSight free version activation is user specific, and not machine based. This means that different users wanting to use DraftSight on the same PC will have to perform the activation individually.
- The activation, once completed, needs to be repeated after 6 and 12 months and from this point on annually. This is simply for our statistics.

DraftSight Premium Version

The DraftSight Premium product activation is done locally using license files, not requiring either internet connection, or email address.

- With the purchase of the DraftSight Premium Package, a License Manager application is provided (DSLS-Dassault Systèmes License Server) and the product activation is done through a license file, provided by Dassault Systèmes.
- The DSLS License Manager also supports concurrent licensing. For more information about the Premium Package, please email [premium\(at\)DraftSight.com](mailto:premium(at)DraftSight.com).

Troubleshooting Activation Issues

DraftSight Premium Version

Problems with product activation for DraftSight Premium users are addressed individually by the Customer Center and DraftSight Technical Support Team, as part of the Premium Support Package. The contact information for support will be provided to all premium customers after purchasing the software.

DraftSight Free Version (no API and Licensing)

The vast majority of the problems reported regarding the DraftSight activation, have their origin in system/ LAN (Local Area Network) and security settings. If you are trying to install DraftSight on a network based computer, we recommend informing your Local Area Network administrator that you want to install DraftSight, and check if you have all permissions for this installation. Not only it's important for him to know what software is installed in his network, he can also help, regarding any security applications eventually blocking the activation (E.g. adding DraftSight to the network firewall exclusion list). Also check that your Windows user account has all privileges and permissions necessary. Note that anti-virus programs and/or firewalls can sometimes cause problems, so you may want to disable any anti-virus protection during installation, and add www.draftsight.com to the list of websites which do not need authentication by any automatic configuration proxy script. Additional www.draftsight.com should be listed under "trusted websites" in your security software. To address the most common problems faced when trying to activate DraftSight, we have created a process overview, to help troubleshoot these issues. This overview can be found on the last page of this document.

Error messages and reference codes (also known as system reference codes or SRCs) let you know that an error occurred during the installation process. Use the error messages or reference codes to determine which part of the process failed. You can easily find results and help on these if you search for them in the iQuestion section of the DraftSight Community or a search engine. You can also look for information on these errors on the manufacturer websites:

Microsoft Support/Knowledge Base (<http://support.microsoft.com>)

Apple Support (<http://www.apple.com/support/>)



Some examples of Activation errors:

"I didn't activate DraftSight before the end of the 30 days trial period. How can I activate now?"

If you are having trouble to activate after the 30 days trial expired-a simple workaround would be to change the date on your system, to one prior to the end of the trial period. Once the activation is performed, you can return to the correct settings.

"The activation dialog box is greyed out, and I receive the error message "Activation server not available. Please check your internet connection".

Please refer to the Activation Overview chart at the last page of this document.

"I didn't receive the activation confirmation email."

Please check your spam/junk folder, as the activation confirmation email might have been filtered. If you didn't receive the email, assume the activation process failed, and repeat the activation using a different email address. Keep in mind that email addresses containing special (or localized) characters might cause the failure of the activation process.

"I entered my email address twice and clicked activate. DraftSight "freezes" for a while before opening the drawing window. I do not get any error message. When I close DraftSight and restart it, I am prompted to activate again."

Make sure that no security software is blocking the activation. Disable any antivirus protection you have running. Shut down all the unnecessary programs that are running in your system tray. Usually if you right-click on an icon with your mouse you'll get a menu that helps you to exit the software.

Check your user account permissions. If necessary, ask your administrator to perform the activation, or ask him to grant you administrator permissions temporarily, to perform the activation.

Try to perform the activation, by starting your PC in safe mode with network capabilities:

- a) As your computer restarts but before Windows launches, press F8. On a computer that is configured for booting to multiple operating systems, you can press F8 when the boot menu appears.
- b) Use the arrow keys to highlight the appropriate safe mode option, and then press ENTER.
- c) If you have a dual-boot or multiple-boot system, choose the installation that you need to access using the arrow keys, and then press ENTER.

Check in the Windows Event Viewer for any report at the time of the crash that might point to the origin of the crash:

- a) Open the Event Viewer by clicking the start button, and typing event viewer on the search field (or clicking Control Panel/ System and Maintenance/ Administrative Tools, and then double-clicking on Event Viewer. Administrator permission might be required. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
- b) Click at the event log in the left pane.
- c) Double-click at the event to view the details of the event.

"DraftSight is installed on my PC, and other users are able to activate and use it. I can't. Why?"

This problem is not a DraftSight malfunction or error, and not exclusive to DraftSight, but an OS (operating system) related issue. The problem might be connected with the permissions granted to your user account. Some operating systems (even if granted full permissions) reserve some folder locations and/or files from being edited, to prevent "accidental" or malicious editing. A corrupted user account can also be one of the reasons for issues like this. Contact your LAN administrator or IT department to check these settings and your user account, and or any other security application/setting that are active, and might be blocking the activation. Check as well the OS manufacturer website/support or knowledge base, for information on how to troubleshoot this issue.

"I installed DraftSight but when try to activate, the software crashes. Error Message: DraftSight found a problem and must close."

Considering the error message, the problem is not a DraftSight malfunction or error, but OS (operating system) related issue. The information available in the error message might indicate a problem with the user account.

As a first step we advise to re-create the user account, and/or try the activation with another user account. Next we recommend verifying the .Net Framework and/or Windows redistributables to make sure they are all up to date.

If the problem is not connected to a DraftSight malfunction, we strongly recommend you look for additional information on the subjects/procedures/error messages, on the OS manufacturer support website, or other expert websites and/or forums.

"I get the email confirmation, click on the link and get an error message. Error message: There was an error processing your registration. Visit the DraftSight Community and review the iQuestions for possible solutions, or to report a problem."

You have come across an activation server error. When you tried to perform the DraftSight activation, the activation server has currently been unavailable (e.g. maintenance or temporary network problem). Allow a reasonable time for us to solve the problem or for the server maintenance operations to finish, and try to perform the activation again using the link in your activation confirmation email. If the problem persists, try the activation with a different email address. If you face one of these errors, please let us know through the "Report a Problem" button in the community. If possible, please include a screenshot of the error message (this can be done by hitting the Alt and Print Screen keys for copying, and pasting that data into Word or a similar text editor) and include it in your report. This will be a great help for us, when trying to access the origin of this problem.

Activation Overview File

In order to give a quick glance on the activation process, and some of the most common issues reported by users, please refer to the activation chart on the next page. Please note that these are simply guidelines, and can't address every single reported issue, due to the many possible system configurations/ security settings/ scenarios. If you are experiencing a problem not mentioned in the documents referred in this text, please check the iQuestion section of the community or let us know directly by using the "Report a Problem" button.



DraftSight Activation Guide

