



FAQ #17: What is this “Access Denied” Error?

On the footsteps of an update to some of the 3D toolpath routines, an update to hardware keys (USB dongles) was also required. Occasionally, a user may find that the key that they’ve been using for quite some time gives an “Access Denied” error box when they try to use the 3D toolpath functions. This situation is easily remedied, but a telephone call in to technical support may be required.

Step 1. First, attempt to perform an online update to the hardware key. The steps for this are given below. If this does not solve the issue outright, proceed to **Step 2**.

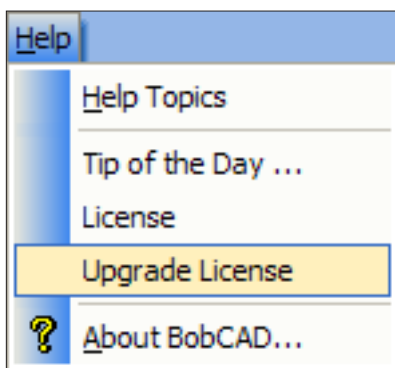
Step 2. Call in to technical support at 727-489-0003. The technician will first give instruction about how to do an online update (as below) to your key if that has not yet been attempted.

Step 3. In the event that the online update is not successful, a technical support representative will generate a new key file and email it to the user, with instructions on how to manually update the key.

Step 4. Should this also not be successful, re-contact technical support for further steps for solving this issue.

To Update the Hardware Key Online:

Step 1. In the **Help** menu at the top of the screen, choose **Upgrade License**.



The **Upgrade License** dialog box will appear as below. From this, choose **Update Online**. If the user has Internet access, BobCAD-CAM V22 will attempt to look up the user’s key and update it itself.

