

FAQ #30: Keying a Dongle After Upgrade

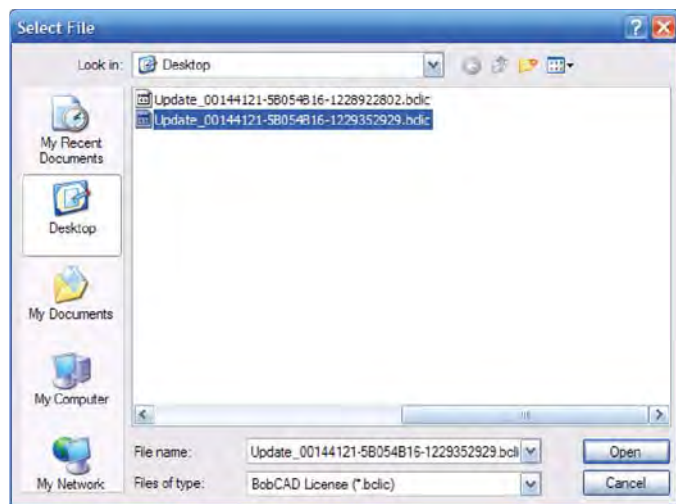
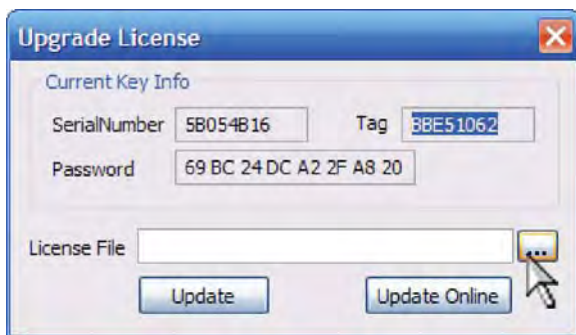
Q: I bought new modules for my BobCAD-CAM (or upgraded from version 22 to version 23), but I can't use them. My key isn't licensed for them! What do I do?

A: When purchasing new modules or new software from BobCAD-CAM Inc., it is required that an update be applied to your dongle in order to unlock the new modules. When the order was verified, there should have been an email sent out to the address in the customer record with a file attached to it.

Step 1: Open the email provided from BobCAD-CAM Inc. and save the attached .bclc file to your machine. It is usually recommend saving the file to the desktop for easier recovery in the following steps.

Step 2: Insert the dongle into a working USB port on the computer that BobCAD-CAM is installed on, then start BobCAD-CAM normally.

Step 3: Click the **Help** menu and then choose **Upgrade License**. In the dialog that will appear, click on the browse button (the button with 3 dots [...]). An **Open** dialog will appear. In the dialog, navigate to the directory that the .bclc file that was supplied from BobCAD-CAM Inc. was saved in, and click on it.



The file will be called something like Update_00000000-00000000-0000000000.bclc, where the first set of digits correspond to your customer ID number.

The second set of digits are the most important. These digits should match the serial number that is displayed in the Update License dialog. Each key file is specific to a certain key, so it is essential that these digits match.

Click **Open** to load the file into the **Upgrade License** dialog, and click **Update**.

If everything went through successfully, a dialog will appear stating:

Update Successful

The update will be complete and the key will be ready for use.

If there was an error during this process there are two error messages that may be displayed:

1. Not Authorized to Update

If this error occurs, this means that the Tag and Password for the license do not match the tag and password in the BobCAD customer database. After every update to the dongle, the tag and password for that dongle will change.

In order to have this resolved quickly, please write down the **Serial Number**, **Tag** and **Password** from the **Upgrade License** dialog (as shown above) and email this information to keys@bobcad.com along with your name and a phone number so that you may be reached if necessary. A new license file will be promptly emailed out.

2. Not a valid license file

This error is produced when trying to update a dongle using an older build of the BobCAD-CAM software. Users must be on the most recent update of the software in order to apply key updates. In order to get the newest updates for the software please navigate to www.bobcad.com/updates and download the new installation. Once the update has been applied, please repeat the steps of this document.

Following the steps supplied in this document should have you quickly on your way to using your recently purchased software modules, but if after following the steps an error still occurs, please contact technical support by calling 727-489-0003.