

Information about the customer
portal and the online license

MegaCAD's online license information

This information document is intended to explain our online license to all new customers, existing customers and interested parties. We would like to inform you about all possibilities of the online license so that you can use MegaCAD and the flexible online license fully and in the best possible way.

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1. What is the online license and how does it work

The current online license emerged from the former single-user license and has revolutionized it. The online license offers you maximum flexibility in a modern working environment.

The license, as the name suggests, is on our server and is queried online by your MegaCAD via the Internet connection. This server is professionally hosted by our partner.

This offers you the possibility to use the licenses in the office, at the home-office or on the go. MegaCAD's online license is not tied to a specific computer or workstation, so two employees could take turns.

1.1. The advantages overview

- Flexible use of the software in the office, at the home-office and when working on business trips
- If the license is not used permanently, colleagues can take turns
- If the hardware is changed, you can continue working without applying for a license or any delay.
- Via the customer portal, you always have an overview of which licenses are in use and which licenses the company has purchased
- For external appointments, presentations or other situations, the online license can be borrowed for up to 14 days at a time and used offline
- With updates via the service contract, you can decide for yourself when to install the new software (within a time window of 24 months)
- With updates via the service contract, you can switch between the versions to test them, compare settings or finish old projects with the predecessor version (within a time window of 24 months)

1.2. How does the online license work in everyday life

You start MegaCAD via the desktop shortcut, as you are used to from other programs. During startup, MegaCAD checks the online license in the background and automatically, so you don't notice anything.

As soon as the license has been checked, you can work with MegaCAD. Even if the Internet connection breaks down, you can continue working with the open MegaCAD for up to eight hours.

If you close the program again, the online license will also be released again. Now you can use this license e.g. on a laptop or another workstation.

1.3. Working at different workplaces

Thanks to the online license, MegaCAD can be used at different workstations or by different users. You can install and use the software on multiple computers/laptops. MegaCAD can be opened in parallel on as many workstations as you have purchased licenses.

If a user closes all MegaCAD sessions, he automatically releases the license. The next employee can now use it at another workstation. This flexibility is achieved by frequently checking the license with our server. In this way, you have the option of changing workplaces almost without delay or ensuring that employees share the license dynamically.

You can work just as flexibly and dynamically in your home office or on business trips. Close MegaCAD on the computer in the office and then open it on your laptop or at the home office.

The license can be borrowed in advance for business trips, presentations or other situations in which there may be no internet connection. You can borrow or return the license conveniently and quickly in the open software. The license can be borrowed for several days at a time on a computer/laptop. With this offline license, an internet connection is no longer required to start MegaCAD.

If you have licenses for different products such as MegaCAD Metal 2D and MegaCAD Metal 3D Professional, you can install both software versions on all workstations. This offers your employees the opportunity to use both products alternately and in consultation with their colleagues.

So you can always use the software and your employees flexibly and according to the tasks.

1.4. Data security when using the online license

Data security is an important and serious issue for everyone, so your data stays with you. Only the license query is answered via our license server. The system is not designed and intended for the transmission of data.

Important to note:

- We have no access to your data
- The online license and the customer portal do not constitute a cloud service
- You still have to back up your data yourself because we don't have access
- To transfer data between different workstations, you continue to use your network, a USB stick or other drive

2. The customer portal, licenses, downloads

The licenses are controlled centrally via the customer portal, which offers you all the necessary functions and information. In the customer portal you will find the software and service pack downloads, the installation instructions, your customer data and the overview of the online license.

You can reach the customer portal via our homepage or directly via the below link:

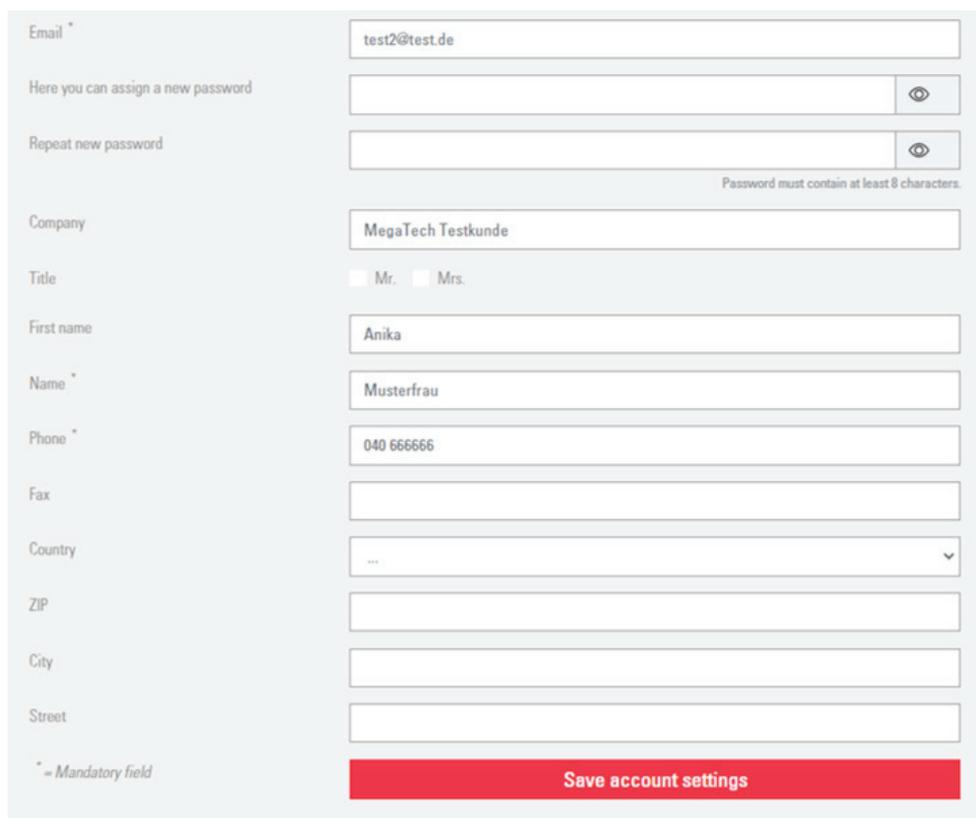
<https://lic.megacad.de>

2.1. Customer portal (general)

The customer portal represents the company's access to your online licenses and downloads. Access should therefore be selected and the password saved in such a way that you can still log in after a few months.

The login data for the customer portal also represent the license login data for MegaCAD, which is why they are particularly important. If, for example, a new workstation or a new laptop is set up, this data must be entered so that MegaCAD can check the license.

The person/email address stored in the customer portal receives notifications about new downloads or the password reset, for example, so a general e-mail address can also be entered:



The screenshot shows a web form for updating account settings. The fields are as follows:

- Email ***: test2@test.de
- Here you can assign a new password**: [Empty field with eye icon]
- Repeat new password**: [Empty field with eye icon]
- Company**: MegaTech Testkunde
- Title**: Mr. Mrs.
- First name**: Anika
- Name ***: Musterfrau
- Phone ***: 040 666666
- Fax**: [Empty field]
- Country**: [Dropdown menu with '...' selected]
- ZIP**: [Empty field]
- City**: [Empty field]
- Street**: [Empty field]

At the bottom left, there is a note: * - Mandatory field. At the bottom right, there is a red button labeled "Save account settings".

After logging in, your customer number will also be displayed in the top right corner of the customer portal. And you'll find our contact information's in the bottom right corner. So, if you want to contact us, you can easily include your customer number:

2.2. License overview

With the license overview you can always keep an eye on your licenses. Here you can see which licenses are available and which ones are currently being used. There are different views depending on whether there is a service contract for the license or whether the license was purchased without maintenance.

Blech Zusatz für Maschinenbau		2 Licenses			
License List	User group	Release Assignment			save Changes
		2021	2022	2023	
License 1: Free	All Users		2022	2023	ⓘ
License 2: Free	All Users		2022	2023	ⓘ

MegaCAD Blech		3 Licenses			
License List	User group	Release Assignment			save Changes
		2021	2022	2023	
License 1: Free	All Users		2022	2023	ⓘ
License 2: Free	All Users	2021	2022	2023	ⓘ
License 3: Free	All Users	2021	2022	2023	ⓘ

MegaCAD Maschinenbau		1 License		

MegaCAD Metall 3D Profi		5 Licenses		

In the license overview, the individual licenses are sorted by product so that you can immediately see how many products or licenses of a product you have. For even more clarity, you can expand the product that you want to see.

Status **Free**:

The status **Free** indicates that the license can be used and is available to you. In this context, free also means that the license is not currently being used.

MegaCAD Blech	
License List	
License 1:	Free
License 2:	Free
License 3:	Free

Status **Busy**:

The status **Busy** indicates that the license is available to you and is currently being used by a user.

MegaCAD Blech	
License List	
License 1:	Busy
License 2:	Busy
License 3:	Busy

Status **Offline**:

The status **Offline** indicates that this license is borrowed for offline work and cannot currently be used at any other workstation.

MegaCAD Blech	
License List	
License 1:	Offline
License 2:	Offline
License 3:	Offline

Status **Locked**:

The status **Locked** indicates that this license cannot currently be used because it is locked by the system.

MegaCAD Blech	
License List	
License 1:	Locked
License 2:	Locked
License 3:	Locked

2.3. Licenses under service contract

For licenses with a service contract, the license overview also shows the licenses sorted by product and their status. In addition, you always have access to the new MegaCAD version (as soon as it is available) via the service contract.

So that you can decide for yourself when to switch to the new version or whether you want to test it first on a workstation, you can take over the release assignment yourself. You have the option of converting individual licenses or all licenses together to the new release. With the service contract, you always have the option of changing the release of the license, e.g. to compare settings in a previous version.

The service contract gives you the new MegaCAD version, which will remain with you for 50 months. During this time, you can softly toggle the release back and forth as you wish. At the end of the 50 months, you can switch easily and without additional costs to one of the successor versions already available in the customer portal.

2.3.1. Release assignment

With the release distribution you can see at a glance how the licenses are currently set. You can use the corresponding buttons to switch the license to another/new MegaCAD version with a mouse click. With the second mouse click you save the new distribution for each product.

MegaCAD Metall 3D Profi		5 Licenses			
License List	User group	Release Assignment			save Changes
		2021	2022	2023	
License 1: Offline	All Users	2021	2022	2023	i
License 2: Busy	All Users	2021	2022	2023	i
License 3: Busy	All Users	2021	2022	2023	i
License 4: Free	All Users	2021	2022	2023	i
License 5: Free	All Users	2021	2022	2023	i

Licenses can only be switched if the license has the status **Free** (see license overview). If a license is locked, in offline use or busy, the release cannot be switched.

You will find a functions description on the next page.

Description of the release assignment

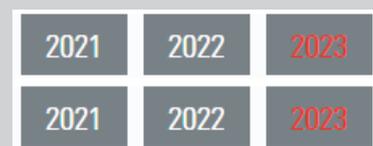
Release assignment for the product group:

- With the upper release distribution, all licenses of a product group can be switched to another release immediately.
- The „loading arrow“ updates the display with the saved data from the server.
- The „save changes“ button saves your current selection back to the server.



Release assignment per license:

- You can also select a release for each license individually, so new versions can be tested, for example.
- The button of the selected release is marked in color.
- You can change the selection by simply clicking on the button.
- After making changes, click the save button.



Buttons that are disabled:

In some cases, the desired button or release may not be selectable, this can have the following reasons:

- If licenses are currently in use, the release cannot be changed. Close MegaCAD to change the release.
- If a license is in offline use, the release cannot be changed. To do this, return the license and close MegaCAD.
- Locked licenses cannot be changed.
- White fields stand for licenses that do not exist, e.g. because you bought MegaCAD after this release.



License without selection:

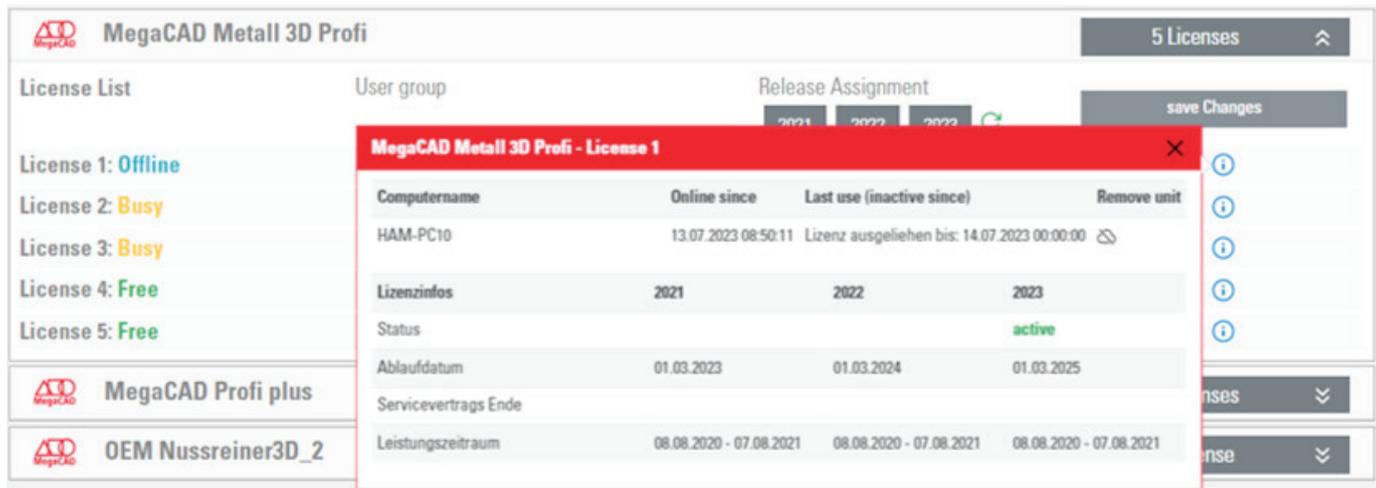
If a license has no color marking at all, it has not yet been assigned a release.

- Click on one of the buttons to select the desired release.
- Then click on „save changes“ to save the selection.



2.4. Lizenz info box

The info box of the individual licenses offers you additional information about each license. Here you can see which device is using the license or how long a borrowed license will be offline. This function gives you the opportunity to keep an eye on your licenses in detail.



The screenshot shows the MegaCAD license management interface. At the top, there is a header for 'MegaCAD Metall 3D Profi' with a '5 Licenses' button. Below this is a 'License List' table with five licenses: License 1: Offline, License 2: Busy, License 3: Busy, License 4: Free, and License 5: Free. A 'save Changes' button is visible. A 'Release Assignment' section shows years 2021, 2022, and 2023. An info box for 'MegaCAD Metall 3D Profi - License 1' is open, displaying the following data:

Computername	Online since	Last use (inactive since)	Remove unit
HAM-PC10	13.07.2023 08:50:11	Lizenz ausgeliehen bis: 14.07.2023 00:00:00	
Lizenzinfos	2021	2022	2023
Status			active
Ablaufdatum	01.03.2023	01.03.2024	01.03.2025
Servicevertrags Ende			
Leistungszeitraum	08.08.2020 - 07.08.2021	08.08.2020 - 07.08.2021	08.08.2020 - 07.08.2021

The information in the info box can vary and show you always the current status. If a license is in use or has been borrowed, the device name is displayed. This information can help you, for example, if you share a license with several colleagues.

The status shows which release is currently being used, followed by the corresponding data (e.g. service period of the service contract).

2.5. My downloads

The „My Downloads“ area offers you an overview of all downloads for your software. Here you will find the full installation and the service packs, just like the installation instructions and so on. The downloads are divided into different groups and available in different releases (if available).

Filter for downloads:

In order to improve the overview, the downloads are now sorted according to the software release.

Filter downloads by release:

MegaCAD 2023

current

MegaCAD Downloads (new installation):

The download for new installations is available for the current MegaCAD version.

- These downloads are for installing the complete software on a new computer.
- If the 64-bit version of MegaCAD is installed, any applications must also be installed in the 64-bit version.
- The downloads are updated after a service pack.

MegaCAD Downloads (new installation)

MegaCAD Blech 2023

MegaCAD Blech 2023 64 Bit ↓	Size: 1.68 GB	Last change: 18.04.2023
MegaCAD Blech 2023 32 Bit ↓	Size: 1.57 GB	Last change: 18.04.2023

MegaCAD Maschinenbau 2023

MegaCAD Maschinenbau 2023 64 Bit ↓	Size: 1.85 GB	Last change: 19.04.2023
MegaCAD Maschinenbau 2023 32 Bit ↓	Size: 1.73 GB	Last change: 18.04.2023

MegaCAD ServicePacks (maintenance):

The ServicePack is used to maintain existing installations on the computer. If something is changed in the current software, this change appears in the service pack.

- If your MegaCAD reports a new service pack, these downloads are the right chois.
- If the 64-bit version of MegaCAD is installed, the service pack must also be installed in the 64-bit version.
- A ServicePack for MegaCAD 2023 is only suitable for MegaCAD 2023 and is valid for all MegaCAD products.

MegaCAD ServicePacks (maintenance)

MegaCAD 2021

MegaCAD 2021 ServicePack 32-Bit ↓	Size: 394.18 MB	Rev.No.: 20.21.04.30-2
MegaCAD 2021 ServicePack 64-Bit ↓	Size: 407.53 MB	Rev.No.: 20.21.04.30-2

General downloads:

Here you will find additional information such as the installation instructions.

General downloads

Installation des SQL-Servers

Installation des SQL-Servers ↓	Size: 1.36 MB	Last change: 06.01.2021
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MegaCAD Leitfaden

MegaCAD Leitfaden ↓	Size: 6.05 MB	Last change: 23.08.2020
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3. Offline-use of the license

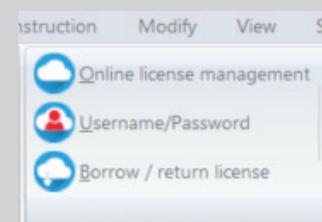
As already described, you have the option of using the online license offline for a limited period of time. In this way you can ensure that nothing goes wrong during customer presentations, on-site appointments or construction work.

The license is always switched offline from the program to the computer/laptop on which you borrow the license. During this time, the license cannot be used at other workstations and remains marked as „offline“ on our server.

If you end your trip or presentation earlier, you can also return the license early and actively. The license will then be removed from your computer/laptop and will be considered “online” again. The license can then be used as usual on different devices.

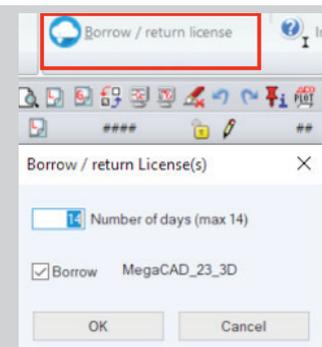
Step 01:

- Launch MegaCAD as usual while still connected to the Internet.
- Go to the Help menu



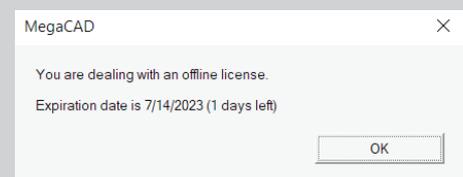
Step 02:

- Click “Borrow/Return License”
- Enter the desired duration (max. 14 days)
- Click “OK” to borrow the license



Step 03:

- Close and restart MegaCAD
- The next time you start MegaCAD, you will see a message that the license is borrowed and how long it will be offline

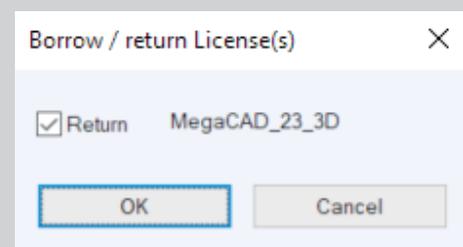


3.1. License return

Return:

- Reconnect your device to the Internet
- Click on the Borrow/Return License function as shown in steps 01 and 02 above
- Now click OK to return the license

The license is then „online“ again and can be used flexibly.



4. How to change hardware

Customers in particular who have never worked with the online license are wondering what needs to be considered. Thanks to the modern and flexible online license, the answer is almost nothing. The license is not tied to a specific device and can be used again immediately on a new computer.

When procuring new hardware and software, please pay attention to our recommendations, so that the graphics card, for example, has sufficient performance for your requirements. You can find our recommendations on our homepage: <https://www.megacad.de/hard-softwareempfehlung/>

If you also change the MegaCAD release when changing the hardware, please note the change of the license release in the customer portal.

Step 01:

- Log in to the customer portal and go to "My downloads"
- Load MegaCAD for a fresh installation
- Download the appropriate version

MegaCAD Downloads (new installation)		
MegaCAD Blech 2023		
MegaCAD Blech 2023 64 Bit 	Size: 1.68 GB	Last change: 18.04.2023
MegaCAD Blech 2023 32 Bit 	Size: 1.57 GB	Last change: 18.04.2023
MegaCAD Maschinenbau 2023		
MegaCAD Maschinenbau 2023 64 Bit 	Size: 1.85 GB	Last change: 19.04.2023
MegaCAD Maschinenbau 2023 32 Bit 	Size: 1.73 GB	Last change: 18.04.2023

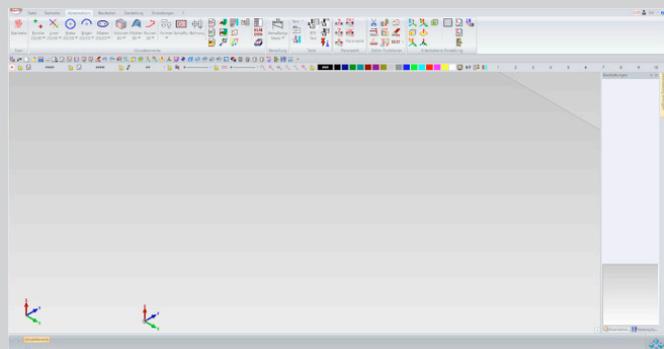
Step 02:

- Install MegaCAD on your computer as usual
- Enter the login data for the online license during installation



Step 03:

- Start MegaCAD e.g. via the desktop shortcut
- You can work with MegaCAD on the new computer as usual
- There is no need to lock or check out the license on the old computer.



The installation instructions can be found under my downloads -> general downloads.

5. Setting up additional users and user groups

With the MegaCAD online license you have the possibility to create additional users and user groups. This gives you even more control over your licenses, your departments and your MegaCAD license credentials.

Basically, the access to the customer portal and the login with which MegaCAD retrieves the license are identical and consist of an e-mail address and the password. With this access data, every employee can download and start the software, which is particularly useful in smaller companies.

With additional users, you have the option of assigning individual colleagues or entire departments a separate password and certain MegaCAD versions. The IT department could, for example, manage the e-mail address and password for the company access and assign their own passwords to individual departments.

Note:

It is not necessary to create additional users or assign each license to a user/user group. Only use this technique if, for example, you want to assign fixed licenses to individual departments.

5.1. What distinguishes the company access from additional users' access

Access to the customer portal, referred to here as company access, offers you access to the license overview, the downloads and the account settings. With this access data, MegaCAD can also query the licenses to start the program.

An additional user receives his own login data with which MegaCAD can check the license and start the program. However, the additional users do not have access to the customer portal, the downloads or the license overview with their access data.

5.1.1. Advantages

- Licenses only have to be shared within one user group (development/work preparation)
- Licenses can be permanently assigned to a user (design manager/managing director)
- Users and user groups have their own password, e.g. for home office
- The administrator/manager can independently create and manage users and user groups
- The administrator can create and change passwords independently

5.2. What happens to existing users

If you have already worked with the management of additional users, then you must reassign the users/user groups to the desired licenses (as shown in step 04 on the next page). The users, login names and passwords continue to exist and remain valid.

The registration at individual workstations does not necessarily have to be changed. Each user can also access licenses from the All Users group. To restrict access, you need to reassign users (groups) as shown on the next page.

5.3. Create, assign and manage additional user (groups)

You can create and manage users or user groups yourself. You can decide for yourself whether an entry is a user group or an individual user by giving the access data to just one or more people.

Accordingly, the number of employees in a user group is not limited, but is determined by how many use the login and share the licenses.

Step 01:

- Go to the Manage Additional Users tab in the Customer Portal.
- Here you can create new users (groups) using the Add user button

Attention: If you change the email address under account settings, the login names for MegaCAD also change. ×

Name	Login-name for MegaCAD	Password	Last login	Allowed MegaCAD versions	Aktive	Add User
						Add User

Step 02:

- Enter a name for the user or user group
- Enter a password that is valid for this user
- Click to save user to create this account

User
×

Name

Password

Tip:

Employees who are logged in with this user/user group have access to all licenses to which the user group "All users" or the user group created here is assigned in the license overview. Make sure that a user/user group can use at least one license.

You can find more information in our information document.

Cancel
Save user

Step 03:

- The users (groups) are listed in the overview
- You can activate or deactivate these, e.g. when employees are working on other projects
- You can edit the users (groups) e.g. to assign a new password
- You can also delete users (groups) if they are no longer needed.

Name	Login-name for MegaCAD	Password	Last login	Allowed MegaCAD versions	Aktive	Add User
gruppe1	test2@test.de:gruppe1	mega5545	13.07.2023 09:59:30	2x Anbietersversion 3D GW	●	✎ 🗑
gruppe2	test2@test.de:gruppe2	mega5545	13.07.2023 10:00:03	3x Anbietersversion 3D GW	●	✎ 🗑
Mayer	test2@test.de:Mayer	mega5545		no license assigned, 25 license(s) available	●	✎ 🗑

Note:

If an additional user is deactivated the licenses, which have been directed to this user, can be used by all other users. If the user is activated again, whit out changes, the license assignment will be reactivated as well.

Step 04:

- In the license overview, each license can be assigned a user or a group via the selection field
- A user can only use licenses for which he is registered
- If All Users is entered, the license can also be used by everyone
- Changes must be saved with the save button

MegaCAD Profi plus		Release Assignment			5 Licenses
License List	User group	2021	2022	2023	save Changes
License 1: Busy	All Users	2021	2022	2023	ⓘ
License 2: Free	Mayer	2021	2022	2023	ⓘ
License 3: Free	work_preparation	2021	2022	2023	ⓘ
License 4: Free	new_design	2021	2022	2023	ⓘ
License 5: Free	new_design	2021	2022	2023	ⓘ

TIP:

- The user overview shows whether a user/user group can use available licenses.
 - If a user is not directly assigned a license, he can use all licenses that are not directly assigned, the number is displayed.
 - If licenses are assigned directly to a user, these are displayed. The user/user group can still access unassigned licenses.
 - If a user cannot access any license at all, this is displayed in red because this user cannot work.

Allowed MegaCAD versions

no license assigned, 26 license(s) available

Allowed MegaCAD versions

1x Maschinenbau 2x Metall 3D Profi 3x Profi plus

Allowed MegaCAD versions

no license available

Step 05:

- When logging into MegaCAD, enter the MegaCAD login-name entry as the e-mail address
- This always consists of the e-mail address of the account manager and the user name
- The password is now the password you assigned to the user

MegaProtect ✕

Username(Mail)

Password

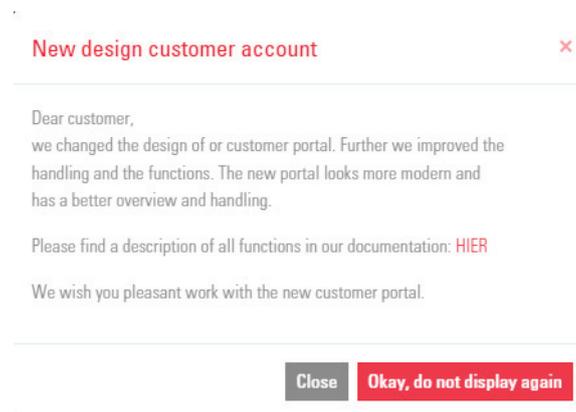
TIP:

- In order to assign a workstation to another user or another user group, it is sufficient to change the MegaCAD login data
- How you can call up or re-enter the login data is shown in the next chapter of the instructions for software protection errors: -208, -306 and -312

6. Pop-up messages

The customer portal offers the option of displaying important information as a pop-up message. These notifications draw your focus to the information we want to share with you, so you don't miss a new MegaCAD release or new feature, for example.

However, these pop-ups can also contain important information about the customer portal itself, such as saving and confirming the account settings and email address. In this context, we can inform you that please save the settings and it is not necessary to enter or repeat the password:



You can close these messages using the cross at the top right or the close button. If the customer portal or the ad is reloaded, the pop-up message is displayed again because you only closed it.

If you confirm the message with the red button at the bottom right, this message is no longer displayed. By confirming that you have read the message, it will be chopped off and will no longer be displayed to you the next time you log on to the customer portal.

6.1. Links in Pop-ups

Pop-ups can contain links that take you, for example, to a PDF document with the innovations of the new MegaCAD version or to our homepage to show you important information.

This offers us the opportunity to inform you briefly about the subject and show you the possibility of further information without the message itself becoming confusing.



Links are always displayed in the lower left corner of your browser if you hold the mouse over them without clicking. You can see that the link points to our homepage (<https://megacad.de>) or to our media pool (beginning with <https://lic.megacad.de/media/>) and is therefore legitimate.

7. Troubleshooting

This chapter should help you to help yourself if something does not work as planned and smoothly. Basically, installation and commissioning work as described in the installation instructions and there are rarely problems. Nevertheless, errors can occur for various reasons. So that you can start successfully with MegaCAD, we give you short instructions for self-help in this chapter. The errors discussed below often occur after installing new versions or after uninstalling older versions.

In many cases you can help yourself because, as always, „know how“ applies.

Of course, the following explanations and instructions can only cover the most common causes and their solution. If you get stuck or don't feel confident about fixing an error, please do not hesitate to contact us.

Our service contract customers can contact support directly in writing or by telephone. All other customers please use the contact form on our homepage or contact us via our general telephone numbers.

7.1. Software protection error: -102

7.1.1. Protection server program and Windows services

Under Windows, many programs and their background processes are run as so-called services. These processes are (depending on the setting) managed, started and also ended by Windows. MegaCAD's software protection also runs as a service on Windows and is started automatically by the operating system when the computer starts up.

In some cases, this automatic start by Windows does not work properly, so MegaCAD cannot check the license. Causes can be e.g. the sleep or energy saving mode or the FastBoot option introduced with Windows 10.

7.1.2. Manual (re)starting the software protection

Usually, you can restart the software protection (service) yourself. Therefore, it is important what rights you have on the computer. Since the services in Windows are an elementary part of the operating system, administrator rights are required to start them directly.

Troubleshooting without admin rights:

If you do not have extended rights to the computer, the only solution is to restart the computer. To do this, select „Shut down“ and then wait until the computer is completely switched off before switching it on again.

Tip:

Your system administrator can usually start the service manually without shutting down the PC.

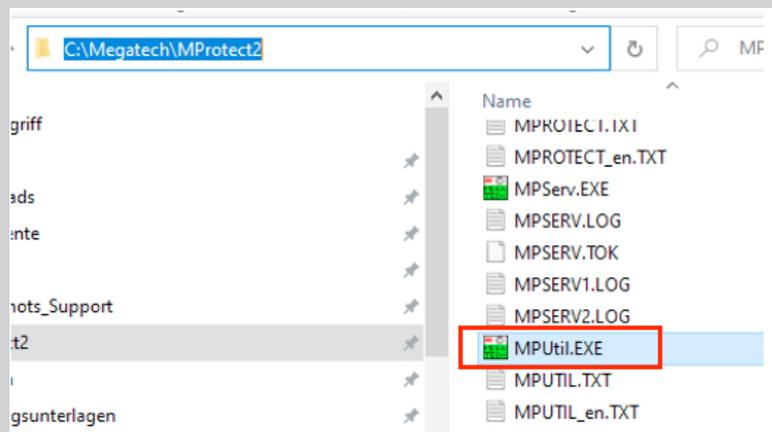


Step 01:

Open the directory in which the software protection (MPUtil.exe) is installed. default path: C:\Megatech\MPProtect2

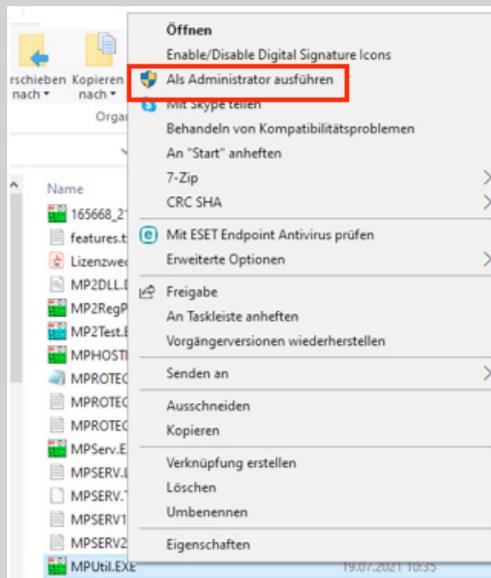
Tip:

Administrator rights are required for this and the following steps, contact the responsible person if necessary.



Step 02:

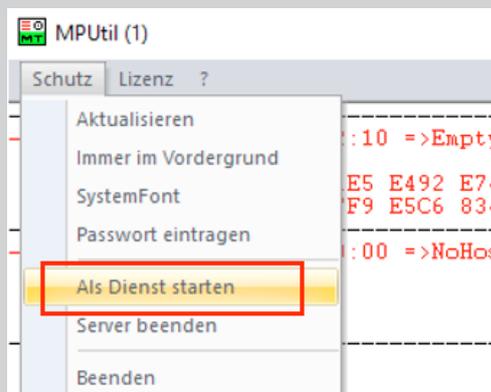
Right-click the MPUtil.exe application and select Run as administrator from the context menu.



Step 03:

In the application, click on "Protection" in the upper right corner and select the item Start as a service.

Wait a moment, there is no message, and then try to launch MegaCAD.



Tip:

You can also start or restart the Megatech Software Protection2 service manually via the Windows services.

If an error message is displayed, please check whether MPServ.exe is saved in the directory specified in the service settings. Make sure the anti-virus program has not quarantined the application.



7.2. Software protection error: -208, -306 and -312

7.2.1. Online license and login

The online license and the customer account are secured using the same access data.

Accordingly, MegaCAD automatically retrieves the license from your customer account using the stored access data.

If the access data is missing, MegaCAD cannot find a license and returns error -208.

7.2.2. Re-enter access data locally

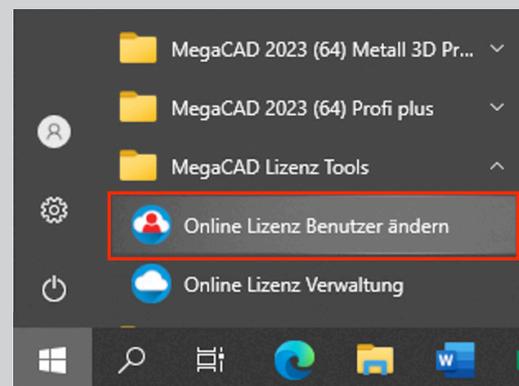
Re-enter the license credentials locally on the computer to allow MegaCAD to automatically retrieve the license.

Step 01:

Open the "Change online license" user link via the Windows apps to re-enter the access data.

Tip:

With MegaCAD 2023, this link is displayed in the „MegaCAD License Tools“ entry and can therefore be accessed quickly.



Step 02:

Enter your access data in exactly the same way as when registering on our customer portal. Then click OK instead of click logout.

Tip:

If you are unsure about the access data, try logging into the customer portal, the access data are identical:

<https://lic.megacad.de>

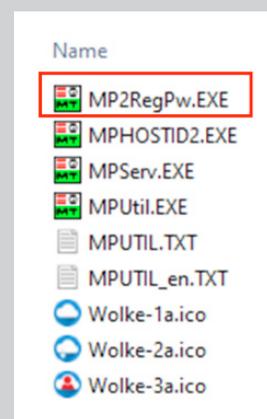


Alternative:

You can also open the local entry of access data directly via Windows Explorer. To do this, go to the MegaCAD directory MProtect2 and start the application MP2RegPw.exe.

Default path:

C:\Megatech\MProtect2\Tools\MP2RegPw.EXE



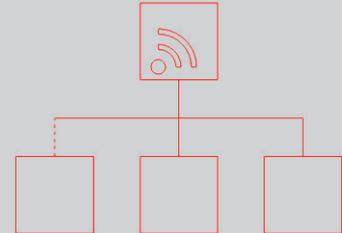
7.3. Software protection error: -251

When starting the software, MegaCAD requests the license from our server, which of course requires an internet connection. However, the "no Internet connection" error does not literally mean that you do not have an Internet connection, but that MegaCAD cannot reach the license server.

There are various reasons why MegaCAD cannot reach the license server despite being connected to the internet. The most common are briefly presented here.

Check internet connection:

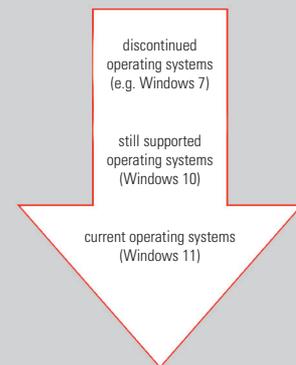
Even if the error -251 does not have to be directly related to the Internet connection, it is essential for checking the online license. Therefore, please check whether you are still connected to the Internet.



Outdated Windows version:

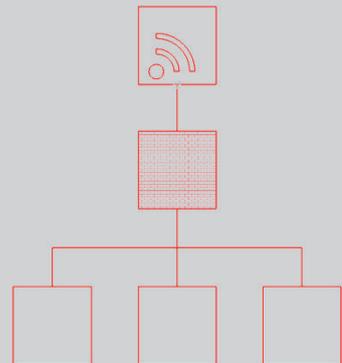
MegaCAD is continuously adapted to current hardware and software. In addition to different drivers, this also includes the new versions of Windows.

MegaCAD is currently being developed for Windows 10 and 11. Therefore, Windows 7 was not taken into account since 2021. Since mid-2022, the operation of MegaCAD under Windows 7 has no longer been technically possible and leads to the software protection error -251.



Virus Scanner and firewall:

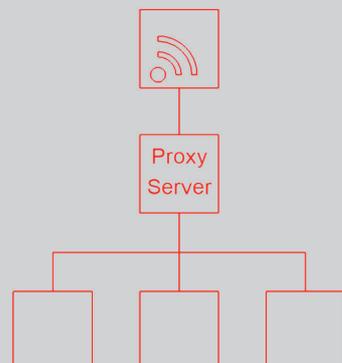
MegaCAD must not be blocked by your antivirus program or a local firewall. To do this, the URL (lic.megacad.de) of the license server and port 443 must also be enabled in the firewall. In some anti-virus programs, **MPServ.exe** must also be defined as an exception, since this starts the license query. (Default path: C:\Megatech\MProtect2\MPServ.EXE)



Use of proxy servers:

If a proxy server is used, an exception must be set up for the MegaCAD license server. Since the license queries have a time stamp, they cannot run through a cache. Further support for proxy servers is not planned.

URL: licrq.megacad.de
Port: 443 (https)



7.4. Software protection error: -304

7.4.1. Licenses and the number of users

The license protects the program from misuse and limits access to the software, so it is necessary. The maximum number of users (user count) determines how many people can open the software at the same time. Even with one license, MegaCAD can be used at several workstations, but only at different times.

Customers with multiple licenses can use multiple workstations at the same time.

7.4.2. Causes of the license error

The error or message always occurs when MegaCAD cannot find a free license when starting the software. There can be various reasons why MegaCAD does not receive a free license. The solutions also vary accordingly.

You can use the customer portal to see whether and which license is being used: <https://lic.megacad.de>

The licenses are actually used:

Too many users, multiple workstations

If too many users try to open the software at the same time, the message will be displayed to those who no longer receive a free license.

Talk to your colleagues about who and when MegaCAD is being used.

Tip:

You can use the customer account to see which and how many licenses are in use. See also the chapters License overview and License info box.



MegaCAD Profi plus - Lizenz 1			
Gerätename	Online seit	Letzter Zugriff (inaktiv seit)	Gerät entfernen
Beispiel-Computer	09.03.2023 08:48:33	Lizenz ausgeliehen bis: 23.03.2023 00:00:00	
Lizenzinfos	2021	2022	2023
Status			Aktiv
Ablaufdatum		01.03.2024	01.03.2025
Servicevertrags Ende		15.12.2025	15.12.2025
Leistungszeitraum		05.05.2020 - 04.05.2021	05.05.2020 - 04.05.2021

The license is assigned to the wrong release:

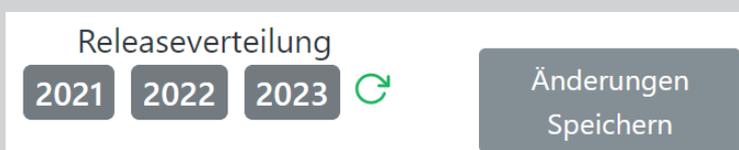
In the case of licenses with a service contract, a license can be switched between several MegaCAD versions.

For example, MegaCAD 2025 can only use the license for MegaCAD 2025.

If the license is already set to MegaCAD 2026, this error message occurs when other MegaCAD versions is started.

Tip:

Check the release distribution of your licenses so that they also match the installed MegaCAD version. See also the Release distribution chapter.



The license is still occupied on the server:

MegaCAD regularly logs into the license server to renew the license. If MegaCAD is terminated properly, the license will be released again. If MegaCAD was not terminated properly, e.g. due to a computer crash, the license cannot be returned. In this case, the license is automatically released again after a maximum of 5 minutes.

Even when saving very large files, it can happen that you no longer see the MegaCAD display. Nevertheless, other data is still being processed in the background. In this case, the license is actually still occupied until the saving is completed.

Tip:

You can use the customer account to see which and how many licenses are in use. See also the chapters License overview and License info box.



MegaCAD Profi plus - Lizenz 1			
Gerätename	Online seit	Letzter Zugriff (inaktiv seit)	Gerät entfernen
Beispiel-Computer	09.03.2023 08:48:33	Lizenz ausgeliehen bis: 23.03.2023 00:00:00	
Lizenzinfos	2021	2022	2023
Status			Aktiv
Ablaufdatum		01.03.2024	01.03.2025
Servicevertrags Ende		15.12.2025	15.12.2025
Leistungszeitraum		05.05.2020 - 04.05.2021	05.05.2020 - 04.05.2021

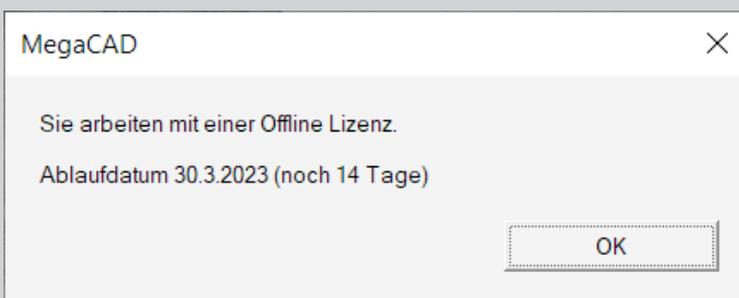
Offline-Licence

If the license was borrowed, the message that you are working with an offline license appears each time you start it.

If this message is not displayed, you may not have borrowed the license or the offline license was not recognized by the system.

You can use the customer portal to check whether the license has been borrowed.

If the license was marked as „offline“ in the customer portal but not recognized by your computer, please follow the instructions for licence error -102.



Software protection error: -321

The user administration can be used to define which users (groups) are allowed to use which licenses. If you try to use a license that you are not entitled to or the rights have been reallocated, you will get this error message.

Check with the responsible person which user group you are assigned to and which licenses you are allowed to use. If necessary, also check whether you are logged in to MegaCAD with the wrong user.

Step 01:

- Open the input mask for the MegaCAD license login data
- The current user or user group with which you are logged in is behind the colon in the User (Mail) field.



Tip:

- How you can call up or re-enter the login data is shown in the Software protection error: -208, -306 and -312 instructions in this chapter

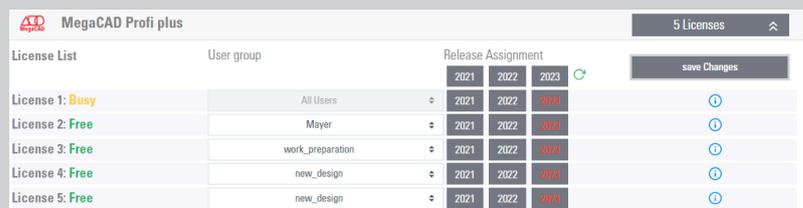
Step 02:

- The users (groups) are listed in the overview
- These can activate or deactivate
- Check that your user or user group is active

Name	Login-name for MegaCAD	Password	Last login	Allowed MegaCAD versions	Aktive	Add User
gruppe1	test2@test.de:gruppe1	mega5545	13.07.2023 09:59:30	2x AschMegaVersion 3D DW	<input checked="" type="checkbox"/>	 
gruppe2	test2@test.de:gruppe2	mega5545	13.07.2023 10:00:03	2x AschMegaVersion 3D DW	<input checked="" type="checkbox"/>	 
Mayer	test2@test.de:Mayer	mega5545		no license assigned, 25 license(s) available	<input checked="" type="checkbox"/>	 

Step 03:

- In the license overview, each license can be assigned a user or a group via the selection field
- Check that at least one of the licenses you want to use is assigned to your user/user group
- Alternatively, the desired license can also be assigned to the user



MegaCAD Profis plus		Release Assignment			5 Licenses
License List	User group	2021	2022	2023	save Changes
License 1: Busy	All Users	2021	2022	2023	
License 2: Free	Mayer	2021	2022	2023	
License 3: Free	work_preparation	2021	2022	2023	
License 4: Free	new_design	2021	2022	2023	
License 5: Free	new_design	2021	2022	2023	

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