Synchro PRO 2016

Named User
License Activation/Deactivation Instructions &
Common Troubleshooting Questions

Foreword

Synchro Software Ltd delivers innovation technology designed to serve construction delivery teams every day in real-time.

The Company

Synchro Software began product development on its construction simulation and task management solution in 2001. At the heart of our platform is the recognition that, until project production is clearly defined and validated, high performance safety and efficiency will not be reliably and consistently achieved. Synchro offers a genuinely different approach to the management of projects by visually synchronising design, scheduling, supply chain management, risk management and earned value measurement.

Innovation Built for High Performance

Today, Synchro Software has technology relationships with Oracle Primavera, Autodesk, TechSoft3D and numerous others. These strategic relationships offer our joint customers the ability to leverage existing software investments and extend benefits beyond the information silos which commonly exist in industry processes. Our aim and our principles are straightforward: deliver innovative software that enables the entire construction delivery team to make informed and proactive decisions that optimize project performance.

Named User / Internet Activation

1. Start Synchro PRO, Synchro license Activation window will appear.

2. Select "Activate from Synchro license server" from the drop down list, if not already selected:

3. Enter the 'User full name' and 'User email':

4. Enter 'Activation ID' provided in Synchro License Activation email:

5. You should now see a 'Thank you' message providing all license details were entered correctly (**Case Sensitive**). Click 'Done' and Synchro PRO will load.
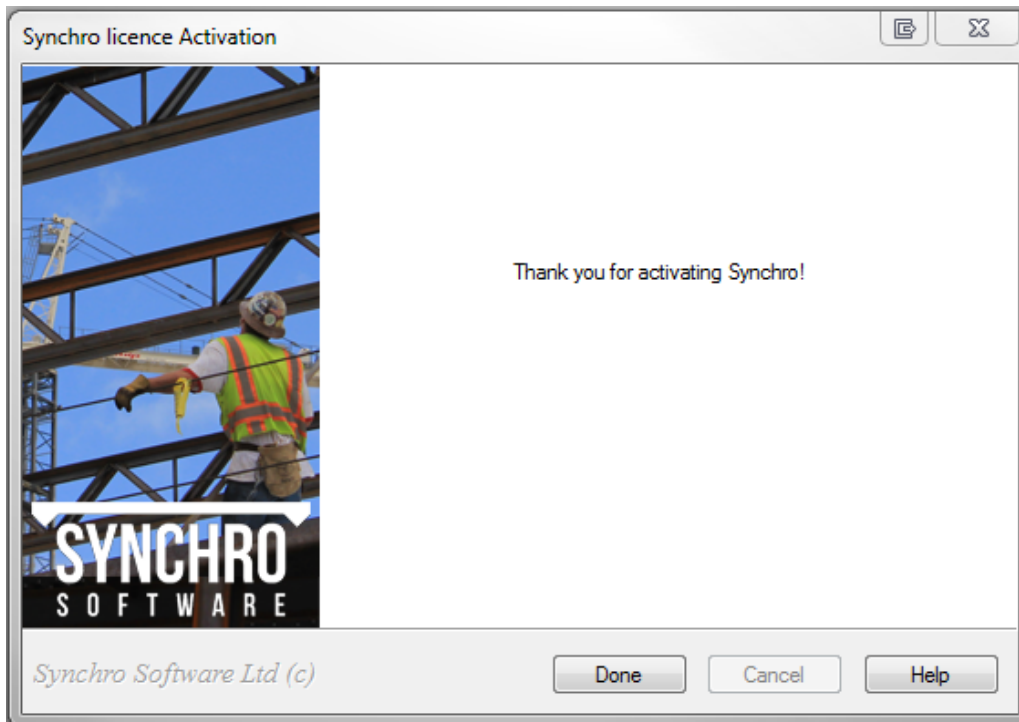
Activation via 'Synchro license server' will fail for one of the following reasons:

- No Internet connection.
- License details entered incorrectly (**Case Sensitive**).
- Web Proxy is blocking connection to the license server.
- Incorrect Time/Date/Region settings on your machine by more than 5 hours.

Should activation fail at this point please contact Synchro Software Ltd at activation@synchroltd.com and provide the following information:

> User full name
> User email
> Activation ID
> If your company goes through a proxy server to get to the Internet
> Screen shot of error message

© 2016 Synchro Software Ltd.   https://synchroltd.com
All Rights Reserved

# Named User / Internet Deactivation

1. Deactivating a license from the machine will firstly require you to have Synchro software open as per below and you will need to select the 'HELP' button on the top right corner of the screen:
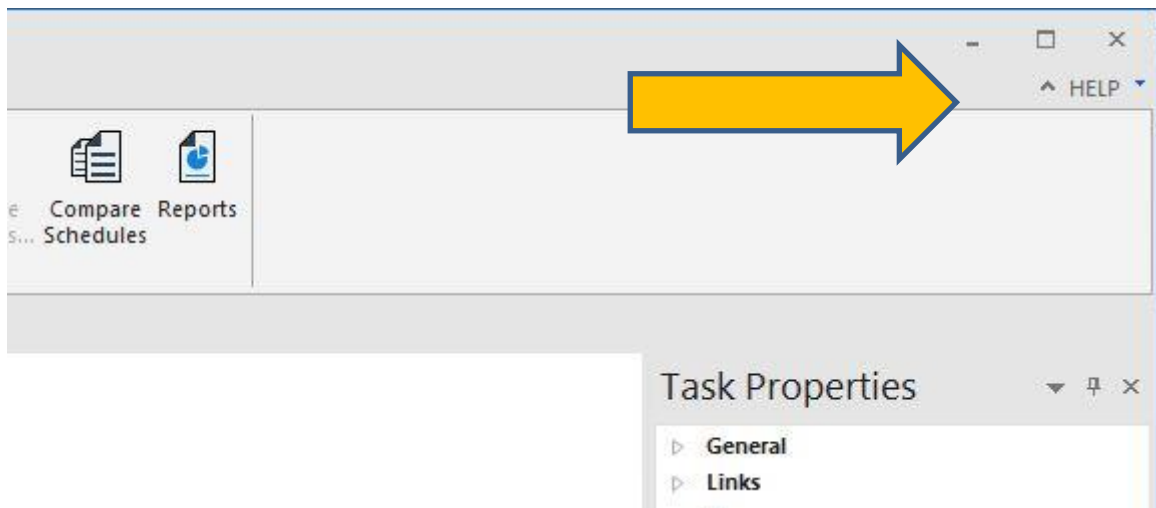

2. After the selecting the 'HELP' option, you will then need to select 'About' on the bottom of the list.
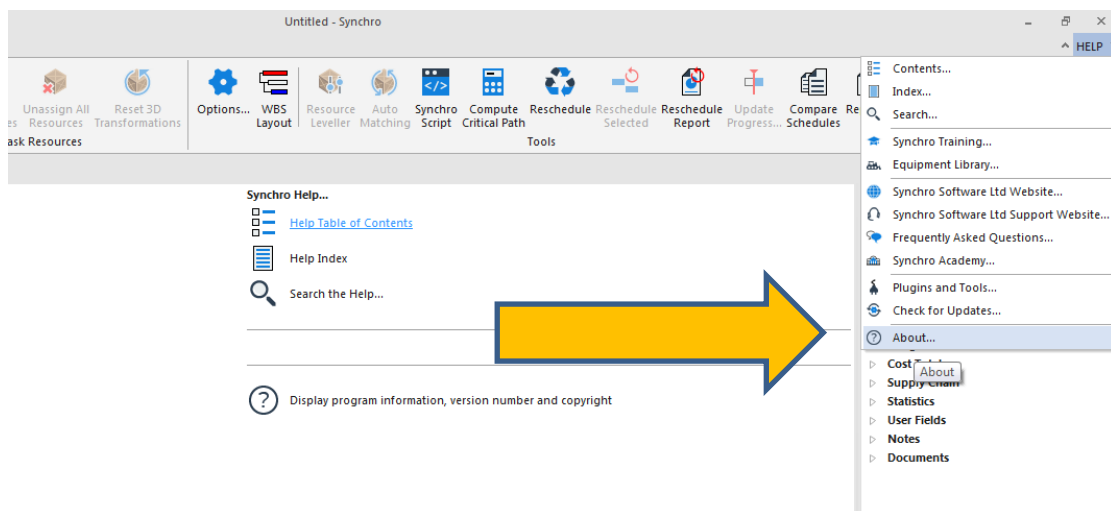
3. Once the 'About' button is selected, you will see the window below. You will have four options and will need to select 'Licensing'.

© 2016 Synchro Software Ltd.   https://synchroltd.com
All Rights Reserved
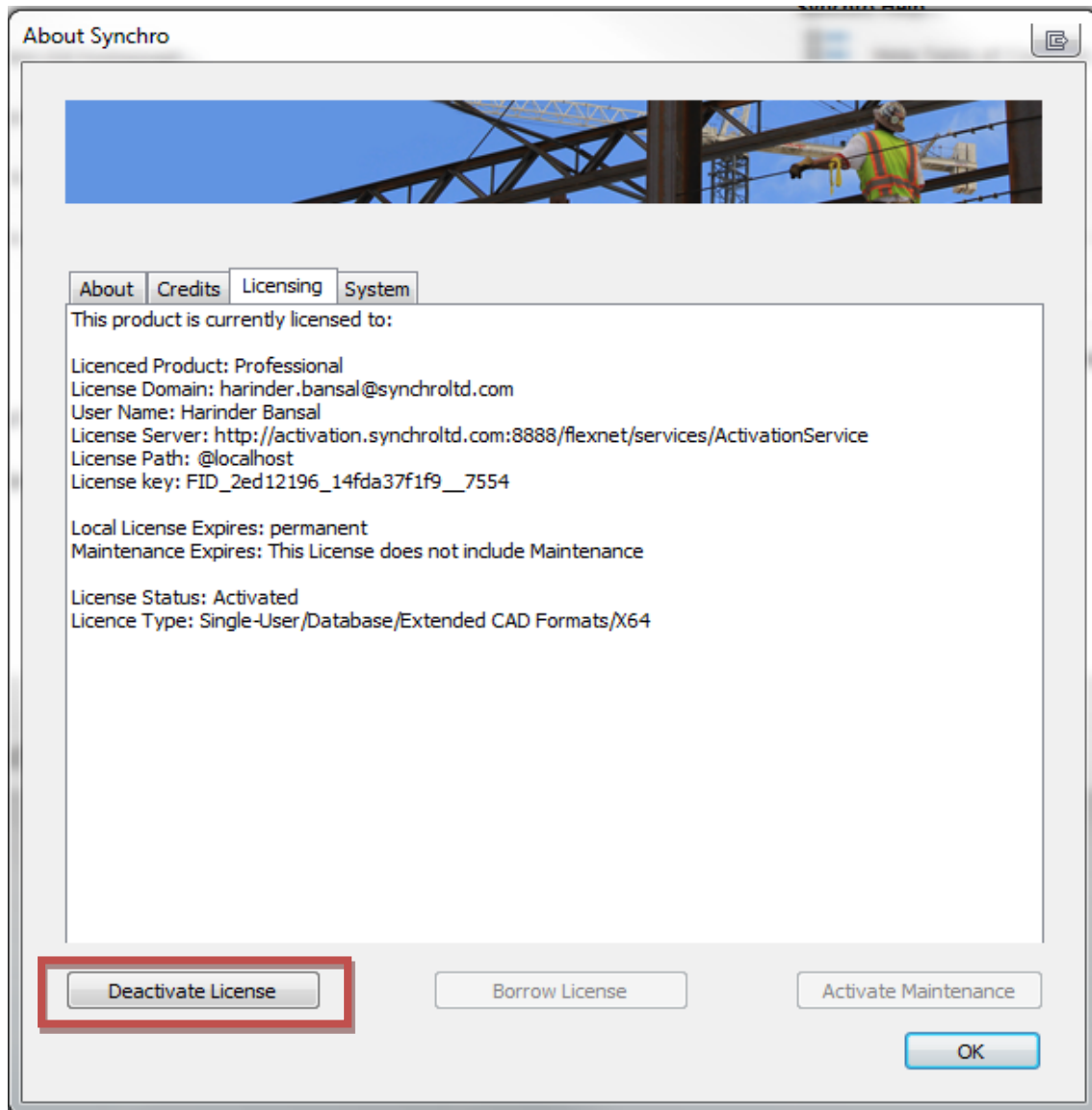
4. On this page, you will see the 'Deactivation License' button on the bottom. Once you select that, the following message will appear as a confirmation and warning that you are about to deactivate the license:
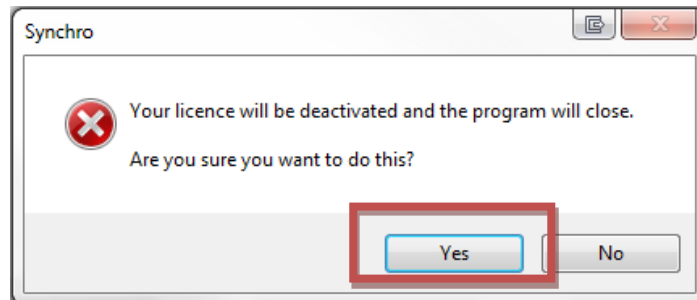
5. If you want to proceed then press 'Yes' which will then start to de-activate the license.

    At this stage you will also need to make sure that you are connected to the internet or your office network. As the license deactivation will need to connect with the server in order to update and verify completion of the deactivation.

    You will then get the below dialogue box appear to confirm the license has been returned successfully.
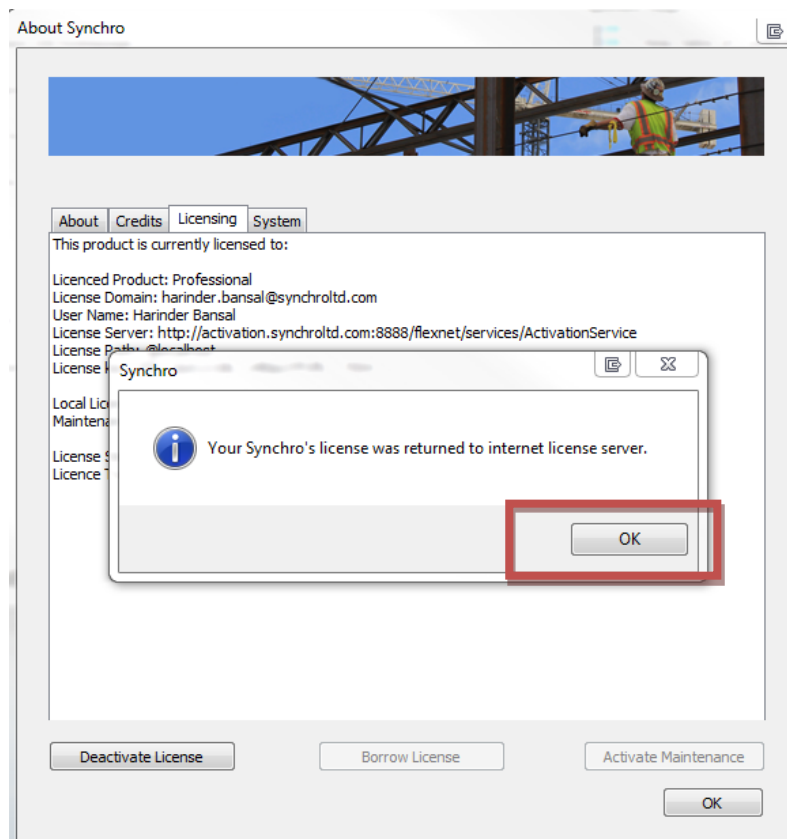
Troubleshooting

-15 Error.
License may already be in use. If the license has already been activated on a machine and you attempt to use the activation ID before deactivating it from the previous machine you will be presented with this error. This could also be that the license has expired and will require you to contact support@synchroltd.com

Cannot connect to the license server .
You must have a working Internet connection to activate your license. If there is a problem with the Internet or a firewall is blocking the connection you could be presented with this issue.

Both of the above issues can also present themselves if you are not running Synchro as administrator. Synchro requires administrator to activate correctly. Please ensure you right click run as administrator when opening Synchro.

© 2016 Synchro Software Ltd.   https://synchroltd.com
All Rights Reserved