CIVIL SURVEY
APPLICATIONS

# Software Installation and Setup Guide

**Guide to installing and configuring Civil Survey Applications software**

*Civil Site Design*
*Stringer Topo*
*Corridor EZ*

Version 27

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# Introduction

Welcome to the Installation and Setup Guide for Civil Survey Applications products and licensing. This guide provides instructions for licensing V27 Civil Survey Applications (such as Civil Site Design V27, Stringer Topo V27 and Corridor EZ V27).

The licensing setup covers installation for the following **License Types:**

- **Single User Computer-Bound (Standalone)**
- **Multi-User On-Premise (Network)**
- **Cloud Licensing, covering both:**
    - **Single User Cloud**
    - **Multi-User Cloud**

Please refer to the instructions in this installation guide relevant to your license model.

## About Cloud Licensing

At the time of purchase, customers are offered the option of computer-bound/on-premise/ cloud licensing. There is currently no price difference between the equivalent single/multi-user licenses.

Existing customers can choose to switch from computer-bound/on-premise licensing to cloud licensing. For more information and to make the switch, use the following link:

https://licensinginfo.civilsurveyapplications.com/switch-to-cloud-licensing/

## Civil Site Design Plus

Civil Site Design Plus comes complete with a CAD engine (built on the AutoCAD OEM) and full Civil Site Design and Stringer Topo functionality. If you are licensing Civil Site Design Plus, there is an alternate licensing system and licensing method covered in the Civil Site Design Plus | Installation and Licensing Instructions document.

# Installation and Licensing Preparation

Getting up and running with Civil Survey Applications products consists of three key steps:

1. Obtaining a license key
2. Installing the software
3. Activating the software

Once a license is received, the same steps apply for installing the software, activating and using your license.

## Civil Survey Applications Customer Portal | Obtaining a License Key

When you purchase a Civil Survey Applications product you will be issued with a **License Key** – this is a unique identification of your product purchase.

Evaluation customers and eligible students can request a License Key in the software after installing.

A valid License Key is required in order to authorise your software and obtain a License.

Licenses and User access is managed from the **Civil Survey Applications Customer Portal**.

Up to 2 people at your organisation can be assigned as **Admin Contacts** (Primary and Secondary) and will be given access to the **Civil Survey Applications Customer Portal**. This is an online portal providing customer access to License Keys and enabling/disabling user access.

The **Civil Survey Applications Customer Portal** can be accessed from this link:
https://licensinginfo.civilsurveyapplications.com/

If you are unsure of the people in your organisation with access to the Civil Survey Applications Customer Portal, please submit a support ticket using our Helpdesk for assistance, this information is also included in the purchase email with the license keys.

# Software Download and Installation

Installation files for Civil Survey Applications products can be found on our downloads page:

https://download.civilsurveyapplications.com/

Ensure that you select the correct download for your base CAD product. If you do not already have a **License Key** you can request an evaluation License Key from within the software.

Run the downloaded .exe file to install on your computer/workstation.

*Note: If you are an IT administrator exploring deployment options, please refer to the **Appendices** for details on how to install and deploy the software across multiple workstations.*

# Minimum System Requirements

Typically, meeting the minimum specifications for the CAD product (ie. AutoCAD) will meet all system requirements for the software.

### *Computer/Hardware Requirements:*

- Microsoft® Windows®
    - 10 (64-bit only) (version 1803 or higher)
    - 11 (64-bit only)
- 2.5–2.9 GHz or faster AMD64 (x64) processor (Recommended: 3+ GHz or faster processor)
- 8 GB RAM
- 10Gb disk space for installation
- 1920 x 1080 with true colour recommended; multiple monitors are supported
- For AutoCAD/Civil 3D 2025 and later .NET 8

### *Network licence Server*

- Windows 10 or later operating system
- 200 MB disk space for installation
- .NET 8 Runtime

### *User Requirements*

There are some user permission requirements for installation and licensing of CSA products - these relate to full read/write permissions to particular folders on the local workstation. If on-premise licensing is used then write access to the server directory will also be needed.

Check out this Knowledgebase article for full details on the folders and files users require full permissions to access.

# Frequently Asked Questions

- **Do I need local Admin access during installation?**
    - Admin access is strongly recommended for installation and licensing setup.
- **What permissions do I need to run the software and license?**
    - You would need to open full read/write access to a number of directories and subdirectories as per this Knowledgebase article.
- **Do I have a Network or Single User License?**
  Usually this is described in the information/email you received with your License Key. The License Key is issued to the Subscription Manager at your organisation and can also be found in the new **Civil Survey Applications Customer Portal**: https://licensinginfo.civilsurveyapplications.com/
        - No License Key?
            - Request an evaluation key within the software or
            - Submit a Support Request
- **How do I know if I have the latest version of the Software installed?**
    - Click on the **License Activation** command available from the menu/ribbon of the installed application to check the License Version. If it says V27 in the window heading, then you have installed the latest version.

- **How do I request an evaluation license for the software?**
  - Evaluation licenses can be requested from within the Licensing Manager of the installed software, via the **Evaluation** tab in the License Manager form.
  - An Evaluation License key will be sent to your provided email address. Simply copy it into the license manager to activate and start using the software.
- **How do I register a new User to Activate the Software or access the CSA Customer Portal?**
  - User Accounts for the Customer Portal can be created by the Primary and Secondary Contacts of your organisation.
  - It is not possible to register for the Customer Portal directly. Primary and Secondary Contacts can create additional user access to the portal
- **What URLs does the software need access to?**
  - There are 2 URLs/servers that will need to accessible through your firewall for the software to function correctly:
    - https://licensing-core.civilsurveyapplications.com
    - https://api-public.civilsurveyapplications.com
  - If you do not have access to these URLs then you will be unable to use your licenses.
- **What happens if I encounter any problems?**
  - Please see the **Troubleshooting** guide at the end of the document for common issues and solutions, as well as the process for requesting support.
  - Support sources and links can be found within the software.

Still stuck? Submit a Support Request and we will contact you to resolve your issue.

# Single User Computer-Bound Licensing (Standalone)

## Instructions

# Single User Computer-Bound Licenses | Overview

Single User Computer-Bound Licenses (Standalone) types include Perpetual, Subscription, Evaluation, and Educational licenses.

For Standalone Licensing, activating a license will lock the license to the machine it is activated on. Deactivation will remove the license from the computer and return it to the CSA license server to be used on another computer.

Licenses are stored in an encrypted file with the '.txt' extension. They are stored in the following locations:

- Civil Site Design: *C:|ProgramData|Civil Site Design*
- Corridor EZ: *C:|ProgramData|Corridor EZ*
- Stringer Topo: *C:|ProgramData|Stringer*

If you are having issues with a license stuck on a computer then the License Manager within the software can be used to clear all data under the Settings tab, using the Remove All Stored Data button.

# Single User Computer-Bound Licenses | Installation

### *Step 1 | Software Installation*

1. Ensure your CAD application is closed.
2. Run/Start the **Software Installation .exe file**
    a. This installs both the software and the license manager on the computer.
3. After installation of the software, start your platform CAD application and note that additional menus/toolbars/ribbons are installed for your installed Civil Survey Applications software.

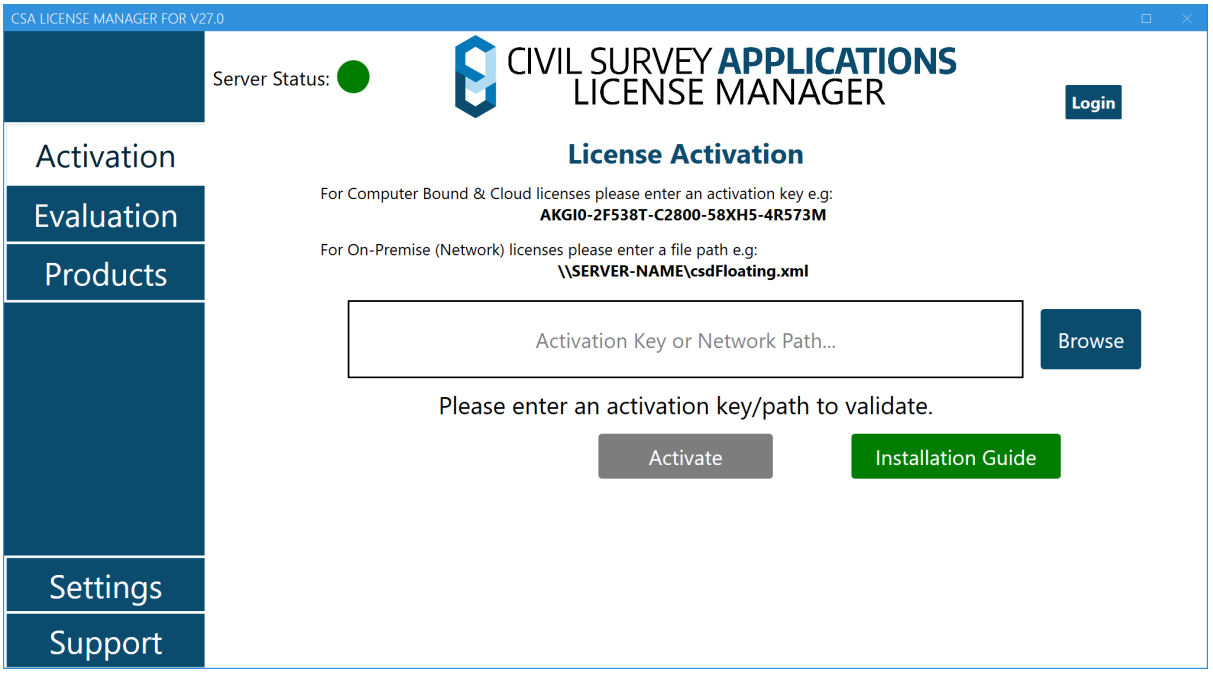
*Note: Running any command from the added ribbon will trigger the License Manager where you can activate your license.*

### *Step 2 | Licensing and Activation*

Installations of Civil Survey Applications Software can be activated from inside the CAD environment.

### *License Activation*

1. To begin the activation process run any of the product commands, or click on the **Licence Manager** icon . This will open the CSA License Manager




*Note:* ***Network License activation is not covered in this section*** *– see the Network Installation Guide below for network license instructions.*

*Note: If it is your first time running the product you will see the first launch screen. Select Activation to activate the Cloud license:*

### *Evaluation of the Software*

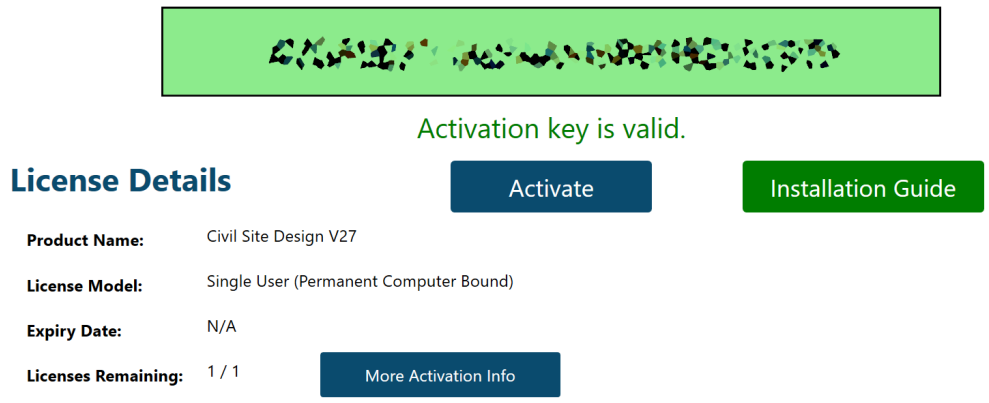
1. To request a 30 day evaluation license, please click the **Evaluation Tab** and fill out the form.
2. The License Key will be sent to your email address, it can then be used in the following steps.

*Note: Once the 30 day Evaluation Period has expired, you will be required to activate another License Key to continue using the software.*

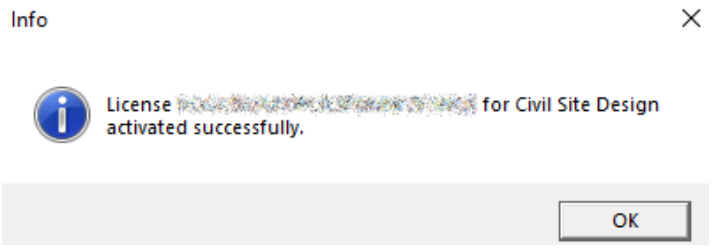
### *Standalone Licence Key Activation*

1. To activate your Standalone License, copy and paste the License Key into the Activation Box.

2. Paste your **License Key** in the Activation Code fiel




3. Press The **Activate License** button below the field to activate the License Key on the server:

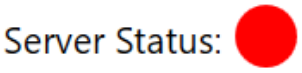



Following successful activation, the **CSA License Manager** will display your activated product. The product License Status will be set to **Licensed**:

*Note: The renewal date shown is the subscription expiry date for subscription licenses and the maintenance expiry date for perpetual licenses. Perpetual licenses will continue to work on the current version following expiry of the maintenance period, but will not be able to be updated to newer versions.*

### *License Activation Unsuccessful?*

If you are offline (or the license server is blocked by a firewall) then the Server Status icon will display red instead of green.



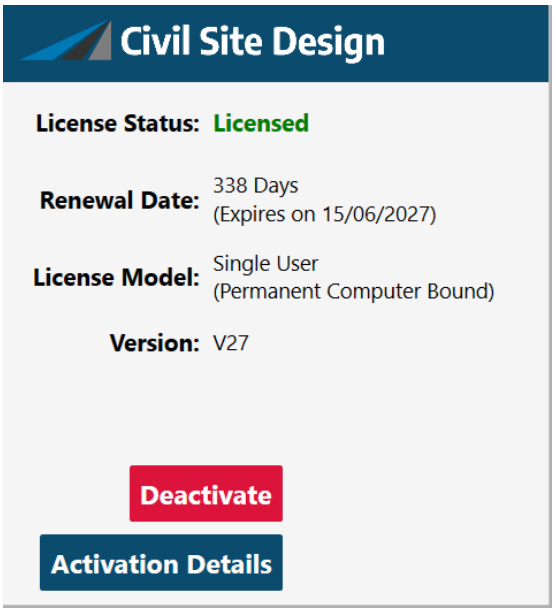

- Check if you are connected to the internet. If you are not connected, connect to the internet and try again, or
- If you have internet connection but cannot contact the license server then please
    - Check your firewall settings and include an exception for the CSA License Server. More details on the specific URLs can be found in the 'What URLs does the software need access to?' section of the FAQs or Troubleshooting.

# Single User Computer-Bound Licenses | Deactivating

You can deactivate your computer-bound License Key from one computer in order to re-activate on a new computer using that same License Key. An internet connection is required to complete this task.

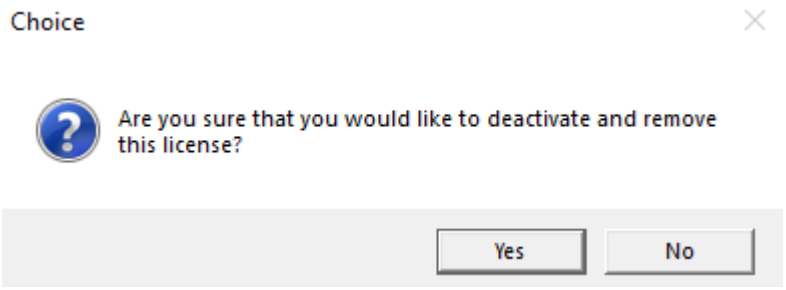
### *Step 1 | Open The License Manager*

1. The deactivate button can be found on the product details within the **CSA License Manager** on the **Products Tab**:




### *Step 2 | Deactivate The License*

Activated products will display a **Deactivate** button to enable deactivation and removal of the product. Click the **Deactivate** button and agree to deactivation:




### *Step 3 | Reusing The License Key*

After selecting **Yes** to deactivate the license you will be able to reactivate the license on another PC using the same **License Key** following the **Activation** section above.

# Multi-User On-Premise Licensing (Network)

## Instructions

# Multi-User On-Premise Licenses | Overview

Multi-User On-premise (Network) Licenses are stored centrally on a license server and are administered by the **Civil Survey Applications Network License Manager** (A separate piece of software that can be downloaded below) installed on that server. The Civil Survey Applications Network License Manager will hold and distribute licenses to client machines across your network from your nominated server.

### *Civil Survey Applications Network License Manager*

The **Civil Survey Applications Network License Manager** employs an XML with encrypted values to store the licenses

*Note: This is separate software to the Autodesk Network License Manager or BricsCAD license manager.*

The Network License manager can be downloaded from here:

https://downloads.civilsurveysolutions.com/licensing/file_requests/network_license_manager/CSANetworkLicenseManager.msi

The **Civil Survey Applications Network License Manager** is a small utility program that has a shortcut placed onto the desktop during installation. The shortcut is named **CSA Network License Manager**.

By default the network manager is stored in the following location:

- C:\Program Files\Civil Survey Applications\CSA Network License Manager

# Multi-User On-Premise Licenses | Server Installation

Network licenses are administered via a Network License file located on your server/shared drive. The Network License File stores the license and user details in an XML format (the file has extension .xml).

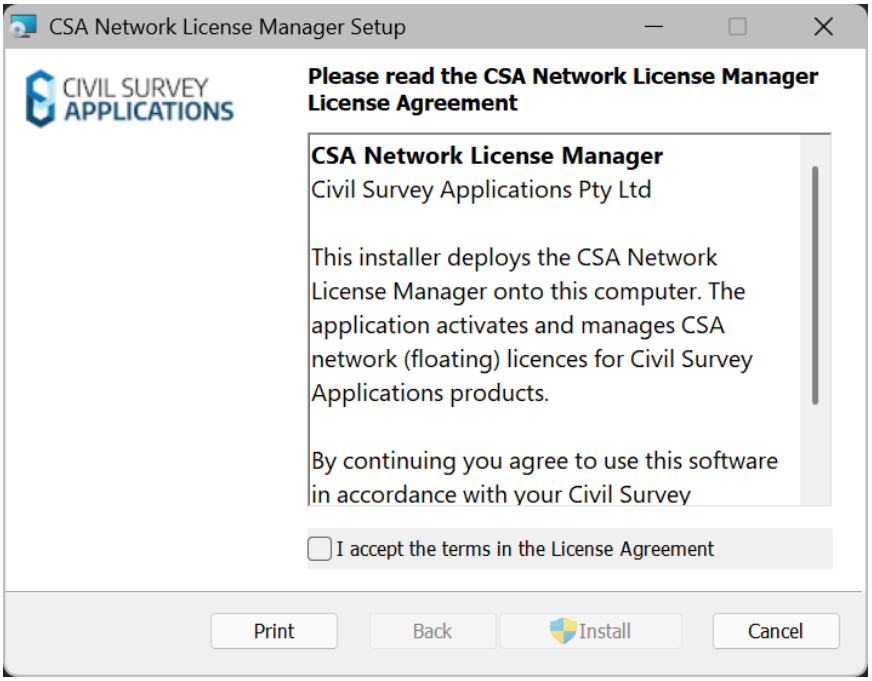
*Note: This file is generated by the Network License Manager when a **License Key** is activated.*

It is critical that all computers/workstations have full read/write access to the entire directory where this Network License file is located to use the software. This is because a lock file is created in the directory when a computer is modifying the XML to prevent concurrent access issues.

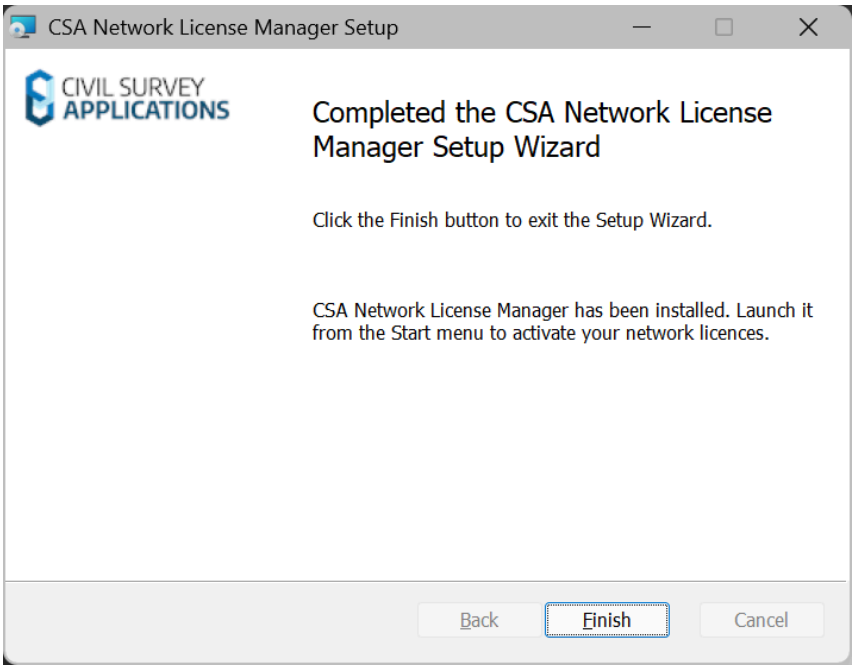
### *Step 1 | Network License Manager Installation*

1. Install the **Civil Survey Applications Network License Manager** on your server computer and ensure write access to your designated file location.

2. Once the installation starts you will be prompted to agree to the License Agreement and confirm the installation location:




3. A confirmation dialog will display once the installation is complete. Click **Finish**.



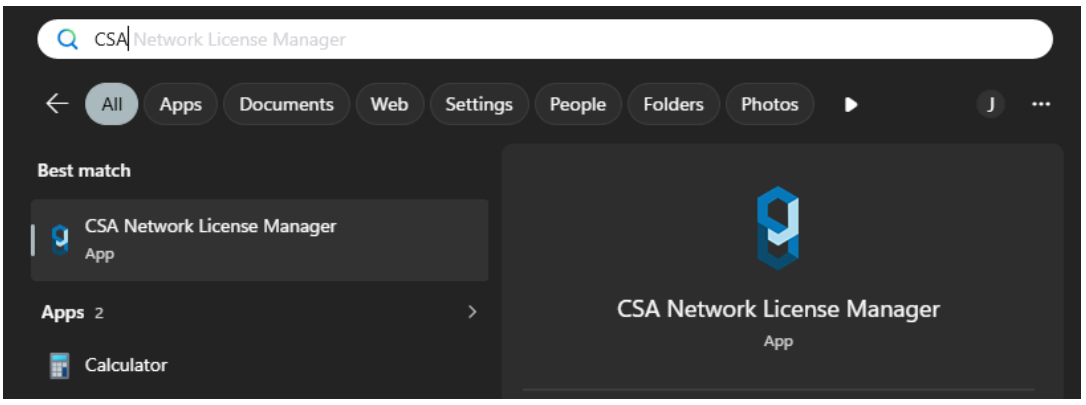

### *Step 2 | Activating the On-Premise License*

Now that the Network License Manager has been installed onto your PC, it is time to activate your license(s).

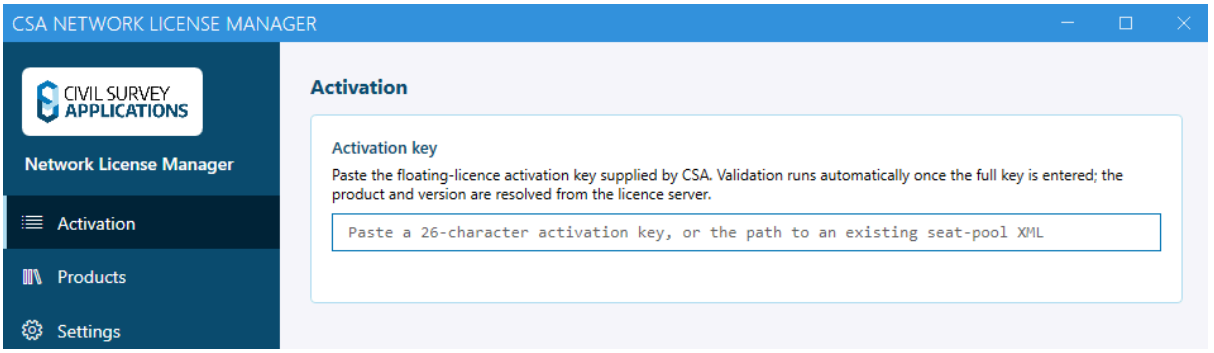
*Note: Internet connection is required to complete network license activation. The XML file gets encrypted and stored at the file location. The license file location does not need internet access after activation.*

*If the server does not have internet access, another local device with internet access and write access to the server can be used to activate the license.*

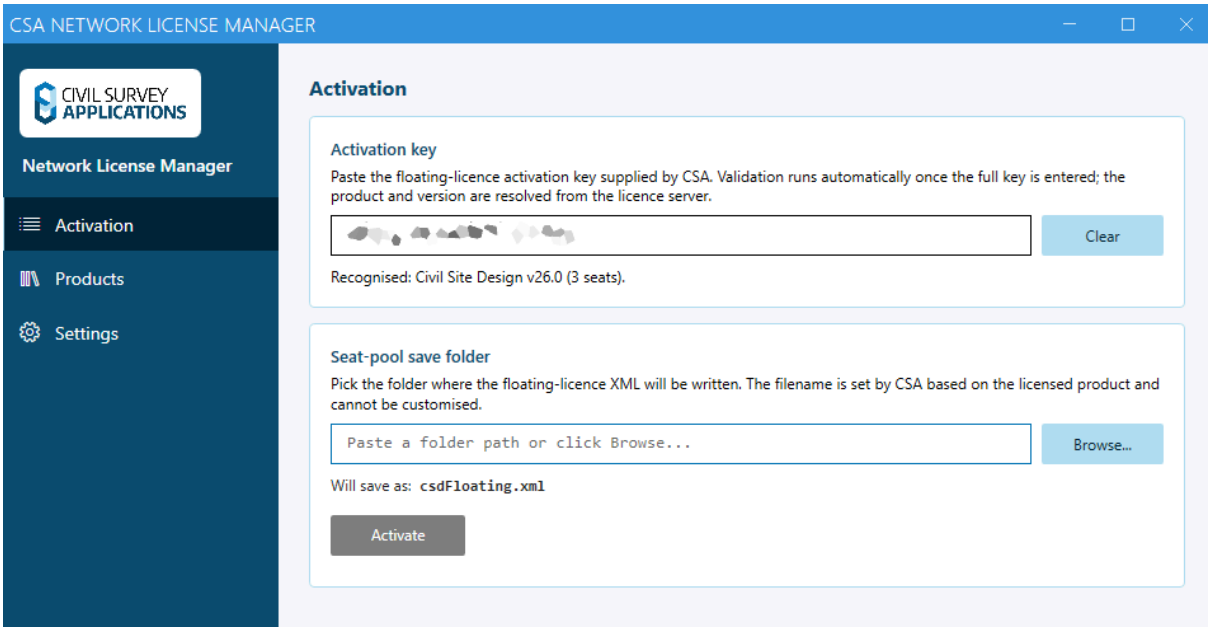
1. Open the CSA Network License Manager; **you will be prompted to give administrator permissions**:



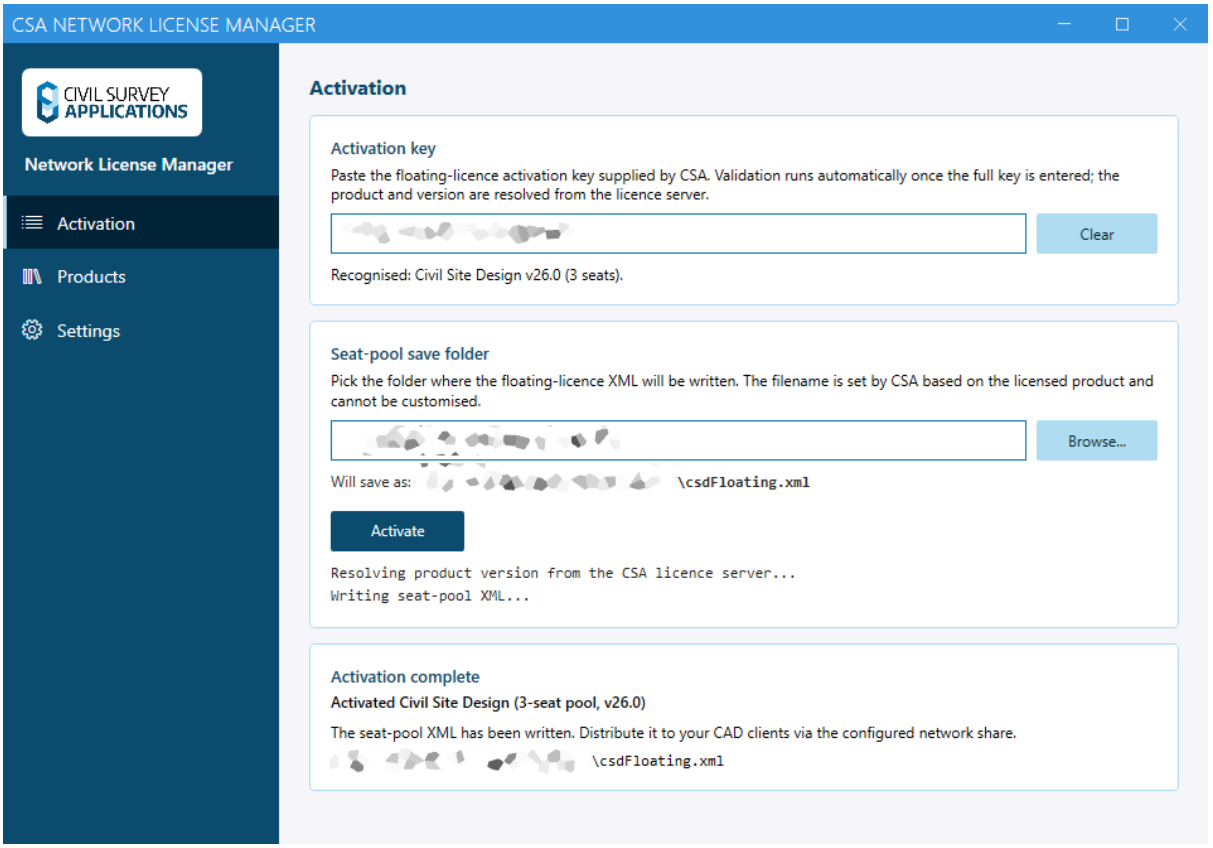
The following form will display:




2. Paste your on-premise license key into the field, it will be automatically validated online:



3. Select the folder to place the XML license file in using the Browse button, or paste the UNC network path, then click Activate:




*Note: UNC network paths begin with* \\ *and must be accessible over the network for all computers/workstations. If you activate the license using a local path (beginning with* C:\\ *etc.) other computers will not be able to use it.*

**Important: Ensure you choose a location which end users have read and write access to the entire directory. Renaming or relocating the Network License File after creation will break activation.**

# Multi-User On-Premise Licenses | Client Installation

**Important: The product software must be installed on each workstation being connected to the on-premise license. Deployment options are available and described in the appendices at the end of this document.**

### *Step 1 | Software Installation on the Workstation*

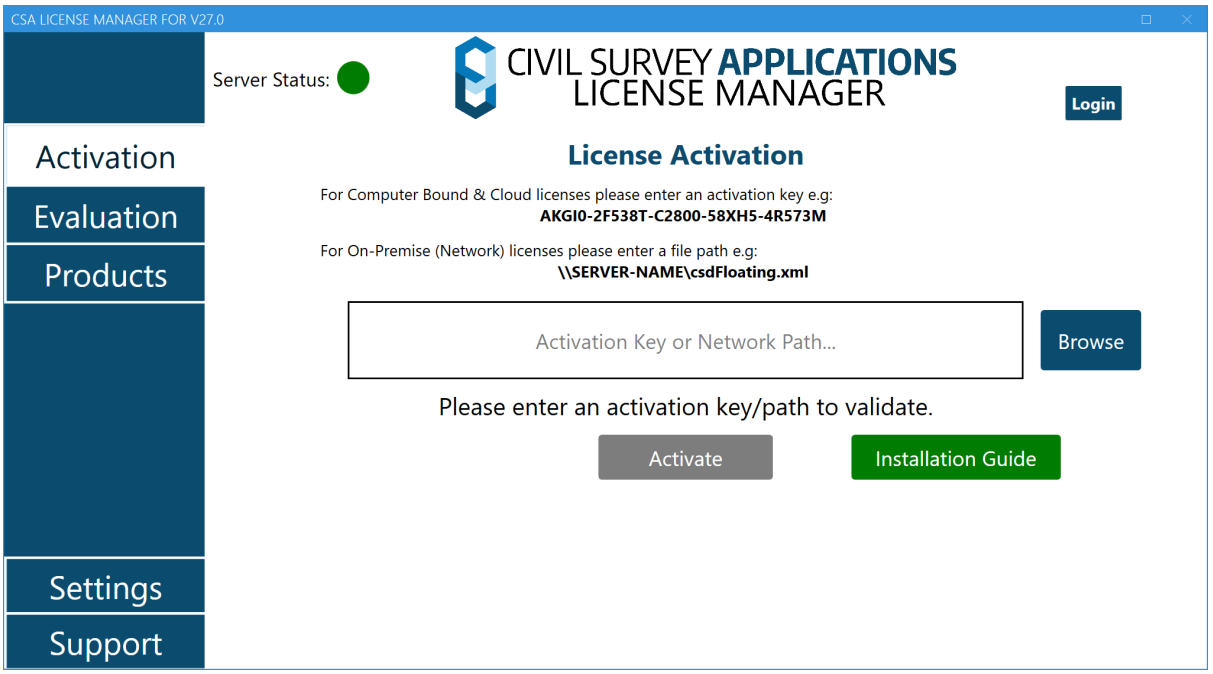
1. Ensure your CAD application is closed.

2. Run/Start the **Software Installation .exe file**

3. After installation of the software, start your platform CAD application and note that additional menus/toolbars/ribbons are installed for your installed Civil Survey Applications software.
   *Note: Running any command from the added ribbon will trigger the License Activation form.*

### *Step 2 | Network License Connection*

1. To begin the Network Connection process run any of the product commands, or click on the **CSA Licence Manager** Icon . This will open the **CSA License Manager**:



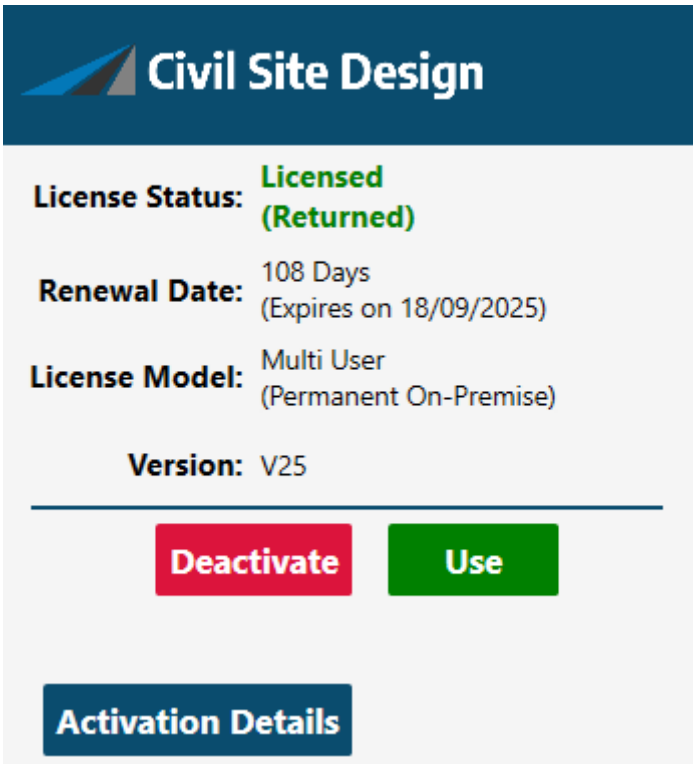

2. Paste either the on-premise License Key or the filepath to the license XML registered in the previous step. If the path does not match the one registered you will be unable to use the license. The **Browse** button can also be used to navigate to the file through File Explorer.
   *Note: The file path was set in the Network License Activation section of this document. If unsure of the path, consult with your organisation's system administrator.*

   *Note: Using the License Key only substitutes the file path from the CSA license server, it does not interact with the key directly.*

3. The **CSA License Manager** will validate the license path and XML file. If valid, you will be able to activate the license using the **Activate** button:

*Note: Activating/using the on-premise license requires internet connection to the CSA license server. This is to ensure that the file has not been duplicated from the original location.*

4. After activation the **CSA License Manager** will show the license as **Licensed (Returned)**.




### *Step 3 | Network Licenses | Using and Returning*

The license will not be automatically in use until a command is run or the **Use** button is pressed in the license manager form. Using a license will reduce the available licenses in the Network License file by one.

The **Return** button on the **CSA License Manager** can be used to return the license from the computer back to the network license file and increment the available license count by one.

When you close your CAD application your network license will be returned. This returns your license to the licence pool for other users on your network to use a license.

If CAD crashes or your computer crashes, your computer will not return the license. To return the license and continue operation of the software,  restart CAD and reopen the **CSA License Manager**, or run a software product command.

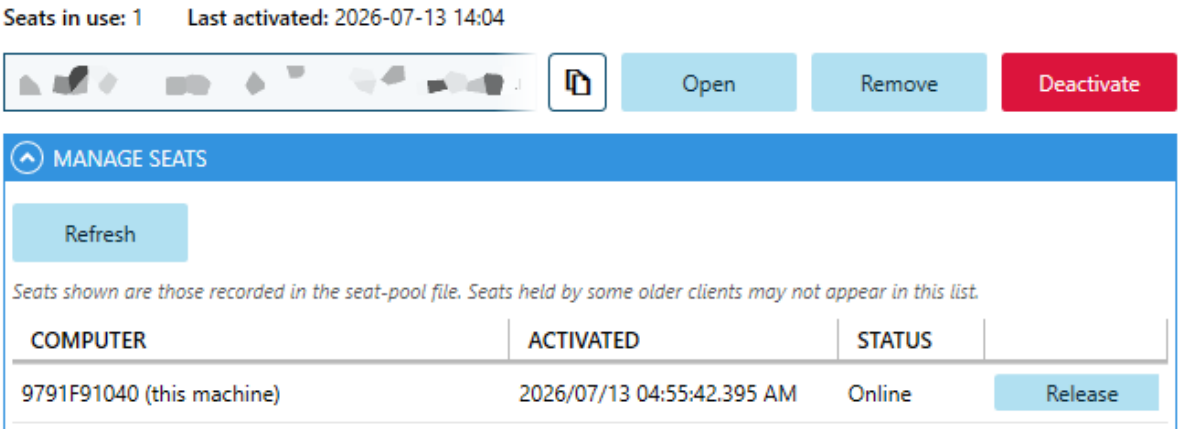
In case of a total hardware malfunction, contact your CAD Manager/IT Administrator to manually return the license, as described below.

# Multi-User On-Premise Licenses | Network License Manager

The **CSA Network License Manager** allows you to view which computers have a current network licence in use and manually return licenses from end users' computers. This requires separate software to be installed, shown in the **Network Licenses | Server Installation** section above.

### *Viewing Current Usage and Releasing Licenses From the CSA Network License Manager*

1. The Products tab shows the in-use license seats. If any licenses are in use they will be displayed as below:



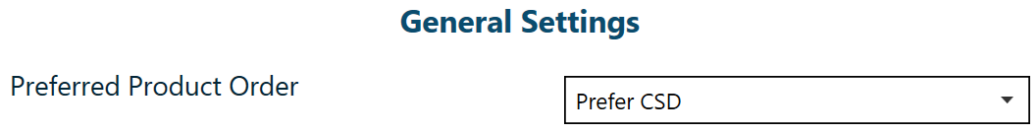

2. To manually release a license from a user's computer, click the **Release** button on the ribbon. This will:
    - Release the license from the user computer
    - Free up a seat for use elsewhere on your network.

**Note: This will not remove the activated file path from the end user computer; the next time a license is required on the computer it will be used again.**

# Multi-User On-Premise Licenses | Installing Multiple Products

Civil Site Design and Stringer Topo share some commands. When a command is run that can be used by both products only one will be used,  in order of preference. This only only applies to on-premise or cloud licenses that are not currently in use.

To allow users the ability to select the preferred Product license to use when a command is run that is available in both products, the **CSA License Manager** has a setting for the user to select the preferred product to use in the Settings tab:



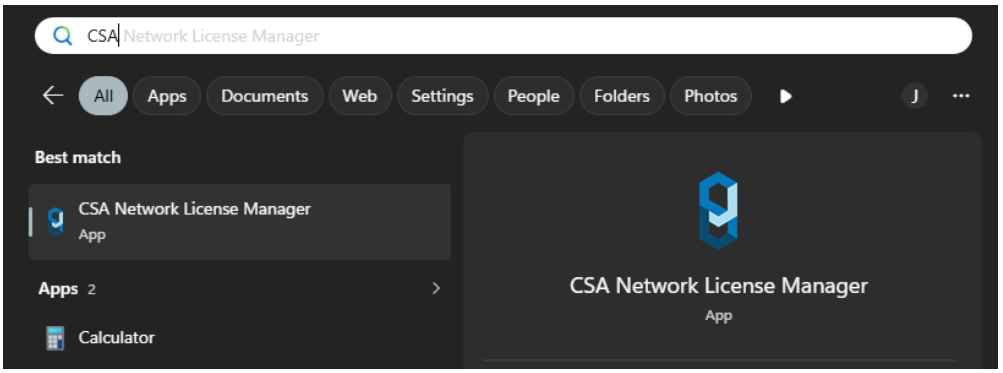

- Use the picklist to change the preferred product to use. This product will be used first when a shared command is run.
- Multiple on-premise/cloud licenses can be used at once during a session. When the session is closed, all products are returned to the server.
- This setting is only used if you do not already have a relevant license in use.

# Multi-User On-Premise Licenses | Deactivating & Moving

You are able to deactivate your Network license from your network and then move it to another location. You will need to be connected to the Internet for this to work and deactivate from the CSA License Server.

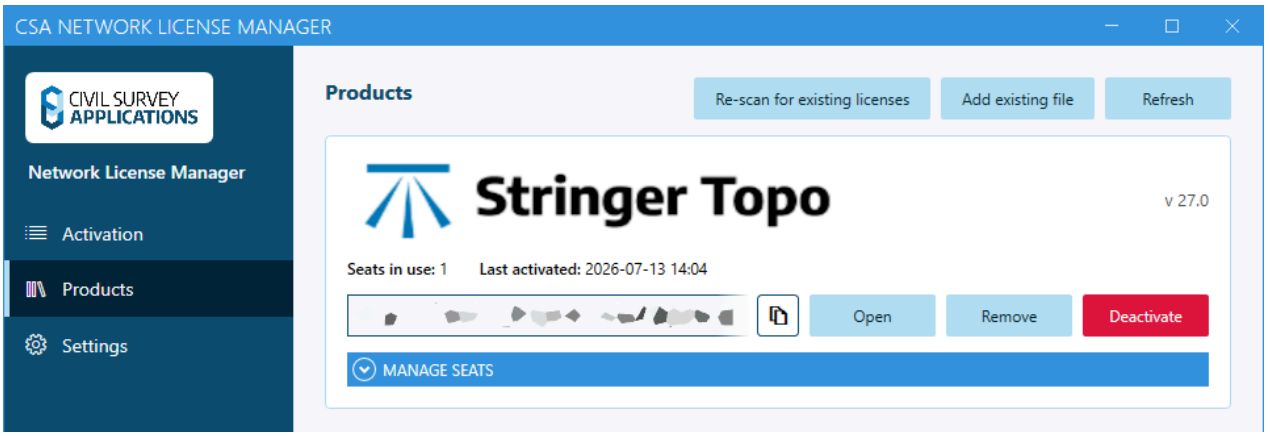
### *Uninstalling Network Licenses*

1. Open the CSA Network License Manager; **you will be prompted to give administrator permissions**:




**Note: It is critical to Run as administrator for successful license activation/deactivation.**

2. The following form will display:




3. Use the **Deactivate** button to remove the license file and free up the license to move to new location.

### *Moving Network Licenses*

After Deactivating your network licence you can activate the License Key again using the 'Network Licenses | Server Installation' section above.

*Note: End user computers will need to be Deactivated and Activated using the new path to the Network License file.*

# Cloud Licensing

## Instructions

These instructions are applicable for both Single User and Multi-User Cloud License Models

# Cloud Licenses | Overview

Cloud licenses reduce IT infrastructure requirements and provide flexibility to access the license from multiple computers. Cloud licenses are stored centrally from the **CSA License Server**, a cloud hosted license server that allows licenses to be used directly over the internet without the need of a locally hosted license server.

Secure access to Cloud license is achieved through the administration of User Accounts requiring users to log in to Activate Cloud license connection between an end-user computer/workstation and the license/s stored on the CSA License Server.

The steps for creating User Accounts, logging in, and activating Cloud licenses are shown below.

Both Single User and Multi User Cloud licenses share the same process for licensing on computers/workstations.

*Note: Multiple PCs can use the same User Account to activate Cloud licenses, however you will lose the ability to tell which License Keys are activated on which device via the Civil Survey Applications Customer Portal.*

There are two main components to administering Cloud licensing and enabling computer connection to use and return licenses:

1. Civil Survey Solutions Customer Portal - Administration
    - This portal provides user access to the licenses available at an organisation. Administrators accessing the portal can create user access accounts, as well as view and manage licenses and license consumption
2. Installation, Activation and Use of Licenses on computers/workstations
    - Eligible Users connect to the license server to Activate computers and access the license/s

# Cloud Licenses | Customer Portal Administration

Cloud licenses are managed through the Civil Survey Applications Customer Portal.

To access the licenses, all users must have user (log in) credentials to the Customer Portal.

Initially, Administrator User logins will be provided by Civil Survey Applications when purchasing/upgrading licenses. Administrator User logins are provided to the Primary Contact at the organisation.

*Note: Only the Primary and Secondary Contacts for your organisation can be given administrator access to the Customer Portal.*

Administrators will be able to:

- View and manage the License Keys for the organisation
- Create and manage User Accounts to enable end users to Activate computer/s and Use licenses.

- Deactivate computers to return licenses
- Remove User Accounts to disconnect User Activated computers from accessing license/s

User Accounts created by the license administrators will only be able to view their own User Account and no License Keys.

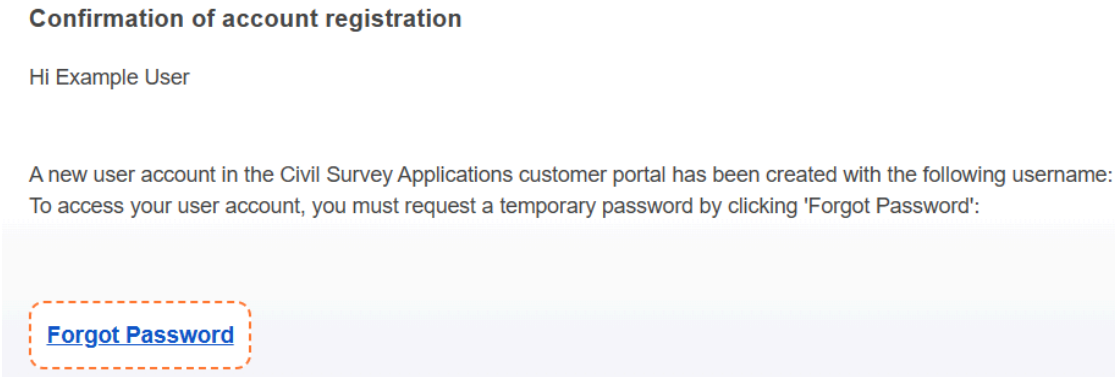
There are three steps to setting up user access to licenses via the portal:

**Step 1** Access the Civil Survey Applications customer portal
**Step 2** Set up User access to the portal (and licenses)

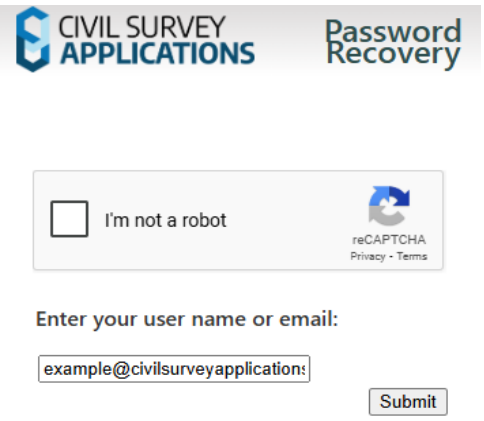
### *Step 1 | Accessing The Customer Portal*

If you are a new customer trying to access the Customer Portal, or a User added by your organisation, the process for logging in is the same.

1. When a new User Account is created a notification will be sent to the registered email with a **Forgot Password** link to generate and send a temporary password by email:

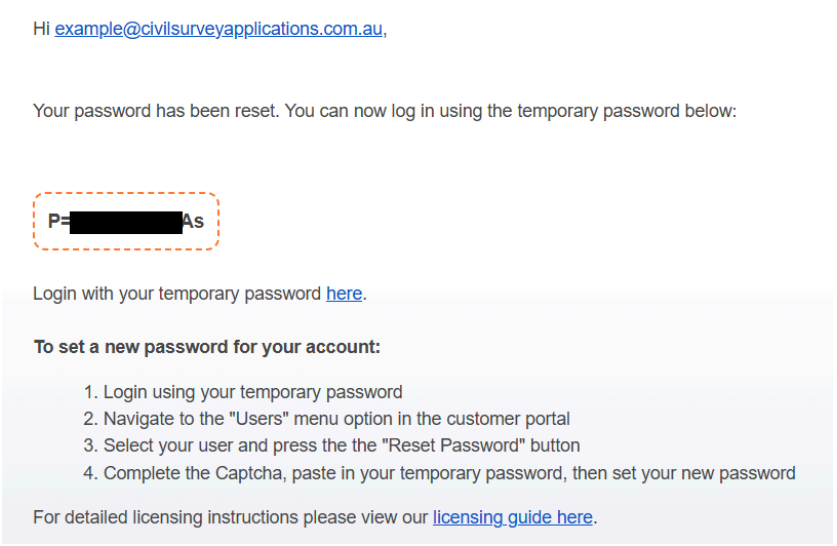



   The Password Recovery page will open in a new browser window and allow you to reset your password after completing the reCAPTCHA and clicking the submit button.

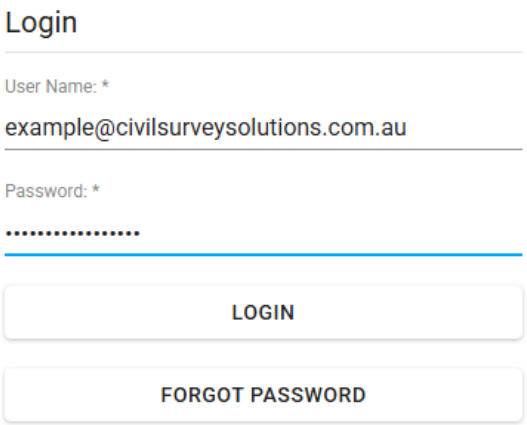



   *Note: If you receive an error message that the User Account under your email does not exist, please contact your administrator to create your User Account.*

2. You will receive an email with a new temporary password and link that can be used to log in to the Civil Survey Applications Customer Portal (CSA Customer Portal):



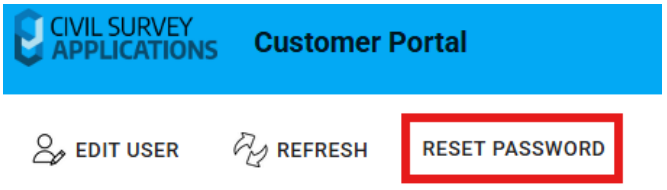

3. Login to the CSA Customer Portal using your email and the temporary password:



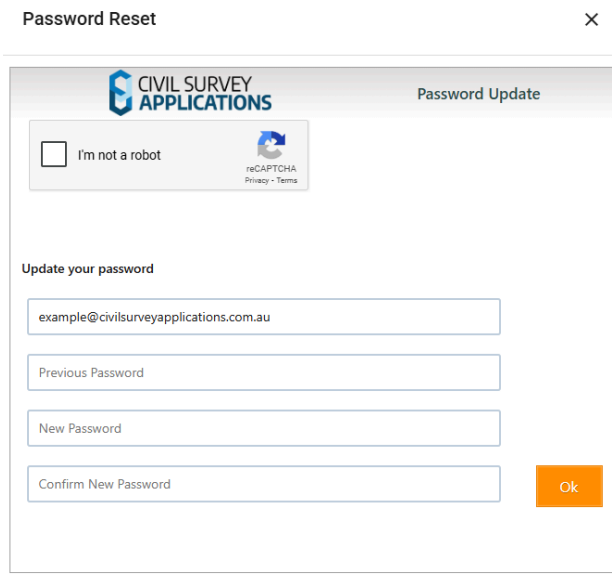

4. To set your own password, do the following:
   Select the **Users** button on the menu:

5. Select your User Account from the list and click the **Reset Password** button:

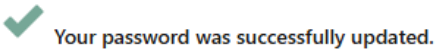
   *Note: If you cannot click the Reset Password button, please ensure you have selected a User Account.*



6. Enter the current temporary password that was used to login. After passing the reCAPTCHA and confirming the new password select the **OK** button to set the new password.




7. If the new password is sufficiently long and complex you will receive a success message confirming the new password:




8. The User Account set up and ready to use for Cloud licensing.

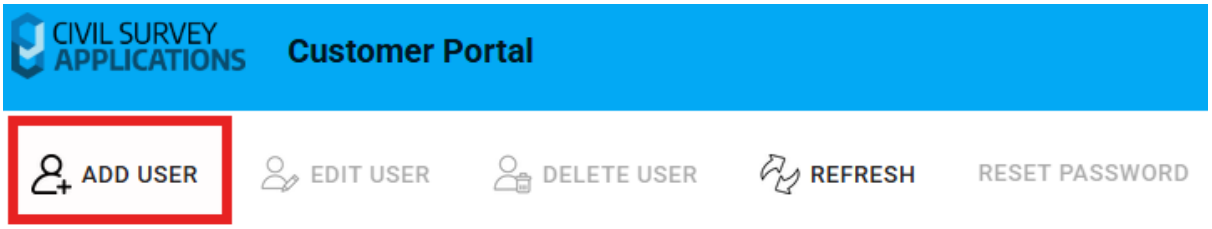
### *Step 2 | Creating New User Accounts*

This section only applies to the 2 Administrator User Accounts (Primary Contact and Secondary Contact) with administrator access for your organisation.

Only Administrator User Accounts can administer Cloud licenses in CSA products.

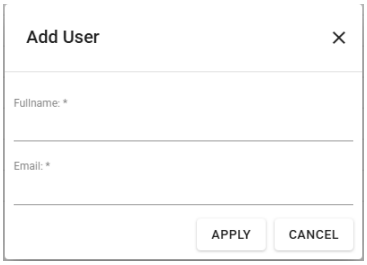
1. After logging in to the Customer Portal select the Users tab from the menu:

2. You will then be able to create and manage User Accounts for your organisation. To create a new User Account select the **Add User** button.




*Note: If you do not see any other User Accounts and are unable to create new ones then you do not have administrator access.*

3. You will be prompted for the name and email for the new User Account. The name is displayed in the Customer Portal and the email is used to login to the new User Account.




4. Select the Apply button to create the new User Account. A notification email will be sent to the provided email address with instructions to login, as shown above in the section *'Step 1 | Accessing The Customer Portal'*.

   *Note: The Add User window will remain open to allow the creation of additional User Accounts. Close the window when you are finished creating User Accounts.*

   **Note: If you have a large number of User Accounts to create please submit a Helpdesk ticket to have CSA help with your data import.**

## Removing User Access

Removing a User from the Portal will automatically Deactivate each computer that was activated by the User when they next try to run the software. Those computers/workstations will be unable to connect to and Use a license.

To remove a User Account, follow the above 2 steps but select **Delete User** instead of Add User and proceed with deletion at the prompt.

# Cloud Licenses | Client Installation and Activation

**Important: The product software must be installed on each workstation being connected to the Cloud license. Deployment options are available and described in the Appendix at the end of this document. User Accounts will still need to be configured for users.**

### *Step 1 | Software Installation on the Workstation*

1. Ensure your CAD application is closed.

2. Run/Start the **Software Installation .exe file**

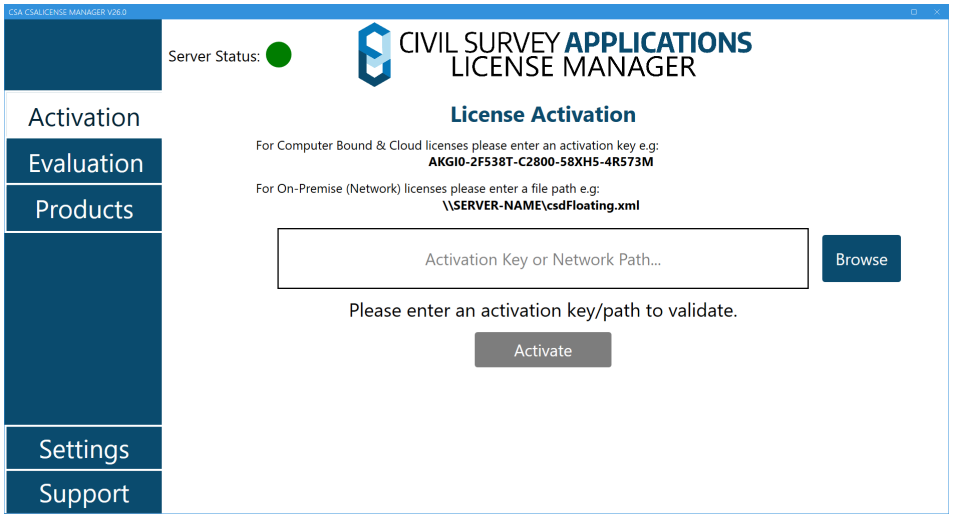
3. After installation of the software, start your platform CAD application and note that additional menus/toolbars/ribbons are installed for your installed Civil Survey Applications software.
   *Note: Running any command from the added ribbon will trigger the License Activation form.*

### *Step 2 | Cloud License Activation*

5. To begin the activation process run any of the product commands, or click on the **CSA Licence Manager** Icon . This will open the **CSA License Manager**.

   *Note: If it is your first time running the product you will see the first launch screen. Select Activation to activate the Cloud license:*

6. The Activation tab will then be displayed.
   *Note: The server status icon in the top left will be green if the CSA License Server can be accessed.*

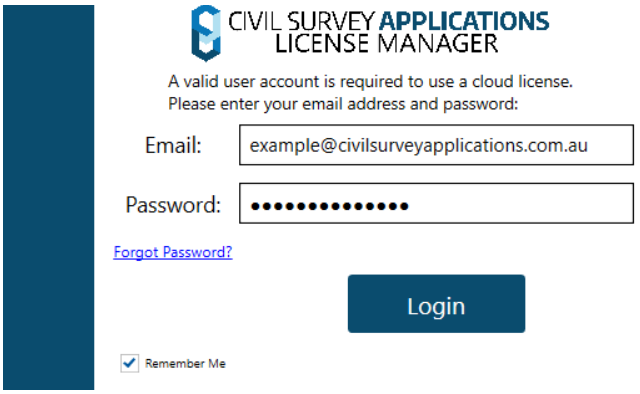


7. Past the License Key provided by CSA for your product.

   *Note: If you used the deployment options to specify a License Key for the install then it will automatically attempt to be activated on start up.*

8. The **CSA License Manager** will automatically validate the License Key. If valid, you will be able to activate the license using the **Activate** button:

9. You will be asked to sign in using the same User Account credentials you established in the Civil Survey Applications Customer Portal.
   *Note: Ticking on the 'Remember Me' checkbox will save your email and password to the computer, meaning you won't have to log in again.*



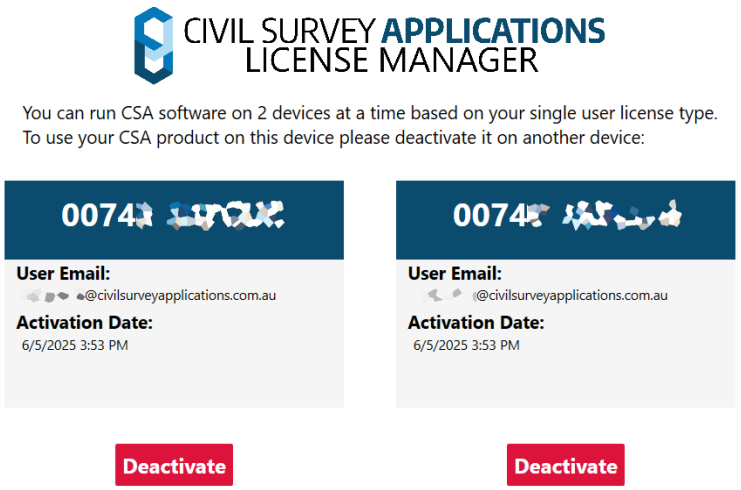

### *Cloud Licenses | Single and Multi User*

The main difference between single and multi user Cloud licenses relates to Activation of computers.

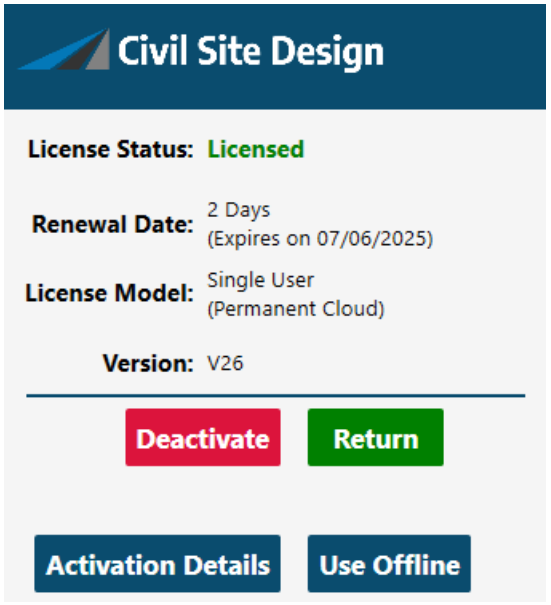
A multi user Cloud license can be shared between (Activated on) any number of User Accounts and computers.

A Single User license can only be used by 1 User Account and can only be used (Activated on) on a maximum of 2 computers.

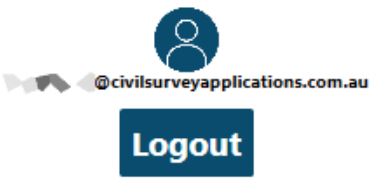
If you attempt to Activate a Single User license on a third computer, with two already activated, you will be prompted to deactivate another computer before continuing:




10. After activation the **CSA License Manager** will show the license as **Licensed (Returned)**. The status of Returned identifies that the license is not currently being used by this computer.
*Note: Various details about the License Key can be viewed on the product tile as shown below.*




11. Your login status is displayed at the top right of the form.
*Note: As the access to licenses is tied to your login credentials, logging out of your User Account will deactivate all activated Cloud licenses on the computer.*




**Please note: Changing your User Account password in the Civil Survey Applications Customer Portal will require you to login again on the computer when next used. If you are unable to login then all of your Cloud licenses will be deactivated from the computer for security. You can Activate again anytime with eligible user login credentials.**

### *Step 3 | Cloud Licenses | Using and Returning*

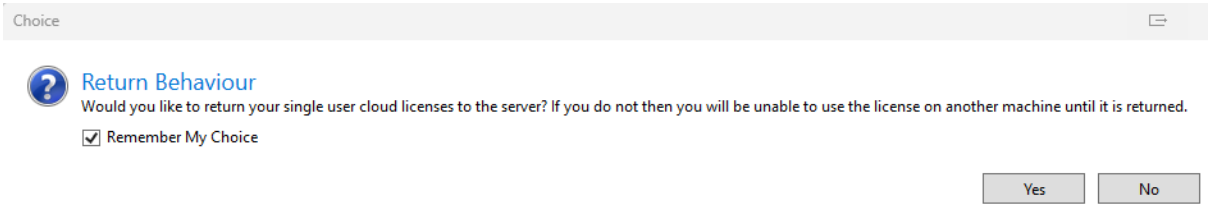
The license will not be automatically in Use until a command is run. Using a license will reduce the available licenses on the server by one. The license can also be used manually with the **Use** button on the product panel.

The **Return** button on the product panel can be used to return the license from the computer back to the server and increment the available license count by one.

### *Step 4 | Closing CAD*

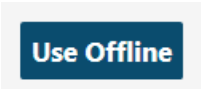
When you close your CAD application your Cloud license will be returned. This returns your license to the licence pool for other users on the same License Key to use.

If you have a Single User Cloud license in use when closing you will be asked if you would like to return it to the server:

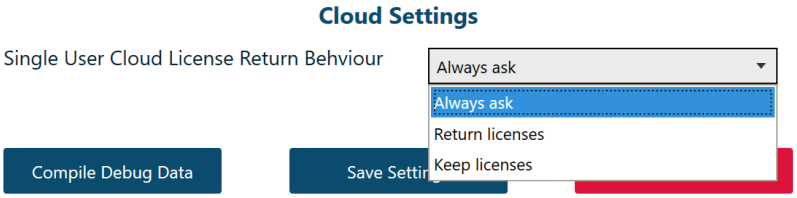



You can choose from the following options:

1. Return your Cloud license to the server every time you close CAD, allowing it to be used on another activated computer.
2. Keep the cloud licence on your computer (So you cannot use your Cloud license on another computer such as at home. This functions as a limited offline license (max 30 days) if you have no connection on startup.)
   *Note: We do not recommend using offline licenses in this way. If you would like to deliberately take the license offline there is a **Use Offline** button in the Products tab (Only for Single User Cloud licenses):*




3. You can also remember your choice for how to manage the license when you close the drawing. This can then be changed later from the settings menu:




### *Return License Issues*

If CAD crashes or your computer crashes, your computer will not return the license to the server. When you restart your CAD application the License will still be in Use. You can then close the CAD application or use the Return button in the CSA License Manager form to Return the license.

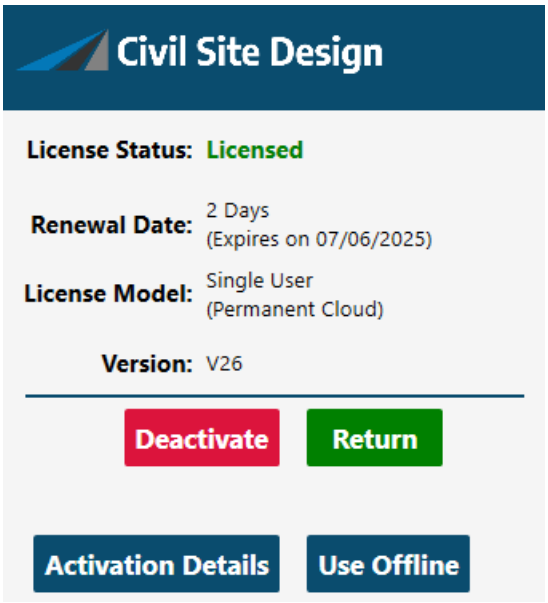
In the event of computer hardware failure while your CAD application was open and a license in Use, please submit a Helpdesk ticket to CSA for a server side deactivation.

## Cloud Licenses | Deactivating

You can Deactivate one computer in order to Activate on a new computer, using that same License Key.

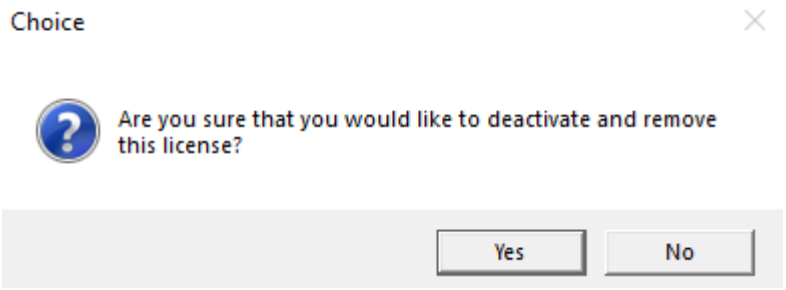
### *Step 1 | Open The CSA License Manager*

2. The **Deactivate** button can be found on the product details within the **CSA License Manager** on the **Products Tab**.




### *Step 2 | Deactivate The License*

Activated products will display a **Deactivate** button to enable deactivation and removal of the product. Click the **Deactivate** button, you will be prompted to confirm the deactivation:




### *Step 3 | Reusing The License Key*

After selecting **Yes** to deactivate the computer you will be able to Activate (using your login and license credentials) on another computer using the same **License Key**, by following the **Cloud Licenses | Client Installation and Activation** section above.

### *Returning a License using The Customer Portal*

User Accounts with administrator access are also able to 'deactivate' (force return) Cloud licenses through the Customer Portal.

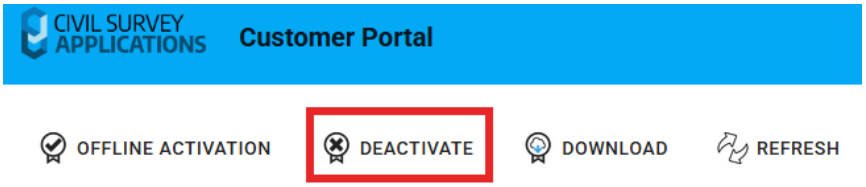
This does not prevent Activated computers from using the license again. When the activated computer is restarted and tries to Use the license, the current user credentials will be used to automatically reactivate the computer.

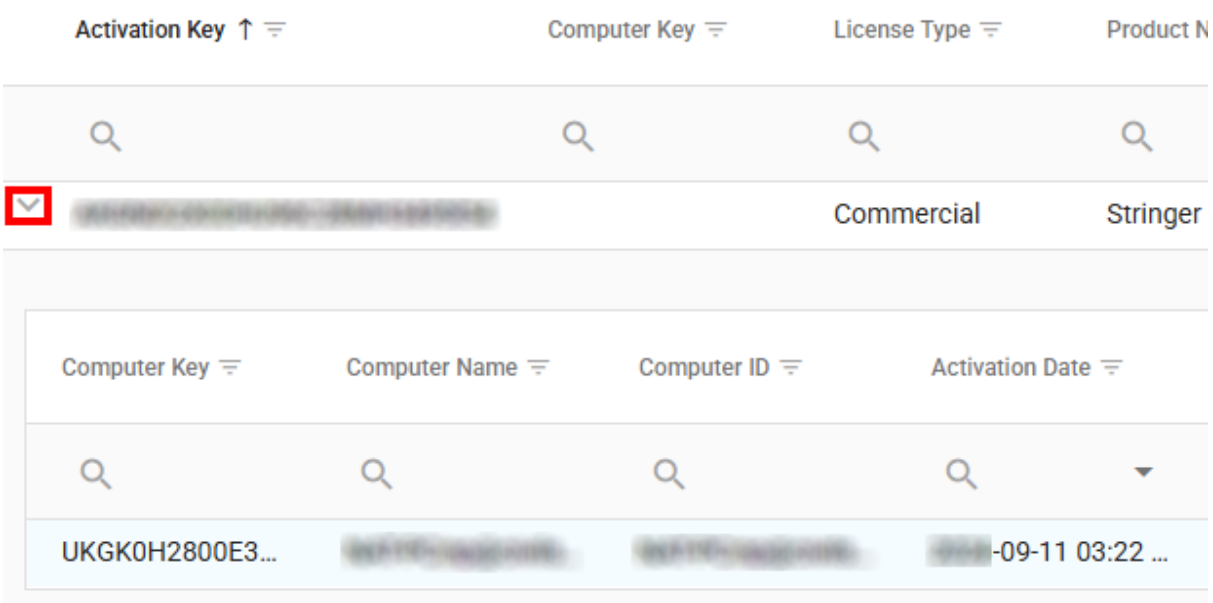
1. Select the Licenses button from the menu after logging in to the Customer Portal:

2. This will display a list of License Keys that are under your organisation. Select the License Key that you would like to deactivate and select the Deactivate button from the menu:

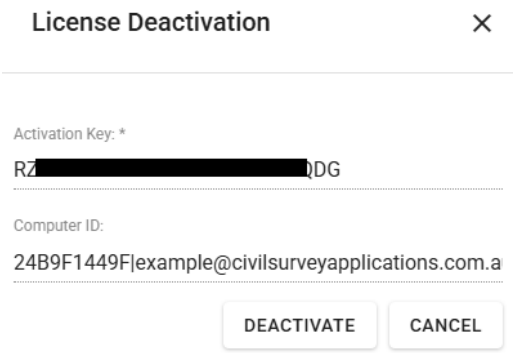
   *Note: If you do not see any License Keys then you do not have administrator access.*

   *Note: If you have a multi user license then you will need to expand the drop down list and select the specific activation to deactivate.*

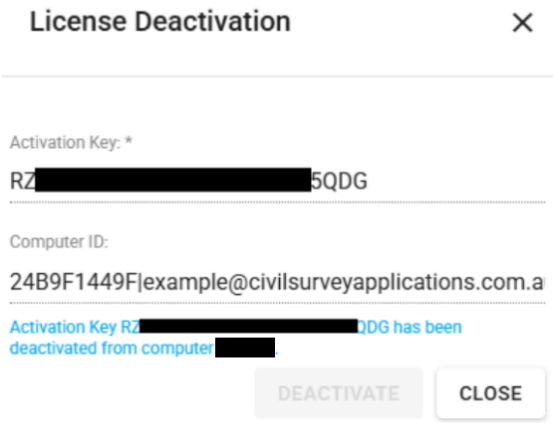



3. A popup window to confirm the deactivation will appear, displaying the Computer ID and email address that was used to activate the Cloud license:




4. A message will be displayed once the deactivation is completed. The License Key will now be available to activate on another computer, or by a different User Account.



# Troubleshooting

Should you encounter any errors during installation or licensing, please review this section below for tips on overcoming common licensing issues; or submit a ticket using our Helpdesk.

1. **When I try to activate the license, I get a message that I've exceeded my activation limit**
    - If using a Single User Computer-Bound licence, please try deactivating the License Key on the old computer and try again.
    - If you are using a Single User Cloud License and you have already Activated on two computers, you will need to deactivate one of the other activated computers in order to activate on this computer
    - If you have had a hardware failure and/or were unable to deactivate please contact us via the support system to request a server-side deactivation: Submit a Support Request
2. **I received an error while activating my license, what now?**
    - Most common issues will display a specific error message/license state, such as being expired or revoked.
    - https://helpdesk.civilsurveyapplications.com.au/en/knowledgebase/article/error-activating-license-qlm
3. **What URLs does the software need access to?**
    - There are 2 URLs/servers that will need to accessible through your firewall for the software to function correctly:
        - https://licensing-core.civilsurveyapplications.com.au/
        - https://api-public.civilsurveyapplications.com
    - If you do not have access to these URLs then you will be unable to use your licenses online.
4. **For Multi User On-Premise licensing, the network server is showing the licenses are there, but the client computers can't reach them**
    - Check that the users have read/write access to the license files on the shared location and have the on-premise network path correctly set.
    - If you have activated the network license using a local path (Not starting with \\) then other devices will not be able to access the file.
5. **I have a standalone license for activation. I do not have internet access or am otherwise unable to connect to the online license portal to activate my license.**
    - Steps for addressing this are outlined in this guide – refer to the sections for ***Offline License Activation*** above.
    - Still stuck? Submit a Support Request
6. **I can't find the software you're asking me to install**
    - All software mentioned in this guide can be downloaded from our downloads page: https://download.civilsurveyapplications.com
    - The latest software updates can also be found here.

7. **Behind a proxy Server?**
    - If you are behind a proxy server and have previously had issues activating your licence with our automated system, please note that we have made changes to improve this system and you should now be able to get a licence.

Stuck? Lodge a ticket online using our Support System if your issue isn't covered by this installation guide: Submit a Support Request

# Appendices

## Software Deployment Options

### 1. Software Installation on the Workstation

Using the Windows command line the installation can be run silently and apply your preferred install configuration. License Keys and paths can also be passed in for deployment. This is recommended for experienced system administrators.

When the software is installed via the command line prompt the following controls can be applied:

- Silent installation
- Setting installation for particular CAD release/s (eg: Civil 3D 2027)
- Setting installation for a particular region (eg: USA, Australia, Europe)
- License keys and paths to be activated on first launch

This is achieved by appending parameters to the .exe file being started. Each parameter is applied on the command line after the name of the .exe, separated with a space.

Civil Site Design and Stringer Topo have separate installation (.exe) files.

Below are the parameters to apply:

## Civil Site Design

| CAD Platform | Parameters | | | |
|---|---|---|---|---|
| | **Silent Install** | **Release** | **Region (Optional. Default =International)** | **Activation Key/Path** |
| Civil 3D 20XX | /VERYSILENT | /TASKS=Platform/20XX | /COMPONENTS=Europe<br>/COMPONENTS=USA<br>/COMPONENTS=SouthAfrica<br>/COMPONENTS=International<br>/COMPONENTS=Australian | /LICENSE=key1<br>/LICENSE=key1;key2<br>/LICENSE= "\\SERV\...;key2" |
| AutoCAD 20XX | /VERYSILENT | /TASKS=Platform/20XX | /COMPONENTS=**Country/**Europe<br>/COMPONENTS=**Country/**USA<br>/COMPONENTS=**Country/**SouthAfrica<br>/COMPONENTS=**Country/**Australian<br>/COMPONENTS=**Country/**India<br>/COMPONENTS=**Country/**International | /LICENSE=key1<br>/LICENSE=key1;key2<br>/LICENSE= "\\SERV\...;key2" |
| BricsCAD vXX | /VERYSILENT | | /COMPONENTS=**Country/**Europe<br>/COMPONENTS=**Country/**USA<br>/COMPONENTS=**Country/**Australian<br>/COMPONENTS=**Country/**India<br>/COMPONENTS=**Country/**International | /LICENSE=key1<br>/LICENSE=key1;key2<br>/LICENSE= "\\SERV\...;key2" |

***Notes: For Civil Site Design installed on Civil 3D or AutoCAD, the Release parameter is required.***

*1. You can combine Tasks or Components together by placing a comma (,) between each task/component. For example, adding /TASKS=Platform/2027,Platform/2025 will install for both 2027 and 2025 platforms.*

*2. /TASKS=Local/QUDM will install with Queensland settings for pipe networks (only applicable for Australian installations)*

*3. /TASKS=Menu/Classic will install the classic ribbon (only applicable for USA installations)*
*/TASKS=Menu/Moderns will install the modern ribbon (only applicable for USA installations)*

*4. /TASKS=InstallHECRAS will install the HECRAS ribbon*

Example command line installations:

- Silent network installation for Civil Site Design on Civil 3D 2026, applying Australian settings:
  *CSDforC3D-Setup.exe* ***/VERYSILENT /TASKS=Platform/2026 /COMPONENTS=Australian***
- Silent network installation for Civil Site Design on BricsCAD V27, applying Australian settings.
  *CSDforBCADV27-Setup_x64.exe* ***/VERYSILENT /COMPONENTS=Country/Australian***
- Silent network installation for Civil Site Design including a deployment license. This can be either a license key or a filepath for on-premise licenses (If the path contains a space then the parameter must be enclosed in quotes). Multiple activation strings can be included, joined with ; characters:

  *CSDforC3D-Setup.exe /VERYSILENT /TASKS=Platform/2026 /COMPONENTS=Australian*
  ***/LICENSE=RVH30I2H005GF19M8G8A4X5CP9F88B9***
  *CSDforC3D-Setup.exe /VERYSILENT /TASKS=Platform/2026 /COMPONENTS=Australian*
  ***/LICENSE=RVH30I2H005GF19M8G8A4X5CP9F88B9;AVH30I2D7FF8K8G8A4X5CP96DHTY***

  *Note: When a /LICENSE parameter is included activation will be attempted when the software first launches. For Cloud licenses, end users will need to login with their credentials for finalise Activation and use license/s.*

## Stringer Topo

| CAD Platform | Parameters | | | |
|---|---|---|---|---|
| | **Silent Install** | **Release and Stringer Legacy Menu** | **Region (Optional. Default =International)** | **Activation Key/Path** |
| Civil 3D 20XX | /VERYSILENT | /TASKS=Platform/20XX<br>/TASKS=TopoMenu | /COMPONENTS=Europe<br>/COMPONENTS= USA<br>/COMPONENTS=International<br>/COMPONENTS=Australian | /LICENSE=key1<br>/LICENSE=key1;key2<br>/LICENSE= "\\SERV\...;key2" |
| AutoCAD 20XX | /VERYSILENT | /TASKS=Platform/20XX<br>/TASKS=TopoMenu | /COMPONENTS=**Country/**Europe<br>/COMPONENTS= **Country/**USA<br>/COMPONENTS=**Country/**Australian<br>/COMPONENTS=**Country/**India | /LICENSE=key1<br>/LICENSE=key1;key2<br>/LICENSE= "\\SERV\...;key2" |
| BricsCAD vXX | /VERYSILENT | /TASKS=TopoMenu | /COMPONENTS=**Country/**Europe<br>/COMPONENTS=**Country/**USA<br>/COMPONENTS=**Country/**Australian<br>/COMPONENTS=**Country/**International<br>/COMPONENTS=**Country/**India | /LICENSE=key1<br>/LICENSE=key1;key2<br>/LICENSE= "\\SERV\...;key2" |

***Notes: For Stringer Topo, both the Task for Stringer Topo platform and the Component for Units should both be set and be the same (metric or imperial).***
*1. You can combine Tasks or Components together by placing a comma (,) between each task/component. For example, adding /TASKS=Platform/2026,TopoMenu will install Stringer for the 2026 platform with the legacy TopoMenu task.*
*2. Including the Task 'TopoMenu' will install the legacy Stringer Topo ribbon interface*

Example command line installations:

- Silent network installation for Stringer Topo on Civil 3D 2026, applying Australian settings:
  *StringerTopoforC3D-Setup.exe* ***/VERYSILENT /TASKS=Platform/2026 /COMPONENTS=Australian***
- Silent network installation for Stringer Topo on BricsCAD V27, applying Australian settings.
  *StringerSurveyforBCADV27-Setup_x64.exe* ***/VERYSILENT /COMPONENTS=Country/Australian***

- Silent network installation for Stringer Topo including a deployment license. This can be either a license key or a filepath for on-premise licenses (If the path contains a space then the parameter must be enclosed in quotes). Multiple activation strings can be included, joined with ; characters:

  *StringerTopoforC3D-Setup.exe /VERYSILENT /TASKS=Platform/2026 /COMPONENTS=Australian* ***/LICENSE=RVH30I2H005GF19M8G8A4X5CP9F88B9***
  *StringerTopoforC3D-Setup.exe /VERYSILENT /TASKS=Platform/2026 /COMPONENTS=Australian* ***/LICENSE=RVH30I2H005GF19M8G8A4X5CP9F88B9;AVH30I2D7FF8K8G8A4X5CP96DHTY***

  *Note: When a /LICENSE parameter is included activation will be attempted when the software first launches. For Cloud licenses, end users will need to login with their credentials for finalise Activation and use license/s.*