

Visual3D License Activation and De-Activation

Summary

- Visual3D is a Microsoft Windows PC application for Win 7, 8, 10, or 11 (not XP). It is not designed to be installed on a server.
- You can use the same installation file and license file on different PC's until your purchased license count is used up.
- When you start Visual3D for the first time, **the license will automatically activate** over the Internet. (Manual options exist for PCs without Internet access.)
- Licenses are stored on the PC, so to deactivate it you need to do **Help→Deactivate in Visual3D**. That will free up the license so that Visual3D can be installed on a different PC.

License Activation

- Visual3D will automatically activate its license over the Internet when Visual3D is started for the first time on a PC. This ties the license to the PC.
- If the Internet is not available, Visual3D pops up a message with a license token for activating the license manually. You can e-mail that information to support@has-motion.com, or use the activation form on the customer web downloads page (carefully).
- The license activation code is stored in the Windows local user registry on the PC.
- Activated licenses are listed on the customer download page for easy site license management.
- If you change the PC name it will break the license. You need to deactivate the license first.

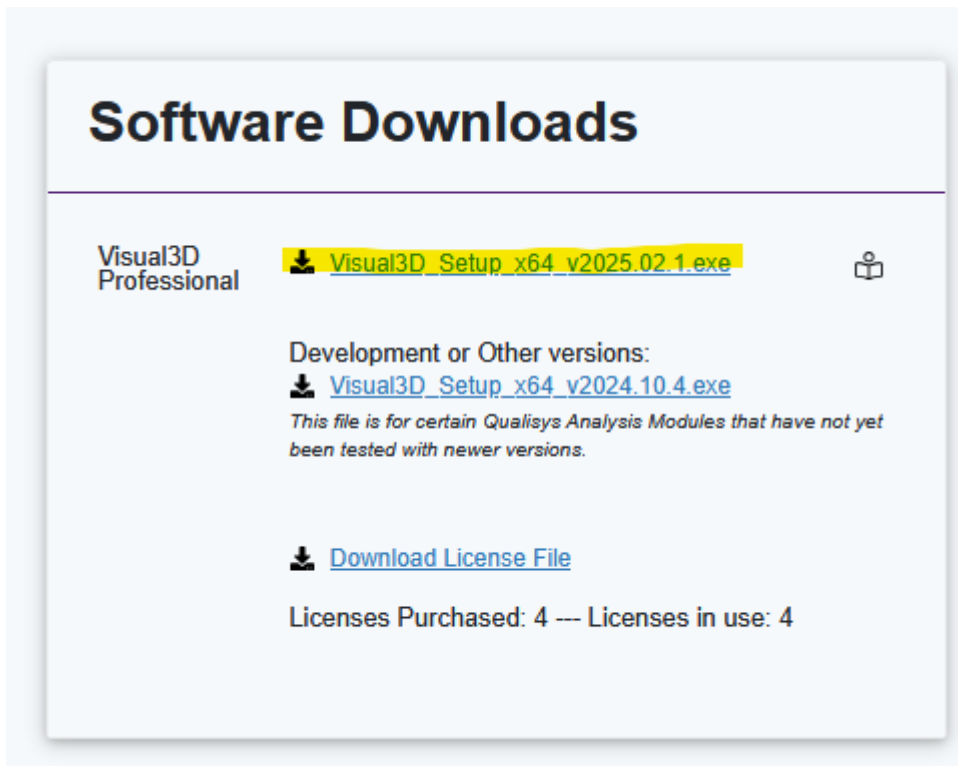
NOTE: If you see **Free CMO Reader** in the Visual3D title bar, it means that the software cannot be activated. That is because either:

1. The license file is invalid,
2. All licenses are in use, or
3. The license file was not installed properly.

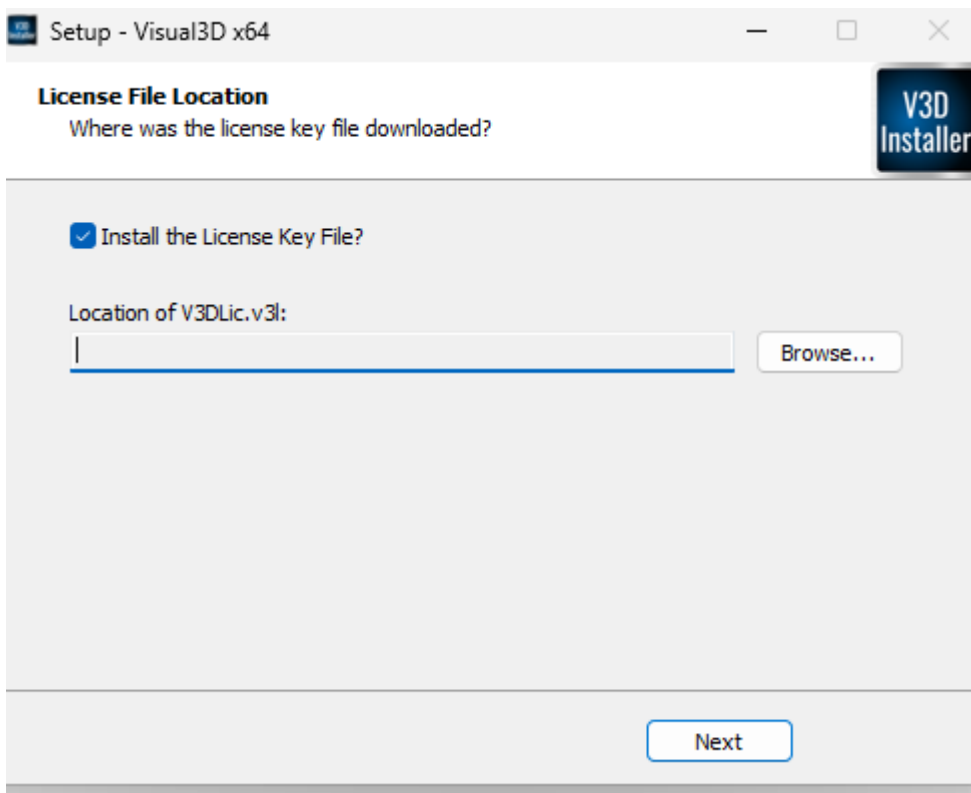
NOTE: If all the licenses are in use, then you either need to purchase additional licenses, or deactivate an old license.

Step-by-Step Activation

1. Ensure you are getting the most recent installer from your [customer account](#).

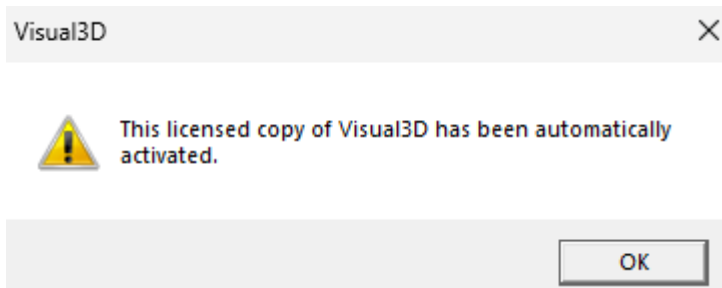


2. During the installation process, the wizard will prompt you to point to the license file you downloaded from your customer download page:



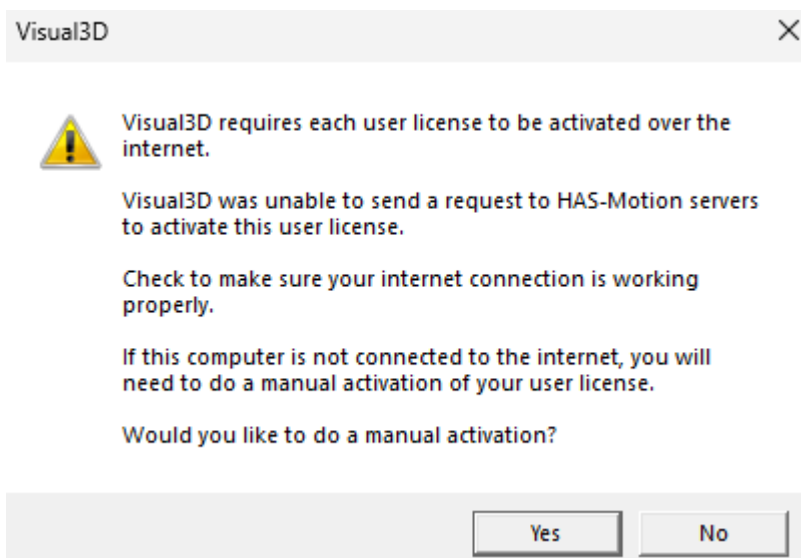
Here you will hit browse and select the file, wherever you have decided to store it on your computer.

3a. If you have an active internet connection on your computer while installing you should see a window with the following notification:

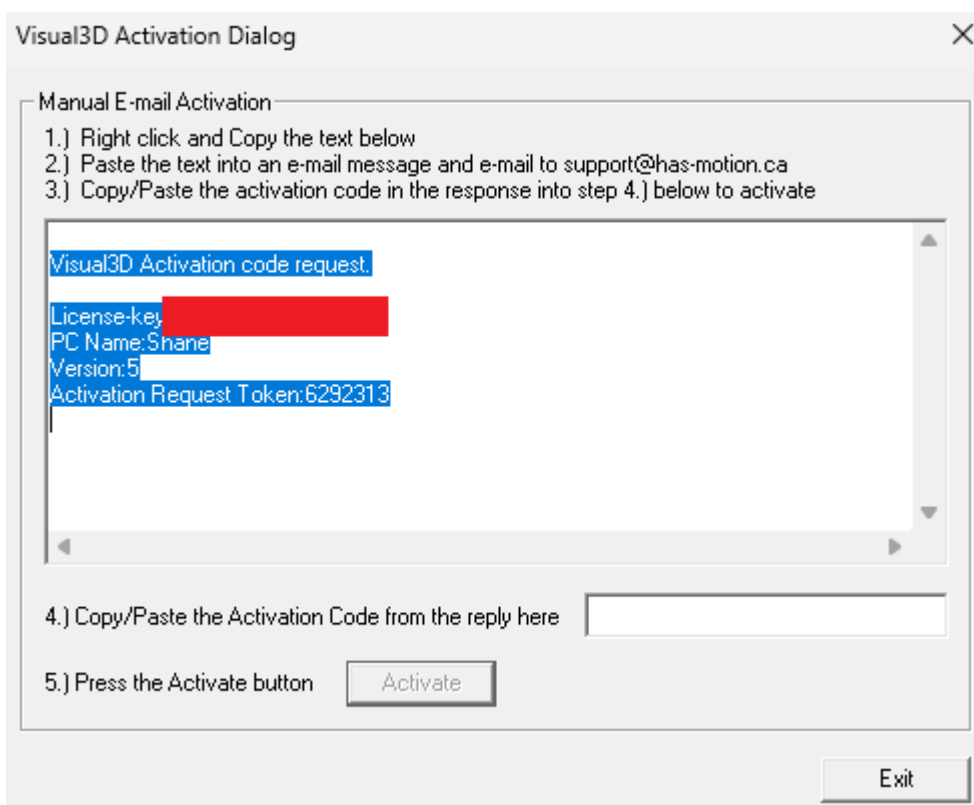


This would mean everything is activated and you are good to go.

3b. If you do not have an active connection, or for whatever reason something goes wrong you will see this:



In this case you can either retry and ensure your connection is active, or you can hit yes and carry out a manual activation. This will present you with the dialog below:

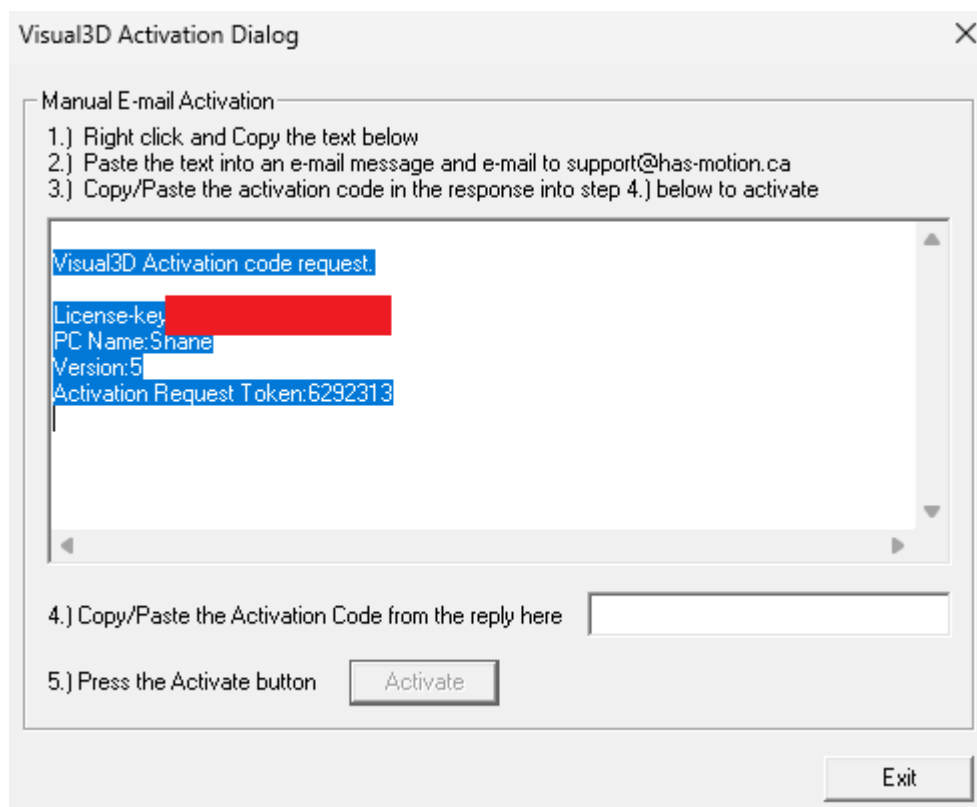


You can use this information to manually activate the license through your customer account or you can send it to support@has-motion.ca. Keep the dialog open in the background so that you can enter the code you receive into the dialog and hit **Activate**.

Manual Activation

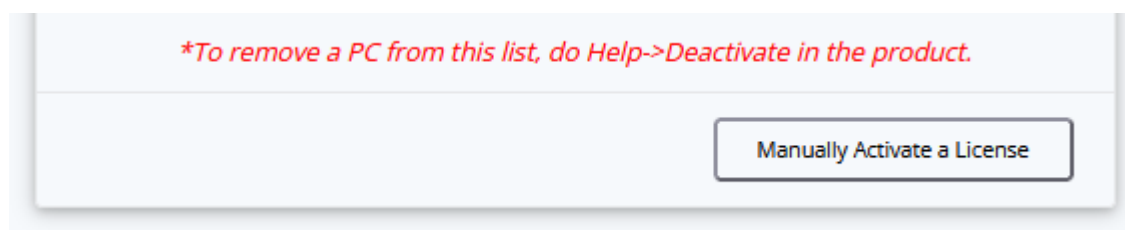
If an internet connection is not available, you can manually activate your Visual3D license through your customer account.

First, attempt to activate Visual3D until you are presented with the dialog below;



The image shows a 'Visual3D Activation Dialog' window. It contains a section titled 'Manual E-mail Activation' with three numbered steps: 1.) Right click and Copy the text below, 2.) Paste the text into an e-mail message and e-mail to support@has-motion.ca, and 3.) Copy/Paste the activation code in the response into step 4.) below to activate. Below these steps is a text box containing the following information: 'Visual3D Activation code request.', 'License-key [REDACTED]', 'PC Name: Shane', 'Version: 5', and 'Activation Request Token: 6292313'. At the bottom of the dialog, there is a text box for step 4.) 'Copy/Paste the Activation Code from the reply here' and an 'Activate' button. An 'Exit' button is located at the bottom right of the dialog.

Second, log-in to your customer account at service.has-motion.com. Click on the button “Manually Activate a License” at the bottom right of the “Activated Licenses” panel.



The image shows a button labeled 'Manually Activate a License' located at the bottom right of a panel. Above the button, there is a red text message: '*To remove a PC from this list, do Help->Deactivate in the product.'

Fill in the form with the details from the dialog:

- **Product Key:** This is the specific software license you want to activate. Select from your account's available licenses in the dropdown menu.
- **PC Name:** This is your PC's name. It is provided in the dialog and is available through your computer - on Windows 11 look for “System Information”.
- **PC Token:** This is the Activation Request Token provided in the dialog.

- **User Info:** This is your user name on your PC. It is available through your computer - on Windows 11 look for "System Information".

Manual License Activation

This form is used when a product cannot communicate over the Internet to activate a license. The product will provide a message with a license key, a token, and PC information that must be entered here.

NOTE: to De-Activate a license, start the product and deactivate from within the program, either from the menu or the About box, depending upon the product.

WARNING: Using this form will use up one of your licenses with every activation. Be very careful entering the data, and the fields are case-sensitive.

Step 1) Select the License Key.

Product Key:

Step 2) Enter PC name, token (if provided), and your name.
Danger: The PC name must EXACTLY match the actual PC name. Otherwise, a license will be wasted.

The PC Token is provided by the product itself when it cannot activate automatically by itself.

PC Token:

PC Name:

User Info:

License Deactivation

- In Visual3D, you free up a license by doing **Help→Deactivate** from the Visual3D menu bar. The license is then available for use on another PC.
- Deactivating a license also deletes the license file, so Visual3D can only be restored by reinstalling it.
- Licenses do not need to be deactivated when updating Visual3D on the same PC.

As mentioned above, activation codes are stored in the user registry on the PC. The deactivation process removes the code and then tells our database about it. If you do not deactivate a license our database will never know and the license will remain in use.

Moving or Replacing Visual3D to a new PC

Moving a Visual3D license from one PC to another is as simple as [deactivating](#) the licenses on the current PC and then [activating](#) it on the new PC.

Some notes to keep in mind:

- A Visual3D license is deactivated by selecting **Help→Deactivate** from the Visual3D menu bar. This is true for both permanent and temporary Visual3D licenses.
- Please deactivate a Visual3D license **before** installing a new OS, decommissioning a PC, swapping drives, or when leaving a lab when graduating, or if leaving for a new job.
- Once deactivated, a license goes back into the pool of available customer licenses and can be used on any new or different PC.

If you have problems with Visual3D, try seeing if your issue is covered on the general troubleshooting page [here](#).

Activating a License with Visual3D Installed

To begin, if you're trying to activate a new Visual3D license on your PC and you currently have an active license then you should follow the steps outlined above for [moving or replacing Visual3D](#).

If you're trying to activate a new Visual3D license on your PC because your current license is expired (e.g., a Student license at the end of its term), then follow these steps:

1. Uninstall Visual3D using the unins000.exe program that is installed next to your Visual3D executable (the default path is C:\Program Files\Visual3D x64).
2. Download the latest version of Visual3D through your lab's [Student account](#).
3. Run the downloaded Visual3D installer (the file name will be similar to Visual3D_Setup_x64_v2025.02.1.exe).
4. When prompted, browse your computer and select your new license file (named V3DLic.v3l).
5. Continue [license activation](#) as normal.

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