



Installation of PROGRAM & the LICENSES

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1 .Get Pointcarre installer

PLEASE CHECK OUR MOST RECENT "HARDWARE ADVISE" DOCUMENTATION. If you don't have it, you may ask Pointcarre Team to provide it. It will help you make sure your hardware will be fully compatible with our program.

To install Pointcarre software, You will need a Pointcarre "Installer". The Pointcarre installer is available on :

- Pointcarre website (www.pointcarre.com)
- Pointcarre install box (sent by Post mail)

1.1. From Pointcarre website

Pointcarre installer is located in "Download" area (see below). In order to access this area, you will need to register with your license number & code. See illustration to find your license number & codes.

After you enter your license data, the following message appears :

Ask for support

Our team is happy **to answer your questions**

Customer Support Log in

Installation Documentation
How to Install Pointcarre
Comment installer Pointcarré

Key n°:
license #

Code :
8 chars

log me in ✓

Welcome !
You are now authenticated on Pointcarre Web Site.

OK

Update of the key [driver:]

Key #

Name

The key will open new versions up to

Day 12 Month 2 Year

Code Temporary

You can update your key manually OR:

Use Web Update Open a Code File

Lock key... xport Code file OK

License details

CEO: Franck...
Pointcarre usa: Steve Green...
Development: S. Léon, P. Marin, L. Vain...
Support: A. Orange, S. Argenson, R. Marie, S. Khama-Ravich, K. Stevens

Download the files you need

Mac Download ✓
Pointcarre 2020.2.0
Apple(Inc) OSx*12 (Sierra) or higher

Windows Download ✓
Pointcarre 2020.2.0
Microsoft Windows® 64bits: 8.1 /10 Family & Pro

Documentations

4000 Weaves library

ProWEAVE user Manual
ProWEAVE Manuel General

ProDESIGN user Manual
ProDESIGN Manuel

How to Install Pointcarre
Comment installer Pointcarré

Get connected to MyPointcarre

Direct link to MyPointcarre

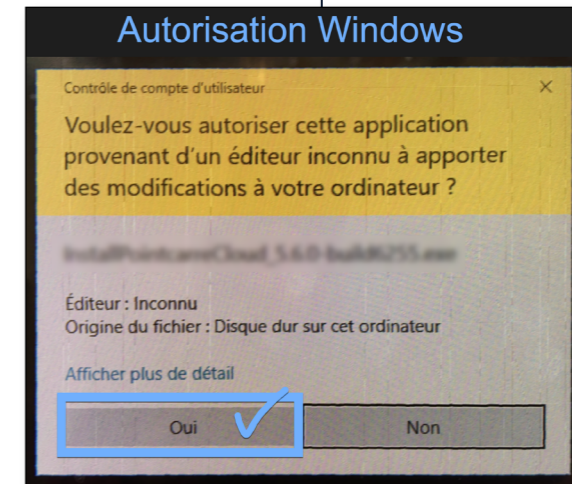
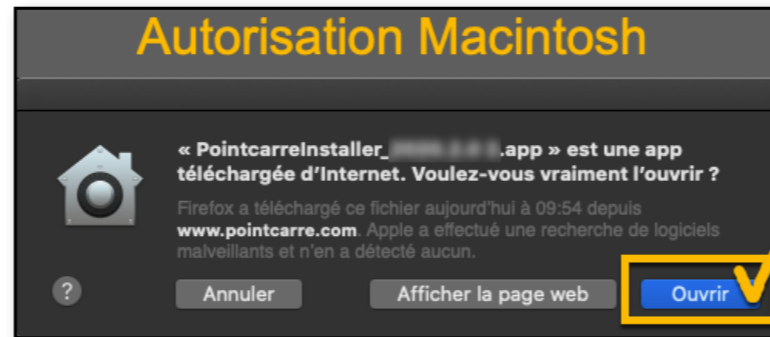
Then you access the Download area. Choose the installer you need according to your Operating System (Macintosh OS & Microsoft Windows).

2 .Pointcarre installation

To run the installation of Pointcarre software, make a double click one the installer icon, or make a right click and choose "Open" entry.

You will probably have to authorize the installer to run on your Operating System (Macintosh or Windows Microsoft).

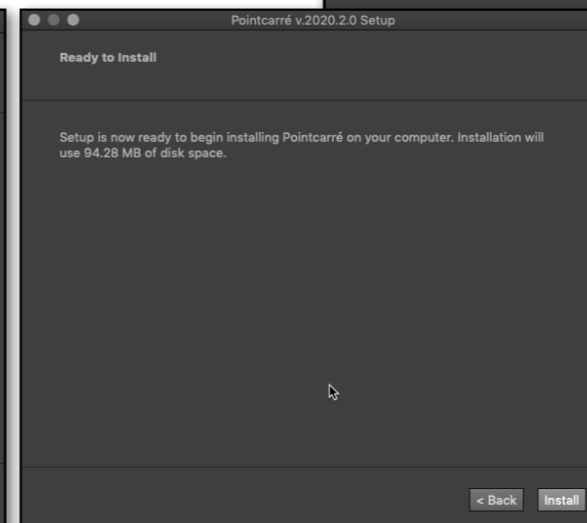
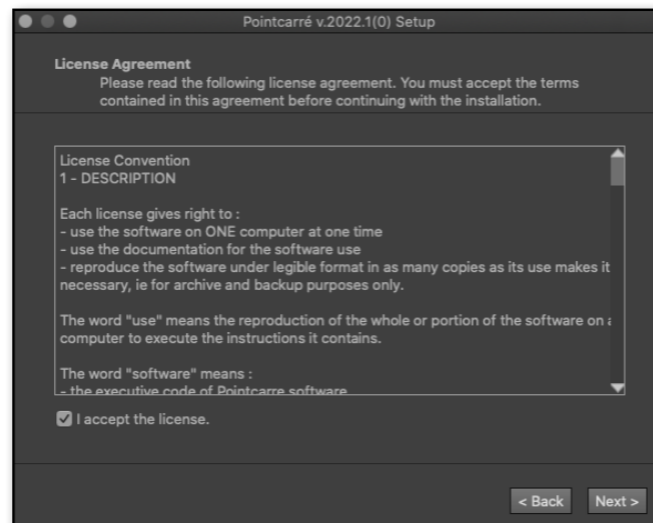
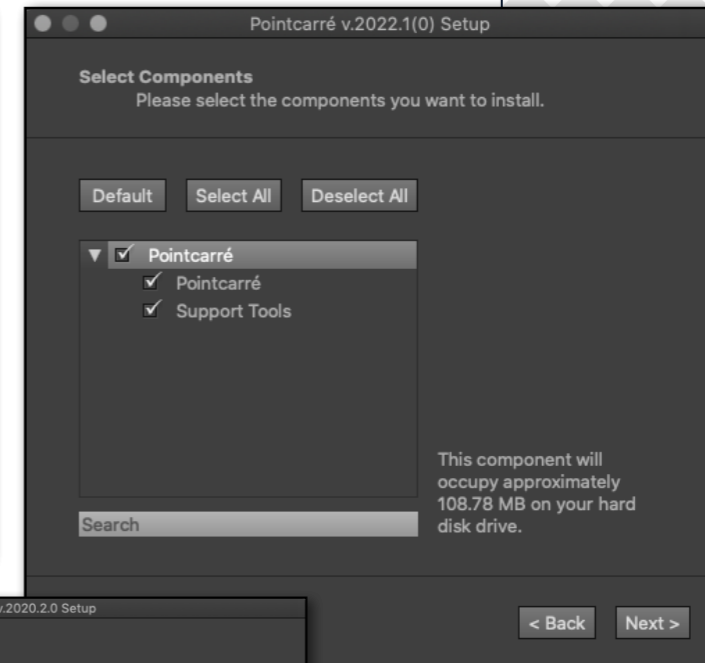
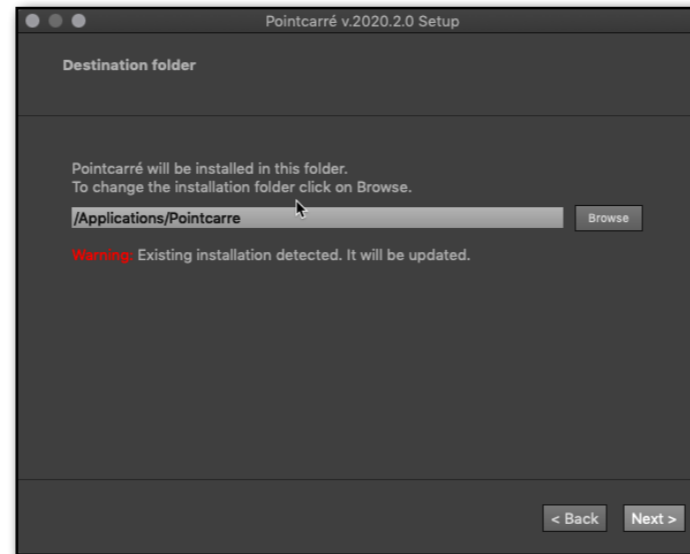
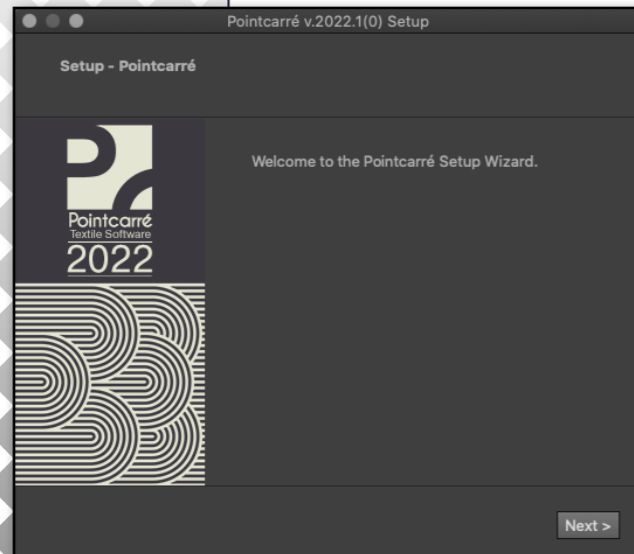
→ See illustrations of the requested authorization on both O.S. ...



As soon as the installer is authorized to run, the installer dialog appears. The installation can proceed.

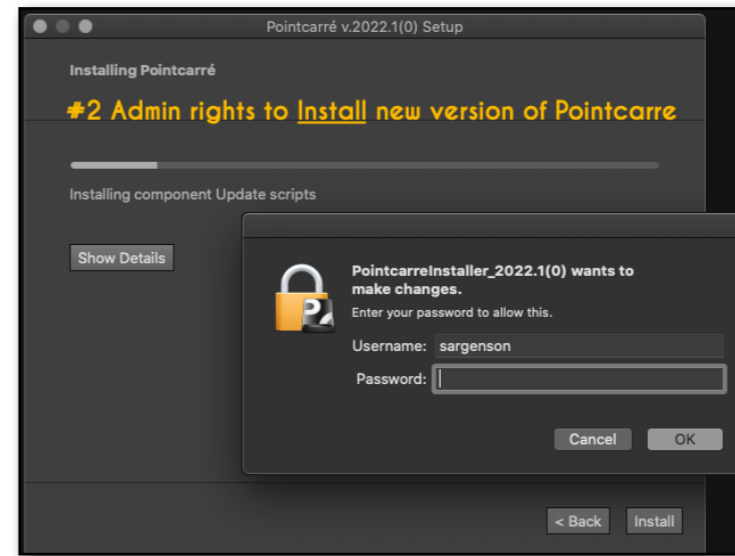
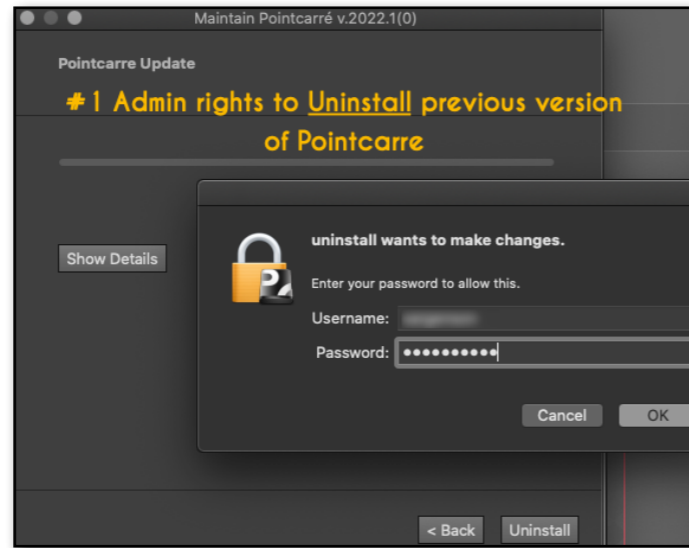
On the installer dialog, click on "NEXT" button until you reach the acceptance of the license.

→ See illustration of the installation dialog...



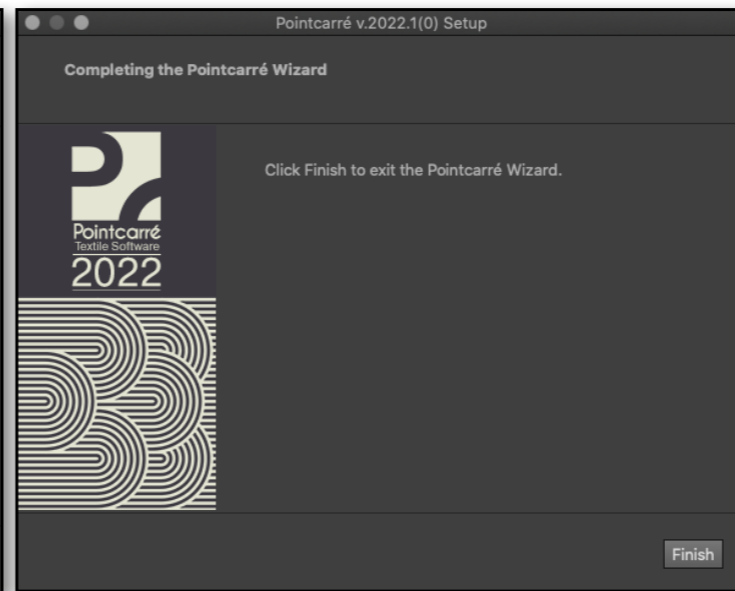
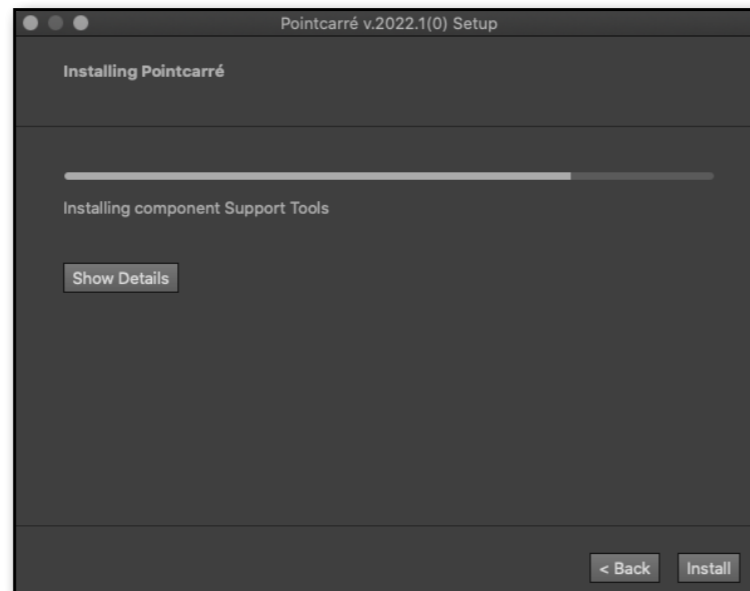
THE MACINTOSH USERS WILL NEED THE ADMINISTRATOR LOGIN AND PASSWORD TO GO FURTHER ON THE INSTALLATION.

SEE DIALOG BELOW...



Then click on "INSTALL" button to finalize the installation process.

→ See illustration below...



Once the installation is completed (which could take several seconds), click on "FINISH" button.

The installation of Pointcarre software is located on the following folders :

- For MACINTOSH : `/Applications/Pointcarre`
- For WINDOWS : `C:\Program Files\Pointcarre`

APPLICATION SHORTCUTS ARE AUTOMATICALLY CREATE ON COMPUTER DESKTOP.

3 .Install libraries and documentations

The first time you launch Pointcarre, you'll be prompted to complete the installation process, in order to download the following items:

- Libraries (yarns, colors, etc.)
- Software documentation

This dialog box appears **ONLY** when the Pointcarre program is run for the first time on the computer.

IF YOU STOP DOWNLOADING THE LIBRARIES, YOU WILL HAVE TO GO THROUGH A SPECIFIC PROCEDURE TO DOWNLOAD THEM AGAIN. CONTACT POINTCARRE SUPPORT FOR ASSISTANCE

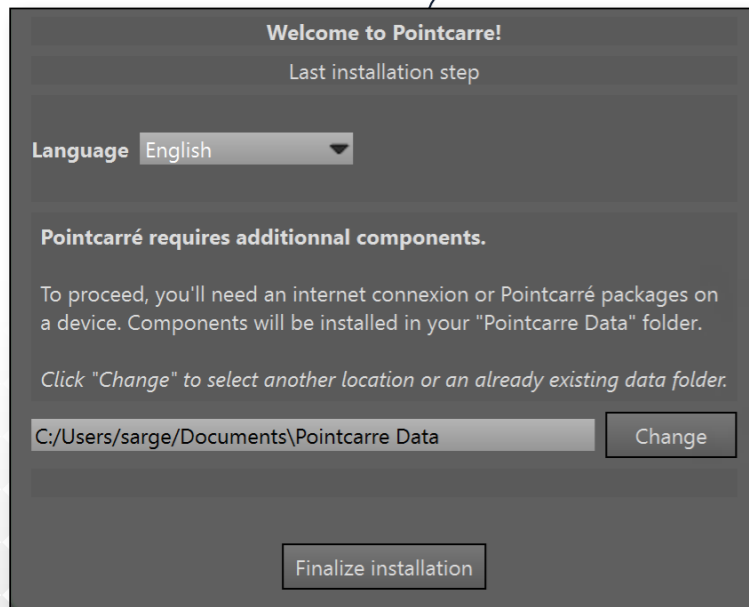
3.1. Choose saving location

You can change "Pointcarre Data" folder location, if you click on "CHANGE" button.

As default they will be installed in : User / Documents (or My documents), in a folder named "Pointcarre Data".

Click "OK" to validate installation of libraries and documentations.

DEFAULT SAVING OF THE ELEMENTS IS IN THE "USER" HOME, IN "DOCUMENTS" FOLDER OR "MY DOCUMENTS" FOLDER.



3.2. Choose download source

You may choose the source of the download and saving of the libraries and documentation. There are 2 different sources :

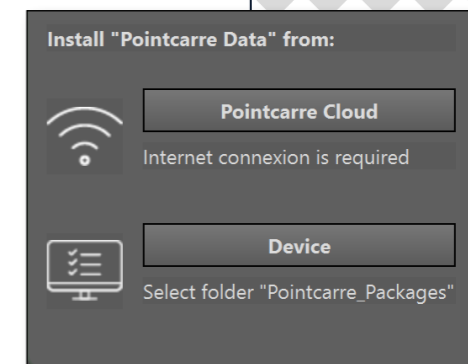
- **External source: «Pointcarre Cloud»**

AN INTERNET CONNECTION IS NECESSARY TO USE THIS OPTION

- **Local source : «Device».**

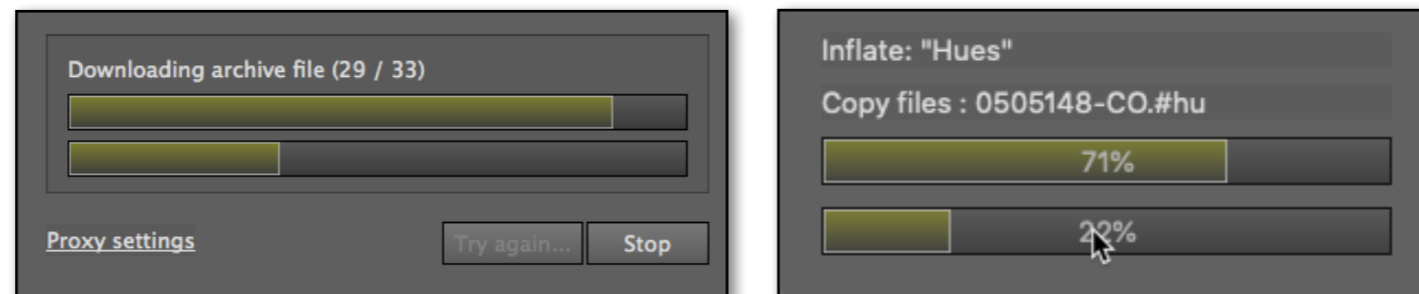
This option allow to choose manually a local source for the installation of Pointcarre libraries and documentations. The folder enabling this installation from a local source is called: "**Pointcarre Package**" (available from a FULL INSTALLER, ask Pointcarre support).

CLICK ON CANCEL WILL CREATE EMPTY FOLDERS FOR ALL LIBRARIES IN THE LOCATION DISPLAYED. NO INSTALLATION WILL OCCUR.



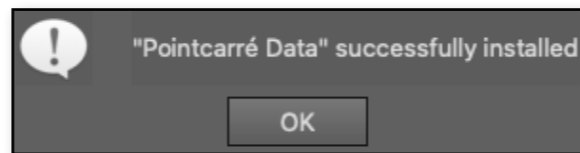
3.3. Download and saving of the libraries and documentations

The download process starts and the following dialog appears, showing install progression of all libraries :

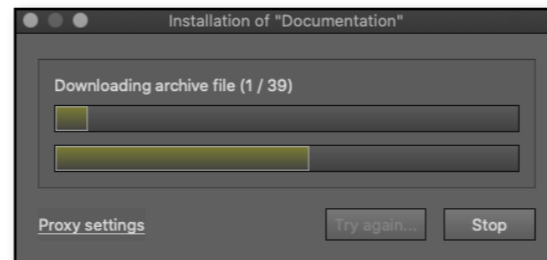


When the libraries download and saving is completed, the following dialog appears :

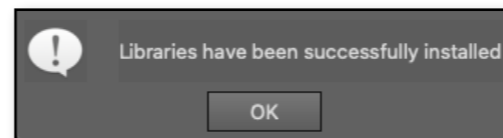
Click OK to move on to documentation installation. The following dialog appears, showing progression of the 6 documentations to be installed :



NOTE THAT ON PROGRESSION DIALOG YOU MAY STOP THE INSTALLATION WITH "STOP" BUTTON. POINTCARRE WILL THEN START THE DOWNLOAD AND SAVING PROCESS OF THE DOCUMENTATIONS. A NEW DIALOG WITH A PROGRESS BAR APPEARS :

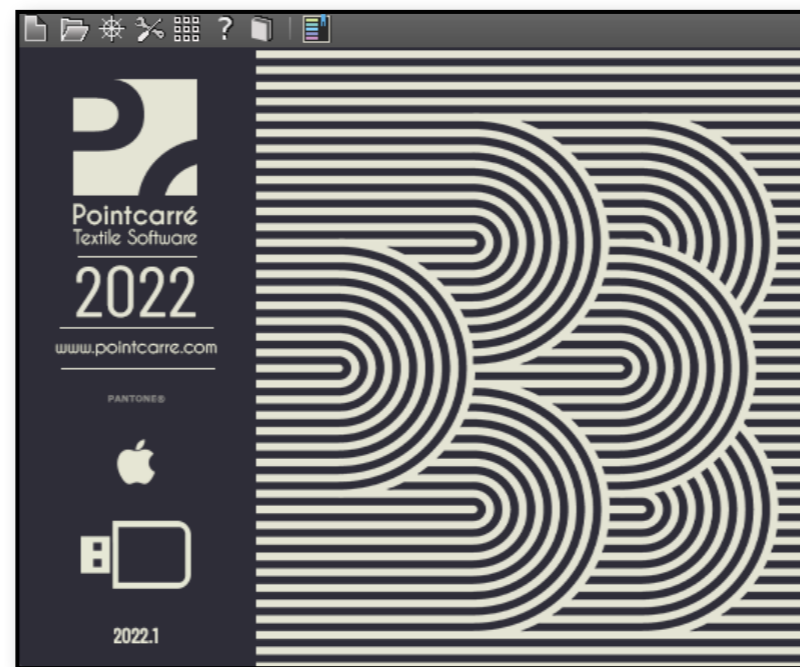


All download are completed,when the following message appears:



Then, "Welcome" window appears. This windows change look with the different Pointcarre versions, so it is easy to identify and keep track of it.

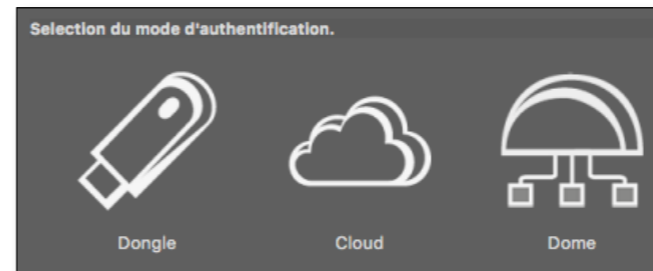
→ [See an example of "Home" window for Pointcarre 2022...](#)



4 .Choose license type

At first running, Pointcarre program will propose 3 types of licenses authentication :

- Dongle
- Cloud
- Dome



4.1. Pointcarre DONGLE license (USB key)

Pointcarre authentication with Dongle is a license type that does not need any Internet connection. Although it is necessary to keep the Dongle plugged on one of the USB port of the computer. On this type of Pointcarre license, the license content itself is embedded inside the Dongle. Which means the Dongle IS the Pointcarre license.

→ See the example of Pointcarre "X-Light" Dongle on the left side... :



4.1.1. Dongle Use

To use Pointcarre USB Dongle, simply plug it on one of the USB port of your computer (avoid USB adapter if possible), before running the program. Pointcarre Dongle also exist in USB-C type, if you do not have USB classic port on your computer.

WHEN A POINTCARRE DONGLE IS PLUGGED ON THE COMPUTER, POINTCARRE USE IT AUTOMATICALLY AND DOES NOT DISPLAY THE LICENSE TYPE CHOICE. IF YOU WANT TO CHANGE THE LICENSE TYPE ANYWAY, GOT TO HELP MENU/ "CHANGE LICENSE AUTHENTICATION METHOD".

Older Pointcarre Dongle types such as "Safenet" or " Sentinel" ones remains compatible with Pointcarre newest versions. Although you might need to install, in addition to Pointcarre installation, a "Sentinel" driver. Call Pointcarre support to get some help :

For Europe = +33 299 674 069)

For USA = +1 212-398-6680

→ Example of older Pointcarre Dongle licenses looks, on the left side...



4.1.2. License informations

- **KEY NUMBER :** is the license number. It's the same number with 4 digits display over the USB key.
- **DATE :** date of maintenance contract ending.
- **CODE :** 8 digits code. This code will allow you to authenticate on Pointcarre website, to download Pointcarre latest upgrade.

"TEMPORARY" OPTION IS CHECKED FOR SPECIAL CASES SUCH POST MAIL SENDING, TO ENSURE THE SAFETY OF THE LICENSES YOU HAVE PURCHASED.

- **USE WEB UPDATE :** start license update after extension of the maintenance contract (An Internet connection is requested for this action).
- **OPEN A CODE FILE :** Used to make manual update, in case you cannot connect to the Internet.
- **LOCK KEY :** allow user to fix the use of a key on one specific computer with a password. This password is created and known by you only.

CAREFUL WITH THIS OPTION. IF PASSWORD IS LOST, YOU MAY HAVE TO REPLACE YOUR LICENSE KEY.

- **EXPORT CODE FILE :** can be used in case of a Pointcarre support action.

4.1.3. Dongle license update

An update of Pointcarre Dongle license is usually needed after the renewal of you Maintenance Contract (usually January 1st).

Other cases such as after a post mail sending of a Pointcarre Dongle, will need a Dongle update (as they are coded as temporary, for security reasons). In both case Pointcarre team will send to your office a message informing of the update made on your Dongle licenses. So you could proceed to the update in 2 different ways :

- **AUTOMATIC UPDATE : this action need an Internet connection and will essentially be automated. Click on "Automatic update" button to proceed. After update completed, Pointcarre closes. You must restart it.**
- **MANUAL UPDATE : Get the Pointcarre message related to you license update, to have the details. You must change manually the date, and the CODE of 8 characters. Also maybe the "Temporary" status.**

4.1.4. Known issues

4.1.4.1 Dongle license not found error message

The following message means that Pointcarre Software cannot reach the Pointcarre Dongle.

It could be due to several cases :

4.1.4.1.1 Dongle license not plugged

To fix the issue, plug the DONGLE license key to your computer, and run Pointcarre.

4.1.4.1.2 Dongle not recognize

Your DONGLE license is plugged, but you get the following error message :

To fix the issue...

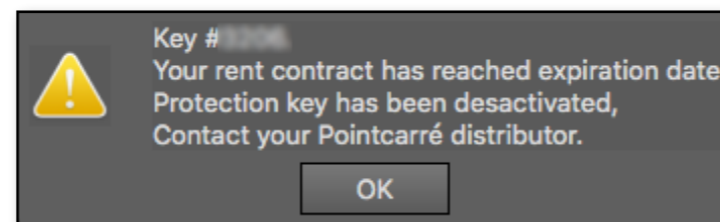
- **Change the port where the DONGLE license is plugged (USB port might be damaged)**
 - **Try to run Pointcarre with another DONGLE license if you can**
 - **Make sure you have installed the Key Driver, if you are using and older Pointcarre License Dongle**
- (see § : ["4.1.1. Dongle Use" on page 8](#))

IF YOU STILL EXPERIENCE THE PROBLEM, CONTACT POINTCARRE SUPPORT TEAM : [SUPPORT@POINTCARRE.COM](mailto:support@pointcarre.com)

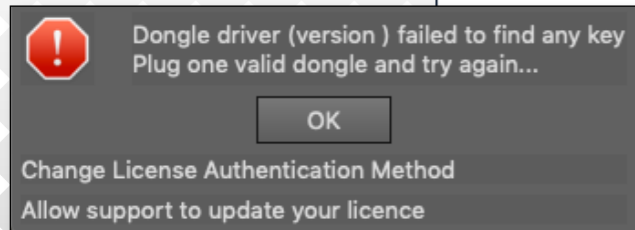
4.1.4.2 Maintenance Contract error message

The following message could appear when the "Maintenance" limit date has been reach.

It could be due to several cases :



- **The Key license you are using has been recently sent to you by post-mail and has a "temporary" status. Contact Pointcarre team to confirm the good reception of your Dongle license and get the update information**
- (See § : ["4.1.3. Dongle license update" on page 9](#))
- **You run a Pointcarre version more recent than your maintenance contract expiration date. If you want to know more about your possibilities contact Pointcarre support team : support@pointcarre.com**





4.2. Pointcarre CLOUD licenses (with Internet connexion)

Pointcarre Cloud licenses do not work with USB Dongle, but with an Internet connection secured with a combination 3 different codes :

- **User name (There is one User name per license. The user names are set by Pointcarre Staff, but can be customized later through the dedicated "my Pointcarre page")**
- **Customer ID (Assigned to the company and common to all licenses own by a Company)**
- **Password (customize by the license user. A password must be set for each license)**

To be able to check on the validity of those codes, Pointcarre will communicate to Pointcarre secured and dedicated servers, trough the Internet. Which means a connection to our specific domains is necessary to ensure Pointcarre with Cloud licenses to run correctly.

The domain that must be granted for incoming AND outgoing connections is :

- <https://www.pointcarre.com> (server addresses : «nk1.pointcarre.com» and «nk2.pointcarre.com»)
- Pointcarre program uses **ports : 80 & 443** for incoming and outgoing connection to Pointcarre servers

Once those codes validity are verified on our server, the program starts.

While running, Pointcarre regularly send a ping to the server and expect a ping back from it.

WHICH MEANS THE INTERNET CONNEXION MUST MAINTAIN AT ALL TIME WHILE USING A CLOUD LICENSE.

4.2.1. General use

Pointcarre program can be installed on an unlimited number of computers, as the license check is performed ONLY when Pointcarre program starts. **Each Cloud license (user name) can only be used in a maximum of 5 computer's Log In.**

COMPUTER LOG IN MEANS THE SPECIFIC SESSION OPENED ON THE COMPUTER : WHEN A COMPUTER IS STARTED, IT REQUIRES A LOG IN AND A PASSWORD TO START A SESSION.

The information related to Pointcarre program registration, are saved in the "Home" of the computer session.

For example, if you Log on a computer as "Jean", the computer opens with "Jean" session. If Pointcarre is used on the "Jean" session, the data related to its registration are saved in :

- **For WINDOWS OS = C:\Users\Jean\...**
- **For MACINTOSH OS = C:\User\Jean\...**

Which means every time Pointcarre license is installed on a computer session, it uses one of the 5 authorizations token available. If start Pointcarre on a sixth computer session, a request to proceed to the license authorization RESET will be displayed.

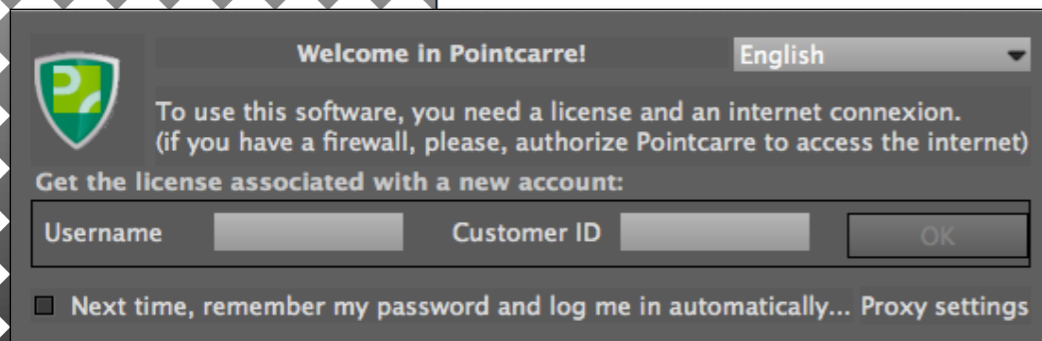
See Chapter § ["4.2.6.7 Exceed the number of installations authorization RESET per year" on page 16](#)

4.2.2. License registration

The first time you start the Pointcarre program and as soon as the "CLOUD" option is selected, you will be asked to enter the following information (previously mentioned):

- **A user name (which will be unique for each license)**
- **A customer ID (which will be the same for all licenses of the same company)**

THE CONNECTION INFORMATION (USER NAME AND COMPANY ID), ARE TRANSMITTED BY THE POINTCARRE TEAM WHEN YOU PURCHASE OUR SOFTWARE.



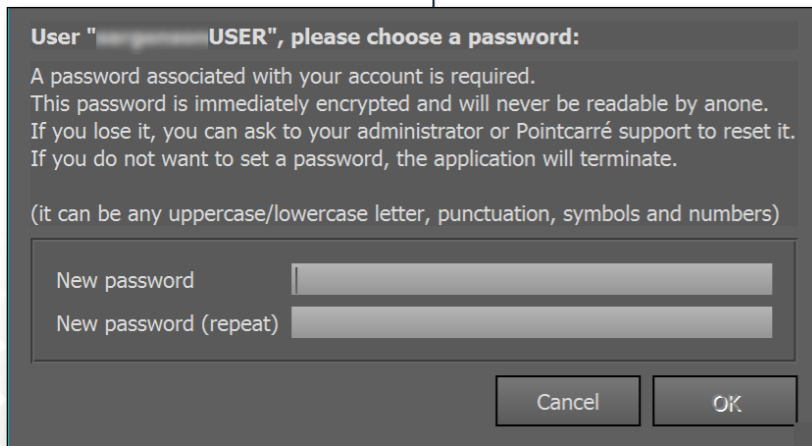
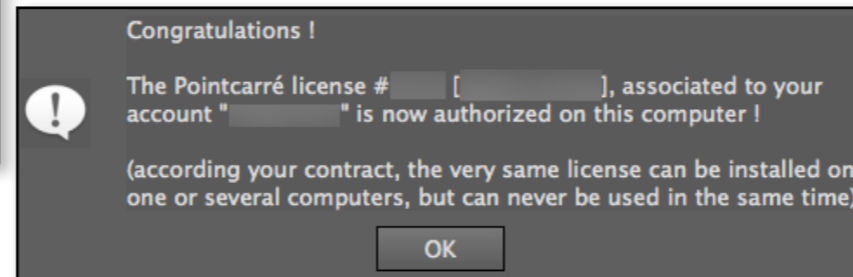
4.2.3. Creating / entering the password

When using a license for the first time, the creation of a password is required. This password is known only to the person who creates it. The confidentiality of this password ensures that you have control over its use.

When using the same license on several computers, you will be asked to enter the password defined when you first use it.

IF YOU NEED TO RESET ONE OR SEVERAL LICENSES PASSWORD, YOU CAN USE YOUR DEDICATED "MY POINTCARRE PAGE" OR CONTACT POINTCARRE SUPPORT TEAM.

Once you have finished entering the new license, the following message will appear, and you will be able to Start Working with Pointcarre :

4.2.3.1 Automatic registration

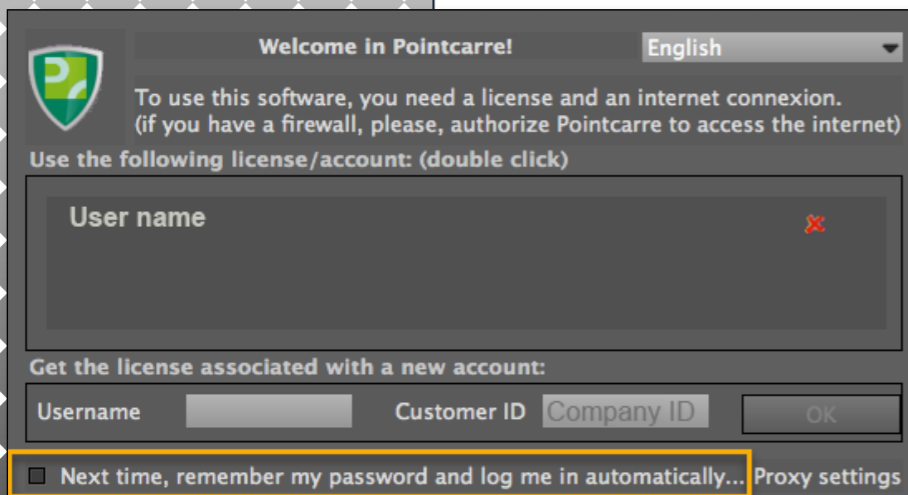
If you did not check the "**Remember my password...**" option, when you registered the licenses, Pointcarre program will require the user to proceed to the following actions :

- **Make a DOUBLE-CLICK ON THE LICENSE** you wish to use, in the list of visible licenses
- **Tape the previously defined password**

The "**Remember my password...**" option is available in 2 different locations :

- **License registrations dialog**
- **Pointcarre Account Preferences (EDIT menu)**

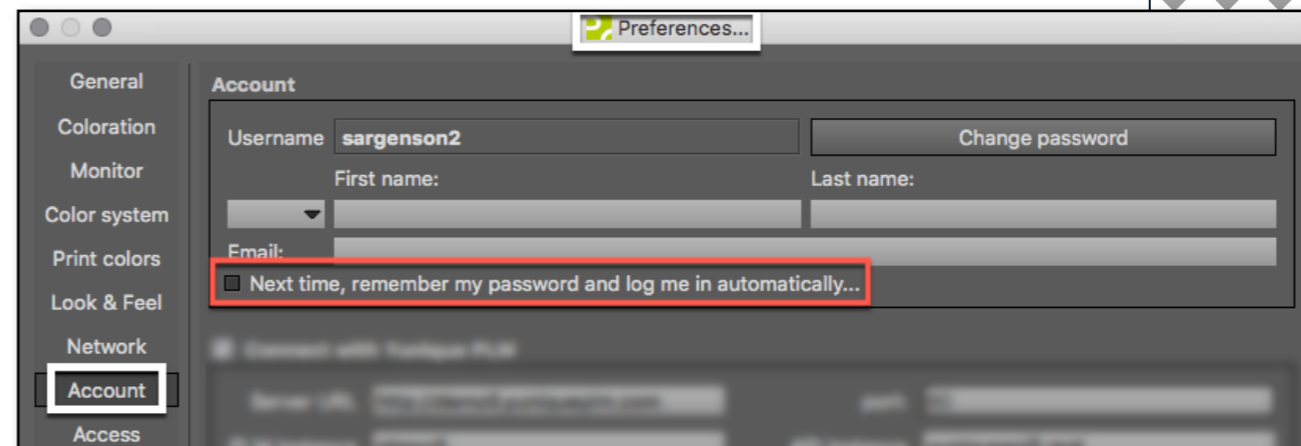
→ **License registration dialog :**



When the option "**Next time, remember my password and log me in automatically...**", the registration data are saved.

Pointcarre will automatically start using the license (User name) you were using while saving the registrations information (password will not be required anymore).

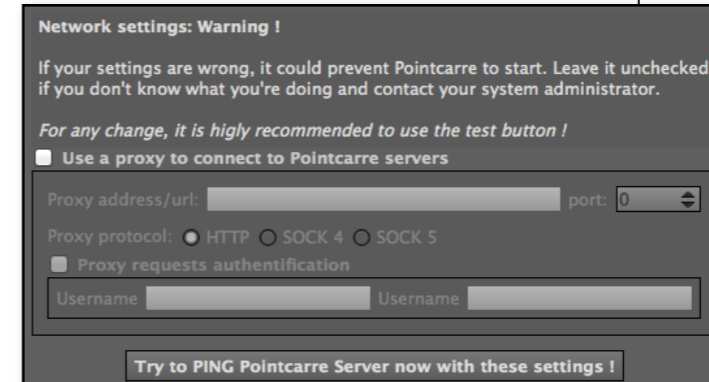
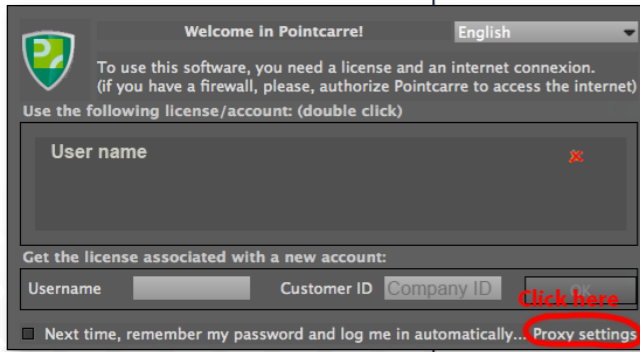
→ **Pointcarre Account Preferences dialog ...**



See following chapter "[4.2.5. Register several licenses on one computer session](#)" on page 12, if you wish to register several licenses on one computer.

4.2.4. Firewall settings

If your company use a "Firewall" to protect the connection to Internet, it will be necessary to set "Proxy" information to allow Pointcarre program to use the Internet connection. This authorization is named "PROXY" data. To access "Proxy settings, click on the text "Proxy settings" located on bottom right of license registration dialog :



TEST YOUR PROXY SETTING BY CLICKING ON THEN FOLLOWING BUTTON "TRY TO PING SERVER NOW WITH THIS SETTINGS !" USUALLY THOSE SETTINGS ARE ENTERED BY YOUR INTERNET SPECIALIST (IT MANAGER FOR EXAMPLE) OR INTERNET PROVIDER.

→ If PROXY setting are not sufficient to allow Pointcarre program to access Pointcarre domain, you must contact the Internet provider to request the Pointcarre domain (<https://www.pointcarre.com>) to be accessible through port 80 & 443 (incoming and outgoing connection). The Internet security provider usually manage a "WHITE LIST" of domain that remain accessible. If your Internet security contract does not allow it, contact Pointcarre Team for help.

4.2.5. Register several licenses on one computer session

It is possible to install several licenses on a single computer session. To do so, you must :

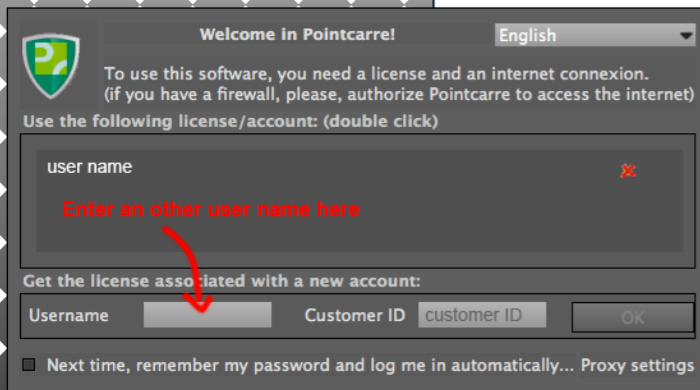
MAKE SURE YOU HAVE NOT CHECK THE OPTION TO "REMEMBER THE LICENSE INFORMATION", OTHERWISE YOU WON'T HAVE ACCESS TO THE REGISTRATION DIALOG.

- Then close and restart Pointcarre program, to add a new user in the registration dialog.
- Proceed as described earlier while registering a single license.

This process must be repeated for each new user you wish to add on the computer. It's possible to register all or some of your licenses on one computer's session.

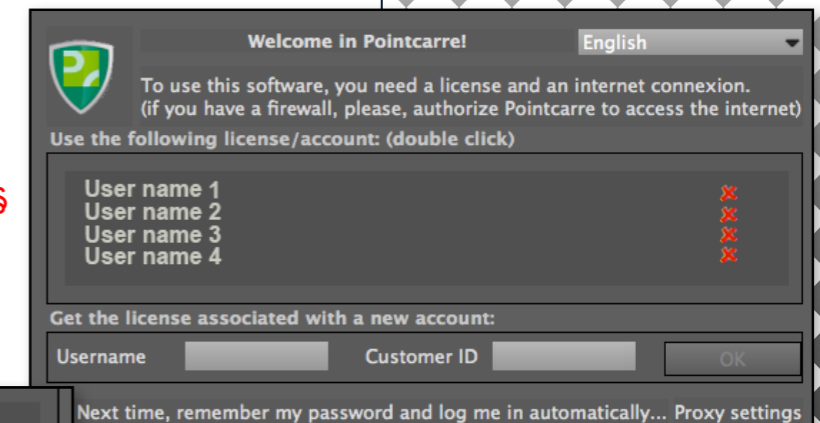
→ See an illustration of multiple licenses available on a single computer session :

To use a license, Double click on the "user name" you wish to use , in the listed licenses.



ONLY ONE PERSON CAN RUN A LICENSE AT A TIME. IF SOMEONE ELSE IS USING THE SAME LICENSE ON ANOTHER COMPUTER SESSION AN ERROR MESSAGE WILL APPEAR (SEE CHAPTER \$ "4.2.6.3 Using simultaneously the same license" on page 14).

To suppress a license use authorization on a computer session, click on the RED CROSS located at the right of each license...

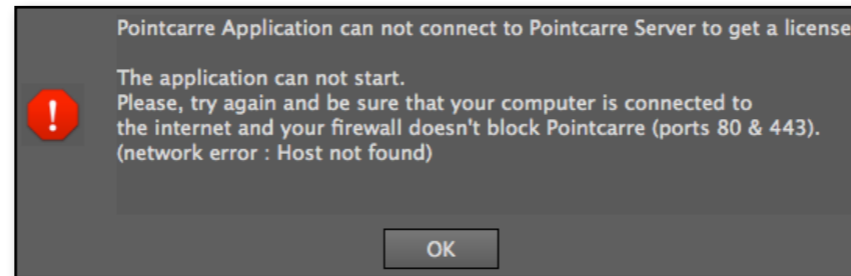


4.2.6. Possible issues and error messages

4.2.6.1 Internet connection stops

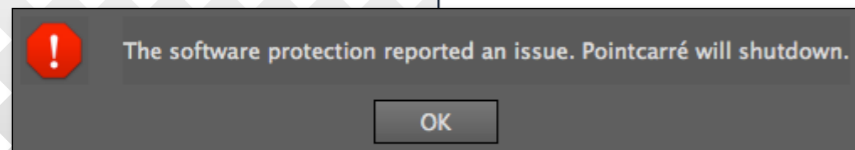
4.2.6.1.1 When starting Pointcarre...

If Pointcarre program displays the following message at starting, that means it can not access the Internet to check the Cloud license validity :



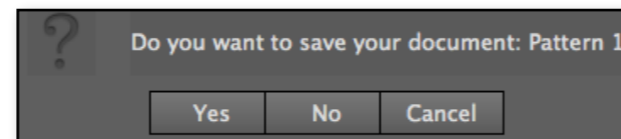
4.2.6.1.2 While running Pointcarre...

If you get the following message, that means your Internet connection to the **Internet has completely shut**, or it experienced **Internet interruption of more than 2.30 minutes**.



When this message appears, there is only one choice, which is closing the program. Before quitting, Pointcarre program will propose to save ALL opened documents.

→ Propose saving dialog...

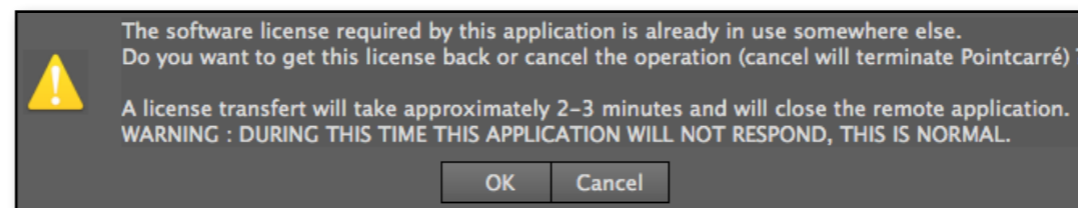


-> To restore the Internet connexion on your computer :

- **Check the Ethernet cable is correctly plugged on your computer**
- **Check the Internet connection itself : start your Internet browser program (Safari - Internet Explorer - Firefox... etc) and go to Pointcarre website address, for example. If you can access our website, that means your connection is restored.**

CAREFUL, IT'S IMPORTANT TO TEST WITH A COMPLETE WEBSITE ADDRESS, AS SOME WEB PAGE KEEPS STORED (EVEN IF YOU ARE NOT CONNECTED TO THE INTERNET) IN YOUR INTERNET BROWSER PROGRAM (SUCH AS WWW.GOOGLE.COM).

After Internet connection is restored, you may have the following message coming out, while you start Pointcarre :

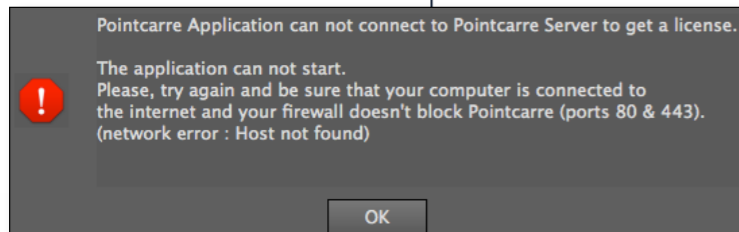


Click on "CANCEL" button to avoid license authorization transfer. And wait for 5 minutes before running Pointcarre again.

IF YOU STILL EXPERIENCED A CONNECTION FAIL WITH POINTCARRE PROGRAM, CHECK THE FOLLOWING CHAPTER §
["4.2.6.2 Internet connection blocked" on page 14](#)

4.2.6.2 Internet connection blocked

If you are correctly connected to the Internet but get the following error message : (same message as Internet stopped)



If Pointcarre display this message after you have successfully checked your Internet connection...

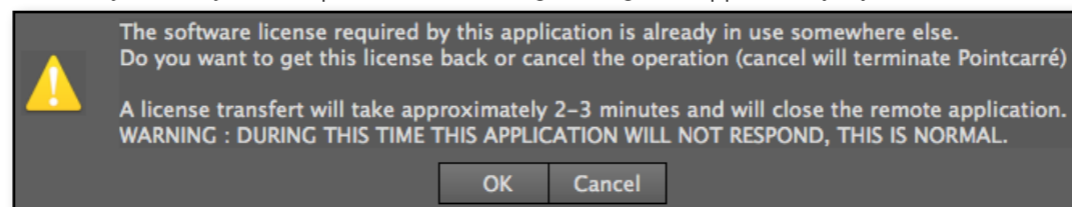
- **Check the Ethernet cable is correctly plugged on your computer**
- **Check the Internet connection itself : start your Internet browser program (Safari - Internet Explorer - Firefox... etc) and go to Pointcarre website address, for example. If you can access our website, that means your connection is restored.**

...That means Pointcarre program is specifically blocked when trying to access the Internet

Please see chapter on : ["4.2.4. Firewall settings" on page 12](#).

4.2.6.3 Using simultaneously the same license

If you are using a license already in use by another person, the following message will appears **to propose a license USE TRANSFER** :



2 choices are possible :

- **CANCEL : Cancel the use of the selected license and close Pointcarre**
- **OK : Send a license transfer use request, to the other user of the license. Pointcarre will look freeze until it gets an answer to the request sent, or 3 minutes maximum if no answers if provided.**

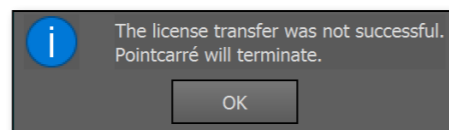
4.2.6.4 License transfer request sent...

The current user of the license gets the following dialog opening

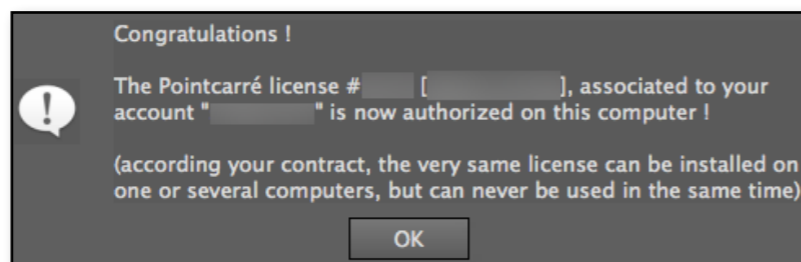
→ See illustration of a license user transfer request on the right side...

2 possible choices for the other user:

- **Refuse Transfer** : the user trying to open the same license will receive a negative response to his/ her transfer request, and Pointcarre will close for him/ her.



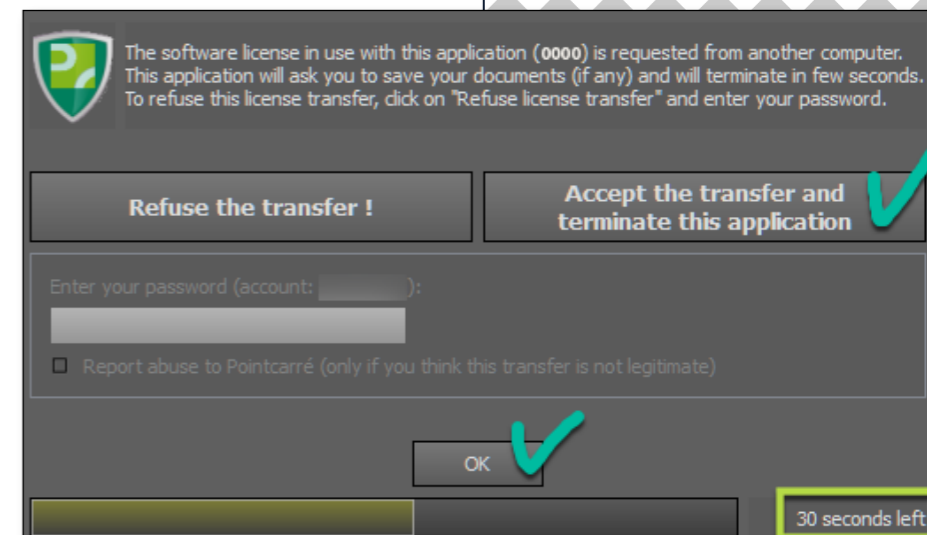
- **Accept the transfer and terminate this application** : new user gets a positive answer and is allowed to start Pointcarre. The old user will be able to save opened documents before Pointcarre closes.



THE TRANSFER LICENSE REQUEST DIALOG WILL BE OPEN FOR 1 MINUTE AND CLOSE, IF NO CHOICES ARE PERFORMED

The other user will have to enter license password to complete license transfer.

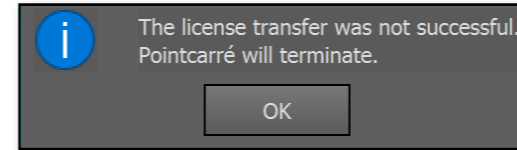
4.2.6.5 Reporting Abuse



It is possible to report abuse, if after receiving a license transfer request you think that it comes from an undesirable person.

- **Choose the option: "Refuse the license transfer", then validate this refusal by entering the password associated with the license.**

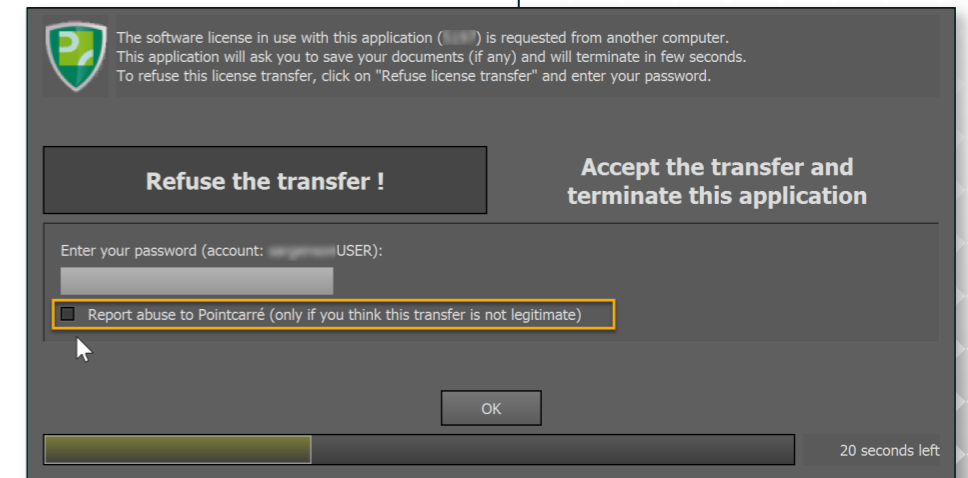
→ Message displayed to the license transfer applicant...



- **Check the box "Report abuse to Pointcarre" if you think this is appropriate for your situation. A member of the Pointcarré team will contact you to help you solve this problem:**

→ On the computer requesting the license transfer, the following message will appear...

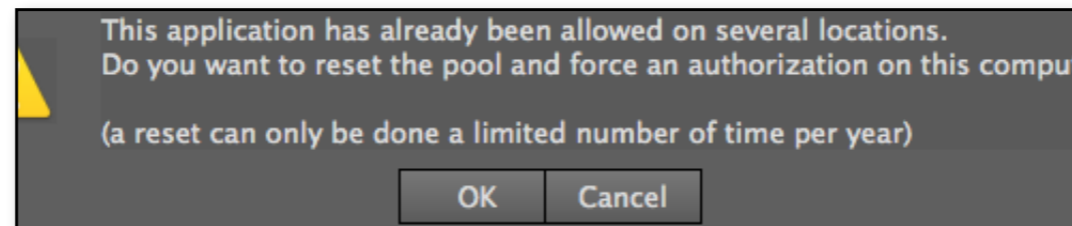
THE LICENSE PASSWORD WILL BE REQUIRED TO PROCEED TO TRANSFER REFUSAL AND ABUSE REPORTING



4.2.6.6 License installation exceeds the number of computers session authorized

Each CLOUD license has a limited amount of authorization to run (default setting is 5 computers authorized for each license).

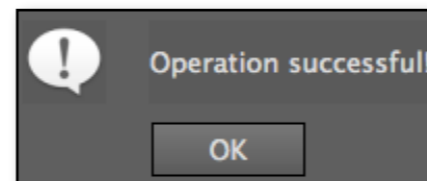
If you exceed this number the following message will appears, that means you are trying to run Pointcarre on the sixth computer session, which is not allowed :



2 possible choices :

- **Click "CANCEL"... You cancel the action of license authorization reset.**
- **Click "OK"... You force Pointcarre RESET all computer session authorization for this licenses, so you can authorize the current computer session to run Pointcarre. It will also force all persons using this license to authorize their computer sessions again.**

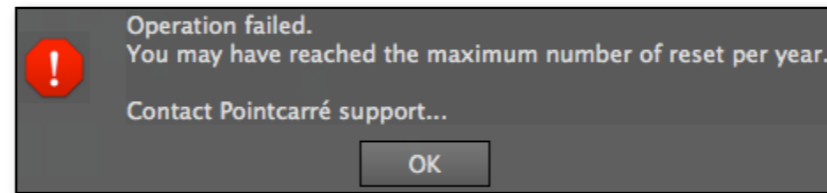
The following message appears, same as when you authorize a Cloud license for the first time on a computer session .



**CAREFUL, THERE IS A LIMITED NUMBER OF RESET POSSIBLE FOR ALL LICENSES OF A COMPANY ACCOUNT
(MAXIMUM AMOUNT OF RESET PER YEAR IS 4)**

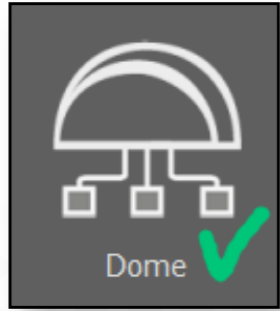
4.2.6.7 Exceed the number of installations authorization RESET per year

If the following message appears that means Pointcarre was tried to run on more than 5 computer's session, more that 4 times the current year, which is not allowed.



This limits are provided to ensure the Company that purchased the software can be the only one to use it. If you need help, contact Pointcarre Team at :

- support@pointcarre.com ... for France and Europe
- sgreenberg@pointcarre.com ... for Americas



4.3. Pointcarre DOME licenses

The **Dome** is a device that can contain **5 different types of licenses (but many more users)**. License type determine the access to different parts of Pointcarre software (Color Sep license for textile printing and Jacquard license for designing and weaving Jacquard type fabrics).

The licenses contained in the Dome can be accessed by a defined number of users, the total number of users can go up to 150. It is particularly suitable for companies that need to deploy a large number of software licenses in their offices, or for schools.

THIS DEVICE IS FULLY CONFIGURED BY THE COMPANY POINTCARRE SARL, ACCORDING TO THE DETAILS OF YOUR PURCHASES.

ONLY THE AMOUNT OF USERS REFLECT THE AMOUNT OF LICENSES PURCHASED

4.3.1. Installation of the Dome

The Dome cannot be reached from the Internet. He is configured to be accessible **ONLY** from your internal networks.

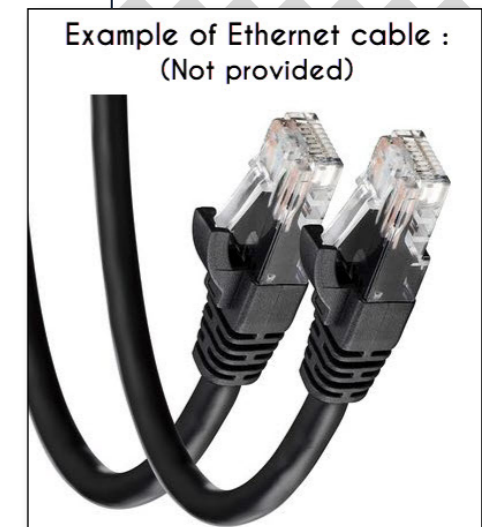
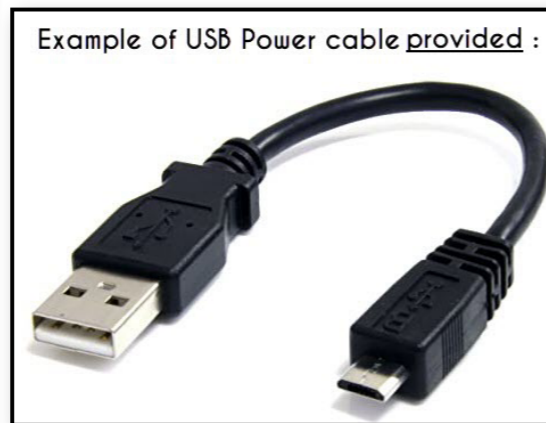
Dome device is configured to be accessible only though the Home Network it will be plugged to. You should connect the dome to your current Network with an Ethernet cable.

The connection to the Network must be made through an IP address (automatically assigned by your network or to be assigned manually by you, depending on your IP address management)... exactly like a printer installation. **The network on which the Dome is set, must be one that can be reached by all Workstation that will be using Pointcarre program.**

4.3.1.1 Hardware

The Dome device will be provided with a **USB POWER CABLE**. You can connect the Dome directly to a Computer with it for power source. Or purchased an **adapter** that will fit the **hosting country electrical installations**, to plug it directly on the general electricity.

→ See an example of the USB power cable provided...



To connect the Dome to your current Network, an Ethernet cable will also be necessary :

THE CONNECTION TO THE NETWORK MUST BE MADE THROUGH A LOCATION (IP ADDRESS) THAT CAN BE REACHED BY ALL WORKSTATION THAT WILL BE USING POINTCARRE PROGRAM, OTHERWISE POINTCARRE WON'T BE ABLE TO PROPOSE ANY OF THE DOME LICENSES FOR USE.

4.3.1.2 Software

To access the Dome licenses, Pointcarre must be installed and the pointcarre libraries too.

Start Pointcarre program and choose "DOME" license type.

The dome content (license configurations and number of users) will be set by Pointcarre company according to your purchase details. **To provide a friendly access to the Dome licenses, the Dome licenses access interface will display ONLY the licenses types (Not the users).**

← Example of a Dome licenses access dialog...

License manager

Welcome in Pointcarre! English

To use this software, you need a license and an internet connexion.
(if you have a firewall, please, authorize Pointcarre to access the internet)

Use the following license/account: (double click)

All (20 users)	8
Weave Design (19 Users)	8

Dome IP address : 192.168... Mac address : ...

Edit Dome connection parameters

Next time, remember my choice and log me in automatically...

Change License Authentication Method

Allow support to update your licence

Legend:

- List of licenses configurations Also indicates the TOTAL number of users available for the license. Does not indicate the number of user currently taken
- Dome current IP address
- MAC address of the Dome

- The IP address assigned to the Dome entirely depends on the local Network settings, *it is not set by the Dome itself*.
- The location of the Dome requires that it is accessible by all possible Pointcarre working station (like a printer for example).

THAT'S WHY WE RECOMMEND THE DOME TO BE INSTALLED BY AN IT PERSON OR AT LEAST SOMEONE FAMILIAR WITH THE LOCAL NETWORK MANAGEMENT.

4.3.2. Using Dome license

After choosing the DOME as your authentication type of license, the Dome licenses access dialog will appears. It displays a list of the licenses configuration. **It does not list ALL the purchased licenses.**

For example if you purchase **2 types of licenses** (one for Jacquard creation and another for Dobby creation), for a **total of 50 users**. The Dome license list will display 2 licenses :

- Jacquard (25 user)
- Dobby (25 users)

Of course the allocation of users to a specific license type, is entirely related to the purchase Invoice of the Software. In our example, the client have purchased 25 Jacquard licenses and 25 Dobby licenses.

← See an example of Dome licenses access dialog... :

In this example the Dome contains a total of 39 users, 20 users allocated to a full license (All) of Pointcarre (containing all Pointcarre modules), and 19 users allocated to Weave Design license.

Which also means that 20 persons can use the full license at the same time.

And 19 persons can use the Weave license at the same time.

- **DOUBLE CLICK** on one of the license listed to finalize Pointcarre Software opening.

4.3.2.1 Automatic registration

Users may avoid choosing the license in the dialog, if they always use the same type of license. They can check the option :

- "Next time, remember my choice and log me in automatically..."

-> See the following Chapter § "4.2.3.1 Automatic registration" on page 11 , for more details.

Welcome in Pointcarre! English

To use this software, you need a license and an internet connexion.
(if you have a firewall, please, authorize Pointcarre to access the internet)

Use the following license/account: (double click)

All (20 users)	8
Weave Design (19 Users)	8

Dome IP address : 192.168... Mac address : ...

Edit Dome connection parameters

Next time, remember my choice and log me in automatically...

Change License Authentication Method

Allow support to update your licence

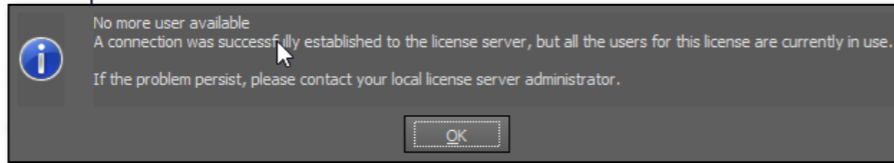
Callout: Double Click here to access a Weave Design license

4.3.3. Known issues

4.3.3.1 Exceed the maximum number of users

The following message appears when ALL users of the license you try to opens, are taken. The only way to get access to this particular license is to wait for one of its current users to close Pointcarre program.

→ Example of "Maximum number of users has been reached" warning message...



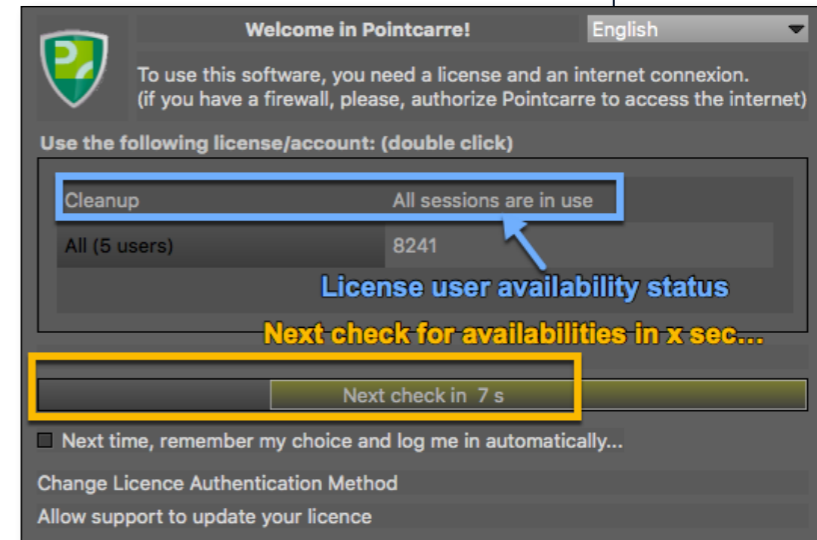
As soon as you click OK, Pointcarre displays the Dome Licenses access dialog with extra informations on the tried license status. It also remains open to **check regularly** the license status to **open it as soon as one of the current users closes one of them.**

When the license has started, you may use the program normally.

As long as you have the program running, you are taking one of the available users for the selected license.

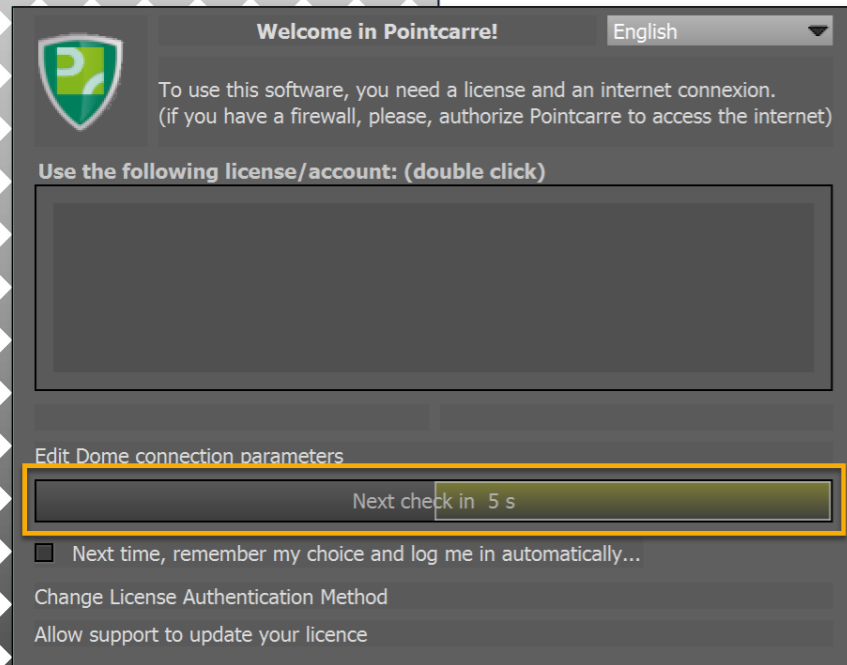
As soon as you close the Pointcarre program, you are releasing one of the available users for the selected license.

POINTCARRE DOES NOT DISPLAY ANY MESSAGE TO THE CURRENT USERS OF THE LICENSE, FOR THEM TO CLOSE THE PROGRAM.



4.3.3.2 Pointcarre does not displays the Dome licenses

When the Dome licenses access dialog displays as shown below, that means the Workstation on which you use Pointcarre is unable to reach the Dome address :



Pointcarre will check regularly if the Dome can be reached, in case it is only a matter of time.

-> If after several checks the Dome address cannot be reached you must perform the following procedure :

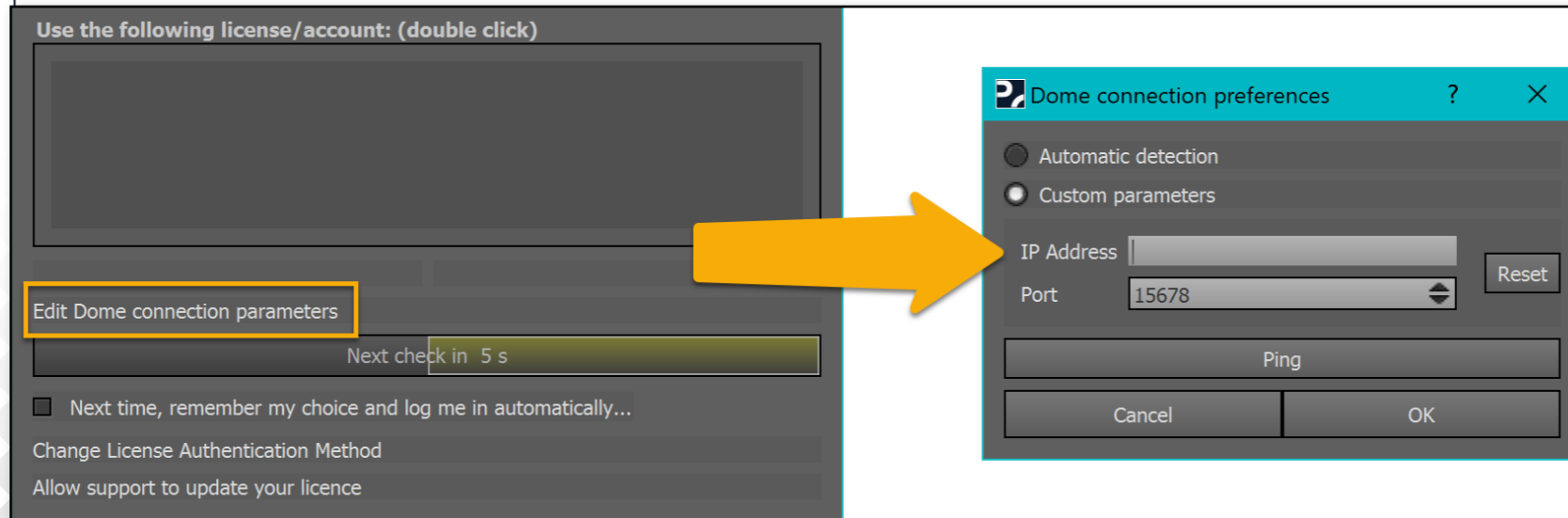
- **Check the Dome is correctly plugged to a power source (a green light should be visible on the underneath black area of the Dome)**
- **Check the Dome is correctly plugged with the Ethernet cable**
- **Check if you can find the IP address assigned to the Dome by the Network**

-> ... If you can't find the IP address of the Dome :

- **Change the Ethernet cable**
- **Plug the Dome directly to a computer (so you can easily access its allocated IP address)**
- **Make sure your Network allow a new MAC address to be connected**

If the Dome has a visible IP address but still can't be reached by Pointcarre, click on **"Edit Dome connection parameters"** to setup manually the IP address and the port number, and test a PING.

→ [See illustration of the dialog allowing to manually edit the IP address...](#)



The screenshot shows a software interface with a dark theme. At the top, it says "Use the following license/account: (double click)". Below this is a large empty rectangular area. A yellow arrow points from the "Edit Dome connection parameters" button in the main interface to a separate dialog box titled "Dome connection preferences". The dialog box has two radio buttons: "Automatic detection" (unselected) and "Custom parameters" (selected). Below the radio buttons are two input fields: "IP Address" (empty) and "Port" (containing "15678"). There is a "Reset" button next to the IP Address field. Below the input fields is a "Ping" button. At the bottom of the dialog are "Cancel" and "OK" buttons. In the main interface, the "Edit Dome connection parameters" button is highlighted with a yellow border. Below it is a "Next check in 5 s" button and a checkbox labeled "Next time, remember my choice and log me in automatically...". At the bottom of the main interface are the links "Change License Authentication Method" and "Allow support to update your licence".

If you still can't access your Dome licenses, please contact Pointcarre Support Team : support@pointcarre.com

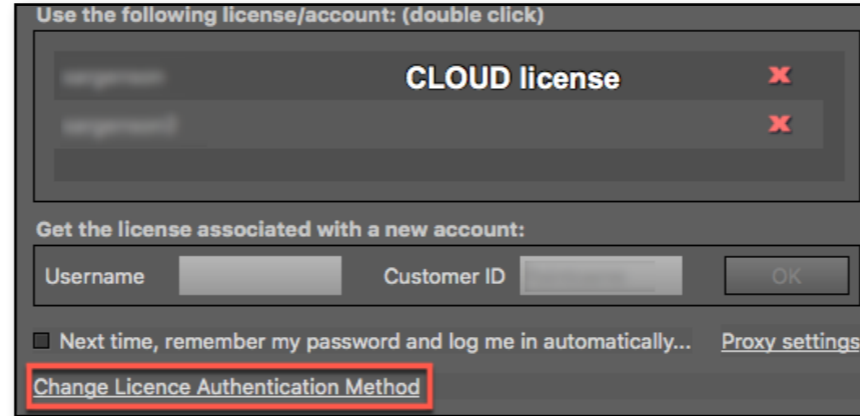
5 .Change License authentication Method

It is possible to modify your license(s) type(s). This modification will not require a new installation of the program.

Nevertheless it is require to contact your Pointcarre office, to give your new registration information or key.

There are several places where you can access the license modification feature :

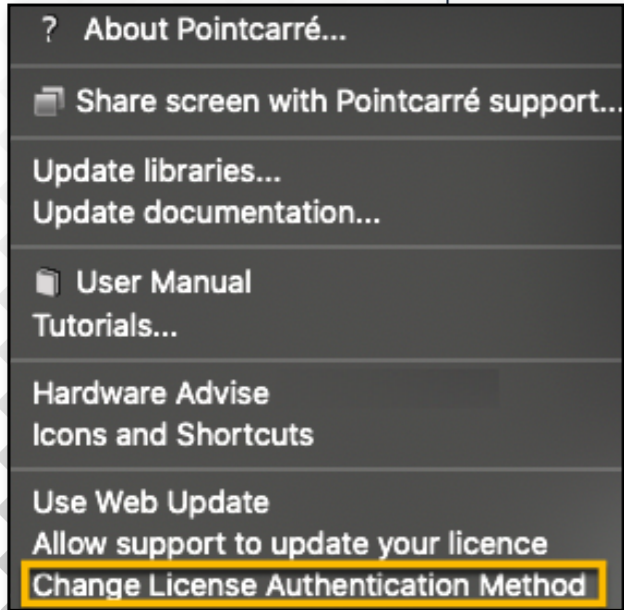
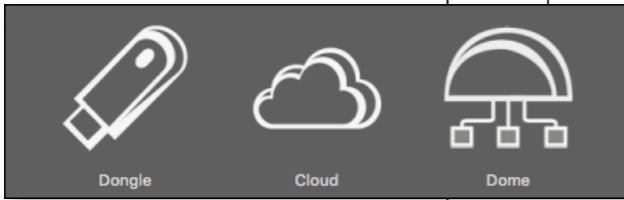
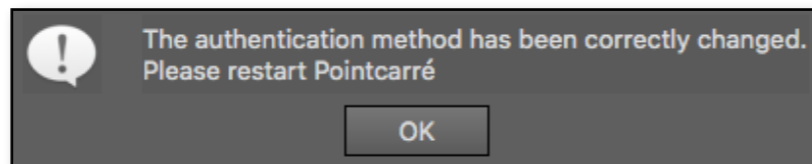
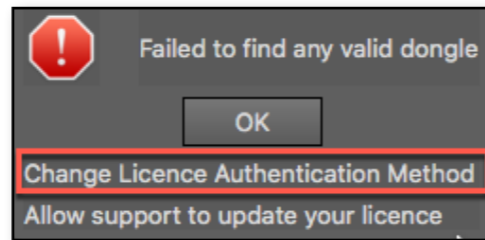
- **Menu HELP**
- **Registration dialog for CLOUD license**



- **Registration dialog for DOME license**
- **Error window from wrong DONGLE license access**

THE LICENSE MODIFICATION WILL BE EFFECTIVE ONLY AFTER THE RESTART OF THE PROGRAM.

→ See examples of licenses type changes different locations...



6 .Allow support to update your license

This function was design to easily modify a Dongle or Dome licenses to be modified. For example when a client purchase a additional feature, this feature allow to update the Dongle license, if you authorize the Pointcarre team to access your active license (DOME or DONGLE). It could be also used to fix an issue in a license module access.

THIS ACTION CAN ONLY BE REQUESTED AND PERFORMED BY A MEMBER OF POINTCARRE STAFF.

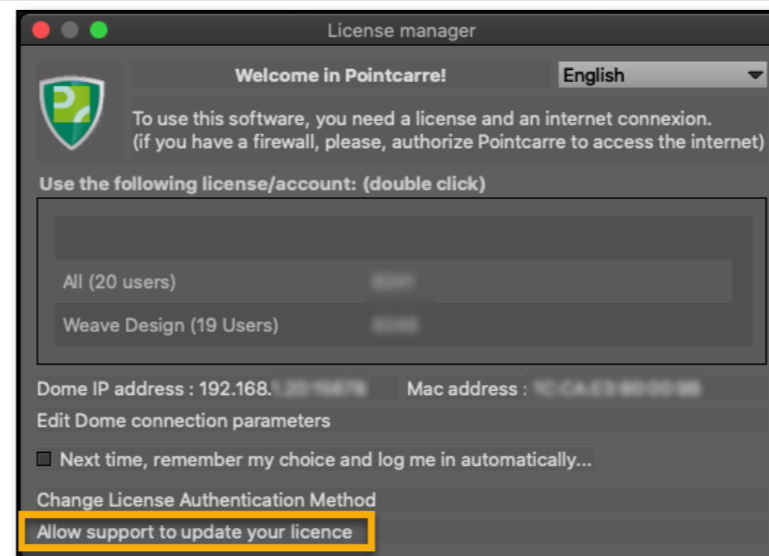
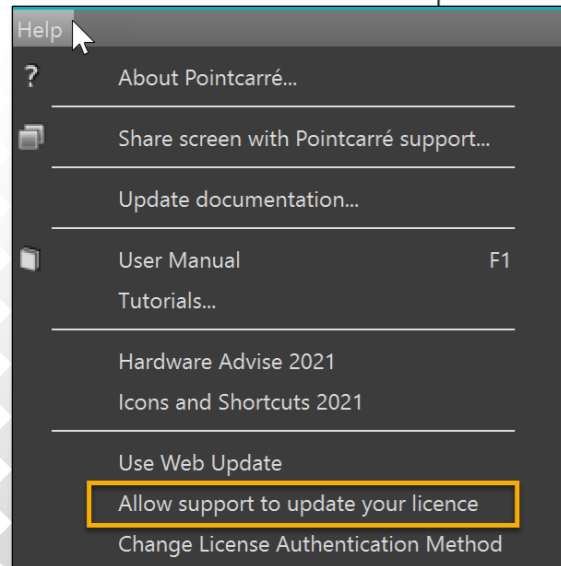
Note that Cloud licenses does not need this feature to be upgrade to get additional functions or modified to fix a problem.

THIS IS COMPLETELY DIFFERENT FROM THE ANNUAL MAINTENANCE CODE UPDATE, WHICH IS AN AUTOMATIC PROCEDURE.

To proceed to the license modification and therefore allow Pointcarre team to connect to your license, your workstation **MUST** be connected to the Internet (as a connection must be established between your workstation and the Pointcarre's office computer).

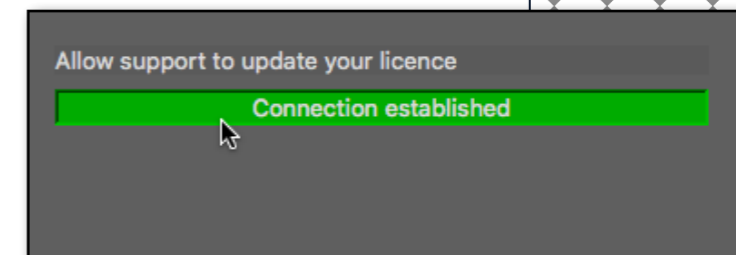
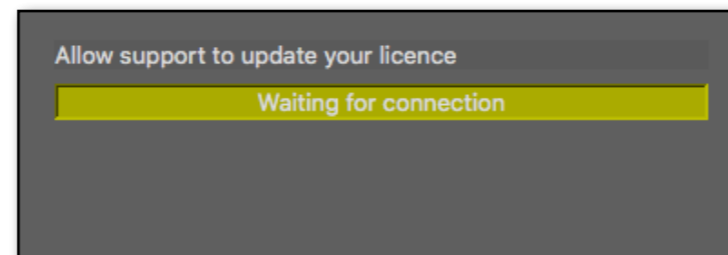
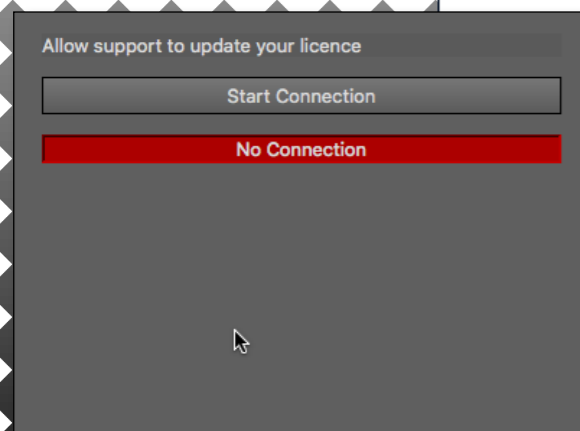
-> Available from the following locations:

- **HELP** menu for "DONGLE" licenses (Pointcarre USB key)
 - **DOME** licenses access dialog
- See the Dome licenses access dialog with the "Change Authentication method" option...



THIS FUNCTION IS NOT AVAILABLE FOR "CLOUD" TYPE LICENSES BECAUSE THEY DO NOT NEED IT. THE MODIFICATION IS POSSIBLE REMOTELY AND EFFECTIVE AS SOON AS POINTCARRE IS RESTARTED

→ See examples of 2 different access to allow connection to your license...



First it opens the dialog to allow communication between our team and your active license through the Internet.

AN INTERNET CONNEXION IS NECESSARY TO BE ABLE TO USE THIS FEATURE

THIS ACTION IS TO BE PERFORMED WHILE COMMUNICATING WITH POINTCARRE SUPPORT OVER THE PHONE OR "CHAT".