Tetra4D Converter

Version 2019

Installation Guide

Details on how to install and license the Tetra4D Converter™.

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Tetra4D Enrich has been developed as an Add-in for Adobe® Acrobat® Pro and supports versions DC ad 2017. As such, Acrobat Pro DC or Pro 2017 is required to be installed for Tetra4D Enrich to function.
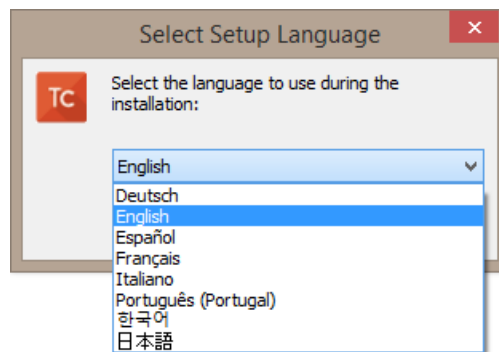
A free trial of Acrobat Pro DC can be downloaded at:
http://www.adobe.com/cfusion/tdrc/index.cfm?product=acrobat_pro

Please refer to https://helpx.adobe.com/creative-cloud/learn/tutorials/acrobat.html#get-started and https://helpx.adobe.com/document-cloud.html for detailed instructions and troubleshooting related to Acrobat Pro DC / Pro 2017.

If you have not yet purchased Acrobat Pro, it can be purchased along with Tetra4D Converter as a package called *Tetra4D Converter Suite* online at: http://www.tetra4d.com/store
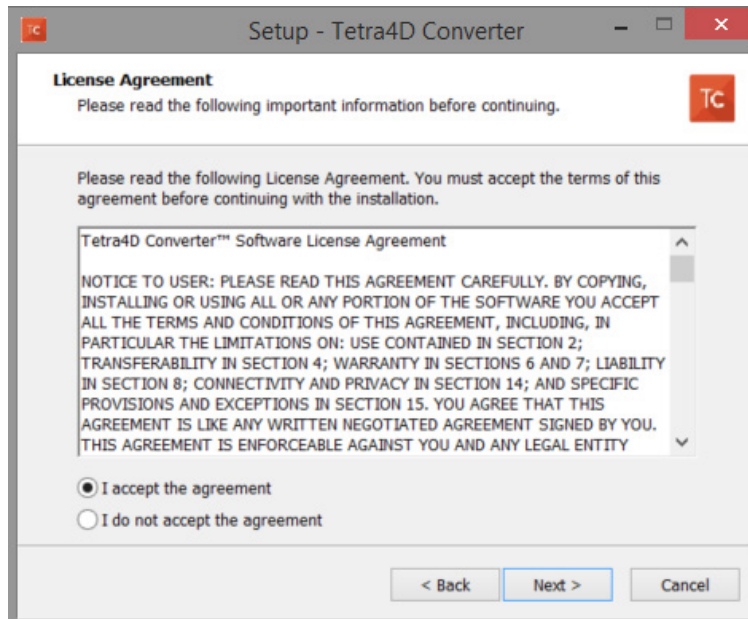
Installation of Tetra4D Converter

1. Download and run the "Tetra4D Converter" installer. The installer should have been emailed to you along with your license/serial number. You can also find it in your Customer Portal

2. Select the desired setup language and choose **OK**:

3. The installation programs welcome screen is then displayed. Click **Next** to continue:
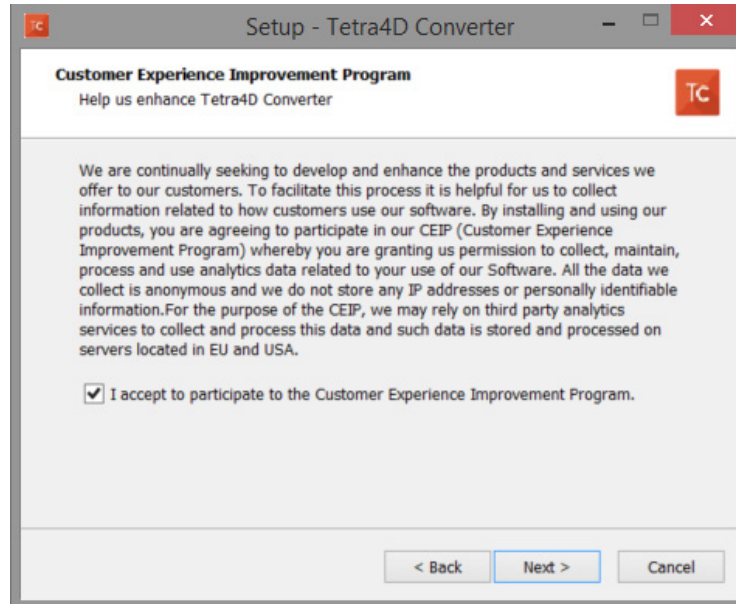

4. Read and accept the End User License Agreement, then click **Next** to continue:
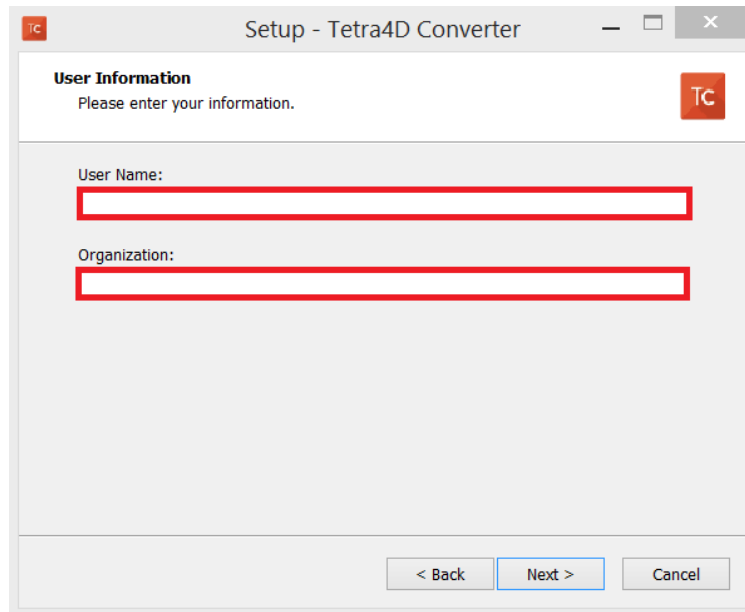
5. Read the Customer Experience Improvement Program terms.

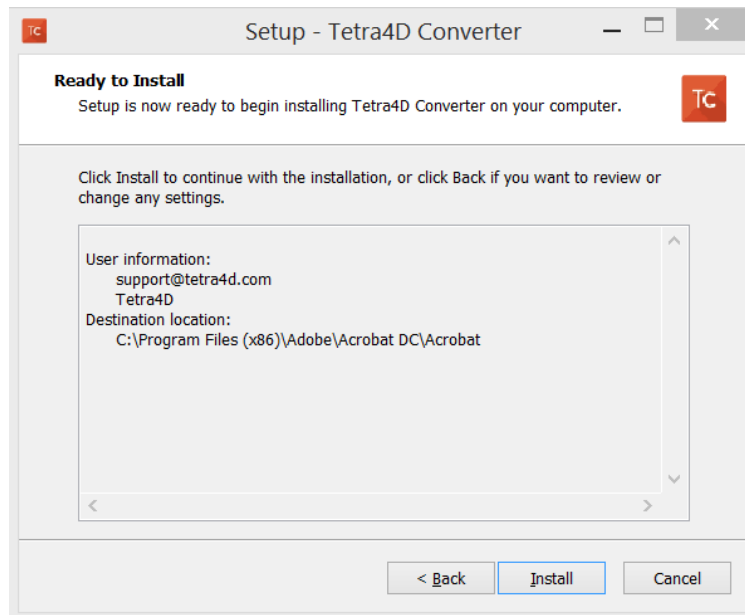If you don't want to participate in this program, uncheck the check-box.
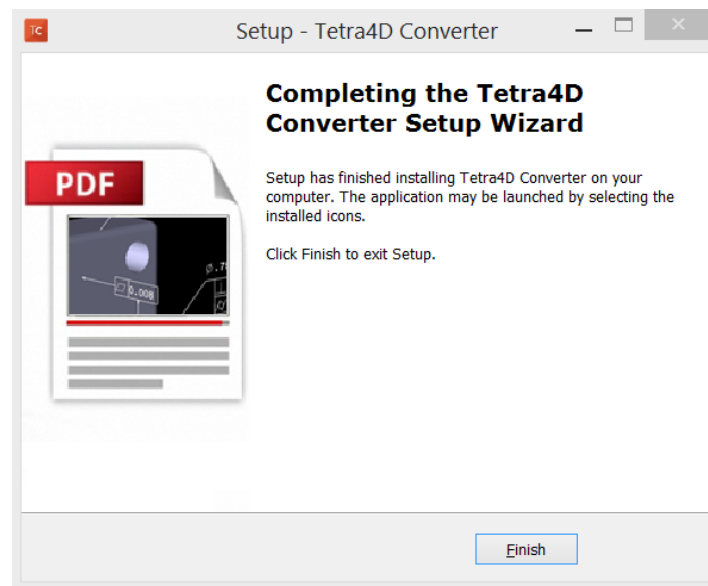
Then click **Next** to continue:

6. Enter your user information (optional), then click **Next** to continue:

7. Finally, review the installation information and click **Install**:

After the installation is complete, the installer may notify you that a system restart is necessary in order to fully complete the installation process. If the following dialog box is displayed, please make sure that you restart your computer before trying to run the Tetra4D Converter for the first time:

Running Tetra4D Converter

To run Tetra4D Converter, please go to your start menu and launch Acrobat Pro. When you first launch Acrobat Pro after installing Tetra4D Converter, you will see the following dialog box until your license has been activated.

Tetra4D Converter starts automatically in a trial mode, with a 28 days duration.

- Select the **Buy Now** button to go to the Tetra4D web store to purchase licenses of the Tetra4D Converter.

- Select the **Continue Trial** button to run in trial mode. The Tetra4D Converter will run in trial mode for 28 days after installation.

- You should receive an email from tetra4d.com when you purchase Tetra4D Converter with your serial number/license key and a link to the installation setup. These can also be found in your Customer Portal. To activate your license, select the **I already have a serial number** button and enter your serial number in the activation window. Detailed activation instructions can be found on the next page of this document.

If you are unsure what your license status is or just need help in general, please a support request by going to www.tetra4d.com/support or by accessing your customer portal.

License Activation

The Tetra4D Converter licensing system makes it possible to activate your license without contacting Tetra4D support.

In order to adapt to various situations, Tetra4D Converter provides different ways to activate a license on a computer:

- Online activation (computer connected to the Internet)
    - Activation can be performed
        - From the **Product status** dialog box,
        - From the top menu: **Tetra4D Converter > License manager**.
- Offline activation (computer not connected to the Internet)
    - Activation can be performed from the top menu Tetra4D Converter > License manager
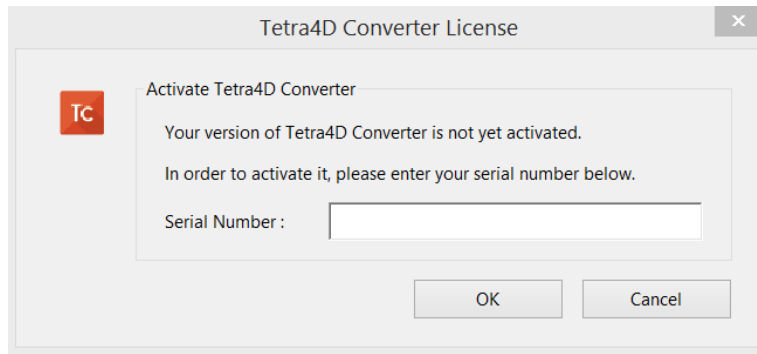

License activation: Online

To access the online activation dialog:

- Start Acrobat Pro, and select **I already have a serial number** in the Tetra4D Converter status dialog

- Or if you are already working in Acrobat, click on the top menu **Tetra4D Converter > About Tetra4D Converter** to access to the Tetra4D Converter status dialog, and then select **I already have a serial number**.

- In the Tetra4D Converter license dialog, enter your serial number

Remark:
    The serial number should look like:
    XXXXXXX-XXXXXXXXXX-XXXXXXX-XXXXX

- Click OK to validate

    Note:

        At this stage, an internet connection is required for the license to be activated.

- If the activation is successful, the following message confirming the activation will be displayed.

- Press Ok to close the dialog box.

- If the activation is not successful, a dialog box will be displayed with a message indicating what the specific problem is (such as **Invalid serial number** or **Invalid license**):
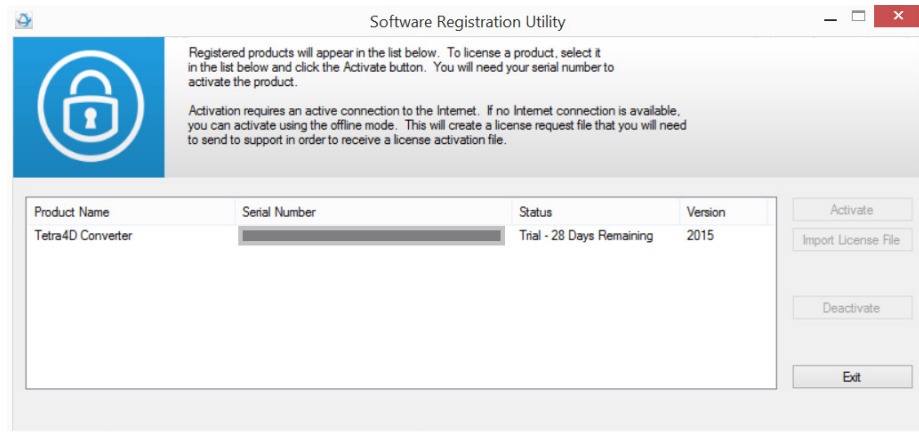

In such a case, please follow the Offline activation process instructions.

License Activation: Offline

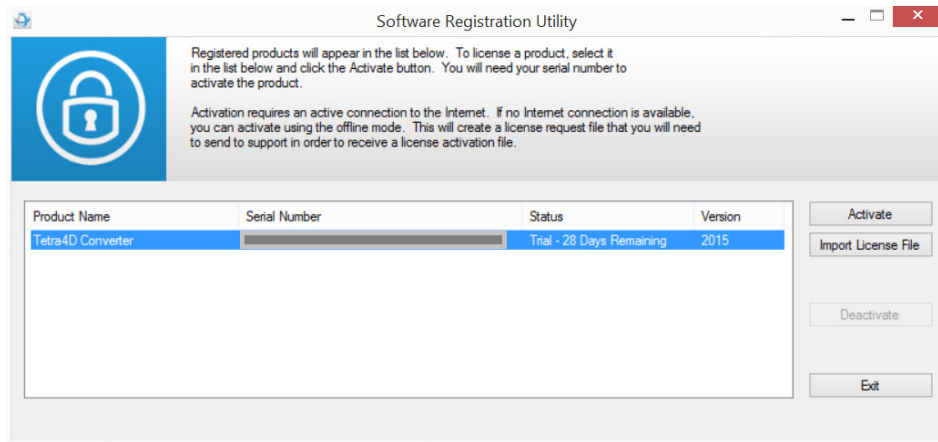To access to the offline activation dialog:

- Start Acrobat Pro

- Click on the top menu **Tetra4D Converter > License Manager** to access to the Tetra4D License Manager
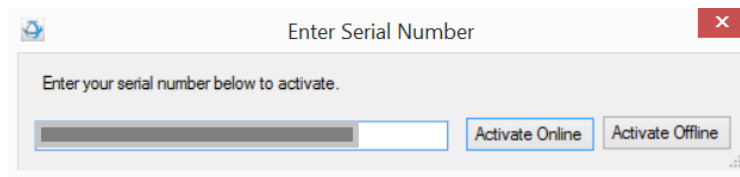

Note:

- *The Tetra4D License Manager tool lists:*
    - *The installed Tetra4D products*
    - *The Serial number currently used for each product*
        - *Your serial number if the product has been activated*
        - *A generic "trial" serial number if the product is in trial mode*
    - *The status of each product (Trial mode, registered…)*
    - *The version of each product*
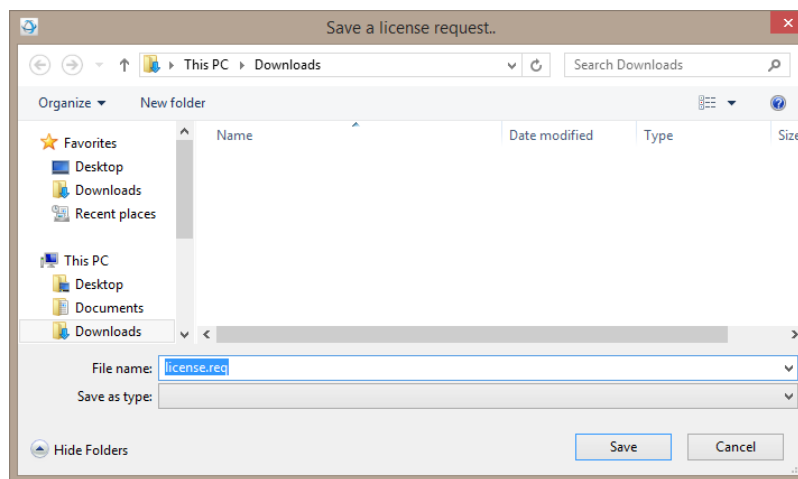
- Select the **Tetra4D Converter** product

- Click on **Activate**

- Input your serial number

- Click on **Activate Offline**

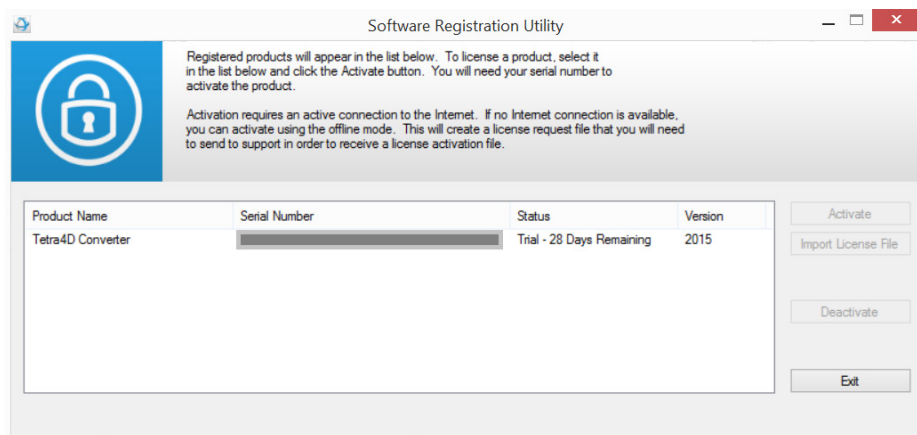- Save the Offline_activation_ XXXXXXX-XXXXXXXXXX-XXXXXXX-XXXXX _macAddress.req file generated by the license manager

- Send the Offline_activation_ XXXXXXX-XXXXXXXXXX-XXXXXXX-XXXXX _macAddress.req file to support@tetra4d.com
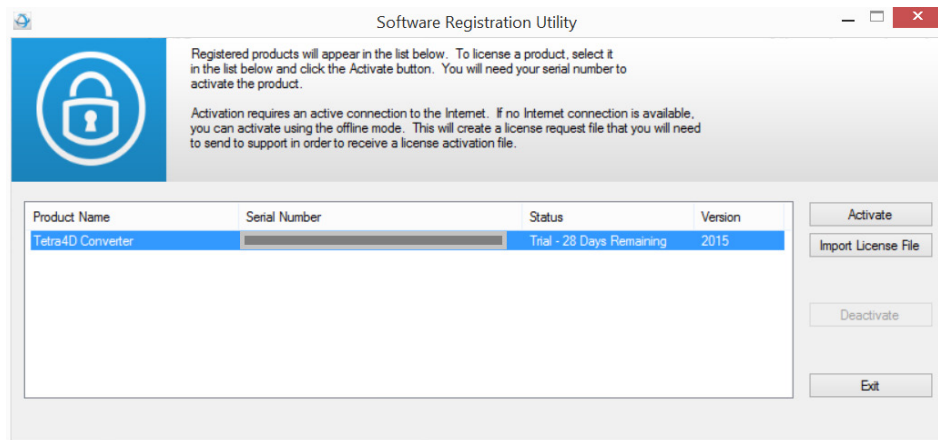

- Our support staff will send a license file corresponding to the computer from which you issued the activation request.
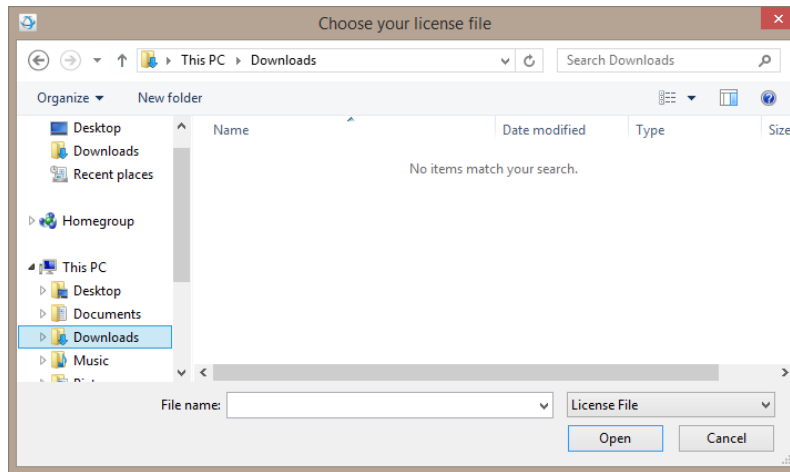
  Remark:

  o   The file you will receive will be named as shown below:

  ▪   XXXXXXX-XXXXXXXXXX-XXXXXXX-XXXXX _macAddress

- Start Acrobat Pro

- Click on the top menu **Tetra4D Converter > License Manager** to access to the Tetra4D License manager
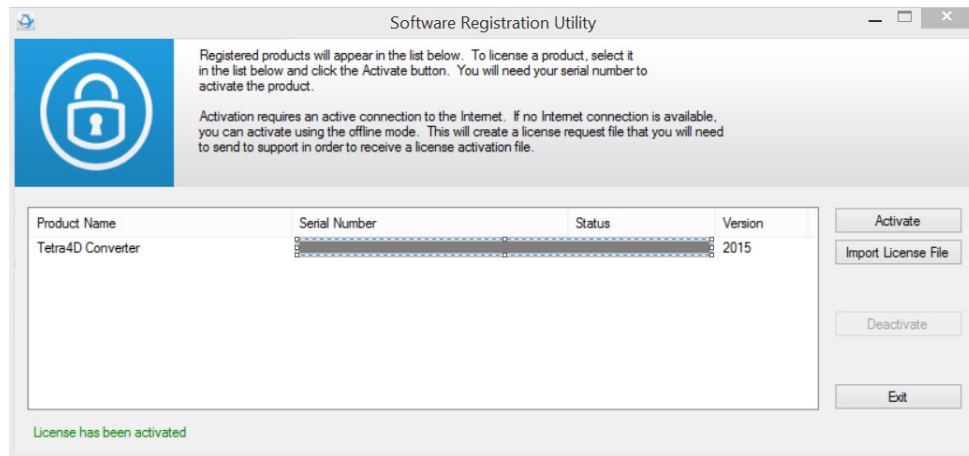

- Select the product you want to register

- Click on **Import License File**

- Select the .license file you received

- Click **OK** to activate your license

Remark:

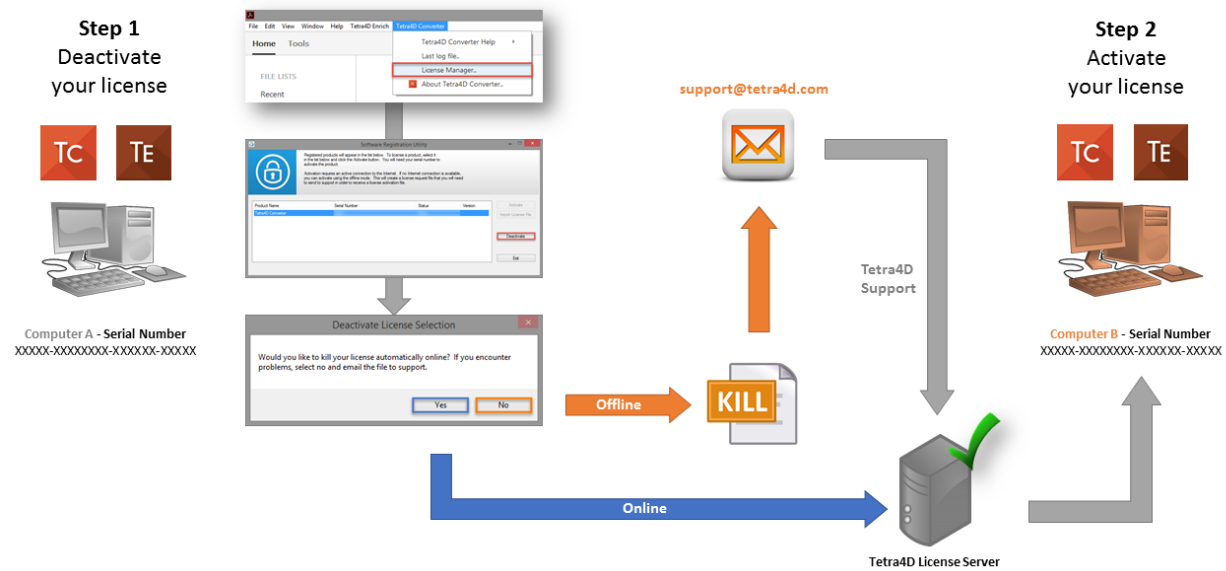A confirmation message is shown in the left bottom corner of the dialog box.

- Click **Exit** to close the window.

Transfer of a license

The below schema presents the process that must be followed to transfer a license from one computer to another one.

Remark:

If the computer where the product is licensed is no longer available (OS update, HDD failure, etc...), contact the support to execute the transfer.

System Requirements

Generally speaking, the system requirements for Tetra4D Converter are the same as those for the Windows version of Acrobat Pro in a Windows environment.

Windows

- 1.5GHz or faster processor

- 1GB of RAM (2GB recommended)

- 200MB of available hard-disk space

- 1024x768 (minimum) screen resolution

- Video hardware acceleration (optional)

- One of the following Microsoft® Windows® operating systems:

    - Windows Server 2008 R2 (32 bit and 64 bit)
    - Windows 7 (32 bit and 64 bit)
    - Windows 8.1 (32 bit and 64 bit)
    - Windows 10 (32 bit and 64 bit)