TETRA⁴ᴰ

Tetra4D Enrich

Version 2021

Installation Guide

Details on how to install and license the Tetra4D Enrich™

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Tetra4D Enrich has been developed as an Add-in for Adobe® Acrobat® Pro and supports versions DC, 2017 and 2020. As such, Acrobat Pro DC, Pro 2017 or Pro 2020 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 / Pro 2020.

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

Note:

> The ADOBE Products and technical support periods can be found here.
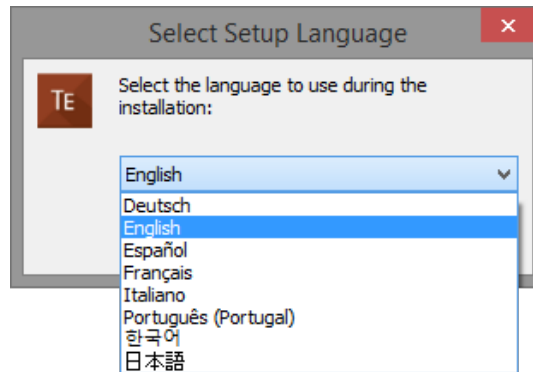
Installation of Tetra4D Enrich

Important remark:

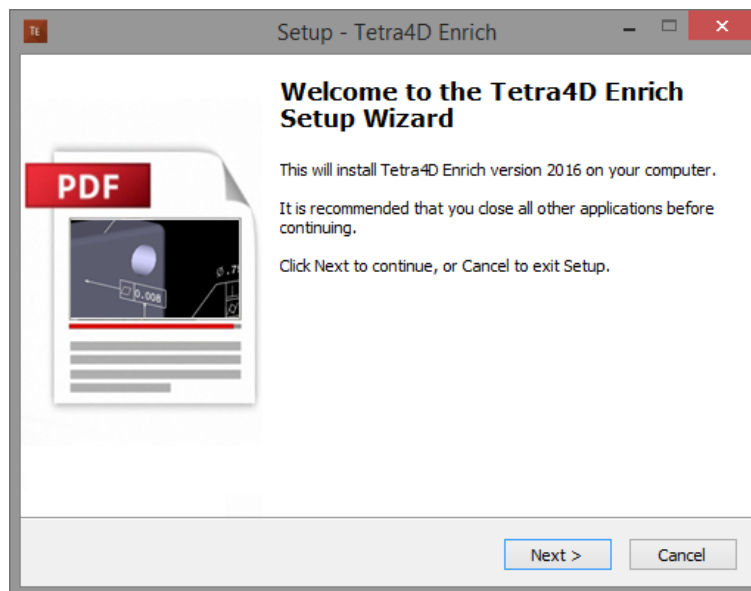Installing Tetra4D Enrich product also installs Tetra4D Converter product.

The Tetra4D Enrich includes Tetra4D Converter product in order to provide the features to convert native 3D CAD data into PDF document.

During the installation process, the "Tetra4D Enrich" installer will install two Acrobat plugins (Tetra4D Enrich and Tetra4D Converter).
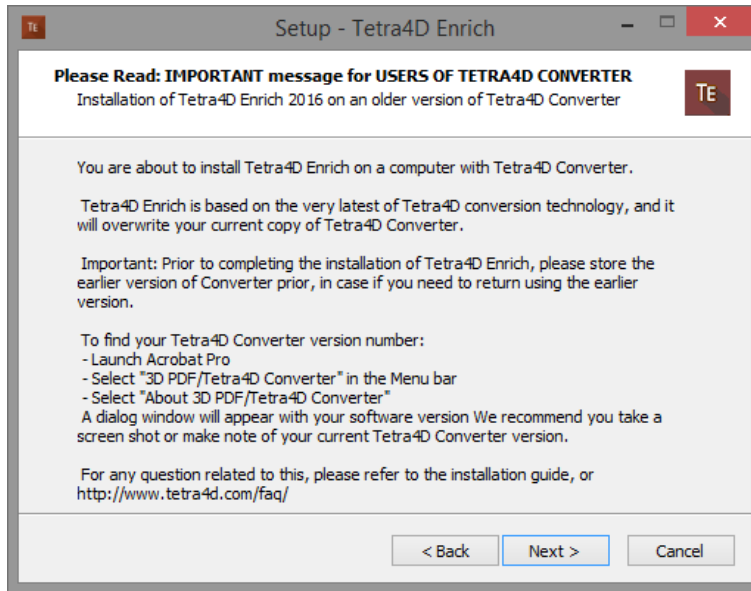
1. Download and run the "Tetra4D Enrich" installer. The installer should have been emailed to you along with your license/serial number. You can also find it in your Customer Portal

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

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

4. If Tetra4D Converter is already installed, on your computer, the below dialog will be displayed. Read the important message for the users of the Tetra4D Converter product, and click **Next** to continue:
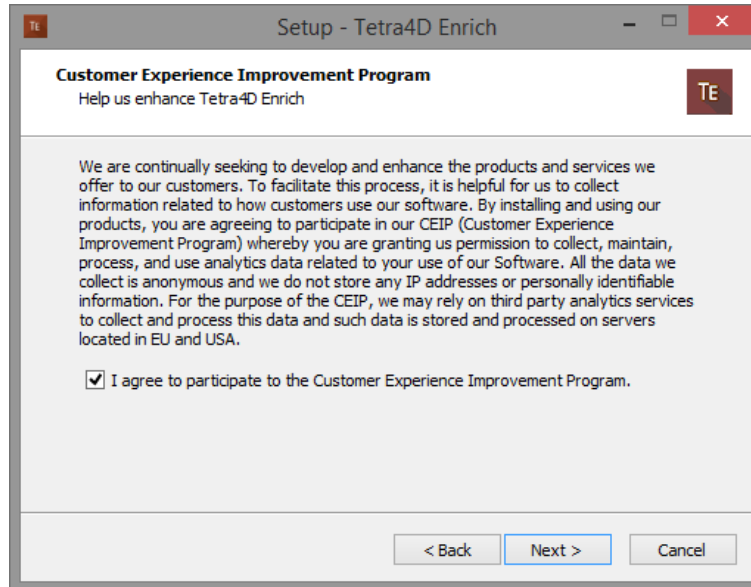

5. Read and accept the End User License Agreement, then click **Next** to continue:
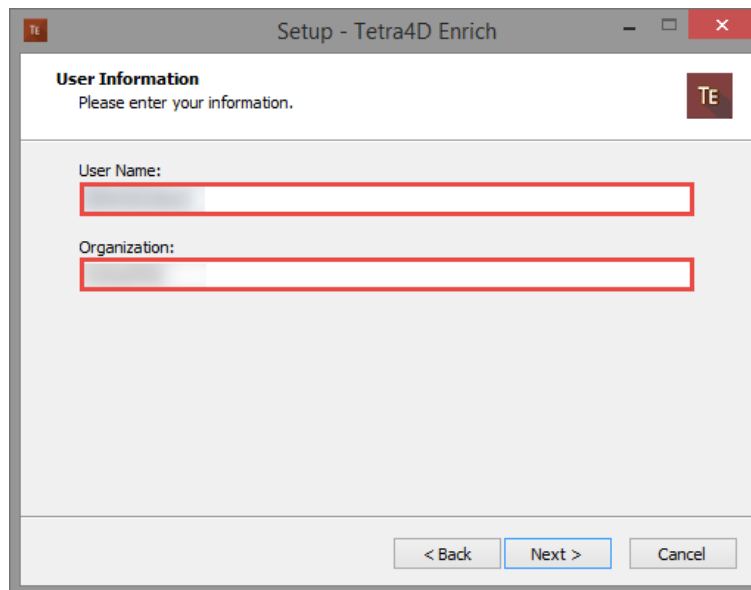
6. Read the Customer Experience Improvement Program terms.

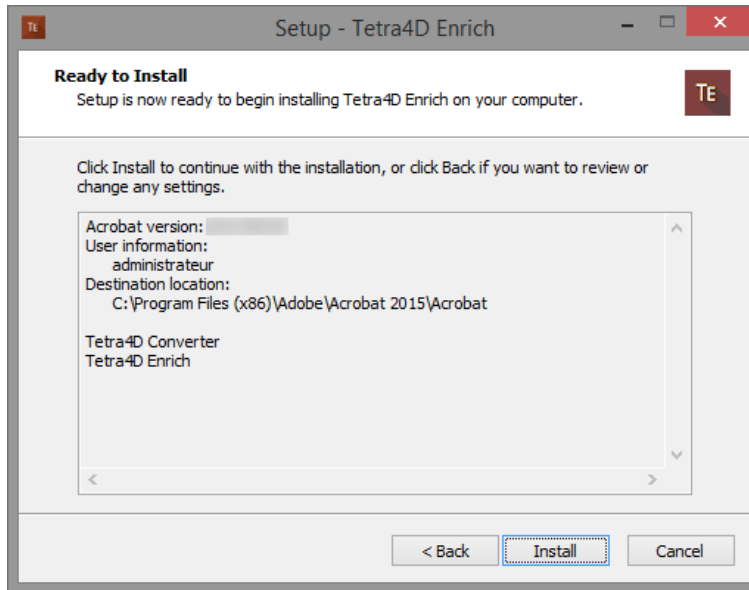If you don't want to participate in this program, uncheck the check-box.
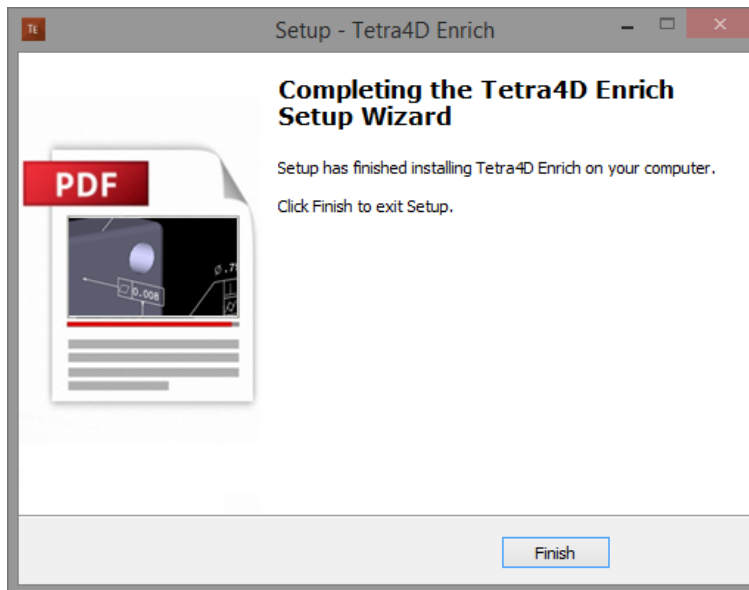
Then click **Next** to continue:

7. Enter you user information (optional), then click **Next** to continue:

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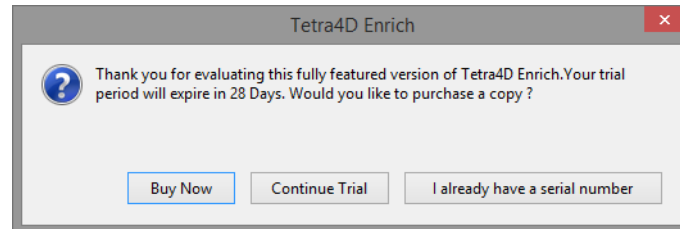

After the installation is complete, the installer may notify you that a system restart is necessary in order to fully complete the installation process. If the following dialog box is displayed, please make sure that you restart your computer before trying to run the Tetra4D Enrich for the first time:

Running Tetra4D Enrich

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

Tetra4D Enrich starts automatically in a trial mode, with a 28 day duration.

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

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

- You should receive an email from tetra4d.com when you purchase Tetra4D Enrich 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 http://www.tetra4d.com/support or by accessing your Customer portal.

License Activation

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

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

- Online activation (computer connected to the Internet)
    - o Activation can be performed
        - From the top menu **Tetra4D Enrich > Request license** dialog box,
        - From the license manager, accessible in the top menu: **Tetra4D Converter > License manager**.
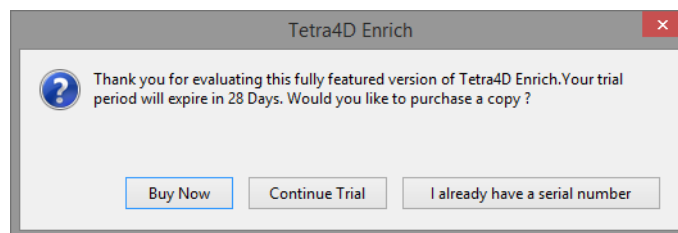
        Note:

        *The license manager is only accessible in the **Tetra4D Converter** top menu.*

- Offline activation (computer not connected to the Internet)
    - o Activation can be performed from the license manager, accessible in the top menu: **Tetra4D Converter > License manager**.
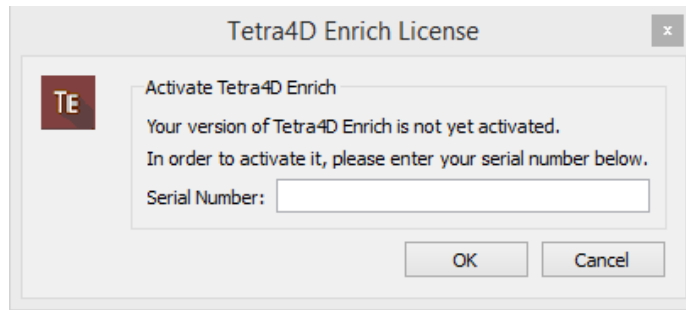

License activation: Online

To access the online activation dialog:

- Start Acrobat Pro, and select **I already have a serial number** in the Tetra4D Enrich status dialog (this dialog will pop-up if tetra4D Enrich is running in trial mode).

- Or if you are already working in Acrobat, click on the top menu **Tetra4D Enrich > Request license** to access to the Tetra4D Enrich License dialog.

- In the Tetra4D Enrich 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**):
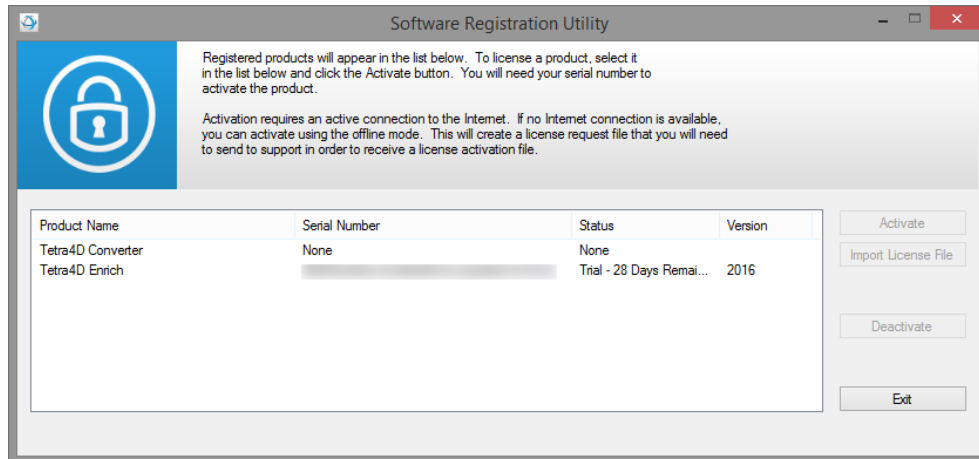

In such a case, please follow the Offline activation process instructions.

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
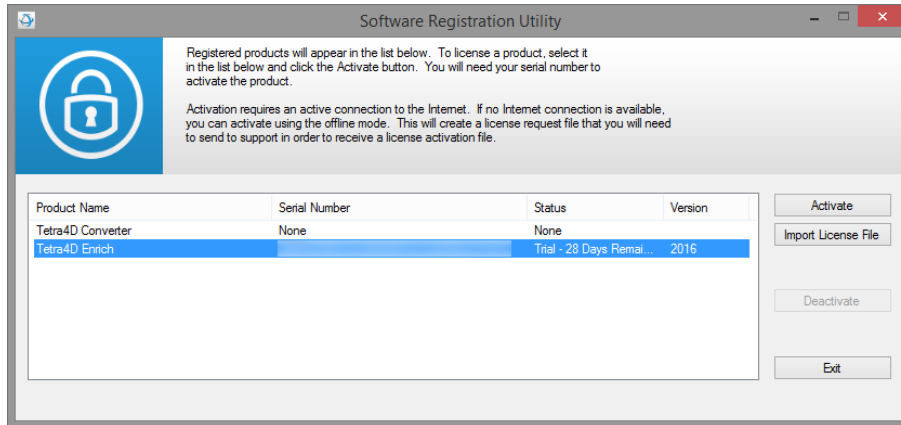

Notes:

- *The license manager is only accessible in the Tetra4D Converter top menu*

- *The Tetra4D License Manager tool lists:*

    o *The installed Tetra4D products*

    o *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*

    o *The status of each product (Trial mode, registered…)*

    o *The version of each product*

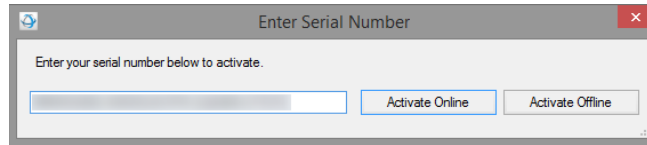- Select the **Tetra4D Enrich** product

Note:

- *Installing Tetra4D Enrich product also installs Tetra4D Converter product.*
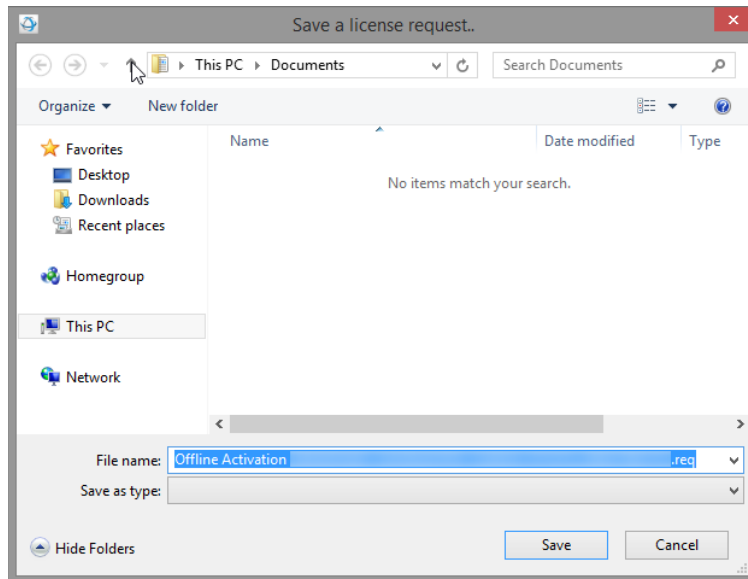
- Click on **Activate**

- Input your serial number

- Click on **Activate Offline**

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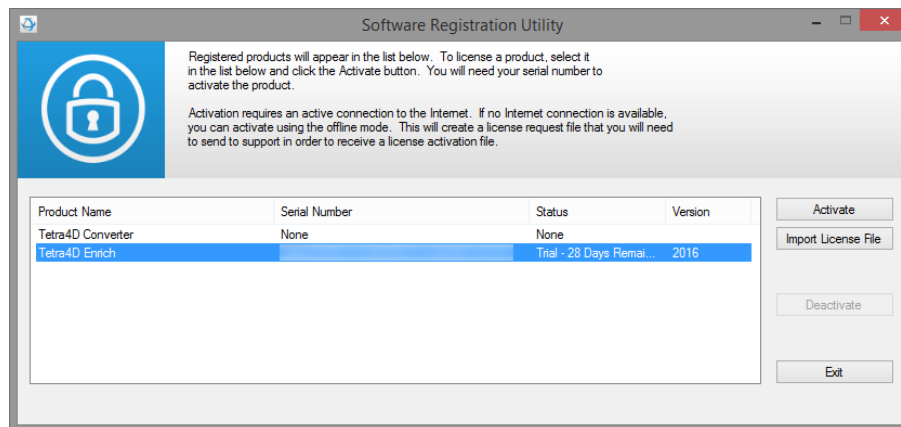

- Send the "Offline_activation_ XXXXXXX-XXXXXXXXXX-XXXXXXX-XXXXX _macAddress.req" file to support@tetra4d.com

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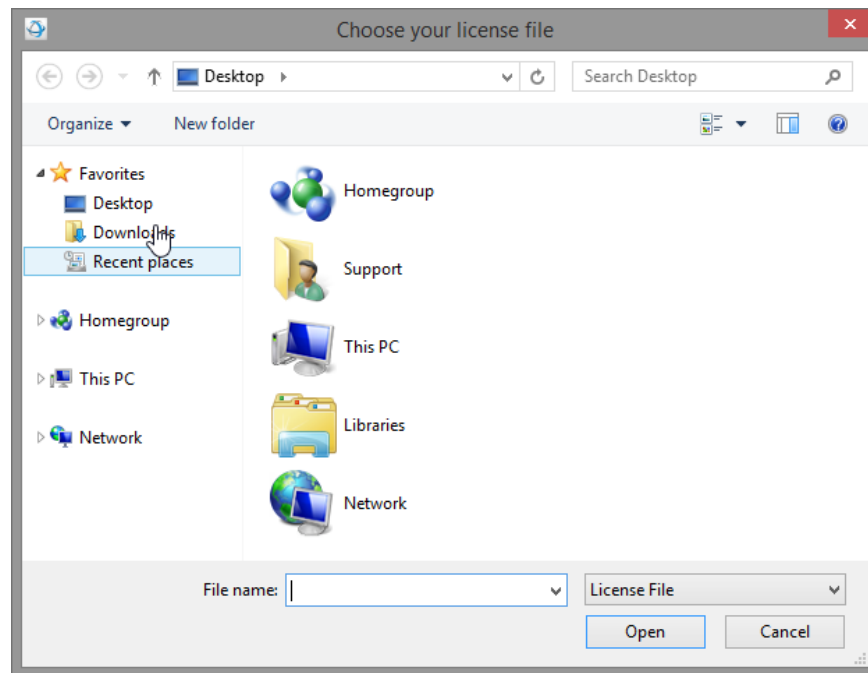
    Remark:

    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
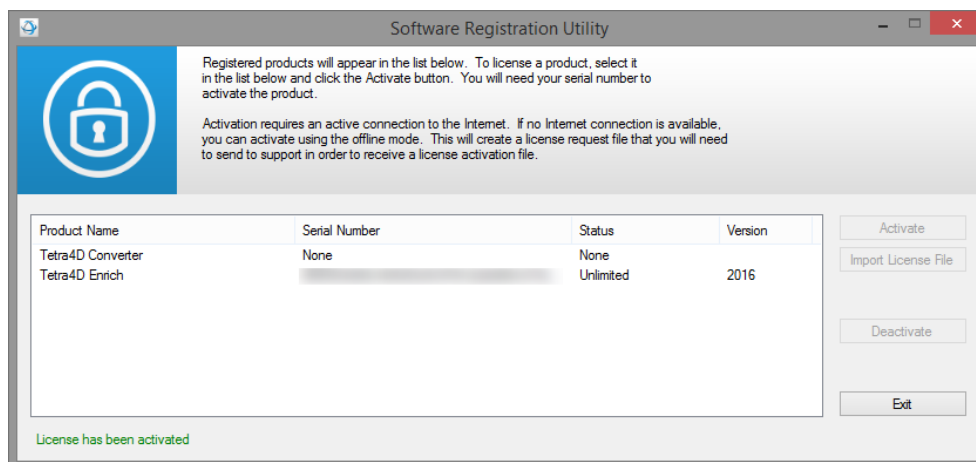
- Select the **Tetra4D Enrich** product

- 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.

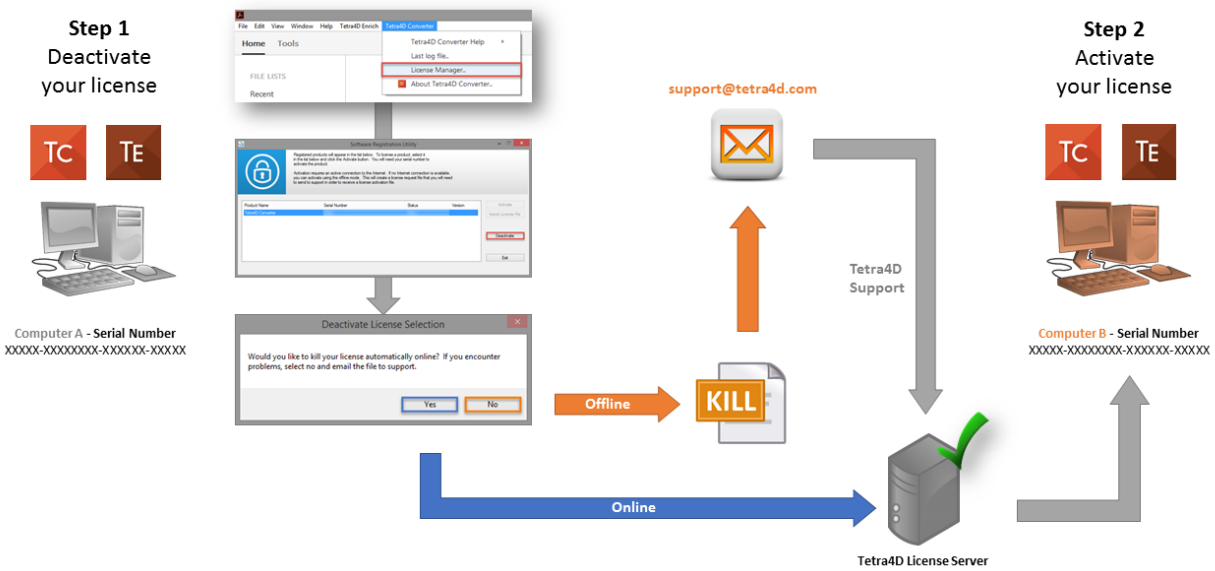- Click **Exit** to close the window.

Note:

- *Even if the Tetra4D Converter license status is set to none, the product is activated by the Tetra4D Enrich license.*

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 Enrich 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 Server 2012 (32 bit and 64 bit)
  - Windows Server 2012 R2 (32 bit and 64 bit)
  - Windows Server 2016 (32 bit and 64 bit)
  - Windows Server 2019 (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)