



# User Guide

Installation and Licensing

Visual Components Product Family



## Contents

Introduction .....	3
System requirements .....	3
Installation Requirements .....	3
Installation .....	3
Installing Visual Components .....	3
Uninstalling Visual Components .....	6
Licensing .....	8
Evaluation license .....	8
Commercial license .....	10
Standalone product key .....	10
Online Activation .....	10
Offline Manual Activation .....	13
KUKA OLP Activation .....	14
Register Product Key .....	18
Updating Registration Information .....	21
Online Deactivation .....	22
Offline Manual Deactivation .....	24
Deactivation limit/Transfer limit .....	24
Activation renewal .....	26
Network License .....	27
Online Activation .....	27
Using a Network License Key .....	28
Manual Activation .....	29
Deactivation .....	29
Activation renewal .....	29
Upgrade License .....	30
Command line deployment .....	31
Installation/Uninstallation .....	31
Frequently Asked Questions .....	32

## Introduction

This User Guide has been designed to assist users who are installing and activating software license keys for a Visual Components product. Should any user still require assistance, then please contact Visual Components Support via email at [support@visualcomponents.com](mailto:support@visualcomponents.com)

## System requirements

The updated system requirements for using a Visual Components product can be found at: <https://www.visualcomponents.com/system-requirements/>

## Installation Requirements

For a successful installation you will need:

- Visual Components product installer
- Software license key

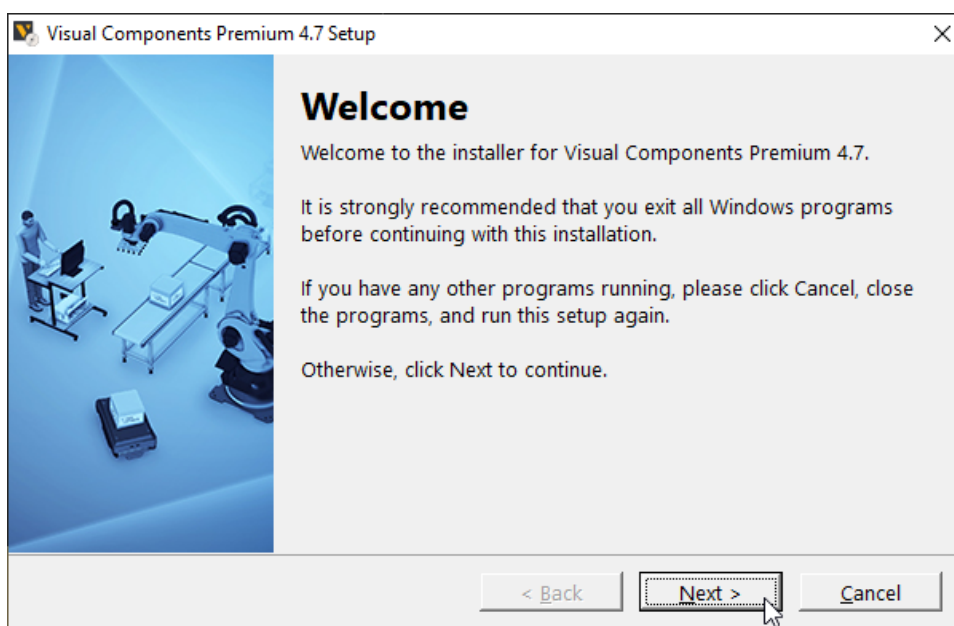
A software license key can only be activated for a specified product and version. We recommend that prior to installation, you confirm for which product and version your license key is intended.

## Installation

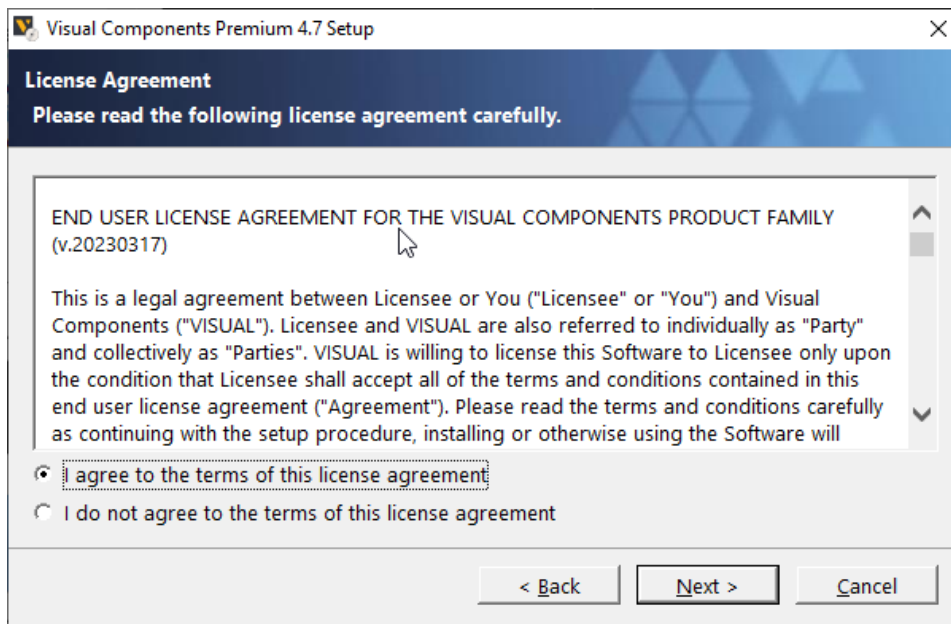
To install Visual Components, you will first need to download an installer from the website.

### Installing Visual Components

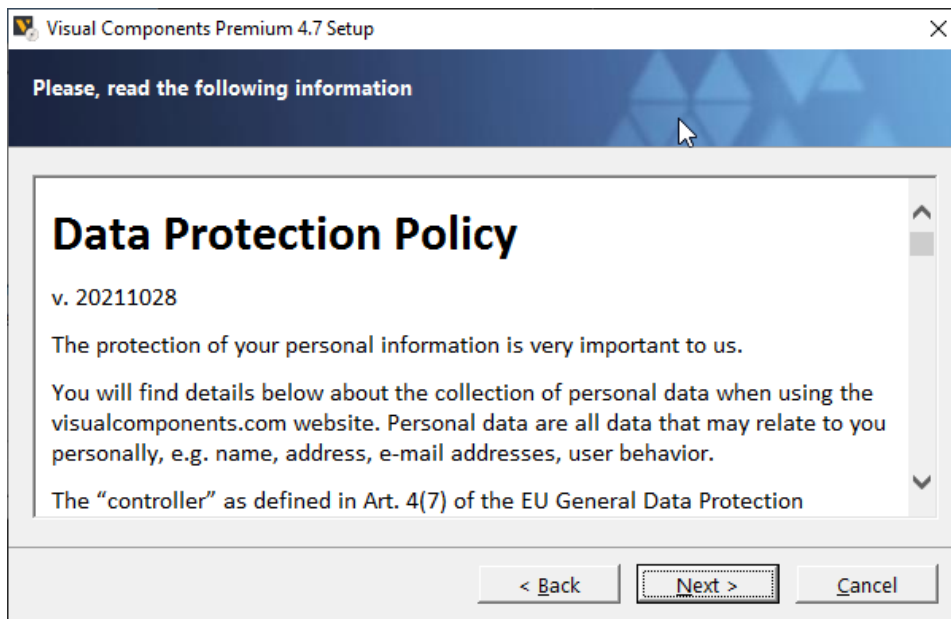
1. Begin by visiting the [downloads page](#) to download the Installer for your Visual Components product and run the installer.
2. On the **Welcome** dialog, click **Next**.



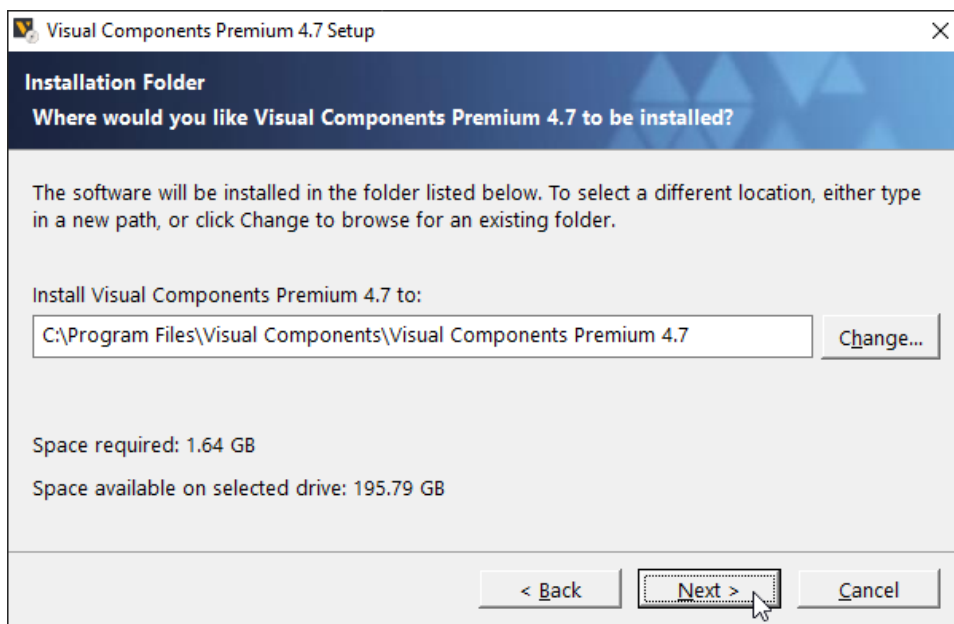
3. On the **License Agreement** dialog, read and accept the agreement, and then click **Next**.



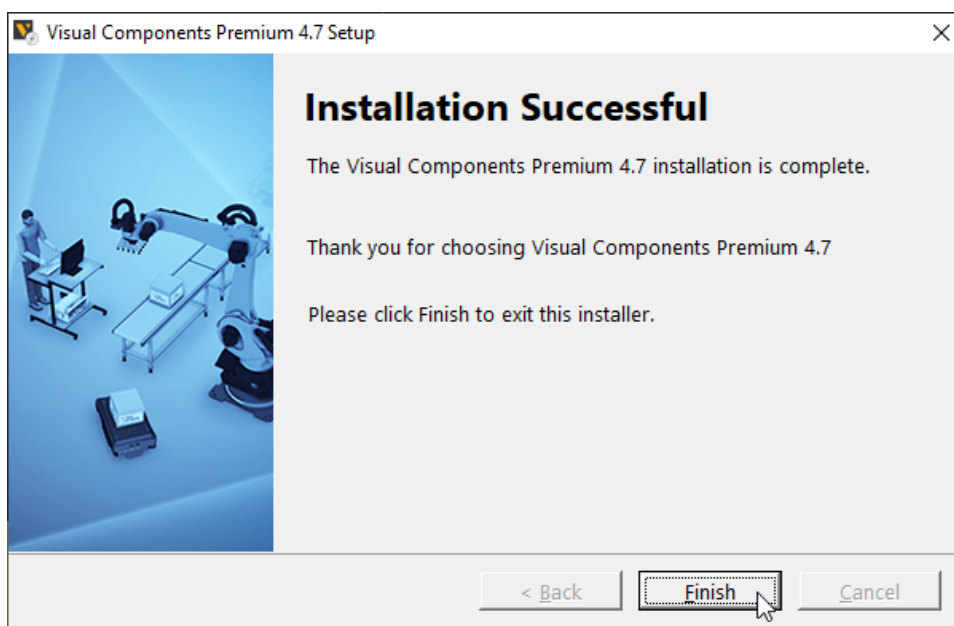
4. Review the Privacy Policy and click **Next**.



5. On the **Installation Folder** dialog, accept or change the location for storing your Visual Components program files, and then click **Next**.

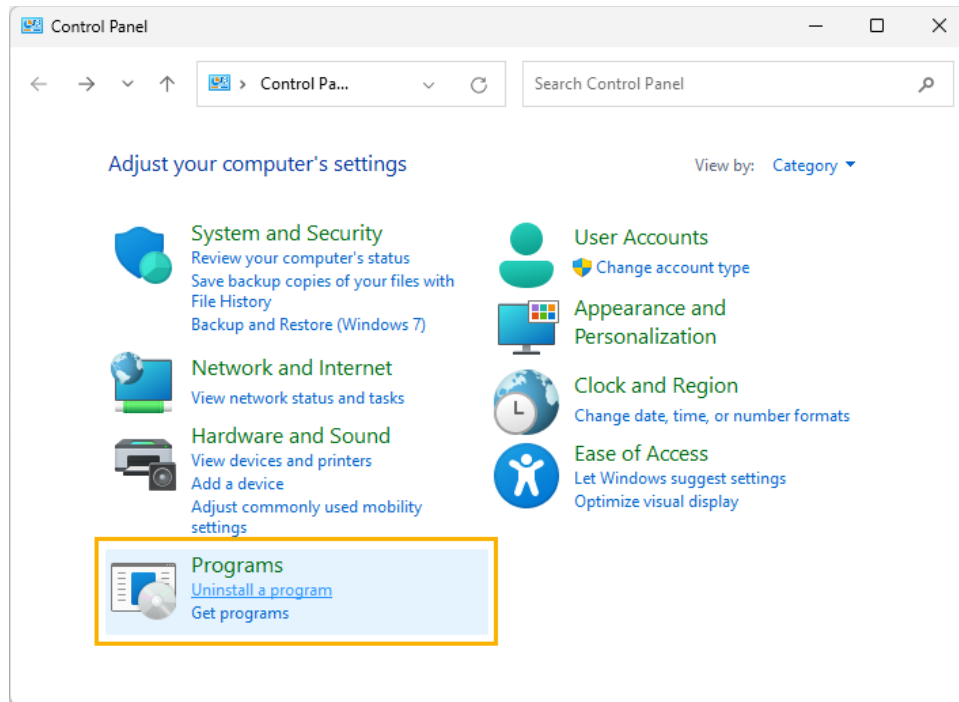


6. Then click **Finish**.

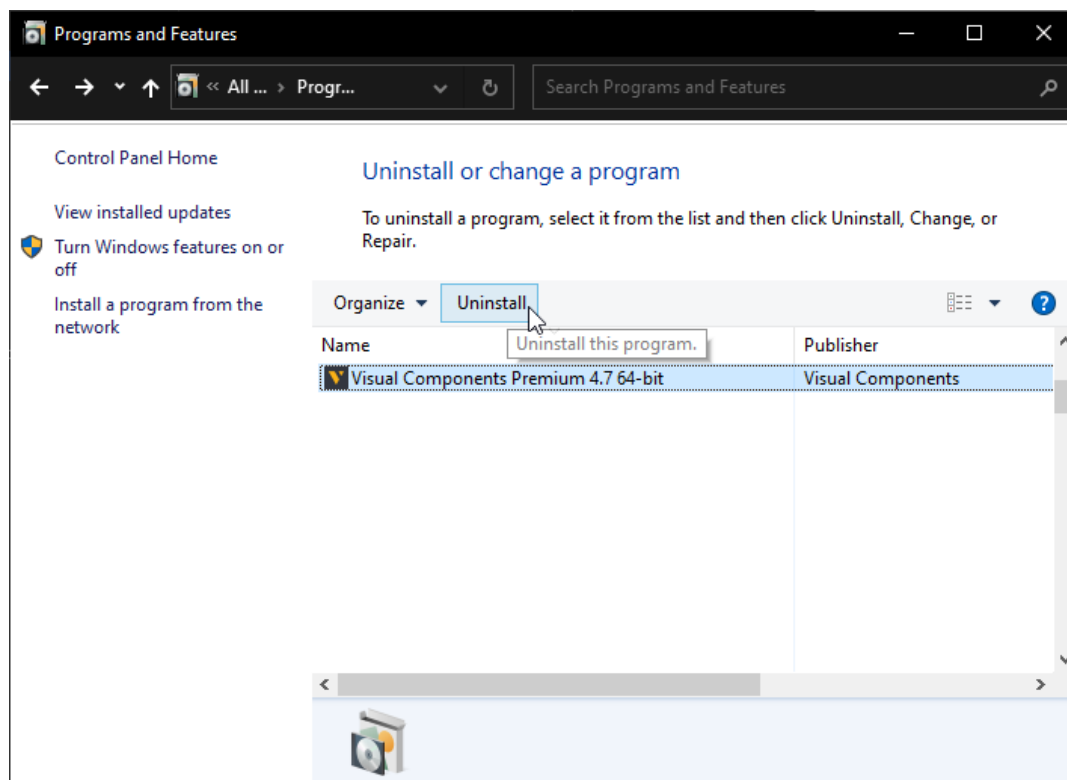


## Uninstalling Visual Components

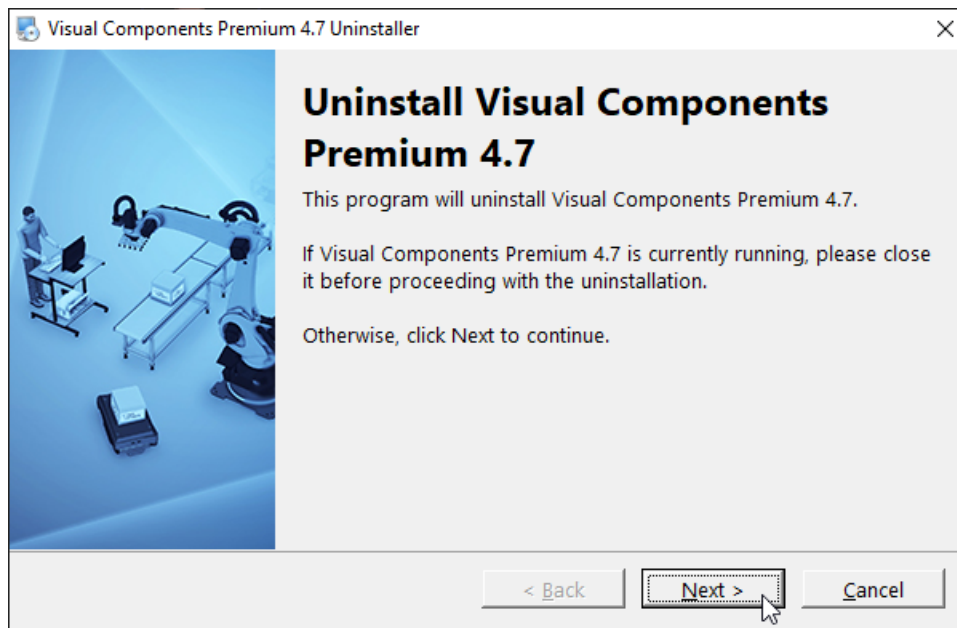
1. Depending on your device and version of Windows, use the Control Panel to access the **Uninstall a program** screen.



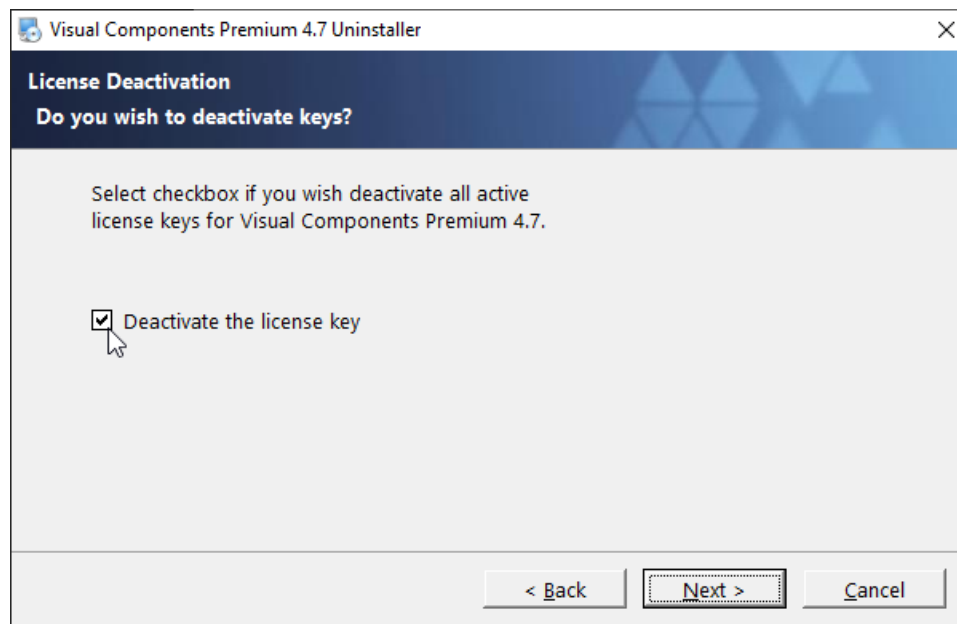
2. In the **Uninstall or change a program** panel find and select the Visual Components product you wish to remove, and then click **Uninstall**.



3. On the Uninstall Visual Components product dialog, click **Next**.



4. On the **License Deactivation** dialog, choose whether you wish to deactivate any standalone licenses that are currently active on your device, and then click **Next**.



5. On the Uninstallation Successful dialog, click **Finish**.

**Important:** We recommend deactivation of a product key during uninstallation to avoid possible future issues when re-installing the software on a different computer.

## Licensing

The first time you run a Visual Components application you will be prompted to provide either a standalone software license key or the address to a Visual Components Network License Server. Refer to the [Commercial License section](#) for more information.

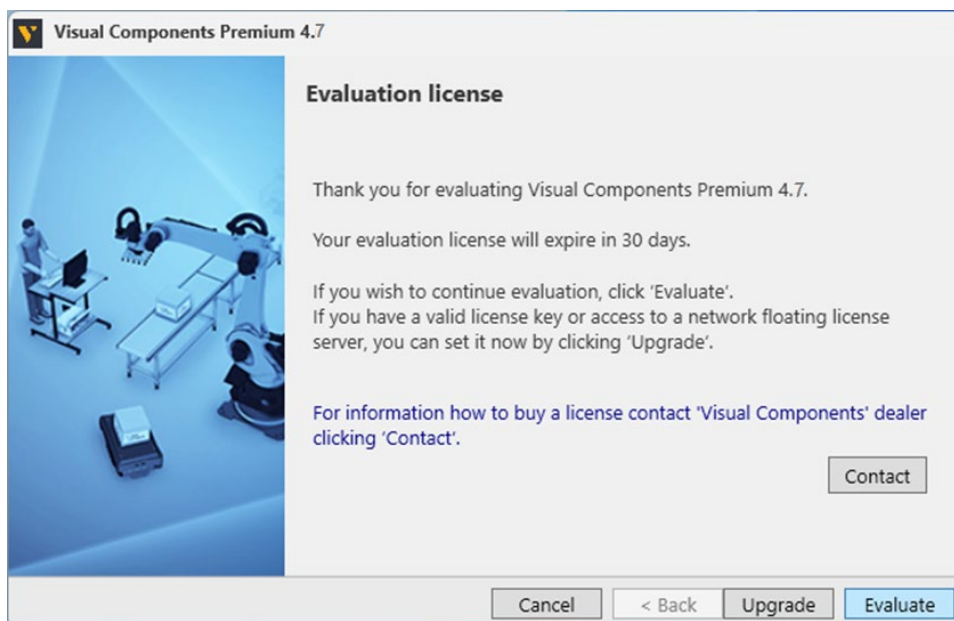
**Important:** Your computer and network must allow traffic from Visual Components software, so you may need to modify your firewall settings. For more information, refer to the [FAQ section](#).

## Evaluation license

Evaluation licenses are software license keys with a specific number of activation days. Once activated on a standalone computer system, they cannot be deactivated, nor can they be transferred to another system.

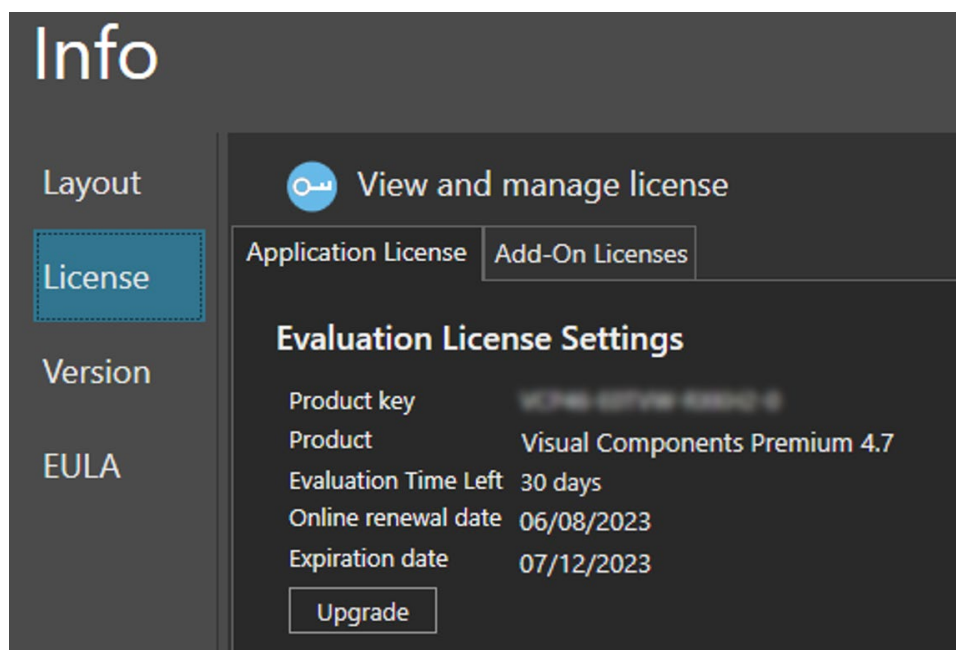
The activation of the evaluation license will expire automatically after the specified number of days. After the evaluation period, the user is required to purchase a [Commercial License](#) to continue using the Visual Components product.

1. To start your evaluation period, download and install your Visual Components application and activate your evaluation license key.
2. When starting your application, from the **Evaluation License** dialog, you can either **Upgrade** or continue to **Evaluate** the software.  
**NOTE!** You can use this dialog to track how many days remain of your evaluation period.
3. Selecting the **Evaluate** option allows you to continue using the software within the evaluation period.



4. To upgrade during the evaluation period, select the **FILE** tab to access the Backstage view, then select **Info** and **License**.

5. And from the **Application License** tab click **Upgrade**.



## Commercial license

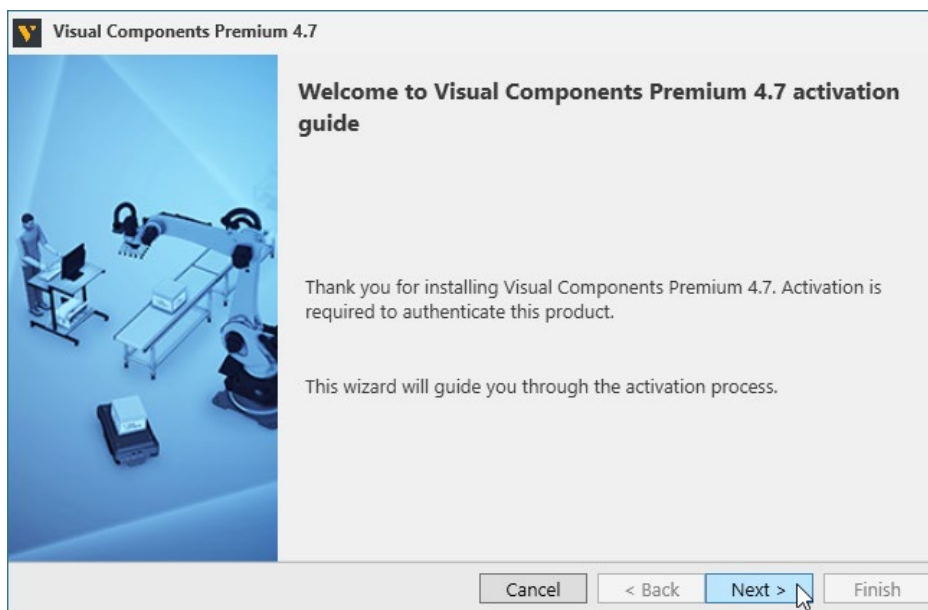
A commercial license is either a time limited or perpetual license key that can be found in your shipping note.

### Standalone product key

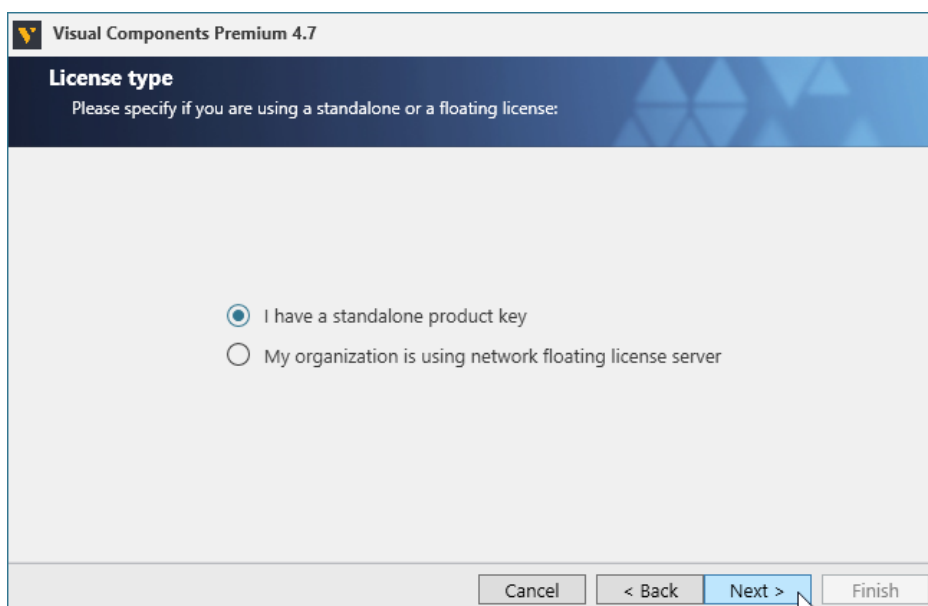
#### Online Activation

To use your commercial product key to activate a Visual Components product, follow these steps:

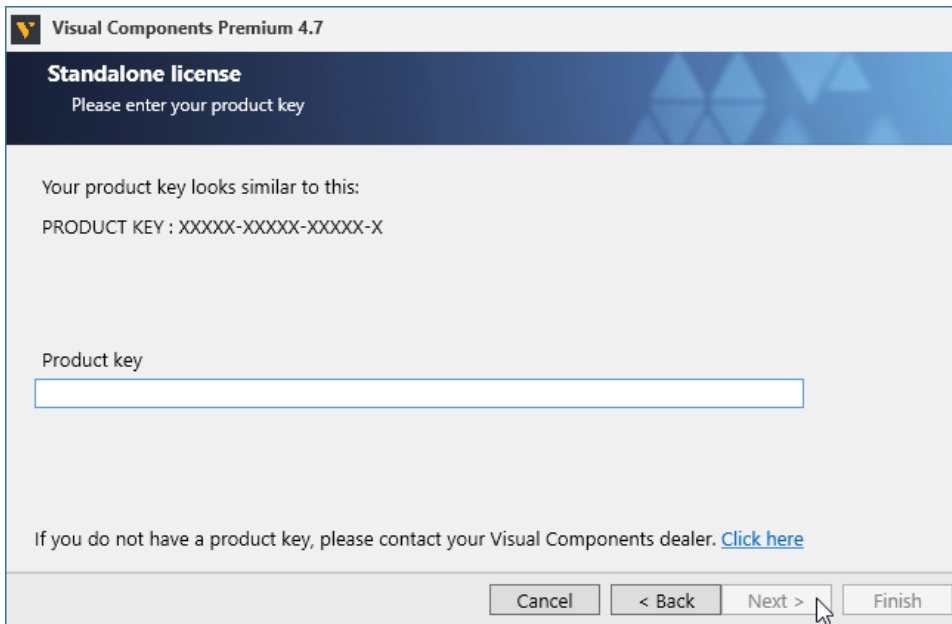
1. Run your Visual Components application.
2. On the **Welcome** dialog, click **Next**.



3. On the **License type** dialog, select **I have a standalone product key**, and then click Next.



4. On the **Standalone license** dialog, enter your 16-digit product key, and then click **Next**.

The image shows the 'Standalone license' dialog box in Visual Components Premium 4.7. The title bar says 'Visual Components Premium 4.7'. The main header is 'Standalone license' with the instruction 'Please enter your product key'. Below this, it says 'Your product key looks similar to this: PRODUCT KEY : XXXXX-XXXXX-XXXXX-X'. There is a text input field labeled 'Product key'. At the bottom, it says 'If you do not have a product key, please contact your Visual Components dealer. [Click here](#)'. The bottom buttons are 'Cancel', '< Back', 'Next >', and 'Finish'. A mouse cursor is pointing at the 'Next >' button.

Visual Components Premium 4.7

**Standalone license**  
Please enter your product key

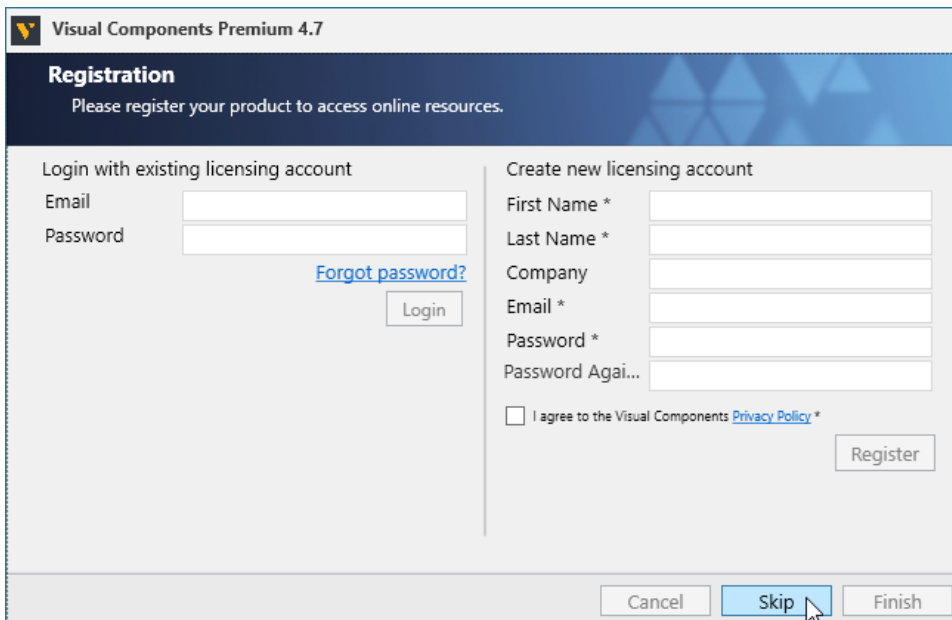
Your product key looks similar to this:  
PRODUCT KEY : XXXXX-XXXXX-XXXXX-X

Product key

If you do not have a product key, please contact your Visual Components dealer. [Click here](#)

Cancel < Back Next > Finish

5. If there is an error or issue with the license, contact Visual Components licensing support via email at [licensing@visualcomponents.com](mailto:licensing@visualcomponents.com).
6. Following product activation, use the **Registration** dialog to create a licensing account using an email address and password. Or you can select **Skip** and register an account later, using the steps outlined in the [Register Product Key](#) section.

The image shows the 'Registration' dialog box in Visual Components Premium 4.7. The title bar says 'Visual Components Premium 4.7'. The main header is 'Registration' with the instruction 'Please register your product to access online resources.' Below this, there are two sections: 'Login with existing licensing account' and 'Create new licensing account'. The 'Login' section has fields for 'Email' and 'Password', a 'Forgot password?' link, and a 'Login' button. The 'Create new' section has fields for 'First Name \*', 'Last Name \*', 'Company', 'Email \*', 'Password \*', and 'Password Again...', a checkbox for 'I agree to the Visual Components [Privacy Policy](#) \*', and a 'Register' button. At the bottom, there are 'Cancel', 'Skip', and 'Finish' buttons. A mouse cursor is pointing at the 'Skip' button.

Visual Components Premium 4.7

**Registration**  
Please register your product to access online resources.

Login with existing licensing account

Email

Password

[Forgot password?](#)

Login

Create new licensing account

First Name \*

Last Name \*

Company

Email \*

Password \*

Password Again...

☐ I agree to the Visual Components [Privacy Policy](#) \*

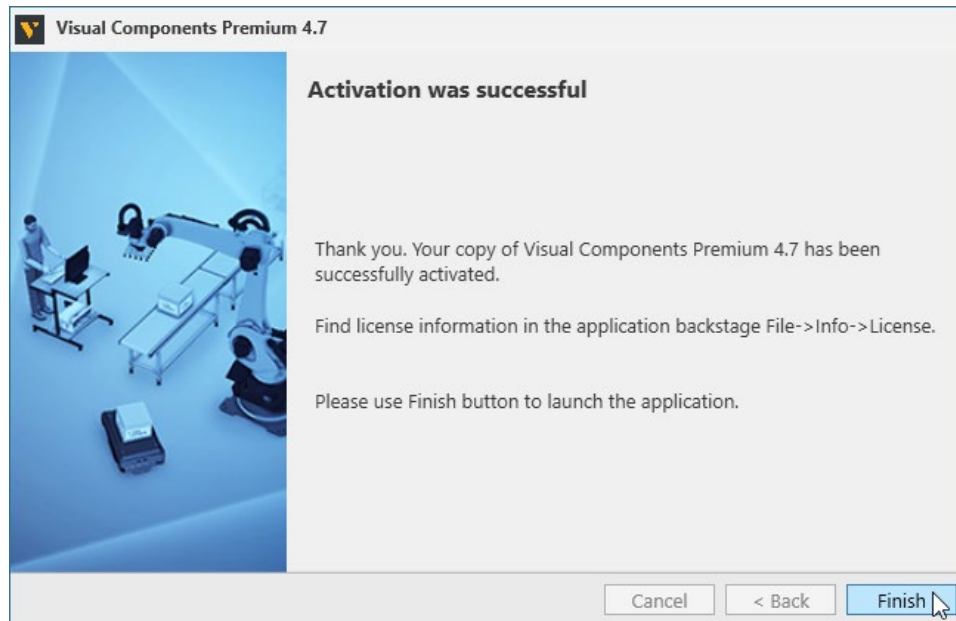
Register

Cancel Skip Finish

**NOTE!** Registration requires an active Internet connection and the password you create must be at least eight characters in length, and include the following:

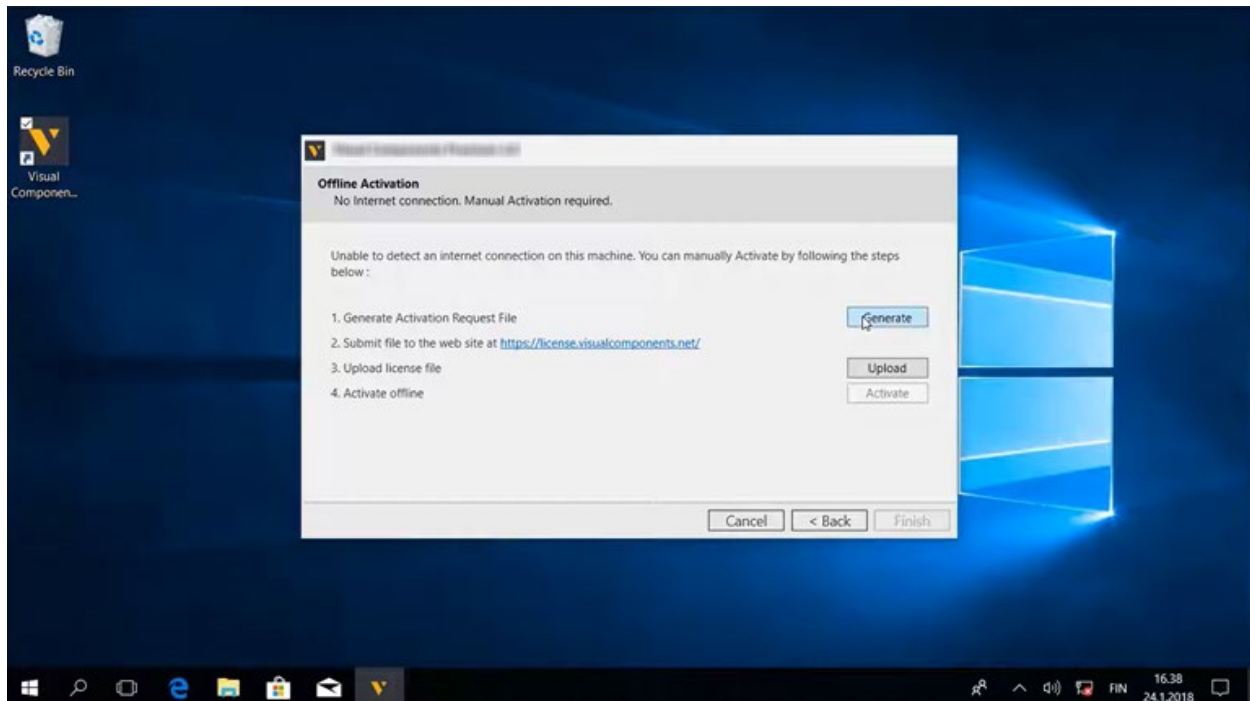
- At least one lower case letter.
- At least one upper case letter.

- At least one special character.
  - At least one number.
7. Once you have registered your product you can use the account to manage your software licenses online in the Customer Portal at [license.visualcomponents.net](https://license.visualcomponents.net) and request Customer Support at [support.visualcomponents.com](https://support.visualcomponents.com).
  8. Click **Finish** to complete licensing.



## Offline Manual Activation

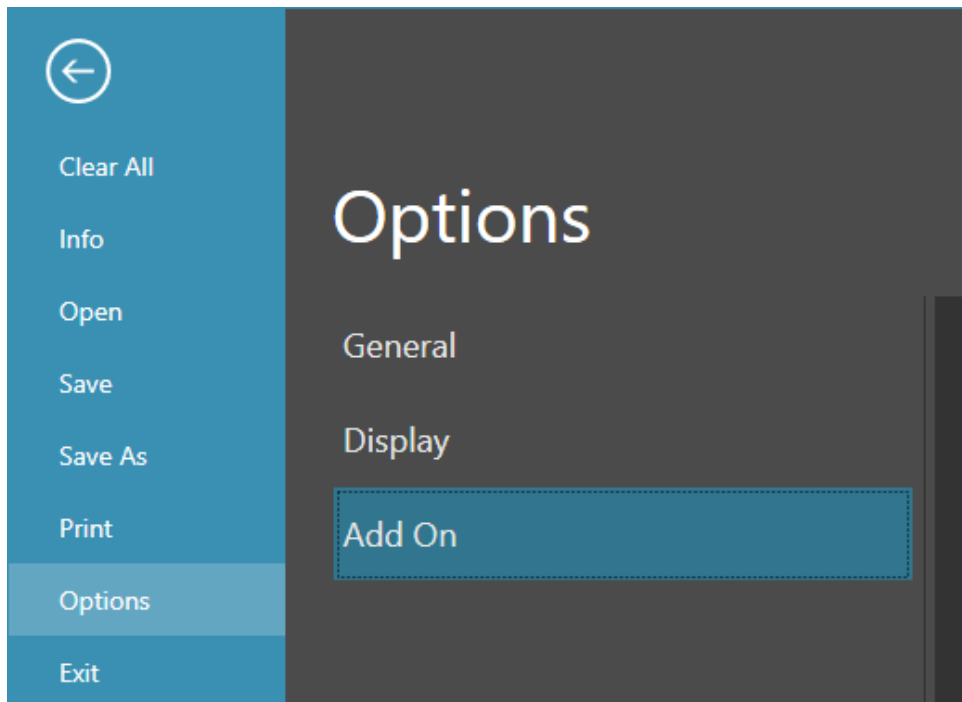
For detailed information on how to manually activate your copy of Visual Components, please use this link [Manually Activate a Standalone License](#) to view a detailed video guide on the Visual Components Academy.



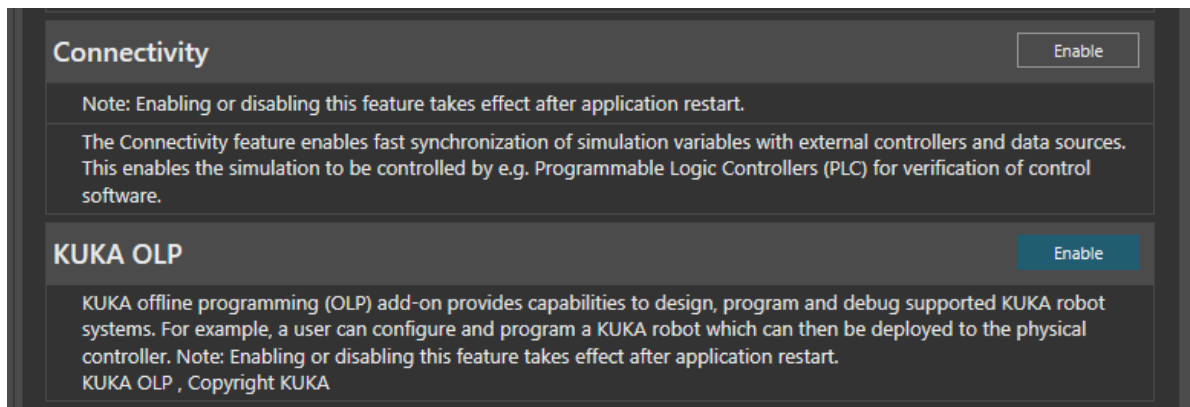
## KUKA OLP Activation

The KUKA OLP Add On is available for users of Visual Components Premium. To activate the Add On follow these steps:

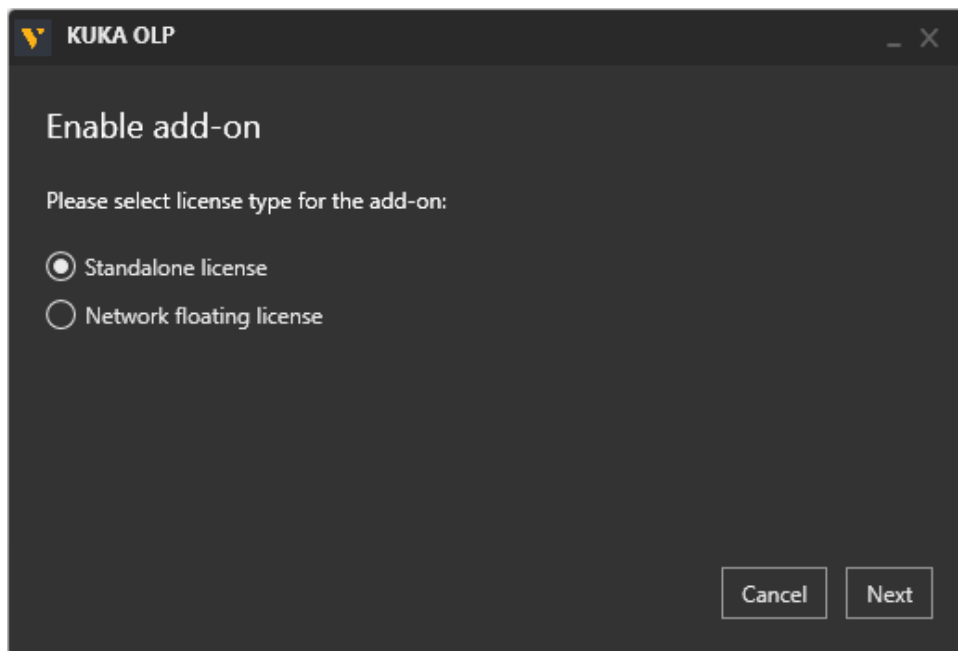
1. Start your Visual Components Premium application.
2. Select the **FILE** tab to access the Backstage view, then select **Options** and **Add On**.



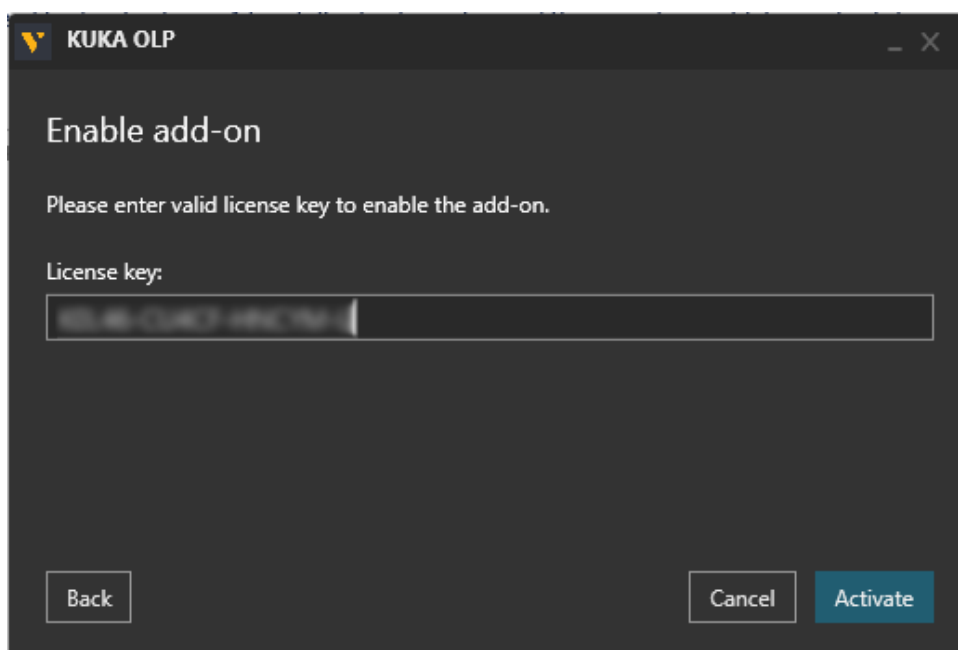
3. From the **View and manage Add-Ons** section for **KUKA OLP** click **Enable**.



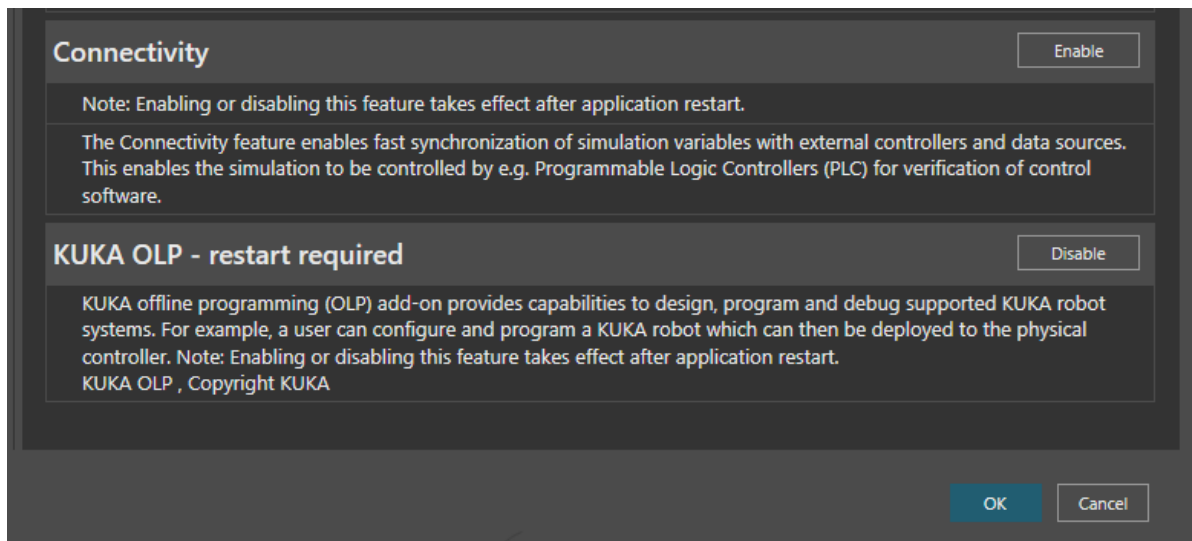
4. On the **KUKA OLP** panel, select your license type **Standalone license**, and then click **Next**.



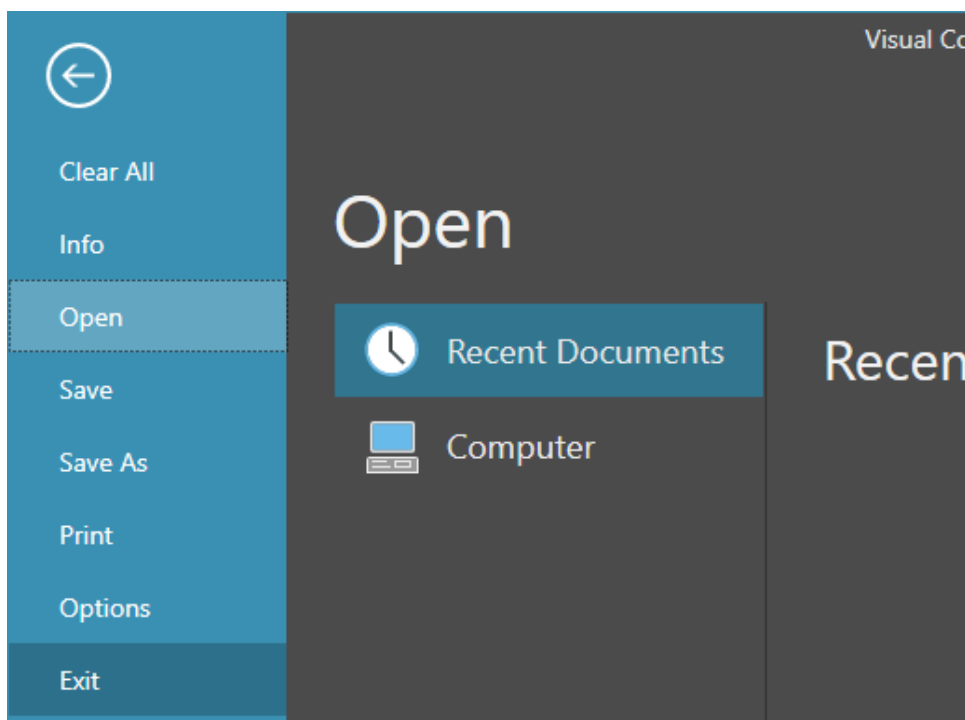
5. Then enter your KUKA OLP License key and click **Activate**.



6. Once the KUKA OLP Add On has been enabled, the status will change to **KUKA OLP – restart required**, so then click **OK** below.

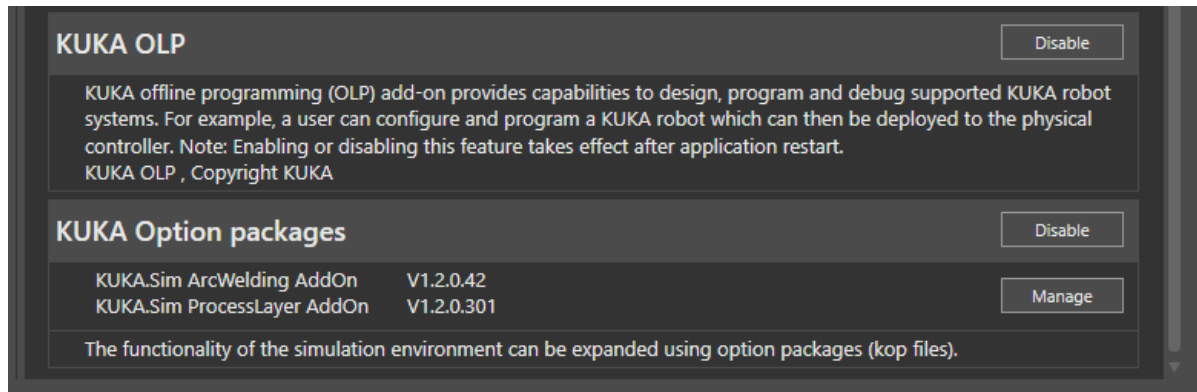


7. Then select the **FILE** tab to access the Backstage view and use **Exit** to close the application.

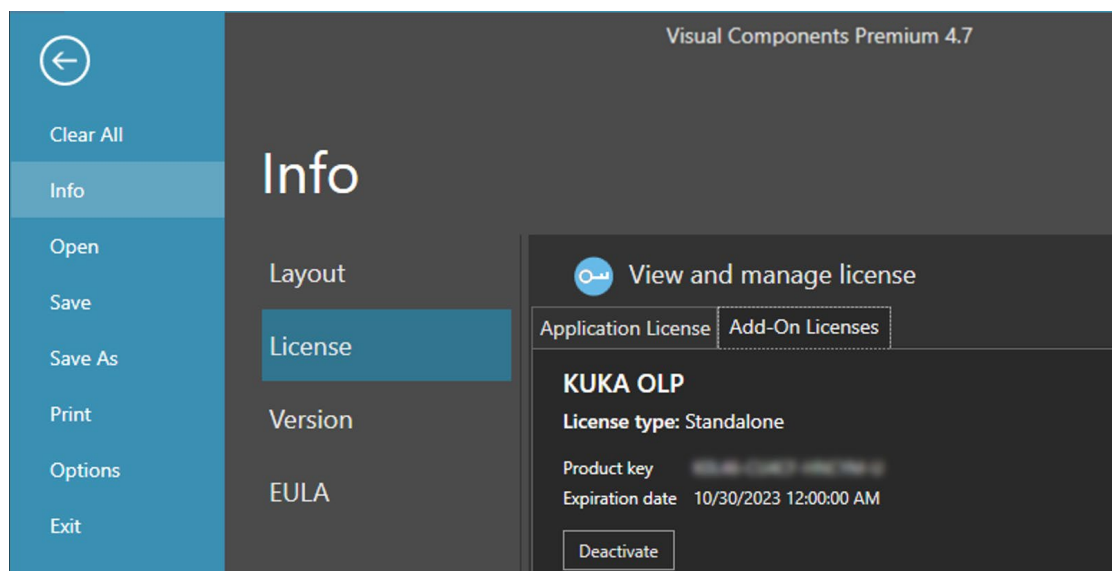


8. Then restart the application and your KUKA OLP add on will be enabled.

**NOTE:** To manage or check the status of the Add On, use the **FILE** tab to access the Backstage view, then select **Options** and **Add On**. And under **View and manage Add-Ons**, refer to the **KUKA Option packages** section.



9. To check the status of your KUKA OLP Add On license, use the **FILE** tab to access the Backstage view, then select **Info** and **License** and the **Add-On Licenses** tab.

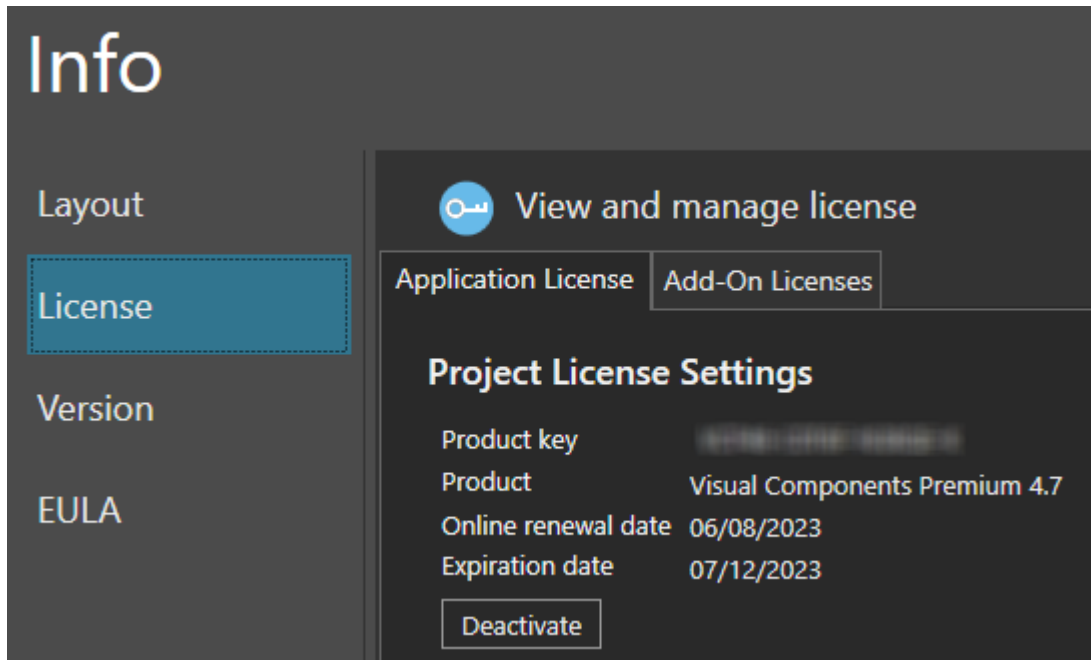


**NOTE:** Should you ever need to transfer your software licenses to another Visual Components Customer Account, any Add-On Licenses you have activated will also be transferred. For more information refer to the [Updating Registration Information](#) section.

## Register Product Key

If you skipped the product **Registration** option while activating your software license key, you can register using the following options:

1. Select the **FILE** tab to access the Backstage view, then select **Info** and **License**. And under **Registration Information** click **Register**.

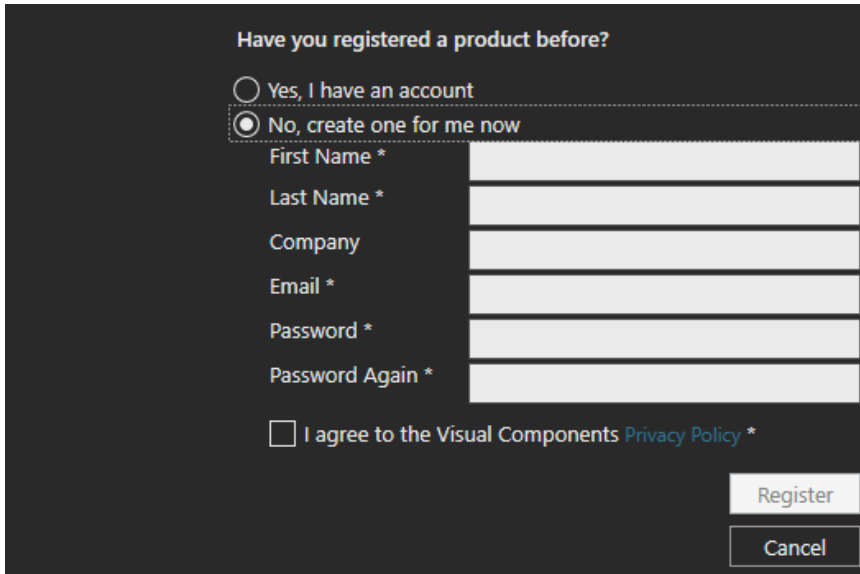


2. You can then Register by either selecting **Yes, I have an account** and signing in using the email and password for an existing account. Or create a new account by choosing **No, create one for me now**.

3. And to create a new account complete the registration form.

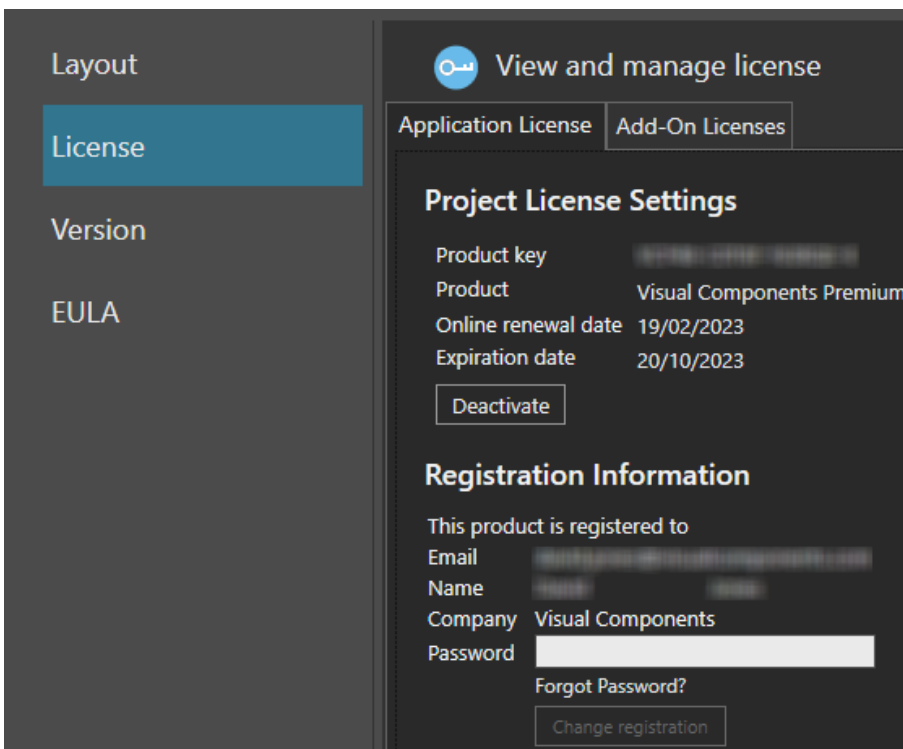
**NOTE!** The password you create must be at least eight characters in length, and include the following:

- At least one lower case letter.
- At least one upper case letter.
- At least one special character.
- At least one number.



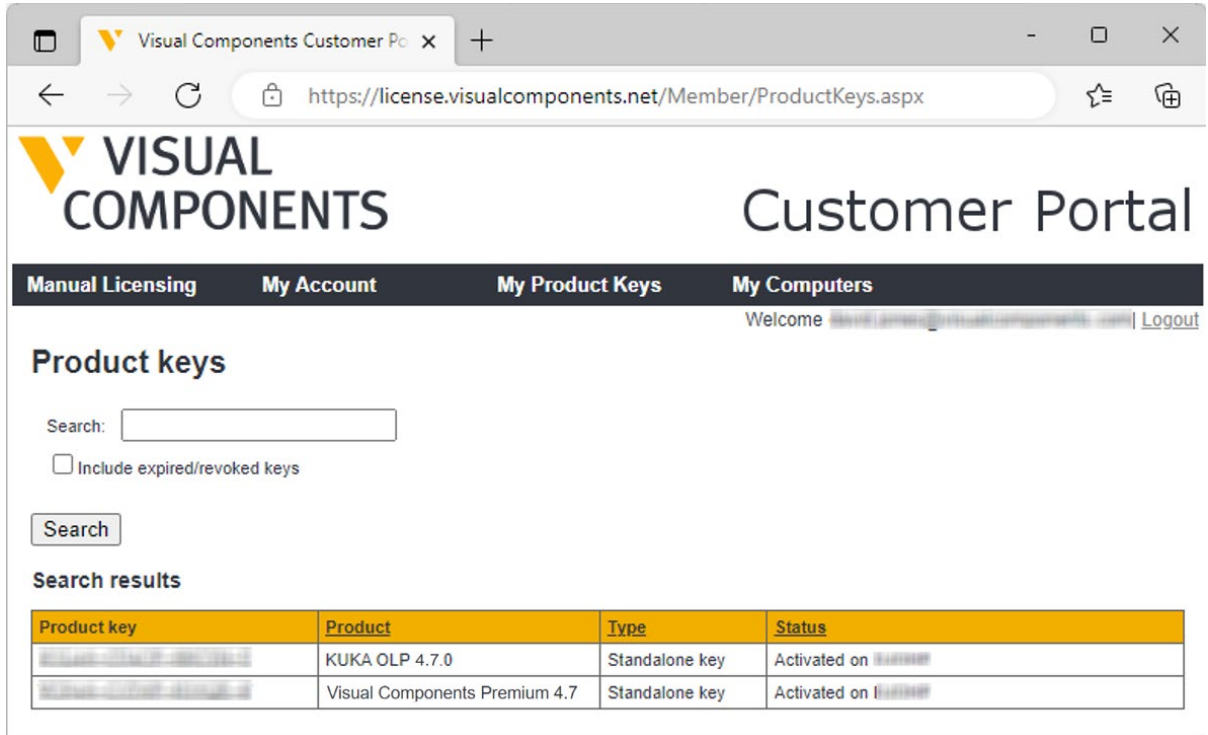
The registration form is titled "Have you registered a product before?". It has two radio button options: "Yes, I have an account" and "No, create one for me now". The second option is selected. Below the options are input fields for "First Name \*", "Last Name \*", "Company", "Email \*", "Password \*", and "Password Again \*". At the bottom, there is a checkbox for "I agree to the Visual Components Privacy Policy \*" and two buttons: "Register" and "Cancel".

4. Then once your account has been added, your account details will appear under **Registration Information** in the **License** section of the Backstage view.



The screenshot shows the "View and manage license" page in the Backstage view. The left sidebar has a "License" tab selected. The main content area has two tabs: "Application License" and "Add-On Licenses". Under "Application License", there is a "Project License Settings" section with fields for "Product key", "Product" (Visual Components Premium), "Online renewal date" (19/02/2023), and "Expiration date" (20/10/2023). Below this is a "Deactivate" button. The "Registration Information" section shows "This product is registered to" with fields for "Email", "Name", "Company" (Visual Components), and "Password". There is a "Forgot Password?" link and a "Change registration" button.

- Once the product key has been registered, you can check the activation history of your software license keys online in the Customer Portal at [license.visualcomponents.net](https://license.visualcomponents.net).



The screenshot shows a web browser window with the URL <https://license.visualcomponents.net/Member/ProductKeys.aspx>. The page header includes the Visual Components logo and the text "Customer Portal". Below the header is a navigation bar with links: "Manual Licensing", "My Account", "My Product Keys", and "My Computers". A welcome message "Welcome [username] | Logout" is displayed. The main section is titled "Product keys" and contains a search input field, a checkbox for "Include expired/revoked keys", and a "Search" button. Below the search section, the "Search results" are displayed in a table.

Product key	Product	Type	Status
[REDACTED]	KUKA OLP 4.7.0	Standalone key	Activated on [REDACTED]
[REDACTED]	Visual Components Premium 4.7	Standalone key	Activated on [REDACTED]

**NOTE:** Network License keys are not visible through the Customer Portal.

## Updating Registration Information

Should you ever need to update your registered user information or transfer your product licenses to another account, visit the **Registration Information** section, enter your account password, and click **Change registration**.

And then use either the **Transfer to another account** or **Update current user information** options.

The screenshot displays a web interface titled "View and manage license" with a key icon. It features two tabs: "Application License" (selected) and "Add-On Licenses".

**Project License Settings**

Product	Visual Components Premium 4.7
Online renewal date	06/08/2023
Expiration date	07/12/2023

[Deactivate](#)

**Registration Information**

This product is registered to

Email	[Redacted]
Name	[Redacted]
Company	Visual Components
Password	[Redacted]

[Forgot Password?](#)

[Change registration](#)

**What do you want to change?**

☒ Transfer to another account

Email *	[Redacted]
Password	[Redacted]

[Login](#)

☐ Update current user information

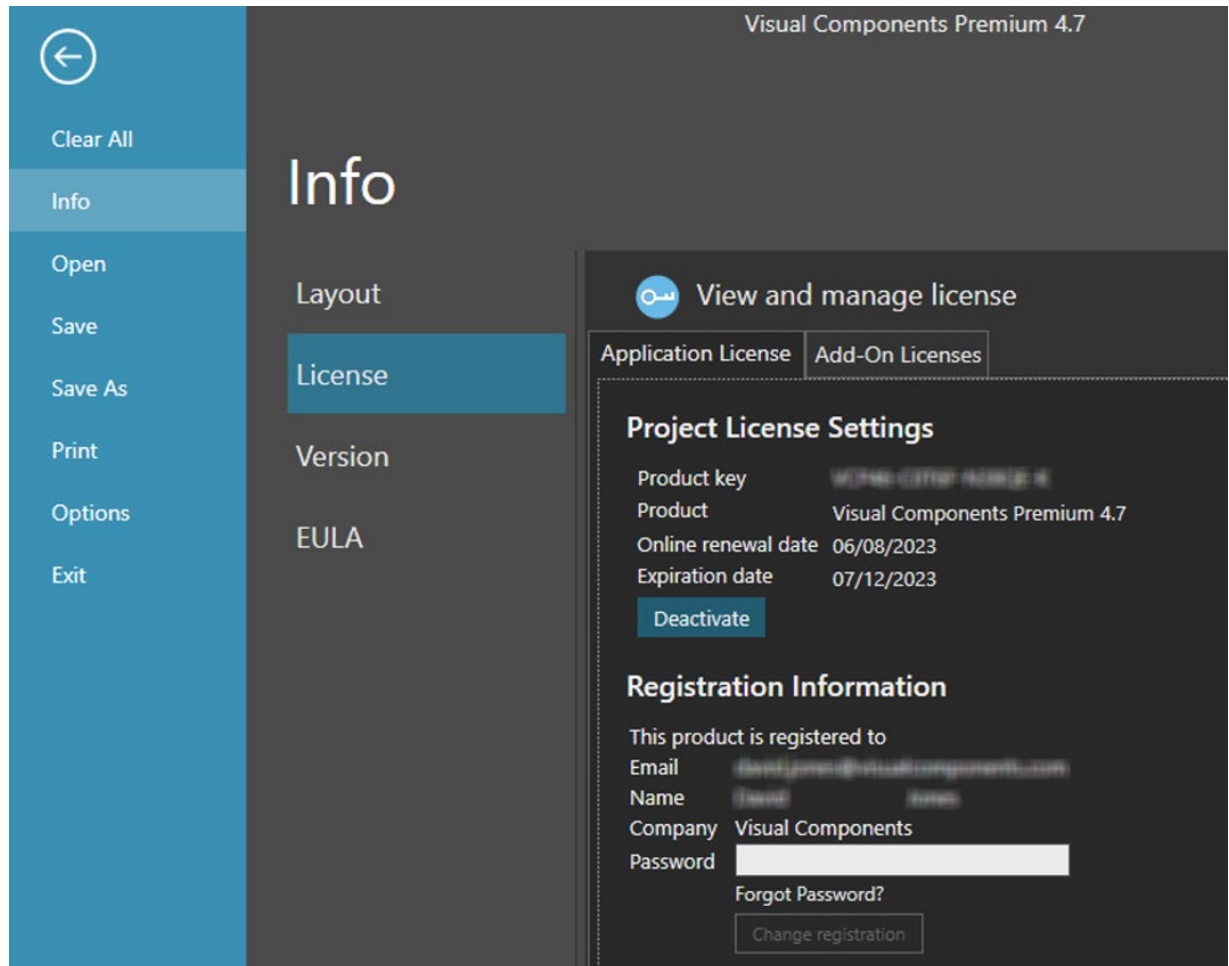
[Cancel](#)

**NOTE:** Transferring your product licenses will also include any currently activated Add-On Licenses e.g. KUKA OLP Add On.

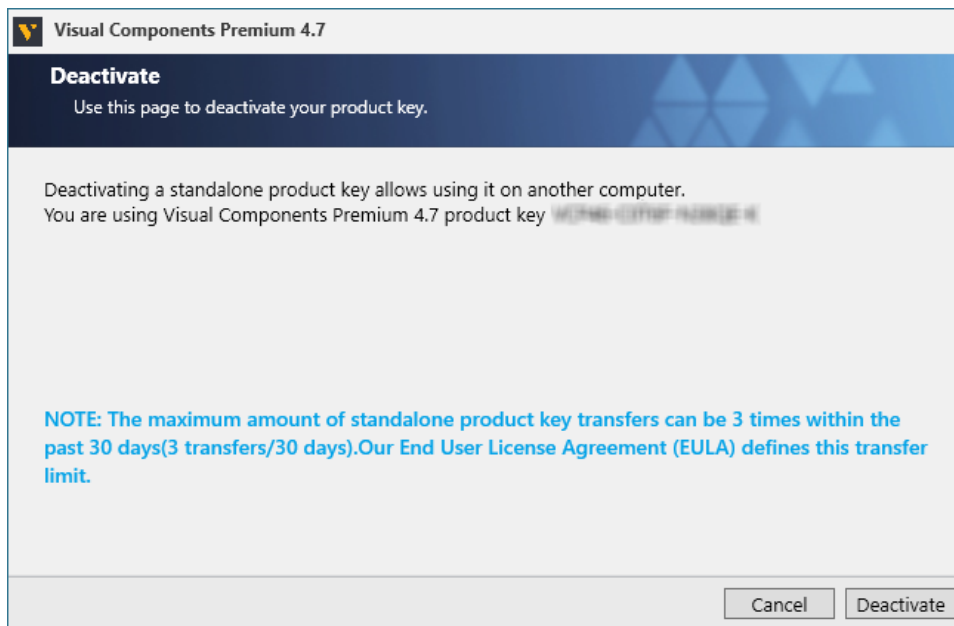
## Online Deactivation

You can deactivate a standalone license for use on a different machine. For more information, refer to the [Deactivation limit/Transfer limit](#) section below.

1. Select the **FILE** tab to access the Backstage view, then select **Info** and **License**. And under **Project License Settings** click **Deactivate**.

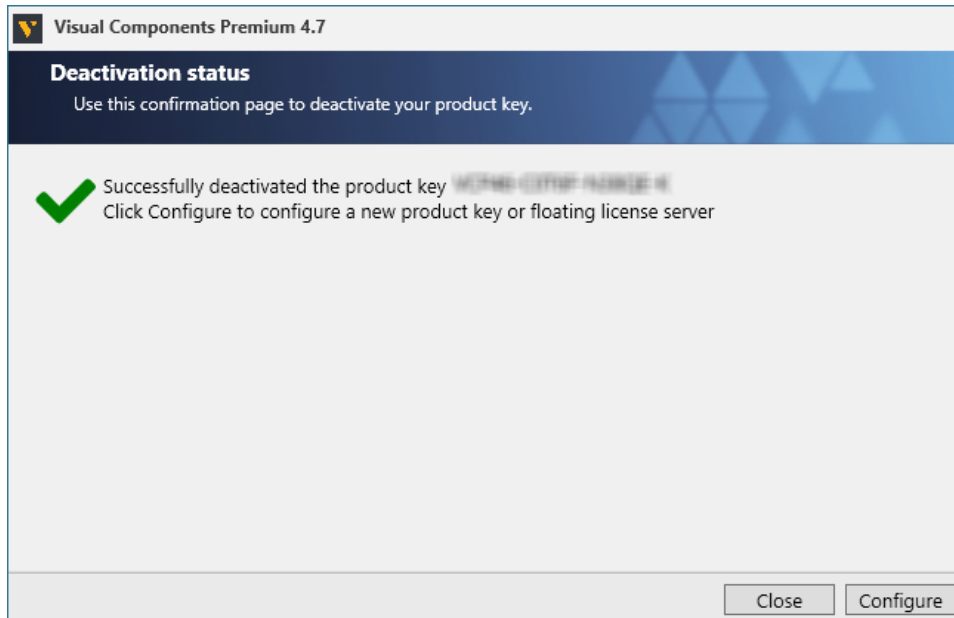


2. In the **Deactivate** dialog, click **Deactivate**.



3. If your license was successfully deactivated, on the **Deactivation status** dialog, do one of the following:

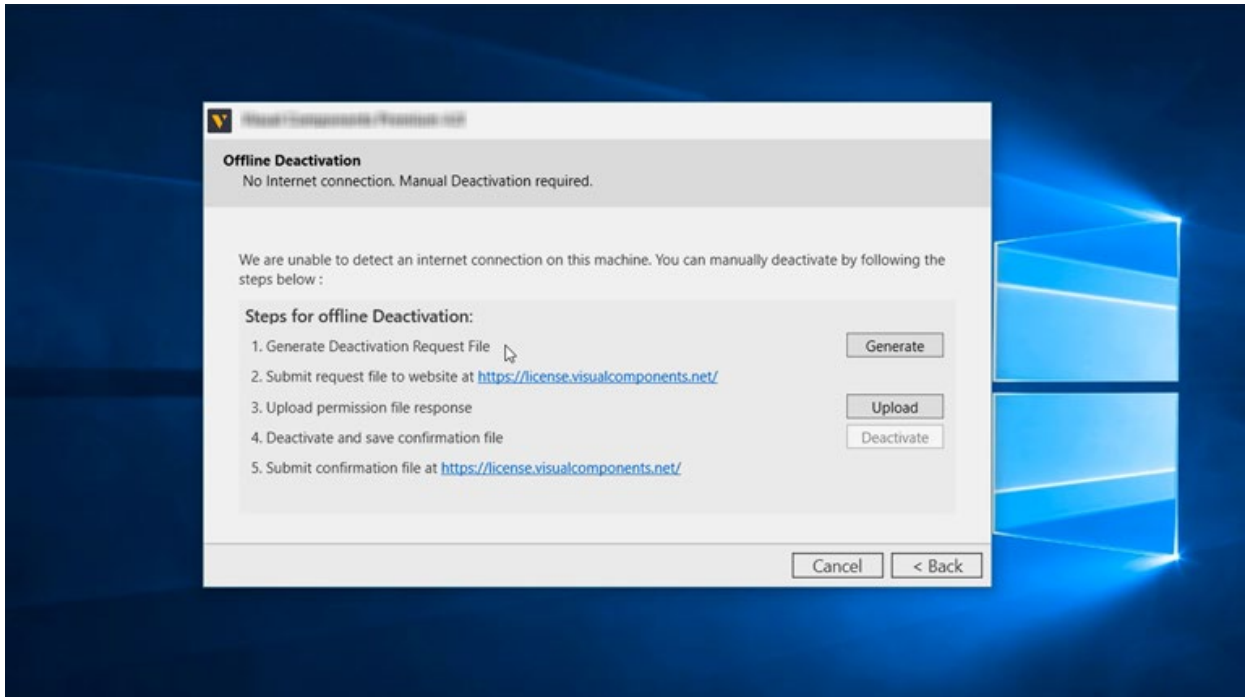
- To complete deactivation, click **Close**.
- To configure a new license, click **Configure**.



4. To configure a new license refer to the **Online Activation** section of this document.

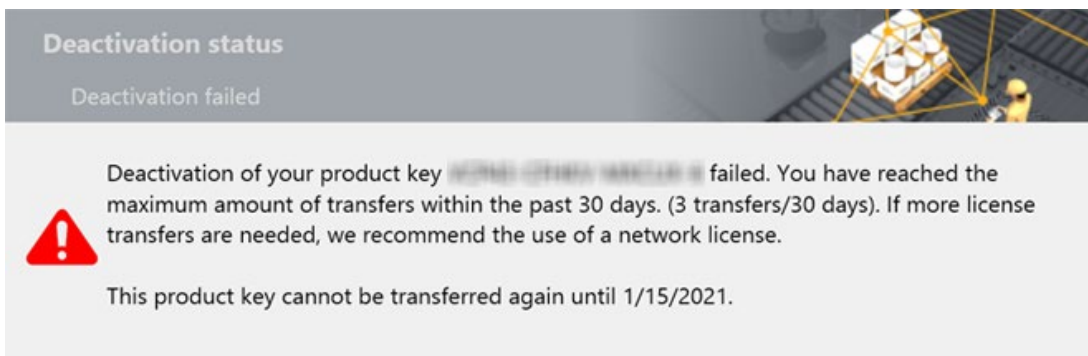
## Offline Manual Deactivation

For detailed information on how to manually deactivate your copy of Visual Components, please use this link [Manually Deactivate a Standalone License](#) to view a detailed video guide on the Visual Components Academy.



## Deactivation limit/Transfer limit

A perpetual standalone software license key can be activated and deactivated up to 3 times during a 30-day period. This transfer limit is defined in our End User License Agreement (EULA). Once this limit is reached, the date on which the next transfer is possible will be displayed in an error message.



If there is a requirement to transfer a key more than 3 times in a month, you will need to upgrade to a Network License. Contact your Sales Representative to upgrade from a standalone to a Network License Key.

If you have Registered your product key, you can check the activation history of your software licenses online in the Customer Portal at [license.visualcomponents.net](https://license.visualcomponents.net).

1. To view the activation history of an individual license, from the **My Product Keys** page click on the **Product Key** link.

#### Search results

Product key	Product	Type	Status
[REDACTED]	KUKA OLP 4.7.0	Standalone key	Activated on [REDACTED]
[REDACTED] -NT-RO-N	Visual Components Premium 4.7	Standalone key	Activated on [REDACTED]

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2. Then in the **Details** page for that specific **Product Key**, you can examine its **Activation history**.

The screenshot shows the Visual Components Customer Portal interface. The browser address bar displays <https://license.visualcomponents.net/Member/ProductKeys.aspx>. The page header includes the Visual Components logo and the text "Customer Portal". A navigation bar contains links: "Manual Licensing", "My Account", "My Product Keys", and "My Computers".

The main content area is titled "Product Key" followed by a redacted key. Below this, the "Details" section lists the following information:

- Product: Visual Components Premium 4.7
- Key Type: Standalone key
- License Type: Internal
- License Policy: Activation valid for 90 days at a time.
- Status: Activated on [REDACTED]
- Expiration Date: 2023-12-07
- Maintenance End Date: 2023-12-12

The "Activation history" section contains a table with the following data:

Computer	Activation Date	Activation Expiration	Status	Deactivate Date	Reason
[REDACTED]	2023-05-08	2023-08-06	Active	2023-05-09	
[REDACTED]	2023-04-24	2023-07-23	Deactivated	2023-05-09	Deactivated by [REDACTED]

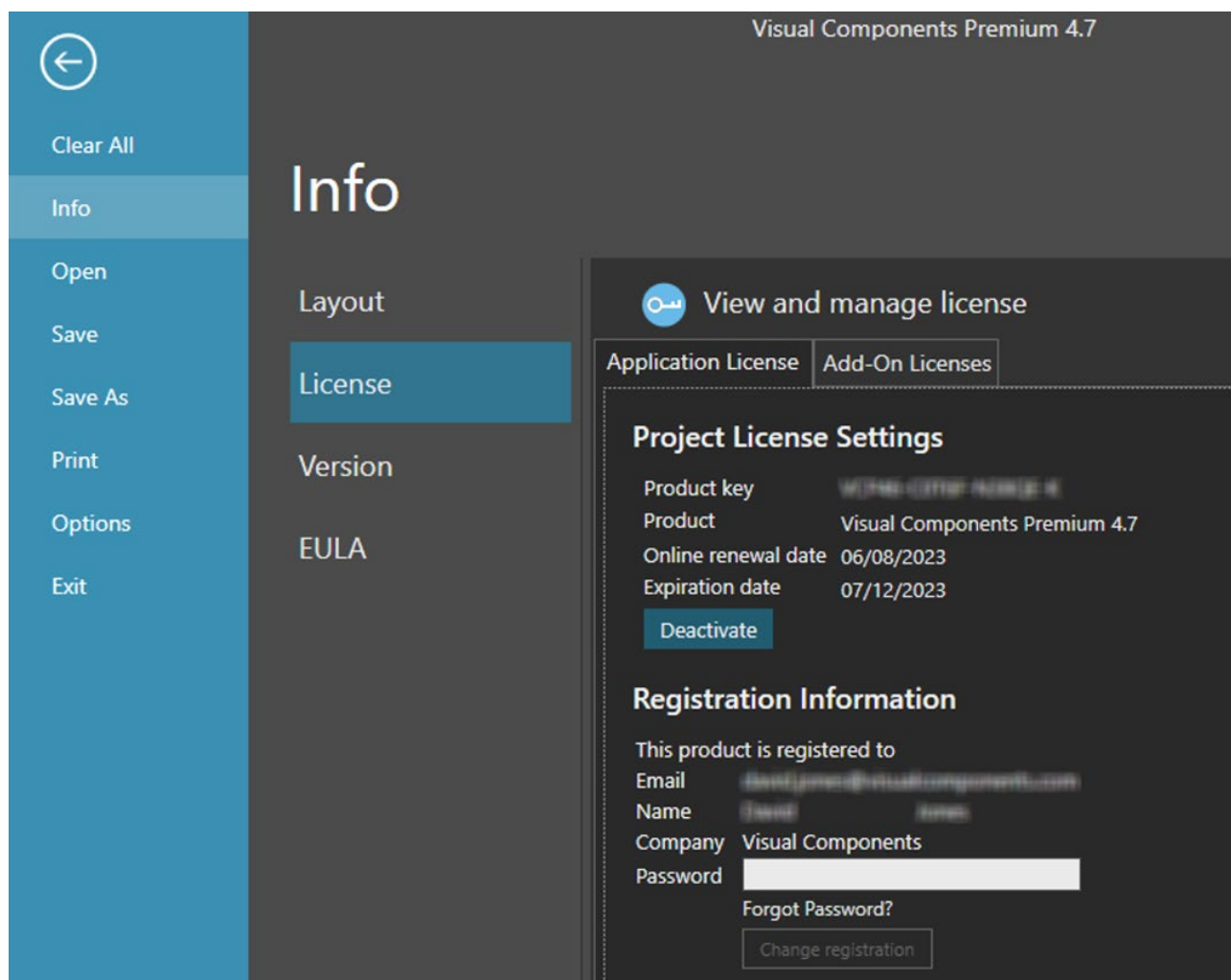
A "Back" button is located at the bottom left of the activation history section.

**NOTE:** Network License keys are not visible through the Customer Portal.

### Activation renewal

- A standalone license is activated for example, for 90 days.
- Upon expiration of the current activation period, the product key will attempt to automatically re-activate when you launch the application.
- This requires your computer to be connected to the internet.
- If online renewal fails, you will receive a notification that asks you to renew the license manually.

To view the renewal date of your active License, select the **FILE** tab to access the Backstage view, then select **Info** and **License**. And under **Project License Settings** refer to the **Online renewal date**.



## Network License

Management of Network License keys for Visual Components is managed by the Visual Components License Server Management Console that is installed on a centralized server PC inside an organization's network. And a client PC needs to be inside the same network to access a Visual Components product using a Network License key.

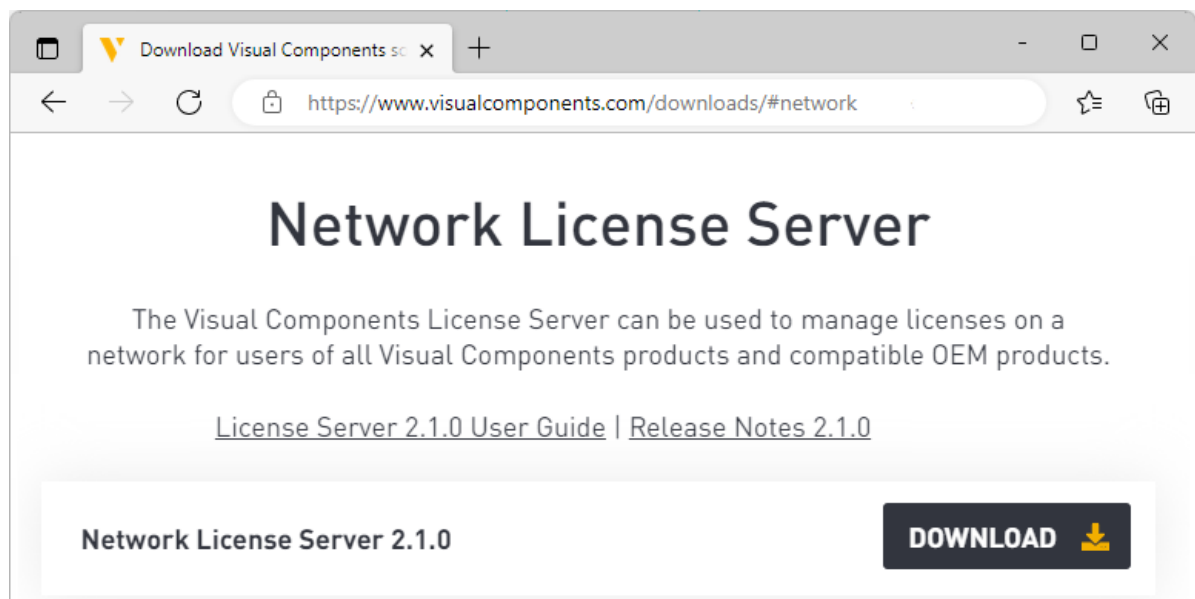
To download the Visual Components License Server Management Console and the User Guide visit the Network License Server section of the [Visual Components downloads page](#).

### Online Activation

To activate a Network License, your License Admin should already have setup a Network License Server.

**NOTE:** For information on setting up your License Admin, refer to the [Upgrade License](#) section below

- To install the Network License Server application, download the installer from the downloads page [here](#).
- To manage Network Licenses refer to the Network License Server User Guide available from the downloads page [here](#).

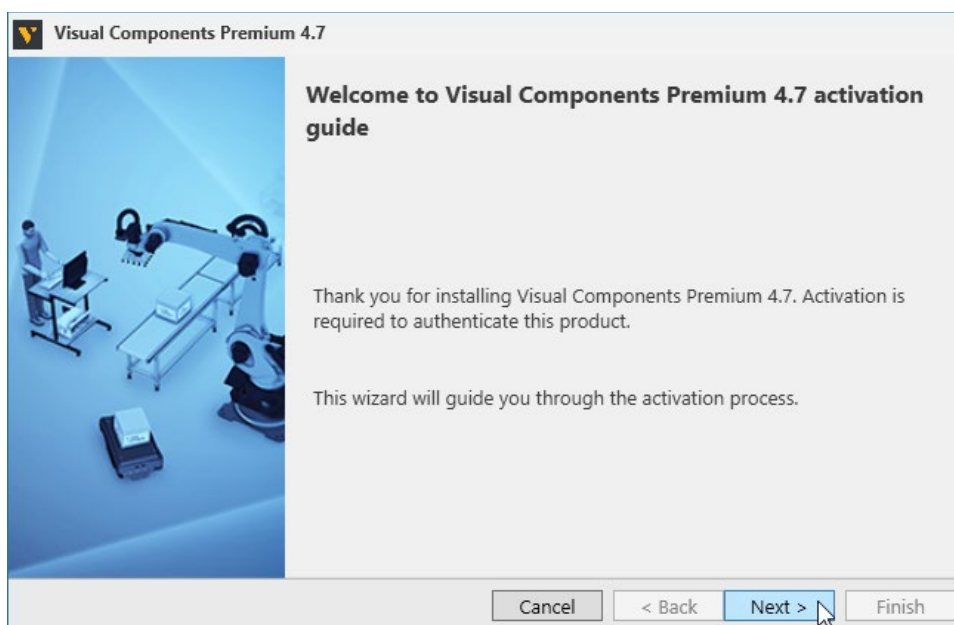


- To configure your network to support a Network License Server refer to the [FAQ](#) section of this document.

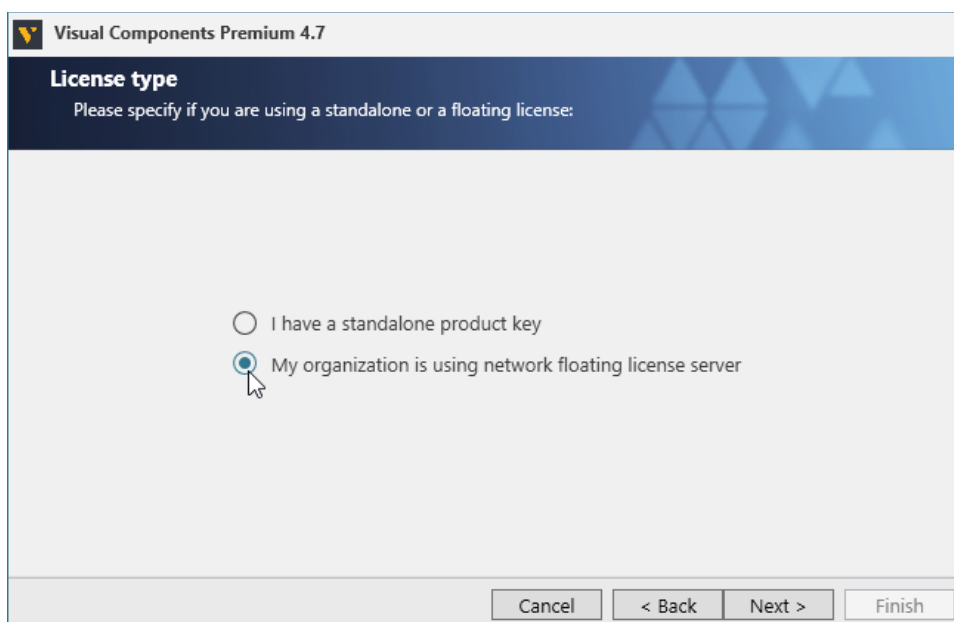
### Using a Network License Key

To use your Network License key to activate a Visual Components product follow these steps:

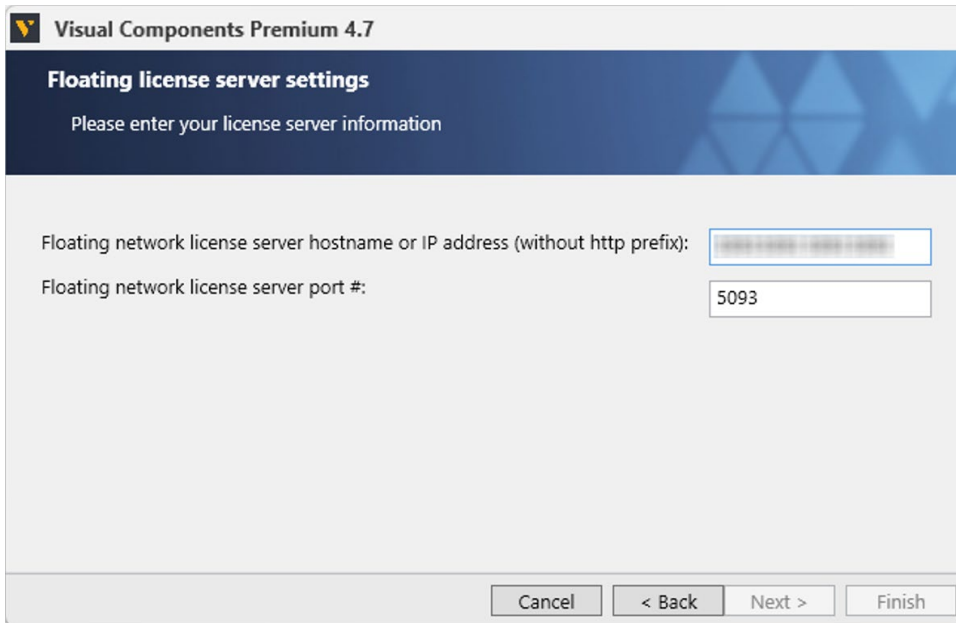
1. Run your Visual Components application.
2. On the **Welcome** dialog, click **Next**.



3. On the **License type** dialog, select **My organization is using network floating license server**, and then click **Next**.



4. On the **Floating license server settings dialog**, type in your Floating network license server host name or IP address and keep the Floating network license server port number as 5093 (if not modified in the Network License), and then click **Next**.



Visual Components Premium 4.7

**Floating license server settings**

Please enter your license server information

Floating network license server hostname or IP address (without http prefix):

Floating network license server port #:

Cancel < Back Next > Finish

5. Click **Finish** to complete the Network license setup.

### Manual Activation

For instructions on how to manually activate your Network License, refer to page 14 of the Network License Server User Guide available [here](#).

### Deactivation

To deactivate a Network License refer to pages 15 and 16 of the Network License Server User Guide available [here](#).

### Activation renewal

To renew a Network License refer to page 17 of the Network License Server User Guide available [here](#).

## Upgrade License

Software license upgrades requires a designated License Admin User. The License Admin is a first point of contact and the only person in your organization entitled to request version upgrades.

- You only need to register a License Admin once.
- Only one License Admin User per company can be registered.
- You must provide a valid email address for the License Admin.
- To register a License Admin User, please submit a request at [visualcomponents.com/license-management](https://visualcomponents.com/license-management)

When upgrading your software license(s) please note the following:

- A new software license key is required to install and activate Visual Components 4.7. And you can upgrade your current license free of charge, if you have a valid maintenance contract.
- A Visual Components product key can only be used for the specified version. For example, a 4.7 Premium product key can be used only for Visual Components Premium 4.7. Therefore, every version needs a separate product key.
- Users with valid maintenance, can upgrade to the latest version for free, for example VC Product<sup>1</sup> 4.0/4.1/4.2 to VC Product 4.7.
- To request an upgrade your License Admin should submit a request at [visualcomponents.com/upgrade-license/](https://visualcomponents.com/upgrade-license/)
- Upgrade requests are validated and upgraded keys will be delivered to the registered License Admin User only.
- Requests will be answered within 2 working days.
- Please note when upgrading to the new version, your old perpetual keys will become inactive after 90 days, and time-limited keys will become inactive after 30 days.
- Before upgrading license keys, the Admin User should check that their Network License Server installation is up to date. To install the latest version of the Network License Server application, visit the [Network License Server section](#) of the Visual Components download page.

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<sup>1</sup> VC Product refers to Visual Components Essentials/Visual Components Professional/Visual Components Premium application.

## Command line deployment

A command line interface can be used to deploy Visual Components product.

### Installation/Uninstallation

Name	Parameters	Description
Normal Mode	None	The installer interacts with the user and installs 3rd-party libraries (.NET, DirectX and SQL Server) if required on the machine. <b>Example:</b> <code>&lt;Installer Name&gt;.exe</code>
Silent Mode	<code>Silent</code>	Similar to Normal and Auto Update modes without requiring interactions from user. Any Visual Components 4.7 version running on a device will be terminated silently. During installation, a standard dialog box will be displayed, thereby allowing a user to cancel setup. <b>Example:</b> <code>&lt;Installer Name&gt;.exe Silent</code>
Silent Mode with config file	<code>/S, [IniFile]</code>	Similar to Silent mode but no screens or dialogs are shown to user. <b>Example:</b> <code>&lt;Installer Name&gt;.exe /S</code>  An INI file can be passed as an optional argument for implementing custom configurations. You must give the absolute path of the INI file, and the file should be formatted as follows: [SetupValues] %AppFolder%=C:\Program Files\<Product Name>  <b>Example:</b> <code>C:\&lt;Installer Name&gt;.exe /S:"C:\setupvars.ini"</code> <b>Note:</b> /S accepts absolute paths only.
Uninstall Silent Mode	<code>/U, /S</code>	Uninstalls Visual Components 4.7 silently from a device in which the /U parameter is responsible for passing the absolute path to the uninstall.xml file located in program's Uninstall folder. <b>Example:</b> <code>C:\Program Files\&lt;Company Name&gt;\&lt;Product Name&gt;\uninstall.exe /U:"C:\Program Files\&lt;Company Name&gt;\&lt;Product Name&gt;\Uninstall\uninstall.xml" /S</code>

## Frequently Asked Questions

- Do I need to configure a firewall on my network to access Visual Components Network License Server?
  - a. Network Access: Firewall needs to be configured to allow UDP traffic on the chosen port (default is 5093).
  - b. Internet Access: Access to the Internet (HTTPS) is required on the server for automatic license activation.

### Additionally:

- c. Every client needs to be able to access the local network server through the defined access point to use Visual Components products with network licenses.
  - d. Distributing network licenses over the Internet is explicitly not supported by the network license server as stated in the End User License Agreement (EULA) for Visual Components products.
- How do I create a Visual Components Customer Account that I can use to register my software license keys?
  - a. You can create a Customer Account using Visual Components software, refer to the [Register Product Key](#) section.
  - b. Or you can create a Customer Account online through the Visual Components Customer Portal at [license.visualcomponents.net](https://license.visualcomponents.net).