Removing NemSLock completely
Technical Support FAQ

Category: Licensing->Allplan->NemSLock

Programs: Allplan 2015
                   Allplan 2014
                   Allplan 2013
                   Allplan 2012
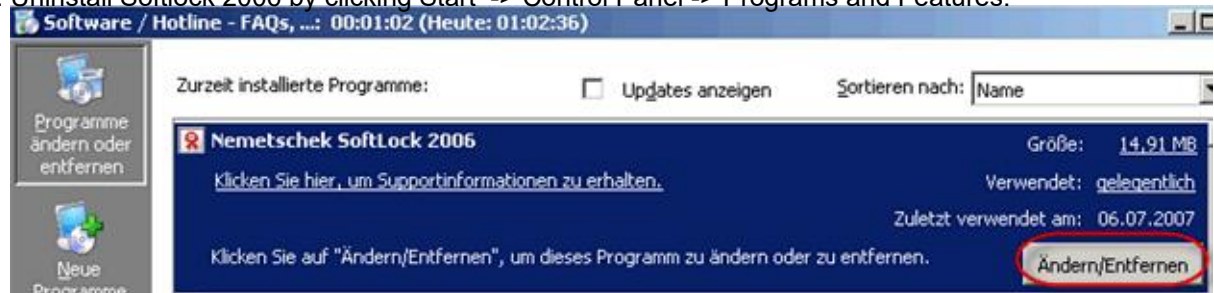   Allplan 2011
                   Allplan 2009
Document ID: 0001CC7E
Internet: https://connect.allplan.com/en/faqid/0001cc7e.html

Question:

How can I remove NemSLock completely from a computer?

Answer:

Do the following:

1. Uninstall Softlock 2006 by clicking Start -> Control Panel -> Programs and Features.

2.
   Select "Nemetschek SoftLock 2006" and then click "Uninstall/Change". Select "Remove" -> Next -> Yes.
3. Extract the "NSLFixer2006.zip" file attached and copy it to any folder on your computer. If your email provider or firewall software has blocked this file, you can also download it from our webdrive. Use this link:

   https://webdrive.allplan.com/index.php/s/4LrjrymoxESzC6p

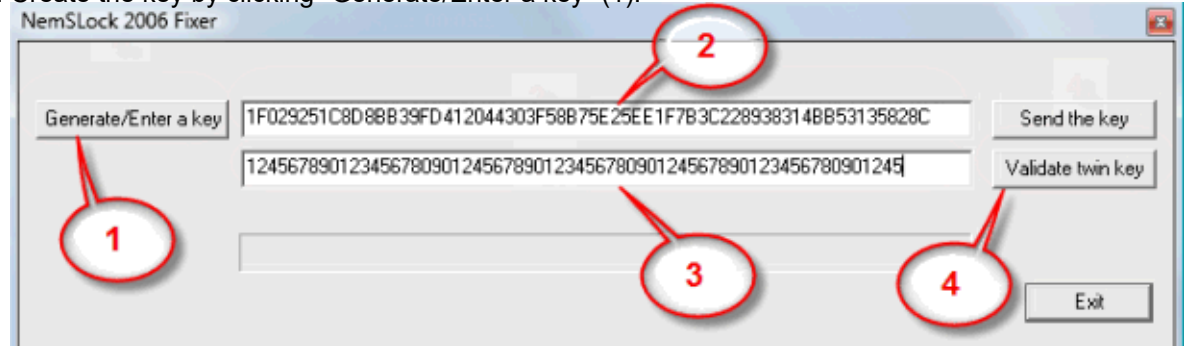   The tool "NSLFixer2006.exe" is under Allgemein/Nemslock

   (click on the right hand side next to file size on the three dots and chose 'herunterladen')

4. Start NSLFixer2006.exe by double-clicking it.
   Important note:
   If you are running Windows Vista or a newer operating system, click the program with the right mouse button and select "Run as administrator". Confirm the following message.

5. Create the key by clicking "Generate/Enter a key" (1).

6.
7. Select the line to the right of "Generate/Enter a key" (2),
   "1F02E74917D3F6E7348C1F02E74917D35E2599A254864A233C549A25ADD2EDFD", for example, and press "Ctrl+C". Paste this key into an email and send it to "support.de@allplan.com".

8. We will send you another key. Please copy this key to the second line (3). If you need to restart the program, paste the key you created into the first line (see step 3, do not click "Generate/Enter a key" again!). Then click "Validate twin key" (4). After you have done this, you should see the following message: "System cleaned. Reinstall NemSLock".

9. Update your current Allplan version. Use the temporary license file ("psd" can be found in its file name). You can also find your current temporary licenses at www.connect.allplan.com. Go to "Profile -> License administration".
   Students should use the Allplan Setup program which they can download from Allplan Campus (http://www.allplan-campus.com -> log on -> select "Software" at the top -> download Allplan). Use the trial license provided by Setup.

After this, request a new license by sending a new registration request (Services application -> Utilities -> License -> License Manager). Select the license entry for your seat and click "Request license".
If you work with a license server, reconnect the client with the server.