

Windows 8.1 update

Technical Support FAQ

Category: Technical Services->Operating system

Programs: Allplan 2017
Allplan 2016
Allplan 2015
Allplan 2014
Allplan 2013

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Internet: <https://connect.allplan.com/en/faqid/20131113103830.html>

Question:

What effects do Windows 8.1 updates have on Allplan versions?

Answer:

Allplan versions 2014-0-2 and later are running on Windows 8.1.

To make sure that Allplan runs smoothly after you have updated to Windows 8.1, you need to do the following:

1st step: backing up and restoring Allplan user settings

Prior to installing the Windows update, select Services application -> Data Backup -> Create -> Entire folders -> Private settings -> Full to back up your own Allplan user settings.

If you find out that some settings are missing after you have updated to Windows 8.1, you can select Services application -> Data Backup -> Import -> Entire folders -> Private settings -> Full to restore these settings.

In addition, you are strongly advised to back up and archive all the data before you update the operating system!

2nd step: restoring Allplan licensing

Depending on the licensing system you use, there are different issues to bear in mind.

NemSLock

After the Windows update you need to fix Nemetschke Softlock License Manager as described in the following document:

 <https://connect.allplan.com/de/faqid/20131024085525.html>

Hardlock

Uninstall the hardlock driver (Sentinel runtime driver) during the update to Windows 8.1 as described below:

 <https://connect.allplan.com/de/faqid/20131028131634.html>

Install the latest hardlock driver after the Windows update. You can find the driver and the instructions using the following link:

 <https://connect.allplan.com/de/faqid/20131028125253.html>

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