

Vodič za rješavanje problema s prekoračenjem broja licenci u SketchUp-u



Ako prilikom pokretanja SketchUp-a dobijete poruku o prekoračenju broja licenci,

mogući razlozi su:

- Instalirana starija verzija SketchUp-a koja se broji kao dodatna prijava.
- SketchUp je instaliran i prijavljen s istim korisničkim računom na više uređaja.

U ovom vodiču ćemo vam pokazati kako riješiti ovaj problem korak po korak.

Koraci za rješavanje problema

1. Odjava i deautorizacija SketchUp-a

Da biste oslobodili licence, prvo se trebate odjaviti sa svih uređaja.

1. Otvorite SketchUp i odjavite se iz svog Trimble računa.





2. Posjetite Trimble Account Management Portal i prijavite se svojim Trimble korisničkim računom.



3. U odjeljku "My Products" pronađite opciju "Manage Devices" i kliknite na "Deauthorize All" da biste oslobodili licence.

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Napomena: Nakon deautorizacije, morate se ponovo prijaviti na uređajima koje koristite.

2. (Opcionalno) Deinstalacija prethodne verzije SketchUp-a

Ako imate instalirane starije verzije SketchUp-a, preporučujemo da ih uklonite kako biste izbjegli moguće konflikte.

Kako deinstalirati SketchUp?



- Na Windows-u:
 - 1. Otvorite "Control Panel" > "Programs and Features".



- 2. Pronađite stariju verziju SketchUp-a, kliknite na nju i odaberite "Uninstall".
- Na macOS-u:
 - 1. Otvorite "Applications" folder.
 - 2. Povucite stariju verziju SketchUp-a u "Trash" i ispraznite smeće.

3. (Opcionalno) Provjera licence na Trimble web stranici

Da biste provjerili status licence:

- 1. Posjetite Trimble Account Management Portal.
- 2. Prijavite se svojim Trimble korisničkim računom.
- 3. U izborniku "My Products" provjerite imate li aktivnu licencu.
- 4. Ako je licenca vidljiva, kliknite na "View Included Applications" kako biste preuzeli najnoviju verziju SketchUp-a.

4. Prijava u SketchUp

- 1. Nakon preuzimanja i instalacije SketchUp-a, pokrenite aplikaciju.
- 2. Prijavite se svojim Trimble računom.
- 3. Provjerite je li problem riješen.

Dodatna pomoć

Ako i dalje ne možete pristupiti SketchUp-u ili vam licenca nije vidljiva na Trimble stranici:

• Kontaktirajte nas putem e-maila na <u>cad@digitalmedia.hr</u> s opisom problema i snimkama zaslona.

Vaš Digital Media tim