Support Note

Applying the Named User License Patch

Problem

Changes made on the Trimble Civil Product Services (TCPS) server are causing Tilos to fail (not crash) when you try to change your license method to **Named User**. Tilos stays in the current mode without giving you feedback.

Solution

To fix this issue, replace a single file in your installation folder using the steps below.

Steps

1. If running, close Tilos.

2. Go to the **Civil Construction Software Downloads** page.

3. Under **Tilos > Latest Release**, find **Patch files for Named User License**.

4. Download the **hdPrp010.zip** file.

5. Unzip the **hdPrp010.dll** file to your local drive and copy it.

6. Navigate to and paste the file into this folder:
   C:\Program Files (x86)\TILOS\Tilos111MR3

   Note: The installation folder normally has restricted access. You will often need Administrator rights to copy files into it. For existing installations, you will be asked to overwrite files. The files can be overwritten.

7. Restart Tilos, and sign in or change your licensing mode to **Named User**.

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Technical Support Hotline

Contact us if you need additional help.

- Hours:
    - o Monday to Thursday: 08.30 am - 5:30 pm (GMT +1)
    - o Friday: 08.30 am - 1:00 pm (GMT +1)
- Phone: +49 721 - 4647 - 2829 (Europe)
- Email: Tilos@trimble.com

When contacting the hotline, please be prepared the following information:

- Your software product ID
- Your company name and address
- The current software version
- Which operating system (OS) you are working on and the assigned User Rights