# Information Regarding Physical EPLAN Dongles

This short document covers the following questions regarding the use of physical EPLAN Dongles:

1. Why does EPLAN advise that I should not continue using my physical dongles?
2. Do I need to make the change?
3. I need to change from a physical dongle, what steps do I need to take?
4. How do I activate the new EID number?
5. Do I have to return the physical dongle to EPLAN?

## Why does EPLAN advise that I should not continue using my physical dongles?

As of 23rd May 2023, the driver software for EPLAN's physical dongles (usb hardlock) will reach its "End of Support" status. The dongle manufacturer has no plans to continue driver development after the deadline.

You can still use your EPLAN dongles with the current drivers after the 23rd May 2023, but there is the risk of incompatibility with future Windows operating systems or updates. As a result, EPLAN is unable to maintain its support for dongle technology.

## Do I need to make the change?

The action you can take will be determined by the version of EPLAN you are currently using:

**If you are using EPLAN Version 2.8 or newer with a physical dongle**
We highly recommend that you switch to an e-license. These versions of the software are fully compatible with an e-license configuration.

**If you are using EPLAN version 2.7 or older with a physical dongle**
While you may continue using your EPLAN dongles, it's important to keep in mind that there may be limitations and potential incompatibility issues with future Windows updates and an upgrade to the latest version is suggested.

If you're unsure whether you are using a physical dongle, please check your serial number from within the software:

- **Platform 2022 or newer** - File > Help > Product
- **Version 2.9 and older** - Help > About

If your serial number begins with EPL0U***** or WUP0U*****, you or someone within your network is using a physical dongle.



## I need to change from a physical dongle, what steps do I need to take?

If you wish to transfer to an e-license please contact your local Area Sales Manager or our main office at +44 (0)1709 704100. However, if you are currently using EPLAN version 2.7 or older with a physical dongle we recommend that you speak with your Area Sales Manager to discuss your individual configuration and options as this will also require you to upgrade to a newer version of EPLAN.

From here, you will be issued with a new serial ID number and EID which will need activating.

## How do I activate the new EID number

1. Hold Shift and Double Click on the EPLAN icon on the desktop

2. Choose the option "activate online" (this option may come up later in the process)

3. Choose the Single User Tab

4. Copy and paste the Serial ID and EID into the box provided

5. Click OK – a green progress bar will then move across the screen. Once completed, the dongle will no longer be required to run EPLAN and therefore can be sent back to the EPLAN office.

## Do I have to return the physical dongle to EPLAN?

Once successfully activated, we kindly request that you return the old dongle to our office address within 14 days.

FAO EPLAN
Rittal Limited
Hellaby Industrial Estate
Braithwell Way
Hellaby
Rotherham
S66 8QY