Installation and Activation Guide

Setup, activation, replacing a PC and uninstalling

Shield3D v2.7
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1. System requirements

Item	Requirement
OS	Windows 10 / 11 (64-bit), macOS 11 or later
CPU	Windows: x64 Mac: Apple Silicon / Intel (separate installers)
Maya	Not required (files are analysed without launching Maya)
Internet	Used for activation and definition updates. Scanning itself works offline (offline activation available)
Optional	ClamAV (free), VirusTotal Premium API key, mayapy (to fully delete .mb nodes)

2. Downloading the installer

When your purchase (or free trial sign-up) is complete, the confirmation page and email show your download links. Links are valid for a limited time (7 days by default); afterwards, download the latest version from the customer portal at any time.

Your computer	File
Windows	`Shield3D-Setup.exe`
Mac (Apple Silicon: M1 and newer)	`Shield3D-AppleSilicon.pkg`
Mac (Intel)	`Shield3D-Intel.pkg`

To check your Mac, choose Apple menu → About This Mac and look at “Chip” (Apple M... means Apple Silicon).

3. Installing on Windows

1. Close all Maya windows.

2. Open `Shield3D-Setup.exe`, choose a language and follow the steps (accept the terms → install folder → desktop icon).
3. By default Shield3D installs for the current user only, with no admin rights needed. Installing for all users requires admin rights.
4. Leave “Launch Shield3D” ticked on the last screen and click Finish.

> If you see “Windows protected your PC”: click “More info” → “Run anyway”. If your company's security settings block the app, contact your IT department.

4. Installing on Mac

1. Quit Maya.
2. Open the `.pkg` for your Mac and follow the steps (accept the terms → install; your admin password is required).
3. Shield3D is installed in the Applications folder. Start it from Launchpad.

> If macOS says the app can't be opened because the developer cannot be verified: open System Settings → Privacy & Security and click “Open Anyway”.

5. Activating your license (online)

1. Start Shield3D and open License → “License info and activation...”.
2. Enter the license key from your confirmation email (it starts with `S3D-`).
3. Click “Activate this PC (online)”. The plan shown at the top right changes to your plan.

Without a license key, Shield3D works as the Free plan (scanning, PC check, PC clean-up). You can activate up to the number of workstations in your plan. Activation renews automatically.

6. Offline activation (PCs without internet)

1. License → “Copy offline activation request”.
2. Add your license key to the copied request and send it to us by email.
3. Load the activation file (`.s3dlic`) we send back with “Load activation file...”.

Offline activations cannot renew automatically. Repeat these steps when the expiry date approaches.

7. Switching from the free trial to a paid plan

During the trial, the top right shows “Free trial (N days left)”. Click “Upgrade to a paid plan” to open the upgrade page in the customer portal. Your license key stays the same, and the new plan applies the next time you start Shield3D (or immediately with License → “Reload my subscription”). When the trial ends, Shield3D returns to the scan-only Free plan automatically — it never turns into a paid subscription on its own.

If you signed up on the English or Chinese website, prices are in US dollars and you pay by card; the upgrade takes effect immediately. Subscriptions run for one month or one year and renew automatically until you cancel. You can cancel at any time in the customer portal; the subscription ends at the end of the current term.

8. Replacing a PC and the customer portal

When replacing a PC, first click License → “Deactivate this PC (when replacing it)” on the old PC, then activate the new one. If the old PC is no longer available, release it in the “Activated PCs” list in the customer portal.

In the customer portal (set your password from the link in your confirmation email) you can see your subscription, manage activated PCs, download invoices and receipts, reissue your license key, change or cancel your plan and download the installer again. v2.7 The portal is available in English and Japanese (use “日本語” at the top right to switch to Japanese).

9. Updating and uninstalling

Updating: run the new version's installer over the existing one. Settings, license and results are kept.

Uninstalling

- Windows: Settings → Apps → Installed apps → Shield3D → Uninstall
- Mac: drag Shield3D.app from Applications to the Trash

Settings and results folders are kept; delete them if you no longer need them (see section 8 of the User Guide). To use Shield3D on another PC, click “Deactivate this PC” before uninstalling.

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