

Can’t Connect to the internet and unable to unlock

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T3RRA Design requires access to the internet to verify the license status. Some antivirus software is a bit enthusiastic and will prevent access which will result in the inability to apply a new unlock code, or for an extended license period to apply. You must add an explicit exception for T3RRA Design. Below is an example for Bitdefender Firewall which had this problem in the past.

The path you need to apply the exception for is C:\Users\YourUserName\AppData\Local\T3RRADesignPlus

NOTE: Be sure to replace “YourUserName” with your actual user name.

