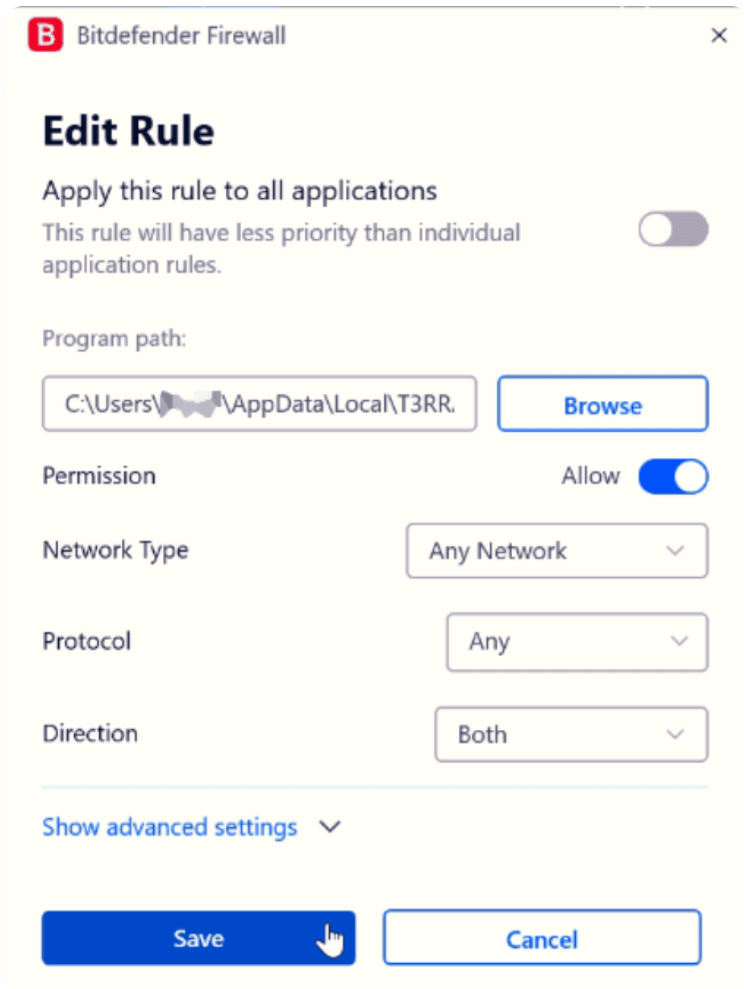


Can't Connect to the internet and unable to unlock

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.



The screenshot shows the Bitdefender Firewall 'Edit Rule' dialog box. At the top, it says 'Apply this rule to all applications' with a toggle switch that is currently off. Below this, it states 'This rule will have less priority than individual application rules.' The 'Program path' field contains 'C:\Users\YourUserName\AppData\Local\T3RR.' and has a 'Browse' button next to it. The 'Permission' is set to 'Allow' with a toggle switch that is on. The 'Network Type' is set to 'Any Network', 'Protocol' is set to 'Any', and 'Direction' is set to 'Both'. There is a 'Show advanced settings' dropdown menu. At the bottom, there are 'Save' and 'Cancel' buttons.

Bitdefender Firewall ×

Edit Rule

Apply this rule to all applications

This rule will have less priority than individual application rules.

Program path:

C:\Users\YourUserName\AppData\Local\T3RR. Browse

Permission Allow

Network Type Any Network ▼

Protocol Any ▼

Direction Both ▼

[Show advanced settings](#) ▼

Save Cancel