



# TrainworX

TechTips

# 1. Installing



TwX installers are moving files into the correct RailWorks folders in your Steam environment and go through the following process:

- a) Check if RailWorks is installed
  - b) Look for the correct folder and show the location
  - c) Online activation (check activation code)
  - d) Install the files
- If you get a message that your RailWorks folder is not found while you have it installed, normally means that the RailWorks Windows Registry entry is missing. This happens when you copy the Steam environment to another folder or PC instead of installing it. There is a tool from JustTrains (<https://www.justtrains.net/support/railworks/dafd908>) that fixes the registry, but it is better to do a proper Steam install to the new location.
  - If the activation is not working properly this can mean one of 3 things:
    - a) You entered the wrong code (the activation keys are always a series of 6 x 6 characters)
    - b) Your internet connection is blocked or not functioning, preventing the installer to contact the validation server.
    - c) You maxed out on your downloads

Please note that you **do not** need to download another copy of the installer if activation fails. This needlessly burdens our server and lowers your download count. If you reached your download maximum please raise a helpdesk ticket and I will help you.

## 2. Number of Downloads



When you have purchased a TwX add-on you will see the product in your account and if you go to the **Download section** of your account you are able to download the installers for all your purchased products.

There is normally a maximum nr. of times you are able to download a product. This is to prevent piracy/hacking to an extend and also to minimise server load. It is therefore advised to keep the downloaded installer on your system or backup in case you need it again. This way you should only need very few new downloads in case you lose the installer.

If the activation process fails you should check the things mentioned on page 1 and then re-run the installer. **You do normally not need to re-download the installer.**

If you stick to the above you should not easily run out of downloads. If however you do reach your max, please raise a helpdesk ticket and we will help you.

**NOTE! If you have reached your download limit the product will disappear from the download section of your account. We will have to manually reset this.**

# 3. De-installation



On most of our add-ons we include a de-installation/removal program in case you want to delete the product from your RailWorks folder. Unfortunately there have been issues with faulty setting in these programs that resulted in wiping your complete RailWorks environment and not only the requested add-on (folder). We have now fixed these programs but old, faulty version might still exist on your system.

We have issued warnings about this many times but because of the potential impact this might have we suggest the following:

**ALWAYS MAKE A BACKUP OF YOUR RAILWORKS FOLDERS**

If you need you delete on or more of TwX's product do this manually by deleting the product folder from RailWorks. You can find the product folders here:

Product	Folder	Subfolder
Re 620	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_RE620
Re 420	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_RE420
Re 421	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_RE421
Re 460	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_RE460*
IC 2000	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_RE460*
UACS	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_SBBFreight*
Sputnik	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\CreativeworX	CwX_SBBFreight*
RABe 511	..\Program Files (x86)\Steam\steamapps\common\RailWorks\Assets\TrainworX	TwX_Rabe511

\* These folders contain more than 1 product. Please re-install the product(s) you want to keep after deletion.

# 4. Licensing



TwX products have some piracy and copy protection to prevent (easy) illegal sharing of our software.

This means that you need to use the original installer for any product you want to re-install or move. Copying the product folder(s) to another system will trigger the Licensing warning when you start a scenario using one or more of TwX's trains.

Please re-install the software using your original installer or, if you lost it, re-download the installer from your account.



# 5. CreativeworX | Wilbur Graphics



You will notice that most of TwX's trains are CreativeworX or Wilbur Graphics products. Why is this?

Starting the business moving from hobby to more professional we underwent some branding changes. In the very early days, when I was mainly doing repaints, PMdesign was used. After that the CreativeworX name was adopted and in 2016 we became TrainworX.

During add-on creation the so-called 'provider name' (and folder) is set and changing it is not an easy task. Also scenarios would break changing the provider name and folder location. This is why 'older' add-ons, even when updated stay in the provider folder they were originally created in.

Since 2017 Wilbur Graphics has been building some Swiss Classics and chose to use the TrainworX infrastructure to distribute their products. Wilbur's add-ons can be found in the RailWorks Wilbur Graphics folder.