



USER GUIDE · VERSION 1.0

ADLM Installer Hub

The complete walkthrough — from signing in with your ADLM account, to installing your first product, to keeping every plugin up to date. One sign-in. One dashboard. Every ADLM product on your PC.

1 · Install the Hub

2 · Sign in

3 · Install products

4 · Stay updated

[START HERE](#)

What's in this guide

Read it front to back the first time — it takes about ten minutes and covers everything from sign-in to your first successful install. After that, use the contents below to jump straight to what you need.

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ABOUT THE FIGURES IN THIS GUIDE

Every screen shown here is drawn to match the Hub exactly — same layout, same colours, same button labels and status wording you will see on your own PC. Small details such as your name, product list and version numbers will differ, because those come from your own ADLM account.

CHAPTER 1

Before you start

The Installer Hub replaces zip files, manual folder copying and DLL hunting. It signs you in once, then installs, updates and repairs every ADLM product you are subscribed to.

What you need

A Windows PC

Windows 10 or Windows 11, 64-bit. You need an account that can approve the Windows administrator prompt.

An ADLM account

The same email and password you use to sign in at **adlmstudio.net**. Subscriptions are read from that account.

An internet connection

Needed to sign in and download packages. Once a product is installed it runs offline.

Where to get the Hub

1 Sign in to adlmstudio.net

Use the browser on the PC you want to install on.

2 Open your account / downloads area

The Installer Hub download is listed there.

3 Download `ADLMInstallerHubSetup.exe`

It is a normal Windows installer, roughly 30 seconds to install.

How the Hub fits together

PART	WHAT IT DOES FOR YOU
Your ADLM account	Holds your purchases and subscriptions. The Hub reads them at sign-in — nothing is entered manually.
Installation Center	Shows only the products you have actually bought, and installs them with one click.
Your PC	The Hub remembers what it installed here, so it can tell you when an update is available or repair a broken install.

GOOD TO KNOW

You never have to find folders, copy `.dll` files or edit Revit `.addin` manifests yourself. The Hub places every file in the correct location for the Revit, PlanSwift or ArchiCAD version you choose.

ONE PC AT A TIME

Most ADLM subscriptions are licensed to a single computer. Installing on a second PC will ask an administrator to release the first one — see Chapter 11 on page 18.

CHAPTER 2

Installing the Hub on your PC

This happens once. After it is installed, the Hub itself keeps everything else on your machine up to date.

1 Double-click `ADLMInstallerHubSetup.exe`

If Windows shows a blue “Windows protected your PC” screen, click **More info**, then **Run anyway** — this appears for newly published installers.

2 Approve the Windows administrator prompt

Windows asks for permission because the Hub writes plugins into shared program folders. Click **Yes**.

3 Follow the setup wizard

Accept the default install location unless you have a reason to change it, then click **Install**.

4 Launch the Hub

A desktop shortcut and Start-menu entry named **ADLM Installer Hub** is created. Windows will ask for administrator approval each time the Hub starts.

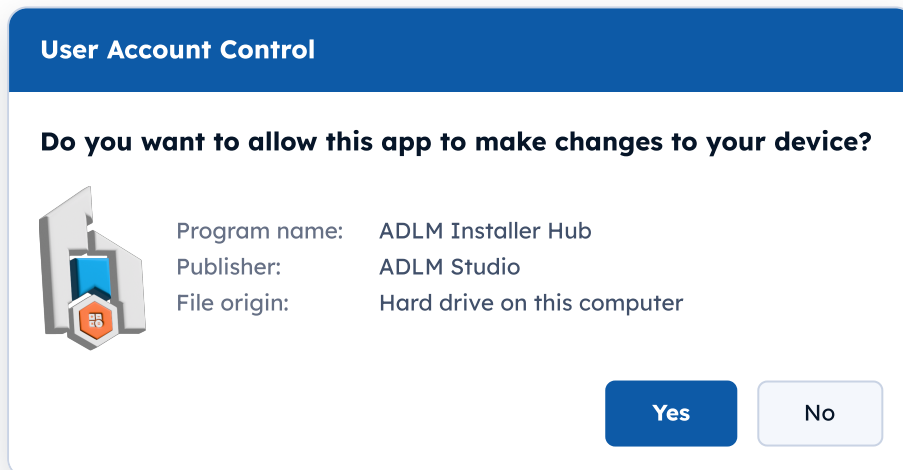


Figure 1. The Windows administrator prompt. You will see this when setup runs and every time the Hub starts. Click **Yes** — the Hub needs it to write plugin files into Revit, PlanSwift and Program Files folders.

IF THE YES BUTTON IS GREYED OUT

Your Windows account is a standard user, not an administrator. Ask whoever manages the PC to run the Hub, or to grant your account administrator rights. The Hub cannot install plugins without it.

WORKING IN AN OFFICE WITH MANAGED PCS?

Your IT team can install the Hub once for all users. Send them this guide — the Hub uses standard Windows installation locations and needs no special network configuration beyond outbound HTTPS access to the ADLM servers.

CHAPTER 3

Signing in

The first screen you see is **Secure Sign In**. Use exactly the same credentials you use on the ADLM website — there is no separate Hub account to create.

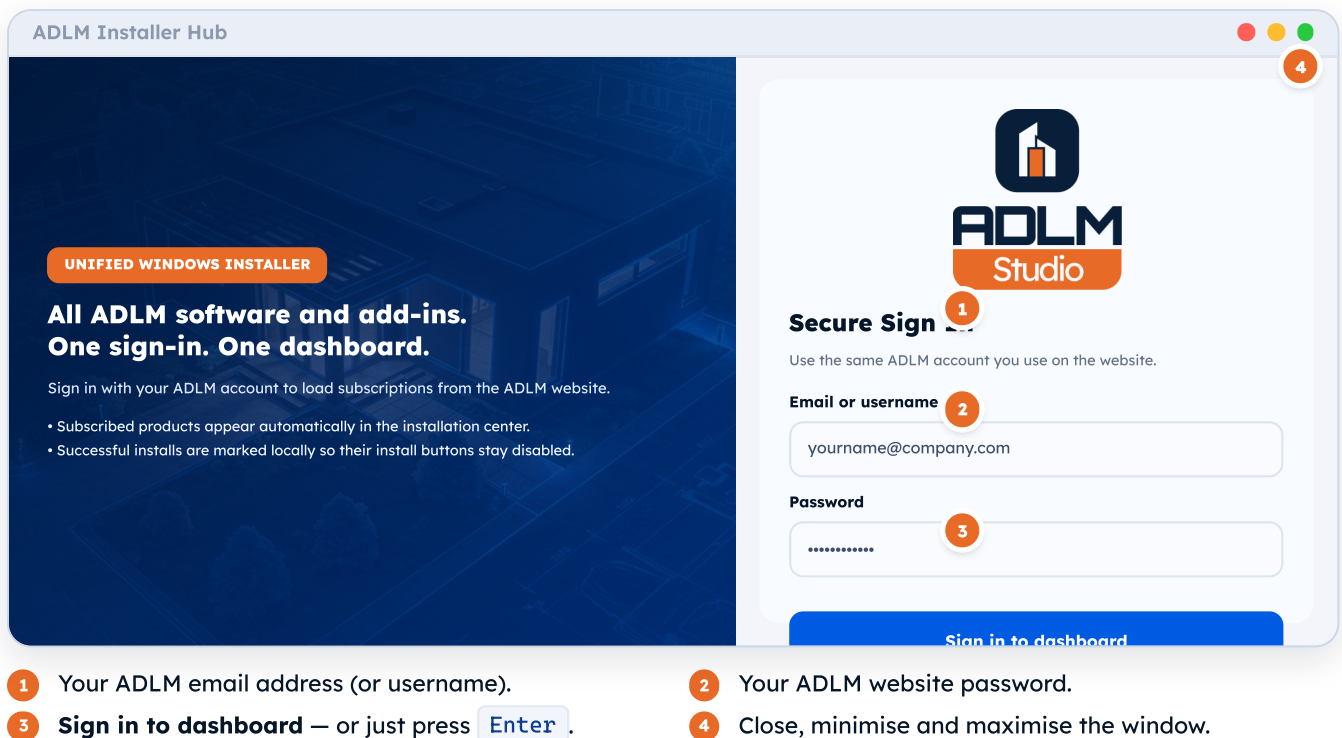


Figure 2. The sign-in screen. The button stays disabled until both fields contain text.

What happens after you sign in

A thin progress bar appears while the Hub contacts the ADLM server. In a few seconds it:

- loads every product tied to your account, with licence and expiry details;
- checks what is already installed on this PC and marks those products as installed;
- compares installed versions against the latest published versions and flags any updates;
- opens the dashboard with a welcome message summarising all of the above.

YOU ONLY SIGN IN ONCE

The Hub keeps your session, so next time it opens straight onto the dashboard. Use **Sign out** at the bottom of the sidebar if you share the PC or need to switch accounts.

If sign-in doesn't work

Any problem is shown in red just above the sign-in button. Here is what each message means.

WHAT YOU SEE	WHAT IT MEANS AND WHAT TO DO
Invalid credentials / incorrect email or password	The email or password does not match. Passwords are case-sensitive. Reset yours at adlmstudio.net , then try again — the Hub uses the new password immediately.
Could not reach the server / network or timeout error	The PC could not reach the ADLM servers. Check your internet connection, then click sign in again. On a company network, ask IT to allow outbound HTTPS to the ADLM service.
Nothing happens / button greyed out	One of the two fields is empty. The button only becomes active once both the email and password boxes contain text.
Signed in, but no products appear	Sign-in worked, but the account has no active purchases yet. Check your orders on the website, then click Refresh in the Hub. See also Chapter 5.

Signing in with the right account

If your company bought licences on a shared account, sign in with *that* account — subscriptions belong to the account that made the purchase, not to your personal email. If you are unsure which one it is, ask whoever manages the ADLM subscription, or contact support (page 21).

Your password is never stored in the Hub

It is sent once to the ADLM sign-in service and cleared from memory immediately afterwards. The Hub keeps only a session token, exactly like staying signed in to a website.

Switching accounts

Click **Sign out** at the bottom of the sidebar. The Hub returns to this screen and forgets the session. Products already installed on the PC stay installed.

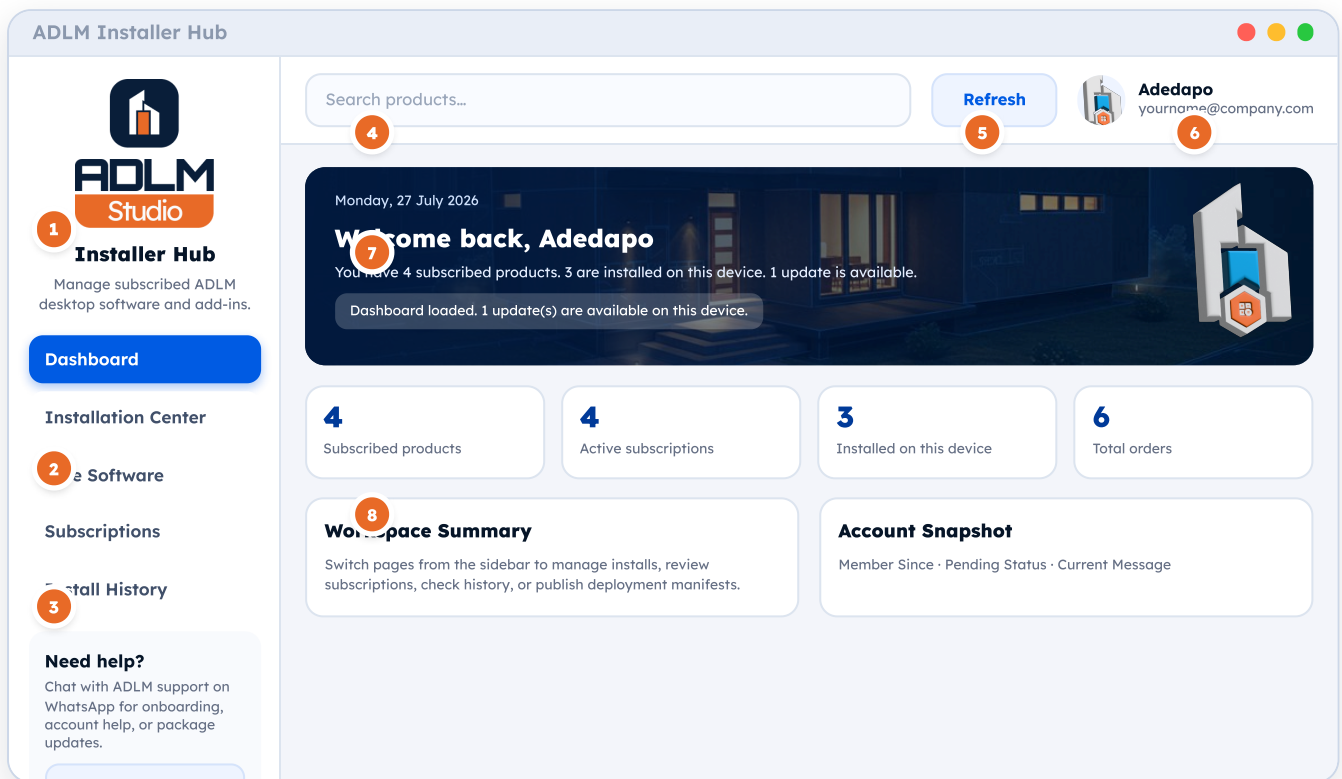
STILL STUCK AFTER THREE ATTEMPTS?

Don't keep retrying — tap **Chat on WhatsApp** or **Raise a ticket** from the sidebar once you are in, or reach support directly using the details on page 21. Include the exact red message text; it tells us straight away whether the problem is the password, the network or the subscription.

CHAPTER 4

A tour of the dashboard

The dashboard is your home base. The sidebar on the left switches pages; the bar across the top searches, refreshes and shows who is signed in.



1 **Page menu** — switches the main area between pages.

3 **Dark mode** and **Sign out**.

5 **Refresh** — re-reads your account from the server.

7 **Welcome banner** with today's status message.

2 **Need help?** — WhatsApp chat and support tickets.

4 **Search** — filters products by name as you type.

6 **Who is signed in**, with the account email.

8 **Counters** for your account and this PC.

Figure 3. The dashboard home page immediately after sign-in.

What each page is for

PAGE	USE IT TO...
Dashboard	See a welcome summary: how many products you are subscribed to, how many are installed on this PC, and whether any updates are waiting.
Installation Center	Install, update, repair and hide your purchased products. This is where you will spend most of your time — see Chapter 5.
Free Software	Install or download free ADLM tools, templates and utilities. No subscription needed.
Subscriptions	Check licence status, expiry dates and billing notes for everything on your account.
Install History	See what was installed on this PC, when, and anything still waiting on an administrator.
Admin Studio	Only visible to ADLM administrators. If you don't see it, you don't need it.

The four counters

Subscribed products

Everything your account has bought, whether or not it is installed here.

Active subscriptions

Of those, how many are currently in force and not expired.

Installed on this device

How many are installed on *this* PC. Installing on another PC does not change this number.

Total orders

How many purchases are recorded against the account.

Search and Refresh

Search filters the visible products as you type — useful once you have several products. Clear the box to see everything again.

Refresh re-reads your account from the ADLM server. Use it after buying something new, after renewing a subscription, or when a product you expect is missing. It also re-checks the installed versions on this PC, so it is the fastest way to make a newly published update appear.

A "SHOW N HIDDEN" BUTTON MAY APPEAR

If you have hidden any products (page 15), a button next to the search box offers to bring them all back. It only appears when something is actually hidden.

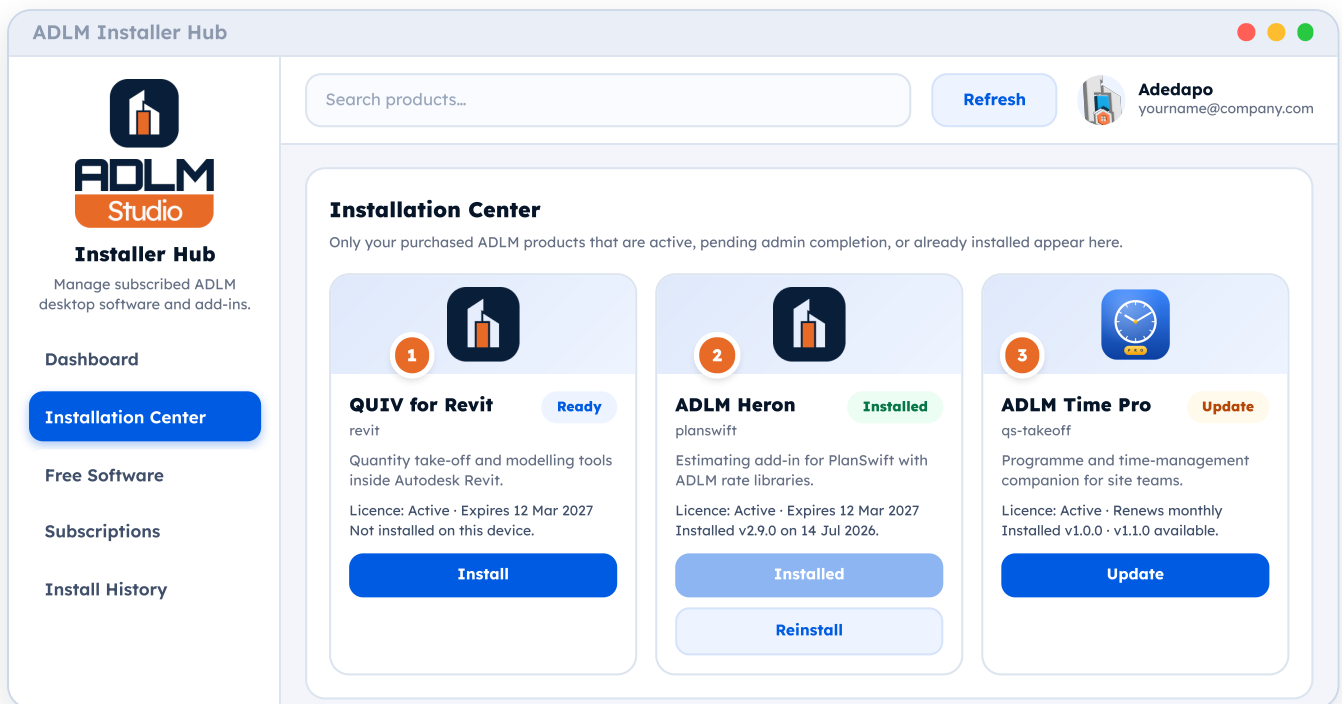
THE WINDOW IS RESIZABLE

Drag the edges, or use the green button at the top right to maximise. You can also drag the thin divider between the sidebar and the main area to make the menu narrower or wider.

CHAPTER 5

The Installation Center

Click **Installation Center** in the sidebar. Every product you have purchased appears as a card. Products you have not bought are never shown here.



- 1 Bought, not yet installed here — button reads **Install**. 2 Already installed and current — **Installed** plus a **Reinstall** option.
- 3 A newer version exists — button reads **Update**.

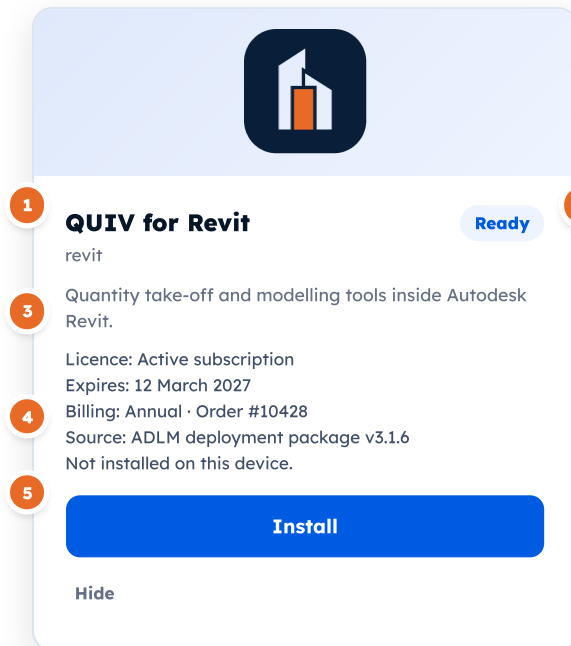
Figure 4. The Installation Center with three products in three different states.

NOTHING HERE YET?

You will see: *"No purchased products are ready for installation on this account yet."* That means the account has no active purchase. Click **Refresh**; if it persists, check your orders on the website or contact support.

Reading a product card

Every card carries the same information in the same place.



- 1 Name and product key.** The key (`revit` , `planswift` , `qs-takeoff`) is the internal identifier — quote it when contacting support.
- 2 Status badge.** A one-word summary of where this product stands — see the table below.
- 3 Licence, expiry and billing.** Read straight from your account. If the expiry date looks wrong, click **Refresh** first.
- 4 Main action button.** Its wording always tells you exactly what will happen next.
- 5 Hide.** Removes the card from your view without touching the licence or the installed files.

Figure 5. Anatomy of a product card in the Installation Center.

Status badge reference

BADGE	BUTTON SAYS	MEANING
Ready	Install	Bought, licence active, package published. Ready to install on this PC.
Installed	Installed (disabled)	Installed here and up to date. Use Reinstall if something is broken.
Update	Update	A newer version has been published. Click to upgrade in place.
Pending	Install	Your purchase is approved but an ADLM administrator still has to confirm completion.
Package pending	Package pending (disabled)	The licence is fine, but no installable package has been published yet. Nothing for you to do — check back later.
Expired	Unavailable (disabled)	The subscription has run out. Renew on the website, then click Refresh .
Inactive	Unavailable (disabled)	The subscription is not currently active — usually payment or an account hold. Contact support.

CHAPTER 6

Installing a product, step by step

The whole thing is one click plus, for Revit plugins, one dropdown. Most installs finish in well under two minutes.

1 Open the Installation Center

Click it in the sidebar. Find the product card you want.

2 Close the host application first

If you are installing a Revit, PlanSwift or ArchiCAD plugin, fully close that program now. Windows will not let the Hub replace files that a running program has open.

3 Click **Install**

The card immediately switches to the progress view. Nothing else is required from you unless the plugin needs a version choice.

4 Choose your Revit version, if asked

Only for Revit plugins, and only if you have more than one year of Revit installed. See Figure 6.

5 Wait for **Complete**

The card returns to normal and now reads **Installed**.

The Revit version prompt

Revit changes how add-ins are loaded from year to year, so the Hub needs to know which one you use. It detects the Revit versions on your PC and offers them in a dropdown; if you have exactly one, it skips this dialog entirely and uses it.

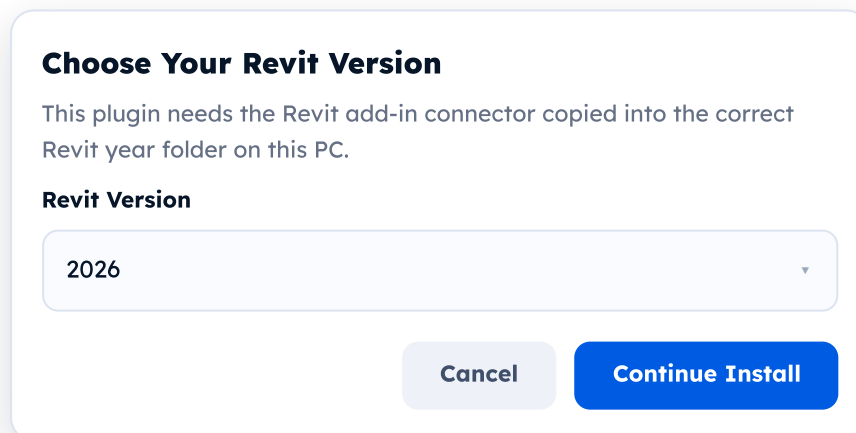


Figure 6. The Revit version dialog. Pick the year of Revit you actually work in, then click **Continue Install**. PlanSwift, RateGen and Time Pro never show this step.

YOU CAN TYPE A YEAR THAT ISN'T LISTED

The dropdown is editable. If your Revit installation was not detected automatically, type the four-digit year (for example `2025`) and continue.

INSTALLING FOR SEVERAL REVIT YEARS

Run the install once per year: install for 2025, then click **Reinstall** and choose 2026. Each run adds the connector for that year without removing the others.

Watching the progress

While an install runs, the card is covered by a progress panel showing a bar, the current step, a detail line and a percentage. A **Cancel** button is available for as long as it is safe to stop.

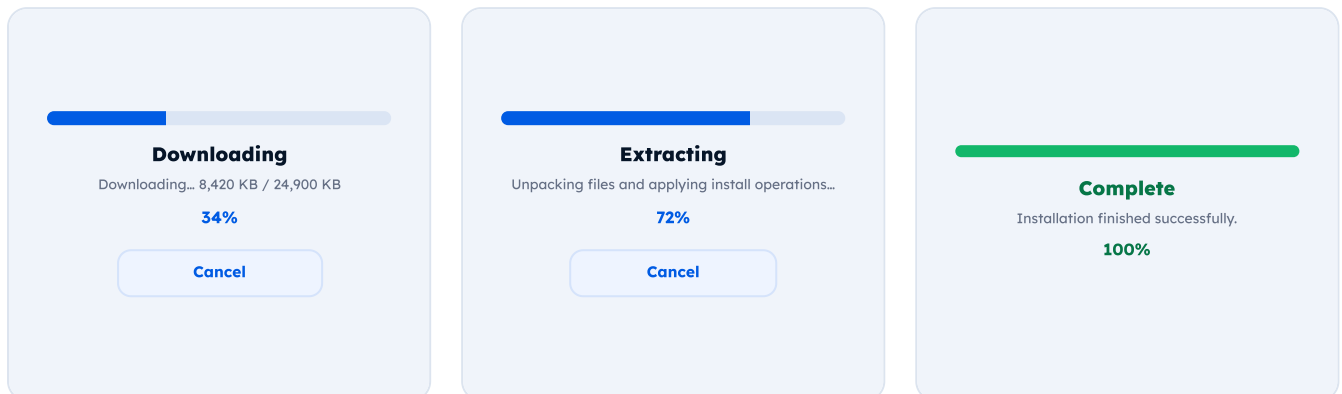


Figure 7. Three moments during an install: downloading, extracting, and finished. The panel sits on top of the product card and disappears when the install completes.

What the steps mean

STEP	WHAT IS HAPPENING
Preparing	Checking your licence, this device, and where the package should go.
Downloading / Downloaded	Fetching the package from the ADLM server. The detail line shows kilobytes transferred.
Cached	The package was already downloaded earlier and is being reused — this makes reinstalls very fast.
Retrying	The download hiccuped. The Hub retries automatically, up to three times. Just wait.
Verifying	Checking the package is complete and untampered before anything is written to your PC.
Extracting / Extracted	Unpacking the files.
Cleaning / Cleanup	Removing older versions of the same product so they cannot conflict with the new one.
Running / Launching	Applying the final install operations, and starting the app if the product asks for it.
Complete	Done. The card flips to Installed .

CANCELLING IS SAFE

If you click **Cancel**, the Hub stops cleanly and leaves your PC as it was. Click **Install** again whenever you are ready — it picks up from the cached download where it can.

After the install finishes

Revit and ArchiCAD plugins

Start Revit (or ArchiCAD). The ADLM ribbon tab appears automatically — plugins load when the program starts, so a program that was already open must be closed and reopened.

ADLM Heron (PlanSwift)

Start PlanSwift. The ADLM tools appear in the PlanSwift toolbar. No further configuration is needed.

Standalone apps (RateGen, Time Pro)

A desktop shortcut and Start-menu entry is created. Some products launch themselves the moment installation completes.

The Hub itself

The card now reads **Installed**, the “Installed on this device” counter goes up by one, and an entry appears in **Install History**.

If the install fails

The progress panel shows the error instead of **Complete**, and your PC is left in its previous state. Work through these in order:

1 Click Install again

Most failures are transient — a dropped connection or a file briefly locked by another program. A second attempt usually succeeds.

2 Close the host application

“Access denied” or “file in use” almost always means Revit, PlanSwift or the ADLM app is still running. Close it completely (check the Windows system tray) and retry.

3 Check the message against Chapter 13

Page 20 lists every common message and its fix.

4 Send us the exact wording

Use **Chat on WhatsApp** or **Raise a ticket** and include a screenshot. The step name and detail line tell us immediately where it stopped.

ANTIVIRUS SOFTWARE CAN BLOCK INSTALLS

Some security products quarantine newly downloaded plugin files. If installs consistently fail at **Extracting** or the plugin vanishes after installing, add the ADLM install folders to your antivirus exclusions, or ask your IT team to do so, then reinstall.

NOTHING IS LEFT HALF-FINISHED

The Hub verifies each package before writing anything, and cleans up after a failure. A failed install cannot leave a partly-installed plugin that breaks Revit.

CHAPTER 7

Updating a product

Updates work exactly like installs, and you never have to uninstall anything first.

How you find out an update is waiting

- The welcome message on the dashboard says how many updates are available on this device.
- The product's badge changes from **Installed** to **Update**.
- The main button changes from **Installed** to **Update** and becomes clickable again.

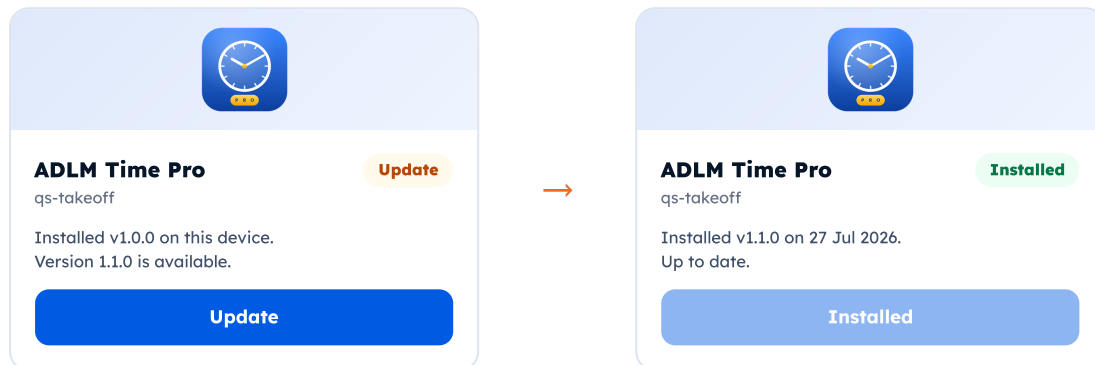


Figure 8. Before and after an update. One click on **Update** replaces the old version in place.

Updating, step by step

1 Close the host program

Revit, PlanSwift or the ADLM app being updated must not be running.

2 Click Update on the card

Same progress panel as a fresh install. The Hub removes the old version during the **Cleaning** step, then installs the new one.

3 Reopen the program

Your ribbon, toolbar or app now runs the new version.

YOUR WORK AND SETTINGS ARE KEPT

Updating replaces program files only. Projects, saved rates, templates and preferences are not touched.

NOT SEEING AN UPDATE YOU WERE TOLD ABOUT?

Click **Refresh** at the top of the dashboard. The Hub re-checks published versions against what is installed on this PC and the badge will change if an update is genuinely available.

CHAPTER 8

Reinstall, repair, hide and restore

Reinstall — the repair button

When a product is installed and up to date, a secondary **Reinstall** button sits under the main button. It reinstalls the same version from scratch. Use it when:

- the plugin no longer appears in Revit, PlanSwift or ArchiCAD;
- files were deleted, quarantined by antivirus, or damaged;
- a desktop shortcut is missing;
- you want to add the plugin for a *second* Revit year (choose the other year when prompted).

Reinstalling is safe and, because the package is usually already cached on your PC, it is fast. It does not consume an extra licence.

Hide and restore

If your account carries products you never use on this PC, **Hide** tidies them away.

To hide a product

Click **Hide** at the bottom of the card. It disappears from your view immediately. The licence is untouched, and anything already installed keeps working.

To bring them back

A **Show N hidden** button appears next to the search box whenever something is hidden. Click it to restore every hidden product at once.

HIDE IS NOT UNINSTALL

Hiding only affects what you see in the Hub. To remove a product from your PC, use **Apps & features** in Windows Settings, or contact support if the product has no uninstaller.

When the button is greyed out

BUTTON READS	WHY IT CANNOT BE CLICKED
Installed	Already installed and current. Use Reinstall if you need to repair it.
Installing...	An install is running on this card right now.
Package pending	No installable package has been published for this product yet.
Unavailable	The subscription is expired or inactive. Renew, then click Refresh .

CHAPTER 9

Free Software

The **Free Software** page carries free ADLM tools, templates and utilities. No subscription and no purchase is required — being signed in is enough.

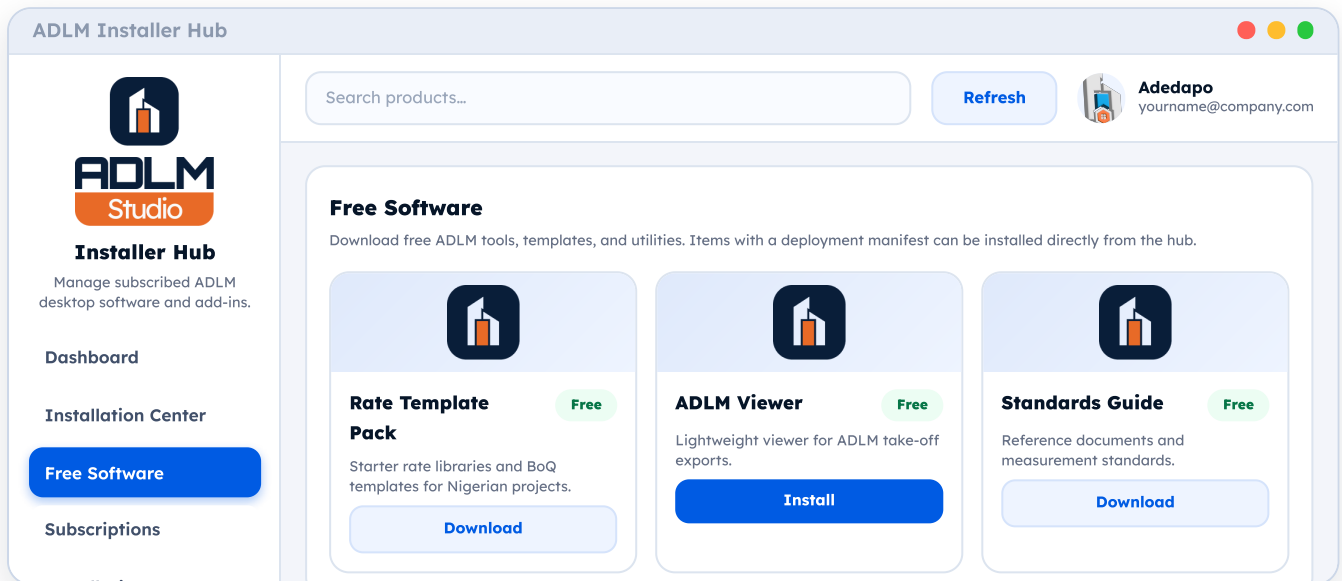


Figure 9. The Free Software page. Items packaged for the Hub show **Install**; everything else shows **Download**.

Install

Behaves exactly like a paid product: progress panel, admin prompt if needed, then **Installed**.

Download

Opens the file in your browser and saves it to your Downloads folder. Open it from there.

FREE TOOLS MAY BECOME PAID PRODUCTS

Some tools start free and later move to a subscription. If a formerly free tool now asks for a subscription, it will appear on the **Installation Center** page instead, and you will find its pricing on the ADLM website.

CHAPTER 10

Subscriptions & Install History

Subscriptions

A plain list of everything on your account with its licence state, expiry date and billing note. Nothing is installed from this page — it is for checking what you own and when it runs out.

Subscriptions

Review licence status, expiry dates, and billing notes for all software tied to this account.

QUIV for Revit revit Licence: Active annual subscription · Expires 12 March 2027 · Order #10428	Installed
ADLM RateGen rategen Licence: Expired 30 June 2026 · Renew to reactivate	Expired

Figure 10. The Subscriptions page — one row per product on your account.

Install History

What was installed on *this* PC, which version, when, and where the package came from. Also lists anything still waiting on an ADLM administrator to confirm.

Install History

Track completed installs and pending admin confirmations for software tied to this account.

ADLM Heron Installed v2.9.0 on 14 July 2026 · ADLM deployment package	Installed
Excel Add-in Bridge Approved — awaiting administrator completion	Pending

Figure 11. The Install History page.

HANDY FOR SUPPORT

Screenshot this page when reporting a problem — it tells us the exact version you are running.

CHAPTER 11

Licences and your device

Most ADLM subscriptions are licensed to one computer. The first time you install a product, that subscription is registered to the PC you installed it on.

What this means day to day

- Install, update and reinstall as often as you like *on that PC* — it never counts against you.
- Signing in on another computer works fine, and you can browse everything; installing there is what needs the licence to move.
- Moving to a new PC is a one-off request to an ADLM administrator, not a repurchase.

The message you will see on a second PC

BOUND TO ANOTHER DEVICE

"[Product] is bound to another device. Contact admin to revoke the existing device or increase seat count."

This is not an error in the Hub — it is the licence protecting your purchase. Nothing is installed and nothing is lost.

Moving your licence to a new computer

1 Contact ADLM support

Use **Chat on WhatsApp** or **Raise a ticket** from the sidebar, or the details on page 21.

2 Give them your account email and the product name

That is all they need to find the registration.

3 Ask them to release the old device

An administrator clears the previous registration from the ADLM back office.

4 Click Refresh, then Install

On the new PC, refresh the dashboard and install as normal. The licence registers to the new machine.

NEED SEVERAL PEOPLE USING IT AT ONCE?

Ask about additional seats. Each seat allows one more computer, and the Hub then installs on each of them without any manual release.

REFORMATTING OR REPLACING A PC?

Tell support *before* you wipe the machine if you can — releasing the device first makes reinstalling on the rebuilt PC completely seamless.

CHAPTER 12

Dark mode, sign out and settings

Two buttons sit at the very bottom of the sidebar: the theme switch and **Sign out**.

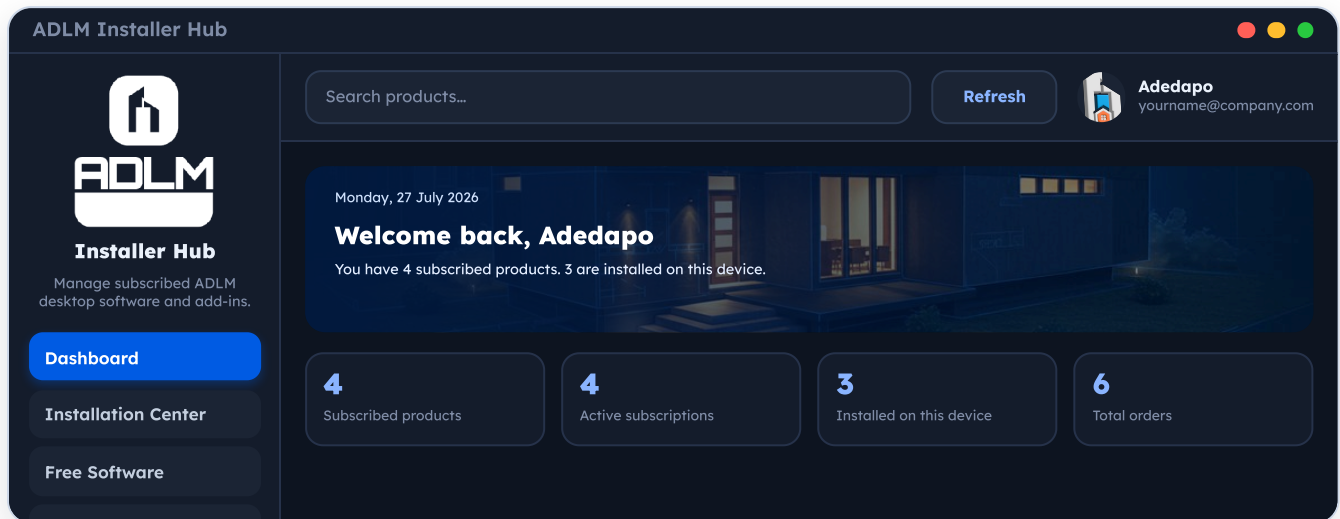


Figure 12. The Hub in dark mode. The button label always shows what you will switch *to*: 🌙 **Dark mode** when you are in light, ☀️ **Light mode** when you are in dark.

Dark mode

Click once to switch the whole Hub. The choice is remembered the next time you open it.

Sign out

Returns to the sign-in screen and forgets the session. Installed products keep working; nothing is uninstalled.

CLOSING VERSUS SIGNING OUT

Closing the window with the red button leaves you signed in, so the Hub opens straight onto the dashboard next time. Use **Sign out** only when you are handing the PC to someone else or switching accounts.

CHAPTER 13

Troubleshooting

Almost everything below is self-resolving. Work down the "What to do" column before contacting support.

SYMPTOM OR MESSAGE	WHAT TO DO
My product isn't on the dashboard	Click Refresh . If it still isn't there, the subscription may not be active yet — check your orders on adlmstudio.net . Also check whether you hid it: look for a Show N hidden button.
Install stalls or fails midway	Click Install again. The Hub reuses the cached download and picks up cleanly; it never leaves a half-installed product behind.
"Package integrity check failed"	The download was corrupted in transit. Retry — the Hub discards the bad file and fetches a fresh copy.
"Access denied" during install or update	The program being updated is still running. Close Revit / PlanSwift / the ADLM app completely (check the system tray) and retry.
Revit can't see the plugin	Confirm you chose the correct Revit year during install, then fully close and reopen Revit — plugins load at startup. If it is still missing, click Reinstall and pick the right year.
"Bound to another device"	The licence is registered to a different PC. Ask support to release it — see Chapter 11 on page 18.
Button reads "Package pending"	Your licence is fine but the installable package has not been published yet. Nothing to do; check again later or ask support for a timeline.
Button reads "Unavailable"	The subscription is expired or inactive. Renew on the website, then click Refresh in the Hub.
The Hub won't start / no admin prompt	Right-click the shortcut and choose Run as administrator . If the prompt is refused, your Windows account lacks administrator rights — ask whoever manages the PC.
Downloads are very slow	Packages can be tens of megabytes. Leave it running; the Hub retries automatically up to three times if the connection drops.
Plugin disappears after working fine	Usually antivirus quarantine or a host-application update. Click Reinstall , and add the ADLM install folders to your antivirus exclusions.
Wrong name or email in the top-right	You are signed in with a different ADLM account. Click Sign out and sign back in with the account that holds the subscriptions.

THE SINGLE MOST EFFECTIVE FIX

Close the host application, click **Refresh**, then click **Install** or **Reinstall** again. That resolves the large majority of reported problems.

CHAPTER 14

Quick reference

First install, in six clicks

- Open the Hub → approve the Windows prompt
- Enter email and password → [Enter](#)
- Sidebar → **Installation Center**
- Close Revit / PlanSwift first
- Card → **Install**
- Choose your Revit year → **Continue Install**

What the button is telling you

- **Install** — ready to go
- **Update** — newer version available
- **Installed** — done and current
- **Installing...** — in progress
- **Package pending** — not published yet
- **Unavailable** — expired or inactive licence

When something looks wrong

- Click **Refresh** — fixes most stale data
- Close the host program, then retry
- **Reinstall** repairs a broken install
- **Show N hidden** brings back hidden cards
- Retrying is always safe

Where things live

- **Dashboard** — summary and counters
- **Installation Center** — install and update
- **Free Software** — free tools
- **Subscriptions** — licences and expiry
- **Install History** — versions and dates

Getting help

Both buttons are in the **Need help?** card in the sidebar, and both open with your account details already attached, so you don't have to explain who you are.

Chat on WhatsApp

Fastest route for anything urgent — a stuck install, a licence that needs releasing, or a question about which product you need. Opens WhatsApp with a pre-filled message.

Raise a ticket

Opens the ADLM support form in your browser. Best for anything that needs a written trail: billing queries, seat changes, or a bug report with screenshots.

WHAT TO INCLUDE WHEN YOU REPORT A PROBLEM

The product name and key (for example [revit](#)), the exact wording of any message, the step it stopped on, and your Revit / PlanSwift version. A screenshot of the card and of the **Install History** page usually answers all of it at once.

You're set up

One sign-in, one dashboard, and every ADLM product on your PC kept current — no zips, no manual folder copying, no DLL hunting.

adlmstudio.net
[Chat on WhatsApp](#)
[Raise a ticket](#)