



XTools Pro FAQ

Last updated: April 15, 2009

Q: Do you have a free downloadable version or do we have to pay per download for the XTools Pro version?

A: XTools Pro is a shareware extension to ArcGIS Desktop. You can download it for FREE from Data East or XTools Pro sites.

This version is full-functional, and the trial period of 30 days applies only to the commercial tools. You can see the list of these tools in XTools Pro Help. And only these tools will be disabled after the trial period expires. If you wish to continue using such XTools Pro features you will need to register and purchase a license.

Downloading and using XTools Pro does not oblige you to pay. All the old XTools 3.x features are available in XTools Pro for FREE for everyone. You are welcome to use them in your work.

Q: I saw where it is said that XTools Pro is "Shareware but still full functional for 30 days for unregistered users". Will this download only last for 30 days?

A: No. XTools Pro version is shareware, but "shareware" means that only some of the tools will be available for a trial period of 30 days. All the tools inherited from XTools 3.1 version for ArcGIS remain free. So you can download and use it anyway. If you like the commercial tools, you may want to register your XTools Pro copy, but this is not obligatory.

Q: What do I do if I find a bug in XTools Pro?

A: Please send any bugs you find to xtoolspro@dataeast.ru and describe the problem as you can, providing us with as many details as possible. Do not forget to indicate also your XTools Pro and ArcGIS versions (and service packs, if any).

Q: I would like to purchase XTools Pro license off-line. Is it possible that you send a bill to our company, so that we can pay the bill and you send us the license code by e-mail?

A: Yes, you can purchase XTools Pro through Plimus or RegSoft, the US based payment processors supporting additional payment options other than credit cards: PayPal, Wire Transfer, Phone, Fax, Mail/Check/Money Order, and Purchase Order.

Please refer to the XTools Pro site for more details: <http://www.xtoolspro.com/purchase.html>

Q: What is the price of corporate license and does the price include future upgrades?

A: Corporate license allows you installing XTools Pro on any number of computers within the same organization and the same physical location. The price proposal for the corporate license is based on the fact that our product is in demand in companies having more than 12 ArcGIS desktop installations. We propose our corporate license, which is limited to \$1900.00, exactly for such customers to reduce their expenses appreciably. Note, this price relates to XTools Pro 5.x and is subject to change for other major versions.

All the updates for registered users within one major version are free.

Q: Are there any discounts on XTools Pro provided for educational and/or academic institutions?

A: Each inquiry about the discounts for XTools Pro corporate license from educational and academic institutions is considered individually. To apply for a discount, please, fill and submit the following application form at our GIS store page:

<http://vc.dataeast.ru/shop/AcademicForm.asp?mProduct=XToolsPro>

We will certainly consider your request and contact you for further details of payment.

Note: these discounts are applicable only to corporate license, there are no academic discounts provided for single licenses.

Q: Can I use XTools Pro extension on my desktop and laptop without purchasing two licenses?

A: Yes, you may install XTools Pro on your desktop and laptop and apply one single license for both installations. Doing this, please, note that single XTools Pro license applies only to your exclusive use.

Q: I have downloaded and installed XTools Pro. The extension is available from the extensions list and I am able to manually check the box for XTools Pro. But nothing happens beyond that – no menu icon, no way to access functions of extension, and no tool appeared in ArcMap.

A: If XTools Pro toolbar is not added automatically in ArcMap after the installation and activation you can add it manually. For this go to the Tools menu and select Customize menu item. In the Customize window select XTools Pro from the list of Toolbars. Another way is to right-click on any ArcMap toolbar area and check the XTools Pro extension in the list of extensions.

Q: Is there any way to get the Add XYZ Coordinates tool to return latitude and longitude?

A: Actually, if your data is in geographic coordinates (i.e. long/lat), XTools Pro "Add XYZ Coordinates" tool will return you longitude and latitude coordinates in degrees. Note, usually this will be decimal degrees, though there is an option for converting degrees to DMS (D° M' S.SS") or DDM (D° M.MM') format.

And if your data is projected you can anyway output latitude and longitude specifying the appropriate geographic coordinate system (refer to the XTools Pro Help for more details).

Q: Can you tell me more details about what projection the X, Y (eastings & northings) are outputted and the accuracy basis?

A: XTools Pro "Add X,Y,Z" tool outputs coordinates in the projection of your source data. Accuracy also depends on the data, i.e. coordinates are written as they are taken from the features. They are not rounded or modified anyhow. Besides, these new attribute fields with coordinates are created with the "Double" type so that there is enough space for the decimal part.

Q: With XTools Pro extension, I have not been able to calculate acreages for polygon features. Do I need to register and purchase to get this feature?

A: No. XTools Pro "Calculate ..." feature is free, and you do not need to register to use it. The problem can be related to the data. The matter is that you can calculate acreage only for projected data. If your data is in geographic coordinates (degrees), acreage option is disabled. Nevertheless, if you do not want to project your data but anyway need to calculate acreage - you can specify output projection, i.e. projection in which your acreage will be calculated. Data itself is not projected in this case, and specified projection is used only for acreage calculation.

Q: What formula XTools Pro uses to calculate acres? We have been finding some differences in total acres when comparing acres calculated by using (square meters/4046.85) formula and using XTools Pro.

A: The most possible reason of those differences is that in XTools Pro we use more precise factor:
4046,8564224

Actually, there are 4046,8564224 square meters in one acre, as can be seen from:
 $(0.3048 * 0.3048) * 43560$

Therefore, the difference will be greater for larger areas.

Q: I know I can use XTools to add points X,Y,Z. Can I use XTools to extract a list of X,Y,Z values from a polyline?

A: Yes, since XTools Pro 1.1 version you can extract XYZ coordinates from polylines. Coordinates of FROM, TO or Central points of polylines can be extracted. Doing this you can add coordinates of only one point (FROM, TO or Central) at a time. So if you need to have coordinates of all these points added to the attribute table, repeat the operation each time changing the polyline point.

Q: I know that ESRI has announced that ArcGIS 9 start shipping in April. Will the current version of XTools work with ArcGIS 9? If not, when do you plan to release a version that will work with version 9?

A: XTools Pro is compatible with ArcGIS 9 since 1.1 version.

Q: I did something while customizing a nearby toolbar that must have accidentally affected my XTools Pro toolbar. I have lost the "XTools Pro" drop-down menu, and all of its contents, and I cannot get it back. All I see now on the toolbar are four buttons.

A: Perform following steps in ArcMap:

1. Select "Customize" in the ArcMap Tools menu
2. Select "Toolbars" Tab (it is a default one)
3. Select "XTools Pro" toolbar in the list of toolbars
4. Click "Reset" button
5. Select the template where toolbar should be restored (Normal.mxt for the default toolbar settings)
6. Click OK.

In case the XTools Pro toolbar is customized for a certain document, your should repeat this procedure with selecting this document instead of Normal.mxt (Step 5).
Then your XTools Pro toolbar should be reset.

Q: I just downloaded the XTools Pro and installed it and nothing happened! The extension showed up on the menu, but I don't see any new tools. What do I need to do?

A: If you installed XTools Pro and are able to see it in the extensions list, then select XTools Pro - XTools Pro toolbar should appear in your ArcMap interface. Another option is to go to: Tools > Customize... > Toolbars In the toolbars list check in the XTools Pro (usually it is in the bottom of the list). Sometimes it may also happen that XTools Pro remains disabled (all the tools are "greyed" out). To activate the extension manually go to: Tools > Extensions... In the extensions list check in the box next to XTools Pro. In case all this does not work or anything remains unclear, please, do not hesitate to get back to us.

Q: The multiple summarization tool that was in Xtools 3.1 is not in XTools Pro. Will this tool be added? I used this tool all the time.

A: The multiple summarization tool from XTools 3.x for ArcGIS is now redesigned in XTools Pro and is known as "Aggregate Features/Records" tool (XTools Pro Table Operations).

Q: I have installed X-Tools on my Desktop and Laptop. But each time I start X-Tools on my Laptop I must reinstall the code registration etc. How can I use my single license on my desktop and laptop?

A: The matter is that while it is allowed to install XTools Pro on your Desktop and Laptop applying same single license, it is not allowed to use same single license simultaneously on two machines. If your Desktop and Laptop are connected and ArcMap with the registered XTools Pro copy is open on both machines, then XTools Pro detects that same single license is used on two machines and gets unregistered.

When it is said that it is allowed to apply same single license on Desktop and Laptop that means you may wish to use XTools Pro on your Laptop out of the office (at home, in the field etc.).

So, as for now you can register your XTools Pro once again and then avoid using XTools Pro on Desktop and Laptop simultaneously when they are connected.

Q: I wish to buy a third seat of XTools Pro. Do I have to pay the single-seat price, or can I get the multiple-seat price, since I have already purchased two?

A: You can get a volume discount only when you purchase two or more licenses (2-11) simultaneously.

Q: I am going to download the new XTools Pro Version but I have installed the previous one. Should I uninstall the old one first? If so, how can I uninstall it?

A: Yes, you should first uninstall the previous version and then install the new XTools Pro version. You can uninstall XTools Pro from the "Add or Remove Programs" menu, available from the Control panel.

Q: I would prefer to purchase XTools Pro application on CD. Is it possible?

A: There is no option to purchase XTools Pro on a CD.

Q: Registration key not working, what should I do?

A: From our experience, in most cases there are two reasons for that:

- The XTools Pro version installed on your machine and your XTools Pro license key version do not match. In this case install the required XTools Pro version or consider upgrading your license key.

- You are entering registration information incorrectly. Enter the registration details carefully as they are given in the email from us, it is recommended to copy/paste them to avoid typos.

Q: Does Data East work with Purchase orders?

A: The “Purchase order” option is available with Plimus, the US based payment provider. Follow the corresponding link from the Purchase section at the XTools Pro site and choose the "Purchase order" as a method of payment. Note, the license key will not be delivered until we get the payment.

Q: Do you have Concurrent Licensing (similar to ESRI's License Manager)?

A: No, by the moment we do not have such licensing for XTools Pro.

*For any other questions not covered in this FAQ
please contact us directly at:
xtoolspro@dataeast.ru*