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## How to get a License for your Software

### What is a Fingerprint?

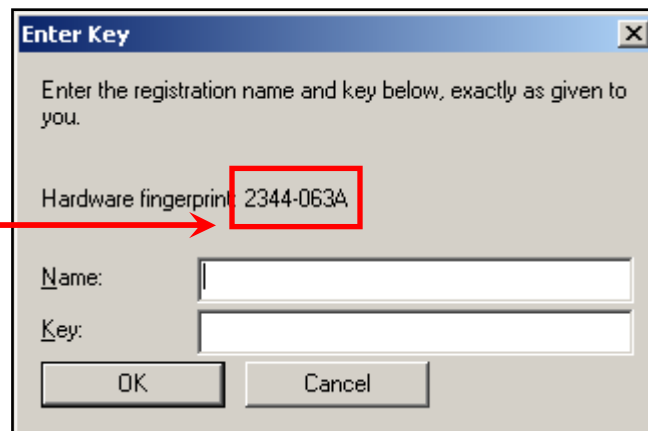
We create software licenses that are locked to the specific machine on which they will be used. This means that the license we issue will allow the software to work on one specific machine and no other. Because of this, we require that a unique “Fingerprint” ID be generated for each intended machine. The Fingerprint must then be forwarded via our [Forum](#) to us along with other information so that we can create a purchased license key. License keys are valid *only* for the specified software on the machine which generated the Fingerprint.

### How do I get the Fingerprint ID?

Install the desired product and run it. It will recognize that a license key has not been installed and will prompt you to enter one. Click “OK” at the prompt to enter the key (even though you do not have it yet). You will then be presented with a new window which displays the Fingerprint. Select and copy the Fingerprint code from the window.

**NOTE:** If you are installing more than one of our applications on the same machine (convertLogicAdmin and convertLogic Service, for example) you must ALWAYS run each application to generate a Fingerprint. Do not assume that because you are installing multiple apps on the same machine that Fingerprints will always be the same!

**COPY/PASTE** directly from this window –  
**DO NOT USE A SCREENSHOT**



### What do I do with the Fingerprint Code?

Log into our [Forum](http://www.CoastalLogic.com/forum) (<http://www.CoastalLogic.com/forum>) and go to the “Product Licensing” category. Go to the “Request Licenses” Board.

Start a new Topic, and include the following information.

(Note that your Topic is private, and cannot be seen by other [Forum](#) members)

**DO NOT USE A SCREENSHOT – COPY/PASTE THE ACTUAL FINGERPRINT TEXT**

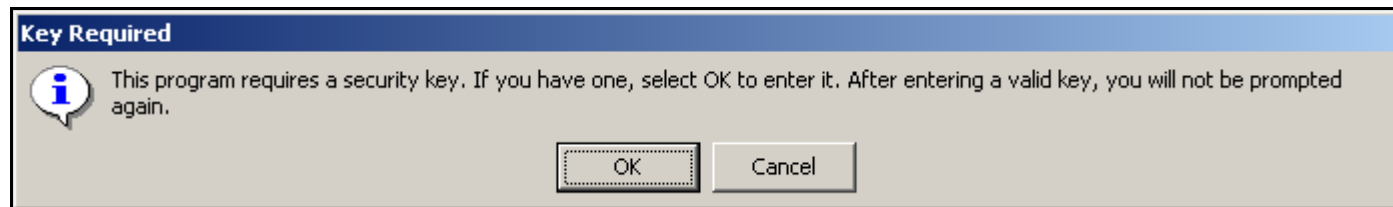
- 1) Your name.
- 2) Your company’s name (and division if available)
- 3) Your phone number.
- 4) Your email address.
- 5) The name of product you are requesting a license for (i.e. spoolLogic, convertLogic, etc).
- 6) Paste the Fingerprint copied from the “Enter Key” window shown above.
- 7) Indicate if this is for Production or Development.
- 8) The name of the machine you installed the product onto.
- 9) MAC address (if you are requesting a license for spoolLogic)
- 10) Matrix Version (if applicable)

We will reply via the [Forum](#) with the license key. **If this is for spoolLogic, there will also be a license file. Put the license file into the spoolLogic installation directory (where spoolLogic.exe resides.)**

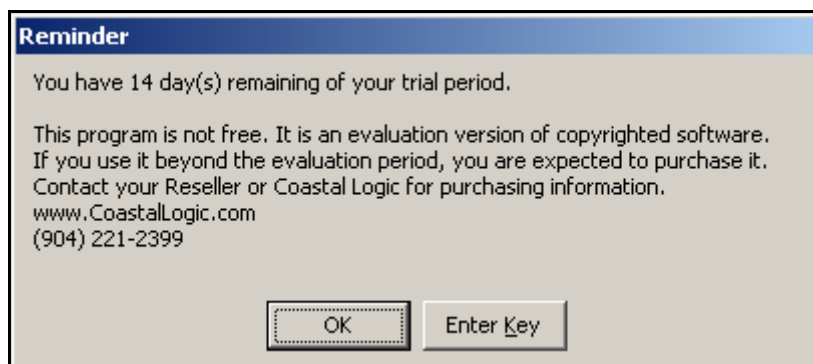
## Registering Software

Once you have received a license key from us, it's very simple to register the software.

- 1) Run the program.
- 2) It will recognize that a license key has not been installed and will prompt you to enter one.

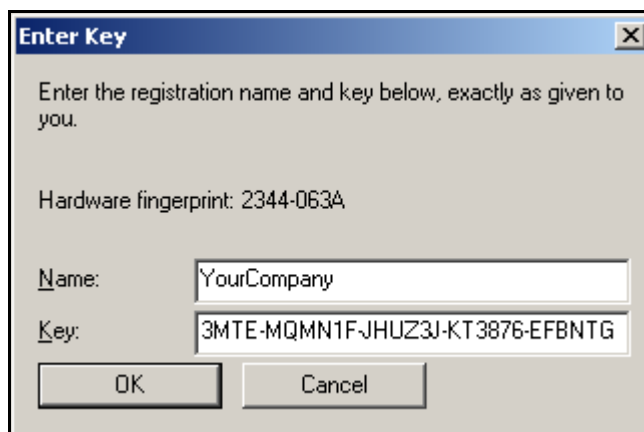


Note that with trial licenses you will see this window instead:



If you see this window and have a Purchased License Key to enter, click the "Enter Key" button, NOT the "OK" button. If you mistakenly click "OK", you will have installed only a trial license key. Please follow the directions under the "[How to Re-Register Software](#)" section to install your Purchased License Key.

- 3) Click "OK" at the prompt to enter the key. You will then be presented with a new window in which you can enter the license key.



- 4) Use Copy/Paste to enter the Name and Key as sent to you via the [Forum](#) and click "OK". If everything is successful, you will be presented with a success window (below). Click "OK" to begin using the program.

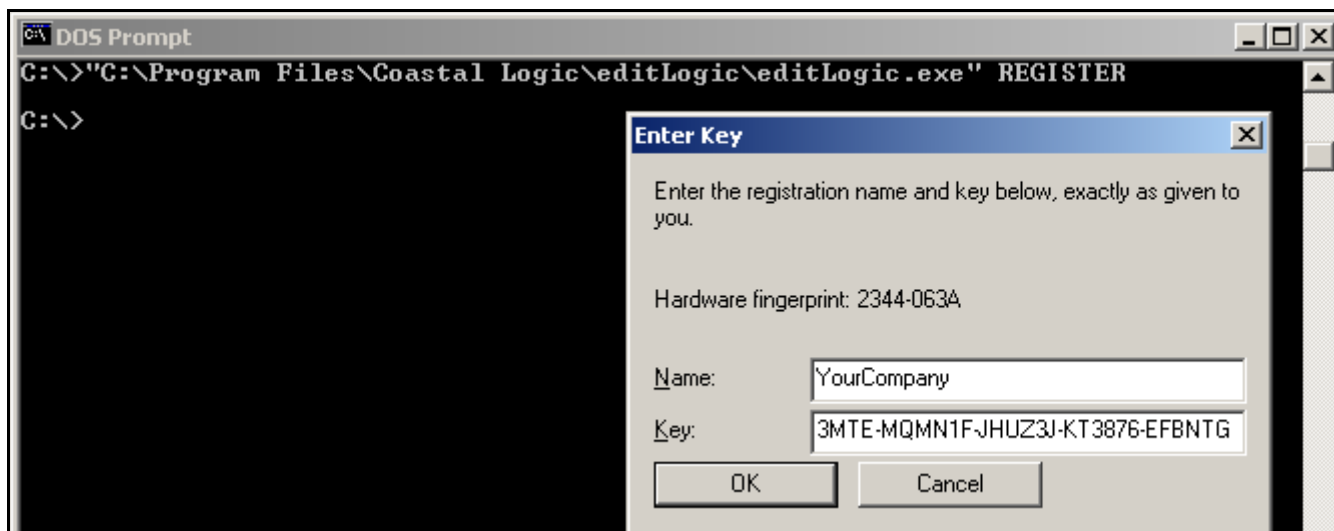


- 5) If for some reason you do not see this window, contact Coastal Logic Technical Support for assistance by going to our [Forum](#) and creating a topic in the appropriate area.
- 6) If you are registering spoolLogic, you will also need to place the license file into the spoolLogic installation directory (where spoolLogic.exe resides).

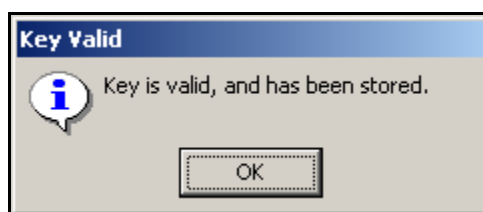
## How to Re-Register Software (New License Key or Expired)

This is typically done when a trial license has expired and you wish to either renew the trial or enter a purchased license key. It is also done when you have renewed your Annual Subscription - you will receive new license keys each year.

- 1) Make sure you have obtained a license key from us.
- 2) Start a command prompt.
- 3) In the prompt window, run the desired program with the "REGISTER" flag, **FOR EXAMPLE**.  
`C:\>"C:\Program Files\Coastal Logic\editLogic\editLogic.exe" REGISTER`  
**REPLACE "editLogic" with the name and location of the application you are registering.**
- 4) The standard registration window will appear.



- 5) Use Copy/Paste to enter the Name and Key as sent to you via the [Forum](#) and click "OK". If everything is successful, you will be presented with a success window. Click "OK" to begin using the program.



- 6) If for some reason you do not see this window, contact Coastal Logic Technical Support for assistance by going to our [Forum](#) and creating a topic in the appropriate area.
- 7) If you are registering spoolLogic, you will also need to place the license file into the spoolLogic installation directory (where spoolLogic.exe resides).

## How to Move a Purchased Software License to a Different Machine (UNREGISTER)

Since our products are licensed to specific hardware “Fingerprints”, you cannot use a purchased license on a machine other than the one it was created for. If your intent is to move the license to a different machine, or replace the current machine with a new one, you **MUST** follow these steps in order to be able to get a new license. **Please note that once you have used the “UNREGISTER” flag in step 1b, your current license key will no longer be valid.**

Start by going to our [Forum](#) to the “Product Licensing/Request Licenses” board. Create a new Topic, indicating that you wish to Move or Unregister a license.

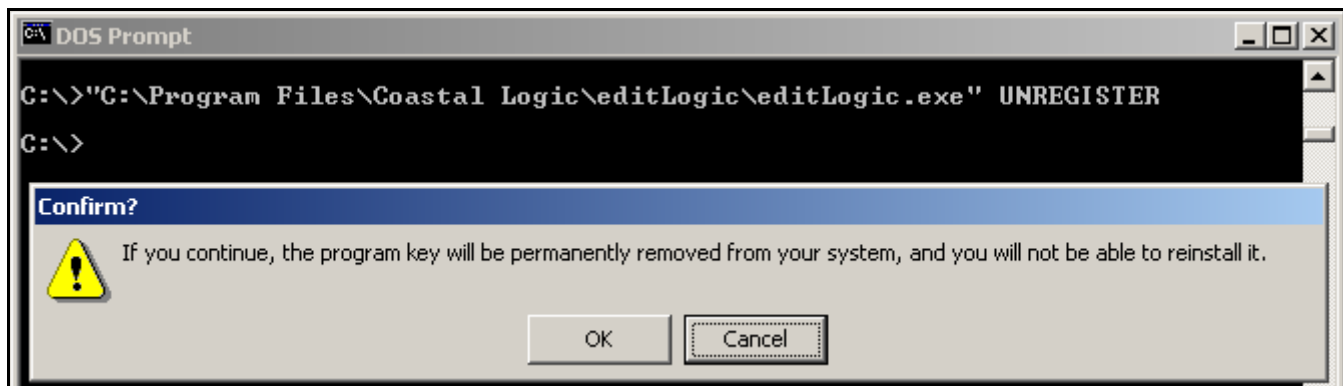
The first step should be on the Machine you are moving FROM

- 1) Before starting the UNREGISTER process, run the application you want to unregister.
  - a. Find and click the ‘about’ button.
  - b. From the ‘about’ window, copy the Fingerprint and License Key (you may need to scroll the window to get the entire key)
  - c. Paste the fingerprint and key into a text file for use later in step 4 below.
  - d. Quit the application.

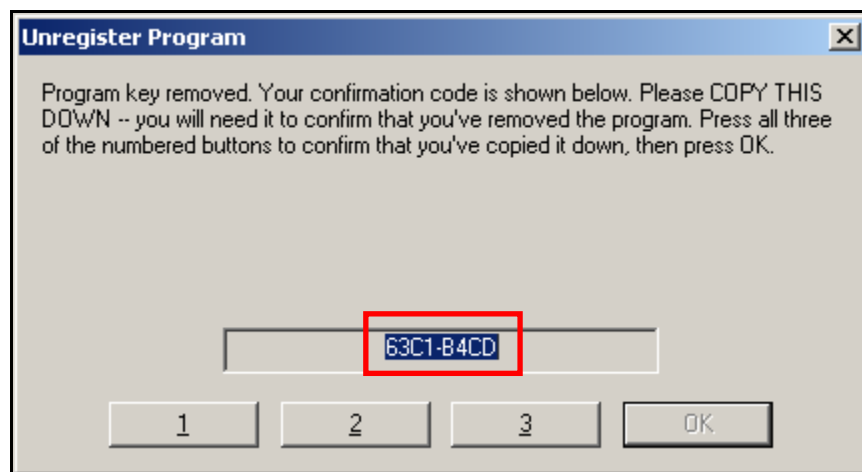


*Example ‘about’ window from vueLogic showing the Fingerprint and License Key.*

- 2) Unregister the program
  - a. In the prompt window, run the desired program with the “UNREGISTER” flag, **FOR EXAMPLE**.  
`C:\>"C:\Program Files\Coastal Logic\editLogic\editLogic.exe" UNREGISTER`  
**REPLACE “editLogic” with the name and location of the application you are moving.**
  - b. You will be presented with a “Confirm?” dialog window. Click “OK”.



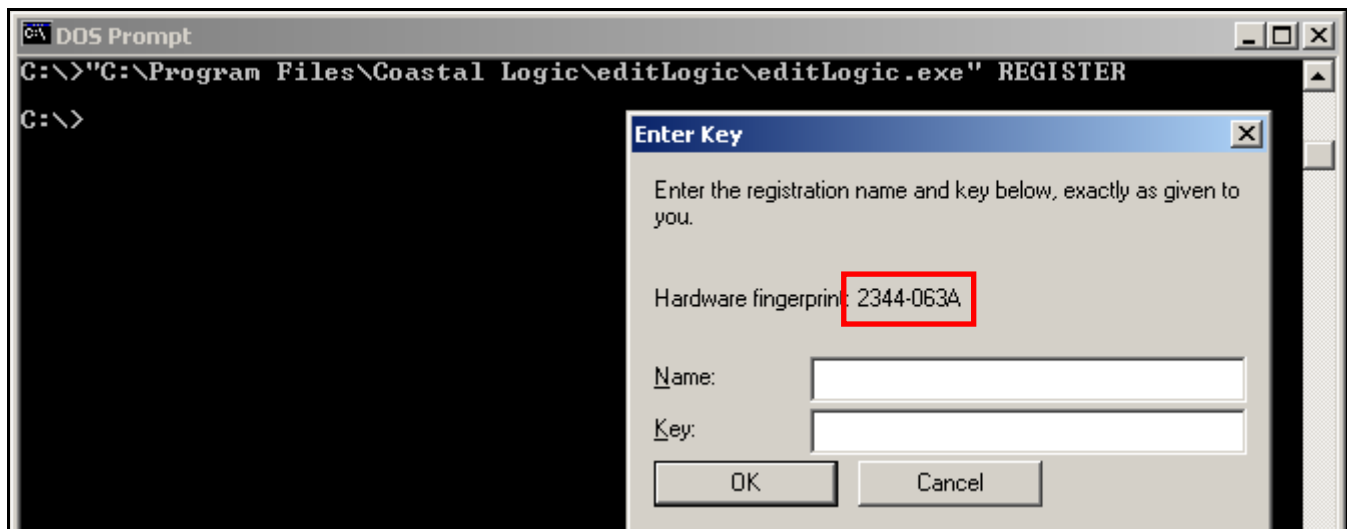
- c. You will be presented with an “Unregister Program” window.



- d. Select and Copy the 8 digit number and paste it into the Forum Topic, indicating that this is the UNREGISTER KEY.  
**DO NOT USE A SCREENSHOT**
- e. Click the numbered buttons and then “OK” to dismiss the window.

Perform the next step on the Machine you are moving TO

- 3) Retrieve the current machine’s Fingerprint ID
  - a. If you have not already done so, install the desired program.
  - b. Start a command prompt
  - c. In the prompt window, run the desired program with the “REGISTER” flag, **FOR EXAMPLE**  
`C:\>"C:\Program Files\Coastal Logic\editLogic\editLogic.exe" REGISTER`  
**REPLACE “editLogic” with the name and location of the application you are moving.**
  - d. You will be presented with the Registration window.
  - e. Select and Copy the 8-digit Fingerprint from the ‘Enter Key’ window and paste it into the Forum Topic, indicating that this is the NEW FINGERPRINT.  
**DO NOT USE A SCREENSHOT**
  - f. Do not save the Topic yet.



- 4) The Topic should include all of this information before saving:
  - a. Subject: Unregister Key
  - b. Your name
  - c. Your company's name (and division if available)
  - d. Your phone number
  - e. Your email address
  - f. The name of the program you are unregistering
  - g. The Unregister Key **DO NOT USE A SCREENSHOT**
  - h. The Fingerprint from the OLD machine (clearly labeled) BEFORE UNREGISTERING.
  - i. The License Key for the OLD program.
  - j. The Fingerprint from the NEW machine (clearly labeled).
  - k. The MAC address from the NEW machine (for spoolLogic only)
- 5) Save the Topic.
- 6) We will reply via the Forum and include a new license key and license file (for spoolLogic) for your new machine.

**NOTE: If you are installing more than one of our applications on the same machine (convertLogicAdmin and convertLogic Service, for example) you must ALWAYS run each application to generate a Fingerprint. Do not assume that because you are installing multiple apps on the same machine that Fingerprints will always be the same!**

## License Requests by Phone

In order to ensure that licenses are given to the correct people, and that the information given to us is accurate, we DO NOT accept license requests by phone, email, or any method other than through our [Forum](#) .

## Your Annual Subscription

After entering a valid license key, you will also have the ability to update/upgrade that application for one year, as long as your Annual Subscription is paid on time.

Each year, after your Annual Subscription is paid, you can request new license keys which will allow you upgrade the application during the upcoming year. **Without new license keys, you will not be able to upgrade.**

To request new license keys start by going to our [Forum](#) to the “Product Licensing/Request Licenses” board. Start a topic indicating that you want Annual Upgrade Keys. List the applications you want new keys for.

When you have received your new keys, follow the directions for [How to Re-Register Software \(New License Key or Expired\)](#)

You can find the expiration date of your Annual Subscription by running the application, and selecting the “about” button. In the window that appears, you will see the Licensing information:



**Note that your application will continue to work normally after this date, regardless of whether or not the Subscription is paid. However, after this date, if you do not re-register the application with a new license key, you will not be able use a newer version.**