

# Software Activation Procedure

## RetainPro 10

### General

**RetainPro 10** has a security system that requires you to "Activate" the software.

You will :

- Copy & paste a **Product Control Code ( PCC )** into the software
- Use an [**Internet Activate**] button to get permission from our **Internet Activation Server** to run as a registered program.

The **PCC** has extensive information about your license, including your Maintenance & Support Plan expiration date and the Licensee name that will appear on screen and reports.

The **RetainPro 10** must be installed on each computer where it will be used. DO NOT install on another computer and use a shortcut to the software on a different computer....it WILL NOT run properly (RetainPro 9 and earlier could).

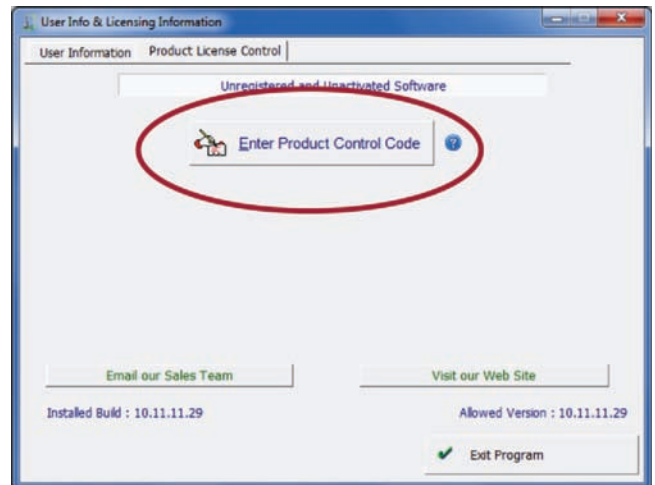
You will use "Internet Activate" to activate the software on each computer on which you want to use the software. You can only activate computers simultaneously up to the number of simultaneous licenses you have purchased. Use "Internet Deactivate" to return the activation permission to our activation server for use on another computer. (An Internet connection is needed only for the brief moment of activating or deactivating.)

There are other methods of manually activating the software if you do not have an Internet connection. There is also a [Manual Activation] button provided. Click it for information & guidance..

### Activation Procedure

The first window that you will see is the license startup screen to the right.

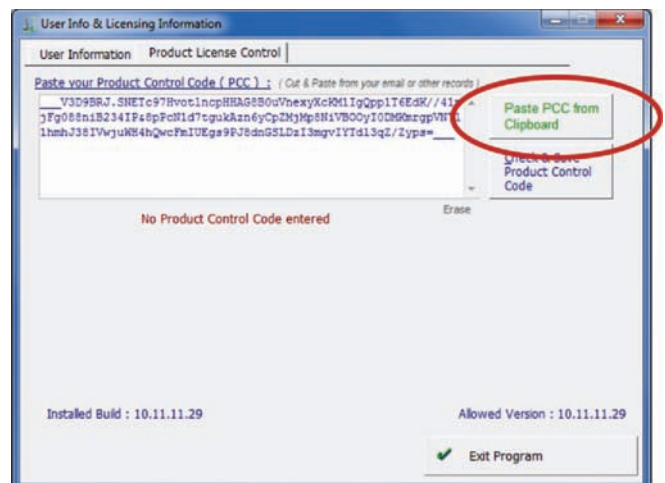
Click the button you see circled in red to continue to the next step of entering your Product Control Code.



The screen will change to display an entry area for your Product Control Code (PCC).

The PCC is a scrambled looking string about 150 characters long that was supplied to you in one your product delivery emails.

Locate your most recently received PCC, highlight it and click Ctrl-C to copy it to the Windows Clipboard. Then click the button circled to paste it into the entry area.



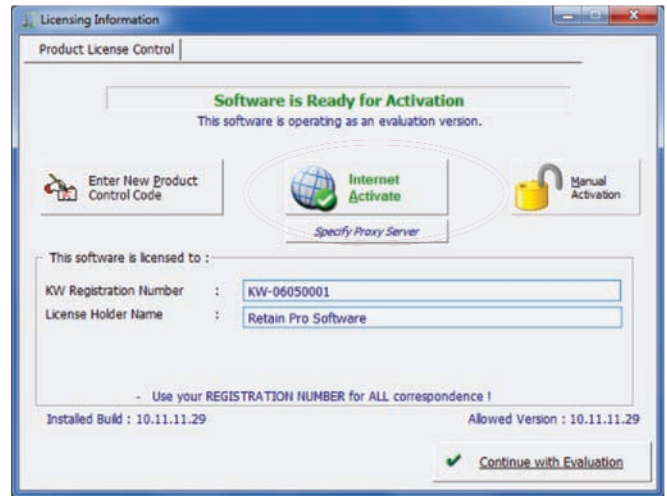
**Note!** The same PCC is used in ALL your installations. You only need a new PCC when you renew your MSP.

Now click the  button.

The screen will change when the PCC is accepted and it will display your license information.

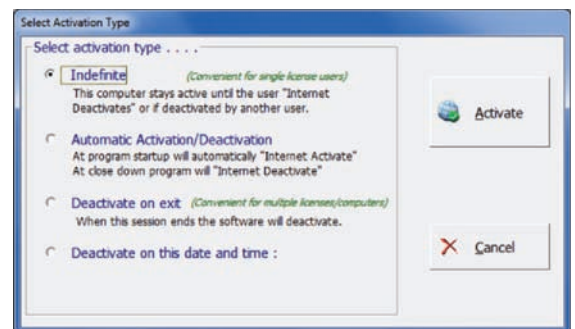
The software will now operate as an "Evaluation Version". Popup windows will warn you to activate the software, and a watermark will be visible on all printouts stating that the software is not activated.

To "activate" the software to be a fully working version click the [Internet Activate] button circled.

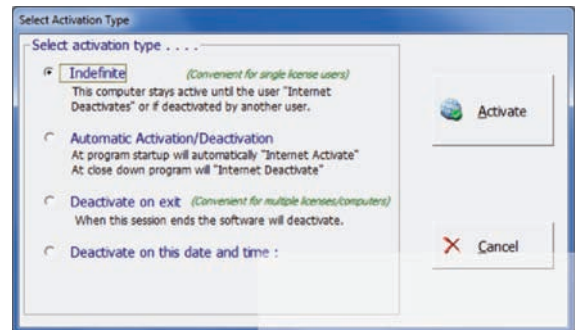


You will then be presented with three activation selections:

Indefinite : This selection will activate the program and leave it activated. Each time you start the software thereafter it will launch immediately as "activated".

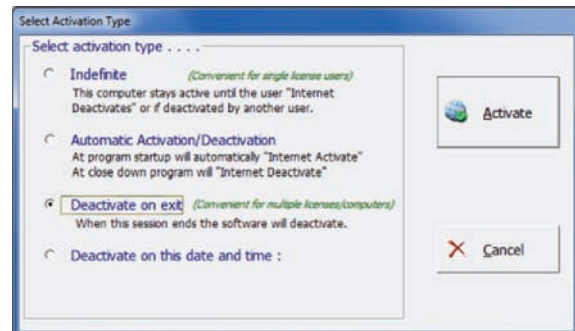


The "Automatic Activation & Deactivation deactivates on exit and then automatically activating on launch. This setting is typically used in larger firms that have many users in many different locations.



Deactivate on Exit : This selection will send a "deactivate" signal to our activation server when you exit the program. This frees the license up for users who wish to activate.

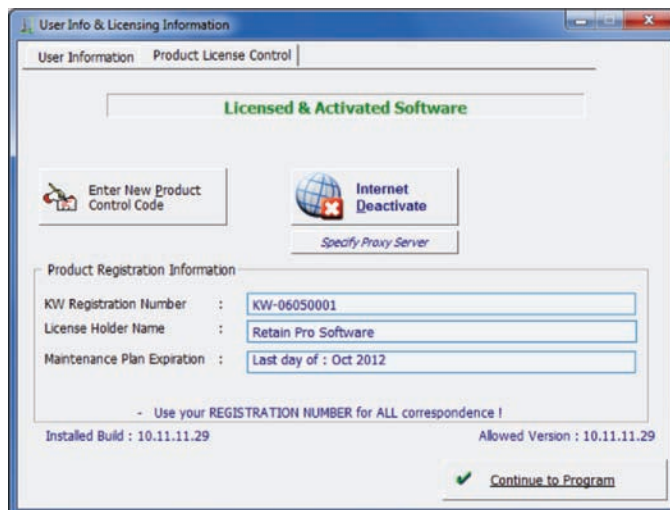
Deactivate on this date & time : Allows you to set the automatic deactivation of the software at a future time. Until that date and time is reached the activation will operate the same as "Permanent".



When you have made your selection click : 

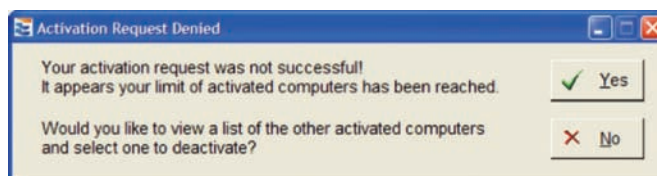
If the activation is successful you will see the dialog shown to the right.

Simply click [Continue to Program] and you are all set to start working!

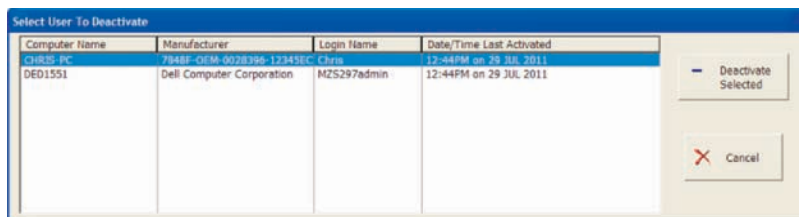


### If your activation request is declined...

If you already have other computers "Activated" and have used up all available seats you will receive a message that this computer can't be activated.



You have the option to forcibly deactivate the computer(s) that are already activated. This is a very handy feature in case you left the office with your software activated there...and are currently trying to activate a laptop.



## Manual Activation

There may be instances where Internet Activation will not operate. This may be because of no Internet connection, a stubborn antivirus software, firewall or proxy server that you just can't get around.

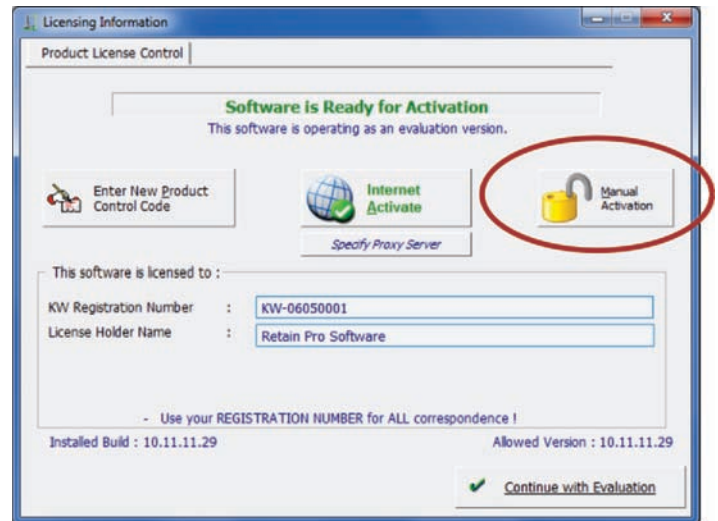
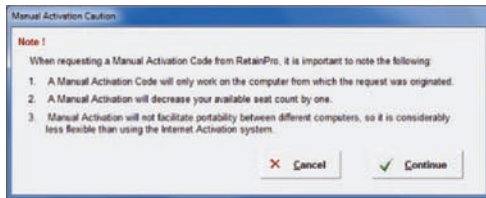
Manual Activation involves sending RetainPro Software a simple string of data that identifies your license and computer. You email that information to us and we create an "Unlocking Key" that you then paste into the software.

Note! Providing unlocking keys is done for users on a limited basis. If you have problems with Internet Activation and plan on moving the active license to various computers frequently we cannot continually assist you. You will need to find and fix the problem that prevents our software from contacting the RetainPro Internet Activation Server.

Please see the instructions on the following page.....

# Manual Activation

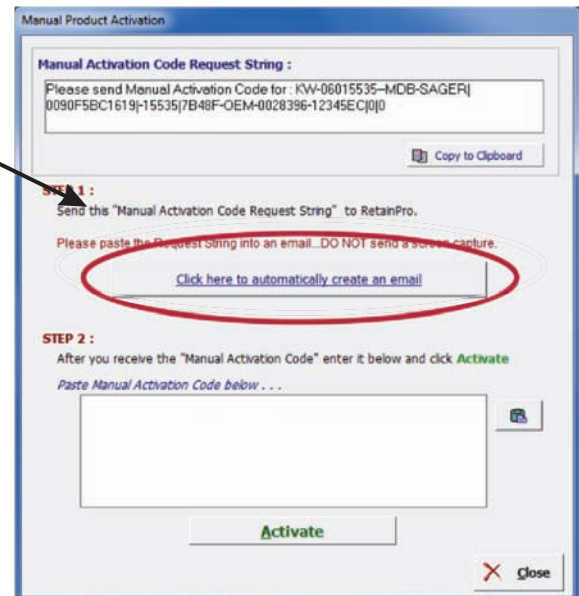
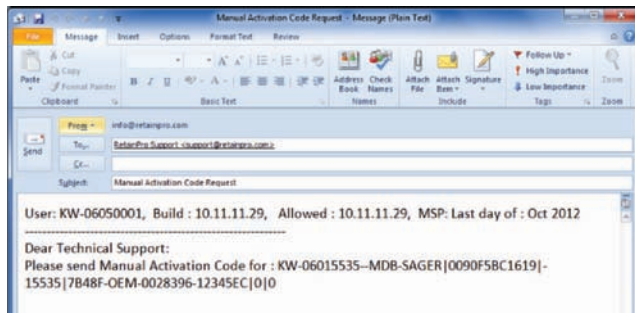
Click [**Manual Activation**] button. The Manual Activation dialog will then be displayed. Read the message and click [Continue]



The program has created a "Request String" that you will need to send to support@enercalc.com.

We've made this easy for you...clicking the [Click here...] button will tell your email program to create the email to send to us.

The email it creates will look like this :



When you receive the response from us simply copy the "Unlocking Key" we will provide into the location shown and click the [Activate] button.

The program will store the unlocking key in the Windows Registry on your computer. Click [Activate] and the software activation process will be complete!

**Note!** If activation does not work at this point you are trying to use a Manual Activation Code that was meant for another computer or is corrupted. Manual Activation Code's are computer specific.

