

Returning a license

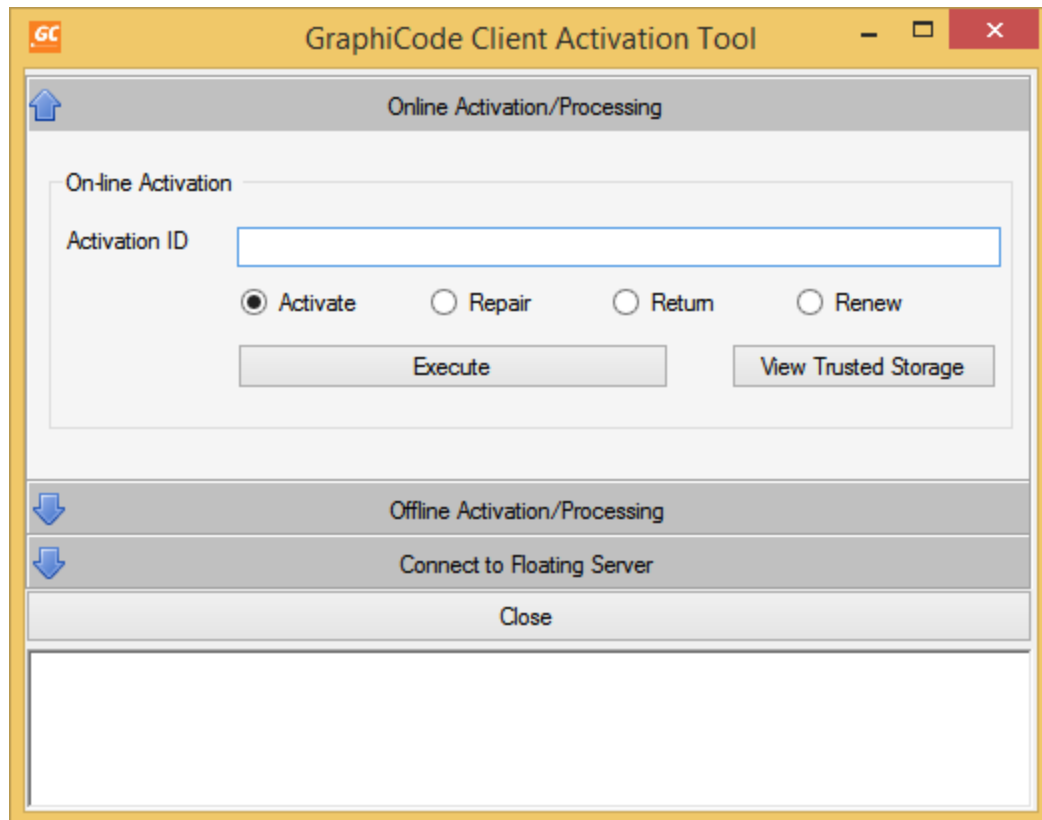
Problem:

The GC-Prevue license is in use on one machine but needs to be transferred to a different machine.

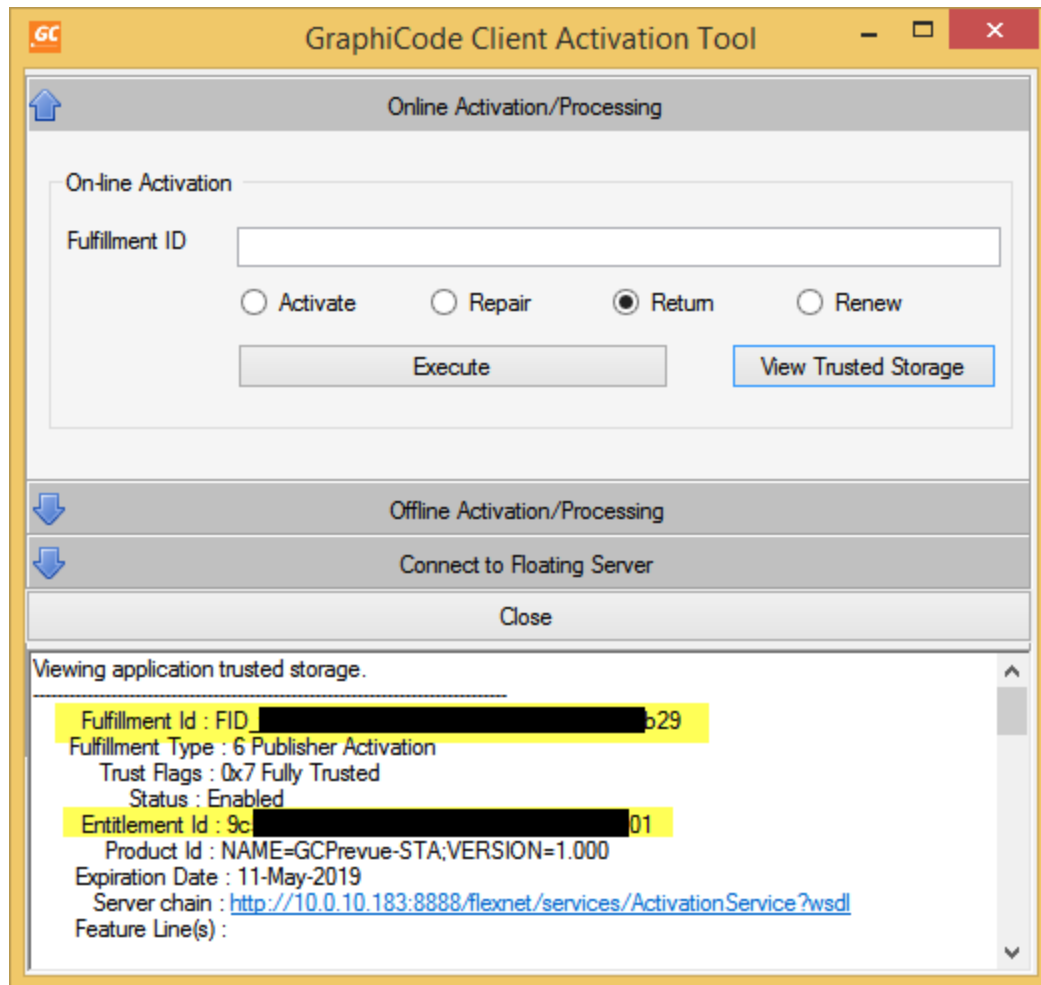
Solution:

This is a two-step process – first return the license back to the licensing portal and then activate the new machine using the activation code.

1. On the old machine run the Client Activation Tool. This application can be found in the GC-Prevue installation folder and is called GCFrmActivation.exe. Right click and use the Run As Administrator option.



2. Click the Return radio button and then hit the View Trusted Storage button. This will display information about the licensing on this machine in the dialog. You will see both the Fulfillment ID and the Entitlement ID. You may want to copy the Entitlement ID to a text file as you will need this ID to activate the new machine but the information you need is the Fulfillment ID. Below is a screenshot showing the section of the report containing the two IDs (with part of the IDs removed for security purposes).



3. Copy the Fulfillment ID and paste into the Fulfillment ID field. Choose Execute. The Command Prompt will appear and the progress of returning the license will be displayed. Once complete, close the Command Prompt. This machine is no longer able to run GC-Prevue.
4. You can now activate a new machine using the Activation ID.
5. On your desktop, find the GC-Prevue shortcut:
RIGHT CLICK and RUN AS ADMINISTRATOR.
This is required the first time you start the GC-Prevue application.
6. You will see the GraphiCode Client Activation Tool. Copy and Paste your activation code into the Activation ID field (make sure not to include any additional spaces) and choose Execute. The Command Prompt will appear displaying the steps being taken in activating. After the activation process has finished, close the Command Prompt and the Close the Client Activation Tool. This tool connects to an external website to activate your GC-Prevue license.
7. Your GC-Prevue application should now run.