

Licensing PF-Diagnose

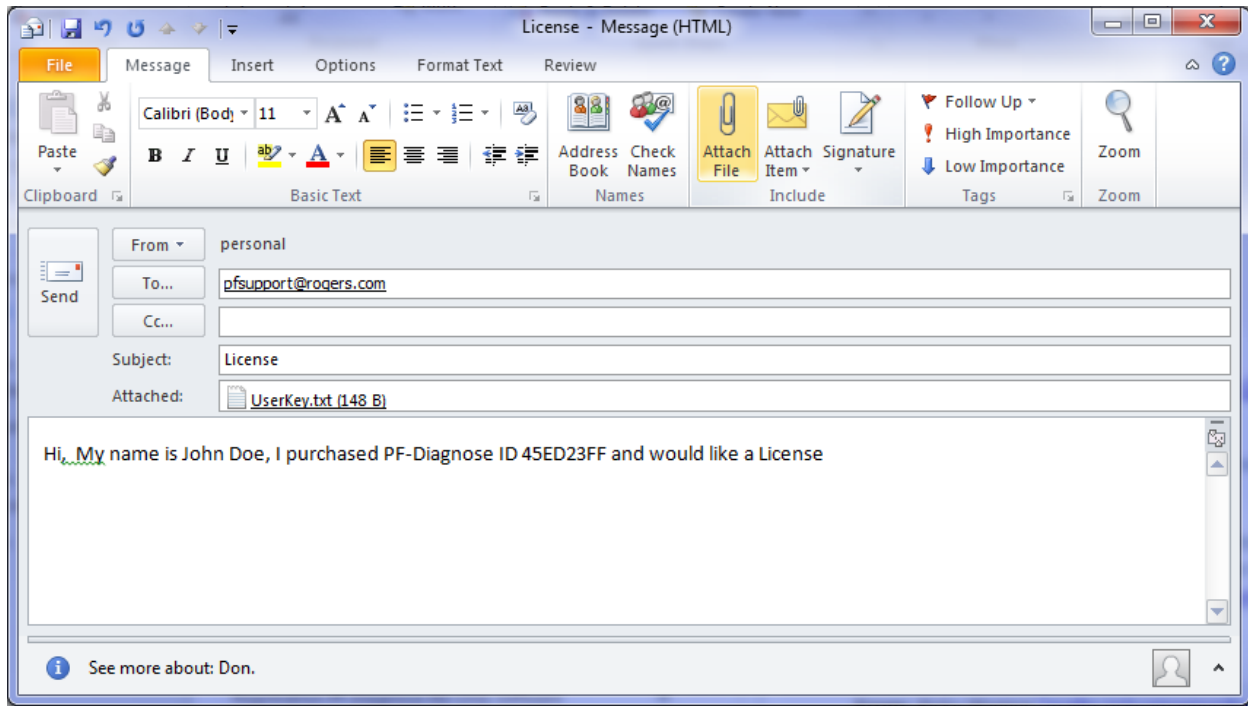
What we need to issue a License

1-We need to know the name the software was **purchased** under

2-The **Machine ID** number

3-The **UserKey.txt** file to make the encrypted key

To do this, send us an email, with items 1 and 2 and attach item 3 Example:



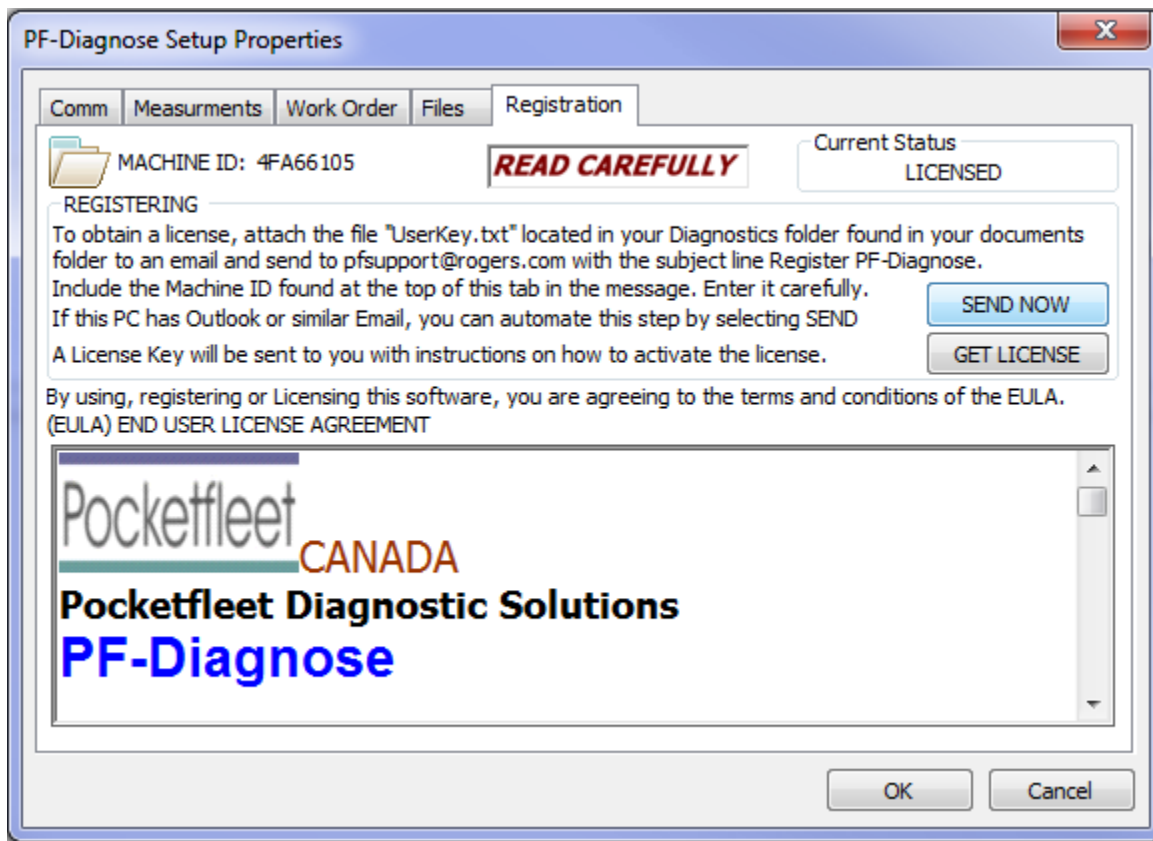
Note that the file UserKey.txt is attached



If the PC that PF-Diagnose is installed on has no email or Internet, you can copy the UserKey.txt file to a USB or Thumb drive and send it from another PC



To make things easier, if the destination PC has Outlook email and Internet Access, you can automate this step by selecting SEND NOW from the registration tab in PF-Diagnose, this will create the email with the file attached and the machine ID, all you need to do is add your name.

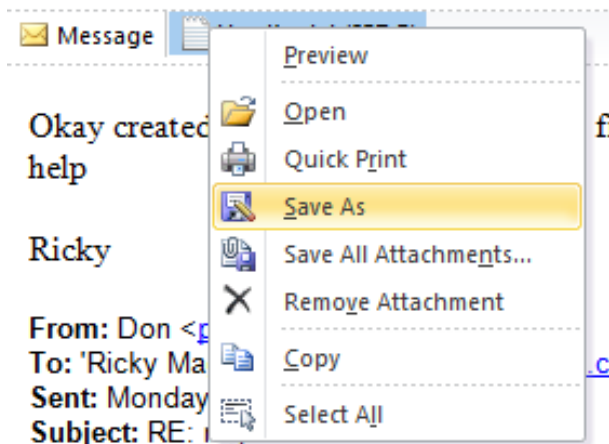


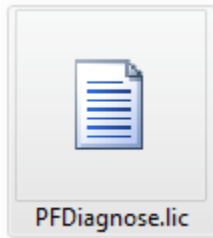
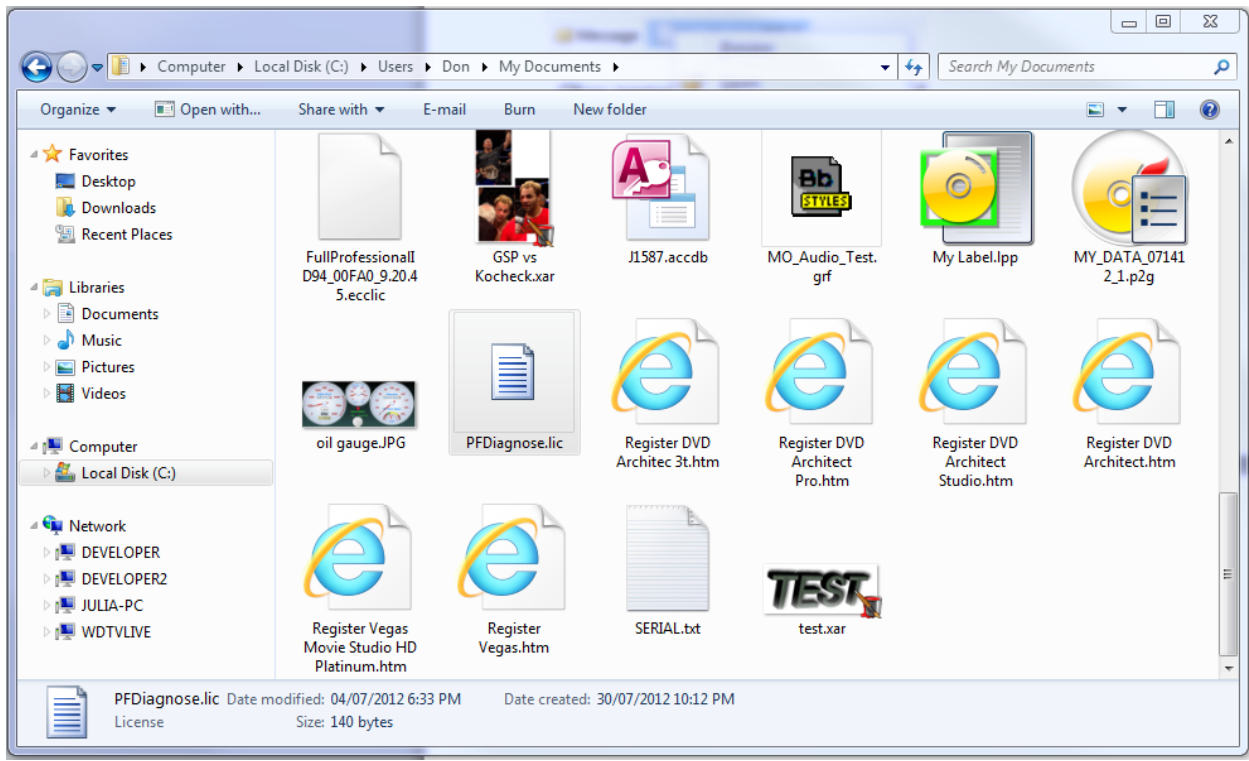
Then when your License is ready, we will notify you and you can select GET LICENSE and PF-Diagnose will do all the work for you. Download the license and save it where it needs to be.

When your License is ready – Manual method

If your PC does not have internet access, you will need to receive the license file by email and save it to the proper folder.

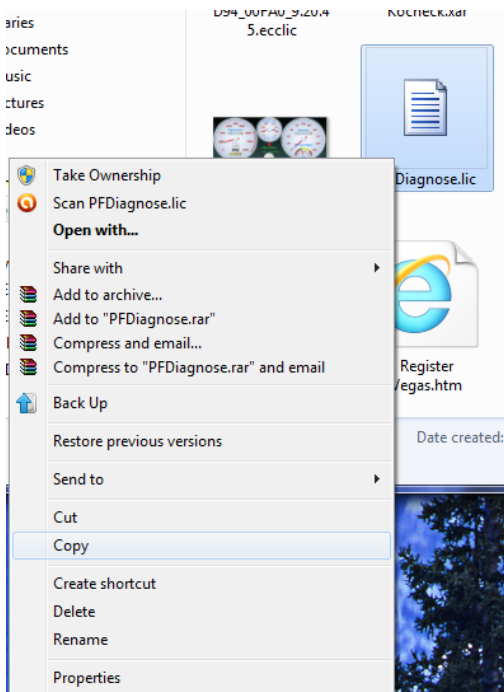
We will send you an email with the license file attached, you will need to save the file either to your Documents folder or a USB Thumb drive if this is for another PC.



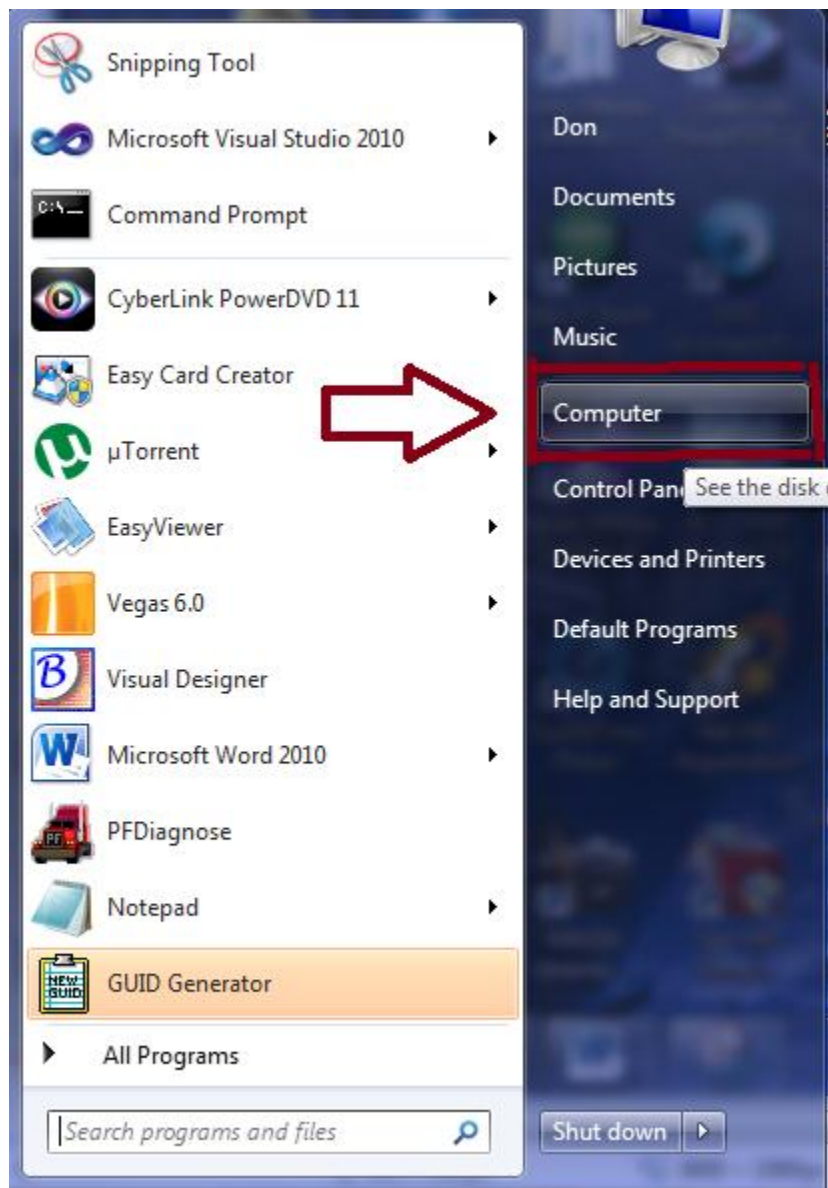


You need to save the file here because UAC will block saving it to the proper folder that I will show you next.

Now copy the file by right clicking on it and select copy or cut



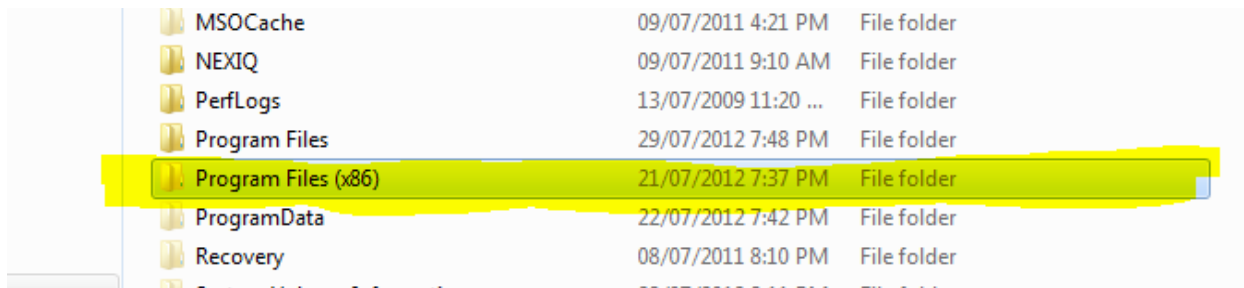
Now click on the start menu and select Computer



Select C Drive



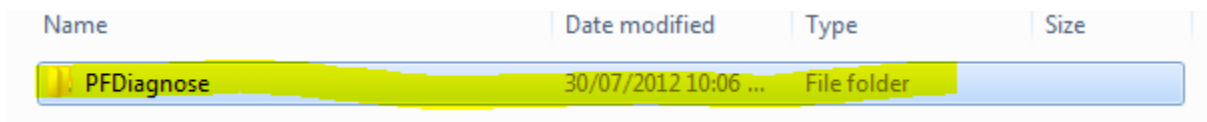
Select Program Files (x86)



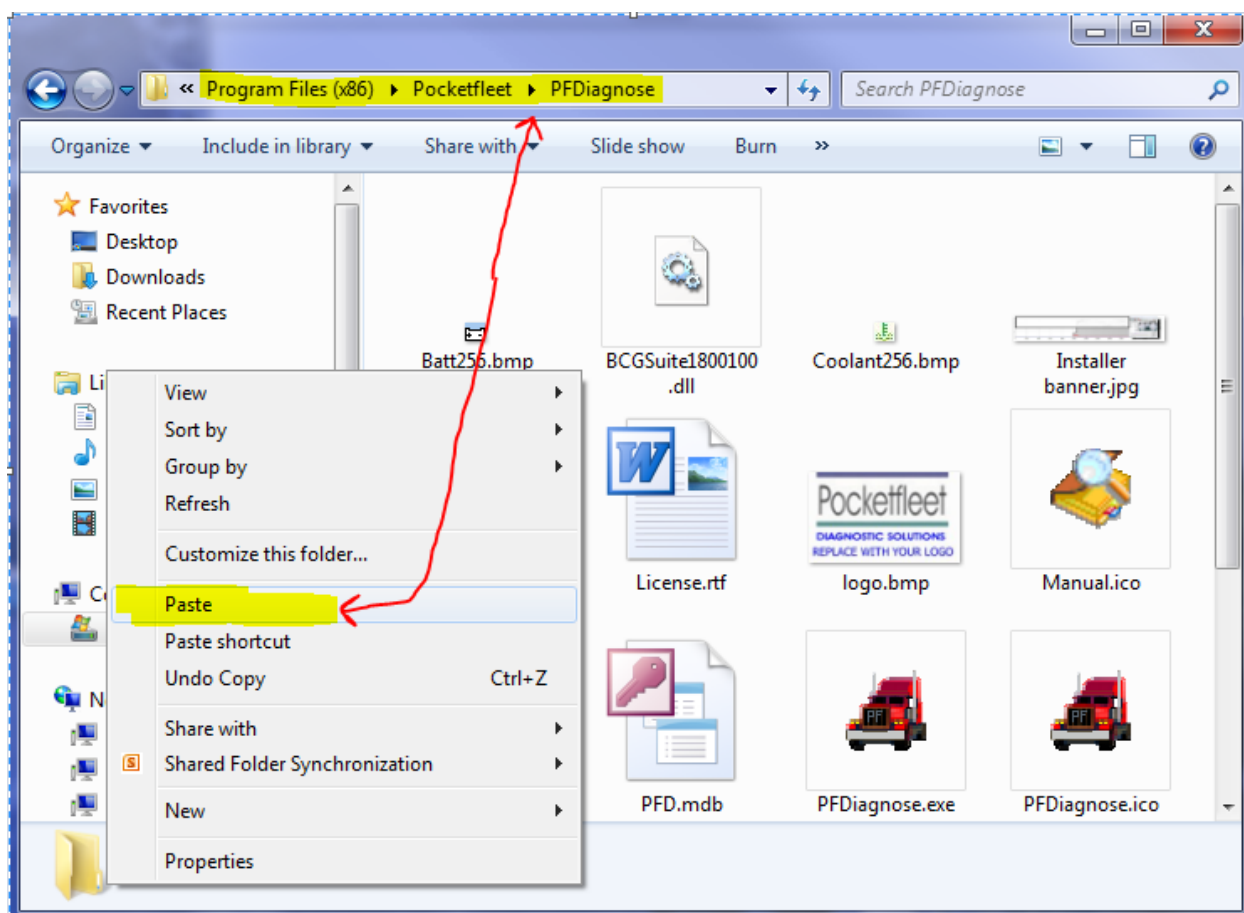
Select Pocketfleet



Select PFDiagnose



Here is where you paste the license file



Just hover the mouse over a blank area in the folder, right click and select Paste

The next time you start PF-Diagnose, it should be Licensed. If not, the License file may have been altered by the email server, if this happens, let us know and we will resend the file in an encrypted zip folder to protect it from alteration.

Windows 7 UAC Compatibility problems.

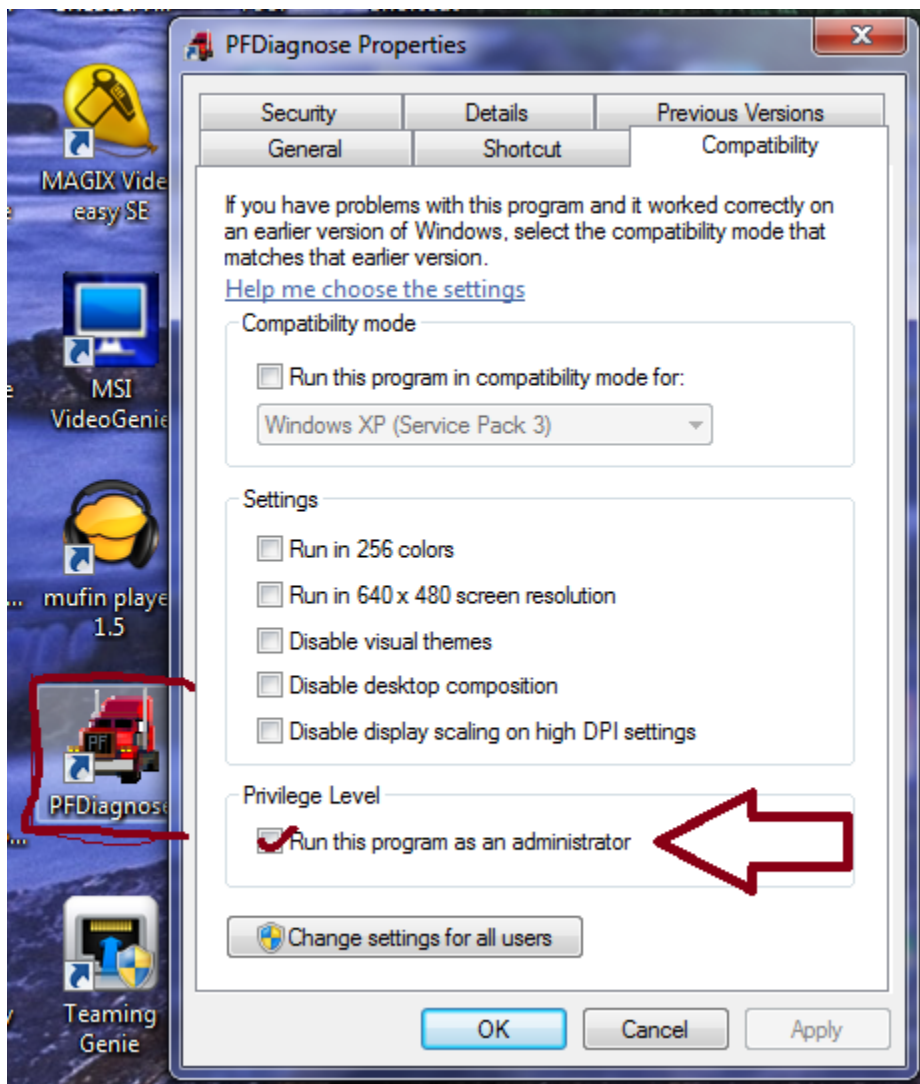
UAC is a windows 7 feature that prevents programs from making changes to the system, Sometimes it prevents legitimate programs from making changes too. This is a problem. To overcome this problem you can either run in Windows XP mode by downloading the XP mode application from the Windows Website <http://www.microsoft.com/windows/virtual-pc/download.aspx>

This feature is only available in Windows 7 Professional or Ultimate, not the Home version

OPTION 2 (Preferred)

Or you can run the application AS ADMINISTRATOR

To run any program as Administrator, right click on the application Icon, select Compatibility and check off Run this program as Administrator. This will prevent the UAC from moving files around and from blocking program functions.



If you already licensed PF-Diagnose, you may have to re-license unfortunately. If you followed the license procedure and it still shows as INVALID LICENSE , try using this mode, it may correct the issue.

Pocketfleet also includes Team Viewer, team viewer is a program that allows us to log into you PC remotely and correct any issues including license the program. You need to have internet access and because this takes time and trained persons, you may have to wait a day or two to get this done.

You will have to install team viewer, send us the ID and password and arrange a time and date that your PC will be on-line and waiting for our staff to log in and set you up.

At the time of this printing, we have not had a system that we could not get running with PF-Diagnose. Sometimes it take a lot of patience and we provide 1 year free support and lots of patience.

Thank-You for choosing PF-Diagnose!