



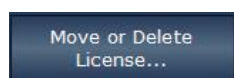
Moving a ShowCase License

This guide describes how to move a ShowCase license from one computer to another. If both computers have internet access you can use the ShowCase License Server to temporarily return a license and then retrieve it to the new machine.

If Both Computers Have Internet Access

Return the License from the First Computer to the ShowCase License Server

With ShowCase running, go to the **File** menu and select **License Management**. If you do not have the email or customer letter containing your license information, screen capture or write down ALL parts of your license information - all of the fields are needed to re-activate.



Press the **Move or Delete License** button.



In the **Move or Delete License** dialog, press the **Return License** button.

This will return your license to the ShowCase License Server. ShowCase then shuts down since it is no longer licensed on the machine.

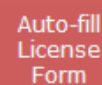
Retrieve the License from the ShowCase License Server to the Second Computer

Install ShowCase on the second computer if it is not already installed.

Reboot the computer to make sure all new software components are up and running.

Run ShowCase as an administrator (right-click and "run as administrator"). A dialog tells you that you are not licensed. Press the **License ShowCase** button.

Fill in the license information exactly as it appeared on the previous machine. Note that if you have access to the original Trillium email or customer letter you can copy all fields to the clipboard, then use the **Auto-fill** button to paste in all information at once.



Press the **Activate** button. ShowCase retrieves your license from the License Server and you are now licensed on the new machine.

TROUBLE SHOOTING: We have reports of moved licenses failing to activate. If an error message says the license information is incorrect, that means you need to check all fields of the license to find a typing error. If the error message says the license wouldn't activate, reboot the machine and try again. If that fails, please notify support@triltech.com right away and we will reset the activations for your license.

If Either Machine Does Not Have Internet Access

Delete the License from the First Computer

With ShowCase running, go to the **File** menu and select **License Management**. If you do not have the email or customer letter containing your license information, screen capture or write down all fields of your license information.



Press the **Move or Delete License** button.



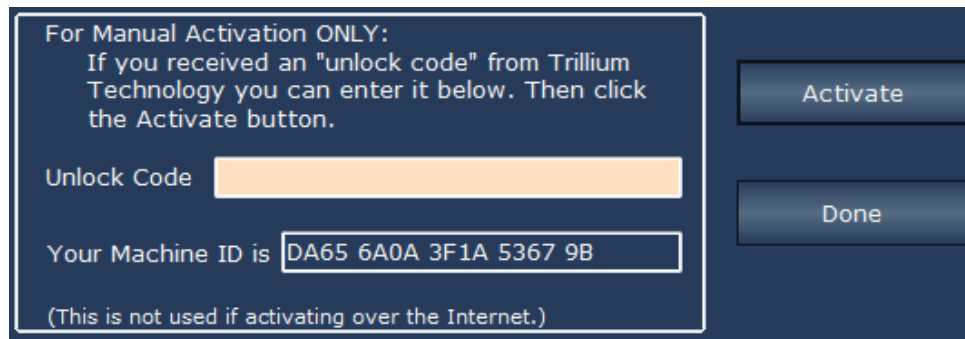
In the **Move or Delete License** dialog, press the **Delete License** button.

This will delete your ShowCase license and show the **License Removal Confirmation** dialog with a confirmation number. Write the **Confirmation Number** down or use the **Copy To Clipboard** button to copy it to the clipboard. ShowCase shuts down since it is no longer licensed on the machine.

Activate the License on the Second Computer

Install ShowCase on the second computer if it is not already installed.

Reboot the computer after installation to make sure all components are up and running. Start ShowCase as an administrator (right-click and "run as administrator"). A dialog tells you that you are not licensed. Press the **License ShowCase** button to bring up the License Information dialog.



Write down the Machine ID found in the lower left of the dialog. Send this Machine ID and the delete Confirmation Number to support@TrilTech.com or fax it to 734. 527.6198. ShowCase Support will then email you an Unlock Code.

Make sure you have filled in your license information.

Enter the Unlock Code in the field above the Machine ID and press the Activate button. ShowCase is now licensed on the new machine.

Note that occasionally a Machine ID changes between sending the Machine ID and receiving the unlock code. If the Machine ID has changed, you will need to email Support with the new ID and get a new unlock code.