

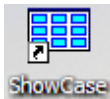


# Installing and Licensing ShowCase

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## Installing ShowCase

1. Make sure you are logged in with administrator privileges.
2. If ShowCase was installed on the PC previously, un-install the current software.
3. For electronic delivery orders, download the installer file by downloading the “trial version” of the ShowCase installer from the Downloads section of [www.TriiTech.com](http://www.TriiTech.com) and saving it on your computer. For shipments that included a DVD installer or a flash drive license, insert the DVD or flash drive into your PC.
4. Double-click on the installation file (ShowCaseInstall.exe) that you downloaded or that is on your installation CD or flash drive.
5. Run the installer, answering the dialogs that appear on the screen.



When you finish you should have a ShowCase shortcut on your desktop and a ShowCase listing in your Start Menu. Launch ShowCase. If this is a new install, a 30-day trial begins. If you have a flash license, leave the flash drive in your PC and your license is licensed and ready to run with no further action needed. If you are updating from a previous version of ShowCase 5 or 6, your existing license is still active.

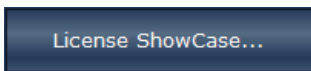
## Activating Your ShowCase License

### Portable USB Flash License

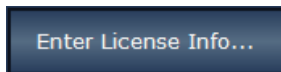
Insert the flash drive license into any available USB slot on your computer and start ShowCase. If ShowCase is already running click “Check for USB Key”. That’s all you need to do. The flash drive is your license.

### Fixed Machine License (Internet Activation)

**Windows 7, 8, 10 Systems-** To activate your license, ShowCase must be started in Administrator mode by right-clicking on the ShowCase icon on your Windows desktop or the Start-> All Programs list, then selecting “Run as administrator”.



If your trial period has not expired, click on the “License ShowCase” button in the trial information dialog that appears.



Or, if your trial period has expired, click on “Enter License Info...” in the expired license dialog that appears.



If your license information email is available, select and copy (ctrl-c) the license information (all of it) to the Windows clipboard. Then, paste the information into the license window by pressing the red **Auto-fill License Form** button. Or you can type the information into the license information form EXACTLY as it appears in your customer letter.



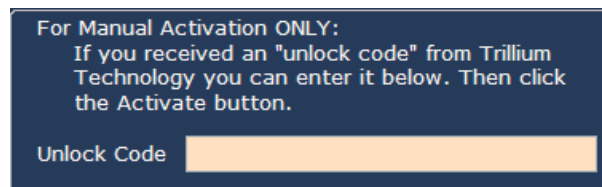
Press the “Activate” button and wait for up to one minute while ShowCase activates the license over the internet. When activation is complete a success message displays.

## Troubleshooting License Activation Problems

**No Internet Access** – If you cannot access the Internet from your PC, you will need to activate the license “manually”. Email your **Machine ID** and your License Number to [support@TrilTech.com](mailto:support@TrilTech.com) or fax the information to the fax number provided in your customer letter. To display the **Machine ID**, start ShowCase and select the File Menu option- **License Management**.

Your Machine ID is 9775 24EC 53FB

When you receive your unlock code from ShowCase Support, enter it into the dialog:



It is best to leave this dialog open while you wait for your unlock code. This assures that your Machine ID does not change. If it does change, email the new Machine ID to get a new unlock code.

**No Machine ID** – If you are trying to activate manually and you do not see a Machine ID in the expected location (see above) then the ShowCase license service is not running. Please reboot your computer and that may resolve the problem. If it does not, please send your license information and contact information to [support@TrilTech.com](mailto:support@TrilTech.com) for further assistance.

**“Missing or Invalid License Information”** message is displayed – Check to be sure the license information was entered *exactly* as provided, including capitalization; If the problem persists send email with the error message and your license information to [support@TrilTech.com](mailto:support@TrilTech.com)

**“You need to have administrator privileges ...”** message is displayed– Start ShowCase in Administrator mode by right-clicking on the ShowCase icon on your Windows desktop then selecting “Run as administrator”

**‘Activate License’ Button is Disabled** – check to make sure all of the license information has been Auto-filled or typed exactly as provided. The button does not enable if information is missing.

**About the Unlock Code** – The unlock code is only needed for manual license activation, if you are not able to activate over the internet, see “No Internet Access” above.

**Valid license suddenly says it has expired** – Purchased ShowCase licenses do not expire. There are occasional reports of computers that “lose” their license. Please reboot the machine and wait a few minutes before launching ShowCase. If that does not resolve the problem, contact us at [support@TrilTech.com](mailto:support@TrilTech.com)