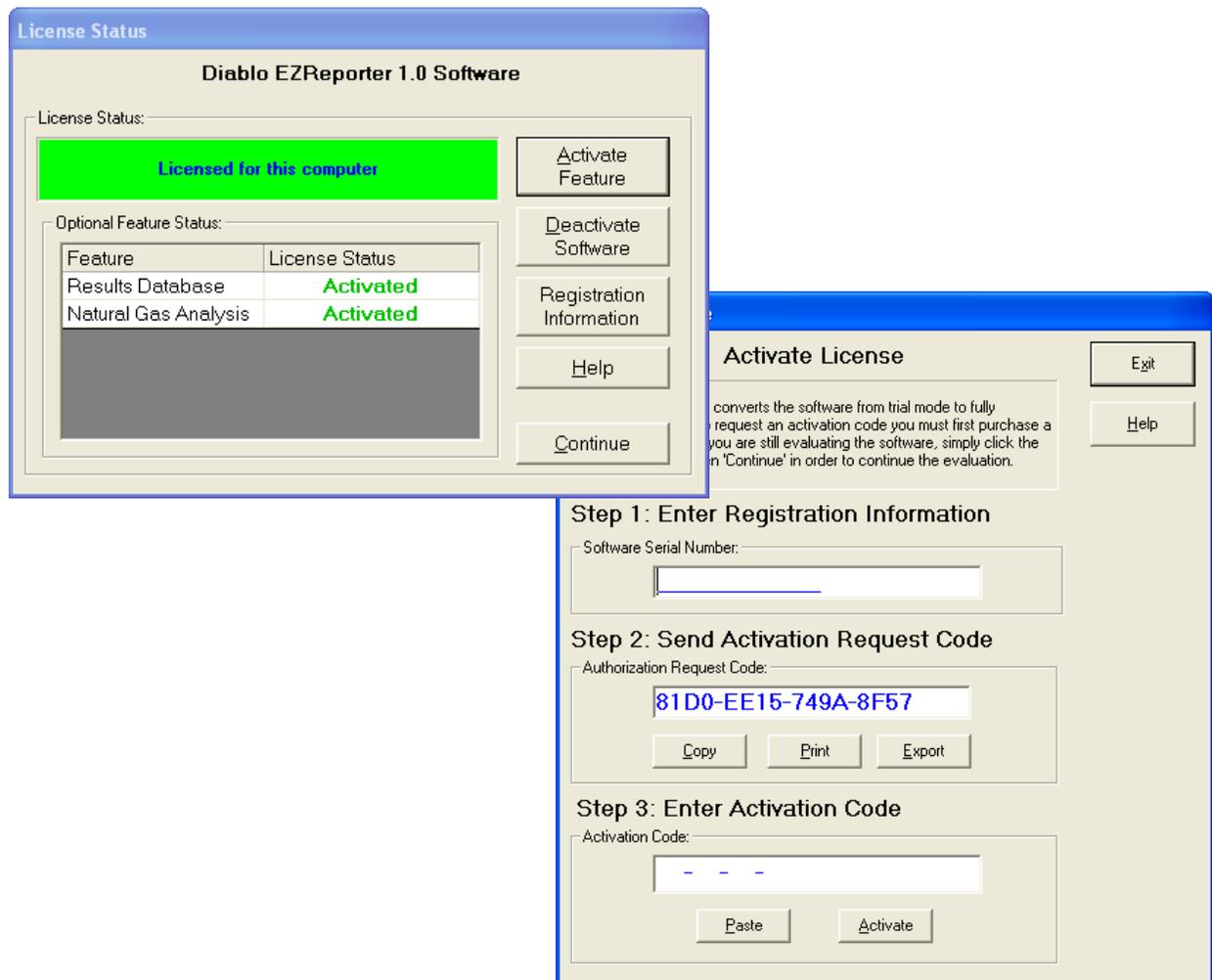

Diablo Analytical Software License Guide



Diablo Analytical Software License Guide

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Diablo Analytical, Inc.

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Manual Revision 20110121-1105

DIABLO ANALYTICAL, INC. SOFTWARE LICENSE AGREEMENT AND LIMITED WARRANTY

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Software License Activation

Overview

This software from Diablo Analytical, Inc. is distributed as a limited-time trial version to allow you to evaluate the software before purchasing. At the end of the trial period, the software will no longer start until you purchase a software license and enter a special activation code that will be sent to you.

Important License Notes

This software is licensed to run on a single computer. The Activation Code you will receive after purchasing a software license will only activate the software on the computer from which you sent us the Authorization Request Code.

Purchasing a Software License

Software licenses may be purchased directly from Diablo Analytical, Inc. or one of our distributors.

Diablo Analytical, Inc.

5141 Lone Tree Way
Antioch, CA 94531

Phone: (925) 755-1005

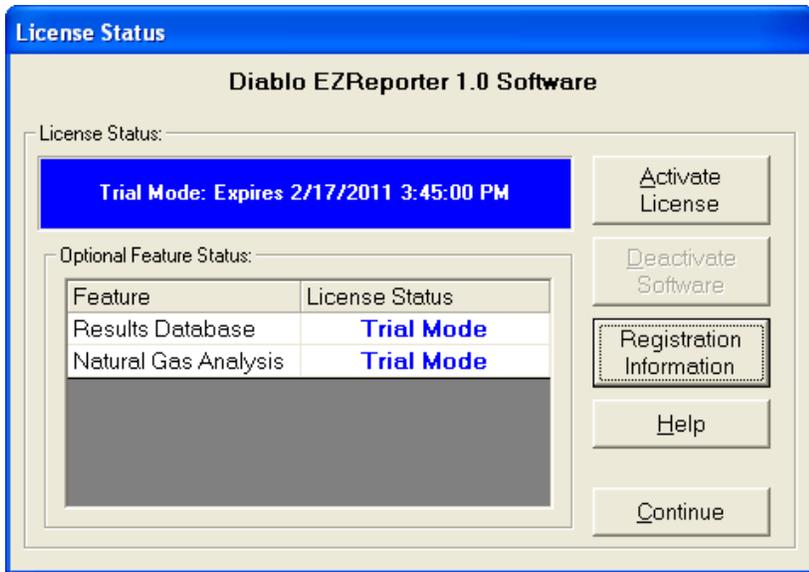
Fax: (925) 755-1007

E-mail: sales@diabloanalytical.com

Web: <http://www.diabloanalytical.com>

License Status

When you start a trial version of the software, you will first be presented with the License Status Dialog box. If the trial period has not expired, simply press the "Continue" button to continue to the software application.



Software License Status Dialog: Trial Mode

Software License Status:

The following table describes the possible software license status modes.

License Status	Description
Trial Mode	The software is currently running in "Trial Mode", which will expire on the indicated date. The software is fully functional.
Trial Mode Expired	The trial period has expired. In order to run the software you will have to purchase a software license and enter an activation code.
Licensed for this Computer	You have purchased a software license and have successfully activated the software. You will no longer see the "License Status" dialog when you start the software.
License Deactivated	You have deactivated the software on this computer. This was most likely done in order for you to transfer the software license to another computer. In order to reactivate the software you will need to purchase another software license for this computer.
License is invalid and needs to be recovered	One of the license files has been corrupted. This can also occur if the software had previously been installed on this same computer. You will have to request a license recovery code in order to run the software on this computer.
System fingerprint change detected, license must be reactivated.	A change to the computer's hardware and software "fingerprint" has been detected. This can occur if you change or upgrade major system components or software including hard drive, network adaptor, operating system, etc. This error can also occur if you try using the license file from one computer on a different computer. You will either have to return the computer to its previous configuration or request a new activation code from Diablo Analytical in order to continue running the software.

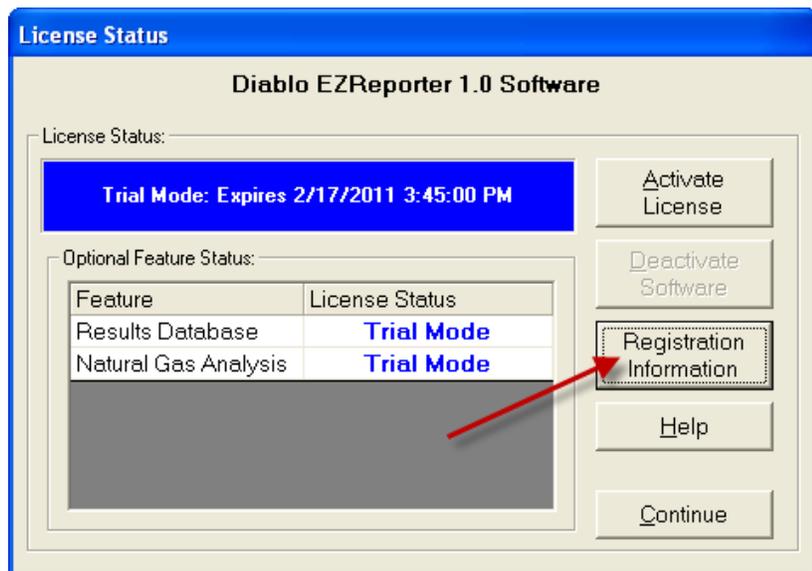
Fatal Start-up Errors

The following fatal licensing-related errors can occur when initializing the software.

Error	Description
“Your system clock is not set correctly. Please change it to the correct date and time and try again.”	The software has detected that the system clock has been rolled back, possibly to circumvent a trial period expiration. Contact Diablo Analytical if you believe this to be incorrect.
“Main License File is missing.”	The main license file for the application is missing. Try reinstalling the software.
“ERROR: Unknown return_code:”	An unhandled or unknown error has occurred. Contact Diablo Analytical with the error number and description.

Serial Number and Registration Information

When you purchase a license for the EZReporter software, you will receive a serial number. It will be printed on the software license certificate, on the back of the CD case containing the installation CD, and on the envelope containing the installation CD and license certificate.



In order to activate the software you will need to provide us with a valid serial number. You can save the serial number and your registration information by clicking the “Registration Information” button on the License Status window.

Enter your serial number and registration contact information in to the Registration Information window, and then click the “Save” button. Your registration information will be saved so that it can be included automatically in your license activation request.

Enter Registration Information

Enter Registration Information:

Serial Number:	
Name:	
Company:	
Address:	
Address:	
Address:	
City:	
State:	
Postal Code:	
Country:	
Phone:	
Fax:	
E-mail Address:	

Save Cancel

Activating License

In order to activate the software, you will first need to purchase a software license directly from Diablo Analytical, Inc or from one of our distributors. Once you have purchased the license, you must take the following steps to convert the software license from trial mode to fully licensed.

License Status

Diablo EZReporter 1.0 Software

License Status:

Trial Mode: Expires 2/17/2011 3:45:00 PM

Optional Feature Status:

Feature	License Status
Results Database	Trial Mode
Natural Gas Analysis	Trial Mode

Activate License

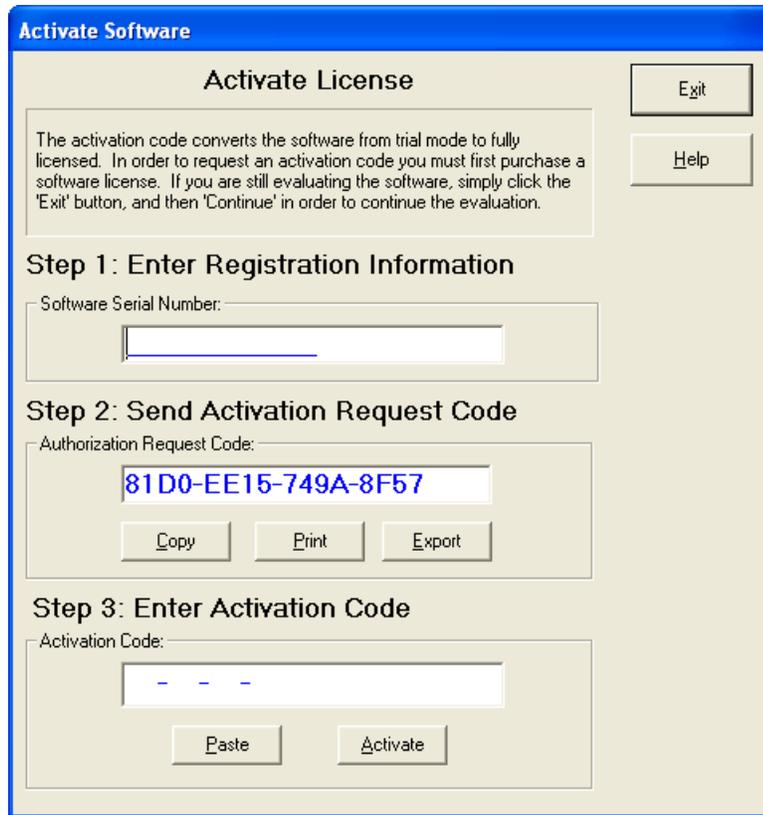
Deactivate Software

Registration Information

Help

Continue

Press the "Activate" button on the "License Status" dialog box that is displayed when you start the software. The following dialog box is displayed:



Software Activation Dialog

Purchase a Software License

In order to request an activation code to unlock the software, you must first purchase a software license for each computer on which you will run the software.

Step 1: Enter Your Serial Number

When you purchase a software license from Diablo Analytical, you will receive a unique serial number. You must enter a valid software serial number in order to request an activation code.

Step 2: Send Authorization Request Code

After purchasing a software license you must send the Authorization Request Code(s) to Diablo Analytical, Inc. You can choose any one of the following three options to send us your request:

Important: Make sure to fill out the "Customer Information" section of the authorization request before sending the request to Diablo Analytical.

Copy to Clipboard: If you press the "Copy" button, the authorization request will be copied to the Windows Clipboard. You can paste the request into an e-mail message and then send the message to sales@diabloanalytical.com

Print Request Form: If you press the "Print" button, the authorization request will be printed. You can then fax request to **(925) 755-1007**.

Export To Text File: If you press the "Export" button, a text file named, 'License_Authorization_Request.txt' will be created in the software product installation directory. You can attach this file to an e-mail message and send it to sales@diabloanalytical.com.

Call Diablo Analytical: You can call Diablo Analytical and request your Activation code over the phone at **(925) 755-1005**.

Important:

Important: Make sure to send the authorization request from the computer on which you will want to run the software permanently. Authorization Request codes and Activation Codes are computer specific.

Step 3: Enter Activation Code

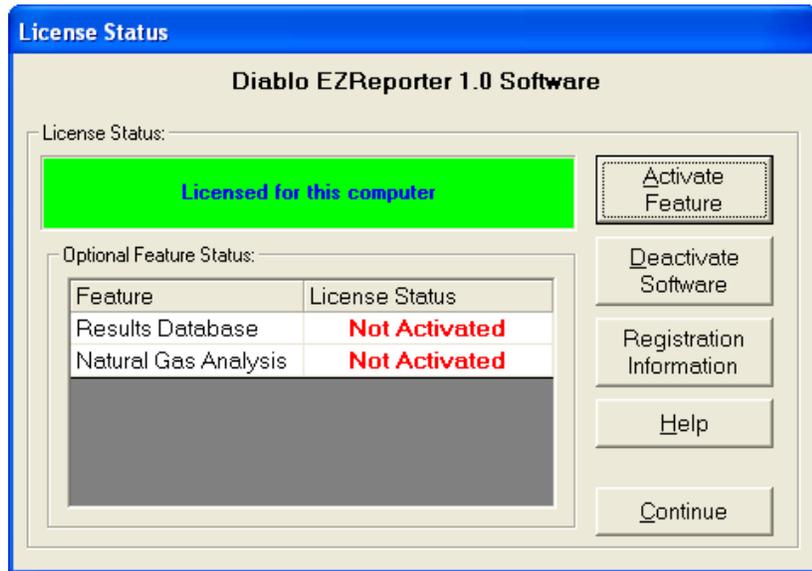
After receiving and approving your Authorization Request, we will send you an Activation code, preferably by return e-mail. The Activation Code is a 16-character code that contains only the numbers 0-9 and the letters A-F. Enter the code into the proper box on the "Activate Software" dialog and then press the "Activate" button.

For your convenience, if you copy the Activation Code to the Windows Clipboard from the e-mail message we send you, you can use the "Paste" button to paste it into the "Activation Code" text box.

The screenshot shows a software activation dialog box titled "Activate Software". It contains three main sections: "Step 1: Enter Registration Information" with a text box containing "EZR000000000"; "Step 2: Send Activation Request Code" with a text box containing "81D0-EE15-749A-8F57" and buttons for "Copy", "Print", and "Export"; and "Step 3: Enter Activation Code" with a text box containing "D9B1-94C6-96B0-133E" and buttons for "Paste" and "Activate". A red arrow points to the "Activate" button.

Software Activation Dialog

If the Activation Code is accepted, your software will be immediately converted to "Licensed" mode. Click "Continue" to continue to the software.



Software License Dialog: Licensed

If the Activation Code is not Accepted

If the Activation Code is not accepted, please first confirm that:

1. You entered the Activation Code *exactly* as it was sent to you
2. You are entering the Activation Code onto the same computer that generated the Authorization Request.
3. That the Authorization Request Code that you sent us matches the Authorization Request Code listed in the "Activate Software" dialog box.

If you are still unable to activate the software, contact Diablo Analytical Technical Support:

Phone: 925-755-1005

E-mail: support@diabloanalytical.com

Help Desk: <http://www.diabloanalytical.com/support.htm>

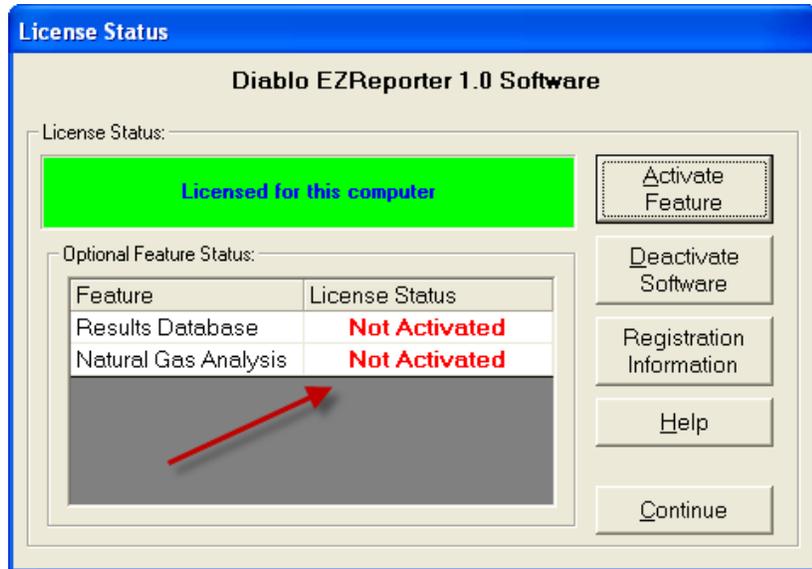
Activating Optional Features

Some software applications have optional software features that are licensed separately from the base software package. Any optional features that are available for the base software package will be listed in the "Optional Feature Status" table of the License Status dialog box..

The optional features will operate normally when the base software is in trial mode so that you can evaluate the feature. However, once you activate the base software package, the optional features will also need to be activated before they can be used.

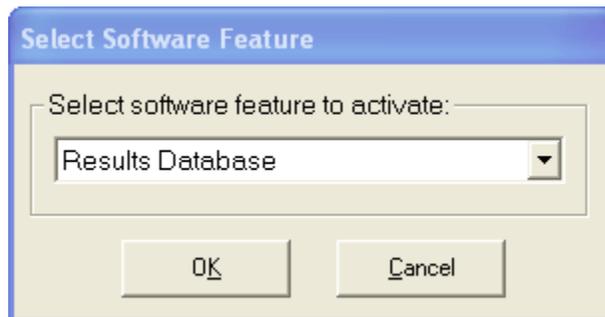
Important:

Important: Optional features generally require payment of an additional license fee, and must be activated using a separate authorization request code and corresponding activation code.



License status dialog showing that base software has been activated and optional featured are not activated.

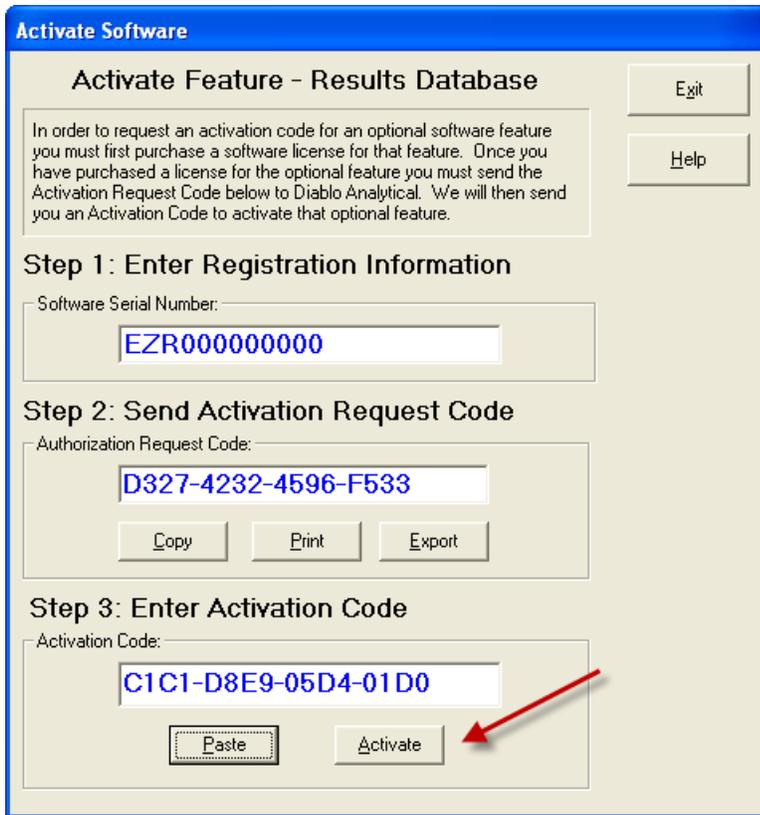
To activate an optional feature, you follow the same steps that you used to activate the base software (see “[Activating License](#)” on page 4). When you click the “Activate Feature” button, you will be presented with a dialog box allowing you to select which feature to activate.



The Select Software Feature dialog box.

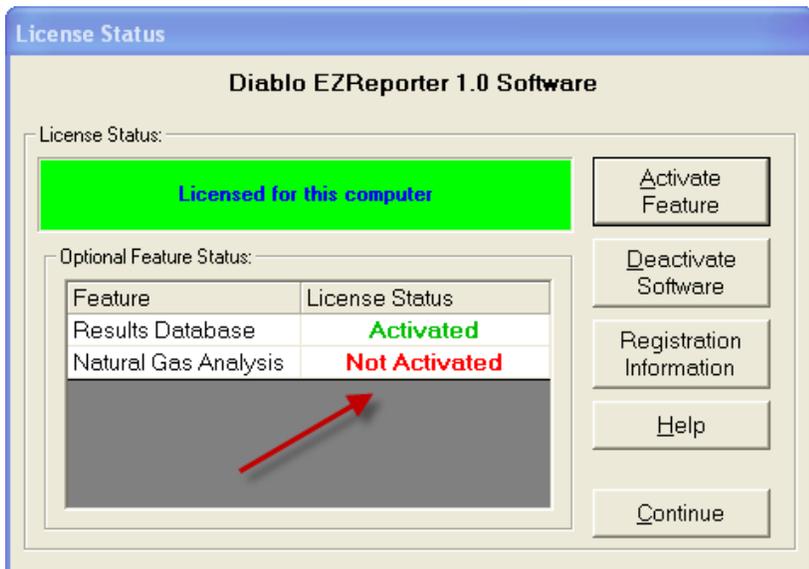
After selecting the software feature to activate, the “Activate Feature” dialog box is displayed with the Activation Request Code for that feature.

After receiving the corresponding Activation Code from Diablo Analytical, click the “Activate” button to activate the feature.



The Activate Feature dialog box.

If the Activation Code is accepted, then license status for the feature will change to “**Activated**”. If the Activation Code is not accepted, see “[If the Activation Code is not Accepted](#)” on page 7.

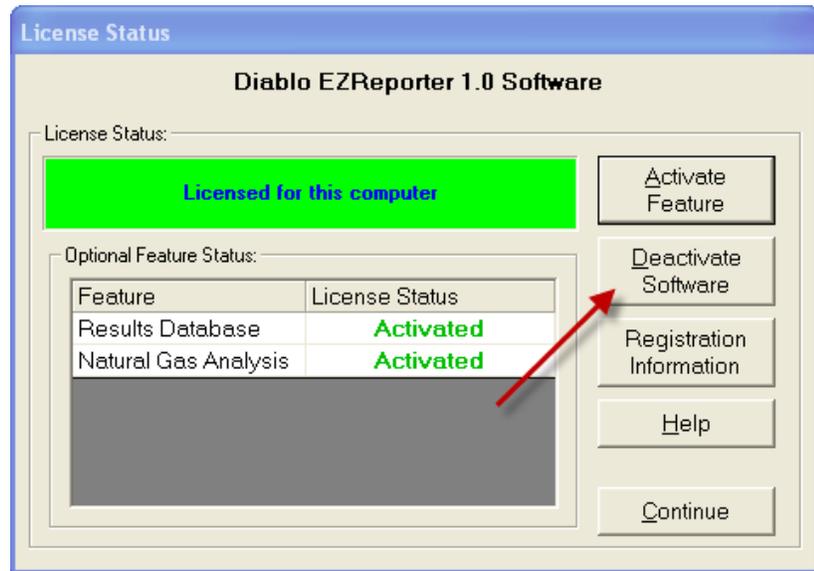


License Status dialog showing that one optional feature has been activated.

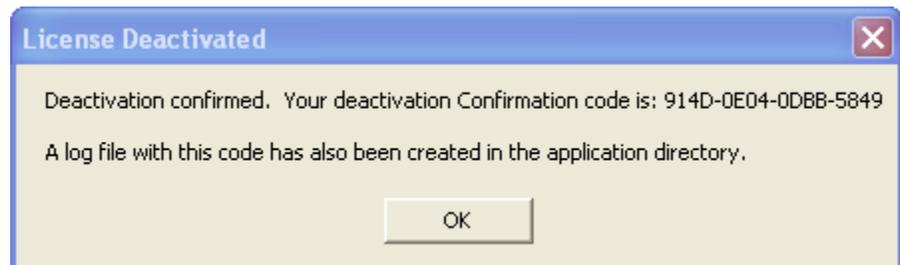
Deactivating License

If you ever want to transfer a software license to another computer, you must first deactivate the software by pressing the "Deactivate" button on the "License Status" dialog box.

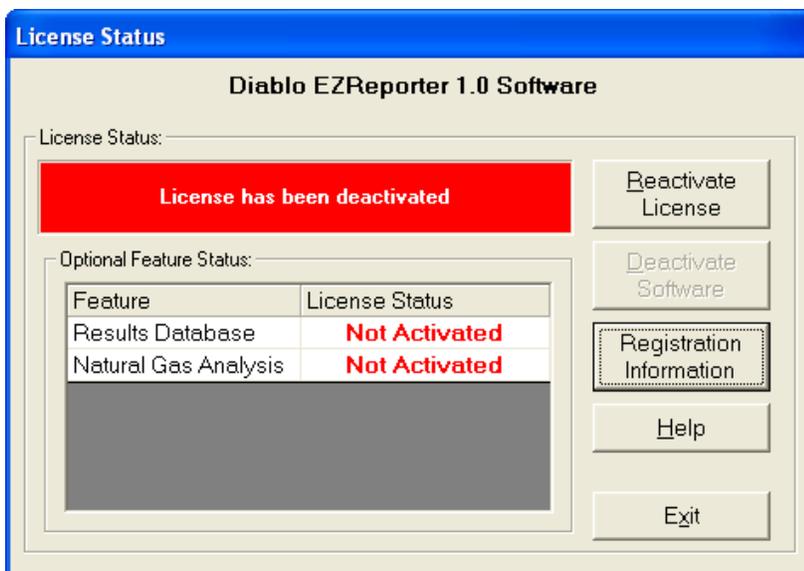
Important: The only way to reactivate the software is to purchase another software license. Consequently, you should only deactivate the software if you intend to install it permanently on a different computer.



Software License Dialog: License Deactivation



After deactivating the software, a Deactivation Confirmation Code will be saved to the file 'DEACTIVATION_LOG.TXT'. You will need to send us that deactivation code along with the Authorization Request Code from the computer to which you will be transferring the software license in order for us to send you a new Activation Code.



Software License Dialog: Deactivated

Important: Once you have deactivated the software, you will be unable to start the software application.

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