

Artsoft Helpdesk

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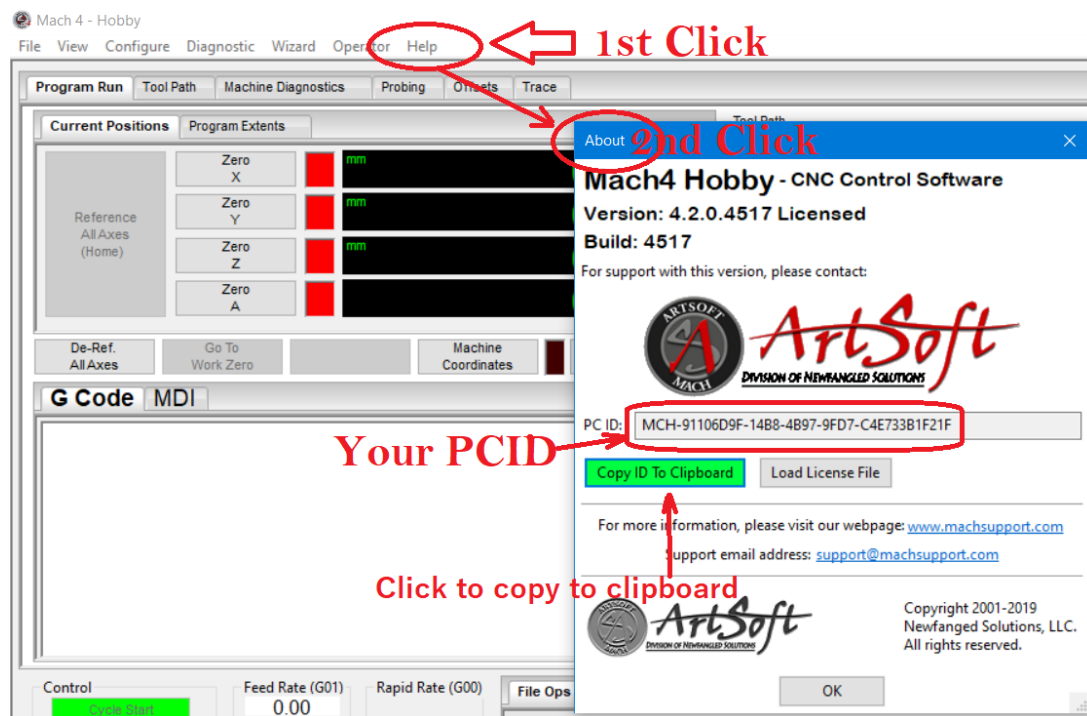
Frequent Licensing Issues

James H. - 2020-07-27 - in Licensing

Mach4:

Incorrect PCID: This is caused by, you guessed it, an incorrect PCID when attempting to license the software. If the PCID is even one digit off, you will get this message. Double check this PCID before trying to license it again as you only have a limited amount of retries before you reach your limit for your account!

Here's a graphic on where to find the PCID:



1. You will then need to log in to your MachSupport online account at <http://www.machsupport.com> and click on 'Manage Licenses'.
2. Under 'New PCID', there will be a text box... this is where the PCID is to be filled in.
3. Once filled in, click 'Add'
4. You will automatically be sent a new license download link via email.

Changing to a new computer/replaced hard drive: You will need to update your PCID in order to resolve this. Most hardware and firmware changes, even a Windows Update can cause a PCID to change on you. Or maybe you are swapping your old computer for a new one. Whatever the case may be, you will need to update your PCID. Use the above graphic

for where to find it, and use the same method for updating your PCID through your online account.

Mill Wizard:

Loads... I think? No way of telling. No error messages. This one is a tricky one as there is no known cause for this issue. There is one method that has worked, but it is no guarantee. Try it, and if it doesn't work, don't worry about it. We'll fix it.

Please try the following steps:

1. Close out of Mill Wizard if you have not done so already
2. Re-Open Mill Wizard as Administrator
3. Load the license file in the Help > About section
4. Save a job (even if it is blank)
5. Close Mill Wizard
6. Re-Open Mill Wizard as Administrator

Mach3:

Stuck in DEMO: This is almost always caused by the filename being off somehow. The most notorious culprit is a pesky added 'space' either in the front or back of 'Mach1Lic'

Make sure the file name is 100% "Mach1Lic.dat" (without the quotes, of course) then relaunch Mach3 as Administrator.

Need a replacement: You can send yourself a replacement by logging into your online account at <http://www.machsupport.com/> and clicking on 'Manage Licenses', then 'Resend' beside your license. A new one will be sent via download link in an email.

Change the name on the license: Plain and simple, this cannot be done unless it is extremely dire circumstances. Licenses are non-transferable (applies to name changes, too). This includes both standalone items, or as part of a machine sale. If licenses are being purchased on behalf of another party, please include the desired license name in the appropriate fields during checkout. If you purchased a license through a distributor, your registration/proof of ownership is held by that distributor. Please read the "replacement license policy" in our Software Licensing Delivery information: <https://www.machsupport.com/license-delivery/>