

# Artsoft Helpdesk

Portal > Knowledgebase > FAQ's > I received a copy of Mach3 with a cnc order or with a Machine from an auction site.

---

## I received a copy of Mach3 with a cnc order or with a Machine from an auction site.

Imported User 6 - 2019-04-30 - in FAQ's

Mach3 has been a huge success though out the entire world. Unfortunately, it has been cracked or pirated many times over. Those versions are not supported, they usually have malware, they are incomplete, and simply do not work. If you receive a copy with a cnc parts order or a CNC kit or with a machine and you do not see the sellers name on our partners page just throw it away and download and configure the legitimate version that you get from our website. If you use any part of that cracked version even the XML file in our valid software it will not work properly. Save yourself hours of frustration and wasted time and use the free demo and get started!