

# Software Activation Instructions

## Online Activation

When launching the application, you will be presented with an activation window and will be prompted to enter your License Key:

Activation - Key

**Activation - Enter license key**

License Key

Please enter your License Key above and press Next to activate the software.

If you do not have internet access on this computer, you can also activate manually by clicking on the 'Offline activation' button.

Offline activation

Next >> Cancel

Once the License Key is entered, the Next button will be enabled.

Once the Next button is selected, the application will check to with the server to confirm that the License Key is valid and whether you have any existing customer information tied to it.

If you receive an error message, please check list of error codes located at the end of this document.

On the following page, you will be prompted to enter your personal info. Once the required fields are filled out the Next will become enabled and you can proceed to the last step.

The screenshot shows a window titled "Activation - Account" with a light blue header. Below the header is a section titled "Account Information". It contains several input fields: "First name\*" and "Last name\*" (both with red asterisks), "Phone no.", "E-mail address\*" (with a red asterisk), "Country\*" (a dropdown menu), "State", and "Zip code". Below these fields is a blue link that says "Please enter your contact information." At the bottom right of the window are three buttons: "<< Previous" (highlighted with a blue border), "Next >>", and "Cancel".

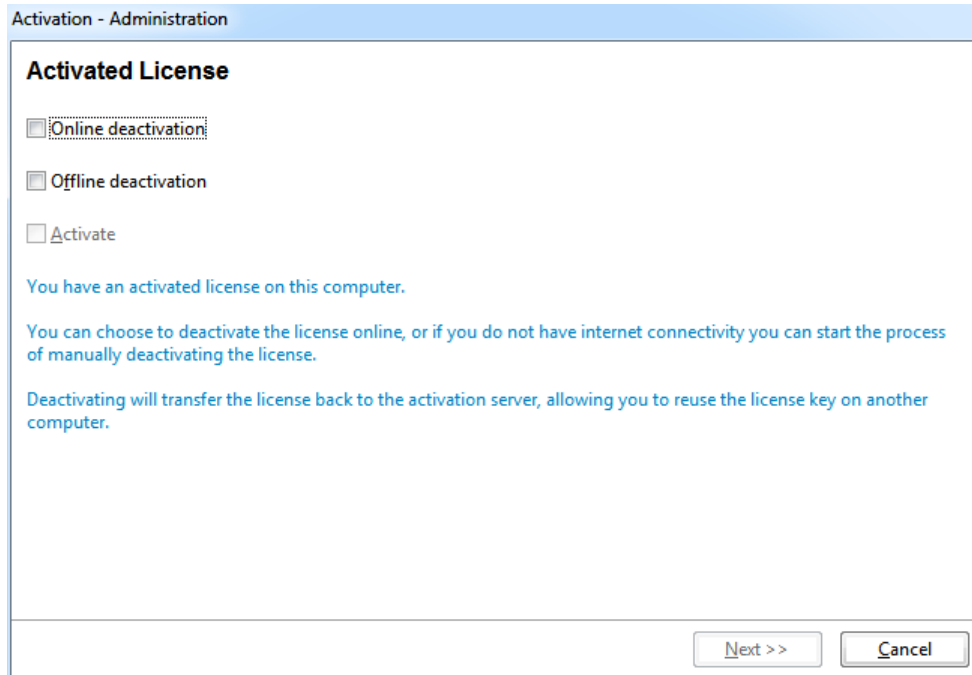
In the last window, you will see a confirmation screen with your unique Registration ID and License Key.

The screenshot shows a window titled "Activation - Activate Online" with a light blue header. Below the header is a section titled "Activation Confirmation". It displays two text boxes: "Registration ID" with the value "ABCDEF12345678-ABCDEF12345678-ABCDEF12345678-ABCDEF12345678-ABCDEF12" and "License Key" with the value "ABCDE-1234-12345-12345". Below these is a blue link that says "Please press Next to activate your license." and a paragraph of text: "This will tie your license to the hardware in this computer. If you plan to modify the hardware in your computer, you should deactivate the license before making any changes." At the bottom right of the window are three buttons: "<< Previous" (highlighted with a blue border), "Next >>", and "Cancel".

Once you select Next, the program will complete the activation process and the server will record the activation and your application will be activated.

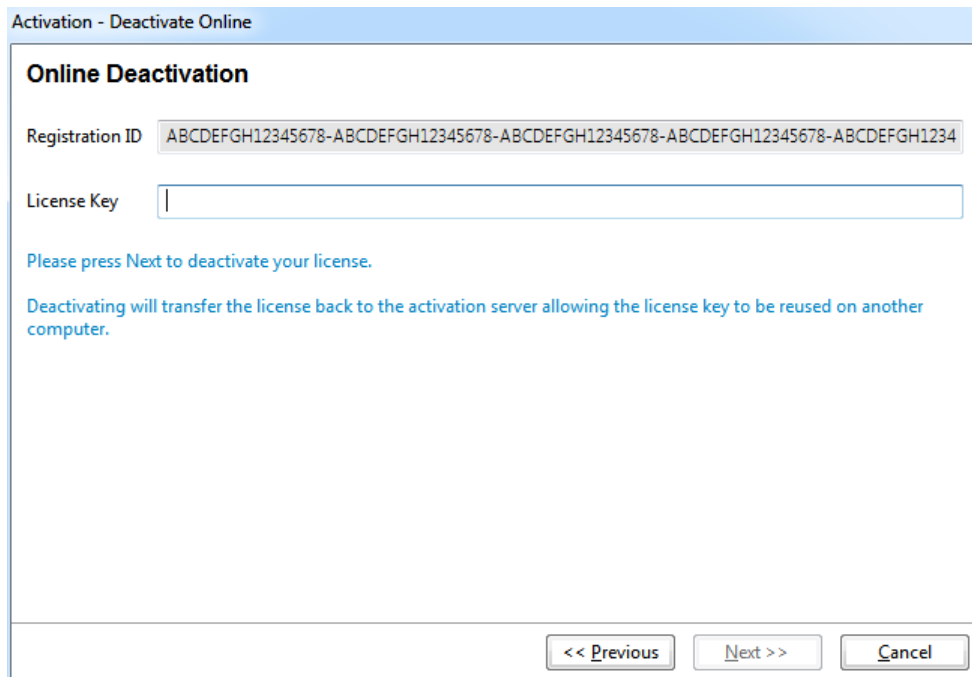
## License Transfers and De/Reactivations

To move your license from one computer to another, select Ctrl-L on a PC or Command-L on Mac from the main menu of the program. Doing this will bring up the Activation Administration page.



The screenshot shows a dialog box titled "Activation - Administration". It has a section titled "Activated License" with three radio button options: "Online deactivation" (which is selected), "Offline deactivation", and "Activate". Below these options, there is a message: "You have an activated license on this computer. You can choose to deactivate the license online, or if you do not have internet connectivity you can start the process of manually deactivating the license. Deactivating will transfer the license back to the activation server, allowing you to reuse the license key on another computer." At the bottom right, there are two buttons: "Next >>" and "Cancel".

Click on 'Online deactivation' then then press Next. Enter in the License Key you used to activate the product, then press Next again.



The screenshot shows a dialog box titled "Activation - Deactivate Online". It has a section titled "Online Deactivation". There is a "Registration ID" field with a text box containing "ABCDEFGH12345678-ABCDEFGH12345678-ABCDEFGH12345678-ABCDEFGH12345678-ABCDEFGH1234". Below it is a "License Key" field with an empty text box. A message reads: "Please press Next to deactivate your license. Deactivating will transfer the license back to the activation server allowing the license key to be reused on another computer." At the bottom, there are three buttons: "<< Previous", "Next >>", and "Cancel".

When Next is pressed, the program will deactivate on this computer and the activation will be freed on the server. This will allow the user to reactivate the software on any computer, even between PC and Mac.

## Offline Activation and Deactivation

If you do not have an internet connection on the computer that the software is installed on and need to either activate or deactivate a program, you will need to contact us directly to complete the offline process.

### Errors Codes

- 'Error 101' when pressing Next
  - The license key is not valid.
  - Check for typos or other mistakes in the key.
- 'Error 1001' When trying to activate:
  - The program being run does not match the license key
  - Uninstall and have them install the correct program
- RPD LX-0602 and RPSSD-0602 keys require different 2 year builds and will not work with the normal 1 versions
  - <https://www.lc-tech.com/rescuepro2year/>
    - <http://www.lc-tech.com/productdemo/v51/RPDLXWIN2.zip>
    - <http://www.lc-tech.com/productdemo/v51/RPDLXMAC2.zip>
    - <https://www.lc-tech.com/productdemo/RPDLXSSD2WIN.zip>
    - <https://www.lc-tech.com/productdemo/RPDLXSSD2MAC.zip>
- 'Next' is greyed out.
  - The information entered is incomplete or invalid.
- OSX reports that the application can't be opened because "Apple cannot check it for malicious software"
  - This is a symptom of Catalina's new Notarization system, which does not allow apps using direct disk access to be notarized.
  - See: "How to open an app that hasn't been notarized or is from an unidentified developer" - <https://support.apple.com/en-us/HT202491>

## Activation Web Service Error Codes

Symbolic Name	Value	Description
<b>Main Error Code</b>		
SUCCESS	0	Completed
<b>Data Error Codes</b>		
ERROR_DATA_NOT_FOUND	101	Data not found on server
ERROR_GETTING_DATA	102	Error getting data from server
ERROR_UPDATING_DATA	103	Error updating data from server
<b>Permission Error Codes</b>		
ERROR_DISABLED_ACCOUNT	121	Account is disabled
ERROR_NOT_APPLICABLE	122	Activation not applicable
ERROR_CLIENT_KEY_DESTROYED	123	Client Key is destroyed
ERROR_ACTIVATION_USED_UP	124	All activations are used up
ERROR_NO_ACTIVATION_MODE	125	No activation mode
ERROR_NO_DEACTIVATION_MODE	126	No deactivation mode
ERROR_NOT_ALLOW_UPDATE	127	Update not allowed
ERROR_REG_NAME_NOT_FOUND	128	Registration name not found
ERROR_REG_NAME_MISMATCH	129	Registration name mismatch
<b>Subscription Error Codes</b>		
ERROR_EXPIRED_ACCOUNT	131	Account has expired
<b>Licensing Error Codes</b>		
ERROR_INVALID_REGISTRATION_ID	141	Invalid Registration ID
ERROR_INVALID_ACTIVATION_KEY	142	Invalid Activation Key
ERROR_REGISTRATION_ID_MISMATCH	143	Registration ID mismatch
ERROR_MAKING_ACTIVATION_KEY	144	Error making Activation Key
ERROR_INVALID_DESTROY_CODE	145	Invalid Destroy-Code
ERROR_PROGRAM_ID_MISMATCH	146	Program ID mismatch
ERROR_USER_ID_MISMATCH	147	User ID mismatch
ERROR_HW_SIG_MISMATCH	148	Hardware signatures mismatched against activation policy
ERROR_INVALID_LICENSE_KEY	1001	License Key is not for running application.