Subject: Re: personal license problem Posted by Haje Korth on Thu, 01 Mar 2007 17:01:09 GMT

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You are going through the typical headaches honest (paying) users have. BTW: Personal-use licenses are not as restrictive and are not tied to the harddrive.

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"R.G. Stockwell" <no@email.please> wrote in message
news:45e4ce67$0$25775$815e3792@news.qwest.net...
"Haje Korth" <haje.korth@nospam.jhuapl.edu> wrote in message
> news:ervj11$pl4$1@aplcore.jhuapl.edu...
>> Bob.
>> why don't you just copy the license text in a text file using notepad,
>> name it 'license.dat', and place this file in the c:\rsi\license
>> directory? Always worked for me, I never use the license "wizard"
>>
>> Cheers,
>> Haje
> That failed as well.
> Good news though, the customer support was able to
> resolve the problem. The basic story is that the license needed
> some kind of hard drive ID number to tie it to hardware in the
> new laptop. Usually one runs the license app to get that information
> and RSI sends the correct license file. But for some reason the
> license app failed, and customer support had to get the infromation
> from the Imtools app instead.
>
  But it's all working now. yay.
>
>
> Cheers,
> bob
```