

# Manage your software installation

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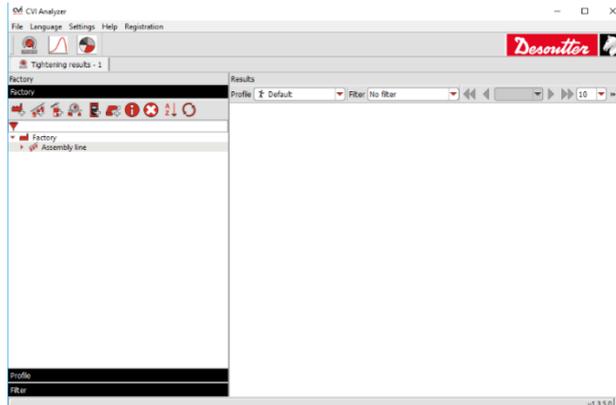
## Register your installation

The registration code will authorize one user account only.

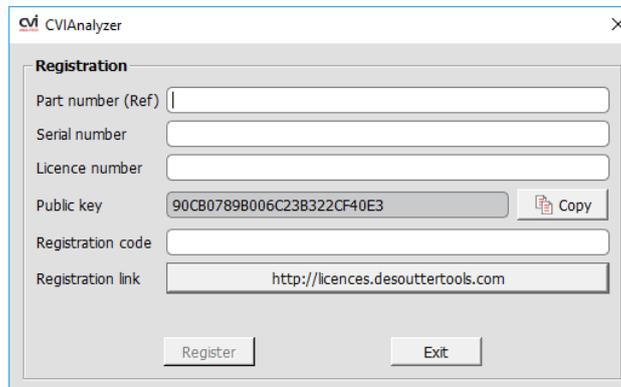
### 1. Getting the software public key

Launch the software, open the window "Registration".

For example, CVI ANALYZER.



Click the icon "Copy" to put the public key in the clipboard.  
Open Wordpad for example, paste the public key and save the file in a safe location.



### 2. Register your computer (public key) on the webservice

<https://licences.desouttertools.com>



Open your "License Management" screen,



Select your license and click on this icon "Add"

In the panel "Product registration", paste the public key you have previously saved or put in the clipboard.  
Enter a description to identify the computer (username, IP address, location, computer name, etc...).  
Click "Submit" to validate.

**Product registration**

Public key\*  Description\*

The registration code is immediately displayed in the panel "Install".

**Install**

User

Public key 90CB0789B006C23B322CF40E3

**Registration code 9F0KCNS5ZKTGF1DGBDPD0H17S**

Install date 2019-01-16 16:06:58

You'll find your new installation, and the installations remaining on your "License management" screen.

**Manage existing licenses**

Type	Serial Number	License Number	Description	Installs	Install Date	
6159275350 CVIPC2000 ADV 5 INST	190 [redacted]	F8ZZ-0215-MKC4-7OZS [redacted]		Installs remaining: 4	2019-01-16 16:03:12	<input type="button" value="Add"/>
			My laptop	[redacted] [redacted]	2019-01-16 16:06:58	<input type="button" value="X"/>

### 3. Register your software on your computer.

Launch your software.

Enter the part number, the serial number and the license number. You will find them on the label of the packaging box or on the license certificate.

Ex: CVI ANALYZER (fill in all the fields)

Ex: CVIPC2000 (fill in Registration code only)

CVI Analyzer

**Registration**

Part number (Ref)

Serial number

Licence number

Public key

Registration code

Registration link

Software registration

[Member]

Your public key

Registration code

Software with a serial number +license number  
ex : 17012345670 + AAAA-BBBB-CCCC-DDDD-EEEE-FFFF

Software with serial number  
ex : 1700123\_5670v4.1

Now you can use your software without restriction.

## Unregister

The uninstall key is mandatory to unregister the license from the license server.

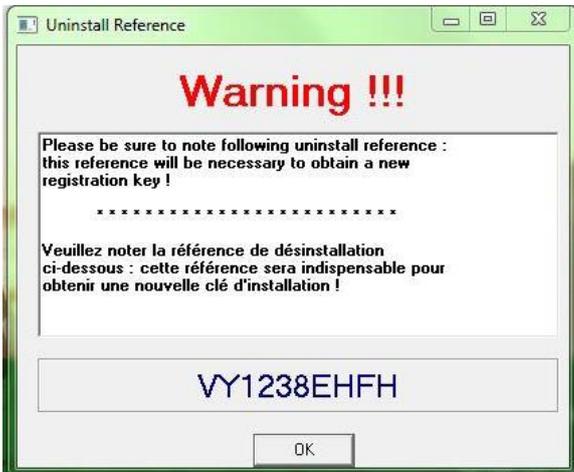
### 4. Getting the software uninstallation key

To uninstall the software, follow the standard procedures for your platform.  
As soon as the software is uninstalled on the computer, an uninstall key is created.

- **CVIPC2000** only:

You'll find the uninstall key in a window at the end of the uninstallation

*Keep track of the uninstall key as you will need it to unregister the installation on the license server.*



- **Other software:**

Keep track of the uninstall key as you will need it to unregister the installation on the license server.

It is a text file and its format is ".txt".

*For example, "CVI ANALYZER\_uninstallKey.txt".*

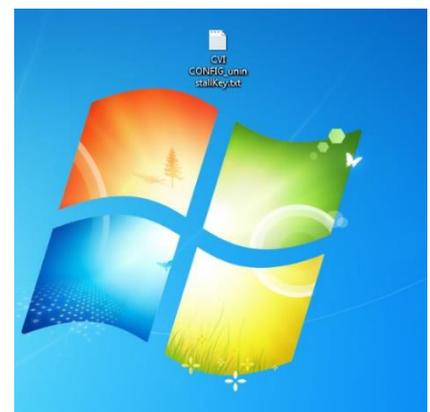
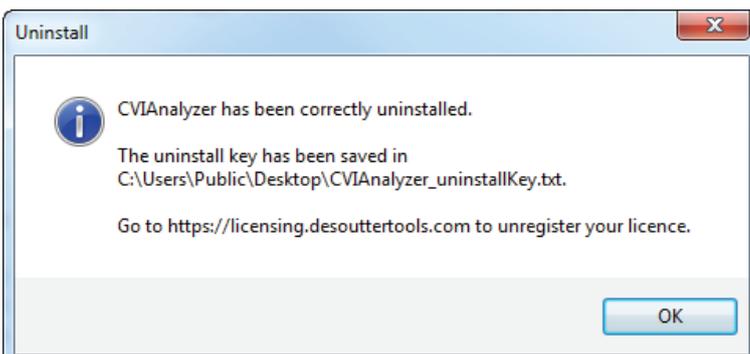
Search for the uninstall key on the computer.

Use the following paths:

-- C:\[SOFTWARE]\_uninstallKey.txt"

-- Windows desktop

*Important: if you don't find the key, check the properties of your desktop (hidden file probably)*



## 5. Unregister your installation on the webserver

<https://licences.desouttertools.com>

Select the installation to delete in your License Management screen.

Example: CVI ANALYZER 5 users with 4 installations remaining.

**Manage existing licenses**

Type	Serial Number	License Number	Description	Installs	Install Date	
615 [redacted]	190 [redacted]	F8ZZ-O215-MKC4-7OZS [redacted]		Installs remaining: 4	2019-01-16 16:03:12	 Add
			My laptop	[redacted]	2019-01-16 16:06:58	

And click on this icon (Delete): 

Enter your uninstall key, and you may add a comment. Submit.

### Product deregistration

**Product deregistration**

Uninstall key\*

Comment:

**Submit**

The license with the installations remaining is immediately displayed on the list of your existing licenses.

Note that in the example below, there is now 5 installations remaining.

**Manage existing licenses**

Type	Serial Number	License Number	Description	Installs	Install Date	
615 [redacted]	19013 [redacted]	F8ZZ-O215-MKC4 [redacted]		Installs remaining: 5	2019-01-16 15:59:34	 Add

You can register a new installation.

## 6. Trouble issue: if you can't get the uninstall key

Because bad manipulation (wrong public key), technical issue, other ...

In the Product Deregistration screen: Go to the box "Send an email".  
Tick one reason and enter a comment into the box "Reason" to justify your request.

**Send an email**



If you have any problem, check the reason and click on submit button. Our technical support will contact you as soon as possible.

Technical issue  
 No uninstall code  
 Other reason

**Submit**

**Reason**

Click "Submit" to validate.  
*It will generate a message with the data to identify your installation.*

Later you will receive an acknowledgment of receipt from our support team advising you that your request has been validated.

After agreement, you will then be able to reuse this license and register it on for another user/computer.

## Change the user

We can transfer licenses from one user account to another user account on our Desoutter License Manager.

Fill in the contact form and we'll merge the user accounts.

Welcome [redacted].com   License Management   My Profile   **Contact Form**   Disconnection

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**Contact Form** 

Subject \*

Content \*

Hello,

Could you merge the following user accounts, please ?

Old user account:      old@mycompany.com  
New user account:     new@mycompany.com

**Submit**

**Please contact your Desoutter representative to get more information and support.**