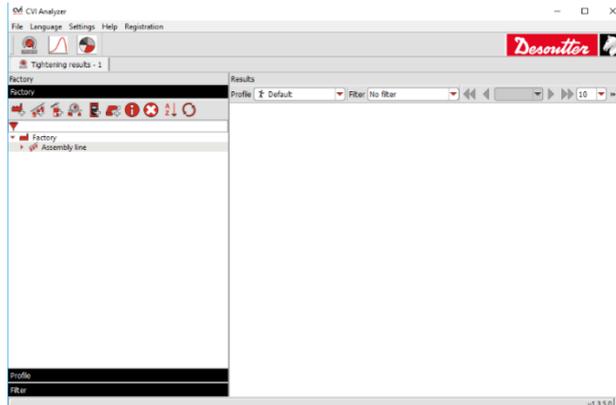# Manage your software installation

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Register your installation

The registration code will authorize one user account only.
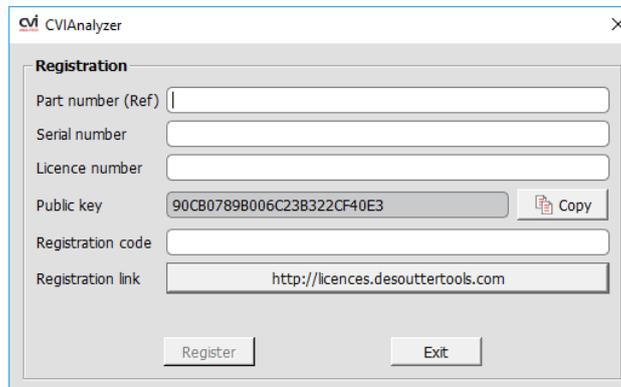
1. Getting the software public key

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 webserver

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* `90CB0789B006C23B322CF40E3`   Description* `My laptop`   **Submit**

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▮	F8ZZ-O215-MKC4-7OZS▮▮▮ ▮▮▮▮▮		Installs remaining:4	2019-01-16 16:03:12	Add
			My laptop ▮▮▮▮▮ ▮▮▮▮		2019-01-16 16:06:58	✖

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)

Now you can use your software without restriction.

Unregister

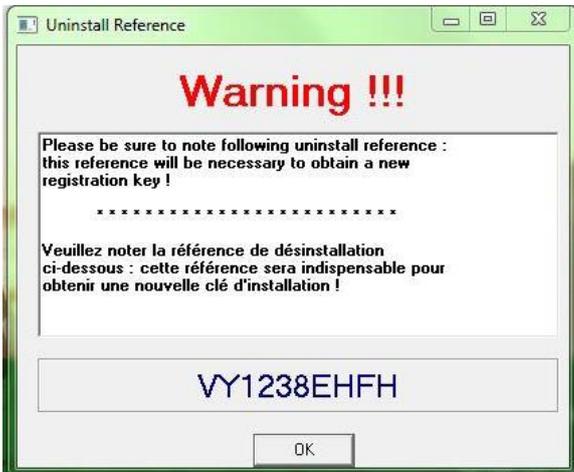**The uninstall key is mandatory to unregister the license from the license server.**

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".
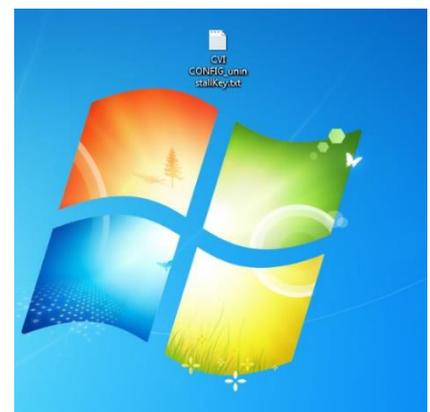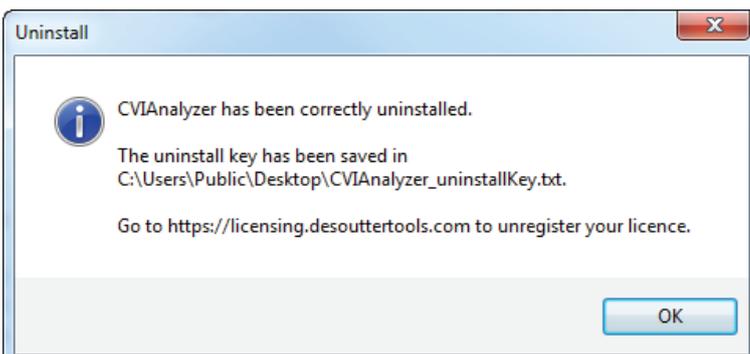
Search for the uninstall key on the computer.

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.

And click on this icon (Delete):

Enter your uninstall key, and you may add a 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.

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.

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.

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