Adjutant Software Customer Support
Tech Notes

Document Title: Registration Code does not match
Document Number: 022
Applies to: Campaign ToolBox, all versions

SUMMARY

This Tech Note describes how to troubleshoot problems with the registration code not matching during Initial Program Setup.

BACKGROUND

Campaign ToolBox uses a registration code to allow prospective users the ability to try out the program before buying it. Once the program has been purchased, a registration code is issued that removes the Trial Mode restrictions.

The registration code is derived from 1) the Reporting Entity, 2) the Options Code, and 3) the Expire Date. Each of these must be entered exactly as shown on your invoice in order for the Registration Code to match. That means it is case-sensitive, can not have any extra spaces, etc.

PROCEDURE

If, after carefully reviewing the information on your invoice and comparing it to what you have entered in Initial Program Setup, it still does not match, take the following steps:

1. From the blank screen, click on Tools. Click on "Diagnostic Mode On/Off". Nothing will appear to happen, but if you click on Tools again, you will see a check mark beside it.
2. Go back through Initial Program Setup. When you click on the "Verify Code" button, a message box will appear (see below) telling you that information has been copied to the clip board.
3. Click the "Next" button one more time, then click on the "Cancel" button. Exit Campaign ToolBox.
4. Start your email program and prepare an email to **scm@adjutant.com**
5. Make sure that you have the email format set to "Plain Text" (NOT Rich Text or HTML).
6. With your cursor in the body of the email, press Control-V to paste the information into the email.
7. Review the "Reporting Entity" line and look for any extra spaces between words or at the beginning or end. If you find extra spaces, that is probably the problem. Go back into Initial Program Setup and get rid of the extra spaces and that should fix the problem.
8. If it appears correct, then send the email. It will be reviewed and further instructions will be sent by reply.