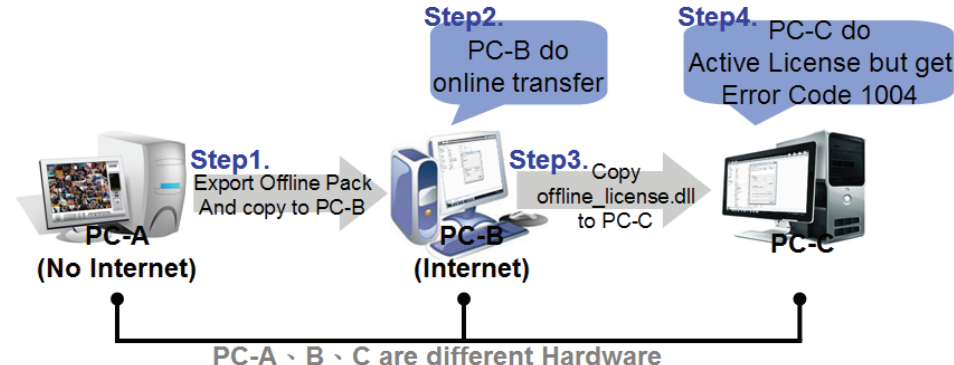
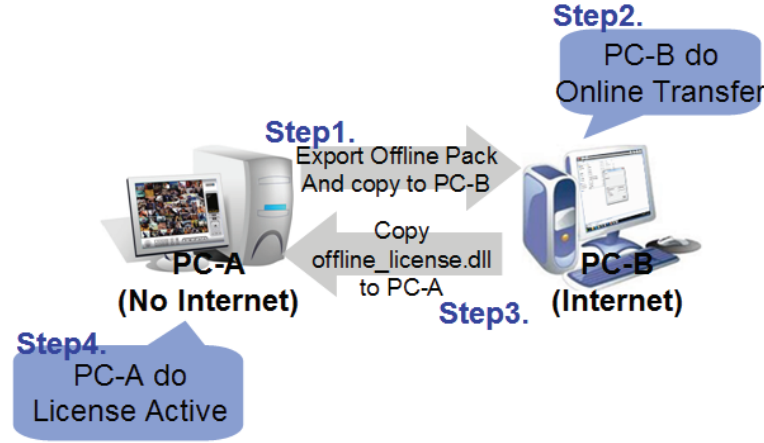
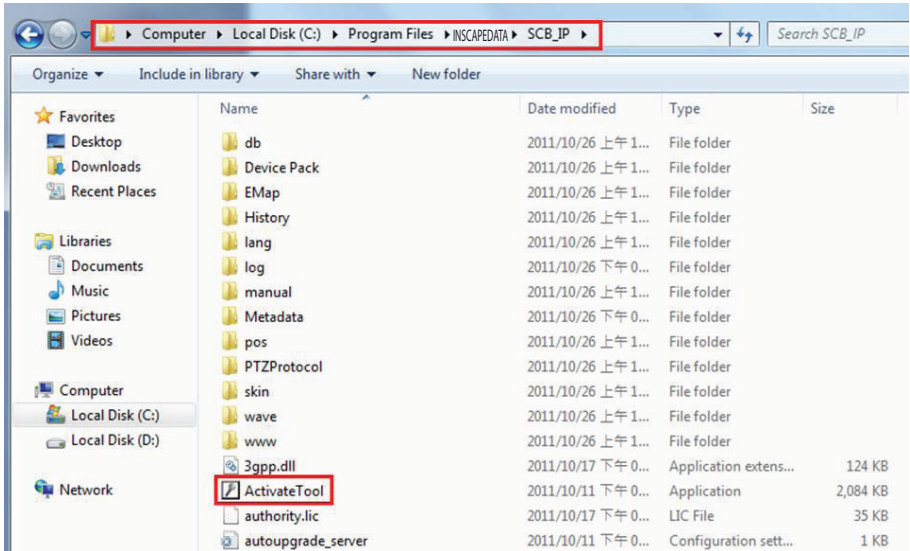
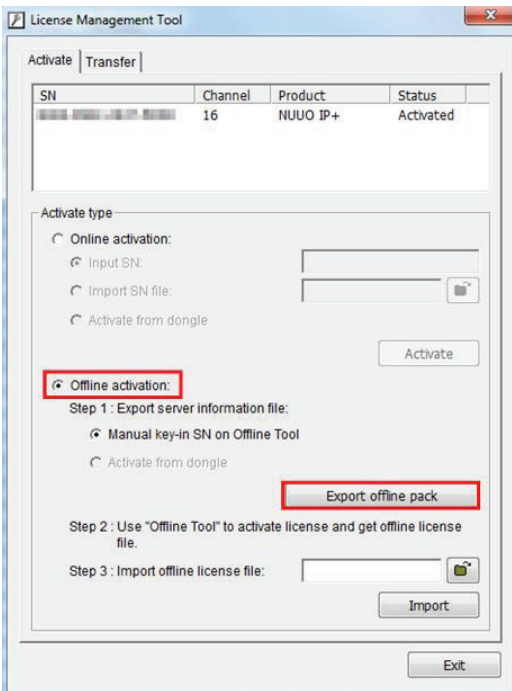
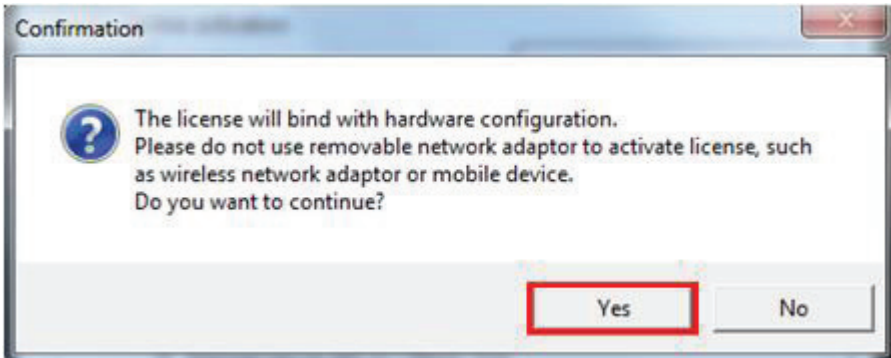
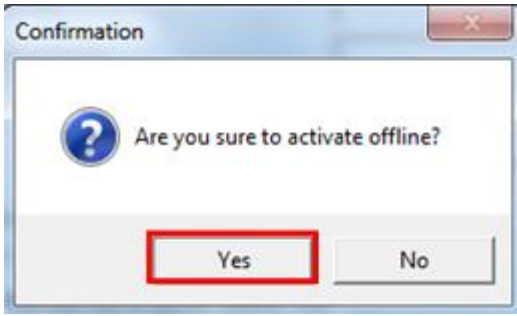
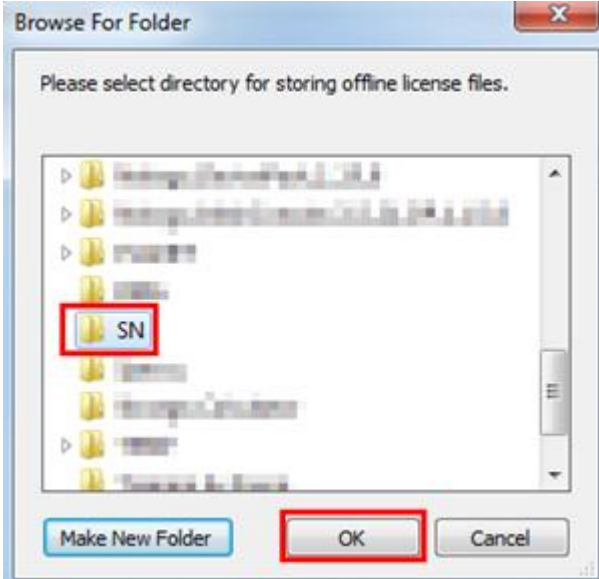
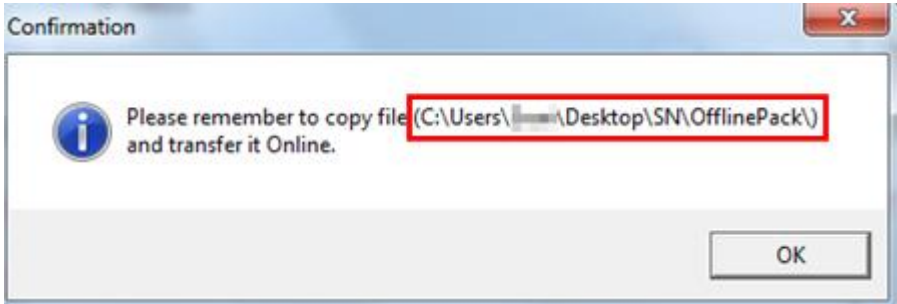


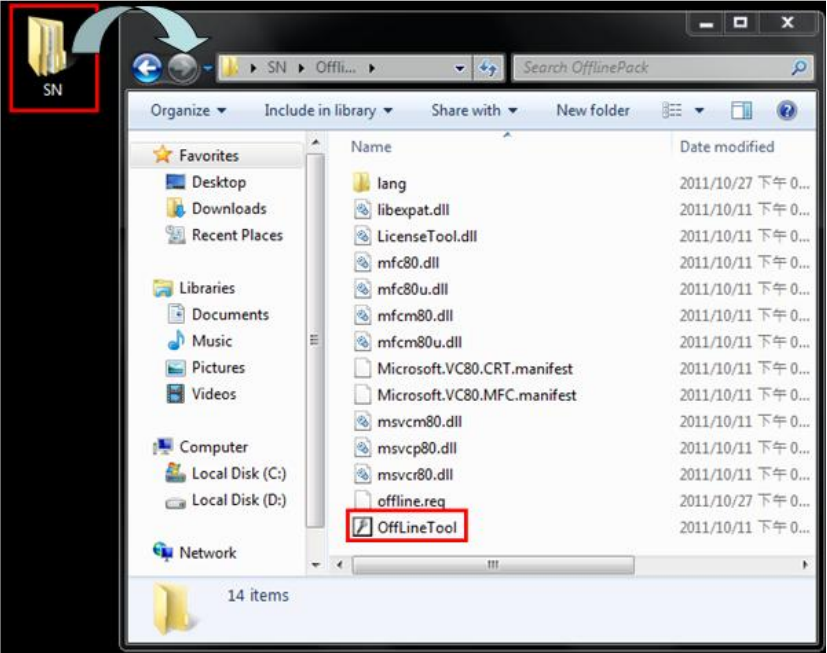
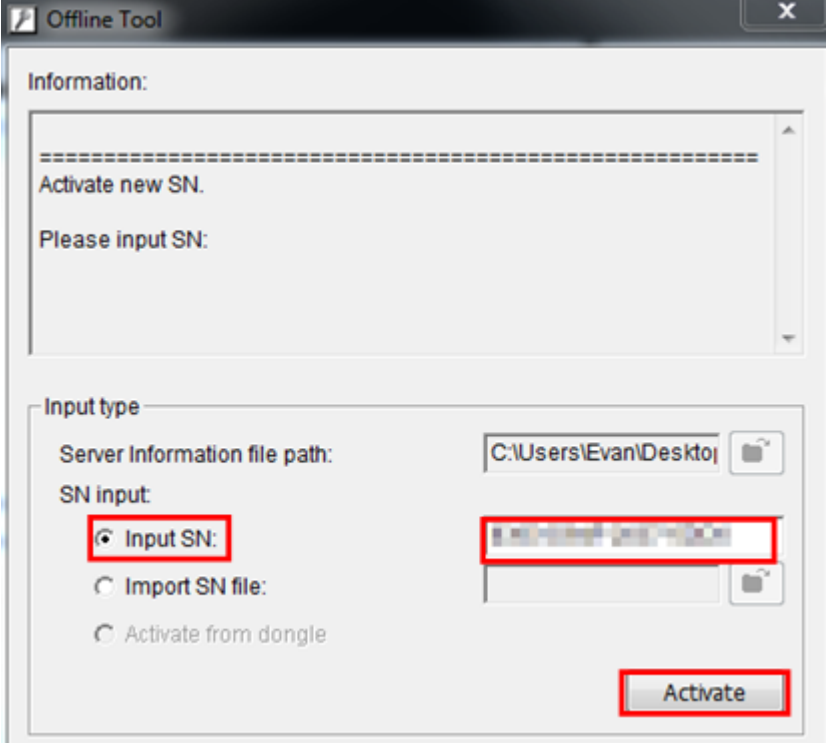
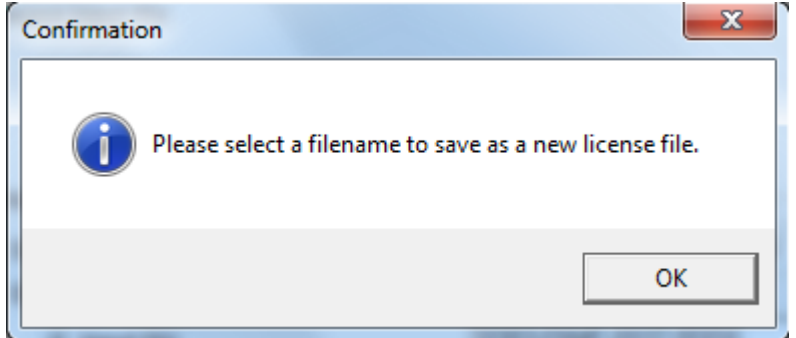
<p>Error Code</p>	<p>Error code:1004 Failed to import license file.</p>
<p>Causes</p>	<p>It is because after activate, hardware system e.g. Wireless LAN Card has been changed. Notice: Please do not use "OfflinePack"、 "offline_license.dll" again in different computer system such as different hardware or different Wireless LAN Card.</p>
	 <p>Step1. Export Offline Pack And copy to PC-B Step2. PC-B do online transfer Step3. Copy offline_license.dll to PC-C Step4. PC-C do Active License but get Error Code 1004</p> <p>PC-A (No Internet) PC-B (Internet) PC-C</p> <p>PC-A、B、C are different Hardware</p>
<p>Solution</p>	<p>Please follow the instructions and import license in the same computer system. If you have any problem, please contact us at customer-service@inscapedata.com</p>
	 <p>Step1. Export Offline Pack And copy to PC-B Step2. PC-B do Online Transfer Step3. Copy offline_license.dll to PC-A Step4. PC-A do License Active</p> <p>PC-A (No Internet) PC-B (Internet)</p>
<p>Snapshot</p>	<p>Please go to Transfer tab and select the SN (serial number) you want to transfer and click on Transfer. Note: Please write down the serial number before transferring.</p>
	<p>Method</p>

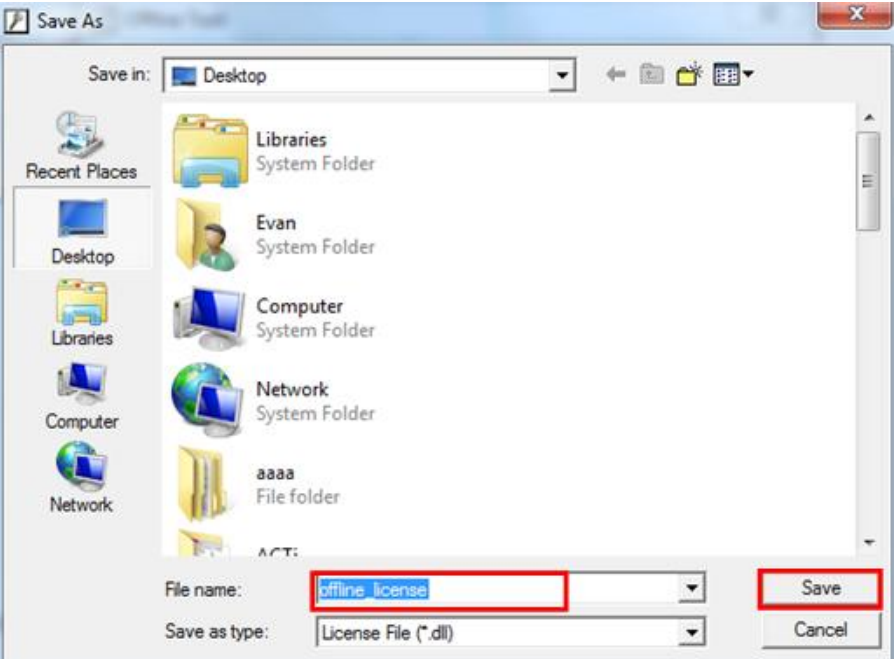
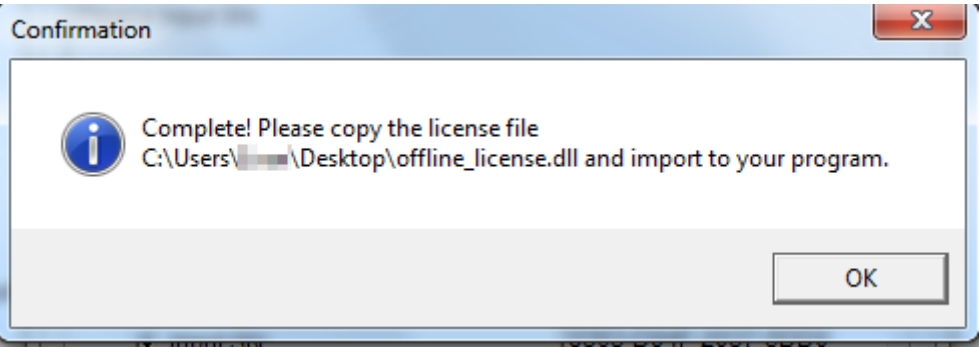
<p>Step. 1</p>	<p>Please copy this link C:\Program Files\INSCAPEDATA\SCB_IP. Find "ActivateTool"</p>	 <p>The screenshot shows a Windows Explorer window with the address bar set to 'Computer > Local Disk (C:) > Program Files > INSCAPEDATA > SCB_IP'. The file list contains various folders and files. The file 'ActivateTool' is highlighted with a red box.</p>
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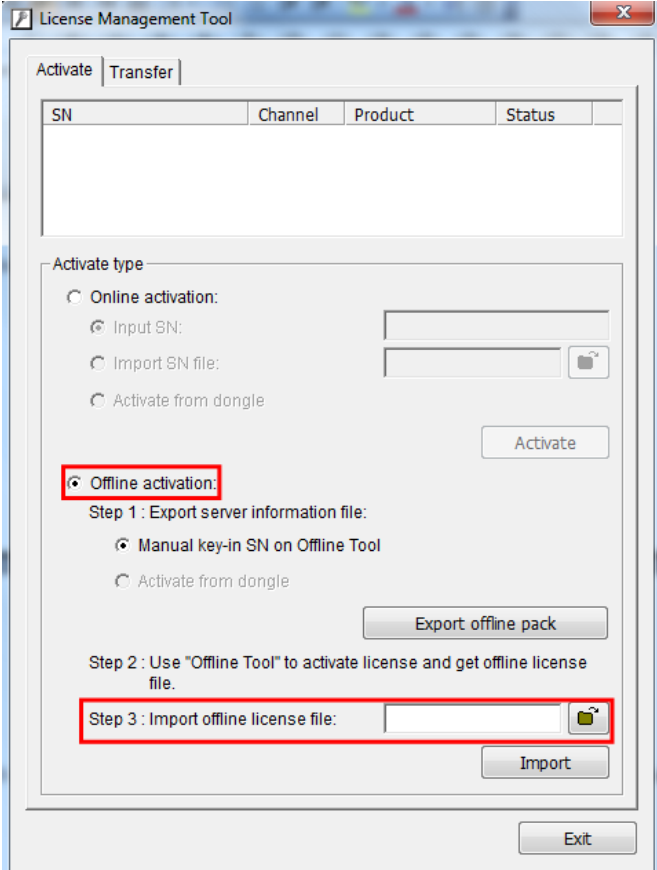
<p>Step. 2</p>	<p>Open the Activate Tool, and select "Offline Activation", and click the "Export offline pack".</p>	 <p>The screenshot shows the 'License Management Tool' window. The 'Activate' tab is active. Under 'Activate type', the 'Offline activation' radio button is selected. The 'Export offline pack' button is highlighted with a red box.</p>
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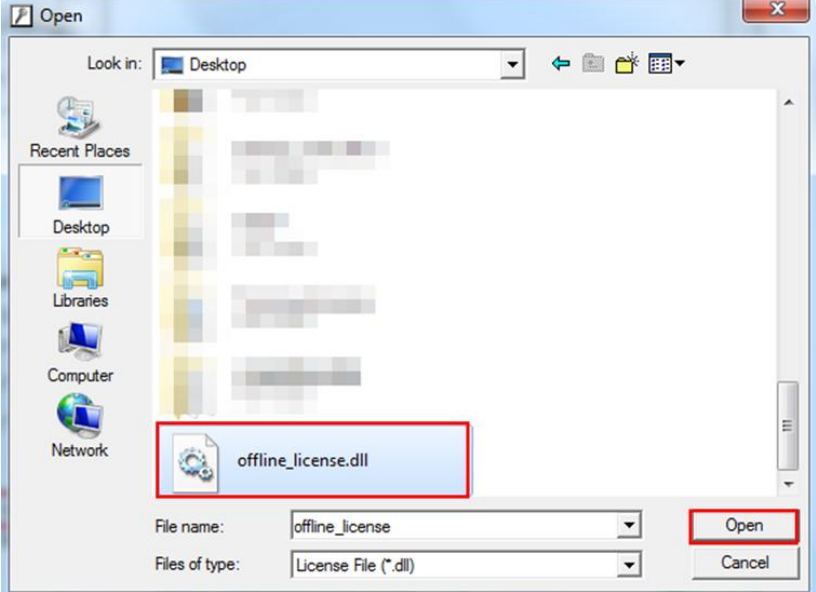
<p>Step. 3</p>	<p>When clicking on Export offline pack, it will prompt a few messages and a window to ask you where you want to save the offline transfer tools, please make a new folder such as offline transfer to</p>	 <p>The screenshot shows a 'Confirmation' dialog box with a question mark icon. The text reads: 'The license will bind with hardware configuration. Please do not use removable network adaptor to activate license, such as wireless network adaptor or mobile device. Do you want to continue?'. The 'Yes' button is highlighted with a red box.</p>
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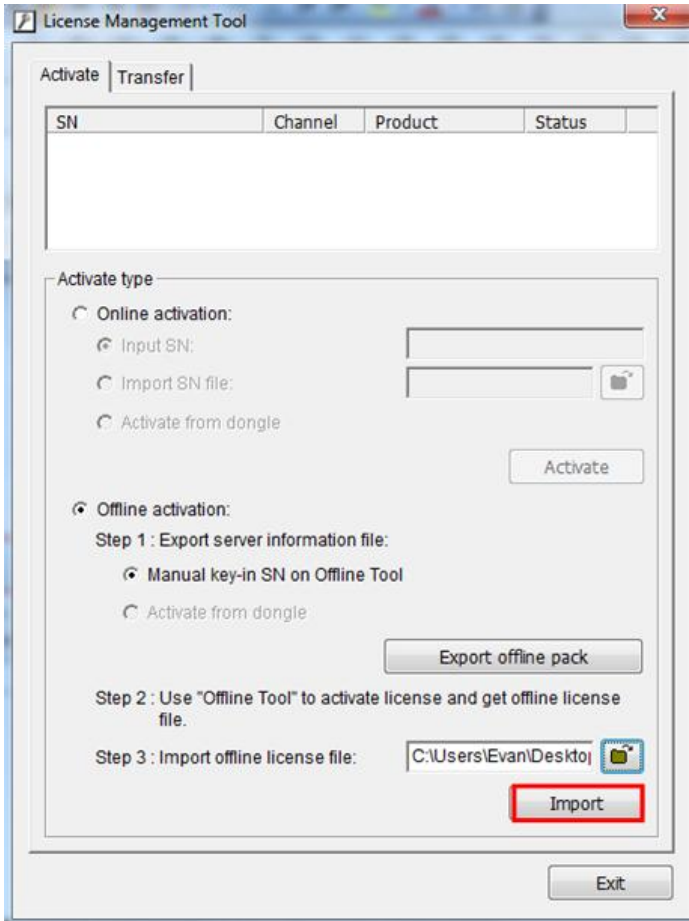
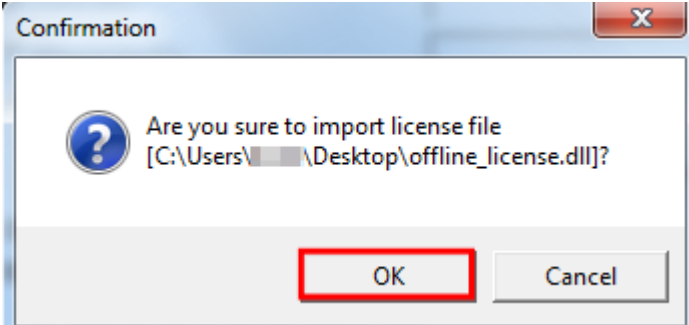
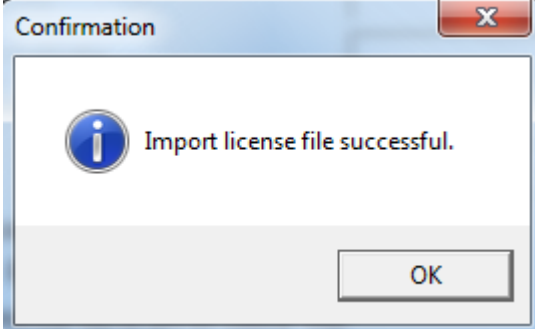
	<p>save these files then click on OK.</p> <p>Note: Remember to take this folder to another PC that is connected to Internet.</p>	
<p>Step. 4</p>	<p>N/A</p>	
<p>Step. 5</p>	<p>N/A</p>	
<p>Step. 6</p>	<p>N/A</p>	

<p>Step. 7</p> <p>In another PC which is connected to Internet, in folder please find a file named "OffLineTool" and execute it.</p> <p>Note: Make sure you execute "OffLineTool" properly or it will not de-activate correctly.</p>		
<p>Step. 8</p> <p>Select "Input SN:" and key-in the SN then click on "Activate" button. It will export the "offline_license.dll" file and save on your PC.</p>		
<p>Step. 9</p>	<p>N/A</p>	

Step. 10	N/A	
Step. 11	After save, you will see this confirmation column that shows information "Complete! Please copy the license file".	

<p>Step. 12</p>	<p>Bring the "offline_license.dll" to original PC, and open the "ActivateTool" again. Select "Offline activation", and go to "Step 3" and press the "Open file" icon.</p>	 <p>The screenshot shows the 'License Management Tool' window with the 'Activate' tab selected. Under 'Activate type', the 'Offline activation' option is chosen. The 'Step 3: Import offline license file:' section is highlighted, indicating the next step in the process.</p>
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<p>Step. 13</p>	<p>Select the "offline_license.dll" and click "Open" button.</p>	 <p>The screenshot shows a standard Windows 'Open' dialog box. The file 'offline_license.dll' is selected in the main file list. The 'Open' button is highlighted, indicating the user should click it to proceed.</p>
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<p>Step. 14</p>	<p>Click the "Import" button to import the license to your Main Console.</p>	 <p>The screenshot shows the 'License Management Tool' window with the 'Activate' tab selected. It features a table with columns for SN, Channel, Product, and Status. Below the table, there are sections for 'Online activation' and 'Offline activation'. The 'Offline activation' section includes steps for exporting server information, manual key-in SN, and importing an offline license file. The 'Import' button at the bottom right is highlighted with a red box.</p>
<p>Step. 15</p>	<p>Click "OK" to confirm import the license file.</p>	 <p>The screenshot shows a 'Confirmation' dialog box with a question mark icon. The text asks: 'Are you sure to import license file [C:\Users\...\Desktop\offline_license.dll]?'. There are two buttons at the bottom: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red box.</p>
<p>Step. 16</p>	<p>In the end, you will see this shows information "Import license file successful."</p>	 <p>The screenshot shows a 'Confirmation' dialog box with an information icon. The text says: 'Import license file successful.'. There is one button at the bottom: 'OK'. The 'OK' button is highlighted with a red box.</p>