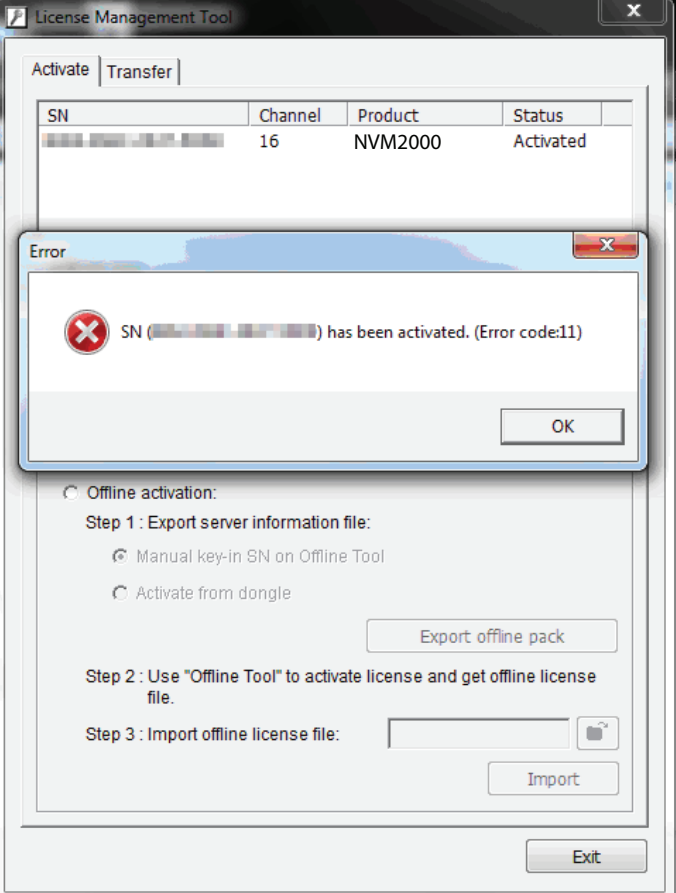
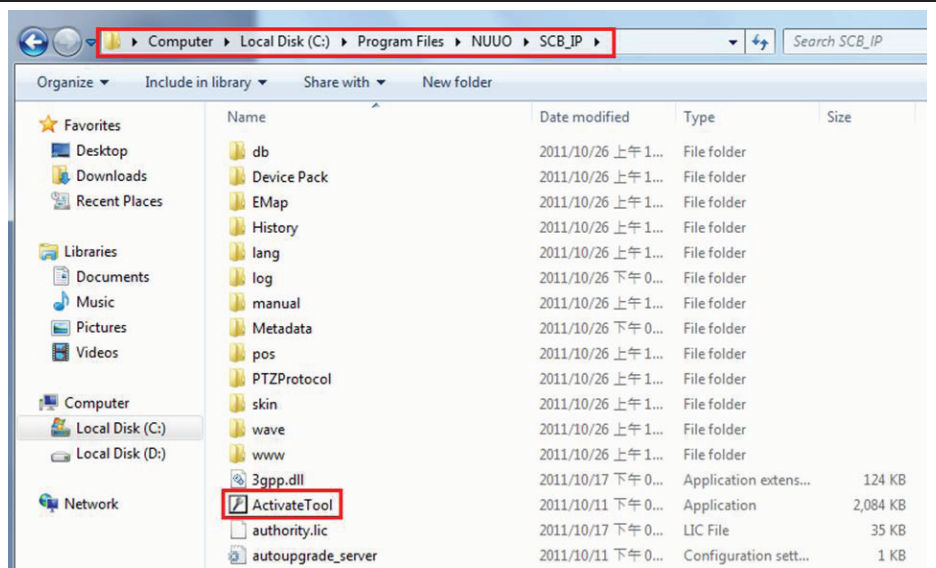
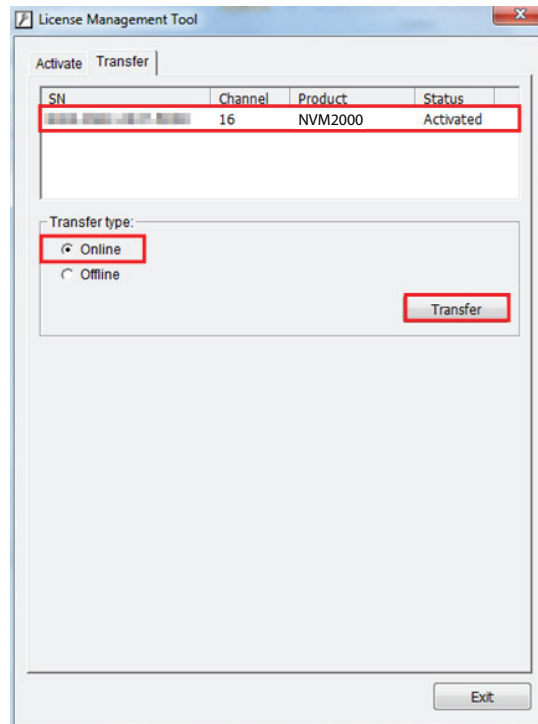


<p>Error Code</p>	<p>Error code:11 SN (Serial number) has been activated.</p>	
<p>Causes</p>	<p>The SN (Serial number) has been activated.</p>	
<p>Solution</p>	<p>1) Please make sure the SN (Serial Number) that you activate is in the same computer/hardware/software. 2) Transfer the SN (Serial Number) by Online Transfer or Offline Transfer. 3) Please follow the instructions and do all the procedure again. 4) If you have any problem, please contact us at customer-service@inscapedata.com</p>	
<p>Snapshot</p>		
<p>Method</p>	<p>Online Transfer</p>	
<p>Step. 1</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>N/A</p>

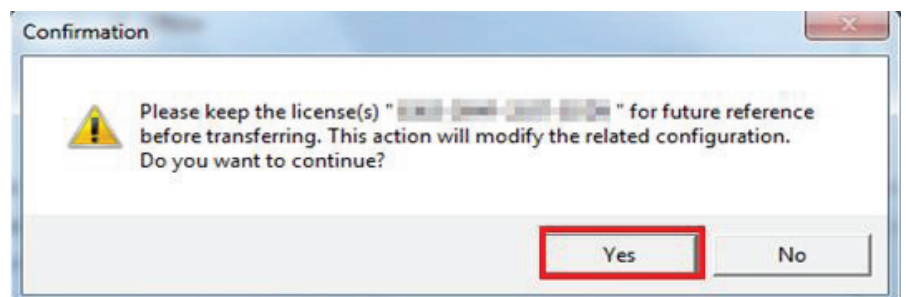
Step. 2
Please copy this link
C:\Program
Files\INSCAPEDATA
\SCB_IP.
Find "ActivateTool"

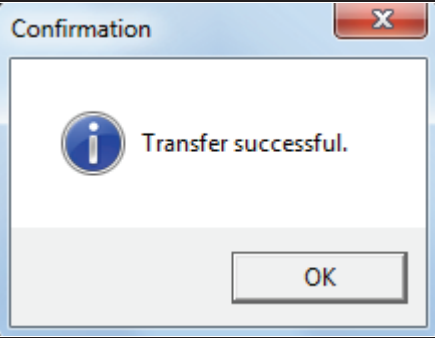
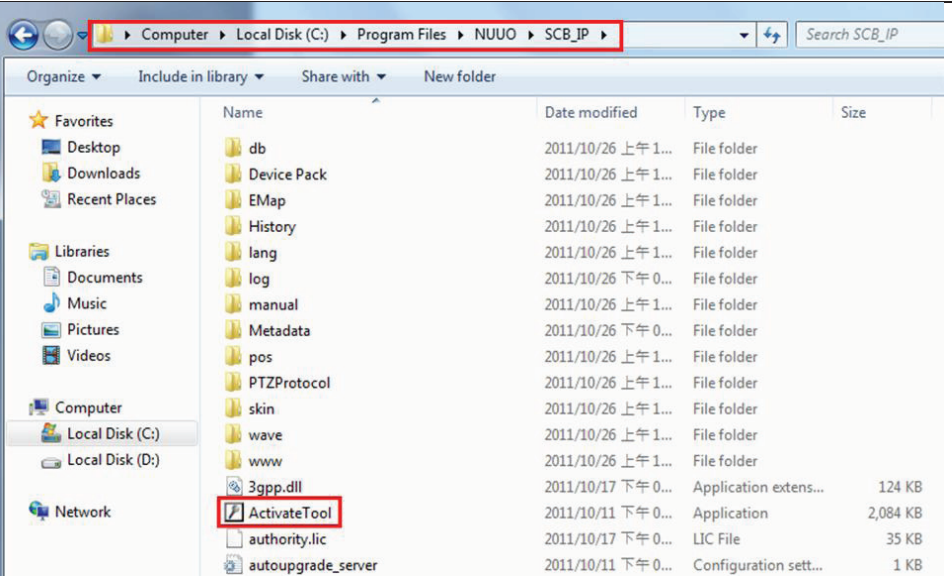


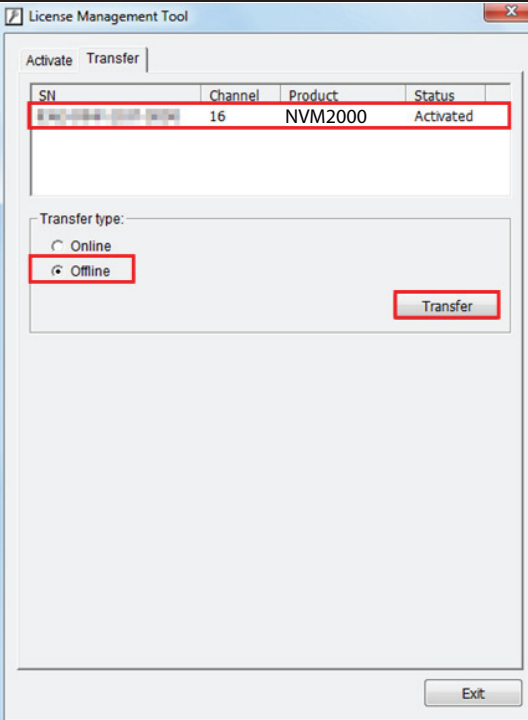
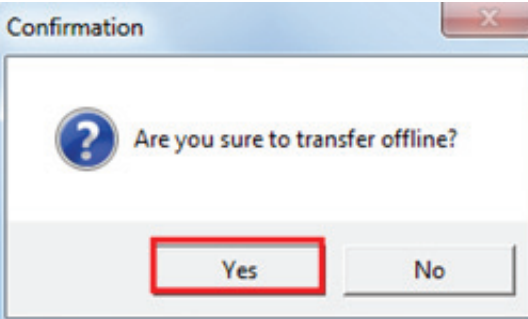
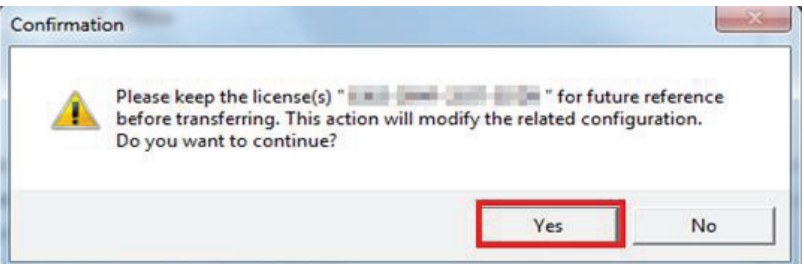
Step. 3
N/A

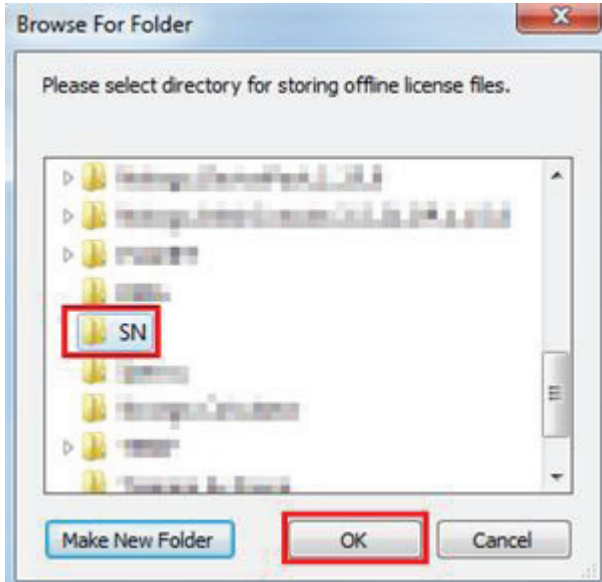
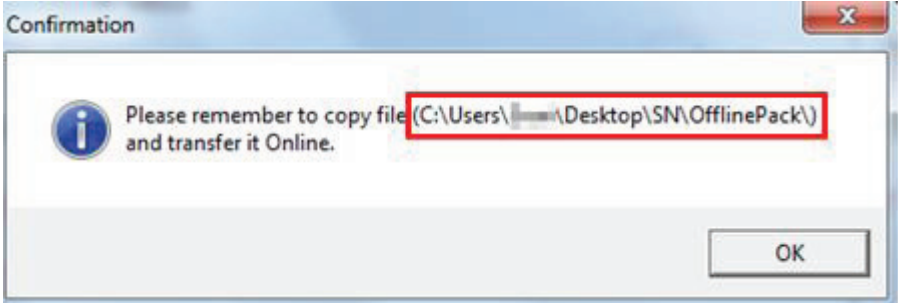
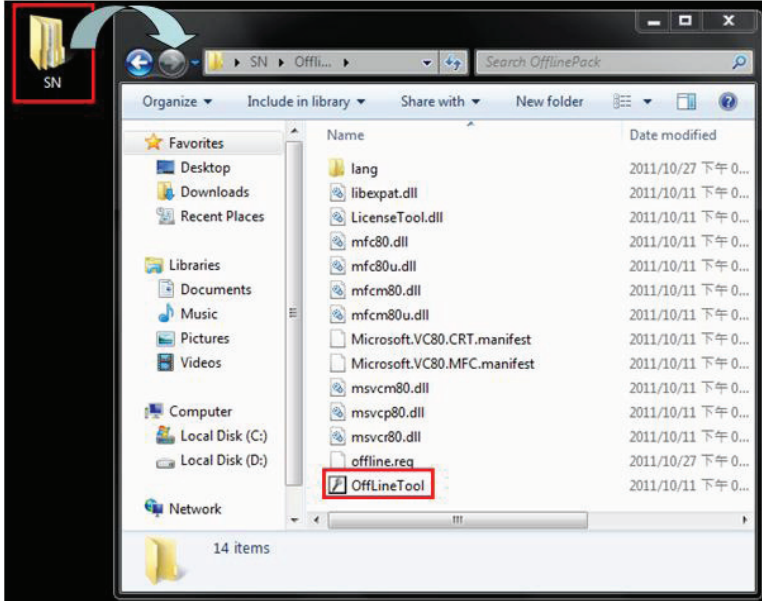


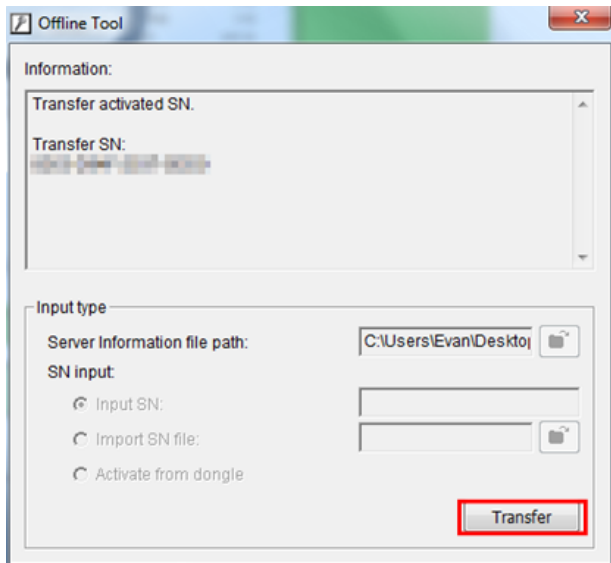
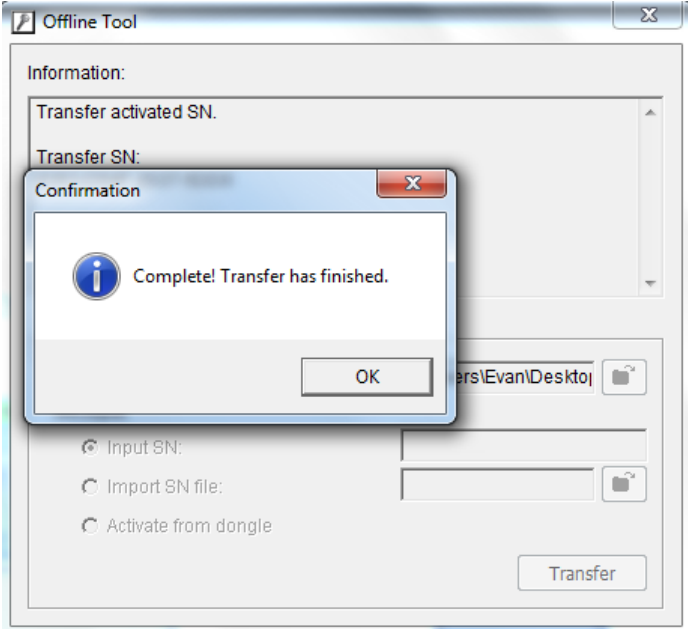
Step. 4
After transfer, SN (serial
numbers) will become
de-activated.



Step. 5	N/A	
Method	Offline Transfer	
Step. 1	Open "Activate Tool" and go to Transfer tab and check "Offline" as transfer type. Select the serial number you want to transfer and click on Transfer.	N/A
Step. 2	Please copy this link C:\Program Files\INSCAPEDATA\SCB_IP. Find ActivateTool"	

Step. 3	N/A	
Step. 4	<p>When clicking on transfer, 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 save these files then click on OK.</p> <p>Note: Remember to take this folder to another PC that is connected to Internet.</p>	
Step. 5	N/A	

Step. 6	N/A	
Step. 7	N/A	
Step. 8	<p>In another PC which is connected to Internet, in folder please find a file named "Off LineTool" and execute it, click "Transfer" to send request to INSCAPE DATA license server.</p> <p>Note: Make sure you execute "OffLineTool" properly or it will not de-activate correctly.</p>	

<p>Step. 9</p>	<p>N/A</p>	
<p>Step. 10</p>	<p>You will see this confirmation column that shows information "Complete! Transfer has finished."</p>	
	<p>In the end, you will see this Offline Tool column that shows information "Complete! Transfer has finished."</p>	<p>N/A</p>