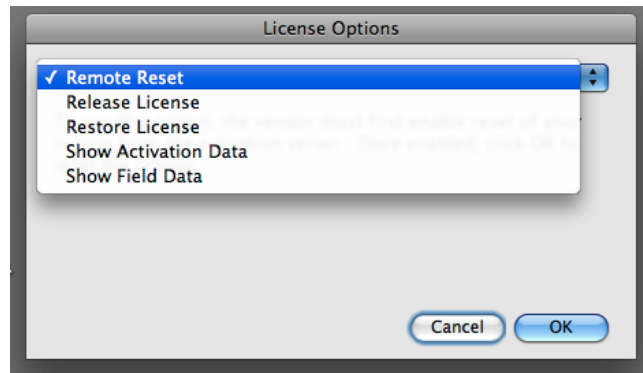# Activation

We have changed the activation scheme to make the process easier and, hopefully, a bit more bomb proof. First, it is important to understand that this activation scheme is software based, so if you load a new OS the activation needs to be redone. Each time you activate, the system generates a request number. If you get the same request number your activation writes over the existing one with no issues. If things change on this machine the activation process generates a new request number and is therefore seen as a new activation. Each time you activate you are sent an activation email with pertinent information. We recommend you keep those emails for future reference. If you need to reactivate and your machine generates the same request number, then you can use the same activation code without having to go through the online process. The online process has changed as well. Now the form is presented without having to use a browser, and there is error checking so it will indicate bad data input. If you get a bad data error, please try and fill out the form a second time. It is best if you can make a screen capture of the form as well for us to review.
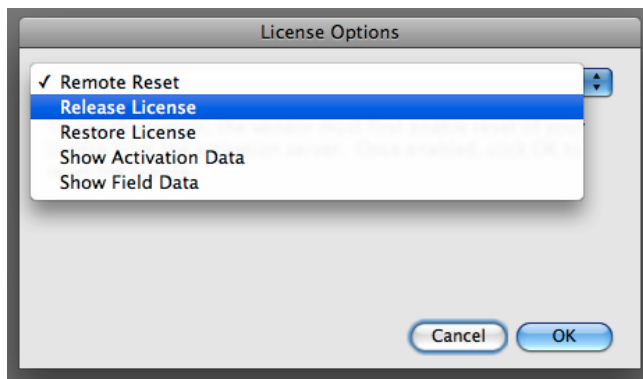
It is now possible for you to deactivate a machine when you part ways with it, or before doing a reformat or hard drive replacement. Hopefully this will save all of us a great deal of time and frustration. Hold down the shift/OS keys and Launch Coloreyes to get to the release/reactivate functions.

On the mac, hold down the shift and command keys and double click on the application. This brings up a window that looks like this:
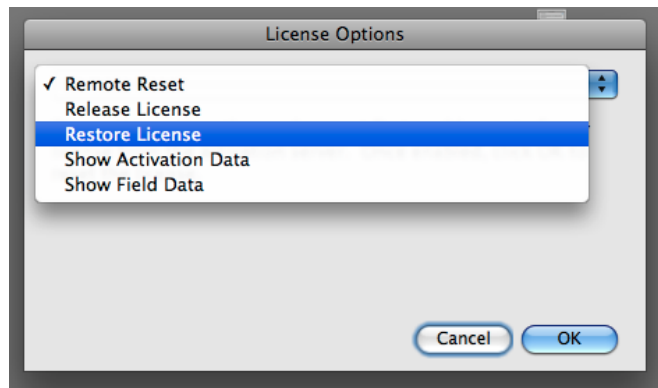If you click on the alias it brings up the application icon and then you double click there.
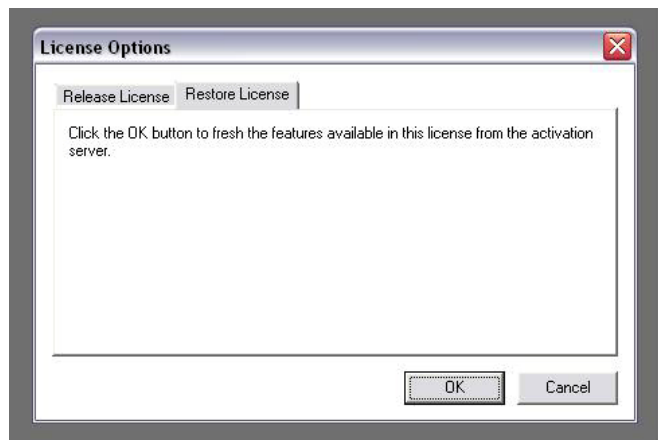

If you then select Release License from the drop down box this will terminate Coloreyes on this machine and reset one online activation for you to use on another machine

If after having deactivated a machine you wish to reactivate, you again hold down the shift and command keys, double click on the application and select Restore License.

On the PC hold down the shift and system keys, double click on the application or a shortcut and a window pops up like this. Select Release or Restore.

Because of some on going issues with the PC, this system now saves a backup copy of the activation. If you launch Coloreyes and it asks you if you want to use the backup copy of the activation, it means that the original was not written. Select use the backup activation in this case.

In order to track down activation issues more quickly, the error screens now contain code numbers. When contacting tech support about an activation problem, please include the error code and the text of the message or make a screen capture of the error window. This will help us determine the problem more quickly.

Please note that the "Computer Name" field in the activation form is for you to give each machine a name. This helps us track down activation problems for you. When contacting us about activation problems, please include your serial number in the request.

Please provide the following information to help us track down activation issues:

Serial number
Email address used to activate
Computer name at issue
Screen capture of the activation error dialog