

# Installing ShowCase and Activating Your License

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## Installing ShowCase

1. Make sure you are logged in with administrator privileges.
2. If ShowCase was installed on the PC previously, uninstall the current software.
3. For electronic delivery orders, download the installer file by downloading the “trial version” of the ShowCase installer from [www.TriITech.com](http://www.TriITech.com). For shipments that came with a CD or Flash License, insert the CD or flash drive into your machine.
4. Double-click on the installation file (ShowCaseInstall.exe) that you downloaded or that came on your installation CD or flash drive.
5. Run the installer, answering the questions that appear on the screen.
6. At the end of installation, you may be asked to re-boot the machine. We strongly recommend restarting your PC before launching ShowCase if you see this dialog.



You should now have a ShowCase shortcut on your desktop and a ShowCase listing in your Start Menu. Launch ShowCase and you can see that you have a 30 day trial active—OR if you purchased a flash license, leave the flash drive in your PC and your license is active with no further action needed. [NOTE that if you are running a trial, please run directly on the machine that has ShowCase installed, not via a remote connection. The trial may say it has expired if you run from a remote PC.]

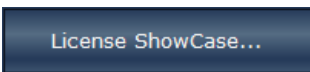
## Activating Your ShowCase License

### Portable USB Flash License

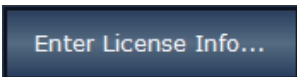
Insert the USB flash drive license into any available USB slot on your system and start ShowCase, or if it is running click “Check for USB Key”. That’s all!

### Fixed (Internet Activation) License

**\*\*Windows Vista and Windows 7 Systems-** ShowCase must be started in Administrator mode by right-clicking on the ShowCase icon on your Windows desktop or the Start, All Programs list, then selecting “Run as administrator” when you are ready to activate your license.



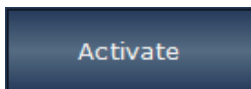
Start ShowCase -- If your trial period has not expired, click on the “License ShowCase” button in the trial information dialog that appears.



Or, if your trial period has expired, click on “Enter License Info...” in the expired license dialog that appears.



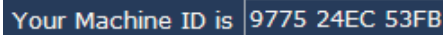
If your license information email is available copy the license information out of the email to the Windows clipboard. Then, paste the license information into the window by pressing the red “Auto-fill License Form” button. OR type the information into the license information form EXACTLY as it appears in your customer letter.



Press the “Activate” button and wait for up to one minute while ShowCase activates the license. When activation is complete a message will be displayed.

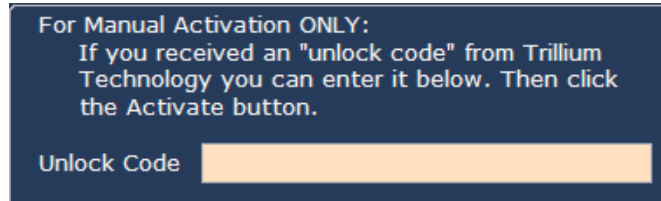
## Troubleshooting License Activation Problems

**No Internet Access** – If you cannot access the Internet from your PC, you will need to activate the license “manually”. Email your **Machine ID** and your License Number to [Support@TrilTech.com](mailto:Support@TrilTech.com) or fax the information to the fax number provided in your customer letter. (To display the **Machine ID**, start ShowCase and select the File Menu option “License Management...”)



Your Machine ID is 9775 24EC 53FB

When you receive your unlock code from Trillium Technology, select the File Menu, License Information option again and enter the unlock code.



For Manual Activation ONLY:  
If you received an "unlock code" from Trillium Technology you can enter it below. Then click the Activate button.

Unlock Code

**No Machine ID** – If you are trying to activate manually and you do not see a Machine ID in the expected location (see above) then the ShowCase license service is not running. Please reboot your computer to see if that will resolve the problem. If it does not, please contact [support@TrilTech.com](mailto:support@TrilTech.com) to resolve the problem.

“**Missing or Invalid License Information**” message is displayed – Check to be sure the license information was entered exactly as provided; if the problem persists send email with the error message and your license information to [support@TrilTech.com](mailto:support@TrilTech.com)

“**You need to have administrator privileges ...**” message is displayed on a Vista or Windows 7 machine – Start ShowCase in Administrator mode by right-clicking on the ShowCase icon on your Windows desktop then selecting “Run as administrator”

**Activate License Button is Disabled** – check to make sure all the license information has been Auto-filled or typed in exactly as provided.

**Don’t Have an Unlock Code** – The unlock code is only needed for manual license activation, if you are not able to activate over the Internet, see “No Internet Access” above.

**Valid license suddenly says it has expired** – Purchased ShowCase licenses do not expire. There have been sporadic reports of computers that “lose” their license. Please reboot the machine and wait a few minutes before launching ShowCase. If that does not resolve the problem, contact [support@TrilTech.com](mailto:support@TrilTech.com)

**Trial license says it has expired before 30 days** – ShowCase trials cannot be run with remote software at this time. You will need to run the trial software directly on the machine that is running ShowCase. This will be corrected in future releases of ShowCase.