

Transferring a Serenji license to another PC

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FAQ Article Print

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Symptom (public)

A user has a new PC and needs Serenji to be available on it.

Problem (public)

Each registered copy of Serenji is licensed for use on a specific PC. If it becomes necessary to transfer the license to another PC (e.g. because a developer has been assigned to a new workstation) then the original license must be deleted. In many cases the license will also have to be re-issued by us.

Solution (public)

Here are the steps we recommend. Read them through completely before starting.

Identify the License to be Transferred

- Start Serenji on the old PC.
- Use Help>About to obtain your License Number. Note this down.
- Use Help\Register to find your current Activation Key. Note this down.
- Record the Licensee and Company details. These are valuable in the case where Serenji is being moved onto a PC that is replacing the existing one within your Windows network.

Install Serenji on the New PC

Provided the new PC has been given the same Computer Name on its Windows networking setups as the old PC, and the same Licensee and Company details are entered during Serenji installation, then your original Activation Key should be valid on the new installation. You do not need to notify us of the transfer, but you must still delete the Activation Key from the old PC.

If you install Serenji on a PC that previously had the product installed for evaluation purposes you may find that an Activation Key will be required immediately.

Otherwise, you will have 30 days in which to obtain a new Activation Key. During this period Serenji can be used on the new PC as a fully-functional evaluation copy.

Obtain Your New Key

Email [1]admin@georgejames.com and ask to transfer the license. Include the following information in your message:

- License (Serial) Number to be transferred.
- Installation details from Help\Register on the new PC. Quote the Licensee, Company and Install Code.
- The old PC's Activation Key.

Copying and pasting this information as text is preferable, as if you send us screenshots we have to transcribe it.

Provided we can locate your details in our records we will send you an Activation Key for use on the new PC. We aim to email this to you within two working days of your request reaching us.

When you receive the new Activation Key, enter it into Serenji's Help\Register dialog on the new PC.

Remove Your Old Key

We issue a new key on condition that the old key can no longer be used. To ensure this, remove it from the old PC.

- Start Serenji on the old PC.
- Open Help\Register. Delete the Activation Key.
- OK the dialog.

Remove Serenji from the Old PC

Serenji is removed from a PC using Add/Remove Programs on Control Panel. However, before attempting this you must ensure that Serenji's components are inactive.

- Close down all instances of Serenji that are showing in your Task Bar.
- Right-click on the Serenji Sentry in your System Tray and choose Exit.
- If Serenji has crashed during use at any time since Windows was last restarted it is possible that a hidden process called SerNginer might still be

running. If so, its file will be in use and the uninstall will fail. To prevent this problem, restart Windows before proceeding.

Now use Control Panel to remove Serenji.

If you created any additional shortcuts to Serenji or its components after it was originally installed, remember to delete them.

Other Situations

If you need a license transferred or re-issued in circumstances not covered by this article, please email [2]admin@georgejames.com for advice before proceeding.

[1] <mailto:admin@georgejames.com>

[2] <mailto:admin@georgejames.com>