

## When licensing a Serenji instance the Install Code is incomplete

05/06/2024 05:00:14

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<b>Category:</b>	Products::Serenji	<b>Votes:</b>	0
<b>State:</b>	public (all)	<b>Result:</b>	0.0 %
		<b>Last update:</b>	13:14:49 - 12/04/2013

### **Symptom (public)**

On Windows 7 or later the Install Code obtained from Help\Register may be incomplete, looking like this:

Install Code: B-----

### **Problem (public)**

Serenji needs administrator privileges in order to perform its licensing operations.

### **Solution (public)**

Close down any existing Serenji. Close down Serenji Sentry (the blue GJ icon) from the System Tray in the bottom right corner, by right-clicking on it and choosing "Exit". Find Serenji on your Start button's menu or equivalent, right-click on Serenji and choose "Run as administrator". When Serenji starts, go to Help\Register and obtain a complete Install Code. Email it to us using the instructions on the dialog. When you receive an Activation Key email from us, start Serenji as administrator again. Enter the Activation Key in Help\Register. OK the dialog. Close Serenji down, and also close down Serenji Sentry again. Launch Serenji normally (i.e. not using "Run as administrator"). Go to Help\Register and confirm that the Activation Key is still present there. If it isn't, email [support@georgejames.com](mailto:support@georgejames.com) for advice. Assuming it is, you should be all set to use Serenji.