

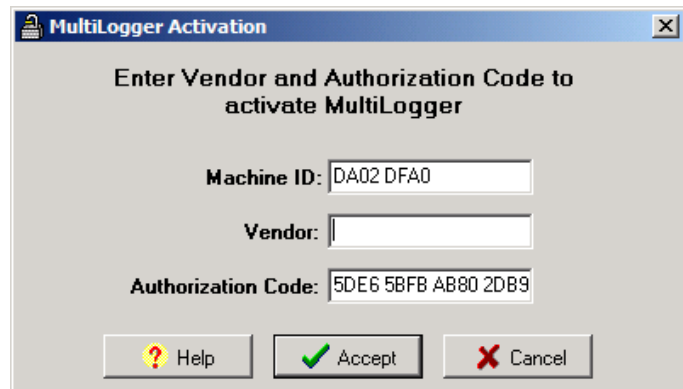


## I've entered the Authorization Code but now MultiLogger is asking again? Frequently Asked Question #23

### Overview

Beginning with version 3.1 MultiLogger has an Activation System to help manage and provide support for users of MultiLogger, this also configures whether the version installed is a standard version or the database version. See FAQ#21 for more information on the Activation System and entering the appropriate Authorization Code.

For example, the Vendor and Authorization codes were entered but upon starting MultiLogger the dialog shown at right for entering them appears again. Note the Authorization Code that was entered also displays in the edit, this was previously used to activate MultiLogger.



So what happened? There are 2 explanations for this, either the Authorization Code that was supplied was a temporary code, usually with a 30-day validity and the 30 days has expired or the configuration of the PC running

MultiLogger has changed. Regarding the latter explanation, understand that the Machine ID is a unique code derived using an algorithm that incorporates various hardware and software elements of the machine, so if the machine changes then the Machine ID changes. The Authorization Code is derived using an algorithm that incorporates the Machine ID, if the Machine ID changes then the Authorization Code to activate MultiLogger will by necessity also change.

In either case you will need to contact Canary Systems or your software vendor to obtain a new Authorization Code.

In some cases where the machine configuration will change routinely, for example due to use of a USB peripheral such as an external hard drive, it may be desirable to retain the Authorization Code for each configuration, i.e. an Authorization Code for when the drive is connected and an Authorization Code for when the drive is disconnected. This can be done by editing the `multilogger.ini` file, found in the MultiLogger program folder, which stores the Activation System keywords. Edit the file using a text editor such as Notepad, note the `AuthorizationCode=` keyword in the [Startup] section of the file.

Edit the file and add the Authorization Codes for the various machine configurations, insert slashes in front of the Authorization Codes you wish to retain but not have used. For example, consider these entries to keep the Authorization Codes for 2 machine configurations:

```
AuthorizationCode=5DE6 5BFB AB80 2DB9
//AuthorizationCode=5DE6 5BFB AB80 2DB9 (with USB HD)
//AuthorizationCode=FB29 0EF3 0188 B00D (without USB HD)
```

Prior to running MultiLogger simply edit the `multilogger.ini` file and copy the appropriate Authorization Code to the `AuthorizationCode=` keyword. Be sure that if taking a computer into the field to work with a system remotely that MultiLogger has been tested with the configuration that will be used in the field, i.e. any peripherals that are connected to the PC while in the office are disconnected at the office. This will mitigate problems running MultiLogger in the remote environment where it may be difficult to contact Canary Systems or your software vendor to obtain a new Authorization Code.