

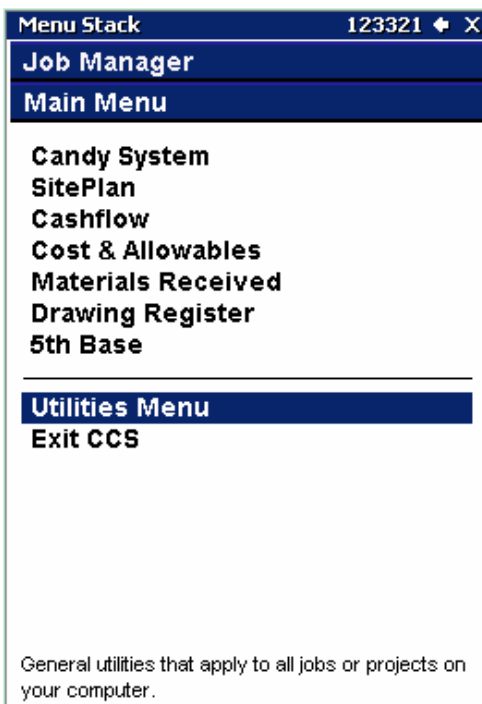
SETTING A CCS REPLACEMENT LICENCE USING EMAIL

Title	Setting a CCS Replacement Licence using Email
Category	Email Licence
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This document explains the procedure to request a CCS Replacement licence and how to install this licence using email.

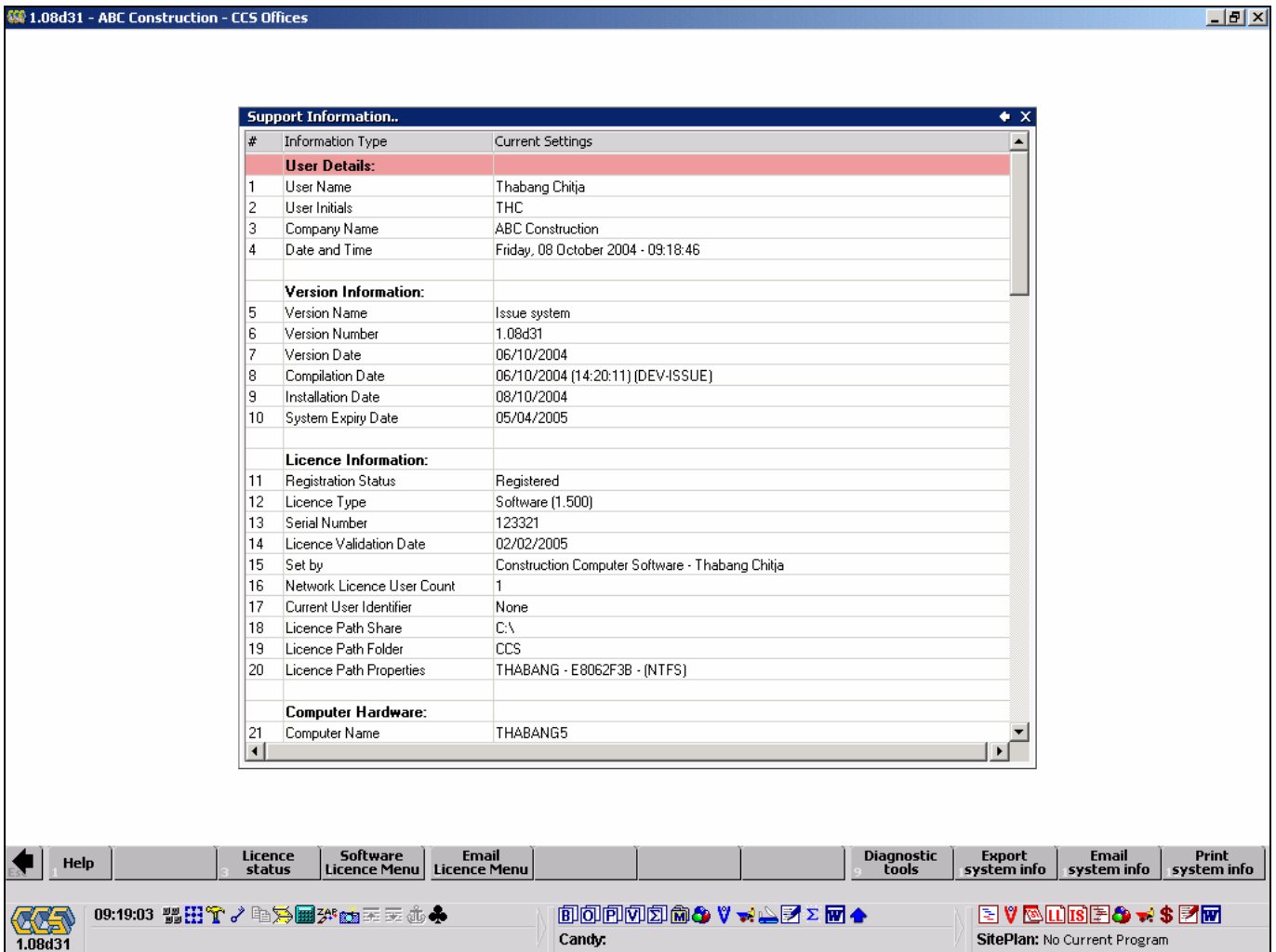
Requesting a Software licence via email

- Load the CCS System.
- Go to the MAIN MENU.




- Click on the *System Info* Softkey.

CCS will display the Support Information dialog.

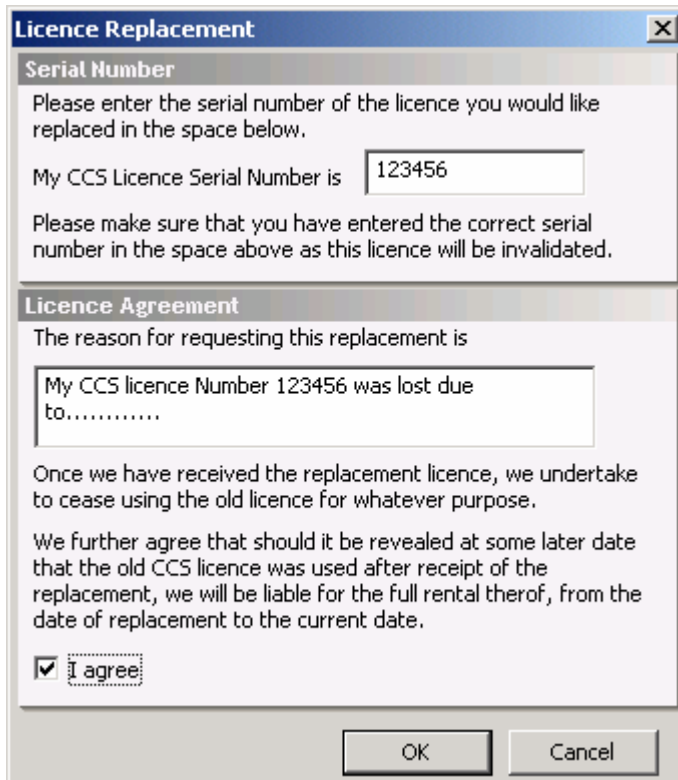


- Click on the *Email Licence Menu* Softkey.
- Select *Replace Existing Licence*.



- Click on .
- The Licence Replacement dialog is displayed.
- Enter in the spaces provided the CCS Licence Serial Number to be replaced along with the reason for requesting the replacement.

PLEASE NOTE: If your computer with the CCS licence on was stolen, please mention the name of the police station it was reported to and case number.



Licence Replacement

Serial Number
Please enter the serial number of the licence you would like replaced in the space below.

My CCS Licence Serial Number is

Please make sure that you have entered the correct serial number in the space above as this licence will be invalidated.

Licence Agreement
The reason for requesting this replacement is

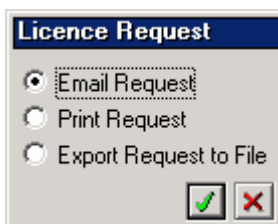
Once we have received the replacement licence, we undertake to cease using the old licence for whatever purpose.

We further agree that should it be revealed at some later date that the old CCS licence was used after receipt of the replacement, we will be liable for the full rental thereof, from the date of replacement to the current date.

I agree

OK Cancel

- Select *Email Request*.

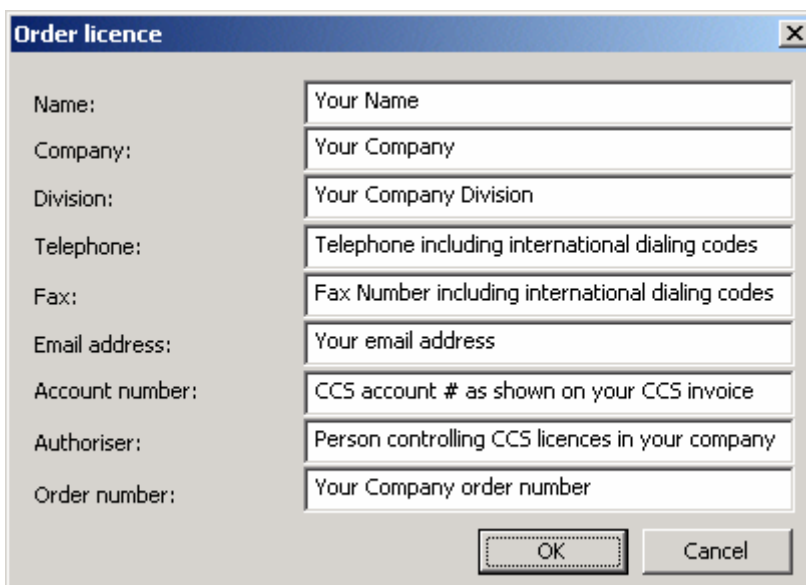


Licence Request

Email Request
 Print Request
 Export Request to File

- Click on .

CCS will display the Order Licence dialog. Make certain that all of the information is correct.



Order licence

Name:

Company:

Division:

Telephone:

Fax:

Email address:

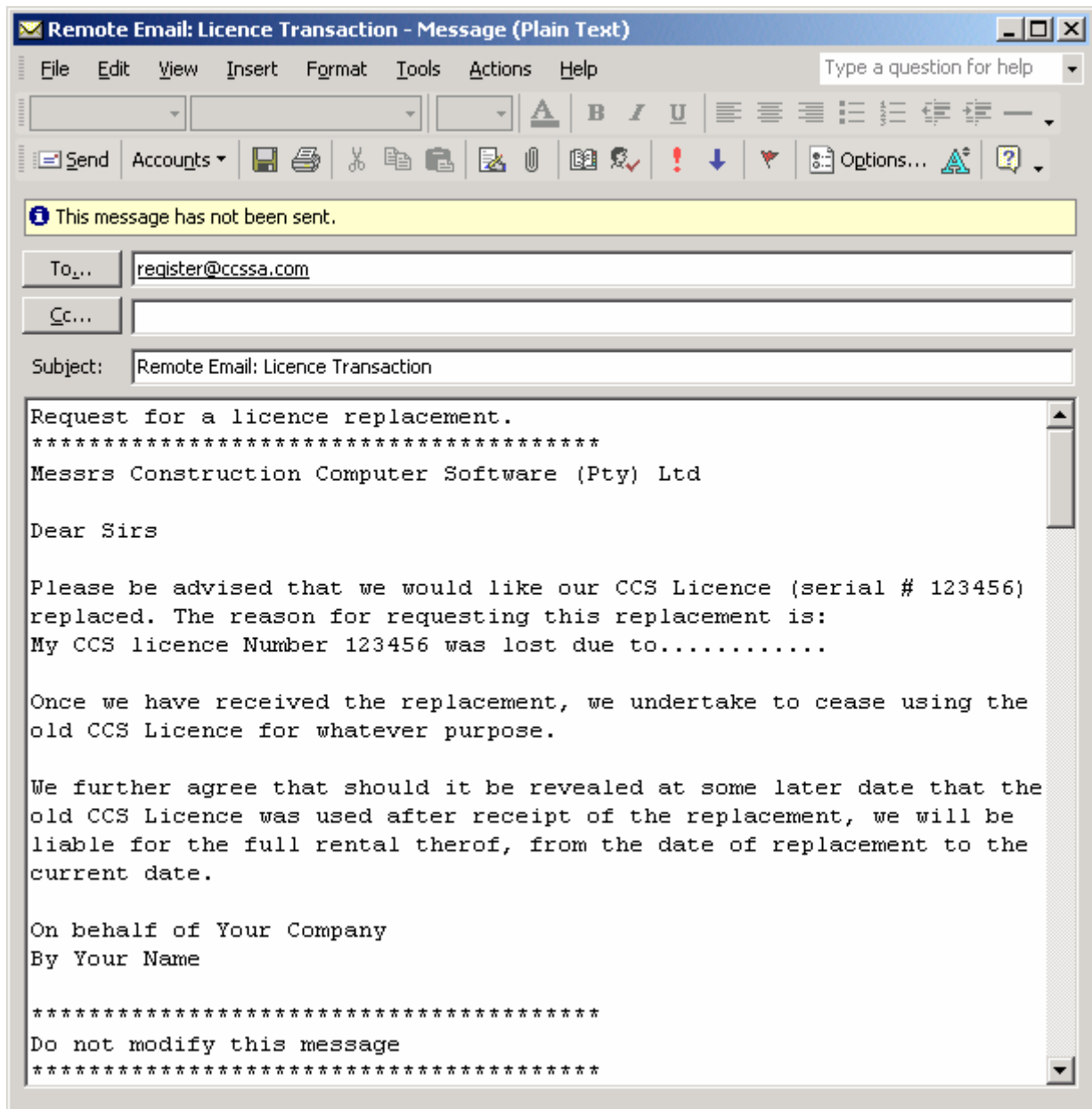
Account number:

Authoriser:

Order number:

OK Cancel

- Click on *OK*.
- CCS will generate an email message to be sent to the Licence Support Desk. Click on Send to send this message.

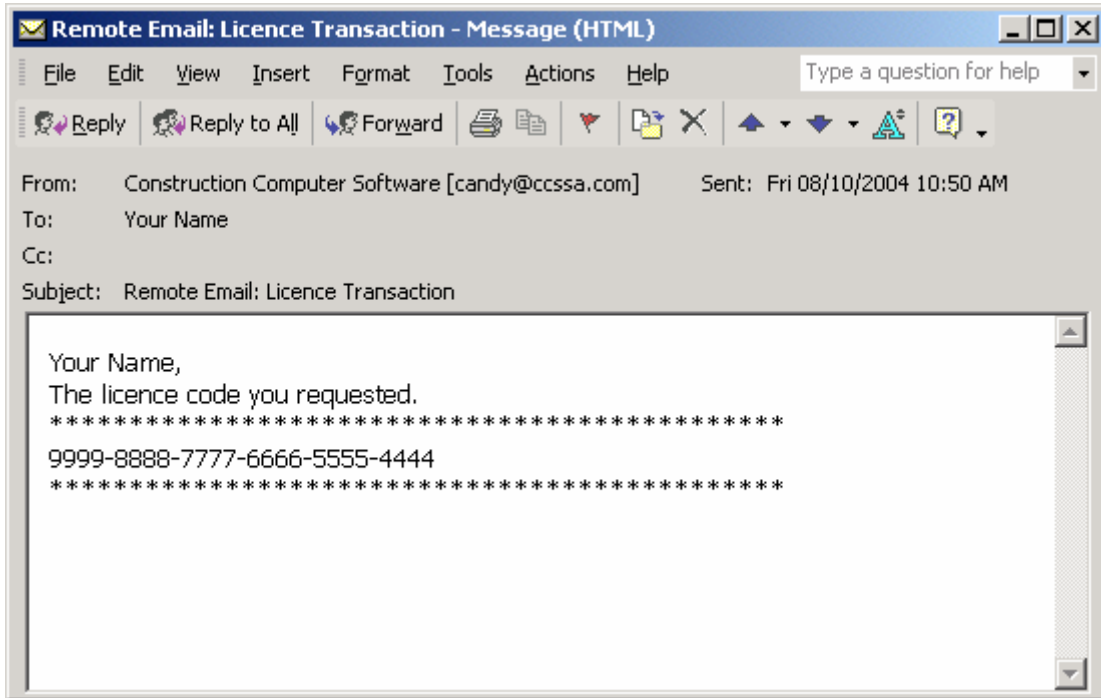


- Check your email application to make certain that the email message has gone and is not sitting in your Outbox.

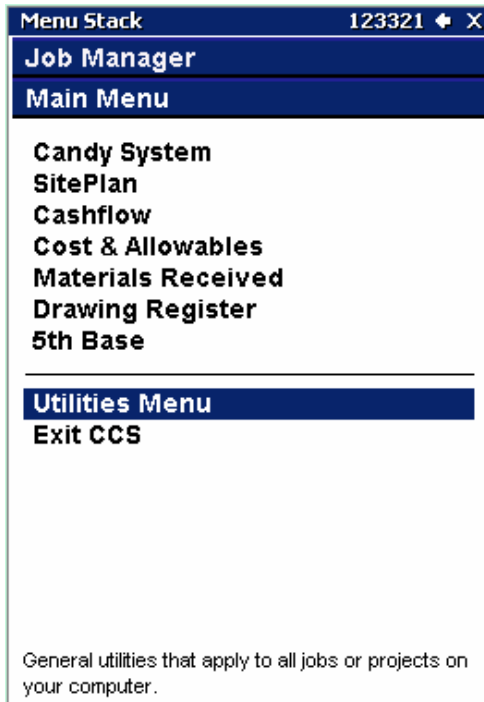
Entering a licence code from CCS

Once CCS has processed your request for a licence, an email message will be sent to you with a code to set your licence. The following steps explain how to enter this licence code into the CCS System.

- Load the message received from CCS.




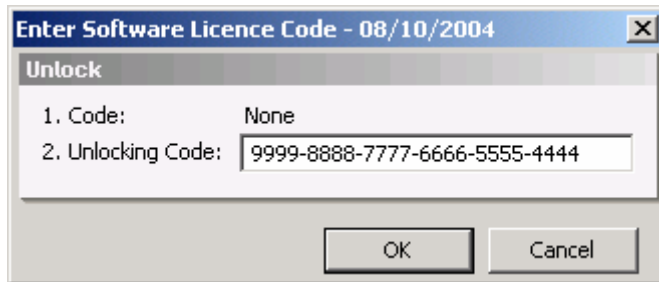
- Select the code and copy into the clipboard.
- Load the CCS System.
- Go to the MAIN MENU.



- Click on the *System Info* Softkey.
CCS will display the Support Information dialog.
- Click on the *Email Licence Menu* Softkey.
- Select Enter Licence Code.



- Click on .
- CCS will display a dialog requesting the licence code. Press CTRL + V to paste the code from the email message.



- Click on OK.
- CCS will display a message stating that the licence has been set.

Once this has been done, your CCS System will be registered again. Print the System Information report and keep this document in a safe place as a record of your CCS Licence number. If you have any queries or problems, contact the licence support desk on support@ccssa.com.