



Activating TrueSizer Pro

Issues with installation

TRUESIZER E3

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In order to activate your TrueSizer Pro software, the computer on which the software is installed must be able to connect to the Internet.

Potential Issue 1:

"Error while activating product. Please ensure that an Internet connection is available on this computer."

Solution 1:

Ensure that the computer has an active Internet connection. A good way to check is by attempting to browse known Internet sites using the default Internet browser.

Potential Issue 2:

"Unable to connect to the Activation Server (error 0x%08X).

This may be due to temporary loss of Internet connection, or from maintenance on the server side. Please try again later."

Solution 2:

1. Ensure the Internet connection is active by browsing to a known working website.
 2. If the Internet connection is working, the activation server may not be available. In this case try to activate the software again later by cancelling the error message and re-running the TrueSizer Pro software from the desktop icon or start menu item.
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Potential Issue 3:

"Unable to connect to the Activation Server (error 0x%08X).

Please check your Internet, firewall and date settings and try again."

Solution 3:

1. Check the Internet connection for intermittent drop outs
 - Simply trying to activate the software again may resolve the problem
2. The firewall or anti-virus software may be preventing data from being downloaded from the activation site
 - Add www.activation.wilcom.com to your firewall and/or anti-virus software settings as an allowed site
3. Check the computer date and time
 - An incorrect date and time on the computer can cause problems with the activation site SSL certificate

Potential Issue 4:

"Error validating the Product Key. Please ensure that the Product Key has been entered correctly."

Solution 4:

Re-enter the product key received in the confirmation email sent when completing the purchase of TrueSizer Pro.

HINT: You can copy and paste the key from the email into the key field in the activation dialog.

Potential Issue 5:

"The Product Key entered is for a different product. Please enter the correct key for this product."

Solution 5:

The download link in the confirmation email will take you to the correct product download for that particular Product Key.

HINT: You can copy and paste the download link from the confirmation email into the browser address bar.

Potential Issue 6:

"This Product Key has reached its activation limit. Please contact Wilcom to purchase another license."

Solution 6:

Each TrueSizer Pro license comes with three activations, once this limit has been reached you will need to visit www.wilcom.com/TrueSizerPro in order to purchase additional licenses.

Potential Issue 7:

"This Product Key has been disabled. Please contact Wilcom to purchase another license."

Solution 7:

Your license has been disabled; please visit www.wilcom.com/TrueSizerPro in order to purchase additional licenses for the TrueSizer Pro product.