

Frequently Asked Questions

Registration / Validation / Demonstration Mode issues

Introduction

BSI applications must be registered under the application's Help > Register window to come out of the restricted, time-limited demonstration mode. The version of software, customer ID/invoice number, USB serial key number, and validation code all must match what was submitted on the validation code request form or included on the Product Authorization Sheet that was sent with the USB serial key/dongle. More times than not, one of these bits of information is entered incorrectly, either in the register screen or when it was submitted on the validation request form. Double-check the information entered appears exactly as the information provided on the Product Authorization Form and/or Validation Request Form.

Domain or Limited Access Users

One of the other main causes of BSI applications not being able to register is when users log in to Windows on a domain or as a local user on a restricted profile. This breaks the application’s ability to read and write validation information to the proper Windows registry key. Make sure the user you are logging in to Windows with has local administrator rights and is on a work group, not a domain. Our products are not designed to work in, or supported in a Domain environment. There are no exceptions to this.

No Registration Information Will Save

This section will help you if you find that no registration information was saved (e.g., some or all fields in the registration window are reverting to completely blank) after entering registration information into your BSI software product after closing and re-opening the application.

Is Windows Using Virtual Spaces?

To check that your BSI application has not been moved to the Windows virtual space:

1. Close all running applications, including BSI and third-party applications.
2. Right-click on the **Windows Start Menu** button and choose **Run** (if you do not see an option for Run, press the **Windows key** and the **R** key on your keyboard at the same time).
3. In the **Run** window that appears, as shown in Figure 1, type "**regedit**" (without quotes) into the **Open** text field, then click on the **OK** button.

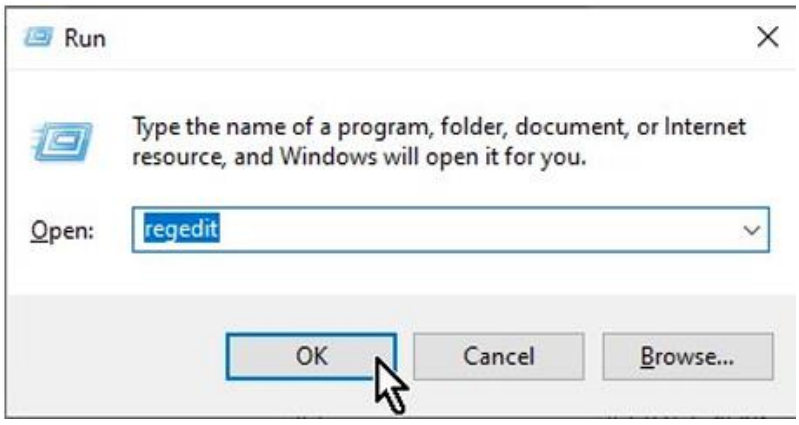


Figure 1: The Run Dialog Box

4. In the **Registry Editor** window that appears, in the left-hand folder tree list, browse to the **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System** key.
5. On the right-hand list of values, right-click on the entry for **EnableVirtualization** and select **Modify** from the pop-up menu.

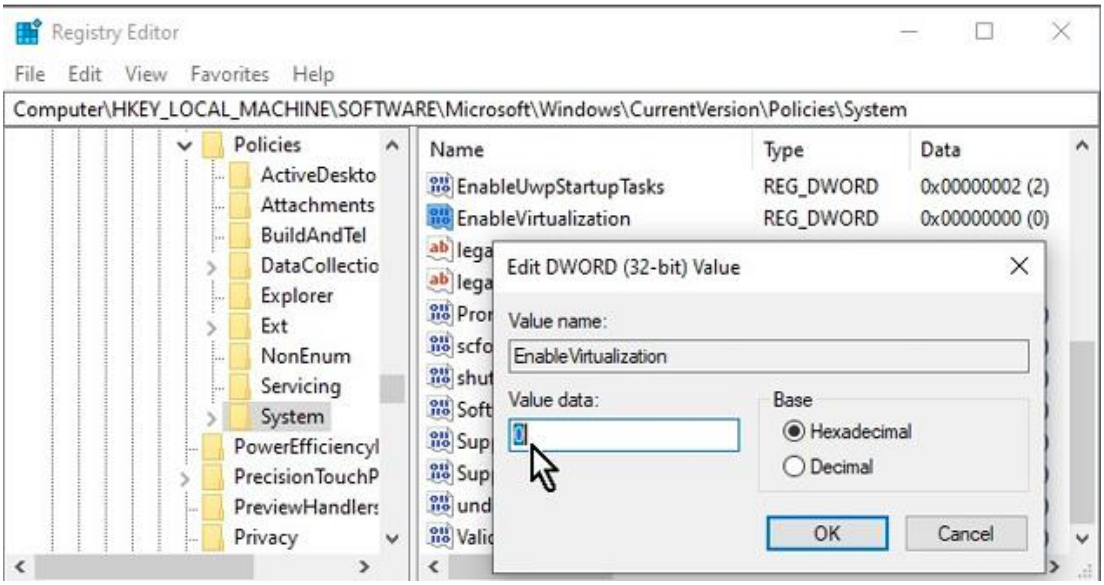


Figure 2: The EnableVirtualization entry in the Windows Registry Editor

6. Ensure that the entry in the Value Data field is "0" (the number zero, without quotes), as shown in Figure 2, then click **OK**.
7. Exit the Registry Editor window and reboot your computer, then follow the next steps in this section.

NOTE: if you do not see an entry for **EnableVirtualization**, go to the **Edit** menu and select **New > DWORD (32-bit) Value** and replace the name "New Value #1" with "EnableVirtualization" (without quotes) and then right-click on the entry and select **Modify** from the pop-up menu.

Manually Add Registration Information

To restore the validation's Registry entry, you can download one of the following .reg files to edit with your personal BSI product registration information and manually add to your registry. Perform the following steps in order to manually add your registration settings:

1. Download the appropriate .reg file for the product(s) you are registering from the following URL: https://bsiusa.com/manual-registration-reg-files/
2. Close all running applications, including BSI and third-party applications.
3. Browse to the location you downloaded the .reg file from step 1, then right-click on its icon and select **Edit** from the pop-up menu. If you are prompted to select an application to open the file, select Note Pad (or a text editor of your choice).
4. Edit the details of the registration information. Make sure to fill out the CustomerID and ValidationCode entries. NOTE: all entries in the .reg file must be within quotes. Additionally, the validation code must be entered in all capital letters, with the dashes, and only contain the numbers 0-9 and the letters A-F.
5. Save the changes to the .reg file when you are done and exit Note Pad.
6. Returning to the Windows File Explorer window, right-click on the icon for the edited .reg file and select **Merge** from the pop-up menu. Click **Yes** on the prompt that appears, as shown in Figure 3.



Figure 3:The Registry Editor's merge confirmation prompt.

7. If the merge is successful, you will be prompted with the message shown in Figure 4. NOTE: If you receive a different prompt indicating that the merge was unsuccessful, you may not have sufficient user rights to your computer to add registry values. You will need to log in to Windows with administrator rights and perform the above steps over again.



Figure 4:The Registry Editor's merge success prompt.

8. Reboot your computer, then re-open your BSI software product and see if it is registered. If not, proceed to the next section in this document.

Check BSI Application Registry Key Permissions

To check that your BSI application has full read/write/modify access to the required registry keys:

1. Right-click on the Start menu button and choose "Run".
2. Right-click on the **Windows Start Menu** button and choose **Run** (if you do not see an option for Run, press the **Windows** key and the **R** key on your keyboard at the same time).
3. In the **Run** window that appears, as shown in Figure 1, type "**regedit**" (without quotes) into the **Open** text field, then click on the **OK** button.
4. In the **Registry Editor** window that appears, in the left-hand folder tree list, browse to one of the following registry keys:
    a. On 64-bit systems, browse to **HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\BSI**.
    b. On older 32-bit systems, browse to **HKEY_LOCAL_MACHINE\SOFTWARE\BSI**.

NOTE: If either of the above BSI registry keys do not exist registry, you must either perform the steps in the Manually Add Registration Information section of this document or open the BSI application as Administrator by right-clicking on the application's icon and choosing "Run As Administrator" from the menu. Once the program is running, open "Help", then click on "Register". You can now close the registration screen and the application (you may need to close and re-open the registry editor to see the newly created key).

5. **Right-click** on the BSI folder icon in the list on the left and choose **Permissions...**, as shown in Figure 5.

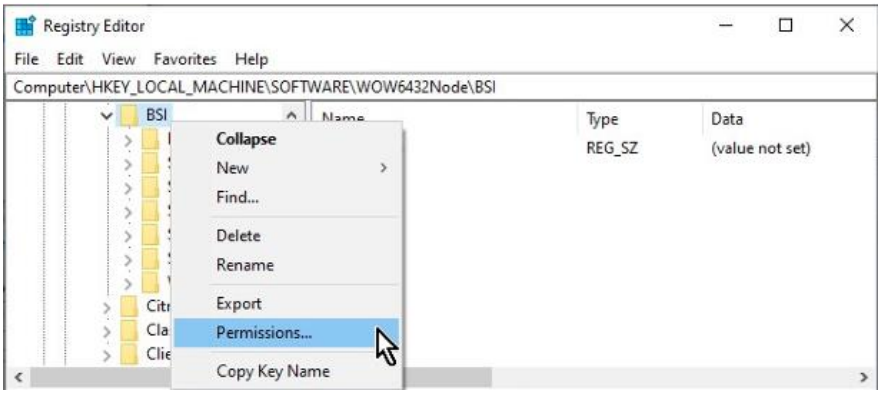


Figure 5:Selecting Permissions... on the BSI key in the Registry Editor

6. Click on the **Add**... button under the **Group or User Names**: list, as shown in Figure 6
7. On the Select Users or Groups window that appears, type "**Everyone**" (without quotes) in to the Enter the object names to select field, as shown in Figure 7, and then click **OK** to close the pop-up window.
8. Back on the **Permissions for BSI** window, highlight the entry for **Everyone** that now appears in the **Group or User Names** list, click on each entry (**Full Control** and **Read**) in the **Allow** column, as shown in Figure 6, then click on the **OK** button to save the changes.
9. If any changes were necessary, shut down and restart the system.

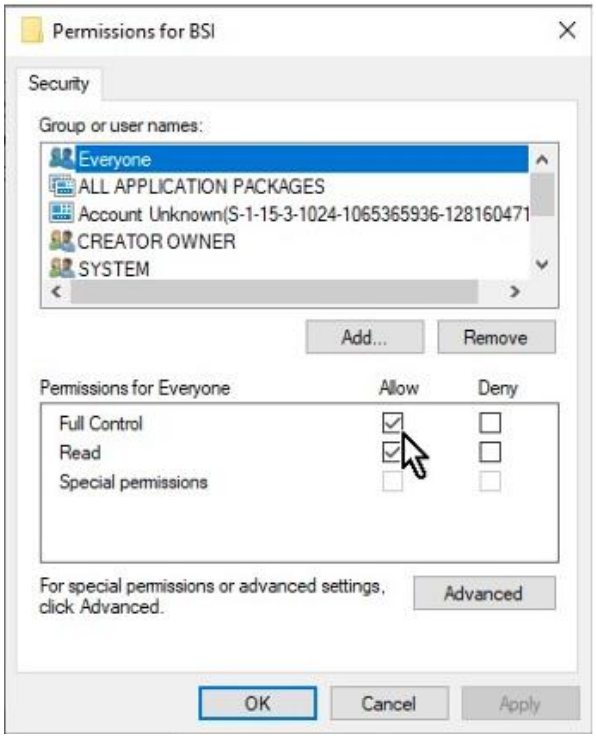


Figure 6:The Permissions for BSI window

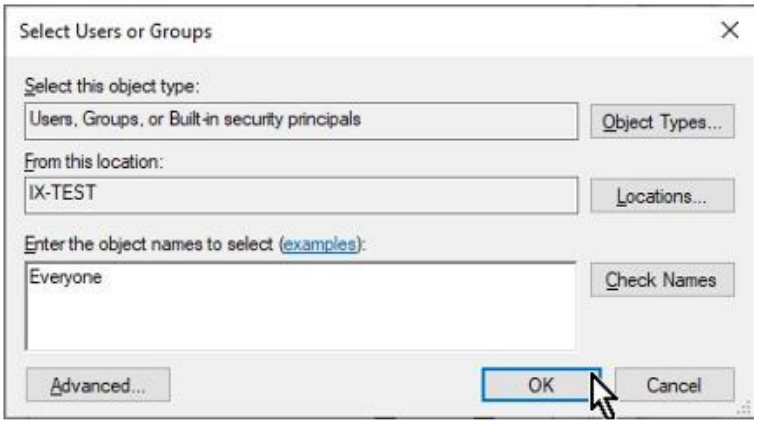


Figure 7:The Select Users or Groups dialog box

Registration Information Saves, but the Last Character is Truncated

This section will help you if you find that characters are being truncated from the end of the validation code and other fields in the registration screen in your BSI software product after you exit and re-open the application.

Check that your BSI application is NOT running in compatibility mode:

1. Close the BSI application.
2. **Right-click** on the desktop shortcut for your BSI application and choose **Properties** from the pop-up menu.
3. In the Properties window that appears, go to the **Compatibility** tab.
4. Uncheck the **Run this program in compatibility mode** for: option if it is checked (if this option is greyed out, click on the **Change settings for all users** button and uncheck the equivalent option in the pop-up window, then click **OK**).
5. Uncheck the "Run this program as an administrator" option if it is checked (if this option is greyed out, click on the **Change settings for all users** button and uncheck the equivalent option in the pop-up window, then click **OK**).
6. Click **Apply** and **OK** to save the changes and close the window.

Conclusion

After performing the above steps, open your BSI application and register the application. The software should now be able to run as the registered version.

If the software will still not register, send an email to supportticket@bsiusa.com and paste in the validation code information (application and version, serial number, invoice number, and validation code) or attach a screenshot of the register screen with the information filled out and technical support will double check the codes accuracy with the codes department.

Please note that validation codes are only provided during normal business hours via the validation code request form at the web site: https://bsiusa.com/validation-code-request/

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