



Broadcast
Software
International



Frequently Asked Questions

Serial Number Changes For Keyless Versions of Software

Issue:

A different serial number appears in the register window of your BSI software than what was originally used for product validation. This has caused the software to run in demonstration mode.

Resolution:

Keyless/non-dongle versions of our software use the PC's core hardware configuration to generate the serial number information for licensing. As most PCs today have multiple network adapters (Wi-Fi, ethernet, and virtual WAN) installed or built into their motherboards, this can cause different serial numbers to be generated.

To avoid this, we have developed a patch file that will change how the serial number information is generated so that it no longer looks at the network adapters.

Special Note:

If your PC's hardware experiences a failure or you need to reimage it, please contact tech support for validation requests.

Instructions:

1. Download the patch file from the following link:
<https://bsiusa.com/downloads/BsiUt232.dll>
2. Place the patch file in the install path folder of our software. This will typically be either the C:\BSI32 folder or C:\Program Files (x86)\Broadcast Software International\ (Name of our Software).
3. Restart your PC. Upon relaunching our software, there will be a new serial number that will be permanent.
4. Submit a validation code request with the new serial number.

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