



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 generate.

In order to avoid this, you can disable any unused network adapters via Windows Device manager. **It is recommended that you take this step prior to installing your BSI software.**

**Special Note:**

If your PC or one of its core components fails and is replaced, please contact tech support for validation requests.

## Instructions:

1. You can open the Device Manager settings either by right clicking the Windows Start icon (Windows 10 and 11), or by using the Windows search function.
2. Once the Device Manager window opens, select the arrow for Network Adapters to display the full list of enabled devices.
3. Determine which network adapter will be utilized and disable the rest by right clicking those devices and selecting 'Disable device'.
4. After disabling all unused devices (including the virtual WAN ports), this should resolve the issue of multiple serial numbers generating.

