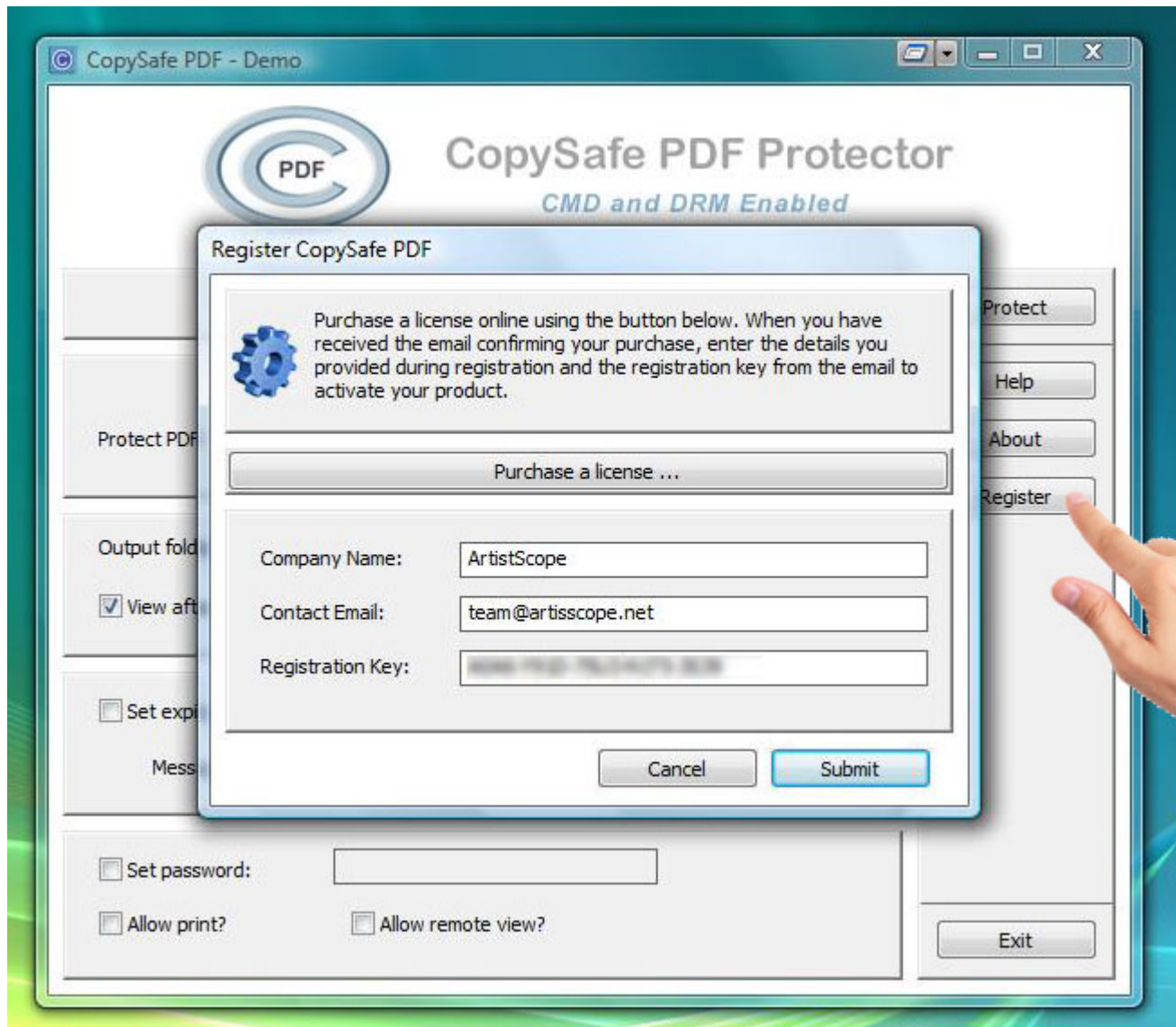# Activating CopySafe PDF Protector

Click on the **Register** button to open the window for your licence details.

When inserting this information it is ok to copy'n'paste but make sure that you have not included a space at either end. When clicking the submit button, the Protector will send your licence key and computer details to a registration server that will cerate a licence file for download to the Protector for immediate activation. If your protector does not get activated straight away, do not panic and keep submitting. What you need to do is check your email as the server will have sent a copy of the licence file as backup.

If activation fails, do NOT resubmit without fixing the cause of the failure. Your licence is for ONE computer only. Resubmitting will only log more usage to the point where it will become useless. If you have problems, heed the advice in this document. Contact support if all else fails.

Run as Administrator

A common mistake is the assumption that because one is the owner of a computer then one is running the computer as the Administrator. Anyone can make this mistake, even IT network administrators who for security reasons create a second account with Administrator privileges and then disable access to the "Administrator" account.

Run as Administrator means exactly what it says. It does mean run with any account tat has admin privileges. On Windows Vista and especially Windows 7 computers security policies were stepped up to prevent malicious software from gaining rights to perform mischief. Consequently, even when running as with admin privileges, one still needs to run applications like the DOS Command with the extended rights of the real Administrator, otherwise simple tasks like registering components will fail.

How to Run as Administrator
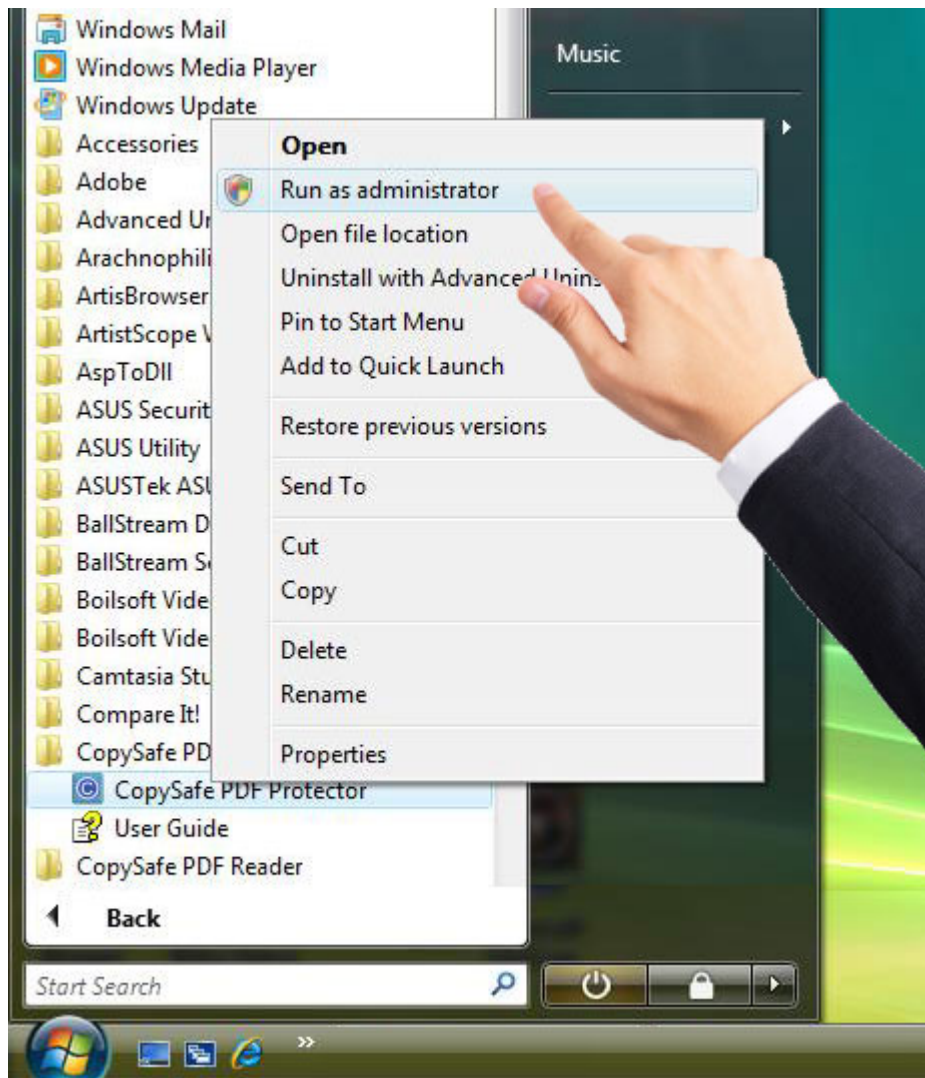
Setting A Bookmark To Always Run As Administrator

Click on the START button and select the program's bookmark. In this case it's the **CopySafe PDF Protector** entry as seen in the image above. Then right click for a menu of options and select **Properties**.
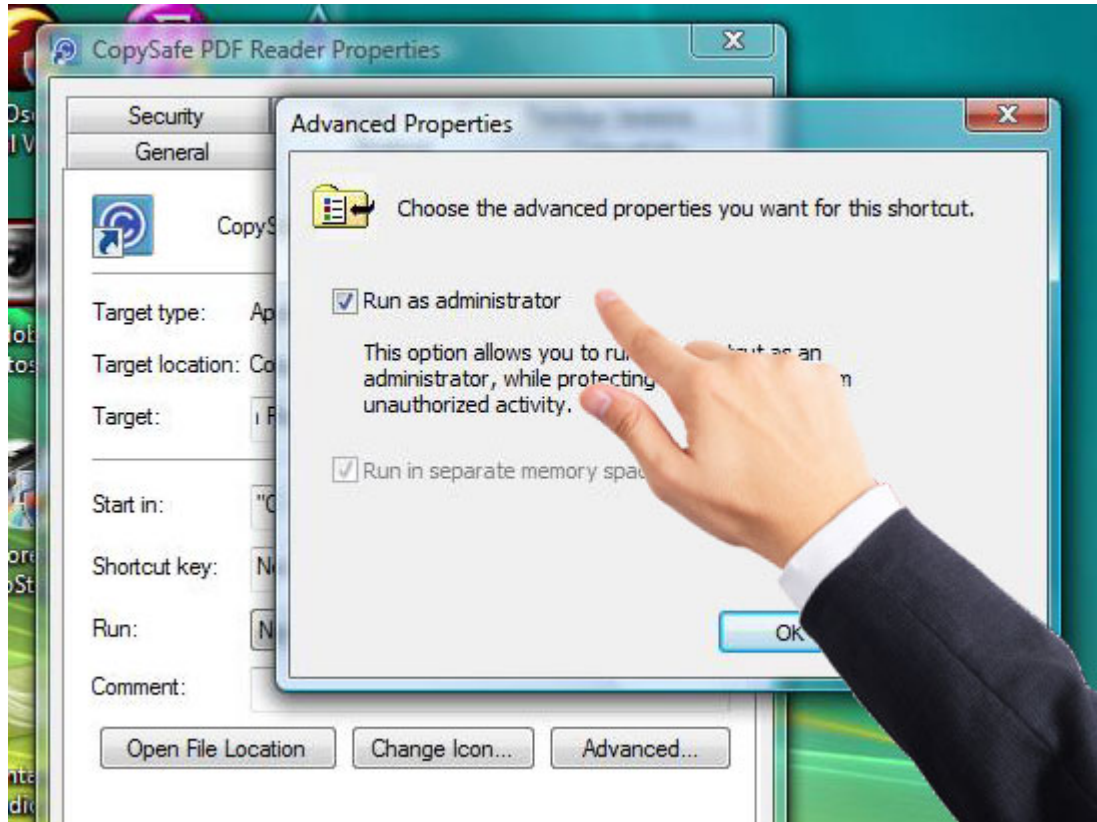
In the properties window (as seen above) click the **Advanced** button. Then tick the box for Run as Administrator and click OK.

Now every time you use that startup icon to run the Protector, it will be run with full Administrator privileges.

Activation Failure

Isolating The Reason For Activation Failure

If during activation you get any messages about licence failure when submitting your licence code it can be because:

- The licence code is not valid or input incorrectly
- The licence code has already been used on too many computers
- Your firewall is blocking the app's contact with the registration server

If after submitting what seems a successful activation and then finding that watermarks still appear on your documents:

- The licence key recorded in registry does not match the company name or licence code
- The app is not being Run As Administrator and has no rights to access the registry
- Your anti-virus software is preventing the app from accessing the registry*

*There is a multitude of anti-virus software available today and some of them will disable applications without even asking the operator. If you have rogue AV software that leaves no choice for the operator, then it may be time to change AV providers.

Setting Anti-Virus Software to Allow Programs

A lot of anti-virus software will prevent unknown applications from performing tasks that might affect the registry or other files on your computer. If your AV software is properly designed it will prompt the user for permission to run or disable the software, thus giving the user to enable newly installed software.

Good AV software should provide a list of all applications that it has detected and also report on their status as far as whether they have been allowed or disabled. They should also provide the eans of modifying that status.

AV software that does NOT provide a user the opportunity to adjust permissions on any given application is useless, and should be replaced by proper AV software asap. Otherwise how can anyone have the right to install software of their choice?

Check If Anti-Virus Software Causing Failure

The simplest way to discern if your anti-virus software is affecting the running of your application is by turning it off. Then restart the application and see if there is an improvement.

Troubleshooting Activation

Registering the software should be a simple process by simply clicking the register button, inserting your licence details and clicking OK. But if you are reading this section then something may have gone wrong.

When activating your software it sends your licence key to our registration server together with the unique signature of the computer installing the software. Our server then creates an encrypted key and returns it to your software finalizing activation of the software.

Activation Failure

If your licence information seems incomplete after activation then something has hampered its completion, and the possible causes are:

- Software was run with insufficient privileges (not as admin)
- Ant-virus software preventing an update of the registry key
- Firewall preventing the app from sending and receiving requests

Possible symptoms of activation failure are:

- The register button appears requiring further attention
- A watermark appears on newly converted documents (output)

Activation Recovery

As a back-up the server sends a licence file by email to the address used in the activation process (Copysafe.lic) which can be installed by the Protector by selecting the licence file to install. The licence file needs to be saved to disk from the email to be locatable.

Other Causes Of Failure

It is possible to complete activation to update your registry key without the software recognizing your licence details. When copy'n'pasting the licence key it is possible to include a space at either. Having a space at either end of the CompanyName can cause error also. Another way to get into trouble is by repeatedly trying to activate the software and using a different company name each time. The problem that this causes is that the licence file may no longer match the details stored in your registry. Such errors can be corrected manually by editing the registry key (details below).

Corporate Firewalls

Windows Firewall should not cause any problems and if in doubt one can always try disabling the firewall until activation is completed. However some corporate firewalls have been known to block requests sent from software to server. In worse case scenarios it may be easier to bypass the firewall by using an alternate Internet connection for the activation process.
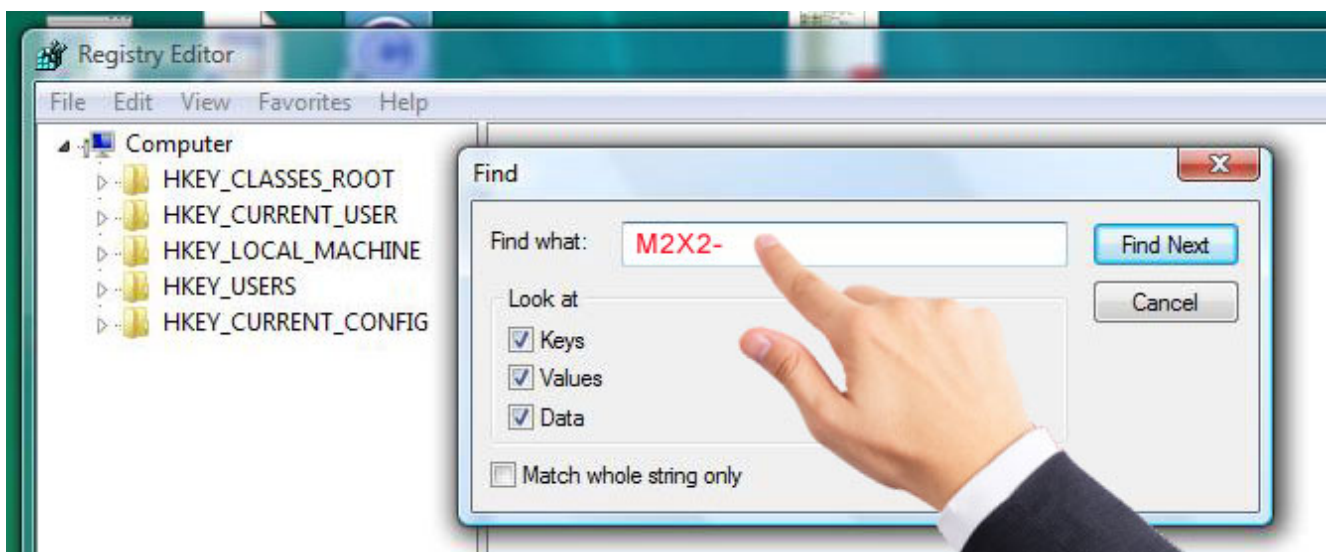
Checking The Licence In Your Registry

To access the registry and check your licence details, type **regedit** into the app search bar and hit enter. Click OK to any prompts about requiring Administrator approval for this task.
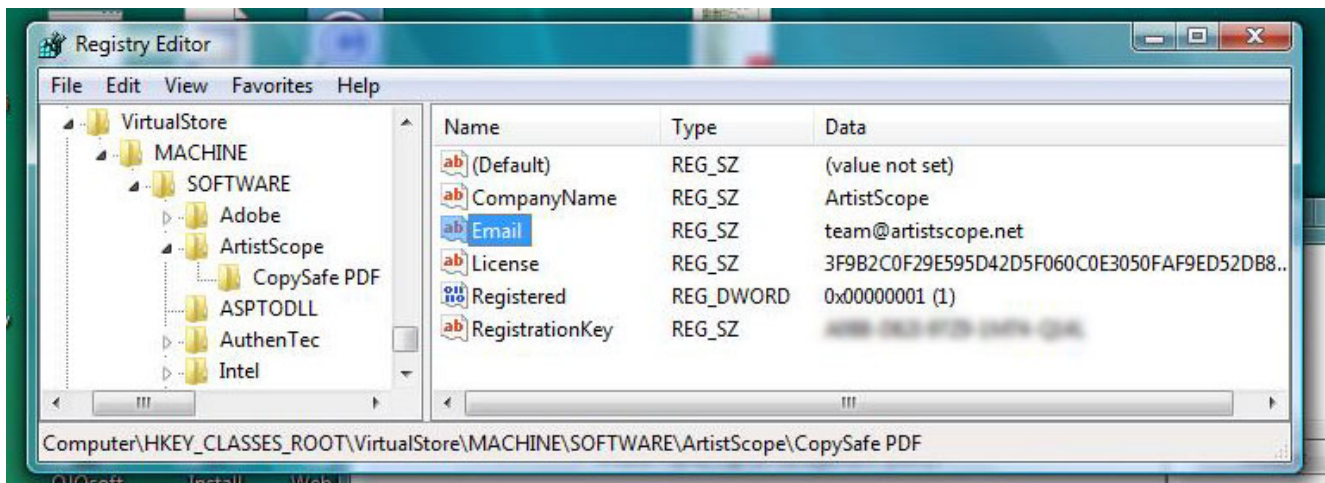

Then click on **Edit** to select **Find** as seen below
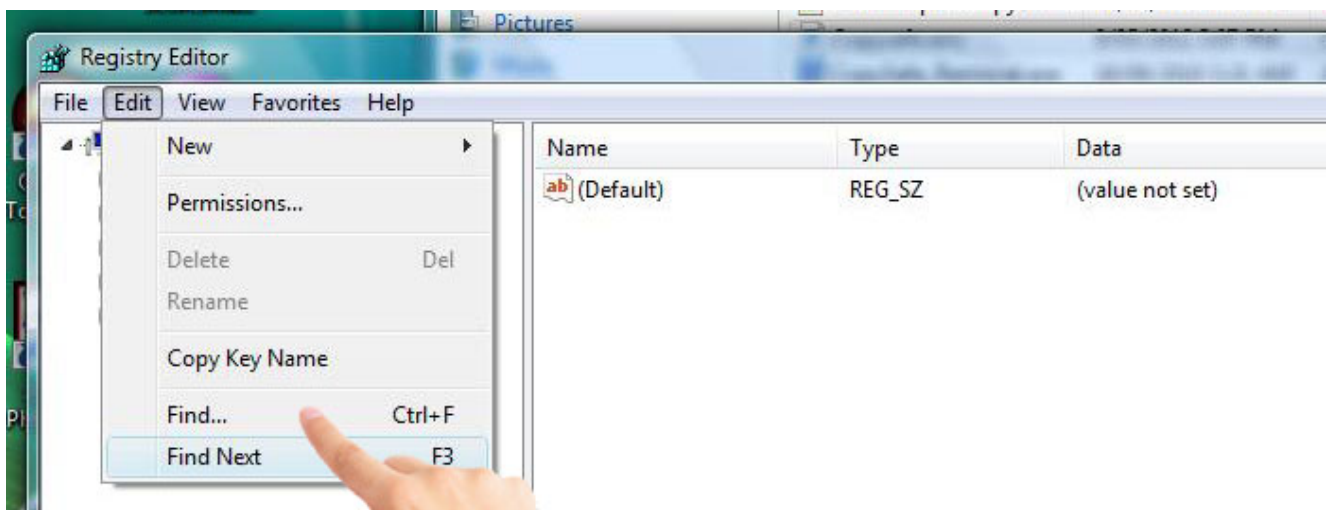
In the input box type in the fist few characters of your licence key:

You may need to key forward until you find the right key by using F3.

The points to note here are:

  - CompanyName
  - License
  - RegistrationKey

Check **CompanyName** and **RegistrationKey** for spaces at ether end. Any spaces at the end must be removed. Double-clicking on the key name, ie: Companyname, will open it for editing as seen below:
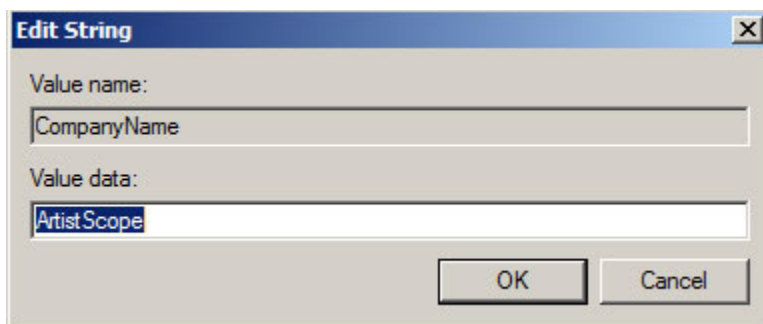

Checking for spaces

You may not be able to detect a space at either end by eye, so what you need to do is click in the field for **Value data** and then forward space and backward space to check properly. If there is a space found at either the start or the end of the data, you must remove it.

NOTE: Changing these properties can cause your licence to fail. Here we are only removing unwanted spaces from the end of the input. For example if you change the Company name to what was used to create your licence file (Copysafe.lic) registration will fail. For example if you first activate the program using company name of **Smith Inc** and then later resubmit activation as **Smith Inc.** then you will have created a mis-match between key and licence file. Each time you submit a new activation the server wills end you a new licence file. So if you install the wrong licence file you will get an error.

To Uninstall And Start Again

First remove the CopySafe PDF Protector application by uninstalling from your Control panel. Click on **Control Panel** then **Programs**. Highlight CopySafe PDF Protector and then click on Uninstall. Follow any prompts until the application is removed.

You have now removed the application but you may not have removed the Registry Key. See te information above for locating the registry key and if still present remove it manually by highlighting the **CopySafe PDF** folder seen under ArtistScope and right clicking to DELETE.
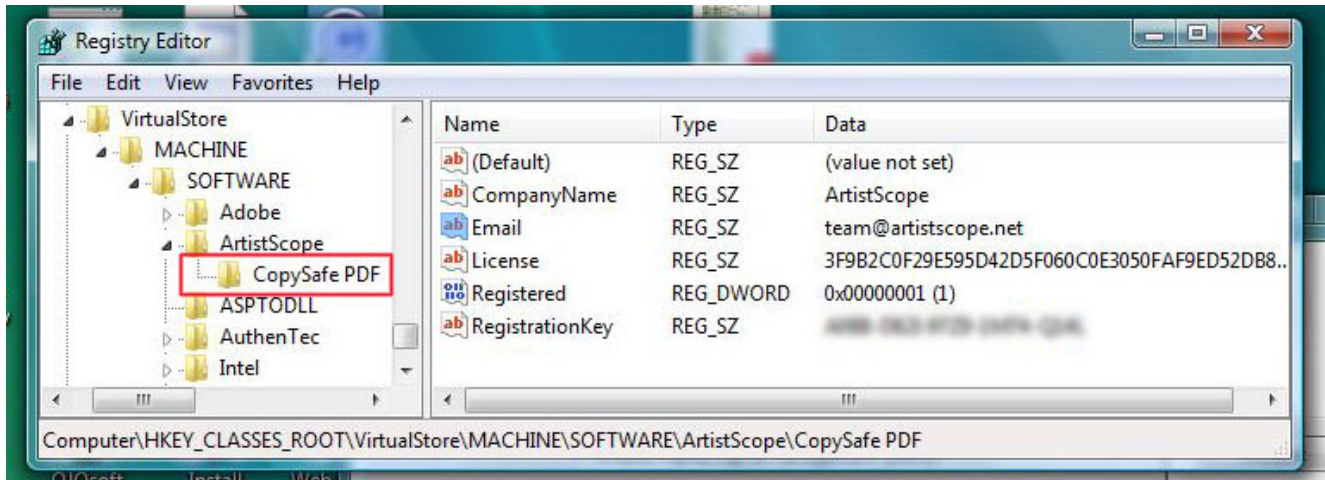
Then restart the computer to re-install from the provided installer for CopySafe PDF Protector.

Contacting Our Support Team For Help

Emails asking for help without explaining what the problem is and how/where it occurred is not a good starting point. For us to advise properly we need to know where to start. We are not clairvoyant, so please provide as detailed an explanation as possible.

To include a screenshot (image) of what you are trying to describe, simply hit the PrintSceen key on your keyboard, then open Paint (locatable from All Programs > Accessories > Paint). With paint open click on Paste to copy the image from your clipboard. Then save as JPG for attachment to your email.