

FAQ for Soft Lock

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Q1. Is it necessary to have internet to use Soft Lock?

Ans. It is not necessary to have internet but it is recommended for smooth working. If you have internet then soft lock will get validated automatically in the background. If you do not have internet then soft lock will stop working after 90 days and you need to get fresh soft lock license file after that. Soft lock license can be requested from other computer provided you know your Serial No., Registered Email id and Password.

Q2. I want to format my computer. Do I need to surrender soft lock and re-register again?

Ans. No. If you are not changing your computer then you need not surrender the soft lock. Just copy the soft lock license file (available in Busywin folder) at some other place and copy it back after the computer is formatted. Your soft lock will work as it is.

Q3. I want to use soft lock on another computer. What should I do?

Ans. You need to surrender the soft lock for existing computer and then register it again on another computer.

Q4. My computer got damaged. How can I surrender soft lock?

Ans. You can surrender soft lock from any computer where BUSY is installed provided you know your Serial No., Registered Email id and Password.

Q5. Is there any alternative that program should not go in Demo mode if I do not validate file in 90 days?

Ans. No

Q6. Can I switch back to Hard Lock security after using the Soft Lock security feature or vice versa?

Ans. Yes, you can change the security feature you are using, by returning Dongle to the company or if you are using Soft Lock license file then you have to delete the License file from your system to use the Dongle.

Q7. How can I obtain Activation key from BUSY which is provided only with the new packages?

Ans. Existing Users have to contact BUSY office and provide Serial number of their package. BUSY will then send the Activation key to them.

Q8. What is the difference between *Soft Lock Registration* and *Get Soft Lock License File*?

Ans. *Soft Lock Registration* option is used when you are generating License file for a new hard disk whereas *Get Soft Lock License File* option is used to obtain a duplicate License file in case the original file is lost or has been corrupted.

Q9. Is Soft Lock security feature available for all the versions or only for the latest BUSY version?

Ans. It is available for all the versions of BUSY and existing Users can surrender the Dongle they are using and get the Soft Lock License file.

Q10. What if my License file gets corrupted?

Ans. You can obtain it using *the Get Soft Lock License File* option provided under *Company* menu..

Q11. What is the difference between binding softlock file with Hard Disk and Machine ID?

Ans. In case, you have multiple hard disk on your computer from which you are registering the softlock file then it is recommended to bind soft lock file with Machine ID as a single machine will have only one Machine ID but can have multiple Hard Disk numbers. For Server machines, it is recommended to bind soft lock file with Machine ID.

Q12. How can I register Softlock file, if I do not have Internet connection on my Computer?

Ans. In case you do not have Internet connection on your computer then you can register Soft lock file from some other computer also. For this, you need to perform the following steps:

On Computer for which you require softlock registration:

Step 1: Click *Generate System Info File* option under *Company* menu. A “BusySystemInfo.BMF” file will be generated in BusyWin folder.

Step 2: Copy the file to the computer having Internet connection.

Step 3: Perform the following steps on Computer having Internet Connection:

- Click Soft lock Registration option under Company menu
- In the Soft lock Registration, select *For Some Other Machine* option and specify the path where you have copied the “BusySystemInfo.BMF” file and register for the Soft lock. An email will be sent to you with Softlock Registration file.

Step 4: Copy the Soft Lock License file sent to you on the Email ID as specified in the *Soft Lock Registration* window in the System folder of Busywin (on the computer on which soft lock registration is required).

<<< ☺ Thank You ☺ >>>