

Understanding WebAssist Activation

WebAssist uses product activation to help eliminate piracy and keep software costs low. This TechNote discusses WebAssist product activation and what to do when you encounter an activation error.

How do I activate my WebAssist product?

You need to activate your WebAssist software before you can use it. WebAssist activation uses the serial number available from your Download Center.

Obtaining your Serial Number

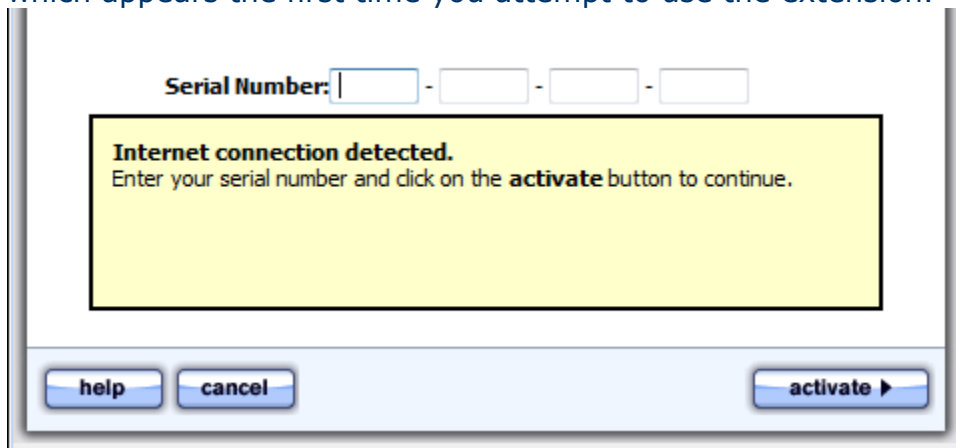
1. Go to the [Download Center](#) at WebAssist.com.
If not already logged in, you will be prompted to do so.
2. Locate your serial number listed beside each of the products you have purchased.

CSS Menu Writer	hUPUy-t4U9U-oxRvW-aVKYy
DataAssist	a84sl-TIAE5-oxDJm-3NRPc
Database Starter Kit for .NET	None

3. Press **Ctrl (Cmd) + C** to copy the serial number to your clipboard.

Entering the serial number

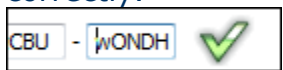
Activation is handled through the WebAssist Serial Processor dialog box which appears the first time you attempt to use the extension.



The dialog box displays a "Serial Number:" label followed by four empty input boxes separated by hyphens. A yellow message box in the center reads: "Internet connection detected. Enter your serial number and click on the **activate** button to continue." At the bottom, there are three buttons: "help", "cancel", and "activate".

4. Place your cursor in the first box for entering your serial number.
5. Press **Ctrl (Cmd) + V** to paste your serial number.

6. A green check mark will appear beside the serial number when entered correctly.



7. Choose **Activate** once the serial number is correctly entered.

Note: If you are receiving an error when entering your serial number, please review the *Common causes of activation failure* section of this document.

Why am I asked to activate again?

If you've successfully activated your WebAssist product and are asked to activate it again, the extension is unable to properly write or retrieve the serial number in your installation folder.

For example, if the extension is installed under the Administrator profile and you are logged in under a different profile, you may not have write access to the required directory. Installing the extension under the current user profile should resolve the issue in this case.

Another reason users have experienced this problem is because the folder names in the path to the Dreamweaver Configuration folder may include a name that is different from the localized language Operating Systems with which we develop and test our extensions. For example, the Norwegian localization of Windows XP uses the name "programdata" instead of "Application Data" folder.

Common causes of activation failure

Possible reasons for activation failure and their resolutions are listed below.

1. Too many activations
Sign into your [Download Center](#) and select the **Clear Activations** link. You can clear your activations once every 24 hours. Once cleared, proceed to activate your extension with your serial number.
2. Wrong serial number
You, most likely, have incorrectly entered the serial number. The most common mistake is to leave space characters before or after the entered value, but it may be a typo when entering the serial number itself. To prevent this problem, copy and paste the serial number – without selecting either of the surrounding spaces – directly from your email or Download Center.

3. Connection timeout

This occurs when your Internet connection is lost or if a proxy server is being employed. If you are properly connected to the Internet and continue to get this message, login to WebAssist and submit a Support Ticket.

4. Access denied

This occurs when virus detection software or a firewall solution which is suppressing HTTP access for Dreamweaver. Often you can change a setting to allow access or temporarily disable the software to prevent this problem.

5. Invalid identifier

If you still get this error, first restart your computer and try activating again. If activation fails, contact WebAssist and we'll provide instructions to follow so you can use the extension.