PBP3 Activation Help

Activation Manager:

First name: First name of the licensee. Activation is not dependent on this field, it is only added to help us to identify the user in our database.

Last name: Last name of the licensee. Activation is not dependent on this field, it is only added to help us to identify the user in our database.

Email: Email Address of the licensee. Activation is not dependent on this field, it is only added to help us to identify the user in our database. This email will only be used to notify if critical bugs are discovered in the software. If you want to receive other messages such as our newsletter, you must complete the form on our website.

Activation Key: This is the unique number that was issued to the licensee when the software was purchased. Enter it exactly as given, including the hyphens. (4 groups of 6 characters) This field will be replaced with a hardware-based activation code when activating Off-line.

On-line/Off-line: Select On-line if the computer is connected to the internet. Select Off-line if it is not connected to the internet. Off-line activation is accomplished through a form on our website using a different (connected) computer. A hardware-based activation code will be issued which can then be used to activate the isolated computer. This process is described in detail later in this document.

Deactivate: Use this checkbox to deactivate the compiler. This allows it to be activated on another computer if all of the allotted activations have been used up. There is no limit on the number of times the compiler may be deactivated and reactivated on a single computer.

Activate: Click this button to initiate the activation procedure after the required information is entered. This button will deactivate the compiler if the Deactivate checkbox is checked.

Close: Close the activation manager without affected the activation state.

PBP3 Activation Help

Reported activation issues:

"Invalid Activation Key" or "Invalid Serial Number"

Make sure the activation key is typed correctly. Sometimes it helps to copy the key from the delivery email and paste it into the form instead of typing manually.

Note that the key consists of hexadecimal numbers. The only valid characters are 0-9, A-F, and the hyphen to separate the groups. No spaces.

We have experienced some keys that aren't accepted on machines with non-English Windows – particularly Japanese Windows. If you think this is the problem, contact us for a replacement key.

Various errors with text "meLabsReg_Request"

These errors usually mean that there is a problem communicating with our servers. It's possible that we're experiencing a temporary service outage. It could also be due to security software on your computer. Anything that might block our application "melabsReg.exe" from accessing the internet should be addressed.

Success message received, but the activation manager still shows Trial Version

This indicates that our activation manager (melabsreg.exe) is unable to write to the registry on the computer. The activation process seems to work, but the activation data is not being recorded successfully. This can be due to anti-virus software, registry-protection software, modified access rights, or simply a corruption of the registry itself.

Try temporarily disabling any anti-virus or security software.

Some users have reported that starting Windows in "Diagnostic Mode" will allow the activation to complete.

Also try at least one cycle of uninstall/reinstall for PBP.

The unexplained

Two users have reported that uninstalling MS Office 2010 allowed PBP to activate. We can't verify this, but we thought it should be mentioned. Reinstallation of MS Office 2010 did not cause any problems.

Some users report that pasting the key into the form won't work, but typing it manually does work. Again, we can't verify this or imagine the cause.
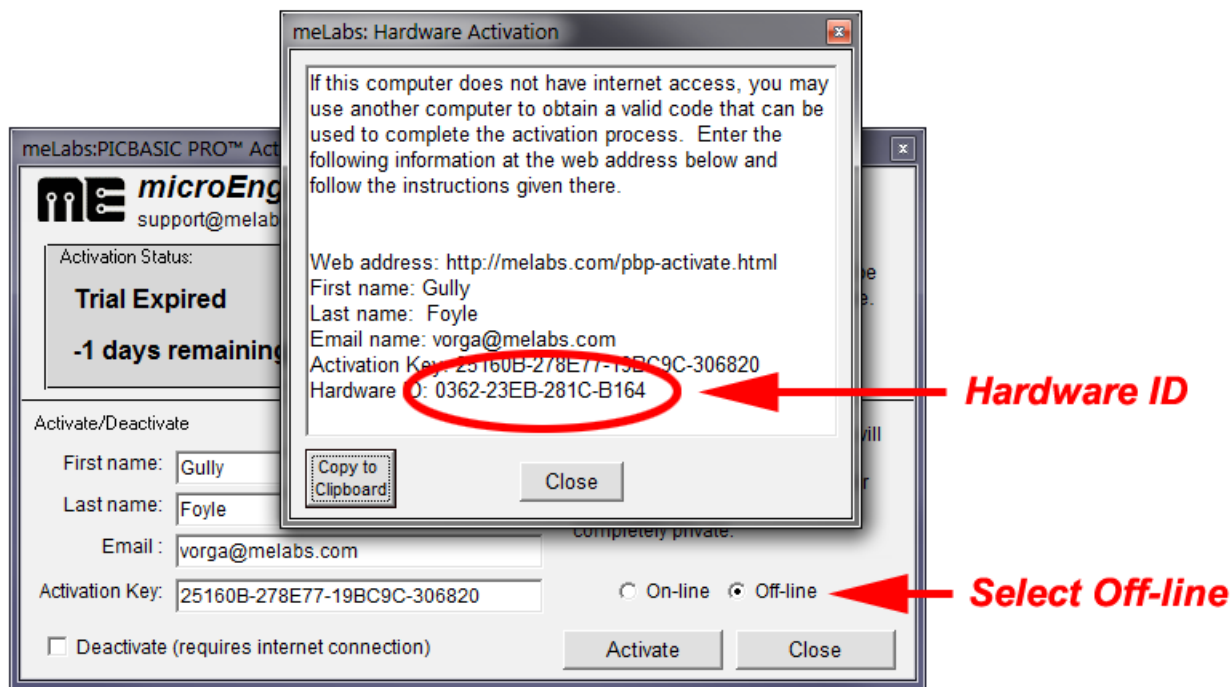
Some computers refuse the "online" process, but will activate using the "offline" procedure (detailed later in this document).

PBP3 Activation Help

Off-line Activation:

It is possible to activate on a computer that is isolated from the internet. Once this method is used, it is impossible to deactivate the compiler on the computer except by contacting microEngineering Labs support.

When "Off-line" is selected, it will cause a window to appear. Within this window, you will find the "Hardware ID", which is specific to the computer that you are activating.

Write down the Hardware ID.

Carry the Hardware ID and the PBP Activation Key (issued upon purchase) to a separate machine that has internet access. On this computer, use a web browser to access the address:

http://melabs.com/pbp-activate.html

PBP3 Activation Help

You will arrive at the "PICBASIC PRO™ Product Activation" form. Enter your email address, name, Activation Key (serial number), and the Hardware ID into the form as shown:

Use this form to activate your copy of PICBASIC PRO(TM) when you cannot do so from the computer that will have the software installed on it.

We respect your privacy.

* indicates required

Email Address

> user@melabs.com *

First Name

> John *

Last Name

> Doe *

Serial Number

> XXXXXX-XXXXXX-XXXXXX-XXXXXX *

Hardware ID

> XXXX-XXXX-XXXX-XXXX *

Get Activation Code

When the information is filled in, click "Get Activation Code". The result will be a special, hardware-based activation code.

Please enter the serial number below in to microEngineering Labs Activation dialog.
Then press the Activate button.

Serial Number

> EE21AE-DC53EE-7CFB48-058F17

This code can be used to activate the isolated computer. Write down the code and carry it back to the computer that you wish to activate.

PBP3 Activation Help

On the isolated computer enter the new code, along with your name and email address. (You may close the Off-line Activation window if necessary.) Make sure that the "Off-line" method remains selected.

Click "Activate" to activate PBP.

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