
Seaward PATGuard 2

Frequently Asked Questions



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PATGuard 2

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Note: If your question is not answered in this booklet, go to www.seaward.co.uk/faqs

1 Why is my Serial Number not being accepted?

Error messages include:

- The Serial Number cannot be applied! The Activation Key could not be read
- The entered number is not a valid Serial Number for PATGuard 2
- The entered Serial Number does not seem to be correct. Please check it.
- The Serial Number cannot be applied: This Activation Key was already used. Request a new license key
- The Activation Key cannot be applied: This Activation Key was already used. Request a new license key

Ensure the Serial Number is being entered into the correct field. If you have the “Enter Unlock Key” window select the ‘Back’ button to start the activation process again.

Also ensure all characters are entered correctly including the dashes (-).

Here are some examples of some of the characters:

These are examples of a capital letter I - I I

These are examples of a lower case letter L - L I

These are examples of a number one - 1 1

These are examples of a capital letter O - O O

These are examples of a lower case letter o - o o

These are examples of a number zero - 0 0

2 Activation asking for Unlock Key

Do you have internet access to this PC? If so you should be able to activate this online. Please press the 'Back' button and begin the process again ensuring that the PC has internet connection. Press 'I have a Serial Number and would like to activate PATGuard 2' Enter the relevant details and press 'Next'. Activate the product online.

If you do not have internet access please select Activate by Email, Fax or Phone and follow the on screen instructions.

3 I do not have internet access on my PC

Your product will need to be manually activated. Please select Activate by Email, Fax or Phone and follow the on screen instructions.

4 At start of PATGuard 2 the following problem has occurred

The license file c:\program files\seaward\patguard 2\patguard.lic could not be accessed. Check if the file is write-protected. (Please note: Path may vary)

User presses End – second message =

Error: The licence file is write protected. Please ensure you have Administration rights.

The user logged into the PC does not have the necessary write read / write and modify rights to the licence file. Or the PATGuard install directory and/ or licence file is read-only. Your IT department will be able to resolve this.

5 Error message in PATGuard:

Failed to connect to the database

Possible reasons for this are that the file is in use or has been deleted.

The database has been deleted or has moved from the last location that PATGuard accessed it. Please ensure that it is still in the specified location. Your PATGuard database will be stored by default in the install directory unless this is changed by a user. Please note the install directory could also have been changed during the installation process.

By default the install directory where your database(s) are stored is as follows:

C:\Program Files\Seaward\PATGuard 2

You will then have to click on open and locate the database to reopen it. If you cannot locate the database it is recommended searching for .mdb files using Windows search facility.

6 Your licence does not allow for any more instances of PATGuard to run.

A user is still logged in to the PATGuard program. Please ensure that the last user has shut the program down properly. If the issue remains then please take the following action.

Find the PATGuard 2 program in the install directory. The default path is

C:\Program Files\Seaward\PATGuard 2

Locate and delete the PATGuard.loc file in the install directory. This is a hidden file ensure hidden files are visible.

The filename will represent the program e.g. PATGuardElite.loc

7 User has asked for a key to allow for a date change.

Error message:

Online activation failed. Internal error 3014 in web activation server.

Please correct the Date / Time on your PC and try again. You may need assistance to change this from your IT department. If this is unsuccessful you may need an unlock key. Please visit the Technical Support section of our website for advice on what to do in this situation.

www.seaward.co.uk/faqs

8 Can I move my PATGuard 2 licence to another PC?

It is possible to move the PATGuard 2 licence from one computer to another. Simply select **Transfer...** at the **Login** window to deactivate the original program.



Figure 1: Login – Transfer button

The **Transfer...** button will change to **Restore...** to enable the licence to be re-activated.



Figure 2: Login – Restore button

Another computer with PATGuard 2 already installed will now be able to run the program. To return to the original computer, select **Transfer...** to deactivate the licence. At the original computer select **Restore...** to re-activate the licence and run the program.

The above Transfer process requires an internet connection. If an Internet connection is not available request a manual transfer by email to transfer@seaward.co.uk

9 I've lost my PATGuard CD. What do I do?

Please visit the Technical Support section of our website for advice on what to do in this situation.

www.seaward.co.uk/faqs

10 I've lost my PATGuard Serial Number. What do I do?

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There are 3 possible outcomes here:

- 1 If the Warranty card, provided in your PATGuard 2 package, was returned to us we will have your details on our system and can return them to you.
- 2 If we do not have a record of your details we will need to know the original program activation email in order to obtain your serial from our activation server.
- 3 If you have none of this information then we are unable to determine which Serial Number belongs to you and cannot provide this information. However, if you are able to provide documented proof of purchase (such as an invoice) for the original package we are able to offer you a replacement serial at the cost of an Additional Licence. Please contact our sales team for latest pricing information and to ensure the correct replacement is ordered.

