

Greg Fisher

To: Greg Fisher
Subject: likey request

Greg,
if this dealer has installed the newest Hako diagnose and if he had requested **his** interface number at hakodiagnose@hako.com.
And after receiving of the LicKey.hli (from us) has copied (and overwrite) it to his service laptop (where **his** interface is connected)
to: C:\MDT\Hako\ => then it would work.

Markus Toigo

I have downloaded the latest diagnose file and posted on our FTP site for our dealers to download- did this in January
I also posted the LiKey I got in January, but it still will not work.
How does the software know who is using the program and who has the key? I would think it's universal.

Greg,
the Hako diagnose has a two way license system. The basic is a "license" which is giving the service technician a allowance for certain workabilities with his Sontheim interface. This is done on a new interface.
When it is used the first time, the technician get a message to license his interface. He have to sent a email to hakodiagnose@hako.com (with name, company and function).
The second is the yearly renewal of the Hako diagnose license. This is done by a download of the newest diagnose. Always in January this is distributed via WebX.
I think your problem is, that the american dealers didn't have access to WebX. In such case you have to download the newest Hako diagnose intall file and distribute it to your dealers.

Markus Toigo

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Datum: 02.03.2020 17:55
Betreff: RE: Antwort: likey request

Greg,

the licence key is related to a interface. It isn't a general licence key.

ALL registered interfaces can be used with the up to date diagnosis software.

A newly sold interface has to be registered before it can be used with the diagnosis software.

Friedhelm Fechtner