

Edukite Learning Services

Troubleshooting Common Problems for Score More users

Score More Support
24th Jan 2011

SCORE MORE ACTIVATION PROBLEMS



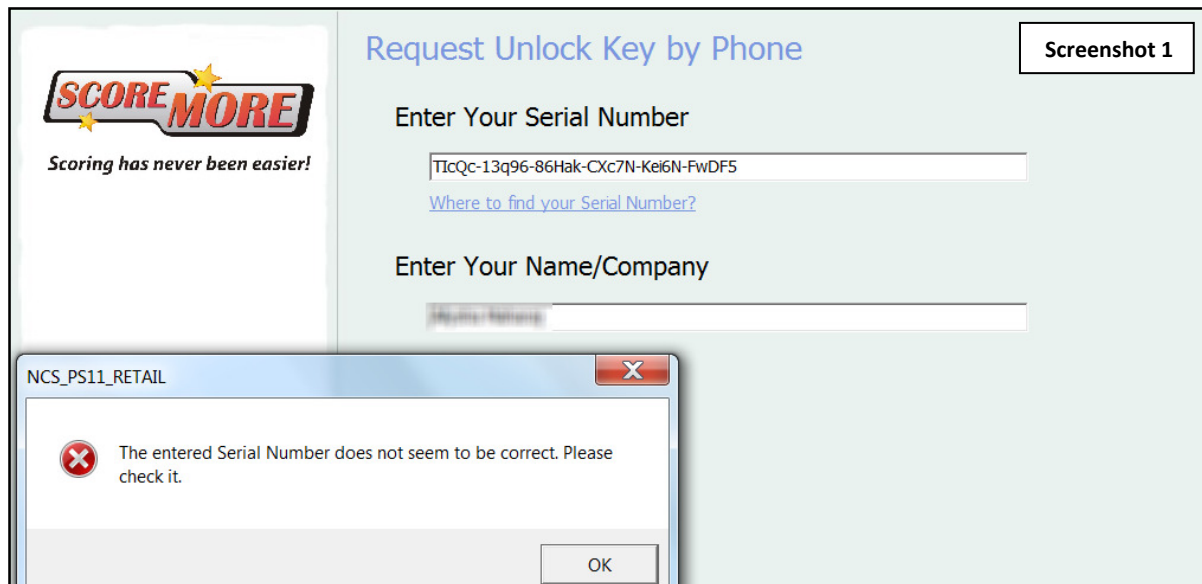
Common Problem # 1: “The entered serial number does not seem to be correct. Please check it”.



Why does this happen?

If you receive a message that the product key you entered is invalid, keep an open mind and don't panic.

You need to first check that you didn't mistype the product key in the first place. Please see example (Refer Screenshot 1) below:



The small letter 'l' has been wrongly interpreted by the user as the number '1'. This will give an error message – “The entered Serial Number does not seem to be correct. Please check it”.

Serial Key **00bLF**-33QC2-94FG9-9Ze7s-**qh190**-5D2Ch

Serial Key entered by user: 00bLF-33QC2-94FG9-9Ze7s-**qh190**-5D2Ch

Also, note that the number zero is printed as a 'slashed zero' to distinguish it from the letter 'O'.

What should I do?



You need to ensure that all the characters are correct and entered in the correct order.



Common Problem # 2: “Your licence has expired”. What should I do now?



Why does this happen?

Mistyping the unlock keys multiple times is one of the most common causes of activation problems and causes this error. You also need to verify that you are entering the right unlock key for the product code. For example, if you have entered the unlock key for Physical Sciences Grade 10, while activating Physical Sciences Grade 11 software, the unlock key will not work.



What should I do?

If you receive a message on your computer that says your licence has expired, you can follow certain steps to restore the activation.

As a first step to problem resolution, uninstall the program by following the steps.

1. Close all open applications.
2. Click on Start,
3. Click on Control Panel,
4. Double click on programs,
5. Find Score More on the list and select Uninstall
6. Follow the on screen instructions to remove.
7. Restart the computer.

You can use the same serial key and unlock key to activate the software. You do not need to send an sms again, unless the initial sms that you sent contained the incorrect Installation Code 04.



Common Problem # 3: “I haven’t received any response to the sms sent by me requesting for activation”



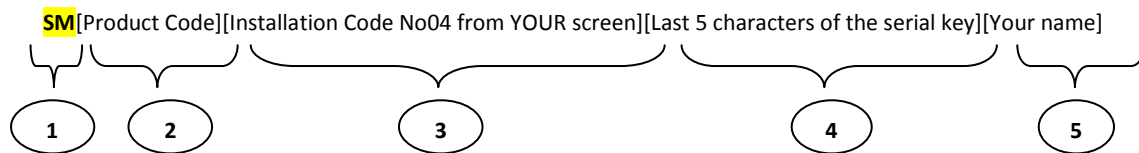
Why does this happen?

Most users forget to include the keyword ‘SM’ in the text message. This prevents the message from being delivered to us.



What should I do?

This product requires activation and sending ‘sms’ is the mode to be used by the user for sending the required information in 5 parts –the keyword “SM”, the product code of the product you have purchased, the Installation Code No 04 from YOUR screen, the last FIVE characters of the serial keyprinted on YOUR leaflet and your name. For the sms to be delivered, it is important that the message is sent in the CORRECT format to 35180.





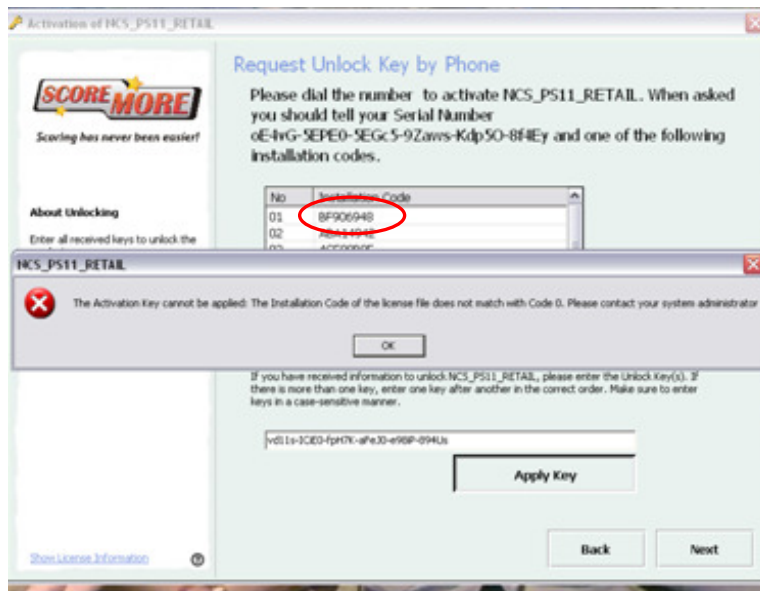
Common Problem # 4: “The activation key cannot be applied. The Installation Code of the license file does not match with Code 0. Please contact your system administrator.”



Why does this happen?

The Installation Code to be sent should be **Code 04**. The software will not be activated if any other Installation code is used. Many users send Installation Code 01 instead of Code 04. Please see example below: The user sent the following text via sms. As seen on the screenshot below, the user sent Code 01 instead of Code 04.

SM ps11BF906948 8f4Ey Pierre Duminy



The unlock key received by the user will not work.



What should I do?

Resend the sms, but with the correct Installation Code 04 from YOUR computer. The unlock key received will work.



Common Problem #5: “Too many display devices connected to the system. The system shuts down”



Why does this happen?

This error occurs when the computer is connected to more than one display device. (E.g. a monitor and a projector OR 2 monitors). The software is provided as a single user licence and is not meant for projection; hence the error is displayed. This is a feature built into the software. This is also mentioned on the DVD and activation leaflet.

Note: This doesn't mean that one cannot use that system to project other software. At the time of using the Scoremore product, the projector or second display device should be disconnected.



What should I do?

If however, you experience this problem even when a single display device is connected, please follow the steps below:

1. Go to Start -> Computer and right-click on it. Select Properties.
2. Select Device Manager.
3. Expand the Monitors Tab. You should be able to see two monitors. Uninstall any one of them. This will not cause any changes to your system.
4. Run the software. You should now be able to run it without any errors.