

Lertap.com

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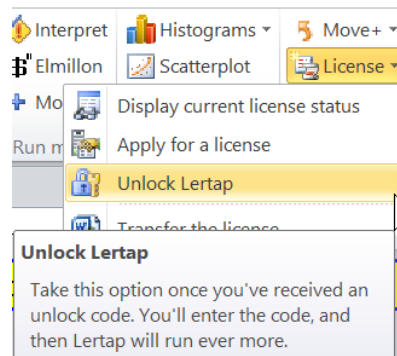
Activating Windows versions of Lertap 5

Dated: 2 January 2017

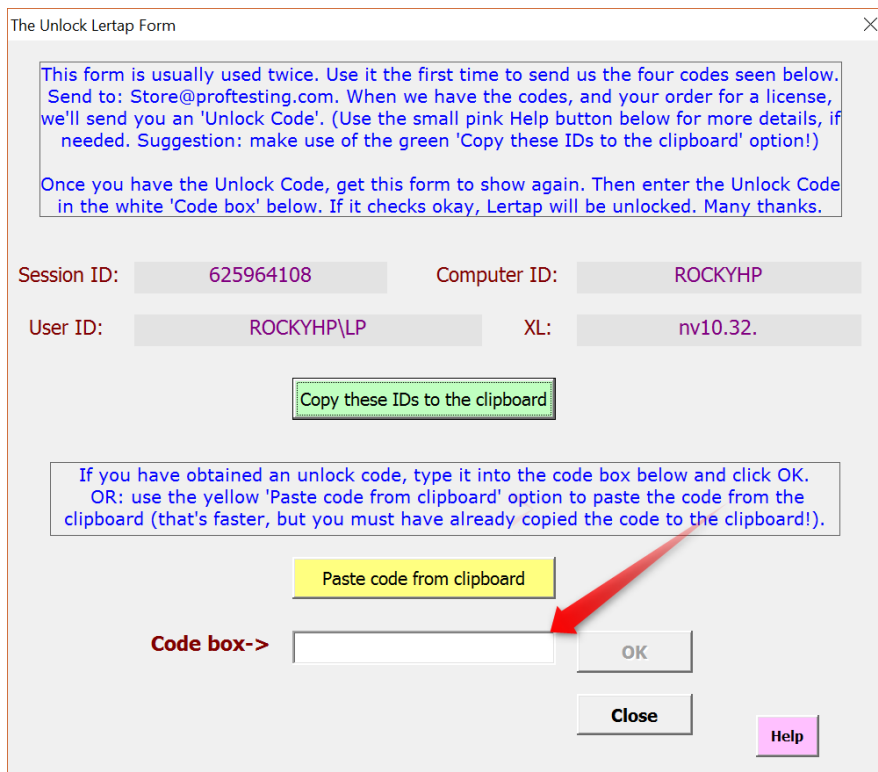
The steps described below assume that you have already installed Lertap 5 on your computer, that you have purchased a license, and that you have received an “**unlock code**”. If this is not the case, please refer to [this document](#). Follow all the steps it lays out, including the purchase of a license.

The **unlock code** you receive will activate Lertap 5 on your computer.

Begin the activation by starting Lertap and selecting “Unlock Lertap” from the [License Menu](#):



The Unlock Lertap Form will display:

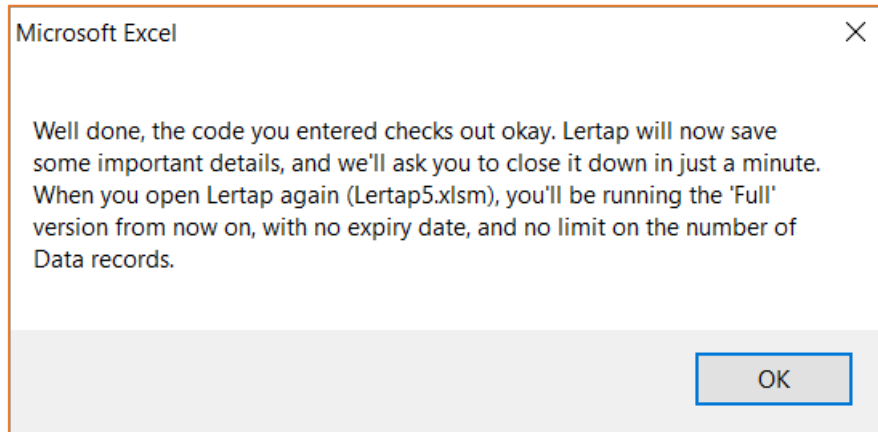
A screenshot of the 'The Unlock Lertap Form' dialog box. The form contains the following elements:

- Instructions: 'This form is usually used twice. Use it the first time to send us the four codes seen below. Send to: Store@proftesting.com. When we have the codes, and your order for a license, we'll send you an 'Unlock Code'. (Use the small pink Help button below for more details, if needed. Suggestion: make use of the green 'Copy these IDs to the clipboard' option!)
- Instructions: 'Once you have the Unlock Code, get this form to show again. Then enter the Unlock Code in the white 'Code box' below. If it checks okay, Lertap will be unlocked. Many thanks.'
- Session ID: 625964108
- Computer ID: ROCKYHP
- User ID: ROCKYHP\LP
- XL: nv10.32.
- A green button labeled 'Copy these IDs to the clipboard'.
- Instructions: 'If you have obtained an unlock code, type it into the code box below and click OK. OR: use the yellow 'Paste code from clipboard' option to paste the code from the clipboard (that's faster, but you must have already copied the code to the clipboard!).'
- A yellow button labeled 'Paste code from clipboard'.
- A white text box labeled 'Code box->' with an empty input field.
- Buttons for 'OK', 'Close', and 'Help'.

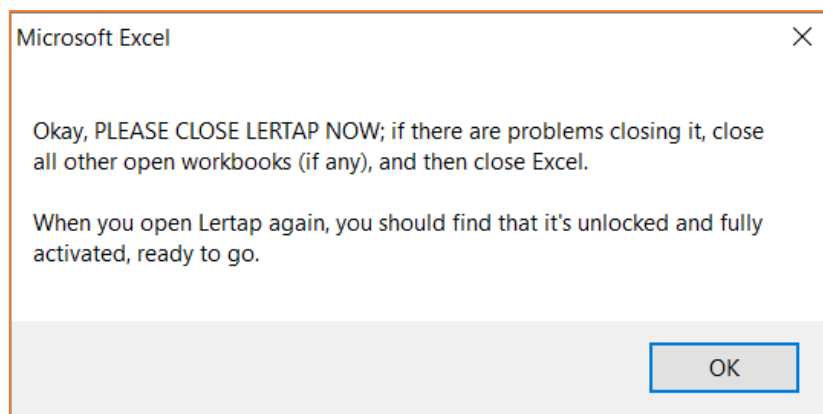
A red arrow points to the 'Code box' input field.

The unlock code must be entered in the “Code box”. You can type it into the box, or you could copy it and then use the yellow “Paste code from clipboard” option.

Click the OK button. A message *similar* to the one shown below will appear¹.



Click the OK button. A message like the one below will be displayed.



Make sure that you follow the instruction given in the box above: **close Lertap**. *It won't work correctly until it has been closed*. When Lertap 5 is next opened it'll be unlocked, enabling you to process thousands of data records.

If at any time you encounter difficulties with the installation or running of Lertap 5, please contact us. Lertap.com has its headquarters in Fremantle, Western Australia (UTC+8.00). Best contact is via email to support@lertap.com. (Send an email if you'd like to try to set up a Skype call. A call can be very useful, but the time difference between Western Australia and North and South America can present problems. Fremantle is in the same time zone as Hong Kong.)

¹ The exact message will depend on a few factors; commercial purchasers, for example, will generally have a time-limited license, with the usual term being 12 months.

Special note: comments regarding an operational problem which may arise.

Some users may find that Lertap will be working okay, but then, out of the blue, announce that it's reverting to the Mini version.

This problem is likely to arise if Lertap has been installed on a computer used by more than one person, and each person has an individual username and password. In this case, Lertap should have been installed to the Public Documents folder on the computer, but probably wasn't. Uninstall Lertap and then re-install it, taking care to seat it under the Public Documents folder.

The problem may also occur when Lertap or Excel has found an error of some sort. Lertap has numerous user messages designed to "trap" common errors, but, nonetheless, there will be times when something special happens without a corresponding message to say what it was. In such events, Lertap or Excel may simply stop running. Or, Lertap will say, perhaps, that it's going to revert to the Mini version. To fix this problem, close Lertap and then reopen it. If this does not solve the problem, close all workbooks, close Excel itself, and then reopen Lertap.
