



# Troubleshooting Guide

## LOCATING THE HARDWARE ID (HWID) ON A NEW DW SPECTRUM SERVER

In situations where a DW Spectrum system is installed on a device that does not have Internet access users will be required to perform an Offline (or Manual) license activation.

Follow the steps below to execute an offline (manual) license activation. Before you begin make sure you have installed DW Spectrum Server on your Windows or Ubuntu Linux computer.

### Step 1: Launch the DW Spectrum Client and connect to the server on which you wish to do an Offline (manual) Activation.

The DW Spectrum Desktop Client is required - mobile or web clients do not have the ability to located licensing information.

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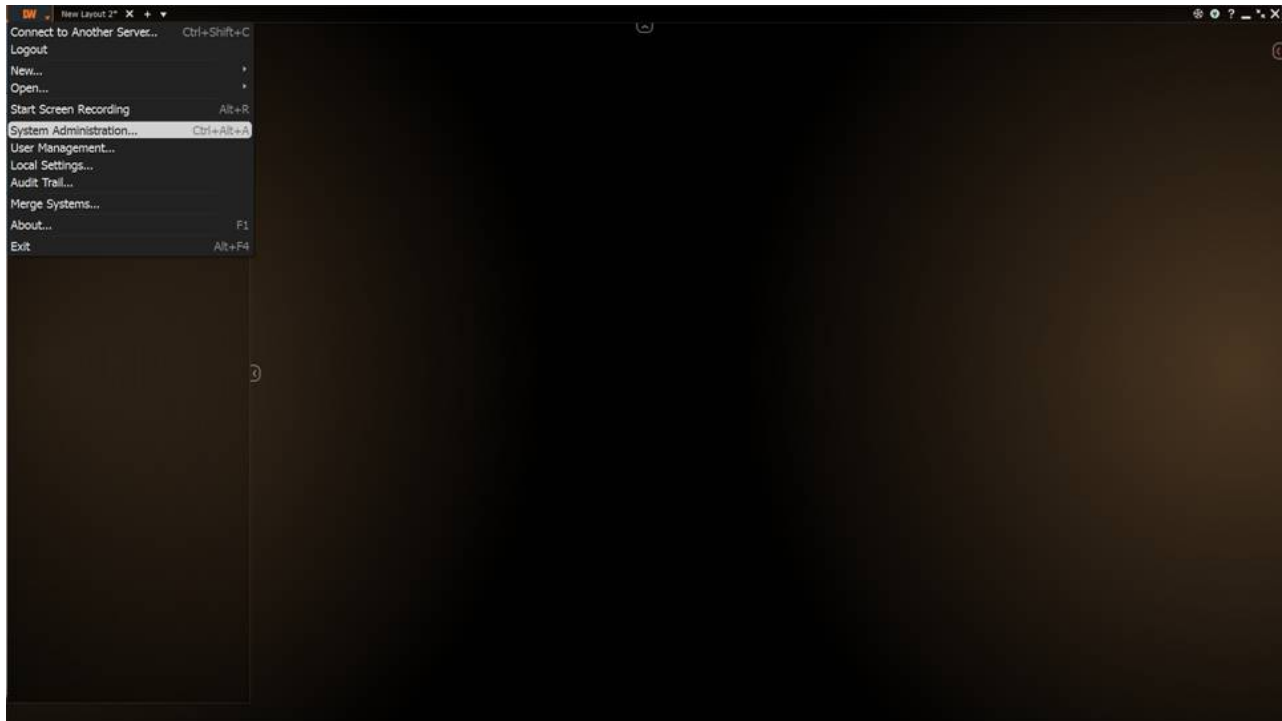


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## Step 2: Go to System Administration

System Administration to launch the System Administration dialog.



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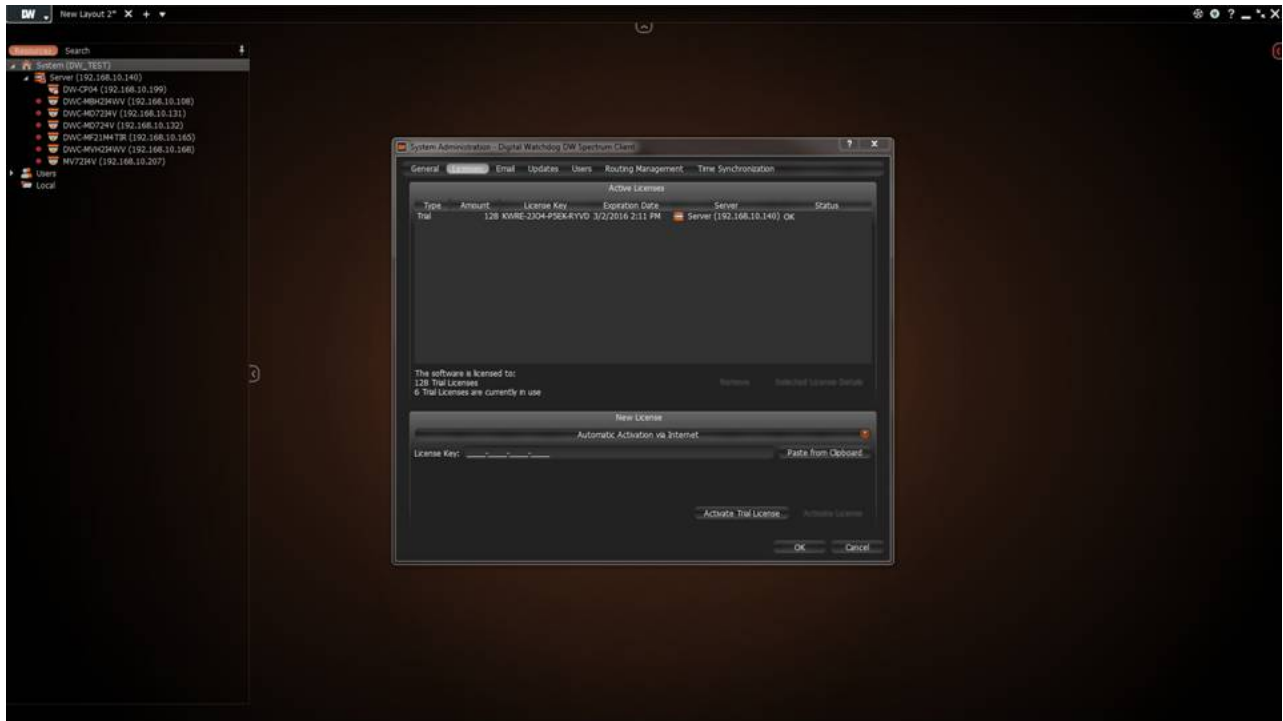


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## LOCATING THE HARDWARE ID (HWID) ON A NEW DW SPECTRUM SERVER

### Step 3: Go to the Licenses Tab

Click on the Licenses tab in the System Administration dialog.



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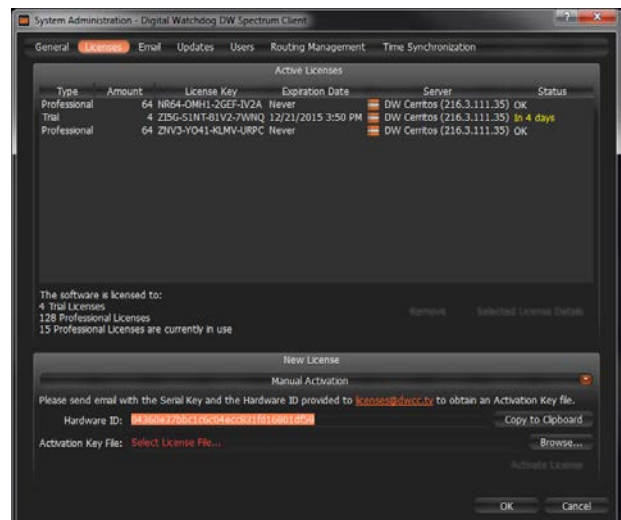
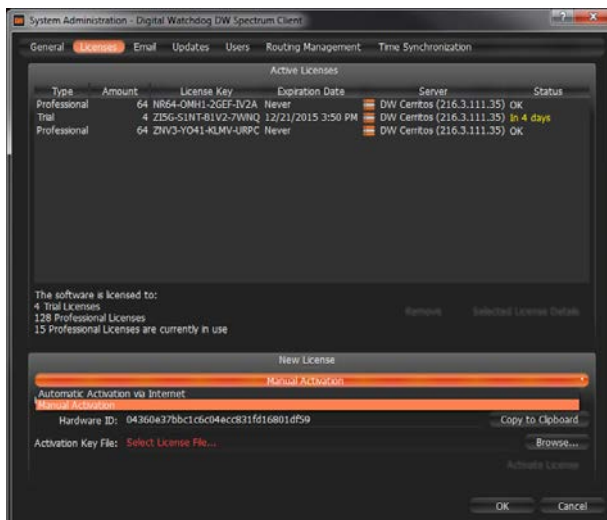


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## LOCATING THE HARDWARE ID (HWID) ON A NEW DW SPECTRUM SERVER

### Step 4: Under "New License" choose Manual Activation

- › In the dropdown under "New License" choose Manual activation.
- › You should now see the Hardware ID of the server you are connected to.
- › Press the "Copy to Clipboard" button to copy the Hardware ID.
- › Email this Hardware ID to [licenses@dwcc.tv](mailto:licenses@dwcc.tv) (or your Digital Watchdog Distributor or Reseller) and we will email you back a license file which you can import using the "Browse" button to activate your licenses.



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