



# Troubleshooting Guide

## LOCATING THE HARDWARE ID (HWID) AND LICENSE DETAILS ON A DW SPECTRUM SERVER

Every DW Spectrum license, when activated, is locked to the Hardware ID (HWID) of the computing device upon which it is installed.

## What is a Hardware ID (HWID)?

The HWID is a unique 34-digit identifier

(*example:03000102030405060708090a0b0c0d0e0f*) generated when the DW Spectrum Media Server is installed on a Windows, Ubuntu Linux, or ARM device. The HWID is based on a combination of software and hardware of the computing device upon which DW Spectrum is installed.

The following items are used to generate a unique HWID for each computer upon which DW Spectrum is installed:

- › BIOS
- › Motherboard
- › RAM
- › Network Card (NIC)

After installing DW Spectrum on a server any modification in the software or hardware items above will result in a change of HWID and an invalidation of licenses attached to that device.

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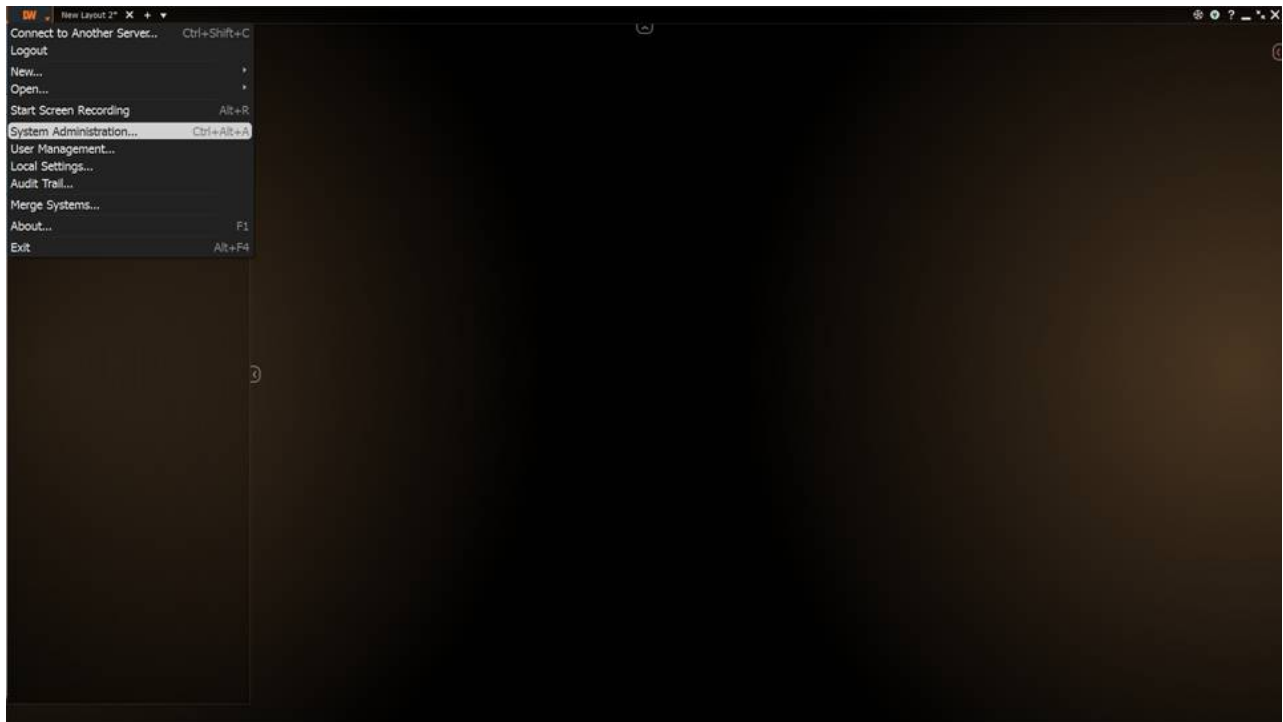
To find your system's HWID?

Step 1: Launch the DW Spectrum Desktop Client.

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

Step 2: Go to System Administration

System Administration to launch the System Administration dialog.



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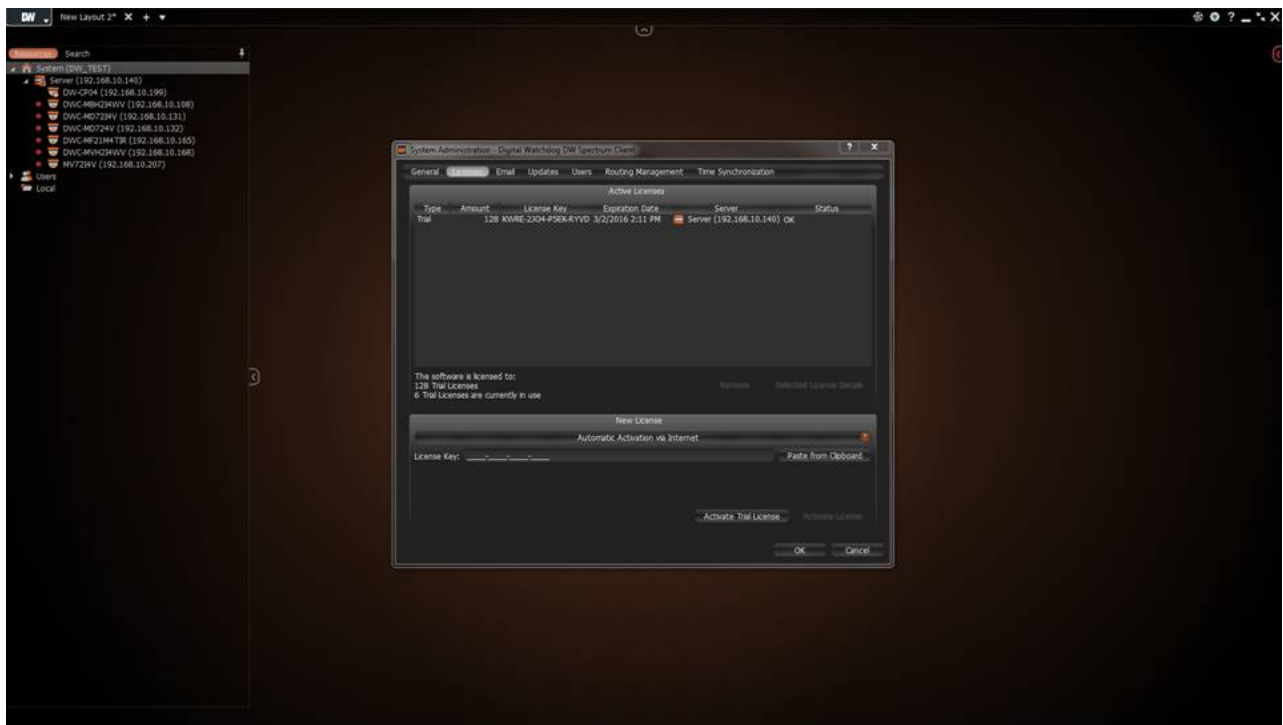


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### Step 3: Select the License Tab

Select the License tab on the System Administration Dialog.



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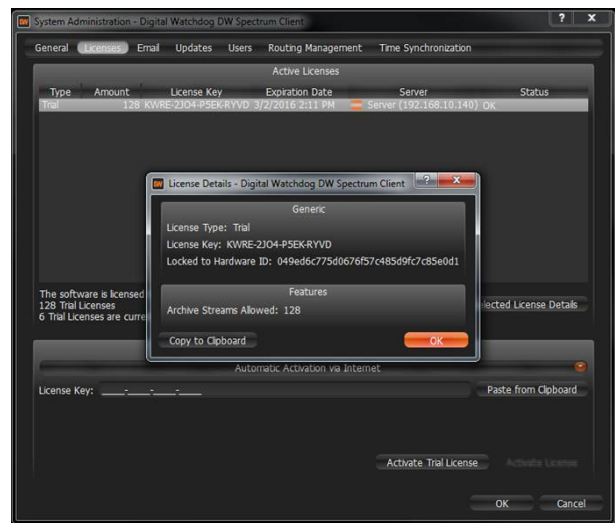
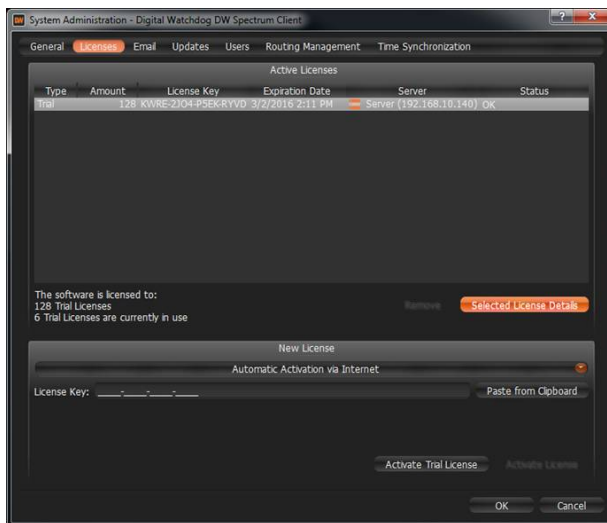
### Step 4: Highlight a License installed on Your Target Server.

Select a license attached to the server for which you want to see the HWID and License Details.

Choose the "Selected License Details" button.

You should now see a dialog that shows the License Type, License Key, and Hardware ID.

To copy the license information (including the HWID) press the "Copy to Clipboard" button.



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