Error Code Received When Requesting Activation Key
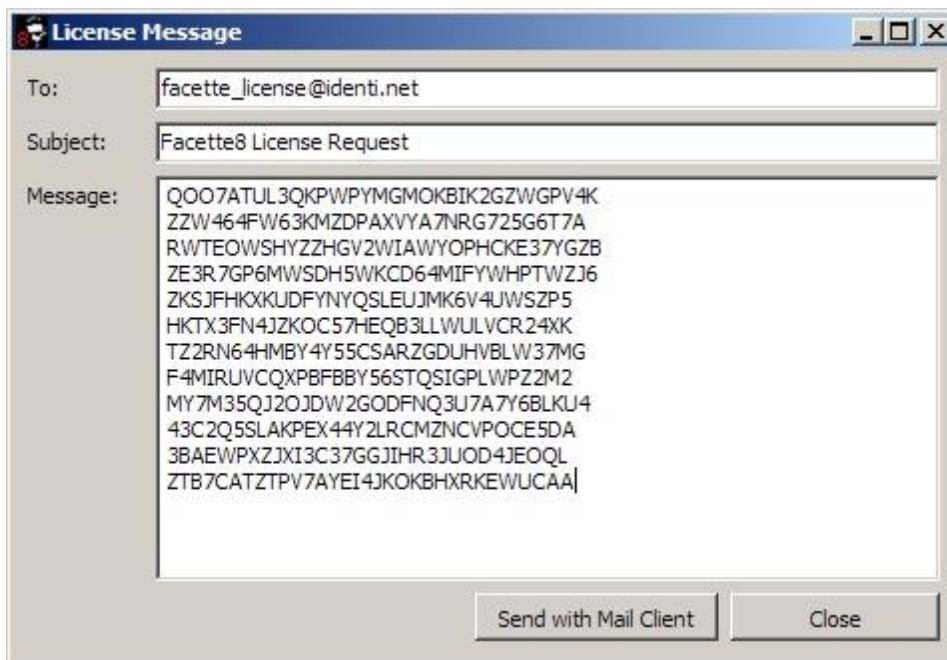
The license request is automatically sent to our server following activation of the "Send" key. Your computer MUST be connected to the internet. If not, you will receive a message that looks like this:

After clicking "OK" a window will open with your personal license request code:

If your computer is only temporarily offline, transmit the license request data to your e-mail program with the button - "Send with Mail Client" and send us the request code as soon as you are back online.

If your computer DOES NOT have internet access:

- Copy and paste the multi-line code from the field "Message" into an empty text/word program file.
- Transfer the text file to a computer which can send e-mails by means of a USB stick.
- Send us the request code from there (e-mail address: facette_license@identi.net and in the subject line type: Regarding - SketchCop FACETTE 8 License Request.)

If you have difficulty activating SketchCop FACETTE after receiving your activation key:

- Make sure that you are using the SAME computer the activation key was requested from, or
- Uninstall the SketchCop FACETTE program, then re-install, repeating the previously detailed steps to activate your license.

For further assistance, send us an e-mail at: Contact@SketchCop.com