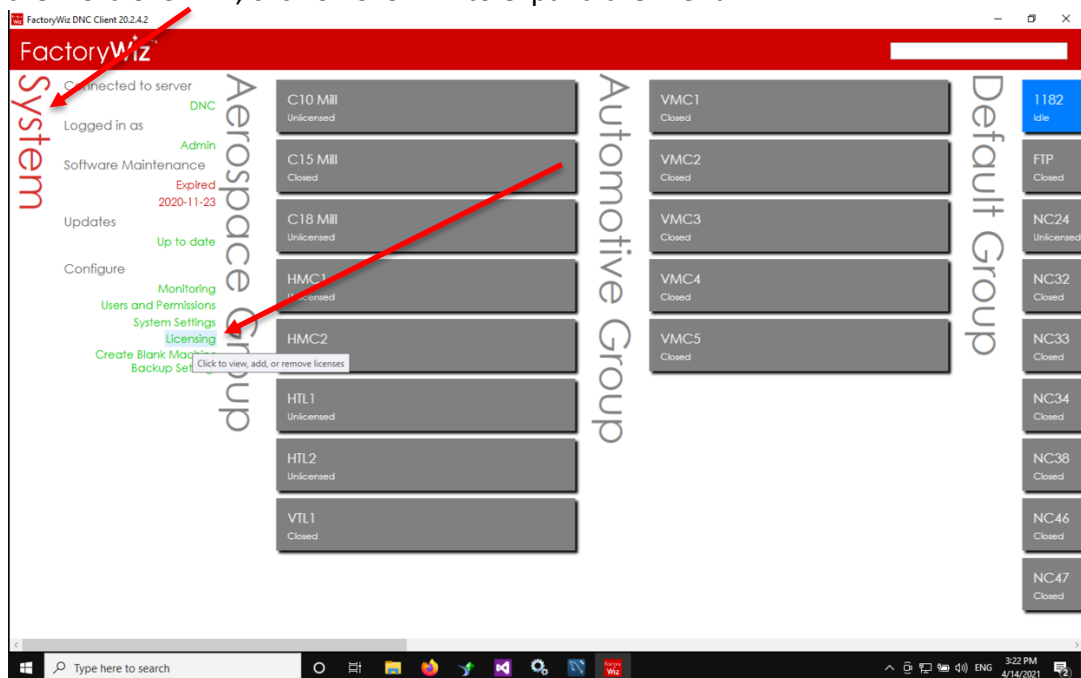# DNC License Instructions

This document covers new installations / lost keys and existing systems adding licenses. Existing systems or if you have already received a license can jump to number 5.
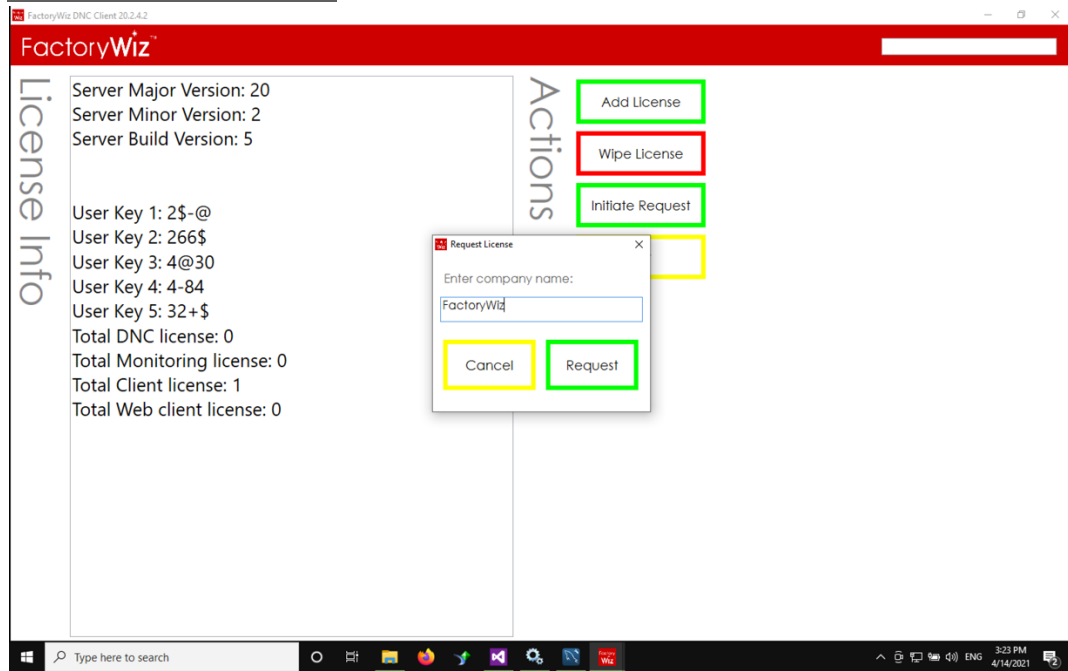
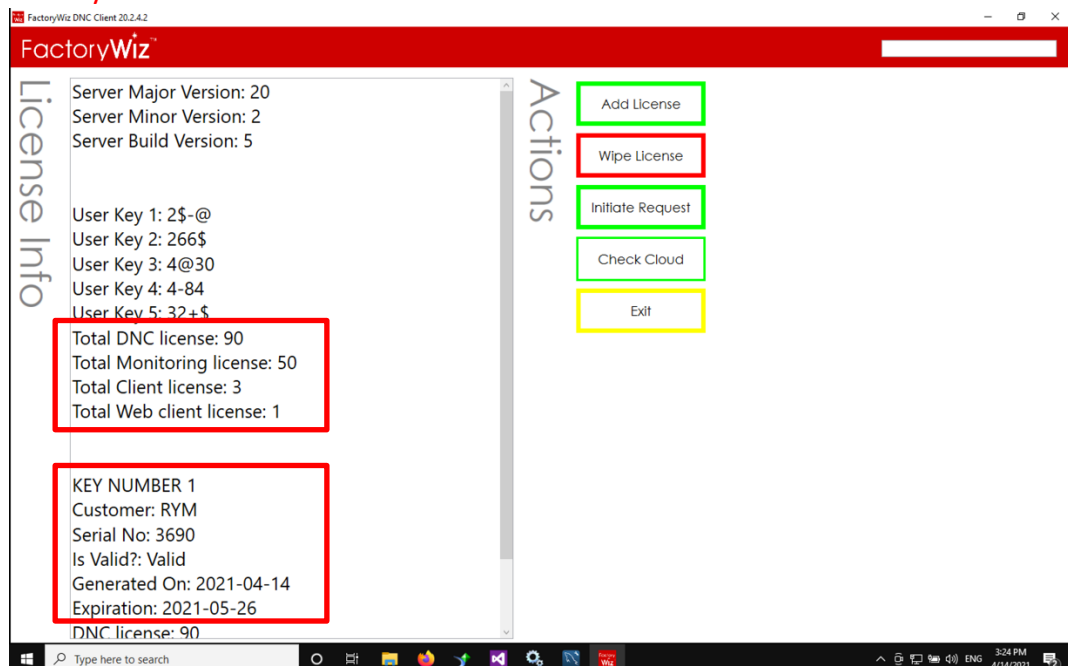1. Open the DNC Client on the computer where the DNC server is installed (not on a client pc).

2. Login with the Admin username and password. Please email support@factorywiz.com if you do not know these credentials or need them resetting.

3. Select **Licensing** on the left hand menu. If you do not see the menu but you do see the word SYSTEM, click on SYSTEM to expand the menu.
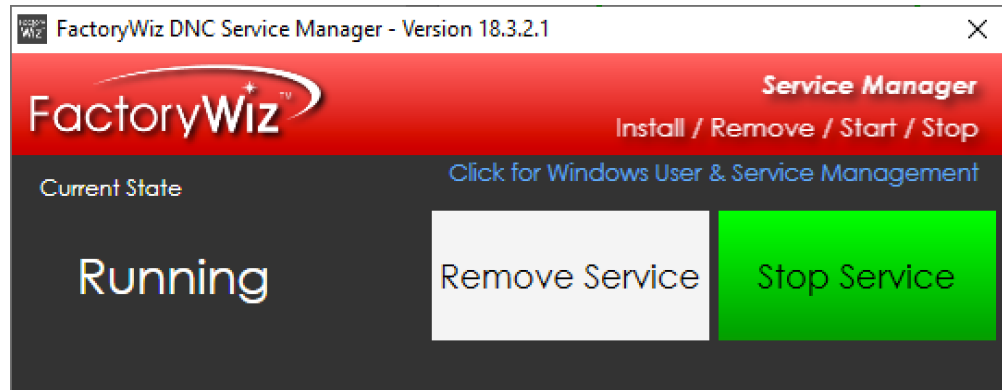

4. Here you will need to **Initiate Request** and fill in your company name, this will send the 5 User Keys to FactoryWiz. Please let us know when you have done this either by phone or by emailing support@factorywiz.com. If your PC does not have internet, you will need to copy paste these codes into an email and send them to

support@factorywiz.com
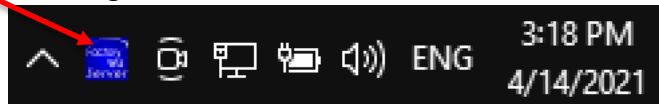

5. Once you receive an email from FactoryWiz with your new license you have 2 options:
   a. If connected to the internet: Click **Check Cloud**
   b. If no internet connection
      i. Download the license from the link in the email
      ii. Click **Add License**
      iii. Locate the FWDNCKey file you downloaded and open it
6. If successful you will see the number of DNC licenses has been set or increased. Click exit to return to the main screen. NEVER click Wipe License unless your told to by FactoryWiz.

7. You will notice that the machines still say unlicensed. You will need to restart the DNC SERVER software / service in order to apply these changes. Close the DNC Client.

8. If running as a service (preferred method):
    a. open the FactoryWiz DNC Service Manager from windows start menu. Click **Stop Service** and wait for it to stop (this can take a few minutes), then click **Start Service** to restart it.

    b. If running as application, right click on the blue DNC icon in the system tray and click **Stop.** Once it has stopped, you can reopen the DNC server by selecting the blue DNC Server icon from the desktop or start menu.

9. Reopen the DNC Client (red icon) and you should see the machines are now idle. If you still see "Unlicensed", please email support@factorywiz.com