



Trouble shooting

Please refer this at the license registration.

Q "Registration" dialog does not start.

A If automatically "Registration" dialog does not start such a case that you register the license while "Trial mode", please start "Registration" dialog by selecting program menu "Registration" in "Help".

Q The number of the product key (number of characters) digits is not enough.

A The product key digits depends on the license, therefore the "Product key" column might blank remains.

Q Error message "The product key is not correct." or "The product key is not valid." is displayed and I cannot register the license.

A Please enter the serial number and the product key with single-byte characters. Please confirm the setting of character whether it was set in "double-byte" or not.

Q Click "Register product key" button at ONLINE registration, the error is displayed and cannot register the license.

A During the license registration, it has carried out the registration process with connecting to our server. It sometimes happens that the registration process does not complete properly and shows error message due to the setting of internet or traffic conditions.
Regarding to each product countermeasure method please refer "Trouble shooting in regards to the product key registration" in product software manual.

Q The SILKYPIX Certification Site does not start even in OFFLINE registration selecting "A : Using internet access of this system" and click [Next] button in "Issue of request code".

A If the SILKYPIX Certification Site does not start since the web browser does not open automatically, please click the [Browse web] button in "Input certification code" then access to the SILKYPIX Certification Site directly.

Q Error message "Request code is invalid. Please input again." is displayed even if request code is input to the SILKYPIX Certification Site. The certification code is not issued.

A Please check the input again. In addition please input request code including "-" (hyphenation)" in single-byte all.



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Q To obtain certification code, can I temporary terminate the program?

A In product OFFLINE registration, it supports a function to hold the process. In "Select method of acquiring certification code" dialog, from these cases such as "B : Using internet access of a different system" or "C : Offline registration by E-mail" if you temporary terminate the program, please click [Suspend] button in "Input certification code" dialog.

In addition if you terminate the program without on hold, issued request code will be disable and please note that it will be again from the beginning.

Q Input certification code in "Input certification code" dialog and click [Apply] button, but error message "certification code is invalid." is displayed and cannot complete the registration.

A Please check the input again. Please ignore "- (hyphenation)" which was displayed in certification code at "SILKYPIX Certification Site" and input in single-byte all. In addition, Alphabetic characters can respond in either uppercase or lowercase.

Q Since OS reinstallation has been done, when I tried to do license reregistration error message "Input product key is not available in this PC." was displayed and reregistration was incomplete.

A Your input license key was done "Clear product key registration" in your PC so you cannot register the license.

In this case please inform to our support center with E-mail.

E-mail address : silkypix_support_english@isl.co.jp

E-mail subject "SILKYPIX reregistration (registration release)"

Customer name :

Product name of registration release (Example: SILKYPIX Developer Studio Pro7) :

Serial number of license registration release :

Reply E-mail address :

The reason it becomes necessary to re-register :

[Information desk for license registration]

Ichikawa soft laboratory Co., Ltd. Support center

E-mail address: silkypix_support_english@isl.co.jp

Support form : <https://support.isl.co.jp/en/silkypix/contact/>