
SINKRO Server

Documentation

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Activation

Before it is activated, SINKRO Server runs as a trial. Everything works, but any instance you start **stops after one hour**. Activating removes that limit. The licence does not expire, and it is tied to the one machine you activate it on.

Before you start

Before you can activate you must first have purchased a licence from sinkro.co.uk/SINKROServer.

You will then receive a certificate PDF by email.

You need two details, both printed on the licence certificate PDF we emailed you when you bought the licence:

- **Serial Number**, for example SN100001
- **Licence Owner Name**, the name the licence was issued to

We advise you keep your certificate PDF safe, because you need it again if you ever move the licence to another machine.

Step 1: Find your App ID

On the machine you want to license:

1. Open SINKRO Server.
2. From the menu bar choose **About -> About SINKRO Server**.
3. Read the **App ID**. It looks like A1B2C3-D4E5F6.
4. Click **Copy App ID**.

This App ID is unique to your computer. The first time you open the dialog it takes a moment to appear. If it still reads `Loading...`, give it a moment. If it reads `UNKNOWN`, see Troubleshooting.

Step 2: Get your product key

Go to sinkro.co.uk/activate and fill in all three fields:

Field	Where it comes from
Serial Number	Your licence certificate
Licence Owner Name	Your licence certificate
App ID	The About dialog, from step 1

The serial number and owner name have to match the certificate exactly, so paste them rather than type them where you can. Press **Activate**. We email the product key to the email address the licence was bought under.

The key is long. Copy it out of the email in one piece. A key that has been cut short, or that picked up a line break when you pasted it, is rejected.

Step 3: Enter the key in the app

Back in **About -> About SINKRO Server**:

1. Click **Activate using your product key**.
2. Paste the key into the **Product Key** box.
3. Click **OK**.

You should see "Activation successful", and the dialog then shows:

- **Status:** Activated
- **Expiration:** No Expiration
- **Serial Number:** your serial number

Once you are activated instances will no longer stop after an hour. The key is saved to `config.ini` next to the SINKRO Server executable and checked again each time the app starts, so you only do this once.

Troubleshooting

What you see	What it means
Missing required fields	One of the three fields on the activation page is empty.
No matching licence found	The serial number and owner name do not match a licence. Check both against the certificate, including spelling and spaces.
An active activation already exists for this serial.	This licence is already activated on a machine. See Moving to another machine .
This serial has been terminated	Get in touch and we will look it up.
The product key is invalid. (in the app)	The key does not match this machine's App ID. Usually the key was issued for a different App ID, or it was cut short when copied.
App ID readsUNKNOWN	The app could not read the machine's hardware identifiers. Start SINKRO Server again, and contact us if it persists.

Moving to another machine

A licence covers one installation, so a product key only works on the App ID it was issued for. Replacing the motherboard or processor changes the App ID, which has the same effect as moving machine.

To move a licence, go to sinkro.co.uk/activate and submit your details. When you are told an activation already exists, choose **Request a Deactivation Declaration Form**. On that form you declare that the original installation is no longer in use and no longer accessible. Having two installations in use at once breaks the licence agreement. Once we have processed the form, activate again with the new machine's App ID to get a fresh key.