

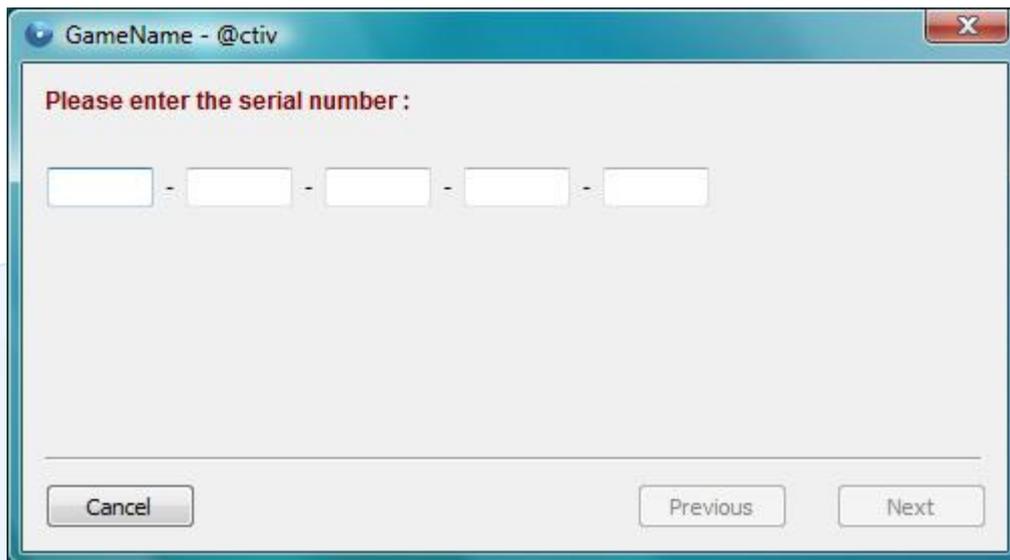
## T@GES online activation instructions

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**Step by step instructions to activate a game with the TagesClient system:**

Start the game with the start menu or desktop shortcut. If the game has not been activated yet, the following dialog box will appear (the title will show the name of the game's executable):

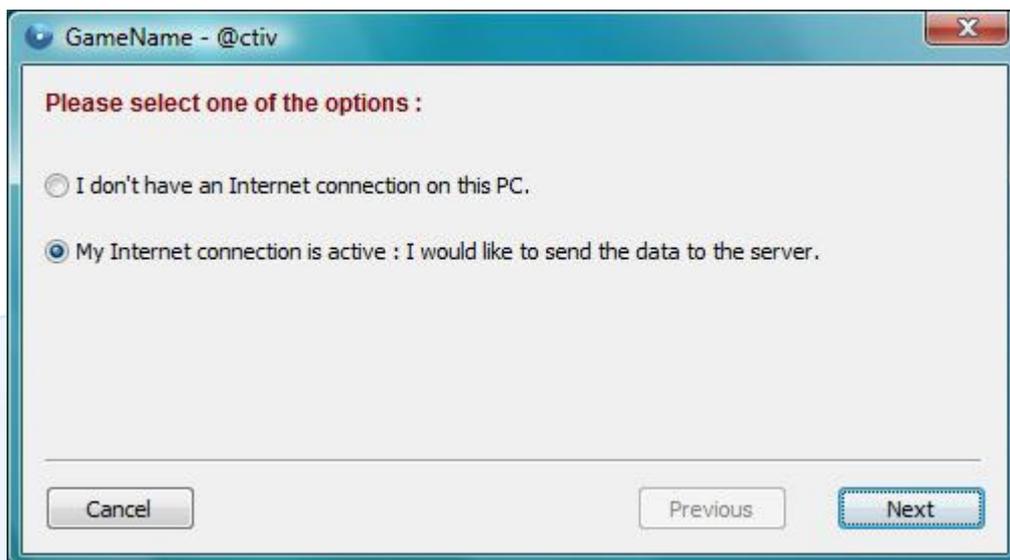


The screenshot shows a standard Windows-style dialog box. The title bar reads "GameName - @ctiv" and includes a red close button with an "X". The main area of the dialog has a light gray background and contains the text "Please enter the serial number :" in a dark font. Below this text is a row of five white rectangular input fields, each followed by a hyphen character. At the bottom of the dialog, there are three buttons: "Cancel" on the left, "Previous" in the center, and "Next" on the right.

Enter the serial that was sent to you by the game's distributor (you can usually find it in an Email or in your account in the web management system of the distributor). For some distributors the serial field will be filled automatically.

After entering the serial number please click on the 'Next' button to continue.

The following dialog will appear, asking if you want to activate **automatically** over the Internet or **manually** in case your PC has only limited or no Internet access. You can use the manual activation mode in environments with restrictions by firewalls and proxy servers. The manual mode can also be used to transfer the activation request file to another PC (with Internet access) and complete the activation from it.



## Automatic activation mode

When you click 'Next' the automatic activation process is started. On the first start a progress bar dialog will be displayed while the activation client communicates with the server.

When the activation process is completed successfully, the following dialog is shown:



After the successful completion of the activation process the game will now start automatically or you can run it using the start menu or desktop shortcuts.

You will not be asked again to activate on this PC unless major parts of the hardware/software configuration change.

If you receive an error when trying to activate automatically, you will receive the following dialog:

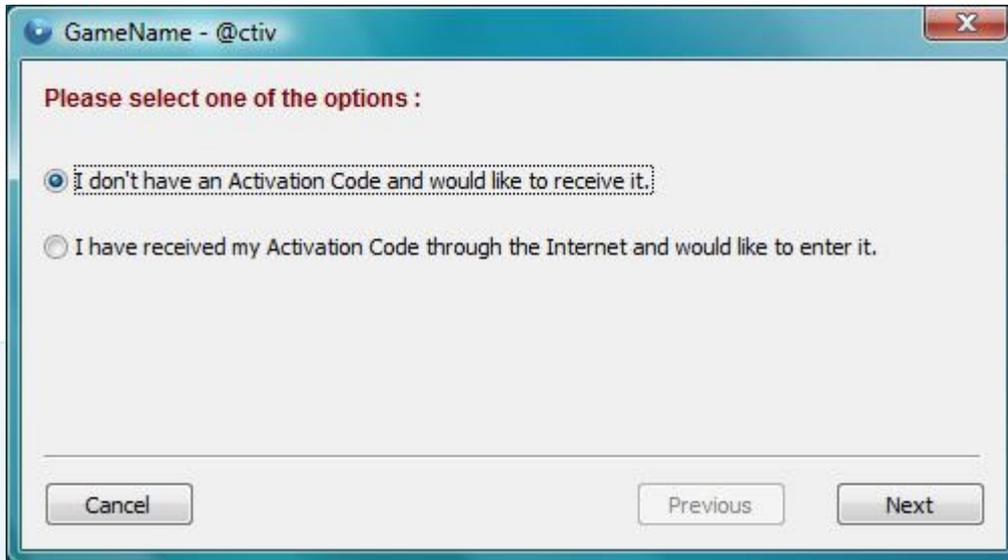


In this case you can now start the manual activation process. The manual activation mode will work in environments with restrictions by firewalls and proxy servers that prevent the direct communication with the activation server.

The manual mode does not require an active Internet connection on the PC that the game should be activated on – you can use another PC with active Internet access to run the activation process by simply copying the file "GameName - @ctiv.htm" (e.g. to a USB stick) and opening it on the other PC.

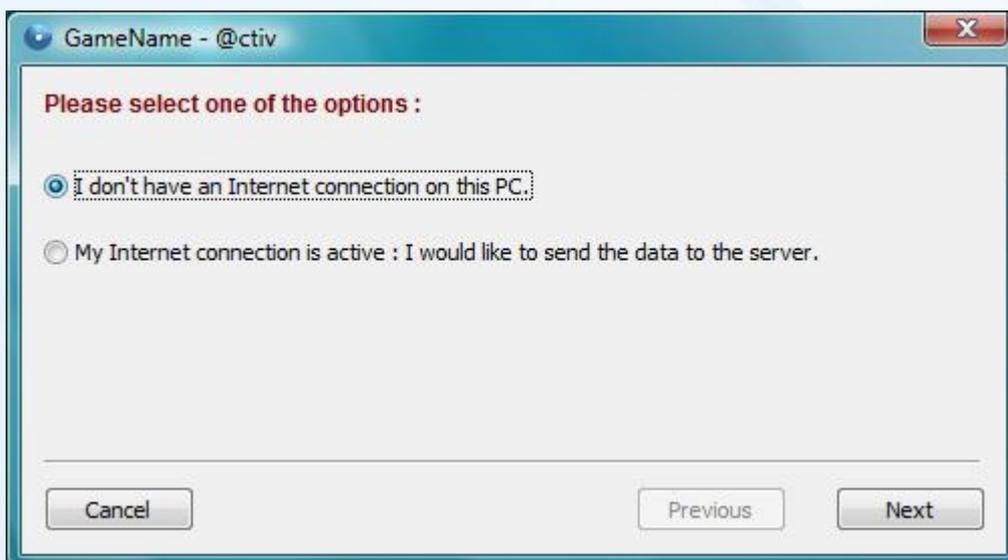
## Manual activation mode

If you start the game again after entering a serial number, but without having completed the activation process yet, the following dialog will appear:



As you do not have an activation code yet, please click the 'Next' button. The next dialog will show you the serial edit fields; you do not need to change anything there, please click 'Next'.

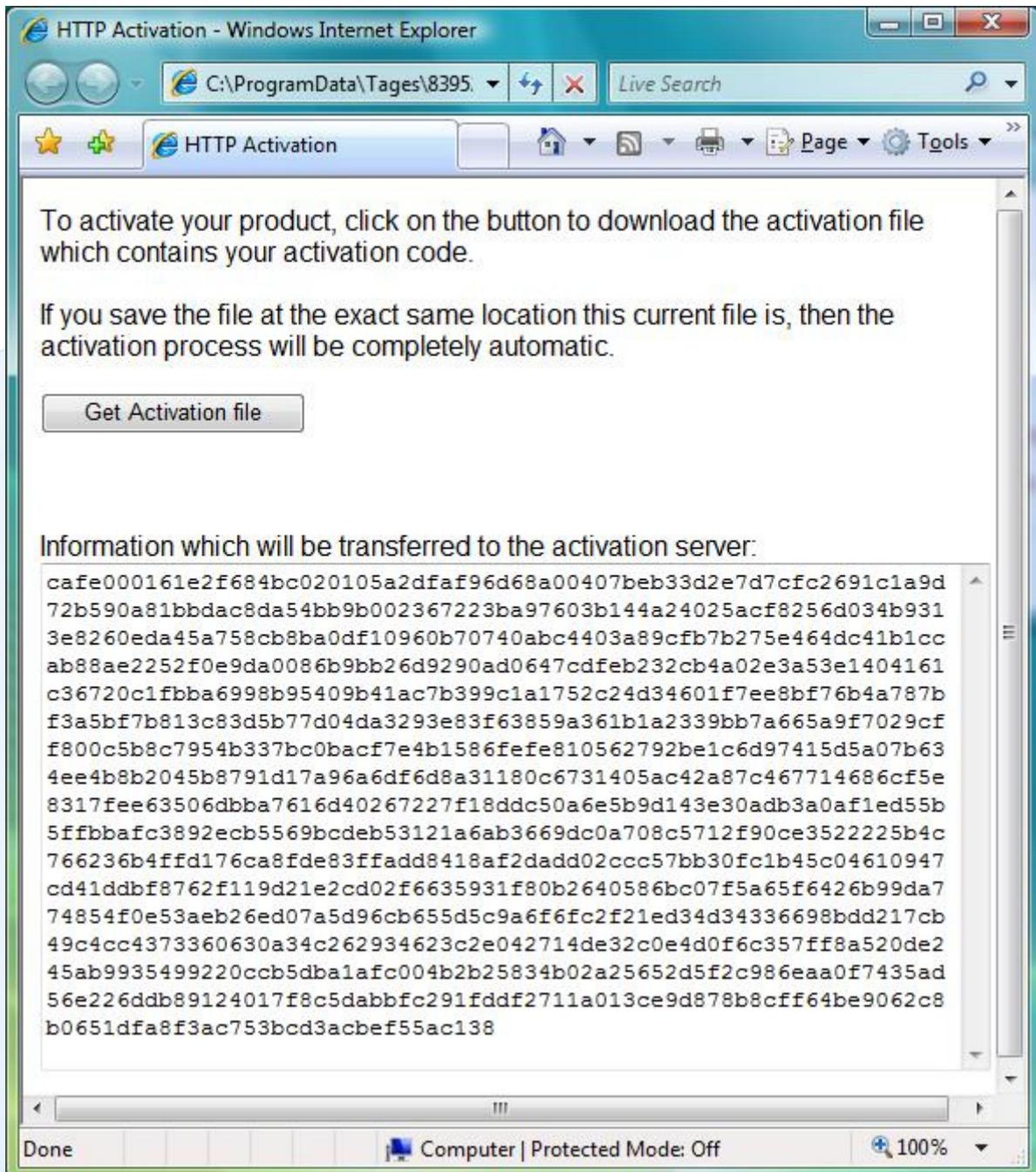
The manual activation mode can be started by selecting "I don't have an Internet connection on this PC"):



Selecting the manual mode will show the following dialog:



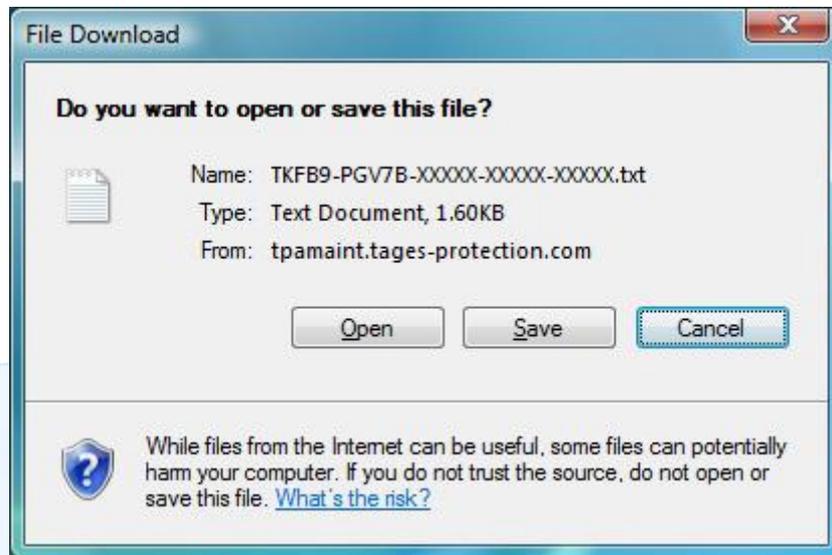
You can now click on the “GameName - @ctiv.htm” link in the dialog or save the file and open it (e.g. with Internet Explorer on a PC with Internet access). Your web browser will be started and show a screen like this:



Note: please do not try to browse the URL mentioned inside the “GameName - @ctiv.htm” directly as it cannot be used to retrieve an activation code (as the activation request data is missing).

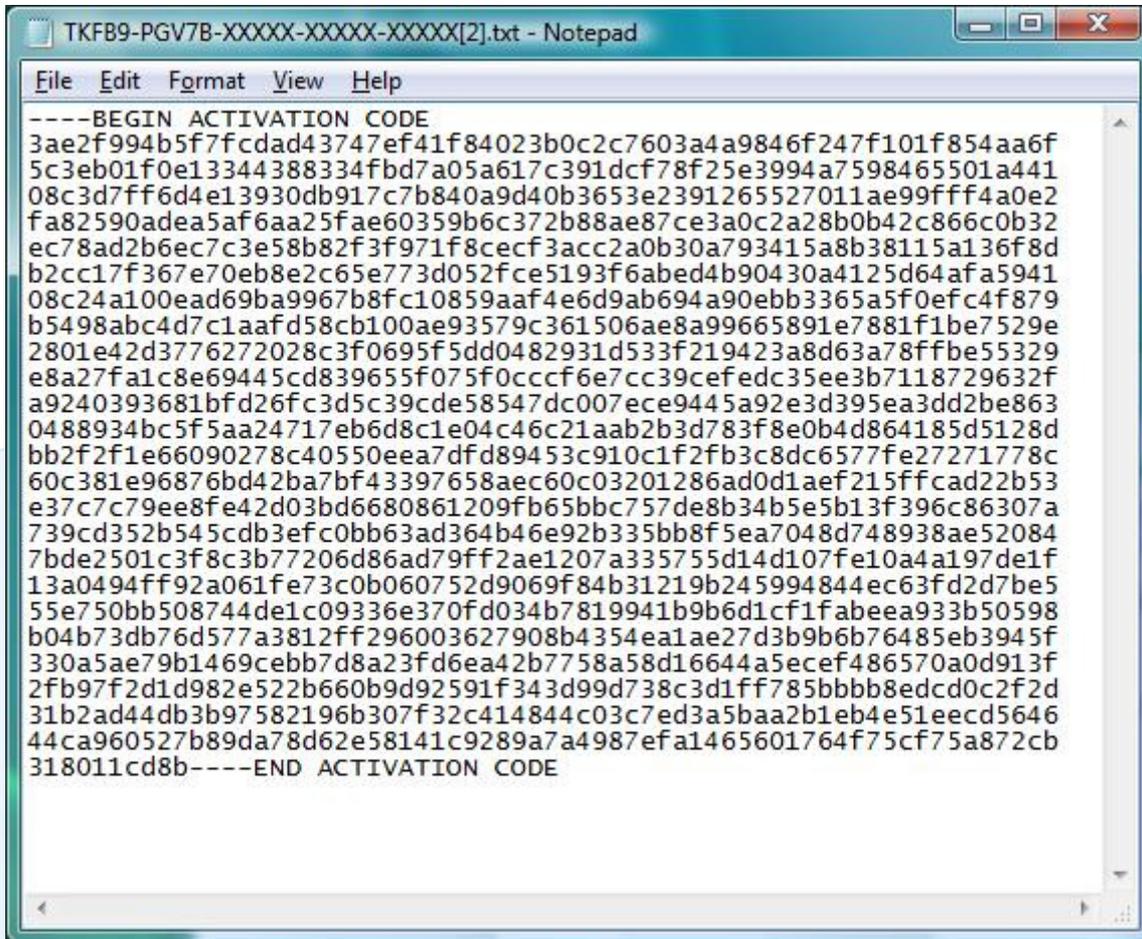
The only information that will be transferred to the activation server is the necessary activation request code calculated from a hash value of your PC configuration. The information that will be sent is completely anonymous, no data from your PC other than the hash value will be sent.

Please click on “Get Activation file” on the web page to send the activation request. When the activation request was successful, your web browser will show a dialog offering you to save or open the activation code file:



This text file will contain your activation code for the PC you started the game on. Please save the file to your hard disk (you might want to keep it as a backup) or open it directly.

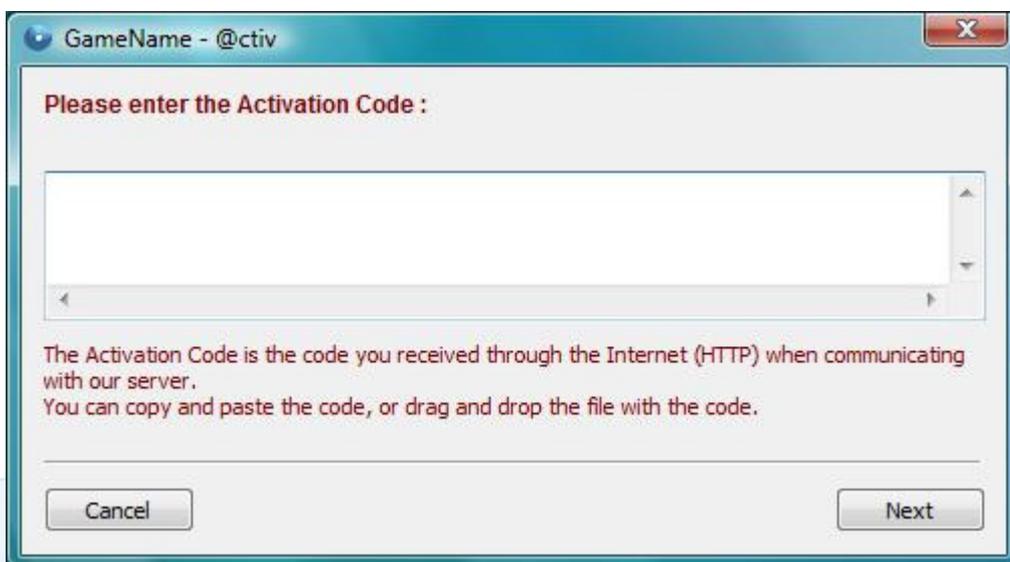
In the File Download dialog of your web browser after clicking the 'Open' button the activation code file will be opened with the Notepad editor (or your default text editor) and the activation code file will be displayed like this:



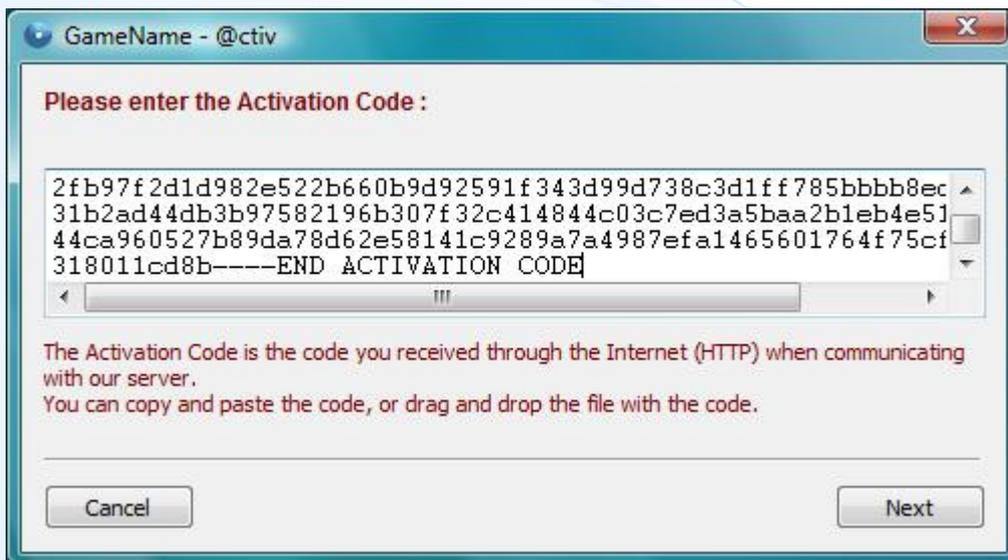
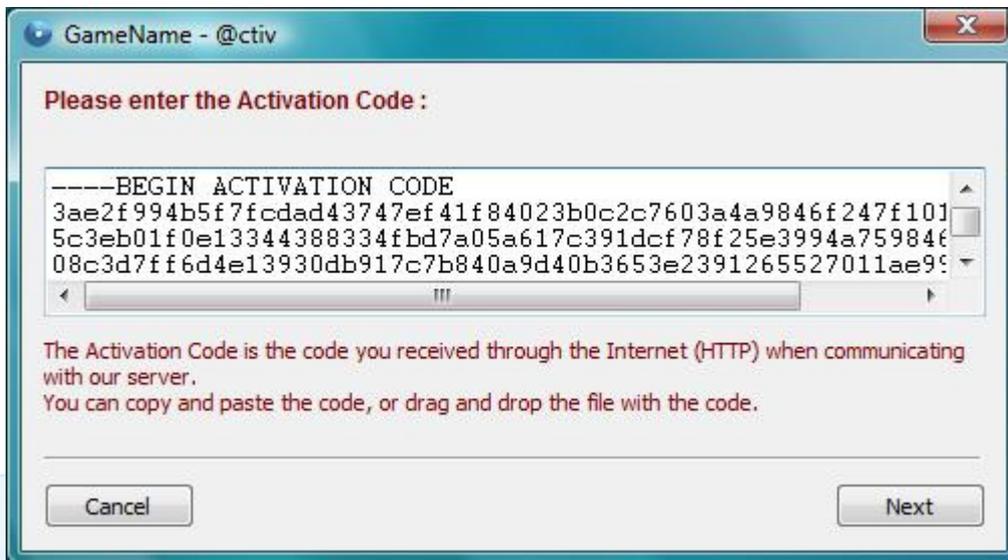
```
TKFB9-PGV7B-XXXXX-XXXXX-XXXXX[2].txt - Notepad
File Edit Format View Help
----BEGIN ACTIVATION CODE
3ae2f994b5f7fcdad43747ef41f84023b0c2c7603a4a9846f247f101f854aa6f
5c3eb01f0e13344388334fbd7a05a617c391dcf78f25e3994a7598465501a441
08c3d7ff6d4e13930db917c7b840a9d40b3653e2391265527011ae99fff4a0e2
fa82590adea5af6aa25fae60359b6c372b88ae87ce3a0c2a28b0b42c866c0b32
ec78ad2b6ec7c3e58b82f3f971f8cecf3acc2a0b30a793415a8b38115a136f8d
b2cc17f367e70eb8e2c65e773d052fce5193f6abed4b90430a4125d64afa5941
08c24a100ead69ba9967b8fc10859aaf4e6d9ab694a90ebb3365a5f0efc4f879
b5498abc4d7c1aafd58cb100ae93579c361506ae8a99665891e7881f1be7529e
2801e42d3776272028c3f0695f5dd0482931d533f219423a8d63a78ffbe55329
e8a27fa1c8e69445cd839655f075f0cccf6e7cc39cefedc35ee3b7118729632f
a9240393681bfd26fc3d5c39cde58547dc007ece9445a92e3d395ea3dd2be863
0488934bc5f5aa24717eb6d8c1e04c46c21aab2b3d783f8e0b4d864185d5128d
bb2f2f1e66090278c40550eea7dfd89453c910c1f2fb3c8dc6577fe27271778c
60c381e96876bd42ba7bf43397658aec60c03201286ad0d1aef215ffcad22b53
e37c7c79ee8fe42d03bd6680861209fb65bbc757de8b34b5e5b13f396c86307a
739cd352b545cdb3efc0bb63ad364b46e92b335bb8f5ea7048d748938ae5208a
7bde2501c3f8c3b77206d86ad79ff2ae1207a335755d14d107fe10a4a197de1f
13a0494ff92a061fe73c0b060752d9069f84b31219b245994844ec63fd2d7be5
55e750bb508744de1c09336e370fd034b7819941b9b6d1cf1fabeea933b50598
b04b73db76d577a3812ff296003627908b4354ea1ae27d3b9b6b76485eb3945f
330a5ae79b1469cebb7d8a23fd6ea42b7758a58d16644a5ecef486570a0d913f
2fb97f2d1d982e522b660b9d92591f343d99d738c3d1ff785bbb8edcd0c2f2d
31b2ad44db3b97582196b307f32c414844c03c7ed3a5baa2b1eb4e51eecd5646
44ca960527b89da78d62e58141c9289a7a4987efa1465601764f75cf75a872cb
318011cd8b----END ACTIVATION CODE
```

Please select the complete text and copy it (in Notepad you can use the key combinations CTRL+A followed by CTRL+C to do that).

Please switch back to your game again. It will show the following dialog asking you for the activation code:



Please paste (key combination CTRL+V inside the edit field or use the mouse) the complete activation code to the editor field so it is displayed like this (scrolled to start and end of the text):



Please click the 'Next' button again. A progress bar dialog will be displayed and after successful completion the following dialog appears:



After clicking 'Finish' the game will either start automatically or you can start it by clicking the start menu or desktop shortcuts.

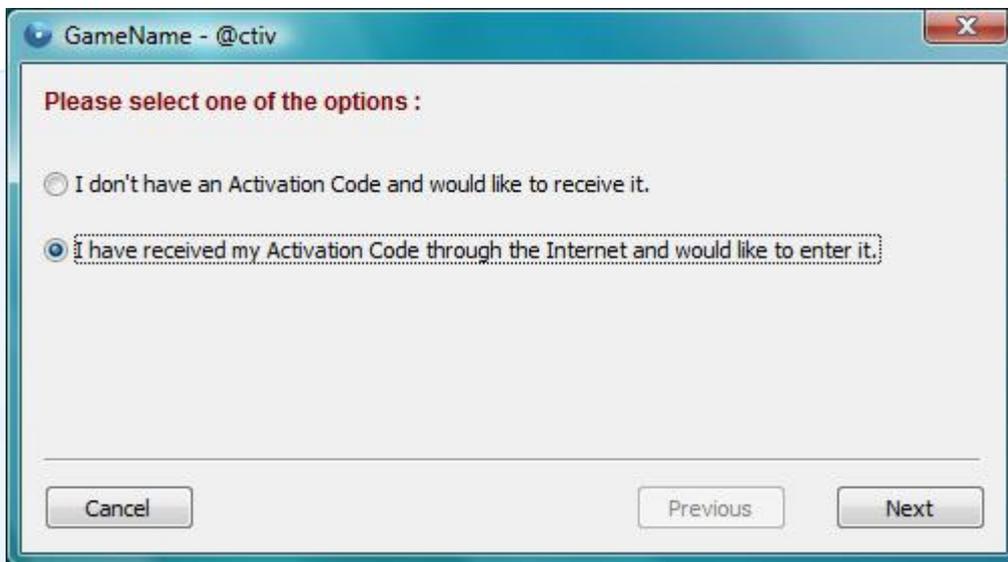
You will not be asked again to activate on this PC unless major parts of the hardware/software configuration change.

## Using another PC with Internet to request activation for your game PC

If you want to use a different PC (with Internet access) for completing the manual activation than the one you want to activate the game on, you can copy the activation request file "GameName - @ctiv.htm" (e.g. to an USB stick) and transfer it to the Internet PC where you can open it with a web browser.

After receiving your activation code file (it will be named similar to e.g. "BACAD-CFGHU-XXXXX-XXXXX-XXXXX.txt") you can save and transfer it to your game PC and complete the activation.

When you start the game again the following dialog will be displayed. Please choose the "I have received my Activation Code" option.

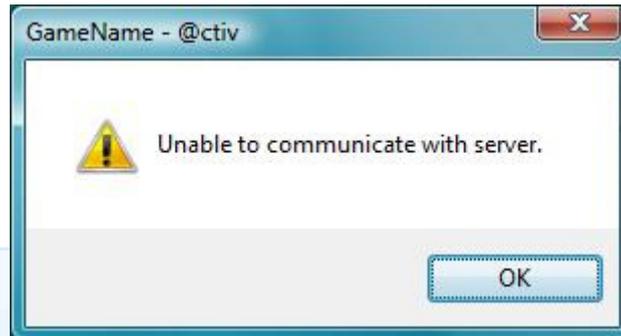


You can then continue with the "Please enter Activation Code" dialog as described above.

## Error messages for the automatic activation mode

The following error messages might be displayed when a problem occurs:

### Unable to communicate with server:

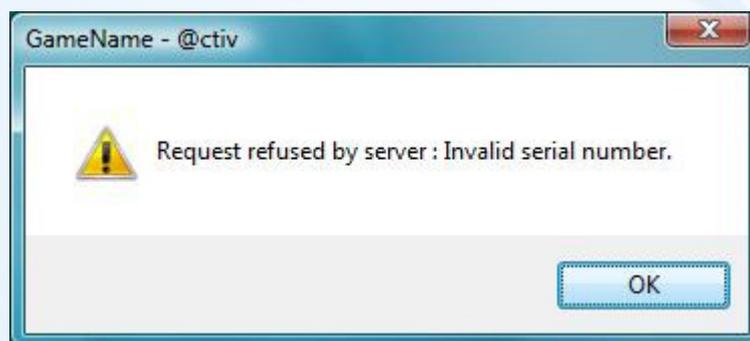


The activation client was unable to communicate with the server. This is a problem with the Internet connection. This problem might be caused by a firewall or a proxy server in your connection to the Internet.

#### **Solution:**

Change your firewall or proxy server settings to allow direct Internet communication, or use the manual activation mode to avoid the problem.

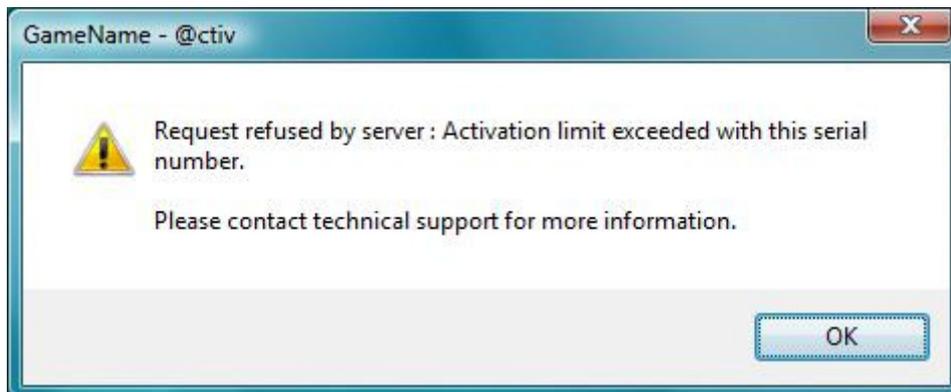
### Invalid serial number:



The serial number you entered was incorrect. You might have entered a wrong letter or number.

#### **Solution:**

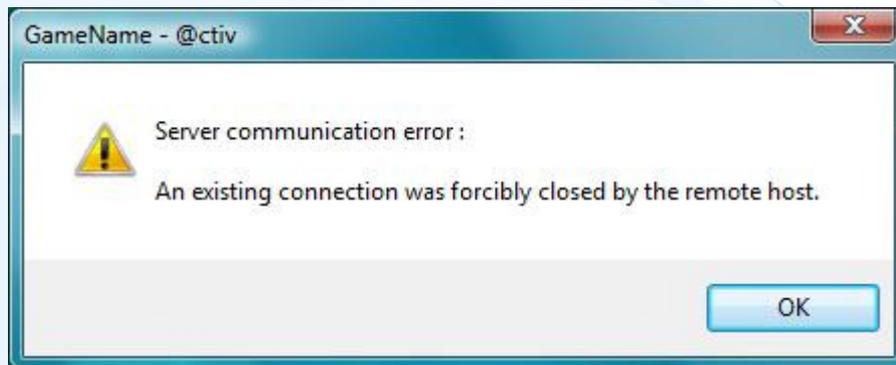
Please enter the correct serial number – if possible, copy and paste the serial number from the Email you received from your distributor into the activation dialog.

**Activation limit exceeded:**

The number of possible activations on different PC configurations has been exceeded. The distributor of the game can always increase the number of allowed activations per serial number.

**Solution:**

Please contact the support of your game's distributor.

**Connection forcibly closed:**

The activation server does not reply to an activation request.

The server closed the connection on purpose: this error message is the consequence of multiple failed activation attempts that have produced the exact same error (invalid serial number, activation limit exceeded).

**Solution:**

Please contact the support of your distributor, giving him the **ORIGINAL ERROR**

**Other errors:**

Please contact the support at TAGES directly – see contact info at the end of the document.

## **Errors in manual activation mode**

If you were not able to download the activation file, the reason may be because it was blocked by your web browser. You may need to adapt its settings the time needed to receive it.

## TAGES support contact information:

The TAGES online activation support can be contacted directly by Email to [activsup@tagesprotection.com](mailto:activsup@tagesprotection.com)

In your Email to us please provide the following information:

1. The name of the game.
2. The first 10 letters of your serial number (not your purchasing number).
3. Your IP address (this is needed to check the activation server log). You can retrieve your current Internet IP by using web sites like <http://www.whatismyip.com/> - please paste the IP address to your Email.
4. The type of error or problem you have encountered - please quote the complete error message.

If possible, please also send a screenshot of the error message dialog you encounter. The easiest way to create a screenshot of a dialog is by pressing the key combination ALT+PrintScreen and then pasting it into your Email editor message.

### **Note:**

**Only the distributor and/or the publisher of a game can increase the number of allowed activations, please contact their support.**