

## Is it possible to transfer a softlock[..]

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<b>Category:</b>	Softlock License Service	<b>Votes:</b>	0
<b>State:</b>	public (all)	<b>Result:</b>	0.00 %
<b>Language:</b>	en	<b>Last update:</b>	08/29/2017 10:23:19

### Keywords

softlock, logi.CAD, logi.DOC

### Symptom (public)

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### Problem (public)

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### Solution (public)

To make a softlock license invalid, it needs to be uninstalled. In the next step it can be transferred to an other computer.

A softlock license becomes invalid in case of:

- changing the network adapter - the removing of the softlock license needs to be done before the change of the network card.

note: a change of the network adapter on a notebook can also be caused by a PCMCIA network adapter or a docking station

- a reinstalling of the windows operating system
- backup and restore of a windows partition

Correct softlock uninstall procedure:

- open a logi.CAD/logi.DOC command prompt
- enter following commands: (Please note the order of the commands)

```
LCHLVIEW > SOFTLOCK.LOG
LCHLVIEW -REMOVELICENSE >> SOFTLOCK.LOG
LCHLVIEW -GETCCNO >> SOFTLOCK.LOG
```

- send the resulting file "SOFTLOCK.LOG" and "HLSIGSET.LOG" by mail to office@logicals.com.

"SOFTLOCK.LOG" can be found in the current directory, "HLSIGSET.LOG" is located in APPDATA directory of windows e.g.:

```
- C:\>cd %appdata%
C:\Users\wz\AppData\Roaming>
```

- logi.cals will send you all further informations for the exchange process.