

What can I do when my softlock[..]

01/15/2021 19:35:15

[FAQ Article Print](#)

Category:	Softlock License Service	Votes:	0
State:	public (all)	Result:	0.00 %
Language:	en	Last update:	07/25/2012 17:31:33

Keywords

Softlock, License

Symptom (public)

Problem (public)

What can I do when my softlock license has become invalid?

Solution (public)

If a softlock license becomes invalid, you must request an exchange license:
Send the file HLSIGSET.LOG (to be found in the directory to which the Windows environment variable APPDATA points) to logi.cals. Important: Create a backup copy of the file HLSIGSET.LOG after installing the softlock license.