

Fixing Lab 50 5-Day Trial Issues

If you are prompted for your Lab 50 license information or an error reports you have 5 days remaining using the trial version of Lab 50, perform the following steps to correct the problem:

1. Make sure to have your original Product Key available. This may appear on the Home screen of Lab 50, or it may be found in the setup email sent from Lucidiom when the license was purchased.
2. Close Lab 50 and navigate to **C:\Program Files\Common Files\Lucidiom\SharedLicenses**.
3. In this directory, delete all files with an .LIC extension.
4. Confirm the windows date, time, and time zone are correct. Lucidiom support recommends using the time server synchronization options available in Windows.
5. Relaunch Lab 50. You will be prompted to enter your license key and dealer code.
6. After entering the information, keep Lab 50 open for 30 minutes or more to allow it time to register with the servers.