

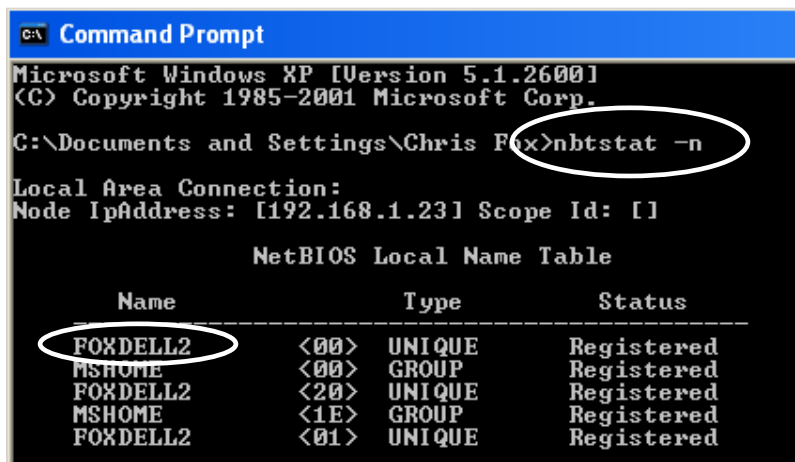
Computer Names for License Keys

When a customer installs Megatrak Pro™ software and runs it for the first time, it will ask for a **Software License Key**. This unique key is created by Megatronics for each customer installation. In order to create a License Key the Megatronics technician must know the exact **Computer Name** of the computer on which the software will be running. Most of the time this is easy to determine, but some networked customers use long and complex computer names, and it can be confusing to figure out which part of the name should be involved in generating the License Key.

Usually, the customer can find the computer name by right-clicking on My Computer, selecting Properties, and then selecting the Computer Name tab. Look for Full Computer Name.

However, if the Full Computer Name is longer than 14-characters or includes the domain name (separated by dots), then things get a little more complicated. The License Key actually uses the so-called "NETBIOS name", so we can use another command to find out how the name is being interpreted.

Go to Start/Run, type in "cmd" and press enter. This will give you a DOS command window with a DOS prompt. Type-in **nbtstat -n** and press enter. You will get a display something like this:



```
C:\> Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\Chris Fox>nbtstat -n
Local Area Connection:
Node IpAddress: [192.168.1.23] Scope Id: []

          NetBIOS Local Name Table

   Name                Type               Status
-----
FOXDELL2              <00> UNIQUE         Registered
MSHOME                <00> GROUP          Registered
FOXDELL2              <20> UNIQUE         Registered
MSHOME                <1E> GROUP          Registered
FOXDELL2              <01> UNIQUE         Registered
```

On the left you will see the computer name as it is interpreted by NETBIOS™, which is a networking sub-system inside Windows™. This is the name that the License Key uses.

When you submit your computer name to Megatronics for key generation, it is best to use eMail so that we can be sure that the spelling and format of the name are accurate. The lengthy license key number will be returned via eMail and can be cut-and-pasted to prevent keying errors.

Use the Megatrak Customer Service Website

Customers are encouraged to use the Megatronics Customer Service site to find documents and communicate with the tech support group. To use the site, open your web browser and go to:

<http://megatrak.net/sites/customers>

(Note: Do not include the “www”)

Log-in using the name “**mtp**ro” and the password “**M9000!**” (Include the exclamation point)

On the Customer Service site you will find documentation, notices and alerts, helpful troubleshooting guides and Wiki-style information, as well as an area to converse with the engineers and upload logs or other documents to the support department.

Please try the Customer Service site, and return often to see the features we are adding as the site grows.

Of course, we always welcome your ideas and suggestions for the Customer Service site, so please leave us a note!