

How does support request a new license for a customer that is using SedonaSync?

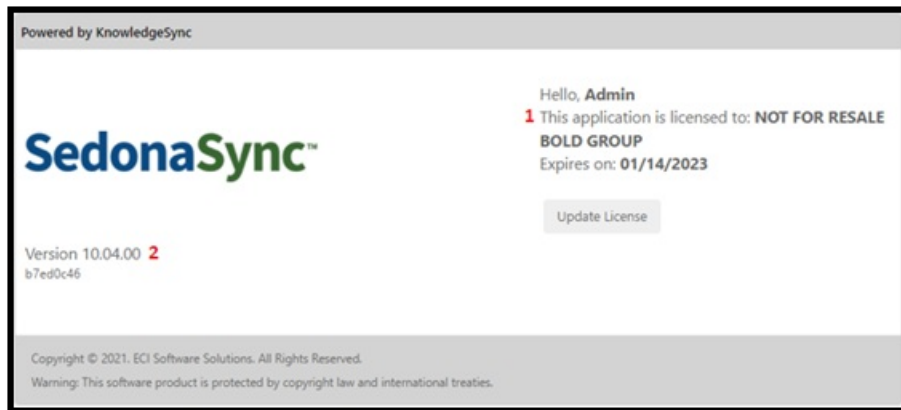
02/09/2024 6:13 pm EST

Description of Issue:

The customer's license has expired and is using SedonaSync.

Resolution:

If a customer's license has expired, we can request a new updated license.



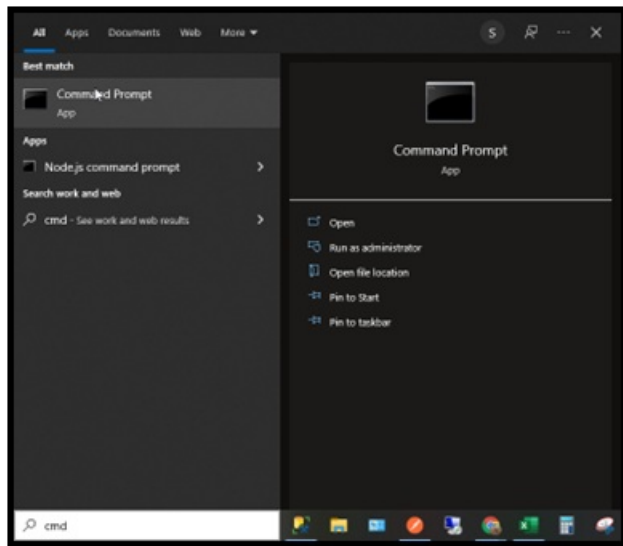
To get a new license, we need to know the following.

1. Company Name SedonaSync is licensed to.
2. Version of the software.
3. Server Name where SedonaSync is installed and running.

If the server's name is unknown, you can get the information by following the steps below on the machine where SedonaSync is installed and running.

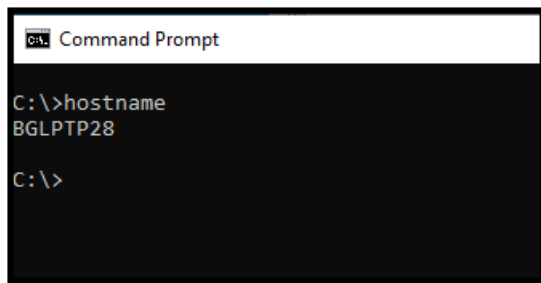
Use the Windows search to open the command prompt.

Type in cmd and then open the Command Prompt application.



When the Command Prompt screen opens type in hostname and hit enter.

The response will be the machine name.



Send an e-mail to: license@vineyardsoft.com

Our Business Partner ID is 91085

Provide the customer's information.

1. Company Name SedonaSync is licensed to.
2. Version of the software.
3. Server Name where SedonaSync is installed and running.

Additional contact information for ECI/KnowledgeSync.

To log a Support Ticket with KnowledgeSync support:

<https://www.knowledgesync.com/resources/support/technical-support>

or

Email: Knowledgesync_Support@ecisolutions.com

Be sure to include the same customer information in your support request.