REWARD FAQ

This FAQ explains how you can resolve the following error message:

This version of ReWaRD (v2.8.x) was released on 20xx-xxx-xx, after your ReAssurance expired (on 20xx-xxx-xx). Please install an earlier release of ReWaRD Repute of contact Geocentrix to renew your ReAssurance. This program has been disabled.

1. If Geocentrix has supplied you with a licence that expires after the date in the error message, open ReWaRD and select the Licence > Licence Registration command.
2. Click on the Import... button and navigate to the location where you saved the licence.
3. Select the licence file (ReWaRD2.lic) and click Open.
4. The Licence Registration box will display the "valid until date" for your licence.
5. If everything is correct, the box will display two green ticks. If not, please send a screenshot to Geocentrix Technical Support.
6. Click OK to save your new licence.
7. Close and then re-open ReWaRD.
8. The program should read your new licence and be fully enabled. If you get the same error message as before, then continue reading...

9. The most common cause for the repeated display of this message is that the program has been prevented from saving ReWaRD2.lic to your computer, owing to incorrect permissions being set
10. Ask you IT department to change the permissions for the following folder, so that the user (and therefore ReWaRD) can read <u>and write</u> to that folder:

<p align="center">C:\ProgramFiles\Geocentrix\ReWaRD\2.8</p>

11. The folder *C:\ProgramFiles* is where Microsoft recommends that programs store data needed for them to function properly. For ReWaRD, that includes its most-recently-used files list (MRU_OWL.ini) and logs needed for potential troubleshooting (ReWaRD2.log).
12. To safeguard against ReWaRD's version number changing or you installing a different Geocentrix program onto the same computer, please give the program read and write permissions to:

<p align="center">C:\ProgramFiles\Geocentrix</p>

If you need further help, please contact Geocentrix Technical Support (email address below).