

# FAQ: Existing SurvCE Serial Number

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## Background

You have probably been asked for your existing Carlson SurvCE Serial Number so that we (iGage) can upgrade the software version or the hardware data collector that it is installed on.

If you purchased your hardware or Carlson field software elsewhere, we won't have access to your serial number. Even if you purchase through iGage, often your SurvCE serial numbers will be updated outside of our control and we will lose track of the currently installed serial numbers. We need your help to insure that we have the correct serial numbers.

If you purchased your equipment elsewhere, it is a great idea to catalog your SurvCE software in case the device is damaged or lost.

This FAQ shows how to find your existing SurvCE Serial Number.

## Things Needed for Updating

We need your existing serial number (details follow.) We need the company name and address that the software is registered to.

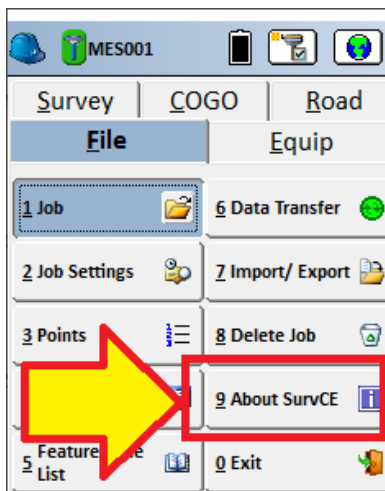
If you have moved, this will be a great time for us to help you change your address and phone numbers at the Carlson factory.

## Your Serial Number

Turn on your device and start Carlson SurvCE. The about button will either be on the 'File' tab (Version 6) or the 'Equip' tab (all other versions).

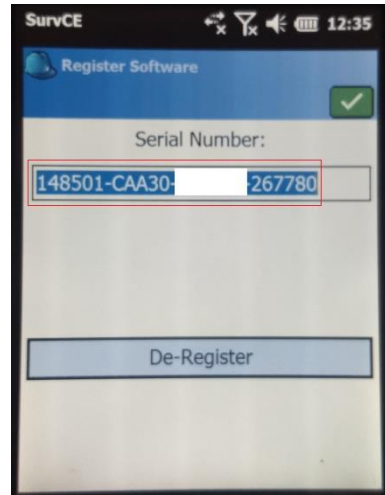
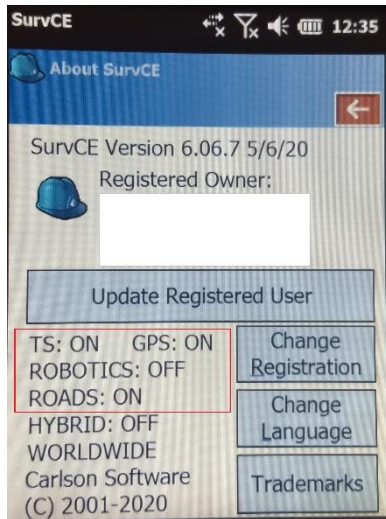
### Version 6

If you have SurvCE version 6, button number 9 on the 'File' menu:



Will be '9. About SurvCE'. Click on this button.

Use a camera or smart phone to take two pictures:



2

1. Activations

2. Current Serial Number

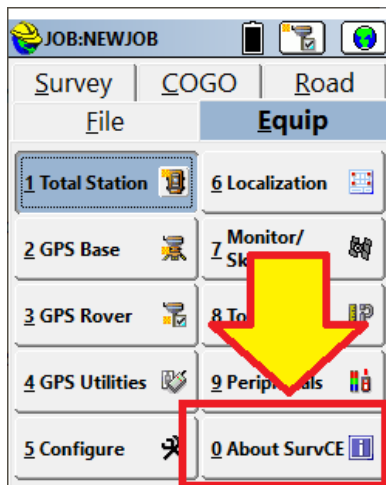
1. Take a picture of the 'About SurvCE' screen as we need to know the current license activations: Total Station (TS), GPS, Robotics, Roding (ROADS) and HYBRID.

2. Click on the 'Change Registration' button, then take a picture of your current Serial Number.

The pictures don't have to be perfect, just good enough for us to copy down the Serial Number and options. Please forward both pictures to iGage. Typically, [orders@igage.com](mailto:orders@igage.com) is the best address to send the pictures to for upgrades and replacement equipment.

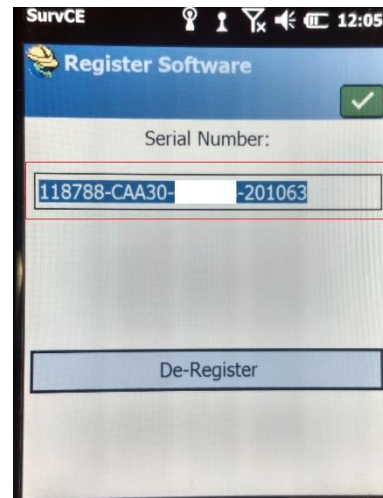
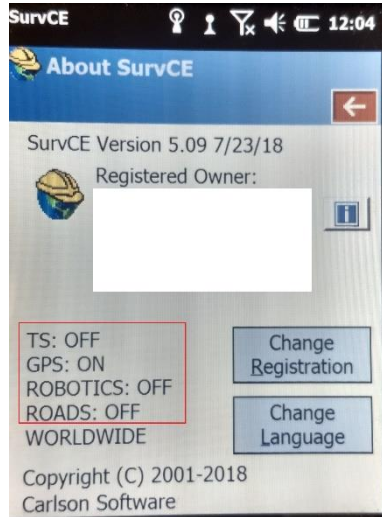
Version 5, 4, 3, 2

If you have any SurvCE version earlier than Version 6, the 'About' button will be #10 on the 'Equip' tab:



Click on '0. About SurvCE'.

Use a camera or smart phone to take two pictures:



### 1. Activations

1. Take a picture of the 'About SurvCE' screen as we need to know the current license activations: Total Station (TS), GPS, Robotics, Roading (ROADS) and HYBRID.
2. Click on the 'Change Registration' button, then take a picture of your current Serial Number.

### 2. Current Serial Number

The pictures don't have to be perfect, just good enough for us to copy down the Serial Number and options. Please forward both pictures to iGage. Please forward both pictures to iGage. Typically, [orders@igage.com](mailto:orders@igage.com) is the best address for upgrades and replacement equipment.

## Pitfalls

There are a few major issues that we encounter when upgrading SurvCE software and hardware. This is a short discussion of the most common issues.

### eBay

Most (probably over 95%) data collectors sold on eBay have illegal/cracked copies of SurvCE installed on them. For this reason, any copy of SurvCE that has been sold on eBay is immediately rendered void. In addition, any hardware that has a cracked copy of SurvCE is marked as void and can not have SurvCE installed on it in the future.

An immediate clue in the eBay listing is the 'ROADS' option is enabled. Less than 1% of legitimate copies of Carlson SurvCE have ROADS enabled. 90% of illegal copies of SurvCE have ROADS enabled. So, if you see a data collector for sale on eBay and it has ROADS enabled you can safely assume that the copy of SurvCE is cracked.

Modern versions of SurvCE have an internet reporting 'feature' built in. When the data collector is connected to the internet if a copy of SurvCE is installed, the data collector sends a short message to the Carlson licensing server indicating the SurvCE serial number and the hardware ID.

It is possible to transfer your legal copy of SurvCE on hardware to another company or user. However, you must enlist the assistance of your authorized Carlson Retailer or the factory directly prior to transfer of the equipment.

### Previous Transfers

This is best illustrated with an example:



You have a 'Surveyor+' data collector with SurvCE 4 installed

You transfer the 'SurvCE 4' to a new 'Surveyor 2' data collector and upgrade it to Version 6

The 'SurvCE 4' cannot be transferred to a third data collector.

The 'SurvCE 4' cannot be upgraded to version 5 or 6 on the original data collector.

### Delayed Transfer of Company Assets

Survey Companies are purchased by other survey companies. When this happens, consider making a list of all of the Carlson Desktop and Carlson Field products involved and contacting your authorized Carlson Retailer at the time of the sale.

Often many years will pass and when we attempt to update a serial number, the original company and contacts have retired or gone on to other endeavors. It is very difficult to transfer software assets from the original owners if we can not call and ask for permission.