

The guidance of license transfer


If you change PC or version up OS, at the same time you are requested to transfer (re-register) license which you are using.
There are two options of "license transfer" which are [ONLINE process by direct registration with internet](#) and [OFFLINE process by E-mail](#).
To suit your environment, please perform the procedure.


Depending on your environment, the operation process is different.


Depending on your product or working environment, the license transfer process is different.
Please choose on item to satisfy the conditions from below list.


① ONLINE process


② OFFLINE process



SILKYPIX 10
Developer Studio Pro 10



SILKYPIX 10
Developer Studio 10



SILKYPIX 10
JPEG Photography 10



SILKYPIX 9
Developer Studio 9



SILKYPIX 9
Developer Studio 9



SILKYPIX 9
JPEG Photography 9



SILKYPIX Pro8
Developer Studio Pro8



SILKYPIX 8
Developer Studio 8



SILKYPIX 8
JPEG Photography 8



Developer Studio Pro7



Developer Studio 7



Jpeg Photography 7



SILKYPIX 6


SILKYPIX 6


SILKYPIX 5
Developer Studio 5



SILKYPIX
Developer Studio Pro


SILKYPIX
Developer Studio 4.0


SILKYPIX
Developer Studio 3.0

✕

OFFLINE process
is not available


SILKYPIX 2.0
Developer Studio 2.0

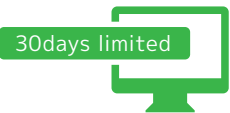
What is the license?

In order to use permanently your SILKYPIX product, you need to register the license for each product.


* We do not reissue the license by the loss of the product key. Please pay attention to the management of the product key.

* Starting on December 6, 2016, you can manage your product licenses at the "My Account" of our web site "ISL Online Store."


Please refer to the "2) Serial List (Page 6)" of "Information on My Account (PDF)" by "ISL Online Store" for more details.


Trial version program


+


serial number

+


product key

=


Full version program

① The guidance of ONLINE license transfer

Please refer to below license transfer procedure if you are under internet environment.

If you transfer license to other PC



Internet access available



If you meet following conditions please refer to "② OFFLINE license transfer".



Any PC is not connected to the internet.



SILKYPIX installed PC which you registered a license with **OFFLINE**

Important : First of all, please release the product key registration with PC which you used to use SILKYPIX.



The operation of "Clear product key registration" is necessary process to migrate to new PC from ever used PC with the termination of using "SILKYPIX" license (product key). Due to above reason, PC in which "Clear product key registration" was done will not be used for the registration of released license (product key). Please take note sufficiently.

1. Start SILKYPIX with connecting PC to the Internet.
2. Select "**Clear product key registration**" in menu "**Help**".
3. The confirmation message of "Clear product key registration" will be displayed. If it is OK, please click [**Clear**] button.
4. When "Clear product key registration" is completed, a message will be displayed. When you click [**OK**] button SILKYPIX will terminate.
5. Uninstall SILKYPIX from PC which you used to use.
6. Install SILKYPIX to PC which will be used for it newly.
7. Start newly installed SILKYPIX with connecting PC to the Internet.
8. "Registration" dialog will start.
9. After confirming the program license at your hand, please enter the serial number and product key , then click [**Register product key**] button.
10. When the communication with our server is complete, a message will be displayed.
When you click [**OK**] button the process will complete, then the operation screen of program starts, the operation is completed.

- The length of product key number depends on the license, the "Product Key" column might blank remains.
- SILKPIX Developer Studio Pro, 4.0, 3.0, 2.0 is required only product key at the registration, you do not need to input the serial number.

OS version up or PC reconfiguration



Internet access available



If you meet following conditions please refer to "② OFFLINE license transfer".



Not connected to internet



SILKYPIX installed PC which you registered a license with **OFFLINE**

1. If you complete OS version up or PC reconfiguration, please install "SILKYPIX" program.
2. Please start installed "SILKYPIX" with connecting PC to the Internet.
3. "**Registration**" dialog will start.
4. After confirming the program license at your hand, please enter the serial number and product key , then click [**Register product key**] button.
5. When the communication with our server is complete, a message will be displayed.
When you click [**OK**] button the process will complete, then the operation screen of program starts, the operation is completed.

- The length of product key number depends on the license, the "Product Key" column might blank remains.
- SILKPIX Developer Studio Pro, 4.0, 3.0, 2.0 is required only product key at the registration, you do not need to input the serial number.

Due to unstable internet condition if you cannot complete the operation caused by incomplete network communication with our server and displaying error message, please inform these matters with E-mail to our support center.
We will reply as soon as we complete the trouble reporting process.

E-mail address : silkypix_support_english@isl.co.jp

E-mail subject "**License transfer (OS)**"

Customer name :

Product name of license transfer (Example: SILKYPIX Developer Studio xx or Proxx)

Serial number of license transfer product :

Reply E-mail address :

* If you have error message during re-registration, please inform this error message (message number) together.

② OFFLINE license transfer

If you want to transfer license with E-mail, please refer to the below procedure.

If you transfer license to other PC



Any PC is not connected to the internet.



SILKYPIX installed PC which you registered a license with **OFFLINE**

E-mail address : silkypix_support_english@isl.co.jp

E-Mail subject **"License transfer (PC)"**

Customer name :

Product name of license transfer (Example: SILKYPIX Developer Studio xx or Proxx) :

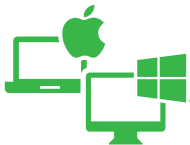
Serial number of license transfer product :

Reply E-mail address :

Before starting below operation, please uninstall SILKYPIX from PC which you used to use.

1. Please install SILKYPIX to PC which will be used for it newly.
2. Please send above information to our support center with E-mail. We will reply as soon as we complete internal process.
3. When you receive our introduction E-mail, please start installed "SILKYPIX" and select **"Registration"** in "Help" menu.
4. **"Registration"** dialog will start. With an available way, please register the license.

This completes the operation of the license transfer. Please continue to use "SILKYPIX".



Important : About compatibility

As long as the right of the target products, please note that you **cannot transfer** between Windows / macOS.



OS version up or PC reconfiguration



Not connected to the internet



SILKYPIX installed PC which you registered a license with **OFFLINE**

E-mail address : silkypix_support_english@isl.co.jp

E-mail subject **"License transfer (OS)"**

Customer name :

Product name of license transfer (Example: SILKYPIX Developer Studio xx or Proxx) :

Serial number of license transfer product :

Reply E-mail address :

* If reregistering, "Reason reregistration is required"

Before starting below operation, please uninstall "SILKYPIX" from PC in which it was installed.

1. If you complete OS version up or PC reconfiguration, please install "SILKYPIX" program.
2. Please send above information to our support center. We will reply as soon as we complete the internal process.
3. When you receive our introduction E-mail, please start the program and select **"Registration"** in "Help" menu.
4. "Registration" dialog will start. With an available way, please register the license.

This completes the operation of the license transfer. Please continue to use "SILKYPIX".