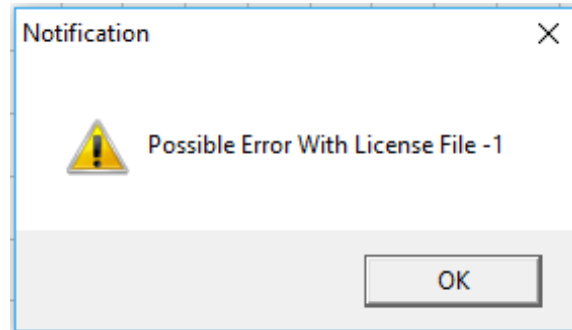


How to Identify and Resolve an Issue with KNK Studio License Files

By Sandy McCauley
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Carefully read and follow each step below:

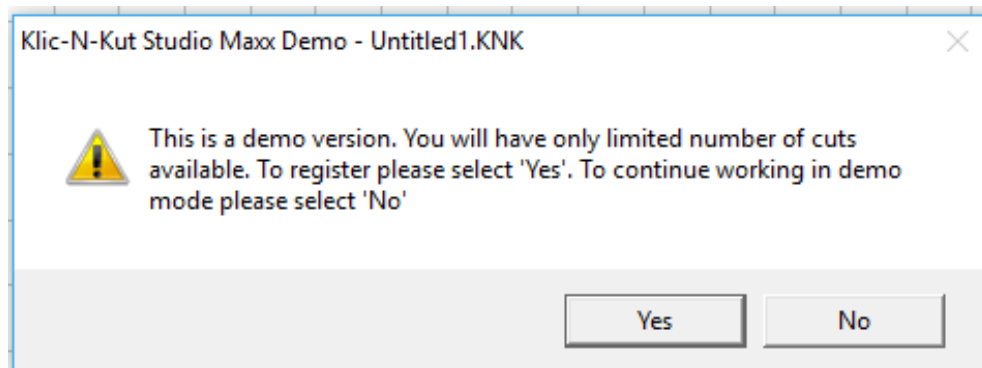
- (1) First identify that the problem exists. Open KNK Studio and immediately go to File>Save As. If your Machine ID has changed due to a recent Windows update, you will receive the following message:



- (2) Close KNK Studio. Go to the following link and download the zip file located there:

<http://www.iloveknk.com/Support/Software/KNKStudio-Trial-License/>

- (3) Extract the files from this zip and copy/paste them into your c:\Klic-N-Kut Studio Maxx folder (or wherever you have installed KNK Studio Maxx). You will be asked if you want to replace the existing ones and you will choose that option.
- (4) Open KNK Studio. The following window will appear:



- (5) Click on Yes and the following registration window will open:




Do **NOT** complete this form.

ONLY use this form to locate the current Machine ID that has been assigned.

Register Klic-N-Kut Studio Maxx

Please fill in this form in order to unlock your copy of Klic-N-Kut Studio Maxx.

Machine ID: 1623603563 

Software Activation PIN:

Company:

First Name: *

Last Name: *

Address:

Address 2:

City:

(6) Carefully write down **YOUR** Machine ID (not the number showing above but the one showing on YOUR registration screen). **IMPORTANT:** At this time, do NOT fill out nor submit the form above. Close KNK Studio.

(7) Locate your original KNK Studio Activation pin. It is a 10 digit number written like this:

XXXX XXXX XX

This number is located on your original KNK Studio invoice and inside the small brown box which housed the blade holder, cables, etc.

(8) Go to the following link and complete the form shown. Be very careful about entering and then checking the information you enter. Any typos could lead to new files that will not work and further delay getting KNK Studio operational again.

<http://knkusa.com/knk-studio-registration-information/>

(9) Your updated license files will be emailed, within a few days, to the email address you entered into that form.

(10) When you receive those files, replace the existing ones as you did in Step 3. To verify they are working, re-open KNK Studio and again try File>Save As. You should no longer receive an error message.

Note: If you need replacement files immediately AND you have not registered KNK Studio within the past year, you may complete the registration above. If successful, then you have the needed updated files and you do not need to complete the form. Also note that you will only be able to do this one time per year.