

## What to do if the registration (software license key) doesn't work



Please note: Please keep your software license key ready. The key is printed on the software key document.

### Basically there are 3 different messages that can occur in case of an error during registration:



#### A: "The software key is not valid"

If a window shows up like the sample on the left after entering the software key, the key is not valid or the input was incorrect.

In this case go to:

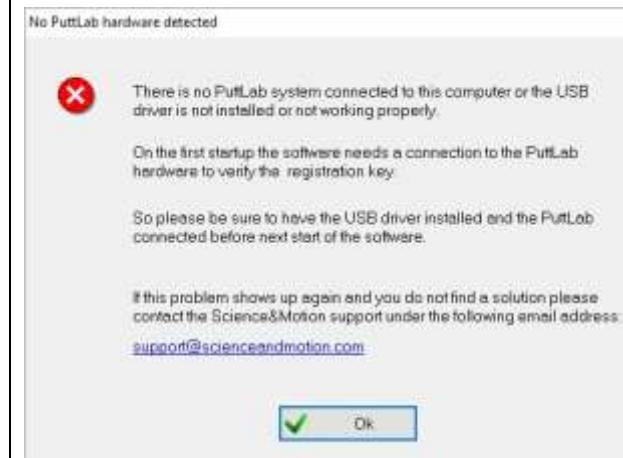
- 1) Check the software key



#### B: "Software license key mismatch"

In this case go to:

- 2) Check if correct hardware is connected



#### C: "No PuttLab hardware detected"

If this error message occurs after starting the software, please check if the PuttLab BaseUnit is connected to your Laptop/PC.

If you are sure, that the BaseUnit is connected to your computer and the error still occurs, please go to:

- 3) Check USB driver installation

## 1: Invalid software key - check input and software

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First please repeat the input of the key and check if it matches the given key.



The license key has 16 digits: All small characters are letters. All capital characters are numbers.



Do not mix up the character "O" with number "0" and "I(L)" with "1".

If you have lost your software key please contact:

[support@scienceandmotion.com](mailto:support@scienceandmotion.com)



SAM PuttLab 2008



SAM PuttLab 2010



SAM PuttLab 5/5.1

If the key is still not working you need to check if the key matches to the installed software.



Every key provided by Science & Motion Sports is exclusively assigned to a specific Software edition.

Please check if the right software is installed by looking up the Desktop icon for the PuttLab installation.



If the SAM PuttLab version does not fit to the version in the software key document please contact:

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## 2: Check if the correct BaseUnit is connected

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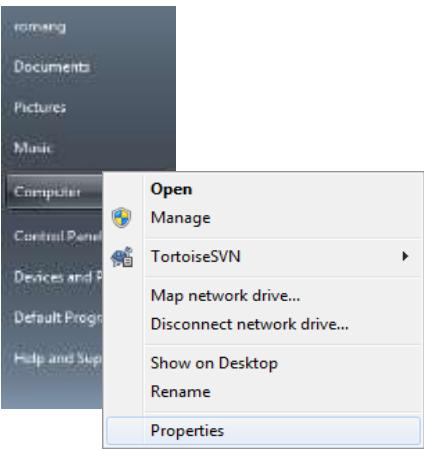
The screenshot shows two windows of the PuttLab software. The top window is the main interface with a menu bar: Amateur HC-25, Analysis, Results, Setup, and ?. The 'Setup' tab is selected. A dropdown menu is open under 'Setup' with several options: View data recording log file, Device diagnosis, Test email client, Select Report logo, Program Settings, Audio Feedback Settings, Change language, and Registration. The 'Registration' option is highlighted with a red box. The bottom window is titled 'PuttLab 3.1 Registration Information'. It displays 'Currently active software registration' with fields: Active Software Key: 1mmw-h1kxlo8-gzqg, Program Edition: Pro+3D, and Assigned hardware S/N: 1110013-09070027. Below this, there's a table titled 'Available Registrations' with one row: Active: checked, Hardware S/N: 1110013-09070027, Software Key: 1mmw-h1kxlo8-gzqg, and Edition: Pro+3D. The entire 'Available Registrations' table is also highlighted with a red box. At the bottom of the registration window, there are buttons for Add registration, Remove registration, and Set as active registration. A note at the bottom says: 'The currently connected hardware S/N is marked with a gray background.'

1. Check if the right BaseUnit is connected to your Laptop/PC: Choose “Registration” in the “Setup” section of the main menu.

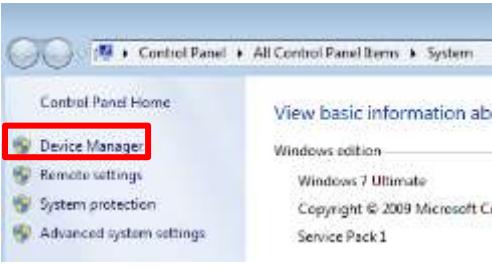
☞ In the “Registration-Information” window you see all the registered software keys / units. In the most cases this would just be one unit. Compare the listed “Hardware S/N” number (last eight digits after the dash) with the “SN” number on the backside label of your BaseUnit.

If the “SN” number on the back of your BaseUnit does not match the “Hardware S/N” number registered in the PuttLab software, please contact Science&Motion Sports: [support@scienceandmotion.com](mailto:support@scienceandmotion.com)

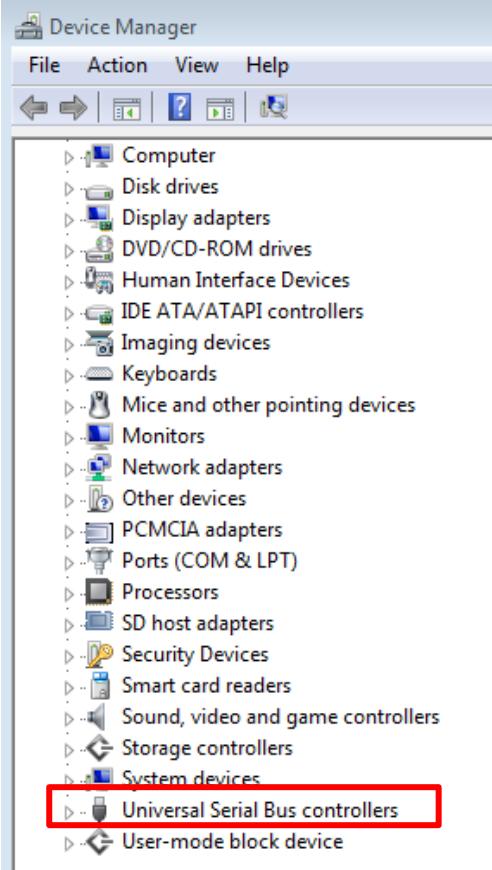
## 3: Check USB driver installation



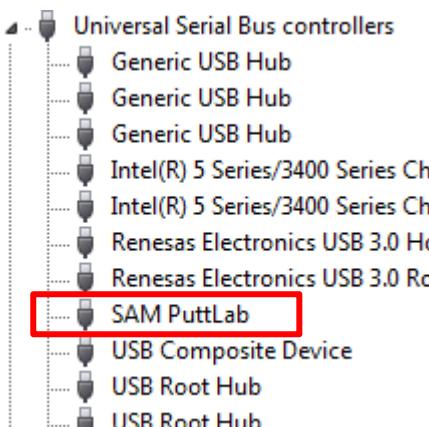
1. Search for the "My Computer" icon (either on the desktop or in the Windows Start menu). Click right on this icon and in the context menu choose the last option: "Properties".



2. In the dialog choose the page "Hardware" (and click on button "Device Manager") or directly click on button "Device Manager".



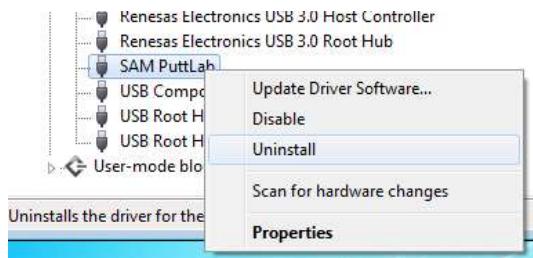
3. In the list of devices go to the bottom to "USB-Controller" or "Universal Serial Bus controllers". Expand the field (+) if necessary.



4. In the USB list search for a line with the text "SAM PuttLab" or "SuperSam".

### 3: Check USB driver installation

If you find the entry marked with an exclamation mark or a question mark, the driver is not installed properly. In this case do the following:



1. Click on this line with the right mouse button. In the menu choose: "Uninstall" or "Deinstall" and confirm the following questions. The driver will be removed.

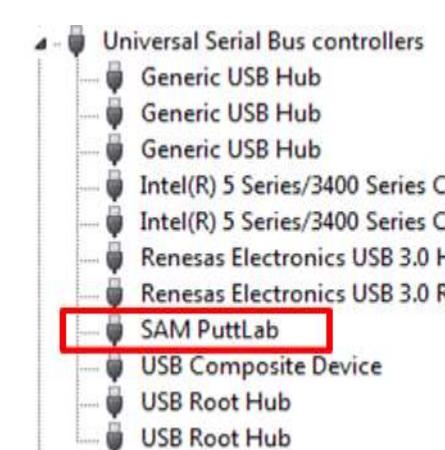


2. Unplug the USB cable from your computer.
3. Wait 10 seconds.
4. Plug in the cable again,
  - ☞ You should hear a sound, and after a while the Windows "Found New Hardware Wizard" should show up.



5. Follow the steps of the installation by pressing the "Continue" buttons, never press a "Cancel" button.

### 3: Check USB driver installation



6. After the driver installation is finished the entry in the device list should change to what is shown in the left picture.

7. Close the "Hardware" dialog

8. Start the SAM PuttLab software again.

**💡** If the same error still occurs, re-install the SAM PuttLab software from your Setup stick or your downloaded setup file.