

## CASCADE FAQ & Tips

Some frequently asked questions and tips from CASCADE users and developer team.

Have something to add? Report a problem by sending your question to [support@interenergysoftware.com](mailto:support@interenergysoftware.com)

### I cannot find software serial number

Software serial number is located on you CD jewel box. You will need this number to install and register the software on your system.

### How to transfer the license from a licensed computer to a new computer?

Software license for unlimited use of the product on single computer can be transferred from another licensed computer. After transferring the license to new computer, you will not be able to use/run the program on the old computer. Therefore, please make sure that is what you want before transferring the license. If you would like to run program on both computers you need to buy a new license.

To transfer the license from old to new computer, please do the following

· New computer you are transferring license to.

- 1) Install the software on your new computer.
- 2) Run the software. When the initial form appears on the new computer, click Transfer License button.
- 3) Insert a floppy disk (a license transfer disk) into drive A\* of this computer.
- 4) Click Start Transfer button to initiate the license transfer process.
- 5) When finished, remove the disk from the new computer.

· Old computer, which has original license.

- 1) Run the program on your old computer.
- 2) Put the license transfer disk with an initiation file created from the new computer into drive A\* of this computer.

3) Click on the Transfer License via File pull-down menu at the top of main screen.

4) After the transferred license file is copied to the disk, take the disk out.

Now, the license on the old computer is disabled. You should uninstall the software from this machine.

· Go back to the new computer.

1) Put the license transfer disk back to the new computer drive A\*.

2) Click on the Activate Transferred License button to finish the transfer process.

The license should be now transferred to the new computer. The program will stop running after the license is transferred. Just re-start the program.

\*Note: The program uses the drive A as the default floppy /disk drive of computers. If your computer does not have a floppy disk drive, please use the menu button of Select Floppy / Disk Drive to select any drives of the devices with removable storages (CD re-writable, USB flash memory, or others.).