Frequently Asked Questions

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*Registration / Validation / Demonstration Mode
BSI applications have to be registered under the application's Help > Register window to come out of the restricted, time-limited demonstration mode. The version of software, customer ID/invoice number, USB serial key number, and validation code all must match what was submitted on the validation code request form or included on the Product Authorization Sheet that was sent with the USB serial key/dongle. More times than not, one of these bits of information is entered incorrectly, either in the register screen or when it was submitted on the validation request form. Double check the information entered appears exactly as the information provided on the Product Authorization Form and/or Validation Request Form.

One of the other main causes of BSI applications not being able to register is when users log in to Windows on a domain or as a local user on a restricted profile. This breaks the application's ability to read and write validation information to the proper Windows registry key. Make sure the user you are logging in to Windows with has administrator rights and is on a work group, not a domain.

If you are seeing that characters are being truncated from the end of the validation code and other fields in the register screen when you re-open it, or fields are completely blank that were filled in previously, it's could also be caused by to the application being run in compatibility mode or that the user you are logged in to Windows with does not have full read/write/modify permissions to the registry.

To check that your BSI application is NOT running in compatibility mode:

1. Close the BSI application.
2. Right-click on the desktop shortcut for your BSI application and choose "Properties" from the pop-up menu.
3. In the window that pops up, go to the "Shortcut" tab and then click on the "Advanced" button.
4. Ensure that the "Run as Administrator" box is unchecked in the window that pops up, then click "OK".
5. Select the "Compatibility" tab.
6. Uncheck the "Run this program in compatibility mode" option if it is checked (if this option is greyed out, click on the "Change settings for all users" button and uncheck the equivalent option in the pop-up window").

7. Uncheck the "Run this program as an administrator" option if it is checked (if this option is greyed out, click on the "Change settings for all users" button and uncheck the equivalent option in the pop-up window").
8. Click Apply and OK to save the changes and close the window.

To check that your BSI application has full read/write/modify access to the required registry keys:

1. Right-click on the Start menu button and choose "Run".
2. In the window that appears, type in "regedit" in to the "Open" field, then click on the "OK" button.

In the Registry Editor window that pops up, use the folder tree view on the left-hand side to browse to one of the following folders depending on the version of Windows running on your system:

(NOTE: If either of the below BSI registry keys do not exist in the paths listed in the registry, you must first open the BSI application as Administrator by right-clicking on the applications icon and choosing "Run As Administrator" from the menu. Once the program is running, open "Help", then click on "Register". You can now close the registration screen and the application. The BSI registry key should now be present. You may need to close and re-open the registry editor to see the newly created key.)

On 64 bit systems, browse to HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\BSI.
On 32bit systems, browse to HKEY_LOCAL_MACHINE\SOFTWARE\BSI

1. Right-click on the "BSI" folder icon in the folder tree to the left and choose "Permissions...".
2. Click on the "Add..." button under the "Group or User Names:" list.
3. On the "Select Users or Groups" window that appears, type "Everyone" in to the "Enter the object names to select" field and then click OK to close the pop-up window. Repeat this step for each of the other usernames listed.
4. Back on the "Permissions for BSI" window, highlight the entry for "Everyone" that now appears in the "Group or User Names" list, click on each entry ("Full Control" and "Read") in the "Allow" column, then click on the "OK" button to save the changes.
5. If any changes were necessary, shut down and restart the system.

After performing the above steps, open your BSI application and register the application. The software should now be able to run as the registered version and should retain your registration information permanently.

If the software will still not register, click here to submit a support ticket and paste in the validation code information (application and version, serial number, invoice number, and validation code) or attach a screenshot of the register screen with the information filled out and technical support will double check the codes correctness with the codes department. Please note that technical support cannot provide validation codes in any circumstance, including after hours or off air emergencies relating to demonstration mode. Validation codes are only provided during normal business hours via the validation code request form.

Help Topics:

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Please wait... it will take a second!