



# **BarTender Software Activation**

## A Guide to Activating BarTender Software

Supports the following BarTender software versions:  
BarTender 2019

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## Introduction

Activation is an easy, anonymous, process that authenticates your software license. Activation is an electronic form of the license agreement between Seagull Scientific and our valued customers.

You must activate your software in order to use the applications in the BarTender Suite, including BarTender Designer.

All applications in the BarTender Suite are available after you activate your software. You can test or preview features and applications that are not included in your licensed edition of BarTender; the application displays a message that you are using a feature requiring a higher edition and items printed using the unlicensed features include a watermark to identify that the item is printed in demonstration mode.

## How Activation Works

### ***How do I activate my software?***

During installation, the BarTender Licensing Wizard will guide you through the activation process. The wizard will ask for the product key code that was distributed with your software and then Seagull Scientific provides a secure web server for fast and easy activation. If the computer on which you are installing the software is connected to the Internet, the BarTender Licensing Wizard will automatically activate your product. *The activation process does not collect or transmit any personal information.*

If you are installing BarTender on a computer that does not have Internet access or your activation fails, you can visit the BarTender online Support Center for technical support contact information. Our company has representatives who are available to help complete your activation process.

BarTender Support Center: <https://support.seagullscientific.com>

### ***What information is needed for activation?***

You need only to enter the product key code into the BarTender Licensing Wizard. Typically, this code is available from one of the following sources:

- The email that you received after purchasing BarTender that contains the license and installation instructions
- The email that you received after requesting a BarTender Free Edition PKC from our website: <https://www.bartendersoftware.com/FreePKC/>
- A separate product key code card that came with your software package

If you do not have a product key code, please contact Seagull Scientific.

### ***Do I need to maintain an Internet connection after activating?***

No. After your software has been activated, no further communication with Seagull Scientific's activation server occurs. Your use of the software will not be monitored or regulated in any way. We do not install any type of spyware components.

The BarTender Licensing Service will periodically attempt to communicate with Seagull Scientific's activation server to look for updated license information, but the service will continue to run even when there is no Internet connection.

### ***Can I use the software without activating it?***

No. You must activate the software with a product key code.

### ***Can I activate my software on more than one computer at a time?***

No, but the computer on which you activate your software runs the BarTender Licensing Service, and you can install and run BarTender on as many computers as you want, as long as they can all communicate with the same BarTender Licensing Service. Your license is limited to the number of

printers that you can print to, and the BarTender Licensing Service is responsible for monitoring printer usage.

### ***How do I move my license to a different computer?***

You can move the license to a computer other than the one on which you activated your software by using the "Move License" option that is available on the Licensing page in BarTender Administration Console. BarTender Administration Console is included with your BarTender software.

Moving your license requires an Internet connection for communication with Seagull Scientific's activation server.

### ***Do I have to reactivate if I change my hardware?***

It depends on the scope of the hardware change. Minor changes to hardware will not require reactivation. Replacing a substantial number of hardware components will cause the software to prompt you to contact Seagull Scientific and reactivate. You will be granted a number of days in which to do this. You can avoid having to contact Seagull Scientific by deactivating the software before the hardware change is made and then reactivating after it is done.

### ***What happens if a newer version of the software is released? Will I be able to activate the older version?***

Yes. If you choose not to upgrade to the latest release, you will still be able to activate your older version, even if Seagull Scientific discontinues the product.

## How Registration Differs from Activation

### *If I activate, do I also need to register?*

No. Activation is required to use the product, whereas registration is optional. However, there are important benefits to registering, such as having access to our world-class, free technical support and the ability to purchase product upgrades. It should be noted that activation is a completely anonymous transaction, whereas registration requires personal contact information.

### *What information is needed for registration?*

Registration is optional. Registration requires your name and contact information, some information about where you purchased the software, and the product key code.

### *How do I register my software?*

You can register your product by using one of the following methods:

- Complete the registration page in the BarTender Licensing Wizard.
- In BarTender, click the **Help** menu, and then click **Register on the Web**. *Internet connection is required.*
- Visit the following website: <https://www.bartendersoftware.com/support/product-registration/>

### *I tried to register but received a "Failed to connect to the activation server" error message. What should I do?*

This message indicates that there is an Internet connection issue. Check your Internet connection settings and cable connections, and then try again.

## Related Documentation

### White Papers

- *32-bit and 64-bit BarTender*
- *Printer-Based Licensing*
- *Silent Install*

To view and download white papers, visit:

<https://www.bartendersoftware.com/resources/white-papers/>

### Manuals

- *Getting Started with BarTender*  
<https://support.seagullscientific.com/hc/categories/200267887>

### BarTender Help System

- [Getting Started with BarTender](#)

### Other Resources

Please visit the BarTender website at <https://www.bartendersoftware.com>.

