

NTFS for Mac 15

FREQUENTLY ASKED QUESTIONS

PARAGON SUPPORT TEAM

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- **What is Serial Number?**

Serial Number (also known as Activation Key) is a set of characters, specially designed for product activation. You receive your Serial Number after purchasing software license. **It's not your computer or hard drive's SN.**

- **What is Activation?**

The activation is a process, when a valid user license is connected to a product, thus **unlocking product features**.

- **Why should I activate NTFS for Mac 15?**

NTFS for Mac 15 is coming as a fully functional 10-day trial version. Once this period is **over**, you **won't** be able to **use** the product until it is **activated**.

- **How can I activate NTFS for Mac?**

The activation should be done through the Internet directly from the app. There are **two** options though Internet connection:

1. **With login** to the new “MyParagon” (**recommended**)
2. **Without login** to the new “MyParagon”

In case something is **wrong** with your **internet connection** or you **don't have one** (for example for security reasons) – you can use **offline activation**. But first you need a **serial number** (available in purchased license information). If you don't have it, then in order to get one, go to *Applications > System Preferences > NTFS for Mac OS X*, then click *Buy*.

- **Why is it more preferable to activate an app through MyParagon?**

Without the Paragon User Account you **can't release** your serial number (activation key) from the hardware, to be able to **re-activate** your app in a new OS, or on a completely different computer by yourself. The registration in MyParagon also enables to **issue support tickets** directly from your application with a registered account. You will also **benefit** from **free upgrades** and **special upgrade offers**.

- **How can I activate NTFS for Mac when my system is offline?**

You will need a **license file**, which can be generated in your “MyParagon” account (you'll need a **Serial Number** and your system's **GUID** for this) and then you can activate the software using this license file. Details will be covered in this article.

- **What info is sent during activation? Is it confidential?**

All data transferred during the activation is encrypted, to eliminate any chance of unauthorized access. We do send the following data:

- *GUID (Globally Unique Identifier) of your computer*
 - *Product name and version*
 - *Product serial number*
 - *License type*
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- **What is Release of Serial Number?**

The **release of a serial number** (activation key) is a process, when an application is disconnected from a valid user license. It's performed when it's needed to use the after hardware replacement or OS upgrade, or on a completely different computer.

- **Does the release of the serial number equal to the deinstallation?**

No. The deinstallation of an activated application on one system does not help to use it on another.

- **How can I release serial number?**

You can do this either by pressing *Release License* link in **your MyParagon account** or you can contact our support team or our customer service and we will help you.

- **Changed hardware or OS before releasing serial number?**

Same as above – either **release license** by yourself or **contact support team**.

- **What happens when my license has expired?**

All the product features are **locked** until it is activated again.

- **What happens when my “Release Count” is 0?**

Contact us to provide some details on your actions prior to this problem. Most likely we will re-activate your release count.

- **I cannot log in to MyParagon. What should I do?**

1. The login page for the “MyParagon” account is located at <http://my.paragon-software.com/>. Have you received an **email with activation** the info? Have you clicked on the **activation link** and set a new password? Still can't sign in?
 2. Retype your **email** and **password**. Please make sure, that *Caps Lock* and *Num Lock* are off.
 3. **Enable cookies** in your browser; clear your browser's cookies and cache.
 4. Try a **different browser**.
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- **I have not received an email from Paragon Software as promised.**

First, please check your Junk or **SPAM** folder. If it's not there, contact our **customer service**.