

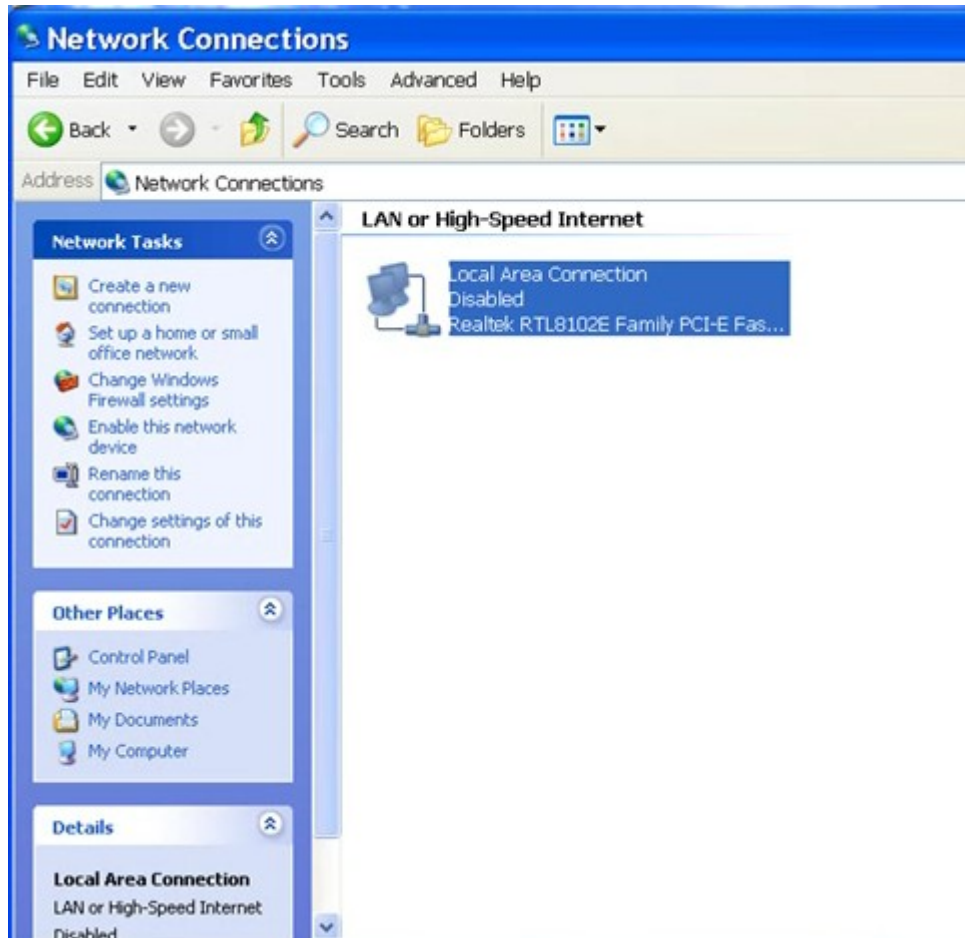
## Autocom Activate Tips: problems and the solutions

There are three problems about autocom:

### **First, about the customer can not enter activate interface.**

#### **Step 1: turn off the internet.**

You can check it in our video. As our technician turned off the internet when he made the video,so if the customer doesn't turn off the internet, the customer could not enter activate interface or choose activate via usb stick.



**Step2: after turning off the internet, choose "Activate via USB stick."**



## Software activation

No connection to Internet found

Choose one of the options below

Check for Internet  
connection

Activate via USB stick



Abort

Step 3: choose "manual mode".

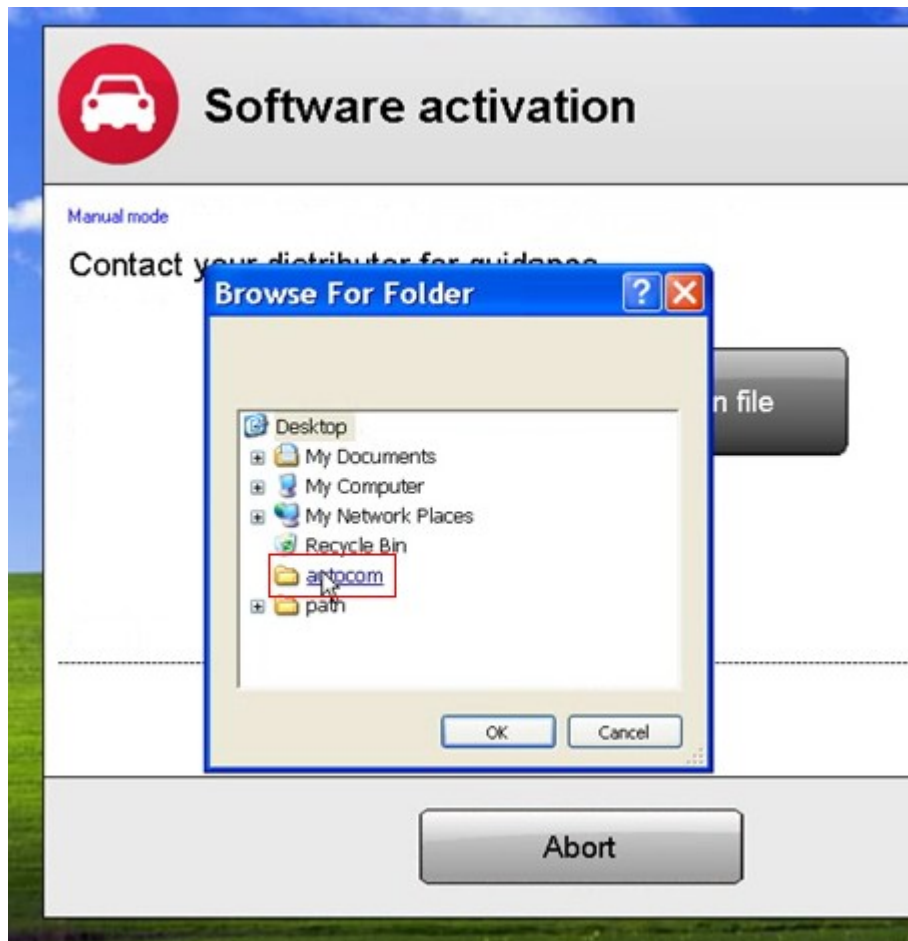


**Step 4:** Make a new folder on the desktop to save the activation file and then choose "save file".

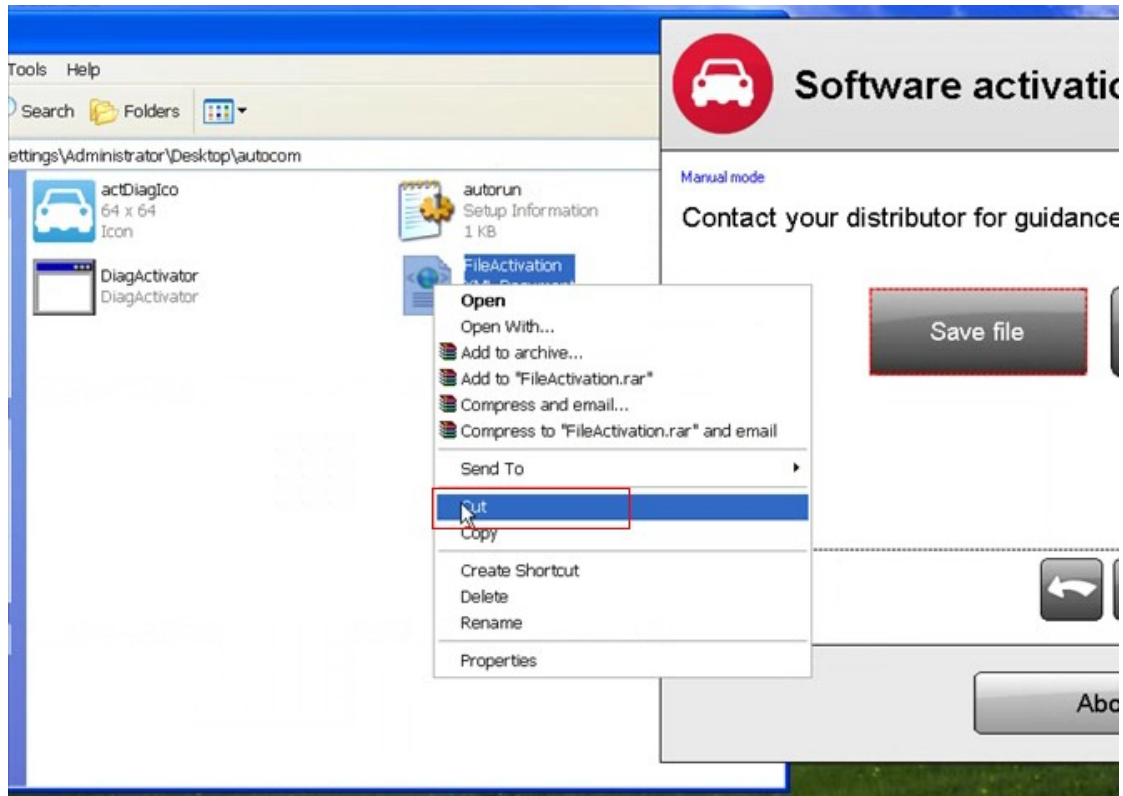




**Step5: choose the new folder.**

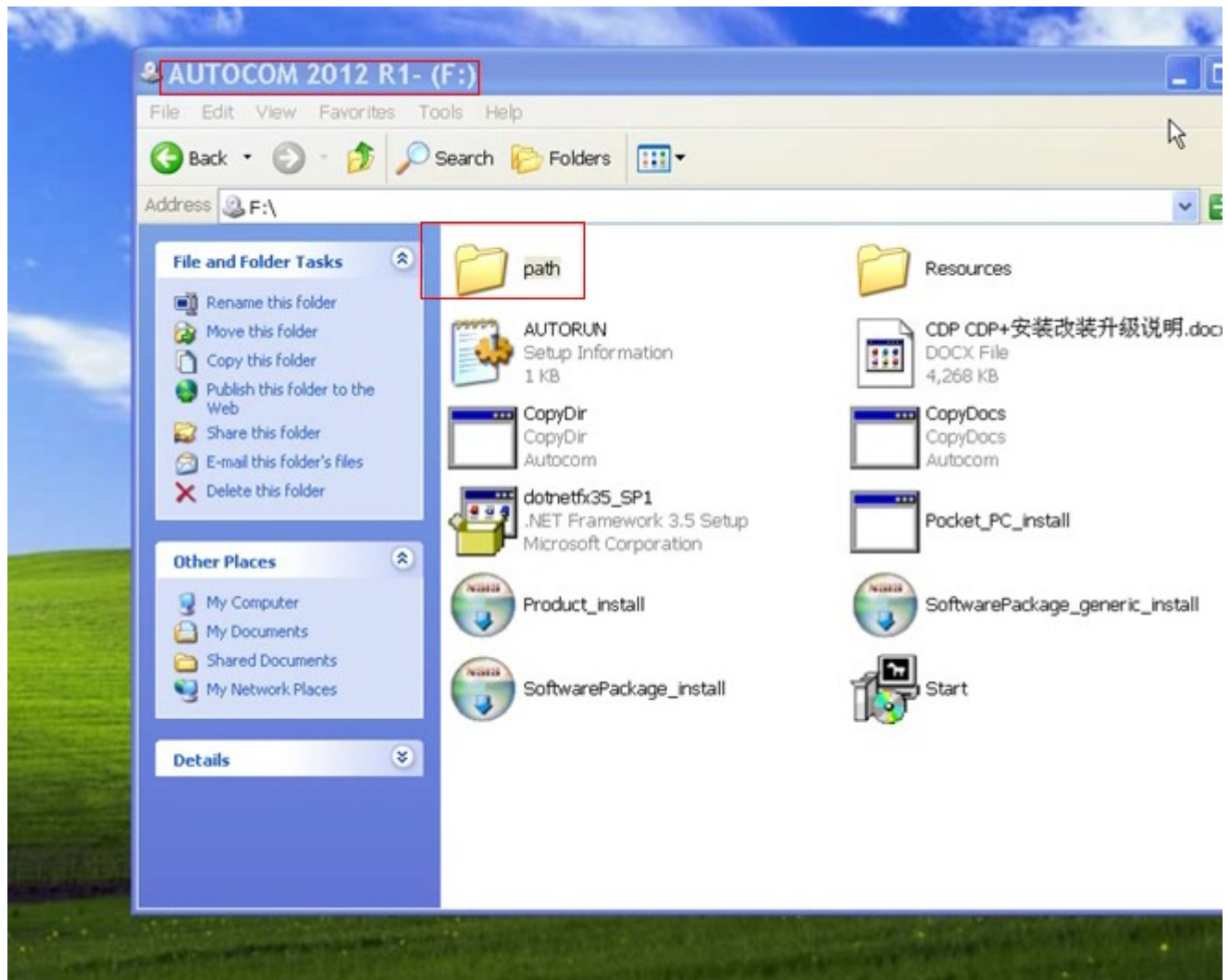


**Step 6: open the new folder, then the customer could found the active file is saved. Sent fileactivation to our customer service.**

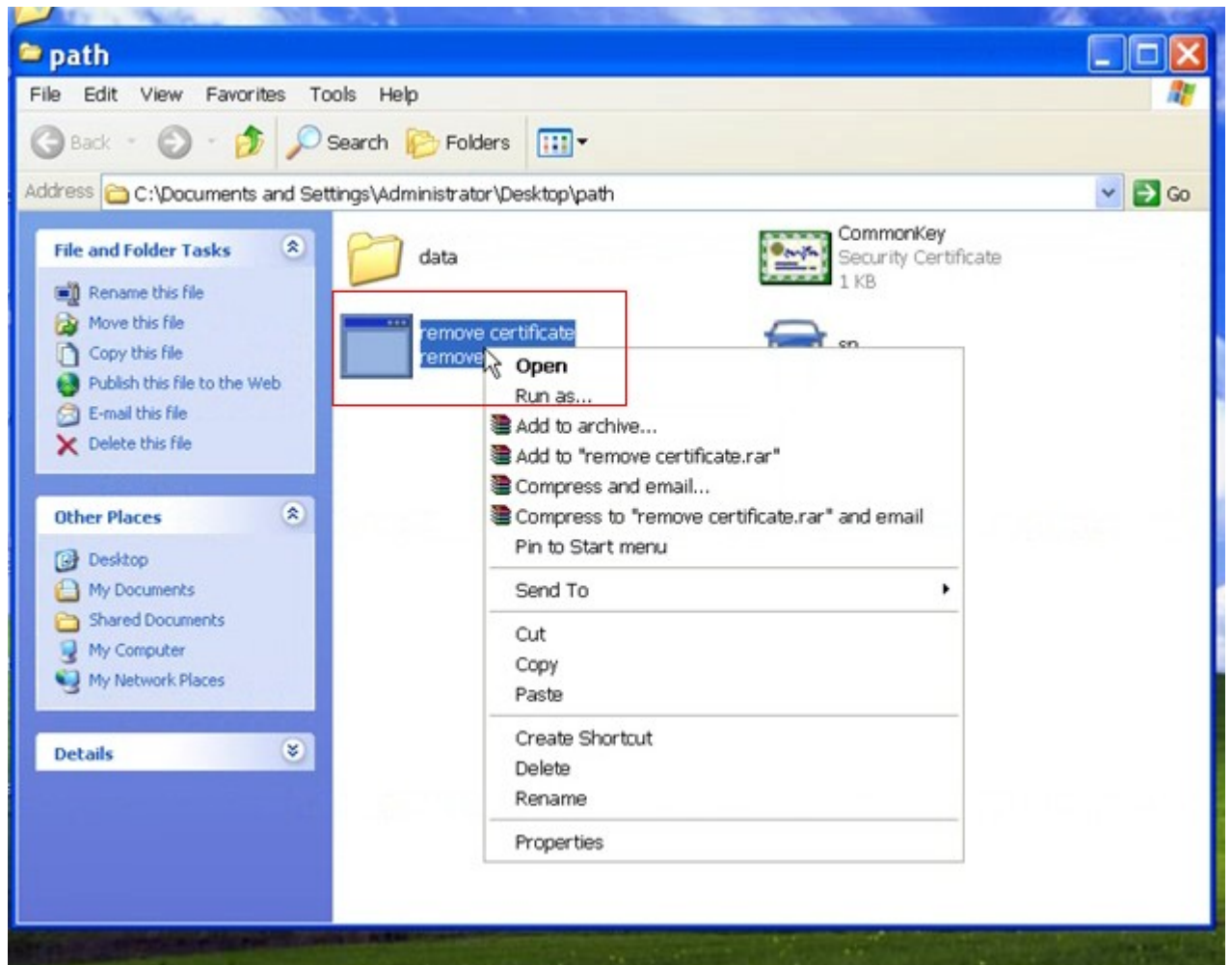


**Second, about why 2012.2 autocom no file or wrong file the customer saved?**

Because the customer did not install the software as the video.

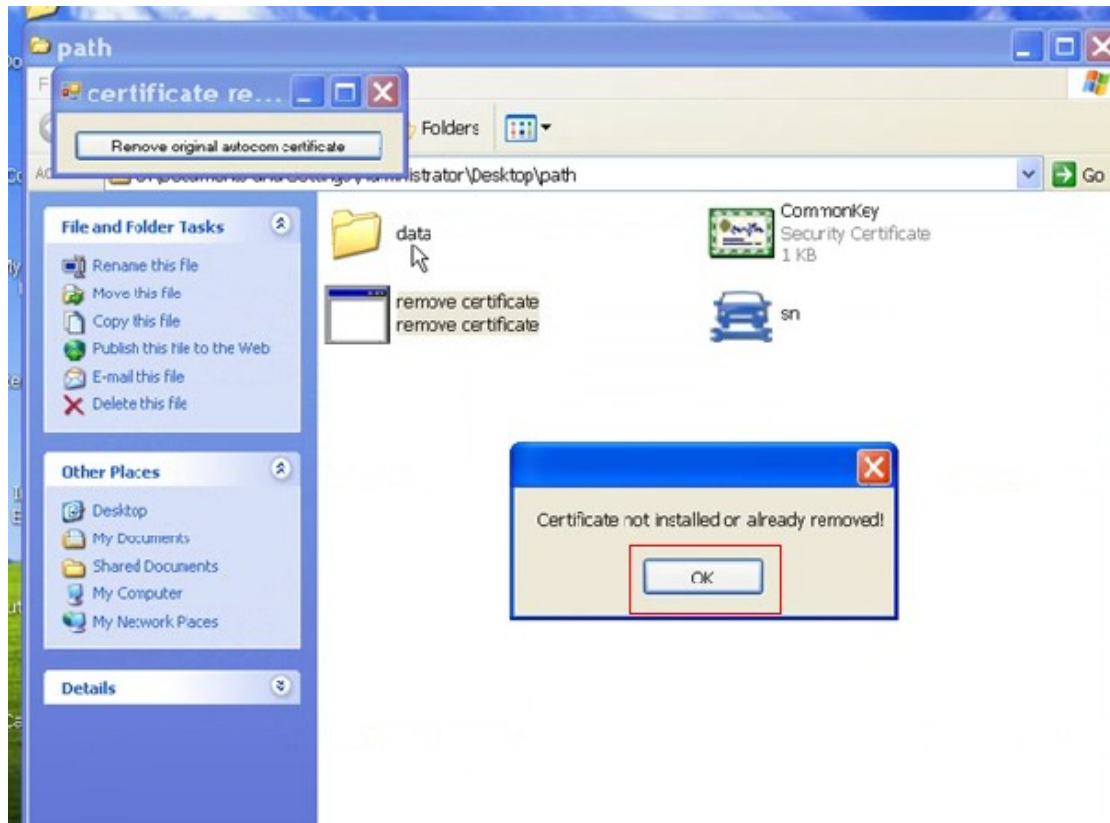


Step 1: open path folder and firstly run remove certificate.

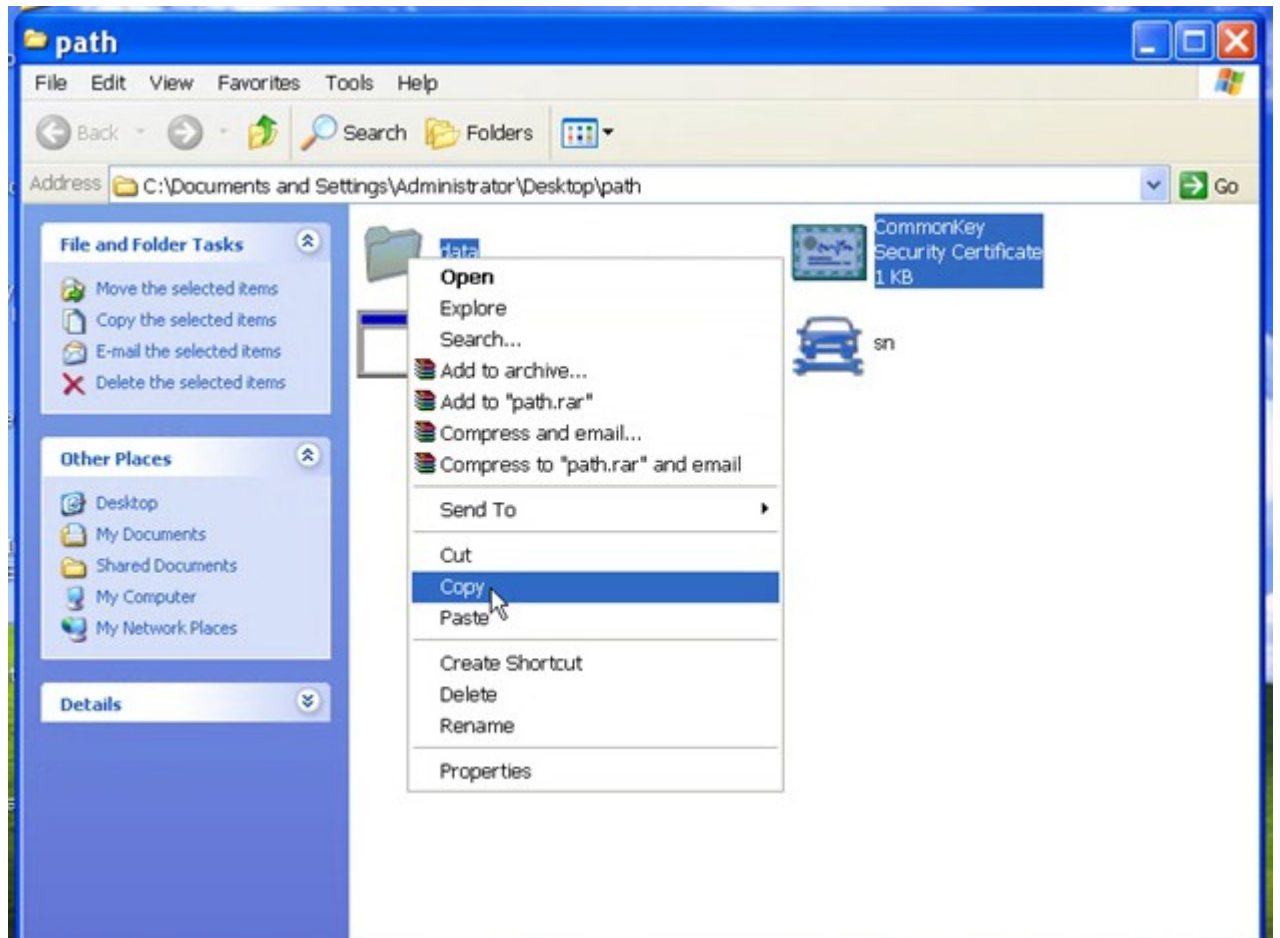


Step 2: click OK after running.



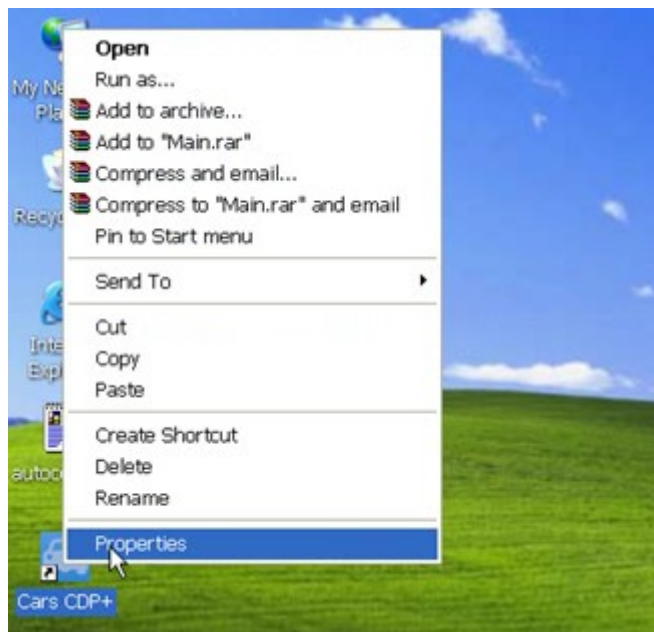


**Step 3:** copy the autocom data and commonkey to the autocom software folder.

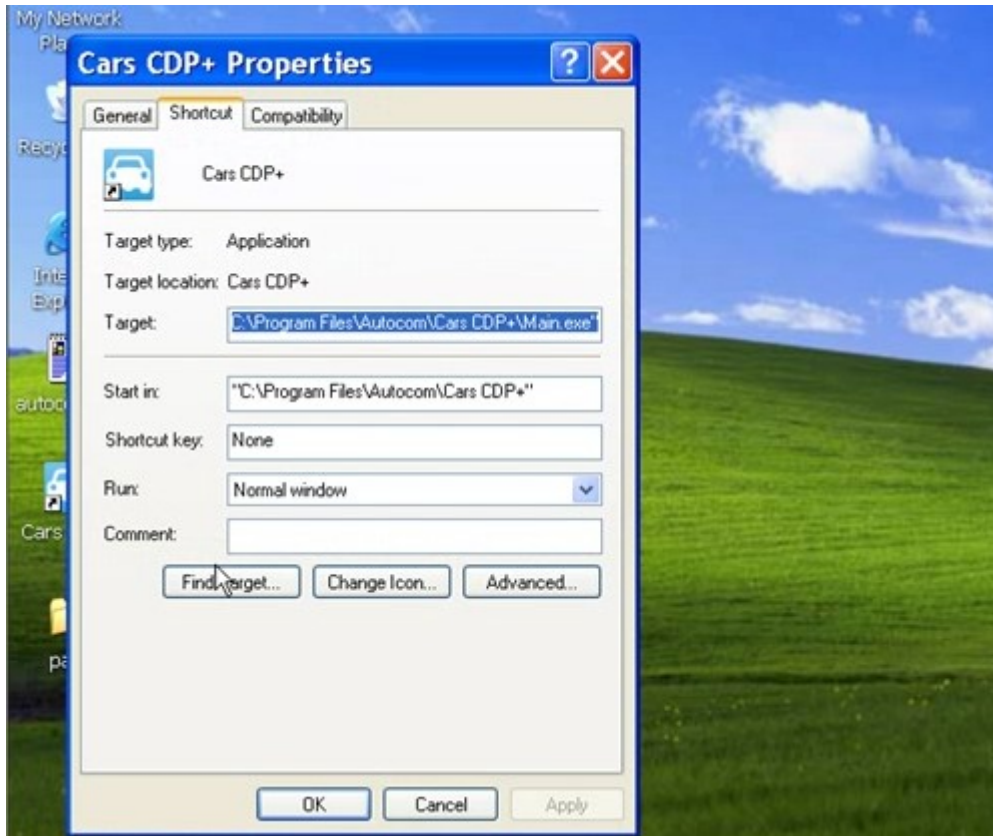


### Third, how to check install catalogue?

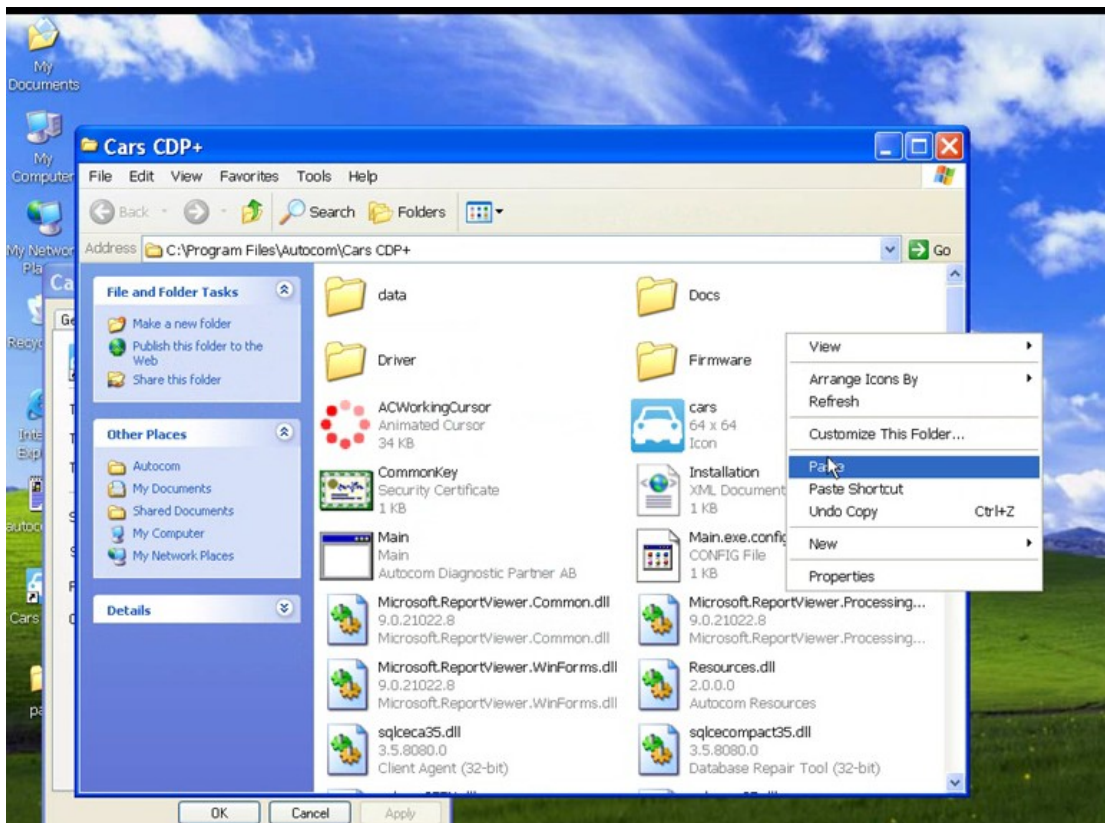
Step 1:right click autocom "properties".



Step 2: select search



Step3: this is autocom install catalogue



Why can not active of the fileactivation that customer offered?

Because the software in the path folder did not install well. Do as third (the above information).