

Procedure for Transferring Device License in a Returned Device Situation

When a defective device is returned to the distributor or manufacturer and are replaced with another unit the ITScriptNet Device License can be transferred to the replacement unit through the following procedure:

- Z-Space is to be contacted and provided the RMA number given to the customer from the distributor or manufacturer.
- Z-Space is to be provided the ITScriptNet device license serial number and the serial number of the device being returned.
- Z-Space will force the unregistration of the device license serial number



- The device license serial number is available to be registered onto the replacement device
- If the PC running ITScriptNet has internet access continue with the remaining steps. Otherwise, call Z-Space to manually register the serial number to the device.
- Using the System Console in ITScriptNet V2.2a(8) or higher, select the Licensing tab, then select Device License Management. Select Add Device License.
- Read the License Device instructions on the next screen and click Next.
- Fill in the serial number and company information.
- The Next button will become active when a serial number with the correct format is entered. Click Next and follow the remaining on-screen instructions.

With questions, contact:

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