

## **Where is my Serial Number ?**

### **Perpetual License - Hardware Key Protection Serial Numbers**

If you have a hardware key (dongle) as a protection device for your perpetual license then you will find the serial number as a 6 digits number printed in the dongle.

For Embroidery Office products in this licensing mode, the serial number begins with 3, ie: 300001.

For Stitch Era or Hotfix Era products in this licensing mode the serial number begins with 4, ie: 400001.

### **Perpetual License - KeyLess Protection Serial Numbers**

If you have a KeyLess protection for your perpetual license then you will find the serial number in the purchase email sent to you or in the software, in the "Help" ribbon menu.

For all products in this licensing mode the serial number is a 9-digit number that begins with 1, ie: 100000152.

### **Subscriptions Serial Numbers**

If you have a Subscription Licensing mode then you will find the serial number in the software purchase email or the activation email sent to you.

For all products subscribed in version 17 of the software, the serial number is an 8-digit number that begins with 9, ie: 90000134.

For all products subscribed in version 20 of the software, the serial number is a 9-digit number that begins with 1, ie: 100000152, in the case of having updated from v17, it is an 8-digit number that it starts with 9, ie: 90000134.