



# TaskMap Tech Note

## Vista Activation Issues

### Symptom

The TaskMap or TaskMap Professional activation program fails to run and you are using Microsoft Windows Vista.

### Problem Summary

On some PCs running the Windows Vista operating system, the TaskMap activation program will not run when you attempt to launch it from the Windows Start menu. This situation can affect you in two ways as you try to activate your copy of TaskMap or TaskMap Professional: 1) when you need to display the *locking code* and 2) when you try to install your TaskMap or TaskMap Professional license.

### Resolution

1. **Displaying the locking code:** Harvard Computing Group requires the *locking code* from your PC in order to generate your permanent TaskMap license. If the activation wizard fails to run on your PC, you will need to download a special utility from the TaskMap web site in order to display the *locking code*:

<http://www.taskmap.com/downloads/ShowLockingCode.zip>

Unzip the downloaded file into the directory containing TaskMap (the default location is *C:\Program Files\TaskMap*).

Double-click on *C:\Program Files\TaskMap\ShowClientID.exe* and the locking code (in the format 4-xxxxx) will appear on your screen. Either email the locking code to [support@taskmap.com](mailto:support@taskmap.com) or call the support desk at 978-800-4590 option 8.

2. **Installing the license:** Harvard Computing Group will send your TaskMap license as an email attachment. To manually install the license, save a copy of the license file in the TaskMap program directory (the default location is *C:\Program Files\TaskMap*).

Once you have saved the license file, rename it to *lservrc* overwriting a file of the same name if it exists. Note that there is no file extension on this file -- the file name is just *lservrc*. At this point, you should be able to successfully run TaskMap or TaskMap Professional.

Special note: by default Windows hides certain common file extensions when you view filenames using Windows Explorer. If you receive an error 4 when you start TaskMap, indicating that the license file has not been found, there may be a hidden file extension on the *lservrc* file. To determine whether this is the case, you need to set Windows Explorer to show all file extensions. To do so, select *Tools/Folder Options...* from the Explorer main menu, then click the *View* tab. Uncheck the box labeled *Hide extensions for known file types*. If there is a file extension on the *lservrc* file, rename the file to remove it.

