



RockWare®

Earth Science Software, Consulting & Training

RockWorks17 Network License Migration to RockWorks2020

RockWare is excited to announce the release of RockWorks2020! You have recently received, or will soon receive, information about your maintenance upgrade to the new version.

We understand that many of you would like some time to transition your users from 17 to 2020. That is not a problem. Please follow the steps below to set up the RockWorks17 license to share space with the new version and to activate the RockWorks2020 license. This way you will have access to both licenses for a few months, which should give you time to transition your projects (and users!) to the new version.

Follow the steps outlined here:

1. **Be sure you're using the most recent version of the RockWare Network License Administrator.**
 - a. Start the **RockWare Network License Administrator** program on the server or computer where it is currently running.
 - b. Select the **Help | About** menu option.
 - c. If it is older than version **1.15**, please contact support@rockware.com for instructions to download and install the current version.

2. **Contact support@rockware.com by email when you are ready to activate your RockWorks2020 Network license.** In the email, let us know:
 - a. If you plan to keep the RockWare Network License Administrator on the server or computer where it is currently running, or if you already installed or plan to install it elsewhere to manage the RockWorks licenses.
 - b. The Installation Number for the new RockWorks2020 license request. See "Activating a RockWorks Network License" on the [RockWare website](#) for a quick video about how to generate this.

3. **We will email you a new licensing code for your existing RockWorks17 license** which will permit it to reside along with RockWorks2020.

4. **The RockWorks2020 license can then be activated** with a code we send you by email, using the Installation Number from #2b. You can also request the unlock via the RockWare Customer Portal.