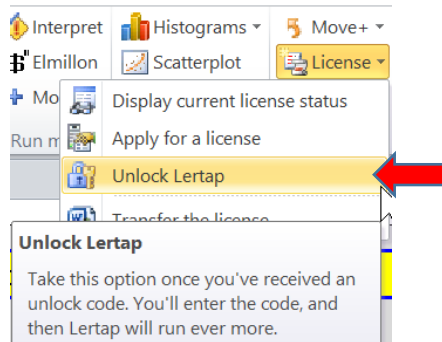# Activating Lertap5 / Windows & Macs

As of: 30 July 2022

The steps described below assume that you have already installed Lertap5 on your computer, that you have purchased a license, and that you have received an "**unlock code**". If this is not the case, please refer to this document -- follow all the steps it lays out, including the purchase of a license.
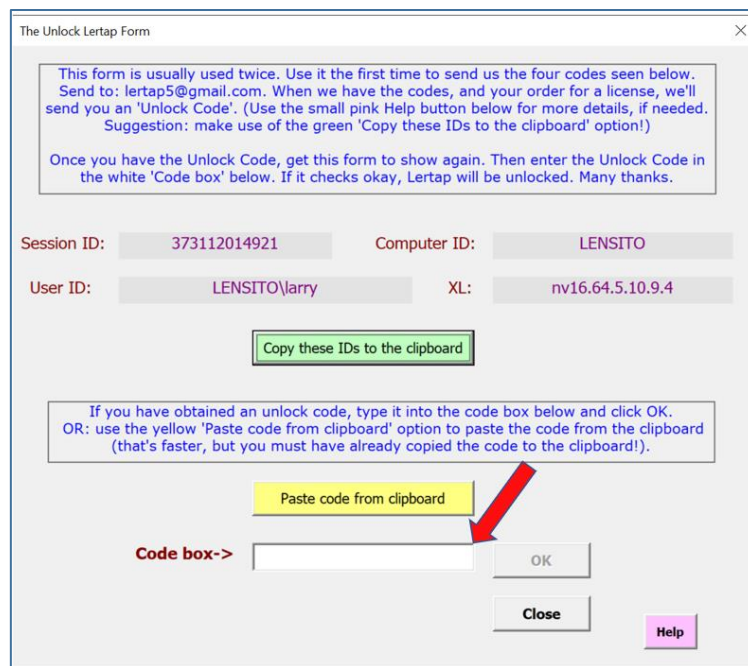
The **unlock code** you receive will activate Lertap5 on your computer.

Unlock codes may begin with a B, such as `B91443425526814183`, or they may come without a B at the front, such as `511167392324180878`. Both forms are valid – those beginning with a B are often for students participating in a workshop.

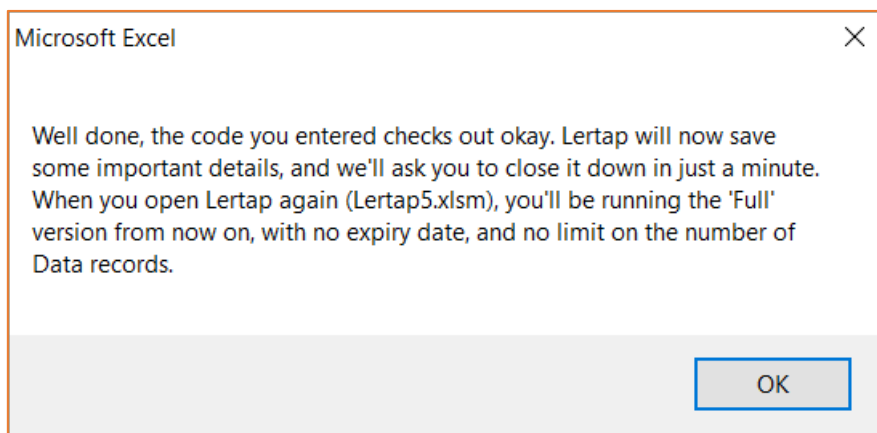Begin the activation by starting Lertap and selecting "Unlock Lertap" from the License Menu:
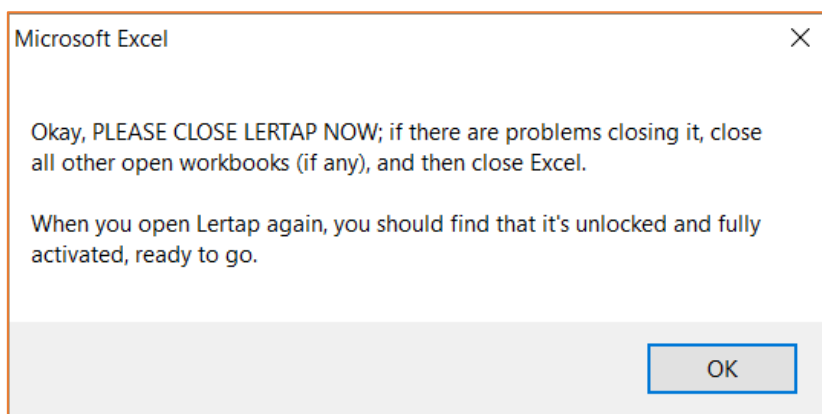

The Unlock Lertap Form will display:

The unlock code must be entered in the "**Code box**". You can type it into the box, or you could copy it and then use the yellow "Paste code from clipboard" option.

Click the OK button. A message *similar* to the one shown below should appear[1].

Microsoft Excel

Well done, the code you entered checks out okay. Lertap will now save some important details, and we'll ask you to close it down in just a minute. When you open Lertap again (Lertap5.xlsm), you'll be running the 'Full' version from now on, with no expiry date, and no limit on the number of Data records.

OK

Click the OK button. A message like the one below will be displayed.

Microsoft Excel

Okay, PLEASE CLOSE LERTAP NOW; if there are problems closing it, close all other open workbooks (if any), and then close Excel.

When you open Lertap again, you should find that it's unlocked and fully activated, ready to go.

OK

Make sure that you follow the instruction given in the box above: **close Lertap**. *It won't work correctly until it has been closed.* When Lertap5 is next opened it'll be unlocked, enabling you to process thousands of data records.

If at any time you encounter difficulties with the installation or running of Lertap5, please contact us. Lertap.com has its headquarters in Fremantle, Western Australia (UTC+8.00). Best contact is via email to lertap5@gmail.com. (Send an email if you'd like to try to set up a Skype call. A call can be very useful, but the time difference between Western Australia and many other countries can present problems. Fremantle is in the same time zone as Hong Kong.)

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[1] The exact message will depend on a few factors; commercial purchasers, for example, will generally have a perpetual license, while students will get a time-limited license.

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Special note: comments regarding an operational problem which may arise.

Some users may find that Lertap will be working okay, but then, out of the blue, announce that it's reverting to the Mini version.

This problem is likely to arise if Lertap has been installed on a computer used by more than one person, and each person has an individual username and password. In this case, Lertap should have been installed to the Public Documents folder on the computer, but probably wasn't. Uninstall Lertap and then re-install it, taking care to seat it under the Public Documents folder.

The problem may also occur when Lertap or Excel has found an error of some sort. Lertap has numerous user messages designed to "trap" common errors, but, nonetheless, there will be times when something special happens without a corresponding message to say what it was. In such events, Lertap or Excel may simply stop running. Or, Lertap will say, perhaps, that it's going to revert to the Mini version. To fix this problem, close Lertap and then reopen it. If this does not solve the problem, close all workbooks, _close Excel itself_, and then reopen Lertap.