

FAQs

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1. Activation

How do you connect and detect the dongle in neoStampa?

In neoStampa, connecting and detecting your dongle is essential for activating your license. You'll need to follow a few steps within the software, such as starting neoStampa, managing the Register Form, and refreshing the dongle connection. It's also important to confirm that the dongle is properly connected to ensure your license is active. The steps below guide you through connecting, detecting, and confirming your dongle in neoStampa.

1. Start neoStampa and close the Register Form on the top-right until the Activation Manager opens
2. Click the info button to open the License Log
3. Plug-in-dongle or click the refresh button
4. Select the dongle in the "Found dongle" menu and click retry
5. The License Log shows detailed information
6. The Activator Page displays the license validation

Watch Video: <https://player.vimeo.com/video/1003097615?share=copy>

How to apply XDAT (offline) application license activation

The activation of all Inēdit products, whether it is with a **trial license** or a purchased one, runs online by connecting the user's machine and dongle to our servers.

When the network conditions are different or it is not available so that our activator server cannot be reached, it's possible to activate all Inèdit applications offline using a file that contains the activation code for the user's product and dongle number. This file has an XDAT extension and can be loaded through a dialog available in any of our applications.

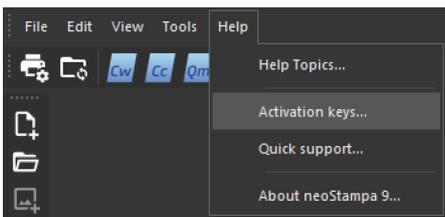
To obtain the XDAT file you need to contact your local distributor. Check our distributor list to find it, <https://www.inedit.com/en/company/distributors> . If you found no distributors in your area then contact us, at <https://www.inedit.com/en/contact> .

Once you are provided with the XDAT file, the way to proceed varies depending on the application to activate.

- **neoStampa**
 - **Update with a new Activation**
 - ▶ **Watch the tutorial**
- **neoTextil**
 - **Network dongle activation**
- **neoCatalog**

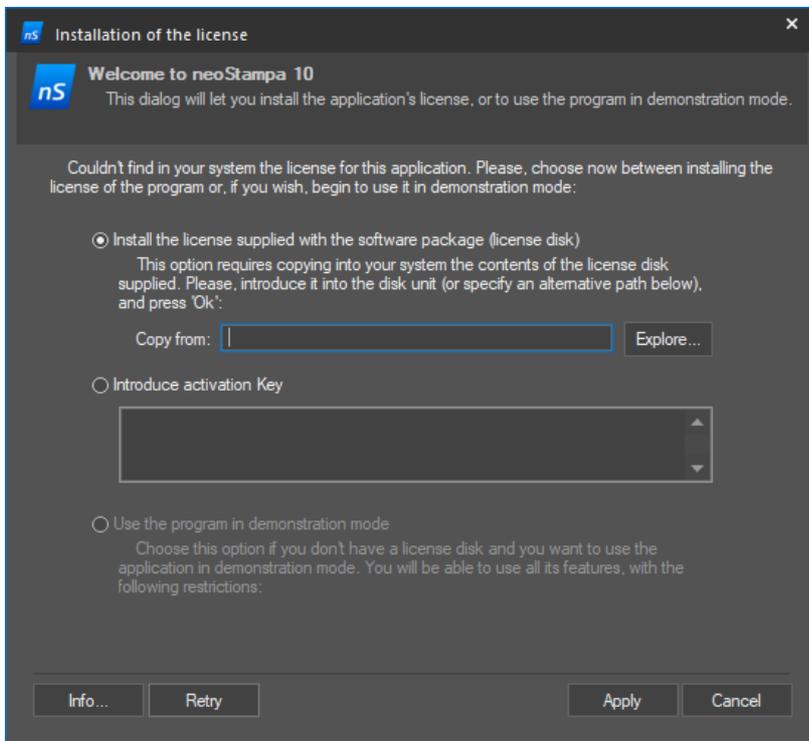
neoStampa

1. Press and hold down the Shift key while you are opening the application. Do not release the key until the license installation dialog shows up with the program running, go to **Help | Activation Keys...** to open the Activation window.



2. In the next window you have the chance to search your computer for your license number (.xdat), which comes in the USB drive, or introduce the code manually or copy it, which also comes in the .xdat file. It is highly recommended to place this file on the desktop or anywhere you can access it easily. Press the 'Explore... ' button and search for the .xdat.

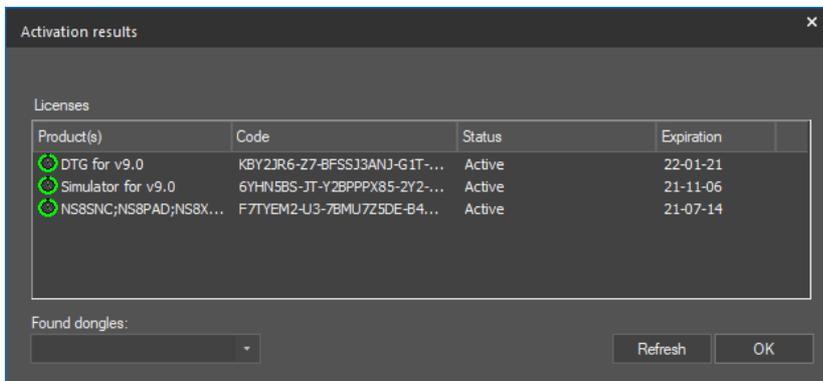
3. Click on the 'Apply' button to assign to the activation file, browse in the file system, enter the file location in the text field, and click "Apply".



4. Next, a dialog with the activation result will open up and show all the requested neoStampa modules. A green circle on the left of the product description is a sign of successful activation, whereas a red one means the activation failed:

● Valid and lifetime licenses ● / Valid and temporary licenses ● / Not valid and expired licenses

Be aware that if you have other Inèdit licenses too, those will be listed in red color, but only the one related to neoStampa will be activated (green).



5. At the bottom left corner of the window you can see all the found dongles you may have connected, and, if necessary, you can choose which one is to be used for the activation.

6. Press OK to continue the activation. With successful activation, neoStampa starts automatically.

Update with a new Activation

If you have updated your license (from temporary to full-time license, for example), a new .xdat file will be provided. To update this license, we just have to follow these simple steps.

Copy the new .xdat activation file to the computer desktop or where we keep our activations.

- Make sure that neoStampa is closed and the dongle is connected to the computer, and open neoStampa with the Shift key pressed until the Activation window opens.
- or with the program running, go to Help | Activation Keys... to open the Activation window.

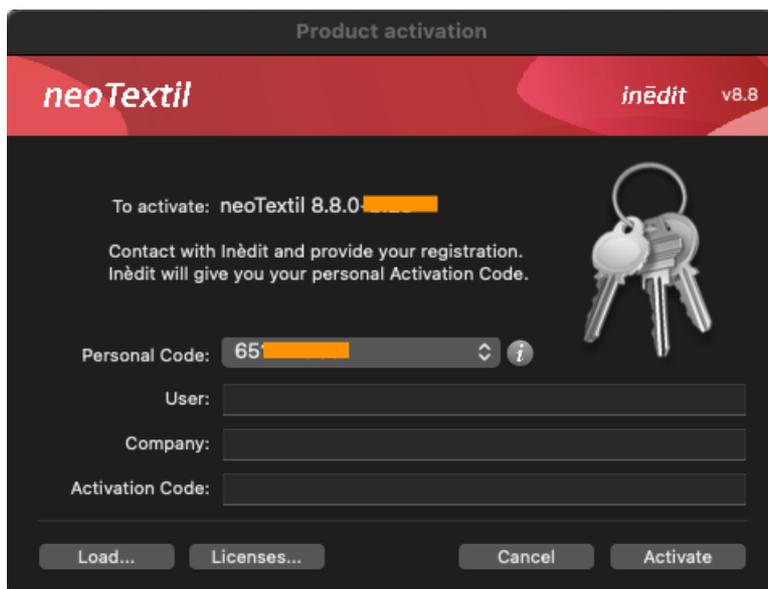
► Watch the tutorial



Watch Video: https://www.youtube.com/embed/HISoaawTG-g??si=tRjokE_15NCRJVxL&wmode=opaque

neoTextil

1. The Activation process is a one-time action. Plug in the green dongle and run Photoshop®.
2. Go on **File | Automate** and then click on **nT Activation Manager** . You will access the Product activation dialog.
3. The Activation Manager recognizes the number of dongles (65xxxxxx), which is shown in the Personal Code field Using UUID activation it will show the unique identifier number of 10 digits. You can check if the dongle or the UUID number and the Personal Code coincide, by pressing on the information icon (i) next to the Personal Code.



4. If you have multiple dongles plugged into the computer, you will be able to select the one you want to activate.

5. Next, type your personal data with one user and company name in the given fields. This information is merely for your record and has no purpose in the activation process.

6. Finally, select and apply the XDAT activation file with "Load...", which Inèdit will also provide you via email or in a USB memory, together with the installer and documentation. The activation will process automatically.

7. Optionally, if you have received the activation code you can type or copy-paste the code and press the Activate button.

8. If the activation is valid, you will get the following successful activation notice:



Network dongle activation

We support net-dongle activations. The activation is managed by one local or remote activation server where multiple user stations can connect. In the activation manager, below the personal code tab, **you can enable** the option "Network dongle" to set up the connection to the activation server.

Watch Video: <https://player.vimeo.com/video/763718607>

neoCatalog

1. When neoCatalog is not activated it shows a "Manual activation" button on a black screen after logging in as Administrator.

2. The Activation Manager window opens to apply the activation code or XDAT file that Inèdit provides you via email or in a USB memory, together with the installer and documentation.

3. If you have received the activation code you can type or copy-paste the code in the field of 'Activation code'.

4. Click on the Activate button to proceed. Your product will be relaunched and fully licensed.

Related articles:

[How to request a trial license and get registered](#)

[Activation Error Codes](#)

[Activation with dongle not valid despite license being up to date \(error -14\)](#)

[neoTextil Panel shows demo \(TRY\) label when activation exists](#)

[Licensing Management of neoCatalog](#)

[Registered Devices and Apps Management](#)

Request a trial license and get registered

By default, when you install Inedit products, it applies for trial licenses with a 30-day expiration date. You can start a 30-day trial to try out all of the features. If your dongle has already activated a trial license, you cannot start a new trial.

At the end of the trial period, you can revert to a final license or extend the trial. For more information about license levels, contact sales@inedit.com.

Activation Types

Inedit products support two types of activation: USB dongle protection and UUID. By default, when you install Inedit products, they apply for basic licenses with a 30-day expiration date.



USB protection (dongle)

The dongle is a hardware device that you can connect to a computer's parallel or USB port. The product is authorized to run on that computer as long as the dongle remains connected. This dongle will activate the software when provided an XDAT file, or the activation code is introduced. Supports multiple Inedit product activations.



UUID format (Universally Unique Identifier)

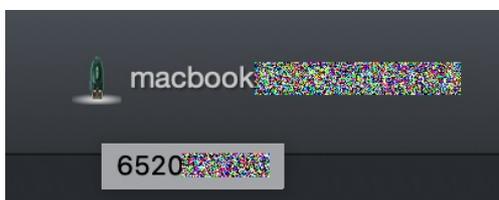
Activations with UUID format do not require to plug-in of any hardware devices. It will use a unique identifier number that will activate the program when provided an XDAT file, or the activation code is introduced in the required field.

Registration

This example is applicable for all Inedit products.

Step 1: Register the dongle with the account

1. If you own the Inedit dongle, you need to plug-in into your computer. If you do not have the dongle, the registration will be done using the UUID of the product.
2. Start the installed software. It recognizes the number of the dongle (65xxxxxx). Using UUID activation it will show the unique identifier number of 10 digits.



3. Enter your account details in the required fields to register your dongle with your email and push the button "Continue".

nT neoTextil Panel

nT neoTextil Panel

nT neoTextil 8 macbook inedit

Account details

Full Name

Company

Email

Country

Subscribe to News

Cancel Continue

Any question? Contact us at +34 937 912 821 or via sales@inedit.com Inedit Software SL
License Agreement-Privacy Policy

inedit v8.4.0

4. In the next step tell us why you want to try the product and push the button "Request Trial".

nT neoTextil Panel

nT neoTextil Panel

nT neoTextil 8 macbook inedit

One more thing...

We need some more details before you can try neoTextil 8

Tell us why you want to try it

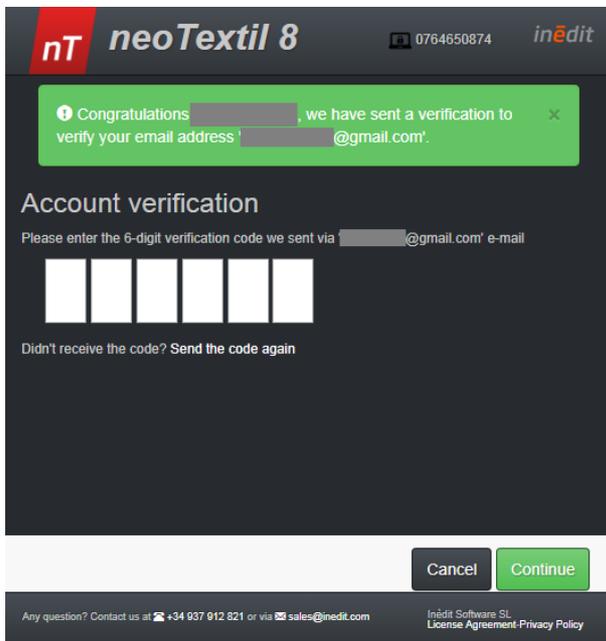
Cancel Request Trial

Any question? Contact us at +34 937 912 821 or via sales@inedit.com Inedit Software SL
License Agreement-Privacy Policy

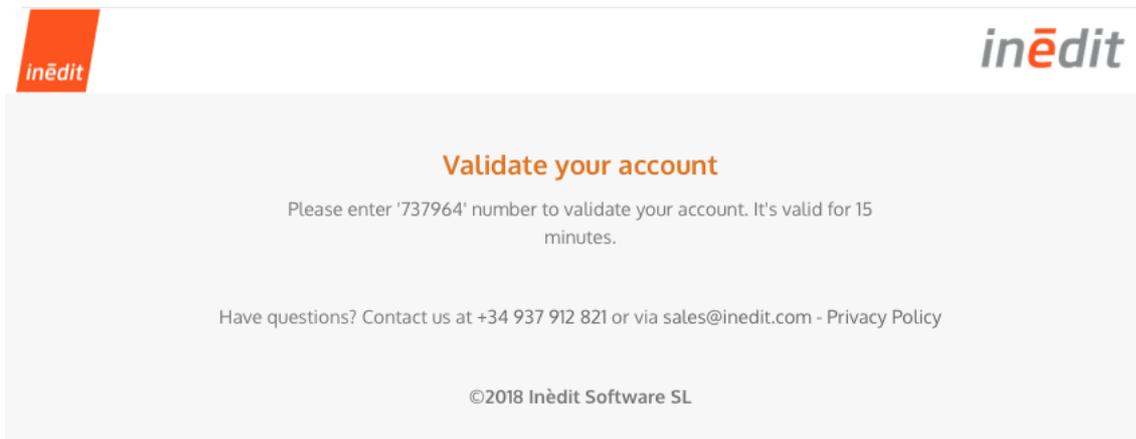
inedit v8.4.0

Step 2: Validate your email account

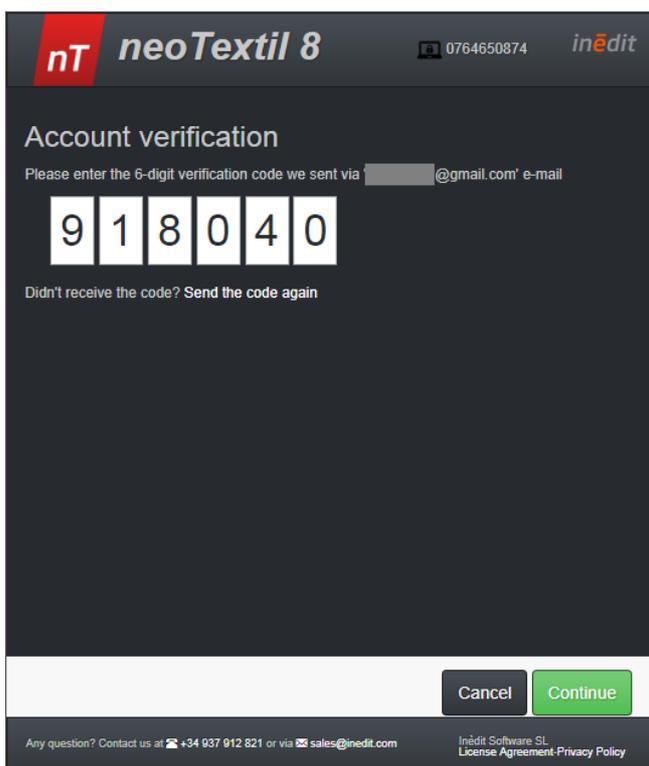
1. The next step is to validate your email account which requires one verification.



2. Check your received email and use the validation code that is valid for **15 minutes** for the next step.



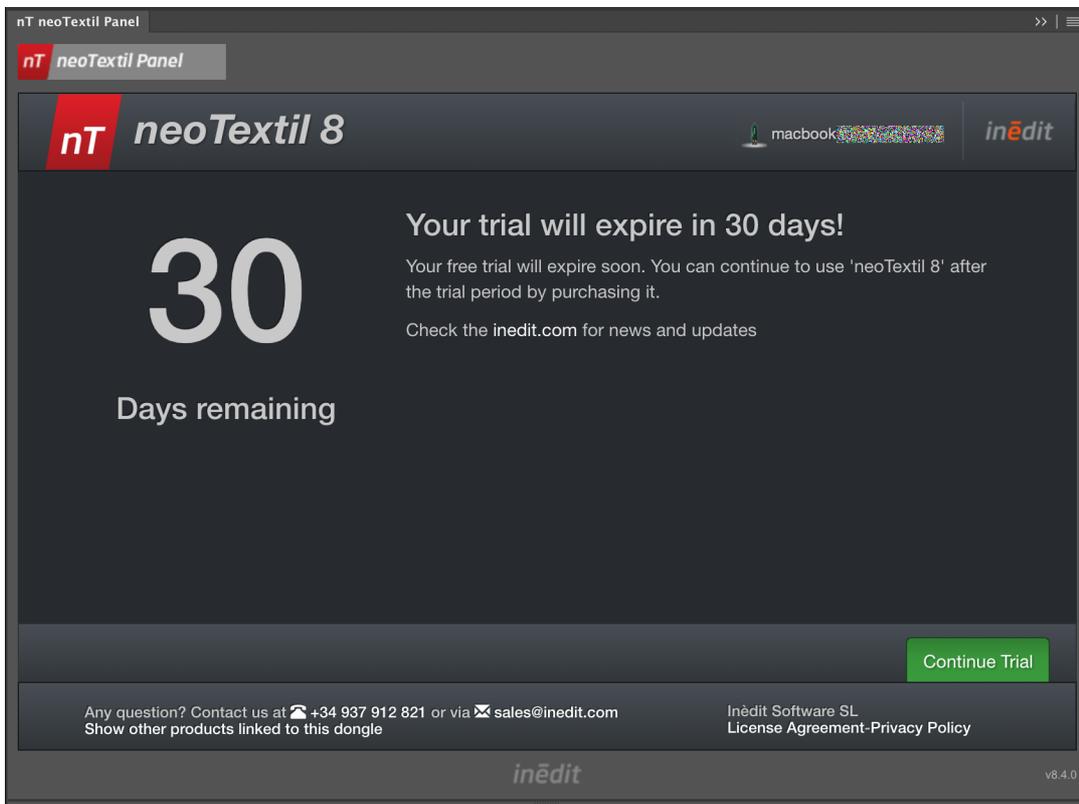
3. Enter the verification code in the required field. Click on the button "Continue". Once your registration is completed, you will be able to change the registration email.



4. If you encounter issues with the verification code while registering for a trial license, follow the [troubleshooting](#) .

Step 3: Start the trial license

You will receive a 30 days trial. Click on the button "Continue Trial" to start using the app.



Watch Video: <https://www.youtube.com/embed/HISoaawTG-g?&wmode=opaque>

Related articles:

[How to apply for XDAT \(offline\) application license activation](#)

[Troubleshooting Registration Verification Code on Form Submission in neoTextil](#)

Where to find neoCatalog activation Dongle or UUID number

Problem

We need to know the license number in order to make a new activation for neoCatalog.

Solution

Method 1 (neoCatalog Administration):

1. Login into neoCatalog.
2. Go to Preferences > Licensing.
3. You can see the currently used UUID or Dongle ID, you can also find more information like the status availability, and number of devices...

Status	Dongle ID	Organization	Date	License type
Ok	1763048680	MARC VALDEVEY	25/10/2018	neoCatalog Trial will expire on 25/10/2019
Incorrect personal code	1763048680	INEDIT	12/01/2017	neoCatalog Trial License expired 1 year ago
Incorrect personal code	1763048680	MARC 2 INEDIT	04/04/2017	neoCatalog Trial License expired 1 year ago

Method 2 (Terminal):

1. Open Mac terminal.
2. Type `'cd /Library/WebObjects/Applications/neoCatalogWeb.woa/Contents/Resources/C G Executables/macOS/'` (/Library/WebServer/CGI-Executables in old installations).
3. Type `'./neoKeyManagerCGI -info'`
4. In the result, you will see the attached keys on the computer.

```
Information:
Dongle Type:   Rockey4ND   Serial: 651422040   PersonalCode:64WP   UseDate:19-05-31
Dongle Type:   UUID       Serial:1763048680   PersonalCode:1QDE   UseDate:19-05-31
Dongle Type:   Hardware   Serial:      GQ05   PersonalCode:GQ05   UseDate:19-05-31
```

Related articles:

[Licensing Management of neoCatalog](#)

[Dongle and Activation error after updating or restarting neoCatalog](#)

2. Troubleshooting

Activation Folder Permission (error - 5000, 999 or - 9999)

Activation Errors - 5000, 999, or - 9999 are user permission errors and occur even with administrator permissions. It is required to change the permissions in the user's shared folder. The reason is no permission to create the folder Inedit Software (with è) and belonged activation file InSwActivation.xdat. In this article, we are now going to show how to solve the activation problem for the system platform Macintosh and Windows.

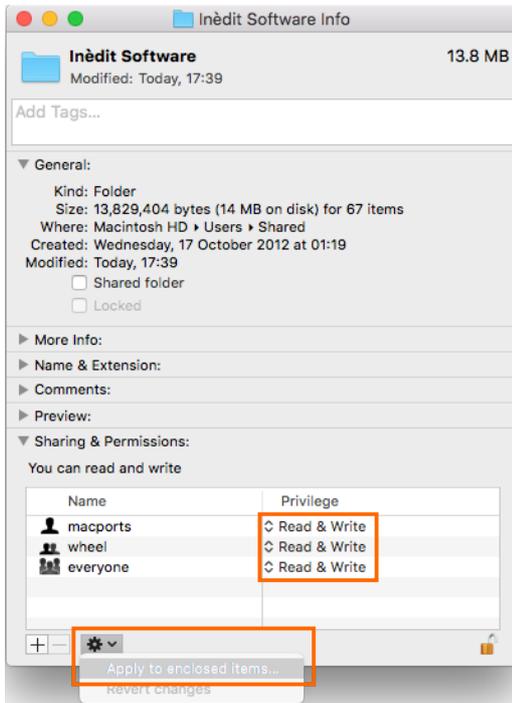
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- Windows

Macintosh

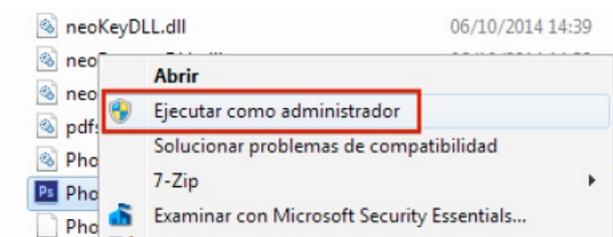
1. Open a finder window and go to the /Users/Shared/Inèdit Software folder.
2. Select the folder and from the file menu, select 'Get Info'.
3. Check that the permissions are assigned correctly to all users with 'Read & Write'. If not, click on the permission where you can change it and apply changes to folder contents.



4. Repeat the activation process again from the application Activation Manager. The activation code will be written and activation proceeds successfully.

Windows

1. Download the attached Inèdit Software Empty.zip file and place it manually in C:\Users\Public\Documents
2. Uncompress the ZIP file. This folder includes an empty InSwActivation.xdat activation file.
3. In the case of neoTextil run Photoshop.exe as an Administrator.



4. Repeat the activation process again from the application Activation Manager. The activation code will be written and activation proceeds successfully.

Related articles:

Attachments:

Inèdit Software Empty.zip

Activation with not valid dongle despite license being up to date (error -14)

Problem

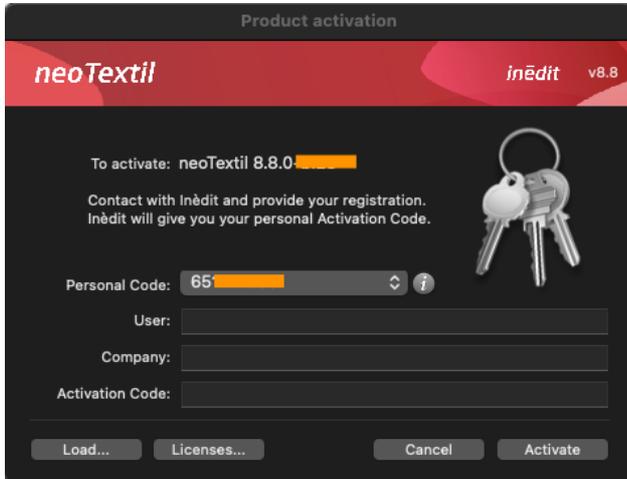
When an activation file or code is applied in the Activation Manager, it returns the notification that the activation is not valid or Generic error -14.

Cause

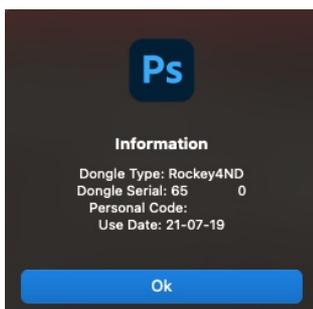
The reason is that the dongle has a wrong use date and the activation cannot be applied for security reasons. The use date can be verified by the Inèdit support team in one remote connection using neoKeyManager.

neoTextil Step-by-Step

1. In Photoshop go to File | Automate | nT Activation Manager and click on the "i" button.



2. If the use date is in the future, then the use date is wrong.



3. Or open the "Licenses..." to see the activation history.

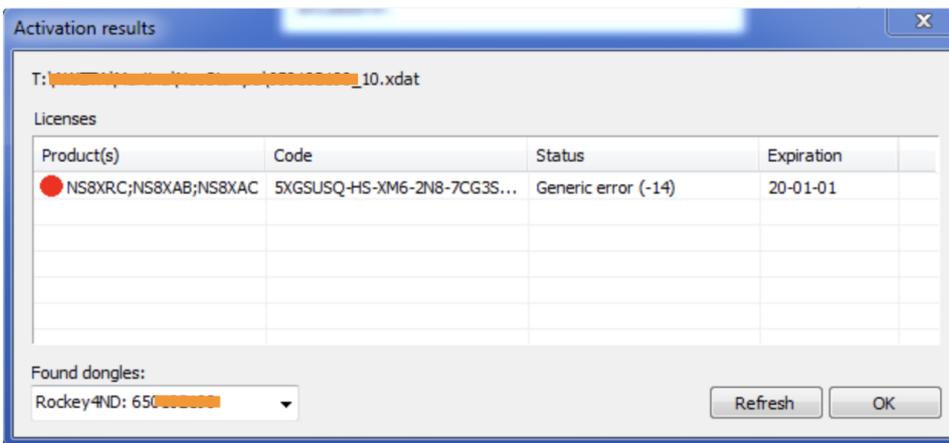


Product(s)	Serial number	Status	Expiration
neoextil		incorrect personal code	17-06-01
neoTextil	6E	Disabled	18-06-01
neoTextil		Incorrect personal code	18-06-01
neoTextil	6E	Disabled	19-10-09
neoTextil		Incorrect personal code	19-10-09
neoTextil	6E	Disabled	20-01-31
neoTextil		Incorrect personal code	20-01-31
Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...	6E	Disabled	20-09-04
Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...		Incorrect personal code	20-09-04
Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...	65	Disabled	21-01-30
Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...		Incorrect personal code	21-01-30
Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...	6E	Active	22-01-21
Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...		Incorrect personal code	22-01-21

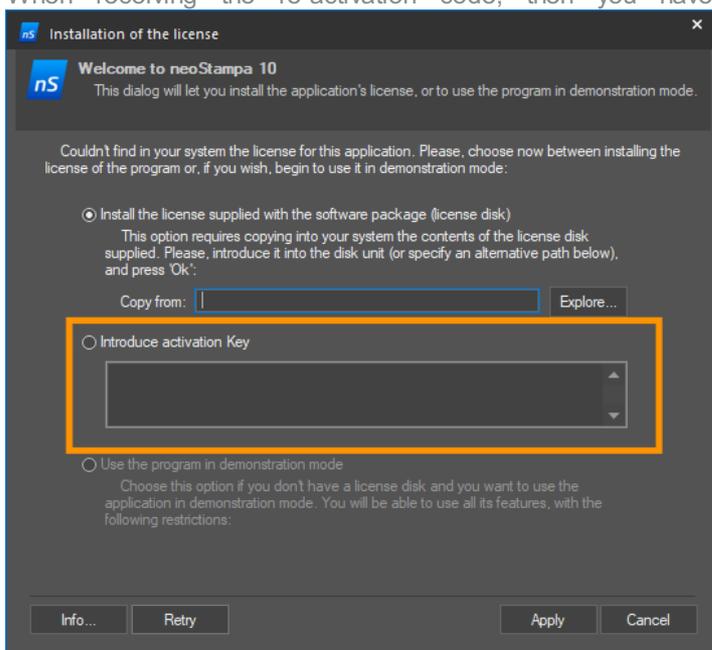
6E (21-10-04), 04 (21-10-04) Done

neoStampa Step-by-Step

In neoStampa Activation Manager the error is shown in the status column as Generic error (-14) representing that the dongle use date is in the future.



1. Contact support@inedit.com to request one re-activation XDAT at Inedit.
2. When receiving the re-activation code, then you have to load it in the Activation Manager.



3. After applying it, it will still show a message that activation is invalid (code -14 or -15) or without success. No worry and proceed to next.
4. Check again the use date.
5. Now load the first XDAT activation that you have received before.
6. The activation should be applied and the application should start.

Related articles:

[Most common activation error codes & messages](#)

[How to see connected dongles with neoKeyManager CGI](#)

[Licenses loading takes too long when unplugging the dongle](#)

Dongle and Activation error after updating or restarting neoCatalog

If you're experiencing license activation errors with permission problems after updating neoCatalog, it can be frustrating and time-consuming to resolve. However, there are several reasons and steps you can take to fix this issue and get the software up and running. In this article, we'll walk you through the process of resolving license activation errors with permission problems.

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 - [Solution 2: Change Permissions on the Activation File](#)
- [Problem 3: Cannot reach Web Activator](#)
 - [Solution : Verify Network](#)

Problem 1: Crash of neoKeyManagerCGI

After restarting neoCatalog and logging in, then one crash is displayed. This is caused by one dongle error when there is a detection problem or erased.

```
exception: java.lang.NullPointerException
at neocatalog.app.utilities.NeoKeyManagerUtils.getUUID (NeoKeyManagerUtils.java:998)
at neocatalog.app.utilities.NeoKeyManagerUtils.tokenContentsForNam (NeoKeyManagerUtils.java:1116)
at neocatalog.app.utilities.NeoKeyManagerUtils.namUiUrl (NeoKeyManagerUtils.java:1176)
at neocatalog.app.utilities.NeoKeyManagerUtils.namUiUrl (NeoKeyManagerUtils.java:1172)
at neocatalog.app.utilities.NeoKeyManagerUtils.hasXdatFromNAM (NeoKeyManagerUtils.java:1213)
at neocatalog.app.components.ActivationManager.appendToResponse (ActivationManager.java:53)
.....
```

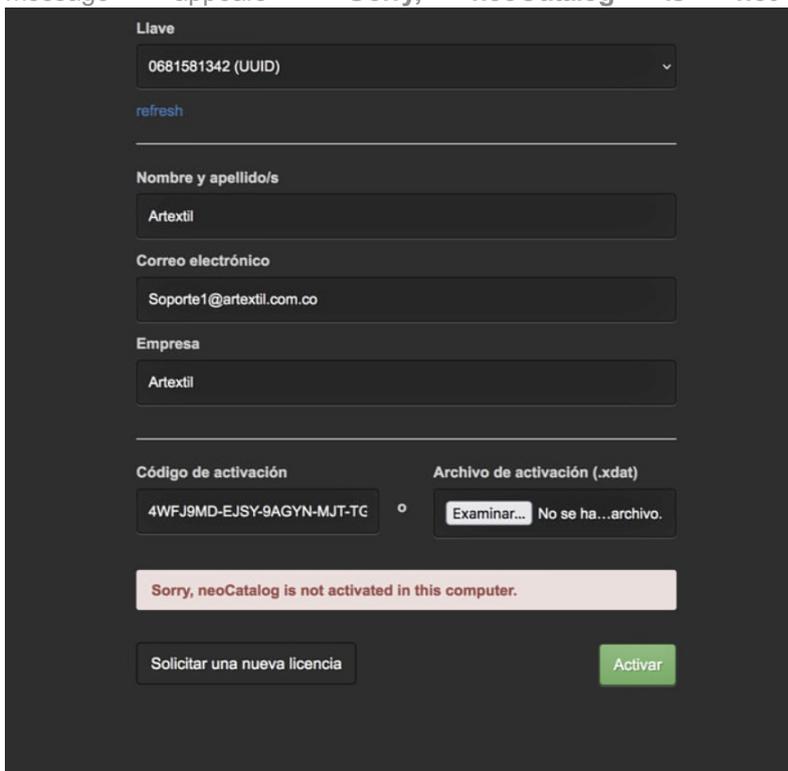
Solution: Verify dongle information

1. Open terminal/cmd application
2. neoKeyManagerCGI is used to verify the dongle information. Navigate to the folder path in macOS or Windows `/Library/WebObjects/Applications/neoCatalogWeb.woa/Contents/Resources/CGI-Executables`
3. Take the **neoKeyManagerCGI** and drop it into the terminal/cmd and call `-info`
4. The KeyManager will return the information of the dongle, UUID, and hardware code. If the Rockey4ND Serial number is empty or corrupted, the dongle is erased.
5. **The dongle must be removed from the computer, or else the application won't be able to use the UUID!** Once removed, call `-info` again and it should return the UUID and hardware code only.
6. Proceed with one UUID activation.

```
Av4t4r — -bash — 152x27
Last login: Mon Apr 17 13:41:16 on ttys000
ARTDAVATART:~ Av4t4r$ /Library/WebObjects/Applications/neoCatalogWeb_3.16.8.woa/Contents/Resources/CGI-Executables/macOS/neoKe
Information:
Dongle Type:   Rocky4ND   Serial: [redacted]   PersonalCode:   UseDate:22-12-21
Dongle Type:   UUID       Serial:0681581342   PersonalCode:0JRC   UseDate:23-04-19
Dongle Type:   Hardware  Serial:           K1MX   PersonalCode:K1MX   UseDate:23-04-19
ARTDAVATART:~ Av4t4r$
```

Problem 2: Cannot upload license XDAT or code

After uploading manually a new license XDAT or code in the neoCatalog activation manager, then the error message appears "Sorry, neoCatalog is not activated in this computer".



Solution 1: Verify Permissions

The first step in resolving license activation errors with permission problems is to verify that you have the appropriate permissions to activate the software. This may involve checking that you have administrator-level permissions or ensuring that the user account you are using has the necessary privileges.

Solution 2: Change Permissions on the Activation File

If none of the previous steps have worked, you may need to change the permissions on the activation file. To do this, right-click on the activation file and select "Properties" (Windows) or "Get Info" (macOS). From here, add the appropriate user or group and give them "Read&Write" permissions. Load the XDAT and restart neoCatalog.

Problem 3: Cannot reach Web Activator

After restarting neoCatalog and logging in, then I don't see the Web Activator but instead a gray page. This is caused by permission problems (see Problem 2) or a lack of network settings.

Lo siento, salga e

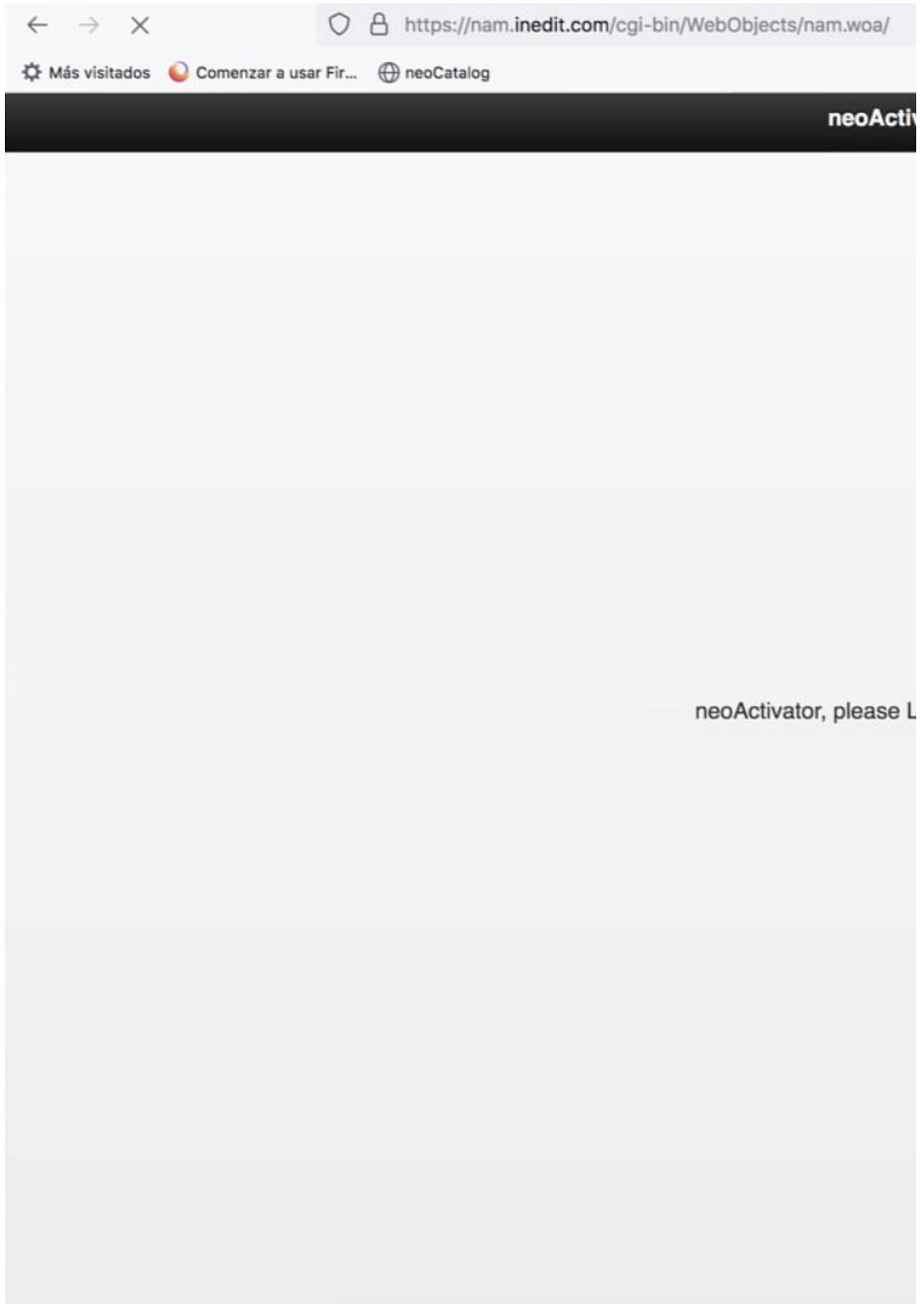
Si necesitas ayuda por favor contacta con nos

Activación manual

Solution : Verify Network

Sometimes, network or firewall settings can interfere with the activation process. To fix this, temporarily disable your firewall and try activating the software again. Double-check with the Web Activator URL and call in the Web Browser: <https://nam.inedit.com/cgi-bin/WebObjects/nam.woa/>. If the network settings are OK, then it should return to the

activator application page.



Related articles:

[Where to find neoCatalog activation Dongle or UUID number](#)

Licenses loading in neoTextil takes too long when unplugging dongle

Problem

The "Licenses..." button in the nT Activation Manager takes too long to load its content when plugging and unplugging the dongle.

How to reproduce this problem

1. Plugin a dongle and start the nT Activation manager.



2. Click on the "Licences..." button.

Product activation				
	Product(s)	Serial number	Status	Expiration
●	neoTextil		incorrect personal code	17-06-01
●	neoTextil	651114060	Disabled	18-06-01
●	neoTextil		Incorrect personal code	18-06-01
●	neoTextil	651114060	Disabled	19-10-09
●	neoTextil		Incorrect personal code	19-10-09
●	neoTextil	651114060	Disabled	20-01-31
●	neoTextil		Incorrect personal code	20-01-31
●	Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...	651114060	Disabled	20-09-04
●	Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...		Incorrect personal code	20-09-04
●	Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...	651114060	Disabled	21-01-30
●	Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...		Incorrect personal code	21-01-30
●	Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...	651114060	Active	22-01-21
●	Pack Rapport,Coverage,Colorations,Multicomia,TrappingPr...		Incorrect personal code	22-01-21

651114060 (21-10-04), 0428982678 (21-10-04) Done

3. Click on "Done" and unplug the dongle.

4. Click on the "Licenses..." button again and notice that the "Licenses" dialog takes some time until it is shown.

Cause

neoTextil loads the dongles when Adobe Photoshop starts and when nT Activation Manager starts. Plug-in and unplugging dongles in runtime are not supported (fewer possibilities for piracy or users using two computers with the same dongle).

Solution

Plug in your dongle before starting Adobe Photoshop. If you experience some problems related to this subject please close Adobe Photoshop, plug in your dongle, and restart Adobe Photoshop.

Related articles:

[Activation with dongle not valid despite license being up to date \(error -14\)](#)

Most common activation error codes & messages

For more information, please contact sales@inedit.com .
 In case of doubt or for further information, please contact [Inédit Technical Support](#) .

Here is the list of the most common activation error codes and messages.

Code Message

- 0 Your activation is successful.
- 1 The dongle update was successful.
- 1 Mistype error. The code characters mismatch. Please repeat the typing.
- 2 Incorrect product. You are trying to activate the wrong product. Please check the product.
- 3 Incorrect product. You are trying to activate the wrong product. Please check the product.
- 4 Incorrect client name. You are trying to activate the wrong client name. Only for client code + dongle number.
- 5 Incorrect dongle number. You are trying to activate the wrong dongle number. Only for client code + dongle number.
- 6 Incorrect dongle or hardware. This dongle is incorrect for your activation code or the dongle is not found.
- 7 Activation is not valid for this version because support is expired. Please contact your dealer.
- 8 Temporary activation is expired. Please contact your dealer.
- 9 Reactivation of dongle failed or dongle is invalid. Please contact your dealer.
- 10 This activation code is in use.
- 11 The limit of maximum users is reached. Please retry later.
- 12 Incorrect .xdat activation file. Please request a new .xdat file at your dealer.
- 13 Dongle revoked.
- 14 Dongle has the wrong use date.
- 15 Dongle has the wrong minimum date.
- 16 Activation has a wrong date (future date).

Code Message

- 1000 Bad parameters. Please contact your dealer.

- 1001 .xdat activation file can't read. Verify the location and permission of .xdat file and contact your administrator.

- 1002 .xdat activation file can't write. Verify the location and permission of .xdat file and contact your administrator.

- 1003 Incorrect .xdat activation file. Please request a new .xdat file at your dealer.

- 1004 Incorrect .xdat activation file. Please request a new .xdat file at your dealer.

- 1005 Time is out. Please retry.

- 1006 Dongle not found. Please check if the dongle is correctly plugged in and if the dongle light is fixed.

- 1007 Dongle not found. Please check if the dongle is correctly plugged in and if the dongle light is fixed.

- 1008 Null register.

- 1009 The dongle is not working. Please contact your dealer.

- 1010 Reactivation of dongle failed or dongle is invalid. Please contact your dealer.

- 1011 Service not running. Restart the service and contact your dealer.

- 1012 Connection error. The server can't read or the info is missing. Restart the service and contact your dealer.

- 1013 The register file is missing. Verify permissions of the register folder or contact your dealer.

- 1020 Unsupported function.

- 1021 Bad index function.

- 99 Unknown error. Please contact your dealer.

Code Message

-9999 Permission or Unknown error. Please contact your dealer.

Related articles:

[How to apply XDAT \(offline\) application license activation](#)

[Activation with dongle not valid despite license is up to date \(error -14\)](#)

Troubleshooting Registration Verification Code on Form Submission in neoTextil

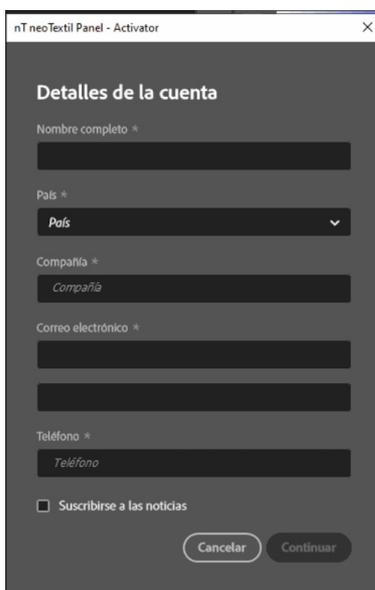
valid for neoTextil 9

If you encounter issues with the trial license registration, follow these steps:

- [Step 1: New registration for dongle or UUID](#)
- [Step 2: Validate Your Email Account](#)
- [Step 3: Start the Trial License](#)
- [Troubleshooting: Email validation process](#)
- [Additional Troubleshooting: Checking Log File for Validation Issues](#)

Step 1: New registration for dongle or UUID

1. Plug in the Inedit dongle or use the UUID for registration.
2. Start the Photoshop and open **nT neoTextil Panel** from menu Plug-ins | neoTextil Panels.
3. Enter the account details in all required fields and click "Continue."



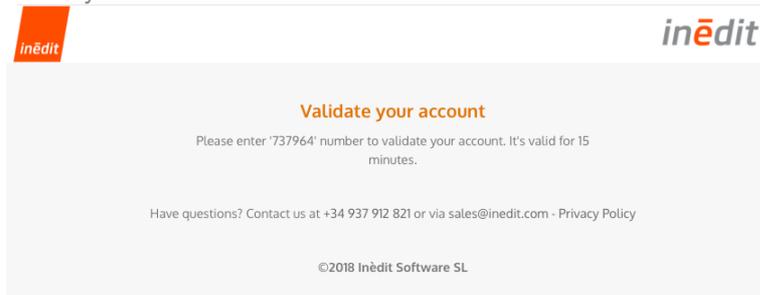
The screenshot shows a registration form titled "nT neoTextil Panel - Activator". The form is titled "Detalles de la cuenta" and contains the following fields:

- Nombre completo *
- Pais * (dropdown menu with "Pais" selected)
- Compañía *
- Correo electrónico *
- Teléfono *

At the bottom of the form, there is a checkbox labeled "Suscribirse a las noticias" and two buttons: "Cancelar" and "Continuar".

Step 2: Validate Your Email Account

1. A verification code is sent to your email after form submission.
2. Check your email for the code that is valid for 15 minutes.



3. Enter the code and click "Continue."
4. Note: A new verification code is generated for each form submission, which sends a new email.



Step 3: Start the Trial License

- After successful verification, you will receive a 30-day trial.
- Click "Continue Trial" to start using the application.



Troubleshooting: Email validation process

If you encounter validation issues, proceed with the following steps. These troubleshooting measures are designed to resolve any problems associated with the generation of verification codes during the trial license registration process.

- It may take a few moments for the email to arrive. Wait for a reasonable amount of time before assuming an issue.
- If the code has expired or you didn't receive the email, you can trigger a new code generation by submitting the registration form again.
- Double-check that the email entered during registration is correct. The verification code will be sent to this email.

Additional Troubleshooting: Checking Log File for Validation Issues

If the email validation process continues to fail, it's essential to explore the log file for potential insights into the issue. A log file named `logInfo.txt` is generated, providing details about the validation attempts. By examining the log file, users can gain deeper insights into the email validation process and troubleshoot issues more effectively. This additional step can be crucial in resolving persistent problems during the trial license registration.

Follow these additional steps:

1. Locate the Log File:

- For macOS: Navigate to

```
/Users/USERNAME/Library/Application\Support/Adobe/UXP/PluginsStorage/PHSP/24/External/com.inedit.nT.panels
```

- For Windows: Go to

```
C:\Users\USERNAME\AppData\Roaming\Adobe\UXP\PluginsStorage\PHSP\24\External\com.inedit.nT.panels
```

2. Use a text editor to open the `logInfo.txt` file. This file contains detailed information about the registration and validation processes.

3. Look for entries related to the email validation process. The log file may provide error messages, timestamps, or specific details about why the validation is failing.

4. Common Issues in Log File:

- Check for any error messages indicating issues with the email server, network connectivity, or incorrect email formatting.
- Look for timestamps to identify when validation attempts were made and if there are patterns or recurring issues.

5. Based on the information in the log file, take appropriate actions to address the identified issues. This may involve correcting email details, checking network connections, or contacting support with specific error messages.

6. After addressing the issues found in the log file, retry the validation process. Monitor the log file for any new entries to ensure that the problems have been resolved.

7. If issues persist or if the log file indicates complex problems, consider reaching out to customer support. Provide them with the log file information.

Related articles:

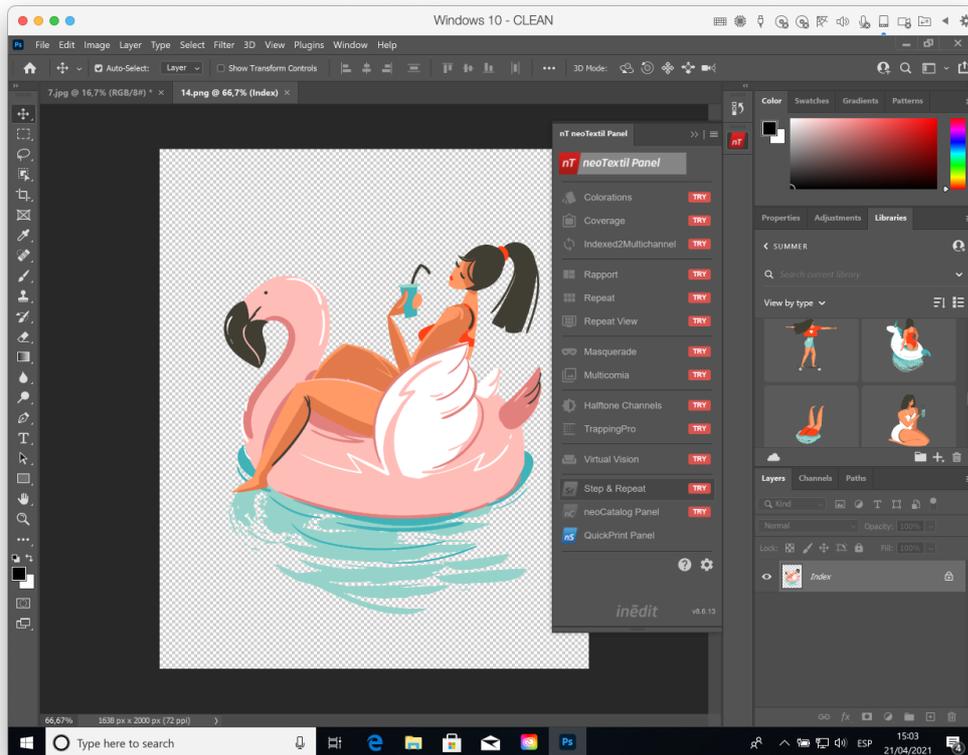
[Start modules with nT neoTextil Panel](#)

[Request a trial license and get registered](#)

neoTextil Panel shows demo (TRY) label when activation exists

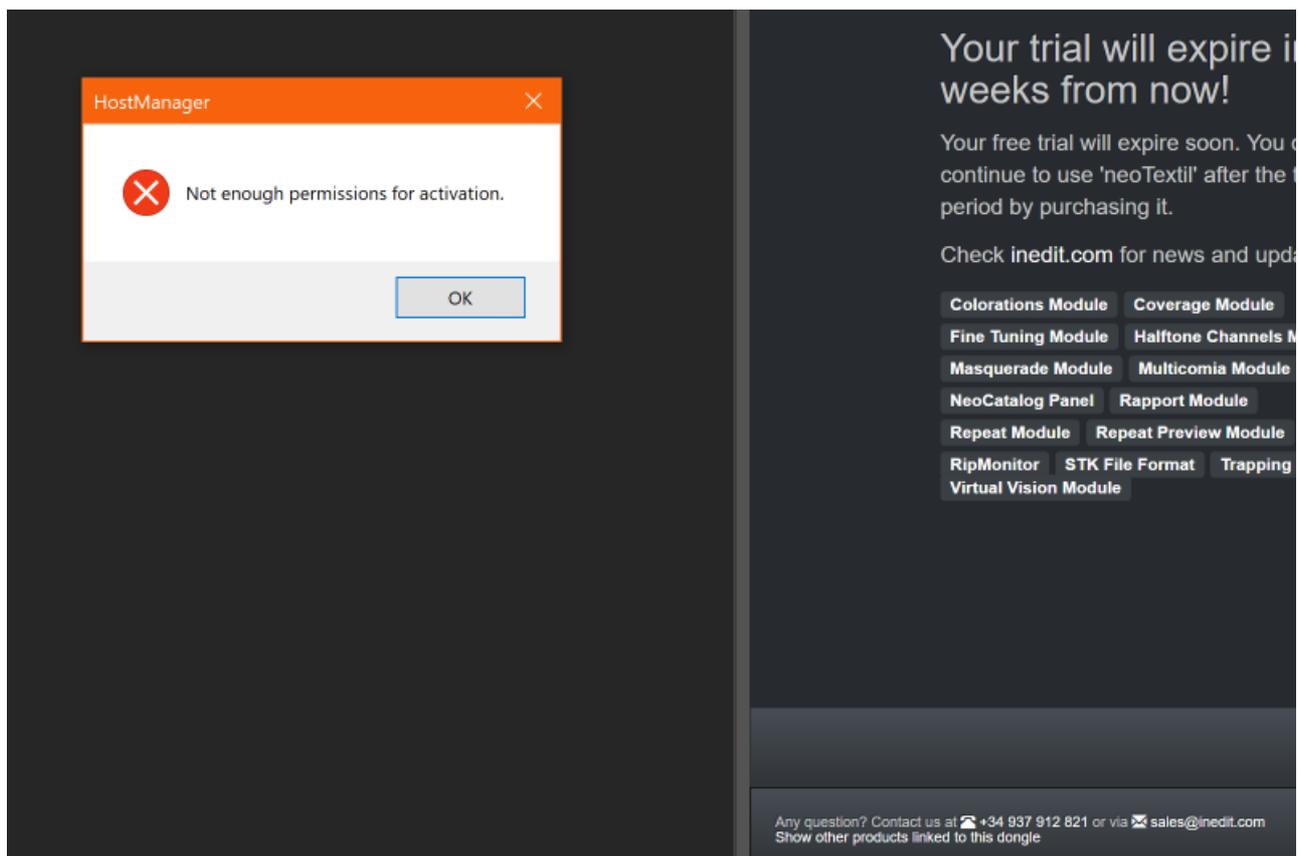
Problem 1

Even the activation exists, the panel shows the "TRY" label which indicates that neoTextil is not activated. When clicking on it, the activator opens showing the activation days. Clicking on Continue will refresh the panel but still showing the "TRY" label.



Problem 2

When opening nT neoTextil Panel and clicking 'Continue', then a message appears that permissions to activate are not enough.

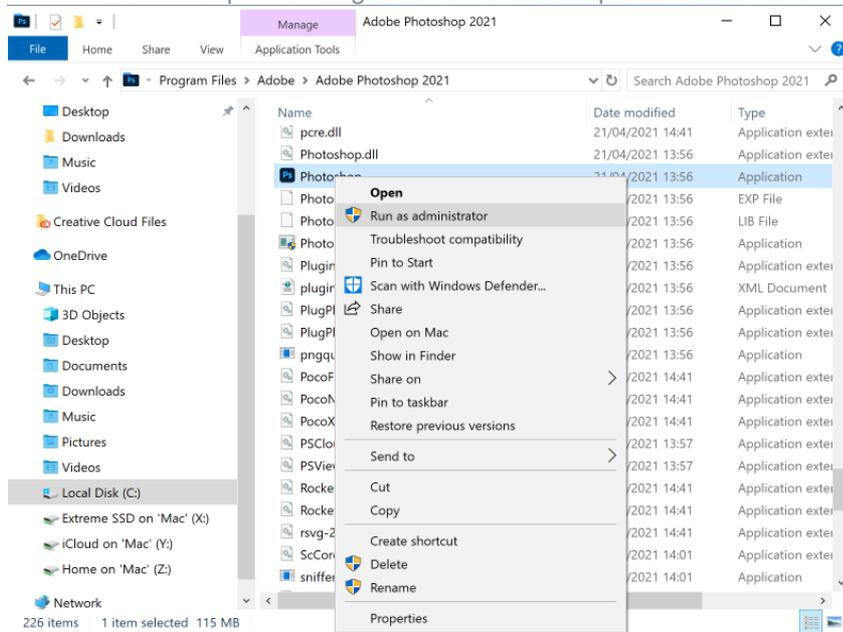


Reason

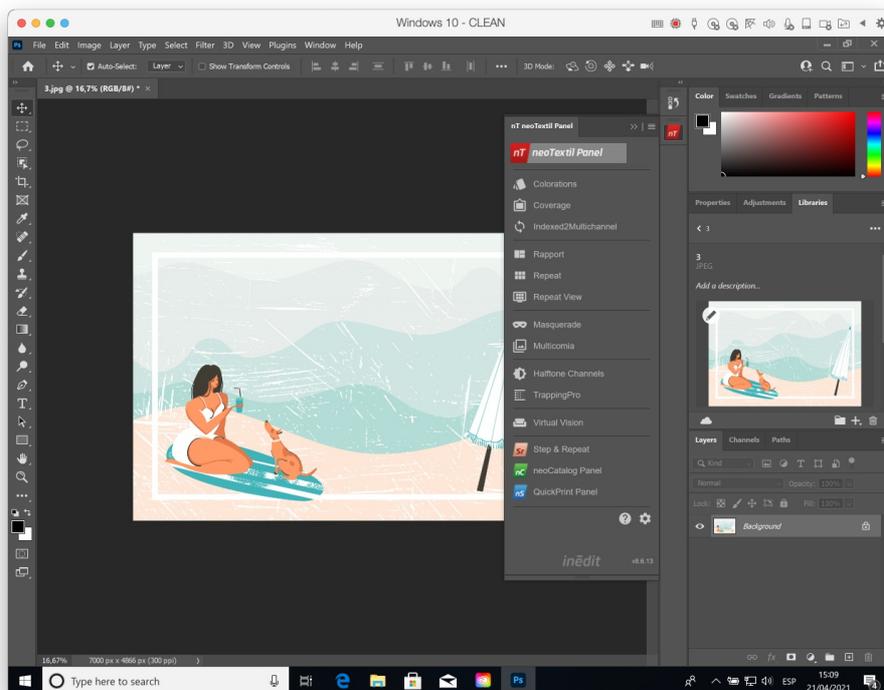
The permissions of the Inedit Software folder in Public Documents do not have enough permissions to write&save the XDAT activation file.

Solution in WINDOWS

1. Close Photoshop and navigate to the Photoshop folder and run the Photoshop application as administrator



2. Open the Panel and the labels are gone.



Solution in macOS

Load the XDAT file in nT Activation Manager and restart Photoshop. Open the Panel and the labels are gone.

Related articles:

[How to apply XDAT \(offline\) application license activation](#)