



Mach4 Software Licensing Guide

v2021Q4.1

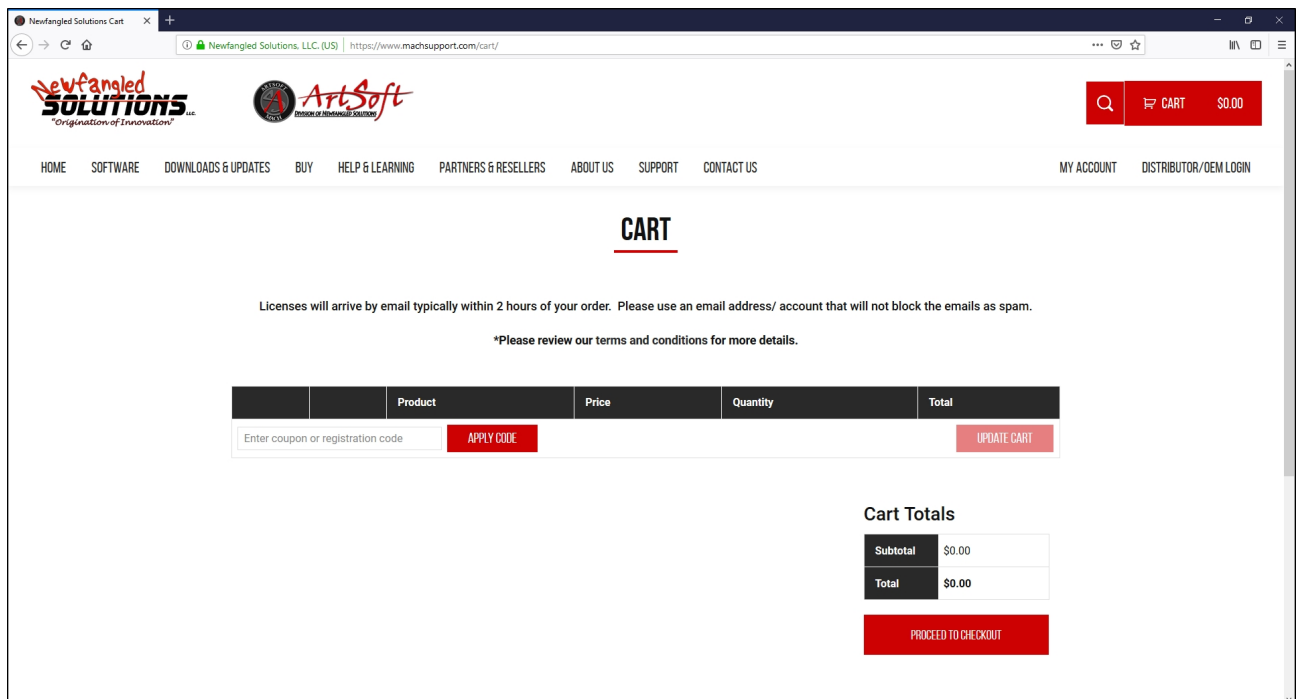
Mach4 Software Licensing

This guide provides step by step instructions for licensing your Mach4 CNC control software. If you have not already done so, it is recommended to complete the Mach4 Software Setup and Mach4 Configuration guides before continuing with licensing.

1. Obtain License File

Follow the steps below to obtain your Mach4 license file:

1. Locate your Mach4 Registration Code. This is provided to you by Avid CNC via email after your purchase of Mach4. If you need a Mach4 license, they are available at **Avid CNC**.
2. Navigate to <https://www.machsupport.com/cart>



The screenshot shows a web browser window displaying the 'CART' page of the Newfangled Solutions website. The page features the company logos for 'newfangled SOLUTIONS' and 'ArtSoft'. A navigation menu includes links for HOME, SOFTWARE, DOWNLOADS & UPDATES, BUY, HELP & LEARNING, PARTNERS & RESELLERS, ABOUT US, SUPPORT, CONTACT US, MY ACCOUNT, and DISTRIBUTOR/DEM LOGIN. The main content area is titled 'CART' and contains the following text: 'Licenses will arrive by email typically within 2 hours of your order. Please use an email address/ account that will not block the emails as spam.' and '*Please review our terms and conditions for more details.' Below this is a table with columns for Product, Price, Quantity, and Total. A coupon code input field with an 'APPLY CODE' button and an 'UPDATE CART' button are also present. The 'Cart Totals' section shows a Subtotal of \$0.00 and a Total of \$0.00, with a 'PROCEED TO CHECKOUT' button below it.

Product	Price	Quantity	Total

Enter coupon or registration code

Cart Totals

Subtotal	\$0.00
Total	\$0.00

3. Enter your registration code, click "APPLY CODE", and then click "PROCEED TO CHECKOUT".

CART

Licenses will arrive by email typically within 2 hours of your order. Please use an email address/ account that will not block the emails as spam.

*Please review our terms and conditions for more details.

	Product	Price	Quantity	Total
Enter coupon or registration code	APPLY CODE			UPDATE CART

1

2

Cart Totals

Subtotal	\$0.00
Total	\$0.00

3

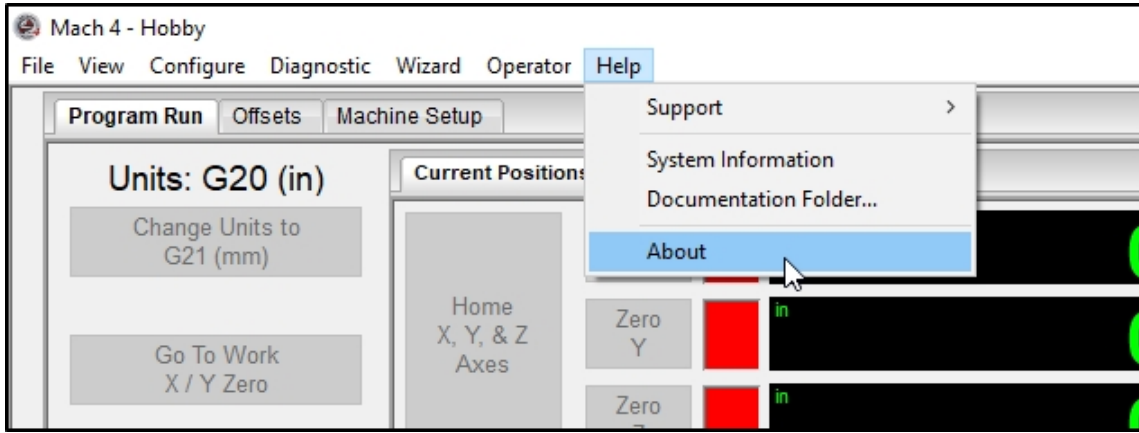


4. On the next screen, fill out the required information. You will create an account with ArtSoft; it is recommended to save this account information in the event you need to obtain a new license file. In the next step you will retrieve the **PCID license information** that is also required.

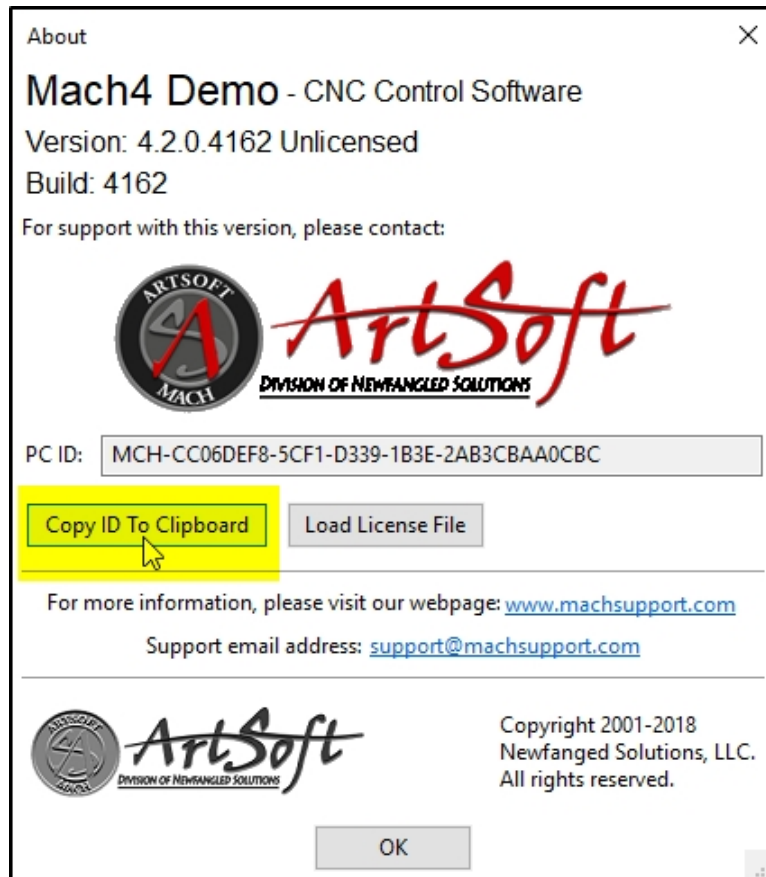
Billing details	Additional information
First name * <input type="text"/>	Order notes (optional) <input type="text" value="Notes about your order, e.g. special notes for delivery."/>
Last name * <input type="text"/>	
Company name (optional) <input type="text"/>	
Country * Select a country...	
Street address * House number and street name <input type="text"/>	PCID license information Important Note: licenses using a PCID will arrive in a different email than other licenses in your order. This includes all versions of the Wizards and Mach4. Mach4-Hobby - Please enter the PC ID (optional) <input type="text"/> Open Mach4-Hobby on the computer you want to run the program, go to Help > About
Apartment, suite, unit etc. (optional) Apartment, suite, unit etc. (optional) <input type="text"/>	
Town / City * <input type="text"/>	
State / County * <input type="text"/>	
Postcode / ZIP * <input type="text"/>	
Phone * <input type="text"/>	
Current Email Address/License Delivery Address * <input type="text"/>	
Create account password * Password <input type="password"/>	



5. Open Mach4 and navigate to Help > About.



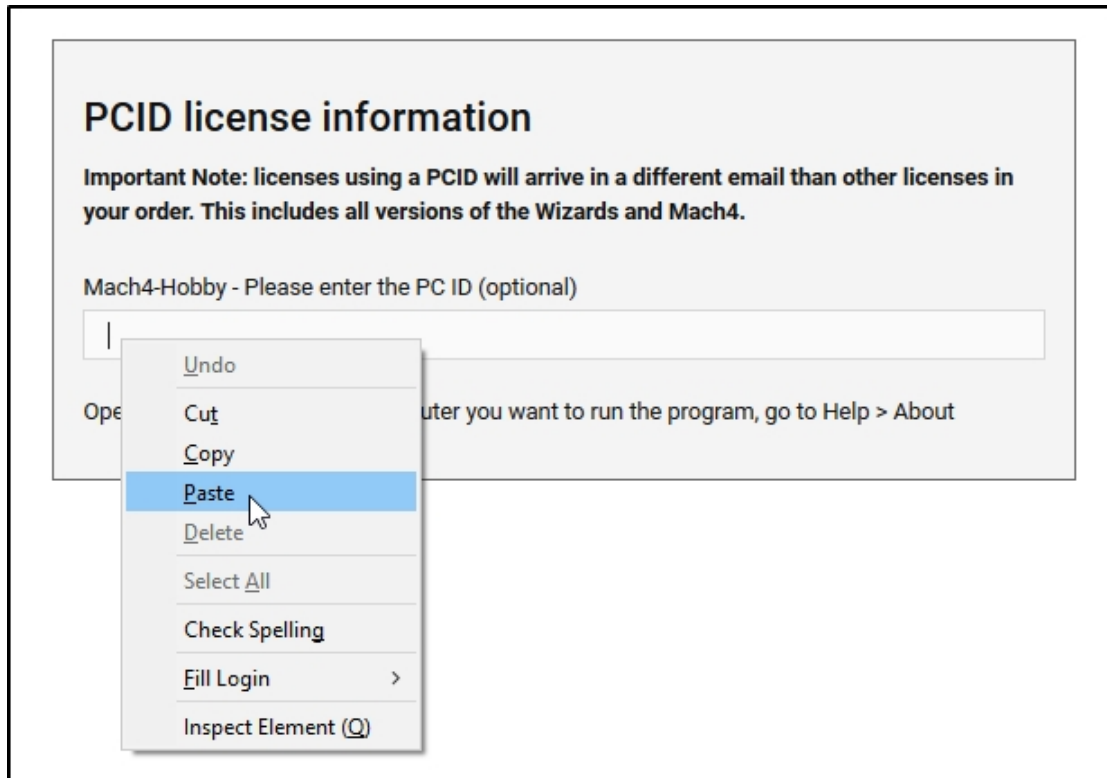
6. Click "Copy ID To Clipboard".



Note about PC ID

It is possible for a PC ID to change after a Windows update, or if internal computer hardware components are changed. If this occurs, your Mach4 installation will become unlicensed and you will need to perform the steps in the **Transfer License File** section below.

7. Return to the Mach Support window. Paste your PC ID in the field shown.

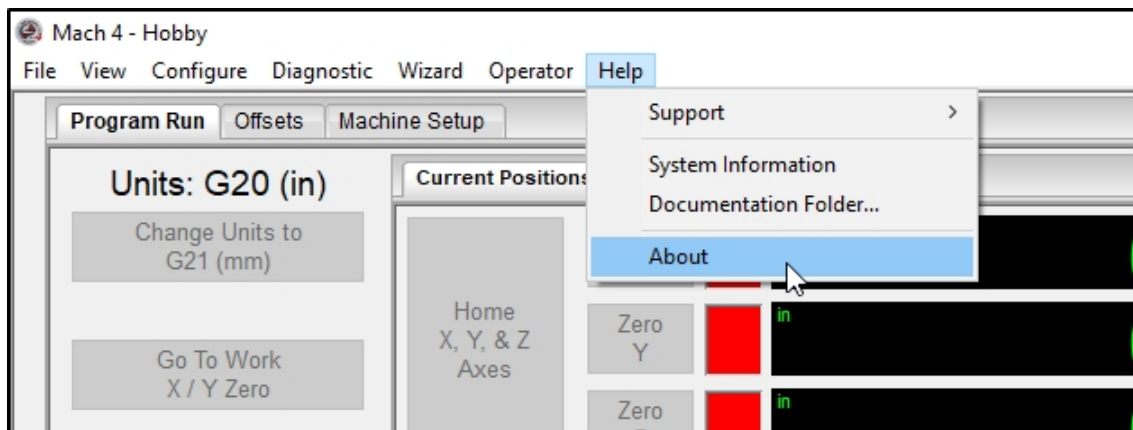


8. You can now complete the checkout process. You will receive an email within about 2 hours from machsupport.com with a link to download your license file. Click the link in that email to download the license file (it is recommended to save the license file to your desktop) and proceed to the next section.

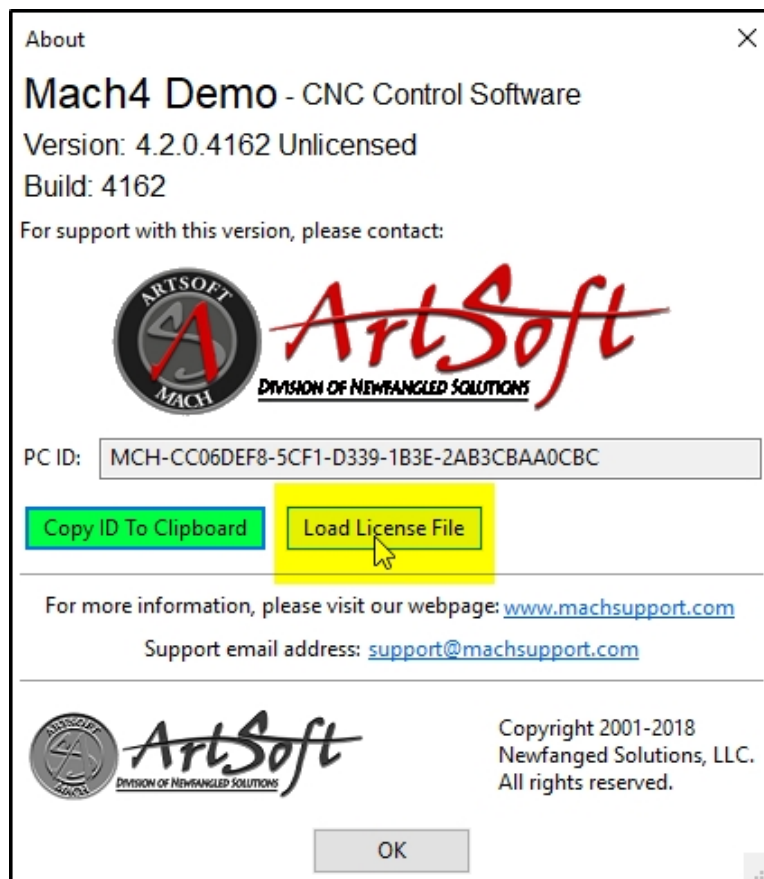
2. Install License File

Follow the steps below to install your Mach4 license file:

1. Open Mach4 and navigate to Help > About.

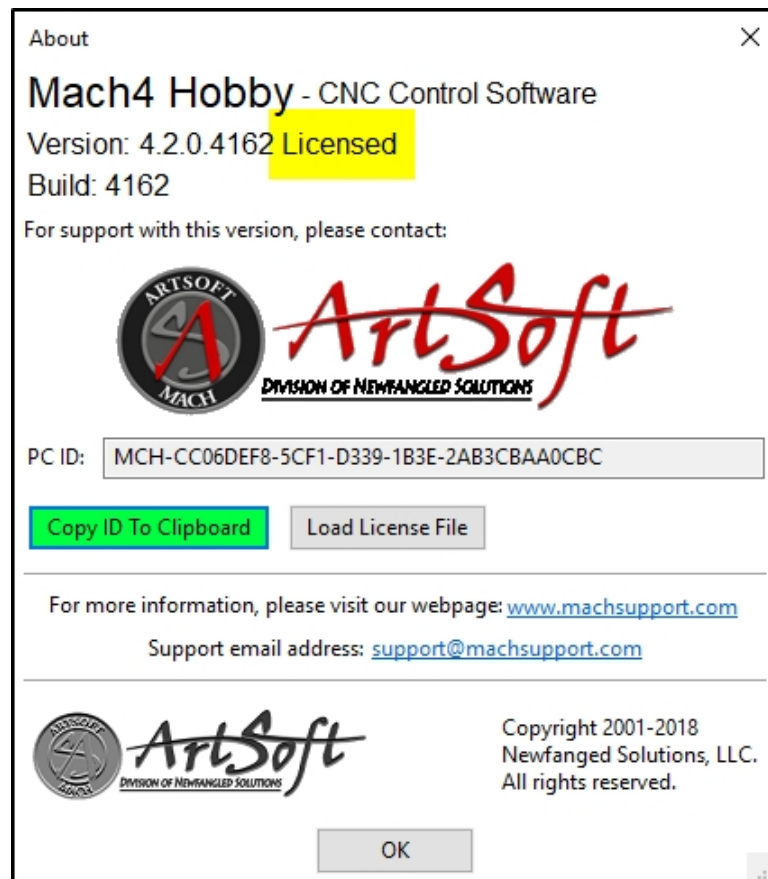


2. Click "Load License File".



3. Select the "Mach4Lic.dat" file that you downloaded in step 8 of the previous section.
4. You will see a message window that your "License file installed successfully." You can now restart Mach4.

5. After you restart Mach4, you can open the "About" window again to check the license is properly loaded. You will see "Licensed" at the top of the window.

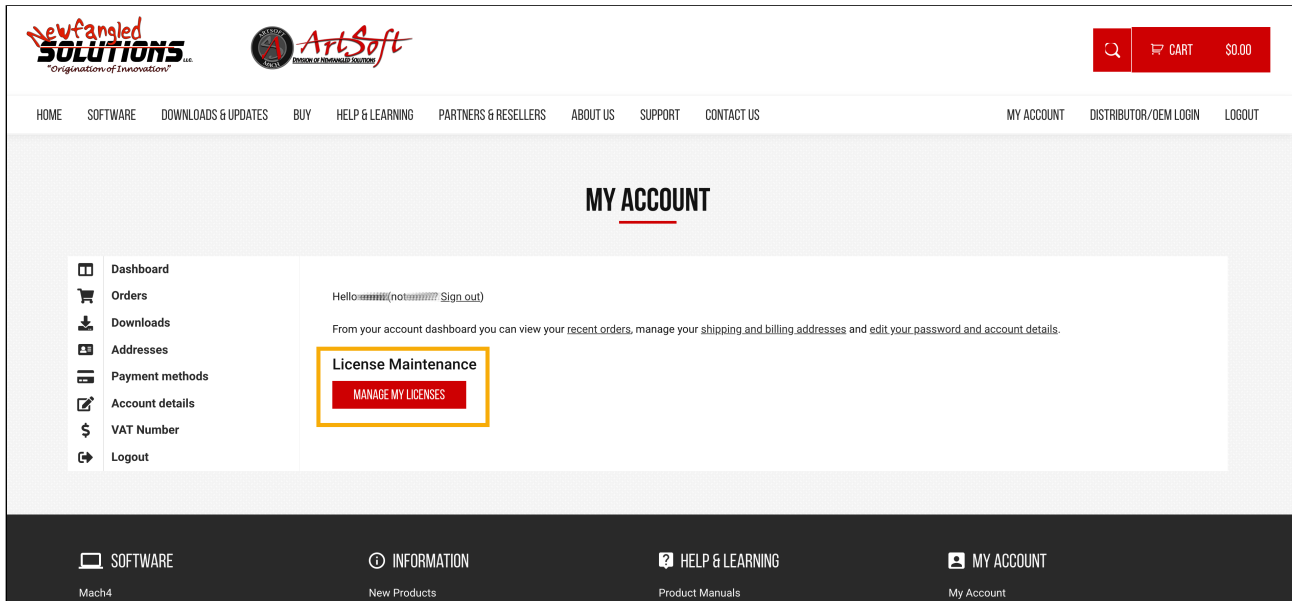


3. Transfer License File

To move your Mach4 license to a new PC, you need obtain a new Mach4 license for that specific PC.

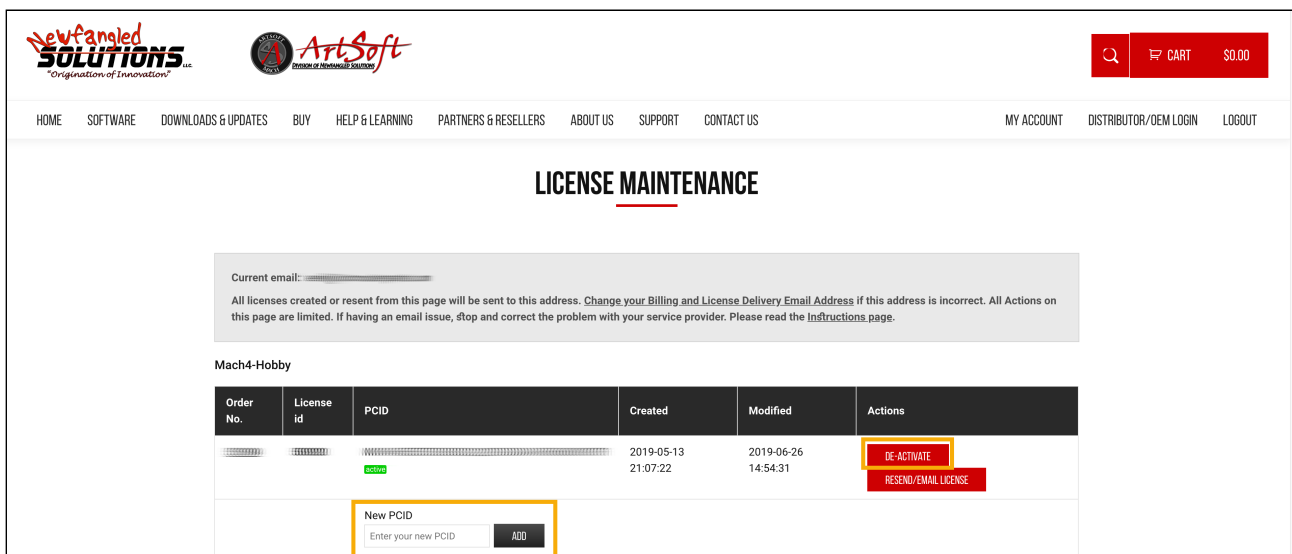
Follow the instructions above for installing Mach4. When you get to the point that you need your license file, you will regenerate your license (rather than registering for the first time with a Mach4 registration code as the instructions state):

1. Log on to your Artsoft account at: <https://www.machsupport.com/my-account>
2. On the **My Account** page, hit the red Manage **My Licenses** button.



The screenshot shows the 'MY ACCOUNT' page. The top navigation bar includes 'HOME', 'SOFTWARE', 'DOWNLOADS & UPDATES', 'BUY', 'HELP & LEARNING', 'PARTNERS & RESELLERS', 'ABOUT US', 'SUPPORT', 'CONTACT US', 'MY ACCOUNT', 'DISTRIBUTOR/OEM LOGIN', and 'LOGOUT'. The main content area features a sidebar with menu items: Dashboard, Orders, Downloads, Addresses, Payment methods, Account details, VAT Number, and Logout. The main content area displays 'Hello [redacted] (not verified) Sign out' and a 'License Maintenance' section with a red 'MANAGE MY LICENSES' button highlighted by a yellow box.

3. On the **License Maintenance** page, find your old license in the list (for most people there will only be one) and click **DE-ACTIVATE**. Then enter your new PCID in the **New PCID** box and click "Add".



The screenshot shows the 'LICENSE MAINTENANCE' page. The top navigation bar is the same as in the previous screenshot. The main content area features a 'Current email:' section with a text input field and a warning message. Below this is a table of licenses for 'Mach4-Hobby'.

Order No.	License id	PCID	Created	Modified	Actions
[redacted]	[redacted]	[redacted]	2019-05-13 21:07:22	2019-06-26 14:54:31	DE-ACTIVATE RESEND EMAIL LICENSE

Below the table, there is a 'New PCID' input field with an 'ADD' button highlighted by a yellow box.

4. This will automatically create and email you a new license (there will be a confirmation message to this effect on the screen).

LICENSE MAINTENANCE

Current email: [REDACTED]

All licenses created or resent from this page will be sent to this address. [Change your Billing and License Delivery Email Address](#) if this address is incorrect. All Actions on this page are limited. If having an email issue, stop and correct the problem with your service provider. Please read the [Instructions](#) page.

License created. Check your email.

Mach4-Hobby

Order No.	License id	PCID	Created	Modified	Actions
[REDACTED]	[REDACTED]	[REDACTED]	2019-05-13 21:07:22	2019-06-26 14:54:31	DE-ACTIVATE RESEND/EMAIL LICENSE
[REDACTED]	[REDACTED]	[REDACTED]	2019-06-27 10:55:40	-	DE-ACTIVATE RESEND/EMAIL LICENSE
<p>New PCID</p> <input type="text" value="Enter your new PCID"/> <input type="button" value="ADD"/>					

Note

If you are simply re-installing Mach4 on the same PC as before, you should be able to just use the license file from your email again. However, if you lost that, you can follow steps 1 and 2 above to locate your license. Click the **Resend/Email License** button next to it to get a new copy.