


StatsLog4 Installation Recommendations

When installing StatsLog4 on a new computer, please perform the following steps in order to register the computer with StatsLog Software Corporation so that a serial key can be issued immediately:

1. Download the latest version of StatsLog4 from <http://www.statslog.com/downloads.shtml>
2. Before installing StatsLog4, make sure that you are signed in as the Administrator. It is highly recommended that you always sign in under the same account when installing future StatsLog4 updates.
3. After installation is complete, start StatsLog4.
4. Make sure that you are connected to the Internet, then click the **File** menu, point to **Serial Key & Registration**, then click **Request a New Serial Key**. The online serial page will appear.
5. Fill in all of the requested contact information for the user and click the **Next** button. The registration will be sent to StatsLog Software Corporation and we will issue a serial key to the supplied email address.

Installing StatsLog4 Without Requiring Windows Restart

After installing StatsLog4, you may be required to restart Windows. Sometimes restarting is unavoidable, but in most cases you can prevent the restart requirement by making sure that ToolFriend for StatsLog4 is closed before starting the installation. To close ToolFriend:

1. Click the ToolFriend for StatsLog4 icon () on the system tray (the area beside the clock on the task bar).
2. On the ToolFriend menu, click **Exit**.

Important Information About File/Folder Permissions

A common problem in tightly managed IT environments is that StatsLog4 is unable to write to a required file in order to update the serial key database. StatsLog4 requires write access to the Windows local settings folder.

On Windows XP this folder is usually *C:\Documents and Settings\All Users\Application Data\StatsLog4*

On Windows Vista this folder is usually *C:\Users\All Users\StatsLog4*

Without write access to this folder, StatsLog4 will be unable to update the serial key database.

StatsLog4 also writes individual user configuration data to the user's local settings folder.

On Windows XP this folder is usually *C:\Documents and Settings\<USERNAME>\Local Settings\Application Data\StatsLog4*, where **<USERNAME>** is the name of the local user.

On Windows Vista this folder is usually *C:\Users\<USERNAME>\AppData\Local\StatsLog4*, where **<USERNAME>** is the name of the local user.

Important Information About “Ghosted” Drives

“Ghosted” or bitmapped duplicated hard drives can be a source of problems with StatsLog4 because our registration process makes use of a unique identifier to maintain serial key information for all StatsLog4 installations. This can result in duplicated computer registrations, or even errors that prevent StatsLog4 from starting properly. If you plan on ghosting a hard drive with StatsLog4 installed:

- Ghost the drive *after* installing StatsLog4 but *before* starting StatsLog4 for the first time. StatsLog4 generates a unique computer identifier the first time it is run, so this will ensure that StatsLog4 always generates a new identifier whenever the ghosted drive is restored.

Or

- If you have already ghosted a drive on a computer that has had its unique identifier generated by StatsLog4, you can remove the registration file from the ghosted image (or after restoring the ghosted image). To do remove the registration file, delete *SLG4REG_User.slsys* from the Windows local settings folder.

On Windows XP this folder is usually *C:\Documents and Settings\All Users\Application Data\StatsLog4*

On Windows Vista this folder is usually *C:\Users\All Users\StatsLog4*