

## Program – Software timed out – need code

### Symptoms:

The software shows a message that it is going to Terminate in a designated amount of time. The software then shuts off each hour.

### Solutions:

For monthly or yearly payment users, it is required to authorize the Bridge and Digilink-Xtreme software for use. There are three different ways to unlock the software for full automation use:



- 1) Connect the On Air PC (PC connected to Bridge Docking Station) to the Internet. If the On Air machine is connected to the internet, it will automatically download the code monthly/yearly and update your machine for use. **WARNING:** if your internet connection is unreliable, your code may not be updated properly and you may experience audio glitches
- 2) If you do not have internet access to the On Air PC, then another option would be to use a special program on another PC that is connected to the internet. This program is called: 'Xtreme Internet Unlock Program' and can be downloaded at this link: <http://arrakis-systems.com/ftp/pub/Automation/Current/Current%20Xtreme%20Internet%20Unlock%20Program.exe>. To use this program, enter your Bridge serial number into the software and it will find the unlock code on the internet. Once you have the code from the program, you may enter the code by going to Menu, then click on Setup, then click on Bridge under authorization. You may enter the code from this screen
- 3) A third option is to find the code manually and then enter it into the Xtreme. You may do this by going to this link: '[www.arrakis-systems.com/xtreme\\_unlock\\_codes.txt](http://www.arrakis-systems.com/xtreme_unlock_codes.txt)' This text file has a list of all Bridge serial numbers and unlock codes. Just search for your Bridge serial number (type Ctrl F, and then type in the serial number). Once you have the code from the text file, you may enter the code by going to Menu, then click on Setup, then click on Bridge under authorization. You may enter the code from this screen.

### **IMPORTANT NOTE:**

If your internet is unreliable you may experience audio glitches at :15, :30, :45 and :55 after the hour. If this is the case you will want to turn off the Automatic Updates feature. To do this:

- 1) go to **Menu**
- 2) go to **Setup**
- 3) uncheck the option titled **Auto-FTP updates**

You will now need to update the authorization codes manually.

### **Due Date and Expiration Date**

The Monthly or Yearly versions of the Xtreme will display the due date and the expiration date for the software. These dates are located at the top of every screen of the Digilink-Xtreme.

- The **Due:** date is the day that payment is due at Arrakis. There may be a \$35 additional charge if a payment is received after the due date.
- The **Expires:** date is the day that the software will expire if a payment has not been received, or if the Bridge Authorization code has not been updated.



### **IMPORTANT NOTE:**

It is critical to monitor the **Due:** date and the **Expires:** date. If a payment is made, or if you have elected to automatically pay using your credit card, then the **Due:** date will be updated on the day of the **Due:** date. In the example above, the **Due:** date is listed as April 23rd, 2011. If a payment has been made, the date will get updated on the 23rd or the next business day.

If the date is not updated within 2 days of the **Expires:** date (the 25th in the example above)

- 1) check and make sure that a payment has been made
- 2) check and make sure that the authorization code has been entered
- 3) contact Arrakis Systems if both a payment has been made and the latest authorization code has been entered