

Having trouble registering for 2020.net? (<http://www.2020.net>)

Below are the most common issues related to the 2020.net registration process:

QUESTION: Registering for 2020.net says my license/device number is not valid.

ANSWER: This error is generated when an incorrect license/device number **or** ZIP/Postal code has been entered. The proper ZIP/Postal code can be found on any 20-20 invoice/renewal. For Canadian postal codes please enter the 3 digits followed by a space and the 3 last digits. i.e. A1B C2D. In certain populated areas the zip code contains additional digits. You need to enter all the numbers as they show in your 20-20 invoices i.e. 12345-6789

NOTE: The ZIP/Postal code must be from where 20-20 originally sent the license, i.e. Corporate Office or Headquarters. Contact your support department if you have difficulty determining what ZIP/Postal code to use.

NOTE for International customers: If you do not have a Postal Code, please enter your 20-20 account number in this field. The proper ZIP/Postal code and/or 20-20 Account number can be found on any 20-20 invoice/renewal or by contacting the appropriate sales division for your software application.

QUESTION: The license/device number and ZIP/Postal Code is definitely correct but I still get the same "the license number is not valid" error.

ANSWER: Some license number could contain dashes (Giza licenses 4x5-xxxxx-x) make sure they are entered also. If your ZIP code has a leading "0", this may be getting stripped off in the registration process. Enter the code again without the "0" at the beginning. Likewise, if you know your "+4" code then enter it also. Certain accounts require the "+4" additional code in our database and therefore must match during the registration process.

QUESTION: Where do I find my 20-20 product license number?

ANSWER: In most cases, license/device numbers can be found right on the device itself or on your support renewal invoice. For hardware device look on the physical key the number is stamped on the device and in the following formats:

- 20-20 Design: **KDCUxxxxxxx**

- 20-20 Shopware (manufacturing software): Use one of the serial numbers that are sent with the Shopware CD. The code begins with 3 letters followed by 7 digits:

ABCDxxxxxxx

- Office Sales: **FDCUxxxxxxx**

- CAP and Giza Studio and Worksheet (black or green devices): 20-20-**xxxxx** (the last 5 digits are the actual license number for 2020.net)

- Giza Studio (purple devices): **4x5-xxxxx-x** (be sure to enter dashes also)

NOTE for Kitchen and Bath customers: Another way to find the license/device number is from the HELP>About... menu within each 20-20 software program.

NOTE for Office Furniture customers: Another way to find the license/device number is through **20-20 Diagnostics**. This can be launched from START>Programs>CAP Studio>Diagnostics. The license/device number is located on the SECURITY tab.

Having trouble registering for 2020.net? (continued)

QUESTION: How Do I see what license number is registered to me under 2020.net?

ANSWER: Once logged in to 2020.net, click on "Profile" in the upper right corner. This will display the license/device number and other related information entered at the time of registration.

QUESTION: I'm getting an error message "The license number you just entered is already in use, please use another license number"

ANSWER: This means your license has already been registered to 2020.net under a different user. Contact your support department and we will change the user information.

***If this document did not cover your unique situation,
please contact your Support Department for more assistance.***

For the Kitchen& Bath industry:

Call: 1-866-697-2020 e-mail: support@2020.net

For the Office Furniture industry:

Call: 1-800-638-6002 e-mail: commercial.support@2020.net

For the Manufacturing industry:

Call: 1-866-697-2020 e-mail: manufacturingsupport@2020.net