

Where is my Serial Number?

Perpetual License - Hardware Key Protection Serial Numbers

If you have a hardware key (dongle) as a protection device for your perpetual license, you will find the serial number as a 6 digits number printed in the dongle.

For Embroidery Office products in this licensing mode, the serial number begins with 3, that is: 300001.

For Stitch Era or Hotfix Era products in this licensing mode the serial number begins with 4, that is: 400001.

Perpetual License - KeyLess Protection Serial Numbers

If you have a KeyLess protection for your perpetual license, you will find the serial number in the purchase email sent to you or in the software under the "Help" ribbon menu.

For all products in this licensing mode the serial number is a 9-digit number that begins with 1, that is: 100000152.

Subscriptions Serial Numbers

If you have a Subscription Licensing mode then you will find the serial number in the software purchase email or the activation email sent to you.

For all products subscribed in version 17 of the software, the serial number is an 8-digit number that begins with 9, that is: 90000134.

For all products subscribed in version 20 or higher of the software, the serial number is a 9-digit number that begins with 1, that is: 100000152, in the case of having updated from v17, it is an 8-digit number that starts with 9, that is: 90000134.