How to Locate Your Product License Number

This article applies to the following 2020 products: 2020 Design, 2020 Fusion, 2020 CAP, 2020 Giza, 2020 Worksheet, 2020 Visual Impression, 2020 Catalog Express

About Your License Number

Q. Why should I know my 2020 product license number?

A. Your license number allows you to validate your license and maintenance agreement with 2020. Having your license number available when contacting 2020 will expedite your interactions. This includes sales, technical support, registering on 2020.net to download software and content, and submitting orders or service requests via web forms or other documentation.

Q. Will I need to have my license number when contacting 2020 for support?

A. Yes. 2020 support agents will request your license number. If you do not know your license number your service contract may be validated in other ways. Once your contract status is confirmed our agents will assist you and help you identify your license number for future interactions.

How to Locate Your License Number on the USB Device

One method to locate your License Number is to examine the number printed directly on your USB security device.

For 2020 Design your license number will appear in the format of "KDCUxxxxxxxxxx".

For 2020 Fusion your license number will appear in the format of "xxxxx" where the x's represent your license number.

![2020 logo]

For 2020 CAP, Giza, Worksheet and Catalog Express your license number will appear in the format of "2020-xxxxx", "CAP-xxxxx" or "Giza-xxxxx".

How to Locate Your License Number in 2020 Design

You may also locate your License Number code without having to remove the USB security device from your computer.
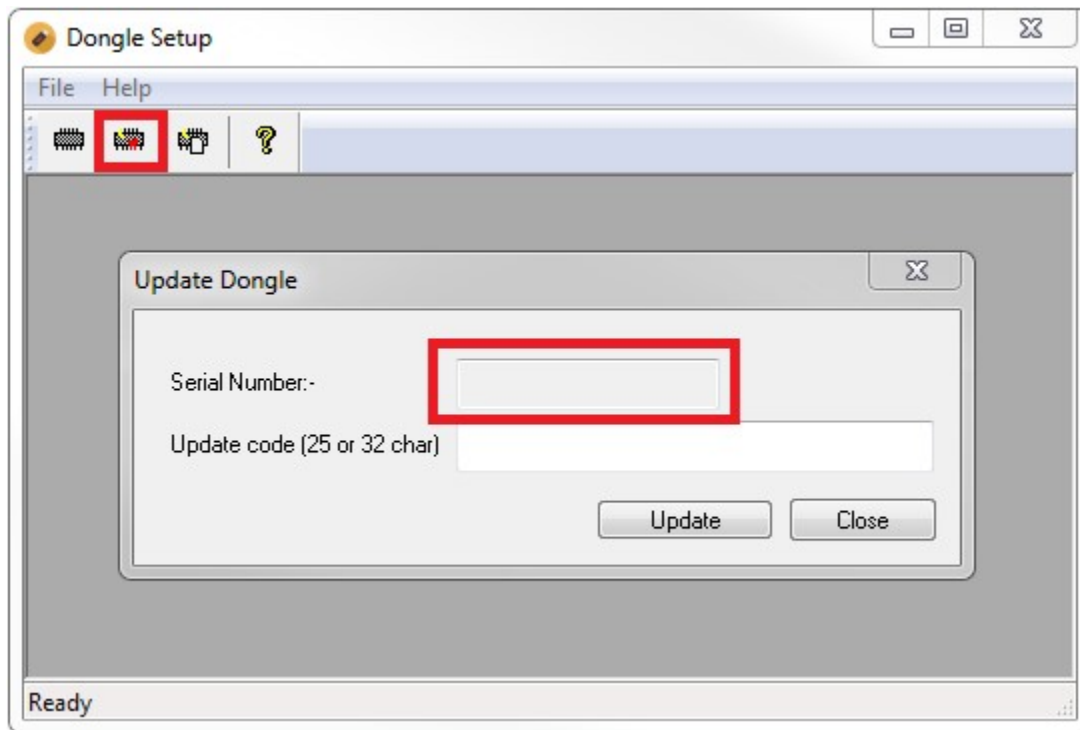
1. Open 2020 Maintenance Tools. Start > Programs > Design > Maintenance Tools.

2. Click "MKUnvoid".

3. Examine the "License" field as pictured below.

How to Locate Your License Number in 2020 Fusion

You may also locate your License Number code without having to remove the USB security device from your computer.
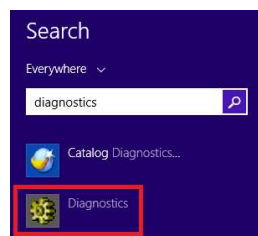
1. Open Dongle Setup. Start > Programs > Fusion > Dongle Setup.

2. From the File menu select "Update Dongle".

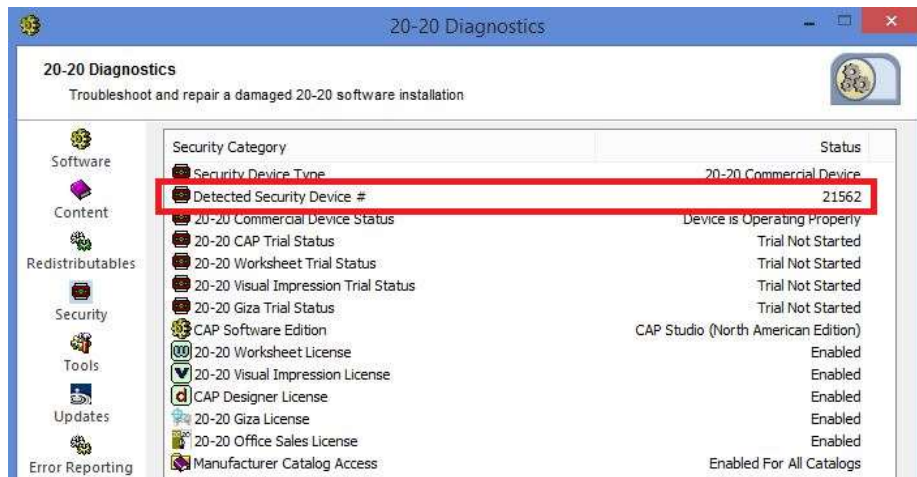3. Examine the "Serial Number" field as pictured below.

How to Locate Your License Number in 2020 CAP, 2020 Giza

You may also locate your License Number code without having to remove the USB security device from your computer.

1. Open 2020 Diagnostics.

    a. In Worksheet: Select "Diagnostics" from the Help menu.

    b. Outside of Worksheet: Start > Programs > 2020 Technologies > CAP Studio > Diagnostics. Or search for "diagnostics" on the Start menu.

2. In 2020 Diagnostics, click the Security tab on the left side.

3. Examine the "Detected Security Device #" field as pictured below.

Giza Users: If you received your Giza key prior to 2007 your license number will not show up in 2020 Diagnostics. See below "2020 Giza (Pre-2007 Only)".

How to Locate Your License Number in 2020 Giza (Pre-2007 Only)

If you received your Giza key prior to 2007 your license number may appear in the following format: ex. "415-55555-1". The entire number is your License Number, including the prefix 415- and the suffix -1. This format has been progressively phased out since 2007.

1. In Giza, from the File menu select "Validate License".

2. Click the Request Code tab at the top.

3. Examine the "License No." field as pictured below.