

REQUESTING A RIVERWARE VIEWER LICENSE

The RiverWare Viewer runs on Windows machines with Microsoft Windows XP, Vista, and Windows 7 operating systems. For more detailed information regarding the system requirements, visit <http://www.riverware.org/riverware/requirements.html>.

The RiverWare Viewer license will be generated for the specific Windows machine that will be used to run RiverWare. Please send your request to installsupport@colorado.edu and provide the following required information: the **RiverWare Viewer User Information** and the **Machine Information for Microsoft Windows License**. We will e-mail you the RiverWare Viewer license file within two business days.

RIVERWARE VIEWER USER INFORMATION

1. Name of your organization
2. Name of organization which provides you with a RiverWare model
3. Your Name
4. Mailing Address
5. E-mail Address
6. Phone Number
7. Fax Number

MACHINE INFORMATION FOR MICROSOFT WINDOWS LICENSE

1. Host Name
2. Ethernet Physical Address

Host Name is the name of your machine. Ethernet Physical Address is the Ethernet card's unique identity. It may also be referred as a hardware address or MAC (medium access control) address. It is a 6-byte hexadecimal number represented by 12 digits, usually appearing as digits separated by a dash: xx-xx-xx-xx-xx-xx. Each digit is a number between 0 and 9 or a letter between A and F (Example: 00-40-05-2C-0E-9F).

To obtain the host name and the Ethernet physical address of your machine:

1. Log on to the Windows machine that will be running RiverWare Viewer.
2. Open a Command Prompt window.
 - On Windows 7: Start > All Programs > Accessories > Command Prompt.
 - On Windows XP/Vista: Start > Programs > Accessories > Command Prompt.
3. From the Command Prompt window, type the command below and press Enter. (The ipconfig program located in C:\windows\system32 folder.)

```
ipconfig /all
```

- Under the heading "Windows IP Configuration," an entry entitled "Host Name" is the host name of your machine.
- Under the heading "Ethernet adapter Local Area Connection," an entry entitled "Physical Address" is the required Ethernet physical address (MAC address) for issuing your license file.