REQUESTING A RIVERWARE VIEWER LICENSE

RiverWare Viewer runs on computers with the Microsoft Windows operating systems. For information regarding the system requirements, visit http://www.riverware.org/riverware/requirements.html.

The RiverWare Viewer license will be generated for the specific Windows computer that will be used to run RiverWare as a Viewer version. Email your request to installsupport@colorado.edu and provide the following required information: the **User Information** and the **Machine Information**. We will email you the RiverWare Viewer license file within two business days.

User Information

1. **Name**
2. **Organization**
3. **Organization that provides you with a RiverWare model**
4. **Postal Address**
5. **Email**
6. **Phone**

Machine Information

1. **Host Name**
2. **MAC Address**

Host Name is the name of your computer. MAC (Medium Access Control) address is the unique identity of the Ethernet card on your computer. The address appears in the format of: ##-##-##-##-##-##. Each # is a number between 0 and 9 or a letter between A and F (Example: 00-4B-05-2C-0E-9F).

To obtain the host name and the MAC address of your machine:
1. Log on to the Windows computer that will be running RiverWare Viewer.
2. Launch a Command Prompt window.
   o From the Start Menu, click on the Command Prompt shortcut, or click All Programs > Accessories > Command Prompt.
   OR
   o From the Start Menu, type "cmd" in the search field and press Enter.
3. From the Command Prompt window, type the command below and press Enter. (The ipconfig program located in C:\windows\system32 folder.)

   ipconfig /all

4. Under the heading "Windows IP Configuration," an entry entitled "Host Name" is the host name of your computer.
   Under the heading "Ethernet adapter Local Area Connection" or "Ethernet adapter Ethernet," an entry entitled "Physical Address" is the required MAC address. Make sure you send us this specific address.