Handling Licensing When Moving ShipTo to New Computers

Cavallo Support - 2024-11-22 - Miscellaneous

When moving files over from old machines to new machines, do not include the ShipTo .lic file. Licensing must be reset at the SalesPad headquarters and a new license file must be generated.

If the license file has been copied to the user data on the new machine, ShipTo will read it instead of generating a new, valid license, and the invalid license error will continue to prevent logging in.