

Thank you for installing X9Assist !

We thank you for the decision to select and install this product. Please contact us at support@x9ware.com if you run into any questions or need support to get up and running.

User Help

X9Assist panels provide access to help information from their tool bars. The X9Assist User Guide is included in the files that have been installed. You can find it in folder / help / docFiles /. A current version of the X9Assist User Guide is always available for download via our website (www.x9ware.com).

Reboot

As part of our high resolution support, our installer enables the Windows “High DPI Scaling Behavior” registry setting for X9Assist.exe. If fonts do not assume reasonable sizes, a reboot may be needed to allow this setting to become effective.

License Keys

Product registration is completed from our main panel using the / Help / Registration / function which is available on the toolbar. Specific instructions have been included with our email transmittal.

The registration panel is used to enter your licensing information, in one of several ways:

- Import an “elicense” file that was generated and sent to you. This is the easiest way to get up and running, since you can save the “elicense” file to your desktop and then directly import it into the registration process.
- Enter an online license key, which is a 32 character string obtained from an **online purchase**. Online license keys are entered on the left-side of the registration panel. Online registration requires web access, where the registration is obtained from www.x9ware.com.
- Enter an offline off-line license key, which is a 16 character string provided by X9Ware through our **email transmittals**. Offline license keys are entered on the right-side of the registration panel. Offline registration does not require web access.

Once a license key has been entered into the registration panel, it can be exported and shared (as needed) with other team members within your organization. They can use the import function to enter the registration key. Note that this license sharing can only be done per your licensing levels. For example, a single use license cannot be shared; a Solution Pack license can be shared within with a group of five users, and an Unlimited license can be shared as needed by all employees within your organization. Please contact us if you need to expand your license to support more users.

High Resolution Display Support

X9Assist dynamically adjusts its panel sizes to adapt to a variety of screen resolutions, which supports screen sides from 800 x 600 to 2560 x 1440 (and even larger). These tips can be used to support HD device screen resolutions (for example, 3840 × 2160) on devices such as the Microsoft Surface Pro.

As of R4.04, X9Assist now support high DPI resolutions through internal scaling which is provided by the application. This means that scaling does not have to be performed by Windows.

By default, this setting is set by our installer. If you have a large resolution display, there may be situations where you need to set this manually. The procedure to do so on Windows is as follows:

- 1) Right click the X9Assist icon on your desktop, for the release just installed.
- 2) Select properties.
- 3) Select the compatibility tab.
- 4) Select “Change high DPI settings”.
- 5) Check the box for “Override high DPI scaling behavior” to turn off Windows scaling.
- 6) Set “Scaling performed by” as application.
- 7) OK.
- 8) Apply.
- 9) OK.
- 10) You may have to reboot for this parameter setting to become effective.