

# DencoSalesTechnicalServices Tech Notes.

## Getting your serial number and system ID after a crash

- · Place your Omega Software CD into your CD or DVD drive.
- · Click on Start
- · Click on Run
- · Type "CMD" (without the quote marks) into the box
- · Click OK
- · In the Command box, type "D:" (or the letter of your CD/DVD drive followed by a colon). - Press Enter
- · Type in "CD Misc" (Make sure there is a space between CD and Misc).
- · Press Enter
- · Type in "Rblock" - Press Enter

Near the top you will see the S/N: (5 to 7 digits long) followed by the System ID number (Starts with GSP... and is around 20 characters long - both letters and numbers) These are the critical numbers that we need to purchase software upgrades or software options (fonts, libraries, etc)

If you don't have an Omega CD, click on "[DencoTech Files](#)" to go to our FTP site and right click on the Rblock.exe link. Choose "Save Link as..." in Firefox or "Save Target As..." in Internet Explorer and save the file to you C: drive (In the root directory)

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