

ADCI splash screen

When ADCI software is opened, a splash screen will appear and must be interacted with before the main window can be accessed. The splash screen acts as an entry point to the software ensuring both the [dongle](#) is connected and the subscription is active before allowing access. If both checks are successful, an “Authentication succeeded” message will appear. In this case clicking “continue” will close the splash screen and the software may be used normally. Otherwise, an appropriate error message will be displayed. Messages you may see in the splash screen are listed below.

Standard splash screen messages

One of the following messages will appear when the splash screen opens. If the message is related to an expired subscription, you may want to renew it. The procedure to do so can be found in under the Subscription renewal heading below.

- Authentication succeeded. (Your license will expire on [date])
 - The [dongle](#) is plugged into to your computer and your subscription is valid. The program will load normally when “continue” is clicked.
- Your license expired on [date]
 - Your license has expired. To obtain a license key which can be used to extend your subscription please [contact CytoGenomix](#).
- Error: [error code] Please contact CytoGenomix
 - The software has encountered an uncommon error. Please [contact CytoGenomix](#) with the error code for assistance.
- No dongle key is found on your computer
 - The [dongle](#) must be connected to your computer at the time the software is loaded. Click “exit”, connect the dongle to your computer, and reload the software. If the dongle is connected to your computer and the message appears upon reloading the software, [contact CytoGenomix](#) for assistance.

Subscription renewal

If your subscription has expired, an additional text area and submission button will be visible on the splash screen. A license key obtained through [contacting CytoGenomix](#) can be entered here to extend your subscription. To do so, enter the license key within the text field and click “Submit key”. Note that entering a valid license key will begin a new subscription beginning at the time the key is submitted. One of the following messages will appear upon submission of the new license key:

- Authentication succeeded. (Your license will expire on [date])
 - Your subscription has been extended successfully. It may be necessary reopen the software to allow access.
- Error Incomplete license key
 - The input license key does not have the correct number of characters. Please reenter the key. If the message reappears, [contact CytoGenomix](#) to verify the key.
- The input license key was used before
 - The input license key matches a license key used in the past. Please verify the input key

is the newest key you have recieved. If the message persists, [contact Cytognomix](#) to verify the key.

- Invalid license key
 - The input license key is the correct number of characters but is not a valid key. Please reenter the key. If the message reappears, [contact Cytognomix](#) to verify the key.
- No dongle key is found on your computer
 - The [dongle](#) must be connected to your computer at the time a license key is input.
- Unknown error
 - Please [contact Cytognomix](#)