

Notes on using SSTG1Pro

May 2022

Thank you for purchasing SSTG1Pro.

1. The following services will be available for a fee.

Please be careful when using the service.

Paid services

<When changing the time on your PC>

If you manually change the time settings on your PC while your license is valid, there may be an inconsistency between the license authentication date and time of SSTG1Pro and the date and time on your PC, and you may not be able to launch SSTG1Pro.

Therefore, do not change the time on your PC while your license is valid, but change it when the license expires (just before you authenticate the next year's ticket, etc.).

If a problem occurs with SSTG1Pro due to changing the PC time, we will provide support for a fee (5,000 JPY). Please contact us.

*Support will be provided during our business hours on weekdays.

If you are using the product while traveling abroad, change the time zone instead of manually changing the time on your PC. By changing the time zone, the time on your PC will be automatically corrected to the local time. In this case you can use the product without any problems. If you want to return to the original time after returning home, please also change the time zone back to its original state.

<If the dongle is lost or damaged>

If you lose the dongle, please note that we will not be able to lend it to you again. In this case, you will have to purchase the software again.

If it is damaged, you can exchange it for a new one for a fee (15,000 JPY).

2. Please note that in the following cases, the newly purchased ticket may be unintentionally started to be used.

<When authenticating after uninstalling and installing the product>

If you uninstall SSTG1Pro during the license validity period, reinstall and start it, the authentication screen may be displayed.

At this time, if you have unused tickets (stock) in addition to the ticket currently in use, the stock ticket will be used even if the current ticket is still valid. **Please be careful not to uninstall and reinstall if you have tickets in stock.**

3. Please be sure to read the following precautions for use.

<About license authentication>

License authentication is required when you start the software for the first time and each time you renew your annual license. When you launch the software, the authentication screen will be displayed, so please enter your password. Normally, you can use it offline, but **an Internet connection is required only when authenticating.**

Licenses are ticket-based. You purchase a ticket and authenticate it to renew your license. We will inform you of how to purchase tickets in advance when the license expiration date approaches.

<About counting the license validity period>

The license validity period starts counting from the moment you authenticate when you launch the software for the first time or when you renew your license.

Please note that once you authenticate, the count will continue even if you are not using SSTG1Pro.
(e.g.) If you authenticate at 14:30, the validity period will expire at 14:30 365 days later.

<How to check the remaining days of your license>

You can check the remaining days of your license on [Help] - [License] screen on SSTG1Pro. After the remaining days are less than 7 days, a dialog will be displayed each time you launch SSTG1Pro to inform you of the remaining period. Even if you have already purchased the next ticket, the dialog will be displayed every time during the current validity period. After the expiration date, the authentication screen will be displayed when you start SSTG1 Pro, so if you enter your password, the countdown for the renewed license period will begin.

<Times when license authentication is not available>

Please note that license (ticket) authentication may not be available during the following times due to server maintenance.

Wednesday of the second week of each month from 9:00 AM to 12:00 AM JST

*Not the second Wednesday of the month, but the Wednesday of the second week of the month.

*Maintenance is generally performed during the above times, but may change depending on the situation. In that case, we will contact you by mass email. Please set your registered email address so that you can receive emails from our customer support (sales@canvass.co.jp and canvassmail@canvass.co.jp).

<About the number of PCs that can be authenticated>

There is no limit to the number of PCs that can be authenticated. If you receive a message such as "The number of devices has reached the limit" or "Available licenses cannot be confirmed" when authenticating a new PC, please contact our customer support.

*We will reply during our business hours on weekdays.

<Notes on changing hardware configuration>

If you change the hardware configuration of your PC (replace HDD/SSD, etc.) or reinstall the OS, the PC-specific information will be rewritten and will no longer match the PC-specific information authenticated by SSTG1Pro, so it may not start up. In that case, please contact us. We will guide you through the correct authentication procedure.

*We will reply during our business hours on weekdays.

<About using PC migration tools>

If you transfer all of the data from your old PC to a new PC using a PC migration tool, the authentication information of the old PC will also be transferred. If you try to authenticate on a new PC in this state, authentication will fail due to inconsistency in the authentication information. Do not transfer apps from the PC on which SSTG1Pro is installed using a migration tool, but install SSTG1Pro on a new PC.

*There is no problem with transferring documents such as sdb files.

<Destination for saving video files and project files>

If you save video files or project files (.sdb) to clouds such as OneDrive or Dropbox, external HDDs, USB memory, etc. and open them, the video may not play smoothly or the file may not be saved correctly.

When opening files, please be sure to open them on a local drive that is not synchronized with a cloud, such as the desktop or documents folder.

<If you forget your password>

If you forget your password, please click ”パスワードをお忘れの方はこちら” button on My Page login screen to reissue your password.

<If you want to change registered user name>

You can change your user information on My Page, but if you change your name, please contact us. We will guide you through the change procedure.

*Name changes can only be accepted if the company name has changed. The name cannot be changed to a third party.

<Prohibition of lending or transferring to a third party>

Please note that this product is licensed and cannot be lent or transferred to a third party other than the purchaser.