

BEFORE Taking an EQ8 Class: Important Steps to Follow

[Before Taking an EQ Class | Articles | Electric Quilt Support](#) ← you can also Watch the Video in the article below
<https://support.electricquilt.com/articles/before-taking-an-eq-class-2/>

Before taking a class, be sure to validate your EQ software several days before class.

If you take your laptop to class, you may find you cannot open EQ. Why? Because your laptop may have sat for months without being used, and therefore requires validation. **Validation is required every 60 days.** Validation may not be possible in the classroom unless it has an internet connection. And you don't want to take up valuable class time because you neglected to validate. **Be sure to validate at home a few days before your class.**

A week before class, please check the following:

1. Open EQ to make sure it's working properly, especially if you've updated to a new operating system.
2. Open EQ while the computer is connected to the internet to validate the software. Validation happens behind the scenes when the computer is connected to the internet. It's very important to do this before class as the classroom may not have wifi.
3. Open EQ8 and click Product Details on the left. Check to see which Version you currently have installed. Visit the Updates page on our site to make sure you have the newest version: <http://electricquilt.com/product-updates/eq8-updates/> (Current Version for Windows: 1.1.0.6, Current Version for MacOS: 3.2.0.7)

Validate your EQ License

To validate your EQ software, **just connect the computer to the internet and open up EQ.**

What if you continue to get the message about the license not being able to be validated...

1. Leave that message up.
2. Hold down your keyboard SHIFT key.
3. Click OK.
4. Release SHIFT. Then try to activate again.

If the validation message continues to appear

If you still get a "License validation failed" message each time you open EQ, it indicates your firewall settings are keeping EQ from connecting to the validation server. You have two options for solving this:

1. You can turn off your firewall and start EQ. This will validate the license for you and the next reboot of your computer will reset your firewall settings.
2. Or if you don't want to go through those steps each time you get the message, then you should make an exception in your firewall settings. To do this see: [Add exceptions to your firewall for EQ](#)

What is Validation?

Periodically EQ will validate the license over the internet at the program's startup. In most cases, this happens silently. If your computer is not connected to the internet, or communication is being blocked because of your computer's firewall settings, you will receive a message, **"License validation failed. Validation required in xx days."** After you see this message, EQ will start. You will have xx days to resolve the issue.

(Validation is required every 60 days. So, if you see the "validation" message it just means that in your case you have the number of days you were given in the message to connect to the internet and allow EQ to validate the license. You can do this whenever you would like, within the number of days you were given — ignore it and do it when it is convenient for you.)

Also note: Please make sure all WINDOWS and MAC PC updates are current.

- Windows UPDATE: Go to your PC Settings – then Windows UPDATE – please download and install any pending or available updates.
- MAC Updates: Go to System Settings (or System Preferences) → General → then Software Update – please download and install any pending or available updates.