

Error

Error 13 Wrong Password

Error: Protection PLUS (1) - Error #13 "WRONG PASSWORD"

Cause

This error occurs when the **TabWizard license file** (.lf) is either missing or corrupt. As a result, the application cannot properly load the license required to run TabWizard.

Resolution Steps

Acknowledge the Error

1. On the console displaying the error:
 2. Click OK to close the warning message.
 3. Then proceed with the following steps:
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Solution 1: Delete Corrupt License File and Re-register

1. On the Windows **Desktop** or via the **Start Menu**, open **Computer** or **File Explorer**.
 2. Navigate to the directory: *C:\Program Files\TabWizTouch*
 3. **Scroll** past all the yellow folders to the file section below.
 4. Locate the file named: *tw2018-01.lf*
 5. **Right-click** the file and select **Delete**.
 6. Confirm deletion by clicking **Yes**.
 7. **Reboot** the system by selecting the **Windows Start** button > **Restart**.
 8. After the system reboots, **TabWizard** will prompt for a new license key.
 9. Select **Exit** to close the registration prompt.
 10. Re-open **TabWizard** from the Desktop icon.
 11. The same license screen will appear again, requesting key code registration.
 12. If you do not have access to the **TabWizard Licensing Portal**, call your local TabWizard Support.
 13. A support team member will verify and provide a new registration code.
 14. Enter the new registration code and press **Enter**.
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Numbers to dial to provide key activation and additional technical support:

- **WA:** Tab Wizard (253) 856-1945
- **OH:** Lancaster Bingo: (740) 652-2500
- **AK:** Whaler: (907) 621-0926

 **Important:** Be prepared to provide the **two sets of codes** shown on the registration screen.
