

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Show all NICs when installing RemoteScan

Last Modified on 02/05/2020 12:24 pm EST

When installing RemoteScan, sometimes the NIC drop-down menu box does not show all NICs available on the computer.

To register the license using the MAC address of a NIC that is not visible:

1. Navigate to **C:\ProgramData\RemoteScan** (This folder is typically hidden).
2. Open the **server.ini** file.
3. Add a line towards the top: **ShowAllMacs=1**
4. Save the change.
5. Close and reopen RemoteScan
6. Right-click the **RemoteScan** icon and select **Register**. All of the NICs available are displayed in the drop-down menu.
7. Select an **ethernet NIC**, even if the computer is currently using a wireless connection.