Subscription Renewal Guide

This guide is only applicable to:

- **CODESOFT 2014 / 2015 / 2018**
- **LABELVIEW 2014 / 2015 / 2018**
- **LABEL MATRIX 2014 / 2015 / 2018**
- **SENTINEL 2014 / 2015 / 2018**
- **PRINT MODULE 2014 / 2015 / 2018**
- **LABEL ARCHIVE 2014 / 2015 / 2018**

How to renew a subscription license

Your software is either protected by a **software key** (an electronic code) or by a **hardware key** (a dongle). Depending on the type of protection used, refer to the appropriate section of this guide for how to renew your subscription license.

How do I know when my subscription expires?

For **CODESOFT**, **LABELVIEW** and **LABEL MATRIX**, the number of days left before license expiry is indicated on the user interface in the status bar (bottom right). During the 45-day period before expiration, this information appears in red and blinks repeatedly.
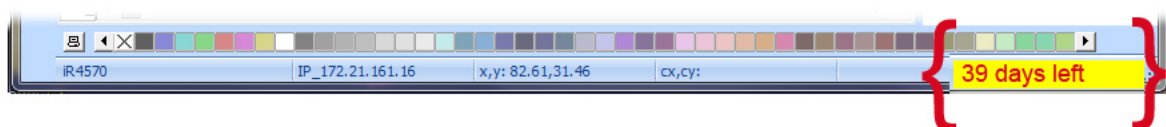
For **SENTINEL** and **PRINT MODULE**, the number of days left before license expiry is indicated on the **About** dialog box. This information is also available in the Windows Event Log Manager.

Subscription license protected by a software key

Your product is an **Online**, **Platinum** or **Offline** license. To renew your subscription, follow the instructions below.

1. ORDER

When you order a subscription renewal, you must include your license information. This can be obtained by generating a PDF file from the **About** dialog box of your software (in the **Help** menu, select **About** and then click **Save as PDF**). Attach this PDF file to your order.

If you do not attach this file to your order, you <u>must</u> indicate the **serial number** of the product.

Once your order has been processed, your supplier will send you confirmation of your subscription renewal.

2. UPDATE YOUR SOFTWARE KEY

Once you have received your subscription renewal confirmation, refer to the appropriate section below (**Online**, **Platinum** or **Offline**) based on the type of license you have.

 Online License

If you have an Online license, your subscription will be renewed automatically.

> **Warning** : If the renewal is requested or processed after the expiry date, your license will be locked. To continue to use it, you must deactivate and re-activate your license using the serial number and password which you received when you first bought the subscription. **Do not deactivate/re-activate your license until you have received your subscription renewal confirmation**!

Offline License

You have received a license number that starts with **EXT**. An **EXT** license allows you to manually renew (extend) your subscription. If not renewed your license will expire.

> **Note**: An EXT license can only be activated within 7 days of the current subscription's expiry date.
> The process is the same if the subscription renewal is requested or processed after the expiry date.

1. Launch the **License Manager** :

   - For Windows versions older than Windows 8: **Start** menu > **Programs** > TEKLYNX Software name 201x > [Software name 201x] **License Manager**.

   - For Windows 8, 8.1 and 10 users: Access the search tool. To access and use the search tool, open the Charms menu by pressing **Win** [Windows key] + **C** on your keyboard or by swiping in the top-right or bottom-right corner. Once the Charms menu pops open, click/tap the Search button. Type [Software name 201x] **License Manager**.

2. Select **Extend subscription**.
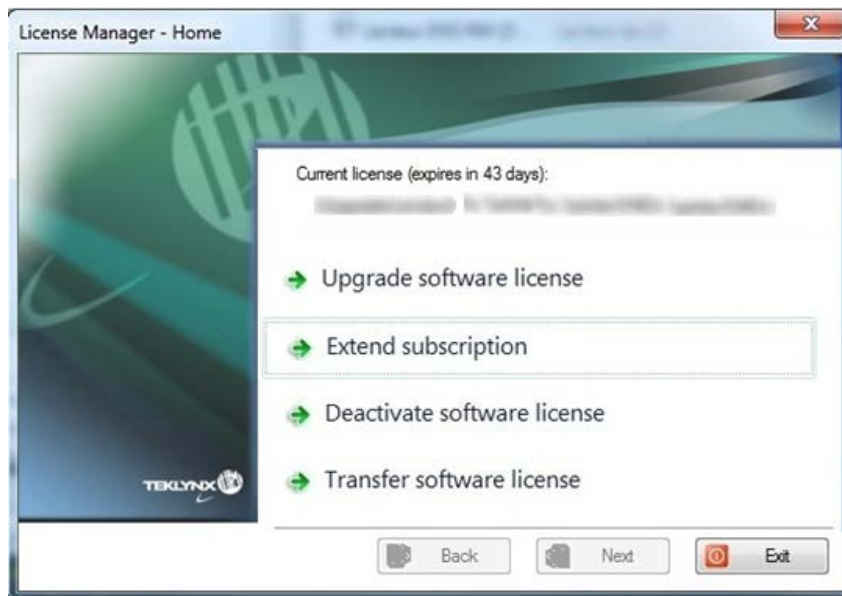
The extension process is similar to the activation process. Refer to the **NSP GUIDE – Activation and Management of Products with NSP** available from www.teklynx.com > RESOURCE CENTER > SUPPORT > Software Activation) and select one of the possible activation methods (**Online**, **USB key**, **Smartphone** or our **web site**) in order to activate the subscription renewal.

Platinum License

1st scenario: The Platinum license has not expired

Connect your PC to Internet. Your subscription will be renewed automatically.

2nd scenario: The Platinum license has expired

1. Connect the PC (on which the Platinum license is installed) to Internet.

2. Launch the **License Manager** :

    *   For Windows versions older than Windows 8: **Start** menu > **Programs** > **TEKLYNX** Software name 201x > [Software name 201x] **License Manager**.

    *   For Windows 8, 8.1 and 10 users: Access the search tool. To access and use the search tool, open the Charms menu by pressing **Win** [Windows key] + **C** on your keyboard or by swiping in the top-right or bottom-right corner. Once the Charms menu pops open, click/tap the Search button. Type [Software name 201x] **License Manager**

3. Click **Extend subscription**.
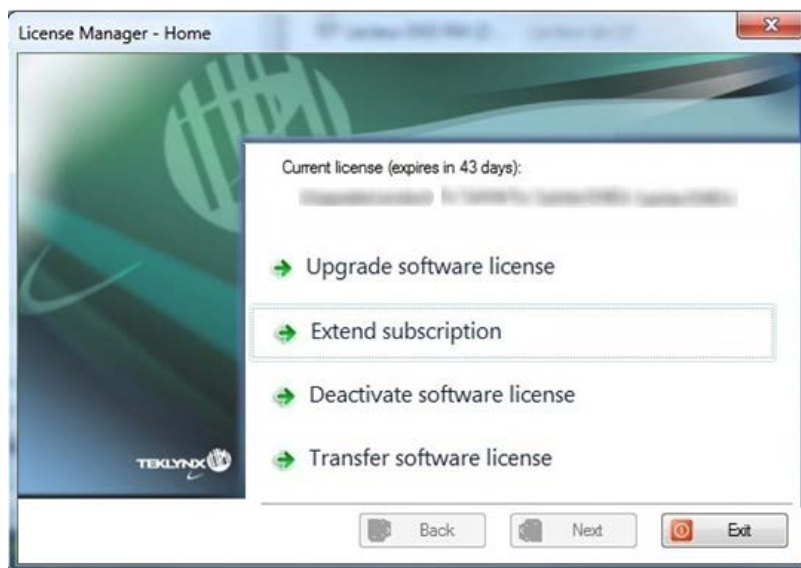
Your license number starts with **EXT**. An **EXT** license allows you to manually renew your subscription. If not renewed your license will expire.

The extension process is similar to the activation process. Refer to the **NSP GUIDE – Activation and Management of Products with NSP** (available from www.teklynx.com > RESOURCE CENTER > SUPPORT > Software Activation) and select one of the possible activation methods (**Online**, **USB key**, **Smartphone** or our **web site**) in order to activate the subscription renewal.

Subscription license protected by a Hardware key

Your product is a **Hardware** license. To renew your subscription, follow the instructions below.

1. ORDER

When you order a subscription renewal, you must include your license information. This can be obtained by generating a PDF file from the **About** dialog box of your software (in the **Help** menu, select **About** and then click **Save as PDF**). Attach this PDF file to your order.

If you do not attach this file to your order, you <u>must</u> indicate the **serial number** of the product.

> **Note** : If you cannot access your license information because your license has expired, click the link http://www.teklynx.com/resource-center/~/media/ADCEA8AFFCC94E288F20D6307AC44F3C.ashx to download the key upgrade tool (Upgrade.exe).
>
> It will allow you to recover your license information.
>
> Launch the key upgrade tool (Upgrade.exe).
>
> Select the **Client to Reseller** option to get an image of your hardware key license. This will generate a C2R file that can be sent to your supplier by email.

Upon receipt of your C2R file, your supplier will generate an **R2C** file and will send this to you by return e-mail. This will allow you to extend your subscription.

2. UPGRADE THE HARDWARE KEY TO RENEW A SUBSCRIPTION

To renew a subscription on a hardware key product, you must use the **Key Upgrade** tool.

Click the link http://www.teklynx.com/resource-center/~/media/ADCEA8AFFCC94E288F20D6307AC44F3C.ashx to download the key upgrade tool (Upgrade.exe).

1. Connect your subscription license hardware key to your PC.

   Note: Ensure you have only one key connected (parallel & USB ports)

2. Launch the **Key Upgrade**:

   For Windows versions older than Windows 8: Go to **[InstallDir]** and select **Upgrade.exe**.

   For Windows 8, 8.1 and 10 users: Access the search tool. To access and use the search tool, open the Charms menu by pressing **Win** [Windows key] + **C** on your keyboard or by swiping in the top-right or bottom-right corner. Once the Charms menu pops open, click/tap the **Search** button and enter **Upgrade.exe**.

Check that displayed serial number is the one for which you ordered your subscription renewal.

If you have connected the wrong key:

- click **Close**,

- connect the correct key

- and restart the Upgrade.exe

3. Select the desired display language from the list.

4. Select **Reseller to Client**. This option will allow you to upgrade your hardware key license (= renew your subscription) using the **R2C** file that you received.

5. Click **Next.**

6. Select the **.R2C** file that you received using the ⬜ button.

A message will inform you that the product has been upgraded.
In this case, "product upgraded" means your subscription has been renewed.

7. Click **Close**.

Note: If an error message informs you that the product has not been upgraded, please contact your supplier.