

# Reactivating ExtendSim Individual Licenses

*When there is a change to the license, not an incremental update to ExtendSim or the License Manager*

## Important Information -- read before you begin reactivation procedures

- This document describes when and how to reactivate an already-installed Individual License of ExtendSim 10.
  - An Individual license allows an Authorized User to install ExtendSim on their device.
  - Each Individual license requires activation using a unique numeric Activation Key that is tied to the user's device.
- Reactivation is required under the following circumstances:
  - The Maintenance & Support Plan (MSP) has been renewed.
  - The maximum number of Reliability Event Cycles has been increased.
  - The license is being upgraded to a newer release of ExtendSim (e.g. from 10.x to 11.x).
- Do NOT reactivate ExtendSim when:
  - Updating to an incremental release of ExtendSim (e.g. from 10.x to 10.y). Instead, download and install the new Trial version and use it to replace the existing installation.
  - Migrating to a different ExtendSim product (e.g. from DE to Pro). Changing from one ExtendSim product to another requires that you obtain a different Activation Key.
- Before reactivating, make sure Imagine That Inc. has notified you that the relevant change has taken place: the MSP has been renewed, the number of Reliability Event Cycles was increased, etc.
- For complete information about the Individual License, see the separate document entitled *Installing & Activating ExtendSim Individual Licenses*.

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## Reactivating an Individual ExtendSim License

**Important - do not attempt to reactivate the license until instructed to do so.  
Your license must first be changed in the Imagine That Inc. database.**

## Automatic Reactivation -- requires internet access

As was true for the original activation, ExtendSim can be reactivated either automatically over the internet or, if internet activation is not available, processed manually. Start here for both methods.

1. Launch ExtendSim.
2. Give the command Help > *Reactivate License...* (or Update Activation Key... in release 10.0.3 and earlier).
3. Enter your information in the Activation Dialog and click *Next*.
4. You should get the message that ExtendSim has automatically been activated. If not, see *Manual Reactivation*.

## Manual In-House Reactivation -- use only if unable to automatically reactivate

1. Follow steps 1 through 3 under *Automatic Reactivation*, above. If at step 3 you get a License Update error message, click OK.
2. In the Activation Dialog that appears, enter your information and click Next.
3. In the "No Internet Connection?" dialog that appears, click the "Save Activation Info as Text File" button to generate a text file (*ExtendSim Activation Info.txt*) containing the activation information.
4. Save the text file anywhere you want; by default it is saved to the top level of your Documents folder.

*Manual In-House Reactivation -- continued*

5. Using an email address that can receive an attached text file in return, email the text file to sales@ExtendSim.com.
6. We will generate a text file named *extendsim.lic* and email it to you.
7. Place the *extendsim.lic* text file in your *User Name/Documents/ExtendSim10* folder. (Don't place it in the Program Files/ExtendSim or ExtendSim/Documentation folder!)
8. Restart ExtendSim and you'll be reactivated!

**Reactivating in a Secure Location -- if your device is in a secure location and not connected to the internet**

1. Follow steps 1 to 3 under *Manual In-House Reactivation*, above.
2. After generating the text file "*ExtendSim Activation Info.txt*", copy its information.
3. Using an email address that can receive an attached text file in return, email the information from the *ExtendSim Activation Info.txt* text file to sales@ExtendSim.com.
4. When we email back the text file *extendsim.lic*, copy or print the contents of that license file.
5. Using the information from the license file, create a text file on the secure device (use Notepad or right-click on the desktop to create a new text document).
6. Name the text file on the secure computer *extendsim.lic*. Place it in the *UserName/Documents/ExtendSim10* folder of the secure device.
7. Restart ExtendSim and you'll be reactivated!

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## Frequently Asked Questions

What happens if I don't reactivate ExtendSim after requesting a change to the license?

ExtendSim won't stop working, but the Maintenance and Support expiration messages will continue, you won't be able to use the new upgrade, etc.

Where can I get more information?

- See the document *Installing & Activating ExtendSim Individual Licenses*.
- Contact Imagine That Inc.