extendsim

Reactivating

Individual & Node-Locked Licenses

When there is a change to the license, not an incremental update to ExtendSim

Important Information -- read before you begin reactivation procedures

- This document describes when and how to reactivate an Individual or Node-Locked license of ExtendSim.
- Reactivation requires the us of the same unique numeric Activation Key that was used for initial activation which is tied to the device.
- Reactivation of the license is required under the following circumstances:
  - The Subscription or Maintenance & Support Plan (MSP) has been renewed.
  - The maximum number of instances of ExtendSim to be launched using Multicore Analysis has been increased.
  - We made a change to your Activation Key so you can launch your license on a VM or remotely using RDP.
- Do NOT reactivate ExtendSim when updating to an incremental release of ExtendSim (e.g. from 2026.R1 to 2026.R2).
- Before reactivating, make sure ANDRITZ Inc. has notified you that the relevant change has taken place: the Subscription or MSP has been renewed, the number of instances of ExtendSim to be launched has been increased, etc.
- For complete information about:
  - Individual licenses, see the separate document entitled *Installing & Activating • Individual Licenses*.
  - Node-Locked licenses, see the separate document entitled *Installing & Activating • Node-Locked Licenses*.
- If you have additional questions, see the document *Frequently Asked Questions • Individual & Node-Locked Licenses*.

Reactivating an Individual or Node-Locked License

Important - do not attempt to reactivate the license until instructed to do so.
The information for your license must first be changed in the ExtendSim License Management database.

Automatic Reactivation -- requires internet access & security permission

As was true for the original activation, the license can be reactivated either automatically over the internet or, if internet activation is not available or your security system blocks it, processed manually. Start here for both methods.

1. Launch ExtendSim.
2. From the ExtendSim menu, select the command *Help > Reactivate License.*
3. Enter your information in the Activation Dialog using your original Activation Key and click *Next*.
4. You should get the message that ExtendSim has automatically been activated. If not, see *Manual Reactivation,* below.

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 an error message, click *OK*.
2. In the Activation Dialog that appears, enter your information and click Next.
3. In the 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.
5. Using an email address that can receive an attached text file in return, email the text file to Sales.ExtendSim@Andritz.com.
6. We will generate a text file named *extendsim.lic* and email it to you.
7. Place the *extendsim.lic* text file into the ExtendSim folder that contains the user-modifiable files:
   - Individual licenses • the default folder is *User Name*\Documents\ExtendSim.
   - Node-Locked licenses • the default folder is C:\Users\Public\Public Documents\ExtendSim.
8. Restart ExtendSim and you'll be reactivated!

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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* on page one of this document.
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@Andritz.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*.
7. Place the *extendsim.lic* text file into the ExtendSim folder that contains the user-modifiable files:
   - Individual licenses • the default folder is *User Name*\Documents\ExtendSim.
   - Node-Locked licenses • the default folder is C:\Users\Public\Public Documents\ExtendSim.
8. Restart ExtendSim and you'll be reactivated!

Frequently Asked Questions

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

Subscription Licenses

Reactivation is required to keep your Subscription license active. If you do not reactivate by the expiration date, ExtendSim will stop launching. Beginning with your first Subscription renewal, a 30-day grace period is included to allow time for reactivation.

Perpetual Licenses

Reactivation is recommended but not required for continued use of ExtendSim. If you do not reactivate, the software will continue to function, but MSP expiration notifications will continue to be displayed.

Where can I get more information?

- For questions about installation and activation:
  - Individual licenses • see the document *Installing & Activating • Individual Licenses*.
  - Node-Locked licenses • see the document *Installing & Activating • Node-Locked Licenses*.
- For all other questions, see the document *Frequently Asked Questions • Individual & Node-Locked Licenses*.
- Or contact the ExtendSim Team at Sales.ExtendSim@Andritz.com.

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