

## 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.
  - Activation is tied to the user's device.
- Reactivation is needed when there is a change to the license:
  - 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).
  - The ExtendSim license is being moved to a different device.
- 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 Floating License, see the separate document entitled *Installing & Activating ExtendSim Individual Licenses*.

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## Reactivating ExtendSim

As was true for the original activation, ExtendSim can be reactivated either automatically over the internet 24/7 or manually in-house.

### Automatic Reactivation - with internet access

1. Launch ExtendSim.
2. Give the command Help > Update Activation Key.
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 Reactivation - use only if unable to automatically reactivate

- Follow steps 1 through 3 under Automatic Reactivation, above. If you get a License Update error message, click OK.
- In the Activation Dialog that appears, enter your information and click Next.
- 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.
- Save the text file anywhere you want; by default it is saved to the top level of your Documents folder.
- Using an email address that can receive an attached text file in return, email the text file to sales@ExtendSim.com.
- We will generate a text file named ExtendSim.lic and email it to you.
- 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!)
- 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

- Follow the instructions for Manual Reactivation.
- After generating the text file "ExtendSim Activation Info.txt", copy its information and email it to sales@ExtendSim.com.
- When we email back the license file "ExtendSim.lic", copy or print the contents of that license file.
- 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).
- Name the text file on the secure computer "ExtendSim.lic". Place it in the *UserName/Documents/ExtendSim10* folder of the secure device.
- Restart ExtendSim.

## 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.