

Activation Help

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This guide will assist the user (you) to activate your product.

License types

The most important thing to understand is the license type you have acquired after you have downloaded or purchased an application. Following are the license types an application may support.

1. Trial License
2. Permanent
3. Upgrade
4. Subscription*

Activation types

Based on a PC/MAC internet connectivity, the activation can be of the following two types:

1. Online activation
2. Offline activation

Online Activation

Requirements

You should have the following things before you can proceed with the online activation.

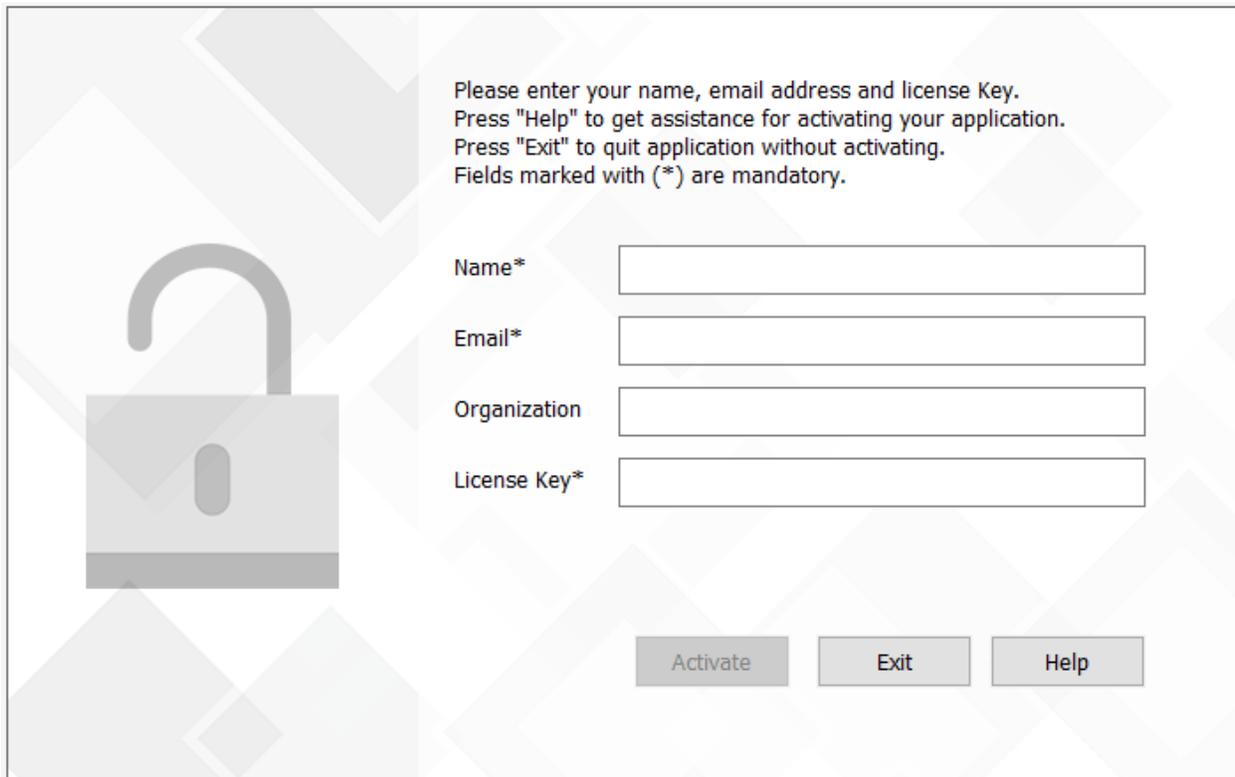
1. Internet connectivity
2. Installed application
3. License key
4. Your registration email address

Note: Your full name, email address and license key are the mandatory items required by each kind of activation.

* Some applications may not have Subscription licenses.

Activation Process

The first time you run your application, the following Activation Dialog will be shown.



Please enter your name, email address and license Key.
Press "Help" to get assistance for activating your application.
Press "Exit" to quit application without activating.
Fields marked with (*) are mandatory.

Name*

Email*

Organization

License Key*

Activate Exit Help

The image shows a dialog box with a background of a large, light grey padlock icon. The text is in a sans-serif font. The input fields are simple rectangular boxes. The buttons are rectangular with rounded corners and a light grey background.

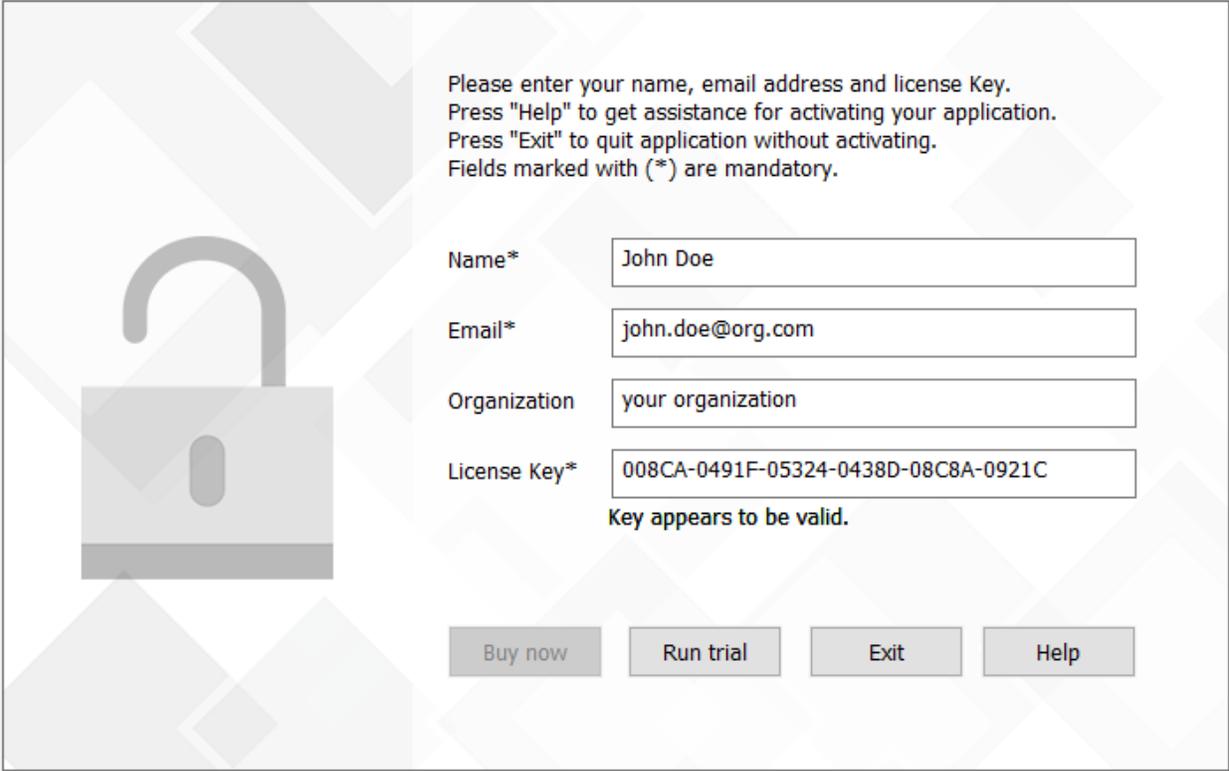
Figure 1: Default Activation Dialog

The greyed out 'Activate' button will be enabled or changed, based on the license key you enter.

* The activation dialog may look different based on different products. This is just to show basic activation dialog.

Activating a trial

After completing the required information in the activation dialog, the system detects the license type. If you have Trial license, the UI will update itself to show that you have entered a Trial license key (figure 2).



Please enter your name, email address and license Key.
Press "Help" to get assistance for activating your application.
Press "Exit" to quit application without activating.
Fields marked with (*) are mandatory.

Name*

Email*

Organization

License Key*

Key appears to be valid.

Figure 2: Activating a trial

As Figure 2 shows, the 'Run trial' button has been activated. Once you click on it, the trial will be activated and the activation dialog disappears.

The greyed out 'Buy now' button shows that you have not yet activated your trial.

Once you have activated your trial, each time you start the application, the activation dialog will appear showing you an activated 'Buy now' button, along with an option to continue running the trial, and the Remaining days after which your trial will expire (figure 3).

The application fills in your details for you in the activation dialog (figure 3) in case you are planning to switch to a permanent license.

Clicking on the 'Continue trial' button will start your application and the activation dialog will disappear.

Please enter your name, email address and license Key.
 Press "Help" to get assistance for activating your application.
 Press "Exit" to quit application without activating.
 Fields marked with (*) are mandatory.

Name*

Email*

Organization

License Key*

Remaining days: 9

Figure 3: Continue running a trial

Upgrading to a permanent license

Clicking on the 'Buy now' button will open up the Upgrade Center, containing the possible upgrades from your trial license (figure 4).

Note: the list of upgrades available will vary depending upon the type of license key activated.

Product Upgrade Center

Product name	Product version
Home Design Studio	21

Figure 4: upgrade from trial to permanent

From the upgrade dialog, you can choose from the available product options to purchase and transition from your trial to a permanent license.

Upon choosing a product from the list and clicking 'Buy now' will open up the relevant product page on the vendor's website and the activation dialog will appear for you to put in the new license key (if you made a purchase).

If you did not purchase and want to cancel, you can click on exit and return to activation dialog.

Trial expiry

Your trial will expire after 15 days from the day you activate the trial.

Once your trial is expired, the activation dialog will be displayed always when you run your application with only 'Buy now' option available (figure 5).

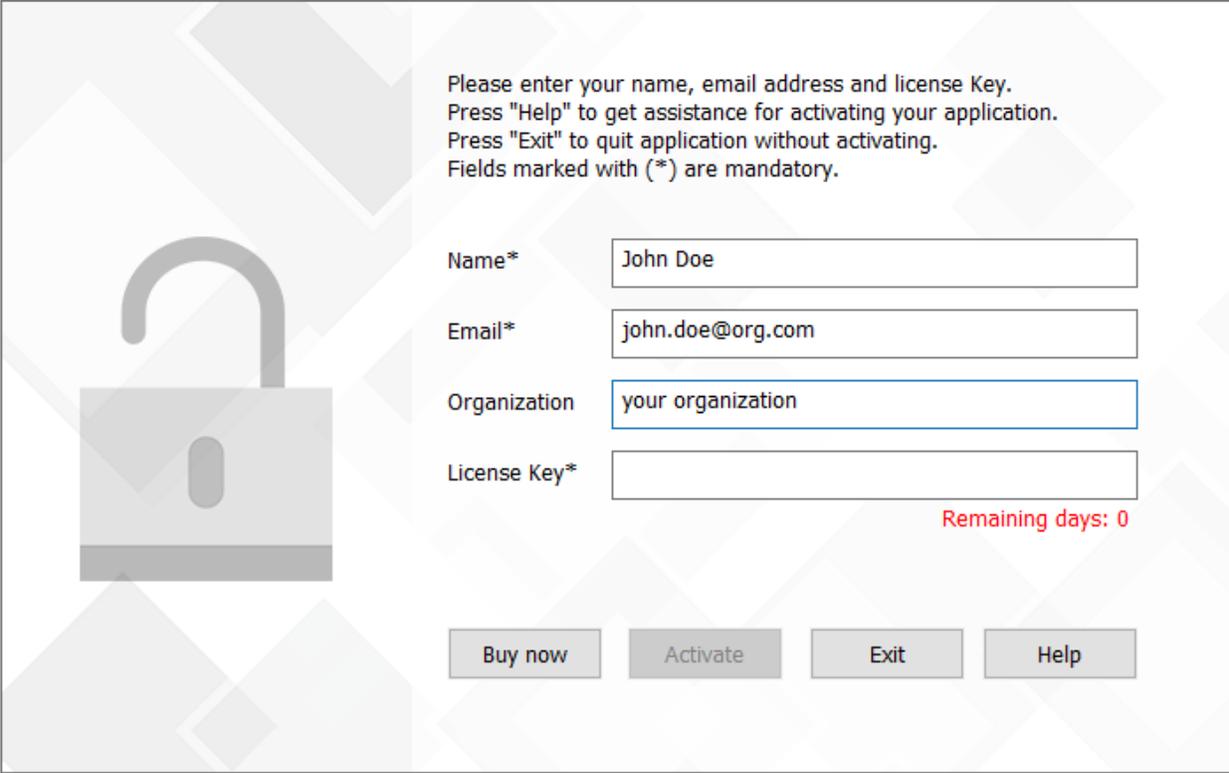
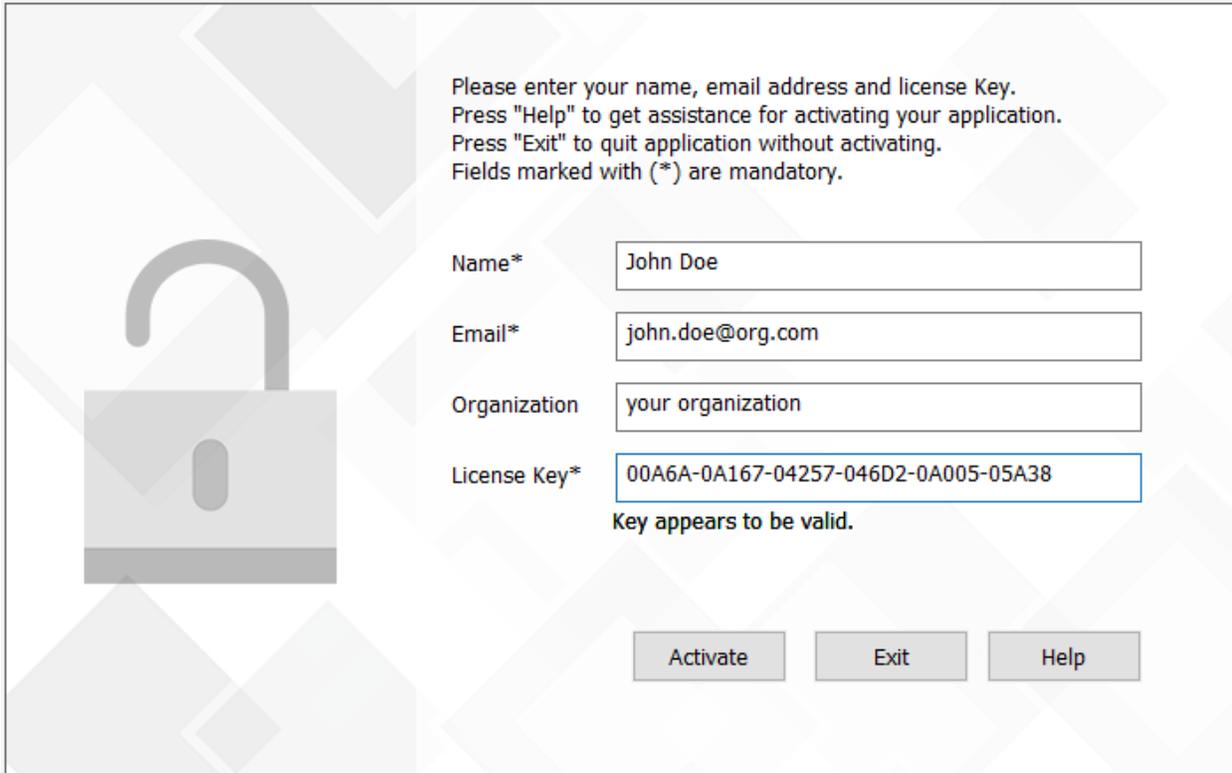


Figure 5: trial expired

When a trial is expired, the application is rendered unusable.

Activating a permanent license

Once you have acquired a permanent license key, fill in your details in the activation dialog. Once the system detects your license key type, the 'Activate' button will be enabled (figure 6). Clicking on the 'Activate' button will activate your product and the activation dialog will disappear.



Please enter your name, email address and license Key.
Press "Help" to get assistance for activating your application.
Press "Exit" to quit application without activating.
Fields marked with (*) are mandatory.

Name*

Email*

Organization

License Key*

Key appears to be valid.

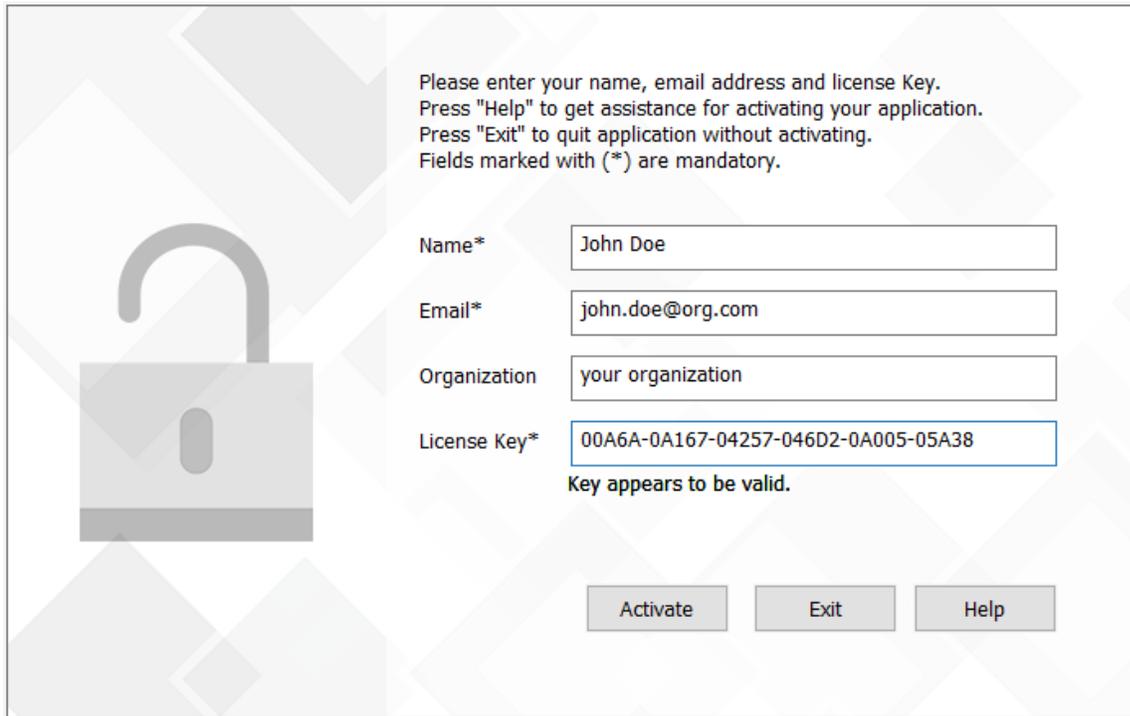
Figure 6: permanent license activation

Activating a subscription

Activating the subscription license follows the same process as activating a permanent license, only a subscription will expire after the designated subscription period.

Activating an upgrade

If you have purchased an upgrade license key, entering your details along with the license key will enable the 'Activate' button on the activation dialog (figure 7).



Please enter your name, email address and license Key.
Press "Help" to get assistance for activating your application.
Press "Exit" to quit application without activating.
Fields marked with (*) are mandatory.

Name*

Email*

Organization

License Key*

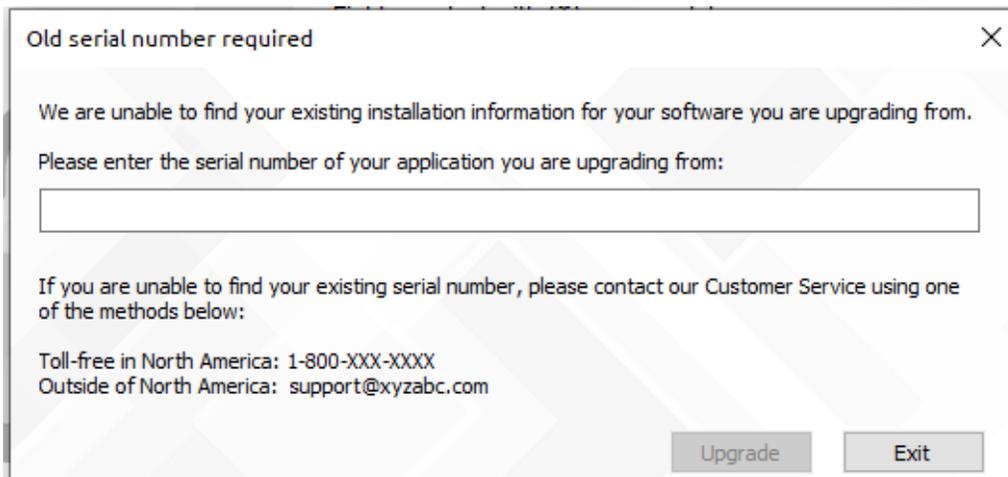
Key appears to be valid.

Figure 7: Upgrading from a previous version

When the 'Activate' button is clicked, the system will search for an existing installation based on the license key you entered.

If an existing installation is found, the system will use the existing registration data to proceed with the upgrade.

If an existing installation is not found, the system will prompt the user to provide one (figure 8).



Old serial number required

We are unable to find your existing installation information for your software you are upgrading from.
Please enter the serial number of your application you are upgrading from:

If you are unable to find your existing serial number, please contact our Customer Service using one of the methods below:
Toll-free in North America: 1-800-XXX-XXXX
Outside of North America: support@xyzabc.com

Figure 8: Upgrade: old registration number required

If you have the old registration number, you will need to enter that registration number in the dialog shown in figure 8. When the old registration number you entered is validated, the greyed out 'Upgrade' button will be enabled.

Click on Upgrade button to proceed.

If you do not have your old registration number or having trouble locating it, please contact Customer Service by the methods detailed in the dialog box. (figure 8).

Offline Activation

When you are offline or your PC/MAC does not have internet connection, the offline activation wizard will ask you whether you want to proceed with offline activation or wait and retry when internet connection is restored (figure 9).

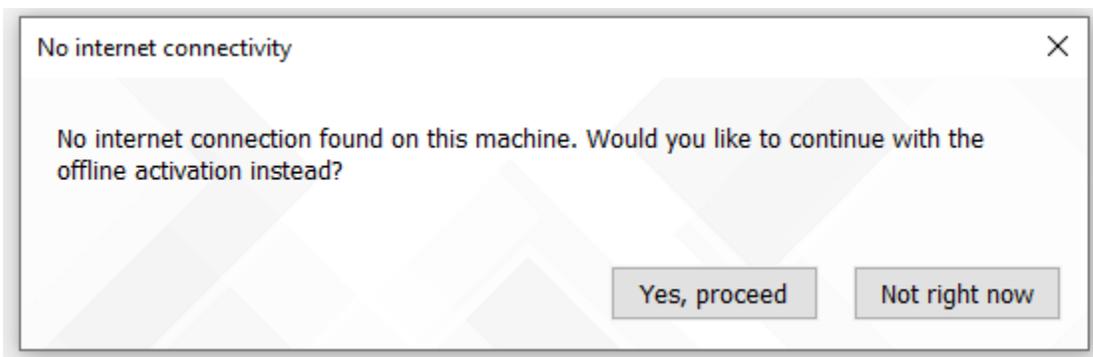


Figure 9: Proceed with offline activation

If you select 'Not right now', the application will quit.

On clicking 'Yes, proceed', the offline activation dialog will be shown (figure 10).

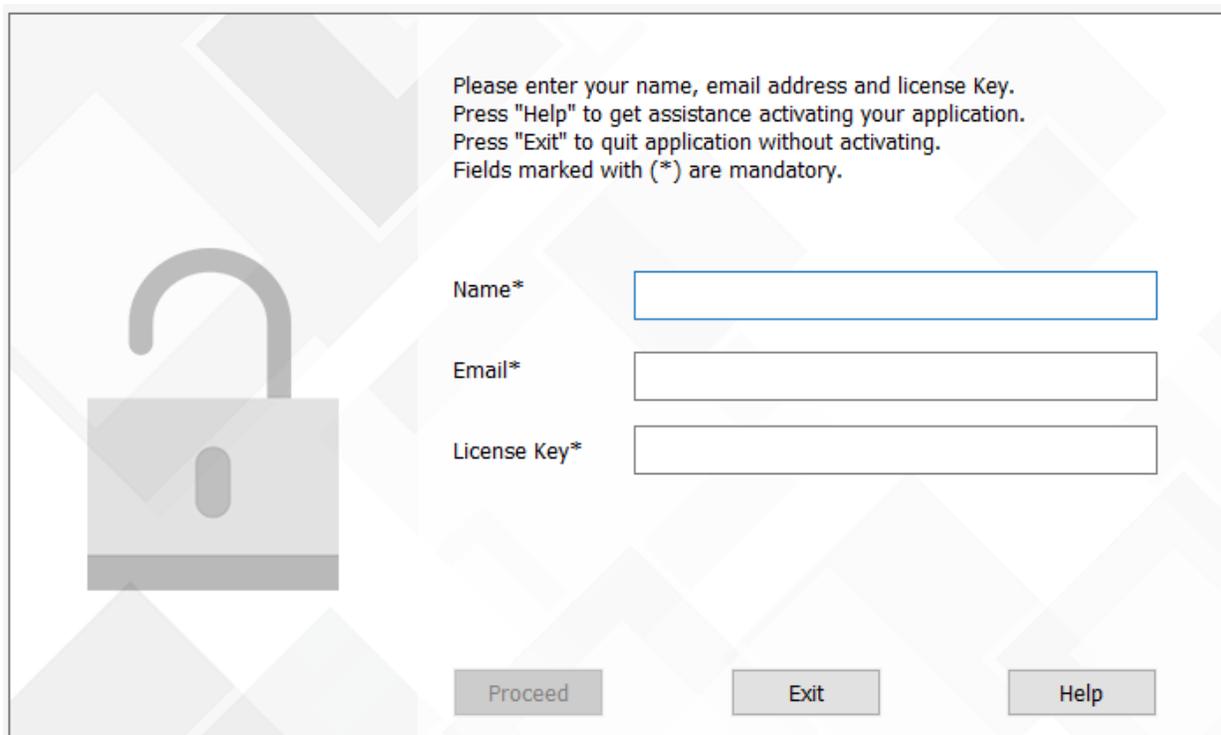


Figure 10: Offline activation dialog

Here when you fill up the details required, the greyed out 'Proceed' button will be enabled.

Click on 'Proceed' to go to the next dialog (figure 11).

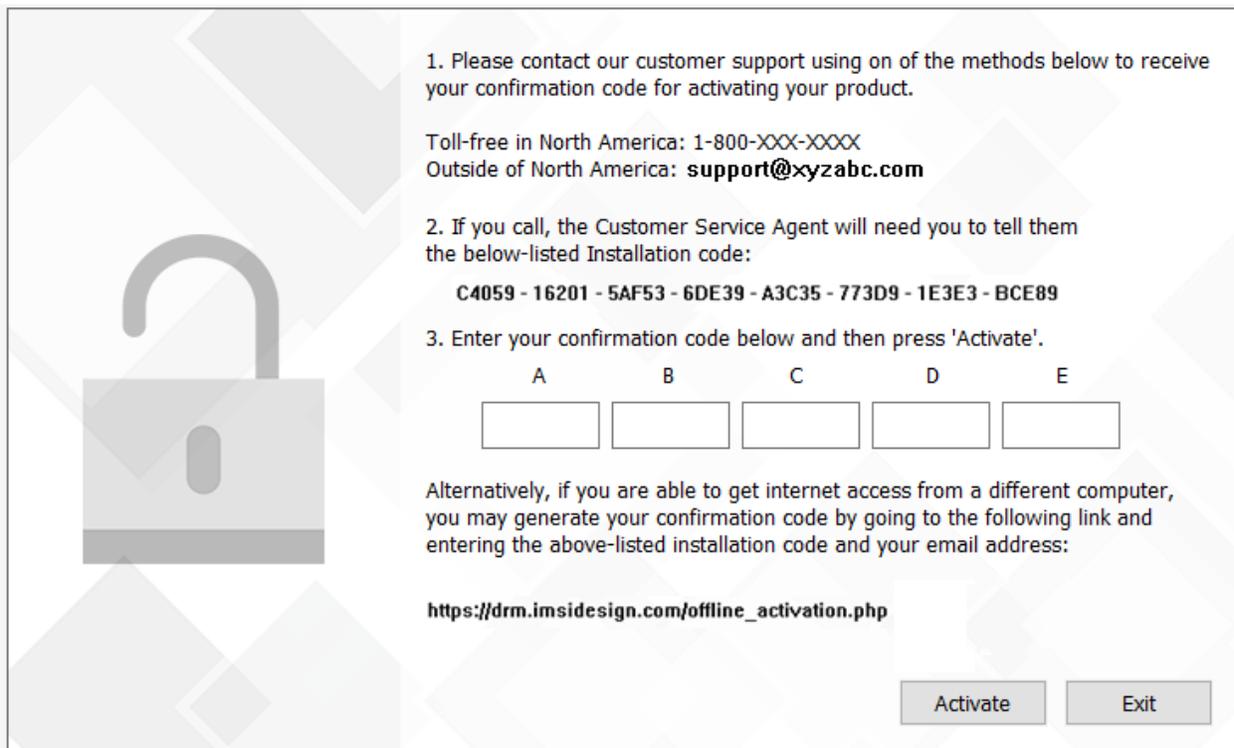


Figure 11: activating offline

To proceed with the activating offline, you will need to contact Customer Service by the methods detailed in the screen above.

If calling in, the customer service representative will ask you to provide the Installation code mentioned on the dialog (figure 11). The customer service representative will then provide you with a confirmation code that will activate your license on your machine. If you are emailing, you will be sent back an email with your confirmation code.

If you are upgrading from a previous version, the customer service representative may ask you for the old registration number came with your existing installation.