

## Annual License Renewal for Stat-Ease software

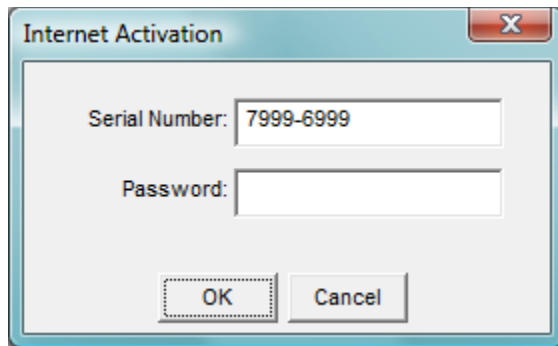
February 16, 2011

### Customer

Annual licenses for Design-Ease and Design-Expert can be reactivated once the payment has been entered into our order database. You need to reactivate the license with the same procedure used for the initial purchase. If the software has already expired, you will be prompted to reactivate and can choose either Internet or Manual reactivation. If the license has not yet expired, or you are running in Evaluation mode, you may select Activation... from the Help menu.

### Internet activation

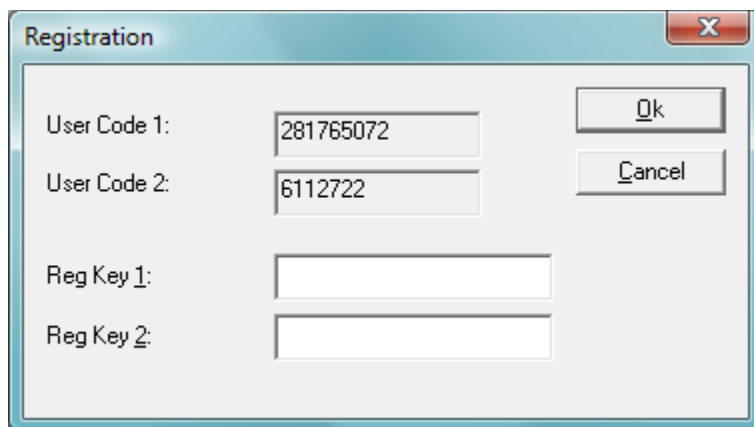
Your network installation needs to be reactivated from a workstation using the same password as provided with the initial installation. This will automatically extend the license for the new period.



The screenshot shows a dialog box titled "Internet Activation" with a close button (X) in the top right corner. It contains two text input fields: "Serial Number:" with the value "7999-6999" and "Password:" which is empty. At the bottom, there are two buttons: "OK" and "Cancel".

### Manual activation

If your computer is not connected to the internet, or a firewall blocks the activation process, you will need to reactivate manually. Open the Manual activation dialog and either call us with the two user codes or e-mail them to [activate@statease.biz](mailto:activate@statease.biz) along with your serial number. We will use that information to generate the corresponding registration keys for you to enter.



The screenshot shows a dialog box titled "Registration" with a close button (X) in the top right corner. It contains four text input fields: "User Code 1:" with the value "281765072", "User Code 2:" with the value "6112722", "Reg Key 1:" which is empty, and "Reg Key 2:" which is empty. On the right side, there are two buttons: "Ok" and "Cancel".

### Custom licenses

In some instances you may have more than one network path to the server. In this case the regular activation process will not work and we will need to send you a special license. This is handled by the technical support group.

### Stat-Ease technical support

If manual intervention is required to complete the activation then you need to contact our technical support. Typically support will be needed for the following reasons:

1. You need to activate your product manually.
2. Your license didn't get updated correctly.
3. You need a custom license.
4. There are other problems with activation.

### Manual activation

With the user codes supplied by the customer, we generate the appropriate registration keys for you to complete the reactivation process.

### Custom licenses

If you were sent a custom license in the past we will send you an updated license file upon renewal. This license file (user.ini for V7.x or user.lf for V8) replaces the one in the application folder on your server. Typically the control folder is designated in the custdata.ini file with the ControlPath=<folder> entry. ".\Control" is the default folder.

### Contacting support

You may contact us by phone, e-mail, or our on-line technical support forum.

	Contact	Description
<b>Phone</b>	612.378.9449 Ask for program support.	Phone support is available from 8:00 a.m. to 4:30 p.m. Central Time (US and Canada) from Monday through Friday excluding holidays.
<b>E-mail</b>	<a href="mailto:support@statease.com">support@statease.com</a>	For software activation and other issues with the software.
<b>Forum</b>	<a href="http://forum.statease.com">http://forum.statease.com</a>	Stat-Ease technical support forum.