

Licence Refresh Process - Blue USB Hardware key.

Step 1. The licence elapses.

Your license days count down over the period of a year. When the licence reaches ZERO days, you will need to refresh the licence.

When the license reaches ZERO days, you will see the error message below (fig 1) when you try to use the software.



Fig 1. License Elapsed Error.

When this happens follow step 2

Step 2. Go to the Diagnostic Assistance Website.

Go to the Diagnostic Assistance Website and click on the license refresh logo (fig 2)

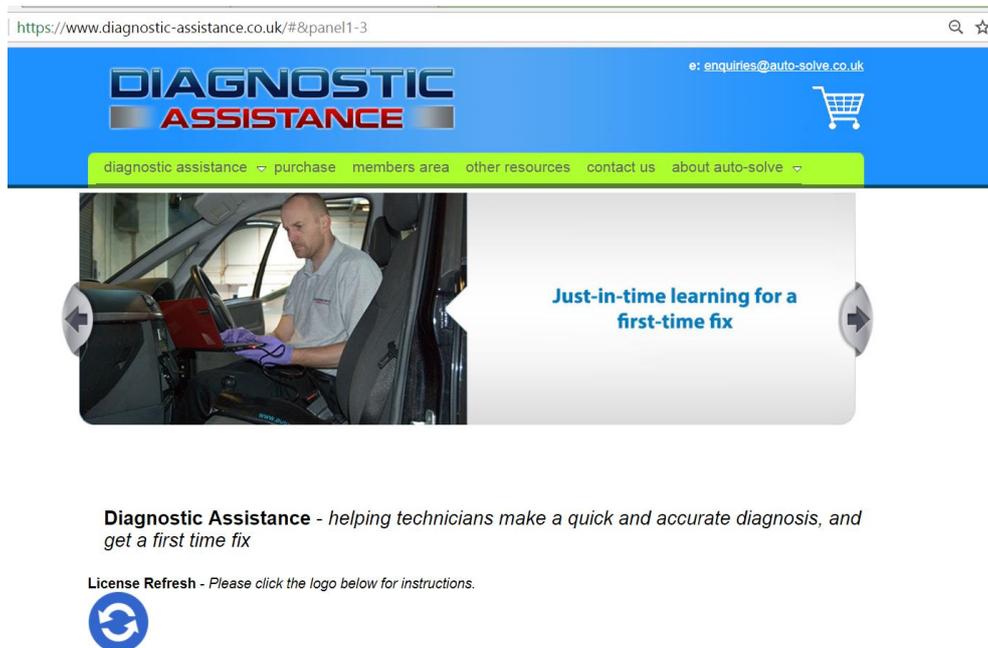


Fig 2. License Refresh Logo.

DIAGNOSTIC ASSISTANCE

Step 3. Download the User Utility.

This will take you to the license refresh page where the instructions and the utility can be downloaded (fig 3).

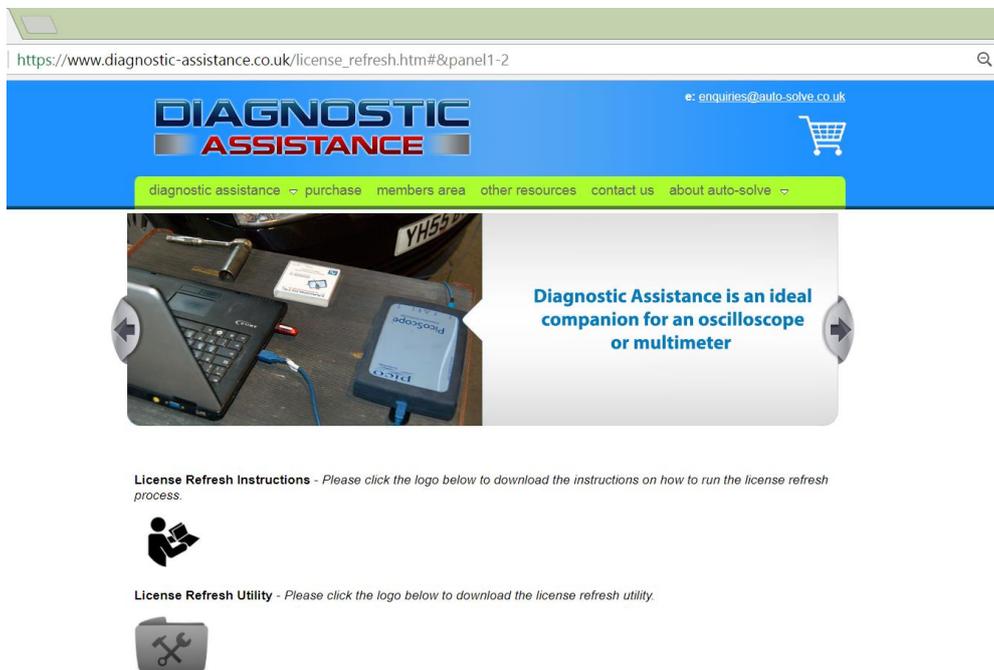


Fig 3. Download software.

This will commence a short download process, as it is a very small utility file (404kb). During the download process, your computer may display the message 'Windows Protected Your PC'. If this happens, click on the MORE INFO link (indicated by the first arrow in fig 4 below).

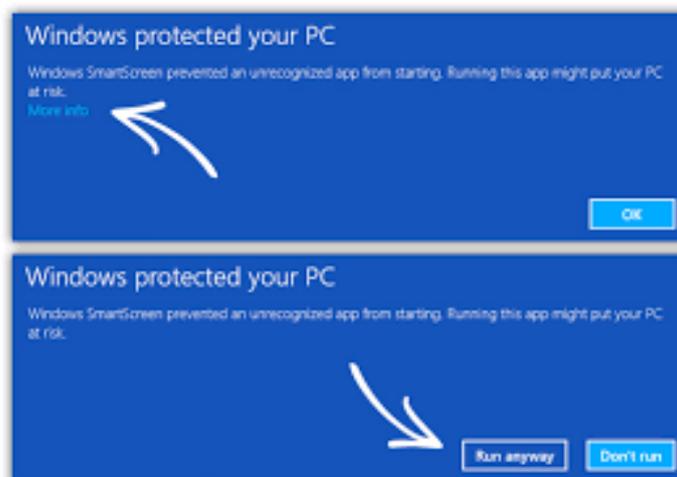


Fig 4. Windows Protected PC Message.

This will open up a button called 'Run Anyway', (signified by the second arrow in fig 4 above). Click this to proceed with the installation.

DIAGNOSTIC ASSISTANCE

Step 4. Run the User Utility on your computer.

Locate the recently downloaded User Utility on your computer (fig 5.). The file will be downloaded to your computer. The 'Downloads' folder is the default location on most computers.

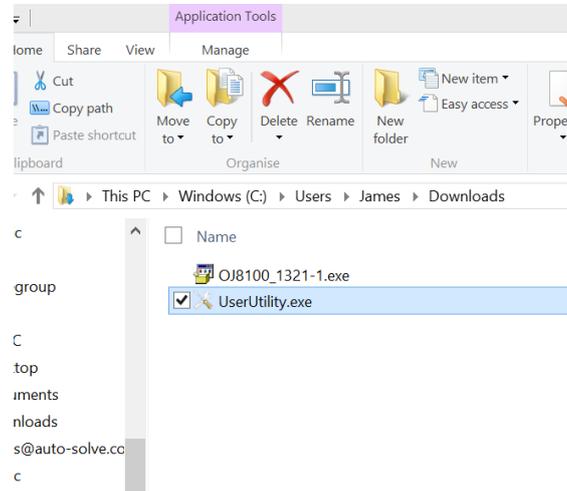


Fig 5. The User Utility in the Downloads folder.

Double click the file and the User Utility will run. The first screen you should see is shown in Fig 6. Some computers may prevent the utility from running (see the troubleshooting section at the end of this document for the solution to this problem).

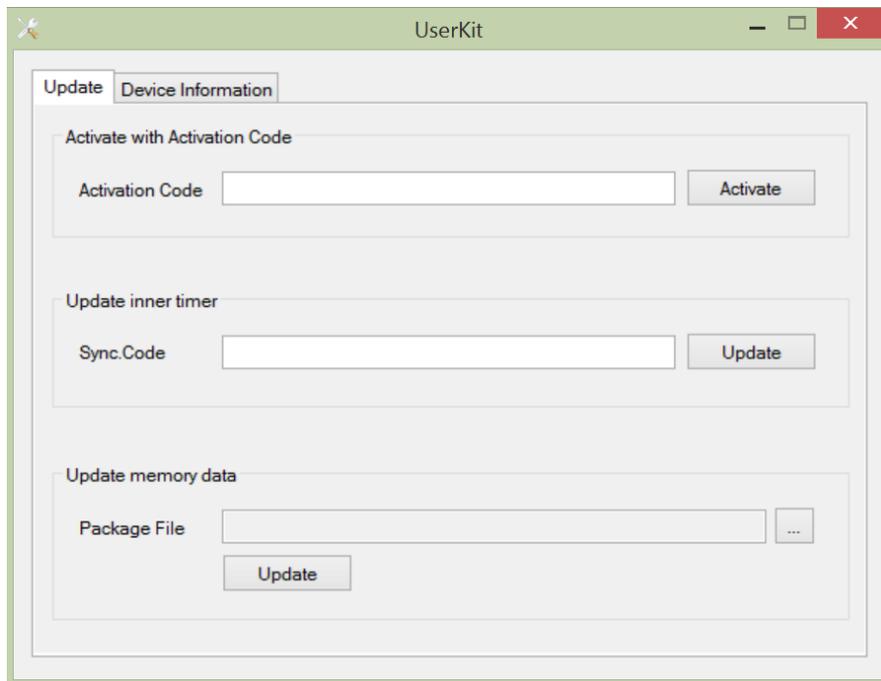


Fig 6. The User Utility opening screen.

Put the blue USB hardware key into a USB port on your computer.

Click on the Device Information tab at the top of the screen. This will open a new page shown in fig 7.

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When the device information tab is clicked, the User Utility will read the information from the USB hardware key.

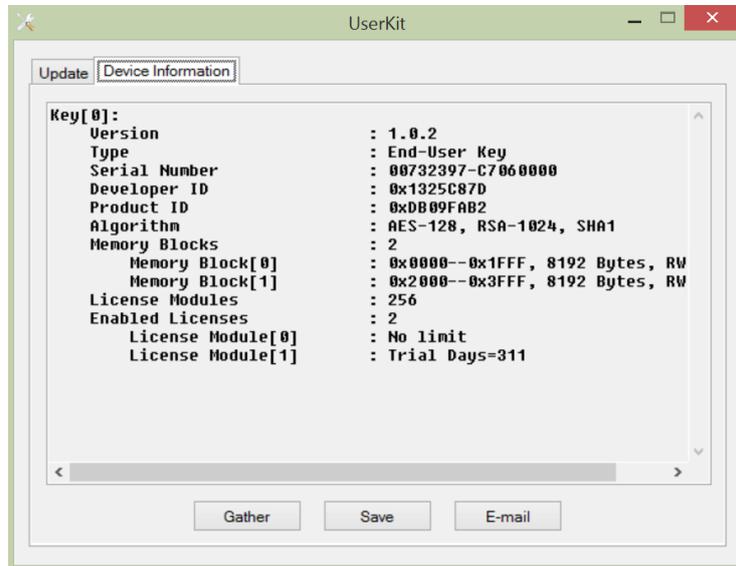


Fig 7. The Device Information tab.

Step 5. Send the information to us via email.

- A) If you have an email program attached to your computer, you can click the E-mail button. This will open up your email program.

Copy the address licence@diagnostic-assistance.co.uk into the **To:** address box in your email program. Send us the email.

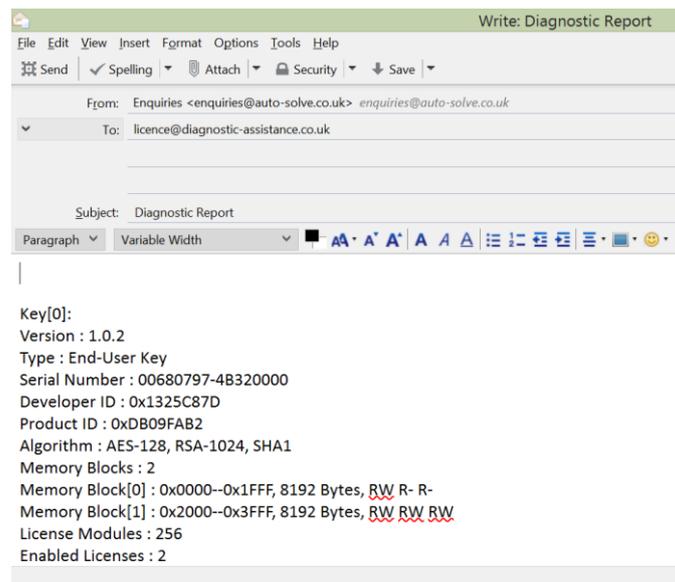


Fig 8. Email being sent to us.

Once we receive your email, we will process it and a reply with a licence Activation Code (see step 6).

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B) If you are using webmail (Gmail, Hotmail etc) and the email program isn't started automatically, you will need to save the hardware key data to a text file and email it manually.

Simply click the box save the file to your computer.

This will open a window (fig 9).

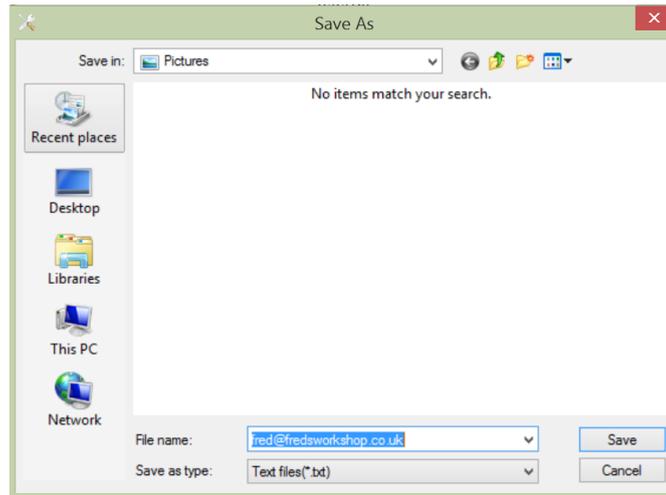


Fig 9. The save file box.

Save the file with your email address as the filename. This will help us correctly identify and process it when it reaches us.

Send us the file (as an attachment) using your usual email method.

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Step 6. Enter the Activation Code

Run the User Utility application. Click the UPDATE tab (fig 10)

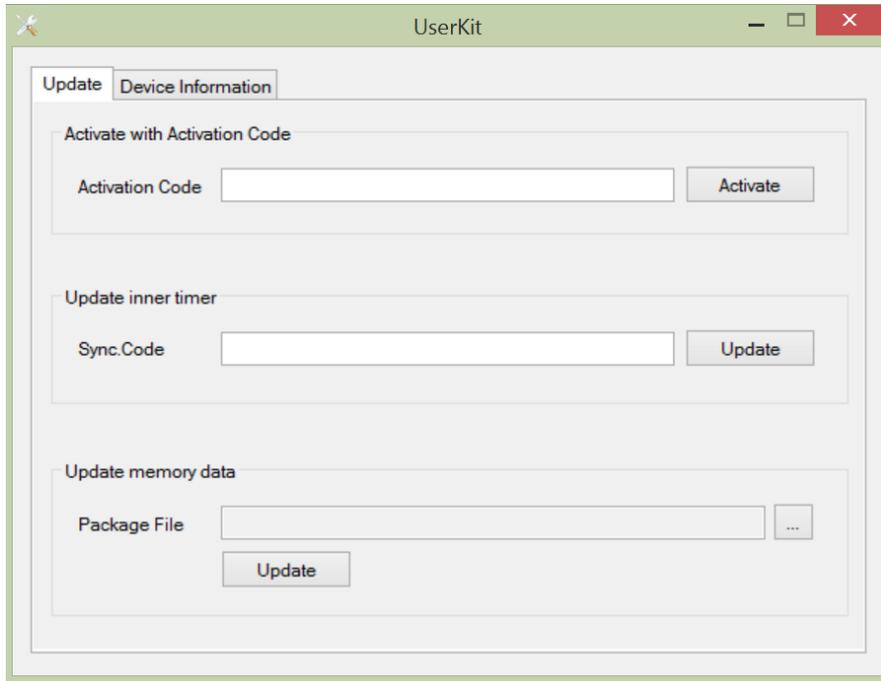


Fig 10. The User Utility Update tab.

Make sure that the blue USB hardware key is attached to your computer.

The email we have sent contains an Activation Code. Copy this code directly into the User Utility Activation Code box and click the Activate button (fig 11).

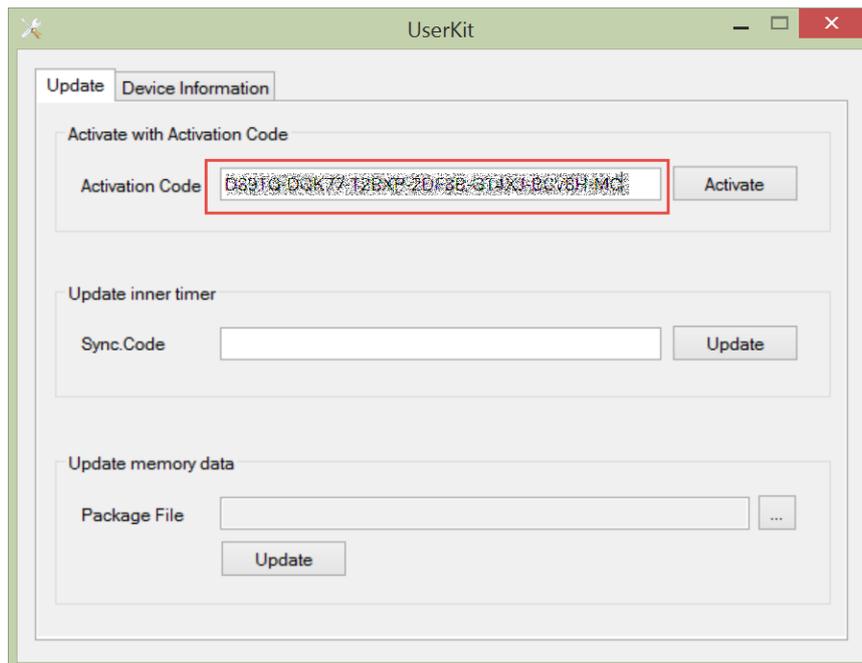


Fig 11. Activation Code – Activate.



This will refresh your licence and allow the Diagnostic Assistance software to run normally.

Close the User Utility and run the Diagnostic Assistance software.

***** <END OF PROCESS> *****

Troubleshooting & Frequently Asked Questions

Question	Solution
I can't find the User Utility on my computer after clicking the download button.	Most PC's have a default folder called Downloads where all software downloads are placed. You'll probably find it here. If not, you can use the 'Search' facility on your computer to find the UserUtility application.
When I click on the User Utility to run it, Windows displays a message 'Windows Protected your PC'.	Please click on the MORE INFO link underneath the text. This will open up a button RUN ANYWAY. Click this and the installation will run as normal.
When I click the DEVICE INFORMATION tab or when I click on the GATHER button, I get the message 'No Key Is Found'.	Make sure that the blue USB hardware key is inserted correctly into the computer, and that the red LED is illuminated.
When I click on the EMAIL button to send the Device Information, I get the error 'There Is No Email Program Associated....'	This means that you don't have an email client setup on your computer. Follow the steps in 5B (page 6 of this instruction sheet) to manually email us the information.
I have entered the Activation Code, but I get a warning message 'Please Insert An End User Key'.	Make sure that the blue USB hardware key is inserted correctly into the computer, and that the red LED is illuminated.
I have entered the Activation Code, but I get a warning message 'Invalid Update Package/Activation Code.....'	The code that you have entered into the Activation Code box is not correct. Please check for typing errors. You must copy the Activation Code EXACTLY as it appears in the email we send you.