

Renewing Premium Maintenance using the Premium Maintenance Renewal Tool

When you purchase Frontline software, you receive one year of Premium Maintenance (PM). Premium Maintenance allows you to download all software updates for one year. The expiration date, PM number, and other information are on the authorized ComProbe that you receive with the software.

At the end of the first year, you can purchase an additional year or years of PM. You will be reminded that your PM is expiring in email messages from Sales Support and also by a reminder dialog when you open FTS.

When you renew PM, you will transfer information from a .pmu file to your authorized ComProbe. With the updated PM, you will be able to install new versions. If the new .pmu information is not on the ComProbe, you will not be able to install new versions.

So, let's take a look at how to update Premium Maintenance. The process is the same whether you update PM before the expiration date or whether you do it after PM has already expired.

Obtain a new .pmu file

The first step is to obtain a new .pmu file. This file contains all the necessary Premium Maintenance information: expiration date, product name, etc. As you will see in a moment, the information in the .pmu file will be loaded onto your authorized ComProbe.

To get the .pmu file.

1. Contact Frontline in one of three ways:
 - activate@fte.com
 - (434) 906-4500 Ext 305
 - Call your distributor

Usually Sales Support will send you the .pmu file in an email. Different arrangements can be made on a case-by-case basis.

Once you receive the file:

2. Copy the file onto your computer.

Once you have the .pmu file on your computer the next step is to...

Download the Premium Maintenance Renewal Tool

1. Download the Premium Maintenance Renewal Tool from
ftp://fteout:Link007@fte.com/RenewPM-[Version #]

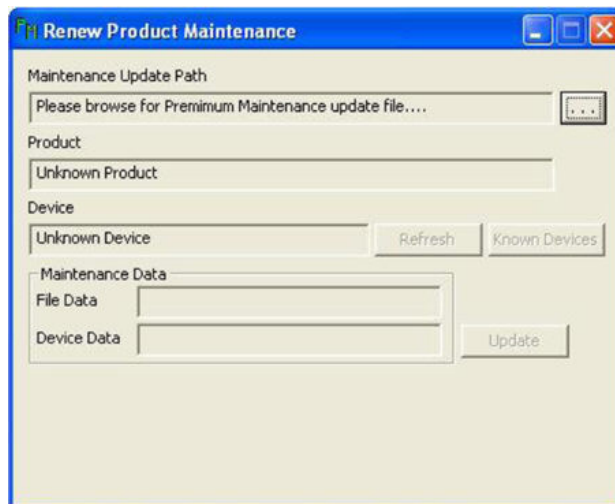
Note: You may already have this .exe on your PC if you have installed any version of FTS that included the new licensing system.


2. Install *RenewPM.exe*, following the dialog instructions. The installation will create a folder on the desktop.

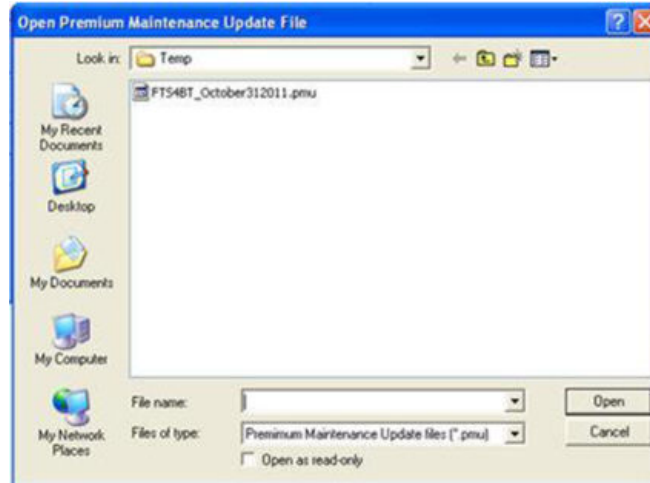
Once you have the tool installed...

Update the ComProbe

1. Insert your *ComProbe*.
2. Open *RenewPM.exe* from the desktop or from the Start menu.

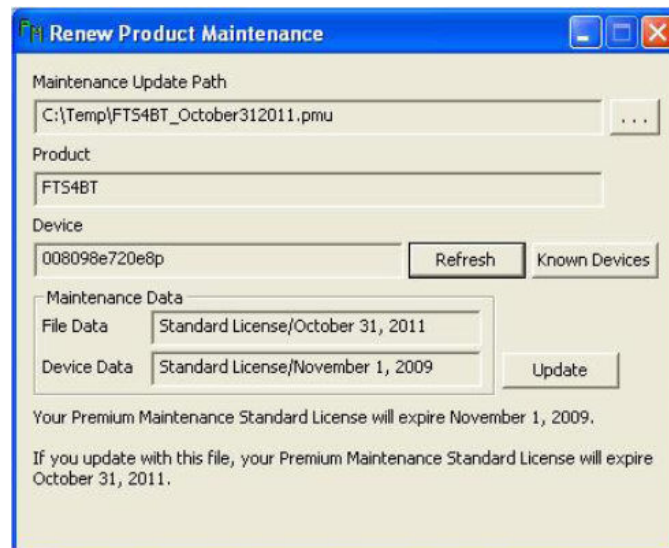


3. Select the browse button  on the Premium Maintenance Renewal Tool

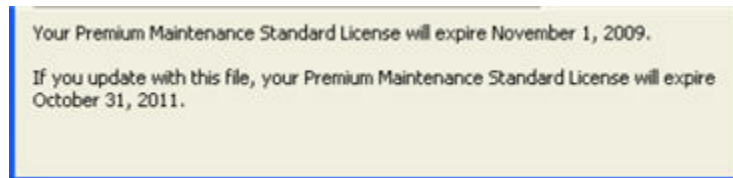


4. Locate the *.pmu* file that you saved earlier.
5. Select the *.pmu* file.
6. Click *Open*.

Back at the main dialog, the **Maintenance Update Path, Product, File Data, and Device Data** should be displayed.



The information at the bottom of the dialog displays when the license will currently expire and when the license will expire if you update.



The most important information on the dialog is the Device identification number. If the **Device** identification matches the identification in the .pmu file, it will be displayed under **Device**.



If you see the Device identification number displayed:

7. Select Update

The Premium Maintenance tool will update your ComProbe with the new Premium Maintenance info from the .pmu file.

If identification does not match

If, however, the identification does not match, you will see the following:



If the device is not found, you should:

1. Remove the ComProbe
2. Reconnect it
3. Then select Refresh.

The tool will identify the ComProbe again. If it matches, you can complete the update process by selecting **Update**.

If the device is still not found:

1. Click Known Devices to check the ID's for the ComProbe(s) you have connected.

A dialog appears that displays the ID's for the connected devices.

2. Double check the ID's of the connected devices.
3. If the connected devices do not match the device identified in the tool, you must locate the correct device and connect it to the computer before you can continue.

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