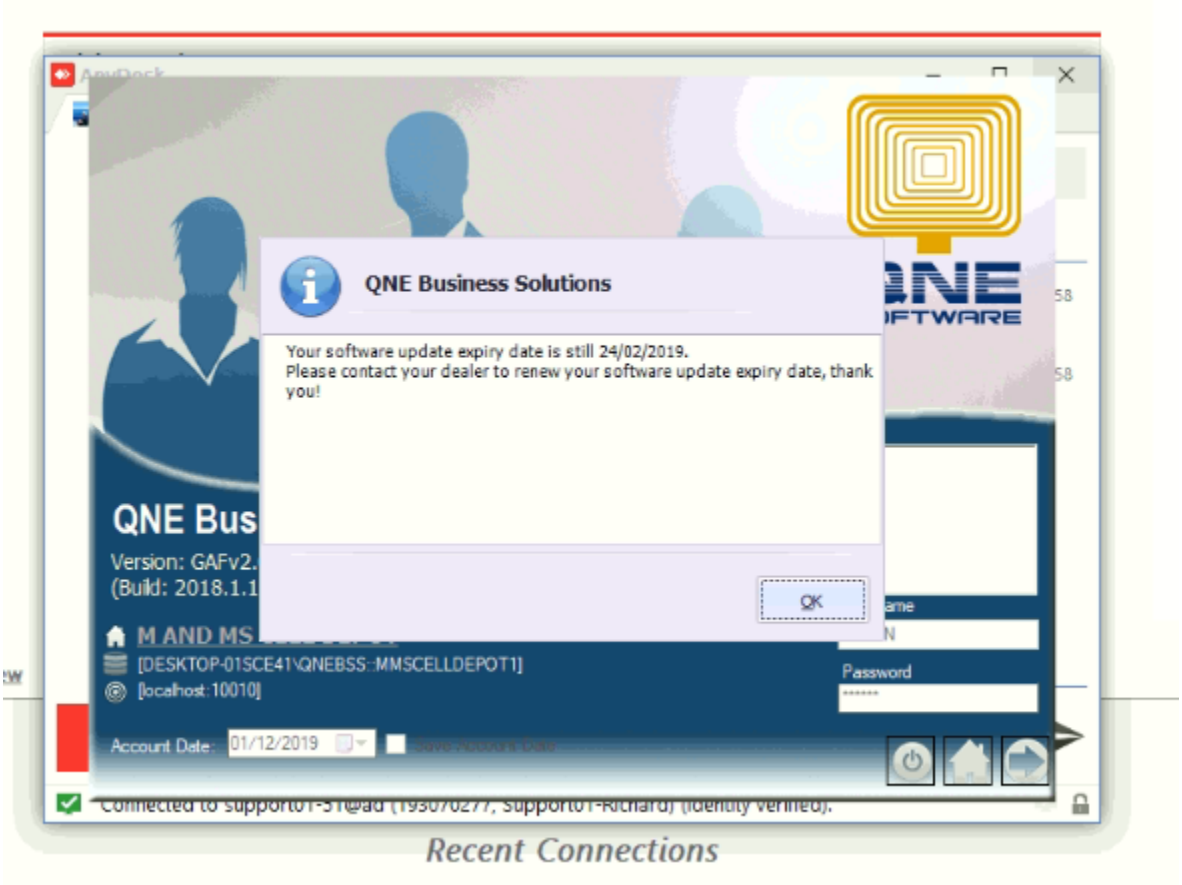
HOW TO UPDATE LICENSE – UPDATE SMC EXPIRATION DATE

Problem Scenario:

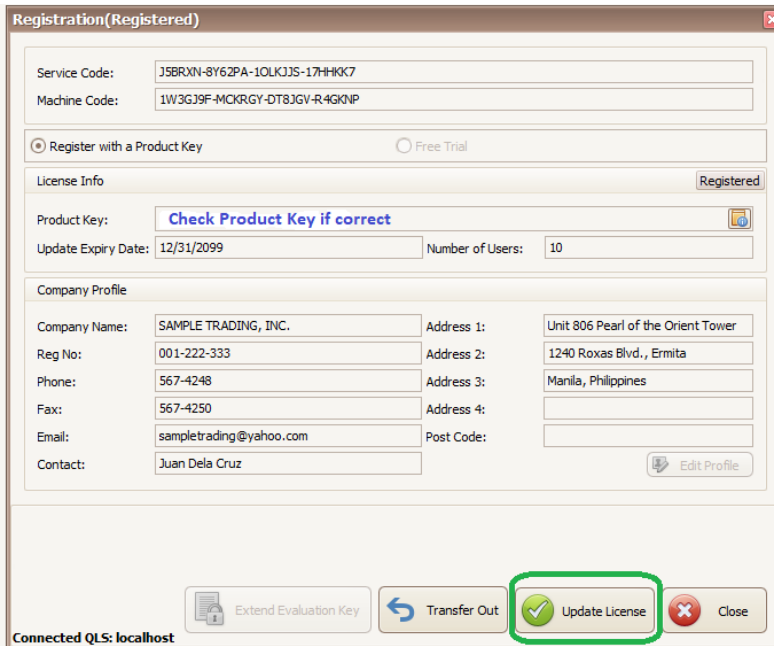
After Software Maintenance Contract renewal, users are now entitled again for system updates. Upon log in after successful system update, database will be upgraded. You may encounter the error below:

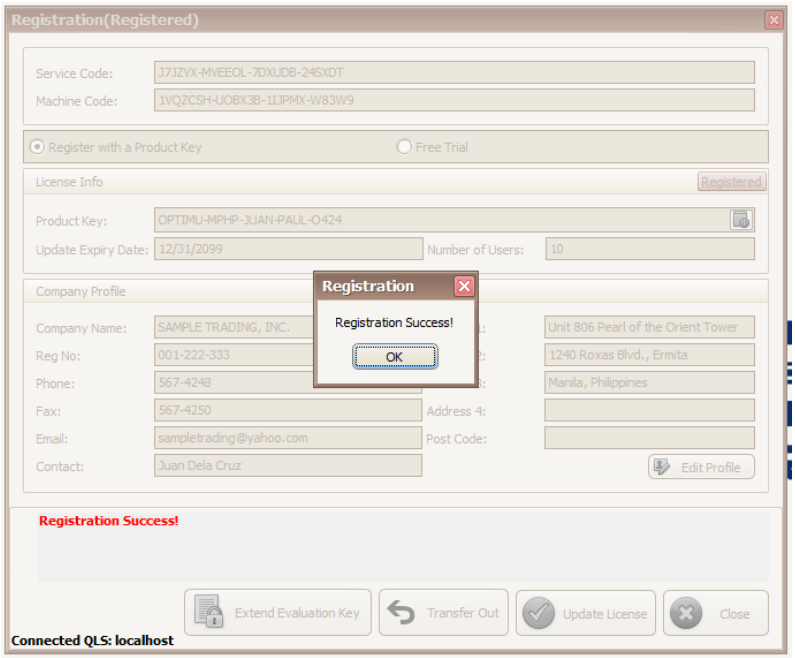


Resolution:

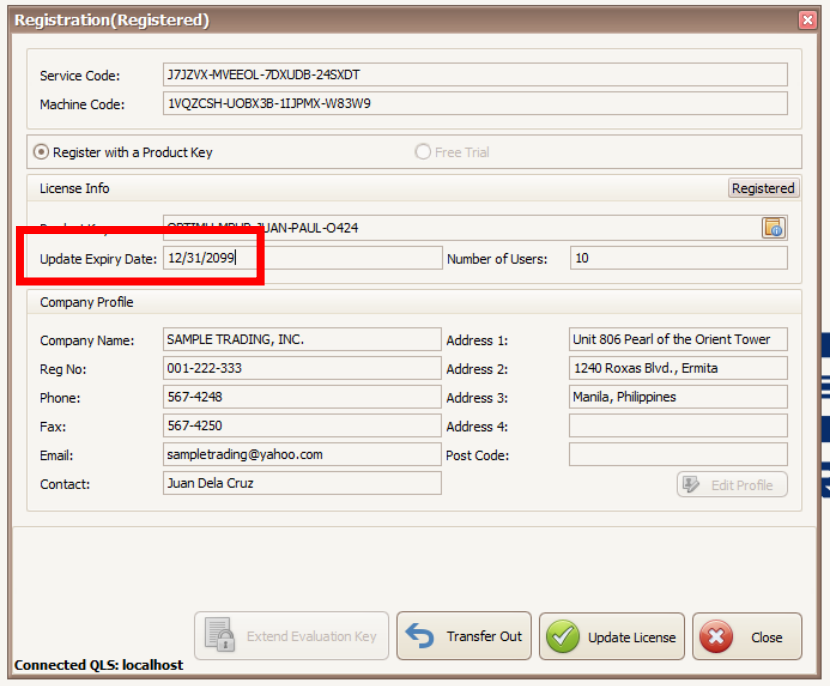
Scenario 1

After clicking OK, you will be proceeded to Registration Window. Click Update License





Check now your updated “Update Expiry Date”

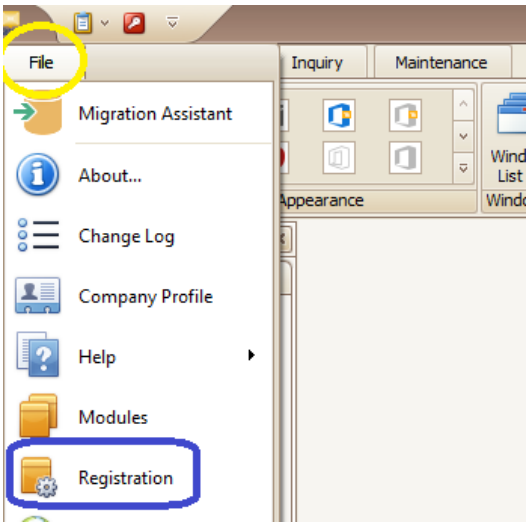


Database upgrade will now proceed and you will be logged in successfully.

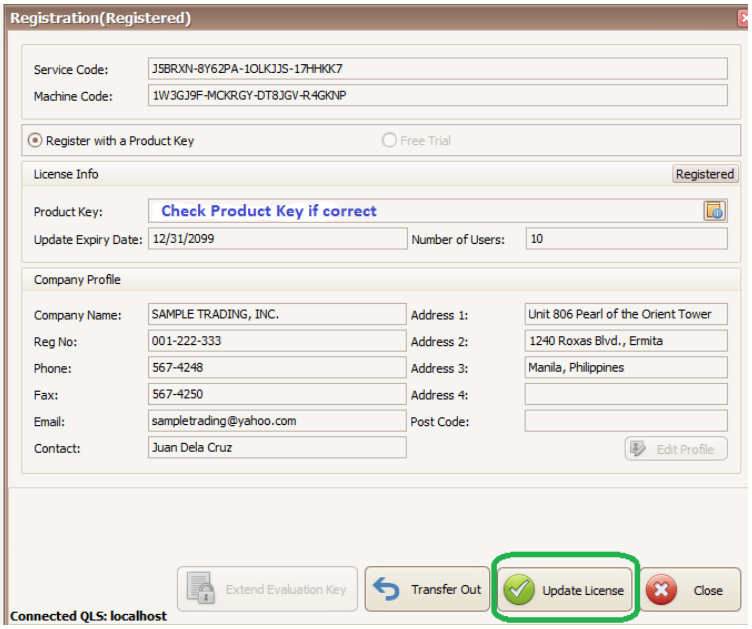
Scenario 2

Because database upgrade has been interrupted due to not updated “Update Expiry Date”, user decided to **reinstall current version** to open their databases.

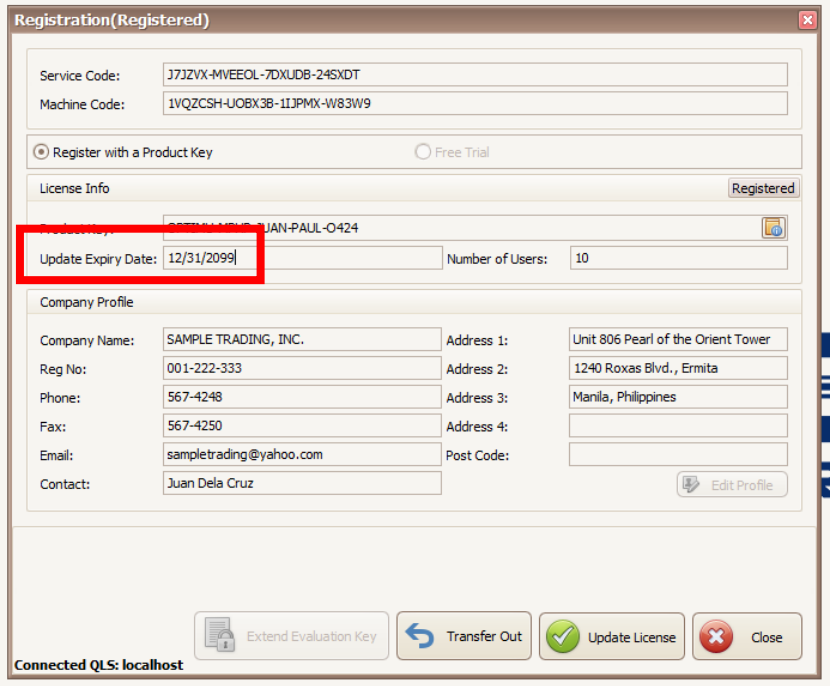
Upon contact to support and user is informed that user’s license has been refreshed, but remote session is not possible (e.g. client’s management disallowed remote access, no internet available, etc.), go to Registration Window. Log in to the database > File > Registration



Click Update License



Check now your updated "Update Expiry Date"



Once the Expiration Date has been successfully updated, you may now **reinstall the updater**. Database upgrade can now proceed and you will be logged in successfully.

NOTE:

After doing the procedure(s), and if problem still occurs, please contact support to assist you or create ticket thru this link https://qnesupportph.freshdesk.com