

- **Upgrade Instructions for Existing Customers**  
Desktop Automation Software 2020



**WinAutomation 9.1**



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# Upgrade Instructions for Existing Customers

The purpose of this document is to explain how users can manage and upgrade their WinAutomation licenses. The full procedure is described for the following cases:

- Case 1: Users with WinAutomation Version 8 or older with inactive SAP or SSMP
- Case 2: Users with WinAutomation Version 8 and active SAP or SSMP
- Case 3: Users with an Expired WinAutomation Subscription

Upgrading your WinAutomation is done through the User Area, the portal where you can view and manage your existing licenses.

The screenshot shows the WinAutomation user login interface. At the top, there is a navigation bar with the WinAutomation logo on the left, 'Home' and 'Support' links in the center, and 'Download Free Trial' and 'Purchase' buttons on the right. The main content area is titled 'User Login' and contains the text 'Please enter your details in the form below to login'. Below this text is a form with two input fields: 'Username' and 'Password'. A 'Log in' button is located below the form, and links for 'Lost password?' and 'Register' are positioned at the bottom of the form area.

If you have questions on how to upgrade, or would like assistance on managing your WinAutomation license, please contact [support@softomotive.com](mailto:support@softomotive.com)



## Case 1: Users with WinAutomation Version 8 or older with inactive SAP

Users who have a regular WinAutomation license of 8 or older and

- have no support plan extension (SAP or SSMP), or
- their support plan has expired before the release date of WinAutomation version 9 will need to manually upgrade their license and purchase a WinAutomation Subscription.

To upgrade their older WinAutomation license, click on the “Upgrade – switch to Subscription” button on the license you would like to upgrade.

### Your Licenses

<p><b>WinAutomation Subscription</b> <span style="float: right;"><a href="#">Renew Subscription</a></span></p> <p>Expired on 15 Jun 2019</p> <p>Assigned to: Unassigned <a href="#">Assign to User</a></p> <p>License Key: 529e0d23-9c30-44e8-9585-b95080a2d8ed </p>
<p><b>WinAutomation Subscription</b></p> <p>Valid until 15 Jun 2020</p> <p>Assigned to: Unassigned <a href="#">Assign to User</a></p> <p>License Key: 228099ac-4439-47db-b24e-b6c92b08c79d </p>
<p><b>WinAutomation Subscription</b></p> <p>Valid until 15 Jun 2020</p> <p>Assigned to: Unassigned <a href="#">Assign to User</a></p> <p>License Key: 5066f8d5-c7c4-4a25-9b3c-b6c546f228d3 </p>
<p><b>WinAutomation Professional Plus v7.0</b> <span style="float: right;"><a href="#">Upgrade - switch to Subscription</a></span></p> <p>SAP: No</p> <p>Assigned to: Anonymous (machine id: 333494c734450ad8c334d8a05b05588e879589e) <a href="#">Unassign License</a></p> <p>License Key: 30f2489-2be3-446d-b66b-23be95590f0f </p>

[Download WinAutomation](#) Latest ▾

In the following screen, you will be able to see the cost for yearly subscription.

Note, Users in this category are offered a one-time discount for their first payment of the WinAutomation Subscription. To complete the payment process and activate their subscription, click on the “Renew Subscription” button.



1-Year Subscription Renewal			
Expiration Date	Quantity	Price	
N/A	1	\$499.00	
		<b>Total:</b>	\$499.00

[Renew Subscription](#)

If you have questions on how to upgrade, or would like assistance on managing your WinAutomation license, please contact [support@softomotive.com](mailto:support@softomotive.com)

## Case 2: Users with WinAutomation Version 8 and active SAP or SSMP

Users with an active support plan (SAP, SSMP), either as part of version 8 purchase or bought separately, as of official release date of WinAutomation version 9, are eligible to upgrade to version 9 for free.

They will see their SAP or SSMP version 8 become WinAutomation Subscription(1), with a link to download version 9.1, right below(2).

Note, that given version 9.1 requires a valid WinAutomation subscription, users will be able to use version 9.1 until the expiration date of the respective active SAP or SSMP. To continue using version 9.1 after the SAP or SSMP expiration date, users must renew their WinAutomation subscription.

Users who had an active support plan (SAP, SSMP) on the day of version 9 release are eligible for a one-time discount for their first payment towards a WinAutomation subscription as in the first case.



## Your Licenses

### WinAutomation Subscription

[Renew Subscription](#)

Expired on 15 Jun 2019

Assigned to: Unassigned [Assign to User](#)

License Key: 57e0ed21-9c10-4a7e-9585-b63c81a2a2ed

### WinAutomation Subscription

Valid until 15 Jun 2020

Assigned to: Unassigned [Assign to User](#)

License Key: 228099ac-4439-4c80-b24e-b63c81a2a2ed

Active WinAutomation  
subscriptions

1

### WinAutomation Subscription

Valid until 15 Jun 2020

Assigned to: Unassigned [Assign to User](#)

License Key: 50688d45-c5c4-4e25-9b3c-b63c81a2a2ed

### WinAutomation Professional Plus v7.0

[Upgrade - switch to Subscription](#)

SAP: No

Assigned to: Anonymous (machine id: 333302f3747550a8bc112d8a02b05588087993850) [Unassign License](#)

License Key: 30f62809-4be3-4460-b66b-23be55a90f0f

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2

## 1-Year Subscription Renewal

Expiration Date	Quantity	Price	
N/A	1	\$499.00	
<b>Total:</b>			<b>\$499.00</b>

[Renew Subscription](#)

If you have questions on how to upgrade, or would like assistance on managing your WinAutomation license, please contact [support@softomotive.com](mailto:support@softomotive.com)

## Case 3: Users with an Expired WinAutomation Subscription

Users whose WinAutomation license and subscription plan has expired, will need to manually extend their subscription. To extend a WinAutomation license subscription, click on the “Renew Subscription” button on the license you would like to renew.



## Your Licenses

<b>WinAutomation Subscription</b> Expired on 15 Jun 2019 Assigned to: Unassigned <a href="#">Assign to User</a> License Key: 5700ed21-9c10-440c-9585-b95f830a2af8	<a href="#">Renew Subscription</a>
<b>WinAutomation Subscription</b> Valid until 15 Jun 2020 Assigned to: Unassigned <a href="#">Assign to User</a> License Key: 2280199e-4430-47db-b22e-b6c92b0b0c9f	
<b>WinAutomation Subscription</b> Valid until 15 Jun 2020 Assigned to: Unassigned <a href="#">Assign to User</a> License Key: 506f8d45-c9c4-4e25-9b3c-b6c44f2284db	
<b>WinAutomation Professional Plus v7.0</b> SAP: No Assigned to: Anonymous (machine id: 333404c1-34450a8b811493a05b95581808795890) <a href="#">Unassign License</a> License Key: 30f223e9-2be3-446d-b6db-23be955908f8	<a href="#">Upgrade - switch to Subscription</a>

[Download WinAutomation](#) Latest ▾

In the following screen you will be able to see the current market price for the yearly subscription plan. Click on the “Renew Subscription” button to proceed to finalizing the payment for the yearly subscription plan.

## 1-Year Subscription Renewal

Expiration Date	Quantity	Price	
15 Jun 2019	1	\$1,068.00	
			<b>Total:</b>
			\$1,068.00

[Renew Subscription](#)

If you have questions on how to upgrade, or would like assistance on managing your WinAutomation license, please contact [support@softomotive.com](mailto:support@softomotive.com)



## About Softomotive

Softomotive - the makers of WinAutomation - is one of the leading, longest-standing providers of Robotic Process Automation solutions. We Simplify Automation for over 9,000 customers worldwide, empowering anyone to automate tasks and be given the power to drive innovation.