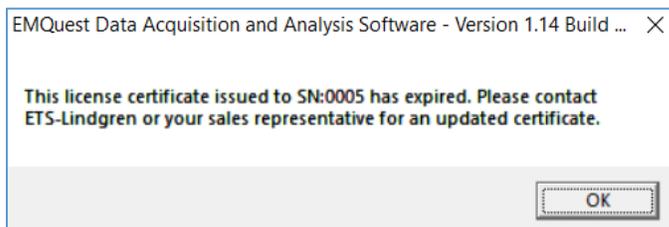


## What is my EMQuest maintenance license status

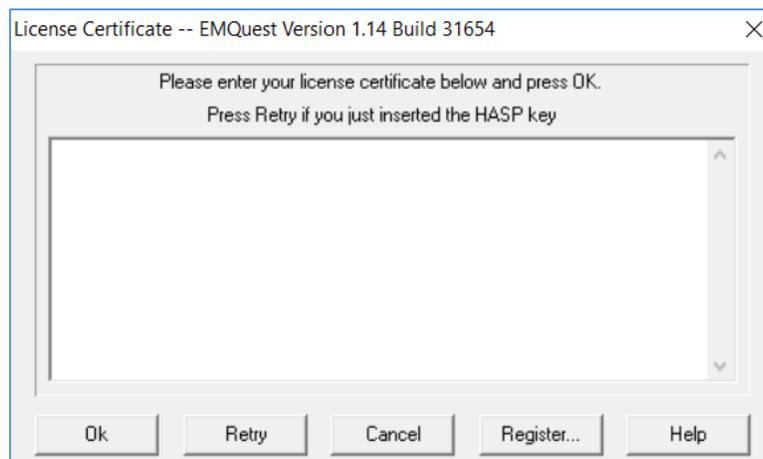
1. Hello everyone, this video will explain how to find your EMQuest license key's maintenance status.
2. First, plugin your EMQuest key and open EMQuest.



3. If you see this popup then your EMQuest key is expired and you need to renew your contract.

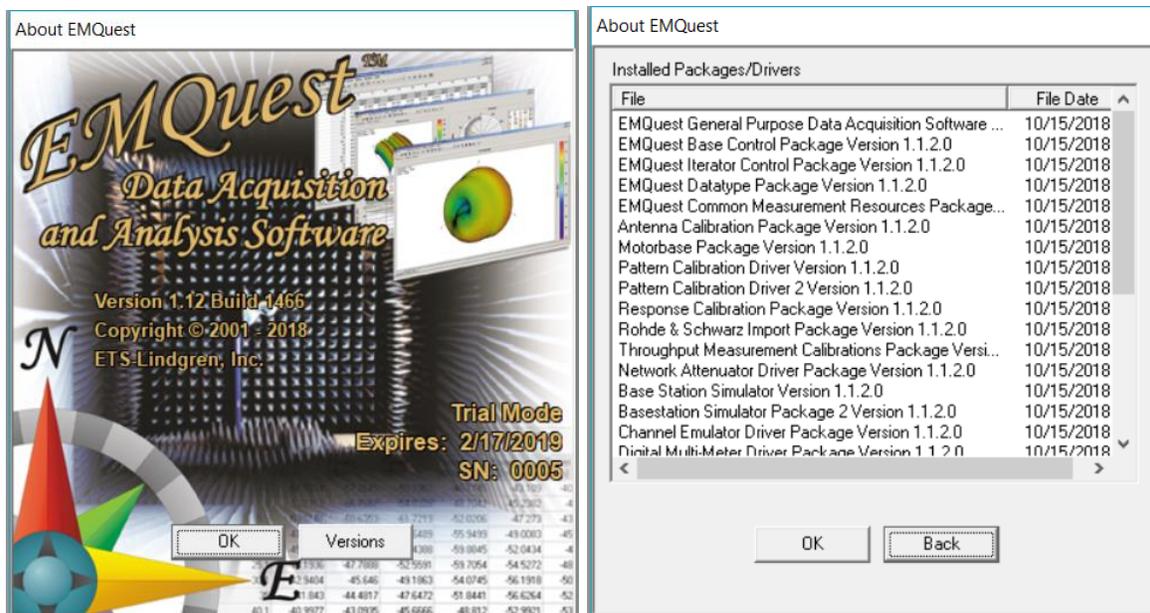


- a. Please write down the SN (serial number) and click the "OK" Button.
- b. This reveals the license string renewal box that has your version and build number at the top of the window, please also write these numbers down.



4. I've created an email template with the relevant information that [software.support@ets-lindgren.com](mailto:software.support@ets-lindgren.com) needs to help you.

- a. Please put in the subject line "Expired EMQuest License".
  - b. Then add your Full Name and Company name.
  - c. Put your EMQuest license key Serial number and your version/build number.
  - d. As seen again when you open EMQuest to see your SN here and click OK to see your version/build number at the top here.
  - e. Copy both numbers down and add them to the email.
  - f. And then add your phone number and email as the best way to contact you.
  - g. Lastly, reiterate your goal to renew your license contract to use EMQuest again.
5. If you can open EMQuest, then you are in maintenance.



- a. You can check your status by going to the toolbar Help and then About to see your current version and build number, license type, and the expiration date, plus your serial number.
  - b. If you have issues and need to contact software support, please click this link and it will create an email to [software.support@ets-lindgren.com](mailto:software.support@ets-lindgren.com) that already has your version/build number and SN.
6. Thank you for watching this video.