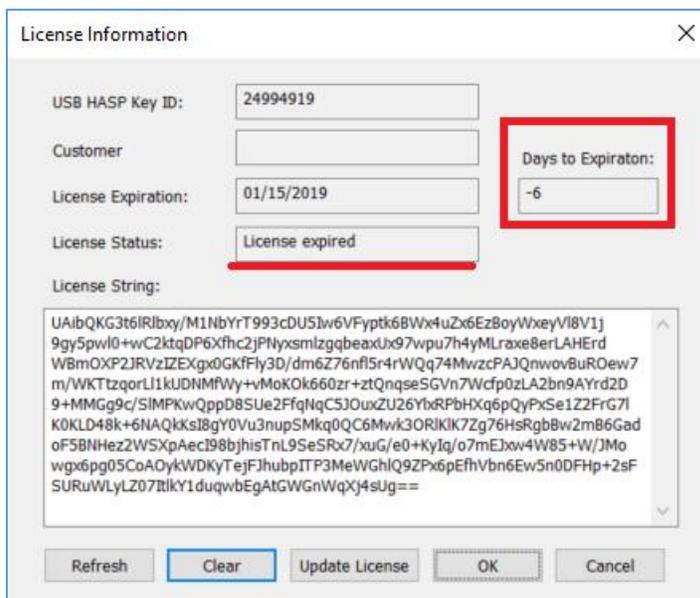


What is my TILE license maintenance status

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



3. Next, go to the toolbar menu Help and then License.
4. For example, the current key plugged-in has an expired status shown here.



License Information

USB HASP Key ID: 24994919

Customer:

License Expiration: 01/15/2019

License Status: License expired

License String:

```
UAibQK3t6IRlby/M1NbYrT993cDU5lw6VFyptk6BWx4uZx6EzBoyWxeyVl8V1j
9gy5pwl0+wC2ktqDP6xfhc2jPNyxsmIzqgbeaxUx97wpu7h4yMLraxe8erLAHErd
W8mOXp2JRVzIZEXgx0GkFfy3D/dm6Z76nfl5r4rWQq74MwzcPAJQnwov8uROew7
m/WKTzqorLJlkUDNMFwy+vMoKOk660zr+ztQnqseSGVn7Wcfp0zLA2bn9AYrd2D
9+MMGg9c/SIMPkwQppD8Sue2FfqNqC5JouuZU26YbRPbHXq6pQyPxSe122FrG7l
K0KLD48k+6NAQkksI8gy0Vu3nupSMkq0QC6Mwk3ORIKIK7Zg76HsRgB8w2m86Gad
oF5BNHez2WSXpAec198bjhisTnL9SeSRx7/xuG/e0+KyIq/o7mEJxw4W85+W/JMo
wgx6pg05CoAOykWDKyTjFJhubpITP3MeWGHQ9ZPxp6pEftVbn6Ew5n0DFhp+2sF
SURuWLyLZ07BtkY1duqwbEgAtGWGnWqXj4sUg==
```

Days to Expiration: -6

Refresh Clear Update License OK Cancel

5. It shows the expiration date and how many days it after it has been expired shown by the negative number.
6. If you wish to renew your license, you can go to the About window under Help, and it has a link to the email TileSupport@ets-lindgren.com shown right here.



7. I've created an example email you can use as a template that has the relevant information that the TILE support team needs to help you.
 - a. In the subject line I have put "Expired TILE license".
 - b. They need your full name and company name.
 - c. Your HASP ID and Expiration date, again is under Help then License. The HASP is here and the Expiration date is also here.
 - d. Your version number is on the next line, found under Help then About as shown here.
 - e. And then your contact information such as phone and email.
 - f. Also, the goal for Team is restating your expired status and requesting a renewal.
8. Thank you for watching this video.