

## What is my VisionTRX maintenance license status

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



3. Go to the toolbar menu Help and then License.
  - a. Here is the expiration date and how many days it after it has been expired shown by a negative number.

**License Information** [?] [X]

USB Hasp Key ID:

Customer SN:

License Expiration:

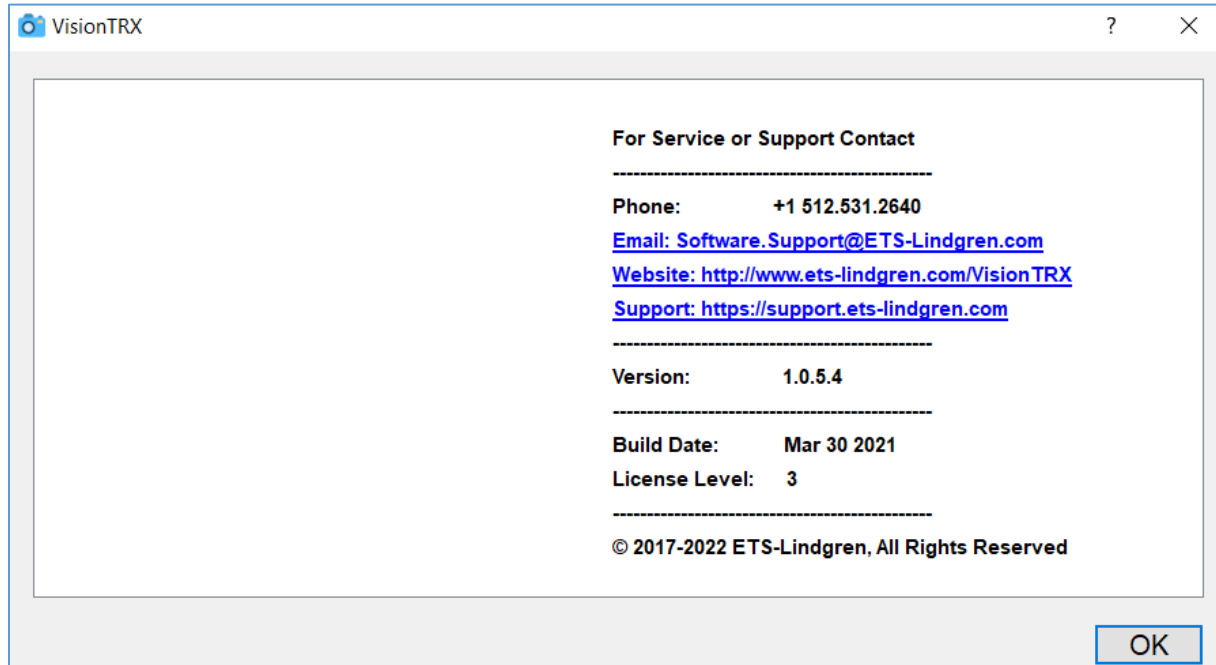
License Status:

Days to Expiration:

License String: License Level = 3

UAibQKG3t6IRlby/M1NbYrT993cDU5lw6VFyptk6BWx4uZx6EzBoyWxeyVI8V1j  
 9gy5pwI0+wC2ktqDP6Xfhc2jPNyxsmIzgzqbeaxUx97wpu7h4yMLraxe8erLAHErd  
 WBmOXP2JRVzIzEXgOGKffly3D/dm6Z76nfl5r4rWQq74MwzcPAJQnwovBuROew7  
 m/WKTtzqorLI1kUDNMfWy+vMoKok660zr+ztQnqseSGVn7Wcfp0zLA2bn9AYrd2D  
 9+MMGg9c/SIMPkKwQppD8Sue2FfqNqC5JOuxZU26YlxRPbHXq6pQyPxSe1Z2FrG7I  
 KOKLD48k+6NAQkKsl8gY0VU3nupSMkqOQC6Mwk3ORIKIK7Zg76HsRgBw2mB6Gad  
 oF5BNHez2WSXpAecI98bjhisTnL9SeSRx7/xuG/e0+Kylq/o7mElxw4W85+W/JMo  
 wgx6pg05CoAOykWDKyTejFJhubpITP3MeWGHlQ9ZPx6pEfhVbn6Ew5n0DFHp+2sF  
 SURuWLyLZ07ItlkY1duqwbEgAtGWGnWqXj4sUg==

4. If you wish to renew your license, you can go to the About window under Help, and it has a link to the email [Software.Support@ets-lindgren.com](mailto:Software.Support@ets-lindgren.com) shown right here.



5. I've created an example email you can use as a template that has the relevant information that the support team needs to help you.
  - a. In the subject line I have put "VisionTRX Support - Expired license".
  - b. They need your full name and company name.
  - c. Your HASP ID number and Expiration date (Help > License).
  - d. They will also need your version number and your license level number (Help > About).
  - e. Please also add the best way to contact you by both phone number and email.
  - f. At the end, reiterate that your license has expired and that you wish to renew your maintenance contract.
6. Thank you for watching this video.