PDF-2 License Extension by E-mail

TUTORIAL FOR EXTENDING THE LICENSE
OF A PDF-2 RELEASE 2005 TO 2016 FOR
AN ADDITIONAL FIVE (5) YEARS

Note:

If you also have a license for DDView or ICDD Suite, you must perform the license extension procedure for those products separately.

This tutorial shows the email procedure. If you wish to submit the registration by fax, see the Faxed License Extension Tutorial.

Extension Information

ICDD will extend your original license for an additional five (5) years, free of charge, providing that the licensed user has the same organization name and address (i.e., the registered user) and the product license has not been previously renewed or converted to another PDF product.   Upon receipt of your registration information, ICDD will confirm your eligibility for license extension.

Extension Information

When verified, ICDD will issue a new license key within 48 hours of receipt of the information (Monday through Friday). If you have not heard from us within 48 hours, kindly fax us your registration (610.325.9823) noting that it is a second request or call us at 610.325.9814 or toll free at 866.378.9331 (U.S. & Canada Only).

Getting Started

You will need your product serial number. The product serial number can be found on the product license envelope, the product media case, and on the product CD.

You will also need to check your computer specifications. ICDD tests each product release on the then current operating systems that are readily available. ICDD will support the published computer specifications for the product release year. ICDD does not guarantee product functionality or compatibility with subsequent changes in computer/hardware platforms. Check the preferred computer specifications here: http://www.icdd.com/licenses/compspecs.htm

ICDD
INTERNATIONAL CENTRE FOR DIFFRACTION DATA

ISO 9001:2008
QUALITY ASSURED COMPANY
CERT.NR.
11409.1

Start the Registration Wizard

Click:

Start
All Programs

    ICDD PDF-2 Release (YEAR)

    Register ICDD Product
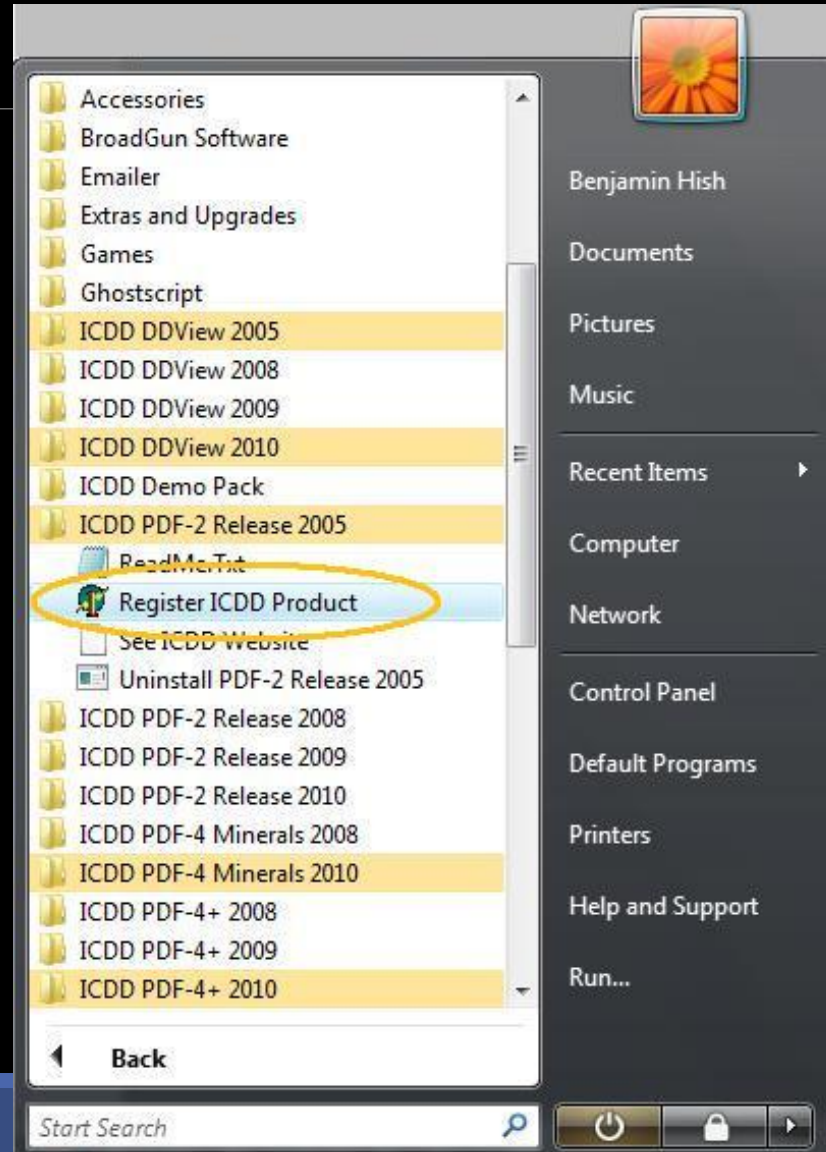
Registration Wizard

Select the first option

Press Next
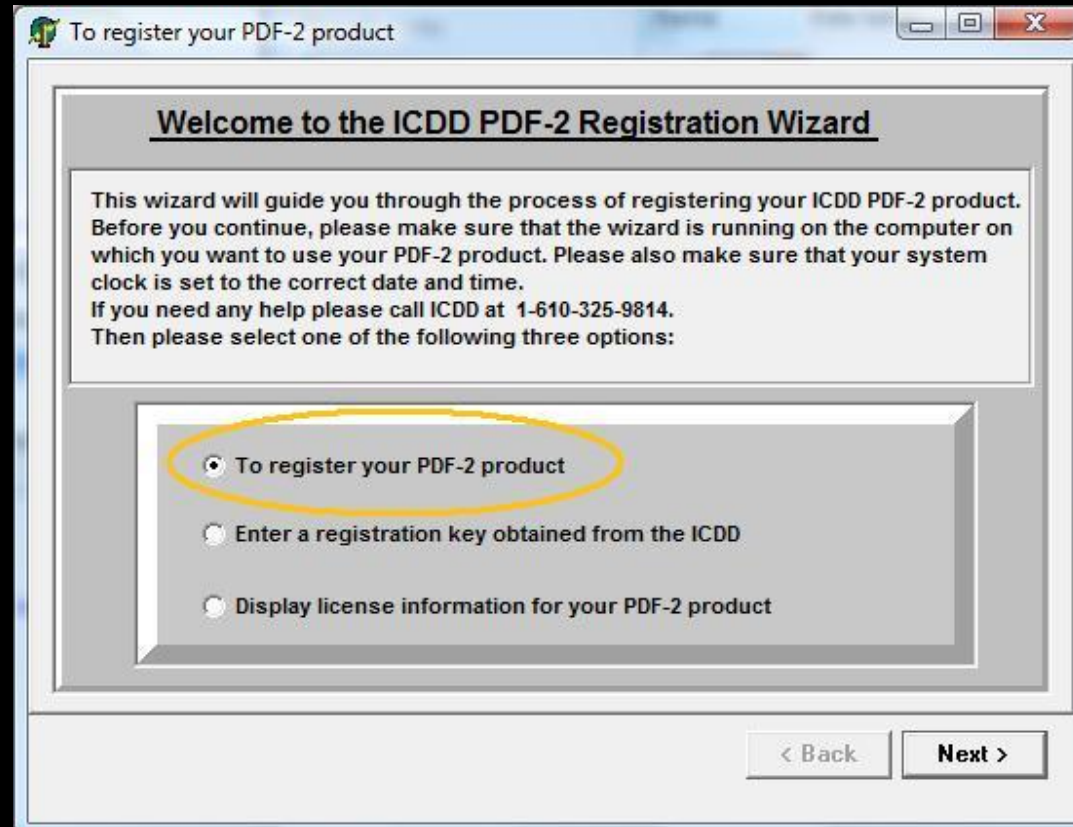
Registration Wizard

Select the method that you would like to receive your registration key

Fill in all fields marked with an *

Press Next

Registration Wizard

A summary of your registration information will be displayed

Press Next

Registration Wizard

Select, "Submit it by E-mail"

- This option requires a MAPI compliant email program on your system (Microsoft Outlook, Microsoft Exchange, and Microsoft Mail) and an Internet connection.
- Press Next
- If you do not have a MAPI compliant email program or an Internet connection on your computer see next slide.

Registration Wizard

If you have no MAPI client or Internet connection select, "Save it as a text file for sending as an email attachment"

- After pressing Next, you will be prompted to save the registration information as a text file that can be sent from any computer with an Internet connection.
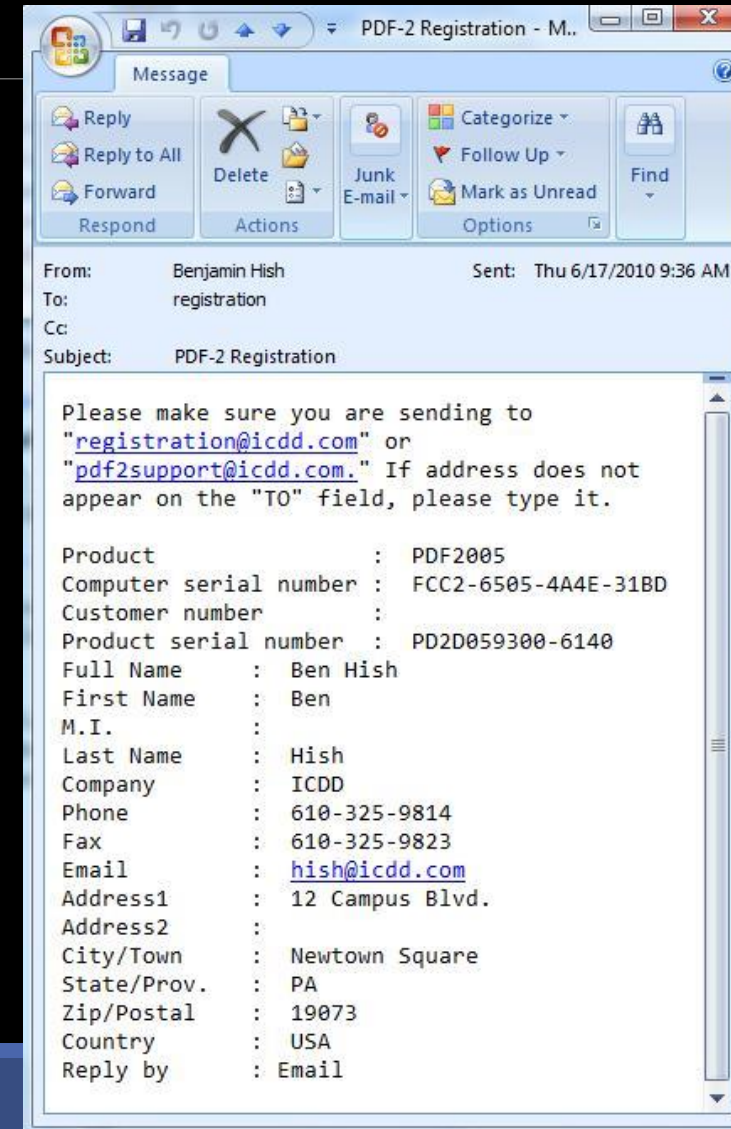
Registration Wizard

When selecting, "Submit it by E-mail":

An email with your registration information will be opened

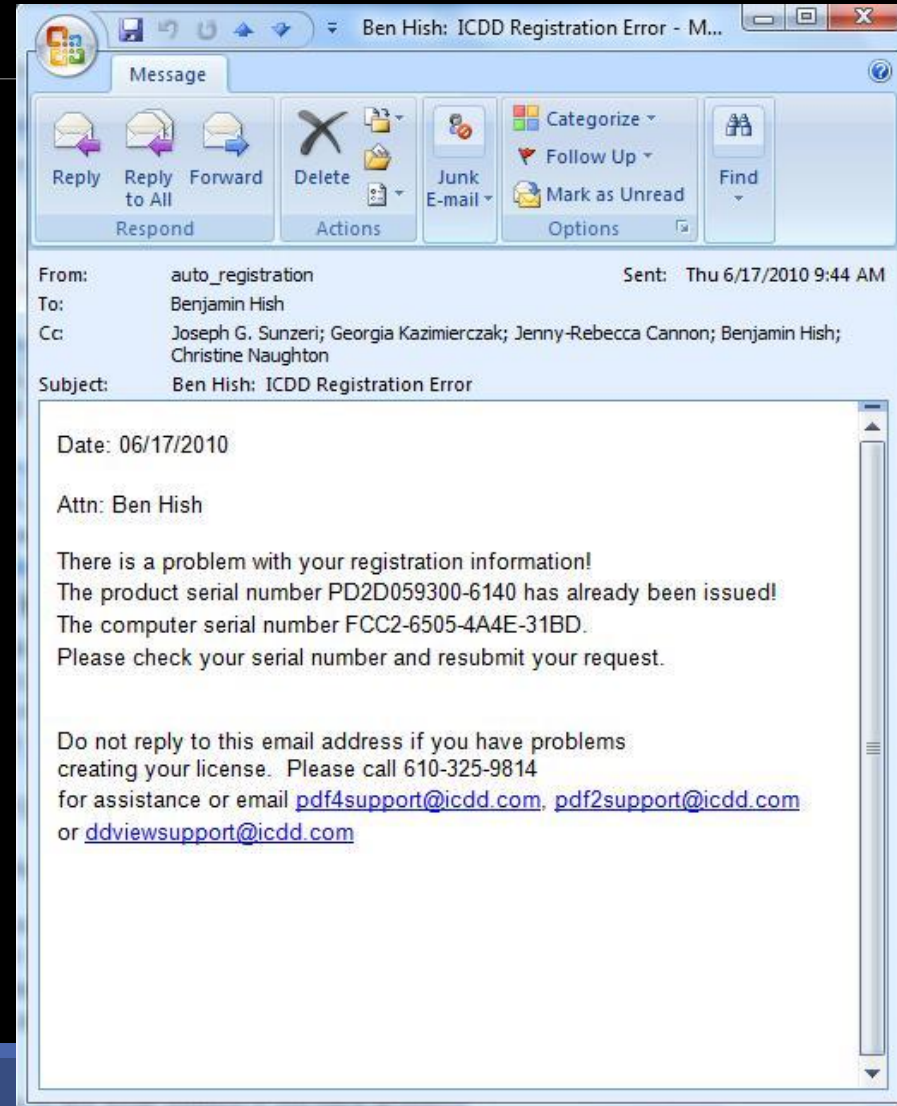Send the email to Registration@icdd.com

Registration Wizard

Since your database was registered previously, you will receive an automatic error from auto_registration@icdd.com

Disregard and do not respond to this email
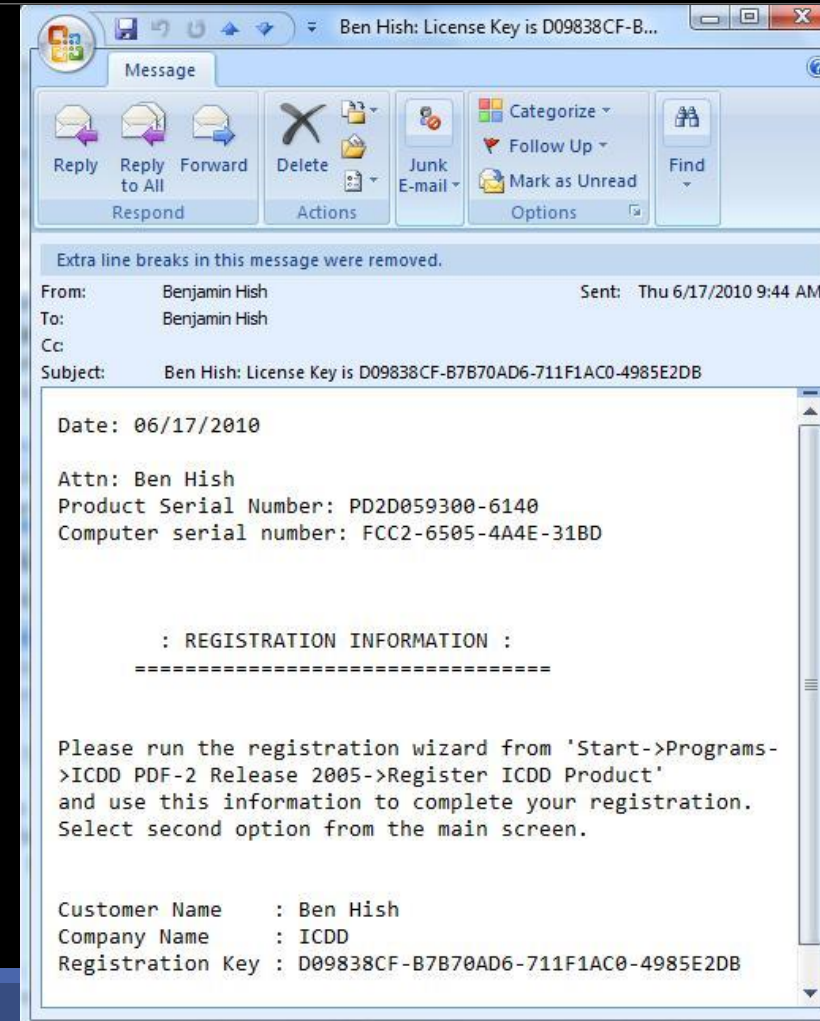
Continue to next slide

Registration Wizard

Upon verification of your license, a new key will be sent to you within 48 hours during the business week (Monday – Friday).

If a new key is not received within 48 hours
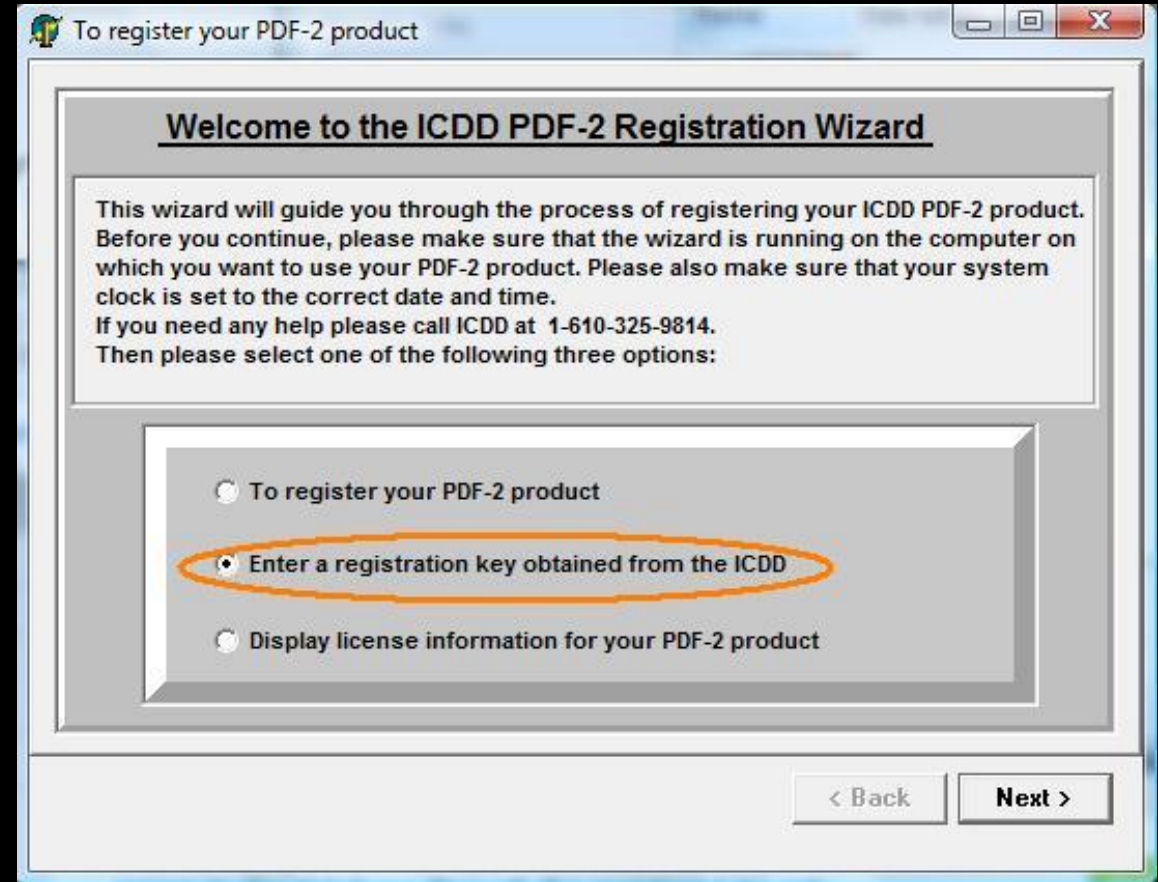- Call 610-325-9814 x203 for assistance.

Input the Registration Key

Start the Registration Wizard

Select the Second Option

Press Next

Input the Registration Key

Input the Registration Key into the third field.

Input the Registration Key

To reduce errors, we recommend you Copy and Paste the registration key from the email

If entering the key manually, keep in mind:

- Letters are all capitals
- There are no letter O's only the numeric character 0 (Zero)

Press Next

Input the Registration Key

Verify:

- License Period should be ten (10) years from the 1st of the month that you had initially registered the database.
- License Type should say, "Full License"
- Press Finish

Thank you for viewing our tutorial!

Additional tutorials are available at the ICDD website.
www.icdd.com

International Centre for Diffraction Data

12 Campus Boulevard

Newtown Square, PA 19073

Phone: 610.325.9814

Toll Free Number in US & Canada: 866.378.0331

Fax: 610.325.9823