

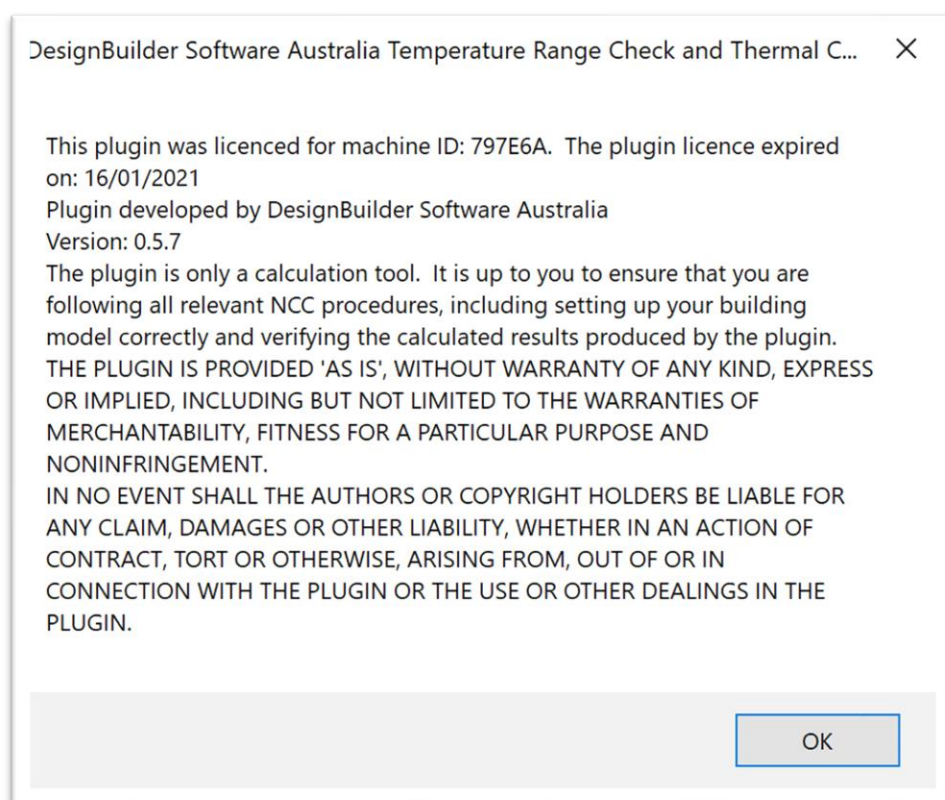
Licence Renewal Guide –

TEMPERATURE CHECK AND THERMAL COMFORT REPORT PLUGIN

Purchased licence codes for the Temperature Check and Thermal Comfort Plugin expire 12 months after the licence is activated. The plugin licence can be renewed for a further 12 months by following this procedure.

[To Check the Expiry Date of the Plugin](#)

Select the plugin menu option: 'NCC 2019 Tools|About' – this will display a message similar to the following which will show you the current version, machine ID, licence status and expiry date of your plugin:



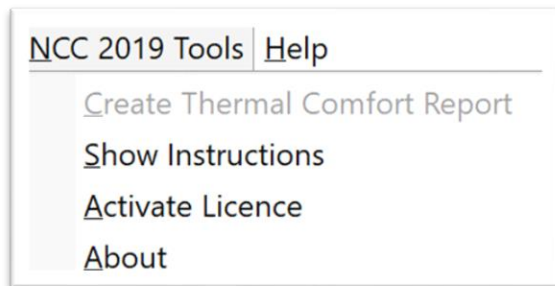
Please take a moment to check that your plugin version is up to date by checking your version number against the [current version number on the website](#).

There are instructions on the website on [how to upgrade the plugin](#) if a newer version is available. You can check what changes have been made in each plugin version in the [Release Notes](#).

What Happens When the Plugin Licence Expires

If you use DesignBuilder with the plugin installed in the week before the licence expires, it will pop up a message reminding you to renew, reading: “Your plugin licence file will expire soon. Please contact DesignBuilder Software Australia for a new licence code.”

If you do not use DesignBuilder in the week prior to the licence expiring, the next time you start DesignBuilder, you will see a message that the plugin licence has expired. The plugin menu will then have the ‘Create Thermal Comfort Report’ option greyed out, and will show the option ‘Activate licence’.



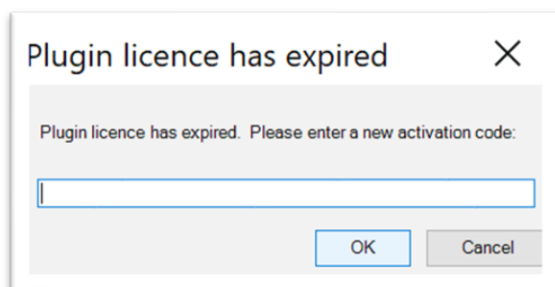
To ensure you get a full 12 months of use from each licence, **you cannot enter a new activation code until your current licence has expired.**

If your plugin licence has expired, you can choose to renew your licence or to uninstall the plugin.

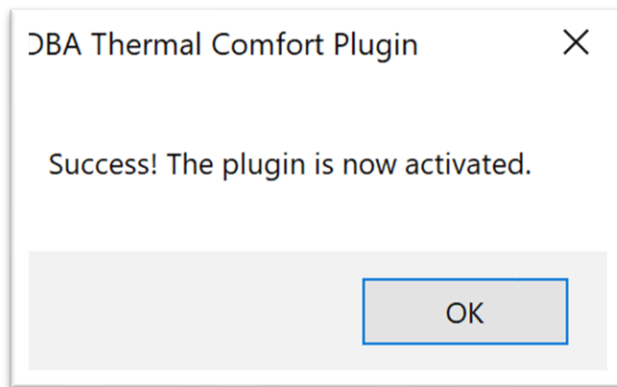
To Renew Your Licence

Please contact DesignBuilder Software Australia and arrange to purchase a new activation code. This must match the Machine ID of the computer you have the plugin installed on – if there are multiple computers at your company with plugin licences or if you are installing the plugin on a new computer, you will need to provide the machine ID of the computer when requesting a new activation code. If you are renewing a single computer licence, we will already have a record of your Machine ID. If in doubt, send the machine ID as shown in the ‘NCC 2019 Tools|About’ message.

Once you have a new activation code, choose the plugin menu option “NCC 2019 Tools|Activate Licence’ and when prompted, enter the new activation code. Your activation code should have 6 digits and/or letters – it is not case-sensitive.





When you press 'OK', you should see a message telling you that the activation was successful:



Thanks for renewing!

[To Uninstall the Plugin](#)

If you are not currently using the plugin and want to uninstall it so that the plugin menu does not appear in DesignBuilder:

click on the  Windows key, then select  (Settings)|Apps.

Locate the plugin, which is listed under "Design Builder Software Australia Temperature Check and Thermal Comfort Report Plugin" in the list of installed applications. When you click on the plugin name, choose 'Uninstall'. The next time you start DesignBuilder, the plugin menu will not appear.

If you uninstall the plugin, but then decide to re-install it at a later date, your expired licence will be retained from your previous installation and you will need to follow the licence renewal procedure above.