

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.

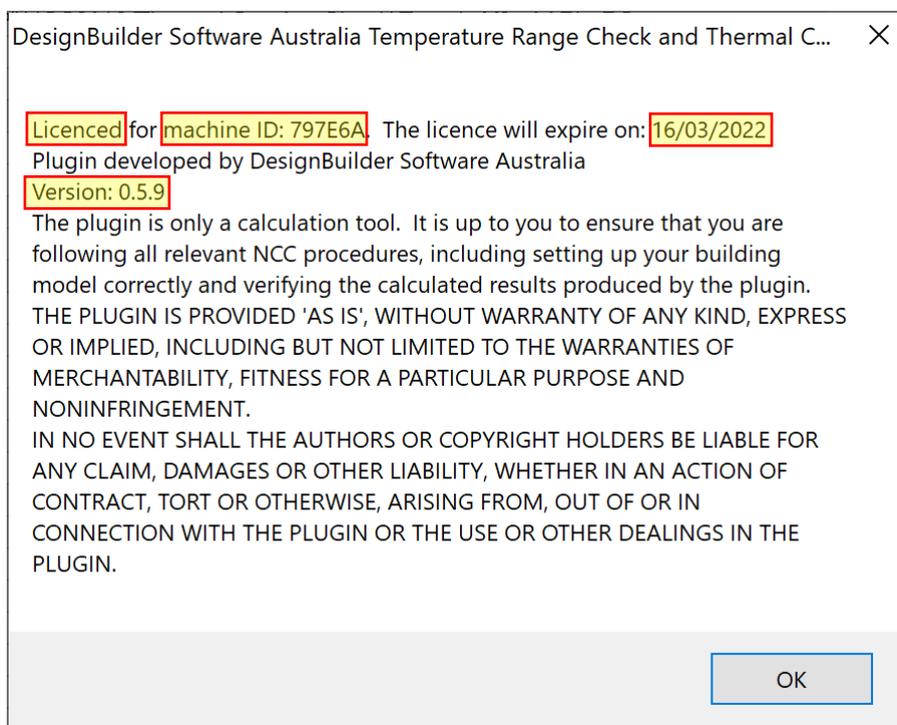
You will need to upgrade to plugin version 0.5.9 before renewing your plugin licence.

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](#).

To Check the Expiry Date of the Plugin

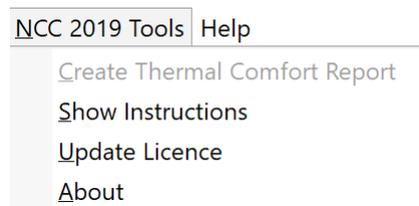
Select the plugin menu option: 'NCC 2019 Tools|About' – this will display a message similar to the following which will show you the current version, machine ID, licence status and expiry date of your plugin:



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.”

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.

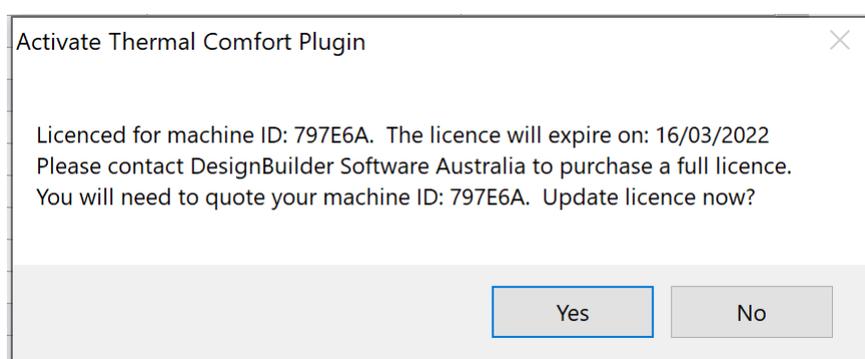


If the plugin expiry date is approaching and you want to renew your licence, you can purchase a new licence and update it before your current licence expires – the new licence will have an expiry date set to 12 months after your current licence expiry. If your plugin licence has already expired, you can choose to renew your licence or to uninstall the plugin.

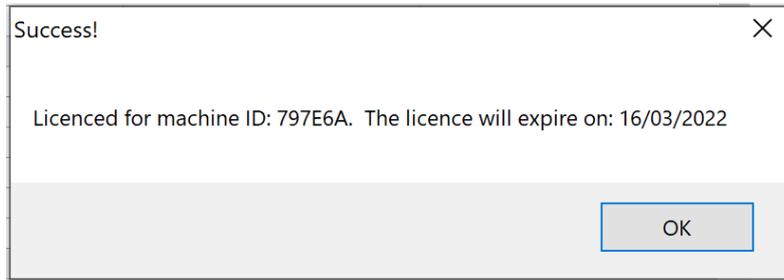
To Renew Your Licence

Please contact DesignBuilder Software Australia and arrange to renew your licence. The licence 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 licence. 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.

As of version 0.5.9, you will use a licence file to update your licence rather than an activation code. Your licence file will be sent to you by DesignBuilder Software Australia once payment is received. Save the file to a temporary location on your computer. In DesignBuilder choose the plugin menu option “NCC 2019 Tools|Update Licence’ and when prompted, browse to the location of the new licence file.



When you select the licence file and press ‘OK’, you should see a message telling you that the activation was successful and showing your new expiry date:

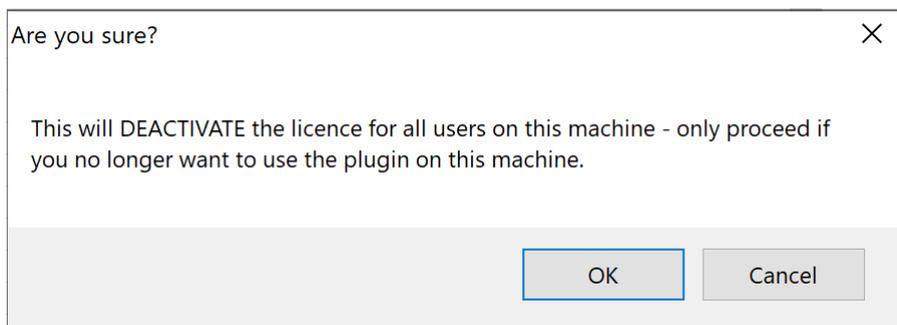


Thanks for renewing!

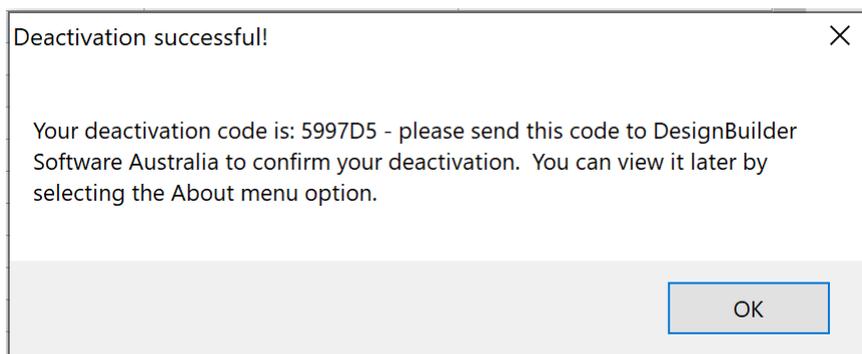
To Deactivate the Plugin Licence (Moving Licences between Computers)

If you want to **move** a current licence from one computer to another, you can now 'deactivate' the plugin licence on the old computer. If you select this option, you will receive a deactivation code that you can send to DesignBuilder Software Australia to verify that the licence is deactivated. A licence for the new computer can then be issued with the same expiry date. Please send both the deactivation code from the old computer, and the MachineID for the new computer to obtain a new licence file.

When you select the NCC 2019 Tools | Deactivate licence option, you will see the following warning:



If you select 'OK' to proceed – you will see a message similar to the following:



Please send your deactivation code to DesignBuilder Software Australia along with the machine ID of the new computer you want to move the licence to. As indicated, the 'About' plugin menu option will now show the licence state as Deactivated on the old computer and will display the deactivation code and the date the licence was deactivated:

You will also see the following message:



This message reminds you that if you later change your mind and want to reactivate the plugin licence on the old computer, you cannot re-use your old licence file. You will need to request a special 'reactivation' licence file. You will also need to purchase a second licence for the new computer or deactivate the licence on the new computer.

If you lose your old computer or suffer a hardware malfunction and cannot deactivate the licence, please contact DesignBuilder Software Australia.

To Uninstall the Plugin

If you are not currently using the plugin and want to completely uninstall it so that the plugin menu no longer appears in DesignBuilder:

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

Locate the plugin in the list of Apps and Features – it 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.

Computers with Multiple User Accounts

The licence file for the plugin is shared by all users on a single computer. This means that updating and deactivating the licence will affect all users. However, each user controls which plugins (if any) appear when they run DesignBuilder in their account. This means that each user must separately install the plugin in their own account. If one user uninstalls the plugin, this will only affect their account.

Only one user needs to follow the procedure to update to a paid plugin licence. Once the licence has been updated by one user, the plugin will be licenced for all users (if DesignBuilder was left running on a user account, that user may need to restart DesignBuilder to read the new licence file).

Note that if one user deactivates the plugin licence, NO users will be able to use the plugin on the computer.