

From: Heather Pilkington
Received: 17/10/2013 15:05
To: David Guyan; Mr Carpet Ltd
Subject: NEW NetSupport Manager v12 Release - Update your Licenses CRM:0021999

Dear David,

Hopefully by now you will have received notification about the latest release of our award-winning NetSupport Manager software. The latest version includes a range of exciting and innovative new features that we are sure you will love - for more information on what's new, please visit <http://www.netsupportmanager.com/v12.asp>.

To take advantage of the latest version, you will need to update your existing NetSupport Manager licenses and I have provided you with step-by-step instructions below:

1. Locate the NetSupport Manager folder (normally in C:\Program Files\NetSupport\NetSupport Manager) and double-click on the PCILIC file.
2. (If the User Account Control box appears, click Yes). The NetSupport License Manager box should appear.
3. Your license details are shown below. Please enter the 'Authorisation' number into the Authorisation Key box:

NetSupport License Sheet for NetSupport Manager Key Version 12

Serial Number : PCS994346

Maximum Clients : 40

Expiry (dd-mm-yy): 0 Never

Licensee : MR CARPET

Authorisation : 0x2067a6bf

Maintenance : Yes

Maintenance Start: 1 December 2012

Maintenance End : 30 November 2013

Important: The software is CASE sensitive – please enter your license details exactly as displayed.

4. Select Generate.
5. This will report that the License file was successfully created and that the output is in NSM.LIC.

You can use the Deploy utility to distribute this license file to the other machines that have NetSupport Manager installed:

1. Go into Start > Programs > NetSupport Manager > NetSupport Manager Deploy.
2. Right-click on the Clients you wish to deploy to and select Deploy > NetSupport Manager License File.
3. Select Properties.
4. Browse to the NSM.LIC file (normally in C:\Program Files\NetSupport\NetSupport Manager).
5. Select OK.
6. Select Deploy.