

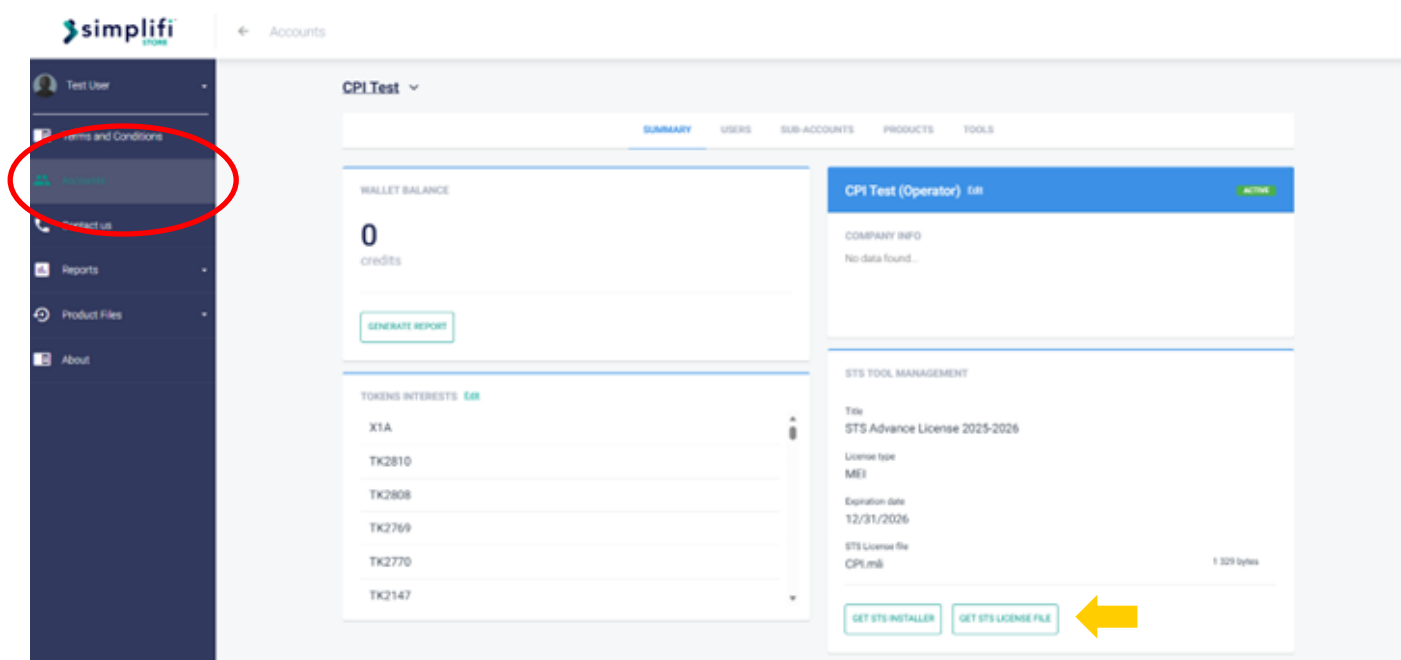
This knowledge base article explains how to renew your STS Advance support software license.

These instructions explain how to:

- Find your existing software license, p. 1.
- Renew your license, p. 1.
- Apply the renewed license file p. 2.

FIND YOUR EXISTING SOFTWARE LICENSE

- 1 To submit a renewal request, users are required to provide their existing or expired license file. This file is in the **.mli** format. You can access it by the **Summary** page of their Simplifi™ Store account and download it by selecting **GET STS LICENSE FILE**.

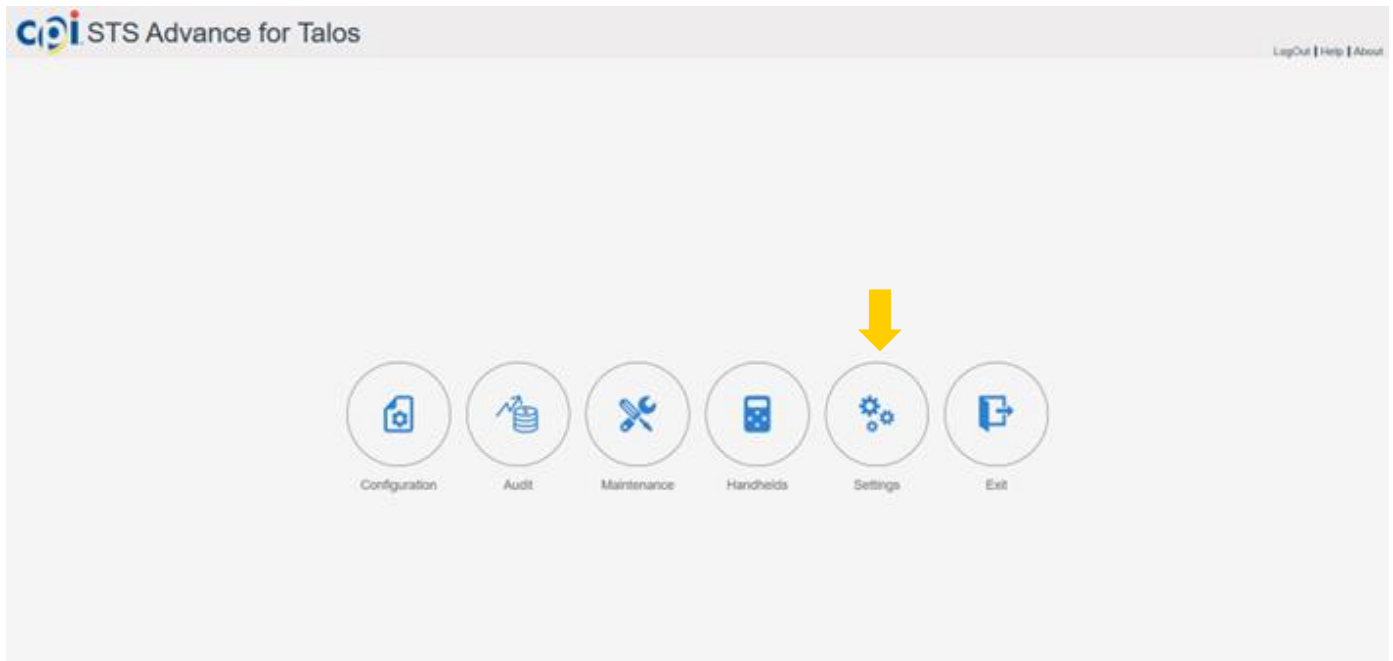


RENEW YOUR LICENSE

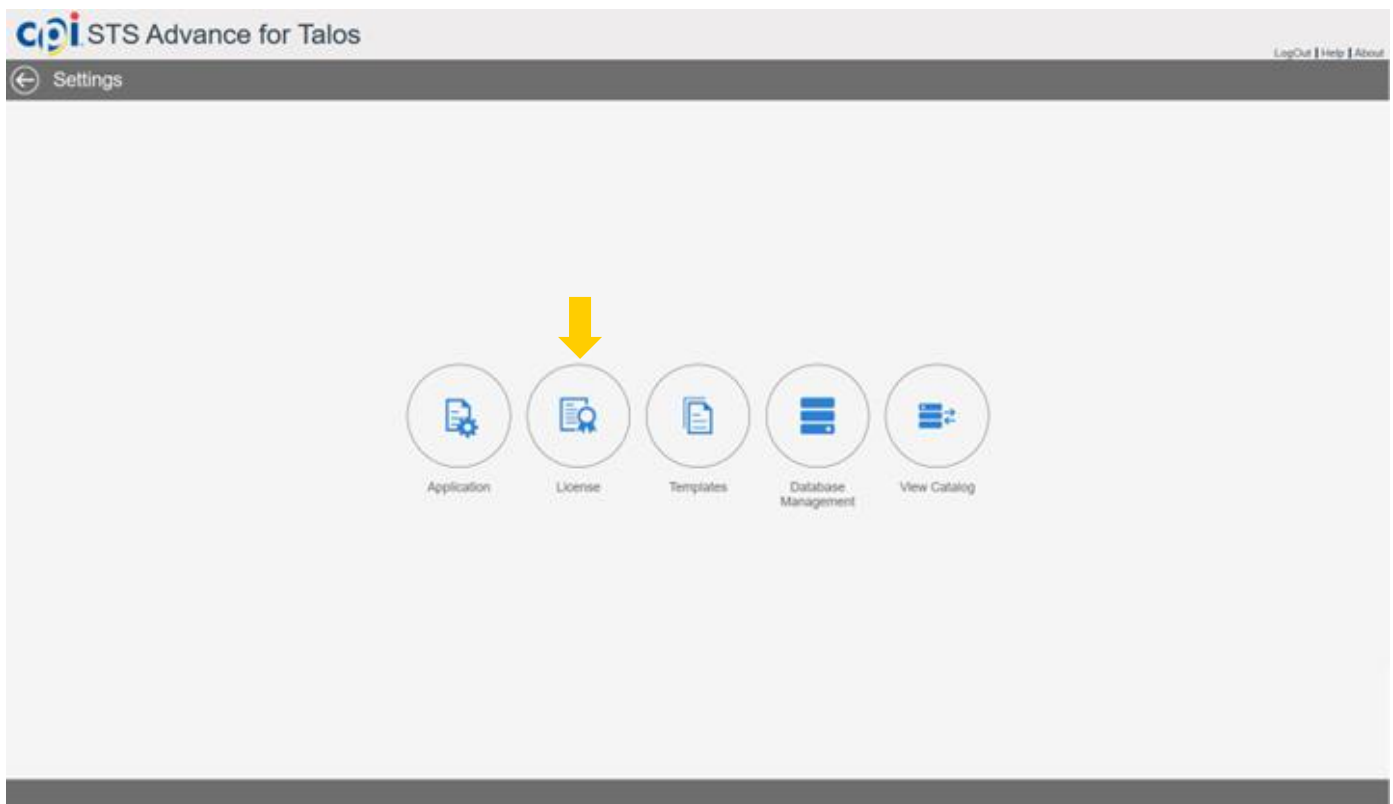
- 1 To request a license renewal, email **support@cranepi.com** with your company details and a copy of your current license file. Once your request is processed, your license will be renewed, and the updated license file will be uploaded to your Simplifi Store account.

APPLY THE RENEWED LICENSE FILE

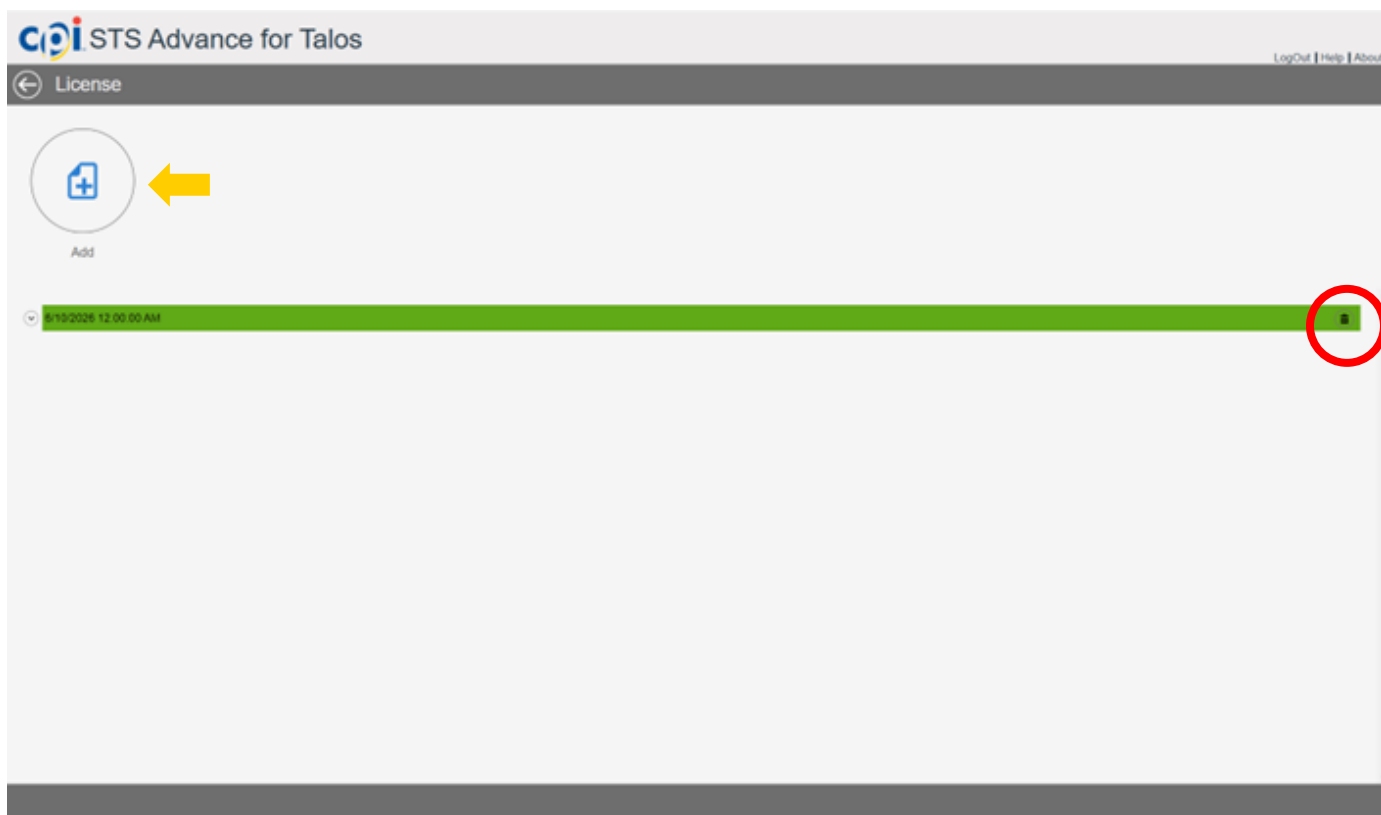
- 1 After your license has been renewed, log in to your Simplifi Store account.
- 2 Download the new license file from the **Summary** page. The license file will be downloaded in **.mli** format.
- 3 Once the file is downloaded, launch the **STS Advance** support software and select **Settings**.



- 4 Select **License**.



- 5 First, delete your existing or expired license by clicking the **trash bin** icon shown below. Then, click **Add** to load the newly downloaded license file.



- 6 Your license has now been renewed successfully, and the STS Advance support software is ready for use.

CONTACT THE CPI TECHNICAL SUPPORT DEPARTMENT FOR FURTHER ASSISTANCE