

# FLEXSTAND Operator Interface

## Frequently Asked Question

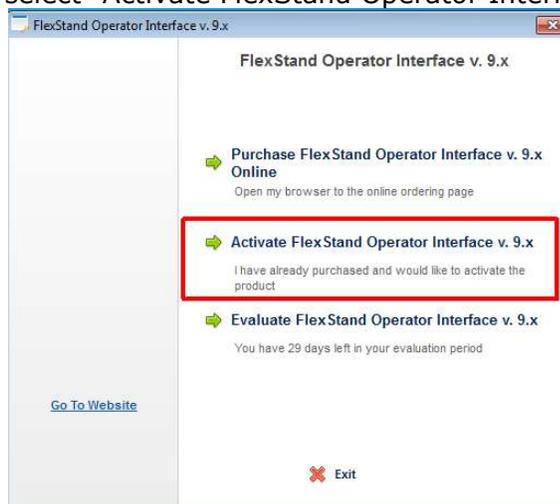
Issue date: 2017-03-14

**Question:** How to activate a PC offline?

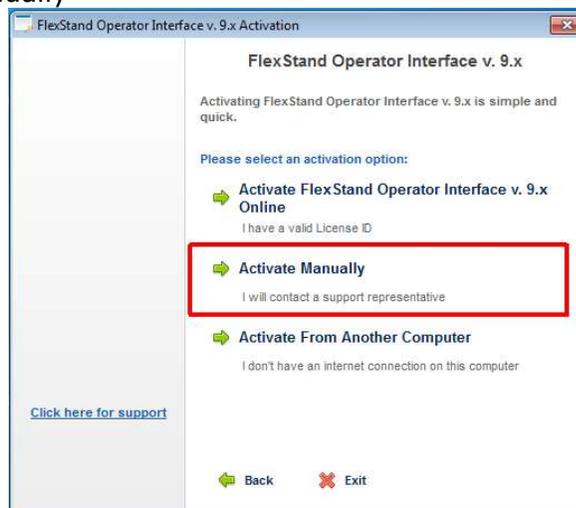
**Applies to:** All FlexStand OI versions

**Answer:** If the computer is offline (not connected to the internet) the FlexStand license can be activated from another computer with internet access. The following procedure describes this procedure.

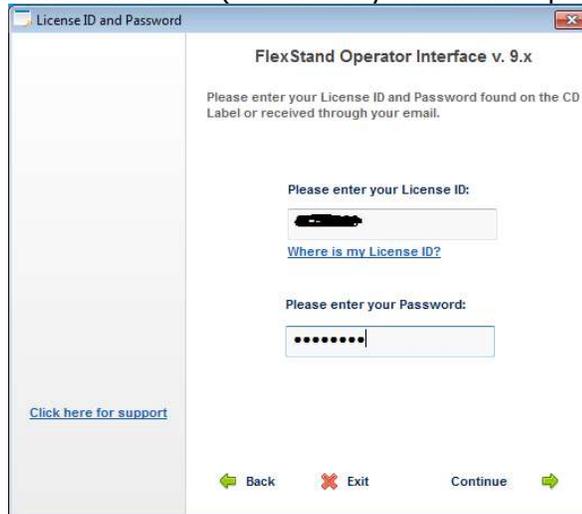
- 1) Start flexStand.
- 2) In the License dialog select "Activate FlexStand Operator Interface"



- 3) Select "Activate manually"

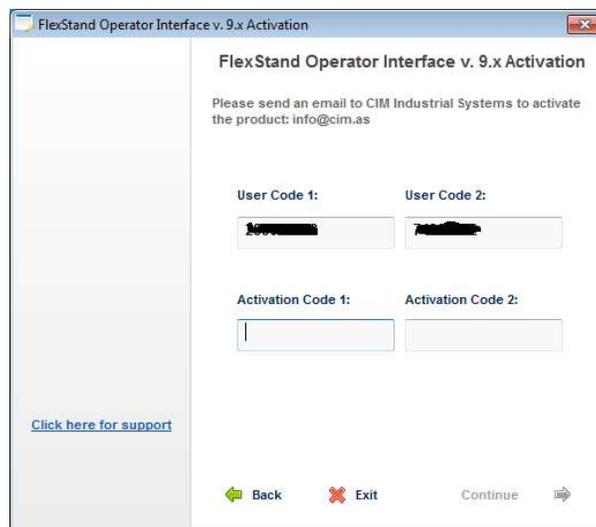


- 4) Enter your License ID and Password (received by email after purchase of FlexStand)



The screenshot shows a dialog box titled "License ID and Password" for "FlexStand Operator Interface v. 9.x". The text inside reads: "Please enter your License ID and Password found on the CD Label or received through your email." Below this, there are two input fields: "Please enter your License ID:" and "Please enter your Password:". The License ID field contains a masked value, and the Password field contains a masked value. A link "Where is my License ID?" is located below the License ID field. At the bottom left, there is a link "Click here for support". At the bottom right, there are three buttons: "Back" (with a left arrow), "Exit" (with a red X), and "Continue" (with a right arrow).

- 5) Note the two User Codes shown in the dialog. DO NOT CLOSE THE DIALOG before entering the activation codes. (User Codes will be different each time the dialog is opened).

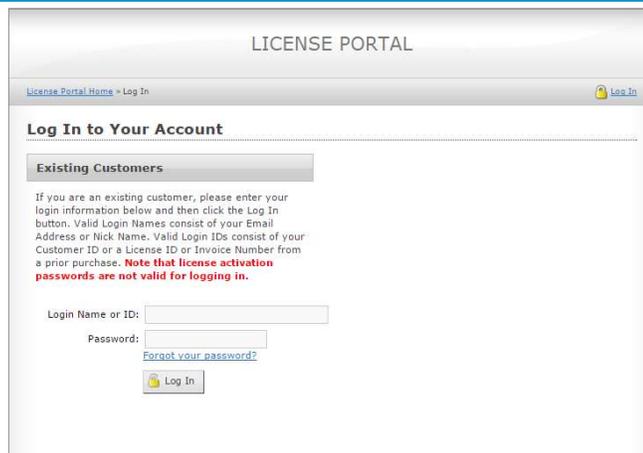


The screenshot shows a dialog box titled "FlexStand Operator Interface v. 9.x Activation". The text inside reads: "Please send an email to CIM Industrial Systems to activate the product: info@cim.as". Below this, there are four input fields arranged in two rows. The first row is labeled "User Code 1:" and "User Code 2:", and the second row is labeled "Activation Code 1:" and "Activation Code 2:". The User Code fields contain masked values, and the Activation Code fields are empty. At the bottom left, there is a link "Click here for support". At the bottom right, there are three buttons: "Back" (with a left arrow), "Exit" (with a red X), and "Continue" (with a right arrow).

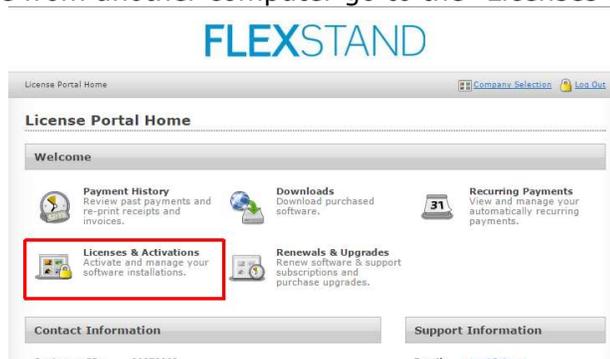
- 6) From another computer connected to the internet, go to the customer web page on the license server:

<https://secure.softwarekey.com/solo/customers/LicenseHistory.aspx>

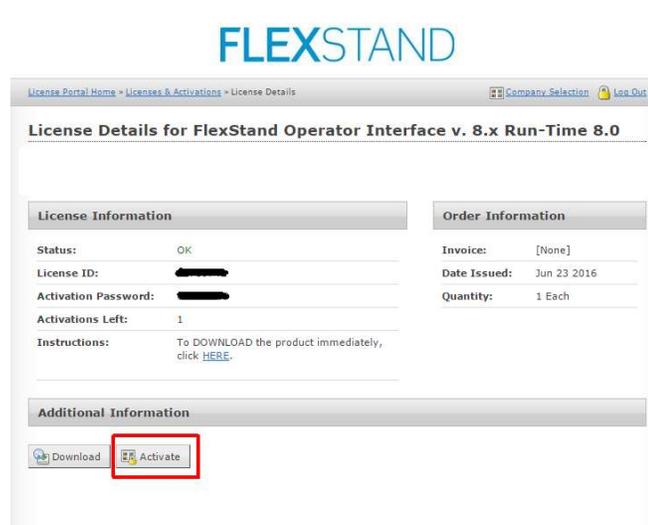
To log in use your Customer ID and Customer Password (received by email after purchase of FlexStand).



- 7) You have now entered your customer license portal. Here you can follow the status of all your licenses and activations.  
To activate a license from another computer go to the "Licenses & Activations" page.



- 8) Select the license you want to activate. On the "License Details" page select "Activate".



9) Enter the User Codes previously recorded and select activate:



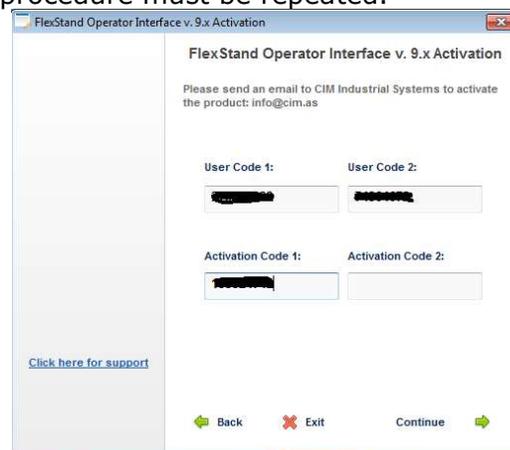
The screenshot shows the 'Manual Activation' page in the FLEXSTAND web portal. The page title is 'Manual Activation'. Below the title, there is a 'License ID:' field with a redacted value. Below that are two input fields for '\*User Code 1:' and '\*User Code 2:'. At the bottom of the form are two buttons: 'Activate' and 'Cancel'.

10) You will now get one or two activation codes.



The screenshot shows the 'Manual Activation' page in the FLEXSTAND web portal. The page title is 'Manual Activation'. Below the title, there is a field for 'Activation Code 1:' with a redacted value.

10) Enter one or two activations codes in the dialog on the offline computer. You should still have the same dialog box open from where the User Codes was recorded. If the dialog has been closed in between, new User Codes will be supplied. In this case the above procedure must be repeated.



The screenshot shows the 'FlexStand Operator Interface v. 9.x Activation' dialog box. The title bar reads 'FlexStand Operator Interface v. 9.x Activation'. The main text says 'Please send an email to CIM Industrial Systems to activate the product: info@cim.as'. Below this are four input fields: 'User Code 1:', 'User Code 2:', 'Activation Code 1:', and 'Activation Code 2:'. The first two fields contain redacted values. At the bottom, there are three buttons: 'Back', 'Exit', and 'Continue'.

11) After pressing continue the license will be activated.

If an activation error occurs please go to the following web page to investigate why the activation failed:

[https://www.softwarekey.com/help/ip2man/Content/Error\\_Codes\\_Common.htm](https://www.softwarekey.com/help/ip2man/Content/Error_Codes_Common.htm)