

# SMA SOFTWARE UPDATE PROCESS

How to update your software using your SMA contract :

## 1) Initial Requirement

Your SMA must be in effect (valid) and registered on the SMA Center.

**NOTE: No updates will be provided to SMAs that have not been registered.**

## 2) When do I make my product update request?

As a reseller, a request for update should only be made at the moment when the customer requires his update. Updates are provided immediately. If you are requesting a Software Key product, the timing is especially crucial as the old activation code is disabled at the time of processing the request for update. At this time, a new code will be sent to the user, and the old code will be disabled.

## 3) Where do I make my request for update?

The reseller or customer should make the request for the free update at the same place he usually place his orders

End-users can contact their usual TEKLYNX resellers or, if they are registered on the SMA registration site, they can contact TEKLYNX directly.

To contact TEKLYNX:

For Western Europe, Middle-East and Africa

- contact TEKLYNX Auch
- customer\_care@teklynx.fr

For Central and Eastern Europe (including Germany)

- contact TEKLYNX Langen
- info\_gr@teklynx.com

For Asia

- contact TEKLYNX Singapore
- ivy\_hwang@teklynx.com

Only 1 request should be made per Product with a registered SMA. Registered End-users should ensure that the request has not already been placed by their Registered Reseller

#### 4) Who can make a Product Update request?

Product updates can be made by the Reseller or End-User; in either case, it should be made by the person registered as being responsible for the SMA contract on the SMA Registration Site.

#### 5) What information is required for the update?

- Hardware Key protected product (USB or Parallel) ,

The update request should include:

- SMA number
- key serial number
- keycode

*from START / PROGRAMS / ... / , run «key-upgrade» program on computer with key connected*

*NOTE: only 1 key should be connected (parallels & USB ports)*

- email address (where the update code will be sent to)

- Software Key protected product

The update request should include:

- SMA number
- activation serial number
- Activation Code or Product Code

*from START / PROGRAMS / ... / , run 'upgrade manager<sup>a</sup> program on computer with key connected*

- email address (where the update code will be sent to)