Issue date: 2017-03-14

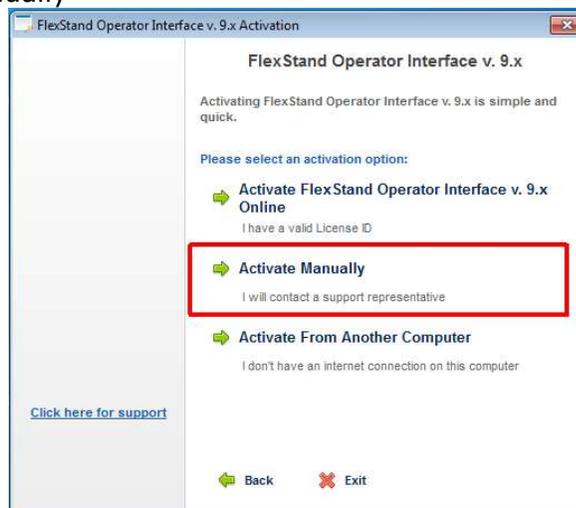**Question:** How to activate a PC offline?

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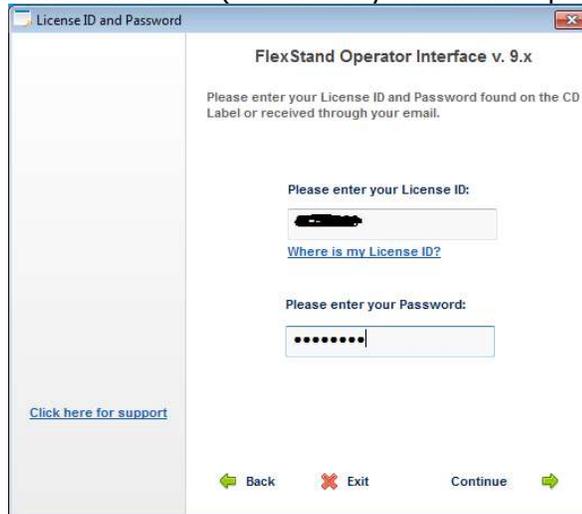
1) Start flexStand.
2) In the License dialog select "Activate FlexStand Operator Interface"
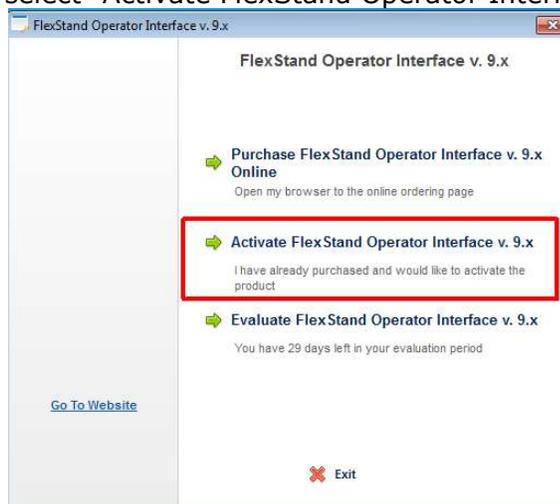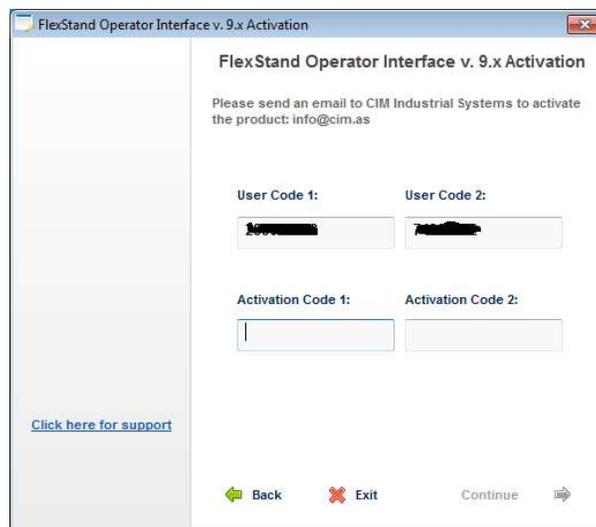

3) Select "Activate manually"

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

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).
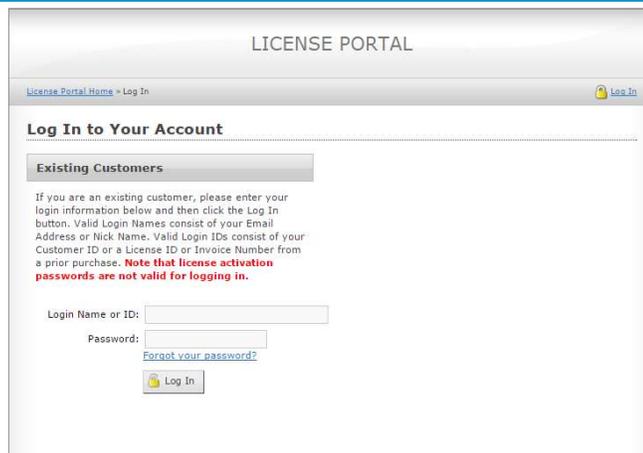

6) From another computer connected to the internet, go to the customer web page on the license server:

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.
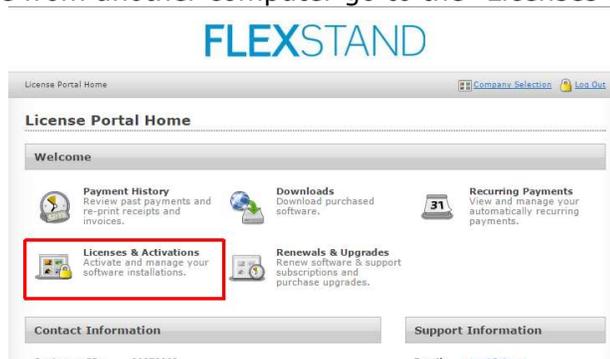
8) Select the license you want to activate. On the "License Details" page select "Activate".
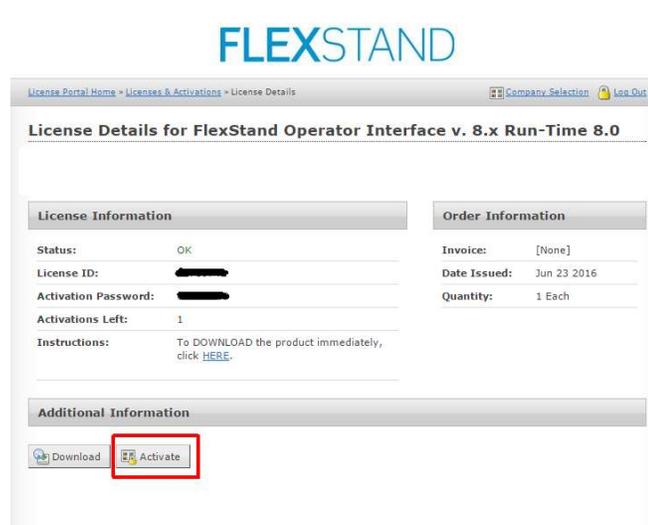
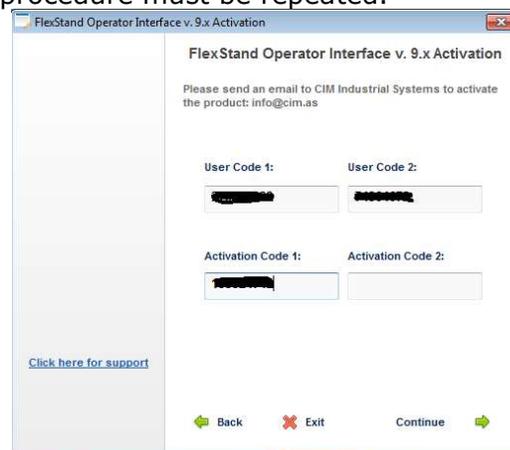9) Enter the User Codes previously recorded and select activate:

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

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.

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