

Sartorius Data Analytics

Technical Note

Manual (Offline) Activation of Umetrics® Suite Products

November 16, 2021

This technical note applies to MODDE® Pro 13.0.2, MODDE® Go 13.0.2, MODDE®-Q 13.0.2, SIMCA® 17.0.2, and SIMCA®-Q 17.0.1.

If your computer cannot be connected to the Internet, or if the online activation process for some reason keeps failing, you can download a license file to your computer. Although manual activation requires the ability to download a license file or to send or receive emails, you can complete this part of the activation process using any computer that can be connected to the Internet, not specifically the one where you installed the product.

Please follow the instructions below to activate your copy of the program when automatic activation fails:

1. See the "Download a License From My Sartorius Portal" section to manually download a license file.
2. If downloading did not work, see the "Contact Sartorius Data Analytics to Receive a License File" section.

Download a License From My Sartorius Portal

To download a license from License & Delivery portal, visit my.sartorius.com/login and login with the credentials you received with when downloading the application.

Welcome to the
Sartorius Platform!

Email Address

Password

Sign In

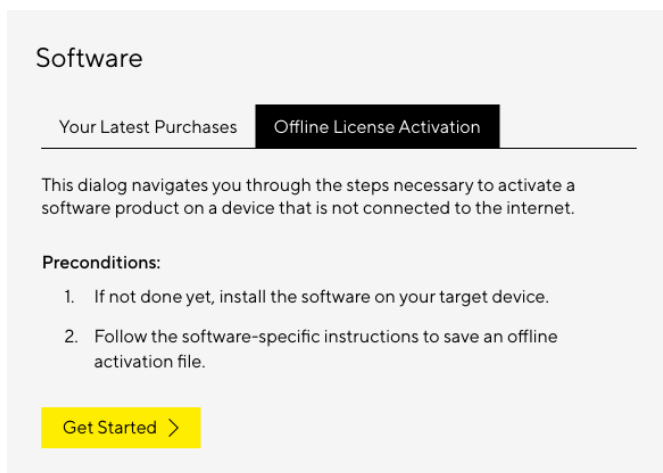
Don't have an account, yet? Sign up

[Forgot your password?](#)

Sartorius Employees can [sign in here](#)

Activating an Individual License

Your activation key can either be connected to an individual license or to a bulk license. The difference is how many times the license can be activated.



To activate your license:

1. In the application you want to activate, click to save the offline activation file.
2. In My Sartorius portal, go to **Purchased Software -> Offline License Activation**
3. Choose the offline activation file to upload and click **Request Activated License**. If the activation was successfully, you will have an option to download the activated license.
4. Click **Download** to download your activated license. Take a note where it was saved. Copy the file to your offline computer.
5. In the Sartorius Data Analytics product, if the Activation dialog is still open, click **Next** to browse to the downloaded license file and click **OK**. If you have closed the Activation dialog, click **File | Help | Manage license**. Then, in the dialog that opens:
 - a. Click **Activate using activation key or license file**.
 - b. Select the **I already have a license file for this computer** check box and click **Next**.
 - c. Browse to the downloaded license file and click **OK**.

Contact Sartorius Data Analytics to Receive a License File

Please note that this routine can take up to 10 workdays to process.

If, for some reason, downloading a license file through the License & Delivery portal did not work, please contact Sartorius Data Analytics to receive a license file through email.

To process your request, we'll need the following information:

1. The **product name** (MODDE, SIMCA...) and **version number**. You can find the version number by clicking **File | Help**.
2. Your **activation key** and the **host ID**. You find this information in the Activate dialog.
 - a. Your **name** and the **company name**.
 - b. If applicable, the company **department** and **site**.

Send the email to umetrics_delivery@sartorius.com. After your information has been processed, you will receive an email containing the license file.

