

# Software Licensing

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The Thermo Fisher Scientific Licensing site allows you to activate and manage your Thermo Fisher Scientific software licenses. This document explains the workflow for using the new site.

1. Create a new account.  
You need to create a new account on this site, even if you obtained software licenses from us before.  
**Note:** Your Thermo Fisher Scientific Licensing account is *not* linked to your **thermofisher.com** account.
2. Sign into your account.
3. Manage your licenses:
  - Add a license key to your account
  - Order a trial license
  - Activate a license
  - Download a license
  - Download software
  - Renew an expired license
  - Move a license to a different computer

## Create a new account

1. Go to **licensing.appliedbiosystems.com**.
2. Click **Create account**.

- ① Click to create a new account.
- ② Click to reset your password.

3. In the Customer Registration page, complete all fields, then click **Submit**.  
**Note:** If you have obtained a software license from us before, then we recommend that you use the same email address, if available, to register here.  
The Sign In page opens, and you can sign into your account immediately.

## Sign into your account

1. Go to **licensing.appliedbiosystems.com**.
2. Enter your User Name and Password, then click **Sign In**.

## Manage your licenses

### Add a license key to your account

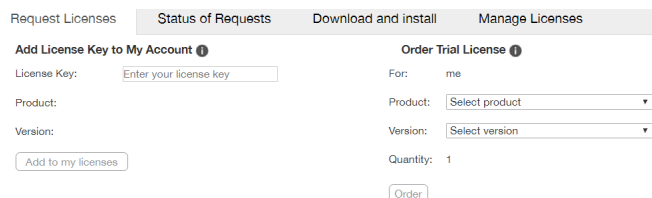
1. Sign into **licensing.appliedbiosystems.com**.
2. Click **Request Licenses** to open this tab:

3. Enter the License Key that you received from Thermo Fisher Scientific.
4. Click outside the License Key field.  
The software product name and version display below the License Key field.
5. Click **Add to my licenses**.

You need to activate the license before using the software or performing additional tasks to manage the license (see “Activate a license” on page 2).

## Order a trial license

1. Sign into [licensing.appliedbiosystems.com](https://licensing.appliedbiosystems.com).
2. Click **Request Licenses** to open this tab:



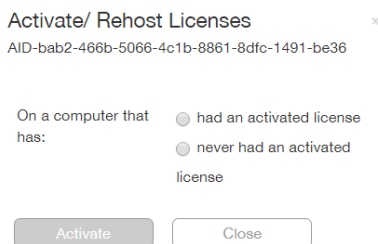
3. Select the Product and Version.
4. Click **Order**.

You need to activate the license before using the software or performing additional tasks to manage the license (see “Activate a license” on page 2).

## Activate a license

1. In the Licenses section, click **Activate** in the Action column.
2. Click the option that applies to your situation:
  - On a computer that has had an activated license
  - On a computer that never had an activated license

**Note:** First-time customers to this site should select this option.

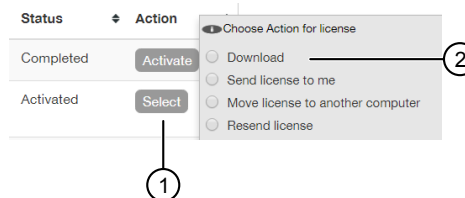


3. Click **Activate**.
4. In the Activate license for customer page, complete all fields.
5. If you do not know the computer MAC address, click the link with instructions.

**Note:** The Computer Nickname field allows you to enter a nickname so that in the future you can use that nickname to activate new software licenses, rather than needing to retrieve or remember your computer MAC address.
6. Click **Activate**.

## Download a license

1. In the Licenses section, click **Select** in the Action column.
2. Click **Download**.

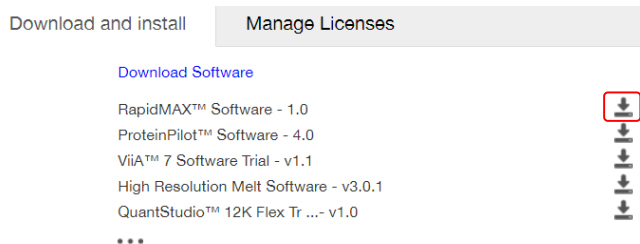


**Note:** The **Download** option allows you to download the license immediately.

- To send the license to the email address associated with your account, click **Send license to me**.
- To send the license to a different email address, click **Resend license**, then enter the email address and click **Send**.

## Download software

1. Sign into [licensing.appliedbiosystems.com](https://licensing.appliedbiosystems.com).
2. Click **Download and install**.
3. Click the download icon to the right of the software that you want to download.



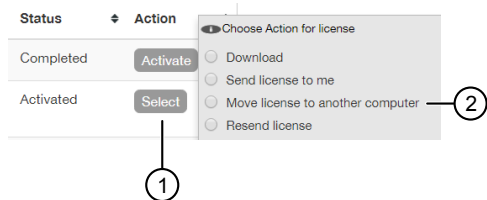
## Renew an expired license

1. Sign into [licensing.appliedbiosystems.com](https://licensing.appliedbiosystems.com).
2. Click **Manage licenses**.
3. In the Licenses sections, go to the row that shows the expired software license to renew, then click **Renew** in the Action column.
4. After the new expiration date displays, follow the instructions in “Download a license” on page 2.

**Note:** If the license is outside the allotted renewal time or if it cannot be renewed for any other reason, then the system returns an error message. If you receive an error, click the Support link in the upper-right corner of the page to find out how to renew the license by other means.

## Move a license to a different computer

1. In the Licenses section, click **Select** in the Action column.
2. Click **Move license to another computer**.



3. Click the option that applies to your situation:
  - On a computer that has had an activated license
  - On a computer that never had an activated license

Activate/ Rehost Licenses ×

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On a computer that has:

had an activated license

never had an activated license

license

4. Click **Activate**.
5. In the Activate license for customer page, complete all fields.
6. If you do not know the computer MAC address, click the link with instructions.

**Note:** The Computer Nickname field allows you to enter a nickname so that in the future you can use that nickname to activate new software licenses, rather than needing to retrieve or remember your computer MAC address.

7. Click **Activate**.

## Troubleshooting

Observation	Possible cause	Recommended action
Product Info not found error displays	The license key that you entered is invalid.	Retry entering the license key.
This error message or similar message displays: Error while activating license: Computer already exists with Nickname:MYLAPTOP or Mac address:00FF50989F0B	The MAC address that you entered already has a computer nickname that is assigned to it.	Go back, then select a Computer Name from the dropdown list.
	You entered a Computer Nickname that already exists.	Go back, then enter a different Computer Nickname. Or, contact <a href="mailto:instrumenthardwaresupport@thermofisher.com">instrumenthardwaresupport@thermofisher.com</a> to change ownership of the license key.

The information in this guide is subject to change without notice.

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Revision	Date	Description
A.0	14 July 2017	New document.

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