Version: 3.6
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Introduction

An Internet connected computer is required to activate your FSD License. If the Flight Sim computer is not connected to the Internet you can use the **Offline Activation** method to use another computer, which is connected to the Internet, to activate the license and then transfer the validated key to your Flight Sim computer.

This example uses illustrations from the Commander 115 TC, however, this is only by way of example. All FlightSim Developers installers use the same system.

STEP 1 – RUN THE INSTALLER

Making sure you have a solid Internet connection, execute the installation program. You will be presented with this dialog:

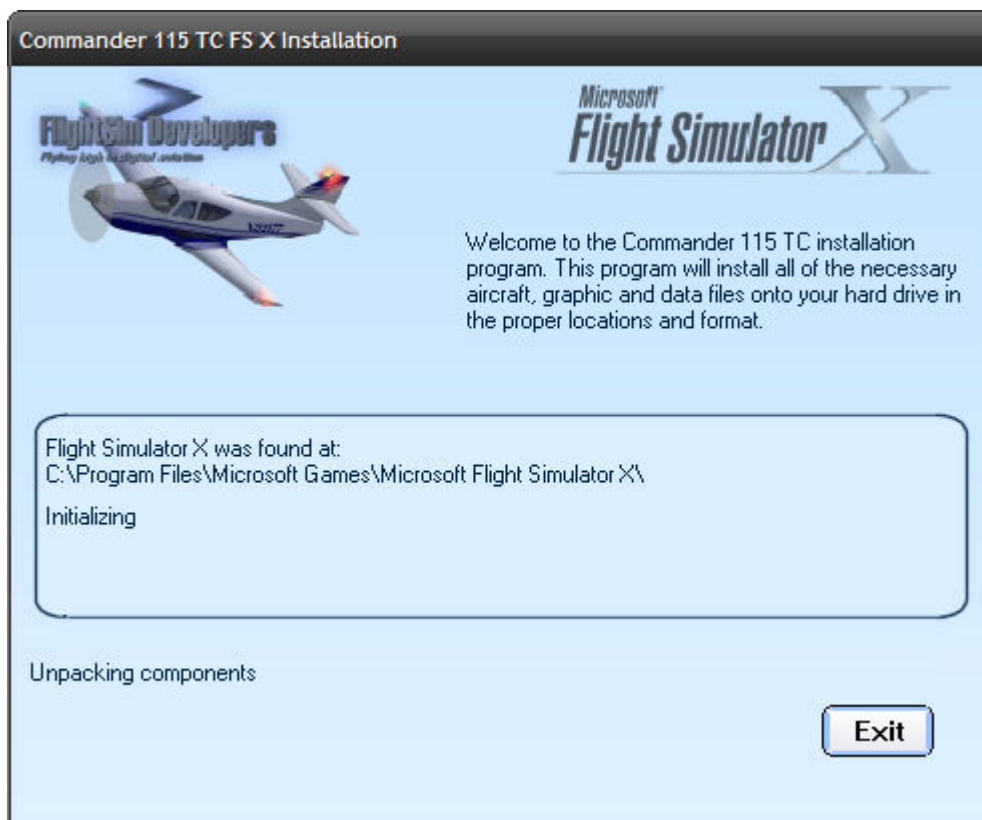Here you need to provide your license information:

- Your first and last names (no middle name please).
- Your email address. This should be the email address you used when you created your license. *

*If you have changed your email address you can update your account online. See the instructions below.

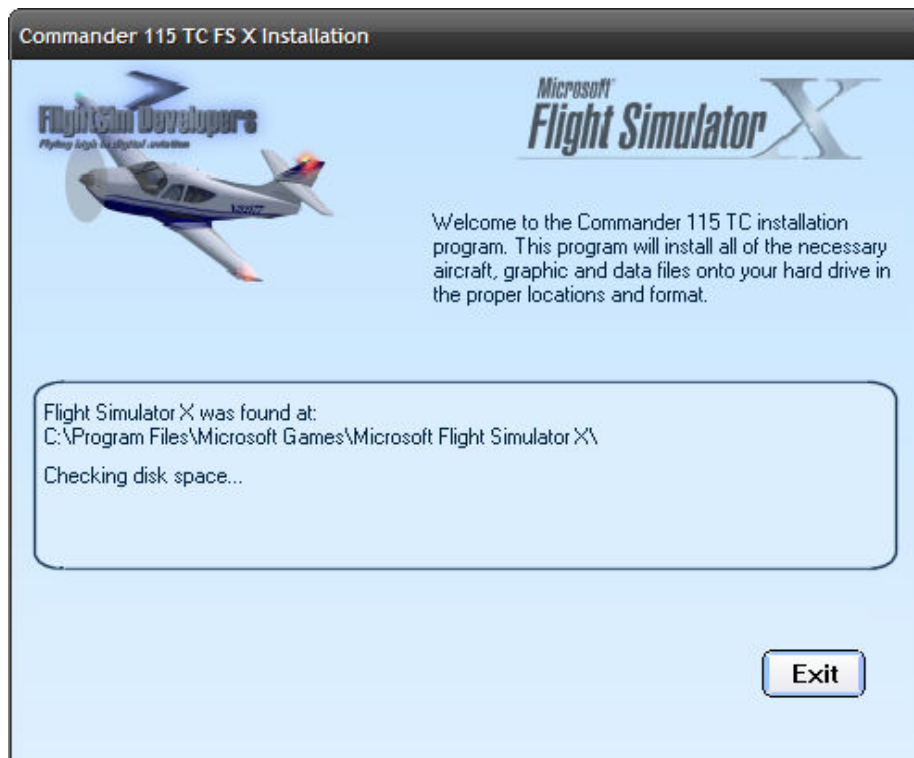## STEP 2 – INSTALLER INITIALIZATION

Step 2.1 – Initializing internal installer data.

The installer will take a few moments to initialize and activate your license. The installer is checking internally stored data. If your download is incomplete or corrupt, and initialization failure will be reported here. If you receive an error that indicates an incomplete byte count it means you did not download the entire file. In this case it is likely that your Internet Service Provider (ISP) is terminating your dial up connection link to the file prior to getting the whole thing. Some ISP's will do this as a matter of policy, or just have too much traffic from time to time and terminate links that are bogging down their system. If this is the case you should try downloading the file again. If you continue experiencing problems we suggest a download accelerator. Hre is some information on the web concerning this: http://www.safer-networking.org/en/articles/download-managers.html

Step 2.2 Checking file space

The installer will then check to make sure you have enough physical space on your hardrive to install the software.
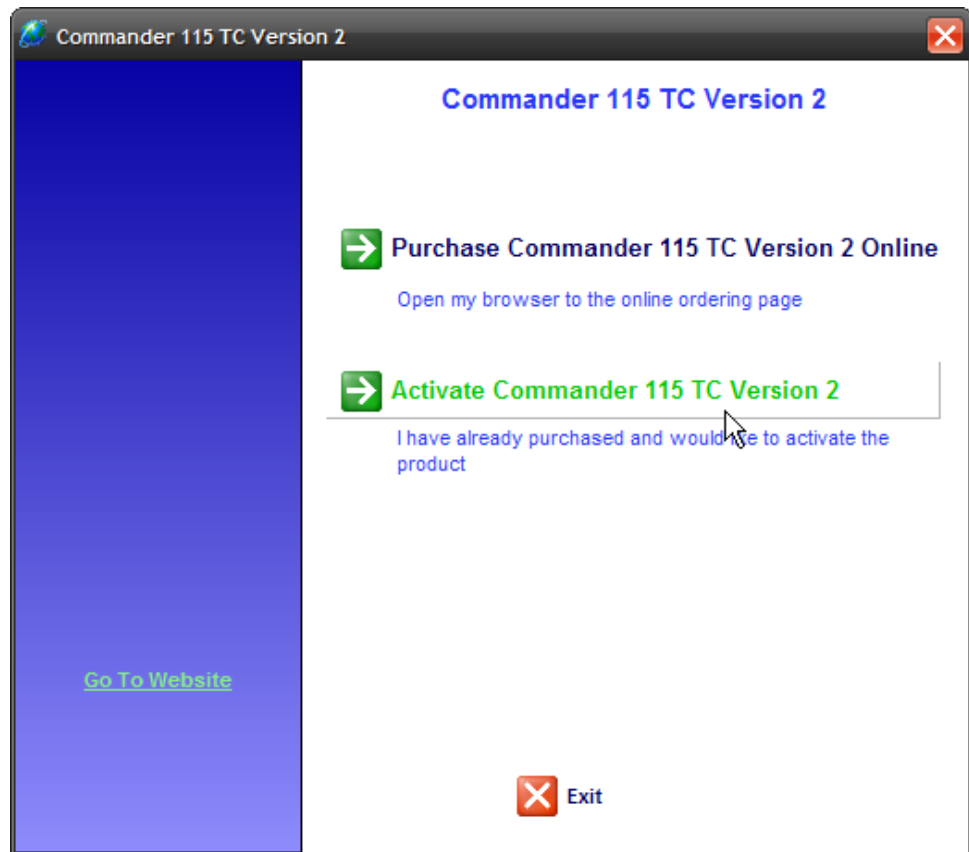
STEP 3 – LICENSE ACTIVATION

Note
If your license has already been activated on your computer the installer will skip step 3 and proceed directly to installation (Step 4)

Step 3.1 Activation

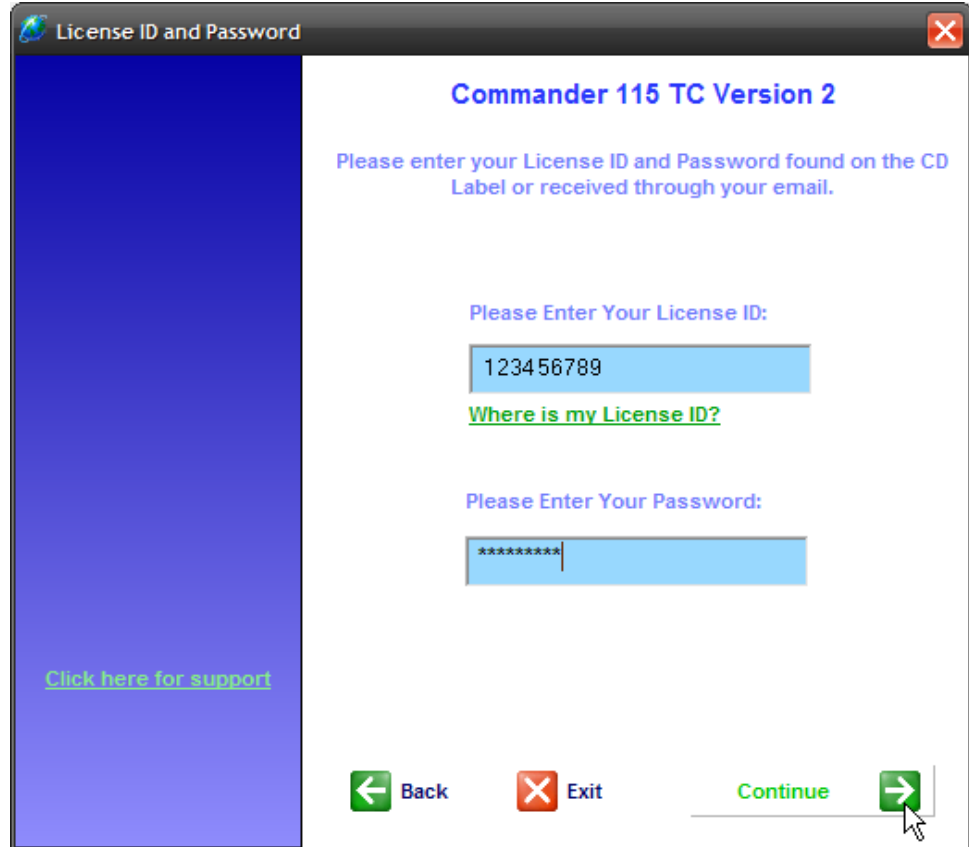You will be presented with two options:

1. Purchase
2. Online Activation

As you have likely already purchased the software select the 2nd choice, **Activate**.

Step 3.2-Enter License
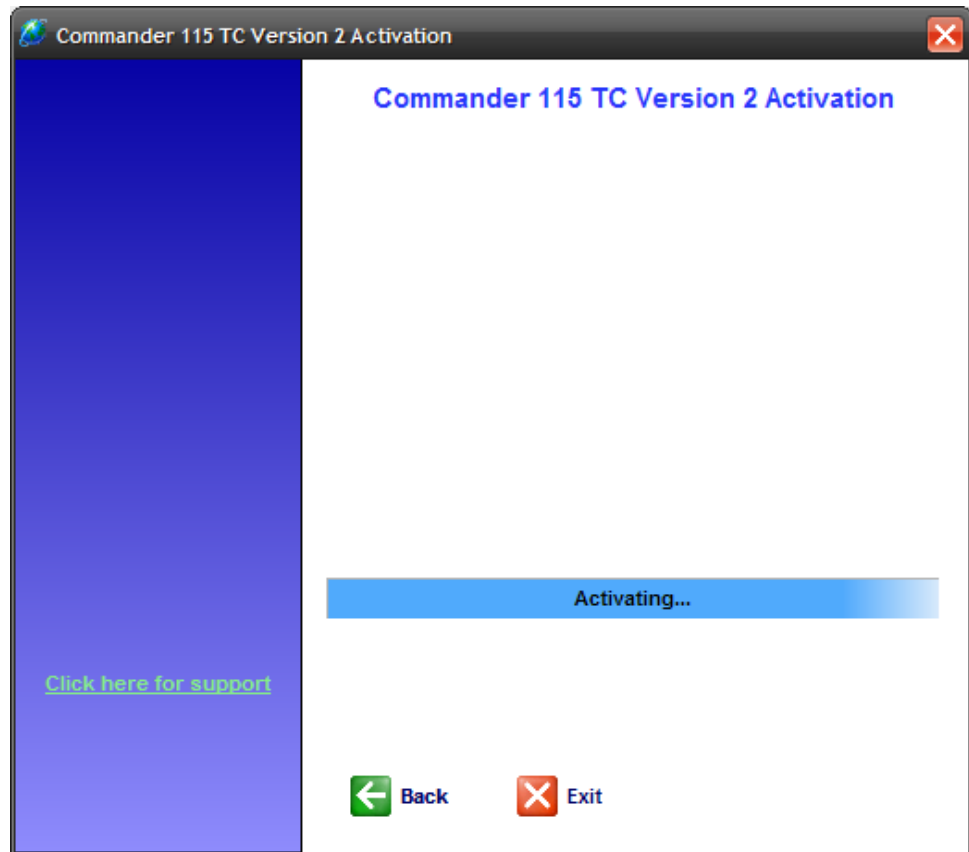
Enter your license ID and password, the press Continue.

License ID and Password

Commander 115 TC Version 2

Please enter your License ID and Password found on the CD Label or received through your email.

Please Enter Your License ID:

123456789

Where is my License ID?

Please Enter Your Password:

****

Click here for support

Back   Exit   Continue

3.3 Server Activation

The installer will communicate with out online server to activate your license.
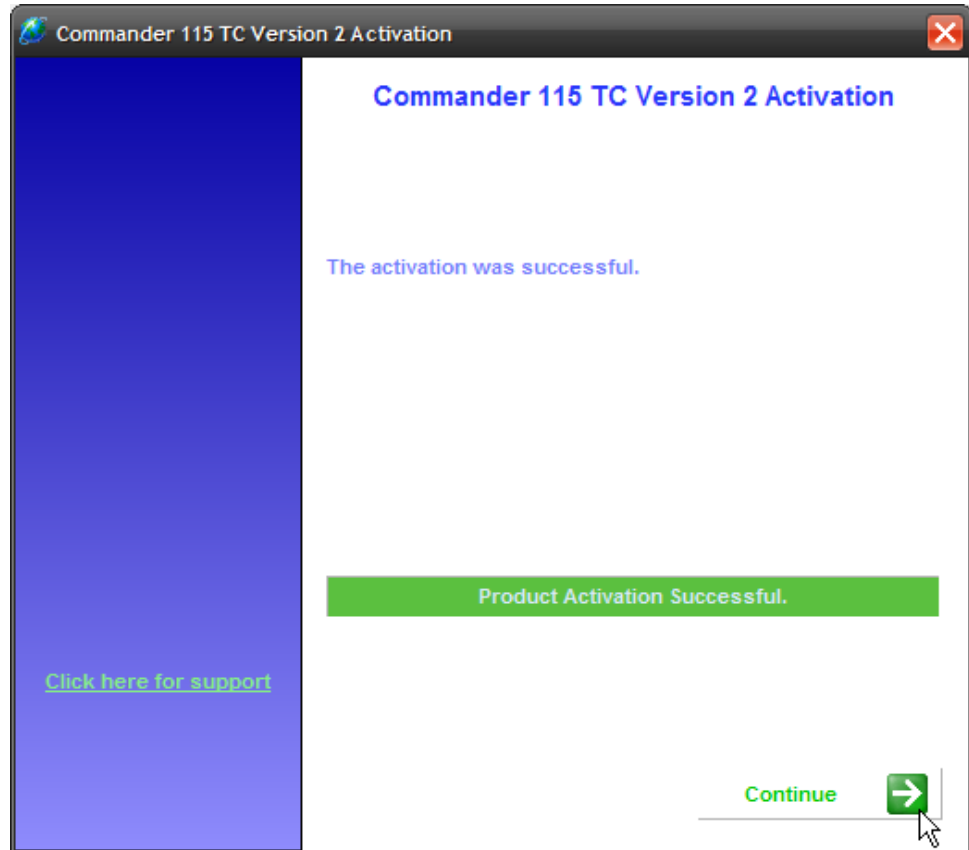
3.4 Activation Result

When the process is completed you will see this screen. Press Continue to finish the installations process.

If activation is unsuccessful you will receive and error message. The installer will also generate a file called Error.txt in the same directory where you ran the installer.
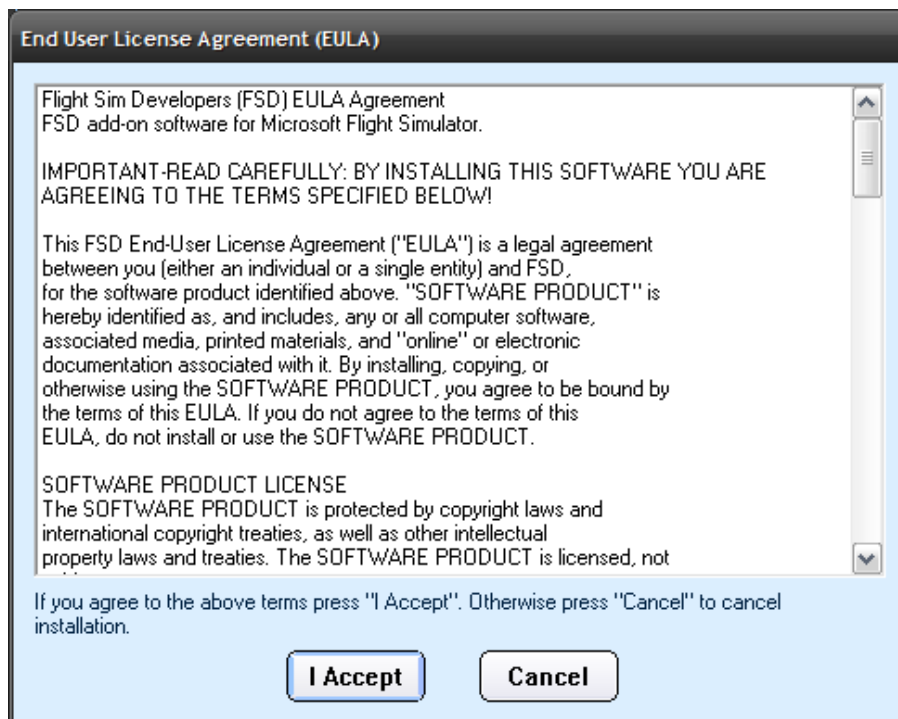
Click the support link illustrated here and send a support inquiry to us with the contents of that text file.

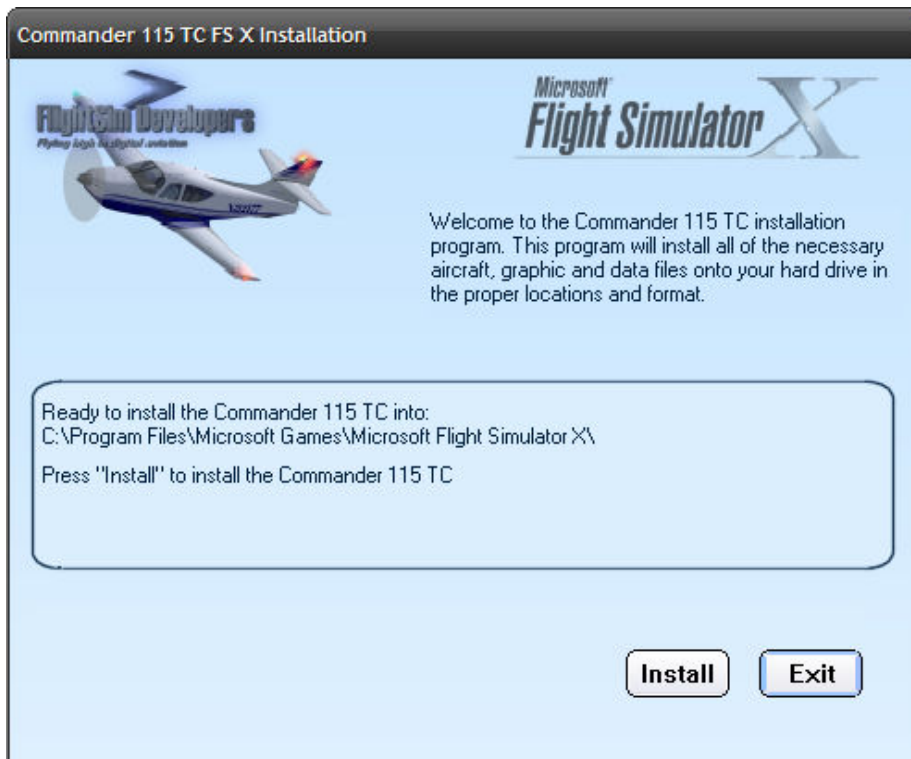## STEP 4 – END USER LICENSE AGREEMENT (EULA)

If the activation process was successful you will be presented with the EULA to accept.

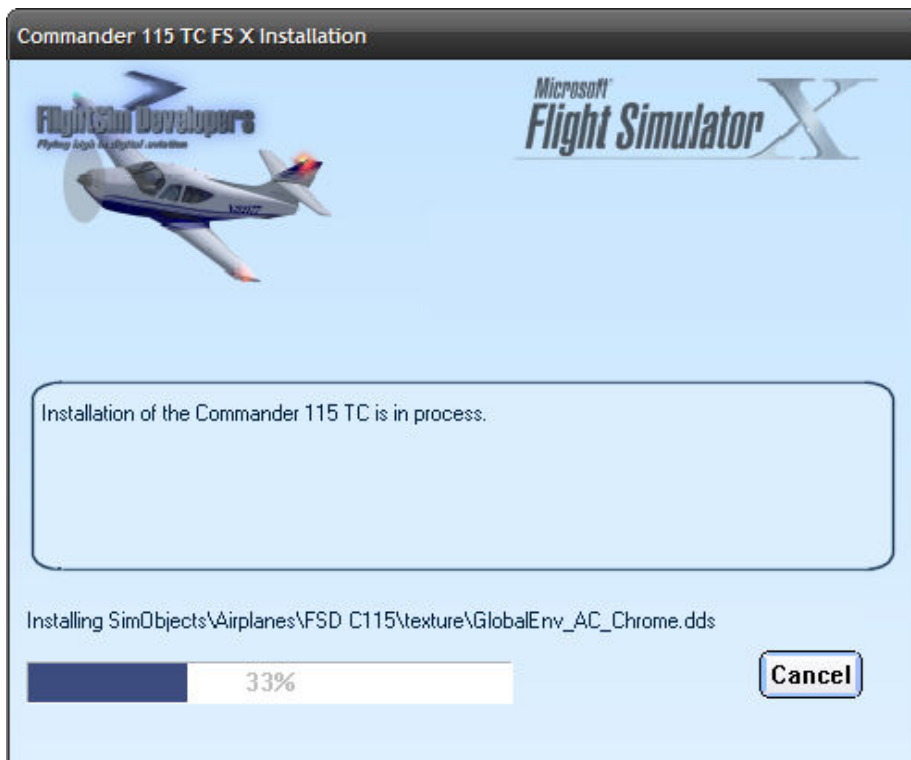| |
|---|
| **Important**
Installation cannot proceed unless you press I Accept
on this dialog! |

STEP 5 – INSTALL THE FILES

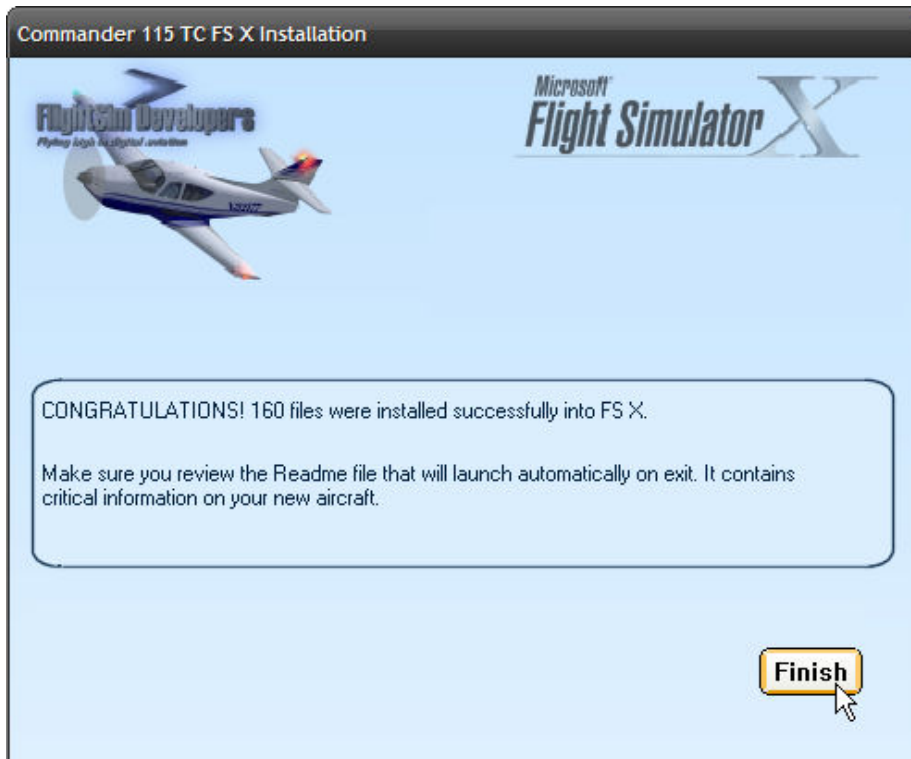Once the EULA has been accepted you will see this screen. Simply press **Install** to continue.

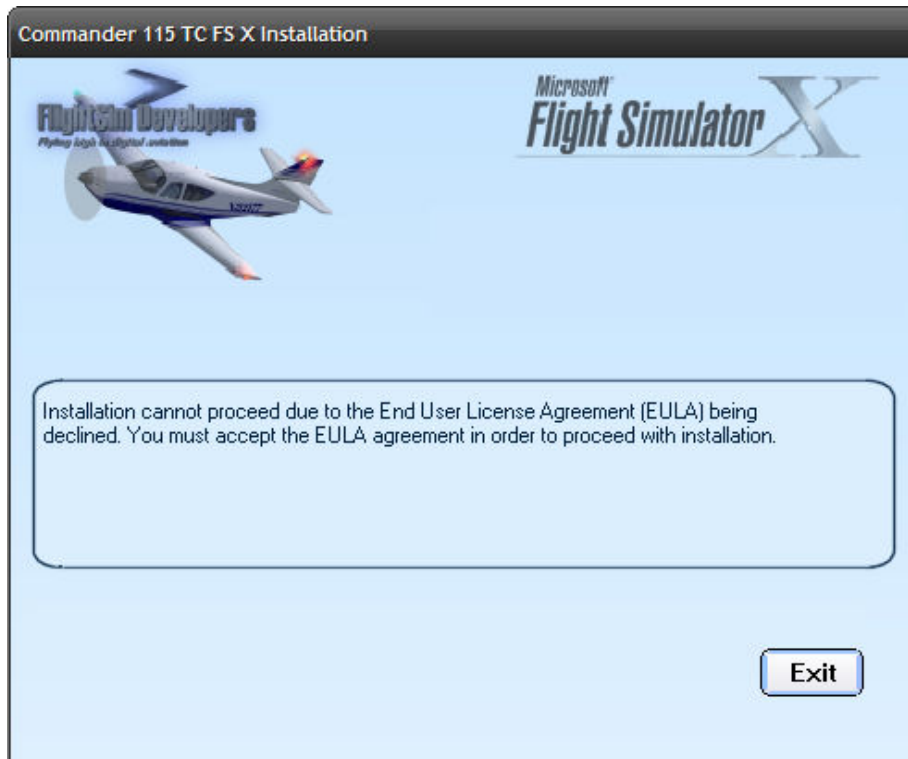Installation progress will be continually updated on the installation user interface.

STEP 6 – INSTALLATION COMPLETED

Once installation is completed a confirmation message will appear. The installation process is complete and you are ready to fly!

Resolving and Reporting Errors

If an error occurs during the initialization or installation process it will be reported on the main installer user interface. An error number and/or a brief description will be displayed.

In many cases the description of the error will provide you with enough insight to correct the problem. However, if you require technical assistance it may be obtained by going to our support page at http://www.fsd-international.com/support. You may obtain support via direct message to us, for which you will receive an email reply, or via our support forum.

DIRECT CONTACT SUPPORT

The form will already have much of the critical information filled out for you. A brief description from you is always helpful to us in our ability to resolve your problem.
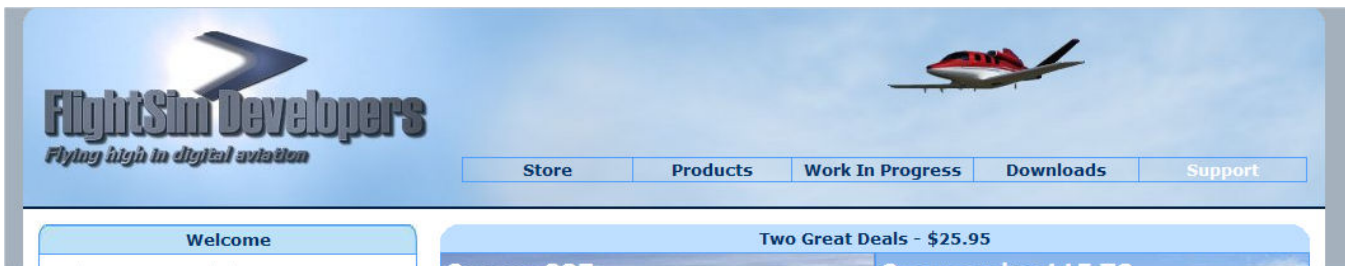
Please be sure to include the contents of the file Error.txt that you will find in the directory from which the installer was run.

Please provide us with as much information as you can:		
Your name	Your name	*Required
E-mail address:	Email address	**Required
Customer ID #		(optional) **
Version of Flight Simulator	FSX	
Operating System	Windows XP ⌄	*Required
Product	SaratogaX	
Receiving Error No.	402	

Description Of Problem:

[text area]

Send

** Your customer ID is the identification number that our server issues at time of purchase, if you have used this secure online ordering system before. If you have it available, it makes it easier for us to access your records, but don't sweat it if the number is not handy.
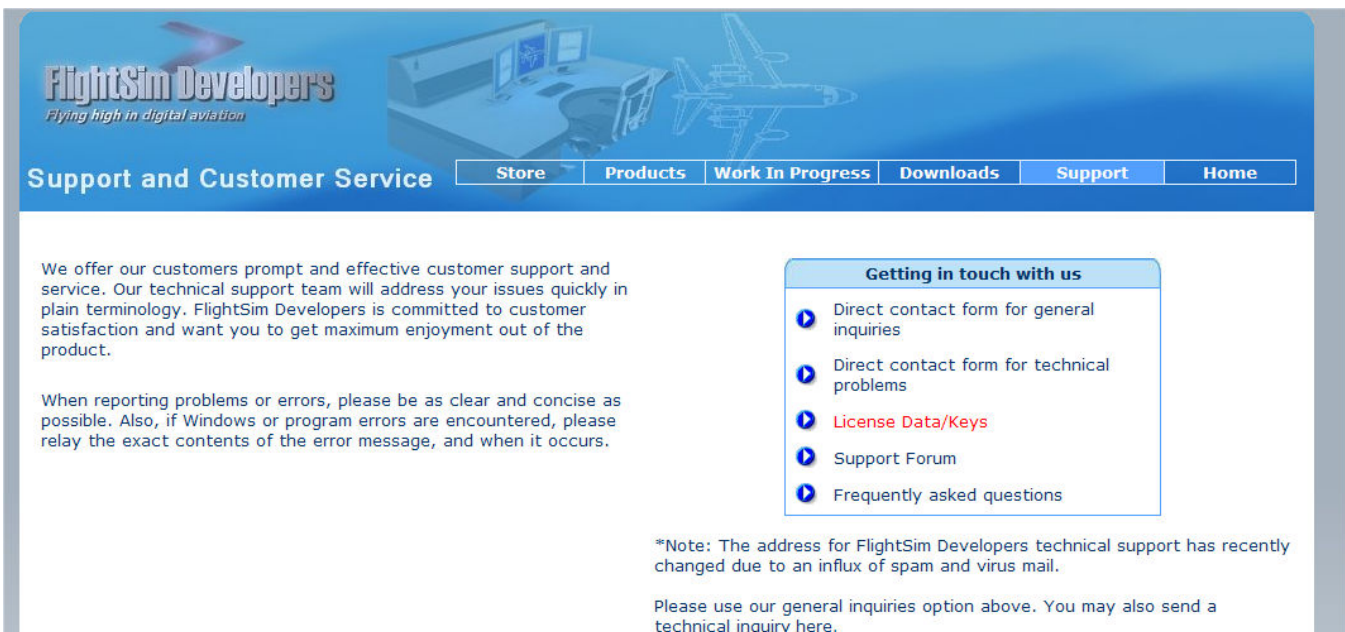
•••

Accessing your account data online

STEP 1 – GO TO OUR WEBSITE

On the top of every page you will find a link for Tech Support. Press that link:

STEP 2 – SELECT REQUEST LICENSE DATA

Select the link labeled "Request license data or replacement key". It is the license data we want to access online.

STEP 3 – SELECT FSD LICENSE SYSTEM

Select the "FSD License System" option. Press the green arrow to go to our server login page:

STEP 5 – LOGIN TO OUR SERVER

You can login using your email address, your customer ID number, your license ID number, or the order invoice number. If you are using your email address, and have changed it since your order, use your old email address. In all instances you will need to enter your password. Only in this way can you be sure that your information is secure. For this reason it is important that you keep your password secure, and maintain good records so that you do not loose it.

*Note that vital information such as Social Security Number, credit card information, etc., is not used here. We do not store sensitive and/or financial data on our server. Only your license information is stored here.

CUSTOMER SERVICE

Welcome to Customer Service.

Get assistance with a completed purchase here. You can download software updates, reprint a receipt, purchase upgrades, etc. Simply enter your registered email address, Customer ID, Nickname, License ID, or Invoice Number and your Password, then click the Login button.

Click here if you have forgotten your Customer ID or Password.

Please fill in *all* of the following fields:

Login Using: Customer Email ▼

myaddress@email.com

Password: ❋❋❋❋❋❋❋❋❋❋❋❋

Login

STEP 6 – EDIT YOUR ACCOUNT INFORMATION

Select Edit to change your account information as desired.