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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 <u>Offline Activation</u> 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:

СОММ	ANDER 1	15 TC		
We stro	Velcome to the mmander 115 ngly recommend the s as possible, parti- met security softwar	TC Installation at you close as mar cularly anti-virus, an	IN Program by programs run ti-spyware, fire	
	Please p Full Name: Tim Dicken	rovide us with the follow s	ing:	
L	Email: tdickens3@	Pcomcast.net		Next
÷ (> ]	ALT HITCH AND FAMAL FOR BC	H TAXY INDO ALV Foldar		Cancel



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: <a href="http://www.safer-networking.org/en/articles/download-managers.html">http://www.safer-networking.org/en/articles/download-managers.html</a>

Commander 115 TC FS X Installation	
Flight Sin Davelapers	Flight Simulator
	Welcome to the Commander 115 TC installation program. This program will install all of the necessary aircraft, graphic and data files onto your hard drive in the proper locations and format.
Flight Simulator X was found at: C:\Program Files\Microsoft Games\Microso Initializing	oft Flight Simulator X\
Unpacking components	Exit



# 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.

Commander 115 TC FS X Installation	
Flight State Developers	Flight Simulator
	Welcome to the Commander 115 TC installation program. This program will install all of the necessary aircraft, graphic and data files onto your hard drive in the proper locations and format.
Flight Simulator X was found at: C:\Program Files\Microsoft Games\Mi	icrosoft Flight Simulator X\
Checking disk space	
	Exit



#### **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:

 Purchase
 Online Activation

 Commander 115 TC Version 2

 Commander 115 TC Version 2
 Commander 115 TC Version 2
 Purchase Commander 115 TC Version 2 Online options:
 Open my browser to the online ordering page
 Activate Commander 115 TC Version 2
 I have already purchased and would use to activate the product



Exit



# 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:
	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.

🖉 Commander 115 TC Versi	on 2 Activation	×
	Commander 115 TC Version 2 Activation	
	Activating	
	Avaratingin	
<u>Click here for support</u>		
	Exit	



#### **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.

Commander 115 TC Versi	on 2 Activation	×
	Commander 115 TC Version 2 Activation	
	The activation was successful.	
	Product Activation Successful.	
Click here for support		
	Continue	
		YS -



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

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

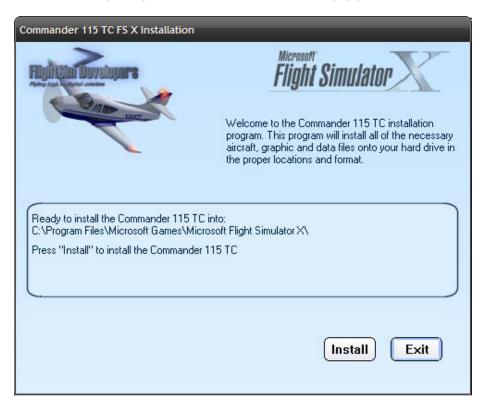
Important Installation cannot proceed unless you press I Accept on this dialog!

E	nd User License Agreement (EULA)	
	Flight Sim Developers (FSD) EULA Agreement FSD add-on software for Microsoft Flight Simulator.	^
	IMPORTANT-READ CAREFULLY: BY INSTALLING THIS SOFTWARE YOU ARE AGREEING TO THE TERMS SPECIFIED BELOW!	
	This FSD End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and FSD, for the software product identified above. "SOFTWARE PRODUCT" is hereby identified as, and includes, any or all computer software, associated media, printed materials, and "online" or electronic documentation associated with it. By installing, copying, or otherwise using the SOFTWARE PRODUCT, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install or use the SOFTWARE PRODUCT.	
	SOFTWARE PRODUCT LICENSE The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is licensed, not	~
	If you agree to the above terms press "I Accept". Otherwise press "Cancel" to cancel installation.	
	I Accept Cancel	



#### **STEP 5 – INSTALL THE FILES**

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





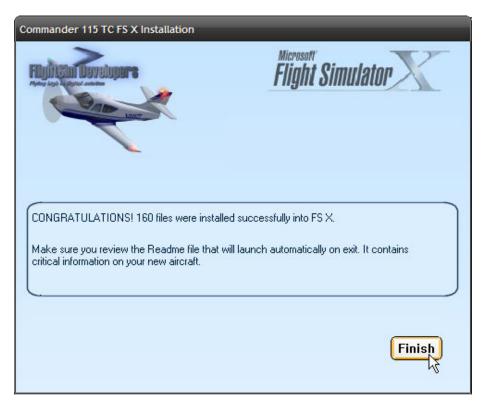
Installation progress will be continually updated on the installation user interface.

Commander 115 TC FS X Installation	
Flucture and the sector of the	Flight Simulator
Installation of the Commander 115 TC is in proces	is.
Installing SimObjects\Airplanes\FSD C115\texture\ 33%	GlobalEnv_AC_Chrome.dds



#### **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.

Commander 115 TC FS X Installation	
Porter dege for a second	Hicrosoft Flight Simulator
Installation cannot proceed due to the End User L declined. You must accept the EULA agreement i	icense Agreement (EULA) being n order to proceed with installation.
	Exit

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 <a href="http://www.fsd-international.com/support">http://www.fsd-international.com/support</a>. 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.

Plea	ase provide us with as much information	n 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 Probl	em:	
		^
		~
Send	** Your customer ID is the identification number to time of purchase, if you have used this secure on before. If you have it available, it makes it easier records, but don't sweat it if the number is not have	for us to access your



# Accessing your account data online

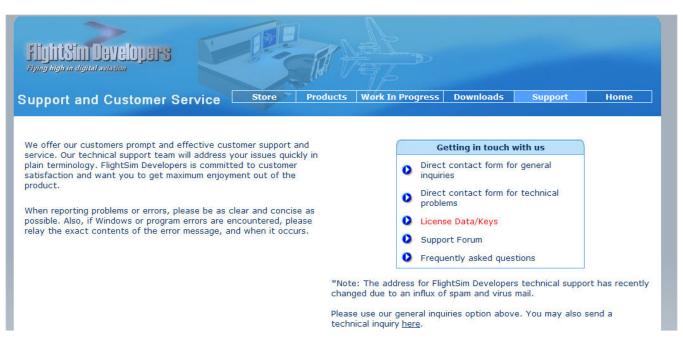
### **STEP 1 – GO TO OUR WEBSITE**

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:

Store       Downloads         Products       Work In Progress         Support       Home         Licenses issued before 2003         Click Here
<u>Click Here</u>
Need help?
Contact Tech Support

#### **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.
reprint a receipt, pur	a completed purchase here. You can download software updates, chase upgrades, etc. Simply enter your registered email address, ne, License ID, or Invoice Number and your Password, then click the
Clic	<u>sk here if you have forgotten your Customer ID or Password.</u>
	Please fill in <i>all</i> 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.

	CUSTOMER SERVICE
Contact Details: [Edit]	
Order History	