

## Power Update Activation Troubleshooting Guide

If you had any challenges activating the application, here's a quick Troubleshooting guide to get it working:

1. Activation is only required for the Full version for Power Update, you can use the Free trial version limited to one workbook without registration or activation. To obtain the Full version click on the Power Update icon on the desktop or in the Start menu to open Power Update manager. Then click on "Click here to Buy Full Version" and follow the steps to complete the order and check license information. Finally click on the Activate step, and enter the license information from the previous step.
2. Please make sure that during the activation you are directly connected to the internet, or if you are using a proxy to access the internet set up the proxy settings using the Proxy button in the Activation window (you can check your proxy settings in your internet browser).
3. Please make sure that your system date time settings are correct.
4. Please make sure that your username and password is correct. To check this try logging into <http://www.power-planner.com/login>
5. If activation still fails, please check the message in the Activation.log in the program folder (e.g. C:\Program Files\PowerPlanner\Power Update\Activation.log). If it mentions a network related problem it's likely that your proxy settings are incorrect or a firewall is blocking the activation service (uses standard http port 80). In this case please try to connect the computer directly to the internet (e.g. using home internet connection or a 3g mobile adapter), or use another computer for the Trial where this is possible.
6. If you still can't activate Power Update based on the above steps, please send us the Activation.log file and we'll help you get the software activated.