

## - software licence update process

This guide explains the stages of completing a remote software licence update for your live licence as part of the System Upgrade Pathway process.

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### Step one – Find your licence key

1.1	Open Video Gauge™  (for older Systems where using an external licence dongle, it should light up green when connected)
1.2	Go to 'Help' then 'Licence Manager'. The Licence Manager window will pop-up and the second line down details your software licence key. Alternatively, there will be a licence ID on the System Controller itself. Keep a note of your software licence key xxxxx-xxxxx-xxxxx-xxxxx-xxxxx

### Step two – Generating the .req file

2.1	The SecureUpdateUtility executable is clearly pinned within the Start Menu as well as being located within the Video Gauge folder in the Start Menu Applications List (may be also denoted as Dongle Update Utility).  For older Systems (pre VG 5.4.1), download the following to the desktop of your Controller <ul style="list-style-type: none"><li><a href="https://downloads.imetrum.com/Support/Secure-update-utility.zip">https://downloads.imetrum.com/Support/Secure-update-utility.zip</a></li></ul>
2.2	Double-click the 'SecureUpdateUtility.exe' file (which you just saved to the desktop in step 2.1)
2.3	Click the 'Generate Request Code' button. Enter a filename (serial number for example) and click "Save". A file with .req extension will be saved at the location you specify
2.4	Send the .req file to your usual representative along with the serial number printed on the side of your Controller

### Step three – Applying the .nlf file

3.1	Save the update code file (.nlf) provided by Imetrum to the desktop of your Controller
3.2	Start the Secure Update Utility by double-clicking the 'SecureUpdateUtility.exe' file
3.3	In the 'Update Hardware Key' section, click the 'file open' icon and select the .nlf file (which you saved to the desktop in step 3.1)
3.4	Click the 'Apply Code' button. The hardware key update process begins; it may take up to one minute to complete the process
3.5	When 'Success' appears, close the Secure Update Utility

### Step four – Confirm successful update

4.1	To confirm the update was successful, please navigate in Video Gauge™ to 'Help', 'Licence Manager'. This will then show all the licence features for this copy of the software. Please screenshot this message box and send a copy to your support ticket at: <a href="mailto:support@imetrum.com">support@imetrum.com</a> or alternatively: email: <a href="mailto:support@imetrum.com">support@imetrum.com</a>
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If you have any issues, please contact your usual representative for further assistance.