

Using the Premium Maintenance Renewal Tool.

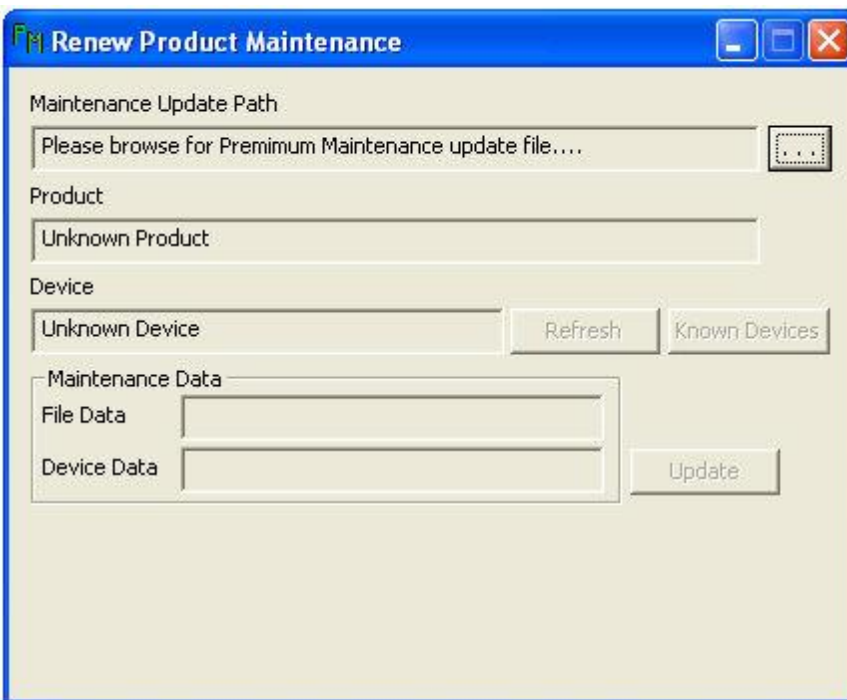
There are several things you need to do before updating your maintenance agreement using the Premium Maintenance Renewal tool.


- The first step is to contact Frontline and request and download the [Update file](#).
- The next step is to locate the ComProbe that came with the Frontline application whose maintenance agreement you want to update.

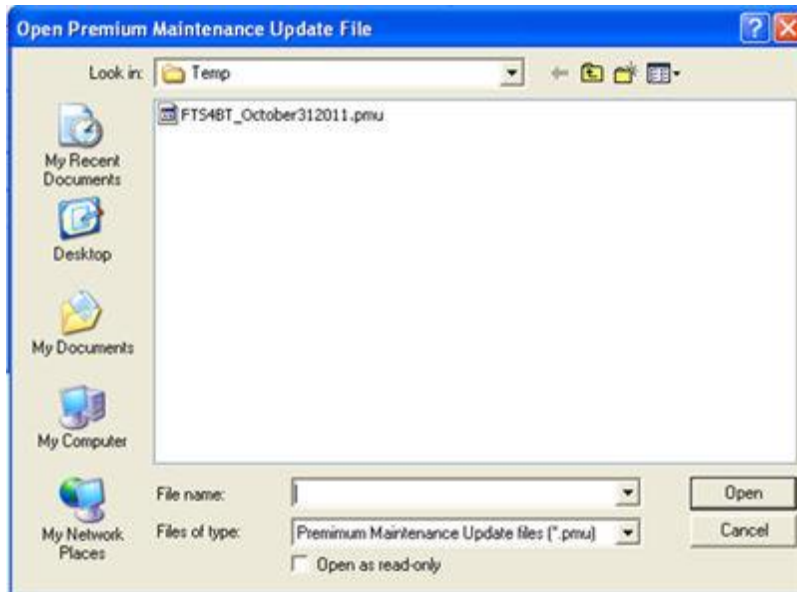
Once you have done these two things, you are ready to go.

1. Insert your **ComProbe** into the computer.
2. **Open** the Premium Maintenance Renewal tool from one of two locations:
 - *Shortcut folder > Setup > Renew Premium Maintenance*
 - *Start > Programs > Frontline Premium Maintenance Renewal > Renew Premium Maintenance*

The application opens.

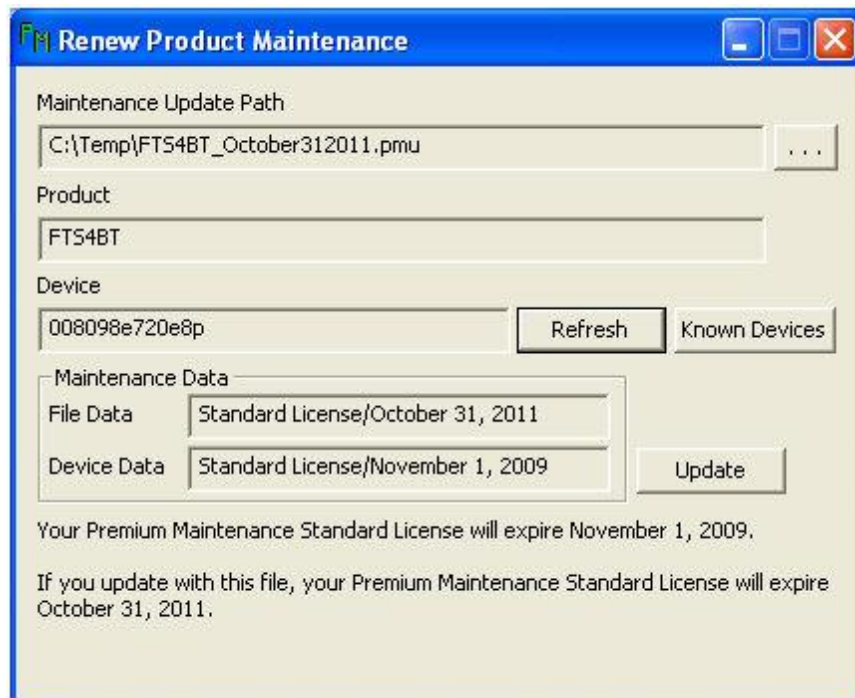


3. Select the **Browse** button for the update file .
4. **Locate the update file (.pmu)** that you downloaded earlier from Frontline.



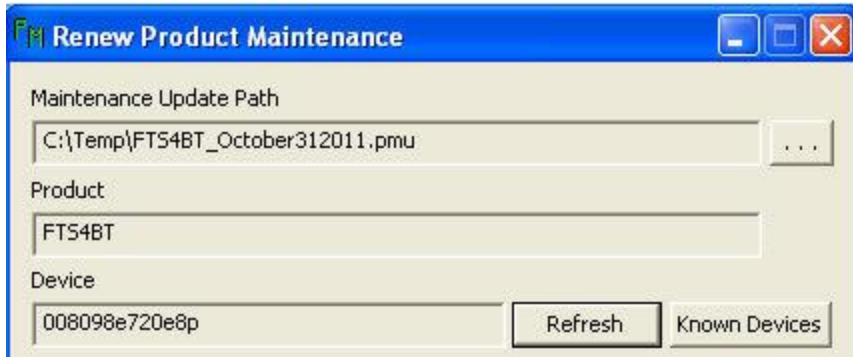
5. Select the file and click **Open**.

The dialog reappears.

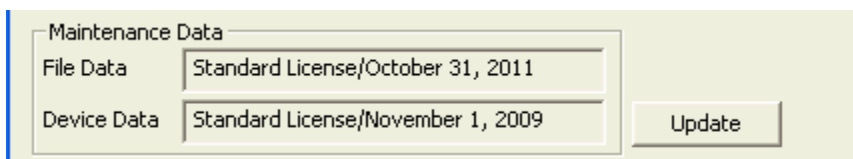


The Maintenance Update Path, Product, and Device information is read from the Update file and inserted in the respective fields in the tool.

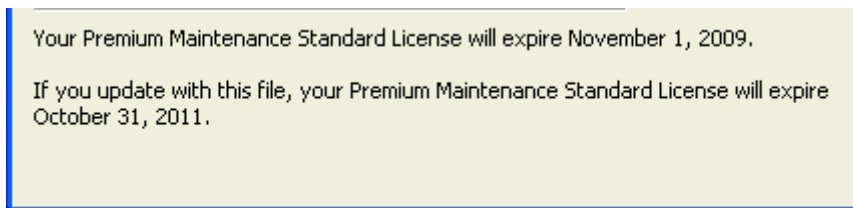
[Click here to see what to do if the Device is not found.](#)



If the information in the ComProbe matches the Update file, the File Data and Device Data information are also displayed. Notice, however, that the dates are different.

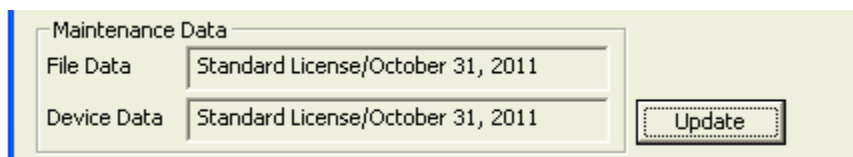


The information at the bottom of the dialog displays when the license will currently expire and when the license will expire if you update.



6. Select **Update** to renew the maintenance schedule.

Once you select Update, the File Data and the Device Data should be the same.



7. **Close** the dialog to complete the process.

Device Not Found

After you connect your ComProbe, open the [Premium Maintenance Renewal Tool](#), and open the [update file](#), you should see on the dialog that the Device (ComProbe) that is plugged in is the same as the device in the update file.



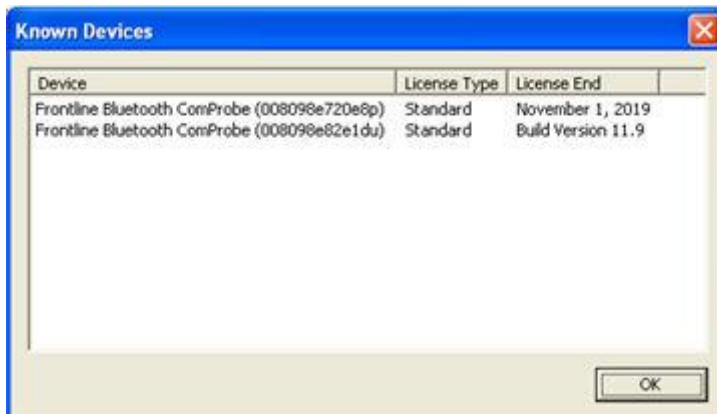
If, however, the device is not recognized, you will see the following:



If the device is not found, the first thing you should do is remove the ComProbe, reconnect it, then select Refresh. The tool will identify the ComProbe again. If it matches, you can [continue the update process](#).

If the device is still not found, you should click *Known Devices* to check the ID's for the ComProbe(s) you have connected.

A dialog appears that displays the ID's for the connected devices.



Double check the ID's of the connected devices.

If the connected devices do not match the device identified in the tool, you must locate the correct device and connect it to the computer before you can continue.