

The following document details how to activate Engineer's Toolset and upgrade both Engineer's and Standard Toolset.

Activating your Engineer's Toolset Software License Key

All customers, including those on maintenance, must update their license. During the installation of the Engineer's Toolset, the setup program displays an evaluation reminder. Complete the following procedure to activate your license from the evaluation reminder window.

To activate your Engineer's Toolset license:

1. Click **Enter Licensing Information** on the evaluation reminder window.
2. **If the computer on which you installed Toolset is connected to the Internet**, complete the following procedure.
 - a. Click **I want to activate my license over the Internet**.
 - b. Browse to <http://support.solarwinds.com>.
 - c. Login to the customer portal using your CustomerID and password.
 - d. Click **License Management**.
 - e. Browse to SolarWinds Engineer's Toolset, and then locate the unregistered licenses list.
 - f. Copy your unregistered Toolset activation key to the clipboard, and then paste it into the **Activation Key** field on the Activate Toolset window.
 - g. **If you use a proxy server to access the Internet**, check the **Proxy Server** checkbox, and then type the proxy address and port number.
 - h. Click **Next**.
3. **If the computer on which you are installing Toolset is not connected to the Internet**, complete the following procedure.
 - a. Click **I want to activate my license through the Customer Portal**, and then click **Next**.
 - b. Complete the procedure described on the Activate Toolset window to finalize your registration.

Locating Your SolarWinds Account

If you cannot find your SolarWinds account information, contact our customer service team.

CONTACTING OUR CUSTOMER SERVICE TEAM			
OPEN A TICKET ON THE WEB	Go to http://support.solarwinds.com and click contact our Customer Service team	EMAIL	customerservice@solarwinds.com
		TELEPHONE	866.530.8100

Upgrading Toolset

Customers with Expired Maintenance Contracts

If your maintenance has lapsed and you want to run Engineer's Toolset v10, contact our maintenance renewal team. You will need your SolarWinds CustomerID.

EMAIL	maintenance@solarwinds.com
TELEPHONE	866.530.8100

Downloading Toolset v10

To download Toolset v10:

1. Log on to <http://support.solarwinds.com>
2. Click **License Management**, and then navigate to your product and click **Download**.

Upgrading to Toolset v10

Upgrading Toolset from version 8 or later to Toolset version 10 can be done in place using a license key. No manual uninstall is required and none of your data or custom settings will be lost.

Upgrading Standard to Engineer's Toolset

To upgrade from Standard Toolset v10.1 or later to Engineer's Toolset:

1. Start **Workspace Studio** in the **SolarWinds Standard Toolset** folder.
2. Click **Help > Activate Engineer's Toolset**.
3. Complete the Engineer's Toolset activation procedure described above starting on **Step 2**.

Evaluating Engineer's Toolset on a Licensed Standard Installation

To evaluate Engineer's Toolset over a licensed Standard Toolset installation:

1. Visit <http://www.solarwinds.com/campaigns/engineerstooleet-upgrade/registration.aspx> to obtain a 14 day Engineer's Toolset trial license key.
2. After you receive an email containing your license key, start **Workspace Studio** in the **SolarWinds Standard Toolset** folder.
3. Click **Help > Activate Engineer's Toolset**, and then paste the license key into the **Activation Key** field.
4. Complete the procedure described on the Activate Toolset window to finalize your registration.