

# Applied Biosystems™ 3500/3500xL Genetic Analyzers: Renewing the Software License (Data Collection Software 2 and 3.X)

This technical note describes how to renew the Software License for the Applied Biosystems™ 3500 Series Data Collection 2 and 3.X Software.

## To renew your license

1. From the Data Collection software, look under the Tools heading, then navigate to the License Manager.
2. Highlight the ABI.3500.INSTRUMENT line and click Renew License.
3. Type the license name and the SW version if prompted and click OK.
4. The license dialog box will open.

3xxx Series Data Collection Software 2 Software Activation

1. Request license file for Computer ID:

0012345678aa 0012345678bb

*This ID is unique to this computer and cannot be used to obtain a license file for another computer.*

a. Enter the license key (from CD or email):

AID-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

b. Enter your email address:

c. Is this computer currently connected to the internet?

Yes. Connected. No. Not Connected.

2. Retrieve the license file from email, then save it to the desktop of this computer.

3. Find the license file:

Browse...

4. Click: Install and Validate License

Close

5. The computer IDs and license key should already be filled in. If not already filled in, open the old license file in WordPad or Notepad and copy/paste the license key (the long AID-xxxx-... number) into the space provided. The software license file is located in the following directory:  
D:/Applied Biosystems/3500/configuration  
File Name: 3500 Series Data Collection Software 2-X.lic (Data Collection 2)  
File Name: 3500 Series Data Collection Software 3-X.lic (Data Collection 3.X)
6. Click on either No or Yes for your internet connection. If yes is selected, go to step 7. If No is selected, the license information will be saved to your desktop. Save the information to a USB drive, then take the USB drive to a computer with internet access.
7. Navigate to the software licensing web page: <https://licensing.appliedbiosystems.com/>.
8. Select **Renew** from the Data Collection Software menu options.

Case Management	Activate		Change Computer	Resend License
ConvergeKinship	Activate		Change Computer	Resend License
Data Collection Software	Activate	Renew	Change Computer	Resend License
DigitalSuite™ Software	Activate	Renew	Change Computer	Resend License
GlycanAssure™ Data Acquisition	Activate	Renew	Change Computer	Resend License
GlycanAssure™ Data Analysis	Activate	Renew	Change Computer	Resend License
High Resolution Melt Software	Activate		Change Computer	Resend License
LifeScope	Activate			Resend License
MicrobeBridge RUO	Activate	Renew	Change Computer	Resend License
Protein Thermal Shift™ Software	Activate	Renew	Change Computer	Resend License
QuantStudio™ 12K Flex	Activate	Renew	Change Computer	Resend License
QuantStudio™ 6 and 7 Flex Real-Time PCR System Software	Activate	Renew	Change Computer	Resend License
QuantStudio™ Dx Software	Activate		Change Computer	Resend License
QuantStudio™ Real-Time PCR Software	Activate	Renew	Change Computer	Resend License
QuantStudio™ Test Development Software	Activate		Change Computer	Resend License
RapidMAX™ Software	Activate		Change Computer	Resend License
ViiA™ 7 Software	Activate	Renew	Change Computer	Resend License

9. After renewing the license online, an email will be sent to the registered license owner with an attachment. If the registered license owner is no longer at your institution, please see the note below).
10. Download the license file attachment from a PC. Save the license file to a USB drive or directly to the 3500 computer desktop if it has internet access. Return to the License Activation screen in the Data collection software. Skip down to Step 3 in the license renewal window. “Find the license file:” and click “Browse” to navigate to the new license file saved to the desktop.  
**NOTE:** When downloading the license file, please make sure to use a PC computer running the Windows™ Operating system for this step. Use of a Mac™ computer can corrupt the license file.
11. Click on Install and Validate License.

**NOTE:** If the person who originally registered the software is no longer at your institution, please send the “3500 Series Data Collection Software 2-X.lic” or “3500 Series Data Collection Software 3-X.lic” file to [abtechsupport@lifetech.com](mailto:abtechsupport@lifetech.com) along with the explanation that the person on file is no longer with the institution and the email address you would like the file sent to.