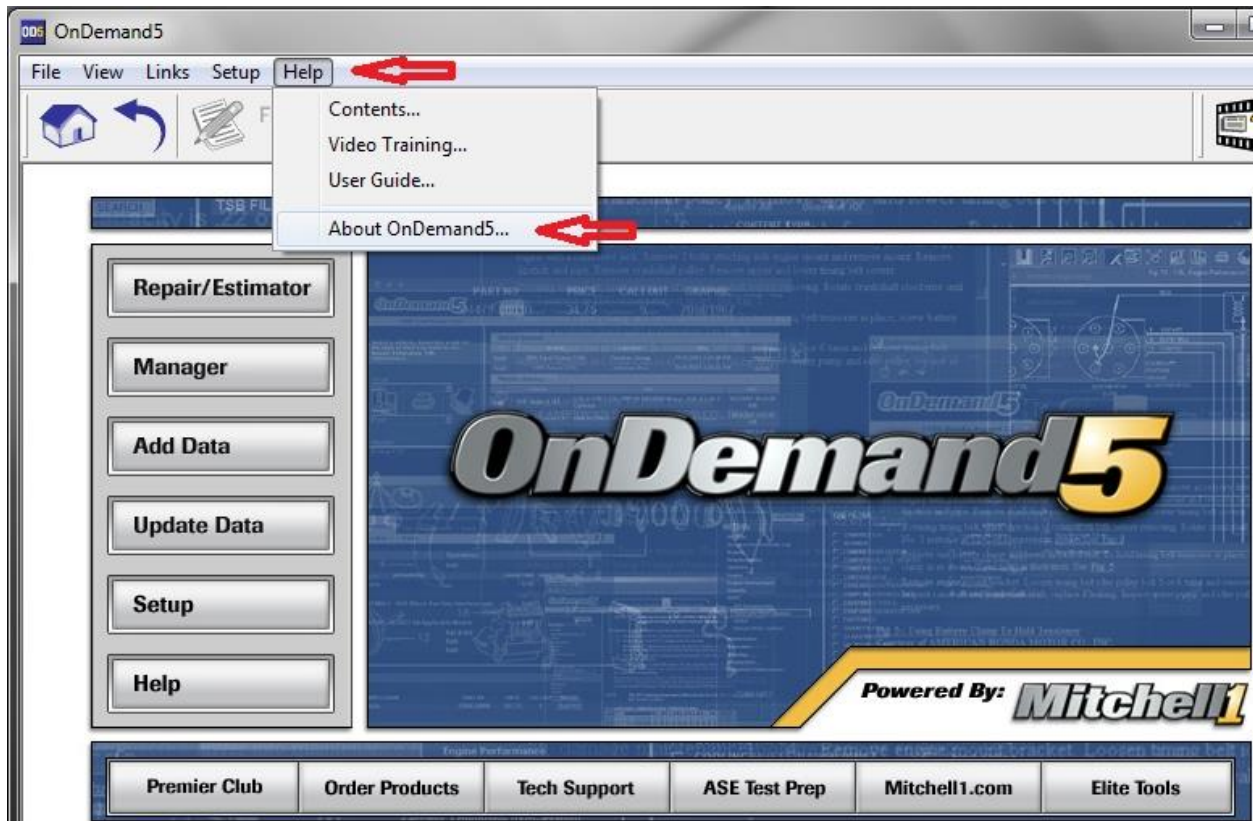


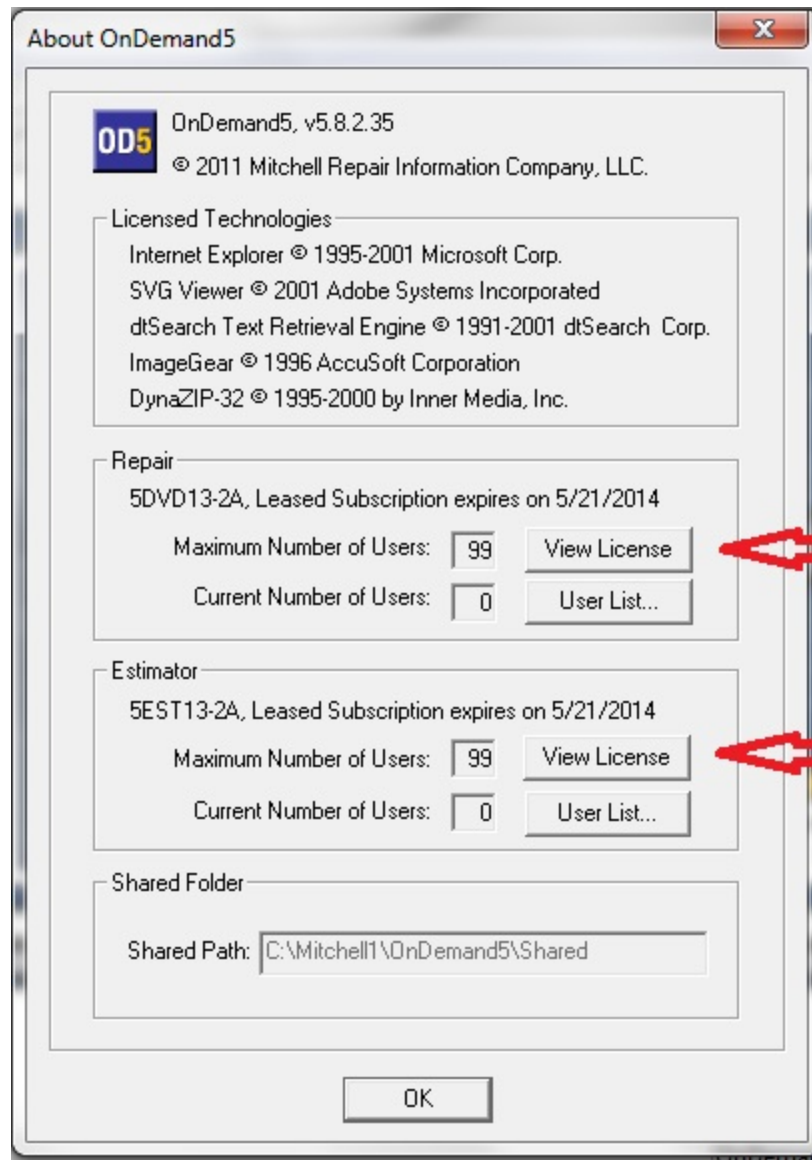
## REPAIR AND ESTIMATOR TIMEOUT MESSAGE AFTER RUNNING THE UPDATES

If you have installed the latest Repair and/or Estimator update disk and are still getting an expiration (Timeout) message, follow the steps below.

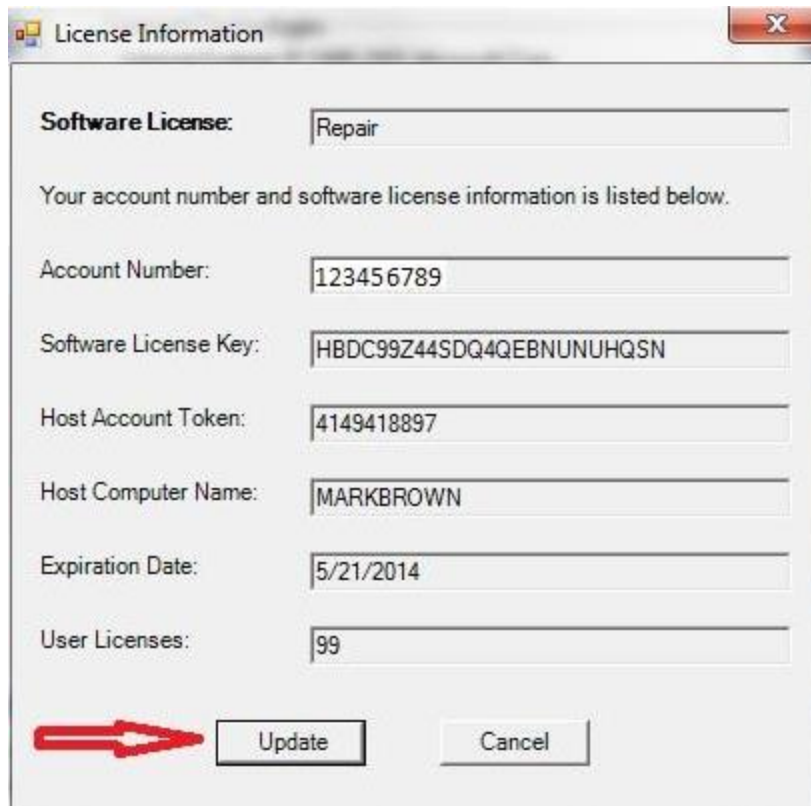
STEP 1. From the Home screen of your OnDemand5 program, using your mouse, click on the 'Help' menu, then 'About OnDemand5' as shown in the screenshot pictured below.



STEP 2. Once in the 'About OnDemand5' window, under the section labeled 'Repair' click on the 'View License' button as indicated by the 'red arrow' in the screenshot below. If you only have the Estimator, the process is the same.



STEP 3. In the 'License Information' window, click on the 'Update' button as indicated by the 'red arrow' in the screenshot below.



The screenshot shows a window titled "License Information" with a close button (X) in the top right corner. The window contains the following fields and text:

- Software License:** Repair
- Your account number and software license information is listed below.
- Account Number:** 123456789
- Software License Key:** HBDC99Z44SDQ4QEBNUNUHQSN
- Host Account Token:** 4149418897
- Host Computer Name:** MARKBROWN
- Expiration Date:** 5/21/2014
- User Licenses:** 99

At the bottom of the window, there are two buttons: "Update" and "Cancel". A red arrow points to the "Update" button.

STEP 4. After clicking the 'Update' button shown in STEP 3, the program will perform a check to see if there is an internet connection. If the computer has an internet connection, the 'Software License Activation' window will appear as indicated in the screenshot below. Fill out all fields with your shop information, except for the 'Email address' which is optional. When the form is completed, click on the 'OK' button indicated by the 'red arrow' as shown.

**IF YOU DO NOT HAVE AN INTERNET CONNECTION YOU WILL BE REQUIRED TO CONTACT TECHNICAL SUPPORT AT 1-888-724-6742**

**Software License Activation**

Step 1: Enter Your Account Number \*

[Where can I find my Account Number?](#)

Step 2: Enter Shop Information

Company Name \*


10 Digit Phone Number \* (  )  -

Email Address

Zip/Postal Code \*

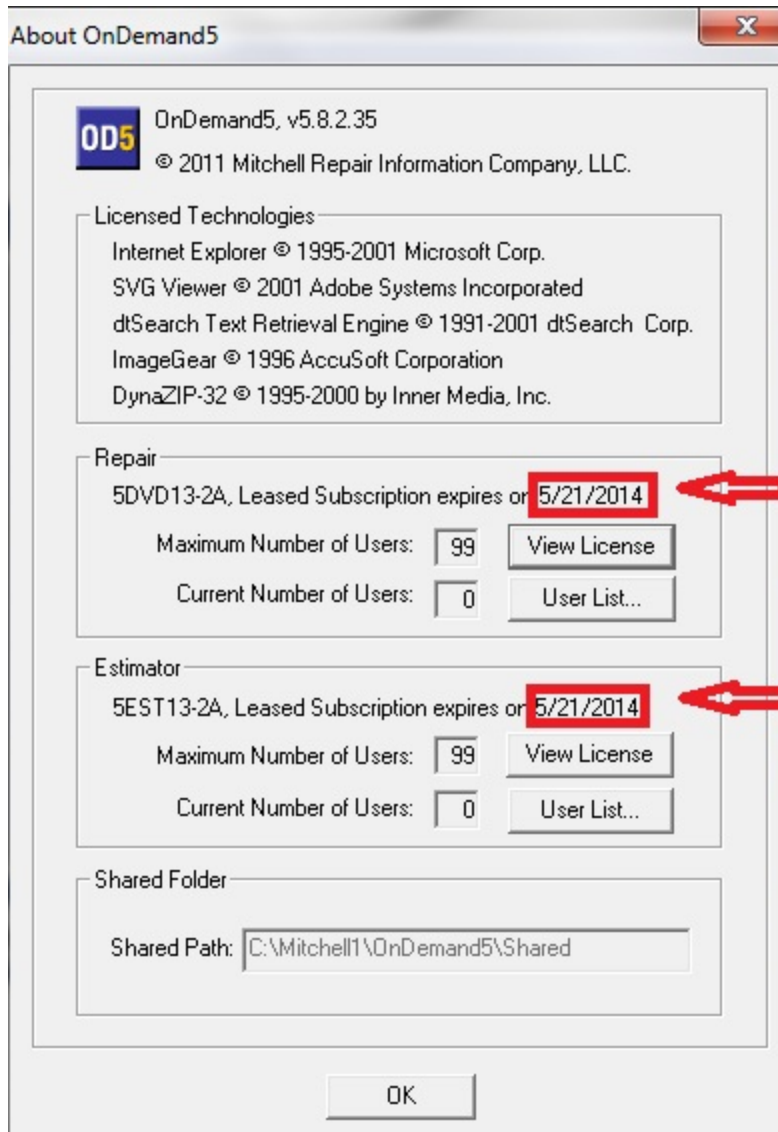
\*Required Field

To contact technical support: Toll Free (U.S./Canada) 888-724-6742 or Local/International 858-391-5000



STEP 5. When you complete the instructions in STEP 4, you will again see the 'About OnDemand5' window. The 'Leased Subscription expires on' date should be 5/21/2014 as shown in the 'red box' below.

Many shops will have both the Repair and Estimator updates. If such is the case for 'your' shop, then repeat the steps listed above for the Estimator. If you only receive the Estimator update, that's fine, follow the steps indicated to successfully update your lease.



STEP 6. Close out of the 'About OnDemand5' window by clicking the 'OK' button shown above, then exit the program. Manager users should now be able to click the 'OEM Parts & Labor' button without getting a timeout message.