



# Service Alert

## PV Designer New Year problem

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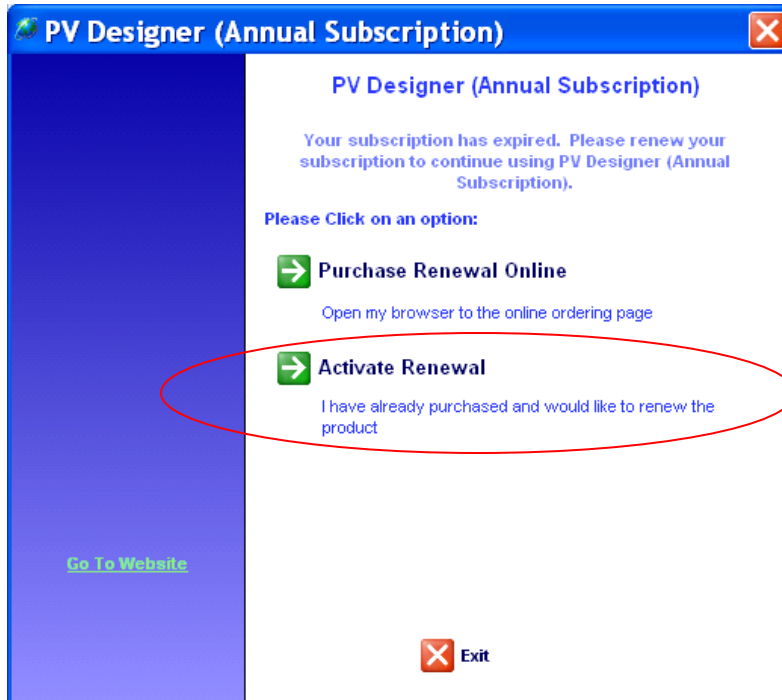
**Attention:** Solmetric PV Designer™ software users

**Regarding:** Addressing the 2012 New Year software problem.

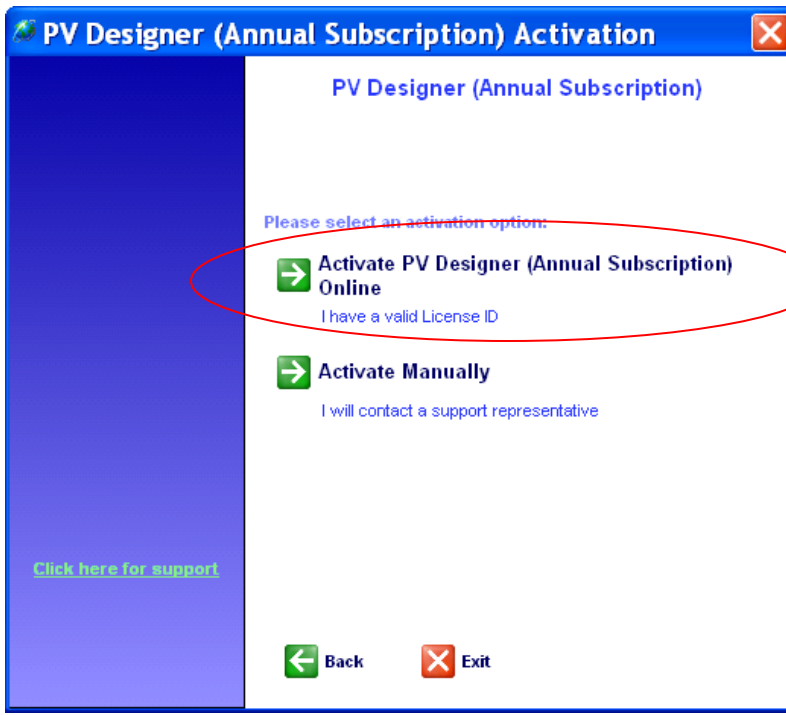
**Summary:** PV Designer licenses are showing EXPIRED status, as of January 1, 2012, even if the license is still valid into the new year. This requires a user fix, where you activate using a generic license id, then reactivate with your own code. You can do this process yourself, but if you need assistance, you can contact Solmetric support.

**Details:** The procedure for resolving the early expiration issue is described below.

1. **Install the latest Solmetric SunEye software, version 4.60.4883 or later which contains PV Designer.** Get the latest version [here](#). Run the installer. You can skip the SunEye installation when the SKIP selection appears in the process.
2. **Activate renewal with generic license id.** Run the Solmetric SunEye software from the desktop icon or start menu (*right-click and select "Run as administrator" on Windows 7 computers*). From the software, run PV Designer. You will probably get this dialog box .:



Select Activate Renewal. Then you will see this dialog box.

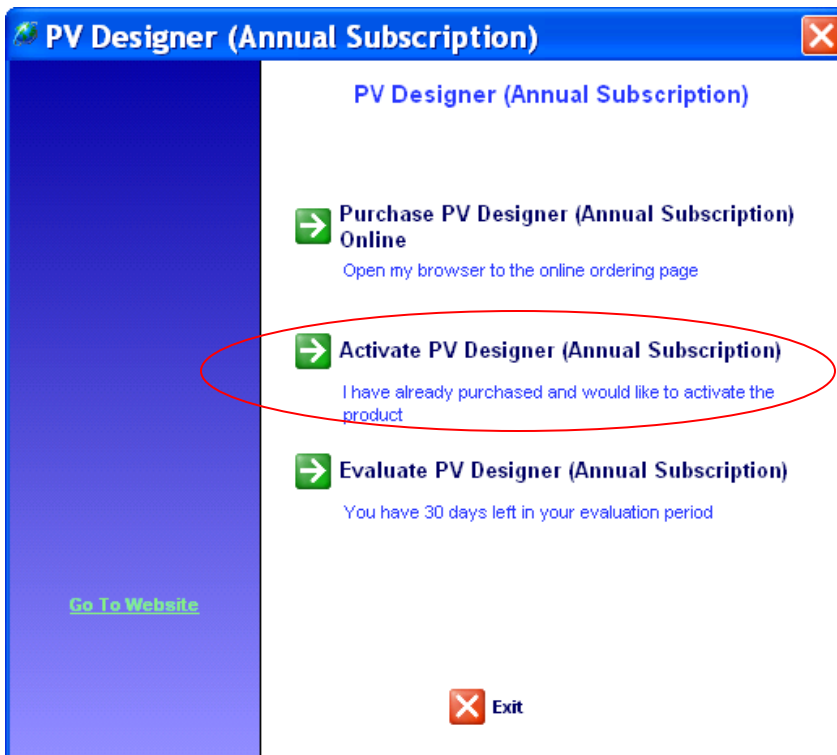


Select Activate PV Designer (Annual Subscription) Online. You will see this dialog box:

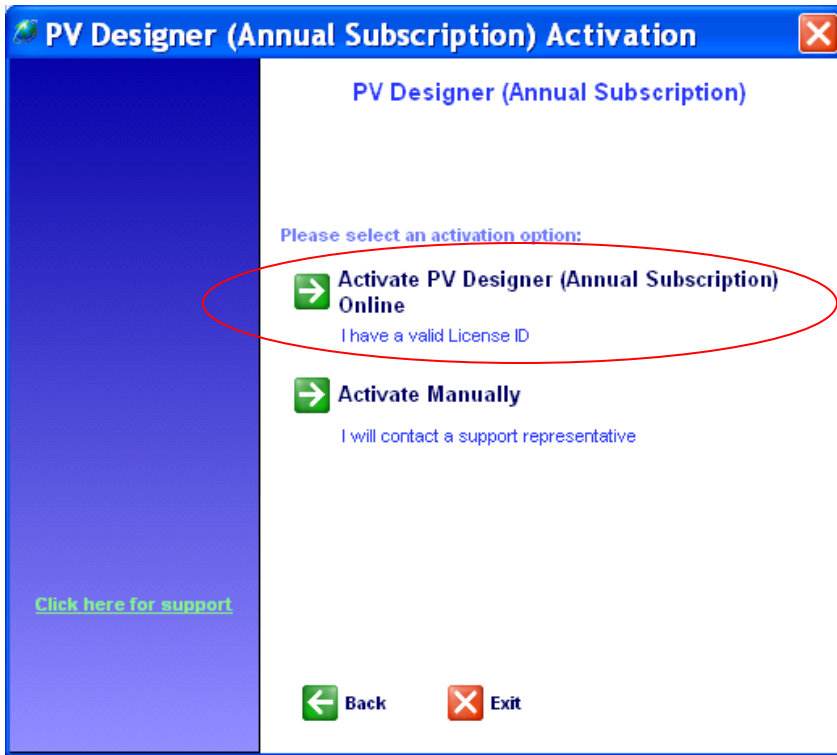
Enter in the generic License ID **60906488** with this password: **CTR7LU4** and Continue. The dialog box flashes successful then with an error code as shown below.

Press continue and PV Designer will run but without the features enabled.

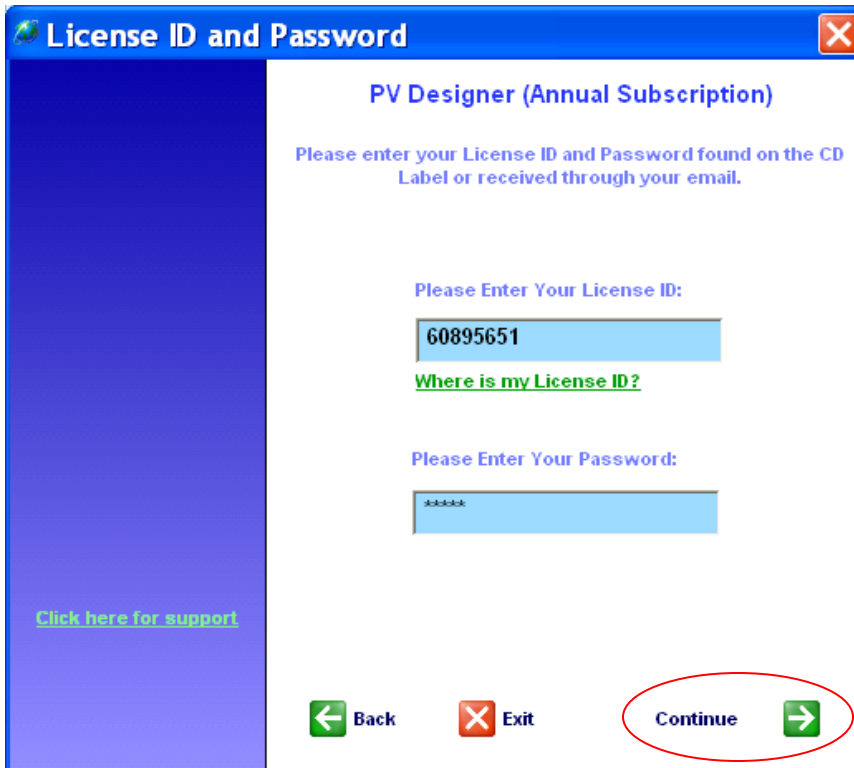
3. Return to the Session Properties screen and Run PV Designer again. You will see this dialog box.



Select Activate PV Designer (Annual Subscription). Then you will see this dialog box:



Select Activate PV Designer (Annual Subscription) Online. Your currently active license id and password should be pre-populated. (If not, enter them here or contact support.) An example screen is shown here:



Select Continue, and the PV Designer software should run.

Solmetric apologizes for the inconvenience of this issue with the PV Designer software. We are working to ensure that future upgrades will be avoid this issue. If you have any questions, please contact us by phone at +1-877-263-5026 or email at [support@solmetric.com](mailto:support@solmetric.com). As always, Solmetric is very interested in your experience with the PV Designer, and we would enjoy hearing from you. Thank you.