

CS Activation update FAQ

IMPORTANT: You may need to update your activation client

From January 16, 2021, due to a security update, some activation clients will be unable to connect to our servers for online activation.

If your Activation client is below version 2.1.5 it should be updated.

1. What is happening and why?

On January 16, 2021, we will make security improvements to protect our systems and your data. Once complete, activation client software below version 2.1.5 will not be able to activate licenses online.

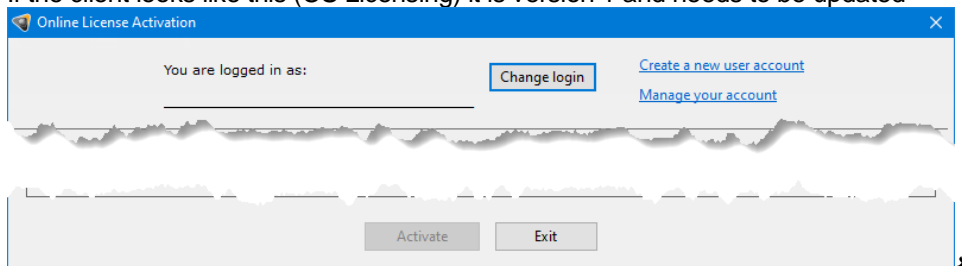
2. Will other Carestream Dental products stop working?

No. This only affects product activation: Products which have already been activated will continue to function.

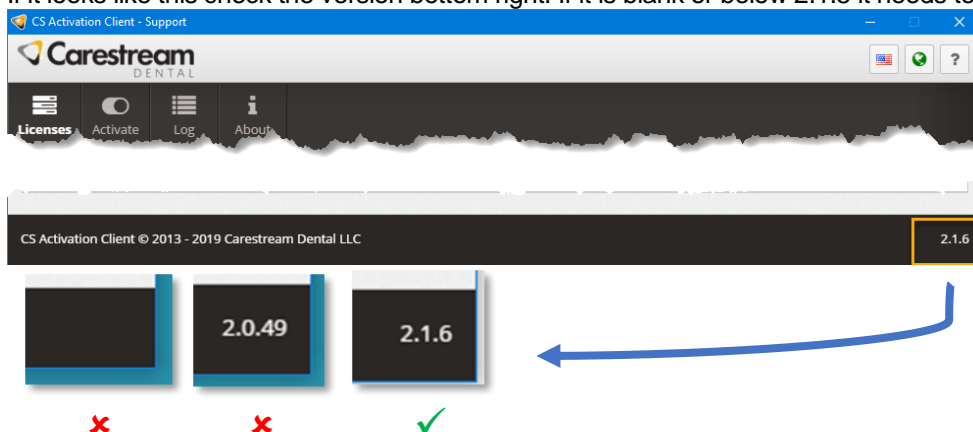
3. How can I tell if my Activation client is older than 2.1.5?

Look for the Carestream Dental folder in the PC Start menu. If you have "CS Licensing" this is a version 1 client and will need updating. If it has "CS Activation" then launch it and look for a version number in the bottom right corner of the CS Activation window. If the version is less than 2.1.5 or if there is no version number your client needs updating.

If the client looks like this (CS Licensing) it is version 1 and needs to be updated

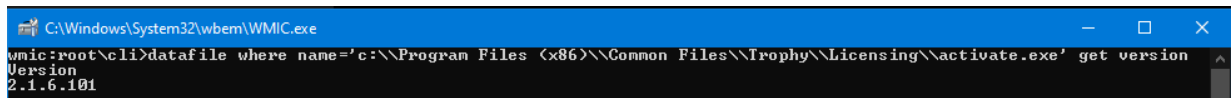


If it looks like this check the version bottom right. If it is blank or below 2.1.5 it needs to be updated.



As an alternative you can press the start button and type **wmic** and press enter. A window is displayed. Paste the text below into that window and press enter to display the version number:

```
datafile where name='c:\Program Files (x86)\Common Files\Trophy\Licensing\activate.exe' get version
```



```
C:\Windows\System32\wbem\WMI.exe
wmic:root\cli>datafile where name='c:\Program Files (x86)\Common Files\Trophy\Licensing\activate.exe' get version
Version
2.1.6.101
```

The version above is 2.1.6.

4. How do I update my client?

You need to download and run the CS Activation installer. You can find a link for this on the CS Activation website <https://cs-licensing.carestreamdental.com>. Authorized technicians can also download it from Infotec.

5. Do I need to call support or my dealer?

Updating is a very simple process, no technical knowledge is required and it only takes about a minute.

6. What will happen if I do nothing?

Carestream Dental products that have been activated will continue to function.

Newly installed products require activation and sometimes existing products require re-activation using an activation client. If you have older activation client software it will be unable to connect after January 15 2021 and will switch to offline mode. Offline activation can be used, but online is simpler and quicker.

7. Can I update after January 16 2021?

Yes, you can update at any time.

8. I cannot download or install the new version, what should I do?

Please contact your usual support organization for assistance

9. Is this change a result of a security breach or is there a risk to my data or system by updating?

We are not aware of any security breaches and are taking these steps as a proactive measure to maintain best industry practice. Updating your client will improve security and poses no risk to your data or system.

