

Using the UpdateKey utility program

The following topics cover procedures to add features over the Internet to hardware keys for KMC Controls programs that require hardware keys for activation.

Periodically KMC Controls will announce that new features for existing programs are available. These new features may require an update of a hardware key for activation. UpdateKey is the utility program with which the hardware keys can be updated over the Internet. Use Update Key to do the following:

- ◆ Add new features to hardware keys for TotalControl, BACstage and WinControl XL Plus
- ◆ Reset the activation period for technician keys
- ◆ View features and status of a key.



Illustration 1 KMC Controls hardware key

Installing the program

The utility program UpdateKey is distributed on product CDs for TotalControl, BACstage and WinControl XL Plus. It is available also on the KMC Controls web site. It can be installed on any computer on which TotalControl, BACstage or WinControl XL Plus can be installed.

To install the program, do the following:

1. If you do not have a CD with the UpdateKey utility, download the program from the [KMC Controls web site](#). Downloading the program will require your user name and password.
2. The program will be inside of a .zip file. Open the file and move the file `utilities.msi` out of the .zip file.
3. Double-click the file `utilities.msi`. The program will install UpdateKey without further action.
4. Continue with either of the following instructions.
 - [Updating Technician keys on page 2](#)
 - [Updating Customer Site keys on page 3](#)

Updating Technician keys

Technician keys—keys with red tags—are part of the KMC Controls software plan for authorized contractors. The technician key must be reactivated every 90 days. Updating the key is a two part process; feature activation through the Partner Portal on the KMC Controls web site and then adding the features to the key.



Note

Activating features is not required to restart the 90-day activation period. If new features or versions are not being added, you may skip activating new features.

To activate new features, do the following

1. Plug your key into a USB port on computer that has Internet access and on which Internet Explorer has been installed.
2. Browse to the KMC Controls web site at www.kmcccontrols.com.
3. Click the Partner Portal button  and enter your name and password.
4. Under the Customer Care portal button  choose **Licensing**.
5. In the Product Licensing list locate your key by name and serial number.
6. Click **Update Key**. This procedure is complete.

To add the features to the key, do the following:

1. Plug your key into a USB port on computer that has Internet access and on which the program UpdateKey has been installed.
2. Click **Start** and then point to **Programs, KMC Controls, Utilities** and then **UpdateKey**.
3. When prompted, click **Continue** and then **Update Key**. If the Update Key button is not active, your key either has the features installed or there is problem with the Internet connection. The features and other important information will be listed in the Update Key window.

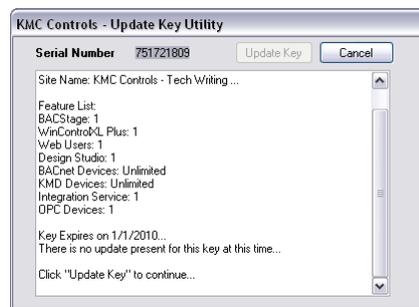


Illustration 2 Update Key Utility

Updating Customer Site keys

To use major new software versions or features, customer site keys—keys with blue or yellow tags—must have the new features added to them.

To add new features to a customer site key you will first need to place an order with the KMC Controls Customer Service department. When placing the order, Customer Service will need the following information:

- ◆ A purchase order number or other method of payment.
- ◆ The serial number of the hardware key to which you want to add the new features.

Contact KMC Controls Customer Service department between 8 AM and 5 PM Eastern time at the following telephone number:

Customer Service: 866.302.4562

To update a customer site key, do the following:

1. Place an order with the KMC Controls Customer Service department for the new version or features.
2. Wait until the Customer Service department confirms that the order is in place before continuing.
3. Plug your key into a computer that has Internet access and on which the utility program UpdateKey has been installed.
4. Click **Start** and then point to **Programs, KMC Controls, Utilities** and then **UpdateKey**.
5. When prompted, click **Continue** and then **Update Key**. If the Update Key button is not active, your key either has the features installed or there is problem with the Internet connection. The features and other important information will be listed in the Update Key window.

KMC technical support

Our distribution partners have unlimited and free access to our team of Technical Support representatives. We provide coast-to-coast and toll-free support from 8 AM to 5 PM Eastern time.

Toll-Free Support: 866.303.4562