

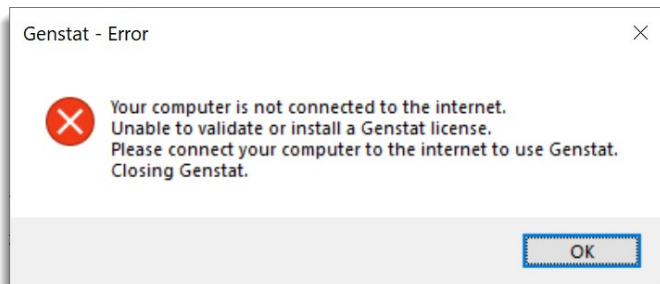
Contents

Troubleshooting.....	1
Installing Genstat for the first time.....	2
Next Steps	3
Upgrading from Genstat 21 to Genstat 22	4
Replacing an existing Genstat license (changing from FlexLM to RLM)	5
To change your license from FlexLM to RLM	6
What is offline mode and how do I use it?	8
How do I put my license back online?	9
Where is my license stored?	9
How do I check the expiry date?.....	10
How do I check which version of Genstat I have?	10

Troubleshooting

The following message will appear if you attempt to install Genstat without first connecting to the Internet.

1. If this error appears, connect your device to the Internet before attempting to install Genstat again.



If you have a **concurrent license** (as opposed to a license that is locked to your device) you can use Genstat in offline mode, i.e. without an Internet connection.

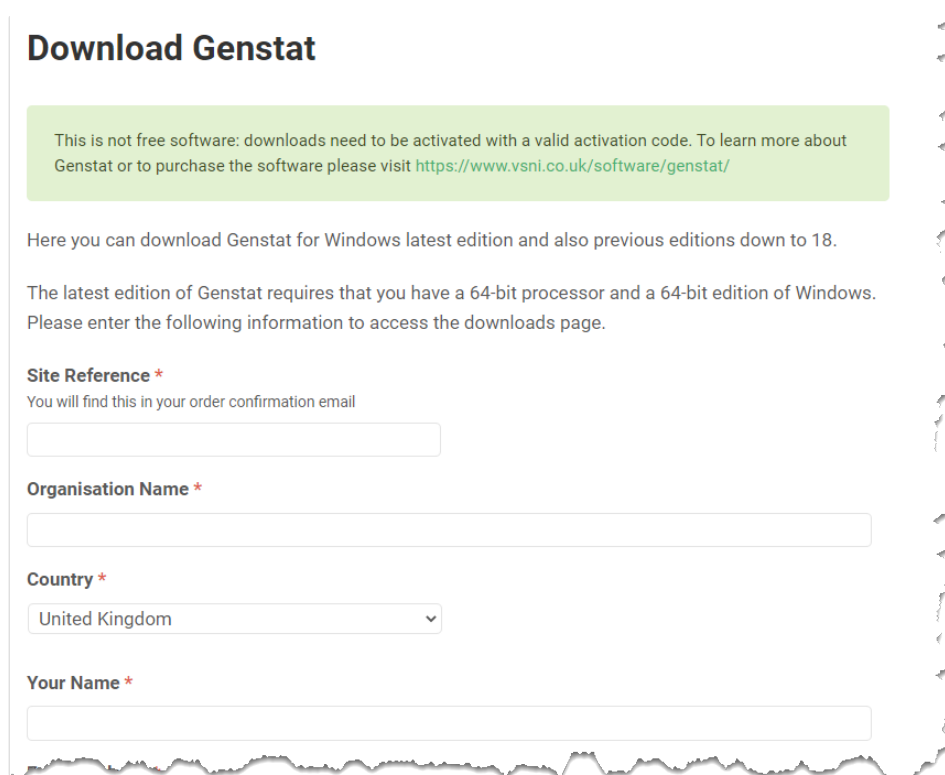
Once you have successfully installed Genstat you can take your device offline for up to 30 days, after which you will need to connect to the Internet again to run Genstat. See [What is offline mode and how do I use it?](#)

Installing Genstat for the first time

Before downloading and installing Genstat you will need three things:

- An **Internet connection**. You must be connected to the Internet to install Genstat.
- Your organisation's **Site reference**. This is an alphanumeric string that identifies your organisation. This Site Reference will be in your purchase confirmation email from VSNi support (if you are not the person who purchased Genstat you will need to ask the purchaser for the Site Reference).
- A license **Activation code**. This will have been emailed to you by VSNi support. (If you are not the person who purchased Genstat you will need to ask the purchaser for the Activation key).

1. Go to <https://genstat.kb.vsn.co.uk/download-genstat/> to fill in the form and download Genstat.



Download Genstat

This is not free software: downloads need to be activated with a valid activation code. To learn more about Genstat or to purchase the software please visit <https://www.vsn.co.uk/software/genstat/>

Here you can download Genstat for Windows latest edition and also previous editions down to 18.

The latest edition of Genstat requires that you have a 64-bit processor and a 64-bit edition of Windows. Please enter the following information to access the downloads page.

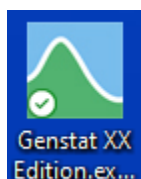
Site Reference *
You will find this in your order confirmation email

Organisation Name *

Country *
United Kingdom

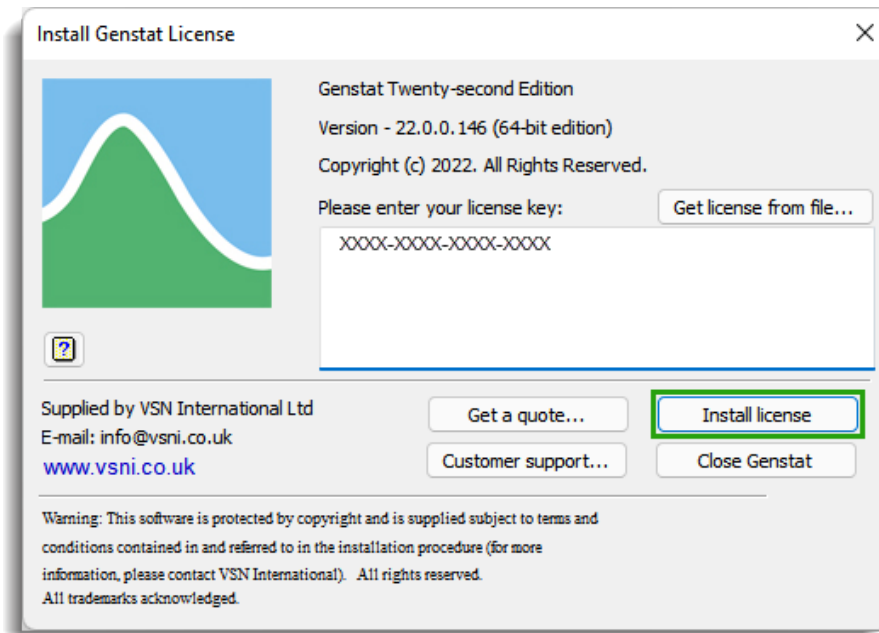
Your Name *

2. After downloading Genstat, go to your downloaded file location and double-click the Genstat file (by default the download location will be a top-level folder called Downloads). The installation Wizard will step you through the installation process and put a shortcut on your desktop.

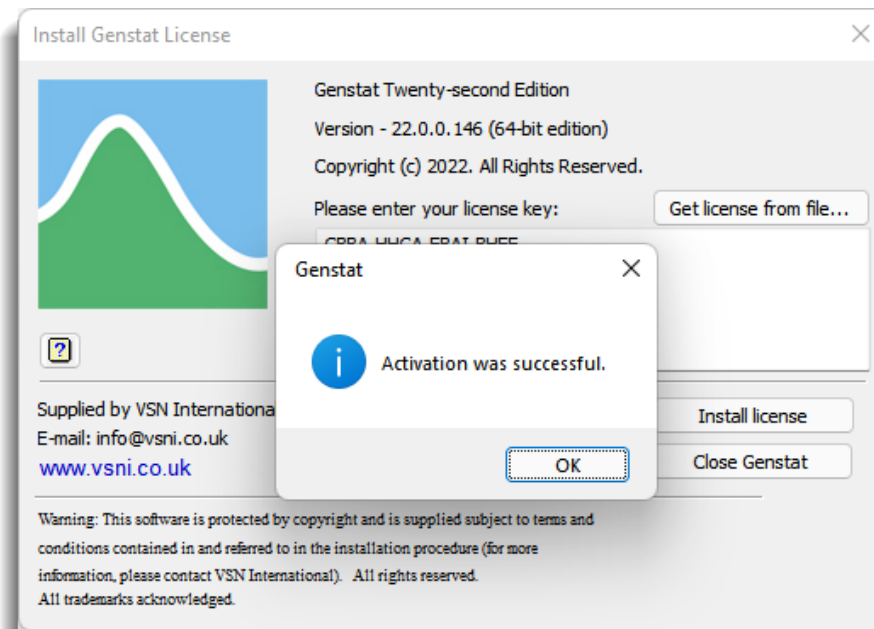


3. Go back to your VSNi support email and copy the license activation key to the clipboard by highlighting the text and using **CTRL+C**.

4. Double-click the Genstat desktop shortcut to launch the *Install Genstat License* window. Genstat should automatically detect the license Activation code that you copied from your support email. If the Activation code is not detected, paste it into the blank field.



5. Click **Install license**.
6. Genstat will display the message "License activation was successful". You can now close the windows and begin using Genstat.



Next Steps

If this is your first time using the software you may want to view our [Quick Start Guide](#). This 4-page guide will walk you through running your first statistical analysis and help familiarise you with using Genstat.

We also have a suite of videos to help you [learn the basics](#) and additional video walkthroughs for [specific analyses](#).

Upgrading from Genstat 21 to Genstat 22

When you upgrade from Genstat 21 to Genstat 22, your Genstat 22 download will automatically detect your existing FlexLM license and will continue to operate as normal.

- Before downloading and installing Genstat you will need your organisation's **Site Reference**. This is an alphanumeric string that identifies your organisation. This Site Reference will be in your purchase confirmation email from VSNi support (if you are not the person who purchased Genstat you will need to ask that person for the Site Reference).

1. Go to <https://genstat.kb.vsn.co.uk/download-genstat/> to fill in the form and download Genstat.

Download Genstat

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Here you can download Genstat for Windows latest edition and also previous editions down to 18.

The latest edition of Genstat requires that you have a 64-bit processor and a 64-bit edition of Windows. Please enter the following information to access the downloads page.

Site Reference *
You will find this in your order confirmation email

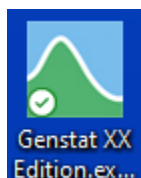
Organisation Name *

Country *

United Kingdom

Your Name *

2. After downloading Genstat, go to your downloaded file location and double-click the Genstat file (by default the download location will be a top-level folder called Downloads). The installation Wizard will step you through the installation process and put a shortcut on your desktop.



3. Double-click the shortcut to launch Genstat 22. Genstat will detect your existing license file and open as normal.

Replacing an existing Genstat license (changing from FlexLM to RLM)

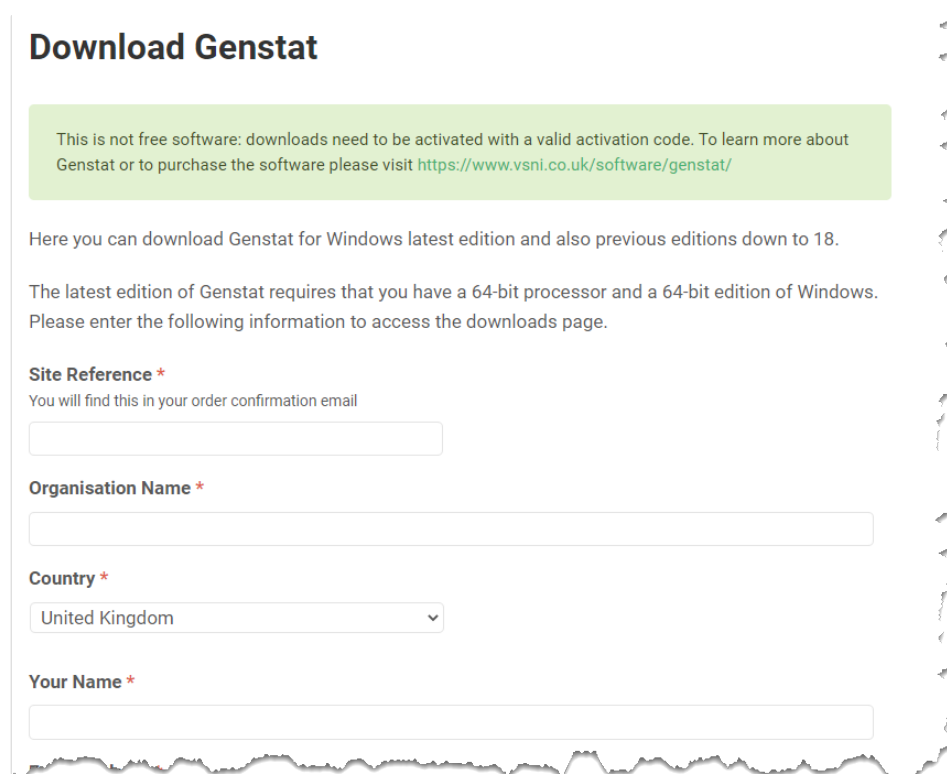
With the release of Genstat 22 VSNi moved to a new licensing system, **Reprise License Management (RLM)**, which replaced the previous FlexLM licensing system.

When you upgrade from Genstat 21 to Genstat 22, your Genstat 22 download will automatically detect your old FlexLM license and will continue to operate as normal. However, VSNi is transitioning to only supporting RLM licenses so you may want to replace your FlexLM license with the newer RLM license at this time.

Before downloading and installing Genstat you will need two things:

- Your organisation's **Site Reference**. This is an alphanumeric string that identifies your organisation. This Site Reference will be in your purchase confirmation email from VSNi support (if you are not the person who purchased Genstat you will need to ask the purchaser for the Site Reference).
- A license **Activation code**. This will have been emailed to you by VSNi support. (If you are not the person who purchased Genstat you will need to ask the purchaser for the Activation code).

1. Go to <https://genstat.kb.vsn.co.uk/download-genstat/> to fill in the form and download Genstat.



Download Genstat

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The latest edition of Genstat requires that you have a 64-bit processor and a 64-bit edition of Windows. Please enter the following information to access the downloads page.

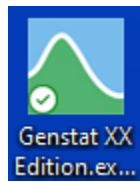
Site Reference *
You will find this in your order confirmation email

Organisation Name *

Country *

Your Name *

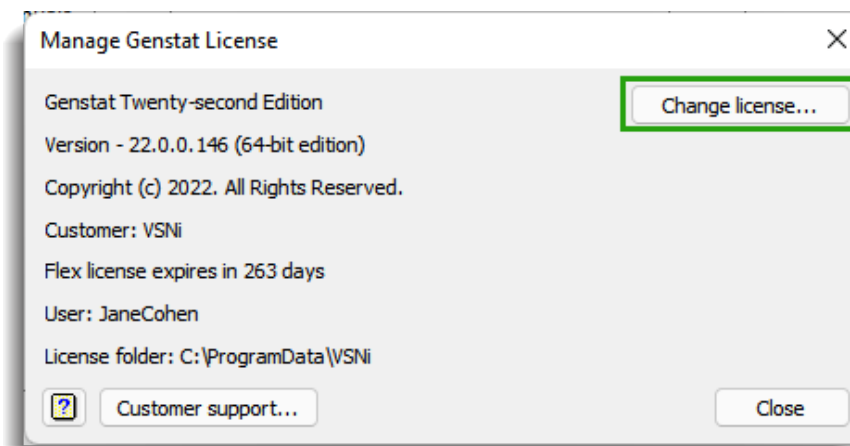
2. After downloading Genstat, go to your downloaded file location and double-click the Genstat file (by default the download location will be a top-level folder called Downloads). The installation Wizard will step you through the installation process and put a shortcut on your desktop.



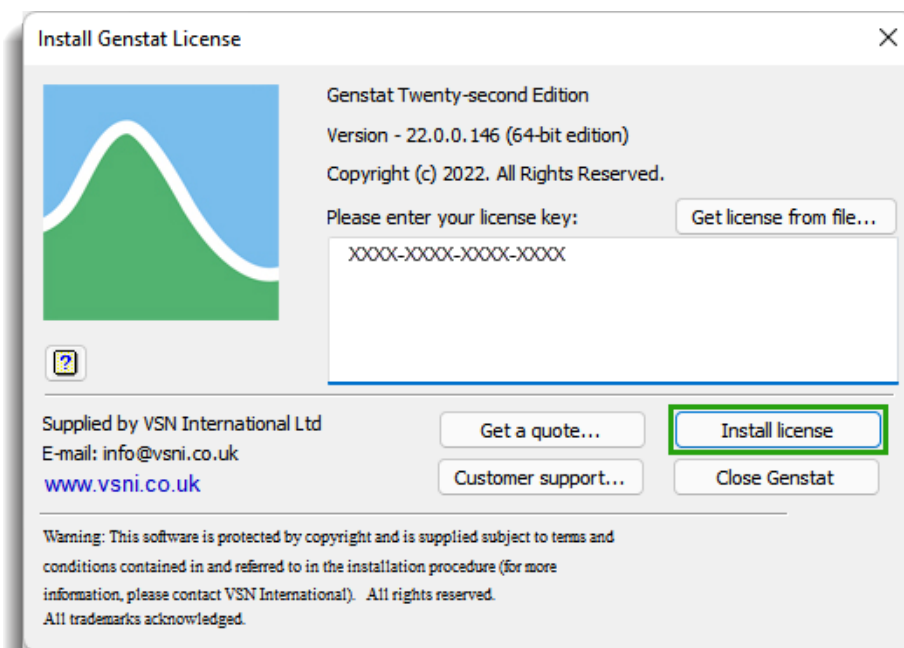
3. Double-click the shortcut to launch Genstat 22. Genstat will detect your existing license file and open as normal. You now need to manually replace the old FlexLM license with the RLM license.

To change your license from FlexLM to RLM

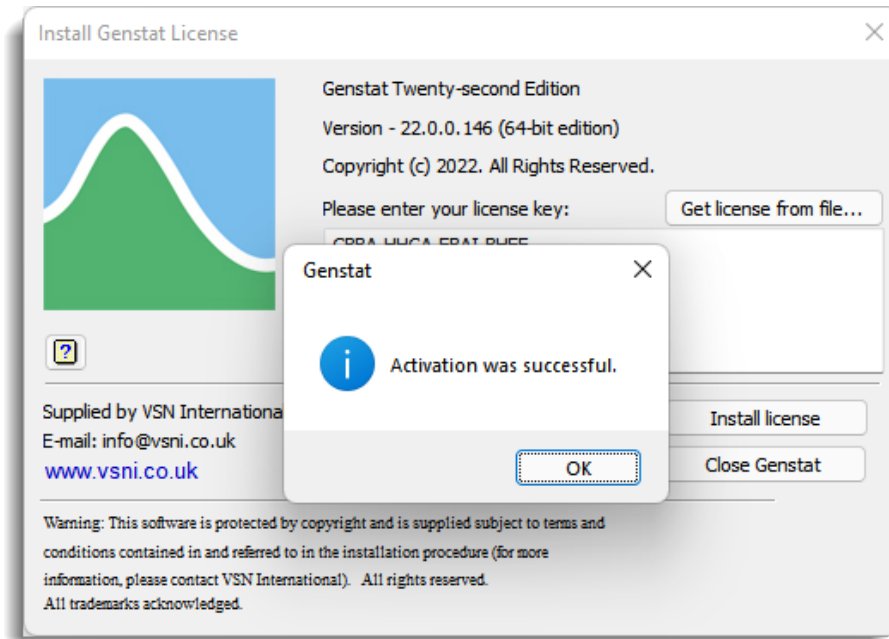
4. From the menu select **Help | Manage License**.
5. Click **Change license**.



6. Copy and paste your VSNi support email license Activation code into the blank field then click **Install license**.



7. Genstat will display the message “License activation was successful”. You can now close the windows and begin using Genstat.



What is offline mode and how do I use it?

If you have a **concurrent license** (as opposed to a license that is locked to your device) you can use Genstat in offline mode, i.e. without an Internet connection.

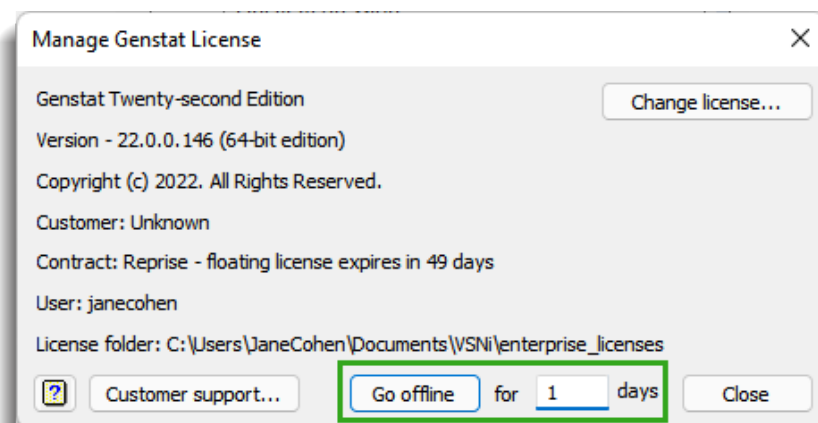
Each time you run Genstat the software will try to verify your license by contacting a license server via the Internet; no Internet = no license verification and Genstat will not run. If you plan to be in a location without an Internet connection you can take your license offline for between 1 and 30 days; this will allow Genstat to run as normal.

Note: If you are using a concurrent license (as opposed to a license that is locked to your device) taking a license offline also removes it from the license pool. If your organization is sharing a set number of concurrent licenses among staff members there will be one less license to share until you put your license back online again.

1. From the menu select **Help | Manage License**.
2. Enter the number of days you wish to go offline for then click **Go offline**.

Your license will automatically come back online at the end of your specified offline period. You can also put your license back online before the offline period ends.

Note: if Genstat display an error message, log off then log in and try again.

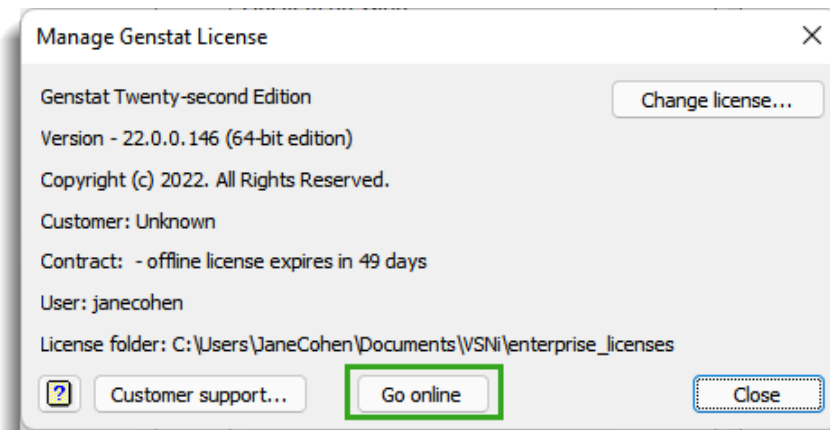


How do I put my license back online?

Your license will automatically come back online at the end of your specified offline period. You can also put your license back online before the offline period ends.

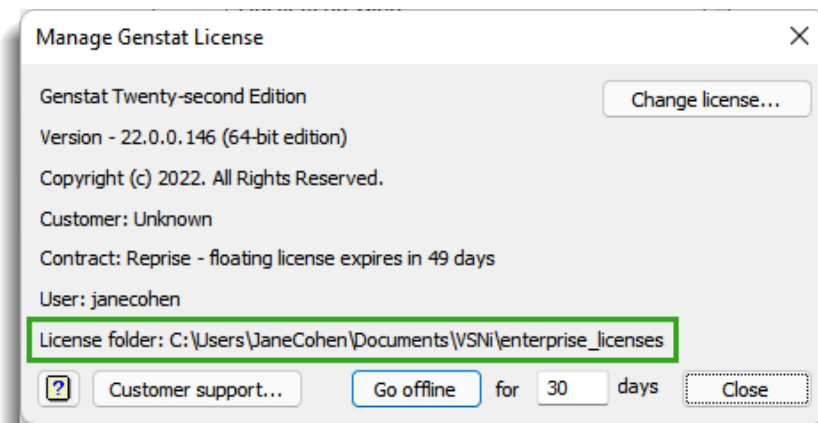
1. Ensure that you are connected to the Internet.
2. From the menu select **Help | Manage License**.
3. Click **Go online**.

Note: if Genstat throws an error, log off then log in and try again.



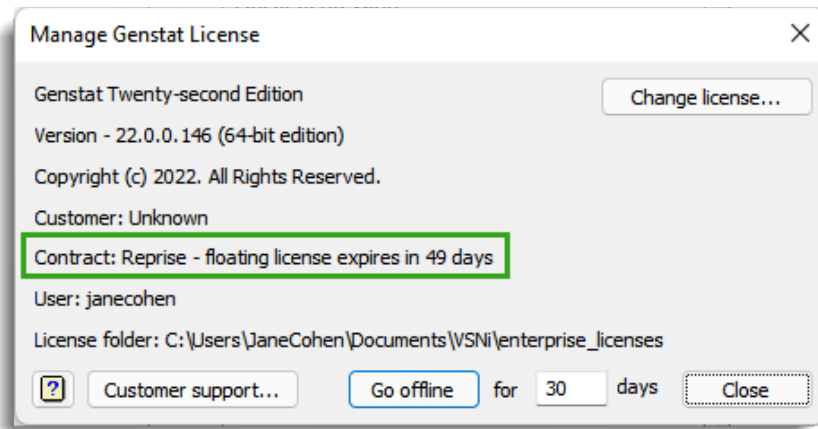
Where is my license stored?

1. From the menu select **Help | Manage License**. Your license folder is displayed near the bottom left of the window.



How do I check the expiry date?

1. From the menu select **Help | Manage License**. The license expiry date is displayed near the middle of the window.



How do I check which version of Genstat I have?

1. From the menu select **Help | Manage License**. The license expiry date is displayed near the middle of the window.

