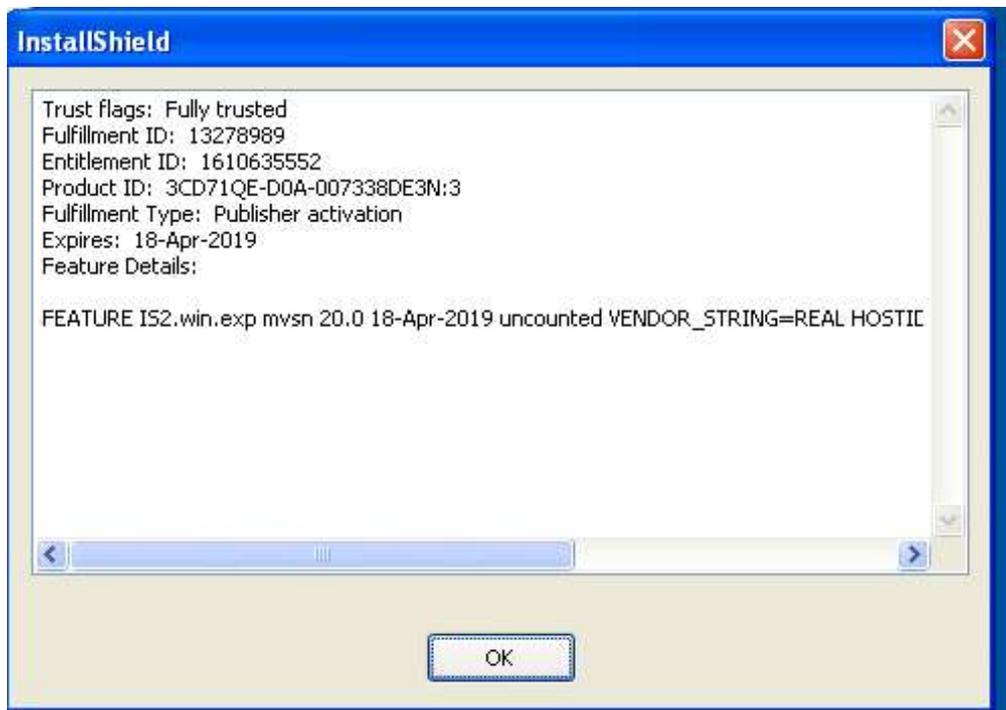


Since I had problems reactivating my license before, I this time started from the command prompt:

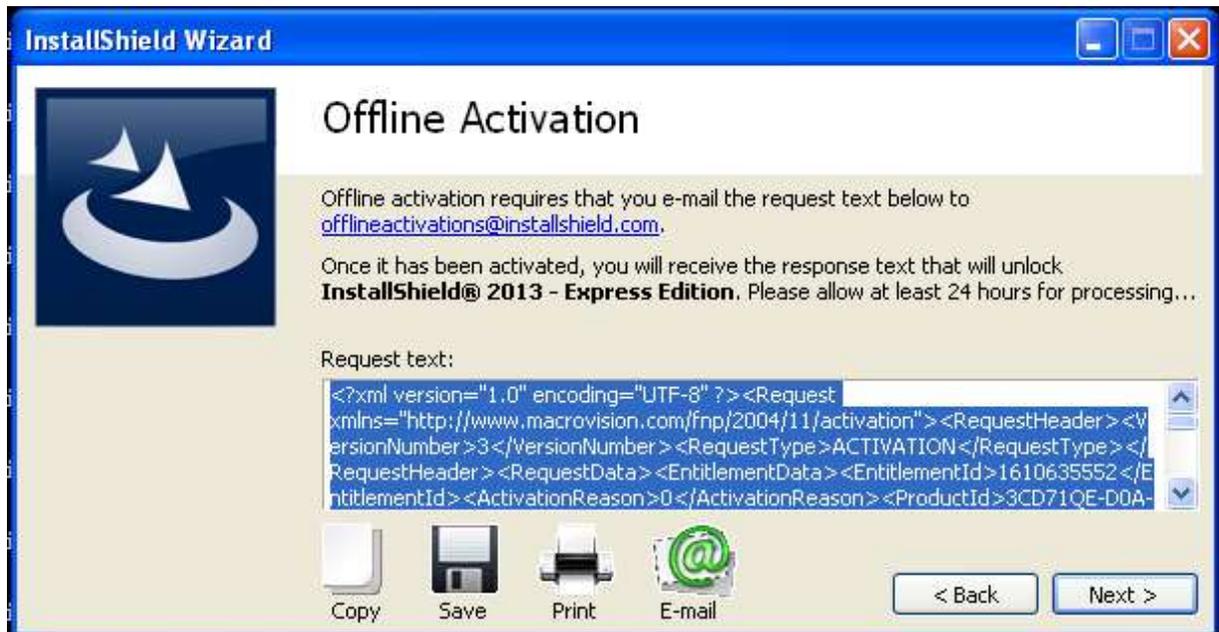
```
cd "C:\Program Files\Macrovision\ISExpress_2013\System\."
```

```
TSCONFIG /info
```

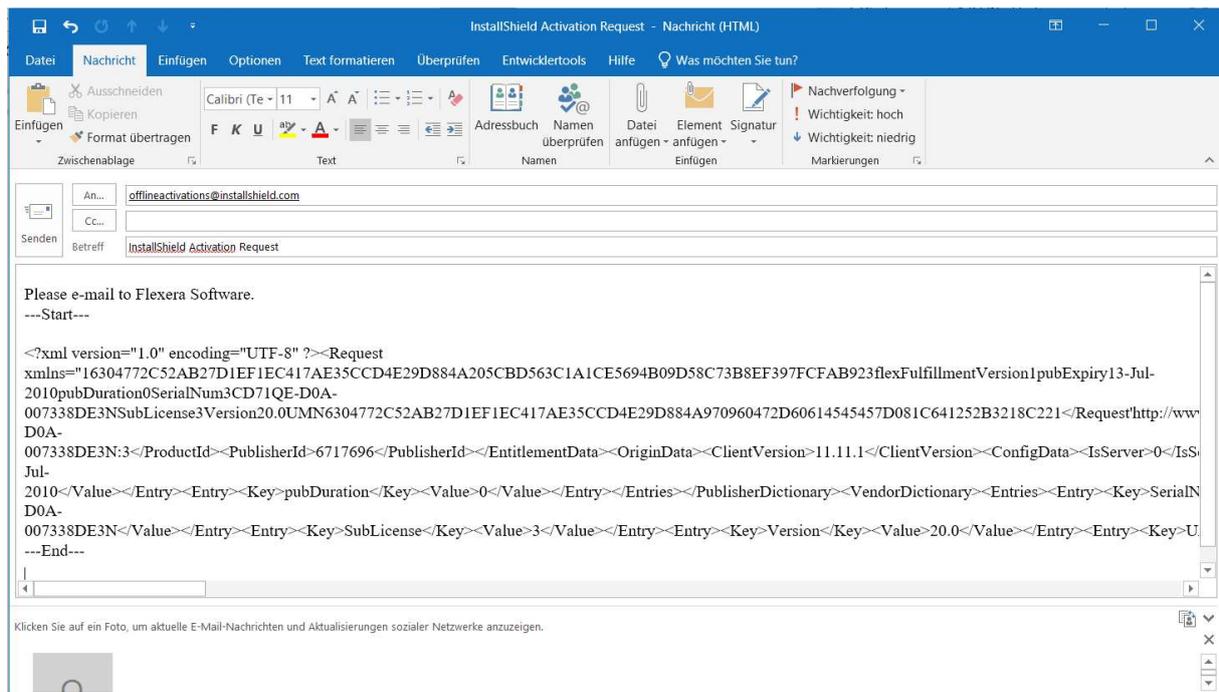


Then I entered:

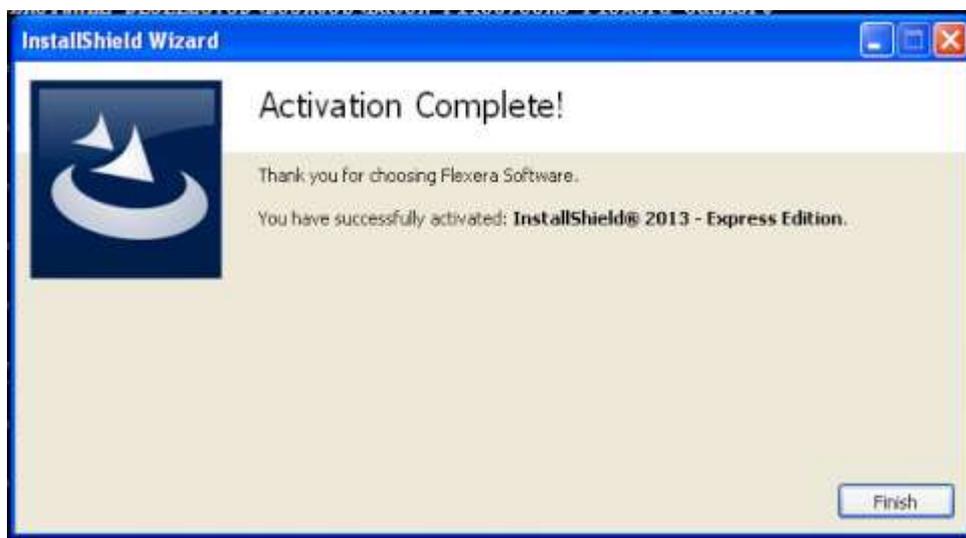
TSConfig /no_internet



I chose E-mail and transferred the email texts with copy-paste to my real email account and sent it.



Afterwards I copy pasted the response text into the load field

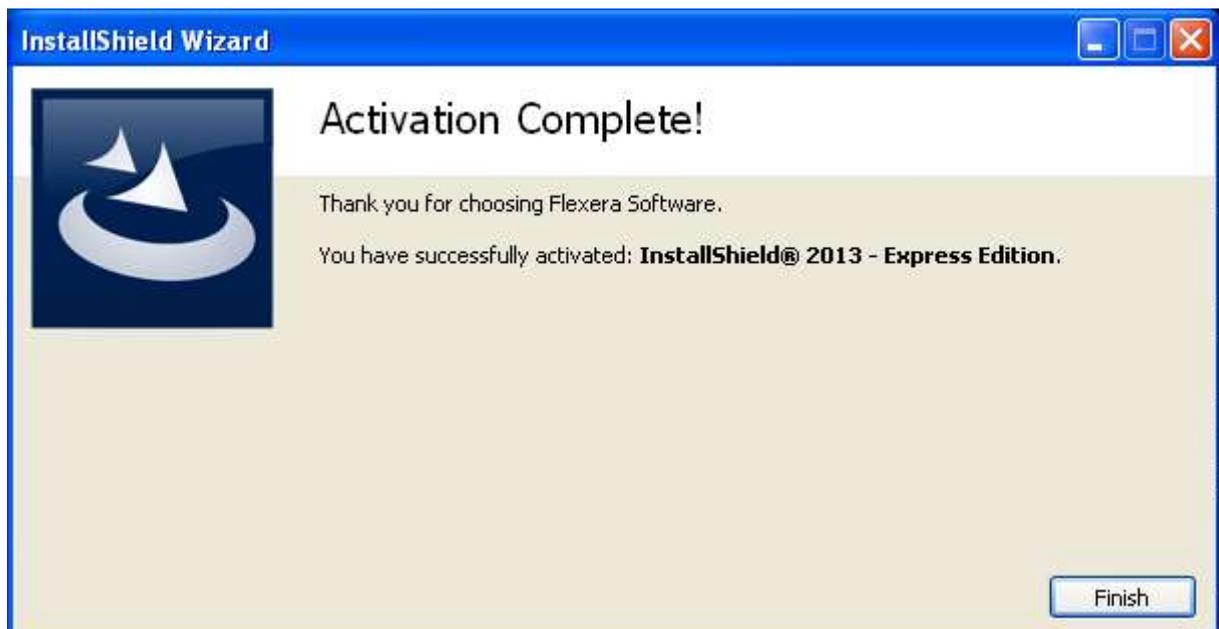
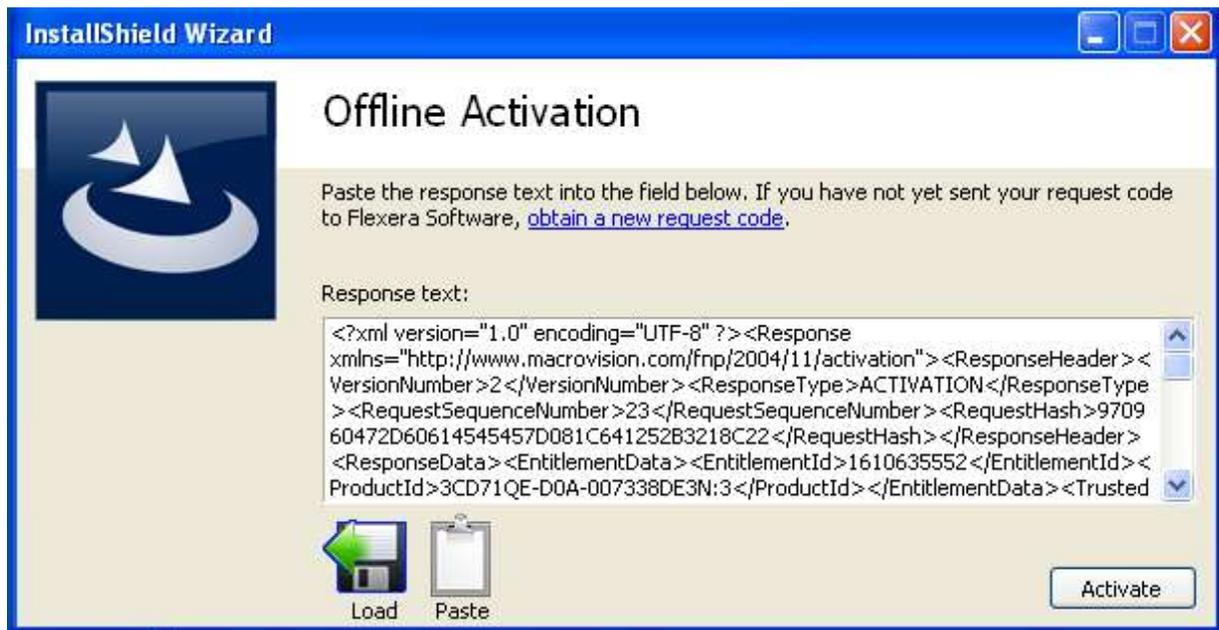


But InstallShield would not start the license info has not changed.

I used regedit and navigate to HKEY_CURRENT_USER\Software\InstallShield\20.0

And changed the value OfflineTransactionPending key to '1'.

This time I loaded the attached file from the desktop



But Installshield Express 13 would not start



Repeated the request now from the software (pressing next...) and send the file as attachment not copied into the e-mail text.

As subject I put this time:

offline activation

I loaded the obtained response-file into the load field, Activation Complete Message but no success.

Next Day, searched the web,

Found this:

[https://community.flexera.com/t5/InstallShield-Knowledge/InstallShield-2013-Reactivation-Problems-Hotfix/ta-p/4230?collapse_discussion=true&filter=location&location=category:Flexera_Software_Community&q=Installshield Reactivation&search_type=thread](https://community.flexera.com/t5/InstallShield-Knowledge/InstallShield-2013-Reactivation-Problems-Hotfix/ta-p/4230?collapse_discussion=true&filter=location&location=category:Flexera_Software_Community&q=Installshield+Reactivation&search_type=thread)

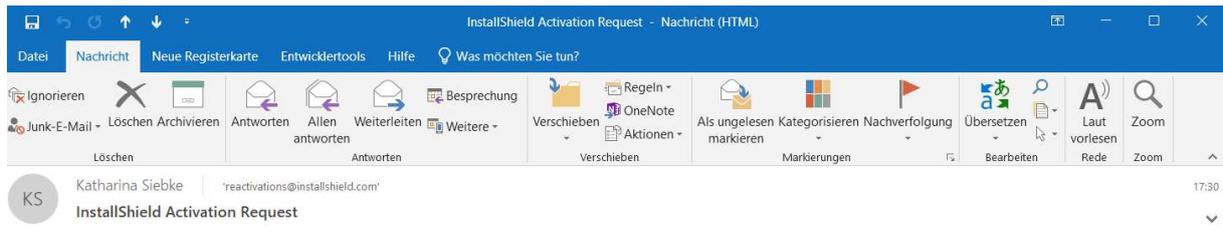
followed the instructions, installed the file Update.exe and (SP1) and IB2017_Update.exe

Afterwards tried again to enter the response code, no success.

Rebooted

Flexera Software asks again for reactivation.

Created new reactivation request and send an email to (this time also other address) reactivations@installshield.com



Please e-mail to Flexera Software.

---Start---

```
<?xml version="1.0" encoding="UTF-8" ?><Request
xmlns="16304772C52AB27D1EF1EC417AE35CCD4E29D884A205CBD563C1A1CE5694B09D58C73B8EF397FCFAB923flexFulfillmentVersion1pubExpiry13-Jul-
2010pubDuration0SerialNum3CD71QE-D0A-
007338DE3NSubLicense3Version20.0UMN6304772C52AB27D1EF1EC417AE35CCD4E29D884A970960472D60614545457D081C641252B3218C221</Request'http://ww
D0A-
007338DE3N:3</ProductId><PublisherId>6717696</PublisherId><EntitlementData><OriginData><ClientVersion>11.11.1</ClientVersion><ConfigData><IsS
Jul-
2010</Value></Entry><Entry><Key>pubDuration</Key><Value>0</Value></Entry></Entries><PublisherDictionary><VendorDictionary><Entries><Entry><Key>SerialN
D0A-
007338DE3N</Value></Entry><Entry><Key>SubLicense</Key><Value>3</Value></Entry><Entry><Key>Version</Key><Value>20.0</Value></Entry><Entry><Key>U
---End---
```

After I pressed next, I did not get the load window, but success window.

And after I restarted Installshield Express, I got back to the information that I need to reactivate my license.

I went again to the registry and put the value to 1.

Searched the Forum:

Re: InstallShield Express 2014 perpetual license expired, really?

Jump to solution

Finally, another workmate could contact with Flexera support on Uk (+44 (0) 870 873 6301) and they sent instructions about activation. I share this with you.

1. Close the product and the activation wizard

2. Delete any file(s) with MVSN in the filename at the following location (you will need to enable hidden files and folders to see the .data and .001 files):

On XP or older: C:\Documents and Settings\All Users\Application Data\FLEXnet On Vista or newer: C:\ProgramData\FLEXnet

3. Set the following registry key

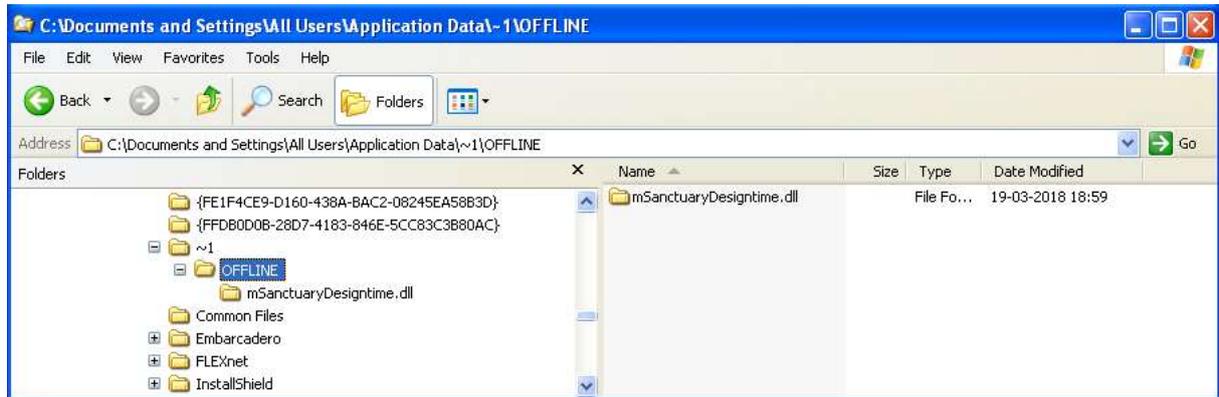
```
[HKEY_CURRENT_USER\Software\InstallShield\21.0]
```

```
"OfflineTransactionPending"=dword:00000000
```

4. Re-launch InstallShield 2014 and if prompted, activate (xxxx-xxxx-xxxx-xxxx)

In my case, this solution are valid and now still working again!

After reading this, I found this:



Nevertheless, I deleted the MSN-files as shown in the instructions above, but they are rewritten as soon as Installshield Express opens.

I went through the process again and again Installshield asks for the license update.

Since I have this problem every year, I really need some good help, I hope that I can still work for the next 10 years with Installshield Express.