

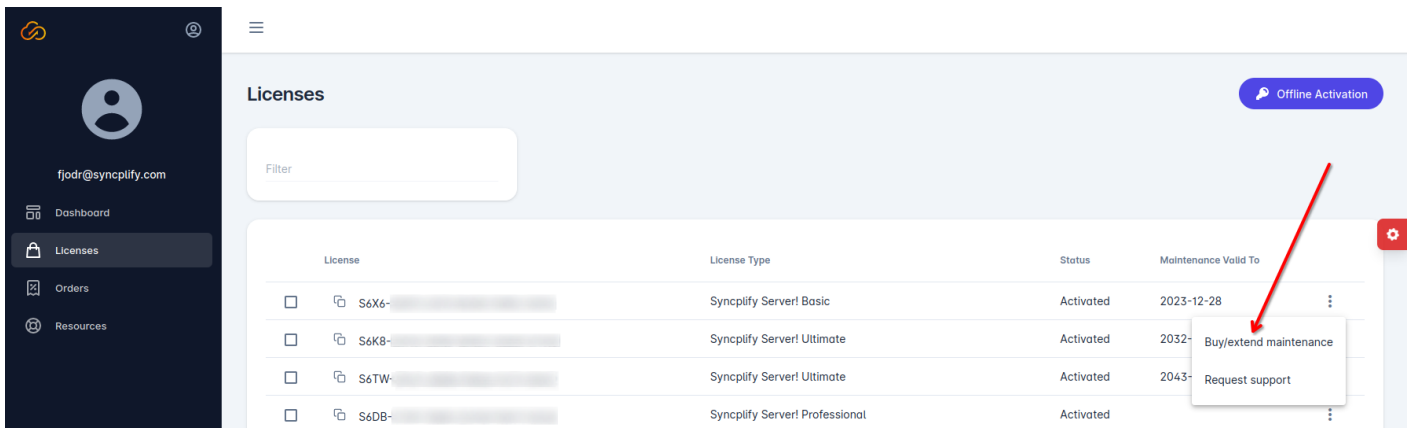
How to buy/renew/extend your maintenance and support plan

Though we never force any of our customers to buy (or keep current) their maintenance/support plan, we do encourage them to do so because that's the only way to gain access to:

- updates and upgrades (including bug-fixes and hot-fixes)
- customer support

Buying or extending your maintenance/support plan is really easy. First of all, log into the [Syncplify Customer Center](#) with the **same email address that was originally used to purchase your license**.

Once you're in, locate the license code which maintenance plan you want to buy or extend, and select the **Buy/extend maintenance item from the three-dot menu** on the right-hand side of the same line of the license code, as shown in the screenshot below:





The screenshot shows the 'Licenses' page in the Syncplify Customer Center. On the left is a dark sidebar with a user profile (fjodr@syncplify.com) and navigation links for Dashboard, Licenses, Orders, and Resources. The main area has a 'Licenses' header with a filter box and an 'Offline Activation' button. Below is a table with the following data:

License	License Type	Status	Maintenance Valid To
<input type="checkbox"/> S6X6- [redacted]	Syncplify Server! Basic	Activated	2023-12-28
<input type="checkbox"/> S6K8- [redacted]	Syncplify Server! Ultimate	Activated	2032-
<input type="checkbox"/> S6TW- [redacted]	Syncplify Server! Ultimate	Activated	2043-
<input type="checkbox"/> S6DB- [redacted]	Syncplify Server! Professional	Activated	

A red arrow points to the three-dot menu on the right of the first row, which has opened a dropdown menu with the options 'Buy/extend maintenance' and 'Request support'.

You can even co-term multiple maintenance plans, and have all of them expire on the same day, by simply selecting multiple license codes with a check-mark, and then clicking the button on the top-right corner (as shown below):





fjodr@syncplify.com

Dashboard

Licenses

Orders

Resources

Licenses

Filter

Offline Activation

Buy/extend and co-term maintenances

Extend and co-term

License	License Type	Status	Maintenance Valid To
<input type="checkbox"/> S6X6-N2FP-LQ7Z-BUQE-FWRJ-QZ9A	Syncplify Server! Basic	Activated	2023-12-28
<input checked="" type="checkbox"/> S6K8-DXYA-ZERE-MHE3-AGSS-XTHW	Syncplify Server! Ultimate	Activated	2023-03-21
<input checked="" type="checkbox"/> S6TW-ZPLP-4RDB-FWG6-9V7Y-E8VC	Syncplify Server! Ultimate	Activated	2043-02-20
<input type="checkbox"/> S6DB-YTPF-TA8H-Z3YW-TMYT-RJU8	Syncplify Server! Professional	Activated	

Please be aware that when buying/extending any maintenance plan, the minimum time period will be 1 year, so you will be prompted to select a date that is **at least 365 days in the future**.

Thank you!

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