Upgrading Your Digital Image Correlation Software

On behalf of the team at Correlated Solutions, thank you for choosing to upgrade to the most recent software versions available! Follow the links to the right to download the latest version of the VIC-2D and VIC-3D software from our DIC Forum, and explore all of the updates and improvements you can expect to see in the newest versions in the PDF specification sheets:
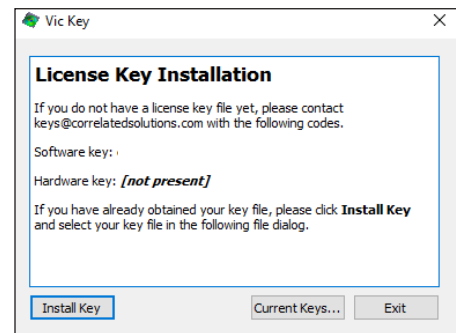
DOWNLOAD VIC-3D v9
VIC-3D v9 Spec Sheet

DOWNLOAD VIC-2D v7
VIC-2D v7 Spec Sheet

To upgrade your software, simply follow the steps outlined below:

1. Download the most recent version of VIC-2D and VIC-3D, which can be obtained from our website: http://correlatedsolutions.com/software-downloads.
2. Install the software on your acquisition PC and one other PC that you might typically use for post-processing data with your licensed USB dongle (if applicable).
3. Run the new software accepting the license agreement. If the new software opens, then you're all set! If you are prompted with the message shown to the right, proceed to steps 4-5 to obtain an updated license.
4. Send us your license codes and current keys:

   a. Copy and paste the 12 digit alphanumeric "hardware key" code from the VIC Key window into an email. It should end in "ef".

   Note: If "[not present]" is displayed after hardware key, please check to see that your USB dongle is inserted. If you see this message on your acquisition PC, please email support@correlatedsolutions.com for assistance.

   b. Click "Current Keys" and copy and paste everything from the "Current Keys" window into the same email. This ensures that we provide you a new license with the same purchased modules.

   Note: Typical systems include one acquisition license containing VIC-Snap and/or VIC-Gauge on the provided PC, and one post-processing license containing VIC-3D and/or VIC-2D located on a USB dongle. To obtain the key code for the roaming license, you must insert this dongle into a separate PC with the VIC-3D or VIC-2D software installed.

   c. Email your license key codes and current keys to keys@correlatedsolutions.com. To speed up the approval process, please include a reference PO number in the subject line for the original system purchased OR the latest PO that contains the purchase for the upgrade, whichever is most recent.

Contact our Sales Team to explore the range of industry-leading digital image correlation systems from Correlated Solutions.

sales@correlatedsolutions.com
1.803.926.7272

5. Updating your licenses: After sending the update request email to us, you will receive a response from our team within 1-2 business days containing files that you will now use to update your licenses. If you do not receive a response within 2 business days, please email or call us (sometimes spam filters interfere!). Upon receipt of the email, save the license file(s) to a flash drive and transfer the correct one to the acquisition PC and save it somewhere on the PC (e.g. C:\Users\VIC User\Documents). Open VIC-Snap and under the File tab, select *Install module licenses*. Click *Install Key* and navigate to the location of the recently saved license file. Select this file. After the software restarts, you should have access to the new version. In some cases, you may have to repeat this procedure within the new version of VIC-3D or VIC-2D.

If you have any issues upgrading your software, please email support@correlatedsolutions.com or call us at **803-926-7272 x2** to reach the technical support department and they will be happy to help you!

To keep up with all of the future changes and minor fixes for all software and modules we offer on a regular basis, the most up-to-date versions can be found at the Correlated Solutions DIC Forum. The forum is a great place to download the most up-to-date software, as well as a place where existing Correlated Solutions customers and potential users can all come together to participate in the discussion of DIC related topics.

Thanks again for upgrading to the most recent VIC software, and if you have any questions about this process or require any assistance, please feel free to contact sales@correlatedsolutions.com

Screenshots from the latest version of Correlated Solutions software

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