

The Aerosoft Launcher

There have been a lot of comments and discussions about our new installer, protection and activation process. Think it is good to explain it one more time in as simple words as possible.

Installation

Our installation process is almost the same as before. It will ask you for your email address and the serial key we sent you. After the files are installed you might need to activate the product. This is done in the Aerosoft Launcher (that will automatically open after the installation is completed).

Product Activation

The activation process gathers information on your hardware (the same as for example Windows does) and creates a "hardware key". This hardware key is stored on our server and will allow the activation to continue. If you are installing the product again, the hardware key is generated on your system again and compared to the one stored on our system. If it is the same the activation proceeds normally.

The installation/activation process will allow you to install the software on three different machines you personally own (if you need more registrations, just talk to us). It also allows three changes in hardware before the activation is no longer automatic. If the hardware key does not change you can install as many times as you want. We guarantee that you can always use the software you paid for.

What is sent to Aerosoft servers?

When you install a new product the activation system sends the hardware key, your email address, serial number and the product number. Nothing more.

When the Launcher checks if there are updates available, it RECEIVES information from the server and checks on the users system what is installed. It does NOT send any information on what is installed. There was confusion about that, sorry. I repeat, the Launcher does not send any information on what is installed.

What do you do with the data sent to your systems?

Well, of course we do know your email address, what you bought and the serial key, that's rather obvious. The hardware key generated on your system is just a number; we cannot decode that to see what brand of CPU you've got. Of course for all data we adhere to the strictest guidelines and will never share the information with anybody.

What if my machine is not connected to the internet?

The launcher has an offline option where some data is send to our support staff via email. If your machine is not connected at all copy the data to another system and send it from there.

Why are we using the activation system?

Rather simple and predictable, to protect our copyrights and the copyrights of our developers. Piracy has reached such levels at this moment it seriously hurts. The system we use is more or less the same as the Operating System you are using to run FS, so we figured that if that's acceptable for our users, the new activation system will also be acceptable.

What if I've got a problem, can't install anymore etc.

Write to support@aerosoft.com and we'll sort it out. Fast, smooth, without problems. We pride ourselves on our customer support and dedication to customers and this has not changed.

Will this be used for boxed releases as well?

Perhaps.

Is this complex?

No. Takes a few seconds and only when you change your hardware very often or want to install on many systems you will notice the new system. In these cases we'll assist you.

Will the activation be used for all products?

No, it is something we will use for the products created internally and a service we offer to developers who use us as publisher.

Will this be used for products already released?

If there are big changes in a product we might use it, but that seems not very likely.

What is Aerosoft goes out of business?

Won't happen, but in the worst possible case we can just make an unlock application available.