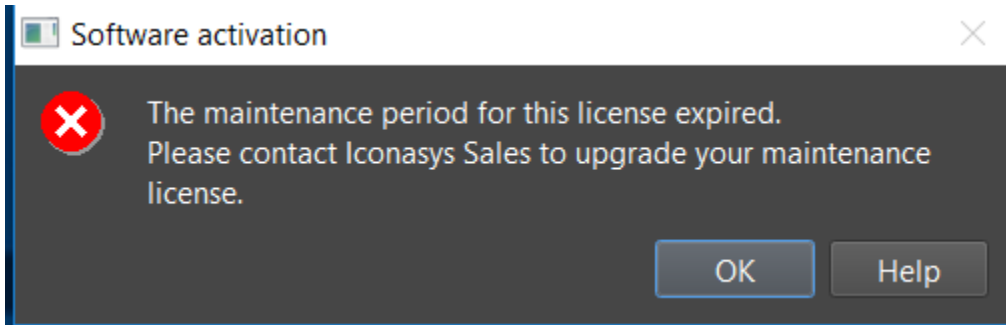


Shutter Stream License Maintenance Period Expired

Problem: I launch the Shutter Stream software and receive the message: 'The maintenance period for this license expired. Please contact Iconasys Sales to upgrade your maintenance license.'



Reason: All purchases include one year free software upgrades and support. You have upgraded to a newer version of the Shutter Stream Software which was released more than 1 year after your initial purchase - meaning you are outside the free updates included with your purchase. For additional information on the Shutter Stream Maintenance Agreement, please see [here](#).

Solution:

A. You can roll back to a previous version of the software - one that was included within your year of free software upgrades. In this case, please email us at contact@iconasys.com so we can send the correct software download link.

B. You can choose to upgrade your maintenance agreement by purchasing from this [page](#).

***Note:**

if between 1-2 years from your original purchase date, please enter '3' in quantity then 'Add to Cart'
if between 2-3 years from your original purchase date, please enter '2' in quantity then 'Add to Cart'
if between 3-4 years from your original purchase date, please enter '3' in quantity then 'Add to Cart'
if between 4-5 years from your original purchase date, please enter '4' in quantity then 'Add to Cart'
etc...

If you are unaware of purchase date and would like more info before proceeding, please email us at contact@iconasys.com with information used at time of purchase (ex. Name, company name, email address and/or address).

Resolution: If you decide to proceed with purchase, please email us your serial number so we can proceed with re-generating a valid license file. Please see this article which will walk you through the steps: [Shutter Stream Software Expired](#)

Related Articles

- [Calculating Maintenance Agreements Costs](#)
- [License File Expired and Registering Shutter Stream](#)
- [License Maintenance Agreement Expired in 360 View Creator](#)
- [Shutter Stream License Maintenance Period Expired](#)
- [Trial Period Expired and No Serial Number](#)
- [Shutter Stream and 360 View Creator Licensing](#)
- [Secondary Or Multiple Computer Use License File](#)
- [Automatic license registration in 360 View Creator](#)
- [Problems Registering the License File](#)
- [360 View Creator Software Expired](#)
- [Shutter Stream Software Expired](#)
- [License Transfer](#)
- [Importing License File When Receiving an Invalid License File Message](#)
- [Feature Videos of Shutter Stream Software](#)