

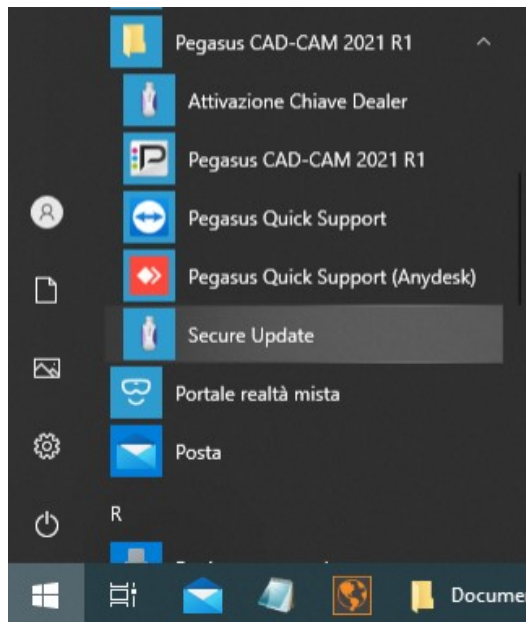
# Secure Update Procedure

The Secure Update is the procedure that you use in case you encounter problems with the licenses in your possession, eg. the program is not started.

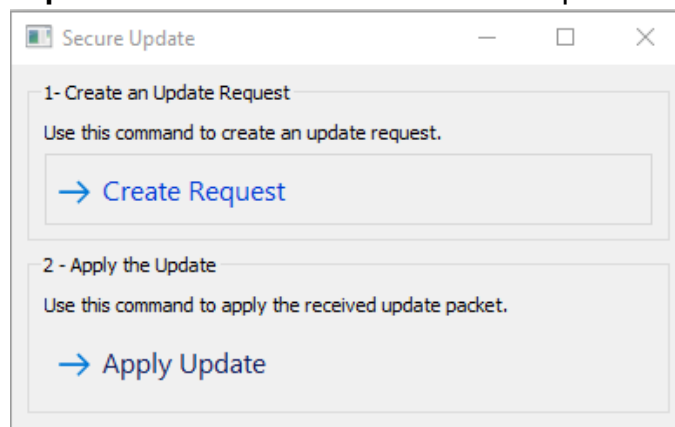
A request file is generated to send to the support team which, after processing it, will return a solution response file.

*Before starting the procedure make sure that the protection key is inserted in the PC. After following the instructions listed below step-by-step:*

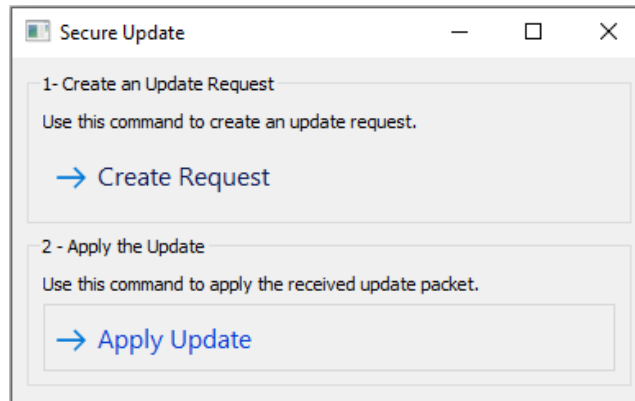
- 1) Click on **Start Menu**
- 2) Click on **Pegasus CAD/CAM**
- 3) Click on **Secure Update**



- 4) Click on **Create Request** and save the file on the desktop



- 5) Send the generated file using the form on our site which can be reached at the following address <https://www.pegasuscadcam.com/en/support/> or, if requested by the support technic responsible for any open ticket, attach the file to the existing email
- 6) After receiving our activation file via email, save it to Desktop
- 7) Rerun the above steps 1-2-3 and load the file by using the button “**Apply Update**”



- 8) Wait a few seconds, if done correctly, the red-bordered pop-up will confirm that the Update was successful.

