

# PingPlotter Maintenance Not Updating

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## Question

I just renewed my maintenance, and PingPlotter is still claiming it's expired. What gives?

## Solution

Usually, this happens either because the machine doesn't have internet access, or because the maintenance date has been cached and hasn't performed a license check yet.

To fix this, navigate to Help -> Enter License Key.

From here, click "Activate Software". No need to change anything — clicking this should force another license check.

## That didn't work. What now?

This means there's probably some sort of issue getting to our licensing servers. The best way to fix this is to download an entitled build by following the directions [here](#).

Feel free to email [support@pingman.com](mailto:support@pingman.com) if you have any questions!