# ACCESSITY 1NET Trial Period

Important Information

The 1NET trial period starts from when you **first** installed a version of 1NET on your system. This includes all versions (i.e. v1.0, and v2.x)

 E.g. If you have previously installed **1NET v1.0** and are now evaluating **1NET v2.2** on the same computer, your trail may have already expired.

In this scenario, 1NET v2.2 will fail to install because the service cannot be started. If 1NET v2.2 was already, the service may stop and cannot be restarted.
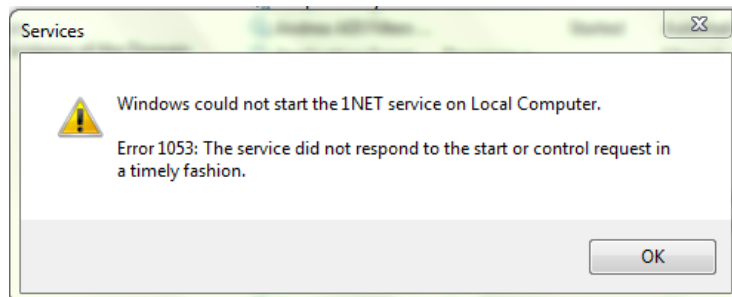
Figure 1 - License Error. Cannot start the service

To address this:

1. Existing customers should use their existing '**License.license**' file when installing new versions. See the '**Administration and Installation Guide**'
2. Trail 1NET on a computer that has **never** had 1NET installed before or rebuild your test computer
3. Contact **ACCESSITY** via support@accessity.com.au and request an **'Extended Trial License'**.