

Date : 12th December 2002

Distribute : Freely

Subject : **On-Line Software licensing & Maintenance licensing**

Plasmon has implemented a system for on-line software licensing for new Plasmon software products purchased within Europe , Africa and Middle East. This gives Plasmon Software customers and resellers access to generate software licenses and maintenance licenses via our web site 24/7.

Maintenance licensing

Currently Plasmon Connectivity Solutions software is licensed by the number of media slots, but from the end of 2002 new releases of software will include a new maintenance license in addition to the existing slot license. This will help Plasmon to simplify the process of delivering timely, simpler and more automated upgrade services to our software maintenance customers.

The essence of the new license is that upgrade patches and new versions of software within a product family will run freely on any server with a current maintenance license. Once the maintenance license has expired then the original software versions will run without interruption, however any software builds or upgrades produced after the license expiry would not run with the original license. Software maintenance is available from Plasmon partners. Once purchased the new maintenance can be generated online and is delivered via email.

If the software requires a maintenance license this will be delivered automatically by the on-line licensing system when applied for. Existing customers need do nothing unless they wish to upgrade to a later version of the product when we advise contacting Plasmon support to discuss if maintenance should be purchased.

All licensing requires your original software serial number. On-line licensing allows a one time registration, after which licenses can be resent automatically, however updates to registration information and changes to machine ID will require a call to Plasmon support.

On-Line licensing

The following guide should help new and existing customers to obtain their software slot and maintenance licenses for their Plasmon software.

- Visit the Plasmon Europe web site at <http://www.plasmon.co.uk>
- From the home page select the link to 'Warranty Registration'
- At the prompt enter your product serial number in full
- At the next page click on the serial number found (or contact Technical Support if your serial number is not found)
- If this is a first time registration then complete all fields with special care to enter your full and valid email address (as this is where the license will be sent)
- If the product has been previously registered on-line then you can choose the RESEND option to be re-sent the software license (and a maintenance license if implemented within the product family since the original purchase) **Note:** your maintenance license expiry will be calculated from the purchase date of the product or annual maintenance contract.

For changes to registration details and Machine ID (where software is being moved to a new server) please contact Plasmon technical support, who can make the changes to your record. You can then re-license your product on-line as above.

For all on-line licensing queries you should contact Plasmon Europe Technical Support on

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Fax: +44 (0)1763 264407

Email: support@plasmon.co.uk