

VISI-Series “License Insurance” and

Procedure for Swapping Lost, Defective, or Outdated Dongles

As part of Vero’s new licensing system for VISI-Series software (Version 16 and above) “license insurance” is now included with all licenses. This “insurance” guarantees that customers will never lose their software licenses regardless of whether an AMS (Annual Maintenance Support) contract is maintained in force or not. The key to this new policy is the fact that all license mechanisms (vlf license files – aka Vero License Files) die every year on 7/15/20XX and must be replaced every year with a new license file for the following year.

“License Insurance” and Scheduled Annual License Renewals

There is no charge for the annual re-issuance of these license files which will be re-distributed automatically each year (barring any human error) to the primary contact person of each customer account. If AMS payments for a license lapses and a license falls off of AMS support, then updated vlf license files will still be re-issued at no cost albeit the version level of the software licenses will reflect the most recent version of the customer’s software prior to the lapse of his AMS contract.

Dongle Replacements

Should it become necessary to replace a dongle (due to being lost, stolen, damaged, or because it has become unusable for any reason) and the dongle license is currently being maintained under an active AMS contract, the dongle will be replaced at no cost to the customer. If the same is true but the dongle is NOT being maintained under an active AMS contract, there will be a service charge of \$240 for the dongle replacement.

Use the following procedure for replacing dongles:

1. A 30-day Node-Locked license will be issued to cover the period of time for shipping dongles and receiving payments, if applicable. To acquire a new replacement dongle, send an email to Compass requesting the dongle swap. The email should include the following information:
 - a. The dongle number to be swapped,
 - b. A brief sentence stating the reason for the swap,
 - c. A Lock Code for the machine that will receive the Node-Locked license. (This requires the License Manager to be run WITH THE DONGLE OUT of the machine. If the dongle is left in the machine the License Manager will generate a “dongle” Lock Code rather than an “Host ID” Lock Code.) Clicking on the “Email to ...” button in the License Manager should generate the following block of text which includes the LOCK CODE. (The digits “00216AB4F338” designate the Host ID. If installed, they will show the dongle number.)

Fields that are obligatory are in CAPITAL LETTERS . They must be completed. If they are not completed, there will be delays in providing your licence.

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PRODUCT NAME      .....VISI
VERSION NUMBER    .....17.0.0.0
COMPANY NAME      .....
COMPANY ADDRESS   .....
CONTACT NAME      .....          .....
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Phone number
LOCK CODE100-*1YG4YKSBUMGQPR8-00216AB4F338
Is this a licence request for
(A) A NEW ORDER.....
or
(B) AN UPGRADE LICENCE..
or
(C) A TRIAL LICENCE.....
Order No. (if known)...

- d. If the dongle license is not under AMS support, acknowledgment of and provisions for payment of the \$240 service charge should be included.
2. After acceptance of the order by Vero, a 30-day temporary node-locked license file will be issued for the temporary machine. The defective dongle should then be shipped to:
License Coordinator
Vero International
28345 Beck Road, Suite 210
Wixom, MI 48393
3. After receipt of the old dongle at Vero (along with any service charge payments if applicable) a new dongle and associated license file will be shipped to the customer to complete the process.

Node-Locked License Transfers

Should it become necessary to transfer a Node-Locked license from one machine to another for any reason (new designated user, equipment transfer or replacement, equipment lost, stolen, or damaged, etc) and the license is currently being maintained under an active AMS contract, a new node-locked license will be issued for the new machine at no cost to the customer.

If the license is NOT being maintained under an active AMS contract, there will be a service charge of \$120 for all unscheduled issuances or re-designations of node-locked licenses.

The procedure for requesting new node-locked licenses is as follows:

1. Submit a License Transfer Request Form. This form can be found on the Compass website. Link=
http://www.compasstech.com/downloads_open/VISI-LicTranReqForm.pdf.
 - a. Include on the form a designation of the replaced license (the Compass license number or a Lock Code of the old machine generated by the VISI License Manager). If only a single customer license is installed then submission of this ID is not necessary.
 - b. Include the Lock Code of the new designated machine.
 - c. Sign the form stating your agreement to destroy any previous copies of the license within 7 days of the new installation, then fax the form to Compass.
2. When the request form is received and accepted by Vero, and if the license is currently under an active AMS contract, a new Node-Locked license (vlf file) will be issued immediately by email. If the license is not under a current maintenance contract, the replacement license (vlf file) will not be released until the form is received and accepted, and any applicable service charge payments are received.