

SYCODE Licensing and Subscription

Frequently Asked Questions (FAQ)

1. **What is a Perpetual License?**

A perpetual license for a product is a one-time license fee which allows you to use a particular version of that product indefinitely.

2. **What is a Subscription?**

A Subscription for a product is an annual fee for which you are entitled to receive all new versions, updates and bug fixes that are released for that product for a period of the subscription (usually one year).

3. **Do I need to buy a Perpetual License as well as a Subscription?**

No. Subscription is optional. But if you intend to continue using the product for more than a year then it is highly recommended that you purchase a Subscription.

4. **Instead of purchasing a Subscription why can't I simply purchase an upgrade from one version of a product to another whenever I need it?**

Upgrades have been discontinued. The only way to receive a key for a new version of a product is to either purchase a Subscription or purchase a new Perpetual License.

5. **Why have upgrades been discontinued?**

Our products now use certain technologies that have been licensed from third parties. By virtue of the technology licensing agreements that we have signed with these third parties, we are now required to pay them a one-time fee for every Perpetual License that we sell to our customer. Additionally, we need to pay them a Subscription amount every year which allows us to offer updates of these technologies to our customer. There is no provision for us to purchase upgrades of these technologies, which is the reason why we have been forced to discontinue upgrades.

6. **I don't understand. Can you explain this to me with an example?**

Sure. Suppose you purchase a Perpetual License of an AutoCAD 2010 plug-in costing \$195, you will receive a key for the plug-in for AutoCAD 2010 only. If you subsequently upgrade to AutoCAD 2011, the plug-in will need a new key, for which you will need to pay another \$195. However, if you purchase the AutoCAD plug-in with Subscription (\$195 + \$50) and if you upgrade to AutoCAD 2011 within one year you will receive a new key for AutoCAD 2011 completely free of cost. Henceforth, at the start of every subsequent year you will need to purchase only the

Subscription (\$50) since you already purchased a Perpetual License in the first year. This means that if you keep your Subscription current for the next three years you will get a key for AutoCAD 2012, 2013 and 2014 by paying only \$50 at the start of every year. Otherwise you will need to pay \$195 very year to get a key for AutoCAD 2012, 2013 and 2014.

7. But what if I am using an older version of AutoCAD?

Good question. Let us suppose that the current version of AutoCAD is 2010 but you are using AutoCAD 2007. If you purchase a Perpetual License without Subscription you will always be entitled to a key for AutoCAD 2007 only. However, if you purchase a Perpetual License with Subscription, then you will receive a key for AutoCAD 2007 as well as any other version of AutoCAD that you may install on the same computer for a period of one year.

8. What if I am using more than one version of AutoCAD on my computer?

Another good question. Let's suppose that you are using AutoCAD 2009 and 2010 on the same computer. If you purchase a Perpetual License without Subscription you will be entitled to receive a key for one version of AutoCAD only. If you want a key for both versions of AutoCAD, you will need to purchase another license. However, if you purchase a Perpetual License with Subscription you will get keys for AutoCAD 2009 and 2010. The same holds true for three or more versions of AutoCAD on the same computer.

9. Can I purchase a Perpetual License now and add a Subscription later?

No. A Subscription cannot be purchased separately. It must be purchased along with a Perpetual License only. The technology license agreements that we have signed with the third parties mentioned above require a Subscription to be purchased along with the Perpetual License.

10. Can I terminate my Subscription for a product? Will I still be able to use the product after its Subscription has been terminated?

Yes, you can terminate a Subscription for a product at any time. You will still be able to use the product indefinitely. For example, suppose you terminated a Subscription for an AutoCAD plug-in wherein you received keys for AutoCAD 2010, 2011 and 2012. When you upgrade to AutoCAD 2013, you will not be entitled to a key. However, you will indefinitely be entitled to keys for AutoCAD 2010, 2011 and 2012.

11. Do the keys received during a Subscription expire at the end of the Subscription?

A key never expires, irrespective of whether you purchased a Subscription or not. Whenever we issue a key for a product version combination, you actually get a Perpetual License for that version of the product. So the key you receive when you

purchase a product with or without Subscription is the same. Even after you terminate the Subscription, the keys that were issued to you will continue to work indefinitely.

12. Can I suspend a Subscription for a few years and then revive it again later?

No. Once a Subscription is terminated it cannot be revived. You will need to purchase a new Perpetual License. For example, suppose you maintained a Subscription for an AutoCAD plug-in for 3 years and received keys for AutoCAD 2010, 2011 and 2012. Then you terminated the subscription and did not receive a key for AutoCAD 2013. After a year when you upgrade to AutoCAD 2014, you will need to purchase a new Perpetual License in order to get a key AutoCAD 2014 and optionally another Subscription.

13. Can I use a product on more than one computer?

No. The key issued to you, irrespective of whether you have purchased a Subscription or not, will work on one computer only. The key is tied to the Host ID of the computer, which is the MAC address of the network card on that computer. In the event that you change computers or the network card, we will issue you a new key free of cost, provided that such a key request is found to be reasonable. However, you will no longer be entitled to use the product on the earlier computer.

14. I need to take my work on the road. Can I use the product on a laptop as well? Or do I need to purchase another Permanent License for my laptop?

The SYCODE End User License Agreement (EULA) allows you to install and use a second copy of the product on the hard disk of a second computer owned by you or under your control provided that:

- a. the original and second copies are used only by the same person
- b. the second copy is installed and accessed only on a laptop computer (not another desktop computer) away from your usual work location for the purpose of enabling you to perform work while away from your usual work location
- c. only one copy of the product is accessed at any one time
- d. you have an active Subscription for the product

This means that it is absolutely necessary for you to purchase a Subscription when you purchase a Permanent License so that you may be entitled to receive a free key for your laptop. If you do not do so you will need to purchase another Permanent License for your laptop.

15. So when it is advisable to purchase a Perpetual License only without a Subscription?

Purchasing a Permanent License without a Subscription is not recommended unless:

- a. you would not want to use the product for more than a year
- b. you would not want a future version of the product
- c. you would not want to use more than one version of the product at the same time.
- d. you would not want any new features that we continuously add to we products
- e. you would not want a free key for your laptop

16. I have a question which is not answered in this FAQ? Where can I get an answer?

Please send an email to info@sycode.com and we will get back to you within one business day. If this is urgent, you can call us on +91 9822689298. Please note that we are based in India. If you call outside our office hours, your call will be routed to a mobile number of one of SYCODE's support staff. We have got into the habit of sleeping late and waking early. So do give us a call. Your business is important to us.