OQTON

New Licensing System FAQ

Why are we migrating to a new licensing system?

Oqton has migrated all software products to a new licensing system to address security concerns and functional limitations in the previous licensing system.

What is the new licensing system? What are the benefits of this system?

The new licensing system is 'CimLM'. The benefits of this system include, but are not limited to:

- Stable and reliable system which validates licenses when running the product.
- No need for the user to be online once every 30 days to run the product.
- No dependency on any third-party to address any improvements or bug fixes.
- Unified activation process regardless of the license type.
- Hosting network licenses on a virtual server.
- Run the product using remote desktop connections.
- Block specific users from using the network license.

Please see more information about this system here.

Does this impact all licensing types?

This impacts the following license types:

- Online Activation
- Network Activation – Will not be able to change servers.

Dongle licenses are not affected. Users can continue to use the dongle on different PCs. However, we won't be able to update the dongle licenses in any way after 1st June 2023 therefore we recommend that dongle owners will migrate to the new licensing system as well.

Will I be able to transfer an older product version from the PC that is currently running the software or activate the software on another PC?

End users will not be able to transfer these older product versions from the PC that is currently running the software or activate the software on another PC, or reactivate the software on the PC that is currently running the software after June 1st, 2023.

We recommend that, prior to 1st June 2023, end users who intend to continue using the older version of the software (1) ensure the PC they are currently running the software on is reliable and will be functional for the period the end user intends to continue running the older version of the software, or (2) contact 3D Systems to learn more about upgrading to a newer version of the software.

OQTON

New Licensing System FAQ

Will I be able to continue to use my older version after 1st June 2023?

End users will still be able to continue to use the product on the PC on which the software is activated, after 1st June 2023; however, if the PC were to fail or otherwise be unable to run the older version of the software, or if the network license server were to fail for any reason, the end user will lose access to the software.

Even though the end user lost access to the software, they can elect to purchase a maintenance program and upgrade their software.

Can I continue to work with older version if I choose not to upgrade to latest version?

You will be able to continue using your older version as long as the machine that was used to activate the license is running. The license is **perpetual** and does not expire.

How can I upgrade to the newer version and update my license?

Please contact your local reseller or customer support to upgrade to the current version.
https://www.3dsystems.com/geomagic-maintenance-program

What happens if I lose my license after June 2023?

Please contact your local reseller or customer support to upgrade to the current version.
https://www.3dsystems.com/geomagic-maintenance-program

What about customers that are off maintenance? How does this affect them?

Customers who wish to upgrade to the current version will need to renew the maintenance contract accordingly.

Will my license expire after the announced date?

Your license will not expire, you can continue to use the license for as long as you need, and under the condition that you are running the product on the same PC.

Budgets are challenging for academia, are there any special considerations for them?

Please contact your local reseller or customer support to find out more about EDU prices.
https://www.3dsystems.com/geomagic-maintenance-program

OQTON

New Licensing System FAQ

What is the difference between license support and technical support?

License Support includes first level support focusing on licensing questions such as installations, activation keys, license transfers, etc.

Technical Support is mainly second/third level support focusing on software related applications beyond licensing.

What is the value of a Geomagic maintenance contract?

The Geomagic Maintenance Program ensures you always work with the latest and most efficient Geomagic software versions and gives you access to:

Priority access to our expert **Technical Support Team** to assist with:
- Licensing/Installation and Troubleshooting
- Tool Functionality/Implementation
- Assistance with Scripting/Automation
- Enhancement Request Privileges
- Guided access to 1,000+ Knowledge base Articles/Videos
- Technical Application Consulting – Making sure you're getting the most out of your Geomagic Software, we can help improve your performance and workflow process!

New Releases, Updates, Patches:
- Get full access to all new releases for your Geomagic software
- Includes bug fixes as well as new and enhanced features and plugins, which are necessary to keep your software running in peak condition
- Compatibly with latest operating systems