

Why did my license expire although my maintenance contract is still valid?

As a matter of fact **license rights** and **license files** are distincts things. When purchasing a perpetual license of our products, one obtains a permanent right to use the software with some restrictions depending upon the status of the maintenance contract.

License files for **perpetual licenses** are provided for periods of 15 months and often need to be replaced, for different reasons:

- a new license file is required when upgrading the software toward a major release
- a new license file is needed when hardware is changed
- a new license file may also be sent when the user of a single-user license changes.

The 15-month period is normally long enough to make sure that the expiry date of a license file is not reached, thanks to the one-year cycle of major releases.

Should the same license file remain in use for 15 months (without upgrade or license transfer) **it will indeed expire and need some replacement**. This is usually not an issue since the software will automatically issue a warning about the expiry date during the last two weeks of validity. This gives enough time to **contact our Help Desk and ask for a replacement license**.

Since license transfers or upgrades may happen at any time during the year, the life cycle of your license files is totally independent from the regular life cycle of your maintenance contract. It may thus happen that a license file comes to expiration shortly after your maintenance contract has been renewed, this is rare but may happen and is perfectly normal.

Should your license near its expiration date, **you will be provided with the relevant Activation Key or license file** depending upon the status of the maintenance contract covering the license:

- **license covered by a valid maintenance contract**
You are entitled to the **most recent version of the software** and will receive an Activation Key or license file corresponding to the current commercial version.
- **license NOT covered by a maintenance contract**
You are entitled to keep using the software on **the same hardware and the same software version** which was last covered by the maintenance contract, and for the same user in case of single-user licenses. You will therefore receive an Activation Key or license file corresponding to the same exact configuration that you had been using until the expiration of the previous license file.

In the eventuality that you have not used the software for a long period of time and that the expiry date has been reached during this period, you would miss the warning and receive an error message 'No license available' when trying to use the software again. Although unfortunate, this is perfectly normal and we invite you to contact us asap to get your new Activation Key or license file.

NB: the above concerns our perpetual licenses, not the rental or subscription licenses which have a different model of validity period.

Should you need more information about our licensing policy, feel free to contact your sales representative at Geovariances.

