

FREQUENTLY ASKED QUESTIONS

User Subscription License

What is a User Subscription License?

User Subscription License (USL) is a model where a set number of Subscribed Users can access the software through their unique logins and passwords for a predetermined length of time (e.g. 12-month terms).

How will I benefit from switching to a User Subscription License?

By switching to a **User Subscription License** (USL), you will benefit from receiving all the latest software updates with excellent technical support, web-based license management and more.

- **Latest product capabilities** - Get access to an ongoing stream of innovations, updates to core products and additional capabilities as soon as they are available, at no additional cost.
- **Simplified IT administration** - Switching to USL provides you with the opportunity to clean up years of complex perpetual contracts, eliminate unused licenses, and a move to a User Subscription contract helps you align with the true needs of your organization.
- **User management** - Manage your changing business needs with enhanced scalability and user management.
- **Multiple computers** - Login from anywhere, anytime on your laptop or personal desktop with Azure® Active Directory Logins.
- **Premium support** - Receive premium customer support.
- **Flexible user licenses** - Flexible user license options from single to multiple user packages to meet your business needs.

Can I use my software on more than one computer?

Yes. While you can't use the software on different computers at the same time, you can install the software on more than one computer and activate (sign-in) on one workstation at a time.

Do I have to be connected to the Internet to use my software?

Yes, a subscription license requires each workstation to have an internet connection to use the software. However, once you have signed in successfully, the software will permit you to work offline temporarily such as when traveling. There are no additional steps required from the user and the software will work seamlessly without internet up to 30 days after the last login. Please contact our technical support team if there are special circumstances that the workstation will not have an internet connection.

My company has a lot of software users, how much work is required to set up user subscriptions for my organization?

The process of adding a user to the portal and granting them access to USL is simple:

1. Find your USL page in the portal.
2. Use the Assign User Subscription option to invite an end user to your license by email address.

For very large organizations, we recommend using the invitation link option where you can distribute an invitation link to your end-users that will allow them to self-register.

An employee has left the company, can I reassign their user subscription to someone else?

Yes, you can reassign a license to another user. Note that reassignments are meant to handle employee turnover throughout the year and the number of reassignments allowed has a limit. You can reassign any user who has not used the software yet in the current subscription term.

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What if I have multiple products – will I get free support with the USL for all products or just for that individual product?

Free support is only provided for USL, or perpetual licenses with MAP. When you call into technical support you will be required to provide your license number and they will inform whether you qualify for free technical support on that license.

Is the User Subscription License option available for all Transoft Solutions products?

The USL option is available for specific products. Please contact our sales team for more information.

What is Maintenance Assurance Program (MAP)?

For a low annual cost, a MAP subscription allows our clients to enhance the value of their software investment with access to the latest releases and services that can help improve project workflows.

What are the differences between a USL and MAP?

USL

USL gives even small businesses truly enterprise-grade device management tools. Get access to all new updates and new features along with unlimited direct telephone, email and web support and more:

- Free software updates and version upgrades (including CAD compatibility).
- Priority technical support.
- Flexible user license options and user management.
- Favourable pricing.
- No license server installation necessary
- Accessibility from any computer.

MAP

If you prefer to stay on MAP, you will continue to receive the benefits of that plan, including technical support and product updates, for as long as you continue to renew. You can move to a subscription during your next renewal period.

- Free software updates and version upgrades (including CAD compatibility).
- Priority technical support.

What are my options when I'm up for the MAP renewal?

When your MAP is due for renewal, you can choose from the following options:

1. Switch your product to USL for a discounted price.
2. Renew your existing MAP for one year.

What happens if I do not renew a MAP subscription?

If you do not renew your MAP before it expires, you continue to have the right to use your perpetually licensed software but lose access to the following benefits:

1. New releases of your software, including vehicle library updates
2. Compatibility upgrades.
3. Free technical support.

If I switched from a maintenance plan to a subscription, can I continue using previous versions of products from my original maintenance plan?

No, when you switch to the USL, your previous license will be invalidated, and you will be issued a new license number. A simple workstation deployment is required to reconfigure all existing workstations to use the new transoftsolutions.com license type, so you will be given 30 days of transition time to complete the conversion before your original license is disabled.

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When I switch from a Site License to USL, how will that work?

If you have an existing Site License and you choose to upgrade to USL, you will be issued a new license of the software. Once your order has been completed, the previous Site License will be deactivated after 30 days.

To reconfigure your workstations to use the new license, either run the Workstation installation on each machine, or run the server installation to create a deployable MSI installer that you can push out to your users through the active directory. If you need more than 30 days to transition, please contact Transoft Solutions technical support.

Where can I get more information on pricing?

Contact our sales team who can discuss the pricing options available.