

BASIS License Revision Upgrade, Reset, or Re-registration?

Our BASIS clients are often confused as to what type of service they need to perform themselves or to ask Descore personnel to perform on their behalf, based on a change in their environment. This document will identify the required process and clarify who needs to perform the job.

Reset:

License resets are required when the Host ID of the computer that a license is installed on has changed. A change can be caused when a computer has new hardware components installed. The installation of a new hard drive, motherboard, NIC or memory could cause the HostID to change. Installing a new Operating System or even a newer release level of the same operating system could cause a change. If a new computer is going to be used to run the BASIS License Manager (BLM), then this too can cause the Host ID to change.

After calling Descore and requesting a license reset, you will need to re-register the license. If your license is covered by an active SAM plan, there is no additional charge associated with a reset. Licenses with expired SAM plans are subject to a chargeable reset fee, currently set at \$150.00 per incident .

Revision Upgrade:

A revision upgrade is needed if you require a newer version of BASIS software than your license is registered for. The most common reasons for a revision upgrade are as follows:

- 1) A newly installed operating system requires a newer release level of (V)PRO/5 or BBj.
- 2) You/your customer would like to take advantage of new features in the product line that your current revision level does not support.

If your license is not covered by an active SAM plan, call Descore for a quotation to either upgrade or buy-back and re-instate the SAM, whichever applies.

Upon delivery of the new license release level, you will have to re-register your license.

If your license is covered by an active SAM plan, you will be able to upgrade the revision level of your license at no additional charge by contacting Descore and requesting a license revision upgrade.

Re-registration:

Re-registration is required whenever your license has changed. The most common reasons why you need to re-register your license are as follows:

- 1) After a license reset
- 2) After a revision upgrade
- 3) After a user count change, either uplift or downsize.

The re-registration procedure can be done either via BASIS's BLM's registration wizard or through the registration website. It is possible that re-registration occurs automatically if the BLM notices that a feature on a license is about to expire.

Please contact Descore for any further explanation.

<http://www.descore.com>

support@descore.com

sales@descore.com