

SolidNetWork License FAQ – July 2002

What is the SolidNetWork License?

The SolidNetWork License is an optional product offering from SolidWorks Corporation that uses FLEXlm from Globetrotter Software Inc. to manage the use of SolidWorks licenses.

What are the benefits of the SolidNetWork License?

The SolidNetWork License insures that customer use of the SolidWorks® software does not exceed the purchased number of seats. The SolidNetWork License uses a License Server, which grants permission to License Clients to execute SolidWorks. The SolidNetWork License allows multiple concurrent users to access the software in a distributed, work-group environment, while insuring compliance and flexibility.

Why is SolidWorks offering the SolidNetWork License?

SolidWorks offers the SolidNetWork License to satisfy customer requests for SolidWorks to provide an embedded license manager.

ELIGIBILITY:

Who is eligible for the SolidNetWork License?

The SolidNetWork License is available to any commercial customer with SolidWorks 2000. Educational customers require a minimum of 25 seats.

Will SolidWorks force customers to adopt Network Licensing?

No. The SolidNetWork License Option is an additional option available with SolidWorks. Customers may continue to meter the use of SolidWorks per the existing SolidWorks License Agreement, or through the use of Solution Partner metering products.

What are the hardware requirements of the SolidNetWork License?

The SolidNetWork License requires a dedicated License Server. The License Server requires Microsoft®Windows® NT or Windows 2000 (when released) operating system. The SolidNetWork License requires the use of a dongle on the license server.

Why does the License Server require a dongle?

The License Server requires a dongle for security. The SolidNetWork License security mechanism is consistent with that of SolidWorks. The use of a hardware dongle allows customers the advantage to easily change or move license servers without requiring interaction with SolidWorks or the reseller.

Do the license clients require the use of a dongle?

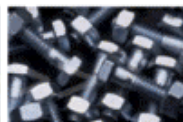
No.

Why doesn't SolidWorks use a hardware specific security mechanism rather than a dongle?

SolidWorks uses a hardware dongle to provide reliable security and maximize end user control and flexibility. Utilizing a hardware dongle allows customers to easily change or move license servers without requiring interaction with SolidWorks or the reseller. Changing a license server may be required due to hardware issues or hardware upgrades that take advantages of the latest hardware developments and processor speeds. A non-dongled, hardware specific security mechanism would require that the customer interaction with the reseller or SolidWorks in order to obtain new, hardware specific codes. This is not desirable in production environments in which SolidWorks is deployed.

What are the hardware requirements of the license client?

License clients have the same requirements as a SolidWorks application client, which is currently a Pentium based processor, running Windows 9x, 2000 (when released), or NT, with a minimum of 64 mb ram.



Can SNL be used in a Novell network?

This depends on the network deployed. The SolidNetWork License does not run on a Novell server. The SolidNetWork License server requires either Windows NT or 2000, and TCP/IP connectivity. Novell servers use their own specific Novell OS.

However, a Novell client, which is running Win NT, may be used as an SNL license server. SNL does not care whether a machine is a 'Novell client' since that is effectively an 'addon' to the OS just so long as the OS is WinNT or Windows2000.

Are there any other requirements for the SolidNetWork License?

SolidNetWork License customers require email and or web access. License files will be distributed electronically ONLY. The license server and client must be running the TCP/IP protocol.

Does the SolidNetWork License support Educational licenses?

Yes.

Does this mean that SolidWorks customers with SNL do not have to use hardware locks (dongles)?

Yes. The SolidNetWork License requires the use of a dongle on the license server, not on the clients.

Can SolidWorks customers with stand-alone seats change to the SNL?

Yes. SolidWorks customers with stand-alone seats of SolidWorks will be able to change the stand-alone licenses for SolidNetWork Licenses. The SolidNetWork fee applies.

Is the SolidNetWork License available to commercial and educational customers outside of the US?

Yes, the SolidNetWork License is available to commercial and educational users worldwide. However, the commercial and education requirements are different, as previously noted.

PRICE AND SUBSCRIPTION SERVICE:

What is the price of the SolidNetWork License?

The SolidNetWork License has an additional charge per seat for commercial customers. Please contact your SolidWorks Reseller for additional details.

What is the price of the SolidNetWork License for educational customers?

Educational pricing remains the same for stand-alone licenses as for SolidNetWork Licenses.

Is SolidWorks Subscription Service required for The SolidNetWork License?

No, The SolidNetWork License does not require subscription service. However, future releases or SolidWorks will not be provided unless some form of Subscription Service is purchased.

What additional Subscription Service benefits are provided to the SolidNetWork License customers?

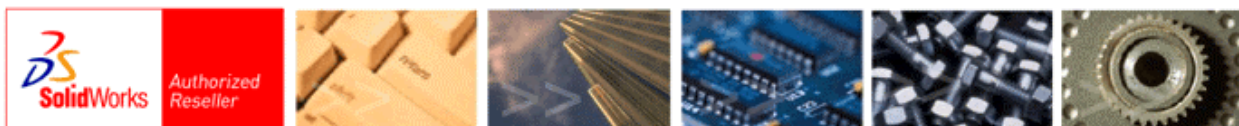
Subscription Service customers receive:

- automatic major revision license files
- automatic annual license files
- a private web page for the system administrator

What happens to the Subscription Service when additional users are added?

The Subscription Service fee will be pro-rated for additional users. All seats will be tied to the same subscription period.

What if a customer does not purchase subscription service?



Future releases of SolidWorks will not be provided. In addition, the license file will expire after one year, after which SolidWorks will not execute. SolidWorks will NOT automatically provide a new license file. New license files will be provided upon request only.

How does a non-Subscription Service SolidNetWork License customer obtain a new license file?

A non-Subscription Service SolidNetWork License customer is not entitled to a new license file for each major revision of SolidWorks. Upon request, the customer will receive a new license file from SolidWorks to replace the expired license file.

FUNCTIONALITY

Does SolidNetWork License support add-ins?

The SolidNetWork License fully supports SolidWorks add-ins:

- PhotoWorks
- FeatureWorks
- SolidWorks Piping
- SolidWorks Animator

Does SolidNetWork License support Gold Partner add-ins?

The SolidNetWork License is independent of any Gold Partner license management scheme. The license management or metering software used by Gold Partners is not dictated by SolidWorks Corporation.

Do different add-ins require the same number licenses?

No, the number of seats for each add-on is independent from each other and from the number of SolidWorks seats.

What is the process for a company to take stand-alone licenses and exchange them to a network license?

Customers who wish to exchange stand-alone licenses to a SolidNetWork License will provide SolidWorks with the individual serial numbers for each seat to be exchanged. The customer will be issued a new serial number, with the appropriate number of dongles and license files.

There will be a one time Administrative fee of \$300 USD for educational customers converting 25 or more stand-alone licenses to a SolidNetWork License.

Customers currently using dongles will be required to return the appropriate number of hardware dongles. Additional details on the exchange process will be available on the VAR Desktop.

How will SolidNetWork License customers get the license files?

The license file will be sent by SolidWorks via email as an attachment and will be available from the special web site for SolidNetWork Subscription Service customers. A hard copy of the file contents will also be included in the physical shipment of new licenses.

How does a SolidNetWork License customer increase the number of licenses?

The customer must issue a purchase order for additional seats. Upon purchase, a new license file allowing additional users will be sent to the system administrator.

What is the process for a company to remove licenses from a network license?

Changing the number of SolidWorks licenses, either more or less will require a new license file from SolidWorks.

Can customers have both locked and networked licenses of SolidWorks?

Yes. Customers may have a mix of stand-alone and SolidNetWork licenses.

Does the SolidNetWork License support multiple installations?

Yes, The SolidNetWork License supports multiple site installations in the same global territory.

What is a SolidNetWork License installation?



An “installation” refers to each single or triad SolidNetWork License setup. A SolidNetWork License setup is required on each license server. A SolidNetWork customer may have multiple installations that may be located within the same building, different buildings, or even different cities.

Does the SolidNetWork License support installations in different global territories?

No, per the SolidWorks license contract, the SolidNetWork License does not support installations in different global territories. The license server must reside in the same global territory as the license clients.

Can a customer have SolidNetWork Licenses distributed from different license servers? For example: 15 seats on one server and 10 on another.

Yes, the SolidNetWork licenses provide for multiple installations for commercial customers only. Each installation needs to be identified upon order.

All Educational customers must have a minimum of 25 seats on each server to be eligible for the SolidNetWork License.

Does the SolidNetWork License support multiple versions of SolidWorks?

Yes, multiple SolidWorks versions purchased on the initial order or through Subscription Service upgrades are supported.

How does the SolidNetWork License support multiple versions of SolidWorks?

The shortcut used by the user to launch SolidWorks determines which version is started. However, the total number of licenses cannot exceed the number of licenses purchased. The license file includes information regarding the number of allowable users for each version.

Does the SolidNetWork License support a configurable time-out feature?

Yes, The SolidNetWork License optionally supports a configurable time-out feature. The preset minimum is 15 minutes.

What happens when a user exceeds the time-out interval?

Inactivity beyond the specified interval frees the license for use by another user. The server reclaims the license to the free license pool. When the original user session is no longer idle, a new license will be granted if available. If there is no license available, the user will be able to exit without data loss.

GENERAL:

What is a license server?

A license server is a workstation that is set up to serve license clients. The license server grants permission to license clients to execute SolidWorks.

How does the license server control SolidWorks licenses?

The SolidNetWork License Server contains a License File that has information regarding the version of SolidWorks and the number of purchased licenses. The number of concurrent users is based on the number of purchased licenses.

What happens when the number of SolidWorks licenses is exceeded?

The SolidNetWork license monitors the concurrent usage of SolidWorks to insure that the number of concurrent users does not exceed the number of purchased licenses. Additional concurrent users can not execute SolidWorks once the specified number of users is exceeded.

Where is the SolidNetWork License setup?

All of the SolidNetWork License software is provided on the SolidWorks CD. This includes both the license server and license client setups.

What is the license server setup?



The license server setup is a new setup required on the license server. The license server setup is separate from the SolidWorks setup.

What is the license client setup?

The license client setup is part of the standard SolidWorks setup. When installing SolidWorks, the client setup appears only for SolidNetWork License installations.

What is the difference between an Application Client / Server and a License Client / Server?

An application client / server supports the deployment of an application, such as SolidWorks over a network. This implementation does not address metering or application usage. A license client / server, such as the SolidNetWork License monitors the use of an application such that the number of applications in use at a given time does not exceed the allowable limit.

Can SolidWorks be deployed as an Application Client / Server?

Yes, SolidWorks supports an Application Client / Server implementation that is independent of the SolidNetWork License Client / Server.

Can an Application Client / Server be used in conjunction with a License Client / Server?

Yes, SolidWorks can be implemented as an Application Client / Server with the SolidNetWork License.

Support:

Who supports the SolidNetWork License Option?

The SolidWorks Reseller provides first line support for The SolidNetWork License. To limit the number of users contacting the reseller, resellers are encouraged to identify specific users to provide support.

Who does a reseller contact regarding SolidNetWork License support?

Resellers may contact support@solidworks.com for assistance.

Does SolidWorks provide Emergency support?

No, The SolidNetWork License implementation allows administrators to easily change license servers. As a result, emergency service should not be necessary. The SolidNetWork License is easily changed by:

- moving the dongle to a new server
- installing the SolidNetWork License Server
- identifying the new server to all of the license clients

How is 24x7 web access handled for a SolidNetWork License?

All users with a valid SolidWorks serial number have access to SolidSupport. Only the customer Administrator with Subscription Service will have access to the special SolidNetWork web page.

If a company purchases 50 SolidNetWork Licenses to support 100 users, do all 100 users have access to web support, downloads, FAQ's, etc...?

Yes.

Can resellers sell supplemental "Phone/Fax/Email Subscription Contracts" to handle the fact that there will be more users than actual licenses purchased? (Technical support demands will increase for resellers).

Yes. SolidWorks recommends that resellers encourage and assist SolidNetWork License customers to create an internal support team responsible for coordinating support efforts with the reseller. It is in the best interest of both the reseller and the customer to "limit" the number of users contacting the reseller to the number of concurrent licenses purchased.

Are SolidWorks service packs supported?

Yes, SolidWorks service packs are fully supported.

