

Terrasolid software maintenance grants:

1. **New Versions**, when published. Press [Version History](#) under *Downloads* at www.terrasolid.fi to see latest upgrades.
2. **Users Support**, which takes place mainly by emails sent to [Terrasolid](#)
3. **Trouble Shooting** by hearing you and trying to find solution to your problems. Terrasolid does not charge for Application development, if such is needed for the solution. The development is included to the maintenance fee.
4. **Floating Network Licenses** are available for downloading from your *Windows License Server* as long as free licenses exist in the pool. The license Server can be any registered Windows PC, which is running when one loads licenses. To get floating licenses, please register your server at www.terrasolid.fi.

Maintenance period:

1. **One calendar year** starting first of January and ending 31st December
2. For **new customers software maintenance is mandatory**. It starts in the next month after the invoice day and ends at the end of next calendar year.
3. **Additional licenses** will be added to valid maintenance agreement.
4. **Old licenses** can be upgraded to valid version only through maintenance agreement. Terrasolid invoices also for the intermediate versions.

Licenses:

1. Pool licenses are valid until 31st March, tree months after the end of the maintenance period. During that time - if otherwise not agreed - customer can terminate their agreement. Terrasolid replaces then pool licenses with node-locked **Workstation licenses**.
2. Terrasolid does not control, who is using your pool licenses but requires that they are legal. However you are still the only legal owner of the licenses.
3. You are not allowed to give node-locked **Workstation licenses** to users outside your company or organization.

Advantages and disadvantages in pool licenses

- + Possibility to run the packages in any PC connected via LAN to the server. Your personal PC can be the server too.
- + Possibility to extract licenses for user-defined period to laptops.
- + Possibility to give the licenses to your sub-contractors for user-defined period
- License Manager requires administrator's rights. This problem will be corrected in version 009 in 2009.
- License Server is not a *Service* but an *Application*. To avoid problems, select any 'less important' PC as your server instead of your standard server. This problem will be corrected in version 009 in 2009.

This information complements but does not repeal the terms of Terrasolid License Agreement and Maintenance Agreement.