

Software licensing FAQ

These FAQs explain how our software licensing system works, including licensing options and enforcement mechanisms.

**The key principle behind our software licensing is:
One license for one user on one machine.**

We offer flexible licensing options and work with you to find the solution that best suits your needs.

Core and plugin licenses

What are 'core' and 'plugin' licenses?

RVS core licenses provide a set of common tools and are required to run any **RVS** product. **RVS** plugin licenses are required to run specific products (**RapiCover**, **RapiTest**, **RapiTime**, and **RapiTask**, or any other Rapita tool). When you purchase **RVS**, you receive one or more **RVS** core licenses, and one or more plugin licenses depending on your requirements.

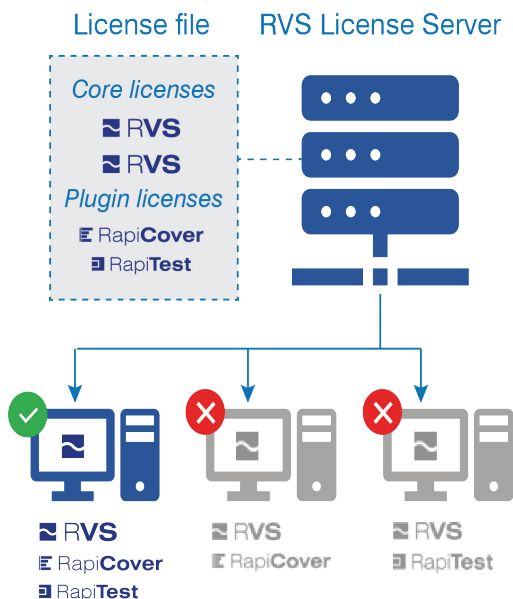
Floating licenses

What is a floating license?

A floating license lets multiple people within an organization use **RVS** in a shared environment.

How does a floating license work?

A floating license works by running an **RVS** License Server on a networked machine accessible by all computers that have **RVS** installed.



Access to floating licenses is managed by TCP/IP connection to license server software, which we provide for you to install on a Windows or Linux server.

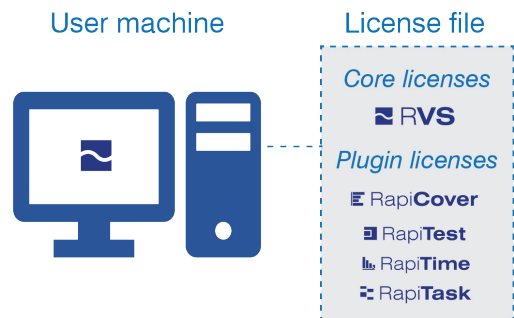
When a user runs **RVS**, a core license token and the relevant plugin license tokens are requested from the license server. When the user stops using **RVS**, the tokens are returned to the server. After being returned to the server, a license token is held in a checked-out state for a specified 'linger time' (the default linger time is 10 minutes).

If one or more of the required license tokens aren't available, either because they are in use or in 'check-out' time, the user won't be able to run **RVS**.

Where can a floating license be used?

Floating licenses follow an "Enterprise" model and can be used across geographical boundaries* by different projects and users.

*Some floating licenses may be restricted to use within a specific geographical region. Where this is the case, this is agreed before licenses are issued.



Node-locked licenses

What is a node-locked license?

A node-locked license lets you use **RVS** on a specific machine. A node-locked license can be shared between multiple people, but only one person can use it at a time.

What are the limitations of a node-locked license?

Generally, a node-locked license cannot be used on shared-user machines, thin clients, or systems that use remote desktop or servers. You cannot use a node-locked license in a continuous integration environment.

Contact us if you need more information on node-locked licenses.

Can I move my node-locked license to a different machine?

Yes. Contact us and we'll discuss this process with you.

Can I upgrade my node-locked license to a floating license?

Yes. You can upgrade node-locked licenses to floating licenses for a fee. Contact us at any time, and we'll arrange this.

Choosing the right option

Which license option is best for my organization?

We work with you to find the licensing solution that best suits your needs.

Depending on your organization or project, you may need more than one license configuration.

For example, you may need a floating license that can be used by multiple project participants, and with licenses allocated to certain users or groups. You may also benefit from one or more node-locked licenses that can be used at a specific location. Contact us, and we'll be happy to talk you through your options in more detail.

I have one computer in the lab, and one in the office. Do I need two licenses?

You have three options. You could:

- Purchase two node-locked licenses, one for your office computer and one for the lab computer.
- Purchase a floating license with one core license and the plugin licenses you require. By doing so, you can use **RVS** on your office computer and in the lab – but not at the same time.
- Purchase a node-locked license configured to a USB license key, and move it between the office and the lab.

Licensing mechanisms

How are your licenses provided?

Our licensing system is based on Reprise License Manager (RLM). Licenses are provided as file licenses, which are configured with the required numbers of core and plugin licences. In a floating license configuration, the file license is locked to the license server's host ID. In a node-locked configuration, the file license is locked to the machine's host ID.

How are your file licenses protected?

Key elements in our file licenses (including the host ID, license numbers, and start and end dates) are signature-protected, and are unable to be changed by anyone outside of Rapita Systems. If you edit any signature-protected part of your file license, your license will be automatically invalidated.

Do you use USB license keys?

Depending on your system and environment, you may require a USB license key as well as a file license.

We will let you know if this is the case, and provide you with everything you need to install and manage your USB license key.

Customers who use older versions of **RVS** (up to version 3.8) may use USB license keys, which we will continue to support.

License duration

What is a perpetual license?

Perpetual licenses let you use **RVS** indefinitely. This supports the use of **RVS** in projects with long life cycles, such as those common in the aerospace domain.

What is an annual license?

Annual licenses let you use **RVS** for a number of annual periods. This is useful for projects with shorter durations.

Can I change my annual license to a perpetual license?

Yes. You can convert your annual license to a perpetual license at any time while your license is active. Converting a license from annual to perpetual incurs a small fee, and requires the purchase of a support and maintenance contract with a duration of at least 1 year.

Support

Does my license include access to support and maintenance services?

Annual licenses include support and maintenance for the full duration of the license period.

Perpetual licenses include support and maintenance for the first year. After this, you can purchase a Rapita support and maintenance contract to cover one or more years of additional support. You can purchase this support in advance to ensure that your products are covered. As long as your license is covered by a support and maintenance contract, you can access the latest version of the tools, all bug fixes and the Rapita support team.

See the *Software support and maintenance product brief* for more detail.

How do I check whether I have a current support and maintenance contract, and how do I purchase one?

Contact us and we'll be happy to help.

License management and usage

What licenses do I have?

You can find out the types of licenses you have using the **RVS License Manager** application, which is included with the **RVS** software. You can also view the numbers and expiration dates of your core and plugin licenses.

How do I know when my license will expire?

You can check your licensing information, including expiry dates, in the **RVS License Manager** application and/or in your file license. If your license is due to expire, contact us to start the renewal process.

What happens when my license expires?

If one or more of the licenses you need has expired, you will be unable to run **RVS**. Make sure you renew your licenses before they expire. Contact us to renew your licenses.

How do I renew my license?

Contact us to start the renewal process. When your license is renewed, we send you an updated file license with the new details. After the file license is installed and active, the old one is no longer usable.

If you are using a USB license key, you may need to generate a key information file and send this to us. We then supply you with an updated file, which you use to renew your license. More detailed guidance is included in the *RVS Installation and Licensing Guide*, which is provided with the **RVS** software.

How do I upgrade my license (e.g. from a node-locked to floating), or add new tools or features?

Contact us to upgrade your license. When your license is upgraded, we send you an updated file license with the new details. After the file license is installed and active, the old one is no longer usable.

If you are using a USB license key, you may need to generate a key information file and send this to us. We then supply you with an updated file, which you use to upgrade your license. More detailed guidance is included in the *RVS Installation and Licensing Guide*, which is provided with the **RVS** software.

Do I need a license server?

If you have a floating license, you will need a license server. We provide you with license server software (either Windows or Linux versions) with your **RVS** software.

Can I use a license server on a virtual machine or docker?

We prefer that license servers are hosted on real hardware, but we understand that this may not be possible in some circumstances and are open to allowing license servers to be hosted on virtual hardware where this is the case. We may request evidence of software license management mechanisms or an audit if license servers are hosted on virtual hardware. Please contact us for more details.

My organization already uses the RLM license server. Can we use it for RVS licensing?

Yes. You can add **RVS** licenses to your existing RLM license server.

Requirements: You can only use the generic RLM license server with **RVS** version 3.8a or later. If you have a legacy version of **RVS** (version 3.8 or earlier), you'll need a patch to support RLM. More detail is provided in the *Installation and*

Licensing Guide, which is included with the **RVS** software.

Can I reserve floating licenses for particular users or groups of users?

Yes. You can restrict access to floating licenses to specific users.

According to your requirements, you can set up pools or 'groups' of licenses for various types of users. For example, you can reserve licenses for specific departments, sites, projects, teams within a project or users within a team. Each license reserved for each group can be configured with different start and end dates, helping you control who is using the software and when. By doing so, you can ensure that high-priority users can always access the licenses they require, and other users can't access licenses they don't need or shouldn't be using after a certain date.

How do I set up floating license groups?

You can set up license groups by editing the options file (e.g. rapita.opt) that accompanies your file license. This lets you define user groups, and reserve licenses for specific groups or users. Detailed instructions are provided in the *Installation and Licensing Guide*, which is included with the **RVS** software.

Requirements: You can only configure license groups if you install the generic RLM license server, which can only be used with **RVS** version 3.8a or later. If you have a legacy version of **RVS** (version 3.8 or earlier), you'll need further support to configure license groups. Contact us and we'll talk you through the details.

If I have a floating license, how do I know which licenses are in use at any given time?

You can check the status of your license server(s) in the **RVS License Manager**. You can also generate reports showing active users using the command line. More detailed guidance is provided in the *RVS Installation and Licensing Guide*, which is included with the **RVS** software.

Can multiple people logged in on the same machine use the same license?

Yes, but not concurrently. With a node-locked license, multiple people can use a single license on a single machine, but not at the same time. With a floating license, you are not allowed to install **RVS** on shared-user machines, thin clients, systems that use remote desktop, or servers, nor can you use it in continuous integration environments. If you want to use **RVS** in these systems or environments, you can use a floating license, which you can upgrade to at any time.

We employ third-party contractors, and they need to use RVS for a specific project. How do we manage this?

You have several options for managing third-party use of our software. You can:

- Configure your license server to allow the contractor to access the licenses they need for a limited time.
- Provide the contractor with access to an on-site machine

that has a node-locked license.

- Provide the contractor with a node-locked license tied to a USB license key, which they must return when their contract ends.
- Purchase a new annual license for the contractor to use, with an end date that aligns with the end of their contract.

Contact us to discuss these options – we're happy to arrange a solution that will best meet your needs.

I don't need to use RVS, I just need to view RVS reports. Do I need a license?

Yes. You can purchase **RVS Reader**, which lets you view **RVS** reports but does not let you run the **RVS** tools.

Legacy versions

My organization uses an older version of RVS that doesn't support RLM licensing. How are we affected?

We provide additional support for using RLM licensing with legacy versions of **RVS**. This may involve patching your **RVS** software to support RLM (note that this change can be implemented without affecting your **RVS** qualification).

More detailed guidance is included in the *RVS Installation and Licensing Guide*, which is provided with the **RVS** software. You can also contact us at any time if you're unsure how to proceed, or need any advice or assistance.

Note that upgrading to the latest version of **RVS** is the best way to access the benefits of RLM licensing.

Our licenses are provided via USB license keys. Can we continue to use these?

Yes. We'll continue to use USB license keys for customers with older versions of **RVS** (both floating and node-locked).

You can also upgrade to our file license system for use with your legacy version of **RVS**, or purchase the latest version of the **RVS** software, which includes built-in support for using file licenses.

Qualification Kit licensing

How are Qualification Kits licensed?

Qualification Kits have a different licensing model to **RVS** software. See the *RVS Tool Qualification Kits Order Information* sheet for more detail.



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