End of Life for Waypoint USB License Keys FAQ

1. **Why is NovAtel switching entirely over to software licenses?**

There are a few reasons why we are obsoleting USB licenses.

- Software licenses allow for faster delivery of Waypoint software product. There is no exchange of hardware, so there is no need to store and keep track of these keys.
- The increasing cost of maintaining two software branches, one supporting each licensing method.
- USB keys are being less and less used in software licensing.

2. **What kind of SW licenses will be used?**

Waypoint GrafNav and Inertial Explorer use FlexNet Licensing Service from Flexera Software.

3. **When do my clients have to exchange USB keys to a SW licenses?**

USB keys will continue to work with the Waypoint software version they are licensed for. USB keys will not be supported in future major releases of GrafNav/GrafNet or Inertial Explorer software. To be able to update to future software versions, there must be a valid software license and up to date post contractual support (PCS). Therefore, it is advisable to change to a software license at the time of PCS renewal, or prior to the release of the next major Waypoint software version, anticipated in Q4 2016.

4. **What is the process to exchange USB keys to a SW licenses?**

Customers **must go back to their point of purchase** (Authorized Dealer or NovAtel Direct Sales) to initiate the key exchange process. There are a few options in which the key exchange can be processed.

Option 1: At the time of PCS renewal

Customers can exchange their USB key for a SW license when they renew their PCS. The customer is required to show a proof of key destruction, with the serial number of key clearly shown, at the time of key exchange through a picture attached to the PO (see Figure 1 below for an example). Our order management team will process the order within 1 week of reception of PO.

Figure 1. Example of destroyed USB key with serial number clearly shown

Option 2: Through a $0 PO

Customers with valid PCS period beyond the anticipated Q4 2016 software release date must obtain a software license before updating to the next software version. They can initiate this process by issuing a $0 PO for one of the following part numbers that matches the functionality of their current key:

SW-EX-PP-R-GNST-NT	Exchange USB key for a new key-less license of GrafNav/GrafNet (Static Only)
SW-EX-PP-R-GNVT-NT	Exchange USB key for a new key-less license of GrafNav/GrafNet
SW-EX-PP-R-IE-NT	Exchange USB key for a new key-less license of Inertial Explorer

Along with the PO, customers must provide proof of USB key destruction as described in Option 1. Our order management team will process the order within 1 week of reception of PO.

Option 3:

If for any reason the customer cannot send a picture of their destroyed key, they can initiate a key exchange through our repair process here http://www.novatel.com/support/repair. Customers will need to issue a $0 PO, referencing the RMA number, to exchange their USB key to one of the following part numbers that matches the functionality of their current key:

SW-EX-PP-R-GNST-NT	Exchange USB key for a new key-less license of GrafNav/GrafNet (Static Only)
SW-EX-PP-R-GNVT-NT	Exchange USB key for a new key-less license of GrafNav/GrafNet
SW-EX-PP-R-IE-NT	Exchange USB key for a new key-less license of Inertial Explorer

A permanent SW key will be issued by Order Management once the USB key has been received by repair. This process will take approximately two weeks, depending on transit time of USB key to NovAtel repair.

5.   What if my customer cannot deal with down time during the key exchange process?

Customers can contact their dealer or NovAtel sales managers to request for a temporary license. All requests must be approved by NovAtel sales and sent along with a customer PO to NovAtel Order Management. A two week temporary license will be issued, with the expectation that a proof of key destruction to be received within a week as described in Option 1 and 2, or the physical key to be return to NovAtel repair as described in Option 3 of the key return method.

6.   Will the support period be transferred to the new license?

Yes, PCS subscription period will be transferred over to the software license.

7.   How is the license delivered? How do I activate it?

Licenses are delivered via email. The email includes an activation ID for the software. The software-based license may be activated [and returned] through the Local License Manager; a tool installed with GrafNav and Inertial Explorer and is located in the installation directory.

The activation instructions which are provide to customers upon acquiring a download link and credentials to Waypoint software can be found here.

Reminder: Keep this activation ID somewhere safe – you may need it in the future. When calling for support this Activation ID will be requested to verify your license. You can find your current Activation ID in the Local License Manager at any time.

8. Can I transfer my license to a different computer?

Yes, a user may transfer their license to a different computer; however, they must first *return* their license from the licensed machine to replenish the seat count using the Local License Manager, then they may *activate* their license on the to-be-licensed machine.

9. What happens to my license if my hard-drive crashes?

Software license activations will survive a hard-drive crash. Re-activating a license on the same computer will not consume another license from the NovAtel License Server, but will re-issue the license that was previously issued. You can re-activate your license using your original Activation ID after your new hard drive and operating system is installed.

10. What if I lose my license (ie, computer reformatting, lost or stolen computer, damaged computer)?

In certain circumstances, a repair can be done when changes in trusted storage are detected. These changes may include:

- Changes to a system hardware component
- Performance of a system restore
- Correction of system clock

Please contact NovAtel support for help in repairing the license.

It is ultimately the user's responsibility to ensure that their licenses are properly tracked and maintained. It is advisable for the user to return their license to the licensing server prior to performing any system changes. NovAtel is not responsible for any lost licenses due to lost, stolen or damaged computers, or in cases where the license cannot be repaired.

11. What if I don't have internet access on my computer?

A user may still activate/return their FlexNet license using command line functions and XML responses exchanged between the user and NovAtel Customer Support.

The user guide to offline activation/return may be found on page 4 in the activation instructions here. This document will be provided to customers upon acquiring a download link and credentials to Waypoint software.