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Licensing Department

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Notes on Licensing Options

Products

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Licenses are based on the number of CPUs (processors), regardless of the number of computers on which the software is used. For example, two single-CPU computers as well as a dual-processor computer require two CPU licenses. CPUs are counted as reported by the operating system with the exception of hyperthreading on Intel processors where only physical CPUs are counted. Development machines which are not used for production purposes and run under the same operating system do not require a separate license. Redundant (backup) machines do not require a separate license provided they are never used concurrently with the actual production machines. For load-balancing servers licenses are required for all CPUs in all computers.

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- ► If 2 or more CPU licenses are ordered, 15% discount off the list price is granted for all CPU licenses.
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	From		
to	PDFlib 5	PDFlib+PDI 5	
PDFlib+PDI 5	35%	_	
PDFlib Personalization Server (PPS) 5	50%	35%	

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An update changes an existing license to the corresponding license class of a newer version. All CPU-based licenses for PDFlib 3 and 4 can be updated to PDFlib 5 products at a reduced license fee. A valid license number must be supplied with all update orders. Maintenance updates (e.g., from version 5.0.3 to 5.0.4) are always free. Update discounts can be combined with volume discounts. The following table indicates the percentage of the list price that is due for various update combinations (please contact us for updates of PDFlib 3 or 4 runtime licenses):

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PDFlib Personalization Server (PPS) 5	75%	50%

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Supplying the name of the target operating system platform is a strict requirement since license keys are platform-specific. A separate price list is available for the IBM eServer iSeries and zSeries platforms.

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We offer several levels of support contracts which are only available in combination with a new product license, or to extend a previous support contract of the same level:

- ► Level 1 support includes 30 days installation support
- ► Level 2 support includes ongoing technical support for one year
- ► Level 3 support includes ongoing technical support for one year with short response times, plus access to all updates.

The following table summarizes support levels:

	Level 1	Level 2	Level 3
duration	30 days	1 year	1 year
support by	e-mail	e-mail	e-mail+phone
response time	5 days	3 days	1 day
minor updates	included	included	included
major updates	_	_	included
support fee as percent-	free	12%	18%
age of the license fee			

Premium licenses

In addition to CPU-based licenses we offer several licenses with extended rights, such as site and source code licenses. These licenses do not include support or updates, but can be combined with Level 2 or Level 3 support:

	PDFlib Lite	PDFlib	PDFlib+PDI
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multiple platforms	n/a	US-\$ 15000	US-\$ 25000
source code license	US-\$ 10000	US-\$ 20000	US-\$ 30000
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