

Avid information for new Westlake website

<http://www.avid.com/US/about-avid/legal-notice/avid-licensing/updates-and-upgrades>

Updates and Upgrades:

Updates

Avid will periodically release no-charge software updates for currently shipping products. These updates may include new drivers, 3rd party software, and/or patches. Updates to video products can be downloaded from the [Avid Video Download Center](#). Updates for other products can be found on the specific product pages or support pages for those products (for example, [Pro Tools](#) and [Sibelius](#)). Customers do not need an Avid Support Contract to access software updates.

Upgrades

Upgrades to Avid products can typically be purchased at a discounted price for customers who have entitlements to the previous product version. During the upgrade process, the customer is required to enter the Activation ID for the upgrade software package, and will also be prompted for a System ID (for those products that utilize System IDs). The Avid licensing system will verify that the previous version is qualified or that the associated System ID is authorized before activating the upgrade. In some cases the previous version of the software may be deactivated as part of the upgrade process.

For products that include options, plug-ins, or sub-features which are activated separately from the core application, these activation will port over during the upgrade process.

Double Hops

A “Double Hop” is an upgrade that includes both an upgrade to the Avid software as well as an upgrade to the underlying hardware on which the software operates. Double Hops require that the current version of the software be first deactivated from the original device prior to the upgrade process. The upgrade can then be applied to the new hardware (there is no requirement to install the older software on the new machine).

Upgrade Entitlements

Under certain conditions, Avid customers are entitled to a “no charge” software upgrade.

- **Product Protection** - Customers that purchase or activate an Avid software product within a certain period of time just prior to the release of a new version may be entitled to a no-charge upgrade (product dependent). As part of a new product release, Avid will provide these users with a [website to download](#) Activation IDs for a no-charge product upgrade. The customer will be required to enter their Activation ID or System ID for the current product in order to download their upgrade Activation ID. Note that only registered software is eligible for no-charge upgrades under this program.
- **Support Contract** – Customers with a valid Avid Support Contract for a specific software product are typically entitled to no-charge upgrades over the contract period. Media Composer customers are provided with a version updater file, available at the [Avid Download Center](#), which validates the customer’s existing software license by checking the System ID and then provides the customer with the necessary Activation ID for the upgrade.

- **Academic** – Certain Avid software products include a special Academic SKU that can be purchased by authorized students. These Academic SKUs typically include 4 years of no-charge upgrades as part of the original offer. Avid provides an [upgrade site](#) where students can obtain upgrade Activation IDs for no-charge upgrades for Media Composer. The student will be required to enter their Activation ID or System ID for the previous product in order to download their upgrade Activation ID. Note that only registered software is eligible for no-charge upgrades under this program.

Downgrades

Customers who have purchased a previous version of Avid software can simply use the Activation ID for that previous version in order to downgrade their software. The customer must first deactivate the newer software version and then proceed to activate the previous version. Customers who do not own a previous version of the software but are interested in operating a previous version will need to contact Avid Customer Support to retire their existing software version and obtain an Activation ID for the previous software version. Note that if you later wished to upgrade to the latest version, you will be required to purchase an upgrade software license, unless you are entitled to a free upgrade (see above).