

FREQUENTLY ASKED QUESTIONS

User Subscription License

What is a User Subscription? How will I benefit from switching?

By switching to User Subscription, you will benefit from receiving all the latest and greatest software updates with excellent technical support, web-based admin console (license management) and more.

- Latest and greatest product capabilities – Get access to an ongoing stream of innovation, updates to core products and additional capabilities as soon as they are available, at no additional cost.
- Simplified IT administration – Switching to User Subscription provides you with the opportunity to clean up years of complex perpetual contracts, eliminate unused licenses, and move to a User Subscription contract aligned with the true needs of your organization.
- Manage your changing business needs with enhanced scalability and user management.
- Login from anywhere, anytime on your laptop or personal desktop with Azure Active Directory Logins.
- Receive premium customer support.
- Flexible user license options from single to multiple user packages to meet your business needs.

Is the User Subscription license option available for all Transoft Solutions products?

No, at this time it is only available for AutoTURN Pro.

Will I still be able to use “Features” as were available in AutoTurn Pro on perpetual, with AutoTurn Pro on User Subscription?

Yes. The only thing changing will be the license type which doesn't affect any of the features within AutoTURN Pro. If you're looking to get the new and updated features, you must either have MAP or User Subscription license.

What if I have multiple products – will I get free support with the User Subscription for all products or just for that individual product?

Free support is only provided for User Subscription licenses, or perpetual licenses with MAP. When you call into technical support you will be required to provide your license number and they will inform whether you qualify for free technical support on that license.

Can I use my software on more than one computer?

Yes. While you can't use the software on different computers at the same time, you can install the software on more than one computer and activate (sign-in) on one workstation at a time.

Where can I get more information on pricing?

Contact our sales team where we can discuss the pricing options available.

Do I have to be connected to the Internet to use my software?

Yes, a subscription license requires each workstation to have an internet connection to use the software. However, once you have signed in successfully the software will permit you to work offline temporarily such as when traveling. There are no steps required from the user, the software will work seamlessly without internet up to 30 days after the last login. Please contact our technical support team if there are special circumstances that the workstation will not have an internet connection.

I have never purchased AutoTURN Pro before, what license options can I choose from?

AutoTURN Pro will only have a User Subscription license option.

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If I switched from a maintenance plan to a subscription, can I continue using previous versions of products from my original maintenance plan?

No, when you switch to the User Subscription license, your previous license will be invalidated, and you will be issued a new license number. A simple workstation deployment is required to reconfigure all existing workstations to use the new license type, so you will be given 30 days of transition time to complete the conversion before your original license is disabled.

When I switch from a Site License to a User Subscription license, how will that work?

If you have an existing Site License and you choose to upgrade to a User Subscription license, you will be issued a new license of the software.

Once your order has been completed, the previous Site License will be deactivated after 30 days.

To reconfigure your workstations to use the new license, either run the Workstation installation on each machine, or run the server installation to create a deployable MSI installer that you can push out to your users through the active directory.

If you need more than 30 days to transition, please contact Transoft Solutions technical support.

What are my options when I'm up for the Maintenance Assurance Plan (MAP) renewal?

When your MAP is due for renewal, you can choose from the following options:

1. Switch your AutoTURN Pro product to a User Subscription license for a discounted price.
2. If you're on AutoTURN you can upgrade to AutoTURN Pro to take advantage of the enhanced features and be on the User Subscription license.
3. Renew your existing MAP for one year.

What happens if I do not renew a MAP subscription?

If you do not renew your MAP before it expires, you continue to have the right to use your perpetually licensed software, but lose access to the following benefits:

1. New releases of your software.
2. Compatibility upgrades.
3. Technical support.

What are the differences between User Subscription and MAP?

Subscription

User-based subscription gives even small businesses truly enterprise-grade device management tools. Get access to all new updates and new features along with unlimited, direct telephone, email and web support and more:

- Free software updates & version upgrades (including CAD compatibility).
- Priority technical support.
- Flexible user license options and user management.
- Favorable pricing.
- Accessibility from any computer.

MAP

If you prefer to stay on MAP, you will continue to receive the benefits of that plan, including technical support and product updates, for as long as you continue to renew. You can move to a subscription during your next renewal period.

- Free software updates & version upgrades (including CAD compatibility).
- Priority technical support.