



DRIVING EMBEDDED EXCELLENCE

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To all ETAS software users

Subject: Change of Grace Mode behavior of ETAS software products

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To the users of ETAS software products,

ETAS software products are electronically license protected. Some of our products offer a feature called "Grace Mode". We will change the behavior of Grace Mode by mid of 2019 with the ETAS License Management Tool V1.7.1. All ETAS products providing Grace Mode functionality are affected by this change.

Today's Grace Mode allows you to use the software for a fixed duration without a license key. In the future Grace Mode won't be limited to a fixed duration, but will offer a defined contingent of days of usage in which the software can be used without a license. E.g. instead of 2 weeks of Grace Mode, INCA will offer you a contingent of 14 days of usage in Grace Mode. Your benefit is that only the actual days of usage will be counted, e.g. days on weekends without usage will not be counted. Once this contingent has been used up, the usage of the software without a license will no longer be possible. If you don't own a valid license, please contact your ETAS sales contact. If you own a valid license and the contingent was used up unexpectedly (e.g. you forgot to borrow a license from the licenses server before going on a test trip), you can contact our support team to reset the contingent for you.

Details about the new behavior of Grace Mode can be found in the FAQ list provided with this letter. For further questions, please contact our support team.

Your ETAS Product Management

FAQ – Changed behavior of Grace Mode of ETAS Software products

Which ETAS software products are affected by the change of Grace Mode's behavior?

All ETAS software products offering Grace Mode are affected. Namely: ETAS ASCET, INCA, INCA-FLOW, INTECRIO, INTECRIO-RLINK, ISOLAR-EVE, MDA, SCODE-CONGRA, SCODE-ANALYZER and the Add-ons of those.

How can I check how many contingent days of Grace Mode are left?

When starting the software without a license or without access to the license server, the software automatically activates Grace Mode and reduces the contingent by one day. During the start of the software in Grace Mode, a dialog is shown informing you about the remaining contingent of Grace Mode days. Alternatively, you can use the ETAS License Management Tool "LicensingExe.exe". It shows you an overview about all available licenses and their remaining contingent of Grace Mode days. You can find the tool on your PC under "C:\Program Files (x86)\Common Files\ETAS\Licensing\bin".

I do not own a license and the contingent of Grace Mode days has expired.

ETAS software products are electronically license protected and have to be used with a valid software license. For evaluation purposes ETAS offers evaluation licenses, please contact your ETAS sales contact.

I do have a valid software license, however the software starts in Grace Mode.

In case you have a PC based software license, you might not have installed the license file on your PC yet. You can do this with the ETAS License Management Tool "LicensingExe.exe" under the menu "File / Add license file ...".

In case of floating and user based licenses, the license gets installed on a license server. Therefore a network connection to the license server is required. Should this not be possible (e.g. usage of the software in the vehicle), you need to borrow the license from the server before disconnecting the PC from the network. You can do so in the ETAS License Management Tool "LicensingExe.exe" under the menu "License / Borrow selected license ...".

When using the software without connection to the license server frequently, we recommend you install the software with the "Auto Borrow" mechanism activated. You can find detailed information about the "Auto Borrow" mechanism and how to activate it in the installation manual of the software.

My contingent of Grace Mode days are expired. What can I do?

Should you not yet own a valid software license, please contact your ETAS Sales contact.

In case you do have a valid license, but the contingent of Grace Mode days has expired (e.g. you used the software several times in the vehicle without borrowing the license in advance), please contact the ETAS support team. They will help you reactivate the contingent of Grace Mode days on your PC.

Under normal circumstances your contingent should not run out. To avoid this in the future please read the sections "I do have a valid software license, however the software starts in Grace Mode" and "How can I check how many contingent days of Grace Mode are left?".

I use a floating or a user based license. How can I avoid my contingent of Grace Mode days from expiring due to using the software without a network connection to the license server (e.g. in the vehicle)?

In case of floating and user based licenses, the license gets installed on a license server. Therefore a network connection to the license server is required. Should this not be possible (e.g. usage of the software in the vehicle), you need to borrow the license from the server before disconnecting the PC from the network. You can do so in the ETAS License Management Tool "LicensingExe.exe" under the menu "License / Borrow selected license ...".

When using the software without connection to the license server frequently, we recommend you install the software with the "Auto Borrow" mechanism activated. You can find detailed information about the "Auto Borrow" mechanism and how to activate it in the installation manual of the software.

What happens in case of sporadic network problems blocking a connection to the license server?

When working with floating or user based licenses a network connection to the license server is needed. In sporadic cases where the network connection is down, Grace Mode allows you to use the software even without a connection to the license server. Grace Mode comes with a kind of self-healing mechanism, automatically reactivating over time the contingent of Grace Mode days when later working with a network connection to the license server. In the event that the network connection to the license server is not reliable enough, please contact your IT network administrator.

I do have access to the license server, however the ETAS software starts in Grace Mode.

Should all the floating licenses on the license server already be in use by other users, the license server does not grant you a license and the software starts in Grace Mode. In this event, there are not a sufficient number of floating licenses on the license server for your degree of parallel usage. Please contact your ETAS Sales contact.