

# Artsoft Helpdesk

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## Licensing Policy

Imported User 6 - 2019-04-29 - in General

License Maintenance and Restrictions.

### **Who can use license maintenance?**

This page allows registered users the ability to resend licenses they have purchased directly from this website and to create new licenses for products that use PC ID licensing. Licenses must have been purchased directly from the current website with a registered account to use the self-service features of the license maintenance page. Please contact support for licenses purchased directly from our previous website. If the license was purchased from a distributor or with a machine from an OEM, they must be contacted directly.

Mach3, Mach3 Addon's, and LazyCam Pro licenses can be used on multiple computers and do not require a new license code to be created. If licenses were purchased directly from this website, you can resend your license to the email account currently attached to your account. If you did not buy your license directly from this site, you will need to contact the OEM or distributor from which you purchased the license. We have no record of the end-user for licenses provided by OEM's and distributors and cannot verify ownership. Replacements will be provided to the registered owner.

### **To resend a license for any product**

- 1) Check that your account email is correct. Change your account email on the "My Account" page.
- 2) Push the Action button "Resend/email license" in the appropriate row of the license name or PCID you require to be emailed to your account email address.
- 3) A green highlighted message will appear indicating that your license has been emailed.
- 4) A license can only be resent four times within a calendar year. Do not continue to push the resend button if you do not receive the license email. Solve any issues you are having with spam filters or with your service provider if you do not receive the license email.
- 5) If "N/A" appears in the Action column, there are no appropriate actions for this license or you have used the number of actions allowed for this license.

### **Active License Limits for PC ID Products (Mach4 Hobby, Mill Wizard, etc.)**

- Each purchase of Mach4 Hobby allows 5 active licenses.
- Each purchase of a Mach4 Hobby plugin such as the Legacy Parallel Port allows 5 active licenses.

- Each purchase of the Mill Wizard allows 1 active license.

- If licenses are no longer being used and you have reached the Active License Limit for a product, push the “De-activate” license button. This will reduce the number of active licenses and allow the creation of additional licenses if no other limits have been exceeded.

\*See the Annual and Lifetime license creation limits at the end of these instructions for more details.

### **To create a new PCID license**

- 1) Check that your account email is correct. Change your account email on the “My Account” page.
- 2) If the maximum number of licenses has not been reached, the text “New PCID” will appear over a data entry box. These items will appear directly under the product, order number, and license id for which you are creating a sub-license.
- 3) Enter the PCID code from the product and from the computer you wish to create a new license.
- 4) Push the “Add” button and a license will be created and also emailed to you. There is no need to push the “resend/email license” when creating a new license.
- 5) A green highlighted message will appear indicating that your license has been emailed.
- 6) If the dark red text “You cannot create any more licenses” appears, you have reached the new license creation limit for this calendar year, total new licenses limit, or you have reached the active license limit.
- 7) If licenses are no longer being used, push the “De-activate” license button. This will reduce the number of active licenses and allow the creation of additional licenses if no other limits have been exceeded. Return to step #2 to create new licenses.

### **\*Annual and Lifetime License Creation Limits**

**Non-commercial users (aka hobbyists) are permitted to use one Mach purchase for multiple machines. For commercial users (anybody who uses the software to generate profit), we require a separate license purchase for each machine. Mach1, Mach2, and Mach3 may all be used on one computer, but only one version of each can co-exist on a single computer.**

There are additional rules on the creation of new licenses that may cause the “You cannot create any more licenses” message to appear. Licenses created are valid without termination, but the ability to create new licenses is limited. If you exceed reasonable limits, you will need to purchase a new license.

- The “per year” license limit resets each calendar year on the anniversary of the purchase date.

- The "Total" new licenses does not reset.

Mach4 - Hobby (and licensed plugins)

Limit of new Licenses created per year per license purchased: 7

Limit of total new licenses created per license purchased: 12

Mill Wizard

Limit of new Licenses created per year per license purchased: 2

Limit of total new licenses created per license purchased: 5