

FACT ERP.NG License Key Policy

Comprehensive License Key Program

Background: FACT has supplied and licensed FACT ERP.NG software products (“Software”) to you under the terms of our EULA.

To guard against unlicensed use of the Software, a licence key is required to access and enable the Software.

License Activation Key Information

- When the FACT ERP.NG license is installed on a physical machine, the License Activation Key is tied to the specific hardware and the fully qualified domain name (FQDN) of that Server
- When the FACT ERP.NG license is installed on a Virtual Machine, the License Activation Key is tied to the specific fully qualified domain name (FQDN) or Windows computer name of the virtual machine, as well as the machine hardware
- Before you replace any components of your Server, Wipe, Reinstall your operating system, or modify your Server or Domain name, or Clone / Move the Virtual Machine, you need to transfer your license to a different Server

To avoid losing your license while trying to upgrade the Server hardware, Clone or Move the Virtual Machine, it is advisable to transfer the license to another Server and transfer it back after the work has been completed.

Please contact FACT Helpdesk to assist you in transferring the License to a different Server. Please note that Transfer of License to another Server is a billable service available under an active Subscription Plan only.

Hardware Failure / Changes

- There is a risk of losing the License Activation Key in the event of a catastrophic system failure – like a system motherboard failure or hard disk failure
- Replacing non-critical components like a USB device or any external devices connected to the machine will not affect the License Activation Key.
- Do not move your hard drive to a different computer as this will permanently disable your License Activation Key
- Do not Clone your hard drive as this will also permanently disable your License Activation Key
- Do not change your system motherboard as this will permanently disable your License Activation Key

To avoid losing your license while trying to upgrade the Server hardware, it is advisable to transfer the license to another Server and transfer it back after the upgrade work is completed.

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Windows Operating System - Upgrade, Reinstall, Repair or Refresh

- Routine Windows security updates will not affect your License Activation Key
- If you are upgrading to a new version of Windows Operating System (Example: from Windows Server 2019 to Windows Server 2022) there is a high chance that the License Activation Key may be lost in the upgrade process
- Likewise, if you need to erase, wipe or reformat the hard drive and reinstall Windows, the License Activation Key will be lost
- Some Windows versions have an option to “Refresh” or “Reset” to repair the operating system. This is like wiping the hard drive and reinstalling. The chances of losing the License Activation Key are quite high in this process

To avoid losing your license while Upgrading, Reinstalling, Repairing or Refreshing the Server Operating System, it is advisable to transfer the license to another Server and transfer it back after the work is completed.

Please contact FACT Helpdesk to assist you in transferring the License to a different Server. Please note that Transfer of License to another Server is a billable service available under an active Subscription Plan only.

FACT ERP.NG Comprehensive License Key Program (CLKP)

A perpetual license for FACT ERP.NG, issued using a soft key (License Key), represents the full value of the software. It is strongly recommended that you insure your license for its full value with any independent insurance company or alternatively, through the purchase of the **FACT ERP.NG Comprehensive License Key Program (CLKP)**.

CLKP lasts for the length of your software maintenance plan (Subscription Plan). It is extended, at no additional cost to you, when you renew the Subscription Plan without any break between renewal cycles. CLKP lapses if you fail to renew your Subscription Plan before Expiry Date.

Points to note:

- License Activation Key Replacement (subject to full verification)
- Program lapses automatically if the Subscription Plan expires
- Replacement License Activation Key will be issued under an active Subscription Plan only
- Lead Time for replacement is 2 (two) working days from Verification
- Replacement License Key can only be Installed / Activated by FACT Helpdesk Team only
- Does not include our Helpdesk services to Troubleshoot / Install / Activate the Replacement License Key
- We shall charge an administrative fee(s) towards the cost of our Time & Effort for Verification and Activation of a Replacement License Key
- **Without CLKP, a new License Activation Key must be purchased at full list price**

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Replacing a lost, damaged or stolen license

Any consideration for key exchanges or replacements as described below requires that the license has a current maintenance contract (also known as "Subscription Plan") to be eligible. When FACT Software International Pte Ltd replaces your license, you agree to deactivate/return the original license if it is ever recovered. FACT Software International Pte Ltd reserves the right to revoke licenses for customers who inappropriately file for key replacement.

Replacement License Activation Key – Hardware Failure

- In some cases, the License Activation Key can be reactivated on a computer that has experienced hardware or software failure.
- If the License Activation Key cannot be reactivated from a machine with hardware or software failure, a replacement License Activation Key will be issued at no cost if the user has purchased CLKP
- A second request can be filed within the same coverage period for 10% of the cost of a new License Activation Key
- **Without CLKP, a new License Activation Key must be purchased at full list price**

Replacement License Activation Key – Lost / Stolen Server (hosting the License)

If the Server / Computer on which the License Activation Key is activated is lost or stolen, a replacement license will be issued at no cost if:

- The user has purchased CLKP
- Filed a Police Report * – The user must submit a certified true-copy of the Police Report filed for the lost / stolen Server
- A second request can be filed within the same coverage period for 10% of the cost of a new License Activation Key
- **Without CLKP and a certified true-copy of the Police Report (Singapore Police Force), a new License Activation Key must be purchased at full list price**

* For a License Registered with FACT, India the Police Report must be filed in India

* For a License Registered with FACT, Malaysia the Police Report must be filed in Malaysia

* For a License Registered with FACT, Nepal the Police Report must be filed in Nepal

* For a License Registered with FACT, The Philippines the Police Report must be filed in The Philippines

* For a License Registered with FACT, Singapore the Police Report must be filed in Singapore

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