

ShopCAM Licensing Policy Changes - FAQs

- **What is a dongle?** It is a plastic piece of hardware that plugs into a USB port and looks like a thumb drive. Currently they are bright green.
- **Why the change?** By far, the #1 support call has been customers losing their license. The 3rd party licensing software we use is called Cryptkey©. USB keys/dongles have proven to be more reliable.
- **We really don't like dongles, will you provide software codes?** We have considered developing in-house licensing software rather than relying on 3rd party products. Unless an alternative can be developed that is much more reliable than the current method, the USB key is the best solution.
- **When will the current Site codes quit working?** At this point, there are no plans on removing the Cryptkey code, so it may work for quite awhile. We won't keep the code up to date, so if or when it does fail, you will need the USB key to enable the software to work.
- **I received the Dongle and all options are enabled. Was there a mistake?** No. We are no longer modularizing the options. If you bought Shopcam, you are now entitled to all the options at no additional cost.
- **Can I purchase a personal copy that includes my Employer's discount?** Yes. If your company has a support agreement you can order Shopcam at half price. If you order from home, make sure to refer to your company. Now is the perfect time to get your own personal CAD/CAM system.
- **I received the dongle, do I need to install it immediately?** Yes and no. Once it's installed and working properly, you can unplug it and it will look for the software license code. If an active code is found, it will be used. Contact us with the site code and if possible, we will issue a non-expiring authorization code. You can then store the dongle incase the software license quits working.
- **If you still have questions, don't hesitate to give us a call.**

