

viewone & viewone pro

LICENSING EXPLAINED

How are web site licenses setup?

ViewONE requires a license file that matches your web site.

Our trial versions (which you may have already downloaded) do not have this requirement but do prompt users to enter a trial code. A full web site license does not require the user to enter such a code but requires a license that contains information about the location of ViewONE.

This is usually the same as the web site address (URL) e.g. (www.mysite.com). The important information is the URL that appears in the browser's address bar while using the applet. If you are unsure about what information to send us then just send through the full web site address of your site and we'll work it out for you!

How many licenses do I require?

A ViewONE license is required for each copy on a web site. If you only have one copy on a web site (usual) then only one license is required. Ordinarily there would be no need to have multiple copies of ViewONE on a single web site, but if you find that you have no alternative then we will need to setup a separate license for each one. In these cases we will need the full web site address for each copy of ViewONE (e.g. www.mysite.com/myfiles/ViewONE).

If you have more than one web server (perhaps for load balancing or as a recovery option) serving the same web site, and each server requires a copy of ViewONE, then each will require a license. This is the typical case where more than one license is required. We will again require the web site address of each copy of ViewONE.

How do we setup our web site to use a single copy of ViewONE?

The usual method is to place a single copy of ViewONE in a designated location/directory on your server. Then any web page that requires ViewONE will refer to this copy by using HTML 'codebase' tag (please see our HTML manual that comes with all downloads for further information about HTML).

How many users can use ViewONE?

We do not place any restriction on the number of users that can use ViewONE on a web site.

Will our users need to enter a license code each time they use ViewONE?

After a license has been purchased from us, your users will no longer need to enter a license code. This is a requirement only for trial licenses that are issued automatically when you download ViewONE from our web site prior to your purchase.

What is the difference between a trial license and a web site license?

A trial license is limited to 14 days usage and is provided automatically with our downloads. When we send a web site license file to you, this file is used to replace the one that is included in the downloads which then converts the download into a fully licensed version. No further downloads are required.

What should we do if we change the web site address or IP of our web site?

If you change the web site address of a site that uses a domain name then we need to know the new full address so that we can issue a new license file. If a web site uses a domain name then it does not matter what the IP address happens to be since ViewONE requires only the correct domain name.

If your web site does not use a domain name, but is referred to directly with an IP address (e.g. http://192.192.21.43/) then we will need the new IP address before we can issue an updated license.

If you are still unsure about whether your site uses a domain name or IP address, just send us the full web site address of the new site and we'll work it out for you!

How long do we have to wait for our license file?

After we have received payment and the required web site information (re above), we will process the purchase and send you your license file via email. We usually complete this the same day of your purchase, unless you make the purchase over a weekend, in which case we will process it the following Monday. But then, we have been known to process them over a weekend!

