License Information and FAQ

⚠️ *The following information only applies to SRP products v3.x and higher. For licensing information applicable to older products please see this* po st *on our blog site.*

SRP's product licensing policy is intended to be developer friendly. Our goal is to provide quality products that enable developers to create highly functional and visually stunning applications without the worry of unexpected or confusing deployment costs.

With very few exceptions the term *product* refers to our commercially sold visual controls (e.g., SRP EditTable, SRP ReportTable, SRP Button, etc.) or developer tools (e.g., SRP Editor, SRP Mail, SRP Application Launcher, etc.) We also provide free (non-commercial) products (e.g., SRP Utilities, SRP Form Fixer, SRP NSIS Utilities, etc.) which are not governed by this licensing page. The following licensing information only applies to individual commercial controls and tools. SRP FrameWorks is a special product which incorporates several controls, tools, and other integrated technology. Please see our SRP FrameWorks licensing page for relevant information on that product.

SRP products are licensed to a developer's OpenInsight serial number and any serial number that the developer supports. There are no user count restrictions. Thus, in normal situations, developers only need to purchase one license for a product and this license will be valid for all development and deployment systems.

In order to enforce the license and protect the license from being copied to non-licensed systems, customers are given a file with the extension .srplic, which must be placed in the OpenInsight folder or Working Directory. This file contains the customer contact information and all serial numbers licensed to that customer. If this file is used with an unlicensed system then a license mismatch warning message will appear. If this message appears unexpectedly, please email support@srpcs.com for assistance.

SRP product licensing is perpetual. Each product automatically includes one year of support for technical help and upgrades. Annual support can be renewed each year for 20% of the current full price of each product. With your active support SRP will provide technical resources including sample source code (if applicable), code review, or whatever is necessary to help the customer to succeed with our products. Customers will also be able to upgrade their products for free whenever we release new versions. If the support expires without a renewal then products must be purchased at their full price in order to get technical support or upgrades.

The following FAQs are provided to help understand SRP's licensing policy. However, if you still have any questions please contact us at support@srpcs. com.

What if I don't know all of my serial numbers when I purchase my product?

Usually this happens when a developer does not yet know the serial number of a deployed system. In many cases SRP will issue a license for the known serial number(s) and subsequently add a new serial number with no additional costs. However, SRP reserves the right at any time to charge $50.00 (USD) for administration costs to update a license.

Revelation Software has assigned me a 4-digit serial number prefix which will be used with all of my deployed systems. Will I have to contact SRP to update my license each time I deploy a new application?

When Revelation Software released OpenInsight 9.0 they also introduced a new serial number scheme. Each developer is given a unique 4-digit number. Each time a Network User License (NUL) is purchased for a new deployment the serial number will start with this 4-digit number followed by a 4-digit sequential counter. Thus, if a developer's prefix is 5678 then the first deployment serial number will be 56780001. SRP's licensing technology supports this prefix. Thus, developers do not have to worry about updating their license with SRP when Revelation Software issues them a new Network User License.

Can I upgrade some but not all of my products but still use all of them?

Yes.

What do I need to include with my deployed applications so that they are properly licensed?

A copy of the SRPLIC file should be included in each OpenInsight application folder that uses an SRP licensed product.

I ask my customers to purchase their own WORKS subscription. Do they need to be licensed as a separate developer or can they be included under my license?

Under normal circumstances a customer of a developer is not a developer, even if they have their own WORKS subscription. However some customers have people on staff who are capable of supporting the OpenInsight system even though they rely primarily on the services of their consultant or product vendor. In these situations SRP leaves this to the discretion of the developer purchasing the SRP products. If the developer prefers that the customer have their own license, then a separate purchase for this customer will be required.

What if I want my customers to just have their own license?

This happens often when developers desire to keep their personal licenses to themselves. However, the very nature of our licensing policy is built around the assumption that SRP will only have to provide one license file to the developer, which contains all supported serial numbers, and the developer will distribute this as needed. Generating separate license files for each customer would require too much effort. Therefore in these situations we would request that a separate license be purchased for these customers. Depending on the situation special pricing might be available.

Do my products stop working if I allow my license to expire?

No. Our licensing model is similar to Revelation Software's WORKS subscription. That is, the product can be used indefinitely and no license error messages will ever appear. However, the products cannot be upgraded with any version that is newer than the license expiration date. Doing so will result in an license error message. In order to have continued access to upgrades, and support, the product license must be kept current.