
Teradyne ATD Software License Key Policy

1 Purpose of this document

This document was created by Teradyne's Assembly Test Division (ATD) product support group to define the policies regarding issuing of software license Keys for ATD software products.

2 Licensing basics

2.1 Software packages and Software License definitions

Teradyne sells Software products that can be used on our test equipment or on an Off-tester PC for the development or testing of the customer's product. This Software package is not transferable between test equipment.

If a customer purchases a test system on the open market, a software package license including the purchase of any software options needs to be purchased from Teradyne before Teradyne will service the system or allow transfer of software option license keys on that system.

Individual software options available with these Software packages are licensed separately using a license key scheme. Software options can be moved from one PC or test system to another provided the customer owns the software package resident on the PCs or Test systems and it was purchased from Teradyne.

2.2 Application of license keys

Teradyne only issues software license keys to customers who have purchased ATD software packages and options. In order to receive software updates for purchased software options, the owner of the software must be covered under an active software warranty, Software Support Agreement (SSA), or Applications Support Agreement (ASA).

Teradyne does not grant software licenses to a person or to a specific location. License keys are granted on a per-PC (Personal Computer) basis. In the case of ATD test systems it is the PC contained within the test system that receives the license key(s).

3 Requirements for granting Software License Keys for Customer use

3.1 Primary requirements for granting a license key for a software option

A license key for a software option may be issued if and only if **none** of the conditions below are violated:

- 3.1.1 The customer purchased from Teradyne the Teradyne System software package that resides on the system or PC that will either be receiving the software option or giving up the software option.
- 3.1.2 The customer purchased from Teradyne the software option that they wish to license or move.
- 3.1.3 A customer can be issued a license key for no charge, if they are in-warranty or covered under a valid SSA (Software Support Agreement) at the time of the request.
- 3.1.4 The License issuing group (typically Teradyne Customer Service) must verify customer ownership and valid warranty / SSA status prior to issuing a software license key. If Teradyne Customer Service records indicate that a customer is not eligible for a requested license, then a one-time 30-day temporary license will be provided to give the customer time to resolve the issue and provide proof of purchase.

3.2 Site Licenses

- 3.2.1 Teradyne does not support unlimited use Site licenses. Each license must be purchased and associated with a specific PC as described in section 2.1.

4 Restrictions on Re-Issuance of Licenses

4.1 Down Customer – Emergency License Key

- 4.1.1 An emergency license key is available on Teradyne's eKnowledge support web site for customers who have a valid eKnowledge login. This emergency license key is valid for one week and can be downloaded a maximum of three times per quarter.

Customers automatically become eligible for an eKnowledge account with the purchase of an SSA or ASA. A login name and password can be obtained at the following link:

http://www.teradyne.com/atd/support/request_login.html

If you already have an account, you can log into eKnowledge at the following link:

<https://ebusiness.teradyne.com/cbti>

- 4.1.2 Emergency License Keys are provided as a solution to our SSA customers who experience unforeseen licensing problems with their testers. It should only be used to temporarily license your tester when you are unable to reach Teradyne Customer Care and cannot afford to experience any production downtime.
- 4.1.3 The Emergency License key is temporary, so we request that you contact Teradyne Customer Care to obtain a permanent license solution before this temporary license expires (usually within 7 days).

Use of emergency keys is monitored by the eKnowledge Product Manager to ensure the customer is not experiencing ongoing issues with their Teradyne equipment, which is causing them to need an emergency key on an on-going basis. This emergency license key is valid for one week and can be downloaded a maximum of three times per quarter. Unauthorized use or abuse of this Emergency License Key service will be reported and could result in termination of your Teradyne eKnowledge support web account.

4.2 Lost license key

4.2.1 Issuing replacement license Keys:

If the customer is in a “down” situation, their license key may be re-issued if they are under warranty or SSA. If they are not under warranty or SSA, they can be issued one (replacement) temporary license key in order to keep them in production. This temporary key will be valid for thirty days. Within the thirty days, they must purchase an SSA to restore their permanent key.

SSA customers may request that a new “replacement” license be issued for the same system PC. In this case, Teradyne will issue an exact copy of the original license key file. If the original license key file is lost, a new license key file can be created only for the same HOST ID (mac address). In addition, all of the requirements of section 3.0 apply.

4.3 Transferring (moving) a License Key (Software Option)

4.3.1 License transfers are defined as the moving of an existing license key (Software option) from one PC to a different PC. This may be required when the original PC has a hardware malfunction or is being replaced by a newer PC.

License transfers are provided as part of Teradyne’s standard SSA service.

Transferring or moving a license key is regularly not allowed for customers that do not have an SSA contract. It is at Teradyne’s discretion to override this policy and issue license transfers to non-SSA customers

License transfers will automatically be performed independent of SSA status when a customer purchases a Teradyne approved PC retrofit.

4.4 Transferring License Key Fee

4.4.1 Requests for replacement license keys from customers who do not have an SSA or ASA contract will require a purchase order for \$300.^{00*} to cover the cost of processing the request.

* Teradyne reserves the right to change the transferring license fee policy at any time.