

FAQ

ZEISS Metrology Software Licensing



Purpose of the document

ZEISS will transition all ZEISS Metrology Software products to a new licensing technology to enable a more secure and future-proof product licensing as well as to provide software users a more intuitive user experience in license management. The purpose of this document is to provide answers to frequently asked questions with regards to this licensing transition.

Targeted audience

This document is intended as a customer source of information, i.e. for all ZEISS customers working with ZEISS Metrology Software products.

Questions covered in this document

- Q1: What is the motivation for the licensing transition of ZEISS Metrology Software products?**
- Q2: When does the licensing transition take effect?**
- Q3: What are the impacts of the licensing transition?**
- Q4: Why switch to the latest product version with new licensing?**
- Q5: How to switch to the latest product version with new licensing?**
- Q6: What if I don't switch? Can I continue to use my current product version?**
- Q7: Will existing licenses expire once the new product versions with new licensing are released, or after I have switched to such a product version?**
- Q8: Is it still possible to obtain licenses for an older product version?**
- Q9: Does the switch to a new licensing technology apply to all license models?**
- Q10: Can licenses for the new product versions still be managed in the previous license management tool (ZLAU)?**
- Q11: Does the switch to a new licensing technology change the conditions of a Software Maintenance Agreement (SMA)?**
- Q12: Where can I find further information and support?**

Frequently Asked Questions

Q1: What is the motivation for the licensing transition of ZEISS Metrology Software products?

A1: The rationale for the transition of the ZEISS Metrology Software portfolio to a new licensing technology is manifold:

- Standardization: Same technologies and same processes for all software products, based on one ZEISS corporate standard technology.
- Enhanced safety standards: Same high-level standards with regards to IP protection for the entire software product portfolio.
- Modern & intuitive license management: New tool for an improved and more intuitive experience with regards to license management of ZEISS Metrology Software products.
- Future-proof licensing: Basis for new business models driven by modern market demands.
- Integration & compatibility: Basis for better integration of the Metrology Software products with one another and their use on the same system.

Q2: When does the licensing transition take effect?

A2: All ZEISS Metrology Software products will switch to the new licensing technology as part of their software versions released in 2024. From then on, all future releases of ZEISS Metrology Software products will only be based on the new licensing technology.

Q3: What are the impacts of the licensing transition?

A3: The transition to the new licensing technology will bring two specific changes:

- Backwards compatibility: Licenses for the new software versions are not compatible with previous software versions, i.e. cannot be used to operate them. To operate previous software versions, corresponding existing licenses must be used, or corresponding licenses must be purchased.
- ZEISS License Management Tool (ZLMT): ZLMT is introduced as the new tool offering an improved and more intuitive user experience in license management. Please note:
 - ZLMT is automatically installed with the respective software products, i.e. it must not be obtained/installed separately.
 - ZLMT can also be used to manage existing licenses based on the old licensing technology.
 - First start and use of ZLMT requires administrator rights on the specific device.

Q4: Why switch to the latest product version with new licensing?

A4: The latest releases based on the new licensing technology offer various benefits:

- Enhanced safety standards: Adopted operation model compatibility such as Windows 11 incl. a higher state-of-the-art security level.
- More intuitive license management: Less effort for IT departments in license management by reducing the number of different licensing technologies to be maintained, in combination with a more intuitive user experience in general.

Q5: How to switch to the latest product version with new licensing?

A5: For customers with active SMA (Software Maintenance Agreement):

- Step 1: License Update – Request a license update via ZEISS Portal License Manager. You will receive a ZEISS Entitlement Email (licensing@zeiss.com) with attached Entitlement Certificate (HTML-file)
- Step 2: Software Download – Download of the respective software installation package via the ZEISS Portal Download Center. This installation package also includes ZLMT.
- Step 3: License Activation – Activate license using the Entitlement Certificate and ZLMT (detailed process description available in the Software Licensing Manual, to be found in the help section of ZLMT).

For customers without SMA (Software Maintenance Agreement):

- If you want to initially purchase the latest software version or switch from a previous software version to the latest software version (e.g. from ZEISS CALYPSO 2022 (7.4) to ZEISS CALYPSO 2024 (7.8)), please contact your local sales partner to get your offer.

Q6: What if I don't switch? Can I continue to use my current product version?

A6: You must not switch to a new product version with new licensing technology, i.e. you can continue to use your current product version. However, it must be considered that:

- It is recommended to switch to a software version to stay up to date, benefit from the latest product improvements and features, and to obtain the benefits described under Q4.
- Product versions relying on the old licensing technology (except those released in 2023, please visit our ["end of support"](#) website for details) will no longer be supported.
Therefore, as it has been normal practice (only the latest two software versions are being improved with service packs), those versions will no longer receive bugfixes or service patches.

Q7: Will existing licenses expire once the new product versions with new licensing are released, or after I have switched to such a product version?

A7: Neither existing licenses nor legacy product versions lose their validity and can be further used in line with EULA regulations. Please note that the switch to a software version based on the new licensing technology is recommended to stay up to date and to obtain the above-mentioned benefits.

Q8: Is it still possible to obtain licenses for an older product version?

A8: Upon explicit request, a license for a legacy software version with old licensing can still be obtained. However, buying a software product that has the ["end of support"](#) status, requires signing a waiver of any warranty, security, or support claims for that product version.

Q9: Does the switch to a new licensing technology apply to all license models?

A9: Yes, the switch to the new licensing technology affects all license models (Dongle, PC-bound, floating, server-based node-locked) which are available for the corresponding product.

Q10: Can licenses for the new product versions still be managed in the previous license management tool (ZLAU)?

A10: No, licenses based on the new licensing technology can only be managed via the new ZEISS License Management Tool (ZLMT). Please note:

- ZLMT is automatically installed with the respective software products, i.e. it must not be obtained/installed separately.
- ZLMT can also be used to manage licenses based on the old licensing technology.
- The first-time use of ZLMT requires administrator rights.

Q11: Does the switch to a new licensing technology change the conditions of a Software Maintenance Agreement (SMA)?

A11: No, all agreed terms and conditions of an existing Software Maintenance Agreement remain unaffected by the switch to the new licensing technology.

Q12: Where can I find further information and support?

A12: If you need any further assistance or information with regards to the licensing transition, or want to purchase a new software version, please contact your sales partner at ZEISS Industrial Quality Solutions.