

New License Reset Policy

By Janet Smith

BASIS recently changed its license reset policy. This column addresses the frequently asked questions about the new licensing reset policy and its relationship to technical support incidents.

Q When do I have to reset my license?

A Customers need to reset their license when the hostid of the machine running the BASIS License Manager (BLM) changes. Typically, this does not happen often and usually occurs with either a hardware failure or upgrade.

Q Are all license resets chargeable under the new policy?

A No. A license reset performed on a serial number covered by the SAM Plan (Software Asset Management) is not a chargeable event.

Q If the serial number is not covered by the SAM Plan, then a license reset is free if another chargeable activity takes place on the license - such as the purchase of additional users or the purchase of a redundant license.

A The only case where a license reset is a chargeable event is when the serial number is not covered by a SAM Plan and no additional chargeable activity takes place on the license. For more information about the BASIS SAM Plan, see www.basis.com/devtools/sam/index.html.

Q What happens if I purchase a support incident for a license reset and require technical assistance for the installation? Am I charged for another incident?

A No. After purchasing a support incident for a license reset, the customer receives an automatic e-mail response containing a technical support incident number. This support incident covers both the license reset and installation support.

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Q I recently called BASIS for a license reset and was notified of the policy change. Why did BASIS change their policy?

A BASIS protects its resellers and itself from loss of income due to piracy via a secure and effective licensing mechanism. The recent change in the license reset policy allows BASIS to continue protecting against piracy by providing deterrents to unwarranted license resets. BASIS takes great care to perform license resets on behalf of the original license purchaser and validates each of these requests. [▶](#)