iba

Software maintenance at iba

Stay up to date and
ensure you always have the latest features

Ensure you are always up to date with iba software maintenance

There is no expiration date or annual fee for iba AG software licenses. Once purchased, licenses can be used without restrictions. iba software maintenance ensures that customers can benefit from ongoing support, continuous extensions, and new features for iba software products.

Using iba software

Once purchased and licensed, software from iba AG can be used without restrictions. There is no expiration date and no annual fee for the purchased license. The purchase of a license entitles you to use the iba software maintenance service free of charge for the first two years. This includes:

› Competent support via the iba hotline
› Remote analysis of support files created by you on site
› Upgrade to new versions of the software with continuous improvements and new features
› Switch to new major versions that include fundamental changes

› Support for new versions of the operating system
› Purchase license extensions (additional licensed components and add-ons to this product)

After the first two years, the license remains valid and can be used without restrictions. However, software updates to new versions and paid license extensions are no longer possible.

The expiration date for the iba software maintenance is stored in the license as the "EUP date" and is displayed in the respective software products. When purchasing an iba software product, the EUP date is set to two years from the date of purchase.

At a glance: Benefits of the iba software maintenance

1. Competent support
2. Analysis of support files created by you on site
3. Upgrade to new versions of the software
4. Switch to new major versions
5. Support for new versions of the operating system
6. Purchase license extensions

License date

EUP valid

New SW version   New SW version   New SW version   EUP expires   New SW version

2 years

Fig. 1: iba software maintenance is free of charge for the first two years after purchasing the license

Continued use of the iba software maintenance

To ensure that you can benefit from iba software maintenance after the initial two-year period, we offer the following two options for the products ibaPDA, ibaQDR, ibaHD-Server, ibaCapture, ibaDaVIS and ibaDatawyzer-ICC:

1. Conclusion of a software maintenance contract
2. Purchase of an EUP product (Extended Upgrade Period) for one year

For all other products, iba software maintenance remains free of charge.

Products with iba software maintenance

› ibaPDA
› ibaQDR
› ibaHD-Server
› ibaCapture
› ibaDaVIS
› ibaDatawyzer-ICC

Option 1: Software maintenance contract

You can conclude a maintenance contract when you purchase an iba software product. This becomes active from the third year after your purchase and you will automatically receive an annual invoice. After payment, you will automatically receive an updated license by email, which will extend the product's EUP date for another year.

Option 2: Purchase of an EUP product

The EUP date can also be extended by one year by purchasing the respective EUP products. If you should miss the purchase in this year, the validity of the iba software maintenance can be extended to the current status again by an additional purchase of the corresponding EUP extensions (see Fig. 2 + 3).

For which products is iba software maintenance a paid service?

iba software maintenance is a paid service for the products ibaPDA, ibaQDR, ibaHD-Server, ibaCapture, ibaDaVIS and ibaDatawyzer-ICC. The costs depend on the base license. An overview of all available EUP products can be found at the end of this brochure.

For all other iba software products, iba software maintenance is free of charge.

Examples of EUP extensions

Purchase of an EUP product

EUP valid

EUP expires | New SW version | New SW version | EUP expires
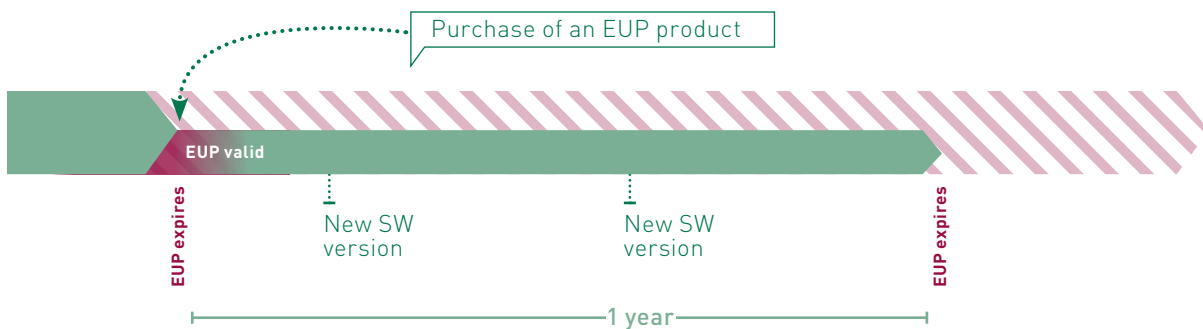
1 year

Fig. 2: After purchasing a new EUP product, you can install any software versions whose required EUP date is earlier than the new license's EUP date.
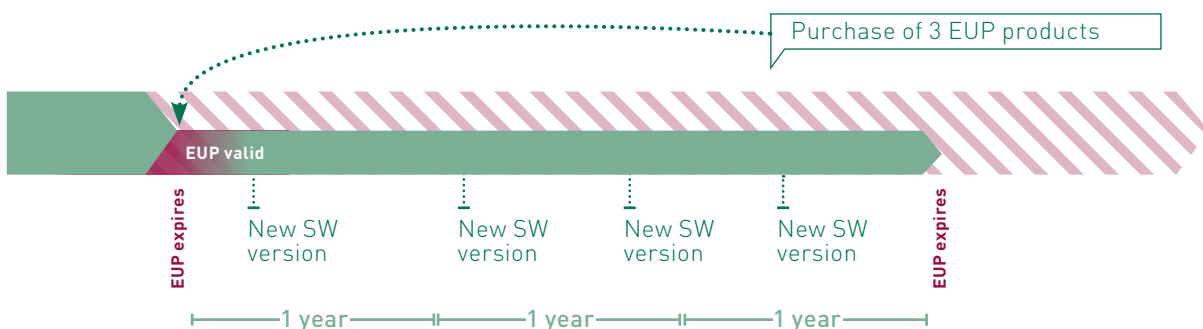
Purchase of 3 EUP products

EUP valid

EUP expires | New SW version | New SW version | New SW version | New SW version | EUP expires

1 year — 1 year — 1 year

Fig. 3: If the EUP date expired several years ago, several EUP products can be purchased. Each one moves the EUP date retroactively by one year.

How can you tell whether iba software maintenance is still active?

Based on the EUP date, you can see how long the iba software maintenance will remain active. The EUP date is set when you purchase the software license (purchase date + 2 years) and extended annually via a maintenance contract or by purchasing an EUP product for one year.

All major versions of a software package released before this EUP date can be installed, including the associated bugfix versions. A major version is any software version with a version number ending in zero, i.e., v7.3.0, v8.0.0 or v8.1.0. For each bugfix version, the last digit of the version number is increased incrementally. Therefore, v7.3.15 is the 15th bugfix version of the major version v7.3.0 and v8.0.1 is the first bugfix version of the major version v8.0.0. With regard to the availability of new software versions, only the release date of the relevant software version (rather than the installation date) is important.

This means that you can still install software updates after the EUP date, as long as these updates have been released before the EUP date.

Only the release date of major versions (vx.y.0) is relevant in terms of performing updates.

The associated bugfix versions (vx.y.1, etc.) always have the same date as the corresponding major version (vx.y.0). If you have installed the major version, they can be installed at any time.

The EUP date for the respective software packages can be found in the ibaDongleViewer (only for MARX dongles), in ibaPDA I/O Manager, in ibaHD Manager, in ibaCapture Manager or on the version information page of ibaDaVIS.

Is it possible to test a new software version before purchase?

In special cases, e.g., if you want to have a look at a new program version or check a bugfix despite the expired EUP date, you can contact iba support and request an EUP trial period. You will then receive a license upgrade for the trial period.

What happens after the EUP date has expired?

The EUP date can be extended by purchasing a corresponding extension. Each EUP extension is valid for one year and always starts from the old EUP date.

Extensions are also possible even if the EUP date expired several years ago. In this case, several EUP extensions can be purchased, whereby the EUP date increases by one year per extension.

Is it possible to merge different iba software products with different EUP dates?

If different iba software products are used, they may have different EUP dates. To avoid the need to keep track of many different EUP dates, it is possible to synchronize all iba software products to a common EUP date. This will ensure that iba software maintenance runs over the same period for all iba software products with a fixed, annual billing date.

The common EUP date is then set to a date in the future. Re-licensing is required for the missing EUP products – we will send you a tailored quotation per product. Please contact your local iba dealer to arrange this.

Order Information

ibaPDA EUP licenses

30.770011	ibaPDA-64-EUP	Extended Update Period – Maintenance fee
30.770012	ibaPDA-128-EUP	Extended Update Period – Maintenance fee
30.770013	ibaPDA-256-EUP	Extended Update Period – Maintenance fee
30.770014	ibaPDA-512-EUP	Extended Update Period – Maintenance fee
30.770015	ibaPDA-1024-EUP	Extended Update Period – Maintenance fee
30.770016	ibaPDA-2048-EUP	Extended Update Period – Maintenance fee
30.770017	ibaPDA-4096-EUP	Extended Update Period – Maintenance fee
30.770018	ibaPDA-8192-EUP	Extended Update Period – Maintenance fee
30.770019	ibaPDA-unlimited-EUP	Extended Update Period – Maintenance fee
30.681505	ibaPDA-PLC-Xplorer-EUP	Extended Update Period – Maintenance fee

ibaQDR EUP licenses

35.800001	ibaQDR-256-EUP	Extended Update Period – Maintenance fee
35.800002	ibaQDR-512-EUP	Extended Update Period – Maintenance fee
35.800003	ibaQDR-1024-EUP	Extended Update Period – Maintenance fee
35.800004	ibaQDR-2048-EUP	Extended Update Period – Maintenance fee
35.800005	ibaQDR-4096-EUP	Extended Update Period – Maintenance fee
35.800006	ibaQDR-8192-EUP	Extended Update Period – Maintenance fee
35.800007	ibaQDR-unlimited-EUP	Extended Update Period – Maintenance fee

ibaHD-Server EUP licenses

30.810064	ibaHD-Server-64-EUP	Extended Update Period – Maintenance fee
30.810128	ibaHD-Server-128-EUP	Extended Update Period – Maintenance fee
30.810256	ibaHD-Server-256-EUP	Extended Update Period – Maintenance fee
30.810512	ibaHD-Server-512-EUP	Extended Update Period – Maintenance fee
30.811024	ibaHD-Server-1024-EUP	Extended Update Period – Maintenance fee
30.812048	ibaHD-Server-2048-EUP	Extended Update Period – Maintenance fee
30.814096	ibaHD-Server-4096-EUP	Extended Update Period – Maintenance fee
30.818192	ibaHD-Server-8192-EUP	Extended Update Period – Maintenance fee
30.816666	ibaHD-Server-unlimited-EUP	Extended Update Period – Maintenance fee

ibaCapture EUP licenses

38.000021	ibaCapture-Server-60fps-EUP	Extended Update Period – Maintenance fee
38.000022	ibaCapture-Server-180fps-EUP	Extended Update Period – Maintenance fee
38.000023	ibaCapture-Server-480fps-EUP	Extended Update Period – Maintenance fee
38.000024	ibaCapture-Server-960fps-EUP	Extended Update Period – Maintenance fee
38.000025	ibaCapture-Server-1440fps-EUP	Extended Update Period – Maintenance fee

ibaDaVIS EUP licenses

34.041010	ibaDaVIS-EUP	Extended Update Period – Maintenance fee
34.041100	ibaDaVIS-EUP Upgrade by 12 Tiles	Extended Update Period – Maintenance fee

ibaDatawyzer-ICC EUP licenses

36.000201	ibaDatawyzer-ICC-EUP	Extended Update Period - Maintenance fee

Headquarters
Germany

iba AG

Office address
Koenigswarterstr. 44
D-90762 Fuerth

Mailing address
P.O. box 1828
D-90708 Fuerth

Tel.: +49 (911) 97282-0
Fax: +49 (911) 97282-33

www.iba-ag.com
info@iba-ag.com

Europe

iba Austria GmbH
Austria & Hungary
order@iba-austria.at

iba Benelux BV
Belgium, the Netherlands, Luxembourg,
France, Ireland, Great Britain,
French-speaking Switzerland
sales@iba-benelux.com

iba Czechia
Czechia, Slovakia
josef.dusek@compas.cz

iba Ibérica
Spain, Portugal
sales@iba-iberica.com

iba Italia S.R.L.
Italy, Slovenia, Croatia, Serbia,
Italian-speaking Switzerland
sales@iba-italia.com

iba Nordic
Denmark, Finland, Norway, Sweden
c/o Begner Agenturer AB
info@begner.com

iba Polska
c/o ADEGIS Sp. z o.o. Sp.k.
support@iba-polska.com

OOO iba Russia
dmitry.rubanov@iba-russia.com

Asia

iba Asia GmbH & Co. KG
Western and Central Asia, Philippines,
Cambodia, Laos, Myanmar, Bhutan, Nepal
henry.regn@iba-asia.com

iba China Ltd.
julia.wang@iba-china.com

iba Gulf
Saudi Arabia, UAE, Qatar,
Kuwait, Bahrain and Oman
c/o ASM
a.magboul@iba-gulf.com

iba Indonesia
c/o PT. Indahjaya Ekaperkasa
sandhi.sugiarto@iba-indonesia.com

iba Korea System Co. Ltd.
Japan
hj.park@ibakorea.co.kr

iba Korea System Co. Ltd.
Korea
sh.lee@ibakorea.co.kr

iba Malaysia
c/o iba Engineering & Consulting
(Malaysia) SDN. BHD
bruno.marot@iba-malaysia.com

iba Singapore
c/o iba (S.E.A.) Engineering &
Consulting Pte. Ltd.
bruno.marot@iba-sea.com

iba Systems India Pvt. Ltd.
India, Bangladesh, Nepal, Pakistan, Sri Lanka
shraddhap@iba-india.com

iba Thailand
c/o SOLCO Siam Co. Ltd.
pairote@iba-thai.com

iba Turkey Ltd.
ahmet@iba-turkey.com

iba Vietnam
c/o Tang Minh Phat Co., Ltd
sales@iba-vietnam.com

Australia and Oceania

iba Oceania Systems Pty Ltd.
Australia, New Zealand, PNG, Micronesia and
South Pacific Islands (except US territories)
fritz.woller@iba-oceania.com

Central and
South America

iba LAT, S.A.
eric.di.luzio@iba-lat.com

iba LAT Argentina
alejandro.gonzalez@iba-lat.com

iba LAT Bolivia
mario.mendizabal@iba-lat.com

iba Brasil
iba@iba-brasil.com

iba Chile
iba@iba-chile.com

North America (USMCA)

iba America, LLC
USA
esnyder@iba-america.com

iba America, LLC
Canada
dkober@iba-america.com

iba America, LLC
Mexico
jgiraldo@iba-america.com

Africa

iba Benelux BV
Maghreb (Morocco, Algeria, Tunisia), Senegal
sales@iba-benelux.com

iba Africa
South Africa
c/o Variable Speed Systems cc
danie@iba-africa.com

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subsidiaries and sales partners.
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