

OGrip

License Keys

&

Support

GRIP ON SQL

2024-04-09

Contents

1	Introduction	3
2	Business to Business.....	3
3	License Keys	3
3.1	The Different License Keys.....	3
3.2	Production License Key.....	3
4	Buy License Key	5
5	Support	5
6	Update License Key in QGrip.....	6
6.1	Current License Key	6
6.2	Update License Key	6
6.3	Update License Key Fails.....	7

1 Introduction

This document describes some aspects of the QGrip License keys & Support.

2 Business to Business

Grip on SQL B.V. does only do business with other companies. Only persons working for a Company will be able to download software and purchase license keys. At this stage, License keys will need to be ordered by sending a mail to admin@griponsql.org or info@griponsql.org. Orders will be processed manually and the client company will be checked before the order is accepted and processed.

3 License Keys

A valid License Key is needed for QGrip to run and is restricted to one QGrip database. The key contains an end date, max Instances and max Users that can be added to QGrip. Some information is added to the key to make it unique for each organisation/configuration to make it impossible to share.

3.1 The Different License Keys

Trial Key

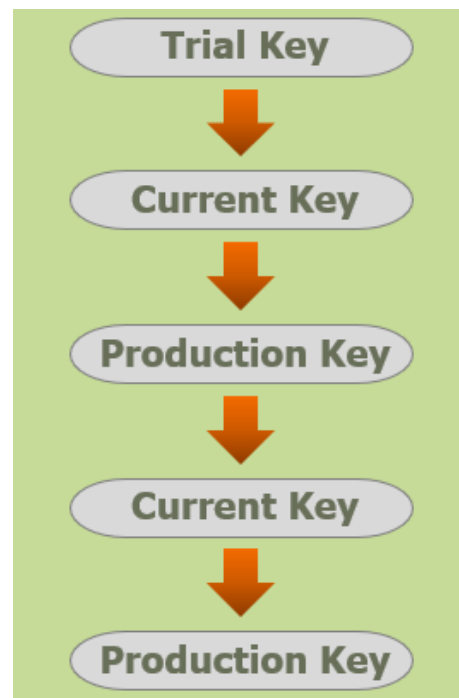
A Trial Key is generated when QGrip is installed for the very first time and the QGrip database is "Prepared" for use. The Trial key is valid for Max 5 Instances and 5 Users during a period of 45 days.

Current Key

To purchase a Production key (including Renewal and Upgrade), the Current License key is needed. The Current key can be found in the QGrip-UI and in the QGrip Setup. It contains installation specific information that Grip on SQL need to generate a (new) valid Production key.

Production Key

The Production key is generated for the specific installation/configuration found in the Current key and will not work elsewhere. Max Instances / Users depend on the Level that has been chosen. The Expire date is set to "MAX (Expire date Current Key, Key generation Date)" + one year.



3.2 Production License Key

The Production License key is valid for 1 year and is restricted to one QGrip Database. The end date is determined using the end date of your current key. The price depends on Level (the number of max Instances /QGrip Users) you choose.

License Key Levels

Level	Max Instances	Max Users	Annual Fee
1	5	5	(*)
2	15	10	(*)
3	40	25	(*)
4	100	50	(*)
5	170	80	(*)
6	250	250	(*)

(*) The annual fee can be found on our website.

Distributed after payment

The License Key will be sent to you as soon as possible after we have received payment.

Max reached

If you have reached Max Instances, you will not be able to add anymore Instances to QGrip.

If you have reached Max QGrip Users, no users can be added to QGrip.

Only solution is to Upgrade your License key.

Do not wait too long

Do not wait too long with renewing you License key. QGrip will stop working when the License key has expired. If License key expires within 45 days QGrip Warnings will be issued. If the License Key expires within 14 days, a popup will appear when starting the QGrip-UI.

Downgrading License key

Can only be done by choosing less Max Instances / QGrip Users when renewing the current License key. No refund will be given.

Upgrading License key

The expire date of your current key remains the same. You will be billed for the difference between the old key and the new key for the remaining days.

Example	Level	Expire Date	Per Year	Upgrade Date
Current key	3	2024-02-25	€8.500	
Upgraded key	4	2024-02-25	€15.000	2023-10-29

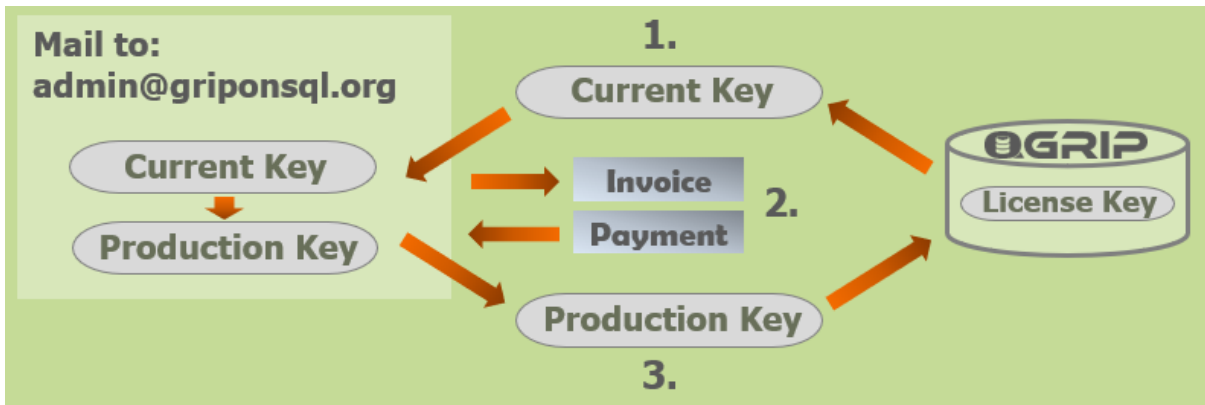
Remaining in days: $(2024-02-25 - 2023-10-29) = 119$ days

Remaining in %: $119 / 365 = 33\%$

Difference new/old: $€15.000 - €8.500 = €6.500$

Billed Upgrade key: $33\% \text{ of } €6.500 = €2.145$ (+ 21% VAT when applicable.)

4 Buy License Key



1. Buying a Production key is done by sending us an email together with the Current License Key and the billing details. The Current License Key can be found in the QGrip-UI and in the Setup.
2. The order will be processed manually and an Invoice will be sent to the person who placed the order. The Invoice will be accompanied by our Term & Conditions and the QGrip EULA.
3. When payment has been received, the new Production Key will be generated and mailed to the person who placed the order. The new Production Key needs to be added to QGrip using the Setup.

Renewal Production Key

The same process applies when renewing an existing Production key.

Upgrade Production Key

The same process applies when upgrading a Production key to a higher level. The price depends on current key level and expire date and will be calculated manually and will be seen when you receive the invoice.

Note

If a company has unpaid invoice(s), a Production key will not be generated and distributed. Unpaid invoices need to be paid first.

5 Support

A production license key will entitle you to support. After a support request has been filed on our website or via WhatsApp, we will get back to you as soon as possible but always within 8 office hours. If you have filed a support request on Friday afternoon 15.00 hours, we will get back to you before next Monday 13.00. The office will be closed on Dutch national holidays.

Weekday	Office hours (CET)
Monday - Friday	08.00 – 17.00

Bugs and errors

Reported bugs and errors will be solved as soon as possible and released after thorough testing.

6 Update License Key in QGrip

If your License Key is about to Expire or you are receiving *License Error* messages when trying to add QGrip users or Instances, you will need to get a new License Key. Information about your current license key can be found under Help -> About QGrip.

License Information

License Key

License Type Expires

License Level

Max Instances Used

Max Users Used

Recommended documentation

Doc-Tab	Title	Section
Install	Install QGrip - Setup	Setup: QGrip License

6.1 Current License Key

In order for us to generate a new key, the current License key is needed. It can be found in the QGrip-UI (Help -> About QGrip) and in the QGrip Setup.

QGrip Setup:

Login in on one of the QGrip Servers and go to the QGrip directory. You will need to be Local Admin on the QGrip Server machine. Run the Setup as Administrator. You should, without any problems, be able to press the Accept buttons until the QGrip License [Update...] button is enabled and can be pressed.

Current Key

Use this Key to Upgrade or Renew you License.

6.2 Update License Key

When you have received the new License key, it can be added to QGrip.

Login in on one of the QGrip Server and go to the QGrip directory. You will need to be Local Admin on the QGrip Server machine. Run the Setup as Administrator. You should, without any problems, be able to press the Accept buttons until the QGrip License [Update...] button is enabled and can be pressed.

New Key

Type or paste the new key and press Save Key. The key details will be updated with the new values.

License Type	Production
Expires	2021-08-19
License Level	1 - (5x5)
Max Instances	5
Max Users	5

6.3 Update License Key Fails



Adding the new Production key to QGrip will fail if

- There is no License Key in the QGrip database.
- The new Production Key is expired.
- The number of Instances in QGrip > Max Instances in new Production Key.
- The number of Users is QGrip > Max Users in new Production Key.
- The installation specific information in new Production Key does not match with the Current Key.