

FAQ Frequently Asked Questions

What is a Keylock?

A keylock (AKA dongle, hardlock or lockbox) is a small piece of hardware that attaches to either the USB port or the parallel/printer port. The software runs when this is attached

Why the change in policy?

Mostly for new sales, but also to better serve the existing customer base. For every customer that hates keylocks, there is one that hates site codes. Rather than automatically switching everyone to keylock, we decided to let you make the choice.

What are the advantages and disadvantages of using the keylock?

They are small and easy to lose. If someone steals it, it's the same as stealing the entire CAM package. We will not replace lost or stolen keylocks at cost. Our experience, when we used 'lockboxes' exclusively in the 1980s was that thief didn't happen often, but it did happen several times.

What are the advantages and disadvantages of enrolling in the Software Subscription program?

The Software Subscription program is almost the same as the current status with a Maintenance Agreement. You will get unlimited support, automatic updates on the software and discounts on postprocessor work, training, etc. The software will need to be authorized annually, but it will start reminding you 30 days prior to the expiration. Another advantage is that the Software Subscription price is less than the standard Maintenance Agreement*.

What if I want to get out of the Software Subscription program?

At any point you can request a keylock or a one-time unlimited license and opt out of the Software Subscription program. The only cost is the keylock itself and shipping.

Isn't a subscription like paying for the software again?

Yes and no. Computers and software continually evolve. When Microsoft® releases its next OS or AutoCAD® modifies its DXF format, or Intel releases a new microchip, we have to modify and test Shopcam with them. A lot of company will release a version, freeze the development and start on the next new version while selling last years release. We chose to handle product development like we did back at PMX inc, in the 80's with the XL/NC CAM package. Gradually improve it and keep our customers updated.

Which one do you suggest?

That would depend on your company. Give us a call if you would like our input. We would prefer everyone either uses the Software Subscription program or keeps current on the maintenance agreement. We have three programmers working hard every day on improving Shopcam. I would like to see every customer have the latest revision. We have a lot planned for Shopcam in the future.

Call if you have any other questions