

Cloud licensing FAQ.

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Where is my license stored ?

The license is stored on your local hard drive.

Can I have one license on several computers ?

No, 1 license can only be active on 1 computer at a time.
But you can deactivate the license on computer A and activate it on computer B.

Can I copy my license between my different computers ?

No, the license is tied to the computer it has been activated.
You have to deactivate the license on a computer to be able to activate it on another one.

The computer that hosted my license is broken, does no longer start,...is my license lost ?

No, you can recover your license by contacting keys@merging.com and your [Merging Sales partner](#).
Note that the license on the previous computer will be void.

Do I need an internet connection to activate or deactivate my license ?

Yes, but not on the computer that hosts the license. The offline activation offers the possibility to activate on another device with internet access.

Is my license active for all the user accounts on my computer ?

Yes, the license is valid for all the user accounts on the same computer.
Please note that only a user with administrator rights can activate or deactivate a license.

Can I have different licenses on different user accounts on the same computer ?

No, the licenses are common for all users on the same computer.
Please note that only a user with administrator rights can activate or deactivate a license.

Can I use the Cloud licenses with any Pyramix, VCube or Ovation version ?

No, Cloud Licensing is only available since Pyramix 25th Anniversary, VCube 9 and Ovation 9.

Can I use some options with the Cloud license, and some other options on the Safenet security USB dongle ?

Absolutely, both security options can coexist.

Is the MassCore - RTX64 license also stored in the Cloud license ?

No, this particular license is using a third party security scheme, on a dedicated USB dongle (SSK-HUD-RTX) or in its own container on the local hard drive.

Can the keys stored on my Safenet dongle be transferred to a Cloud license ?

Yes, but the SafeNet dongle needs to be returned to Merging first. See with your [Merging Sales Partner](#).