



Notice to Trimble customers.

Trimble RealWorks software module license upgrades.

Purpose

The purpose of this document is to describe to Trimble customers how to purchase, obtain and implement licensing that allows module upgrades of Trimble RealWorks software (hereafter referred to as "TRW"), including, but not limited to, the following:

TRW-UG-601 TRW UPGRADE BASE TO ADV (code only)
TRW-UG-602 TRW UPGRADE BASE TO ADV-MOD (code only)
TRW-UG-603 TRW UPGRADE BASE TO PLANT (code only)
TRW-UG-604 TRW UPGRADE BASE TO ADV-PLANT (code only)
TRW-UG-606 TRW UPGRADE ADV TO ADV-MOD (code only)
TRW-UG-607 TRW UPGRADE ADV TO PLANT (code only)
TRW-UG-608 TRW UPGRADE ADV TO ADV-PLANT (code only)
TRW-UG-610 TRW UPGRADE ADV-MOD TO PLANT (code only)
TRW-UG-611 TRW UPGRADE ADV-MOD TO ADV-PLANT (code only)
TRW-UG-613 TRW UPGRADE PLANT TO ADV-PLANT (code only)
and
TRW-UG-6XX TRW UPGRADE (other) [as may become available from Trimble]

Scope

This procedure applies to TRW. While there may be similarities to procedures concerning other Trimble software, customers are advised to follow specifically this current procedure in the case of TRW.

The procedure involves 3 main tasks:

- Placing a purchase order with your authorized Trimble dealer
- Providing a "purchase code" to Trimble Order Fulfillment
- Reprogramming your dongle with the provided license file.

See also important information about purchase codes at the end of this document.

A. Placing a purchase order

- Determine the part number and description of the TRW module license upgrade you require. Your authorized Trimble dealer can assist you with this.
- Place your order with your authorized Trimble distributor in the usual manner.

B. Providing a purchase code

Once you have placed your order with your authorize Trimble dealer, you must provide a "purchase code" to Trimble Order Fulfillment.

- Start the Trimble RealWorks software
- Go to Help/License...
- A dialog box appears showing information about the serial number of the dongle, the lock version and the software modules for which you have a license on the dongle (as indicated by a cross in the corresponding check-box).
- The following dialog box appears, and shows you information about the serial number, lock version and product licensing on the dongle.
- Press the "Order Form" button.
- An "Order Form" dialog box appears in which you should enter the following information in the fields provided:
 - Name
 - Company Name & Address
 - E-mail address
 - Phone number
 - Fax number

Note: Trimble Order Fulfillment will need to match this Order Form with the order you placed on your authorized Trimble dealer. The Company Name and Address is required to help with that process. Your name is useful in case Trimble needs to contact you about this order. The code to activate the upgrade will be sent to you by e-mail, fax or mail, so this information is required to deliver the code to you.

- In the bottom half of the dialog, check the module or modules for which you have purchased module upgrades
- Press "E-mail" (or press "Print" if you are not able to send the purchase code by e-mail, in which case you should contact your authorized Trimble dealer for details about where to send your purchase code).
- Using Microsoft Outlook, a message will be automatically generated, with the purchase code appearing in the subject field:

Note: If you do not use Outlook, you will need to print out the information and edit the text in your e-mail application. Remember to include your purchase code. E-mail to Dayton_Order_Entry@trimble.com.
- Press "Send".

3. Reprogramming the dongle

After receipt of both the purchase order for the upgrade and the Purchase Code that you generated, Trimble Order Fulfillment will generate an upgrade code and communicate it to you. The following describes how to apply those codes.

- The code information you receive will include
 - the purchase code you originally generated.
 - the Upgrade Code required to reprogram the dongle.
 - the lock version (for a specific instance – see after)
- To install the Upgrade Code, return to the "Products on Key" dialog by going to Help/License in TRW.
- Press the "Upgrade" button. A dialog box will appear.
- Enter the Upgrade Code provided to you by Trimble, in the "Upgrade Code" field. The code is case sensitive.
- If the "Products on Key" dialog displays a different lock version, follow these steps:
 - Apply the "Upgrade Code" as described above.
 - Then apply the code marked as "Lock Version Code (X)" (where "X" is the lock number) using the same method by which the Upgrade Code was applied.
- This completes the process. You do not need to reinstall the software.

Information about Purchase Codes.

A Purchase Code is only valid for the dongle that was attached when the code was generated. And it's only valid for the configuration of the dongle that was present when the Purchase Code was generated. The Upgrade Codes are only valid for the Purchase Code that was used to generate the Upgrade Code.

Therefore, if you wish to upgrade multiple dongles, this procedure must be repeated separately for each dongle.

In addition, if the configuration of the dongle changes for some reason between the generation of the Purchase code and the application of the corresponding Upgrade Code, then the Upgrade Code will not be successfully implemented. This is because the number after the dash in the dongle's serial code increments each time the dongle is programmed. Since the dongle's serial number increments each time the dongle is programmed, and since the serial number that appears on the Order Form that was created must match the serial number that appears in the Products on Key dialog at the time the Upgrade Code is applied, you must NOT carry out any programming operations between the time you send the purchase code and the time you receive and implement the Upgrade Code for any given software upgrade operation.

END