Decca Software Company LLC
Software License Policy

1 Purpose of this document

This document was created by Decca Software Company's product support group to define the policies regarding issuing of software license keys for it's software products.

2 Licensing

The Decca Software Company sells the "Collections MAX" brand of debt collection software. The licensing scheme is different on some of our products and below is an overview of our licensing policies.

Collections MAX Professional

Collections MAX Professional is licensed per computer. For each computer that will be using the software a software license must be purchased. **LICENSES ARE NOT TRANSFERRABLE AND MUST BE IN THE ORIGINAL NAME OF THE OWNER IN ORDER TO RECEIVE SUPPORT.**

Terminal Services and Citrix Servers

Collections MAX Professional cannot be run on a Windows or Citrix server and accessed remotely using Terminal Services or Citrix without the purchase of an Enterprise license.

Enterprise License

An Enterprise license is currently available at the one time cost of $50,000.00 USD. An Enterprise license allows the use of the software over Terminal Services and Citrix servers for unlimited users. Please contact the Decca Software Company for more information.

License Keys and Software Activation

For each license of Collections MAX Professional purchased the buyer will receive one license key. The software MUST then be activated using the internet.

An activation dialog box will appear the first time the software is run and prompt for an activation key. Once the software has been activated, the license key cannot be used on a different computer.

You will need to allow the program through your Windows firewall or open port 3306 TCP on the computer BEFORE activation.

Please make sure to copy and paste your key that you received inside the software to make sure it has been entered properly

License Transfers and Operating System Reinstallations

Due to the proprietary licensing system we have developed and in order to move a license from a computer onto a different one you will need to send a request for a license delete utility to support@collectionsmax.com If you have a GMAIL based email account, please send us a different account (like Yahoo) that accepts executables inside zip folders. GMAIL does not accept our attachments and will bounce the email.

The license utility is an executable program that you run on the computer that you want to REMOVE the license from. The license utility can only delete and reset the license key for the computer it is run on. There is a box in the utility where you need to paste ANY PREVIOUSLY ACTIVATED license key (it will NOT affect other licensed computers.) You can find license keys in the emails we sent you when you purchased the software. Once the license utility has finished the license will be removed from the computer and you can reinstall the license on a different computer using the KEY you used in the license utility.

Due to the way the system locks licenses to a computer you will need to use the license utility on any computer BEFORE you wipe the operating system from it. This is so the utility can request from our licensing servers that the key can be reset and have the license removed from the computer it is on.

Hardware Failures and Replacement Keys

The customer can request by email the reset of a license key due to a hardware failure (like a drive failure) or for the inability to reset the license

using the license utility. The customer is required to send us the original purchase receipt. If the software was purchased by a different company or name we WILL NOT honor the request to reset the license as we will only do it for the original owner of the software. In order to combat fraud, we have set limits to the number of licenses that can be reset by a user or company over a 365 day period. At the end of the 365 day period the user can request another license key reset.

The limit of resets is set for each 50 licenses a user or company purchases. For example if the user or company purchased less than 50 licenses we would only reset a single license key per 365 days. If the user purchased 100 licenses we would reset 2 license keys per 365 days.....150 licenses at 3 license keys per 365 days.....etc.

Software License Audit

If the customer requests additional licenses to be reset that is outside our licensing guidelines the Decca Software Company may at our own discretion honor the request after the customer agrees to and passes a software licensing audit that can be conducted either remotely or on site depending on the auditor's choice. Audits can only be conducted during normal business hours of 10am – 5pm Monday thru Friday Eastern standard time.

Collections MAX Update Utility

Collections MAX Update Utility is licensed per computer. For each computer that will be using the software a software license must be purchased.

A second license can be requested free of charge if the user can prove it is for installation on a remotely hosted server.

LICENSES ARE NOT TRANSFERRABLE AND MUST BE IN THE ORIGINAL NAME OF THE OWNER IN ORDER TO RECEIVE SUPPORT.

Terminal Services and Citrix Servers

Collections MAX Update Utility cannot be run on a Windows or Citrix server.

Enterprise License

An Enterprise license is not available.

License Keys and Software Activation

For each license of Collections MAX Update Utility purchased the buyer will receive one license key. The software MUST then be activated over the internet.
An activation dialog box will appear the first time the software is run. Once the software has been activated, the license key cannot be used on a different computer.
You will need to allow the program through your Windows firewall or open port 3306 TCP on the computer BEFORE activation.
Please make sure to copy and paste your key that you received inside the software to make sure it has been entered properly

License Transfers and Operating System Reinstallations

The license utility for the Collections MAX Update Utility is located inside the software on the main screen top menu under Tools / Remove license from this Computer.

Hardware Failures and Replacement Keys

The customer can request by email the reset of a license key due to a hardware failure (like a drive failure) or for the inability to reset the license using the license utility. The customer is required to send us the original purchase receipt. If the software was purchased by a different company or name we WILL NOT honor the request to reset the license key as we will only do it for the original owner of the software. In order to combat fraud, we have set limits to the number of licenses that can be reset by a user or company over a 365 day period. At the end of the 365 day period the user can request another license key reset.

For the Update Utility, the total number of license key resets per company or name per 365 day period is 2.

Collections MAX Client Access Module

Collections MAX Client Access Module is licensed per server and per year. The software expires after one year of purchase and a new license will be required to continue use. The module can serve all of your clients at a limit of only what the web server you install it on can handle.
LICENSES ARE NOT TRANSFERRABLE AND MUST BE IN THE ORIGINAL NAME OF THE OWNER IN ORDER TO RECEIVE SUPPORT.

Enterprise License

An Enterprise license is not available.

License Keys and Software Activation

There are no license keys or software activation needed as the software is a collection of fully encrypted php scripts that is installed on a web server.

License Transfers and Operating System Reinstallations

We can provide a single replacement module free of charge within the expiration date. The replacement module will be set to expire on the same day the originally purchased module was.

Hardware Failures

We can provide a single replacement module free of charge within the expiration date. The replacement module will be set to expire on the same day the originally purchased module was.