

- INTERNAL ONLY -

DT Pro Upgrade and Licensing Information

DT Pro / Hardware Compatibility

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DT Pro is available for download from our website. Each download will automatically generate a unique Installation ID. We will use this Installation ID to generate a corresponding unique License Code to activate the software. The ratio of installation: computer: license code is 1:1:1.

Assigning DT Pro License Codes:

- **For first time installations:**
 - The customer will need to provide:
 - The Sales Order number on which the license was purchased,
AND
 - The Installation ID generated by the software.
- **We can move the software *from one computer to a different computer*. However, if the second computer is supplemental, an additional code must be purchased.**
 - To transfer the license and activate a new computer, the customer will need to provide:
 - The Sales Order Number on which the license was provided,
OR
 - A previous Installation ID,
OR
 - A previous License Code,
AND
 - The new Installation ID from the new machine.
- We keep a record of the “chain of custody” of each license in FileMaker.
- The DTPro Licenser app is needed for Mesa employees to generate new licenses. With approval, BIS can install this onto your machine.

Identifying DTW and DTRF

- It can be a little tricky to identify if the customer has old software. Hints to help:
 - DTW and DTRF verbiage refers to “loggers” as “tracers.” In DT Pro, they are called “loggers.”
 - The customer may refer to a download via CD.
 - The icon that shows up in the taskbar will be a rudimentary logger drawing, rather than the teal Mesa logo.
 - The background of the software will read “DataTrace,” rather than “DT Pro.”

Purchased License Activation Codes:

- Purchased licenses were not required for older software versions DTW or DTRF. The software was provided free with the purchase of a DataTrace system. These versions have been obsoleted, and Mesa can no longer offer assistance or support.
- When DT Pro was released in January of 2011, purchased Licenses (also sometimes called Codes, Keys, and Activations) were introduced and required for the first time.
- Hardware that was compatible with DTRF or DTW is valid and compatible with DT Pro. Thus, it is probable that users who are upgrading will already own hardware, but they will have been functioning with free software for many years. It is important to convey that there is a cost associated with upgrading to current software.
- Each purchased DT Pro license is good to activate the software on one computer. Multiple computers require multiple purchased licenses. “Upgrade discounts” are available if the user previously ran old software. Bulk discounts are also available if the user is purchasing multiple codes. Contact Sales for details.

Trial Features:

- The software is available from our website as a free 2-week trial. All features will be fully functional. (The trial is equivalent to DT Pro Plus.) After the trial expires, some features will be restricted. The user’s data and the Reporting function will still be available, but the Program and Read features will be disabled. A purchased code will be required to restore full functionality and permanently activate the software.
- Mesa has the ability to extend or renew a trial at will. We can also choose the duration of a trial activation. This is sometimes used if a customer needs to temporarily add the software onto a secondary computer.

Hardware and DT Pro:

- All **loggers** with serial numbers starting with “M.....” were compatible with DTRF and DTW. They are also compatible with DT Pro, and are valid, current, and supported.
- However, some **interfaces** need to come in for an upgrade to ensure compatibility and optimal performance. Unfortunately, for the reasons listed below, we are not able to determine ahead of time whether an individual interface will function with DT Pro.
 - Look up the serial number of the interface in FileMaker. If it was built prior to 2011, and has not been serviced since, there is about a 50% chance that an upgrade will be *required* for functionality. (We *recommend* that interfaces of this age receive an upgrade service for optimization.)
 - We cannot be more concrete about the likelihood of compatibility because, over time, individual components wear out. Different environments produce wear and tear at different rates. The interfaces are robust, but if enough of the following problems occur in conjunction, the interface will likely fail when used with DT Pro.
 - An old USB cable.
 - A scratched or cloudy reader port.
 - Fatigued optical components.
 - Outdated mainboard.
 - Outdated firmware.
 - Use in concurrence with weak loggers. (Older loggers that have not been serviced regularly.)
 - A laptop that does not produce sufficient power to optimally run an aged and weakened interface.

Overview:

1. Old DataTrace software DTW and DTRF were free but are no longer supported.
2. DT Pro is current and supported.
3. DT Pro must be purchased.
4. Loggers used with DTRF or DTW are compatible with DT Pro.
5. Interfaces used with DTRF or DTW may require an upgrade.