ARM License Maintenance and Renewal

Gylling Data Management, Inc.

Overview

- ARM maintenance payment is due 1 year after receiving ARM invoice
- Ordering annual maintenance
- Payment options
- License expiration

GDM Software Maintenance Plan

Benefits of required annual maintenance:

- Lower cost for new licenses and upgrades
- Easier cost budgeting of small annual fee vs. large upgrade cost every 2-3 years
- Upgrades delivered automatically - no need to order upgrades
- New features immediately available
- Contract researchers always up-to-date to support newest sponsor customizations
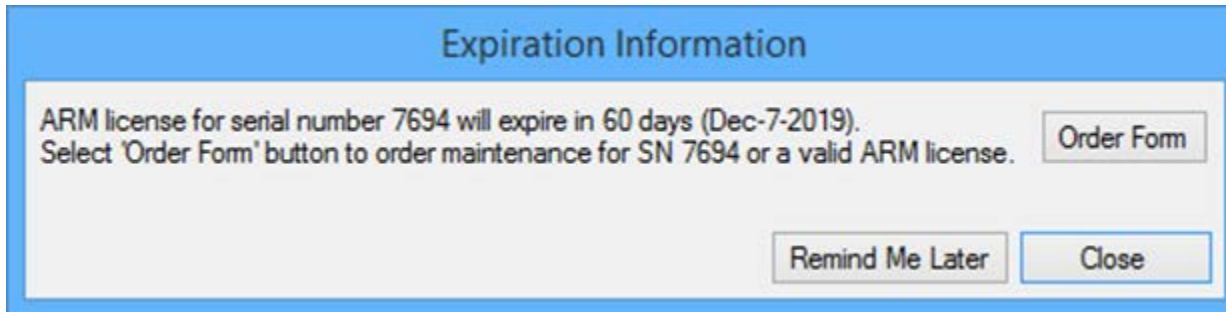
GDM Software Maintenance Plan

Benefits of required annual maintenance:

- New Microsoft developments (Windows, Office) supported without requiring tedious changes by-hand

- No concern about what ARM version is required by collaborating researchers

- Data quality improvements become available immediately

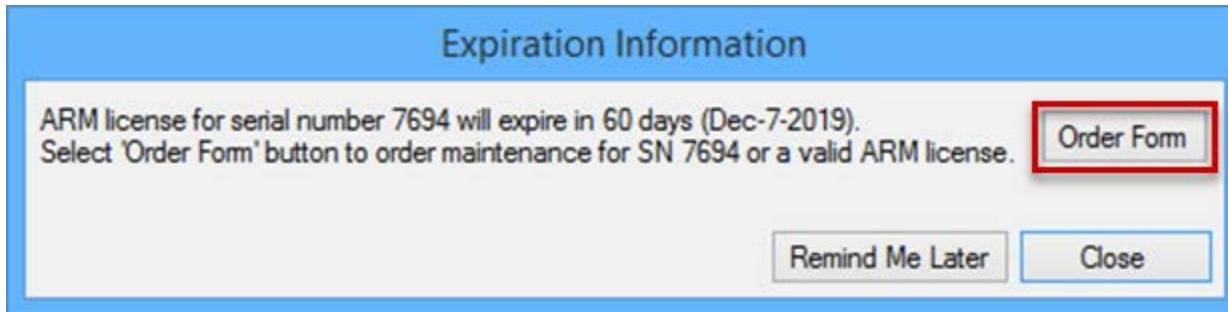- Is due 1 year after ARM invoice date

When is Maintenance Due?

- Check maintenance expiration anytime from Help – About ARM
- ARM prompts when <60 days left

Expiration Information

ARM license for serial number 7694 will expire in 60 days (Dec-7-2019).
Select 'Order Form' button to order maintenance for SN 7694 or a valid ARM license.

Order Form

Remind Me Later   Close

Ordering ARM Maintenance

- Select Order Form for pricing information

Expiration Information

ARM license for serial number 7694 will expire in 60 days (Dec-7-2019).
Select 'Order Form' button to order maintenance for SN 7694 or a valid ARM license.

[Order Form]

[Remind Me Later] [Close]

- Next step depends on licensee:
  - Technician or part of a company group
  - Supported by GDM Representative
  - Supported by GDM Headquarters

Technician or Company Group

- Technician licensee should contact the Full licensee to order maintenance

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- Grouped licenses have a central contact person within the company
- Communicate with your company contact person to update maintenance
- Contact your GDM Representative to change a company group

Supported by GDM Representative

- Order maintenance through the GDM website Order Form

GDM Products Order Form

* Action	* Item
○ New ARM license Order your first or additional new ARM license	☑ ARM Full license Order annual maintenance for existing ARM Full license. Add-ins and Field/Tech licenses are renewed with the Full license.
○ Add features Order add-ins for an existing license	☐ and also Reassign to a different investigator
someone else	
◉ Maintenance Request maintenance invoice or update contact info	

- Confirmation email is sent to Representative based on Country

Final Steps

- Payment must be received **before** the maintenance end date is extended
  - New end date = previous end date + 1 year (so no penalty for renewing early)
- Email is sent when process is completed
  - Follow-up: within 2-3 working days
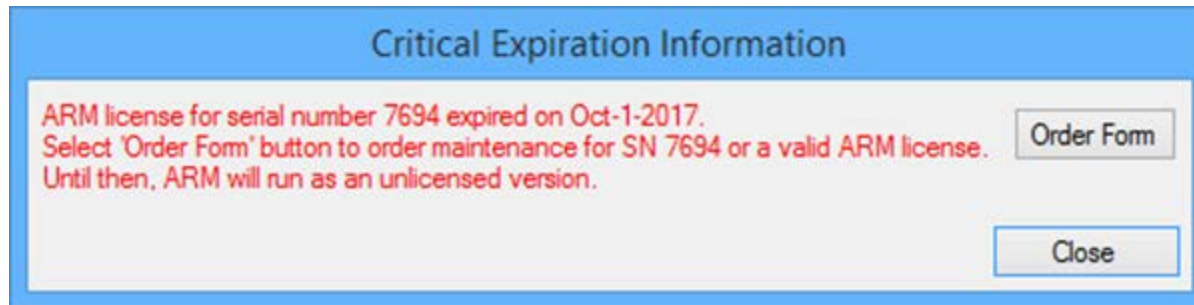 - Run Help - Check for Updates to update expiration date on PC
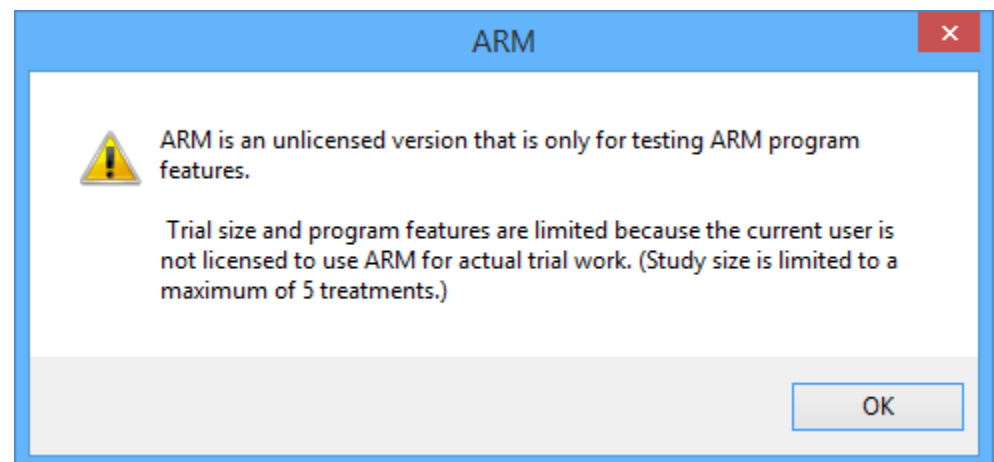
Re-activate Expired License

- Run Check for Updates
  - Start – All Programs – ARM – Check for Updates
- Log in and install all available updates
- License files are updated when Check for Updates is finished

What If I Do Not Pay?

- ARM prompts when license has expired

Critical Expiration Information

ARM license for serial number 7694 expired on Oct-1-2017.
Select 'Order Form' button to order maintenance for SN 7694 or a valid ARM license.
Until then, ARM will run as an unlicensed version.

Order Form

Close

- ARM runs as unlicensed version

ARM

⚠ ARM is an unlicensed version that is only for testing ARM program features.

Trial size and program features are limited because the current user is not licensed to use ARM for actual trial work. (Study size is limited to a maximum of 5 treatments.)

OK

What If I Do Not Pay?

After maintenance expiration date, ARM opens as an *unlicensed version*:

- Protocols and trials limited to 5 treatments or less
- Only preview reports and graphs (no print)
- Cannot export data or study information
- Read-only access to existing protocols and trials
- Study list is disabled

What If I Do Not Pay?

If ARM 2018 maintenance is not paid:

- Read-only access to trials conducted under GEP, with no printing or export
- ARM 2019 maintenance fee will also include unpaid 2018 total

Summary

- Annual maintenance
  - Easier cost budgeting
  - New features immediately available
- Check maintenance expiration anytime from Help – About ARM
- Purchase maintenance before expiration date for continuous support