

# X-PAD Ultimate FAQ Series

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## X-PAD Maintenance, Bug Fixes, New Versions

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Perpetual License with **Shield** Maintenance

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X-PAD is a perpetual license provided with every X-PAD primary license and **does not expire**. Even if X-PERT software releases are not purchased, all X-PAD licensed features available at the initial end of the included X-PERT license expiration will continue to run indefinitely, and the features will be upgraded as necessary bug fixes with each new X-PAD version.

This perpetual software maintenance is called '**Shield**' and is included at no cost with every license. It never expires and it will have no additional future cost.

**Example:** you purchase X-PAD Ultimate on February 1<sup>st</sup>, 2021, and never purchase additional X-PERT licenses so your features are frozen on February 1<sup>st</sup>, 2022; one year after the initial purchase. In May 2023, 26-months after your initial purchase version 4.9.0 is released. You can update to version 4.9.0 and you will obtain all new bug fixes and Android OS compatibility fixes. All new features released after February 1<sup>st</sup>, 2022, like the enhanced clipboard and calculator entry will not be available, however your X-PAD Ultimate license will continue to work forever.

## X-PERT License



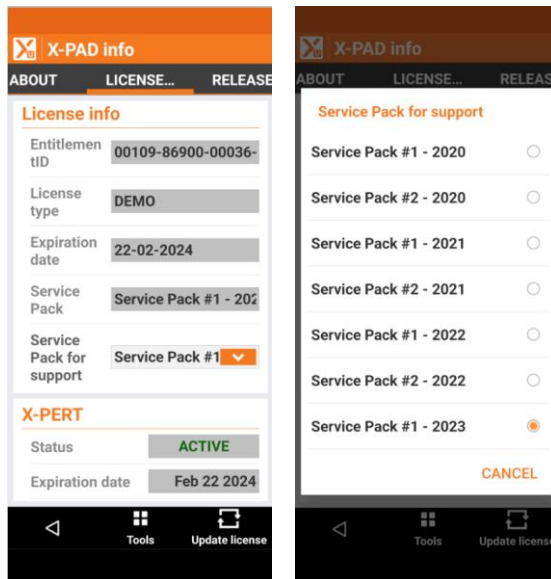
When you purchase a copy of X-PAD it comes with a one-year X-PERT License. This license allows new features to be included with your installation and is in addition to the perpetual bug fixes.

Your X-PERT license can be extended in one-, two- or three-year increments. The current cost is \$258 per year.

The cost of X-PERT is fixed regardless of the options that you have purchased, so the annual cost as a percentage of the cost of a new license varies with the purchased options. For example:

X-PAD Ultimate GNSS + iGage drivers only	19%	(\$258/\$1350)
X-PAD Ultimate GNSS + TS + Robotics + Volume	8%	(\$258/\$3162)

Starting with version 4.9.x, you can view the service pack number that is available for your license. You can also back-date the available service pack to a previous version which may be valuable if you are helping someone with an earlier version:



This allows us to match your available features when we provide support to customers with non-current licenses.

Major Service Pack releases always include a new secondary version number: 4.8.22 jumps to 4.9.00 with Service Pack #2 – 2023.

### X-PERT License Extensions

X-PERT license extension is currently (May 2023) \$258 per year, MSRP.

If you extend X-PERT while it is in effect, or within one-year of expiration; your license date will remain the same.

**Example #1:** you purchase a copy of X-PAD Ultimate on February 1<sup>st</sup>, 2022, and ignore the extension for two months past the end of X-PERT coverage. Then on April 1<sup>st</sup>, 2023 (after a two-month period of no coverage) you decide to extend. The cost will be \$258, and the future expiration date will be February 1<sup>st</sup>, 2024. There is no additional cost associated with the lapse, other than the non-availability of enhancements during the 2-month period.

If you extend X-PERT after one year of non-coverage, the anniversary date will advance to 12-month after the purchase date. **Example #2:** you purchase a copy of X-PAD Ultimate on February 1<sup>st</sup>, 2022, and then ignore the extension for 14-months. On April 1<sup>st</sup>, 2024 (after a 14-month period of no coverage) you decide to extend. The cost will be \$516 (\$258 x 2) and the future expiration date will be April 1<sup>st</sup> 2025.

## Common Questions

### **Is it worth it to keep X-PERT?**

Yes, unless you have no use for any of the new features. Even if the enhancements are not important to your workflow, eventually there may be an enhancement that you really need. If your X-Pert license expired less than 24-months before you renew, then the price and end time will be identical to the amount you would have paid when it initially expired.

### **How long will X-PAD continue to run if I don't pay for X-PERT?**

Forever. And bug fixes for existing features will be available at no additional charge because your license is covered by Shield.

### **What if I don't extend X-PERT, but I get a new version of Android (say Android 16 in 2026) which breaks X-PAD.**

Typically installing the next version of X-PAD will fix a new Android OS compatibility problem, even if X-PERT coverage is not active. You will be able to perform this upgrade at no additional cost because Shield never expires.

### **Can I transfer my license to a new device if it is not under current maintenance?**

Yes, you may transfer (re-host) your license to a new data collector, subject to the standard 5-transfer limit which exists even if X-PERT is not active.

### **If I am out of maintenance, but I notice that a new feature would save me a lot of time, how do I get the new feature?**

Update to the latest software version by downloading from web, order X-PERT from your dealer, once your order is filled, click the 'Update License' button on the LICENSE tab. The new features will be available.

### **How long do I need to stay out of X-PERT coverage to save some money?**

After 24-months, you will save \$21.50 each month that you remain out of X-PERT license coverage. If you wait only 23-months, then reactivate X-PERT, it will cost you the same as if you had been in maintenance continuously.

### **How long does it take to restart an X-PERT license?**

If you order before 4 pm Central time, your license will usually be available within an hour.

If you have already updated to an 'Entitlement ID' (the single big number instead of two smaller numbers) then all you will need to do is click 'Update License' while your device is connected to the internet.

### Can I purchase X-PERT directly from GeoMax?

No, you need to purchase it through a dealer. GeoMax does not sell any software or tools directly.

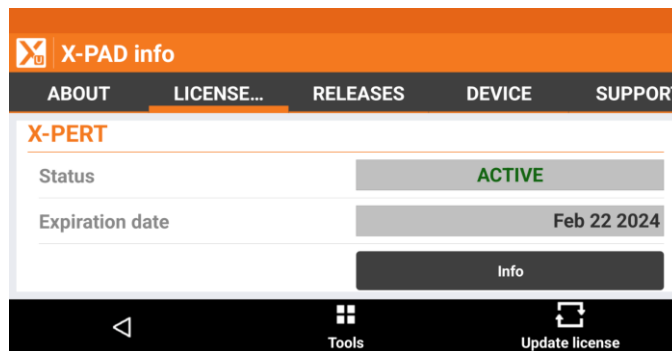
### Do I need to purchase X-PERT through my listed dealer? I don't like them and will never do any business with them going forward!

No problem, provide your current entitlement ID to any Geomax dealer and they will be able to take care of the extension.

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### How can I tell what my X-PERT status is?

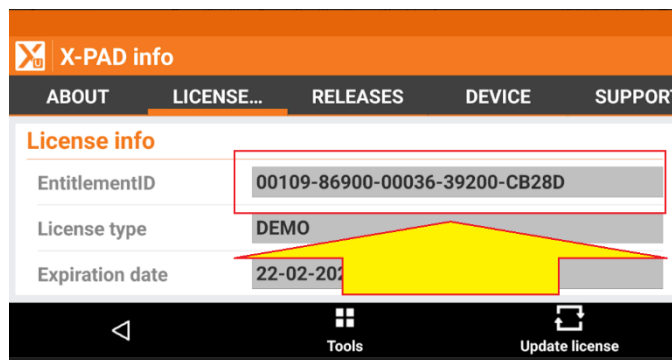
Click on the big X in the upper left corner, then go to the LICENSE tab and scroll down:



### What do I need to do to extend X-PERT?

If you only have one copy of X-PAD, we should have your entitlement ID on file. Just let us know that you would like an extension and we will take care of it.

If you have two or more licenses, it is probably best to send us a screen shot of your LICENSE number to make sure we get the extension applied to the correct device:



There are many scenarios where we (iGage) will not know your current serial number, so we will usefully confirm your current license number before we extend.

### Are there any 'deals' on X-PERT?

Perhaps, but we can't talk about non-MSRP details here.

Here are some suggestions:

The price of X-PERT and all X-PAD components rises every year. So, purchasing multiple years coverage in advance has historically saved about 6% per year.

Ask to bundle X-PERT with the initial purchase or with a hardware purchase. It is very simple to bundle 1 to 3 years of X-PERT coverage with the initial purchase and it may save you a considerable cost.

Purchase more than 1-year at a time. It is as easy for your dealer to purchase 2 or 3 years as 1 year and they might reflect that in the price.

Purchase X-PERT extensions prior to expiration so that you don't lose any coverage. If you wait a few months, you will be throwing a few months coverage away.

If you are considering bundling additional options, like GIS or Volume to your license, consider extending X-Pert at the same time as a package.

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### There is a specific feature that I would like to try out, can I do that?

Yes, ask your dealer for a 30-day demo code and install it on a completely different controller/device.

While you could 'rehost' your existing license to the cloud, use the demo code for a month, then put your license back in the controller, the rehost will 'burn' one of the 5 available installations. Best to save your available installations.

### I have a suggestion for a great enhancement that I would like added to X-PAD. Will it be considered?

Absolutely yes. And the time to implementation might be relatively quick. Let Mark or John know what the idea is, we will need to build a written request that is clear enough to pass on which we may okay with you prior to sending off to HQ.

### I have a Serial Number and Equipment ID, what is an Entitlement ID?

In early 2022, GeoMax switched from the two number scheme to a single BIG entitlement ID. The next time you purchase X-PERT or add a feature like Volume or GIS to your existing license, the 2 number license will be converted to an Entitlement ID. 48-hours after you activate the Entitlement ID, the original 2-number license will be cancelled.

Here is a link to detailed instructions on how to make the change: [ [SNID to EID](#) ]