



Product Evaluation
Policies and Procedures





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Introduction

The TenAsys policy is to facilitate the process of evaluating our products with the goal of getting your application(s) running as soon as possible.

These policies and processes have been in place for many years and have proven to address all known situations. There are however, always new situations and our goal is to ensure that our processes meet your current and on-going needs. We therefore welcome you to contact us if you are experiencing difficulties in executing the prescribed processes.

By website: www.tenasys.com

By email: sales@tenasys.com

By phone:

International: +1 (503) 748-4720

USA toll free: 1 (877) 277-9189

Between the hours of 8:00 and 17:00 hours

PST/PDT - Pacific Standard/Daylight savings Time (UTC -8/-7).

Europe: +49 (89) 45 46 9 47 - 0

Between the hours of 8:00 and 17:00 hours

CET/CEST – Central European [Saving] Time (UTC +1/+2).



INtime for Windows and INtime Distributed RTOS Evaluation

Evaluation Period

The evaluation period is typically 30 days. The evaluation requires the installation of a temporary license file on the system where the INtime software is installed. The process consists of capturing a “fingerprint” of the system (explanation below) and sending the result to TenAsys by email to: license@tenasys.com. For further information, please go to www.tenasys.com/about/policies to read the “INtime for Windows Software Licensing - Policies and Procedures” and “INtime Distributed RTOS Software Licensing - Policies and Procedures”.

How do you get an evaluation?

An evaluation request is made on the website: www.tenasys.com. You will be contacted within 2 business days and may be requested to provide additional information to ensure that the right product is provided. TenAsys will provide a download link to download a full copy of INtime for Windows or INtime Distributed RTOS. A workflow is initiated within TenAsys to follow-up on the evaluation process, including sending a reminder to send a system “fingerprint” to enable the evaluation period.

How do you convert to a permanent license?

Mail a valid Company Purchase Order (PO) to the appropriate sales center (see www.tenasys.com for mailing address details) or send a copy of the PO in an email to sales@tenasys.com. The PO will be processed immediately if your company is an existing customer. New customers need to pay for the product prior to any shipment or provide the necessary information for a credit check. Upon acceptance of the PO, TenAsys will mail a package containing an installation CD with manuals and a USB key to enable the license. The evaluation copy needs to be uninstalled and the purchased copy installed to enable the license. Email sales@tenasys.com for installation support.

What kind of support do I get?

All evaluation support questions should be sent by email to: sales@tenasys.com. Response will be on a best effort basis.



eVM for Windows Evaluation

Evaluation Period

A default evaluation period of 10 days is provided with every evaluation copy of eVM for Windows.

Options to extend evaluation periods

eVM is a shrink-wrap product that should not take more than a few minutes to install. Installing and running a guest RTOS with eVM is straight forward. For that reason, the evaluation period is limited to 10 days after which you are requested to purchase and download a copy by going to www.tenasys.com.

In special cases, it is possible to extend the trial period on a case by case basis using the same fingerprint process that is used for INtime products.

How do you get an evaluation?

An evaluation request is made on the website: www.tenasys.com. Verified prospects will be

provided a download link to download an evaluation copy.

How do you convert to a permanent license?

Purchase the product by going to the www.tenasys.com website and proceed to the eVM Support Page then to the online shop. Download the package, install it, and follow the instructions to activate the license.

The purchased copy and the evaluation copy should be the same revision. The evaluation copy needs to be uninstalled and the purchased copy installed to enable the license.

What kind of support do I get?

eVM is simple to install and run. There should be no need for support. However, if you run into installation or runtime problems please email questions to sales@tenasys.com.