

Frequently Asked Questions

Do I need a backup license?

Redundant cores don't strictly require two licenses to operate, but the behavior depends on how the system transitions.

If the plugin is running on the **main core** and that core has a valid license, everything works normally.

If the main core fails and the system **fails over** to the backup core, the plugin will continue running even if the backup core does **not** have its own license.

However, if the main core stays offline **and** the backup core reboots, the plugin will fail to initialize without a valid license on the backup core.

In short:

- Normal operation on the main core → ☐ single licensed works
- Failover to backup core (no reboot) → ☐ still works without backup license
- Backup core reboot while main core is down → ☐ backup license required

Do licenses expire or can they be transferred or refunded?

Licenses are perpetual and non-revocable. Once a license is activated:

- ☐ It does not expire
- ☐ It remains valid indefinitely on the activated Core
- ☐ It cannot be transferred to another Core
- ☐ It cannot be refunded

Because licenses are permanently tied to a specific system upon activation, please ensure that you are activating them on the correct Core before proceeding.

Can I get a demo license?

You do not need a demo license.

All of our plugins are fully functional in emulation mode, allowing you to test and validate your design without any limitations.

A license is only required when deploying the plugin on a physical Core.

If I need multiple instances of the same plugin in a single design, do I need multiple licenses?

No, a single license is sufficient. You can use as many instances of the same plugin as needed within a single design without requiring additional licenses.

Does the plugin require internet access?

No, the plugin does not require internet access to operate.

An internet connection is only needed when activating a license. This can be done using any computer or mobile device with the Core's Locking ID.

For more information on how to activate a license, please refer to the [activation guide](#).