

## Online Rehosting Limitations

Unfortunately the online rehosting does not work as we expected it to work. We expected it to allow one rehosting per license per six month period and instead it allows for one rehosting per product per line per six month period. What this means is if your LAC has 5 lines of products available for licensing (will match your order or your maintenance contract), and you rehost online a license off of line 1, then you may not rehost another license off of line 1 until 6 months has passed. This does not mean you may not rehost another license off of line 1; it means you may not rehost ONLINE, but you can always submit the web rehost form to Intergraph Hexagon Safety & Infrastructure/Hexagon Geospatial and we will happily rehost based on the policy stated in Licensing Note 0807 – Policy.

We have requested a change in this process from our third-party vendor which has been accepted. This change will be available in a future release, but until then, once you have rehosted one license file per product, you will need to complete the rehost web form located on the licensing web site, [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal/](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal/).

Note this is not as significant a restriction with concurrent licenses and affects mainly nodelocked licenses.

We apologize for this inconvenience and look forward to when the process works as expected. Please note that when you complete the rehost web form, you will receive an acknowledgement that the rehost request has been received and you should receive your replacement license file shortly thereafter.

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