ROXIO®

Do you have questions about your recently purchased PC with a Roxio pre-installed OEM License? Please take a look at the answers to some of our Frequently Asked Questions. If your question is still not answered, please contact vlp@roxio.com for further clarification.

For Roxio licensing inquiries, please email
vlp@roxio.com

For general licensing inquiries, please call
1-877-682-6735
or visit the Website at
www.roxio.com
and select 'For Business'

How does my Roxio OEM License(s) work?

When you purchased your PC (desktop or laptop computer) from your original equipment manufacturer (OEM), you received a pre-installed Roxio license. This is often referred to as an "OEM License," which is not to be confused with a "Volume License."

An OEM License only allows you to use the software on the specific PC on which it was installed. The software cannot be installed on other PCs and is non-transferrable.

An OEM License is designed to be disposable and is tied to the hardware. When the hardware is "retired," the OEM software license is no longer valid. As your organization acquires new computers, you will end up with different versions of Roxio across your network. This situation is typically not good for large offices trying to keep a consistent software environment.

There are also strict image and deployment restrictions with OEM software: your Roxio OEM Licenses cannot be deployed across your network.

Can my Roxio OEM License be re-installed on my PC?

The Roxio OEM License can be re-installed on your PC if it meets certain criteria:

1. The exact same software version must be used for re-installation. OEM Licenses do not have backward licensing rights or standardization rights. Your PC is only licensed for the specific version that was shipped with it.

2. The software must be re-installed on the same PC that it was shipped with. Roxio OEM Licenses are non-transferrable.

3. The software must be physically re-installed on each PC. You cannot deploy and manage OEM licensing via your network.

All recovery media, downloads and/or restoration CDs are only available to you as a means to re-install Roxio on a PC that has to be restored.

Does my Roxio OEM License allow my company to image Roxio across our enterprise?

No, it does not. As noted above, you can re-install Roxio on individual PCs that have to be restored. However, deploying to multiple PCs at one time for the purpose of standardizing your enterprise on one desktop image is not permissible with your Roxio OEM License. You must acquire these additional license rights via volume licensing if you intend to deploy Roxio in this manner.

A Volume License provides your company with one standard version that can be deployed across your enterprise. You also receive one software key (serial number), which allows you to register the software for the number of users who are covered under the Volume License. Volume licensing customers also receive a "licensing certificate" as proof of purchase.

Can Roxio OEM Licenses be combined together for enterprise network deployment?

No. Roxio OEM Licenses are individual licenses that are tied to a specific PC and cannot be combined to allow for enterprise network deployment. Only a Volume License provides one license that allows you to deploy the software to many users and manage it using one standard desktop image.

OEM Licenses include the following restrictions:

1. The PC is only licensed for the specific software version that was pre-installed on it. Imaging a PC with a different version from what was pre-installed on it is strictly prohibited.
2. The software license is tied to the PC, so when the PC is "retired" the software license "expires" with the PC. The customer cannot use that license on another PC.
3. You can reload the OEM software on each PC but not as part of a saved image. You can do updates to the software on each PC, but you cannot push them out across the network.
4. There are no additional "enterprise" options on Roxio OEM Licenses. There is no enterprise support, upgrade protection, backward licensing or software assurance available for OEM Licenses.

Volume licensing removes the OEM License restrictions:

1. Volume licensing allows customers to purchase one standard version that can be deployed across all PC models, platforms and regions.
2. Volume Licenses are perpetual and portable. The customer owns the licenses and can distribute them as needed, they are not tied to any hardware. Volume licensing also provides the customer with a licensing certificate that states what they are legally entitled to deploy.
3. Volume licensing allows the software to be included in a standard enterprise image, which can be deployed across a network.
4. Volume licensing provides additional "enterprise" options, such as maintenance or software assurance, upgrade protection and enterprise support

A lot of organizations like to have one image for their entire entity, so if a PC has a problem, they can simply push a new image across the network. With volume licensing, you have the ability to truly manage your PCs properly—and keep all of them on the same version—by pushing those images across the network, reducing the need for desk-side visits.

Can I load Roxio on PCs that did not come with it pre-installed?

You can only do this if you have volume licensing in place. These licenses would be supported by a licensing certificate from Roxio Corporation as proof of purchase.

What is the challenge for enterprise customers?

Managing multiple titles, versions and builds of Roxio software to remain compliant is a challenge for most enterprises. This is often cumbersome and not a viable option for enterprises that are trying to keep a consistent software environment.

Does volume licensing solve this challenge?

Yes. Volume licensing allows enterprise customers to deploy a standardized version of Roxio across the enterprise. Roxio supported by volume licensing can be deployed as part of a standard desktop image and is not limited by PC model, platform or territory.

What is a licensing certificate?

A licensing certificate is a document issued by Roxio that outlines and verifies how many licenses your company owns. It also includes pertinent information, such as when the licenses were purchased, what version of the software you own, additional services or products that you purchased, and your company's specific purchase order information. No licensing certificate is issued for OEM licensing.

Can I upgrade my Roxio OEM License(s) to Volume Licenses?

Yes, you can upgrade your Roxio OEM Licenses to Volume Licenses. Corel understands that some of our customers want to take full advantage of their existing OEM Licenses but they require full license rights as outlined above. For this reason, we have provided OEM upgrade pricing, which allows our customers to leverage their OEM Licenses and extend their license rights.