



## Customer Guide – Software and Process Plans

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# Customer Guide – Software and Process Plans

## 1 Software and Process Plans – General Information

EOS offers a complete solution for additive manufacturing: industrial 3D printers (“EOS Systems”) equipped with industry-leading technologies, proven processes, consulting services and software solutions to prepare, optimize, control and monitor the various aspects of the additive manufacturing process.

With a subscription-based license model, EOS Plans offer a flat rate of validated and ready-to-use material processes, as well as an automatic in-situ process control for reduced supports and increased productivity.

Take control of your machine park, offering deep insights into machine-generated data for improved machine utilization.

### 1.1 Supported EOS Systems

In general, all EOS systems based on the machine software EOSYSTEM are supported by the EOS Plans.

	EOS Build Plan	EOS Build+ Plan	EOSPRINT Polymer	EOS Smart Monitoring Plan	EOS Data Insights Plan
EOS M 290	✓	✓		✓	✓
EOS M 300-4	✓	✓		✓	✓
EOS M 404-4	✓	✓		✓	✓
EOS M 400	✓	✓			✓
FOMRIGA P 110 FDR	EOSPRINT for FORMIGA				
FOMRIGA P 110 Velocis	EOSPRINT for FORMIGA				
EOS P 396					✓
EOS P 500	EOSPRINT Polymer				✓
EOS P 710					✓
EOS P 810					✓
AMCM systems	✓	✓			
EOS P 500			✓		

(January 2024)

### 1.2 Compatibility of EOS Plans with Existing EOS Systems

#### 1.2.1 EOS Build Plan and EOSPRINT Polymer Compatibility

The EOS Build Plan and EOS Build+ Plan and EOSPRINT Polymer are working with machines based on software edition 11.23 (tested) . Please refer to the EOSPRINT release notes for more details

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on compatibility.

## 1.2.2 EOS Smart Monitoring Plan Compatibility

	SI-Nr.	Hardware upgrades needed			Smart Monitoring
		RFS	Network	IPC	
M 290	546 – 1724	Not compatible			
	1865 – 3168	+	-	+	✓
	3169 – 4245	-	-	+	✓
	from 02014246	-	-	-	✓
M 300-4	from 4471	-	-	-	✓
	from 10020023	OT hardware included "Smart Monitoring Ready"			✓
M 400-4	2249 – 2967	Not compatible			
	3393 – 3634	+	+	+	✓
	3885 – 3944	-	-	+	✓
	from 04013945	-	-	-	✓
	from 04014100	OT hardware included "Smart Monitoring Ready"			✓

EOS Smart Monitoring can run with these existing systems

"+" marks required hardware upgrade

Please ask your EOS account manager for more details, if you plan to subscribe to EOS Smart Monitoring Plan for an existing machine in your machine park.

## 1.2.3 EOS Data Insights Plan Compatibility

EOS Data Insight Plan requires a license of the software EOSCONNECT Core and EOSTATE PowderBed. Please make sure this software is licensed and installed on your EOS system.

The EOS Data Insights Plan includes the software platform named EOS Hub. EOS Hub requires EOSYSTEM Edition 10.19 (for EOS Hub on premises) or EOSYSTEM Edition 05.22 for the cloud-based version of EOS Hub.

## 1.3 New Customers

New customers are customers who are purchasing products from EOS for the first time.

When purchasing an EOS System, new customers select one of the available EOS plans. As a

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minimum, a 1-year subscription of the EOS Build Plan is required. After the mandatory first year, customers can cancel the subscription and continue with EOS Build Inactive. For the EOS Smart Monitoring Plan the minimum subscription period is 2 years. After two years the customer can cancel the subscription and continue with EOS Smart Monitoring Inactive Plan

## 1.4 Existing Customers

Existing customers are customers who have already purchased machines and software from EOS before the EOS plans were introduced.

### 1.4.1 EOSPRINT Users

Customers who have purchased EOSPRINT, EOSPRINT Premium, any EOS material sets or associated products before the EOS Build/Build+ plans and EOSPRINT Polymer were introduced, can continue using these products. It is not required to migrate to an EOS Build/Build+ plan or EOSPRINT Polymer.

Upwards compatibility of EOSPRINT to EOSYSTEM: EOSPRINT 2.13 or higher is upwards compatible with EOSYSTEM edition 11.23 and higher. EOSPRINT 2.13 is the last version of EOSPRINT before the introduction of the EOS Plans. Therefore, when upgrading EOSYSTEM software on the machine or when purchasing new machines that come with EOSYSTEM versions from a later software edition, it may be an option to continue using EOSPRINT 2.13.

For more details on the software compatibility, please refer to the EOSPRINT and EOSYSTEM release notes on <http://my.eos.info>

New features will be provided only with the EOS Plans.

If you decide to migrate to the EOS Plans, please contact your EOS account manager.

### 1.4.2 Migration of Jobs and Material Sets to the Latest Version

Material sets (.eospar) and jobs (.openjz) that were used with an older version of EOSPRINT will automatically be migrated when loading them in a newer version of EOSPRINT.

That means, all existing material sets and jobs can be used under EOS Build and EOS Build+ without manual interaction.

Please read the EOSPRINT release notes carefully to be aware of any changes that might affect the building process.

### 1.4.3 EOSTATE Exposure OT Users

EOSTATE Exposure OT users can migrate to the EOS Smart Monitoring Plan at any time to use features like Smart Fusion. EOS Smart Monitoring Plan requires an active EOS Build Plan.

Please contact your EOS account manager for more details and to discuss the different options.

## 2 Software and Process Plans – Benefits

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## 2.1 General Subscriber Benefits

You will be entitled to the subscriber benefits that EOS makes generally commercially available to subscription users. Subscriber benefits include,

- Regular software updates with innovative features for software and EOS material sets,
- all EOS Plans include the flexibility to cancel the subscription and work with an inactive plan with a reduced feature set as described. The customer can subscribe to the EOS Plan again at any time without any extra fees.

## 2.2 Benefits of EOS Build Plan and EOS Build+ Plan and EOSPRINT Polymer

### 2.2.1 Seats

EOS Build Plan: 3 licenses of EOSPRINT for 3 users

EOS Build+ Plan: 10 licenses of EOSPRINT for 10 users

EOSPRINT Polymer: 3 licenses of EOSPRINT for 3 users

### 2.2.2 Features and EOS Material Sets

The EOS Build/Build+ plans grant flat rate access to the entire EOS material process portfolio. Multiple users can simultaneously prepare jobs for EOS systems, calculate building time, preview and optimize hatching, and develop material processes using EOSPRINT's cutting-edge exposure strategies. Other benefits include access to selected Additive Minds Academy trainings and the synchronization and deployment of material sets via the EOS Hub.

EOS Build and Build+ plans are licensed per production site, which means you license it only once for an entire machine park.

#### EOS Build Plan:

- Build preparation, preview and building time estimation for all supported systems
- Standard EOS material sets
- Standard parameter editing capabilities
- EOS Hub access for managing material sets across your organization
- Trainings "New to Industrial 3D Printing" and "EOSPRINT" (for up to 5 users)

#### Additionally, the EOS Build+ Plan offers:

- High-productivity material sets, including the newest 80µm material sets with low-angle buildability options; all designed for optimized performance in the first run.
- Advanced exposure algorithms for achieving best quality and build rate. Includes e.g., Pulsed Wave Emission and Laser Center Dependent Vector Ordering and Direction.
- Advanced preview and building time estimation features.
- Training "Parameter Editor Metal for EOSPRINT" training (for up to 5 users),
- EOSPRINT Software Development Kit (SDK) for automation purposes

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Detailed feature lists and feature comparison sheets including the list of provided EOS material sets are available in the following PDF: <https://eos.info/eos-plans>

## EOSPRINT Polymer

- Build preparation, preview and building time estimation for all supported systems
- EOS Hub access for managing material sets across your organization
- Training "EOSPRINT" (for up to 5 users)
- (EOSPRINT Polymer doesn't contain and Material Sets today ; Material Sets with process parameters must be purchased separately)

### 2.2.3 Cloud-based Material Set Management in EOSPRINT

With the EOS Build Plan and the EOS Build+ Plan, EOS offers a centralized material set management as a cloud-based synchronization service for sharing and controlling material sets (.eospar) across the organization.

To connect EOSPRINT to the EOS Hub, customers need to log in under the EOSPRINT settings.

#### EOSPRINT Cloud Access and Account

To gain access to the EOS Hub, customers apply for an EOS Hub Admin User.

Please email [licensing@eos.info](mailto:licensing@eos.info) with your name, company email address and time zone.

The Admin User can then create additional accounts for the EOS Hub to other people within the same organization.

Web: <http://hub.eos.cloud/>

With signing in you agree to:

[Cookie Policy](#)

[EULAS](#)

[Terms of Use](#)

[Privacy Policy](#)

The access to the cloud-based material set management in EOSPRINT is only available with an active EOS Build/Build+ plan. Even with an active plan, the use of the EOS Hub is entirely optional and EOSPRINT remains fully functional without a connection to the cloud.

## 2.3 Benefits of EOS Smart Monitoring Plan <sup>1</sup>

EOS Smart Monitoring uses Exposure OT to make build monitoring and analysis more thorough and cost-effective with Smart Fusion. This automated power adjustment tool operates in close conjunction with EOS Build/Build+ to ensure heat never exceeds standards established in the parameter set.

### 2.3.1 Features

- A high-resolution near-infrared camera records and measures the process emissions in real time – regardless of part size. The long exposure time of the camera allows to monitor the melt pool dynamics.
- Based on analysis algorithms (uniquely adjustable to meet individual project requirements), EOSTATE Exposure OT provides a toolbox to determine process flaws
- This allows you to forgo destructive testing and is less expensive than other non-destructive testing methods, such as X-ray and CT scanning. Thus, you can eliminate the need for costly downstream quality assurance and can ultimately reduce your scrap rate and percentage of build failures.
- Insights derived from EOSTATE Exposure OT are important for future production cycles and to speed up product development.
- **Smart Fusion** uses OT data to determine the energy distribution of a layer and adapts the laser power in the next layer. This leads to homogeneous energy distribution across layers and less residual stress in the part and thus a reduced need for support structures. AM designers who know Smart Fusion, can craft part designs optimized for supportless building.

## 2.4 Benefits of EOS Data Insights Plan <sup>2</sup>

The EOS Data Insights Plan offers insights into machine performance.

The EOS Data Insights Plan offers two deployment options to cater to the specific IT infrastructure and cybersecurity policies of customers:

- **On-premises:** The EOS Hub can be installed on a local Windows server along with a SQL database. By deploying EOS systems within the customer network, no data is transmitted outside the customers' premises.
- **SaaS (Software as a Service):** Customers can acquire a dedicated tenant within EOS Hub on the EOS cloud. This approach ensures a fully secure and separate environment for each tenant. EOS systems connect to the EOS Hub cloud service, enabling customers to maintain complete access to all their data. Furthermore, to enhance system analytics and provide improved services, EOS is granted access to anonymous metadata.

By offering both on-premises and SaaS options, the EOS Data Insights Plan provides flexibility for customers to align with their specific infrastructure and security requirements while ensuring data privacy and system performance.

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<sup>1</sup> requires an active Build/Build+ Plan

<sup>2</sup> requires EOS System Suite or EOSCONNECT Core and EOSTATE PowderBed



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## 2.4.1 Features

EOS Hub- the Big-Picture View platform: Through its open API, other software types (MES, CAQ, ERP, IIoT) can easily integrate with EOS machine data via a single interface.

**Machine State App:** With a comprehensive dashboard, the app provides real-time insights on the status of your machines, including all system messages, graphs of the sensor data for quick error analysis. The App offers remote control capabilities, allowing you to stop or pause a build job from anywhere using your mobile device.

**Machine Performance App** is focused on monitoring the utilization and uptime of machines. The App allows users to make data-driven decisions that can drive operational efficiencies and strengthen overall performance.

**Machine Condition App** is designed for machine park managers seeking to optimize equipment performance and reduce downtime. It allows them to determine whether the machine is production-ready or if there are any issues that must be addressed.

## 3 Subscription term

EOS offers different terms of the software and process plans to give customers options for budgeting.

The subscription starts with the delivery of the license. At the same time the license fee for the first year is due.

For subscriptions concluded for an *indefinite* period, an email is sent to the registered customer contact one month before the end of the contractual term, notifying that the contract will be renewed for another year if it is not cancelled at least one week before the current term ends. Upon such automatic renewal, invoice and license key will be issued accordingly.

For subscriptions concluded for a term longer than one year, billing and license key renewal are managed on an annual basis: a notification is sent to the registered customer contact one month before the license key expires, announcing the upcoming invoice and license renewal.

If applicable, the existing PO number will be referenced on the invoice but may be exchanged for a different PO number at the customer's request.

Please ask your account manager for other license options in special markets, e.g. Academia.

### 3.1 1-year plan

The license for a 1-year plan entitles the customer to use the software, the material sets and the associated services for one year. The 12 months period starts from the moment of delivery of the license key to the customer. At the same time the fee is charged for the respective term.

The 1-year plan is concluded for an indefinite period and thus subject to automatic renewal.

### 3.2 3-year plan: annual payment with 3 year commitment

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The license for a 3-year plan entitles the customer to use the software, the material sets and the associated services for 3 years.

The 3-year plan cannot be terminated within the 3-year term. The 3-year plan includes an annual payment (12 months) and an annual renewal of the license keys. EOS will inform the customer about its automatic renewal and, if necessary, agree upon a separate purchase order number to use on invoices for subsequent years.

The 3-year plan is concluded for an indefinite period and thus always subject to automatic renewal for a further year.

Please ask your account manager for a 2 or 3 years prepaid option.

## 4 Cancellation of an EOS Plan – "Inactive Plan"

### 4.1 How to Cancel an EOS Plan

EOS Plans can be cancelled on an annual base, while respecting the contractual term. E.g., a 3-year plan can be cancelled after 3-years. The EOS Smart Monitoring Plan must at least run 2 years after the initial order. If you decide to cancel your paid subscription, your plan is converted to an "Inactive Plan". The inactive plan contains limited capabilities and features. After cancellation of an EOS Smart Monitoring Plan the standard functionality of Exposure OT, such as image capturing, will still be available.

EOS Licensing [Licensing@eos.info](mailto:Licensing@eos.info) must be notified by email at least 4 weeks before the renewal date to cancel or pause the subscription. EOS Licensing will manage the license change accordingly with you.

### 4.2 Transition to an Inactive Plan

After cancellation EOS will update your licenses according to your specifications. e.g., selected Material. EOS Licensing will take care of getting the necessary information from you.

### 4.3 Re-activating an EOS Plan

After you have canceled your EOS Plan you can re-subscribe at any time. Please contact EOS Licensing [Licensing@eos.info](mailto:Licensing@eos.info) to request to activate your EOS Plan again. When you re-activate the plan you will subscribe again to a 1-year or 3-years term. Changes to the renewal date must be requested individually.

EOS provides a detailed feature list and feature comparison sheet of the EOS Plans: <https://eos.info/eos-plans>

The EOS Plans can be cancelled after the following period of time:

EOS Build Plan –

1-year plans can be cancelled after 1 year,

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3-year plans can be cancelled after 3 years

EOS Build+ Plan –

1-year plans can be cancelled after 1 year,

3-year plans can be cancelled after 3 years

EOSPRINT Polymer

1-year plans can be cancelled after 1 year,

3-year plans can be cancelled after 3 years

EOS Smart Monitoring Plan – can be cancelled after 2 years

EOS Data Insights Plan – can be cancelled after 1 year

After cancellation customers can re-subscribe at any time.

## 4.4 Inactive plan of EOS Build and Build+

The EOS Build Plan can be cancelled on a yearly/3-yearly base. After cancellation EOS provides you the capabilities of the EOS Build Plan Inactive.

The EOS Build Plan Inactive contains 1 license for 1 user of EOSPRINT.

The EOS Build Plan Inactive enables you to print existing or new jobs on your EOS system with **1 selected EOS material**.

Customers can select one Material of the following list (January 2024):

1.2709	17-4PHAccel	Ti64Grade23
254	316L	20MnCr5
Al2139AM	316LAccel	316LVPro
Al5X1	316LAccelN2	AlSi10Mg
AlSi10Mg200C	AlF357	CM55_N2
Cu	CM55_AR	GP1
H13	CX	HX
IN625	HAYNES282	IN939
MP1	IN718	PH1
SuperDuplex	IN718Accel	Ti64ELI
Ti64Grade5	MS1	TiCP
17-4PH	Ti64	

\*

You will get the included EOS material sets of the selected EOS Material.

After cancellation EOS will ask you to select 1 EOS Material and we will provide you with the licenses of the associated material sets and one single license of the EOSPRINT version with limited features. EOSPRINT

features are reduced to process settings only (no exposure parameter editing).

The EOSPRINT with reduced feature set enables you to prepare jobs based on the selected material and adjust the process settings. Adjusting the exposure sets of the material set is not possible with EOS Build Inactive.

EOS provides a detailed feature list and feature comparison sheet of the EOS Build Plan <https://eos.info/eos-plans>.

## Cloud-based Material Set Management

After cancellation customers don't have access to the cloud-based service to synchronize and manage the material sets anymore. As all material sets are still stored and saved on the EOSPRINT workstations, there's no need to download the material sets (.eospar-files) from the EOS Hub. All materials sets are saved locally for a later usage. If customers decide to re-subscribe to the EOS Build Plan and re-connect to the cloud-based material set management, all material sets on the EOSPRINT workstations will be automatically synchronized with EOS Hub again.

### 4.5 Inactive plan of EOSPRINT Polymer

EOSPRINT Polymer can be cancelled on a yearly/3-yearly base. After cancellation EOS provides you the capabilities of the EOSPRINT Polymer Inactive.

EOSPRINT features are reduced to process settings only (no exposure parameter editing).

The EOSPRINT Polymer Inactive contains 1 license for 1 user of EOSPRINT.

### 4.6 Inactive Plan of EOS Smart Monitoring Plan

The EOS Smart Monitoring Plan can be cancelled earliest after 2 years of the initial order. After cancellation EOS provides you the capabilities of the inactive plan of EOS Smart Monitoring Plan Inactive.

The EOS Smart Monitoring Plan Inactive still contains Exposure OT but building jobs with Smart Fusion is not available in the EOS Smart Monitoring Plan Inactive.

EOS provides a detailed feature list and feature comparison sheet of the EOS Smart Monitoring Plan <https://eos.info/eos-plans>.

### 4.7 Inactive Plan of EOS Data Insights Plan

The EOS Data Insights Plan can be cancelled on a yearly base. After cancellation EOS provides you the reduced capabilities of the EOS Data Insights Plan inactive. In this case EOS Hub on-premises with the Machine State App can be used.

EOS provides a detailed feature list and feature comparison sheet of EOS Data Insights Plan <https://eos.info/eos-plans>.

## 5 Change of renewal date of EOS Plans

Subscription starts from the moment of delivery of the license key to the customer. Automatically the renewal

date will be set 12 months later.

On request customers can change the renewal date of the respective EOS Plan. Please request the change of the renewal date latest 4 weeks before the renewal date of your plan at EOS Licensing [Licensing@eos.info](mailto:Licensing@eos.info).

For administrative reasons, you can only choose a new renewal date that is further in the future. It is not possible to shorten the licensing period. EOS will charge you the difference amount for the extend months.

## **6 Invoicing and billing**

### **6.1 New EOS Plans as Part of a New EOS System Purchase**

Customers will get an invoice about the entire EOS system with all hardware components and the subscription fee for first year.

### **6.2 Renewal of EOS Plans**

At the latest 1 month before the license expires, EOS will inform the customer about its automatic renewal and, if necessary, align about the purchase order number to put on the invoice for the renewal fee. EOS will then send the invoice and the license keys.

## **7 Upgrading from EOS Build to EOS Build+**

EOS offers the EOS Build plan and the EOS Build+ plan with advanced capabilities and high productivity material sets.

You can switch from the EOS Build plan to the EOS Build+ plan at any time. Please contact EOS Licensing [Licensing@eos.info](mailto:Licensing@eos.info) to order the switch to EOS Build+ Plan. When you switch to the EOS Build+ Plan EOS Licensing will update your licenses accordingly. The renewal date of your existing plan doesn't change. EOS will charge you the difference amount between the EOS Build Plan to the EOS Build+ Plan for the remaining months.

## **8 Availability of Software and Material Sets**

### **8.1 Availability of Software in EOS Build and EOS Build+ and EOSPRINT Polymer**

The software EOSPRINT as part of the EOS Build Plan is available for download in myEOS (<https://my.eos.info>).

On myEOS you always find the latest version. In addition, you can download all previous versions, which can be installed in parallel with the latest version of EOSPRINT.

Also available on myEOS is the user documentation for EOSPRINT and the release notes where all changes are documented version by version.

## 8.2 Availability of EOS Material Sets

EOS material sets are delivered and installed with EOSPRINT. New EOS material sets come with the latest version of EOSPRINT.

In some cases, EOS delivers EOS material sets between the 6-month release cycles of the EOS software editions. These material sets will also be made available for download via myEOS.

## 8.3 Availability of EOS Smart Monitoring

The EOS Smart Monitoring Plan consists of

- Hardware to be installed in the system:
  - The OT camera
  - OT IPC (for EOS M 300-4/EOS M 400-4 installed within the machine cabinet, for EOS M 290 withing a separate terminal outside of the system)
- Software running on the system IPC for image acquisition, process control (Smart Fusion) and data transfer to OT IPC
- Software running on the OT IPC for data analytics
- Software running on a workstation for running analytics and data visualization
- ELearnings for OT and Smart Fusion

For EOS M 300-4 from second half of 2023 and EOS M 400-4 from second half of 2023 the OT hardware is already installed on every new system. For existing systems, the hardware can be retrofitted.

New software versions for the system IPC and OT IPC are installed by an EOS service technician and can be initiated via a service call by customers.

The latest version of the workstation software is made available via myEOS.

Also available on myEOS is the latest version of the release notes and software manuals.

## 8.4 Availability of EOS Data Insights

The EOS Data Insights Plan offers two deployment options to cater to the specific IT infrastructure and cyber-security policies of customers:

- On-premises: To access the latest version of EOS Hub (on-premises), customers can conveniently download it via <https://my.eos.info/>. Additionally, the configuration app includes a workflow that assists in the licensing process.
- SaaS (Software as a Service): Access to EOS Hub is granted on a per-machine basis upon subscribing to the EOS Data Insights Plan.

# 9 Licensing

## 9.1 License Technology

CodeMeter is a product of WIBU Systems, a software manufacturer specializing in software licensing and

digital rights management. EOS uses CodeMeter for licensing of all its software products.

All EOS software products automatically install the **CodeMeter Runtime**, including the **CodeMeter ControlCenter**, which enables you to monitor and manage all your CodeMeter software licenses.

By default, EOS issues licenses to a dedicated USB device called "EOS USB Dongle". On request EOS can alternatively provide an "EOS Soft Dongle" which doesn't require the USB hardware and is bound to an individual computer. This computer can be a server or a workplace computer, virtual or physical.

Note that EOS recommends floating software licenses to workplace computers via a dedicated license server. Using separate dongles for separate workstations is not recommended! See document [How to set up a License Server.pdf](#) for instructions on how to set up a license server.

The **CodeMeter WebAdmin**, which is accessible via the CodeMeter ControlCenter allows for monitoring and managing the licenses within your local network.

For any issues with your software or material set licenses please contact EOS Licensing ([licensing@eos.info](mailto:licensing@eos.info)).

For license updates, EOS Licensing may ask you for a license-context-file (RaC-file, file extension .WibuCmRaC) and provide license updates in form of a license-update-file (RaU-file, file extension .WibuCmRaU).

## 9.2 EOS USB Dongle

With the installation of your EOS system (machine) EOS provides you with an EOS USB Dongle to store all licenses for workstation software such as e.g., EOSPRINT.

The main benefit of EOS USB Dongles is, that they are not bound to a specific computer. The USB Dongle can be unplugged from one computer and moved to another, without affecting the validity of its licenses.

## 9.3 EOS Soft Dongle

As an alternative to EOS USB Dongles EOS offers the "EOS Soft Dongle". It does not require a USB device and is solely file-based. This can be of particular benefit for software virtualization or when USB devices are generally banned from a company, e.g., due to security policies. However, the EOS Soft Dongle is bound to a specific computer and can be moved to another computer by using the [EOS WEBDEPOT](#) and your ticket number.

Please note that mixing EOS USB Dongle and EOS Soft Dongle licenses is discouraged, because it will likely lead to confusion and licensing problems. EOS software can only consume licenses from either EOS USB Dongle or EOS Soft Dongle, but not from both simultaneously.

If you prefer working with EOS Soft Dongles instead of EOS USB Dongles, please contact EOS Licensing ([licensing@eos.info](mailto:licensing@eos.info)) for setting it up.

To activate an EOS Soft Dongle EOS Licensing will provide a ticket number for your licenses, which you can activate from the [EOS WEBDEPOT](#). EOS Licensing will provide detailed instruction how to activate, update and, if necessary, move your EOS Soft Dongle licenses.

Note that EOS Soft Dongles require software edition 11.21 (EOSPINT 2.11) or higher.

Note that in order to use EOS Soft Dongles, the Windows environment variable EOS\_LICENSING must be set to UNIVERSAL on all client computers running EOS software. Since software edition 05.23 (EOSPRINT 2.14), this environment variable is configured during the software installation. For older versions it must be set

manually (see instructions "[How to activate an EOS Soft Dongle](#)").

Note: Mixed use of EOS Soft Dongle and EOS USB Dongle does not work. So please decide to use the EOS Soft Dongle or the EOS USB Dongle. Please do not use them in parallel.

## 9.4 License Server

In theory, the EOS USB Dongle and the EOS Soft Dongle can both be activated and used on a personal workstation computer. However, this is discouraged as it only works as long as there is only a single person running EOS software and it does not scale well. Instead, EOS recommends setting up a centralized license server that floats all EOS licenses to client computers within your organization. All EOS software and material set licenses are floating licenses. EOSPRINT workstations (clients) must be connected to the centralized license server to access the licenses. The license server can use an EOS USB Dongle or an EOS Soft Dongle.

See document [How to set up a License Server.pdf](#) for instructions on how to set up a license server. Additionally, EOS Licensing ([licensing@eos.info](mailto:licensing@eos.info)) can help when configuring a license server with the WIBU CodeMeter Control Center. In case of problems, also consider contacting the WIBU CodeMeter helpdesk, accessible from the WIBU homepage <https://www.wibu.com/>.

## 10 Training

The EOS Plans include various online courses and certification programs to acquire the skills to work with the software and the EOS systems.

EOS Build Plan contains 5 seats of an EOSPRINT online course and the certification program New to Industrial 3D Printing.

Additionally, the EOS Build+ Plan gives you access for 5 people to the online course Parameter Editor Metal for EOSPRINT.

The EOS Smart Monitoring Plan contains the following online courses:

- EOSTATE Exposure OT Basic Operation
- Advanced EOSTATE Exposure OT
- Advanced Smart Fusion

## 11 Documentation

EOS provides a comprehensive end-user manual for each software application. The manuals are available as PDF-documents and (partially) as integrated online documentation within the products themselves.

The documentation is available in English and German. The PDF documentation can be downloaded from myEOS.

## 12 EOS APIs for Developers and EOS Developer Network

EOS is committed to an open software architecture and offers many different software interfaces (API).

There is an API for the following software:



- EOSPRINT SDK (available through EOS Build+ Plan) – please request the EOSPRINT SDK including the PDF documentation at [edn@eos.info](mailto:edn@eos.info)
- EOSCONNECT Core: OPC/UA and MQTT interface to communicate with the machines.

For more information and details about the APIs for developers please contact: [edn@eos.info](mailto:edn@eos.info)

## EOS Developer Network

To provide developer support and grant access to virtual machines for development and testing, EOS runs the "EOS Developer Network" (EDN). The EDN membership has a yearly membership fee. For details contact [edn@eos.info](mailto:edn@eos.info).

## 13 Virtualization Policy

Many organizations have adopted virtualization practices to keep up with rapidly changing hardware and software requirements. You need fewer physical machines and can pool computer resources. Check the system requirements of your software to be sure it will run in a virtual environment.

**EOS Plans** allow some form of virtualization. IT Managers can deploy software so that an assigned user can access it from multiple devices, but only one authorized user can access a single license at a time. Named user subscription requires users to sign in to authorize their software access. If your virtual environment does not retain the user's MAC address on restart, the user will be required to sign into every session to access their software.

**Network License Servers:** You can virtualize the licenses server (WIBU Control Center). Please be aware that a license server can only be virtualized by using EOS Soft Dongle. If you are using EOS USB dongles on your server, please contact EOS to migrate to EOS Soft Dongle.