



Customer Guide – Software and Process Plans

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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.

For a detailed feature and capabilities overview of EOS Build Plan and EOS Smart Monitoring Plan to the following document: www.eos.info/eos-plans

1.1 Supported EOS Systems

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

(September 2024)

1.2 Compatibility of EOS Plans with Existing EOS Systems

1.2.1 EOS Build Plan and EOSPRINT Polymer Compatibility

Please refer to the EOSPRINT release notes for more details on compatibility with EOS systems.

EOSPRINT works always with EOSYSTEMS version of the same software Edition and is tested with two versions back (n-2).

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OS Build Plan is also upward compatible with higher versions of EOSYSTEM. Please refer to the EOSPRINT release notes for specific limitations.

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"			✓

1.2.2 EOS Smart Monitoring Plan Compatibility

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 Hub as part of EOS Build

To use dashboard functionality of EOS Hub EOSCONNECT Core and EOSTATE PowderBed need to be enabled on the EOS system. Please make sure this software is licensed, installed and active on your EOS system.

EOS Hub can connect to systems which run EOSYSTEM Edition 05.22 (HCS 2.16 with EOSCONNECT Core 1.7) or above.

1.3 New Customers

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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 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 Basic. 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 plans and EOSPRINT Polymer were introduced, can continue using these products. It is not required to migrate to an EOS 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 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

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 EOSPRINT Polymer

2.2.1 Seats

EOS Build+ START Plan (max. 2 machines): 1 license of EOSPRINT for 1 user

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

EOSPRINT Polymer: 10 licenses of EOSPRINT for 10 users

2.2.2 Features and EOS Material Sets

The EOS Build plan 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 plan is licensed per production site, which means you license it only once for an entire machine park.

EOS Build Plan:

- Regular software updates with innovative features
- Parameter editing capabilities allow customers to optimize parameters to create high-quality parts and increase productivity (e.g., laser power, scan speed, hatch distance, laser assignment, minimum exposure time, layer thickness, load balancing for the EOS M 300)
- Advanced exposure algorithms including Pulsed Wave Emission and Laser Centered Dependent Exposure Strategy (LCDS), to achieve precise and consistent results
- Validated, high-quality EOS material sets for the M 290, M 300-4, M 400 and M 400-4
- EOS advanced material sets, including- the newest 80µm high-productivity processes and material sets with low-angle buildability options; all designed for optimized performance in the first run
- Material set management to track and manage material sets across your organization

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- Advanced previewing and visualization capabilities
- Access to training: "Process Science and Engineering for Metal Additive Manufacturing Certificate Program" (for up to 4 users)
- Access to the cloud-based dashboard EOS Hub including Machine State and App Machine Performance App
- EOSPRINT Software Development Kit (SDK) for automation purposes

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

- Regular software updates with innovative features
- Parameter editing capabilities allow customers to optimize parameters to create high-quality parts and increase productivity (e.g., laser power, scan speed, hatch distance, laser assignment, minimum exposure time,..)
- Material set management to track and manage material sets across your organization
- Advanced previewing and visualization capabilities
- Access to the cloud-based dashboard EOS Hub including Machine State and App Machine Performance App
- EOSPRINT Software Development Kit (SDK) for automation purposes
- Training "EOSPRINT" (for up to 5 users)

Important note: EOSPRINT Polymer doesn't contain and Material Sets today ; Material Sets with process parameters must be purchased separately.

2.2.3 EOS Hub

Optional access to EOS Hub, the EOS cloud platform, is now included for all subscribers of the EOS Build Plan. EOS Hub is available as a SaaS (Software as a Service) solution, and each customer receives access to a dedicated tenant within the EOS cloud. Key features of EOS Hub include:

- Machine State App: This app provides a comprehensive dashboard offering real-time insights into your machines' status. It displays all system messages and sensor data graphs, allowing for quick error analysis. The app also offers remote control capabilities, enabling you to stop or pause a build job from any location using your mobile device.
- Machine Performance App: This app monitors machine utilization and uptime, empowering users to make data-driven decisions that enhance operational efficiency and overall performance.

To utilize these features, EOSCONNECT Core must be running on the EOS systems, and the systems must be connected to EOS Hub.

Additionally, access to a customer tenant in EOS Hub is required for cloud-based Material Set Management in EOSPRINT. However, if cloud-based Material Set Management is the only feature of EOS Hub being used, the EOS systems themselves do not need to be connected to EOS Hub.

2.2.4 Cloud-based Material Set Management in EOSPRINT

With the EOS Build Plan 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 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 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 ¹

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 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

¹ requires an active Build Plan

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- 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.

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.

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, Small Business,....

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 prepaid plan

The license for a 3-year prepaid plan entitles the customer to use the software, the material sets and the associated services for 3 years. EOS is invoicing the customer for a period of 3 years in advance.

The 3-year prepaid plan cannot be terminated within the 3-year term. EOS will inform the customer about its automatic renewal after 3 years and, if necessary, agree upon a separate purchase order number to use on invoices for subsequent years.

The 3-year prepaid plan is concluded for an indefinite period and thus always subject to automatic

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renewal.

3.3 Eligibility for the EOS Build+ START Plan

The EOS Build+ START Plan is designed with the specific needs, budgets and operational challenges of those organizations in mind which have a smaller fleet of EOS systems or are at the beginning of their AM journey.

Only customers with up to 2 EOS systems are currently eligible to subscribe to the EOS Build+ START Plan.

Customers who extend their machine park from 2 to 3 machines must upgrade the EOS Build+ START plan to the regular EOS Build+ plan at the next renewal.

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 prepaid 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" (e.g. EOS Build Basic). 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 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 to request to activate your EOS Plan again. When you re-active 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 –

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1-year plans can be cancelled after 1 year,

3-year prepaid plans can be cancelled after 3 years

EOSPRINT Polymer

1-year plans can be cancelled after 1 year,

3-year prepaid plans can be cancelled after 3 years

EOS Smart Monitoring Plan – can be cancelled after 2 years

After cancellation customers can re-subscribe at any time.

4.4 Inactive plan of EOS Build (EOS Build Basic)

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 Basic.

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

The EOS Build Plan Basic 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 (October 2024):

254	AlSi10MgAr	IN718
12.709	CM55_AR	IN718Accel
17-4PH	CM55_N2	IN939
17-4PHAccel	CM55Ar	K500
20MnCr5	CM55N2	MP1
316L	Cu	MS1
316LAccel	CuNi30	MS1Accel
316LAccelN2	CX	PH1
316LVPro	CXN2	SuperDuplex
AlF357	GP1	Ti64
Al2139AM	H13	Ti64ELI
Al5X1	HAYNES282	Ti64Grade23
AlSi10Mg	HX	Ti64Grade5
AlSi10Mg200C	IN625	TiCP

You will get licenses to access to 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 Basic.

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

Features which require EOS Hub can no longer be used, e.g. Dashboard Apps and the cloud-based Material Set Management in EOSPRINT.

** EOS Build customers, which cancel the EOS Build+ subscription will get EOS Build Basic and can continue printing with frozen material sets of one selected material. The ability to work with frozen material sets will be finally implemented in Software Edition 11.25. Please contact your account manager, if you plan to cancel your subscription earlier than November 2025.*

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 Basic.

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

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

Features which require EOS Hub can no longer be used, e.g. cloud-based Material Set Management in 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>.

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.

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 Availability of Software and Material Sets

7.1 Availability of Software in 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.

7.2 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.

7.3 Availability of EOS Hub Access

In order to grant you access to your tenant for EOS Hub please email licensing@eos.info with your name, company email address and time zone.

7.4 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
- EOSTATE Exposure OT and Smart Fusion for Metal AM Certificate Program (4 seats)

For EOS M 300-4 from second half of 2023 (SI10020023) and EOS M 400-4 from second half of 2023 (SI04014100) 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 Licensing

8.1 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).

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).

8.2 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.

8.3 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) 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.

8.4 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) 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/>.

9 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 4 seats of "Process Science and Engineering for Metal Additive Manufacturing Certificate Program".

The EOS Smart Monitoring Plan contains the EOSTATE Exposure OT and Smart Fusion for Metal AM Certificate Program (4 seats) with the following online courses:

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

10 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.

11 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
- 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

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.

12 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.