Product Evaluation
Policies and Procedures

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Introduction

The TenAsys policy is to facilitate the process of evaluating our products with the goal of getting your application(s) running as soon as possible.

These policies and processes have been in place for many years and have proven to address all known situations. There are however, always new situations and our goal is to ensure that our processes meet your current and on-going needs. We therefore welcome you to contact us if you are experiencing difficulties in executing the prescribed processes.

By website: tenasys.com

By email: sales@tenasys.com

By phone:
        International: +1 (503) 748-4720
        USA toll free: 1 (877) 277-9189
        Between the hours of 8:00 and 17:00 hours
        PST/PDT - Pacific Standard/Daylight savings Time (UTC -8/-7).

        Europe: +49 (89) 45 46 9 47 - 0
        Between the hours of 8:00 and 17:00 hours
        CET/CEST – Central European [Saving] Time (UTC +1/+2).

INtime for Windows and INtime Distributed RTOS Evaluation

Evaluation Period

The evaluation period is typically 30 days. The evaluation requires the installation of a temporary license on the host where the INtime software is installed. The process consists of capturing a "fingerprint" of the host (explanation below) and creating an Evaluation license.
For further information, please go to www.tenasys.com/about/policies to read the INtime SDK Evaluation License Procedure.
This procedure details how to intstall and create TRIAL licenses for both INtime for Windows and INtime Distributed RTOS.

How do you get an evaluation?

An evaluation request is made on the website: tenasys.com. You will be contacted within 2 business days and may be requested to provide additional information to ensure that the appropriate product is provided.
TenAsys will provide instructions by email with details how to download and license a full copy of the INtime SDK.

How do you convert to a permanent license?

Mail a valid Company Purchase Order (PO) to the appropriate sales center (see tenasys.com for mailing address details) or send a copy of the PO in an email to sales@tenasys.com. The PO will be processed immediately if your company is an existing customer. New customers need to pay for the product prior to any shipment or provide the necessary information for a credit check.
Upon acceptance of the PO, TenAsys will mail a package containing an installation CD with manuals and a USB/CID key to enable the license. The evaluation license needs to be uninstalled and the purchased license installed to enable the purchased INtime SDK.
Email sales@tenasys.com for installation support.

What kind of support do I get?

All evaluation support questions should be submitted on the My Support Cases page on tenasys.com or sent by email to: sales@tenasys.com. Response will be on a best effort basis.

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