Is maintenance required to run PingPlotter/MultiPing?

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Question

If my maintenance is expired, can I continue to use PingPlotter/MultiPing?

Solution

First, licenses are perpetual. Once you own a license, it does not "expire".

New license purchases come with one year of included maintenance - which includes entitlement to any new version of the program that is released while your maintenance plan is active. You can find more information on our maintenance plans here.

Once your maintenance plan expires, if you do not wish to renew it - that's perfectly fine. Please continue using the product you have as long as you like. We'll never take that ability away from you.

If you should find yourself needing to download an older version of PingPlotter or MultiPing, the easiest way to do so is via your account page. If you don't have access to the email address that was originally used to purchase - feel free to contact us, and we'll be happy to help out. Alternatively, if you have your license key, you can enter it on this page to get a list of all versions of the program that your key is entitled to.

The cost of a maintenance plan is roughly 25% of the current new license cost. The cost to upgrade (if you're not on maintenance) is roughly 50% of the current new license cost. Visit our pricing page for specifics on our maintenance and upgrade costs.

If you'd like to get more information on your license's eligibility for new versions (as well as download versions you're entitled to, extend your maintenance, or process an upgrade) - you can do so here.

If you have any other questions regarding upgrades or maintenance - please feel free to contact our team at support@pingman.com.

Note: If you bought PingPlotter version 3 - you're automatically entitled to the latest version 3 build.

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