



User Subscription / Team Subscription License Technical FAQ

Overview

User Subscription Licenses (USL) and Team Subscription Licenses (TSL) are license types for our desktop products where the licensing information is hosted by Transoft Solutions and accessed via the Internet.

This document aims to answer common questions that our clients have while transitioning to these new license types.

General Questions

Is this a SaaS product?

No, the software is still desktop software and runs locally on the end-user's workstation. The license is hosted and must be retrieved at program startup, but otherwise all data and processing is local on the workstation. Depending on the product, data is stored in drawing files, project files or local databases. Consult the specific help documentation for the product if more details are needed.

Are logins required?

Yes, in order to find the correct license for the end user, they must be registered for an account in the my.transoftsolutions.com portal and assigned a license. When they start the software, they will be prompted to login in order to obtain their license details.

What information is hosted in the cloud?

The only information hosted in the cloud is the user account that consists of the user's first name, last name and email address. The default configuration also stores the end user's password. We utilize Google Cloud Identity Platform to store passwords, and do not store them in our systems.

Does Transoft have any cybersecurity credentials or certifications?

Transoft Solutions holds ISO 27001 Certification across the entire organization. The security controls defined in ISO 27001 are extended to the management of the My Transoft Portal, its infrastructure, and its data. Customers who want additional details on the controls can reach out to support and request “*Transoft Solutions Information Security Statement*” which outlines the relevant controls, processes and practices we employ to ensure that we keep ourselves and our customers safe from cyberattacks.

Are you GDPR Compliant?

Yes, we respect GDPR and other privacy regulations. You can find more about this in our privacy statement: <https://transoftsolutions.com/privacy/>

What are your Service Level Guarantees?

Our Service Level Guarantees can be reviewed in our Software License Agreement in Schedule “E” Service Level Warranty. <https://www.transoftsolutions.com/sla/>

The My Transoft Solutions Portal is guaranteed 99.9% uptime.

Our Recovery Point Objective and Recovery Time Objective for the portal are 24 hours.

This only affects the ability to deliver license data. In the unlikely event of a failure to our system, we have several alternatives in place:

1. If the software has been issued a license already and the Portal can't be contacted, the software will run offline for a set duration (30 days for USL, allocated TSLs will continue to operate) which will keep customers active through the downtime. <https://helpdesk.transoftsolutions.com/hc/en-us/articles/360042196794-When-and-how-often-do-users-have-to-login-to-use-the-software>
2. If customers continue to have issues, our support team can issue a temporary on-premises license option upon request.

***Note:** Be sure to also check the SLA Special Terms (same link) to see if there are any variations to the Service Levels for a particular product.

Technical Questions

Where is the licensing data hosted?

We host the My Transoft Portal on Google Cloud Platform. Our data centers are in Canada, Belgium and Japan and the data is replicated between them to provide high availability and regional performance. We chose these data centers because they are all GDPR adequate countries.

***Note:** In 2025 we will be releasing a separate USA specific version of the My Transoft Portal. This will be the default location for USA specific customer licenses when it is available. Existing customers in the USA must request to transfer their licenses to the USA region through our technical support team so that we can smoothly transition their deployment without any interruptions.

Is there any inbound communication required from the Internet to the workstation?

No, only regular, outbound (https, port 443) internet traffic is required.

Is data encrypted in transit and at rest?

Yes, all data is communicated from the workstation to the server using https (TLS 1.2 or greater). All data is stored encrypted at rest (AES256).

Do you support Single Sign-on (SSO)?

Yes, we support SSO using SAML2. You can configure SAML to work with your identity provider of choice in the My Transoft Portal. The details on configuring SAML including what settings to use can be found here: https://onlinehelp.transoftsolutions.com/installation/en/1-0/Using_Single_Sign-on_Authentication.html

Do you support SCIM User Provisioning?

Yes, once you've set up SSO, you can also set up SCIM to provision users into the portal automatically. We support User Provisioning and also Group-to-License provisioning using SCIM Groups. The details on configuring User Provisioning can be found here: https://onlinehelp.transoftsolutions.com/installation/en/1-0/Using_Single_Sign-on_Authentication.html#To_Set_Up_User_Provisioning

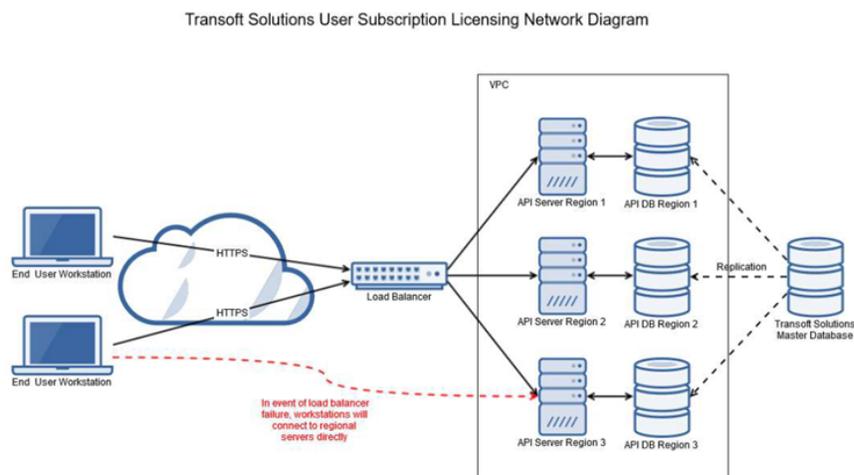
Do you support Multi-factor Authentication?

Yes, in the portal, your assigned administrators can enable Multi-factor Authentication for the entire account. This will require end users to register a TOTP app and use it whenever they need to login to the portal. Note that Multi-factor authentication is not required when logging into the software. If you want that, we recommend setting up SSO and enforcing MFA through your Identity Provider logins.

I don't use Single Sign-on, what other options do I have for adding users to my licenses?

You can set up an invitation link in the portal and distribute it to your end users for them to self-register for licenses. You can also manually add users in My Transoft Portal under the Admin -> Users page. Alternately, you can contact our support team (support@transoftsolutions.com) and do a bulk import from a CSV file.

Can I have a network diagram of the licensing system?



We have a proxy server filtering our outbound traffic. Will we need to configure anything?

Most likely. If the software cannot contact the My Transoft Portal it will automatically try to detect proxy settings from the system, and if that doesn't work, it will prompt the end user to manually configure the proxy settings.

Sometimes depending on the proxy server and/or firewall configuration it might block licensing requests for other reasons. If that is the case, the customer's IT can add these exceptions to their proxy to permit the licensing traffic:

cloud1.transoftsolutions.com, Port 443 (Primary Licensing Server)
cloud5.transoftsolutions.com, Port 443 (Redundant Licensing Server)
online-auth.transoftsolutions.com, Port 443 (Update Notifications / Error Reporting)

My company uses strict security policies which includes only supporting specific browser agents for internet access or single sign-on. Will end users have issues accessing their license?

By default, the software uses the Chromium Embedded Framework Browser that is shipped with the software for logons. If the customer finds this is being blocked, technical support can provide a registry value that will default to the System Browser.

License Usage Questions

Can users access the license from more than one location?

Yes, both USL and TSL permit a single authorized user to access the license from more than one location (Eg. home and office). However, it is not permitted to share credentials between two authorized users, and the system will not permit you to use the software in two locations at the same time.

What are reassignments in a User Subscription License?

User Subscription Licenses are meant to be annual licenses assigned to a single person and are not meant to be shared between different people throughout the year on a project-by-project basis. However, when an employee leaves the company or changes roles, someone will need to take over. To enforce this restriction, we limit the number of reassignments (Assigning a license from one user to another) with a reassignment quota. Once the reassignment quote has been reached, the licenses will no longer be transferable. If you need to transfer it at that time, you should reach out to your account manager for options.

There are scenarios where you can reassign a license freely:

1. If the license has been assigned to a user and they haven't used it within the current term.
2. When the current term rolls over, all licenses can be reassigned freely until the end user has used the software.

What are the limitations of a Team Subscription License?

The team subscription license is a pool of licenses that can be used by any user on a first-come, first-served basis. The limitation is that once a user accesses the software, the license is dedicated to them for 24 hours. After 24 hours, the license will automatically be released and will be available for another user. If you find that all of the available TSL seats have been assigned and your end users are receiving denials, you should reach out to your account manager for options.