

## General Guidelines

### What is a Software Licence?

When you purchase software you will receive permission from the copyright holder to use the computer software.

**This is what is called a software licence.**

Licences can take many forms and cover many uses. It is essential that you carefully read the licence agreement that comes with the software you have purchased and that you are aware of licensing implications before you install the software. Beware – some software publishers use different terminology from others and this can lead to confusion.

At no time do you own the software. When you purchase software you are purchasing the right to use this software.

You should be aware that LT Scotland operates a number of licensing schemes where LT Scotland is issued with the publisher's official licence certificate. LT Scotland holds this on behalf of Scottish education.

### Risks of Using Illegal Software

There are a number of 'risks' you run when you use illegal software. To help you understand these risks we have listed some of the possible risks with their possible consequences.

The risks to yourself and your school include:

- You could face criminal charges.
- You may be fined. This will cost your school/council money.
- The reputation of the school/council is damaged and may suffer from adverse publicity.
- Depending on your council's policy you could face disciplinary action.
- There are operational risks when you do not receive an authentic licence, legal CD-ROM and full supporting documentation.
- You try to install the software on your computer and the software does not install properly or may not run at all!

- You could install the software but when you begin using it, it crashes, losing all your data/work.
- You will not have access to proper technical support as you do not have a valid serial/user number to quote. Imagine being at a crucial stage in your work and something goes wrong; you phone technical support for help and because you have not purchased a legal copy you are not entitled to technical support. You are then on your own!
- You may have no manuals or reference materials to help you use the software to do specific tasks or troubleshoot when the software is up and running.
- You may not be able to recover data in the event of a hardware/software failure.
- You will not have the appropriate serial numbers to quote when you purchase an upgrade.

There are a number of other risks you may face:

- The illegal software may conflict with other legal software you are running and cause the legal software to stop working.
- Data can be corrupted and you could lose a lot of valuable work that may have taken hours or even days for you to input. It may now take you hours or even days to recover your work! Not a happy thought!
- Your computer may have less protection against software viruses.
- If you are using software that has been copied and passed on and then copied by other people, the copy of the documentation that has been passed on to you is likely to be an inferior copy – it may be difficult to read or have pages missing, etc.

## Types of Software Piracy

There are a number of different types of software piracy and to help you we have listed some of the most common ones. Remember, sometimes piracy occurs due to a lack of knowledge. Ignorance is no excuse! To help you avoid piracy in your school it is important that all staff are aware of the issues surrounding software piracy.

**Client Server Piracy** – you have purchased a network licence to run software on 20 computers but you install the software and more than 20 users access it.

**Counterfeit Software** – is illegally duplicated software that is then sold, directly imitating the legal copy of the software. Beware of these copies: in some cases it may be easy to spot counterfeit software but counterfeiters are becoming more and more clever about counterfeiting software. In this case the buyer is deceived into buying the software, thinking they are buying legal copies.

**End User Piracy** – you have purchased a copy of a software title that allows you to install software on one computer in your school only. It is illegal to then take a copy of the software and install it on another computer either in the workplace or at home.

**Grey Market Product** – when we talk about a ‘grey market product’ this refers to a software product that has been imported or distributed into the UK from outside the European Economic Area without permission.

**Hard Disk Loading** – you have purchased a new computer and the people who have sold it to you have loaded some software on to the computer for you but they do not have the licence to do so.

**Multiple Installation** – you have purchased a single user licence copy of software that allows you to install the software on one computer but you install it on two or more computers!

**OEM** (Original Equipment Manufacturers) – in some cases there will be arrangements made with hardware manufacturers to ‘bundle’ software with the computers they are selling. Depending on the arrangement made with the software publishers it may be illegal for the excess software to be sold without the computer. You can usually tell when these are OEM copies as they do not come in proper packaging.

**Online (Internet) Piracy** – you have been surfing the net and come across some software that you find useful/interesting. You download it to your hard disk without going through the proper procedure to purchase it.

**Upgrade Piracy** – is when you purchase an upgrade licence for a product you do not currently have.

It is also illegal to:

- swap discs/CD-ROMs with colleagues
- make up compilation CD-ROMs where you copy a number of software packages onto one CD-ROM to make a compilation of software
- purchase an upgrade, uninstall the older version of the software but then let someone else use it.

## How Do I Recognise Illegal Software?

Some people who pirate software invest a considerable amount of time and money making it look as 'real' as possible. While it can be very difficult to spot illegal software there are some 'giveaway' signs that you should be on the lookout for.

To help you we have listed some of the more obvious ones. If you come across any software that falls into any of these categories, this should be enough to make you ask the question – is it legal?

- You receive a master CD-ROM that has a handwritten label.
- You receive an offer that is too good to be true – it usually is, but there may still be no supporting documentation, for example licence, serial number, etc.
- No publisher's trademark. Sometimes this may include a holographic label.
- The CD-ROM has a compilation of software copied onto it.
- The print quality of the CD-ROM label, insert sleeve and documentation is of a poor quality.
- You should check the logo on the packaging – cheap foreign imports may have spelling errors!
- There is no packaging – arrives in a plastic bag, no box, etc.
- You have problems installing the software.
- The software packaging looks as though it has been tampered with.
- The software packaging has been opened.

**Use your intuition – if it doesn't feel right, then it's probably not!**

## Doing a Software Audit

### Why do a software audit?

There are many reasons for doing a software audit, not least to give you a snapshot of what software is installed on all your computers. From this snapshot you will be able to determine if:

- all your software is legal and if not, what remedial action you will have to take
- you want to standardise on a specific version of a particular software package
- you want to remove software that is now out of date or no longer needed – this could free up space on hard disks
- you want to deploy that software in another part of the school.

### The auditing process

When you are preparing to do your audit there are a number of steps we suggest that you consider.

#### STEP ONE - PRE-AUDIT

Tell staff that you are going to do an audit and not to move any computers until it has been completed! Get all your licences, licence confirmations, master CD-ROMs, manuals, and other materials together and start to pull together an inventory of what you already have. You should also ensure that you record your serial numbers as these will be needed when you upgrade your software and if you need technical support. You may at this point wish to look to see if all your materials are originals.

Decide what information you are going to record. We have listed the information we suggest you record relating to your software.

**Product Name** – this is the name of the software. There may be a software package with a very similar name. Make sure they are not confused with each other.

**Publisher** – this will be handy if you have two titles that are very similar in name and will be helpful if you 'are not legal' and wish to purchase legal copies or to check what you have purchased. Remember you may not have purchased the software directly from the publisher but from a reseller. This is a good reason for keeping your invoices/orders centrally!

**Version Number** – this will be very important if you want to standardise on a specific version of software. It may also be that different versions of the same software are not compatible. If this is the case you may have problems reading data in earlier versions of the software. You will need to know the version number if you wish to purchase an upgrade licence at some point.

**Serial Number** of the software – again this is important. You should be able to use the serial number to ‘tie up with’ the software licence. You may have to quote the serial number when seeking technical help if the publisher provides one. If you do not have the serial number you may forfeit your right to free technical support and may have to end up paying for it!

**Platform** that the software is licensed to run on. A large number of CD-ROMs are dual platform. It is likely that you will be licensed to run the software on one platform only.

**The location of each computer.** There is no point in knowing what software is on which computer if you do not know where the computer is! This will also help to ensure that the software licences you have are deployed in the most appropriate areas.

## STEP TWO - DOING THE PHYSICAL AUDIT

There are a number of software tools that can help you with your software audit. They are designed to search your computer and identify software that has been installed. Alternatively, you may have to ‘audit’ every computer individually.

## STEP THREE - CONSOLIDATION OF INFORMATION

You need to compare the information you collated on the software that you have purchased and recorded with the results of the physical audit.

## STEP FOUR - ACTION REQUIRED

Now that you have consolidated the information from the physical audit you may be faced with some decisions. These could be:

- action to address any shortfall in licences
- removal of software from computers
- redeploying software – remove software from one computer where it is not used and install it on computers where it will be used
- standardising on a specific version of software.

Now that you have done your software audit we suggest that you don’t let all that hard work go to waste. When your school buys more software make sure you record all the details of the new software and where it is deployed.

## Management of Software Licences

Software licences are an asset and should be managed as such. To help you manage them and keep legal we suggest that you consider the following:

- When new software is purchased make sure that it is recorded – this will be especially helpful when you come to do a software audit or a spot check on the software that is installed on a computer.
- Similarly when you purchase a brand new computer it may come with software preinstalled. Make sure you record the software that is installed. This will help when you have to reconcile your licences.
- Appoint someone to be responsible for the software being used on your computers. This may be easier to manage for a primary school but in a secondary school you may want department heads to be responsible for the software installed on the computers in their own department and then report to the person with overall responsibility for licensing in your school.
- Implement a software installation and usage policy across your school. Make your teachers aware of the policy and get them to follow it!
- When you receive your software, make sure you get the original licences, disks/CD-ROMs and documentation. Also ensure you get all the licences you have purchased. If you do not receive them go back to your supplier and ask for them. Remember, it is you who are responsible for ensuring the school is legal!
- Keep the licences, disks/CD-ROMs and documentation centrally. This way they are easier to access and will not get lost! Make people sign them out if they want to borrow them. This way you will know where they are at all times.
- Do 'spot checks' on computers on an ad hoc basis. Do an audit on a computer unannounced.
- Do an unannounced software audit on a computer at least once a year.
- Now you know what software is installed on your computers, compare this information with your legal licences. Make sure that you read your licences carefully and be aware of how many legal copies of the software you can install.
- If you are in doubt about any licensing issues regarding the software you have, contact your software reseller!
- Managing your software will keep you legal and make the best use of your resources.

## Checklist for Ordering Software

To help you stay legal here are some suggestions on what you should do when you purchase software.

- Make sure you purchase software from a reputable supplier. There are many unscrupulous suppliers who want to sell you counterfeit software and who do not care about the consequences. Others may be unaware that they are reselling illegal software.
- Check the format of the CD-ROM. Is it for Macintosh or Windows? You can purchase CD-ROMs that are dual platform. However, you have to state if your licence is for Macintosh or Windows. Under some schemes you will need a serial number to use the software. If you get the Macintosh serial number it will not allow you to run the software on a Windows machine and vice versa. If you have a dual platform CD-ROM this does not mean that your single user licence allows you to use it on both platforms.
- Will the software run on your hardware? Some versions may have minimum hardware requirements.
- If you are running an earlier version of the software will the current licence allow you to run it? We call this backward compatibility.
- Have you calculated the total number of computers that you want to install the software on?
- Do you need to purchase a CD-ROM to install the software? Some licence schemes require you to purchase a separate licence, CD-ROM and manual. You should be aware that CD-ROMs and manuals are not supplied in excess of licences purchased.
- If you are purchasing an upgrade have you included your serial number?
- Network software – do you need a licence for every computer linked to the network? Is the network licence for concurrent users – you may have 40 computers on your network but you only need to run the software on five at any one time? You could purchase a five-user network licence. If a sixth person tries to access the software they will be unable to do so.
- Do you need client access licences? These are licences that allow your computers to access the server.
- Depending on the scheme you are ordering under you may have to include information such as
  - number of computers
  - number of staff or full-time equivalents
  - number of pupils.

## Software Distributed to Scottish Schools under National Grid for Learning (NGfL) Scotland

Since 1999, Learning and Teaching Scotland has distributed a range of complimentary educational software to schools through funding from the National Grid for Learning Scotland. Schools across the country received a single user copy of this software. This allowed schools to install the software on a single computer only. The licences that covered the software do not allow multiple installation on computers across your school nor to run the software across your school network.

If your school is running the software on more than one computer then this is illegal use of software. In order for your school to become legal you must purchase additional licences or a network licence.

To help you identify the software that has been supplied to you, here is a list of the titles that have been sent to your school in the past through the above programme.

Assess the Herald	Secondary Schools
Evaluating in Physical Education	Secondary Schools
Healthy Kids – Inside Outside	Primary Schools
Lifeskills – Traveller’s Cheque	Secondary Schools
SCETNet for Geography	Secondary Schools
SCETNet for History	Secondary Schools
SCETNet for Information Systems	Secondary Schools
SCETNet for Mathematics	Secondary Schools
SCETNet for Physics	Secondary Schools
Storybook CD-ROM	Primary Schools
The Serf’s Quest	Primary Schools
Tam o Shanter	Primary and Secondary Schools

You should also be aware that Gaelic versions of the following titles have been distributed to Gaelic medium and teaching schools.

Healthy Kids – Inside Outside

Lifeskills – Smart Spender

Lifeskills – Time and Money

The Serf's Quest

For details on how you can purchase additional licences for any of the above software titles please contact Learning and Teaching Scotland Customer Services on 08700 100 297 or visit our website

[www.LTScotland.org.uk](http://www.LTScotland.org.uk).

## Digital Resources for Scottish Schools

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The Scottish Executive Education Department (SEED) approved funding through the National Grid for Learning initiative to make a range of digital resources available to Scottish education. The Digital Resources for Scottish Schools programme is being managed by Learning and Teaching Scotland. This software was distributed directly to schools by LT Scotland or by local councils. The schools who received the software directly from LT Scotland will have received a specific number of licences and these are detailed below. Please note you can only install the software on the number of computers equal to the number of licences supplied. If you install any of the software programs on a greater number of computers than licences supplied then this is illegal and you must purchase additional licences.

### Software distributed by LT Scotland

#### Primary schools received

Clicker – initial installation pack and 14 additional licences. This allows you to install Clicker 4 on a total of 15 computers at any one time.

Kidspiration – the Kidspiration program CD-ROM, training CD-ROM and five licences. This allows you to install Kidspiration on five computers at any one time.

Inspiration – the Inspiration program CD-ROM, training CD-ROM and 10 licences. This allows you to install Inspiration on 10 computers at any one time.

#### Secondary schools received

Inspiration – the Inspiration program CD-ROM, training CD-ROM and 40 licences. This allows you to install Inspiration on 40 computers at any one time.

Crocodile Chemistry – a site licence for Crocodile Chemistry. This allows secondary schools to install Crocodile Chemistry on as many computers as required in the school.

### Special schools received

Clicker 4 – a single user and two additional licences. This allows you to install Clicker 4 on three computers at any one time.

Kidspiration – the Kidspiration program CD-ROM, training CD-ROM and five licences. This allows you to install Kidspiration on five computers at any one time.

Inspiration – the Inspiration program CD-ROM, training CD-ROM and two licences. This allows you to install Inspiration on two computers at any one time.

### Pre-school establishments not connected to a primary school and partnership nurseries received

Clicker 4 – a single user and two additional licences. This allows you to install Clicker 4 on three computers at any one time.

### Pre-school establishments attached to a primary school received

Clicker 4 – three licences. This allows you to install Clicker 4 on three computers at any one time.

Note: In some cases the software was distributed by the local council and it may have allocated a different number of licences to individual schools. If you are in any doubt about the number of licences you received please contact your local council.

If additional licences are required please contact LT Scotland's Customer Services on 08700 100 297.

Since the distribution of Inspiration and Kidspiration a free upgrade is now available to download from

Kidspiration     [www.taglearning.com/browse/product\\_download.php?pid=73](http://www.taglearning.com/browse/product_download.php?pid=73)

Inspiration     [www.taglearning.com/browse/product\\_download.php?pid=32](http://www.taglearning.com/browse/product_download.php?pid=32)

In 2005, LT Scotland distributed to each local authority an additional 15 Clicker 4 licences for use in Learning Support departments in secondary schools. Local authorities also received a number of additional Clicker 4 licences to be used at the authority's discretion.

In September 2005, secondary schools will receive a site licence for Nuclear Physics by Crocodile Clips.

Open Office 1.1 Gaelic version is available to download for free from [http://ftp.linux.cz/pub/localization/OpenOffice.org/1.1.1/OOo\\_1.1.1\\_Gaelic.zip](http://ftp.linux.cz/pub/localization/OpenOffice.org/1.1.1/OOo_1.1.1_Gaelic.zip)

Alternatively you can request a copy of this software from LT Scotland at a cost of £10.00 to cover administration costs.

## Useful Contacts

Below we have listed the details of all the companies that either have products available under licence or have a special purchasing arrangement through LT Scotland.

### 2Simple

Enterprise House  
2 The Crest  
Hendon  
London NW4 2HN  
Tel: 020 8203 1781

[www.2simple.com](http://www.2simple.com)

### Adobe Systems Europe Ltd

Waterview House  
3 Roundwood Avenue  
Stockley Park  
Uxbridge  
UB11 1AY  
Tel: 020 8606 4000

[www.adobe.com](http://www.adobe.com)

### Apple

2 Furzeground Way  
Stockley Park  
Uxbridge  
UB11 1BB  
Tel: 020 8218 1000

[www.apple.com/uk](http://www.apple.com/uk)

### Cambridge Hitachi

University Printing House  
Shaftesbury Road  
Cambridge  
CV2 2BS  
Tel: 01223 325013

[www.cambridge-hitachi.com](http://www.cambridge-hitachi.com)

### Channel 4

124 Horseferry Road  
London  
SW1P 2TX

[www.channel4.com/learning](http://www.channel4.com/learning)

### Corel

Sapphire Court  
Bell Street  
Maidenhead  
SL6 1BU  
Tel: 01628 589800

[www.corel.com](http://www.corel.com)

### Crick Software

Crick House  
Boarder Close  
Moulton Park  
Northampton  
NN3 6LF  
Tel: 0845 1211691

[www.cricksoft.com](http://www.cricksoft.com)

## Useful Contacts

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### Digital Workshop

42044 North Bar  
Banbury  
Oxon  
OX16 0TH  
Tel: 08700 120 2185

[www.digitalworkshop.com](http://www.digitalworkshop.com)

### Don Johnston

18/19 Clarendon Court  
Calver Road  
Winwick Quay  
Warrington WA2 8QP  
Tel: 01925 256500

[www.donjohnston.com](http://www.donjohnston.com)

### eWord Development

37 Angas Street  
Adelaide  
SA 5000  
Australia  
Tel: 00 11 61 88112 3400

[www.eword.com.au](http://www.eword.com.au)

### FileMaker International Ltd

Technology House  
Meadowbank  
Furlong Road  
Bourne End  
Bucks  
SL8 5AJ  
Tel: 01628 534100

[www.filemaker.com](http://www.filemaker.com)

### Granada Learning

Granada Television  
Quay Street  
Manchester  
M60 9EA  
Tel: 0845 602 1937

[www.gradalearning.co.uk](http://www.gradalearning.co.uk)

### Heehaw Publishing

8(b) St Vincent Street  
Edinburgh  
EH3 6SH  
Tel: 0131 477 0772

[www.heehaw.co.uk](http://www.heehaw.co.uk)

### Macromedia Europe Ltd

Orchard Court  
1 Warfield Road  
Bracknell  
Berks  
RG12 2XN  
Tel: 01344 458600

[www.macromedia.com](http://www.macromedia.com)

### Microsoft Ltd

Microsoft Campus  
Thames Valley Park  
Reading  
RG6 1WG  
Tel: 0870 60 10 1000

[www.microsoft.com/uk/education](http://www.microsoft.com/uk/education)

### Nelson Thornes Ltd

Delta Place  
27 Bath Road  
Cheltenham  
Glos  
GL53 7TH  
Tel: 01242 267100

[www.nelsonthornes.com](http://www.nelsonthornes.com)

### Penfriend Ltd

30 South Oswald Road  
Edinburgh  
EH9 2HG  
Tel: 0131 668 2000

[www.penfriend.biz](http://www.penfriend.biz)

### Phoenix Software Ltd

Blenheim House  
York Road  
Pocklington  
York  
YO42 1NS  
Tel: 0870 836 8000

[www.phoenixs.co.uk](http://www.phoenixs.co.uk)

### Pinnacle Systems Ltd

Pinnacle Systems House  
The Grand Union Office Park  
Packet Boat Lane  
Uxbridge  
Middlesex  
UB8 2GH  
Tel: 01895 422003

[www.pinnaclesys.com](http://www.pinnaclesys.com)

### R-E-M

Great Western House  
Langport  
Somerset  
TA10 9YU  
Tel: 01458 253636

[www.r-e-m.co.uk](http://www.r-e-m.co.uk)

### Riverdeep UK Ltd

Richmond House  
Heath Road  
Hale  
Altrincham  
WA14 2XP  
Tel: 0161 925 5630

[www.riverdeep-learning.co.uk](http://www.riverdeep-learning.co.uk)

### Serif (Europe) Ltd

The Software Centre  
12 Wilford Industrial Estate  
Nottingham  
NG11 7EP  
Tel: 0115 914 2000

[www.serif.com](http://www.serif.com)

### Scotsys

10 James Street  
Righead Industrial Park  
Bellshill  
Scotland  
ML4 3LU  
Tel: 01698 846000

[www.scotsys.co.uk](http://www.scotsys.co.uk)

## *Useful Contacts*

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### **Sherston Software Ltd**

Angel House  
Sherston  
Malmesbury  
Wiltshire  
SN16 0LH  
Tel: 01666 843200

[www.sherston.co.uk](http://www.sherston.co.uk)

### **Softease Ltd**

Market Place  
Ashbourne  
Derbyshire DE6 1ES  
Tel: 01335 343421

[www.softease.com](http://www.softease.com)

### **TAG Learning**

25 Pelham Road  
Gravesend  
Kent  
DA11 0HU  
Tel: 01474 537886

[www.taglearning.co.uk](http://www.taglearning.co.uk)

## Notes

# Notes

**Disclaimer**

Although every attempt has been made to ensure the accuracy of the information contained in this guide, LT Scotland and its licensing partners cannot be held responsible for any advice it provides and as such is not liable for any damages caused by a customer's reliance upon the advice.

Please note that the way that licensing schemes operate and the products that are available under them can change from time to time at the discretion of the publisher.



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Tel: 0141 337 5000 Fax: 0141 337 5050

Learning and Teaching Scotland, Gardyne Road, Dundee DD5 1NY  
Tel: 01382 443600 Fax: 01382 443645/6

[www.LTScotland.org.uk](http://www.LTScotland.org.uk) e: [enquiries@LTScotland.org.uk](mailto:enquiries@LTScotland.org.uk)

Price: £7.95