



Frequently Asked Questions: Perpetual License Maintenance & Upgrades

This information applies to existing AccountMate customers with a perpetual software license.

My maintenance is current. What are my options?

If your maintenance is current, you can:

- Renew your maintenance when it comes due.
- Purchase additional perpetual user licenses, modules, and source code (if needed).

My maintenance recently expired. Can I still renew it?

Yes. If your maintenance expired **within the last three months**, you can renew it by paying for the missed maintenance period along with the next 12 months of maintenance.

You will also remain eligible to purchase additional perpetual user licenses, modules, and source code.

My maintenance expired more than three months ago. What happens now?

If you currently have maintenance that expired more than three months ago, the standard maintenance renewal option is no longer available. But you do have until **September 30, 2026**, to get current.

Please contact your AccountMate Solution Provider to review the licensing options available for your account.

If your maintenance remains expired beyond the grace period, you will no longer be eligible to renew maintenance under the legacy perpetual licensing program or purchase additional users or perpetual licenses. Your AccountMate Solution Provider will review the licensing options available for your account.

Can I continue using my perpetual license?

Yes. Your perpetual license remains yours. However, maintaining access to software updates, product enhancements, and technical support requires an active maintenance plan.

Can I still add users or modules?

Customers with active maintenance – or those renewing within the eligible grace period – may continue purchasing additional perpetual user licenses, modules, and source code.



If your maintenance has expired beyond the grace period, your AccountMate Solution Provider can explain the available options based on your licensing status.

Do I need to take action now?

For most customers, no immediate action is required. Simply renew your maintenance when your renewal date arrives.

If your maintenance has already expired, your authorized AccountMate Solution Provider can review your account and explain the quickest path to becoming current again.

Who should I contact if I have questions?

Your authorized AccountMate Solution Provider is the best resource for reviewing your maintenance status, explaining your renewal or upgrade options, and providing account-specific pricing and recommendations.

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