

Atollic announcement – Atollic customer Q&A

Q1: What is the overall impact on the TrueSTUDIO product?

- ➔ The sales of licenses for TrueSTUDIO Pro will cease immediately. No new commercially licensed Pro versions will be released. ST engineering team, who integrated the original TrueSTUDIO development team, is working to deliver a new TrueSTUDIO version exclusively for STM32 developers that will provide the advanced features of TrueSTUDIO-Pro free of charge.

Q2: I am an Atollic TrueSTUDIO-Pro user, what is the impact for me?

- ➔ The version you are using will continue to be functional until the termination of the license period and you will continue to be supported until the termination of the Support and Upgrade Agreement (SUA).

Q3: I am an Atollic TrueSTUDIO-Lite user, what is the impact for me?

- ➔ No change for you. The latest Atollic TrueSTUDIO-Lite v8.1 will remain functional as-is, with same features and MCUs support.

Q4: Will there be a new TrueSTUDIO release in the future?

- ➔ Yes, ST is working to deliver a new TrueSTUDIO version exclusively for STM32 developers that will provide the advanced features of TrueSTUDIO-Pro free.

Q5: Will I be able to extend my TrueSTUDIO-Pro license? How can I access to TrueSTUDIO-Pro features in the future?

- ➔ There will be no extension of the existing TrueSTUDIO-Pro licenses. For STM32 users, please contact sales@atollic.com

Q6: What is the recommended migration path when Atollic TrueSTUDIO for ARM will no longer be updated? Do you recommend another tool?

- ➔ For users of ST target devices: ST is working to deliver a new TrueSTUDIO version exclusively for STM32 developers that will provide the advanced features of TrueSTUDIO-Pro free of charge.
- ➔ Users of non-ST target devices: Please contact your distributor. The available migration solutions are target device specific.

Q7: Can I still put an order for TrueSTUDIO?

- ➔ If you have a valid quotation, please contact your distributor.
- ➔ As of the date of the public announcement from ST (2017-12-12), no new quotations will be issued.

Q8: I have a quotation from my distributor that is still valid, how I am going to handle it?

→ Please contact your distributor.

Q9: I have already purchased Pro licenses in several steps as my team has grown. Now I need another license in an on-going project. Can I still buy a new Pro license?

→ Please contact your distributor or sales@atollic.com

Q10: I must stick to a previous version of TrueSTUDIO to minimize project risk. Can I continue to use this version?

→ Yes, the product remains functional in Pro-mode as long as the license is valid.

→ If you have further questions, please contact your distributor or sales@atollic.com

Q11: How will TrueSTUDIO be supported?

→ Initially, support will remain as it is currently setup: TrueSTUDIO-Pro through direct Atollic email as detailed in the SUA. And for TrueSTUDIO-Lite, support will be based on the forum on the Atollic website: <http://forum.atollic.com>

Q12: I have a project that runs for several years. I require more qualified support than via the forum. For instance, I may wish to share source code under an NDA. How am I going to handle this?

→ Customers will continue to be supported through direct Atollic email as detailed in the SUA, until the termination of the Support and Upgrade Agreement (SUA).

→ Customers already in contact with ST should turn to an ST sales representative or FAE for guidance.

→ If you have further questions, please contact your distributor or sales@atollic.com

Q13: I expect updated version of TrueSTUDIO via the SUA. What is the plan?

→ Since the acquisition by ST, support for new target devices other than ST is no longer possible.

Q14: Will previous TrueSTUDIO versions still be available for download?

→ Yes. The installers for previous TrueSTUDIO versions will continue to be available on the Atollic website.

Q15: Will it be possible to handle license issues for existing customers?

→ Yes, as long as the SUA is valid.

→ If you have further questions, please contact your distributor or sales@atollic.com