Reveal Subscription FAQ

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Trimble Forensics Reveal Subscription Options

As of Reveal version 2.5, we are pleased to announce an additional product offering of term-based subscription licenses in addition to the perpetual (dongle & network) license offerings.

General Information

What are the new subscription plans for Trimble Forensics Reveal?

Trimble Reveal Lite: Value-packed office software for forensic investigators, technicians or professionals who use total stations, GNSS or hand measurements to produce 2D & 3D deliverables.

Trimble Forensics Reveal: Complete office software for forensic investigators, detectives or professionals who use scanning total stations, 3D laser scanners, & UAVs and need tools to perform advanced analysis.

Trimble Forensics Suite: A total package of software for investigators, detectives or professionals who require full flexibility to work with multiple types of geospatial tools and data.

***Click here* to see the feature comparison matrix between the different editions.**

What are the prices for the new Reveal subscriptions?

Please consult with your local Trimble Forensics Distribution Partner or contact us at forensics_sales@trimble.com

I'm an existing Reveal user with a perpetual license, how do I switch to subscription?

Please consult with your local Trimble Forensics Distribution Partner or contact us at forensics_sales@trimble.com

Can the perpetual and subscription licenses be combined?

No, the license options are independent and features or licenses from one does not impact the other.

How is a subscription different from a perpetual license?

Subscriptions are for unique named users and are priced on a yearly or monthly basis. A perpetual software license, on the other hand, is paid for up-front in one lump sum with ongoing yearly maintenance fees to cover upgrades and support. Those maintenance fees typically cost between 15 and 30% of the initial licensing cost. Subscriptions, however, include **all of the maintenance, upgrades, and technical support** in the subscription price –- no need to pay ongoing, hidden fees.

What is a named user?

A named user is a specific account, and therefore a person, who is granted access to an application or service. At Trimble, we utilize a unique Trimble Identity (TID) to identify named users. The subscription is assigned to the Trimble ID, not a hardware serial number or software Key ID, as is the case with the perpetual (dongle & network) license options.

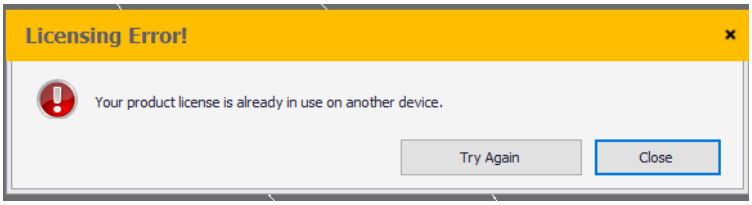
The benefits of using Trimble Identity (TID) are:

- **Affordability**: Everyone who needs the software can use it - allowing your organization to standardize and train standard operating procedures on a single platform.
- **Portability**: Trimble ID based license - online or offline - so no need for dongle or signing out a license.
- **Flexibility**: Purchase what is needed for your department, whether all in one plan or multiple plans.
- **Latest Releases**: Your license is always current so you can utilize the latest enhancements and updates.
- **License Management**: Manage your license versions and user license assignments to optimize your usage all in one place.
- **Security**: Each user has their own Trimble ID ensuring your security and data privacy.

What are the license restrictions of my Reveal subscription?

Subscriptions are for unique named users. Each named user is assigned a seat by their administrator, which **CANNOT** be shared with another user. Each named user must have their own unique Trimble Identity (TID), which is used to associate and assign subscriptions from many different parts of Trimble. In summary, **one person = one TID = one seat of a subscription.**

NOTE: Sharing a subscription assigned to you with another person is a violation of the Trimble Forensics Reveal Software End User License Agreement, Section 2.6 (License Restrictions).



What are the subscription term periods?

Reveal subscriptions are for one (1) year term periods which commence at the time the subscription is activated.

Activation of the Reveal subscription is completed in License Manager by the customer administrator such as team/unit leads. See Subscription Usage and Management below.

Is it possible to mix and match different Trimble Forensics Reveal subscription plans?

Yes, you can have all three offerings within an organization and tailor the licenses to the capabilities of your teams.

For example you could purchase 10x Reveal Lite, 2x Reveal and 5x Forensics Suite, which can then be assigned to the person(s) with the appropriate units: for example, your patrol unit can be assigned Reveal Lite, your crime lab scientists can be assigned Reveal and your reconstruction unit can be assigned the Suite.

Can I downgrade my version of Reveal?

Yes. After your term expires, you can renew the next term for a different version.

Are Reveal dongle licenses still available?

Yes, but for perpetual licenses only. Subscriptions do not support dongles.

Purchasing and Delivery Processes

Is there a different purchasing process for subscriptions?

No. All subscriptions, upgrades and renewals for Trimble Forensics Reveal can be purchased through your local Trimble Forensics Distribution Partner or by contacting Trimble Forensics Sales at forensics_sales@trimble.com.

Cancellation Policy

Credits or refunds are unavailable for portions of a subscription that are cancelled mid-term. Users may elect to cancel a subscription or simply not renew the subscription at the end of the term period.

Subscription Usage and Management

Is an internet connection required to login with Trimble ID and access the subscription license?

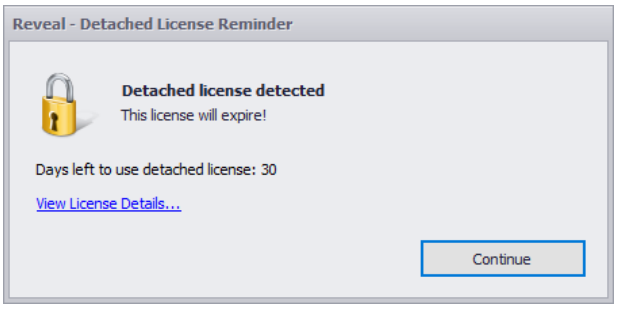
Yes, an internet connection is required to authenticate the Trimble ID and enable the license for the specific user. Once the license is enabled, a continuous internet connection is not required. However please note that it is recommended to use Reveal with an internet connection to enable an automatic verification of the Trimble ID entitlement and license status with the online license server.

A user can operate offline, but will receive in-app reminders to reconnect to the internet when an offline license has expired. See the next question for more information.

What if I know I'll be away from reliable internet access for an extended period?

If Reveal users know that they will be offline or have questionable internet access for an extended period of time, they can operate offline using the "Detached License" mode for up to thirty (30) days without needing to perform a manual check out prior to going offline.

Reveal uses a “token” infrastructure where every time the user’s computer is connected to an internet connection, the software contacts the license server on runtime to obtain the current license information and the “token” is refreshed. A “token” is valid for up to 30 days for offline use. On every Reveal launch, you will be reminded that you are operating in “Detached License” mode. When the offline token expires on the 30th day, Reveal will prompt the user to connect to a network so we can verify current license status. If the user does not reconnect to the internet, the license may be revoked, causing the user to lose access to the software.



How do customers manage their subscription license(s)?

The default license administrator or “license admin” is the individual in your organization who is assigned the subscription from the Trimble Forensics Distribution Partner. An administrator can be an IT Support personnel or your team lead.

The license admin can assign users, and manage other options in the online Trimble License Manager platform (https://license-manager.trimble.com). End users assigned by the license administrator do not have access to the Trimble License Manager platform.

For example, if your unit has new hires or recent retirees, your license administrator can add/remove users as necessary in the License Manager without your having to contact Trimble.

Can a customer change who their license administrator is?

Yes, customers wishing to change their license administrator should contact their Trimble Forensics Distribution Partner. For example, if your administrator is retiring or no longer with your organization, your distribution partner can transfer the subscription ownership to someone else.

When the subscription is nearing expiry or has expired, does the user get notified?

Yes, a reminder/notification system is in place in the software to inform users that their subscription will expire in 60 days. The user is also prompted on every software launch when their Reveal subscription has less than 30 days left before expiring. Additionally Reveal allows a 30 days grace period past expiration. When the 30 days grace period expires, the software will stop working. A renewal is required at this point to keep using the software.

Note: It is recommended that you contact your license administrator or Trimble Forensics Distribution Partner when the first renewal expiry notice shows on the 60 days mark to allow enough time for renewals.

Are there additional fees if the subscription is renewed after it expires?

No. You only need to renew your subscription. Contact your Trimble Forensics Distribution Partner or Trimble Forensics Sales at forensics_sales@trimble.com.

Where can I get help using the software?

The following additional learning resources are available to help you:

- Learn.Trimble.com: Forensics Courses
- Youtube: Trimble Forensics channel
- Reveal User Manual (Languages: ENG, ESP, POR, DEU, CHS)

Does Trimble offer training for the software?

Yes. Contact Trimble Forensics Sales at forensics_sales@trimble.com for your training needs.

For More Information

Please visit the Trimble Forensics Reveal webpage for more information: forensics.trimble.com/reveal

Reveal User Manual (Languages: ENG, ESP, POR, DEU, CHS)
Reveal Editions Comparison Chart/Matrix
Reveal End User License Agreement (EULA)
VIDEO: Getting Started With Your Reveal Subscription License

If you have additional questions please contact your Trimble Forensics Distribution Partner or forensics_sales@trimble.com.

For tech issues with your subscription, please contact Tech Support at +1-888-828-0383 or forensics_support@trimble.com, or visit bit.ly/TFSupport