



COP 3 Documentation

Buy COP - This is how it works

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General

Buy COP - What do I buy?

With the purchase of COP you obtain a non-transferable licence for the unrestricted, i.e. in particular also commercial use of the current version of our software COP at the time of purchase. The licence is not limited in time. By ordering updates & support periods (a one-year period is included in each new licence) you obtain the right to use the latest version of COP available at the end of your last update & support period.

With our web shop we would like to offer you a simple, fast and secure possibility to purchase our software COP for the design of joints in steel constructions. We consider it very important to be able to acquire you as a satisfied customer.

We would like to point out that we also offer a trial version (COP Pro Edition). The trial version is free of charge and without obligation and can be ordered via the web shop (Menu COP | Free trial version). The licence for this is valid for 14 days from activation of the test licence.

To ensure that credit card payments in our web shop can be processed as securely as possible, we have outsourced this part of the web shop to the eCommerce provider Stripe (<https://www.stripe.com>). Stripe is one of the leading transaction processors for cashless payments. Should anything not work as you and we would have wished, we will of course do everything we can to resolve the problems as soon as possible. In such a case, please contact us also personally. You can find our contact details on our website <https://cop.fw-ing.com> and of course also on “www.fw-ing.com”.

This document explains - step by step - how to buy COP on our website <https://cop.fw-ing.de>. Click on “Purchase new licence” in the main menu “Buy”.



Note: If you have already purchased a COP licence and would like to extend your support period for this licence, upgrade the licence or change the type of software protection, click on "Update & Upgrade" in the main "Buy" menu. Here you must select one of your existing licences and then you can select the corresponding options of your order. The update & upgrade process is then almost the same as the process described below for purchasing a new licence.

There are only a few steps to buy COP. You can navigate backwards and forwards at any time using the corresponding navigation buttons on each page. All entries are stored in cookies for 12 hours. This means that you can continue the order process at any time during this period, even if you have closed the browser by mistake, for example.

Step 1 – Choose a product

First select the product you wish to order. To do this, specify the actual licence, which is determined by (1) the edition and (2) the licence type, as well as (3) the update & support period and (4) the type of software protection.

Purchase new license

Please choose your product

Please select your product (edition and licence type) as well as the update & support period and the software protection. All prices are exclusive of VAT.

1. Select edition

COP Lite

from 490 €

The edition includes:

- Simple joints
- Joints in hollow section lattice girders
- EC 3 + National Annexes

COP Pro

The edition includes:

- LITE Edition
- Moment resisting joints
- User defined sections
- Project templates

Every new purchase includes at least a 1-year update & support period. More information is available under the menu point "[Editions](#)".

2. Select licence type

Single user

1 user

1.480 €

Network

1 user

1.930 €

Network

2 user

3.250 €

Network

3 user

4.030 €

Current selection

1. Edition:	COP Pro
2. Licence type:	Network (1 user) 1.930,00 €
3. Updates & support:	1 year 0,00 €
4. Protection type:	Please select one ---
Total amount (net):	1.930,00 €

[Go to checkout](#)

Note: The prices shown in the illustrations are examples and do not constitute an offer. The current prices shown on the website apply.

Scroll down to select the update & support period and the type of software protection.

The prices for your selected product are immediately displayed in the right-hand column "Current selection" as soon as you have selected the licence and the update & support

period. The price of a new licence always includes one year of update and support period.

2. Select licence type

Single user 1 user 1.480 €	Network 1 user 1.930 €	Network 2 user 3.250 €	Network 3 user 4.030 €
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You can find more detailed information about license types under the menu point "[Licensing](#)".
Please [contact us](#) for other network licenses.

3. Updates & support period

1 year incl.	2 years +320,00 €	3 years +580,00 €	4 years +840,00 €
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Your update & support period: 25 Aug 2022 - 26 Aug 2023.
Please [contact us](#) for other update & support periods.

4. Select protection type

Licence file 0 €	Dongle (USB) 60 €
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More detailed information on the [protection types](#).

Current selection

1. Edition:	COP Pro
2. Licence type:	Network (1 user) 1.930,00 €
3. Updates & support:	1 year 0,00 €
4. Protection type:	Dongle (USB) 60,00 €
Total amount (net):	1.990,00 €

[Go to checkout](#)

1. EDITIONS

Two editions are currently available: An edition for pinned joints and hollow section joints in lattice girders (COP Lite) and an edition that extends the Lite edition with moment resisting joints (COP Pro). Further information on the detailed features of the individual editions can be found at <https://cop.fw-ing.com/index.php/editions>.

Note: We are sorry to say that the previously offered free editions can no longer be made available. The scope of the VM Edition (hollow section joints in lattice girders) is now completely included in the Lite Edition. Joint in composite constructions of the AM Edition will be included at a later date.

2. LICENSE TYPE & NUMBER OF USERS

You can choose between a single-user licence and a network licence (for one or more users). A single user licence allows you to use COP locally on one computer. A network licence allows you to use COP within your network from any computer. This also applies to computers connected to the network via VPN. Number of users means here: Number of users who can use COP at the same time, i.e. as soon as a user terminates COP, this licence is available again in the network.

If you purchase a network licence, refer to the COP documentation "Guide for Installation Network Licences" available on the COP website under Support | Documentation.

3. UPDATE & SUPPORT PERIOD

Each new licence includes a one-year update & support period. You can also order updates & support directly for a longer period. In this case you will receive a corresponding discount.

Updates means that you have free access to all new versions of COP within this period. COP has an automatic update checker. If it is activated, COP will inform you about new updates and you can download and install them with a few clicks within COP.

Support means: You have a problem with COP? Contact us by email or phone and we will take care of your problem. Please note, however, that support does not include assistance with the technical realisation of your projects. As a competent design and engineering office, we can of course also advise and support you in this respect. In this case, however, additional costs will be charged.

4. TYPE OF SOFTWARE PROTECTION

COP is protected to prevent illegal copying. Two types are available for software protection:

- Software-based protection ("licence file")

With software-based protection, the software is protected by installing a licence file on the local computer (or on a server in the case of a network licence). Please note that the software-based protection (licence file) is bound to a specific computer hardware and therefore cannot be transferred to another computer. Likewise, this type of protection cannot be used in virtual environments.

Advantage: Since no external hardware is required, the licence cannot be "lost". This can be useful for a laptop, for example, if you want to be mobile.

After downloading the setup file, COP must be installed and started. To request your personal licence file, please select in the main menu "File" the page "Licence", click there on "Request licence..." and follow the instructions of the wizard. Send the licence request file created by this process to us by email. You will then receive a licence file which will be installed on your computer using the licence activation wizard integrated in COP. Please note that the licence file is bound to the computer with which the licence request file has been created.

- Hardware-based protection ("Dongle")

A USB dongle is plugged into the computer (or server in the case of a network licence). The licence is permanently stored in the dongle.

Advantage: The licence can easily be transferred from one computer to another.

When your purchase is complete, we will send you a dongle with your personal licence by post. Then you plug the dongle into a USB port on your computer. After installation of COP, COP will automatically recognise the dongle.

Once you have selected your product, click on "Go to checkout". If you are not yet logged in, you will be prompted to do so. If you have not yet created a user account, you can do so on the right-hand side of the "Login" page.

Step 2 – Edit order data

1 Login 2 Edit order data 3 Check and order 4 Confirmation and download

Account data

You are logged in as [redacted] with the e-mail address [redacted]

[Logout and use a different account for the checkout](#)

Licensee

Please enter the name of the licensee. The licensee is integrated into the software protection and appears on all printouts. The name of the licensee cannot be changed by the user.

Licensee *

Billing Address **Delivery Address**

[Edit](#) [Edit](#)
[Select another billing address](#) [Select another delivery address](#)

Select payment method

Invoice
You will receive your invoice with your order confirmation by email.

Credit Card
The credit card payment process is handled via the payment service provider [Stripe](#) with an encrypted connection.

[Back](#) [Continue](#)

ACCOUNT DATA

Shows your login details. The new licence is assigned to this account. If you want to order an update or upgrade for this licence at a later stage, you must log in again with this account. The billing and delivery address here is the same as the data stored in this account.

Note: Since, for example, in larger companies, a "central" user account may also be used to place all orders, you have the option here of logging in with a different account. All entries for the product are retained. This option is only available when you purchase a new licence. When ordering an update or upgrade, the account cannot be changed during the ordering process without losing the data on the ordered product, as the order refers to an existing licence.

LICENSEE

Please enter the name of the licensee. This will probably be the name of your company. The name of the licensee is permanently integrated into the software protection and appears on every output. The name cannot be changed by the user.

BILLING-/DELIVERY ADDRESS

Select your billing and delivery address here. The data displayed here is the data that you can also edit in the customer area. Missing data can be added here or data that is no longer valid can be corrected.

PAYMENT METHOD

The standard payment method is payment by credit card. However, customers from Germany also have the option of choosing payment by invoice.

Step 3 – Check and order

1 Login 2 Edit order data 3 Check and order 4 Confirmation and download

Order data

Account data

You are logged in as [redacted] with the e-mail address [redacted]

Licensee

The licensee is integrated into the software protection and appears on all printouts. The name of the licensee cannot be changed by the user.

Licensee: My company name

Billing address

[redacted]

Delivery Address

[redacted]

[Edit order data](#)

Product overview

Product	Price
COP Pro - Network (1 user)	1.930,00 €
Updates and support 1 year (25 Aug 22 - 26 Aug 23)	0,00 €
Software protection dongle (USB)	60,00 €
Total net	1.990,00 €
plus 19% VAT	378,10 €
Total amount	2.368,10 €

[Edit products](#)

Payment method

Credit Card

The credit card payment process is handled via the payment service provider [Stripe](#) with an encrypted connection.

[redacted]

By placing an order, you agree to our [General Terms and Conditions](#), [Cancellation Policy](#) and [Privacy Policy](#).

[Back](#) [BUY NOW](#)

This page once again summarises all the data relevant for the purchase. Please check all data carefully. If you wish to change any data, please use the appropriate links to return to the previous pages.

PRODUCT OVERVIEW

The product overview shows all order items that have been included in the order and the corresponding invoice amounts.

PAYMENT METHOD

The payment method you have just selected is displayed again here.

If you are paying by credit card, please enter your card details here. The input field is directly linked to our payment service provider Stripe and the data is transmitted encrypted. The data entered here will not be stored on our website.

CONFIRM “GENERAL TERMS AND CONDITIONS”

To complete the order, you must agree to our "General Terms and Conditions". Then click on "Buy now".

When you pay by credit card, the payment process is started. The server of our payment service provider Stripe communicates with the bank that issued your credit card. You may have to release the payment elsewhere, for example if your credit card is protected by two-factor authentication. After the successful verification of the credit card data, the payment terminal carries out the transaction and sends you an email with the subject "Your Feldmann + Weynand GmbH receipt [#xxxx-xxxx]" with data of your transaction.

Step 4 – Confirmation and download

ORDER CONFIRMATION

The final confirmation page shows your order number. This is also a confirmation that the whole ordering process has been completed and successfully finished. At the same time, a second email with our order confirmation will be sent to you (subject: " COP - Order confirmation (No. COP-xxxxxx-xxxxxx)", sender: Feldmann + Weynand GmbH <sales@fw-ing.de>), which once again contains all the data relevant for the purchase as well as further information on the activation of your personal licence. As an attachment to this email you will also receive your invoice.

If any problems or errors have occurred, a corresponding error page will be displayed with further information what to do in this case.

DOWNLOAD

You can now also download the COP installation file (setup routine). You can do this also later at any time. You will find a corresponding link in your order confirmation email.