

Frequently Asked Questions

NVIDIA Base Command Manager Free License

Does the free license have a limit on the number of nodes, servers or GPUs that can be included in the cluster?

There is no limit for how many nodes or servers can be in the cluster. However, for each server/node/system within the cluster, the free license is available for up to eight accelerators. This free-to-use license is subject to change and doesn't include NVIDIA Enterprise support.

Do I need NVIDIA accelerators to use Base Command Manager to manage my cluster?

No. There are enterprises who use Base Command Manager to manage their CPU-based clusters.

Are there any restrictions regarding who is eligible for the free license?

The free Base Command Manager download license is only available to organizations for their own use. It is not available to organizations, such as cloud service providers, building products or services with Base Command Manager for resale. A corporate email address is required. Personal email addresses or extensions will not be approved.

Is the free license different from the version of Base Command Manager that comes with NVIDIA AI Enterprise?

The functionality of Base Command Manager is the same whether it is acquired through the free license program or through NVIDIA AI Enterprise. NVIDIA AI Enterprise includes a more comprehensive offering for AI clusters since it comes with support for Base Command Manager, GPU Operator, Network Operator, and includes a catalog of AI and data science microservices, libraries, and toolkits.

I applied for the free license but haven't received a response. What should I do?

You should receive a response within two business days of your request. If you don't receive a response within this time frame, please check your email's spam and junk folders. In addition, please note that registration will be denied if you didn't use a corporate/business email address.

I used my personal email address (Google, Yahoo, etc.) and was denied a trial license. What should I do?

You can reapply by filling out the application form again using your corporate email address.

When does the free license expire? Can I extend the free license?

The default term for this license is one year from the date the entitlement is issued and can be renewed annually by requesting the license again [here](#).

Is there a limit to how many times I can extend the free license?

Enterprises can continue to extend the free license as long as the program exists.

Where can I download the Base Command Manager software and drivers?

Once your free licence is approved, Base Command Manager software can be downloaded from [here](#). Product manuals and deployment guides can be found on the Base Command Manager [Documentation Hub](#).

What if I received an email saying I would hear back from NVIDIA, but I never heard back?

Please contact bcm-product@nvidia.com.

How do I purchase support for Base Command Manager software?

To purchase support, contact your authorized [NVIDIA Enterprise Partner](#). This won't include support for GPU Operator, Network Operator, and vGPU. Support for Base Command Manager and these features are included with [NVIDIA AI Enterprise](#) or [NVIDIA Mission Control](#).

Is there community support?

Yes. Community support can be found on [NVIDIA Forums](#). This is not a substitute for Enterprise Support.

I'm an NVIDIA employee. Can I request a free license?

Yes. NVIDIA employees can request a license using the same request page. If you run into issues, please contact bcm-product@nvidia.com.

What if my question isn't covered here or I still need help after reading the FAQs?

Please contact bcm-product@nvidia.com.