

Frequently Asked Questions

Last modified: December 2024

The Presagis entities will no longer be in operation in the near future.

Presagis web site: Just a friendly reminder that the web site <https://www.presagis.com/> is no longer available since the end of December 2024. If you need any information or resources, please contact presagissupport@cae.com.

New Support Contact Emails: Our support contact emails have changed. For ongoing obligations under pre-existing contracts, please use the following new cae.com email addresses instead of presagis.com:

- presagissupport@cae.com instead of support@presagis.com
- presagislicensing@cae.com instead of licensing@presagis.com
- presagiscreator@cae.com instead of creator@presagis.com
- For invoice and billing inquiries, please use presagissale@cae.com instead of salesops@presagis.com.

You can still use the Presagis portal at <https://portal.presagis.com/support/home> until December 31, 2025.

Creator Commercialization: Creator will continue to be commercialized by CAE entities as a standalone COTS product with an independent roadmap and granting of licenses. You can expect new releases to come, with the latest version being 22.0. For any inquiries, you can use presagissupport@cae.com, presagislicensing@cae.com, or presagiscreator@cae.com to contact us.

Embedded Graphics Update: The Embedded Graphics business has been divested to TXT Group, based in Milan, Italy. The following products are now sold, supported, and maintained by TXT:

- UA Accelerator
- UA Emulator
- VAPS
- VAPS QCG
- VAPS XT
- VAPS XT-178 and Cert-Kit
- VAPS XT ARINC 661

Please communicate with TXT via support-eg@pacelab.com. For future inquiries concerning VAPS XT, VAPS Classic, UA Emulator, and UA Accelerator, please use <https://support.pacelab.com>.

All Embedded Graphics products will continue to be sold, supported, and maintained by TXT/PaceLab, with new releases to come. The latest released version is 5.0.

For more details, you can read the press release from TXT: [Press Release from TXT](#).

Terra Vista has been divested to AGENIUM: The following products are now sold, supported, and maintained by AGENIUM:

- Terra Vista
- Terra Vista Backend
- Terra Vista Builder
- Terra Vista DART
- Terra Vista Pro
- APT for Terra Vista

All contracts and agreements related to the above-mentioned Terra Vista products have also been transferred to Agenium. Read the press release: [Press Release from Agenium](#).

Please communicate with AGENIUM with the following emails:

- sales.tv@agenium.com for all commercial questions
- tech.tv@agenium.com for all technical support questions
- help@agenium.com for all support questions