

ARCSERVE® UNIFIED DATA PROTECTION

Arcserve Unified Data Protection (UDP) combines industry-proven disaster recovery, backup and true global deduplication technologies into an all-in-one solution that delivers every data protection capability you need and the complexity you don't. Powered by heterogeneous, image-based technology that protects to and from any target, it unifies enterprise-ready features without the complexity of traditional enterprise solutions.

ARCSERVE UDP EDITIONS

FEATURES & CAPABILITIES	FREE	WORKSTATION	STANDARD	ADVANCED	PREMIUM	APPLIANCE
Image-based backup of Windows	✓	✓	✓	✓	✓	✓
Bare-metal recovery, including support of UEFI and Secure Boot	✓	✓	✓	✓	✓	✓
Unified web-based central management		✓	✓	✓	✓	✓
Global, source deduplication		✓	✓	✓	✓	✓
WAN optimization		✓	✓	✓	✓	✓
Virtual Standby to vSphere and Hyper-V		✓	✓	✓	✓	✓
Basic tape backup (migrate UDP recovery points to tape, single tape drive support)		✓	✓	✓	✓	✓
Image-based backup of Linux			✓	✓	✓	✓
Agentless backup of vSphere and Hyper-V			✓	✓	✓	✓
Backup from UNC Path (CIFS/NFS)			✓	✓	✓	✓
Automatic VM protection for vSphere and Hyper-V				✓	✓	✓
Instant VM to vSphere and Hyper-V				✓	✓	✓
Virtual Standby and Instant VM to Amazon EC2 and Azure				✓	✓	✓
Microsoft SQL support, including CSVFS support and point-in-time recovery		SQL Express only		✓	✓	✓
Microsoft Exchange support, including granular recovery				✓	✓	✓
Support for Oracle Linux UEK (Unbreakable Enterprise Kernel)				✓	✓	✓
Agentless backup of Nutanix AHV VMs					✓	✓*
Instant VM on Nutanix AHV					✓	✓*
Virtual Standby to Nutanix AHV					✓	✓*
Automatic VM protection for Nutanix AHV					✓	✓*
Assured Recovery tests for SLA reports					✓	✓*
Full tape backup (multiple tape drive libraries, NDMP, CIFS backup & broad platform support)					✓	✓*
HPE 3PAR, Nimble, NetApp hardware snapshots for vSphere					✓	✓*
VSS hardware snapshot support					✓	✓*
Role based administration					✓	✓*

* Arcserve Appliances are shipped with the UDP software editions depending on the appliance model. Optional edition upgrades and software add-ons are available. Please refer to the Arcserve Appliance documentation for more details.



ARCSERVE OFFICE 365 PROTECTION

Arcserve UDP supports protecting Microsoft Office 365 Exchange Online emails, SharePoint documents and OneDrive for Business.

- Arcserve UDP for Office 365 licenses are available as one and or three-year subscription user packs of 10, 50, 100, 500, 1000, 2500, 5000 or any combination of above.
- These licenses can be used standalone or be combined with socket-based or per-OS licenses of UDP (any edition).
- Arcserve Appliances and Arcserve UDP capacity (per TB) licenses of any edition include backup of unlimited Office 365 users to their licensed appliance or storage capacity – no additional subscription required.

Arcserve UDP for Office 365 subscriptions are edition-agnostic, and a complete Office 365 protection functionality is included. Arcserve UDP for Office 365 subscriptions are also not version-specific, and customers with active subscriptions are entitled to a free upgrade to new versions of Arcserve UDP.

ARCSERVE UDP LICENSING OPTIONS

Arcserve UDP editions can be licensed per socket, per OS-instance or per-TB:

LICENSING OPTION	WORKSTATION	STANDARD	ADVANCED	PREMIUM
Instance-based (per OS instance)	✓	✓	✓	
Socket-based (per CPU socket)		✓	✓	✓
Capacity-based (per front-end TB)		✓	✓	✓
Appliance (per target appliance)			✓	✓

Notes:

- **The socket-based licensing option** supports physical servers, virtual hosts and cloud virtual machines.
 - In public clouds, including Amazon AWS and Microsoft Azure, virtual CPUs count the same way as CPU sockets on physical servers, regardless of the number of the virtual cores.
 - NAS and other systems protected remotely via NDMP protocol by Arcserve Backup count one socket per each NAS/system node.
- **VMware Essentials, Windows Server Essentials and Windows SBS** are special licensing variants in instance-based and socket-based licensing options, and are available in Standard, Advanced and Premium editions. Socket-based licenses for Essentials and SBS editions are limited to a maximum of six per customer.
- **Workstation Free** edition allows backup and recovery of individual workstations to external drives and shared folders and does not require a license.
 - The trial version of Arcserve UDP, installed on Windows 7, 8, 8.1 and 10 will automatically convert to the Workstation Free edition upon expiration of the trial period.
 - A full license is required for centralized management, global deduplication, virtual standby and basic tape backup of workstations.
- **Workstation** licenses are available in packs of 5, 10, 25, 50, 100, 500 or any combination of these; support only Workstation OS; include SQL Express support.



- **Premium Edition** licenses allow the use of Arcserve UDP software and Arcserve Backup software, including protection of supported platforms and integration between products, according to the same conditions as for any other edition or licensing program. For example:
 - 20x “Arcserve UDP 7.0 Premium Edition - Socket” licenses allow the use of Arcserve UDP software, Arcserve Backup software, or a combination of both to protect systems with up to 20 CPU sockets total, including storing copies of UDP recovery points of those systems to tape devices.
 - 25x “Arcserve UDP 7.0 Premium Edition - Managed Capacity per TB” licenses allow the use of Arcserve UDP software, Arcserve Backup software, or a combination of both to protect up to 25 TB of total source data, including storing copies of UDP recovery points of this data to tape devices.
 - Arcserve Appliances with a UDP Premium Edition allows the use of either Arcserve UDP software, Arcserve Backup software, or a combination of both to protect an unlimited number of systems and amount of source data, provided the backups are stored on the licensed appliance. The backups from the licensed appliance can be later copied to the tape devices connected to the same appliance.
- **Office 365 licenses** are included in capacity-based and appliance licenses; optionally available for other licenses in one and or three-year subscription user packs of 10, 50, 100, 500, 1000, 2500, 5000 or any combination of these.
- **All licenses** within the same environment must be of the identical edition. For example, for your environment you can get 20x Premium Edition licenses or 20x Advanced Edition licenses, but not a combination of both.
- **Instance-based** and **socket-based** licenses of the same edition can be concurrently used in the same environment. If the environment has available, unassigned licenses of both types, the following will apply:
 - **Socket-based** licenses will be automatically assigned to the unlicensed virtual hosts on the first agentless VM backup from those hosts, and on the first agent-based backup of VMs assigned to those hosts.
 - **Instance-based** licenses will be assigned upon the first backup of the unlicensed physical machines, CIFS/NFS shares, as well as upon the first agent-based backup of the VMs not assigned to a specific virtualization host.
- **Capacity-based** licenses are exclusive to the specific customer environment and cannot be used concurrently with socket-based or instance-based licenses.
- **Arcserve Appliances** are licensed per their storage capacity and do not restrict the number of source systems, servers or amount of data backed up to the licensed appliance. Backups from the licensed appliance can be later copied to the tape devices connected to the same appliance.



ARCSERVE UDP LICENSING PROGRAMS AND SKU TYPES

Two licensing programs are available:

1. **Open License Program** – available to all commercial organizations
2. **Government License Program** – available only to government organizations

In both programs, the following SKU types are available:

SKU TYPE	DESCRIPTION	EXAMPLE
License	Base license of software	Arcserve UDP 7.0 Premium Edition - Socket - License Only
Upgrade	Upgrade from previous versions of Arcserve UDP to version 7.0 or from competitive products	Arcserve UDP 7.0 Premium Edition - Socket - Competitive/Prior Version Upgrade License Only
Crossgrade	Upgrade from lower-priced editions and other Arcserve products to UDP	Arcserve UDP 7.0 Premium Edition - Socket - Crossgrade-Between-Different-Products License Only
New Maintenance 1y	One-year maintenance for new purchases of base licenses	Arcserve UDP 7.0 Premium Edition - Socket - One Year Enterprise Maintenance - New
New Maintenance 3y	Three-year maintenance for new purchases of base licenses	Arcserve UDP 7.0 Premium Edition - Socket - Three Years Enterprise Maintenance - New
Renewal 1 year	One-year maintenance renewal	Arcserve UDP Premium Edition - Socket One Year Enterprise Maintenance - Renewal
Renewal 3 years	Three-year maintenance renewal	Arcserve UDP Premium Edition - Socket Three Years Enterprise Maintenance - Renewal

ARCSERVE UDP SOCKET-BASED LICENSING

The socket-based licensing option allows you to protect a physical computer and an unlimited number of virtual machines on the same computer. The number of socket-based licenses should be equal to the number of populated CPU sockets in the system, with unlimited number of cores per CPU socket included.

For example, a virtual host server with four sockets on the motherboard and only two CPUs installed will require **two socket-based licenses of UDP**.

Socket

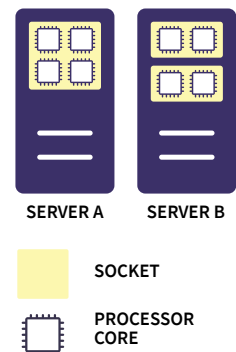
With socket-based licensing, a socket is a populated Physical Processor (CPU) located on the device/hardware being protected.

For example, Server A, running **one** quad-core CPU installed in a single physical CPU socket will only require **one** socket-based license.

Server B, running **two** dual-core CPUs installed in two physical CPU sockets will require **two** socket-based licenses.

There is no limit on the “cores” (the logical microprocessors in a physical microprocessor) per socket.

An empty socket without a processor does not require a per-socket license.



Socket-Based Licenses for SBS / Essentials

Options for socket-based licenses are available for users of VMware Essentials, Windows Server Essential and Windows SBS.

The following Socket Essentials licenses are available:

- Arcserve UDP 7.0 Standard Edition - Essentials - per Socket (up to six per customer)
- Arcserve UDP 7.0 Advanced Edition - Essentials - per Socket (up to six per customer)
- Arcserve UDP 7.0 Premium Edition - Essentials - per Socket (up to six per customer)

Note: In alignment with OS vendor licensing, a maximum of six Socket Essentials licenses can be purchased by a single organization, regardless of the edition purchased or the location of the system. Any additional systems require regular Socket licenses, even if the protected servers run VMware Essentials, VMware Essentials Plus, Microsoft Server Essentials or Small Business Server.

ARCSERVE UDP INSTANCE-BASED LICENSING

The instance-based licensing option allows you to protect an OS instance on a physical computer or virtual machine. Only Standard and Advanced editions are available:

- Arcserve UDP 7.0 Standard Edition - Server OS Instance
- Arcserve UDP 7.0 Advanced Edition - Server OS Instance
- Arcserve UDP 7.0 Standard Edition - Server Essentials/SBS OS
- Arcserve UDP 7.0 Advanced Edition - Server Essentials/SBS OS

Note: “Server Essentials/SBS OS” instance-based licenses support only Microsoft Server Essentials and SBS systems, and the support of VMware Essentials is only available with per-socket licensing.

There are no restrictions on the number of units for instance-based licenses of “Server Essentials/SBS OS” editions.

ARCSERVE UDP CAPACITY-BASED LICENSING

The Arcserve Managed Capacity Program (MCP) includes a capacity-based licensing model that allows you to protect a purchased number of front-end terabytes of data on an unlimited number of systems.

The licenses are available in Standard, Advanced, Premium and Premium Plus editions, and the following tiers of **total** data protected:

- 1 TB
- 2-5 TBs
- 6-15 TBs
- 16-25 TBs
- 26-50 TBs
- 51-100 TBs
- 100+ TBs

For example:

For a customer to protect 8 TBs of file server data and utilize full tape backup capabilities, 8x units of “Arcserve UDP 7.0 Premium Edition - Managed Capacity per TB between 6 - 15 TB” plus maintenance would be required.

To protect an additional 10TBs, the customer would buy 10x more copies of “Arcserve UDP 7.0 Premium Edition - Managed Capacity per TB between 16 - 25 TB License Only,” as the total amount of protected data is now 18TB.



ARCSERVE UDP UPGRADES

Version Upgrades

OPTION	CURRENT LICENSE	UPGRADE ENTITLEMENT (1:1)
Socket-based	Arcserve UDP v6.5/v6/v5 Standard Edition (per socket)	Arcserve UDP 7.0 Standard Edition (per socket)
	Arcserve UDP v6.5/v6/v5 Advanced Edition (per socket)	Arcserve UDP 7.0 Advanced Edition (per socket)
	Arcserve UDP v6.5/v6/v5 Premium Edition (per socket)	Arcserve UDP 7.0 Premium Edition (per socket)
	Arcserve UDP v6.5/v6/v5 Premium Plus Edition (per socket)	Arcserve UDP 7.0 Premium Plus Edition*
Capacity-based	Arcserve UDP v6.5/v6/v5 Standard Edition (per TB)	Arcserve UDP 7.0 Standard Edition (per TB)
	Arcserve UDP v6.5/v6/v5 Advanced Edition (per TB)	Arcserve UDP 7.0 Advanced Edition (per TB)
	Arcserve UDP v6.5/v6/v5 Premium Edition (per TB)	Arcserve UDP 7.0 Premium Edition (per TB)
	Arcserve UDP v6.5/v6/v5 Premium Plus Edition (per TB)	Arcserve UDP 7.0 Premium Plus Edition* (per TB)
Instance-based	Arcserve UDP v6.5/v6/v5 Standard Edition (per OS instance)	Arcserve UDP 7.0 Standard Edition (per OS instance)
	Arcserve UDP v6.5/v6/v5 Advanced Edition (per OS instance)	Arcserve UDP 7.0 Advanced Edition (per OS instance)

- Customers with maintenance are entitled to receive version upgrades free-of-charge through Arcserve’s website at www.arcserve.com or by calling customer care.
- Arcserve UDP 7.0 Premium Plus Edition is only available to existing customers with Arcserve UDP v6.5/v6/v5 Premium Plus edition.
- Customers with expired maintenance must purchase version upgrade SKUs with new maintenance.

Premium Plus Edition

Arcserve UDP 7.0 Premium Plus Edition is only available to customers with Arcserve UDP Premium Plus licenses of previous versions of Arcserve UDP and under current maintenance.

These customers are entitled to:

- Access all features of Arcserve UDP 7.0 Premium Edition within the scope of their licensing option, and the features that were available to them in Arcserve Replication and High Availability (RHA).
- Renew their Premium Plus edition maintenance.
- Receive free version upgrades of Arcserve UDP and Arcserve Replication and High Availability (RHA) throughout their active maintenance period.
- Purchase additional Premium Plus edition licenses to protect new systems and workloads in their environment.

For new customers requiring high availability capabilities, separate Arcserve RHA licenses are required.

Edition Upgrades

Customers who want to upgrade to a higher Arcserve UDP edition can purchase the respective Arcserve UDP edition crossgrade SKUs. Note that all licenses within the same environment must be of the identical edition, and therefore all licenses in the same environment must be upgraded simultaneously.

For example: A customer with “Arcserve UDP 7.0 Advanced Edition – Socket” can upgrade to a Premium edition by purchasing “Arcserve UDP 7.0 Premium Edition - Socket - Crossgrade-Between-Different-Products License” for all licenses in their environment.



Crossgrades

Customers who have the following Arcserve Backup licenses under current maintenance can crossgrade to Arcserve UDP using Arcserve UDP edition crossgrade SKUs:

- Arcserve Backup Components (Base/Agents/Options)
- Arcserve Backup Modules (File/Database/email/Application)

For example: A customer with “Arcserve Backup for Windows Application Module” SKU on a physical server with one socket can crossgrade to Arcserve UDP using the following SKUs:

- Arcserve UDP 7.0 Premium Edition - Socket - Crossgrade-Between-Different-Products License Only
- Arcserve UDP 7.0 Premium Edition - Socket - Three Years Enterprise Maintenance – New

Downgrades

Customers can request downgrades to a previous version of the product via a form on Arcserve’s website www.arcserve.com or by calling customer care.

ARCserve UDP MAINTENANCE

Maintenance is a subscription-based service add-on for all perpetual licenses that allow customers to receive free upgrades to new versions of UDP, as well as access to Arcserve’s support services throughout the duration of their maintenance period.

Maintenance for UDP is not included in base licenses and must be purchased separately. Generally, your quotation includes a separate line item for maintenance. For example:

1. Arcserve UDP 7.0 Premium Edition - Socket License Only
2. Arcserve UDP 7.0 Premium Edition - Socket Three Years Enterprise Maintenance - New

Maintenance Renewal

Customers whose maintenance is expiring soon should renew their maintenance by purchasing the Arcserve UDP renewal SKUs.

For example: A customer with “Arcserve UDP Standard Edition – Socket” should purchase “Arcserve UDP Standard Edition - Socket Three Years Enterprise Maintenance – Renewal.”

Arcserve will notify customers within 90 days of their maintenance expiration. In some instances, reminders may also be sent within 60, 45, 30, and 15 days of maintenance expiration and again 30 days after expiration, depending on the region.

Maintenance for Upgrades and Crossgrades

Customers who upgrade their edition or crossgrade their product must purchase a crossgrade SKU with a new maintenance.

For example: A customer upgrading to “Arcserve UDP Premium Edition – Socket License” should purchase the following to continue receiving free upgrades to new versions of UDP and access to Arcserve’s support services after the upgrade:

1. Arcserve UDP Premium Edition - Socket License Only Crossgrade-Between-Different-Products License
2. Arcserve UDP Premium Edition - Socket Enterprise Maintenance - New



Expired Maintenance

Once the customer's maintenance has expired, Arcserve gives:

1. 30 days to backdate a one-year renewal
2. 90 days to backdate a three-year renewal
3. 91+ days after lapse of the maintenance, customers must purchase a version upgrade with new maintenance

The backdate window described above only allows customers to renew the maintenance. Customers with expired maintenance are not entitled for support and free version upgrades during the backdate window. These entitlements will be reinstated from the renewal purchase date.

If the customer's maintenance has lapsed, they must reinstate the maintenance by purchasing a version upgrade SKU with new maintenance. As part of the reinstatement, these customers can also upgrade to the higher edition by purchasing crossgrade SKUs.

Customers with expired maintenance of the following Arcserve Backup licenses can crossgrade to Arcserve UDP using Arcserve UDP edition crossgrade SKUs with new maintenance:

- Arcserve Backup Components (Base/Agents/Options)
- Arcserve Backup Modules (File/Database/Email/Application)

ARCserve UDP SOFTWARE DELIVERY

By default, Arcserve UDP is delivered via Electronic Software Delivery (ESD). Customers receive their license certificates with links to their software downloads and activation details. Arcserve Customer Care can assist customers with ESD.

MORE INFORMATION

Information on Arcserve UDP, a trial version, and other Arcserve solutions can be found on Arcserve's website at www.arcserve.com.

For assistance, please contact Arcserve Customer Care online and submit an online request or call the local phone number indicated on Arcserve's website. You may also join and participate in our Arcserve Global User Community.

ABOUT ARCserve

Arcserve provides exceptional solutions to protect the priceless digital assets of organizations in need of full scale, comprehensive data protection. Established in 1983, Arcserve is the world's most experienced provider of business continuity solutions that safeguard multi-generational IT infrastructures with applications and systems in any location, on premises and in the cloud. Organizations in over 150 countries around the world rely on Arcserve's highly efficient, integrated technologies and expertise to eliminate the risk of data loss and extended downtime while the reducing the cost and complexity of backing up and restoring data by up to 50 percent.



Explore more at arcserve.com