> Arcserve® UDP Licensing FAQ

General

Q.   **How is Arcserve Unified Data Protection licensed?**

A.   Arcserve UDP is licensed per active CPU Socket on protected source machines (for both physical machines or hypervisors). Physical machines can also be licensed per-Server OS Instance. Workstations are licensed per protected Workstations. Alternately, it can be licensed per protected terabyte of raw data being backed up or replicated which is the ideal way to license environments with several terabytes of data.

Q.   **If my CPU has 2 sockets but only 1 is currently occupied by a processor, should I license only 1 per-socket license?**

A.   Yes. Only 1 per-socket license applies in this case.

Q.   **Do any of the Arcserve UDP Editions include file mode protection capabilities (using Arcserve® Backup) and high availability capabilities (using Arcserve® Replication and High Availability)?**

A.   Yes – the Premium Edition provides file-based backup & replication. Premium Plus Edition provides full Replication and High Availability capabilities in addition to the capabilities included in Premium Edition

Q.   **Do the Standard or Advanced Editions which provide "basic tape" include support for multi-drive tape libraries?**

A.   The "Arcserve Backup Tape Library Option" is required for tape libraries with more than a single drive. It is included in the Arcserve® UDP Premium or Premium Editions, or it can be purchased as a stand-alone component.

Q.   **Do the Premium & Premium Plus editions cover both WAN-based HA scenarios as well as local HA scenarios?**

A.   Only the Premium Plus Edition provides WAN-based HA scenarios and local HA scenarios.

Q.   **Do the Standard & Advanced Editions include any Arcserve RHA keys?**

A.   No – they only include RPS Replication which is a standard feature that does not require an additional license key.

Q. **Does Arcserve UDP trial end the moment a license key is applied?**

A. Yes. Although the default trial period is 30 days, if a license key is applied before the conclusion of this 30 day period the trial concludes as soon as a license key is applied.

In order to add additional servers for testing purposes, it will be required to request additional 30 day trial keys from the licensing team.

Q. **Can we mix multiple editions of UDP Socket-based licenses?**

A. Yes. This is supported. For example, UDP Standard Per-Socket keys can be used together with UDP Premium Per-Socket keys on the same Console.

Q. **Does Arcserve UDP Workstation Edition license cover VMware View environments?**

A. The UDP Workstation Edition license covers VMware View environments for Agent-based backups. For Host-based backup of VMware View environments the Arcserve UDP Standard Edition or higher license is required.

Q. **Can we mix UDP Socket-based licensing with Arcserve Backup & Arcserve Replication and High Availability components?**

A. Yes. This is supported.

Q. **For Full System HA scenarios, do we need additional licenses for "reverse" scenario after failover?**

A. No – reverse scenario does not require an additional license.

Q. **How to license the Arcserve UDP Socket-based editions for NAS filers that support NDMP?**

A. Arcserve UDP Premium Edition enables NDMP based approach to protection of a NDMP capable NAS device (using Arcserve Backup). One Socket-based license is required per NAS filer being protected.

Q. **How to license Arcserve UDP for servers in the Cloud?**

A. Each Cloud instance requires a Socket-basxqed license. This is irrespective of the count of virtual sockets in the protected machine running in the Cloud.

Q. **In ASBU license policy, protecting a Proxy Server does NOT require extra license because it is included in "VM Agent per Host License". Is the same policy applicable to UDP (ASBU in Premium edition)?**

A. No, the Proxy does need to be separately licensed (unless the Proxy server does not need to be protected).

Q. **Can we configure Arcserve Backup purchased using standalone Arcserve Backup SKUs together with Arcserve Backup coming with an Arcserve UDP Edition?**

A. Yes. This is possible.

Q. **Can we configure Arcserve RHA purchased using standalone RHA SKUs together with RHA coming with UDP Premium edition?**

A. Yes. This is possible.

Socket Essentials

Q. **Is there a limit to the number of Socket Essentials licenses an organization can purchase?**

A. Yes – a single organization or company can only purchase 6 Socket Essentials licenses. If they have additional Microsoft SBS/Essentials or VMware Essentials Kits to protect, they should use the regular Socket licenses for those additional servers.

Q. **Does each protected Socket require a license of Socket Essentials?**

A. Yes. It's licensed per protected socket.

Q. **My server has 8 sockets. How do I purchase Socket Essentials licenses for my server? Should I purchase 6 Socket Essentials and 2 Socket licenses?**

A. Arcserve UDP licensing does not allow users to mix multiple license types for a single server. In this case it would be required to purchase 8 regular Socket licenses.

Virtual Standby

Q. **Does Virtual Standby work with Citrix XenServer as the target hypervisor?**

A. No – only the source hypervisor can be Citrix XenServer.

Q. **Does remote virtual standby require additional licenses?**

A. No. Only the protected source side servers are licensed with Arcserve UDP.

Q. **Does Arcserve UDP for Workstation license include Host-based VM backup capabilities and Virtual Standby capabilities?**

A. The Arcserve UDP for Workstation licenses do not provide the ability to perform Host-based VM backups of Workstations. The UDP Agent can be installed on the licensed Workstation to protect it. Virtual Standby from these backups is included.

UDP Linux Agent

Q. **Can Arcserve® UDP Linux Backup Server work without a Management Console on Windows (or RPS) in the environment? In other words, can the environment be completely Linux?**

A. Yes – this is possible. Both UDP Windows & UDP Linux offer a stand-alone configuration that does not require the Management Console to be used.

Q.   **Can the backups of Arcserve UDP Linux nodes be archived to tape using the tape integration included in all Arcserve UDP editions?**

A.   Tape migration only support s Windows environments for this release.

UDP Linux Agent

Q.   **How do I measure protected data for Managed Capacity?**

A.   Protected data (or "source data") is the data which is actively protected in a licensed environment (terabyte or socket). It is usually located at the production servers or backup repository.

Q.   **I have purchased terabyte-based licensing for my primary site. Can I use the same keys to protect some additional servers on our remote site?**

A.   Yes, as long as the licensed capacity is not exceeded.

Q.   **Can we mix multiple editions of UDP Capacity-based licenses?**

A.   Mixing multiple Managed Capacity editions in the same UDP Console is not supported.

Q.   **Can we mix Socket-based licenses and Managed Capacity (per-Terabyte) licensing?**

A.   Mixing Socket-based licenses and Managed Capacity licenses in the same UDP Console is not supported.

Cluster Support

Q.   **How do I measure protected data for Managed Capacity?**

A.   Protected data (or "source data") is the data which is actively protected in a licensed environment (terabyte or socket). It is usually located at the production servers or backup repository.

Q.   **In a case the protection target is clustered system like Active/Passive of MSFC, do we need the socket# of the active node for Per Socket licensing?**

A.   Yes, Active node only (total sockets on Active node are taken into account)

Q.   **In a case the protection target is clustered system like Active/Active of MSFC, do we need the total socket# of the all active nodes for Per Socket licensing?**

A.   Yes, all the active nodes should be considered (and their total sockets counted)

Q.   **Which is the target node to count socket# in DAG environment?**

A.   All Active nodes need to be licensed. The total licenses required is the sum of sockets on Active nodes only.

Q.   **Which is the target node to count socket# in CCR environment?**

A.   Active node has to be licensed (and number of sockets counted in the active node only)

Q.   **Which is the target node to count socket# in SCR environment?**

A.   Local node needs to be licensed (and number of sockets counted at the local node)

Q.   **Which is the target node to count socket# in SCR and CCR mixed environment?**

A.   Active nodes on local site have to be licensed (and number of sockets counted for them).

Q.   **Which is the target node to count socket# in AAG (AlwaysOn) of SQL environment?**

A.   Active node has to be licensed (and number of sockets counted in the active node)

Q.   **Which is the target node to count socket# in Oracle RAC environment? Total of all nodes?**

A.   The Oracle node associated with the Oracle Database should be licensed.

Q.   **Which is the target node to count socket# in SharePoint environment?**

A.   Each server in the SharePoint Farm needs a license.

Q.   **In SMB, Hyper-V uses remote node as local disk. Should customer count socket# in local node which hosts Hyper-V?**

A.   Yes, local node.

Q.   **In SMB, SQL VSS Writer uses remote node as local disk. Should customer count socket# in local node which SQL Server is running?**

A.   Yes, local node.

Q.   **A customer can create many virtual nodes (up to 64 nodes) on WSFC (MSCS). In this case, do we require the total socket# of the physical nodes consisting the cluster system to protect all virtual nodes?**

A.   Yes, the total number of sockets in the physical nodes must be licensed.

Q.   **For licensing Arcserve Replication and High Availability using UDP Socket-based licensing, which socket count should user count in WSFC environment?**

A.   Each physical node in the Cluster requires a license. Only the "Master" side is licensed with UDP (and "Replica" side nodes are not licensed)

Q.   **How to license NDMP capable NAS devices that are in a Cluster?**

A.   Each Active NAS device participating in the Cluster requires 1 Socket-based license. So 2 NAS devices in an Active-Active cluster would require 2 licenses.

Upgrades & Renewals

Q. **Can an Arcserve customer who plans to do a free-of-charge upgrade to Arcserve UDP renew maintenance using their existing renewal SKUs rather than use Arcserve UDP renewal path?**

A. Customers that are entitled to free-of-charge upgrade to Arcserve UDP with their current licenses are also allowed to use the Arcserve UDP renewal SKUs to renew their maintenance.

Those customers can chose any of the paths below:

a. Do the free Upgrade first and then renew with Arcserve UDP SKUs
b. Do the free Upgrade first and then renew with the old SKUs corresponding to their existing product
c. Renew with UDP SKUs and do the free upgrade to Arcserve UDP afterwards
d. Renew with old SKUs corresponding to their existing product and do the free upgrade afterwards

Q. **My Arcserve backup licenses are coming up for renewal soon, is there a way to swap my existing Arcserve Backup licenses onto Arcserve Unified Data Protection at renewal time?**

A. Yes – there are upgrade SKUs to Arcserve UDP and they are the recommended way to migrate to the latest technology at renewal time.

Q. **Will customers using Arcserve Central Host Based Agentless Backup receive additional licenses for protection of the backup Proxy server during upgrade time?**

A. Yes, customers using the following licenses that included protection of the Proxy server will receive additional keys for Proxy protection.

- Arcserve D2D Server Advanced Virtual Edition Per Host
- Arcserve RPO Per Socket
- Arcserve RPO RTO Per Socket

Per Server OS Instance Licenses

Q. **Why is Arcserve re-introducing Per Server OS Instance licenses?**

A. We are re-introducing these licenses because they are familiar to our user base and have been popular license options for physical servers in the past. Arcserve still offers Socket-based pricing options for both Physical & Virtual environments.

Q. **Can we mix-and-match Socket-based licenses with Server-based licenses? How about those licenses plus per-OS Instance SBS/Essentials and per-socket SBS/Essentials?**

A. Yes, it is possible. It is possible to mix and match them all in the same management console.

Q. **Can we mix-and-match Server-based licenses with Managed Capacity licenses?**

A. Mixing Server-based licenses with Managed Capacity (Per Terabyte) licenses on the same UDP Console is not supported.

Q. **Should Server-based licenses be used to protect a Virtual Machine?**

A. No, it is not recommended to use Server-based licenses for VM protection. Socket-based licenses should be used instead for VM protection (in case of Agent-based backups of VMs, it is possible to enable the VM to use the license associated with the hypervisor host by specifying hypervisor)

Q. **I've already purchased a per-socket license when I intended to use it per-OS instance. What do I do?**

A. Contact a partner and they will work with you to contact customer care where you can swap out a per-socket license for a per-server. This offer will be available until March 2015.

Q. **When I received maintenance fulfillment for my product containing licenses for Arcserve D2D purchased per-OS instance, I received two sockets for each server licensed. Will I continue to receive those licenses in the future?**

A. No, in the future customers who purchased per-OS instance for Arcserve D2D or products containing Arcserve D2D will have their maintenance fulfilled with server OS-instance licenses.

Links to supporting information

For assistance with Arcserve Licensing, use this **link**

Public information on Arcserve products may be found on the Arcserve **website**

Authorized channel partners will find sales and marketing tools on the **Partner Portal**

Arcserve public success stories may be found **here**

Please contact your local Arcserve representative for more information

For more information on Arcserve, **please visit arcserve.com**