

Arcserve® Unified Data Protection

Arcserve UDP 6.5 is enriched with innovative new and enhanced data protection features, including further integration into cloud environments and expanded disaster recovery orchestration and reporting.

This release introduces a combination of innovative new features and enhancements that expand its data protection capabilities for on-premise and cloud environments, including further integration into public cloud infrastructures for disaster recovery (DR). Reporting and orchestration is effortless with new and enhanced capabilities that enable more control over data protection processes. Arcserve UDP 6.5 is available as software, appliances (Arcserve 8000 Series), and Arcserve Cloud.

New features for Arcserve UDP V6.5 include:



Improved Data Protection

- Exchange Online / Office 365 Protection to local backup of the Office 365 data, or to any cloud that supports the Arcserve UDP Recovery Point Server
- Backup from UNC Paths (CIFS protection) within the UDP Console. (Plans support including replication, Assured Recovery Test or Copy to tape)
- Instant VM and Virtual standby enhancements
- HW Snapshot support for Nimble Storage and HPE 3Par
- Mount Recovery Point as NFS share (Linux)
- Automatic protection of newly added VMs – VMware
- Replication between 2 data stores on the same RPS server
- Agentless backup enhancements



Enhanced Cloud Integration and Cloud Recovery

- Virtual Standby for Windows to Amazon AWS EC2
- Copy Recovery Point to Cloud (AWS S3)
- Use AWS Cloud as a remote DR site (Linux Agent)
- Protect EC instance into AWS Cloud (Linux Agent)



Improved Disaster Recovery

- Assured Recovery testing for Windows and Linux
- SLA report for RTO and RPO
- Data Store and Improved Recovery Point data integrity enhancements



Stand-alone Arcserve® Backup and Arcserve® High availability will continue to be offered as they are today. They will be updated to continue to provide tape and replication capabilities. Those changes will also appear within the Arcserve UDP solution.

Arcserve UDP is marketed through our traditional ecosystem of distribution and channel partners, as well as Managed Services Providers (MSPs). Learn about supported [upgrades to Arcserve UDP V6.5 in the user guide](#).

We encourage you to visit the [Arcserve UDP product information page](#) for more information.

You can download a trial copy of Arcserve UDP from the [Arcserve website](#).

If you have any questions or require assistance, please contact [Arcserve Customer Care online](#) and submit an online request. You can also call Arcserve Customer Care at +1-844-765-7043 in North America or see the [Arcserve Toll Free Phone Numbers](#) list for the local number in your country.

To connect, learn and share with other customers, join and participate in our [Arcserve Global User Community](#). To review Arcserve support lifecycle policies, please review the [Arcserve Support Policy](#)

Packaging Overview

Arcserve UDP offers five different packaging options as described below that are designed for customers to meet their specific requirements for scalability, size of environment and use cases.

1. Arcserve UDP Standard Edition

Arcserve UDP Standard Edition provides imaging functionality for Windows and Linux servers, whether virtual or physical by creating block-based images of their volumes. Those image-based recovery points are able to be stored locally or on a centralized Recovery Point Server (RPS) where source-based deduplication is offered. There is the option to have a remote Recovery Point Server that can be located in a cloud location or in a remote network operations center where multiple downstream RPS devices can replicate their data to a single upstream RPS. A centralized management console consolidates all of the above functionality into plans organizing multiple tasks and schedules.

The ability to store those recovery points to tape is offered. Backup from UNC Path (CIFS) which is the new feature in UDP 6.5 is also included as part of standard edition.

The Standard Edition does not offer application support for Microsoft Exchange or Microsoft SQL Server, full tape backup support, Instant VM recovery, Hardware Snapshots for NetApp, Role Based Administration and High Availability.

Customers who purchased Arcserve® D2D Standard Edition or Arcserve UDP v6 or v5 Standard Edition and are current on their maintenance will be able to upgrade to the new Arcserve UDP v6.5 Standard Edition.

2. Arcserve UDP Advanced Edition

All the functionality of the Standard Edition is offered while adding application support for Microsoft SQL Server and Microsoft Exchange (including granular recovery of a single Email), Instant VM recovery, auto VM protection for VMware (new in UDP 6.5), Virtual Standby and Instant-VM to Amazon EC2 (new in UDP 6.5) and support for Oracle Linux UEK (Unbreakable Enterprise Kernel, new in UDP 6.5).



Customers who purchased Arcserve D2D Advanced Edition or Arcserve UDP v6 or v5 Advanced Edition and are current on their maintenance will be able to upgrade to the new Arcserve UDP v6.5 Advanced Edition.

3. Arcserve UDP Premium Edition

Assured Recovery Tests for SLA Reports (new in UDP 6.5), Hardware Snapshots for HPE 3PAR/NIMBLE (new in UDP 6.5), Hardware Snapshots for NetApp, Role Based Administration and all of the agents and options that have traditionally been sold as stand-alone components to Arcserve Backup are included in this product, in addition to all the functionality contained in Arcserve UDP Advanced Edition. Additionally, file-only replication is also offered to replicate recovery points and files from one location to another.

Customers who purchased Arcserve RPO Edition or Arcserve UDP v6 or v5 Premium Edition and are current on their maintenance will be able to upgrade to the new Arcserve UDP v6.5 Premium Edition.

4. Arcserve UDP Premium Plus Edition

Everything that is included in the Premium Edition is here plus all of the functionality that has traditionally been included in the stand-alone Arcserve High Availability offerings.

Customers who purchased Arcserve RPO-RTO solution or Arcserve UDP v6 or v5 Premium Plus Edition and are current on their maintenance will be able to upgrade to the new Arcserve UDP v6.5 Premium Plus Edition.

5. Arcserve UDP Workstation Edition

Everything included in the Standard Edition is here except that this works on workstations only. The workstation edition also offers application support for Microsoft SQL Server.

Customers who purchased Arcserve D2D Workstation Edition or Arcserve UDP v6 or v5 Workstation Edition and are current on their maintenance will be able to upgrade to the new Arcserve UDP v6.5 Workstation Edition.

Apart from these five Arcserve UDP software editions, we also offer Arcserve UDP Appliances and the Arcserve® Cloud. Please refer to the Arcserve UDP Appliance and Arcserve Cloud pricing guides for more details.

Arcserve Office 365 Protection

The next generation of Arcserve UDP introduces a new feature to help organizations protect Office 365 emails hosted on the Microsoft public or private cloud. Arcserve UDP for Office 365 is sold in 10-user packs with 1-year and 3-year subscription length.

In-maintenance customers on socket and per-OS instance licenses must purchase new O365 subscription licenses.

In-maintenance customers on any of the per-TB editions and appliance licenses are entitled to Office 365 backups, no additional purchase required.



UDP Editions Comparison Chart



Features & Capabilities	Standard	Advanced	Premium	Premium Plus	Appliance	Cloud
★ Backup from UNC Path (CIFS)	✓	✓	✓	✓	✓	n/a
★ Auto VM Protection for VMware	n/a	✓	✓	✓	✓	n/a
★ Virtual Standby and Instant-VM to Amazon EC2	n/a	✓	✓	✓	✓	n/a
★ Support for Oracle Linux UEK (Unbreakable Enterprise Kernel)	n/a	✓	✓	✓	✓	n/a
★ Hardware Snapshots HPE 3PAR and NIMBLE	n/a	n/a	✓	✓	Optional	n/a
★ Assured Recovery Tests for SLA Reports	n/a	n/a	✓	✓	Optional	n/a
Standard Features: Unified management console, image-based backup for Windows/Linux, BMR, global deduplication, WAN optimized replication, agentless backup for vSphere & Hyper-V	✓	✓	✓	✓	✓	✓
Exchange & SQL Support (Application-aware backup & recovery)	n/a	✓	✓	✓	✓	✓
Basic Tape Backup (Migrate UDP recovery points to tape, single tape drive support)	✓	✓	✓	✓	✓	n/a
Full Tape Backup (Multiple tape drive libraries, NDMP, CIFS backup & broad platform support)	n/a	n/a	✓	✓	Optional	n/a
Instant VM Recovery	n/a	✓	✓	✓	✓	✓
Hardware Snapshots for NetApp	n/a	n/a	✓	✓	Optional	n/a
Role Based Administration	n/a	n/a	✓	✓	Optional	n/a
High Availability	n/a	n/a	n/a	✓	Optional	n/a
File-level Replication*	n/a	n/a	✓	✓	Optional	n/a

★ New in v6.5

*Enterprise OS File-level replication licenses included are from Replication and High Availability Product



Licensing Options

Arcserve UDP editions can be licensed per socket, per server or per-TB except for Arcserve UDP Workstation Edition, which is only licensed per workstation and sold in packs.



UDP Editions & Licensing Options	Per OS Instance	Per Socket	Per TB**
Workstation* (Image backup + Basic tape backup)	✓	n/a	n/a
Standard (Image backup + Basic tape backup + Backup from UNC Path (CIFS))	✓	✓	✓
Advanced (Standard edition + Auto VM Protection for VMware, Virtual Standby and Instant-VM to Amazon EC2, Support for Oracle Linux UEK (Unbreakable Enterprise Kernel) + Instant VM recovery + Exchange & SQL support)	✓	✓	✓
Premium (Advanced edition + Assured Recovery Tests for SLA Reports + Hardware snapshots for NetApp /HPE 3PAR/NIMBLE + Role based admin + Full tape backup + File level replication)	n/a	✓	✓
Premium Plus (Premium edition +High availability)	n/a	✓	✓

NOTE: Per Socket Essentials / SBS and Per Server Essential / SBS also offered. Per-socket prices offered for both virtual & physical servers. Office 365 sold in 10 users packs in 1 year and 3 years subscription terms.

* Workstation Edition is sold in pack increments of 5, 10, 25, 50 100 etc. & includes Exchange & SQL support.

** Office 365 backup included for all the customers on appliance and per-TB licenses. Customers on Per-socket and per-server OS licenses should purchase new Arcserve Office 365 subscription licenses.



Purchasing Options

For Arcserve UDP Standard, Advanced, Premium, & Premium Plus Editions, the following purchasing options are available:

- Socket
- Managed Capacity 1 TB
- Managed Capacity per TB between 2 - 5 TB
- Managed Capacity per TB between 6 - 15 TB
- Managed Capacity per TB between 16 - 25 TB
- Managed Capacity per TB between 26 - 50 TB
- Managed Capacity per TB between 51 - 100 TB
- Managed Capacity per TB 100+ TB
- Server Essentials/SBS OS Instance (Only offered for STANDARD & ADVANCED)
- Essentials - per Socket (up to 6 per customer)
- Server OS Instance (Only offered for STANDARD & ADVANCED)

For Arcserve UDP Workstation, the following purchasing options are available:

- 5 Pack
- 10 Pack
- 25 Pack
- 50 Pack
- 100 Pack
- 250 Pack
- 500 Pack

For Arcserve UDP Office 365, the following purchasing options are available:

- 10 users - 1 year subscription
- 10 users - 3 years subscription



Purchasing Model

For the Arcserve UDP perpetual SKUs*, there is a different structure for purchasing maintenance. Maintenance SKUs for new licenses are sold as separate part numbers as opposed to old way of selling product with maintenance SKUs.

For example, a customer who wants to order Arcserve UDP Premium – socket with one year maintenance would purchase below SKU in v5 release:

1. Arcserve UDP v5 Advanced Edition (formerly Arcserve D2D) - Product plus one Year Enterprise Maintenance

With the new SKU structure that was introduced with UDP 6.0, a customer would order two SKUs as below, one for product only and the other one for the maintenance.

1. Arcserve UDP v6.5 Premium Edition - Socket License Only
2. Arcserve UDP v6.5 Premium Edition - Socket One Year Enterprise Maintenance - New

Please note maintenance should be included in all orders with licenses. License orders without maintenance will be rejected unless there are unique circumstances.

Within a purchasing option there are 16 SKUs; Eight for Open License Program and Eight for Government License Program.	
Within each set of eight SKUs, we offer the following SKU types	Example
One SKU for License	Arcserve UDP v6.5 Premium Edition - Socket License Only
One SKU for Competitive Upgrade	Arcserve UDP v6.5 Premium Edition - Socket License Only Competitive Upgrade License
One SKU for Crossgrade Between Different Arcserve Products	Arcserve UDP v6.5 Premium Edition - Socket License Only Crossgrade-Between-Different-Products License
One SKU for Upgrade From Earlier Version of Same Product	Arcserve UDP v6.5 Premium Edition - Socket License Only Upgrade-from-Earlier-Version-of-Same-Product License
One SKU for One Year Maintenance New	Arcserve UDP v6.5 Premium Edition - Socket One Year Enterprise Maintenance - New
One SKU for Three Year Maintenance New	Arcserve UDP v6.5 Premium Edition - Socket Three Years Enterprise Maintenance - New
One SKU for One Year Maintenance Renewal	Arcserve UDP Premium Edition - Socket One Year Enterprise Maintenance - Renewal
One SKU for Three Year Maintenance Renewal	Arcserve UDP Premium Edition - Socket Three Years Enterprise Maintenance - Renewal



Arcserve UDP v6 Licensing: Per-Socket

Per-Socket licensing allows access to the selected bundled Arcserve product technology to protect an unlimited number of physical or virtual machines per socket without any limitations on number of cores. Each socket requires its own license and we only charge for the populated sockets. Customers should order the number of licenses that matches the total number of populated sockets to be protected.

We also offer “Socket Essentials”, a special version of “socket edition” with very competitive prices targeted towards the SMB customers who are using Windows SBS Essentials or VMware Essentials editions.

A maximum count of six Socket Essentials licenses can be purchased by an organization. To protect additional servers (over and above these six sockets) the regular Socket licenses must be purchased (even if the protected servers are VMware Essentials Kits/VMware Essentials Plus Kits and Microsoft Small Business Server/Essentials servers).

The following Socket Essentials bundles are available:

- Arcserve UDP v6 Standard Edition - Essentials - per Socket (up to 6 per customer)
- Arcserve UDP v6 Advanced Edition - Essentials - per Socket (up to 6 per customer)
- Arcserve UDP v6 Premium Edition - Essentials - per Socket (up to 6 per customer)
- Arcserve UDP v6 Premium Plus Edition - Essentials - per Socket (up to 6 per customer)

Please note a maximum of six Socket Essentials licenses can be purchased by a single organization (irrespective of edition(s) being used). This restriction also applies to companies with remote sites or branch offices.

Additional servers must be licensed using the regular Socket licenses.

Per-Socket Definition

‘Per Socket’ is defined as the number of Physical Processor (CPU) Sockets located on the device hardware being protected. For example, a server running a quad core CPU (Figure below) installed in a single physical CPU socket will only need to pay for one socket.

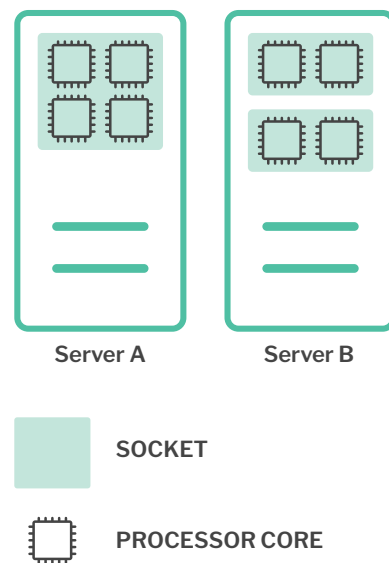
Server A depicts a system that has one socket containing a quad core processor so here one ‘per socket’ license is required (per protected server).

Server B depicts a system that has two sockets each containing a dual core so here two ‘per socket’ licenses are required; one per each socket (per protected server).

One important point to note is that there is no need to consider the number of cores per socket, the licensing and pricing is on a ‘per-socket’ basis.

This should not be confused with ‘Per-Core’ pricing where the same server used in the example (Figure A) above with a quad core CPU would require four licenses.

Fig 3: socket vs cores





To summarize, a socket is the actual physical socket in which the physical microprocessor (e.g., an Intel i7 processor) resides on the motherboard. A motherboard may have one or more sockets. Unlike some competitors, there is no limit on the “cores” (the logical microprocessors in a physical microprocessor) per socket.

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

FAQ 1: Why ‘Per-Socket’ Pricing?

‘Per Socket’ will be apt for those customers who plan to move to a multicore processor environment retaining the same number of sockets. For example, in Figure B above, a customer upgrading from a dual core to a quad core environment without adding another socket will save license fees.

FAQ 2: If my CPU has two sockets but only one is currently occupied by a processor, should I license only one per-socket license?

Yes. Only one per-socket license applies in this case.

Arcserve UDP v6.5 Licensing: Per-Server OS instance

Physical machines can also be licensed per-Server OS Instance and are available to purchase in standard and Advanced Editions as below.

- Arcserve UDP v6.5 Standard Edition - Server OS Instance
- Arcserve UDP v6.5 Advanced Edition - Server OS Instance

We also offer “Per Server Essentials/SBS OS Instance” a special version of “Per-Server” licensing which are available in Standard and Advanced Editions as below.

- Arcserve UDP v6.5 Advanced Edition - Server Essentials/SBS OS Instance
- Arcserve UDP v6.5 Standard Edition - Server Essentials/SBS OS Instance

Please note the “Server Essentials/SBS OS Instance” editions supports only Microsoft Small Business Server and Microsoft Essentials Editions, purchase per-Socket essentials to protect VMware Essentials.

Customers can purchase any number of “Server Essentials/SBS OS Instance” editions, there are no restrictions on number of units as we have with “Per Socket Essentials” editions.

Arcserve UDP v6.5 Licensing: Per-TB

The Arcserve Managed Capacity Program (MCP) or Per-TB pricing is designed for companies with complex IT environments and highly demanding requirements. MCP licensing is designed to make it easy to purchase and deploy Arcserve solution.

MCP is licensed per “protected Terabyte” and allows unlimited access to the selected bundled product technology to protect up to the license capacity purchased. A customer may choose the “Standard” or “Advanced” or “Premium” or a “Premium Plus” Edition, based on their needs. Then they select the capacity license tiers (in increments of 1TB) that matches the volume of data they will protect.



For example if a customer wants to protect 8 TB of file server data, then he would purchase eight copies of “Arcserve UDP v6.5 Standard Edition - Managed Capacity per TB between 6 - 15 TB” SKU

And let’s say if he wants to protect an additional capacity of 10 TB, he then would be purchase ten copies of “Arcserve UDP v6.5 Standard Edition - Managed Capacity per TB between 16-25 TB” as the total storage that he would be protecting is 18 TB which is in 16 to 25 TB range.

Benefits of Pricing Model

The Arcserve per-TB Licensing program offers customers many benefits:

- A reduction in the amount of time that staff resources need to spend on software license issues
- The ability to come to a single vendor — for all of your data protection needs, including image and file-based backup, replication, and high availability
- The flexibility to evolve and expand your BC/DR technology in line with changing business demands
Centralized management capabilities that allow you to organize, monitor and configure your environments, resulting in greater manageability and improved time and resource oversight
- The opportunity to utilize financial resources more effectively while hastening achievement of operational efficiencies
- Compatibility with most applications, hardware and operating systems, which help ensure the solution will fit seamlessly into your infrastructures

How to Measure ‘Protected Data’?

Protected data (or “source data”) is the data which is actively protected in a licensed environment (Terabyte or socket or server)

- Usually located at the production servers or backup repository
- An ASBU Backup Server at the remote site needs an extra license unless it’s only migrating UDP Recovery Points to tape

Migration

While Arcserve UDP solution integrates and unifies many of the key capabilities found in Arcserve UDP, Arcserve Backup and Arcserve High Availability into a single, comprehensive solution, we will continue to offer Arcserve Backup and Arcserve High Availability as standalone products for those customers with unique environments that require the additional features that those solutions offer.

Transition and migration support will be provided, for existing Arcserve Backup and Arcserve High Availability customers.

For customers that still want to use tape as a backup or archive medium as part of their solution, a tape module option is also available for Arcserve UDP.



Version Upgrade Entitlements for Customers Under Maintenance

Free-of-charge upgrades: Customers request upgrades either through a [web form](#) or a call to [customer care](#). When a customer under maintenance contacts customer care to request the new licenses we will fulfill them as below:

Version Upgrade Entitlements for Customers Under Maintenance	
▼ CURRENT LICENSE	FREE UPGRADE (1 COPY) ▼
Arcserve UDP v6/v5 Standard Edition	Arcserve UDP v6.5 Standard Edition
Arcserve UDP v6/v5 Advanced Edition	Arcserve UDP v6.5 Advanced Edition
Arcserve UDP v6/v5 Premium Edition	Arcserve UDP v6.5 Premium Edition
Arcserve UDP v6/v5 Premium Plus Edition	Arcserve UDP v6.5 Premium Plus Edition

Arcserve UDP v6/v5 to Arcserve UDP v6.5

It is a simple straight forward upgrade path from standard to standard, Advanced to Advanced, Premium to Premium and Premium plus to Premium Plus editions between same license types like from “UDP v6/v5 Standard Edition – Socket” to “UDP v6 Standard Edition – socket” and “UDP v6/v5 Premium – Managed capacity Edition 26 – 50 TB” to “Arcserve UDP v6.5 Advanced Edition - Managed Capacity per TB between 26 - 50 TB”

Paid upgrades:

Customers who are under current maintenance and want to move to a higher Arcserve UDP edition should purchase the respective Arcserve UDP edition crossgrade SKUs.

For example a customer with “Arcserve UDP v6/v5 Premium Edition – Socket” SKU will get a free-of-charge upgrade to “Arcserve UDP v6.5 Premium Edition – Socket”. Customers should purchase “Arcserve UDP v6.5 Premium Plus Edition - Socket License Only Crossgrade-Between-Different-Products License” SKU to gain access to application level replication and High Availability along with the existing functionality.

Customers who are under current maintenance and are in the following legacy licensing models can upgrade to Arcserve UDP using Arcserve UDP edition crossgrades.

- Arcserve Backup Components (Base/Agents/Options)
- Arcserve Backup Modules (File/Database/email/Application)
- Arcserve Replication & High Availability

For example a customer with “Arcserve High Availability r16.5 for Windows Enterprise OS with Assured Recovery” SKU would have the choice to either continue with the existing product or purchase Arcserve UDP Edition crossgrade SKUs and take advantage of the unified Arcserve UDP solution.



Version Upgrade Entitlements for Customers with Expired Maintenance

Customers under maintenance should renew before their maintenance contract expires. Arcserve will attempt to notify customers within 90 days of 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 upon the region.

Once the customer's maintenance has been expired Arcserve would give:

1. 30 days window to backdate a one year renewal
2. 90 days window to backdate a three year renewal
3. 91+ days, must require a version upgrade purchase with new maintenance

Important note : Customers with expired maintenance are not entitled for any support or free of charge upgrades during the backdate window.

Support entitlements will be reinstated from the renewal purchase date.

If the customer's maintenance has lapsed, they can purchase version upgrades which will incur a higher cost than a maintenance/support renewal but provides a sizable discount off the MSRP.

The version upgrade path for an out-of-maintenance customer with discontinued license models is same as the free-of-charge upgrade paths, except that it would be a paid upgrade using version upgrade SKUs.

Customers who are out-of-maintenance and are in the following legacy licenses can purchase the corresponding product version upgrades.

- Arcserve Backup Components (Base/Agents/Options)
- Arcserve Backup Modules (File/Database/email/Application)
- Arcserve Replication & High Availability

Those customers can also upgrade to Arcserve UDP using the Arcserve UDP Edition crossgrade SKUs.

For example, a customer with Arcserve Backup Module can purchase corresponding Arcserve Backup Module version upgrade SKU or can also purchase the Arcserve UDP Edition crossgrade SKUs to gain access to the new Arcserve UDP v6.5 solution.



Renewals

- **Customers whose maintenance is due for renewal should purchase the Arcserve UDP renewal SKUs.**

For example such a customer who has ‘Arcserve UDP Standard Edition – Socket’ should purchase the renewal SKU ‘Arcserve UDP Standard Edition - Socket Three Years Enterprise Maintenance – Renewal’

- **Arcserve UDP customers whose maintenance is due for renewal and wants to move to a higher edition of Arcserve UDP would purchase Arcserve UDP crossgrade SKUs.**

For example, such a customer who has ‘Arcserve UDP Standard Edition – Socket’ SKU can purchase the ‘Arcserve UDP Premium Plus Edition - Socket Three Years Enterprise Maintenance – Renewal’ SKU to upgrade to the Arcserve UDP Premium Plus Edition.

- **Arcserve Backup and Arcserve High availability customers whose maintenance has expired and want to purchase an equivalent or higher edition of Arcserve UDP should use Arcserve UDP crossgrade SKUs.**

For example, if a customer’s maintenance has expired and has ‘Arcserve Backup for Windows Email Module’ SKU or an ‘Arcserve Backup client agent for Windows’ SKU, the customer can purchase any of the Arcserve UDP Edition crossgrade SKUs to move to Arcserve UDP.

- **Customers whose maintenance has expired and want to purchase the existing legacy product can use the respective existing product version upgrade SKUs.**

For example if a customer’s maintenance has expired and has ‘Arcserve Backup for Windows Email Module’ SKU, the customer can purchase ‘Arcserve Backup r16.5 for Windows Email Module - Prior Version Upgrade’ SKU and continue to remain in Arcserve Backup product without having to upgrade to Arcserve UDP.

- **Customers who are out of maintenance and on one of the discontinued license models can purchase the equivalent Arcserve UDP edition crossgrade SKUs and request downgrades to continue to stay on the old release.**

For example, if a customer is out of maintenance with Arcserve Backup with D2D and Replication SKU, the customer can purchase Arcserve UDP Premium Edition crossgrade SKU and request a downgrade to continue using the old release product.

Downgrades

Customers can request downgrades either through a web form or a call to customer care.

Note on Physical Media Shipment

Arcserve software is being delivered via Electronic Software Delivery (ESD) by default. Customers will receive their license certificate a link to access the license keys and software. Please discuss with your Arcserve representative, should your customer be unable to take advantage of ESD. For those customers that prefer physical delivery of their software, Arcserve UDP still has a physical media SKU available, with an electronic delivery default.



Upgrades From Old Licensing Models

▼ CURRENT LICENSE		CORRESPONDING UDP LICENSE ▼
Arcserve Backup Modules with D2D and Replication		
Arcserve Backup for Windows File Server Module with D2D and Replication	2 COPIES	Arcserve UDP v6.5 Premium Edition - Socket
Arcserve Backup for Windows Database Module with D2D and Replication		
Arcserve Backup for Windows Email Module with D2D and Replication		
Arcserve Backup for Windows Application Module with D2D and Replication		
Arcserve D2D		
Arcserve D2D for Windows Server Standard Edition		Arcserve UDP v6.5 Standard Edition – Server OS Instance
Arcserve D2D for Linux Server Standard Edition		
Arcserve D2D for Windows Server Advanced Edition		Arcserve UDP v6.5 Advanced Edition – Server OS Instance
Arcserve D2D for Windows Server Advanced Edition		Arcserve UDP v6.5 Advanced Edition – Server Essentials/ SBS OS Instance
Arcserve D2D for Windows and Linux Server Advanced Virtual Edition per Host License	8 COPIES	Arcserve UDP v6.5 Advanced Edition – Socket
Arcserve Central Host-Based VM Backup with D2D Windows Server Advanced Edition		
Arcserve Central Virtual Standby per Host License		Included with all UDP v6.5 editions free of charge
Arcserve Central Virtual Standby per Instance License		
Arcserve RPO & RTO (Per Socket OR Managed Capacity)		
Arcserve RPO		Arcserve UDP v6.5 Premium Edition
Arcserve RPO RTO		Arcserve UDP v6.5 Premium Edition
Arcserve Backup SBS & Essentials Bundles		
Arcserve Backup for Windows SBS Premium and Essentials Edition	2 COPIES	Arcserve UDP v6.5 Premium Edition - Essentials per Socket (up to 6 per customer)
Arcserve Backup for Windows SBS Standard and Essentials Edition		



Upgrades From Old Licensing Models (continued)

▼ CURRENT LICENSE	CORRESPONDING UDP LICENSE ▼
Arcserve Old Capacity Models	
CA ARCserve D2D Only r16 Managed Capacity	Arcserve UDP v6.5 Advanced Edition - Managed Capacity
CA ARCserve Backup Only Managed Capacity	Arcserve UDP v6.5 Premium Edition - Managed Capacity
CA ARCserve r16 All Inclusive Managed Capacity	Arcserve UDP v6.5 Premium Plus Edition - Managed Capacity
CA ARCserve Backup and ARCserve Replication and High Availability Managed Capacity	
CA ARCserve® Replication and High Availability per TB Managed Capacity	
CA ARCserve® Replication per TB Managed Capacity	

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