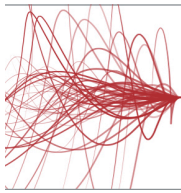# Backup Exec 20.3 Licensing Guide
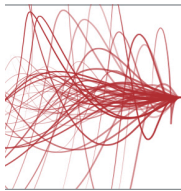
October 2018

This guide supersedes previous licensing guides and includes both perpetual and subscription licensing options

Contents

Introduction

The Veritas BackupExec 20.3 Licensing Guide (Licensing Guide) is a reference document designed for use by Veritas partners and customers. The Licensing Guide describes licensing concepts and options available for BackupExec 20.3 and provides details that can help guide the customer to purchase the appropriate BackupExec license for the customer's specific environment. For any question or comments about this guide please contact your Veritas representative.

EULA & PUR

Please note that this Licensing Guide is to be used for reference purposes only. For details on the specific license rights provided under a particular BackupExec product offering, refer to the applicable BackupExec End User License Agreement (EULA) and BackupExec Product Usage Rights (PUR), which are available on the company's website on the [Product License Agreement](#) page, under the Current Agreements tab, and under the BackupExec section.

Backup Exec Licensing and Packaging Overview

Licensing for Backup Exec has been consolidated into three editions: Bronze, Silver and Gold and can be licensed as either Perpetual or Subscription. Custom Edition (à la carte licensing) is still available as Perpetual for both new and renewing customers.

All existing Backup Exec customers using à la carte, V-Ray, Capacity or Capacity Lite editions with current maintenance can access the features included in Backup Exec 20.3 and can add to existing entitlements using their current model and continue to renew maintenance based on the edition in use. Customers with existing editions and the older licensing models can cross-grade to Bronze, Silver or Gold editions to take advantage of the greater usage flexibility, ease of maintaining a single license, and cost savings.
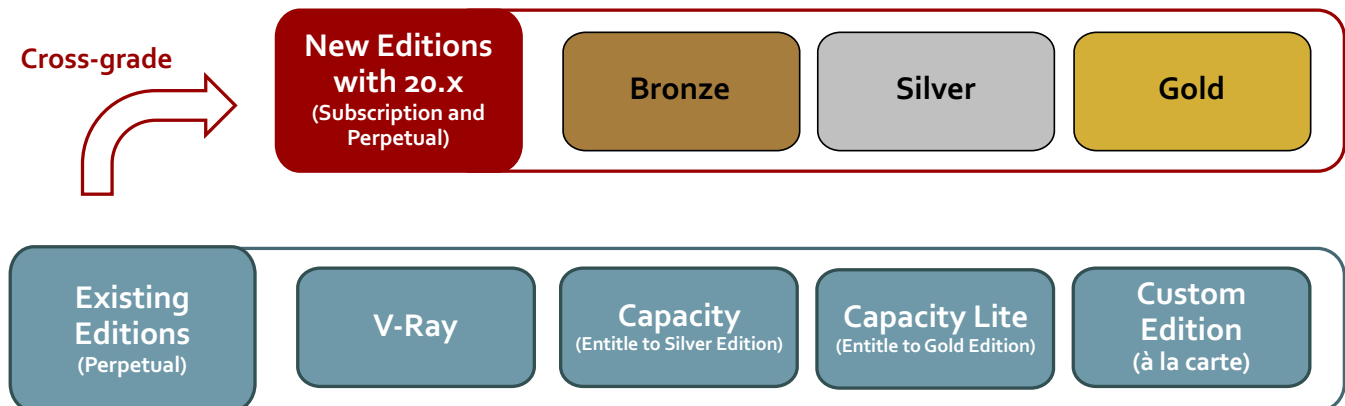
Backup Exec Perpetual Licensing

A perpetual license allows customers to use a specific version of a given software program indefinitely with payment of a single fee. With perpetual licensing, customers pay an upfront charge for the software license as well as a limited maintenance period during which additional support options are included. After the support period ends, customers have the option of continuing to use the current version of the software without additional support or paying additional fees for support and upgrades.

Backup Exec Subscription Licensing

A subscription or term-based license allows customers to license the product during a specified period of time (either 12, 24 or 36 months); maintenance is included in the price. During the term of the subscription, customers have the right to use the product, install product updates, and receive technical support. Customers do not own the license, but they will have all the entitlements of ownership as long as they are subscribers. At the end of the term, customers can renew the subscription to continue using the product. If subscription is not renewed, customers lose the right to continue to use the product for backups, restores are allowed.

Bronze, Silver and Gold Editions

The Backup Exec Bronze, Silver and Gold offerings include unlimited deployment of the Backup Exec server, options and agents, as long as the number of front-end terabytes (FETB) of data being protected does not exceed the number of terabytes specified by your license, with a minimum of 1TB license per Backup Exec server. You may purchase licenses for as many TB as you need based on the amount of data that needs to be protected. Download the Veritas Capacity Assessment Tool to calculate the amount of data, in TB, on the servers in an environment to provide information about the number of licenses needed to protect these servers.

Discounts on perpetual and subscription capacity-based offerings are available for higher data volumes. Tier discounts will be applied at the time of transaction on individual order line quantity. The quantity tiers are:

- 1 to 5 TB
- 6 to 15 TB
- 16 to 25 TB

- 26 to 50 TB
- 51 TB plus

Bronze

- Backup physical, virtual and cloud-hosted Windows servers
- Deduplication to disk and cloud storage
- 24x7 technical support
- 1 standalone tape drive

Silver

- Backup physical, virtual and cloud-hosted Windows and Linux servers
- Deduplication to disk and cloud storage
- 24x7 technical support
- Up to 4 physical or virtual drives/libraries
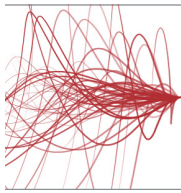- Protection and granular recovery of applications and databases

Gold

- Backup physical, virtual and cloud-hosted Windows and Linux servers
- Deduplication to disk and cloud storage
- 24x7 technical support
- Unlimited physical or virtual tape libraries
- Protection and granular recovery of applications and databases
- Central backup server management
- NDMP and SAN shared storage

Editions Sold Per Front-End TB
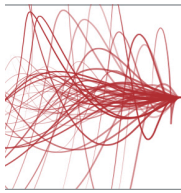
Allocating Capacity Licensing

Backup Exec allows you to purchase licenses for the total FETB needed and allocate different capacity licensing to different Backup Exec servers, including those on different sites. This allows you to take advantage of tier pricing. For example, you can purchase 12 TB to take advantage of the discount pricing and then distribute or allocate across multiple servers, such as 4 TB to Server A and 3 TB each to Servers B and C and 2 TB to Server D. In this example there would be 12 TB Available and 12 TB Allocated among 4 servers. To add capacity to any of these servers, the new license must be the same Bronze/Silver/Gold edition as the existing license. In this example if 2 more TB were purchased, there would be 14 TB Available and 12 TB Allocated. Servers with allocated licensing do not have to be centrally managed.

Capacity Licensing Enforcement

Customers are allowed 15% over licensed capacity usage before a 30-days remaining countdown is triggered. When the countdown expires, backup jobs will fail, restores are still allowed. Up to three "test" backups can be removed from the capacity usage calculation every 30 days. Backups removed from the capacity usage calculation can still be restored. The Backup Exec Home page includes a widget that displays allocated licensed capacity and capacity usage information.

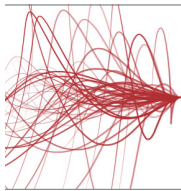## Subscription Licensing Enforcement

Backup Exec alerts customers that their subscription is about to expire 60, 30 and 5 days prior to expiration. There is no "grace" period for subscription licenses. If the subscription is renewed prior to expiration, backups continue to run without interruption. If the subscription expires, backups will fail, restores are allowed.

Bronze, Silver and Gold Editions Licensing by Agents and Features

	Bronze Edition	Silver Edition	Gold Edition	Custom Edition
License Meter	Front-end TB	Front-end TB	Front-end TB	Option/Agent
Backup Exec Server	✓	✓	✓	✓
Agent for Windows	✓	✓	✓	✓
Agent for VMware & Hyper-V	✓	✓	✓	✓
Deduplication Option	✓	✓	✓	✓
Agent for Applications and Databases		✓	✓	✓
Agent for Linux		✓	✓	✓
Library Expansion Option (LEO)	1 standalone tape drive	Up to 4 physical or virtual tape drives	Unlimited physical and virtual drive	Library Expansion
Agent for Remote Media for Linux Servers			✓	✓
VTL Unlimited Drive Option (VUDO)			✓	Virtual Unlimited Drives
Enterprise Server Option			✓	✓
NDMP Option			✓	✓

- If Backup Exec servers are being installed in multiple locations, all locations must have the same licensing edition to share one capacity entitlement. See Allocating Capacity Licensing for more information.
- Individual features (agents and options) cannot be added to B/S/G licensing editions.
- Individual features under "Custom Edition" are purchased separately.
- If the amount of data being protected exceeds the licensed capacity by 15% or more for 30 consecutive days, backups will no longer run, restores are allowed. For more information see Capacity Licensing Enforcement.
- Backup Exec will provide alerts 60, 30, and 5 days before a subscription expires
- Silver supports a total of 4 drives that can be any combination of standalone tape drives, in physical robotic libraries and in virtual tape libraries (VTL)

Example Licensing Scenarios

Example A

Customer environment and needs	Customer needs to purchase
3 TBs of data (this includes data growth) - Windows file server environment only, no applications or databases - Needs deduplication	3 x Backup Exec Bronze ○ At the 1 to 5 TB discount tier

Example B

Customer environment and needs	Customer needs to purchase
10 TBs of data (this includes data growth) - Windows and Linux environment - SQL and Exchange - Needs deduplication	10 x Backup Exec Silver ○ At the 6 to 15 TB discount tier

Example C: *Optimized duplication scenario*

Customer environment and needs	Customer needs to purchase
7 TBs of data (this includes data growth) - Centralized Management - Duplicate data to cold DR site	7 x Backup Exec Gold ○ At the 6 to 15 TB discount tier

Example D: *Private cloud scenario*

Customer environment and needs	Customer needs to purchase
2 TBs of data (this includes data growth) - Duplicate data to cold DR site hosted by a local ISP/partner	2 x Backup Exec Bronze ○ At the 1 to 5 TB discount tier

Example E: *Adding more TB to an existing license*

Customer environment and needs	Customer needs to purchase
Additional 2 TBs to add on to an existing 10 TBs of Silver licenses	2 x Backup Exec Silver ○ At the 1 to 5 TB discount tier
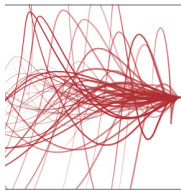
Custom Edition (à la carte)

The Custom edition allows you to purchase Backup Exec by individual options and agents to meet your backup needs. Specific agents and features are licensed as separately priced items selected from a menu (à la carte). Each agent or feature in Custom Edition must be licensed for specific use per server.

Example Licensing Scenarios

Example A:

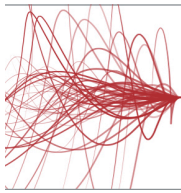| Customer environment and needs	Customer needs to purchase
• 2 Windows file servers (physical) • 1 Exchange server (physical)	• 1 x Backup Exec Server • 2 x Agent for Windows • 1 x Agent for Applications and Databases

Example B:

Customer environment and needs	Customer needs to purchase
• 1 Windows file server (physical) • 1 Exchange server (physical) • 1 SQL server (physical) • 2 ESXi servers with a total combined of 10 VMs, 2 VMs are applications • Needs deduplication	• 1 x Backup Exec Server • 1 x Agent for Windows • 2 x Agent for VMware & Hyper-V • 4 x Agent for Applications and Databases • 1 x Deduplication Option

Example C:

Customer environment and needs	Customer needs to purchase
• 2 Windows file server (physical) • 1 SQL server (physical) • 1 SharePoint Farm that has a distributed environment of 1 Web front end server, 1 Index server, 1 Query server (physical) • 3 ESXi servers with a total combined 10 VMs, • 1 VM is an application • Needs 3 media servers • Needs central management • Needs deduplication • 2 tape autoloaders with 2 drives each	• 3 x Backup Exec Server • 5 x Agent for Windows • 3 x Agent for VMware & Hyper-V • 3 x Agent for Applications and Databases • 1 x Enterprise Server Option • 1 x Deduplication Option • 2 x Library Expansion Option (because each Backup Exec server includes the first tape drive in a tape library with every Backup Exec Server license)

Example D: Optimized duplication scenario

Customer environment and needs	Customer needs to purchase
• 3 Windows file server (physical) • 1 ESXi server with 5 VMs • 1 SQL Server (physical) • Needs deduplication • Needs to duplicate data to another site • Needs central management	• 2 x Backup Exec Servers • 6 x Agent for Windows • 2 x Agent for VMware & Hyper-V • 2 x Agent for Applications and Databases • 2 x Deduplication Option • 1 x Enterprise Server Option

Capacity Lite, Capacity and V-Ray Editions (existing Backup Exec customers)

The Capacity Lite and Capacity Editions offered a convenient way for customers to obtain all product features in a single license, based on the amount of Front-end Terabyte. V-Ray Edition protects virtual environments only.
These editions apply to existing customers extending or renewing their existing Backup Exec Edition licenses.

	Capacity Lite Edition	Capacity Edition	V-Ray Edition
Automatically licensed to	Silver Edition	Gold Edition	
License Meter	Per FETB	Per FETB	Per CPU
Backup Exec Server	✔	✔	✔
Agent for Windows	✔	✔	Unlimited*
Agent for VMware& Hyper-V	✔	✔	Unlimited*
Agent for Linux	✔	✔	Unlimited*
Agent for Applications and Databases	✔	✔	Unlimited*
Agent for Remote Media for Linux Servers		✔	
Deduplication Option		✔	✔
Library Expansion Option (LEO)		✔	
VTL Unlimited Drive Option (VUDO)		✔	
Enterprise Server Option		✔	
NDMP Option		✔	

Unlimited*: Includes unlimited deployment – restricted only for use in VMware & Hyper-V virtual Machines running on the licensed host.

Edition		Capacity Lite Edition	Capacity Edition	V-Ray Edition
Protection coverage	Virtual	✓	✓	✓
	Physical	✓	✓	
Platform support	Windows	✓	✓	✓
	Linux	✓	✓	✓
	VMware	✓	✓	✓
	Hyper-V	✓	✓	✓
Application support	Microsoft Exchange	✓	✓	✓
	Microsoft SQL Server	✓	✓	✓
	Microsoft SharePoint	✓	✓	✓
	Active Directory	✓	✓	✓
	Oracle	✓	✓	✓
	Enterprise Vault	✓	✓	✓
Other key features	Physical to Virtual conversion	✓	✓	✓
	Centralized Management		✓	
	Off-Host/ Synthetic Backup		✓	
	Deduplication		✓	✓
	Physical Tape Drive Library Support	Single drive	Multiple drives	Single drive
	Virtual Tape Drive Library Support	Single drive	Multiple drives	Single drive
	NDMP support		✓	

- Backup Exec capacity offerings include unlimited deployment of the Backup Exec server and remote agents, provided the number of FETB of data being protected does not exceed the number of terabytes specified by your license with a minimum of 1TB per Backup Exec Server. You may purchase as many TBs you need according to the amount of data that needs to be protected.
- Capacity Edition and Capacity Lite Edition customers are automatically entitled to corresponding Gold or Silver edition license keys, respectively. This automatic entitlement can be viewed in the VEMS portal, displayed as either "BE 20.3 Gold/Capacity Edition" or "BE 20.3 Silver/Capacity Lite Edition".
- V-Ray Edition can be mixed with the a la carte licensing model to either add on more features that are not included in the V-Ray Edition or to extend protection to physical environments.
- V-Ray Edition, to fully protect a VMware or Hyper-V cluster, a license is required for each socket of each node of the cluster. Customer is required to purchase the appropriate agents and options from a la carte licensing to protect any physical systems other than the local physical backup server.

Example Licensing Scenarios

Example A:

| Customer environment and needs	Customer needs to purchase
- Virtual environment only 3 ESXi hosts, dual processors 15 virtual machines	6 x V-Ray Edition

Example B:

Customer environment and needs	Customer needs to purchase
- Virtual and physical environment 3 ESXi hosts, dual processors 25 virtual machines 3 Windows file servers (physical) 1 Linux server (physical) 1 SQL server (physical) 1 tape autoloader with 10 drives - Needs deduplication - Needs central management	6 x V-Ray Edition 3 x Agent for Windows 1 x Agent for Linux 1 x Agent for Applications and Databases 9 x Library Expansion Option (because V-Ray Edition includes BE server and each BE server includes the first tape drive in a tape library with every BE Server license) 1 x Enterprise Server Option

Example C:

Customer environment and needs	Customer needs to purchase
- Virtual and physical environment 2 ESXi hosts, dual processors 1 Windows file server (physical) 1 Linux server (physical) 1 Oracle database (physical) 1 SharePoint Farm that has a distributed environment of 1 Web front end server, 1 Index server, 1 Query server (physical) 2 tape autoloaders with 2 drives 1 Virtual tape library with 10 drives - Needs deduplication - Needs central management	4 x V-Ray Edition 4 x Agent for Windows 1 x Agent for Linux 2 x Agent for Applications and Databases 2 x Library Expansion Option (because V-Ray Edition includes BE server and each BE server includes the first tape drive in a tape library with every BE Server license) 1 x VTL Unlimited Drive Option (covers an unlimited amount of virtual tape drives) 1 x Enterprise Server Option

Example D: *VMware or Hyper-V cluster scenario*

Customer environment and needs	Customer needs to purchase
2 node cluster with 2 CPU sockets	4 x V-Ray Edition
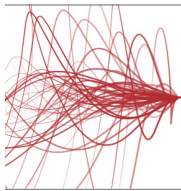
Migration to Bronze, Silver and Gold Perpetual Offerings

Our capacity based offerings are our newer and easier way to license and manage Backup Exec. We are offering both active and expired maintenance customers an opportunity to migrate to the bronze, silver and gold perpetual offerings.

Eligible Backup Exec products that qualify for migration and migration ratios:

Backup Exec Server, 1:1	NDMP Option, 1:1
Agent for Windows, 1:1	VTL Unlimited Drive Option, 1:1
Agent for Applications and Databases, 1:1	File System Archiving Option*, 1:1
Agent for VMware & Hyper-V, 1:1	Exchange Mailbox Archiving Option*, 1:1
Agent for Remote Media for Linux, 1:1	V-Ray Edition, 1:5
Agent for Linux, 1:1	Small Business Edition*, 1:1
Agent for Mac, 1:1*	Small Business Edition Agent for Windows*, 1:1
Library Expansion Option, 1:1	BE Appliance Essential Protection Suite*, 1:5
Enterprise Server Option, 1:1	BE Appliance Total Protection Suite*, 1:5
Deduplication Option, 1:1	

* Product is EOL, however licenses can be turned in for the above migration ratio.

Migration ratio examples:

- For every 1 Agent for Windows, you can get 1 TB of capacity licenses
- For every 1 BE Appliance Essential Protection Suite, you can get 5 TBs of capacity licenses
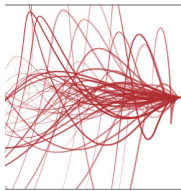
Active Maintenance Customers

Utilize Capacity Cross Grade SKUs for active licenses where customers pay just for capacity maintenance. License upgrade cost is waived.

Terms and Conditions:

- Active maintenance only (expired maintenance customers see next section)
- Existing original license needs to have been purchased before 31st March 2018
- Customer can choose between upgrading to Bronze, Silver or Gold perpetual offerings
- If customer wishes to migrate in the middle of their current maintenance period, they must forfeit the remaining support period. No credit will be given for unused support.
- Customer does not have to purchase the same amount of TBs as the amount of eligible number of BE licenses they have.
- If customer needs more TBs than the amount of eligible BE licenses they have, they need to purchase the remaining TBs at the standard price.
- Eligible license turned in for migration will be retired.
- The Capacity Cross Grade SKUs for active maintenance licenses must be used to migrate to capacity

Expired Maintenance Customers

Utilize Bronze, Silver or Gold Cross Grade SKUs for expired maintenance licenses where customers pay 35% off license MSRP + full price maintenance.

Terms and Conditions:

- Expired maintenance only.
- Customer can choose between upgrading to Bronze, Silver or Gold perpetual offerings
- Customer does not have to purchase the same amount of TBs as the amount of eligible number of BE licenses they have.
- If customer needs more TBs than the amount of eligible BE licenses they have, they need to purchase the remaining TBs at the standard price.
- Eligible license turned in for migration will be retired.
- The Capacity Cross Grade SKUs for expired maintenance licenses must be used to migrate to capacity.

Migration Order Instructions

- All migration orders must attach proof of purchase of existing licenses.
- The following are proof-of-purchases that are accepted: Install Base ID, Renewal Service Contract ID
- Due to legal requirements, BE Appliance must follow the below additional instructions:
  - Attach a completed and signed Certificate of Removal from Service form to a Deal ID.
    - Veritas' internal link to the document:
      https://veritas.gosavo.com/Document/Document.aspx?id=36654956&view
    - Certificate of Removal from Service can be downloaded from Article 100043526
      - Serial #(s): this is the actual serial # that is on the BE Appliance HW
      - Signature: this needs to be a handwritten signature. Electronic signatures are not accepted.
  - Deal ID must be referenced on the PO
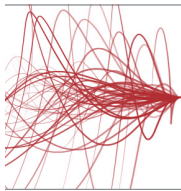
Example Migration Scenarios

Note all migration scenarios are modelled assuming **today's date is 5th December 2016**.

Example A:

Qty	License	Original License Purchase	Support Start	Support End Date	Status
1	BE Server	07/01/13	07/01/16	07/01/17	Active
1	Agent for Windows	07/01/13	07/01/16	07/01/17	Active
1	Agent for Apps and Databases	09/01/12	09/01/16	09/01/17	Active
1	Agent for VMware and Hyper-V	09/13/13	09/13/14	09/13/15	Expired
		Total Active Maintenance Eligible Products		3	
		Total Expired Maintenance Eligible Products		1	

Customer can get up to: 3 TBs of Bronze, Silver or Gold perpetual offerings at the active maintenance cross grade price and 1 TB Bronze, Silver or Gold perpetual offerings at the expired maintenance price.

Customer environment and needs	Customer needs to purchase
2 TBs of data (includes data growth)	2 x Backup Exec Silver Perpetual Cross Grade - At the 2 to 5 TB tier. Customer does not need to purchase all 4 TBs that they can get for the cross grade

Example B:

Qty	License	Original License Purchase	Support Start	Support End Date	Status
2	BE Server	10/01/13	10/01/16	10/01/17	Active
2	Agent for Windows	05/01/15	05/01/16	05/01/17	Active
2	Agent for Apps and Databases	10/01/13	10/01/16	10/01/17	Active
1	Agent for VMware and Hyper-V	03/01/14	03/01/16	03/01/17	Active
1	Enterprise Server Option	10/01/14	10/01/16	10/01/17	Active
1	Deduplication Option	08/01/13	08/01/14	08/01/15	Expired
		Total Active Maintenance Eligible Products		8	
		Total Expired Maintenance Eligible Products		1	

Customer can get up to: 8 TBs of Bronze, Silver or Gold perpetual offerings at the active maintenance cross grade price and 1 TB Bronze, Silver or Gold perpetual offerings at the expired maintenance price.
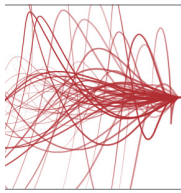
Customer environment and needs	Customer needs to purchase
10 TBs of data (includes data growth) Needs deduplication Needs central management	8 x Backup Exec Capacity Edition Cross Grade - At the 6 to 15 TB tier 1 x Backup Exec Capacity Edition Cross Grade Expired Maintenance - At the 1 TB tier 1 x Backup Exec Capacity Edition - At the 1 TB tier

Licensing FAQs

How many TBs do I purchase?
You need to purchase licenses for the amount of front-end data (data that is uncompressed/not deduplicated) that you will back up within the next year. If you think the volume of data you need to back up will increase, but are unsure by how much, we recommend you factor in a 20% data growth rate and include that amount in the total TBs purchased. Refer to the table below as a guide. Download the Veritas Capacity Assessment Tool to calculate the amount of data, in TB, on the servers in an environment to provide information about the number of licenses needed to protect these servers.

Current TBs	Recommended TBs to purchase
1	2
2	3
3	4
4	5
5	6
10	12

What if I purchased 5 TBs and need to purchase an additional 1 TB at a later time, does that incremental purchase qualify for a volume discount?
No. The first purchase would qualify for the 2 to 5 tier prices. The second purchase would qualify for the 1 TB tier price. The discounts are based per line per order. At renewal time, if all licenses are renewed at the same time, the price tier applied will be that of the aggregate amount.

What is the difference between "Available" and "Allocated" licenses?
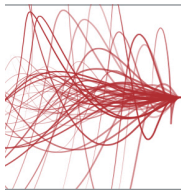Backup Exec allows you to purchase licenses for the total FETB needed and allocate different licensing to different Backup Exec servers. This allows you to take advantage of tier pricing. For example, you can purchase 15 TB to take advantage of the discount pricing and then distribute or allocate across multiple servers, such as 5 TB to Server A and 3 TB each to Servers B and C and 4 TB to Server D. In this example there would be 15 TB Available and 15 TB Allocated among 4 servers. To add capacity to any of these servers, the new license must be the same Bronze/Silver/Gold edition as the existing license. In this example if 2 more TB were purchased, there would be 17 TB Available and 15 TB Allocated. Servers with allocated licensing do not have to be centrally managed.

Can I pay for Backup Exec monthly?
No. Backup Exec subscription is available as a term license for 1, 2 or 3 years, paid in advance.

What happens if I stop paying for the term subscription at the end of the term? Will I be able to continue using the product?
No. If the term subscription is not renewed at the end of the term, the product will no longer be able to perform backup jobs. However, it will allow you to restore backed up data.

Can I co-term existing subscriptions to a renewing subscription?

Yes. We will help Customers co-term existing subscriptions to a renewing subscription. Please contact your Sales representative to process a subscription co-terming. Co-term allows customers to align the expiration dates of multiple subscription license purchases. This may allow subscriptions to be renewed at a new discount tier.

Can I sign up for auto-renewal for my subscription?

No. Auto-renewal is not currently available. Please contact your Sales representative to process a subscription renewal.

What happens if I exceed my capacity license?

If Customers exceed their capacity licenses by 15% for 30 consecutive days, the backup functions will no longer run, but the product will still allow customers to restore backed up data. In order to make the backup functions perform normally, please contact your Sales representative to purchase additional TBs or reduce the amount of data backed up to remain compliant.

Can I buy Bronze edition and buy the Library Expansion Option from the Custom edition menu?

No. Mixing the capacity model with other licensing models is not allowed. In this case, if Library Expansion Option is needed then Silver or Gold editions should be purchased and not the Bronze edition.

I have 1 main site and 2 remote sites; can I purchase Gold edition for the main site and Silver edition for the remote sites?
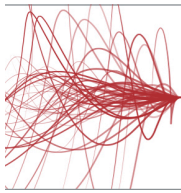
No. You must purchase the same capacity license for all sites. You can purchase licenses for the total FETB and allocate capacity to individual servers. Servers with allocated capacity licenses do not need to be centrally managed. See Allocating Capacity Licensing for more information.

If I buy Bronze or Silver editions and then later decide that I need more features, can I upgrade to Silver or Gold edition?

Yes. Upgrading from Bronze or Silver to Silver or Gold is allowed. We have cross grade SKUs that are available to easily allow the upgrade.

I am an existing customer with à la carte (Custom edition) licensing and would like to switch to Bronze, Silver or Gold edition, is that allowed?

Yes. We have cross grade SKUs to allow customers with active and/or expired maintenance licenses with non-capacity-based Backup Exec license to easily migrate to our capacity offerings.

I am an existing customer with capacity licensing and would like to move to the new Bronze, Silver or Gold edition, is that allowed?

Switching is unnecessary. Capacity Ed and Capacity Lite Ed customers will have automatic entitlement to the new Gold and Silver Capacity offerings in addition to their existing products. Customers can take advantage of this entitlement via the Veritas Entitlement Management System (VEMS) portal by downloading keys to the latest offerings. Existing customers on Capacity Ed and Capacity Lite Ed will continue to be able to renew and buy additional TB under their existing licensing option and model.

If I buy the Gold package and then later decide that I only need the features of the Silver package, can I downgrade?

Yes. You can downgrade at end of the subscription term. The ability to downgrade during the term of the subscription is not allowed.

I am an existing customer with perpetual licensing and would like to switch to a Bronze, Silver or Gold package that is subscription based, is that allowed?

We do not offer a cross grade path for switching from perpetual to subscription. Migrations are available perpetual to perpetual only. However, if the subscription license model is preferred, a customer may choose to purchase one of these offerings in place of their next maintenance renewal contract.

I am an existing customer with perpetual licensing, will my renewal be subscription based?

No, customers renewing existing licenses will renew as perpetual licenses

I am interested in migrating to the simpler capacity licensing, are there cross grade SKUs to upgrade to Bronze/Silver/Gold editions?
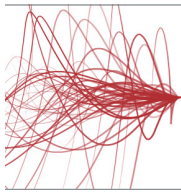
Yes. We offer both active and expired maintenance customers cross grade options to Bronze/Silver/Gold capacity licensing.

I am a Capacity Edition customer – can I continue to use this product?

Capacity and Capacity Lite customers should cross-grade or continue to renew and buy additional FETB through their existing offering. In addition to being entitled to continue using their current licensing option, Capacity customers are entitled to download and use the Gold capacity offering and Capacity Lite customers the Silver capacity offering. Customers will be able to view and take advantage of this entitlement via the VEMS portal.

I also have a physical environment I need to protect in addition to my virtual environment, does V-Ray Edition protect my physical environment?

No. V-Ray Edition only is licensed to protect virtual environment, with the exception that the Backup Exec Server and Deduplication components included in V-Ray Edition can be used to protect the Backup Exec server environment. You need to purchase the appropriate Custom edition agents and features to cover your remaining physical environment and backup needs.

Does the V-Ray Edition license include protection of the local physical Backup Exec Server (media server)?
Yes.

I have 5 active maintenance Backup Exec eligible licenses, do I have to purchase all 5 TBs of the Bronze, Silver or Gold upgrade licenses?
No. You can purchase up to 5 TBs of Bronze, Silver or Gold upgrade licenses. You do not need to purchase all 5 TBs. If you only need 3 TBs, you can purchase that amount.

Can I exchange the remaining Backup Exec eligible active maintenance licenses for Bronze, Silver or Gold licenses at the active maintenance cross grade price at a later time?
Yes. But only if the remaining a la carte licenses are on active maintenance. Once they are expired, the licenses will be only eligible for the special price for expired licenses (which is a higher price point).

What if I have 4 active maintenance Backup Exec eligible licenses but I need to purchase 5 TBs of Bronze, Silver or Gold licenses?
You will need to purchase 1 TB at the standard price.

What if I am a new customer and I purchase a la carte and then decide later to go to Bronze, Silver or Gold, can I get the special cross grade price for active maintenance licenses?
No. The special cross grade price for active maintenance are only for licenses purchased before 31st March 2018. This is to prevent price arbitrage from happening.

Are there any cross grade offers for new customers who purchase a la carte after 31st March 2018 and then decides later to go to capacity?
No. We need to be initially selling new customers the capacity licenses.

I am an SBE customer on active maintenance, when can I expect to receive entitlement to Silver Perpetual?
All active SBE licenses were automatically converted to Silver Perpetual in our systems at the EOL date which was 6 July 2015. You should automatically see the entitlement on your next renewal. Or you can login to the licensing portal to see it instantly.

I have SBE licenses that are expired, will I be eligible to receive entitlement to Silver Perpetual?
No. Only active licenses receive entitlement to Silver Perpetual. If you would like to migrate to Silver Perpetual, you can migrate your expired licenses. Please refer to the Migration Section (pg. 8).
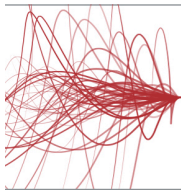
I have an Agent for Windows license and Agent for Linux license that I purchased with my SBE licenses, will those licenses be automatically entitlement mapped to Silver Perpetual?
No. Because Agent for Windows and Agent for Linux are products that are not EOL, those will not be automatically converted to Silver Perpetual. You will need to convert those licenses through the migration process by turning them in for Silver Perpetual licenses.

I have an Agent for Windows license and Agent for Linux license that I purchased with my SBE license, which would total to 3 TBs of Silver Perpetual after all licenses convert (either through the automatic entitlement or by cross grading), but I only need to protect 2 TBs of data. Do I need to cross grade all agents?
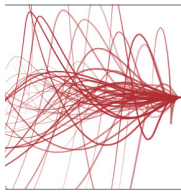No. If you only need 2 TBs of Silver Perpetual, you only need to cross grade one of the agents. Cross grading 1 agent and the automatic conversion of the 1 SBE license brings the total to 2 TBs.

I understand the entitlement mapping was 1 to 1 (i.e. 1 TB Silver Perpetual for every 1 TB SBE license), I had 1 SBE license, however I have 2 TBs of data, how do I address this situation to make sure I am compliant?
You will need to purchase 1 additional TB of Silver Perpetual.

Will I be losing any product functionality on the entitlement to Silver Perpetual?
No. You will be actually gaining more functionality and data protection coverage. You are able to deploy an unlimited amount of BE server, Agent for Windows, Agent for VMware & Hyper-V, Agent for Applications and Databases, and Agent for Linux. You also are now able to protect VMware, Oracle and Enterprise Vault should the need arise as your environment grows.

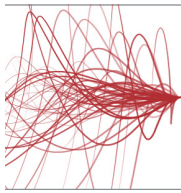# Version Upgrade Entitlements and Upgrade Mechanisms

Version Entitlements:

Maintenance Status	Description
Backup Exec customers with active maintenance contracts	Customers with any version of Backup Exec who have a current maintenance contract can update all their existing backup licenses covered by their maintenance contract free of charge to the latest version of Backup Exec.
Backup Exec customers with expired maintenance contracts	Customers with any version of Backup Exec who have expired maintenance may purchase the Expired Maintenance Upgrade SKUs (35% off standard license) of their existing licenses to upgrade to the latest version of Backup Exec.

Upgrade Mechanisms for customers with active maintenance:

Backup Exec 20.3 Upgrade	
Any version of Backup Exec with maintenance	- Upgrade to Backup Exec 20.3 at no charge through the VEMS licensing portal on https://vems.community.veritas.com/vems/login. - Backup Exec 16 and previous version license keys will not work in Backup Exec 20.3 - Customers running Backup Exec 2014 or a later version can upgrade directly to Backup Exec 20.3 - Customers running Backup Exec 2012 or earlier versions must first upgrade to version 15 or 16, and then upgrade to Backup Exec 20.3. Customers with active maintenance can download any supported version from VEMS portal.

Upgrade Mechanisms for customers with expired maintenance or new customers switching from a competitor product to Backup Exec 20.3:

Backup Exec Version	Backup Exec 20.3 Upgrade
Any version of Backup Exec without maintenance or new customers switching from a competitor product to Backup Exec (20.3)	Upgrade to Backup Exec 20.3 and save up to 35% off standard license price. If you are an existing Backup Exec 16 or prior version expired maintenance customer, you are required to purchase expired maintenance upgrade SKUs (35% off standard license price) for all of your existing core products, agents and options to access Backup Exec 20.3. If you are switching from a competitor product to Backup Exec 20.3, you can save up to 35% off standard license price via competitive upgrade SKUs.

Maintenance and Extended Support Licensing

Maintenance agreements entitle customers to patches and upgrades to Backup Exec that are released during the term of the maintenance agreement. Maintenance agreements can be purchased in 1, 2 and 3 year increments. Gold, Silver, Bronze, Custom, Capacity, Capacity Lite and V-Ray editions include technical support for 1 year from the date of initial release of Backup Exec 20.3. Extended Support agreements entitle the customer to technical support for up to 2 additional years, sold in 1 and 2 year increments. For more information see the Veritas End of Life Policy at https://www.veritas.com/content/dam/support/terms/Veritas%20EOL%20Policy.pdf.
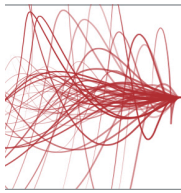
Discontinued Products and Entitlement

The following information shows the recent Backup Exec products that have been discontinued and the replacement product/licenses and quantity a customer is entitled to.

Discontinued Product	License Meter	Quant	Replacement Product	License Meter	Quant
QuickStart Edition	Server		No replacement		
Small Business Edition	Server	1	Silver Perpetual	TB	1
Small Business Edition Agent for Windows	Server	1	Silver Perpetual	TB	1
File System Archiving Option	Server	1	--	--	--
Exchange Mailbox Archiving Option	10 user pack	1	--	--	--
Agent for Mac	Server	1	--	--	--
V-Ray Edition 2 to 6 cores	CPU	1	V-Ray Edition	CPU	1
V-Ray Edition 8+ cores	CPU	1	V-Ray Edition	CPU	1

Small Business Edition (SBE) customers on active maintenance were converted to Silver Perpetual. SBE customers who have purchased the following agents: Agent for Windows, Agent for Linux and Agent for Mac; will need to turn in each agent for 1 TB each as mixing licensing models is not allowed.
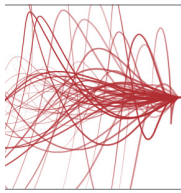
Example A: Customer's licenses and support dates

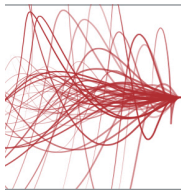| Qty	License	Original License Purchase	Support Start	Support End Date	Status
1	BE Small Business Edition	09/01/13	09/01/16	09/01/17	Active
1	Agent for Windows	05/01/13	05/01/16	05/01/17	Active
1	Small Business Edition Agent for Windows	09/01/13	09/01/16	09/01/17	Active
Total Active Maintenance Eligible Products				3	

In this scenario, customer can get up to: 3 TBs of Silver Perpetual licenses. 2 TBs of the licenses will be automatically converted to Silver Perpetual; 1 TB license needs to be obtained through cross grading because Agent for Windows is not an EOL product.

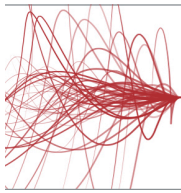| Customer environment and needs	Customer needs to purchase
5 TBs of data (includes data growth)	2 x Backup Exec Silver Perpetual (automatically converted) At the 2 to 5 TB tier 1 x Backup Exec Silver Perpetual (purchase utilizing cross grade) At the 1 TB tier 2 TB Silver Perpetual (needs to be additionally purchased utilizing standard SKU) At the 2 to 5 TB tier

Useful Links

- For more detailed information on Backup Exec including hardware and software compatibility guides, and the administration guide, please visit: https://www.veritas.com/support/en_US/article.000017788

- To easily determine the amount of FETB needed for the capacity model, please download the FREE Veritas Capacity Assessment Tool (VCAT) from the following link: https://www.veritas.com/support/en_US/article.TECH230179

- To manage and obtain license keys, please visit the licensing portal on: https://vems.community.veritas.com/vems/login.

- For licensing support, please visit: https:// www.veritas.com/support

- For the End of Support Life dates for previous versions of Backup Exec, see https://www.veritas.com/support/en_US/article.000116356

- Evaluate Backup Exec FREE for 60 days. Backup Exec will run in evaluation mode for 60 days when no license key is entered during the installation. During this 60-day period most features and options are available for evaluation. To try Backup Exec free for 60 days, please visit: www.BackupExec.com/trybe
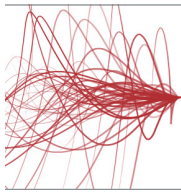
Agents and Features Licensing Details

Bronze, Silver and Gold (B/S/G) editions include specific agents and features that provide the functionality described below. Custom edition allows you to build and configure your own backup solution by determining the agents and options that are needed depending on your physical and/or virtual environment and backup needs. Custom edition items cannot be added to Bronze, Silver or Gold editions.
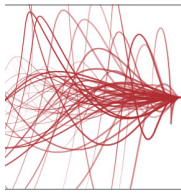
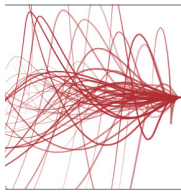| Agents and Features	Custom Edition Licensed per	Details
Backup Exec Server	Backup Exec Server Included in Bronze, Silver and Gold	The Backup Exec Server manages the backup environment (agents/options) and all tape/disk/cloud storage devices used for backup and recovery. Each Backup Exec environment requires at least one Backup Exec Server. Custom edition licensing: each Backup Exec Server license includes 1 Agent for Windows to protect the local Backup Exec Server.
Agent for Windows	Windows Server Included in Bronze, Silver and Gold	Protects files on local or remote servers that are open and in use at the time of backup including data required for granular recovery of supported applications and databases, Simplified Disaster Recovery and converting backups into virtual machines. Custom edition licensing: each server (physical or virtual) that will have files restored must have a licensed Agent for Windows installed. One Agent for Windows license is included in each Agent for Applications or Databases license. For distributed applications like Exchange or Sharepoint, an Agent for Windows must be licensed for each application server excluding one (that was licensed with the Agent for Applications and Databases).

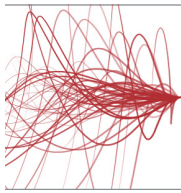| Agents and Features	Custom Edition Licensed per	Details
Agent for VMware and Hyper-V	Hypervisor Host server Included in Bronze, Silver and Gold	Provides data protection for an unlimited number of guest virtual machines. Integration with VMware vSphere vStorage API's and Microsoft Volume Shadow Copy Service (VSS) maximizes backup and recovery performance. Instant recovery and granular data recovery of VMware and Hyper-V guests saves time and lowers cost. Integrates with all key VMware technologies including vStorage API's, vCenter, vMotion, ESX/ESXi and VMware Tools. Granular Recovery Technology (GRT) provides the ability to restore individual files and folders inside of guest VM without restoring the entire VM. GRT is available for Windows guest machines only. Instant Recovery provides the ability to start a virtual machine from a backup in seconds. VMs started from backups run partially on the Backup Exec server and can be moved to a hypervisor host. Instant Recovery starts a VM significantly faster than restoring the guest. Recovery Ready allows you to quickly verify a VM can be recovered from backup. It runs a single job that starts a VM from backup, runs registration and power-on tests, shuts down the VM and reports the readiness state of the backup. Granular recovery of application data such as Exchange emails and SQL databases require the Agent for Applications and Databases to be licensed and installed on the Backup Exec server with the Agent for Windows. Custom edition licensing: Each Agent for VMware and Hyper-V license includes unlimited deployment of Agent for Windows and Agent for Linux to the virtual machine guests of that licensed hypervisor host server only.

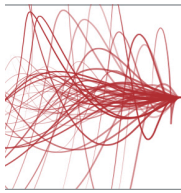| Agents and Features	Custom Edition Licensed per	Details
Deduplication Option	Backup Exec Server Included in Bronze, Silver and Gold	Deduplication is a process that allows only unique data to be stored in the backup destination. The Deduplication option supports a data-reduction strategy by optimizing storage and network bandwidth. The following deduplication methods can be used: client-side deduplication, server-side deduplication; appliance deduplication using an OpenStorage device and cloud data storage with server-side deduplication using OpenDedupe. Client-side deduplication requires the Agent for Windows or the Agent for Linux is installed. Each Backup Exec server can have one deduplication storage location configured. OpenDedupe integrates with Backup Exec to provide deduplication in cloud-based storage. Deduplication is performed by the Backup Exec server and only unique data is written to cloud storage. OpenDedupe can also be configured to provide local deduplication disk storage. OpenDedupe storage should not be shared between Backup Exec servers. For more information about downloading and configuring OpenDedup, see https://www.veritas.com/support/en_US/article.000127295 Custom edition licensing: Sharing deduplication storage between Backup Exec servers requires an Enterprise Server option license. A deduplication option license is required to enable Backup Exec and OpenDedupe integration.

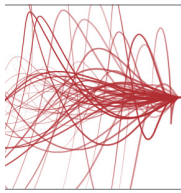| Agents and Features	Custom Edition Licensed per	Details
Library Expansion Option (LEO)	Tape device Included in in Bronze: 1 standalone tape drive Included in Silver: 4 physical or virtual drives (3 LEO) Included in Gold: Unlimited physical and virtual drives	The Backup Exec server provides support for standalone tape drives and Robotic Tape Library Support. The Library Expansion Option (LEO) provides support for additional drives in a multi-drive tape-library, robotic library, auto-loader or virtual tape library (VTL). Easily manage the backup destination to a specific device. Custom edition licensing: Each subsequent drive after the first requires an additional LEO per drive. In a SAN with more than one shared library, the first drive of one library is included in the Backup Exec Server license. A LEO is required for each subsequent drive. Virtual Tape Libraries (VTL) must be licensed in the same manner as a physical tape library or the customer can purchase the Virtual Tape Library Unlimited Drive Option (VUDO). Stand-alone tape drives that are not part of a tape library or auto-loader do not require a LEO.
VTL Unlimited Drive Option (VUDO)	Virtual Tape Library Included in Gold	Provides support for unlimited drives in each Virtual Tape Library attached to Backup Exec Server. Custom edition licensing: When a single VTL is licensed with VUDO, that single license can be used on multiple Backup Exec Servers; however, in order to share the VTL with multiple Backup Exec Servers, the Enterprise Server Option is required.

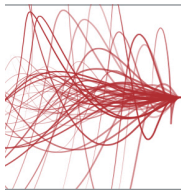| Agents and Features	Custom Edition Licensed per	Details
Agent for Applications and Databases	Application server/ database instance Included in Silver and Gold	Protects and provides recovery for: Microsoft Exchange Server, Active Directory, Microsoft SQL Server, Microsoft SharePoint, Oracle, and Enterprise Vault. The Agent for Applications and Databases is installed on the Backup Exec Server and an Agent for Windows or an Agent for Linux must be installed on the server that hosts the application or database that is to be backed up. Custom edition licensing: application servers must be licensed individually with one Agent for Applications and Databases per application or per instance of a database application. For example, if there are 3 servers/virtual machines running Exchange and 2 servers/virtual machines running SQL, then 5 licenses of the Agent for Applications and Databases must be purchased. Each license includes 1 Agent for Windows or 1 Agent for Linux that must be installed on the server hosting the application or database.
Agent for Applications and Databases **Microsoft Exchange Server support**	Application server/ database instance Included in Silver and Gold	Microsoft Exchange Server support Restore individual email, folders, and mailboxes in seconds. Reduce backup times with a "one pass" backup which allows for full recovery of Exchange, individual mailboxes, individual emails. Custom edition licensing: when in a 2-node active/passive cluster server configuration, you need only license the active node. When licensing an Exchange DAG (Database Availability Group) environment, a license for the Exchange Agent will be required for each Exchange server in the DAG, each with the Agent for Windows installed. Exchange servers that function only as a Client Access Server (CAS) are not required to be licensed.

Agents and Features	Custom Edition Licensed per	Details
Agent for Applications and Databases **Active Directory support**	Application server/ database instance Included in Silver and Gold	Active Directory support Restores individual Active Directory objects, user preferences, etc. without rebooting Active Directory Domain Controllers. Custom edition licensing: When in a 2-node active/passive cluster server configuration, you need only license the active node.
Agent for Applications and Databases **Microsoft SQL Server support**	Application server/ database instance Included in Silver and Gold	Microsoft SQL Server support Quickly restore data from local or remote backup destinations. Recover up-to-the-minute data changes. Single pass backup allows for full instance, individual database and file group recovery. Custom edition licensing: When in a 2-node active/passive cluster server configuration, you need only license the active node. A separate license for the Agent for Applications and Databases must be purchased for each installation/instance of SQL installed even when multiple installations are running on the same host.
Agent for Linux	Linux Server Included in Silver and Gold	Provides file and folder data protection and open file protection for supported Linux distributions. Protects major versions of Linux.
Agent for Remote Media for Linux Servers	Linux Server deployed as a remote media server Included in Gold	Delivers storage flexibility for Linux servers running in a Backup Exec for Windows Server environment. Directly attach a storage device (tape or disk) to a remote Linux server or deploy in a SAN environment for added flexibility and reduced bandwidth requirements for backup jobs on a remote Linux server. A Windows Backup Exec Server is required for job configuration and management.

Agents and Features	Custom Edition Licensed per	Details
Agent for Applications and Databases **Microsoft SharePoint support**	Application server/ database instance Included in Silver and Gold	Microsoft SharePoint support Granular recovery of individual SharePoint objects and documents in seconds. Flexible support for SharePoint Server and SharePoint Services. Custom edition licensing: For a Farm environment, 1 Agent is needed to protect the content database. Each additional member of the SharePoint Farm (i.e. Web Servers, Indexing Servers, Query Servers, SQL Servers, etc.) will each require a separately-licensed Agent for Windows. When in a 2-node active/passive cluster server configuration, you need only license the active node. In a SharePoint Farm, when the SQL server also hosts non-SharePoint data, a separate license for the Agent for Applications and Databases must be purchased to protect the non-SharePoint database data.
Agent for Applications and Databases **Oracle support**	Application server/ database instance Included in Silver and Gold	Oracle Support Integrates with Oracle RMAN technology for backup and recovery operations. Simple point and click choices in the backup job automatically generates RMAN scripts. Multi-stream support for increased performance. Supports both Windows and Linux platforms.
Agent for Applications and Databases **Enterprise Vault support**	Application server/ database instance Included in Silver and Gold	Enterprise Vault Support Data protection for Enterprise Vault archives. Recover individual partition files and indexes in seconds. Integrated backup, recovery and archive solution for the Enterprise Vault application. This agent cannot be used to perform any type of email recovery. It is just to protect the Enterprise Server environment (server configuration, vault and database).

Agents and Features	Custom Edition Licensed per	Details
Enterprise Server Option **Central Administration and Shared Storage**	Managed Backup Exec Server Environment Included in Gold	Enterprise Server Option includes centralized management of multiple Backup Exec servers, the ability to share a backup destination between Backup Exec servers and advanced disk based configuration options for backups. Centralized management provides a single console for managing backup and recovery operations across multiple Backup Exec servers, including storage device control, load balancing, centralization/duplication of backup data, and offsite disaster recovery. Storage devices can be shared so that multiple Backup Exec servers can access shared disk space that can do deduplication or a shared tape library. The console displays alerts for all managed Backup Exec servers and provides environment-wide reporting. If 20 or more Backup Exec Servers are being centrally managed, the Backup Exec Database (BEDB) should be running in a full version of Microsoft SQL Server. Backup data travels from the client/source to the Backup Exec server then to the storage/destination even when the data and the storage are on the same Storage Area Network (SAN). The server to be protected can have Backup Exec server installed so that the backup data can be written directly to storage. Such a server could be centrally managed and be writing the data to shared or cloud storage where it can be deduplicated and/or copied to another location. Deduplication can also be configured to write backup data directly from the client to SAN-based deduplication storage.

Agents and Features	Custom Edition Licensed per	Details
Enterprise Server Option **Advanced disk-based backups**	Managed Backup Exec Server Environment Included in Gold	Backups can be configured with advanced disk-based options that eliminate the need for recurring full backups for supported remote resources or to move backup processing from the computer hosting the data over to the Backup Exec Server. The method for moving the backup processing is known as off-host. Off-host backups require 3rd party hardware snapshot utilities. Advanced disk-based options also allow you to restore the contents of directories to what they were at the time of any full or incremental backup. Custom edition licensing includes unlimited use of Enterprise Server option features. Each managed Backup Exec server is licensed separately.
NDMP Option	NDMP based NAS device Included in Gold	Supports the backup and restore of NDMP NetApp, EMC Celerra and IBM N-Series storage configurations with tape devices attached. Protection for NDMP devices residing in remote locations including in a Storage Area Network (SAN) configurations. Automated NDMP filer data duplication to tape. Expands the number of disk targets that can be selected for disk-based data protection. Custom edition licensing: clustered NAS devices require only a NDMP license for the "active" node in the cluster since both NAS devices have the same data to protect on them.