

The Veritas logo is positioned in the upper right corner of the page. It consists of the word "VERITAS" in a bold, red, sans-serif font. The background of the page features a light gray diamond-patterned grid and several thick, diagonal red lines that create a sense of depth and movement.

InfoScale Core Plus Licensing FAQ Customer Version

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Overview of Core Plus Pricing

What is Core Plus pricing and when is it scheduled to take effect?

Core Plus pricing for Veritas InfoScale™ is an enhancement to the current core-based licensing model. It factors in the steady advances of CPU technology to properly set InfoScale core pricing going forward.

This new licensing model will also provide a simple, secure and accurate way to track, renew and purchase InfoScale licenses going forward. This is not a new concept in the software industry. Companies like Oracle and Microsoft have implemented software licensing tied to processing performance for years, so this concept should be familiar to you.

Core Plus pricing went into effect on April 5, 2021 and will be the only licensing model available for new InfoScale purchases. Note: This change does not affect existing customers or current renewals that are already in progress.

What are the details behind Core Plus?

Core Plus uses the physical core count of the server CPU plus the CPU performance rating number to determine the total Core Plus credits required to order a valid InfoScale license.

The required Core Plus credits are determined by multiplying physical CPU cores with the performance rating number to arrive at the effective number of Cores Plus credits that should be quoted.

A performance number will be assigned to the most common CPU types based on the industry-standard CPU performance benchmark posted on [spec.org](https://www.spec.org). Veritas used the Intel Xeon E5-2670 v3 chip as the baseline performance rating of 1.0, so any chips that are faster will have a performance rating of more than 1.0 and slower chips will have a performance rating of less than 1.0.

Using that information, Veritas will create a table that will list the performance rating number or “coefficient” for each chip type you’ll encounter. This performance rating table has been integrated into the SORT data collector tool, the license calculator web-based tool and the Usage Insights Server (UIS) tool that will soon be available to allow you to quickly gather the required Core Plus information to generate a renewal or new software quote.

What is the Usage Insights Server (UIS)?

The UIS is a free tool that runs in your shop and automates the discovery of licenses to provide a detailed listing of the chip type and physical cores deployed on InfoScale hosts. This on-premises tool will automate the translation between physical CPU type to the Core Plus credits required. With UIS, you can create a report that can be either automatically sent to Veritas or reviewed first by you, with an option to email the report directly to your Sales/Renewals Account Managers to simplify the renewal or new purchase process.

What happens to the existing performance rating as the CPUs get older over time?

Once determined, the Core Plus performance rating or “coefficient” is fixed for the life of the specific CPU model.

What about finding out the performance rating when newer CPUs are introduced by the manufacturers?

Veritas will set the performance number for newer CPU chips as soon as SPEC publishes benchmarks for them. We will update the performance rating table every six months to include the newer processors. InfoScale customers will be able to download and install the updated table to stay current with the new processors.

How will Veritas charge for new processors that haven't been benchmarked yet?

In the rare case that a server is made available with a new chip that's not included in our performance rating table, Veritas will set the performance rating to the prior CPU generation and will reconcile the licensing requirement at the next renewal cycle.

What if I want a quote but I haven't purchased the server yet, so I don't know the CPU type?

In that situation, the CPU in that server will be assigned a performance rating of 1.0 for each core. Veritas will reconcile the licensing requirement for that new CPU type at the next renewal cycle.

What are some examples of how the Core Plus pricing model works?

The following is a practical example of figuring out the required Core Plus credits to order.

Example: The Node A server has an 8-core processor and a CPU performance rating of 0.7. The calculation would be 8 cores X 0.7 = 5.6 Core Plus credits. The customer would need to round up and order 6 Core Plus credits to support Node A.

What if the customer is purchasing new licenses for two InfoScale nodes?

Let's assume a customer is purchasing new licenses for two InfoScale nodes: Node A and Node B. Let's further assume Node A has a physical CPU with 8 cores and a performance rating of 0.7 and Node B has a CPU with 8 cores and a performance rating of 1.2. The following steps show how to determine the quantity of Core Plus credits required for two IS nodes:

1. Node A licenses = 8 cores X 0.7 = 5.6
2. Node B licenses = 8 cores X 1.2 = 9.6

Total = 15.2 (The customer needs to order 16 Core Plus credits.)

How is Core Plus different from existing InfoScale pricing models?

Core Plus pricing is very similar to the current core-based pricing. The only difference with Core Plus is the use of a CPU performance rating number to determine the number of Core Plus credits customers need to order.

Will Core Plus be available in both perpetual and term-based subscription models?

Yes. Core Plus will be available for perpetual licenses starting April 5, 2021. Term-based subscription licenses will be available when Veritas NetBackup™ subscription licenses are made available.

Will the Core Plus model work the same in physical, virtual and cloud-based environments?

Yes. the Core Plus licensing model supports all three deployment models. The only difference is that Core Plus pricing for the cloud is mapped to the cloud server class and not the physical core coefficient.

Is the full Core Plus licensing model being rolled out on April 5?

No. This program will be rolled out in three phases to give you time to fully understand what the program is, what it means for you and the steps required to take advantage of this new licensing program. Below is a description of what is involved in all three phases:

1. **Phase one – Internal awareness, education and new business quoting** – Started April 5, 2021
 - a. Internal awareness and education of Veritas field representatives and select partners. Internal training, videos, FAQ and other support content are posted internally to fully explain what Core Plus all is about.
 - b. New InfoScale Core Plus SKUs are posted on the Veritas pricing site and will be the default SKUs for any *new* InfoScale quotes going forward. We will retire the prior SKUs and no longer list them on the site.

- c. If you are a current InfoScale customer, renewals or new deals already in progress will not be affected by these new SKUs—it's business as usual.

2. **Phase two – InfoScale customer awareness and data gathering** – Starts June 30, 2021

- a. Your local renewal team will start educating you on the Core Plus program and highlight the advantages it provides. We heard directly from our customers that they want a simple, secure and accurate way to view their existing InfoScale licenses for the following reasons:

- ✓ **SIMPLIFIES ALL INFOSCALE LICENSING GOING FORWARD**

With the new Core Plus Licensing model, we've combined all the different operating systems SKUs into one to remove complexity and simplify the ordering process. After we implement this licensing model, there will be no need to disrupt your IT staff to discover what InfoScale licenses you have during the renewals process because you'll have the information you need at your fingertips.

- ✓ **PROVIDES A SINGLE REPORT OF ALL YOUR INFOSCALE LICENSES TO BETTER MANAGE YOUR BUSINESS**

The implementation of this InfoScale license update will take the guesswork out of what InfoScale version you currently have deployed and on what servers. The InfoScale license update combined with the free Usage Insights Server (UIS) will provide a detailed report on your environment, including the InfoScale license versions and the CPU specifications for the underlying hardware on which they're deployed.

- ✓ **OFFERS A TOOL TO DO FISCAL PLANNING**

This InfoScale license visibility update will enable you to manage InfoScale versions to better plan for future upgrades and potential new deployments. This license visibility will provide the details necessary to properly budget for costs on your existing or new InfoScale license. It gives you the tools to accurately plan your upcoming IT budget cycle by running a report, fully reviewing it and having the option to send it to your Veritas team to simplify your license fiscal planning.

- ✓ **FACILITATES RISKS AVOIDANCE**

This InfoScale license visibility update enables you to easily identify licenses that are operating on versions nearing the end of support. It will help avoid potential software issues and provide visibility into functions to be optimized. It will also enable you to run ad-hoc queries when new updates are available, so you can schedule the software updates when it's convenient to your business.

- ✓ **AVOIDS AUDIT SURPRISES**

Many corporations or government agencies schedule audits to ensure the company is in full compliance with its software obligations. To avoid unexpected license costs or even fines, this InfoScale license visibility update combined with your existing Veritas InfoScale Operations Manager (VIOM) or the free Usage Insights Server (UIS) download will let you quickly and easily generate a license usage report to ensure compliance with your Veritas entitlement.

- ✓ **HIGHLIGHTS OPTIMIZATION FOR LICENSES OR INACTIVE USE**

Prior to this license update, Veritas had not provided customers the tools to accurately track what InfoScale license were currently in use. Customers often guessed at the number of active licenses during a renewal cycle, and then paid based on that assumption. When an audit was requested, IT would have to scramble to generate reports from all locations, costing the company time and money. These audits would often find issues such as over deployment, underutilization of licenses or just incorrect licensing for the organization's needs.

With this new option, customers can get an accurate view of their InfoScale license usage across all their deployed environments. They can then use this report to consolidate licenses or redeploy extra licenses prior to renewals to alleviate additional costs.

- b. A baseline of your current InfoScale entitlement and the hardware on which it's running. This baseline information will help you plan for migration to the Core Plus licensing model.

3. **Phase three – You can start migrating to the Core Plus licensing model** – Starts July 1, 2021
Following are the options available to collect the information required to migrate to Core Plus.
Choose the option that's best for you:
 - a. **Method 1: Use the SORT Data Collector Tool** – You can [download](#) and use the SORT Data Collector Tool and run a report to see the number of InfoScale licenses you have deployed in your environment.
 - b. **Method 2: Use the Usage Insights Server (UIS) binary*** – You can download this free binary that will automate the discovery of licenses and provide a detail listing of the chip type and physical cores deployed on your servers. The UIS can create a report you can email to your Sales/Renewals Account Managers to simplify the renewal or new purchase process.

Note: For customers that have the Veritas InfoScale Operations Manager (VIOM) already installed, the UIS works with VIOM to automatically register the host to further simplify the migration process.

* Available for download in the June/July 2021 time frame.
 - c. **Method 3:** If you don't allow third-party tools in your shop for legal or corporate policy reasons, you can provide the core details from your CMDB or a spreadsheet to migrate to Core Plus.
 - d. **IMPORTANT INFORMATION** – If you migrate to Core Plus BEFORE your next renewal date, we'll use the new report as the baseline to assign the correct number of Core Plus credits to make you whole. This process entails no additional cost to you.

What is the renewal license options customers will have after April 5?

For Full Renewal Values

1. *If you migrate to Core Plus now* – This is the best scenario for you. In this situation, we'll make you whole by giving your licensed hosts the number of Core Plus credits required for each host, regardless of the Core Factors discovered for the same previously booked value.
2. *If you **do not** migrate to Core Plus* – If you are renewing your full InfoScale estate and **don't want** to migrate, nothing needs to change, other than your standard uplift price.

NOTE: If you do not migrate, you'll will miss your one chance to do a no-cost migration to Core Plus licensing. In FY23, any renewal will require a mandatory Core Plus migration for all InfoScale Install Base customers. This requirement could result in an additional cost per core, depending on the server processor type on which InfoScale is deployed.

For Partial Renewal Values – To reduce the licenses you want to renew.

1. *If you migrate to Core Plus* – This will be your most cost-effective option, because like full renewals, Veritas will perform a no-cost migration to Core Plus licensing for the licenses you want to renew and hold the uplift to the full value of the renewal.

New Sales

After the Core Plus launch, can Core- and Server Tier-based licenses be used for new purchases?

After April 5, 2021, Core Plus will be the only licensing model available for new purchases. Exceptions will be handled on a case-by-case basis.

Federal Questions

Are Core Plus GSA SKUs posted yet?

No, they are not posted on the first phase of the Core Plus rollout in April. During phase one, the current GSA contact will stay in place. Veritas will notify you when Core Plus GSA SKUs will be available.

What about federal customers with option years in place that will not have funding?

This is not an issue. There will be no change for the life of the contract.

Renewal & Migration

How do customers find out what pricing models are used in their existing entitlements?

You can find this information under Licensing on the Veritas Support site at <http://support.veritas.com>. Your local Sales/Renewals Account Managers can provide a report that shows your current entitlements, pricing models, support expiration date and other similar information based on past purchases.

Can customers renew their existing entitlements without migrating to Core Plus?

Yes. You can renew existing InfoScale entitlements using Core- or Server Tier-based licensing models if the version of InfoScale is still covered under Standard Support. You can only renew InfoScale versions that require Extended and Sustaining Support on the Core Plus pricing model.

Does Core Plus provide additional functionality that won't be available for the classic Core license?

No. Both Core and Core Plus receive the same level of functionality, but there are other benefits that customers should consider:

1. Customers transferring to Core Plus have a one-time opportunity to transfer their licenses for the same previously booked value. This is a great value for customers that have moved their InfoScale licensing over to faster processors and want to avoid the probability of a price hike during their next renewal cycle.
2. The next version of InfoScale (v8.0) will be available only on Core Plus, so customers that have already transferred to Core Plus will have a seamless transition to all future versions of InfoScale.

What if I require fewer Core Plus credits than our current Core licensing? What is the pricing strategy in this scenario?

In the unlikely event you have are oversubscribed when it comes to Core vs. Core Plus credits, Veritas policy states it will grant as many Core Plus licenses as needed by customers at the same previously booked value regardless of the number of Core Plus licenses compared to Core licenses.

What if am on Extended Support and in the middle of a current support contract?

At the end of the contract, if you want to continue Extended Support, then the renewal must be transacted using Core Plus.

Can customers renew their existing estate as is without migrating?

If the version of InfoScale has not reached End of Standard Support, then customers on InfoScale 6.2 or higher can renew their existing Core-based or Server Tier-based licenses without migrating to Core Plus pricing. Customers can renew InfoScale versions that require Extended and Sustaining Support only on Core Plus.

Is there a renewal impact for customers running SFHA versions older than 6.2?

Customers with SFHA versions older than 6.2 can continue to renew their existing Extended or Sustaining Support as is because Core Plus does not apply to those versions.

Will customers with SFHA versions older than 6.2 be allowed to upgrade to InfoScale?

SFHA customers wishing to upgrade to InfoScale will need to purchase new Core Plus InfoScale licenses.

If you have questions about InfoScale's Core Plus licensing, please contact your local Sales/Renewals Account Manager.