ARCSERVE BACKUP

Arcserve Backup is available standalone via component-based or module-based licenses, and as a part of Arcserve Unified Data Protection (UDP).

Arcserve UDP can be licensed per CPU socket, per OS instance, per TB of source data or per Arcserve Appliance. More details on UDP licensing are available in the **Arcserve UDP Licensing Guide**.

COMPONENT-BASED LICENSING

The Component-Based licensing model, sometimes referred to as "a la carte" pricing, is designed to help address basic backup requirements as well as complex IT configurations. It offers the user granularity in selecting individual component licenses for the backup environment and an ability to add functionality as needs evolve.

The components available with Arcserve Backup can be divided in these three categories:

Backup Server

Arcserve Backup Servers manage data protection for a discrete part or an entire environment, and are licensed for each Backup Server installed.

Agents

Arcserve Backup Agents protect remote servers in the backup environment and are licensed for the operating system on the remote servers.

Options

Options are add-on components that extend capabilities of Arcserve Backup, for example adding support of tape libraries or NDMP protocol. Options are licensed per system where the extended capability or functionality is used.

MODULE-BASED LICENSING

Modules are bundles of Arcserve Backup components licensed per server, addressing the server's functional role and data protection needs:

—— File Server
—— Database Server
—— Email Server
—— Application Server

COMPONENTS – BACKUP SERVER AND AGENTS

	LICENSE	PROTECTED PLATFORM / DESCRIPTION
BACKUP SERVER	Arcserve Backup for Windows	Required for each Backup Server used in the environment.
AGENTS	Arcserve Backup Client Agent for Windows	Windows Servers
	Arcserve Backup Client Agent for UNIX	Solaris SPARC, IBM AIX, HP-UX Itanium
	Arcserve Backup Client Agent for FreeBSD	FreeBSD
	Arcserve Backup Client Agent for Linux	Red Hat Enterprise Linux, SUSE Linux, CentOS, Oracle Enterprise Linux, Debian, Ubuntu Server
	Arcserve Backup Client Agent for Mac OS X	Mac OS X
	Arcserve Backup Client Agent for Exchange	Microsoft Exchange
	Arcserve Backup Client Agent for Informix	IBM Informix
	Arcserve Backup Windows Agent for Lotus Domino	Lotus/Domino
	Arcserve Backup for Windows Agent for Microsoft SQL Server	Microsoft SQL Server
	Arcserve Backup Agent for Open Files on Windows	Windows Servers
	Arcserve Backup for Windows Agent for Oracle	Oracle Database on Windows Servers
	Arcserve Backup for Linux Agent for Oracle	Oracle Database on Linux
	Arcserve Backup for UNIX Agent for Oracle	Oracle Database on Solaris, IBM AIX and HP-UX
	Arcserve Backup Client Agent for SAP R/3 Oracle - Windows	SAP/R3 with Oracle DB on Windows Servers
	Arcserve Backup Client Agent for SAP R/3 Oracle - Linux	SAP/R3 with Oracle DB on Linux Servers
	Arcserve Backup Client Agent for SAP R/3 Oracle - Unix	SAP/R3 with Oracle DB on Solaris, IBM AIX and HP-UX Servers
	Arcserve Backup for Windows Agent for Microsoft SharePoint	Microsoft SharePoint
	Arcserve Backup Client Agent for Sybase	Sybase
	Arcserve Backup Client Agent for Data Mover Unix	Solaris SPARC, IBM AIX, HP-UX Itanium
	Arcserve Backup Client Agent for Data Mover Linux	Red Hat Enterprise Linux, SUSE Linux, CentOS, Oracle Enterprise Linux, Debian, Ubuntu Server
	Arcserve Backup Guest Based Virtual Machines Agent Bundle	VMware vSphere, Microsoft Hyper-V, Linux KVM, Citrix Xenserver
	Arcserve Backup for Windows VM Agent per Host License	Microsoft Hyper-V, VMware vSphere

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COMPONENTS - OPTIONS

LICENSE	PROTECTED PLATFORM / DESCRIPTION
Arcserve Backup Central Management Option	Central management of multiple backup servers Includes the following features: • Windows Disk Staging • Multiplexing • User Profiles • Password management • Audit log
Arcserve Backup for Windows Disaster Recovery Option	Bare-metal recovery of windows servers
Arcserve Backup for Windows NDMP NAS Option	Backup of NAS via NDMP protocol
Arcserve Backup for Windows Storage Area Network (SAN) Option	Backup of SAN devices
Arcserve Backup for Windows Tape Library Option	Bare-metal recovery of windows servers
Arcserve Backup for Windows Global Dashboard	Backup of NAS via NDMP protocol
Arcserve Backup for Windows Enterprise Option	Enables the following features: • Multistreaming • Tape Media Management • Image-based backup and recovery • VSS Hardware Snapshots
Arcserve Backup for Windows SAN Secondary Server Bundle	A bundle designed for SAN-connected Windows servers backing up to tape libraries, including: • Base License • Storage Area Network (SAN) Option • Tape Library Option
Arcserve Backup SAN Secondary Server Bundle for Unix	A bundle designed for SAN-connected Solaris, IBM AIX and HP-UX servers, acting as data movers, including: • UNIX Data Mover • Storage Area Network (SAN) Option • Tape Library Option • Enterprise Option
Arcserve Backup SAN Secondary Server Bundle for Linux	A bundle designed for SAN-connected Linux x86/x64 servers, acting as data movers, including: • Linux Data Mover • Storage Area Network (SAN) Option • Tape Library Option • Enterprise Option

OPTIONS

Please refer to the **Arcserve Backup Compatibility Matrix** for more details on supported platforms and combinations.

COMPONENTS - MODULES

Arcserve Backup modules include all components necessary to protect the target server type. Modules are licensed per protected server. Modules are platform-agnostic and include all the Agents and Options required for the server type.

MODULE	COMPONENTS
Arcserve Backup File Server Module	**Backup Server** Arcserve Backup for Windows, including the following features: • Windows Disk Staging • Multiplexing • User Profiles • Password management • Audit log **Agents** • Client Agent for Windows • Client Agent for Linux • Client Agent for UNIX • Agent for Virtual Machines • Agent for Open Files for Virtual Machines on Windows • Client Agent for FreeBSD • Client Agent for MAC OS X • Agent for Open Files for Windows **Options** • Central Management Option • Disaster Recovery Option • Tape Library Option • Storage Area Network (SAN) Option • NDMP NAS Option • Enterprise Option
Arcserve Backup Database Module	Includes all agents and options of the **File Server Module**, plus: • Arcserve Backup for Windows Agent for Microsoft SQL Server • Arcserve Backup for Windows/UNIX/Linux Agent for Oracle • Arcserve Backup for Windows Agent for Sybase • Arcserve Backup Agent for Informix
Arcserve Backup Email Module	Includes all agents and options of the **File Server Module**, plus: • Arcserve Backup for Windows Agent for Microsoft Exchange • Arcserve Backup for Windows Agent for Lotus/Domino
Arcserve Backup Application Module	Includes all agents and options of the **File Server Module**, plus: • Arcserve Backup for Windows Agent for Microsoft SharePoint • Arcserve Backup Agent for Windows/UNIX/Linux for SAP R/3 for Oracle • Arcserve Backup Agent for SAP HANA

Note: UNIX Data Mover, Linux Data Mover and Global Dashboard are optional add-ons to the modules listed above.

MAINTENANCE

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

Maintenance for Arcserve Backup is included with base licenses and is available in one- and three-year options.

Maintenance Renewal

Customers whose maintenance is expiring soon should renew their maintenance by purchasing the Arcserve Backup renewal SKUs, available in one- and three-year options.

For example: *A customer with "Arcserve Backup Application Module" should purchase "Arcserve Backup Application Module - Enterprise Maintenance Renewal."*

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

Expired Maintenance

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

1. 30 days to backdate a one-year renewal

2. 90 days to backdate a three-year renewal

3. 91+ days after lapse of the maintenance, customers must purchase a version upgrade with new maintenance

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

If the customer's maintenance has lapsed, they must reinstate the maintenance by purchasing a version upgrade SKU with new maintenance.

VERSION UPGRADES

Customers under maintenance can request a free upgrade to the latest version of Arcserve Backup via the Arcserve Website or by calling Arcserve Customer Support.

Downgrades

Customers can request downgrades to a previous version of the product via a form on Arcserve's website or by contacting Arcserve Customer Support.

ARCSERVE BACKUP SOFTWARE DELIVERY

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

More Information

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

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

ABOUT ARCSERVE

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

Explore more at arcserve.com