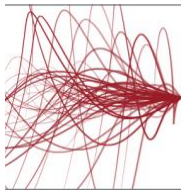# Backup Exec 21.3 Licensing Guide
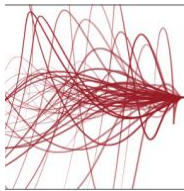
September 2021

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

Contents

Introduction

The Veritas Backup Exec 21.3 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 Backup Exec 21.3 and provides details that can help guide the customer to purchase the appropriate Backup Exec 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 Backup Exec product, refer to the applicable Backup Exec End User License Agreement (EULA) and Backup Exec 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 Backup Exec section.

Backup Exec Licensing and Packaging Overview

Licensing for Backup Exec has been consolidated into three editions: Bronze, Silver and Gold, and each edition can be licensed on either a Perpetual or Subscription basis. However, Custom Edition (à la Carte) and V-Ray Editions are still available on a Perpetual basis for both new and renewing customers.

All existing Backup Exec customers using Custom Edition (à la Carte) and V-Ray Edition with active maintenance can access the features included in Backup Exec 21.3. These existing customers can also add to existing entitlements using their current model and continue to renew maintenance based on the edition in use. Customers with Custom Edition and V-Ray Edition can cross-grade to Bronze, Silver or Gold FETB Editions to take advantage of the greater usage flexibility, ease of maintaining a single license, and potential cost savings.
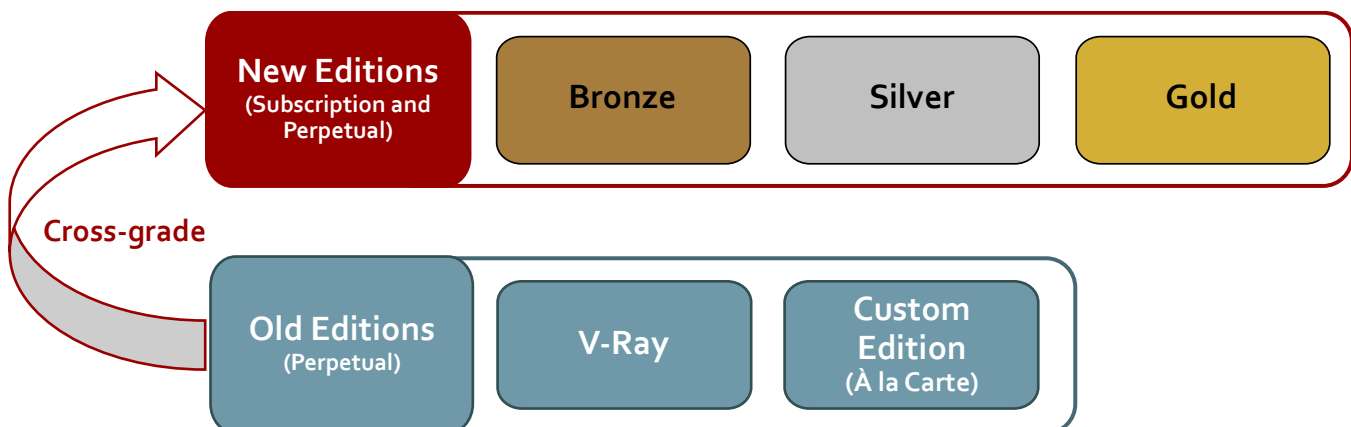
License Models

Perpetual License
A perpetual license allows customers to use a specific version of a given software program on a perpetual basis with payment of a single license fee. With perpetual licensing, customers pay an upfront charge for the software license. As part of the initial software purchase, customers may purchase maintenance/support for their software licenses for a defined period. After the purchased maintenance/support period ends, customers may continue to use their perpetual software licenses, subject to the terms of the applicable license agreement. However, the customer's right to receive maintenance/support for their software licenses, including updates and upgrades to the software, expires along with their maintenance/support.

Term-Based Subscription License
A term-based or subscription license allows customers to license the product during a specified period of time (either 12, 24 or 36 months); maintenance/support is included in the price of the subscription. During the term of the subscription, customers have the right to use the product, install product updates provided as part of maintenance/support, and receive technical support. Customers do not own the license, but they will have all the entitlements of ownership as long as they have an active subscription. At the end of the term, customers can renew the subscription to continue using the product.

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 subscription is not renewed, customers lose the right to continue to use the product for backups, however, use of the software for the purpose of restoring previously backed up data is permitted, provided that the use is consistent with the terms of the original subscription.
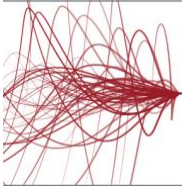
Bronze, Silver and Gold Editions

The Backup Exec Bronze, Silver and Gold Editions can be purchased by the <u>number of front-end terabytes (FETB)</u> or number of instances. Bronze, Silver and Gold Editions 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 or number of servers protected does not exceed the number of front-end terabytes or instances specified by your license, with a minimum of 1TB license per Backup Exec server. You may purchase licenses for as many FETB or instances as you need based on the amount of data or servers that needs to be protected. Please note that the minimum purchase quantity is one (1) front-end terabyte or one bundle of ten (10) instances.

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
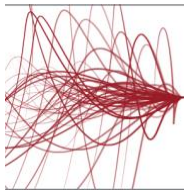- Protection and granular recovery of applications and databases

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

License Meter

Front-end terabytes (FETB) Meter
Backup Exec allows you to purchase licenses for the total number of front-end terabytes (FETB) needed and allocate different capacity licensing to different Backup Exec servers, including those on different sites.
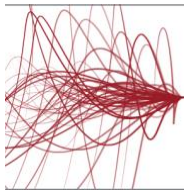
For example, you can purchase a license for 12 FETB and distribute or allocate across multiple servers, such as 4 TB to Server A and 3 TB each to Servers B and C and 2 TB to Server D. In this example there would be 12 TB available and 12 TB allocated among 4 servers. To add capacity to any of these servers, 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.

When licensed capacity is exceeded, Backup Exec will notify users that there are 30-days remaining to license more capacity. 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. Both Smart Meter in the Licensing Portal (VEMS) and the Backup Exec Console Home Page display allocated licensed capacity and capacity usage information.

Instance Meter
Backup Exec also allows you to purchase licenses based on the number of instances that you want to protect. When licensed on instance basis, you must purchase instances in groups of 10. An instance is defined as a single compute instance, such as a virtual machine in a cloud computing environment or a physical host in the datacenter. Each of the following requires an Instance license: (i) Microsoft Windows Server host with Hyper-V Role; (ii) VMware vCenter Virtual Appliance or Windows. Each node in a Windows cluster when you are protecting volumes, system state, is considered as a separate Instance.
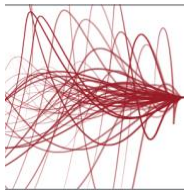
Licenses on instance basis can be allocated across multiple Backup Exec Servers with a minimum of 1 instance per Backup Exec Server. Bronze, Silver or Gold Instance Edition cannot be combined with Custom Edition (à la Carte), V-Ray Edition, Bronze, Silver or Gold FETB Edition, and cannot be mixed perpetual and subscription.

Bronze, Silver and Gold Editions by Agents and Features

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

- Individual features (agents and options) cannot be added to Bronze, Silver or Gold Editions.
- Each agent and option in Custom Edition require a separate license.
- If Backup Exec Servers are being installed in multiple server locations, all locations must have the same Edition to share one FETB or instance entitlement.
- Silver Edition 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).
- VMware ESXi host and Microsoft Hyper-V Server (without Windows) does not require an instance license.
- Microsoft Windows Server host with Hyper-V Role does require an instance license.
- VMware vCenter Virtual Appliance or Windows would require an instance license if protected.

Example Licensing Scenarios

Example A

Customer environment and needs	Customer purchase option – FETB Example
3 TBs of data (this includes data growth) - Windows file server environment only, no applications or databases - Needs deduplication	3 FETB of Backup Exec Bronze, Silver or Gold Edition

Example B

Customer environment and needs	Customer purchase option – FETB Example
10 TBs of data (this includes data growth) - Windows and Linux environment - SQL and Exchange - Needs deduplication	10 FETB of Backup Exec Silver Edition or Gold Edition

Example C: *Optimized duplication scenario*

Customer environment and needs	Customer purchase option – FETB Example
7 TBs of data (this includes data growth) - Centralized Management - Duplicate data to cold DR site	7 FETB of Backup Exec Gold Edition
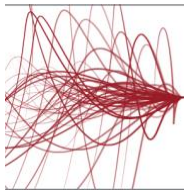
Example D: *Private cloud scenario*

Customer environment and needs	Customer purchase option – FETB Example
2 TBs of data (this includes data growth) - Duplicate data to cold DR site hosted by a local ISP/partner	2 FETB Backup Exec Bronze, Silver or Gold Edition

Example E:

Customer environment and needs	Customer purchase option – FETB or Instance Example
40 TB of data (this includes data growth) 6 Windows physical machines running SQL and SharePoint 3 ESXi hosts, dual processors, 36 virtual machines 1 autoloader with 2 drives	- Silver or Gold (FETB or Instance) - If FETB – 40 FETB - If Instance - 5 Bundles of 10 instances to protect 42 servers (do not count the ESXi hosts)

Example F: *Host based VM backup (VMWare and Hyper-V)*

Customer environment and needs	Customer purchase option – Instance Example

• VMware cluster 3 ESX servers protecting 50 VM(s)
• Hyper-V cluster 4 nodes protecting 30 VM(s), volumes, system state
• 4 File Server protecting volumes, system state
• 1 Backup Exec Server protecting volumes, system state
	• 9 Bundles of 10 instances Backup Exec Bronze, Silver or Gold Edition to protect 89 instances
	  o Each of the 4 nodes in the Hyper-V cluster is considered as a separate instance when protecting volumes, system state.
	  o ESX server is not considered as an instance.

Each virtual machine (VM) being backed up is considered as one instance. VM will not be counted twice if it is being backed up separately using Agent for Windows too. A VM may be counted twice during the instance usage calculations in certain scenarios as listed below:
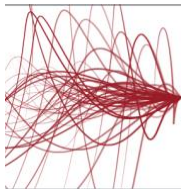1. When a virtual machine does not have integration services/VMware tools installed and is protected using Non-GRT VM based backup and agent-based backup.
2. When a virtual machine is powered off and is protected using Non-GRT VM based backup and subsequently backed up using agent-based backup (after powering on the VM).

Example G: *Physical/Standalone Server Backup*

Customer environment and needs	Customer purchase option – Instance Example
• 2 SQL server protecting volumes, system state and SQL databases • 1 Exchange server protecting volumes, system state and Exchange databases • 1 Active Directory server protecting volumes, system state • 1 Oracle server protecting Oracle databases • 2 Linux, Solaris, AIX server protecting volumes vol1, vol2, etc. • 1 NDMP server protecting volumes vol1, vol2, etc. • 1 NAS server protecting share1, share 2, etc. • 1 Backup Exec server protecting volumes and system state	• 1 Bundle of 10 instances Backup Exec Gold Instance to protect 10 instances

Example H: Distributed applications backup (SharePoint)

Customer environment and needs	Customer purchase option – Instance Example

• SharePoint Farm: 2 Front End server and 1 SQL server protecting entire SharePoint Farm
• Active directory server protecting volumes, System state
• File Server protecting volumes, system state
• 1 Backup Exec Server protecting volumes, system state
	• 1 Bundle of 10 instances Backup Exec Silver Edition to protect 6 instances
	  o Each server that is part of the SharePoint Farm and being backed up is considered as one instance.
	  o If you protect these servers separately (volumes, system state etc.), they will NOT be considered as additional instances.

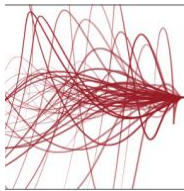Example G: *Distributed applications backup example (Enterprise Vault)*

Customer environment and needs	Customer purchase option – Instance Example

• Enterprise Vault: 1 EV server, 1 server with partitions on local filesystem, 1 server with partitions on CIFS shares and 1 SQL server protecting all resources
• 1 Active directory server protecting volumes, system state
• 1 File Server protecting volumes, system state
• 1 Backup Exec Server protecting volumes, system state
	• 1 Bundle of 10 instances Backup Exec Silver Edition to protect 7 instances
	  o Each server that is part of the EV deployment and being backed up is considered as one instance.
	  o If you protect these servers separately (volumes, system state etc.), they will NOT be considered as additional instances.

Example I: *Backup of applications in a clustering solution*

Customer environment and needs	Customer purchase option – Instance Example

• 3 Exchange DAG - 3 nodes protecting databases
• 4 SQL AG – 4 nodes protecting databases
• 2 Oracle RAC – 2 nodes protecting databases
• 3 Standalone Windows File Server protecting volumes, system state
• 2 Clustered File Server – 2 nodes protecting volumes
• 3 Active Directory server protecting volumes and system state
• 1 NAS server protecting Share1, Share 2 etc.
• 1 Backup Exec server protecting volumes and system state
	• 2 Packs of 10 instances Backup Exec Silver Instance to protect 19 Instances
	  o Each node in a cluster is considered as one instance
	  o If you protect the cluster nodes separately besides the applications (e.g. volumes, system state etc.), they will NOT be considered as additional instances.

Example J: Cloud File shares backup

Customer environment and needs	Customer purchase option – Instance Example
• Azure File Share protecting 2 shares with two different storage accounts • 1 Active directory server protecting volumes, System state • AWS FSx protecting 3 shares • 1 Backup Exec Server protecting volumes, system state	• 1 Bundle of 10 instances Backup Exec Silver Edition to protect 7 instances o Each cloud share added as a File Server with a unique DNS name will be considered as one instance

V-Ray Edition

V-Ray Edition protects virtual environments only. V-Ray licenses are sold per CPU socket of the hypervisor host and allow you to protect all the guests and supported applications and databases running on that hypervisor. V-Ray Edition is available as perpetual. V-Ray Edition can be mixed with select Custom Edition (a la Carte) licenses to add on features that are not included in the V-Ray Edition and to extend protection to physical environments.

License Meter	V-Ray Edition Per CPU
Backup Exec Server	✓
Agent for Windows	Unlimited*
Agent for VMware & Hyper-V	Unlimited*
Agent for Linux and Unix	Unlimited*
Agent for Applications and Databases	Unlimited*
Deduplication Option	✓

- Unlimited*: Includes unlimited agent deployment. Restricted only for use in VMware & Hyper-V Virtual Machines running on the licensed host.
- To fully protect a VMware or Hyper-V cluster, a V-Ray Edition license is required for each socket of each node of the cluster.
- Customer is required to purchase the appropriate agents and options from Custom Edition (à la Carte) to protect any physical systems other than the local physical backup server.

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.

License Meter	Custom Edition Option/Agent
Backup Exec Server	✓
Agent for Windows	✓
Agent for VMware & Hyper-V	✓
Agent for Linux and Unix	✓
Agent for Applications and Databases	✓
Agent for Remote Media for Linux Servers	✓
Deduplication Option	✓
Library Expansion Option (LEO)	Library Expansion
VTL Unlimited Drive Option (VUDO)	Virtual Unlimited Drives
Enterprise Server Option	✓
NDMP Option	✓

Basic Maintenance, Essential Support, Verified Support and Sustaining Support

Basic Maintenance and Essential Support entitle customers to patches and upgrades to Backup Exec that are released during the term of the basic maintenance and essential support agreement. **Please note that Basic Maintenance is only available in India, Korea and Japan.** Basic maintenance and Essential support can be purchased in 1, 2 and 3 year increments. An active maintenance agreement is required to access Backup Exec updates in the download center www.veritas.com/support.

Verified Support is a 24x7 support offering that allows customers to dial into a dedicated toll-free number and be routed to a United States of America (U.S.) Citizen Technical Support Engineer (TSE) located in the U.S. Please note that Verified Support is only available in the United States. For more information see the Veritas Verified Support at https://www.veritas.com/content/support/en_US/contact-us/veritas-verified-support.

Sustaining Support (SS) entitles the customer to receive technical support for typically up to 2 additional years after the Primary Support Phase ends. You must purchase Sustaining Software Support in addition to Essential Support (or, in certain regions, Basic Maintenance) to continue receiving support on the legacy software version. Sustaining Support extends a customer's eligibility to receive support for a software version that has reached the end of the Primary Support date but has not yet reached its End of Support Life date. Once the software has reached the end of Primary Support, customers will only receive technical support if a customer upgrades the product to a supported version or purchases Sustaining Support in addition to their Essential Support subscription (or Basic Maintenance, as applicable). The final date for the Sustaining Phase will be posted online here. For more information see the Veritas End of Life Policy at https://www.veritas.com/content/dam/support/terms/Veritas%20EOL%20Policy.pdf.

Migration to Bronze, Silver and Gold Editions

We are offering customers that have active as well as expired maintenance/support an opportunity to migrate from V-Ray Edition and Custom Edition (à la carte) to the Bronze, Silver or Gold FETB perpetual Edition. Migration to Bronze, Silver and Gold Instance Edition is not currently available.
Eligible Backup Exec products that qualify for migration and migration ratios:

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

* Product is no longer sold or supported; however, licenses can be turned in for the above migration ratio.
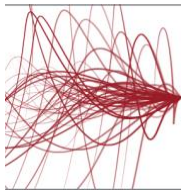
Migration ratio examples:

- For every 1 Agent for Windows, you can get 1 FETB of Bronze, Silver or Gold Edition
- For every 1 CPU V-Ray Edition, you can get up to 5 FETBs of Silver or Gold Edition

Cross Grades for Active Basic Maintenance and Essential Support Customers

Utilize Bronze, Silver or Gold FETB Cross Grade SKUs for licenses with current maintenance and essential support where customers pay just for capacity maintenance. License upgrade cost is waived.
Terms and Conditions:

- Current maintenance and essential support only.
- Customer can choose between upgrading to Bronze, Silver or Gold FETB Edition perpetual.
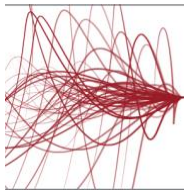- If customer wishes to migrate in the middle of their current maintenance period, they must forfeit the remaining support period. No credit will be given for unused support.
- Customer does not have to purchase the same number of FETB as the amount of eligible number of BE licenses they have.
- If customer needs more FETB than the amount of eligible BE licenses they have, they need to purchase the remaining FETB at the standard price.
- Eligible license turned in for migration will be retired.
- The Cross Grade SKUs for active maintenance licenses must be used to migrate to Bronze, Silver or Gold FETB Edition perpetual licenses.
- Customer must attach proof of purchase of existing licenses. The following are proof-of-purchases that are accepted: Install Base ID, Renewal Service Contract ID

Expired Basic Maintenance and Essential Support Customers

Utilize Bronze, Silver or Gold FETB Expired Maintenance Upgrade SKUs for licenses for which basic maintenance and essential support has expired. In this case, customers pay 35% off license MSRP + full price maintenance for the upgrade.
Terms and Conditions:

- Expired basic maintenance and essential support only.
- Customer can choose between upgrading to Bronze, Silver or Gold FETB Edition perpetual.
- Customer does not have to purchase the same number of FETBs as the amount of eligible number of BE licenses they have.
- If customer needs more FETBs than the amount of eligible BE licenses they have, they need to purchase the remaining FETBs at the standard price.
- Eligible license turned in for migration will be retired.
- The Expired Maintenance Upgrade SKUs for licenses with expired basic maintenance and essential support must be used to migrate to Bronze, Silver or Gold FETB Edition perpetual licenses.
- Customer must attach proof of purchase of existing licenses. The following are proof-of-purchases that are accepted: Install Base ID, Renewal Service Contract ID

Example Migration Scenarios

Note all migration scenarios are modelled assuming **today's date is 5th December 2019.**

Example A:

Qty	License	Original Purchase	Support Start Date	Support End Date	Status
1	BE Server	07/01/16	07/01/19	07/01/20	Active
1	Agent for Windows	07/01/16	07/01/19	07/01/20	Active
1	Agent for Apps and Databases	09/01/15	09/01/19	09/01/20	Active
1	Agent for VMware and Hyper-V	09/13/16	09/13/17	09/13/18	Expired
				Total Active Maintenance Eligible Products	3
				Total Expired Maintenance Eligible Products	1

Customer can get up to 3 FETB of Silver or Gold FETB Edition license at the cross grade price and 1 FETB of Silver or Gold FETB Edition perpetual license at the expired maintenance upgrade price.
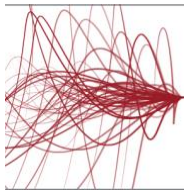
Customer environment and needs	Customer needs to purchase
2 FETB of data (includes data growth)	2 FETB of Silver or Gold FETB Edition Cross Grade. Customer does not need to purchase all 4 FETB that they can get for the cross grade

Example B:

Qty	License	Original Purchase	Support Start Date	Support End Date	Status
2	BE Server	10/01/16	10/01/19	10/01/20	Active
2	Agent for Windows	05/01/18	05/01/19	05/01/20	Active
2	Agent for Apps and Databases	10/01/16	10/01/19	10/01/20	Active
1	Agent for VMware and Hyper-V	03/01/17	03/01/19	03/01/20	Active
1	Enterprise Server Option	10/01/17	10/01/19	10/01/20	Active
1	Deduplication Option	08/01/16	08/01/17	08/01/18	Expired
				Total Active Maintenance Eligible Products	8
				Total Expired Maintenance Eligible Products	1

Customer can get up to 8 FETB of Silver or Gold FETB Edition license at the active maintenance cross grade price and 1 TB Silver or Gold FETB Edition license at the expired maintenance upgrade price.

Customer environment and needs	Customer purchase option
10 FETB of data (includes data growth) Needs deduplication Needs central management	8 FETB of Silver or Gold Edition Cross Grade 1 FETB of Silver or Gold Edition Expired Maintenance Upgrade 1 FETB of Silver or Gold Perpetual Edition

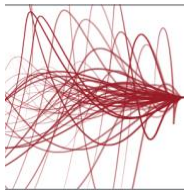# Version Upgrade Entitlements and Upgrade Mechanisms

Version Entitlements:

Status	Description
Backup Exec customers with active basic maintenance and essential support contracts	Customers with any version of Backup Exec who have active basic maintenance and essential support can update all their existing backup licenses covered by their basic maintenance and essential support free of charge to the latest version of Backup Exec.
Backup Exec customers with expired basic maintenance and essential support contracts	Customers with any version of Backup Exec who have expired basic maintenance and essential support 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 basic maintenance and essential support:

Backup Exec Version	Backup Exec 21.3 Upgrade
Any version of Backup Exec with active basic maintenance and essential support	- Upgrade to Backup Exec 21.3 at no charge through the VEMS licensing portal on https://vems.community.veritas.com/vems/login. - Backup Exec 20.x and previous version license keys will not work in Backup Exec 21.3 - Customers running Backup Exec 15.0, or a later version can upgrade directly to Backup Exec 21.3

Upgrade Mechanisms for customers with expired basic maintenance and essential support or new customers switching from a competitor product to Backup Exec 21.3 Bronze, Silver or Gold Editions:

Backup Exec Version	Backup Exec 21.3 Upgrade
Any version of Backup Exec without basic maintenance and essential support or new customers switching from a competitor product to Backup Exec 21.3 Bronze, Silver or Gold Editions	Upgrade to Backup Exec 21.3 Bronze, Silver or Gold Editions and save up to 35% off standard license price. If you are an existing Backup Exec 15.0 or prior version expired basic maintenance and essential support customer, you are required to purchase expired basic maintenance and essential support upgrade SKUs (35% off standard license price) for all of your existing core products, agents and options to access Backup Exec 21.3 If you are switching from a competitor product to Backup Exec 21.3 Bronze, Silver or Gold Editions, you can save up to 35% off standard license price via competitive upgrade SKUs.

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
Capacity Edition	FETB	1	Gold FETB Edition	FETB	1
Capacity Lite Edition	FETB	1	Silver FETB Edition	FETB	1
Backup Exec Appliance	Server	1	No replacement		
Small Business Edition	Server	1	Silver FETB Edition	FETB	1
Small Business Edition Agent for Windows	Server	1	Silver FETB Edition	FETB	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 basic maintenance and essential support were converted to Silver FETB perpetual Edition. SBE customers who have purchased the following agents: Agent for Windows, Agent for Linux and Unix and Agent for Mac; will need to turn in each agent for 1 FETB 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 FETB of Silver FETB perpetual Edition licenses. 2 FETB of the licenses will be automatically converted to Silver Edition; 1 FETB 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 FETBs of data (includes data growth)	2 FETB of Silver perpetual Edition (automatically converted) 1 FETB of Silver Edition Cross Grade 2 FETB of Silver perpetual Edition (needs to be additionally purchased utilizing standard SKU)
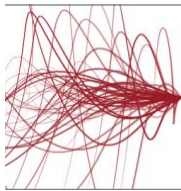
Licensing FAQs

What is instance licensing?
A license that protects physical, virtual and cloud workloads.

I am an existing customer with FETB licensing and would like to move to the new Instance licensing, is that allowed?
No. You need to renew on FETB Licensing.

I am an existing customer with FETB licenses and would like to add Instance licenses, is that allowed?
No. FETB licenses and Instance licenses cannot be combined.

I am an existing customer in Custom Edition licensing. Can I renew with Instance licensing?
Cross grade to instance licensing is not currently available.

Can I mix FETB licensing with Instance licensing?
No. Bronze, Silver and Gold Instance licenses cannot be combined with Bronze, Silver or Gold FETB License, Custom (à la Carte) or V-Ray.

How many FETBs 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 FETBs purchased. Refer to the table below as a guide.
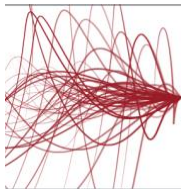
Current FETBs	Recommended FETBs to purchase
1	2
2	3
3	4
4	5
10	12

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. For example, you can purchase 15 FETB and distribute or allocate across multiple servers, such as 5 FETB to Server A and 3 FETB each to Servers B and C and 4 FETB to Server D. In this example there would be 15 FETB available and 15 FETB 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 FETB were purchased, there would be 17 FETB available and 15 FETB allocated. Servers with allocated licensing do not have to be centrally managed.

Can I pay for Backup Exec monthly?
No. Backup Exec is available as a term-based or subscription 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.

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 FETB 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 FETB or reduce the amount of data backed up to remain compliant.

Can I buy Bronze FETB Edition and buy the Library Expansion Option from the Custom Edition menu?
No. Mixing the FETB licensing model with other licensing models is not allowed. In this case, if Library Expansion Option is needed then Silver or Gold FETB Editions should be purchased and not the Bronze Edition. Customers can also cross grade to BE Silver or BE Gold from BE 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?
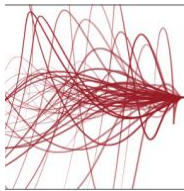No. You must purchase the same FETB licenses for all sites. You can purchase licenses for the total FETB and allocate each FETB to individual servers. Servers with allocated FETB licenses do not need to be centrally managed.

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 the license from Bronze or Silver to Silver or Gold is allowed. We have crossgrade SKUs that are available to easily allow upgrade the license.

I am an existing customer with Custom Edition (à la Carte) 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 FETB license. Migration to Instance license is not currently available.

I am an existing customer with Capacity Edition and would like to move to the new Bronze, Silver or Gold Edition, is that allowed?
Switching is unnecessary. Capacity and Capacity Lite Edition customers will have automatic entitlement to the new Gold and Silver FETB Edition license 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 license.

If I buy the Gold Edition and then later decide that I only need the features of the Silver Edition, can I downgrade?
Yes. You can downgrade at renewal time. The ability to downgrade during the term of the license is not allowed.

I am an existing customer with perpetual licensing and would like to switch to a Bronze, Silver or Gold Edition 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 on their next maintenance renewal contract.

I am an existing customer with perpetual licensing, will my renewal be subscription based?
No, customers with existing perpetual licenses will renew as perpetual licenses.

I am interested in migrating to the simpler FETB Edition licensing, are there cross grade SKUs to Bronze, Silver or Gold Editions?
Yes. We have cross grade SKUs to allow customers with active and/or expired maintenance licenses to easily migrate to Bronze, Silver or Gold FETB Edition licenses.

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 or you can purchase Bronze, Silver or Gold Instance Edition licenses.

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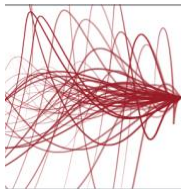You will need to purchase 4 FETB of Bronze, Silver or Gold cross grade licenses and 1 FETB at the standard price.

What if I am a new customer and I purchase Custom Edition (à la Carte) and then decide later to go to Bronze, Silver or Gold FETB Edition can I get the special cross grade price for a license with active essential support?
No. The special cross grade price for licenses with active essential support is 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 Custom Edition (a la Carte) after 31st March 2018 and then decides later to go to FETB licensing?
No. We need to be initially selling new customers the FETB licenses.

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 TB of the Bronze, Silver or Gold upgrade licenses?
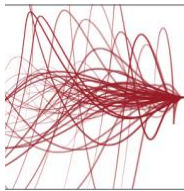No. You can purchase up to 5 FETB of Bronze, Silver or Gold cross grade licenses. You do not need to purchase all 5 TB. If you only need 3 FETB, you can purchase that amount.

Will I be losing any product functionality on the entitlement to Silver Edition?
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 and Unix. You also are now able to protect VMware, Oracle and Enterprise Vault should the need arise as your environment grows.
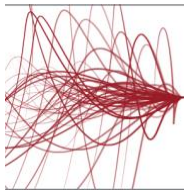
Useful Links

- For more detailed information on How to upgrade the Backup Exec, please visit:
  https://www.veritas.com/content/support/en_US/article.100044375

- The Backup Exec Agent for Linux and Unix now supports AIX and Solaris. For more detailed information, please visit Software Compatibility List

- 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 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/content/support/en_US/eosl

- 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.Backup Exec.com/trybe
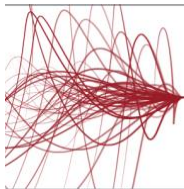
Agents and Features Licensing Details

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.
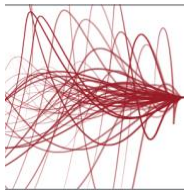
Agents and Features	Custom Edition Licensed per	Details
Backup Exec Server	Backup Exec Server Included in Bronze, Silver and Gold	The Backup Exec Server manages the backup environment (agents/options) and all tape/disk/cloud storage devices used for backup and recovery. Each Backup Exec environment requires 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).

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.
		VMware vCenter Virtual Appliance would require an instance license if protected
		VMware vCenter on Windows would require an instance license if protected (no longer supported with vSphere 7)
		Custom edition licensing: Each Agent for VMware and Hyper-V license includes unlimited deployment of Agent for Windows and Agent for Linux and Unix to the virtual machine guests of that licensed hypervisor host server only.
		Backup Exec Accelerator enables Forever Incremental Backups for VMware and Hyper-V virtual machines. Backup Exec Accelerator eliminates the need for traditional full

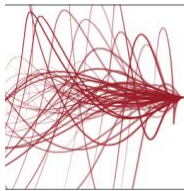| Agents and Features	Custom Edition Licensed per	Details
		virtual machine backups reducing impact on production environment.
Deduplication Option	Backup Exec Server Included in Bronze, Silver and Gold	Deduplication is a process that allows only unique data to be stored in the backup destination. The 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 and Unix 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.

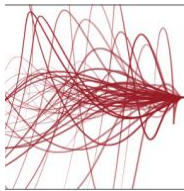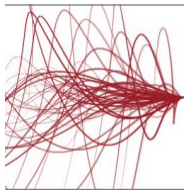| Agents and Features	Custom Edition Licensed per	Details
Library Expansion Option (LEO)	Tape device Included in in Bronze: 1 standalone tape drive Included in Silver: 4 physical or virtual drives (3 LEO) Included in Gold: Unlimited physical and virtual drives	The Backup Exec server provides support 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.

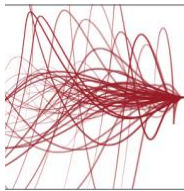| Agents and Features	Custom Edition Licensed per	Details
Agent for Applications and Databases	Application server/ database instance Included in Silver and Gold	Protects and provides recovery for: Microsoft Exchange Server, Active Directory, Microsoft SQL Server, Microsoft SharePoint, Oracle, and Enterprise Vault. The Agent for Applications and Databases is installed on the Backup Exec Server and an Agent for Windows or an Agent for Linux and Unix 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 and Unix 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 and Unix	Linux/Unix Server Included in Silver and Gold	Provides file and folder data protection and open file protection for supported Linux/Unix distributions. Protects major versions of Linux/Unix. Please refer to the Software Compatibility List for the most recent information.
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 I ncluded 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.