



# **Licensing Program Guide**

**October 2019**

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# Introduction

## Explanation of Document

The Commvault Licensing Program Guide is designed to explain core licensing concepts for Commvault products, to be used by Commvault customers and partners. This guide will act as an advisory reference for understanding how Commvault measures and meters its end-customer licensing requirements.

## Document Layout

The guide is divided into key sections, aligning to Commvault’s product portfolio. After the initial, general license terms, which apply to all products, there is a deeper view into each Commvault product line to cover any specific details associated with the product line in question.

Note that any exceptions to the general license terms would be outlined in the software-specific terms section.

## License Guide Overview

SOFTWARE OVERVIEW	
GENERAL LICENSE TERMS	
SOFTWARE SPECIFIC TERMS	COMMVAULT COMPLETE™ BACKUP & RECOVERY
	COMMVAULT HYPERSCALE™ SOFTWARE
	COMMVAULT HYPERSCALE™ APPLIANCE
	COMMVAULT ORCHESTRATE™ PRODUCTS
	COMMVAULT ACTIVATE™ PRODUCTS
TRANSITIONS/CONVERSIONS	
FEATURE MATRIX – COMMVAULT COMPLETE™ BACKUP & RECOVERY	
INCUBATION PRODUCTS	

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# Software Overview

## Software Portfolio

Commvault offers products and solutions that fall into several different product lines: Commvault Complete™ Backup & Recovery, Commvault Orchestrate™, Commvault HyperScale™, and Commvault Activate™. Each product line carries with it a specific set of licensing rules and terms, which align it to the functions and customer value it provides.

### Commvault Complete Backup & Recovery™

The primary product in Commvault's portfolio is Commvault Complete™ Backup & Recovery. This product line consists of all the software required to conduct backup and recovery activities, with additional features included for archive, operational reporting, and hardware snapshot management, commonly known as Commvault IntelliSnap® technology.

### Commvault HyperScale™ Technology

Commvault HyperScale™ Technology delivers the powerful simplicity of the Commvault software portfolio with a highly available, resilient, and flexible scale-out integrated system. As a scale-out infrastructure, it delivers a single platform for sharing compute and storage resources and is supported through a unified management interface to reduce the total cost of ownership.

Commvault HyperScale™ Technology is available as an integrated appliance (Commvault HyperScale™ Appliance) or as a reference design (Commvault HyperScale™ Software) using the customer's preferred storage hardware vendor.

Commvault HyperScale™ Technology can seamlessly expand to meet customers demanding performance and capacity requirements to protect, access and use all their data, anywhere and anytime.

### Commvault Orchestrate™

Customers who wish to automate and orchestrate copy provisioning of multi-server applications can use the intuitive consoles provided in the Commvault Orchestrate™ line of products.

Additionally, users who wish to gain access to Commvault-developed integration points with third-party management platforms can license or

subscribe to those features as needed. The Orchestration Development Kits and APIs are also available for users wishing to customize their own orchestration and integration actions.



## **Commvault Activate™**

Commvault Activate™ products provide the tools needed to gain better insight into the data you have. Whether it is simple case management and compliance requirements, or a more encompassing regulatory requirement, Commvault Activate™ tools can give you the insight you require into the data you have.

## **Procurement Options: Subscription or Perpetual**

Commvault offers end-user customers two primary methods of licensing: subscription or perpetual.

### **Subscription Licensing**

Subscription models are offered in 1 through 3-year commitment increments.

Commvault approaches subscriptions by providing backup and archive rights for a fixed period, with easy renewal options to extend the functionality in multi-year agreements. While payment terms may vary based on region and other factors, all Commvault subscriptions contain an end date at which time the software rights will expire. This subscription includes all software rights as licensed, along with software support/maintenance.

When a Commvault license key expires, all access to the protected data remains in place for recovery purposes. However, any new backup, archive, or replication jobs will not start until a renewed key is put into place.

When a subscription expires, customers have the option to renew (based on current license models and terms) as a new subscription or purchase perpetually at that point. Support on each expired subscription CommCell® will be billable on a per-incident basis, and no further upgrade/service pack rights will be conveyed after the subscription expiration.

### **Perpetual Licensing**

Commvault perpetual licensing options consist of a license purchase and maintenance associated with that perpetual purchase. If a customer chooses not to renew maintenance, use rights for the software will persist based on the current version of the software that is available at the time of expiration. However, no new updates will be available, and customer support costs would be incurred on a per-incident basis.

### **Utility Licensing**

Commvault additionally offers utility-based software licensing under the Service Provider license program. End-User license programs are not eligible for utility-based pricing. Concepts and terms within this document do not directly apply to the Service Provider program. Please review the Service Provider license program for more details on these offerings.

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# General License Terms

## Use Rights for Previous Versions

Commvault extends product use rights for products prior to the current version. However, product support may be limited due to end-of-life policies. Please consult our online documentation resource for the support status for all product offerings. Note that in some cases, due to updated license mechanics, not all product licenses will be applicable or installable on all previous versions. When a case arises where new licensing cannot be added to an older product installation, Commvault will work in good faith to ensure that the functionality is available to the customer through license provisioning, if that functionality exists within the version in question.

## Resell / End User Licensing vs. Service Provider Licensing

Commvault Complete™ Backup & Recovery is packaged for end-customer use only through a network of approved resell partners. Service providers are not considered end-users, and therefore are not eligible to buy Commvault Complete™ Backup & Recovery for the purposes of commercial hosting. Service Providers (defined as organizations that use Commvault Software to deliver hosted/managed solutions to end customers) may procure licensing under the established Service Provider License Program. Please contact [psd@commvault.com](mailto:psd@commvault.com) for more details.

All Commvault part numbers carry a designation to indicate whether they are for Resell/End-Customer Use or are part of the service provider program.

## The CommCell® as a logical license container

Commvault software is structured with a centralized management server, or CommServe®, which controls operations throughout the operating environment. In most cases, the CommServe® also acts as a centralized licensing hub. For this reason, licensing controls are managed at the CommServe® level. Customers who wish to segment their licensing (for example, to fulfill an unusual mix of license types that otherwise could not be mixed), may do so by setting up more than one individual CommCell®. However, it should be noted that by doing so, multiple interface points are created, which may lead to additional software and management requirements.

For customers who require multiple CommServe servers for technical reasons, and would like to aggregate all licensing into a central pool, a Licensing Server may be employed, so long as the combination of all CommCell® licensing in aggregate abides by mixing rules established for a single CommCell® (for example, Socket and VM licensing may not be mixed together in a Licensing Server).

## Licensing Definitions

In the following sections, certain general Commvault licensing terms are defined and applied against all other license constructs in the guide, unless specifically noted.

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## Socket

In Commvault terms, this is any logical socket as identified by a supported hypervisor. Where socket licensing only applies to designated virtual protection options, the definition is tied to how the underlying hypervisor reports its socket consumption. In scenarios where sockets cannot be derived from the hypervisor layer, per-virtual machine/ operating instance licensing must be used.

## Operating Instance

Any physical or virtual operating environment with a distinct server name or identity that has a Commvault intelligent Data Agent (iDA) configured to capture data from it. This includes physical, cloud, or virtual machines that have active Commvault agents installed within them, as well as virtual machines protected by the Commvault virtual server agent.

## Ingested Terabyte

Commvault counts terabyte consumption in two ways, depending on the technology used to capture the data. For traditional backup, Commvault counts the application size of the latest full backup or synthetic full backup for each subclient. If the agent has multiple backup sets, the backup set with the largest backup size is counted towards capacity.

For all archive-based operations (including OnePass<sup>1</sup>), terabytes are measured as the last backup cycle of each OnePass subclient, which includes the latest full or synthetic full, plus all incremental jobs that have run since the last full / synthetic full. Additionally, all legal hold and object link jobs are also counted towards archive consumption in the manner outlined here.

## Provisioned Storage Terabyte

When calculating the size of a managed storage pool (typically in the case of Commvault HyperScale™ Technology), the measurement is based on the total amount of local storage in the Commvault HyperScale™ nodes. This calculation is made based on the Base-2 recognized amount of storage by the Commvault software and associated operating system(s). Standard license requirements would dictate that the entire available pool be licensed for the functionality to be enabled.

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<sup>1</sup> OnePass: This is a Commvault-specific term that represents the concept of combining Data Protection and Archive into a single agent that manages both workloads in a single scan of a given data set

## **Stored Terabyte**

For Appliances, and certain other specific license scenarios, measurement of the amount of stored data under management may be employed. This measure is made in Base-2 and reflects the amount of disk consumed by Commvault data stores. This number is calculated based on actual storage consumed, so it considers any compression and/or deduplication technologies that Commvault is aware of being in use. Third-party deduplication appliances may not be recognized, and instead would report raw, uncompressed data totals (if Commvault Compression/Deduplication is not used).

## **Commvault Value Unit**

Commvault uses a point system to establish relative value between licenses, which can be used to evaluate conversion programs, as well as historical purchase history across multiple products and license metrics. These points have no bearing on technical functionality and are simply advisory in nature.

## **Mixing License Types (Per TB, Socket, Instance)**

As noted previously, all licensing implementations are centralized to a CommCell®, which is a central management hub for all Commvault software operations. While customers may operate more than one CommCell® for a variety of reasons, a single centralized management point is typical. Within a single CommCell®, a customer may not mix per ingested TB licensing with socket/VM/operating instance licensing. However, in all cells, per endpoint user and per mailbox user licenses may be added, regardless of the licensing type for server protection (terabytes, socket/ VM/operating instance).

## **Exception for Customers prior to release of Commvault Complete™ Backup & Recovery**

For customers with a mix of capacity-based licensing and socket- or VM-based licensing for virtual protection, this mixed model will be grandfathered under the Commvault Complete™ Backup & Recovery program, and maintain traditional mixed license counting mechanisms (for more details, see the transition section later in this document). If a customer wishes to move purely into a single metric (Terabyte or VM/Socket/Operating Instance), a custom conversion would be executed in conjunction with a new licensing purchase. Minimum purchase requirements will be established based on the number of licenses that are required to convert. Please contact [psd@commvault.com](mailto:psd@commvault.com) for further details.

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## Mixing Guide

COMMVault COMPLETE™ BACKUP & RECOVERY:	PER TB	PER VM	PER SOCKET	PER OPERATING INSTANCE	PER USER (MBX/EP)
PER TB	N/A	NO	NO	NO	YES
PER VM	NO	N/A	NO	YES	YES
PER SOCKET	NO	NO	N/A	YES	YES
PER OPERATING INSTANCE	NO	YES	YES	N/A	YES
PER USER (MBX/EP)	YES	YES	YES	YES	N/A

## Early Release and Incubation Programs

As Commvault brings new products and functionality into production, certain elements may be introduced through early release or incubation programs. During this early release phase, Commvault will often provide preliminary licensing and packaging terms to allow customers to use and evaluate these features. However, once the product enters a full release status, Commvault may choose to license and package these features in a different manner. Commvault will work in good faith with the early adopters to facilitate a transition to the final licensing program.

## License Management – Technical Measures

Commvault will supply each customer CommCell® with a unique product license key, to be installed on the CommServe®. This key contains product tokens that enable or disable features based on the purchased products. While most products are actively enforced and metered through the license key mechanism, some products and features may be “soft-licensed.” A “soft licensed” product/feature is one that may not be enforced or controlled through the license key mechanism but does require additional licensing in order to maintain compliance.

In cases where the software is not technically enforced against the licensing, the user is responsible to ensure compliance based on the terms outlined in this document.

## Key Enforcement Scenarios:

	HARD METERED LICENSING	REPORTED LICENSING	SELF-MONITORED LICENSING
Enforcement Mechanism	Restrictions are enforced, typically at 110% of purchased total. Progressive warnings lead to restricted functionality (30 days).	Reporting will show purchased totals and consumed totals. Overages will be highlighted in the License Summary Report.	Usage is unmonitored, and while mechanisms exist to count the usage, they are not included in a standard License Summary Report.
Key Enablement	All related features are enabled, and a counter is enabled to monitor usage.	Features are enabled, on an unlimited basis.	Feature is enabled through keys, on a limited basis.
Examples	Virtual Backup (per VM)	Mailbox Backup (per MBX)	Search (by user)

## Installing Commvault into Dev/Test environments

By default, Commvault supplies software with a built in 60-day “evaluation” period. This evaluation period is typically shifted to permanent use with the application of a license key (subscription or perpetual). Customers may install Commvault software for the purposes of testing/development using this standard 60-day eval grant.

## Licensing Requirements in Multi-Tiered Architectures

In some cases, Commvault software deployments may be crafted in such a way that the native license reporting may not accurately report on consumption. At no time can a multi-tiered architecture be used to conceal or artificially lessen the Commvault license requirement.

# Software-Specific License Terms Commvault Complete™ Backup & Recovery

PRODUCT	AVAILABILITY DATE	LICENSE METRIC	CVU <sup>2</sup> TOTAL	PREREQUISITES
Commvault Complete™ Backup & Recovery	July 9th,2018	Per Ingested TB	150	None
Commvault Select Backup & Recovery	Jan 21st, 2019	Per Ingested TB	100	None
Commvault Complete™ Backup & Recovery for Virtual Environments	July 9th,2018	Per 10 Virtual Machines <sup>3</sup> OR Per Socket	10 VMs:75 Socket: 50	None
Commvault Complete™ Backup & Recovery for Physical Servers	July 9th,2018	Per Operating Instance	50	None
Commvault Complete™ Backup & Recovery for Endpoint Users	July 9th,2018	Per Endpoint User	5	None
Commvault Complete™ Backup & Recovery for Mailbox Users	July 9th,2018	Per Mailbox User	1	None

## Commvault Complete™ Backup & Recovery for Virtual Environments

### Qualification as a Virtual Machine

Customers may license Commvault Complete™ Backup & Recovery for Virtual Environments on a per-socket OR per-VM basis. License measurement is predicated on the ability of Commvault Software to recognize the protected entity as a virtual machine and capture the underlying socket counts (if applicable).

This ability generally aligns to Commvault’s technical support for the given virtual platform, with some hypervisors only supported under VM licensing (as no socket information can be obtained).

An updated list of supported/recognized hypervisors may be found on commvault.com on the Supported Technologies page.

Figure 1 lists the currently supported platforms, and notates any restrictions, relative to support of the per-socket license model.

#### Supported Hypervisor/Cloud Platforms

- Amazon\*
- Citrix Xen
- Docker\*
- Google Cloud Platform\*
- Huawei FusionCompute
- Microsoft Azure\*
- Microsoft Azure Stack\*
- Microsoft Hyper-V
- Nutanix Acropolis Hypervisor

<sup>2</sup> CVU Stands for Commvault Value Unit

<sup>3</sup> Where one license protects 10 virtual machines

## Technical Requirements for VM Detection

For virtual licensing to engage and report accurately, Commvault virtual server agent (VSA) software must be deployed to recognize the virtual servers and the platform on which they are running. However, protection may be executed against these recognized systems using any agent type (file, application, or virtual agent).

## Mixing of metrics

Socket and VM licensing may not coexist within a single CommCell®, as all measurement decisions are made at the CommCell® level in its entirety. In order to have Sockets and Virtual Machine licensing in the same organization, two separate CommCell® would need to be employed.

## Commvault Complete™ Backup & Recovery for Physical Environments

### Qualification as an Operating Instance (OI)

Commvault defines a physical environment as any operating instance that is not run on a hypervisor. This includes servers with bare metal OS implementations, as well as operating instances that run directly on local hardware without an explicitly installed operating system, such as NAS devices.

From a licensing measurement perspective, the operating instance measure for physical environments is defined as any operating environment with a distinct server name or identity that has a Commvault intelligent Data Agent (iDA) configured to capture data from it. This includes physical servers that have Commvault agents installed within them, as well as any named entities (such as NAS devices) that have their data protected by a Commvault agent installed on a proxy server.

### Operating Instance (OI) License Application to Virtual Machines

In cases where an installation does not have any, or insufficient, Virtual licensing to cover the virtual footprint, Physical Operating Instance (OI) Licensing may be used to cover protection of any virtual entities, including protection levied by the Virtual Server Agent (VSA). This applies solely to implementations with VM plus OI, or OI only. In OI plus Socket configurations, Operating Instance licensing may not be used to cover a socket license overage.

### Common Cluster Scenarios

In many physical server scenarios, various clustering methodologies are used to deliver high availability of a given resource. Examples of these clustering technologies include (but are not limited to) Microsoft Cluster Services, Exchange Distributed Availability Groups (DAG), SQL Always-On, Oracle RAC, etc.

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In these scenarios, Commvault licensing will always count the operating instance (unique name) from which the backup or archive job was executed. If no active backup jobs are executed from a named instance, the software on the physical nodes may be configured into a non-licensed mode (also known as “restore-only” mode), and no licensing will be consumed. Only the software deployed to protect the cluster resource will consume licensing.

## **Multi-Instancing**

For environments in which multiple cluster resources are deployed (manifesting as multiple operating instances, each with unique server names), each cluster instance will require its own license.

## **Proxy-based backups**

When considering backups of storage technologies that may only be protected via a proxy-based configuration (for example, a NAS, or Cloud Storage), Operating Instance licensing must be used, and is counted based on the number of entities that are configured for protection. Typically this is an IP address for NAS, or a Service Account for a Cloud Storage repository. In no scenario would Virtual licensing be used, as the entity being protected is not a qualified virtual machine, even if the proxy is residing inside a virtual machine.

## **Exception for backup of Commvault components**

Server data that is protected purely for the operation of the Commvault solution (CommServe Database, Deduplication Databases, etc.) will not consume Instance-based, or Capacity based licensing.

Please note that for this exclusion to occur, a standard Media Agent or CommServe deployment must occur, in which the backup is configured as part of the component installation. If agents are separately deployed to execute the backup, they will be treated as normal instances and consume licensing as normal.

## **Commvault Complete™ Backup & Recovery – Per TB**

The per terabyte license model combines the functionality of backup and recovery for virtual environments and physical servers into a singular per ingested TB license metric. Please refer to the general license terms section for a full definition of “ingested TB.”

Of particular note, backup and recovery for endpoint and mailbox users are both excluded from this package and are only licensed on their specific associated user metrics.

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## Commvault Select Backup & Recovery – Per TB

Commvault Select offers a more feature-focused per TB licensing package, focused on File-Level backups only. Select Licensing is only used to cover File System level Backups (direct or proxy based) and NDMP-based NAS Protection.

Similarly to Complete TB licensing, backup and recovery for endpoint and mailbox users are both excluded from this package and are only licensed on their specific associated user metrics.

## Commvault Complete™ Backup & Recovery for Mail and Cloud

Mailbox backup and recovery, inclusive of Commvault's archiving technologies, delivers complete mailbox management on a per-user basis. This offering extends to both on-premises mail systems, as well as specific software as a service email providers. Additionally, this package includes rights for protection of personal cloud storage accounts that map to a user's corresponding mailbox account being protected.

Licenses will be counted based on a mapping of user accounts in the associated LDAP directory. Accounts that are marked as resources within LDAP will not count towards the licensing total. Inactive accounts will also not be counted against the license total.

Under consideration that mailbox data capture does not function on a traditional full/incremental methodology, all user accounts will be measured against licensing until a mail account is marked as "inactive" within the agent configuration. After that configuration occurs, that account's mail will no longer be captured.

End user search functionality, as well as the Commvault Outlook Plug-ins for Content Store Mail are included with this license offering.

Journal mailboxes will not count towards the overall mailbox count. However, it is important to note that compliance search and case management functionality is not granted under Commvault Complete™ Backup & Recovery for Mailboxes and is delivered as an add-on through the Commvault Activate™ product line.

Database level backup rights, using a database-level agent are not conveyed under this license, but rather included with the per-TB or per-Instance based licensing models.

## Commvault Complete™ Backup & Recovery for Endpoint Users

Commvault Backup and Recovery for Endpoint Users is measured against users who are provided access to the web console for end-user self-service. Additionally, each endpoint user license supplies up to five desktop-class operating system tokens per user license. In the absence of per-user accounts, use rights will be managed by the five (5) desktop/laptop tokens per account. Note





that without end-user accounts provisioned, customers who license backup and recovery per TB will see the desktop/laptop capacities register against their TB total.

Note that server-class operating systems that are functioning as end-user desktops will not be counted as endpoints, and as such, require full backup and recovery licensing, either per TB, or per operating instance.

Licenses can be released by de-provisioning a given user account in the administrative console. Please consult Commvault online documentation ([documentation.commvault.com](http://documentation.commvault.com)) for detailed technical steps on releasing license consumption.

Access to Commvault Edge file sharing technology is also granted in this package.

Mobile application rights are granted to end users through this license package and may be used on any device related to the management of the associated desktop/laptop backups, as well as use of the Edge file sharing service.

Multiple users on a shared laptop/desktop/workstation will each be counted against the license totals individually as each user is given unique access rights to their own data through the administrative console.

## Commvault HyperScale™ Software

PRODUCT	AVAILABILITY DATE	LICENSE METRIC	CVU TOTAL	PREREQUISITES
Commvault HyperScale™ Software	October 1st, 2017	Per Provisioned TB	10	Commvault Complete™ Backup & Recovery
Commvault Platform Data Protection Client	April 28, 2017	Per Operating Instance	15	Commvault HyperScale™ Appliance (full)
Commvault Platform Data Protection User	April 28, 2017	Per User	2	Commvault HyperScale™ Appliance (full)
Commvault Data Platform (active disk/cloud storage)	October 1, 2016	Per Stored TB	25	Commvault HyperScale™ Appliance (full)

Commvault HyperScale™ Software is an integrated package of software features built to deliver a seamless storage management experience with resilient availability and high-performance compute features. The software may be acquired as a bundle with supported hardware, or separately, to be combined with certified Commvault reference architecture.

Licensing for Commvault HyperScale™ Software is directly tied to the amount of useable storage made available to the Commvault HyperScale™ media agents. Useable storage is calculated in Base-2, and excludes any storage reserved specifically for erasure coding (as this storage is not shown as useable to the software).

Due to the nature of Commvault HyperScale™ Software, in which all available storage is formatted to be used as the storage pool, in no scenario can a useable storage pool be partially licensed. Any storage that should not be part of the pool must not be made available to the Commvault HyperScale™ node(s).

Any Commvault HyperScale™ pool that is not fully licensed may be rendered to a read-only state, and not allow additional data to be added until proper licensing is obtained.

## Commvault HyperScale™ Appliances

PRODUCT	AVAILABILITY DATE	LICENSE METRIC	CVU <sup>2</sup> TOTAL	PREREQUISITES
Commvault HyperScale™ Appliances (Full)	October 1st, 2017	Per Provisioned TB	Various	None
Commvault HyperScale™ Appliances (-E Units)	October 1st, 2017	Per Provisioned TB	Various	Commvault Complete™ Backup & Recovery
Commvault Platform Storage	October 1st, 2017	Per Stored TB	20	Commvault HyperScale™ Appliances (Full)
Commvault Platform Endpoint Users	October 1st, 2017	Per User	3	Commvault HyperScale™ Appliances (Full)
Commvault Platform Mail/Cloud Users	October 1st, 2017	Per User	1	Commvault HyperScale™ Appliances (Full)

### Full Appliance Program

Commvault HyperScale Appliances are integrated hardware and software packages built to deliver a simplified procurement option for Commvault customers. These appliances are delivered with predefined license grants based on total data stored within the Commvault Platform. The specific packages are determined relative to the useable size of the appliance in question. Growth in storage consumption outside of the appliance would be licensed using specific Backend Terabyte (BET) licensing, specific to the Appliance Program. Platform Storage is defined as disk or cloud storage resources that are storing Commvault Backup/Archive Data. The capacity is measured based on actual target disk/cloud consumption, which considers any Commvault deduplication or compression.

The following table describes the licensing granted through the purchase of a given Appliance Model. Note that the three primary license grants are for Clients, Platform Storage, and Hyperscale. Hyperscale Licensing is matched directly to the useable capacity within the appliance, and any additional platform storage granted is intended for use off-appliance (for example, a secondary cloud storage target, or disk library in a separate location). Capacities are calculated as Base-2 and will typically be different than the Raw Hardware Calculations that are Base-10 as industry standard.

## Commvault HyperScale Only (-E) Units

For all full appliance offerings, there will additionally be a model with only Commvault HyperScale™ Software included, designated with a -E, which simply includes the Commvault HyperScale licensing required to enable the storage pool. Backup Licensing (such as Complete or Select) would be purchased separately.

## Exclusion of Mailbox and Endpoint Capabilities

Please note that Hyperscale appliances do not include mailbox or endpoint user rights. Both user-based features must be added on as separate licenses via the platform data protection user license if those features are required. These licenses are different than the Commvault Complete Endpoint and Mail/Cloud Licenses.

## Full Appliance Entitlements

Appliance Model	Useable Hardware Storage (Base-10)	Hyperscale/ Primary Pool (Base-2)	Additional Platform Storage/Secondary Pools (Base-2)	Platform Clients
1105	5	4*	4	50
1115	15	13*	13	150
1348	32	29	29	300
1372	48	43	43	500
1396	64	58	58	700
13120	80	72	72	800
13144	96	87	87	900
33288	192	174	174	2100
33432	288	261	261	2700
*11xx Series is not Hyperscale Enabled				

## HyperScale Only (-E) Appliance Entitlements

Appliance Model	Useable Hardware Storage (Base-10)	Hyperscale/ Primary Pool (Base-2)	Additional Platform Storage/Secondary Pools (Base-2)	Platform Clients
1115	15	0*	0	0
1348	32	29	0	0
1372	48	43	0	0
1396	64	58	0	0
13120	80	72	0	0
13144	96	87	0	0
33288	192	174	0	0
33432	288	261	0	0
*11xx Series is not Hyperscale Enabled				

## Commvault Orchestrator™ for Copy Data Management

PRODUCT	AVAILABILITY DATE	LICENSE METRIC	CVU TOTAL	PREREQUISITES
Commvault Orchestrator™ for Copy Data Management – 20 Pack	July 9th, 2018	Per Operating Instance	1100	Commvault Complete™ Backup & Recovery
Commvault Orchestrator™ for Copy Data Management – Unlimited per CommCell®	July 9th, 2018	Per CommCell®	4500	Commvault Complete™ Backup & Recovery

Commvault Orchestrator™ for Copy Data Management is a set of tools for automating the provisioning and lifecycle management of application/database copy data. Access to the orchestration console and related features/options are restricted unless this license package is present in the CommCell®.

The product is measured by the number of source operating instances captured and prepared for orchestration through the console. At any time, the count of consumed licenses may be reduced by releasing copy data templates from the library.

While the number of source operating instances are counted, there are no restrictions on the number of provisioned copies that can be created. These clones may be persistent and continuously updated using database live sync features or provisioned on demand as needed.

## Exception for CommServe Automated Failover

LiveSync for SQL may be used to deliver an integrated failover solution for the CommServe Database, and under this condition, will not require an Orchestrate License. This feature is available only for customers on Version 11 Service Pack 14 or higher.

## Commvault Activate™

PRODUCT	AVAILABILITYDATE	LICENSEMETRIC	CVU TOTAL	PREREQUISITES
Commvault Activate™ - Full Suite - Per 500 User	July 9th, 2018	Active Directory Account	1500	Commvault Complete™ Backup & Recovery
Commvault Activate™ - Sensitive Data for Mail/Cloud	October 20, 2019	Per User Account Analyzed	1	Commvault Complete™ Backup & Recovery
Commvault Activate™ - Sensitive Data for File/VM	October 20, 2019	Per TB Analyzed	40	None
Commvault Activate™ - eDiscovery for Mail/Cloud	October 20, 2019	Per User Account Analyzed	1	Commvault Complete™ Backup & Recovery
Commvault Activate™ - eDiscovery for File/VM	October 20, 2019	Per TB Analyzed	40	None
Commvault Activate™ - File Optimization	October 20, 2019	Per TB Analyzed	10	None

## Activate Overview

The Commvault Activate™ portfolio consists of three core modules that deliver different sets of functionalities to achieve specific analytic outcomes.

**File Optimization** – delivers a core set of reporting that focuses on File Metadata.

**Sensitive Data** – Extends indexing and analytics into content and provides details on data that may contain information that could be considered sensitive and may need further attention.

**eDiscovery** – Uses Commvault’s extended content index and search capabilities in conjunction with Case Management tools to create review sets and provide legal hold for data that may be subject to inspection.

## License Terms for Individual Components

Each of the three individual components are licensed based on the amount of indexed source data you wish to inspect within the consoles or reporting. This is measured by the size of the data, in the case of File Systems and VMs, or by the number of source user accounts in the case of E-mail, or cloud data applications like Office 365, Salesforce.com, etc. When applications like Sharepoint are inspected, all users of that application will be considered sources.

In the case of File Optimization, where there is no functionality to be used against Mailboxes or Cloud sources, there is no per-user license.

## License Terms for Full Activate™ Suite

When the full suite license is employed, the measurement of this will be the number of Active Directory users in the organization. This is reflective of all active users but will not count inactive or resource accounts.

**Example:** An organization wishing to look for and analyze their Sensitive Data footprint across a 100TB NAS and their 600 Employees E-mail Accounts, the licensing requirement would be as follows:

- 100 Units of Sensitive Data for Files/VM
- 600 Units of Sensitive Data for E-mail/Cloud

Alternately, if the organization wishes to have the full suite of functionality, without limits on the amount of data that can be analyzed, they could elect to license:

- 2 Units of the Full Suite 500 User pack.

For typical organizations, however, the full suite option will only be advantageous if two (or all three) of the individual feature sets are required,

## License Enforcement Note

In order to prevent inadvertent license misuse, Commvault reserves the right to include an indexed object-based cap (1 Million per user/TB) in the license key, which will limit the amount of data that may be indexed. Customers who exceed this, while adhering to the license constructs may request a specialized license key from [prodreg@commvault.com](mailto:prodreg@commvault.com).

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# Licensing Transition Guide for Existing Capacity, Solution Set, and Agents & Options

## Overview

With the introduction of Commvault Complete™ Backup & Recovery in July of 2018, legacy licensing models used before July 2018 will begin a phase-out program to streamline and improve overall customer experience with license management. This document outlines the logic, rules, and operational procedures associated with the transition program.

## Transitional Principles

Commvault strives to make the licensing transition process as seamless as possible for the existing customer base. To that end, all transitional logic is predicated on the concept that no customer should lose any functionality when moving from the old licensing to the new licensing.

For customers wishing to maintain a perpetual license model, a direct conversion will be available, so long as a similar license metric is maintained (TB to TB, or client to client). For customers wishing to change their model from client to TB, or TB to client, such a conversion will require a shift to subscription licensing.

## Conversion Program Mapping

LEGACY COMMVAULT LICENSE PROGRAM	NEW PROGRAM
Commvault Capacity License Agreement (DPE/DPA)	Commvault Complete™ Backup & Recovery (Per TB)
Commvault Capacity License Agreement (DAE/FAE)	Commvault Select Backup & Recovery (Per TB)
Commvault VM Backup and Recovery Solution Sets	Commvault Complete™ Backup & Recovery for Virtual Environments
Commvault File Backup and Recovery, NAS Backup and Recovery, Application Backup and Recovery Solution Sets	Commvault Complete™ Backup & Recovery for Physical Environments
Commvault Endpoint Backup and Recovery Solution Sets	Commvault Complete™ Backup & Recovery for Endpoint Users
Commvault Email Backup and Recovery Solution Sets	Commvault Complete™ Backup & Recovery for Mailbox Users
Commvault Agents & Options Licensing	Commvault Complete™ Backup & Recovery for Virtual Environments Commvault Complete™ Backup & Recovery for Physical Environments Commvault Complete™ Backup & Recovery for Endpoint Users Commvault Complete™ Backup & Recovery for Mailbox Users
Commvault Platform License Model	Commvault Complete™ Backup & Recovery for Virtual Environments Commvault Complete™ Backup & Recovery for Physical Environments Commvault Complete™ Backup & Recovery for Endpoint Users Commvault Complete™ Backup

	&RecoveryforMailboxUsers
Commvault Appliance Licensing (Non-Hyperscale)	Commvault Complete™ Backup & Recovery for Virtual Environments Commvault Complete™ Backup & Recovery for Physical Environments

## How to Convert

### Incremental purchase

In order to begin the process of a conversion, a customer must first purchase licensing under the Commvault Complete™ Backup & Recovery program, or associated add-ons as outlined in this guide (Commvault Orchestrate™, Commvault Activate™, Commvault HyperScale™). Once a purchase of new licensing has been accepted and confirmed by Commvault, a conversion can take place.

At the time of purchase, a license key will be delivered that grants rights for all previous licenses purchased by customer, plus the incremental licensing purchased under the complete program. Initially, features will be provided that can be used against the newly licensed instances, or TB's. Some features will be available for use against older products licensed in the same construct (socket/VM/operating instance or per TB). However, in some cases, not all retroactively applied features will be present without a fully converted key.

At any time post-purchase, a customer may request to complete a full license conversion by emailing [psd@commvault.com](mailto:psd@commvault.com) and supplying their CCID. This request may also be submitted by a Commvault sales executive or channel partner with documented consent from the customer. Once the conversion has been calculated, a confirmation statement will be delivered to the requestor, along with a new permanent license key that reflects the full conversion.

### Subscription Purchase

At any time, a customer can elect to forfeit their perpetual rights to licensing under a given model and elect to subscribe under a Commvault subscription license model. This will typically occur when a customer wishes to change their licensing model (i.e. from TB-based licensing to client-based).

Forfeiture of licensing requires a signed release agreement between the user and Commvault in order to be finalized. In a forfeiture, no refund of prepaid maintenance or software subscription will be made under any circumstance.

If a customer wishes to maintain their perpetual license rights and continue paying software maintenance on those licenses, they may do so within a separate CommCell®, while using subscription licensing in a new CommCell®. However, as noted, the customer may not fundamentally change the license metrics on the perpetual licensing in such a move.



## Maintenance Renewal

At the time of maintenance renewal, in limited cases, Commvault may elect to convert the legacy licensing footprint to the new license model upon receipt of the maintenance renewal order.

## License Mixing Exception – VM/Socket and TB

In some cases, customers may possess a combination of legacy capacity licensing and virtual Solution Sets, which, when converted, would leave the customer with a mix not generally allowed under the Commvault Complete™ Backup & Recovery program. These customers would exist in a grandfathered state in which a mix is allowed.

However, Commvault would work with the customer to simplify their licensing to one metric or the other. If a customer wishes to move purely into a single metric (Terabyte or VM/Socket/Operating Instance), a custom conversion would be executed in conjunction with a new licensing purchase. Minimum purchase requirements will be established based on the number of licenses that are required to convert. Please contact [psd@commvault.com](mailto:psd@commvault.com) for further details.

## Metering Expectations for Grandfathered Mixed Metric Customers

For customers who elect to remain in a mixed license mode, license metering and responsibility will continue to adhere to the traditional methods of counting prior to the introduction of Commvault Complete. The distinction between Commvault Complete per TB and Commvault Complete for Virtual Environments would be split according to the chart below:

Scenario	Commvault Complete per TB	Commvault Complete for Virtual Environments
Virtual Server Agent (VSA) Backups		X
Application Backups on recognized virtual machines for the following applications: Active Directory, Exchange Database, Microsoft SQL, Oracle, SharePoint, MySQL, PostgreSQL		X
Any application backups not listed above	X	
File System backups on physical or virtual.	X	
NAS/NDMP Backups	X	

## License Conversions due to License Meter Changes

Commvault will allow perpetual to perpetual license conversions within the complete program only in the following scenarios due to license changes associated with the introduction of the Commvault Complete™ license program. Please contact [psd@commvault.com](mailto:psd@commvault.com) for additional conversion details.

ORIGINATING LICENSE	ENDING LICENSE
Commvault Complete™ Backup & Recovery (Per TB)	Commvault Complete™ Backup & Recover for Mailbox Users Commvault Complete™ Backup & Recovery for Endpoint Users
Commvault Complete™ Backup & Recovery for Virtual Environments (Per Socket)	Commvault Complete™ Backup & Recovery for Virtual Environments (Per VM)
Commvault Complete™ Backup & Recovery (Legacy Mixed VM/Socket and TB)	Commvault Complete™ Backup & Recovery (Legacy Mixed VM/Socket and TB) Commvault Complete™ Backup & Recovery (Per TB) or Commvault Complete™ Backup & Recovery for Physical Environments

## Commvault IntelliSnap® for NetApp Scenarios

### Commvault IntelliSnap® for Netapp (CIFN) and Snap Protect Overview

These licenses are tied to a Netapp Controller, and grant snap-centric functionality to the license holder. For customers who only hold CIFN Licenses, and no other Commvault Licensing, these and Snap Protect packages will generally convert directly into VM and Operating Instance licensing, defined by the specific array type for which the license was purchased. Each Array maps to a pre-determined number of "Conversion Units" which will guide the appropriate grant of VM/OI licenses.

### CIFN Conversions for Existing Capacity and Large Data Footprint Customers

For customers who have purchased CIFN and also own Commvault Capacity-based licensing (DPF/DPA/DPE/FAE), either within the same CommCell®, or in separate CommCell® groups, Commvault will work with the customer on a custom transition to Capacity-based licensing. Customers that are protecting more than 200TB of data under the CIFN Program will also require a custom conversion.

Grant 2 Conversion Units	Grant 4 Conversion Units	Grant 8 Conversion units
SW-2220A-CVLT-INTSNAP	SW-2240-CVLT-INTSNAP	SW-3270A-CVLT-INTSNAP
SW-2240A-CVLT-INTSNAP	SW-2552-CVLT-INTELLISNP	SW-6220A-CVLT-INTSNAP
SW-2520A-CVLT-INTELLISNP	SW-2554-CVLT-INTELLISNP	SW-6240A-CVLT-INTSNAP
SW-2520A-CVLT-INTSNAP	SW-2554-CVLT-INTSNAP	SW-6290A-CVLT-INTSNAP
SW-2520-CVLT-INTELLISNP	SW-2620-CVLT-INTSNAP	SW-8060A-CVLT-INTELLISNP
SW-2520-CVLT-INTSNAP	SW-2650-CVLT-INTSNAP	SW-8060A-CVLT-INTSNAP
SW-2552A-CVLT-INTELLISNP	SW-3220A-CVLT-INTSNAP	SW-8080A-CVLT-INTELLISNP

SW-2552A-CVLT-INTELLSNP	SW-3220-CVLT-INTSNAP	SW-8080A-CVLT-INTSNAP
SW-2552A-CVLT-INTSNAP	SW-3240A-CVLT-INTSNAP	SW-8200-CVLT-INTSNAP
SW-2552A-CVLT-INTSNAP	SW-3250A-CVLT-INTSNAP	SW-8200-CVLT-INTSNAP
SW-2554A-CVLT-INTELLSNP	SW-8020A-CVLT-INTELLISNP	SW-9000-CVLT-INTSNAP
SW-2554A-CVLT-INTSNAP	SW-8020A-CVLT-INTELLISNP	SW-A300A-CVLT-INTSNP
SW-2620A-CVLT-INTSNAP	SW-8020A-CVLT-INTELLISNP	SW-A700A-CVLT-INTSNP
SW-2620A-CVLT-INTSNAP	SW-8020A-CVLT-INTSNAP	SW-A700S-CVLT-INTSNP
SW-2620-CVLT-INTSNAP	SW-8020-CVLT-INTELLISNP	
SW-2650A-CVLT-INTSNAP	SW-8020-CVLT-INTSNAP	
SW-2750A-CVLT-INTSNAP	SW-8040A-CVLT-INTELLSNP	
SW-A200A-CVLT-INTSNP	SW-8040A-CVLT-INTELLSNP	
	SW-8040A-CVLT-INTSNAP	
	SW-8040A-CVLT-INTSNAP	

## Snap Protect Customers

For any customer holding a license for Snap Protect (NetApp OEM), a formal transition of support responsibility must be made between NetApp and Commvault before any further conversion can be considered. NetApp customers wishing to execute this must contact NetApp to initiate the process.

## Post-conversion considerations

Once a CIFN/Snap Protect conversion has taken place, the licensing will no longer be tied to the controller for which the licensing was purchased. Customers may use the Complete license grants consistent with the program's standard use rights and terms.

For customers who require licensing beyond the listed grants, additional licensing may be required. Please consult your partner or Commvault sales representative for further guidance.

## Commvault Appliance Licensing (Non-HyperScale) Scenarios

Customers who own appliance licensing that is tied to the hardware with which it was purchased may continue on this program. Or, with the purchase of new Commvault Complete™ Backup & Recovery licensing, they may receive a conversion to non-tethered licensing. Grants will be commensurate to presently observed usage levels under the legacy licensing. Please contact [psd@commvault.com](mailto:psd@commvault.com) for more details.

# Feature Matrices

## Feature Matrix – Commvault Complete™ Backup & Recovery

FEATURES		COMMVault SELECT™ BACKUP & RECOVERY	COMMVault COMPLETE™ BACKUP & RECOVERY	COMMVault COMPLETE™ BACKUP & RECOVERY FOR VIRTUAL ENVIRONMENTS		COMMVault COMPLETE™ BACKUP & RECOVERY FOR PHYSICAL ENVIRONMENTS	COMMVault COMPLETE™ BACKUP & RECOVERY FOR ENDPOINT USERS	COMMVault COMPLETE™ BACKUP & RECOVERY FOR MAIL & CLOUD
	LICENSE METRIC	PER FRONT END TB	PER FRONT END TB	PER 10 VM	PER SOCKET	PER OPERATING INSTANCE	PER USER	PER USER
Core Data Infrastructure	Core infrastructure components for data management (CommServe®, DR CommServe®, media agents)	✓	✓		✓	✓	✓	✓
	Commvault data management features (encryption, deduplication, WORM support, data erase)	✓	✓		✓	✓	✓	✓
	Traditional disk and tape libraries	✓	✓		✓	✓	✓	✓
	Cloud storage connectors	✓	✓		✓	✓	✓	✓
	Advanced tape drive management and media reporting (vault tracker enterprise)		✓		✓	✓	✓	✓
	On-premises metrics reporting server		✓		✓	✓	✓	✓
Server, NAS, Virtual & Cloud Workloads*	Server file system iDataAgents (including clustered FS iDAs) w/ OnePass archive functionality	✓	✓		✓	✓	✓	
	Bare metal recovery options (1-touch)	✓	✓		✓	✓	✓	
	NAS iDataAgents	✓	✓			✓		
	Application / Database iDataAgents application aware virtual backups		✓		✓	✓		
	Offline mining tools		✓		✓	✓		
	Virtual Server Agents (VSA)		✓		✓	✓		
IntelliSnap® Snapshot Management & Replication	Continuous data replicator	✓	✓		✓	✓		
	Virtual machine level replication/ failover (LiveSync)		✓		✓	✓		
	Hardware snapshot integration (Commvault IntelliSnap® technology)		✓		✓	✓		
	Hardware-based snap replication control		✓		✓	✓		
User-Specific Workloads	Endpoint management features (asset location tracking, self-service, remote data erase)						✓	
	Laptop and desktop data protection						✓	
	End user data storage & sharing						✓	
	Mailbox granular protection and archive w/OnePass (i.e. Exchange, Gmail, Notes)							✓
	Protection of cloud application data (i.e. Office 365, Google Drive, Salesforce.com)							✓

## Feature Matrix – Commvault Activate™