

Licensing Program Guide

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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. It is not a replacement for the technical guidance provided within the Commvault Documentation online repository.

Document layout

The guide is divided into several 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 workload 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 BY WORK- LOAD	VIRTUAL WORKLOADS
	NON-VIRTUAL WORKLOADS
	MAIL AND CLOUD USER APP WORKLOADS
	ENDPOINT USER WORKLOADS
	STORAGE MANAGEMENT WORKLOADS
COMMVAULT HYPERSCALE™	
HISTORIC LICENSE CONVERSIONS AND TRANSITIONS	

Software overview

Software portfolio

Commvault offers products and solutions that deliver a variety of functional services to different types of workloads; virtual machines (including cloud-based virtual machines and containers), non-virtualized computing systems, file repositories such as NAS devices and cloud storage, endpoint devices, SaaS user applications, and PaaS instances. For each of these workloads, Commvault delivers software-driven services such as Commvault® Backup & Recovery, Commvault® Auto Recovery, Commvault® eDiscovery & Compliance, Commvault® Risk Analysis, and Commvault® Threat Scan. These workload services can be delivered in several form factors, including via traditional on-premises software deployment and configuration, integrated appliances, and Software as a Service (SaaS).

Commvault® Backup & Recovery

The primary offering in Commvault's portfolio is Commvault® Backup & Recovery. This 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 Auto Recovery

Auto Recovery, at its core, begins with replication technology that allows a workload to be copied to a secondary location and placed in a ready state so that it can be activated and deployed in the event of a disaster. As part of this functionality, orchestration tools are available to coordinate recovery of these standby systems in a prescribed way.

Commvault eDiscovery & Compliance

eDiscovery includes all compliance search and case management tools used for the purposes of collecting data related to legal holds and early case assessment for ESI.

Commvault Risk Analysis (Sensitive Data Governance)

Sensitive Data Governance analyzes content and profiles data to find relevant data such as PII and other entities through use of a centralized dashboard that can also be used to initiate a variety of remediation tools.

Commvault Risk Analysis (File Optimization)

The File Optimization toolset analyzes live and/or Commvault-protected file data sources and provides analysis on storage distribution, orphaned files, security permissions, and a variety of other aspects to ensure that file storage is being effectively utilized.

Commvault Threat Scan

Commvault Threat Scan enables customers to identify backup content potentially compromised by malware and detect files that are encrypted or significantly changed. Enhanced monitoring, response, and recovery capabilities provide additional tools to expand a customer's data security posture.

Commvault HyperScale™ Technology

Commvault HyperScale™ Technology delivers the powerful simplicity of the Commvault software portfolio with a highly available, resilient, and flexible scale-out backup storage platform. 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.

Metallic™

As a separate Commvault venture, Metallic is not covered in this guide and has a separately managed license structure and terms.

Feature / functionality matrix for Commvault software portfolio

Datacenter / Server / Storage Workloads

Available Products And Features	Commvault Complete™ Backup & Recovery (2018-2020)	Commvault Complete™ Data Protection suite	Commvault® Backup & Recovery	Commvault® Unstructured Data Backup & Recovery	Commvault® Auto Recovery	Commvault® Threat Scan	Commvault® eDiscovery & Compliance ¹	Commvault® Risk Analysis	Commvault HyperScale™ Technology
Core infrastructure components for data management (CommServe®, DR CommServe®, media agents)	✓	✓	✓	✓	✓	✓	✓	✓	
Commvault data management features (encryption, deduplication, WORM support, data erase)	✓	✓	✓	✓	✓				
Data Replication technology (Continuous Replication, Periodic Replication) and associated failover automation features	✓ ²	✓			✓				
Storage capabilities - fully configurable disk, tape, and cloud options with unlimited retention.	✓	✓	✓	✓					
Storage capabilities - disk and cloud storage with limited (up to 14 day) retention.					✓				
Scale-out storage repository and management tools									✓
Indexing - Metadata Indexing Only	✓	✓	✓	✓	✓	✓	✓	✓	
Indexing - Full Content Indexing							✓	✓	
Hardware snapshot integration (Commvault IntelliSnap® technology)	✓	✓	✓	✓	✓				
Full Access to all Commvault agent types for Backup	✓	✓	✓	* ³	✓				
ObjectStore, CIFS/NFS direct access									✓
Analyze Commvault backup data						✓	✓	✓	
Analyze live data sources								✓	
File dashboards: storage distribution, tree size, orphaned files, duplicate files, inactive users, security permissions								✓	
Access history, file permissions management								✓	
Sensitive data dashboard								✓	
Advanced data profiling: entity manager, classification plans, OCR, index filtering								✓	
Remediation tools: proactive data cleanup, set retention for file, task request/remediation workflow								✓	
eDiscovery tools: case manager, legal holds, compliance search, early case assessment for ESI.							✓		
Identify compromised backup content (malware) and files that are encrypted or significantly changed.						✓			
Monitor backups, visualize risks, and respond with smart quarantine operations.						✓			

¹ eDiscovery Features require Backup & Recovery as a prerequisite.

² All features available as of Version 11, Feature Release 32. Future enhancements may be limited to Commvault® Auto Recovery and Commvault Complete™ Data Protection packages.

³ Unstructured Data Backup & Recovery only includes rights for File, NAS, and Object Storage related agents.

User Workloads

Available Products And Features	Commvault Complete™ Backup & Recovery (2018-2020)	Commvault® Backup & Recovery	Commvault® eDiscovery & Compliance ⁴	Commvault® Risk Analysis
Core infrastructure components for data management (CommServe®, DR CommServe®, media agents)	✓	✓	✓	✓
Commvault data management features (encryption, deduplication, WORM support, data erase)	✓	✓		
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)	✓	✓		
Analyze Commvault backup data			✓	✓
Analyze live data sources				✓
File dashboards: storage distribution, tree size, orphaned files, duplicate files, inactive users, security permissions				✓
Access history, file permissions management				✓
Sensitive data dashboard				✓
Advanced data profiling: entity manager, classification plans, OCR, index filtering				✓
Remediation tools: proactive data cleanup, set retention for file, task request/remediation workflow				✓
eDiscovery tools: case manager, legal holds, compliance search, early case assessment for ESI.			✓	

Procurement options: subscription or perpetual

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

Subscription Software Licensing

Subscription models are offered in 1 through 5-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 premium 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. Note that this

⁴ eDiscovery Features require Backup & Recovery as a prerequisite.

policy does not extend to Software as a Service (SaaS), and all details around subscription expiration policies for SaaS are found in the Terms and Conditions documentation for that offering.

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 (if available). Support on each expired subscription CommCell® will be billable on a per-incident/reasonable effort basis and no further Feature Release or Maintenance Release rights will be conveyed after the subscription expiration.

Perpetual Software 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/reasonable effort basis.

Utility licensing

Commvault additionally offers utility-based software licensing under the Service Provider license program. With the sole exception of Metallic, 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.

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

Unless otherwise designated, Commvault software 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 software that is packaged for resell 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 specialized licensing under the established service provider license program. This software and associated licensing are tailored to fit the needs of service providers, and in some cases, deliver additional software integrations and reporting specific to service provider requirements.

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. The combination of all CommCell® licensing in aggregate must abide by mixing rules established for a single CommCell® (for example, socket and per-VM licensing may not be mixed 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.

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.

Client 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 operating instances protected by the Commvault virtual server agent and logical client entities such as NAS, Application-based clustering, and PaaS instances protected with a defined pseudo-client.

Ingested (Front-End) 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 back up or synthetic full backup for each sub client. 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 OnePass⁵), terabytes are measured as the last backup cycle of each OnePass sub client, 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.

⁵ 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 dataset.

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.

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 certain license types. Socket licensing may not co-exist with per-VM licensing and operating instance licensing may not be mixed with ingested (or front-end) terabyte licensing. Further, when VM or socket licensing is present, all virtual machines must be licensed consistently in this chosen manner. No virtual machines in that case will be counted by ingested terabyte.

Mixing guide

	Per TB	Per VM	Per socket	Per operating instance	Per user (MBX/EP)	Full Appliance Packages
Per TB	N/A	YES	YES	NO	YES	NO
Per VM	YES	N/A	NO	YES	YES	NO
Per socket	YES	NO	N/A	YES	YES	NO
Per operating instance	NO	YES	YES	N/A	YES	NO
Per user (MBX/EP)	YES	YES	YES	YES	N/A	YES

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 enforced. A “soft enforced” 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 and may be subject to periodic review and reconciliation of licensing, consistent with the terms of the Commvault Master Terms and Conditions.

Key enforcement scenarios:

	Hard enforced licensing	Soft enforced 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 but limits are not hard enforced.	Feature is enabled through keys, on a limited basis.
Examples	Virtual Instance Backup	Mailbox Backup (per MBX)	HyperScale X (per node)

Installing Commvault into dev/test environments

By default, Commvault supplies software with a built in 60-day “evaluation” period. This evaluation period can be shifted to permanent use with the application of a license key containing purchased licensing. Customers may install Commvault software for the purposes of testing/development using this standard 60-day eval grant.

Licensing requirements in multi-tiered and proxied 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. For example:

- If an agent is placed inside a virtual machine but is configured to protect a UNC path on a non-virtual system, the licensing required would be for the end system (the non-virtual operating instance/entity).
- For multi-tiered mail structures (for instance, end-user data feeding a central journal repository), licensing is always associated to the end mail user/sender, not to the journal account itself.

Product bundling

In some cases, Commvault will offer products in a bundle. For example, a product may offer both Backup and Snapshot entitlements in a single license package. In these cases, the license agreement will provide two entitlements: one for Backup, and another for Snapshot. These two entitlements may be used on either the same data or two completely different data sets. Commvault does not restrict the usage of bundled entitlements to the same entity or data, except in cases where one service is a pre-requisite of the other (for example, where backup is a pre-requisite for eDiscovery).

Bundling examples:

Bundled product	Components included	License metric
Commvault Complete™ Data Protection suite (1TB license)	Commvault Auto Recovery (1TB) Commvault Backup & Recovery (1TB)	Per ingested TB

Term-based license expiration

Upon license key expiration, all data protection operations will enter a suspended state and the CommCell will be automatically rendered restore only. Backup administrators will still be able to restore any previously protected data throughout the defined retention so long as the associated CommCell infrastructure remains online and available. Restore only mode applies specifically to data protection and recovery options only. Ancillary product features such as eDiscovery do not have a restore only option as use of those features is the licensed product.

Software specific license terms for Virtual Environments

Available products	General availability dates	License metric	CVU total	Prerequisites
Commvault Complete™ Backup & Recovery for Front-end Terabytes	July 2018 – September 2020 ⁶	Per ingested TB	125	None
Commvault Complete™ Backup & Recovery for Virtual Environments	July 2018 – September 2020	Per 10 virtual machines ⁷ OR per socket	100	None

⁶ General Availability refers to the ability to purchase for new customers. Existing customers of a given license type will continue to have extended availability until end of sale for all customers is announced.

⁷ Where one license covers up to ten virtual machines.

Commvault® Backup & Recovery for Virtual Environments	July 2020 - present	Per 10 virtual machines	75	None
Commvault® Auto Recovery for Virtual Environments	July 2020 - present	Per 10 virtual machines	50	None
Commvault® eDiscovery & Compliance for Virtual Environments	July 2020 - present	Per 10 virtual machines	50	Commvault® Backup & Recovery
Commvault® Sensitive Data Governance for Virtual Environments	July 2020 – August 2023	Per 10 virtual machines	50	None
Commvault® File Optimization for Virtual Environments	July 2020 – August 2023	Per 10 virtual machines	25	None
Commvault Complete™ Data Protection Suite	July 2020 - present	Per 10 virtual machines	125	None
Commvault® Risk Analysis for Virtual Environments	August 2023 - present	Per 10 virtual machines	75	None
Commvault® Threat Scan Virtual Environments	August 2023 - present	Per 10 virtual machines	50	Commvault® Backup & Recovery

Qualification as a Virtual Operating Instance (VOI)

When a Commvault license is enumerated on a “Per Virtual Operating Instance” basis, this refers to any operating instance (environment) that is running on a supported virtual machine hypervisor or container platform. Commvault software identifies the operating system and any relationship to a hypervisor or layer of abstraction between the OS and hardware. Note that Unix-based Virtualization (LPAR, LDOM, etc.) is not considered to be a supported Virtual Hypervisor, and as such will be counted as non-Virtual entities. Platform-as-a-Service (PaaS) and other Cloud Applications where access to the underlying Operating System/Compute Instance is restricted by the providing vendor do not meet the definition of a virtual machine and are considered non-virtual. Examples include Amazon RDS, Azure SQL Database, Azure Cosmos DB, and other fully-managed PaaS database engines.

Technical requirements for VM detection

For virtual licensing to engage and report accurately, Commvault software must be able to detect the status of the client as one that is running on a layer of hardware abstraction. This can be achieved by either a successful Full backup of a given virtual machine using the Virtual Server Agent (VSA) or installing the full File System (not just File System Core) agent within the guest. If successfully detected, a unique VM GUID for the client will be stored within the CommServe database. When this level of abstraction cannot be identified (either by communication with the hypervisor or the operating system inside the virtual machine), then the system will be considered non-virtual.

Kubernetes-native workloads

Notwithstanding the below exemption for capacity-only customers, data protection of Kubernetes-native workloads is licensed using the Virtual Operating Instance (VOI) entitlement which will consume one VOI per workload protected. For metering purposes, a workload is defined as a Pod, Deployment, StatefulSet, DaemonSet, and/or Helm-deployed workload configured for data protection within a protected cluster. For workloads with multiple replicas, only a single VOI entitlement (x1) is consumed, however each PersistentVolume (PV) is protected. Additional optional VOIs are required to protect the cluster etcd key-value backing store (x1 per cluster), cluster-scoped resources (x1 per cluster), and namespace-scoped resources (x1 per namespace). Additionally, one VOI (x1) per independent PersistentVolume (PV) is required, when the PV is not associated with a workload via an active PersistentVolumeClaim (PVC). One VOI (x1) per system namespace (kube-system, kube-node-lease, kube-public) is required when protecting the entire cluster, however manifest-only restore is permitted due to criticality of system namespaces. When protecting a full-cluster or multiple namespaces, Commvault requires a one VOI entitlement for the namespace and one VOI entitlement per workload detected within the namespace. Commvault considers each Pod, Deployment, StatefulSet, and DaemonSet an individual workload, regardless of deployment as a single application or single manifest (i.e., a wordpress application would incur a VOI license for the wordpress-mysql deployment (x1) and the wordpress deployment (x1)).

Multiple protection methods/agents within a single VM

When a single virtual machine is protected in more than one way (i.e. multiple agents are used), a single virtual machine name will not be counted more than once against license consumption when consolidated Virtual Operating Instance metering is in use. There are no limits considered (from a license perspective) around how many applications within a single VM can be supported. However, if a virtual machine is further parsed or partitioned into multiple logically named operating entities, those individual names may be counted as their own VM, depending on how (or if) those entities are addressed for protection.

When multiple services (such as eDiscovery, backup & recovery, and auto recovery) are all levied against a single system, an individual entitlement for each service will be consumed.

Mixing of metrics

Socket and per-VM licensing cannot coexist within a single CommCell®, as all measurement decisions are made at the CommCell® level in its entirety. In order to have Sockets and per Virtual Operating Instance licensing in the same organization, two separate CommCell® would need to be deployed. Additionally, once a decision has been made at the CommCell® level, all Virtual Machine protection will be measured in that manner. There is no ability to license some virtual machines by TB, and others by VM.

Exception for application of capacity licensing to a virtual environment

For capacity-only customers who have migrated to the Backup and Recovery program from a previous licensing program or customers that are licensed exclusively for capacity, all TB-based measurements will remain intact as an exception to the rules for the workload-centric licensing model. Customers will be able to continue to use the Backup and Recovery (or Complete DP) TB-based licenses to cover Virtual Workloads where appropriate/practical through the length of their current subscription or as granted for perpetual-based CommCell® groups. In any cases where TB-based licensing is not being properly applied to the workload, Commvault will work in good faith with the customer to transition the licensing appropriately.

Exception for backup of Commvault components

Server data that is protected purely for the operation of the Commvault solution (CommServe® database, deduplication databases, CommServe LiveSync, 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.

Software specific license terms for non-virtual environments

Available products	General availability dates	License metric	CVU total	Prerequisites
Commvault Complete™ Backup & Recovery for Front-end Terabyte	July 2018 – September 2020 ⁸	Per TB	125	None
Commvault Complete™ Backup & Recovery for Physical Environments	July 2018 – September 2020	Per operating instance	75	None
Commvault Select™ Backup & Recovery for File Data	January 2019 – September 2020	Per TB	75	None
Commvault® Backup & Recovery for Non-Virtual Environments	July 2020 - present	Per TB Per capped OI (500GB)	100 50	None
Commvault® Backup & Recovery for Unstructured Data	November 2020 - present	Per TB	50	None
Commvault® Auto Recovery for Non-Virtual Environments	July 2020 - present	Per TB	75	None
Commvault® eDiscovery & Compliance for Non-Virtual Environments	July 2020 - present	Per TB	50	Commvault® Backup & Recovery
Commvault® Sensitive Data Governance for Non-Virtual Environments	October 2019 – August 2023	Per TB	50	None
Commvault® File Optimization for Non-Virtual Environments	October 2019 – August 2023	Per TB	25	None

⁸ General Availability refers to the ability to purchase for new customers. Existing customers of a given license type will continue to have extended availability until end of sale for all customers is announced.

Commvault Complete™ Data Protection Suite for Non-Virtual Environments	October 2019 - present	Per TB	150	None
Commvault® Risk Analysis for Non-Virtual Environments	August 2023 - present	Per TB	75	None
Commvault® Threat Scan for Non-Virtual Environments	August 2023 - present	Per TB	50	Commvault® Backup & Recovery

Qualification as a non-virtual entity

Commvault defines a physical environment as any operating instance that is not run on a hypervisor (bare-metal servers), as well as any file repositories not residing on an explicitly installed and configured operating system (such as a NAS device or cloud storage offerings).

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.

Non-virtual licensing on a terabyte basis

When non-virtual footprints are licensed on a per-TB basis, they are measured in the following ways:

Backup: Aggregation of all most recent full or synthetic full backups for all active sub clients.

Archive: Aggregation of all most recent full or synthetic full backups plus any incremental archive jobs for all active sub clients.

Auto Recovery: Aggregate raw size of all source replicated data, based on the last capture. Copies of data that are solely replication destinations will not be counted.

eDiscovery/Risk Analysis: Raw size of all data indexed and made available for inspection by the associated software tools.

Terabyte-based package-specific restrictions

Commvault® Backup & Recovery for Unstructured Data

Commvault® Backup & Recovery for Unstructured Data provides a more feature-focused per TB licensing package in the Workload Licensing model for File-level backup, similar to its predecessor, Commvault Select™, Unstructured Backup & Recovery only applies to File, NAS, and Object Storage protection.

Commvault Select™ Backup & Recovery – per TB

Commvault Select™ Backup & Recovery offers a more feature-focused per TB licensing package, focused on file-level backups only. Commvault Select™ Backup & Recovery licensing is only used to cover file system level backups (direct or proxy based) and NDMP-based NAS protection.

Similarly, to Commvault Complete™ Backup & Recovery per 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® Data Protection – Snap and Replicate (DPSR)

Commvault DPSR is a limited package that provides all protection agents but restricts their capabilities to snap-only operations. No streaming backups of any kind are enabled or supported under this package.

Non-virtual licensing on an Operating Instance basis

When non-virtual clients are licensed on a per-OI basis, they are measured simply by whether Backup & Recovery features have been rendered against it. Note that per-OI options are available only for Backup & Recovery.

Capped Operating Instances

As of July 13th, 2020, Commvault has introduced an updated capped OI license. This cap is not associated with or applied to original Commvault Complete™ Backup & Recovery customers who retain at least uncapped operating instance entitlement under support per CommCell. Only new customers and those that purchase the capped SKU specifically will have this limitation.

The 500GB cap is enabled on a per-OI basis. As an example, if a given OI is 700GB in size, it will require two OI licenses. The per-OI entitlements may not be pooled across the environment. So, in a case of two OI's, where one is 700GB and another is 100GB. The 700GB instance requires two OI, while the 100GB instance requires one OI for a total of three.

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 modern clustering technologies include (but are not limited to) Exchange Distributed Availability Groups (DAG), SQL Server Always-On Availability Groups (AG), Oracle RAC, and others.

In these scenarios, Commvault licensing will count the operating instance (unique name) from which the backup or archive job is able to be executed. For example, in an Exchange DAG configuration, each defined Member Server that that is available as a backup source will consume an operating instance (or virtual operating instance) license, even though Commvault may configure the backups from a singular control point (pseudo-client). 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.

In the case of an active/passive failover cluster, where a shared “cluster resource” is created to singularly address shared storage in the cluster, such as Microsoft Cluster Service (MSCS) and SQL Server Standby Continuous Replication (SCR)

or Cluster Continuous Replication (CCR) clusters, the underlying systems/nodes in the cluster will be measured based on normal rules stated in this guide. The shared cluster resource will always be counted as "non-virtual" and as such will be measured as either an Operating Instance, or the data protected will be counted against a capacity-based license.

In some cases, technical resources will be deployed in such a way (through hardware or software partitioning, for example) that a single physical machine will need to be addressed as two separate entities. In these cases, by definition, such machines would be counted as two (or more) Operating Instances. An example of this would be if a user elects to actively protect a cluster instance (software/logical partitioned namespace) as well as the underlying server operating system and its localized data.

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, distributed file systems such as GPFS or Hadoop, or cloud storage), either operating instance or capacity-based licensing must be used. In the case of Operating Instances, counting is based on the number of entities that are configured for protection. Typically, this is an IP address or SVM/vFiler for NAS, or a service account for a cloud storage repository (with consideration given to any stated OI capacity limits). For capacity-based licensing, the amount of data protected will be counted, consistent with normal TB rules. 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.

Exception for CommServe® automated failover

LiveSync for SQL Server may be used to deliver an integrated failover solution for the CommServe® Database, and under this condition, will not consume or require a Commvault Auto Recovery license. This feature is available only for customers on Version 11 Service Pack 14 or higher and is specific to the CommServe only.

Software specific terms for mail and cloud user applications

Available products	General availability dates	License metric	CVU total	Prerequisites
Commvault Complete™ Backup & Recovery for Mail and Cloud User applications	July 2018 – September 2020 ⁹	Per user	1	None
Commvault® Backup & Recovery for Mail and Cloud User applications	October 2019 - present	Per user	1	None
Commvault® eDiscovery & Compliance for Mail and Cloud User Applications	October 2019 - present	Per user	1	Commvault® Backup & Recovery
Commvault® Sensitive Data Governance for Mail and Cloud User Applications	October 2019 – August 2023	Per user	1	None
Commvault® Risk Analysis for Mail and Cloud User Applications	August 2023 - present	Per user	1	None

Qualification as a mail or cloud user application

Mail applications are considered any on-premises messaging platform that Commvault supports granular message-level capture and recovery, such as Microsoft Exchange. Cloud user applications are typically software as a service platforms and their associated user-managed storage repositories. Microsoft 365 is considered a cloud user application, as are Salesforce.com and Microsoft Dynamics.

Note that cloud storage platforms such as Amazon S3 and Azure Blob storage are not considered user apps, but instead are licensed as part of the non-virtual and file storage line.

Exception for HCL Technologies (formerly IBM) Notes/Domino Database/Document agents

Due to currently available APIs and Notes Database architecture, data protection of HCL Notes/Domino will meter against capacity licensing and is not an available entitlement granted under Mail & Cloud per-user licensing.

User Counting

Commvault Backup & Recovery for Mail and Cloud User Applications

Licenses will be counted based on a mapping of user accounts in the associated LDAP directory, or directory of the application that dictates access to the application. In the case of direct mailbox ingestion, only the accounts that have been selected (through manual configuration or auto-discovery) for backup/archive will be counted. User Accounts that have been excluded through configuration will also be excluded from any license consumption in this scenario.

Each unique User / Application combination will be counted as a discrete user. For example, user@company.com may have their Office 365 Data Protected, as well as their Salesforce.com data protected. In this scenario, two user entitlements would be counted, as there are two unique user / application combinations.

⁹ General Availability refers to the ability to purchase for new customers. Existing customers of a given license type will continue to have extended availability until end of sale for all customers is announced.

Accounts that are marked as resources within LDAP (or related system) will not count towards the licensing total. Inactive accounts will also not be counted against the license total (please see the noted exception below for exclusively inactive account usage). If the platform does not support the indication of resource or inactive accounts, then all ingested mailboxes will be counted towards the total. When journaling is employed, all SMTP addresses will also be counted regardless of their status. Please see the Search and Journaling section below for further details.

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.

Exception for Customers Prior to the introduction of Backup & Recovery for Mail and Cloud User Applications

Customers who purchased Commvault Complete prior to the introduction of Workload licensing in October 2020 were entitled to protect both their Mail/Productivity platform and their CRM (Salesforce.com) data under a singular user license. This entitlement will continue to be honored, and will be considered in any future transition process to newer licensing.

Exception for exclusively inactive mailbox usage

For customers who wish to only ingest and manage inactive mailboxes, the inactive user mailbox count will be considered the licensed metric. If, subsequently, active users are ingested, this will be permitted up to the total number of user licenses owned. At no time should the number of inactive users ingested be higher than the number of licenses held.

Considerations for SharePoint (online or on-premise)

When SharePoint backups (covered under the Mail/Cloud App licensing) are undertaken, all users in an organization that are licensed for read/write access to the SharePoint environment must be licensed for backup. External and non-authenticated users do not need to be counted in the overall total.

Search and Journaling

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.

When Journaling is employed, an index of all e-mail senders is compiled and a count is recorded for the dominant sender domain, which is determined to be the licensee’s domain. A count of all unique senders from that domain will be used as the counting mechanism if this number is higher than the counts derived from the other methods listed previously in this guide. Note that public e-mail domains such as gmail.com or yahoo.com are not considered in this mechanism.

When e-mail ingestion occurs through Journaling, an index of all e-mail senders is compiled and a count is recorded for the dominant sender domain, which is determined to be the licensee’s domain (note that public e-mail domains such as gmail.com or yahoo.com are not considered in this mechanism). This count will include all SMTP addresses, regardless of their Active Directory status as a user, alias, or resource account. This list is then compared to any mailbox accounts that are being ingested directly to ensure that the mail users is not being counted multiple times.

The ultimate license requirement in this case will be reflective of all mailbox users who have their accounts directly ingested, and any incremental unique SMTP addresses (user or otherwise) captured by way of the Journaling process.

Exchange Database Exclusion

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.

Software specific terms for endpoint users

Available products	General availability dates	License metric	CVU total	Prerequisites
Commvault Complete™ Backup & Recovery for Endpoint Users	July 2018 – September 2020 ¹⁰	Per user	5	None
Commvault® Backup & Recovery for Endpoint Users	July 2020 - present	Per user	5	None
Commvault® eDiscovery & Compliance for Endpoint Users	July 2020 - present	Per user	3	Commvault® Backup & Recovery
Commvault® Sensitive Data Governance for Endpoint Users	July 2020 – August 2023	Per user	3	None
Commvault® Risk Analysis for Endpoint Users	August 2023 - present	Per user	3	None

Qualifications as an endpoint user and device

Endpoint user licensing is measured against each unique user who is configured as an owner of an endpoint client as defined within the administrative console. Each endpoint user license allows for up to five endpoint devices per unique user license. If one or more endpoint owners are not defined, even if the endpoint is running a desktop-class operating system, that endpoint will be considered a non-virtual operating instance and will consume either capacity-based or instance-based licensing in accordance with those terms.

Licenses can be released by removing the user from all endpoints where they are configured as an endpoint owner in the administrative console.

Considerations for shared endpoint devices

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.

¹⁰ General Availability refers to the ability to purchase for new customers. Existing customers of a given license type will continue to have extended availability until end of sale for all customers is announced.

Software specific terms for storage management

Product	Availability date	License metric	CVU total	Prerequisites
Commvault HyperScale™ Software	October 1 st , 2017 – October 1 st , 2020	Per provisioned TB	10	Commvault® Backup & Recovery or Commvault® Auto Recovery
Commvault HyperScale™ X Reference Architecture Software	October 1 st , 2020 - present	Per Node (4, 12 or 24 drive config)	4-drive - 250 12-drive - 750 24-drive - 1500	Commvault® Backup & Recovery or Commvault® Auto Recovery
Commvault HyperScale™ X Appliances	October 1 st , 2020 - present	Per unit/appliance	Various	Commvault® Backup & Recovery or Commvault® Auto Recovery

Commvault HyperScale™ Software

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.

Licensing by TB

Licensing for Commvault HyperScale™ Software, prior to HyperScale™ X release, 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).

Licensing by Node

HyperScale™ X offers licensing on a per-node basis with a small, medium, and a large construct reflective of the number of drives supported within the node. A 4-drive, 12-drive, and a 24-drive license is available with the release of the HyperScale X Reference Architecture program in October 2020. A typical configuration will consist of three nodes to start, with add-on options for single nodes to that storage pool. HyperScale X licensing only grants entitlements for the HyperScale X node itself. Separate licensing is required to provide client data protection to send the protected data to HyperScale X.

Enforcement Note

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.

Software specific terms for Platform / Full Appliance program

Product	Availability date	License metric	CVU total	Prerequisites
Commvault HyperScale™ Appliances (full)	October 2017 – September 2020	Per provisioned TB	Various	None
Commvault Platform Storage	October 2017 – September 2020	Per stored TB	20	Commvault HyperScale™ Appliance (full)
Commvault Platform Endpoint Users	October 2017 – September 2020	Per user	3	Commvault HyperScale™ Appliance (full)
Commvault Platform Mail/Cloud Users	October 2017 – September 2020	Per user	1	Commvault HyperScale™ Appliance (full)

HyperScale full appliance program

Specific models of Commvault HyperScale™ Appliances were integrated hardware and software packages built to deliver a simplified procurement option for Commvault customers. These appliances can be identified by the exclusion of “-E” in the purchase SKU and were delivered with predefined license grants based on total data stored within the Commvault Platform license model. The specific packages are determined relative to the useable size of the appliance in question. Growth in storage consumption outside of the appliance was 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.

Full Appliance licensing was purpose-built for the Appliance program and may not be mixed with other Complete or Workload licensing (for example, Complete Backup & Recovery by TB). For customers wishing to expand their license footprint outside of the Appliance, special licensing for those use cases may be available as noted in this guide.

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.

Exclusion of mailbox and endpoint capabilities

Full HyperScale appliances did not include mailbox or endpoint user rights. Both user-based features were available as separate licenses via the platform data protection user license if those features were required. These licenses are different than the Commvault Complete™ Backup & Recovery for 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				

Software specific terms for historic license types

Commvault Orchestrator™ for Copy Data Management

Product	Availability date	License metric	CVU total	Prerequisites
Commvault Orchestrator™ for Copy Data Management – 20 pack	July 9 th , 2018 – September 30 th , 2020	Per operating instance	1100	Commvault Complete™ Backup & Recovery
Commvault Orchestrator™ for Copy Data Management – unlimited per CommCell®	July 9 th , 2018 - September 30 th , 2020	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.

Commvault Orchestrator has been superseded by the Auto Recovery license within the Workload license model.

Commvault Activate™ suite / suite licensing

Product	Availability date	License metric	CVU total	Prerequisites
Commvault Activate™ Full Suite – Per 500 users	July 9 th , 2018 - September 30 th , 2020	Active directory account	1500	Commvault Complete™ Backup & Recovery

Commvault Activate™ overview

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

File storage optimization – delivers a core set of reporting that focuses on file metadata.

Sensitive data governance – 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 and search compliance - 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.

Site license terms for Commvault Activate™ full 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.

Licensing transition guide for existing capacity, solution set, and agents & options

Overview

With the introduction of modernized license programs 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 licensing program	New program
Commvault capacity license agreement (DPE/DPA/DAE)	Commvault® Backup & Recovery (per TB)
Commvault capacity license agreement (DPF/FAE)	Commvault Backup & Recovery for Unstructured Data (per TB)
Commvault VM Backup and Recovery Solution Sets	Commvault® Backup & Recovery for Virtual Machines
Commvault File Backup and Recovery, NAS Backup and Recovery, Application Backup and Recovery Solution Sets	Commvault® Backup & Recovery for Non-virtual Environments (capped OI)
Commvault Endpoint Backup and Recovery Solution Sets	Commvault® Backup & Recovery for Endpoint Users
Commvault Email Backup & Recovery Solution Sets	Commvault® Backup & Recovery for Mailbox and Cloud Application Users
Commvault Agents and Options licensing	Commvault® Backup & Recovery for Virtual Environments, Commvault® Backup & Recovery for Non-virtual Environments, Commvault® Backup & Recovery for Endpoint Users, Commvault® Backup & Recovery for Mailbox and Cloud Application Users
Commvault Platform license model	Commvault® Backup & Recovery for Virtual Environments, Commvault® Backup & Recovery for Non-virtual Environments, Commvault® Backup & Recovery for Endpoint Users, Commvault® Backup & Recovery for Mailbox and Cloud Application Users
Commvault Appliance licensing (non-HyperScale)	Commvault® Backup & Recovery for Virtual Environments, Commvault® Backup & Recovery for Non-virtual Environments

How to convert

Incremental purchase

To begin the process of a conversion, a customer must first purchase licensing under the currently available program. 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 current program.

If a conversion was not executed at the time of purchase, it may be requested after the purchase, by supplying the CommCell® ID. This request may 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 capacity-based licensing to capacity + VM).

Forfeiture of licensing requires a signed licensing forfeiture 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.

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.

Metering expectations for grandfathered mixed metric customers (CommCells deployed prior to October 2020)

For customers who installed their CommCell prior to October 2020, license metering and responsibility continues to adhere to the traditional methods of counting prior to the introduction of Commvault Complete™ Backup & Recovery. The distinction between Commvault Complete™ Backup & Recovery per TB and Commvault Complete™ Backup & Recovery for Virtual Environments is split according to the chart below:

Scenario	Commvault Complete™ Backup & Recovery per TB	Commvault Complete™ Backup & Recovery for Virtual Environments
Virtual Server Agent (VSA) Backups		X
AppAware-supported Backups on recognized virtual machines for the following standalone 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 Commvault® Backup & Recovery program only in the following scenarios due to license changes associated with the introduction of, or changes to, the currently available license programs. Please contact your Commvault account manager or partner 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 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 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-INTELLISNP	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-INTELLISNP	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-INTELLISNP	
SW-A200A-CVLT-INTSNP	SW-8040A-CVLT-INTELLISNP	
	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 Commvault Complete™ Backup & Recovery 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® 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 your Commvault account manager or partner for more details.