System Recovery 18 Licensing Guide

Last Update: 25 January 2018

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Product Overview

Veritas™ System Recovery 18 is a disk-based system recovery solution for servers, desktops and laptops that enables your organization to recover from system loss or disasters in minutes, not hours or days. With the ability to rapidly restore complete physical and virtual systems, even to dissimilar hardware, remote locations, virtual environments or in unattended locations, Veritas™ System Recovery minimizes data loss and downtime and provides administrators with the ability to meet ambitious recovery time objectives and service-level agreements with ease.

Veritas™ System Recovery helps protect your organization proactively by capturing automated backups without disrupting productivity. Flexible recovery capabilities allow customized data recovery, when and where you need it. Veritas™ System Recovery is the perfect standalone solution for single servers that can scale to larger environments as well as working in conjunction with Veritas™ System Recovery Management Solution.

Packaging and Licensing Overview

System Recovery offers different editions based on the data protection and functionality you need in a backup and recovery solution.
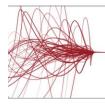
Product features		Server Edition	Virtual Edition	Linux Edition	Small Business Edition[1]	Desktop Edition
		Per server (either physical or virtual)	Per host server	Per server (either physical or virtual)	Per Microsoft SBS/Essential server	Per desktop
Standard features	Image based backup and system recovery	✓	✓	✓	✓	✓
	Bare metal restore	✓	✓	✓	✓	✓
	Physical to Virtual conversion recovery point	✓	✓		✓	✓
	Central management and monitor	✓	✓	✓	✓	✓
Protection coverage	Virtual	✓	✓	✓	✓	✓
	Cloud	✓	✓	✓	✓	✓
	Physical	✓		✓	✓	✓
Platform support	Windows	✓	✓		✓	✓
	Linux			✓		✓
	VMware	✓	✓	✓	✓	✓
	Hyper-V	✓	✓	✓	✓	✓
Other key features	Granular restore (Email)	✓	✓		✓	
	Granular restore (File)	✓	✓	✓	✓	✓
	Unlimited System Recovery Server Edition and Desktop Edition licenses for installations in Windows guest operating systems		✓			

Each System Recovery Edition includes coverage as shown above as well as coverage of the following usages:

Cold Imaging
The term "Cold Imaging" refers to the use of the Recovery Disk (RD) to boot a machine and take an image backup of that machine in its "cold" state (i.e. not running on the booted hard drive). In this scenario, a user is able to back up a system via cold imaging without installing System Recovery on the system. Use of the Cold Imaging feature of System Recovery is governed in the same manner as a regular installation of System Recovery. That is, the feature requires the use of a license key to operate, and use of this licensed feature is considered the same as installation. Thus, use of Cold Imaging on more than one system will require additional System Recovery licenses, and use of Cold Imaging on any system other than one on which System Recovery is installed (i.e. the primary installation system) constitutes a license violation.

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[1] A small business edition is required for Windows foundation server.

P2V Conversion

P2V (Physical to Virtual) capability allows recovery point from a physical system to be converted to a virtual image file (VHD or VMDK). This functionality is granted with the System Recovery license. As the system migrates from the physical server to the virtual server, so does the license. Under no circumstance can the same license of System Recovery be utilized for both the physical server and the virtual server, as this is a license violation. This is true regardless of the original backup type (i.e. System Recovery installed on a system to take a "hot" backup, or the use of Cold Imaging via Recovery Disk. If a P2V conversion is done and results in a situation where there are now two systems running (the original physical and the new virtual), the customer will need to purchase a second System Recovery license if protection of both systems is to continue.

Physical System Migration

Migrating from one physical server to another is allowed provided that the server being migrated to is the only post-migration active server. The license must follow to the migrated server (i.e. hardware refresh and decommissioning). For example, if a customer is migrating from System A to System B, System A will no longer be covered under the license and System B will be covered going forward. Use of a single license of System Recovery for migration of multiple systems is a license violation as a System Recovery license is intended to be utilized to protect a single active system at any one time.

Example licensing scenarios

Example A:

Customer environment and needs	Customer needs to purchase
• 2 Windows servers (physical)	• 2 x Server Edition

Example B:

Customer environment and needs	Customer needs to purchase
• 2 Windows servers (physical) • 10 desktops	• 2 x Server Edition • 10 x Desktop Edition

Example C:

Customer environment and needs	Customer needs to purchase
• 3 Linux servers (physical) • 25 desktops	• 3 x Linux Edition • 25 x Desktop Edition

Example D:

Customer environment and needs	Customer needs to purchase
• 2 host servers with 10 VMs each	• 2 x Virtual Edition

Example E: *Cold Image scenario*

Customer environment and needs	Customer needs to purchase
• 5 Windows servers (physical) • Customer wishes to use the Cold Imaging feature on all 5 servers and recover the cold images to 5 systems (1 for each)	• 5 x Server Edition • Note: Customer does not need to purchase additional licenses. If Cold Image is used on more than 1 system for each license than additional licenses are required.

Example F: *P2V conversion scenario*

Customer environment and needs	Customer needs to purchase
• 1 Windows servers (physical) • Customer wishes to migrate each system from physical to virtual (a virtual image file- VHD or VMDK).	• 1 x Server Edition • Note: Customer does not need to purchase additional licenses. The licenses migrate over to the current active systems. The systems that the images came from are no longer protected under the license usage.

Version Upgrade Entitlements and Upgrade Mechanisms

If you are an existing System Recovery customer, you can upgrade previously installed System Recovery versions to System Recovery 18. Depending on the status of your maintenance contract with Veritas, you may be entitled to upgrade System Recovery 18 free of charge. See the table below to determine if you are entitled to this no-cost upgrade.
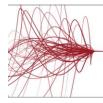
Version Entitlements:

Maintenance Status	Description
System Recovery customers with active maintenance contracts	Customers with any version of System Recovery who have a current maintenance/support contract can update all their existing licenses covered by their maintenance contract free of charge to System Recovery 18.
System Recovery customers with expired maintenance contracts	Customers with any version of System Recovery who have expired maintenance are required to purchase the Expired Maintenance Upgrade SKUs (35% off license MSRP) of their existing licenses to upgrade to System Recovery 18.

Upgrade Mechanisms:

Customers with active maintenance

System Recovery Version	System Recovery 18 Upgrade
Any version of System Recovery with maintenance	− Upgrade to System Recovery 18 at no charge through the Veritas Entitlement Management System. Please see https://www.veritas.com/licensing/process for more information. − System Recovery 16 and lower license keys will not work in System Recovery 18 − Any prior version can upgrade directly to System Recovery 18

Customers with expired maintenance or new customers switching from a competitor product
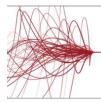
System Recovery Version	System Recovery 18 Upgrade
Any version of System Recovery without maintenance or new customers switching from a competitor product to System Recovery 18	− Upgrade to System Recovery 18 and save up to 35% off license MSRP. − If you are an existing System Recovery 16 or prior version expired maintenance customer, you are required to purchase expired maintenance upgrade SKUs (35% off license MSRP) for all of your existing licenses to access System Recovery 18. − If you are switching from a competitor product to System Recovery 18, you can save up to 35% off license MSRP via competitive upgrade SKUs.

Additional Information

- For more detailed information on System Recovery including user guides, software compatibility guides and technical support, please visit: https://www.veritas.com/content/support/en_US/SystemRecovery.html.

- To manage and obtain license keys, please visit the Veritas Entitlement Management System (VEMS). To access VEMS, click Licensing on the Veritas Support portal – https://support.veritas.com. More information on Licensing and VEMS may be found at https://www.veritas.com/licensing/process.

- For licensing support, please contact Customer Care – https://support.veritas.com.

- End of Standard Support and End of Support Life

Version	Release Type	End of Life	End of Standard Support and Start of Partial Support	End of Support Life
System Recovery 2010	Major	4 April 2011	4 November 2013	2 November 2016
System Recovery 2011	Major	4 March 2013	3 July 2015	4 April 2018
System Recovery 2013	Major	7 November 2016	7 November 2017	7 November 2019
System Recovery 2016	Major	7 February 2018	6 February 2019	6 February 2021

- Evaluate System Recovery 18 FREE for 60 days. System Recovery 18 will run in evaluation mode for 60 days when no license key is entered during the installation. During this 60-day period all features and options, except Backing up My Computer and Virtual to Physical conversions from the System Recovery Disk, are available for evaluation. To try System Recovery 18 free for 60 days, please visit: https://www.veritas.com/content/trial/en/us/system-recovery-18.html.

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