# Veritas System Recovery™ 23

## Licensing Guide

December 2022

This guide supersedes previous licensing guides

# Contents

# Introduction

The Veritas System Recovery 23 Licensing Guide (Licensing Guide) is a reference document designed for use by Veritas partners and customers. The Licensing Guide describes licensing concepts and options available for Veritas System Recovery 23 ("Veritas System Recovery" or "System Recovery") and provides details that can help guide the customer to purchase the appropriate System Recovery license for the customer's specific environment. For any question or comments about this guide please contact your Veritas representative.

## EULA & PUR

Please note that this Licensing Guide is to be used for reference purposes only. For details on the specific license rights provided under a particular System Recovery product offering, refer to the applicable System Recovery End User License Agreement (EULA) and System Recovery Product Usage Rights (PUR), which are available on the company's website on the [Service and License Agreements](#) page, on the Current Agreements tab, under the Software and Appliances section, under the System Recovery subsection.

# System Recovery Licensing and Packaging Overview

Veritas™ System Recovery 23 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 helps you to minimize 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 you to 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 Manager.

There are different editions of Veritas System Recovery available based on the data protection and functionality you need in a backup and recovery solution

| | License Meter | Server Edition | Virtual Edition | Desktop Edition |
|---|---|---|---|---|
| | | Per Server | Per Device | Per Device |
| Standard Features | Image based backup and system recovery | ✓ | ✓ | ✓ |
| | Bare-metal Restore | ✓ | ✓ | ✓ |
| | Physical to Virtual conversion recovery point | ✓ | ✓ | ✓ |
| | Central Management and Monitor | ✓ | ✓ | ✓ |
| Platform coverage | Virtual | ✓ | ✓ | ✓ |
| | Cloud | ✓ | ✓ | ✓ |
| | Physical | ✓ | ✓ | ✓ |
| | Windows | ✓ | ✓ | ✓ |
| Platform support | VMware | ✓ | ✓ | ✓ |
| | Hyper-V | ✓ | ✓ | ✓ |
| Other key features | Granular restore (file) | ✓ | ✓ | ✓ |
| | Unlimited Veritas System Recovery Server Edition and Desktop Edition licenses for installation in Windows guest operating systems | | ✓ | |

## Perpetual Licensing

Veritas System Recovery licenses are currently available for purchase or on a perpetual basis. A perpetual license permits a customer to use a specific version of System Recovery indefinitely with the payment of a single license fee. As part of the initial software purchase, customers must also purchase [maintenance and support](#) for the software for a defined period. After the initial term of maintenance and support ends, customers may continue to use their perpetual software licenses, subject to the terms of the applicable license agreement. However, the customer's right to receive maintenance and support for their software including updates, patches, and upgrades to the software, and access to technical support expires unless renewed. Veritas may make available renewal terms of maintenance and support to allow you to continue access to software updates, upgrades, and technical support.

Perpetual System Recovery licenses are priced higher than subscription and only include access to maintenance and l support for the duration of a separately purchased maintenance and support agreement. Software maintenance and support is only provided or a defined time for each version of the software. Once a version has reached the end of support life, patches, updates, and technical support will no longer be available for that version. See the [Veritas End of Support Life](#) page for details.

## Subscription Licensing

A subscription license is term-based and permits a customer to use System Recovery licenses during a specified period of time. Software maintenance and technical support are included in the price of the subscription. During the term of the subscription, a customer has the right to use the product, install product updates, and receive technical support.. At the end of the term, the subscription can be renewed for continued use of the product.

The System Recovery product alerts users that their subscription is about to expire 90, 60, and 30 days prior to expiration. If the subscription is renewed prior to expiration, backups continue to run without interruption. If the subscription is not renewed, the customer is no longer authorized to use the software for new backups, however, restoring previously backed up data is permitted.

### 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 requires an active maintenance and support contract and 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.

## 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 available 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 purchase option |
|---|---|
| • 2 Windows servers (physical) | • 2 x Server Edition |

Example B

| Customer environment and needs | Customer purchase option |
|---|---|
| • 2 Windows servers (physical)<br>• 10 desktops | • 2 x Server Edition<br>• 10 x Desktop Edition |

Example C

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

Example D

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

Example E

| Customer environment and needs | Customer purchase option |
|---|---|
| • 1 Windows servers (physical)<br>• Customer wishes to migrate each system from physical to virtual (a virtual image file (VHD or VMDK) | • 1 x Server Edition<br><br>Note: Customer does not need to purchase additional licenses. The licenses migrate over to the current active systems. The systems that the image 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 23. Depending on the status of your maintenance and support contract with Veritas, you may be entitled to upgrade System Recovery 23 free of charge. See the table below to determine if you are entitled to this no- cost upgrade.

Version Entitlements:

| 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 al their existing licenses covered by their maintenance contract free of charge to System Recovery 23. |
| 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 23 |

Upgrade Mechanisms for customers with active maintenance:

| Status | Description |
|---|---|
| Any version of System Recovery with maintenance | • Upgrade to System Recovery 23 at no charge through the Veritas Entitlement Management System. Please see https://www.veritas.com/licensing/process for more information.<br><br>• System Recovery 22 and lower license keys will not work in System Recovery 23<br><br>• System Recovery 21.x and 22.0 can upgrade directly to System Recovery 23 |

Upgrade Mechanisms for customers with expired maintenance or new customers switching from a competitor product:

| Status | Description |
|---|---|
| Any version of System Recovery without maintenance or new customers switching from a competitor product to System Recovery 23 | • Upgrade to System Recovery 23 and save up to 35% off license MSRP.<br><br>• If you are an existing System Recovery 22 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 23.<br><br>• If you are switching from a competitor product to System Recovery 23, you can save up to 35% off license MSRP via competitive upgrade SKUs.Recovery 23 |

# Useful Links

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/dpp.SystemRecovery

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 licenses support please visit https://www.veritas.com/support or contact Customer Care

End of Standard Support and End of Support Life – https://sort.veritas.com/eosl

Evaluate System Recovery 23 FREE for 60 days. System Recovery 23 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 23 free for 60 days, please visit: https://www.veritas.com/form/trialware/system-recovery

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**About Veritas**

Veritas Technologies is a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at veritas.com. Follow us on Twitter at @veritastechllc.

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