

# Backup Exec

## Subscription Licensing Guide

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## Introduction

The Arctera Backup Exec Subscription Guide helps readers understand licensing options to make informed decisions and select the most cost-effective option.

Backup Exec Subscription (formerly BE Simple) supersedes all previous licensing models. Customers using previous licensing models, (including Custom, V-Ray, Bronze, Silver, Gold), cannot add licenses and should move to Backup Exec Subscription, (Instance or Capacity), which includes all features irrespective of previous licenses. Contact Arctera for assistance.

When moving to Backup Exec Subscription, customers using legacy models retain all existing configuration settings, jobs, history, and protected data.

## Note About EULA and PUR

This guide serves as a reference. For specific rights under the Backup Exec product, please refer to the End User License Agreement (EULA) and Product Usage Rights (PUR), available under the Backup Exec License Agreement page: [www.arctera.io/license-agreements](http://www.arctera.io/license-agreements)

## Backup Exec Subscription

Backup Exec Subscription allows the use of Backup Exec for a fixed period of 12, 24, 36, 48, or 60 months, from a single license.

- ✓ Allows full software usage rights, including all features, for the duration of the active subscription.
- ✓ Provides access to product updates and upgrades during the subscription term.
- ✓ Includes software maintenance and technical support at no extra cost.
- ✓ Is renewable prior to the end of the term to enable continued use.
- ✓ Offers reduced per-year pricing for longer terms

### Subscription Expiration Alerts

Backup Exec provides advanced alerts before a subscription expires:

- 90 days before expiration – Initial alert.
- 60 days before expiration – Weekly alerts.
- 30 days before expiration – Daily alerts.

**If renewed before expiration:** Backups continue without interruption.

**If not renewed:** The software stops working and can no longer be used.

## Subscription Meters

A Backup Exec subscription includes all features and functionality with a choice of one of two metering options:

1. **Instance metering** – based on the number of data sources being protected.
2. **Capacity metering** – based on the amount of front-end data (FETB) being protected.

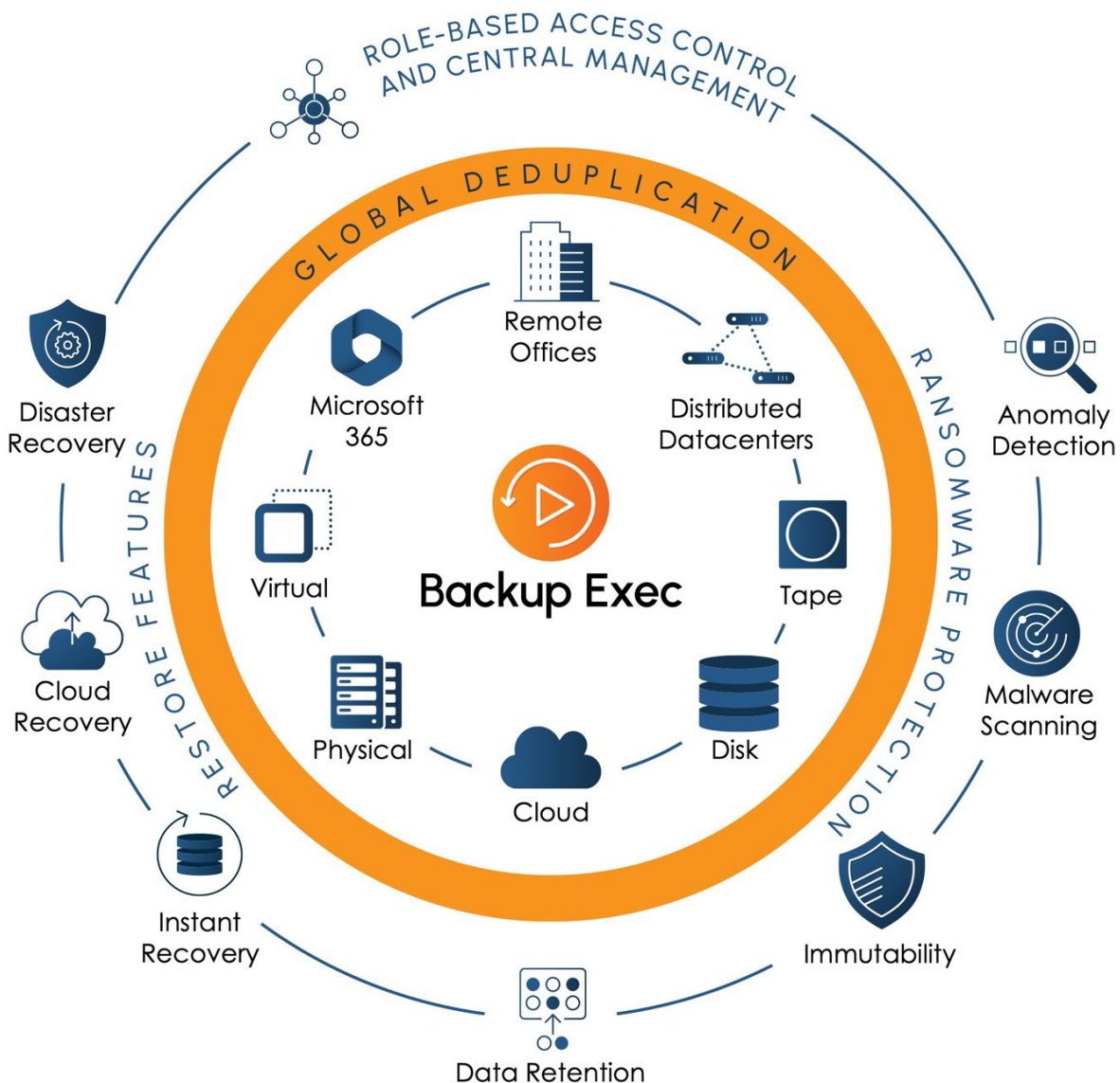
License usage information is displayed in the Backup Exec Console Home Page.

### Important Notes:

- Instance and Capacity meters cannot be combined
- Backup Exec Subscription cannot be mixed with legacy licensing methods.
- Customers using legacy licensing methods who want to benefit from new features, such as protecting Microsoft 365 should migrate to a Backup Exec Subscription.

## Feature and Functionality Highlights

Backup Exec is a simple, secure and unified data protection and recovery solution developed by Arctera, designed for businesses of all sizes to safeguard their critical data. The solution offers automated backups, disaster recovery, and deduplication across physical, virtual, and cloud environments, ensuring seamless data protection with minimal downtime. Backup Exec supports a wide range of platforms, including but not limited to Windows, Linux, VMware, and Microsoft 365, allowing for flexible deployment and efficient storage management. With an intuitive interface and centralized management, it simplifies backup administration while offering fast, reliable recovery options to protect against data loss, cyber threats, and system failures.



For details on the most recent features please visit: [arctera.io/backup-exec/whats-new](https://arctera.io/backup-exec/whats-new).

## Instance Metering

Instance metering is based on the number of data sources being protected.

### What Counts as an Instance?

An instance refers to a protected:

- Windows, Linux, Unix, or NAS system (physical, virtual, or cloud-based)
- Virtual machine
- Cloud computing instance
- Physical system in a data center
- 10 Microsoft 365 users (counts as one instance)

The number of methods used to protect each data source is not limited. Each unique host name is counted as one instance. e.g., the operating system can be protected with a Simplified Disaster Recovery (SDR) backup, while an application on the same system can have separate backups.

### Licensing Enforcement

- A license is required for:
  - Windows Servers with Hyper-V Role enabled
  - VMware vCenter Virtual Appliances or Windows hosts
  - Each node in a Windows cluster that has volumes and system state protected
  - Each participant in an Exchange DAG or SQL AG/cluster (whether active or passive)
- A license is NOT required for:
  - VMware ESXi hosts
  - Microsoft Hyper-V Server (without Windows)
- Each instance license can be used to protect either:
  - One compute instance (a virtual machine or physical host)
  - Up to 10 Microsoft 365 users' data

### Exceeding Licensed Instances

- If the number of licensed instances is exceeded, Backup Exec will issue a 30-day warning to add more licenses.
- After the 30-day grace period countdown expires, backup jobs will fail.
- During the 30-day grace period, the list of licensed instances and Microsoft 365 users can be edited unlimited times. After the grace period expires, edits to the list are limited to three times.

### License Compatibility

Backup Exec Subscription Instance licenses cannot be installed alongside Backup Exec Subscription Capacity licenses, or any legacy license types.

## Capacity Metering

Capacity metering allows license purchase based on the number of front-end terabytes (FETB) being protected. This license capacity can be distributed across multiple Backup Exec servers at the same or separate locations.

### How Capacity Licensing Works

- Purchase a license for a specific amount of storage (e.g., 12 FETB).
- This capacity can be allocated across multiple servers as needed.
- Example allocation:
  - Server A → 4 TB
  - Server B → 3 TB
  - Server C → 3 TB
  - Server D → 2 TB
  - Total licensed capacity: 12 TB (fully allocated)
- To increase capacity, install an Add-On license and allocate more storage.
  - Example: purchasing an additional 2TB, total available capacity increases to 14 TB.

### License Enforcement

- Backup Exec enforces capacity limits based on allocated capacity.
- Servers with allocated capacity do not need to be centrally managed.

### Exceeding Licensed Capacity

- If licensed capacity is exceeded, Backup Exec will issue a 30-day warning to add more capacity.
- After the 30-day grace period countdown expires, backup jobs will fail.
- Up to three backups can be removed from the capacity calculation every 30 days (these backups can still be restored).

### License Compatibility

- Backup Exec Subscription Capacity licenses cannot be installed alongside Backup Exec Subscription Instance licenses, or any legacy license types.

## Core Packs and Add Ons

Backup Exec Subscription licenses are available as either a Core Pack or an Add-On for both instance metering and capacity metering.

### Core Pack Licensing

Each Core Pack includes the Backup Exec Server and provides a base for protection:

#### Instance-Metered Core Pack

- Protects 5 instances, where each instance is:
  - One compute instance (physical or virtual) OR
  - Ten Microsoft 365 users
- Also includes protection for 10 additional Microsoft 365 users
- Can be allocated in numerous ways, for example:
  - 5 compute instances + 10 Microsoft 365 users
  - 3 compute instances + 30 Microsoft 365 users
  - 60 Microsoft 365 users only
- Flexibility to mix and match instances as needed

## Capacity-Metered Core Pack

Protects 5 FETB (Front-End Terabytes) of data, including Microsoft 365 user data

### Key Rules for Core Packs:

- Each physical site, cloud, or air-gapped environment requires a Core Pack license, whether centrally managed, or not.
- Only one Core Pack can be installed per Backup Exec Server
- Instances or capacity can be split (allocated) across multiple Backup Exec Servers
- Backup Exec servers at the same site protecting their own data are not counted as instances or included in capacity calculations
- If a Backup Exec Server is backed up remotely by another Backup Exec Server, it counts as an instance or contributes to the FETB capacity calculation

## Add-On Licenses

If additional protection is needed beyond the Core Pack, Add-On licenses can be purchased:

- Instance-Metered Add-On
  - Protects one additional compute instance OR
  - Protects ten additional Microsoft 365 users
- Capacity-Metered Add-On
  - Protects 1 additional FETB of data, including Microsoft 365 data

**Note:** Add-On licenses can be added in any quantity needed to protect all data sources at a site or in Microsoft 365.

## Defining a Microsoft 365 User

A Microsoft 365 user is counted based on the following criteria:

- Exchange: An active user with an assigned Microsoft 365 Backup license OR an active shared mailbox with an assigned Office 365 license
- OneDrive: A user with an active M365 license whose OneDrive data is backed up
- SharePoint/Groups & Teams: An active Office 365-licensed user who is a member of a site or group (guests are not counted)

## Calculating Required Licenses

To determine how many Backup Exec Instance licenses are required, visit:  
[Backup Exec Simple Licensing Calculator](#)

Simply enter the number of:

- ✓ Sites
- ✓ Physical servers
- ✓ Virtual machines
- ✓ Microsoft 365 users

The calculator will display the exact number of instance licenses required.

## Restore Only Subscription

If a Backup Exec Subscription has expired a Restore Only Subscription can be purchased to restore data that was backed up while the original subscription was active.

### **Key Features:**

- ✓ Restores up to 10 FETB of data (minimum purchase).
- ✓ Includes technical support at no extra cost.
- ✓ Expandable – additional Restore Only licenses can be purchased to increase the total restore capacity.

This option ensures the ability to access and recover data even after the Backup Exec subscription has ended, however, no new data can be protected.

# Backup Exec Simple Licensing – Frequently Asked Questions (FAQ)

## What is instance licensing?

Instance licensing allows you to protect physical, virtual, or cloud workloads or ten Microsoft 365 users' data per instance.

- Available as a Core Pack (includes 5 instances) and Add-On licenses (adds 1 instance each).

## How many instances do I need to purchase?

You should purchase licenses based on the number of data sources you expect to backup within the next year.

- If you need to purchase additional licenses later, the renewal dates can be synchronized (co-termed) to align with existing subscriptions.

## Can I move from legacy licensing models to Backup Exec Subscription licensing?

Yes. Customers with legacy licenses should move to Backup Exec Subscription by ordering Subscription licenses in place of their existing renewal. The new Subscription will include all available features irrespective of previous licenses.

## Is monthly payment available for Backup Exec Simple licenses?

No. Backup Exec Simple is available only as a prepaid, term-based subscription for 12, 24, 36, 48, or 60 months.

## What happens if I do not renew my subscription?

If the subscription term is not renewed, Backup Exec will no longer perform backup or restore jobs.

## Can I align (co-term) my existing subscriptions with a new subscription?

Yes. Arctera offers co-termining to align renewal dates of multiple subscription purchases.

- Please contact your Sales representative to process a co-term request.

## Is auto-renewal available for Backup Exec subscriptions?

No, auto-renewal is not currently available.

- To renew, please contact your Sales representative.

## Can I use both Backup Exec Subscription and legacy licenses on the same server?

No. Backup Exec Subscription and legacy licenses cannot be combined on the same server. Customers should migrate to subscription for all licensing.

### **How do I upgrade when a new update is available?**

Customers with an active subscription can upgrade to the latest version of Backup Exec at no charge through the VEMS Licensing Portal: [VEMS Login](#).

## Summary

- Backup Exec Subscription offers flexible instance and capacity-based metering.
- Subscription licenses provide continuous updates, upgrades, and support.
- Restore Only subscription allows data recovery after a subscription expires.

For detailed licensing calculations, use the [Backup Exec Simple Licensing Calculator](#).

For technical assistance, visit the [Support Page](#). The Arctera Backup Exec team is available to help with licensing, upgrades, and deployment to ensure a smooth transition and optimal data protection.



Arctera helps organizations around the world thrive by ensuring they can trust, access, and illuminate their data from creation to retirement. Created in 2024 from Veritas Technologies, an industry leader in secure multi-cloud data resilience, Arctera comprises three business units: Data Compliance, Data Protection and Data Resilience. Arctera provides tens of thousands of customers worldwide, including 70% of the Fortune 100, with market-leading solutions that help them to manage one of their most valuable assets: data.

Learn more at [www.arctera.io](http://www.arctera.io). Follow us on X [@arcteraio](#). For global contact information visit [arctera.io/contact](http://arctera.io/contact).

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