Arctera InfoScale and InfoScale for Kubernetes Licensing Guide

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Purpose of This Guide

This document is primarily to serve as a licensing reference guide on options available for Arctera InfoScale™ products, including InfoScale Foundation, InfoScale Storage, InfoScale Availability and InfoScale Enterprise, InfoScale for Kubernetes Enterprise, and InfoScale for Kubernetes Storage. All pricing and SKUs should be obtained from the current appropriate regional price list. This document is intended for use internally and externally by Arctera and Arctera customers and Partners. Arctera reserves the right to change this document at any time without notice. This guide supersedes previous licensing guides.

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Product Overview

Arctera InfoScale addresses enterprise storage management and IT service continuity needs. It draws on the long Arctera heritage of storage management and availability solutions to help IT teams realize reliable, predictable, and high-performing operations across their physical, virtual and cloud infrastructures. It incorporates the technologies underlying the Storage Foundation High Availability family and provides software-defined storage and resiliency for critical services across the data center infrastructure. The solution provides high availability and disaster recovery for complex, multitiered applications across any distance.

Arctera InfoScale™ Foundation delivers basic heterogeneous storage management while increasing storage utilization and enhancing storage I/O path availability for physical and virtual environments.

Arctera InfoScale™ Storage enables organizations to provision and manage storage independently of hardware types or locations while delivering predictable quality of service (QoS), higher performance and better return on investment (ROI).

Arctera InfoScale™ Availability helps keep an organization's information and critical business services up and running on-premises and across globally dispersed data centers through local clustering and DR to remote sites.

Arctera InfoScale™ Enterprise addresses enterprise IT service continuity needs. It provides resiliency and software-defined storage for critical services across an organization's data center infrastructure.

Arctera InfoScale™ Storage for Kubernetes enables organizations to deploy containerized applications with software defined storage capabilities for stateful workloads in Kubernetes environments.

Arctera InfoScale™ for Kubernetes Developer Edition enables organizations to deploy containerized applications with software defined storage capabilities for stateful workloads in Kubernetes environments on a maximum of 3 nodes, free of charge. No maintenance or support is offered with this version.

Arctera InfoScale™ Enterprise for Kubernetes empowers organizations and DevOps engineers to deploy enterprise-class data services for containerized applications with software defined storage capabilities plus advanced resiliency features such as disaster recovery for Kubernetes clusters.

InfoScale License Metering

When Veritas Technologies updated the Storage Foundation Suite to the InfoScale Family, we adjusted our licensing options to simplify purchasing and deployment without sacrificing flexibility, selection options while simplifying your license management. The program continues with the launch of Arctera.

License Meter

The Core Plus meter is based on the total number of CPU cores in the environment multiplied by the corresponding core coefficients based on core attributes. Licenses are cross-platform (that is, not unique to the operating system) and can be deployed on any supported operating system based on the number of licenses an organization owns for the product edition (e.g. Enterprise or Storage). The Arctera InfoScale core coefficient table is available to you at https://sort.veritas.com/license_calc.

License Models

The default license for the InfoScale family is subscription.

A subscription or term-based license allows organizations to license the product during a specified period of time (e.g. 36, 48 or 60 months); maintenance as well as upgrade entitlement is included with the price of the subscription. During the term of the subscription, organizations have the right to use the product, install product updates provided as part of maintenance and security updates and receive technical support. They do not own the license, but they will have all the entitlements of ownership if they have a current subscription. At the end of the term, they can renew the subscription to continue using the product.

Meter Definitions

Metering by Core Plus

1. Core Plus licensing is available cross-platform.
2. For Core Plus, one license is required for each Core Plus entitlement consumed (defined as resulting values after multiplying the number of cores by the corresponding core coefficients) where an InfoScale product is deployed and running.
3. For Core Plus calculations where a fractional number of Cores is calculated, you must round up to the nearest whole number to determine the quantity required. For Example:
    a. 4 Cores/vCPUs x 1.1 coefficient = 4.4 → 5 Cores of InfoScale will be required
4. Cores are defined as a processor or execution component contained in the same integrated circuit within a computer's central processing unit (CPU), whether such cores are virtual or physical.
    a. To determine the number of Cores in a system you will need to run commands for the following operating systems. Commands are the same whether environments are physical or virtual:
        i. Solaris: # /usr/sbin/psrinfo –pv
        ii. AIX: # /usr/sbin/prtconf | grep 'Number Of Processors\s*:'
        iii. Windows: wmic cpu get NumberOfCores,DeviceID
        iv. Linux: cat /proc/cpuinfo | grep -c '^processor'
5. A multi-core processor is a single computing component with two or more independent cores.
6. Only "cores" that are in use need to be licensed. "cores" disabled at the kernel level do not require licenses.
7. Physical servers are defined as the absence of any virtualization technology, hypervisor, or partitioning technology.
8. Virtualized servers are defined as systems hosted by a virtualization technology or hypervisor. For UNIX, AIX DLPAR and SPARC LDoms are virtualized servers. Note: For Solaris Zones and AIX WPars, core counts are calculated based on the parent OS or partition (i.e. Global Zone or LPar).
9. Public cloud servers are defined as virtualized servers hosted in a supported hyperscale provider where a core coefficient has been defined. Currently supported hyperscale providers are Amazon Web Services, Microsoft Azure, and Google Cloud Platform. Other cloud providers will be considered virtualized servers.

Metering by Cloud Instance Band

1. Cloud instance Bands (1-5) are available for InfoScale Availability to support SAP HANA HA/DR
2. SAP HANA certified cloud instances for AWS, Azure and GCP have been assigned a band (1-5), which correspond to the underlying vCPU count.
3. Band metering is only available for the SAP HANA use in public cloud environments only.

Determining Core Plus entitlement requirements

Customers will have multiple options to collect the information necessary to calculate Core Plus licensing requirements.

1. Arctera License Management Server (LMS) – provides offline and online option to calculate Core Plus entitlements required for the InfoScale environment. LMS can be downloaded from the Arctera support site.
2. SORT Data Collector Tool – Customers can download and use the SORT Data Collector Tool and run a report to see the number of InfoScale licenses deployed in the server environment
3. Third party tool – If the above two options are not available, customers may use a third-party reporting tool such as ServiceNow to generate a usage report. The report will be reviewed by Arctera to determine the acceptability of the report.

Licensing for physical servers

Organizations running InfoScale products in physical systems are required to license all cores in the physical system where InfoScale is installed and running.
The process for calculating licenses required for physical servers is as follows:

1. Determine the number of cores based on the core architecture in the server for the product edition to be licensed.
2. Multiply the cores by corresponding core coefficients to calculate the number of licenses required for Core Plus consumed.
3. Core coefficients are determined by the CPU type.

Note: This is applicable to bare metal systems (no hypervisor) in cloud environments. Only "cores" that are in use need to be licensed. "cores" disabled at the kernel level do not require licenses

Licensing for Virtualized Servers

Organizations running InfoScale products in virtualized server environments are required to acquire licenses only for the cores where InfoScale is installed and running.
The process for calculating licenses required for virtualized server deployments is as follows:

1. Determine the number of virtual cores based on the core architecture assigned to all virtual guests (virtualized servers) for the product edition to be licensed.
2. Multiply virtual cores by corresponding core coefficients to calculate the number of licenses required for Core Plus consumed.
3. Core coefficients corresponding to virtual cores are identical to core coefficients of underlying physical cores.

Note: This model also applies to hypervisors hosted in the public cloud such as AVS (Azure VMware Solution)

Licensing for Kubernetes

Organizations running InfoScale products within a Kubernetes and/or OpenShift environment are required to obtain licenses for the cores associated with individual worker nodes where InfoScale is installed and running.

The process for calculating licenses required for Kubernetes deployments is as follows:

1. Determine the number of physical or virtual cores (based on the core architecture) associated with, or assigned to, all worker nodes for the product edition to be licensed.
2. Multiply the number of physical or virtual cores by corresponding core coefficients to calculate the number of licenses required for Core Plus consumed
3. Core coefficients corresponding to virtual cores are determined by the cloud instance type.
4. Bare metal instances in the cloud follow the same model as physical servers on-prem.

Licensing for OpenShift Virtualization

Organizations running InfoScale products within an OpenShift Virtualization (OVE) environment are required to obtain licenses for every CPU socket pair on each bare-metal host in the cluster. The process for calculating licenses required for OpenShift Virtualization deployments is as follows:

1. Determine the number of physical socket pairs associated with all "worker" nodes of the OpenShift cluster. This includes any combined Control Plane/Worker nodes. Standalone Control Plane systems are not required to be licensed for InfoScale.
2. For each physical system, one (1) InfoScale Enterprise for OpenShift VE license is required for every 2 (two) CPU sockets with a maximum of 128 cores per pair. If either the socket or core count exceeds this threshold for a single worker node, an additional license will be required.
3. Customers who chose to deploy InfoScale Enterprise for Windows or Linux in-guest will be granted usage rights for deploying InfoScale Enterprise for OpenShift VE, provided there is an equal number of cores/vCPUs of InfoScale active on each worker node (or equivalent across the OpenShift cluster) with that of the physical cores on the host (or in the cluster). For example:
    a. A 4-node OpenShift cluster with 3 worker nodes, each with 24 physical cores will require a minimum of 72 vCPUs/Cores of InfoScale deployed in-guest to satisfy this requirement. This can be on a subset of the worker nodes.

Licensing for Public Cloud

Organizations running InfoScale products in public cloud environments are required to obtain licenses only for the cores where InfoScale is installed and running.
The process for calculating licenses required for public cloud environments is as follows:

1. Determine the Instance type and number of virtual cores based on the core architecture assigned to all guests for the product edition to be licensed.
2. Multiply virtual cores by corresponding core coefficients to calculate the number of licenses required for Core Plus consumed.
3. Core coefficients corresponding to virtual cores are determined by the cloud instance type.
4. Bare metal instances in the cloud follow the same model as physical servers on-prem.

Licensing for SAP HANA in the Public Cloud (AWS, Azure & GCP)

Organizations running InfoScale Availability to support SAP HANA HA/DR in public cloud environments are required to obtain licenses that correspond to the Cloud Instance Band (1-5) where InfoScale is installed and running.
The process for calculating licenses required for public cloud SAP HANA certified environments is as follows:

1. Determine the Instance band that your SAP HANA optimized cloud instance has been assigned to here.
2. Add the total number of instances deployed to calculate the license requirement.
3. This is applicable to InfoScale Availability in support of SAP HANA in the public cloud only.

License Terms and Support

EULA & PUR

Copies of the latest InfoScale End User License Agreement (EULA) and InfoScale Product Usage Rights (PUR) are available on the Arctera website. Please refer to the License Agreements and Policies page and scroll down to the InfoScale section.

Cold Disaster Recovery

Organizations may only install InfoScale licenses with a valid maintenance and support contract on Cold Disaster Recovery Equipment and for Failover Testing purposes and used concurrently with authorized production use for a cumulative total of thirty (30) testing days in any twelve- (12-) month period in pursuant to PUR.

InfoScale Renewals

Renewal Entitlement

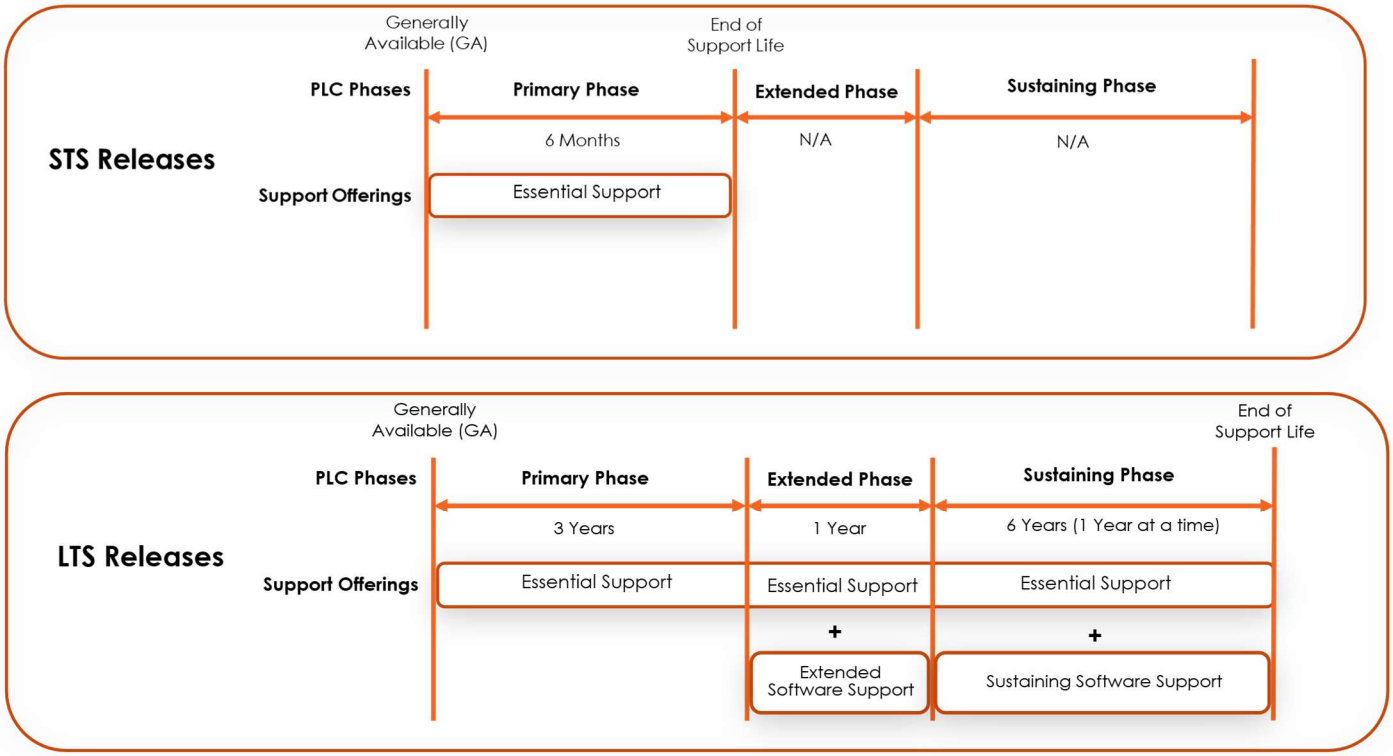
Organizations that have current maintenance and support contracts for InfoScale licenses under perpetual or subscription terms are eligible to purchase a maintenance or subscription renewal. Maintenance and subscription renewals are available prior to End of Service Life (EOSL) of the product.
Organizations that do not have current maintenance and support have the option to reinstate maintenance and support and pay the requisite fees, in accordance with the Global Renewal Policy, to become eligible to upgrade to the current version, provided maintenance/support for the product is still available. For more information regarding Arctera EOL policies, refer to the Support and Maintenance Services section of this document.

Support and Maintenance Services

Arctera Enterprise Support Services provides unmatched expertise, innovative support technology and customer advocacy through a portfolio of flexible offerings designed to optimize IT infrastructure and manage IT risk. Support Services include Basic, Essential and Business Critical Services Support. **Note: Basic Maintenance is only available in India, Korea, and Japan.**
Organizations can maximize their investment in Arctera products by keeping them fully functional and up to date through Arctera Enterprise Support Services, a vital component of a successful IT risk management program. For more information, visit the Arctera Enterprise Support page. A current maintenance agreement is required to access InfoScale updates in the download center at www.arctera.io/support.

End of Life

The diagram below describes the EOL lifecycle for Arctera with typical InfoScale timeframes inserted. EOL phases and dates for specific InfoScale product versions will be posted on the Arctera EOL website or through the SORT tool under the Knowledge Base. STS releases reflect incremental platform and OS updates only.



EOL lifecycle for Arctera InfoScale (Not inclusive of additional Arctera enterprise software releases).

Basic Maintenance or Essential Support

An InfoScale product version enters its Primary Phase when it is first made generally available (GA). During this phase, an organization needs only an Essential Support (* or Basic Maintenance, as applicable) subscription to receive technical support and maintenance for that product version. Organizations are strongly encouraged to upgrade to the latest generally available version of an InfoScale product. However, if they need more flexibility to remain on an aging product version, Arctera offers Extended Software Support and Sustaining Software Support to help accommodate this need.

Extended Software Support

The Extended Phase allows an organization to continue receiving technical support on an older InfoScale product version for typically up to one (1) additional year after the Primary Phase of that version ends. Organizations must purchase Extended Software Support in addition to Essential Support (or, in certain regions, Basic Maintenance) to continue receiving support on the legacy software version. Extended Software Support extends an organization's eligibility to receive support for a software version that has reached the end of the Primary Phase but has not yet reached the Sustaining Phase. Once the software has reached the end of the Primary Phase, organizations will only receive technical support if they upgrade the product to a supported

version or purchase Extended Software Support in addition to their Essential Support subscription (or Basic Maintenance, as applicable). The final date for the Extended Phase of an InfoScale product version will be posted online here or through the SORT tool under the Knowledge Base. For more information, see the Arctera End of Life Policy.

Sustaining Software Support

The Sustaining Phase allows an organization to continue receiving technical support on an older InfoScale product version for typically between one to six additional years after the Extended Phase of that version ends. Organizations must purchase Sustaining Software Support (1-year increments) in addition to Essential Support (or, in certain regions, Basic Maintenance) to continue receiving support on the legacy software version. Sustaining Software Support extends an organization's eligibility to receive support for a software version that has reached the end of the Extended Phase but has not yet reached End of Support Life. Once the software has reached the end of the Extended Phase, organizations will only receive technical support if they upgrade the product to a supported version or purchase Sustaining Software Support in addition to their Essential Support subscription (or Basic Maintenance, as applicable). The final date for the Sustaining Phase (End of Support Life) of an InfoScale product version will be posted online here or through the SORT tool under the Knowledge Base and is typically tied to the date the underlying OS/platform vendor stops supporting that OS/platform. For more information, see the Arctera End of Life Policy.

Support and Maintenance for Kubernetes Environments

InfoScale for Kubernetes is released more frequently to keep track of the open-source and vendor supported Kubernetes distribution releases which are typically 3 times in a calendar year. For a detailed list of supported platforms refer to InfoScale Storage for Kubernetes Environments guide available on SORT.

Cross-Grades

Crossgrade is defined as a license transfer of a lower featured product to a more full featured product that includes the previous product's functionality. For example, a cross-grade from InfoScale Foundation to InfoScale Storage would entitle an organization to both InfoScale Foundation and InfoScale Storage, providing a fuller-featured product.

References

For more detailed information on InfoScale, including hardware and software compatibility guides, technical support, and the administration guide, please visit Arctera Support.
To manage and obtain license keys or to open or manage a Support case, please visit the Arctera licensing portal.

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 resiliency, Arctera comprises three business units: Data Compliance, Data Protection, and Data Resilience. Arctera provides more than 75,000 customers worldwide with market-leading solutions that help them to manage one of their most valuable assets: data.

Learn more at www.arctera.io. Follow us on X @arcteraio. For global contact information visit arctera.io/contact.