UNITRENDS

Unitrends Backup Software

FREQUENTLY ASKED QUESTIONS

UNITRENDS BACKUP COMBINES ENTERPRISE BACKUP SOFTWARE, RANSOMWARE DETECTION AND CLOUD DISASTER RECOVERY INTO A POWERFUL, ALL-IN-ONE PLATFORM.

1 How is Unitrends Backup licensed?

Unitrends Backup software is licensed by socket for hypervisors and by server for physical machines. Subscriptions are available with upfront, annual and monthly payment plans and include 24/7/365 platinum customer support and full Enterprise Plus functionality. Server and socket licenses are the same price. You can also mix and match server and socket licenses based on your needs.

2 What does a server license protect?

A Unitrends Backup server license protects physical machines running a non-hypervisor operating system such as Windows or Linux. See the Unitrends Compatibility and Interoperability Matrix for a full list of supported environments.

3 What does a socket license protect?

The "socket or CPU (central processing unit) socket" refers to the physical interface or connector that provides mechanical and electrical connections between a device (usually a microprocessor) and a printed circuit board (PCB) on an end-user-owned or controlled computer or physical server, irrespective of make, size and processing capacity. In simple terms, it is the number of processor sockets that reside on a hypervisor host.

4 Do I need to license all sockets on a host running a hypervisor?

Only occupied sockets require a license. However, ALL occupied sockets of the host must be licensed to protect its virtual machines. You are not permitted to protect virtual machines that run on unlicensed hosts.

Because virtual machines can dynamically move between hosts, it is recommended to license all hosts available for a virtual machine to run on, even if protection takes place at the guest level via an agent (see below for more FAQs on guest-level protection).

5 If I purchase a socket license, are there any limits on the number of virtual machines that can be protected on that host?

No, there are no limits. The socket license unlocks the capability of protecting unlimited number of virtual machines on that host.

6 On a Hyper-V host machine, I would like to protect all the virtual machines on it as well as protect the Hyper-V server itself from a disaster. What licenses do I need for that?

Unitrends Backup can protect the physical Windows Server that is running the Hyper-V role for a virtual environment.

Because the Hyper-V role is used to run virtual machines (a hypervisor), the socket license allows you to protect the physical Windows data as well as the virtual machines. All occupied sockets must be licensed.

7 Is the socket license the number of sockets on the hypervisor host that Unitrends Backup is deployed on?

The socket license is required for what Unitrends Backup protects, not where Unitrends Backup is deployed. It is the total number of occupied sockets in the host machines (hypervisor) of the virtual environment that is being protected. For example, in a given environment, if there are five VMware ESXi servers each having two CPU sockets, and there were three Hyper-V hosts each having one CPU socket, then to protect all the virtual machines in this Hyper-V and VMware environment, you need to purchase (5 * 2 + 3) = 13 socket licenses.

8 With a socket license, when would I choose to deploy an agent to virtual machines to protect them at the guest level?

In most cases, the socket license covers the virtual environment completely. However, there can be cases where some virtual machines should be – or must be – protected at the guest level. Some of them are noted here:

» If the virtual environment being protected is running unlicensed VMware ESXi free, hypervisor-level backups cannot be performed. In this environment, every virtual machine that needs to be protected must have an agent installed to protect it at the guest level.

» Databases and applications can be protected at the hypervisor level. However, in some cases, hypervisor backups cannot back up those virtual machines as frequently as you may like without interruption to the application itself. This problem can be solved through granular protection at the application level rather than the hypervisor level. This requires a subscription license, or a perpetual (legacy) license of the Enterprise or Enterprise Plus edition.

» In order to reduce backup times and storage usage, you may want to protect certain applications or files and not the entire virtual machine. Guest-level protection allows you to select specific files and folders to be protected. If you have a virtualized VMware environment that leverages Raw Device Mapping (RDM) in physical compatibility mode, that virtual machine's RDM disk is automatically excluded from the hypervisor-level backup. To protect this data, that virtual machine must be protected at the guest level.

» If you would like the ability to search at a file level across backups for restore purposes, guest-level protection provides this capability.

» If you want to run pre- or post-commands as part of the backup. For example, if you perform a backup of a third-party database by running a script to pause the database before performing the backup.

» If you would like the ability to perform dissimilar bare metal restore of this virtual machine.

» If any NAS, iSCSI or additional physical storage is attached to the virtual machine and should be included in the backup.

» If the virtual machine is very large and could be backed up more efficiently with a file-level agent.

9 What licensing is required to run agent-based guest protection on a VM?

Guest-level protection for virtual machines is a feature of the socket license. As a result, virtual environment licensing is simple because there are no separate fees per agent or VM. Therefore, in order to take advantage of guest-level protection, the virtual machine must run on a host that is covered by socket licenses.

10 How does Unitrends Backup protect Network-Attached Storage (NAS) devices?

Unitrends Backup can protect NAS devices at the file level or with the Network Data Management Protocol (NDMP). For details about how Unitrends Backup protects NAS devices, see the NDMP FAQ.

11 Can Unitrends Backup protect desktops?

Yes. However, desktops are licensed and priced separately from the socket and server licenses discussed above. Please contact your sales representative for more information. You might also consider new Unitrends Cloud Backup, designed to protect workstations and endpoints with automatic direct-to-cloud backup. See https://www.unitrends.com/products/unitrends-cloud-backup for more information.

12 Are there any restrictions to the number of cores on the sockets?

No, there is no tiering of licenses based on the number of cores in the CPU socket.

13 What hypervisors can be protected with socket licenses?

Socket licenses can protect many hypervisors, with some even only protected at the guest level. As a result, you can purchase socket licenses for the following hypervisor vendors:

» Hypervisor AND guest: Paid VMware, Hyper-V and Xen-Server.

» Guest only: Free ESXi, KVM/RHEV, Oracle Virtual Machine (OVM).

Note:
A subscription license or a perpetual Standard Edition and higher license (legacy) are required for the XenServer, KVM/RHEV and Oracle.

14 I don't want to protect my entire virtual environment. Can I select specific ESXi and Hyper-V sockets to be protected?

Yes, this configuration is possible.

Note:
Backups will only work on licensed sockets. If VMs move from licensed hardware to unlicensed hardware, then Unitrends Backup will no longer be able to back up those VMs. Therefore, it is a best practice to license all sockets where a VM could potentially run.

15 Can I run the Kroll PowerControls tool for a hypervisor-level backup of a virtualized Exchange or SharePoint environment?

Yes. You can leverage the file-level restore capability to expose the Exchange and SharePoint virtual machine and point Kroll to it for item recovery.

16 What is the amount of retention specified with a Unitrends Backup license?

Infinite. The retention is directly proportional to the amount of storage that can be provided by the customer for backup. The license has no limits on retention.

17 Can I configure Unitrends Backup as a backup system as well as a replication target, thereby configuring it for cross-replication?

No. Unitrends Backup virtual appliances can only be configured for backup or backup copies (replication).

18 If I add additional sockets or servers to my license, what is the termination date for support on the additional licensed resources?

If you upgrade your license (for example, if you add sockets) all licenses must be co-terminated with existing support contracts in place.

19 What level of support do I get with Unitrends Backup?

Unitrends Backup subscriptions include all-access support 24 hours a day, 7 days a week, 365 days a year. Get top-notch assistance from our award-winning, expert support team based in the U.S.

20 Are installation services available with Unitrends Backup?

Yes, a variety of installation versions are available.
Read the Unitrends Installation Services data sheet for details.

21 What is the time period of the trial license?

The time period for the trial license is 30 days. After 30 days, you can purchase a license to continue using Unitrends Backup. Contact us to get license.

22 Are not-for-resale (NFR) licenses available?

Yes. NFR licenses can be requested through Unitrends sales and channel representatives. The one-year NFR license, available to certified Microsoft and VMware professionals, protects unlimited virtual machines with four socket licenses along with two server licenses.

23 Can the Unitrends Backup free trial be configured as a replication target?

Yes. Both the free trial and NFR licenses can be configured as a replication target.

24 Are software upgrades available to free trial users?

Yes. At the end of the trial period, you can upgrade to a licensed version of Unitrends Backup and continue with the backup process you had put in place with the trial version. There will be no interruption.

READY TO GET STARTED WITH UNITRENDS BACKUP?
DOWNLOAD A FREE TRIAL TODAY.

Legacy Topic – Perpetual Licensing and Editions

1 Are perpetual licenses available for Unitrends Backup?

Most of our customers choose subscription licenses but perpetual licenses are available on request. Unitrends Backup perpetual software licenses are by socket for hypervisors or by server for physical machines. Four editions of the perpetual licenses are available. Base prices include one year of 24x7x365 support with an annual renewal available. Support terms of three or five years can be chosen at the time of initial purchase or support plan renewal. For more details on the functionality and pricing of each edition, visit http://www.unitrends.com/legacy-editions.

2 Can I mix and match the editions of my sockets and server licenses?

In general, all perpetual licenses for a single customer must use the same edition. It is possible to purchase separate editions for a single customer if the licenses are used to protect completely separate and isolated environments that do not replicate each other or share functionality.

3 If I configure Unitrends Backup as a replication target for Recovery Series appliances, will the Unitrends Backup target have Enterprise Plus capabilities?

Yes, If the Recovery Series appliance is also an Enterprise Plus edition. The features available on the UB replication target will match the licensing of your Recovery Series appliance.

4 What edition is required for my DR site?

If a disaster recovery site is only used to recover your protected site, then you must have at least Standard edition or higher in order to copy data to the second site in a WAN-optimized fashion. The ability to recover within the DR site does not require any special edition licensing. If you want to take advantage of the automated testing and failover capabilities of Recovery Assurance, that functionality requires the protected site to be licensed with Enterprise Plus edition. If you plan on protecting data in both sites, then the second site does require socket and/or server licensing in order to back up data at the second site.

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends.

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