

PHD Virtual Backup: Product Licensing FAQ



How is the PHD Virtual Backup product licensed?

The PHD Virtual Backup product is licensed by host. A host (physical machine) is defined as a Hypervisor in which you have a virtual machine (VM) for which you want to run a backup or replication action, must have a license.

When the PHD Virtual product backs up a VM, that VM must reside on a licensed host in order for the backup to run successfully. The PHD Virtual replication processes can only replicate a VM to a destination in which there is a PHD Virtual licensed host. If either a backup or a replication of a VM is requested by a user for an unlicensed host, the backup or replication job will fail for that particular VM, report an error message and notate in the Job History.

How do I determine the number of licenses I need?

A customer determines the number of PHD Virtual licenses required for purchase based upon the number of hosts that have VMs requiring backup or replication. The rule to determine the need for a PHD Virtual Backup license is every VM that requires backup or replication must have a license for the host on which the VM resides.

Many Datacenters running only test or development virtual machines which require backup will need a PHD License. Rather those companies that do not backup the VMs on these test and development machines do not need a license.

Do I need a license to do a standard restore or an instant restore?

No, PHD backup does not require that the VM be restored on a licensed host. It is PHD Virtual's belief that the customer owns their data they should have the ability to restore when they require and should not be restricted from recovery due to licensing. This gives the customer the ability to restore using a copy of the PHD backup product for many years in the future, even if the customer has discontinued renewing the PHD maintenance, support or even the product. This allows a customer to keep a backup, for instance, in escrow, for many years in the future and still retain the ability to restore it someday.

Why are there two PHD Backup Product Editions and how do these differ?

The PHD Virtual Backup pioneered the use of a virtual appliance to process backups and restores of virtual machines on a host. This software appliance is called a "VBA," an acronym standing for "virtual backup appliance." The VBA uses the edition, either enterprise (ENT) or professional (PRO), to determine the number of concurrent data streams or threads it can use to perform a backup, replication or a restore job. This means that an ENT Edition VBA can provide more throughput, specifically up to 8 concurrent data streams than a PRO Edition VBA that can only provide up to 4 concurrent data streams.

An ENT VBA is faster overall on backups, restores, and replications because it has more threads available to process the data. It is possible for a customer to deploy multiple VBA's on a licensed host in order to process more jobs simultaneously. Finally, there is no correlation between concurrent data streams and the number of virtual CPUs or processors.

What are the differences in licensing or editions between VMware and Citrix?

There are no differences in licensing between VMware and Citrix as each VM that is backed up or replicated must reside on a licensed host.

What happens if vMotion or XenMotion moves a VM to an unlicensed host?

When vMotion moves a VM to an unlicensed host and a backup or replication of that VM is run, that VM will not be backed up or replicated because its host does not have a license. Customers should make sure they license every host that could potentially house a VM that requires backing up or replicating.

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Does a customer have to apply all the licenses to the hosts immediately?

No, a customer can purchase licenses in advance of actually using them for backups and replications. For example, a customer may buy 5 host licenses and apply only 4 of them, holding one in reserve to apply later when the data center grows and a new host is added. A customer can go to the License Manager screen and apply the license at any time.

Can a license be removed/moved from de-commissioned or out of service host?

Yes, a customer can go to the License Manager screen and remove a license from a host and apply it to a different host. If a host is powered off, it will not appear in the License Manager screen to be selected to obtain a license. However, it may happen that a host is powered on and gets a license applied to it and then later it is powered off. In this case, the License Manager will show the host as "Unavailable" and allow the user to apply that license to a different host.

Can a customer have both enterprise and professional editions simultaneously?

Yes, some customers might want to buy an enterprise edition for the VBAs in their production environment and a professional edition for the VBAs in their test environment. A customer can apply or remove these two types of editions from the License Manager screen within the PHD Backup product.

Do customers require a new license when a new product upgrade comes out?

No, PHD Virtual licenses are perpetual so a customer who is legitimately licensed and current on PHD Virtual Maintenance/Support does not require a new license when the new product upgrade is released. Only if a customer is using more hosts for VM backups and replication than is currently licensed, will the customer need to contact sales for additional licenses.

However, if a customer is not current on PHD Maintenance/Support, no matter how long it has been, they will be required to pay back support to become current. At that time, they will be able to upgrade immediately.

Note: In the case where customers have multiple license files/keys they will need to contact PHD to get a single license when they upgrade to 5.4. Please contact your PHD rep for assistance or PHD Support.

What are the penalty fees to become current on PHD Maintenance/Support?

No Penalty fees will be charged during the PHD Amnesty Period that ends March 7, 2012. Any PHD customer can become current, no matter how long it has been, with PHD Maintenance/Support by paying for past support with no additional fees in order for them to receive the 5.4 update release.

How do licenses work when existing customers want to add new licenses?

If an existing customer purchases additional licenses, you will need to inform them that PHD will true up their existing license maintenance to their new licenses renewal date. For Example

Your customer owns 5 VMware Backup Pro licenses that expire 8/31/12. They want to purchase 3 new Pro licenses on 2/27/2012. You would quote them the following

PHDVB Licenses - Qty 3 @ \$1000 for a total \$3000.

PHDVB Pro Additional Year Maintenance (6 months = \$100) Qty 5 Licenses x \$100 = \$500

PHD Virtual is utilizing this standard software industry practice based on customer feedback requesting a single renewal date for all PHD Licenses. In the event that a customer has an issue with this 'True up' practice, please contact PHD Virtual so we can adjust the process for the customer's 'True up' processing.