Arcserve® Product Licensing User Guide

Version 1.0

arcserve®

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Contact Arcserve Support

The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

Contact Support

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve product.

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Chapter 1: Using Arcserve Licensing Documentation

Welcome to the Arcserve Product Licensing User Guide. This guide explains how to apply license to Arcserve Products. The document also guides how to use Arcserve License Portal to manage multiple licenses of Arcserve products from one location.

This section contains the following topics:

About Arcserve Licensing User Guide 8

Arcserve Product References 9

Language Support 10

About Arcserve Licensing User Guide

Arcserve Licensing User guide assists to complete the license activation of Arcserve products. The guide explains the process involved to complete the activation process after purchasing the product.

Key sections of this document:

- *Chapter 2* outlines the key *features* and *features and capabilities* involved in Understanding Arcserve Product License Activation.
- *Chapter 3* describes how to activate, manage, and deactivate the licenses for Arcserve Email Archiving.
- *Chapter 4* describes how to activate, manage, and deactivate the licenses for Arcserve UDP.
- *Chapter 5* describes how to activate, manage, and deactivate the licenses for Arcserve Backup.
- *Chapter 6* describes how to activate the licenses for Stand-alone Agents.
- *Chapter 7* describes how to use Arcserve products in trial mode.
- *Chapter 8* provides step-wise instruction to manage licenses using the Arcserve License Portal.
- *Chapter 9* provides answers through Frequently Asked Questions (FAQs).
- *Chapter 10* provides troubleshooting steps for the problems listed.

Arcserve Product References

This document references the following Arcserve products:

- Arcserve® Backup
- Arcserve® Unified Data Protection
- Arcserve® Unified Data Protection Archiving

Language Support

A translated product (sometimes referred to as a localized product) includes local language support for the product's user interface, online help and other documentation, as well as local language default settings for date, time, currency, and number formats.

This release is translated / localized into the following languages, in addition to the English release:

Language	HTML	PDF
Chinese (Simplified)	link	link
Chinese (Traditional)	link	link
French	link	link
German	link	link
Italian	link	link
Japanese	link	link
Korean	link	link
Portuguese	link	link
Spanish	link	link

Chapter 2: Understanding Arcserve Product License Activation

Arcserve lets you activate and manage licenses of multiple Arcserve products using a portal named Arcserve License Portal. The product license process lets you activate new licenses directly from a product console and manage the usage of licenses using Arcserve License Portal. The license process is used even in the offline mode.

This section contains the following topics:

Key Features 12

Features and Capabilities 13

Key Features

The key features of Arcserve product activation are listed below:

- Using Order ID and Fulfillment Number, you can activate the Arcserve product.

  Order ID and Fulfillment Number are printed on the same License Program Certificate, where you had license key in the earlier versions.

- Using one email address, you can manage multiple Arcserve product activations.

  The email address is used to receive the confirmation and the activation link, as well as managing licenses on Arcserve License Portal.

  Note: If required, you can use an email address that is different from the one you used for the purchase.

- Using the same license certificate details, you can activate multiple Arcserve products that are installed at different locations.

  This feature helps you automatically share the correct fulfillment across the various systems.

- If the Arcserve product server does not have Internet access, then an offline mode of the product activation is made available automatically.

- Notifications are sent to Arcserve UDP Console for special scenarios. For example, no activation, usage nearing licensed capacities, expiration.

Features and Capabilities

Arcserve Product editions, features, capabilities, and deployment options are listed below:

Features and Capabilities	Workstation	Standard	Advanced	Premium	Appliance	Cloud
Standard Features: *Unified management console, image-based backup for Windows/Linux, BMR, global deduplication, WAN optimized replication, agentless backup for vSphere & Hyper-V*	✓	✓	✓	✓	✓	✓
Exchange & SQL Support *(Application-aware backup and recovery)*	SQL Express only	N/A	✓	✓	✓	✓
Basic Tape Backup *(Migrate UDP recovery points to tape, single tape drive support)*	✓	✓	✓	✓	✓	N/A
Full Tape Backup *(Multiple tape drive libraries, NDMP, CIFS backup & broad platform support)*	N/A	N/A	N/A	✓	Optional	N/A

Instant VM Recovery	N/A	N/A	✓	✓	✓	✓
Hardware Snapshots for NetApp , HPE 3PAR and NIMBLE	N/A	N/A	N/A	✓	Optional	N/A
Role Based Administration	N/A	N/A	N/A	✓	Optional	N/A
Backup from UNC Path (CIFS)	N/A	✓	✓	✓	✓	N/A
Auto VM Protection for Vmware	N/A	N/A	✓	✓	✓	✓
Virtual Standby and Instant-VM to Amazon EC	N/A	N/A	✓	✓	✓	N/A
Support for Oracle Linux UEK *(Unbreakable Enterprise Kernel)*	N/A	N/A	✓	✓	✓	✓
Assured Recovery for SLA Reports	N/A	N/A	N/A	✓	Optional	N/A
Auto VM Protection for Hyper-V	N/A	N/A	✓	✓	N/A	N/A
Agentless Backup for Nutanix AHV	N/A	N/A	N/A	✓	✓	✓
Oracle RMAN support (Application-aware backup and restore)	N/A	N/A	N/A	✓	N/A	N/A
Nutanix Files (Backup from UNC Paths)	N/A	N/A	N/A	✓	N/A	N/A

Chapter 3: Using Arcserve License for Arcserve Email Archiving

This section contains the following topics:

How to Activate Arcserve Email Archiving License Online 16
How to Activate Arcserve Email Archiving License Offline 21
How to Manage the Licenses 29
How to Deactivate Arcserve Email Archiving Licenses 35

How to Activate Arcserve Email Archiving License Online

Using Email Archiving, you can activate the product license directly from the Email Archiving Console. Only Super Admin can activate the licenses for Email Archiving.

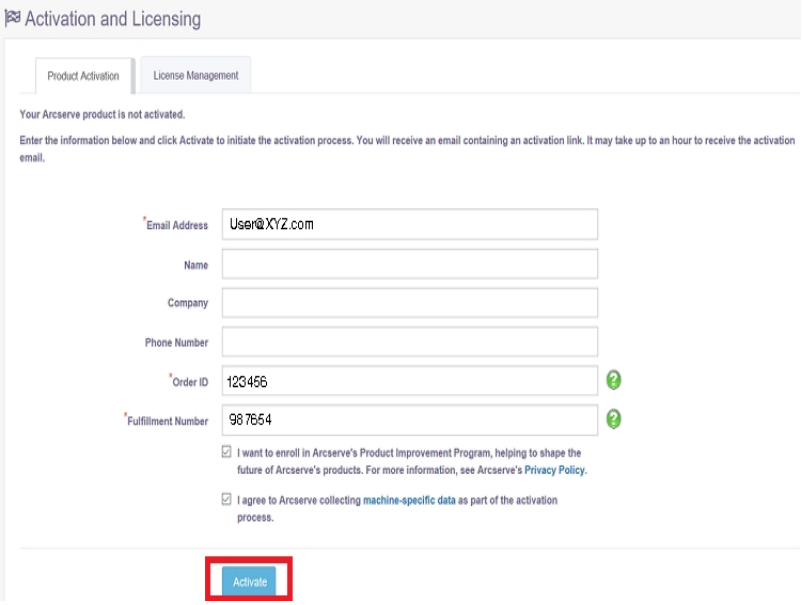
Follow these steps:

1. From the top-right corner of Email Archiving Console, click the Super Admin icon.

   Multiple options are displayed.

2. From the list of options, click **Activation and Licensing**.

   The Activation and Licensing page is displayed. Details of the Product Activation tab are displayed.



3. From the **Activation and Licensing** dialog, enter the following details:

   Email Address

   Specify your email address.

   Note: The verification email is sent to this email address.

   Name

   Specify your name.

   Company

   Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Order ID

Specify your order id.

Note: You will receive the Order ID after purchasing the product.

Fulfillment Number

Specify the fulfillment number.

Note: You will receive the Fulfillment Number after purchasing the product.

Note: Optionally, you can also select the check box to participate in the **Product Improvement Program**.

Important! Product licensing / activation does NOT take place until you select the check box of *I agree to Arcserve collecting machine specific data as part of the activation process.*

4. Click **Activate**.

   Note: The **Activate** button is enabled after entering the details in the mandatory fields such as Email Address, Order ID, and Fulfillment Number.

   If the provided order ID and Fulfillment number are correct, an acknowledgment dialog appears.

5. Click **Close** on the acknowledgment dialog.

Arcserve sends a confirmation email that helps to complete the registration and license activation process.

6. From the email address provided for activation, open the Registration email from Arcserve and perform the following steps:

   a. From the registration email, click the link for activation.

      If you have performed any license activation for Arcserve Email Archiving earlier (existing user), then navigate to step c mentioned below.

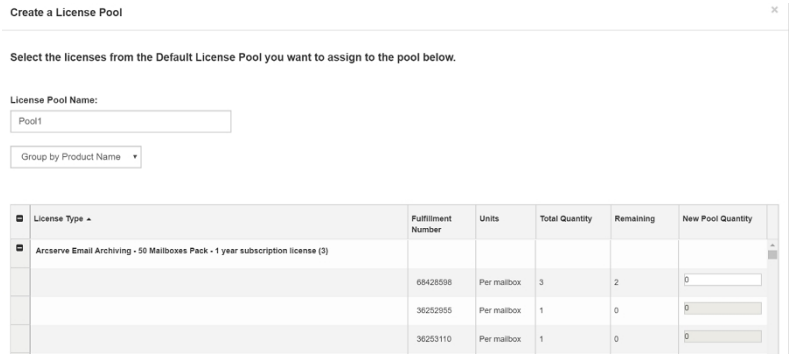
      Attention New Users of Arcserve Email Archiving! The license activation is completed successfully when you click the Activate option from the email received that assigns all the license quantity to the server used for activation. However, if you select the *advanced allocation of license to the multiple servers* option available in the activation email, the steps mentioned below are applicable.

      You are led to the Arcserve registration page where the **Create a Password** dialog appears with your email already entered.

      Note: To complete activation, create profile for Arcserve License Portal using the link. To create profile, enter a password and create one license pool.

   b. From Create a Password dialog, enter desired password to create your profile for Arcserve License Portal and click **Save**.

      The **Create License Pool** dialog opens.



   c. From the Create a License Pool dialog, enter the following details:

      License Pool Name: Refers to a name for your license pool.

      Units: Refers to the type of units used for the product.

      New Pool Quantity: Refers to the quantity that you want to activate.

      Note: The quantity of licenses provided as per Mailbox.

Per Mailbox: refers to number of mailboxes that you use for archiving.

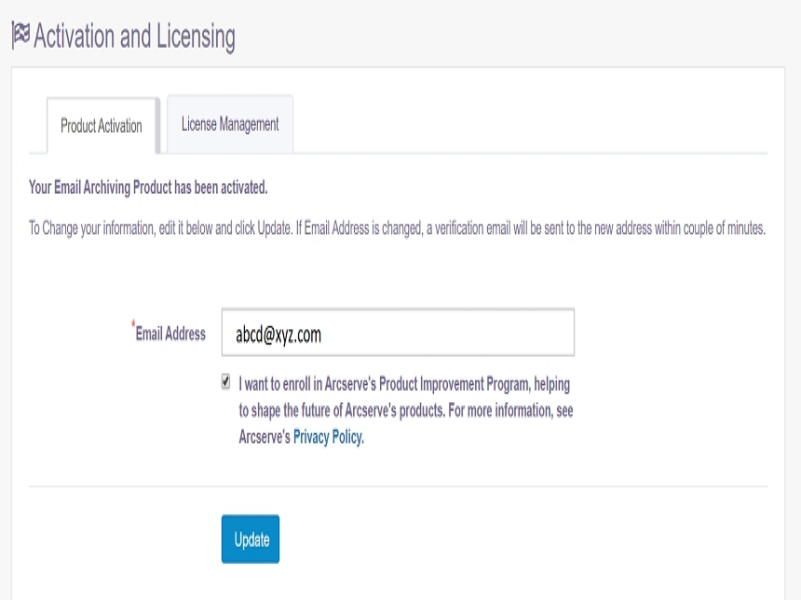
d. Click **Save** to complete the License activation process.

The login page of Arcserve License Portal opens. Login when you need to manage your Arcserve product licenses.

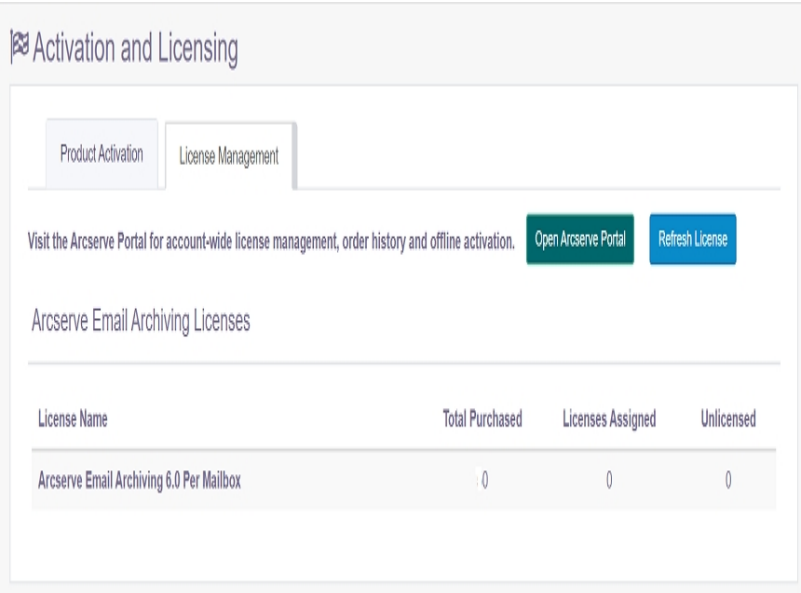
After completing the activation, return to the Email Archiving Console.

7. From the **Product Activation** tab verify the status of activation.

   The message confirms that your license is activated and you can update the email address when required.



8. To manage your licenses directly from Console, click the **License Management** tab.



9. Click **Refresh License** to view the activated license.

   Use **Open Arcserve Portal** to directly manage all licenses.

For viewing steps in video, click How to Activate Arcserve Email Archiving License Online.

How to Activate Arcserve Email Archiving License Offline

You can activate the Email Archiving license even if you are not online. If your Arcserve product does not have access to internet, you are automatically redirected to offline activation.

The offline activation starts from the Email Archiving Console, when you click **Activate** in the **Product Activation tab** of the **Activation and Licensing** dialog. Email Archiving detects that an offline activation method is required and guides you to complete the offline activation.

Important! To complete the offline activation process on one machine, you must have internet access on another machine.

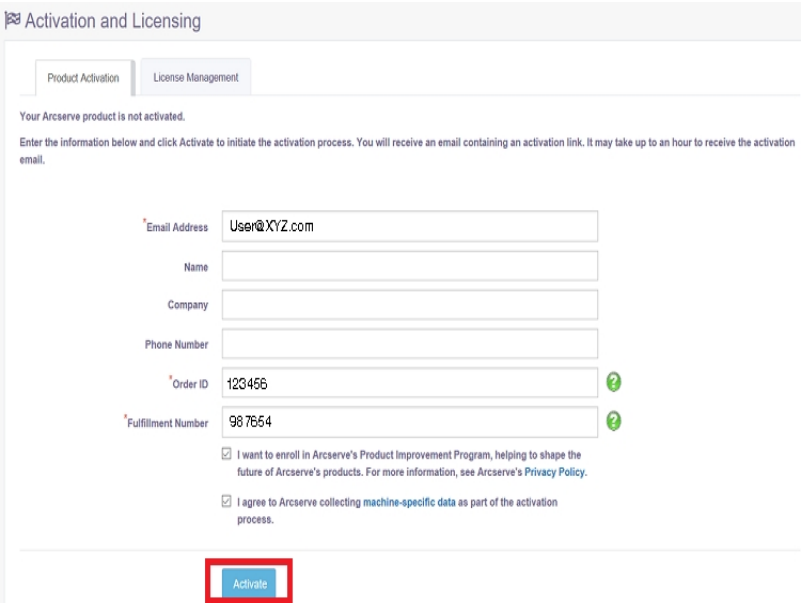
Follow these steps:

1. From the top-right corner of Email Archiving Console, click the Super Admin icon.

   Multiple options are displayed.

2. From the list of options, click **Activation and Licensing**.

   The Activation and Licensing page is displayed. Details of the Product Activation tab are displayed.



3. From the **Activation and Licensing** dialog, enter the following details:

   Email Address

Specify your email address.

Note: The verification email is sent to this email address.

Name

Specify your name.

Company

Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455.

Order ID

Specify your order id.

Note: You will receive the Order ID after purchasing the product.

Fulfillment Number

Specify the fulfillment number.

Note: You will receive the Fulfillment Number after purchasing the product.

Note: Optionally, you can also select the check box to participate in the **Product Improvement Program**.

Important! Product licensing / activation does NOT take place until you select the check box of I agree to Arcserve collecting machine specific data as part of the activation process.

4. Click **Activate**.

   Activation and Licensing window opens.

5. From the Product Activation tab, click **Save**.

   Important! To complete the offline activation process, you must follow the steps mentioned in the screen below.

   The *activation.arc* file is saved at the following location:

   /var/fas/www/Offline

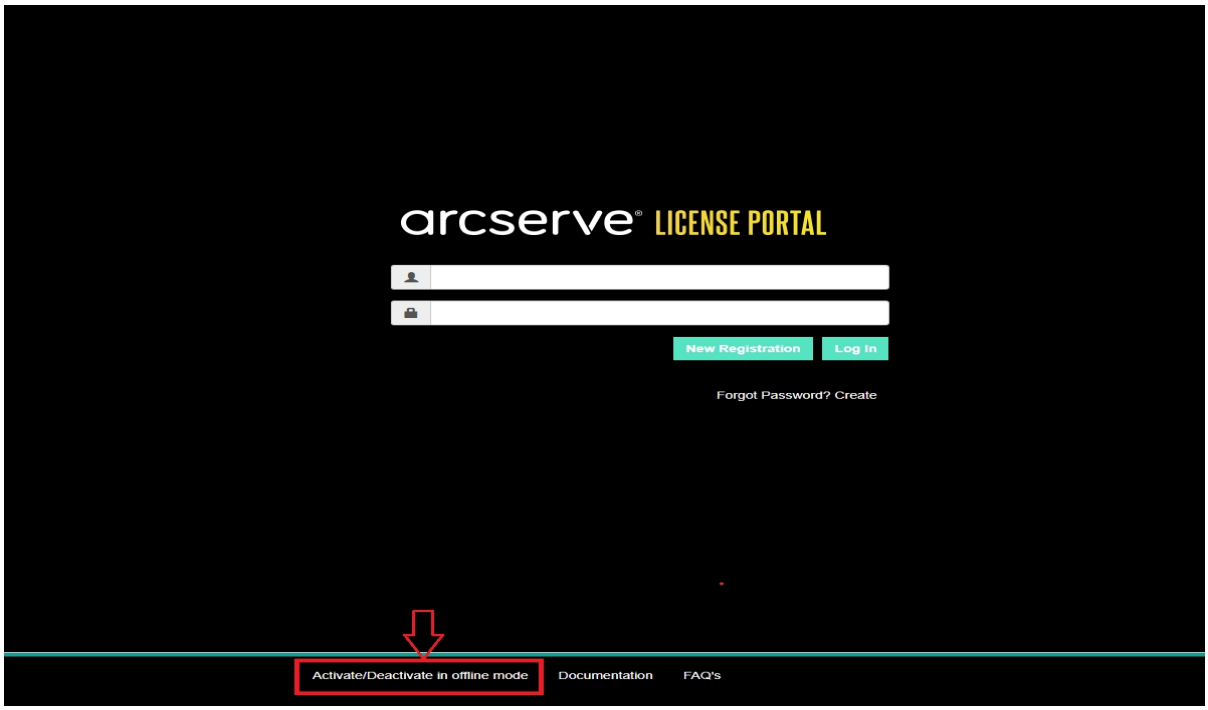
6. Perform the following steps in the online machine:

   a. Copy the *activation.arc* file to a machine that has internet access and open the following URL in the same machine:

Note: For your convenience, we recommend to use a secure copy (scp) tool to copy the *activation.arc* file using UDP_admin credentials.

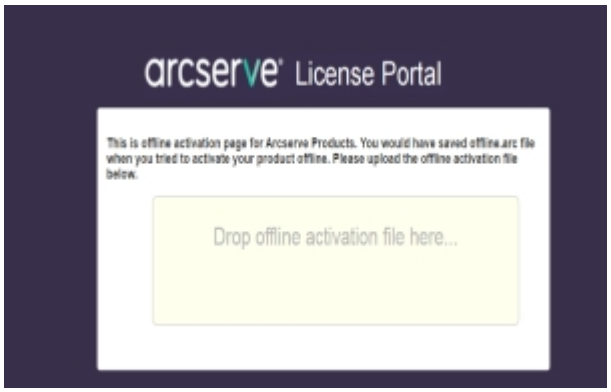
https://www.arcserve-register.com/AERPEndUserPortal/index.html#/

Arcserve License Portal opens.

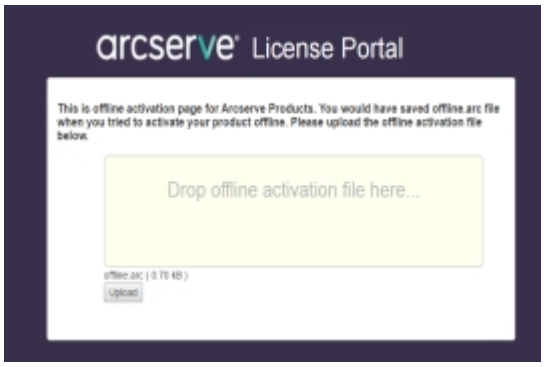


b. From the login page, click **Activate/Deactivate in offline mode**.

The offline activation page opens.



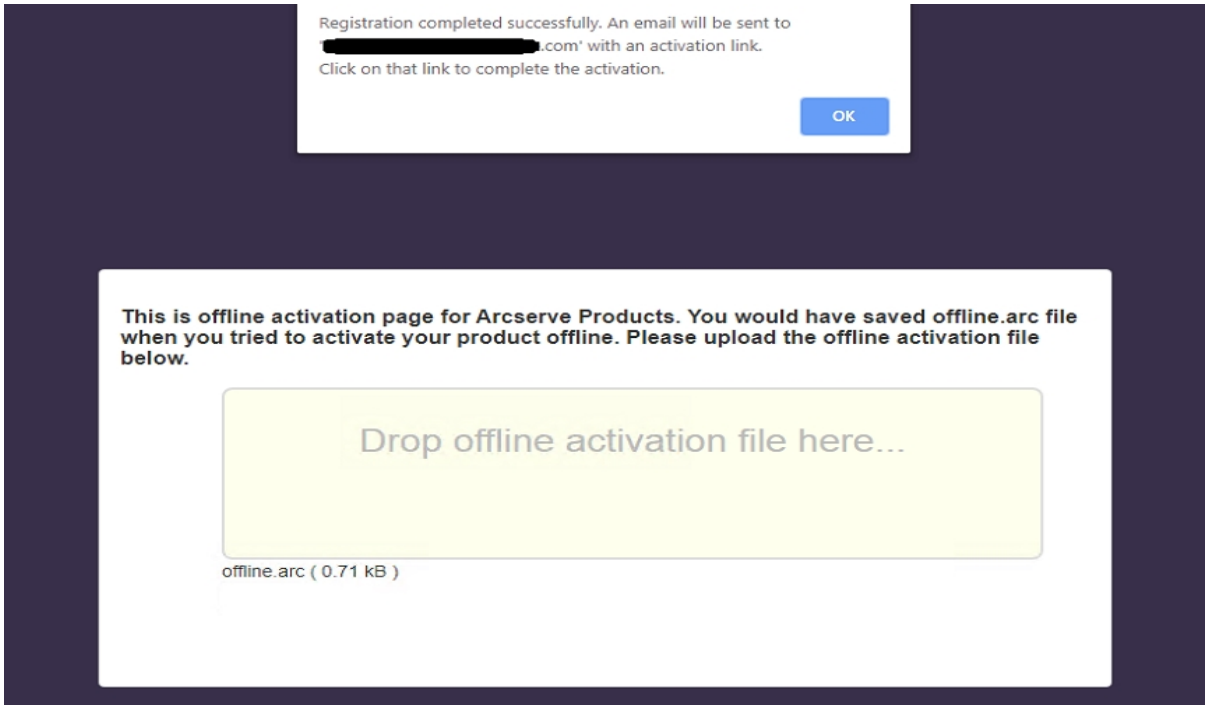
c. Now, drag and drop the saved *activation.arc* file to the Offline Activation page.



d. Click **Upload**.

The following pop-up message appears:

Your product activation is almost complete. Follow the link in the email sent to the address below to complete your product activation.



e. Open the email address that you provided for activation.

You can view the Arcserve Registration email.

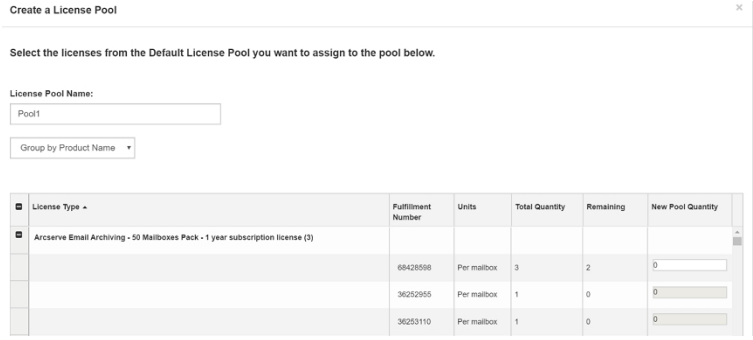
f. From the email, click the link for activation.

The Arcserve registration page opens. You can see the **Create a Password** dialog with your email already entered.

Note: To complete activation, from the link you need to create profile for Arcserve License Portal. To create profile, you need to enter a password and create one license pool.

g. From **Create a Password** dialog, enter desired password and click **Save**.

The **License Pool** dialog opens.



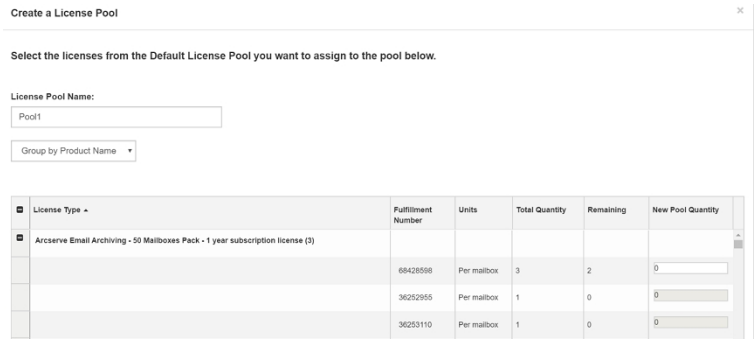
h. Perform the following actions to create the license pool and click **Save**.

Important! If you do not create the license pool, your machine will not display the licenses.

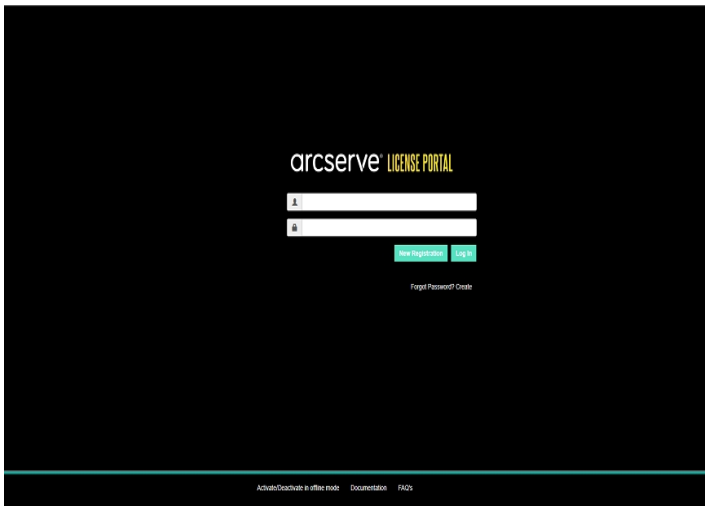
i. Enter a name for your license pool to **License Pool Name**.

ii. Enter the quantity of licenses to include in the pool to **New Pool Quantity**.

Note: You can add more licenses to the pool later when required.



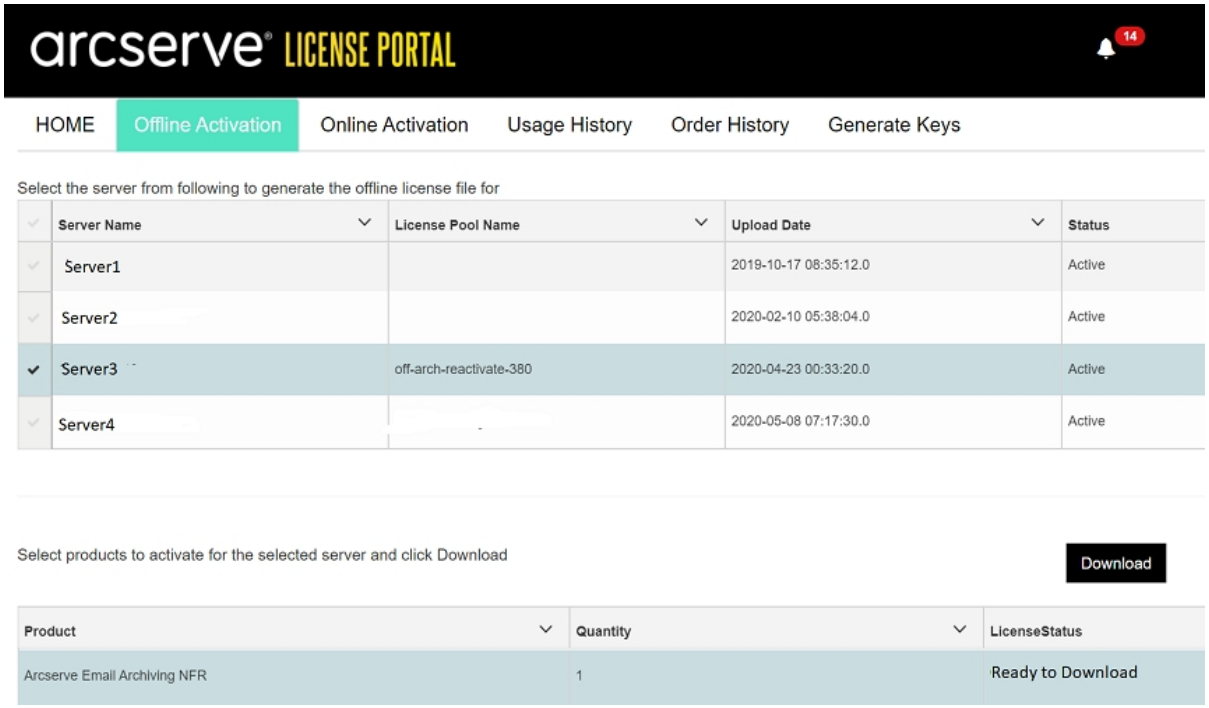
Arcserve License Portal login page opens.



i. Log into Arcserve License Portal using the same credentials used for registration.

   The Arcserve License Portal home page appears.

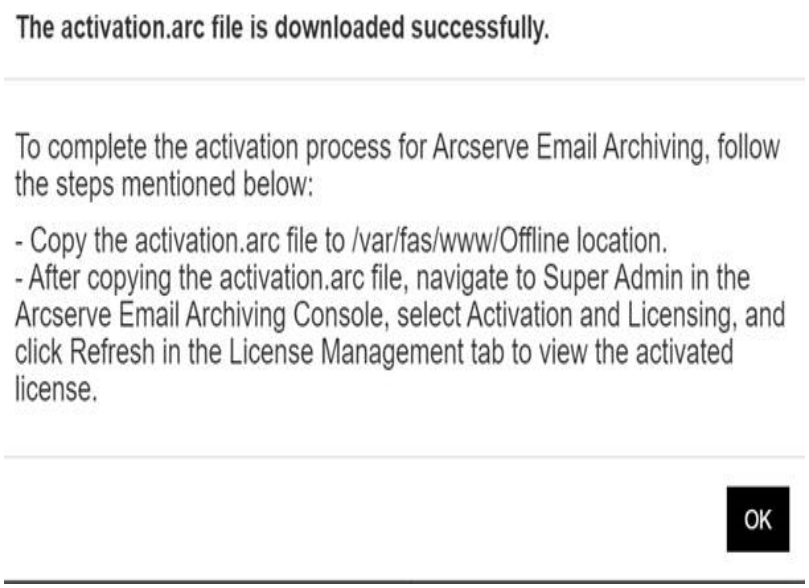
j. From the Home page, click **Offline Activation**.



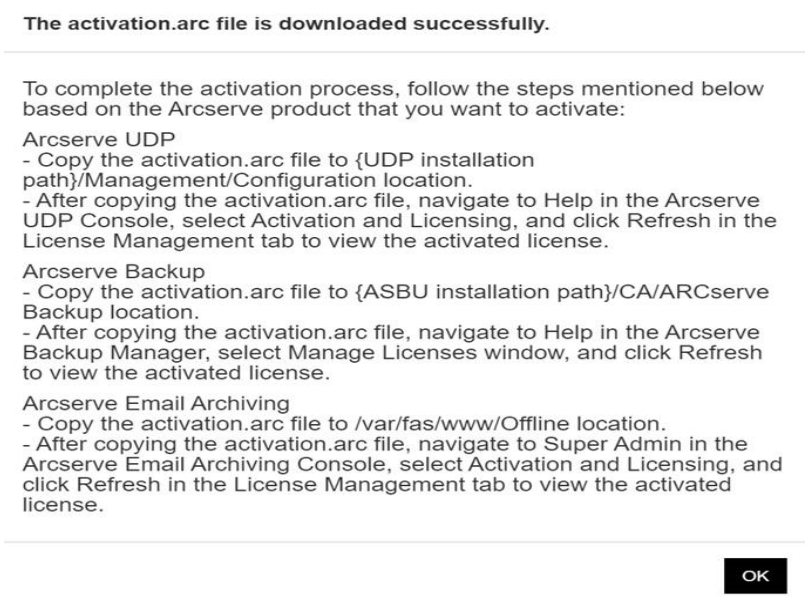
k. Select the product name from the product list and click **Download**.

   An *activation.arc* file is downloaded to your machine.

- If the option **select products to activate** has only Email Archiving product then the following dialog appears:



- If the option **select products to activate** has Email Archiving with other Arcserve products then the following dialog appears:



l. Navigate to *activation.arc* file and copy the file from the current machine to the following path in the offline machine:

/var/fas/www/Offline

Note: For your convenience, we recommend to use a secure copy (scp) tool to copy the *activation.arc* file using UDP_admin credentials.

7. From the Email Archiving Console in the offline machine, open the Activation and Licensing window and click **License Management**.
8. Click **Refresh License** to confirm the activated license.

   You can view the activated license for the offline machine.

You have activated the Email Archiving license using offline method successfully.

How to Manage the Licenses

This section contains the following topics:

- Assigning the Licenses to Profile
- Assigning the Licenses to Mailboxes

Assigning the Licenses to Profile

Super Admin needs to activate Email Archiving and a profile created already in order to assign the licenses.

Note: For each profile, the default count of assigned licenses is 0. Super Admin needs to manually assign the required count of licenses to each profile.

For more information on How to create profile, domain, and administrator, see Configure Settings of Email Archiving.

Follow these steps:

1. From the top-right corner of Email Archiving Console, click the Super Admin icon.

   Multiple options are displayed.

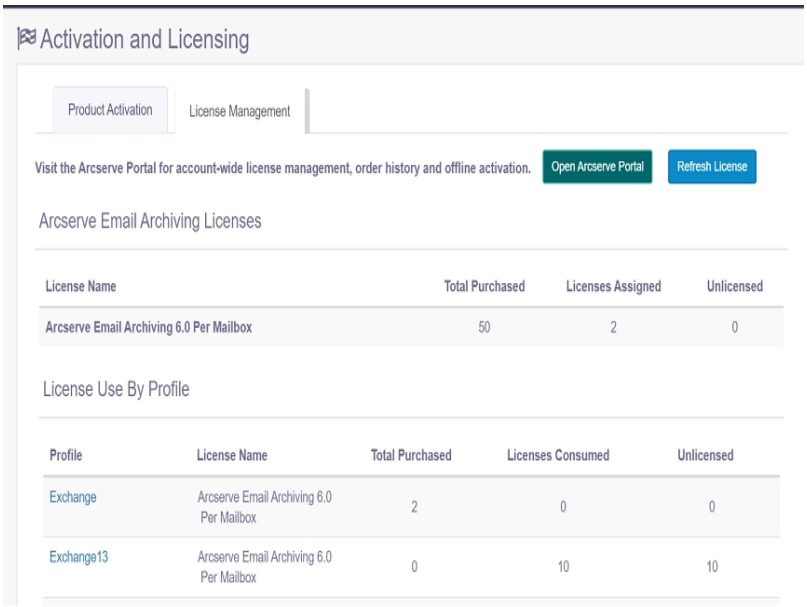
2. From the list of options, click **Activation and Licensing**.

   The Activation and Licensing page is displayed. Details of the Product Activation tab are displayed.

3. Click the **License Management** tab.

   You can view the **Arcserve Email Archiving Licenses** and **License Use By Profile** tabs.

   ArcserveEmail Archiving Licenses tab displays the total purchased, assigned and unlicensed license count.



4. From the **License Use By Profile** tab, click the profile to assign the licenses.

License Use By Profile

Profile	License Name	Total Purchased	Licenses Consumed	Unlicensed
Exchange	Arcserve Email Archiving 6.0 Per Mailbox	2	0	0
Exchange13	Arcserve Email Archiving 6.0 Per Mailbox	0	10	10

The **Assign Licenses** dialog opens.

Assign Licenses

Total Licenses Available

Arcserve Email Archiving 6.0 per mailbox 50

License Assignment To Profile:Exchange

Expiration Date (optional) mm-dd-y

Arcserve Email Archiving 6.0 Per Mailbox

Total Purchased 10

Licenses Consumed 0

Unlicensed 0

Save Cancel

5. In the **Assign Licenses** dialog, you can view the following fields:

   Total Licenses Available

   Displays the total number of available licenses per mailbox.

   License Assignment To Profile

   Helps you to assign the licenses for the selected profile.

   Expiration Date (optional)

   Enter the expiration date for the license assigned to specific profile.

   Arcserve **Email Archiving 6.0 Per Mailbox**

   Displays the license details per mailbox.

   Total Purchased

Enter the quantity of licenses that you need to assign for the specific profile.

Note: The total number of purchased licenses is always greater than the entered quantity of licenses.

Licenses Consumed

Displays the quantity of licenses consumed for the specific profile.

Unlicensed

Displays the quantity of unlicensed mailboxes.

6. Click **Save** to assign the licenses.

Note: If you want to unassign the licenses to a profile, then enter number *0* in the **Total Purchased** field and click **Save**.

You have assigned the licenses to a profile successfully.

For viewing steps in video, click How to Manage Email Archiving Licenses.

Assigning the Licenses to Mailboxes

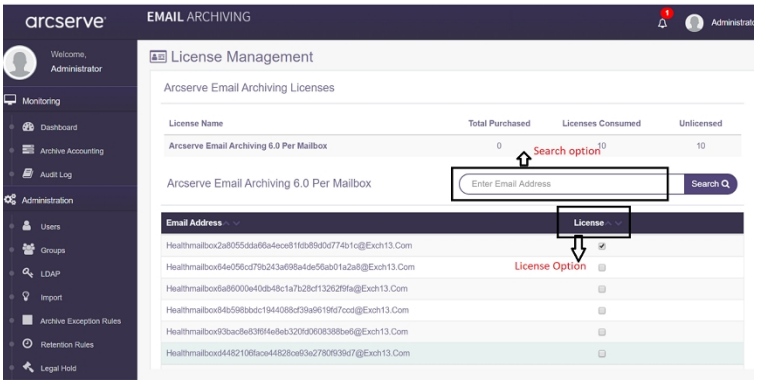
Master Admin can manage the mailboxes based on the per mailbox licenses available.

Follow these steps:

1. Log into Email Archiving as Master Admin.
2. Click **License Management** from the **Administration** menu.

   Arcserve Email Archiving Licenses tab displays the total purchased, assigned and unlicensed license count.

   The **License Management** tab appears.



   Note: You can use the search option to search the required mailbox using mailbox name.

3. From the Arcserve **Email Archiving 6.0 Per Mailbox** tab, you can view the mailbox users list available in your profile.

   Note: The user needs to send at least one email to get his email address displayed in the list.

   For more information on How to create profile, domain, and administrator, see Configure Settings of Email Archiving.

4. From the License option available, you can use the check box to assign or unassign the licenses as per your requirement.
5. After assigning the licenses using check box option, click **Save**.

   Note: You can assign the licenses based on the **Total Purchased** licenses available in the Arcserve **Email Archiving Licenses** tab.

   Important! If the count of consumed license is more than available licenses, then all the assigned licenses of the profile automatically turns into grace

period. You can manually remove the extra licenses assigned or contact super admin for additional licenses.

You have assigned the licenses using mailboxes successfully.

For viewing steps in video, click How to Manage Email Archiving Licenses.

How to Deactivate Arcserve Email Archiving Licenses

Based on the method used for Arcserve product activation, you can deactivate the Arcserve product license online and offline.

Notes:

- When you uninstall Arcserve Email Archiving from the Server, all your licenses are released and made available for further installations.
- For Arcserve Email Archiving activation and deactivation, you must use the same mode. For example, to perform offline deactivation, you must have activated the license using the offline mode.

This section contains the following topics:

- Deactivate Arcserve Email Archiving License Online
- Deactivate Arcserve Email Archiving License Offline

Deactivate Arcserve Email Archiving License Online

Important! You can deactivate your Arcserve product online only if the product was activated using online method.

Follow these steps:

1. From the top-right corner of Email Archiving Console, click the Super Admin icon.

   Multiple options are displayed.

2. From the list of options, click **Activation and Licensing**.

   The Activation and Licensing page is displayed.

3. Click **Deactivate**.

   The Confirm dialog appears.

4. Click **Yes**.

All your licenses are released from the Arcserve product Console Server and made available for further use.

Deactivate Arcserve Email Archiving License Offline

Important! You can deactivate your Arcserve product offline only if the product was activated using offline method.

Follow these steps:

1. From the top-right corner of Email Archiving Console, click the Super Admin icon.

   Multiple options are displayed.

2. From the list of options, click **Activation and Licensing**.

   The Activation and Licensing page is displayed.

3. Click **Deactivate Offline**.

   The Confirm dialog appears.

4. Click **Yes**.

   The *offline.arc* file is saved in the following location:

   /var/fas/www/Offline/

5. Log into the same URL used for the offline activation process and upload the *offline.arc* file.

   The following pop-up message appears:

   Your product is deactivated successfully

All your licenses are released from the Arcserve product Console Server and made available for further use.

Chapter 4: Using Arcserve License for Arcserve UDP

This section contains the following topics:

How to Activate Arcserve UDP Licenses 40
How to Manage Arcserve UDP Licenses 62
How to Deactivate Arcserve UDP Licenses 68
How to Upgrade License of Arcserve UDP 71

How to Activate Arcserve UDP Licenses

Arcserve lets you activate your Arcserve product licenses at different stages.

This section contains the following topics:

- Activate Arcserve UDP After Installation
- Activate Arcserve UDP During Installation

Activate Arcserve UDP After Installation

You can activate the Arcserve UDP either during installation or post installation. During installation, to skip activation, click the **SKIP** button in the **Arcserve Product Activation** pane. Post installation, to activate after logging in, you can simply click **Help** from the Console to access the **Arcserve Product Activation** option.

Optionally you can also participate in the Product Improvement Program.

Important! Arcserve does not collect any personal or business critical information, such as node name, IP address, login credentials, domain name, and network names.

This process of Arcserve Product activation is not applicable to Stand-alone Agent.

Note: After the activation, you can assign or release a license. For more information, see Managing Arcserve UDP Licenses.

This section contains the following topics:

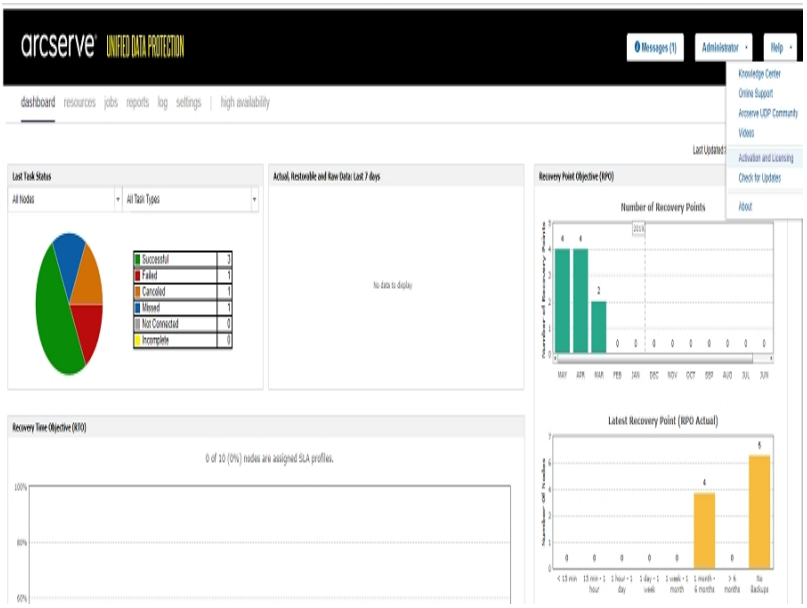
- Activate Arcserve UDP License Online
- Activate Arcserve UDP License Offline
- Update User Detail for License Activation

Activate Arcserve UDP License Online

To activate the Arcserve UDP online, the Console Server should have access to the internet.

Follow these steps:

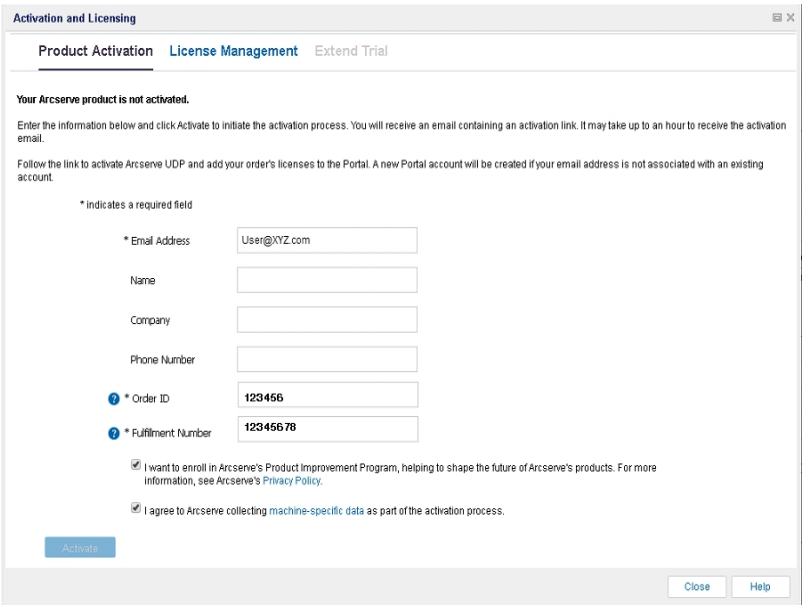
1. Log into the Arcserve UDP Console.
2. From the Console, click **Help**.



Multiple options appear in the drop-down list.

3. From the **Help** drop-down list of options, click **Activation and Licensing**.

   The **Activation and Licensing** dialog opens.



4. From the **Activation and Licensing** dialog, enter the following details:

Email Address

Specify your email address.

Note: The verification email is sent to this email address.

Name

Specify your name.

Company

Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Order ID

Specify your Order ID.

Note: You receive Order ID through an email when you download Arcserve UDP.

Fulfillment Number

Specify the Fulfillment Number.

Note: You receive Fulfillment Number through an email when you download Arcserve UDP.

Note: Optionally, you can also select the check box to participate in the **Product Improvement Program**.

Important! Product licensing / activation does NOT take place until you select the check box of I agree to Arcserve's collecting machine specific data as part of the activation process.

Following message appears in the Console:

Your Arcserve product activation request is submitted waiting for End User approval.

If the provided Order ID and Fulfillment Number are correct, an acknowledgment dialog appears.

5. Click **OK** on the acknowledgment dialog.

   A registration email is sent to your email id.

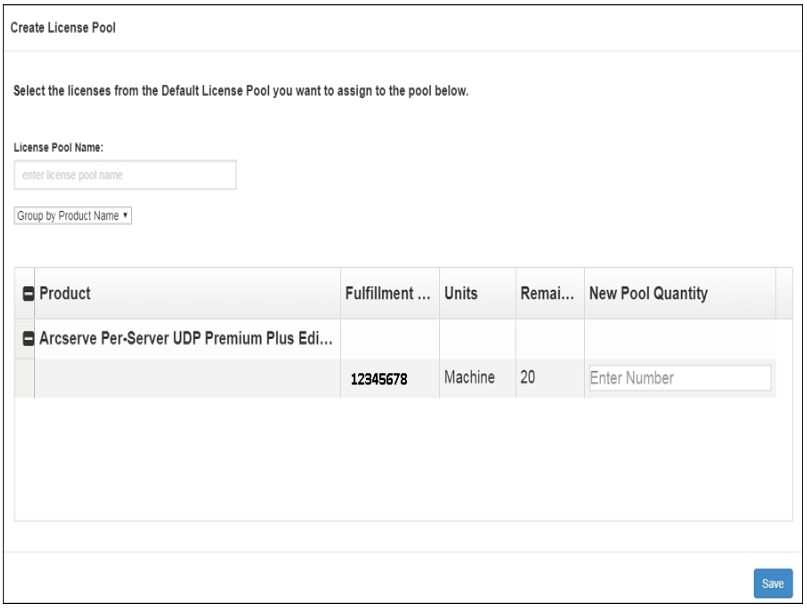
6. Open the registration email received from Arcserve.
7. From the email, click the link for activation.

   If you have performed any license activation for Arcserve UDP earlier (existing user), then navigate to step 11 mentioned below.

   Attention New Users of Arcserve UDP! The license activation is completed successfully when you click the Activate option from the email received that assigns all the license quantity to the server used for activation. However, if you select the *advanced allocation of license to the multiple servers* option available in the activation email, the steps mentioned below are applicable.

   You are led to the Arcserve registration page where **Create a Password** dialog appears with your email already entered.

8. From **Create a Password** dialog, enter desired password to create your profile for Arcserve License Portal and click **Save**.
9. After creating the password for the Arcserve License Portal, the **Create License Pool** dialog opens.

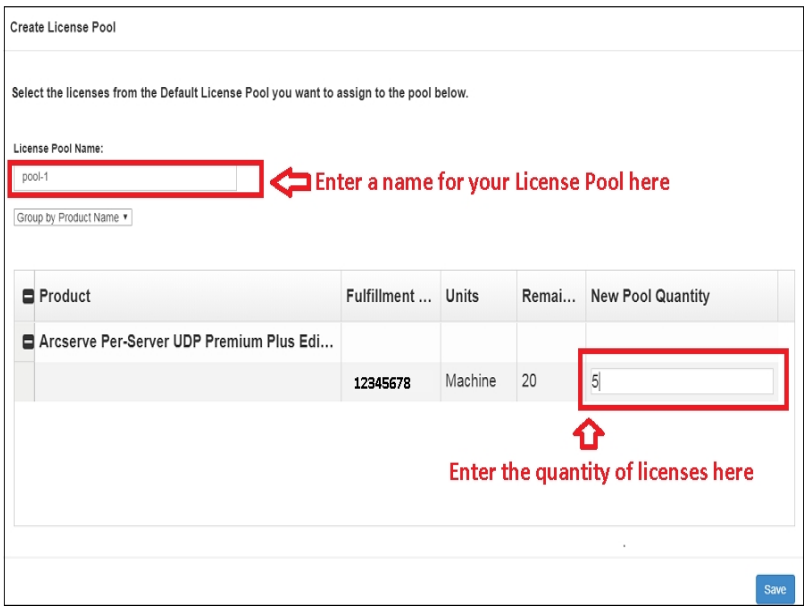


10. Perform the following actions to create the license pool and click **Save**.

Important! If you do not create the license pool, your machine will not display the licenses.

- Enter a name for your license pool.
- Enter the quantity of licenses to include in the pool.

  Note: You can add more licenses to the pool later, if required.



11. Click **Save** to complete the license activation process.

Arcserve License Portal login page opens. You can login when you need to manage your product licenses.

Note: Navigate to the messages tab and click **Details** in the Arcserve UDP Console for the subscription license end date. The expiry date is available from 60 days before expiry and 40 days after expiry.

You have activated Arcserve UDP license. Now, you can verify the activated license.

Verify Arcserve UDP License

You can verify the status of your activated license.

Follow these steps:

1. Log into Arcserve UDP Console.
2. From the Console, click **Help**.
3. From the **Help** options displayed, click **Activation and Licensing**.
4. Once the Activation and Licensing window opens, click on the **License Management** tab.

You can see the activated License.

Activate Arcserve UDP License Offline

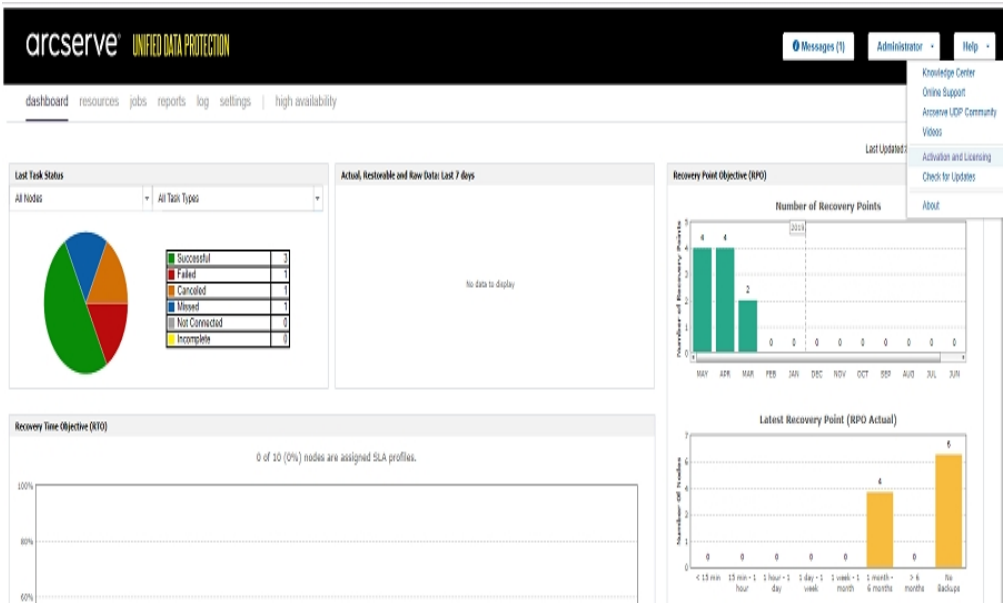
You can activate the Arcserve UDP even if you are not online. If your Arcserve product does not have access to internet, you are automatically redirected to the offline activation method.

The offline activation starts from Arcserve UDP Console, when you click **Activate** in the **Product Activation tab** of the **Activation and Licensing** dialog. Arcserve UDP detects that an offline activation method is required and helps you to complete the offline activation.

Important! To complete the offline activation process on one machine, you must have internet access on another machine.

Follow these steps:

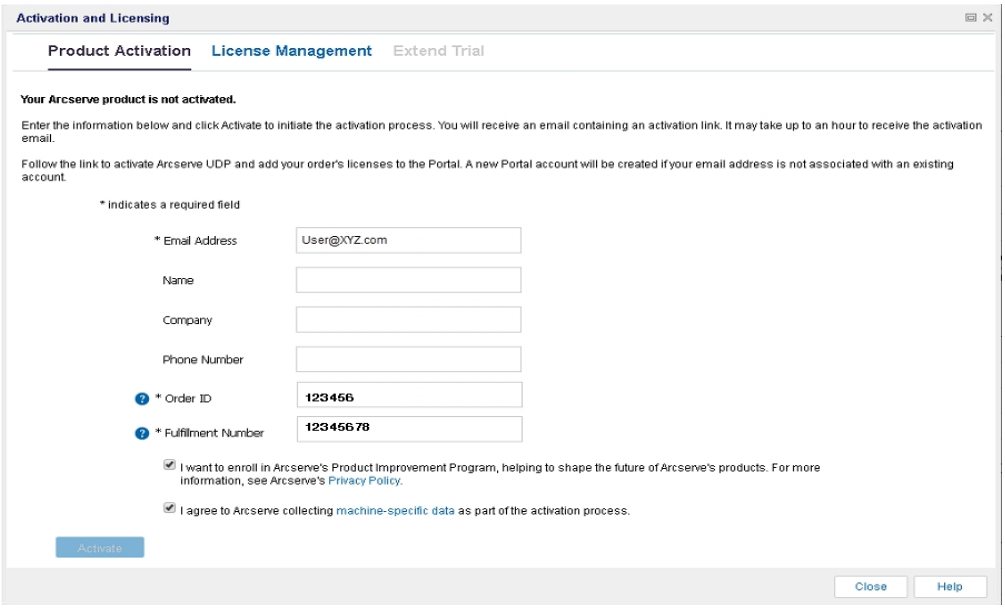
1. Log into Arcserve UDP Console.
2. From the Console, click **Help**.



Multiple options appear in the drop-down list.

3. From the **Help** drop-down list of options, click **Activation and Licensing**.

   The **Activation and Licensing** dialog opens.



4. From the **Activation and Licensing** dialog, enter the following details:

Email Address

Specify your email address.

Note: The verification email is sent to this email address.

Name

Specify your name.

Company

Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Order ID

Specify your Order ID.

Note: You receive Order ID through an email when you download Arcserve UDP.

Fulfillment Number

Specify the Fulfillment Number.

Notes: You receive Fulfillment Number through an email when you download Arcserve UDP.

Note: Optionally, you can also select the check box to participate in the **Product Improvement Program**.

Important! Product licensing / activation does NOT take place until you select the check box of *I agree to Arcserve's collecting machine specific data as part of the activation process.*

5. Click Activate.

   Activation and Licensing window opens.

6. From the Product Activation tab, click **Save**.

   Important! To complete the offline activation process, you must follow the steps mentioned below.

   The *offline.arc* file is saved to the following location:

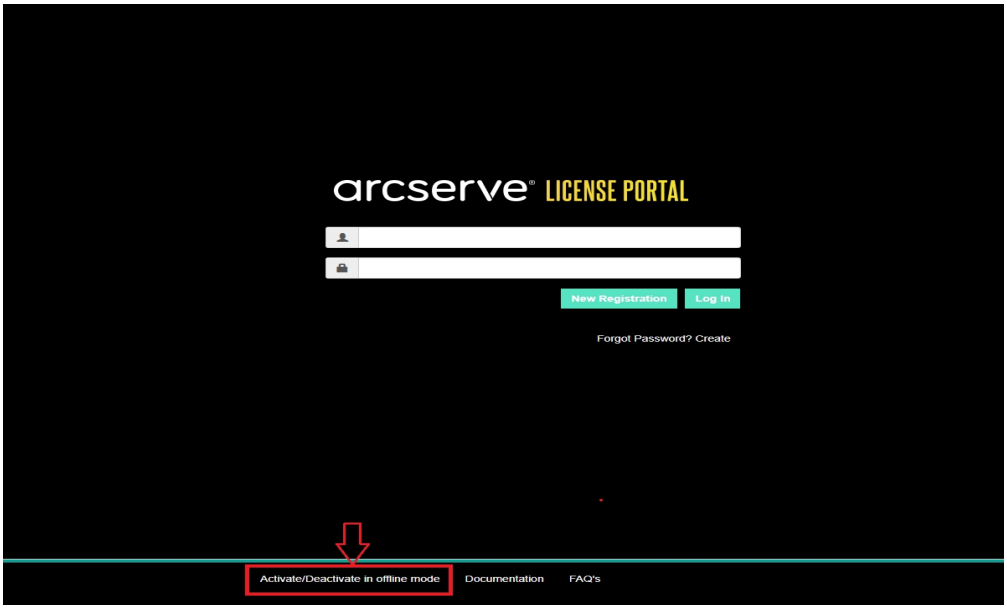
   C:\Program Files\Arcserve\Unified Data Protection\Management\Configuration

7. Perform the following steps in the online machine:

   a. Copy the *offline.arc* file to a machine that has internet access and open the following URL in the same machine:

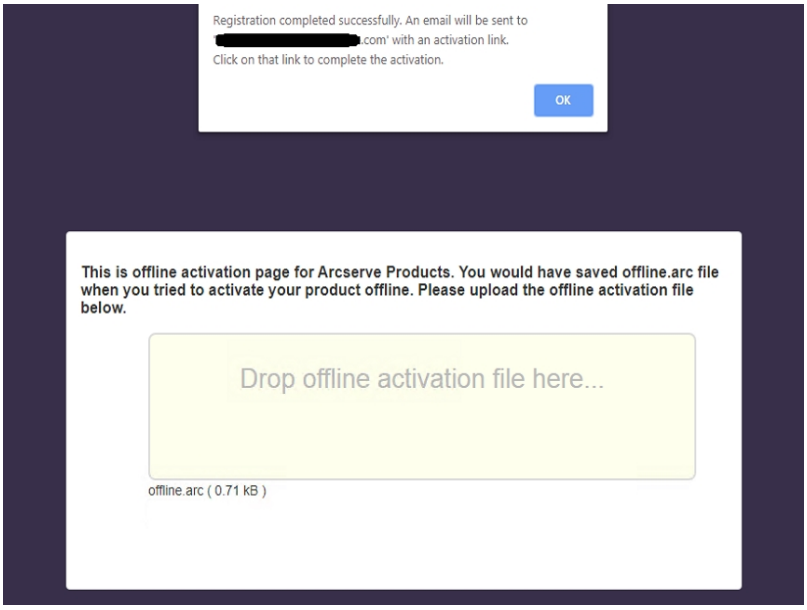
      https://www.arcserve-register.com/AERPEndUserPortal/index.html#/

      Arcserve License Portal opens.



   b. From the login page, click **Activate/Deactivate in offline mode**.

      The offline activation page opens.

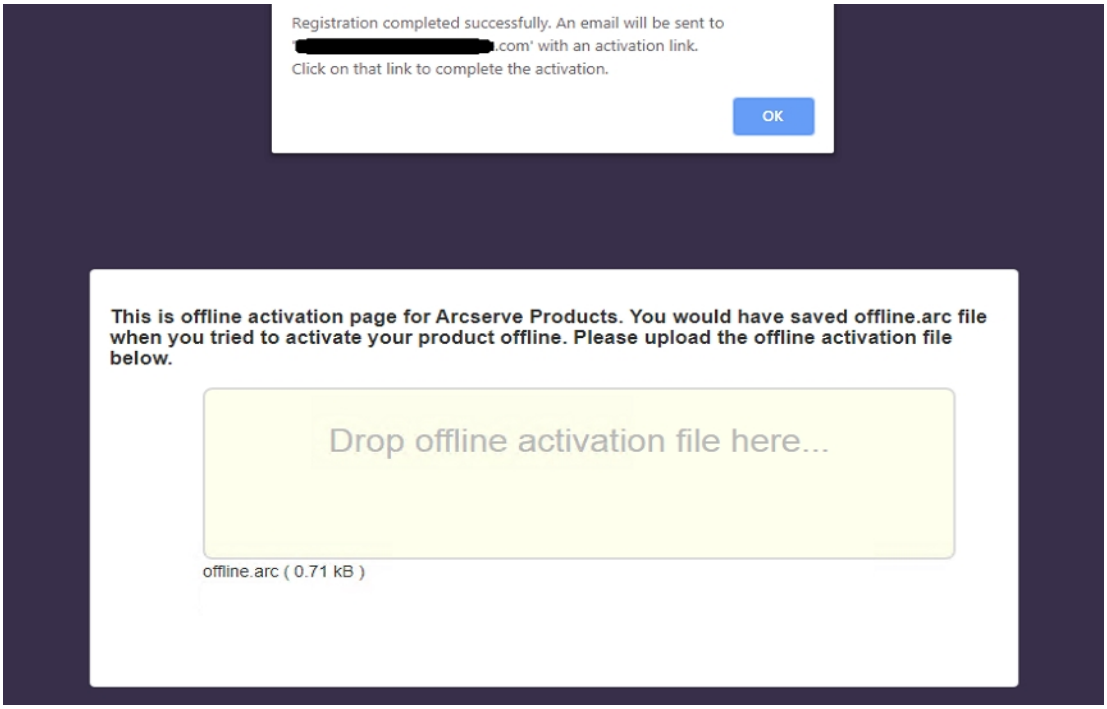


c. Now, drag and drop the saved *offline.arc* file to the offline activation page.
d. Click **Upload**.

The following pop-up message appears:

Your product activation is almost complete. Follow the link in the email sent to the address below to complete your product activation.

Note: Depending on the type of browser used, the position of the pop-up message on screen may change.



e. Open the email address that you provided for activation.

   You can view the Arcserve Registration email.

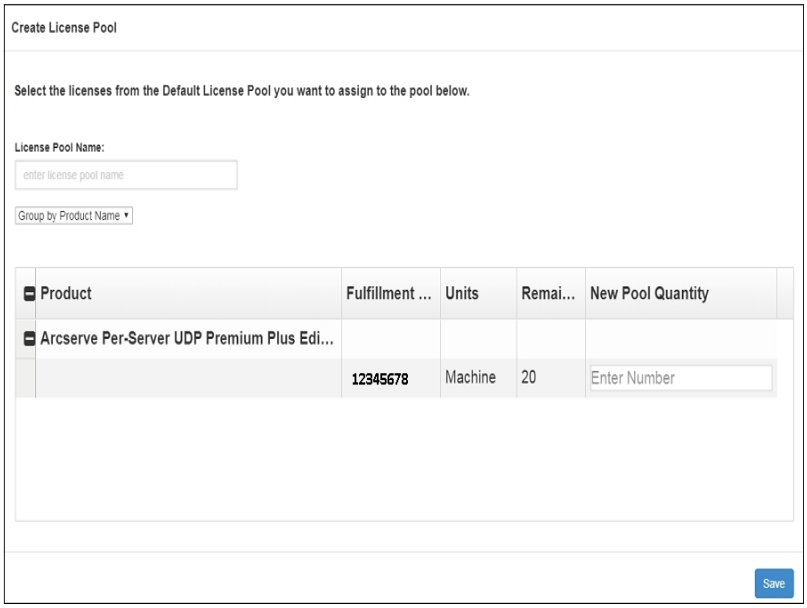
f. From the email, click the link for activation.

   The Arcserve registration page opens. You can see the **Create a Password** dialog with your email already entered.

   Note: To complete activation, from the link you need to create profile for Arcserve License Portal. To create profile, you need to enter a password and create one license pool.

g. From **Create a Password** dialog, enter desired password and click **Save**.

   The **Create License Pool** dialog opens.



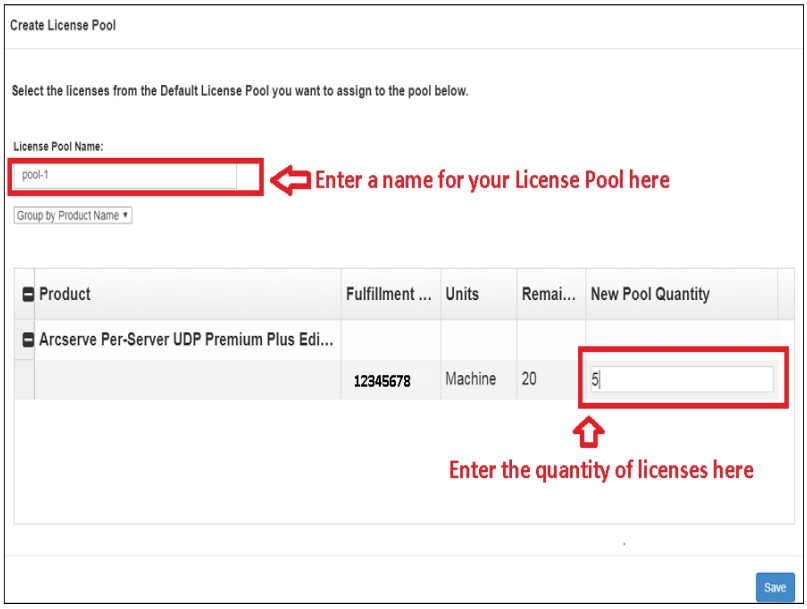
h. Perform the following actions to create the license pool and click **Save**.

   Important! If you do not create the license pool, your machine will not display the licenses.

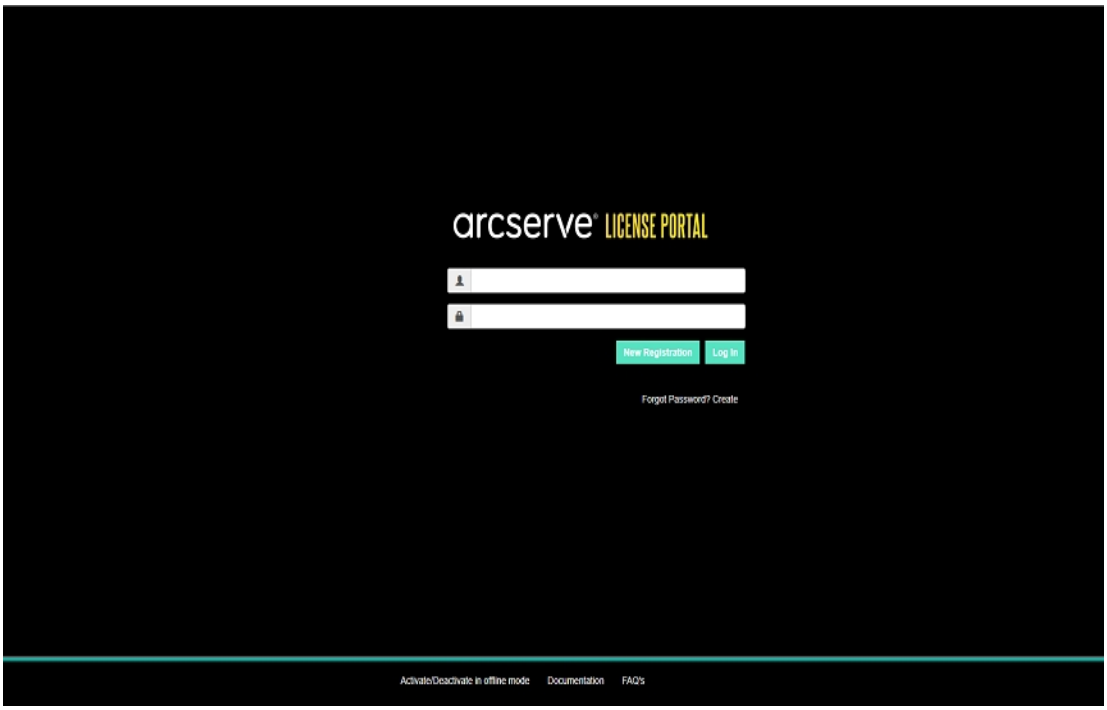
   – Enter a name for your license pool.

   – Enter the quantity of licenses to include in the pool.

     Note: You can add more licenses to the pool later, if required.



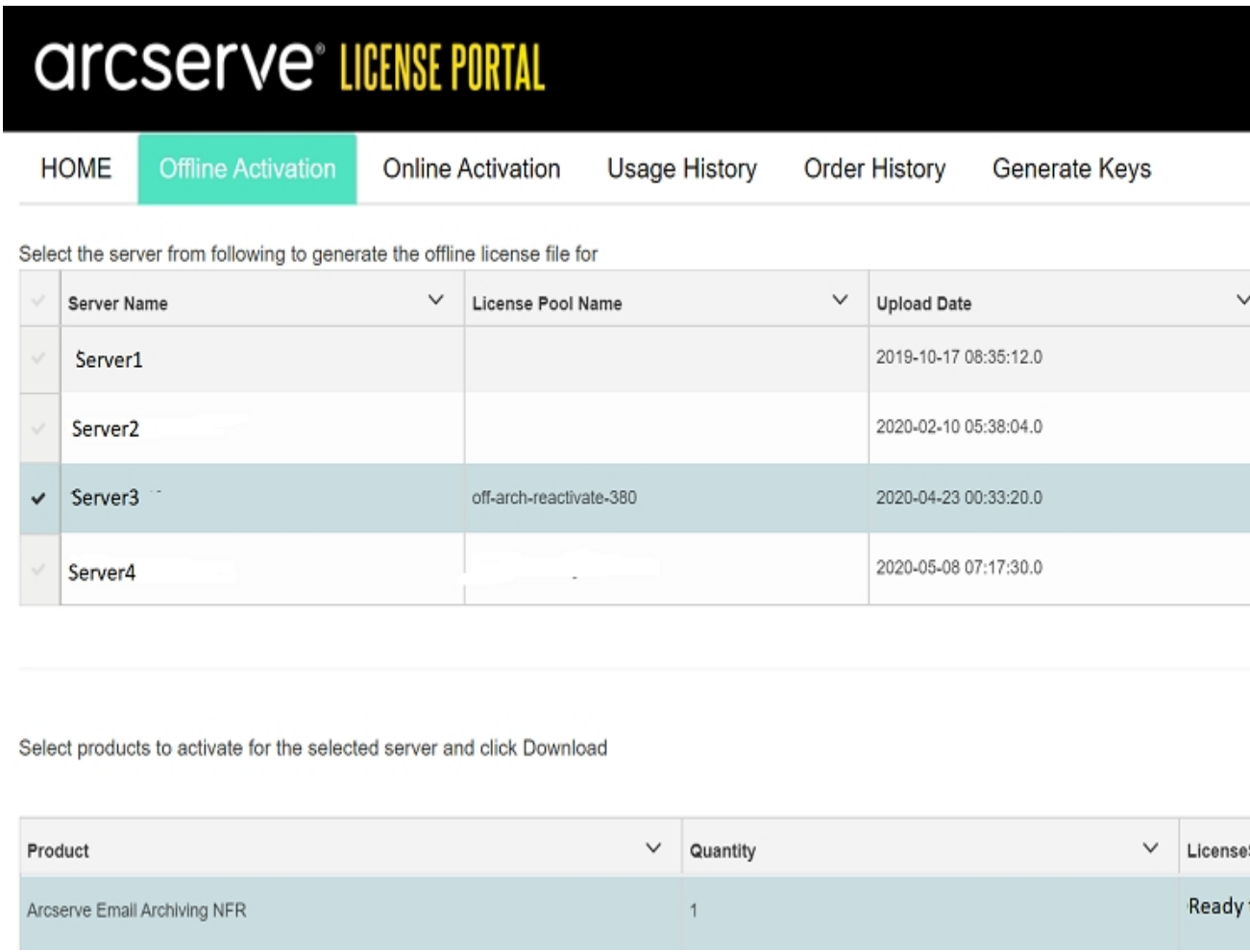
Arcserve License Portal login page opens.



i. Log into Arcserve License Portal using the same credentials used for registration.

   The Arcserve License Portal home page appears.

j. From the Home page, click **Offline Activation**.



k. Select the product name from the product list and click **Download**.

   An *activation.arc* file is downloaded to your machine.

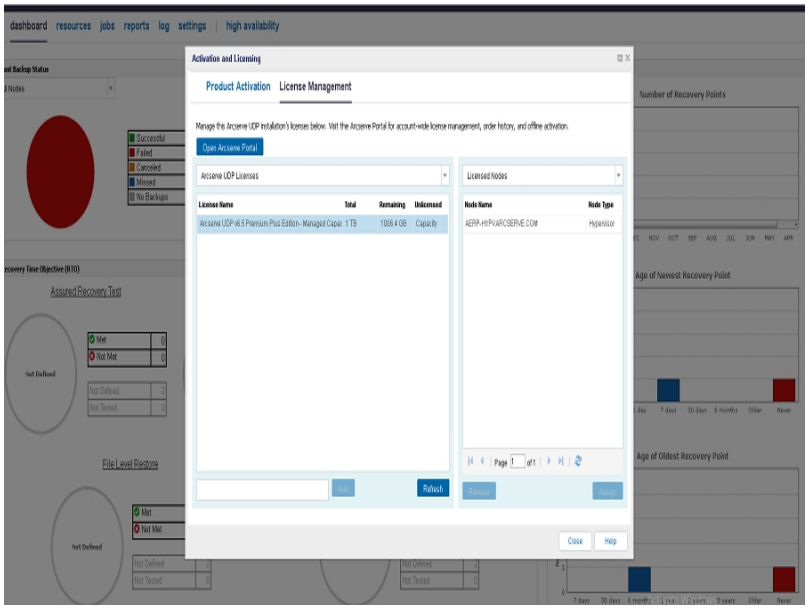
l. Navigate to *activation.arc* file and copy the file from the current machine to the following path in the offline machine:

   C:\Program Files\Arcserve\Unified Data Protection\Management\Configuration

8. From the Arcserve UDP Console in the offline machine, open the Activation and Licensing window and click **License Management**.

   You can view the activated license for the offline machine.

   Note: Navigate to the messages tab and click **Details** in the Arcserve UDP Console for the subscription license end date. The expiry date is available from 60 days before expiry and 40 days after expiry.



You have activated the Arcserve UDP license using offline method successfully.

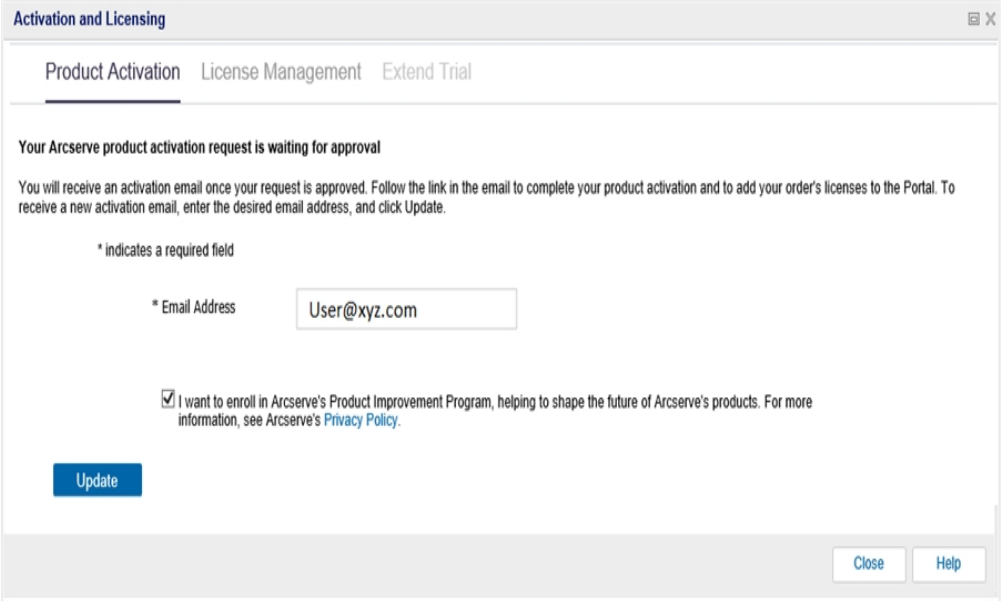
Update User Detail for License Activation

You can update the email ID provided during activation.

Follow these Steps:

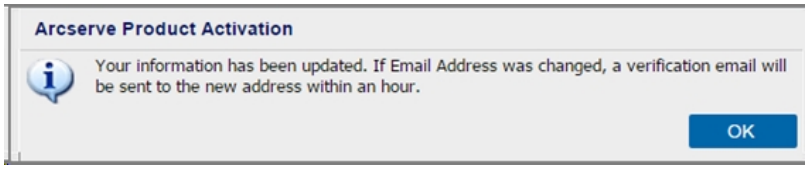
1. Log into the Console.
2. Click **Help** and select **Activation and Licensing**.

   The **Activation and Licensing** dialog opens displaying the current email address.



3. Modify the email address and click **Update**.

   A pop-up message displays the confirmation of your updated information.



4. Click **OK**

   You can verify the updates in the **Arcserve Product Activation** dialog.

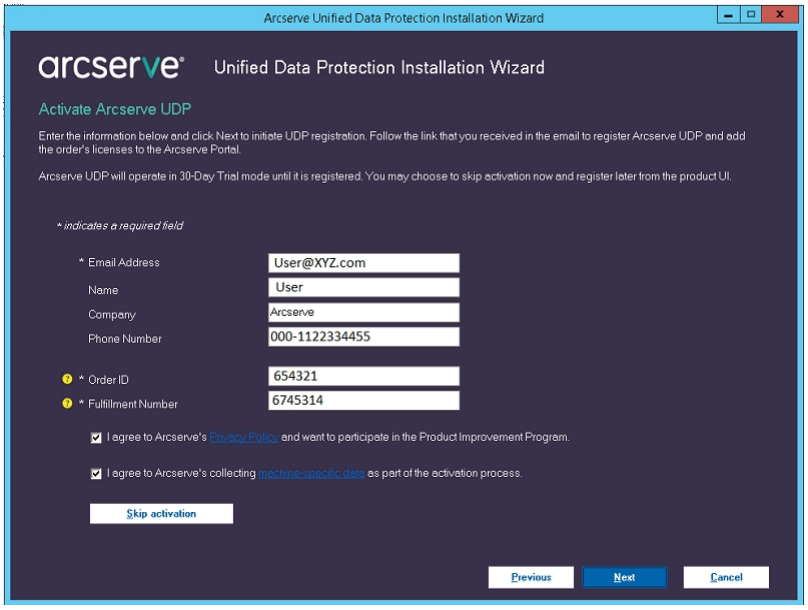
Activate Arcserve UDP During Installation

You can activate the Arcserve UDP based on the installers selected to activate the product. This section contains the following topics:

- Activate Arcserve UDP using Single Installer
- Activate Arcserve UDP using Setup Installer

Activate Arcserve UDP using Single Installer

During installation of Arcserve product, you need to initiate the activation process by filling the details in the Product Activation screen for single installer as shown below.



Enter the following information:

Email Address

Specify your email address.

Note: The verification email is sent to this email address.

Name

Specify your name.

Company

Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Order ID

Specify your Order ID.

Note: You receive Order ID through an email when you download Arcserve UDP.

Fulfillment Number

Specify the Fulfillment Number.

Note: You receive Fulfillment Number through an email when you download Arcserve UDP.

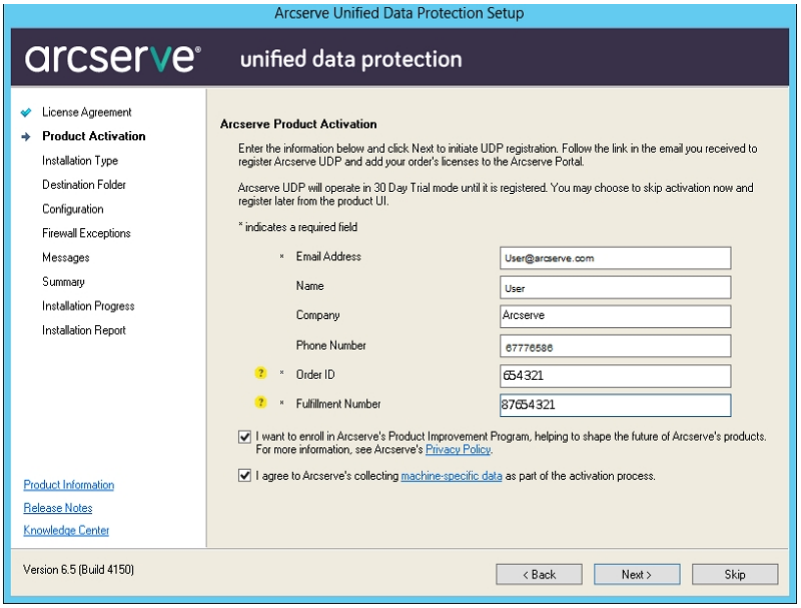
Skip Activation

You can click Skip activation for activating the license from the Console.

Important! Product licensing / activation does NOT take place until you select the option *I agree to Arcserve's collecting machine specific data as part of the activation process*.

How to Activate Arcserve UDP using Setup Installer

During installation of Arcserve product, you need to initiate the activation process by filling the details in the Product Activation screen for setup installer as shown below.



Note: Email address, Order ID, and Fulfillment Number are mandatory fields. All the other fields are optional.

Enter the following information:

Name

Specify your name.

Company

Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Email Address

Specify your email address.

Note: The verification email is sent to this email address.

Order ID

Specify your Order ID.

Note: You receive Order ID through an email when you download Arcserve UDP.

Fulfillment Number

Specify the Fulfillment Number.

Note: You receive Fulfillment Number through an email when you download Arcserve UDP.

Important! Product licensing / activation does NOT take place until you select the option I agree to Arcserve's collecting machine specific data as part of the activation process**.**

How to Manage Arcserve UDP Licenses

Arcserve lets you centrally manage licenses for all the types of backup source nodes that are added to the Arcserve UDP Console. The licensing model grants an overall license to the application with a predetermined number of active license rights included in the overall license pool.

Arcserve products install SDK License with every release. You can manually reinstall, upgrade or uninstall. For more information, see How to Install and Uninstall License SDK.

Managing licenses helps you assign, release, and verify a license.

An active license is granted for each new user from the license pool on a first-come, first-served basis until the total number of available licenses are exhausted. If all the active licenses are already in use and you want to activate license for a new Server, then you need to manually release a license from one of the licensed Servers and assign the released license to the newly added Server.

Note: When no license is available, an error message appears in the Activity Log.

You can easily remove license rights to allow other servers to gain the license privileges. From the Console, you can access the License Management dialog and view the active license counts for each component. You can also manage the applied licenses using Arcserve UDP Console.

What To Do Next?

- Review the Prerequisites
- Assign a License
- Release License from a Node
- Verify the License

Review the Prerequisites

Review the following prerequisites before managing the licenses:

- You have installed Arcserve UDP.
- You have a valid Order ID and Fulfillment Number.
- Review the Compatibility Matrix that provides the supported operating systems, databases, and browsers.

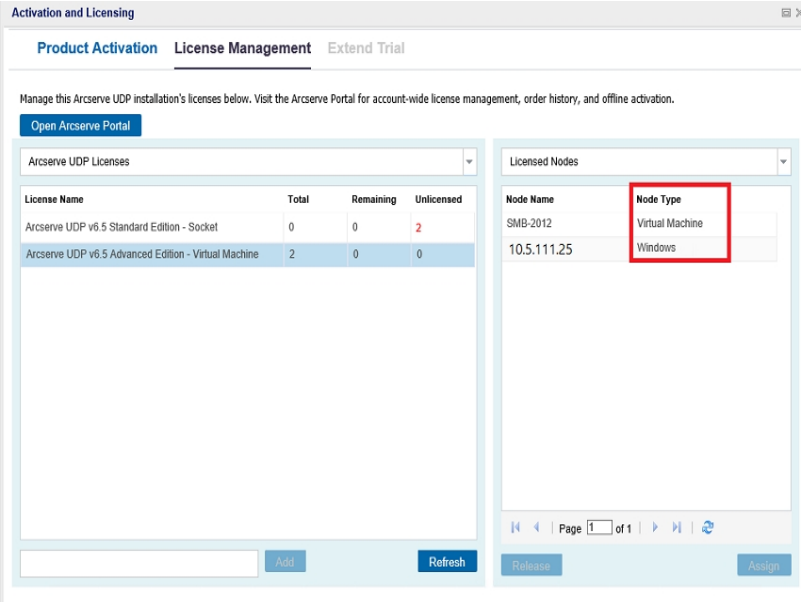
Assign a License

Arcserve UDP protects only the licensed nodes. If you have enough licenses, then the licenses are automatically applied to the nodes. If you do not want to protect a node, you can release the license from the specific node and use the released license to protect any other node.

Follow these steps:

1. Log into the Arcserve UDP Console.
2. Click **Help** menu and select **Activation and Licensing**.

   The **Activation and Licensing** dialog opens.
3. From the dialog, click the **License Management** tab.



The left pane displays the available licenses on the Console Server.

Notes:

- For agentless (or host-based) backups the node type under license management window is displayed as Hypervisor or virtual machine based upon the usage type.
- For agent-based backups, the node type under license management window is displayed either as Windows or Linux even if the virtual machine is added as agent-based Linux or Windows node.

Important! The above behavior for agent-based backups remains same even when agent-based node uses virtual machine license.

4. From the right pane, select Unlicensed Nodes from the drop-down list and click **Assign**.

   The license is assigned to the node.

Release the License from a Node

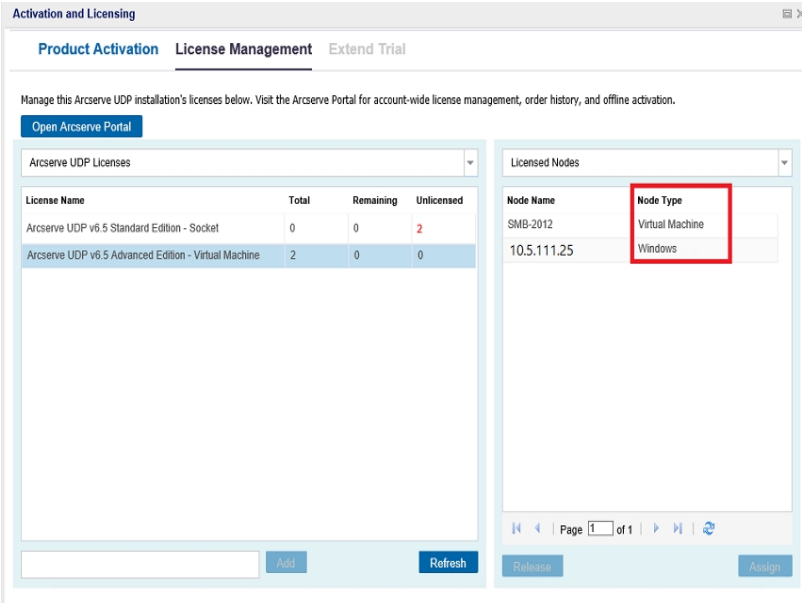
If you do not want to protect any node, release the license of that node. When required, you can use the released license to protect any other node.

Follow these steps:

1. Log into the Console.
2. Click **Help** and select **Activation and Licensing**.

   The **Activation and Licensing** dialog opens.
3. From the right pane, select **Licensed Nodes** from the drop-down list.

   List of licensed node appears.



4. Select a node from the displayed list and click **Release**.
5. Close and open the **Activation and Licensing** dialog.

   The license is removed from the node.

Verify the License

To verify if the correct license is applied to a node, run a backup job for the licensed node. If the backup job is successful, then the license is applied to the node.

How to Deactivate Arcserve UDP Licenses

Based on the method used for Arcserve product activation, you can deactivate the Arcserve product license online and offline.

Notes:

- When you uninstall Arcserve UDP from the Server, all your licenses are not released automatically. Make sure to deactivate the product before uninstalling Arcserve UDP to make licenses available for further installations on different server.

  If the reinstallation is on the same server, after reinstallation, the product will get licenses refreshed without the need to reactivate. In case, you uninstalled Arcserve UDP without performing deactivation and plan to reinstall to a different server, please contact support to deactivate and make licenses available for further installations.
- For Arcserve UDP activation and deactivation, you must use the same mode. For example, to perform offline deactivation, you must have activated the license using the offline mode.

This section contains the following topics:

- Deactivate Arcserve UDP License Online
- Deactivate Arcserve UDP License Offline

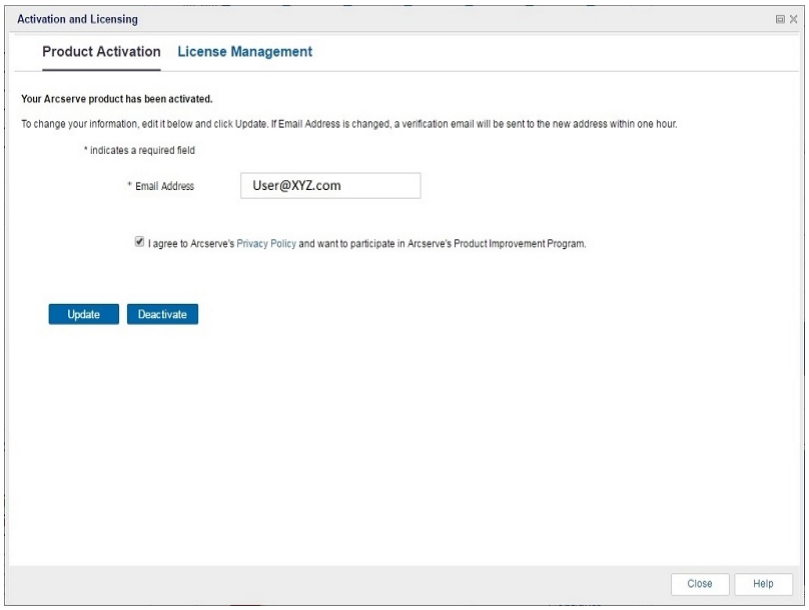
Deactivate Arcserve UDP License Online

Important! You can deactivate your Arcserve product online only if the product was activated using online method.

Follow these steps:

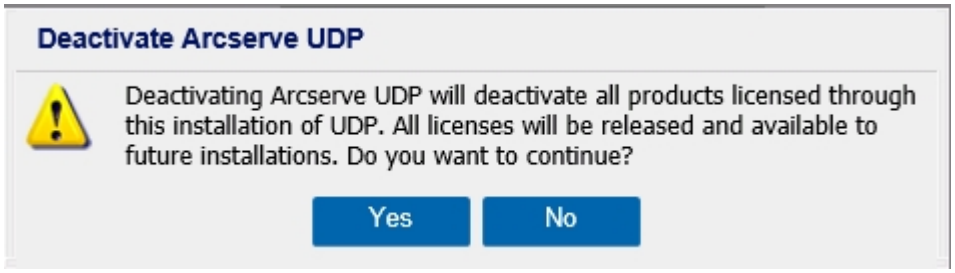
1. Log into the Arcserve UDP Console.
2. Click **Help** and select **Activation and Licensing**.

   The **Activation and Licensing** dialog opens.



3. Click **Deactivate**.

   The **Deactivate Arcserve UDP** confirmation dialog appears.



4. Click **Yes**.

   All your licenses are released from the Arcserve product Console Server and made available for further use.

Deactivate Arcserve UDP License Offline

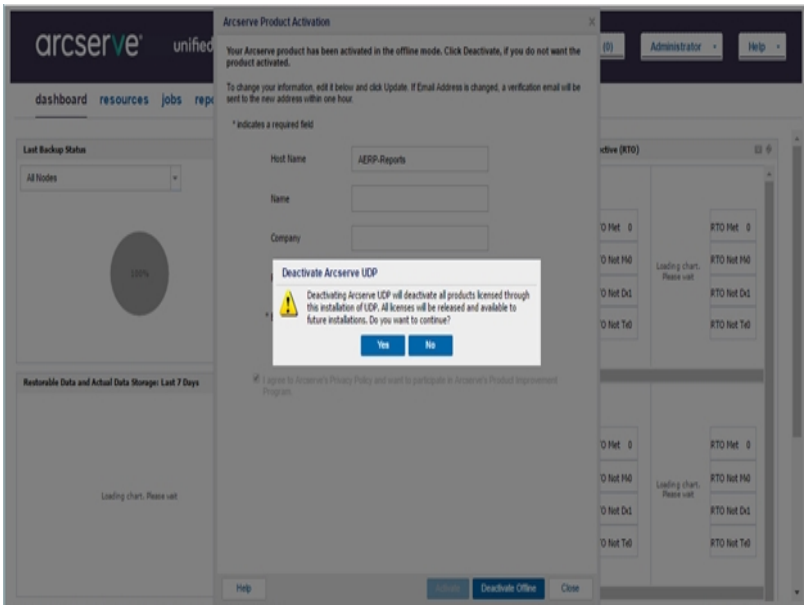
Important! You can deactivate your Arcserve product offline only if the product is activated using offline method.

Follow these steps:

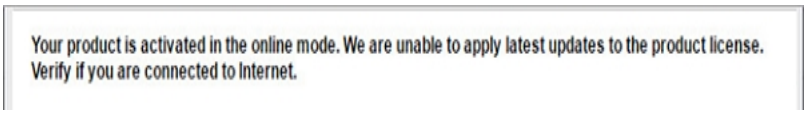
1. Log into the Arcserve UDP Console.
2. Click **Help** and select **Activation and Licensing**.

   The Activation and Licensing dialog opens.
3. Click **Deactivate Offline**.

   The confirmation dialog appears.



Note: If the product was activated using online method, then instead of confirmation dialog, you will receive the following message:



4. Click **Yes** on the confirmation dialog for deactivating offline.

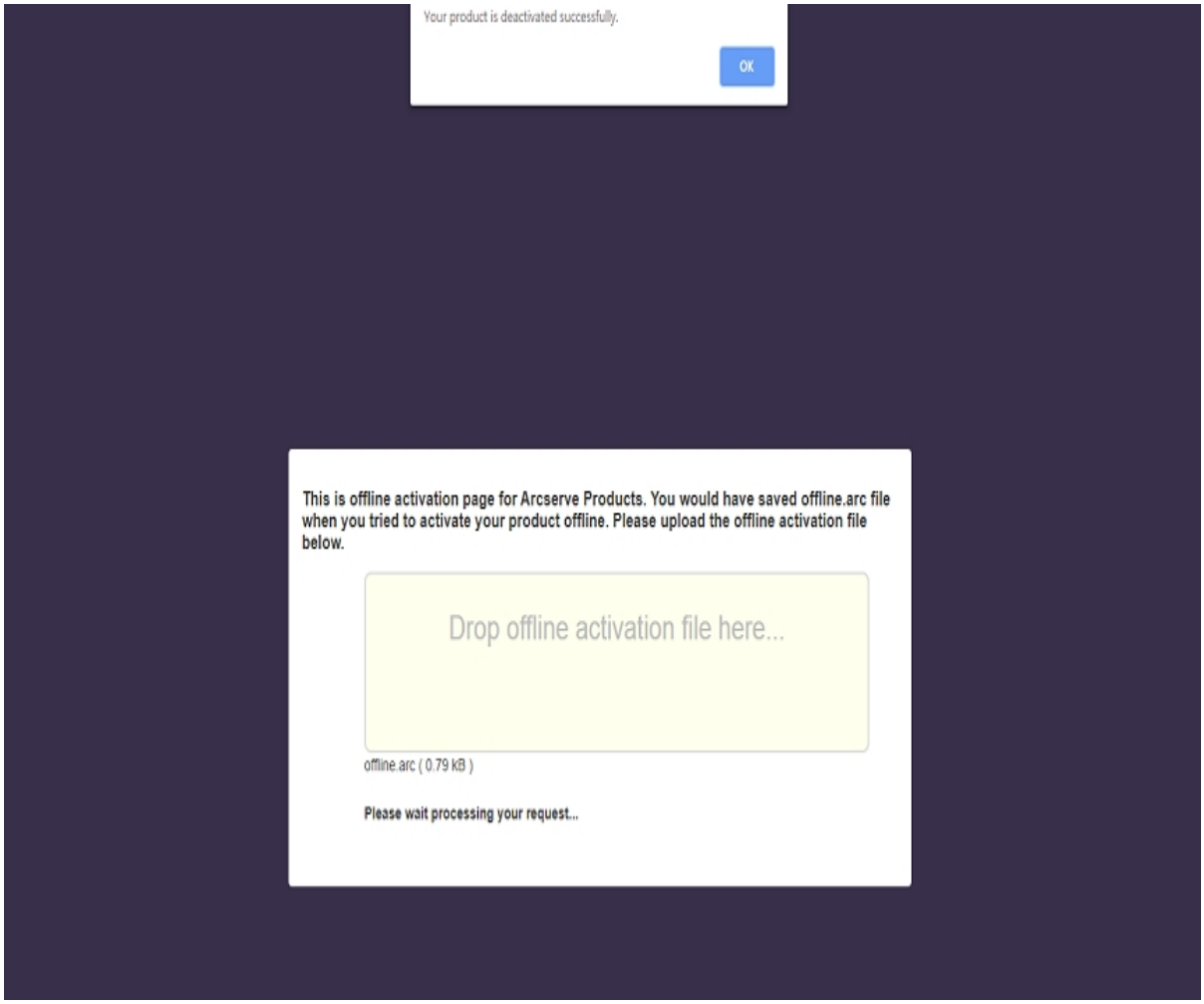
   An *offline.arc* file is saved at the following location:

   C:\Program Files\Arcserve\Unified Data Protection\Management\Configuration
5. Log into the same URL used for the offline activation process and upload the *offline.arc* file.

   The following pop-up message appears:

Your product is deactivated successfully.

Note: Depending on the type of browser used, the position of the pop-up message on screen may change.



To verify the deactivated license in Arcserve UDP Console, navigate to Activation and Licensing window and view the Product Activation tab.

How to Upgrade License of Arcserve UDP

Arcserve lets you upgrade your license of Arcserve product when a new version is available.

You can upgrade to Arcserve UDP 9.0 from an already activated Arcserve UDP 7.0/8.x.

Follow these steps:

1. To request for a new license certificate, see Free of Charge (FOC) upgrade to Arcserve UDP

   Notes:

   - You can request only if you are under active maintenance.
   - After you have received your FOC (Free of charge) license certificate, a fresh license activation for the product is not required.

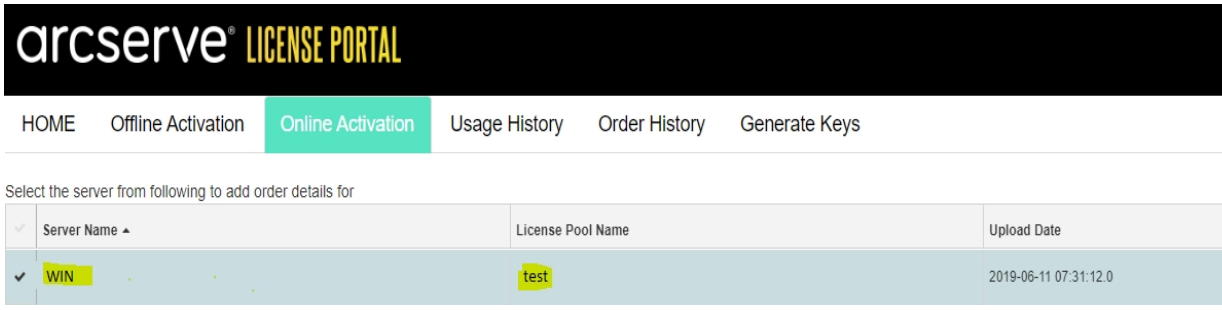
2. Add the new license certificate for the upgraded product versions. For details about how to add, see Add an order.

   You can assign the content to the existing license pool that is already associated with the upgraded server.

   You can assign licenses to one or multiple server.

   - **Assign license to one server:** Perform Step 3 of Add an order and select the license pool name associated to the upgraded server.

     In the below illustration license pool **test** is associated to server **WIN** and the server is upgraded to the latest version.



   - **Assign the licenses on more than one server:** In step 3 Add an order assign the licenses to default pool first. Then, modify the respective license pools to add the required quantity of new licenses.

     Note: The servers can belong to either different license pools or different users..

3. Perform one of the following steps to verify the added licenses for servers:

   - Online Mode - Click **Refresh** in the License Management tab from the upgraded console.
   - Offline Mode - Follow the steps provided under **Note**, below step 3 of Add an Order.

Chapter 5: Using Arcserve License for Arcserve Backup

You need to activate Arcserve Backup to use related Arcserve licenses. After activation of Arcserve Backup, entitled licenses are downloaded and made available on the Arcserve Backup Server.

This section contains the following topics:

How to Activate Arcserve Backup Licenses 74

How to Manage Arcserve Backup Licenses 90

How to Deactivate Arcserve Backup Licenses 96

How to Upgrade License of Arcserve Backup 101

How to Activate Arcserve Backup Licenses

Important! This process is applicable only to Arcserve Backup r17.5 or later.

To activate the older Agent versions of Arcserve Backup, refer to How to Apply Arcserve Backup License to Previous Versions of Agent.

Arcserve lets you activate Arcserve Backup after installation. Post installation, you can access the **Arcserve Product Activation** option directly from Arcserve Backup Console.

NOTES:

- Arcserve does not collect any personal or business critical information, such as node name, IP address, login credentials, domain name, and network names.
- This process of Arcserve Product activation is not applicable to Stand-alone Agent.
- After the activation, you can assign or release a license.

For more information, see Manage Arcserve Licenses.

This section contains the following topics:

- Activate Arcserve Backup License Online
- Activate Arcserve Backup License Offline
- Update User Detail for License Activation
- How to Apply Arcserve Backup License to Previous Versions of Agent

Activate Arcserve Backup License Online

Important! This process is applicable only to Arcserve Backup r17.5 or later.

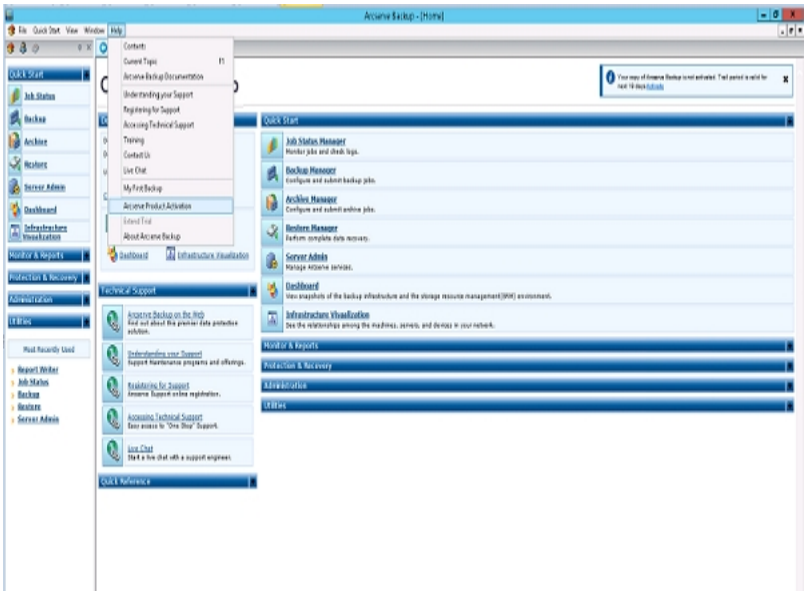
To activate the older Agent versions of Arcserve Backup, refer to How to Apply Arcserve Backup License to Previous Versions of Agent.

You can activate Arcserve Backup online from Arcserve Backup Manager.

Note: If Arcserve Backup is not activated, a message is displayed on the top-right corner.

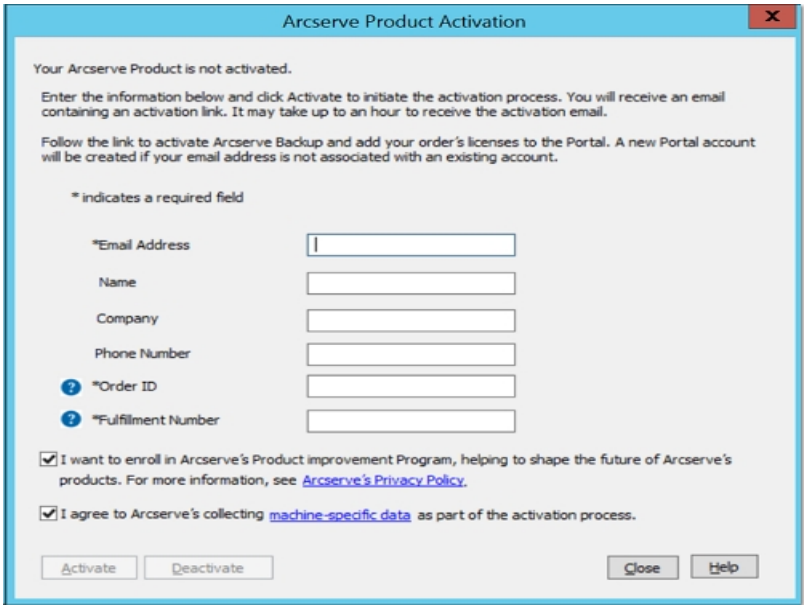
Follow these steps:

1. Log into Arcserve Backup Manager.
2. Click **Help**.



Multiple options appear in the drop-down list.

3. From the **Help** drop-down list of options, click **Arcserve Product Activation**.



4. From the **Arcserve Product Activation** dialog, enter the following details:

Email Address

Specify your email address.

Note: The verification email is sent to this email address.

Name

Specify your name.

Company

Specify the name of your company.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Order ID

Specify your Order ID.

Note: Order ID is available in the email that you receive after downloading / purchasing Arcserve Backup.

Fulfillment Number

Specify the Fulfillment Number.

Notes: Fulfillment Number is available in the email that you receive after downloading / purchasing Arcserve Backup.

Important! Product licensing / activation does NOT take place until you select the option I agree to Arcserve's collecting machine specific data as part of the activation process.

5. Click **Activate**.
6. Click **OK** on the acknowledgment message.

   An activation link is sent to your email.
7. Verify your email where you can view the Registration email from Arcserve.
8. From the email, click the link for activation.

   If you have performed any license activation for Arcserve Backup earlier (existing user), then navigate to step 11 mentioned below.

   Attention New Users of Arcserve Backup!The license activation is completed successfully when you click the Activate option from the email received that assigns all the license quantity to the server used for activation. However, if you select the *advanced allocation of license to the multiple servers* option available in the activation email, the steps mentioned below are applicable.

   You are led to Arcserve registration page where **Create a Password** dialog appears with your email already entered.

   Note: To complete activation, from the link you need to create profile for Arcserve License Portal. To create profile, you need to enter a password and create one license pool.
9. From **Create a Password** dialog, enter desired password to create your profile for Arcserve License Portal.
10. Click **Save**.

    You are led to the **License Pool** dialog.
11. Name a license pool and provide the quantity of licenses to include in the pool.

    Note: You can add more licenses to the pool later if required.
12. Click **Save** to complete the License activation process.

    Arcserve License Portal login page opens. You can log into portal to manage your Arcserve product licenses if required.

    You have activated Arcserve Backup license. Now, you can verify the activated license.

Verify Arcserve Backup License

You can verify the status of your activated license.

Follow these steps:

1. Log into Arcserve Backup Manager.
2. From the Console, click **Help**.
3. From the **Help** options displayed, click **About Arcserve Backup**.
4. From **About Arcserve Backup**, click **Manage Licenses**.

You can see the activated licenses.

For example, after running at least one backup, Base license count is shown under **Manage License**. Similarly, backup to tape library only shows Tape Library option license count under **Manage License**.

Activate Arcserve Backup License Offline

Important! This process is applicable only to Arcserve Backup r17.5 or later.

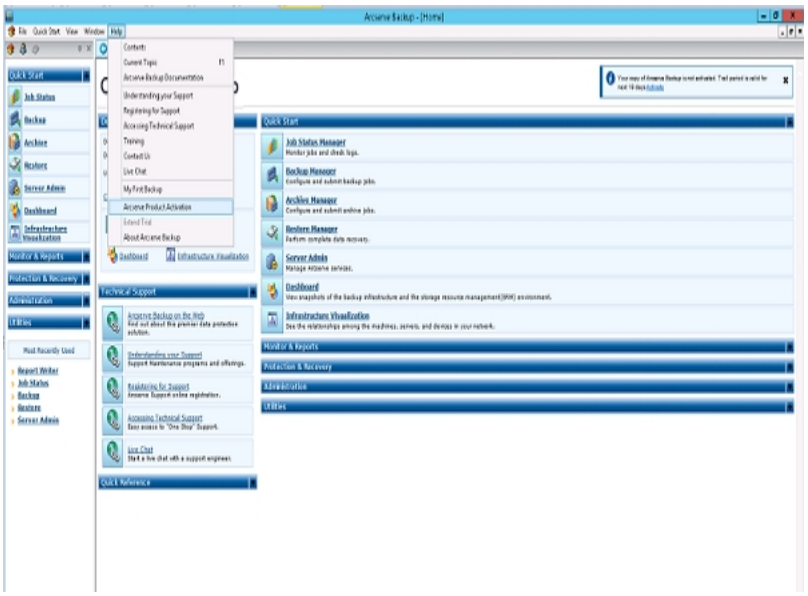
You can activate Arcserve Backup even if you are not online. If you use Arcserve Product from an offline location, you are automatically redirected to the offline activation method.

The offline activation starts when you click **Activate** in the **Arcserve Product Activation** Window. Arcserve Backup detects that an offline activation method is required and helps you to complete the offline activation.

Note: To complete the offline activation process on one machine, you must have internet access on another machine.

Follow these steps:

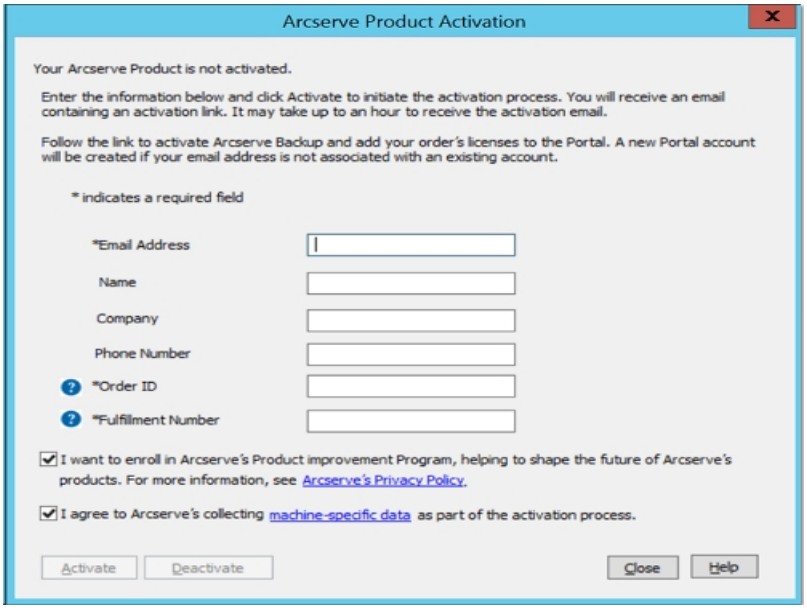
1. Log into the Arcserve Backup Manager.
2. From the Arcserve Backup Manager, click **Help**.



Multiple options appear in the drop-down list.

3. From the **Help** drop-down list of options, click **Arcserve Product Activation**.

   The **Arcserve Product Activation** dialog opens.



4. From the **Arcserve Product Activation** dialog, enter the following details:

   Email Address

   Specify your email address.

   Note: The verification email is sent to this email address.

   Name

   Specify your name.

   Company

   Specify the name of your company.

   Phone Number

   Specify your phone number in the following format:

   Country code - Phone number. For example: 000-1122334455

   Order ID

   Specify your Order ID.

   Note: You will receive Order ID through an email when you download/purchase Arcserve Backup.

   Fulfillment Number

   Specify the Fulfillment Number.

   You receive Fulfillment Number through an email when you down-load/purchase Arcserve Backup.

5. Click **Activate**.

Arcserve Offline Activation window opens.

6. Click **Save**.

   The *offline.arc* file is saved at the following location:

   C:\Program Files(x86)\CA\ARCserve Backup

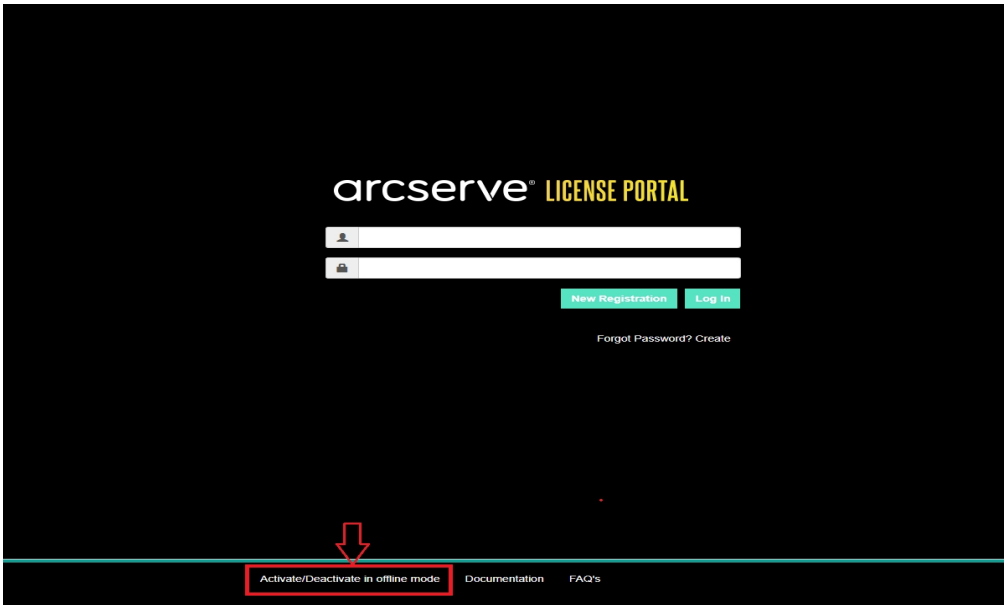
   Important! Product licensing / activation does NOT take place until you select the option I agree to Arcserve's collecting machine specific data as part of the activation process.

7. Perform the following steps in the online machine:

   a. Copy the *offline.arc* file to a machine that has internet access and open the following URL in the same machine:

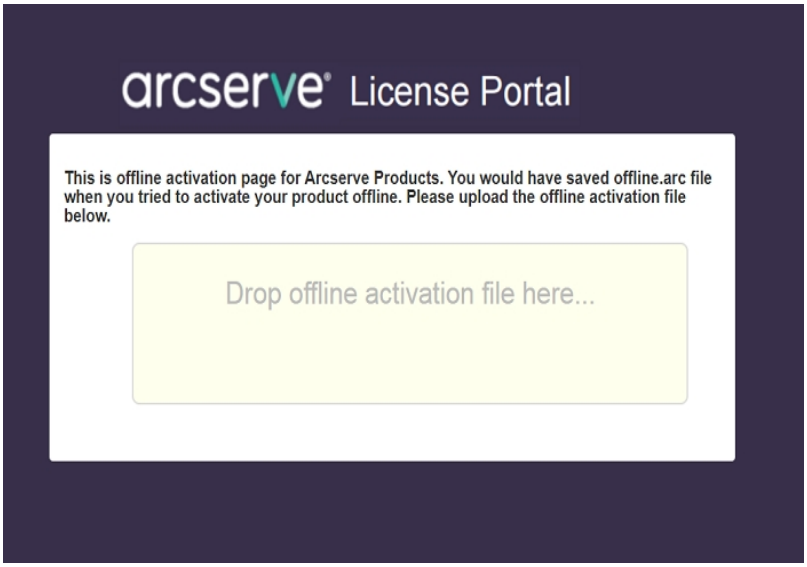
      https://www.arcserve-register.com/AERPEndUserPortal/index.html#/

      Arcserve License Portal opens.



   b. From the login page, click **Activate/Deactivate in offline mode**.

      The offline activation page opens.



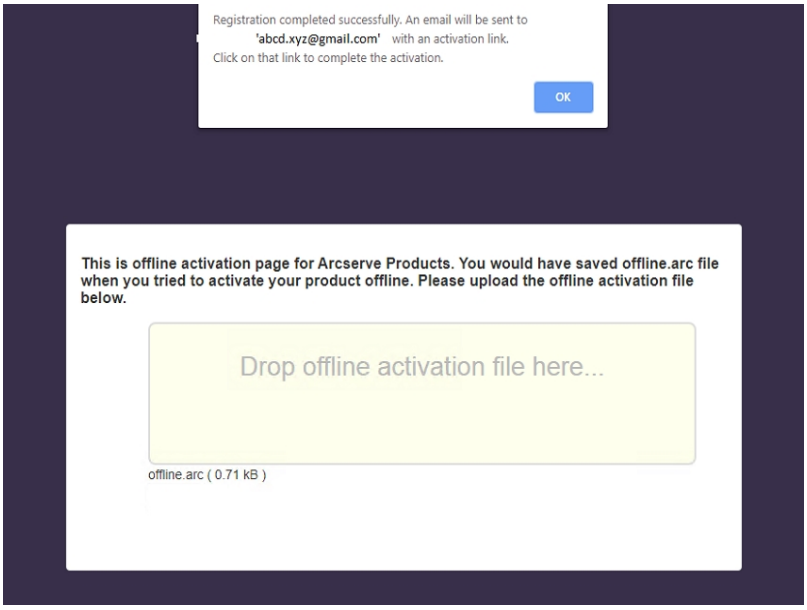
c. Drag and drop the saved *offline.arc* file to the offline activation page.

   Successful upload makes the Upload button appear.

d. Click **Upload**.

   The following pop-up message appears:

   Note: Depending on the type of browser used, the position of the pop-up message on screen may change.



e. Open the email address that you provided for activation.

   You can view the Arcserve Registration email.

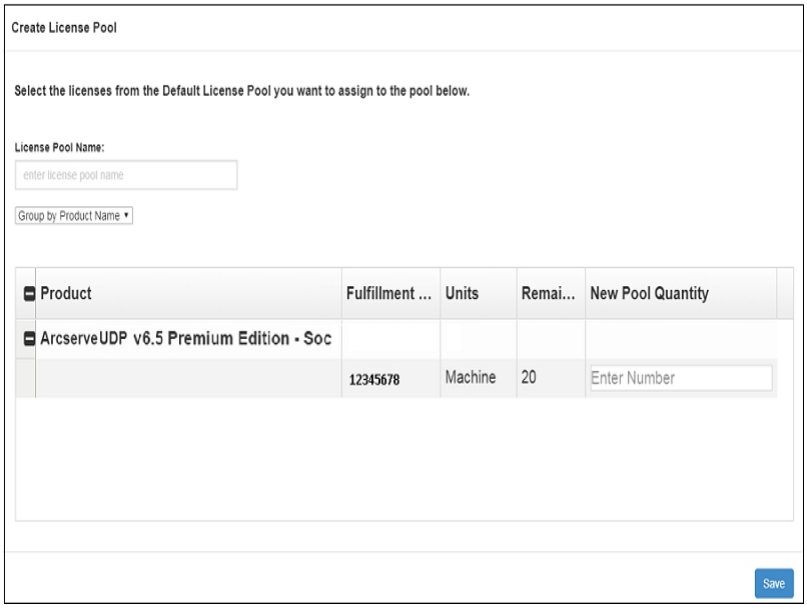
f. From the email, click the link for activation.

   The Arcserve registration page opens. You can see the **Create a Password** dialog with your email already entered.

   Note: To complete activation, from the link you need to create profile for Arcserve License Portal. To create profile, you need to enter a password and create one license pool.

g. From **Create a Password** dialog, enter desired password and click **Save**.

The **License Pool** dialog opens.



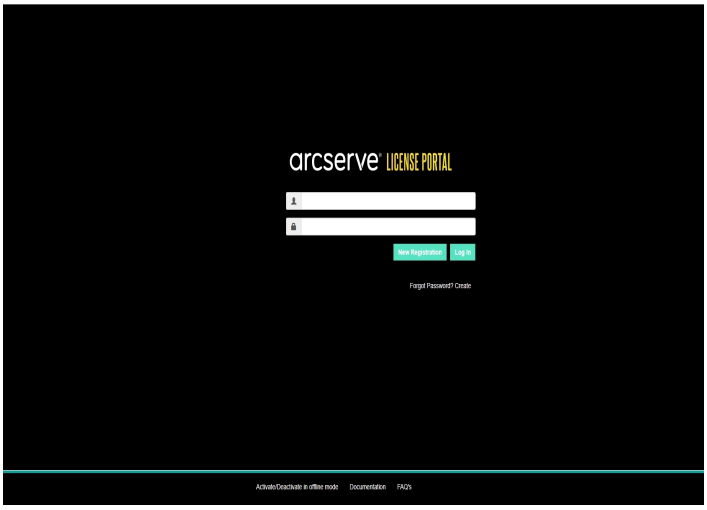
h. Perform the following actions to create the license pool and click **Save**.

Important! If you do not create the license pool, your machine will not display the licenses.

- Enter a name for your license pool.
- Enter the quantity of licenses to include in the pool.

  Note: You can add more licenses to the pool later, if required.

Arcserve License Portal login page opens.



i. Log into Arcserve License Portal using the same credentials that you used for registration.

The Arcserve License Portal home page appears.

j. From the Home page, click **Offline Activation**.

Successful activation makes the Offline Activation button appear.

k. Select the product name from the product list and click **Download**.

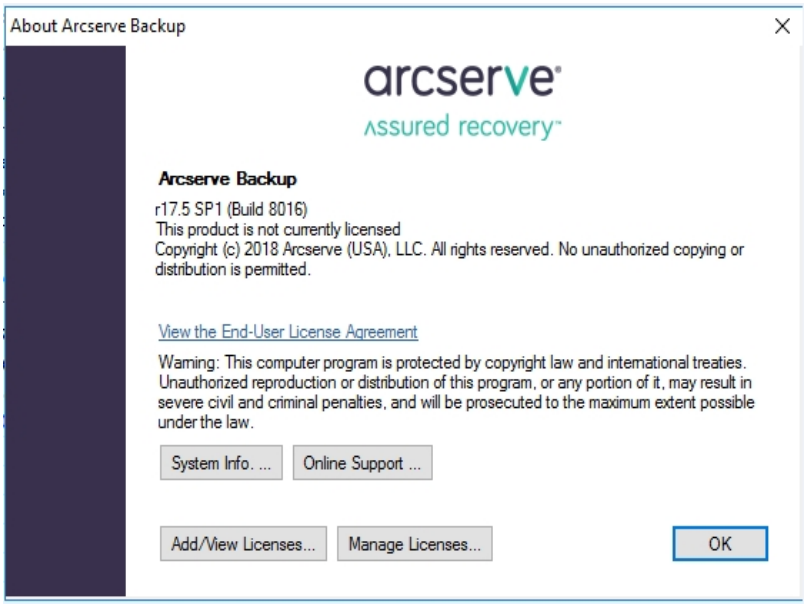
The *activation.arc* file is downloaded to your machine.

l. Navigate to *activation.arc* file and copy the file from the current machine to the following path in the offline machine:

C:\Program Files(x86)\CA\ARCserve Backup

8. From the Arcserve Backup Manager in the offline machine, click **About Arcserve Backup** from the **Help** drop-down list.

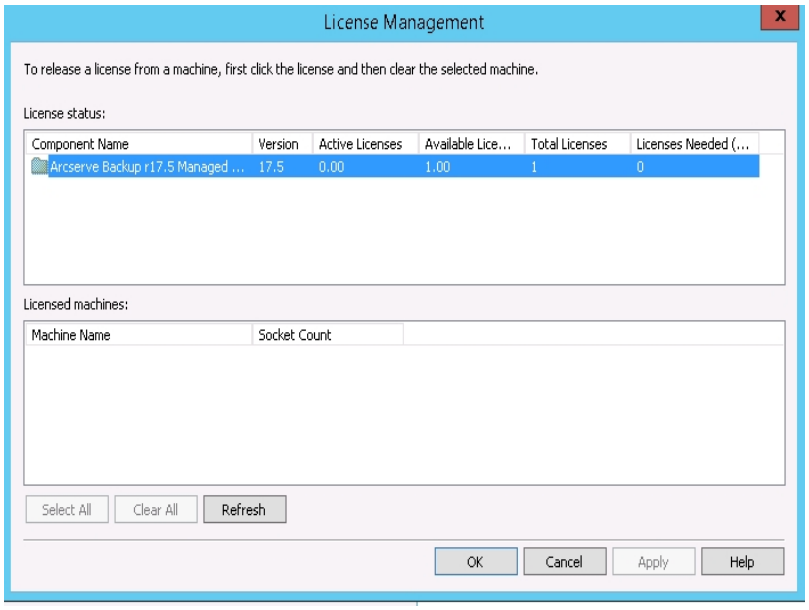
About Arcserve Backup window opens.



9. Click **Manage Licenses**.

License Management window opens.

Note: To view the activated license, you need to submit at least one backup job.



10. Click **Refresh** to view the activated license.

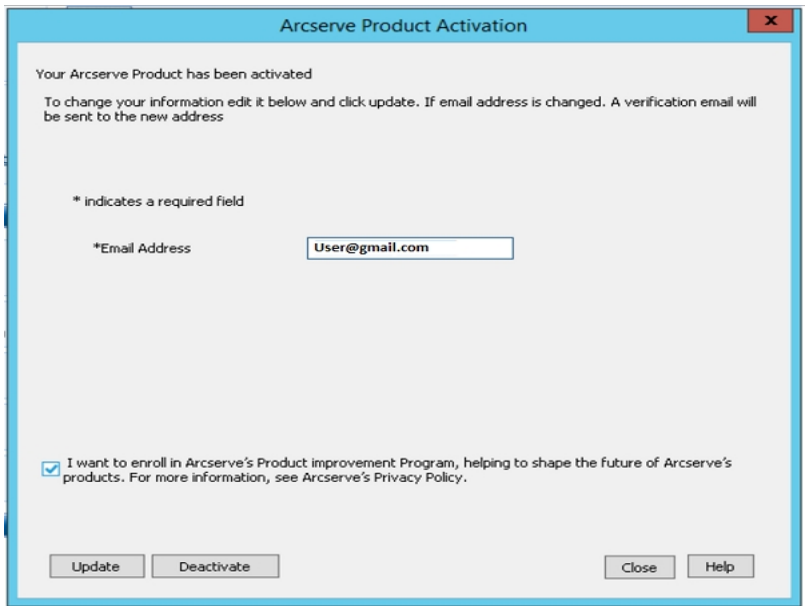
    You have activated the Arcserve Backup license using offline method successfully.

How to Update User Detail for License Activation

You can update the email ID that you provided during activation.

Note: You can update the email id only for online activation.

1. Log into Arcserve Backup Manager.
2. Click **Help** and select **Arcserve Product Activation**.
3. The **Arcserve Product Activation** dialog opens displaying the current email address.



4. Replace the email address and click **Update**.

   A pop-up message displays the confirmation of your updated information.

5. Click **OK**.

   Note: The email address entered is used for all types of communication to you from Arcserve.

Apply Arcserve Backup License to Previous Versions of Agent

Arcserve Backup Manager does not support licensing to previous versions of Agents.

Previous versions agents can be licensed by providing 25-digit license key with below steps

Example:

To apply license to r17.0 Client Agent or r16.5 UNIX agent from r17.5 version, you need to run *CALicnse.exe* available at the following location:

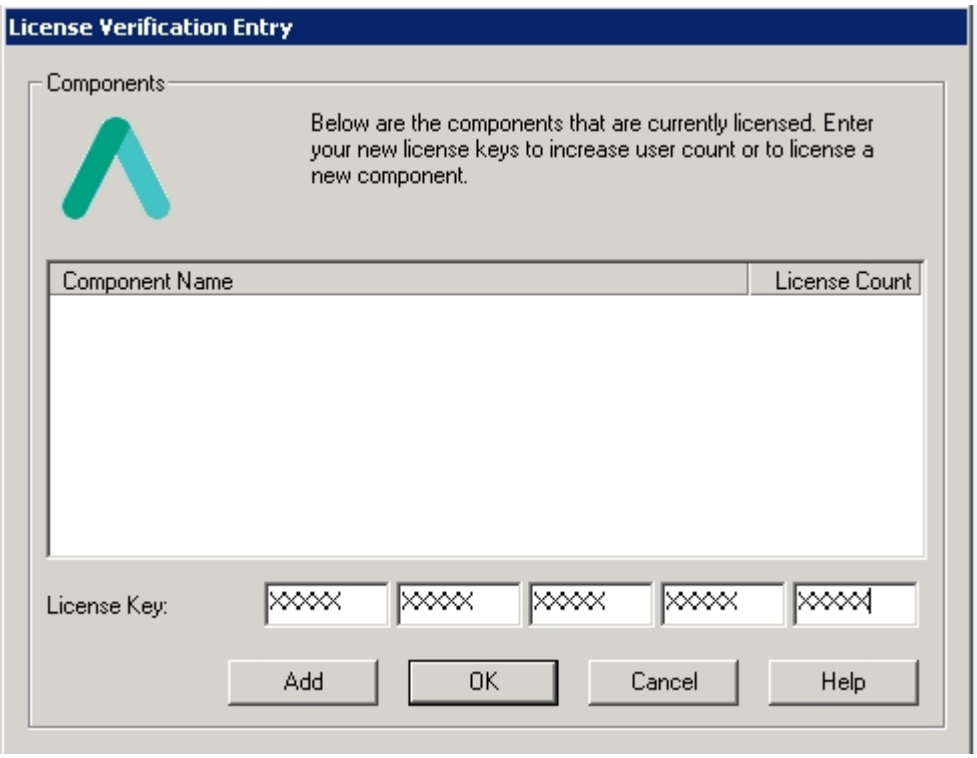
C:\Program Files (x86)\Arcserve \SharedComponents \CA_LIC\CALicnse.exe

Follow these steps:

1. Navigate to the following path and open *CALicnse.exe*:

   C:\Program Files (x86)\Arcserve \SharedComponents \CA_LIC

   The License Verification Entry dialog opens.



2. Enter the 25-digit license key and click **OK**.

   Note: To obtain the license key, Contact Support.

You have applied the license to previous versions of Arcserve Backup Agents successfully.

How to Manage Arcserve Backup Licenses

Arcserve lets you centrally manage licenses for all the types of backup source nodes that are added to Arcserve Backup Manager. The licensing model provides a single license to all the applications with a predetermined number of active license rights included in the overall license pool.

Arcserve products install SDK License with every release. You can manually reinstall, upgrade or uninstall. For more information, see How to Install and Uninstall License SDK.

Managing Arcserve Backup licenses helps you assign, release, and verify a license.

An active license is granted for each new user from the license pool on a first-come, first-serve basis until the total number of available licenses are exhausted. If all the active licenses are already in use and you want to activate license for a newly added server, then you need to manually release a license from one of the licensed servers and assign that released license to the newly added server.

Note: When no license is available, an error message appears in the Activity Log.

You can easily remove license rights to allow other servers to gain license privileges. From the Backup Manager, you can access Manage Licenses dialog and view the active license counts for each component. You can also manage the applied licenses using Arcserve Backup Manager.

What To Do Next?

- Review the Prerequisites
- Assign a License
- Release License from a Node
- Verify the License

Review the Prerequisites

Verify if you meet the following prerequisites to manage the licenses:

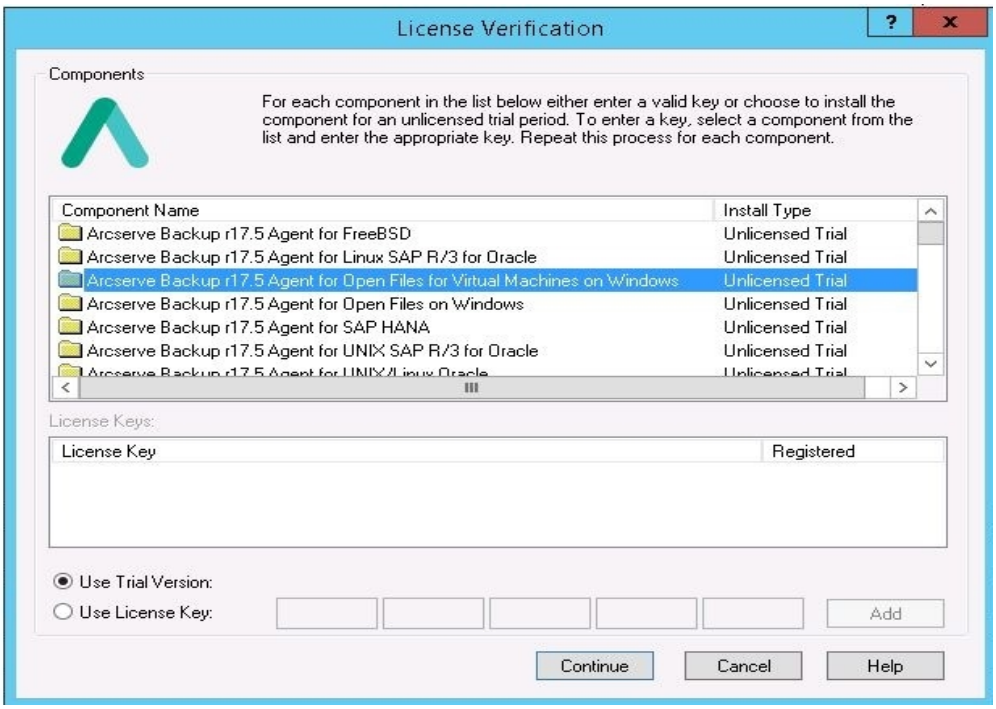
- You have installed Arcserve Backup Manager.
- You must have already activated license.

Assign a License

The licenses are assigned automatically after the product activation. However, you can assign Arcserve Backup licenses from the Arcserve Backup Manager using 25 digit license key.

Follow these steps:

1. Log into the Arcserve Backup Manager.
2. Navigate to **Help** menu and select **About Arcserve Backup**.
3. From **About Arcserve Backup** dialog, click **Add/View Licenses**.



4. Select the component name and then select **Use License Key** checkbox.
5. Enter the license key and click **Continue**.

You have assigned the Arcserve Backup licenses from Arcserve Backup Manager successfully.

Release License from a Node

Important! This process is applicable only for component-based licenses.

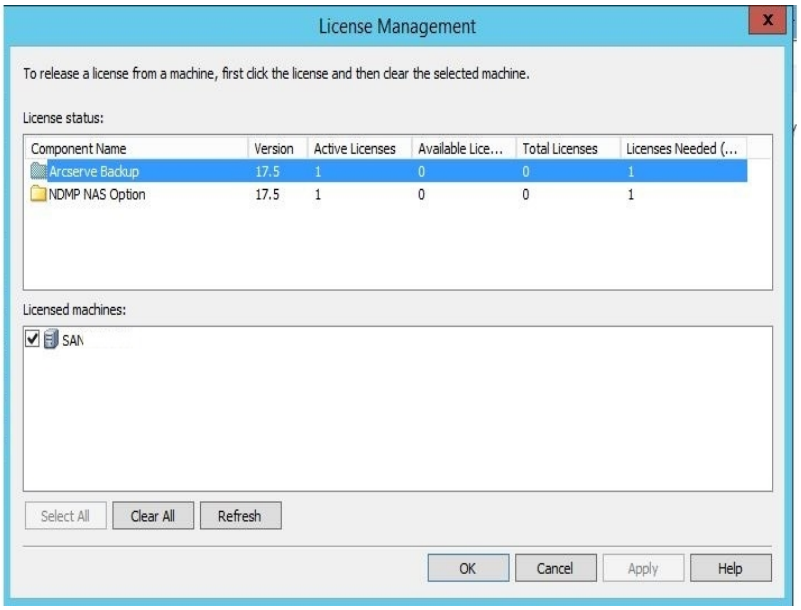
If you do not want to protect any node (machine), release the license from that node and use the released license to protect any other node.

Follow these steps:

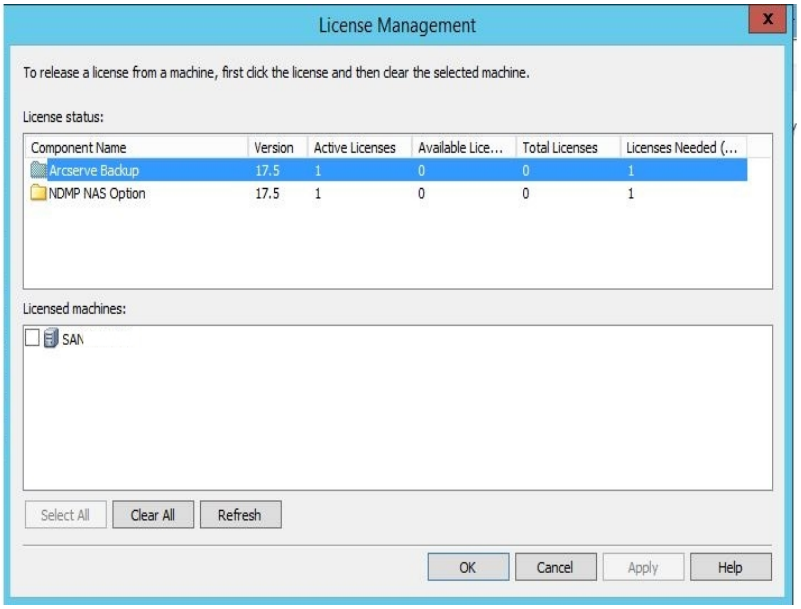
1. Log into Arcserve Backup Manager.
2. Click **Help** and select **About Arcserve Backup**.

   The **About Arcserve Backup** dialog opens.
3. From the dialog, click **Manage Licenses**.

   The **License Management** dialog opens.



4. From **License Management**, select the required **License Component Name**.
5. From the **Licensed machines** pane clear the selection from the checkbox of the machine.



The license is released from that node and is made available in the license pool.

(Optional) If you want to assign the released license, run backup on another node to automatically assign the license.

Note: If you do not have enough licenses, unlicensed machines are displayed with red icon in the **Licensed machines** pane.

Verify the License

To verify if the correct license is applied to a node, run a backup job for the licensed node. If the backup job is successful, then the license is applied to the node.

How to Deactivate Arcserve Backup Licenses

Based on the method used for Arcserve Backup activation, you can deactivate the Arcserve Backup license online and offline.

Notes:

- When you uninstall Arcserve Backup server, all your licenses are not released. Make sure to deactivate the product before uninstalling Arcserve Backup server to make licenses available for further installations. In case, you uninstalled Arcserve Backup server without deactivating, contact support to make licenses available for further installations.
- For Arcserve Backup activation and deactivation, you must use the same mode. For example, to perform offline deactivation, you must have activated the license using the offline mode.

This section contains the following topics:

- Deactivate Arcserve Backup License Online
- Deactivate Arcserve Backup License Offline

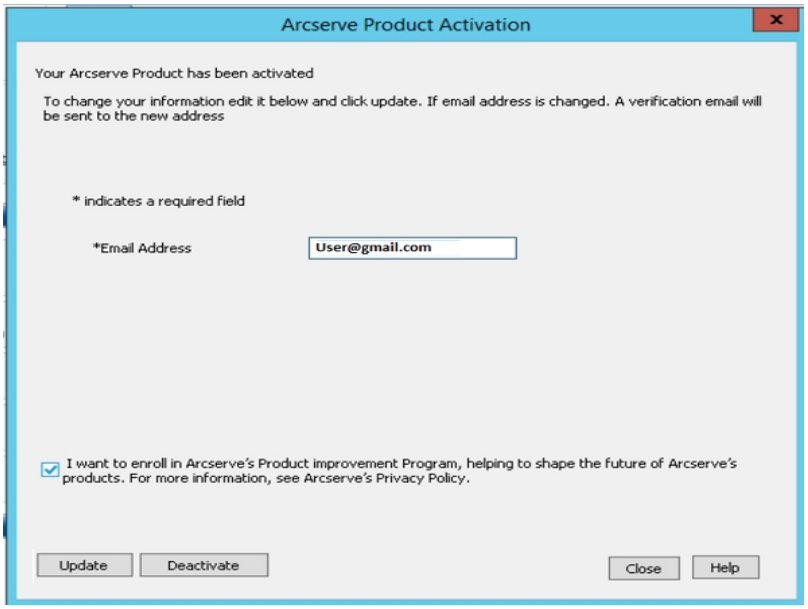
Deactivate Arcserve Backup License Online

Important! You can deactivate your Arcserve product online only if the product was also activated using online method.

Follow these steps:

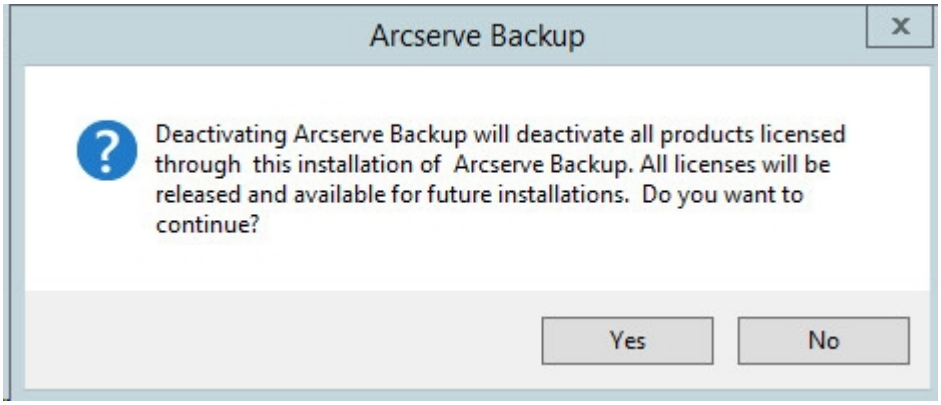
1. Log into the Console.
2. Click **Help** and select **Arcserve Product Activation**.

   Arcserve Product Activation dialog opens.



3. Click **Deactivate**.

   The Deactivate Arcserve Backup confirmation dialog appears.



4. Click **Yes**.

All your licenses are released from the Arcserve Backup Server and made available for further use.

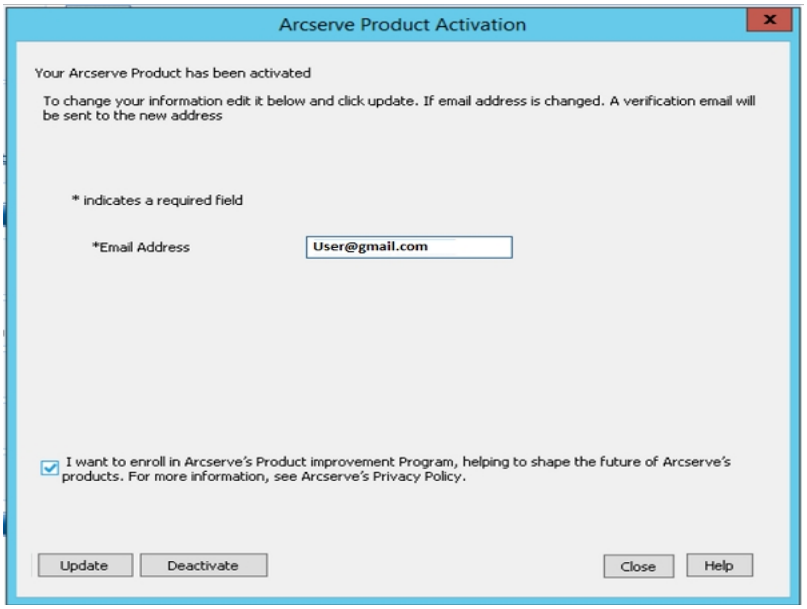
Deactivate Arcserve Backup License Offline

Important! You can deactivate your Arcserve product offline only if the product was also activated using offline method.

Follow these steps:

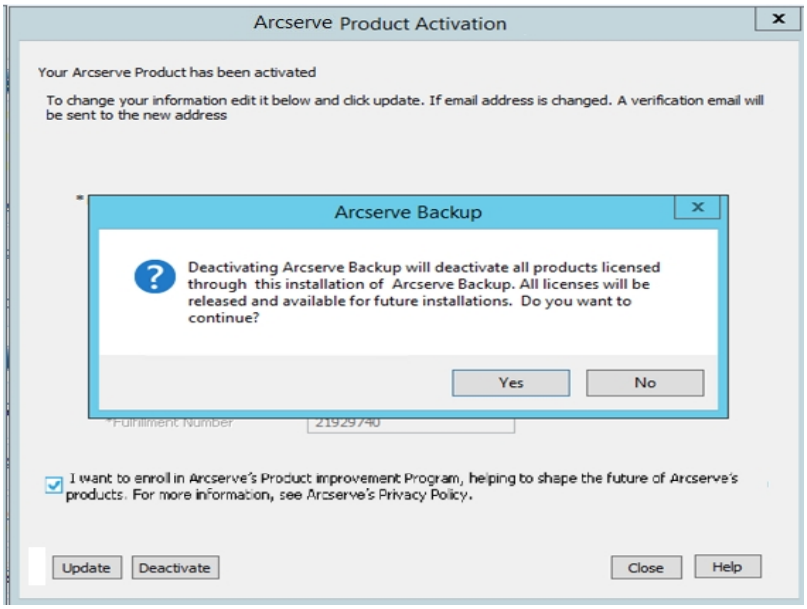
1. Log into the Arcserve Backup Manager.
2. Click **Help** and select **Arcserve Product Activation**.

   The **Arcserve Product Activation** dialog opens.



3. Click **Deactivate**.

   The confirmation dialog appears.



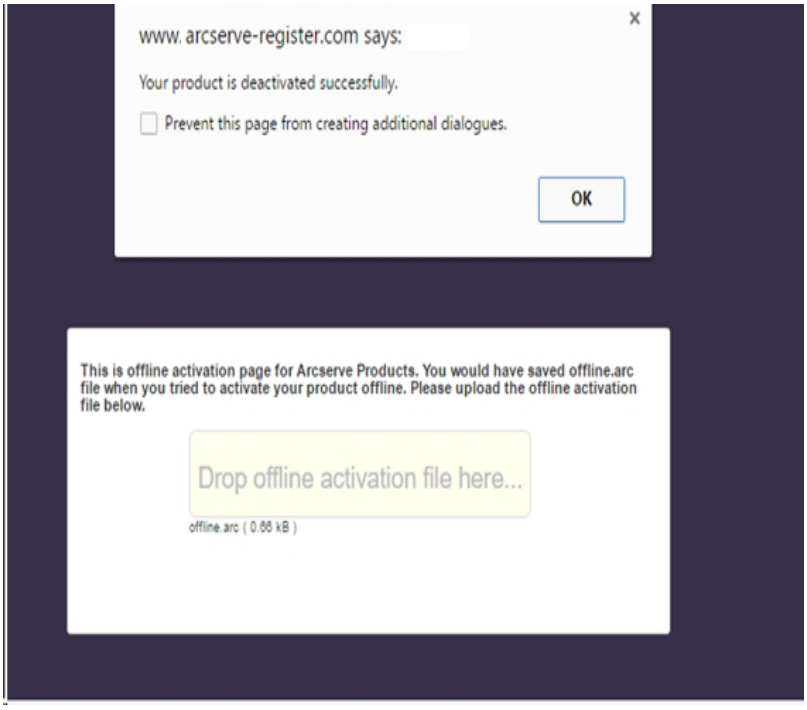
4. Click **Yes**.

   The *offline.arc* file is saved at the following location:

   C:\Program Files(x86)\CA\ARCserve Backup

5. Log into the same URL used during the offline activation process., and upload the *offline.arc* file.

   Note: Depending on the type of browser used, the position of the pop-up message on screen may change.



Note: If product was activated using the online method, then instead of the confirmation dialog, you will receive the following message:

To verify the deactivated license in Arcserve Backup Manager, navigate to Arcserve Product Activation window.

How to Upgrade License of Arcserve Backup

Arcserve lets you upgrade your license of Arcserve product when a new version is available.

You can upgrade to Arcserve Backup 18.0 from an already activated installed Arcserve Backup r17.5.

Follow these steps:

1. Log into Arcserve Support portal.
2. Request for a new license certificate

   Arcserve provides free license certificate for product upgrades. For more information, see Free of Charge (FOC) upgrade to Arcserve Backup

Notes:

- You can request only if you are under active maintenance.
- After you have received your FOC (Free of charge) license certificate, a fresh license activation for the product is not required.

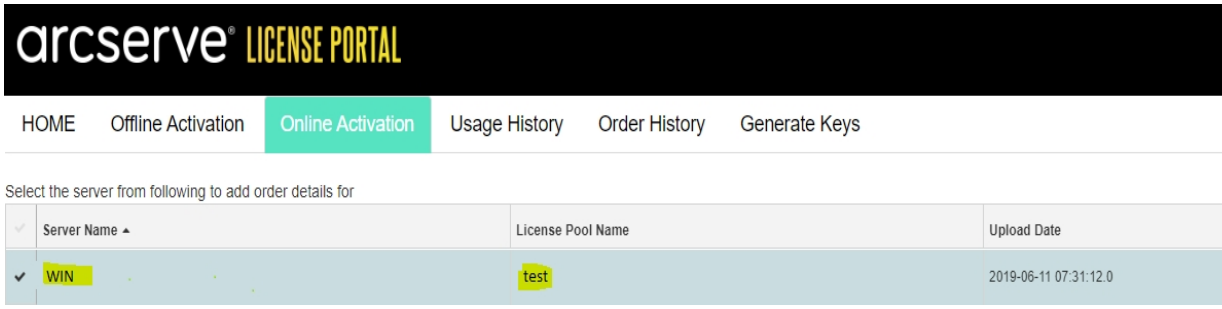
3. Add the new license certificate for the upgraded product versions. For details about how to add, see Add an order.

   You can assign the content to the existing license pool that is already associated with the upgraded server.

   You can assign licenses to one or multiple server.

   - **Assign license to one server:** Perform Step 3 of Add an order and select the license pool name associated to the upgraded server.

     In the below illustration license pool **test** is associated to server **WIN** and the server is upgraded to the latest version.



   - **Assign the licenses on more than one server:** In step 3 Add an order assign the licenses to default pool first. Then, modify the respective license pools to add the required quantity of new licenses.

     Note: The servers can belong to either different license pools or different users..

4. Perform one of the following steps to verify the added licenses for servers:

   - Online Mode - Click **Refresh** in the License Management tab from the upgraded console.
   - Offline Mode - Follow the steps provided under **Note**, below step 3 of Add an Order.

Chapter 6: Using Arcserve License for Stand-alone Agents

This section contains the following topics that outlines the process involved in licensing the Stand-alone Agents:

How to Generate Arcserve License Keys for Stand-alone Agents 103

How to Apply Arcserve License on Stand-alone Agent during Product Improvement Program Registration 107

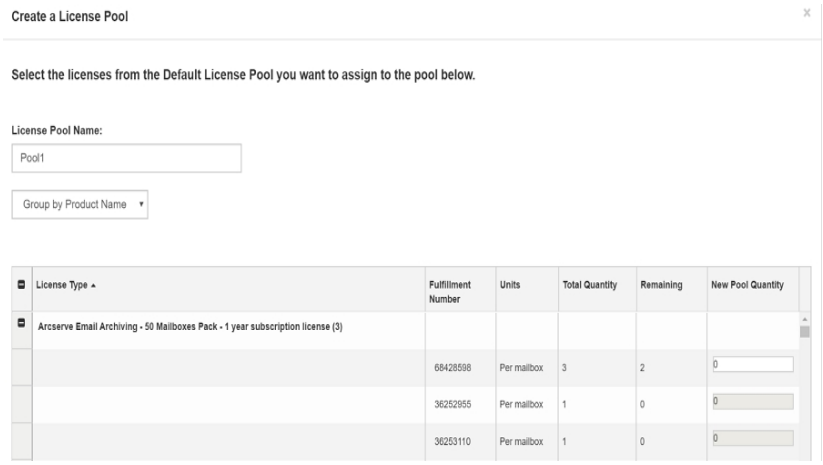
How to Generate Arcserve License Keys for Stand-alone Agents

Arcserve UDP allows you to generate the license keys for Stand-alone agents (Arcserve UDP v6.5 Windows/Linux Agents) without using Arcserve UDP Console.

Note: If you have registered already to Arcserve License Portal, then navigate directly to step 9.

Follow these steps:

1. Open Arcserve License Portal.
2. Click **New Registration**.



Register For Stand-alone Agents and RHA page appears.

3. Select the *Register For Stand-alone Windows/Linux Agents of UDP v6.5 and Arcserve RHA* option.

   Registration window opens.

4. Enter the required details.

   Name

   Specify your name.

   Email Address

   Specify your email address.

   Note: The activation email is sent to this email address.

   Phone Number

   Specify your phone number in the following format:

   Country code - Phone number. For example: 000-11XXXX4455

   Company

   Specify the name of your company.

   Order ID

   Specify your Order ID.

   Note: The Order ID is received through an email when you download Arcserve UDP.

   Fulfillment Number

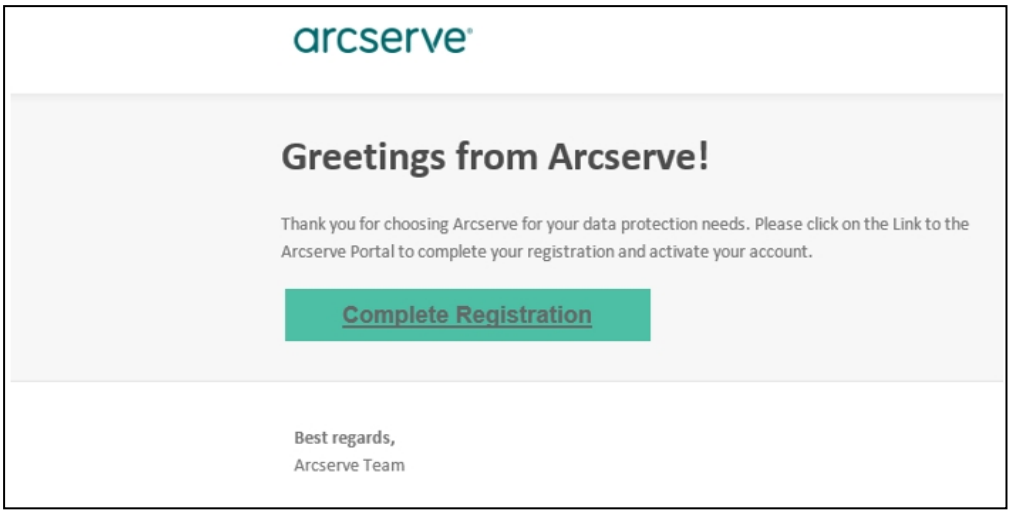
   Specify the Fulfillment Number.

   Note: The Fulfillment Number is received through an email when you download Arcserve UDP.

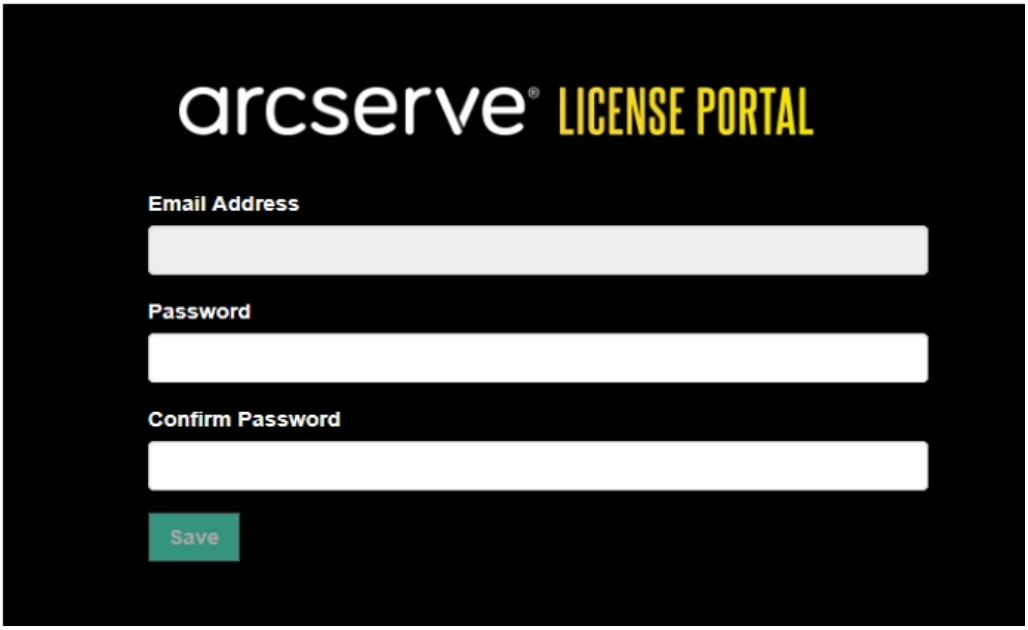
5. Click **Register**.

   After successful registration, a pop-up message appears.

6. Click **OK** and verify the activation email sent to your registered email id.

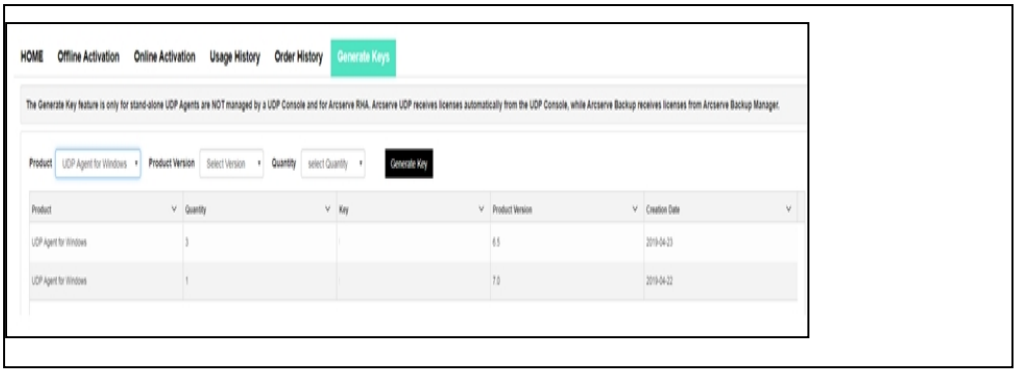


7. Click the link for activation from the email received to change the password.



8. Enter the password and click **Save**.
9. Log into the Arcserve License Portal with your registered credentials.

   The Arcserve License Portal Opens.
10. Click **Generate Keys**.



11. From Product Name, select any one product (UDP Agent for Windows or UDP Agent for Linux)and perform one of the following steps:
    1. From Product Version, select required version of license Key to be generated for selected product.
    2. From Quantity, select required Quantity of license Key to be generated for selected product.
    3. Click **Generate Key**.

License key has been successfully generated with the provided details.

Based on the *Product Name* selected, you can use the generated license key to license the Stand-alone agent (Arcserve UDP Windows/Linux Agents).

How to Apply Arcserve License on Stand-alone Agent during Product Improvement Program Registration

After installing Arcserve UDP Agent v6.5, you may register for Product Improvement Program from the Console. This registration enables you to share /allow Arcserve to automatically collect the usage details and statistics of the Console that helps to improve product usability and capabilities.

Important! Arcserve does not collect any personal or business critical information such as node name, IP address, login credentials, domain name, and network names.

If you have not registered the Console, you will receive the following notification in the **Messages** tab of the Console:

Your copy of Arcserve Unified Data Protection has not been registered in the Arcserve Product Improvement Program. Register.

Follow these steps:

1. From the Console, click **Help**, **Product Improvement Program**.

   The **Arcserve Product Improvement Program** dialog opens.

2. Select the **Participate in Arcserve's Product Improvement Program** check box.
3. Specify the following details and click **Send Verification Email**:

   Name

   Specify your name.

   Company

   Specify the name of your company.

   Phone Number

   Specify your phone number in the following format:

   Country code - Phone number. For example: 000-1122334455

   Email Address

   Specify your email address. This is a mandatory field. The verification email will be sent to this email address.

   Fulfillment Number

   Specify the Fulfillment Number. You must have received this number in an email when you download Arcserve UDP.

The verification email is sent to the email address that you have mentioned on the **Arcserve Product Improvement Program** dialog.

4. Log into the email account and open the received email.
5. Click the verification link provided in the email.
6. From the email, click the link for activation.

   You are led to the Arcserve registration page where **Create a Password** dialog appears with your email already entered.

   Note: To complete activation, from the link you need to create profile for Arcserve License Portal. To create profile, you need to enter a password and create one license pool.
7. From **Create a Password** dialog, enter desired password to create your profile for Arcserve License Portal.
8. Click **Save**.

   Arcserve License Portal login page opens. You can license the Stand-alone agent using Add an Order and Downloading Keys options.

   You have successfully registered Arcserve UDP.

   After you have registered, the Cancel Participation button is activated.

   To cancel your registration, click **Cancel Participation**.

   To update the email address, register again using the same process as described above in this topic.

Chapter 6: Generating Arcserve License for Arcserve Continuous Availability, Live Migration, and RHA

This section contains the following topics that outlines the process involved in generating license for Arcserve - Continuous Availability, Live Migration, and RHA:

How to Generate Arcserve License Keys for Arcserve Continuous Availability 109
How to Generate Arcserve License Keys for Arcserve Live Migration 113
How to Generate Arcserve License Keys for Arcserve RHA 18.0 SP1 118
How to Generate Arcserve License Keys for Arcserve RHA 16.5 123

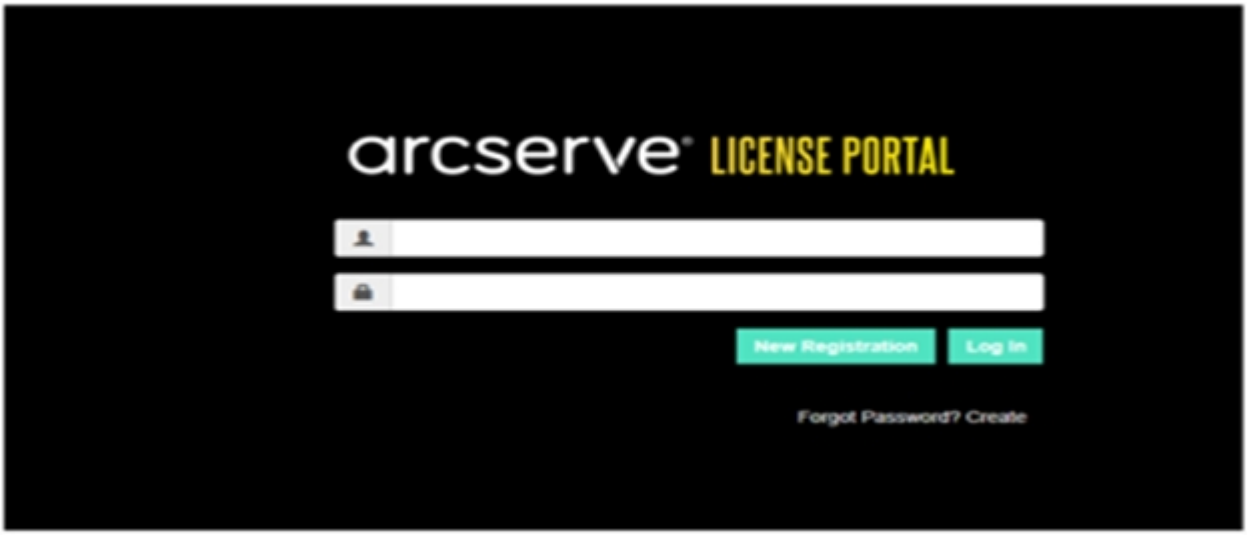
How to Generate Arcserve License Keys for Arcserve Continuous Availability

Arcserve License Portal allows you to generate the license keys for Arcserve - Continuous Availability, Live Migration, and RHA.

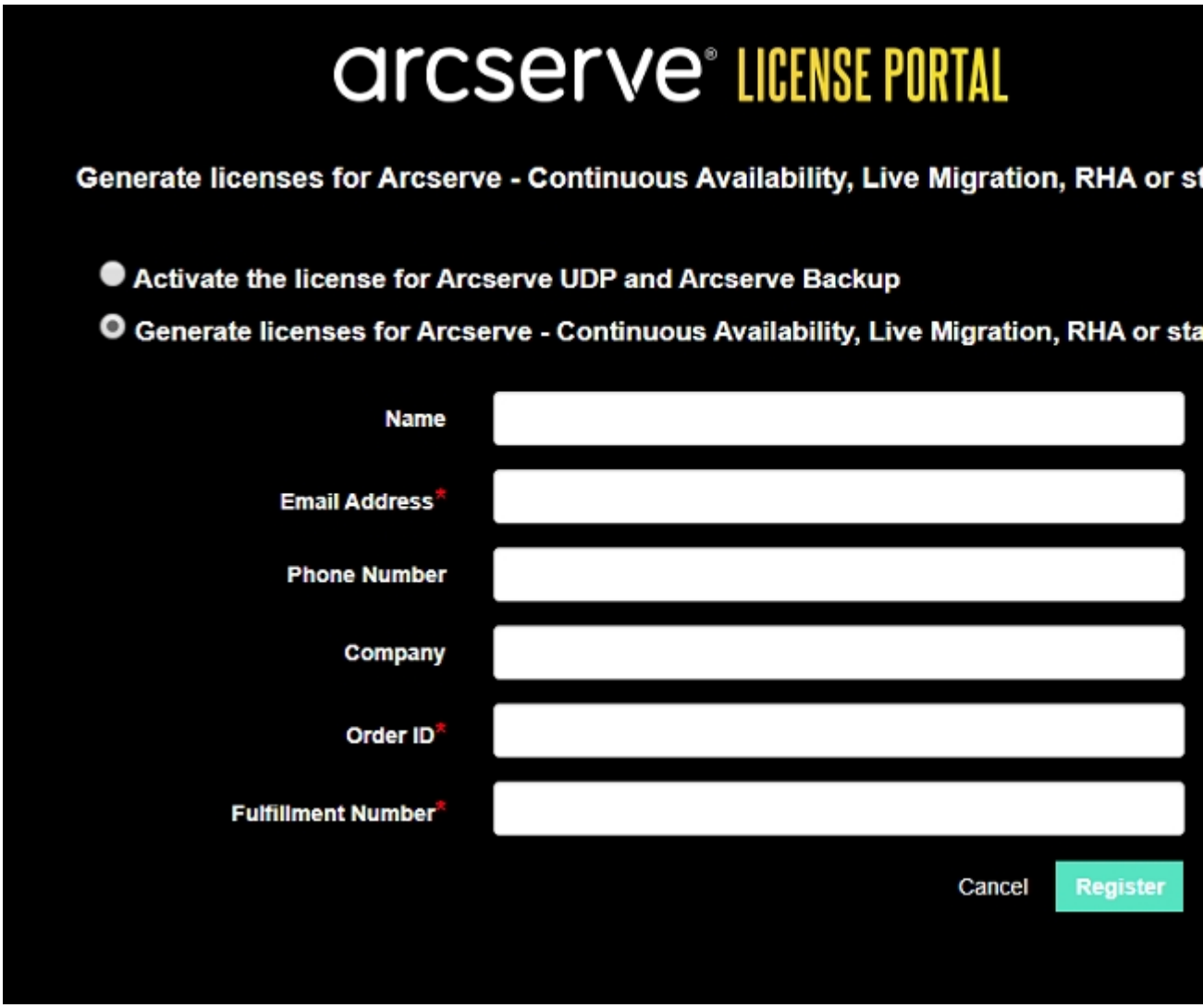
Note: If you have registered already to Arcserve License Portal, then navigate directly to step 9.

Follow these steps:

1. Open Arcserve License Portal.
2. Click **New Registration**.



3. Select the **Generate licenses for Arcserve - Continuous Availability, Live Mirgration, RHA or stand-alone UDP agents** option.



The Registration form opens.

4. Enter the required details.

Name

Specify your name.

Email Address

Specify your email address.

Note: The activation email is sent to this email address.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-11XXXX4455

Company

Specify the name of your company.

Order ID

Specify your Order ID.

Note: The Order ID is received through an email when you download Arcserve UDP.

Fulfillment Number

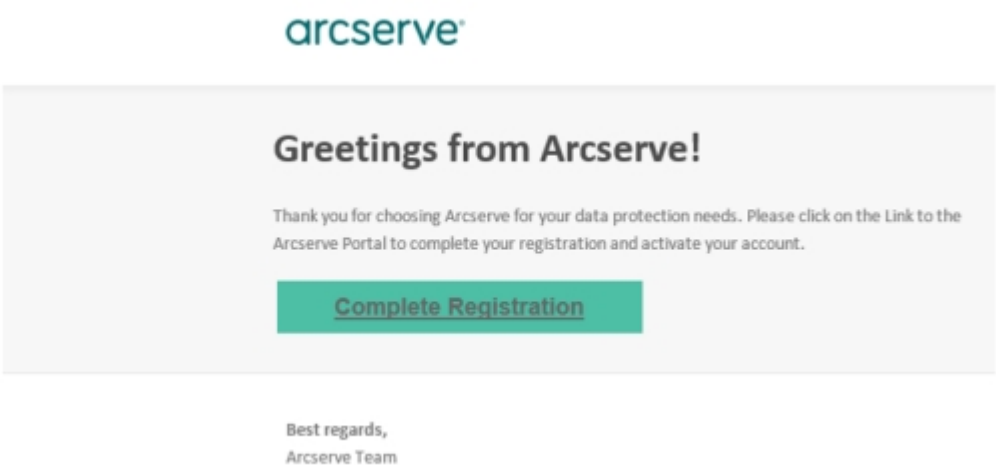
Specify the Fulfillment Number.

Note: The Fulfillment Number is received through an email when you download Arcserve UDP.

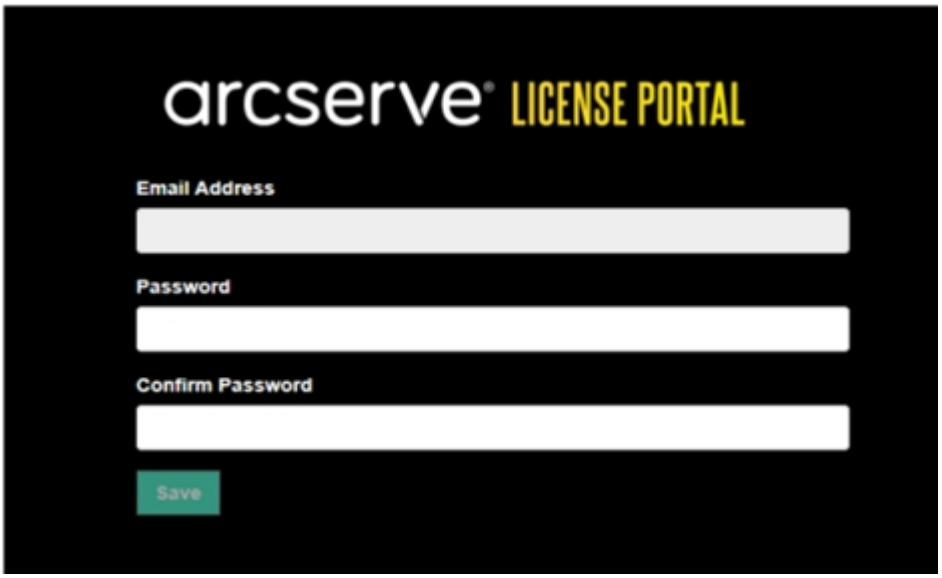
5. Click **Register**.

   After successful registration, a pop-up message appears.

6. Click **OK** and verify the activation email sent to your registered email id.



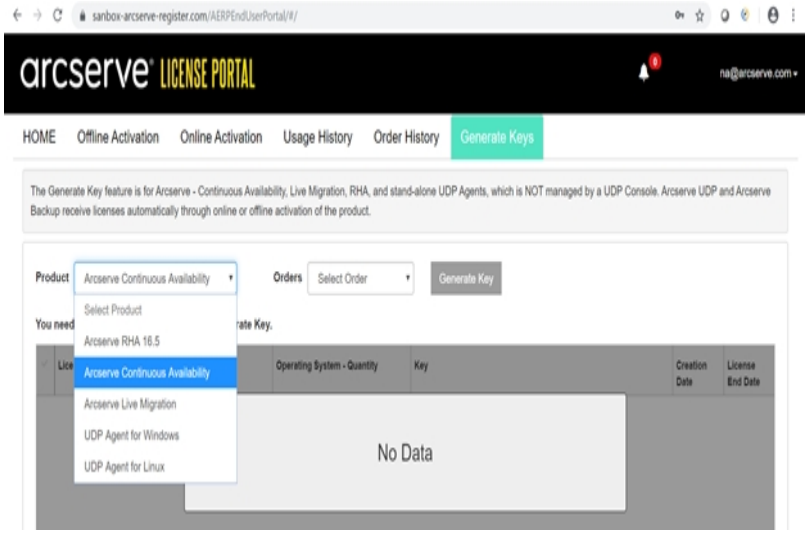
7. Click the link for activation from the email received to change the password.



8. Enter the password and click **Save**.
9. Log into the Arcserve License Portal with your registered credentials.

   The Arcserve License Portal Opens.
10. Click **Generate Keys**.

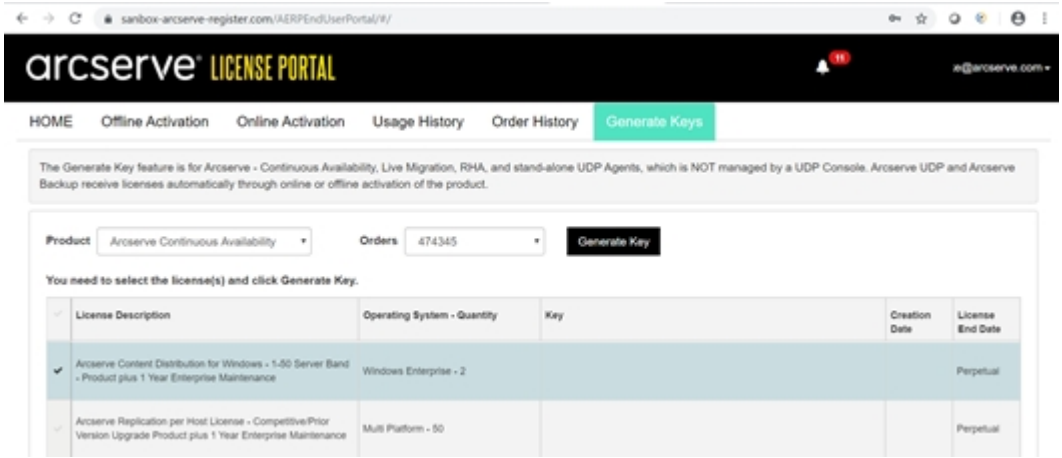
    Note: Arcserve Continuous Availability appears in the Product Name drop-down list only when you add Arcserve UDP premium plus edition or Arcserve Continuous Availability orders in the license portal.



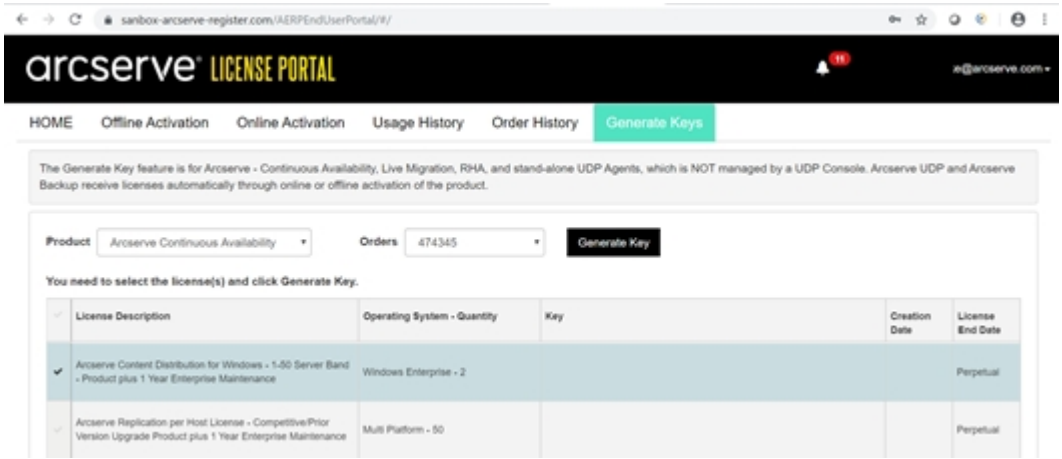
11. From Product Name, select product as Arcserve Continuous Availability and perform the following steps:

    a. From Orders, select the required Order. The page displays the list of licenses available for that order.

b. Select the required license(s) from the grid.



c. Click **Generate Key**.



License key has been successfully generated with the provided details.

Note: You can use the generated license key with Arcserve Continuous Availability. System with Arcserve Replication and High Availability 18.0 can be upgraded to Arcserve Continuous Availability. For further questions, please visit the technical support site or contact us.

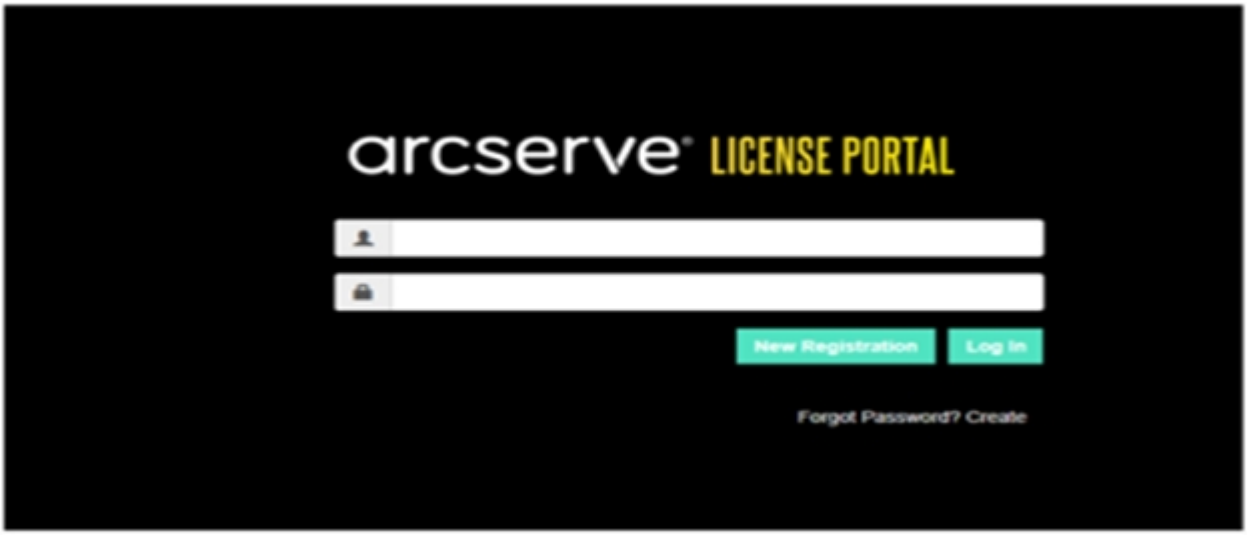
How to Generate Arcserve License Keys for Arcserve Live Migration

Arcserve License Portal allows you to generate the license keys for Arcserve-Continuous Availability, Live Migration, and RHA.

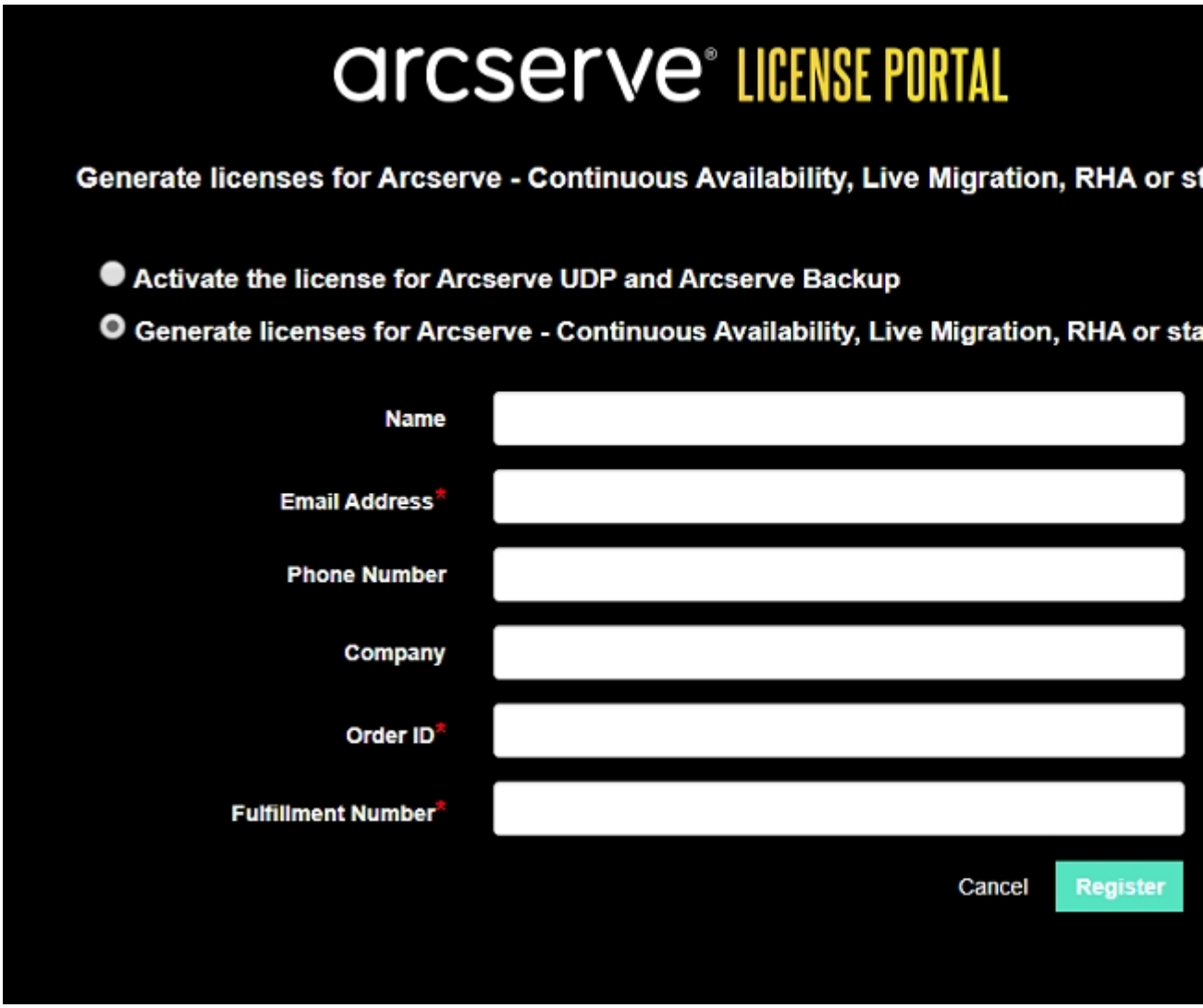
Note: If you have registered already to Arcserve License Portal, then navigate directly to step 9.

Follow these steps:

1. Open Arcserve License Portal.
2. Click **New Registration**.



3. Select the **Generate licenses for Arcserve - Continuous Availability, Live Migration, RHA or stand-alone UDP agent** option.



The Registration form opens.

4. Enter the required details.

Name

Specify your name.

Email Address

Specify your email address.

Note: The activation email is sent to this email address.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-11XXXX4455

Company

Specify the name of your company.

Order ID

Specify your Order ID.

Note: The Order ID is received through an email when you download Arcserve UDP.

Fulfillment Number

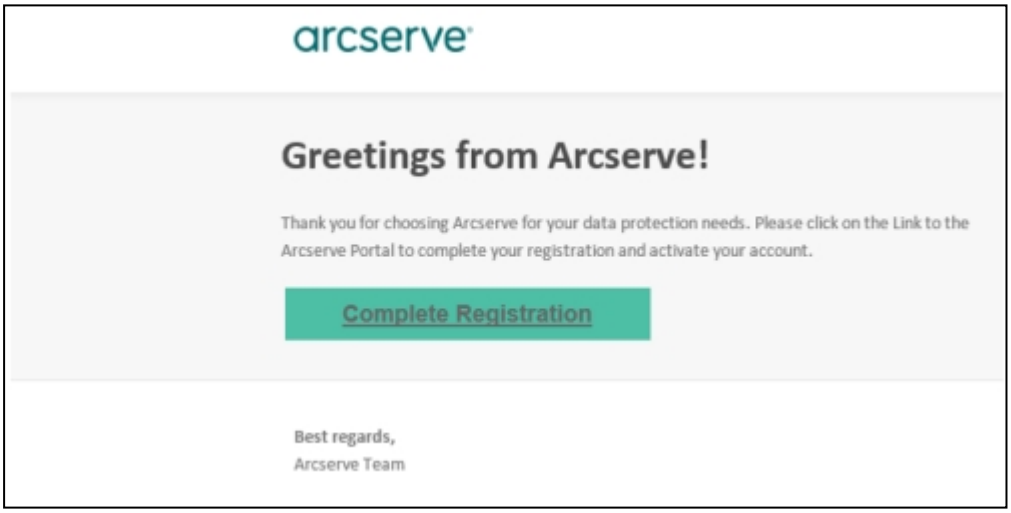
Specify the Fulfillment Number.

Note: The Fulfillment Number is received through an email when you download Arcserve UDP.

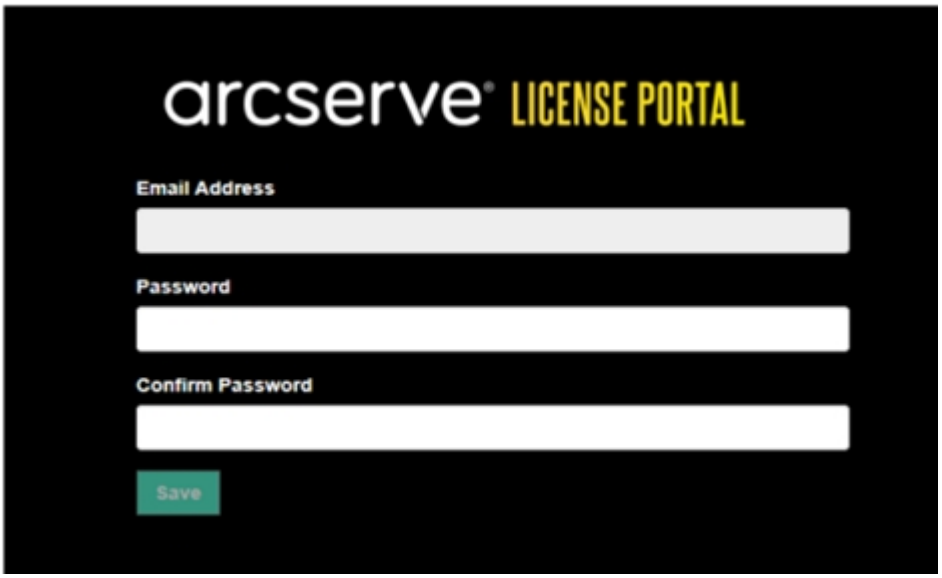
5. Click **Register**.

   After successful registration, a pop-up message appears.

6. Click **OK** and verify the activation email sent to your registered email id.



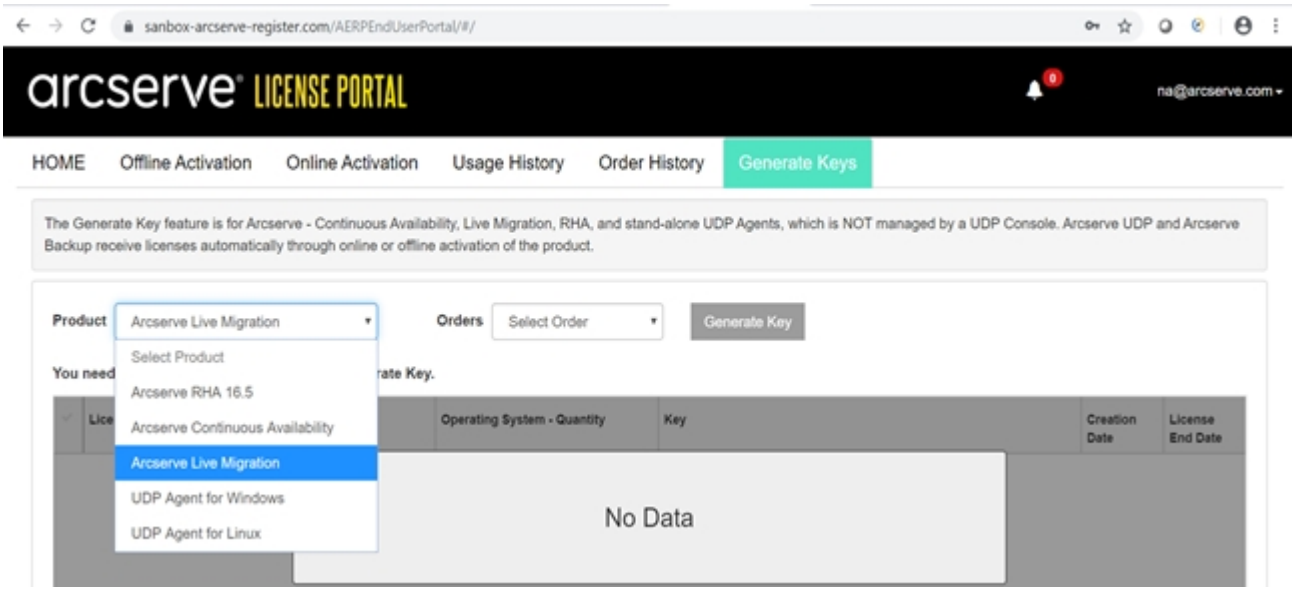
7. Click the link for activation from the email received to change the password.



8. Enter the password and click **Save**.
9. Log into the Arcserve License Portal with your registered credentials.

   The Arcserve License Portal Opens.
10. Click **Generate Keys**.

    Note: Arcserve Live Migration appears in the Product Name drop-down list only when you add Arcserve Live Migration orders in the license portal.

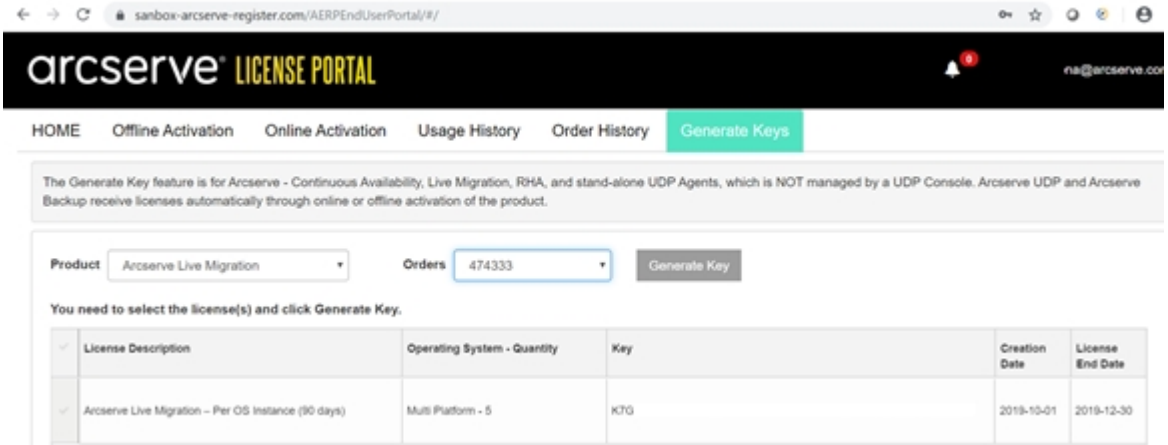


11. From Product Name, select product as Arcserve Live Migration and perform the following steps:

a. From Orders, select the required Order. The page displays the list of licenses available for that order.

b. Select the required license(s) from the grid.

c. Click **Generate Key**.



License key has been successfully generated with the provided details.

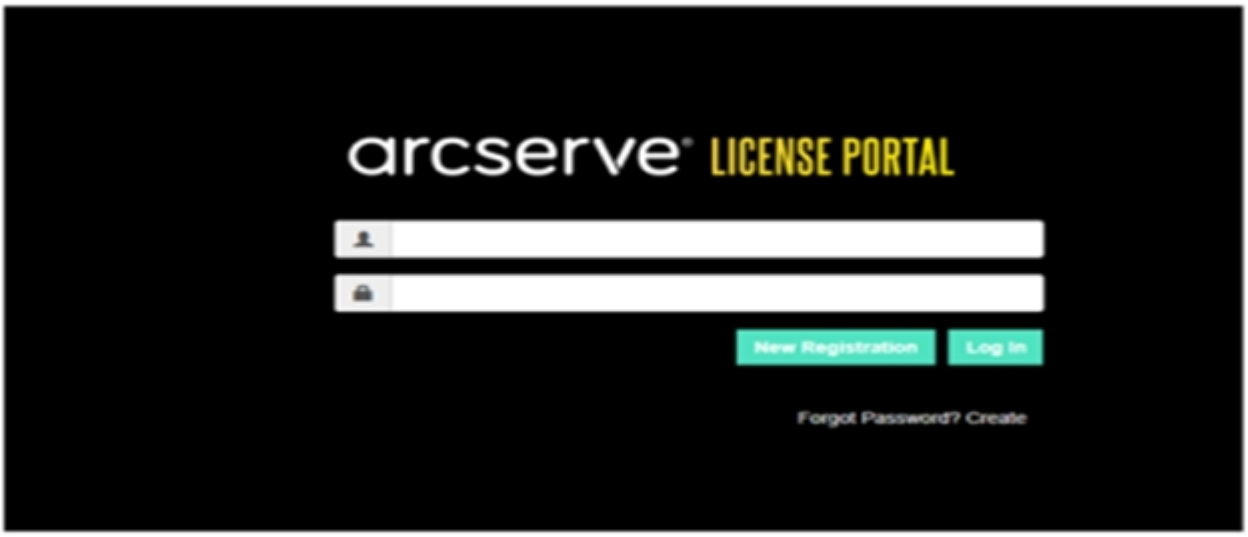
How to Generate Arcserve License Keys for Arcserve RHA 18.0 SP1

Arcserve License Portal allows you to generate the license keys for Arcserve - Continuous Availability, Live Migration, and RHA.

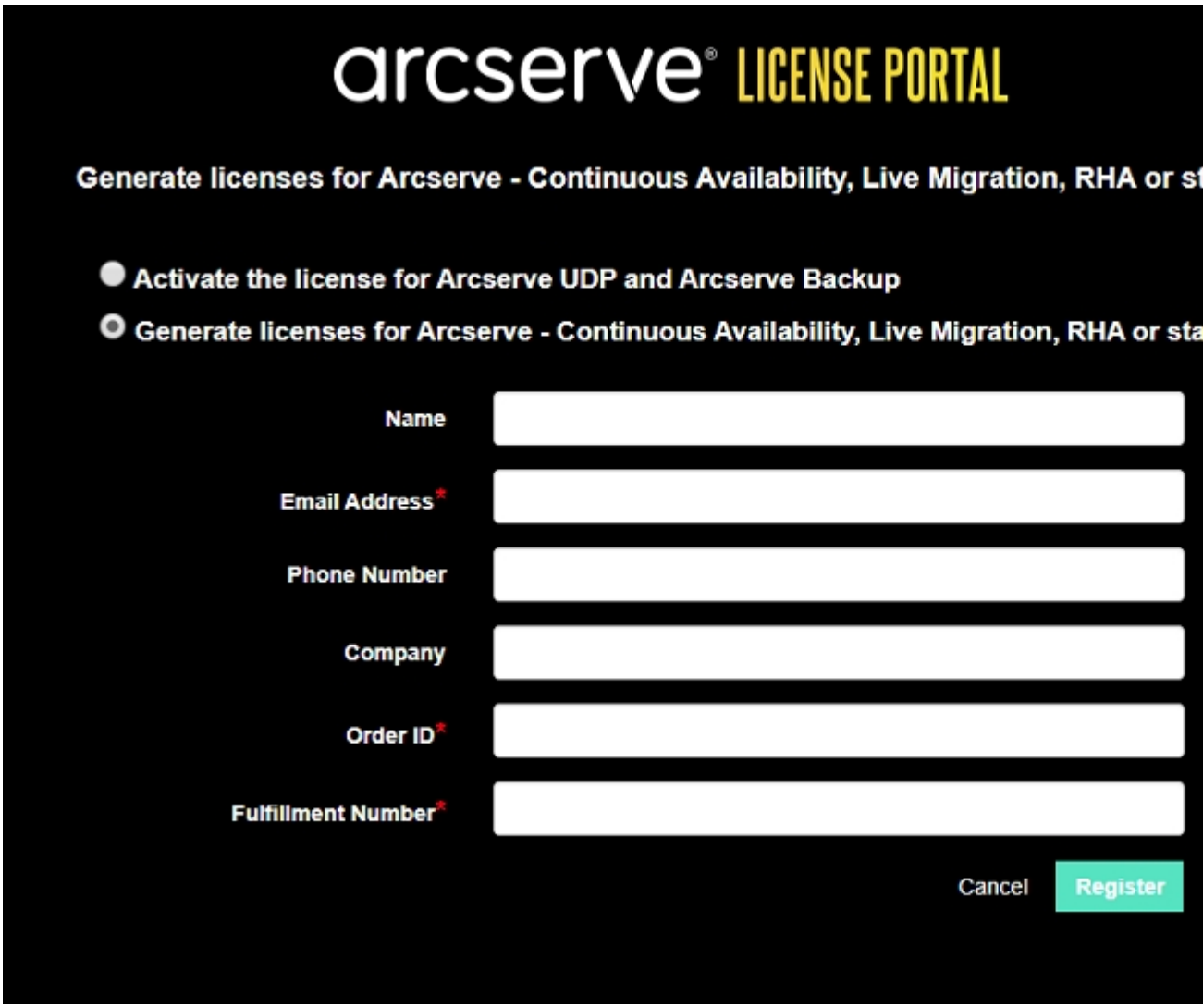
Note: If you have registered already to Arcserve License Portal, then navigate directly to step 9.

Follow these steps:

1. Open Arcserve License Portal.
2. Click **New Registration**.



3. Select the **Generate licenses for Arcserve - Continuous Availability, Live Migration, RHA or stand-alone UDP agents** option.



The Registration window opens.

4. Enter the required details.

Name

Specify your name.

Email Address

Specify your email address.

Note: The activation email is sent to this email address.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-11XXXX4455

Company

Specify the name of your company.

Order ID

Specify your Order ID.

Note: The Order ID is received through an email when you download Arcserve UDP.

Fulfillment Number

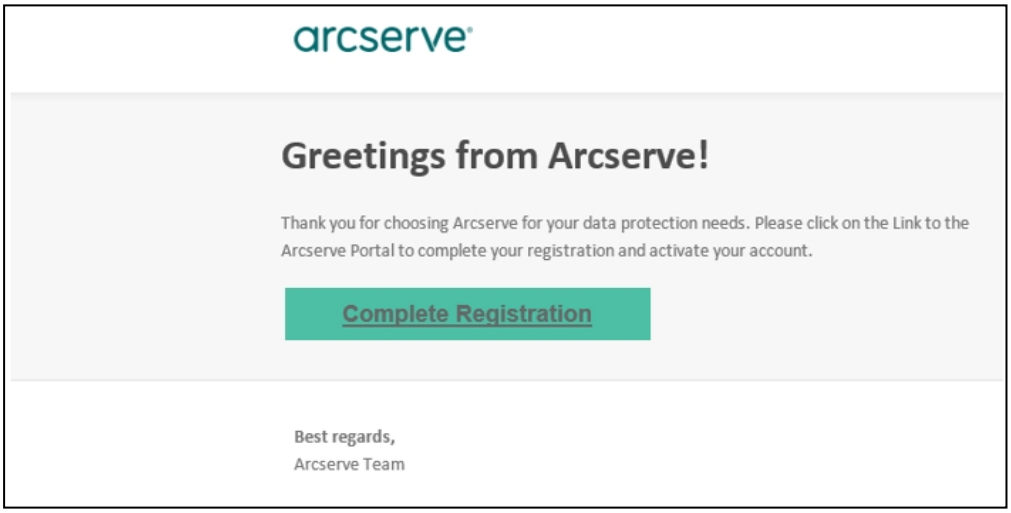
Specify the Fulfillment Number.

Note: The Fulfillment Number is received through an email when you download Arcserve UDP.

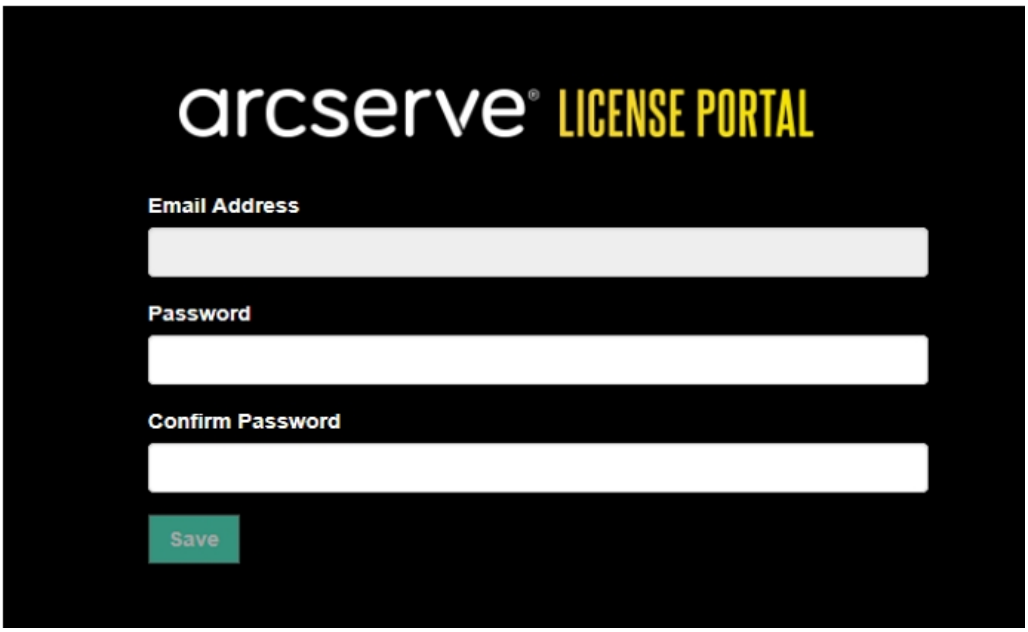
5. Click **Register**.

   After successful registration, a pop-up message appears.

6. Click **OK** and verify the activation email sent to your registered email id.



7. Click the link for activation from the email received to change the password.

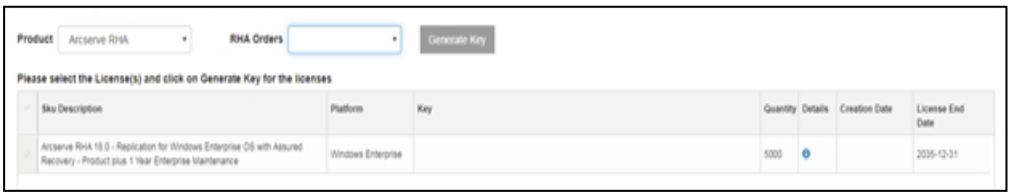


8. Enter the password and click **Save**.
9. Log into the Arcserve License Portal with your registered credentials.

   The Arcserve License Portal Opens.
10. Click **Generate Keys**.

    Note: Arcserve RHA appears in the Product Name drop-down list only when you add Arcserve UDP premium plus edition or Arcserve RHA orders in the license portal.

11. From Product Name, select product as Arcserve RHA 18.0 and perform one of the following steps:
    1. From RHA Orders, select required Order, it will display the list of licenses available for that order.
    2. Select the required license(s) from the grid.
    3. Click **Generate Key**.



License key has been successfully generated with the provided details.

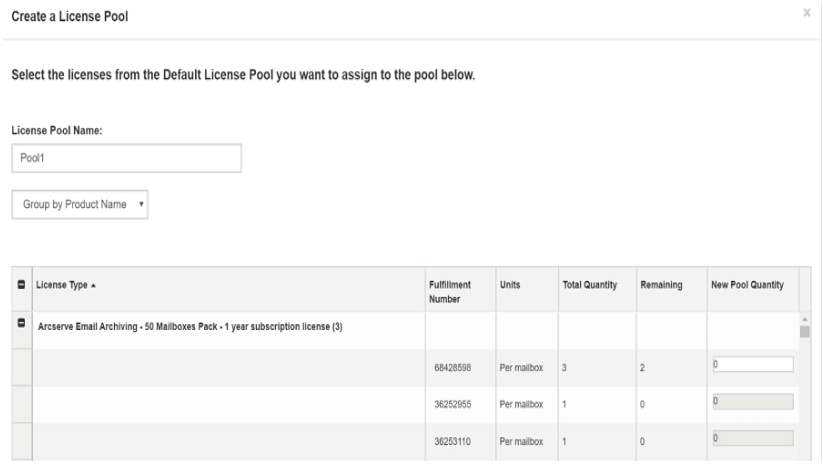
How to Generate Arcserve License Keys for Arcserve RHA 16.5

Arcserve License Portal allows you to generate the license keys for Arcserve - Continuous Availability, Live Migration, and RHA.

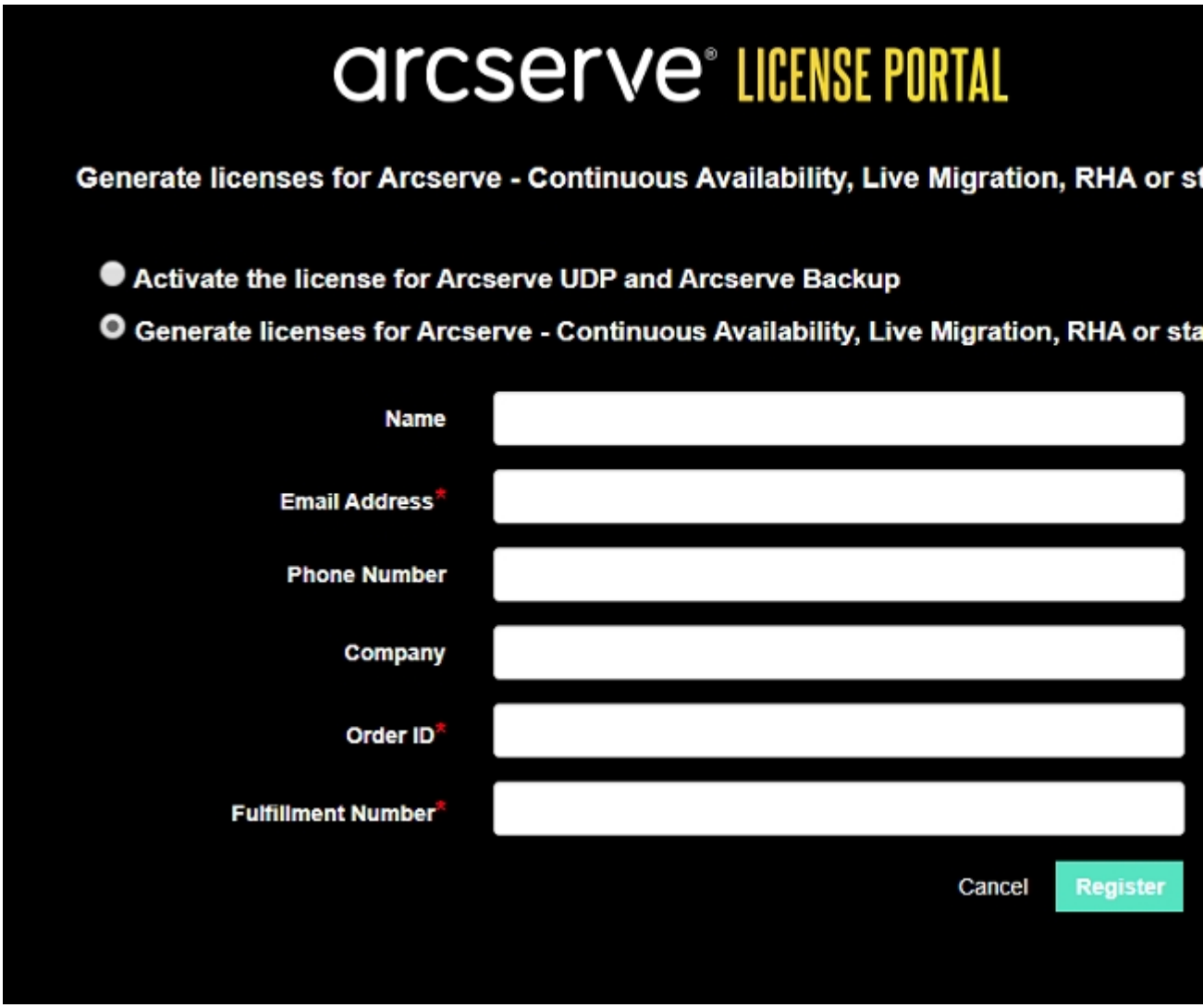
Note: If you have registered already to Arcserve License Portal, then navigate directly to step 9.

Follow these steps:

1. Open Arcserve License Portal.
2. Click **New Registration**.



3. Select the **Generate licenses for Arcserve - Continuous Availability, Live Mirgration, RHA or stand-alone UDP agents** option.



The Registration form opens.

4. Enter the required details.

Name

Specify your name.

Email Address

Specify your email address.

Note: The activation email is sent to this email address.

Phone Number

Specify your phone number in the following format:

Country code - Phone number. For example: 000-11XXXX4455

Company

Specify the name of your company.

Order ID

Specify your Order ID.

Note: The Order ID is received through an email when you download Arcserve UDP.

Fulfillment Number

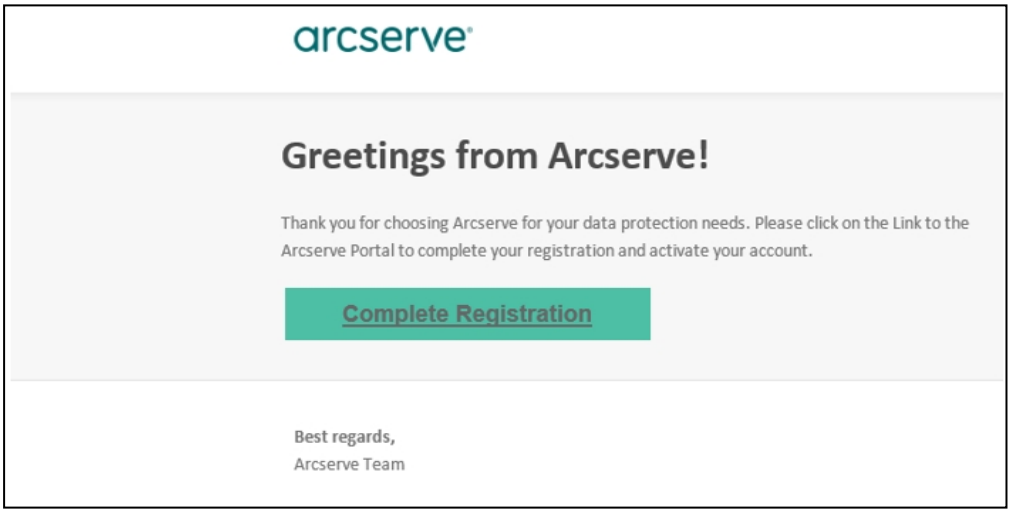
Specify the Fulfillment Number.

Note: The Fulfillment Number is received through an email when you download Arcserve UDP.

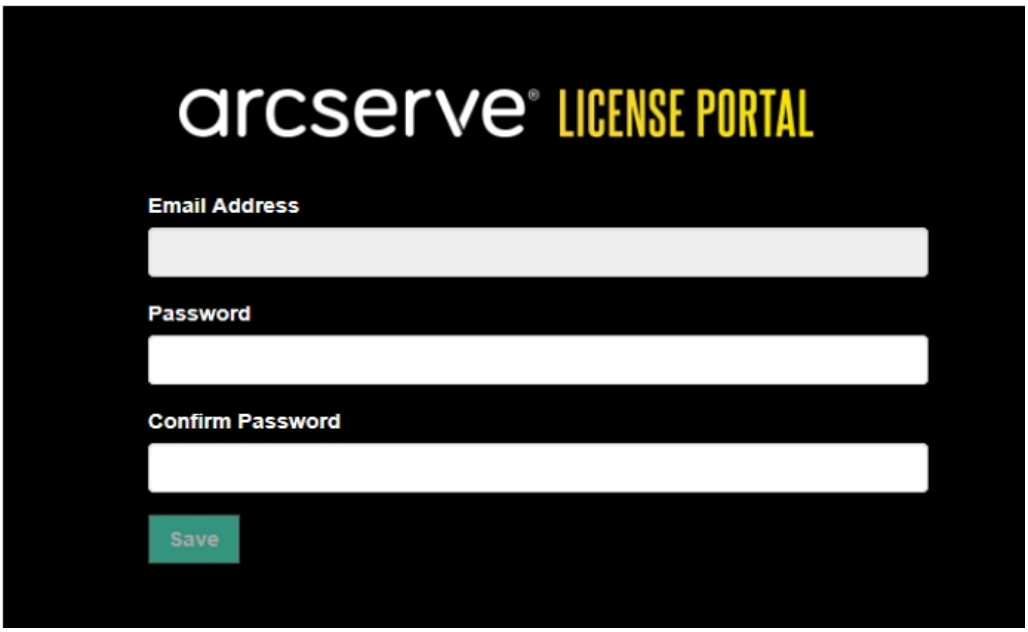
5. Click **Register**.

   After successful registration, a pop-up message appears.

6. Click **OK** and verify the activation email sent to your registered email id.



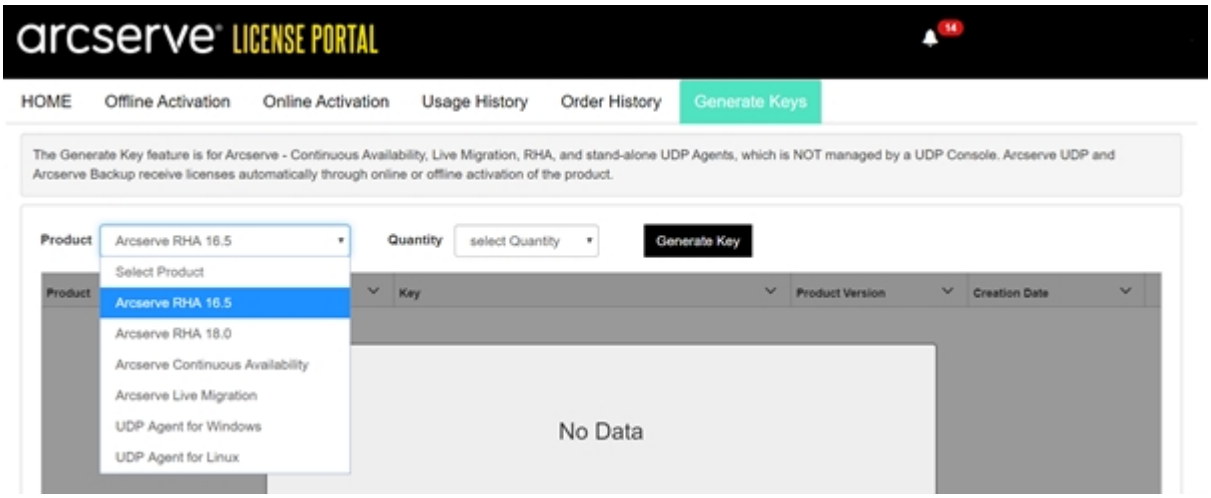
7. Click the link for activation from the email received to change the password.



8. Enter the password and click **Save**.
9. Log into the Arcserve License Portal with your registered credentials.

   The Arcserve License Portal Opens.
10. Click **Generate Keys**.

    Note: Arcserve RHA appears in the Product Name drop-down list only when you add Arcserve UDP premium plus edition or Arcserve RHA orders in the license portal.
11. From Product Name, select Arcserve RHA 16.5 and perform the following steps:
    1. From Quantity, select required Quantity of license Key to be generated for selected product.
    2. Click **Generate Key**.



License key has been successfully generated with the provided details.

You can use the generated license key to license the Arcserve RHA 16.5.

Chapter 7: Using Arcserve Products Before Applying License

This section contains the following topics:

How to Use Trial version of Arcserve Products 129
About Arcserve UDP Workstation Free Edition 140

How to Use Trial version of Arcserve Products

This section contains the following topics:

- Extend the trial version of Arcserve UDP
- Extend the trial version of Arcserve Backup
- Extend the Trial for Arcserve Email Archiving

Extend the Trial Version of Arcserve UDP

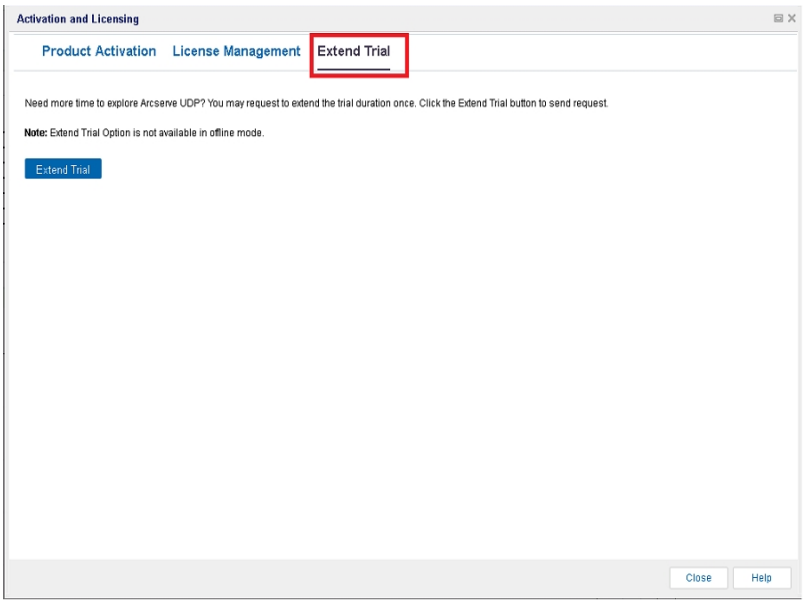
Important! You can extend the trial version of the product only once.

Arcserve lets you extend the trial duration of Arcserve UDP. At the end of trial period, you can request extension.

Follow these steps:

1. Log into the Arcserve UDP Console.
2. Click **Help** and select **Activation and Licensing**.

   The Activation and Licensing dialog opens.
3. Click **Extend Trial** tab.

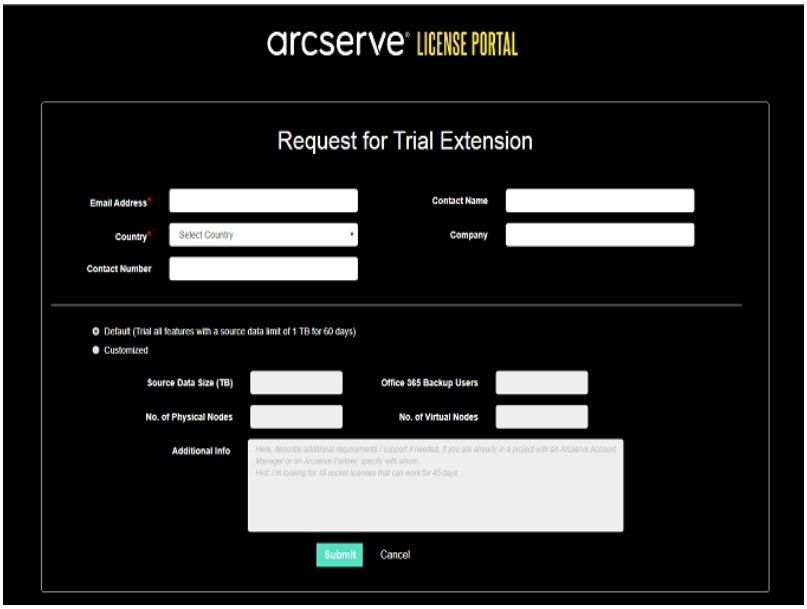


4. From the Extend Trial dialog, click **Extend Trial**.

   The Request for Trial Extension page opens in your browser.

   Note: If the Request for Trial Extension page does not appear, verify if the pop-up is blocked in your browser.
5. In the Extend Trial registration page, enter the following details:

   Note: Fields with * are mandatory.



Email Address

Specify your email address.

Note: The verification email is sent to this email address. You need to open the verification email and click a link to get the trial period extended.

Contact Name (Optional)

Specify your name.

Country

Based on selection of country, Arcserve identifies the approving authority from company.

Company (Optional)

Specify the name of your company.

Contact Number (Optional)

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Default (Trial all features with a source data limit of 1TB for 60 days)

Lets you activate a default trial of 60 days with a data limit of 1TB. For customized trial extension requirements, select the **Customized** checkbox.

Customized

Lets you select the below mentioned customized options as per your requirement for the trial extension request.

Source Data Size (TB)

Specify the source data size required in multiples of TB for the trial extension request.

Office 365 Backup Users

Specify the number of Office 365 backup users required for the trial extension request.

No. of Physical Nodes

Specify the number of physical nodes required for the trial extension request.

No. of Virtual Nodes

Specify the number of physical nodes required for the trial extension request.

Additional Info

Specify any additional information if required.

6. Click **Submit**.

   Your trial extension request is submitted for approval.

   You will receive an acknowledgement email from Arcserve.

   If the extension request is approved from Arcserve, you will receive an email from Arcserve with the activation link.

7. Click the link provided in the email.

   Your trial duration for the Arcserve product gets extended. Now, you can verify the activated license.

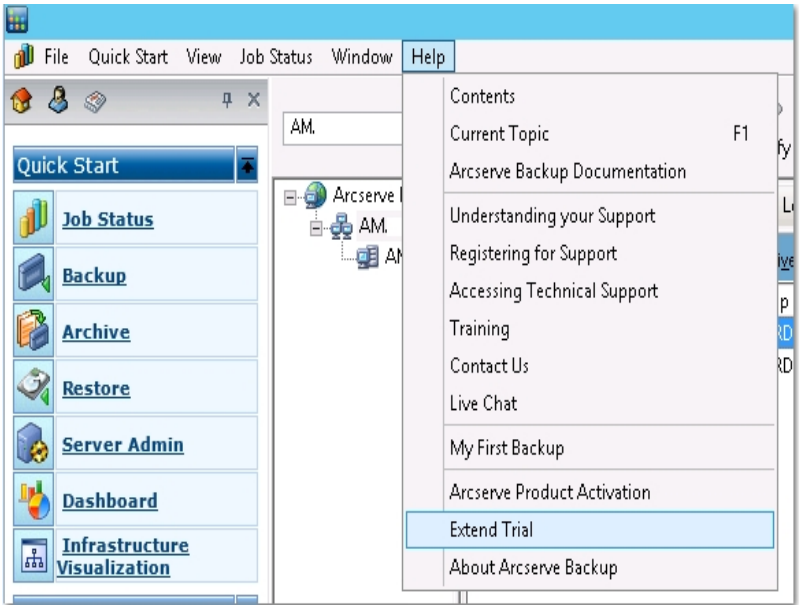
Extend the Trial Version of Arcserve Backup

Important! You can extend the trial version of the product only once.

Arcserve lets you extend the trial duration of Arcserve Backup online.

Follow these steps:

1. Log into the Arcserve Backup Manager.
2. Click **Help** and select **Extend Trial**.



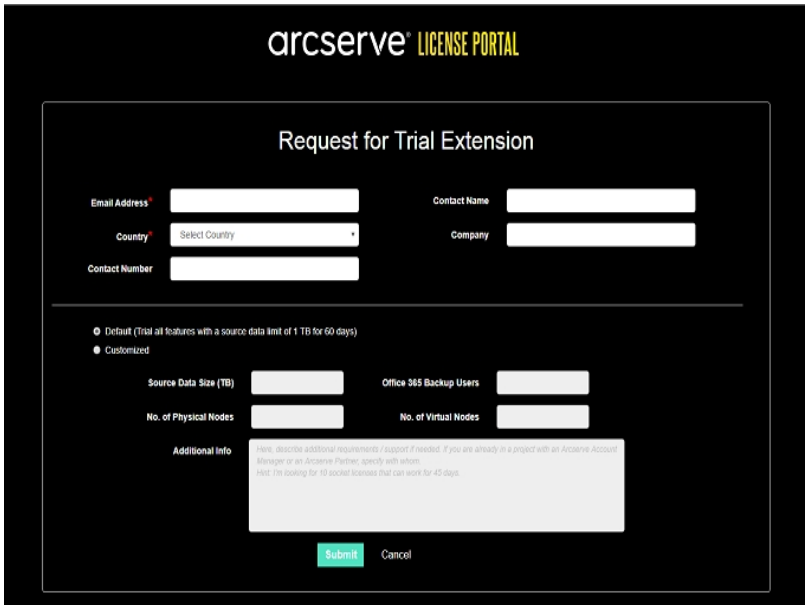
The **Extend Trial** dialog opens. From the Extend Trial dialog, click **Extend Trial**.

3. The Request for Trial Extension page opens in your browser.

   Note: If the Request for Trial Extension page does not appear, verify if the pop-up is blocked in your browser.

4. In the Extend Trial registration page, enter the following details:

   Note: Fields with * are mandatory.



Email Address

Specify your email address.

Note: The verification email is sent to this email address. You need to open the verification email and click a link to get the trial period extended.

Contact Name (Optional)

Specify your name.

Country

Based on selection of country, Arcserve identifies the approving authority from company.

Company (Optional)

Specify the name of your company.

Contact Number (Optional)

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Default (Trial all features with a source data limit of 1 TB for 60 days)

Lets you activate a default trial of 60 days with a data limit of 1 TB. For customized trial extension requirements, select the **Customized** check box.

Customized

Lets you select the below mentioned customized options as per your requirement for the trial extension request.

Source Data Size (TB)

Specify the source data size required in multiples of TB for the trial extension request.

No. of Physical Nodes

Specify the number of physical nodes required for the trial extension request.

No. of Virtual Nodes

Specify the number of physical nodes required for the trial extension request.

Additional Info

Specify any additional information if required.

5. Click **Submit**.

   Your trial extension request is submitted for approval.

   You will receive an acknowledgment email from Arcserve.

   If the extension request is approved from Arcserve, you will receive an email from Arcserve with the activation link.

6. Click the link provided in the email.

   Your trial duration for the Arcserve product gets extended. Now, you can verify the activated license.

Extend the Trial for Arcserve Email Archiving

Email Archiving lets you extend the trial version once. Extend trial appears when only 10 or lesser days are remaining for the trial period to expire. Using the Notification icon before Super Admin name on top of the screen, you can view the last date of trial version. For example, the notification displays the last date of trial period.

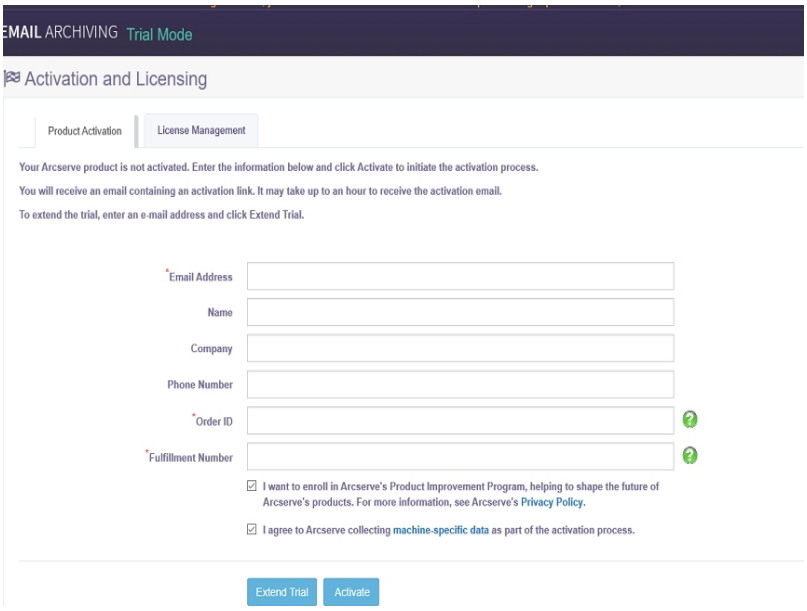
Follow these steps:

1. From the top-right corner of Email Archiving Console, click the Super Admin icon.

   Multiple options are displayed.

2. From the list of options, click **Activation and Licensing**.

   The Activation and Licensing page appears displaying details of the Product Activation tab.



3. From the **Activation and Licensing** dialog, enter **Email Address** and **Name**.

   The **Extend Trial** option gets enabled.

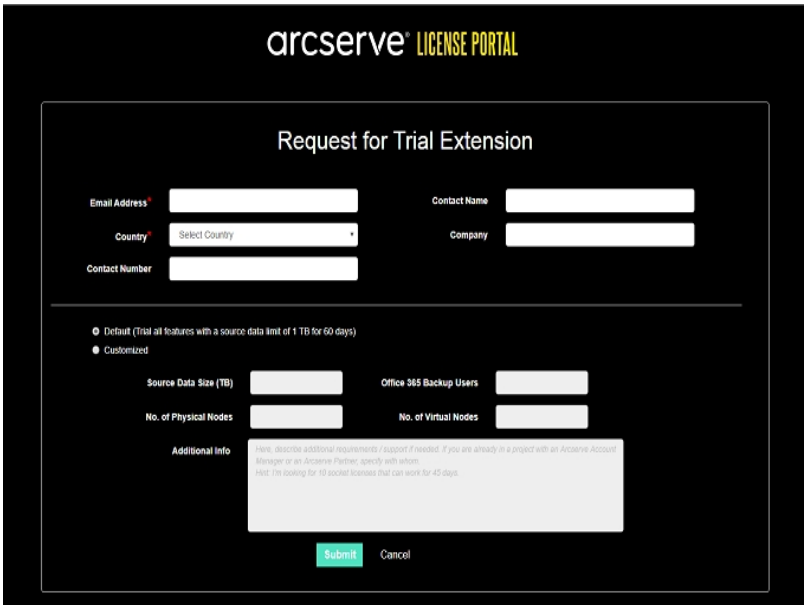
4. Click **Extend Trial**.

   The Request for Trial Extension page opens in your browser.

   Note: If the Request for Trial Extension page does not appear, verify if the pop-up is blocked in your browser.

5. In the Extend Trial registration page, enter the following details:

Note: Fields with * are mandatory.



Email Address

Specify your email address.

Note: The verification email is sent to this email address. You need to open the verification email and click a link to get the trial period extended.

Contact Name (Optional)

Specify your name.

Country

Based on selection of country, Arcserve identifies the approving authority from company.

Company (Optional)

Specify the name of your company.

Contact Number (Optional)

Specify your phone number in the following format:

Country code - Phone number. For example: 000-1122334455

Default (Trial all features with a source data limit of 1 TB for 60 days)

Lets you activate a default trial of 60 days with a data limit of 1 TB. For customized trial extension requirements, select the **Customized** check box.

No. of Mail Boxes

Specify the number of mail boxes required for the trial extension request.

Additional Info

Specify any additional information if required.

6. Click **Submit**.

   Your trial extension request is submitted for approval.

   You will receive an acknowledgment email from Arcserve.

   If the extension request is approved from Arcserve, you will receive an registration email from Arcserve with the activation link.

7. From the email address that you provided for activation, open the Registration email from Arcserve and perform the following steps:

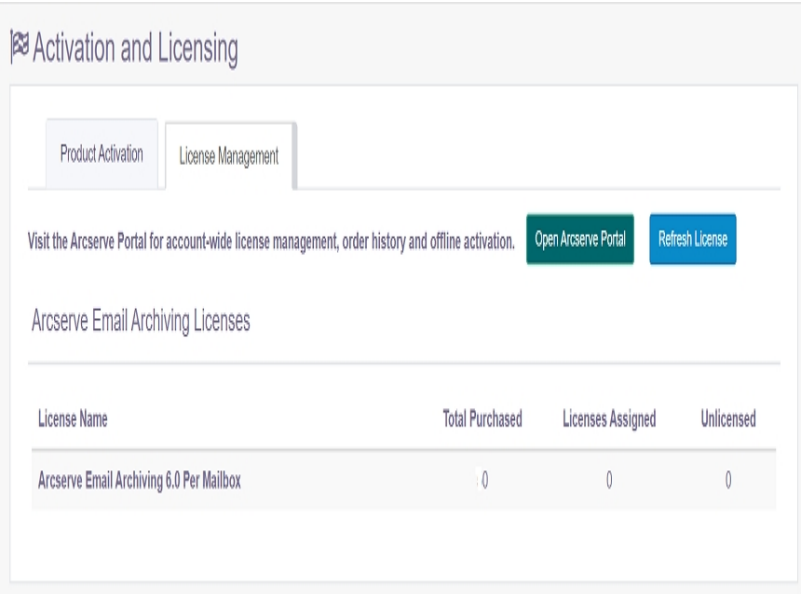
   a. From the registration email, click the activation link provided.

      You are led to the Arcserve registration page where Arcserve license portal login page appears with your email already entered.

   b. Enter the desired password to create your profile for Arcserve License Portal and click **Save**.

      The login page of Arcserve License Portal opens. Login when you need to manage your Arcserve product licenses after activating the product.

8. Navigate to the Arcserve Email Archiving Console and click the **License Management** tab to manage your licenses directly.



9. Click **Refresh License** to view the latest status of all licenses of your product.

Note: Click the icon available in the top right corner of the Arcserve Email Archiving Console to view the status and the last date for extend trial completion.

Your trial duration for the Arcserve product gets extended.

About Arcserve UDP Workstation Free Edition

Arcserve lets you use UDP Workstation Edition during the trial period. Starting with Arcserve UDP Version 5.0 Update 2, at the end of the trial period a free and fully functional Workstation Free Edition is provided to any user who has not yet obtained a proper license. This free edition is for use on workstation-class hardware (Laptops or Desktops running Microsoft Client Operating Systems) and continues to provide full and complete access to all functions and features that were available during the trial period, with some limited capabilities.

Note: For Workstation Free Edition, the backups to UDP datastore are not supported.

Highlights:

- After the trial period expires, the Workstation Edition (trial period edition) is changed to Workstation Free Edition.
- Your Workstation Free Edition nodes can still be managed from the Arcserve UDP Console.
- Provides a very simple key-based upgrade path to the full Arcserve UDP "Workstation Edition".
- You can perform backup to a local disk, or to a shared folder, or to any other supported destination that is not an RPS without requiring a license key.
- Using Workstation Free Edition, you cannot select an RPS as the backup destination. As a result, you will lose the ability to leverage the Global Deduplication feature, which dramatically reduces the amount of data actually transferred during backup cycles. This feature is available after upgrading to the full Workstation Edition.
- Live Chat capabilities are unavailable, but you can use Online community based support for questions or to resolve issues.

For FAQs, refer Frequently Asked Questions for Work Station Free Edition.

Frequently Asked Questions for UDP Workstation Free Edition

The following list of FAQs provide the information related to Arcserve UDP Work Station Free Edition:

Q. Can I use the trial version to test all features of Arcserve UDP?

A. Yes, you can use the trial version to leverage all the great features of Arcserve UDP until trial period expires. When the trial period expires, the Workstation Edition of Arcserve UDP will automatically revert to the Workstation Free Edition.

Q. What will happen if a Recovery Point Server (RPS) is selected as the destination for a Workstation Free Edition node?

A. You can select an RPS as your backup destination. License counts available in your Arcserve UDP environment are consumed according to requirement.

Q. Does Arcserve UDP know when to consume a license?

A. Arcserve UDP is intelligent enough to determine which nodes need a license, and will only use (consume) a license when required. As a result, performing backup to a shared folder does not consume a license. However, selecting an RPS as your destination consumes a license, if available. You could then leverage (select) an RPS as your backup destination from your Workstation Free Edition node and it would consume one of the available licenses (but no longer be a Workstation Free Edition node).

Q. Does Workstation Free Edition work for server-class operating systems such as Windows 2012?

A. No, Workstation Free Edition is only for use on desktops and laptops running on any of the supported Windows client operating system (such as Windows 7, 8, or 8.1). To view a list of all supported operating systems, see Compatibility Matrix .

Q. What about product support for Workstation Free Edition?

A. You can leverage support for Workstation Free Edition by connecting to the online community based support, directly from the product. With the full Workstation Edition, you can leverage some of the more enhanced and speedy support offerings such as the "Live Chat" capability, which is unavailable for the Workstation Free Edition.

Chapter 8: Using Arcserve License Portal

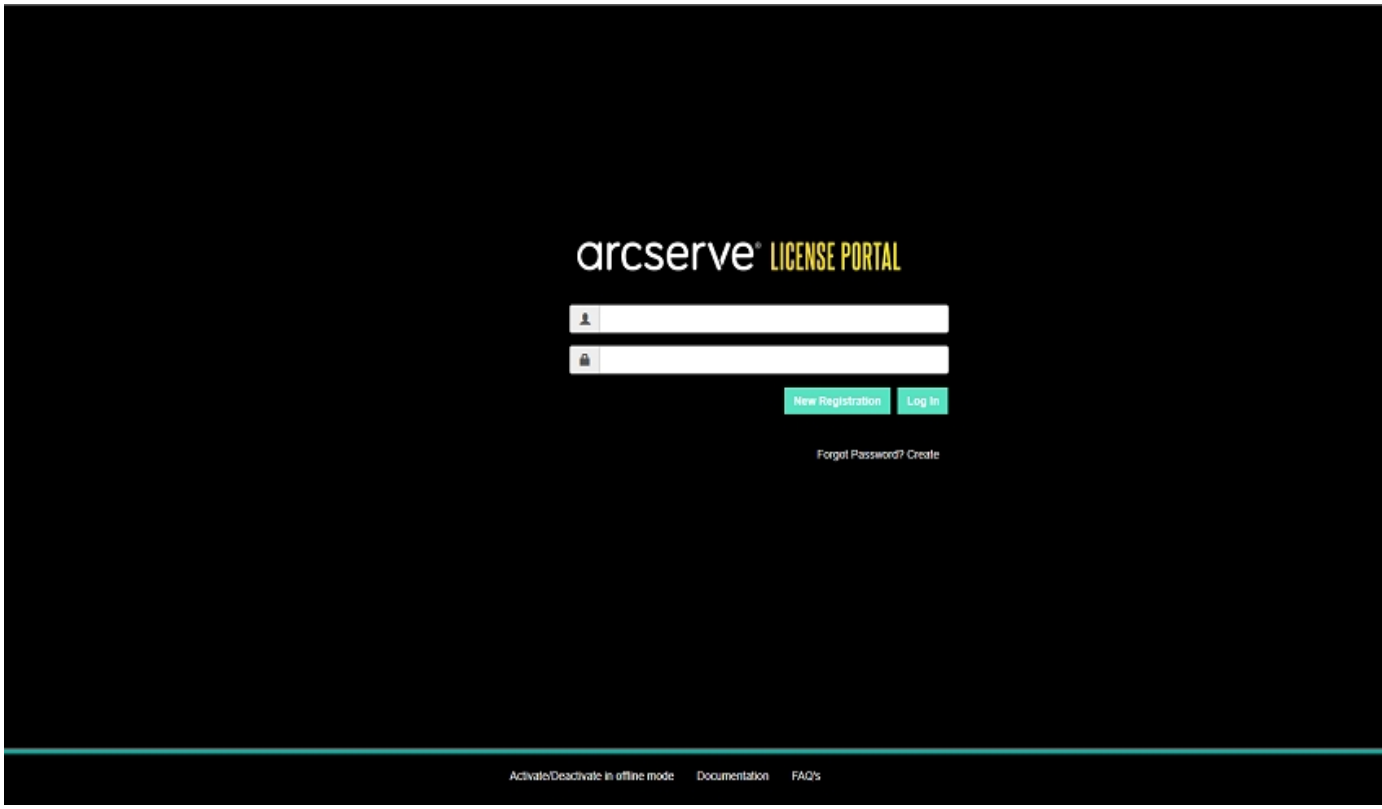
This section contains the following topics:

Understanding Arcserve License Portal 143
Exploring Arcserve License Portal 145
Managing User Options 147
Managing Product Licenses 148
Activating Arcserve Product License Offline 161
Activating Arcserve Product License Online 162
Viewing Usage History 163
Viewing Order History 164
Downloading Keys for Stand-alone Agents/Arcserve RHA 165

Understanding Arcserve License Portal

Arcserve License Portal helps you manage all the licenses of Arcserve product. The portal lets you perform multiple functions. In the login page, provide the same credentials that you used during registration.

Note: After the first login, use the Portal to change password.



You can also use the login page for the following options:

New Registration

Helps you perform new registration for stand-alone agents of Arcserve UDP or Arcserve RHA.

Important! This option is not applicable to licenses for Arcserve UDP v6.5 or Arcserve Backup r17.5.

Documentation

Helps you with information about first time registration and activation of license for Arcserve UDP v6.5 and Arcserve Backup r17.5.

Activate/Deactivate in Offline Mode

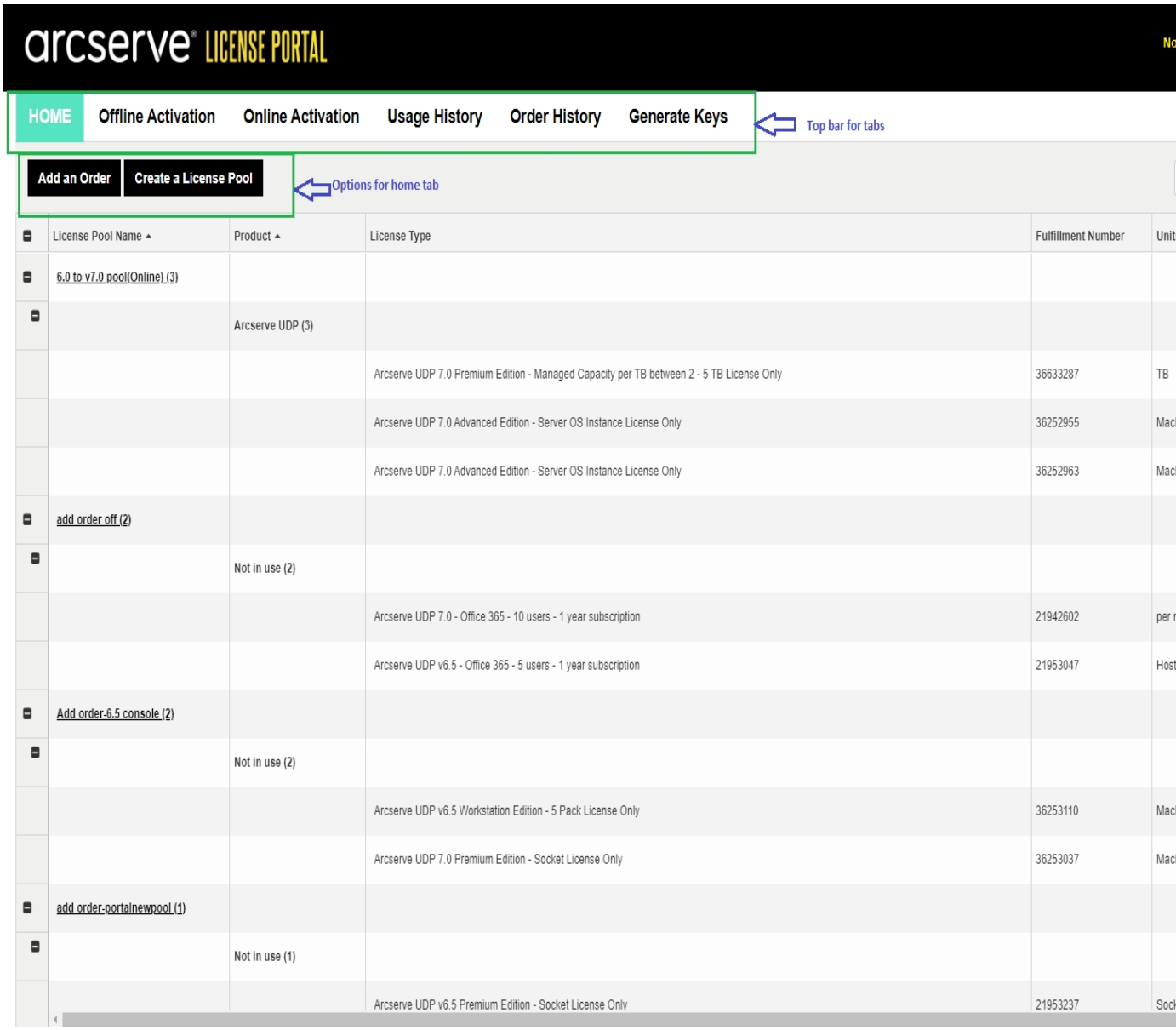
This link navigates to the page where you can upload *offline.arc* file to activate or deactivate machine in offline mode.

FAQs

Helps you find answers to some frequently asked questions of other users.

Exploring Arcserve License Portal

The landing page of Arcserve License Portal displays the following fields:



Top bar

You can use each tab to perform a specific action. For example, the landing page displays options of Home tab.

Home

Lets you create a license pool or add an order for your product.

Offline Activation

Lets you activate your Arcserve product in offline mode.

Online Activation

Lets you activate your Arcserve product in online mode.

Usage History

Lets you view the complete usage of your licenses.

Order History

Lets you view the complete history of your license orders.

Download Keys

Lets you view and generate keys for Arcserve RHA and stand-alone agents of Arcserve UDP.

Side bar

On the top-right side, appears the name / email-ID of the logged-in user. Using the drop-down option you can update user profile and password.

Notification icon

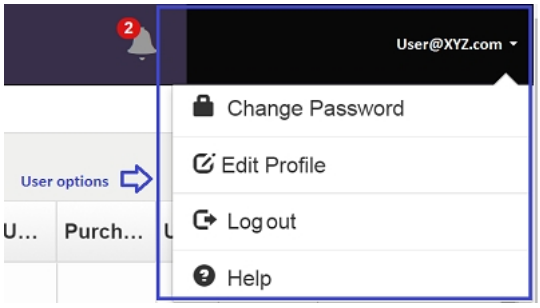
Displays the details regarding expiration date of the product.

Selected Tab Screen

The screen below the top bar displays the fields available for the selected tab. The Landing page by default displays the options available for the **Home** page. Click other tabs to change the view of the section in the middle.

Managing User Options

On the top-right side of Arcserve License Portal, you can view the name of the logged-in user.



Clicking an option from the drop-down list of the user name lets you perform the following tasks:

Change Password

Update your password directly from the portal. Enter the new password and click **Change Password**.

Note: When you click inside the **Enter New Password** box, the email id appears for which you are changing password.

Edit Profile

Lets you update your profile. You can modify your screen name, contact number, and company name.

Log out

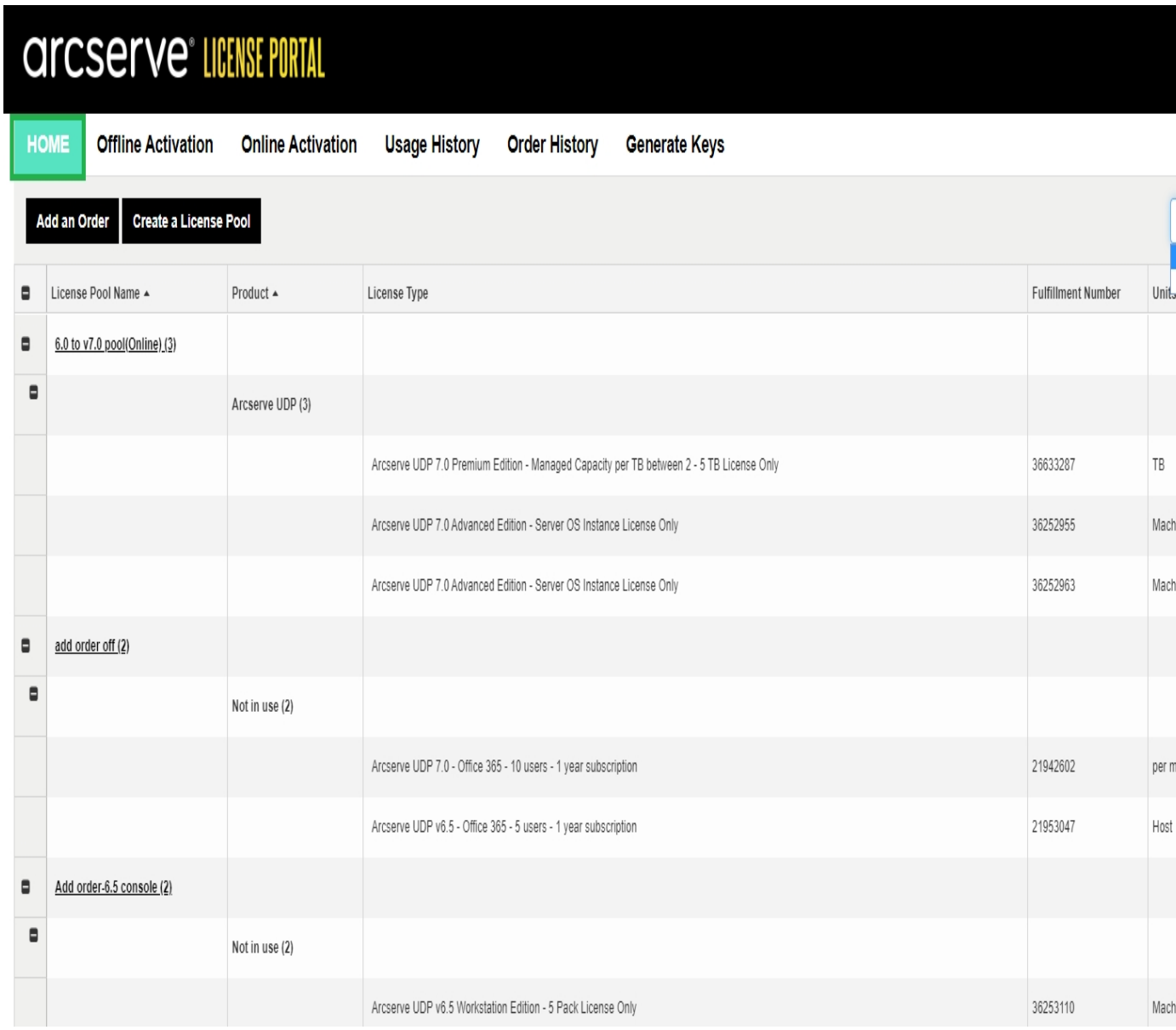
Lets you sign out of the Arcserve License Portal. Instead of closing from the control options of screen, we recommend to use the Log out option.

Help

Lets you view the related documentation.

Managing Product Licenses

Using the **Home** tab, you can manage the licenses of your product. The Home tab is the default landing page once you login. If you are on other tabs, click the Home tab to manage your licenses.



From the Home Tab screen, you can view the status of License pools and Manage license pool.

This section contains the following topics:

- View Status of License Pools
- Manage License Pools

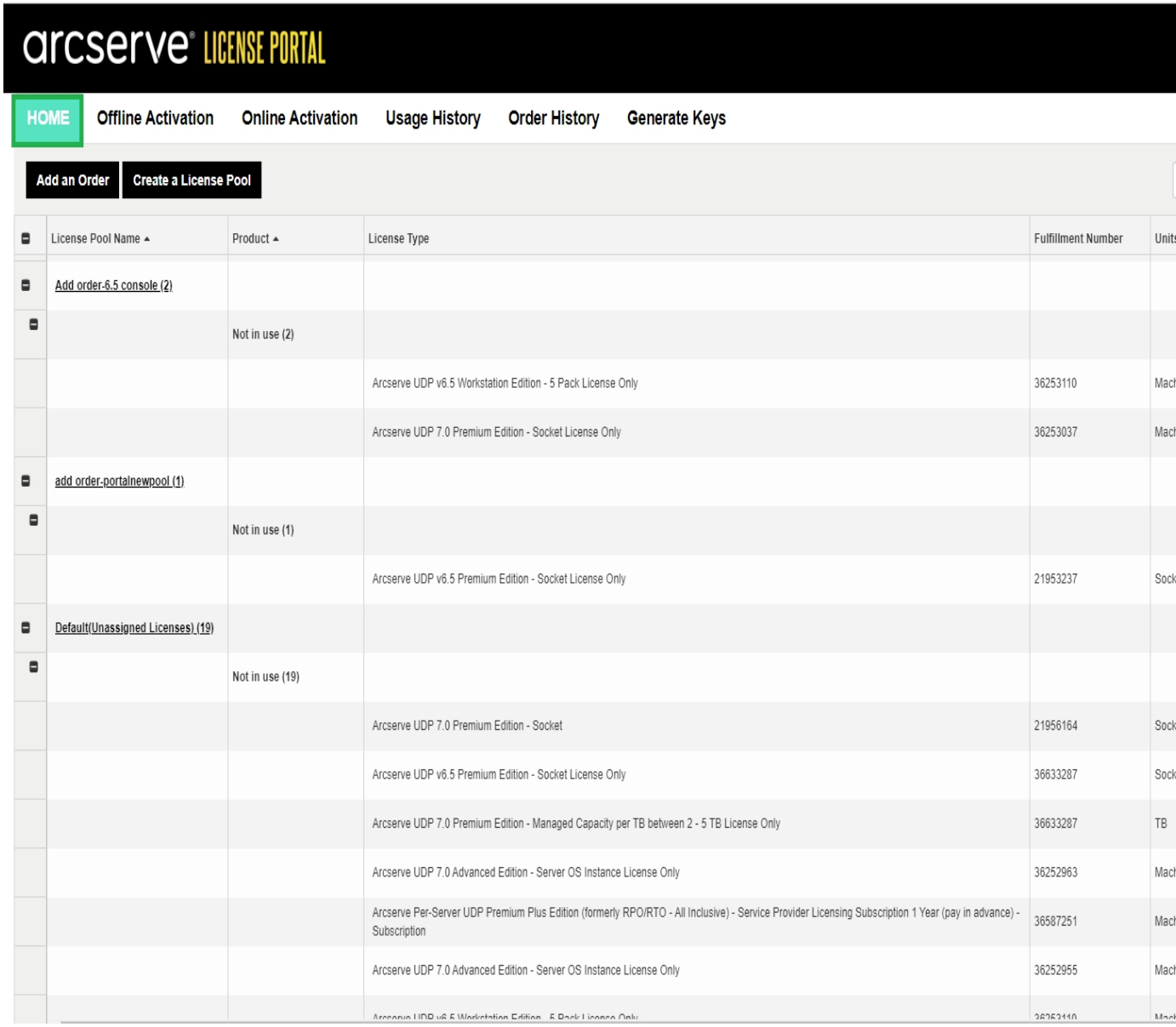
View Status of License Pools

From the Home Tab screen, you can view the details of the License Pool that you create. You can sort the list using one of the following options available on the right side of the table:

- Group by License Pool Name
- Group by Product Name

Group by License Pool Name

Use this option to view the list of existing license pools according to their names. The list displays multiple fields:



License Pool Name

Refers to the name of pool and is arranged in alphabetical order of the pool name. A license pool refers to the group of licenses assigned to one or more than one machines.

You can use the icon before License Pool to expand or collapse all the names of pool. You can also collapse or expand individual license pools.

Product Name

Refers to the name of products that consume the licenses from the license pool.

Fulfillment Number

Displays the Fulfillment Number assosciated with the order.

Units

Refers to the type of units used for a product. For example, Machine, Sockets, TB, and so on.

Purchased

Refers to the number of licenses that you have purchased for specific product.

Total Used

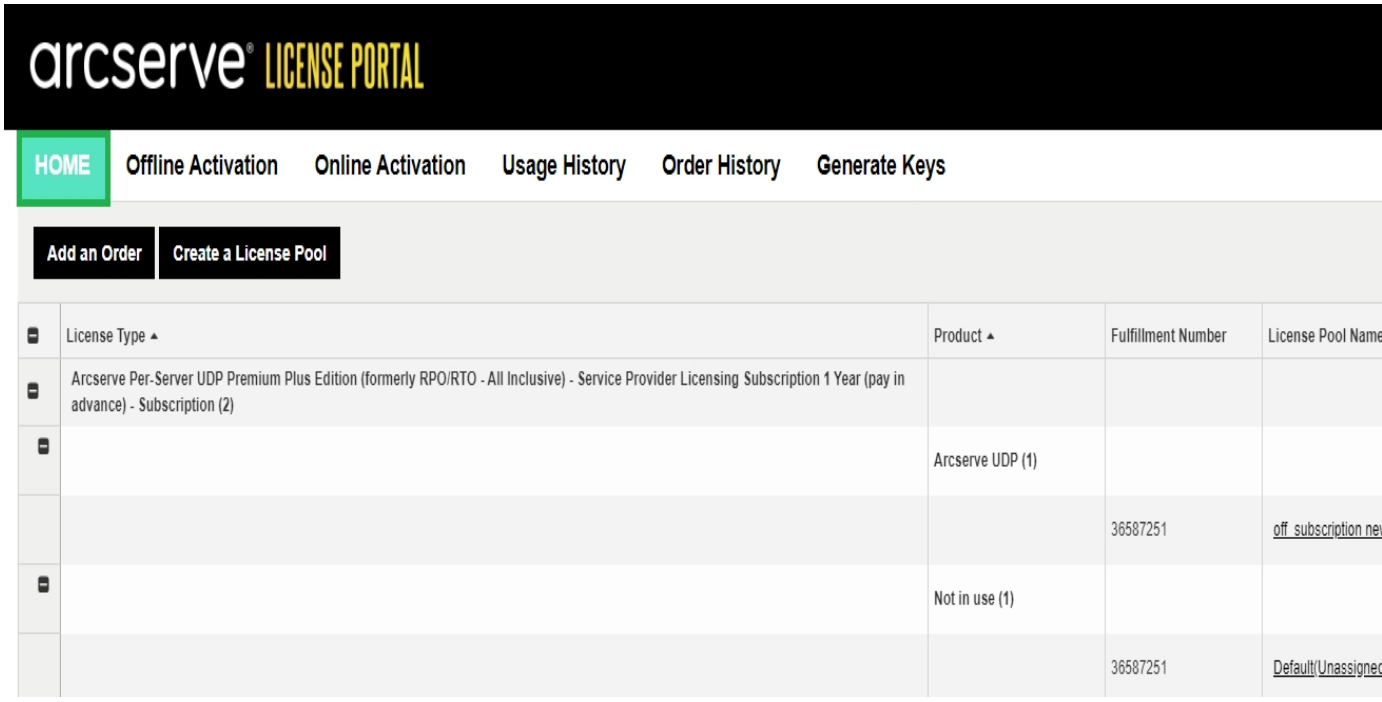
Refers to the number of licenses that you have used from the purchased licenses.

Remaining

Refers to the number of licenses available that you can assign to a unit.

Group by Product Name

Use this option to view the list of license pools according to the product names.



Product Name

Refers to the name of product to which the license pool is assigned.

Fulfillment Number

Displays the Fulfillment Number assosciated with the order.

License Pool Name

Refers to the name of license pools assigned to a product.

Units

Refers to the type of units used for a license pool. For example, Machine, Sockets, TB, and so on.

Purchased

Refers to the number of licenses that you have purchased for specific license pool.

Total Used

Refers to the number of licenses that you have used from the purchased licenses.

Remaining

Refers to the number of licenses available that you can assign to a unit.

Manage License Pools

Arcserve License Portal provides multiple actions to manage license pools.

This section contains the following topics:

- Add an Order
- Create a License Pool
- Assign a License Pool
- Modify or Delete a License Pool

Add an Order

Important! Add an Order option lets you include additional orders to the activated server.

Using Arcserve License Portal, you can directly provide details of an order and add to your profile. To add a new order, you must have a valid Order ID and Fulfillment Number.

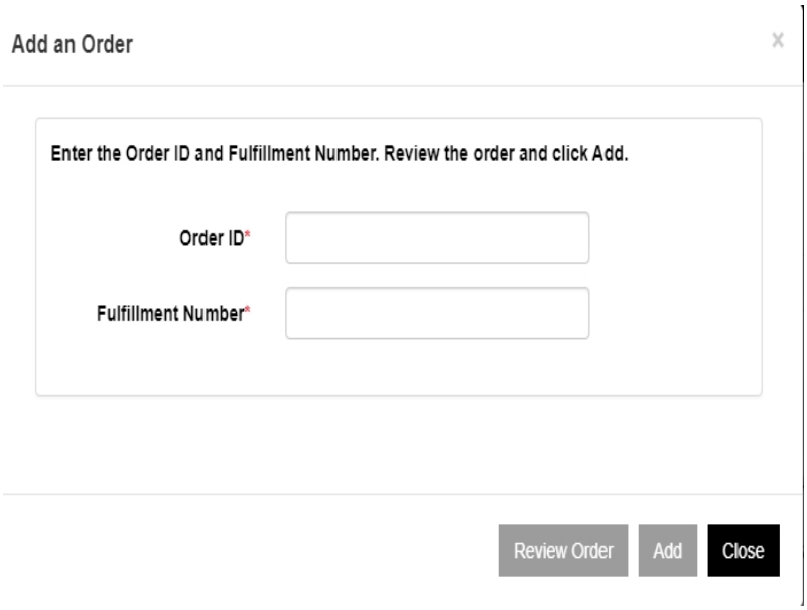
A valid and unique Order ID and Fulfillment Number refers to:

- **Matching details:** Both were sent to you for the same order.
- **Unique number:** Both the numbers are not in use.

Follow these steps:

1. From the Home page, click **Add an Order**.

2. From the Add an Order dialog, enter the Order ID and Fulfillment Number, and click **Review Order**.

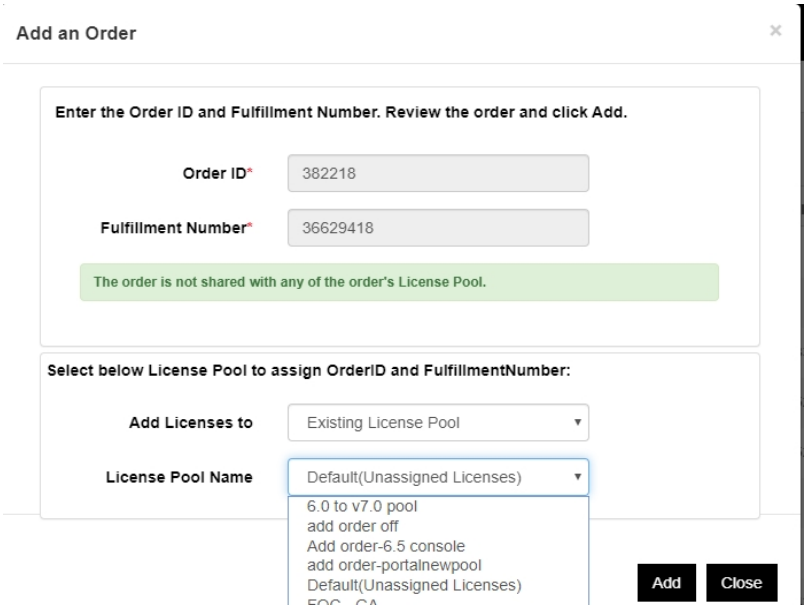


If the provided Order ID and Fulfillment Number are not used already, **Add Licenses to** and **License Pool Name** options appear.

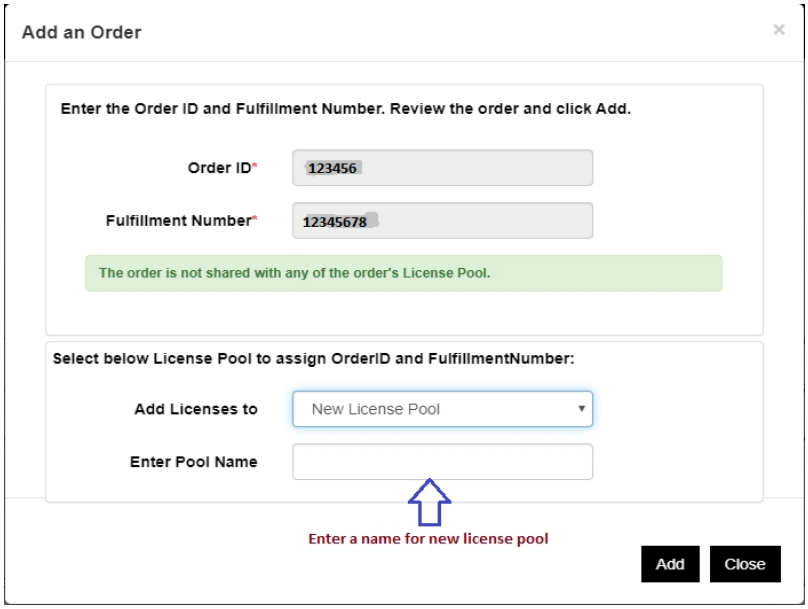
3. The **Add Licenses to** tab provides the following options to select from the drop-down list:

   a. **Existing License Pool:** If you select **Existing License Pool** option from the drop-down list, then you can select any of the existing pool from the **License Pool Name** drop-down list and click **Add**.

   Note: By default, the existing license pool is selected.



   b. **New License Pool:** If you select **New License Pool option** from the drop-down list, then you should provide a name for your license pool in the **License Pool Name** tab and click **Add**.



Note: If you add order to the existing pool shared in the offline mode, then follow these steps:

a. Navigate to **Offline Activation** tab.

b. Select all the products available.

c. Download the *activation.arc* file.

d. Copy *activation.arc* file to the respective Product installation folders:

- **Arcserve UDP:** *{UDP installation path}/Management/Configuration*
- **Arcserve Backup:***{Arcserve Backup installation path} for example: C:\Program Files(x86)\CA\ARCserve Backup*
- **Arcserve Email Archiving:** */var/fas/www/Offline*

e. Click refresh in the License Management tab to view the added licenses.

The system reviews if the details provided are unique and correct. A successful review enables the Add button.

4. Click the **Add** button.

   The order is added and appears in the License Pool list.

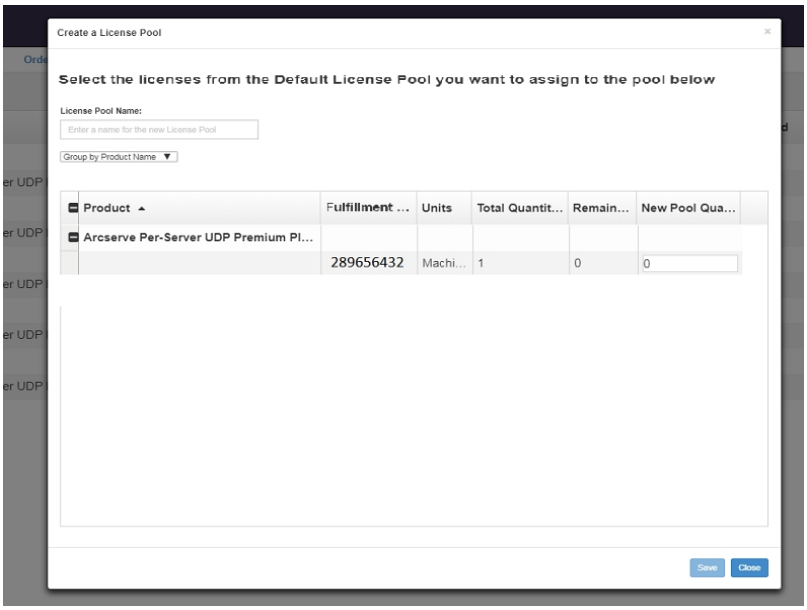
Create a License Pool

Create a License pool lets you add a new license pool using the available licenses from the Default pool.

Follow these steps:

1. From the Home page, click **Create a License Pool**.

2. From the License Pool screen, enter a unique name for the license pool.



Note: The name should not match with the existing License pools.

3. From the **New Pool Quantity** option, assign desired number of licenses for the new pool, and click **Save**.

   Note: From Product Name rows, you can view the remaining number of available licenses. Based on your requirement, enter licenses from different product names of the Default license pool.

Your new pool is created with the number of licenses that you assigned.

Assign a License Pool

You can assign or reassign an existing license pool to one or more products using the Online Activation tab.

For details, refer to Activating Arcserve Product License Online.

Modify or Delete a License Pool

You can modify or delete an existing license pool.

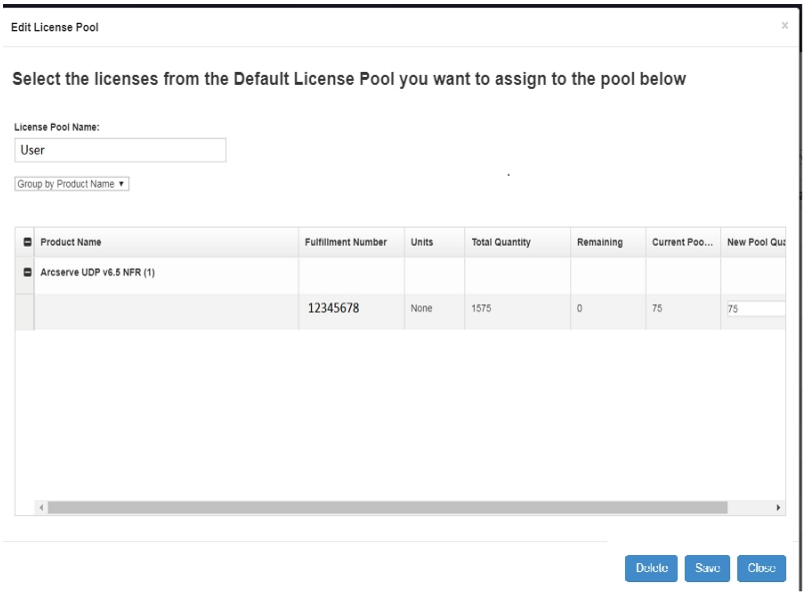
Follow these steps:

1. Click the **Home** tab.

   The list of existing license pools appears.

2. Click the name of license pool that you want to modify or delete.

   The **Edit License pool** dialog opens.



3. From the Edit License pool option:
   - To modify, update Pool Quantity and click **save**.
   - To remove the pool, click **Delete**.

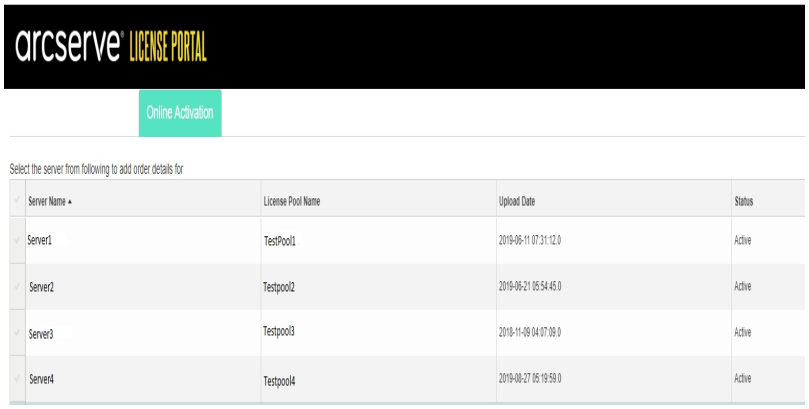
Activating Arcserve Product License Offline

Using Offline Activation, you can activate your Arcserve product licenses in offline mode.

For details, refer Activating Arcserve UDP License Offline.

Activating Arcserve Product License Online

The Online Activation option lets you view and activate licenses for one or more products available on a server. You can assign or reassign a license pool and then verify license activation status from the product console.



Follow these steps:

1. Select a server from the list.

   Products related to selected server appear in the Product table.

2. From the drop-down option of **Change License Pool**, select a pool and click **Apply**.

   Note: The selected pool is applied to all the products displayed under Product Name.

   A confirmation message appears informing that the license pool is assigned to the selected product(s).

3. Click **OK** in the confirmation message.

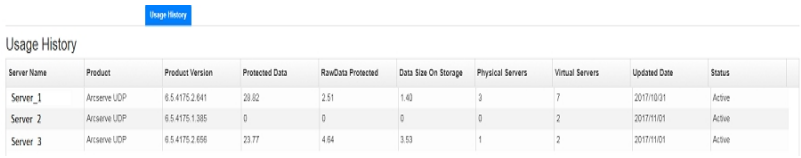
   You can view the license pool assigned.

4. From the Arcserve Product Console, verify if the license is activated.

   For example: After activating license for Arcserve UDP to view all applied licenses, from the Arcserve UDP Console, navigate to the **Help>Activate and License Management** window and click the **License Management** tab.

Viewing Usage History

Usage History lets you view complete usage of your licenses.



Server Name	Product	Product Version	Protected Data	RawData Protected	Data Size On Storage	Physical Servers	Virtual Servers	Updated Date	Status
Server_1	Arcserve UDP	6.5.4175.2.641	29.82	2.51	1.40	3	7	2017/10/31	Active
Server_2	Arcserve UDP	6.5.4175.1.385	0	0	0	0	2	2017/11/01	Active
Server_3	Arcserve UDP	6.5.4175.2.656	23.77	4.64	3.53	1	2	2017/11/01	Active

Server Name

Refers to the name of the server that is used for licenses.

Product

Refers to the name of product installed on the server.

Product Version

Refers to the version of product.

Protected Data

Refers to the quantity of data protected for that version of product.

RawData Protected

Refers to the quantity of raw data protected for that version of product.

Data Size on Storage

Refers to the size of data on storage for that version of product.

Physical Servers

Refers to the number of physical servers used for the product.

Virtual Servers

Refers to the number of virtual servers used for the product.

Updated Date

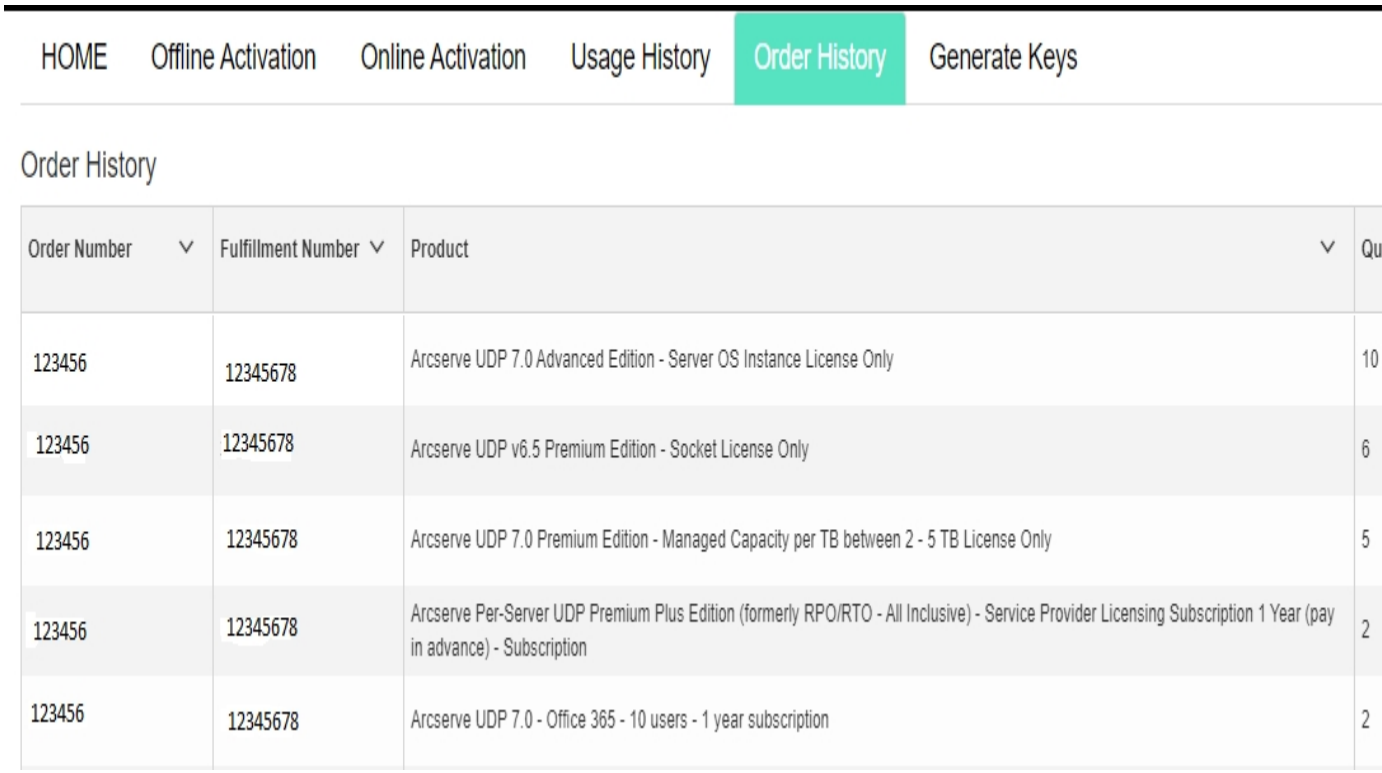
Refers to the date of last update.

Status

Refers to the current status of the license. Status is Active or Inactive.

Viewing Order History

Order History lets you view the complete history of your license orders.



Order Number

Refers to the Order ID that you received for your order.

Fulfillment Number

Refers to the Fulfillment Number that you received for your order.

Product

Refers to the name of product for which you made the order.

Quantity

Refers to the number of licenses that you ordered for a product.

Order Date

Refers to the date on which you placed the order.

Term in Months

Refers to number of applicable months for the order.

Note: The *Term in Months* is applicable to maintenance-based orders.

Maintenance Start

Refers to the start date of maintenance.

Maintenance End

Refers to the expiry date of maintenance.

Downloading Keys for Stand-alone Agents/Arcserve RHA

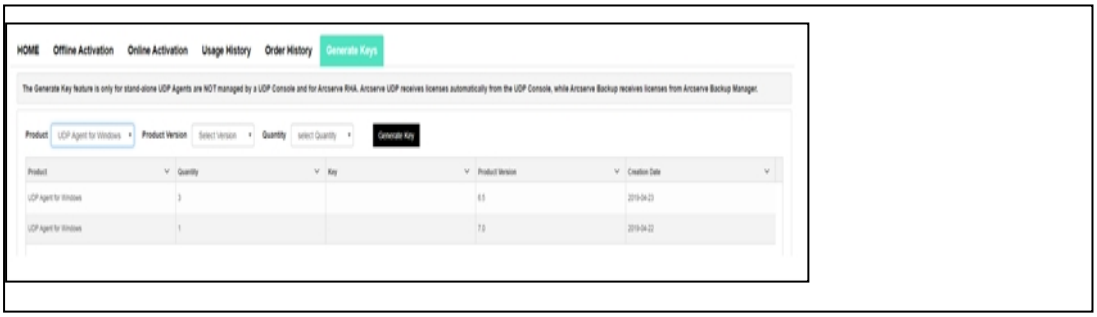
Using the Download Keys option, you can view and generate keys for stand-alone agents of Arcserve UDP or Arcserve RHA.

Important! The Download Keys option is applicable exclusively only to Arcserve RHA or Arcserve UDP stand-alone agents. You can view the Key related information and also generate a key.

To generate a key, you need to select one of the options from the Product Name and then select a number from the drop-down list of Quantity.

Note: Arcserve RHA appears in the Product Name drop-down list ONLY when you have bought licenses for Arcserve UDP Premium edition or above.

The generated key for **UDP Agent for Windows/UDP Agent for Linux** appears with the following details:



Product Name

Refers to the name of product for which you generated keys.

Product Version

Refers to the version of product for which you generated keys.

Quantity

Refers to the number of keys you generated for the product.

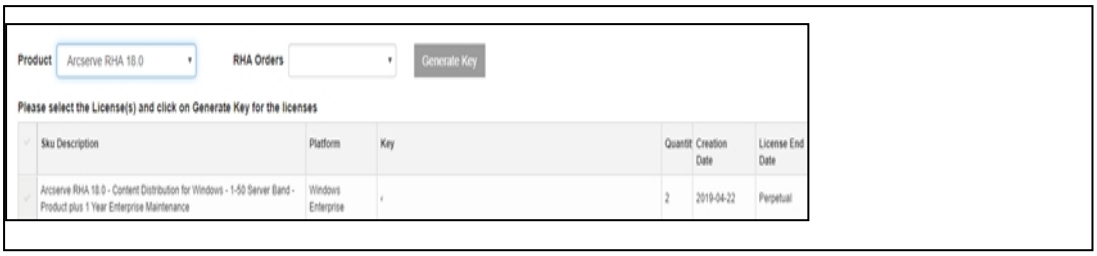
Key

Refers to the key number of a product generated for a specific quantity.

Date

Refers to the date and time of key generation.

The generated key for **Arcserve RHA** appears with the following details:



Product Name

Refers to the name of product for which you generated keys.

RHA Orders

Refers to the RHA Orders for which you generated keys.

Skill Description

Refers to the skill description of keys you generated for the product.

Platform

Refers to the platform of keys you generated for the product.

Key

Refers to the key number of a product generated for a specific quantity.

Quantity

Refers to the number of keys you generated for the product.

Date

Refers to the date and time of key generation.

Chapter 9: Frequently Asked Questions

This section contains the Frequently Asked Questions:

How do I force the Offline Activation when the system is connected to Internet 168

Why do I frequently get license related notifications from Arcserve 169

How do I view the latest modifications using Internet Explorer 170

Why am I not receiving the Arcserve License Activation email 172

Why am I getting licenses error in the Appliance even when the licenses are available 173

How do I Perform Online Activation when Arcserve Backup and Arcserve UDP are on the Same Machine 175

How do I Perform Offline Activation when Arcserve Backup and Arcserve UDP are on the Same Machine 176

How to apply license to the Arcserve UDP Socket-based editions for NAS filers that support NDMP 176

How to apply license to Arcserve UDP for servers in the Cloud 177

How do I force the Offline Activation when the system is connected to Internet

To force the offline activation of Arcserve UDP when system is connected to internet, follow these steps:

1. Navigate to the following location:

   C:\Program Files\Arcserve\Unified Data Protection\Management\Configuration

2. Open *EntitlementRegister_Windows.properties* file.
3. Modify the server name from *SERVERNAME=www.arcserve-register.com* to *SERVERNAME=www.dummy-arcserve-register.com*.
4. Now, perform the offline activation process described in the link.

   Note: In the link provided for offline activation, you can see the steps described for both online and offline machine. In this case, you need to perform all the steps on the same machine.

Why do I frequently get license related notifications from Arcserve

Arcserve offers product licenses based on annual subscriptions. The notifications received are due to the following reasons based on the product type:

- **Arcserve UDP**: For subscription-based license, email and notification is sent to registered email to inform that subscription ends in specific number of days. For example, 60, 30, 15, and 0 day.

  Note: Navigate to the **messages** tab and click **Details** in the Arcserve UDP Console for the subscription end date.

- **Arcserve Email Archiving On-Premise:** For subscription-based licenses, Super Admin receives the subscription expiry notifications. This notification appears for every 24 hours from 60 days before the subscription expiry date.

  Note: A 30-days grace period is available after the subscription expiry date. After completing the grace period the login fails for all the roles except Super Admin, who must activate the product license to enable login for all the roles.

- **Arcserve Backup**: For subscription-based license, email and notification is sent to registered email to inform that subscription ends in specific number of days. For example, 60, 30, 15, and 0 day.

  Note: The subscription end date details are displayed in the top right corner of the Arcserve Backup Manager.

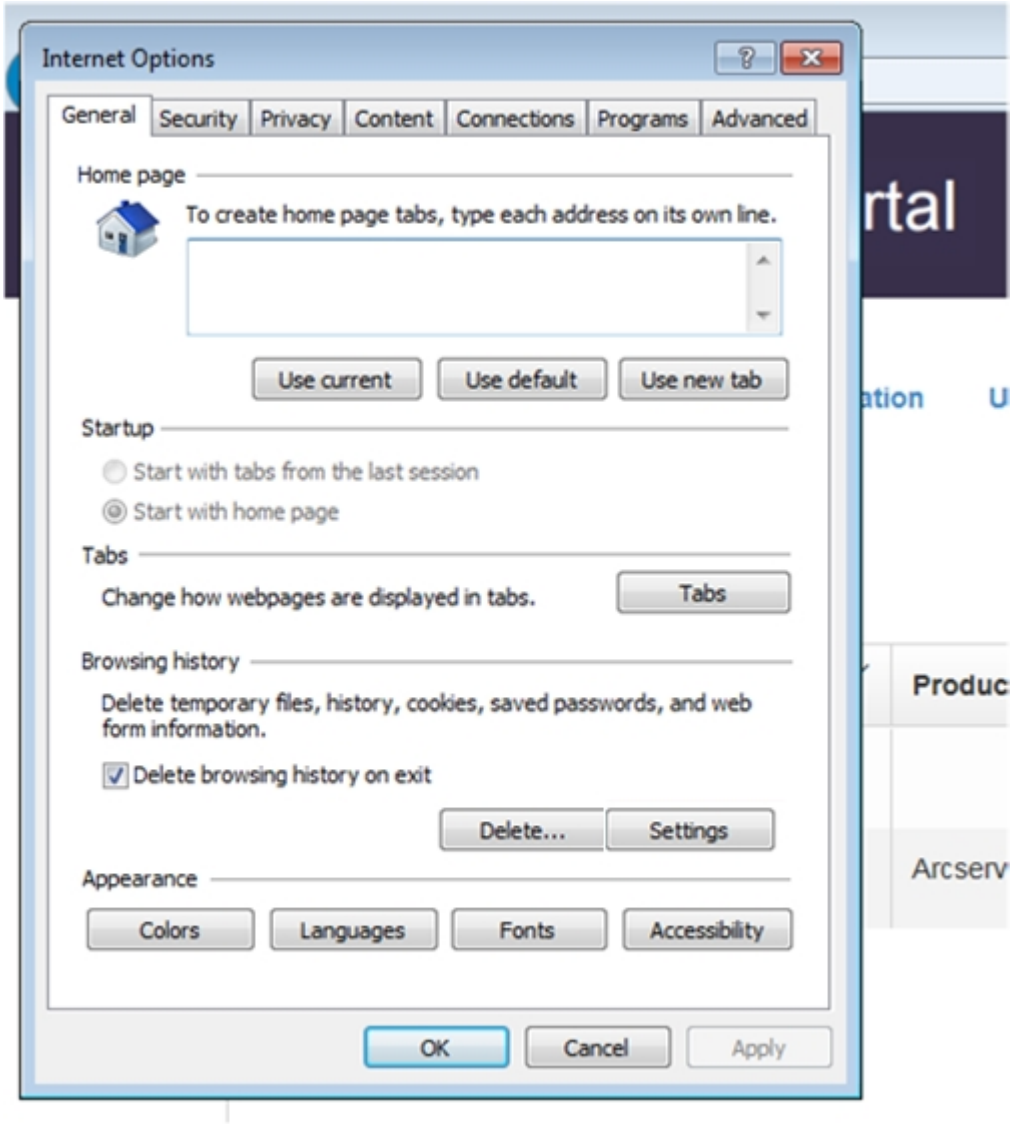
How do I view the latest modifications using Internet Explorer

If you are using Internet Explorer to browse Arcserve end-user Licensing Portal, then the latest modifications may not reflect in the Arcserve end-user Licensing Portal.

To view the latest modifications, follow these steps:

1. From Internet Explorer Click on the **settings** icon.
2. Select **Internet options** from the drop-down list.

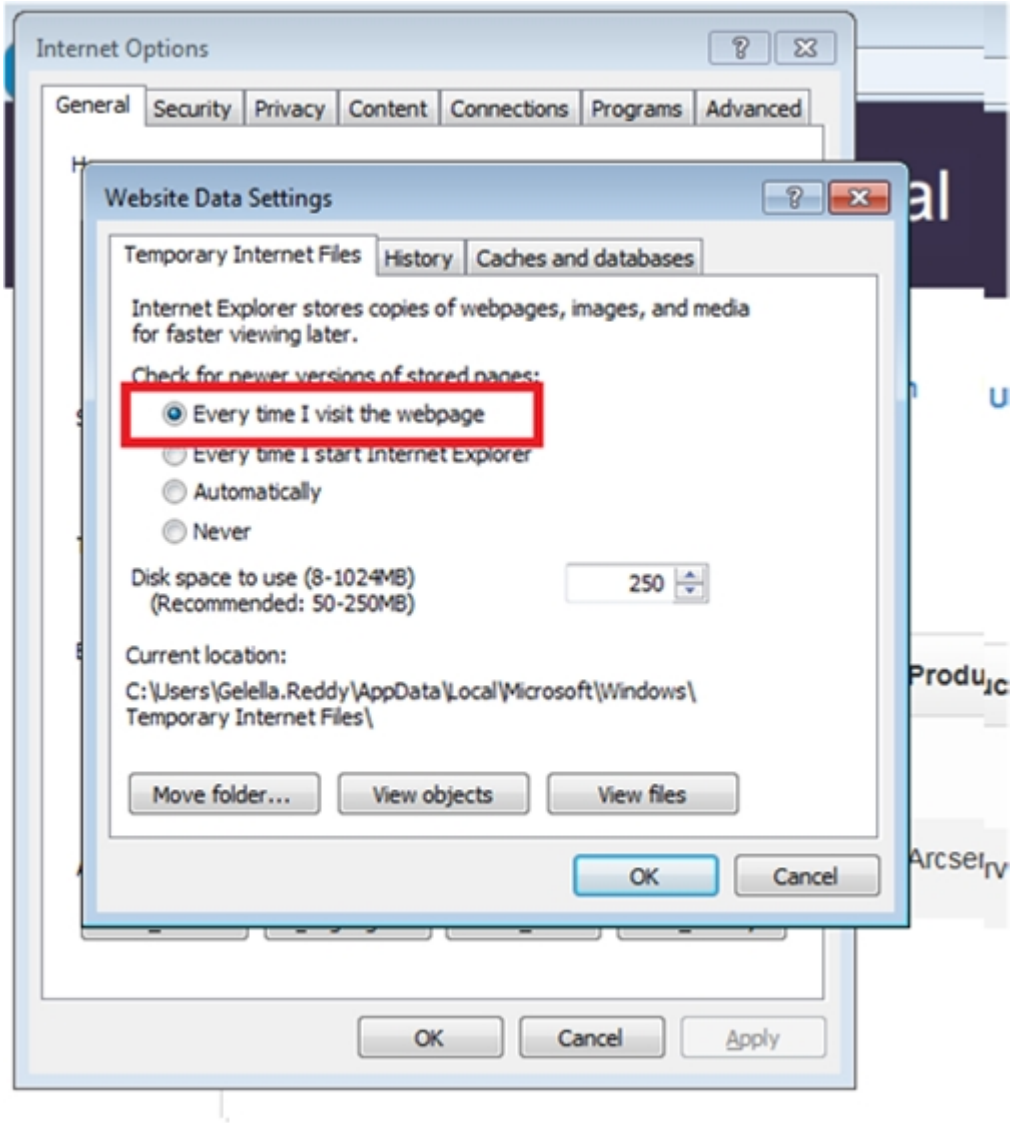
   The **Internet Options** dialog opens.



3. Click **Settings** of the Browsing history.

   The **Website Data Settings** dialog opens.

   Select *Every time I visit the webpage* and click **OK**.



Now, you can view the latest modifications successfully.

Why am I not receiving the Arcserve License Activation email

You may not receive Arcserve License activation email sometimes. To receive the activation email, follow these steps:

- Check the spam folder in your mailbox.

  or

- Verify manually or contact your administrator to find out if the *Arcserve.Registration@arcserve.com* email address is allowed in email settings to receive the activation mail.

Why am I getting licenses error in the Appliance even when the licenses are available

You may receive license error in the Appliance due to multiple reasons.

In the activity log for the Appliance even when the licenses are available, you may receive the following license-related error message:

License failure. Please navigate to Help->Activation and Licensing to find the exact license needed for this node.

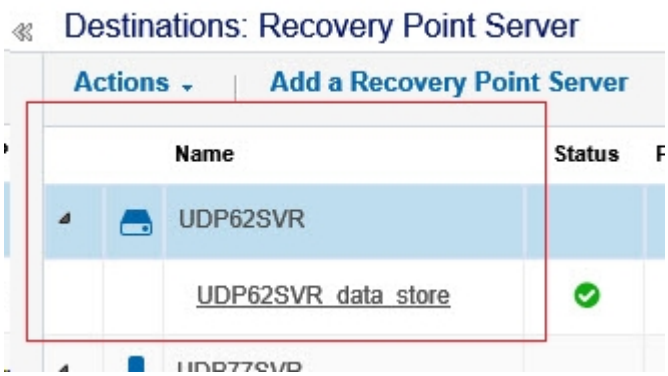
To view the available licenses for Appliance, verify the following:

1. RPS is also upgraded to v6.5 and Arcserve UDP Console detects the RPS as Appliance.

   Type of Icons displayed confirm if the RPS upgrade is detected in the Arcserve UDP Console.

   - **Icon displayed when RPS is not running on Appliance:**

   - **Icon displayed when RPS is running on Appliance:**



If you do not see the above displayed icon, then the RPS server is not detected as an Appliance. To help Console detect the RPS, from Arcserve UDP console right click on the RPS, and click **Update**.

2. The backup destination for all tasks/plans is the data store with volumes created on Appliance.

   Note: The Appliance license is consumed only if the backup destination is a volume on the Appliance. If a backup destination is not on Appliance, then you need to provide additional licenses apart from the Appliance License.

How do I Perform Online Activation when Arcserve Backup and Arcserve UDP are on the Same Machine

Solution 1:

If you want to activate the Arcserve UDP first

Follow these steps:

1. Perform the online activation process for Arcserve UDP.
2. Once the Arcserve UDP activation is complete, click **Refresh** in the **License Management** tab to view the activated license.
3. Now, open the Arcserve Backup Manager where the Arcserve Backup is activated automatically.

Solution 2:

If you want to activate the Arcserve Backup first

Follow these steps:

1. Perform the online activation process for Arcserve Backup.
2. Once the Arcserve Backup activation is complete, open the Arcserve Backup Manager to view the activated license.
3. Click **Refresh** in the **License Management** tab of the Arcserve UDP Console to view the activated license.

How do I Perform Offline Activation when Arcserve Backup and Arcserve UDP are on the Same Machine

Follow these steps:

1. Perform the offline activation for Arcserve UDP first.
2. To refresh the activated license, click **Refresh** in the License Management tab of the Arcserve UDP Console.

   Note: When you try to refresh the license from Arcserve Backup Manager, the following error occurs for Arcserve Backup 17.5, 17.5 SP1, and 18.0:

   Could not complete the refresh license (rc=[5311])

   For Arcserve Backup 19.0, the following error occurs:

   Failed to process your request. Try again after some time. If the problem persists, contact Arcserve support.
3. In Arcserve Backup Manager, navigate to *CA_LIC* folder and verify if *ca.olf* file is available in the following path:

   C:\Program Files (x86)\Arcserve\SharedComponents\CA_LIC
4. Copy the *EntitlementRegister_Windows.properties* file available in the following path:

   C:\Program Files\Arcserve\Unified Data Protection\Management\Configuration
5. Replace the copied *EntitlementRegister_Windows.properties* file in the following path:

   C:\Program Files (x86)\CA\ARCserve Backup
6. Open the Arcserve Backup Manager.

Arcserve Backup is activated successfully.

How to apply license to the Arcserve UDP Socket-based editions for NAS filers that support NDMP

The Arcserve Backup NDMP NAS Option counts each logical NAS. As a result, if a large NAS has multiple heads or multiple IPs, all need a Premium socket license.

Meanwhile, Arcserve UDPs UNC Path / CIFS protection provides an alternative that is, unlike NDMP, infinite incremental, has better dedupe, and benefits from the RPS to RPS replication, and is available in Standard Edition.

How to apply license to Arcserve UDP for servers in the Cloud

For, Cloud instances, you can use either the Per OS Instance license or as many socket-based licenses as they present vCPUs to the OS.

Chapter 10: Troubleshooting

This section contains the following topics:

Activating Online Activation leads to Offline Activation 179

Portal Login credentials are unavailable after upgrading to Arcserve UDP v6.5 Stand-alone Agent 181

How to Install and Uninstall License SDK 181

Activating Online Activation leads to Offline Activation

For Arcserve UDP:

When activating Arcserve UDP license online, the offline activation window appears.

Symptom

If you are activating Arcserve UDP from the Console with internet connectivity, the offline activation window appears. This issue is due to the proxy enabled on the machine used for activation.

Solution

Note: This solution is only applicable to Arcserve UDP v6.5 Update 1. If you have previous version of Arcserve UDP, then apply P00000715 or UDPV6.5U1 patch to existing version of Arcserve UDP for the provided solution to work.

Before proceeding to activation, add the *PROXY_HOSTNAME* and *PROXY_PORT_NUMBER* parameters to *EntitlementRegister_Windows.properties* file available at the following location:

C:\Program Files\Arcserve\Unified Data Protection\Management\Configuration

PROXY_HOSTNAME=<Customer Proxy Hostname>

PROXY_PORT_NUMBER=<Customer Proxy Port Number>

For Arcserve Backup:

When activating Arcserve Backup license online, the offline activation window appears.

Symptom

If you are activating Arcserve Backup from the Console with internet connectivity, the offline activation window appears. This issue is due to the proxy enabled on the machine used for activation.

Solution

Note: A test fix is available to resolve the issue. For more details, contact Arcserve Support.

Before proceeding to activation, add the *PROXY_HOSTNAME* and *PROXY_PORT_NUMBER* parameters to *EntitlementRegister_Windows.properties* file available at the following location:

C:\Program Files (x86)\CA\Arcserve Backup

PROXY_HOSTNAME=<Customer Proxy Hostname>

PROXY_PORT_NUMBER=<Customer Proxy Port Number>

Portal Login credentials are unavailable after upgrading to Arcserve UDP v6.5 Stand-alone Agent

Login credentials are unavailable after Arcserve UDP v6.5 Stand-alone Agent upgrade.

Symptom

Arcserve License Portal login credentials are unavailable after upgrading to Arcserve UDP v6.5 Stand-alone Agent. This issue occurs when you upgrade Arcserve UDP Stand-alone agent from previous versions where you have registered for Product Improvement Program (PIP).

Solution

As a workaround, follow these steps:

1. Click link and navigate to Arcserve License Portal.

   Arcserve License Portal login page appears.
2. From the login page of Arcserve License Portal, click **Forgot Password**.
3. From the Forgot Password page, enter the email address used for PIP registration and click **Submit**.
4. Open the email address entered above.

   You will receive the Forgot Password email from Arcserve.
5. From that email, click the link for activation.

   You are led to the Arcserve registration page where **Create a Password** dialog appears with your email already entered.
6. From **Create a Password** dialog, enter desired password to create your profile for Arcserve License Portal.
7. Click **Save**.

   Arcserve License Portal login page opens. You can use the newly created credentials to log into Arcserve License Portal.

How to Install and Uninstall License SDK

Arcserve products install License SDK with every release. You can manually reinstall, upgrade or uninstall.

To install or upgrade License SDK, follow these steps:

1. Close all Arcserve applications and stop all Arcserve product services running on your system.
2. Verify that lic98.dll or lic98_64.dll is not in use.
3. Perform either one of the below
   - For Arcserve Backup: Mount Arcserve Backup iso and navigate to the folder \IntelNT\LICENSE.
   - For Arcserve UDP: Navigate to below UDP installation path in UDP Console machine

     X:\Program Files\Arcserve\Unified Data Protection\Management\Deployment\D2D\IntelNT\LICENSE
4. Run BaseLicInst.exe.
5. Copy and Replace lic_comp_codes.dat from \IntelNT\LICENSE to C:\Program Files (x86)\Arcserve\SharedComponents\CA_LIC

To uninstall License SDK, follow these steps:

1. Navigate to C:\Program Files (x86)\Arcserve\SharedComponents\CA_LIC folder
2. Extract files of lic98_uninstaller.zip from C:\Program Files (x86)\Arcserve\SharedComponents\CA_LIC
3. Run rmlicense.bat to uninstall the license sdk