Arcserve Unified Data Protection (UDP) 9.x

Safeguarded by Sophos Intercept X Advanced for servers, Arcserve Unified Data Protection (UDP) uniquely combines deep learning server protection, immutable storage, and scalable onsite and offsite business continuity.

- Complete ransomware resilience for protected data
- Multilayered protection for your priceless digital assets
- Availability-oriented protection to support always-on businesses
- Assured recovery with fully automated & non-disruptive DR testing
- Orchestrated recovery: Allows you to recover any workload, in any place, and at any time

Arcserve UDP is now available for deployment, management and protection of data using a cloud-based, multi-tenant, management console. With this addition, Arcserve UDP 9.x onwards can be managed using a cloud-based management console (referred as Cloud Console) or an on premises, private management console.

The management consoles represent a technical stack aligned to the protection schemes. Depending on the management console planned to be used, features and functionalities will be available for use to protect your priceless digital assets.

It is recommended to choose the management console that best fits your technical and business needs.

Note: Customers can purchase Arcserve UDP 9.x using published SKUs and choose to use UDP via Cloud Console or Private Console. Please review the table below for specifics on features that will be made available based on the choice of the management console. Packaging, pricing, and licensing wouldn't change for Arcserve UDP 9.x consumed via Cloud Console or the On Premises Private Console.

Customers are required to choose which management console fits their needs. Using the cloud console and the on premises private console is not allowed within the same environment. Contact Arcserve's technical support in cases where the Cloud Console cannot be used and an on premises management console is needed.

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Features & Capabilities	Licensing Packages			Management Console Options	
	Standard	Advanced	Premium	On-Premise Private	Cloud Console
Image-based backup of Windows	●	●	●	✓	✓
Bare-metal recovery, including support of UEFI and Secure Boot	●	●	●	✓	✓
On-Premises Private management console	●	●	●	✓	✗
Cloud-based management console (no need for manual installation or deployment)	●	●	●	✗	✓
Multi-Factor Authentication	●	●	●	✓	✓
Multitenant management controls	●	●	●	✗	✓
Global; source deduplication	●	●	●	✓	✓
WAN optimization	●	●	●	✓	✓
Virtual Standby to vSphere and Hyper-V	●	●	●	✓	✓
Basic tape backup (migrate UDP recovery points to tape, single tape drive support)	●	●	●	✓	✗
Image-based backup of Linux	●	●	●	✓	✓
Agentless backup of vSphere and Hyper-V	●	●	●	✓	✓
Backup from UNC Path (CIFS/NFS)	●	●	●	✓	✓
Copy recovery points	●	●	●	✓	✗
Centrally manage mounted recovery points, perform volume restores & restore to alternate hosts	●	●	●	✗	✓
Immutable Cloud Storage via Amazon AWS S3, Wasabi & Nutanix – Object Lock	●	●	●	✓	✓
File Copy & File Archive	●	●	●	✓	✗
Recovery Point Server Datastore on AWS S3, Wasabi and Google Cloud Storage	●	●	●	✗	✓
Protection for Microsoft Office 365 Exchange Online, SharePoint Online, OneDrive for Business, and Teams data	●	●	●	✓	✗
Sophos Intercept X Advanced for Server (for RPS)*	●	●	●	✓	✓
AI/ML malware prevention with Deep Learning*	●	●	●	✓	✓
Dual antimalware engines protecting RPS*	●	●	●	✓	✓
Ransomware interception on RPS*	●	●	●	✓	✓
Automatic VM protection for vSphere and Hyper-V		●	●	✓	✓
Instant VM to vSphere and Hyper-V		●	●	✓	✓
Virtual Standby and Instant VM to Amazon EC2 and Azure		●	●	✓	✓
Microsoft SQL support, including CSVFS support and point-in-time recovery		●	●	✓	✓
Microsoft Exchange support, including granular recovery		●	●	✓	✓
Support for Oracle Linux UEK (Unbreakable Enterprise Kernel)		●	●	✓	✓
Nutanix Files backup			●	✓	✗
Agentless backup of Nutanix AHV VMs			●	✓	✗
Instant VM and Virtual Standby for Nutanix AHV			●	✓	✗
Automatic VM protection for Nutanix AHV			●	✓	✗
Native Oracle Database backup/recovery with RMAN integration			●	✓	✗
Assured Recovery tests for SLA reports			●	✓	✓
Full tape backup (multiple tape drive libraries, NDMP, CIFS backup & broad platform support)			●	✓	✓
HPE 3PAR, Nimble, NetApp hardware snapshots for vSphere			●	✓	✗
VSS hardware snapshot support			●	✓	✗
Role-based administration			●	✓	✓

✓ = Feature is available   ✗ = Feature is unavailable   Note: Please refer to the product documentation for detailed information.

* Customers of Arcserve UDP with a valid subscription or maintenance contract are eligible to request a complimentary copy of Sophos Intercept X Advanced for Server to protect Arcserve UDP's Recovery Point Server (RPS) from ransomware, malware, and hacker attacks, active for the period of their subscription or maintenance contract. Trial, NFR, Community, and Workstation Free Editions are excluded.

Arcserve UDP Universal Licensing

Arcserve UDP is available via **Universal Licensing** – a subscription for the data protected, based on front-end terabytes ("FETB").

The universal licensing encompasses protection for all and any type of data; from any source – including an unlimited number of physical servers and workstations, virtual servers with agentless and agent-based backup, cloud instances and VMs, Microsoft Office 365, NAS and SAN devices, and any other data source supported by Arcserve UDP.

With this truly universal licensing, Arcserve UDP protects entire IT environments without hidden costs or surprises.

- **Estimate** current and future needs easily.
- **Get** only what is needed by the IT environment.
- **Save budget** with one of the most competitive pricing models in the industry.

For example, if an environment has a total of **50 terabytes** of data on all devices, a subscription for 50x FETB of Arcserve UDP is required to protect all data in the environment. When the environment grows, only the additional data needs to be considered, regardless of the number of devices, virtual machines, cloud instances, workloads, or users. The licensing also includes unlimited retention, unrestricted recoveries, and copying backups to secondary locations or public clouds for disaster recovery.

Notes:

- Enterprise support is included for the subscription period, with support responses as fast as one hour for severity-1 issues. The entire Universal Licensing subscription can, at any time, be upgraded to the next edition or expanded to protect more data.

- Universal Licensing subscription for an environment can only include one edition. For example, an environment can be protected by 20x FETB of Premium Edition licenses or 20x FETB of Advanced Edition licenses, but not a combination of both.

- Universal Licensing cannot be used concurrently with alternative socket-based, instance-based, or capacity-based licenses.

- Upon expiration of the subscription term, the subscription must be renewed to continue using the software.

- If the subscription is not renewed upon its expiration, backups are allowed to continue only for a grace period of 30 days. Only data and bare-metal recoveries are allowed after expiry of the grace period.

Licensing guidance when Arcserve UDP 9.x is managed using Cloud Console:

- Arcserve UDP Universal Licensing is recommended.

- Arcserve UDP's 'Standard' licensing package is a good fit for most protection use cases (refer to the table in the previous section for feature availability & other details).

- Choose Arcserve UDP's 'Premium' licensing package for use cases that involve backing up to tape using Arcserve Backup.

Alternative Licensing Models

Licensing Option	Standard	Advanced	Premium	Workstation
Universal (subscription per front-end TB, FETB)	●	●	●	
Instance-based (per OS instance)	●	●		●
Socket-based (per CPU socket)	●	●	●	
Capacity-based (per front-end TB)	●	●	●	
Appliance		●	●	

For current customers and specific exceptions, perpetual per socket, per OS-instance, or per-TB licensing models are available:

Notes:

- The **socket-based** licensing option supports physical servers and virtual hosts.

  - NAS and other systems are protected remotely via NDMP protocol by Arcserve Backup count as one socket per each NAS/system node.

- **Workstation Free** edition allows backup and recovery of individual workstations to external drives and shared folders and does not require a license.

  - The trial version of Arcserve UDP, installed on Windows 8, 8.1 and 10 automatically converts to the Workstation Free edition upon the expiration of the trial period.

  - A full license is required for centralized management, global deduplication, virtual standby, and basic tape backup of workstations. Refer to Arcserve documentation for differences between Cloud Console and Private Console.

  - Workstation Free edition does not support Recovery Point Server, and as such, does not include eligibility to receive a complimentary copy of Sophos Intercept X Advanced for Server.

- **Workstation licenses** are available in packs of 5, 10, 25, 50, 100, 500, or any combination of these; they support only Workstation OSes; and include SQL Express support.

- **Premium Edition** licenses allow the use of Arcserve UDP software and Arcserve Backup software, including protection of supported platforms and integration between products, according to the same conditions as for any other edition or licensing program. For example:

  - 20x "Arcserve UDP 9.x Premium Edition - Socket" licenses allow the use of Arcserve UDP software, Arcserve Backup software, or a combination of both to protect systems with up to 20 CPU sockets total, including storing copies of UDP recovery points of those systems to tape devices.

  - 25x "Arcserve UDP 9.x Premium Edition - Managed Capacity per TB" licenses allow the use of Arcserve UDP software, Arcserve Backup software, or a combination of both, to protect up to 25 TB of total source data, including storing copies of UDP recovery points of this data to tape devices.

- Arcserve Appliances with a UDP Premium Edition allows the use of either Arcserve UDP software, Arcserve Backup software, or a combination of both to protect an unlimited number of systems and amount of source data, provided the backups are stored on the licensed appliance. The backups from the licensed appliance can be later copied to the tape devices connected to the same appliance.

- **All licenses** within the same environment must be of the identical edition. For example, for your environment you can get 20x Premium Edition licenses or 20x Advanced Edition licenses, but not a combination of both.

- **Instance-based** and **socket-based** licenses of the same edition can be concurrently used in the same environment. If the environment has available, unassigned licenses of both types, the following applies:

  - Socket-based licenses are automatically assigned to the unlicensed virtual hosts on either the first agentless VM backup from those hosts, the first agent-based backup of VMs assigned to those hosts, or the first agent-based backup of the virtual hosts themselves.

  - Instance-based licenses are assigned upon either the first backup of the unlicensed physical machines, the first backup of CIFS/NFS shares, or the first agent-based backup of VMs not set to a specific virtualization host.

- **Capacity-based licenses,** both Universal Licenses and perpetual per TB, are exclusive to the specific customer environment and cannot be used concurrently with socket-based or instance-based licenses.

- **Arcserve Appliances** are licensed per their storage capacity and do not restrict the number of source systems, servers, or amount of data backed up to the licensed appliance. Backups from the licensed appliance can be later copied to the tape devices connected to the same appliance.

Arcserve UDP Licensing Programs and SKU Types

Two licensing programs are available:

- **Open License Program** – available to all commercial organizations
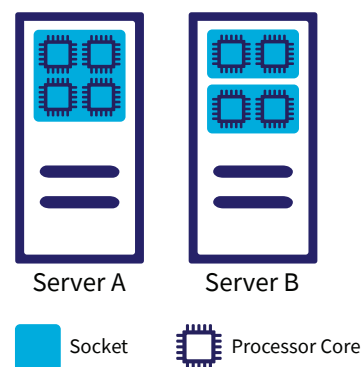- **Government License Program** – available only to government organizations

In both programs, the following SKU types are available:

SKU TYPE	Description	Example
Subscription	Subscription to use the software within specified period, usually for 1, 3 or 5 years. Includes maintenance and support for the period of subscription.	Arcserve UDP Universal License 9.x - Premium Edition - 1-Year Subscription - per Front-End Terabyte (FETB) - Paid Upfront
License	Perpetual license of software. Does not include maintenance.	Arcserve UDP 9.x Premium Edition - Socket - License Only
Competitive Upgrade	Perpetual license during upgrade from a competitive product	Arcserve UDP 9.x Premium Edition - Socket - Competitive/Prior Version Upgrade License Only
Crossgrade	Perpetual license during upgrade from lower-priced editions and other Arcserve products to UDP	Arcserve UDP 9.x Premium Edition - Socket - Crossgrade-Between-Different-Products License Only
Version Upgrade	Perpetual license during upgrade from a previous version of Arcserve UDP to the latest version	Arcserve UDP 9.x Premium Edition - Socket - Competitive/Prior Version Upgrade License Only
New Maintenance 1y	One-year maintenance for new purchases of perpetual licenses	Arcserve UDP 9.x Premium Edition - Socket - One Year Enterprise Maintenance – New
New Maintenance 3y	Three-year maintenance for new purchases of perpetual licenses	Arcserve UDP 9.x Premium Edition - Socket - Three Years Enterprise Maintenance – New
Renewal 1 year	One-year maintenance renewal	Arcserve UDP Premium Edition - Socket - One Year Enterprise Maintenance – Renewal
Renewal 3 years	Three-year maintenance renewal	Arcserve UDP Premium Edition - Socket - Three Year Enterprise Maintenance - Renewal

Arcserve UDP Socket-Based Licensing

The socket-based licensing option allows you to protect a physical computer and an unlimited number of virtual machines on the same computer. The number of socket-based licenses should be equal to the number of populated CPU sockets in the system, with an unlimited number of cores per CPU socket included.

For example, a virtual host server with four sockets on the motherboard and only two CPUs installed will require two socket-based licenses of UDP.

Server A   Server B

Socket   Processor Core

Socket

With socket-based licensing, a socket is a populated Physical Processor (CPU) located on the device/hardware being protected.

For example, Server A, running one quad-core CPU installed in a single physical CPU socket will only require one socket-based license.

Server B, running two dual-core CPUs installed in two physical CPU sockets will require two socket-based licenses.

There is no limit on the "cores" (the logical microprocessors in a physical microprocessor) per socket.

An empty socket without a processor does not require a per-socket license.

Arcserve UDP Instance-Based Licensing

The instance-based licensing option allows you to protect an OS instance on a physical computer or virtual machine. Only Standard and Advanced editions are available:

- Arcserve UDP 9.x Standard Edition - Server OS Instance
- Arcserve UDP 9.x Advanced Edition - Server OS Instance

Arcserve UDP Perpetual Capacity-Based Licensing

The Arcserve Managed Capacity Program (MCP) includes a capacity-based licensing model that allows you to protect a purchased number of front-end terabytes of data on an unlimited number of systems.

The licenses are available in Standard, Advanced, and Premium editions, and the following tiers of total data protected:

- 1 TB
- 2-5 TB
- 6-15 TB
- 16-25 TB
- 26-50 TB
- 51-100 TB
- 100+ TB

For example, for a customer to protect 8 TBs of file server data and utilize full tape backup capabilities, 8x units of "Arcserve UDP 9.x Premium Edition - Managed Capacity per TB between 6 - 15 TB - License Only" plus maintenance would be required.

To protect an additional 10TBs, the customer would buy 10x more copies of "Arcserve UDP 9.x Premium Edition - Managed Capacity per TB between 16 - 25 TB - License Only", plus the associated maintenance, as the total amount of protected data is now 18TB.

Arcserve UDP for Microsoft Office 365

Arcserve UDP supports protecting Microsoft Office 365 Exchange Online emails, SharePoint documents, OneDrive for Business files, and Teams data.

- **Arcserve UDP Universal Licenses** and perpetual capacity (per TB) licenses of any edition include backup of unlimited Office 365 users to their licensed data capacity – no additional subscription is required.
- **Arcserve Appliances** include backup of unlimited Office 365 users to their licensed data or storage capacity – no additional subscription is required.
- For other licensing models or standalone use, Arcserve UDP for Office 365 licenses are available as a **per-user subscription** in one-, three-, or five-year subscription options.
- Arcserve UDP for Office 365 licenses can be used **standalone** or be **combined** with socket-based or per-OS licenses of UDP (any edition).
- Arcserve UDP for Office 365 subscriptions are **edition-agnostic,** and complete Office 365 protection functionality is included.
- Customers with active Arcserve UDP for Office 365 subscriptions are entitled to a free upgrade to new versions of Arcserve UDP.

Arcserve UDP Upgrades

Version Upgrades

Option	Current License	Upgrade Entitlement (1:1, unless stated)
Universal	Arcserve UDP Universal License 7.x/8.x - Standard Edition - per Front-End Terabyte (FETB)	Arcserve UDP Universal License 9.x - Standard Edition - per Front-End Terabyte (FETB)
	Arcserve UDP Universal License 7.x/8.x - Advanced Edition - per Front-End Terabyte (FETB)	Arcserve UDP Universal License 9.x - Advanced Edition - per Front-End Terabyte (FETB)
	Arcserve UDP Universal License 7.x/8.x - Premium Edition - per Front-End Terabyte (FETB)	Arcserve UDP Universal License 9.x - Premium Edition - per Front-End Terabyte (FETB)
Socket-based	Arcserve UDP 8.x/7.x Advanced Edition (per TB)	Arcserve UDP 9.x Advanced Edition - Managed Capacity (per TB)
	Arcserve UDP 8.x/7.x Premium Edition (per TB)	Arcserve UDP 9.x Premium Edition - Managed Capacity (per TB)
	Arcserve UDP 8.x/7.x Premium Edition (per socket)	Arcserve UDP 9.x Premium Edition (per socket)
	Arcserve UDP 8.x/7.x Premium Plus Edition (per socket)	Arcserve UDP 9.x Premium Plus Edition (per socket) *
Capacity-based	Arcserve UDP 8.x/7.x Standard Edition (per TB)	Arcserve UDP 9.x Standard Edition - Managed Capacity (per TB)
	Arcserve UDP 8.x/7.x Advanced Edition (per TB)	Arcserve UDP 9.x Advanced Edition - Managed Capacity (per TB)
	Arcserve UDP 8.x/7.x Premium Edition (per TB)	Arcserve UDP 9.x Premium Edition - Managed Capacity (per TB)
	Arcserve UDP 8.x/7.x Premium Plus Edition (per TB)	Arcserve UDP 9.x Premium Plus Edition - Managed Capacity (per TB)*
Instance-based	Arcserve UDP 8.x/7.x Standard Edition (per OS instance)	Arcserve UDP 9.x Standard Edition - Server OS Instance
	Arcserve UDP 8.x/7.x Advanced Edition (per OS instance)	Arcserve UDP 9.x Advanced Edition - Server OS Instance
Microsoft Office 365	Arcserve UDP 7.x - Office 365 - 10 users	**10x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 7.x - Office 365 - 50 users	**50x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 7.x - Office 365 - 100 users	**100x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 7.x - Office 365 - 500 users	**500x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 7.x - Office 365 - 1000 users	**1000x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 7.x - Office 365 - 2500 users	**2500x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 7.x - Office 365 - 5000 users	**5000x** Arcserve UDP 9.x – Microsoft Office 365 Backup - per User
	Arcserve UDP 8.x – Microsoft Office 365 Backup - per User	Arcserve UDP 9.x – Microsoft Office 365 Backup - per User

- Customers with active subscriptions or maintenance contracts are entitled to receive version upgrades free-of-charge through Arcserve's website at www.arcserve.com or by calling customer care.
- Customers with expired subscriptions must purchase a new subscription before the upgrade.
- Customers with expired maintenance must purchase version upgrade SKUs with new maintenance.

Premium Plus Edition

Arcserve UDP 9.x Premium Plus Edition is only available to customers with Arcserve UDP Premium Plus licenses of previous versions of Arcserve UDP and under current maintenance.

These customers are entitled to:

- Access all features of Arcserve UDP 9.x Premium Edition within the scope of their licensing option, and the features that were available to them in Arcserve Continuous Availability, previously named Arcserve Replication and High Availability (RHA).

- Renew their Premium Plus edition maintenance.

- Receive free version upgrades of Arcserve UDP and Arcserve Continuous Availability, previously named Arcserve Replication and High Availability (RHA), throughout their active maintenance period.

- Purchase additional Premium Plus edition licenses to protect new systems and workloads in their environment.

For new customers requiring high-availability capabilities, separate Arcserve Continuous Availability licenses are available for purchase.

Edition Upgrades

Customers with subscription licenses, including Universal, can upgrade to a higher Arcserve UDP edition by purchasing the individual subscription either at the time of renewal or earlier. In the latter case, the remainder of their active subscription will be co-termed into the new purchase.

Customers who want to upgrade their perpetual license to a higher Arcserve UDP edition can purchase the respective Arcserve UDP edition crossgrade SKUs. Note that all licenses within the same environment must be of the identical edition, and therefore all licenses in the same environment must be upgraded simultaneously.

For example: *A customer with an "Arcserve UDP 9.x Advanced Edition – Socket" can upgrade to a Premium edition by purchasing "Arcserve UDP 9.x Premium Edition - Socket - Crossgrade-Between-Different-Products" for all licenses in their environment.*

Crossgrades

Customers who have the following Arcserve Backup licenses under current maintenance can crossgrade to Arcserve UDP using Arcserve UDP edition crossgrade SKUs:

- Arcserve Backup Components (Base/Agents/Options)
- Arcserve Backup Modules (File/Database/email/Application)

For example: *A customer with "Arcserve Backup for Windows Application Module" SKU on a physical server with one socket can crossgrade to Arcserve UDP using the following SKUs:*

- *Arcserve UDP 9.x Premium Edition - Socket - Crossgrade-Between-Different-Products License Only*
- *Arcserve UDP 9.x Premium Edition - Socket - Three Years Enterprise Maintenance – New*

Downgrades

Customers can request downgrades to a previous product version via a form on Arcserve's website, www.arcserve.com or by calling customer care.

Subscription Renewal

Customers whose subscription, including Universal, expires soon should renew their subscription by purchasing the corresponding Arcserve UDP subscription SKUs for the new period.

For example: A customer with an expiring "Arcserve UDP Universal License - Premium Edition" should purchase "Arcserve UDP Universal License - Premium Edition" for the new, extended period.

Note: if the subscription was not renewed upon its expiration, backups and other features are allowed to continue only for a grace period of 30 days. Data and bare-metal recoveries are permitted. A complimentary copy of Sophos Intercept X Advanced for Server received from Arcserve will become deactivated.

Arcserve will notify customers within 90 days of their subscription expiration. In some instances, reminders may also be sent within 60, 45, 30, and 15 days of subscription expiration and again 30 days after expiration, depending on the region.

Customers of Arcserve UDP with an active, paid subscription are eligible to request a complimentary copy of Sophos Intercept X Advanced for Server to protect Arcserve UDP's Recovery Point Server (RPS) from ransomware, malware, and hacker attacks.

Arcserve UDP Maintenance

Maintenance is a subscription-based service add-on for all perpetual licenses that allows customers to receive free upgrades to new versions of UDP, and access to Arcserve's support services throughout their maintenance period.

Maintenance for UDP is not included in base licenses and must be purchased separately. Generally, your quotation contains a separate line item for maintenance. For example:

1. Arcserve UDP 9.x Premium Edition - Socket License Only
2. Arcserve UDP 9.x Premium Edition - Socket Three Years Enterprise Maintenance – New

Subscription licenses, including Universal, already include maintenance for the subscription period, and no separate purchase is required.

Maintenance Renewal

Customers whose maintenance expires soon should renew their maintenance by purchasing the Arcserve UDP renewal SKUs.

For example: A customer with an *"Arcserve UDP Standard Edition – Socket"* should purchase *"Arcserve UDP Standard Edition - Socket Three Years Enterprise Maintenance – Renewal."*

Arcserve will notify customers within 90 days of their maintenance expiration. In some instances, reminders may also be sent within 60, 45, 30, and 15 days of maintenance expiration and again 30 days after expiration, depending on the region.

Customers of Arcserve UDP with active, paid maintenance are eligible to request a complimentary copy of Sophos Intercept X Advanced for Server to protect Arcserve UDP's Recovery Point Server (RPS) from ransomware, malware, and hacker attacks.

Maintenance for Upgrades and Crossgrades

Customers who upgrade their edition or crossgrade their product must purchase a crossgrade SKU with new maintenance.

For example: *A customer upgrading to "Arcserve UDP Premium Edition – Socket License" should purchase the following to continue receiving free upgrades to new versions of UDP and access to Arcserve's support services after the upgrade:*

- *Arcserve UDP Premium Edition - Socket License Only Crossgrade-Between-Different-Products License*
- *Arcserve UDP Premium Edition - Socket Enterprise Maintenance - New*

Expired Maintenance

Once the customer's maintenance has expired, Arcserve provides the following:

1. 30 days to backdate a one-year renewal.

2. 90 days to backdate a three-year renewal.

3. 91+ days after the maintenance lapse, customers must purchase a version upgrade with new maintenance.

The backdate window described above only allows customers to renew the maintenance. Customers with expired maintenance are not entitled to support and free version upgrades during the backdate window. These entitlements will be reinstated from the renewal purchase date.

If the customer's maintenance has lapsed, they must reinstate the maintenance by purchasing a version upgrade SKU with new maintenance. As part of the reinstatement, these customers can also upgrade to the higher edition by purchasing crossgrade SKUs.

Customers with expired maintenance of following the Arcserve products can crossgrade to Arcserve UDP using Arcserve UDP edition crossgrade SKUs with new maintenance:

- Arcserve Backup Components (Base/Agents/Options)

- Arcserve Backup Modules (File/Database/Email/Application)

Arcserve UDP Software Delivery

By default, Arcserve UDP is delivered via Electronic Software Delivery (ESD). Customers receive their license certificates with links to their software downloads and activation details. Arcserve Customer Care can assist customers with ESD.

Helpful Information

Arcserve UDP 9.0 Free 30-Day Trial

Arcserve UDP 9.0 Knowledge Center

Arcserve UDP Release And Support Lifecycle Dates

Compatibility Matrix

Please contact Arcserve for further queries.

About Arcserve

Arcserve provides exceptional solutions to protect the priceless digital assets of organizations in need of full scale, comprehensive data protection. Established in 1983, Arcserve is the world's most experienced provider of business continuity solutions that safeguard multi-generational IT infrastructures with applications and systems in any location, on premises and in the cloud. Organizations in over 150 countries around the world rely on Arcserve's highly efficient, integrated technologies and expertise to eliminate the risk of data loss and extended downtime while reducing the cost and complexity of backing up and restoring data by up to 50 percent.

Explore more at arcserve.com