

# vBE Frequently Asked Questions (FAQs)

**vBE (VM Backup Essentials) converges enterprise backup software, ransomware detection, and cloud continuity into a powerful, all-in-one platform.**

## **vBE Licensing**

- 1. How is vBE licensed?**

vBE is licensed by socket and covers VMware virtual machines only. Base prices include one year of 24x7x365 support. Subscriptions of 3 or 5 years can be chosen at the time of initial purchase or renewal.
- 2. What does a socket license protect?**

The “Socket or CPU (central processing unit) Socket” refers to the physical interface or connector that provides mechanical and electrical connections between a device (usually a microprocessor) and a printed circuit board (PCB) on an end user-owned or controlled computer or physical server, irrespective of make, size and processing capacity. In simple terms, it is the number of processor sockets that reside in a hypervisor host.
- 3. Do I need to license all sockets on a host running a hypervisor?**

Only occupied sockets require a license, but ALL occupied sockets of the host must be licensed to protect its virtual machines. You are not permitted to protect virtual machines that run on unlicensed hosts. Because virtual machines can dynamically move between hosts, it is recommended to license all hosts available for a virtual machine to run on, even if protecting at the guest-level via an agent (see below for more FAQs on guest-level protection).
- 4. Are there any limits on the number of virtual machines that can be protected on that host?**

No, there are no limits. The socket license unlocks the capability of protecting unlimited number of virtual machines on that host.
- 5. Is the socket license the number of sockets on the hypervisor host on which vBE is deployed?**

The socket license is required for what vBE protects, not where vBE is deployed. It is the total number of occupied sockets in the host machines (hypervisor) of the virtual environment that is being protected. For example, in a given environment, if there are 5 VMware ESXi servers each having 2 CPU sockets, and there were 3 other VMware hosts each having 1 CPU Socket, then to protect all the virtual machines in this environment, you to purchase  $(5 * 2 + 3) = 13$  number of socket licenses.



## What does vBE Protect?

**6. Are there any restrictions to the number of cores on the sockets?**

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

**7. What hypervisors can be protected with socket licenses?**

vBE socket licenses can only protect paid editions of VMware hypervisors.

**8. I don't want to protect my entire virtual environment. Can I select specific VMware sockets to be protected?**

Yes, this configuration is possible.

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

**9. What is the amount of retention specified with a vBE license?**

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

**10. What licenses are required for my DR site?**

vBE supports replication to the cloud - both hyperscale clouds such as AWS, Google and Rackspace as well as clouds purpose-built for DRaaS services. Site-to-site replication is not supported at this time.

**11. If I add additional sockets to my license, what is the termination date for the support on the additional licensed resources?**

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

## vBE Support

**12. What level of support do I get with vBE?**

vBE includes one year of all-access support—24 hours a day, 7 days a week, 365 days a year.

**13. What installation services are available with vBE?**

Yes, a variety of installation versions are available.

**14. What is the time period of the trial license?**

The time period for the trial license is 30 days. After 30 days, you can purchase a license to continue using vBE. Contact your vBE sales representative to purchase a license.

