Veeam End User Software Licensing Policy

Published: October 2025 (v18)

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This End User Software Licensing Policy, which is incorporated into and is part of Veeam's End User License Agreement (EULA), defines the specific licensing terms and conditions for your use of software products and documentation (collectively, "Software"). Definitions for all capitalized terms are found in the definitions section below.

Note: All Veeam Data Cloud and related Veeam-hosted service offering agreements can be found at https://veeam.com/legal

1. Veeam End User Software Licensing

1.1. Veeam Data Platform Software Offerings | Veeam Universal License

Offering	Veeam Data Platform Advanced
License type	Subscription, Perpetual, or Rental
License unit	License Instance
Deployment specifics	Software Appliance and Windows installable software

Offered in packs of 10 licenses.

Production Support and Maintenance, Premier support is optional. Capabilities from the following products are included:

- Veeam Backup & Replication, including the following workloads:
  - **Cloud:** AWS, Microsoft Azure, Google Cloud
  - **Virtual:** VMware vSphere, Microsoft Hyper-V, Nutanix AHV, Red Hat Virtualization, Oracle Linux Virtualization Manager, Proxmox VE, Scale Computing HyperCore
  - **Physical:** Microsoft Windows, Linux, MacOS, Oracle Solaris, IBM AIX
  - **Unstructured data:** NAS and object storage
  - **Identity:** Entra ID — objects, sign-in, and audit logs.

Licenses required for all enabled member users:

- Veeam ONE
- Veeam Recovery Orchestrator
- Coveware Recon Scanner software included with Veeam Data Platform Premium customers.

Additional options for Veeam Data Platform Premium customers include: Coveware Unidecrypt Software, distributed separately and available only for Veeam Cyber Secure customers.

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Offering	Veeam Data Platform Advanced
License type	Subscription, Perpetual, or Rental
License unit	License Instance
Deployment specifics	Software Appliance and Windows installable software

Offered in packs of 10 licenses.

Production Support and Maintenance, Premier support is optional.

Capabilities from the following products are included:

- Veeam Backup & Replication, including the following workloads:
  - **Cloud:** AWS, Microsoft Azure, Google Cloud
  - **Virtual:** VMware vSphere, Microsoft Hyper-V, Nutanix AHV, Red Hat Virtualization, Oracle Linux Virtualization Manager, Proxmox VE, Scale Computing HyperCore
  - **Physical:** Microsoft Windows, Linux, MacOS, Oracle Solaris, IBM AIX
  - **Unstructured data:** NAS and object storage
  - **Identity:** Entra ID — objects, sign-in, and audit logs.

Licenses required for all enabled member users:

- Veeam ONE

Offering	Veeam Data Platform Foundation
License type	Subscription, Perpetual, or Rental
License unit	License Instance
Deployment specifics	Software Appliance and Windows installable software

Offered in packs of 10 licenses.

Production Support and Maintenance, Premier Support is optional.

Capabilities from the following products are included:

- Veeam Backup & Replication, including the following workloads:
  - **Cloud:** AWS, Microsoft Azure, Google Cloud
  - **Virtual:** VMware vSphere, Microsoft Hyper-V, Nutanix AHV, Red Hat Virtualization, Oracle Linux Virtualization Manager, Proxmox VE, Scale Computing HyperCore
  - **Physical:** Microsoft Windows, Linux, MacOS, Oracle Solaris, IBM AIX
  - **Unstructured data:** NAS and object storage
  - **Identity:** Entra ID — objects only.

Licenses required for all enabled member users:

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Offering	Veeam Data Platform Essentials
License type	Subscription or Perpetual
License unit	License Instance
Deployment specifics	Software Appliance and Windows installable software

Offered in packs of 5 licenses and a maximum of 50 licenses.

Designed exclusively for small businesses. Cannot be merged with another product license to scale above the maximum. Purchase of an upgrade SKU is required to grow beyond the maximum limit. Production Support and Maintenance. Capabilities from the following products are included:

- Veeam Backup & Replication, including the following workloads:
  - **Cloud:** AWS, Microsoft Azure, Google Cloud
  - **Virtual:** VMware vSphere, Microsoft Hyper-V, Nutanix AHV, Red Hat Virtualization, Oracle Linux Virtualization Manager, Proxmox VE, Scale Computing HyperCore
  - **Physical:** Microsoft Windows, Linux, MacOS, Oracle Solaris, IBM AIX
  - **Unstructured data:** NAS and Object Storage
  - **Identity:** Entra ID — objects, sign-in, and audit logs.

Licenses required for all enabled member users:

- Veeam ONE

Offering	Capacity Pack Premium, Advanced, or Foundation
License type	Subscription or Perpetual
License unit	TB
Specifics	

Licenses for larger NAS and object storage unstructured data backups that are generally greater than 250TB. Offered alongside the respective Veeam Data Platform Premium, Advanced, or Foundation environments, in increments of 1TB for Veeam Data Platform Premium edition. Support and Maintenance aligns to the Veeam Data Platform contract.

Note: When a Capacity Pack license is present, all unstructured data (e.g., NAS, object Storage, etc.) will be protected by the capacity licenses and Veeam Universal Licenses (VULs) will no longer be used for protecting any unstructured data.

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Offering	**Capacity Pack Essentials**
License type	Subscription or Perpetual
License unit	TB
Specifics	

License for larger NAS and object storage unstructured data backups. Offered in increments of 1TB with a minimum of 5TB and a maximum of 50TB.

Note: When a Capacity Pack license is present, all unstructured data (e.g., NAS, object Storage, etc.) will be protected by the capacity licenses and VULs will no longer be used to protect any unstructured data.

This license is only available to Veeam Data Platform Essentials edition customers. Support and Maintenance align to a Veeam Data Platform Essentials contract.

Offering	**Entra ID standalone, self-managed**
License type	Subscription
License unit	User
Specifics	

Offered in increments of 1 user. Minimum of 10 users.

Licensed for independent purchase and protection of Entra ID environments only. Not for protecting non-Entra ID workloads. Customers are required to maintain active telemetry for this offering. Sold for standalone use or in conjunction with, or separate from, Veeam Data Platform. All enabled member users in the organization must be licensed; partial user coverage is not allowed by Entra ID. Guest users do not require a license. Sold in three tiers in order to be able to merge with Veeam Data Platform:

- **Premium:** Objects, sign-in, and audit logs
- **Advanced:** Objects and sign-in, and audit logs
- **Foundation:** Objects

Support and Maintenance is at the production level, similar to VUL. Merges require Entra ID Standalone and Veeam Data Platform to be at the same edition level.

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1.1.1 License instance calculation for VUL (available in both Subscription and Perpetual license types) removes complexity from license consumption tracking to provide license portability across a breadth of product functionality.

All protected workloads consume one (1) license for the following licensed objects:

Workload Type	Licensed Object	License
VM or Cloud VM	1	1
Server or application server	1	1
Workstation	3	1
Unstructured data	500 GB	1
Identity: Entra ID	10 users	1

For Entra ID, licenses are required for all enabled member users.

1.2. Standalone end user software offerings and offerings not using VUL.

Note: All "Veeam Data Cloud" and related Veeam-hosted service offering agreements can be found at https://veeam.com/legal

Offering	Veeam Backup *for Microsoft 365*
License type	Subscription or Rental
License unit	User
Specifics	

Minimum of 10 users.

Licensed per user account in all customer organizations. A license is not required for:

- Shared, resource, and group mailboxes
- External SharePoint users

Production Support and Maintenance, Premier is optional. Basic is not offered.

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Offering	Veeam Backup *for Microsoft 365*
License type	Subscription or Rental
License unit	User
Specifics	

Minimum of 10 users.

Licensed per Salesforce user license. 100% of used Salesforce licenses must be covered by a Veeam Backup for Salesforce license. Unused Salesforce user licenses are not counted.

Licenses are required for the following Salesforce user license types:

- Salesforce
- Salesforce Platform

Licenses are not required for other user license types in Salesforce, such as:

- Chatter Free, Chatter Only, Chatter External
- Partner Community, Partner Community Login, Customer Community Plus
- Identity

Sandbox users are not licensed.

Production support is included; Premier is optional. Basic is not offered.

Offering	Veeam Recovery Orchestrator
License type	Subscription or Rental
License unit	Orchestrated instance
Specifics	

Offered in packs of 10 orchestrated license instances.

Available primarily in Veeam Data Platform Premium or as an add-on to Veeam Data Platform Advanced. Veeam ONE is required. Not available as an add-on for Veeam Data Platform Essentials or Foundation. Support aligns to the user's Veeam Data Platform support level.

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Offering	Veeam Kasten *for Kubernetes*
License type	Subscription
License unit	Node
Specifics	

Licensed per (worker) node.

Please refer to Veeam Kasten pricing and support policy pages:

https://veeam.com/products/cloud/kubernetes-backup/pricing

https://www.veeam.com/support-policy

https://docs.kasten.io/latest/multicluster/concepts/license/

Offering	Veeam Backup *for AWS*
License type	Subscription
License unit	License Instance
Specifics	

Offered in packs of 10 VUL licenses.

Offering	Veeam Backup *for Microsoft Azure*
License type	Subscription
License unit	License Instance
Specifics	

Offered in packs of 10 VUL licenses.

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Offering	Veeam Backup *for Google Cloud*
License type	Subscription
License unit	License Instance
Specifics	

Offered in packs of 10 VUL licenses.

Legacy per-CPU Socket offerings:

- Perpetual* per-CPU Socket licenses have ceased new sales.
- Since 2019, Veeam has prioritized VUL as the primary license for Veeam Backup & Replication, Veeam ONE, and Veeam Recovery Orchestrator, now transacted as Veeam Data Platform. Customers are encouraged to migrate to VUL for full virtual, cloud, physical, and application data protection capability.
  - Some customers combine both Socket and VULs in a merged environment. Note the rules that were stated in section "1.11.2. License Key Merge".
    - When a Socket license is present, all VMware vSphere and Microsoft Hyper-V sockets will be protected with the Socket license, and all other workloads will be protected with VUL. Customers cannot protect some VMware and Hyper-V virtual machines (VMs) with a socket license and the rest with VUL.
    - When a Socket license is paired with a VUL, the socket package (e.g., Veeam Backup & Replication Foundation or Veeam Availability Suite Advanced) determines the available features. To achieve full capability, the socket package (e.g., Veeam Backup & Replication Foundation or Veeam Availability Suite Advanced) must match the VUL package edition level, either Foundation or Advanced. **Example:** Customers with Veeam Backup & Replication Foundation sockets combined with Advanced VULs will not get advanced features such as YARA rules, KMS IAM support, or third-party app integration capabilities. Migrating from per-Socket to VUL is always the recommended action.
- For a complete list of per-CPU socket capabilities, please consult the Veeam Data Platform Feature Comparison: https://veeam.com/veeam_data_platform_feature_comparison_ds.pdf

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Offering	Veeam Data Platform Advanced
License type	Subscription and Perpetual*
License unit	Socket
Deployment specifics	Windows installable software

Bundle for VMware vSphere and Microsoft Hyper-V VM workloads only.

Select capabilities from the following products are included:

- Veeam Backup & Replication
- Veeam ONE

Production Support and Maintenance included, Premier is optional. Basic is not offered.

Legacy Perpetual edition* options included: Enterprise *Plus*, Enterprise, and Standard.

Perpetual* options are no longer available for new customer sales.

Offering	Veeam Data Platform Foundation
License type	Subscription and Perpetual*
License unit	Socket
Deployment specifics	Windows installable software

Offering for VMware vSphere and Microsoft Hyper-V VM workloads only.

Select capabilities from the following products are included:

- Veeam Backup & Replication

Production Support and Maintenance, Premier is optional. Basic* is not offered.

Legacy Perpetual edition(*) options included: Enterprise *Plus*, Enterprise, Standard

Perpetual* options are no longer available for new customer sales.

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Offering	Veeam Data Platform Essentials
License type	Subscription and Perpetual*
License unit	Socket
Deployment specifics	Windows installable software

Bundle for VMware vSphere and Microsoft Hyper-V VM workloads only.

Bundle offered in packs of 2 Sockets with a maximum of 6 Sockets (3 packs).

Designed exclusively for small businesses and installations. Cannot be merged with another product license to scale above the maximum Socket limit. Can be combined with Veeam Data Platform Advanced VUL. Purchase of an upgrade SKU is required to grow beyond the maximum limit of Sockets.

Products included:

- Veeam Backup & Replication (with Socket license unit limitations)
- Veeam ONE

Production Support and Maintenance. Basic* is not offered.

Legacy Perpetual edition* options included: Enterprise *Plus*, Enterprise, Standard

Perpetual* options are no longer available for new customer sales.

Offering	Veeam ONE: **No longer available for new customer sale**
License type	Perpetual*
License unit	Socket
Specifics	

When purchased as a standalone without Veeam Backup & Replication, this offering provides monitoring, reporting, and analytics for VMware and Hyper-V VM workloads only.

Support and Maintenance options include Production and Basic.

Perpetual* options are no longer available for new sales.

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Offering	Veeam Management Pack for Microsoft System Center
License type	Subscription or Perpetual
License unit	Socket
Specifics	

Minimum of 10 Sockets.

For subscription offerings, Support and Maintenance is limited to the Production level. Basic level is not offered.

For Perpetual offerings, Support and Maintenance options include: Production and Basic.

1.3. Multiyear Subscription Billing Options

Multiyear subscriptions with upfront billing contain all years in one SKU. Customers commit to paying for the entire length of the contract upfront. Multi-year subscriptions with annual billing require all yearly options to be purchased together on initial order. Customers commit to paying the annual amount by the yearly anniversary each year for the length of their contract.

1.4. Gifted (Built-In) Product License

For all Perpetual Socket license customers, Veeam Backup & Replication and Veeam ONE products will enable additional FREE VULs to be available for use. One license per Socket, up to a maximum of 6 gifted VULs.

For Veeam ONE, these FREE licenses can only be used on monitoring and reporting for all non-VM workloads from the connected Veeam Backup & Replication.

1.5. Combining Socket and VUL licenses in Veeam Data Platform

Customers who need to combine purchased Socket and VUL licenses into one License Key can do so at the customer portal (https://my.veeam.com). Starting with version 10, Veeam Backup & Replication allows the installation of separate Socket and VUL License Keys at the same time without requiring prior merging of keys at the customer portal. The following conditions will apply:

- Both Socket and VUL licenses are valid product licenses.
- Company name matches between licenses.
- The Socket License Key will define the support level, support ID, and product edition.
- Only one Socket and one VUL License Key can be installed into the product at the same time.
- Sockets will only protect VMware vSphere and Microsoft Hyper-V VMs.

VUL licenses, when in the presence of sockets, will protect NAS, Agents, plug-ins, additional hypervisor and Cloud VMs, and any workload excluding VMware and Hyper-V VMs.

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VUL license expiration will, following the grace period, disable all product functionality.

Socket license support expiration will not have any impact on the product's functionality, except for limiting the ability to install product updates that are shipped after the support expiration date.

Important note: To receive production support for a combined license, the Socket license must be at the Production Support and Maintenance level.

1.6. Product Edition

When present, the product edition, including Veeam Data Platform package editions and legacy socket editions of the license, regulates the software capability level. In case both Perpetual per-Socket and Subscription VULs are installed, the software will follow the Perpetual license edition.

1.7. Downgrades

1. Only customers who are current on Support and Maintenance are eligible for a downgrade.
2. Veeam does not refund the difference in price for downgrades.
3. Offering downgrades are only offered for Perpetual licenses, may require a downgrade SKU, and a penalty or fee may be charged.
4. Product edition downgrades have no penalty or fee. Support and Maintenance expiration dates and licensing terms are not altered in the event of product edition downgrade. Downgrades to product editions that the customer does not currently own are not available.
5. Support and maintenance downgrades are not available.

For more information, please contact Veeam Renewals at renewals@veeam.com.

1.8. Upgrades

1. Only customers who are currently on Support and Maintenance are eligible for upgrades.
2. Upgrades may require a fee even in cases where the customer is upgrading to what they were previously entitled to.
3. Product edition upgrades are only offered for Perpetual Socket licenses and will require an upgrade. These upgrades are available with either Basic or Production support.
4. Package upgrades (Essentials > Foundation > Advanced > Premium) are available for all VULs.
5. Support upgrades are available. For more information, please see section 2.5, "Support", and the Veeam Customer Support Policy: https://veeam.com/support-policy.

For more information, please contact Veeam Renewals at renewals@veeam.com or by submitting a form at: https://veeam.com/renewal.

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1.9. License Purchase Terms

Except when expressly agreed otherwise, Veeam reserves the right to change packaging and pricing as needed without advanced or written notification. Price changes are not enforced retroactively. Except as expressly agreed otherwise, renewals or extensions of Perpetual License support and maintenance or Subscription licenses will be at Veeam's list price in effect at the time of applicable renewal. Renewal prices that incur volume or term decreases will result in repricing based on the current market price without regard to prior pricing.

1.10. Migration Upgrade

Customers with active Support and Maintenance agreements are encouraged to migrate their Veeam Data Platform Essentials, Veeam Data Platform Foundation, Veeam Data Platform Advanced, or Veeam ONE per-Socket licenses to a VUL for additional capability and flexibility benefits.

For more information, please contact Veeam Renewals by submitting a form at: https://veeam.com/renewal.

1.11. Veeam License Keys

Veeam issues a License Key for each license purchased. The end user is authorized to use each License Key to activate and use the software within the parameters of the Licensing Policy according to its terms.

Veeam License Keys contain specific licensing terms and a signature record that proves the integrity of the License Key file for the product. Only License Keys that are marked as "Active" in Veeam's records are considered to be legitimate and valid License Keys. The customer's active License Keys are always visible on the customer portal. In the event a License Key is revoked and a written confirmation has been sent, the customer must stop the usage of their License Key. Please refer to technical documentation for help with product license installation. The Veeam License Key defines the maximum number of License units the software should consume or process from all objects of the connected source infrastructure.

Customers can use copies of the software and one License Key to manage the same or multiple source infrastructures. In this scenario, customers are required to implement centralized license management (e.g., Veeam Enterprise Manager) to control total license consumption and compliance with licensing terms.

Customers can use multiple licenses with different terms, but only for protecting separate source infrastructures. For additional clarification, see 3.6 for the definition of separate source infrastructures. Veeam centralized management is not available or allowed for these use cases. In these cases, customers will be provided with separate license files for each backup infrastructure.

With certain conditions, customers can combine license keys with different license terms to manage multiple source infrastructures with the same backup infrastructure. Customers are advised to implement centralized license management (e.g., Veeam Enterprise Manager) to control total license consumption and compliance with these licensing terms.

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1.11.1. License Start Date

The license expiration date and license support expiration date are calculated from the license start date, which is the date on which Veeam accepts the purchase order from distribution and delivers the License Key to the customer portal at: https://my.veeam.com.

When purchasing a renewal of Perpetual or Subscription licenses, the updated License Keys will become available

at the customer portal. If the License Key auto-update functionality is enabled, the updated License Key will be installed into the product automatically.

1.11.2. License Key Merge

Customers that are current on maintenance have the option to merge multiple production License Keys into a single License Key for use in a centralized environment. Merge functionalities for current versions are available on the Veeam customer portal (my.veeam.com). For cases when merging is required for older versions of Veeam products, a licensing support case needs to be opened.

When several License Keys are merged, the earliest license expiration date and support expiration date with your respective support ID will be displayed in the merged License Key.

The License Key editions must match, with the exception of merging perpetual Socket licenses and VULs. The merge license edition will follow the Socket License Key (e.g., merging a 10 Socket Standard Edition license with the VUL is possible and will result in a Standard Edition License Key).

License Key merging is only available for compatible licenses with up-to-date License administrator information. To revert the License Key merge operation, customers can choose to "undo merge" to destroy the merged license and revert to the original product License Keys.

Below are some clarifications and exceptions to general merge rules:

License key merge exception

Merge rules

Veeam Data Platform Essentials (formerly packaged as Veeam Backup Essentials)

Veeam Data Platform Essentials VUL and Capacity Pack Essentials licenses can be merged for centralized management. Merges are still restricted to 50 VULs and 50 TBs. Aside from this, Veeam Data Platform Essentials cannot be merged with licenses with different license types or with other products.

VULs Merge is allowed between VULs, Entra ID, and other types of supported licenses. The resulting License Key will contain combined license units from Perpetual and Subscription licenses as appropriate.

All other License Key parameters will follow License Key merge rules.

Merging License Keys with Sockets and VUL Licenses

Veeam V12 and beyond allows for in-product merges. The ability for licenses to be installed side-by-side or "merged" in the product application is dependent on license counters.

Specifically, a single Socket license can be installed in the same environment as a single VUL or capacity license.

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Attempting to install a second Socket license file will overwrite the previous Socket licensing.

Attempting to install a second VUL or capacity license will overwrite the existing VUL or capacity licensing.

For customers with earlier versions of Veeam Backup & Replication, Socket, Perpetual, and VUL License Keys may need to be merged on the my.veeam.com customer portal before applying the license to the software. Below is an example of the resulting key, when merged on the portal:

- **License type:** Subscription
- **License expiration:** The earliest expiration date of the selected VUL Subscription License Keys.
- **Support expiration:** The earliest support expiration date of all involved licenses.
- **Support ID:** The Socket Perpetual License Key with the earliest support expiration date.

Please note that:

- Sockets will be used to protect VMs on VMware and Hyper-V hosts.
- VUL Licenses will cover Cloud VMs, Physical Agents, Enterprise Plug-Ins, AHV - Oracle Linux KVM- Proxmox VE - Scale Computing Hypercore VMs, Unstructured Data, and all covered workloads excluding VMware and Hyper-V VMs.

Veeam Recovery Orchestrator

Starting with V7, a standalone license for Veeam Recovery Orchestrator must be merged with a Veeam Data Platform license before it can be installed in the software application. To merge your Veeam Data Platform license with your Veeam Recovery Orchestrator license, follow the steps outlined in KB3116 (https://veeam.com/kb3116).

1.11.3. License Auto-Update

Customers who enable the license auto-update feature will benefit from having the ability to install software license updates and version upgrades, if their subscription or support and maintenance agreement is current. If separate environments are merged, please contact support to understand how this will affect the auto-update function.

1.11.4. Legacy Licenses

In the case that a customer on maintenance needs a License Key for a legacy product version, Veeam may provide such a License Key on the condition that the license terms and license units are available for that legacy product version. Please see if the "previous version" action is available for your License Key on the customer portal.

1.11.5. Promotional License Key

When Veeam gives a free production license or adds licenses/features at no cost for a limited time, the duration of the offer is defined by the promotion's specific terms and conditions, or by the License Key parameters. Promotional licenses do not change any pre-existing licensing agreement for paid products.

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1.11.6. License Transfer

In accordance with the EULA, Veeam licenses are non-transferable. Requests for exceptions to this policy should be submitted by the license administrator by opening a licensing case on the customer portal (my.veeam.com). The licensing case must be opened by the current Veeam license administrator or a representative of the customer with proof of purchase submitted via the case.

1.12. License Administrator

The end user is responsible for providing the correct contact information about their license administrator and keep it up to date. The end user is required to submit any changes to license administrator data to Veeam's customer support via the customer portal (my.veeam.com).

1.13. Source Infrastructure

Customers can use copies of the software under the same License Key and license terms to manage the same or multiple source infrastructures. In this scenario, customers are required to implement centralized license management (e.g., Veeam Backup Enterprise Manager) to control total license consumption and compliance with the licensing terms.

With the exception of Veeam Data Platform Foundation, Veeam Data Platform Advanced, and Veeam Data Platform Premium VULs on a Subscription contract, sharing source infrastructure between different licenses and license terms is prohibited. For the avoidance of doubt, see 3.6 for the definition of separate source infrastructures.

1.14. Licensed Objects

Licensed objects are associated with license units by

the software. Some software allows users to revoke license units from licensed objects and re-applying to other license objects. For example, you can revoke the license from some hosts or VMs and assign it to other hosts or VMs.

1.15. License Units

Older versions of Veeam products prior to Veeam Backup & Replication v10 include the following license units: VM, server, a workstation with one (1) license unit consumed by each protected workload.

1.16. Licensing of Restore Operations

Veeam does not consume licenses for restore operations. However, some advanced restore scenarios may require a valid license that includes the corresponding restore capabilities to be installed.

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1.17. Non-Commercial License Categories

The following are possible non-commercial license categories of software. Not all are available in each product:

1.17.1. Evaluation Licenses

Veeam software may be provided to you for beta, demonstration, test, or evaluation purposes, with either "evaluation" or "not for resale" license (collectively, "evaluation licenses"). For any evaluation licenses, the term is limited and will be defined to you by the licensor. Evaluation licenses are limited specifically for demonstration and evaluation purposes only, and you agree not to use the software for third-party processing purposes. "Not For Resale" licenses cannot be used in production environments or to process production data backups.

1.17.1. Free Licenses and Community Edition Licenses

Free and Community Edition license products can be used in your own production environment and only by you in accordance with the terms and conditions of this EULA and the licensing policy. You may not use the Free and Community Edition licenses to provide services to third parties (including support and consulting services for existing Free and Community Edition license installations) or to process third-party data. Your use of Free and Community Edition license products is provided as-is, without any representations or warranties of any kind, and is at your sole risk. Veeam has no obligation to support, maintain or provide any assistance for any of these licenses.

2. Support and Maintenance

2.1. Paid Offerings

Customers are entitled to the service level agreements (SLAs) associated with the offering as described in the support policy. Please note that support may NOT be provided for customers with expired licenses or support and maintenance agreements.

2.2. Free Software

Free, Community, and Evaluation licenses DO NOT include support and maintenance or any other kind of assistance. If you have licensed starter editions of the software, you will have access to the Veeam Kasten Support community (https://community.veeam.com/groups/kasten-k10-support-92), but a service level of any sort is not guaranteed.

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2.3. Eligibility

Support and maintenance is offered with both Subscription and Perpetual license types. With "Active" subscriptions, customers are eligible for support and maintenance. However, with Perpetual licenses, customers must renew their annual support and maintenance agreements in order to remain eligible. Read more details on support and maintenance renewal costs.

Please open a licensing support ticket at the customer portal for this kind of request.

2.4. Requirement for Software Re-Activation

Customers are advised to keep a copy of the software and License Key file provided to them from the purchase of Veeam products to re-activate the software as needed. For customers with an active maintenance contract, Veeam may provide a copy of the software and the license file

for supported versions in response to a customer request. Customers with expired maintenance contracts may not be granted such a service.

2.5. Support

Veeam has three support programs that may or may not be available for all offerings: Premier, Production, and Basic support. Production support is the default for nearly all offerings. Premier support is offered for customers who have higher level SLA needs and specific purchase requirements must be met.

Additionally, there is an evaluation support program for 30 days following product downloads. Each program provides a guarantee for support via web, email, and phone, and the ability to open cases via web or phone.

Support for customers with the Community Edition, Free License, or NFR licensed products is provided on a best-effort basis. For more information, please refer to the Veeam Customer Support Policy.

For Perpetual license offerings: New product releases and maintenance updates are available only to customers with a current maintenance contract. Product updates may be refused by the software where the License Key Support Expiration date has passed.

The support level for customers always defaults to their lowest contracted level. For example, if a customer has 90% of their licenses contracted to Production support and 10% of their licenses contracted to Basic support, Veeam will only provide Basic support.

2.6. Support and Maintenance Included in License Types

Perpetual License includes a Production or Basic support and maintenance agreement for the first year.

Subscription licenses include a production support and maintenance agreement for the full term of the license.

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2.7. Public, Educational, or Internal Licensing Discounts

Veeam may provide discounts for public, educational, and "internal use" sectors on Subscription renewals. There are no sector discounts for Perpetual support and maintenance agreement renewals. Contact Veeam Renewals for discounts available in your region.

2.8. Prepaid Support and Maintenance Availability

Prepaid prorated SKUs may be purchased within the first six months of the original new license purchase. After this period, the standard annual renewal SKUs are required.

2.9. Maximum Prepaid Term

The maximum pre-paid term for a Subscription license is five years. The maximum pre-paid term for Support and Maintenance for a Perpetual Socket license is three (3) years. This term may be reduced to a shorter term for offerings that are at or near end-of-sale. The first year of support and maintenance included with new Perpetual licenses counts toward this maximum. Please note that SKUs may not be "doubled" to increase the length of time for support.

2.10. Maintenance Upgrades

Customers who upgrade product editions that have future years of support remaining on the product contract must also purchase annual and monthly edition maintenance upgrade SKUs to cover the price difference between previous and new products.

2.11. Expired Maintenance and Reinstatement Fee

Support renewals that are past due will be given a 25% reinstatement fee. This fee is included in Expired Renewal SKUs, which are required for agreements renewals that were expired at the time of purchase. Expired fee waived SKUs can be used with Veeam approval only.

If support agreement is expired, please contact Veeam Renewals to confirm needed SKUs.

2.12. Pricing Adjustments

Veeam strives to provide its customers with the best technology support for a broad alliance ecosystem, in a flexible, cost-effective manner. We reserve the right to evaluate our packaging and pricing, and adjust pricing for subscription, subscription renewal, and maintenance renewal of any offering. Please refer to the license purchase terms section.

2.13. End of Support

When a product version reaches the end-of-support stage, this version will no longer be supported by Veeam. No further updates, patches, or hotfixes will be created for it (exceptions may be made on case-by-case basis). For more information, read https://veeam.com/kb1530.

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2.14. Product Lifecycle

All software goes through product lifecycles which can affect the licenses and support associated with that software. Read more about the Veeam Product Lifecycle here.

3. Definitions

3.1. Customer

"Customer" means the end user of the software.

3.2. License Administrator

"License administrator" means a person who is associated with and recorded in the Veeam License Key who represents the end user (per Veeam's EULA) and has the authority to request changes to the end user's Veeam product license.

3.3. License Key

"Veeam License Key" or "License Key" refers to (1) a transaction document that defines the scope of the license; (2) eligible license units and options; and (3) license terms reference, such as license ID and support ID. Veeam License Key is typically required to enable functionality of the software.

3.4. Protected Workload

"Protected workload" means a workload (as defined below) that had at least one restore point created by the software in the past 31 days in the form of a backup or native snapshot.

3.5. Workload

"Workload" means a computer (physical, virtual, or cloud), an application (on-premises or SaaS), unstructured data (files or objects), or any data source that software protects or manages.

3.6. Source Infrastructure

"Source infrastructure" means a production IT infrastructure with management servers, primary and backup storage, and all production workloads and data that is protected, monitored, or otherwise managed by the software and the customer. Source infrastructures are considered different when they are not sharing any of the above components with one another and are managed by separate dedicated IT teams.

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3.7. Licensed Object

"Licensed object" means an element of the source infrastructure that may be counted towards the maximum number of license units. Below is a table of available licensed objects with descriptions:

VM

A protected VMware ESX, Microsoft Hyper-V, Nutanix AHV, Proxmox VE, Red Hat Virtualization, Oracle Linux KVM VM, Scale Computing HyperCore VM and other officially supported hypervisors that is backed up, replicated, copied, monitored, or otherwise consumed by the software.

Cloud VM

An Amazon AWS EC2 instance, a Microsoft Azure VM, or Google Cloud VM that is backed up, replicated, copied, monitored, or otherwise consumed by the software.

Server

A Windows, Linux, Unix (or other supported OS) machine, physical or virtual, where the software is installed. Each node of the clustered setup needs to be licensed.

Application Server

A physical or VM where the application-specific software is installed. Each node of the clustered setup needs to be licensed.

Workstation

A physical or VM where the software is installed. Each node of the clustered setup needs to be licensed. Windows, Linux, Mac, etc.

Unstructured Data

Front-end storage capacity pack. NAS, File shares, and/or object storage.

User

A user account in all organizations as reported by the management Software. Microsoft 365, Entra ID, and/or Salesforce.

Socket

An occupied motherboard CPU socket (as reported by the hypervisor API) on hosts with VMs to be backed up, replicated, monitored, or reported on.

Node

A single worker node in your Kubernetes cluster that runs application workloads (i.e., where your application pods are scheduled and executed).

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3.8. License Unit

"Licensed object" means an element of the source infrastructure that may be counted towards the maximum number of license units. Below is a table of available licensed objects with descriptions:

"License unit" means the maximum capacity of licensed objects that software will process. License unit also represents how an offering is licensed and measured. For license instance, Veeam Backup & Replication is offered in Veeam Universal License instances. The following table describes the license units.

License Instance

The calculated value representing the total "value" of all Licensed objects that can be protected and/or managed by the customer using Veeam or partner solutions. See License instance calculation for VUL. In rental licenses, Instance represents the value in rental points for managed workloads. Instances may be used interchangeably with licenses

Orchestrated Instance

One (1) license unit is consumed by each protected workload.

This instance type allows the workload to participate in orchestration activities (e.g., be a part of plans, labs, reports) in Veeam Recovery Orchestrator.

User

One (1) license unit is consumed by each user account in all organizations as reported by the management software.

TB

One (1) license unit is consumed per prescribed amount of protected source data size, measured in GiB or TiB of raw (non-deduplicated and uncompressed) data size. License is consumed based on the total protected capacity only therefore data change rate has no impact.

Socket

One (1) license unit is consumed for each occupied motherboard CPU socket as reported by the hypervisor API.

Only source hosts are licensed hosts where the VMs that you back up or replicate reside. Target hosts (for replication and migration jobs) do not need to be licensed. Each node of the clustered setup needs to be licensed.

Node

One (1) license unit is consumed for each worker node as reported by the Kasten API. For more information visit https://docs.kasten.io/latest/multicluster/concepts/license/

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3.9. Product Edition

If present, "product edition" or "edition" means the specific edition of the software that defines the functionality available in the software.

See the feature comparison for more information on specific product edition features and functionality.

3.10. Support and Maintenance

"Support and maintenance" means software updates, licensing, and technical support to customers according to the published Veeam Customer Support Policy.

3.11. Offering Downgrade

A change from a higher tier offering or bundle to a lower tier offering or bundle, if applicable.

3.12. Product Edition Downgrade

Change on any product from a higher product edition to a lower product edition.

3.13. Support and Maintenance Downgrade

Change in the middle of contracted term from a higher level of support and maintenance to a lower level of support and maintenance.

3.14. Offering Upgrade

Change from a lower tier offering or bundle to a higher tier offering or bundle, if applicable.

3.15. Product Edition Upgrade

Change on any product from a lower product edition to a higher product edition.

3.16. Support and Maintenance Upgrade

Change from a lower level of support and maintenance to a higher level of support and maintenance.

3.17. Support and Maintenance Upgrade

"License type" means the type of software license that is purchased by a customer. License types (defined below) include: Perpetual, Subscription, Rental, Evaluation, Promo, Not-for-Resell (NFR), Community Edition, and Free.

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3.18. Subscription License

"Subscription license" means a license type that grants customers the right to use the latest version of the software for a specified length of time or term, depending on the SKU purchased. Basic or Production support and maintenance is included for the entire term of the Subscription license, provided the end user is compliant with this licensing policy and the EULA. More details on support and maintenance.

To renew your Subscription license, please contact your reseller or use the Veeam renewal form to contact Veeam.

3.19. Perpetual License

"Perpetual license" means a license type that grants customers the right to use, in perpetuity, any version of the software delivered prior to the support and maintenance expiration date that's reflected in the license file provided. However, that license keys are updated from time to time. One year of support and maintenance is included with any purchase of a Perpetual license.

3.20. Rental License

"Rental license" means a license type that grants Veeam Cloud & Service Providers (VCSPs) the right to use the software to perform systems management services for their customers or clients based on monthly usage that's reported and paid for by the VCSP. Copies of rental licenses can be produced by VCSPs via the self- service functionality of the Veeam **Pro**Partner portal to generate individual licenses for their customers' or clients' environments. More details on VCSP program or the help center can be found here.

3.21. Evaluation and Not-for-Resell (NFR) Licenses

"Evaluation license" or "NFR license" means a license type that grants partners and end users the right to use the software for a limited period that's stated in the License Key for evaluation or demonstration purposes only in a non- production environment.

3.22. Community Edition and Free Licenses

Veeam provides some products free of charge with full or limited functionality.

"Community edition" means a license type that grants end-users a highly functional version of the software for very small environments and is limited to licensed units that are built into the License Key. Some versions of free products may require a valid no-cost license (e.g., "Free License") is available for everyone upon website page registration.

Community Edition and Free licenses are limited to 1 installation per source infrastructure and customers agree to telemetry and will receive email marketing communications.

Sharing of the source infrastructure between different Community Edition and Free licenses are prohibited. This includes prohibiting the use of multiple Community Edition deployments, or using both paid licenses and Community Edition deployments, to protect different parts of the same source infrastructure. For the avoidance of doubt, see 3.6 for the definition of separate source infrastructures.

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3.23. Packaging

"Packaging" means the software, features, product editions, add-ons, bundles, and support and maintenance associated with Veeam's portfolio of offerings.

3.24. Product

"Product" group of features or capabilities designed to function under one interface, License Key, and

3.25. Offering

"Offering" means the software offered or commercialized with a specific license unit, license type, support and maintenance program, and license policy rules.

3.26. Add-On

"Add-on" means a dependent offering that's offered in addition to or complimentary to an independent offering.

3.27. Bundle

"Bundle" means an offering composed of a specific group of software, offerings, and/or add-ons that are offered together at a discount.

3.28. Feature

"Feature" means capability designed to complete a function or series of functions found within the software.

3.29. Pricing

"Pricing" means license units, license types, terms, structural discounts, and price points associated with Veeam's packaging.

3.30. Veeam-Published Image

"Veeam-published image" means a VM image made available by Veeam for use in a cloud marketplace (like AWS or Azure) and in which the software is pre-installed. When the software is delivered to the end user pre-installed on Veeam-published image end user has a right to use the software only in VMs in the marketplace deployed from a Veeam-published image. If the software is delivered to end user as pre-installed on Veeam-published image with the operating system pre-installed, the right to use the operating system is governed by the terms of the EULA of this operating system. By using the software, the end user accepts the terms of the EULA of such an operating system, otherwise the end user must not use the software.

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