Safend Data Protection Suite 3.6.1

Ordering and Licensing

Introduction

The purpose of this document is to help a Safend channel partner implement orders for Safend Data Protection Suite. It will guide you through the most frequent customer ordering scenarios, and instruct you on how to retrieve the required information from your customer's system in order to generate a Safend Data Protection Suite license key.

General

In order to generate a Safend license key, the following information is required:

1. **Safend Server Machine Fingerprint (FP).**
   The purpose of the FP is to identify the:

   (i) Safend customer

   (ii) Specific installation on the customer's network.

   From version 3.4.x the FP consists of a 12-digit code (e.g., PIQOCE-64PM3H). Using the FP, a unique Safend Data Protection Suite license key is generated that can be used only on the specific machine from which the FP was extracted. The FP can be extracted either from within the Safend Data Protection Suite evaluation software installation or by using the Safend *HWFingerprint* utility (see Appendix A).

   Note: The Safend license key is unique and it can be used **only** on the machine from which the FP was extracted. If the customer wishes to migrate their Safend installation to a different machine, they must provide a new FP. They must also provide a valid reason for requiring a new installation and FP.

   - The basic Safend Data Protection Suite license includes File-Shadowing (File Shadowing is automatically activated at no cost. It could be turned off in countries that have legal limitations for using file shadowing, like Germany).
   - Safend Protector, Safend Encryptor, Inspector, Discoverer, Mobile Protection, Reporter Anti-Virus Scan Integration and Reverse Proxy are licensed separately and are not included in the basic Safend Data Protection Suite license. If a customer wishes to buy any of these products or add-ons, it should be mentioned in the order request.
   - If the customer already has a valid license (for any of the products or add-ons listed in the previous paragraph) and is interested in purchasing additional products or add-ons, a new license that includes all products and add-ons should be generated. Introduction of this license in the Data Protection Suite will also activate the newly purchased features. This new license replaces any existing license the customer already has.

2. **User Name.**

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3. **User Email Address.**
4. Safend **Build Number** (In the Help menu choose **About**).
5. Safend **Version Number**.
6. **Customer Name**.
7. **Products and add-ons** (Reporter, Encryptor, Inspector, Discoverer, Anti-Virus Scan Integration).
8. **Full server name** as it appears in the OS.

Ordering Procedure

This section will describe a few alternative scenarios for getting the FP.

SCENARIO A

The Safend Data Protection Suite software is ordered after it was evaluated by the customer. The evaluation version was installed on the same target machine on which the permanent license will be installed. In this case:

1. The customer provides the FP during the ordering process by generating it from within the evaluation software. (To extract the FP from the Safend Data Protection Suite evaluation version, see Appendix A.)
2. The customer should not uninstall the evaluation version.
3. The Safend order you submit to Safend should include the FP.
4. The customer will insert the license key into the already-installed software, after receiving the Safend License Grant from Safend.

Note: When activating the license either the Content Inspection interface or File Shadowing will be available but not both. In version 3.4.x, the Content Inspection interface is not available.

SCENARIO B.1

The customer did not install the Safend software before entering their order. The target Safend machine is available at the customer site.

1. Use the Safend *HWfingerprint* utility to extract the FP (see Appendix A).
2. The Safend order you submit to Safend should include the FP.

SCENARIO B.2

The customer did not install the Safend software before entering their order. The target Safend machine is not available at the customer site.

1. Safend will issue a Purchase Grant to the customer. The grant will include the customer's details, the number of seats and the maintenance contract terms.

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2. When the target machine FP is available, send it to Sales@safend.com
3. Safend will issue an appendix to the Purchase Grant with the Safend license key.

Communicate with Licensing Department via Email

The **Sales@safend.com** email alias should be used when sending licensing requests to Safend, for example in the following cases:

- Licensing orders that were not licensed previously due to lack of sufficient data, e.g., a missing FP.
- Requests for evaluation extensions (i.e., beyond the initial 30-day evaluation period).
- Requests for a license with Content Inspection Integration (up to version 3.3 SP7.1).

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Appendix A

Generating a Safend Data Protection Suite License Key

Introduction

The purpose of this appendix is to help you retrieve the required information from your system in order to generate a Safend Data Protection Suite license key.

General

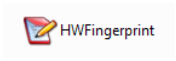
In order to generate a Safend license key, the Safend Server machine fingerprint (FP) is required. The purpose of the FP is to identify (i) the Safend customer, and (ii) the specific installation on the customer's network.

The FP consists of an eight-digit code from version 3.2 up to version 3.3 SP7.1 (e.g., 2D4E-59E4) and from version 3.4 SP2 the FP consists of a 12-digit code (e.g., PIQOCE-64PM3H). Using the FP, a unique Safend Data Protection Suite license key is generated for you that can be used only on the specific machine from which the FP was extracted. You can extract the FP either from within your Safend Data Protection Suite evaluation software installation or by using the Safend HWFingerprint utility (see below).

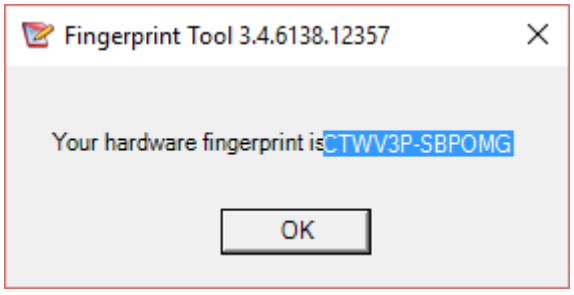
Note: You can use your unique Safend license key only on the machine from which you extracted the FP. If you wish to migrate your Safend installation to a different machine, please contact either your local Safend reseller or Safend support at Support@Safend.net

Extracting the Safend FP Prior to Installing Safend Data Protection Suite

This option should be used if the Safend Data Protection Suite evaluation software was not installed prior to ordering the Safend software. In this case, in order to extract the FP please use the Safend *HWFingerprint* utility as follows:

1. Double-click the 

icon and run the utility.
2. A window will open, showing the FP:



3. Write down the FP (CTWV3P-SBPOMG in the examples above) and provide it to your Safend reseller or to Safend (at Sales@safend.com) for generating your Safend license key.

Note: Please do not send a screen capture of the fingerprint which may be blurred, making the fingerprint difficult to read.

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Extracting the FP from the Safend Management Console

This option should be used if your Safend Data Protection Suite evaluation software was installed on the same machine on which your permanent Safend license will be installed. In this case, the FP can be extracted directly from the Safend evaluation software as follows:

1. Install the Safend Management Server as described in the User Guide that came with your Safend Data Protection Suite evaluation software package.
2. When the installation process is finished the licensing window will open:



3. Click the **Enter License Key** button. A window showing the FP will open.
4. Write down the FP and provide it to your Safend reseller or to Safend (at Sales@safend.com) for generating your Safend license key.
5. Click the **Cancel** button to continue working with Safend Data Protection Suite.
6. You can continue working with the (fully-featured) Safend evaluation software without a license key for the next 30 days.
7. When you receive the Safend license key, enter the *Administration* window and go to the *Licensing* tab.
8. Click the **Update License** button and enter the Safend license key details.

Extracting the Safend Data Protection Suite Build Number

You can find it in the Help menu, by choosing **About**.

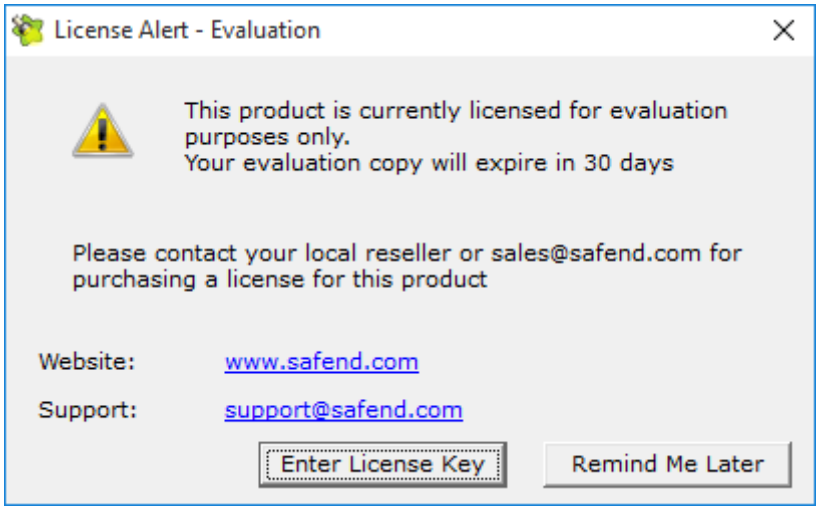
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Appendix B

Acquiring a Safend Auditor License Key

Depending on the way you obtained your copy, the Auditor installation is valid for 30 days or 5 uses before registration. After 30 days/5 uses, a registration key is required (as shown in the image below).

As long as you are not registered, a message appears notifying you how much time you have before the evaluation period is over, in the following window.



Once the evaluation expires, the message appears: “The license for this product has expired”.

You can check your license status at any given time in the Help menu, under License.

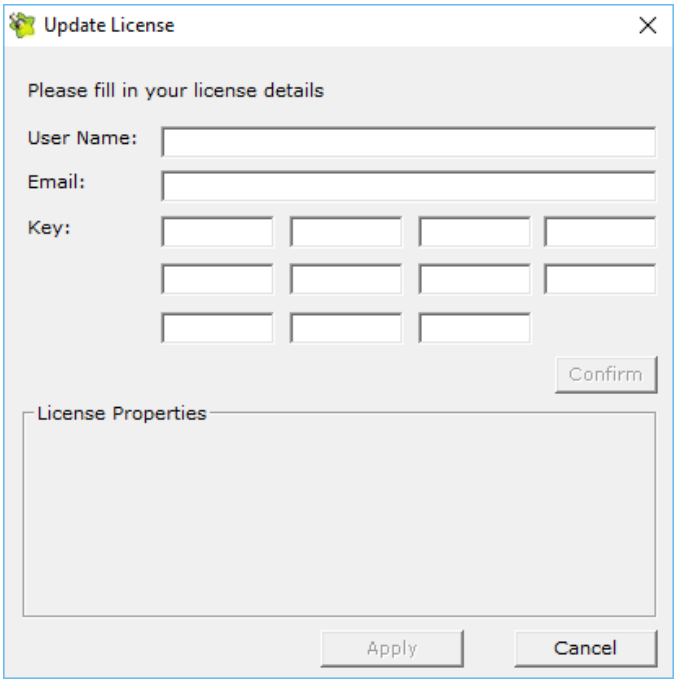
To acquire a license key:

Contact your local reseller or contact us at Sales@safend.com once you have obtained your license key, you can enter it.

To enter a license key:

1. In the License Alert – Evaluation window, click **Enter License Key**. The Update License window is displayed:

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2. In the Update License window, enter the following details which you have received with your license:
   - User Name
   - Email Address
   - Key
3. Click **Confirm**. A license confirmation message appears and your product is licensed.

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Appendix C

License Component List

The following table presents the list of components per product:

Product	Component Name	Description
Protector	**Protector**: Port and Device Control	Port and device control, without Media Encryption capabilities.
	Protector: Removable Media Encryption	Removable media and CD/DVD encryption.
	Protector: File Shadowing	Enables the use of file shadowing technology with Protector.
Reporter	**Reporter**	Provides graphical reports to facilitate audit process and maintain compliance.
Encryptor	**Encryptor**: Hard Disk Encryption	Provides Internal hard disk encryption.
Discoverer	**Discoverer:** Endpoint Data Discovery	Provides endpoint scanning capability to detect sensitive data at rest.
Inspector	**Inspector:** Endpoint Channels	Supports content-based control for the following channels: Removable Storage, Printers, portable virtual storage, Application access channel.
	Inspector: Network Channels	Supports content-based control for the following channels: Email, Web, FTP, Network shares.
All products	Total Seat Count	The maximum number of different endpoints that can be managed by the Data Protection Suite (determined according to the highest seat count of all products).

The following table presents the available add-ons and their related products.

Add-On	Related Product	Description
Device Virus Scan	**Protector**	Enables integration with 3rd party antivirus software to enforce a virus scan on removable storage devices before they can be used.

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