

Updated 15 April 2020

## Additional License Authorizations (“ALA”) For Enterprise Open software products

### 1. Software Products and suites covered

Enterprise Open Identity (EO.identity or EOI)  
Enterprise Open Monitoring (EO.monitoring or EOM)  
Enterprise Open Workspace (EO.workspace or EOW)

### 2. Definitions

**Server** means either a Physical Server or Virtual Machine.

**Physical Server** means a physical computer system, whether in a network that is shared by multiple users or on its own, regardless of whether the physical computer system has been partitioned by software. A Physical Server may contain one or multiple CPUs, Cores, or Processors, regardless of production capacity.

**Virtual Machine** or **VM** or **Virtual Guest** means a virtualized context that can execute e.g. one operating system, workload, application, or multiples of such, like a Physical System.

**Named Connected User** is an individual authorized to access the software products, regardless of whether the individual is actively accessing the hosted service at any given time.

**Concurrent Connected User** is an anonymous, floating user only licensed for the period during which access to the software products is required. Once access is terminated by the anonymous user, the license is immediately returned to the license pool and available for another anonymous user to consume.

### 3. Software specific license terms

Software products with software specific license terms are described below. Software products covered by this ALA document (as listed above) and not covered in this section do not have software specific license terms.

### Enterprise Open Identity, Enterprise Open Monitoring, Enterprise Open Workspace

#### Type of License

The software products are licensed as a subscription/term license.

#### Unit of Measure

The unit of measure for the software products is as follows:

- Monitoring – Per Server (Physical Server or Virtual Machine);
- Workspace – Per Named Connected User (NCU) or per Concurrent Connected User (CCU);
- Identity – Per Named Connected User (NCU) or per Concurrent Connected User (CCU).

**Software Distribution**

Continuous access to binary software packages for the duration of the license term. These includes new platform release, features and minor version updates as well as maintenance and security releases.

**Enterprise Life Cycle**

5-year life cycle for all Product major versions, corresponding to a 3-year General Availability phase (36 months after its release date, excluding beta versions/releases) and a 2-year optional Extended Availability phase (24 months after the end of General Availability phase).

**Software Defects**

When you report a software defect, you will be able to talk to an ENTERPRISE OPEN engineer, and if the issue is corrected, you could receive a program temporary fix (PTF). For the purposes of this Agreement a software defect is either:

1. During the General Availability phase of the product support life cycle, an error in a product's functionality that results in the software's failure to perform substantially in accordance with its specifications and for which our company is responsible;
2. A critical security defect in a product that is in the Extended Availability phase.

**Product Enhancement Request**

ENTERPRISE OPEN is committed to creating highly functional, user-friendly software. Listening to our customers is an integral part of that commitment. Please help ENTERPRISE OPEN improve our products by submitting your feedback and requests.