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# LICENSING GUIDE

WWW.INGRAMMICRO.BE

2003 1/1

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**CLICK2LICENSE :**

www.ingrammicro.be

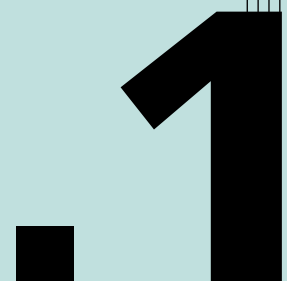**MICROSOFT LICENSING HOTLINE :**

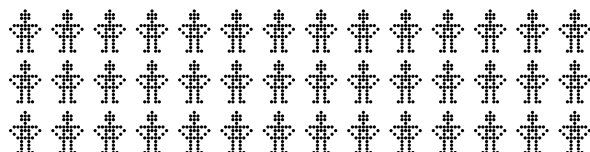FR   02 721.74.30

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# INTRODUCTION

## INGRAM MICRO

## Software license sales:
## a booming business!

**Developments in the IT sector are constantly changing, also the license business is rapidly moving forward. Software box products are becoming a thing of the past as well as the delivery of "paper" license certificates. More often the license business offers contracts with the appropriate conditions, regulations and procedures which might seem complicated at some times. To help you find the ideal offerings for your customers the Ingram Micro License Desk and the dedicated Software Sales Champs are ready to guide you and to support your own sales force.**

You can count on the Ingram Micro License Desk for:

- Information on the different license programs: each program has its own rules, pricelists, upgrade possibilities etc. Our License Specialists know the ins and outs of the major license programs and will be happy to assist you.
- Customized offerings : the License Desk will help you with your offers and propose the best solution for your customer (contact : besaleslicensing@ingrammicro.be).
- Pricelists and information : to receive the different license pricelist on a regular base please send a mail to besaleslicensing@ingrammicro.be.
- License Guide : twice a year Ingram Micro will publish a detailed License Guide where the different license programs are explained in detail.
- License seminars : Ingram Micro in cooperation with the different software vendors organises license seminars on a regular basis for you and your collegues at the offices in Vilvoorde. Participation is free! Subscription through software@ingrammicro.be.
- License Newsletters : the Ingram Micro License Desk keeps you updated on modifications in the license programs, new versions and usefull tips & tricks.

### THE INGRAM MICRO LICENSE DESK :
besaleslicensing@ingrammicro.be

| MANAGEMENT | Martine Roelandt<br>*Sales Manager* |
|---|---|
| LICENSE DESK | Marc Deleu<br>Katty Lootens<br>Sylvie Cornu |
| SOFTWARE SALES CHAMPS | Luc Adams<br>Sonja Raes |
| VERITAS CONFIGURATIONS | Francis Lejon<br>Kurt Vlaminck<br>Philip Sempels |

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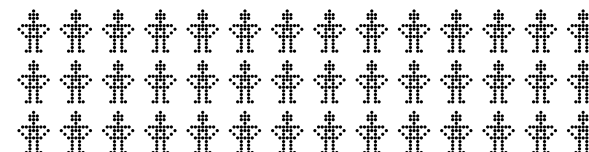
## Piracy

**Piracy can be a difficult subject to explain to your customers, particularly how it affects their business. The most powerful weapon against piracy is education. Once the short- and long-term consequences of software piracy are known, businesses are unlikely to deliberately pirate software again. Get the facts here.**

**Software piracy is the theft of software through illegal copying of genuine programs or through the counterfeiting and distribution of imitation software products or unauthorized versions of software products. Put simply, piracy can include casual copying of genuine software by individuals or businesses or widespread illegal duplication of software programs for profit.**

**When your customers tell you they can get Microsoft operating system software for less elsewhere, it's probably pirated software - with all of the associated risks. You are doing them a favor to let them know this. Sometimes, customers may honestly believe there is nothing wrong with requests that may lead to violating their licensing agreements. But because you know better - and you're aware of the serious consequences of software piracy - you can help your customers get genuine, licensed software.**

It is important for you as a reseller to know how to identify the many different forms of software piracy :

### COUNTERFEITING

Counterfeiting is the illegal manufacture, duplication, and distribution of software programs in a way that often makes them look genuine. The quality of counterfeit reproduction is often so high that it is virtually impossible for customers to tell the difference between genuine and counterfeit versions. This software is often marketed by counterfeiters as «gray» or «unbundled.»

### HARD DISK LOADING

In this practice, a PC manufacturer will illegally pre-load an unlicensed copy of the software onto the computer prior to sale. In this case, the PC manufacturer makes a deliberate decision to load illegal software onto the computers they sell, usually as an incentive for the end user to purchase from them. In most cases, the PC manufacturer will not supply any media, license agreement, manual or other documentation with the computer system they distribute to their customer.

### INTERNET PIRACY

Internet piracy refers to the use of the Internet for illegally copying or distributing unauthorized software. In these cases, the Internet is the medium for advertising, offering, acquiring, or distributing pirated software via online auctions and websites.

Quick Facts :

- More than 2 million Websites are marketing or distributing illegal software.
- 60 percent of software available via Internet auction sites is counterfeit.
- 90 percent is of this software offered in violation of the publisher's license agreement.

Source : the Business Software Alliance

### LICENSE MISUSE

Software programs may originate from legitimate offers and channels, but they are then subsequently misdirected during distribution. As a result of this misdirection, the software is unlawfully transferred in violation of its original licensing conditions. Software programs that «leak» from their original channels are typically those distributed under the «Academic», «License Fulfillment» or original equipment manufacturer programs.
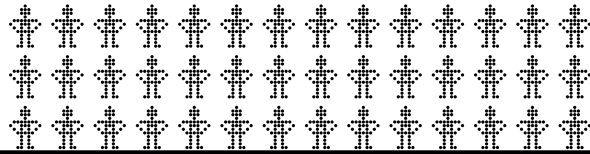
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## Click2license : the online license webstore

**Order your licenses 24 hours a day ! Click2License is the online license tool of Ingram Micro specially designed for its partners. With Click2License your order exactly the licenses you need and you can control simultanously your order status. If you are familiar with the different license offerings choose the "Expert Entry" mode which will guide you with a few clicks through the whole procedure. If you need more assistance choose the option "Guided Entry" which will help you choose the right solution for your customer.**

The major Click2License features :

- Faster and efficient order process
- Error free ordering thanks to the clear navigation tools
- Full integration within www.ingrammicro.be
- Easy administration and maintenance of your clients license contracts
- Build, store, send or print enduser quotes (v3)
- From reseller price, calculate enduser price
- Display reseller margin
- Send quotes by HTML mail with comments
- Convert to order

To help increase public awareness of copyright laws, encourage legal use of legitimate software and explain the consequences of software piracy, Ingram Micro develops and distributes information and tools to it's partners. This License Guide, the Ingram Micro Click2License tool, our monthly Licensing seminars and our dedicated License Desk are only a few of the tools that Ingram Micro offers to its partners.

### SOFTWARE LICENSING

Volume licensing is a cost-effective alternative to buying several copies of shrink-wrapped software; the more licenses you buy, the more you save. With licenses, end users can legally install specific software on a desired number of workstations.

Take advantage of Ingram Micro's Software licensing offering. We provide a large selection of licensing programs and reporting assistance, pre- and post-sales support, flexible financing programs and regular training

Take advantage of these volume-licensing benefits

- Cost savings
- Version protection with software assurance
- No inventory costs
- Easy service and support add-ons
- Ensured legal compliance
- SOFTWARE COMPLIANCE

Using unlicensed or pirated software is a violation of copyright law. The penalties for copyright infringement are serious, sometimes totaling hundreds of thousands of euro's. Unfortunately, many businesses are not aware that they may be using unlicensed software. This could put your customers at risk. To counter software piracy and enforce intellectual property rights several IT companies formed the Business Software Alliance. The BSA offers tools to help you determine if your customers are compliant. Visit their web site to download their GASP software audit tool, which will help you examine your clients' compliancy (www.bsa.be).

### COMPLIANCE IS YOUR PROFIT OPPORTUNITY!

Don't wait for your customers to receive an audit notice from the BSA or suffer costly penalties. Take advantage of the opportunity to get your customers properly licensed. Take a look at some of the programs available to help you keep your customers' software licenses up to date.

To name a few the Open Subscription License and Multi Year Open programs are ideal tools for easy and cost-effective enduser license compliance. Check out the next pages to learn all about it.

The Ingram Micro License Desk

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click2License

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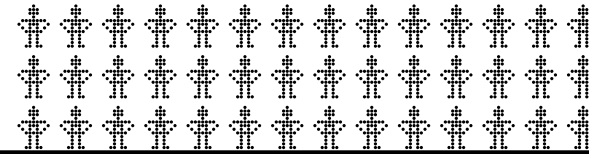
## Unique in Belgium :
## Ingram Micro, now offering both volume and enterprise products !

**Since the acquisition of SDB by Ingram Micro, Ingram Micro can now offer not only Veritas Volume products, but also the Enterprise products. This unique combination offers you one stop shopping, ranging from boxed software through licensing.**

**The SDB team will operate from the Ingram Micro office in Vilvoorde as a new value add business unit, focusing on its core competence that gained over the years an excellent technical and commercial reputation on the market.**

**The SDB team is specialised in high-end computing, storage, networking, and configuration of enduser specific solutions. Ingram Micro can now offer the best broadline distribution together with the best valueadd distribution in one house, topped by the best logistic services.**

Within the SDB team we have several Product Specialists focused on Veritas Enterprise products. For all your Veritas questions, feel free to contact :

- Francis Lejon
- Kurt Vlaminck
- Philip Sempels

### BACKUP SOLUTIONS
VERITAS Backup Exec™ for Windows NT/2000
VERITAS Backup Exec™ for NetWare
VERITAS Backup Exec Add-ons and Options
VERITAS NetBackup BusinesServer™
VERITAS NetBackup Datacenter™
VERITAS NetBackup Professional™
VERITAS NetBackup Storage Migrator™

### CLUSTERING & REPLICATION SOLUTIONS
VERITAS Cluster Server™ for W2K
VERITAS Cluster Server™
VERITAS Cluster Server QuickStart™
VERITAS ClusterX™
VERITAS File Replicator™
VERITAS Global Cluster Manager™
VERITAS Storage Replicator™ for NT
VERITAS Volume Replicator™

### FILE & VOLUME MANAGEMENT
VERITAS File System™
VERITAS Foundation Suite™
VERITAS Volume Manager™
VERITAS FlashSnap™

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## OPEN LICENSE 6.0 — MICROSOFT

### Introduction

Software license procurement for the small and mid-size business is convenient and simple through the Open License 6.0 program. Volume discounts for minimal upfront purchases and availability through a broad worldwide reseller channel form the basis of this flexible approach to software license procurement. Software asset management support through eOpen reduces time spent tracking paper copies of software licenses.

Microsoft Open License 6.0 is designed for corporate, academic, charity, and government organizations who wish to make a minimum initial purchase of five software licenses. Subsequent purchases through Open License may be in any quantity, at any time over a two-year period.

#### WHY PARTICIPATE IN OPEN LICENSE?

- **Volume Pricing.** Stretch software procurement budget farther in comparison to retail purchase options.
- **Easy access.** Availability through a broad worldwide reseller channel ensures convenient and fast access to thousands of business software titles.
- **Simple Software Asset Management.** eOpen was developed to drive simplicity of software asset management. View Microsoft's records of Open License status, licensee data, purchase/return details, Open License authorization numbers and other Open License information.
- **Stay Current.** Software Assurance ensures access during term of coverage to the most current versions of enrolled software to keep business solutions competitive.

### Open License Offers Two Licensing Solutions

Microsoft Open License 6.0 recognizes that small and medium organizations do not all have similar software acquisition needs. Open Business and Open Volume share many of the same program features, but provide small and medium organizations with different purchase options.

#### OPEN BUSINESS

Open Business is designed for corporate, academic, charity, and government organizations who wish to make a minimum initial purchase of five software licenses.

#### OPEN VOLUME

Open Volume is targeted toward small and medium businesses. It offers deeper savings to organizations that choose to boost their upfront purchase. It uses product pools and points to establish the entry minimum for discount price levels. Similar to Open Business, an Authorization number is issued the first time an order is placed and should be used when placing future orders to ensure the two-year price level.

Open Volume incorporates product pools and points to determine Open Volume eligibility. Software products are grouped into three separate product pools; the applications pool, the systems pool and the server pool. Product pools allow the combination of a variety of similar Microsoft software products in order to achieve deeper volume pricing discounts. The applications pool includes products like Office, Project, Visio, and Visual Studio. The Systems pool contains Windows operating system upgrades like Windows XP Professional. Examples of products offered within the Server pool include Windows XP Standard Server and Exchange.

Each software license carries a point value. For example, Office Professional is 2 points, and Windows XP Standard Server is 15 points. The Software Assurance component of License & Software Assurance is worth 1/2 the total point value of its accompanying license annually. For example, if Office is worth 2 points, Software Assurance is worth 1 point for each year it is maintained during the term of the Open License agreement.

To determine Open Volume eligibility, simply multiply the product license point value by the number of licenses that will be ordered, per pool. Open Volume purchase eligibility occurs when the requirement of 500 points per pool is met. This requirement is different in the Europe, Middle East, and Africa regions. In these regions, the upfront order requirement is both 150 point and 500 points per pool.

## OPEN LICENSE PROGRAM COMPARISON

| | OPEN BUSINESS | OPEN VOLUME |
|---|---|---|
| **MINIMUM ORDER** | Initial purchase of 5 software licenses in any combination of Microsoft products. | Required 500 point minimum within a specific product pool (applications, systems, and servers) on an initial order. Each license carries a point value. Note : 150 minimum point values are required in Europe, Middle East and Africa. |
| **PRODUCTS INCLUDED** | Broad range of Microsoft products available in any combination. | Broad range of Microsoft products available from three product pools (applications, systems, and servers). |
| **POOLS AND PRICE LEVELS** | Single price level for all products and upgrades. No pools. | Single price level for all products and upgrades. Price level established by product pools. |
| **REORDER MINIMUMS** | Reorders for as few as one license at the same discount level throughout the two year authorization number. | Reorders for as few as one point at the same discount level throughout the two year authorization number. |
| **AUTHORIZATION NUMBER** | Two year authorization number begins with each new initial order. | |
| **PURCHASING OPEN LICENSE** | All participating resellers | |
| **EOPEN LICENSE TRACKING** | When an initial order is placed a logon is set up to view licenses online on the eOpen web site at https://eopen.microsoft.com where available. | |
| **MEDIA** | May order media at time of initial order or acquire media separately. | |
| **SOFTWARE ASSURANCE** | Software Assurance begins at time of order and ends when the Open Authorization number ends. | |
| **PARENT/SUBSIDIARY & AFFILIATE RELATIONSHIP** | Parent or other related entity must place initial order to set price level. However, the parent or qualified affiliate may use the same authorization number for reorders. | |

### Software Assurance New in 6.0

Software Assurance (SA), is a new, simpler way of obtaining upgrades to the latest and most innovative Microsoft products. License & SA (L&SA) combined replace Version Upgrade (VUP), Product Upgrade (PUP), Upgrade Advantage (UA), and Competitive Upgrade (CUP) product types offered in Open License 5.0.

Once purchased for a particular product, L&SA provides the right to run the latest version of that product and is immediately eligible for upgrades to that product released during the term of the Open Authorization number.

#### SOFTWARE ASSURANCE BENEFITS

Software Assurance (SA) may offer businesses benefits beyond merely the ability to upgrade to the latest software releases. Having SA in place across an entire enterprise can reduce the amount of valuable time spent tracking multiple versions of software. Additionally, it may promote more expedient execution of business solutions due to reduced need for management approval to finance new software licenses.

From a pure breakeven analysis standpoint : SA is less expensive for upgrades that occur between every 2,5 to 3 years than purchasing new licenses.
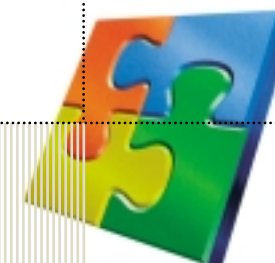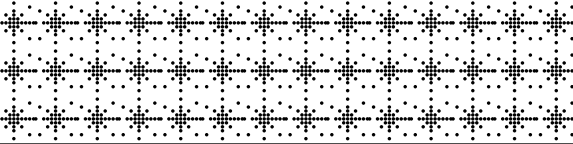
## Placing an Order

Contact the Ingram Micro License Desk through besaleslicensing@ingrammicro.be for more information or surf to www.ingrammicro.be and access the Click2License tool to purchase Microsoft Open License.

Microsoft provides electronic delivery of Open Licenses in most countries. This is done through the eOpen web site located at https://eopen.microsoft.com, where information pertaining to the Open License can be viewed online. An Open License Authorization number and a license number corresponding to that Authorization number are required to access this secure web site.

## Making Copies

Following the initiation of the Open License, the exact number of copies of product licensed through the Open License program may be run. Use legally acquired media sets to install licensed software across multiple work-stations or servers, which may reduce the volume of media per desktop maintained as a result of retail soft-ware purchases.

## OPEN SUBSCRIPTION LICENSE 6.1

- New alternative license offer for business endusers as an alternative to Open License
  (with a minimum of 10 pc's)
- Non Perpetual license
- 3 year contract enabling use of latest version of covered software
- Three price levels :
- 5-49      -      Level A
- 50-249   -      Level B
- 250 +     -      Level C

### OVERVIEW OF THE OSL-OFFER

1. Platform :
- Upgrade Windows Professional;
- Office Professional;
- CORE CAL
  Core CAL contains the following Cals :
  Windows 2000 Server, Exchange 2000 server, SharePoint Portal Server, SMS server.
  Customers choosing the platform option benefits from the following advantages :
- 15% discount on the sum of the separate components;
- Technical support.
2. Component purchase :
  1 or 2 components of the platform

### ADDITIONAL PRODUCTS
FrontPage®
Project
Visio®
Visual Studio Enterprise Edition
Visual Studio Professional
Windows® Advanced Server
Windows Server

Small Business Server
Small Business Server CAL
SQL Server™
SQL Server Enterprise Edition
SQL CAL
Exchange Conferencing Server
Exchange Server
Exchange Server Enterprise Edition

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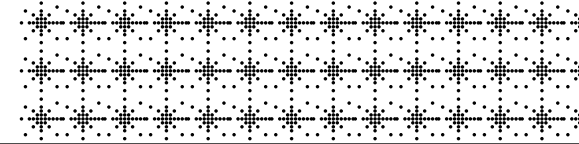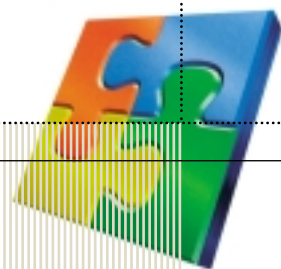
## MULTI YEAR OPEN

**Multi-Year Open License** provides volume-licensing benefits for businesses that want Microsoft software for at least five clients. These customers will be attracted to Multi-Year Open License because of :
- Simplified license management
- Simplified agreement management
- Perpetual licenses
- Spread (or 'amortized') payments
- Aggressive pricing with price protection.

**Multi-Year Open License** is available in two options.
- Multi-Year Open License Enterprise rewards custo-mers who are willing to obtain Windows Professional Upgrades, Office Professional and/or the Core Client Access License for all their PCs with still lower pricing and additional benefits.
- Multi-Year Open License Volume allows for spread payments of Licenses and Software Assurance for customers who obtain these licenses for at least five clients.

**Multi-Year Open License** is available through the same two-tier indirect channel as Open License and Open Subscription License, i.e. Microsoft _distributor.reseller .customer.

**Multi-Year Open License** has many similarities with Open Subscription License. The key differences are :
- Multi-Year Open License is based on perpetual 'ever-lasting' licenses. Open Subscription License offers non-perpetual licenses.
- During the three-year agreement term, Open Subscription License offers lower annual pricing than Multi-Year Open License. However, since Multi-Year Open License is based on perpetual licenses, a customer only needs to renew Software Assurance after the agreement expires. Multi-Year Open License will therefore offer lower annual pricing from the 4th year onwards.

Throughout the entire three-year duration of the Multi-Year Open License the price of licenses and Software Assurance for platform products are frozen.

*NOTE : this price protection does not apply to extra copies of additional products, In the agreement, a customer commits to one, two or three platform products.*

These products are :
- Windows Professional Upgrade
- Office Professional
- Core Client Access License, which consists of the Client Access Licenses for Windows Server, Exchange Server, SharePoint Portal Server and Systems Management Server.

*NOTE : these platform products are the same as those offered through the Open Subscription License.*

**Multi-Year Open License** features a very low entry level of just 5 PCs.
Customers with a large number of PCs may benefit from lower pricing :
- 5-49 PCs       - Level A
- 50-249 PCs    - Level B
- 250+PCs        - Level C

*NOTE : Pricing is always frozen for the entire duration of the agreement. The number of qualified desktops over the duration of the Multi-Year Open License does not influence the pricing per client.*

**Multi-Year Open License** Enterprise customers who choose all three Multi-Year Open License platform products, i.e. Windows Upgrade, Office and the Core CAL, benefit from a 15% platform discount.

The up-to-date discount that is part of Open Subscription License 1.0 and 6.0 is not included in Multi-Year Open License.

**Microsoft® Open Licence**
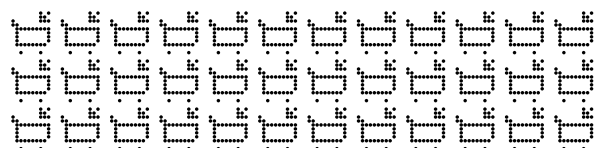
# OPEN LICENSE PROGRAM

## COMPUTER ASSOCIATES

## What is the Computer Associates Open License Program?

**OLP is a purchasing program that allows you to purchase CA software and services at volume prices. It reduces the costs associated with acquiring, implementing, and maintaining eBusiness software, and provides streamlined purchasing and centralized license management. CA OLP provides a License Certificate and a License Agreement that allow you to use any legally acquired copy of the specified software as a master copy to make additional copies as designated in the License Agreement.**

### HOW DOES OLP WORK?

Each CA OLP product/service has a point value. A purchase of 40 points worth of software, or more, on the initial order automatically qualifies you for the Program for a two-year period. It's that easy! There are no restrictions to buy within a certain product pool, and you can mix and match CA products and services to qualify for OLP.

### WHAT IS A «POINT»?

Point values are assigned to each product and service offered in the Program. A minimum of 40 points is required for entry into the Open License Program. You can mix-and-match any of the products and education services available in OLP.

### WHAT ARE THE BENEFITS OF OLP?

- Simplified Program - Single tier program with a fixed entry point. No complex calculations or levels.
- Easy Product Registration - OLP purchases are automatically registered with CA.
- Streamlined Deployment - Multiple products can be installed using the same license key, authorizing installation of the exact number of software copies purchased.
- Volume Discounts for Two Years - OLP's pricing structure offers a new standard discount to all OLP buyers over a two-year period.
- Upgrade Protection - With upgrade protection, you receive future releases of CA software at no additional cost.

### WHAT IS THE PROGRAM DURATION FOR OLP?

OLP enables you to purchase CA products/education for a two-year period following the initial purchase. Standard OLP pricing and benefits apply to all reorders placed within the two-year period. No minimum point quantity is required for reorders.

### WHAT IS THE ACTUAL PRICE?

Ingram Micro can provide you with OLP pricing. Generally suggested list price is lower than «boxed product» purchases of the same products.

### WHY IS OLP CALLED A TRANSACTIONAL LICENSING PROGRAM?

Transactional licenses are customized licenses geared toward organizations of all sizes. There is no legal contract to sign. No usage reporting is necessary. Customers simply have to initiate and complete a purchase transaction prior to having the right to install the products.

How do I receive the media for software installation? Each initial OLP order requires you to purchase an OLP Media Pack that is available for a nominal fee. Included with the Media Pack is a License Certificate, CD-ROM(s) of the product(s) purchased, as well as trial copies for related products. Simply unlock the purchased solutions with the appropriate license key codes supplied on your License Certificate and your solution instantly becomes a fully functional product. Trial products, if purchased, can be converted to licensed software without reinstallation. If you require multiple copies of the media you can purchase additional copies of the OLP Media Pack for a nominal fee.

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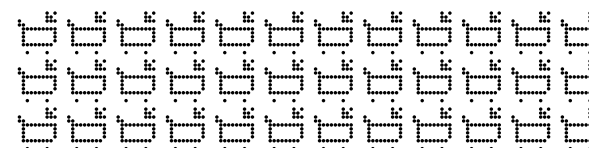
### HOW DO I ORDER ADDITIONAL LICENSES WHEN PLACING A REORDER?

You will need to reference your OLP License Number, which can be found in the upper right hand corner of the OLP License Certificate. This License Number ensures that the standard OLP discount will be applied. However, final pricing is determined by the reseller, so actual prices may vary.

### WHAT ARE THE REQUIREMENTS FOR REORDERS?

There are no minimum point requirements for reorders. During the term of your agreement you can place a reorder at any time. If you are confident you have the appropriate CD-ROM(s) there is no requirement to purchase media on reorders, however, purchasing the reorder Media Pack will ensure you have the most recent and up to date media for you purchased solution.

### WHAT HAPPENS AT THE END OF THE TERM OF MY OPEN LICENSE AGREEMENT?

Once the term of your OLP Agreement ends, you retain the rights to the licenses acquired, but any Upgrade Protection coverage is terminated. To retain the benefits of OLP, you would need to place a reorder (no minimum point required) with the Upgrade Protection option through OLP within 90 days of the expiration date on the License Certificate. If a newer version of that product was released, Upgrade Protection may not continue to be available for the older version.

### WHAT IF I MISPLACE MY OLP LICENSE CERTIFICATE?

Am I still able to place orders? If you misplace your OLP License Certificate you will have no legal proof of ownership, and you should therefore immediately request a replacement by contacting Ingram Micro. There may be a charge for this replacement. Your unique License Number will appear on your replacement certificate, allowing you the ability to continue to place reorders as established by your initial order.

### WHAT IS THE RETURN PROCEDURE UNDER OLP?

All OLP purchases must be returned together to the reseller who sold you the product. Individual licenses within an OLP License cannot be returned separately. Returns follow the same path in which an OLP order is fulfilled : return the OLP order in full to the reseller who sold you the product, who in turn forwards the returned license to its distributor, who then sends it to CA. CA must receive returns within 15 days of the issue date of the license that is being returned. If the initial OLP order is returned due to an error in ordering, you must return the original OLP License Agreement (the license certificate) and reorder what you originally wanted. This will generate a new OLP Authorization Number for the entire purchase. CA will invalidate the first OLP Authorization Number and a new OLP License Certificate will be sent to you. If you wish to return a reorder, you must return the complete reorder to your reseller.

What kind of technical support do OLP customers receive? Comprehensive technical support is available at esupport.ca.com/. Additional technical resources are available. Consult the web site for more information.

### FOR MORE INFORMATION ON OLP :

ca.com/licensing

**ca** Computer Associates

# TRANSACTIONAL LICENSING (CTL)

**COREL**

## Overview

**The Corel Transactional Licensing (CTL) program is designed for customers who want to purchase Corel products but do not want to sign a contract. This program allows customers to purchase a broad range of products with better discounts and cost-saving entitlements in one transaction.**

## Program Details

### TERM

There is no on-going purchase commitment with the CTL program. Customers are entitled to make individual purchases of any Corel product as needed. Since there is no contract, customers are guided by the license Terms and Conditions. Should a customer purchase Maintenance and not renew it, usage rights default to the license Terms and Conditions.

### BENEFITS

The CTL program provides a simple and cost-effective method for organisations to fulfill their software needs. By making individual purchases as the need arises, customers are only buying licenses that employees are going to use.

### CUSTOMER PROFILE

CTL is ideal for any business, department, academic institution or government agency with requirements for licenses of one or more Corel products. Customers may choose to purchase for the entire organisation or just for local offices.

### HOW TO QUALIFY?

Any business, department, academic institution or government agency with requirements for licenses of one or more Corel products is eligible for the CTL program.

## Maintenance

Customers who purchase Maintenance are entitled to the latest version of software for which Maintenance was purchased. For two years after the date Maintenance is purchased, customers will receive the latest version of the software as soon as it is available. Special entitlements for customers who purchase Maintenance include Backward and Multilingual Licensing. These entitlements are covered in detail below.

### BACKWARD LICENSING

Corel allows customers to use licensed software one version back from the current version when it is purchased in conjunction with Maintenance. This permits all entitlements to current licensing programs to be furnished to customers using a previous version of the software.

### MULTILINGUAL LICENSING

Licenses purchased with Maintenance will be issued in the language requested (subject to availability) in that region. The end user is entitled to use any other language available from Corel. Customers who require alternative languages may contact Corel Customer Service to obtain the required language media, subject to availability.

### TERM

When Maintenance is purchased as a component of the CTL program, the term of the Maintenance will run for two years from the date of purchase. Prior to the expiration of the Maintenance, license customers can renew Maintenance for another two-year term at the current Maintenance price. If Maintenance is not renewed, the customer will lose the rights to the Maintenance entitlements and all usage will be governed by the standard license Terms and Conditions.

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## Volume discount levels

There are five discount levels for the CTL program. The purchase quantity required to achieve a greater discount level varies by product. Please refer to the Corel price list for specific discount level information. For each order that is placed, customers can take advantage of Corel's cross-purchasing program. This entitles customers to purchase any Corel product at the highest discount level attained on that transaction. For example, an order for one product qualifies the customer for Discount Level C. Based on that purchase, the customer would be able to purchase any other Corel licenses at Level C pricing, regardless of the quantity ordered. When purchasing via the CTL program, purchases are not cumulative, so the cross-purchasing program is applied to individual purchases. If the quantity the customer is purchasing is greater than that listed in the Corel price list, they should contact Corel Customer Service or their Corel Authorised Reseller for a quotation.

### HOME AND LAPTOP USE

Corel allows customers to use licensed software at the home and office, provided both copies of the software are not being used at the same time.

### BACKWARD LICENSING

Corel allows customers to use licensed software to 1 (one) version back through its license programs when the software is purchased in conjunction with Maintenance. This permits all entitlements to current licensing programs to be furnished to customers using a previous version of the software.

### MULTILINGUAL LICENSING

Each license will be issued in the language requested in that region (subject to availability) and does not entitle the end user to use other licenses in a different language. Licenses purchased with Maintenance will be issued in the language requested and entitles the end user to use another available language. Customers requiring alternative languages may contact Corel Customer Service to obtain the required language media (again subject to availability).

## License Administration

### REPLACEMENTS

Replacement license certificates are not available.

### TERMS

When Maintenance is purchased, the effective date and the ending date for the Maintenance license will be recorded on the license certificate.

### DELIVERY

Certificates are delivered to customers within approximately seven to 14 days following receipt of order.

### MEDIA AND DOCUMENTATION

Media is not included with the purchase of licenses. Customers may order media for an additional charge at the same time they order their licenses. Customers who require additional media at a later date may order it through a Corel Authorised Reseller or purchase media directly from Corel Customer Service. Customers and resellers must validate entitlement to media by producing proof of purchase. This includes providing a copy of the invoice or receipt for the product, with an individual line item for the software, or a copy of a Corel license certificate.

## How to order :

The enduser contacts a Corel Authorised Reseller to order licenses. The reseller determines if the customer meets the CTL program purchase criteria. If the organisation is eligible, the reseller provides a quotation, then Ingram Micro sends the order to Corel to qualify and enter the order. Corel will fax a copy of the license to the customer.

### THE ORDER SHOUD CONTAIN THE FOLLOWING INFORMATION :

_ PIN (if known)
_ Quantity
_ Price per unit
_ Product
_ Part number
_ Legal client name
_ Mailing address
_ Contact name
_ Telephone and fax numbers
_ Initial media
_ Additional media.

**COREL**
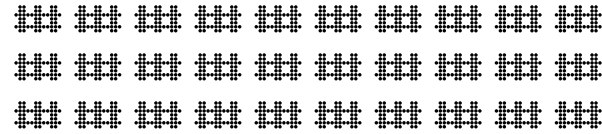
# SECURITY LICENSE PROGRAM

## The Symantec Value Program and the Symantec Elite Program

**The flexible, easy way to purchase Symantec Enterprise Security Software**

The new Symantec Security License Program makes it easy to purchase Symantec enterprise security software solutions. Through the program's flexible and cost-effective plans, companies of any size can benefit from a streamlined pricing structure for their Symantec software purchases.

### TWO VOLUME LICENSE OPTIONS

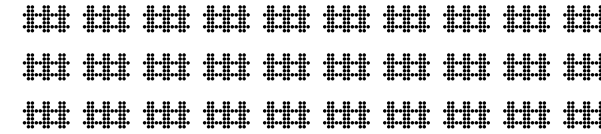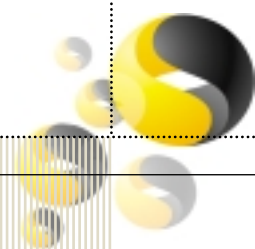Symantec Security License Program offers two volume license options :

**1)** The Value Program is a simple transactional plan that provides incentives for orders as few as one server or 10 desktop licenses, and rewards the purchase of multiple product types within a product family. As a certificate-based program, the Value Program is ideal for small- to mid-sized companies. Customers simply purchase a media pack and the number of licenses required from their reseller, and then receive a license certificate directly from Symantec. Special pricing for academic institutions is also offered through the Value Program.

**2)** The Elite Program is a contractual plan that allows companies to leverage their purchasing power with a consistent price band over the term of the contract. Depending on their needs, customers can choose the Commit option to immediately maximise their two-year volume discounts via an up-front purchasing commitment. Or they can choose the Forecast two-year purchasing model to minimise initial outlays for their licensing requirements.

### GOLD MAINTENANCE

Gold Maintenance is available for the Value Program, customers purchasing under the Elite Program are required to purchase Gold Maintenance. Gold Maintenance includes Upgrade Insurance, security content updates where applicable, and Gold technical support for most products. Offered in one- or two-year increments, Gold Maintenance ensures that customers get maximum value and the technical support they require for their Symantec enterprise security software solutions.

### EXISTING LICENSING PLANS

Effective May 15th, 2002, software license purchases and new product releases will be supported by the Symantec Security License Program. At that point, no new Global License Program or SVLP orders will be accepted. Existing contracts, however, will be honoured through the term of each agreement. Customers wishing to establish new Symantec Security License Program agreements are encouraged to contact their Symantec sales representative to find out more about the benefits of the Symantec Security License Program.

**INGRAM MICRO**

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## SYMANTEC SECURITY LICENSE PROGRAM

Two flexible purchasing plans for Symantec enterprise security software solutions

| | VALUE PROGRAM | ELITE PROGRAM |
|---|---|---|
| **OVERVIEW** | Certificate-based program. Customer submits a purchase order and receives a License Certificate containing the customers license terms | Two-year contractual agreement based on either an up-front Commit purchase or a two year forecast. All offices and subsidiaries can leverage the contract for purchasing discounts |
| **PURCHASING METHOD** | One time transaction, single purchase. Mix and match purchases within product families to receive volume discounts | **TWO OPTIONS :** *Commit :* Two year, up-front purchase commitment plus transactional re-orders. *Forecast :* An initial 25% purchase of a two year MSRP forecast, plus transactional re-orders |
| **COMPANY SIZE** | Recommended for small- to medium sized companies within a single country. | For medium-to-large enterprises and global organisations |
| **PURCHASE QUANTITY REQUIREMENTS** | 10-unit minimum for desktops, 1-unit minimum for selected server-based products | *Commit :* Initial up-front MSRP Purchase Order *Forecast :* 25% MSRP initial Purchase Order |
| **CONTRACTS** | License certificate contains terms and conditions | Yes, Master and Subsidiary agreement, Commit or Forecast addendum |
| **FORECAST OPTION** | No | Yes |
| **LICENSE TERM** | Perpetual | Perpetual |
| **AGREEMENT TERM** | No term. Transaction pricing only | Two years |
| **SUBSIDIARY COVERAGE** | No | Yes. Subsidiaries may purchase under the parent company's agreement. |
| **MAINTENANCE** | One year Gold Maintenance is bundled with many products and is available as an optional purchase. Gold Maintenance includes Upgrade Insurance, Security Updates (where applicable) and Gold Technical Support. One year and two year renewal options | The purchase of at least Gold Maintenance is mandatory on all products, for the term of the contract. One year and two year purchase options available. |
| **LICENSE DELIVERABLES** | Value License certificate | Signed agreement and Electronic Elite License certificates |
| **SOFTWARE DELIVERABLES** | Media available from Ingram Micro | Media available from Ingram Micro |
| **PRICING** | Based on volume of purchases per product family | Three MSRP- based price bands. Up-front Commit or Forecast agreement sets price bands. Annual review and pricing adjustments where applicable. |
| **AVAILABILITY** | From any Symantec reseller or Ingram Micro | From authorised Symantec Elite resellers |

**symantec.**
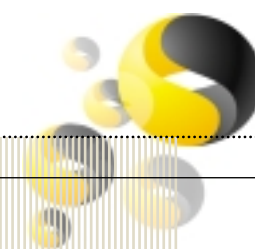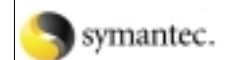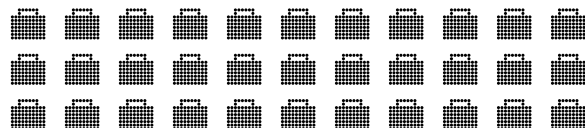
## VIP PROGRAM

### VERITAS

### Reduce Your Total Cost of Software Ownership with VERITAS VIP

**VIP, VERITAS' volume software license program, is focused on effective enterprise IT management of product procurement. VIP's scaling volume incentives, purchase flexibility and expense-forecasting capabilities can significantly reduce your total cost of software ownership. Incentive discounts, attractive to single sites or global enterprises, are substantial. This flexible program also makes it easier to acquire and deploy licensed VERITAS products. Whether you want to purchase software on an as-needed basis, or forecast requirements and meet them by contract, VERITAS VIP has a purchase plan tailored to meet your needs.**

#### WHY VERITAS? WHY VIP?

Heterogeneous networks continue to proliferate, across the enterprise and around the globe. In this highly dynamic environment, controlling costs while maintaining an effective operation has become a major challenge. VIP addresses these critical IT demands by offering market leading storage management software, as well as a highly effective way to manage software license purchasing. The goal of VIP is simple : offer our customers volume software discounts that suit their organisational and growth requirements.

To meet these diverse company needs, VERITAS offers a license program, Open License Plan, with flexibility, a simple process, license tracking and volume discounts that help you manage your software purchases more effectively. Open License plan allows you to purchase VERITAS products on an as needed or open basis, receiving additional discounts as your cumulative volume grows.

#### VIP POINTS TO SAVING

The Open Plan license is based on accumulating points assigned to VERITAS products. Enrolment in the open plan requires an initial order of only 10 points so it's easy to qualify. The initial price depends on the number of accumulated points at the time of purchase. Future orders may increase the discount.

To illustrate, following is a table of representative VERITAS Products and point values.

| PRODUCT | POINTS |
|---|---|
| Backup Exec - NT2000 Server Edition | 20 |
| Backup Exec - NT2000 Server Edition Vs1 | 10 |
| Backup Exec - NT2000 Server Edition Vs2 | 20 |
| Volume Manager - NT | 20 |
| WinINSTALL - NT/NW | 50 |

#### VIP OPEN LICENSE PLAN

You qualify for the open license plan with an initial purchase of only 10 points. Reorders must be at least 10

points. If you have significant software requirements, you can receive volume discounts without committing to a forecast quantity. VERITAS tracks point's totals cumulatively on a rolling two-year (eight quarter) basis.

Discounts are applied in five tiers as illustrated in the following table.

| TIER | POINTS |
|---|---|
| A | 10 - 199 |
| B | 200 - 999 |
| C | 1000 - 4999 |
| D | 5000 - 9999 |
| E | 10000 + |

As your accumulated point total increases, your discount can increase. You are eligible for re-levelling to the next tier after your accumulated point total reaches the minimum points for that tier. After nine consecutive quarters, points earned in the first quarter are dropped and the remaining accumulation plus new purchases rolled forward. You will always receive credit for your last eight-quarter purchase points.
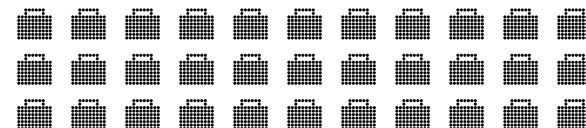
#### WHAT IS INCLUDED

As a VERITAS VIP customer, you will receive a certificate confirming your purchase of software licenses. You can obtain software in a variety of ways including :
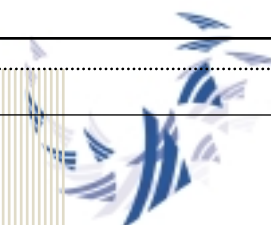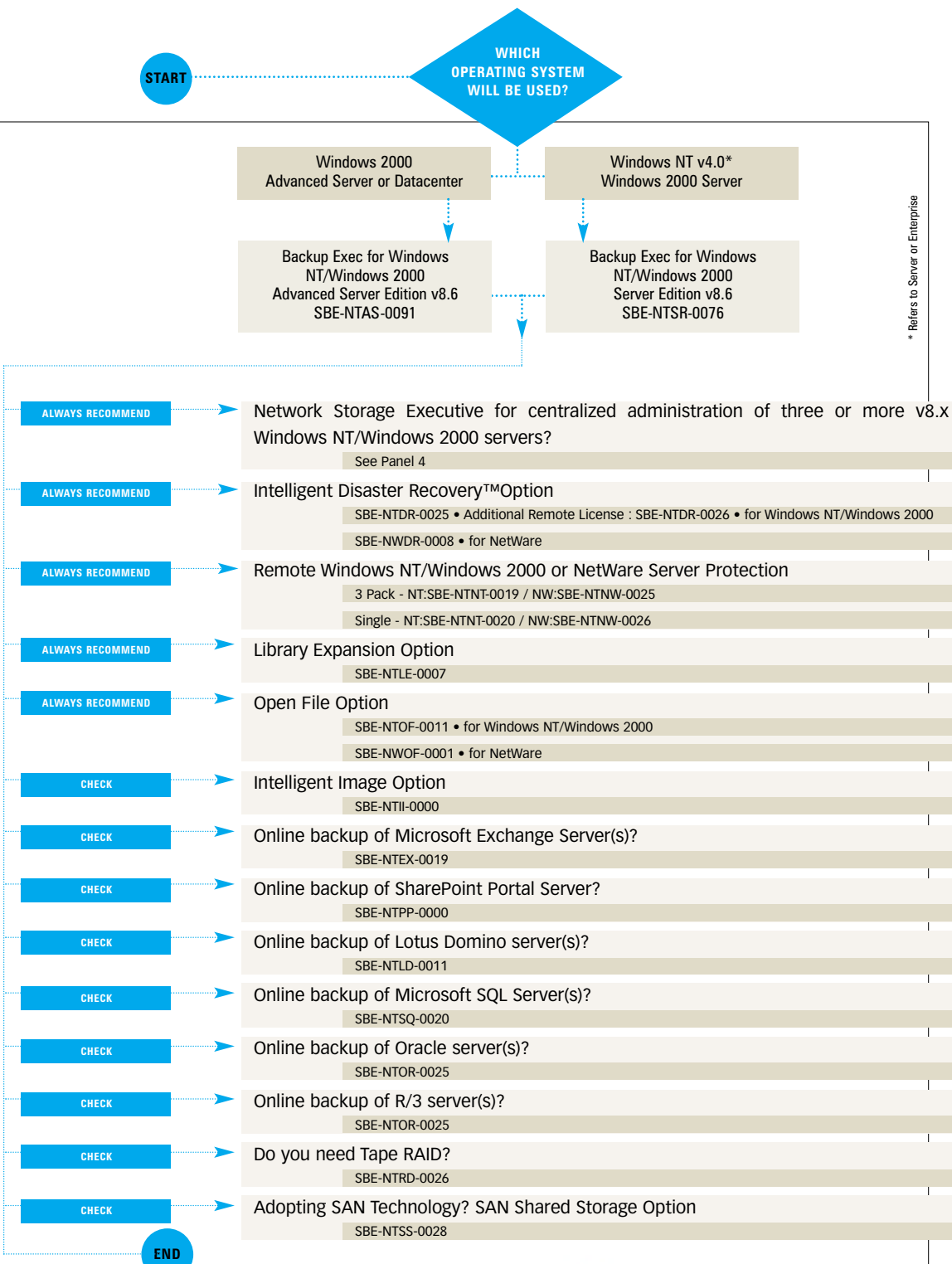
- Purchase of a shrink-wrap product
- Purchase of a media kit
- Duplication of existing media
- Duplication of existing media provided by a reseller
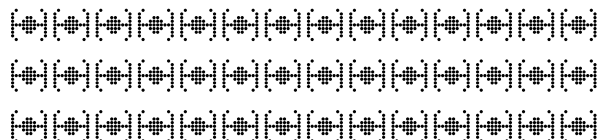- Downloading software from VERITAS' FTP site

#### HOW YOU GET IT

VIP Open License Plan is available through Ingram Micro. Orders are taken by the reseller, sent through Ingram Micro, and delivered to VERITAS. VERITAS provides the license certification.

**INGRAM MICRO**

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#### VERITAS BACKUP EXEC FOR WINDOWS NT AND WINDOWS 2000



START

WHICH OPERATING SYSTEM WILL BE USED?

Windows 2000 Advanced Server or Datacenter

Windows NT v4.0* Windows 2000 Server

Backup Exec for Windows NT/Windows 2000 Advanced Server Edition v8.6 SBE-NTAS-0091

Backup Exec for Windows NT/Windows 2000 Server Edition v8.6 SBE-NTSR-0076

*Refers to Server or Enterprise

**ALWAYS RECOMMEND** — Network Storage Executive for centralized administration of three or more v8.x Windows NT/Windows 2000 servers?
See Panel 4

**ALWAYS RECOMMEND** — Intelligent Disaster Recovery™Option
SBE-NTDR-0025 • Additional Remote License : SBE-NTDR-0026 • for Windows NT/Windows 2000
SBE-NWDR-0008 • for NetWare

**ALWAYS RECOMMEND** — Remote Windows NT/Windows 2000 or NetWare Server Protection
3 Pack - NT:SBE-NTNT-0019 / NW:SBE-NTNW-0025
Single - NT:SBE-NTNT-0020 / NW:SBE-NTNW-0026

**ALWAYS RECOMMEND** — Library Expansion Option
SBE-NTLE-0007

**ALWAYS RECOMMEND** — Open File Option
SBE-NTOF-0011 • for Windows NT/Windows 2000
SBE-NWOF-0001 • for NetWare

**CHECK** — Intelligent Image Option
SBE-NTII-0000

**CHECK** — Online backup of Microsoft Exchange Server(s)?
SBE-NTEX-0019

**CHECK** — Online backup of SharePoint Portal Server?
SBE-NTPP-0000

**CHECK** — Online backup of Lotus Domino server(s)?
SBE-NTLD-0011

**CHECK** — Online backup of Microsoft SQL Server(s)?
SBE-NTSQ-0020

**CHECK** — Online backup of Oracle server(s)?
SBE-NTOR-0025

**CHECK** — Online backup of R/3 server(s)?
SBE-NTOR-0025

**CHECK** — Do you need Tape RAID?
SBE-NTRD-0026

**CHECK** — Adopting SAN Technology? SAN Shared Storage Option
SBE-NTSS-0028

END

**VERITAS**
BUSINESS WITHOUT INTERRUPTION

# TSP LICENSE PROGRAM

## General :

**The Network Associates TSP license program has been developed to provide you with a simple yet really effective way of obtaining licenses for customers of any size.**

**This means that there are solutions available to suit small and medium-sized enterprises, as well as large corporate organisations that may have offices in a number of countries around the world.**

## Products :

**The products provided by Network Associates are all top products that have won many awards. Because networks have become increasingly complex, Antivirus protection is now a product that no organisation can do without.**

**Network Associates offers a number of total antivirus packages (Suites).**

| PROTECTION FOR PRODUCT NAME | DESKTOP VIRUSSCAN | FILESERVER NETSHIELD | GATEWAY WEBSHIELD | E-MAIL SERVER GROUPSHIELD | MANAGEMENT ePOLICY ORCHESTRATOR |
|---|---|---|---|---|---|
| ACTIVE VIRUSSCAN | Yes | Yes | No | No | Yes |
| ACTIVE VIRUS DEFENSE | Yes | Yes | Yes | Yes | Yes |
| TOTAL VIRUS DEFENSE | Yes | Yes | Yes | Yes | No |
| VIRUSSCAN SECURITY | Yes | Yes | No | No | No |

Products that form part of these suites can also be supplied separately if required.

Active VirusScan and Active VirusDefense are available in licenses in a Small Business and an Enterprise Edition. The difference is that with the Enterprise Edition, you can manage more than one NAI product with the ePolicy Orchestrator tool supplied (total inward view within the network).
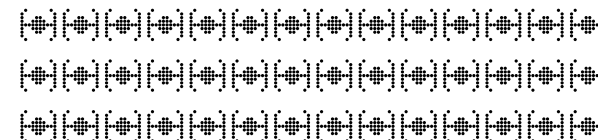
### SUPPORT

All Network Associates products are supplied inclusive of support. Network Associates provides four types of support for you to choose from :

- **Knowledge Centre support** - updates, upgrades and e-mail support
- **Connect support** - updates, upgrades and telephone support during office hours
- **Priority support** - updates, upgrades and telephone support 24 hours a day, 7 days a week
- **Enterprise support** - updates and upgrades, plus a dedicated support person

### HOW TO PURCHASE

Network Associates offers the option of purchasing the above products in licenses and boxes, as two-year licenses or as perpetual licenses (lifelong). In the latter case, all you have to do is buy the support annually to stay up to date.

**INGRAM MICRO.**

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### BOXES

Available in 5, 10, 25 and 50 nodes. The two-year and perpetual boxes are supplied with 1 year of Connect support as standard. You can buy the second year of support for the two-year box and the annual recurring support for the perpetual license separately. There are separate order codes for these.

### LICENSES

Active Virus Defense and Active VirusScan Small Business can be supplied from 11 users up to 250 users. Active Virus Defense, Active VirusScan Enterprise edition and Total Virus Defense and VirusScan Security can be purchased from 51 users up to 2000 users. For more than 2000 users, you will need to call Network Associates for prices.

Tel. 02 478.10.29.

For boxes, by contrast, you can select the appropriate form of support you want to go with them.

With the two-year license, 1 year of the support of your choice comes as standard, while with the perpetual license, no support is standard. However, you must buy support separately in this case, otherwise you will not be able to download the latest DAT files, nor will you be safe from new viruses.

### SLIDING SCALE

As we said at the beginning, the license program is a simple one. We have none of the product families or points systems, etc. that often make license programs impenetrable. With Network Associates, you simply purchase what you need at the corresponding price within the sliding scale.

| | |
|---|---|
| 11-25 | 251 - 500 |
| 25-51 | 501 - 1000 |
| 51-100 | 1001 - 2000 |
| 101-250 | 2000> . . . . . . . call NAI for prices |
| 101-251 | |

If your customer requires licenses in addition to an existing license, all he has to do is buy within the sliding scale that applies. Available from 2 licenses onwards. Your customer will have to mention his current license number on the order.

### WHAT HAPPENS WHEN YOU ORDER?

If you place your order with your distributor, you will have to provide the necessary information (reseller and end-user details, etc.). The distributor will then send your order through to Network Associates and Network Associates will process it within a maximum of 48 hours. We will send off the official license letter stating the corresponding Grant number (enabling you to carry out the downloads) direct to the end-user and Ingram Micro will provide you with the media kit which is automatically entered by Ingram Micro . After receiving both products, your customer can get to work.

### CHANNEL PROGRAM

Work together with Network Associates and become a partner. We have developed a new channel program, which gives you tools to help your customers more quickly and efficiently. This will reduce their downtime and increase their profitability.

This is good news for you and for us. If you are looking for a co-operative arrangement based on trust, please pay us a visit on www.my-net.com/channel.

We have introduced three levels of participation : Registered, Authorised or Elite partner.

Some of the benefits of joining the partner program :

- Growth for your business, the network market already is and will continue to be a hot market.
- Superior products - Network Associates product line regularly wins awards.
- Easier customer acquisition and retention through the partnership services offered by our program.
- Standing out from the crowd and brand endorsement helping you compete more effectively as you develop expert skills
- Ability to command higher prices and increase profits

If you would like to know more about this program and discuss it with NAI, please contact our Channel Account Manager Bart de Maeyer (+32 (0)474.96.26.14).

If you have any questions about the license program, please contact Ingram Micro or get in touch direct with Network Associates (tel. +32-(0)2 478 1029)

Ingram Micro

**Network ASSOCIATES**