INGRAM MICRO ®
Partner Smart ™

Retrospect

Retrospect Program Overview

Retrospect backup and recovery software safeguards millions of servers, 24x7 applications, desktop and notebook computers worldwide from data loss due to user error, computer failure or site-wide disasters such as fire, theft or flood, and consistently earns broad industry acclaim for its unique patented technology.

Retrospect backup is the answer when looking for simple yet powerful backup and recovery software, with both Mac and Windows based products…..Cross-platform client support, VM support, and cloud support, encryption, and archiving are just some of the features.. Supports both Disk and/or Tape targets. Always the best value in the market.

Key Products

Retrospect Multi Server 7.7 for Windows
Protects a host server and unlimited Windows, Macintosh, Linux, and Solaris remote servers, desktops and laptops. Add-ons enable backup and restore of open files, and SQL and Exchange Servers.

Retrospect Single Server 7.7 for Windows
Protects a host server and unlimited Windows, Macintosh, Linux, and Solaris desktops and laptops. Server Client licenses may be purchased to protect additional networked servers. Add-ons enable backup and restore of open files, and SQL and Exchange Servers.

Retrospect Small Business Server Premium 7.7 for Windows
Protects a host server running Windows Small Business Server Premium and unlimited Windows, Macintosh, Linux, and Solaris desktops and laptops. Server Client licenses may be purchased to protect additional networked servers. Includes support for SQL and Exchange.

Retrospect Small Business Server Standard 7.7 for Windows
Protects a host server running Windows Small Business Server Standard and unlimited Windows, Macintosh, Linux, and Solaris desktops and laptops. Server Client licenses may be purchased to protect additional networked servers.

Retrospect Disk-to-Disk 7.7 for Windows
Protects a single Windows server, and backs up only to disk or optical media. Client licenses may be purchased to protect additional networked servers, desktops and notebooks.

Retrospect Professional 7.7 for Windows
Protects a host computer and two Windows, Macintosh, Linux, and Solaris desktops and laptops. Client licenses may be purchased to extend protection to additional desktops and notebooks.

Retrospect 9 Multi Server Unlimited Clients for Mac
Runs on a Mac OS X or Mac OS X Server computer (including Mac OS X "Lion") and provides licenses to protect an unlimited number of networked Mac, Windows, and Linux servers, desktops, and notebooks. Annual Support and Maintenance is included with this product.

Retrospect 9 Single Server Unlimited Clients for Mac
Runs on a Mac OS X server and protects one server and an unlimited number of networked Mac, Windows, and Linux desktops and notebooks. A server client license can be purchased to protect an additional networked Mac, Windows, or Linux server. Annual Support and Maintenance is included with this product.

Retrospect 9 Single Server 20 Clients for Mac
Runs on a Mac OS X server and protects one server and up to 20 networked Mac, Windows, and Linux desktops and notebooks. A server client license can be purchased to protect an additional networked Mac, Windows, or Linux server. Annual Support and Maintenance is included with this product.

Retrospect 9 Desktop 5 Clients for Mac
Protects a single Mac desktop or notebook, and up to four additional networked Mac, Windows, and Linux desktops and notebooks. This product is available with or without Annual Support and Maintenance.

Maintenance/Support
Annual Support and Maintenance is required with some Macintosh license purchases and optional for Windows license purchases and some Macintosh license purchases. Maintenance provides tech support and product upgrades/updates for the term of one year, and must be renewed on a yearly basis.

Media
Media is provided free for all new licenses purchases. It is downloadable in link provided in email confirmations, or, a physical CD or DVD is provided if a physical product is purchased. If an electronic product is purchased, a Retrospect Media Kit with a physical CD/DVD is available for purchase separately if requested.

Authorization Requirements
Retrospect products are not restricted and may be sold by anyone.

Retrospect Volume Licensing
Retrospect Volume Purchasing discounts, are available on a case by case scenario. Please contact Werner Walter (werner.walter@retrospect.com) to for any volume discount opportunities.

Ordering Requirements
To assure prompt processing of your Retrospect Purchase, please be sure to include the following information when placing your order with us:
1. Disti name and contact info
2. Disti PO number
3. Reseller name and contact info
4. Reseller PO
5. End-user agency/organization name
6. End-user shipping street address, city, state and zip code
7. End-user contact name - first and last name required
8. End-user contact phone number
9. End-user contact email address (email domain must match business name)
10. Currency
11. Part number being ordered
12. Quantity
13. Item description
14. Cost per item
15. Total cost

Product Delivery
Retrospect's normal processing time on orders is 2-3 business days. Licenses are delivered via email.
Retrospect's normal processing time on renewal orders is 2-3 business days.
How can a lost license be replaced?
Lost license codes can be recovered by calling Retrospect Customer service at Toll Free 888-376-1078 or email support@retrospect.com

License upgrades
Customers with existing Retrospect for Macintosh products version 6.0 and later are eligible to upgrade those products to Retrospect for Macintosh version 9

Customers with existing Retrospect for Windows products version 6.5 and later are eligible to upgrade those products to Retrospect for Windows version 7.7.

Competitive Replacement Upgrade pricing is available using the Standard/Competitive upgrade part numbers.

Confirmation of Existing licensing and/or Competitive qualifications will be taken care of by Retrospect. The end-users need to send qualifying licensing or competitive information to **support @retrospect.com** for validation and processing of permanent license codes.

Renewals
Support renewals must be purchased before support expires.

To obtain a renewal quote, please email us at Retrospect-Licensing@IngramMicro.com with the below information and we will be happy to request it on your behalf.

    End-user business name:
    End-user ship to address:
    End-user contact name:
    End-user phone number:
    End-user email address:

    Product for which you are renewing support:
    Quote Duration (1, 2 or 3 year):

Retrospect GOV/Educ Pricing(5% discount)

Retrospect provides GOV/Educ pricing under the following guidelines:

1. A student or employee of an Educational Institution that has an .edu email address can be considered for Retrospect academic pricing.

    If .edu is lacking from the email domain, the Institutions name should be clearly recognizable as academic or the name itself should be included in the email domain or some other recognizable abbreviation denoting the education affiliation (IE: sjusd.k12.ca.us)

2. A Government Institution that has a (.gov, .mil, .us) email address can be considered for Retrospect Gov pricing.

    If .gov is lacking from the email domain, the Institutions name should be clearly recognizable as a government institution or the name itself should be included in the email domain or some other recognizable abbreviation denoting the government affiliation (IE:. .state.fl.us)

Retrospect Non-Profit Licensing Program 5% Discount

Definition and Requirements of a Non-Profit Entity for Eligibility to Participate in the Retrospect Non-Profit Buying Program

The following U.S. Non-Profits under U.S. Tax Code 501(c) are eligible to participate in the Retrospect Non-Profit Buying Program.

- Non-Profits are defined under U.S.Tax Code 501(c)(3) as an organization which is organized and operated exclusively for one of the following purposes:
    - Religious
    - Charitable
    - Scientific
    - Literary
    - Educational
    - In the prevention of cruelty to children or animals
    - In the testing for public safety
    - Fostering national or international amateur sports competition

- Non-Profits under U.S. Tax Code 501(d) Religious or Apostolic Organizations
- Non-Profits under U.S. Tax Code 501(e) Cooperative Health Services provided to Hospitals
- Non-Profits under U.S. Tax Code 501(f) Cooperative Service Organizations of Operating Educational
- Organizations providing cooperative investment services for Educational Organizations
- Non-Profits under U.S. Tax Code 501(k) Child Care Organizations which supply child care to children with working parents
- Non-Profits under U.S. Tax Code 501(n) Charitable Risk Pools which pools insurance risks of 501(c) (3) Organizations

U.S. Non-Profit Institutions who file under U.S. Tax Code 509(a) such as Publicly-Supported Charities, and Exempt Purpose Activity-Supported Charities may also qualify. U.S. Tax Code 509(a) Organizations are defined as:

- Organizations organized and at times thereafter operated exclusively for the benefit of, to perform the functions of, or, to carry out the purposes of one or more specified Organization.
- Organizations operated, supervised or controlled by or in connection with one or more Organizations
- Organization not under the control directly or indirectly by disqualified persons or organizations other than foundation managers or by one or more Organizations.

Retrospect Return Policy

Retrospect New Electronic license return policy:

1. Orders requested for RMA must be made within 45 days of invoice

2. Partial returns are NOT allowed

3. Letter of Non-Use must be signed by End User to be included with RMA request

To request a return, please contact us via email with the following information:

Your PO #

Date of original PO

Ingram Order number

End User Name

End User Email address

Total dollar amount to be refunded

Reason for Refund

SKU (s) of product to be returned

Quantity

Reason for Return

Refund requests should be sent to partnerorders@retrospect.com