
Automate101 Service License Definitions

Definitions

System: Any version of CloudPortal Services Manager, CPSM, Cortex or future Automate101 derivative.

Managed User: A user account that has been provisioned through the **System**

User Service: Any service that is explicitly provisioned to a user via the **System** and recorded as a user service within the **System**. For example, a mailbox or a desktop.

Customer Service: Any service provisioned which is not directly related to a user. For example a web site, DNS Record, SQL Database.

Tenant: Any customer or reseller provisioned through the **System**.

Licensing Model

The software is licensed based on the services provisioned and managed. This is typically per user or per customer per month.

A **Customer Service** license would typically be for infrastructure services that are not tied to a specific user (for example a website or a database).

A **User Service** license is for a service which is assigned explicitly to a user. For example; a mailbox, a desktop.

All licenses are monthly and apply to:

All **User Service** instances provisioned to any **Managed User** on the 20th of the month

All other **Customer Service** instances provisioned on the 20th of the month

Desktop Services

Desktop (XA/XD/RDS) Service

Per User Per Month

This license applies for users consuming any form of remote desktop service that is being provisioned through the **System**. This license applies for:

- Users provisioned with the original "CITRIX" service
- Users provisioned with the "Apps and Desktops" service
- Users previously licensed with the Citrix SKU 4044846 which previously included rights to CPSM
- Users licensed with the Citrix SKU 4003527

If users are combining two or more services for each user including the Desktop Service, the Complete Cloud Services Bundle should be considered.

Messaging and Collaboration Services

Hosted Exchange

Per User Per Month

There are two licenses for Hosted Exchange which are aligned with the SPLA licenses. If the mailbox provisioned includes the “MAPI” protocol – the Exchange (MAPI) MC-1002 License should be used. If MAPI is disabled the Exchange (Basic or POP3) MC-1001 License should be used.

SPLA License Used	Automate101 License Required
Basic SAL	Exchange (Basic or POP3) MC-1001
Standard SAL	Exchange (MAPI) MC-1002
Standard Plus SAL	Exchange (MAPI) MC-1002
Enterprise SAL	Exchange (MAPI) MC-1002

Exchange Archiving

Per User Per Month

Any user provisioned with the Exchange archiving service (regardless of actual technology used for mail archiving.)

SharePoint

Per User Per Month

Any user provisioned through the System with access to any version of SharePoint (not required for Office 365 SharePoint).

Blackberry

Per User Per Month

Any user provisioned through the System with the Blackberry service

Identity Management

AD Connector License

Per Active Directory Per Month

The AD Connector license applies for all additional Active Directories (beyond the primary CPSM Active Directory) connected to an instance of the System, this may be via AD Synchronization or via management of a directory. An AD Connector is not required for Azure Active Directory instances. Report license ID-1001

User ADSync License

Per User Per Month

This is required for all users who are being synchronized from an external directory utilizing the ADSync utility. Report license ID-1002

Microsoft CRM

Per User Per Month

Any user provisioned with any version of Dynamics CRM, applies on a per user per month basis. Report license CRM-1001

Unified Communications

OCS/Lync/Skype for Business

Per User Per Month

Any Lync/S4B users with a plan which utilizes the Microsoft “Standard” SAL, use the Basic SKU EV-1001

If any other Lync/S4B license is required, then use the Enterprise License SKU EV-1002.

Infrastructure Services

DNS Zone

Per DNS Zone Per Month

Any DNS Zone provisioned in the system. Report License IN-1001

SQL Server

Per SQL Database Per Month

Any SQL Server database provisioned through the system. Report License IN-1002

Windows Website

Per IIS Website Per Month

Any website instance provisioned through the system. Report license IN-1003

Hyper-v server management

Per Virtual Server Per Month

Any virtual server provisioned through the system.

Microsoft Online Services

Office 365 Service

Per User Per Month

Any user provisioned with the Office 365 service, regardless of how many Office 365 licenses are being consumed by the end-user.

Custom Services

Custom Service

Per User Per Month or Per Customer Service Per Month

Custom services may be added by the Licensee through the **System**, the Custom Service may be a **Customer Service** or a **User Service**. The Custom Service charge applies for both cases.

Example 1 (User) : a custom service for a SaaS application provisioned to users would require a Custom Service license for each user provisioned with the SaaS application.

Example 2 (Customer) : a custom service for managing a firewall that is not assigned to users would require a Custom Service license for each firewall provisioned.

Service Bundles

Complete Cloud Services Bundle (BDL-1001)

Per User Per Month

The Complete Cloud Services Bundle allows any number of **User Services** to be assigned to a user. If this is used to license a user then no other User Service licenses are required for this user.

AD Connector usage - If every user within a **Tenant** is licensed using this license then there is no requirement to report the AD Connector for this **Tenant**.

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