

# Astaro Security Gateway Licensing

## Questions & Answers

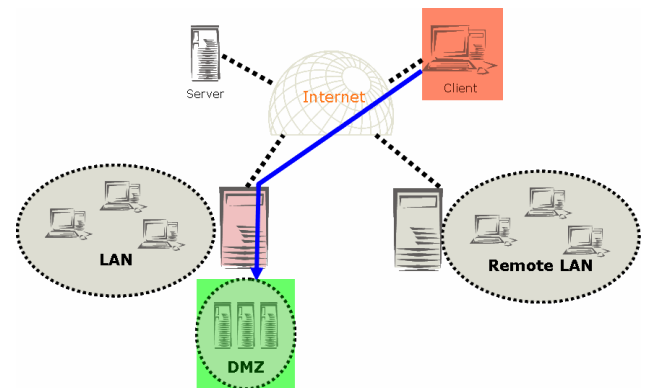
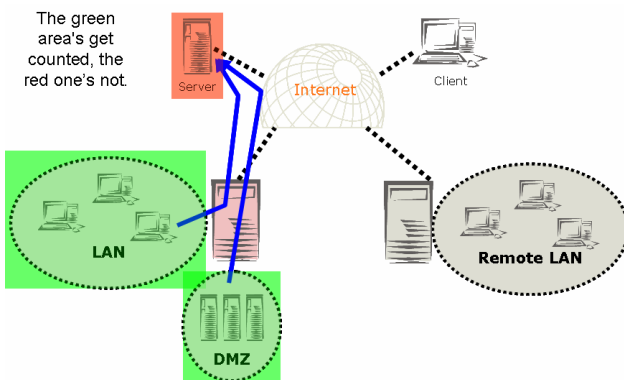
February 2006

### On the Astaro Suggested Customer Price List, what are “users”?

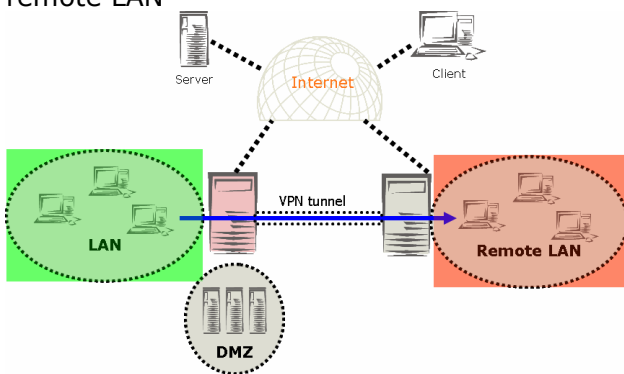
For the purposes of licensing, “users” includes workstations, clients, servers, and devices that have an IP address and communicate through the firewall either to reach the internet (via the default route) or a remote location through a VPN tunnel, that is established at the gateway

The following devices are counted as one user:

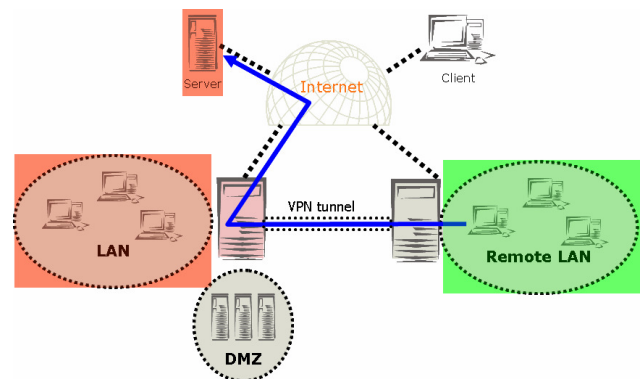
- Each device that connects from the intranet (LAN) or DMZ through the firewall to the internet
- Each server within the DMZ that is accessed from the internet via the firewall



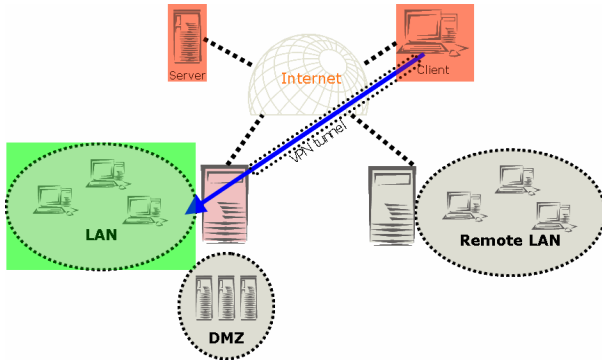
- Each device that connects from the intranet (LAN) via a VPN tunnel to a remote LAN



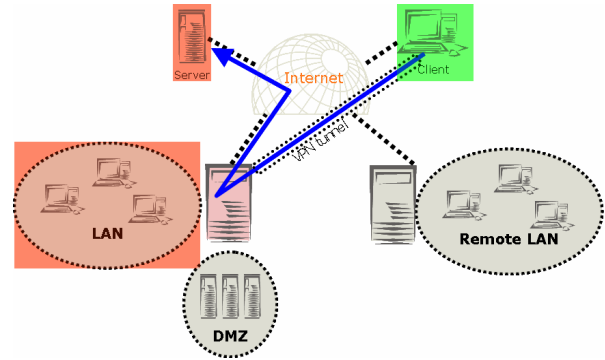
- Each device that connects from a remote LAN via a VPN tunnel through the firewall to the internet



- Each device within the intranet (LAN) that is accessed from a client via a VPN tunnel



- Each remote client which connects to the internet through the firewall via a VPN tunnel



To track the number of users that are using the system Astaro Security Gateway includes a database that stores and counts the IP addresses of these users for a specific time period (30 days). If one IP address had not been used for 30 days it will be deleted from the data base. If the number of IP addresses reaches the number of licensed users at any time, the administrator receives a warning.

This definition typically represents the value received by customers – the number of computer systems and communications connections that are protected from threats on the Internet.

### ***What if someone leaves the company? Or if we have temporary guests?***

Beside timing out after a specific period (see above), the administrator can reset the counters from webadmin, which triggers a reboot of the firewall. Therefore customers with high turnover or frequent visitors can reset the counters periodically.

### ***If one computer is shared by several people, is that one “user” or many?***

One. If several people share one computer, that counts as one user, since one system is being protected from threats on the Internet. This is a common situation in schools and computer labs.

### ***If two computers are used by one person, is that one “user” or two?***

Two. If one person uses two computers that reach the Internet through the firewall, that counts as two users, since two systems are being protected from threats on the Internet.

### ***Do email accounts count as “users”?***

If several people are sharing one computer, that computer counts as one user, even if each person has a separate email account (see above).

However, if Astaro Security Gateway is protecting an email server, but not the computers opening the emails, then every email account on the server does count as one user. This might occur, for example, if an organization already has another firewall to scan Internet traffic, but is using Astaro Security Gateway to protect against email-borne viruses and spam. In this case the value provided by Astaro Security Gateway is proportional to the number of email accounts protected.

## ***Do you count printers, fax machines, and other non-computer devices?***

It depends. Yes, if the device has an IP address and establishes an outbound connection to the public Internet through the firewall. No, if the device only sends traffic on internal networks.

## ***What happens if several people are behind a proxy, a NAT device, or some other system with one IP address?***

If several people are behind a system with only one IP address—a proxy, a NAT device (such as a router), a “terminal server,” an ATM network—Astaro Security Gateway will only record one “user.”

**However, in these cases customers are obligated to obtain a license for the actual number of systems (users) that communicate through the Internet**, even if they are masked from the database in Astaro Security Gateway. These are all systems that are protected from threats on the Internet. Also, as described above, if Astaro Security Gateway is protecting an email server but not the computers opening the emails, then every email account on the server counts as a user.

## ***How does Astaro Security Gateway enforce licenses?***

As the number of users approaches the number licensed, Astaro Security Gateway will begin notifying the system administrator by email.

**Astaro strongly recommends that customers make sure that they are complying with their licensing agreement.** As noted above, if there are temporary users customers can reboot the firewall so that it will start the count over again.

## ***How can I increase the number of licensed users?***

For Astaro Security Gateway Software you can buy upgrades to increase any number of users to the next higher number, i.e. from 10 to 25, from 25 to 50, and so on. These upgrades have to be applied to each part of your license, i.e. for the base license, all subscriptions as well as the maintenance.

To allow easy calculation of all needed product items for such an upgrade we have created an upgrade calculator tool which you can find on our partner web.

## ***What is included in a base license?***

A base license for Astaro Security Gateway includes:

- The Secure Operating System
- The management platform
- The firewall
- The VPN gateway
- The Intrusion Protection application
- Ninety days of warranty

## ***What are Subscriptions?***

Subscriptions are additional feature packages which can be bought on an annual basis. When buying a subscription the user receives an additional upgrade key which you need to apply on the base license which then activates the corresponding feature within the software. To also get the latest pattern updates for these features (e.g. for viruses, spam and intrusions) the user needs to buy the Maintenance service, which automatically downloads new patterns to the system as soon as they are available.

The subscriptions available with Astaro Security Gateway are:

### **Email Security**, including:

- Virus Protection for Email
- Spam Protection
- Phishing Protection

### **Web Security**, including:

- Virus Protection for the Web
- Surf Protection (URL Filtering)
- Spyware Protection

## ***What is the discount on 2-year and 3-year subscriptions?***

For Astaro Security Gateway Software in most cases a two-year subscription will represent a 25% discount from two one-year subscriptions, and a three-year subscription will represent a 33% discount from three one-year subscriptions.

Or to look at the numbers another way, when purchased in advance, the subscriptions for the second and third years will be half the price of the one-year subscription (or you could say that with a three year subscription, the third year is free).

For example, if the one-year subscription is 500, the two-year subscription will be 750 and the three-year subscription will be 1,000.

This makes it very attractive to license two or three years in the beginning.

For Astaro Security Gateway Appliances the discounts are slightly lower, i.e. 10% for a two-year-subscription and 20% for a three-year-subscription.

## ***How do you license the High Availability option?***

A High Availability installation consists of two systems, a master and a slave.

### **Astaro Security Gateway Appliance**

To setup a High Availability systems with Astaro Security Gateway Appliances you just need to order a second appliance of the same type. All Astaro Security Gateway Appliances have the HA option turned on per default.

### **Astaro Security Gateway Software**

When you obtain an Astaro Security Gateway Software base license for the master, you can obtain a High Availability option for the slave for the same number of users (that is, if the base license is for 100 users, then the High Availability option also needs to be for 100 users). After ordering the HA Option you will receive a HA upgrade key which you have to apply to the base

license of the master in order to activate its HA option. This license can then be used concurrently on the master and slave system.

In any case you do not need to obtain subscriptions or maintenance for the slave system.

### ***Do I need to figure out “Concurrent Connections”?***

Not for a normal business environment. “Concurrent connections” are the number of “conversations” going on at any one time between systems on either side of the firewall. Each user can create several concurrent connections (for example, to view a web page that contains three pictures a browser will briefly open, and then close, four connections – one to download the HTML file and three to download the images).

However, Astaro Security Gateway licenses allow more than thousand concurrent connections for each user (see max. numbers listed on the price list). Typically the only time when concurrent connections affect licensing is when an organization has server systems (webserver, ftp server) that receives thousands of hits a minute, or is an ISP, ASP or MSP (see below).

### ***Why is there different pricing for ISPs, ASPs and MSPs?***

Usually the value of a network security solution is proportional to the number of computers protected. However, Internet Service Providers, Application Service Providers, and Managed Service Providers typically support many people and businesses from a few servers. The value they receive from a network security solution far exceeds the number of systems on site, so in most cases Astaro will require that a service provider obtain an unlimited license of Astaro Security Gateway. If you are providing services as an ISP, ASP, or MSP, please contact Astaro to discuss pricing.

### ***What happens if there is a DHCP server?***

In most cases a DHCP (Dynamic Host Configuration Protocol) server will configure only as many IP addresses as there are active users at the time, and will configure DHCP clients with the same IP address every time they come up with the same MAC address. Therefore the IP addresses recorded at the firewall will correspond to the actual number of systems establishing connections to the Internet.

### ***What if I have a truly exceptional situation?***

If you have a truly exceptional situation where Astaro’s licensing policies do not reflect the value you receive from the software, contact your Astaro solution provider or Astaro to discuss the situation.

### ***What does the Maintenance Service include?***

The Astaro Maintenance includes support services plus Up2date service. As with subscriptions the maintenance service is licensed on a yearly basis and you receive a higher discount when buying 2- or 3- year maintenance up front.

To avoid problems when calling Astaro support, it is important that all products within one organization have the same level of maintenance.

## ***When can I buy a Maintenance Service?***

We recommend that you buy a maintenance service at the time when ordering the system. If you buy maintenance at any time later (for the first time or to reinstate a lapsed maintenance contract) the new maintenance will start retroactive to the time the previous maintenance (or the warranty) plan elapsed.

## ***When does the warranty start?***

The warranty period starts when you generate the license key on MyAstaro by using the activation key.

## ***What happens if I buy a Maintenance Service during the warranty period***

Your Maintenance Service will then start immediately at the day you activate it.

## ***How can I upgrade to a higher Maintenance level?***

You can buy Upgrades from any Maintenance Level to any higher Level on a monthly or yearly basis.

To make it easier for you to calculate the needed upgrade items you should use the Upgrade Calculator Tool on MyAstaro.

## ***How can I downgrade to a lower Maintenance level?***

You can downgrade to a lower maintenance level only after your existing maintenance service has expired.

## ***What is the Up2Date Service?***

The Astaro Up2Date service provides Minor Software Updates and enhancements for Astaro Security Gateway. As of today Major Software Updates are also covered by an Astaro software update contract, however Astaro reserves it's rights to charge for Major Software Updates at it's own decision with future releases.

For customers of the Astaro Security Gateway subscriptions, the Up2Date service also delivers and installs updated virus, spam and intrusion signatures as well as threat profiles. Customers can set Astaro Security Gateway to check for new Up2Dates as often as hourly.

The Up2Date service is part of the maintenance service.

## ***Do I get Up2Dates during the warranty period***

Yes, each time an up2date is requested (by the administrator or by schedule) the system checks whether the license includes a valid maintenance service or whether the warranty period has not expired yet. If either condition is true the up2date will be enabled.

## ***Do I need the Astaro Secure Client to use the VPN gateway?***

No, you have a choice of many VPN clients.

The Astaro Security Gateway VPN gateway can work with the Windows PPTP client that is included with the Windows operating system. This makes it very easy to roll out a VPN when only basic security is required.

The VPN gateway also works with the Windows Native IPsec Client as well as the Windows L2TP over IPsec Client that comes pre-installed on newer Windows systems. L2TP provides an additional level of authentication for higher security.

The Astaro Secure Client provides an excellent option when high levels of security are needed (for example, AES encryption, smartcards, or digital certificates) and also provides additional protection through the integrated personal firewall.

The ASC Configuration export on ASG makes it very easy to configure our IPsec Client compared to others.