



vFire 9.2+

Licensing Guide

Version 1.2

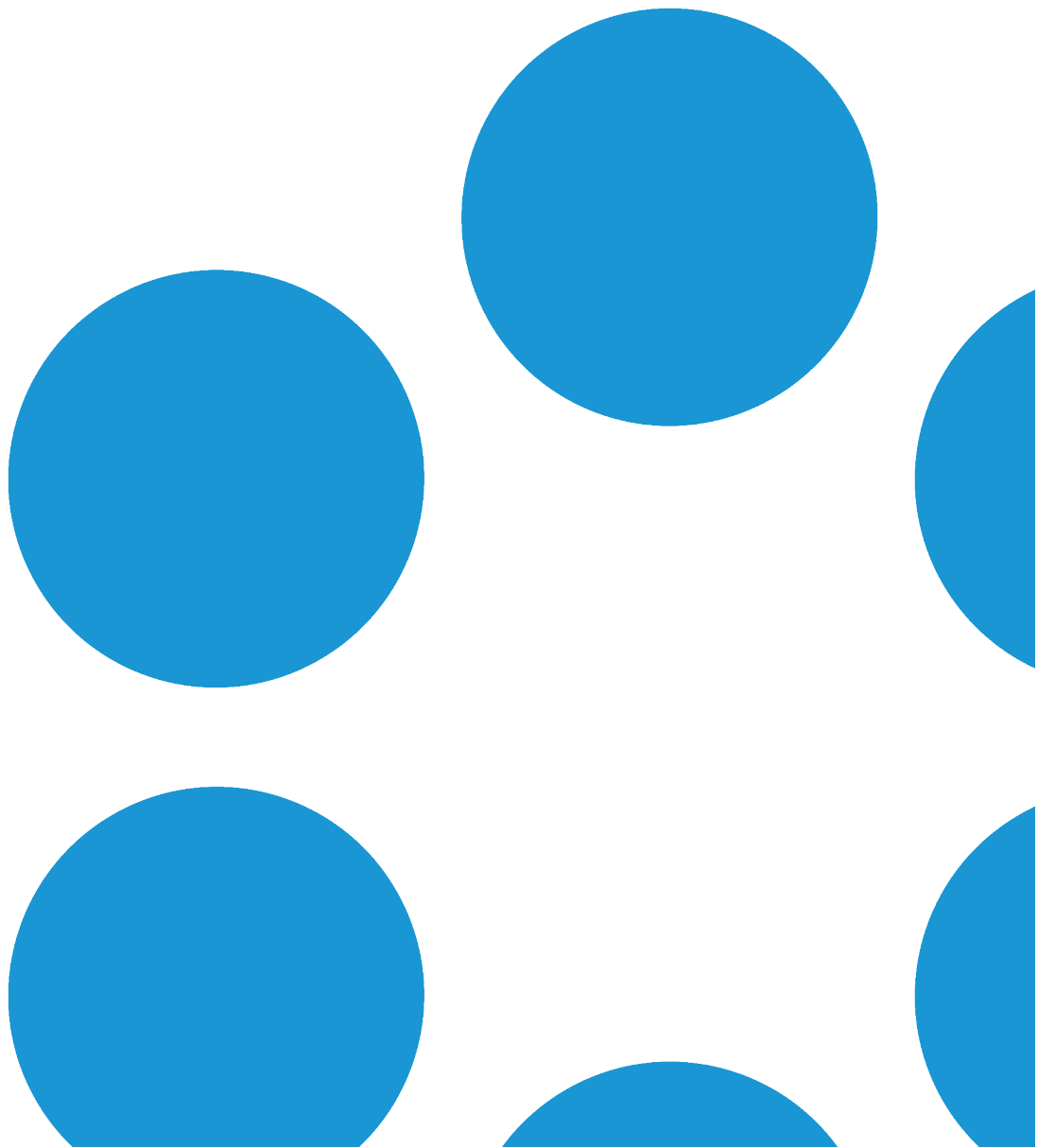




Table of Contents

| | |
|---|-----|
| Version Details | iii |
| Copyright | iii |
| About this guide | iv |
| Intended Audience | iv |
| Standards and Conventions | iv |
| Introduction | 5 |
| Commercial Disclaimer | 5 |
| Licensing | 6 |
| Licensing vFire Self Service Portal | 6 |
| Licensing vFire Connectors | 7 |
| vFire Core Person Licenses | 8 |
| Concurrent Licenses | 8 |
| Corraling (Reserving) Licenses | 9 |
| Named Licensing | 10 |
| Combining Concurrent and Named Licenses | 11 |
| Further Information | 12 |
| Product Information and Online Support | 12 |
| Technical Support | 12 |
| Comments and Feedback | 12 |



Version Details

The table below contains version details for the guide.

| Version Number | Date | Details |
|----------------|-------------------|--|
| 1.0 | 17 July 2015 | This document describes the licensing requirements for vFire Version 9.2. |
| 1.1 | 25 September 2015 | Minor changes from feedback, and ' Audit' removed from named license section. |
| 1.2 | 8 September 2016 | New version to reflect the changes in terminology. No significant change to content. |

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About this guide




This guide describes the licensing requirements for vFire Version 9.2.

Intended Audience

This guide is written for system administrators responsible for the vFire Core System.

Standards and Conventions

The following standards and conventions are used throughout the guide:

| | |
|---|--|
|  | Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box. |
|  | Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box. |
|  | Warnings. These are also highlighted in a shaded box. |
| Field name | Fields are highlighted in bold text. |



Introduction

This document describes the licensing model for vFire Core 9.2.

A new licensing model was introduced with the release of Version 9.2. If you are running an earlier version of the system, you will need to obtain a new license key. All your previous entitlements will be included in your new license.



To obtain a new license key or upgrade your license, please contact your Alemba Account Manager.

Commercial Disclaimer



The information contained within this document is to be used as a guide only. Alemba does not warrant that the information provides a contract of services or solution to the client.



Licensing

The vFire Core licensing model from 9.2 onwards has three elements:

1. **Foundation Module.** This base module provides access to the system, including:
 - Configuration Management Database (CMDB)
 - Service Desk
 - Knowledge Management
 - Workflow
 - Asset Management
 - Self Service Portal
 - Integration Platform
2. **Connectors.** These optional modules provide connectivity with third party technologies.
3. **Analyst Licenses.** These licenses are required by all people who log in to the application. Those who only log in to the Self Service portal do not require licenses.

Licensing vFire Self Service Portal

A license is required for each instance of the production server. Once you are licensed for vFire, an unlimited number of Users can use the Self Service portal.



Licensing vFire Connectors

vFire Core connectors provide the ability to connect specific third party technologies through the Integration Platform for:

- Discovery and population of the federated CMDB
- Incident and Problem creation
- Provisioning
- Service Desk to Service Desk transfers

Each third party connector supports a subset of these use cases. For example, the Microsoft SCCM connector provides the ability to connect to Microsoft SCCM for discovery and population of the Federated CMDB.

Each third party connector is independently licensed. The following connectors are free and do not require an additional license:

- EMC Smarts SAM
- EMC Smarts NCM
- VMware vCD
- VMware vRO (vCO)
- VMware vCM
- CSV Connector
- Microsoft Active Directory
- vFire to vFire
- Novell eDirectory
- Oracle Directory Server

Contact your Alemba Account Manager for more information on licensing for other connectors.



All Users who have previously purchased the vFire Core connectors (single or multi-source) are entitled to the corresponding connectors in vFire Core 9.2 onwards.

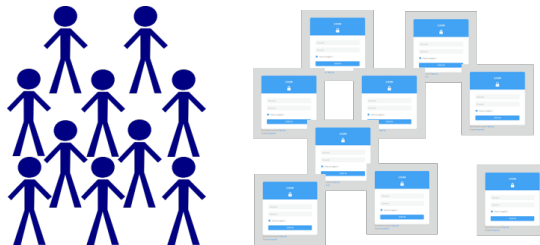


vFire Core Person Licenses

Analysts log in to the *application* to processes incidents, problems and requests and perform other tasks. Each of these Analysts needs either a concurrent or named license. Users use the Self Service portal to submit incidents, requests, or service orders. They do not require licenses.

Concurrent Licenses

Concurrent licenses may be used by any Analyst, limited to the number of licenses purchased. All Analysts have access to any license.



Concurrent licenses are only used by Analysts *currently* logged on to the system. When an Analyst logs out, the license goes back into the pool and can be used by another analyst.

Advantages and Disadvantages

The concurrent licensing model has advantages and disadvantages.

| | |
|---|---|
| ✓ | Flexibility: As licenses are not bound to specific Analysts, it is easy to add new Analysts. |
| ✓ | Maximum usage of licenses: A single license can be used by multiple Analysts, so you get more use out of one license. |
| ✗ | No guaranteed access: Licenses are used on a "first come, first served" basis, so you cannot guarantee access to specific Analysts/roles. This can be overcome using Coralling , as described on page 9 . |
| ✗ | Cost: Concurrent licenses cost more than named licenses. |



Corraling (Reserving) Licenses

To mitigate the disadvantages associated with the lack of guaranteed access, it is possible to corral or reserve concurrent licenses for a specific subgroup.

An example of where this would be effective would be a system with many Analysts but a core service desk of two Analysts working on shifts. With corralled licenses, it is possible to reserve two licenses for these core service desk Analysts and allow the remaining licenses to be shared among the remaining analysts.



All licenses are allocated to a single "default" corral when vFire Core is first installed. You can create new corrals, and allocate licenses to them. You can even associate session timeouts for particular license corrals so that an Analyst can remain logged in under the license only for the specified time limit.



Analysts who are eligible to use specified corralled licenses can also access the concurrent licenses which are held in the default corral.



Named Licensing

Named licenses are licenses that are linked to specific named analysts. Analysts are only able to use their own licenses – sharing of licenses is not permitted.



Advantages and Disadvantages

The below table lists the advantages and disadvantages of the named licensing model.

| | |
|---|--|
| ✓ | Guaranteed access. All analysts can access the system at any time. |
| ✓ | Cost. Named licenses cost less than concurrent licenses. |
| ✗ | Spare licenses cannot be shared. Licenses that are not being used by their assigned analysts cannot be shared. This means that spare license capacity cannot be used. |



Combining Concurrent and Named Licenses

To leverage the advantages of both named and concurrent licenses, you can purchase a combination of both types of license. This may be particularly useful, for example, in organizations with a dedicated service desk as well as a pool of general Analysts.



A named license can be assigned to each service desk Analyst to ensure they have 24/7 access to the system, while a separate pool of concurrent licenses can be shared by other Analysts on a system.



Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit www.alemba.com.

For release notes and software updates, go to www.alemba.help.

Up-to-date product documentation, training materials and videos can be found at www.alemba.help/help.



You may need to register to access some of these details.

Technical Support

For technical support, please visit: www.alemba.com and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.