Enterprise user subscriptions

Overview

This article describes the standard annual user subscriptions licensing model for Code42 environments. User subscriptions apply only to backup, restore, maintenance, and user support.

If you have questions about these guidelines, contact your Customer Success Manager (CSM). If you do not know your CSM, please contact our Customer Champions (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Get_support_for_CrashPlan_for_Small_Business_or_Code42_CrashPlan).

User subscription model

Annual user subscriptions

Users are licensed according to annual subscriptions. For the duration of the user subscription period, your users can back up, restore, and receive support and maintenance on up to four devices. The user subscription period begins on the date purchased.

<table>
<thead>
<tr>
<th>Support and maintenance</th>
<th>Beginning of user subscription period</th>
<th>Purchasing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support and maintenance are included in annual user subscriptions. As long as each of your users have an active annual user subscriptions, you are able to upgrade your Code42 environment and receive support.</td>
<td>Annual user subscriptions begin their term on the date of purchase. If you add more user subscriptions to your Code42 environment on a later date, the new user subscriptions expire on a different date than the original user subscriptions.</td>
<td>To change your product plan or add additional user subscriptions, please contact your Customer Success Manager (CSM).</td>
</tr>
</tbody>
</table>

Incydr Professional and Enterprise

For the duration of the user subscription period, user devices and data connections are monitored for possible file exfiltration activity. For example, if you purchase ten user subscriptions for one year, ten users' devices and data connections are monitored for that year. Once these ten user subscriptions expire, the devices are no longer monitored.

https://support.code42.com/Administrator/Cloud/Subscriptions/Enterprise_subscriptions (https://support.code42.com/Administrator/Cloud/Subscriptions/Enterprise_subscriptions)
Subscription expiration

When a subscription expires:

- user devices are no longer monitored for file exfiltration.
- analysts can still log into the Code42 console to perform administrative tasks (such as manage users or devices), but cannot review and investigate new file exfiltration events.

If all of your organization's user subscriptions expire (or are otherwise terminated):

- no user devices or data connections are monitored.
- no new users can be added.
- Code42 deactivates the organization's account.
- Code42 retains customer data in the Code42 cloud according to the data retention policy.

Incydr Basic and Advanced, CrashPlan Cloud, and other plans

User subscription consumption is displayed in the **User Subscriptions** dashboard of the **Subscriptions** screen. For more information, see the **Subscriptions reference**.

For the duration of the user subscription period, your users can back up, restore, and receive support and maintenance on up to four devices.

For example, if you purchase ten user subscriptions for one year, ten users can back up and restore from any of your destinations for one year. Once these ten user subscriptions expire, the users cannot back up or restore until you purchase a new user subscription.

Evaluation user accounts

An evaluation user account is a free evaluation period for new user accounts. When you add new users to your Code42 environment before purchasing corresponding user subscriptions, those users consume evaluation user accounts.

- Evaluation user accounts can back up and restore without an active annual user subscription for up to 30 days. The evaluation period begins when the user account is created.
- After 30 days, an administrator must purchase an annual user subscription in order for an evaluation user to back up or restore.

User subscription consumption

All users associated with one or more archives require an annual user subscription.

- A user is associated with backup archives that contain data from the user's devices.
If the Code42 app is installed per user (https://support.code42.com/Administrator/Cloud/Configuring/Back_up_multiple_user_accounts_on_one_device) on a device, each user on that device requires a separate user subscription.

The following scenarios provide examples of users who consume a user subscription and those who do not:

<table>
<thead>
<tr>
<th>Consume a user subscription</th>
<th>Do not consume a user subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Active Code42 app user associated with one or more archives (<a href="https://support.code42.com/Administrator/Cloud/Glossary#Archive">https://support.code42.com/Administrator/Cloud/Glossary#Archive</a>)</td>
<td>• The local administrator account</td>
</tr>
<tr>
<td>• Deactivated user associated with an archive in cold storage (<a href="https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Cold_storage">https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Cold_storage</a>)</td>
<td>• A Code42 app user with an evaluation user account</td>
</tr>
<tr>
<td>• Deactivated user whose archives have expired (<a href="https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Cold_storage#Expired_archives">https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Cold_storage#Expired_archives</a>)</td>
<td>• Deactivated user whose archive has been permanently purged (<a href="https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Purge_cold_storage">https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Purge_cold_storage</a>) from your Code42 environment</td>
</tr>
<tr>
<td>• Deactivated user whose archive has been permanently purged from your Code42 environment</td>
<td>• A user who has never backed up any devices</td>
</tr>
</tbody>
</table>

User subscription expiration

When a subscription expires:

• that user's data is no longer backed up.
• that user can still log into the Code42 app, but cannot restore any files.
• administrators can still log into the Code42 console to perform administrative tasks (such as manage users or devices), but cannot restore files from the Code42 console.

If all of your organization's user subscriptions expire (or are otherwise terminated):

• no user data is backed up.
• no user data can be restored.
• no new users can be added.
• Code42 deactivates the organization's account.
• Code42 retains customer data in the Code42 cloud according to the data retention policy (https://support.code42.com/Administrator/Cloud/Subscriptions/Data_retention_in_the_Code42_cloud).
The availability of features in the Code42 console may depend on your organization's product plan (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans), and licensing for these features may be separate from your organization's user subscriptions. If your organization's license for these features expire, they are no longer available in the Code42 console.

Related topics

- Subscriptions (https://support.code42.com/Administrator/Cloud/Subscriptions)
- Subscriptions reference (https://support.code42.com/Administrator/Cloud/Subscriptions/Subscriptions_reference)
- Renew subscription alert (https://support.code42.com/Administrator/Cloud/Subscriptions/Renew_subscription_alert)