

Sense/Net Licensing Guide

Sense/Net is an open source Enterprise Content Management software for the .NET platform offering brutal performance and extreme customization. Sense/Net licensing is about creating a win-win situation. As the author of Sense/Net ECM, we have the power to license our software multiple ways, so we let you choose from two options, Sense/Net Community and Sense/Net Enterprise licensing. Organizations using Sense/Net need to choose between either of the two licensing options, as they cannot be combined within an organization.

Sense/Net Community

Sense/Net Community is licensed under the GNU General Public License, better known as GPL, the most widely used open source license in the world. When you download or otherwise obtain Sense/Net Community, you accept the terms of the GPL. When you accept the terms of the GPL license, it grants you permission to run the software for any purpose, to study and change the software, to redistribute copies of the software and to release your modified versions of the software to anyone, as long as you redistribute and release all derivative works under the same GPL license. This way the GPL license guarantees that Sense/Net Community remains free software and no single entity can profit from using it without sharing the source code with the global open source community. This is where the name Sense/Net Community comes from and keeping the software free is what we ask for in return of giving you the software for free. We do not charge for downloading and using Sense/Net Community under the terms of the GPL license. Sense/Net Community comes with free community support, by registering in the Sense/Net Community Forum. Community support is provided by other Community Forum members and sometimes by Sense/Net professionals, but there is no guaranteed SLA. The core code of Sense/Net Community and Sense/Net Enterprise is the same, although Sense/Net Community is released more frequently, and might contain features that are in an experimental state, and are not present in the stable Sense/Net Enterprise release. In addition, there are some features that only make part of Sense/Net Enterprise. For a detailed list of these, please visit our licensing comparison page: <http://www.sensenet.com/sensenet-ecm/licencing>

Sense/Net Enterprise

Sense/Net Enterprise is licensed under the terms of the Sense/Net Enterprise End User Licensing Agreement (hereinafter EULA) signed by both parties. When you accept the terms of the Sense/Net Enterprise EULA, it grants you permission to run the software, to study and change the source code of the software and to release your modified versions of the software as closed source, as long as you purchase the necessary number of appropriate server licenses and keep your development in-house. Should you want to make your custom software available to a third party, signing an Integrator Partner Agreement is necessary (details described in the Sense/Net Partnering document). In this licensing model, we ask for an annual license fee in return of the grants. Sense/Net Enterprise licenses include unlimited professional operational support directly from the Sense/Net development team and come with two optional SLA levels. Developer support is to be

purchased separately. Sense/Net Enterprise licensing also protects you from potential lawsuits originating from the use of open source software. Sense/Net Enterprise does not use technology to validate proper licensing, so there are no license keys and other cumbersome administration.

Server Licenses

To make licensing scalable for small and large enterprises, we decided to base pricing on computing power, in the smallest possible increments. If your system requires more computing power, it will drive more value to the organization, and subsequently it will also require more support. As we bring more value and provide more services, license fees go up.

Live production servers running Sense/Net Enterprise require the purchase of Sense/Net Enterprise CPU Unit licenses. These licenses allow users to run the software, to install third party applications developed with Sense/Net Enterprise software and to install all updates and upgrades for one year. Sense/Net provides unlimited operational support for all servers running Sense/Net Enterprise. There are two SLA levels to choose from, standard and premium. In any given production environment, all server licenses must be of the same SLA level.

	Standard	Premium
Support Hours	9:00-17:00 (CET)	24/7
Initial Response Time – Severity 1	Next business day	2 business hours
Initial Response Time – Severity 2	2 business days	4 business hours
Initial Response Time – Severity 3	3 business days	6 business hours
Number of Operations Support Incidents per Year	Unlimited	Unlimited
Customer Portal Access	1 user account	3 user accounts
Inbound Phone Support	No	Business hours (CET)
Dedicated Support Engineer	No	Yes
Architecture Review	2 cases/system	4 cases/system
Number of Consulting Hours	1/CPU core	2/CPU core

Severity levels represent the impact of the issue to be solved by support. Severity 1 means a blocking issue, such as system stoppage, Severity 2 is a serious problem, while Severity 3 is something you can live with for a while. For Severity 1 issues, we do not stop working until we provide at least a temporary workaround solution. The number of incidents is not limited, but we kindly ask our customers to remain realistic about the number of support tickets they post. Premium level customers have the option to call our support instead of posting tickets through the customer portal, and we also provide a dedicated support engineer. Architecture review is a service in which our engineers validate the architectural design of a production environment, helping customers plan the optimal solution. Consulting hours are free consulting hours that can be used for any purpose in connection with Sense/Net Enterprise. Additional consulting hours can be bought upon request. Those without a contractual relationship with Sense/Net can purchase consulting hours by signing a Consultancy Agreement. Upon signing, companies will purchase their first package of consultancy, containing 5 hours, and afterwards are entitled to buy additional hours on-demand, charged retrospectively at their convenience (monthly or quarterly payment options).

Architecture reviews and consulting hours are limited for a given production system, regardless the number of licenses purchased.

For physical servers, one Sense/Net Enterprise Production CPU Unit license is required for each physical CPU core in all live production servers. Hyper-threading does not count; we only count actual CPU cores. For virtual servers, one Sense/Net Enterprise Production CPU Unit license is required for each virtual CPU in all live production virtual servers. Physical CPU cores and virtual CPUs are interchangeable in terms of licensing. Servers directly running Sense/Net software components, such as Web and SQL servers all count in terms of licensing. Directory, load balancer, proxy, middleware and other servers directly not running Sense/Net software do not require Sense/Net licenses. Passive nodes of failover solutions running Sense/Net software do not require Sense/Net licenses. The minimum number of licenses required in a live production environment is two.

In each production environment, the number of Sense/Net installations, the number of sites or users within an installation, are unlimited, as long as all CPU cores or virtual CPUs are properly licensed. Server resources can even be shared among several customers.

During the lifetime of Sense/Net Enterprise licenses, all updates, patches and minor and major version upgrades can be downloaded and installed for free. Even though we try to minimize the upgrade effort, breaking changes occur in most upgrades.

Sense/Net Enterprise Licenses

- are licensed on a per CPU core basis, no other limitation (no CAL, no internet connectors, no traps or upgrade policy tricks)
- have a 3 year price guarantee from your first order
- provide perpetual usage right with first years purchase (may use the version available on the last day of your subscription forever)
- give perpetual right for internal development for the Sense/Net platform (includes modifications to source code), optional training available for customization and development
- provide the source code of Sense/Net

Sense/Net Enterprise Licenses grants for the annual license fee

- unlimited updates and upgrades, even major versions
- unlimited incident support with two levels of SLA (standard and premium)
- support direct from development team
- indemnification (legal protection against infringement lawsuits)
- discounted consulting hours

Sandbox licenses

In most organizations, there will be a sandbox replica of the live production environment for purposes of testing or staging new developments or major changes, such as updates or upgrades. Since these servers increase the given business value and the amount of support needed, sandbox servers also need to be licensed with Sense/Net Enterprise Sandbox CPU Unit licenses. Except for the price, all other licensing requirements are the same as in the case of live servers. In any given production environment, all live and sandbox server licenses must be of the same SLA level. Servers used for the sole purpose of development do not require sandbox licenses.

Comparison with old Enterprise Licensing

For those familiar with our licensing scheme before the release of Sense/Net 6.1, the major changes are the following. We have not made any changes to Sense/Net Community licensing. The most noticeable changes in Sense/Net Enterprise licensing are the shift from server based licensing to core based, which allows licensing with better granularity, especially when scaling down for smaller systems. Core based licensing includes SQL server cores, unlike server based licensing. In the new licensing there are no WCM, Office and High Availability versions, all features are available to all Sense/Net Enterprise licensed servers, only computing power and amount of support needed matters. With the above changes, prices also change.

Developer licenses

In a conventional sense, sales of Developer licensing is discontinued. To develop for the Sense/Net platform, one main aspect should be considered in order to determine which scenario to go with: whether the development is for in-house use or intended for (a) third party(ies). In-house development can be conducted by employees of both Community and Enterprise customers without restrictions, but also without services. In both cases, hours of consultancy can be bought; in case of the Enterprise version, on a separate Order Form, in case of the Community version, by signing a Consultancy Agreement.

Contrary to the aforementioned, development for third parties is regulated by the Integrator Partner Agreement. Integrator Partners have the right to develop for both editions of Sense/Net by fulfilling the requirements described in the relevant section of the Sense/Net Partnering document. Developments deployed in a Community edition system must be licensed under the GPL (and can be dual-sourced).

In either case, end users must be equipped with the appropriate licenses.

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