

TRELLIX LICENSE MANAGEMENT SERVICES DESCRIPTION

WHO WE ARE

Trellix's License Management Services (LMS) certifies our customers' software deployment. LMS is staffed with more than two dozen specialists, including localized support around the globe, and has decades of software licensing experience and approaches the work with unmatched integrity, passion, and commitment.

LMS is responsible for validating your organizations adhere to the terms of your end user license agreement ([EULA](#)) and [Support Agreement](#)(s) with us (collectively, the "Agreements").

We conduct industry-leading compliance reviews with you, and our set of customized tools and processes are tailored specifically to your needs and designed to have minimal impact on your IT resources.

WHAT WE DO

Managing compliance of software assets can be a challenge due to the increasing complexity of software licensing. Our specialists will help you understand your entitlements and offer best practices to ensure you adhere to your software license agreement. We provide the following:

- Multiple LMS programs to effectively help you manage your Trellix product licenses
- Extensive compliance expertise in the field of software licensing; and
- Assurance that you adhere to the terms of your Agreements with us

PROGRAMS

Customer License Audit

The license audit program is designed to enable customers to remain in compliance with their Agreements, as well as ensure their existing licensing is sufficiently meeting their organization's needs. As part of this program, you will run specific ePolicy Orchestrator ("ePO") reporting, if applicable, and certify all current usage. A true-up, or reconciliation of the differences in the reporting versus your active grant, would immediately follow if an overage is discovered.

Many software license management tools, such as our ePO, are available to help you determine the number of software licenses deployed on your network. Running these tools and comparing your deployment numbers to your active grants is a best practice in maintaining compliance with your EULA.

If you find that your organization is not in compliance, we will work with you to acquire the appropriate licenses necessary for your organization to resume adherence.

Renewal Enablement Policy

An active support agreement is vital to the function and security of your software deployment. If your support agreement has expired, you are no longer entitled to our product updates, upgrades, or technical phone support. While some product functionality stops upon the expiration of support, others require action on your part to prevent the continued utilization of updates. In order to continue to use support features beyond the expiration of your then-current Agreements, you must renew your support agreement, and you may be required to pay any accrued out-of-compliance fees.

To accommodate any unforeseen delays in the renewal process and to ensure support does not expire, we strongly encourage you to submit your purchase order several weeks in advance of your expiration date.

Software Asset Management

To effectively manage your software assets, your organization will need to know what type of Trellix products you have installed on your network. Regular software license reviews can help you determine this.

Many software license audit tools such as the ePO or other third-party tools are available to help you determine what type of software is installed on your network. Running these tools and comparing the results to your license documentation is a good first step in determining whether or not your organization is in compliance.

If you find that your organization does not appear to be in compliance, we will work with you to acquire the appropriate licenses necessary to legalize your needs.

For more information or to report instances of noncompliance, please contact MBCompliance@trellix.com.

FAQs

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Is this Spam?

The deployment certification request that you received is not spam. This request is asking that you provide a certification of deployment in adherence with your Agreement(s) with us.

Why has my company received this deployment certification request? Are we being audited?

This is a periodic review that may be asked of you, pursuant to your Agreements (including the EULA) with us.

The goal of this review is to ensure you maintain proper licenses for the products you have deployed. If during the process of the review, you are found out of compliance, one of our LMS Specialists will work with you to resume adherence to your Agreements.

How is my software licensed?

We offer multiple licensing meters for our products and suites. Please refer to our [Product Entitlement Definitions](#).

Can I extend my Due Date?

Although we do not extend expiration dates, please work with your License Specialist and Sales Account Manager for further solutions.

What is Noncompliance?

Noncompliance with software license agreements may include using more capacity than licensed for the product technology or accessing future versions of product upon or after support grant expiration. Noncompliance occurs when software is used in ways that violate the terms of our Agreements (including the EULA).

Examples include companies utilizing more nodes than purchased or accessing future versions of a product after support or maintenance has expired.

What is Software Piracy?

Software piracy is the unauthorized use, downloading, replication, or distribution of software. Anytime someone uses the software beyond the scope of the license, that person or company is violating the license agreement and copyright law. For more information, please refer to Trellix's [Anti-Piracy Policy](#).

I purchased a Perpetual License. Why am I required to renew Support?

Although you purchased a perpetual license, in order to continue to receive upgrades, updates (.DAT files, signature sets, policy updates, and database updates for the software), and telephone support for your products, you must purchase and maintain your support agreement. See [Support Terms and Conditions](#).

What is Migration Support?

When you transition from Trellix to a competitor, your support needs to be kept current until the product line has been completely removed from the environment. Such environment can include but is not limited to all nodes and users. We can continue the support to allow you to remain in compliance during this transition period. If there is a requirement to add licenses due to a true-up review, those licenses will automatically be sold with a 12-month support term and are unable to be sold with any shorter support term.

I have run my ePO reports. Why does the number of nodes managed appear to be incorrect or overstated?

We can provide instructions based on your ePO version to run the ePO inactive Agent cleanup tool. These version-specific instructions will remove inactive agents (such as retired machines) that appear as being managed in your ePO administrator's console.

Which grant number does this review apply to?

This review is not specific to a single grant number; it is a review of your total current licenses and deployment for all products in use.

We just renewed our support, or are in the process of renewing, so why have I received a License Review?

We appreciate that you have decided to renew your support entitlement; however, a certification of deployment is required to bring your review to closure. The goal of this review is to ensure you maintain proper licenses for the Trellix products you have deployed.

My support has expired. Do I have a grace period to renew my support?

In order for you to continue to receive .DAT updates, software updates, as well as technical support on your products, your support must be renewed on or before the expiration of your existing entitlement period. We do not extend a grace period for renewing your support entitlement. In the event that a delay occurs between the expiration of your support entitlement and your renewal, the renewed entitlement will be back dated to the date of expiration.

When I submit my certification of deployment, is home or student use included?

Yes, both home and student use devices are subject to the EULA or Master License Agreement as some of the Trellix products are deployed on such devices and therefore need to be included in your deployment certification.

There are a lot of numbers being reported on my ePO Deployment Report. What do they mean?

The licensing reports in ePO capture total machine counts, total usage per product, by OS type, etc. An LMS Specialist can help you understand the usage included in the reports and how to compare it to your licenses referenced on your grant letter.

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