

# Licensing FAQ

## Licensing

Q). Is there an evaluation license?

A). Yes Swivel when installed includes a 5 user license.

Q). How is Swivel licensed?

A). Swivel is licensed per user in the database. The license is perpetual with an annual maintenance.

Q). Can temporary licenses be created

A). Yes time limited licenses may be created, usually for testing purposes.

Q). What occurs when the maximum number of licenses is exceeded?

A). The product still operates but new users cannot be added, until the license is upgraded or users removed. Swivel will not allow new users to be added the license is exceeded.

Q). Do Marked As Deleted, Account Disabled Users and Admin users count towards the total number of licensed users.

A). Yes. Users that have disabled status and marked as deleted take up user license count in Swivel. It's not until you delete and purge that a user no longer counts towards the Swivel license.

Q). How do I add additional user licenses?

A). A new license must be generated including the new users. Keep a copy of the original license in case it needs to be reinstalled.

Example: if adding 100 users to an existing install, you would install an 1100 user license.

Q). Will adding a license cause any interruption?

A). Adding a new license is not service affecting.

Q). What license do I have installed?

A). Look under the status on the Swivel Administration Console page, for number of licenses.

Q). What occurs when the license expires?

A). The product still operates but new users cannot be added, until a new license is applied.

Q). When does a license expire.

A). The license expires at midnight (24.00/00.00) of its last day, the license certificate will give the day of expiry for example: Expiry Date (DD/MM/YY): 01/ 01/ 15 means that the license will expire at midnight on the 1st January 2015.

Q). Can Swivel licenses be reused?

A). Yes, if a person is removed from Swivel authentication, then that license may be used for another person.

Q). Do I only need a license for each user that is logged in? i.e. concurrent licensing

A). No, Swivel needs a license for each user that may potentially log in. Swivel does not use concurrent licensing.

Q). How do I license an Active/Active/DR Cluster?

A). The same Swivel license is applied across all the Swivel appliances in a cluster

Q). How do I license an Active/Passive Cluster?

A). The Swivel license is applied only to the Active server and is automatically copied across to the Passive.

Q). How do I roll back to a previous license?

A). Install the old license over the new license.

Q). What happens if I overwrite my license with an invalid license?

A). The invalid license should fail to install and the valid Swivel license will remain in place.

Q). If the purchased license is perpetual why does it show License expires 01-Jan-2015?

A). Before this date a new license will need to be issued by Swivel Secure.

Q). If a new license is installed do users have to be recreated.

A). No, Swivel licenses the total number of users and not specific users, so as long as the total license is not exceeded existing users do not need to be recreated.

Q). Is there any grace period on the license?

A). No, however often a purging of deleted users and removing old users often helps to free up licenses.

Q). Will an expired license prevent users from receiving Mobile provision codes?

A). No, as long as the user is already a Swivel user.