



UDS Enterprise subscription system

This document describes the existing subscription systems and associated services for UDS Enterprise software, developed and supported by Virtual Cable.

Since its creation, UDS Enterprise software has been adapting to the real needs of different entities through ad-hoc developments.

This development model's philosophy is to offer a multiservice and multiplatform broker to provide virtual desktops and other IP services in all kind of environments. It can also be used to enable remote access to physical or virtual machines.

UDS Enterprise subscriptions

Purchase any UDS Enterprise subscription, you will obtain one UDS Enterprise software bundle with the following modules and associated services:

Integrated modules:

- Connection broker (UDS-Server)
- Linux and Windows agents
- Windows, Linux and Mac OS Client
- Management environment
- Tunneled connection (UDS-Tunnel)
- Connectors for Citrix XenServer/XCP-ng, Microsoft Azure, Microsoft Hyper-V, Nutanix Acropolis, Proxmox, oVirt, RHEV, VMware vSphere, RDS
- Connectors for the following authentication systems: Active Directory, Azure Active Directory, CAS, eDirectory, LDAP, OpenLDAP, SAML, Internal authentication system, authentication system by device, IP...
- Connectors for the following connection protocols: HTML5, NX, RDP, RemoteFX, RGS, SPICE, Teradici PCoIP, X2GO...

Associated services

- 8x5 NBD email technical support
- Notifications of availability of product updates and new available modules
- Connectors for new virtualization platforms
- Connectors for new connection protocols
- Connectors for new authenticators
- New modules and improvements



UDS Enterprise subscriptions types

In order to install UDS Enterprise software you will need an active UDS Enterprise subscription for the appropriate user's segment.

In order to simplify the contracting process, the subscription system proposed by Virtual Cable is based on different user segments:

- Pack 10 users*
- UDS Enterprise up to 50 Users
- UDS Enterprise up to 100 Users
- UDS Enterprise up to 150 Users
- UDS Enterprise up to 250 Users
- UDS Enterprise up to 350 Users
- UDS Enterprise Unlimited Users

**Packs of 10 users can only be purchased as an extension of other subscriptions.*

The subscription of these packages can be purchased for a maximum of 3 years.

Renewal Conditions: Renewal of subscriptions must be done in a concatenated manner, that is, the start date of the renewal of a subscription will always be the day following the last day of the current subscription.

When a subscription is not renewed, the UDS software will not allow its update or apply any patch, the right to receive any type of support will be lost, no new user will be able to be registered within the software itself and the software will stop working.

It will be possible to substitute (upgrade) any subscription for a superior one during the current period of the previous subscription as long as the desired number of users is more than the number of users in the previous subscription.

When increasing the number of users or the duration, this update will be treated and invoiced as a new subscription:

- The duration of this new subscription should be at least one year
- In case the current subscription is multi-year, and the remaining period is greater than one year, the duration of the new subscription should be at least that of this period
- In any case, the amount of the unpaid proportional part of the current contracted subscription will be discounted from the price of the new subscription with the new number of users and / or duration



General features of the subscription system

A UDS Enterprise subscription includes access to patches, bug fixes, and software updates, when and if they are available. It also gives the right to obtain support on the incorrect operation of the software. This support will be provided via email, in 8x5 NBD format.

A UDS Enterprise subscription is identified by a serial, which will be valid for a single instance. An "*instance*" is considered a complete platform associated with a serial, regardless of the number of UDS Servers, UDS Tunnels, or database servers that comprise it.

For the installation of different instances of the software in the same entity, you must have a valid serial number for each one of them.

In case there are different Departments within the same entity or organization that require independent instances or support centers, they must acquire a UDS Enterprise subscription for each instance and/or support center.

The rights granted by the subscription are unique for each instance. Its redistribution to third parties is not allowed.

The end customer must channel through his partner any type of service that he may need and that is not included with the subscription itself.

The UDS Enterprise support team will only and exclusively attend to customer inquiries related to the incorrect operation of the software. Operation support is not included in any case with the subscription, or any type of additional service.

Every client that has a UDS Enterprise version must channel any type of issues unrelated to the incorrect operation of UDS Enterprise through its partner: use of the software, queries or resolution of incidents related to elements of the infrastructure other than UDS Enterprise, integration with third-party software...

In case of receiving a query from the client that is not related to the incorrect operation of UDS Enterprise, we will send an email to the client including his partner so that the latter can help him resolve it.

For the commissioning of UDS, if necessary, you should contact a trusted partner to request the services you may require. Virtual Cable may provide limited support services during these initial tasks.

These conditions only apply to the UDS Enterprise editions. Customers who have a UDS SMB subscription should channel all their queries, including those related to the operation of the software, through their partner. The UDS Enterprise team will in no case directly solve these types of issues.



Support and professional services

Virtual Cable sells UDS Enterprise through a subscription model based on number of users, including product support and updates.

Additionally, Virtual Cable offers a broad portfolio of professional services to install and configure UDS Enterprise.

For further information visit www.udsenderprise.com or email us at sales@virtualcable.net