



## Astaro Full Guard Bundles - News

### FAQ V1.2

**“Full Guard” means complete protection - accordingly, we have decided to upgrade our Full Guard licenses to include the new Astaro Web Application and Wireless Security Subscriptions. Please read on to get all the details.**

#### **What’s new with the Full Guard Bundles?**

As of 1<sup>st</sup> September 2010, all new Full Guard Bundles will automatically include all 5 Astaro Security Subscriptions. This means that, in addition to the existing Network, Mail and Web Security Subscriptions, Full Guard Bundles will also include the new Web Application Security and Wireless Security Subscriptions.

#### **Will the pricing of the Full Guard Bundles change?**

No, prices will remain unchanged.

#### **How can I add the two new subscriptions to existing Full Guard licenses?**

If you have applied a Full Guard key (1<sup>st</sup> time or renewal) to your license on or after 1<sup>st</sup> April, 2010, you only need to re-download your license file from MyAstaro and install it into the WebAdmin of your ASG. The two additional subscriptions have automatically been added to the license on 1<sup>st</sup> September 2010. The new subscriptions have the same expiry date as the current active subscription which was, as of 1<sup>st</sup> September 2010, the next to expire.

If you have applied a Full Guard key to your license before 1<sup>st</sup> April, 2010, or if ALL three Core Security Subscriptions (Network, Mail and Web) have been activated separately, then you have two options:

#### OPTION 1

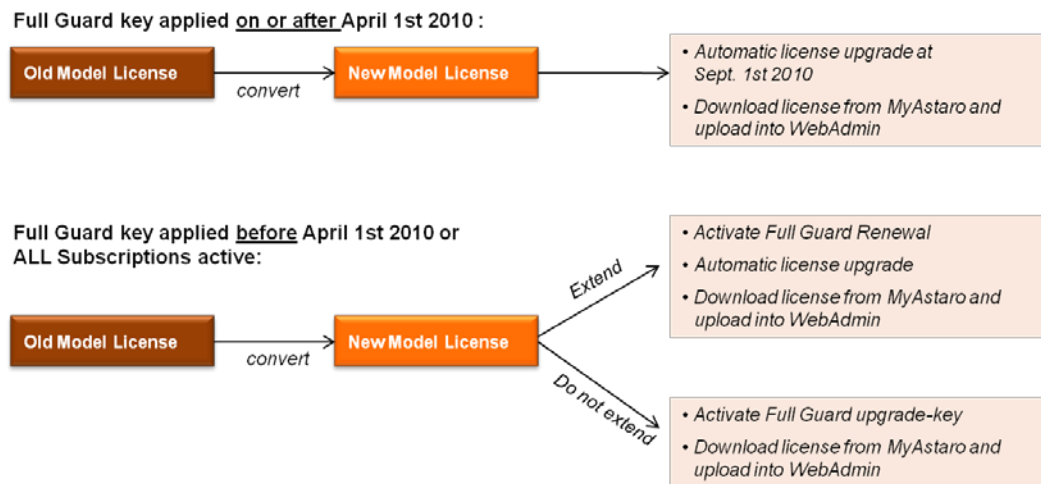
You can extend your license via a Full Guard Renewal key. In this case, the two additional Subscriptions will automatically be added to the license. The Web Application and Wireless Security Subscriptions will have the same expiry date as the current active subscription which is, as of the moment the Full Guard Renewal key is activated, the next to expire.

## OPTION 2

Without extending your license now, you can expand your existing licence to include the new Web Application and Wireless Security Subscriptions by purchasing a Full Guard Upgrade-key. When activating this upgrade key, the two new additional subscriptions will be activated immediately and will have the same expiry date as the current active subscription which is, as of the moment the Full Guard Upgrade key is activated, the next to expire.

## HANDLING OLD MODEL LICENCES:

**Please note: Only new model licenses can be upgraded with the two additional subscriptions. Hence old licenses need to be converted to the new model first by using the „Upgrade“-Button within MyAstaro. Once the old model licence has been converted to the new licence model, the licence can be handled in exactly the same way as described above.**



## Are there any other changes in the application of Full Guard Renewal Keys?

Yes. Full Guard Renewals can now also be applied to any license on which at least one Security Subscription has already been activated, but on which not all Core Security Subscriptions (Network, Mail and Web Security) have been active. In these cases, all active subscriptions will be **extended** according to the duration of the purchased Full Guard Renewal key. All previously inactive subscriptions will be activated with immediate effect. The expiry date of these newly added subscriptions will be set in accordance with the duration of the purchased renewal key, starting on the day the Full Guard Renewal key is activated.

**This means that, for licences which did not have all Core Security Subscriptions previously active and which are renewed with a Full Guard Renewal key, the newly added subscriptions will NOT have the same expiry date as the extended subscription(s).**

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**Example 1:**

What happens with a licence on which Network and Mail Security have been activated, with remaining active subscription durations of 5 months each? (On this licence, Web Security has never been active.)

When applying a 1-year Full Guard Renewal, the Network and Mail subscriptions will be extended by 1 year to a new total of 17 months, while the Web, Web Application and Wireless Security Subscriptions will be activated for 12 months.

**Example 2:**

What happens with a licence on which Web Security has been activated, with a remaining active subscription duration of 7 months? (On this licence, Network and Mail Security have never been active.)

When applying a 1-year Full Guard Renewal, the Web Security Subscription will be extended by 1 year to a new total of 19 months, while the Network, Mail, Web Application and Wireless Security Subscriptions will be activated for 12 months.

**Which ASG versions support the new Bundle Licenses?**

The new licenses are supported by all ASG V7 versions starting with V7.504 as well as all V8 versions. Please note, however, that the Wireless-Security Subscription is currently only included with ASG V7. Wireless Security will be integrated into Version 8 by mid-Q4. Web Application Security is only supported by Version 8.