
License Model Schedule

Additional License Authorizations (ALA)

For OpenText™ AI Operations Management
(Operations Bridge) products

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

This Additional License Authorizations document (“ALA”) set forth the applicable License Options and additional specific software license terms that govern the authorized use of the software products specified below, and are part of the applicable agreement (i.e., Micro Focus End User License Agreement; and/or any separate agreement that grants Licensee a license to such products; and/or Quotation) (the “Applicable Agreement”). Capitalized terms used but not defined herein shall have the meanings set forth in the Applicable Agreement. All products below are delivered electronically, unless otherwise agreed, and as such, any inconsistent terms that are stated on a purchase order or any other document issued by Customer, are void.

Name Change Notification

Effective **August 2025**, the product group previously known as **IT Operations Management (ITOM)** has been renamed to **Observability and Service Management (OSM)**.

In alignment with OpenText’s naming standards, several products within this group have been renamed, effective **November 2024**:

Previous Name	New Name
Operations Bridge Express Edition	OpenText AI Operations Management Express
Operations Bridge Premium Edition	OpenText AI Operations Management Premium
Operations Bridge Ultimate Edition	OpenText AI Operations Management Ultimate
Operations Bridge Premium Analytics Add-On	OpenText AI Operations Management Premium Analytics Add-On

This document may use both the previous and new product names interchangeably.

Products and Suites covered

Products	Non-production software class*	Term License Non-production software class (if available)
BAC Application Management 360	Class 1	Class 3
BAC Application Management 360 with SLM	Class 1	Class 3
BSM Application Performance Management 360	Class 1	Class 3
BSM Application Performance Management 360 Advanced	Class 1	Class 3
BSM Diagnostics, BAC Diagnostics	Class 1	Class 3
Business Process Monitor	Class 1	Class 3
Business Process Monitor Premium Edition	Class 1	Class 3
Business Process Monitor Ultimate Edition	Class 1	Class 3
Business Service Level Management	Class 1	Class 3
Cloud Optimizer Express Edition	Class 1	Class 3
Cloud Optimizer Premium Edition	Class 1	Class 3
Cloud Optimizer Standard Edition	Class 1	Class 3
Diagnostics Premium Edition	Class 1	Class 3
Diagnostics Ultimate Edition	Class 1	Class 3
End User Management	Class 1	Class 3
GlancePlus	Class 2	Class 3
GlancePlus Pak	Class 2	Class 3
Monitoring Automation for Composite Applications	Class 2	Class 3
Operations Bridge Business Value Dashboard Add-On	Class 1	Class 3
Operations Bridge Express Edition Management Pack	Class 1	Class 3

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For OpenText™ AI Operations Management (Operations Bridge) products

Products	Non-production software class*	Term License Non-production software class (if available)
Operations Bridge Management Pack	Class 1**	Class 3
Operations Bridge Reporter	Class 1	Class 3
Operations Bridge System Collector Add-On	Class 1	Class 3
Operations Bridge System Collector Add-On Version 2	Class 1	Class 3
Operations Bridge System Collector Express Edition Add-On	Class 1	Class 3
Operations Bridge System Collector SLM Add-On	Class 1	Class 3
Operations Bridge System Collector SLM SHA Add-On	Class 1	Class 3
Operations Bridge Topology Based Event Correlation Add-On	Class 1	Class 3
Operations Manager	Class 2	Class 3
Operations Bridge Manager (Operations Manager i or OMi)	Class 2	Class 3
Operations Manager i Management Pack	Class 1	Class 3
Operations Smart Plug-ins	Class 2**	Class 3
Operations Target Connector	Class 2	Class 3
Performance Manager	Class 2	Class 3
Real User Monitor	Class 1	Class 3
Real User Monitor Premium Edition	Class 1	Class 3
Real User Monitor Ultimate Edition	Class 1	Class 3
Reporter	Class 2	Class 3
Service Health Analyzer	Class 1	Class 3
SiteScope	Class 1	Class 3
SiteScope Premium Edition	Class 1	Class 3
SiteScope Ultimate Edition	Class 1	Class 3
System Availability Management	Class 1	Class 3

Operations software products are also sold in various combinations.

Suites	Non-production software class*	Term License Non-production software class (if available)
Operations Bridge Express Edition Suite	Class 1	Class 3
Operations Bridge Suite Express Edition V2	Class 1	Class 3
OpenText AI Operations Management Express Unit (Operations Bridge Express Edition Unit)	Class 1	Class 3
Operations Bridge Premium Edition Suite	Class 1	Class 3
OpenText AI Operations Management Premium Unit (Operations Bridge Premium Edition Unit)	Class 1	Class 3
Operations Bridge Ultimate Edition Suite	Class 1	Class 3
Operations Bridge Ultimate Edition Suite version 2	Class 1	Class 3
Operations Bridge Ultimate Edition Suite version 3	Class 1	Class 3

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Suites	Non-production software class*	Term License Non-production software class (if available)
OpenText AI Operations Management Ultimate Unit (Operations Bridge Ultimate version 3)	Class 1	Class 3
Operations Manager for Linux Basic Suite	Class 3***	Class 3
OpenText AI Operations Management Premium Analytics Add-On 1 Unit (Operations Bridge Analytics Add-On)	Class 1	Class 3
Observability & Service Management Aviator	Class 1	Class 1

*Additional licenses solely for non-production use may be available as specified in the Non-Production Licensing Guide found at opentext.com/about/legal/software-licensing depending on the non-production software class specified above. Any such non-production licenses will be subject to the Non-Production Licensing Guide and the applicable License Option terms and conditions set forth in this ALA.

**Except for ComTrade Smart Plug-in for Citrix, ComTrade Smart Plug-in for Documentum, ComTrade Smart Plug-in for Siebel, Operations Smart Plug-in for IBM DB2, Operations Smart Plug-in for Oracle Tuxedo, Operations Smart Plug-in for PeopleSoft, Nistel APWMQ Smart Plug-in, Operations Smart Plug-in for Remedy and Operations Bridge Management Pack for Citrix, which all are Class 3.

***Where customers require non-production licenses, individual non-production component licenses should be purchased.

Definitions

Capitalized terms not otherwise defined in this ALA document are defined in the governing agreement.

Term	Definition
Application Instance or ApplInstance	Means a monitored environment running an instance of an application ▪ For .NET based application, ApplInstance is one windows process that runs .NET (one worker processes). ▪ For Citrix, ApplInstance is any monitored XenApp, XenServer, XenDesktop, Web Interface, License Server, Provisioning Services, or Secure Gateway hosted on one hostname. ▪ For DB2 databases, an ApplInstance is one DB2 Database Instance as identified by a DB2 Instance User on a given system. For EMC Documentum, ApplInstance is any monitored Content Server, Index Server, xPlore Indexing Server, Web Based Applications (WebTop, DA, DAM), Web Content Publishing Services (SCS, IDS), Distributed Content Services (BOCS, DMS), or Content Transformation Services (DTS, ADTS) hosted on one hostname. ▪ For Java based applications, ApplInstance is one JVM. ▪ For Microsoft Enterprise Servers (e.g., Exchange, Active Directory, etc.) ApplInstance is any monitored installation of any of the Servers. ▪ For Microsoft SQL Server, ApplInstance is one SQL Server service with its own port, logins and set of system and user databases. ▪ For an Oracle database, ApplInstance is one SID (Oracle system ID) in a database environment, including the RDBMS software, table structure, stored procedures and other functionality. ▪ For SAP NetWeaver ABAP stack, ApplInstance is one Dialog or Central Instance. For NetWeaver Java stack, ApplInstance is one JVM. Technically, for SAP NetWeaver ApplInstance is the unique combination of the hostname, System ID of the SAP system and System Number of the SAP system (two-digit numeric value) to identify an instance. ▪ For Sybase and Informix Server, ApplInstance is one Server with its own logins and set of system and user databases. ▪ For Web Application Servers, ApplInstance is one Server that runs on a Java Virtual Machine (JVM) and has its own configuration. ▪ For WebSphere, WebLogic and JBoss Application Servers, an ApplInstance is one JVM that can be deployed standalone or clustered, and hosts and executes Java EE applications. For WMQ ApplInstance is one MQ Queue Manager instance.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Term	Definition
Application Monitor	Means any discrete physical Instance of the monitored application, whether on the same or separate servers within your infrastructure.
Application Server	Means software that executes business or application logic that is made available to a web server for processing requests. Application Servers are typically J2EE application servers or .NET application servers.
Automatic Event Correlation or AEC	Means automatic event correlation included in Operations Bridge AIOps capability which is the analytic capability on top of the OPTIC (Operations Platform Transformation, Intelligence and Cloud) Data Lake that offers the automatic correlation of events using machine-learning algorithms.
Aviator	Means the OpenText™ Observability & Service Management (OSM) Aviator which is an additional Artificial Intelligence (AI) Service to extend the AI capabilities within AI Operations Management suites
BPM Targets	Means a script running on a given host that is used for monitoring an application. There can be more than one transaction timer in a BPM Target.
BPM Transaction	Means monitored start and stop point step in a script that is used for calculating performance and availability.
Business Process	Means the business workflow required to achieve a particular task or goal.
Infrastructure Observability (Cloud Observability)	Means a solution within Operations Bridge which discovers and monitors different cloud services subscribed to by an organization. This capability provides a unified view of the availability, performance, anomalies, alarms/alerts of different public and private cloud providers. Available standalone in cloud, and as capability off-cloud in Operations Bridge Premium.
Cloud Service Infrastructure Instance	Means an infrastructure as a service instance which may include compute, network, storage or container instances in the cloud such as AWS EC2, AWS S3, AWS ECS, Azure VM, Azure Container Service etc.
Cloud Service Platform Instance	Means a platform as a service instance which may include applications such as databases, load balancers, middleware, analytics etc.
Clustered Computer	Means a group of servers or other resources that act like a single system and enable high availability and in some cases, load balancing and parallel processing.
Configuration Item	Means a physical, logical or conceptual entity that is part of the environment, has configurable attributes, and is important to the business.
CPU	Means a system that contains a single central processing unit with a single integrated circuit package with a single discrete processing core.
Dashboard	Means an easy to read, single webpage, real-time user interface, showing a graphical presentation of the current status (snapshot) and historical trends of an organization's key performance indicators (KPIs) to enable instantaneous and informed decisions to be made at a glance. In Business Value Dashboard, each webpage or hyperlink launching a new webpage is counted as a Dashboard.
Device	Means an addressable entity, physical or virtual, including but not limited to router, switch, bridge, hub, ATM, end user, PC, laptops, handheld device or printer that resides within the range defined for interrogation and asset tracking.
Diagnostics Collectors	Means an agent which monitors application components which are not part of the Application Server. Such components include, but are not limited to SAP ABAP servers, Databases, VMware vCenter, IBM WebSphere MQ, etc.
Enterprise Application Monitors	Means SiteScope monitors which require an additional license and are not available in the SiteScope product.
Foundation	Means a single Instance of the core or primary components of a software application which enable its basic functionality, and without which the additional modules available for the application are unable to operate. Foundation software may be installed on one or multiple servers, depending on the specific architecture required to enable the functioning of the single Instance.

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Term	Definition
Hypervisor	Means Operating System Instance which allows multiple Virtual Machines to share physical hardware resources.
Implementation	Means an installation of the software on a single Server or installed on a cluster of Servers which work together as a single installation of the software.
Instance	Means each Implementation of the application installed on a Server.
Location	Means an end-point where a BPM Transaction can be run from. The same BPM Transaction is often run from multiple locations such as different city or country office locations.
Log	Means a timestamped text record, either structured (recommended) or unstructured, with optional metadata.
LTU	Means License To Use.
Managed Nodes	Means the Nodes that have an Operations Agent installed.
Management Server Node	Means the Operations Agent running on the management server Instance.
Monitored Application User	Means a user that uses an application monitored by an Operations Management Pack.
Monitored CPU	Means a CPU operating on your network that is monitored by software.
Monitored Node	Means infrastructure Nodes that do not have an Operations Agent installed. Monitored Nodes include (but are not restricted to) servers, virtual servers, network devices and other infrastructure devices such as monitored UPS's and environmental monitoring components.
Monthly Active Users	Means the number of users on Devices using an application monitored by Operations Bridge in a given calendar month.
Node	Means a type of Node as further defined in the Software specific terms below.
OM/OMi/OBM Node	Means the equivalent of one OS Instance or ten Devices in a network.
OMi Management Pack or Operations Bridge Management Pack	Means the software add-on components to the Operations Manager i (OMi) or Operations that manage specific business applications, e-commerce platforms, messaging services, databases and internet infrastructure. They extend the management capabilities of OMi/Operations Bridge to the application management domain by reporting on discovery, alarms and events.
Operating System Instance or OS Instance	Means each Implementation of the bootable program that can be installed onto a physical system or a partition, such as system Virtual Machines, virtual environments, virtual private servers, containers, guests and zones, within the physical system. A physical system can contain multiple Operating System Instances. A container means a system partition based on software rather than hardware. Guests means a VM system running on a host system where the host runs its own complete OS Instance (as opposed to a Hypervisor), like VMware Workstation. Zone means Oracle/Sun Solaris specific nomenclature for a software partition which can run a virtual OS instance including but not limited to Sparse, native, and ipkg.
Operational Discovery	Means discovery that provides Premium Discovery data for Operations Bridge customers except information associated with Express Discovery and Oracle LMS audit data collection. Data collected with Operational Discovery and stored in Universal UCMDb may only be replicated to and used within Operations Bridge and cannot be directly used within the context of Universal CMDB itself in any way.
Operations Agent	Means the software component that is installed on managed nodes. The Operations Agent software collects information from multiple sources on the local system, creates messages, enhances message content, filters and correlates messages, starts actions and sends messages to the Management Server.
Operations Bridge Analytics or OBA	Means an ML-based analysis tool that provides a unified approach to analyze and correlate data stored in OPTIC Data Lake. OBA automatically detects anomalies in IT operational data, and assists in investigating anomalies, and accelerates the process of analyzing data to find the root cause of complex, cross-domain problems.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Term	Definition
Operations Bridge Node	Means the equivalent of one OS Instance (monitored by Operations bridge or 3 rd party tool) or ten Devices in a network or ten containers or five URLs or ten Cloud Service Infrastructure Instances or one Cloud Service Platform Instance or five third party monitoring tool Transactions. For storage devices, in general Storage elements are counted the same way as devices using 10:1 ratio i.e. 10 elements require 1 Operations Bridge Node license. A storage element is defined as a component actively managed inside the Operations Bridge. If the entire Storage Array is a single element, the entire Array is a device. However, in general, interfaces or controller cards are typical single point of failures in devices, thus multiple cards are available. Very often a single controller card is an element managed and understood by Operations Bridge. In that case, a storage element is the storage controller, and as such counted as a device. If the customer wants to manage RAID via Operations Bridge – which is not recommended, a storage element would be a single spindle. It does not matter how the information of a storage element gets into Operations Bridge - whether SNMP traps are received, log files on systems are parsed, or events are sent from a 3rd party domain or Storage Resource Management (SRM) manager.
Operations Bridge Unit or Unit	1 Unit means one of the following: ▪ 1 OS Instance ▪ 5 Transactions ▪ 1 Million Page Views using RUM Probe for websites or from third party monitoring tool ▪ 10 Network Devices ▪ 10 Storage elements from other monitoring tools ▪ 1 Monitored Node ▪ 10 Cloud Service Infrastructure Virtual Machine Instances e.g. ○ 10 EC2 / Azure VM instances ▪ 1 Cloud Service Platform Instances (i.e., Database, Load Balancer, Storage, Analytics, Network etc.) e.g. ○ 1 unit each for all other AWS, Azure, and Google Cloud Platform services ○ 1 unit per infrastructure container object or standard application ○ 1 unit per standard application object (PostgreSQL, MongoDB, Kafka, MySQL, Redis, RabbitMQ, or NGINX) and 1 unit for every 10 containers ○ 1 unit per VMware Resources ▪ 10 containers or pods like ○ 10 Amazon Elastic Kubernetes (EKS) Service pods ○ 10 Azure Kubernetes Service (AKS) Service pods ○ 10 Google Kubernetes Engine (GKE) Service pods ▪ 1 SaaS service (e.g. Exchange Online, MS Teams, SharePoint Online, OneDrive etc.) ▪ 10 services (i.e., URL, ping, port, DNS, FTP, SNMP, SNMP Trap, browsable SNMP, or network bandwidth monitoring) ▪ 5 Transactions using SiteScope ▪ 1 Transaction from single location ▪ 50 GB / month ingested Log data, required only if application/infrastructure are not covered by the Unit listed above ▪ 50 GB / month ingested trace data 2 Units means one of the following: ▪ 1 Managed Node ▪ 1 thousand Monthly Active Users using RUM Probe for mobile ▪ 1 Management Pack 5 Units = 1 Transaction from Unlimited locations 10 Units = 1 Managed Node using Diagnostics Collectors

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For OpenText™ AI Operations Management (Operations Bridge) products

Term	Definition
Operations Bridge Premium Analytics Add-on Unit	Means Operations Bridge Premium Analytics Add-on sold separately. The number of Operations Bridge Premium Analytics Add-on Units purchased must match the unit quantity of Operations Bridge Premium edition.
Operations Management Node <i>or</i> OM Node	Means the equivalent of one OS Instance or ten Devices in a network.
Operations Manager Management Server	Means the software component of Operations Manager that constitutes the central entity, where all messages from the Operations Agent and other monitoring tools are received, processed, stored and forwarded to the operator GUIs, and where Operations Agent configuration is maintained, stored, assigned and distributed.
Operations Platform	Means the base for all OSM components including AI operations Management. It does include a data lake that stores metric, events & topology in a Vertica store and Logs & Traces in an OpenSearch database.
Operations Smart Plug-ins (SPIs)	Means the software add-on components to the Operations Manager that manage specific business applications, e-commerce platforms, messaging services, databases and internet infrastructure. They extend the management capabilities of Operations Manager to the application management domain by reporting on discovery, alarms and events.
Page View	Means a user visiting a webpage on website monitored using Operations Bridge or third-party monitoring tool.
Points	Means the numerical tracking system representing the total number of metrics you are authorized to execute.
Real Time	Means the ability to update performance data when it occurs versus waiting for it to be collected, stored and then presented.
RUM Probe	Means a computer running network collection for Real User Monitoring software.
RUM Probe Capacity	Is defined as a measurement of the amount of network bandwidth that Real User Monitor can process. RUM Probe Capacity is mainly determined as a factor of RUM Probe CPU, memory, bandwidth, defined RUM Text Pattern Events, Snapshot on Event and protocol type.
RUM Snapshot on Event	Is defined as a RUM SPI for Applications configuration item that is used for defining when a HTTP/S page rendering capture is done.
RUM Text Pattern Event	Is defined as a RUM SPI for Applications configuration item used for defining the text events to evaluate against HTTP/S network traffic.
SaaS	Means Software as a Service which is a service which allows access to the software, support and related professional services, as described in an order document, datasheet or a Statement of Work (SOW).
Server	Means any designated computer system in which an Instance or Instances of the software is installed.
Solution Template	Means a set of SiteScope monitor configurations with predefined thresholds for a given technology. Solution Templates may include a password-protected best practices document.
Storage Element	Means a storage component actively managed inside the Operations Bridge including an entire storage array; a storage controller where multiple interfaces or controller cards are available; a single spindle when managing RAID; or storage components actively managed inside Operations Bridge from other storage monitoring tools or storage resource managers.
Target Connectors	Means the software product required for inclusion of a multiple-purpose Monitored Node in the monitored environment of the software product.
TB	Means terabytes which designates the amount of physical capacity that can be managed.
Term License to Use <i>or</i> Term LTU	Means a software license to use (LTU) which indicates in its license description that the license is valid for a specific period of time such as One Month (1M), One Year (1Y) etc. Term LTU's are not perpetual licenses.

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Token	Means the fundamental atomic unit of textual data processed, metered, or generated by a Large Language Model (LLM). A single text token corresponds on average to approximately 4 characters or 0.75 words in English (subject to variance by language and formatting density)
Trace	Means the path of a request through your application, whether the application is a monolith with a single database or a sophisticated mesh of services.
Transaction	Means a series of distinct actions relevant for monitoring an IT service or process. It is represented and stored in software as a single, unique measuring capability for a stated Key Performance Indicator (KPI).
Universal Discovery	Means a solution provided by OpenText that automatically detects Servers and the OS Instances that reside on those Servers. Universal Discovery can be purchased as part of Operations Bridge within the scope of Operational Discovery, or separately to provide basic discovery features (limited to details of a specific Server or OS Instance) or premium discovery features (including basic discovery and adding the discovery of running software and relationships between OS Instances and its running software).
Unlimited	Means without restrictions in terms of number of systems, devices or media, depending on the context.
Unlimited Probes	Means without restrictions in terms of the number of probes utilized to monitor a single licensed application configured as an application CI within the BSM Run-time Service Model.
Unlimited Transactions	Means without restrictions in terms of the number of Transactions utilized to monitor a single licensed application configured as an application CI within the BSM Run-time Service Model.
URL	Means the Uniform Resource Locator ("URL") for the page or file to be monitored.
Use	Means to install, store, load, execute and display one copy of the software.
Virtual Machine(s) or VM(s)	Means a computer that does not physically exist but is simulated by another computer.
Vulnerability Scanning	Means an inspection of the potential points of exploit on a Server or network to identify security holes. A vulnerability scan detects and classifies system weaknesses in Server and network infrastructure and predicts the effectiveness of countermeasures.
Web Server	Means a computer running software that delivers web pages and other documents to browsers using the HTTP protocol.

Software Specific License Terms

Software products with software specific license terms are described below. Software products covered by this ALA document (as listed above) and not covered in this section do not have software specific license terms.

In a virtualized environment, Business Availability Center CPU licensing depends upon how the CPUs are allocated. If the virtualized environment is running a shared environment where there is a specified physical limitation on the amount of all the CPU an application can use, then Business Availability Center licensing is based on that limited CPU number. If the virtualized environment is using a shared environment where there are no bounds on the CPUs, then licensing is for all of the CPUs for the system.

BSM Application Performance Management 360

BSM Application Performance Management 360 is licensed by Operating System Instance. BSM Application Performance Management 360 requires a license for each OS Instance which contains an Application Server of the licensed application. BSM Application Performance Management 360 also includes Diagnostics Collectors. BSM Application Performance Management 360 does not require a license for the OS Instances monitored by Diagnostics Collectors unless the number of OS Instances monitored by Diagnostics Collectors exceeds the number of licensed OS Instances. You are required to license additional OS Instances if this occurs.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

BSM Application Performance Management 360 includes:

- BAC Business Process Monitor Transaction Unlimited Locations with Service Level Monitor (i.e. BAC Business Process Monitor and BAC Service Level Manager) for Unlimited Transactions.
- BAC Real User Monitor for Applications with Service Level Monitor per Probe Instance (i.e. Real User Monitor and Service Level Manager) for Unlimited Probes.
- BSM Diagnostics for Composite Application OS Instance for the number of licensed BSM Application Performance Management 360 OS Instances.
- BSM Service Level Management for Diagnostics OS Instance for the number of licensed BSM Application Performance 360 OS Instances.

BSM Application Performance Management 360 Advanced

BSM Application Performance Management 360 Advanced is licensed by Operating System Instance. BSM Application Performance Management 360 Advanced requires a license for each OS Instance which contains an Application Server of the licensed application. BSM Application Performance Management 360 Advanced also includes Diagnostics Collectors. BSM Application Performance Management 360 Advanced does not require a license for the OS Instances monitored by Diagnostics Collectors unless the number of OS Instances monitored by Diagnostics Collectors exceeds the number of licensed OS Instances. You are required to license additional OS Instances if this occurs.

BSM Application Performance Management 360 Advanced includes:

- BAC Business Process Monitor Transaction Unlimited Locations with Service Level Monitor (i.e. BAC Business Process Monitor and BAC Service Level Manager) for Unlimited Transactions.
- BAC Real User Monitor for Applications with Service Level Monitor per Probe instance (i.e. Real User Monitor and Service Level Manager for Unlimited Probes.
- Unlimited Use of Service Health Analyzer for the licensed application (i.e. an application configured as an application CI within the BSM Run-time Service Model).
- BSM Diagnostics for Composite Application OS Instance for the number of licensed Application Performance Management 360 Advanced OS Instances.
- BSM Service Level Management for Diagnostics OS Instance for the number of licensed Application Performance Management 360 Advanced OS Instances.
- 15 SiteScope Points per licensed Application Performance Management 360 Advanced OS Instance.

BAC Application Management 360 with Service Level Management

BAC Application Management 360 with Service Level Management is licensed by Application Instances. BAC Application Management 360 with Service Level Management requires license for each monitored Application Instance which contains an Application Server of the licensed application. BAC Application Management 360 with Service Level Management also includes Diagnostics Collectors. BAC Application Management 360 with Service Level Management does not require a license for the Application Instances monitored by Diagnostics Collectors unless the number of Application Instances monitored by Diagnostic Collectors exceeds the number of licensed Application Instances. You are required to license additional Application Instances if this occurs.

- There is a minimum license quantity of 5 Application Instances per licensed application (i.e. an application that is a configured application CI within the BSM Run-time Service Model)
- This license is limited for J2EE and .NET applications only, and should not be applied to SAP, Siebel, MS Exchange, etc.

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BAC Application Management 360 with Service Level Management includes:

- BAC Business Process Monitor Transaction Unlimited Locations Advanced with Service Level Management (i.e. BAC Business Process Monitor and BAC Service Level Manager) for Unlimited Transactions
- BAC Real User Monitor for Applications Advanced with Service Level Management (i.e. Real User Monitor and Service Level Manager) for the Unlimited Probes
- BAC Diagnostics for Composite Application Instance for the number of licensed BAC Application Management 360 with SLM Application Instances
- BAC Service Level Management for Diagnostics SW for the number of licensed BAC Application Management 360 with SLM Application Instances

BAC Application Management 360

BAC Application Management 360 is licensed by Application Instance. BAC Application Management 360 requires license for each monitored Application Instance which contains an Application Server of the licensed application. BAC Application Management 360 also includes Diagnostics Collectors. BAC Application Management 360 does not require a license for the Application Instances monitored by Diagnostics Collectors unless the number of Application Instances monitored by Diagnostic Collectors exceeds the number of licensed Application Instances. You are required to license additional Application Instances if this occurs.

- There is a minimum license quantity of 4 Application Instances per licensed application (i.e. an application that is a configured application CI within the BSM Run-time Service Model).
- This license is limited for J2EE and .NET applications only, and should not be applied to SAP, Siebel, MS Exchange, etc.

BAC Application Management 360 includes:

- BAC Business Process Monitor Transaction with Unlimited Locations Advanced (i.e. BAC Business Process Monitor, BAC Service Level Manager and BAC Problem Isolation) for Unlimited Transactions.
- BAC Real User Monitor for Applications Advanced (i.e. Real User Monitor, Service Level Manager and BAC Problem Isolation SW) for Unlimited Probes.
- BAC Diagnostics for Composite Application Instance for the number of licensed BAC Application Management 360 Application Instances.
- BAC Service Level Management for Diagnostics SW for the number of licensed BAC Application Management 360 Application Instances.

BSM Diagnostics

BSM Diagnostics for Composite Applications OS Instance software is licensed by Operating System Instance and is only licensed to customers who purchased such licenses prior to December 1, 2013. BSM Diagnostics requires one license for each OS Instance which contains an Application Server. BSM Diagnostics also includes Diagnostics Collectors. BSM Diagnostics does not require a license for the OS Instances monitored by Diagnostics Collectors unless the number of OS Instances monitored by Diagnostic Collectors exceeds the number of licensed OS Instances. You are required to license additional OS Instances if this occurs.

BAC Diagnostics

BAC Diagnostics for Composite Application Instance software is licensed by Application Instance and is only licensed to customers who purchased such licenses prior to September 1, 2012. BSM Diagnostics requires one license for each Application Instance of an Application Server. BAC Diagnostics also includes Diagnostics Collectors. BAC Diagnostics does not require a license for the Application Instances monitored by Diagnostics Collectors unless the number of Application Instances monitored by Diagnostic Collectors exceeds the number of licensed Application Instances. You are required to license additional Application Instances if this occurs.

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BSM Service Level Management for Diagnostics

BSM Service Level Management for Diagnostics OS Instance is licensed by Operating System Instance. BSM Service Level Management for Diagnostics Operating System Instance requires one license for each OS Instance which contains an Application Server. BSM Service Level Management for Diagnostics Operating System Instance does not require a license for monitoring the OS Instances monitored by Diagnostics Collectors unless the number of OS Instances monitored by Diagnostics Collectors exceeds the number of licensed OS Instances. You are required to license additional OS Instances if this occurs.

BAC Service Level Management for Diagnostics

BAC Service Level Management for Diagnostics Application Instance is licensed by Application Instance. BAC Service Level Management for Diagnostics Application Instance does not require a license for monitoring the Application Instances monitored by Diagnostics Collectors unless the number of Application Instances monitored by Diagnostic Collectors exceeds the number of licensed Application Instances. You are required to license additional Application Instances if this occurs.

BSM Service Level Management for TransactionVision

BSM Service Level Management for TransactionVision is licensed by Operating System Instance. BSM TransactionVision requires one license for each OS Instance which contains Application Server. Additionally, BSM TransactionVision requires one for each OS Instance which contains the following monitored components:

- Each OS Instance containing application components monitored by WMQ Agents
- Each OS Instance of a DataPower appliance where a domain is being monitored by the DataPower Agent
- Each OS Instance containing a Tuxedo Server monitored by the Tuxedo Agent
- Each OS Instance where TMF is being monitored by the NonStop TMF Agent
- Each z/OS CICS Region
- Each z/OS WMQ Queue Manager
- Each z/OS IMS Region
- Each OS Instance running application components monitored by custom developed agents which generate TV user events or utilize the TV Generic Event API to generate TV events

BAC Service Level Management for TransactionVision

BAC Service Level Management for TransactionVision Application Instance is licensed by Application Instance.

Business Process Monitor, Business Process Monitor Premium Edition, Business Process Monitor Ultimate Edition

Business Process Monitor, Business Process Monitor Premium Edition and Business Process Monitor Ultimate Edition are licensed by Transaction.

The Transaction Unlimited Locations license does not limit the number of BPM Locations the Transaction can be monitored from. The Transaction Single Locations license does limit the number of BPM Locations a BPM Transaction can be monitored to one BPM Location per Business Process Monitor Single Transaction Location license.

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As of December 2013, Business Process Monitor is offered in the following editions:

- Premium Edition – includes one Transaction for either a single Location or for Unlimited Locations.
- Ultimate Edition – includes one Transaction, Service Level Management for Business Process Monitor and limited Service Health Analyzer for Business Process Monitor. Limited Service Health Analyzer for Business Process Monitor provides access to Service Health Analyzer functionality for Business process Monitor data only.

The Business Process Monitor Transaction Unlimited Locations Advanced component is only licensed to customers who purchased such licenses prior to December 1, 2013 and includes one license for Business Process Monitor Transaction Unlimited Locations, one Service Level Management for Business Process Monitor Unlimited Locations and one Problem Isolation for Business Process Monitor for Unlimited Locations.

The Business Process Monitor Transaction Unlimited Locations Advanced with Service Level Management component is only licensed to customers who purchased such licenses prior to December 1, 2013 and includes one license for Business Process Monitor Transaction Unlimited Locations and one Service Level Management for Business Process Monitor Unlimited Locations.

As of July 2019, every Transaction from a single Location requires 1 Operations Bridge Premium / Ultimate Unit License and every Transaction from Unlimited Locations requires 5 Operations Bridge Premium / Ultimate Unit Licenses

Cloud Optimizer Express Edition, Cloud Optimizer Premium Edition and Cloud Optimizer Standard Edition

Cloud Optimizer is a real-time monitoring and capacity optimization tool for virtualized infrastructures and can help to quickly troubleshoot performance issues and bottlenecks. Cloud Optimizer Express Edition, Cloud Optimizer Premium Edition and Cloud Optimizer Standard Edition are licensed by the total number of OS Instances being monitored, including both Hypervisor and Virtual Machines. Cloud Optimizer is available as a Community, Express, Premium and Standard Editions (Standard Edition only available to customers who purchased that before). The Express Edition license provides additional scalability and capacity over the Community Edition. The Premium Edition license provides additional functionality over the Express Edition.

As of July 2019, Cloud Optimizer is licensed as a part of the Operations Bridge Premium / Ultimate Unit. Operations Bridge Premium Unit includes the monitoring only capability of Cloud Optimizer and Operations Bridge Ultimate includes the optimization capability of Cloud Optimizer. From 01-May-2025, Cloud Optimizer moved to sustaining maintenance and it is not licensed as a part of the Operations Bridge Premium / Ultimate Unit.

Diagnostics Premium Edition and Diagnostics Ultimate Edition

Diagnostics is licensed by Operating System Instance. Diagnostics requires one license for each OS Instance which contains an Application Server. Diagnostics also includes Diagnostics Collectors. Diagnostics does not require a license for the OS Instances monitored by Diagnostics Collectors unless the number of OS Instances monitored by Diagnostic Collectors exceeds the number of licensed OS Instances. You are required to license additional OS Instances if this occurs.

As of December 2013, Diagnostics is offered in the following editions:

- Premium Edition – includes one OS Instance.
- Ultimate Edition – includes one OS Instance, Service Level Management for Diagnostics and limited Service Health Analyzer for Diagnostics. Limited Service Health Analyzer for Diagnostics provides access to Service Health Analyzer functionality for Diagnostics data only.

As of July 2019, Diagnostics is licensed as a part of the Operations Bridge Premium / Ultimate Units. Every OS Instances for Diagnostics requires 10 Operations Bridge Premium / Ultimate Unit Licenses.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

GlancePlus

GlancePlus is licensed by Tier and by Device. For more information about the Tier levels, check the Operations Tier Matrix on MySupport at softwaresupport.softwaregrp.com/web/softwaresupport, available along with the product manuals for GlancePlus. The original licensed Tier is based on the Device at the time of purchase. Once a GlancePlus license has been deployed to a specific Device, if the Tier of that same Device changes for any reason, no additional licenses of GlancePlus are required for that same Device. Licensee is responsible for providing documentation to OpenText that the Tier has changed after the deployment of the lower Tier GlancePlus license and that the Device was of an equal or lower Tier to the license originally deployed

GlancePlus Subscription

GlancePlus subscription is licensed by OS Instance, and can be used on any GlancePlus supported Operating System.

GlancePlus Pak

GlancePlus Pak is licensed by Tier and by Device. GlancePlus Pak is a combination of GlancePlus and Performance Agent. For more information about the Tier levels, check the Operations Tier Matrix on MySupport at softwaresupport.softwaregrp.com/web/softwaresupport, available along with the product manuals for GlancePlus Pak. The original licensed Tier is based on the Device at the time of purchase. Once an GlancePlus Pak license has been deployed to a specific Device, if the Tier of that same Device changes for any reason, no additional licenses of GlancePlus Pak are required for that same Device. Licensee is responsible for providing documentation to that the Tier has changed after the deployment of the lower Tier GlancePlus Pak license and that the Device was of an equal or lower Tier to the license originally deployed.

Operations Bridge Business Value Dashboard Add-On

Operations Bridge Business Value Dashboard Add-On is licensed by 15 Dashboards and requires a license for either an Operations Bridge Express Edition Suite, Operations Bridge Premium Edition Suite, Operations Bridge Ultimate Edition Suite version 2 or Operations Bridge Ultimate Edition Suite version 3. This Add-On includes a license for Operations Bridge Value Dashboard for 15 Dashboards. This adds to the Dashboard capacity included in the Operations Bridge Premium Edition Suite, Operations Bridge Ultimate Edition Suite, Operations Bridge Ultimate Edition Suite version 2 and Operations Bridge Ultimate Edition Suite version 3, according to the number of Operations Bridge Nodes.

As of July 2019, Business Value Dashboard entitlement is included as a part of the Operations Bridge Premium / Ultimate Units.

Operations Bridge Express Edition Management Pack

Operations Bridge Express Edition Management Pack is licensed by OS Instance and is available in packs of 5 OS Instances for monitoring any of the supported application domains.

Operations Bridge Express Edition Management Pack can only be used with Operations Bridge Express Edition v1.

Operations Bridge Management Pack

Operations Bridge Management Pack is licensed by OS Instance and is available in packs of 25 OS Instances for monitoring any of the supported application domains. Operations Bridge Management Pack for Citrix is licensed by Monitored Application User.

As of July 2019, Operations Bridge Management Pack capability is licensed as a part of the Operations Bridge Premium / Ultimate Units. Every OS Instances for monitoring any of the supported application domains requires 4 Operations Bridge Premium / Ultimate Unit Licenses. Operations Bridge Management Pack for Citrix is licensed by Monitored Application User.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Operations Bridge Reporter

A license to version 2021.08 and earlier of Operations Bridge Premium Edition and Operations Bridge Ultimate Edition suites includes the use of Operations Bridge Reporter Standard Edition and Operations Bridge Reporter Advanced Edition (version 10.50 and prior) until the obsolescence date for Operations Bridge Reporter posted on the Support link at

<https://www.opentext.com/lifecycle>.

When included as part of these Suites, Operations Bridge Reporter is licensed by Operations Bridge Nodes and when bought as standalone, it licensed by Operations Bridge Reporter Node.

Operations Bridge Reporter Standard Edition includes the content pack for System Performance and Event Reports, Operations Bridge Reporter Advanced Edition includes all content packs that are available. Both Operations Bridge Reporter Standard Edition and Operations Bridge Reporter Advanced Edition provide the ability to create custom content packs.

Operations Bridge Premium Edition Suite and Operations Bridge Ultimate Edition Suites which included Operations Bridge Reporter Standard Edition and Operations Bridge Reporter Advanced Edition respectively used Vertica data storage with a limit of 1 TB for every 50 Operations Bridge Nodes for the sole use with Operations Bridge. When bought as stand-alone, Operations Bridge Reporter Standard Edition and Operations Bridge Reporter Advanced Edition used Vertica data storage with a limit of 1 TB for every 50 Operations Bridge Reporter Nodes for the sole use with Operations Bridge Reporter. Storage of any other data than that of Operations Bridge or Operations Bridge Reporter, required separate purchases of the appropriate Vertica licenses.

Operations Bridge System Collector Add-On

Operations Bridge System Collector Add-On is licensed by 50 OS Instances and requires a license for either an Operations Bridge Premium Edition Suite or an Operations Bridge Ultimate Edition Suite or an Operations Bridge Ultimate Edition Suite version 2 Operations Bridge Node license. This Add-On includes a license for Operations OS instance, Operations OS instance Real-time Add-On, and SiteScope Premium Edition with all monitors and templates except URL and web Transaction monitors.

As of July 2019, Operations Bridge System Collector capability is licensed as a part of the Operations Bridge Premium / Ultimate Units. Every OS Instance requires 2 Operations Bridge Premium / Ultimate Unit Licenses. SiteScope is licensed independently.

Operations Bridge System Collector Add-on Version 2

Operations Bridge System Collector Add-On Version 2 is licensed by 50 OS Instances and requires a license for either an Operations Bridge Premium Edition Suite or an Operations Bridge Ultimate Edition Suite Node license. This Add-On includes a license for Operations OS instance, Operations OS instance Real-time Add-on, and SiteScope Premium Edition with all monitors and templates including URL monitors but excluding web Transaction monitors. The URL monitor entitlement is limited to 5 URLs for every OS Instance license.

As of July 2019, Operations Bridge System Collector capability is licensed as a part of the Operations Bridge Premium / Ultimate Units. Every OS Instance requires 2 Operations Bridge Premium / Ultimate Unit Licenses. SiteScope is licensed independently.

Operations Bridge System Collector Express Edition Add-On

Operations Bridge System Collector Express Edition Add-On is licensed by 5 or 50 OS Instances and requires a license for an Operations Bridge Express Edition Suite Operations Bridge Node license. This Add-On includes a license for Operations OS instance and SiteScope Premium Edition with all monitors and templates except URL and web Transaction monitors, enterprise application Solution Templates, and automatic application failover. A maximum of 500 Operations Bridge System Collector Express Edition Nodes are supported with one Operations Bridge Express Edition Suite Implementation.

Operations Bridge System Collector Express Edition Add-On can only be used with Operations Bridge Express Edition v1.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Operations Bridge System Collector SLM Add-On

Operations Bridge System Collector SLM Add-On is licensed by 50 OS Instances and requires a license for Operations Bridge System Collector Add-On 50 OS Instances. This Add-On includes a license for Service Level Management for System Availability Management for 50 OS Instances.

Operations Bridge System Collector SLM SHA Add-On

Operations Bridge System Collector SLM SHA Add-On is licensed by 50 OS Instances and requires a license for Operations Bridge System Collector Add-On 50 OS Instances. This Add-On includes a license for Service Level Management (SLM) for System Availability Management for 50 OS Instances and a license for limited Service Health Analyzer (SHA) for System Availability Management for 50 OS Instances. Limited Service Health Analyzer for System Availability Management provides access to Service Health Analyzer functionality for System Availability Management data only.

Operations Bridge Topology Based Event Correlation Add-On

Operations Bridge Topology Based Event Correlation Add-On is licensed by 50 Operation Bridge Nodes and requires a license for Operations Bridge Premium Edition Suite.

As of July 2019, Operations Bridge Topology Based Event Correlation entitlement is included as a part of the Operations Bridge Premium / Ultimate Units.

Operations Manager

Operations Manager software consists of multiple components with distinct licenses for each component. The Operations Manager Management Server is licensed for installation and use on a single Server – either a Virtual Machine or physical server. Where the Operations Manager Management Server software is installed in a Clustered Computer, the license allows one Instance of the software to be active at any time within the Clustered Computer.

The Management Server Node license is included with the Operations Manager Management Server LTU and is only valid for running the agent software on the same Instance that the Operations Manager Management Server software is active on.

Where the Operations Manager Management Server software is installed in a Clustered Computer the Management Server Node license enables one Instance of the Agent software to be active on the same Managed Node as the Operations Manager Management Server software. Additional Agent software Instances active within the Clustered Computer require individual Operations OS Instance LTUs.

Additional licenses are required for:

- **Managed Nodes:** Any additional node managed by the Operations Manager management server requires an additional Operations OS Instance license which entitles the use of Operations Agent and Performance Agent on this OS Instance. In case this node is a single dedicated end-user desktop with no server functions, an Operations OS Instance Desktop license is required for each OS Instance entitling the use of Operations Agent and Performance Agent.
- **Monitored Nodes:** Additional OM/OMi Target Connector licenses are required for each multiple-purpose device that is being monitored using Micro Focus Operations software product. Any interactive OS (interactive meaning that multiple concurrent user sessions are supported either through interactive logins or applications loaded within the OS environment) requires a Target Connector license OR an Operations OS Instance license. This includes systems managed by other event/performance management solutions.
 - Virtualization Hypervisors are considered multi-user interactive devices, and require Target Connector licenses OR Operations OS Instances licenses. The Hypervisor host and each virtual machine (guest) are counted as separate devices.
 - A Target Connector license is NOT required if an Operations OS Instance license exists for this target device.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

- No Target Connector license is required if the information on the target device is originated from (NOT proxied thru) other Micro Focus monitoring software, for example: SiteScope, Internet Services, Storage Essentials, Systems Insight Manager, NonStop management, Webjetadmin, Procurve monitoring.
- **Smart Plug-ins:** Additional licenses are required for the installation and use of Operations Smart Plug-ins (SPIs). One SPI license is required for each Application Instance of the underlying application that is monitored by the SPI. In the case of off-node or remote monitoring using the SPI, one Target Connector for SPI license is required for each Application Instance of the underlying application.

The Operations Manager Management Server LTU entitles you to a license each for Reporter and Performance Manager. The Reporter license allows you to install Reporter locally on the management server or remotely on another system. A remote installation is recommended to balance the available resources. Performance Manager has to be installed locally on the Operations Manager Management Server.

Operations Bridge Manager (Operations Manager i or Omi)

Operations Bridge Manager consists of multiple components with distinct licenses for each component.

Operations Manager i Event Management Foundation, Operations Manager i Topology Based Event Correlation, and Monitoring Automation for Composite Applications are licensed for installation and use on a single Server – either a Virtual Machine or physical server.

Additional licenses are required for:

- **Managed Nodes:** Any additional node managed by Operations Bridge Manager or the Operations Manager Management Server reporting to Operations Bridge Manager requires an additional Operations OS Instance license.
- **Monitored Nodes:** Additional Operations Bridge Manager Target Connector licenses are required for each multiple-purpose device that is being monitored using Micro Focus Operations software product. Any interactive OS (interactive meaning that multiple concurrent user sessions are supported either through interactive logins or applications loaded within the OS environment) requires a Target Connector license OR an Operations OS Instance license. This includes systems managed by other event/performance management solutions.
 - Virtualization Hypervisors are considered multi-user interactive devices, and require Target Connector licenses or Operations OS Instance licenses. The Hypervisor host and each virtual machine (guest) are counted as separate devices.
 - A Target Connector license is NOT required if an Operations OS Instance license exists for this target device.
 - No Target Connector license is required if the information on the target device is originated from (NOT proxied thru) other Micro Focus monitoring software, for example: SiteScope, Internet Services, Storage Essentials, Systems Insight Manager, NonStop management, Webjetadmin, ProCurve monitoring.
- **Operations Bridge Management Pack:** Additional licenses are required for the installation and use of Operations Bridge Management Pack.
- **Operations Bridge Manager Management Pack:** Additional licenses are required for the installation and use of Operations Bridge Manager Management Pack. The Operations Bridge Manager Management Pack is available in two editions – Standard and Advanced.

As of July 2019, Operations Bridge Manager entitlement is included as a part of the Operations Bridge Premium / Ultimate Units.

Operations OS Instance Advanced

Includes a single license for Operations OS Instance and SiteScope system monitoring for a single OS Instance. Customers using SiteScope 10.x or earlier are licensed for 15 Points. The 15 SiteScope Points must be used on the system they were bought for and can be used for the following monitor types only: CPU, Disk space, Memory, File, Directory, Microsoft

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Windows event log, Microsoft Windows performance counter, Microsoft Windows Services State, Microsoft Windows Resources, Service, Unix Resources, NonStop Resources, NonStop Event Log, Ping, Port, DHCP.

Operations OS Instance Performance

Entitles the use of Performance Agent on one single OS Instance. For use of the Performance Agent on any single dedicated end-user desktop OS instance with no server functions an Operations OS Instance Performance Desktop license is required.

Operations OS Instance Real Time Add-On

Includes a single license for Operations OS Instance Real Time Add-On for a single OS Instance. Operations OS Instance Real Time Add-On requires a corresponding Operations OS Instance Advanced LTU or Tier LTU and a licensed version of Performance Manager to view the real time data. Operations OS Instance Real Time Add-On LTU's are allowed to move across physical machines the environment with the node in Real Time. You cannot purchase a Operations OS Instance Real Time Add-On with a Operations OS Instance Performance only.

Operations SPI Instance Advanced

Includes a single license for Operations SPI Instance and a license for 15 Points of SiteScope. The SiteScope Points must be used only for monitoring the Application Instances for which the SPI Instance Advanced LTU has been purchased. They can be aggregated (e.g., based on the two SPI Instance Advanced LTUs purchased, use up to 30 Points for the second Application Instance and none for the first Application Instance). SiteScope Points cannot be transferred between the various SPIs (e.g., between SPI for Oracle DB and SPI for Sybase DB).

Operations Manager i Management Pack

Operations Manager i (OMi) Management Pack is available in Standard or Advanced Editions. It includes a single license for OMi Management Pack Standard/Advanced OS Instance and a license for 15 Points of SiteScope. The SiteScope Points must be used only for monitoring Applications licensed by the specific OMi Management Pack Standard/Advanced Edition. They can be aggregated (e.g. based on the two OMi Management Pack Standard Edition purchased, 30 Points can be used for the second OS Instance and none for the first OS Instance). SiteScope Points cannot be transferred between the different editions of the OMi Management Packs (e.g. between OMi Management Pack Standard and Advanced).

Performance Manager

Performance Manager is licensed for installation and use on a single computer – either a Virtual Machine or physical server.

Real User Monitor, Real User Monitor Premium Edition, Real User Monitor Ultimate Edition

Real User Monitor, Real User Monitor Premium Edition and Real User Monitor Ultimate Edition are licensed by Probe. The RUM Probe includes basic TCP/IP monitoring capabilities. This probe is designed for a system with 2 CPUs with 2 cores each, and 4 gigabytes of RAM. The maximum capacity for this probe is 800 megabits per second of TCP traffic. The configured capacity for the Real User Monitor SPI for Applications monitoring HTTP using a RUM Probe, with 10 RUM Text Pattern Events and RUM Snapshot on Event configured is 55 megabits per second. For HTTP/S with the same configuration 45 megabits per second is the expected maximum capacity limit. Real User Monitor SPI for Applications requires a Real User Monitor Probe license for each Real User Monitor SPI for Applications. The capacity of the Real User Monitor SPI for Applications is limited by the type of Real User Monitor Probe used with the selected Real User Monitor SPI for Applications user defined configuration.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

As of December 2013, Real User Monitor is offered in the following editions:

- Premium Edition – includes one Probe and Real User Monitor SPI for Applications.
- Ultimate Edition – includes one Probe, Real User Monitor SPI for Applications Service Level Management for Real User Monitor and limited Service Health Analyzer for Real User Monitor. Limited Service Health Analyzer for Real User Monitor provides access to Service Health analyzer functionality for Real user Monitor data only.

Real User Monitor Applications Advanced is only licensed to customers who purchased such licenses prior to December 1, 2013 and includes one license each for Real User Monitor Probe, Real User Monitor SPI for Applications, Service Level Management for Real User Monitor SPI for Applications, and Problem Isolation for Real User Monitor SPI for Applications.

Real User Monitor Applications Advanced with Service Level Management is only licensed to customers who purchased such licenses prior to December 1, 2013 and includes one license each for Real User Monitor Probe, Real User Monitor SPI for Applications and Service Level Management for Real User Monitor SPI for Applications.

As of July 2019, Real User Monitor capability is licensed as a part of the Operations Bridge Premium / Ultimate Units. 1 million Page Views per month for website monitoring requires 1 Operations Bridge Premium / Ultimate Unit Licenses. 1000 Monthly Active Users for mobile monitoring requires 1 Operations Bridge Premium / Ultimate Unit Licenses.

Reporter

Reporter is licensed for installation and use on a single computer – either a Virtual Machine or physical server.

Service Health Analyzer

Service Health Analyzer is licensed by Operations Management Node.

SiteScope, SiteScope Premium Edition and SiteScope Ultimate Edition

SiteScope Points license is limited to use on one SiteScope server only. SiteScope licensed for load testing purposes shall be used only for the testing function originally licensed. You must have a separate license in order to use SiteScope for production monitoring. SiteScope Enterprise Application Monitors and Solution Templates can be used on multiple SiteScope servers when located in the same physical site. Enterprise Application Monitors include the following optional monitors: Com+, Web Script, WebSphere. MQ and EMS. Enterprise Application Monitors and Solution Templates do consume SiteScope Points but do NOT include SiteScope licenses. You must have a separate license for SiteScope.

Integration monitors (also known as EMS monitors) are an exception and do NOT consume SiteScope Points but rather require licensing of BAC- SAM Upg/EMS Point for each configuration item (CI) which is reported to BAC via the monitors. Operations Manager and Service Manager Integration monitors do not require “BAC- SAM Upg/EMS” Points.

SiteScope Premium Edition and SiteScope Ultimate Edition are licensed by Operating System Instance, URL, and Transaction. Licenses for these editions cannot be mixed within a single Instance of SiteScope.

As of November 2014, SiteScope is offered in the following editions:

Premium Edition

- Operating System Instance license includes System Availability Management, all SiteScope Solution Templates, and SiteScope Application Monitors for COM+ and WebSphere MQ.
- URL license includes monitors of the following type: URL, URL Content, URL List, URL Sequence, Web Service, Link Check, XML Metrics, where each URL or URL step is counted as a single unit.
- Transaction license includes the SiteScope WebScript Application Monitor (note: as with previous versions of SiteScope, SiteScope WebScript Application Monitor metrics cannot be integrated with Business Service Management).

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Ultimate Edition

- Operating System Instance license includes all components of SiteScope Premium Edition plus Service Level Management for System Availability Management and limited Service Health Analyzer for System Availability Management. Limited Service Health Analyzer for System Availability Management provides access to Service Health Analyzer functionality for System Availability Management data only.

URL license includes all components of the SiteScope Premium Edition plus Service Level Management for System Availability Management and limited Service Health Analyzer for System Availability Management. Limited Service Health Analyzer for System Availability Management provides access to Service Health Analyzer functionality for System Availability Management data only.

As of July 2019, SiteScope is licensed as a part of the Operations Bridge Express or Premium or Ultimate Units.

- 1 OS Instance of the Monitored Node requires 1 Operations Bridge Express or Premium or Ultimate Unit License.
- 5 Transactions monitored using SiteScope require 1 Operations Bridge Express or Premium or Ultimate Unit License.
10 services (i.e., URL, ping, port, DNS, FTP, SNMP, SNMP Trap, browsable SNMP, or network bandwidth monitoring) require 1 Operations Bridge Express or Premium or Ultimate Unit License.

Operations Bridge Suite Express Edition V2

Operations Bridge Suite Express Edition V2 is licensed by Operations Bridge Node, the SiteScope entitlement will be restricted to use on above licensed Operations Bridge Nodes as below:

- Includes all SiteScope Solution Templates, and SiteScope Application Monitors for COM+ and WebSphere MQ.
- Includes monitors of the following type: URL, URL Content, URL List, URL Sequence, Web Service, Link Check, XML Metrics
- URL entitlement is limited to 5 URLs for every Operations Bridge Node.

The following Operations Bridge Suite Express Edition Add-ons are NOT available for Operations Bridge Express Edition V2

- Operations Bridge Express Edition Management Pack
- Operations Bridge System Collector Express Edition Add-On
- Operations Bridge Business Value Dashboard Add-On

Aviator

Aviator is Licensed by units. Customer may use Aviator deployed within the same environment as their AI Operations Management suite and does not include connecting to the OpenText public cloud service.

An Aviator unit is defined as a single transaction with an appropriate response from Aviator with a maximum of 8000 input Tokens and 1000 output Tokens and will be measured on an aggregate basis (not on an individual user basis). The total number of Aviator units allowed per calendar month is limited to the number of units purchased or included with the suite. The total Aviator units allowed per month are reset on the 1st (first) of each month. No unused Aviator units will be carried over to a new calendar month.

Customer must install the Aviator service to utilize Aviator units. Aviator units can be used across all licensed OSM products. For additional units, OSM aviator on-prem capacity pack can be purchased.

Beginning with 26.2 release, Aviator units are included with specific suite licenses as described below.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Artificial Intelligence Technology

The Licensed Software may include and/or enable the use by Customer of generative and/or agentic artificial intelligence features and/or components (“AI Technology”). AI Technology consist of emerging technologies, and, due to the nature of such technologies, their use may produce Output that is incorrect, biased, unfair, inaccurate, incomplete, misleading, or otherwise unreliable. “Output” means any content, results, or actions generated or produced by the AI Technology based on data or instructions provided to it, including Customer’s data. Use of AI Technology does not replace decision-making and judgement by natural individuals. Reliance on the AI Technology and its Output is at the Customer’s sole discretion. Micro Focus’s indemnification obligations, to the extent provided in the EULA, shall not apply to the Output.

The Customer shall determine:

- (i) the selection, configuration, authorization, and administration of all access, permissions, and connectivity between the AI Technology and the Customer’s systems and data; and
- (ii) the level of judgment, oversight, and monitoring applied when using the AI Technology in production, including the instructions provided to it and any measures taken to prevent or mitigate potential harm.

AI Technology provided by Micro Focus as part of the Licensed Software may include third-party artificial intelligence models and/or systems (“Third-Party Components”) integrated by Micro Focus that may require Customer to accept additional terms. Micro Focus makes no commitment to any specific AI Technology and may add, remove, suspend, replace, or limit AI Technology at its discretion, including where its use becomes prohibited, unavailable, or inconsistent with third party requirements.

Each Party shall comply with applicable laws relevant to its role in the development, provision, deployment, or use of the AI Technology, including the EU Artificial Intelligence Act where applicable. The AI Technology’s intended purpose excludes any high-risk use (as defined in EU AI Act or per industry standards). The Customer shall not use the AI Technology outside this intended purpose. Unacceptable risk use (as defined in EU AI Act or per industry standards) is prohibited.

Operations Bridge and Analytics Suite offerings

Suite	Offering includes
Operations Bridge Express Edition Suite – 5 Pack	▪ 1 Operations Manager i Event Management Foundation 5 Pack Operations Bridge Nodes; Restrictions apply: Database support is limited to PostgreSQL and a maximum of 2000 Operations Bridge Nodes are supported with one Operations Bridge Express Edition Suite Implementation. ▪ 1 Monitoring Automation for Composite Applications 5 Pack Operations Bridge Nodes.
Operations Bridge Express Edition Suite – 50 Pack	▪ 1 Operations Manager i Event Management Foundation 50 Pack Operations Bridge Nodes; Restrictions apply: Database support is limited to PostgreSQL and a maximum of 2000 Operations Bridge Nodes are supported with one Operations Bridge Express Edition Suite Implementation. ▪ 1 Monitoring Automation for Composite Applications 50 Pack Operations Bridge Nodes.
Operations Bridge Suite Express Edition V2 – 5 Pack	▪ 1 SiteScope Solution Templates, WebSphere MQ, and COM+ Application Monitors 5 Pack Operations Bridge Nodes. ▪ 5 SiteScope URL including URL Content, URL List, URL Sequence, Web Service, Link Check, XML Metrics per Operations Bridge Node.
Operations Bridge Suite Express Edition V2 – 50 Pack	▪ 1 SiteScope Solution Templates, WebSphere MQ, and COM+ Application Monitors 50 Pack Operations Bridge Nodes. ▪ 5 SiteScope URL including URL Content, URL List, URL Sequence, Web Service, Link Check, XML Metrics per Operations Bridge Node.

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Suite	Offering includes
OpenText AI Operations Management Express Unit	OpenText AI Operations Management Express Unit includes one of the following capabilities and is licensed by Operations Bridge Unit: ▪ SiteScope Solution Templates, and SiteScope Application Monitors for COM+ and WebSphere MQ or ▪ Monitors of the following type: URL, URL Content, URL List, URL Sequence, Web Service, Link Check, XML Metrics, or ▪ URL and WebScript Transaction monitoring ▪ Vertica license only for Operations Bridge versions 2025.4 and later ○ Use of a Vertica data storage component with a limit of 10 TB. Storage is measured in Raw Data Size for data stored in one or multiple Vertica instances and Licensee is permitted to load, store and analyze data intended only for the delivery of capabilities and functions specific to the Operations Bridge Suite software products. ○ Customers with more than one OpenText ITOM suite can combine the license capacity of every suite into a single Vertica capacity for shared reporting / analytics use case. Each suite needs to have a significant volume (more than 1 node data) loaded into the Vertica to be called a shared use case. The combined license capacity can be also distributed across multiple Vertica deployments, e.g. if customer likes to manage different (high secure) environments by different ITOM product deployments (incl. dedicated Vertica instances). ○ End-customer's third-party tools are permitted to access data stored in Vertica, but data may not be loaded or used for purposes other than as described. ○ An additional Vertica Expansion license is required for additional data capacity. Each Vertica Expansion Add-on license permits ITOM product licenses to divide the Add-on aggregate capacity as required within a single ITOM product or across multiple ITOM products for a given Vertica deployment, within the usage guidelines as listed above. The Vertica Expansion Add-On SKU for ITOM Products is only available for Vertica version 9.1 or higher. ▪ Cloud Observability (Infrastructure Observability off cloud)
Operations Bridge Premium Edition Suite – 5 Node Pack	▪ 1 Operations Manager i Event Management Foundation 5 Pack Operations Bridge Nodes. ▪ 1 Monitoring Automation for Composite Applications 5 Pack Operations Bridge Nodes. ▪ 1 Business Value Dashboard per 1000 Operations Bridge Nodes (for Operations Manager i 10.10 and higher). ▪ For versions 2021.08 and earlier, Operations Bridge Edition includes Operations Bridge Reporter (OBR) Standard for 5 nodes, until the OBR obsolescence date posted on the Support link at https://www.opentext.com/lifecycle
Operations Bridge Premium Edition Suite – 50 Node Pack	▪ 1 Operations Manager i Event Management Foundation 50 Pack Operations Bridge Nodes. ▪ 1 Monitoring Automation for Composite Applications 50 Pack Operations Bridge Nodes. ▪ For versions 2021.08 and earlier Operations Bridge Edition, includes Operations Bridge Reporter (OBR) Standard for 50 nodes until the OBR obsolescence date posted on the Support link at https://www.opentext.com/lifecycle

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Suite	Offering includes
OpenText AI Operations Management Premium Unit	All monitoring tools, services, and collectors that populate data into the Operations Platform, for use cases that access the consolidated data stored in the Operations Platform, must be properly licensed by Operations Bridge Unit. These use cases include but not limited to, Stakeholder Dashboards, OPTIC Reporting, 3rd-party BI Tools, Cloud Observability, and Application Observability. Operations Bridge Premium Edition Unit Software includes the following licenses: ▪ Operations Manager i Event Management Foundation ▪ Monitoring Automation for Composite Applications ▪ For versions 2021.08 and earlier, Operations Bridge Edition Operations Bridge Reporter (OBR) Standard until the obsolescence date for OBR posted on the Support link at https://www.opentext.com/lifecycle. ▪ For Operations Bridge Suite versions later than 2021.08, OPTIC Reporting ▪ Unlimited Stakeholder Dashboards (Business Value Dashboard) ▪ Topology Based Event Correlation ▪ Vertica license only for Operations Bridge versions 2020.08 and later ○ Use of a Vertica data storage component with a limit of 20 TB. Storage is measured in Raw Data Size for data stored in one or multiple Vertica instances and Licensee is permitted to load, store and analyze data intended only for the delivery of capabilities and functions specific to the Operations Bridge Suite software products. ○ Customers with more than one OpenText ITOM suite can combine the license capacity of every suite into a single Vertica capacity for shared reporting / analytics use case. Each suite needs to have a significant volume (more than 1 node data) loaded into the Vertica to be called a shared use case. The combined license capacity can be also distributed across multiple Vertica deployments, e.g. if customer likes to manage different (high secure) environments by different ITOM product deployments (incl. dedicated Vertica instances). ○ End-customer's third-party tools are permitted to access data stored in Vertica but data may not be loaded or used for purposes other than as described. ○ An additional Vertica Expansion license is required for additional data capacity. Each Vertica Expansion Add-on license permits ITOM product licenses to divide the Add-on aggregate capacity as required within a single ITOM product or across multiple ITOM products for a given Vertica cluster, within the usage guidelines as listed above. The Vertica Expansion Add-On SKU for Micro Focus ITOM Products is only available for Vertica version 9.1 or higher. Also included are one of the following licenses: ▪ SiteScope Solution Templates, and SiteScope Application Monitors for COM+ and WebSphere MQ, or ▪ SiteScope monitors of the following type: URL, URL Content, URL List, URL Sequence, Web Service, Link Check, XML Metrics, or ▪ SiteScope URL and WebScript Transaction monitoring ▪ Operations OS Instance, Operations OS instance Real-time Add-On for Agent based monitoring, or ▪ Management Pack for Application Monitoring, or ▪ Business Process Monitor for Synthetic Transaction Monitoring, or ▪ Real User Monitor

Additional License Authorizations

For OpenText™ AI Operations Management (Operations Bridge) products

Suite	Offering includes
OpenText AI Operations Management Premium Analytics Add-On 1 Unit Software	▪ A license for AI Operations Management Premium Edition is a prerequisite for the Analytics Add-on (additional fees apply). ▪ Analytics Add-on unit quantity must match the unit quantity of the AI Operations Management Premium Edition to which it is applied. ▪ AI Operations Management Premium Analytics Add-on includes the right to use Auto Event Correlation (AEC), Anomaly Detection, Incident Prevention, and includes Operations Bridge Analytics (OBA) up to version 25.4. ▪ 10 Aviator units
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