



# AVEVA™ Client Activated License Management (CALM) Service Description



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# Client Activated License Management (CALM)

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## Document Purpose and Audience

### Document Purpose

This document describes AVEVA Client Activated License Management (AVEVA CALM), including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT Services service description, which describes the common services available for all functional digital services on CONNECT. Any additions or exceptions to the common services are described in this document.

### Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA cloud offers in their own IT landscape.

## About AVEVA Client Activated License Management

AVEVA Client Activated License Management is a self-service licensing solution, built using cloud-native technology, that enables customers to manage their on-premises entitlements. AVEVA CALM may be used for fixed licenses (initial, annual renewal, free of charge, and fixed rental licenses), or flexible rental entitlements for on-premises software.

AVEVA CALM will be used to request and manage on-premises entitlements using AVEVA Licensing System (ALS) and AVEVA Enterprise Licensing System (AELS) under the AVEVA Flex program.

AVEVA CALM was formerly known as CALM2 to distinguish it from the now-obsolete CALM1.

### How it works

The customer purchases a set number of Flex Credits at the start of, or during, a contract. The contract provides a list of available products along with the product's associated cost per the AVEVA CALM rate plan.

Customers may use AVEVA CALM's self-service functionality to set up their server for AVEVA Licensing System (ALS) and place an order for rental products against a given server.

AVEVA Enterprise License System (AELS) uses the concept of sites rather than servers. AELS licensing is managed by AVEVA administrators to ensure AELS license attribution against the correct site.

After placing an order in AVEVA CALM, a license is requested and generated. The license file may be downloaded and installed to the relevant license server or site. The license file provides access to the latest version of each product available for download from the AVEVA Knowledge and Support Center website.

### **Key Features**

Customers may:

- Create a new license request
- Download license files
- Manage servers or sites
- View their order history
- Manage projects
- Enable approval of license requests

### **Key Benefits**

- Increased license management flexibility, scalability, and accessibility, while reducing technical complexities and internal support costs.
- Simplified and standardized credit and token solutions across AVEVA offerings.
- Enhanced security with access and authentication powered by CONNECT.
- Improved business intelligence to users driven by a powerful and efficient cloud-based database.
- Enhanced user experience that is consistent with other CONNECT licensing products.

## **Service Overview**

AVEVA Client Activated License Management is a self-service portal launched within CONNECT where customers, AVEVA users, and AVEVA Account Managers may manage license requests for ALS- and AELS-configured products.

AVEVA CALM allows users to define servers and sites with which to associate the relevant licenses. Users may then order licenses against products defined in the CONNECT credit agreement. These licenses remain available to authorized users with access to AVEVA CALM.

### **User Management**

All AVEVA CALM users, user groups, and roles are defined and managed using CONNECT.

There are three access levels:

- CALM-ReadWrite - Customer License Administrator (CLA)  
CLA users create orders and new license requests, and manage servers and projects.
- CALM-Read - Customer User Read Only  
CALM users with read only access may view orders and order details, view reports, and access and download license files.
- CALM-Admin - AVEVA License Administrator (ALA)  
ALA users can cancel orders, manage CALM settings, and disable and delete servers

The table below outlines AVEVA CALM permissions for each role.

**Note:** CONNECT permissions and access are not defined in this table or in this service description.

Category	Activity	Customer License Administrator (CLA)	Customer User Read Only	AVEVA License Administrator (ALA)
Orders	View orders (see high- and low-level of detail)	X	X	X
	Draft and submit AVEVA CALM orders	X		X
	Access and download licenses	X	X	X
	Cancel orders	1		X
Servers	View AVEVA CALM servers (see high- and low-level of detail)	X	X	X
	Create, edit, and delete servers	2		X
	Disable servers			X
Reports	View and download AVEVA CALM reports	X	X	X
Settings	View and manage AVEVA CALM reports			X
Approvals	View and manage AVEVA CALM approvals	3		

Key:

- Orders may be canceled only if licenses have not been downloaded.
- Server may be deleted only when it has not been used.
- (Optional) Customer License Administrators with Admin permissions may permit certain users to review and approve license requests.

## Service Limitations

AVEVA Client Activated License Management has the following limitation:

- AVEVA CALM is available only in English.

## Regional Cloud Availability

AVEVA Client Activated License Management is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web application can be accessed via any supported web browser.

AVEVA CALM is available for deployment in the following public cloud regions:

- Europe West - Netherlands

## Hardware and Software Requirements

AVEVA Client Activated License Management is executed through application streaming technology, therefore, client hardware requirements are minimal. Client software requirements are given below

Component	Minimum/Recommended
Web browser	Most HTML5 compatible browsers, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.

## Security Standards and Compliance

For enhanced security AVEVA Client Activated License Management follows this practice:

**Access control:** Each AVEVA CALM user requires a CONNECT account, provided as part of the customer subscription when signing the CONNECT framework agreement.

## Decommission of the Service

Upon request and confirmation from the customer to decommission a CONNECT service, AVEVA will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service.

**Production Data:** Data is retained for at least 30 days after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.

## High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Client Activated License Management follows the timelines described below.

- **Database Storage**

Because AVEVA CALM is available through CONNECT, the procedures for data storage, backup, and retention are the same as CONNECT. For more information, see the CONNECT Services service description.

- **Disaster Recovery**

In the event of a service failure, AVEVA initiates a recovery process in accordance with RPO and RTO objectives for CONNECT, which are:

Cloud Service	Recovery Point Objective (RPO)
AVEVA CALM	1 hour

Cloud Service	Recovery Time Objective (RTO)
AVEVA CALM	24 hours

## Service Level Commitment

AVEVA Cloud Services are governed by the AVEVA General Terms and Conditions.

The AVEVA Cloud Service Level Commitment is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

Service level agreements are not applicable for license generation.

Both documents are available on the AVEVA web site at <https://www.aveva.com/en/legal>.

## Additional Services

AVEVA offers an extensive collection of Customer Success Accelerators, well-defined, outcome-based services that are designed to ensure you realize the maximum benefit from your investment in our software through all the lifecycle stages of your software application.

For more details, visit the Customer Success Accelerators site at <https://www.aveva.com/en/support/customer-first/success-accelerators/>.