

StarWind Virtual SAN®

StarWind Virtual SAN® is entirely software-based hypervisor-centric storage, which is installed and supported on Windows Server OS starting from Microsoft Windows Server 2008 R2 and upwards (please review our system requirements at www.starwindsoftware.com/system-requirements). StarWind Virtual SAN™ completely eliminates the need for an expensive SAN or NAS or other physical shared storage, and it can be utilized in either Hyper-Converged (Compute and Storage Layers run on the same physical servers) or Compute and Storage separated (Compute and Storage Layers run on separate physical servers) use-cases for Microsoft Scale-Out File Servers and SMB 3.0, VMware, and XEN environments.

StarWind Virtual SAN® provides enterprise-level features, including:

- Synchronous Replication/High Availability (HA) with Unlimited Scale-Out Nodes
- Asynchronous/WAN Replication
- Log Structured File System (LSFS)
- Snapshots/Offloaded Snapshots
- Inline Data Deduplication
- High-Speed L1 and L2 RAM and SSD Caching
- Hyperconverged and Dedicated Storage Fabric

StarWind® Virtual Tape Library (VTL)

StarWind® Virtual Tape Library (VTL) converts inexpensive high capacity SATA drives into virtual tapes, emulating traditional physical tape drives, auto-loaders, and tape libraries. StarWind VTL is installed and supported on Windows Server 2012 R2, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016.

StarWind® Cloud VTL for AWS and Veeam

StarWind® Cloud VTL for AWS and Veeam integrates cost-efficient Amazon S3 and Glacier cloud storage tier into the backup infrastructure providing compliance with the 3-2-1 backup rule. Being integrated with Veeam Availability Suite™, the solution delivers flawless data protection and reduces backup costs.

How StarWind Products are Licensed

StarWind Virtual SAN®

StarWind Virtual SAN® Standard Edition: Intended for SMB's and Remote Offices/Branch Offices (ROBO). Each node is licensed to create up to 4TB of synchronously replicated volumes, and allows creating single targets (Non-HA) with an unlimited capacity, is scalable to an unlimited number of nodes. The license is non-upgradable. This license includes 1 year of Standard Annual Support and Maintenance (ASM). Please refer to "Feature Comparison Chart" for all included features.

StarWind Virtual SAN® Professional Edition: Intended for SMBs and Remote Offices/Branch Offices (ROBO) which are willing to expand their infrastructure to enter the Enterprise market. Each node is licensed to create 8TB of Highly Available storage, is scalable to an unlimited number of nodes. The license is provided per one node, with a minimum package of two nodes. The license is non-upgradable. This license includes 1 year of Standard Annual Support and Maintenance (ASM). Please refer to "Feature Comparison Chart" for all included features.

StarWind Virtual SAN® Enterprise Edition: The license is provided per one node, with a minimum package of two nodes, is Scalable to an unlimited number of nodes, no storage capacity limitations, and provides the ability to add Asynchronous Replication to the cluster. The license is non-upgradable. The license includes 1 year of Standard Annual Support and Maintenance (ASM). Please refer to "Feature Comparison Chart" for all included features.

StarWind Virtual SAN® Datacenter Edition: This is a premium edition from StarWind, which includes the following for a single site/datacenter: Unlimited Nodes, Unlimited Capacity and Asynchronous Replication. The license includes 1 year of Standard Annual Support and Maintenance (ASM). Please refer to "Feature Comparison Chart" for all features included.

Options/Add-Ons

StarWind Virtual SAN® Asynchronous/WAN Replication: This license allows creating asynchronous replication to a dedicated Disaster Recovery (DR) node. The license can be added to any StarWind Virtual SAN® Edition, and it is included with StarWind Virtual SAN® Datacenter Edition.

StarWind® Cloud VTL for AWS and Veeam

StarWind® Cloud VTL for AWS and Veeam Standard Edition: The license is limited to a single node and allows the creation of Disk-Based Virtual Tape Libraries for Back Up and Disaster Recovery needs with a 10TB Storage Capacity. It additionally provides the ability to replicate data to Amazon S3 and Glacier cloud storage. The license includes 1 year of Standard Annual Support and Maintenance (ASM).

StarWind® Cloud VTL for AWS and Veeam Enterprise Edition: The license is limited to a single node and allows the creation of Disk-Based Virtual Tape Libraries for Back Up and Disaster Recovery needs with unlimited Storage Capacity. It additionally provides the ability to replicate data to Amazon S3 and Glacier cloud storage. The license includes 1 year of Standard Annual Support and Maintenance (ASM).

StarWind® Cloud VTL for AWS and Veeam Datacenter Edition: The license allows creating Disk-Based Virtual Tape Libraries for Back Up and Disaster Recovery needs with an unlimited number of nodes and unlimited Storage Capacity for a single site. It additionally provides the ability to replicate data to Amazon S3 and Glacier cloud storage. The license includes 1 year of Standard Annual Support and Maintenance (ASM).

StarWind® Virtual Tape Library (VTL)

StarWind® Virtual Tape Library (VTL) Standard Edition: The license is limited to a single node, and allows the creation of Disk-Based Virtual Tape Libraries for Back Up and Disaster Recovery needs with a 10TB Storage Capacity. The license includes 1 year of Standard Annual Support and Maintenance (ASM).

StarWind® Virtual Tape Library (VTL) Enterprise Edition: The license is limited to a single node, and allows the creation of Disk-Based Virtual Tape Libraries for Back Up and Disaster Recovery needs with unlimited Storage Capacity. The license includes 1 year of Standard Annual Support and Maintenance (ASM).

StarWind® Virtual Tape Library (VTL) Datacenter Edition: The license allows creating Disk-Based Virtual Tape Libraries for Back Up and Disaster Recovery needs with an unlimited number of nodes and unlimited Storage Capacity for a single site. The license includes 1 year of Standard Annual Support and Maintenance (ASM).

StarWind Virtual SAN® Feature Comparison

All StarWind Virtual SAN® editions provide a full set of features with StarWind Asynchronous/WAN replication available as an add-on in Standard, Professional and Enterprise editions. Different StarWind Virtual SAN® editions provide different shared storage capacity.

Features and Capabilities	Standard	Professional	Enterprise	Datacenter
Technical Support	1 Year*	1 Year*	1 Year*	1 Year*
Minimum # of Servers per License	1	2	2	Unlimited**
Maximum Shared Storage Capacity	4TB	8TB	Unlimited	Unlimited
# of Concurrent iSCSI Connections	Unlimited	Unlimited	Unlimited	Unlimited
# of Ethernet Ports	Unlimited	Unlimited	Unlimited	Unlimited
# of Served Disk Drives	Unlimited	Unlimited	Unlimited	Unlimited
Image File	✓	✓	✓	✓
Log Structured File System LSFS	✓	✓	✓	✓
Deduplication	✓	✓	✓	✓
Thin Provisioning	✓	✓	✓	✓
Snapshots	✓	✓	✓	✓
Auto-Tiered Snapshots	✓	✓	✓	✓
SPTI	✓	✓	✓	✓
IPSec, CHAP, ACL, iSNS	✓	✓	✓	✓
L1 RAM Cache (Write Back/Write Through)	✓	✓	✓	✓
L2 SSD Cache (Write Back/Write Through)	✓	✓	✓	✓

Synchronous Mirroring/HA	✓	✓	✓	✓
Remote Asynchronous/WAN Replication	Add-On	Add-On	Add-On	✓
Automatic Failover	✓	✓	✓	✓
Failback with Fast Synchronization	✓	✓	✓	✓
Event Log	✓	✓	✓	✓
Event Notifications (Popup, SMTP)	✓	✓	✓	✓

* Multiyear support is discounted and available upon request.

** For a single location.

License Key Activation

You can generate a license key for all StarWind software product trial versions on the official website: <https://www.starwindsoftware.com/registration-starwind-virtual-san>.

The licensing mechanism does not require activation over the Internet and allows activation of the software using the license key. To generate the license key for the commercial version of StarWind products, please contact sales: sales@starwindsoftware.com.

Technical Support and Annual Support and Maintenance (ASM) Renewals

A license renewal fee is applied after the expiration of Annual Support and Maintenance (ASM). The fee applied starts at 20% of the Manufacturer's Suggested Retail Price (MSRP) for each year of current license maintenance. StarWind provides a 90-Day grace period for ASM renewals.

*If ASM is not renewed after the 90-Day period, the penalty for the expired period, equal to a twofold ASM MSRP, will be applied.

Free trial technical Support:

All customers that evaluate a 30-day Free Trial product will receive 30 days of free technical support through their Account Manager as defined in the End User License Agreement (EULA). Free support is provided via email and the online forum on a best effort basis. The thirty-day period starts on the installation date of Trial licenses.

Post-Sale Support:

Post-Sale Support can be Standard or Premium. Each purchased copy of StarWind software includes one year of Standard Technical Support. 24/7 Premium Technical Support plan can be purchased for an additional fee. The response time is defined in accordance with the support plan purchased and the issue severity level.

Annual Support and Maintenance (ASM):

Annual Support and Maintenance provides major and minor product version upgrades and technical support for the indicated term. Major version upgrades are indicated by an increase in the first digit of the version number, i.e. 5.0 to 6.0, etc. ASM can be purchased for 1, 2, 3, 4 or 5 years.

More info is available at: <http://www.starwindsoftware.com/support>.

Support Programs

Support Offerings	Standard Support	Premium Support
Forum	✓	✓
Email	✓	✓
Phone	✓	✓
Remote Support Session	✓*	✓

Installation/Configuration Assistance **	Standard Support	Premium Support
OS Configuration for Proper StarWind Operation	✓	✓
Network Performance Tuning	✓	✓
Disk Performance Tuning	✓	✓
SAN Solution Configuration	✓	✓

*Standard Support Plan provides remote session assistance for Severity 1 production issues.

** StarWind does not offer assistance configuring 3rd party client-side hosts.

Severity Levels

- **Severity 1:** any issue that is caused by StarWind software and prevents a production system from functioning while no immediate workaround is available.
- **Severity 2:** any issue that is caused by StarWind software and prevents a production system from functioning and a workaround exists.
- **Severity 3:** any non-critical issue that is caused by StarWind software; a production system is able to function. Any other issues such as general questions are classified as Severity 3.

Severity Level	Standard Support	Premium Support
Severity 1	4 Business Hours*	1 Hour
Severity 2	8 Business Hours*	4 Hours
Severity 3	12 Business Hours*	4 Business Hours*

* StarWind business hours:

EMEA Office: Monday–Friday, 8 AM–5 PM;

GMT USA Office: Monday–Friday, 9 AM–6 PM EST.

Annual Support and Maintenance can be purchased for 1, 2, 3, 4 or 5 years. ASM is required for all perpetual license purchases.

* Multiyear support is discounted and available upon request.

Contacts

US Headquarters	EMEA and APAC
 1-617-449-7717	 +44 20 3769 1857 (UK)
 1-617-507-5845	 1-866-790-2646

Customer Support Portal: <https://www.starwind.com/support>
Support Forum: <https://www.starwind.com/forums>
Sales: sales@starwind.com
General Information: info@starwind.com



StarWind, 35 Village Rd., Suite 100, Middleton, MA 01949 USA www.starwind.com ©2017, StarWind.
All rights reserved.