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Nebula License Reform Notification

Starting from April 11, 2021, all Nebula customers will be updated to our new **per-device licensing model** as our co-termination licensing model will sadly come to an end.

Why the change?

Simplification is by far the main driver in the change, after receiving a lot of feedback from partners and clients. We have decided to evolve the licensing to become much simpler to understand and manage. The change to per-device licensing allows IT teams to maintain various expiration dates across devices, sites or organizations. Each Organisation can have a single shared expiration, which will be manageable through our new Circle licence management platform for channel partners (supporting Nebula later this year).

Additionally, Nebula Control Center (NCC) Pro Pack licenses will move to flat rate pricing across all product types, making it much simpler for purchasing, managing and renewing.

Unification is another factor for our ever evolving platform. As we begin to advance and bring in more sophisticated devices like the USG FLEX series into Nebula, we need to maintain a simple migration path between on premise (traditional deployments) and our cloud platform. These changes will ensure that we bring a consistent, unified approach to the customer experience both in platform and licensing.



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Improved Packs This update will also introduce a new Plus Pack that includes a subset of the most commonly requested features for administering sites (from the current Pro Pack) at a much more affordable flat rate price (per device). We will also launch the Managed Service Provider (MSP) Pack that will facilitate cross-org management and help elevate the manageability in Nebula for MSP customers.

What are the changes?

Co-termination Licensing (Point based)

Effects Product/s	What will be changed & How	Takes Effect
<p>All Existing Co-termination (Point based licensing) which includes:</p> <ul style="list-style-type: none">▪ Annual NCC Pro Pack & NCC Pro Pack Points▪ Annual NSS Security Pack & NSS Security Pack Points	<p>All licenses will be converted automatically to new per-device based licenses taking the current expiry date of the organisation and applying it to each individual device.</p> <p>If you hold a key that has not been activated after the 30th March and before the December 31st 2021 it can be exchanged for a new per-device license. Please contact your local Zyxel team for more information.</p>	<p>April 11, 2021</p>



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Management & Analytics License/Service

Effects Product/s	What will be changed	How
Nebula Base Pack (Free)	<ul style="list-style-type: none"><li data-bbox="584 544 1294 624">▪ The device data and network activity history will be re-adjusted to 24-hour data<li data-bbox="584 743 1267 823">▪ The Nebula Cloud Authentication Server Users will be re-adjusted to 50 entries<li data-bbox="584 943 1272 1174">▪ Introduction of cloud-saving mode: NCC will automatically deactivate the collection of the traffic stats (except for the device's event log for troubleshooting) for users who have not logged in over 30 days.	<p data-bbox="1335 520 2029 600">Per-device licensing must still maintain the same Pack type across the organisation.</p> <p data-bbox="1335 679 2074 967">The organisation will be converted to the least compatible Pack, most of the time (Free) Base Pack, after 15-day grace period (when device licenses expired or when insufficient licenses due to unlicensed or lower licensed devices added) if there are not enough licenses to accommodate the same pack.</p> <p data-bbox="1335 1046 2040 1174"><i>For example, all device in a Pro Pack must all have a valid Per-device Pro Pack license to maintain Pro Pack features.</i></p>



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<p>Nebula Plus Pack (NEW)</p>	<ul style="list-style-type: none">▪ A new NCC feature set/service that will sit between Base Pack (Free) and Pro Pack	
<p>Nebula Pro Pack</p>	<ul style="list-style-type: none">▪ Standardisation on Pricing with single part code (SKU) across all product types which includes: Wireless Access Points, Network Switches and Security Gateways.▪ Product Feature set will remain the same/improved as more features are added.	
<p>Nebula Pro Pack Limited Lifetime (LLL)</p>	<ul style="list-style-type: none">▪ End-of-Sale from April 11, 2021▪ All devices registered with LLL will become Pro Pack but with no expiration date (keeping Lifetime	<p>Organisation will become Pro Pack and will allow you to add additional Pro Pack Per-device licensing. Existing LLL devices will remain Lifetime.</p>



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	<p>status).</p> <ul style="list-style-type: none">▪ Organisation with LLL will become Pro Pack allowing you to add additional Pro Pack Per-device licensing should you need to expand with more devices.	
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NEW Additional management service for Managed Service Providers (MSPs)

Effects Product/s	What will be changed	How
<p>Nebula MSP Pack (NEW)</p>	<ul style="list-style-type: none">▪ New license for NCC with new feature set – License is per user account rather than per-device and is to be used in conjunction with existing Packs (Base/Plus/Pro).▪ Allows for cross-ORG management features; including existing MSP Portal (from Base Pack), MSP branding (from Pro Pack) and new up-and-coming	<p>Up to 3-month trial is available upon request or automatically.</p> <p>Please contact your local Zyxel team for more information.</p>



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	features such as Admins and teams management, Cross-organisational synchronization and more to come.	
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Security License/Service (NSG Series)

Effects Product/s	What will be changed	How
Nebula Security Services (NSS) Security Pack	<ul style="list-style-type: none">No changes to services – the service will change from points based to per-device licensing.NSS-SP 2/4 Year License are no longer available.	Change from Point Based to Per-device will be converted automatically to new per-device based licenses taking the current expiry date of the organisation and applying it to each individual device.



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NEW Security License/Service (USG FLEX Series)

Effects Product/s	What will be changed	How
UTM Security Pack on Nebula (NEW)	Introduction of new security service for USG FLEX hardware supporting: <ul style="list-style-type: none">▪ UTM▪ Analytics, Reporting & Response▪ Security Profile Synchronization	Introduction of new licensed service along with the support for USG FLEX hardware within Nebula. With many more features to be added later in the year.
Secure WiFi on Nebula (NEW)	Introduction of new service for selected Wireless Access Points (AP) to support a direct tunnel from AP to a remote USG FLEX Gateway. Supporting a simplified approach to extending your office environment to end point users in remote or WFH environments.	



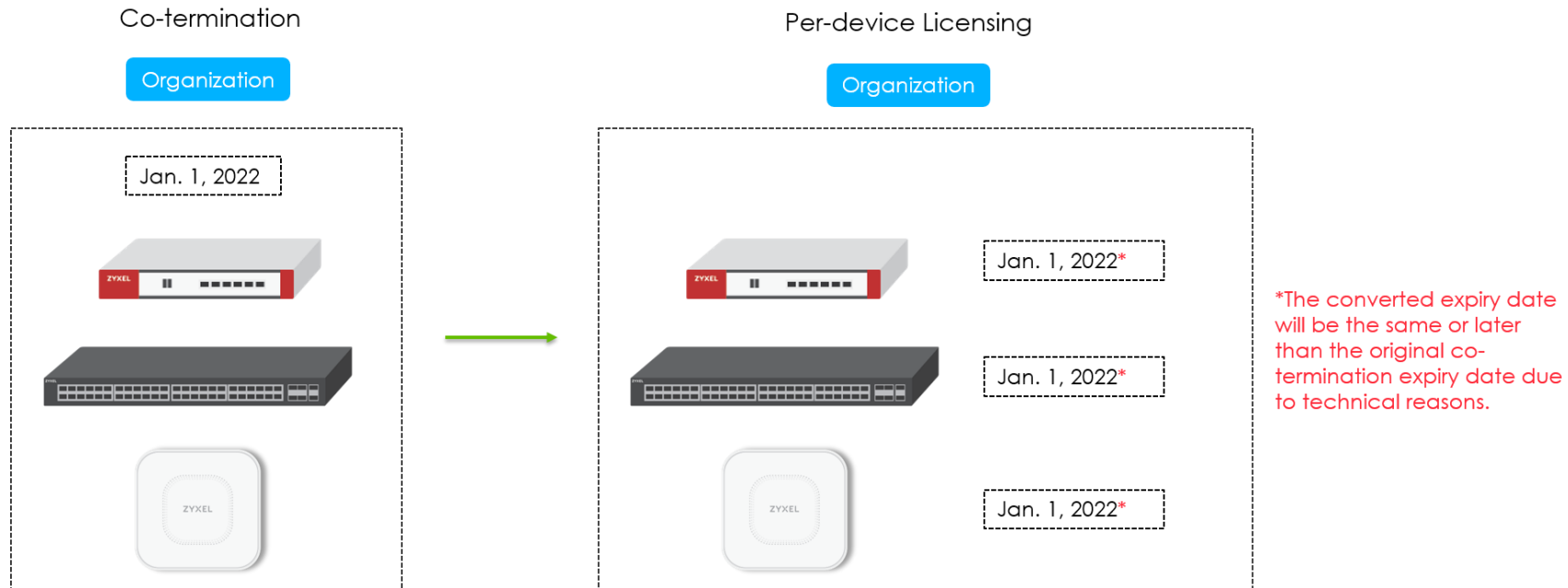
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Nebula License 2.0 Overview

Converting to Per-Device Licensing

Starting from April 11, 2021, the licensing model of Nebula Control Center (NCC) will be updated to a **per-device licensing model** as we retire the credit-based licensing with co-termination model.

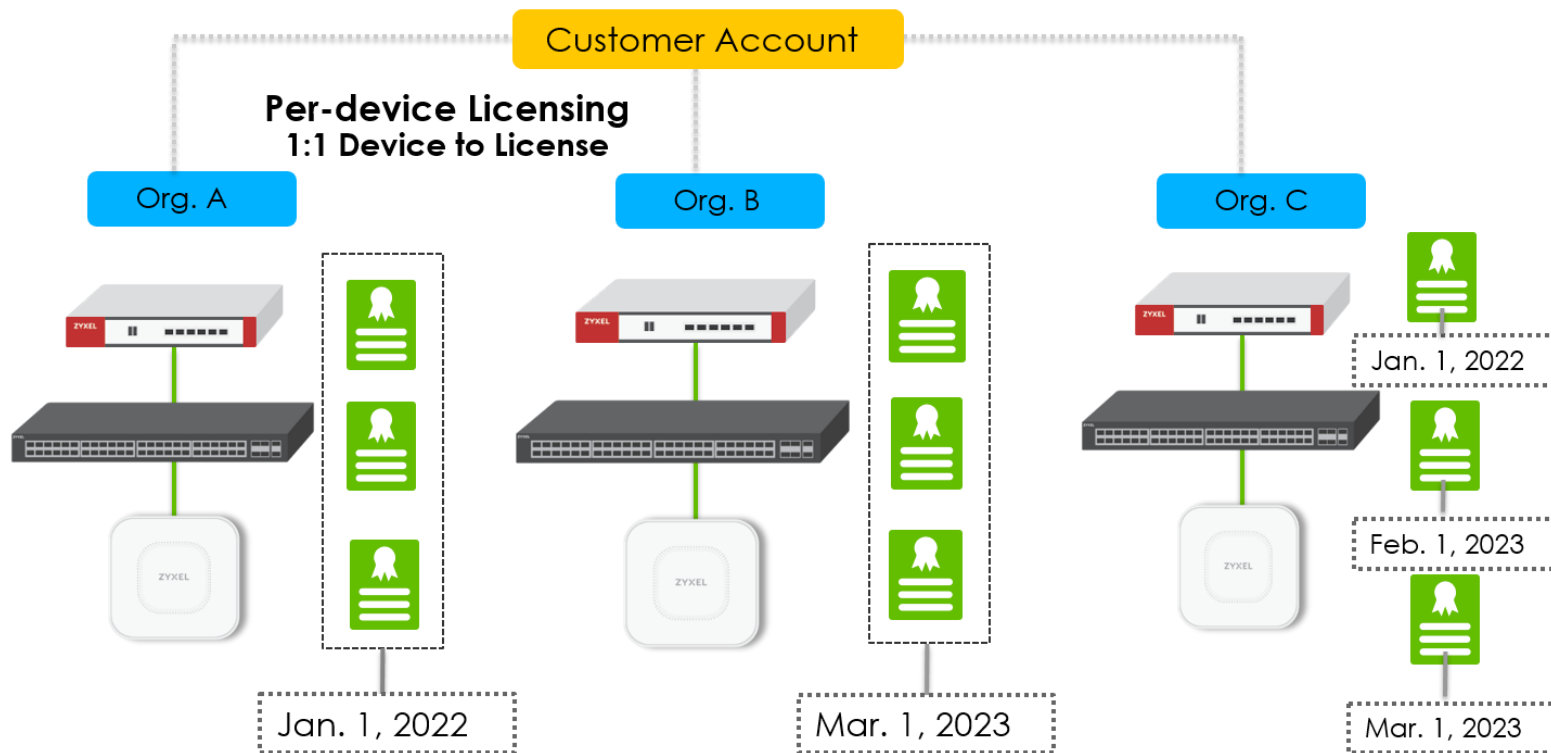
Under the Nebula License 2.0 structure, NCC will take the current organization expiration date and apply it across all devices within the organization.





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The per-device licensing allows IT teams to maintain various expiration dates across devices, sites or organizations. Each organization can have a single shared expiration, which will be manageable through our new Circle license management platform for channel partners (supporting Nebula later this year).



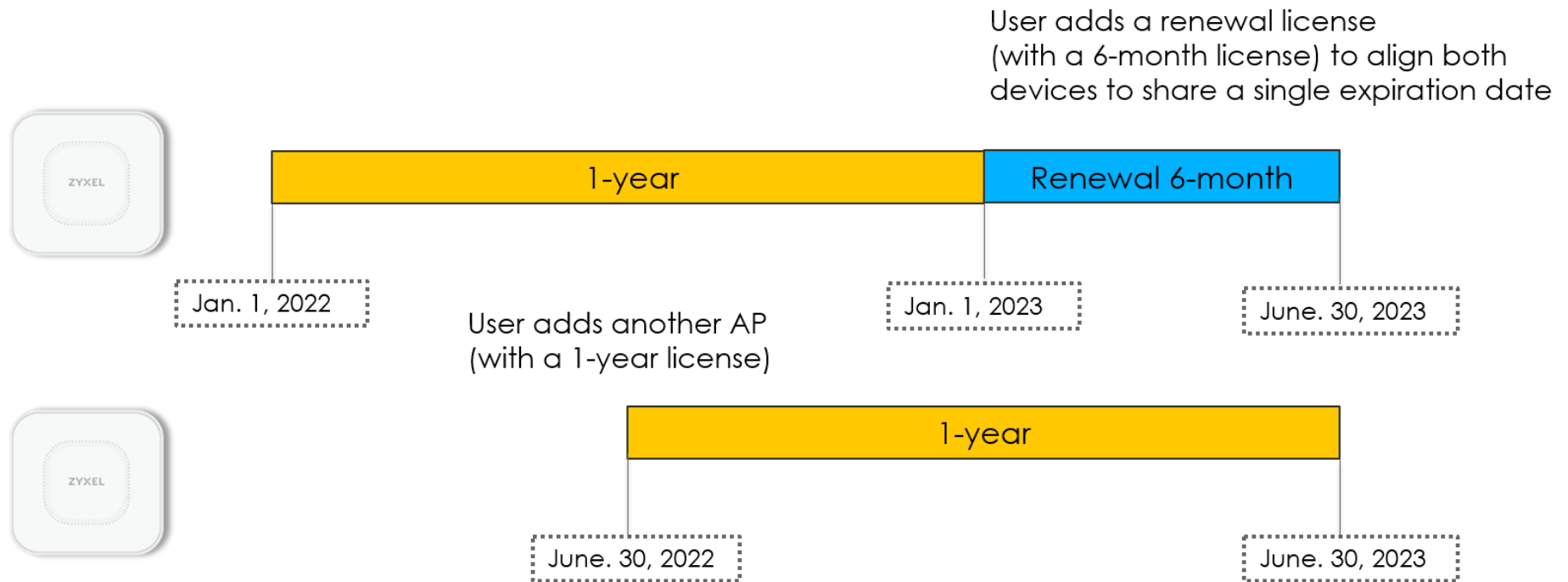
- The license and expiration date are tied directly to a device.
- Manage a single shared expiration per organization.
- Manage various expirations per device across the organization.



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Simple Way to Manage & Renew

In per-device licensing, users can easily calculate the expiration date when adding a new device with a license or applying a renewal.





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Per-device Licensing Features & Capabilities

1:1 Device to License



All-at-once or Partial renewals



30-day free trial period



15-day grace period



Transfer licenses or devices between organizations



- **License-Device Individually:** Assign a license to a specific device and maintain various expiration dates across devices, sites, or organizations or a single shared expiration, which will be manageable through our new Circle license management platform for channel partners (supporting Nebula later this year).
- **All-at-once or Partial Renewals:** Depending on whether you have a shared expiration date or various expiration dates within the organization, you have the ability to renew all your devices (with the same expiration date) at once, or a subset of devices (with various expiration dates) as you prefer.
- **30-day Free Trial Period:** When a **new** organization is created in NCC, a 30-day free trial of Nebula Pro Pack and NSS-SP Pack will be automatically given to the device (AP, Switch, and NSG series Gateway) added within the new organization.*



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- **15-day Grace Period:** device will have 15 days buffer from the time that the license expires to still work as usual and to renew the license.
- **Transfer Licenses/Devices Between Organizations:** Org owner and delegated admin. are able to move a license (or licenses & devices together) between the organizations without calling into Nebula support.

*All USG FLEX models will have a 30-day free trial license of UTM Security Pack. If a customer adds an USG FLEX bundled SKU (0102F) with an UTM Security Pack bundled license to an organization, NCC will automatically grant & activate a Pro Pack license aligning to that device's UTM Security Pack license terms as part of the bundled license service.

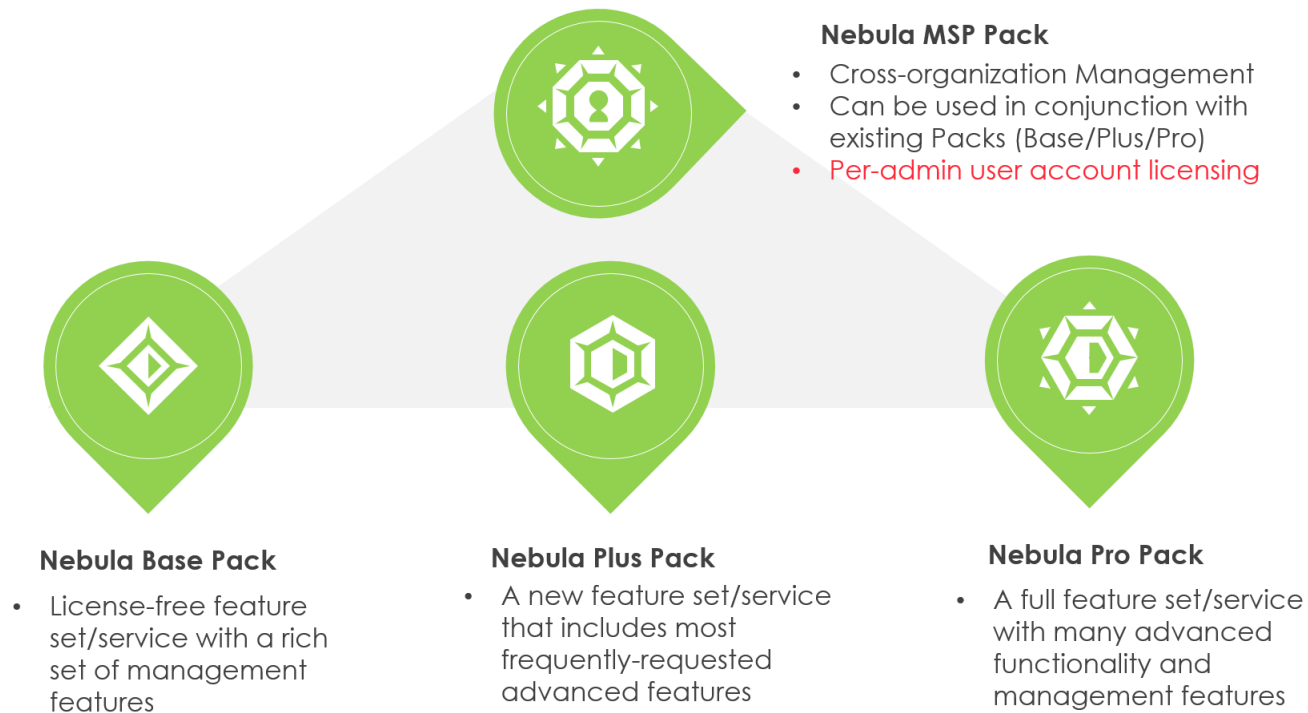


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Flexible Management License Subscription

Nebula Control Center (NCC) offers multiple subscription options to meet customers' needs. Whether you are looking for a complimentary option giving you some peace of mind at no extra cost, more control over your network updates and visibility, or even the most advanced management of cloud networking, Nebula is here to help you.

The details of what features are included in each Pack can be viewed online on Zyxel's Nebula webpage: [Click here](#)





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Flexible Security License Subscription

With the newest addition of USG FLEX Series firewall to the Nebula cloud management family, Nebula security solution further expands its offerings with holistic security and protection for SMB business networks.

The details about the security license subscription can be viewed online on Zyxel's Security Solution webpage: [Click here](#).



NSS Security Pack

- Security service & analysis reporting for IDP, Application Patrol, Content Filtering and Anti-virus of NSG Series



UTM Security Pack

- All-in-one UTM security service license add-on(s) to USG Flex Series Firewall
 1. Web Filtering
 2. IPS
 3. Application Patrol
 4. Anti-Malware
 5. SecuReporter
 6. Collaborative Detection & Response
 7. Security Profile Sync



Secure WiFi

- USG Flex license to manage remote access points (RAP) with the support of secured tunnel to extend corporate network to remote workplace

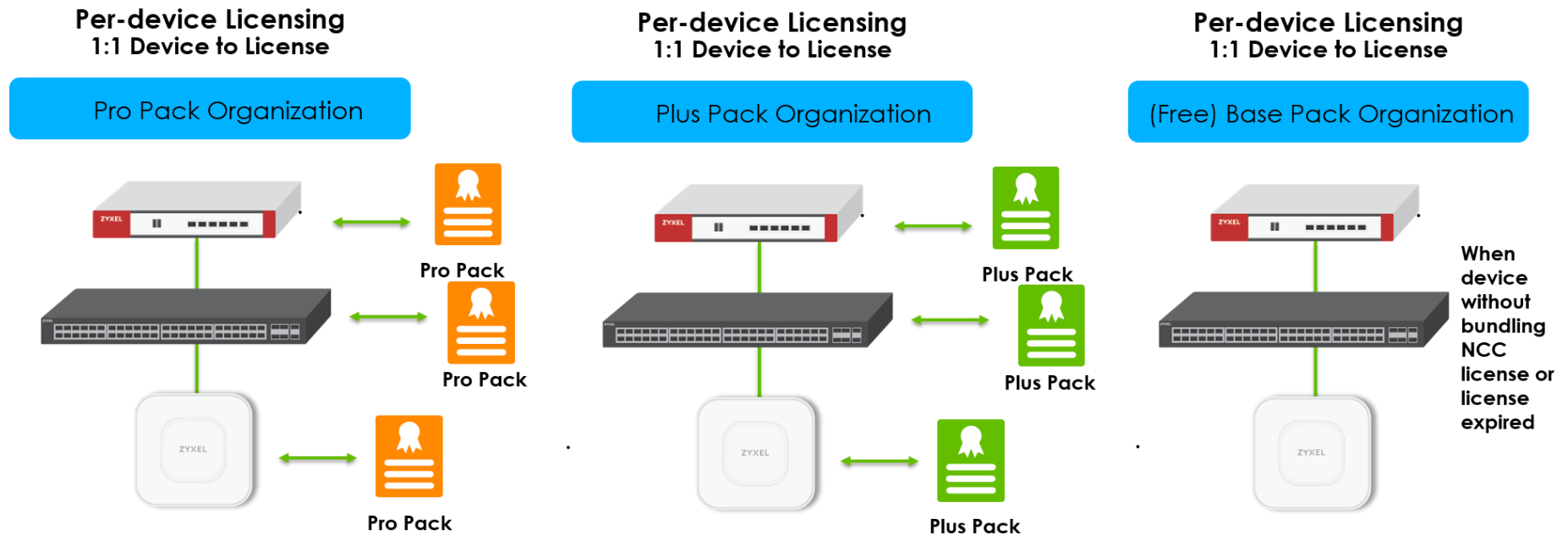


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Nebula License 2.0 Guidelines

The Same NCC Management License Pack Across the ORG

Under Nebula License 2.0 structure, licenses become device linked and with **the Per-device licensing for NCC, however the devices must maintain the same Management License Pack type across the organization.**





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- Similar limitation for USG FLEX's SPS feature, though the limited behavior is a bit different. The feature itself on NCC GUI requires devices that include UTM Security Pack to be configured, otherwise it will be grayed out until you remove the expired/unlicensed USG FLEX device(s).

Behavior of Base (license-free), Plus, and Pro Org.

1. Adding AP, Switch, NSG Device to Org. on NCC

Customers can add a device with or without a license associated with the device to any organization (Base, Plus, or Pro).

- If a device without a license associated with the device is added to a paid organization (Plus or Pro), customers must assign a valid license to that device to match the same Pack type of the organization **within the 15-day grace period** after adding the device, or the organization type will be converted to a Base (license-free) Pack.
- Customers can add new licenses in a Base (license-free) Org. and assign them to devices first. The licenses will not be activated for use until the customer decides to upgrade from a Base (free) Org. to a Plus or Pro Org. This behavior is the same for AP, Switch, and NSG devices bundled with a Pro Pack license.

2. Adding USG FLEX Device to Org. on NCC

If the customer chooses to add a USG FLEX device with a UTM Security Pack bundled license on NCC, at most a one-year Pro Pack bundled license will be added **and activated** to the USG FLEX device automatically. A new USG FLEX device with a UTM Security Pack bundled license will come with a one-year Pro Pack license by default when on NCC. For an existing USG FLEX device with an UTM Security Pack bundled license, if it was running on



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premise first and then migrating over to NCC, it will receive a Pro Pack automatically and its license time will be matched with the remaining license time of its UTM Security Pack.

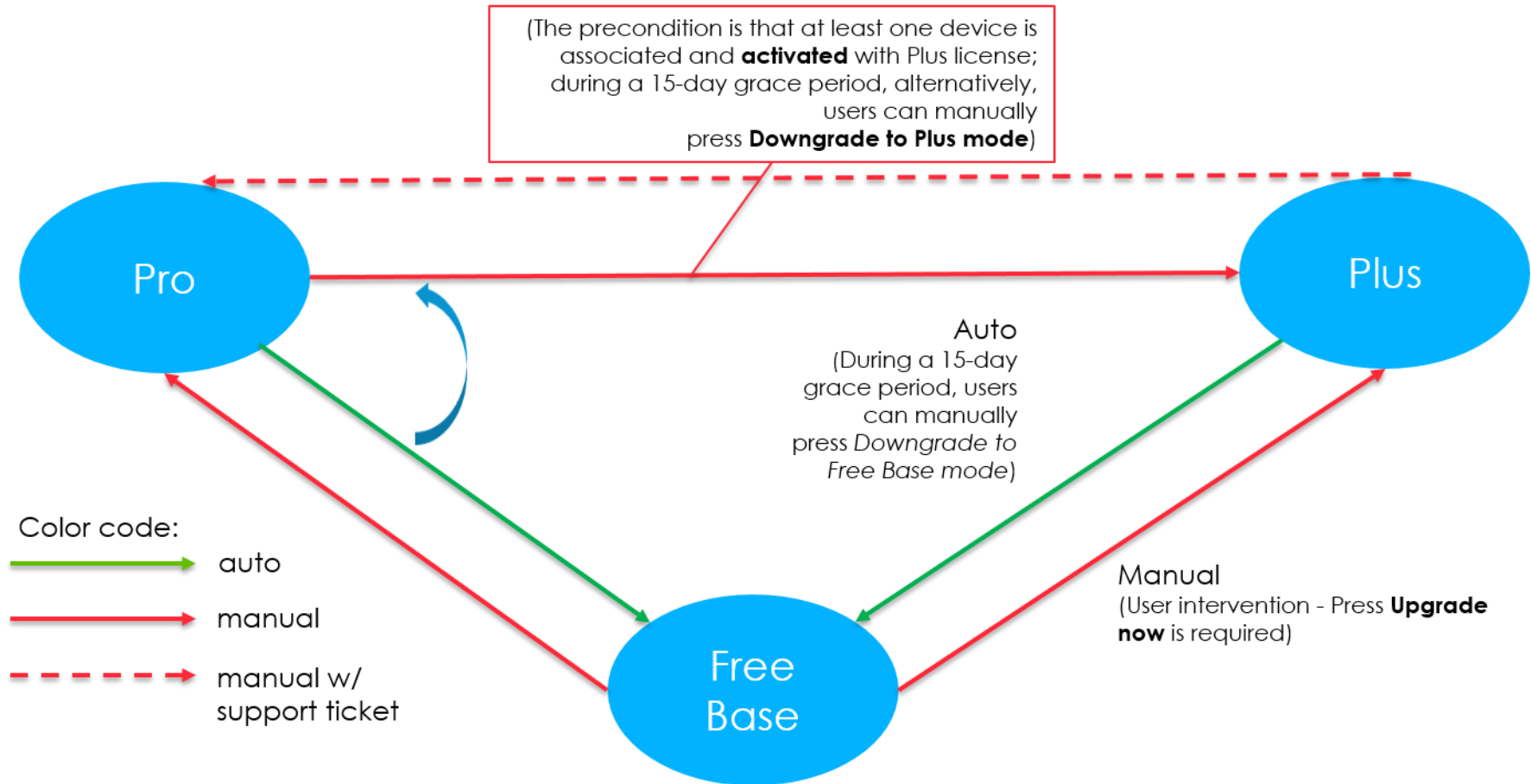
3. Converting Pack Type

- Upgrading from Base (license-free) Org. to Plus or Pro Org.: **All devices** within the organization need to have Plus or Pro Pack licenses associated with them and activated, respectively (even if it is for one day only) in order to enable the Nebula Plus or Pro Pack functionality.
- Downgrading from Pro or Plus Org. to Base (license-free) Org.: Customers who have no intention of adding a license to associate with the expired device nor removing the device from the organization, they can choose to convert the organization type from a Pro or Plus Org. to a Base (license-free) Org. prior to the 15-day grace period ends or they can wait until the period expires and their organization will be downgraded automatically. Please note that the other licensed Pro or Plus devices within the organization will still continue consuming their license time after the downgrade.
- Downgrading from Pro Org to Plus Org.:
 - If there is at least one Plus Pack license associated and activated on a device within the Pro Org. and customers intentionally want this downgrade option. Otherwise, the organization type will be converted to Base Org. as stated in the previous point.
- Upgrading from Plus Org. to Pro Org.:
 - Please contact Zyxel team to open a support ticket to upgrade. The reason is that there is no upgrade SKU for Plus to Pro Pack license, also the expiry time of Plus Pack licenses may vary within the organization due to per-device licensing even when every device has associated with a Pro Pack license.



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Converting Pack Type Summary





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30-Day Free Trial

When a **new** organization is created in NCC, a 30-day free trial period (not a per-device trial license) of Nebula Pro Pack and NSS-SP Pack will be automatically given to the device (AP, switch, and NSG series) added within the new organization.

All USG FLEX models (both 0101F and 0102F SKUs) will have a 30-day free trial license of UTM Security Pack. When added a USG FLEX bundled SKU (0102F) to an organization, NCC will automatically grant & activate a Pro Pack license aligning to that device's UTM license terms & time (including Trial and Standard license terms & time) as part of the bundled license service.

License States

- **Associated:** A license is considered associated when it has been assigned to a specific device.
- **Unassociated:** If the license has not been assigned (automatically or manually) to a device, it is considered unassociated.
- **Inactivated & Unassociated:** A license is not associated to any device and has not started to consume its license time.
- **Inactivated & Associated:** A license is assigned to a device, but it has not started to consume its license time. This typically happens when a customer adds an additional license to a device that already has an activated license. The added-license will become activated and start to consume its license time when the current license expires.
- **Activated & Associated:** A license has been associated with a device and is consuming its license time.



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Please note that

- Once a license has been activated, it will **continue consuming its license time through the expiration date in any condition.**
- A license cannot be “split” among devices. For example, if the customer purchases a new license key, they cannot split the license time into several fragments and assign them to multiple devices. **A license key cannot be split and can only be assigned (associated) to one device.**

Out-of-Licensing Compliance and Solutions

Under Nebula 2.0 structure, NCC is licensed on a “per-device” basis. Each device within a paid (Plus or Pro) organization is licensed for a certain number of years or months through the expiration date. When out of compliance, due to expired licenses or insufficient licenses, the customers will be notified.

If a licensing issue is not resolved within the 15-day grace period (when device licenses expired or when insufficient licenses due to unlicensed or lower licensed devices added), the organization type will be **converted to the least compatible Pack, most of the time (Free) Base Pack**, and the other licensed devices within the organization will still continue consuming their license time after the conversion.

1. Out-of-Compliance Examples

- License Expired: If a license associated with a device has expired, the customer must either:
 - Add a license to the device from the licenses and inventory page
 - Purchase a new license and apply it to the device or



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- Remove the device from the organization

Please note that removing the device from the organization will not unregister the device from the account. NCC does not support un-registering a device from an account.

- Insufficient licenses: if the device does not have a license associated with it, the customer must either:
 - Associate a license to the device from the licenses and inventory page
 - Purchase a new license and apply it to the device or
 - Remove the device from the organization

15-Day Grace Period

1. When licenses expired for devices: There will be a 15-day grace period from the time that the device license expired. If the customer applies a new license to the device within the 15-day grace period, the license's start date will be the date they apply the new license.
2. When insufficient licenses for Org. mode: There will be a 15-day grace period from the time that the unlicensed or lower licensed device added. If the customer applies a new or right license to the device within the 15-day grace period, the Org. will maintain its original license mode.

Transferring Licenses and Devices

Customers will have the ability to transfer licenses and devices between the organizations within the same account. In order to be eligible to perform this task, the customer must be the organization owner or delegated administrator.



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- 1. Transferring licenses:** It is allowed to transfer **non-bundled** licenses in all states between the organizations. A Plus or Pro Pack renewal license added to a device is transferable to another device in the License and inventory page. For example, if an AP (NAP102) has a non-expired bundled license and a new renewal license, the customer can transfer the new renewal license to another device but cannot transfer the bundled license.
- 2. Transferring devices:** It is allowed to transfer a device to another organization. However, if transferring a device without a license associated with the device to a paid organization (Plus or Pro), customers must assign a valid license to that device **within the 15-day grace period** after adding the device, or the organization type will be converted to the (Free) Base Pack.

Extending Device Expiration Date (Renewal)

Customers can extend the expiration date by purchasing an additional license, by applying a valid license in the Licenses and inventory page, or retiring the existing device.

- **Purchasing an additional license:** If a customer wants to extend/renew the license, they can purchase an additional license and apply it to the device they want to extend/renew.
- **Applying a valid license in the Licenses and inventory page:** Customers can apply a valid (activated or not-yet-activated) license to any device to extend the expiration date of the device.
- **Retiring the existing device:** If a customer has an activated renewal license assigned to the retiring device, they can remove the license and assign it to the replacement device to extend its expiration date.