




# License Entitlements and Restrictions

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License restrictions applicable to all products:

- License restrictions with respect to any third party components included in the AppDynamics software, with which customers are required to comply, are located on the [Legal Notices](#) page.
- Compatibility limitations with respect to any third party components are located on the [Supported Environments](#) page.
- Customers are prohibited from using the MySQL database(s) included with the AppDynamics software with any other product or for any other purpose other than for the AppDynamics software as provided.
- Each unit of the products in the Application Performance Management section below includes one unit of Machine Agent and Universal Agent at no cost, but such Machine Agent and Universal Agent shall only be used on the instance of the OS being monitored by the purchased unit.
- Metric Data retention policy:
  - For on-prem deployments not using AppDynamics Cluster: Metric Data in one-minute increments are retained for 4 hours; Metric Data in ten-minute increments are retained for 48 hours; Metric Data in one-hour increments are retained for 365 days.
  - For on-prem deployments using AppDynamics Cluster: Metric Data in one-minute increments are retained for 48 hours; Metric Data in ten-minute increments are retained for 14 days; Metric Data in one-hour increments are retained for 365 days.
  - For SaaS deployments: Metric Data in one-minute increments are retained for 1 day; Metric Data in one-hour increments are retained for 365 days.
- Event Data retention policy: As described below, except that retention for on-premises deployments is configurable.
- Peak Edition - AppDynamics for Java, .NET or Node.js : During the License Term of the Subscription Licenses (or, if applicable, during the Maintenance and Support Term of perpetual licenses) on the applicable Order Form, End User may, once per calendar quarter and upon 24 business hours' written notice, exchange licenses among the following types of Software units: AppDynamics Pro Edition for Java, .NET and Node.js on a one-for-one basis, and separately AppDynamics Test & Dev Edition (each an "Exchangeable Group") for the same products on a one-for-one basis. For clarity, the list prices of all products within each Exchangeable Group (Pro Edition and Test & Dev Edition, respectively) are the same and through such exchanges, End User may not at any time use products with cumulative value exceeding the total list price of products on the applicable Order Form.
- Peak Edition - Browser or Mobile RUM: During the License Term of the Subscription Licenses (or, if applicable, during the Maintenance and Support Term of perpetual licenses) on the applicable Order Form, End User may, once per calendar quarter and upon 24 business hours' written notice, exchange licenses among the following types of Software units: AppDynamics Pro Edition for Browser Real User Monitoring and Browser Analytics for units of Mobile Real User Monitoring and Mobile Analytics on a one-for-one basis (and vice versa), and separately AppDynamics Test & Dev Edition for the same products (and vice versa) on a one-for-one

basis. End User may not exchange any AppDynamics for Browser Real User Monitoring licenses during any year in which End User has used any pageviews of such licenses. For clarity, the list prices of all products within each Exchangeable Group (Pro Edition and Test & Dev Edition, respectively) are the same and through such exchanges, End User may not at any time use products with cumulative value exceeding the total list price of products on the applicable Order Form.

- APM Any Language - APM Any Language customers are prohibited from instrumenting APM Any licenses on SAP application servers unless such customer has purchased the requisite AppDynamics for SAP - ABAP Agent(s).
- Upgrades - Upgrade entitle the customer to the entitlement of the product to which the customer is upgrading.
- Standard University Subscription - Customers that have purchased any of the software listed below under the heading "Application Performance Management" shall be entitled to access the AppDynamics University Self-Paced Library, subject to the conditions set forth in this paragraph. No greater than 20 unique users per month per AppDynamics account are entitled to this access. Access shall be limited to customers that have purchased this software either (i) on a subscription basis but remain current on payment of all subscription license fees, if any or (ii) on a perpetual basis but remain current on payment of all maintenance and support fees, if any. Customers may log in using AppDynamics account credentials.

## Entitlements

With respect to the AppDynamics software, each license unit on an order document entitles the customer to the following:

Product	Entitlement
<b>Peak</b>	
Peak Edition - APM Any Language / AppDynamics for Java, .NET or Node.js (SaaS)	<ul style="list-style-type: none"> <li>• One unit of APM Any Language / AppDynamics for Java, .NET or Node.js (SaaS); and</li> <li>• One unit of Transaction Analytics (SaaS); and</li> <li>• One unit of Network Visibility; and</li> <li>• One unit of Server Visibility</li> </ul>
Peak Edition - APM Any Language / AppDynamics for Java, .NET or Node.js (on-prem)	<ul style="list-style-type: none"> <li>• One unit of APM Any Language / AppDynamics for Java, .NET or Node.js (on-prem); and</li> <li>• One unit of Transaction Analytics (on-prem); and</li> <li>• One unit of Network Visibility; and</li> <li>• One unit of Server Visibility</li> </ul>
Peak Edition - Browser or Mobile RUM (SaaS)	<ul style="list-style-type: none"> <li>• One unit of Browser Real User Monitoring (SaaS) and one unit of Browser Analytics (SaaS); or</li> <li>• One unit of Mobile Real User Monitoring (SaaS) and one unit of Mobile Analytics (SaaS)</li> </ul>
Peak Edition - Browser or Mobile RUM (on-prem)	<ul style="list-style-type: none"> <li>• One unit of Browser Real User Monitoring (on-prem) and one unit of Browser Analytics (on-prem); or</li> <li>• One unit of Mobile Real User Monitoring (on-prem) and one unit of Mobile Analytics (on-prem)</li> </ul>

Peak Edition - APM Any Language Microservices (SaaS)	<ul style="list-style-type: none"> <li>The same entitlement as 5 APM Any Language (SaaS) units, restricted to use with the following: Docker Containers, all CloudFoundry-based providers, Redhat OpenShift, Heroku Dyno, Microsoft Azure App Services (including Azure WebApps, Azure WebJobs and Azure API Apps), Microsoft Azure Functions hosted on a Microsoft App Service plan, Microsoft Azure Service Fabric, Microsoft Azure Containers, Amazon Elastic Beanstalk, Oracle PaaS (Java and Node.js only) and Bluemix Containers; and</li> <li>One unit of Transaction Analytics (SaaS); and</li> <li>One unit of Network Visibility; and</li> <li>One unit of Server Visibility</li> </ul>
Peak Edition - APM Any Language Microservices (on-prem)	<ul style="list-style-type: none"> <li>The same entitlement as 5 APM Any Language (on-prem) units, restricted to use with the following: Docker Containers, all CloudFoundry-based providers, Redhat OpenShift, Heroku Dyno, Microsoft Azure App Services (including Azure WebApps, Azure WebJobs and Azure API Apps), Microsoft Azure Functions hosted on a Microsoft App Service plan, Microsoft Azure Service Fabric, Microsoft Azure Containers, Amazon Elastic Beanstalk, Oracle PaaS (Java and Node.js only) and Bluemix Containers; and</li> <li>One unit of Transaction Analytics (on-prem); and</li> <li>One unit of Network Visibility; and</li> <li>One unit of Server Visibility</li> </ul>
<b>Advanced</b>	
Advanced Edition - APM Any Language	<ul style="list-style-type: none"> <li>One unit of APM Any Language (on-prem or SaaS as applicable); and</li> <li>One unit of Network Visibility; and</li> <li>One unit of Server Visibility</li> </ul>
Advanced Edition - APM Any Language Microservices	<ul style="list-style-type: none"> <li>The same entitlement as 5 APM Any Language (on-prem or SaaS as applicable) units, restricted to use with the following: Docker Containers, all CloudFoundry-based providers, Redhat OpenShift, Heroku Dyno, Microsoft Azure App Services (including Azure WebApps, Azure WebJobs and Azure API Apps), Microsoft Azure Functions hosted on a Microsoft App Service plan, Microsoft Azure Service Fabric, Microsoft Azure Containers, Amazon Elastic Beanstalk, Oracle PaaS (Java and Node.js only) and Bluemix Containers; and</li> <li>One unit of Network Visibility; and</li> <li>One unit of Server Visibility</li> </ul>
<b>Application Performance Management</b>	
APM Any Language	One license unit from the following product types: AppDynamics for Java, .NET, Node.js, PHP, Python, Web Server, C++, Go, IBM Integration Bus, or the rights to monitor 16 Value Units of IBM Mainframe capacity.
APM Any Language Microservices (5pack)	The same entitlement as 5 APM Any Language units, restricted to use with the following: Docker Containers, all CloudFoundry-based providers, Redhat OpenShift, Heroku Dyno, Microsoft Azure App Services (including Azure WebApps, Azure WebJobs and Azure API Apps), Microsoft Azure Functions hosted on a Microsoft App Service plan, Microsoft Azure Service Fabric, Microsoft Azure Containers, Amazon Elastic Beanstalk, Oracle PaaS (Java and Node.js only) and Bluemix Containers.
AppDynamics for Java	Instrument a single JVM instance; snapshots are retained for 14 days unless archived
AppDynamics for Java Microservices	Instrument a single JVM instance with a heap allocation less than or equal to 1 GB  Note: This entitlement shall only apply to existing customers of AppDynamics for Java Microservices that have licensed a SKU for AppDynamics for Java Microservices. This entitlement is mutually exclusive with the entitlement to use AppDynamics for Any Language licenses.
AppDynamics for .NET	Instrument an unlimited number of CLR's, including .NET web applications, .NET Windows services, and .NET standalone apps, on a single Windows OS instance; snapshots are retained for 14 days unless archived  For APM Any Language Microservices, instrument an unlimited number of CLR's on a single instance of an application  For .NET on Microsoft Azure for Cloud Services, instrument an unlimited number of CLR's running in a single instance of a Microsoft Azure Web role or Worker role
AppDynamics for PHP	Instrument a single PHP runtime instance; snapshots are retained for 14 days unless archived

AppDynamics for Node.js	Instrument up to 10 Node.js processes per OS instance; snapshots are retained for 14 days unless archived
AppDynamics for Python	Instrument an unlimited number of Python processes running on a single OS instance; snapshots are retained for 14 days unless archived
AppDynamics for Web Server	Instrument an unlimited number of Apache Web Server instances on a single OS instance; snapshots are retained for 14 days unless archived
AppDynamics for C++	Instrument an unlimited number of C++ runtime applications on up to 3 OS instances using the software development kit; snapshots are retained for 14 days unless archived  Instrument an unlimited number of Ruby runtime applications on up to 3 OS instances using the Ruby agent; snapshots are retained for 14 days unless archived
AppDynamics for Go	Instrument up to 3 Go processes; snapshots are retained for 14 days unless archived. This is available as part of the APM Any Language license only.
AppDynamics for SAP - ABAP Agent	Instrument a single application server
AppDynamics for IBM Integration Bus	Instrument an unlimited number of IBM Integration Bus processes on 1 OS instance. This is available as part of the APM Any Language license only.
Universal Agent	Deploy on a single instance of an OS
<b>End User Monitoring</b>	
Browser Real User Monitoring (SaaS)	Instrument 10 Million Pageviews per 12-month period and access the AppDynamics-hosted EUM Cloud and AppDynamics-hosted Events Service; raw page requests and sessions are retained as Event Data. Customers may also choose to store raw Ajax or other events requests as Event Data, and every 5 requests stored consumes one Pageview. Event Data is retained for 8 days. Additional retention of Event Data for 30, 60 or 90 days is available as an add-on at additional cost, and requires the purchase of AppDynamics Browser Analytics (SaaS).
Browser Real User Monitoring (on-prem)	Instrument 10 Million Pageviews per 12-month period; raw page requests and sessions are retained as Event Data. Customers may also choose to store raw Ajax or other events requests as Event Data, and every 5 requests stored consumes one Pageview. Event Data is retained for 8 days by default. Customer is not entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service.
Mobile Real User Monitoring (SaaS)	Instrument 5,000 Active Agents per calendar month and access the AppDynamics-hosted EUM Cloud and AppDynamics-hosted Events Service. In addition, for each Active Agent unit, 500 events per day of the following types are stored on the event service as Event Data: network requests, sessions, breadcrumbs and custom data. Crash reports are retained for 365 days and all other Event Data is retained for 8 days. Additional retention of Event Data for 30, 60 or 90 days is available as an add-on at additional cost, and requires the purchase of AppDynamics Mobile Analytics (SaaS).
Mobile Real User Monitoring (on-prem)	Instrument 5,000 Active Agents per calendar month. In addition, for each Active Agent unit, 500 events per day of the following types are stored on the event service as Event Data: network requests, sessions, breadcrumbs and custom data. Crash reports are retained for 365 days and all other Event Data is retained for 8 days by default. Customer is not entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service.
Browser Synthetic Monitoring - Hosted Agent (SaaS)	Consume 40,000 units of 5-second blocks of time on AppDynamics' hosted synthetic network per calendar month, and use Business Performance Monitoring features on the synthetic Events Data, if applicable, which is retained for 13 months. Each run of a synthetic job is rounded up to the next 5 seconds. Unused time is not rolled over to the following month. Customer is entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service, both of which are required to use this product.

Browser Synthetic Monitoring - Private Agent - Per Location (SaaS)	Run a synthetic job that hits 1 page from 1 location (multiple units add together to run jobs that hit multiple pages from multiple locations), and use Business Performance Monitoring features on the synthetic Events Data, if applicable, which is retained for 13 months. A job that fails to hit any pages is counted as 1 page. Customer is entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service, both of which are required to use this product.
Browser Synthetic Monitoring - Private Agent - Unlimited Locations (SaaS)	Run a synthetic job that hits 1 page from any number of locations, and use Business Performance Monitoring features on the synthetic Events Data, if applicable, which are retained for 13 months. Customer is limited to 500,000 Pageviews per calendar month period. Unused Pageviews are not rolled over to the following month. A job that fails to hit any pages is counted as 1 page. Customer is entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service, both of which are required to use this product.
Browser Synthetic Monitoring - Private Agent - Per Location (on-prem)	Run a synthetic job that hits 1 page from 1 location (multiple units add together to run jobs that hit multiple pages from multiple locations), and use Business Performance Monitoring features on the synthetic Events Data, if applicable, which is retained for 13 months. A job that fails to hit any pages is counted as 1 page. Customer is not entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service.
Browser Synthetic Monitoring - Private Agent - Unlimited Locations (on-prem)	Run a synthetic job that hits 1 page from any number of locations, and use Business Performance Monitoring features on the synthetic Events Data, if applicable, which are retained for 13 months. Customer is limited to 500,000 Pageviews per calendar month period. Unused Pageviews are not rolled over to the following month. A job that fails to hit any pages is counted as 1 page. Customer is not entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service.
IoT for Connected Devices (SaaS)	Instrument 1,000 application instances that are embedded on a connected device (or multiple devices) per calendar month and access to the AppDynamics-hosted Events Service, with a data maximum of 50 GB per account per day. Only customers with at least 100,000 application instances that are (i) embedded on a connected device (or multiple devices), (ii) eligible to be instrumented AppDynamics for IoT and (iii) are actively in use by customer's end users shall be entitled to use AppDynamics for IoT. AppDynamics for IoT is only available to AppDynamics SaaS customers. An "eligible" application instance is an application that can be instrumented using AppDynamics' C/C++ SDK, Java SDK or AppDynamics Rest APIs (each for IoT). Event Data is retained for 8 days. Additional retention of Event Data for 30, 60 or 90 days is available as an add-on at additional cost.
<b>Business Performance Monitoring</b>	
Transaction Analytics (SaaS)	Instrument up to 1,000,000 business transaction events per 24-hour period and access to the AppDynamics-hosted Events Service, with a data maximum of 50 GB per account per day for the following product types: AppDynamics for Java, .NET, and Node.js. Data retention limited to 8 days. Additional retention of 30, 60, or 90 days available as an add-on.
Transaction Analytics (on-prem)	Instrument up to 1,000,000 business transaction events per 24-hour period (limited to 90 days of data storage) per license unit. Customer is not entitled to access the AppDynamics-hosted Events Service.
Browser Analytics (SaaS)	Instrument 10 Million Pageviews per 12-month period and access the AppDynamics-hosted EUM Cloud and AppDynamics-hosted Events Service; raw page requests and sessions are retained as Event Data with a default limit of 50 GB per account per day for each Event Data type. Customers may also choose to store raw Ajax or other events requests as Event Data, and every 5 requests stored consumes one Pageview. Event Data is retained for 8 days. Additional retention of Event Data for 30, 60 or 90 days is available as an add-on at additional cost.
Browser Analytics (on-prem)	Instrument 10 Million Pageviews per 12-month period; raw page requests and sessions are retained as Event Data with a default limit of 50 GB per account per day for each Event Data type. Customers may also choose to store raw Ajax or other events requests as Event Data, and every 5 requests stored consumes one Pageview. Event Data is retained for 8 days by default. Customer is not entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service.
Mobile Analytics (SaaS)	Instrument 5,000 Active Agents per calendar month and access the AppDynamics-hosted EUM Cloud and AppDynamics-hosted Events Service. In addition, for each Active Agent unit, 500 events per day of the following types are stored on the event service as Event Data: network requests, sessions, breadcrumbs and custom data with a default limit of 50 GB per account per day for each Event Data type. Crash reports are retained for 365 days and all other Event Data is retained for 8 days. Additional retention of Event Data for 30, 60 or 90 days is available as an add-on at additional cost.

Mobile Analytics (on-prem)	Instrument 5,000 Active Agents per calendar month. In addition, for each Active Agent unit, 500 events per day of the following types are stored on the event service as Event Data: network requests, sessions, breadcrumbs and custom data with a default limit of 50 GB per account per day for each Event Data type. Crash reports are retained for 365 days and all other Event Data is retained for 8 days by default. Customer is not entitled to access the AppDynamics-hosted EUM Cloud or AppDynamics-hosted Events Service.
Log Analytics (SaaS)	Publish/index 5 GB of log data per 24-hour period (limited to 8 days of data storage) and access the AppDynamics-hosted Events Service. Additional retention beyond 8 days can be purchased as an add-on.
Log Analytics (on-prem)	Publish/index 5 GB of log data per 24-hour period (limited to 90 days of data storage). Customer is not entitled to access the AppDynamics-hosted Events Service.
<b>Infrastructure Visibility</b>	
Machine Agent	Instrument a single instance of an OS
Server Visibility	Instrument a single instance of an OS Monitor a single Kubernetes cluster
Network Visibility	Instrument an unlimited number of Java nodes on a single instance of an OS
Service Availability Monitoring	Instrument 60 HTTP based services
AppDynamics for Database Visibility	Monitor one Database Instance of the following*: Couchbase Server, IBM DB2, Microsoft SQL Server, MySQL, PostgreSQL, Sybase ASE, Sybase IQ, Oracle.  Monitor one Microsoft Azure SQL database or one Microsoft Azure SQL Managed Instance.  Monitor one MongoDB replica set (or, if no replica sets exist, one standalone MongoDB instance).  *For clustered database products (e.g. Couchbase or Oracle RAC), monitor one Database Instance per node of the cluster. When multiple Database Instances are grouped together under a single Collector using the Collector/Sub-Collector configuration, licensing is per Database Instance as above.  Event Data is retained for 10 days for each Database Instance monitored by AppDynamics for Database Visibility.
AppDynamics for NetApp (on-prem)	Monitor one NetApp controller for the following NetApp controller types: FAS2nnn and FAS3nnn.  Monitor ½ NetApp controller for the following NetApp controller types: FAS6nnn and FAS8nnn series; two license units are required to monitor a full NetApp controller of series FAS6nnn or FAS8nnn.  Event Data is retained for 14 days by default for each NetApp controller monitored by a unit of AppDynamics for NetApp (on-prem).

## Definitions

- "CLR" means Common Language Runtimes
- "EUM Cloud" means the end user monitoring component that receives and processes data received from end user devices
- "Database Instance" means a complete running database environment, including the software, table structure and other functionality. Typically this corresponds to a host/port combination where the port is the listener port for the database software. Database administrators might create multiple database environments on the same physical hardware, with each such environment having its own unique listener port.
- "Dedicated Controller" means a version of the central repository and analytics engine component of the Software where End User's data is logically separated from that of other customers
- "Event Data" means the raw data generated by the Software and stored in the Events Service
- "Events Service" means the component that stores the Event Data
- "GB" means gigabyte
- "Instrument" means to collect data, monitor, troubleshoot and manage using the AppDynamics software
- "JVM" means Java Virtual Machine

- "Metric Data" means the aggregate value of the data collected by the Software over a given period of time
- "Active Agent" means a unique installation of an application instrumented with an AppDynamics Mobile Real User Monitoring Agent that was launched on a device in a given calendar month
- "OS" means an operating system
- "Pageview" means a request to load a single web page, virtual page or view of an Internet site