DX NetOps

DX NetOps Specific Program Documentation

The CA software program(s) ("CA Software") listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the CA quote, order form, statement of work, or other mutually agreed ordering document (each a "Transaction Document") under the applicable end user agreement or governing contract (collectively, the "Agreement") entered into by Customer and the CA entity ("CA") through which Customer obtained a license for the CA Software. These terms shall be effective from the effective date of such Transaction Document.

Program Name: DX NetOps (DXNOP2990), which includes the following capabilities:

- Network Fault Management
- Modern Networks SD-WAN, SDDC, Wi-Fi monitoring
- AppNeta integration for Experience-Driven NetOps
- Performance and capacity analysis via DX NetOps Performance Management
- Network Diagnostics via DX NetOps Network Flow Analysis, Advanced Traffic Engineering
- Network EMS Support via DX NetOps Mediation Manager
- Multi-vendor Network Telemetry

1. **DEFINITIONS**
   - "Device" means each virtual or physical network-connected devices with less than or equal to 200 ports that are monitored or controlled by the CA Software as specified in the Documentation and uses an Internet Protocol ("IP") address. Examples of these components include but are not limited to: IP and hybrid telephony devices, IOT, Cable/xDSL Modems, ONT, residential and business CPE, routers, switches, appliances, gateways, cloud services, hubs, physical servers, virtual network functions, and the like.

   - "Pingable" is a device that cannot be managed via SNMP, hence management protocol used is ICMP (Ping).

   - "Wireless Access Point" ("WAP") is a networking hardware device that allows other Wi-Fi devices to connect to a wired network.

   - A software-defined wide area network (SD-WAN) is a virtualized service that connects and extends enterprise networks over large geographical distances.

   - "IPflow" means IP flow information from Devices. A flow is any number of packets observed in a specific timeslot and sharing a number of properties, e.g. "same source, same destination, same protocol".

2. **USE RIGHTS AND LIMITATIONS**

   For Devices having number of ports (any type, not just those managed via SNMP)
   - Greater than 200 ports and less than or equal to 400 ports requires 2 licenses of CA Software per Device.

- Greater than 400 ports requires 3 licenses of CA Software per Device.

For monitoring every 10 Pingables, 1 CA Software license is required.
For Wi-Fi monitoring, 5 WAPs requires 1 CA Software license.

Customer may use the CA Software for unlimited amount of SD-WAN, SDDC monitoring.

A Device with up to 5 IPflow interfaces is counted as 1 Device. If the Device has greater than 5 IPflow interfaces, to determine the amount of CA Software licenses needed, divide the total number of IPflow interfaces by 5 and round up to the next whole number, with a maximum capped value of 3. For example, a router having 6 to 10 interfaces enabled for IPflow requires 2 licenses of CA Software, while a router having 18 interfaces enabled for IPflow requires 3 licenses of CA Software only.

A licensed Device entitles use of all the capabilities listed in the Section Program name on that specific Device. For an environment to use all the capabilities, all Devices must be licensed accordingly. In cases where different sets of Devices are utilizing some or all of the capabilities, for billing purposes, the maximum of the number of devices being monitored for Fault, Performance, or Flow is considered.

This SPD only applies to the DX NetOps offering under the DXNOP2990 SKU. Other SPDs will apply to other SKUs.

3. **THIRD PARTY INFORMATION AND TERMS**

Any required third-party software license terms are incorporated by this reference and are set forth in online documentation for the CA Software.