

# Partner FAQs

**Note: Partner use only, not for re-distribution**

## 1. Can customers or partners deploy in a hosted environment under the ISVR agreement?

No. SQL purchase for use with Sage products can only be run in a dedicated physical environment, not a hosted environment. For customers or partners to run in a hosted environment, you will need to purchase a Microsoft Service Provider License under the SPLA program from a Microsoft SPLA distributor.

## 2. Is a customer compliant if they deploy SQL in a VM environment that is physically dedicated?

If the SQL is deployed on a physical server in a physically dedicated environment or on a Virtual Machine in a physically dedicated environment, it is compliant.

## 3. What is the impact for ongoing sales and net new prospects I have in the pipeline – do I proceed as usual?

Yes. However, it is recommended that for all new sales to clarify that SQL as part of the unified solution should be run in a dedicated, NOT a commercially hosted environment. Additionally, it is recommended to include embedded maintenance at the point of sale so that customers and partners can upgrade to future product versions.

## 4. Where can I find the Microsoft End User Licensing Agreement?

For Sage 200 (2016 Runtime variant), a copy was provided at point of purchase. It can also be viewed using the link in the email. The relevant EULA information for Sage X3 and Sage 1000 will follow.

## 5. Can Sage customers purchase Microsoft (Runtime) SQL Server License separately?

No. A Microsoft (Runtime) SQL Server License can only be purchased at the point the Sage product e.g Sage 200, Sage X3 is purchased.

## 6. What is Embedded Maintenance?

This provides the option of upgrading to future Product versions by acquiring Embedded Maintenance for a fee. Only new product versions released during the Embedded Maintenance coverage period are included.

## 7. Is Embedded Maintenance mandatory and can it be activated later?

Embedded Maintenance must be purchased at the time of initial SQL purchase alongside the Sage solution.

It is not mandatory after year one, however, if the maintenance lapses then it cannot be reactivated.

Upgrades to the latest version of SQL available as part of our Microsoft agreement will be made available and communicated to our partners from time to time, so long as an annual renewal of coverage, without lapse in coverage.

**8. For Sage customers who purchased a Microsoft (Runtime) SQL Server License, can they deploy the Sage solution on both physical server and individual virtual operating system environments?**

SQL must be deployed on a physical server in a physically dedicated environment or on a Virtual Machine in a physically dedicated environment.

**9. Does a SQL purchase via Sage cover third party products? Usually, these products use the same database instance as Sage Software.**

This depends on the variant of SQL purchased alongside the Sage solution, this varies across our software range.

For Runtime license, the ISVR solution can be used only by other solutions which are part of the same Sage unified solution. E.g. for Sage 200 UKI, this means that additions to the software, not built using our development kits, cannot utilise the same SQL runtime licence.

For full SQL Licence then yes, the end customer can use this SQL DB for other solutions as well as the Sage solution, where it's sold as a unified solution.