



# Microsoft® Lync™ Server 2010

## LICENSING GUIDE

# Table of Contents

Executive Summary .....	3
1 Key Changes for Lync Server 2010 .....	4
1.1 New Brand .....	4
1.2 New Plus CAL.....	4
1.3 Changes to the Enterprise CAL and ECAL Suite .....	4
2 On Premises Licensing for Lync Server 2010 .....	5
2.1 License Types.....	5
2.1.1 Server Licenses .....	5
2.1.2 Client Access Licenses (CAL).....	5
2.1.3 Device and User CALs.....	5
2.1.4 External Connector Licenses.....	6
2.1.5 Client License .....	6
2.2 How to Deploy Lync Licenses On Premises .....	7
2.2.1 Server Licenses .....	7
2.2.2 Client Access Licenses .....	7
2.3 Licensing External Users.....	8
2.3.1 Federated Users .....	8
2.3.2 Unauthenticated Users.....	9
2.3.3 External Authenticated Users .....	9
2.3.4 Public Instant Messaging Users .....	9
2.4 Lync Server 2010 Feature Details .....	10
2.4.1 Standard Edition .....	10
2.4.2 Enterprise Edition .....	10
2.4.3 Comparison of Standard and Enterprise .....	10
2.4.4 Prerequisites.....	10
2.5 Lync Server 2010 Client Access Licenses.....	11
2.5.1 Standard CAL .....	11
2.5.2 Enterprise CAL .....	11
2.5.3 Plus CAL.....	11
2.5.4 New and Improved Features of the CALs .....	11
2.5.5 Prerequisite CALs: .....	14

2.6	Pricing for Lync Server 2010 Servers and CALs .....	14
2.7	Purchasing Lync Server 2010 as Part of a Microsoft Product Suite .....	15
2.7.1	Plus CAL for Enterprise CAL Suite .....	15
3	Online Subscription Licensing for Microsoft-hosted Lync Online .....	16
3.1	How to Subscribe to Lync Online .....	16
3.1.1	Lync Online User Subscription Licenses .....	16
3.2	Lync Online USL Features .....	16
3.2.1	Lync Online Plan 1 USL .....	16
3.2.2	Lync Online Plan 2 USL .....	16
3.2.3	New and Improved Features of the USLs .....	17
3.3	How to Buy Lync Online .....	18
3.4	Purchasing Lync Online as Part of Office 365 .....	19
3.5	Lync Online Client .....	19
3.6	Hybrid On Premises and Online Licensing for Lync .....	19
3.6.1	Purchasing Lync Online When User Currently Owns Lync Server 2010 .....	19
3.6.2	Purchasing Lync Online When User Currently Owns Microsoft Office Live Meeting 2007 .....	19
3.6.3	Hybrid On Premises and Online Deployments .....	19
4	Lync Partner Offerings .....	21
4.1.1	Independent Software Vendors .....	21
4.1.2	Services Providers License Agreements .....	21
5	Frequently Asked Questions .....	22
5.1	General Pricing and Licensing .....	22
5.2	Lync Grandfathering Policy .....	24
5.3	Lync Online .....	25
6	Appendix .....	27
6.1	Office Communications Server 2007 R2 Migration Paths .....	27
6.2	Lync Server 2010 Downgrade rights .....	27
6.3	Grandfathering Policy .....	28
6.3.1	Summary of Key Changes: .....	28
6.3.2	Grandfathering Entitlements .....	28
6.4	Server Roles .....	30



## Executive Summary

Microsoft® Lync™ Server 2010 offers a number of flexible deployment options. It can be deployed on premises, hosted directly by Microsoft or a partner. Depending on the deployment option, there are three different ways to purchase Lync:

- **On premises:** To deploy Lync on premises, users need a license for each Lync Server 2010 instances and Client Access Licenses (CALs). Users can acquire standalone licenses for Lync, or purchase licenses in combination with other Microsoft products in the Core CAL or Enterprise CAL Suites.
- **Microsoft-hosted:** For a Microsoft-hosted Lync deployment, a User Subscription License (USL) is needed for each user. Similar to on-premises Lync licensing, Users can purchase Lync Online standalone or in combination with other Microsoft products as part of the Office 365 Suite.
- **Partner-hosted:** Microsoft has a large partner ecosystem to help customers build, deploy, and service Microsoft Lync Server 2010 products and solutions. Contact a partner directly to host Lync infrastructure or help build a next-generation communications experience.

Licensing and information for these options will be described in more detail in this document.

## 1 Key Changes for Lync Server 2010

### 1.1 New Brand

Microsoft has rebranded the Microsoft Office Communications portfolio called **Microsoft® Lync™** (formerly called Communications Server “14”). Lync aligns with goal of Microsoft to transform communication into an interaction that is more collaborative, engaged, and accessible. The vision of Microsoft is to connect people in new ways, anytime, and anywhere—and the Lync family of products represents this aim.

### 1.2 New Plus CAL

The Lync Server 2010 CAL offerings now include a new CAL: the Lync Server 2010 Plus CAL which includes Enterprise Voice features. Please refer to section [2.5 Lync Server 2010 Client Access Licenses](#) for further details.

### 1.3 Changes to the Enterprise CAL and ECAL Suite

Some Enterprise Voice-specific features previously offered with the Office Communications Server (OCS) 2007 R2 Enterprise CAL will now only be offered in the new Lync Server 2010 Plus CAL. The Lync Server 2010 Plus CAL and its associated features will not be included with the Enterprise CAL (ECAL) Suite.

Enterprise Voice features will be discontinued from the Enterprise CAL with Lync 2010, and Microsoft offers rights to the Plus CAL to customers. Qualified customers include those who have purchased OCS 2007 R2 Enterprise CAL or the ECAL Suite and have maintained their SA benefits by the availability of Lync Server 2010.

Please refer to section [6.2 Grandfathering Policy](#) for further details.

### 1.4 Core CAL Suite Now Includes the Lync Standard CAL

Beginning in August 2011, the Core CAL Suite will be expanded to include the Lync Server Standard CAL. The updated Core CAL will deliver essential capabilities, improved value to new and existing customers, and align on-premises products with Cloud offerings: Microsoft® Windows Intune® and Microsoft® Office 365®. This product alignment helps customers move to the cloud on their terms by delivering similar capabilities to users no matter where their servers or services are deployed.

## 2 On Premises Licensing for Lync Server 2010

### 2.1 License Types

Lync Server 2010 on premises is licensed in the Server/Client Access License (CAL) model. There are three types of licenses:

- Server
- Client access
- External connector

#### 2.1.1 Server Licenses

A license must be assigned for each instance of the server software that is being run. The Lync Server 2010 is sold in two editions:

- Lync Server 2010 Standard Edition
- Lync Server 2010 Enterprise Edition

#### 2.1.2 Client Access Licenses (CAL)

To access Lync Server 2010, a CAL is required. A CAL is a license that gives a user the right to access the services of the server. There are three CALs for Lync:

- Lync Server 2010 Standard CAL
- Lync Server 2010 Enterprise CAL
- Lync Server 2010 Plus CAL

The Standard CAL is the base CAL and required in all scenarios. Enterprise CALs and Plus CAL is additive and is sold as a supplement to the Standard CAL. To enable Standard CAL features for a user, the user must be licensed with the Standard CAL. To use either the Enterprise CAL or the Plus CAL features, the user must be licensed with a Standard CAL and either one (1) Enterprise CAL or one (1) Plus CAL. To enable all features, a user must be licensed with all three CALs.

Each CAL works with either the Standard Edition or Enterprise Edition of the Server.

#### 2.1.3 Device and User CALs

For each Lync CAL, there are two types of CALs for purchase:

- Device-based CAL (Device CAL)
- User-based CAL (User CAL)

With the User CAL, a CAL purchase for every authenticated user who accesses Lync Server 2010 features is required, regardless of the number of devices used for that access. Purchasing a User CAL may make more sense if users need roaming access to the corporate network using multiple, unknown, or additional devices than on-site users.

With a Device CAL, a CAL purchase for every device that accesses Lync Server 2010 features is required, regardless of the number of users who use that device. Device CALs are useful for companies whose workers share devices. The decision between Device CAL and User CAL is financial.

Examples of devices which connect to Lync Server 2010 features and require a license include, but are not limited to, are:

- personal computers (PCs) and
- IP phones

Devices which connect to Lync Server 2010 features and do not require either a user or device license include:

- Analog devices connected to Lync Server via a 3<sup>rd</sup> party gateway
- USB only peripherals devices for the PC

#### **2.1.4 External Connector Licenses**

For external users who are not employees (such as business partners, offsite contractors, or temporary staff), to access Lync Server 2010 as authenticated users, there are two licensing options:

- Acquire CALs for each external user.
- Acquire External Connector (EC) licenses for each server that will be accessed by external users.

An EC license is an alternative to CALs for each server that external users will access. An EC license assigned to a Lync Server 2010 permits access by any number of external users. Each physical server that is accessed by external users requires only one (1) EC license regardless of the number of instances running. There are three External Connectors for Lync Server 2010:

- Lync Server 2010 External Connector Standard
- Lync Server 2010 External Connector Enterprise
- Lync Server 2010 External Connector Plus

#### **2.1.5 Client License**

In order to access the functionality of Lync Server 2010 and have an authenticated experience, users need the Lync client application. Lync has one client:

- Microsoft Lync 2010

Users can purchase Lync 2010 as a standalone application or as part of the Office Professional Plus 2010 suite.

## 2.2 How to Deploy Lync Licenses On Premises

### 2.2.1 Server Licenses

A server license is required for each physical or virtual instance of the Lync Server 2010 Front End Server Role (required with every Lync deployment). Both Standard and Enterprise editions can be installed and configured in many server roles on a server running Microsoft Windows Server®. Server roles are Lync Server 2010 instances which run a specialized set of functionality, such as audio/video conferencing, edge services, or mediation between Enterprise Voice and the PSTN. All other roles are considered additional software and do not require a license. For these roles, users may run any number of instances directly with the Front End Server role. Section 6.3 Server Roles has a list of server roles offered for Lync Server 2010.

### 2.2.2 Client Access Licenses

As the base CAL, the standard CAL is required for each user or device that will access instances of the Lync Server 2010 roles, in all scenarios. Each server instance may provide different functionality to the user, and therefore not all servers in the Lync architecture/topology require an Enterprise or Plus CAL.

For example, if users deployed the Lync Server 2010 Front End Role (required of any Lync deployment) and also deployed Lync Server 2010 in Web Conferencing Server Role, a Lync Server 2010 Standard CAL for the rich IM and presence features is needed, as well as the Lync Server 2010 Enterprise CAL for the online conference features. This example would not require the Plus CAL. Figure 1 lists the CAL requirements for different server roles.

**Figure 1: CAL Requirements for Server Roles**



Server Role	Client Access License(s) or External Connector Required
A/V Conferencing Server	Standard, Enterprise and/or Plus
Application Sharing Server	Standard, Enterprise
Archiving Server	Standard
Back-End Database	N/A
Conferencing Server	Standard, Enterprise and/or Plus
Director	Standard, Enterprise and/or Plus
Edge Server	Standard, Enterprise and/or Plus
Front End Server	Standard, Enterprise and/or Plus
Mediation Server	Standard, Enterprise and/or Plus
Monitoring Server	Standard, Enterprise and/or Plus
Chat Room Server	Standard
Telephony Conferencing Server	Standard, Enterprise
Web Conferencing Server	Standard, Enterprise

The feature details for server and CAL licensing are described in section **2.5 Lync Server 2010 Client Access Licenses**. Refer to section **2.3 Licensing External Users** for more information on External Connectors.

## 2.3 Licensing External Users

External users may require a license in order to access a Lync Server 2010. There are four types of external users that may access a Lync Server 2010:

- Federated users
- Anonymous users
- External Authenticated users
- Public IM Connectivity users

### 2.3.1 Federated Users

A federated user is an external user that possesses valid credentials with a federated partner and is authenticated on that basis by Lync Server 2010. Federation is a feature provided with the licenses of Lync

Server 2010. Users connected by federation with another partner do not require a CAL or External Connector License as the federated partner will already own the appropriate number of licences.

### 2.3.2 Unauthenticated<sup>1</sup> Users

An unauthenticated, or anonymous, user is a person/device that does not have an identity in the Active Directory® Domain Services or Lync Server. Unlike a federated user, an anonymous user is not authenticated. With the Lync 2010 Attendee client, unauthenticated users can join a Microsoft Lync Server 2010 hosted meeting. There are no required licenses for unauthenticated users of Lync Server 2010.

### 2.3.3 External<sup>2</sup> Authenticated Users

An EC license permits an unlimited number of authenticated<sup>3</sup> external users to access a Lync Server 2010 in scenarios where the number of CALs is uncertain. The number of EC licenses required corresponds to the number of physical Lync Server 2010 servers. The specific EC required is determined by the equivalent CAL features the external users would require. The following lists available EC licenses and the equivalent CAL features:

- External Connector Standard: equivalent to the Standard CAL features
- External Connector Enterprise: equivalent to the Enterprise CAL features
- External Connector Plus: equivalent to the Plus CAL features

Refer to Figure 1: CAL Requirements for Server Roles, the equivalent EC will be required for each server role.

### 2.3.4 Public Instant Messaging Users

Lync Server 2010 provides organizations with the capability to connect their existing base of Lync Server 2010-enabled users to the top public IM service providers. Licensing requirements for Public IM Connectivity depends on the service providers users want to connect with, and Lync Server 2010 CALs.

- **Windows Live™ and AOL:** Customers with Lync Server 2010 with active Software Assurance qualify for federation with Windows Live Messenger and AOL without additional licensing requirements. Customers that do not meet the qualifying requirements should purchase the Lync Public IM Connectivity (PIC) license for federation with Windows Live Messenger and AOL.
- **Yahoo!:** Federation with Yahoo! requires the Lync Server 2010 PIC per-user subscription license. The Lync Server 2010 PIC license is sold separately on a per-user, per-month basis

---

<sup>1</sup> Unauthenticated: A user who does not have an identity in the Active Directory Domain Services or Lync Server

<sup>2</sup> External: A user typically not an employee and not defined in the customer's agreement

<sup>3</sup> Authenticated: A user or device who has an identity in the Active Directory Domain Services or Lync Server

as a Microsoft service. PIC service licenses are available for Microsoft Volume License customers only.

- **XMPP Networks:** Federation with XMPP (Extensible Messaging and Presence Protocol) networks, such as Google Talk, can be enabled through the Lync Server 2010 XMPP Gateway. This Gateway provides presence sharing and Instant Messaging (IMing) with XMPP networks, and is available at no additional licensing cost.

## 2.4 Lync Server 2010 Feature Details

### 2.4.1 Standard Edition

A Standard Edition server is ideal for pilot and lab deployments or branch offices that do not have high availability and performance requirements. It is intended for deployments with fewer than 5,000 users either in total or at a particular location.

### 2.4.2 Enterprise Edition

An Enterprise Edition server has all of the Standard Edition server features, and also provides scalability and high availability. It is intended to allow an unlimited number of users in any location or configuration.

### 2.4.3 Comparison of Standard and Enterprise

See Figure 2 for summary features differences between Standard and Enterprise server versions.

**Figure 2: Lync Server 2010 Standard and Enterprise Features**

Supported Features	Standard Edition	Enterprise Edition
High Availability for Services		✓
Scale (#of Users/Pool)	5K	100K

### 2.4.4 Prerequisites

Lync Server 2010 requires Windows Server® and Microsoft SQL Server® to run and may not include licenses for those products.

- Windows Server is typically licensed through the Server/CAL model. For complete information on licensing for Windows Server, see the Windows Server 2008 R2 licensing page.
- SQL Server has two primary licensing models: Server/CAL and per processor. For complete information on licensing for SQL Server, see the SQL Server 2008 R2 licensing page.
- SQL Server Express is provided with the Lync Server 2010 Standard Edition license.

**Figure 3: Supported Windows Server and SQL Server Versions**

Prerequisites	Standard Edition	Enterprise Edition
<b>Supported SQL Server editions</b>		
Microsoft SQL Server 2008 Express (64-bit edition) * included free with Standard Edition	✓	
Microsoft SQL Server 2008 Enterprise Edition with SP1 (64-bit edition)		✓
Microsoft SQL Server 2008 Standard Edition with SP1 (64-bit edition)		✓
Microsoft SQL Server 2005 Enterprise Edition with SP3 (64-bit edition)		✓
Microsoft SQL Server 2005 Standard Edition with SP3 (64-bit edition)		✓
<b>Supported Windows Server editions</b>		
Windows Server 2008 Service Pack 2 Datacenter Edition	✓	✓
Windows Server 2008 Standard Edition	✓	✓
Windows Server 2008 Enterprise Edition	✓	✓
Windows Server 2008 R2	✓	✓

## 2.5 Lync Server 2010 Client Access Licenses

### 2.5.1 Standard CAL

The Lync Server 2010 Standard CAL offers instant messaging and rich presence (IM/P) features. It provides users with real-time presence and enhanced IM along with PC-to-PC audio and video communications, as well as authenticated attendee experience for internally hosted conferences.

### 2.5.2 Enterprise CAL

The Lync Server 2010 Enterprise CAL offers Audio, Video, and Web conferencing features. It provides users the ability to create, moderate, and join conferences for collaboration with both internal and external users.

### 2.5.3 Plus CAL

The Lync Server 2010 Plus CAL offers enterprise voice telephony features. It provides high-quality voice and other related features to users anywhere with an Internet connection across IP phones, PCs, and desktop applications.

### 2.5.4 New and Improved Features of the CALs

Figures 4-6 provide a detailed feature breakdown for each Lync Server 2010 CAL.

To enhance the collaboration experience for users with rights to Lync Server, the following shared features should be considered when considering CALs:



- **Attendee and Presenter Experience.** Users with a Lync Standard CAL can attend meetings and can be promoted to presenter in conferences initiated by an Enterprise CAL user. In order to have full collaboration capabilities including initiating or scheduling conferences, a user would need both the Standard CAL and Enterprise CAL.
- **Audio Conferencing.** Audio Conferencing is a shared feature of both the Enterprise CAL and Plus CAL users. In order to leverage the audio conferencing features such as initiating and scheduling an audio conference, a user will required either the enterprise or plus CAL or both CALs.

**Figure 4: Instant Messaging and Presence**

Feature	New or Improved	Standard CAL		Enterprise CAL		Plus CAL	
		OCS 2007 R2	Lync Server 2010	OCS 2007 R2	Lync Server 2010	OCS 2007 R2	Lync Server 2010
PC-to-PC and multi-party IM	Improved	✓	✓				
PC-to-PC and multi-party File Transfer	Improved	✓	✓				
PC-to-PC computer audio	Improved	✓	✓				
PC-to-PC computer video	Improved	✓	✓				
Rich Presence	Improved	✓	✓				
Persistent Group Chat	Improved	✓	✓				
Skill Search	New		✓				
IM/P from Office applications	Improved	✓	✓				
PC-to-PC IM, audio, and video with users at federated organizations and Public IM Networks	Improved	✓	✓				
<b>Conference Attendee Experience:</b> Join an ad hoc or scheduled meeting; Send/receive audio/video; View shared application; View/Write whiteboard - all of this as <u>an authenticated user</u>	New		✓	✓			
<b>Conference Presenter Experience:</b> Upload and advance PowerPoint slides; Initiate Recording; Share application; Manage Roster; Manage Meeting lobby; Use DTMF controls - all of this as <u>an authenticated user</u>	New		✓	✓			
View application sharing session (Attendee experience)	New		✓				
				Standard CAL Feature		N/A	Standard CAL Feature

**Figure 5: Audio, Video, and Web Conferencing**

Feature	New or Improved	Standard CAL		Enterprise CAL		Plus CAL	
		OCS 2007 R2	Lync Server 2010	OCS 2007 R2	Lync Server 2010	OCS 2007 R2	Lync Server 2010
Initiate/Schedule ad-hoc multi-party (3+) audio conference (including dial-out to PSTN and/or PBX user)	Improved	<b>ENT or Plus CAL Feature</b>		✓	✓	<b>N/A</b>	✓
Initiate ad-hoc multi-party video conference	Improved			✓	✓		
Initiate ad-hoc application Sharing (P2P or multi-party)	Improved			✓	✓		
Initiate ad-hoc white boarding (P2P or multi-party)	New				✓		
Schedule and host conferences on the audio conferencing bridge (CAA)	Improved			✓	✓		
Schedule Web conferences	Improved			✓	✓		
Automatically join meeting audio from PBX or other phone number	New				✓		

**Figure 6: Enterprise Voice Technology**

Feature	New or Improved	Standard CAL		Enterprise CAL		Plus CAL	
		OCS 2007 R2	Lync Server 2010	OCS 2007 R2	Lync Server 2010	OCS 2007 R2	Lync Server 2010
Ad-hoc multi-party (3+) audio conference (including dial-out to PSTN and/or PBX user)	Improved	<b>ENT or Plus CAL Feature</b>		✓	✓	<b>N/A</b>	✓
UC and PBX Call Control (click to call, answer, hold, resume, transfer, park, & retrieve)	New & Improved			✓			✓
Visual access to voicemail (requires Exchange UM for voicemail)	New & Improved			✓			✓
Additional telephony features (call park and receive, report malicious call, inbound private line)	New						✓
Routing Rules (includes team call, call forward, simul-ring)	Improved			✓			✓
E911 capabilities	New						✓
Delegation	Improved			✓			✓
Response Group Agent and Agent Anonymity	Improved			✓			✓
Office Communicator – Lync Phone Edition based phone devices "better together"	Improved			✓			✓
Dial out to PSTN	Improved			✓			✓
Receive calls from PSTN	Improved			✓			✓

### 2.5.5 Prerequisite CALs:

For each Lync Server 2010 CAL, there are potential prerequisites for underlying Microsoft technologies dependent on the features users wish to utilize. The following Microsoft products may be required with Lync:

- A Windows Server CAL is required for each user or device in all scenarios. Windows Server is typically licensed through the Server/CAL model. For complete information on licensing for Windows Server, see the [Windows Server 2008 R2 licensing page](#).
- Exchange Standard and Enterprise CALs are required for users with Unified Messaging scenarios. For complete information on licensing for Exchange Server 2010, see the [Exchange Server 2010 licensing page](#).
- SharePoint® is required for use of the Skill Search feature. For complete information on licensing for SharePoint Server 2010, see the [SharePoint Server 2010 licensing page](#).
- Office 2010 is required for users for Office integration scenarios. For complete information on licensing for Office 2010, see the [Office 2010 licensing page](#).

## 2.6 Pricing for Lync Server 2010 Servers and CALs

All prices reflect pricing for Open (No Level) retail purchases within the United States and are in US dollars as of December 1, 2010. The prices listed are license only estimated prices (not including SA); reseller pricing can vary by program and volume. Please note that prices are subject to change; contact a reseller or Microsoft account representative for specific pricing.

**Figure 7: Client and Server Pricing**

Microsoft Lync Pricing	Prices
Lync 2010 (Client)	\$31
Lync Server 2010 Standard Edition	\$699
Lync Server 2010 Enterprise Edition	\$3,443

**Figure 8: CAL Pricing**

Lync Server CAL Pricing	Prices
Standard Client Access License (per Device or User)	\$31
Plus Client Access License (per Device or User)	\$107
Enterprise Client Access License (per Device or User)	\$107

**Figure 9: External Connector Pricing**

<b>Lync External Connector Pricing</b>	<b>Prices</b>
Lync Server 2010 External Connector Standard	\$2,021
Lync Server 2010 External Connector Enterprise	\$2,021
Lync Server 2010 External Connector Plus	\$2,021

## 2.7 Purchasing Lync Server 2010 as Part of a Microsoft Product Suite

The Lync CALs provide use rights for standalone Lync Server 2010; however, the Lync Standard CAL can be purchased as part of the Microsoft Core CAL Suite (CCAL) and the Lync Standard CAL and Enterprise CAL can be purchased as part of the Microsoft Enterprise CAL (ECAL) Suite with other Microsoft products.

The Plus CAL can only be purchased as a standalone license and is not included in either the Core CAL Suite or ECAL Suite offerings. Refer to [Microsoft CAL Suites](#) for more information about choosing to purchase Lync as part of a suite.

### 2.7.1 Plus CAL for Enterprise CAL Suite

As an additional benefit of ECAL Suite, the features provided by the Plus CAL can be purchased at a price advantage when purchasing both the ECAL Suite and the "Plus CAL for ECAL Suite" offering. The "Plus CAL for ECAL Suite" is a CAL offering for ECAL Suite customers only. It provides the same features and functionality as the Plus CAL, however it is offered with a 20% saving from the standalone Plus CAL. This offering is only available in the programs where the ECAL Suite is offered. For further information on pricing and illegibility please contact your reseller.



## 3 Online Subscription Licensing for Microsoft-hosted Lync Online

Lync offers online deployment in which users can work with a Microsoft-hosted service to give Lync users access to the capabilities of the product. This approach allows users to scale up or down as needed, minimizing capital expenditures, streamlining operational costs, and ensuring the most current version of software available.

Lync Online can help free up valuable capital, IT staff, and other costly resources for more effective, strategic use within organizations.

### 3.1 How to Subscribe to Lync Online

#### 3.1.1 Lync Online User Subscription Licenses

Rather than purchasing server and CAL licenses for each Server and user/device that access Lync Server 2010, Lync Online is licensed through a subscription model in which each named user needs a User Subscription License (USL).

Lync Online offers two (2) USLs:

- Lync Online Plan 1 USL
- Lync Online Plan 2 USL

Lync Online USLs are inclusive of the prior USL. Lync Online Plan 2 USL includes all of the features and functionality of Plan 1 with additional features and functionality.

### 3.2 Lync Online USL Features

The features offered in Lync online are similar to the features offered in Lync on premises. The following provides a high-level feature overview for each Lync Online USL:

#### 3.2.1 Lync Online Plan 1 USL

Lync Online Plan 1 USL offers instant messaging and rich presence (IM/P) features. It provides users with real-time presence and enhanced IM along with PC-to-PC audio and video communications, as well as attendee experience for internally hosted conferences.

#### 3.2.2 Lync Online Plan 2 USL

In addition to the features of Lync Online Plan 1 USL, Plan 2 USL offers audio, video, and web conferencing features. It provides users the ability to create, moderate, and join conferences for collaboration with both internal and external users.

Lync Online PSTN Audio Conferencing and PSTN dialing out capabilities require a third-party Audio Conferencing provider.

For hosted conferences in Lync Online, an unauthenticated, or anonymous, user is a person/device that does not have an identity in Lync Online. With the Lync 2010 Attendee client, unauthenticated users can join Lync Online hosted meeting. There are no required licenses for unauthenticated users of Lync Online.

### 3.2.3 New and Improved Features of the USLs

Figures 10-11 provide a detailed feature breakdown for each Lync Online USL.

**Figure 10: Instant Messaging and Presence**

Feature/Audio	New or Improved for Lync Online	Lync Online Plan 1	Lync Online Plan 2
PC-to-PC and multi-party IM	Improved	✓	✓
PC-to-PC and multi-party File Transfer	Improved	✓	✓
PC-to-PC computer audio	Improved	✓	✓
PC-to-PC computer video	Improved	✓	✓
Rich Presence	Improved	✓	✓
Skill Search	New	✓	✓
IM/P from Office applications	Improved	✓	✓
PC-to-PC IM, audio, and video with users at federated organizations and Public IM Networks	New	✓	✓
<b>Conference Attendee Experience:</b> Join an ad hoc or scheduled meeting; Send/receive audio/video; View shared application; View/Write whiteboard - all of this as <u>an authenticated user</u>	New	✓	✓
<b>Conference Presenter Experience:</b> Upload and advance PowerPoint slides; Initiate Recording; Share application; Manage Roster; Manage Meeting lobby; Use DTMF controls - all of this as <u>an authenticated user</u>	New	✓	✓
View application sharing session (Attendee experience)	New	✓	✓

**Figure 11: Audio, Video, and Web Conferencing**

Feature	New or Improved for Lync Online	Lync Online Plan 1	Lync Online Plan 2
Initiate/Schedule ad-hoc multi-party (3+) audio conference (including dial-out to PSTN and/or PBX user)	New		✓
Initiate ad-hoc multi-party video conference	New		✓
Initiate ad-hoc application Sharing (P2P or multi-party)	New		✓
Initiate ad-hoc white boarding (P2P or multi-party)	New		✓
Integrate Lync with PSTN audio conferencing bridge from third-parties	New		✓
Schedule Web conferences	New		✓
Schedule and host audio conferences with third-party dial in service	N/A		
Automatically join meeting audio from PBX or other phone number	N/A		
Dial out to PSTN through third-party bridge	New		✓

### 3.3 How to Buy Lync Online

All pricing for retail purchases within the United States are in estimated U.S. dollars; reseller pricing may vary by program and volume. Please note prices are subject to change; contact a reseller or Microsoft account representative for specific pricing. Lync Online is available for purchase in either Enterprise Agreements or Microsoft Online Subscription Agreements only.

**Figure 12: USL Pricing**

Lync Online USL Pricing	Prices
Lync Online Plan 1 USL	\$2/user/month
Lync Online Plan 2 USL*	\$6.50/user/month
Office 365	\$10/user/month

\*Price of the Lync Online Plan 2 USL is inclusive of the Plan 1 price.

### 3.4 Purchasing Lync Online as Part of Office 365

Lync Online USLs can be purchased as part of Office 365. To learn more about the Office 365 Suite, visit [www.office365.com](http://www.office365.com).

### 3.5 Lync Online Client

Microsoft Lync Online requires the separate purchase and installation of Microsoft Lync 2010. As a limited time offer, Lync Online customers receive one (1) licensed copy of Lync 2010 at no cost with each valid subscription license to Lync Online. The software may only be used with Lync Online, and all rights to use the software will terminate upon expiration of the underlying subscription license or release of the next major new version of Lync Web Access, whichever comes first. Use of the Lync 2010 software is governed by the terms and conditions of their license agreement and the [Online Services Use Rights](#).

### 3.6 Hybrid On-Premises and Online Licensing for Lync

#### 3.6.1 Purchasing Lync Online When User Currently Owns Lync Server 2010

For some volume licensing customers with active SA, Lync Online subscriptions can be purchased at a discounted rate based on the licenses a user currently owns. Please contact a reseller for more information.

#### 3.6.2 Purchasing Lync Online When User Currently Owns Microsoft Office Live Meeting 2007

Existing Microsoft Office Live Meeting users can automatically migrate to Lync Online as part of the new product version benefit. Customers can upgrade their USL of LiveMeeting to qualifying Lync Online USLs. Live Meeting to Lync Online USL Use Rights will change on Lync Online launch and Live Meeting subscriptions will allow use of Lync Online based on the table below:

**Figure 13: Qualifying USL for Migration**

Qualifying Live Meeting USL:	Successor Lync USL:
Live Meeting Professional	Lync Online Plan 2
Live Meeting Standard	Lync Online Plan 2
Live Meeting Basic	Lync Online Plan 1

#### 3.6.3 Hybrid On-Premises and Online Deployments

Lync Online USLs provide the flexibility to deploy the Lync functionality on premises and includes rights to the equivalent on premises CAL. The rights to the CAL are non-perpetual and expire when the underlying subscription rights expire.



Figure 14 provides a list of Lync Server CAL available with each Lync Online or equivalent USL. USL provides rights to the functionality of the equivalent Lync Server 2010 CALs to deploy on premises.

**Figure 14: Live Meeting to Lync Online Use Rights**

USL	Standard CAL	Enterprise CAL	Plus CAL
Lync Online Plan 1	✓		
Lync Online Plan 2	✓	✓	
Office 365 – E1	✓	✓	
Office 365 – E2	✓	✓	
Office 365 – E3	✓	✓	
Office 365 – E4	✓	✓	✓

Software Assurance benefits are not provided with the CALs. Additionally, purchasing appropriate server licenses is still required when deploying Lync Server CALs on premises.

Lync Server can also be deployed on premises and integrated for presence and voice mail with Exchange Online and SharePoint Online. In this case, the Lync user must be either online or on premises for all Lync workloads, such as IM, conferencing, and Voice—a user cannot use IM within Lync Online and Conferencing with Lync on premises.

## 4 Lync Partner Offerings

Microsoft has a large partner ecosystem to help customers build, deploy, and service Lync Server 2010 products and solutions. The licensing model is similar to Lync on premises or Lync Online; each device or user must have a valid license or subscription to Lync. Most partners offer a number of solutions with different levels of functionality.

To obtain more information about offers and pricing, contact a local partner.

### 4.1.1 Independent Software Vendors

The Microsoft Independent Software Vendor (ISV) Royalty Licensing Program offers partners the option to provide users with a unified solution that allows them to integrate Microsoft licensed software into other applications, and distribute the unified solution to end users. The ISV Royalty Licensing Program grants ISVs the right to license Microsoft products as part of unified solutions.

### 4.1.2 Services Providers License Agreements

The Microsoft Services Provider License Agreement (SPLA) program allows partners to license and host Microsoft products for customer use.

## 5 Frequently Asked Questions

### 5.1 General Pricing and Licensing

***Q: Will I obtain rights to the Lync 2010 client when I purchase Lync Server 2010?***

A: No, Lync 2010 is not included with either the Server or CALs—it is available for purchase as a standalone license or as a component of Office Professional Plus. The Lync Server 2010 CALs provide the rights to access IM and Presence, Audio/Video/Web Conferencing, and Enterprise Voice features through the Lync 2010 client.

***Q: I have Office Professional Plus 2010 with active Software Assurance (SA) as of the General Availability of Lync Server 2010. Will I receive rights to the Lync 2010 client?***

A: Yes, your Office Professional Plus SA benefits include rights to the latest version of the Lync 2010 client.

***Q: What high-availability options exist in Lync Server 2010 if I want a highly stable and scalable infrastructure for our Lync architecture?***

A: Lync Server 2010 Enterprise Server offers additional flexibility for licensing and deploying high-availability servers.

***Q: If I'm currently using Audio/Video/Web Conferencing and Enterprise Voice provided in the OCS 2007 R2 Enterprise CAL and I have Software Assurance, will I have the same rights to same features in the Lync Server 2010 Enterprise CAL?***

A: For Lync Server 2010, we have created a new CAL for Enterprise Voice called Lync Server 2010 Plus CAL. Customers with active SA on the Office Communications Server 2007 R2 Enterprise CAL or ECAL will receive rights to the Lync Server 2010 Plus CAL. Please refer to the Microsoft [Product List](#) Notes for more details.

***Q: Does the Lync Server 2010 Enterprise CAL require the Lync Server 2010 Enterprise server or vice versa?***

A: No, any CAL can be used with either server edition. For example, the Standard CAL can be licensed for use with the Lync Server 2010 Enterprise Edition server. The CAL allows you access to specific functionality while the server edition allows you different scalability options for the server installation.

***Q: What are the licensing implications if I choose to run Lync Server 2010 in a virtual machine rather than directly on a physical server?***

A: One server license is required for each running instance of Lync Server 2010 Front End Server Role—whether it is installed natively on a physical machine or in a virtual machine. All other server roles can be deployed, without in as many instances, physical or virtual, as your architecture requires. See [here](#) for additional information about Lync Server 2010 virtualization support.

***Q: Is an External Connector available for companies that want to offer authenticated access to non-employees such as corporate alumni, retirees, or partners?***

A: Yes, the External Connector licensing model is unchanged in Lync Server 2010. We have added the Lync Server 2010 External Connector Plus Edition to the External Connector offerings.

***Q: How should I license occasional users that are not employees or contractors of my company?***

A: Unauthenticated users do not require a Lync Server 2010 CAL. If you want these users to be authenticated (via Active Directory), you can purchase one External Connector license for each server that your non-employee users will connect to, rather than CALs for each of these users. Please see the Lync product use rights ([PUR](#)) for additional information.

***Q: Can I purchase CALs instead of the External Connector for users that are not employees or contractors of my company?***

A: Yes, you can purchase CALs for authenticated users instead of External Connector licenses. You may choose the most cost-effective licensing option for your organization.

***Q: If several users share the same desktop, do they each need separate Lync Server 2010 CALs?***

A: Customers may still license Lync Server 2010 with either per-user or per-device CALs. If several users share a desktop and do not individually access Lync Server 2010 from other locations (such as their home PCs), then they can be licensed with just one device CAL.

***Q: Are there any licensing prerequisites for Lync Server 2010?***

A: Yes, Windows Server 2008 and SQL Server 2008 are required to run Lync Server 2010. For each Lync Server 2010 CAL, there are other possible prerequisites for underlying Microsoft technologies—primarily dependent on the features within Lync you would like to utilize. These include, but are not limited to, Windows Server CAL, Exchange Server Standard and Enterprise CAL, SharePoint Enterprise CAL, and Office Professional Plus.

***Q: Can I purchase a specific feature (such as Click to Call functionality) separately in place of licensing the CAL?***

A: No, features are available as part of the assigned CAL and are only available in the CAL or ECAL Suite (if applicable).

***Q: What are the key licensing and pricing changes in Lync Server 2010?***

A: Lync Server 2010 Enterprise CAL and the new Lync Server 2010 Plus CAL now include separate Audio, Video, and Web Conferencing. The Lync Server 2010 Plus CAL also now features new Enterprise Voice functionality. The price of the Enterprise CAL has decreased by over 20 percent. All other prices are unchanged.



***Q: Why is the Lync Server 2010 Enterprise CAL price increase more than ECAL Suite price increase?***

A: The standalone pricing decisions are based on market and competitive research. Due to its multi-product discount, the ECAL Suite price increase is smaller; making it an even better value for customers interested in Lync Enterprise CAL functionality plus other Microsoft products.

***Q: Does the Lync Server 2010 licensing and pricing difference change any of the existing Office Communications Server 2007 R2 differences between Standard and Enterprise CALs?***

A: Lync Server 2010 will add new and enhanced features the Standard, Enterprise, and Plus CALs (such as Skill Search, in the Standard CAL), but the existing differences for OCS 2007 R2 will remain. For example, the Standard CAL still has Instant Messaging and Presence while the Enterprise CAL offers multi-party application sharing.

## **5.2 Lync Grandfathering Policy**

***Q: If I am a SA customer with rights to Lync Server 2010 Enterprise CAL, will I pay less due to the price change?***

A: Remaining SA payments are determined at the time of your original purchase. By having SA you benefit from the OCS 2007 R2 grandfathering rights and are eligible to receive a perpetual license to Enterprise Voice features provided in the Plus CAL. At your renewal period, if you wish to continue software assurance benefits of the Plus CAL, you will have the option to renew Software Assurance on the Plus CAL. For more details on the Lync Server 2010 Grandfathering Policy, please refer to the [Product List](#) Notes.

***Q: Under the Lync Server 2010 Plus CAL grandfathering policy, will customers with a perpetual Enterprise Agreement receive a perpetual license and will it include SA?***

A: Customers with active SA at the time of General Availability will be entitled to the Plus CAL with SA until the end of their enrollment. At renewal, customers will be eligible to renew SA on the Plus CAL in addition to the Lync Server Standard CAL and Lync Server Enterprise CAL. For more details on the Lync Server 2010 Grandfathering Policy, please refer to the [Product List](#) Notes.

***Q: Why have the Enterprise Voice features been removed from Enterprise CAL?***

A: In Lync Server 2010, investments were focused on improving purchasing flexibility and return on investment for customers. Based on feedback from customers and partners, the decision was made to give our customers both choice and the ability to control cost if they do not wish to license and use all the features provided by the previous Enterprise CAL.

***Q: Do I need to be licensed for the Lync Server 2010 Enterprise CAL to buy the Lync Server 2010 Plus CAL?***

A: No, the Lync Server 2010 Enterprise CAL and the Lync Server 2010 Plus CAL are each additive licenses for the Lync Server 2010 Standard CAL; the Enterprise CAL is not a prerequisite for the Plus CAL.

***Q: If my customer purchased E-CAL Suite or OCS 2007 R2 Enterprise CALs prior to GA, will subsequent true-ups of E-CAL Suite or OCS E-CALs on the same enrollment qualify for grandfathering to the Lync 2010 Plus CAL?***

A: Yes, customers who purchased ECAL Suite or OCS 2007 Enterprise CALs on their EA prior to Lync Server GA, subsequent true-ups of E-CAL Suite, or OCS E-CALs, they will receive the same grandfathering rights to Lync 2010 Plus CAL as the initial qualifying licenses purchased. For an overview of how True-ups work, please read: [Enterprise Agreement – True-up Guide](#).

***Q: What is the last day to qualify for the Plus CAL grandfathering rights?***

A: You must be enrolled in active SA for the OCS Enterprise CAL or the ECAL Suite by December 1, 2010 in order to be eligible for the Lync Server 2010 Grandfathering Policy.

## 5.3 Lync Online

***Q: What version of Lync is being used for Lync Online?***

A: Lync 2010 code is currently being used for Lync Online. Updates are made periodically at no additional cost to the customer.

***Q: Is there any special licensing required when some users are hosted by Microsoft and others are on premises?***

A: No, the on premises users/devices must each have Lync CALs, and the hosted users must each have Lync Online USLs.

***Q: When is Lync Online launching?***

A: Lync Online with IM, presence, and conferencing will launch with the Office 365 launch. Hosted Voice) will be offered in post launch of Office 365.

***Q: How long will Live Meeting be available to purchase?***

A: Live Meeting will remain available on the VL pricelist (including Open, Open Value, Select, and Enterprise Agreements) until the end of June 30<sup>th</sup>, 2011. Lync Online will replace Live Meeting as the online conferencing offer within the Office 365 Suite and will be available for purchase via an Enterprise Agreement (EA) or a Microsoft Online Subscription Agreement (MOSA).

***Q: How long can I stay on Live Meeting?***

A: Customers who have a Live Meeting Volume Licensing contract (either from Microsoft or through a partner) can remain on Live Meeting through the remainder of their current contract. No customer will be forced to upgrade to Lync Online within duration of their contract.

***Q: As a Live Meeting Customer, can I transition to Lync Online?***

A: Yes, customers with a current subscription to Live Meeting will have rights (through the Online Services Agreement Use Rights) to migrate Lync Online.

***Q: What is our strategy for customers who need some of those “managed” features?***

A: To ensure that we have a complete offer for those customers who want Live Meeting Professional features, Microsoft works with partners to provide key features (such as Managed Events/Very Large Meetings, e-Training, Audio Conference, Support, Adoption, and Managed Recordings) through the Partner Marketplace. Additional information will be available on [www.Office365.com](http://www.Office365.com).

***Q: How will dial-in conferencing be provided for Lync Online?***

A: Lync Online uses partners to provide dial-in conferencing capabilities. Additional information will be available on [www.Office365.com](http://www.Office365.com).

## 6 Appendix

### 6.1 Office Communications Server 2007 R2 Migration Paths

With the New Product Versions benefit of Software Assurance (SA), qualified customers of Office Communications Server receive rights to Lync Server 2010 for each license covered by SA.

**Figure 15: Qualifying Licenses for Migration under SA**

Qualifying Office Communications Server License	Successor Version
Office Communications Server 2007 R2 Enterprise Edition	Lync Server 2010 Enterprise Edition
Office Communications Server 2007 R2 Standard Edition	Lync Server 2010 Standard Edition
Office Communications Server 2007 R2 Enterprise CAL	Lync Server 2010 Enterprise CAL
Office Communications Server 2007 R2 Standard CAL	Lync Server 2010 Standard CAL
Office Communications Server 2007 R2 Enterprise External Connector	Lync Server 2010 Enterprise External Connector
Office Communications Server 2007 R2 Enterprise External Connector	Lync Server 2010 Standard External Connector

### 6.2 Lync Server 2010 Downgrade rights

Customers can acquire the latest version of Lync Server in order to use Office Communications Server 2007 R2 with downgrade rights. Customers licensed for Lync Server 2010 may use and access copies of Office Communications Server 2007 R2 in place of licensed copies of Lync Server 2010 as follows:

Qualifying Office Communications Server 2007 R2 Licenses	Downgrade Rights Equal to
Each Lync Server 2010 Standard Edition license	One Office Communications Server 2007 R2 Standard Edition license
Each Lync Server 2010 Enterprise Edition license	One Office Communications Server 2007 R2 Enterprise Edition license
Each Lync Server 2010 Standard CAL	One Office Communications Server 2007 R2 Standard CAL
Each Lync Server 2010 Enterprise CAL	One Office Communications Server 2007 R2 Enterprise CAL
Each Lync Server 2010 Plus CAL	Lync Server 2010 Plus CAL is a new product and therefore has no downgrade
Each Lync Server 2010 Standard External Connector	One Office Communications Server 2007 R2 Standard External Connector
Each Lync Server 2010 Enterprise External Connector	One Office Communications Server 2007 R2 Enterprise External Connector
Each Lync Server 2010 Plus External Connector	Lync Server 2010 Plus External Connector is a new product and therefore has no downgrade

A customer's right to use and access Office Communications Server 2007 R2 under this offer is subject to the terms and conditions of a customer's license agreement, the product use rights for Lync Server 2010 and these terms. That right expires upon the expiration or termination of the right to use software under the qualifying licenses (for example, Complimentary Licenses received under subscription programs expire when the qualifying licenses expire).

## 6.3 Grandfathering Policy

Though Enterprise Voice features are being discontinued from the Enterprise CAL with Lync 2010, Microsoft is offering rights to the Plus CAL to customers who qualify. Qualified customers include those who have purchased Office Communications Server 2007 R2 Enterprise CAL or the ECAL Suite and have maintained their SA benefits by the availability of Lync Server 2010.

This grandfathering approach allows customers that are aware of the upcoming CAL changes to deploy Lync voice capabilities with Office Communications Server or Lync Server 2010 and validate its value to their organizations without an immediate increase in SA costs. The specific qualifications and entitlements are explained in the following sections.

### 6.3.1 Summary of Key Changes:

Some voice-specific features previously offered with the Office Communications Server 2007 R2 Enterprise CAL will be discontinued and only offered in the new Lync Server 2010 Plus CAL. As a result of this change, the Lync Server 2010 Plus CAL and its associated features will not be included with the ECAL Suite.

### 6.3.2 Grandfathering Entitlements

Customers who have purchased Office Communications Server 2007 R2 Enterprise CAL or ECAL Suite and have maintained their SA benefits by the general availability of Lync Server 2010 will benefit from one of the two following SA rights:

**Figure 16: Grandfathering entitlements under SA**

Qualifying License	Acquisition date	Complimentary License and benefits
Office Communications Server 2007 R2 Enterprise CAL, or Enterprise CAL Suite	Before December 1, 2010	Lync Server 2010 Plus CAL with Software Assurance
Office Communications Server 2007 R2 Enterprise CAL, or Enterprise CAL Suite	Before July 1, 2009	N+1 Plus CAL with Software Assurance, where N = Lync Server 2010

The following terms and conditions apply to the table above:

- **Migration Path:** Customers with active SA coverage for a given Qualifying license, as of the Acquisition Date, and upon the release of Lync Server 2010 (and the next version of the product, as noted in the table), are eligible to use software under the Complimentary License.



N+1 Plus CALs provided under this offering are in place of (not in addition to) Lync Server 2010 Plus CALs.

- **Use rights:** The right to use software under the Complimentary License under this offering expires when the right to use software under the Qualifying License expires. Use of that software is governed by the use rights for the software and the terms and conditions of the customer's volume license agreement. This product condition and the customer's evidence of the corresponding Qualifying License and SA document the right to use software under the Complimentary License.
- **License and Software Assurance:** Software Assurance coverage on the Complimentary License expires when the coverage on the Qualifying License expires. Upon expiration of SA coverage for the Qualifying License, the customer may acquire SA for the Complimentary License without the need to acquire a new license separately.
- **True-ups:** For Enterprise Agreement customers eligible for these complimentary licenses and rights as described above, Office Communications Server 2007 R2 Enterprise CALs and External Connectors acquired as part of a customer's annual true-up process are also qualifying licenses.
  - For customers who first purchased a qualifying license before July 1, 2009, this applies to CALs and External Connector licenses acquired as part of their true-up process during their current enrollment term and any renewal term starting before the N+1 version is launched.
  - For customers who first purchased a qualifying license between July 1, 2009 and December 1, 2010, this applies to CALs and External Connector licenses acquired as part of their true-up process during their current enrollment only.
- **Subscription agreements:** For Enterprise Subscription, Campus and School, and Open Value Subscription Agreements, the same rights are granted on a temporary basis under the same conditions until the end of their current enrollment term (or agreement term in the case of Open Value). For customers who first purchased a qualified license before July 1, 2009, the temporary rights also apply during any renewal term commencing before the N+1 version is launched. The customer must maintain continuous subscription coverage. These rights only become permanent upon exercise of the buy-out option, and remain subject to all the terms and conditions of the customer's license agreement.

A customer's right to use and access Office Communications Server 2007 R2 under this offer is subject to the terms and conditions of a customer's license agreement, the product use rights for Lync Server 2010 and these terms. That right expires upon the expiration or termination of the right to use software under the qualifying licenses (for example, Complimentary Licenses received under subscription programs expire when the qualifying licenses expire).

Customers who do not have SA, or do not maintain SA, on their Office Communications Server Enterprise CAL or the ECAL Suite at General Availability of Lync Server 2010 will not be qualified for the

grandfathering offer and will be required to purchase the Lync Plus CAL in order to have rights to the Lync Server 2010 Plus CAL functionality.

Refer to the [Microsoft Product List Notes](#) for further information.

## 6.4 Server Roles

Lync 2010 Server Standard and Enterprise editions can be installed and configured in many server roles on a server running Windows Server. Server roles are Lync Server 2010 instances which run a specialized set of functionality, such as audio/video conferencing, edge services, or mediation between Enterprise Voice and the PSTN. The Front End Server role is required for every deployment, and each instance requires a license. All other roles are considered additional software and do not require a license. For more on Lync Server 2010 Roles refer to [TechNet](#).

- **A/V Conferencing Server:** A server role that mixes and manages audio/video inputs from multiple sources for multiparty audio/video conferences.
- **Application Sharing Server:** A server role that manages and streams shared applications or an entire desktop during a conference.
- **Archiving Server:** A server role that includes the Archiving service and the Archiving database. The Archiving Server captures all IM conversations and IM group conferences and stores them in a SQL Server database.
- **Back-End Database:** A server role that hosts the SQL Server database that stores user information and conference state, including persistent and transient user data, and persistent settings to the Front End Server. The Back-End Database is collocated with a Standard Edition server. In an Enterprise pool, the Back-End Database is deployed on a separate, dedicated computer.
- **Chat Room Server:** A server role that instantiates, manages permissions, maintains, and deletes chat rooms.
- **Conferencing Server:** A server role that mixes and manages inputs from multiple clients in a group session, also called multipoint control unit (MCU).
- **Director:** A Server role that authenticates internal and external users and routes traffic between Edge Servers and the internal Lync Server 2010 deployment.
- **Edge Server:** A server role that is deployed in the perimeter network to provide connectivity for external users, federated users, and public IM connections. An Edge Server runs three services: Access Edge service, A/V Edge service, and Web Conferencing Edge service. All three services are automatically installed with an Edge Server.
- **Front End Server:** A server role that is responsible for user registration, presence, IM, and communications routing. This may also include the conferencing server that hosts the IM Conferencing Service, Address Book Service, and Telephony Conferencing Service.
- **Mediation Server:** A server role that mediates signaling and media between Directors or Front End Servers and a media gateway.
- **Monitoring Server:** A server role in the internal network that collects call detail records and quality of experience (QoE) information.

- **Telephony Conferencing Server:** A server role that runs on a Lync Server 2010 Front End Server and manages audio conferencing provider (ACP) integration. This enables multi-party conferencing with PSTN callers who are connecting through an ACP.
- **Web Conferencing Server:** A server role that manages data collaboration for online conferences.