



**INTEGRATED QUALITY NETWORKS**

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## Actian ZEN Price List

<b>Actian Zen Cloud Server.....</b>	<b>4</b>
<b>Actian Zen Cloud Server Engines.....</b>	<b>4</b>
<b>Actian Zen Cloud Server Data in Use Increases .....</b>	<b>4</b>
<b>Actian Zen Cloud Server Size Increases .....</b>	<b>5</b>
<b>Actian Zen Cloud Server Upgrades .....</b>	<b>6</b>
<b>Actian Zen Cloud Server Upgrade from Zen Enterprise Server.....</b>	<b>6</b>
<b>Actian Zen Cloud Server Active-Passive Cluster.....</b>	<b>6</b>
<b>Actian Zen Enterprise Server .....</b>	<b>7</b>
<b>Actian Zen Enterprise Server User Count Increases .....</b>	<b>7</b>
<b>Actian Zen Enterprise Server Upgrades .....</b>	<b>8</b>
<b>Actian Zen Enterprise Server Active-Passive Cluster .....</b>	<b>8</b>
<b>Actian Workgroup Server .....</b>	<b>9</b>
<b>Actian Zen Workgroup.....</b>	<b>9</b>
<b>Actian Zen Workgroup User Count Increases .....</b>	<b>9</b>
<b>Actian Zen Workgroup Deployment .....</b>	<b>9</b>
<b>Actian Edge Server and Core.....</b>	<b>10</b>
<b>Actian Zen Edge Server .....</b>	<b>10</b>
<b>Actian Zen Core .....</b>	<b>10</b>
<b>Actian Zen v13 .....</b>	<b>11</b>
<b>Actian Zen v13 Server User Count Increases .....</b>	<b>11</b>
<b>Actian Zen v13 Workgroup User Count Increases .....</b>	<b>11</b>
<b>Actian Btrieve 12 .....</b>	<b>12</b>
<b>Actian Btrieve 12 Limited Distribution License .....</b>	<b>12</b>
<b>Actian Zen Insurance .....</b>	<b>13</b>
<b>Actian Zen Enterprise Server Insurance Base License .....</b>	<b>13</b>
<b>Actian Zen Enterprise Server Insurance User Count Increase .....</b>	<b>13</b>

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**Action Corporation**  
Action ZEN Price List  
Effective April 20<sup>th</sup>, 2022

<b>Action Zen Bundles .....</b>	<b>14</b>
<b>Action Zen Software Developers Bundle – 1 Year Subscription .....</b>	<b>14</b>
<b>Action Zen Security Solutions.....</b>	<b>15</b>
<b>Action AuditMaster.....</b>	<b>15</b>
<b>Action DataExchange Real-Time Backup Edition .....</b>	<b>15</b>
<b>Action Zen Support .....</b>	<b>17</b>
<b>Action Zen Annual Support Offerings .....</b>	<b>17</b>
<b>Action Zen Per Incident Support.....</b>	<b>17</b>

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**Action Corporation**  
**Action ZEN Price List**  
 Effective April 20<sup>th</sup>, 2022

## Action Zen Cloud Server

### Action Zen Cloud Server Engines

Size	Price	Data in Use	v14	v15
Small	3.739 €	20 GB	Z14CLD-1506020-000--01	Z15CLD-1506020-000--01
Medium	12.475 €	100 GB	Z14CLD-1506100-000-01	Z15CLD-1506100-000-01
Large	23.995 €	200 GB	Z14CLD-1506200-000-01	Z15CLD-1506200-000-01
SuperSize	41.179 €	Unlimited	Z14CLD-1506000-UNL-01	Z15CLD-1506000-UNL-01

- Zen Cloud Server product keys may be used on only one machine (physical or virtual) at a time. Standard product keys must be de-authorized before being used to authorize another instance of Zen Cloud Server.
- Zen Cloud Server size is measured by Data in Use only. Data in Use are maximum values licensed for the Zen Cloud Server Size. These values can be increased by adding Data in Use Increases.
- A license for Action Backup Agent is included with Zen Cloud Server. Backup Agent executables are included in Windows versions of Zen Cloud Server.

### Action Zen Cloud Server Data in Use Increases

Data-in-Use Permanent	Price	v14	v15
10 GB	2.011 €	Z14CLD-3406010-000-01	Z15CLD-3406010-000-01
Data-in-Use Time Limited	Price	v14	v15
10 GB (60 days)	283 €	Z14CLD-3406010-060-01	Z15CLD-3406010-060-01

- Data in Use Increases may only be applied to base Zen Cloud Server installations.
- Data in Use Increases are not eligible for upgrade.
- Time-limited Data-in-Use Increases have a term of 60 days from the day the product key is authorized.
- Time-limited Data-in-Use Increases cannot be moved to another machine after being authorized.
- Time-limited Data-in-Use Increases may be used to increase Action Zen Cloud Server Insurance License.

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**Actian Corporation**  
**Actian ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

**Actian Zen Cloud Server Size Increases**

Size	Price	v14	v15
Small to Medium	10.459 €	Z14CLD-3406100-000-1-01	Z15CLD-3406100-000-1-01
Small to Large	21.979 €	Z14CLD-3406200-000-1-01	Z15CLD-3406200-000-1-01
Small to SuperSize	39.259 €	Z14CLD-3406000-UNL-1-01	Z15CLD-3406000-UNL-1-01
Medium to Large	12.379 €	Z14CLD-3406100-000-2-01	Z15CLD-3406200-000-2-01
Medium to SuperSize	29.659 €	Z14CLD-3406000-UNL-2-01	Z15CLD-3406000-UNL-2-01
Large to SuperSize	18.139 €	Z14CLD-3406000-UNL-3-01	Z15CLD-3406000-UNL-3-01

1. Zen Cloud Server Size increases apply only to size changes within the same version of Zen Cloud Server. For example, moving from Small to Medium in Zen Cloud Server 13.
2. Size decreases are not allowed.
3. No media available for Size Increases.

**Actian Zen Cloud Server Sidegrade from Zen Enterprise Server**

From Users	To Size	Price	v14	v15
6 and 10	Small	2.491 €	Z14CLD-8106020-000-S1-01	Z15CLD-8106020-000-S1-01
20 and 50	Medium	7.291 €	Z14CLD-8106100-000-S1-01	Z15CLD-8106100-000-S1-01
100 and 250	Large	11.227 €	Z14CLD-8106200-000-S1-01	Z15CLD-8106200-000-S1-01
500	SuperSize	21.115 €	Z14CLD-8106000-UNL-S1-01	Z15CLD-8106000-UNL-S1-01

1. Sidegrades are moving from Actian Zen Enterprise Server to the same version number of Actian Zen Cloud Server. For example, moving from Zen Enterprise Server to Zen Cloud Server is a sidegrade.
2. Sidegrades to Zen Cloud Server from Zen Enterprise Server may only occur in the user-count to size range combinations published in this price list. For example, 6-user Zen Enterprise Server may only sidegrade to Zen Cloud Server Small.
3. Zen Enterprise Server UCI's cannot be side graded to Zen Cloud Server.
4. To move from a Zen Enterprise Server user count to another Zen Cloud Server Size, first sidegrade to Zen Cloud Server then increase to the preferred Zen Cloud Server size.
5. For example, to move from 6-user Zen Enterprise Server to Zen Cloud Server Medium:
  - 1) first sidegrade from Zen Enterprise Server to Zen Cloud Server Small, then
  - 2) Increase from Zen Cloud Server Small to Zen Cloud Server Medium.
6. Any Zen Enterprise Server license that is sidegraded must be deauthorized and may not be re-authorized or run concurrently with the Zen Cloud Server sidegrade license.
7. Downgrades are not allowed.

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**Actian Corporation**  
**Actian ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

### Actian Zen Cloud Server Upgrades

Size	Price	Data in Use	From v13 to v14	From v14 to v15
Small	1.915 €	20 GB	Z14CLD-8106020-000-1-01	Z15CLD-8106020-000-1-01
Medium	6.331 €	100 GB	Z14CLD-8106100-000-1-01	Z15CLD-8106100-000-1-01
Large	11.611 €	200 GB	Z14CLD-8106200-000-1-01	Z15CLD-8106200-000-1-01
SuperSize	20.635 €	Unlimited	Z14CLD-8106000-UNL-1-01	Z15CLD-8106000-UNL-1-01

1. Proof of purchase of installed version of PSQL Vx (the version being upgraded) is required.
2. Upgrades must be of the same size or one level higher than the installed base Zen Cloud server license.
3. Reducing size during an upgrade is not allowed.
4. Data-in-use increases cannot be upgraded.
5. Any software that is upgraded must be uninstalled and may not be reinstalled or run concurrently with the newer version.
6. Downgrades are not allowed.

### Actian Zen Cloud Server Upgrade from Zen Enterprise Server

From Users	To Size	Price	From v13 to v14	From v13 to v14
6 and 10	Small	2.779 €	Z14CLD-8106020-000-2-01	Z15CLD-8106020-000-2-01
20 and 50	Medium	7.867 €	Z14CLD-8106100-000-2-01	Z15CLD-8106100-000-2-01
100 and 250	Large	12.475 €	Z14CLD-8106200-000-2-01	Z15CLD-8106200-000-2-01
500	SuperSize	22.075 €	Z14CLD-8106000-UNL-2-01	Z15CLD-8106000-UNL-2-01

1. These upgrades are moving from an older version of Zen Server to a newer version of Zen Cloud Server. For example, moving from Zen v14 Enterprise Server to Zen v15 Cloud Server is an upgrade.
2. Upgrades to Zen Cloud Server from Zen Enterprise Server may only occur in the user-count to size range combinations published in this price list. For example, 6-user Zen Enterprise Server may only upgrade to Zen Cloud Server Small.
3. To move from a Zen Enterprise Server user count to another Zen Cloud Server Size, first upgrade to Zen Cloud Server then increase to the preferred Zen Cloud Server size.
4. For example, to move from 6-user Zen v14 Server to Zen v15 Cloud Server Medium:
  - 1) first upgrade from Zen v14 Enterprise Server to Zen v15 Cloud Server Small, then
  - 2) increase from Zen Cloud Server Small to Zen Cloud Server Medium.
5. Zen Enterprise Server UCI's cannot be upgraded to Zen Cloud Server.
6. Any software that is upgraded must be uninstalled and may not be reinstalled or run concurrently with the newer version.
7. Downgrades are not allowed

### Actian Zen Cloud Server Active-Passive Cluster

Size	Price	Data in Use	v14	v15
Small	5.659 €	20 GB	APC14CLD-1506020-000-01	APC15CLD-1506020-000-01
Medium	18.715 €	100 GB	APC14CLD-1506100-000-01	APC15CLD-1506100-000-01
Large	35.995 €	200 GB	APC14CLD-1506200-000-01	APC15CLD-1506200-000-01
SuperSize	61.819 €	Unlimited	APC14CLD-1506000-UNL-01	APC15CLD-1506000-UNL-01

1. The key delivered with Active-Passive Cluster licenses may be authorized on two separate machines (physical or virtual). The Active-Passive Cluster license is designed to support failover scenarios where one Zen system is active, and another is passive. The Zen Cloud Server Active-Passive Cluster license may only be used on one active system at a time.

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**Actian Corporation**  
**Actian ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

## Actian Zen Enterprise Server

### Actian Zen Enterprise Server Engines

Users	Price	v14	v15
1	380 €	Z14-150664-001-01	Z15-150664-001-01
6	1.435 €	Z14-150664-006-01	Z15-150664-006-01
10	2.107 €	Z14-150664-010-01	Z15-150664-010-01
20	3.643 €	Z14-150664-020-01	Z15-150664-020-01
35	5.851 €	Z14-150664-035-01	Z15-150664-035-01
50	7.675 €	Z14-150664-050-01	Z15-150664-050-01
100	13.243 €	Z14-150664-100-01	Z15-150664-100-01
250	19.195 €	Z14-150664-250-01	Z15-150664-250-01
500	26.491 €	Z14-150664-500-01	Z15-150664-500-01

- Enterprise Server licenses may be used on only one machine (physical or virtual) at a time.
- Enterprise Server licenses must be deauthorized before being used to authorize another instance of Zen.
- These licenses are not stackable. Increasing the number of users allowed on an existing instance of Zen Enterprise Server requires the purchase of a User Count Increase.
- 32-bit Zen Enterprise Server for Windows includes 32-bit Client. 64-bit Zen Enterprise Server for Windows includes 32- and 64-bit Clients.
- Microsoft licensing for some operating systems may limit the acceptable user count for Zen to a smaller range (for example 6, 10 and 20) than is shown in this price list.
- Zen Enterprise Server 1-user installations cannot add user count increases.
- A license for Actian Backup Agent is included with Zen Enterprise Server. Backup Agent executables are included in Windows versions. Backup Agent for Linux and OS X must be downloaded separately.

### Actian Zen Enterprise Server User Count Increases

Users	Price	v14	v15
6	1.435 €	Z14-340664-006-01	Z15-340664-006-01
10	2.107 €	Z14-340664-010-01	Z15-340664-010-01
20	3.643 €	Z14-340664-020-01	Z15-340664-020-01
35	5.851 €	Z14-340664-035-01	Z15-340664-035-01
50	7.675 €	Z14-340664-050-01	Z15-340664-050-01
100	13.243 €	Z14-340664-100-01	Z15-340664-100-01
250	19.195 €	Z14-340664-250-01	Z15-340664-250-01
500	26.491 €	Z14-340664-500-01	Z15-340664-500-01

- User Count Increases (UCI's) are not eligible for upgrade.
- UCI's can only be added to an existing Zen Enterprise Server installation.
- UCI's must match the version of the existing Zen Enterprise Server installation.
- UCI product keys may be used on only one machine (physical or virtual) at a time. Product keys must be de-authorized before being used to authorize another instance of Zen.
- No media is included.

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**Action ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

**Action Zen Enterprise Server Upgrades**

Users	Price	From v13 to v14	From v14 to v15
6	763 €	Z14-810664-006-1-01	Z15-810664-006-1-01
10	1.051 €	Z14-810664-010-1-01	Z15-810664-010-1-01
20	1.819 €	Z14-810664-020-1-01	Z15-810664-020-1-01
35	2.971 €	Z14-810664-035-1-01	Z15-810664-035-1-01
50	3.835 €	Z14-810664-050-1-01	Z15-810664-050-1-01
100	6.619 €	Z14-810664-100-1-01	Z15-810664-100-1-01
250	9.595 €	Z14-810664-250-1-01	Z15-810664-250-1-01
500	13.243 €	Z14-810664-500-1-01	Z15-810664-500-1-01

1. Proof of purchase of installed version of Zen Enterprise Server (the version being upgraded) is required.
2. Upgrades must be of the same user count or one level higher than the installed base server license. Reducing user count during an upgrade is not allowed. Upgrade to Zen/PSQL Server 1 user is not available.
3. UCI's are not eligible for upgrade.
4. It is permissible, based on user count, to upgrade to the next level user count. Validation is required to upgrade to the next level.
5. Upgrades are applicable across OS platforms (from Linux or OS X to Windows).
6. Any Zen Enterprise Server license that is upgraded must be deauthorized and may not be re-authorized or run concurrently with the Zen Enterprise upgrade license.
7. Downgrades are not allowed.

**Action Zen Enterprise Server Active-Passive Cluster**

Users	Price	v14	v15
6	2.203 €	APCZ14-150664-006-01	APCZ15-150664-006-01
10	3.163 €	APCZ14-150664-010-01	APCZ15-150664-010-01
20	5.467 €	APCZ14-150664-025-01	APCZ15-150664-020-01
35	8.827 €	APCZ14-150664-035-01	APCZ15-150664-035-01
50	11.515 €	APCZ14-150664-050-01	APCZ15-150664-050-01
100	19.867 €	APCZ14-150664-100-01	APCZ15-150664-100-01
250	29.851 €	APCZ14-150664-250-01	APCZ15-150664-250-01
500	39.739 €	APCZ14-150664-500-01	APCZ15-150664-500-01

1. The key delivered with Active-Passive Cluster licenses may be authorized on two separate machines (physical or virtual). The Active-Passive Cluster license is designed to support failover scenarios where one Zen system is active, and another is passive. The Active-Passive Cluster license may only be used on one active system at a time.

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**Action Corporation**  
**Action ZEN Price List**  
 Effective April 20<sup>th</sup>, 2022

## Action Workgroup Server

### Action Zen Workgroup

Users	Price	v14	v15
1 User Workgroup License	96 €	Z14-130058-001-01	Z15-130058-001-01
3 User Workgroup License	288 €	Z14-130058-003-01	Z15-130058-003-01
5 User Workgroup License	480 €	Z14-130058-005-01	Z15-130058-005-01

1. Zen Workgroup licenses may be used on only one machine (physical or virtual) at a time.
2. Zen Workgroup licenses are required to be authorized on each machine where data is accessed by the Zen Workgroup engine. For example, a 5-user Workgroup license will allow 5 concurrent users to access one Zen Workgroup on one machine acting as a database server.
3. Enabling additional machines in a network to act as database servers requires the purchase of additional Workgroup licenses.
4. Additional machines that need a Zen Workgroup engine to run locally will be required to purchase additional Workgroup licenses.
5. The maximum allowable user count for each Workgroup engine is 5. If additional users need to access the zen database engine, an Enterprise Server license is required.
6. Available for Windows 32-bit only and not eligible for upgrades.

### Action Zen Workgroup User Count Increases

Users	Price	v14	v15
1 User Workgroup UCI License	96 €	Z14-340058-001-01	Z15-340058-001-01
2 User Workgroup UCI License	192 €	Z14-340058-002-01	Z15-340058-002-01

1. Increasing the number of concurrent users allowed requires the purchase of Workgroup User Count Increases (UCI's). Maximum allowable user count for each Workgroup engine is 5. If additional users need to access the Zen database engine, an Enterprise Server license is required.
2. UCIs can only be added to an existing licensed Zen Workgroup installation of the same version.
3. Available for Windows 32-bit only and not eligible for upgrades.

### Action Zen Workgroup Deployment

Users	Price	v14	v15
25 Count - Workgroup Deployment License	2.160 €	Z14-130053-01	Z15-130053-01
100 Count - Workgroup Deployment License	8.160 €	Z14-130053-01	Z15-130053-01
1000 Count - Workgroup Deployment License	72.000 €	Z14-130057-01	Z15-130057-01
Unlimited Count - Workgroup Deployment License	Call for pricing	Z14-130059-01	Z15-130059-01

1. Workgroup Deployment Licenses may be used to deploy multiple User Counts of 1, 3 and 5, and User Count Increases of 1 and 2.
2. Workgroup Deployment Packs used to create Workgroup licenses must be added to the Workgroup Deployment Portal at <http://deploy.pervasive.com>.
3. Internet access and registration may be required for product authorization or license distribution of Deployment Pack licenses.
4. Available for Windows 32-bit only and not eligible for upgrades.

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**Action Corporation**  
**Action ZEN Price List**  
 Effective April 20<sup>th</sup>, 2022

## Action Edge Server and Core

### Action Zen Edge Server

Users	Price	v14	v15
100 Count – Zen Edge Server Deployment License	2.491 €	Z14-160055-01	Z15-160055-01
250 Count – Zen Edge Server Deployment License	5.563 €	Z14-160056-01	Z15-160056-01
1000 Count – Zen Edge Server Deployment License	19.195 €	Z14-160057-01	Z15-160057-01

1. Zen Edge Server Deployment Licenses (100, 250, 1000) are available directly from Action or through authorized distributors
2. Zen Edge Server Deployment Licenses may be used to deploy multiple Use Counts of 1-10 users, and User Count Increases of 1 and 2.
3. The maximum allowable user count for Zen Edge Server is 10.
4. Zen Edge Server Deployment Packs used to create licenses must be added to the Deployment Portal at <http://deploy.pervasive.com>

### Action Zen Core

Copies	v14	v15
Zen Core 100 Copies	Z14-170664-100-01	Z15-170664-100-01
Zen Core 500 Copies	Z14-170664-500-01	Z15-170664-500-01
Zen Core 1000 Copies	Z14-170664-1000-01	Z15-170664-1000-01
Zen Core 10.000 Copies	Z14-750664-10000-01	Z15-750664-10000-01
Zen Core 100.000 Copies	Z14-170664-100000-01	Z15-170664-100000-01

1. Zen Core is now royalty free for development and distribution. Customers may complete the form online to download Zen Core.

**Action Corporation**  
**Action ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

## Action Zen v13

### Action Zen v13 Server User Count Increases

Users	Price	Windows, Linux, Mac OS
6	1.915 €	P13-340664-006-01
10	2.779 €	P13-340664-010-01
20	4.795 €	P13-340664-020-01
35	7.675 €	P13-340664-035-01
50	9.979 €	P13-340664-050-01
100	17.275 €	P13-340664-100-01
250	24.955 €	P13-340664-250-01
500	34.459 €	P13-340664-500-01

1. User Count Increases (UCI's) are not eligible for upgrade.
2. UCI's can only be added to an existing PSQL Server installation.
3. PSQL UCI's must match the version of the existing PSQL Server installation.
4. A single product key authorizing a UCI will support Windows, Linux and OS X platforms.
5. UCI product keys may be used on only one machine (physical or virtual) at a time. Product keys must be deauthorized before being used to authorize another instance of PSQL.
6. No media is included.
7. No downgrades.

### Action Zen v13 Workgroup User Count Increases

Users	Price	Windows
1 User Workgroup UCI License	125 €	P13-340058-001-01
2 User Workgroup UCI License	250 €	P13-340058-002-01

1. Increasing the number of concurrent users allowed requires the purchase of Workgroup User Count Increases (UCI's). Maximum allowable user count for Workgroup is 5.
2. UCIs can only be added to an existing licensed Zen Workgroup installation.
3. No Media is included.
4. No downgrades

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**Action Corporation**  
Action ZEN Price List  
Effective April 20<sup>th</sup>, 2022

## Action Btrieve 12

### Action Btrieve 12 Limited Distribution License

Users	Price	Windows
1000 Count - Limited Distribution License	Call for pricing	B12-130057-01

1. Limited Distribution Licenses for Btrieve 12 are available directly from Action or through authorized distributors.
2. Btrieve 12 Deployment Packs may be used to deploy multiple User Counts from 1 to 1000.
3. Btrieve 12 Deployment Packs used to create licenses must be added to the Deployment Portal at <http://deploy.pervasive.com>.
4. Internet access and registration may be required for product authorization or license distribution of Deployment Pack licenses.
5. Btrieve 12 requires a minimum of a 1-user license for every installation. Systems enabling access by more than one user require licensing for the appropriate number of concurrent users. Some examples are:
  - a. Five copies of Btrieve 12 installed means a minimum of five 1-user licenses.
  - b. Five Btrieve 12 installations connecting to another machine acting as a server and supporting 5 concurrent users means five 1-user licenses and one 5-user license.

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**Action Corporation**  
Action ZEN Price List  
Effective April 20<sup>th</sup>, 2022

## Action Zen Insurance

### Action Zen Enterprise Server Insurance Base License

Users	Price	v14	v15
50	475 €	INS14-150664-050-01	INS15-150664-050-01
250	955 €	INS14-150664-250-01	INS15-150664-250-01

### Action Zen Enterprise Server Insurance User Count Increase

Users	Price	v14	v15
50	475 €	INS14-340664-050-01	INS15-340664-050-01
250	955 €	INS14-340664-250-01	INS15-340664-250-01

### Action Zen Cloud Server Insurance Base License

Size	Price	v14	v15
Medium	1.531 €	INS14CLD-150620-000-01	INS15CLD-150620-000-01
Large	2.107 €	INS14CLD-150650-000-01	INS15CLD-150650-000-01

1. Zen Insurance may be used up to three times with a maximum term of seven days each time.
2. Zen Insurance may be used on three different machines at the same time, on one machine three times, or a combination of one and two machines so long as the number of uses does not exceed three.
3. To increase the number of users covered with Zen Server Insurance, purchase Zen Server Insurance User Count Increases.
4. To increase the data in use covered with Zen Cloud Server Insurance, purchase time-limited data in use increases or time-limited session count increase.

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**Action Corporation**  
**Action ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

## Action Zen Bundles

### Action Zen Software Developers Bundle – 1 Year Subscription

<b>Products Bundled</b>	<b>Price</b>	<b>v14</b>	<b>v15</b>
Action Zen v14 Developers Bundle	795 €	Z14-DEV-BUNDLE	Z15-DEV-BUNDLE
Zen v14 Cloud Server Engine Small (20 GB)	Included	Included	Included
Zen v14 Enterprise Server – 6 users	Included	Included	Included
Zen v14 Edge Server – 100 users	Included	Included	Included
Zen v14 Workgroup – 5 users	Included	Included	Included
Zen v14 Core – 100 Copies	Included	Included	Included

1. Action Zen Developer's Bundle includes licenses for Zen Cloud Server, Zen Enterprise Server, Zen Edge Server and Zen Workgroup.
2. The license term for the Zen Developer's Bundle is one year. License expire 365 days after they are created.
3. Zen Workgroup is available for Windows only.
4. All Zen licenses are restricted to development use only.
5. Upgrades are not available for Zen Developers Bundle.

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Actian ZEN Price List  
Effective April 20<sup>th</sup>, 2022

## Actian Zen Security Solutions

### Actian AuditMaster

	Part Number	Price
AuditMaster 13 for Windows (32- and 64-bit)	AM-962051-05	3.240 €
AuditMaster 14 for Windows (32- and 64-bit)	AM-962051-06	2.491 €

1. AuditMaster is the database auditing tool that can be immediately used with Zen without changes to the application. AuditMaster data sheet is available online at: <https://www.actian.com/wp-content/uploads/2020/02/DS28-0320-AuditMaster.pdf?id=19055>
2. For use with Actian Zen Enterprise Server or Actian Zen Core Server. AuditMaster version must match the version of Actian Zen Server and Actian Cloud Server.
3. AuditMaster is licensed on a per Zen Server (Enterprise or Cloud) basis regardless of user count.

### Actian DataExchange Real-Time Backup Edition

	Part Number	Price
DataExchange v13 Real-Time Backup for Zen Server (Windows 32- and 64-bit)	DX-950651-06	3.240 €
DataExchange v14 Real-Time Backup for Zen Server (Windows 32- and 64-bit)	DX-950651-07	2.491 €

1. DataExchange is a replication tool that provides a simple to use solution for securing and protecting mission-critical data from application downtime and data loss. DataExchange data sheet is available online at: <https://www.actian.com/wp-content/uploads/2020/02/DS29-0320-DataExchange.pdf?id=19057>
2. For use with Zen Enterprise Server or Zen Cloud Server.
3. DataExchange Real-Time Backup is restricted to one-way replication between two Zen Server (Enterprise or Cloud) engines only. DataExchange Real-Time Backup Edition includes one (1) DataExchange license for use with two (2) Zen Server engines (primary and backup).
4. The Zen backup database can be a Zen Enterprise Server or Zen Cloud Server with user count or data size determined by the customer's business requirements.
5. DataExchange Real-Time Backup Edition does not include a Zen database license. Purchasers of DataExchange Real-Time Backup must provide or purchase both a primary and backup Zen Enterprise Server/Zen Cloud Server licenses.
6. The DataExchange version must match the version of the Actian Zen Enterprise Server or Actian Zen Cloud Server.
7. DataExchange is licensed on a per Zen Server engine basis regardless of user count.

Suggested retail pricing for English language versions. All prices are in EURO and are applicable for the currently shipping version of the Product. Prices are subject to change without notice. Any software that is upgraded must be uninstalled and cannot be run concurrently with the newer version. Effective April 20<sup>th</sup>, 2022. Sales taxes for direct sales will be charged in countries where applicable.

**Action Corporation**  
Action ZEN Price List  
Effective April 20<sup>th</sup>, 2022

## **Action DataExchange Data Synchronization Edition**

	Part Number	Price
DataExchange 13 Data Synchronisation Edition for Zen Enterprise Server (Windows 32- and 64-bit)	DX-951251-06	3.240 €
DataExchange 14 Data Synchronisation Edition for Zen Enterprise Server (Windows 32- and 64-bit)	DX-951251-07	2.491 €

1. DataExchange is a replication tool that provides a simple to use solution for securing and protecting mission-critical data from application downtime and data loss. DataExchange data sheet is available online at: <https://www.action.com/wp-content/uploads/2020/02/DS29-0320-DataExchange.pdf?id=19057>
2. For use with Zen Enterprise Server or Zen Cloud Server
3. DataExchange Data Synchronization Edition allows for two-way replication between two or more Zen Server (Enterprise or Cloud) engines.
4. DataExchange Data Synchronization Edition licenses are required for each Zen Server engine participating in a replication network. For example, if you have three Zen Server engines in your replication network, you need three copies of DataExchange Data Synchronization - one for each Zen Server engine.
5. DataExchange Synchronization Edition supports only Btrieve level replication.
6. The DataExchange version must match the version of the Action Zen Enterprise Server or Action ZenCloud Server.
7. DataExchange is licensed on a per server basis regardless of user count.

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**Actian Corporation**  
**Actian ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

## Actian Zen Support

### Actian Zen Annual Support Offerings

Zen v14 and v14 -Workgroup, Enterprise Server, Cloud Server	Part Number	Price
Bronze – 12 months or 5 Service Tickets	60-310001-04	1.000 €
Silver – 12 months or 10 Service Tickets	60-310002-04	1.800 €
Gold – 12 months or 30 Service Tickets	60-310003-01	5.000 €
Platinum – 12 months with Unlimited Service Tickets	60-310007-01	Call for Pricing
Zen v14 and v15 - Core and Edge Server	Part Number	Price
Bronze – 12 months or 5 Service Tickets	60-320001-06	2.000 €
Silver – 12 months or 10 Service Tickets	60-320002-06	3.600 €
Gold – 12 months or 30 Service Tickets	60-320003-03	10.000 €
Platinum – 12 months with Unlimited Service Tickets	60-320007-03	Call for Pricing

Zen v13 – Workgroup, Enterprise Server, Cloud Server	Part Number	Price
Bronze – 12 months or 5 Service Tickets	60-310001-05	3.000 €
Silver – 12 months or 10 Service Tickets	60-310002-05	5.400 €
Gold – 12 months or 30 Service Tickets	60-310003-02	15.000 €
Platinum – 12 months with Unlimited Service Tickets	60-310007-02	Call for Pricing

### Actian Zen Per Incident Support

	Part Number	Price
Electronic/Per Incident – Zen v15 Core and Zen v15 Edge Server	60-320015-11	250 €
Electronic/Per Incident – Zen v15 Workgroup, Enterprise Server, Cloud Server	60-310015-10	250 €
Voice/Per Incident - Zen v15 Workgroup, Enterprise Server, Cloud Server	60-310015-10	250 €
Electronic/Per Incident – Zen v14 Core, Zen v14 Edge Server	60-320015-10	500 €
Electronic/Per Incident - Zen v14 Workgroup, Enterprise Server, Cloud Server	60-310015-09	500 €
Voice/Per Incident - Zen v14 Workgroup, Enterprise Server, Cloud Server	60-310000-09	500 €
Electronic/Per Incident - Zen v13 Core and Zen v13 Edge Server	60-320015-08	750 €
Electronic/Per Incident - Zen v13 Workgroup, Enterprise Server, Cloud Server	60-310000-07	750 €
Voice/Per Incident – Zen v13 Workgroup, Enterprise Server, Cloud Server	60-310000-07	750 €

1. Only products in this Price List are eligible for support.
2. For other than Per Incident support, contract terms for database support are for 12 months or until the resolution of the allocated service tickets, whichever comes first.
3. Per Incident, Bronze, and Silver support offerings are not eligible for discount.
4. For more information on Support Offerings and operating systems supported for PSQL, please visit <http://supportservices.actian.com/support-services/support>

### Actian Zen Licensing Support

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**Action ZEN Price List**  
**Effective April 20<sup>th</sup>, 2022**

Customers who require assistance with their Actian Zen license will need to provide the following information, at a minimum, to Actian's support team:

1. License key string
2. Proof of purchase – invoice, receipt, or Actian order number
3. Description of the problem
4. Error code or error message – include license status if key is in “Disabled” or “Failed Validation” state
5. Email to [dbcic@actian.com](mailto:dbcic@actian.com)

## **Action Zen Online Manuals**

Zen v14 online manual: <https://docs.actian.com/zen/v14/>

Zen v15 online manual: <https://docs.actian.com/zen/v15/>