CloudShare Billing/Consumption Metrics

Please refer to your CloudShare Software as a Service Subscription Agreement to determine which metrics apply to you. Not all customers use all metrics described below.

User Hours

Your CloudShare agreement may include allotments of consumption based "Hours" are calculated by totaling the distinct users' distinct hours. There are a few activity types that are not counted as identified below. Hours are based on time actually elapsed with any portion of an hour during a session counting as an hour.

Activities that count as User hours:
- An administrator, sales engineer or trainer accesses a running environment and does not share it to a student or other end user. Since this user launched the CloudShare virtual machine, the total would be one distinct user on one hour, or one User Hour.
- For instructor-led classes, the instructor counts as a user.
- A user launches an environment for automated testing but never accesses the machine directly. Since the user launched the CloudShare virtual machine, the total would be one distinct user on one hour, or one User Hour.
- A student or demo recipient logs into a machine launched via the CloudShare API on a website portal. Since the user launched the CloudShare virtual machine, the total would be one distinct user on one hour, or one User Hour.

Activities that do not count as User hours:
- A user who edits an environment policy, checks on their subscription, or assigns new users without launching or accessing any CloudShare virtual machines has not consumed a User Hour.
- A user who is sent an external invitation, but who does not launch or access a CloudShare virtual machine has not consumed a User Hour

RAM GB hours and Disk GB hours

CloudShare samples disk/RAM usage every 10 minutes and uses the sample to project usage for the full 10 minutes. As an example, if an environment is using 100GB in each of the 6 hourly samples and runs for an hour, it will count as 100 RAM GB- Hours. If the same environment is running 30 minutes it will count as 50 RAM GB-Hours. The smallest increment CloudShare will count is 10 minutes.

BI/Analytics license

This is not a measured metric; customers who bought a license are not subject to any usage limitations in conjunction with their use of CloudShare's service. The BI/Analytics license is only for use with CloudShare's service.

Public Cloud

Where CloudShare is using a public cloud rather than its own equipment, usage metrics for that public cloud will be the same ones the public cloud provider uses to charge CloudShare or the customer.