



## “What’s New” VMware License Activation Portal FAQ

To enhance the current license activation process and provide additional features, VMware is introducing a newly designed portal in January 2007.

### What are the key changes?

This portal provides enhancements in the following areas

- Simpler process of activating licenses
- Improved access to licenses
- Improved management of License Activation Codes (LACs)
- Quicker access to information such as order history, LACs, and license file contents
- Increased flexibility in modifying previously activated license files
- Improved license file concatenation capabilities

### Which product licenses can be managed by the new licensing portal?

- VI3 products, including ESX Server, VirtualCenter, VMotion, HA, and DRS
- Lab Manager

### Who has access to licenses?

Anyone who is a License Administrator (LA) or Support Administrator (SA) on a support contract or who registered the LAC can manage the associated licenses using the portal

### What are the specific features of the portal?

To create and manage license files, there are several new features available on the “Manage Licenses” page:

- **New** – This feature starts the wizard to create a license file. This function is similar to the previous portal, but now you can create a license file that spans multiple orders. Any required license file concatenation is managed by the portal
- **Edit** – This feature allows previously activated license files to be changed. This can be helpful when there are changes to an existing installation (for example, an ESX host is upgraded to a server with more CPUs or additional licenses are added to a license server installation) or if a mistake was made when the license file was originally generated. License files cannot be changed from one license model (centralized license server and single host) to another. To do this, you must delete the license file and create a new one.
- **Combine** – This feature combines two or more previously activated license files into a single license file. This can be helpful for combining license files generated using the old portal that did not allow license files to be generated across multiple LACs. It can also be helpful in cases where license installations are consolidated into a single instance. License files from different license models (centralized license server and single host) cannot be combined.

- **Delete** – This feature deletes previously activated license files and returns those licenses to the number of available product licenses that can be used for future license activations. NOTE: You cannot delete more than 5 license files at a time.
- **Comments** - When creating, editing, or combining license files, you can now add comments to a specific license file to help differentiate it from other license files. This field can be used to identify the server where the license is installed, a project name, or any other text that might be helpful in managing license files.
- **Hyperlinks** – Hyperlinks for products and license files now provide ready access to information such as order number, LACs, and license file contents.

Other features include

- Overall simplified workflow, wording, etc. on web pages and in e-mails
- Evaluation licenses are now displayed in separate section of the portal to simplify license management.
- Products and licenses can be sorted based on criteria like license family, license model, and created by.
- License files that are e-mailed are sent as an attachment, eliminating the need to copy and paste using a text editor.

For additional information on the new portal features, consult the online Help available from within the portal.

### **Does the portal affect how licensing works in VMware’s products?**

No, the new portal does not affect how the license file is installed in or works with the product. However, it is intended to make the process of activating and managing licenses easier.

### **What will happen to license files that were previously activated?**

They will still be available in the “My License Files” section of the portal. You will also have the ability to combine license files into a single, concatenated license file if required for your installation.

### **How does the new portal affect licensing of products purchased through someone other than VMware?**

The new portal is available for all users of VMware products.

- If you received a Partner Activation Code as part of an OEM hardware purchase or bought through an OEM, the process to use that code to obtain a VMware LAC is unchanged. Once you receive your LAC(s), you can manage your licenses using the new portal.
- If you purchased VMware product through a reseller, you can manage your licenses using the new portal once you receive your LAC(s)

### **What if I want to get ESX Server 2.x or Virtual Center 1.x serial numbers from my VI3 purchase instead of VI3 license files?**

This option is available through a separate workflow, though it is not available for VI3 Starter Edition. Select this option from the [VMware Product Licensing landing page](#).

This workflow also has the following enhancements

- You can now do a partial redemption of serial numbers from a given order (e.g., if you purchased 8 CPUs, you can choose to redeem for 2 CPUs now, 2 CPUs later, and 4 CPUs even later.)

- You can also combine serial numbers through a “trade in” process (e.g., you can convert 2 2-CPU serial numbers into a single 4-CPU serial number)

Redeeming ESX Server 2.x or Virtual Center 1.x serial numbers does NOT impact your available of VI3 license in the license activation portal.

### **How do I get support if I have issues?**

VMware customer support is available by phone at a number listed [here](#) (877-4-VMWARE in the United States and Canada) or through [e-mail](#). (European customers can also get [local e-mail support](#).)