# TABLE OF CONTENTS

**LEGAL NOTICES** .......................................................................................................................... 4

**SUPPORT** ....................................................................................................................................... 5
  - Customer Care .............................................................................................................................. 5
  - Technical Support ......................................................................................................................... 5

**GETTING MORE INFORMATION ABOUT PRODUCT LICENSING** ........................................... 6

**OVERVIEW** ..................................................................................................................................... 6
  - Benefits ......................................................................................................................................... 6

**ENTITLEMENTS** .............................................................................................................................. 7
  - Types of Entitlements ...................................................................................................................... 7
    - Perpetual Entitlements ....................................................................................................................
    - Software Subscription Entitlements ............................................................................................... 7
    - Trial-ware Entitlements ...................................................................................................................
    - Appliance Entitlements .................................................................................................................. 7
    - Service Entitlements ..................................................................................................................... 7
    - Support Entitlements .................................................................................................................... 8

  - How Entitlements Are Created ...................................................................................................... 8
    - Order Fulfillment .........................................................................................................................
    - Enterprise Flex ............................................................................................................................
    - Registration of a Serial Number Certificate ..............................................................................
    - Voucher Redemption ..................................................................................................................
    - Entitlement Replacement ..............................................................................................................

  - Entitlement Status ......................................................................................................................... 9
    - Active Entitlements ......................................................................................................................
    - Replaced Entitlements ..................................................................................................................
    - Terminated Entitlements .................................................................................................................

  - How Entitlements Are Organized .................................................................................................. 9

**ACCESSING VEMS** .......................................................................................................................... 9
  - How Users Are Granted Access to VEMS Accounts? ...................................................................
  - Logging into VEMS ....................................................................................................................... 11

**MAIN MENU** .................................................................................................................................... 13
  - Menu Overview ............................................................................................................................ 13

**DASHBOARD PAGE** .......................................................................................................................... 14
  - Entitlements Summary ..................................................................................................................
  - Recently Updated Entitlements ....................................................................................................... 14

**ACCOUNTS PAGE** ............................................................................................................................. 16
  - Accounts Table Overview ............................................................................................................. 17
  - Account Page Filter ....................................................................................................................... 17

**ENTITLEMENTS PAGE** ...................................................................................................................... 18
  - Entitlements Filter Overview ......................................................................................................... 20
# Downloads Page

**Downloads Page Filter** ........................................................................................................ 21
**Downloads Table Overview** .................................................................................................. 21
**Download History** .................................................................................................................... 21
**Downloading Software** ............................................................................................................. 22
**Exporting Download File Details** ............................................................................................ 22

# License Keys Page

**License Keys Table Overview** .................................................................................................. 23
**Locating License Keys** .............................................................................................................. 24

# Entitlement Details Page

**Entitlement Details Overview** .................................................................................................. 26
**Annotating Entitlements** .......................................................................................................... 28
  - Adding Comments ..................................................................................................................... 28
  - Adding Tags ............................................................................................................................... 28
**Other Actions** ............................................................................................................................ 28

# Generate License Key Page

**Generating Licensing Keys** ...................................................................................................... 29

# Administration Page

**User Privileges** ......................................................................................................................... 30
  - Administrator ............................................................................................................................ 30
  - Download Software .................................................................................................................... 30
  - Generate License Keys .............................................................................................................. 30
  - View .......................................................................................................................................... 31
  - Support ...................................................................................................................................... 31
**Partner Access** ............................................................................................................................ 31
**Managing Users** ......................................................................................................................... 32
**Locating Users** ............................................................................................................................ 32
  - Manage Users Table Overview .................................................................................................. 32
**Adding or Modifying a User** ........................................................................................................ 33
  - Removing Users ........................................................................................................................ 33
**Managing Enterprise Flex Contract Users** ................................................................................ 34
**Managing Entitlement Groups** .................................................................................................. 34
  - Entitlement Groups Table Overview ......................................................................................... 34
  - Creating and Modifying Entitlement Groups ............................................................................. 35
    - Grouping Entitlements ............................................................................................................... 35
    - Group Entitlements Filter Overview ....................................................................................... 35
  - Selecting Entitlements ................................................................................................................. 37

# User Preferences Page

**Setting Email Preferences** ........................................................................................................ 37

# Notifications Page

**Version Upgrades** ..................................................................................................................... 38
  - Preparing for your Version Upgrade .......................................................................................... 38
Obtaining the new Product Version ................................................................. 38

SERVICE CONTRACT RENEWALS ................................................................. 40
   Upcoming Renewal Indicators .................................................................. 40
   Updating the Product after Renewal ......................................................... 40

REGISTERING SERIAL NUMBERS & REDEEMING VOUCHERS ..................... 42

LEGAL NOTICES

Copyright © 2018 Veritas Technologies LLC. All rights reserved.

Veritas, the Veritas Logo, NetBackup, and BackupExec are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Microsoft, Microsoft Excel, Symantec Corporation, and other names may be trademarks of their respective owners.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. VERITAS TECHNOLOGIES LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Terms and Conditions

Veritas Entitlement Management System terms and conditions are provided in the User Agreement available on support.veritas.com.

Privacy Policy

https://www.veritas.com/about/privacy

Service and License Agreements

https://www.veritas.com/about/legal/license-agreements

Other Legal Notices

https://www.veritas.com/about/legal
SUPPORT

Customer Care
Customer Care information is available at support.veritas.com

Customer Care is available to assist with non-technical issues such as:
- Questions regarding product licensing or serialization
- Product registration updates, including address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Non-technical presales questions
- Assistance with any existing support agreement

Customer Care Email Support:
Send an email to one of the following email addresses. Please include as much detail as possible. A support case will be created for you, and you will receive an email with your case number. Future emails from Customer Care will include the assigned case number.

Worldwide (except Japan): CustomerCare@veritas.com
Japan: CustomerCare_Japan@veritas.com

Customer Care Phone Support:
Phone support information is available at support.veritas.com.

Technical Support
Technical Support maintains support centers globally. Technical Support’s primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for the Veritas online Knowledge Base. Technical Support works collaboratively with the other Veritas groups to answer your questions in a timely fashion.

Technical Support offerings include:
- A range of options so you can select the level of support that’s right for you
- Service for organizations of any size
- Telephone and/or web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance for timely access to the latest software versions
- Global support during regional business hours, or 24/7

All support services will be delivered in accordance with your support agreement and the current Enterprise Technical Support policy.

For information about Veritas support offerings and support policies, please visit: support.veritas.com.

Users with an Active VEMS Account and that have a current support agreement may access Technical Support information at support.veritas.com.
Before contacting Technical Support, make sure that you have satisfied the system requirements listed in your product documentation. In case it is necessary to replicate the problem, you should also have access to the computer on which the problem occurred. When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description, including
  - Error messages and log files
  - Troubleshooting that was performed before contacting Technical Support
  - Recent software configuration changes and network changes

GETTING MORE INFORMATION ABOUT PRODUCT LICENSING

General product licensing information is typically available via the Veritas Technical Support website at support.veritas.com. Use the search feature to search for “Licensing Guide” e.g. “Backup Exec Licensing”. Look for Licensing Guides or Licensing Overviews in the results. If you have any questions, please contact Customer Care per the instructions in the Customer Care section.

OVERVIEW

This guide is for Users of the Veritas Entitlement Management System (VEMS). The Veritas Entitlement Management System is a web-based portal that provides access to Veritas Entitlements granted to Veritas customers and partners. Users of this portal can manage their Entitlements, download software, and generate License Keys.

Benefits

- **Ability to manage Veritas Entitlements**
  - Self-serve access to up-to-date Entitlement Information
  - Ability to group Entitlements, limit access to a subset of Users
  - Advanced Entitlement search
  - Ability to view Entitlements across multiple customer accounts in a single view
  - Entitlements summary dashboard that displays Entitlement Service Contract status (active, expired, expiring soon) by Product Line
  - Ability to export detailed Entitlement information to Microsoft Excel compatible file
  - Ability to add comments and search-able custom tags (key words)
  - Immediate access to new product versions (requires active maintenance/support entitlement)

- **Ability to generate and manage License Keys**
  - Self-serve access to License Key generation
  - Ability to add comments to License Keys
  - Ability to view, search, and export License Key information
  - Ability to make copies, to email, and to generate new version License Keys

- **Ability to download software**
• Ability to manage User access

• Ability to receive product notifications
  o Product notifications are typically related to new version release and end-of-support notices

• Ability to manage Enterprise Flex contracts
  o Users who also manage Enterprise Flex contracts will see the Enterprise Flex option on the main menu

• Ability to register retail purchases and to redeem Partner vouchers

ENTITLEMENTS

An Entitlement is a right to use or access a product or service that is granted by Veritas to a customer or to a Veritas partner.

Types of Entitlements

Perpetual Entitlements
• Entitlements that grant a perpetual right to use a software product, subject to applicable terms and conditions.
  o Typically associated with software products that are installed by customers on their own hardware.
  o Does not grant the right to use future versions of a software product; customers must have Veritas maintenance/support for the Entitlement to receive technical support, to access new versions of the software product, software patches and software updates.
  o Support for a product software version is not perpetual; End of Support Life information is available at support.veritas.com.

Software Subscription Entitlements
• Entitlements that grant the right to use specific versions of a software product for a specified term.
  o Typically, maintenance and support are included; refer to the applicable terms and conditions for the Subscription product for details regarding maintenance/support.

Trial-ware Entitlements
• Entitlements that grant the right to use specific versions of a software product for pre-purchase evaluation (usually for thirty to sixty days, depending on the product) for the term of the Trial-ware Entitlement.
  o Details regarding maintenance/support can be found in the terms and conditions applicable to the Trial-ware product.
  o Trial-ware Entitlements are not managed through the Veritas Entitlement Management Portal.
  o Access Trial-ware through the product's information page on www.veritas.com.

Appliance Entitlements

Appliance Entitlements grant the right to use the Appliance in accordance with applicable terms and conditions.
Service Entitlements

Service Entitlements grant the right to use a specific service in accordance with applicable terms and conditions of the Service.

Support Entitlements

Support Entitlements grant the right to specific type of support (some may include maintenance). See terms of your support agreement for details. Support Entitlements are linked to specific non-Support Entitlements. The Support Entitlements have a term and typically have the option to be renewed.

How Entitlements are created

Entitlements are typically created by:

1. The order fulfillment process
2. The Enterprise Flex contract draw down process
3. Redeeming a Voucher received from a Veritas Partner
4. Registering a Veritas Serial Number
5. The replacement of one or more Entitlements for one or more Entitlements

Order Fulfillment

Orders fulfilled electronically to a VEMS Account do not need to be registered. Email contacts on these orders receive an order confirmation email with an attached Veritas Certificate. The Veritas Certificate Entitlement Owner box contains the VEMS Account information. The VEMS Account Name is the same as Entitlement Owner, and the Account Number is the same as the Customer Number. The Veritas Certificate will list the Entitlements granted to the VEMS Account and will have a unique Entitlement ID. The Entitlement ID can be used to locate the Entitlements within the VEMS Account.

Enterprise Flex

Customers with Enterprise Flex contracts will use the Enterprise Flex contract administration feature to create Entitlements in their Account via the Enterprise Flex drawdown process.

Registration of a Serial Number Certificate

Customers who purchase Veritas products that include a Veritas Serial Number Certificate will need to register the Serial Numbers listed on the certificate to access the product listed on the certificate. Registering a Veritas Serial Number will create an Entitlement in the customer’s Account. Registering Serial Numbers & Redeeming Vouchers section for more information.

Voucher Redemption

Customers who receive a Voucher for Veritas product or service from a Veritas Partner will need to redeem each Voucher. Redeeming a voucher will create an Entitlement in the customer’s Account. See the Registering Serial Numbers & Redeeming Vouchers section for more information.

Entitlement Replacement

Entitlement replacement is the exchange of one or more Entitlements in a VEMS Account for one or more new Entitlements. An example of an Entitlement replacement is when there are product line changes where current products are replaced with new products.
Entitlement Status

Active Entitlements
Active Entitlements are the current Entitlement grants to the VEMS Account. Active Entitlements can be used to generate License Keys and to download software. Active Entitlements may be associated with one or more Support Entitlements such as a maintenance/support (Service Contract).

Replaced Entitlements
Replaced Entitlements have been replaced by one or more Active Entitlements. Replaced Entitlements cannot be used to generate License Keys or to download software.

Terminated Entitlements
Terminated Entitlements are terminated when an order is returned or canceled. There may be other events that lead to an Entitlement being terminated. Terminated Entitlements are not viewable within VEMS.

How Entitlements are organized
Entitlements are always associated with a single Account. To access Entitlements, to generate License Keys and to download software associated with an Entitlement, you must be a User within the Account with the appropriate privileges.

Entitlements may be moved from one Account to another, may be merged with other Entitlements within an Account, and may be split into one or more Entitlements. Contact Customer Care if you wish to perform one of these operations.

Entitlements may be grouped into Entitlement Groups. Entitlement Groups allow Entitlements to be partitioned within an Account, and provide the ability to limit access to a subset of the Users. An Entitlement can only be a member of a single Entitlement Group. See the Managing Entitlement Groups section for more information.

ACCESSING VEMS
To access VEMS, you must have a Veritas Account. If you do not have a Veritas Account, you can acquire one by clicking the ‘User’ on Veritas Support (support.veritas.com), then clicking ‘Create Account’.

How Users are granted Access to VEMS Accounts?

When Veritas separated from Symantec Corporation in October 2015, Accounts and Entitlements were created from the Symantec Entitlement data as a function of creating the new Veritas Company. Initial Users were assigned to these Accounts by the data migration process. The data migration process created Users based on the contacts listed on the Symantec orders for the Entitlements, and for Users of the Symantec Licensing Portal that were associated with Entitlements managed within the Symantec Licensing Portal.

2. Account Administrators
Account Administrators can add/modify/deactivate Users. Customers are fully responsible for their Accounts and are expected to limit User access to only authorized Users.

3. Customer Care
Customer Care can add/modify/deactivate Users upon Customer request with appropriate Customer authorization.
4. **Order Fulfillment**

The Order Fulfillment process will add the Technical Contact on the order as a User to the VEMS Account (Entitlement Owner Account listed on the Certificate) listed on the order. The first User of a new Account is granted Administrator privileges so that they may add additional Users as required.

Contacts listed on an order as the ShipTo contact may be given access to specific Entitlements within an Account. Orders must include a ShipTo Account Number that is different from the Entitlement Owner’s Account Number in order for the ShipTo contact to be provided access. The ShipTo contact will be provided access to Entitlements created by the order for at least sixty days. After sixty days, an Account administrator can remove the ShipTo contact’s access.

5. **Support Portal Upgrade – October 2017**

Veritas upgraded its technical support case management system in October 2017. The new, third party solution relies on VEMS to provide support Entitlement information. To create a Technical Support case, an End-User must be an Active User of at least one VEMS Account that contains at least one Entitlement with an Active Service Contract for the product associated with the Technical Support case.

As a function of the migration from the old solution the new solution, View-Only Users may have been added to existing VEMS Accounts to ensure that End-Users who had the ability to open Technical Support cases in the old solution have the same ability in the new solution. The criteria for adding Users were:

> The User wasn’t already a User of the VEMS Account associated with the support entitlements in the old solution.

AND met one or more of the following conditions:

- The User was associated with at least one Active Service Entitlement in the old solution that was also associated with at least one Entitlement in the VEMS Account.
- The User was associated with at least one Technical Support case created after October 1, 2015 that was also associated with at least one Entitlement in the VEMS Account.
- The User was added as a Support Contact to enable them to provide additional information required to resolve a Technical Support case created after October 1, 2016 associated with at least one Entitlement in the VEMS Account.
- The User was a Support Contact associated with at least one Entitlement in the VEMS Account that logged into MyVeritas.com since October 1, 2016. MyVeritas.com was retired in October 2017.
- The User was a Technical Contact for an Appliance associated with at least one Appliance Entitlement in the VEMS Account.
- The User was a Technical Support Partner Provider (TSPP) contact for at least one TSPP Entitlement within the VEMS account.
Logging into VEMS

1. Enter [support.veritas.com](http://support.veritas.com) into your web browser and click the ‘User’ icon to log into your Veritas Account.

2. Enter your Veritas Account credentials and click ‘Submit’.
3. To change your Preferred Language, click the 'User' icon again after you have logged into your Veritas Account, then click 'My Profile'. The 'My Profile' link will only be visible after you have logged into your Veritas Account. Select your new 'Preferred Language', click 'Submit', and then click 'X' to return to the Support Home page.

4. You are now logged into your Veritas Account. Click 'Licensing' to enter VEMS.

If you are an active User of a VEMS account, you will see the VEMS Dashboard page.

If you are not an active User of any VEMS Account, you will be asked if you have a Veritas Serial Number Certificate or a Voucher for a Veritas product. Veritas Serial Number Certificates and Vouchers are printed...
documents. Serial Numbers and Voucher Numbers require registration to gain access to the software listed on the certificate. See Register Serial Number or Redeem Voucher for more information.

If you do not have one of these documents and have received an order confirmation email with an attached Veritas Certificate, you will need contact an Administrator for the VEMS Account listed on the Certificate, as they will need to add you as a User to the Account in order for you to access the Entitlements listed on the Certificate. The VEMS Account may be found in the Veritas Certificate’s Entitlement Owners box. If you need assistance contact Customer Care.

If you have received an order confirmation email from Veritas with an attached Veritas Certificate, then your Entitlements were delivered to the customer Account listed in the Veritas Certificate’s Entitlement Owner box. You do not have to register these Entitlements. Entitlements updated within the last ninety days are listed on the Dashboard page. The Entitlements page provides access to all Entitlements. See the Entitlements Page section for more details.

Click ‘Accounts’ on the main menu to validate that you have access to the correct Accounts. If you do not see the Accounts that you need access to listed on the Accounts page, then you need to work with the Administrators for the Accounts you need to access, as they need to add you as a User to these Accounts. If you need assistance contact Customer Care.

**MAIN MENU**

The main menu is located across the top of the VEMS page. It will always be visible and accessible no matter where you are within VEMS.

**Menu Overview**

- **Dashboard** – Clicking ‘Dashboard’ will display the Dashboard page. The Dashboard page provides an Entitlement Summary report, and a listing of Entitlements that have been added or updated within the last ninety days. See the Dashboard Page section for more information.
- **Accounts** – Clicking ‘Accounts’ will display the Accounts page. The Accounts page lists the Accounts that you are able to access. See the Accounts Page section for more information.
- **Entitlements** – Clicking ‘Entitlements’ will display Entitlements page. The Entitlements page displays a list of Entitlements that you are able to access. See the Entitlements Page section for more information.
- **Download** – Clicking ‘Download’ will display the Downloads page. The Downloads page lists the software products that you are entitled to download. See the Downloads Page section for more information.
- **License Keys** – Clicking ‘License Keys’ will display the License Keys page. The License Keys page displays a list of license keys that have been generated by VEMS Users on the applicable Account. See the License Keys Page section for more information.
- **Enterprise Flex** – Clicking ‘Enterprise Flex’ will display the Enterprise Flex contract administration home page. The option will only be visible if you are an Enterprise Flex contract User.
- **Administration** – Clicking the Administration ‘gear’ icon will display the Administration page. The Administration page provides the ability for Account administrators to manage Users and Entitlement Groups. See the Administration Page for more information.
- **User Preferences** – Clicking the User Preferences ‘person’ icon will display the User Preferences page where Users will be able to manage their Notification preferences. Notifications are emails sent to Users that are typically new release and end-of-support notifications. See User Preferences Page section for more information.
• **Notifications** – Clicking the **Notifications ‘bell’** icon will display the most recent Notifications. See Notifications section for more information.

• **Help** – Clicking the **Help ‘?’** icon will display the **Veritas Enterprise Management System User Guide** (this document).

**DASHBOARD PAGE**

The Dashboard page provides an Entitlement Summary report that shows summary Entitlement information by Product Line. It also contains a table of recently updated Entitlements designed to help you quickly access Entitlements recently added to your Account.

**Entitlements Summary**

The Entitlements Summary is a click-able report that provides the ability to see Entitlements by Product Line, Entitlements with active Service Contracts, Entitlements that have expired Service Contracts, and Entitlements with Service Contracts that will be expiring within ninety days.

Clicking on a bar in the report displays the Entitlements that match that bar’s label. For example, clicking the **Upcoming Renewals** bar will display the Entitlements page with all Entitlements that have a Service Contract (e.g. Maintenance & Support) expiring within ninety days for that Product Line.

Clicking one of the links in the legend, such as the **Upcoming Renewals** link in the legend, will display the Entitlements page with all Entitlements, across all Accounts and Product Lines, that have Service Contracts expiring within ninety days.

**Recently Updated Entitlements**

The Recently Updated Entitlements table lists Entitlements that have been added or have been modified within the last ninety days. Entitlements are typically added or modified based on the new license and renewal order fulfillment processes. Use the links within the table to view the Entitlement details, to generate License Keys, to
download software, and to view sets of Entitlements such as all Entitlements associated with a Service Contract Number.

If you do not see Entitlements that you expected to find in this table, try using the advanced search feature on the Entitlements page to locate your entitlements. See the Entitlements Page section for more information.

Recently Updated Entitlements Table Overview:

- **Date Updated** is the date the Entitlement was created in VEMS or was updated.
- **Entitlement ID** is the unique ID for the Entitlement. This is the same ID listed on the Veritas Certificate. Click the Entitlement link to view detail information for the Entitlement. See the Entitlement Details Page for more information.
- **Account** shows the Account Name and the Account Number for the Entitlement. Click the Account link to view all Entitlements for the Account.
  - Entitlements are always associated with a single Account
  - Accounts may have the same Account Name but will always have a unique Account Number
  - Account Number is the same as the Veritas Certificate Customer Number
  - Users must have access to an Entitlement’s Account to be able to access the Entitlement
- **Product Line** is the name of the group that the Product belongs to such as NetBackup. Click the Product Line link to view all Entitlements with the same Product Line.
- **Product Name** is the Entitlement granted to the Account. Click the Product Name link to view Entitlements with the same Product Name.
- **Version** is the latest product version available with the Entitlement. Entitlements with active maintenance/support are updated automatically to provide access to new product versions at the time of their release. See the Version Upgrades section for more details.
- **Entitled Quantity** shows the ordered quantity and is the product usage limit for that Entitlement. Customers are responsible for managing their license compliance and for ensuring that product usage does not exceed the license limits granted by their Entitlements. Refer to your product documentation for how to assess your product usage.
- **Entitlement Status** shows the Entitlement’s status as either Active or Replaced. Active Entitlements are the current Entitlement grants to the VEMS Account. Active Entitlements can be used to generate License Keys and to download software. Active Entitlements may be associated with one or more Support Entitlements such as a maintenance/support (Service Contract). Replaced Entitlements have been replaced by one or more Entitlements.
- **Coverage Type** shows the type of coverage provided by the Service Contract. Examples of Coverage Types are BASIC or ESSENTIAL support contracts attached to perpetual Entitlements, and SUBSCRIPTION for subscription Entitlements.
- **Service Contract Number** is the contract number for the most recent Service Contract. Click the Service Contract Number link to view Entitlements associated with the Service Contract Number.
- **Service Expiration** is the expiration date of the Service Contract. The Service Expiration dates for an Entitlement will update when the associated Service Contract is renewed.
• **Service Status** indicates whether the Service Contract associated with an Entitlement is expired or not.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Service Contract is more than ninety days from expiration</td>
</tr>
<tr>
<td>⚠️</td>
<td>Service Contract is within ninety days of expiration</td>
</tr>
<tr>
<td>❌</td>
<td>Service Contract has expired</td>
</tr>
<tr>
<td>🕒</td>
<td>No Service Contract associated with the Entitlement</td>
</tr>
</tbody>
</table>

• **Veritas Agreement Number** is a contract identification number assigned by Veritas. If the Entitlement has a Veritas Agreement Number listed, then the Entitlement has an associated Veritas Agreement that may provide additional terms and conditions for the Entitlement. Click the Veritas Agreement Number link to view all Entitlements associated with the Veritas Agreement Number.

• **Entitlement Group** indicates whether the Entitlement is a member of an Entitlement Group or not. If the column is blank, then the Entitlement is not a member of an Entitlement Group. Entitlements are only accessible by Account administrators or Users granted access to the Entitlement Group. See the [Managing Entitlement Groups](#) section for more details.

• **Actions** column icons let you perform various functions:
  - Click ‘Download Product’ to download software
  - Click ‘Generate License’ to generate a License Key
  - Click ‘View Entitlement’ to view the Entitlement Details page.

If a button is grayed out, then you may not have been granted the privilege required by your Account administrator. Click ‘Accounts’ on the main menu to view your Account privileges.

### ACCOUNTS PAGE

The Accounts page lists all of the Accounts for which you are an active User. You must be an active User of an Account to access Entitlements within an Account.
Accounts Table Overview

- **Account Name** is the name of the Account. Accounts can have the same name but will always have a unique Account Number. Click the Account Name link to view all Entitlements for associated with the Account Number.
  - Entitlements are always associated with a single Account.
  - Users must have access to an Entitlement’s Account to be able to access the Entitlement.

- **Account Number** is the unique ID for the Account. Click the Account Number link to view all Entitlements associated with the Account Number.
  - Account Number is the same as the Veritas Certificate Customer Number.

- **Privileges** shows your privileges in each Account. See the Administration Page section for more information.

- **Entitlements** indicate number of total number of Entitlements for each Account.

- **Users** is the number of Users for each Account. Administrators are able to view and manage Users via the Manage Users page.

- **Comments** can be attached to an Account. Comments are viewable by all Account Users.

- **Actions** column icons let you perform various functions:
  - Click ‘Edit Comments’ to view/edit the comments.

Account Page Filter

Use the Account Filter to locate Accounts. You may filter Accounts by Account Name and Account Number.

- **Account Name** filter will return any Accounts where the Account Name contains the character string entered. For example, “ACME” will return Accounts with Account Names that contain the substring “ACME” such ACME CORPORATION.

- **Account Number** filter will return any Accounts where the Account Number matches the character string entered.

For assistance with Account access, contact one of the Account Administrators or Customer Care.
ENTITLEMENTS PAGE

The Entitlements page provides the ability to view Entitlements, to generate License Keys, and to download software.

The default Entitlement view lists all Entitlements that you are able to access across all Accounts for which you are an active User. If an Entitlement is part of an Entitlement Group, then only Administrators and active Users, who have been granted access to the Entitlement Group, can view or access the Entitlement. Your Account Administrator manages Account and Entitlement Group access. See the Administration Page section for more information.

Entitlements Table Overview

- **Date Updated** is the date the Entitlement was created in VEMS or was updated.
- **Entitlement ID** is the unique ID for the Entitlement. This is the same ID listed on the Veritas Certificate. Click the Entitlement link to view detail information for the Entitlement. See the Entitlement Details Page for more information.
- **Account** shows the Account Name and the Account Number for the Entitlement. Click the Account link to view all Entitlements for the Account.
  - Entitlements are always associated with a single Account
  - Accounts may have the same Account Name but will always have a unique Account Number
  - Account Number is the same as the Veritas Certificate Customer Number
  - Users must have access to an Entitlement’s Account to be able to access the Entitlement
- **Product Line** is the name of the group that the Product belongs to such as NetBackup. Click the Product Line link to view all Entitlements with the same Product Line.
- **Product Name** is the Entitlement granted to the Account. Click the Product Name link to view Entitlements with the same Product Name.
- **Version** is the latest product version available with the Entitlement. Entitlements with active maintenance/support are updated automatically to provide access to new product versions at the time of their release. See the [Version Upgrades](#) section for more details.
- **Entitled Quantity** shows the ordered quantity and is the product usage limit for that Entitlement. Customers are responsible for managing their license compliance and for ensuring that product usage does not exceed the license limits granted by their Entitlements. Refer to your product documentation for how to assess your product usage.
- **Entitlement Status** shows the Entitlement’s status as either Active or Replaced. Active Entitlements are the current Entitlement grants to the VEMS Account. Active Entitlements can be used to generate License Keys and to download software. Active Entitlements may be associated with one or more Support Entitlements such as a maintenance/support (Service Contract). Replaced Entitlements have been replaced by one or more Entitlements.
- **Coverage Type** shows the type of coverage provided by the Service Contract. Examples of Coverage Types are BASIC or ESSENTIAL support contracts attached to perpetual Entitlements, and SUBSCRIPTION for subscription Entitlements.
- **Service Contract Number** is the contract number for the most recent Service Contract. Click the Service Contract Number link to view Entitlements associated with the Service Contract Number.
- **Service Expiration** is the expiration date of the Service Contract. The Service Expiration dates for an Entitlement will update when the associated Service Contract is renewed.
- **Service Status** indicates whether the Service Contract associated with an Entitlement is expired or not.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="check.png" alt="Green Check" /></td>
<td>Service Contract is more than ninety days from expiration</td>
</tr>
<tr>
<td><img src="warning.png" alt="Exclamation Point" /></td>
<td>Service Contract is within ninety days of expiration</td>
</tr>
<tr>
<td><img src="times.png" alt="Red X" /></td>
<td>Service Contract has expired</td>
</tr>
<tr>
<td><img src="danger.png" alt="Red Circle" /></td>
<td>No Service Contract associated with the Entitlement</td>
</tr>
</tbody>
</table>

- **Veritas Agreement Number** is a contract identification number assigned by Veritas. If the Entitlement has a Veritas Agreement Number listed, then the Entitlement has an associated Veritas Agreement that may provide additional terms and conditions for the Entitlement. Click the Veritas Agreement Number link to view all Entitlements associated with the Veritas Agreement Number.
- **Entitlement Group** indicates whether the Entitlement is a member of an Entitlement Group or not. If the column is blank, then the Entitlement is not a member of an Entitlement Group. Entitlements are only accessible by Account administrators or Users granted access to the Entitlement Group. See the [Managing Entitlement Groups](#) section for more details.
- **Action** column icons let you perform various functions:
  - Click ‘Download Product’ to download software
  - Click ‘Generate License’ to generate a License Key
  - Click ‘Edit Entitlement’ to view the Entitlement Details page.

If a button is grayed out, then you may not have been granted the privilege required by your Account administrator. Click ‘Accounts’ on the main menu to view your Account privileges.
Entitlements Filter Overview

The Filter feature sits above the Entitlements table. Click ‘More options’ for additional filter options. Setting more than one Filter combines the Filters into a logical expression that returns results that match each Filter. For example, you can filter for all NetBackup Entitlements for a specific Service Contract by setting Product Line to ‘NETBACKUP’ and Service Contract Number to a specific Service Contract Number (e.g., ‘5032123232’).

The Filters that are not dropdown lists, or date fields, support substring search. These Filters will return the Entitlements where the attribute contains the string entered. For example, you would type ‘SERVER’ in the Product Name field to see all Entitlements where the Product Name contains the word ‘SERVER’.

Legacy Serial Numbers are Serial Numbers issued by Symantec Corporation. These numbers start with the letter ‘M’, have 10 digits (e.g., M0123456789’), and do not need to be registered. The Legacy Serial Numbers have been mapped to Veritas Entitlements and can be used to locate the matching Veritas Entitlements using the Legacy Serial Number Filter.

The Install Base (IB) Instance Number is a unique Veritas ordering system number that is listed on your Veritas Certificate, and may be listed on other Veritas documents as well.

Click ‘Apply Filters’ when you have entered your Filters. The Filters selected will appear above the table. To remove a Filter, click the ‘X’ on the Filter. This removes the Filter and resets the view to align with the remaining Filters.

Click ‘View’ to set the number of Entitlements that will be visible per page. Use the page browser links to the right of the View button to browse Entitlements.

Click the ‘Register Serial Number or Redeem Voucher’ button next to the ‘Export’ button to register a Serial Number on a Serial Number Certificate or to redeem a Partner Voucher. See the Registering Serial Numbers & Redeeming Vouchers section for more information.

Click ‘Export’ to export the filtered set of Entitlements to a Microsoft Excel compatible file. The exported data will include all of the data outlined in the Entitlement Details Page section.
DOWNLOADS PAGE

The Downloads page provides the ability to download software. Downloads may vary across Accounts as the right to download specific product versions is based on your access to Entitlements within each Account.

Downloads Page Filter

Use the Downloads Filter to locate the software you wish to download. You must set the Account filter, as the software download must occur in the context of a specific Account for tracking purposes.

- **Account** filter is a drop down list of Accounts that you are able to access.
- **Product Line** is the name of the group that the Product belongs to such as NetBackup. Click the Product Line link to view all software downloads with the same Product Line.
- **Product Version** can used to select a specific product version.

Downloads Table Overview

- **Product Line** is the name of the group that the Product belongs to such as NetBackup.
- **Version** is the product version of the software download
- **Product Name** is the Entitlement granted to the Account.
- **Action** column icons let you perform various functions:
  - Click the 'Download Product' button to download software
Download History

To export the download history for an Account, set the Account filter to the desired Account, then click the ‘Download History’ button above the table. The download history can help Administrators monitor the download activity for an Account. Account Administrators will see the download history for all Users. Non-Administrators will only see their own download history.

Downloading Software

Steps
1. Select the Account, as the download needs to be in the context of an Account. Remember that the Product Versions may vary across Accounts as Entitlements within Accounts determine which Product Versions can be downloaded.
2. Select the Product Line and Product Version such as “NetBackup” and “8.0” to locate the Product Version.
3. Scroll until you locate the Product Version you wish to download. Click the ‘Download Product’ icon in the Action column to get to the Download Files page. Select files to download and click Download.

Exporting Download File Details

To export the download file details listed in the Download Files table, click ‘Export’. Exporting the download file details can ensure that you have an archive of the digital signatures and file sizes associated for each version of the product.
LICENSE KEYS PAGE

The License Keys page provides the ability to search for License Keys, to generate License Keys, to view License Keys, and to email License Keys.

To access a License Key, you must be an active User for the Entitlement’s Account. If the Entitlement is part of an Entitlement Group, you must also have access to that Entitlement Group. Your Account Administrator manages account and Entitlement Group access.

License Keys Table Overview

- **Entitlement ID** is the unique ID for the Entitlement. This is the same ID listed on the Veritas Certificate. Click the Entitlement link to view detail information for the Entitlement. See the [Entitlement Details Page](#) for more information.

- **Account** shows the Account Name and the Account Number for the Entitlement. Click the Account link to view all Entitlements for the Account.
  - Entitlements are always associated with a single Account
  - Accounts may have the same Account Name but will always have a unique Account Number
  - Account Number is the same as the Veritas Certificate Customer Number
  - Users must have access to an Entitlement’s Account to be able to access the Entitlement

- **Product Line** is the name of the group that the Product belongs to such as NetBackup. Click the Product Line link to view all Entitlements with the same Product Line.

- **Product Description** is the description of the versioned product for which the License Key was generated. Click the Product Description link to see all License Keys that were generated for a versioned product.

- **Date Generated** is the date the License Key was generated.
• **Version** identifies the Product Version for the License Key. License Keys are version-specific and must match the version of the product you are deploying.

• **Generated Quantity** shows the License Key quantity. The License Key quantity can be from one to the Entitled Quantity of the Entitlement.

• **Entitled Quantity** shows the quantity that is associated with the Entitlement. The License Key quantity can be from one to the Entitled Quantity of the Entitlement.

• **Entitlement Status** shows the Entitlement’s status as either Active or Replaced. Active Entitlements are the current Entitlement grants to the VEMS Account. Active Entitlements can be used to generate License Keys and to download software. Active Entitlements may be associated with one or more Support Entitlements such as a maintenance/support (Service Contract). Replaced Entitlements have been replaced by one or more Entitlements.

• **Generated By** shows the email address of the User who generated the License Key.

• **License Key** is a representation of the Entitlement that the Product uses to activate the Product features granted by the Entitlement. License Keys are either a string License Keys or a file-based License Keys (.SLF). A link in this column indicates a file-based License Key. Click the link to view the contents of the License Key.

• **Comments** column displays any comments attached to the License Key.

• **Actions** column icons let you perform various functions:
  - Click ‘Save License’ to save a copy of the License Key
  - Click ‘Print License’ to print the License Key
  - Click ‘Email License’ to email the License Key along with details to the logged in User
  - Click ‘Edit Comments’ to add or modify comments
  - Click ‘Generate License’ to generate a License Key to
    - Create a replacement License Key after the Service Contract has been renewed when the License Key contains the Service Expiration date
    - Create a new License Key for a new Product Version
  
  If a button is grayed out, then you may not have been granted the privilege required by your Account administrator. Click ‘Accounts’ to view your Account privileges.

**Locating License Keys**

VEMS includes a powerful Filter capability that allows you to create simple and complex logical filter expressions. For example, you can filter for all NetBackup License Keys for a specific Service Contract by setting Product Line Filter to ‘NETBACKUP’ and Service Contract Number Filter to a specific Service Contract Number (e.g., ‘5032123232’).

The Filter feature sits above the License Keys table. Click ‘More options’ for additional filter options. Setting more than one filter combines the Filters into a logical expression that returns results that match each Filter. For example, you can filter for all NetBackup License Keys for a specific Service Contract by setting Product Line to ‘NETBACKUP’ and Service Contract Number to a specific Service Contract Number (e.g., ‘5032123232’).

The Filters that are not dropdown lists, or date fields, support substring search. These Filters will return the Entitlements where the attribute contains the string entered. These Filters will return the Entitlements where the attribute contains the string entered. For example, you would type ‘SERVER’ in the Product Name field to see all License Keys where the Product Name contains the word ‘SERVER’. Filters are case sensitive.
**Legacy Serial Numbers** are Serial Numbers issued by Symantec Corporation. These numbers start with the letter 'M', have 10 digits (e.g., M0123456789'), and do not need to be registered. The Legacy Serial Numbers have been mapped to Veritas Entitlements and can be used to locate License Keys for the matching Veritas Entitlements using the Legacy Serial Number Filter. Please note that License Keys generated by Symantec Corporation systems are not available in VEMS. Only License Keys generated since October 6, 2015 are available in VEMS. You can generate replacement License Keys as needed.

The **Install Base (IB) Instance Number** is a unique Veritas ordering system number that is listed on your Veritas Certificate, and may be listed on other Veritas documents as well.

Click ‘Apply Filters’ when you have entered your Filters. The Filters selected will appear above the table. To remove a Filter, click the 'X' on the Filter. This removes the Filter and resets the view to align with the remaining Filters.

Click ‘View’ to set the number of License Keys that will be visible per page. Use the page browser links to the right of the View button to browse License Keys.

Click ‘Export’ to export the filtered set of License Key information to a Microsoft Excel compatible file.
ENTITLEMENT DETAILS PAGE

The Entitlement Details page provides the ability to view detailed Entitlement information that is not readily visible on the Entitlements page table. The Entitlement Details include can help you associate Entitlement data to your purchase history, as well as support other processes such as renewing Service Contracts.

This page also allows you to enter comments for the Entitlement, and add searchable ‘Tags’ to the Entitlement. The Tag fields can be department codes, project IDs, or any other keywords that will help you manage your Entitlements.

You can reach this page by clicking an Entitlement ID link in the Recently Updated Entitlements table on the Dashboard page or in the Entitlements table on the Entitlements page.

Entitlement Details Overview

- **Date Updated** is the date the Entitlement was created in VEMS or was updated.
- **Product Name** is the Entitlement granted to the Account.
- **Version** is the latest product version available with the Entitlement. Entitlements with active maintenance/support are updated automatically to provide access to new product versions at the time of their release. See the Version Upgrades section for more details.
- **Account** shows the Account Name and the Account Number for the Entitlement.
  - Entitlements are always associated with a single Account.
  - Accounts may have the same Account Name but will always have a unique Account Number.
  - Account Number is the same as the Veritas Certificate Customer Number.
  - Users must have access to an Entitlement’s Account to be able to access the Entitlement.
- **Entitlement ID** is the unique ID for the Entitlement. This is the same ID listed on the Veritas Certificate.
- **Entitlement Status** shows the Entitlement's status as either Active or Replaced. Active Entitlements are the current Entitlement grants to the VEMS Account. Active Entitlements can be used to generate License Keys and to download software. Active Entitlements may be associated with one or more Support Entitlements such as a maintenance/support (Service Contract). Replaced Entitlements have been replaced by one or more Entitlements. The list of Entitlements that replaced the Entitlement are listed in the Replacement Entitlements field.
- **Replaced Entitlements** list the Entitlements that replaced the Entitlement. Click the Entitlement ID links to view the replacement Entitlements.
- **Replacement Entitlements** list the Entitlements that the Entitlement replaced. Click the Entitlement ID links to view the replaced Entitlements.
- **Replacement Date** is the date when the Entitlement was either replaced other Entitlements or was replaced by other Entitlements.
- **Entitled Quantity** shows the ordered quantity and is the product usage limit for that Entitlement. Customers are responsible for managing their license compliance and for ensuring that product usage does not exceed the license limits granted by their Entitlements. Refer to your product documentation for how to assess your product usage.
- **License Expiration Date** is the date that the Entitlement expires. Perpetual Entitlements do not expire, and are marked as “Permanent”. For term-based Entitlements, the License Expiration Date is set to the most recent Service Contract’s Service Expiration date.
- **Install Base (IB) Instance Number** is a unique Veritas ERP number listed on your Veritas Certificate and maybe listed on other Veritas documents such as Renewal quotes.
- **Serial Number/Voucher** is the Veritas Serial Number or the Voucher Number that was used to register the product.
- **Service Contract Number** is the contract number for the most recent Service Contract.
- **Coverage Type** shows the type of coverage provided by the Service Contract. Examples of Coverage Types are BASIC or ESSENTIAL support contracts attached to perpetual Entitlements, and SUBSCRIPTION for subscription Entitlements.
- **Service Expiration** is the expiration date of the Service Contract. The Service Expiration dates for an Entitlement will update when the associated Service Contract is renewed.
- **Veritas Agreement Number** is a contract identification number assigned by Veritas. If the Entitlement has a Veritas Agreement Number listed then the Entitlement has an associated Veritas Agreement that may provide additional terms and conditions for the Entitlement. Click the Veritas Agreement Number link to view all Entitlements associated with the Veritas Agreement Number.
- **Veritas Agreement Description** is the description of the Veritas agreement associated with the Veritas Agreement Number (for example, Enterprise Flex).
- **Sold as SKU** is the alphanumeric identifier (Stock Keeping Unit) for the most recent Service Contract.
- **Sold as SKU Description** is the marketing description for the most recent Service Contract.
- **Appliance Serial Number** is the hardware Appliance serial number.
- **Sale Order Number** is a unique identifier for the most recent Veritas Sales Order.
- **Customer PO** is the most recent Entitlement owner’s purchase order number associated with the Entitlement.
- **Support ID** is the ID to use when initiating a support case.
• **Entitlement Group** indicates whether the Entitlement is a member of an Entitlement Group or not. If the field is blank, then the Entitlement is not a member of an Entitlement Group.

• **Legacy Serial Numbers** are to Serial Numbers issued by Symantec Corporation. These numbers start with the letter 'M' and have 10 digits (e.g., 'M0123456789'). The Legacy Serial Numbers have been mapped to Veritas Entitlements and can be used to locate the matching Veritas Entitlements.

• **Partner Account** is the Partner's Account Name and Account Number. If a slider control is visible and it is green, the Users of the Partner Account can access the Entitlement. Access was provided by the Veritas new license fulfillment process to meet Veritas's software revenue recognition requirements. An Administrator can remove the access after sixty days from the date the Entitlement was created in the Account by moving the slider to the left, till it turns gray.

**Annotating Entitlements**

You can add Comments, and searchable Tags or keywords to your Entitlements to facilitate Entitlement management.

**Adding Comments**

Comments can help you track the locations where the Entitlement is being used, track which internal organizations are the business owner of the Entitlement, etc.

To add or modify comments, update the text in the **Comments** box and click ‘Save’.

**Adding Tags**

The Tag fields can help to classify Entitlements using your own key words or identifiers. For example, a tag could be department code or project identifier. Tags can be used to locate Entitlements and License Keys, and are included in the Entitlement data that is exported to Microsoft Excel to help with offline processes such as assigning charge back costs.

To add or modify one of the Tag fields, update the text in the field and click **Save**.

**Other Actions**

• Click ‘Download Product’ to download software for this Entitlement. See the [Downloading Software](#) section for more information. This option is only available for Active Entitlements.

• Click ‘Generate License’ to generate a License Key for this Entitlement. See the [Generating License Keys](#) section for more information. This option is only available for Active Entitlements.

• Click ‘Print’ to print the Entitlement details.
The Generate License Key page provides the ability to generate new License Keys. The ‘Generate License’ button on any page will take you to this Generate License Key page.

Generating Licensing Keys

Steps

1. Select the Product version by clicking the row in the Product Version table corresponding to the version of the Product you are deploying.
   - The version of the License Key must match the version of the Product you are deploying. Some License Keys may be forward compatible with later versions. However, License Keys are not typically backward compatible with older Product versions. Refer to your Product documentation for any guidance relating to License Key compatibility.

2. If prompted to enter a Quantity, enter the License quantity that you want to associate with this License Key.
   - The quantity can be from one to the Entitled Quantity of the Entitlement.
   - Some Entitlements allow you to enter a quantity, while others may be set up to deliver a fixed quantity License Key.
   - For Entitlements that allow you to enter a quantity, you can generate License Keys with quantities that align to how you plan to deploy and use the Entitlement. For example, if you have two servers, you could create two License Keys each with a different quantity.

3. Enter Comments (optional).
   - Comments can help you track why you created the License Key, where you are using the License Key, etc. It is best practice to record comments so that you can refer back to them later.

4. Click ‘Generate’ to generate the License Key.
5. The Generated License Key page will be displayed with the details for the new License Key. Click 'Save License' in the Actions column to save the License Key to the local file system. Click 'Email License' to receive the License Key via email.

Note: Generated License Keys are accessible on the License Keys page. The License Keys page provides the ability to make copies of License Keys, to email License Keys, to create License Keys for new Product Versions, and to create replacement License Keys that include new Service Contracts dates after the Service Contract has been renewed. See the LICENSE KEYS PAGE section for more information.

'Previously Generated License Keys' displays the number of generated License Keys for this Entitlement. If the number will be a link if it is greater than zero. Clicking the link will display the generated License Keys for the Entitlement on the License Keys page.

ADMINISTRATION PAGE

The Administration page provides Account Administrators the ability to manage Users, Enterprise Flex contract users, and to manage Entitlement Groups.

Click the Administration 'Gear' icon on the main menu to access the Administration page. Only Account Administrators will have access to the Administration page.

User Privileges

Users will have specific Privileges in each Account granted to them by one of the Account’s Administrators. Users may be granted the following privileges:

Administrator

- Ability to use Entitlements within the account to create support cases via phone and/or support.veritas.com.
- Full access to all Entitlements within the Account regardless of whether or not the Entitlement is a member of an Entitlement Group
- Ability to manage all Users including other Administrators
- Administrators are responsible for ensuring that only authorized Users have access to the VEMS Account

Download Software

- Ability to use Entitlements within the account to create support cases via phone and/or support.veritas.com.
- Ability to view all Entitlements that are not members of an Entitlement Group
- Ability to view Entitlements in Entitlements Groups where they have been granted access
- Ability to download software for Entitlements that they are able to access
- May be combined with the Generate License Keys privilege

Generate License Keys

- Ability to use Entitlements within the account to create support cases via phone and/or support.veritas.com.
- Ability to view all Entitlements that are not members of an Entitlement Group
- Ability to view Entitlements in Entitlements Groups where they have been granted access
- Ability to generate License Keys for Entitlements that they are able to access
- May be combined with the Download Software privilege
View

- Ability to use Entitlements within the account to create support cases via phone and/or support.veritas.com.
- Ability to view all Entitlements that are not members of an Entitlement Group
- Ability to view Entitlements in Entitlements Groups where they have been granted access

Support

- Ability to use Entitlements within the account to create support cases via phone and/or support.veritas.com.
- No ability to view or to access Entitlements within VEMS. Limited Entitlement will be viewable when creating a support case via support.veritas.com.

Partner Access

Veritas Partners may be granted access to a subset of Entitlements within a VEMS Account as a function of the Veritas new license order fulfillment process. The Veritas renewal order fulfillment process does not grant access to Entitlements.

- Users listed as the "Ship To" contact on new license Veritas orders may be granted access to the Entitlements listed on the order. The "Ship To" Account Number listed on the Veritas order must be different from the Entitlement Owner’s Account Number on the order. If the two Account Numbers are not the same, then the "Ship To" contact on the order is granted access to the Entitlements listed on the Veritas Certificate.
- The "Ship To" contact is added to "Ship To" VEMS account as a View only user. This enables the "Ship To" contact to access the Entitlements in Accounts where the "Ship To" Account was set up to provide access to Entitlements in other VEMS Accounts.
- Active Users of the "Ship To" Account that have Administrator, Download Software, Generate License Keys, or View only privileges will have full access to all Entitlements listed on the Veritas Certificate for a minimum of sixty days. After sixty days, an Administrator for the Entitlement Owner Account can remove ability for Users of the “Ship To” Account’s to access the Entitlements via a setting on the Entitlement Details page.
- If the "Ship To" contact on the order is already a User of the “Ship To” account, the Veritas order fulfillment process will not modify their privileges.
Managing Users

The Manager Users page provides the ability for Account Administrators to manage User access and to remove Users. Click ‘Manage Users’ to access the Manager Users page.

Click ‘Add User’ to add a new User. Click ‘Modify User’ in the Manager Users table to modify a User’s access to one or more Accounts. Use the Filter feature to locate a User. See the Adding or Modifying a User section for more information.

Locating Users

VEMS includes a powerful Filter feature that allows you to create simple and complex logical filter expressions. The Filter feature sits above the Users table. Setting more than one Filter combines the Filters into a logical expression that returns results that match each Filter. For example, you can filter for all Users that have access to a specific Account and that have a specific privilege such as Administrator.

The Filters that are not dropdown lists or numbers, support substring search. These Filters will return the Entitlements where the attribute contains the string entered. For example, you would type ‘ACME’ in the Account Name field to see all Users who have access to Account Names that contain the string “ACME”.

Manage Users Table Overview

- **User Name** is the first and last name of the User.
- **Email** is the User’s email address that is also the User’s Veritas Account ID.
- **Accounts** indicates the number of Accounts that the User is able to access. Click the link to view the list of Accounts the User is able to access.
- **Entitlement Groups** is a link that indicates the number of Entitlement Groups that the User is able to access. Click the link to view the list of Entitlement Groups the User is able to access.
- **Last Login** is the date of the User’s most recent log in. This can help identify dormant Users that should be deactivated.
- **Actions**
  - Click ‘Modify User’ to modify the User’s access privileges or to deactivate the User.
Adding or Modifying a User

The steps to add a User and to modify a User are very similar as are the Add User and the Modify User pages.

Steps
1. **Enter new User’s information (proceed to Step 2 if modifying a User)**
   Enter the User’s first name, last name, and their Veritas Account ID in the First Name, Last Name, and Email fields. The User must also have a Veritas Account. See the ACCESSING VEMS section for more information.

2. **Update Entitlement Group membership**
   Checked boxes next to an Entitlement Group indicate that the User is a member of that Entitlement Group. To add a User to a Group, check the Group box. To remove the User from a Group, uncheck the box. To view an Entitlement Group, click the Entitlement Group’s link.

3. **Update Account membership**
   The User must be a member of an Account to manage Entitlements with the Account. A User is a member of an Account if any of the Privilege check boxes for the Account are checked. Check the Privilege check boxes to align with the access the User requires. See the User Privileges section for more information.

4. **Save your modifications**
   Click ‘Save’ to save your modifications.

Removing Users
Administrators can remove a User from an Account. Users removed from all Accounts that the Administrator manages are removed from the Manager Users page.

Steps
1. **From the Manager Users page, click the User’s ‘Modify User’ button in the Actions column**
   The Accounts that the User is able to access will be listed.

2. **Click the Account’s ‘Remove User’ button in the Actions column**
   A prompt will display asking you to confirm removing the User from the Account. Click ‘OK’ to confirm.
Managing Enterprise Flex Contract Users

To manage access to Enterprise Flex Contract Users, use the Manage Enterprise Flex Users menu option. This option will only be visible if you are an Administrator for an Account that is associated with an Enterprise Flex contract, and you are either a Configuration Super User or a Super User for the Enterprise Flex contract.

Managing Entitlement Groups

To manage Entitlement Groups, click the Administration 'Gear' icon on the main menu, then click Manage Entitlement Groups.

Entitlement Groups can include Entitlements from multiple Accounts. To access a grouped Entitlement, the User must be an active member of the grouped Entitlement’s Account, and must have at least the View Privilege.

Entitlement Groups Table Overview

- **Group Name** is the name of the Entitlement Group.
- **Description** is a description provided by the Entitlement Group’s creator.
- **Accounts** is a link that indicates the number of Accounts that have at least one Entitlement in the group. Click the link to view the Accounts associated with the Entitlement Group.
- **Date Created** is the date the Entitlement Group was created.
- **Actions**
  - Click ‘Modify Entitlement Group’ to modify the Entitlement Group.
  - Click ‘Group Entitlements’ to add and remove Entitlements.
Creating and Modifying Entitlement Groups

The steps to create and modify Entitlement Groups are similar. Click ‘Create Entitlement Group’ above the Entitlement Groups table, or click ‘Modify Entitlement Group’ in the Actions column.

Steps

1. **Enter or Update the Entitlement Group name**
   - The Entitlement Group name must be unique across Accounts that you administer. To change the group name, Administrators must be an Administrator for all the Entitlement Group’s Accounts.

2. **Enter or update the Description.** The Description should provide context as to why the group was created, who created the group, who should be members of the group, and the types of Entitlements included in the group.

3. **Add Accounts by**
   a. Checking the boxes next to Accounts in the Available Accounts table, and clicking ‘Add Selected’
   b. Click ‘Add All’ to add all Available Accounts to the Selected Accounts table.

4. **Remove Accounts by**
   a. Checking the boxes next to Accounts in the Selected Accounts table, and clicking ‘Remove Selected’
   b. Click ‘Remove All’ to remove all Selected Accounts.

5. **Save the group by**
   a. Click ‘Save’ to save your modifications.
   b. Click ‘Save and Group Entitlements’ to save the Accounts associated with the group and to add Entitlements to the group. See the Modifying Entitlement Groups section for more information.

Removing an Account from an Entitlement Group removes all of that Account’s Entitlements from the Entitlement Group. The Entitlements removed from the group will be accessible by all active Users within the removed Entitlement’s Account.
**Grouping Entitlements**

Users may use the Group Entitlements page to add and remove Entitlements, or they can use the Entitlements page to update an Entitlement’s Entitlement Group membership. See the [ENTITLEMENTS PAGE](#) section for more information.

**Group Entitlements Page**

The Group Entitlements page allows Administrators to group Entitlements from Accounts that are members of the Entitlement Group. The Group Entitlements page is displayed when the 'Group Entitlements' button is clicked on the Manage Groups page, or when the 'Save and Group Entitlement button' is clicked on either the Create Entitlement Group or Modify Entitlement Group pages.

![Group Entitlements Page](image)

The **Available Entitlements** table lists the Entitlements that have not been included in the group. If the Entitlement has a value for the Entitlement Group, then this Entitlement is a member of another Entitlement Group. Entitlements that are members of another Entitlement Group may be added to the group, and will be removed from the previous Entitlement Group when the modifications are saved.

The **Selected Entitlements** table lists the Entitlements that are existing members of the group, or that have been selected to be added.

**Group Entitlements Filter Overview**

Setting a Filter reduces the set of Available Entitlements to Entitlements that match the Filter. This can simplify selecting Entitlements.

Setting more than one Filter combines the Filters into a logical expression that returns results that match each Filter. For example, you can filter for all NetBackup License Keys for a specific Service Contract by setting Product Line to ‘NETBACKUP’ and Service Contract Number to a specific Service Contract Number (e.g., ‘5032123232’).

The Filters that are not dropdown lists, or date fields, support substring search. These Filters will return the Entitlements where the attribute contains the string entered. These Filters will return the Entitlements where the attribute contains the string entered. For example, you would type ‘SERVER’ in the Product Name field to see all License Keys where the Product Name contains the word ‘SERVER’. Filters are case sensitive.
Click ‘Apply Filters’ when you have entered your Filters. The Filters you have chosen will appear above the table. To remove a Filter, click the ‘X’ on the Filter. This removes the Filter and resets the view to align with the remaining Filters.

**Selecting Entitlements**

**Steps**

1. Use the Filter feature to reduce the set of available Entitlements to a set that contains the Entitlement or Entitlements you wish to add to the group.
2. Add Entitlements by
   a. Checking the boxes next to Entitlements in the Available Entitlements table, and clicking ‘Add Selected’.
   b. Clicking ‘Add All’ to add all Available Entitlements.
3. Remove Entitlements by
   a. Checking the boxes next to Accounts in the Selected Accounts table, and clicking ‘Remove Selected’.
   b. Clicking ‘Remove All’ to remove all Selected Entitlements.
4. Click ‘Save’ to save your modifications. Click ‘Cancel’ to reinstate the Selected Entitlements box to its initial state.

**USER PREFERENCES PAGE**

The User Preferences page provides the ability for all Users to set their email preferences.

**Setting Email Preferences**

The Email Preferences page allows the User to select whether or not they wish to receive emails relating to product updates, and to set their language preference for the emails. The Notifications are primarily Version Upgrade and End of Support Life notifications. The Notifications are also viewable on the Notifications page regardless of whether Users opt out of receiving Notifications. See the Notifications Page section for more information.

**Steps**

1. Select your email preference.
2. Select your language preference.
3. Click ‘Save’ to save your modifications.
NOTIFICATIONS PAGE

The Notifications 'Bell' icon on the main menu will show an alert if there if there are new notifications. The Notifications page displays a list of Notifications sent to date. The notifications are primarily Version Upgrade and End of Support Life notifications. Users may opt out of these notifications by updating their User Preferences within VEMS. To view a Notification, click the 'View Notification' button in the Actions column.

Note: Notifications will only be sent to Users that have logged into VEMS.

VERSION UPGRADES

Customers who have active software Entitlements with current maintenance/support automatically receive access to new Product Versions for these Entitlements at the time the new version is released. Note, however, that there may be some exceptions. Please refer to applicable software and maintenance/support terms and conditions for additional information.

Users of Accounts containing at least one Entitlement for a Product that has a new version being released with an active Service Contract will receive a version upgrade notification via email. The version upgrade notification will also be viewable when you log on to VEMS (see Viewing Notifications).

Preparing for your Version Upgrade

- Plan your upgrade carefully. Follow the guidance provided in the Version Upgrade Notification. Click the Notification 'Bell' icon on the main menu to view Notifications.
- Make sure you have the required License Keys and installation software for the new release prior starting your upgrade, and well in advance of your maintenance window.
- Search Veritas Support site for guidance on how to upgrade to the new software version.
- Download the documentation for the new release from the Veritas Support site, and review any guidance for how to upgrade to the release.
- Contact Customer Care if you need assistance.

Obtaining the new Product Version

Steps

1. Log into VEMS.
2. Click ‘Entitlements’ on the main menu.
3. Download the new Product Version.

   Set the Filter to the Product Line and the new software version of the new release and click ‘Apply Filter’.
The Entitlements page should list at least one Entitlement where the Entitlement’s Version matches the new Product Version. If there are no Entitlements listed, then verify your Filter is set correctly. If your Filter is set correctly, then the Entitlements you need to perform the upgrade may be in an Account that you are not able to access.

Find the Entitlement you want to use to deploy the software and click ‘Download’ in the Actions column. Select the files you wish to download and click ‘Download’.

4. **Generate the new Product Version License Keys.**

   Check the Product’s release information to see if new keys are required. Typically, only major releases require new License Keys.

   Typically, there is a license management feature within the Product’s user interface that provides a list of the License Keys installed. Use this feature to identify the License Key strings or License Key files (.SLF) that you need to replace.

   The License Key files contain the Entitlement ID and the Product usually displays the Entitlement ID along with the Product description and other Entitlement information. If the Product does not display the Entitlement ID, you can open the License Key file in your browser. The serial_number field lists the Entitlement ID. If the serial_number starts with the character ‘M’ then this is a Legacy Serial Number. The Entitlement ID (or the Legacy Serial Number) is what you need to locate the Entitlement in VEMS to generate the new replacement License Key file.

   The License Key strings do not contain the Entitlement ID, but the License Key string itself may be used to locate the Entitlement using the License Keys page License Key Filter.

**Using the License Keys page to Generate Keys**

The easiest way to generate the new Product Version license key is to use the License Keys page as it makes it easy to create equivalent License Keys for the new Product Version.

**Steps:**

1. Click ‘License Keys’ on the main menu.
2. Click ‘More Options’ to display the complete set of Filters.
3. Enter the Entitlement ID, Legacy Serial Number, or the License Key string in the matching Filter and click ‘Apply Filters’.
4. If no License Keys are found, then your License Keys may have been generated prior to Veritas separating from Symantec Corporation on October 6, 2015. License Keys generated by Symantec Corporation are not available in VEMS.
5. If the License Key(s) were found, click ‘Generate Key’ in the Actions column for each License Key that has the Version matching the deployed Product’s Version. Set the Product Version to the new Product Version and click ‘Generate’.
Using the Entitlements page to Generate Keys

Steps:
1. Click ‘License Keys’ on the main menu.
2. Click ‘More Options’ to display the complete set of Filters.
3. If you have an Entitlement ID or Legacy Serial Number, then enter them in the matching Filter and click ‘Apply Filters’. If not, then set the Product Line Filter to match your product, enter the Product Version, and click ‘Apply Filters’.
4. The result set should be either the matching Entitlement or a list of Entitlements for the Product Line that are able to generate License Keys for the new Product Version.
5. For each Entitlement you wish to use to generate the new License Keys, click ‘Generate Key’ in the Actions column. Set the Product Version to the new Product Version and click ‘Generate’.

If you need assistance, contact Customer Care.

SERVICE CONTRACT RENEWALS

Deployed Products that display and/or use Service Contract information receive this information via their License Keys. These License Keys will need to be updated after the Entitlements have been updated in your VEMS account. This can be critical for subscription Entitlements since the Product may not continue to operate if the deployed Product's License Keys are not updated. Users should review the Product's documentation for details and contact Customer Care if they have any questions.

Upcoming Renewal Indicators
1. Customers may receive a notification from Veritas that one or more of their Service Contracts will expire soon.
2. VEMS provides the ability to view Entitlements with expiring Service Contracts.
To view expiring and expired Service Contracts:
   a. Log onto VEMS
   b. Click ‘Upcoming Renewals’ on Dashboard page.
      This link opens the Entitlements page with a Filter set to Service Expiration less than or equal to ninety days.
3. Partners typically contact their customers to initiate the renewal process.

Updating the Product after Renewal
Once Service Contracts have been renewed, the Entitlements in VEMS will be updated to reflect the new Service Contract information.

Typically, there is a license management feature within the Product’s user interface that provides a list of the License Keys installed. Use this feature to identify the License Key strings or License Key files (.SLF) that you need to replace.

The License Key files contain the Entitlement ID and the Product usually displays the Entitlement ID along with the Product description and other Entitlement information. If the Product does not display the Entitlement ID, you can open the License Key file in your browser. The serial_number field lists the Entitlement ID. If the serial_number starts with the character ‘M’ then this is a Legacy Serial Number. The Entitlement ID (or the Legacy
Serial Number) is what you need to locate the Entitlement in VEMS to generate the new replacement License Key file.

The License Key strings do not contain the Entitlement ID, but the License Key string itself may be used to locate the Entitlement using the License Keys page License Key Filter.

**Using the License Keys page to Generate Keys**

The easiest way to generate the new Product Version license key is to use the License Keys page as it makes it easy to create equivalent License Keys for the new Product Version.

**Steps:**
1. Click ‘License Keys’ on the main menu.
2. Click ‘More Options’ to display the complete set of Filters.
3. Enter the Entitlement ID, Legacy Serial Number, or the License Key string in the matching Filter and click ‘Apply Filters’.
4. If no License Keys are found, then your License Keys may have been generated prior to Veritas separating from Symantec Corporation on October 6, 2015. License Keys generated by Symantec Corporation are not available in VEMS.
5. If the License Key(s) were found, click ‘Generate Key’ in the Actions column for each License Key that has the Version matching the deployed Product’s Version. Verify that the Entitlement has been updated, verify the quantity, and click ‘Generate’.

**Using the Entitlements page to Generate Keys**

**Steps:**
1. Click ‘License Keys’ on the main menu.
2. Click ‘More Options’ to display the complete set of Filters.
3. If you have an Entitlement ID or Legacy Serial Number, then enter them in the matching Filter and click ‘Apply Filters’. If not, then set the Product Line Filter to match your product, enter the Product Version, and click ‘Apply Filters’.
4. The result set should be either the matching Entitlement or a list of Entitlements for the Product Line that are able to generate License Keys for the new Product Version.
5. For each Entitlement you wish to use to generate the new License Keys, click ‘Generate License’ in the Actions column. Set the Product Version to the Product Version of the deployed Product, set the quantity to match the existing License Key, and click ‘Generate’.

Contact [Customer Care](#) if you need assistance.
REGISTERING SERIAL NUMBERS & REDEEMING VOUCHERS

Serial Number Certificates and Vouchers are printed documents with Serial Numbers or Voucher Numbers that require registration.

To register a Serial Number or redeem a Voucher Number, click ‘Entitlements’ on the main menu, then click ‘Redeem Voucher & Register Serial Number’. This will display the Register Serial Number and Redeem Voucher page.

Steps
1. Select the document type.
   - Serial Number Certificates state at the top of the document that it is a Serial Number Certificate. Vouchers also indicate that they are a Voucher. Select the appropriate document type in the upper right of the screen.
2. Enter the Serial Number or Voucher Number.
   - Use the ‘Add’ button if you have more than one Serial Number or Voucher Number. You may register up to ten Serial Numbers or Voucher Numbers at a time.
3. Select the Account that you wish to add the new Entitlements to, or if you wish to create a new Account, click ‘Register for a new account’ and enter the new Account information.
4. Click ‘Complete Registration’. This will create an Entitlement for each Serial Number or Voucher.
5. Click ‘Dashboard’ to access the new Entitlements in the Recently Updated Entitlements table.
About Veritas Technologies LLC
Veritas Technologies LLC enables organizations to harness the power of their information, with solutions designed to serve the world’s largest and most complex heterogeneous environments. Veritas works with 86 percent of Fortune 500 companies today, improving data availability and revealing insights to drive competitive advantage.

For specific country offices and contact numbers, please visit our website.

Veritas World Headquarters
500 East Middlefield Road
Mountain View, CA 94043
+1 (650) 933 1000
www.veritas.com

© 2017 Veritas Technologies LLC. All rights reserved. Veritas and the Veritas Logo are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.