

Veritas Entitlement Management System User's Guide

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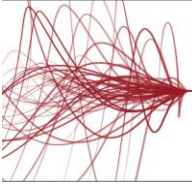
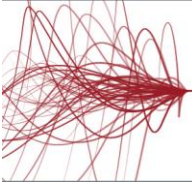
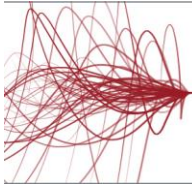


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LEGAL NOTICES

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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.

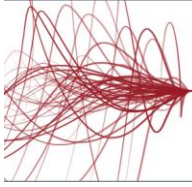
Technical Support offerings include:

- 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

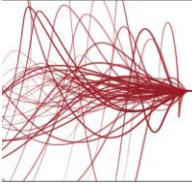
General product licensing information is typically available via the Veritas Technical Support website at support.veritas.com. Use the search feature to search for "Licensing Guide" e.g. "Backup Exec Licensing". Look for Licensing Guides or Licensing Overviews in the results. If you have any questions, 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**
 - Product notifications are typically related to new version release and end-of-support notices
- **Ability to manage Enterprise Flex contracts**
 - 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.
 - Typically associated with software products that are installed by customers on their own hardware.
 - 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.
 - Support for a product software version is not perpetual; End of Support Life information is available at support.veritas.com.

Software Subscription Entitlements

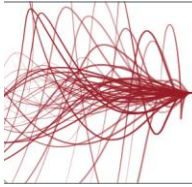
- Entitlements that grant the right to use specific versions of a software product for a specified term.
 - Typically, maintenance and support are included; refer to the applicable terms and conditions for the Subscription product for details regarding maintenance/support.

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.
 - Details regarding maintenance/support can be found in the terms and conditions applicable to the Trial-ware product.
 - Trial-ware Entitlements are not managed through the Veritas Entitlement Management Portal.
 - 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 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

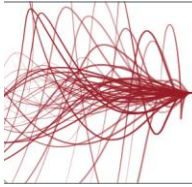
Customers who purchase Veritas products that include a Veritas Serial Number Certificate will need to register the Serial Numbers listed on the certificate to access the product listed on the certificate. Registering a Veritas Serial Number will create an Entitlement in the customer's Account. [Registering 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

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?

1. Veritas Technologies LLC – Symantec Corporation Separation – October 2015

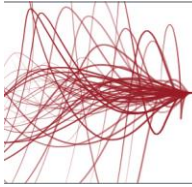
When Veritas separated from Symantec Corporation in October 2015, Accounts and Entitlements were created from the Symantec Entitlement data as a function of creating the new Veritas Company. Initial Users were assigned to these Accounts by the data migration process. The data migration process created 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

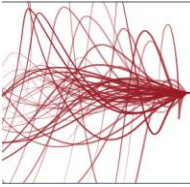
Veritas upgraded its technical support case management system in October 2017. The new, third party solution relies on VEMS to provide support Entitlement information. To create a Technical Support case, an End-User must be an Active User of at least one VEMS Account that contains at least one Entitlement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

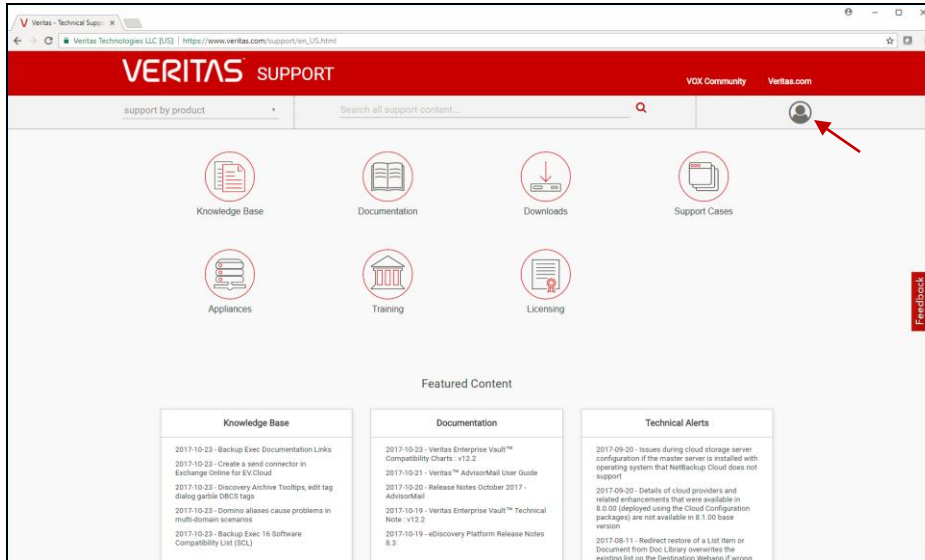
AND met one or more of the following conditions:

- *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.*

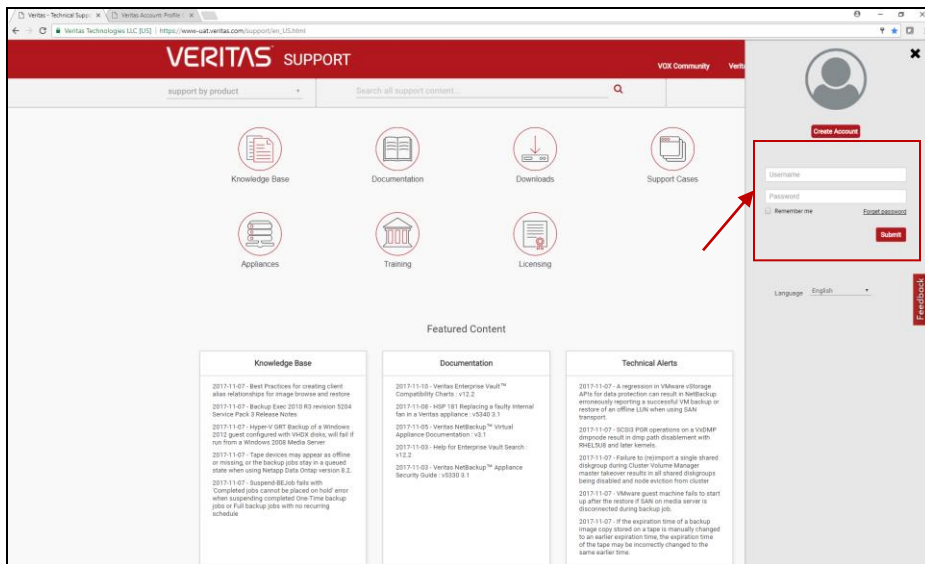


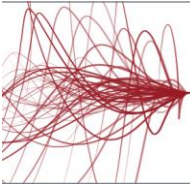
Logging into VEMS

1. Enter support.veritas.com into your web browser and click the 'User' icon to log into your Veritas Account.

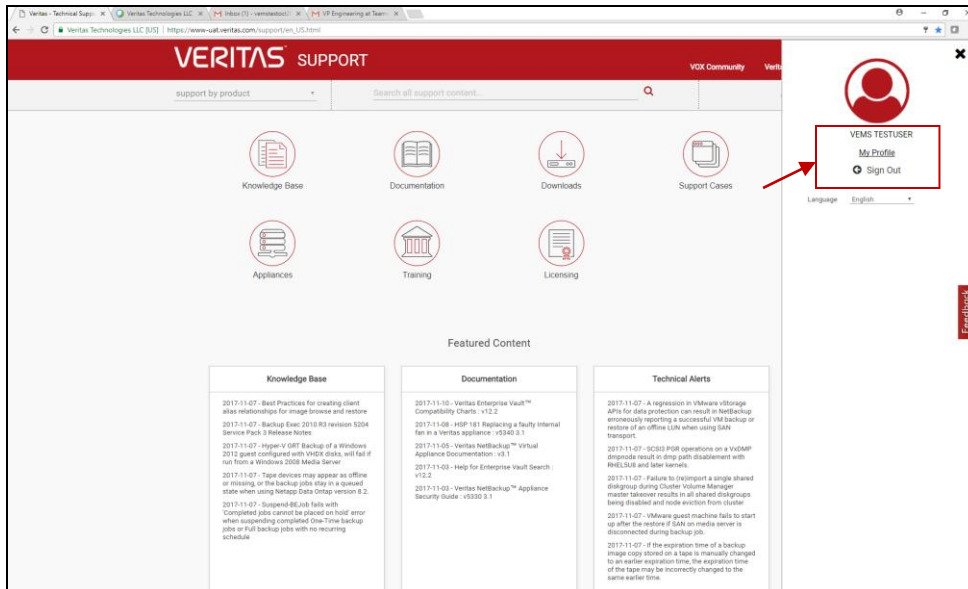


2. Enter your Veritas Account credentials and click 'Submit'.

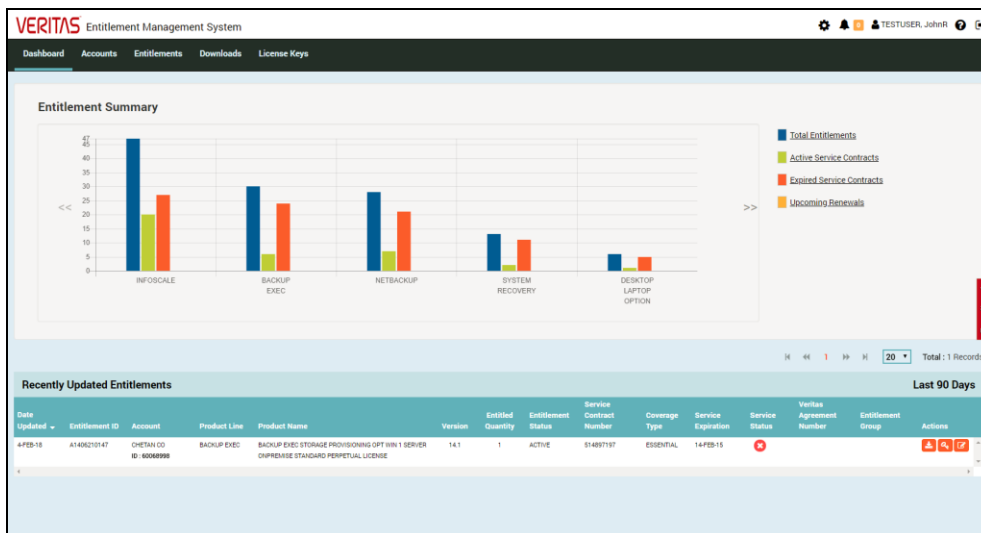




- To change your Preferred Language, click the 'User' icon again after you have logged into your Veritas Account, then click 'My Profile'. The 'My Profile' link will only be visible after you have logged into your Veritas Account. Select your new 'Preferred Language', click 'Submit', and then click 'X'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

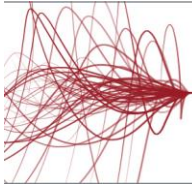


- You are now logged into your Veritas Account. Click 'Licensing' to enter VEMS.



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 you 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.

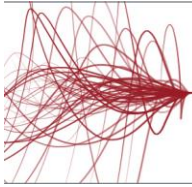
Click '**Accounts**' on the main menu to validate that you have access to the correct Accounts. If you do not see the Accounts that you need access to listed on the Accounts page, then you need to work with the Administrators for the Accounts you need to access, as they need to add you as a User to these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

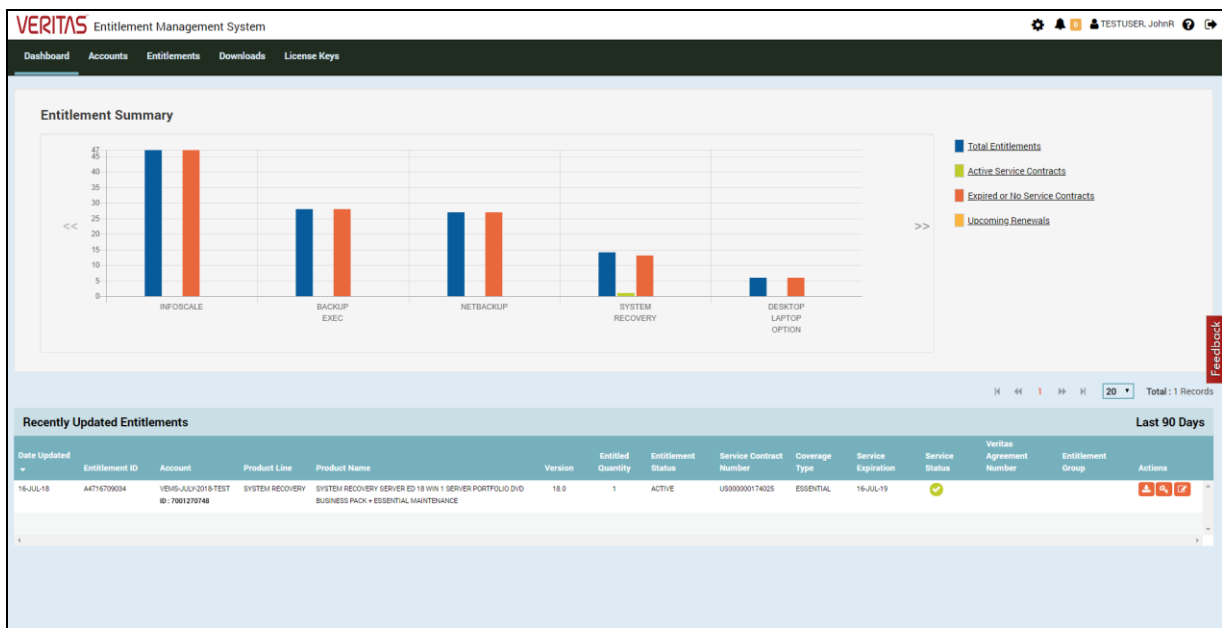
- **Dashboard** – Clicking '**Dashboard**' will display the Dashboard page. The Dashboard page provides an Entitlement Summary report, and a listing of Entitlements that have been added or updated within the last ninety days. See the [Dashboard Page](#) section for more information.
- **Accounts** – 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 are 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

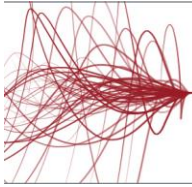
The Entitlements Summary is a click-able report that provides the ability to see Entitlements by Product Line, Entitlements with active Service Contracts, Entitlements that have expired Service Contracts, and Entitlements with Service Contracts that will be expiring within ninety days.

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

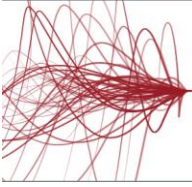


download software, and to view sets of Entitlements such as all Entitlements associated with a Service Contract Number.

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.

	Service Contract is more than ninety days from expiration
	Service Contract is within ninety days of expiration
	Service Contract has expired
	No Service Contract associated with the Entitlement

- **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.

VERITAS Entitlement Management System

Dashboard Accounts Entitlements Downloads License Keys

Accounts

The Accounts page lists all of the Accounts for which you are a member. You must be a User of an Account, with the appropriate privileges, to access Entitlements within an Account. For assistance with Account access, contact one of the Account's administrators or [Customer Care](#). For assistance with merging Accounts contact [Customer Care](#).

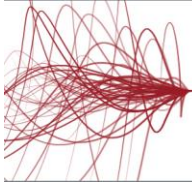
Account Number: Account Name:

[Apply Filters](#)

Account Name ^	Account Number	User Privilege	Entitlements	Users	Comment	Actions
CHETAN OD	60068998	ADMINISTRATOR	2	17		
VERITAS	441814	ADMINISTRATOR	134	104		

Total: 2 Records

[Feedback](#)



Accounts Table Overview

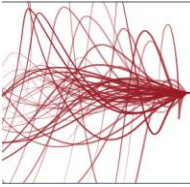
- **Account Name** is the name of the Account. Accounts can have the same name but will always have a unique Account Number. Click the Account Name link to view all Entitlements for associated with the Account Number.
 - Entitlements are always associated with a single Account.
 - Users must have access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

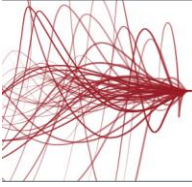
The default Entitlement view lists all Entitlements that you are able to access across all Accounts for which you are an active User. If an Entitlement is part of an Entitlement Group, then only Administrators and active Users, who have been granted access to the Entitlement Group, can view or access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

The screenshot shows the Veritas Entitlement Management System interface. At the top, there are navigation tabs: Dashboard, Accounts, Entitlements (selected), Downloads, and License Keys. Below the tabs, there's a header for 'Entitlements' with a brief description and a filter section. The filter section includes various input fields for searching by Date Updated, Product Line, Service Status, Account Name, Product Name, Coverage Type, Account Number, Service Contract Number, Veritas Agreement Number, Tag 1, Tag 2, IB Instance Number, Legacy Serial Number, Partner Account Number, Sales Order Number, Entitlement Group, and Appliance Serial Number. There are also 'Fewer Options' and 'Apply Filters' buttons. Below the filters, there's a table with columns: Date Updated, Entitlement ID, Account, Product Line, Product Name, Version, Entitled Quantity, Entitlement Status, Service Contract Number, Coverage Type, Service Expiration, Service Status, Veritas Agreement Number, Entitlement Group, and Actions. The table contains several rows of data, each representing an entitlement. A 'Feedback' button is visible on the right side of the interface.

Date Updated	Entitlement ID	Account	Product Line	Product Name	Version	Entitled Quantity	Entitlement Status	Service Contract Number	Coverage Type	Service Expiration	Service Status	Veritas Agreement Number	Entitlement Group	Actions
4-FEB-18	A1406210147	CHETAN CO ID: 6006998	BACKUP EXEC	BACKUP EXEC STORAGE PROVISIONING OPT WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	14.1	1	ACTIVE	51487197	ESSENTIAL	14-FEB-15	✗			
17-OCT-15	A2379260499	VERITAS ID: 441814	NETBACKUP	NETBACKUP ENT DISK XPLAT 1 FRONT END TB ONPREMISE STANDARD PERPETUAL LICENSE		2	ACTIVE	514274328	BASIC	10-JUN-12	✗			
17-OCT-15	A8498118756	VERITAS ID: 441814	DESKTOP LAPTOP OPTION	DLO WIN 10 USER ONPREMISE STANDARD PERPETUAL LICENSE	7.6	4	ACTIVE	514374243	ESSENTIAL	21-AUG-14	✗			
17-OCT-15	A060803881	VERITAS ID: 441814	DESKTOP LAPTOP OPTION	DLO WIN 10 USER ONPREMISE STANDARD PERPETUAL LICENSE	7.6	2	ACTIVE	514374453	BASIC	21-AUG-14	✗			
17-OCT-15	A1941711389	VERITAS ID: 441814	NETBACKUP	NETBACKUP OPT NDMP XPLAT 1 SERVER HARDWARE TIER 2 ONPREMISE STANDARD PERPETUAL LICENSE	7.6	2	ACTIVE	515526882	ESSENTIAL	31-JAN-15	✗			
17-OCT-15	A4807915564	VERITAS ID: 441814	INFOSCALE	STORAGE FOUNDATION STD HA WIN 10 SPVU ONPREMISE STANDARD PERPETUAL LICENSE	6.1	2	ACTIVE	515526878	ESSENTIAL	31-JAN-15	✗			
17-OCT-15	A4759772228	VERITAS ID: 441814	INFOSCALE	CLUSTER SERVER WIN 10 SPVU ONPREMISE STANDARD PERPETUAL LICENSE	6.1	2	ACTIVE	515526879	ESSENTIAL	31-JAN-15	✗			

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.

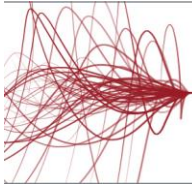


- **Product Name** is the Entitlement granted to the Account. Click the Product Name link to view Entitlements with the same Product Name.
- **Version** is the latest product version available with the Entitlement. Entitlements with active maintenance/support are updated automatically to provide access 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.

	Service Contract is more than ninety days from expiration
	Service Contract is within ninety days of expiration
	Service Contract has expired
	No Service Contract associated with the Entitlement

- **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.

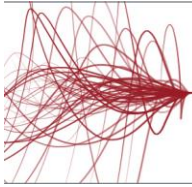
The **Install Base (IB) Instance Number** is a unique Veritas ordering system number that is listed on your Veritas Certificate, and may be listed on other Veritas documents as well.

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.

VERITAS Entitlement Management System

Dashboard Accounts Entitlements **Downloads** License Keys

Downloads

The Downloads page provides the ability to download one or more versions of a Product based on your privileges within each Account, and the Entitlements that you are granted access to by your Account administrator. Use the Filter feature to locate the Product Version you wish to download, click the Download icon in the Actions column. See the 'Help' for additional information.

VERITAS ID:441814 Product Line Product Version

Apply Filters

Account: VERITAS -ID- 441814

Total: 194 Records

Product Line	Version	Product Name	Actions
BACKUP EXEC	14.2	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	14.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	14.1	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	20.1	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	16.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	13.0	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES WIN ML PER SERVER BUS PACK	Download
BACKUP EXEC	14.2	BACKUP EXEC AGENT FOR APPLICATIONS AND OBS WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	Download
BACKUP EXEC	13.0	BACKUP EXEC AGENT FOR APPLICATIONS AND OBS WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	Download
BACKUP EXEC	13.0	BACKUP EXEC AGENT FOR APPLICATIONS AND OBS WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	Download
BACKUP EXEC	13.0	BACKUP EXEC AGENT FOR APPLICATIONS AND OBS WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	Download
BACKUP EXEC	13.0	BACKUP EXEC AGENT FOR APPLICATIONS AND OBS WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	Download
BACKUP EXEC	14.1	BACKUP EXEC AGENT FOR APPLICATIONS AND OBS WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE	Download

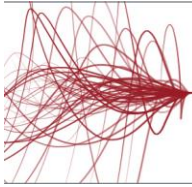
Downloads Page Filter

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 be 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**.

VERITAS Entitlement Management System

Dashboard Accounts Entitlements Downloads License Keys

← Back

Download Files

The Download Files page provides the ability to download the files needed to deploy your Product. Files may be downloaded individually by clicking the file name, or downloaded as a set of files by checking the boxes next to the files and clicking Download. See the 'Help' for additional information.

SYMANTEC BACKUP EXEC 15 AGENT FOR APPLICATIONS AND DATABASES BUSINESS PACK

Disclaimer: The software you are about to download is subject to export control laws and regulations. By downloading this software, you agree that you will not knowingly, without prior written authorization from the competent government authorities, export or re-export - directly or indirectly - any software downloaded from this website to any prohibited destination, end-user, or end-use.

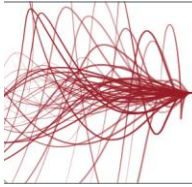
File Name	File Description	File Size (Bytes)	Platform	Digital Signature
Backup_Exec_15_142_FP1_MultiPlatforms_Multilingual.zip	Backup_Exec_15_142_FP1_MultiPlatforms_Multilingual.zip	2009609400	WIN	dfcfa8f9351bcb35777e9c73f5932b9
Backup_Exec_15_142_FP2_MultiPlatforms_Multilingual.zip	Backup_Exec_15_142_FP2_MultiPlatforms_Multilingual.zip	2023149208	WIN	7a59ab04449e7932b6ee8e3284354d4
Backup_Exec_15_142_FP3_MultiPlatforms_Multilingual.zip	Backup_Exec_15_142_FP3_MultiPlatforms_Multilingual.zip	2025064791	WIN	f50d5a1db16d993fa549abaa645551e1
Backup_Exec_15_142_FP4_MultiPlatforms_Multilingual.zip	Backup_Exec_15_142_FP4_MultiPlatforms_Multilingual.zip	2235989918	WIN	3c5ee01565eeb88f27c87c0c92e4
Backup_Exec_15_142_FP5_MultiPlatforms_Multilingual.zip	Backup_Exec_15_142_FP5_MultiPlatforms_Multilingual.zip	2219230126	WIN	06c55e02f13baab60dbd726754d0931

Feedback

Check the boxes associated with the files you wish to download, and then click **'Download'**. To download all files, check the **File Name** box, and then 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

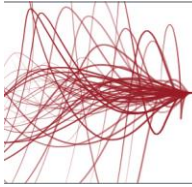
The License Keys page provides the ability to search for License Keys, to generate License Keys, to view License Keys, and to email License Keys.

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.

Entitlement ID	Account	Product Line	Product Description	Date Generated	Version	Generated Quantity	Entitled Quantity	Entitlement Status	Generated By	License Key	Comment	Actions
A0719625516	VERITAS ID: 441814	BACKUP EXEC	BACKUP EXEC 15 AGENT FOR WINDOWS LICENSE	9-OCT-15	14.2	2	2	ACTIVE	Rahul Bajaj	A0719625516_3_BE_15_AWS_LIC_251458_982.7.tif		[Icons]
A0819820571	VERITAS ID: 441814	BACKUP EXEC	BACKUP EXEC 2012 AGENT FOR APPLICATIONS AND DATABASES LICENSE	8-OCT-15	14.0	1	2	ACTIVE	customerscare@veritas.com	A0819820571_3_BE_2012_APP_AGENT_LI_0_261432687.7.tif		[Icons]
A1073490553	VERITAS ID: 441814	BACKUP EXEC	BACKUP EXEC 2014 SERVER LICENSE	26-SEP-16	14.1	1	2	ACTIVE	customerscare@veritas.com	A1073490553_3_BE_2014_SERVER_LIC_3_93356637.7.tif		[Icons]
A1406210147	CHETAN CD ID: 6006998	BACKUP EXEC	BACKUP EXEC 2014 STORAGE PROVISIONING OPTION LICENSE	24-FEB-18	14.1	1	1	ACTIVE	JohnR TESTUGER	A1406210147_OTYLL_BE_2014_STORAGE_PROV_OPTION_LIC_9992483_252.tif		[Icons]
A1406210147	CHETAN CD ID: 6006998	BACKUP EXEC	BACKUP EXEC 2014 STORAGE PROVISIONING OPTION LICENSE	4-FEB-18	14.1	1	1	ACTIVE	customerscare@veritas.com	A1406210147_OTYLL_BE_2014_STORAGE_PROV_OPTION_LIC_1683927_450.tif	This is a test comment.	[Icons]
A2484859755	VERITAS ID: 441814	BACKUP EXEC	BACKUP EXEC 2014 AGENT FOR WINDOWS LICENSE	13-OCT-15	14.1	2	4	ACTIVE	RENEE HARKER	A2484859755_3_BE_2014_AWS_LIC_2516_41037.7.tif		[Icons]

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
 - See the [Generating License Keys](#) section for more information

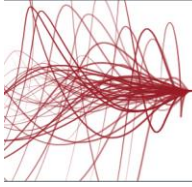
If a button is grayed out, then you may not have been granted the privilege required by your Account administrator. Click **'Accounts'** to view your Account privileges.

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.



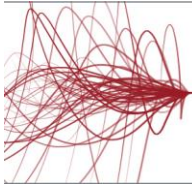
Legacy Serial Numbers are Serial Numbers issued by Symantec Corporation. These numbers start with the letter 'M', have 10 digits (e.g., M0123456789), and do not need to be registered. The Legacy Serial Numbers have been mapped to Veritas Entitlements and can be used to locate License Keys for the matching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

VERITAS Entitlement Management System

Dashboard Accounts Entitlements Downloads License Keys

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Entitlement Details

The Entitlement Details page provides a view of extended Entitlement information, and the ability to annotate an Entitlement. See the 'Help' for additional information.

Date Updated :	4-FEB-18
Product Name :	BACKUP EXEC STORAGE PROVISIONING OPT WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE
Version :	14.1
Account :	CHETAN CO. ID : 60068998
Entitlement ID :	A1406210147
Entitlement Status :	ACTIVE
Replaced Entitlement :	
Replacement Date :	
Entitled Quantity :	1
License Expiration Date :	
IB Instance Number :	46548269
Service Contract Number :	514897197
Serial Number/Voucher :	
Coverage Type :	ESSENTIAL
Service Status :	EXPIRED
Service Contract Expiration :	14-FEB-15
Veritas Agreement Number :	
Veritas Agreement Description :	
Sold as SKU :	13399-M3807-22
Sold as SKU Description :	ESSENTIAL 36 MONTHS INITIAL FOR BACKUP EXEC STORAGE PROVISIONING OPT WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE EXPIRED MAINT UPG CORPORATE
Appliance Serial Number :	
Sales Order Number :	
End User PO :	Joh-CHET12345
Entitlement Group :	
Support ID :	0683-5257-6975
Legacy Serial Number :	M1923311775, M8821411463
Partner Account :	

Comments

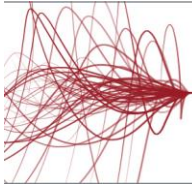
Tag 1 Tag 2

Save

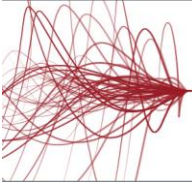
Feedback

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'**.

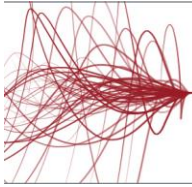
Adding Tags

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.



GENERATE LICENSE KEY PAGE

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.

VERITAS Entitlement Management System

Dashboard Accounts Entitlements Downloads License Keys

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Generate License Key

The Generate License Key page provides the ability to generate License Keys for any Product version that you are entitled to deploy, and that has not reached its End of Support Life. See the 'Help' for additional information.

BACKUP EXEC STORAGE PROVISIONING OPT WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE

Generated License Keys : 2

Account:	CHETAN CO. ID : 60068998	Entitled Quantity:	1
Entitlement ID:	A1406210147	Service Contract Number:	514897197
IB Instance Number:	46548269	Veritas Agreement Number:	
Service Expiration:	14-FEB-15		

Version	Product Description
14.1	BACKUP EXEC 2014 STORAGE PROVISIONING OPTION LICENSE
14.0	BACKUP EXEC 2012 STORAGE PROVISIONING OPTION LICENSE

How much of your Entitled Quantity would you like to deploy?

Add Comments

Please note that it is the responsibility of the account owner to only deploy and use the quantity of Veritas products purchased. Use of all Veritas products shall be in accordance with applicable terms and conditions.

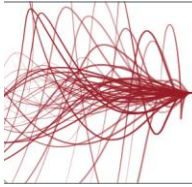
Generate

Feedback

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

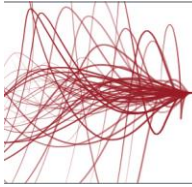
- Ability to use Entitlements within the account to create support cases via phone and/or support.veritas.com.
- Full access to all Entitlements within the Account regardless of whether or not the Entitlement is a member of an Entitlement Group
- Ability to manage all Users including other Administrators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

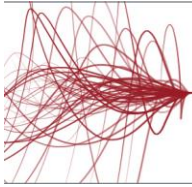
Support

- 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.

User Name	Email	Accounts	Entitlement Groups	Last Login	Actions
Account Admin	admin@0000998.com	1	1		
TESTUSER_JohnR	vermtest1000@gmail.com	3	0	25-APR-18	

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.

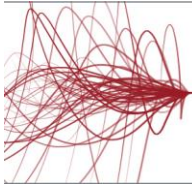
Locating Users

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 screenshot shows the 'Add User' form in the Veritas Entitlement Management System. The form has a header with the Veritas logo and 'Entitlement Management System'. Below the header is a navigation bar with 'Dashboard', 'Accounts', 'Entitlements', 'Downloads', and 'License Keys'. The main content area is titled 'Manage Users' and 'Manage Entitlement Groups'. There is a 'Back' button and the title 'Add User'. Below the title is a sub-header 'Enter the information below and click 'Save' to create the user's configuration.' The form contains three input fields: 'First Name', 'Last Name', and 'Email'. Below these is a section for 'Entitlement Groups' with a table of groups and checkboxes for membership. At the bottom are 'Save' and 'Cancel' buttons. The table has columns for 'Account', 'Administrator', 'Download Software', 'Generate License Key', 'View', and 'Support'. The first row shows 'CHETAN DO' with ID '00009999' and all privilege checkboxes are unchecked. A 'Feedback' button is visible on the right side of the form.

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.

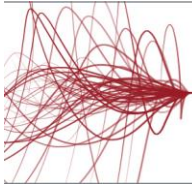
Steps

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**.

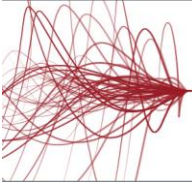
The screenshot shows the Veritas Entitlement Management System interface. The top navigation bar includes 'Dashboard', 'Accounts', 'Entitlements', 'Downloads', 'License Keys', and 'Vouchers'. The user is logged in as 'Richardson, Sadie'. The main content area is titled 'Manage Entitlement Groups' and features a '+ Create Entitlement Group' button. Below this is a table with the following data:

Group Name	Description	Accounts	Created Date	Actions
FINANCE	Finance Entitlements	1	12-JUL-17	

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.

VERITAS Entitlement Management System

Dashboard Accounts Entitlements Downloads License Keys Vouchers

Manage Users **Manage Entitlement Groups**

[← Back](#)

Create Entitlement Group

The Create Entitlement Group page provides the ability to create new Entitlement Groups. To create a group, enter the Group name and add at least one Account by checking the box next to an Account in the Available Accounts table and clicking 'Add Selected'. Click 'Save' or 'Save & Group Entitlement' to save the group.

FINANCE

This group contains Entitlement managed by the Sadie Corp. Finance department. Group managed by John Doe, Finance Support Services

Available Accounts	
<input type="checkbox"/>	SADIECO

Selected Accounts	
<input type="checkbox"/>	SADIECO
<input type="checkbox"/>	SMBCO JUL12

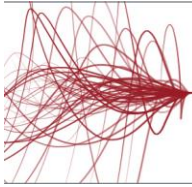
Save & Group Entitlements Save Cancel

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**
 - Checking the boxes next to Accounts in the Available Accounts table, and clicking **'Add Selected'**
 - Click **'Add All'** to add all Available Accounts to the Selected Accounts table.
- 4. Remove Accounts by**
 - Checking the boxes next to Accounts in the Selected Accounts table, and clicking **'Remove Selected'**
 - Click **'Remove All'** to remove all Selected Accounts.
- 5. Save the group by**
 - Click **'Save'** to save your modifications.
 - 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.

The screenshot shows the 'Group Entitlements' page in the VERITAS Entitlement Management System. The page title is 'Group Entitlements' and it includes a brief description: 'The Group Entitlements page provides the ability to add Entitlements to an Entitlement Group and to remove Entitlements from an Entitlement Group. Entitlements added to Entitlement Groups will only be accessible by Users who are members of the Entitlement Group. Use the Filter feature to locate Entitlements to be added to the Entitlement Group. Use the 'Add Selected' and 'Remove Selected' buttons to modify the Selected Entitlements. Click 'Save' to save the modifications.' The form fields include 'Group Name: FEB12TESTGROUP', 'Group Description: odd', 'Product Name: VERITAS TECHNOLOGIES LLC', 'Service Expiration', 'Service Contract Number', 'Veritas Agreement Number', and 'Tag 1' and 'Tag 2'. Below the form is an 'Apply Filters' button and an 'Account Name' dropdown set to 'VERITAS TECHNOLOGIES LLC'. There are two tables: 'Available Entitlements (1)' and 'Selected Entitlements (3)'. The 'Available Entitlements' table has one row with Entitlement ID 4866576228, Account VERITAS TECHNOLOGIES LLC, Product Name BACKUP EXEC SILVER WITH FRONT END TB OMPREMISE STANDARD/PERPETUAL LICENSE, Service Contract Number, Veritas Agreement Number, and Entitlement Group. The 'Selected Entitlements' table has three rows with Entitlement IDs 427359039, 4268506336, and 4871501588, all from VERITAS TECHNOLOGIES LLC, with various product names and service contract numbers. Navigation buttons like 'Save' and 'Cancel' are at the bottom.

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.

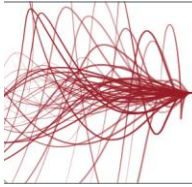
The **Selected Entitlements** table lists the Entitlements that are existing members of the group, or that have been selected to be added.

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.

VERITAS Entitlement Management System

Dashboard Accounts Entitlements Downloads License Keys Vouchers

User Preference

The User Profile Preference page provides the ability to set your user preferences. See 'Help' for more information.

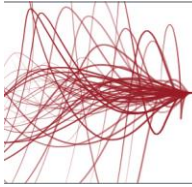
Send me Product update notifications and another administrative messages

Do not send me any emails

Save

Steps

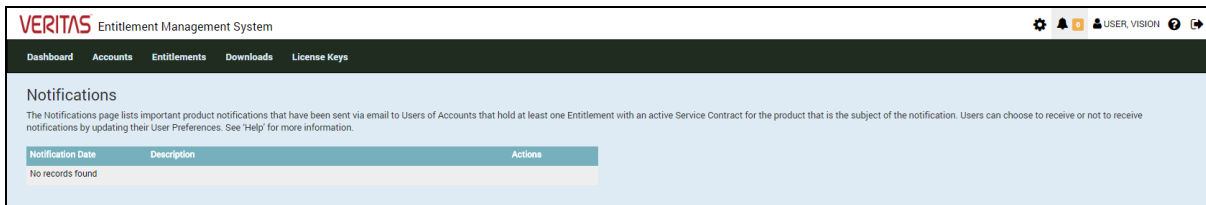
1. Select your email preference.
2. Select your language preference.
3. Click **'Save'** to save your modifications.



NOTIFICATIONS PAGE

The Notifications the '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

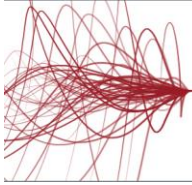
- Plan your upgrade carefully. Follow the guidance provided in the Version Upgrade Notification. Click the Notification 'Bell' icon on the main menu to view Notifications.
- Make sure you have the required License Keys and installation software for the new release prior starting your upgrade, and well 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.

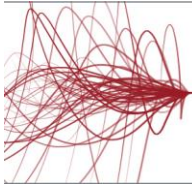
The License Key strings do not contain the Entitlement ID, but the License Key string itself may be used to locate the Entitlement using the License Keys page License Key Filter.

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.

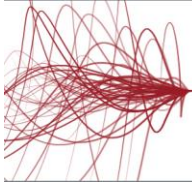
3. Partners typically contact their customers to initiate the renewal process.

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:

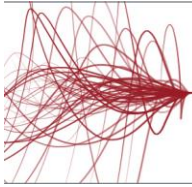
1. Click '**License Keys**' on the main menu.
2. Click '**More Options**' to display the complete set of Filters.
3. Enter the Entitlement ID, Legacy Serial Number, or the License Key string in the matching Filter and click '**Apply Filters**'.
4. If no License Keys are found, then your License Keys 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.

The screenshot shows the 'Register Retail Certificate & Redeem Voucher' page in the Veritas Entitlement Management System. The page has a dark navigation bar with 'Entitlements' selected. The main content area includes a 'Back' link, a title, and instructions. A form on the right allows selecting between 'I have a Serial Number Certificate' and 'I have a voucher' (selected). It includes input fields for 'Sales Order Number' and 'Voucher number' with an '+ Add' button. A 'Select Account' dropdown is set to 'SMBCO JUL12 - 7001193369'. A 'Register for a new account.' link is also present. At the bottom, a table shows address information: 8819 VALLEY SPRINGS PLACE, RALEIGH, NC, 27615, US. A 'Complete Registration' button is at the bottom left.

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.

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