VMware Software from HPE License Activation Instructions

Your VMware license includes 1 year or 3 years or 5 years of 24x7 HPE Software Technical Support (STS) and Software Update Service (SUS), starting from your order shipment date.

To ensure that your HPE support contract is initiated, you MUST register your License Entitlement Certificate and your Partner Activation Code (PAC) (steps 1 to 4 of this document) within 10 days.

Partner Activation Code (PAC License Keys) and Serial Number License Keys have similar 5x5 digits format but are different. The Serial Number License Key provided by VMware is required to unlock your product during installation.

Permanently installing your VMware license will require the below 4 steps:

1. Generate a Partner Activation Code (PAC License Key) from Hewlett Packard Enterprise MyEnterpriseLicense.hpe.com --- Important note: Please retain the PAC number or numbers. These need to be provided to your sales representative or authorized reseller.
2. Register the above Partner Activation Code (PAC License Key) on the VMware Portal www.vmware.com/code/hp
3. Receive the FINAL Serial Number License Key in your mail box from “VMware Customer Service”
4. Download your Software from VMware & configure your ESXi Host/vCenter with VMware FINAL Serial Number License Key received in step 3

Additional information

5. VMware Products bundled with Insight Control
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10. VMware Support from Hewlett Packard Enterprise
1. Generate a Partner Activation Code (PAC License Key) from Hewlett Packard Enterprise
MyEnterpriseLicense.hpe.com

1.1 Locate your License Entitlement Certificate

Your purchase of a VMware Software License from HPE includes an Electronic Software Delivery Receipt for Electronic Delivery products, and/or a License Entitlement Certificate for products that deliver a physical paper. Both will contain an Entitlement Order Number (also referred as EON) required for this 4 step process. IMPORTANT: Keep this Electronic Software Delivery Receipt and/or License Entitlement Certificate as a record of your purchase, with your HPE Order Number or invoice.

1.1.1. License Entitlement Certificate available from the Electronic Software Delivery Receipt

If you have requested Electronic Delivery of the software you ordered, then access instructions for the My License Portal are e-mailed to the email address(es) provided to HPE by your HPE reseller or HPE sales representative (in red on this Electronic Delivery receipt email example).

- Click on Access your products button from the e-mail to access your order on the My License Portal.

- Log-In to the My License Portal site using your HPE Passport user account (or create a new account if necessary). Only emails registered on the order are authorized to access the products on the My License Portal site (“Authorized login emails” in red on this example). Otherwise, the My License Portal will ask the user to validate the email addresses from the receipt.

- Once in the My License Portal, you can follow instructions on 1.2, to get your Partner Activation Code (PAC).

- Keep this email on your records as this is your electronic receipt.
1.1.2. License Entitlement Certificate delivered within an envelope marked “License Documents enclosed”

If you haven’t requested Electronic Delivery of the software you ordered, an envelope is either shipped standalone or is packaged with other server, storage or software items on your order.

**IMPORTANT:** Keep this License Entitlement Certificate as a record of your purchase, with your HPE Order Number or invoice.

1.2 Generate the Partner Activation Code (PAC), Important to retain for future process) from My License Portal

- Go to Hewlett Packard Enterprise My License Portal: [MyEnterpriseLicense.hpe.com](http://MyEnterpriseLicense.hpe.com)
- Sign in with your HPE Passport credentials, or create an account if you don’t have one.

- If you have a physical receipt, on the ‘Activate My Products’ page, enter Entitlement Order Number (EON) located on your License Entitlement Certificate and click on ‘Search’.

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Trademark acknowledgments, if needed.
- Otherwise, if you received an electronic receipt via email, simply click on the 'Activate your Products' button from the email. The My License Portal will take you to the 'Activate' page below for you to proceed.

- Here are the licenses listed that have not yet been activated.
- Check the box that belongs to products you want to activate and click “Next”
- Select either “Activating for myself” or on “behalf of another user”, click “Next”. IMPORTANT: register the end customer details to ensure the HPE Software Technical Support (STS) and Software Update Service (SUS) will be enabled and to provide the correct owner of the license.
- After activation is completed you will receive an Activation Receipt from Hewlett Packard Enterprise in your email account, with a file including Installation Instructions and the Partner Activation Code (PAC License Key) that has to be registered at VMware www.vmware.com/code/hp (Step 2 of 4).
VERY IMPORTANT --- Please retain the PAC number or numbers as you will need to provide them to your sales representative or authorized reseller to be used as the product’s serial number on your SAID (Service Agreement Identification) that will be generated for support.

If there are any concerns with the above procedure, please contact your local HPE Licensing Support Center https://myenterpriselicense.hpe.com/cwp-ui/static/contactus and the team will assist with the activation.

2. Register the above PAC on the VMware Portal

2.1 Go to www.vmware.com/code/hp

IMPORTANT: the registration on the VMware Portal needs to be made for the END USER owner of the license (Check User Management), or there will be Support Contract ownership mismatches. In a scenario where the customer has a 3rd party managing the licenses, the actual end customer should redeem the PAC to establish himself/herself as the owner of record.

- Log in with your Current End Customer account and go to 2.6
- Or

Create your New Customer Account and follow these steps:

Welcome HPE Customers -- VMware Product Registration

License Activation Instructions for your VMware software purchased from HPE is a two step process:
- Step 2: Register your Partner Activation Code (PAC) below within 10 days of product purchase to receive your VMware License.

For detailed instructions on redeeming your VMware license purchased from HPE, please visit https://www.hpe.com/solutions/vmware.licenseActivation.

Important Notice to Hewlett-Packard Enterprise Customers Regarding vSphere License Contracts:
With the release of VMware vSphere 6 it is also important that you take the time to review your VMware Support and Subscription contracts to verify your account information for license upgrades from vSphere 5 to vSphere 6.
For specific information if any of the data displayed on the VMware portal is not accurate for your account, please click http://20564.vmware.com/hpsnic/public/display?docid=04650372.

Please Note: Redemption of Partner Activation Codes acknowledges acceptance of VMware End User License Agreement. EULA details may be viewed here: http://www.vmware.com/download/eula.html.

You purchased VMware products from Hewlett-Packard Company, and you received one or more Partner or Promotion Activation Codes for these products. In order to display the VMware products you purchased from Hewlett-Packard Company you need to:

1. Register the activation codes to your name. If you have registered with VMware in the past, sign in below. If you are new to VMware, click the "Register" button to continue.
2. After you sign in or register, you will be sent an email with your product serial number(s), or a license activation code, and further instructions for activating the products you purchased.
2.2 Register **VMware: New Customers**

Register

Complete the registration form to access My VMware. My VMware simplifies management of free trials, product licenses, downloads, and support. A link to our international users. Most of the My VMware site is in English only.

* Required fields

Login Information

- **Email address**: 
- **Verify email address**: 
- **Password**: 
- **Verify password**: 

Tell Us About Yourself

- **First name**: 
- **Last name**: 

2.3 Check your email

**Next Step: Check Your Email**

Thanks for registering. You’re almost done!

We sent you an email with instructions for completing your registration.

If you do not receive the email:

- Check your junk or spam mail folder.
- Add “donotreply@vmware.com” to your email contacts list or whitelist.
- Ask your IT department to add “donotreply@vmware.com” to their email.

To send the email instructions again, click below or Contact Support.

[Resend Email]
2.4 Email from the VMware team: click “activate now” to activate your account

Activate your account

Dear

Welcome to My VMware!

This message confirms that the following user profile was successfully created:
Email:
Customer Number (CN):

Before you can access My VMware, you must activate your account.

Activate Now

With My VMware, you can:

- Manage license keys
- Download products
- Manage Subscription Services
- Manage My VMware Users & Permissions
- Evaluate products
- Interact with VMware experts in Communities
- Contact VMware Support
- Search the Knowledge Base
- Purchase products and services from our online store

Once you complete activation, you can log in and update your profile.

If you have any issues or questions, Contact Support.

Thank you for your interest in VMware.

2.5 Back to VMware Portal: Account activated: click “continue”
2.6 Enter the PACs previously received within Hewlett Packard Enterprise Activation Receipt in your email (step 1.2)

VMware Registration for Partner or Promotion Activation Codes

Activate up to 200 Partner or Promotion Activation Codes (PACs). When you complete the process, the VMware products you purchased will be registered to your account. You will receive confirmation with license keys included. If you purchased a Support and Subscription (S&S) contract, you will receive an email with contract details.

Note:
When activating 20 or fewer PACs, you can enter a variety of PAC types. For example, you can activate PACs for media kits and products. When activating 21 or more PACs at one time, you can activate only product PACs and the PACs must all be for the same product. PACs for bundles and acceleration kits must be registered one at a time.
When activating PACs for an upgrade, the PACs must be for the same product, S&S level, and S&S duration. If the upgrade is a K1 PAC code, enter only one PAC code (ES Essentials, Acceleration Kits).

Steps:
1) Enter PACs one per line. PACs include numbers and letters. ("0" is the number zero.)
2) Optionally, enter comments. If you enter comments, they will appear with the order history in My VMware.
3) Click Continue.

Activation Code:

Comments:

Maximum 100 characters. Comments will appear in the order history.

Continue  Reset
2.7 Review Information:

This is NOT your Final VMware Serial Number License Key yet, but the confirmation of the Partner Activation Code (PAC License Key) you registered. Do NOT use that PAC for the Installation/configuration of your ESXi Host/vCenter license or you will get an Invalid Key error message.

→ Go to step 3.

For more details, please consult How to register a VMware Partner Activation Code

3. Receive the FINAL VMware Serial Number License Key in your mail box from "VMware Customer Service"

The Serial Number License Key is required to unlock your product during installation.

3.1 After the PAC(s) registration on the VMware web site is completed

You will receive an email from “VMware Customer Service”, subject “VMware Order / License Confirmation” with the Serial Number License Key(s) needed to permanently install your software product.

Example of the email you receive with the Serial Numbers License Keys, coming from "VMware Customer Service"
3.2 You may also then view these **Serial Numbers License Keys** at My VMware portal

Refer to: [How to view license keys in My VMware (2006831)](http://www.vmware.com/support/view.html?docid=2006831)

4 **Download your Software & add the FINAL Serial Number License Key(s) to your ESXi Host/vCenter**

Note: During that step, **do not use the PACs provided in step 1 or 2**, but the **License Keys/Serial Number(s)** provided in step 3, included within the email from “VMware Customer Service”, subject “VMware Order / License Confirmation” or available from [My VMware portal](http://www.vmware.com/) within License Keys. If you do, an **Invalid Key error** message will result.

- For HPE customized ESXi version, visit [http://hpe.com/info/esxidownload](http://hpe.com/info/esxidownload)
- Visit [http://downloads.vmware.com](http://downloads.vmware.com) to download your VMware software & follow the prompts to install your VMware product. This will expire after 60 days unless you add the VMware permanent License Keys/Serial Numbers per the below installation/configuration step.
- **While installing/configuring your ESXi Host/vCenter**, you will be then able to add your final VMware License Key(s)/Serial Number(s) provided in step 3.

[Downloading and licensing vSphere Hypervisor (ESXi 6.x) (2107518)](http://www.vmware.com/support/view.html?docid=2107518)
[Downloading and licensing ESXi 5.x (2014574)](http://www.vmware.com/support/view.html?docid=2014574)
[Licensing ESXi 5.x and vCenter Server 5.x (2014295)](http://www.vmware.com/support/view.html?docid=2014295)
**Additional information**

**A. VMware Products bundled with Insight Control**

For products bundled with HPE Insight Control, you will receive 1 HPE Insight Control license in the HPE Activation receipt email. Visit for [http://www.hpe.com/info/insightlicense](http://www.hpe.com/info/insightlicense) installation instructions.

**B. Training bundled with your VMware product purchase**

Your purchase of VMware Product entitles you to free Web Based Trainings (WBT) of VMware to get you started. Please visit [www.hpe.com/ww/vmwareBundle](http://www.hpe.com/ww/vmwareBundle) to access your free WBT. Full VMware training curriculum from HPE visit [www.hpe.com/ww/learnvmware](http://www.hpe.com/ww/learnvmware)

Need additional Help to activate your VMware training? Click [here](http://www.hpe.com/ww/vmwareBundle)

**C. Downgrade or Upgrade your license on My VMware Portal**

If you need to downgrade or upgrade to a different version please visit

- [How to downgrade license keys in My VMware (2006975)](http://www.hpe.com/ww/vmwareBundle)
- [How to upgrade license keys in My VMware (2006974)](http://www.hpe.com/ww/vmwareBundle)

1. Go to [my.vmware.com/web/vmware/login](http://my.vmware.com/web/vmware/login)
2. Click on “LICENSE KEYS”
3. Click on a folder to display the license keys
4. On the dropdown box that says I WANT TO, select Downgrade/Upgrade License Keys
5. Click on the product folder containing the licenses
6. Select the license keys you want to downgrade/upgrade
7. Click “continue” at bottom
8. A dropdown box will appear showing what version you may downgrade/upgrade to
9. Select version. Enter quantity of CPU to downgrade/upgrade. Add notes if desired
10. Indicate you have read and understand the warning
11. Click “Confirm”

The downgraded/upgraded license Key will display under “View New License Keys”.

**D. User Management within My VMware Portal**

The person logging in to register the PAC in the VMware portal will have

- The VMware order generated in his name
- The license assigned to his account in the My VMware License portal
- Received the Order/License Delivery and Subscription confirmation e-mails.
In a scenario where the customer has a 3rd party managing the licenses, the actual end customer should redeem the PAC to establish himself as the owner of record. Customer may then grant permissions to anyone (i.e. the 3rd Party Vendor/Consultant) to access the license and do the managing of it. Customer can then easily change 3rd party management permissions as needed.

The Super User is the top license administrator of the My VMware License Portal. The S/U can grant permissions to other users on the account to access folders and to do certain license management functions such as combining/dividing, upgrading, and support renewal.

For detailed information on My VMware Portal, Super Users, and general license management, please reference these VMware Knowledge Database sites:

- Understanding user permissions in My VMware (2006977)
- How to change the Super User and Procurement Contact in My VMware (2011011)
- Index of My VMware articles (2020793)
- My VMware FAQ (2014350)

E. My VMware FAQ, Knowledge Database and Support

Index of My VMware articles (2020793) VMware Knowledge Database

- The License Tracker tool provides steps to view the status of VMware Product PACs, serial numbers, quantity, contract status, support level and upgrade history: How to use License Tracker tool in My VMware (2108170)
- In case you wish to obtain any support regarding VMware portal, please log a case with VMware Support Team directly at http://my.vmware.com/web/vmware/login or call your regional VMware center at http://www.vmware.com/support/us_support.html

F. VMware Support from Hewlett Packard Enterprise

Your VMware license includes 1 year or 3 years or 5 years of 24x7 HPE Software Technical Support (STS) and Software Update Service (SUS), starting from your order shipment date.

To ensure that your HPE support contract is initiated you MUST register your License Entitlement Certificate and your Partner Activation Code (PAC) (step 1 to 4 of this document) within 10 days.
Please allow 45 days after your PAC registration, for your HPE support contract reference - Service Agreement ID (SAID) - to be created or an existing SAID to be modified with this new license purchase. Once received from HPE, please well save your SAID and reference it for future access to HPE Software Technical Support.

Accessing Hewlett Packard Enterprise Support

Please be ready to provide

- Your SAID (Support Agreement ID) (or proof of purchase if not received yet)
- Technical support registration number (if applicable)
- Product name and version
- Symptoms description
- Timestamp (issue date and time)
- Issue frequency
- Error messages
- Logs: check Collecting diagnostic information for VMware products

- Only if one or multiple Guests are impacted: Operating system name and version

**IMPORTANT:** Remember to provide the Partner Activation Code (PAC) number or numbers that were generated from your Entitlement Order Number (EON) to your sales representative or authorized reseller to be used as the product(s) serial number on the SAID (Service Agreement Identification) that will be generated for support.

- For live assistance, call your local HPE Support Contact available at www.hpe.com/assistance. Select VMware as the support topic and answer questions.
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website: www.hpe.com/support/hpesc

Renewal of HPE Support/Service Agreement

After the first Support Agreement period ends (1, 3, 5 years), you may renew your HPE Support Contract by contacting your local HPE Representative.

In case you cannot access your updates/upgrades, please check http://h20564.www2.hpe.com/hpsc/doc/public/display?docId=c04650372