

## Instructions for the Version Upgrade Process in the Symantec Licensing Portal

The complete version upgrade process has 3 tasks:

- **Task A: Respond to Your Version Upgrade Notification**
- **Task B: Register Licenses and Obtain Your License Keys**
- **Task C: Download or Request your Physical Product Software.**

Each task has a series of steps. This document will guide you through each step in each task.

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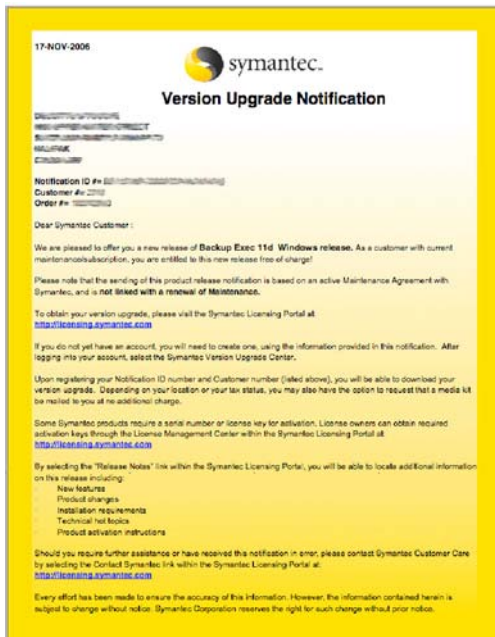
Please note: Symantec is working continually to improve the version upgrade process. This guide will be revised as changes are made to the portal site. Before beginning the upgrade process, please check the website at <http://www.symantec.com/enterprise/licensing/activation/index.jsp> to be sure you have the most recent version of this document.

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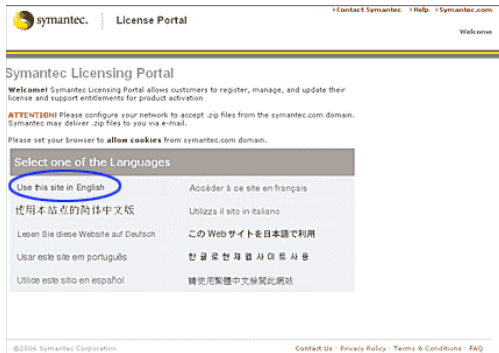
**Symantec Customer Care (US and Canada): 1.800.721.3934**

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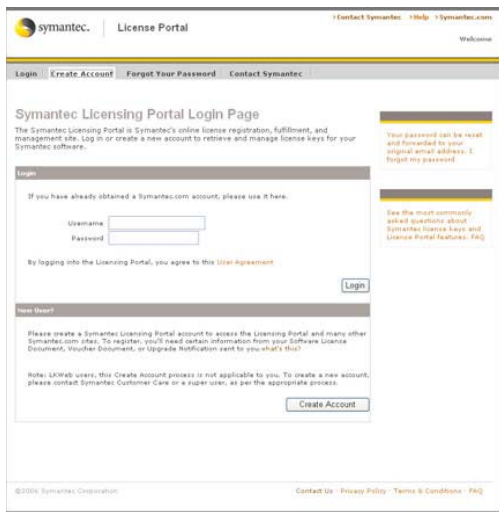
### Task A: Respond to Your Version Upgrade Notification



**1. Have your Upgrade Notification document ready. This is sent to you via email.**

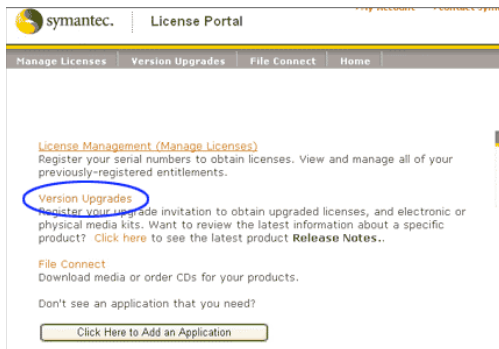


**2. Go to the Symantec Licensing Portal** [<https://licensing.symantec.com>] and select a language.

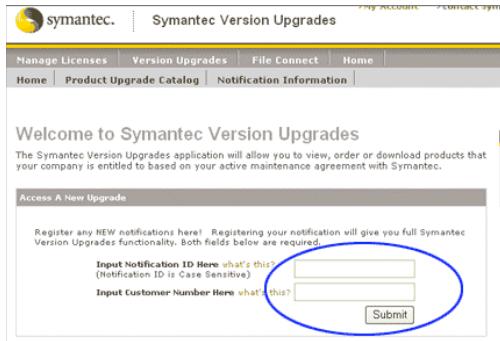


**3. Login to the Symantec Licensing Portal.**  
**\*\*** If you are new to the Portal and have not created an account at Symantec, you will need to first create an account. If you have difficulty creating an account, please refer to <https://licensing.symantec.com/acctmgmt/help/LicensingPortalFAQ.jsp> for a walkthrough of the process.\*\*

**Note:** Customers who have created accounts with Symantec or Veritas to download trialware, white papers, or to view webcasts may already have Licensing Portal accounts. If you find that your email address already exists in our system, please recover or reset your password and use your existing account.



**4. Click on the "Version Upgrades" link.**



symantec. Symantec Version Upgrades

Manage Licenses Version Upgrades File Connect Home

Home Product Upgrade Catalog Notification Information

### Welcome to Symantec Version Upgrades

The Symantec Version Upgrades application will allow you to view, order or download products that your company is entitled to based on your active maintenance agreement with Symantec.

#### Access A New Upgrade

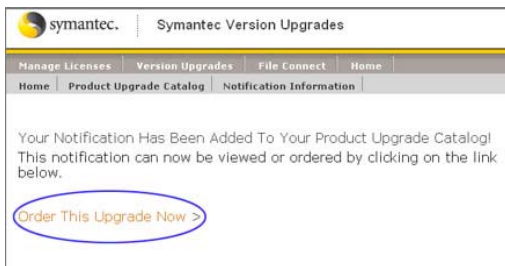
Register any NEW notifications here! Registering your notification will give you full Symantec Version Upgrades functionality. Both fields below are required.

**Input Notification ID Here** what's this?  
(Notification ID is Case Sensitive)

**Input Customer Number Here** what's this?

Submit

**5. On the Version Upgrades Home Page, enter the required data from your Upgrade Notification document and click the "Submit" button.**



symantec. Symantec Version Upgrades

Manage Licenses Version Upgrades File Connect Home

Home Product Upgrade Catalog Notification Information

Your Notification Has Been Added To Your Product Upgrade Catalog!  
This notification can now be viewed or ordered by clicking on the link below.

[Order This Upgrade Now >](#)

**6. On the next page, click the "Order This Upgrade Now" link**



### My Upgrades

You may update your license or order/download media. Please make sure to obtain both new licenses as well as new media.

#### Notification Info

Company Name :	
Notification Id :	
Notification Date :	24-Feb-2003
Notification Status :	OPEN <small>(what's this?)</small>
Update Description :	Not Available

[Change / Create New Address](#)

[Go to products in this upgrade>](#)

#### Upgrade Licenses

Click on the **Upgrade Licenses** button below to view the license(s) that will be upgraded.

Upgraded license(s) will become available in License Management for its license owner(s). In the situation where there is no owner(s), you will become the owner and will have access to the license(s) in License Management.

[Upgrade Licenses](#)

#### Media Selection

**7. On the My Upgrades page, click the "Upgrade Licenses" link**

**Product Selection**

The following products will become upgradeable under the license owner's License Management account. License owners will be notified via email that their licenses are ready for new key generation. For those licenses that do not have license owner, you will become the new license owner in License Management.

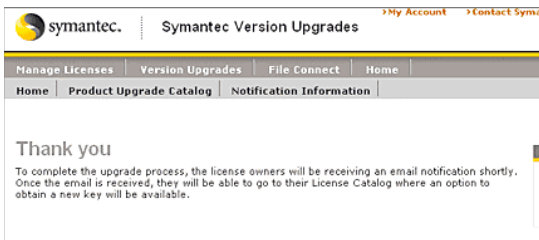
Showing 1 - 16 of 16      <<First | <Prev | Next> | Last>>

Product	Family	PO	Quantity	Processed Date	License Owners
Foundation Suite Solaris v3.4 License Tier 1	Storage Foundation - Foundation Suite	BB-007492	1		There are no license owners
Foundation Suite Solaris v3.4 License Tier 1	Storage Foundation - Foundation Suite	CC- 10599/2382	1		There are no license owners

Showing 1 - 16 of 16      <<First | <Prev | Next> | Last>>

### 8. On the Product Selection page, click the "Process Request" button.

\*\*Note the "License Owner" column in the list. If a license owner is identified, that user will be enabled to get the new version license key within the licensing portal once this first task is completed. If there is no license owner identified, as in the example screen below, then the user who is completing the process will become the license owner. The license owner only controls the license within the licensing portal. This does not imply ownership. (To request a change of license ownership, please contact Customer Care. In the USA and Canada, please dial 1.800.721.3934; for other regions, please refer to this web page for contact information: [http://www.symantec.com/enterprise/support/assistance\\_care.jsp](http://www.symantec.com/enterprise/support/assistance_care.jsp))



**symantec.** | Symantec Version Upgrades      > My Account      > Contact Symantec

Manage Licenses | Version Upgrades | File Connect | Home

Home | Product Upgrade Catalog | Notification Information

**Thank you**

To complete the upgrade process, the license owners will be receiving an email notification shortly. Once the email is received, they will be able to go to their License Catalog where an option to obtain a new key will be available.

### 9. You will see a Thank You page.

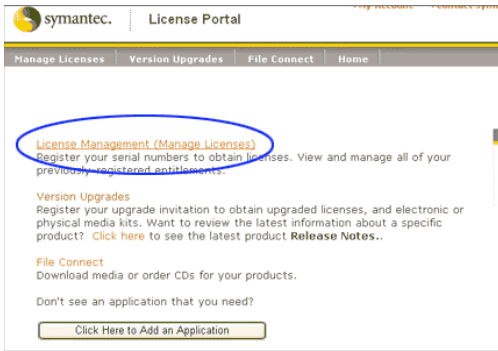
#### **NOTE: YOU ARE NOT READY TO GET NEW LICENSE KEYS YET!**

This completes the first of three major tasks in the upgrade process. See the instructions in "Task B: Register Licenses and Obtain Your License Keys" below for the next steps the process.

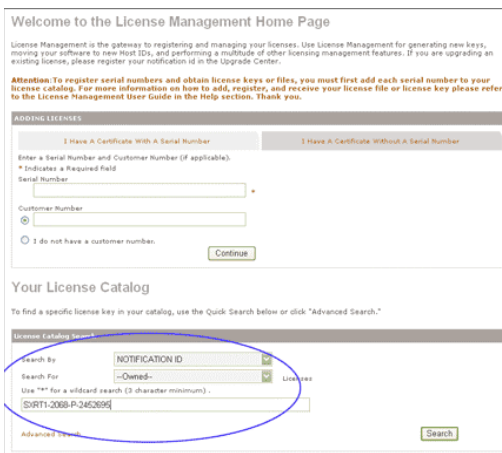
**YOU MUST WAIT AT LEAST 30 MINUTES AFER COMPLETING THIS TASK BEFORE BEGINNING EITHER OF THE NEXT TASKS**

## Task B: Register Licenses and Obtain Your License Keys

NOTE: You will only be able to accomplish the following steps if you are identified as the license owner of the original license that is eligible for upgrade, or if you are the user who completed the steps in Task 1 above for a license with no existing license owner. (For assistance in the US and Canada, call Customer Care at 1.800.721.3934. For other regions, please refer to this web page for contact information: [http://www.symantec.com/enterprise/support/assistance\\_care.jsp](http://www.symantec.com/enterprise/support/assistance_care.jsp))



**1. Login again to the Symantec Licensing Portal, and on the Home page click the “License Management” link.**



**2. On the License Management Home Page, scroll down to the “Your License Catalog” section.**

**Enter the following criteria:**

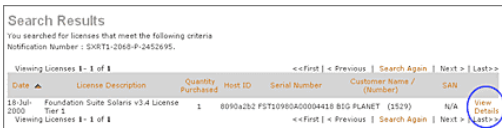
Search By: **Notification ID**

Search For: **Owned**

**Enter your Notification ID (from your Version Upgrade Invitation document) in the input field.**

**Click the "Search" button.**

NOTE: If searching by Notification ID does not produce any results, try searching for the Order Number printed on your Upgrade Invitation.



**3. In the Search Results list, locate the license you wish to get a key for and click the "View Details" link.**

**If there was no license owner for the original license, then locate the record for the new version (e.g., if no one registered version 4 in the licensing portal, and you accepted the upgrade for version 5, then you should locate the version 5 license in your catalog).**

**If you are the license owner of the original license, this is the record you should locate in your License Catalog (e.g., if you're upgrading to a version 5, look for the version 4 license in your catalog).**

**Entitlement Details**

Below are the details and history for the license you selected.

**Order Details**

Customer Name: [redacted]  
 Customer Number: [redacted]  
 Order Number: [redacted]  
 Entitled Price Tier: 1  
 Quantity Purchased: 1

**License Key Details**

Product (SKU): Foundation Suite Solaris v3-4 License Tier 1 (A01705F-100000)  
 Product Version: NA  
 RTSM ID: [redacted] [what's this?](#)  
 Serial Number: [redacted]  
 Host ID: [redacted]  
 Deployed Price Tier: N/A  
 System Type: N/A  
 Date Added: N/A  
 Date Registered: 07-10-2000  
 Start Date: N/A  
 End Date: N/A  
 SAN: N/A  
 License Keys: [redacted]

**License Key Options**

Move License To a New Host  
 Move License To a New Address  
 Edit User-Defined Fields For This License  
[Add Comments](#)  
[Upgrade This License](#)  
[File Connect](#) | [License Assignment & Transfers](#)  
[Share Licenses](#)

**4. On the Entitlement Details page, if this is for the original license, then click the "Upgrade This License" link.**

If the Entitlement Details page is for the *new product version*, click the link that reads "Register This License."

License Management Home | License Catalog

**Upgrade This License**

Click the "Upgrade" button below to replace the old licenses with the new upgraded licenses. Clicking the "Cancel" button will not upgrade the old license key.

Version of software you are upgrading to

**5. On the Upgrade License page, verify the version you want to upgrade to and click the "Upgrade" button.**

If you wish to upgrade from more than one version back (e.g., from Backup Exec version 9.1 to 11d), you need to complete the registration task for each version up to and including the latest version (e.g., from Backup Exec version 9.1 to 10.0, then from version 10.0 to 10d, then from version 10d to 11d). When you complete the first upgrade (e.g., 9.1 to 10d), you must then locate that new license in your License Catalog and click the "Upgrade This License" link again. This will begin the second upgrade (e.g., from 10.0 to 10d), and from here on you follow the same steps until you get a license key for the version you wish to deploy.

**After you click the "Upgrade" button you will be taken through a multi-page license registration process. The exact registration process is based on the license you are upgrading and the data required to generate the new version license key.** For example, if you are upgrading a node-locked license, you will need to provide Host Machine information (e.g., Host ID, etc.).

License Management Home | License Catalog

**Upgrade License Confirmation**

Your licenses have been upgraded and are now stored in your license catalog. Your old license keys have been replaced with the new upgraded keys.

**Upgrade Options**

[View License Key Details](#)  
[Return to License Catalog](#)

**6. When you complete the registration steps, a Confirmation page confirms that your registration was successful and your new License Key has been created.**

To access your License Key, click the "View License Key Details" link or check your email.

**Entitlement Details**

Below are the details and history for the license you selected.

**Order Details**

Customer Name: [redacted]  
 Customer Number: [redacted]  
 Order Number: [redacted]  
 Entitled Price Tier: C  
 Quantity Purchased: 1

**License Key Details**

Product (SKU): Foundation Suite Solaris v3.5 License Tier 1C (A09969F-C00000)  
 Product Version: 3.5  
 RTSM ID: [redacted] [what's this?](#)  
 Serial Number: [redacted]  
 Host ID: [redacted]  
 Deployed Price Tier: A  
 System Types: SUNW,Sun-Blade-150  
 Date Added: N/A  
 Date Registered: 12-27-2006  
 Start Date:  
 End Date:  
 SMT: N/A  
 License Keys: [redacted] -3KCI-P

**License Key Options**

Move License To a New Host  
 Move License To a New Address  
 Edit User-Defined Fields For This License  
 Add Comment  
 License Ownership Assignment & Transfers  
 File Connect  
 Share Licenses

**7. On the Entitlement Details page, your License Key should be displayed at the bottom of the License Key Details section.**

This completes the second of the three tasks. Complete the process by going through steps for Task C below.

## Task C: Download or Request Physical Product Software for a Version Upgrade

**symantec.** License Portal

Manage Licenses | **Version Upgrades** | File Connect | Home

[License Management \(Manage Licenses\)](#)  
 Register your serial numbers to obtain licenses. View and manage all of your previously-registered entitlements.

**Version Upgrades**  
 Register your upgrade invitation to obtain upgraded licenses, and electronic or physical media kits. Want to review the latest information about a specific product? [Click here](#) to see the latest product **Release Notes**.

**File Connect**  
 Download media or order CDs for your products.

Don't see an application that you need?  
[Click Here to Add an Application](#)

**1. Login again to the Symantec Licensing Portal and click the "Version Upgrades" link.**

**symantec.** Symantec Version Upgrades

Manage Licenses | **Version Upgrades** | File Connect | Home

Home | **Product Upgrade Catalog** | Notification Information

Welcome to Symantec Version Upgrades

The Symantec Version Upgrades application will allow you to view, order or download products that your company is entitled to based on your active maintenance agreement with Symantec.

**Access A New Upgrade**

Register any NEW notifications here! Registering your notification will give you full Symantec Version Upgrades functionality. Both fields below are required.

**Input Notification ID Here** [what's this?](#)  
 (Notification ID is Case Sensitive)

**Input Customer Number Here** [what's this?](#)

**2. On the Version Upgrades Home Page, click the "Product Upgrade Catalog" link.**

**Product Upgrade Catalog**  
Search to find your upgrades or see the catalog of Open notifications to view details or order your Upgrade.

Quick Catalog Search: Search by Status OR Notification ID(s):

Show: All Notifications Notification ID:

(Search for multiple notifications by using the "Advanced Search" link below)

[Advanced Search](#)

**Your Upgrades**

**Important Notice!**  
If you currently have a pending new address case, Notification Address below will not reflect the newest address until the case is approved. In order to view the latest pending address, please open the Notification by clicking on View/Order link. To see the latest status on any Upgrade Notification please open the Notification.

Showing 1 - 9 of 9 << First | < Prev | Next > | Last >>

Notification ID	Update Description	Notification Status	Notification Address	
58875-58758-9-2852595	Foundation Suite Solaris v3.4 License Tier 1	REGISTERED	58875-58758-9-2852595	<a href="#">View/Order</a>
58875-58758-9-2852595	Volume Manager Solaris v3.2 License Tier 2	PROCESSED	58875-58758-9-2852595	<a href="#">View/Order</a>
58875-58758-9-2852595	Volume Manager Solaris v3.2 License Tier 2	REGISTERED	58875-58758-9-2852595	<a href="#">View/Order</a>

**Media Selection**

Click below to link to Symantec's FileConnect application. Within FileConnect, you can obtain the products included in this Notification either physically or electronically (subject to availability).

**Please note:** Ordering media does not upgrade licenses.

[File Connect](#)

**3. Enter your Notification ID in the search box, or find your product in the list of upgrades shown. When you locate the product, click the "View/Order" link.**

**4. On the My Upgrades page, scroll down and click the "FileConnect" link in the Media Selection area. This will launch a new browser window containing the FileConnect application.**

NOTE: FileConnect is Symantec's Enterprise Software download site. Customers upgrading to a new version of their software who wish to request physical media at no charge must access FileConnect via this link. Accessing FileConnect any other way will not allow you to use the "Ship Me a CD" function.

symantec File Connect >My Account >Customer Service >Help >Symantec.com

Welcome | Log Out

Resume Downloads | License/Register My Product | Contact Customer Service | Feedback

**Products**

To begin the download process, click on the product you would like to obtain.

**Your Products**

Product
Backup Exec 11d for Windows Servers

**5. On the Product Selection page within FileConnect, click the link for the product you wish to download.**

symantec File Connect >My Account >Customer Service >Help >Symantec.com

Welcome | Log Out

Resume Downloads | License/Register My Product | Contact Customer Service | Feedback

**Products**

Product: Backup Exec 11d for Windows Servers

Product	Full Version	Language	Platform
Backup Exec 11d for Windows Servers - Multilingual	11	Multilingual	Windows Small Business Server 2000 & 2003/Windows 2000 Server/Windows Server 2003/Windows 2000 w/SP4/xp

**6. On the Products Detail page, click the name of the product again.**



