



**Hewlett Packard  
Enterprise**

# 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 \[www.vmware.com/code/hp\]\(http://www.vmware.com/code/hp\)](#)
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](#)
6. [Training bundled with your VMware product purchase](#)
7. [Downgrade or Upgrade your license on My VMware Portal](#)
8. [User Management within My VMware Portal](#)
9. [My VMware FAQ, Knowledge Database & Support](#)
10. [VMware Support from Hewlett Packard Enterprise](#)

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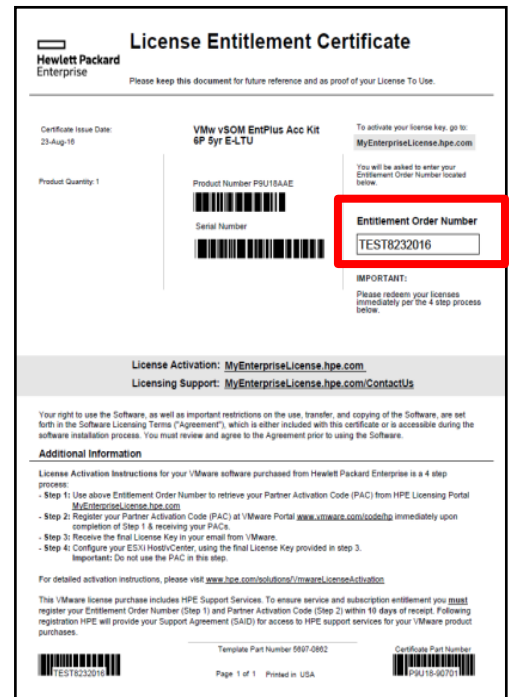
# 1. Generate a Partner Activation Code (PAC License Key) from Hewlett Packard Enterprise

[MyEnterpriseLicense.hpe.com](http://MyEnterpriseLicense.hpe.com)

## 1.1 Locate your License Entitlement Certificate

Your purchase of a VMware Software License from HPE includes a **License Entitlement Certificate**, with the **Entitlement Order Number** (also referred as **EON**) required for this 4 step process.

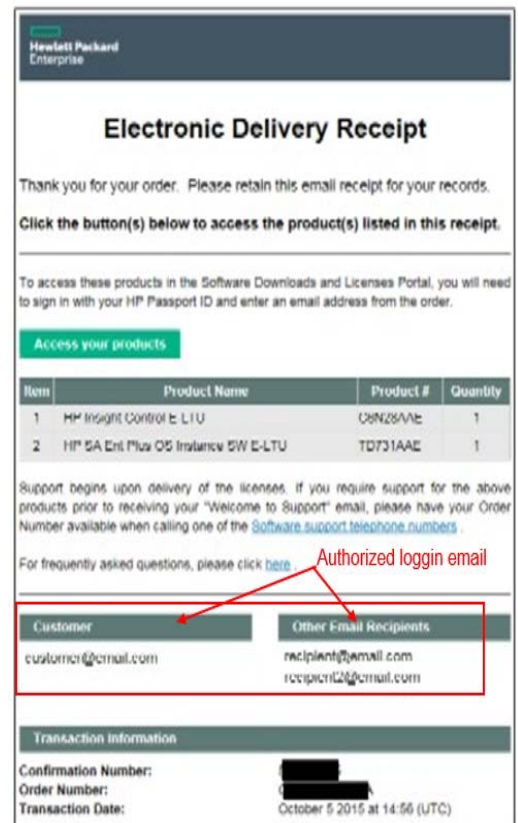
**IMPORTANT:** Keep this License Entitlement Certificate as a record of your purchase, with your **HPE Order Number** or **invoice**.



### 1.1.1. License Entitlement Certificate available at the Electronic Download site

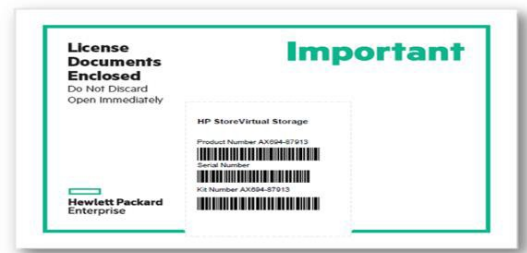
If you have requested Electronic Delivery of the software you ordered, then access instructions for the HPE Electronic Delivery site are e-mailed to the email address(es) provided to HPE by your HPE reseller or HPE sales representative (in red on this Electronic Delivery receipt email example).

- Click on the link in the e-mail to access your order on the Hewlett Packard Enterprise Electronic Delivery site.
- Log-In to the HPE Electronic Download site using one of your HPE Passport user account (or create a new account if necessary). **Only emails registered on the order are authorized to access the HPE Electronic Delivery site (in red on this example).**
- On the “Get Licensing” tab:
  - o Click on the “Get Entitlement Certificate” link to download a PDF copy to print or save for future reference.
  - o Then Click on the “Get License” link to go directly to the My HPE License portal.



### 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.



### 1.2 Generate the Partner Activation Code (PAC License Key, **Important to retain for later process**) from My License Portal

- Go to Hewlett Packard Enterprise My License Portal: [MyEnterpriseLicense.hpe.com](https://myenterpriselicence.hpe.com)
- Sign in with your HPE Passport credentials
- Within Section/Tab “Activate My Products” enter Entitlement Order Number (EON) located on your [License Entitlement Certificate](#) Click on “Go”

- Here are the licenses listed that have not yet been activated.  
*Note: If there are no more available licenses under this EON, go to section “**Manage my assets**” section/tab to retrieve previous activations and Partner Activation Codes (PACs License Keys)*
- 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 everything 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](https://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://myenterpriselicence.hpe.com/cwp-ui/static/contactus> and the team will assist with the activation.

# 1. Register the above PAC on the VMware Portal

## 2.1 Go to [www.vmware.com/code/hp](http://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.

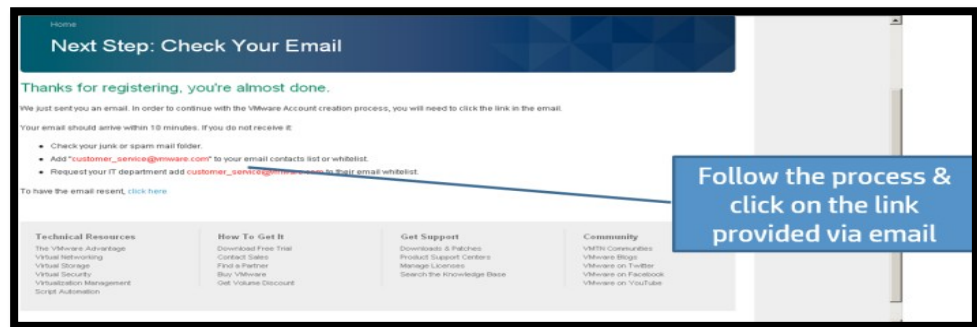
- Log in with your Current End Customer account and go to 2.6
- Or
- Create your New Customer Account and follow these steps:



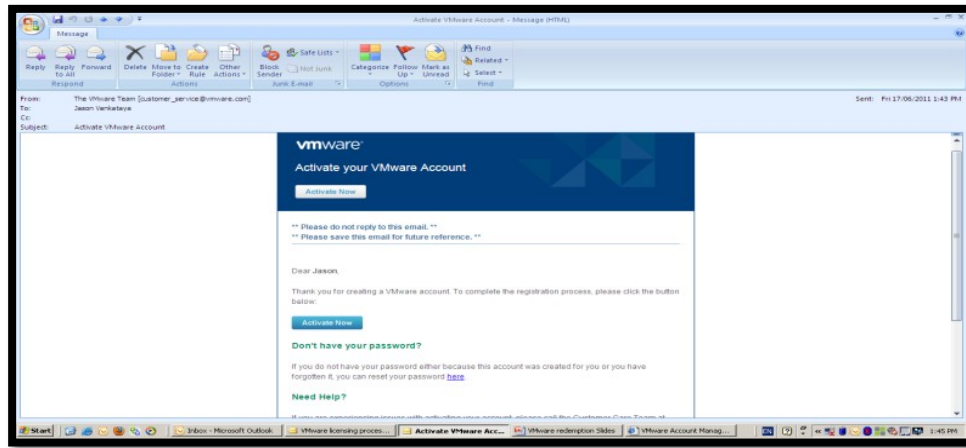
## 2.2 Register [VMware: New Customers](#)



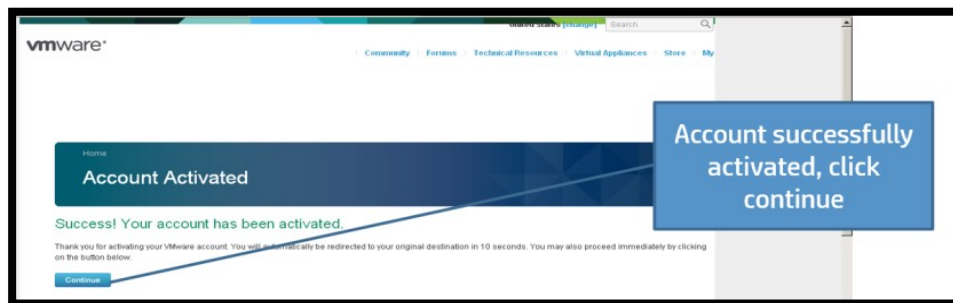
## 2.3 Check your email



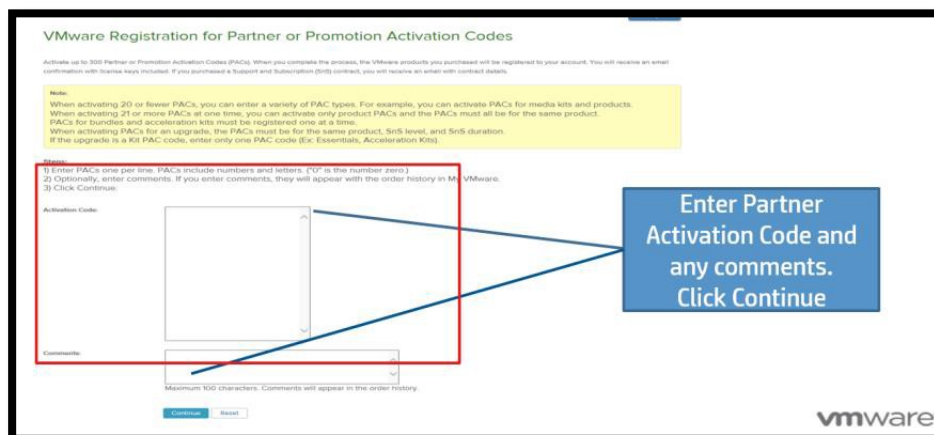
## 2.4 Email from the VMware team: click “activate now” to activate your account



## 2.5 Back to VMware Portal: Account activated: click “continue”



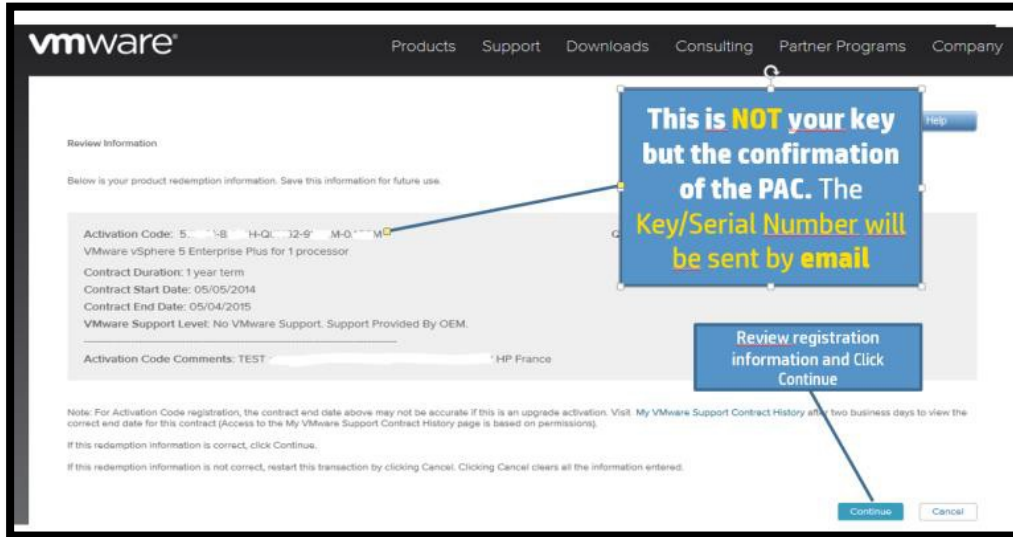
## 2.6 Enter the PACs previously received within Hewlett Packard Enterprise Activation Receipt in your email (step 1.2)



## 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](#)

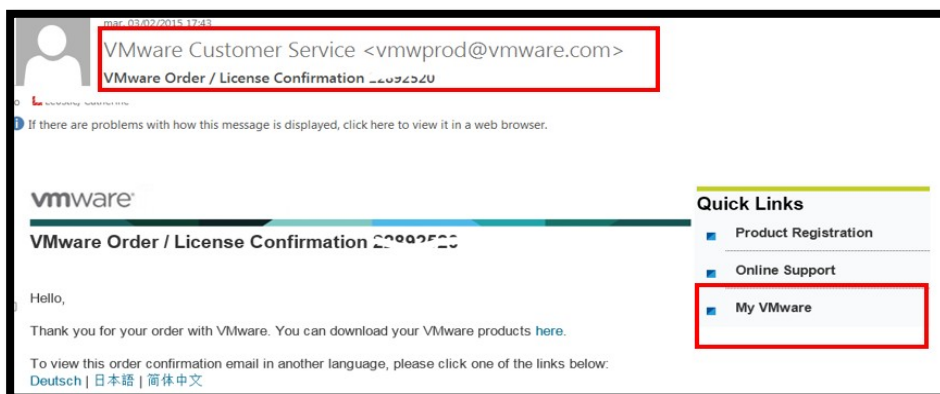
## 2. Receive the FINAL VMware Serial Number License Key in your mail box from “VMware Customer Service”

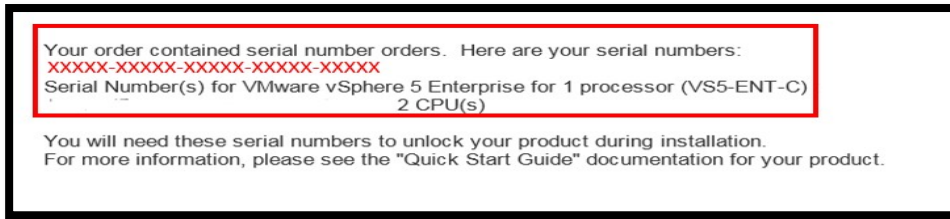
The Serial Number License Key is required to unlock your product during installation.

### 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.

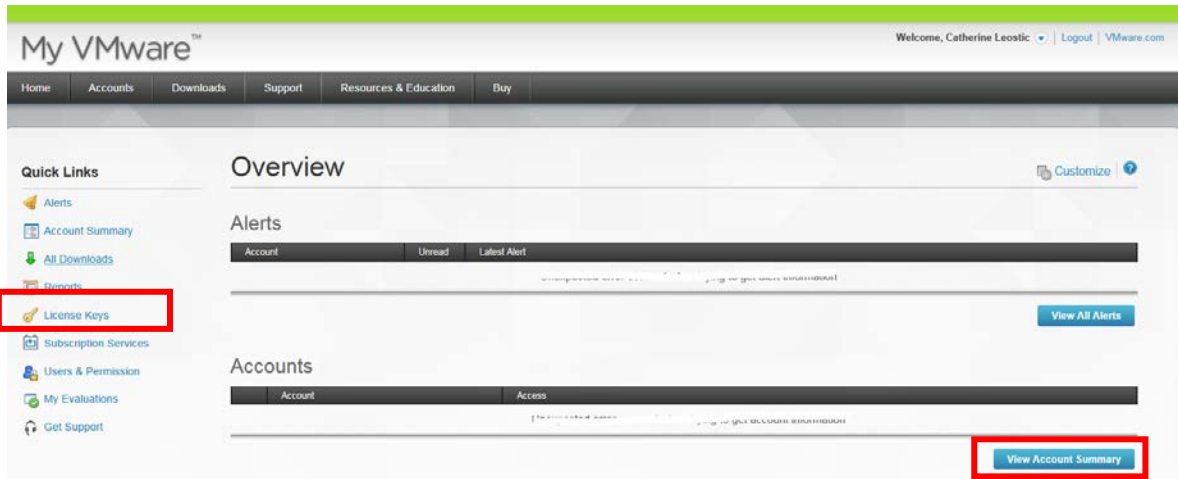
Example of the email you receive with the Serial Numbers License Keys, coming from “VMware Customer Service”





### 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 \(2006831\)](#)



### 3. 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](#) within License Keys. If you do, an **Invalid Key error** message will result.

- For HPE customized ESXi version, visit <http://hpe.com/info/esxidownload>
- Visit <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 be able to add your final VMware License Key(s)/Serial Number(s) provided in step 3.**

[Downloading and licensing vSphere Hypervisor \(ESXi 6.x\) \(2107518\)](#)

[Downloading and licensing ESXi 5.x \(2014574\)](#)

[Licensing ESXi 6.x and vCenter Server 6.x \(2107538\)](#)

[Licensing ESXi 5.x and vCenter Server 5.x \(2014295\)](#)

## **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> 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](#)

### **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 \(2006975\)](#)
  - [How to upgrade license keys in My VMware \(2006974\)](#)
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.

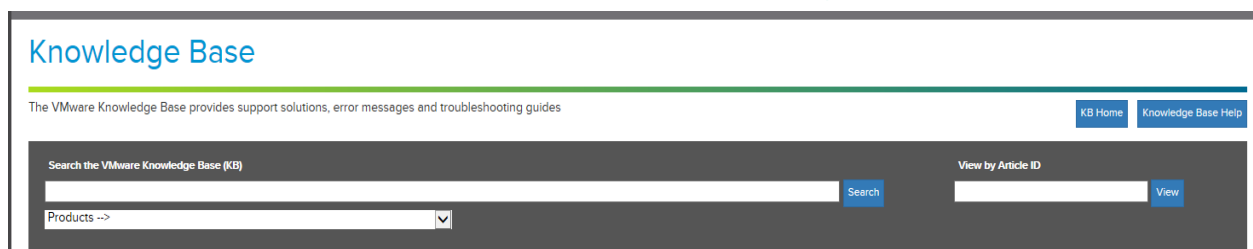
The Super User is the top license administrator of the My VMware License Portal. The S/U can grant permissions to other users on the account to access folders and to do certain license management functions such as combining/dividing, upgrading, and support renewal.

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](#)



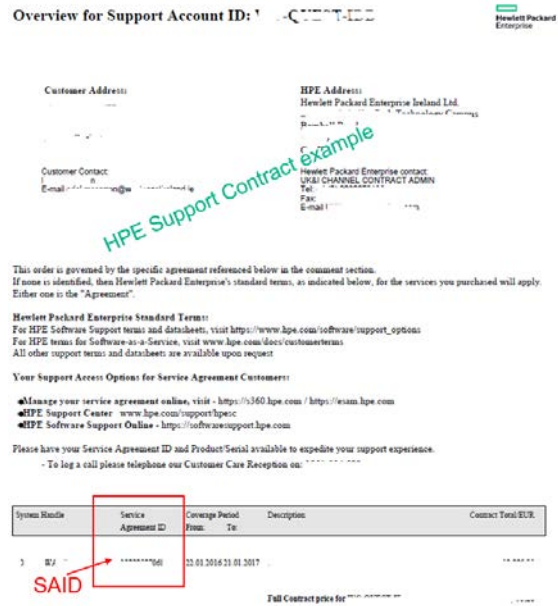
- The License Tracker tool provides steps to **view the status of VMware Product PACs, serial numbers, quantity, contract status, support level and upgrade history**: [How to use License Tracker tool in My VMware \(2108170\)](#)
- In case you wish to obtain any support regarding VMware portal, please 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](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](http://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/hpsc](http://www.hpe.com/support/hpsc)

## 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>