VMware vSphere Licensing and Support Subscriptions

Important notice to Hewlett-Packard customers regarding vSphere License Contracts: Hewlett-Packard Letter to Customers on Licenses

With the release of VMware vSphere™ 4, please it is important that you take the time to review your VMware Support and Subscription contracts to verify your account information for license upgrades from VI3 to VMware vSphere 4. If you have concerns about the validity of your license entitlements, please review and follow the instructions below for resolution.

VMware vSphere Licensing and Support Subscriptions

VMware vSphere Licenses

You must obtain new licenses to deploy VMware vSphere. Your existing VMware Infrastructure 3.x licenses will not work on VMware ESX 4 or VMware vCenter Server 4. Read the VMware vSphere 4 licensing guide for instructions on how to activate your new VMware ESX 4 and VMware vCenter Server 4 license keys. Visit VMware vSphere Licensing webpage for complete detail about your licenses.

Upgrading to VMware vSphere Licenses

If you have previous licenses of VMware, VI3 and earlier, with active support and subscription, VMware will automatically deliver your new VMware vSphere 4 and vCenter licenses through the VMware vSphere license portal.


Verifying your VMware Account Data

Accessing Your Account and License Information

- Access your license through the VMware vSphere license portal. 
  Click here for instructions on How to Retrieve FAC Codes from your account.

Verify Your VMware Support and Subscription and Your Role

- View your Subscription terms through the VMware Account Management portal
  Click here for Instructions on How to Retrieve Contract ID from VMware Account.

- Verify your designated role: Primary License Administrator, Secondary License Administrator or Support Administrator. If you are a Primary License Administrator (PLA), you can edit the roles of other individuals on your contracts.

Resolving Subscription Discrepancies

If you did not receive all license keys as expected, follow the instructions and fill out completely the HP the Entitlement Form:

Please note: Due to a high volume of requests for license database upgrades, the current expected turnaround time is ten (10) business days from receipt of a correctly completed Entitlement Form.

Register Your Support and Subscription (if you have not done so previously)

VMware licenses are sold with one (1) Year 9X5 Support and Subscription embedded. Follow instructions below to register your support and subscription.

- Locate your License Activation Code/Flex Activation Code (FAC) from your license portal: How to Retrieve FAC Codes from your account.
- Complete the Registration Form and send to the e-mail address that appears at the bottom of the form once you enter your address.
- Support and Subscription begins day of purchase.