

How-to Guide: Upgrading Licences

Step 1) Log in to licensing.symantec.com and click on “Manage My Licenses”

Symantec Licensing Portal

Home Enterprise Flex Get a License Key **Manage My Licenses** Get Software My Account

Access EFLEX

Manage My Licenses

- View and edit license details
- Share licenses with other users

Manage My Licenses

Register your product and get license keys

New and Renewal Purchase

Version Upgrade

Moving an existing license to another machine? [click here](#)

Do you have a voucher?

Some of our partners sell Symantec licenses using a voucher model. If you have a voucher, click 'Redeem My Voucher' to get your license.

[Redeem My Voucher](#)

Step 2) Select “Customer Number” from the “Search By” drop down. All other fields remain the same -type in “56675760” in the search field, then click search

Welcome to the License Management Home Page

This tool enables you to do the following:

- Add License Information to your personalized License Catalog
- Search for licenses in your License Catalog
- View and edit individual license details including order, ownership, and deployment information
- Define your own User-Defined Fields to customize how you track your licenses
- Share license information with other Licensing Portal users
- View limited License History information

Get License Keys: [New and Renewal Purchase](#) [For Version Upgrades](#)

Reset All Fields

Search Your License Catalog

application
-- Enterprise Flex--

Contract :
CARAHSOFT/US ARMY (FBXD9DSTE)

Search By
CUSTOMER NUMBER

Search For
--Owned-- Licenses

Use "*" for a wildcard search (3 character minimum) .

56675760

Advanced Search Search

Search by License Key

Enter your complete license key exactly as it is displayed by your product or on your certificate, and then click "Search".

- Step 3) Click on the “View Details” button for the respective license you need to upgrade (licenses are in white)
- please do not do this for maintenance since that will automatically be upgraded with the license
 - each license will have to be upgraded one at a time
 - once you click on “View Details” give the page a moment to load. It can be slow at times

The screenshot shows the Symantec Licensing Portal header with the Symantec logo, navigation links for Help, FAQs, and Symantec.com, and a user welcome message for Mark Boucher. Below the header is a navigation menu with tabs for Home, Enterprise Flex, Get a License Key, Manage My Licenses, Get Software, and My Account. Underneath the menu are links for License Management and Share Licenses.

Search Results

You searched for licenses that meet the following criteria

Customer Number: 56675760.

Contract Number: FBXD9DSTE.

Viewing Licenses 1- 4 of 4

<<First | < Previous | [Search Again](#) | Next > | Last>>

Date ▲	License Description	Quantity Purchased	Host ID	Serial Number	Customer Name / (Number)	SAN	
17-May-2010	VRTS STORAGE FOUNDATION ENTERPRISE HA/DR 5.1 WIN FOR OS TIER ENTERPRISE EDITION STD LIC	3		M0140804682	CARASOFT TECHNOLOGY CORP (56675760)	FBXD9DSTE	View Details
17-May-2010	VRTS STORAGE FOUNDATION ENTERPRISE HA/DR 5.1 WIN FOR OS TIER ENTERPRISE EDITION ESSENTIAL 12 MONTHS	3		M7240892560	CARASOFT TECHNOLOGY CORP (56675760)	FBXD9DSTE	View Details
31-Mar-2011	SYMC BACKUP EXEC SYSTEM RECOVERY DESKTOP 6.5 WIN STD LIC	1		M7039891481	CARASOFT TECHNOLOGY CORP (56675760)	FBXD9DSTE	View Details
31-Mar-2011	SYMC BACKUP EXEC SYSTEM RECOVERY DESKTOP 6.5 WIN ESSENTIAL 12 MONTHS	1		M3840091047	CARASOFT TECHNOLOGY CORP (56675760)	FBXD9DSTE	View Details

Viewing Licenses 1- 4 of 4

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View Printable Version of Your Results

Click on the link if you wish to view a printable version of your results

[View Printable Version of Your Results](#)

- Step 4) Scroll down to the box below and click on “Upgrade this License Key”

The screenshot shows a box titled "License Key Options" with several actions available for a license key. The "Upgrade this License Key" option is highlighted in yellow. Below the options is a section for "Address Details".

- Step 5) Look in your inbox under your login email address for the new certificate with the new version key and serial number