

# Instructions for Receiving a License Key for a New Product in the Symantec Licensing Portal

The complete registration process has 2 tasks:

- **Task A: Register to Obtain Your License Key**
- **Task B: Download Your Product Software (FileConnect)**

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

Please note: Symantec is working continually to improve the license key process. This guide will be revised as changes are made to the portal site. Before beginning the license key 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.

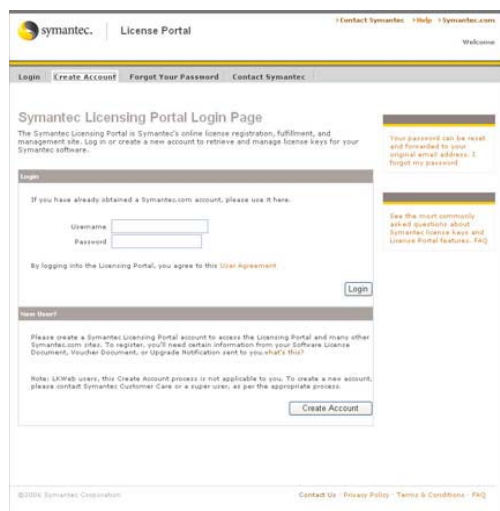
## Symantec Customer Care (US and Canada): 1.800.721.3934

### Task A: Register to Obtain Your License Key



#### 1. Go to the Symantec Licensing Portal

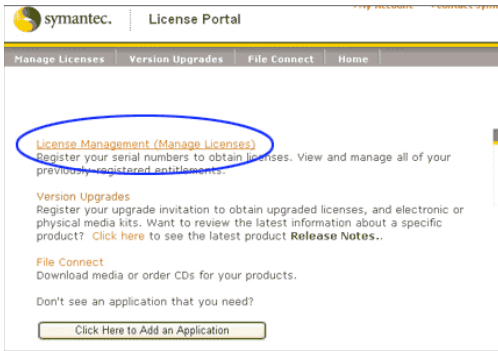
[<https://licensing.symantec.com>] and select a language



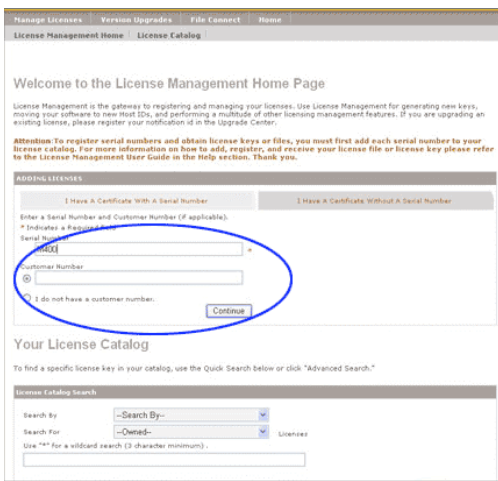
#### 2. Login to the Symantec Licensing Portal.

\*\* 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.\*\*

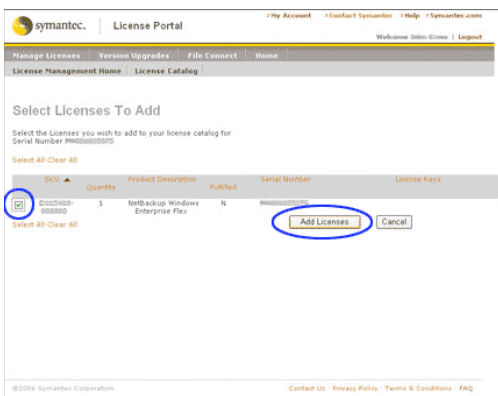
**Note:** Customers who have created accounts with Symantec or Veritas to download trialware, white papers, or to view webcasts may already have Licensing Portal accounts. If you find that your email address already exists in our system, please recover or reset your password and use your existing account.



3. Click on the "License Management" link.



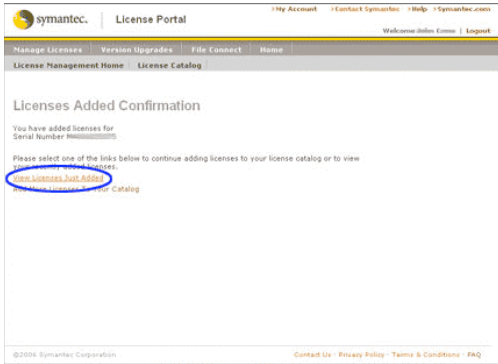
4. On the License Management Welcome page, enter the serial number and customer number (if available) and click the "Continue" button.



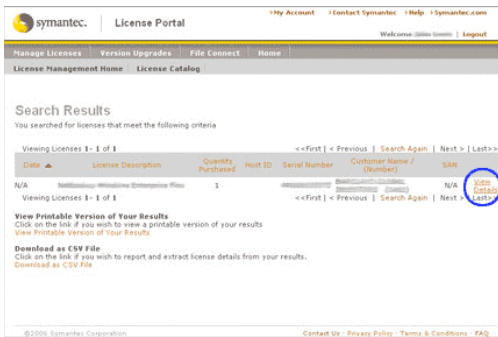
5. On the Select License To Add page, click the check box of the license(s) you would like to add and click the "Add Licenses" button.

Once you've added a license to your Catalog, the owner of the license will need to go to the Catalog and register the product in order to receive a license key.

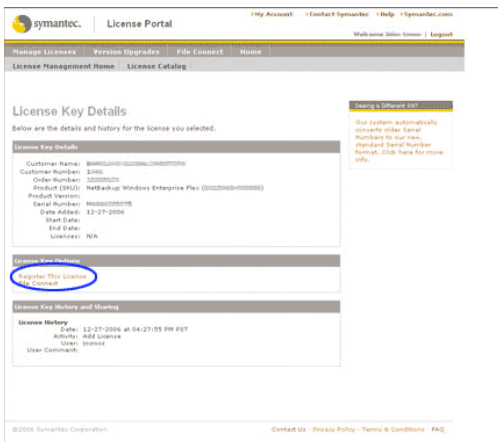
**NOTE: You can only add a license to your Catalog once.** (Trying to add a license more than once will produce an error.) Once a license is in your Catalog, you can access it at any time to register it or download the software.



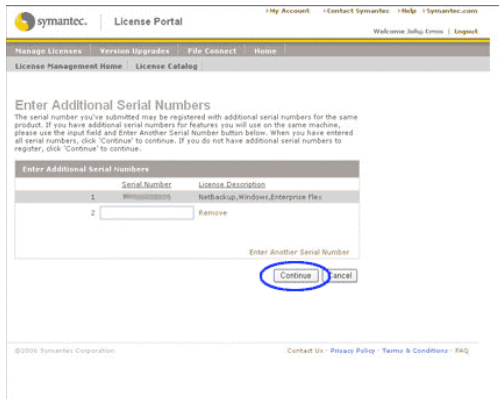
6. On the Licenses Added Confirmation page, click the "View Licenses Just Added" link



7. On the Search Results page, click the "View Details" link at the right of the table for the license for which you need a License Key.

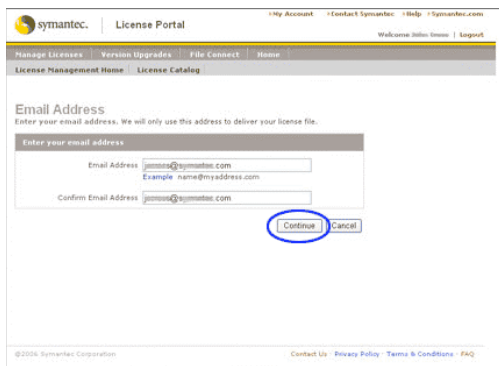


8. On the License Key Details page, click the "Register This License" link.

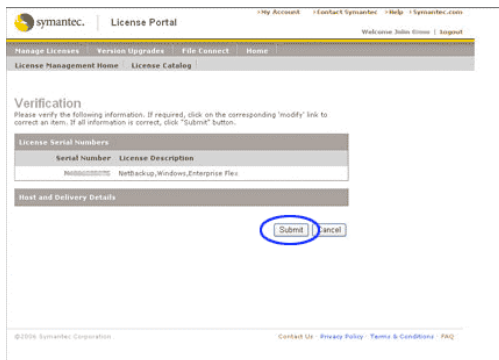


**9. On the Enter Additional Serial Numbers page, click “Continue.”**

\*\*NOTE: Until further notice, please do not enter additional Serial Numbers on this page as this may cause your license keys to not be delivered. Please register each of your licenses individually. We apologize for the inconvenience, and are working on a solution to this issue.



**10. On the Email Address page, verify or enter the email address for delivery of license keys and click the “Continue” button.**



**11. On the Verification page, verify the information and click the “Submit” button.**

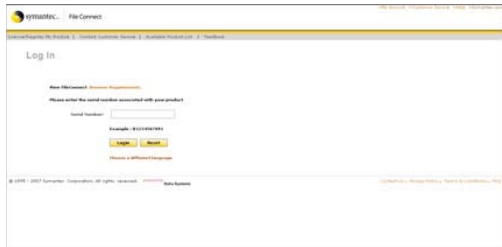
**12. An email containing the license keys for the registered products will be sent to the email address that you provided.**

NOTE: You can also click the 'View License Details' link on the Confirmation page to get to the license details page where the License Key is displayed.

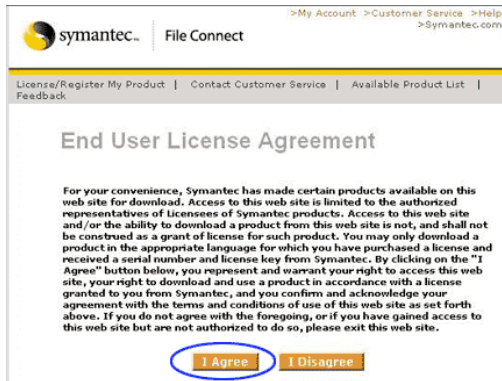
## Task B: Download Your Product Software (FileConnect)



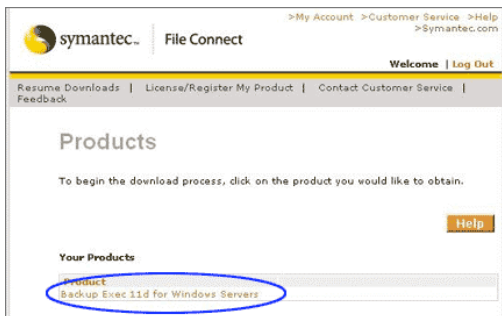
1. Open a new browser and type in [fileconnect.symantec.com](http://fileconnect.symantec.com). Click on the appropriate language.



2. On the Login page, enter a serial number related to the product you wish to download and click the “Login” button.



3. On the End User License Agreement page, click the “I Agree” button.



4. On the Products page, click the name of the product.

