

Introducing a new Veritas Entitlement Management System

Dear Valued Partner,

We are pleased to announce beginning 21 July 2017 at 2:00 AM Pacific Time, Veritas will be releasing a new Veritas™ Entitlement Management System (VEMS), a new portal replacing the current Veritas Licensing Portal. The new portal will provide functionality similar to the current licensing portal but will also include many new usability improvements. We expect the new portal to improve the customer experience and simplify license key, software download, and entitlement management for Veritas products.

What's New?

Beginning 21 July at 2:00 AM Pacific Time, the Veritas™ Entitlement Management System will offer a more simplified and user friendly interface. Key features to look forward to include:

- Manage entitlements across all accounts at the same time
- A new dashboard for a quick glance of all entitlements in one view
- Advanced search capabilities and filtering for fast access to the data
- Fewer steps to download software and generate license keys
- Ability to add comments to entitlements and license keys

The following order processing, fulfillment and partner access changes will also be implemented as part of the new Veritas™ Entitlement Management System:

- Users of the ShipTo account listed on the order (typically the account of the partner placing the order with Veritas) will be provided the ability to access the entitlements on the order via VEMS for at least 60 days
- The ShipTo email contact on the order will be added as a User of the ShipTo (partner) VEMS account. By including a ShipTo contact on an order, the partner is authorizing that contact to access all customer entitlements included in the ShipTo (partner) VEMS account
- MyVeritas accounts will not be automatically created for the ShipTo and Technical Contacts on the order. These contacts will need to register on [MyVeritas](#), using the exact email address on the order to

access the entitlements on an order. *This is a temporary issue and automatic registration of these contacts will be reinstated shortly after the July VEMS release date.*

What action are we asking customers and partners to take?

No action is required, as existing Veritas Licensing Portal users can continue to use current login credentials to access the new Entitlement Management System at my.veritas.com.

The portal will not be available during the transition period of 20 July starting at 4:00 PM Pacific Time to 21 July 2:00 AM Pacific Time.

For additional information, refer to the User Guide within the HELP feature of the new portal and review the [Veritas Entitlement Management \(VEMS\) FAQ](#).

If you have any questions, please contact your [Regional Support Contacts](#).

Sincerely,

Veritas Licensing Team

