

## Licensing FAQ - EMC PowerPath/VE for VMware

### 1. Do I need a license for PowerPath/VE?

Yes, all PowerPath/VE instances must be licensed. PowerPath/VE trial licenses are free and are valid for 45 days trial period. To get a trial license, contact EMC Licensing (see Item 12).

### 2. My PowerPath/VE license says version 5.4, can I use it to license PowerPath/VE 5.7?

Yes. The embedded version field in the license is 5.4 for PowerPath/VE (since the first release) is independent of the product version.

### 3. How can I get a trial license for PowerPath/VE?

Each trial license is generated at EMC using customer provided information, including host UUID. Contact EMC Licensing (see Item 12).

### 4. What happens when my Trial license expires?

The product will continue to operate as licensed until the next reboot. An expiration message will be logged once per day in the kernel log as expiration approaches and after expiration.

### 5. Can I get a temporary served license?

No, temporary served licenses are not currently supported.

### 6. Can I use my non-PowerPath/VE licenses on PowerPath/VE?

No, the license is a different format. However, you can trade in your licenses for a discount on PowerPath/VE licenses. Contact your EMC Account Team (see Item 11).

### 7. How can I tell if my host is licensed?

Use one of the following:

- CLI command "rpowermt check\_registration host=<hostname>"
- PowerPath Viewer - a free utility which consolidates and displays information and alerts about PowerPath supported devices across all operating systems through a single GUI. [PowerPath Viewer can be downloaded here](#)

### 8. What changes to the vSphere host require re-hosting a Unserved license? Served?

Unserved. Generally vSphere updates do not require re-hosting, even if the UUID changes. PowerPath validates a portion of the host UUID which usually remains constant with vSphere installation. Served. Changing the server's IP address requires re-hosting. If you re-host more than the allowed limit (3), you need to contact EMC Licensing (see Item 12).

### 9. I want to repurpose my vSphere 5.0 vSphere hosts (Served environment) - what steps do I need to take?

- Before repurposing and while the hosts are available, perform the CLI command "rpowermt unregister host=<hostname>" for each of the hosts (this will release the license back to the License server instead of waiting 45 days for the license to be free on its own).
- If hosts are not available, the licenses will automatically be returned to the free pool after 45 days.
- For license availability issues, contact EMC Customer Support (see Item 11).

### 10. PowerPath/VE RTOOLS (rpowermt), PowerPath Viewer or EMC VSI Storage Viewer vCenter plugin shows PowerPath unlicensed. Why does my vSphere 5.0 host need license registration after rebooting?

Changes were made to licensing starting with vSphere 5.0 and PowerPath/VE 5.7 to support Autodeploy. In order to assure the IO path was not affected by licensing issues, PowerPath/VE operation in the kernel does not depend on licensed state. Clients performing monitoring or management operations, by those applications listed above, require license verification. Any client performing the license verification will persist that knowledge in the PowerPath/VE kernel driver until the next reboot. Once this persistence takes place, client operations will be considered licensed.

### 11. Why does my license server "forget" checked out licenses?

Served licenses are "checked-in" to the pool after some period of time. This is a license server operation independent of the PowerPath/VE kernel driver. The "checked-in" is a tradeoff between the requirements of the user to perform the licensing operation ("rpowermt register host=<hostname>") on a regular basis and the need to release those licenses that are not currently in use.

### 12. How do I contact EMC?

EMC Licensing:

- Open a service request on Powerlink (<http://powerlink.emc.com>) at Support > Request Support > Create Service Request, or use the Live Chat feature on Powerlink (7:00 AM to 7:00 PM Eastern).
- To contact license key support live for North America, EMEA and APJK please dial the following: 800-782-4362, option 4, option 4 from 8:00am to 5:00pm Eastern Time Monday - Friday and for emergency support after hours.

EMC Customer Support:

- Open a service request on Powerlink (<http://powerlink.emc.com>) at Support > Request Support > Create Service Request, or use the Live Chat feature on Powerlink (available 24x7).
- To open a service request by phone for North America, EMEA and APJK please dial the following: 800-782-4362, option 3, option 2.

EMC Account Team:

- **Contact your local Account Representative directly, or call EMC Support (800-782-4362) for assistance locating a Representative near you.**