Software Licenses and Downloads

Quick Start Guide

How to get started

The Software Licenses and Downloads Portal enables you to manage your entitlements, activate and rehost your Software licenses, perform updates and upgrades, download software and manage user access.

First time users are not yet linked to any Account, so you will be guided to request access first. As described below you can request access using your SAID or Subscription Name. This will be your new support and entitlement identifier and replace your legacy SAID when your support contract renews.

How to manage your entitlements

What is meant by license activation?

License Activation (aka License Key Fulfillment) is the process for requesting and receiving electronic license keys to unlock software products. This occurs after Order Management has processed the customer's purchase order and delivered the software product to the end user. Many times, new product releases require current owners of that product to obtain a new license key in order to upgrade to a new version release.

What you need to know

- Licenses can be version-specific, depending upon the product family.
- A License Key is required to unlock software modules and features. Some products purchased include an initial temporary license installation until a perpetual license key can be obtained.
- The license key will unlock the functionality that you purchased. Some products may have additional functionality built in that requires separate license purchases/keys to unlock.
- Licensing for Enterprise License Agreement (ELA) customers is a unique process tailored to each customer.

Requesting your license key(s)

1.   Go to the Software Licenses and Downloads Portal

If you have ordered E-Delivery software products, the Electronic Delivery Receipt includes a direct link to the Licensing Portal with the Order Number already pre-populated.
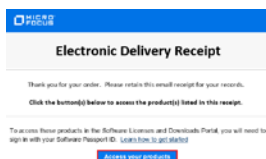
You can also access the Software Licenses and Downloads Portal using the following link: http://www.hpe.com/software/entitlements

2.   Sign-in

Log in to the Software Licenses and Downloads Portal website with your Software Passport credentials.
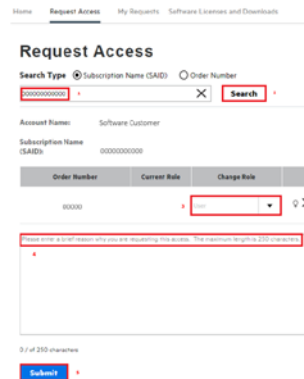
3.   Request Access to your entitlements

- If you have not requested access to your entitlements in the past, you need to click on "**Request Access**" button to submit your request.

It appears you currently do not have permission to manage these software entitlements. Please click on the Request Access button to submit a request for access to a specific order or to check the status of previously submitted access requests.


- Enter the Subscription Name (SAID) or Order Number and click on **Search**.
- Select from the drop down menu the role you need.
- Add any relevant note and click on **Submit**.

* Note: If you are the first user requesting access to a specific order, you will automatically become the administrator of it. You may click on **"Manage Access"** on the home page to manage access to your entitlements.

4.   Search Account on the Home Page

- If you have access to your entitlements, you will see your associated account on the home page.
- If you don't see your account pre-populated on the page it means that you have access to orders related with more than one company and you will have to choose the one that you would like to manage.
- Click on **"Search Account"** and choose from the list the one you want to access.

Software Licenses and Downloads
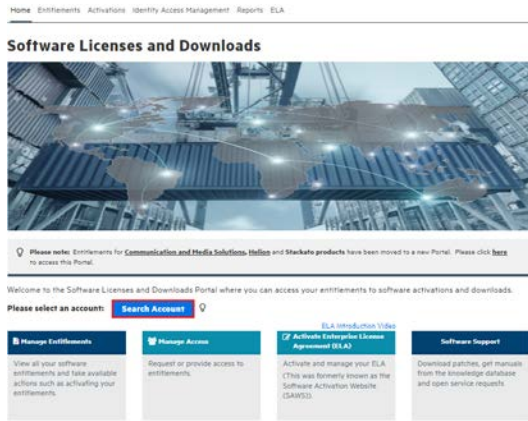
You can make the search process easier by using Subscription Name as a search criteria.


5.   Go to "Manage Entitlements"

- Click on **"Manage Entitlements"**.
  Note: If you have just requested access to the order you will get a pop-up to go directly to "View Entitlements".
- Select the products that you want to activate (you can filter by **"Available for Activation"**).
- Click on **"Activate"**.
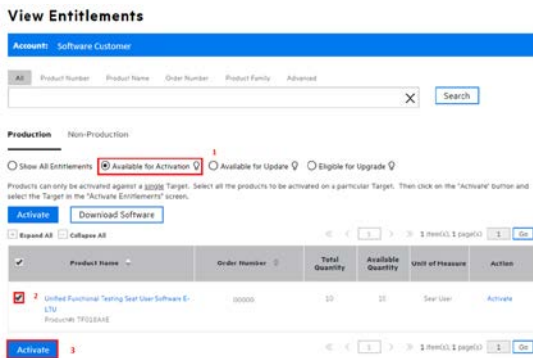
6.   Enter the Activation Details

- Required information varies, depending on products being activated.
- Enter details such as Target name, IP Address, Hostname, etc.
- The Target Name is a customer defined identifier, for either a real or virtual machine where licenses will be installed. A Target can be defined as the system, machine, host, server or device on which an entitlement is activated. A license is linked to a specific Target Name.
- A Target is not a locking parameter; it is a way to organize licenses. There can be several licenses associated with one Target, each with its own unique locking parameter.
- Enter the Email address where the certificate and keys should be sent to.
- Select the version needed and add the quantity to activate.
- Click on **Next**.
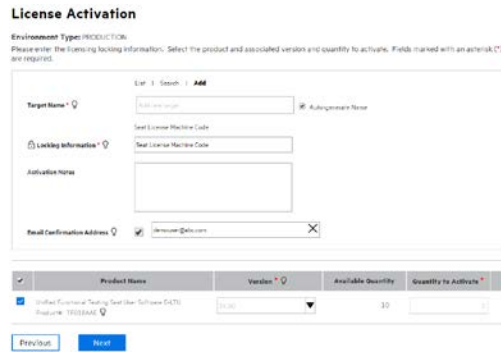
7.   Confirmation Screen

- Check the activation details and click on **Submit**.
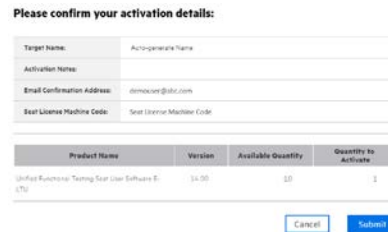
8.   Activation Result

- The Activation process is complete, license certificates and license keys are delivered to requestor.
- From this screen, you can download, email or view certificates and license keys.

  Note: For some products a temporary license key will be provided initially. Temporary key use is intended for new installations. If you are adding on to an existing implementation, the temporary key will replace your existing key and could reduce entitlement. The perpetual license key will be delivered within 2 business days.

How to download software

Go to "Manage Entitlements" and Download Software

- On the home page, click on **"Manage Entitlements"**.
- Click on **"Download Software"**.
- Select the product you wish to download.

More in depth instructions of the Software Licenses and Downloads Portal functionality are provided in the Contact Us / Self Help tab available from the portal home page.

Contacting Licensing Support:

Americas	**Submit Licensing support request online.** Or call: 1 844 260 7219 (English, 24x7)	**Regional License Delivery Center:** mi.licensing-NA@microfocus.com (English & Spanish) *7am - 7pm GMT-6
Europe, Middle-East & Africa	**Submit Licensing support request online.** Or call: +44 203 027 7238 (English, 24x7)	**Regional License Delivery Center:** mi.licensing-EMEA@microfocus.com (English) *7am - 4pm GMT
Asia-Pacific & Japan	**Submit Licensing support request online.** Or call: +61 2 8023 8760 (English, 24x7) 0120 923 333 (Japanese, 24x7)	**Regional License Delivery Center:** LicensesAPAC@microfocus.com (English, Chinese, Japanese) *8:30am - 5:30pm GMT+8
Atalla	Call 1 800 500 7858 (United States) Call 1 916 414 0216 (International)	

*Note: Customers can call outside these timeframes & get support in other languages. Click here for a list of country specific phone numbers.