



# 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.

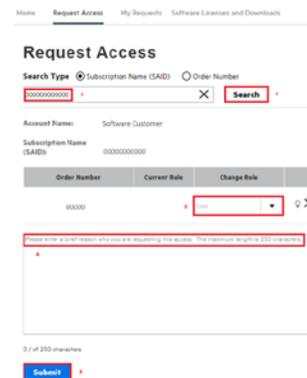
##### 3. Request Access to your entitlements

- 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



Please note: Entitlements for **Communication and Media Solutions- Helios** and **Stackate** products have been moved to a new Portal. Please click [here](#) to access this Portal.

Welcome to the Software Licenses and Downloads Portal where you can access your entitlements to software activations and downloads.

Please select an account:  [Search Account](#)

**Manage Entitlements**

View all your software entitlements and take available actions such as activating your entitlements.

**Manage Access**

Request or provide access to entitlements.

**Activate Software Licenses Agreement (SLA)**

Activate and manage your SLA (This was formerly known as the Software Activation Website (SAWS)).

**Software Support**

Download patches, get manuals from the knowledge database and open service requests.

You can make the search process easier by using Subscription Name as a search criteria.

### Account

[Search](#)

Account ID	Account	Region	Country
000000000	Software Customer	Americas	US

[Select](#)

### 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".

### View Entitlements

Account: Software Customer

Product Number Product Name Order Number Product Family Advanced

[Search](#)

Production Non-Production

Show All Entitlements  Available for Activation  Available for Update  Eligible for Upgrade

Products can only be activated against a specific Target. Select all the products to be activated on a particular Target. Then click on the "Activate" button and select the Target in the "Activate Entitlements" screen.

[Activate](#) [Download Software](#)

Product Name	Order Number	Total Quantity	Available Quantity	Unit of Measure	Action
2 Unified Functional Testing Seat User Software E-LTU Product# TFG28AAE	000000	10	10	Seat User	<a href="#">Activate</a>

[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.

### License Activation

Environment Type: PRODUCTION. Please enter the licensing/locking information. Select the product and associated version and quantity to activate. Fields marked with an asterisk (\*) are required.

Target Name\*  [Add](#)  AutoGenerate Name

Locking Information\*

Justification Note

Real Confirmation Address\*

Product Name	Version	Available Quantity	Quantity to Activate
Unified Functional Testing Seat User Software E-LTU Product# TFG28AAE	14.00	10	1

[Previous](#) [Next](#)

### 7. Confirmation Screen

- Check the activation details and click on Submit.

### Please confirm your activation details:

Target Name: Auto-generated Name

Activation Note:

Email Confirmation Address: demouser@abc.com

Seat License Machine Code: Seat License Machine Code

Product Name	Version	Available Quantity	Quantity to Activate
Unified Functional Testing Seat User Software E-LTU	14.00	10	1

[Cancel](#) [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.

### Activation Result

Target: Demo12345 [Email All Details](#)

Activated Date (mm/dd/yyyy): 06/14/2018

Product Name	Version	Activated Quantity	Status	Activation Notes
Unified Functional Testing Seat User Software E-LTU	14.00	1	Active	

[Download](#) #Demo12345.dsp  
[Email Key](#)  
[View Certificate](#)

Email has been sent to demouser@abc.com [Return to View Entitlements](#)

## 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](mailto: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](mailto: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](mailto: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.