



# Software Licenses and Downloads

## ELA Starter Guide

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## Enterprise License Agreement (ELA)

An ELA is a specially negotiated legally binding contract with pre-determined unique licensing rights, specified fees for support and services between Micro Focus and an end customer.

The Software Licenses and Downloads Portal provides specialized functions to manage ELA entitlements.

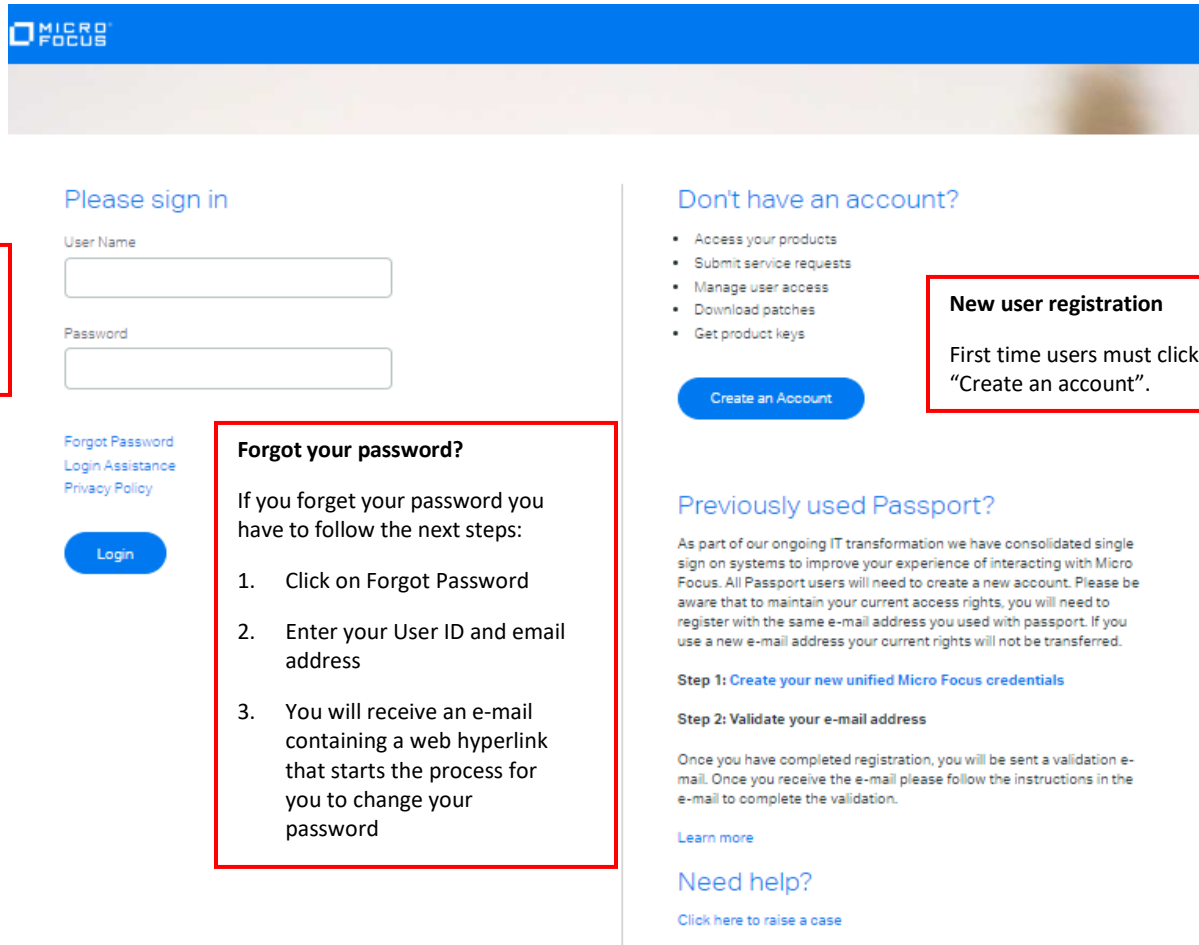
### How to log into Software Entitlement website

Please log in with your Micro Focus credentials. Note that our single sign-on systems have been unified to Micro Focus credentials powered by Access Manager. Once registered your new records will be matched to your old ones, and upon validation of your e-mail address you will be able to access the systems without any delay.

Important: If you had a Passport account in the past and would like to maintain your current access rights, you will need to register with the same e-mail address you used with Passport. However, when logging into Access Manager please remember to use your newly created user name rather than e-mail address.

1. Log in to the Software Licenses and Downloads Portal.

Link: <https://sld.microfocus.com/mysoftware/index>



The screenshot shows the Micro Focus login page. At the top is the Micro Focus logo. Below it is a blue header bar. The main content area is divided into two columns. The left column is for login, and the right column is for account creation and help. Annotations in red boxes provide additional instructions.

**User ID and password:**  
Our single sign-on systems have been unified to Micro Focus credentials

**Forgot your password?**  
If you forget your password you have to follow the next steps:

1. Click on Forgot Password
2. Enter your User ID and email address
3. You will receive an e-mail containing a web hyperlink that starts the process for you to change your password

**New user registration**  
First time users must click the "Create an account".



2. Please read and accept the **Terms and Conditions**.

A screenshot of the Micro Focus Software Licenses and Downloads (SLD) portal. A white modal dialog box is centered on the screen, titled "Terms and Conditions". The dialog contains the following text: "Welcome to the Micro Focus Software Licenses and Downloads Portal. All Micro Focus software products are subject to [Terms and Conditions](#). Please click "I Accept" to accept these Terms and Conditions." Below the text are two buttons: a blue button labeled "I Accept" and a white button with a blue border labeled "I Do Not Accept". The background of the portal is dimmed and shows the Micro Focus logo, navigation links like "Products & Solutions", "SLD", "Home", "Entitlements", and "Downloads", a search bar, and user options like "Edit your profile" and "Impersonate". At the bottom of the page, there is a banner with the text "Software Licenses and Downloads (SLD)" and a graphic of a globe with network connections and colorful cubes.

3. If you are an authorized user to the ELA, you should be connected to your Account automatically. If not, it means you have access to orders related to more than one Account and you will have to choose the ELA Account using your ELA Contract name.

If you are not able to see your Account, please contact the Administrator of the ELA and refer to “How to add users to an ELA” process (page 9)

## How to manage your ELA (Enterprise License Agreement)

1. Once you have selected your Account, please click on Activate Enterprise License Agreement (ELA) as shown below:

The screenshot shows the Micro Focus SLD portal interface. At the top, there is a navigation bar with the Micro Focus logo, a search bar, and various menu items including 'Products & Solutions', 'Support & Services', 'Partners', 'Events', 'About', and 'Free Trials'. Below this is a secondary navigation bar with 'SLD', 'Give us your feedback', 'Contact Us / Self Help', 'English', 'taushanova@microfocus.com', 'Sign-out', 'Edit your profile', and 'Impersonate'. The main navigation bar includes 'Home', 'Entitlements', 'Downloads', 'Activations', 'Identity Access Management', 'Reports', and 'ELA', with 'ELA' highlighted by a red box. The main content area is titled 'Software Licenses and Downloads (SLD)' and features a large graphic of a globe with network connections and colorful cubes. Below the graphic, a welcome message reads: 'Welcome to the Software Licenses and Downloads Portal where you can access your entitlements to software activations and downloads.' A 'Please select an account:' section contains a 'Search Account' button and a lightbulb icon. Below this are five main action buttons: 'Manage Entitlements' (folder icon), 'Downloads' (cloud with download arrow icon), 'Activate Enterprise License Agreement (ELA)' (shopping cart icon, highlighted with a red box), 'Manage Access' (person with ID card icon), and 'Support Portal' (group of people icon). A small link for 'ELA Introduction Video' is positioned above the 'Activate Enterprise License Agreement (ELA)' button.



## ELA Contract Search

**Account:** Software Customer

Please click [here](#) to view the Software Activation Website Operational Terms.

**Contract Name:**

**Product:**

**Order Number:**

**Status:**

**Note:** All dates are in mm/dd/yyyy.

Contract Name	Start Date	Expiration Date	Original Balance	Available Balance	Action
ELA-Contract	06/01/2020	06/01/2022		\$9,999,967.60 USD	<a href="#">Activate ELA</a> <a href="#">Entitlements</a> <a href="#">Download ELA</a> <a href="#">Manage Activated</a> <a href="#">Entitlements</a>



1. Click on the Contract Overview tab

- 1.1 Customer information tab provides information about Contract Description, Program, Status, Start date and End date
- 1.2 Additional information tab provides information about Customer Service ID, Support Start Date, Support End Date, ELA Indicator, Related Order Number, Universal License Key Approval Status
- 1.3 Miscellaneous tab provides information about the account team contacts related to the ELA – Sales representative, Deal Desk, ELA Administration and refers to [FAQs](#).

## View ELA Contract

Account : Software Customer

Contract Name : ELA-Contract

Contract Overview

Contract User

Expand All  Collapse All

Note: All dates are in mm/dd/yyyy.

Download Software

View Contract Entitlements

Customer Information

Pricing Information

Additional Information

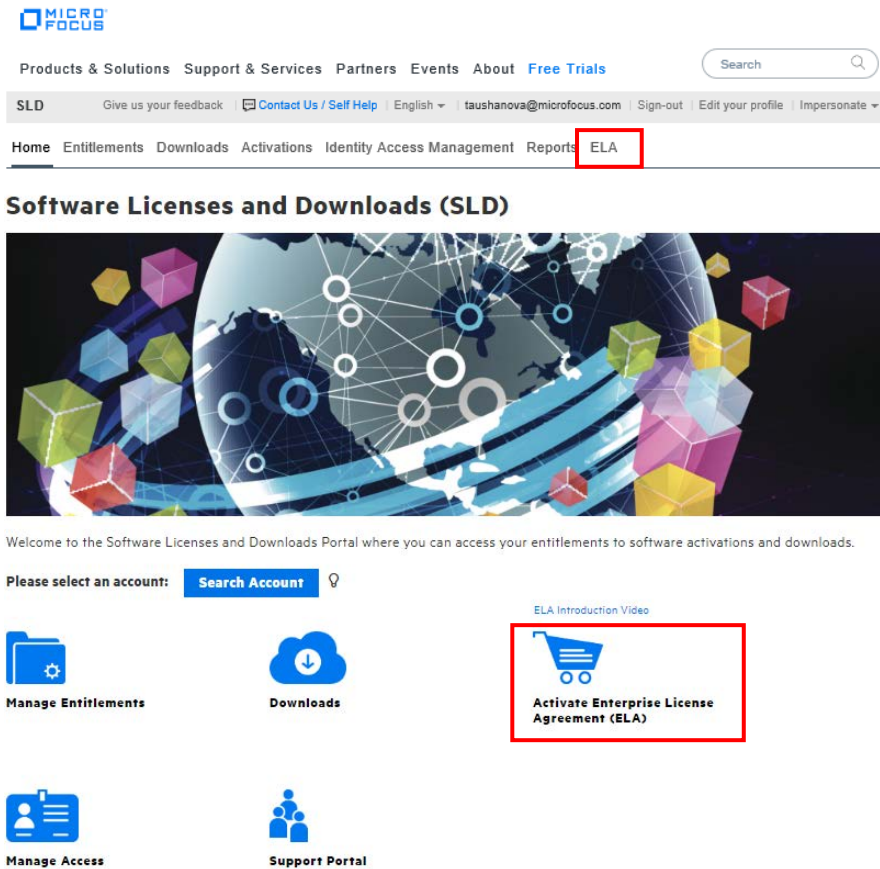
Miscellaneous



## How to add users to an ELA

Only authorized users with [Administrator role](#) can add and remove users

1. Log in to the Software Licenses and Downloads Portal <https://sld.microfocus.com/mysoftware/index>. Once you have selected your Account, please click on Activate Enterprise License Agreement (ELA) as shown below:



The screenshot shows the SLD portal interface. At the top, there is a navigation bar with the Micro Focus logo, a search bar, and a list of menu items: Products & Solutions, Support & Services, Partners, Events, About, and Free Trials. Below this is a user profile bar showing the user's name (taushanova@microfocus.com) and options for Sign-out, Edit your profile, and Impersonate. The main navigation bar includes Home, Entitlements, Downloads, Activations, Identity Access Management, Reports, and ELA, with the ELA link highlighted in a red box. The main content area is titled "Software Licenses and Downloads (SLD)" and features a large graphic of a globe with network connections and colorful cubes. Below the graphic, there is a welcome message and a "Please select an account:" section with a "Search Account" button. The "Activate Enterprise License Agreement (ELA)" button is highlighted in a red box, and a link for "ELA Introduction Video" is visible above it. Other buttons include "Manage Entitlements", "Downloads", "Manage Access", and "Support Portal".

## 2. Click on the Contract name

### ELA Contract Search

Account: Software Customer

Please click [here](#) to view the Software Activation Website Operational Terms.

**Contract Name:**  ✕

**Product:**  ✕

**Order Number:**  ✕

**Status:**  ▼

Clear All

Search

Note: All dates are in mm/dd/yyyy.

Contract Name	Start Date	Expiration Date	Original Balance	Available Balance	Action
<a href="#">ELA-Contract</a>	06/01/2020	06/01/2022		\$9,999,967.60 USD	<a href="#">Activate ELA</a> <a href="#">Entitlements</a> <a href="#">Download ELA</a> <a href="#">Manage Activated Entitlements</a>

## 3. Click on [Contract User](#) tab and click on Add User

### View ELA Contract

Account : Software Customer

Contract Name : ELA-Contract

Contract Overview

**Contract User**

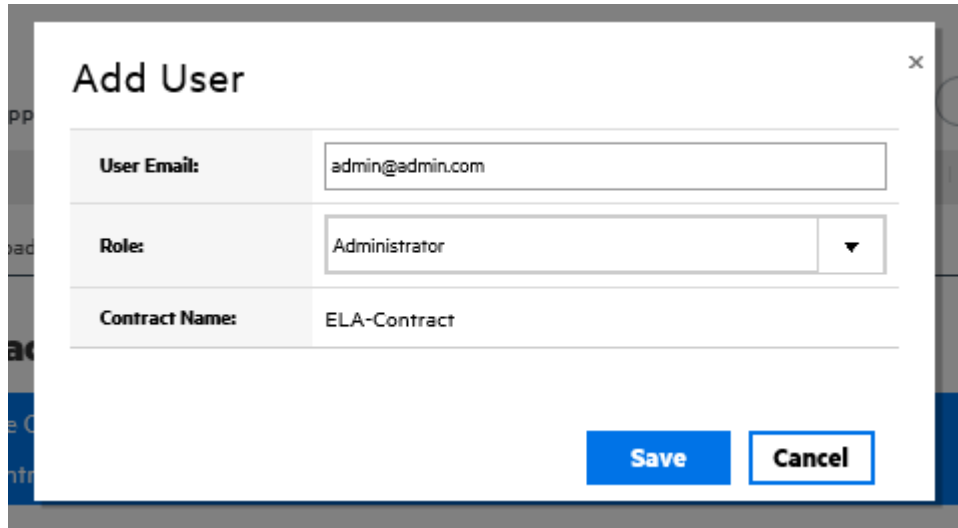
Search by user name, email or role

Search

Add User

User Name	Email Address	Role	Action
	admin@admin.com	Administrator	<a href="#">✎</a> <a href="#">⊙</a>

4. Type in the User's mail , choose role and click Save

A screenshot of a software dialog box titled "Add User". The dialog has a white background and a grey border. It contains three input fields: "User Email" with the value "admin@admin.com", "Role" with a dropdown menu showing "Administrator", and "Contract Name" with the value "ELA-Contract". At the bottom right, there are two buttons: "Save" (blue) and "Cancel" (white with blue border).

Field	Value
User Email:	admin@admin.com
Role:	Administrator
Contract Name:	ELA-Contract

**Administrator:** Can add or remove users, assign roles to users, request, manage licenses and run ELA Reports

**User:** Request, manage licenses and run ELA Reports

**Download user:** Able to download software



## How to activate ELA licenses

1. To view or activate ELA entitlements for a particular contract, select “[Activate ELA entitlements](#)” for the required Contract name.

[Home](#) [Entitlements](#) [Downloads](#) [Activations](#) [Rehosts](#) [Identity Access Management](#) [Reports](#) [ELA](#)

### ELA Contract Search

**Account:** Software Customer

Please click [here](#) to view the Software Activation Website Operational Terms.

**Contract Name:**

**Product:**

**Order Number:**

**Status:**

**Note:** All dates are in mm/dd/yyyy.

Contract Name	Start Date	Expiration Date	Original Balance	Available Balance	Action
<a href="#">ELA-Contract</a>	06/01/2020	06/01/2022		\$9,999,967.60 USD	<a href="#">Activate ELA Entitlements</a> <a href="#">Download ELA</a> <a href="#">Manage Activated Entitlements</a>



2. The products assigned to this contract will be displayed. You can filter the products by Product number, Product name, Order number or Serial number. Check the box next to the required license and click on [Activate](#).

## ELA Contract Entitlements

**Account:** Software Customer  
**Contract Name:** ELA-Contract

**All** Product Product Number Product Name Order Number Software Serial Number Advanced

Search by Product Hierarchy, Product Number, Product Name, Order Number or Software Serial Number

**Production** Non-Production

Show All Entitlements  Available for Activation  Eligible for Upgrade

Products can only be activated against a single 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.

<< < 1 > >> 2 item(s), 1 page(s) 1

<input type="checkbox"/>	Product Name	Product	Original Quantity	Available Quantity	Unit Price	Action
<input type="checkbox"/>	OV Performance Agent Tier 2 SW E-LTU Product#:B7429AAE	87	11100	11107	Net \$12.80 USD	<a href="#">Activate</a> <a href="#">Get Software</a>
<input type="checkbox"/>	OV Performance Agent Tier 2 SW E-LTU Product#:B7429AAE	87	11100	11110	Net \$12.80 USD	<a href="#">Activate</a> <a href="#">Get Software</a>

<< < 1 > >> 2 item(s), 1 page(s) 1



3. Please enter the requested information for the configuration of the license key, select a version and enter the quantity to activate. If you have any queries please refer to the [FAQs](#).



## ELA 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.

List | Search | Add

Target Name \*   Auto-generate Name

Activation Notes

Email Confirmation Address

<input type="checkbox"/>	Product Name	Version *	Available Quantity	Quantity to Activate *	Total Price
<input type="checkbox"/>	OV Performance Agent Tier 2 SW E-LTU Product#: B7429AAE	<input type="text" value="Select a version"/>	11110	<input type="text"/>	\$ 0.00 USD

Requested Amount to Activate	\$ 0.00 USD
Contract Available Balance	\$ 10,000,000.00 USD

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**Target Name** : A customer defined identifier for either a real or virtual machine where licenses will be installed, for example the name of a computer.

**List**: Provides a list of Existing Targets assigned to your organization

**Search**: You can search for an existing specific Target name

**Add** : Allows you to manually enter a Target Name

**Auto Generate** : The system will automatically generate a Target Name

**Locking Information** \* Technical information of the machine where the license is installed. Depending on the software product it can be IP address, MAC ID, Host ID, etc.

Email Confirmation Address Multiple email addresses can be added if separated by a semi-column



4. Once you have entered everything, click on “Next” and you will be shown a confirmation screen. If everything is correct, click on “Submit” to proceed.

**Please confirm your activation details:**

Target Name:	Auto-generate Name
Management Server IP Address:	111111
Management Server Host Name:	111111111
Activation Notes:	
Email Confirmation Address:	tsushanova@microfocus.com

Product Name	Version	Available Quantity	Quantity to Activate	Total Price
OV Performance Agent Tier 2 SW E-LTU	12.10	11110	1	\$ 10.80 USD

Requested Amount to Activate	\$ 10.80 USD
Contract Available Balance	\$ 10,000,000.00 USD

**Cancel** **Submit**





5. You will then see the "Activation Result" screen.



[Products & Solutions](#) [Support & Services](#) [Partners](#) [Events](#) [About](#) [Free Trials](#)

Search

SLD [Give us your feedback](#) | [Contact Us / Self Help](#) | English | [taushanova@microfocus.com](#) | [Sign-out](#) | [Edit your profile](#) | [Impersonate](#)

[Home](#) [Entitlements](#) [Downloads](#) [Activations](#) [Rehosts](#) [Identity Access Management](#) [Reports](#) [ELA](#)

## ELA Activation Result

<b>Contract Name :</b>	ELA-Contract	<b>Activated Date (mm/dd/yyyy) :</b>	06/19/2020
<b>Target :</b>	Software Customer 159256690732010236	<b>Available Balance:</b>	\$ 9,999,956.80 USD
<b>Total Amount Activated :</b>	\$ 10.80 USD		

[Email All Details](#)

Product Name	Version	Activated Quantity	Status	Activation Notes
OV Performance Agent Tier 2 SW E-LTU	12.10	1	Active	<a href="#">Get Software</a>

- [Download <SoftwareCustomer159256690732010236\\_B7429AAE\\_19-06-202011-41-47-321.dat>](#)
- [Email Key](#)
- [View Certificate](#)

Email has been sent to [taushanova@microfocus.com](#)

[Return to Contract Entitlement](#)



## How to activate non-production ELA licenses

1. Log in to the [Software Licenses and Downloads Portal](#)
2. Once you have selected your Account, please click on Activate Enterprise License Agreement (ELA)
3. To activate ELA entitlements for a particular contract, select “[Activate ELA Entitlements](#)” for the required Contract name.

[Home](#) [Entitlements](#) [Downloads](#) [Activations](#) [Rehosts](#) [Identity Access Management](#) [Reports](#) [ELA](#)

### ELA Contract Search

**Account:** Software Customer

Please click [here](#) to view the Software Activation Website Operational Terms.

**Contract Name:**  ✕

**Product:**  ✕

**Order Number:**  ✕

**Status:**  ▼

[Clear All](#)

[Search](#)

**Note:** All dates are in mm/dd/yyyy.

Contract Name	Start Date	Expiration Date	Original Balance	Available Balance	Action
<a href="#">ELA-Contract</a>	06/01/2020	06/01/2022		\$9,999,967.60 USD	<a href="#">Activate ELA Entitlements</a> <a href="#">Download ELA</a> <a href="#">Manage Activated Entitlements</a>

- The products assigned to this contract will be displayed. Those available for activation will have the word “[Activate](#)” shown.

## ELA Contract Entitlements

Account: Software Customer

Contract Name: ELA-Contract

All Product Number Product Name Order Number Product Family

Search by Product Number, Product Name, Order Number or Product Family

Search

Production

**Non-Production**

To start the process of activating non-production entitlements, please select the environment type.

Environment Type:

All

Download Software

6 item(s), 1 page(s) 1 Go

Product Name	Environment Type	Product Family	Available Quantity	Action
Unified Functional Testing Concurrent User Software E-LTU Product#TF008AAE	HOT_STANDBY	Functional Testing Concurrent	50	<a href="#">Activate</a>
Unified Functional Testing Concurrent User Software E-LTU Product#TF008AAE	COLD_STANDBY	Functional Testing Concurrent	50	<a href="#">Activate</a>
Unified Functional Testing Concurrent User Software E-LTU Product#TF008AAE	DEV	Functional Testing Concurrent	50	<a href="#">Activate</a>
Unified Functional Testing Concurrent User Software E-LTU Product#TF008AAE	TEST_1	Functional Testing Concurrent	50	<a href="#">Activate</a>
Unified Functional Testing	TEST_2	Functional Testing Concurrent	50	<a href="#">Activate</a>



5. Choose the [Non-production environment](#)
6. Click on Activate and enter the requested information for the configuration of the license key, select a version and enter the quantity for activation. If you have any queries please refer to the [FAQs](#).

## ELA License Activation

**Environment Type:** HOT\_STANDBY

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

List | Search | Add

Target Name \*

Activation Notes

Email Confirmation Address

Please enter an email address.

	Product Name	Version *	Available Quantity	Quantity to Activate *
<input type="checkbox"/>	Unified Functional Testing Concurrent User Software E-LTU Product#: TF008AAE	<input type="text" value="Select a version"/>	50	<input type="text"/>

Previous

Next



## How to Rehost licenses

1. Sign in to the [Software Licenses and Downloads Portal](#). Select your Account
2. Click on the Rehost tab.
3. Select the target that contains the products you want to move, expand it and check the box for the products you want to move.
4. Click on Rehost.
5. Enter a new target name or select an existing one from the drop-down menu.
6. Enter the new locking code.
7. Click on Rehost.
8. Confirm the rehost details and click on Rehost once again.
9. You will see a screen with the links to download or e-mail your license key and certificates.

The screenshot shows the 'Rehosts' section of the Micro Focus portal. At the top, there is a navigation bar with links for Products & Solutions, Support & Services, Partners, Events, About, and Free Trials. A search bar is located on the right. Below the navigation bar, there is a user profile section for 'SLD' with options for feedback, contact, language, and user actions. The main content area is titled 'Rehosts' and includes a blue banner for the user's account: 'Account: Software Customer'. Below this is a search bar with filters for 'All', 'Product Number', 'Product Name', and 'Version'. A blue information box provides instructions on how to rehost products and notes that functionality is disabled for products not under active support. Below the information box, there are expand/collapse controls and pagination for the first page, showing '1 item(s), 1 page(s)'. A table with one row is visible, containing the entry 'Software Customer 159101182196327223'. At the bottom, there is a 'Rehost' button and another set of pagination controls.

## How to download the Software

1. Log in to the [Software Licenses and Downloads Portal](#).
2. Selected your Account
3. Click on Activate Enterprise License Agreement (ELA)
4. Click on [Download ELA](#) button
5. Choose the configuration needed for this Software.

Home Entitlements Downloads Activations Rehosts Identity Access Management Reports **ELA**

### ELA Contract Search

**Account:** Software Customer

Please click [here](#) to view the Software Activation Website Operational Terms.

**Contract Name:**  ✕

**Product:**  ✕

**Order Number:**  ✕

**Status:**  ▼

[Clear All](#)

[Search](#)

**Note:** All dates are in mm/dd/yyyy.

Contract Name	Start Date	Expiration Date	Original Balance	Available Balance	Action
ELA-Contract	06/01/2020	06/01/2022		\$9,999,967.60 USD	<a href="#">Activate ELA Entitlements</a> <a href="#">Download ELA</a> <a href="#">Manage Activated Entitlements</a>



## How to request reports from an ELA contract

[Entitlement Report](#) - contains all the Entitlements for your organization regardless their status.

[Transaction Report](#) – displays information at the product level of all activations and rehosts.

[Contract Reallocation Request Report](#) - displays information at the product level for all requested reallocations

To run a report please follow these steps:

1. Log in to the Software Licenses and Downloads Portal
2. Go to the [Reports](#) tab.
3. Click on ELA
4. Choose the type of Report, which you want to pull
5. Click on Submit
6. The information will come up and you can export it to an Excel sheet if needed.

The screenshot shows the user interface of the Micro Focus Software Licenses and Downloads Portal. At the top, there is a navigation bar with links for Home, Entitlements, Downloads, Activations, Rehosts, Identity Access Management, Reports, and ELA. The user is logged in as 'taushanova@microfocus.com'. The main heading is 'ELA Reports'. Below this, there is a blue bar indicating the account type: 'Account: Software Customer'. There are three tabs: 'Contract Entitlement Summary' (selected), 'Contract Transaction Details', and 'Contract Reallocation Requests'. Under the 'Basic Filters' section, there is a description: 'The ELA Contract Entitlement Summary Report displays information about active entitlements.' Below this, there is a dropdown menu for 'ELA Contract Name' with the placeholder text 'Select ELA Contract Name'. There are two radio buttons for 'Entitlement Type': 'Production' (selected) and 'Non-Production'. A blue 'Submit' button is located at the bottom right of the form.



## How to request reallocation of licenses

Customers wanting to complete a reallocation and have Reallocation Rights included within their Software Enterprise License Agreement are to email the ELA Administration Team at [ELA.Administration@microfocus.com](mailto:ELA.Administration@microfocus.com) including the requested products, quantities and details of request (Target Name and Locking IDs). Please use Reallocation Request in the subject line. Please allow two business days for the team to process your request.

## How to request live Portal Training

If you would like to receive a live training session with an ELA Administration representative, please send an email to [ELA.Administration@microfocus.com](mailto:ELA.Administration@microfocus.com) with the subject line of "Software Licenses and Downloads Portal Training Request" and specify the dates and the times that you are available, please provide a couple of scheduling options.

## End of Term Certification (EOT)

Upon termination or expiration of the ELA Term you are required to provide an End of Term Certification Report outlining the quantity of licenses Activated. Please contact your Account Representative or seek advice from your purchase or contracts department who may assist in clarifying your obligation under the terms of the agreement.

The End of Term Certification Report Instructions

1. Log on to <https://sld.microfocus.com/mysoftware/index>
2. Go to Reports
3. Choose to run for report: ELA Contract Transaction Details report
4. Enter your ELA contract name
5. Run
6. Save and review your report
7. You will need to identify the final Activated true up quantities per the terms and conditions of your agreement. Please submit document to your Sales Representative.

If you have any questions or need assistance, please contact the ELA Administration Team at [ela.administration@microfocus.com](mailto:ela.administration@microfocus.com)





