Software Licenses and Downloads

Quick Start Guide

How to get started

The Software Licenses and Downloads Portal enables you to manage your license 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 Customer Service ID or Order Number.

How to manage your license 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:
https://sld.microfocus.com/mysoftware/index

2.   Sign-in

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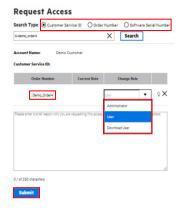
3.   Request Access to your entitlements

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.

Request Access

- Enter the Customer Service ID, the Order Number or the Software Serial Number and click on **Search**.
- Permissions are controlled by the order number, so select a role for each order number from the drop down menu.
- Add any relevant note and click on **Submit**.

4.   Control Access Requests

The Fulfillment Download contact who is provided during the quoting process is automatically set as the administrator of the order. Administrators are responsible for actively approving all access requests, granting additional user access and changing auto-approve settings as follows.

- Go to **"Identity Access Management"** on the home page.
- Click on **"Manage User Folders"**.
- Right click on the folder you want to change auto-approve settings for.
- Set auto-approve for Administrator, User and Download User roles.

Edit Folder

Folder | test_order

Auto Approve
Administrator: ○ Yes ⦿ No
User: ○ Yes ⦿ No
Download User: ○ Yes ⦿ No

* Note: If auto-approve is set to Yes, all access requests for the respective role will automatically be approved.

5. 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.
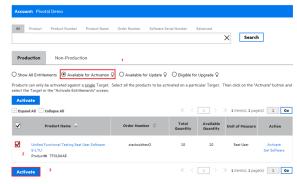- Click on **"Search Account"** and choose from the list the one you want to access.

You can make the search process easier by using one of the available search parameters.
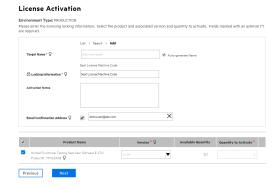

6. Go to "Manage Entitlements"

- Click on **"Manage Entitlements"**.
- Select the products that you want to activate (you can filter by **"Available for Activation"**).
- Click on **"Activate"**.

View Entitlements

7. 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**.

8. Confirmation Screen

- Check the activation details and click on **Submit**.

9. Activation Result

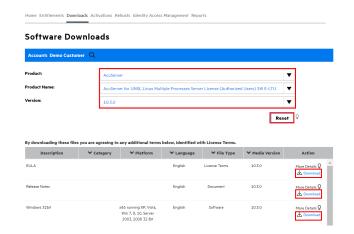- The Activation process is complete, license certificates and license keys are delivered to requestor.

- 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 the "Downloads" tab or click on the Download icon. Alternatively go to the Entitlements tab or click on the Manage Entitlements icon. Select the product you wish to download and click on Get Software. The Downloads page will display the download files available for the selected product. If you wish to download any other software, please click on the Reset button and select Product, Product Name and Version and the available downloads for the selected product will be listed.

More in depth instructions of the Software Licenses and Downloads Portal functionality are provided in the [💬] Contact Us / Self Help tab available from every portal 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 here.