



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

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.

Home Entitlements Downloads Activations Rehots Identity Access Management Reports

Software Licenses and Downloads (SLD)



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

Please select an account: Demo Customer **Search Account**



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

Account

Search	Account	Region	Country	Select
<input type="text"/>	Demo Customer	EMEA	GBR	<input type="button" value="Select"/>

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

Account: Pivotal Demo

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

Production Non-Production 1

Show All Entitlements Available for Activation Available for Update 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.

Expand All Collapse All

<input checked="" type="checkbox"/>	Product Name	Order Number	Total Quantity	Available Quantity	Unit of Measure	Action
<input checked="" type="checkbox"/>	Unified Functional Testing Seat User Software E-LTU Product#: TF018AAE	stacksister2	10	10	Seat User	<input type="button" value="Activate"/> <input type="button" value="Get Software"/>

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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**.

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

Locking Information *

Activation Notes

Email Confirmation Address *

<input checked="" type="checkbox"/>	Product Name	Version *	Available Quantity	Quantity to Activate *
<input checked="" type="checkbox"/>	Unified Functional Testing Seat User Software E-LTU Product#: TF018AAE	14.00	10	1

8. Confirmation Screen

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

Please confirm your activation details:

Target Name:	Auto-generate Name
Activation Notes:	
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

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.*

Activation Result

Target: Demo.12345
 Activated Date (mm/dd/yyyy): 04/14/2018 [Email All Details](#)

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

[Download](#) Demo.12345.dsp
[Email Key](#)
[View Certificate](#)

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

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.

Home Entitlements Downloads Activations Rehosts Identity Access Management Reports

Software Downloads

Account: Demo Customer

Product: AcuServer
 Product Name: AcuServer for UNIX, Linux Multiple Processes Server License (Authorized Users) SW E-LTU
 Version: 10.3.0 [Reset](#)

By downloading these files you are agreeing to any additional terms below, identified with License Terms.

Description	Category	Platform	Language	File Type	Media Version	Action
EULA			English	License Terms	10.3.0	More Details Download
Release Notes			English	Document	10.3.0	More Details Download
Windows 32bit		x86 running XP, Vista, Win 7, 8, 10, Server 2003, 2008 32 bit	English	Software	10.3.0	More Details Download

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:

Submit Licensing support request [online](#).
 Americas Or call: 1 844 260 7219 (English, 24x7)

Regional License Delivery Center:
mi.licensing-NA@microfocus.com (English & Spanish)
 *7am - 7pm GMT-6

Submit Licensing support request [online](#).
 Europe, Middle-East & Africa Or call: +44 203 027 7238 (English, 24x7)

Regional License Delivery Center:
mi.licensing-EMEA@microfocus.com (English)
 *7am - 4pm GMT

Submit Licensing support request [online](#).
 Asia-Pacific & Japan 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](#).