



Software Licensing Central: Reporting, Alerts and Help Guide

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Abstract

This guide discusses: how to run and view Software Licensing Central reports, the five Usage Intelligence reports and TLA/VSLA reports. Additionally, information on the Alerts system within Software Licensing Central and resources for help are covered.

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Content Overview

This document contains information relating to the topics below. To see other information about Software Licensing Central (SLC) and its functions see the ***Software Licensing Central: Activation, Entitlements, Rehost and Regeneration Guide***.

Software Licensing Central Reports

Instructions on how to view the Entitlement Details Report and the Activation Details Report available in Software Licensing Central as well as descriptions of key fields.

Usage Intelligence Reports

Steps on how to access and review the five Usage Intelligence Reports: *All Products and Features*, *Feature Details*, *System Details*, *Entitlement Features by Detail*, and *Trend Analysis of Reported Use*.

TLA/VSLA Reports

Description of licensing, reporting and downloading details for Transformational Licensing Agreement (TLA) and Volume Software License Agreements (VSLA) contracts.

Alerts

Overview of the alerts system accessible from the home page of Software Licensing Central. The alerts warn the user with important messages relating to their licenses, subscriptions, software evaluations, and entitlements.

Help

Information on how to obtain help in regard to Software Licensing Central and licensing functions via a Service Request, chat messaging and voice calls.

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Chapter 1 Software Licensing Central Reports

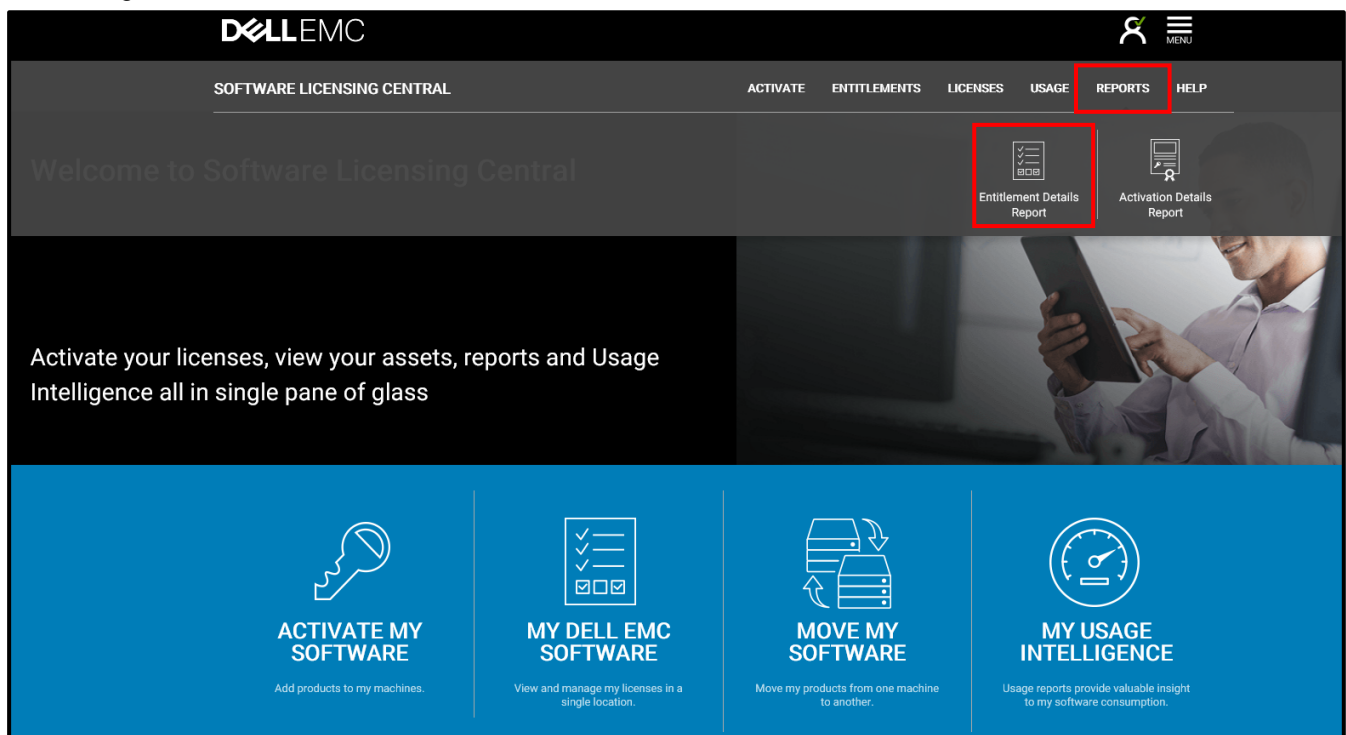
Entitlement Details Report

The Entitlement Details Report provides an in-depth summary of entitlement information. The results of the report vary depending upon the search criteria used to run the report. A typical report includes data for:

- Product line
- Entitlement description
- Total quantity of entitlements
- Number of entitlements available
- Current status of the entitlement
- License Authorization Code (LAC) associated with the entitlement.

Before You Begin:

Access the Software Licensing Central (SLC) home page and click on **Reports** and then **Entitlement Details Report** in the Main Navigation Menu.



Note: The last search field – *Status*, is defaulted to “Available”, to select another status click on the drop-down box. Other available status include: “Active”, “Expired”, “Disabled”, “Unassigned” and “Pending”.

ENTITLEMENT DETAILS REPORT ? Search Tips

This report provides a detailed view of entitlement information based on the selected search criteria. Note that numerous additional fields are included in the report output when you click the **Export** button.

It may take longer to generate reports when using fields that support a partial search criteria. These fields are denoted by % allowed.

All fields are optional
% = supports partial search criteria

License Authorization Code (LAC) ?

Transformational License Agreement ID (TLA ID) ?

Company Select a Company ▶

Sales Order #

Purchase Order #

Product Line

Status ▼

+ Advanced Search

RUN REPORT

If desired, you can run an Advanced Search with additional criteria fields.

For any field containing “% allowed” you may perform a wildcard search – meaning you can provide partial information in the search field. Wildcard searches must be followed by a “%” character.

Once your results display, you can view the total count of records found based on your search (click **Show total count**) and you can Export the data from the report into a CSV formatted file by clicking [Export](#).

Note: The exported file contains many more fields than the on-screen report.

ENTITLEMENTS					
Show total count Export		< Previous Showing 1 to 10 Next >			
Product Line	Description	Total Quantity	Available Quantity	Status	LAC
NetWorker	NW MOD FOR MS SQL SVR CLIENT TIER 2	1	1	Available	G51TXWSVV0GK5CP55XFG
NetWorker	NW MOD FOR MS SQL SVR CLIENT TIER 2	1	1	Available	G51TXWSVV0GK5CP55XFG
NetWorker	NW MOD FOR MS SQL SVR CLIENT TIER 2	1	1	Available	G51TXWSVV0GK5CP55XFG
NetWorker	NW MOD FOR MS SQL SVR CLIENT TIER 2	1	1	Available	G51TXWSVV0GK5CP55XFG

Below is a table defining the various fields displayed in the report, in order of appearance.

Field Name	Definition
Product Line	The name of the product family or classification associated with the entitlement.
Description	A brief definition of the product software and/or hardware associated with the entitlement.
Total Quantity	The number of active or available license entitlements for a given product feature.
Available Quantity	The number of entitlements available for activation
Status	Displays the standing of the entitlement, the possible statuses are: Available, Active, Disabled and Expired.
LAC	An alphanumeric code used to identify a license or group of licenses.

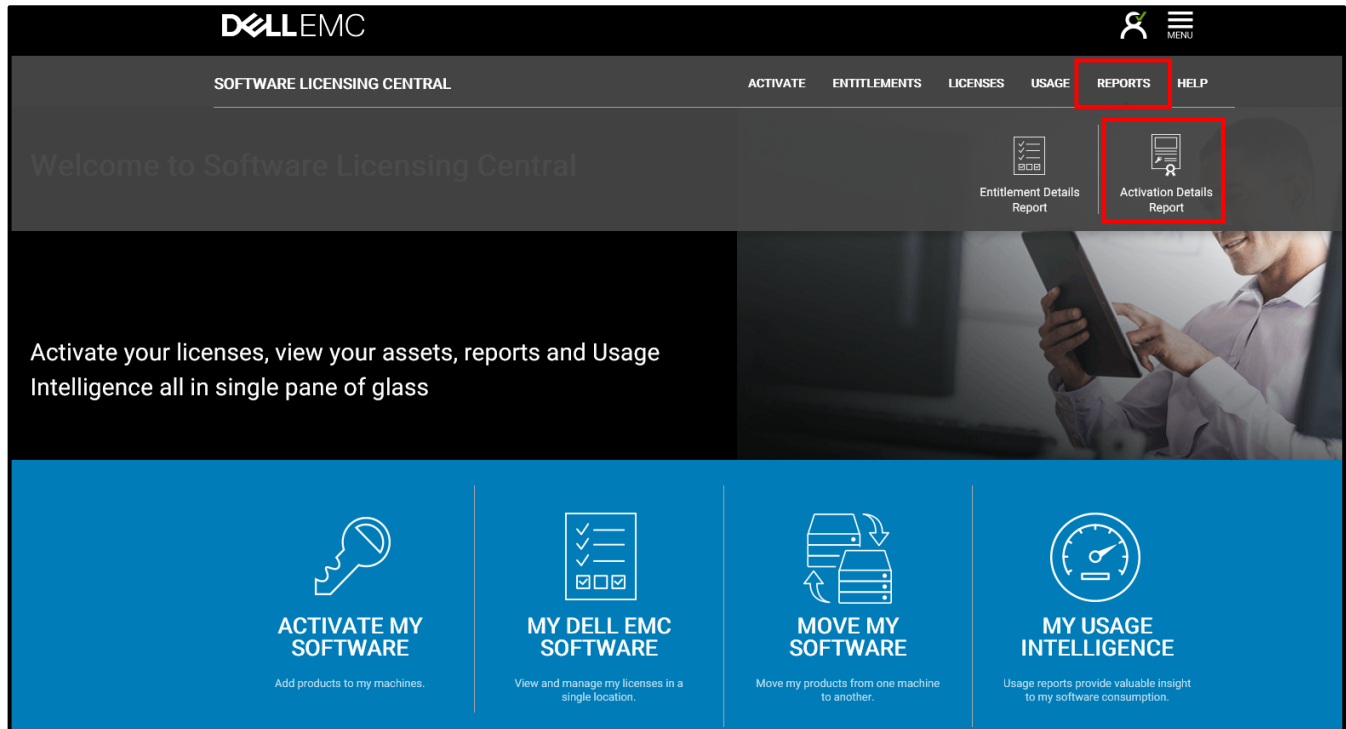
Activation Details Report

The Activation Details Report provides a detailed view of activation information based on your search criteria. Specifically, the report includes:

- Name of the product line
- Description of the product
- Quantity of entitlements activated
- Date of the activation transaction
- The machine the product was activated on
- Locking IDs associated with the machine

Before You Begin:

Access the SLC home page and click on **Reports** and then **Activation Details Report** in the Main Navigation Menu.



Unlike the Entitlement Details Report, you need to enter at least one search criteria. Use any combination of search criteria, and if performing a wildcard search make sure to put “%” at the end of the entered information. Once ready, click **Run Report**.

In this example, a wildcard search was performed using the machine’s name as the search criteria. To search by additional criteria, click **Advanced Search**.

ACTIVATION DETAILS REPORT

[? Search Tips](#)

This report provides a detailed view of activation information based on the selected search criteria. Note that numerous additional fields are included in the report output when you click the **Export** button. It may take longer to generate reports when using fields that support a partial search criteria. These fields are denoted by % allowed.

All fields are optional
% = supports partial search criteria

License Authorization Code (LAC)

?

Transformational License Agreement ID (TLA ID)

?

Company

[Select a Company](#)

Machine Name

Locking ID

[+ Advanced Search](#)

RUN REPORT

Note: **Only Dell EMC employees and Partners will have the “Company” search criteria.**

Just like the Entitlement Details Report, once your results display, you can view the total count of records found based on your search (click **Show total count**) and you can Export the data from the report into a CSV formatted file by clicking **Export**.

Note: The exported file contains many more fields than the on-screen report.

ACTIVATIONS

Show total count

Export
 ?

< Previous

Showing 1 to 18

Next >

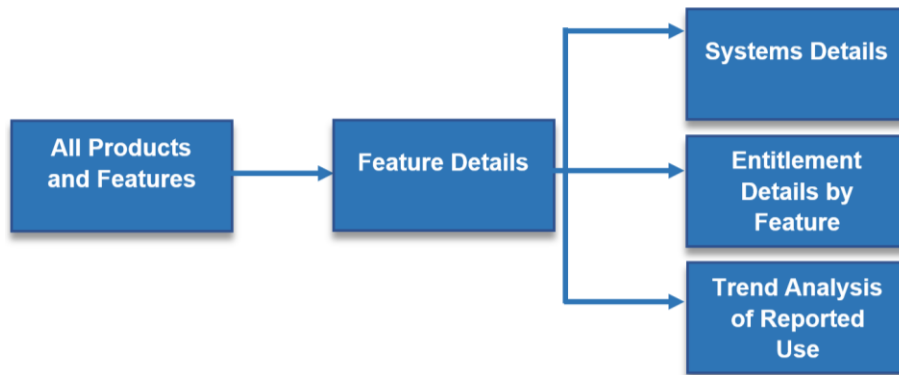
Product Line	Description	Quantity	Activation Date	Machine Name	Locking IDs
NetWorker	NW AUTOCH SW MOD 1-20 SLOTS=IA	1	2018-02-10 03:22:30	100612SWAT	abcde123456789,0001926987 65,1f34e234,abcde123456781, isabelshost,09-ff-12-45-aa-bb
NetWorker	NW AUTOCH SW MOD 1-20 SLOTS=IA	1	2018-02-10 03:22:30	100612SWAT	abcde123456789,0001926987 65,1f34e234,abcde123456781, isabelshost,09-ff-12-45-aa-bb
NetWorker	NW AUTOCHGR SW MOD 1-64 SLOTS QTY 5	1	2018-02-10 03:22:30	100612SWAT	abcde123456789,0001926987 65,1f34e234,abcde123456781, isabelshost,09-ff-12-45-aa-bb
NetWorker	NW AUTOCHGR SW MOD 1-64 SLOTS QTY 5	1	2018-02-10 03:22:30	100612SWAT	abcde123456789,0001926987 65,1f34e234,abcde123456781, isabelshost,09-ff-12-45-aa-bb

Below is a table defining the various fields displayed in the report, in order of appearance.

Field Name	Definition
Product Line	The name of the product family or classification associated with the entitlement.
Description	A brief definition of the product software and/or hardware associated with the entitlement.
Quantity	The number of entitlements that have been activated.
Activation Date	The date on which the entitlements were activated.
Machine Name	The name of the computer or server on which the product and entitlements were activated.
Locking IDs	Unique machine details entered during the activation process, machine detail formats vary and in some cases are not required at all. (Example: MAC Addresses, Host IDs, Serial Numbers, etc.)

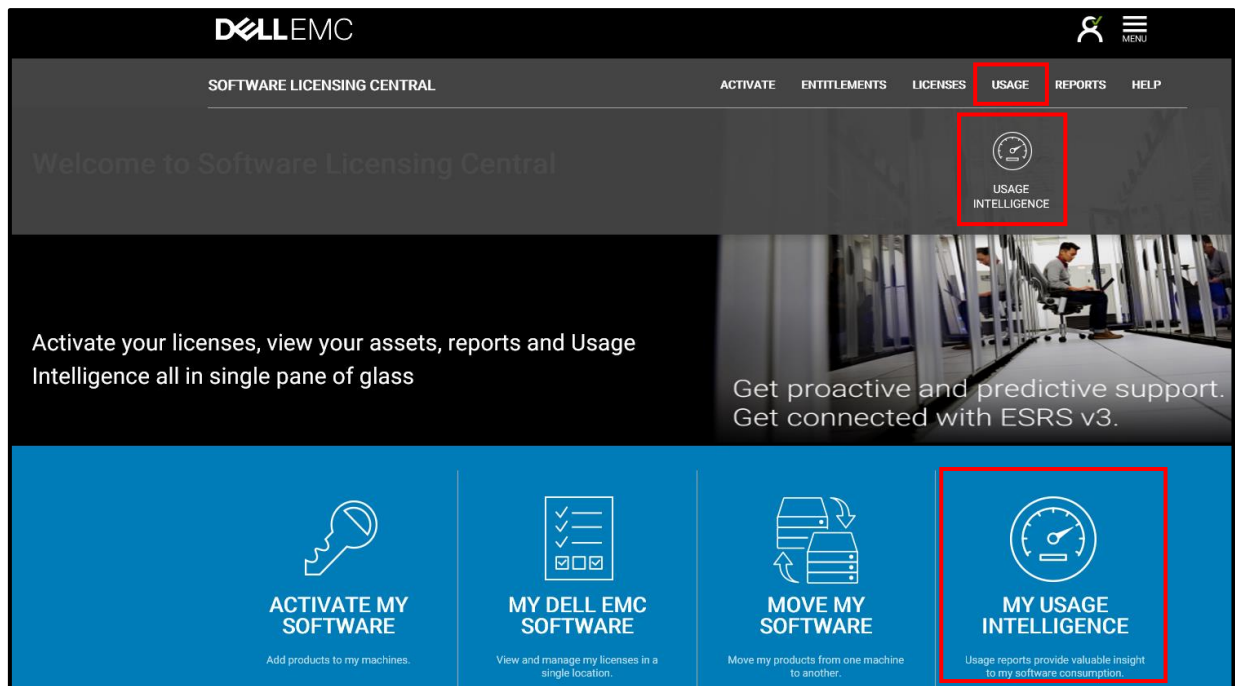
Chapter 2 Usage Intelligence Reports

This chapter demonstrates how to access the five reports available in SLC as well as descriptions of the information presented in each report. The reports must be accessed sequentially through links located in the previous report.



Before You Begin:

Go to the SLC home page and click on **Usage** then **Usage Intelligence** in the Main Navigation Menu or **MY USAGE INTELLIGENCE** in the bottom blue bar.



Note: All end customers have automatic access, internal Dell users may need to request access through MyAccess Request, see “Chapter 5 – Help” for more on MyAccess Request.

All Products and Features Report

The *All Products and Features* report provides a comprehensive view of all Usage Intelligence-enabled software, and the associated product features, across your entire company. It helps you gauge the number of features that are currently reporting usage data.

To access the *Feature Details Report*, click on any [blue link](#) under the column “Feature Name”. If the Feature Name is not blue, then that means there is no *Feature Details Report* for that feature.

To view usage data from a different date, change the date selection. If the message “*There is no data currently available for this report*” appears, then you may have selected a date prior to when the product started sending usage data.

ALL PRODUCTS AND FEATURES

This report provides a comprehensive view of all Dell EMC Usage Intelligence-enabled software, and the associated product features, across the entire company. You can access detailed feature information by selecting the desired “Feature Name”.

EMC
Company

View Usage Report for: 07/03/19

11%

AVERAGE MACHINE
COVERAGE RATE

Product Lines 10
Features 188
Machines Reporting Usage 165
Machines Active 1417

9 Inactive Machine(s) Reporting

1-10 of 194 activated products



Export



Table Tips

<< 1 2 3 4 5 ... >>

Product Line	Feature Name	Unit of Measure	Reported Use	Entitled	Activated	Available	Machine Coverage
EMC Unity	EMC Proactive Assist	Instance per Storage Array	109	0	0	▲ 0	0% (109 of 0)
EMC Unity	Internet Small Computer System Interface (iSCSI)	Instance per Storage Array	109	0	0	▲ 0	0% (109 of 0)

Click [Export](#) to download the data in a CSV format.

Click [Table Tips](#) to see definitions of all the key field names.

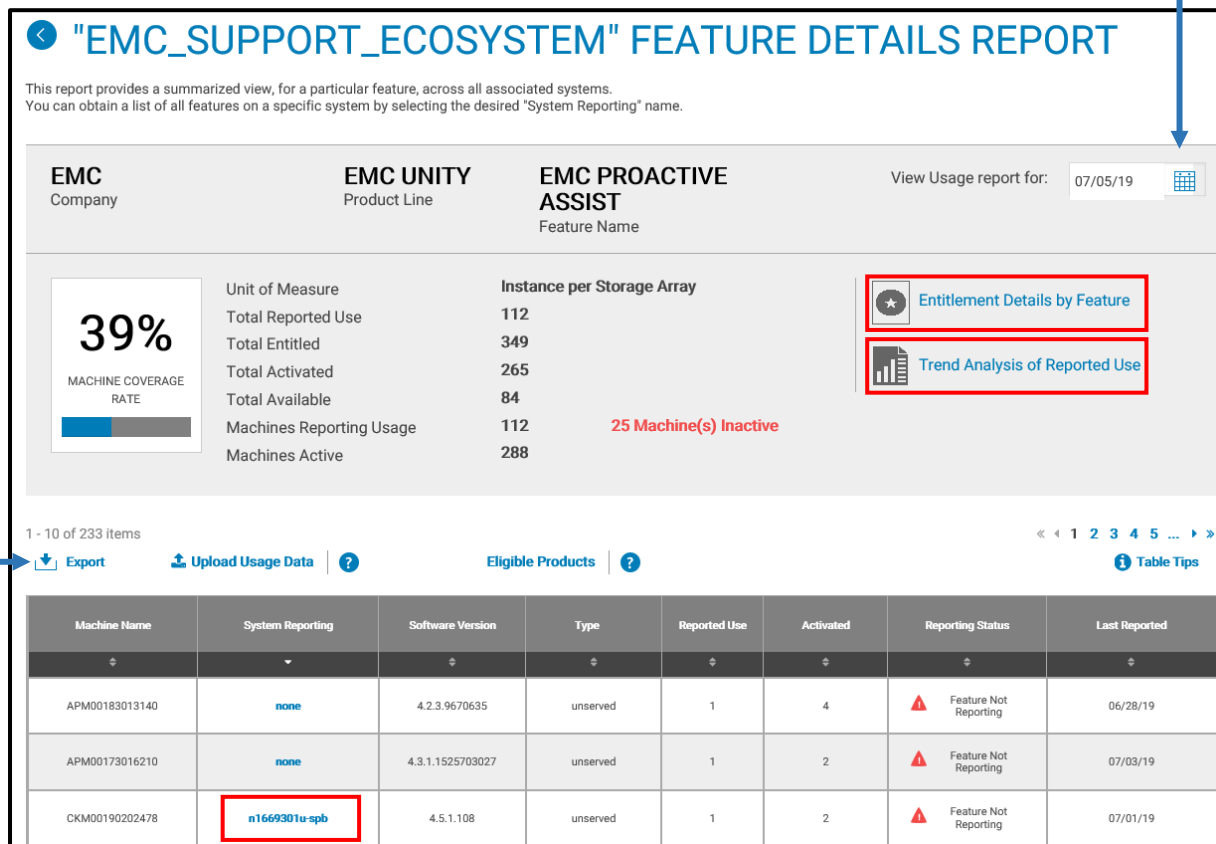
Hover over the icon to read a description of what the icon means.

Columns with ▲ and ⚙ can be sorted numerically or alphabetically by product line, respectively.

Feature Details Report

The *Feature Details Report* provides a summarized view for one particular feature across all associated systems.

Change the date parameter for the data usage you are viewing, if you receive the message “There is no data currently available for this report” then you may have selected a date prior to when the product started sending usage data.



Click [Export](#) to download the data in a CSV format.

Click [Upload Usage Data](#) to upload software usage data from EUI-Lite to compare the data against the associated entitlement information.

Note: This feature applies only to Dark-site customers, contact the Worldwide Licensing Support team to determine eligibility.

Click [Eligible Products](#) to direct you to a page that lists all the Usage-Intelligence-enabled products.

Click [Table Tips](#) to see definitions of all the key field names.

To access the *Systems Details Report*, click on the [blue link](#) under the "System Reporting" column, and to view the *Entitlement Details by Feature* or *Trend Analysis of Reported Use* reports – click on their [blue links](#), respectively.

System Details Report

The *System Details Report* provides feature usage data for a specific product and the associated system where the product is installed.

Change the date parameter for the data usage you are viewing, if you receive the message “There is no data currently available for this report” then you may have selected a date prior to when the product started sending usage data.

"N1669301U-SPB" SYSTEM DETAILS REPORT

This report provides feature usage data for a specific product and the associated system where the product is installed.

EMC Company	EMC UNITY Product Line	N1669301U-SPB System Reporting	View Usage report for: 07/05/19
Machine Name	CKM00190202478	Software ID	CKM00190202478
Software Version	4.5.1.108	Serial Number	CKM00190202478
Type	unserved		

1 - 10 of 18 items

Export
Upload Usage Data
Eligible Products
Table Tips

Product Line	Feature Name	Unit of Measure	Reported Use	Activated	Reporting Status	Last Reported
EMC Unity	File Level Retention Management	Unknown	1	2	Feature Not Reporting	07/01/19
EMC Unity	Thin Provisioning	Instance per Storage Array	1	2	Feature Not Reporting	07/01/19

Click Export to download the data in a CSV format.

Click [Upload Usage Data](#) to upload software usage data from EUI-Lite to compare the data against the associated entitlement information.

Note: This feature applies only to Dark-site customers, contact the Worldwide Licensing Support team to determine eligibility.

Click Eligible Products to direct you to a page that lists all the Usage-Intelligence-enabled products.

Click Table Tips to see definitions of all the key field names.

Entitlement Details by Feature

The *Entitlement Details by Feature* report provides a detailed view of entitlements, for a particular feature, across all associated systems.

Unlike the others, this report will show all product hierarchies if you select [Show Product Hierarchy ?](#) or an individual product's hierarchy if you click on the [+](#) in the Description column. The term “product hierarchy” refers to the fact that you may be able to purchase software as a feature, a package of features, or as a bundle. When using the Product Hierarchy feature you will be able to see more clearly how you originally purchased the entitlement.

◀ "EMC_SUPPORT_ECOSYSTEM" ENTITLEMENT DETAILS BY FEATURE

This report provides a detailed view of entitlements for a particular feature across all associated systems.

EMC Company	EMC UNITY Product Line	EMC_SUPPORT_ECOSY STEM Feature Name	Date: 07/05/19
Total Quantity Unit of Measure	485 Instance per Storage Array		

1-10 of 462 items

Export

Upload Usage Data ?

Show Product Hierarchy ?

Table Tips

Entitlement	Product Number	Description	Entitled	Status	Type	Expiration Date
▼	⬇	⬇	⬇	⬇ ⬆	⬇ ⬆	⬇
22919992	456-109-321	+ 456-109-321: Unity EMC Support Ecosystem=IC	1	Available	Permanent	—
22918840	456-109-321	456-109-321: Unity EMC Support Ecosystem=IC	1	Active	Evaluation	09/25/19
22908697	456-109-321	+ 456-109-321: Unity EMC Support Ecosystem=IC	1	Available	Permanent	—

Click [Export](#) to download the data in a CSV format.

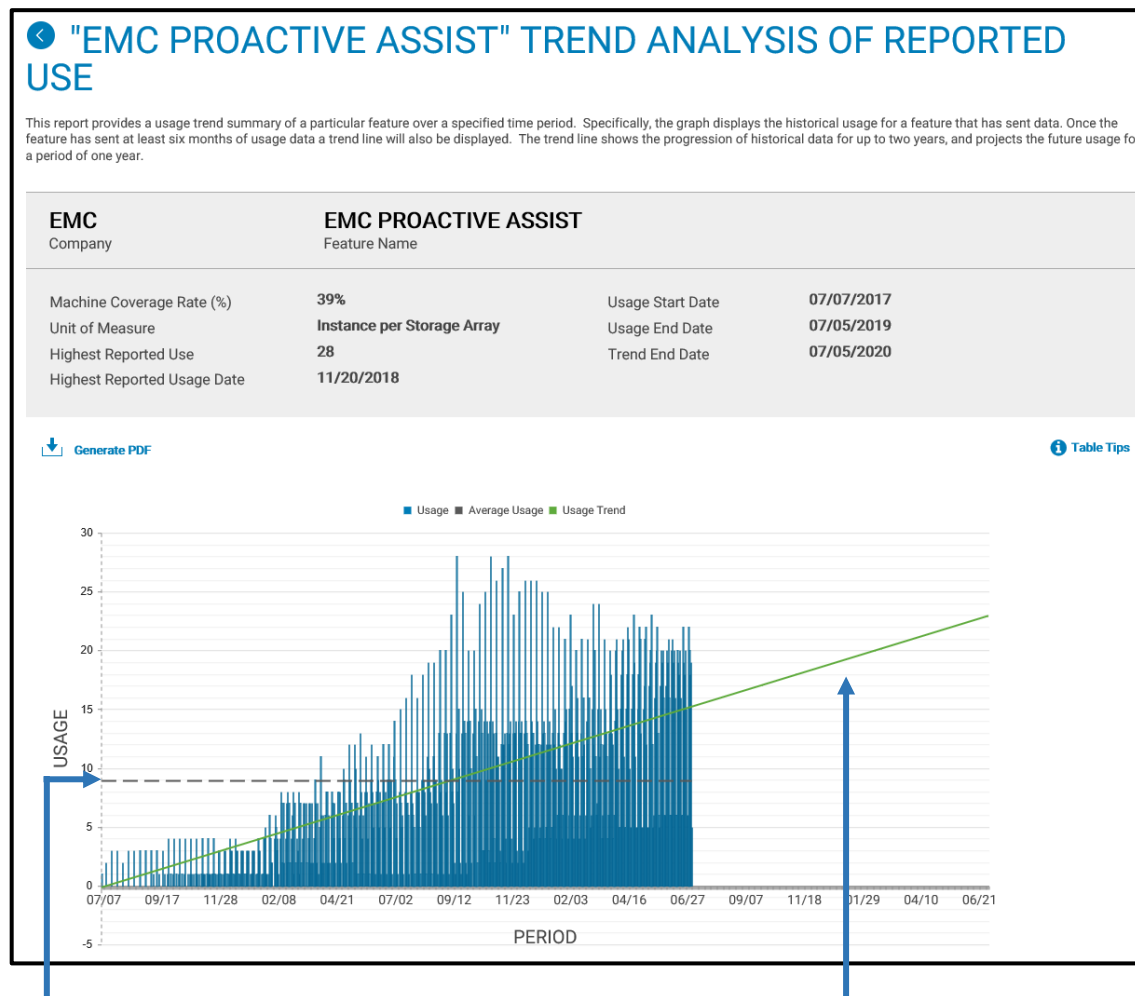
Click [Upload Usage Data](#) to upload software usage data from EUI-Lite to compare the data against the associated entitlement information.

Note: This feature applies only to Dark-site customers, contact the Worldwide Licensing Support team to determine eligibility.

Click [Table Tips](#) to see definitions of all the key field names.


Trend Analysis of Reported Use

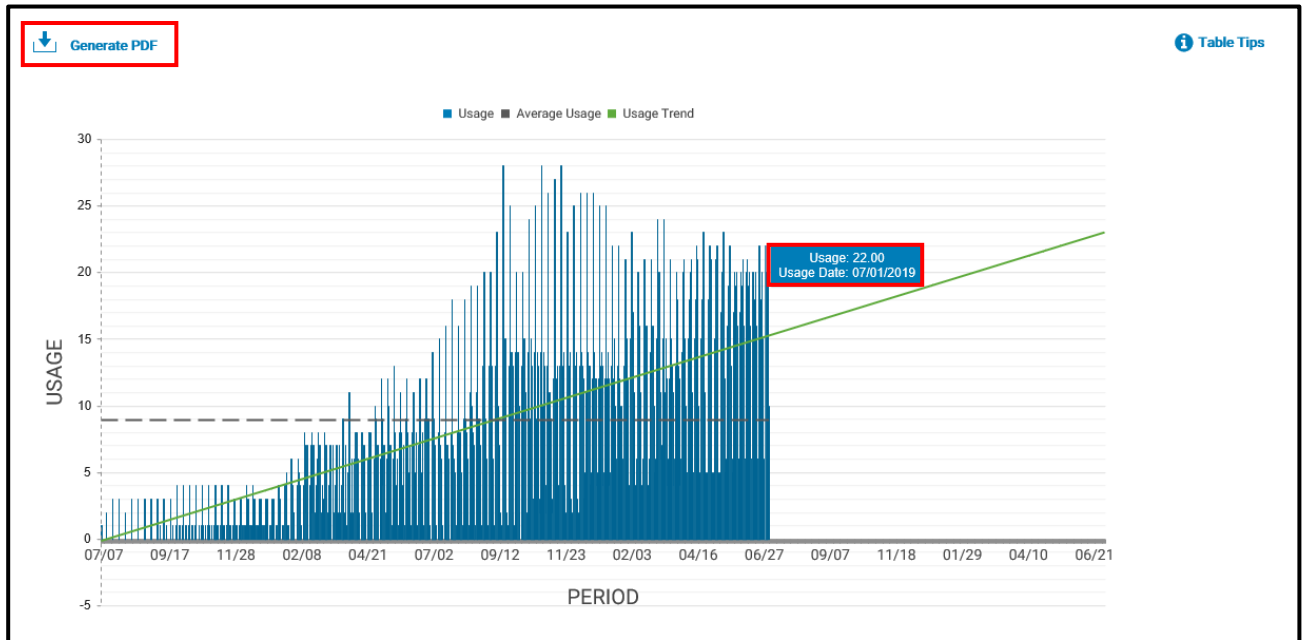
The *Trend Analysis of Reported Use* report displays a graphical summary of the trend in usage for a specific time period, for a particular feature. The graph shows the historical usage of a feature that has sent data and once the feature has sent at least six months of usage data a green trend line will appear.



The green trend line extends for one year beyond the last day that the feature sent usage data, this extension represents a prediction of the future usage for the upcoming year. The black dashed line represents average usage.

To view specific data points, hover over the usage data and a box will appear containing the usage value and the date on which it was reported. You can also do this for the green trend line and black – dashed average usage line, a green or black box will appear with the same information.

By clicking  [Generate PDF](#) you can generate a PDF version of this report.



Chapter 3 TLA/VSLA Reports

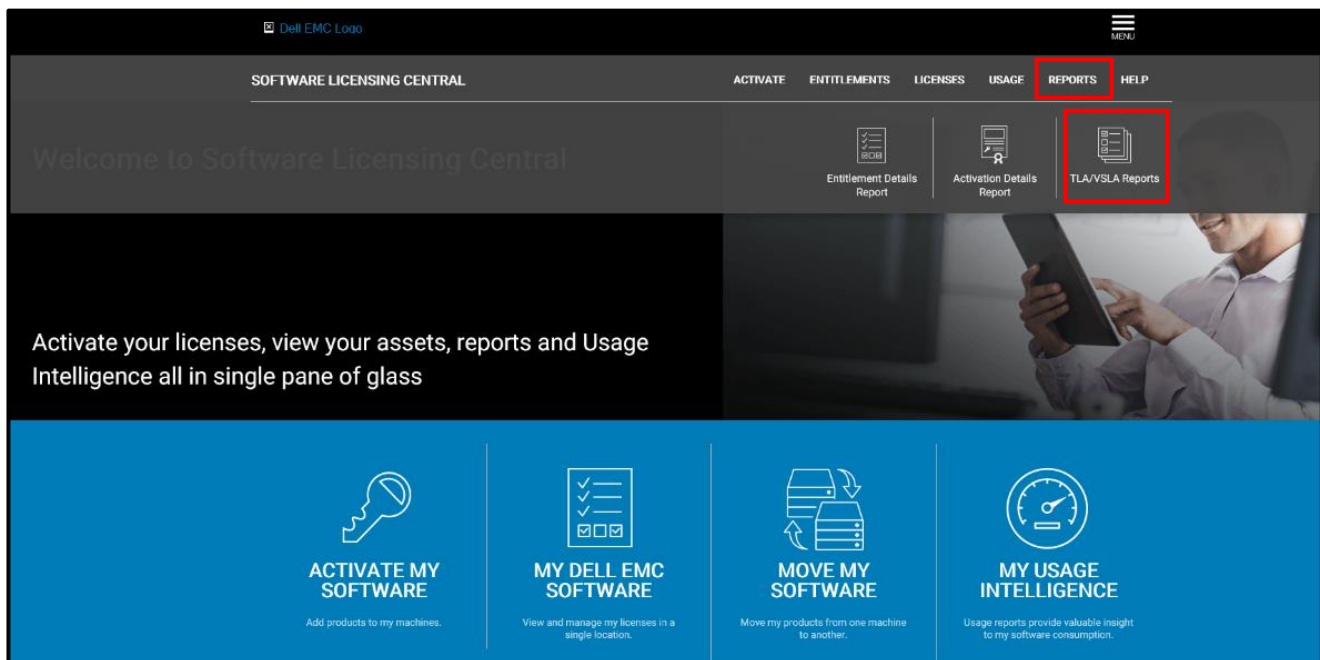
The Enterprise Agreements in SLC include both Transformational License Agreements (TLAs) and Volume Software License Agreements (VSLAs). The TLA/VSLA Reports provide a detailed view of your Enterprise Agreements and can be accessed from the SLC home page.

Note: Enterprise License Agreements (ELAs) were rebranded as TLAs in the fall of 2015.

Before You Begin:

Go to the SLC home page and click on **Reports** and then **TLA/VSLA Reports** in the Main Navigation Menu.

Note: Users do not automatically have access to the TLA/VSLA Reports. To gain access users must complete a service request asking for TLA/VSLA access, see “Chapter 5 – Help”, for more information on how to create a service request.



After clicking TLA/VSLA Reports from the Main Navigation Menu, the Enterprise Agreements Summary Page will appear. This page lists all the TLAs and VSLAs associated with your email address. Click on the [blue link](#) under the “Enterprise Agreement” column to view additional details for each Enterprise Agreement.

Note: ELAs entered prior to the fall of 2015 will retain the “ELA” prefix in the License Authorization Code (LAC).

ENTERPRISE AGREEMENTS

These reports provide a detailed view of your Enterprise Agreements.

ENTERPRISE AGREEMENTS

1-3 of 3 agreements [Export](#) View: [Active](#) | [All](#)

Enterprise Agreement	Type	Company	Currency	Start Date	End Date	Status
TLA310501371	TLA	CITIGROUP TECHNOLOGY, INC.		02/02/2018	01/30/2022	Active
TLA310733639	TLA	BANK OF AMERICA		01/28/2018	01/15/2024	Active
VSLA320200421	VSLA	UPS SCS GmbH & Co. OHG NL Dresden	USD	03/01/2018	12/31/2999	Active

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Click [Export](#) to download the list of Enterprise Agreements into a CSV file. Clicking [Active](#) or [All](#) will display only the active agreements or all agreements respectively. To sort chronologically or alphabetically click the  icon

Clicking on a specific Enterprise Agreement link brings up a page containing details associated with that Enterprise Agreement. To activate any available entitlements associated with the Enterprise Agreement click **ACTIVATE**. Below is a TLA and VSLA example, respectively. Both TLA and VSLA Reports have three table headings (**OVERVIEW**, **ENTITLED PRODUCTS** and **ACTIVITY**) the table below shows the information that can be found under each tab.

Note: The fields displayed vary slightly depending on the type of Enterprise Agreement – TLA or VSLA.


ENTERPRISE AGREEMENTS - TLA310501371

TLA310501371
License Authorization Code (LAC)

TLA
Type

Currency

933 DAYS OF 1,458 days
Time Remaining



The information provided for TLAs may not be a complete view, as some products are managed outside of Software Licensing Central.

OVERVIEW


ENTITLED PRODUCTS

ACTIVITY

Company Name
Contract Start Date
Contract End Date

"Your Company Name"
02/02/2018
01/30/2022

Currency

 Additional Information

PRODUCT ACTIVATION SUMMARY

1-4 of 4 activated products [Export](#) [Show Product Hierarchy](#)

Product Line	Product #	Product Name	Quantity Contracted	Quantity Activated	Quantity Overdraft
Avamar	456-112-195	456-112-195: AVAMAR G DPS Backup Enabler=IA	1	12	11
Data Domain OS	VSL3-001-001	VSL3-001-001: DD SW LIC 1 TB RAW ACTIVE TIER TLA=CB	15000	17955	2955
Data Domain OS	VSL3-001-007	VSL3-001-007: SSD 800GB CAPACITY LICENSE FOR DD TLA=CF	Unlimited	118	0
Data Domain OS	VSL3-001-006	VSL3-001-006: VSL Data Domain Features=CB	1	5710	5709

Click [Show Product Hierarchy](#) to view any available product hierarchies.

In the header, TLAs will display the Time Remaining for that agreement and VSLAs will display the Time Remaining as well as the Balance Remaining for that agreement.

A yellow warning icon ⚠ next to Time Remaining means the current date is within 90 days of the agreement end date, if the icon is next to Balance Remaining that indicates the balance remaining is less than or equal to one tenth of the contract value.

A red warning icon 🔴 next to Time Remaining indicates that the agreement end date has been reached, if the icon is next to Balance Remaining that indicates that the balance remaining is less than zero.

ENTERPRISE AGREEMENTS - VSLA320200421

VSLA320200421
License Authorization Code (LAC)

VSLA
Type

USD
Currency

-146,000 OF 4,000
Balance Remaining

⚠

358,110 DAYS OF 358,608
days
Time Remaining

ACTIVATE

OVERVIEW

ENTITLED PRODUCTS

ACTIVITY

Company Name

"Your Company Name"

Contract Value

USD 4,000

Contract Start Date

03/01/2018

Activated Value

150,000

Contract End Date

12/31/2999

Balance Remaining

-146,000

Additional Information

PRODUCT ACTIVATION SUMMARY

1-2 of 2 activated products

Export

Show Product Hierarchy

Product Line	Product #	Product Name	Quantity Activated	Extended Selling Price
Avamar	456-112-195	456-112-195: AVAMAR G DPS Backup Enabler=IA	1000	200000
EMC NetWorker	456-112-196	456-112-196: NW 9.1 DPS CAP ENABLER=CA	1000	100000

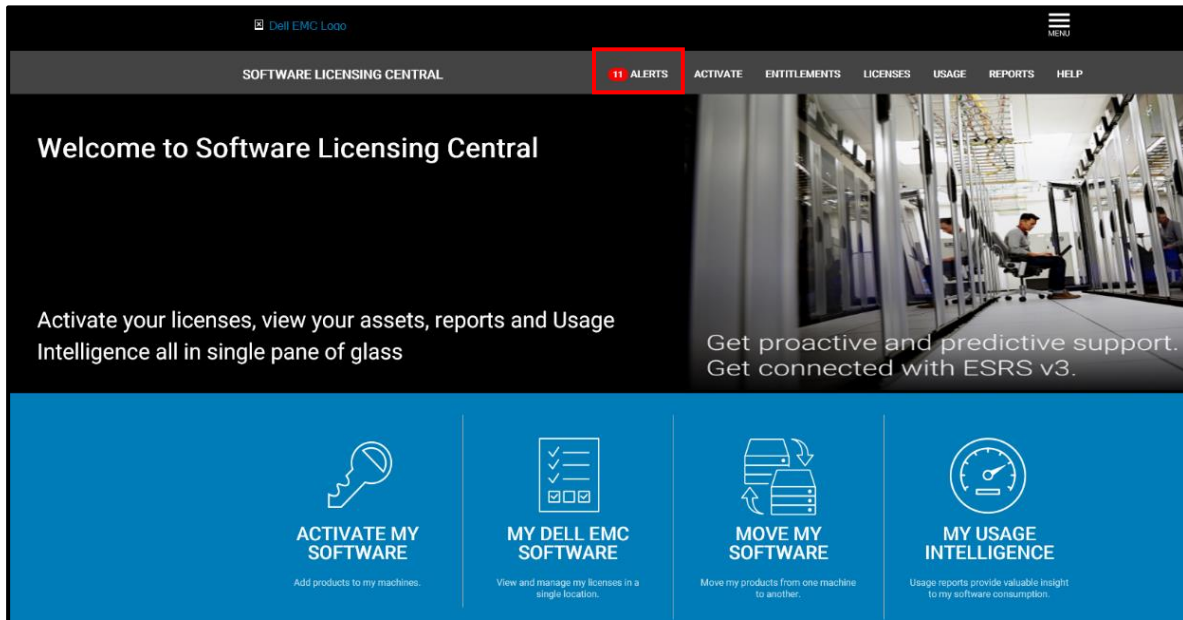
In this example, the VSLA shows a red warning icon because the Balance Remaining is less than zero and no warning icon next to the Time Remaining.

Table Heading	Information Displayed
OVERVIEW	<div><div>- Contract Start/End Date and the Currency</div><div>- Under Additional Information: Sales Order, Contract and Purchase Order Numbers</div><div>- Product Line, Number and Name</div><div>- Quantity Activated</div><div>- *TLA Only: Quantity Contracted and Quantity Overdraft</div><div>- *VSLA Only: Extended Selling Price</div></div>
ENTITLED PRODUCTS	<div><div>- Product Line, Number and Name</div><div>- Quantity Contracted</div><div>- Entitlement ID</div><div>- Added and Converted Date</div><div>- *VSLA Only: Unit Selling Price</div></div>
ACTIVITY	<div><div>- Date Activated</div><div>- Product Line, Number and Name</div><div>- Quantity Activated</div><div>- Updated By</div><div>- Notes</div><div>- *VSLA Only: Unit and Extended Selling Price</div></div>

Chapter 4 Alerts

The alerts system within SLC provides important messages relating to licenses, subscriptions, software evaluations, and entitlements. To view the alerts, go to the SLC home page, and click on **Alerts** in the Main Navigation Menu. The number in the red circle indicates the number of unread alerts.

Note: If there is no **Alerts** option in the Main Navigation Menu – that means you have no alerts. Additionally, internal users do not have access to Alerts for customers or partners.



Clicking the [blue link](#) under the column “Alert Message”, will open a pop-up window with a detailed description of that alert. Below is a table with the alert type, message and detailed description.

ALERTS				
Note: The alerts below will be deleted automatically six months after the date of receipt.				
1-11 of 11 alerts View: All Unread Manage My Preferences				
Product Line	LAC	Alert Type	Received Date	Alert Message
PowerPath/VE	Y5G6MHRQR18YZ5JNL5GD	Subscription Expired	06/23/2019	Subscription expiration date has passed.
NetWorker Operations	GGG7KZDS4V32TFG0Y5VP	Subscription Expired	06/23/2019	Subscription expiration date has passed.
Data Domain Virtual Edition	2W18MKTDLBXHVJK0MT6Y	Subscription Expired	06/23/2019	Subscription expiration date has passed.
PowerPath/VE	Z8Z0FW1W5SK5YRYK84R7	Subscription Expired	06/23/2019	Subscription expiration date has passed.
PowerPath/VE	SNOM47X0S3KCH54L054P	Subscription Expired	06/23/2019	Subscription expiration date has passed.
PowerPath/VE	7HRZ118BR1CDBL3JQG86	Evaluation Expired	06/23/2019	EVAL license expiration date has passed.

To sort alphabetically or by the product lines click or icons, respectively.

Alert Type	Alert Message	Detailed Alert
Evaluation Expiring	EVAL license expiration is pending.	There is an Evaluation license that is 30 days from expiration.
Evaluation Expired	EVAL license expiration date has passed.	There is an Evaluation license that expired on the date prior to when you received the alert.
Subscription Expiring	Subscription expirations is pending.	There is a Subscription license that is 90 days from expiration.
Subscription Expired	Subscription expiration date has passed.	There is a Subscription license that expired on the date prior to when you received the alert.
Entitlements Available to Activate	Licenses require activation.	This alert is generated when you are using one or more entitlements that exceeds the total that you have activated, but available licenses exist that can and should be activated.
Usage Exceeds Available Entitlements	Purchase of additional license is required.	This alert is generated when you are using one or more entitlements that exceeds the total of your activated and available licenses.
Use of Expired Entitlement	Expired license s in use.	This alert is generated when you are using one or more entitlements for which your licenses have previously expired.

After clicking on the [blue link](#) under the column “Alert Message”, a pop-up window that contains details of the alert appears. Clicking [FAQ](#) will open a new page with frequently asked questions, clicking [Live Chat](#) will allow you to contact a sales assistant and clicking View Entitlement Details will show additional information about the entitlement.

SOFTWARE LICENSING CENTRAL
2 ALERTS
ACTIVATE
ENTITLEMENTS
LICENSES
USAGE
REPORTS
HELP

Home Alerts

SOFTWARE LICENSING CENTRAL
Delete X

Evaluation Expired

LAC# Z8G3PDJCKFDR7WG4QLC

Your Evaluation of PowerPath/VE expired as of 06/20/2019. Click [View Entitlement Details](#) to view the affected entitlements. If you would like to convert your evaluation to permanent status, select [Live Chat](#).

For help viewing the features or understanding this alert, select [FAQ](#).

To connect to a sales assistant, select [Live Chat](#)

View Entitlement Details

Thank you,
Dell EMC Software Licensing Central

Manage My Preferences is a tool that allows you to turn your company-specific alerts on or off as desired, to access this tool – click [Manage My Preferences](#).

ALERTS

Note: The alerts below will be deleted automatically six months after the date of receipt.

1-11 of 11 alerts View: All | **Unread** [Manage My Preferences ?](#)

Product Line	LAC	Alert Type	Received Date	Alert Message
PowerPath/VE	Y5G6MHRQR18YZ5JNL5GD	Subscription Expired	06/23/2019	Subscription expiration date has passed.
NetWorker Operations	G6G7KZDS4V32TFG0Y5VP	Subscription Expired	06/23/2019	Subscription expiration date has passed.
Data Domain Virtual Edition	2W18MKTDLBXHVJK0MT6Y	Subscription Expired	06/23/2019	Subscription expiration date has passed.
PowerPath/VE	Z8Z0FW1W5SK5YRYK84R7	Subscription Expired	06/23/2019	Subscription expiration date has passed.
PowerPath/VE	SN0M47XDS3KCH54L054P	Subscription Expired	06/23/2019	Subscription expiration date has passed.
PowerPath/VE	7HRZ118BR1CDBL3JQG86	Evaluation Expired	06/23/2019	EVAL license expiration date has passed.

On the Manage My Preferences – Alerts page, select or clear the checkbox beside each alert type to turn that type of alert on or off, respectively. Click **Save** to confirm the changes.

MANAGE MY PREFERENCES - ALERTS

To subscribe to and receive an alert, select the checkbox next to the alert name. To unsubscribe, simply clear the box. To save your preferences, click **SAVE**. Finally, to view the description of an alert type, click the alert type name.

THE TJX COMPANIES, INC.
Company

First Name

system

Last Name

tester

Email

system.testers1@tjx.com

Customer UID

3000001639

User Type

Customer

☒ Evaluation Expiring

☒ Subscription Expiring

☒ Use of Expired Entitlements

☒ Usage Exceeds Available Entitlements

☒ Evaluation Expired

☒ Subscription Expired

☒ Entitlements Available to Activate

SAVE

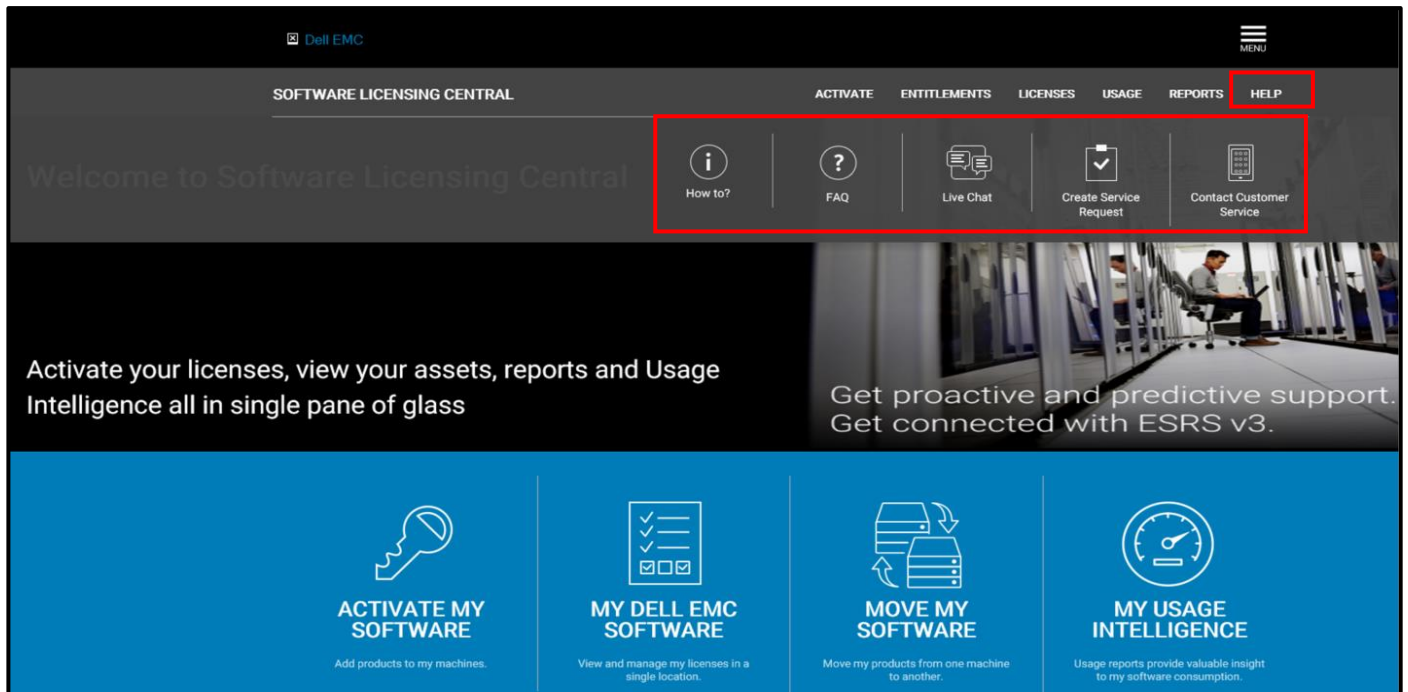
X CANCEL

Chapter 5 Help






There are multiple ways to receive support for SLC and licensing. Options are available based on the assistance needed and the preferred method of contact.

Before You Begin:

Go to the SLC home page and click on **HELP** in the Main Navigation Menu. This displays five resources available, choose a method by clicking on the icon.



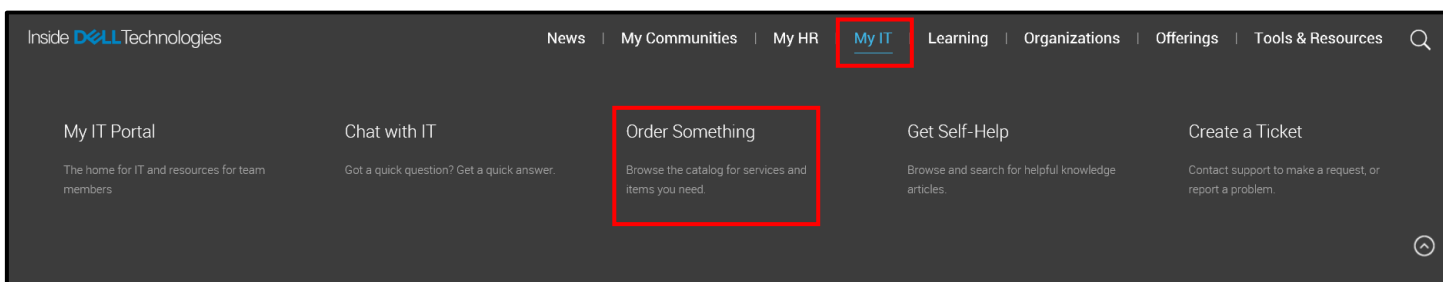
Below is a table with information about each help resource.

Help Resource	Action
 How to?	A new window will open with the Software Licensing Central Community Network, which contains “how to” documents and videos. This is also where you can find the Software Licensing Central (SLC) guides to help you utilize the features within SLC.
 FAQ	The page will be redirected to Frequently Asked Questions (FAQs). FAQs are available by topic and popularity.
 Live Chat	A new window will open, and you will be able to message Dell's Customer Service team.
 Create Service Request	<p>A new window will open where you can create a service request. For an optimal experience, include the following information in the service request:</p> <ol style="list-style-type: none"> 1. If it is a licensing issue, the words “license” or “licensing” in the problem summary 2. LAC number, serial number and sales order or purchase order number Note: A product's serial number may also be referred to as the PSNT (Product Serial Number Tag), array serial number or Dell Service Tag 3. Clear description of the problem/issue 4. How you would like to be contacted: phone, email, group email, etc. <p>Any missing information from the list above might delay the processing of the service request.</p>
 Contact Customer Service	A new window will open, displaying three ways to receive help. The ability to chat with Customer Service, Create a Service Request and call Dell EMC Technical Support.

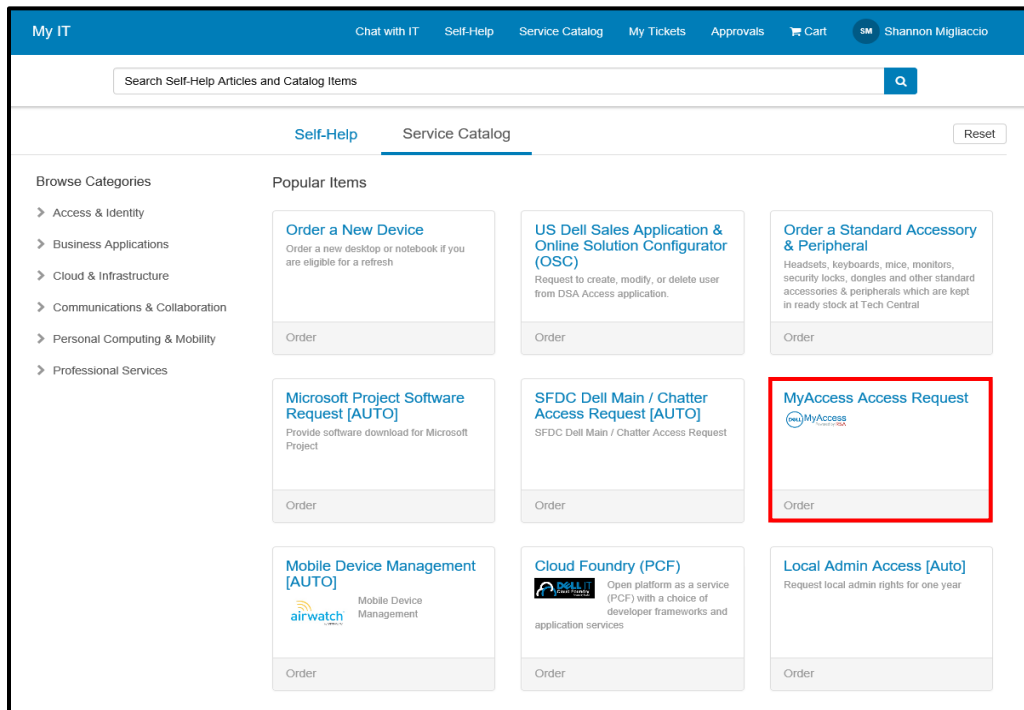
For internal Dell users who need access to Software Licensing Central, create and submit a MyAccess Request through the MyAccess portal – view steps below.

If internal Dell users also need to view customers' Usage Intelligence Reports, then after receiving an approved MyAccess Request you must create a Service Request and include: *“Licensing” I need access to the Software Licensing Central Usage Intelligence Reporting “Impersonate” functionality.*

1. Click **MyIT** and then **Order Something**.



2. Click **MyAccess Access Request**.



3. Below are the appropriate selections for the drop-down boxes, once the first drop-down box is filled the following box will appear and so forth.
- “Select Application” – select **Electronic Licensing Management System**
 - “Select Category (Level1)” – select **Powerlink Licensing/Software Licensing Central**
 - “Select Subcategory (Level 2)” – select **EMC Tech Support**

The screenshot shows the 'MyAccess Request Access' form. The top navigation bar is identical to the previous screenshot. Below the navigation bar is a breadcrumb trail: 'Home > Service Catalog > MyAccess > MyAccess Access Request'. A search bar for 'Search Self-Help and Service Catalog' is also present. The main content area is titled 'MyAccess Request Access' and includes a 'Requested For' section with a dropdown menu for 'Who is this for?' set to 'Shannon Migliaccio'. Below this, a note states: 'For any questions or feedback related to this form, please contact [Lorena Ruvalcaba](#).' Three dropdown menus are highlighted with red rectangular boxes: 'Select Application:' with 'Electronic Licensing Management System', 'Select Category (Level 1):' with 'Powerlink Licensing/Software Licensing Central', and 'Select Subcategory (Level 2):' with 'EMC Tech Support'. A blue button labeled 'Click the 'Add to List' button.' is located below these dropdowns. At the bottom left, there is an 'Add to List' button. On the right side, there is a 'Order this Item' section with a 'Delivery time' of '1 Day', an 'Order Now' button, an 'Add to Cart' button, and a 'Shopping Cart' section showing 'Empty'.

4. Click **Add to List**. The list will update with the Access roles that will be assigned to the specific user.

My IT Chat with IT Self-Help Service Catalog My Tickets Approvals Cart Shannon Migliaccio

Home > Service Catalog > MyAccess > MyAccess Access Request

Search Self-Help and Service Catalog

Dell MyAccess Request Access
Powered by RSA

Requested For

* Who is this for?
Shannon Migliaccio

For any questions or feedback related to this form, please contact [Lorena Ruvalcaba](#).

* Select Application:
Electronic Licensing Management System

* Select Category (Level 1):
Powerlink Licensing/Software Licensing Central

* Select Subcategory (Level 2):
EMC Tech Support

Click the 'Add to List' button.

Add to List

The role has been added successfully to the list below.

Notice: The following list contains the Access roles that will be assigned to the selected user. To remove an item from the list, click on the 'Remove from List' button.

Application	Role Name	Role Information	Action
Electronic Licensing Management System	Powerlink Licensing/Software Licensing Central, EMC Tech Support	Description: Allows Technical Support and Field Engineers to service customers	Remove from List

5. Fill out the Justification box explaining why you need access and specifically what you need access to. Below is an example of one possible justification.

Notice: The following list contains the Access roles that will be assigned to the selected user. To remove an item from the list, click on the 'Remove from List' button.

Application	Role Name	Role Information	Action
Electronic Licensing Management System	Powerlink Licensing/Software Licensing Central, EMC Tech Support	Description: Allows Technical Support and Field Engineers to service customers	Remove from List

* Justification:

Hi, I am working with customer "XYZ" and I need access to Software Licensing Central to run some tests and review data.


6. Click **Order Now** in the top right corner. Clicking this button will process the request, later an email will be sent updating you about the status of the request.

My IT

Chat with ITSelf-HelpService CatalogMy TicketsApprovalsCartSMShannon Migliaccio

Home > Service Catalog > MyAccess > MyAccess Access Request

Search Self-Help and Service Catalog

Request Access

Requested For

* Who is this for?
Shannon Migliaccio

For any questions or feedback related to this form, please contact [Lorena Ruvalcaba](#).

* Select Application:
Electronic Licensing Management System

* Select Category (Level 1):
Powerlink Licensing/Software Licensing Central

* Select Subcategory (Level 2):
EMC Tech Support

Click the 'Add to List' button.

Add to List

The role has been added successfully to the list below.

Notice: The following list contains the Access roles that will be assigned to the selected user. To remove an item from the list, click on the 'Remove from List' button.

Application	Role Name	Role Information	Action
Electronic Licensing Management System	Powerlink Licensing/Software Licensing Central, EMC Tech Support	Description: Allows Technical Support and Field Engineers to service customers	Remove from List

* Justification:
Hi I am working with customer "XYZ" and I need to access their Usage Intelligence reports to run some test and review data

Order this Item

Delivery time1 Day

Order Now

Add to Cart

Shopping Cart

Empty