DELLEMC

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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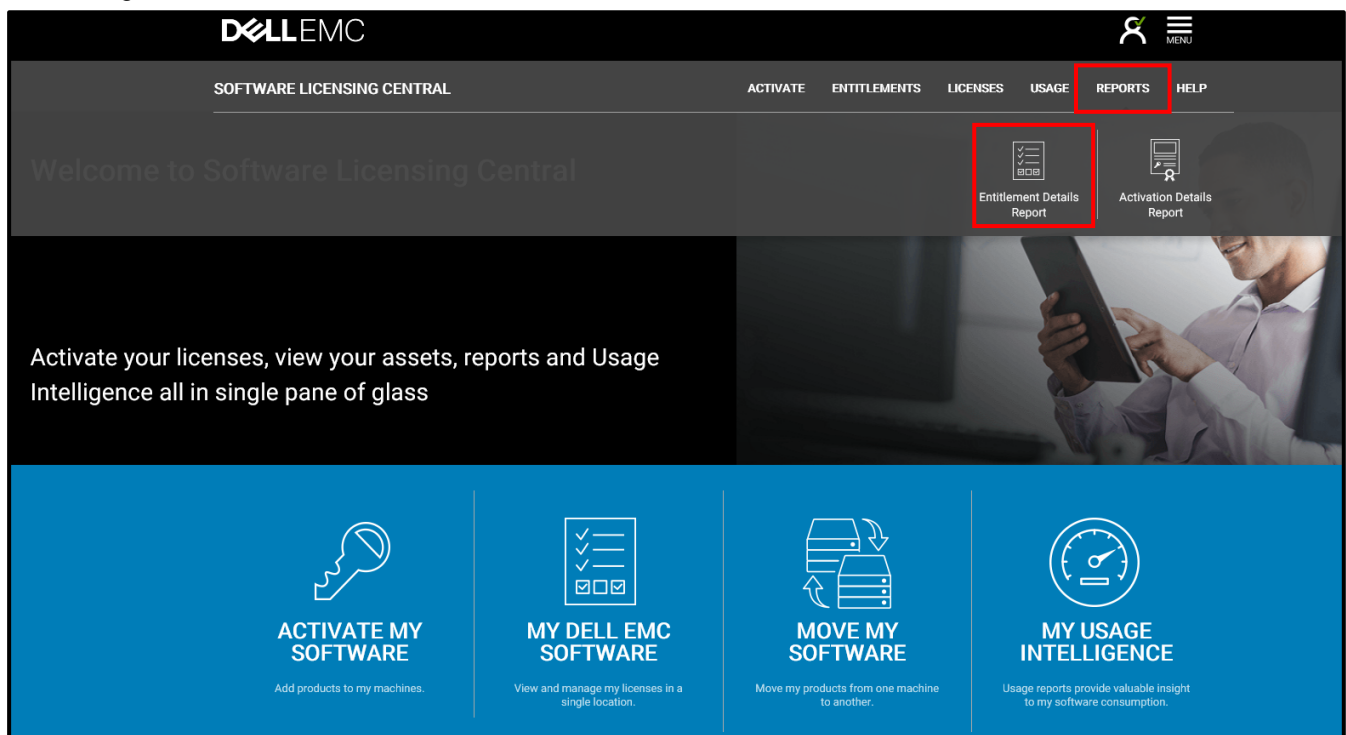# Chapter 1   Software Licensing Central Reports

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.

You can either run a report with or without entering specific search criteria. Inputting search criteria will help generate specific information while entering no search criteria might delay the response time for results. You can perform searches with any combination of criteria and the more criteria you provide, the more refined the search results. Enter the search criteria (or– enter nothing) and click **RUN REPORT**.

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".

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

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.

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**.

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.

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

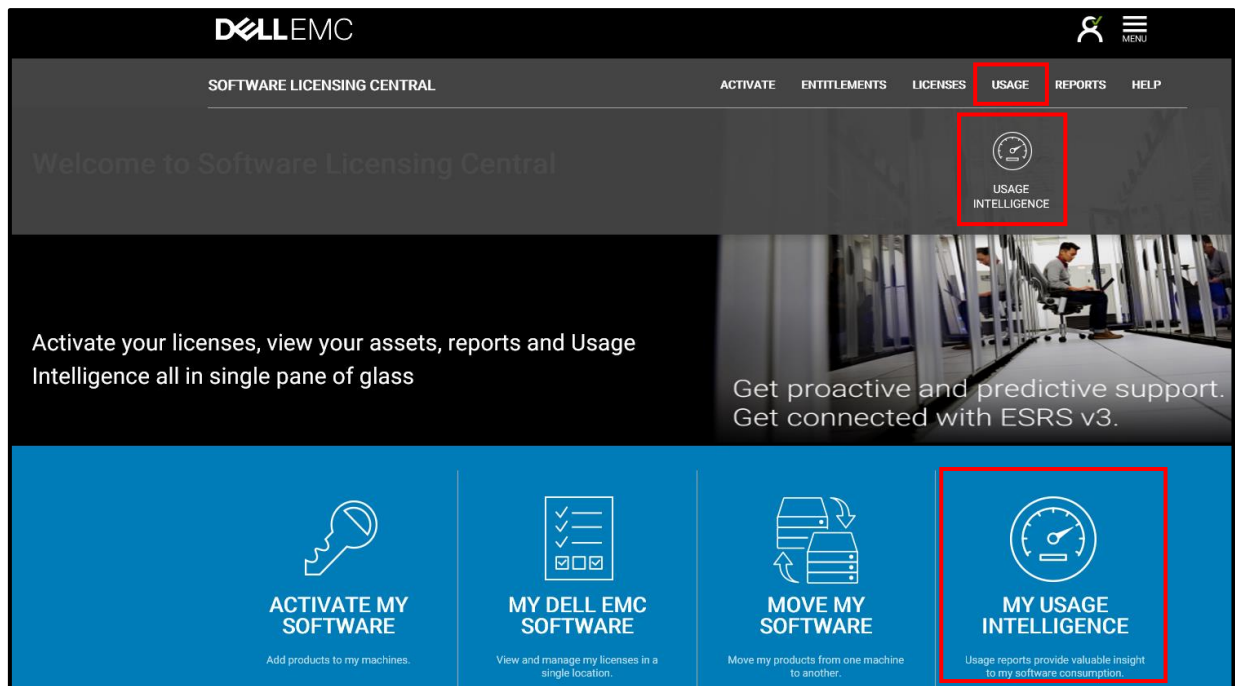| Field Name	Definition
Product Line	The name of the product family or classification associated with the entitlement.
Description	A brief definition of the product software and/or hardware associated with the entitlement.
Quantity	The number of entitlements that have been activated.
Activation Date	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	**9 Inactive Machine(s) Reporting**
Machines Active	1417	

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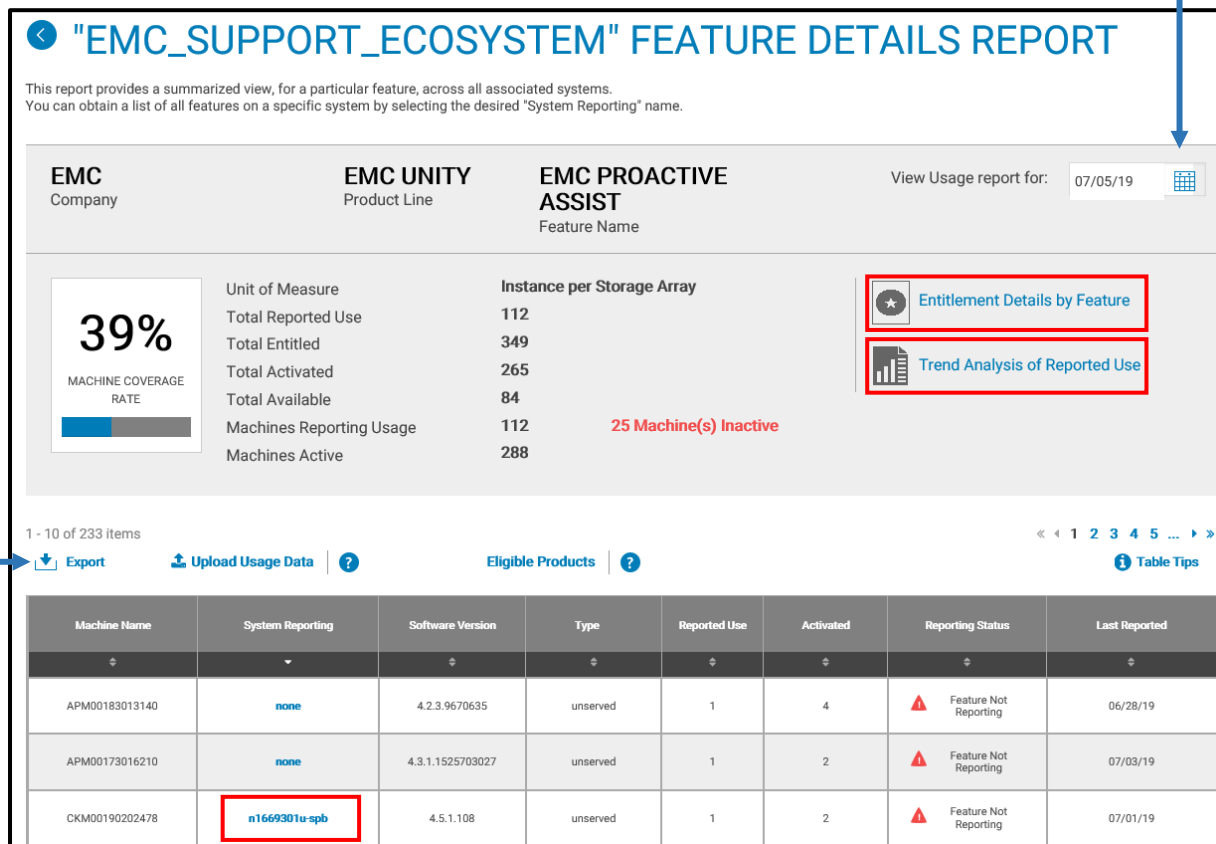
Hover over the icon to read a description of what the icon means.

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

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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.**

"EMC_SUPPORT_ECOSYSTEM" FEATURE DETAILS REPORT

This report provides a summarized view, for a particular feature, across all associated systems.
You can obtain a list of all features on a specific system by selecting the desired "System Reporting" name.

EMC	EMC UNITY	EMC PROACTIVE	View Usage report for:
Company	Product Line	ASSIST	07/05/19
		Feature Name	

39%
MACHINE COVERAGE RATE

Unit of Measure	Instance per Storage Array	
Total Reported Use	112	Entitlement Details by Feature
Total Entitled	349	Trend Analysis of Reported Use
Total Activated	265	
Total Available	84	
Machines Reporting Usage	112	25 Machine(s) Inactive
Machines Active	288	

1 - 10 of 233 items   « ‹ 1 2 3 4 5 … › »

⬇ Export   ⬆ Upload Usage Data ?   Eligible Products ?   ⓘ Table Tips

Machine Name	System Reporting	Software Version	Type	Reported Use	Activated	Reporting Status	Last Reported
APM00183013140	none	4.2.3.9670635	unserved	1	4	⚠ Feature Not Reporting	06/28/19
APM00173016210	none	4.3.1.1525703027	unserved	1	2	⚠ Feature Not Reporting	07/03/19
CKM00190202478	n1669301u-spb	4.5.1.108	unserved	1	2	⚠ Feature Not Reporting	07/01/19

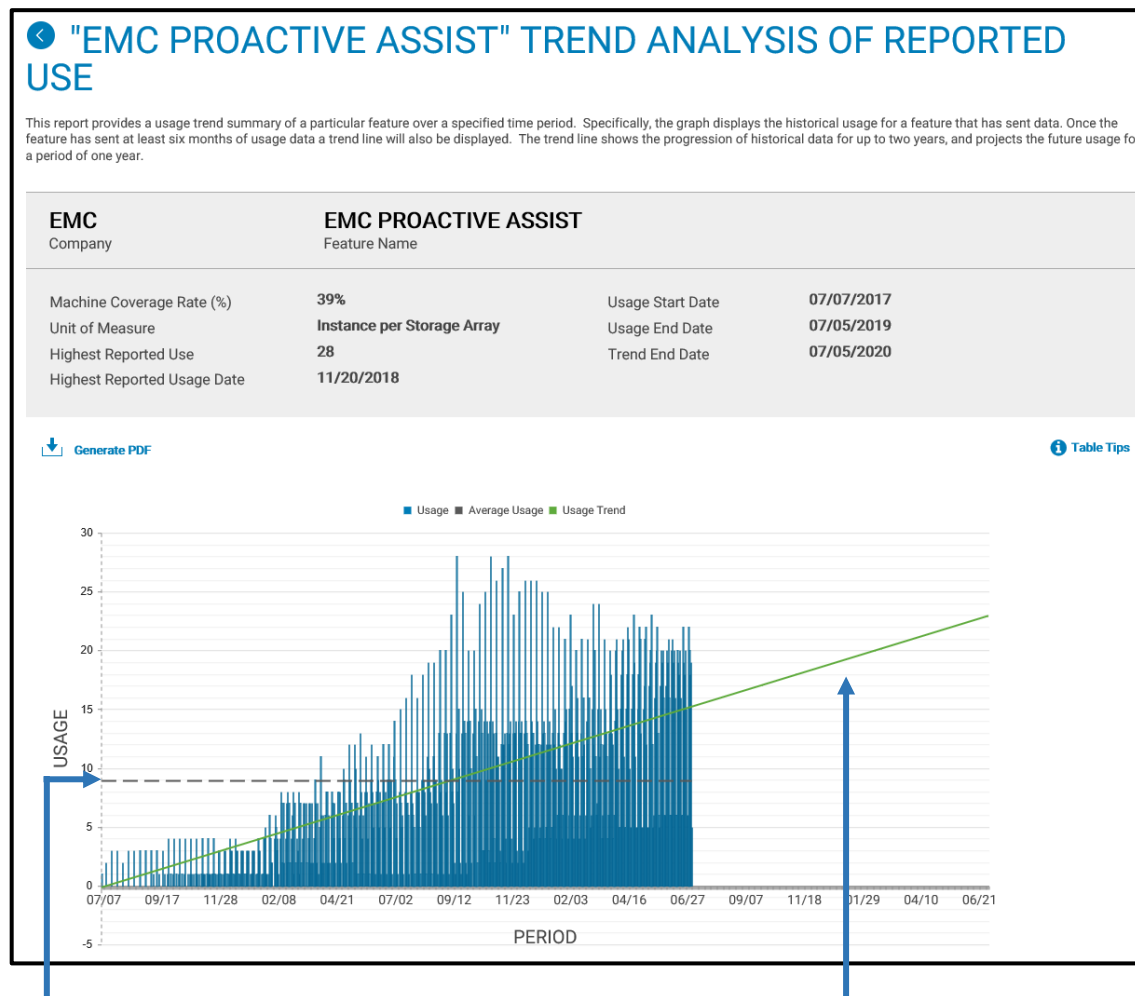> **Click Export to download the data in a CSV format.**
> **Click Upload Usage Data to upload software usage data from EUI-Lite to compare the data against the associated entitlement information.**
> > *Note: This feature applies only to Dark-site customers, contact the Worldwide Licensing Support team 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.**

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	EMC UNITY	N1669301U-	View Usage report for:
Company	Product Line	SPB	07/05/19
		System Reporting	

Machine Name	CKM00190202478	Software ID	CKM00190202478
Software Version	4.5.1.108	Serial Number	CKM00190202478
Type	unserved		

1 - 10 of 18 items   « ‹ **1** **2** › »

⬇ **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.

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).

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.

Click **Show Product Hierarchy** to view any available product hierarchs.

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.

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

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.

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.

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**.

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.

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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	A new window will open where you can create a service request. For an optimal experience, include the following information in the service request: 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. Any missing information from the list above might delay the processing of the service request.
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.
   a. "Select Application" – select **Electronic Licensing Management System**
   b. "Select Category (Level1)" – select **Powerlink Licensing/Software Licensing Central**
   c. "Select Subcategory (Level 2)" – select **EMC Tech Support**

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

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.

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.