



TLA/VSLA Help Guide

License Activation, Reporting, and Downloads

May 2018

ABSTRACT

This Help Guide describes the end-to-end process for accessing Software Licensing Central, activating an entitlement, viewing an activation certificate, reviewing TLA/VSLA reports, and downloading binaries. In addition, instructions for obtaining support and references for further reading are provided.

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Dell EMC Software Licensing Central

Software Licensing Central is the Dell EMC centralized self-service portal for customers and partners. The portal provides functionality to activate Dell EMC hardware and software, manage licensing and entitlement details, view usage intelligence data, and report on licenses, entitlements, and enterprise agreements.

To obtain additional information on Software Licensing Central, refer to the Frequently Asked Questions (FAQ) feature found within the Help menu on Software Licensing Central.

Accessing Software Licensing Central

You can access Software Licensing Central one of two ways: from a link within your Dell EMC License Authorization Code (LAC) letter or from the Dell EMC Online Support page.

Accessing Software Licensing Central from the LAC Letter Email

The LAC letter, which provides your specific TLA or VSLA LAC, contains a link which will bring you into Software Licensing Central via the Dell EMC Account Login page. In the 'Activating Your Software' section of the LAC letter email, click the **Click here** link.

SOFTWARE LICENSING CENTRAL

Site Name:

To view this letter in other languages, go to the bottom of this message for more information. [\(Japanese日本語 \)](#) [\(Chinese中国語 \)](#) [\(Korean한국어 \)](#)

Dear Dell EMC Customer,

Thank you for choosing Dell EMC software. Your Dell EMC Software License Authorization Code (LAC) is **CYYFD82HF1NFMX86HMMN**. You must redeem this LAC for license keys to activate your software. Protect your LAC like you would any other license key to prevent anyone from improperly activating your software.

Activating Your Software

1. [Click here](#) or copy and paste the following URL (https://licensing-tstui.emc.com/deeplink/CYYFD82HF1NFMX86HMMN?TARGET_TAGS=) into a web browser to activate your entitlements.
2. You will be prompted to log in. (New users should follow the new member registration steps.)
3. Follow the on-screen instructions.

Downloading Your Software

1. [Click here](#) or copy and paste the following URL (<https://ngtest-ci1.emc.com/downloads/>) into a web browser to download your software.
2. You will be prompted to log into the Dell EMC Online Download Service Center (New users should follow the new member registration steps).
3. Enter the product name in the search field to find the software you wish to download.

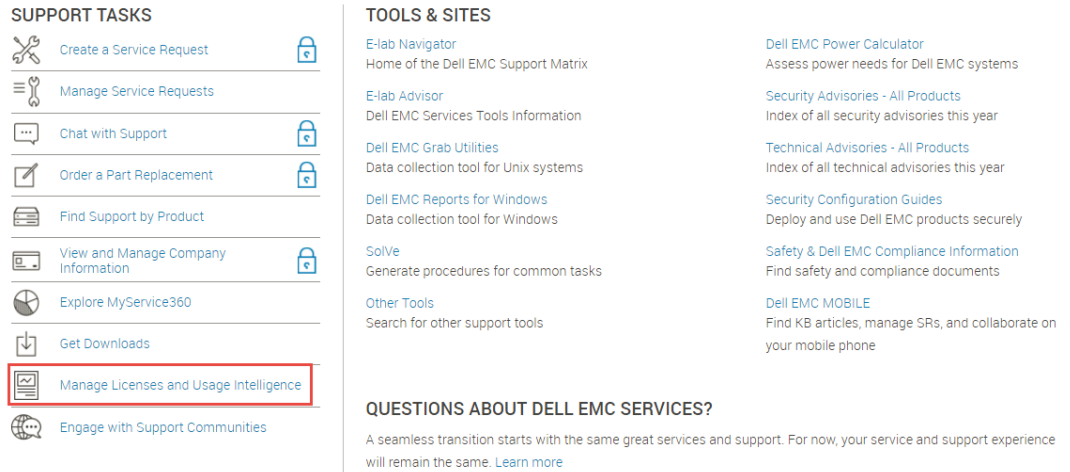
License Authorization Code: CYYFD82HF1NFMX86HMMN

Product #	Title	Quantity	Subscription Start	Subscription End
456-TES-005	TeS - Test Part 5	3		

The link will take you directly into the appropriate Activation Wizard.

Accessing Software Licensing Central from Dell EMC Online Support

Dell EMC Online Support is Dell EMC's main password-protected support portal. After logging in, on the **SUPPORT** page click **Manage Licenses and Usage Intelligence**, as shown below.



The screenshot displays the Dell EMC Online Support portal interface. On the left, under the 'SUPPORT TASKS' heading, there is a list of tasks. The task 'Manage Licenses and Usage Intelligence' is highlighted with a red rectangular box. To the right of this list, under the 'TOOLS & SITES' heading, there are several links and descriptions for various tools and resources. At the bottom right, there is a section titled 'QUESTIONS ABOUT DELL EMC SERVICES?' with a brief description and a 'Learn more' link.

SUPPORT TASKS

- Create a Service Request
- Manage Service Requests
- Chat with Support
- Order a Part Replacement
- Find Support by Product
- View and Manage Company Information
- Explore MyService360
- Get Downloads
- Manage Licenses and Usage Intelligence**
- Engage with Support Communities

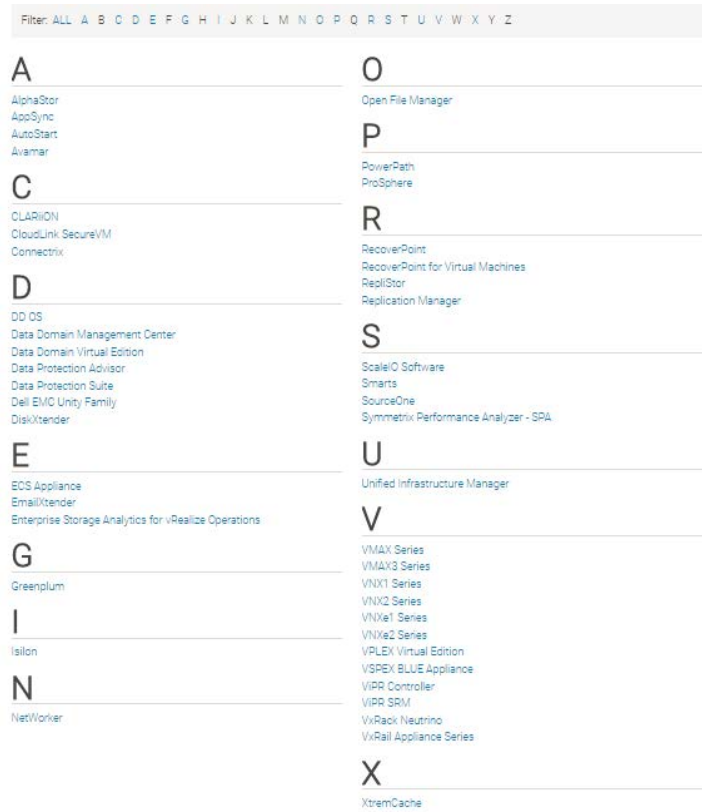
TOOLS & SITES

- E-lab Navigator**
Home of the Dell EMC Support Matrix
- E-lab Advisor**
Dell EMC Services Tools Information
- Dell EMC Grab Utilities**
Data collection tool for Unix systems
- Dell EMC Reports for Windows**
Data collection tool for Windows
- Solve**
Generate procedures for common tasks
- Other Tools**
Search for other support tools
- Dell EMC Power Calculator**
Assess power needs for Dell EMC systems
- Security Advisories - All Products**
Index of all security advisories this year
- Technical Advisories - All Products**
Index of all technical advisories this year
- Security Configuration Guides**
Deploy and use Dell EMC products securely
- Safety & Dell EMC Compliance Information**
Find safety and compliance documents
- Dell EMC MOBILE**
Find KB articles, manage SRs, and collaborate on your mobile phone

QUESTIONS ABOUT DELL EMC SERVICES?

A seamless transition starts with the same great services and support. For now, your service and support experience will remain the same. [Learn more](#)

On the Manage Licenses page, select a product family from the list to launch the corresponding license management application.



License Activation

The Activation Wizard

An Activation Wizard is used to activate your software. Software Licensing Central utilizes two Wizards for activation: one Wizard performs the standard activation process; a second Wizard allows you to perform the Activate-by-File process. In either case, the Wizard provides a simple, intuitive and dynamic step-by-step flow to complete the activation process.

This section walks through the following five steps of the standard Activation Wizard:

Step 1: Select Available Products to Activate

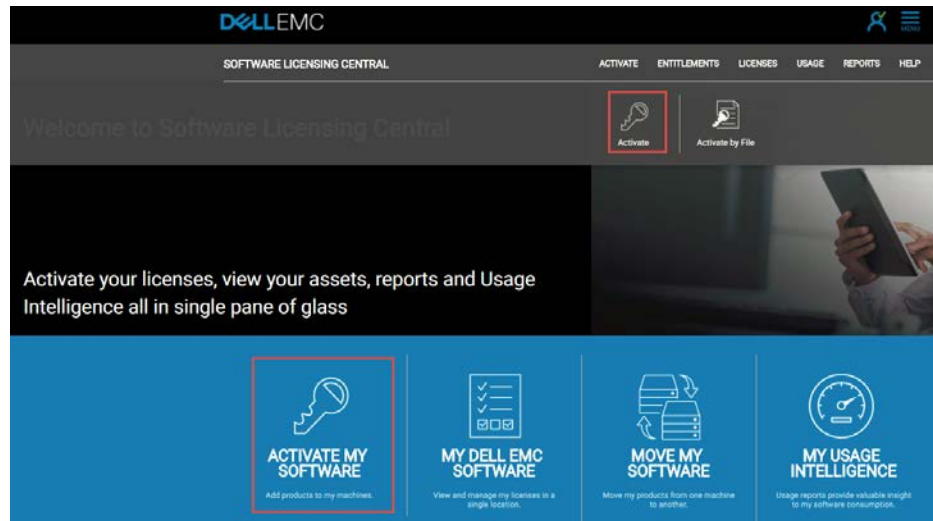
Step 2: Select a Machine

Step 3: Enter Product Quantities & Machine Details

Step 4: Review Your Selections

Step 5: Activation Complete

This Activation Wizard can be accessed from the Software Licensing Central home page **Activate** menu or by selecting **ACTIVATE MY SOFTWARE**. You can also access it by applying your LAC letter link.



Search for Products


A search is typically performed to begin the activation process. The LAC is the most commonly used search criteria. LACs are delivered through a LAC letter email, sent as the result of fulfilling your software order. For Transformational License Agreements (TLAs) and Volume Software License Agreements (VSLAs), the LAC starts with “TLA” or “VSLA”, respectively.

Note: Enterprise License Agreements (ELAs) were rebranded as TLAs in the fall of 2015. ELAs entered into prior to this date will retain the “ELA” prefix in the LAC.


If you would like to search on a field other than LAC, Sales Order Number, or Product Line, additional search attributes are displayed when you click the “Advanced Search” link. For assistance performing your search, you can access the “Search Tips” to read about the wildcard search and sorting features.

Upon entering your search criteria and clicking the **SEARCH** button, you are taken to step 1 of the Activation Wizard.

Home


 **ACTIVATE**

Before you start: The Software Activation Wizard allows you to activate your product(s) to a machine. Note that products are activated to one machine per transaction. Therefore, if you would like to activate to more than one machine, then you must complete the Activation Wizard separately for each machine.

SEARCH FOR PRODUCTS  Search Tips

License Authorization Code (LACs)


Enter LAC or Serial Number



Sales Order #

Product Line

Start typing a Product Line...

 Advanced Search

SEARCH


Step 1: Select Available Products to Activate

This step is used to select the available products and features that you want to activate. Note that only products with an available quantity display.

Once the products you want to activate have been selected, click the **START THE ACTIVATION PROCESS** button.

Note that at any point before step 5, you can click the **BACK** button to go back to a prior step. Alternatively, you can click **CANCEL** or “Start Over” to go all the way back to the product search page.

Home Activate

 **ACTIVATE**

Start Over

1 SELECT PRODUCTS

...

REVIEW

COMPLETE

Your Selected Products

You can only activate either software products or hardware products in a single transaction.


STEP 1: SELECT AVAILABLE PRODUCTS TO ACTIVATE

2 product(s) found

View by





LAC

PRODUCT LINE

Show Product Hierarchy 

LAC: TLA390002609

Site: 4289380 ISABELS DELI 123 S MAIN ST BETHESDA OH US 43719

Select All	Products	Total	Available
PRODUCT LINE : Symmetrix			
<input type="checkbox"/>	<div> VMAX10K FAST VP IN ELA PKG NON-SATA=CB Product # 456-108-932</div> 	overdraft allowed	3 overdraft allowed
<input type="checkbox"/>	<div> VMAX10K FAST VP IN ELA PKG SATA=CB Product # 456-108-933</div> 	overdraft allowed	3 overdraft allowed

BACK

CANCEL

START THE ACTIVATION PROCESS

Step 2: Select a Machine

This step is used to select the machine on which you want to activate your software. There are two options—searching for and selecting an existing machine or adding a new machine.

Searching for an Existing Machine

To view a list of all available machines, click the **SEARCH** button in the Search Machines section. If a large number of machines exist, you can use the search criteria to filter the list of machines.

Once you locate and select your machine, click **NEXT: ENTER DETAILS**.

Adding a New Machine

If you do not find the machine you are looking for, then you can add a new machine to proceed to the next step.

In the example below, we are choosing a machine called “04251”. If you wish to add a new machine, then the machine name is user-defined. In either case, the machine name can be used to identify the machine in future searches.

After the machine name is entered or chosen, click **SAVE MACHINE & CONTINUE TO NEXT STEP**.

Home > Activate

ACTIVATE

Start Over

- ✓ SELECT PRODUCTS
- 2 SELECT A MACHINE**
- 3 ENTER DETAILS
- 4 REVIEW
- 5 COMPLETE

STEP 2: SELECT A MACHINE

SEARCH MACHINES ? Search Tips

% = supports partial search criteria

% Machine Name

% Locking ID

Product Line

+ Advanced Search

SEARCH

OR

ADD A NEW MACHINE

Don't see the machine you need?
Add a new machine here.

Machine Name ?

SAVE MACHINE & CONTINUE TO NEXT STEP

Step 3: Enter Product Quantities & Machine Details

In this step, you enter the quantities to activate and provide the machine details used to generate a key. The machine details section is dynamic and only requests details related to the products being activated. If you need assistance with entering the machine details (previously referred to as “Locking IDs”), click the **Machine Details FAQ** link.

After you have entered the product quantities and machine details, click the **NEXT: REVIEW** button to proceed to step 4.



← Start Over

✓ SELECT PRODUCTS

✓ SELECT A MACHINE

3 ENTER DETAILS

4 REVIEW

5 COMPLETE

STEP 3: ENTER PRODUCT QUANTITIES & MACHINE DETAILS

Products	Installed	Available	Quantity to Activate ? <input type="checkbox"/> Prefill All Available Quantities
PRODUCT LINE: Symmetrix			
VMAX10K FAST VP IN ELA PKG NON-SATA=CB Product # 456-108-932	0	3 overdraft allowed	<input type="text" value="1"/>

ENTER MACHINE DETAILS [Machine Details FAQ](#)

* = field is required

Machine Name 04251 | [View Summary](#) | [Change Machine](#)

*Symm Serial Number

< BACK X CANCEL

NEXT: REVIEW >

Step 4: Review Your Selections

Next is the review step, which provides a preview of the products to be activated. From here, you can link to any of the previous steps to make any necessary changes.

You may also provide additional email addresses to which to send the license keys or enter notes to be saved against the transaction.

Once you click the blue **ACTIVATE** button, the system generates the license keys.

Home > Activate

ACTIVATE

[Start Over](#)

✓ SELECT PRODUCTS

✓ SELECT A MACHINE

✓ ENTER DETAILS

4 REVIEW

5 COMPLETE

STEP 4: REVIEW YOUR SELECTIONS

The following product(s) will be activated on Machine **04251** at Site:
4289380 ISABELS DELI 123 S MAIN ST BETHESDA OH US 43719 (License Site Number: 132249908).

[Change Products](#) | [Change Machine](#) | [Change Quantities](#)

Products	Total	Quantity to Activate
PRODUCT LINE: Symmetrix		
VMAX10K FAST VP IN ELA PKG NON-SATA=CB Product # 456-108-932	Unlimited	1

License key files will be emailed to customer@demo.com.

[Email to more people](#)

[Add notes to this transaction](#)

[< BACK](#)
[X CANCEL](#)
[ACTIVATE >](#)

Step 5: Activation Complete

The final step in the Activation Wizard is the Complete step. Here you can download or view the license keys that were generated. Note that some keys may be generated in an offline process and will not be immediately available.

Note: You must apply the keys in your environment for the software to be fully licensed for use.

Home > Activate

ACTIVATE

[Activate More Products](#)

✓ SELECT PRODUCTS

✓ SELECT A MACHINE

✓ ENTER DETAILS

✓ REVIEW

5 COMPLETE

STEP 5: ACTIVATION COMPLETE

You must install all license keys to enable use of your product(s).

1 product(s) have been activated on Machine **04251**.
License key files have been emailed to customer@demo.com

[PRINT CERTIFICATE](#) | [VIEW CERTIFICATE](#)

YOUR NEW KEY FILE(S) ARE LISTED BELOW:

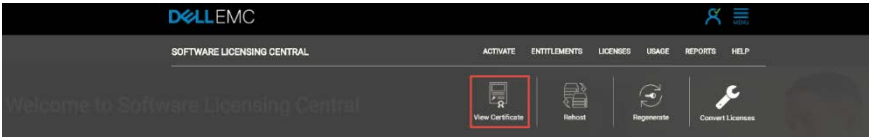
PRODUCT LINE: Symmetrix	
SAVE TO FILE	View License Key

[HOME](#)
[ACTIVATE MORE PRODUCTS](#)

Viewing Activation Certificates

View Certificate provides a view of all the products activated on a machine. The certificate is also where you can view and access your license keys.

View Certificate is an option within the **LICENSES** menu.



Search for Certificates

To view an activation certificate, you first need to search for a machine. There are many ways to perform this search, but the most common are by the LAC, machine name, or Locking ID.

Advanced search criteria are also available and for some customers, a “View All Certificates” button displays.

4 Home

SEARCH FOR CERTIFICATES [Search Tips](#)

The certificate for a machine is a record of the installed Dell EMC products. The certificate allows you to manage the installed products (e.g., retrieve keys, rehost, regenerate) and displays all activity that has occurred on the machine.

All fields are optional
% = supports partial search criteria

License Authorization Code (LAC) ?

Machine Name

Locking ID

Software ID ?

[Advanced Search](#)

SEARCH

From the View Certificate results page, find the certificate that you are looking for, and then click the **VIEW** button. This will take you to the certificate details.

VIEW A CERTIFICATE

1-2 of 2 certificates

Certificate	Machine Name	Locking ID	Product Line
VIEW <small>Select an action</small>	04281 Edit	0123456789abcde AA999999999	ScaleIQ Symmetrix
VIEW <small>Select an action</small>	1901 Edit	HL201945632	Symmetrix

Certificate Details

The top section displays the certificate ID and provides quick links to Rehost and Regenerate, if applicable. Also available are the Print Certificate and Email Certificate features.

The certificate also provides tabs with the following functionalities:

- **Keys** - view and save any of the keys on the machine

- **Products** – view a summary of all the products and quantities activated on the machine
- **Software IDs** – view software IDs that have been generated for each product on the machine
- **Ownership** – view the company, sites, and users associated with the machine
- **Activity** – view all transactions that have occurred on the machine and by whom

Home Search for Certificates

CERTIFICATE – 04251



REHOST



REGENERATE



PRINT CERTIFICATE



EMAIL CERTIFICATE

KEYS

PRODUCTS

SOFTWARE IDS

OWNERSHIP

ACTIVITY

MACHINE NAME

04251

LOCKING IDS

Symm Serial Number

AA999999999

ScaleIO Installation ID

0123456789abcdde

Home Search for Certificates

CERTIFICATE – 04251



REHOST



REGENERATE



PRINT CERTIFICATE



EMAIL CERTIFICATE

KEYS

PRODUCTS

SOFTWARE IDS

OWNERSHIP

ACTIVITY

PRODUCTS ASSOCIATED WITH THIS CERTIFICATE

Product Line	Product Family	Total Quantity	Activation Type	Lowest Move Count
ScaleIO	ScaleIO	1	Permanent activation type	5
Symmetrix	ELA FAST Suite Non-Sata 10K WW=CB	1	Permanent activation type	5

Home Search for Certificates

CERTIFICATE – 04251



REHOST



REGENERATE



PRINT CERTIFICATE



EMAIL CERTIFICATE

KEYS

PRODUCTS

SOFTWARE IDS

OWNERSHIP

ACTIVITY

SOFTWARE IDS ASSOCIATED WITH THIS CERTIFICATE

There are no software IDs associated with this certificate.

[Home](#) > [Search for Certificates](#)

← CERTIFICATE – 04251

[REHOST](#) | [REGENERATE](#)
[PRINT CERTIFICATE](#) [EMAIL CERTIFICATE](#)

KEYS	PRODUCTS	SOFTWARE IDS	OWNERSHIP	ACTIVITY
REGISTERED COMPANY <p>The registered company is the end customer for the activated products on this certificate.</p> <p>ISABELS DELI - P4289380 123 MAIN ST BETHESDA, 20884 UNITED STATES</p>				
REGISTERED USERS ASSOCIATED WITH THIS CERTIFICATE <p>XXXX189296.1 XXXX189296.1 123 MAIN ST BETHESDA, 20884 UNITED STATES EMAIL: XXXXAW19.1@GMAIL.COM</p>				

[Home](#) > [Search for Certificates](#)

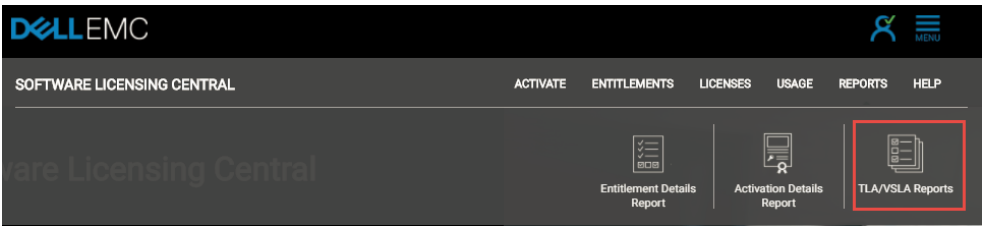
← CERTIFICATE – 04251

[REHOST](#) | [REGENERATE](#)
[PRINT CERTIFICATE](#) [EMAIL CERTIFICATE](#)

KEYS	PRODUCTS	SOFTWARE IDS	OWNERSHIP	ACTIVITY	
1 - 4 of 4 activities on this certificate					
Date	Product Line	Product Family	Product Number	Action	Detail
2018-04-13 14:16:59				Activation Serial Number Disabled	Activation Serial Number
2018-04-13 14:16:59	Symmetrix	ELA FAST Suite Non-Sata 10K WW=CB	456-108-932	Activated	Quantity
2016-04-25 21:56:24				Activation Serial Number Creation	Activation Serial Number
2016-04-25 21:56:23	ScaleIO	ScaleIO	456-110-970	Activated	Quantity

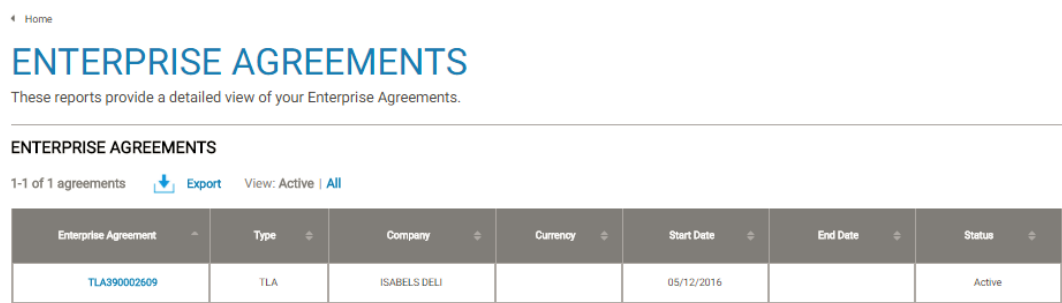
TLA/VSLA Reporting

The TLA/VSLA reports provide a detailed view of your Enterprise Agreements and are accessible from the **REPORTS** menu.



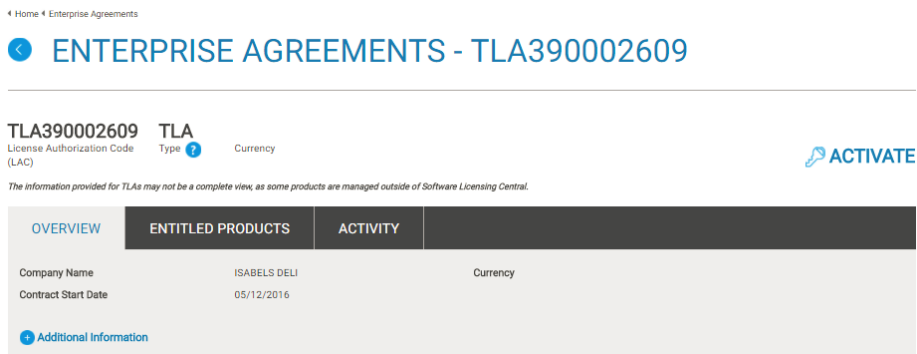
Note that users do not automatically have access to this reporting. You must contact the Dell EMC Worldwide Licensing Support team to request access to each specific ELA, TLA, or VSLA. Your request may be subject to an approval process.

After you have been granted access, all ELAs, TLAs and VSLAs associated with your email address will be displayed, as shown below.



Click a specific Enterprise Agreement to display additional details.

The top section displays the most common fields associated with your enterprise agreement.



The three tabs provide additional information as follows:

- **Overview** – contract start and end dates, the Sales Order Number, the Purchase Order Number, and a summary of the product activation details.

- **Entitled Products** – entitled products and quantities
- **Activity** – all transactional activity

Home Enterprise Agreements

ENTERPRISE AGREEMENTS - TLA390002609

TLA390002609 TLA
License Authorization Code Type Currency
(LAC)



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	ISABELS DELI	Currency	
Contract Start Date	05/12/2016		
Additional Information			
Dell EMC Sales Order #	390002609	Customer Purchase Order #	Test ELA_009
Dell EMC Contract #			

PRODUCT ACTIVATION SUMMARY

1-2 of 2 activated products [Export](#) [Show Product Hierarchy](#)

Product Line	Product #	Product Name	Quantity Contracted	Quantity Activated	Quantity Overdraft
Symmetrix	456-108-932	VSL3-000-507: ELA VNX2 EVENTS AND RETENTION SUITE-E-IC 456-108-932: VMAX10K FAST VP IN ELA PKG NON-SATA-CB	5	3	0
Symmetrix	456-108-933	456-108-933: VMAX10K FAST VP IN ELA PKG SATA-CB	5	2	0

TLA390002609 TLA
License Authorization Code Type Currency
(LAC)



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	
ENTITLED PRODUCTS ASSOCIATED WITH THIS AGREEMENT			
1-2 of 2 entitled products Export			
Product Line	Product #	Product Name	Quantity Contracted
Symmetrix	456-108-932	VMAX10K FAST VP IN ELA PKG NON-SATA-CB	5
Symmetrix	456-108-933	VMAX10K FAST VP IN ELA PKG SATA-CB	5

ENTERPRISE AGREEMENTS - TLA390002609

TLA390002609
License Authorization Code
(LAC)

TLA
Type Currency



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

ACTIVITY ASSOCIATED WITH THIS AGREEMENT

1-3 of 3 transactions



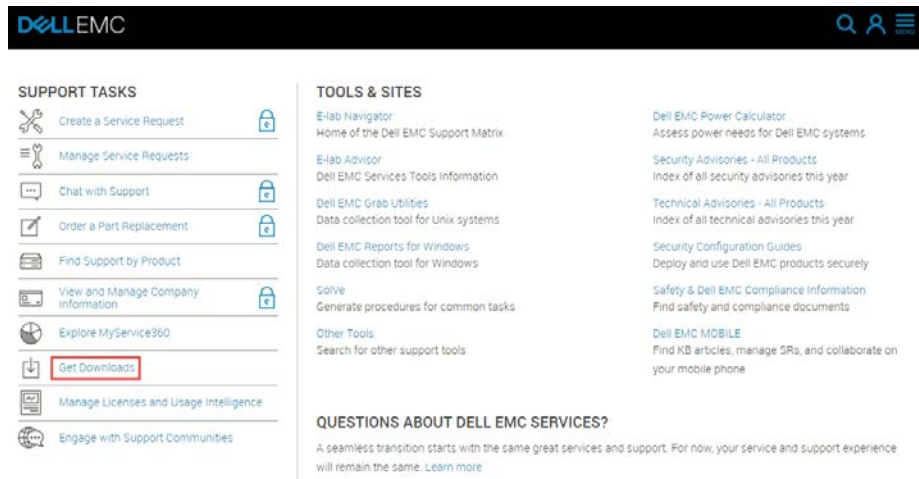
Export

Date Activated	Product Line	Product #	Product Name	Quantity Activated	Updated By	Notes
04/13/2018	Symmetrix	456-108-932	VMAX10K FAST VP IN ELA PKG NON-SATA-CB	1	xxxxSystem xxxxAdmin	
08/08/2016	Symmetrix	456-108-932	VMAX10K FAST VP IN ELA PKG NON-SATA-CB	2	Agarwalla Juhi	
08/08/2016	Symmetrix	456-108-933	VMAX10K FAST VP IN ELA PKG SATA-CB	2	Agarwalla Juhi	

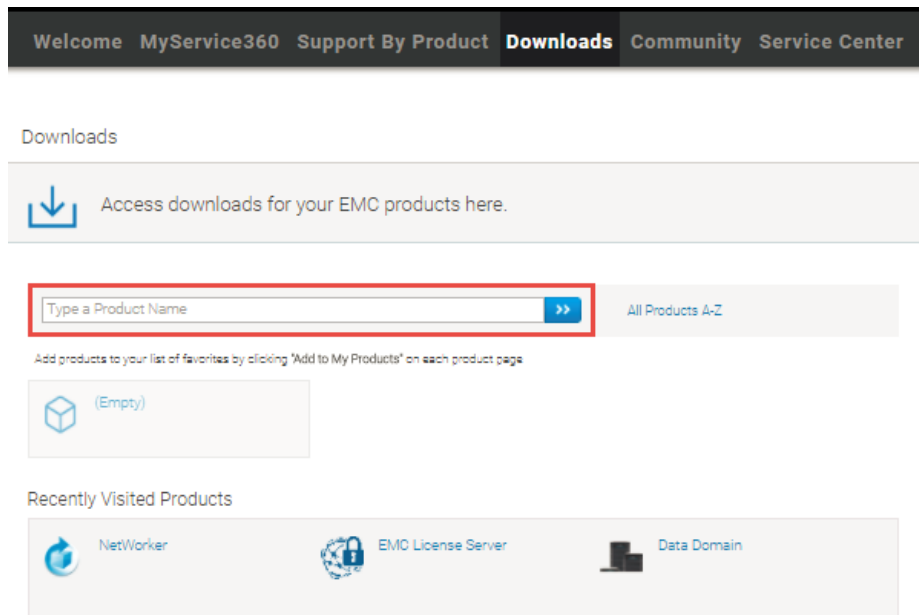
Downloading Software Binaries


You can download software binaries from Dell EMC Online Support.

1. Go to <https://support.emc.com>.
2. From the **SUPPORT TASKS** tab, click **Get Downloads**.



3. On the **Downloads** landing page, in the **Type a Product Name** text field, begin typing the name of the product that you are attempting to locate.



4. Select the product, and then click the blue arrow button  to begin the search.

How do I download a file?

From a given product downloads page, click the title of the filename to start the download. You will be prompted to either open or save the file.

Can I download multiple files at once?

To download multiple files from a given product's downloads page, click the title of each file that you want to download.

Why do I see a 'lock' icon next to some downloads?

A 'lock' icon displayed next to a download indicates that you do not have download privileges for that item. Click the lock icon to request access for the given download.

Where do I go for questions regarding downloads?

For additional assistance with downloads, go to: <https://support.emc.com/servicecenter/contactEMC/>. Here you can either chat with the support team live or create a service request.

Support

How do I contact Licensing Support?

If you have any questions about your Dell EMC order, contact your Dell EMC Sales Account Representative or your Authorized Reseller.

To obtain support for Dell EMC eLicensing, contact the Dell EMC Worldwide Licensing Support team using one of the following methods:

- Visit <https://support.emc.com/servicecenter/> to:
 - Log in to the Service Center for support.
 - Use the Live Chat between the hours of 12:00 AM EST Monday to 11:59 PM EST Friday. The chat team will assist you and create a Service Request for you.
- Contact the Dell EMC live support team by calling:
 - US Toll Free 800-782-4362 and selecting option 4. This team is available 24/7 for your convenience.
 - International Toll Free numbers found at <http://www.emc.com/collateral/contact-us/h4165-csc-phonelist-ho.pdf>.

Note: To expedite your request, be prepared to provide the following information: Your email address and either your LAC or your Sales Order number.

References

Following is a list of Help Guides for Software Licensing Central, which provide more details about several of the topics discussed in this Help Guide. All of these guides can be accessed via the Software Licensing Central Help menu.

- *Activation Guide*
- *Entitlements Guide*
- *View Certificate Guide*
- *TLA and VSLA Reporting Guide*