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.

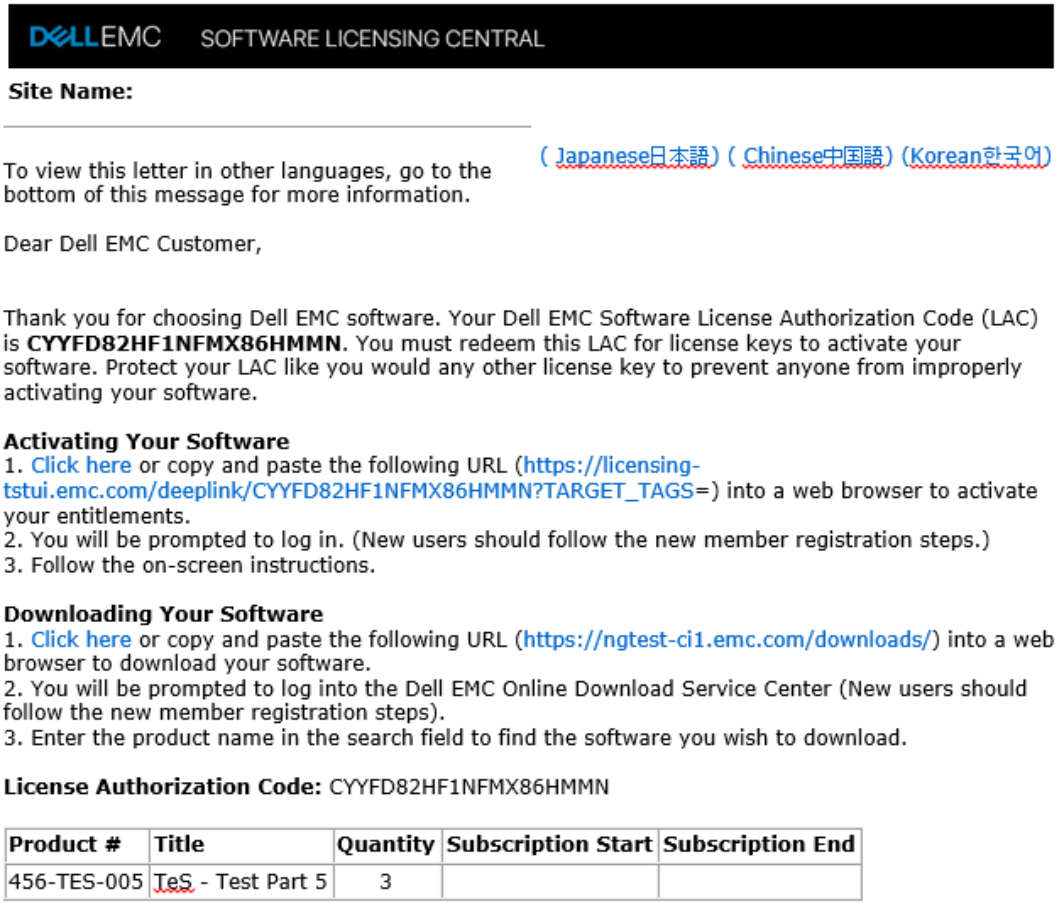
To obtain additional information on Software Licensing Central, refer to the Frequently Asked Questions (FAQ) feature found within the Help menu on Software Licensing Central.

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.



DELL EMC 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.

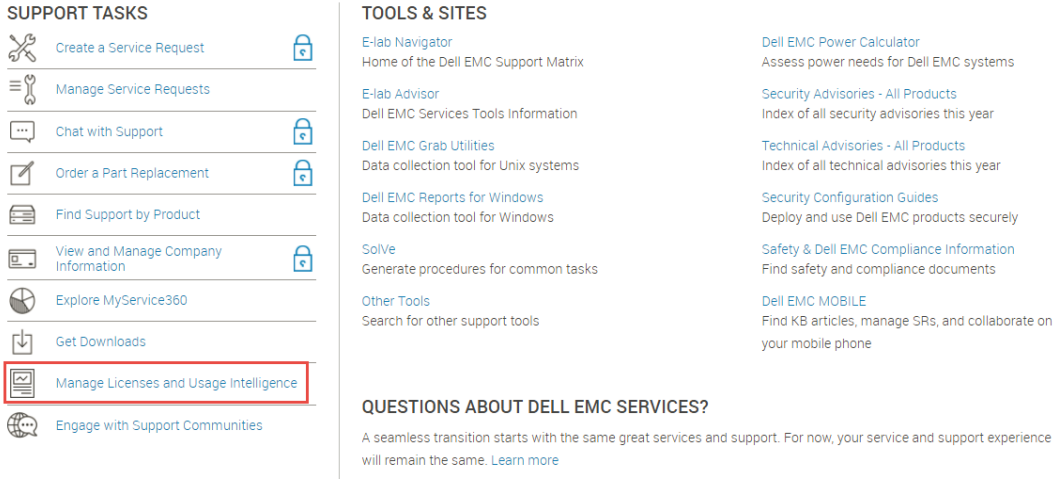
License Authorization Code: CYYFD82HF1NFMX86HMMN

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

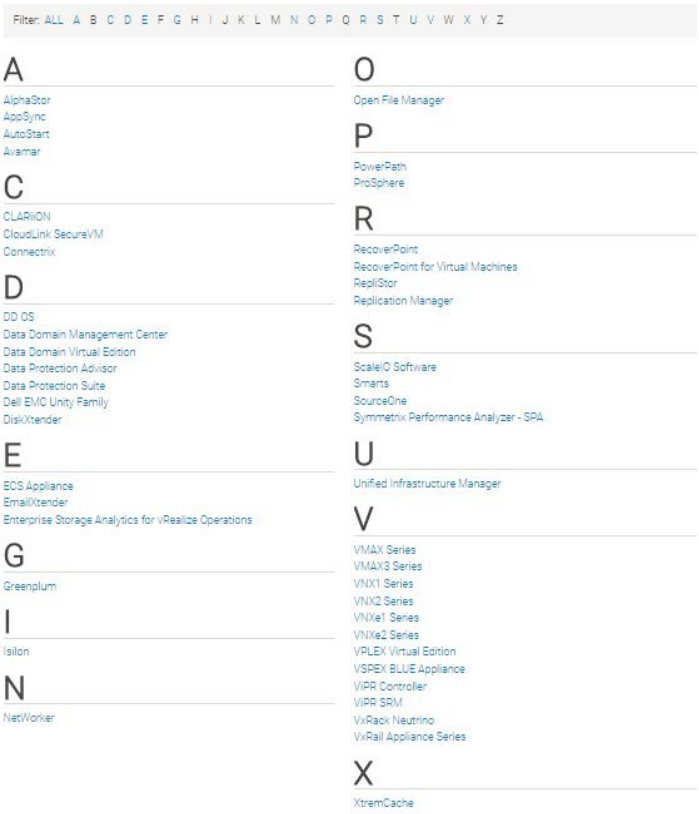
The link will take you directly into the appropriate Activation Wizard.

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.



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

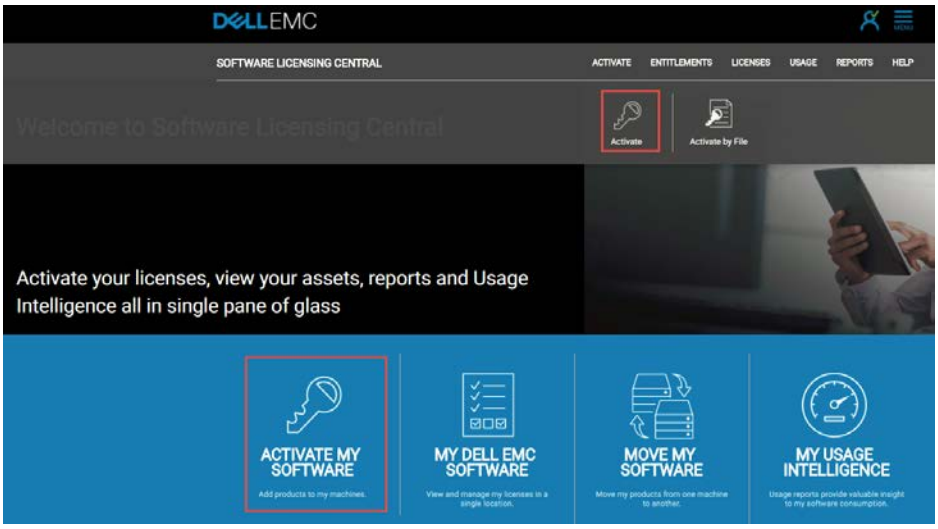
Step 2: Select a Machine

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.



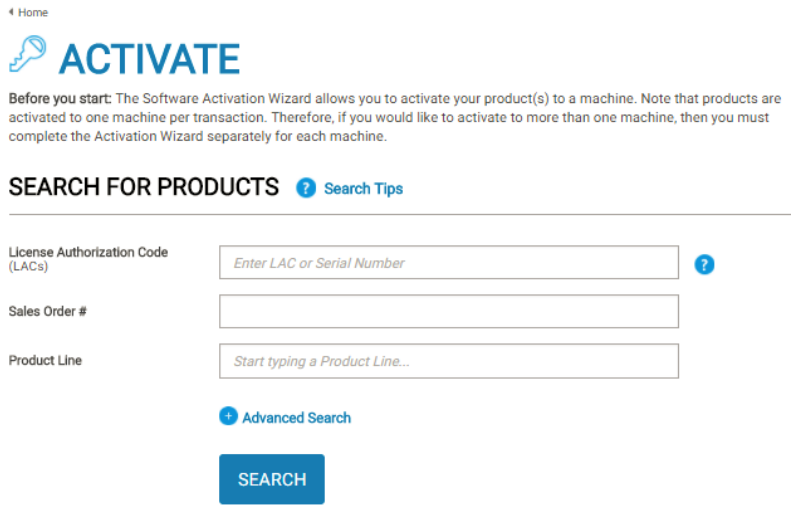
Search for Products

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.

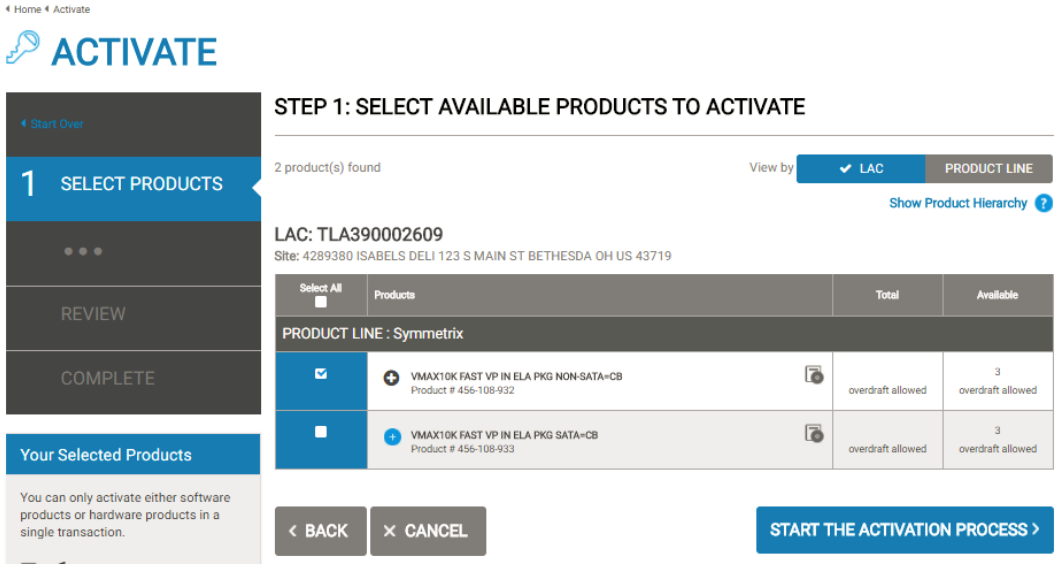


Step 1: Select Available Products to Activate

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.



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.

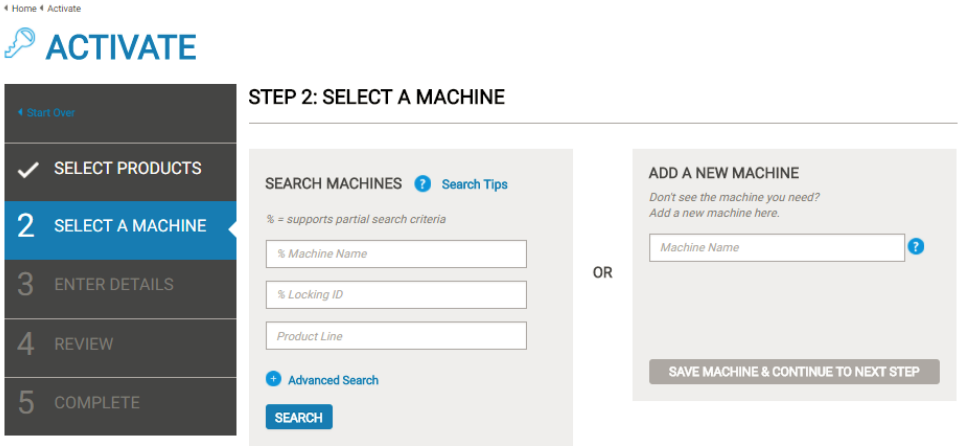
Once you locate and select your machine, click **NEXT: ENTER DETAILS**.

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.

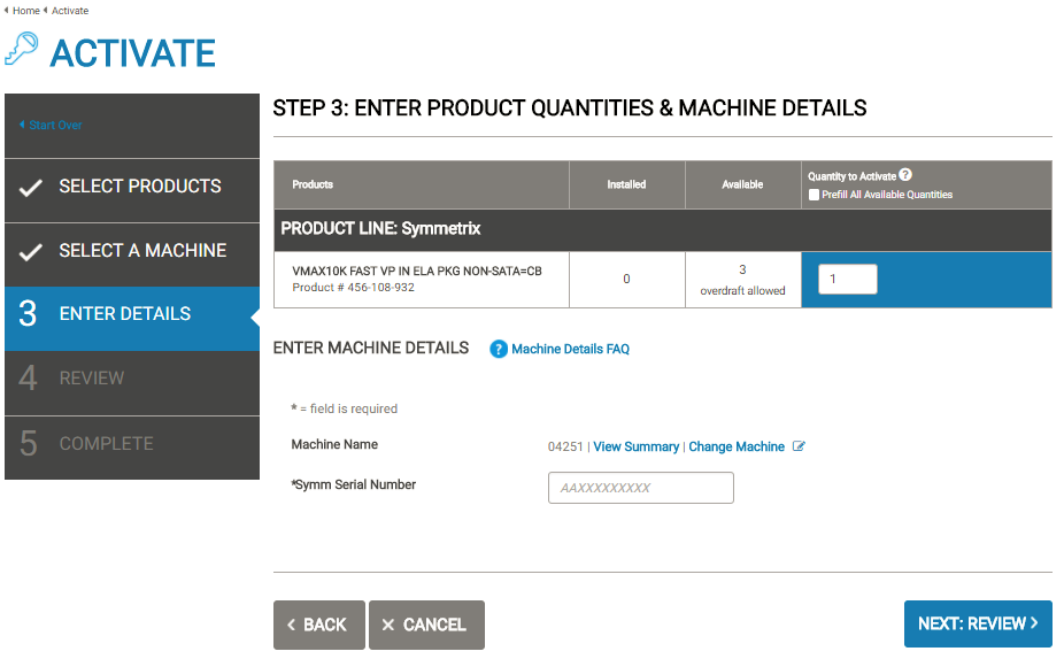
After the machine name is entered or chosen, click **SAVE MACHINE & CONTINUE TO NEXT STEP**.



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.

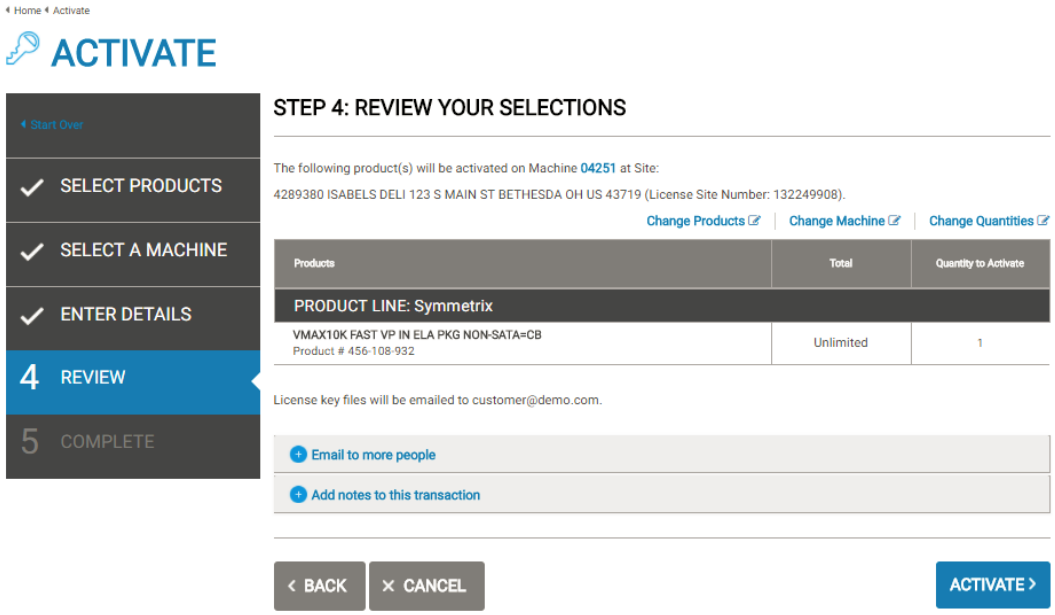

Home Activate
ACTIVATE
Start Over
SELECT PRODUCTS
SELECT A MACHINE
3 ENTER DETAILS
4 REVIEW
5 COMPLETE
STEP 3: ENTER PRODUCT QUANTITIES & MACHINE DETAILS
Products
Installed
Available
Quantity to Activate
Prefill All Available Quantities
PRODUCT LINE: Symmetrix
VMAX10K FAST VP IN ELA PKG NON-SATA=CB
Product # 456-108-932
0
3
overdraft allowed
1
ENTER MACHINE DETAILS
Machine Details FAQ
* = field is required
Machine Name
04251 | View Summary | Change Machine
*Symm Serial Number
AAXXXXXXXXX
BACK
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.

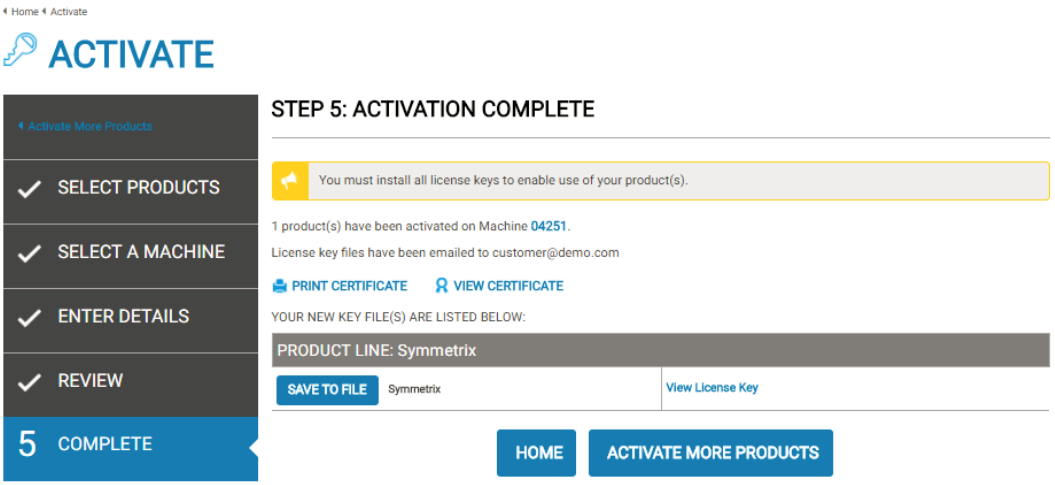
Once you click the blue **ACTIVATE** button, the system generates the license keys.



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.

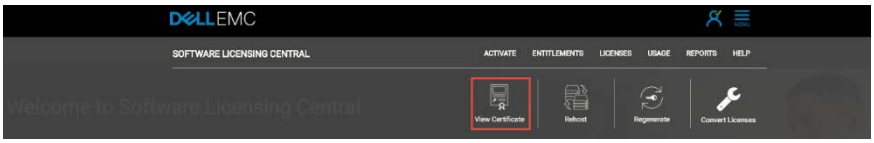
Note: You must apply the keys in your environment for the software to be fully licensed for use.



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.

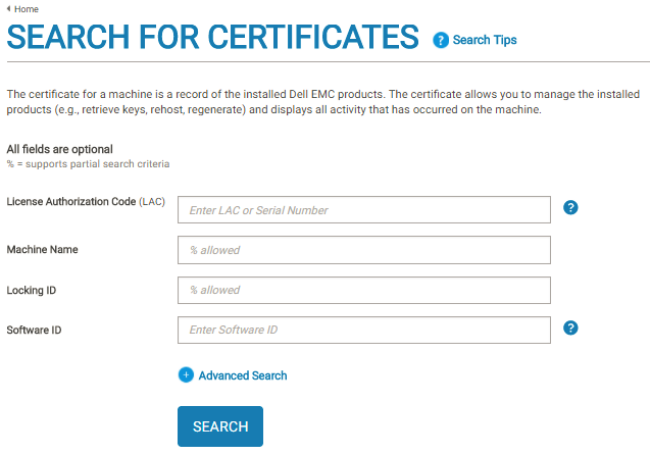
View Certificate is an option within the **LICENSES** menu.



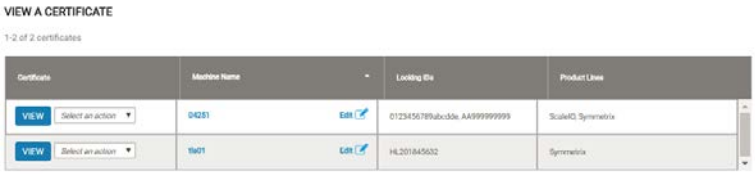
Search for Certificates

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.



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.



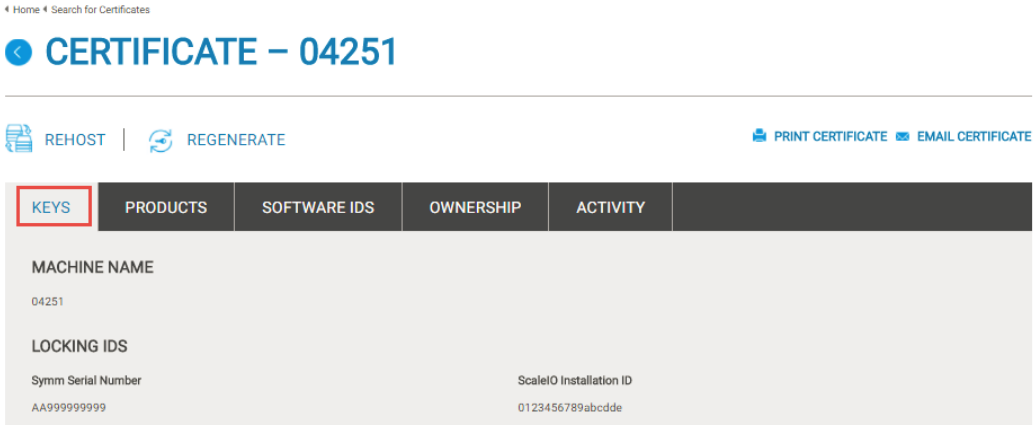
Certificate Details

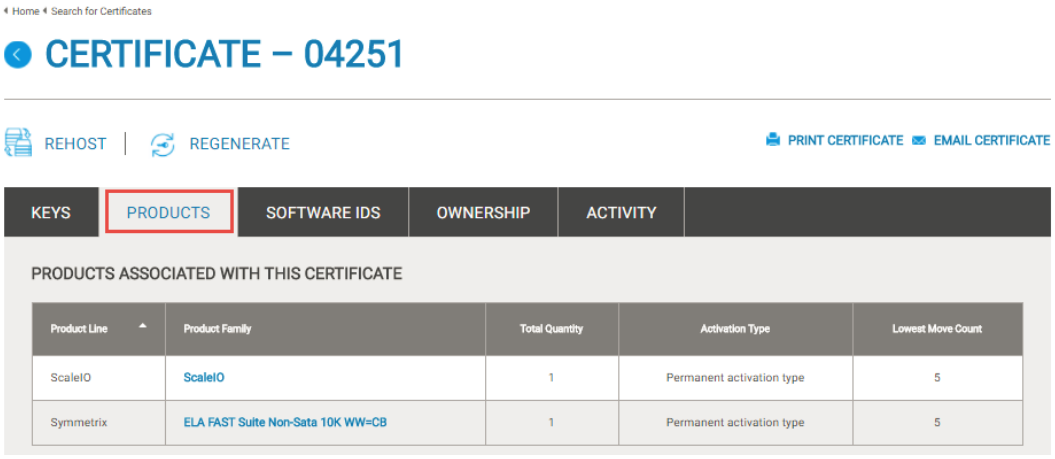
The top section displays the certificate ID and provides quick links to Rehost and Regenerate, if applicable. Also available are the Print Certificate and Email Certificate features.

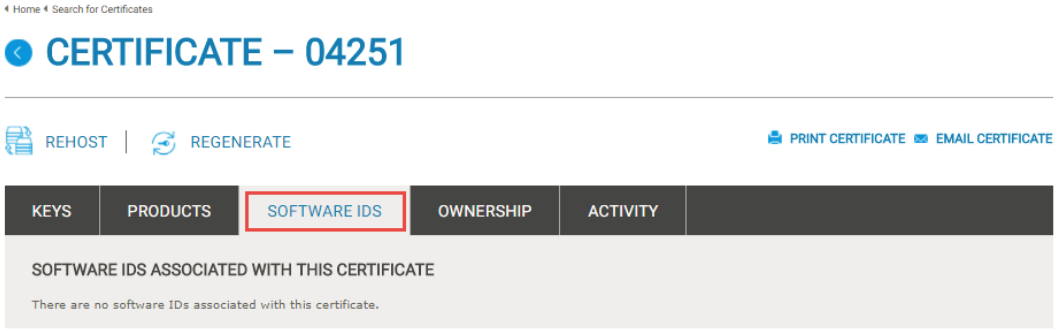
The certificate also provides tabs with the following functionalities:

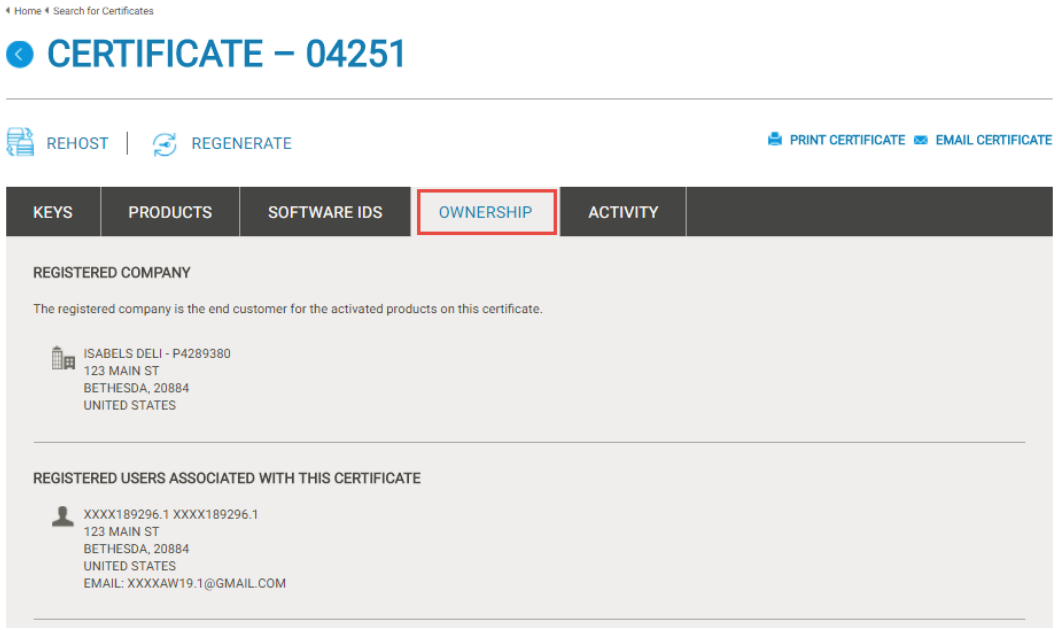
- **Keys** - view and save any of the keys on the machine

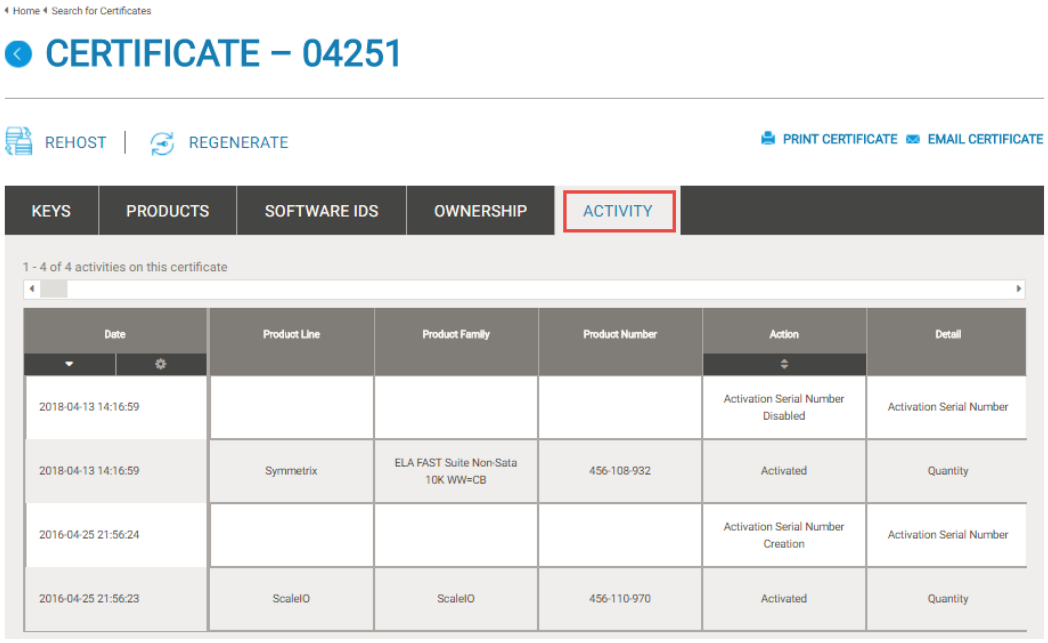
- **Products** – view a summary of all the products and quantities activated on the machine
- **Software IDs** – view software IDs that have been generated for each product on the machine
- **Ownership** – view the company, sites, and users associated with the machine
- **Activity** – view all transactions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

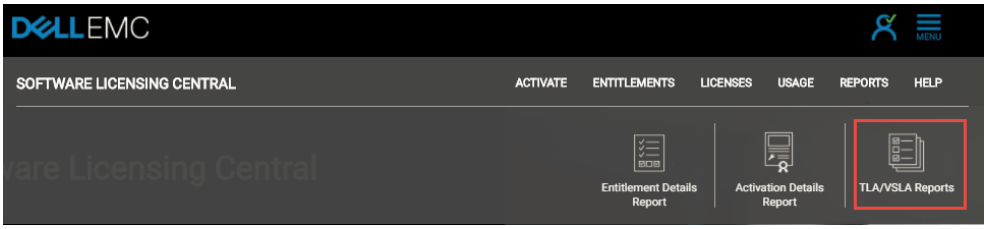

Home Search for Certificates
CERTIFICATE – 04251
REHOST
REGENERATE
PRINT CERTIFICATE
EMAIL CERTIFICATE
KEYS
PRODUCTS
SOFTWARE IDS
OWNERSHIP
ACTIVITY
SOFTWARE IDS ASSOCIATED WITH THIS CERTIFICATE
There are no software IDs associated with this certificate.


Home Search for Certificates
CERTIFICATE – 04251
REHOST
REGENERATE
PRINT CERTIFICATE
EMAIL CERTIFICATE
KEYS
PRODUCTS
SOFTWARE IDS
OWNERSHIP
ACTIVITY
REGISTERED COMPANY
The registered company is the end customer for the activated products on this certificate.
ISABELS DELI - P4289380
123 MAIN ST
BETHESDA, 20884
UNITED STATES
REGISTERED USERS ASSOCIATED WITH THIS CERTIFICATE
XXXX189296.1 XXXX189296.1
123 MAIN ST
BETHESDA, 20884
UNITED STATES
EMAIL: XXXXAW19.1@GMAIL.COM


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

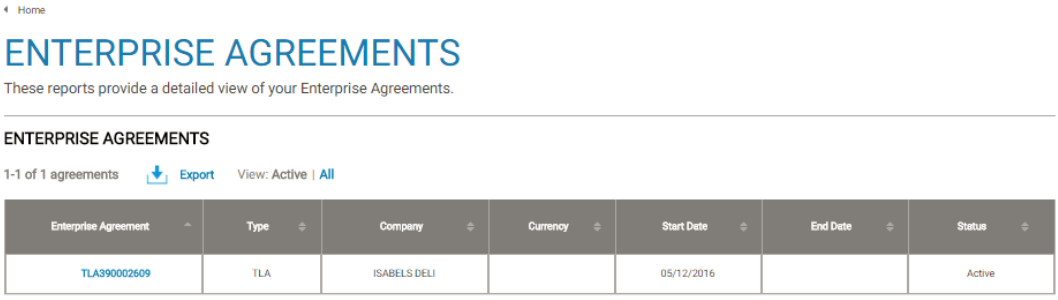
TLA/VSLA Reporting

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



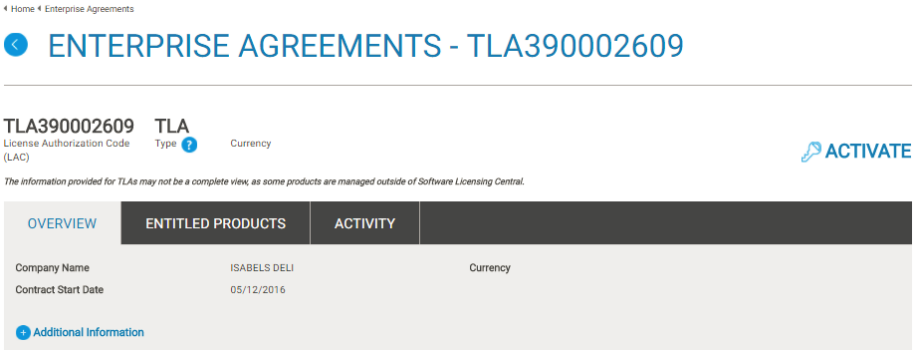
Note that users do not automatically have access to this reporting. You must contact the Dell EMC Worldwide Licensing Support team to request access to each specific ELA, TLA, or VSLA. Your request may be subject to an approval process.

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.

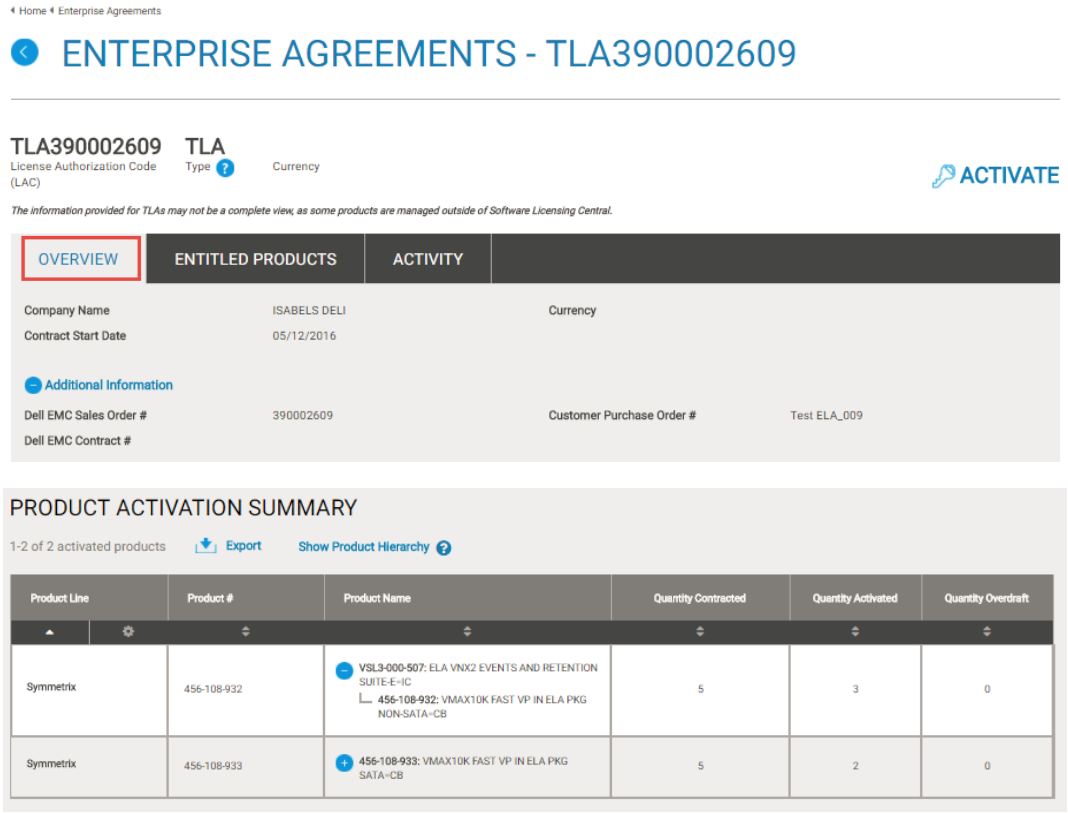
The top section displays the most common fields associated with your enterprise agreement.

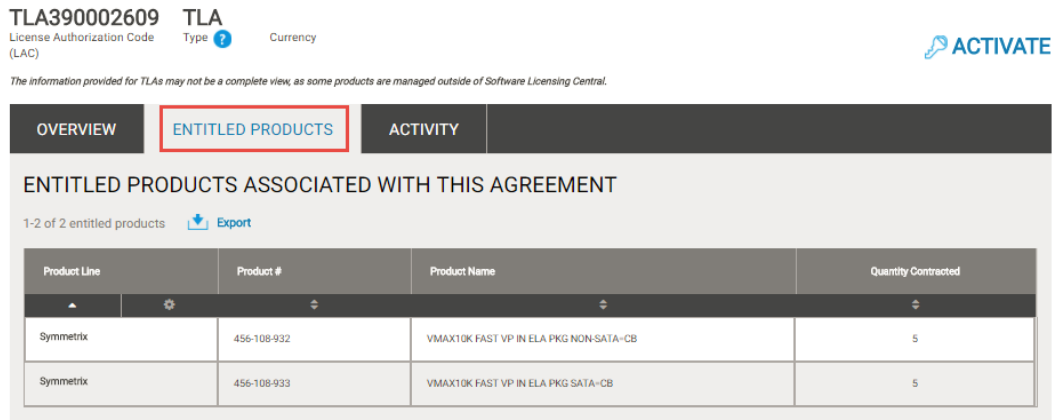


The three tabs provide additional information as follows:

- **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



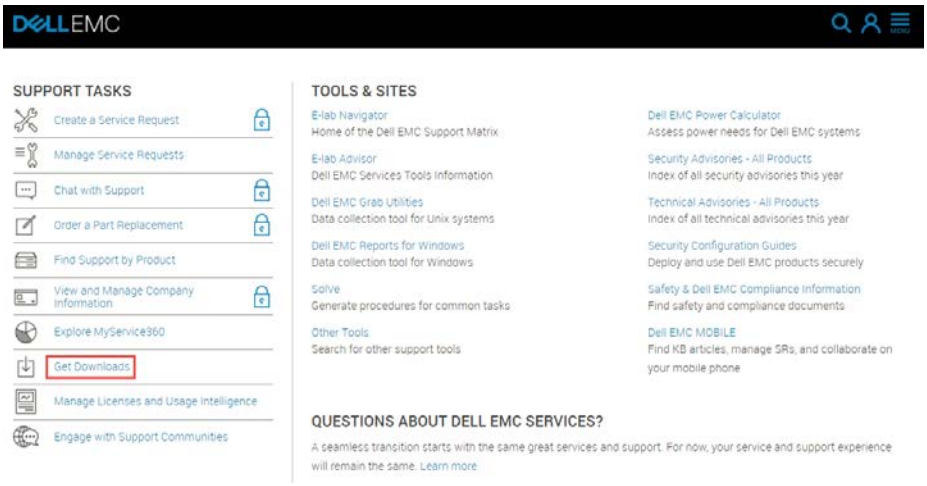


Home Enterprise Agreements
ENTERPRISE AGREEMENTS - TLA390002609
TLA390002609
License Authorization Code (LAC)
TLA
Type
Currency
ACTIVATE
The information provided for TLAs may not be a complete view, as some products are managed outside of Software Licensing Central.
OVERVIEW
ENTITLED PRODUCTS
ACTIVITY
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

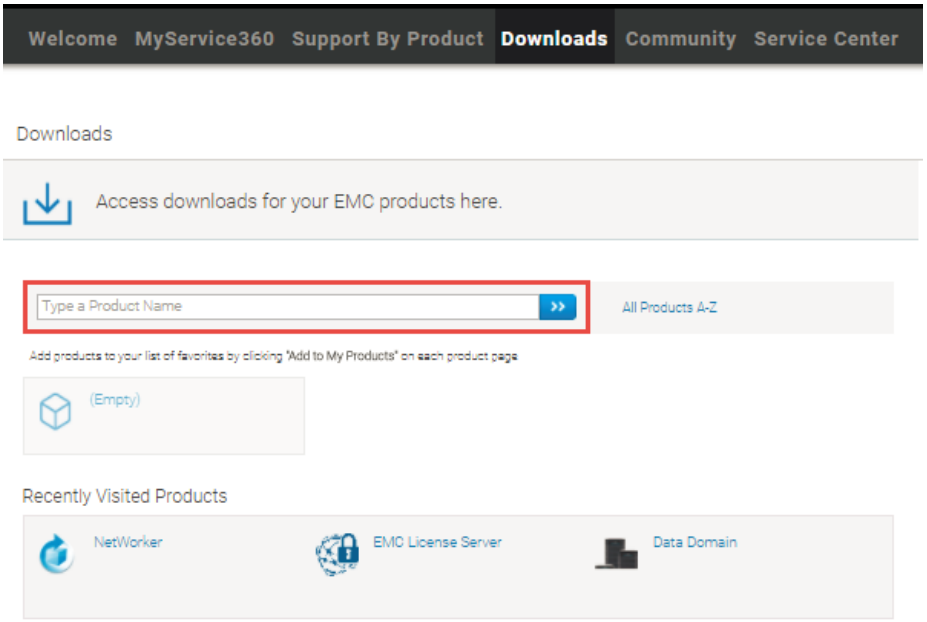
Downloading Software Binaries

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*