DELL EMC SOFTWARE LICENSING CENTRAL FAQS

Get answers to commonly asked questions about Dell EMC Software Licensing Central.

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SOFTWARE LICENSING CENTRAL

What is Dell EMC Software Licensing Central?

Software Licensing Central is the Dell EMC centralized online self-service licensing 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.

How does Software Licensing Central differ from Powerlink Licensing?

Software Licensing Central replaces Powerlink Licensing and has been specifically designed with the customer and partner in mind. With a more intuitive user interface, easier access to other Dell EMC online tools and applications, and a simplified look and feel, Software Licensing Central establishes the foundation for all future Dell EMC licensing and consumption models.

Software Licensing Central also includes the new Usage Intelligence reporting offered by Dell EMC.

How do I access Software Licensing Central?

For customers and partners with an existing online Dell EMC account, access to Software Licensing Central is automatic. New customers and partners trying to access Software Licensing Central will be directed to the Dell EMC login page, where they can create their online Dell EMC account; they will then be redirected to Software Licensing Central.

New Dell EMC employees and contractors requiring access to Software Licensing Central or Powerlink Licensing will need to submit an ART Request, along with approval from their manager.

Note that access to the Usage Intelligence reports is handled separately. Customers and partners will receive an "Access Denied" message, which includes instructions on how to contact the Worldwide Licensing Support team to request access. Dell EMC employees and contractors will also receive the "Access Denied" message and must have their manager submit an ART request on their behalf, requesting the "Impersonate" role.

What are the supported browsers for Software Licensing Central?

The list of supported browsers is shown in the following table:

Desktop	
Browser	Version
Internet Explorer	IE9
	IE10
	IE11
Mozilla Firefox	Latest version
Chrome	Latest version
Safari	Latest version
Tablet	
Type	Browser
Android	Chrome - Default browser
iOS	Safari - Default browser

Why don't I see anything when I click on "Print Certificates" in Software Licensing Central?

In order to view certificates and other PDF documents created by the application, Software Licensing Central users should have a PDF viewer (e.g., Adobe Acrobat Reader) installed on their computer or tablet and ensure that their web browser's pop-up blocker is turned off.

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POWERLINK LICENSING

What is Powerlink Licensing?

Powerlink Licensing is the EMC legacy portal for activation and administration of electronic software licensing. For customers and partners, it has been replaced by Software Licensing Central. For Dell EMC employees, Powerlink Licensing will continue to be used for internal licensing administration.

Can I still use Powerlink Licensing?

Customers and partners are now redirected to the new Software Licensing Central portal for entitlement and license management. Software Licensing Central provides access to and from Powerlink Licensing, as required for certain functionality. However, eventually all customer and partner access will be managed through Software Licensing Central.

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USAGE INTELLIGENCE

What is Usage Intelligence?

Usage Intelligence is a market-leading capability that enables the collection, transfer, analysis, and reporting of software usage and entitlement data across all Dell EMC products through a single pane of glass. This new capability is included in the EMC Secure Remote Services (ESRS) Virtual Edition and is a FREE solution available to customers.

For more information on Usage Intelligence, refer to the Usage Intelligence Reports FAQs.

For which products will Usage Intelligence be available?

There is a corporate mandate for the vast majority of the Dell EMC products to adopt Usage Intelligence in 2017.

What types of Usage Intelligence Reports are available?

All Products and Features Report: This report provides a comprehensive view of all Usage Intelligence-enabled software, and the associated product features, across your entire company.

Feature Details Report: This report provides a summarized view for a particular feature across all associated systems.

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

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

For more information on the Usage Intelligence reports, refer to the Usage Intelligence Reports FAQs.

How do I obtain access to Usage Intelligence if I receive an "Access Denied" message?

If you do not have access to the Usage Intelligence reports, you will receive the "Access Denied" message shown below.

Customers and partners should follow the instructions on the page displayed to obtain permission. Dell EMC employees and contractors must have their manager submit an ART request on their behalf, requesting the "Impersonate" role.

Access Denied

You do not have access to view usage reports.

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

1. Navigate to EMC's Online Support Center at **https://support.emc.com/servicecenter/**.
   - Use the Live Chat between the hours of 3:00 AM and 7:00 PM Eastern Standard Time.
   - Open a Service Request.

2. Contact EMC's live support team by calling:
   - US Toll Free 800-782-4362 and selecting option 4 twice. 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 your email address.

ENTITLEMENTS & LICENSING ACTIVATION

What is an Entitlement?

An entitlement is an electronic record which comprises the product title, type, quantity, and status of your acquired software. For many Dell EMC software products, when an entitlement is activated, a license key is generated.

How do I know if my entitlements are part of an Enterprise Agreement?

If the License Authorization Code (LAC) begins with "ELA", "TLA" or "VSLA", then the entitlements associated with the LAC are part of an enterprise agreement.

The LAC can be found in your LAC letter. Following is part of an example letter:

EMC² SOFTWARE LICENSING CENTRAL

Site Name: 12715236 DAIWA INSTITUTE OF RESEARCH LTD. 3-2 KARAKIDA TAMA SAITAMA-KEN JP 330-0801

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 Customer,

Thank you for choosing EMC software. As we begin to process your order, we have issued temporary licenses to you for the software listed below. Please note that these temporary licenses are also referred to as evaluation licenses and are valid for a limited time only. Your License Authorization Code (LAC) is QDYZDQ7JSF8CM1M2R4HW

Once your order is completely processed you will be receiving licenses which are non-expiring and replace the temporary licenses received in this letter.

Activating Your Software
1. Click here or copy and paste the following URL (https://licensing-

Additionally, when viewing entitlements within Software Licensing Central, the **Entitlement Details** tab displays a section labelled "Agreement Details" when the entitlement is part of a TLA or a VSLA.

Does my software subscription include support?

Yes. Software subscriptions include release updates and basic product support.

When does the term of my software subscription begin?

The term of your software subscription begins upon creation of your entitlement.

How do I know if my entitlements are subscription-based?

If the subscription start and end dates are populated for an entitlement, then the entitlement is a subscription.

See Subscription start and end dates

How do I find the start and end date of my software subscription?

If your entitlement is a subscription, you can find the subscription start and end date in several places within Software Licensing Central.

FROM THE ENTITLEMENT DETAILS TAB:

From the **ENTITLEMENTS** menu, search for your entitlement and then click the blue **VIEW** button. The start and end date of the software subscription will appear on the Entitlement Details tab, below the Additional Information section. Note that the Subscription Details section only appears if the entitlement is subscription-based.

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❮ ENTITLEMENT – 13798145

NEUTRINO CC SW SUB UPG LICENSE CAP=CB	AVAILABLE	100	99	🔑 ACTIVATE
Product Name	Status	Total Amount Entitled	Available For Activation	

ENTITLEMENT DETAILS | OWNERSHIP | ACTIVITY

Entitlement Category	📇 Software		
Product Line	EMC Neutrino	Product #	456-110-572
Start Date	2015-11-02 14:34:46		
License Authorization Code (LAC)	PBLLFZZWZHVYKBZ9RXM3		

● Additional Information

SUBSCRIPTION DETAILS

Subscription Start	02-Nov-2015	Subscription Duration	6 Months
Subscription End	02-May-2016		

FROM PRINT CERTIFICATE:

From the **LICENSES** menu, select **View Certficate**. Search for your certificate and then click the blue **VIEW** button. Click the **PRINT CERTIFICATE** link to display the certificate details.

❮ CERTIFICATE – 001-TeS-SubTest1

🖥 REHOST | 🔄 REGENERATE   🖨 PRINT CERTIFICATE ✉ EMAIL CERTIFICATE

KEYS | PRODUCTS | SOFTWARE IDS | OWNERSHIP | ACTIVITY

MACHINE NAME

001-TeS-SubTest1

You can see the subscription start and end date just below the License Authorization Code. Note that these fields will be blank if there is no subscription associated with the entitlement.

SOFTWARE LICENSING CENTRAL

Site Name: 4282505 BOSTON BEER 75 ARLINGTON ST BOSTON MA US 02116

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 Customer,

Thank you for choosing EMC software. Your EMC Software License Authorization Code (LAC) is OLKHU121221121 . 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.

Your order includes a software subscription and maintenance.

Activating Your Software
1. Click here or copy and paste the following URL (https://licensing-tstui.emc.com/deeplink/OLKHU121221121?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 EMC's 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: OLKHU121221121

Product #	Title	Quantity	Subscription Start	Subscription End
458-001-200	ECS DARE			
456-110-942	EMC ECS DARE=CB	1	14-Apr-2017	14-Apr-2018
SA-458-000-043	ECS GIGABIT BANDWIDTH SUB			
456-112-122	ECS 1 GIGABIT BANDWIDTH SUB=MA	1	14-Apr-2017	14-Apr-2018

FROM THE VIEW CERTIFICATE PRODUCTS TAB:

From the **LICENSES** menu, select **View Certficate**. Search for your certificate and then click the blue **VIEW** button. On the **PRODUCTS** tab, click the Product Family link. As a result, an Entitlement Details window opens that includes the subscription start and end date fields. Note that these fields are blank if there is no subscription associated with the entitlement.

KEYS	PRODUCTS	SOFTWARE IDS	OWNERSHIP	ACTIVITY

PRODUCTS ASSOCIATED WITH THIS CERTIFICATE

Product Line ▲	Product Family	Total Quantity	Activation Type	Lowest Move Count
EMC Neutrino	EMC Neutrino	1	Permanent activation type	5

WITHIN THE LICENSE KEY:

From the **LICENSES** menu, select **View Certficate**. Search for your certificate and then click the blue **VIEW** button. On the **KEYS** tab, click the **View license key** link. If the entitlement is a subscription, then you will see the subscription start and end date within the license key.

LICENSE KEY   ✕

```
START_LICENSE
##########################################################
# EMC License File
# Activation Date:  Nov 03, 2015 01:01:08 PM
# Activated By:  xxSystem xxAdmin
# Type:UNSERVED
##########################################################
INCREMENT CASPIAN_CLOUDCOMPUTE_STORAGE EMCLM 1.0 permanent uncounted \
        VENDOR_STRING=CAPACITY=1;UNIT=TB;TYPE=SUBSCRIPTION;START_DATE=02-Nov
-2015;END_DATE=02-May-2016;SWID=ELMB9293NGGBHZ;PLC=CASP; \
```
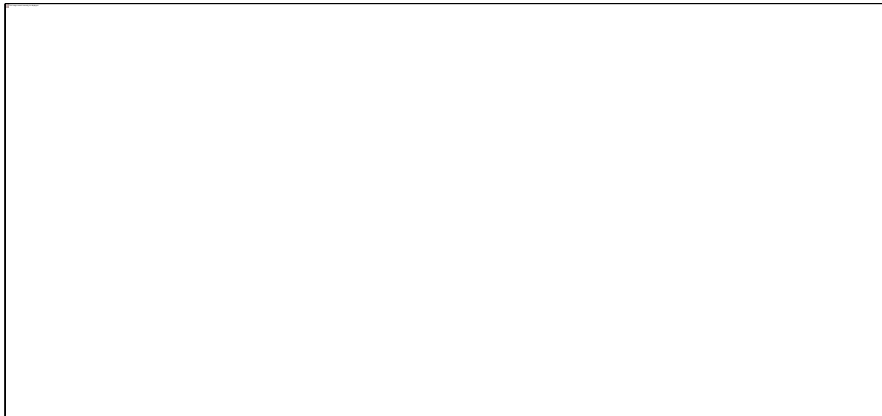
What is License Activation?

License activation is the process that allows you to generate license keys from your entitlements and unlock your software.

What do "activate as a whole" and "activate as a group" refer to?

In some cases, your software order will include predefined configurations.

For "activate as a whole" configurations, the entire grouping of products and quantities must be activated together at the same time onto one machine. This is typically related to hardware products.

For "activate as a group" configurations, you must activate the same quantity of each entitlement across all products in the group. Unlike "activate as a whole", you can activate the grouping at different times for different quantities onto different machines, until the total available quantity is fully consumed. A single 'Quantity to Activate' text box is provided and the value entered will be applied across all entitlements in the group.

STEP 4: ENTER PRODUCT QUANTITIES & MACHINE DETAILS

Products	Installed	Available	Quantity to Activate ❓ Prefill All Available Quantities
ACTIVATE AS A GROUP			
AppSync for VNX5100=IC Product # 456-104-236	1	94	1
AUTOSTART MOD FOR ORA EN Product # 456-005-415_R3.0	0	94	

What is a License Authorization Code (LAC)?

A License Authorization Code (LAC) is a unique alphanumeric value sent via email when your software order has been fulfilled. It identifies the license entitlement(s) associated with your order.

The LAC is the primary identifier of your entitlement(s) and therefore is the best criteria to use when you search for products to activate in Software Licensing Central.

Note that for initial hardware activations, the LAC is the same as the hardware serial number. However, for subsequent upgrades or add-ons, the LAC will be a unique system-generated value.

What is a LAC Letter?

The LAC letter is a document emailed to you during the order fulfillment process. It includes the LAC associated with your order, instructions for downloading software binaries, and instructions for activating the entitlement(s) online via Dell EMC Software Licensing Central.

See example below:

From: licensingnorthamerica@emc.com [mailto:licensingnorthamerica@emc.com]
Sent: Monday, June 29, 2015 11:03 AM
To: EMC Customer's Email Address
Subject: EMC License Authorization, LAC# ABC123DEF456GHI78912, PO# 1111 , SO# 11111

SOFTWARE LICENSING CENTRAL

Site Name: 123456 EMC Customer Name, Address, City, State, Zip

To view this letter in other languages, please go to the bottom of this message for more information.

(Japanese日本語) (Chinese中國語) (Korean한국어)

Dear EMC Software User,

Thank you for your purchase of EMC software licenses. The License Authorization Code (LAC) for this order is ABC123DEF456GHI78912. The licenses associated with this LAC replace the evaluation license keys you received at an earlier date. Please understand that the authorization to use original evaluation licenses has expired. In order to avoid possible disruption from the expiration of the evaluation licenses, please remove or discontinue their use if you have not already done so.

Activating Your Software
1. Click here or copy and paste the following URL (https://licensing.emc.com/deeplink/ABC123DEF456GHI78912) 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://support.emc.com/downloads/) into a web browser to download your software.
2. You will be prompted to log into EMC's 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: ABC123DEF456GHI78912

Product #	Title	Quantity
456-005-702	Replication Manager for VNX5100=IC	1
456-104-236	AppSync for VNX5100=IC	1
456-104-614	RP/SE LOC FOR V51, V52=IC	1
456-104-619	RP/SE REM FOR V51, V52=IC	1

If you have any questions about your sales order please contact your EMC Account Representative or your Authorized Reseller.

If you have any questions about EMC Software Licensing, please contact our Worldwide Licensing Support team by following the below instructions:

1. Visit https://support.emc.com/servicecenter/ to:

How do I find my LAC?

The LAC is emailed to you once your software order is fulfilled. If you have misplaced your LAC, then there are alternative ways to search for your entitlements in Software Licensing Central, such as by product line, sales order number or purchase order number.

If you require assistance, you may contact the Dell EMC Worldwide Licensing Support team using one of the following methods:

- Navigate to the Dell EMC Online Support Center at https://support.emc.com/servicecenter/.
    - Use the Live Chat between the hours of 3:00 AM and 7:00 PM Eastern Standard time.
    - Open a Service Request.

- Contact the Dell EMC live support team by calling:
    - US Toll Free 800-782-4362 and selecting option 4 twice. 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 your Sales Order Number.

What is an Activation Certificate?

After you activate your entitlement(s), Software Licensing Central generates a certificate which contains the license key(s).

What is a License Key?

A license key is required to unlock the software product that you have acquired. The key ensures that you are running a licensed version of the product.

Depending on the product line, Dell EMC license keys are delivered in different formats; but the most common are the license file and the license string formats.

- The license file is a soft copy of your license key and is uploaded into your software during installation.

- The license string is a grouping of alphanumeric characters which represent your license key. You enter this string during the software installation process.

It is important to note that you must install the license key to enable licensed use of the product.

What is a Software ID?

A software ID is an alphanumeric value that is inserted into your product license file to help identify the software asset.

Note that not all Dell EMC software products have a software ID and that the ID is not required for the purposes of licensing. If a Dell EMC product has adopted the software ID, the associated IDs will appear on the **Software ID** tab of the "View Certificate" page in Software Licensing Central.

There are two primary scenarios where the Software ID may be required:

1. **Opening a Service Request:** You may enter the Software ID into the **Product ID** field in support.emc.com to open a new service request.

2. **Enabling Remote Connectivity to Dell EMC:** If a Dell EMC software product has remote connectivity functionality and you have consented to data transfers, then the software ID is used by Dell EMC to identify the incoming file transfer. Typically, this is an automated process, and a serial number may be used in place of the Software ID when available.

What is Rehost?

A rehost is the process of moving activated entitlements from one device or machine to another. A rehost may be partial (moving a portion of the entitlements) or full (moving everything on the device or machine).

For example, a full rehost needs to be completed when a new server is installed and replaces an existing server. The entitlements need to be rehosted and new license keys need to be generated based on the machine details of the new server. The rehost operation is done via Software Licensing Central.

Note: The rehost process is not available for all Dell EMC products.

What does the IB Status field indicate in Software Licensing Central?

Dell EMC's Installed Base (IB) contains records of Dell EMC customers, Dell EMC product entitlements, and customer locations of installed products—both hardware and software.

When the **IB Status** field is populated with "de-installed", it indicates that your software entitlement in the Dell EMC IB is de-installed. While the software entitlement remains at your disposal in Software Licensing Central for future transactions (e.g., activate or rehost), if you wish to change the **IB status**, you must contact your authorized reseller or your Dell EMC Sales Support Renewals account team.

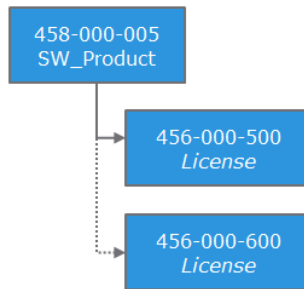Note: If the **IB Status** field is blank, then no action is required.

What does the software product hierarchy represent?

The software product hierarchy represents the relationship between the software item that you purchased (either a 458 or a 450 value) and the feature that you are activating. This feature is represented by the 456 value, shown as the lowest level in the product hierarchy.
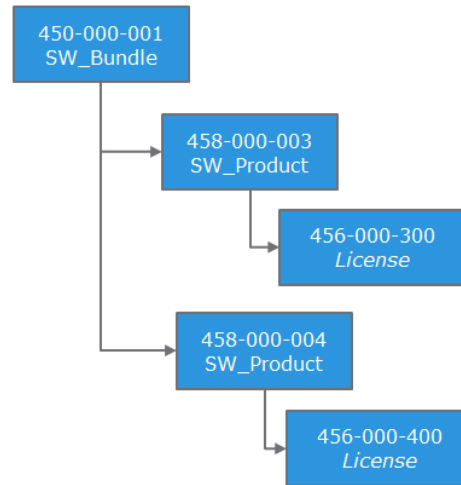
In the standalone product scenario below, the 458 value represents the software product that you purchased. This software product could have one or more associated 456 software licenses. The 456 value represents the individual feature that you need to activate.

The second scenario depicts the product hierarchy for a software bundle. In this example, the 450 bundle represents the item that you purchased. This particular bundle consists of two 458 software products, each having one associated software license. Similar to the first scenario, the 456 software license represents the individual features that you need to activate.

Standalone Software Product Scenario

Software Bundle Scenario

Where can I see the product hierarchy?

The product hierarchy feature appears in several places in Software Licensing Central. Look for the **Show Product Hierarchy** button on the following pages:

From Step 1 of the Activation Wizard:

From Search for Entitlements:

VIEW AN ENTITLEMENT

1-1 of 1 entitlements   ⬇ Export   **Show Product Hierarchy** ❓

Entitlement ▲	LAC ⇕	Product ⇕	Status ⇕	Available of Total ⇕	Company & Site ⇕
14497824 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	⊕ 456-108-666: VMWARE ESA FOR VMAX3 IN PKG=CC	Available	99 of 100	ACME 29556789 ACME 1055 BROADWAY ST 'D KANSAS CITY MO US 64105

Note that on the above screenshot, you can also see the product hierarchy if you click the **VIEW** button. The product hierarchy is displayed on the Entitlement Details tab under the Additional Information section.

◀ ENTITLEMENT – 14497824

VMWARE ESA FOR VMAX3 IN PKG=CC Product Name	**AVAILABLE** Status	**100** Total Amount Entitled	**99** Available For Activation	🔑 **ACTIVATE**

ENTITLEMENT DETAILS	OWNERSHIP	ACTIVITY

Entitlement Category	📁 Software		
Product Line	EMC Storage Analytics	**Product #**	456-108-666
Start Date	2015-11-18 05:54:08		
License Authorization Code (LAC)	GRNSZ54Z3NLZ4YV0ZKCF		

⊖ **Additional Information**

Product Hierarchy   **450-000-902:** V100K ESA 301-450TB=CC
        └ **458-000-555:** VMWARE ESA FOR VMAX3 IN PKG=CC
            └ **456-108-666:** VMWARE ESA FOR VMAX3 IN PKG=CC

From the Usage Intelligence Entitlement Details by Feature Report:

How do I use the product hierarchy feature?

To view the product hierarchy for all products listed on a page, click **Show Product Hierarchy**. To collapse the hierarchy, click **Hide Product Hierarchy**.

VIEW AN ENTITLEMENT

1-3 of 3 entitlements   ↓ Export   Hide Product Hierarchy ?

Entitlement ▲	LAC ⇅	Product ⇅	Status ⇅	Available of Total ⇅	Company & Site ⇅
14497823 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	456-104-236: AppSync for VNX5100=IC	Available	19 of 20	ACME 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105
14497824 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	⊖ 450-000-902: V100K ESA 301-450TB=CC └ 458-000-555: VMWARE ESA FOR VMAX3 IN PKG=CC └ 456-108-666: VMWARE ESA FOR VMAX3 IN PKG=CC	Available	99 of 100	ACME 29556789 ACME 1055 BROADWAY ST D KANSAS CITY MO US 64105
14497825 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	⊖ 450-000-902: V100K ESA 301-450TB=CC └ 458-000-819: V400K ESA PRODUCT └ 456-108-623: V400K ESA BASE LIC=IC	Available	99 of 100	ACME 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105

To view the product hierarchy for one particular product, click the blue '+' icon next to the product number. To collapse the hierarchy, simply click the blue '–' icon.

VIEW AN ENTITLEMENT

1-3 of 3 entitlements   ↓ Export   Show Product Hierarchy ?

Entitlement ▲	LAC ⇅	Product ⇅	Status ⇅	Available of Total ⇅	Company & Site ⇅
14497823 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	456-104-236: AppSync for VNX5100=IC	Available	19 of 20	ACME 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105
14497824 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	⊕ 456-108-666: VMWARE ESA FOR VMAX3 IN PKG=CC	Available	99 of 100	ACME 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105
14497825 [VIEW] [ACTIVATE]	GRNSZ54Z3NLZ4YV0ZKCF	⊕ 456-108-623: V400K ESA BASE LIC=IC	Available	99 of 100	ACME 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105

VIEW AN ENTITLEMENT

1-3 of 3 entitlements   ⬇ **Export**   **Show Product Hierarchy** ❓

Entitlement ▲	LAC ⇕	Product ⇕	Status ⇕	Available of Total ⇕	Company & Site ⇕
14497823 VIEW ACTIVATE	GRNSZ54Z3NLZ4YV0ZKCF	456-104-236: AppSync for VNX5100=IC	Available	19 of 20	**ACME** 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105
14497824 VIEW ACTIVATE	GRNSZ54Z3NLZ4YV0ZKCF	⊟ 450-000-902: V100K ESA 301-450TB=CC └ 458-000-555: VMWARE ESA FOR VMAX3 IN PKG=CC └ 456-108-666: VMWARE ESA FOR VMAX3 IN PKG=CC	Available	99 of 100	**ACME** 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105
14497825 VIEW ACTIVATE	GRNSZ54Z3NLZ4YV0ZKCF	⊕ 456-108-623: V400K ESA BASE LIC=IC	Available	99 of 100	**ACME** 29556789 ACME 1055 BROADWAY ST KANSAS CITY MO US 64105

Additionally, when you select **Export**, the product hierarchy information will be captured in the output of the resulting CSV formatted file, even if you are not currently displaying the hierarchy on the current page.

MACHINE DETAILS

What are Machine Details?

Machine details are unique attributes of the system on which your license is being installed (e.g., MAC address, host ID, or IP address). These specific attributes, which may vary by product, prevent the license from being inadvertently copied or moved to other systems and helps you maintain compliance with your Dell EMC license agreement.

The machine details must be entered accurately as they are used in the license key generation process.

Note: Machine details were previously referred to as "locking IDs".

How do I find my Machine Details (Locking IDs)?

Machine details vary by product; refer to the Machine Details FAQ.

SITE/USER MANAGEMENT

What is a Site?

A site is typically a physical address of a company location. It is a grouping mechanism to organize the entitlements at each location. Dell EMC uses the Dun & Bradstreet DUNS as its primary tool to determine company sites. Your company may have multiple sites and your access to viewing and activating entitlements depends on how your profile is associated with each site.
See Site Coordinator.

What is the License Site Number?

A license site number is a value used to uniquely identify the site. It can be used as a search attribute when searching for site-specific information, such as entitlements and certificates.

What is a Site Coordinator?

A site coordinator has access to all entitlements and activations for the sites with which they are associated. There can be multiple site coordinators for a given site. And a user can be a site coordinator for multiple sites. Only site coordinators can view all entitlements and activations for that given site.

Why do I have a different user experience in Software Licensing Central than other users?

Your user experience will vary depending on your user type in Software Licensing Central. Customers, partners, and "lite" users each have different methods of searching for information in Software Licensing Central and will see slightly different screens as a result. In addition, menu options vary by user type.

Customers may enter a LAC or search for information via numerous alternative ways in Software Licensing Central, such as by product line, machine name, sales order number or purchase order number—to name a few. Customers have access to activating entitlements, rehosting, regenerating license keys, viewing certificates, viewing entitlements, and running entitlement reports. Upon request, customers may have the ability to run Usage Intelligence reports and TLA/VSLA reports, if applicable.

Partners, who perform activities on behalf of customers, must either enter a LAC or select a company in order to activate entitlements, rehost, regenerate license keys, view certificates, view entitlements or run reports for customers.

While a new account is being validated in Dell EMC Online Support, a user may be assigned a "lite" user role. A "lite" user only has access to a subset of licensing capabilities. The "lite" user must enter a LAC in order to activate an entitlement, rehost, regenerate license keys, or view certificates. The "lite" user does not have the ability to view all entitlements for their company or run reports.

TLA/VSLA REPORTS

What is a TLA?

A Transformational License Agreement (TLA) is a highly-flexible, cost-effective solution for acquiring technologies that meet your company's strategic, long-term IT needs. TLAs consist of:

- Current installed software and software maintenance charges
- Incremental software license growth for a period of years
- Incremental software maintenance
- Fixed dollar amount of optional, prepaid T-credits for redemption on future services, such as public cloud services, professional services, and/or educational services

How does a TLA differ from an ELA?

Enterprise License Agreements (ELAs) are being replaced with Transformational License Agreements (TLAs). The TLA is an enhanced offering and rebranding of the ELA—built on the foundation of the ELA, but with the option for the customer to add service credits (also known as "T-Credits"). These credits can be redeemed for public cloud services, professional services, education services, and/or incremental software during the term of the TLA.

What do the red and yellow warning icons indicate on the TLA/VSLA Reports?

The warning icons are displayed when certain conditions exist that require your attention.

Time Remaining

- A yellow warning icon in the Time Remaining field indicates that the current date is within 90 days of the agreement end date.
- A red warning icon in the Time Remaining field indicates that the agreement end date has been reached.

Balance Remaining (VSLAs only)

- A yellow warning icon in the Balance Remaining field indicates that the balance remaining is less than or equal to one tenth of the contract value.
- A red warning icon in the Balance Remaining field indicates that the balance remaining is less than zero.

SUPPORT

How do I contact Licensing Support?

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

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

- Navigate to the Dell EMC Online Support Center at https://support.emc.com/servicecenter/.
  - Use the Live Chat between the hours of 3:00 AM and 7:00 PM Eastern Standard time.
  - Open a Service Request.

- Contact the Dell EMC live support team by calling:
  - US Toll Free 800-782-4362 and selecting option 4 twice. 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.

PRODUCT-SPECIFIC LICENSING QUESTIONS

For product-specific licensing questions, refer to the Machine Details FAQ.