

HP Software: Electronic Delivery and Webware licensing management Quick Guide

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Key Processes	Description	How To	Support Contact Info
Electronic delivery	When the customer requests electronic delivery for HP software products, an e-mail is sent to the e-mail address provided in the HP Sales order.	<p>The email is sent from one of the following e-mail addresses:</p> <ul style="list-style-type: none">• hewlett-Packard@pro1.prd.hp.com• hewlett-Packard@pro2.prd.hp.com• prmo.pdapi@hp.com	<p>If you have not received an e-mail message, please send a request to prmo.pdapi@hp.com or submit a non-technical support case with the HP Sales order number at http://support.openview.hp.com/casemanager/newincident.</p> <p>If the e-mail address must be updated, please send a request to prmo.pdapi@hp.com or submit a non-technical support case with the HP Sales order number at http://support.openview.hp.com/casemanager/newincident.</p>
	A link in the email brings the customer to the Electronic Download Login page.	<p>The customer:</p> <ol style="list-style-type: none">1. Clicks the e-mail link.2. Accepts the terms and conditions.3. Enters the e-mail associated with the order.	



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	<p>Receipt pages, Entitlement Certificates:</p> <p>From the login page the customer will go to the receipt page.</p> <p>The page contains customer, order, and product information, which is divided into three key areas:</p> <ul style="list-style-type: none"> • Licensing • Software Download • Documents 	<p>For software downloads, the customer must click each of the links under the electronic media product. This solution allows ten downloads per link per customer.</p> <p>For documents:</p> <p>Standard documents such as customer support are available for each product in the far right-hand column.</p> <p>For licensing:</p> <ol style="list-style-type: none"> 1. From the receipt page, in the Licensing column, customers click Get Licensing to go to the Receipt page. 2. From the Receipt page, customers can click Get the License to use to create a License-to-Use request, which contains an Entitlement Certificate and/or a Right to Use. 3. Also from the Receipt page, customers can click Get Password to display the Product selection in Webware. 4. The Product selection is the first step to generate a new license. 	
<p>Generating new licensing using Webware</p>	<p>When you place an order, HP sends you an entitlement certificate, which includes your HP order number. (ESD skips this step)</p>	<p>To start the process, go to webware.hp.com.</p> <p>On the welcome page, click Generate New licenses.</p> <p>On the Generate license(s) page, in the Order number field, enter your HP order number.</p>	<p>For support go to : https://webware.hp.com/welcome</p> <p>Under the support heading, customers selects from a) Contact license delivery center; b) License key FAQs; or c) Webware User Guide</p> <p>If you would like to provide any comments or ask general questions concerning the Webware application, use the Comments button at the bottom of each process page.</p> <p>Fill out the requested information, then click Send Feedback to submit your comments or questions.</p>



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	<p>Product Selection (ESD links in this step)</p>	<p>After selecting the products, you use the Order product(s) detail page to provide any other information required to generate the license keys. For example, IP address, MAC address, locking code.</p> <p>Step in which ESD process links with the new licensing generation process</p>	
	<p>Member Sign In: On the Member sign-in page, either sign in (for existing users) or register (for new users).</p>	<p>Existing users</p> <p>If you already have an account, then under Existing members:</p> <ol style="list-style-type: none"> 1. In the Email address field, enter your e-mail address. 2. In the Password field, enter your password. 3. Click Sign-in. <p>The Address information page is displayed.</p> <p>New users</p> <p>If you are a first-time user, then under First time users:</p> <ol style="list-style-type: none"> 1. In the Email address field, enter your e-mail address. 2. In the Password field, enter the password you want to use for your account. 3. In the Retype password field, type the password again. 4. Click Sign-in. <p>The Address information page is displayed.</p> <p>The Privacy policy section allows you to determine whether you want to receive information on products, services, or support and the communication method to use.</p>	



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	Licensing Owner	<p>If you are the license owner</p> <ol style="list-style-type: none"> 1. Check the I am the License owner check box. 2. Click Next. <p>The license is generated and the License/Password certificate page is displayed.</p> <p>See Saving and sending license keys for details on saving keys to a file and sending additional copies of the certificates.</p> <p>If you are not the licensing owner</p> <p>If you are generating the license for a different user:</p> <ol style="list-style-type: none"> 1. Uncheck the I am the License owner check box. 2. If you do not want the license owner to receive a copy of the certificate, uncheck the E-mail a copy of this license transaction to the license owner check box. 3. Under License owner (End-User) information, provide the name and contact information for the license owner. 	
	License/Password certificate page	See Saving and sending license keys for details on saving keys to a file and sending additional copies of the certificates.	



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Webware License Management	<p>The Webware license management options allow you to:</p> <ul style="list-style-type: none"> • Move licenses to a different machine • Generate a report of license information • Reprint license information, reprinting or moving licenses can include changing the license owner. 	<p>To start the license management process, go to webware.hp.com.</p> <p>On the welcome page, click Manage Licenses.</p> <p>The Member sign-in page is displayed.</p> <p>On the Member sign-in page, sign into Webware.</p>	
	<p>Selecting yourself as the license owner for reprinted or moved licenses</p> <p>If you reprint or move licenses, the license owner is assigned based on the selections from the Address information page.</p>	<p>To assign yourself as the license owner:</p> <ol style="list-style-type: none"> 1. Check the I am the License owner check box. 2. Click Next. 	
	<p>Selecting a different license owner</p>	<p>To assign a different user as the license owner:</p> <ol style="list-style-type: none"> 1. Uncheck the I am the License owner check box. 2. If you do not want the license owner to receive a copy of the certificate, uncheck the E-mail a copy of this license transaction to the license owner check box. 	
	<p>Providing license search criteria</p> <p>On the Manage license search page, you provide the search criteria for the licenses you want to reprint, move, or generate a report for.</p> <p>Only licenses associated with your user ID (e-mail address) are included in the results. You use the remaining criteria to further narrow the results list.</p>	<p>The available criteria are:</p> <ul style="list-style-type: none"> • All company licenses • Target ID • HP Order number/CSL Contract • Product number • Product family • Solution group ID • From date • To date 	



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	Reprinting license certificate information	<p>To reprint the licenses matching the specified criteria, and assign the license owner set on the Address information page:</p> <ol style="list-style-type: none"> 1. Click Reprint. 2. Check the check box next to each license you want to reprint. 3. Click Next. 4. The Reprint product(s) detail page is displayed, listing additional information about the matching licenses. 5. After verifying the information, click Next. 6. The License/Password certificate page is displayed with the certificates you selected. 7. The certificate information is e-mailed to the specified addresses. <p>See Saving and sending license keys for details on saving keys to a file and sending additional copies of the certificates</p>	
	Generating a report of license certificate information	<p>To generate a report of license information based on the selected criteria:</p> <ol style="list-style-type: none"> 1. Click Report. The Select license(s) for report page is displayed. 2. To generate the report for all of the licenses, check the Select all licenses check box. 3. Otherwise, check the check box next to each license to include in the report. 4. Click Next. The License(s) selection for report confirmation page is displayed. 5. Click Save report file. The license report displays. 	



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	Moving licenses	<p>The move function allows you to move licenses to a different machine. For example, you may need to move licenses to a different server. Because the IP address is changed, you need to generate a new license key.</p> <p>During the move process, the licenses are also assigned to the license owner set on the Address information page:</p> <ol style="list-style-type: none"> 1. Click Move. The License(s) selection for move page is displayed 2. Check the check box next to each license to move. 3. Click Next. The Move confirmation page is displayed, listing the details for the selected licenses. 4. After verifying the information, click Next. The License/Password certificate page is displayed with the moved certificates 	



Key Processes	Description	How To	Support Contact Info
	Saving and sending license keys	<p>The License/Password certificate page displays the certificates that were generated, reprinted, or moved. The certificate information is also sent by e-mail to the addresses indicated on the page.</p> <p>From this page, you can:</p> <ul style="list-style-type: none"> • Save each license key to a file • Send the keys via email or fax <p>NOTE:</p> <p><i>For some products, the license key must be generated manually. In these cases, the key is not included in the certificate e-mail and you cannot save the key from the License/Password certificate page. You will instead receive a temporary key to use until the permanent key is generated. Only use the temporary key for new installations. Applying a temporary key to an existing installation could remove existing functionality.</i></p>	



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	<p>Sending additional copies of the certificate</p>	<p>The License/Password certificate page includes a link to select other delivery options for the certificate.</p> <ul style="list-style-type: none"> • Delivery options hyperlink • Delivery Options button at the bottom of the page. <p>Clicking either of these options displays the E-mail/Fax delivery methods page.</p> <p>Sending by fax</p> <p>To send an additional copy by fax:</p> <ol style="list-style-type: none"> 1. From the Fax country dropdown, select the country in which the fax number is located. 2. In the Fax number field, type the fax number. 3. Click the Send button next to the Fax number field. <p>Sending by email</p> <p>To send an additional copy by e-mail:</p> <ol style="list-style-type: none"> 1. In the E-mail address field, type the e-mail address. 2. Click the Send button next to the E-mail address field. 	



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