



i n v e n t

Hewlett-Packard Company
www.hp.com

Greetings,

We would like to provide a short reference document to assist in the HP Software license key redemption and software download procedures. Additionally, please note:

- This process applies to both physical and electronic delivery of ordered Software.
- You are required to request the license keys via the process below; the license keys are not delivered with the software.

The HP Order Number is the initial piece of information needed to begin the process of requesting a license key. Here are the steps you should follow, to request your software license keys (passwords):

Go to the HP license key delivery site: <https://webware.hp.com>

- 1) Click on the "Generate New License" link
- 2) You will be taken to an "Order validation" webpage that shows a Session ID # for your request. You will need the following information, to complete your license key request:
 - HP Order Number (the number on the entitlement certificate that you received as part of your order delivery)
 - Product Number/name (for which you are requesting a license key)
 - License Owner contact information
 - Serial number (if applicable)
 - Server name (if applicable)
 - Device identifier (if applicable)
 - IP address (if applicable)
 - WWN (if applicable)
- 3) Please record your Session ID number in the event you require future assistance with your license key delivery transaction.
- 4) If you do not have the information needed to process your "New" license key, also noted as password request, please download the manual "New password request form". [NEW PASSWORD REQUEST FORM](#) link on Webware site.

- 5) Webware will lead you thru the remaining steps needed, in order to obtain your HP SW License Key(s).
- 6) After having completed the form, your license key will be sent to you via email. We recommend that you retain your License Entitlement Certificate which contains your HP order number for this transaction, as it may be required for future transactions such as moving or migrating licenses, changing IP address or MAC address, etc.

Note: If you also purchased E-Media (Electronic Media) as part of your order, there are download links for those media products contained in the product delivery email. The email was sent to the "ship-to" contact that was given during the initial ordering process. This email also contained the link to the HP license key delivery site (Webware). This website also contains a "License Key FAQ" link, as well in the "Webware User Guide".

If you need help with either the license key retrieval process, or the e-media download process, please enter a support case on the SSO website: <http://support.openview.hp.com>

- 1) Go to the "Problem Reporting" Section
- 2) Choose the "Submit a Support Case" link
- 3) Enter your HP Passport Login
- 4) Pick the "Non-technical/business" Case
- 5) For Licensing issues, choose "Licensing" as the problem category
- 6) For E-Media issues, choose "Other" as the problem category
- 7) Pick the correct SAID # (that is associated with the products you for which you need keys)
- 8) Choose the severity for the problem
- 9) Enter contact information

You can also contact us via phone. The contact information for the regional HP Password centers is shown below. These regional centers can supply assistance in using the Webware license delivery website.

Hewlett-Packard Password Center for U.S.A:

Phone: (801) 431-1597 or (800) 326-0411

Fax: (801) 431-3654

Hours of operation: 6:00 am to 6:00 pm MST

Americas_password@cnd.hp.com

Hewlett-Packard Password Center for Europe/Africa:

Phone: (+31-55-543-4642)

Fax: (+31-55-543-4645)

Hours of operation: 9:00 to 18:00 CET

Europe_password@cnd.hp.com

Hewlett-Packard Password Center for Asia Pacific:

Phone: (outside Japan) (+81-3-3227-5672) - English Support

Phone: (within Japan) 03-3227-5264 - Japanese Support

Fax: (+81-3-3227-5238)

Hours of operation: 9:00 am to 5:00 pm JST

Asia_password@cnd.hp.com

Additionally, there are regional HP Support phone numbers posted on the Software Support Online (SSO) Website:

http://support.openview.hp.com/contact_list.jsp. These regional centers can supply assistance in using the Webware license delivery website. Please request that your call be transferred to a HP Software Licensing Support engineer so that we can begin assisting you right away.

Regards,

HP Software Licensing