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Chapter 1.  Product types and HP sales orders

Product types
When placing an order, customers must select one or more of the following types of products for either physical delivery or electronic delivery:

1. License to Use: Provides the Entitlement Certificate or Right to Use document, with, among other key documentation, the standard Terms and Conditions that the business has approved for the requested product.

2. Media product (Media or E-Media): Provides the application on a CD/DVD or for electronic download.


HP sales orders
The starting point for the end customer experience is when an order is released. The order might contain license-to-use products for physical delivery or electronic delivery.

The key information for the end customer is the HP order number, which is required in order to redeem the licensing key for the requested products. A licensing key may also be referred to as a code, password, token or other similar terminology. The licensing key allows the user to have access to the application for testing or implementation.

Because of the different delivery types, there are two different entry points for customers to redeem licensing keys:

- The physical or electronic Entitlement Certificate informs the customer about the webware.hp.com link and relevant support information for licensing key redemption.
- The electronic delivery links go to webware.hp.com indirectly

To start the process, go to webware.hp.com.
Chapter 2. Electronic delivery process

E-mail content

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. The e-mail is sent from one of the following e-mail addresses: Hewlett-Packard.esdproa@hp.com, Hewlett-Packard.esdprob@hp.com, prmo.pdapi@hp.com.

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 to http://support.openview.hp.com/casemanager/newincident.

The e-mail content provides order relevant information, and a link for the customer to trigger electronic product deliverables.

The e-mail also has a link that allows the customer to land on the login page carrying the download key field information.
Dear Customer,

Thank you for your order with Hewlett-Packard. To access your electronic goods, click on the link below:

https://h20350.www2.hp.com/ecorecommerce/ship/fulfillment/downloadpage.do?downloadKey=

In the Electronic Delivery site, enter the email address and confirmation number contained in this email.

If you have questions about this order, contact your HP representative or search the help section on the customer website where the order was placed.

For information about HP software downloads, review the Frequently Asked Questions or click the Contact HP button on the Electronic Delivery website.

Sincerely,

Hewlett-Packard Company

**Transaction Information**

- **Confirmation number:**
- **HP order number:**
- **Purchase Order Number:** LHN-AMS-0714-5
- **Transaction date:** July 14, 2009 at 11:40 (GMT-04:00)

**Ship to address**

- **Name:**
- **Company:**
- **Address:**
- **City:** RICHMOND
- **State:** BC
- **Postal code:** V7C 4N3
- **Country:** Canada
- **Phone:**
- **Fax:**
- **Email:** @HP.COM

**Sold to address**

- **Name:**
- **Company:**
- **Address:**
- **City:** ETOBICOKE
- **State:** ON
- **Postal code:** M9W 5Z9
- **Country:** Canada
- **Phone:**
- **Fax:**
- **Email:** @HP.COM

<table>
<thead>
<tr>
<th>Item #</th>
<th>Product name</th>
<th>Product #</th>
<th>Quantity</th>
<th>Delivery type</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>HP Swd PL LJ Test E-LTU</td>
<td>TAT45AAE</td>
<td>4</td>
<td>Electronic License</td>
</tr>
</tbody>
</table>
Electronic download login page

The link brings the customer to the Electronic download login page.

On the login page, the customer must accept the terms and conditions and enter the e-mail address associated with the order.

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.

Electronic download login page

1. Type the ship-to email address.
2. Select the check box to accept the terms and conditions.
3. Click Submit to enter the Order Confirmation page.
Receipt pages, entitlement certificate

From the login page the customer will go to the Order Confirmation page. The page contains customer and order information as well as product specific information. Customers can see all of the electronic products that were ordered.

This page also contains product-specific delivery information. This information is divided into four key areas: Order Confirmation, Get Software, Get Licensing, and Get Documents.
When users click the **Get Licensing** tab, the **Licensing** page is displayed. From this page, the customer downloads the License to Use, which displays either an Entitlement Certificate or a Right to Use.

From the **Licensing** page, customers can also click the **Get License** link, which leads to the Product Selection in Webware. (For information on generating licenses, see the Product Selection page.)
License Entitlement Certificate

- **HP Order Number:** 01000101279
- **Product Number:** TA850AAE
- **Product Name:** HP ILO Adv E-LTU incl.
- **Quantity Ordered:** 1

**Retrieving your License Key**

Check your product's documentation for detailed information on installing your license key. You can redeem your permanent license key online at [http://www.webware.hp.com](http://www.webware.hp.com), or by contacting the HP Password Center, using the contact information below.

Your permanent license key enables the application and quantity listed above.

**Hewlett-Packard Password Center**

To obtain your permanent license key on-line, 24 hours a day, 7 days a week:

- **North/South America**
  - **Fax:** +1 801.431.3654
  - **Phone:** +1 801.431.1597
  - **Fax:** +1 801.316.0411
  - **E-mail:** americas_password@ond.hp.com
  - **E-mail:** europe_password@ond.hp.com
  - **Monday - Friday:** 8:00 AM - 5:00 PM EST
  - **Monday - Friday:** 9:00 AM - 6:00 PM JST

- **Europe/Africa**
  - **Fax:** +49 69 557 333
  - **Phone:** +49 69 557 322
  - **Fax:** +49 69 557 322
  - **E-mail:** europe_password@ond.hp.com
  - **E-mail:** africa_password@ond.hp.com
  - **Monday - Friday:** 8:00 AM - 5:00 PM CEST

**Your right to use the Software, as well as important restrictions on the use, transfer, and copying of the Software, are set forth in the Software Licensing Terms ("Agreement"), which is included with this certificate. You must review and agree to the Agreement prior to using the Software.**

**Retain this Certificate as proof of your License to Use**

- **HP order number to receive the permanent license**
- **This certificate refers to the legal use of the product. Retain this certificate as proof of your license to use.**
To get access to the downloadable software applications and manuals for a given electronic media product, the customer must click the individual links for that product. This solution allows ten downloads per link per customer. Links to standard documents such as customer support information are available on the 'Get Documentation' tab on the far right.

Receipt page – E-Media

Select the electronic downloads one by one. Click Download Directly, and save the software to your local computer.

Click Get Documentation. Select the documents one by one. Click Download Directly, and save the document to your local computer.
Chapter 3. Signing in to Webware using HP Passport

About signing in to Webware
To sign in to Webware, you use your HP Passport account.
HP Passport allows you to use a single user name and password to get access to all of HP’s web sites.
If you are an existing Webware user, then:
• If you do not yet have an HP Passport account, you will need to register for one.
• If you do have an HP Passport account, then the first time you use it to sign in to Webware, you will be prompted to synchronize your HP Passport and Webware profile information. This is a one-time process.

Signing in with your HP Passport account

Displaying the sign-in page
If you have an HP Passport account, then to display the sign-in page, click the Sign-in with HP Passport link at the top left of the welcome page (webware.hp.com).

The HP Passport sign-in page also is displayed if you click Generate New licenses or Manage licenses without first signing in. After you sign in, you continue to the first page of the selected process.
Providing your HP Passport ID and password

On the **HP Passport sign-in** page:

1. In the **User ID** field, enter your HP Passport user ID.
2. In the **Password** field, enter your password.
3. Click **Sign-In**.

If:
- Your HP Passport ID and password are valid,
- You have an existing Webware account, and
- You do not need to synchronize your HP Passport and Webware profiles,

Then the welcome page is displayed. The **Sign-in** and **Register** links are replaced by **Sign-out** and **Edit your profile** links.
Synchronizing your HP Passport and Webware profiles (one-time process)

When you sign in, Webware checks whether the e-mail address you provided for the HP Passport account matches the email address for an existing Webware account.

If there is a match and this is the first time you have signed in to Webware with your HP Passport account, then the **HP Passport – Webware Sign-in** page is displayed.

The **E-mail address** field is pre-populated with your email address.

In the **Password** field, type your Webware password (not your HP Passport password).

Click **Next/Update User**.

The **HP Passport change contact information** page is displayed.

Verify your profile information, making any changes if needed.

At the bottom of the page, click **Next/Update User**.

The welcome page is displayed.

The next time you sign in to Webware, you will only need your HP Passport ID and password.
Creating a new Webware profile
When you sign in, Webware checks whether the e-mail address you provided for the HP Passport account matches the email address for an existing Webware account.

If there is no match, then a modified version of the HP Passport Webware Registration page is displayed, to allow you to provide additional profile information for Webware.

The user ID and e-mail address fields are locked, but you can use the remaining fields to update your profile information. See Registering for an HP Passport account for information on the other fields.

Retrieving a forgotten HP Passport password
If you cannot remember your HP Passport password, then on the side menu, click Forgot password.

On the Forgot HP Passport password page, enter your email address, then click Submit.
On the next page, provide the answers to your two security questions.

Forgot HP Passport Password – security questions

Forgot HP Passport password

To ensure your information security, your identity needs to be verified. You can either answer both of your security questions or send yourself a forgot password e-mail.

To set a new password, please answer your security questions and click “Continue”.

To send a forgot password e-mail click “Send me an e-mail”.

* = Required field

<table>
<thead>
<tr>
<th>Password information</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
</tr>
<tr>
<td>Security question</td>
</tr>
<tr>
<td>Security answer *</td>
</tr>
<tr>
<td>Security question</td>
</tr>
<tr>
<td>Security answer *</td>
</tr>
</tbody>
</table>

[Send me an e-mail] Secure Continue

After answering the security questions, if you would like HP to e-mail you your HP Passport password, then click Send me an e-mail.

If you want to reset your HP Passport password, then click Continue.

On the Reset HP Passport password page, enter and confirm your new password, then click Continue.

Reset HP Passport password

Reset HP Passport password

To ensure your information security, you need to choose a new password. Please complete the form below to continue.

* = Required field

<table>
<thead>
<tr>
<th>Password information</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
</tr>
<tr>
<td>New password *</td>
</tr>
<tr>
<td>Confirm new password *</td>
</tr>
</tbody>
</table>

Secure Continue
On the confirmation page, click **Continue**.

The welcome page is displayed and you are signed in to Webware.

**Registering for an HP Passport account**

**Selecting the register option**

If you do not have an HP Passport account, then on the welcome page, click the **Register** link.
There is also a **New users – please register** link on the **HP Passport sign-in** page.

When you select the register option, the **HP Passport Webware Registration** page is displayed.

**Selecting an HP Passport user ID and password**

On the **HP Passport Webware Registration** page, under **Sign-in information**:

**User ID**

In the **User ID** field, type the user name you want to use for your HP Passport account. Your HP Passport user ID must have at least 5 characters. After entering the user ID, to check whether it is available for use and valid, click the **Check** button.
Password
In the **Password** field, type the password you want to use for your HP Passport account. The password must have at least 8 characters.

Confirm password
In the **Confirm password** field, re-type the password.

E-mail address
In the **E-mail address** field, type your e-mail address.
If you already have a Webware account, make sure that this is the same e-mail address you used for that account.
Your e-mail address is used to connect your HP Passport and Webware profiles.

Hint question
If you need to request a forgotten password, HP Passport will prompt you to provide the answer to two security questions.
From each **Hint question** dropdown, select a security question.
In the corresponding **Hint answer** field, enter the answer to the question.

Providing your personal information
Under **Personal information**, provide your name and indicate your relationship with HP.

<table>
<thead>
<tr>
<th>Personal information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prefix</strong></td>
</tr>
<tr>
<td><strong>First name</strong></td>
</tr>
<tr>
<td><strong>MI</strong></td>
</tr>
<tr>
<td><strong>Last name</strong></td>
</tr>
<tr>
<td><strong>I am a</strong></td>
</tr>
</tbody>
</table>

Providing your company e-mail domain
Required. In the **Company e-mail domain** field, type the domain name for your company (what comes after the @ for your e-mail addresses). For example, **hp.com**.
Providing your mailing address and telephone contact information
Under Business Contact Information, provide your company name, mailing address, and telephone/fax numbers.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company name</td>
<td>Required. In the Company name field, type the name of the company.</td>
</tr>
<tr>
<td>Address</td>
<td>Required. In the Address field, type the street address for the company.</td>
</tr>
<tr>
<td>Building name</td>
<td>If the address includes a building name, then type it into the Building name field.</td>
</tr>
<tr>
<td>Post box #</td>
<td>If the address includes a PO box number, then type it into the Post box # field.</td>
</tr>
<tr>
<td>City</td>
<td>Required. In the City field, type the city for the company address.</td>
</tr>
<tr>
<td>State/Province</td>
<td>In the State/Province field, type the state or province for the address.</td>
</tr>
<tr>
<td>Postal code</td>
<td>In the Postal code field, type the zip/postal code for the address.</td>
</tr>
<tr>
<td>Country/Region</td>
<td>Required. From the Country/Region dropdown, select the country where the address is located.</td>
</tr>
<tr>
<td>Phone number</td>
<td>In the Phone number fields, type your phone number.</td>
</tr>
<tr>
<td>Fax number</td>
<td>In the Fax number fields, type your fax number.</td>
</tr>
</tbody>
</table>
Selecting your privacy policy options

Occasionally HP communicates information on products, services, or support that may be relevant to you. This may include new product information, special offers, or the chance to participate in market research.

The **HP Privacy policy** section allows you to determine whether you want to receive this information, and if so, the method to use.

---

Synchronizing a new HP Passport profile and an existing Webware profile

After providing the information for your new HP Passport account, click **Next/Update User**.

Webware checks whether the e-mail address you provided for the HP Passport account matches the email address for an existing Webware account.

If there is a match, then the **HP Passport - Webware sign-in** page is displayed.

---

The **E-mail address** field is pre-populated with your e-mail address and cannot be changed.

In the **Password** field, enter your Webware password (not your HP Passport password), then click **Next/Update User**.
Webware updates your profile to use the information provided during the HP Passport registration, then displays the **HP Passport Sign-in** page.

**HP Passport Sign-in**

**HP Passport sign-in**

In the **User ID** field, enter your new HP Passport user ID.

In the **Password** field, enter your new HP Passport password.

Click **Sign-in**.

The welcome page is displayed, and you are signed in with your new HP Passport account.
Chapter 4. Editing your profile and changing your password

Editing your user profile

Selecting the edit profile option
To edit your profile information, click the **Edit your profile** link at the top of the page.

Note that when you select the option to edit your profile, Webware cancels your current transaction.

Updating your e-mail address
On the **Change HP Passport change contact information** page, under **Sign-in information**, you can edit the e-mail address you want to use. After entering the e-mail address, click **Check** to verify that it is not being used by another account.
Sign-in information

HP Passport change contact information

Transaction ID: 1127207
HP Passport registration is a single sign-on service that lets you register with HP Passport-enabled Websites using a single user identifier and password of your choice.

* = required field

Sign-in Information

<table>
<thead>
<tr>
<th>User ID*</th>
<th>imartin05</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail address*</td>
<td><a href="mailto:imartin@superco.com">imartin@superco.com</a></td>
</tr>
</tbody>
</table>

Prefix

From the Prefix dropdown, select the title you prefer to use (Dr., Mr., Mrs., Ms., Prof.).

First name

Required. In the First name field, type your first name.

Middle initial

In the Middle initial field, type your middle initial.

Last name

Required. In the Last name field, type your last name.

I am a

From the I am a dropdown, select whether you are a customer, partner, consultant, or HP employee.

Updating your company e-mail domain

Under Company e-mail domain, you can update the domain name for your company (what comes after the @ for your e-mail addresses). For example, hp.com.

Company e-mail domain

Company e-mail domain* | superco.com

Please note that the company e-mail domain is the main domain name. Example: The company e-mail domain in americas_password@msi.hp.com is hp.com.

ESD and Webware License Management Guide 24
Updating your mailing address
Under Business contact information, you can update your company, mailing address, and telephone information:

<table>
<thead>
<tr>
<th>Business Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company name*</td>
</tr>
<tr>
<td>Address*</td>
</tr>
<tr>
<td>Building name</td>
</tr>
<tr>
<td>Post box #</td>
</tr>
<tr>
<td>City*</td>
</tr>
<tr>
<td>State/Province</td>
</tr>
<tr>
<td>Country/Region*</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>Fax</td>
</tr>
</tbody>
</table>

| Company name | Required. In the Company name field, type the name of the company. |
| Address | Required. In the Street address field, type the street address for the company. |
| Building name | If the address includes a building name, then type it into the Building name field. |
| Post box # | If the address includes a PO box number, then type it into the Post box # field. |
| City | Required. In the City field, type the city for the company address. |
| State/Province | In the State/Province field, type the state or province for the address. |
| Postal code | In the Postal code field, type the zip/postal code for the address. |
| Country/Region | Required. From the Country/Region dropdown, select the country where the address is located. |
| Phone number | In the Phone number fields, type your phone number. |
| Fax number | In the Fax number fields, type your fax number. |
Updating your privacy policy options

Occasionally HP communicates information on products, services, or support that may be relevant to you. This may include new product information, special offers, or the chance to participate in market research.

Use the Privacy policy section to change whether you want to receive this information, and if so, the method to use.

For each contact method:

- If HP may contact you using that method, click the Yes radio button.
- If you do NOT want HP to contact you using that method, click the No radio button.

Saving the new or updated profile information

When you have finished providing or updating the profile information, click Next/Update User.

You are returned to the welcome page.
Changing your password

Selecting the edit profile option
To edit your profile information, click the **Edit your profile** link at the top of the page.

Note that when you select the option to edit your profile, Webware cancels your current transaction.

Selecting the change password option
To change your password, on the side menu, click **Change password**.

Note that when the change password process is completed, you are returned to the welcome page.

If you also need to update your user profile information, first save the changes, then select the **Edit your profile** option again before clicking the **Change password** link.
Selecting your new password

On the **Change HP Passport password** page:

1. In the **Current password** field, type your current password.
2. In the **New password** field, type your new password.
3. In the **Confirm new password** field, type the new password again.
4. Click **Submit**.
5. If the new password is valid, then a confirmation page is displayed.

6. Click **Continue**.
   - The welcome page is displayed.
Chapter 5. Generating new licenses

Before you start
When you place an order, HP sends you an entitlement certificate, which includes your HP order number. You will need this order number in order to generate licenses from Webware.
Your order information is also added to the Licensing Center database.

Starting the license generation process
On the welcome page, click **Generate New licenses**.

If you have already signed in, then the **Order number** page is displayed.
If you have not yet signed in, then the **HP Passport sign-in** page is displayed. See **Signing in to Webware using HP Passport**.
Providing your HP order number

Entering the order number

On the **Order number** page, in the **Order number** field, enter your HP order number.

---

Selecting a previously used order number

To select an order number that you previously used to generate licenses, click **Find previously used order number**. The **Enter order number** section is replaced by the **Search used order numbers** section.

---

**Search used order numbers**

Please choose the filter and sort options, select the previously used order number and click Next.

- **Filter order number selection by**
  - Last order redeemed

- **Sort by**
  - Redemption Date

**Order number**

- testppvpt-4/15/2009

---

**Important note**: Orders with all products and quantities fully redeemed will not appear on this list. Use "Manage License(s)" to view previously redeemed orders. You will see "No orders match criteria" if you have not yet redeemed an order or have fully redeemed all available licenses on all your orders.
1. From the **Filter order number selection by** dropdown, select an option to use to filter the available orders. The options are:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last order redeemed</td>
<td>The order number dropdown only lists the last order used to generate licenses.</td>
</tr>
<tr>
<td>Order numbers redeemed last seven days</td>
<td>The order number dropdown lists order numbers used during the previous week.</td>
</tr>
<tr>
<td>Order numbers redeemed in the last 30 days</td>
<td>The order number dropdown lists order numbers used during the previous 30 days.</td>
</tr>
<tr>
<td>Orders redeemed this year</td>
<td>The order number dropdown lists order numbers used during the current year.</td>
</tr>
<tr>
<td>All order numbers redeemed</td>
<td>The order number dropdown lists all order numbers that you have used previously.</td>
</tr>
</tbody>
</table>

2. From the **Sort by** dropdown, select the sort order for the order numbers in the dropdown. You can sort the order numbers by order number or by the last date the orders were used.

3. From the **Order number** dropdown, select the order number you want to use.

Continuing the process
After entering or selecting the number, click **Next**.

The **Product selection** page is displayed.
Selecting the products for which to generate licenses

1. The Product selection page contains the list of product for the order.

   If a product has an available quantity, then the Select product column contains a check box, and the Quantity available column contains either "YES" or a number.

   If no quantity is available, then the Select product column contains N/A, and the Quantity available column contains "NO" or 0.

   Check the check box next to each product that you want to request.

   The products are grouped by product family. To select all of the products for a specific family, check the family check box. If the products in a family must always be activated together, then there is only a check box at the family level.

   If needed, select the product version for the selected product.

   ![](Product selection page)

   **Product selection**

   Welcome, Jonathan Martin

   Transaction ID: 942066

   Order number: testppvp

   You may have products on your order for which licenses cannot be requested through this web site. Consult the product documentation for details on requesting those licenses.

   Please select the product(s) for which you want to request license(s) and click Next to proceed.

<table>
<thead>
<tr>
<th>Select product</th>
<th>Product number</th>
<th>Product name</th>
<th>Product version</th>
<th>Quantity available</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>T4112AA</td>
<td>HP Asset Center Base Module Floating User Software LTU</td>
<td>5.0</td>
<td>NO</td>
</tr>
<tr>
<td>NA</td>
<td>T4144AA</td>
<td>HP Asset Center Base Module Floating User Software LTU</td>
<td>4.3x</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>T4051AA</td>
<td>HP Desktop Inv Base Mod 100+ LTU</td>
<td>8.0</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>T4101AA</td>
<td>HP Enterprise Discovery Base System v1.0 100 LTU 100-2,500 devices</td>
<td>1.0</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>T4182AA</td>
<td>HP Enterprise Discovery Device Disc 100 LTU block for 100-2,400 devices</td>
<td>2x</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>T4222AA</td>
<td>HP BII Portal User/Data File User LTU</td>
<td>5.2</td>
<td>YES</td>
</tr>
</tbody>
</table>

2. When you are finished, click Next.

   The License redemption page is displayed.
Providing the license redemption information

About the License redemption page
The **License redemption** page is used to provide:

- The license owner
- Any additional product-specific information required to generate the licenses

License redemption page

**License redemption**

Welcome, Jonathan Martin
Transaction ID: 909222

Order number: tstppyp1
Fill in the information required for each product(s) listed. Click Help for detailed instructions.

To revise your product(s) selection click Previous. Click Next to continue.

* = required field

Select license owner (end-user) information

Select the license owner and delivery options. If you have an existing S4D, please provide it as it will help expedite HP’s creation of your new support contract.

License owner*  [I am the license owner]

Send copies to  
S4D (if available)  

Selecting the license owner

From the **License owner** dropdown, select the license owner for the new licenses.

If you are the license owner, then select **I am the license owner**.
To use an existing license owner that you have used previously, select **Select from my license owners**. From the **Existing owners** dropdown, select the specific user.

### Select license owner (end user) information

Select the license owner and delivery options. If you have an existing SAID, please provide it as it will help expedite HP’s creation of your new support contract.

- **License owner**: [Select from my license owners](#)
- **Existing owners**: Superco, Inc. "jmartin@superco.com"

- [Send e-mail to the license owner](#)

- **Send copies to**: 

- **SAID (if available)**

To either create a new license owner or find an existing user, select **Find or create a license owner**. In the **License Owner e-mail address** field, type the e-mail address of the user.

### Find license owner

Select the license owner and delivery options. If you have an existing SAID, please provide it as it will help expedite HP’s creation of your new support contract.

- **License owner**: [Find or create a license owner](#)
- **License Owner e-mail address**

- [Send e-mail to the license owner](#)

- **Send copies to**: 

- **SAID (if available)**

### Sending the license notice

To send the license notice to the license owner, check the **Send e-mail to the license owner** check box.

In the **Send copies to** field, enter other e-mail addresses that should receive a copy of the license notice. Use commas to separate multiple addresses.

### Providing your SAID

If you have a service agreement ID (SAID), then enter it into the **SAID** field.
Providing additional information about the selected products

At the bottom of the **License Redemption** page are fields to provide any other information required to generate the license keys. Examples of product-specific information include version, quantity, IP address, MAC address, and locking code.

License Redemption page

Continuing the process

After providing the required information, click **Next**.

If the license owner is an existing user, then the **Transaction summary** page is displayed. See **Completing the license generation process**.

If you provided an email address for a new user, then the **Create license owner** page is displayed. See **Providing information for a new license owner** below.
Providing information for a new license owner

Providing the license owner name and contact information

Under **Create license owner (End-User) information**, provide the name and contact information for the license owner.

### Create license owner (end-user) information

Welcome, Jonathan Martin  
Transaction ID: 920772  

**Instructions**

The user profile for the license owner email address provided by you does not exist in the database. Please provide information below to create a user profile for this license owner.

Please enter complete address information and click on Next to proceed.

Channel Partners: Please make sure you include the information for the actual license owner. This will ensure support entitlement is setup correctly for the customer. Thank you.

**Important Note:** In order to provide our software customers with valid license history reports, we must collect valid end-customer information with this license request. Please take a moment now to ensure this customer can benefit from our software license history reporting later.

* = required field

**Create license owner (end user) information**

The license owner is different from the license requestor. Please fill in the license owner information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>From the Prefix dropdown, select the license owner’s title (Dr., Mr., Mrs., Ms., Prof.).</td>
</tr>
<tr>
<td>First name</td>
<td>Required. In the First name field, type the license owner’s first name.</td>
</tr>
<tr>
<td>MI</td>
<td>In the MI field, type the license owner’s middle initial.</td>
</tr>
<tr>
<td>Last name</td>
<td>Required. In the Last name field, type the license owner’s last name.</td>
</tr>
<tr>
<td>I am a</td>
<td>From the dropdown, select whether the license owner is a customer, partner, consultant, or HP employee.</td>
</tr>
<tr>
<td>Phone number</td>
<td>In the Phone number field, type the license owner’s phone number.</td>
</tr>
<tr>
<td>Ext</td>
<td>If the phone number includes an extension, then in the Ext field, type the extension.</td>
</tr>
<tr>
<td>Fax number</td>
<td>In the Fax number field, type the license owner’s fax number.</td>
</tr>
<tr>
<td>E-mail/Login</td>
<td>Required. In the E-mail/Login field, type the license owner’s e-mail address. The e-mail address is also used as the login for Webware.</td>
</tr>
</tbody>
</table>

ESD and Webware License Management Guide 36
Providing the license owner company e-mail domain

In the **Company e-mail domain** field, type the domain name for the license owner's company (what comes after the @ for the e-mail addresses). For example, hp.com.

**License owner company e-mail domain**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company e-mail domain*</td>
<td>Required. Type the domain name for the license owner's company.</td>
</tr>
</tbody>
</table>

Providing the license owner mailing address

Under **License owner mailing address**, provide the license owner's company name and address.

**License owner mailing address**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company name*</td>
<td>Required. Type the name of the company.</td>
</tr>
<tr>
<td>Address*</td>
<td>Required. Type the street address for the company.</td>
</tr>
<tr>
<td>Building name</td>
<td>If the address includes a building name, type it onto the Building name field.</td>
</tr>
<tr>
<td>Post box #</td>
<td>If the address includes a PO box number, type it into the Post box # field.</td>
</tr>
<tr>
<td>City*</td>
<td>Required. Type the city for the company address.</td>
</tr>
<tr>
<td>State/Province</td>
<td>Type the state or province for the address.</td>
</tr>
<tr>
<td>Postal code*</td>
<td>Type the zip/postal code for the address.</td>
</tr>
<tr>
<td>Country/Region*</td>
<td>Required. Select the country where the address is located.</td>
</tr>
</tbody>
</table>

---

ESD and Webware License Management Guide 37
Selecting privacy policy options for the license owner
Occasionally HP communicates information on products, services, or support that may be relevant to the license owner. This may include new product information, special offers, or the chance to participate in market research.

The **license owner privacy policy** section allows you to determine whether the license owner should receive this information, and if so, the method to use.

---

**License owner privacy policy**

**Privacy policy**

Occasionally HP communicates information on products, services, or support that may be relevant to you. This may include new product information, special offers, or an invitation to participate in market research. Please click "Yes" if HP may contact you by the methods described or click "No" if you do not want HP to contact you by that method.

- **E-mail**
  - Yes
  - No
- **Postal mail**
  - Yes
  - No
- **Phone**
  - Yes
  - No

Please review to make sure all information is correct; make any necessary changes before clicking on the Next button.

Please click on the Cancel button to cancel your session and return to the Main Menu.

---

For each contact method:

- If HP may contact the license owner using that method, click the **Yes** radio button.
- If you do NOT want HP to contact the license owner using that method, click the **No** radio button.

**Continuing the process**

After providing the new license owner information, click **Next**.

The **Transaction summary** page is displayed.
Completing the license generation process

The **Transaction summary** page contains a summary of the information for your request.

Transaction summary page

<table>
<thead>
<tr>
<th>Requestor information</th>
<th>License owner information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Martin, Jonathan</td>
<td>Name: Smith, Malcolm J</td>
</tr>
<tr>
<td>Address: 23 Spring Street</td>
<td>Address: 23 Spring Street</td>
</tr>
<tr>
<td>City: Dedham</td>
<td>City: Dedham</td>
</tr>
<tr>
<td>State/Province: MA</td>
<td>State/Province: MA</td>
</tr>
<tr>
<td>Postal code: 02025</td>
<td>Postal code: 02025</td>
</tr>
</tbody>
</table>

Transaction details

Order number: testppsv1
E-mail notification: jmartin@superco.com, msmith@superco.com

<table>
<thead>
<tr>
<th>Product number</th>
<th>Product name</th>
<th>Product family: Automation ED</th>
<th>Quantity</th>
<th>Target ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>T4101AA</td>
<td>HP Enterprise Discovery Base System v1.0 100 LTU 100-2500 devices</td>
<td>4</td>
<td>12.66.34.42</td>
<td></td>
</tr>
<tr>
<td>T4152AA</td>
<td>HP Enterprise Discovery Device Disc 100 LTU block for 100-2499 devices</td>
<td>5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the license owner is not either:

- Yourself
- A new user that you created for this transaction

then under **License owner information**, only the owner's e-mail address is displayed.

The **Target ID** column contains the locking parameter you provided on the **License redemption** page (IP address, MAC address, host ID, etc.).

If you need to make any corrections, click **Previous** to go back and update the request information.

If the information is correct, click **Next**.
The license is generated and the **License certificate** page is displayed.

License certificate page

**License certificate**

Welcome, Jonathan Martin  
Transaction ID: 920885  
More info

**Permanent license certificates**

Thank you for using Websphere to request your license key. Your license certificate(s) and license key attachment(s) have been e-mailed to the following addresses: jmartin@superco.com

If you would like to select additional delivery options please click on the link below:

» Additional delivery options

To eliminate chances of error, it is highly recommended that license(s) are installed directly from a license key file, rather than attempting to manually transcribe and edit them from the license certificate. Each license key file can be copied to the appropriate target system and then directly imported and installed by the application. No editing of the license key file is required. Note: Importing of license keys files may not be supported for your software product. Please check the product’s documentation for details.

If you would like to save your license key file immediately to your system (rather than from the e-mail we have sent you), please use the links provided below:

» Save license key for BA153AA - any

A copy of your license certificate(s) are displayed below for your review.

![Permanent License Certificate](image)

See [Saving and sending license keys](#) for details on saving keys to a file and sending additional copies of the certificates.
To activate additional products from the same order, click **More Products**. To return to the welcome page, click **Main Menu**.

License certificate – navigation options

<table>
<thead>
<tr>
<th>Product number</th>
<th>Product name</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>T4883AA</td>
<td>HP Network Disc SW Lic 100+ LTU</td>
<td>4</td>
</tr>
</tbody>
</table>

Your license key request has been submitted for processing. The license key will be emailed directly to you.

Attached is a 60-day temporary auth code that can be utilized immediately, if required:

Rights and restrictions on the use, transfer and copying of the software are set forth in the Hewlett-Packard Company’s software License Terms Agreement.
Chapter 6. Managing licenses

Options for managing keys

The Webware license management options allow you to:

- Move licenses to a different machine. Moving licenses can include changing the license owner.
- Generate a report of license information
- Reprint license information

Starting the process

On the welcome page, click Manage Licenses.

If you have already signed in to Webware, then the Manage license search page is displayed.

If you haven’t yet signed in, then the HP Passport sign-in page is displayed. See Signing in to Webware using HP Passport.
Providing license search criteria

On the **Manage license search** page, you provide the search criteria for the licenses you want to reprint, move, or generate a report for.

**Manage license search page**

![Manage license search page](image)

Welcome, Jonathan Martin
Transaction ID: 920554  [More info](#)

**Manage licenses - search criteria(s)**

Enter the License search criteria and click on Move or Reprint buttons to proceed.

*If you do not have the information needed to process this server to server move request online, please download the manual move form:* [MANUAL MOVE FORM](#)

*If you wish to change operating platforms, please download the platform to platform move form:* [PLATFORM TO PLATFORM MOVE FORM](#)

_NOTE: A direct platform to platform move may not be available due to pricing differences_

- **X** = required field
- **All company licenses**
- **Target ID**
- **HP Order number/CSSL Contract**
- **Product number**
- **Product family**
- **Solution group ID**
- **Customer ID**
- **From date** (mm/dd/yyyy)
- **To date** (mm/dd/yyyy)

[Help], [Feedback], [Cancel], [Previous], [Reprint], [Report], [Move]
While you can only manage licenses that you own, you can include licenses belonging to other users in the results. To include licenses belonging to other users, check the **All company licenses** check box. You must also provide either a target ID or an order number in the search criteria.

When you check the check box, the **Other Target ID** and **Other Order number** fields are added to the page.

The available criteria are:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target ID</strong></td>
<td>The <strong>Target ID</strong> dropdown is populated with the target IDs you have provided for licenses you own. A target ID is a locking parameter such as an IP address, MAC address, or host ID. To search for licenses on a particular target ID, select a target ID from the dropdown.</td>
</tr>
<tr>
<td><strong>Other Target ID</strong></td>
<td>To search for licenses using a target ID associated with licenses that you do not own, type the target ID in the <strong>Other target ID</strong> field. This field is only displayed if the <strong>All company licenses</strong> check box is checked.</td>
</tr>
<tr>
<td><strong>HP Order number/CSL Contract</strong></td>
<td>The <strong>HP Order number/CSL Contract</strong> dropdown is populated with the list of order and contract numbers for the licenses you own. To search for licenses for a particular order or contract number, select the number from the dropdown.</td>
</tr>
<tr>
<td><strong>Other Order number</strong></td>
<td>To search for licenses using an order number for licenses that you do not own, type the order number in the <strong>Other Order number</strong> field. This field is only displayed if the <strong>All company licenses</strong> check box is checked.</td>
</tr>
<tr>
<td><strong>Product number</strong></td>
<td>The <strong>Product number</strong> dropdown is populated with the list of available product numbers. To search for licenses for particular product, select the product number from the dropdown.</td>
</tr>
</tbody>
</table>
| **Product family** | The **Product family** dropdown is populated with the available families.  
To search for licenses for a particular product family, select the family from the dropdown. |
|-------------------|--------------------------------------------------------------------------------------------------------|
| **Solution group ID** | To search for licenses for a particular solution group, type the group ID into the **Solution group ID** field.  
The solution group ID is a customer company identifier used for certain products. |
| **From date** | To search for licenses created before a specific date, type the date into the **From date** field, in the format mm/dd/yyyy (For example, November 20, 2007 would be typed as 11/20/2007). |
| **To date** | To search for licenses created after a specific date, type the date into the **To date** field, in the format mm/dd/yyyy (For example, November 20, 2007 would be typed as 11/20/2007). |
Reprinting license certificate information

To reprint licenses you own that match the specified criteria:

1. Click **Reprint**.

   The **License(s) selection for reprint** page is displayed. The page lists the matching licenses. In the list, the **LR product group id** column contains the license request product group ID, a transaction-level product identifier used by some products.
If the results include licenses that you do not own, then the results include an **Owner e-mail** column listing the owner's e-mail address. You cannot reprint licenses that do not belong to you.

### License(s) selection for reprint

Welcome, Jonathan Martin

Transaction ID: 934523 [More info](#)  

#### License(s) selection for reprint

License(s) selection for reprint with other owner's licenses

<table>
<thead>
<tr>
<th>Reprint license</th>
<th>Target ID</th>
<th>HP order number/CSS Contract</th>
<th>Product number</th>
<th>Product description</th>
<th>Product version</th>
<th>I/R product group ID</th>
<th>Date created</th>
<th>Solution group ID</th>
<th>Owner e-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>any</td>
<td>testppp1</td>
<td>T4091AA</td>
<td>HP Desktop</td>
<td>3.0</td>
<td>45355111Automation</td>
<td>04/15/2008</td>
<td></td>
<td><a href="mailto:jmartin@superco.com">jmartin@superco.com</a></td>
</tr>
<tr>
<td>N/A</td>
<td>11.22.33.44</td>
<td>testppp1</td>
<td>T4101AA</td>
<td>HP Enterprise</td>
<td>1.0</td>
<td>45355117Automation</td>
<td>04/15/2008</td>
<td></td>
<td><a href="mailto:masmith@superco.com">masmith@superco.com</a></td>
</tr>
<tr>
<td>N/A</td>
<td>any</td>
<td>testppp1</td>
<td>T4102AA</td>
<td>HP Enterprise</td>
<td>2.x</td>
<td>45355117Automation</td>
<td>04/15/2008</td>
<td></td>
<td><a href="mailto:masmith@superco.com">masmith@superco.com</a></td>
</tr>
<tr>
<td>N/A</td>
<td>any</td>
<td>testppp1</td>
<td>T4501AA</td>
<td>HP Connector</td>
<td>3.0</td>
<td>04/15/2009</td>
<td></td>
<td></td>
<td><a href="mailto:jmartin@superco.com">jmartin@superco.com</a></td>
</tr>
<tr>
<td>[ ]</td>
<td>any</td>
<td>testppp1</td>
<td>B453AA</td>
<td>HP Desktop</td>
<td>any</td>
<td>04/15/2009</td>
<td></td>
<td></td>
<td><a href="mailto:jmartin@superco.com">jmartin@superco.com</a></td>
</tr>
</tbody>
</table>

2. The licenses that can be reprinted have a check box in the **Reprint license** column. Check the check box next to each license you want to reprint.
3. Click **Next**.

The **Reprint product(s)** detail page is displayed, listing additional information about the matching licenses.

---

**Reprint product(s) detail**

---

**Welcome, Jonathan Martin**

---

**Reprint - product(s) detail**

---

Transaction ID: 920816 [More info]

Fill in the information required for each product(s) listed. Click the Help button for detail instructions.

To revise your product(s) selection click the Previous button.

---

**AA162A - 0V Data Protector open file backup 1 server LTP**

Product version: any [More info]

Quantity: 3 [More info]

Management server host name: My machine [More info]

---

[Help] [Feedback] [Cancel] [Previous] [Next]
4. After verifying the information, click Next.

The **License certificate** page is displayed with the certificates you selected.

See [Saving and sending license keys](#) for details on saving keys to a file and sending additional copies of the certificates.

### Generating a report of license certificate information

To generate a report of license information based on the selected criteria:

1. Click **Report**.

   The **License(s) selection for report** page is displayed.

```
License(s) selection for report page

Welcome, Jonathan Martin
Transaction ID: 920836

Report – licenses information
Please select the license(s) you want to report and click on Next button to proceed.

Select all licenses

1 - 5 of 5 matches found

<table>
<thead>
<tr>
<th>Report license</th>
<th>Target ID</th>
<th>HP order number/ CXL Contract</th>
<th>Product number</th>
<th>Product description</th>
<th>Product version</th>
<th>Date created</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>any</td>
<td>testppp1</td>
<td>T4084AA</td>
<td>HP Desktop Inv Base Mod 100+ LTU</td>
<td>8.0</td>
<td>04/15/2009</td>
</tr>
<tr>
<td></td>
<td>11.33.44.22</td>
<td>testppp1</td>
<td>T40884A</td>
<td>HP Network Disc SW Lic 100+ LTU</td>
<td>5.2</td>
<td>04/15/2009</td>
</tr>
<tr>
<td></td>
<td>any</td>
<td>testppp1</td>
<td>T4501AA</td>
<td>HP Connector for CA User Center AMO User SW LTU</td>
<td>3.90</td>
<td>04/15/2009</td>
</tr>
<tr>
<td></td>
<td>any</td>
<td>testppp1</td>
<td>EA453AA</td>
<td>OV Data Protector open file &amp; backup 1- server LTU</td>
<td>any</td>
<td>04/15/2009</td>
</tr>
<tr>
<td></td>
<td>22.44-33-22-11</td>
<td>testppp1</td>
<td>T4095AA</td>
<td>HP Desktop Admin, for AC 100 devices blocks for 100-2500 devices Software LTU</td>
<td>4.3.x</td>
<td>04/15/2009</td>
</tr>
</tbody>
</table>
```

1 - 5 of 5 matches found
If the list includes licenses that you do not own, then the results include an **Owner e-mail** column listing the owner’s e-mail address. The report cannot include licenses that you do not own.

### License(s) selection for report

Welcome, Jonathan Martin  
Transaction ID: 934523  
More info  

#### License(s) selection for report

**Report – licenses information**

Please select the license(s) you want to report and click on Next button to proceed.

- Select all licenses

1. 6 of 6 matches found  

<table>
<thead>
<tr>
<th>Report</th>
<th>License</th>
<th>Target ID</th>
<th>HP order/Contract</th>
<th>Product number</th>
<th>Product description</th>
<th>Product version</th>
<th>Date created</th>
<th>Owner e-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>any</td>
<td>testppv1</td>
<td>T4081AA</td>
<td>HP Desktop Inv Base Mod 100-LTU</td>
<td>8.0</td>
<td>04/15/2009</td>
<td><a href="mailto:jmartin@superco.com">jmartin@superco.com</a></td>
<td></td>
</tr>
<tr>
<td>NA</td>
<td>11.22.33.44</td>
<td>testppv1</td>
<td>T4101AA</td>
<td>HP Enterprise Discover Base System v1.0 100-LTU 100-2,000 devices</td>
<td>1.0</td>
<td>04/15/2009</td>
<td><a href="mailto:msmit@superco.com">msmit@superco.com</a></td>
<td></td>
</tr>
<tr>
<td>NA</td>
<td>any</td>
<td>testppv1</td>
<td>T4182AA</td>
<td>HP Enterprise Discover Device Disc 100-LTU block for 100-2,400 devices</td>
<td>2.0</td>
<td>04/15/2009</td>
<td><a href="mailto:msmit@superco.com">msmit@superco.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>any</td>
<td>testppv1</td>
<td>T4501AA</td>
<td>HP Connector for CA Unicenter 6000 User SW/LTU</td>
<td>3.09</td>
<td>04/15/2009</td>
<td><a href="mailto:jmartin@superco.com">jmartin@superco.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>any</td>
<td>testppv1</td>
<td>T465244</td>
<td>OUI Data License</td>
<td></td>
<td>04/15/2009</td>
<td><a href="mailto:jmartin@superco.com">jmartin@superco.com</a></td>
<td></td>
</tr>
</tbody>
</table>

2. To generate the report for all of the licenses that you own, check the **Select all licenses** check box.

Otherwise, check the check box next to each license to include in the report.
3. Click **Next**.

The **License(s) selection for report confirmation** page is displayed.

License(s) selection for report confirmation page

Welcome, Jonathan Martin

Transaction ID: 920836 [More info]

License(s) selection for report confirmation page

1. 2 of 2 matches found

<table>
<thead>
<tr>
<th>License ID</th>
<th>HP order number</th>
<th>Product number</th>
<th>Product description</th>
<th>Product version</th>
<th>Date created</th>
</tr>
</thead>
<tbody>
<tr>
<td>11334422</td>
<td>testppp1</td>
<td>T4089AA</td>
<td>HP Network Disc SW Lic 100+ LTU</td>
<td>5.2</td>
<td>04/15/2009</td>
</tr>
<tr>
<td>any</td>
<td>testppp1</td>
<td>T4501AA</td>
<td>HP Connector for CA Unicenter AMO User SW LTU</td>
<td>3.90</td>
<td>04/15/2009</td>
</tr>
</tbody>
</table>

1 - 2 of 2 matches found

4. Click **Save report file**.

You are prompted to open or save the file containing the report. The report is generated as an Excel file.

License report

<table>
<thead>
<tr>
<th>License ID</th>
<th>Order Number</th>
<th>Product Number</th>
<th>Product Name</th>
<th>Product Version</th>
<th>LTU</th>
<th>Password Tr</th>
</tr>
</thead>
<tbody>
<tr>
<td>4503154</td>
<td>testppp1</td>
<td>T4089AA</td>
<td>HP Network Disc SW Lic 100+ LTU</td>
<td>5.2</td>
<td>4 pass</td>
<td></td>
</tr>
<tr>
<td>4502169</td>
<td>testppp1</td>
<td>T4301AA</td>
<td>HP Connector for CA Unicenter AMO User SW LTU</td>
<td>3.90</td>
<td>2 okky4</td>
<td></td>
</tr>
</tbody>
</table>
Moving licenses

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.

As part of the move process, you can also change the license owner. You can only select a license owner from the same company e-mail domain.

1. Click **Move**.

   The **License(s) selection for move** page is displayed.

   License(s) selection for move page

   License(s) selection for move page

   Welcome, Jonathan Martin
   Transaction ID: 920636
   More info

   Move – licenses information

   Please select the license(s) you want to move and click on Next button to proceed.

   1 - 5 of 5 matches found

<table>
<thead>
<tr>
<th>Move license</th>
<th>Target ID</th>
<th>HP order number/CES Contract</th>
<th>Product number</th>
<th>Product version</th>
<th>LR product group id</th>
<th>Date created</th>
<th>Solution group id</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.33.44.22</td>
<td>testppup1</td>
<td>T4001AA</td>
<td>8.0</td>
<td></td>
<td>4535611Automation</td>
<td>04/15/2009</td>
<td></td>
</tr>
<tr>
<td>11.33.44.22</td>
<td>testppup1</td>
<td>T4001AA</td>
<td>5.2</td>
<td></td>
<td>4535611Network Discovery</td>
<td>04/15/2009</td>
<td></td>
</tr>
<tr>
<td>any</td>
<td>testppup1</td>
<td>T4001AA</td>
<td>3.0</td>
<td></td>
<td>4535611Network Discovery</td>
<td>04/15/2009</td>
<td></td>
</tr>
<tr>
<td>any</td>
<td>testppup1</td>
<td>BA153AA</td>
<td>any</td>
<td></td>
<td>4535611Desktop Admin</td>
<td>04/15/2009</td>
<td></td>
</tr>
<tr>
<td>22-44-33-22-11</td>
<td>testppup1</td>
<td>T4001AA</td>
<td>4.3 X</td>
<td></td>
<td>4535621Desktop Admin</td>
<td>04/15/2009</td>
<td></td>
</tr>
</tbody>
</table>

   1 - 5 of 5 matches found

   «Previous | Next
If the list includes licenses that you do not own, then the results include an **Owner e-mail** column listing the owner's e-mail address. You cannot move licenses that you do not own.

**License(s) selection for move with other owners**

**License(s) selection for move**

2. Check the check box next to each license to move.

3. Click **Next**.

The **Move product(s) detail** page is displayed, listing the details for the selected licenses.
4. Under **Select license owner (end-user) information**, select the license owner for the moved licenses. See **Selecting the license owner**. Note that you can only select a license owner that has the same company e-mail domain.

**Move product(s) detail**

Welcome, Jonathan Martin

**Move - product(s) detail**

Transaction ID: 920636  

Fill in the information required for each product(s) listed. Click the Help button for detail instructions.

To revise your product(s) selection click the Previous button.

* = required field

**Select license owner (end-user) information**

Select the license owner and delivery options. If you have an existing SAID, please provide it as it will help expedite HP's creation of your new support contract.

License owner*  

Send copies to  

SAID (if available)  

More Info
5. Each product family section displays the current configuration information. Under **New license configuration**, provide the updated information.

Move product(s) detail – configuration information

<table>
<thead>
<tr>
<th>Product number</th>
<th>Product name</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>T409AA</td>
<td>HP Network Disc SW Lic 100+ LTU</td>
<td>4</td>
</tr>
</tbody>
</table>

**Current license configuration**
- **Order number**: testpwo1
- **Quantity**: 4
- **Appliance ID**: 11.33.44.22
- **Solution Group ID**: 4536611Network Discovery

**New license configuration**
- **Product version**: [More info](#)
- **Quantity**: 4
- **Appliance ID**: [More info](#)
- **Additional Information or Instructions**: [More info](#)

- [Help](#)  [Feedback](#)  [Cancel](#)  [Previous](#)  [Next](#)
6. After providing the license owner and configuration information, click **Next**.

If you are creating a new license owner, then the **Create license owner** page is displayed. See [Providing information for a new license owner](#).

If you are not creating a new license owner, then the **Move confirmation** page is displayed. Under **License owner information**, if the owner is not either yourself or a new user you have just created, then only the owner’s e-mail address is displayed.

---

**Move confirmation**

Welcome, Jonathan Martin

Transaction ID: 920836  [More info]

To revise your product(s) selection click the Previous button.

**Requestor Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Martin, Jonathan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>Superco, Inc.</td>
</tr>
<tr>
<td>Address</td>
<td>23 Spring Street</td>
</tr>
<tr>
<td></td>
<td>Superco Headquarters</td>
</tr>
<tr>
<td></td>
<td>12345</td>
</tr>
<tr>
<td>City</td>
<td>Dedham</td>
</tr>
<tr>
<td>State/Province</td>
<td>MA</td>
</tr>
<tr>
<td>Postal code</td>
<td>02028</td>
</tr>
<tr>
<td>Country</td>
<td>U.S.A.</td>
</tr>
</tbody>
</table>

**License owner information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Roberts, Nancy J</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>Superco, Inc.</td>
</tr>
<tr>
<td>Address</td>
<td>23 Spring Street</td>
</tr>
<tr>
<td>City</td>
<td>Dedham</td>
</tr>
<tr>
<td>State/Province</td>
<td>MA</td>
</tr>
<tr>
<td>Postal code</td>
<td>02028</td>
</tr>
<tr>
<td>Country</td>
<td>U.S.A.</td>
</tr>
</tbody>
</table>

*Transaction details*

E-mail notification: jmartin@superco.com, nroberts@superco.com

*Product family - network discovery*

This web tool automatically groups all products and quantities associated with the current license key, and moves them together.

If only a subset of the products/quantities associated with the current license key require moving, please cancel this request and contact the License Center directly for assistance.

<table>
<thead>
<tr>
<th>Product number</th>
<th>Product name</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>T40895AA</td>
<td>IBM Network Tree SW Lic 100+ LTU</td>
<td>4</td>
</tr>
</tbody>
</table>

---

Current license configuration
7. Verify that the information is correct, then click **Next**.

The **License certificate** page is displayed with the moved certificates. The certificate information is e-mailed to the specified addresses.

See **Saving and sending license keys** for details on saving keys to a file and sending additional copies of the certificates.
Chapter 7. Saving and sending license keys

About the License certificate page

The **License 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.

From this page, you can:

- Save each license key to a file
- Send the keys via e-mail or fax

**NOTE:** 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 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.

License certificate page

License certificate
Saving a key to a file

The license keys are included in the e-mail sent when the generation is complete. However, the License certificate page also includes hypertext links to save each key to a file directly from the page.

**Save license key link**

If you would like to save your license key file immediately to your system (rather than from the e-mail we have sent you), please use the links provided below:

» Save license key for BA153AA - any

Sending additional copies of the certificate

**Additional delivery options link and button**

The License certificate page includes a link to select other delivery options for the certificate.

**Additional delivery options hyperlink**

If you would like to select additional delivery options please click on the link below:

» Additional delivery options

There is also an **Additional Delivery Options** button at the bottom of the page.

**Additional Delivery Options button**

It is recommended that you save your licenses in a file, rather than typing them from the printad certificate. Click on each of the following links to save the licenses in a file on your system. You can move these files to the license file location needed by your application.

» Save license key for BA153AA - any
Clicking either of these options displays the **E-mail/Fax delivery methods** page.

<table>
<thead>
<tr>
<th><strong>E-mail/Fax delivery methods</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome, Jonathan Martin</td>
</tr>
<tr>
<td>Transaction ID: 920812</td>
</tr>
<tr>
<td>Fax country</td>
</tr>
<tr>
<td>Fax number</td>
</tr>
<tr>
<td>Additional E-mail address</td>
</tr>
<tr>
<td>USA</td>
</tr>
<tr>
<td>More info</td>
</tr>
<tr>
<td>Send</td>
</tr>
</tbody>
</table>

Sending the certificate by fax

To send an additional copy by fax:

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.

Sending the certificate by e-mail

To send an additional copy by e-mail:

1. In the **E-mail address** field, type the e-mail address.
2. Click the **Send** button next to the **E-mail** address field.
Chapter 8. Sending feedback concerning Webware

If you would like to provide any comments or ask general questions concerning the Webware application, use the Feedback button at the bottom of each process page.

Clicking the Feedback button displays the Feedback page.

Fill out the requested information, then click Send Feedback.
Chapter 9. Other license management processes

Upgrading licenses
Customers with active support are entitled to product upgrades and associated license keys (if new keys are required).
Customers with an HP support contract use the standard HP upgrade process, including using Webware to request a new license key if required.

Handling non-production license keys
Refer to the terms of use for each specific product. Where applicable and permitted by the product terms of use:
• For cold backups, additional keys are provided.
• For hot backups, the additional keys must be purchased at discount.

Maintaining the Software License History
The record of a license key request made via the Webware process is stored in the Software License History database. URL: https://hplha.ocs.com.