



Software Licenses and Downloads

Quick Start Guide

How to get started

The Software Licenses and Downloads Portal enables you to manage your license entitlements, activate and rehost your Software licenses, perform updates and upgrades, download software and manage user access. First time users are not yet linked to any Account, so you will be guided to request access first. As described below you can request access using your Customer Service ID or Order Number.

How to manage your license entitlements

What is meant by license activation?

License activation (or activation of a license entitlement) is the process of requesting and receiving electronic license key(s) to unlock software capabilities and functionalities, allowing the product to be legitimately licensed. This occurs after the customer's order has been processed and the electronic software delivery confirmation has been sent. New version releases will often require current owners of that product to obtain a new license key in order to update.

What you need to know

Licenses can be version-specific, depending upon the product family.

A license key is required to unlock software modules and features. Some products purchased include an initial temporary license installation until a perpetual license key can be obtained.

The license key will unlock the functionality that you purchased. Some products may have additional functionality built in that requires separate license purchases/keys to unlock.

Licensing for Enterprise License Agreement (ELA) customers is a unique process tailored to each customer.

Requesting your license key(s)

1. Go to the Software Licenses and Downloads Portal

If you have ordered E-Delivery software products, the Electronic Delivery Receipt includes a direct link to the Licensing Portal with the Order Number already pre-populated.

You can also access the Software Licenses and Downloads Portal using the following link:

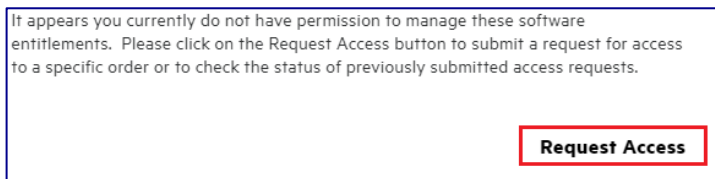
<https://sld.microfocus.com/mysoftware/index>

2. Sign-in

Log in to the Software Licenses and Downloads Portal website with your single sign-on credentials.

3. Request access to your entitlements

If you have not requested access to your entitlements in the past, you need to click on “Request Access” button to submit your request.



- Enter the Customer Service ID, the Order Number or the Software Serial Number and click on Search.
- Permissions are controlled by the order number, so select a role for each order number from the drop-down menu.
- Add any relevant note and click on Submit.

Request Access

Search Type: Customer Service ID Order Number Software Serial Number

OpenText_Demo_Order01_Spt

Customer Service ID: OpenText_Demo_Order01_Spt

Account	Order Number	Current Role	Change Role
OpenText Test Account (AC-0000123456)	OpenText_Demo_Order01	Select a role	<input type="button" value="X"/>

Please enter a brief reason why you are requesting this access. The maximum length is 250 characters.

0 of 250 characters

4. Request access to your entitlements

The Fulfillment Download contact who is provided during the quoting process is automatically set as the administrator of the order. Administrators are responsible for actively approving all access requests, granting additional user access and changing auto-approve settings as follows.

- Go to "Identity Access Management" on the home page.
- Click on "Manage User Folders".
- Right click on the folder you want to change auto-approve settings for.
- Set auto-approve for Administrator, User and Download User roles.

Edit Folder

Folder

Auto Approve

Administrator: Yes No

User: Yes No

Download User: Yes No

** Note: If auto-approve is set to Yes, all access requests for the respective role will automatically be approved*

5. Search Account on the Home Page

If you have access to your entitlements, you will see your associated account on the home page. If you don't see your account pre-populated on the page, it means that you have access to orders related with more than one company and you will have to choose the one that you would like to manage.

Click on "Search Account" and choose from the list the one you want to access.


Home Entitlements Downloads Activations Rehhosts Identity Access Management Reports ELA Download Log Reports

Software Licenses and Downloads (SLD)


Welcome to the Software Licenses and Downloads Portal where you can access your entitlements to software activations and downloads.

To get information on the latest versions of your products, please subscribe to the Product Lifecycle notification here: [Support Portal](#).

Please select an account: OpenText Test Account **Search Account**




Manage Entitlements



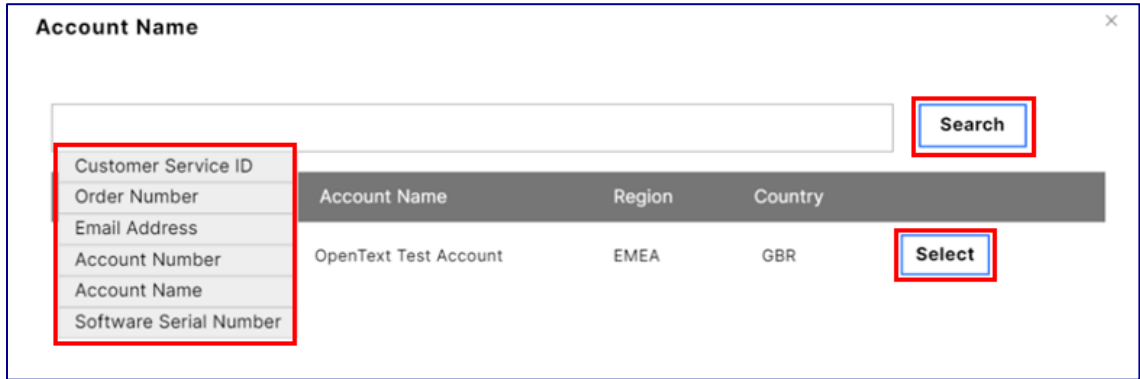
Downloads

ELA Introduction Video



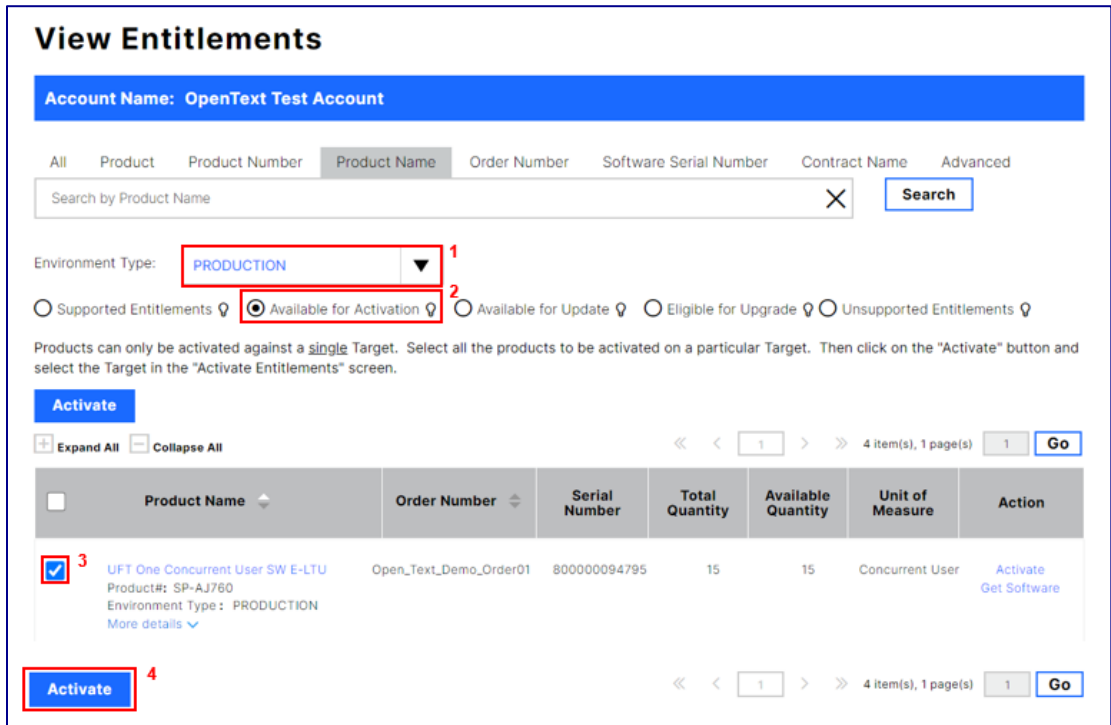
Activate Enterprise License Agreement (ELA)

You can make the search process easier by using one of the available search parameters.



6. Go to Manage Entitlements

- Click on "Manage Entitlements".
- Select Environment Type.
- Select the products that you want to activate (you can filter by "Available for Activation").
- Click on "Activate".



7. Enter the Activation Details

- Required information varies, depending on products being activated.
- Enter details such as **Target name, IP Address, Hostname**, etc.

The Target Name is a customer defined identifier, for either a real or virtual machine where licenses will be installed. A Target can be defined as the system, machine, host, server or device on which an entitlement is activated. A license is linked to a specific Target Name.

A Target is not a locking parameter; it is a way to organize licenses. There can be several licenses associated with one Target, each with its own unique locking parameter.

- Enter the **Email address** where the certificate and keys should be sent to.
- Select the **version** needed and add the **quantity** to activate.
- Click on **Next**.

License Activation

Environment Type: PRODUCTION

Please enter the licensing locking information. Select the product and associated version and quantity to activate. Fields marked with an asterisk (*) are required.

[List](#) | [Search](#) | [Add](#)

Target Name *

Autopass License Server IP Address or Lock Code

Locking Information *

Activation Notes

Email Confirmation Address

	Product Name	Version *	Available Quantity	Quantity to Activate *
<input checked="" type="checkbox"/>	UFT One Concurrent User SW E-LTU Product#: SP-AJ760	2022	15	<input type="text"/>

8. Confirmation Screen

Enter the activation details and click on Submit.

Please confirm your activation details: ✕

Target Name:	Sample_Target
Activation Notes:	
Email Confirmation Address:	sample.user@opentext.com
Autopass License Server IP Address or Lock Code:	1.2.3.4

Product Name	Version	Available Quantity	Quantity to Activate
UFT One Concurrent User SW E-LTU	2022	15	15

Cancel
Submit

9. Activation Result

The Activation process is complete, license certificates and license keys are delivered to requestor.

From this screen, you can download, email or view certificates and license keys.

** Note: For some products a temporary license key will be provided initially. Temporary key use is intended for new installations. If you are adding on to an existing implementation, the temporary key will replace your existing key and could reduce entitlement. The perpetual license key will be delivered within 2 business days.*

Home [Entitlements](#) Downloads Activations Rehosts Identity Access Management Reports ELA Download Log Reports

Activation Result

Target: Sample_Target
Activated Date (mm/dd/yyyy): 04/23/2023 Email All Details

Product Name	Version	Activated Quantity	Status	Activation Notes
UFT One Concurrent User SW E-LTU	2022	15	Active	Get Software

[Download<Sample_Target_Functional_Testing_Concurrent_23-04-2023_12-41-29-869.dat>](#)
[Email Key](#)
[View Certificate](#)

Email has been sent to sample.user@opentext.com Return to View Entitlements

How to download software

- Go to the “Downloads” tab or click on the **Download** icon.
- Alternatively go to the Entitlements tab or click on the **Manage Entitlements** icon.
- Select the product you wish to download and click on **Get Software**.
- The Downloads page will display the download files available for the selected product.
- To download any other software, please click on the **Reset** button and select Product, Product Name and Version and the available downloads for the selected product will be listed.
- If you wish to only see the **superseded patches**, please select the checkbox.
- If you’re unclear which product to select, please run the **Media Report**. This report presents all available downloads for the specific account based on user permissions and support status.

Software Downloads

Account Name: OpenText Test Account

Product: UFT One (Unified Functional Testing)

Product Name: UFT One Concurrent User SW E-LTU

Version: 2022

Export Media Report Reset

Download Selected Show Superseded Patches Get Licenses

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Description	Category	Platform	Language	File Type	Media Version	Created Date	Action
<input type="checkbox"/> UFT One 2022 Patch 1 Reference Material		Windows	English	Patch	UFT_2022_Patch 1	2022-12-26	More Details Download
<input type="checkbox"/> UFT One 2022 DVD Electronic Release For Windows	UFT CC 2022	Windows	---	Software	2022	2022-08-23	More Details Download
<input type="checkbox"/> UFT One 2022 DVD Core Electronic Release For Windows	UFT CC 2022	Windows	---	Software	2022	2022-08-23	More Details Download
<input type="checkbox"/> UFT One 2022 Package For the Web Bundle	UFT CC 2022	Windows	---	Software	2022	2022-08-23	More Details Download

More in depth instructions of the Software Licenses and Downloads Portal functionality are provided in the Contact Us / Self Help tab available from every portal page

Contacting Licensing Support

Submit Licensing support request [online](#) or contact the regional License Delivery Centers:

Americas	mi.licensing-NA@microfocus.com (English & Spanish) *7am - 7pm GMT-6
Europe, Middle-East & Africa	mi.licensing-EMEA@microfocus.com (English) *7am - 4pm GMT
Asia-Pacific & Japan	LicensesAPAC@microfocus.com (English, Chinese, Japanese) *8:30am - 5:30pm GMT+8

Note: Customers can call outside these timeframes & get support in other languages [here](#).

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