



hp OpenView
services

process
documentation

requesting a
password
process



HP OPENVIEW

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process description

hp OpenView password process

Most HP OpenView Software Products are considered "Secured" and require a "Password" or "Codeword" to unlock the software. Depending on what type of product that you have purchased from OpenView, you are required to request either a Password or Codeword. *(Retrieval methods are listed later in this guide).* A Password is systematically generated and is tied to a system ID (IP Address, Host ID, Target ID) of the machine of where the software is installed. A password is used for Nodelocking or concurrent license types. A codeword is also systematically generated, but is not tied to a system ID, and is required to execute or unlock the software. *(A codeword is required only on GlancePlus, PerfView and Measureware HP-UX products.)*

The majority of the OpenView software products include an 'Instant On' period. The software can be installed and run for 60 days without the use of a permanent password. After this period, a permanent password must be installed or the product will expire. Temporary or Evaluation Password Extension is available. *(See the Evaluation/Temporary Extension Process below)*

There are currently 5 password retrieval methods available:

- Retrieval via WebWare (online)
- Retrieval via E-mail
- Retrieval via Fax
- Retrieval via Phone
- Retrieval via HP Auto Pass

NOTE: Evaluation or Temporary Extension Passwords cannot be retrieved via WebWare.

Regardless of what password retrieval method you choose, you must have a legitimate Hewlett-Packard Order Number. The HP Order Number can be found on your HP OpenView Entitlement Certificate that is included with your product shipment.

Most OpenView software products include installation instructions as well as a Password Contact List in the README files on the product CDs. Many products also include the information within a chapter of the Installation Manuals dealing with the subject of software security and passwords. To find information specific to your product, please view the README files on the software.

Evaluation Password Extensions, and Temporary Password Extensions can be requested by the end user "one-time", by contacting the closest Hewlett-Packard Password Center via the phone, fax or e-mail and request the extension. Phone, Fax and e-mail addresses are listed above.

The extension password must be tied directly to a specific system IP address and will not exceed 120 days in duration. Any additional extensions must be requested through your Hewlett-Packard Sales Representative, or Authorized Hewlett-Packard Reseller.

This document is intended to provide a high level overview of the password process. If you need comprehensive, step-by-step instructions on passwording, please visit process documentation on the eCare site at www.openview.hp.com/services



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password retrieval methods

Webware (web application)

The preferred method is the use of the web-enabled process. This process is known as Webware and can be accessed through <http://www.webware.hp.com/>. This website can be used internationally, however it is not localized at this time. This website is available online, 24 hours a day, 7 days a week.

The Webware site is an HP OpenView password delivery website. This website allows you to select three types of licensing activity: New Installs, which allows for first time license generation requests, License Moves, which allows customers to move licenses to a new server or new platform and License Migrations, which allows you the ability to migrate existing licenses to a new product.

For a comprehensive step-by-step process overview, please visit:

http://support.openview.hp.com/process_docs.jsp

NOTE: Evaluation or Temporary Extension Passwords cannot be retrieved via WebWare.

Once you have accessed the website and entered your valid Hewlett-Packard Order Number, you will be presented with the complete list of secured products that you have purchased on that order. This list of products will also advise you whether there are any Licenses available for each of the products on the order. Webware will also subtract already deployed licenses from the initial purchased quantity. If the product chosen has LTU's available, you will simply follow the directions given and step through the process. The results of this process is an instant password that is available that can be saved as a file, printed, or cut and pasted into the software to be ignited.

The WebWare site is equipped with help aids identified as blue information bubbles throughout the site. There are also several selection buttons available that allow you to get either instant help, or communication with the web master. A session ID is also available, which makes it easier to track each session in case problems occur.

permanent password retrieval via e-mail

Password retrieval can also be done via e-mail. Follow the instructions on the back of your Entitlement Certificate and e-mail to the appropriate e-mail address listed below. If you do not have your Entitlement Certificate, but do have your HP Order Number, we recommend calling the Password Delivery Center nearest you. If you do not have either document, you will need to contact your HP Sales Representative or your Authorized Hewlett-Packard Reseller.

HP Password Center:

North/South America/Canada

americas_password@cnd.hp.com

Asia/Pacific

asia_password@cnd.hp.com

Europe/Africa

europa_password@cnd.hp.com



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permanent password retrieval via fax

Permanent Password retrieval via FAX remains an option. If you choose this method, you will need to fax your Hewlett-Packard OpenView Entitlement Certificate to the Fax Numbers listed below. Make sure the entitlement certificate is filled out completely.

HP Password Center Contact Information

<u>Region:</u>	<u>Country Code:</u>	<u>Fax Numbers:</u>	<u>Phone Numbers:</u>
North/South America	(USA) +1	801-431-3654	801-431-1597
Asia Pacific	(outside Japan) +81 (within Japan)	(3) 3227-5238 (03) 3227-5238	(3) 3227-5272 (03) 3227-5264
Europe/Africa	(N.L.) +31	55-543-4645	55-543-4642

permanent password retrieval via phone

If you choose this method, you may call your nearest HP OpenView Regional Password Center using the phone numbers listed above and provide the information that is listed on your Hewlett-Packard OpenView Entitlement Certificate.

permanent password retrieval via hp Auto Pass

This is the newest method of password retrieval offered by Hewlett-Packard. HP Auto Pass is a set of tools to provide an HP customer a painless method of obtaining, installing and maintaining product passwords. By integrating with the HP Auto Pass system, Hewlett-Packard can provide a simple and convenient way for you to gain "instant on" capabilities or generate and install a permanent password without leaving the installation process.

It provides you with several options that should make the installation process go smoothly whether you are connected to the Internet, working standalone, installing on a server, or installing on a single system. However, Auto Pass is only available on a limited set of products at this time.

For detailed instructions, please access the following URL for the HP OpenView Auto Pass Users Guide:
http://ovweb.external.hp.com/lpe/doc_serv/.



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codeword retrieval process

NOTE: Codewords are only required for: GlancePlus, PerfView and MeasureWare Products for HP-UX

If you have the following OpenView products, you must select one of the codeword retrieval methods listed below:

- B3699AA GlancePlus PAK HPUX for Workstations
- B3701AA GlancePlus PAK UPUX for Servers
- B3691AA GlancePlus HPUX for Workstations
- B3693AA GlancePlus HPUX for Servers
- B3699AJ GlancePlus PAK Jpns HPUX for Workstations
- B3701AJ GlancePlus PAK Jpns HPUX for Servers
- B3691AJ GlancePlus HPUX Jpns for Workstations
- B3693AJ GlancePlus HPUX Jpns for Servers
- B4965AA MeasureWare Agent for Workstations
- B4967AA MeasureWare Agent for Servers
- B4965AJ MeasureWare Agent Jpns for Workstations
- B4967AJ MeasureWare Agent Jpns for Servers
- B5007AA PerfView Analyzer for Workstations
- B5013AA PerfView Analyzer for Servers
- B5009AA PerfView Monitor for Workstations
- B5015AA PerfView Monitor for Servers
- B5011AA PerfView Planner for Workstations
- B5017AA PerfView Planner for Servers

Whatever method you choose, you must have a valid HP Order Number or Customer Identifier Number. The HP Order Number and Customer Identifier can be found on your HP OpenView "Codeword for Installing Software Certificate" that is shipped with your product. A brief description of each preferred method is listed below.

There are currently 4 methods of codeword retrieval available:

- Software Licensing Services (Web Application)
- Permanent Codeword Retrieval via E-mail
- Permanent Codeword Retrieval via Fax
- Permanent Codeword Retrieval via Phone

codeword retrieval via the web

The easiest method is the use of the web-enabled process. The HP Software Licensing Services website and can be accessed through <http://licensing.hp.com>. The site is used internationally, and is localized in English, Japanese, Korean and Chinese, available 24 hours a day, 7 days a week.

This website allows you to generate a permanent codeword that is not node or IP locked, but is required to execute/unlock the software. Once you have accessed the website and entered your valid Hewlett-Packard Order Number or your Customer Identifier, you will be presented with the complete list of products you have purchased from Hewlett-Packard. The result of this process is an instant codeword that is available that can be saved as a file, printed, or cut and pasted.

Note: This website is only for new codeword requests. If you want to move or migrate your codeword, you must contact the HP Software Licensing Services Center at the phone numbers below



codeword retrieval via e-mail

If you choose this method, please send an e-mail to the following regional e-mail address listed below. Please include your HP Order Number or Customer Identifier Number listed on your "Codeword for Installing Software Certificate" this was shipped with your products.

HP Software License Center Codeword Center:

North/South America/Canada hplicense@mayfield.hp.com
Europe/Africa codeword_europe@hp.com

codeword retrieval via fax

If you choose this method, you will need to fax your Hewlett-Packard "Codeword Request Form" to the Fax Numbers listed below. The Codeword Request Form can be found on the back of your "Codeword for Installing Software Certificate."

codeword retrieval via phone

If you choose this method, you may call your nearest HP Software Licensing Services organization and provide the information that is listed on your Hewlett-Packard "Codeword for Installing Software Certificate." (HP Order Number and/or Customer Identifier).

HP Software Licensing Services (Codeword) Center Contact Information

<u>Region:</u>	<u>Country Code:</u>	<u>Fax Numbers:</u>	<u>Phone Numbers:</u>
N/S America/Canada	(U.S.A.) +1	650-960-5670 650-960-5111	800-538-1733
Asia Pacific	(within Japan)	0120-52-1231 0426-56-7903	0120-42-1231 0426-56-7967
Europe	+33	(0)4-76-14-25-15	(0)4-76-14-15-29

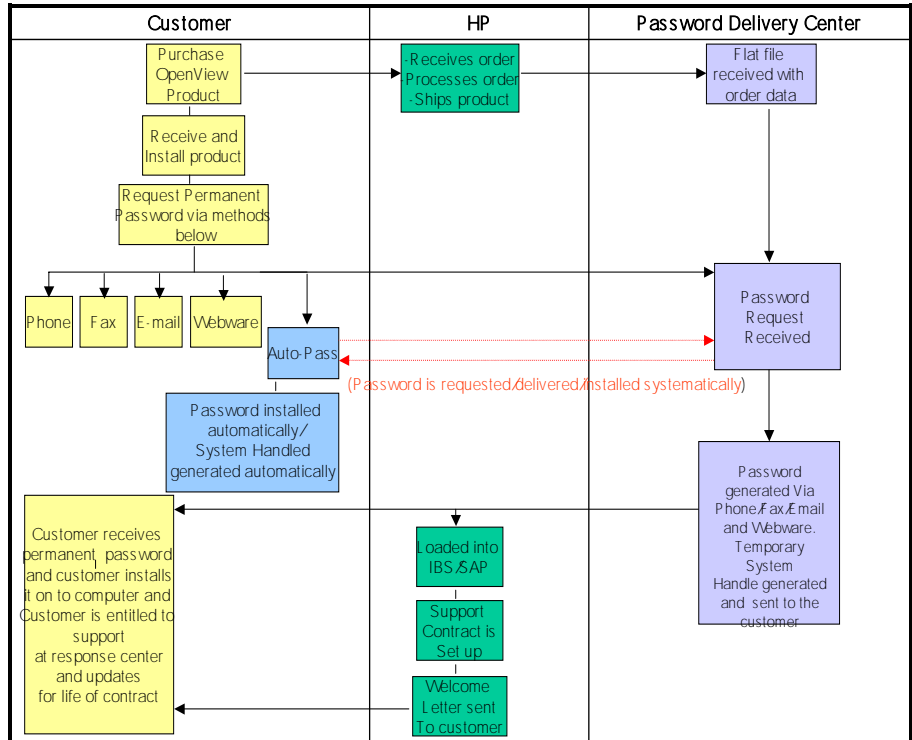


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process flowchart





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frequently asked questions

What is a Password?	A password is a string of characters that unlock and allow full functionality of the product and is tied to a specific system id.
What is a Codeword?	A codeword is a string of characters that allows you to unlock and install the GlancePlus, PerfView and MeasureWare Products for HP-UX.
How do I obtain a Codeword?	If you have received your Software from a new Purchase Order, and with a HP Order Number printed on your Codeword Request Form and Codeword for Installing Software, you can generate your codeword on-line via http://licensing.hp.com .
How can I get my codeword if I don't have access to http://licensing.hp.com ?	Requests for your codewords may also be submitted to HP Licensing Services via fax or e-mail.
What is the difference between secured and non-secured products?	Secured refers to Nodelocking or current passwords that are tied to a system ID (Target ID, Host ID or IP Address) Non-secured refers to once the software bits are installed on the computer, the software runs automatically.
What is the difference between Password and Codeword?	Password refers to a Node Locking or Concurrent Password key that is tied to a specific System ID such as an IP Address, Host ID, Target ID. Codeword is an install-time license encryption technology that allows a user to unlock the software bits from the HP-UX CD-ROM but is not tied to a System ID.
What are the password retrieval methods currently offered through HP Password?	We currently offer FAX, E-mail, Phone, Mail, Internet, and Auto Pass Directions on how to access these differing methods is available in the README files on most OVBU products, also via the internet web site, www.webware.hp.com
What is the difference between an Evaluation Password and a Temporary Password?	An Evaluation password is built into most OVBU products. It is commonly known as the "Sixty Day Instant On." Temporary passwords are created and delivered by our worldwide password centers based on strict parameters set by the division and customer need. An evaluator or customer can request one Temporary password extension of 120 days without the aid of an HP Sales Rep. or Factory Authorized Reseller. This one time temporary password will be tied to a specific IP Address; you are not allowed to request any additional temporary passwords after this initial extension.
When and how do I use the Security Module API calls?	The document User Manual for Security Module API calls describes the various API calls to the Security module and gives scenarios for their use. Download the PDF file: UserManualForApi.pdf .
What is a Product Definition File?	A Product Definition File is an encrypted text file that contains version information, license rules (feature rules and capacity rules) and any other product specific information needed by HP Auto Pass.



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frequently asked questions (cont'd)

When and how does the Security Module write Instant-On passwords to the license file?

There are two instances when Instant-On passwords can be written to the license file. If a silent install is done, a call to "smInstallInstantOn" will write Instant-On passwords to the license file. If a Full Auto Install is being done, the auto install process writes Instant On passwords.

Will I get the Instant On feature every time I reinstall my product?

Yes, you will get Instant On every time you reinstall your product. However, you may not get it for the full duration; the duration starts from the day you installed it the very first time on your machine. This is to avoid misuse of Instant On.

How can I evaluate a product for a time period that exceeds the Instant On period?

You can evaluate the product for some more time by having an "Evaluation password" installed on your system. You can contact the Password Delivery Center for more information about these passwords

Can I extend my temp/evaluation password?

Yes, you can extend your temporary password by contacting your local passwording center. You must provide an IP Address of where the evaluation software bits are installed. The extension will be for an additional 120 days in duration.



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definitions

Auto Pass	Auto Pass is a Password Retrieval method offered by HP. This method automatically request and installs your permanent passwords directly from your machine.
Codeword	A term given to the encrypted codeword issued through the HP-UX licensing system. The HP-UX Codeword process is an install-time license encryption technology that allows users to unlock software products bits from the HP-UX CD-ROM software release set based on the purchased entitlement certificates.
Concurrent License	A Concurrent license is also referred to as a Floating license. When a Concurrent license is installed on a network server, licenses can be made available to anyone running the application on a client system sharing the same network. The number of concurrent users is managed by the license server and is set at the number of LTU's purchased. When multiple clients are using licenses that float from one server, they are concurrent users.
Customer Identifier	A unique Identification number printed on the Codeword Request Form. This number links you to the order entitlement. It allows the user to redeem the Codeword through the Software License Manager (SLM) web application.
Customer Registration	Customer Registration includes the generation of a temporary system handle, if needed, when the permanent password certificate is generated.
Demo Password	A temporary Password that allows you to evaluate a product before purchasing.
Encryption	The process of encoding information to maintain data security.
Entitlement Certificate	Sometimes called license to use (LTU) certificate. Refers to the legal use of the product. This is the certificate delivered with the software
Evaluation Password	Equipped with 60 day "Instant-On" **See: Demo Password.
Flat File	Flat File transfer is the method of which yours ordering data is transferred from our ordering/manufacturing systems to our password delivery systems.
HP Order Number	A unique identification number printed on the entitlement certificate. This number links you to the order entitlement. It allows the user to redeem the password through the Webware application.
Install Time Licensing	A form of encryption technology that locks software bits on the media source. Codewords are used to unlock the software products from the CD-ROM media.
LTU	License To Use. Refers to the legal right to use, but the actual legal terms and conditions are referenced in the HP purchase order. It can be delivered as an Entitlement Certificate, Codeword Certificate, or License Certificate.



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definitions (cont'd)

Member ID	Unique number assigned to customer for purposes of pre-population of contact data for subsequent password requests. This is only used with Auto Pass and the HP Webware site.
Member Password	Equates to your e-mail address, which will be a mandatory field when the OpenView standard support registration module releases. This is only used with Auto Pass and the HP Webware site.
Migration	Migration refers to moving your existing version licenses to a new product version and requesting new licenses (See License Move Section under Password Methods).
Node Locked License	When an application is Nodelocked, it can only run on the machine that the application is installed on. The password will be locked to the hardware by the machine ID. Nodelocked applications are most appropriate for: Non-networked system environments, users who require constant or high software availability.
Password Certificate	Password Certificate is the document that is issued by the Password Center and it contains the actual password to unlock the software for use.
System Handle	A System Handle is an identifier for your system (s) under a Support Agreement (support contract) with Hewlett-Packard. If it is the reference of your site; you may have different System Handles under one Support Agreement. "System Handle" or "Support Agreement" may have a different name depending on your geographic location.
Temporary Password	A temporary Password that allows a prospective customer to evaluate a product before purchasing beyond the original instant on period of 60 days.
Webware	Webware is a Hewlett-Packard OpenView Password Delivery website.
Password	A generic name to describe the technical key specific to a system ID that executes/unlocks software bits that are node or IP locked.
Password Type	Password Type is the type of password. A password type can either be "Nodelock" or "Concurrent". This will change based on the product.
RTU	Refers to the "Right to Use" or legal use of the product.



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For more information on HP OpenView please contact your local HP sales office.

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