



**UNIVERSIDAD LATINOAMERICANA DE CIENCIA Y
TECNOLOGÍA (ULACIT)**

Centro de Investigación y desarrollo Empresarial (CIDE)
Escuela de Administración de Empresas

*Implementación de herramientas en el área Administrativa del
Departamento de Licencias de Software (Hewlett-Packard)*

Práctica profesional de graduación para optar por el grado de
Bachiller en Administración de Empresas

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Marco Contextual

La empresa en la que se desarrolló la práctica profesional es Hewlett-Packard de Costa Rica Ltda., la cual se desarrolla en el área de la alta tecnología. Dicha empresa enfoca su negocio en este país en la rama de servicio al cliente y además brinda soporte técnico a clientes corporativos que compran tanto software como hardware fabricado y creado por Hewlett-Packard.

Esta empresa transnacional lleva establecida en Costa Rica aproximadamente 5 años. Sus sedes están localizadas en *Forum 1 y 2* en Santa Ana, San José. Además, cuenta con un edificio en *Ultrapark* en la Aurora de Heredia, y tres edificios en la zona franca *American Free Zone* ubicada en calle La Rusia, San Antonio de Belén, Heredia. Estados Unidos es la sede principal, allí se encuentra la casa matriz.

Hewlett-Packard se divide en departamentos, tres de los más importantes son: **IPG** (Imaging & Printing Group), **IPS** (Imaging and Printing Supplies) y **TSG** (Technology Solutions Group).

1. **IPG** (Imaging & Printing Group) se dedica a todo lo que tiene que ver con impresoras. Abarca desde impresoras de uso doméstico hasta impresoras de nivel industrial.
2. **IPS** (Imaging and Printing Supplies) se encarga de todo lo relacionado con accesorios para imágenes e impresión.
3. **TSG** (Technology Solutions Group) desarrolla lo relacionado con Software. De éste se deriva el grupo de Supply Chain (Cadena de Suministros), el cual se subdivide en tres grupos:
 - Release Planers (Planes de Liberación de producto) la que se encarga de coordinar con los desarrolladores de Software que todo el proceso de lanzamiento de nuevos productos siga los lineamientos propuestos por otros equipos y que suceda según los planes previamente establecidos.
 - Manufacturing (Manufactura) es el departamento que se encarga de la parte física en la línea de Software. Ellos se aseguran de imprimir catálogos, guías de uso, elaboración de discos compactos con información para los clientes entre otros.

- Licensing (Licenciamiento), realiza operaciones de licencias de software, éste se divide en los siguientes subgrupos:
 - **Entitlement Support**
 - **SPID**
 - **Opware**
 - **FKAP**
 - **FKAM**

El departamento en el que se llevó a cabo ésta Práctica Profesional, fue el de FKAM (Formerly Known Americas Mercury), el cual está en la línea de negocio de Software Services (Servicios de Software), se dedica al licenciamiento de productos de Mercury, dentro de los cuales se puede citar: Functional Testing, Loadrunner, Test Director, Sitescope, entre otros. Estos programas son utilizados para el mantenimiento de portales de Internet, como lo son las páginas Web de bancos o empresas que reciben muchas visitas en sus sitios de Internet.

Las licencias que se entregan a los clientes, son derechos que cede Hewlett-Packard a los clientes a utilizar sus productos, este derecho se adquiere mediante la cancelación de las licencias. Existen diferentes tipos de licencias utilizadas, dentro de las cuales podemos mencionar, licencias de evaluación (las cuales son utilizadas por los clientes para probar el producto antes de comprarlo), las licencias temporales (las cuales son previamente establecidas en los contratos que se dan con fecha de expiración), las licencias de emergencia y las licencias permanentes (que son de por vida a menos que el cliente quiera cambiar el Software por uno más nuevo o cambiar la computadora en la cual está la licencia instalada).

El procedimiento en el departamento es el siguiente, al momento que el cliente compra el software recibe CD's, manuales y un certificado de licencia. Este certificado contiene información importante como:

- Número de orden de Hewlett-Packard
- Número de producto
- Descripción de producto
- Cantidad de usuarios

El cliente debe de visitar una página de Internet ([www. Webware.hp.com](http://www.Webware.hp.com)) en la cuál deberá utilizar el número de orden de Hewlett-Packard para solicitar la licencia al departamento de licencias. El cliente recibe una licencia (serie de números y letras establecidas en un código) con la cuál activará el software, previamente instalado en su computadora o servidor.

El trabajo en este departamento es verificar que los clientes compraron el producto y proporcionarles las licencias para que puedan utilizar los programas en sus computadoras o servidores. Este departamento está dedicado a dar soporte a nivel global, contando con personas en Estados Unidos y Costa Rica para cubrir la región de América.

Descripción del Proyecto

El proyecto consistió en el reforzamiento de los procesos administrativos del departamento de licencias de Mercury para así facilitar y mejorar aspectos específicos, como lo son la capacitación, el servicio al cliente, el reclutamiento y el manejo de recursos asignados. Se buscó detectar las principales necesidades en este departamento para así establecer o implementar un mejoramiento en los procesos internos en pro de formar un grupo de trabajo eficaz y competitivo.

Justificación del proyecto

El departamento de licenciamiento de Mercury tuvo un crecimiento masivo en Costa Rica en el último año, debido a que pasó de ser un departamento de una persona a un departamento de veinte personas. Esto hizo que no se desarrollaran algunos procesos administrativos los cuales se trataron de corregir en ésta práctica.

Las necesidades detectadas en el departamento de licencias se explican a continuación:

- Crear un inventario de equipos que cuente con la información necesaria para dar seguimiento a todo el equipo utilizado por los miembros del grupo.
- Implementar el proceso y documentación de capacitación para licenciamiento de los productos de Mercury. Esto debido a que cada vez que una persona necesita capacitación en el área de licenciamiento de Mercury se tiene que dar una capacitación sumamente informal, en la cual, el aprendiz básicamente tiene que adquirir toda la información posible de sus otros compañeros; esto debido a la falta de un manual o guía u otro tipo de documentación sobre los procesos de licenciamiento y los productos de Mercury.
- Establecer métricas para la evaluación del desempeño, ya que se tienen contratos para la satisfacción de los clientes y tiempos establecidos de respuesta en la

entrega de licencias, que deben ser cumplidos. Esto significa que los ingenieros deben cumplir con métricas en tiempos reales de respuesta a los clientes.

- Establecer un proceso para la evaluación del desempeño de los miembros del grupo de trabajo para así cumplir con las métricas establecidas y mantener un servicio al cliente eficiente.
- Creación de una base de datos de todos los empleados (ya que no existe) con información importante como datos personales, vacaciones, contactos en caso de emergencias, y otros.

De todas las 20 personas que en este momento laboran en este departamento siete de ellas son contratistas. Esto ocurre debido a la urgencia de contratar personal con un perfil muy específico para ciertos puestos en un periodo muy corto de tiempo. Además, la base de datos de hojas de vida de Hewlett-Packard Costa Rica es muy generalizada y se basan específicamente en personas con perfil bilingüe. Este es uno de los enfoques de este proyecto, el establecer una base de datos de hojas de vida de personas que puedan encajar el perfil específico para el puesto. También establecer un proceso y pruebas específicas y definitivas para cada puesto.

Objetivo General

Mejorar la eficiencia de los funcionarios y la eficacia del departamento mediante el establecimiento de perfiles sobre los miembros y de una estructura orgánica y moderna para el departamento.

Objetivos Específicos

- ❖ Crear un inventario de equipos (material).
- ❖ Elaborar una base de datos del personal.
- ❖ Hacer un documento para capacitación en el área de Mercury.
- ❖ Obtener métricas del equipo (personas) de trabajo.
- ❖ Evaluar el desempeño del equipo (personas) de trabajo.
- ❖ Proponer un proceso formal a seguir para reclutamiento de personal.
- ❖ Definir puestos y perfiles.

Resultados esperados: cuantitativa y cualitativamente

Cuantitativamente se pueden dar resultados sumamente positivos, debido a que se contaría con mejor material de entrenamiento para poder capacitar a otras personas dentro del equipo de trabajo que no tienen conocimiento de Mercury. Lo que podría permitir una rotación de empleados si es que el negocio lo requiera en algún momento. Lo que mejorará los procesos internos para su realización de forma rápida y eficaz.

En cuanto a resultados cualitativos positivos para el departamento, está una posible contratación de una forma más rápida de un empleado que logre satisfacer las necesidades del negocio de una manera eficaz. Al contar con una evaluación del desempeño determinada, nos permitirá definir nuestras debilidades y así mejorar nuestras métricas y resultados, como también, incrementar la satisfacción de nuestros clientes.

Estrategia Metodológica

Los procesos de licenciamiento de Mercury se realizarán con la información recopilada entre los ingenieros de licencias y los ingenieros del departamento de soporte técnico de cada producto de Mercury, además de otros documentos de uso diario de los mismos, debido a que la información sobre estos procesos no existe o la que existe esta desactualizada.

Se creará una base de datos con información general de todos los integrantes del equipo de trabajo.

La creación de un documento o guía de licenciamiento de Mercury para utilizar en futuras capacitaciones. Se fijarán métricas con base a los acuerdos de satisfacción de los clientes lo que nos permitirá realizar análisis para la evaluación del desempeño de todos los miembros del equipo de trabajo.

Este proyecto se llevaría a cabo con información que se encuentra en la página electrónica: www.hp.com (Base de datos de la empresa en general donde todas las personas aplican para puestos). También se haría una recolección de hojas de vidas con posibles candidatos. Además en conjunto con los gerentes tanto de Costa Rica como de Estados Unidos se establecerán los perfiles para los debidos puestos.

Plan de trabajo

Se ha logrado llegar a un acuerdo con el manager de Costa Rica, el cuál me ha brindado un total de ocho horas semanales para la realización del proyecto, divididas en dos horas diarias por cuatro días. A las que se le agregarían tres horas adicionales dos días por semana para la realización del proyecto. Recursos económicos no son necesarios para la realización del proyecto ya que se cuenta con Internet y computadora proporcionados por parte de la empresa, y si se necesitara algún otro tipo de aporte económico será cubierto por parte del estudiante. En el cronograma se establecen los puntos a realizar dependiendo de las necesidades del negocio previamente analizadas por el gerente.

Cronograma:

Semana 3: Métricas del equipo de trabajo - Evaluación del desempeño.

Semana 4: Métricas del equipo de trabajo - Evaluación del desempeño.

Semana 5: Métricas del equipo de trabajo - Evaluación del desempeño.

Semana 6: Métricas del equipo de trabajo - Evaluación del desempeño.

Semana 7: Inventario de equipos - Una base de datos del personal.

Semana 8: Crear documentación necesaria para capacitar a futuro a nuevos empleados en el área de Mercury.

Semana 9: Crear documentación necesaria para capacitar a futuro a nuevos empleados en el área de Mercury.

Semana 10: Crear documentación necesaria para capacitar a futuro a nuevos empleados en el área de Mercury.

Semana 11: Proceso formal de reclutamiento.

Semana 12: Proceso formal de reclutamiento.

Semana 13: Definición de puestos y perfiles.

Semana 14: Revisión de la información en general.

Semana 15: Revisión de la información en general.

Población beneficiaria

Los beneficiados serían por una parte todos los empleados del departamento de Licensing Operations de Costa Rica y de Estados Unidos, debido a que con éstos procesos mejorarían los servicios brindados, ya que muchos de éstos se podrían realizar de una forma ágil y eficiente. Además, si los empleados se desempeñan de una mejor manera, esto se reflejaría en el servicio que reciben los clientes de HP los cuales además de ser muchos y al recibir un mejor servicio le generarían un posible aumento en las ganancias a la empresa en general y además un incremento en el nivel de satisfacción del cliente.

Resultados Obtenidos

Se preparó el inventario de equipos, en el que se incluye la información específica del equipo utilizado por cada miembro del grupo de trabajo. Este inventario incluye información sobre las computadoras portátiles, monitores, docking stations (Herramienta que se utiliza para conectar la computadora portátil. Al mismo, está conectado el monitor, mouse, teclado, cable para conectarse a la red. Este también carga la computadora), y otros artículos utilizados (Bulto, teclado normal o ergonómico, mouse). Este inventario permite mantener un control del equipo como lo es mantener inventario de los números de serie, modelo, y número de placa de las computadoras. Además con base al inventario se podrá verificar de quien es el equipo y en cuál cubículo dentro del edificio se encuentra. También, permite mantener un control de los artículos con el departamento de proveeduría y facturación de esta compañía.

Se elaboró una base de datos del personal. Esta base de datos incluye el nombre completo, número de cédula, número de empleado, números de teléfonos (casa de habitación, teléfono celular y el número de la extensión en la oficina), información del vehículo (marca, color y placa), dirección de domicilio, direcciones electrónicas (personal y trabajo) e información de un pariente cercano que se pueda contactar en caso de emergencia. Esta base de datos es muy necesaria, ya que el gerente de la cuenta debe de contar con toda esa información en caso de alguna emergencia o alguna situación específica y como Hewlett-Packard de Costa Rica cuenta con un poco más de seis mil empleados el departamento de recursos humanos no es muy accesible. Para obtener ésta información cualquier persona debe ingresar a un portal de Internet de éste departamento y presentar una solicitud que tarda un tiempo prolongado para su respuesta.

La documentación para capacitación en el área de Mercury fue el área en el que se realizó el mayor aporte, debido a la ausencia de este tipo de documentación. Se elaboró un documento completo de información sobre el proceso de licenciamiento de todos los productos de Mercury. Este documento especifica información como: cuales son todos los productos que ofrece Mercury a sus clientes, una breve descripción de

cada producto, cuales son las características de cada producto, que se necesita para generar una licencia de cada uno de los productos, cuales son los subproductos que se pueden obtener, una descripción detallada del proceso de licenciamiento de los productos y subproductos, cuales son las limitaciones en las licencias, procesos para solución de problemas, entre otros. Este documento es muy importante, ya que además de su objetivo principal el cual es contar con un documento de capacitación para nuevos empleados, este cumple la labor de una guía o manual sobre los productos para que cada uno de los ingenieros de licenciamiento puedan contar y utilizar y así incrementar sus conocimientos y también mejorar su capacidad de respuesta al cliente en situaciones específicas.

También se mejoró un documento interno llamado *Templates*, el cual es una pequeña base de datos con información y respuestas previamente establecidas que se le envía al cliente. Este documento se utiliza para enviarle correos a los clientes (pedirles información faltante a la hora de generar la licencia, enviar correos con información solicitada por los clientes, entre otros), lo que facilita y agiliza el trabajo a los ingenieros de licencias y así reduce el tiempo de respuesta hacia los clientes de forma considerable. Además, permite que todos en el departamento envíen a los clientes correos electrónicos de forma estándar lo que eleva la imagen del grupo de gran manera. Ambos documentos están incluidos en los anexos de este documento.

El departamento de Licenciamiento de Mercury ha experimentado cambios en su herramienta principal SIEBEL (la cual recibe las solicitudes de licencias de los clientes y las distribuye a cada ingeniero de licencias) la cual pertenecía a Mercury y al ser ésta adquirida por HP se tuvo que trasladar a formar parte de los procesos de Hewlett-Packard. A partir del mes de diciembre del año anterior la migración fue llevada a cabo, esta se migró a un nuevo programa utilizado a nivel global por Hewlett-Packard: **SPARKS**. Esta herramienta procesa y recibe las solicitudes de licencias así como las solicitudes de soporte técnico cuando alguna licencia no está funcionando bien. Este programa (SPARKS) al inicio de esta práctica profesional no estaba funcionando a un cien por ciento. Este programa permite a los gerentes, supervisores y líderes revisar diariamente las métricas del equipo de trabajo. Lo que permite analizar si las métricas

de los miembros del equipo de trabajo están bien o no. Además, cada vez que una licencia es enviada al cliente y el caso es resuelto y cerrado, el sistema automáticamente le envía al cliente una encuesta para que éste la llene, en la cual se evalúa todo el proceso mediante el cual tuvo que pasar para recibir la licencia. En estos momentos las métricas del equipo de trabajo y la evaluación del desempeño son automatizadas.

Dentro de las limitaciones encontradas, el proceso formal de reclutamiento y la definición de puestos y perfiles no fueron llevadas a cabo, ya que dentro del departamento se dieron algunos cambios organizacionales lo que impidieron el llevar a cabo estos objetivos. Dentro de las 20 personas que en este momento laboran en este departamento siete de ellas no son contratadas directamente por Hewlett-Packard, sino que provienen de una empresa que brinda el servicio de Outsourcing a esta empresa (Hewlett-Packard contrata los servicios de la empresa la cual pone a sus empleados a disposición en puestos con los perfiles que Hewlett-Packard le pida). Debido a que estas personas trabajan con contratos de seis meses, y son entrenadas específicamente para cada puesto, nuestros gerentes decidieron que cada vez que se abre una plaza que les es más rentable contratar a uno de estos contratistas (lo cual dentro del contrato previamente establecido es permitido) los cuales ya están debidamente entrenados y así evitarse el proceso de entrevistas y contrataciones.

Aplicación y desarrollo de destrezas

Áreas de su carrera aplicadas en la Práctica

Este proyecto se enfocó en el área de recursos humanos, en vista de que el departamento de licenciamiento carecía de muchos aspectos que se requieren para una buena organización, igualmente para que su funcionamiento sea el más eficaz.

En el área de capacitación, se preparó un documento guía tanto para aprendices como para los ingenieros de licencias, quienes también deben mantener un pensamiento fresco y renovado que les permita actuar con mayor eficiencia. Mejorar la capacitación de todos los miembros del grupo es un objetivo permanente que ayuda en gran medida a mantener un nivel de servicio competitivo lo cual proporciona al departamento mayores logros.

En síntesis puede afirmarse que los ingenieros de licencias y los clientes están favoreciendo con el análisis del trabajo y con la incorporación de nuevos elementos en la actividad que se realiza.

Destrezas y conocimientos nuevos adquiridos durante la práctica

La vida es un eterno aprendizaje, la universidad le ofrece al estudiante literatura y talleres para analizar la misma. La empresa le permite al profesional comprobar o confrontar esa teoría con la práctica para darle validez.

El mayor acceso al conocimiento de distintas teorías y escuelas del pensamiento más herramientas para enfrentar las necesidades en el trabajo y ofrecer respuestas válidas. Al iniciar este proyecto comienza el proceso de aprendizaje como profesionales.

La práctica profesional genera en la persona una actitud renovada ya que debe refrescar y echar mano a la teoría, a las experiencias logradas en la clase con el profesor y los compañeros para confrontarlos con la labor cotidiana. Lo induce a romper la rutina y a promover ideas y actividades novedosas. Se logra una actitud más positiva al enfrentar distintos problemas propios del trabajo por la confianza de que se está en capacidad de encontrar y aplicar soluciones adecuadas y correctas.

Con ésta práctica se aprendió sobre los procesos de licencias. Se obtuvo información de las ramas y los diferentes departamentos de HP y qué labores realiza cada uno de ellos.

Se mejoraron los conocimientos sobre todos los productos de Mercury e información específica del proceso de licenciamiento.

Se aprendió como realizar una base de datos así como también el crear un inventario de equipo.

Conclusiones y Recomendaciones

Se creó un inventario de equipos el cual nos permite mantener un control detallado de todo el equipo utilizado por cada uno de los miembros del grupo, como lo son las computadoras personales, los monitores, los docking stations, el teclado, el mouse y otros artículos, y así hacer un uso racional de ellos. Además, nos permite planificar cuando algún nuevo empleado se integra al grupo a adquirir aquellos artículos que son necesarios y mantener un control para que todos los miembros del grupo de trabajo se encuentren en condiciones óptimas y así puedan responder las demandas del cliente de forma satisfactoria.

Se logró la creación de una base de datos de los empleados, la cual cuenta con información personal de cada miembro del grupo de trabajo. Es importante porque permite tener información de los trabajadores y además tener puntos de contacto de todos los integrantes del grupo. Esta base nos permite agilizar muchos procesos internos y además para poder contactar a todos los empleados en caso de alguna emergencia.

Se elaboró la guía de usuario para licenciar Mercury, lo que es un documento completo de información sobre el proceso de licenciamiento de todos los productos de Mercury

El documento de licenciamiento contiene información de todos los productos que ofrece Mercury como lo son: Functional Testing (Includes Quicktest Professional and Winrunner), Loadrunner, Performance Center, Sitescope, Test Director for Quality Center, BAC, ITG (PPM). Dicho documento brinda una breve explicación de cada licencia que puede utilizar el cliente con cada producto, igualmente indica las limitaciones de las licencias, los requisitos que deben tener los clientes para poder recibir las licencias, los tipos de licencias. Cuenta con información y con imágenes de cada paso para poder generar una licencia así como la información por producto de cómo ingresar a cada generador.

Este documento se actualizará agregándole información obtenida en el ajetreo diario, lo que nos permitirá aprender cosas nuevas cada vez que tengamos un caso nuevo y desconocido y compartirlo con todos los miembros del equipo.

La guía de usuario de Mercury nos proporciona una fuente de información de los todos los productos del grupo de FKAM.

La práctica profesional está enmarcada en un periodo de tiempo relativamente corto, esto hace que el estudiante intente desarrollar todos los objetivos que para la misma se plantean. La realidad le demuestra que a pesar de que se piense que ya se cumplió con esta etapa, es necesario y conveniente ser consciente que para la vida profesional los procesos apenas inician y que en consecuencia se lograran objetivos pendientes y nuevos aprendizajes.

Al culminar todos los objetivos propuestos, se llegó a la conclusión que este departamento está en crecimiento, y ésta será una labor que con el paso del tiempo va a incrementar debido a la gran cantidad de información que se debe de recopilar todavía. El objetivo de aumentar los conocimientos para así proporcionar una mejor atención a los clientes que requieren de nuestros servicios se está logrando. En los contratos que se firman entre los clientes corporativos que compran las licencias de Mercury y HP existen pautas que ambos deben cumplir. Por parte de HP existen tiempos esperados de respuesta, los cuales, son importantes que sean cumplidos por parte del equipo de licenciamiento para así no incumplir el contrato y caer en multas, además para mantener el nivel de satisfacción del cliente lo más alto posible y que éstos no busquen la competencia cada vez que sus contratos venzan.

El que todos los miembros del equipo estén preparados y tengan el mayor conocimiento posible, logra cumplir todas estas metas y además tratar de avanzar al siguiente escalón y así poder satisfacer al cliente cada vez más, hasta poder llegar a un nivel competitivo e inclusive amenazante para nuestra competencia. El siguiente paso por parte de nuestro equipo es el de disminuir nuestro tiempo de respuesta hacia los clientes.

Al iniciar la práctica profesional se tomaron en cuenta dos objetivos sumamente relevantes e importantes para el equipo de trabajo los cuales son obtener métricas del equipo (personas) de trabajo y evaluar el desempeño del equipo (personas) de trabajo.

Algunas semanas después de iniciado el proyecto, se descubrió que la nueva herramienta utilizada por el equipo para procesar los tiquetes (SPARKS) de los cuales se generan las licencias tiene la característica de obtener las métricas automáticamente.

También, los ingenieros de licencias al resolver y cerrar un caso luego de generar y enviar la licencia respectiva, el sistema automáticamente genera una encuesta y se la envía al cliente por medio de correo electrónico, para que el cliente evalúe el servicio recibido durante el proceso respectivo. Esto impidió cumplir estos objetivos previamente planteados. Se tienen proyectos a futuro para que con base a estos resultados generados por el sistema, ponga en práctica un plan para mejorar el nivel de satisfacción de los clientes y así favorecer el rendimiento de los ingenieros de licencias para beneficio de toda la organización.

Entre las limitantes encontradas en este proceso, están el cumplimiento de los objetivos de crear un proceso formal a seguir para reclutamiento de personal y definir puestos y perfiles. En el departamento de licencias, algunos de los miembros del equipo de trabajo no son empleados directos de HP de Costa Rica. Estas personas son empleados de una empresa la cual presta los servicios de outsourcing a varios departamentos de esta organización y brinda sus empleados para que estos laboren (subcontratados o contratados temporalmente) en los diferentes puestos dependiendo de los requerimientos específicos de HP, pero con la opción de pasar a ser empleados directos de HP si así estos lo requieran. Cada vez que en el departamento de Licencias de Software se abre una plaza nueva, los gerentes a cargo han optado por contratar a uno de los empleados con contratos temporales por que estos ya cuentan con experiencia en las diferentes áreas de este negocio, y así evadir el largo proceso de selección.

Anexos

➤ **Templates:**

- **When the customer wants a seat license but they just have a concurrent:**

We've received your license request for QuickTest Professional, but we are unable to process it at this time. The HP PO# or SAID # or MPN # that you provided shows you have a concurrent license, not a seat license. If you would like to evaluate a seat license or if you feel that the information is incorrect please contact your Mercury Account Rep at 877-837-8457, option 5.

Thanks.

- **User wants to purchase a license**

In order to purchase a xxxxxxxx license, you need to contact your account manager. If you don't know who your account manager is, please call 877-686-9637.

Thanks.

- **Sometimes the permanent license doesn't work**

Hello xxxxxx,

Sounds like your temp license is still working (this is a know issue in vs 9.x). Once your temp license expires your permanent license will activate. When the permanent license key is installed system could keep showing the message that the license key will expire in x days. Once the demo key expires and the permanent key will kick in. For whatever reason, the add-in perm key will not supersede the demo key. So as long as customer has applied the perm add-in key once the demo key expires the permanent key will take place.

Thanks.

- **Placing a perm key after a temp**

Once the demo key expires and the permanent key will kick in. For whatever reason, the add-in perm key will not supersede the demo key. So as long as customer has applied the perm add-in key once the demo key expires the permanent key will take place.

If you have further questions or concerns please contact our call center at 1-877-837-8457 using the following option:

Option #1 -- Technical Support

- **When you send a wrong license**

Hello,

Please disregard the last email I sent. The license I generated is incorrect and will be disabled.

- **Demo license:**

All trial license key request must go through sales team, if you are not sure who is the account rep you can try contact free number 1-877-837-8457, select option "5" for sales.

Thanks,

- **To close a ticket:**

Dear CUSTOMER NAME,

Case WFM# XXXXXXXX will be closed.

I have sent you[PRODUCT DESCRIPTION and VERSION] last MM/DD/2008 and have not heard back from you since then. If you need further assistance regarding this issue, please follow these steps to create a new case and please include this WFM# in the description of the new case:

1. Go to <http://www.hp.com/go/hpsoftware>
2. Look for the green heading that says "Problem reporting"
3. Click on "Submit a support case".
4. Log in using the HP Passport username and password (if you do not have a passport profile you can create it by clicking on the "New User - Register" link).
5. For creating a License case please select the radio button for "Non-Technical/business" cases.
6. From the dropdown menu please select "Licensing"
7. Specify the SAID you are going to use.
8. Enter the case title, case details and attachments.

Or if you prefer you can also contact our call center at 1-877-837-8457 using the following options to better suit your needs:

Option #1 -- Technical support

Option #2 -- Licensing

If you require assistance with your SAID, please contact 1-800-590-8710 or send an email to americas.saidinfo@hp.com.

Regards,

- **User is a consultant**

We've received your license request for xxxxxxxx, however the MPN you provided is for a different company. Please let me know if you are consulting at a different site. Does your company change the name lately?

- **When License is expired**

I am sorry but I won't be able to issue the license key at this time as their maintenance had expired in July 2006 and QTP 9.2 was released in March 2007. If you would like to reinstate your maintenance, you will need to contact the maintenance renewal team or contact your Mercury Account Rep at 877-837-8457, option 5.

Thanks,

- **Wrong email address**

Due to security purposes we require a company email address in order to send a license key. Could you provide us your company email address? As soon as I have this information I will be able to issue the license key.

Thanks.

- **Not MPN and wrong email address:**

I am sorry, but I was unable to locate any entitlements for your company searching either by the HP PO# or SAID # or MPN # you supplied or by your company name. Please supply the correct HP PO# or SAID # or MPN # showing that you have purchased it. Also, due to security purposes we require a company email address in order to send a license key. Could you provide us your company email address? As soon as I have this information I will be able to issue the license key.

Thanks.

- **Not MPN available**

I'm sorry, but I was unable to locate any entitlements for your company searching either by the HP PO# or SAID # or MPN # you supplied or by your company name. Please supply the correct HP PO# or SAID # or MPN # showing that you have purchased it. As soon as I have this information I will be able to send you the license key.

Thanks,

- **Evalkeys**

Hello,

Could you tell me will this temp license be used for pre-sales only?

Regards,

- **Quality Center**

Attached is your QC license file. Please follow the instructions below to upload the new license file.

Product: Quality Center 8.x-9.0 (License File Attached)

x Concurrent Users

x Business Process Testing

x Additional Defects

Dashboard & Requirements Included

No Expiration Date

The attachment is a license file and is not intended to be opened. Please just point to the file when your QC install asks for it.

Loading the license file in the Site Administrator of Quality Center:

1. The license file will need to have a .license file extension and should not be modified.
2. Log into the Site Administrator and select the "Licenses" tab.
3. Click on the "Modify License" button.
4. Click on the "Load License" button.
5. Navigate to the license file (should end with a .license extension) under C:\Temp and click on the "Open" button.
6. Click the "OK" button to upload.

Regards,

Jorge Acuña Bogantes

Licensing Operations

HP Software

Phone: +011 506 508 6000 ext 5569867

- **QC not 5pack**

I'm sorry, but I was unable to locate your 5 pack for QC, could you please provide the MPN or HP PO# or SAID showing that you purchased it.

As soon as I have this information I will be able to send you the license key.

- **License (MFT - Seat)**

Hello,

We've received your license request for Functional Testing. In order to generate a license key for Mercury Functional Testing, we need the locking code from the machine where QTP has been installed. Once you reply with your locking code I can generate a permanent license for you. Below are instructions on how to get your locking code.

Instruction on Generating the Locking Code:

The structure of the code is 8-XXXXX
(EXAMPLE: 8-20B0D)

For QuickTest Professional product-
You may obtain your locking code in a number of ways:

- From the Welcome screen displayed when you restart your computer after installing QuickTest, or from the warning message displayed when you start QuickTest, click "Install License".

- From within QuickTest, choose Help > About QuickTest Professional, and then click the License button in the "About QuickTest Professional" dialog box.

The License Summary dialog box will open.

Click "Modify License".

The License Type screen will open.

Choose "Local license", and click Next.

Click Yes to install a license key code.

-Go to the license directory of QuickTest Professional (default location: \Program Files\Mercury Interactive\QuickTestProfessional\bin\inst_key.exe

Or if you prefer you can also contact us by calling 1-877-837-8457 and using the following options:

Option #1 -- Technical support

Option #2 -- Licensing

Option #3 -- Mercury Manage Services

Option #4 -- Professional or Educational Services

Option #5 -- Sales

License (MFT Floating)

Hello,

We've received your license request for Functional Testing. In order to generate a license key for Mercury Functional Testing, we need the locking code from the server where QTP has been

installed. Once you reply with your locking code I can generate a permanent license for you. Below are instructions on how to get your server locking code.

Instruction on Generating the Server Locking Code:

The structure of the code is 8-XXXXX
(EXAMPLE: 8-20B0D)

- run setup from the license server cd or download
- select the second option (to install license)
- one of the first steps will show the locking code.

Or-

- a. Insert the "Functional Testing Concurrent License Server" CD.
- b. Click on "Install Concurrent License" link.
- c. The QuickTest Professional License Installation dialog will appear. In the middle of this dialog, there is a section listing information you will need to have a license generated. The locking code is contained in that list.

Or

In the "Functional Testing Concurrent License Server" CD and there is a "utils" folder, you should see a utility called echoid.exe
Please bring up the " Command Prompt " window from "Start->Run" and type cmd in the "Run" dialog to bring up the Command Prompt window. Then, navigate to the "utils" folder in the Concurrent License Server CD. Run the utility with the command: echoid.exe
It should show the locking code information in the "Dos Command" window for you.

Or if you prefer you can also contact us by calling 1-877-837-8457 and using the following options:

- Option #1 -- Technical support
- Option #2 -- Licensing
- Option #3 -- Mercury Manage Services
- Option #4 -- Professional or Educational Services
- Option #5 -- Sales

Thank you for choosing HP.

What is the lservrc file

<http://support.openview.hp.com/selfsolve/document/KM175077>

How to install a seat license manually

<http://support.openview.hp.com/selfsolve/document/KM199129>

- **Update asset**

To: SWCustomerInfo@hp.com
Subject: Please update asset# 1-190270914 status to NUM (MPN 1025-4520857517/ Digital Insight)

Hi AAE team,
Please update asset# 1-190270914 status to NUM as it had expired in 2005.
Thanks,

- **The HP procedure to request internal licenses**

The HP procedure to request internal licenses is as follows:

Step 1 : Go to IPP site (<http://sgbus-be.corp.hp.com/MFG/SS&L/IPP.htm>), click "Request internal password" then "Request Password", then "Continue", fill in your email address, your manager's email address and select the intended use, hit "next".

You have now to select the application you want licenses for; Mercury applications are approximately in the middle of a long list. You should select among:

HPINT-AC-20usr - HP OpenView AssetCenter 20usr for HP INTERNAL
HPINT-BAC-40BPM - HP Business Availability Center 40bpm for HP INTERNAL
HPINT-BIPORT - HP OpenView BI Portal for HP INTERNAL
HPINT-CONN - HP OpenView Connect-it for HP INTERNAL
HPINT-DADM-1000 - HP OpenView Desktop Administration 1000 devices for HP INTERNAL
HPINT-DIAG - HP Diagnostics Server for HP INTERNAL
HPINT-DINV-1000 - HP OpenView Desktop Inventory 1000 devices for HP INTERNAL
HPINT-ED-1000 - HP OpenView Enterprise Discovery 1000 devices for HP INTERNAL
HPINT-FT-1seat - HP Functional Testing 1seat for HP INTERNAL
HPINT-FT-5conc - HP Functional Testing 5 concurrent for HP INTERNAL
HPINT-GETRES - HP OpenView Get-Resources Tailoring Kit for HP INTERNAL
HPINT-GETSVC - HP OpenView Get-Services Tailoring Kit for HP INTERNAL
HPINT-LR-50glob - HP LoadRunner 50 global for HP INTERNAL
HPINT-MAM - HP Application Mapping for HP INTERNAL
HPINT-ND-1000 - HP OpenView Network Discovery 1000 devices for HP INTERNAL
HPINT-PC-5-100 - HP Performance Center 5ConcRuns 100GlobalVU for HP INTERNAL
HPINT-PPM-20user - HP Proj & Portfolio Mgmt 20users for HP INTERNAL
HPINT-QC-5user - HP Quality Center 5 users for HP INTERNAL
HPINT-SC-20usr - HP OpenView Service Center 20usr for HP INTERNAL
HPINT-SS-100pts - HP SiteScope 100 points for HP INTERNAL

If you need more licenses or concurrent mode, then you have to fill the Comment part and explain your needs. The request will be reviewed by PD&E IT. This exception process is in place as PD&E IT is deploying an instance of Quality Center for all HP, including license servers for Functional testing or LoadRunner, and wants to avoid any duplication.

The request will be managed within 24 hours and, except if rejected, you will receive an order number which will allow you to generate the password.

Step 2 : Go to the <<http://www.webware.hp.com>> site, Click Generate Password and enter your Order number. Then, enter the fields as requested, for example a number of seat. Note that the validity for all Mercury licenses is limited to 1 year.

Note that Locking code is displayed during the installation (Read Installation manual)
If asked to enter an MPN, the software is only looking for a specific format when it asks for the MPN. Being that there isn't a maintenance contract associated with these licenses you should use 8888-8888888888.

- To get host ID

For LoadRunner 7.x-

Hello,

In order for us to generate a LoadRunner permanent key, we need the Host ID from your LoadRunner Controller. Here is the instruction how to get the Host ID:

Click Start > Programs > Mercury LoadRunner > LoadRunner to open Mercury LoadRunner, and then click License. The LoadRunner License Information dialog box opens.

- *Bring up LoadRunner Controller.
- *Do a Help -> About LoadRunner.
- *Click on License Info button to obtain Host ID.

The host ID will be in the lower left of the window that comes up.

OR

- Locate the executable file called "licidgenerator.exe" <LoadRunner installation directory>\bin (eg: c:\Program Files\Mercury Interactive\Mercury LoadRunner\bin)
- Click on the "Generate New" button to generate the Host ID

Please send the newly generated Host ID along with your maintenance number, SAID or HP order # and contact information. In exchange for the Host ID, you will receive a new permanent license key for LoadRunner.

Or if you prefer you can also contact us by calling 1-877-837-8457 and using the following options:

- Option #1 -- Technical support
- Option #2 -- Licensing
- Option #3 -- Mercury Manage Services
- Option #4 -- Professional or Educational Services
- Option #5 -- Sales

Thank you for choosing HP.

For LoadRunner 8.0-

Hello,

In order for us to generate a LoadRunner permanent key, we need the Host ID from your LoadRunner Controller. Here is the instruction how to get the Host ID:

Click Start > Programs > MercuryLoadRunner > LoadRunner. The Mercury LoadRunner launcher window opens. From the Configuration menu, select LoadRunner License to open the LoadRunner License Information dialog box.

Or

-Locate the executable file called "licidgenerator.exe" <LoadRunner installation directory>\bin (eg: c:\Program Files\Mercury Interactive\Mercury LoadRunner\bin)
-Click on the "Generate New" button to generate the Host ID

Please send the newly generated Host ID along with your MPN number, SAID or HP order # and contact information. In exchange for the Host ID, you will receive a new permanent license key for LoadRunner.

Or if you prefer you can also contact us by calling 1-877-837-8457 and using the following options:

- Option #1 -- Technical support
- Option #2 -- Licensing
- Option #3 -- Mercury Manage Services
- Option #4 -- Professional or Educational Services
- Option #5 -- Sales

Thank you for choosing HP.

FOR LR 8.1 and above -

Hello,

In order for us to generate a LoadRunner permanent key, we need the Host ID from your LoadRunner Controller. Here is the instruction how to get the Host ID:

Click Start > Programs > MercuryLoadRunner > LoadRunner. The Mercury LoadRunner launcher window opens. From the Configuration menu, select LoadRunner License to open the LoadRunner License Information dialog box.

Please send the newly generated Host ID along with your MPN number, SAID or HP order # and contact information. In exchange for the Host ID, you will receive a new permanent license key for LoadRunner.

Or if you prefer you can also contact us by calling 1-877-837-8457 and using the following options::

- Option #1 -- Technical support
- Option #2 -- Licensing
- Option #3 -- Mercury Manage Services
- Option #4 -- Professional or Educational Services
- Option #5 -- Sales

Thank you for choosing HP.

- **LoadRunner**

Our records show that you have several LoadRunner controllers. Please reply back with the license configuration (monitors, type of vusers, and quantity of vusers) you needed for this license.

Once I have verified your information I can process your license request.

- **To unlock a license key:**

Follow these steps: uncheck "Host locked license - requires Host ID" ->Next ->Time Limited->Next->5/9/2007->Next -> Check "Unlock computer with blocked license" and "Add this license to existing one" -> OK -> Next -> Based on Vuser Type -> Web bundle 1 -> Next for license

- **EvalKey**

Hello,

Could you tell me will this temp license be used for pre-sales only?

Regards,

- SLK's

LoadRunner

- All Monitors
- 25 Global

QTP/WR/FT Concurrent

- 5 Users

Test Director/QC

- 5 users

SiteScope

- 25 points

BAC

- 25 Transactions

1 of everything else

- **Diagnostics:**

Hello,

You will need to do the following to install the license:

- Open the browser and go to: <http://<Commander hostname>:2006>
- Click on "Configure Diagnostics" and enter admin\admin
- Click on "License" link
- Using the browser button upload the license to the "Diagnostics server" machine.

-
- **License move**

For license move request, please kindly visit HP password delivey center(<https://webware.hp.com/welcome.asp>) to submit the move request. If you have any questions regarding how to submit the request. You can contact HP password center for assistance. I have included the Password center contact informaiton below and also attached the webware license management guide for your reference.

Thank you.

Hewlett-Packard Password Center for U.S.A:
Phone: (801) 431-1597 or (800) 326-0411
Hours of operation: 6:00 am to 6:00 pm MST, M-F

Americas_password@cnd.hp.com

Manuals: http://ovweb.external.hp.com/lpe/doc_serv/

OV Patches: http://support.openview.hp.com/patches/patch_index.jsp

Support: <http://support.openview.hp.com/support.jsp>

- **Submit a case**

Hello,

In order to create the license key we need a request number.

To submit your request you need to check the attached document that I attached also follow these steps:

1. Link: <<http://www.hp.com/go/hpsupport>>.
2. Go to the green heading "Problem Reporting"
3. Click on Submit a case
4. Log in using the HP passport Profile
5. Choose a Non-Technical problem
6. From the Drop down menu please select licensing
7. Enter all the information that is asked and please be as detailed as possible

Regards,

- **To send a license key**

Hello,

Please find below the license key as requested:

The current status of this case is Resolved. Please reply to this email and let me know if you need additional assistance or if the case can be closed. If I do not hear from you by 24 hours I will know everything worked fine and will proceed to close the case.

You can submit new cases through the web by going to Software Support Online site at <http://www.hp.com/go/hpsupport/casemanager/submitcase> and you can also review the status of on going cases by going to <http://www.hp.com/go/hpsupport/mercury-track-case>

If you require assistance with your SAID, please contact 1-800-590-8710 or send an email to americas.saidinfo@hp.com

Or if you prefer you can also contact our call center at 1-877-837-8457 using the following options to better suit your needs:

- Option #1 -- Technical support
- Option #2 -- Licensing
- Option #3 -- Mercury Manage Services
- Option #4 -- Professional or Educational Services
- Option #5 -- Sales

Thank you for choosing HP.

- **LAMER**

Hello,

This request will be answer trough the WFM# XXXXXXX as soon as possible.

Regards,

- **MAMFULL**

Our license generator does not allow us to generate temp licenses for UCMDB. THIS IS A PERMANENT LICENCE. Please use at your discretion.

- **ITG**

Version: 6.0.0

IP Address: 168.40.104.21

Expiration Date: August 2, 2007

Server Purpose: Development Instance

INSTRUCTIONS:

For 6.0 upgrades or initial installations, 1. Copy the attached 'license.conf' file to a local directory.

2. When prompted from the installation program, enter the location of this license.conf, and the

installation program will copy the file into the conf directory.

3. Proceed with the installation as guided.

For existing 6.0 installations:

1. Stop the instance.

2. Replace the license.conf file in your ITG_HOME/conf directory with the attached file.

3. Restart the instance.

7.0

INSTRUCTIONS:

For 7.x upgrades or initial installations:

1. Copy the attached 'license.conf' file to a local directory.
2. When prompted from the installation program, enter the location of this license.conf, and the installation program will copy the file into the conf directory.
3. Proceed with the installation as guided.

For existing 7.x installations:

1. Stop the instance.
2. Replace the license.conf file in your ITG_HOME/conf directory with the attached file.
3. Restart the instance.

- SAID Help

If you require assistance with your SAID, please contact 1-800-590-8710 or send an email to americas.saidinfo@hp.com
9am to .5pm mountain time Monday to Friday.

- Downloads links

In the United States, call (800) 386-1115 or Worldwide visit www.itrc.hp.com. Choose your geographical location, click on "maintenance and support", then under Downloads select "Updates".

- to get the MAC Address

Hello,

In order for us to generate a permanent key, we need the MAC Address from your System.
Here is the instruction how to get the MAC Address:

On Windows: ipconfig/all

On Solaris: su as root, then ifconfig -a

Please send the MAC Address along with your maintenance number, SAID or HP/Mercury order # and contact information. In exchange for the MAC address, you will receive a new permanent license key.

Or if you prefer you can also contact us by calling 1-877-837-8457 and using the following options::

Option #1 -- Technical support

Option #2 -- Licensing

Option #3 -- Mercury Manage Services

Option #4 -- Professional or Educational Services

Option #5 -- Sales

Thank you for choosing HP.

Please fill the following information when opening a ticket of each product:

Load Runner:

Customer Name:

Customer Last Name:

Telephone number:

Email address:

SAID:

MPN:

HP Order Number:

Version:

Host ID:

Configuration:

Functional Testing:

(Including QTP and WR)

Customer Name:

Customer Last Name:

Telephone number:

Email address:

SAID:

MPN:

HP Order Number:

Version:

Locking Code:
Seat or concurrent:
If concurrent, # of users?
Add-ins?

Performance Center:

Customer Name:
Customer Last Name:
Telephone number:
Email address:
SAID:
MPN:
HP Order Number:
Version:
Configuration (Host and server key).

Quality Center:

Customer Name :
Customer Last Name :
Telephone number:
Email address:
SAID:
MPN:
HP Order Number:
Version.
Enterprise or Standard edition.
of users:
QC users.
BPT.
Additional Defects.
SOA (service test management)

Diagnostic:

Customer Name :
Customer Last Name :
Telephone number:
Email address:
SAID:
MPN:
HP Order Number:
MAC Address.

Sitescope:

Customer Name:
Customer Last Name:
Telephone number:
Email address:
SAID:
MPN:
HP Order Number:
Version:
of Points.
Monitors if needed:

ITG (PPM):

Customer Name :
Customer Last Name :
Telephone number:
Email address:
SAID:
MPN:
HP Order Number:
Version.
IP Address.
Configuration.

BAC:

Customer Name:
Customer Last Name:
Telephone number:
Email address:
SAID:
MPN:
HP Order Number:
Version:
Configuration:

Steps to request a link:

- Log onto the Software Support Online site at <http://support.openview.hp.com>
- On the home page locate the section titled "I want to go." click on the pull down menu and select Software Updates and click on the double arrows next to the pull down window.
- You will be taken to the Software Updates page.
- Please open the PowerPoint file I have attached to this email. It is a step by step process showing you how to link you SAID to your support contract. This is an operation you must complete prior to logging into SUM for the first time. Once you successfully complete linking your SAID you do not need to do this step again
- Once you have completed the SAID linking training click on the Software Update Manager

link on the Software Update page

- This will take you to the IT Resource Center home page.
- Click on the Software Update Manager (SUM) link – towards the middle of the page
- This will take you to a log in / register page – please click on the register first link
- This will take you to the linking process in SUM, once you complete the linking process you can access SUM

** Note add the following PowerPoint slide decks here:

- Linking SAID to Support Contract
 - Changing notification from postal to email
 - SUM navigation
-
- If this update product requires a new licensing key please log onto the Software Support Online website at <http://support.openview.hp.com> on the home page find the Problem Reporting area and click on “Submit a Support Case”
 - On the next screen click on the non-technical radio button, in the next pull down menu click on licensing, in the next pull down screen click on your SAID number and fill out the rest of the information click on submit
 - On the next screen in the box "Case title" enter “request for update product key” then in the box "Case details" just provide the product information, your SAID, etc and click on "Next".
 - After reviewing the details, click on "Submit Case". If you need to make corrections, click on "Previous".

- **Troubleshooting for FT**

This procedure will help you to solve a lot of issues when a customer is having trouble to install a FT or QTP or Winrunner license key.

You need to send instructions plus an attachment.

Creating the Attachment

- ✓ Open a notepad.
- ✓ Include only the license key.

(Ex:

HVA2S8ZDECVK59ZMLLYE3TF2ICIDLZ3RNUAEN4HRKJ4J8I48XY56C7ODK2DC549F9YNZYOX7LJT

2) **If is FT both keys.

- ✓ Name the file: **lserverc**
- ✓ Do not use an extension on the name of the file.

These are the steps the you must send to the customer together with the attachment.

Tell customer to do the following.

1. *Find the file lserverc located at:
C:\Program Files\Common Files\Mercury Interactive\License Manager
or under your windows profile, normally the full path indicating where is this file at is*

indicated by the environment variable LSERVRC.

*you can use a command prompt window and type **echo %LSERVRC%** to find out where the file is.*

2. *Rename the current lservrc to lservrc.old*
3. *Copy over the same directory the attached lservrc file with most recent licenses keys.*
4. *Restart QTP*

If you need to have a Server in order to run **Functional Testing** (QTP & Winrunner) you can use a regular computer instead of using a server. There're some points that you need to consider in order to be able to use a PC (Desktop or Laptop) as a license server for QTP:

- PC needs to be online on the same network than all the clients.
 - PC needs to be turned ON all the time. If not the clients can't logon.
 - Need the locking code of the PC in order to be able to deliver the license key.
-

Subject: SSO template

Requesting a license for Legacy Mercury customer:

1. The customer must get their SAID by using the MPN. For getting this information the customer can go to the "Mercury FAQ's" link on the HP SSO site at <http://www.hp.com/go/hpsoftware/hp-mercury>.

For America's customers: If you require assistance with your SAID, please contact 1-800-590-8710 or send an email to americas.saidinfo@hp.com.

For EMEA customers: If you require assistance with your SAID, please send an email to emea.saidinfo@hp.com.

For APJ customers: If you require assistance with your SAID, please send an email to apj.saidinfo@hp.com or contact your Software maintenance renewal representative. To locate your maintenance renewal representative, please contact your local sales office.

2. Look for the green heading that says "Problem reporting"
3. Click on "Submit a support case".
4. Log in using the passport username and password (if the customer does not have a passport profile they can create it by clicking on the "New User - Register" link).
5. For creating a License case please select the radio button for "Non-Technical/business" cases.
6. From the dropdown menu please select "Licensing"
7. Specify the SAID you are going to use.
8. Enter the case title, case details and attachments.

For Customer who purchase Mercury products after April 1st:

1. Go to <http://www.webware.hp.com/welcomepassword.asp>
2. Click on the "generate password" option on the left side menu
3. Enter HP Order Number: XXXXXXXXX
4. Select the products you want to deploy
5. Follow the process.

After you complete the deployment process you will receive a temporary key that will allow you to work while the permanent license is being created. The permanent key will be delivered to you within the next 2 business days after you complete the deployment.

I Hope this information helps,

➤ *Base de Datos del Personal – Licensing Operations Team*

Mercury Team

- Nombre: Maria Laura Amador Barboza
 - Número de empleado: 20315341
 - # Cédula: 3-395-347
 - Fecha de nacimiento: 04/06/84
 - Teléfonos:
 - Cel: 826-8261
 - Habitación: 273-1481
 - Extensión: 556-9267
 - Dirección de correo:
 - HP: maria.amador@hp.com
 - Otras: marialau_0406@hotmail.com
 - Dirección: San Pedro, Residencial Lomas de Granadilla, casa #131A
 - Vehículo:
 - Marca: Chevrolet Sparks
 - Color: Negro
 - Placa: 654789
 - En caso de emergencia: Shirley Barboza, #273-1481
-

- Nombre: Cindy González González
- Número de empleado: 20315342
- # Cedula: 1-1021-795
- Fecha de nacimiento: 22/12/78
- Teléfonos:
 - Cel: 315-9570
 - Habitación: n\ a
 - Extensión: 559-9868
- Dirección de correo:
 - HP: cindyd.gonzalez@hp.com
 - Otras: cindyg_78@hotmail.com
- Dirección: Curridabat, detrás del estadio Municipal, Urbanización Paris casa #96
- Vehículo:
 - Marca: Daihatsu
 - Color: Blanco
 - Placa: 153383
- En caso de emergencia: Cristina González, # 863-5303

- Nombre: Alejandra Mena

- Número de empleado: 20315343
 - # Cedula: 7-127-207
 - Fecha de nacimiento: 13/04/78
 - Teléfonos:
 - Cel: 836-5714
 - Habitación: 441-1276
 - Extensión: 556-9869
 - Dirección de correo:
 - HP: alejandra.mena@hp.com
 - Otras: amena.w@hotmail.com
 - Dirección: Alajuela. Tropicana Sur, 25 este de los semáforos de Cemaco.
 - Vehículo: n\a
 - Marca: n\a
 - Color: n\a
 - Placa: n\a
 - En caso de emergencia: Jose Armando Rosales, #851-4609
-

- Nombre: Raquel Blanco Plaza
 - Número de empleado: 20324508
 - # Cedula: 1-1176-0035
 - Fecha de nacimiento: 07/06/83
 - Teléfonos:
 - Cel: 366-6613
 - Habitación: n\a
 - Extensión: 555-3928
 - Dirección de correo:
 - HP: raquel.blanco@hp.com
 - Otras: raquelblancop@hotmail.com
 - Dirección: Concepción de 3 Ríos. Frente al Liceo Franco
 - Vehículo:
 - Marca: Kia Spectra
 - Color: Verde
 - Placa: 544697
 - En caso de emergencia: Roberto Bolaños, #840-8984
-

- Nombre: Jorge Acuña Bogantes
- Número de empleado: 20216975
- # Cedula: 1-1083-195
- Fecha de nacimiento: 03/10/80
- Teléfonos:
 - Cel: 813-8805
 - Habitación: 269-7114
 - Extensión: 555-7300
- Dirección de correo:
 - HP: jacuna@hp.com

- Otras: jorgeacuna@hotmail.com
 - Dirección: Sta. Bárbara, San Pedro. Súper Céspedes 200n y 200e.
 - Vehículo:
 - Marca: Mitsubichi Mirage
 - Color: Beige
 - Placa: 663270
 - En caso de emergencia: Luis Angel Acuña, #361-3697
-

- Nombre: Walter Hernández Carvajal
 - Número de empleado: 20216972
 - # Cedula: 1-1173-540
 - Fecha de nacimiento: 02/06/83
 - Teléfonos:
 - Cel: 810-6989
 - Habitación: 261-7697
 - Extensión: 555-7311
 - Dirección de correo:
 - HP: walter.hernandez2@hp.com
 - Otras: Walter.net@hotmail.com
 - Dirección: San Rafael Heredia, Centro de Salud 800n y 100o
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Melida Jiménez, #238-1689 o Rosario Carvajal, #310-3537
-

Peregrine Team

- Nombre: Jesus Jarrin Mora
- Número de empleado: 20333174
- # Cedula: 1-1044-0668
- Fecha de nacimiento: 14/08/79
- Teléfonos:
 - Cel: 836-2971
 - Habitación: 263-7423
 - Extensión: 556-9590
- Dirección de correo:
 - HP: jesus.jarrin@hp.com
 - Otras: jesusjarrin@hotmail.com
- Dirección: Posterior a Universidad Interamericana Heredia, Condominios Interamericana.
- Vehículo:

- Marca: Kia Sportage
 - Color: Gris
 - Placa: 637072
 - En caso de emergencia: Adriana Serrano, #836-2695
-

- Nombre: Sergio Arroyo Guillen
 - Número de empleado: 20383741
 - # Cedula: 1-1106-936
 - Fecha de nacimiento:
 - Teléfonos:
 - Cel: 347-4949
 - Habitación: 245-0345
 - Extensión: 556-7446
 - Dirección de correo:
 - HP: sergio.arroyo@hp.com
 - Otras: yeyo81@hotmail.com
 - Dirección: Moravia, Urbanización Las Rosas. Abastecedor Las Rosas 100o, casa esquinera.
 - Vehículo:
 - Marca: Susuki Sidekick
 - Color: vino
 - Placa: 372755
 - En caso de emergencia: Ronald Arroyo, #881-4514
-

Spy Dinamics

- Nombre: Jose Alexis Arias Mejia
 - Número de empleado: 20396185
 - # Cedula: 2-858-407
 - Fecha de nacimiento: 29/7/83
 - Teléfonos:
 - Cel: 349-2879
 - Habitación: n/a
 - Extensión: 556-8791
 - Dirección de correo:
 - HP: alexis.arias@hp.com
 - Otras: joseaariasm@hotmail.com
 - Dirección: Paseo Colon, 300n INA.
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Alexis Arias, #811-4767
-

- Nombre: Yoseth Fernandez Vargas
 - Número de empleado: 20389724
 - # Cedula: 6-0324-0737
 - Fecha de nacimiento: 10/08/82
 - Teléfonos:
 - Cel: n\|a
 - Habitación: 442-3682
 - Extensión: 556-8792
 - Dirección de correo:
 - HP: joseph.fv@hp.com
 - Otras: n\|a
 - Dirección: Alajuela, Mall Internacional 25s, casa frontal blanca.
 - Vehículo: n\|a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Rosey Vargas, #779-5350
-

OpenView

- Nombre: Maria Gabriela Vindas
 - Número de empleado: 20310504
 - # Cedula: 1-1175-119
 - Fecha de nacimiento: 06-06-1983
 - Teléfonos:
 - Cel: 312-45-94
 - Habitación: 229-18-19
 - Extensión: 555-9232
 - Dirección de correo:
 - HP: gaby.vindas@hp.com
 - Otras: dasvin_gaby@yahoo.com
 - Dirección: San Antonio de Coronado, Bo. San José
 - Vehículo:
 - Marca: Chevrolet
 - Color: Plata
 - Placa: 216721
 - En caso de emergencia: Xinia Fernandez, #371-0370 o Julio Villagra, #864-6591
-

- Nombre: Luis Campos Vargas
 - Número de empleado: 20310479
 - # Cedula: 2-0553-936
 - Fecha de nacimiento: 08/10/80
 - Teléfonos:
 - Cel: 832-3902
 - Habitación: 443-4361
 - Extensión: 555-9231
 - Dirección de correo:
 - HP:
 - Otras: chucullo04@yahoo.com
 - Dirección: Alajuela, Villas de la Seiba, casa #11
 - Vehículo: n\ a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Ana Briceño, #814-2288
-

- Nombre: Sharon Barrantes Rojas
 - Número de empleado: 20375812
 - # Cedula: 4-0195-0424
 - Fecha de nacimiento: 08/11/87
 - Teléfonos:
 - Cel: n\ a
 - Habitación: 263-3555
 - Extensión: 556-8209
 - Dirección de correo:
 - HP: shadianne@hp.com
 - Otras: shadianne@hotmail.com
 - Dirección: Heredia, Jardines Universitarios #2, casa #287
 - Vehículo: n\ a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Silvia Barrantes, #843-8804 - #263-7141
-

- Nombre: Ismael Mendez
- Número de empleado: 20171357
- # Cedula: 9-0114-0172
- Fecha de nacimiento: 21-08-79
- Teléfonos:
 - Cel: 367-2672

- Habitación: 263-4421
 - Extensión: 508-7191
 - Dirección de correo:
 - HP: ismael.mendez@hp.com
 - Otras: ismalion@hotmail.com
 - Dirección:
 - Vehículo:
 - Marca: Geo Tracker
 - Color: gris
 - Placa: Temp.
 - En caso de emergencia: Benigno Mendez, #396-9299 o Lissy Chinchilla, #365-2197
-

Contractors

- Nombre: Yordana Nelson Pinnock
 - Número de empleado: 20373837
 - # Cedula: 7-149-637
 - Fecha de nacimiento: 12-11-82
 - Teléfonos:
 - Cel: n/a
 - Habitación: 795-2117
 - Extensión: 556-8210
 - Dirección de correo:
 - HP: ynelson@hp.com
 - Otras: yordagnelson@yahoo.com
 - Dirección: San Pedro, 500so MasXMenos.
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Yorvelyn Nelson, #795-2117
-

- Nombre: Patrish Mcfarlane Brown
- Número de empleado: 20385761
- # Cedula: 1-1120-0689
- Fecha de nacimiento: 1-11-81
- Teléfonos:
 - Cel: 815-6497
 - Habitación: n/a
 - Extensión: 556-7491
- Dirección de correo:

- HP: patrishamcb@hp.com
 - Otras: gmiey@gmail.com
 - Dirección: Coronado, 350n Para.
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Glen Mcfarlane, #220-0390
-

- Nombre: Jose Antonio Salazar Chaves
 - Número de empleado: 20373945
 - # Cedula: 1-1239-0074
 - Fecha de nacimiento: 10/04/85
 - Teléfonos:
 - Cel: 872-3317
 - Habitación: n/a
 - Extensión: 556-8207
 - Dirección de correo:
 - HP: j.salazar@hp.com
 - Otras: chaves.jose@gmail.com
 - Dirección: Goicoechea, Cruce Moravia-Guadalupe 200n y 100º, ultima casa.
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Siria Chaves, #302-7242 o Marcela, #879-0461
-

- Nombre: Eddy Chacon Monge
 - Número de empleado: 20373835
 - # Cedula: 1-1102-0982
 - Fecha de nacimiento: 08-05-81
 - Teléfonos:
 - Cel: 851-9484
 - Habitación: n/a
 - Extensión: 556-8208
 - Dirección de correo:
 - HP: echacon@hp.com
 - Otras: n/a
 - Dirección: Paseo Colon, 300n INA.
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Heynor Torres, #830-0222
-

- Nombre: Geiner Fonseca
 - Número de empleado: 20389540
 - # Cedula: 1-1206-0909
 - Fecha de nacimiento: 26/05/84
 - Teléfonos:
 - Cel: 832-0785
 - Habitación: 252-5958
 - Extensión: 556-7339
 - Dirección de correo:
 - HP: gfonseca@hp.com
 - Otras: gfonseca7@hotmail.com
 - Dirección: San Jose, Hatillo 2, del Brenes Mesen 100 este. Casa 52
 - Vehículo: n/a
 - Marca:
 - Color:
 - Placa:
 - En caso de emergencia: Diana Ureña, #868-4544
-

➤ *Mercury User Guide*

Mercury Products

List of products offer by Mercury:

- ✚ Functional Testing (Includes Quicktest Professional and Winrunner)
- ✚ Loadrunner
- ✚ Performance Center
- ✚ Sitescope
- ✚ Test Director for Quality Center
- ✚ BAC
- ✚ ITG (PPM)

Note: Mercury products come pre-packaged with a 14 day trial licenses. So when the customer receive the permanent license key and install it he could keep getting the message that the license key will expire in x days. Once the demo key expires and the permanent key will kick in.

For whatever reason, the add-in perm key will not supersede the demo key. So as long as customer has applied the perm add-in key once the demo key expires the permanent key will take place.

Functional Testing

Functional Testing, WinRunner, QuickTest Professional, and Astra QuickTest

Functional Testing

Hp Mercury Functional Testing™ combines Mercury's functional testing products, QuickTest Professional™ and WinRunner®, to deliver the industry's most complete solution for functional test, GUI test, and regression test automation with support for practically every software application and environment.

Leverage Mercury WinRunner and Mercury QuickTest Professional

Mercury Functional Testing enables you to leverage test assets from both WinRunner and QuickTest Professional scripts. Quality engineers can use Mercury Functional Testing to create "composite scripts" consisting of tests built in both WinRunner and QuickTest Professional. Mercury Functional Testing leverages the integration between WinRunner and QuickTest Professional, where each product can call scripts of the other, and test results are reported into a common reporting interface.

Functional Testing

Functional Testing combines the WinRunner and QuickTest Professional software into one package. See the descriptions for WinRunner and QuickTest Professional.

If a customer owns Functional Testing licenses, they are entitled to receive both WinRunner and QuickTest Professional and all addidns for each license request.

WinRunner

WinRunner emulates and captures user actions into test scripts that can be used throughout the application's lifecycle. WinRunner's intuitive recording process allows users (even those with limited technical backgrounds) to produce robust tests. To create a test, WinRunner simply records a typical business process by emulating user actions, such as ordering an item or opening a vendor account. During recording, you can directly edit generated scripts to meet the most complex test requirements.

Supported environments for WinRunner are below:

Browsers	Client Servers	Platforms
• Internet Explorer	• Windows Apps (Win32)	• Windows 98
• Netscape	• Visual Basic	• Windows NT
• AOL	• Java	• Windows Me
	• ActiveX	• Windows 2000
		• Windows XP

Programming Languages	Terminal Emulators
• PowerBuilder	• 3270
• VisualAge Smalltalk	• 5250
• Forte	• VT100
• Oracle Developer	
• Janus Grids	
• Delphi	
• Centura	

QuickTest Professional

QuickTest Professional allows even novice testers to be productive in minutes. You can create a test script by simply pressing a Record button and using an application to perform a typical business process. This produces an icon-based Tree View, in which each branch represents a step in the business process. Users can easily modify, remove, or rearrange test steps in the Tree View.

Supported environments for QuickTest Professional are below:

Core Environments	Enterprise Applications	Operating Systems
• Windows applications (MFC)	• SAP	• Windows XP
• Visual Basic	• Oracle	• Windows 2000
• Java	• PeopleSoft	• Windows 98
• ActiveX	• Siebel	• Windows NT
		• Windows ME

Web Technologies	Browsers	Emerging Technologies
• HTML	• Internet Explorer	• .Net Winforms, Webforms, Web services
• DHTML	• Netscape	• J2EE Web services
• JavaScript	• AOL	• XML, WSDL, UDDI

Terminal Emulators	Server Technologies	Multimedia
• 3270	• Oracle	• RealAudio/RealVideo
• 5250	• Microsoft	• Windows Media Player
• VT100	• IBM	
Languages	• BEA	
• European	• ODBC	
• Japanese	• COM/COM+	
• Chinese (traditional and simplified)		
• Korean		

Licensing

WinRunner, QuickTest Pro, and Functional Testing are licensed in two ways: it's either a standalone (a.k.a. "local", "seat", "node-locked") license or a network (a.k.a. "floating", "concurrent") license. Add-ins for versions pre 7.6 (for WinRunner) and 6.5 (for QuickTest Pro) are not licensed. Once installed, they will automatically work with the core licenses. Add-in licenses for version 7.6+ and 6.5+ do require a license for Add-ins.

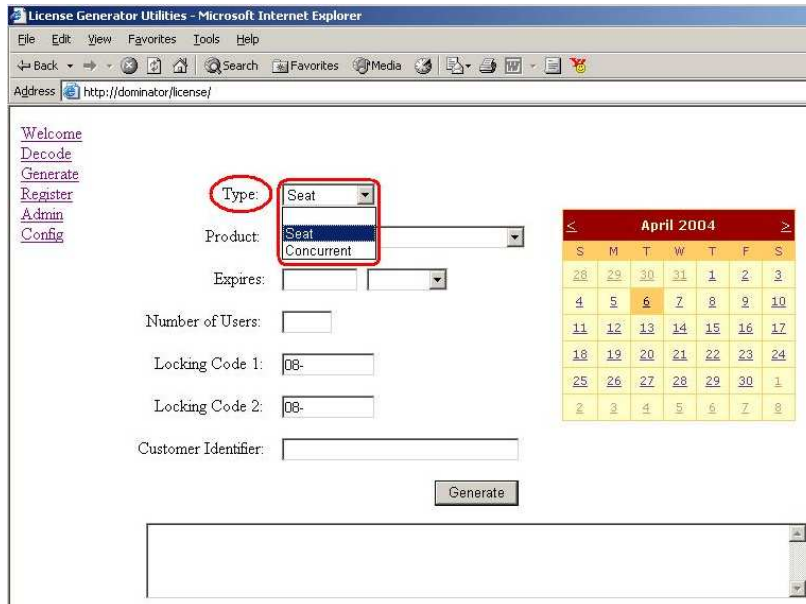
Site/Seat, Standalone/Floating?

Terminology for client and server based installations has changed and several variations now exist to describe the same thing.

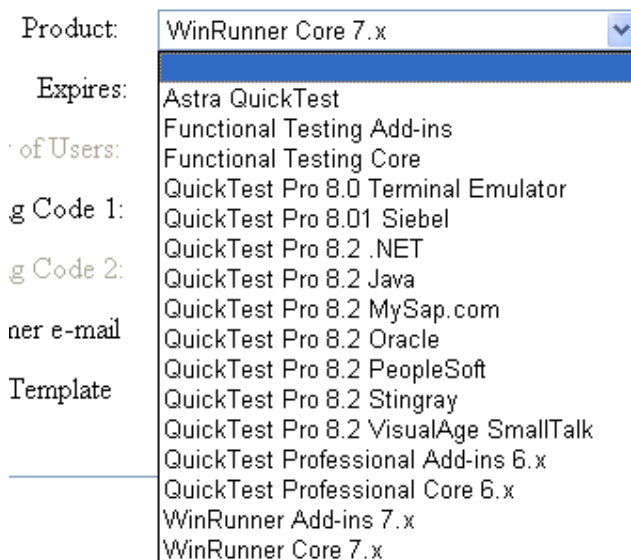
Client-based license	Server-based license
Seat	Site
Standalone	Floating
Node-locked	Network
	Concurrent

Generating 6.x-9.x Licences

Using the license generator (<http://amsvlsall01/License/>), select **Seat** or **Concurrent** from the drop-down menu next to **Type**:



Next, select the **Product**:



Set the Expiration date:

Expires: ▼

Never

Days

Weeks

Months

Calendar

April 2007						
S	M	T	W	T	F	S
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Never – this is for customers who have purchased the software, are current on maintenance, or are otherwise entitled per sales rep. Also, if a license was purchased and we later released a newer version, the customer is entitled to a free upgrade and is eligible for a license key. However, the customer may not be current on maintenance, so while we can give a permanent key, they cannot call Tech Support if they need help installing the key.

Days – used if a sales rep has authorized a customer or a partner to get a timed license key. Instead of using the calendar, you can just type in a number in the blank field to the left of the drop-down menu and select Days from the menu. For example, 60 Days.

Expires: Days ▼

Weeks – same explanation as for **Days**, but select **Weeks** from the drop-down menu.

Months - same explanation as for **Days**, but select **Months** from the drop-down menu.

Calendar – for example, if a sales rep has ordered a key for a customer to expire on 4/13/2007, you may select Calendar and then utilize the calendar above by clicking through the months until you see the end date. Click on the end date and it will auto-populate in the field to the left of the drop-down menu above. A shorter route to achieve the same result is to manually type in the expiration date, but make sure it follows the exact date scheme as this example: **4/13/2007**, otherwise you will get an error.

Next, set **Number of Users** (for floating license only).

Then, paste the Locking Code where it says **Locking Code 1**:

It is important to note that only the digits following the 08- in the customer's Locking Code should be pasted, or else you will get an error. This is because the 08- is pre-filled in the license generator. Alternately, you can backspace to remove the pre-filled numbers, then copy the Locking Code in its entirety from

the customer Service Request Ticket, and paste it into the Locking Code field(s).

Locking Code 1:

Locking Code 2:

Note:
For standalone license keys, you will only need to paste the code into the Locking Code1 field.
For floating license keys, you will need to paste the code into both Locking Code1 and Locking Code2 fields.

Review:

License Type	Information required
<i>Standalone license</i>	Locking code Expiration date (if any)
<i>Network license</i>	Locking code (entered twice) No. Of users required Expiration date (if any)

WinRunner 7.6-X & QuickTest Professional 6.5–X.X and Add-ins Licensing

Licensing for these versions of software differs slightly in that the core product for WinRunner & QuickTest Professional includes add-ins.

WinRunner7.6 and above included add-ins:

WebTest
 Active X
 PowerBuilder
 Visual Basic

QuickTest Professional 6.5 and above included Add-ins:

Web
 ActiveX

Multimedia Visual Basic

A Customer wishing to install any further add-in software would need to have a license for this. This is generated using the same generator as the core product, under the heading “WinRunner/QuickTest Professional Add-ins license” and requires a locking code like any normal product license. An Add-in license will enable access to any of the add-ins available for that product (i.e.) there isn’t a special license type for each one.

Add-in licenses are also available in network form, with the number of users to be included in the license as per a core product (normal) network license. (See also next entry on Functional Testing).

Note: Certain add-ins were previously available automatically in the core version of the product and didn’t require separate software or a license code (i.e. Java for QuickTest Professional 6.0). Customers upgrading from these versions to the new version of software may often require a separate license in order to achieve full functionality from the software. If in doubt the sales team should be contacted to confirm licensing under maintenance.

WinRunner 7.5 – add-ins for WinRunner 7.5 do not require a license key to install.

WinRunner 7.6 and above - add-ins for WinRunner 7.6 **always** require a license key to install.

The customer is entitled to receive the Java add-in and the Oracle add-in along with a WinRunner 7.6 core key if they already own the Java add-in in version 7.5. Be sure to look at their ticket history and see what they’ve requested for add-ins in the past, since their upgrade to version 7.6.

WinRunner Add-in License Keys: Who is Entitled?

- An existing maintenance-paying WinRunner 7.5 customer who is using the WinRunner Java add-in to test both Oracle 11i **and** (non-Oracle) Java applications – customer is allowed to upgrade to both the WinRunner Java add-in 7.6 and WinRunner Oracle add-in 7.6, at no charge. However, the customer needs to pay maintenance on both the Java add-in and Oracle add-in.
- An existing maintenance-paying WinRunner 7.5 customer who is using WinRunner Java add-in to test only Oracle 11i applications should upgrade to **ONLY** the WinRunner Oracle add-in, version 7.6, at no charge. The customer pays maintenance on just the WinRunner Oracle add-in 7.6.
- An existing maintenance-paying customer who is using WinRunner Java add-in to test only (non-Oracle) Java applications should upgrade to

ONLY the WinRunner Java add-in, version 7.6, at no charge. The customer pays maintenance on just the WinRunner Java add-in 7.6.

QuickTest Professional 6.0 - add-ins for QuickTest Professional 6.0 do not require a license key to install.

QuickTest Professional 6.5 and above- add-ins for QuickTest Professional 6.5 **always** require a license key to install.

The customer is entitled to receive the Java add-in and the Oracle add-in along with a QuickTest Professional 6.5 and above core, key if they already own the Java add-in in version 6.0. Be sure to look at their ticket history and see what they've requested for add-ins in the past, since their upgrade to version 6.5.

Functional Testing Licenses

Version 6.5 of QuickTest Professional enables the customer to have one installation that will allow use of QTP and WinRunner. This product is called "Functional Testing".

This is basically an option for customers who want to use WinRunner and QuickTest Professional on the same machine in either Seat (standalone) or Site (network) form. Over a network this would mean that client machines are installed with both products and the server is installed with the Functional Testing Concurrent License Server CD. A license for ten users on this basis would allow no more than ten people at a time to access either WR or QTP.

In terms of standalone usage, Functional Testing is really just a license choice, since the customer would simply install both WinRunner and QuickTest Professional locally and then enter the Functional Testing license in both products.

Add-in licenses are also available for Functional Testing installations. These give access to additional add-ins for both products, although it should also be noted that a WinRunner concurrent (network) add-in license would work over a Functional Testing Server installation, but would only be valid for that product, so licensing is flexible here.

Commuter Licensing

This is not a new license type as such, but rather trial license option available to a customer, enabling them to temporarily use a QTP concurrent license on a machine which is not connected to the network (and can therefore not obtain a concurrent license from the license server in the usual way). These are valid for up to thirty days, during which time the client machine can be pointed to the server and administered by the floating license server.

R/3, Mysap and Sap Solutions Products

This line of Mercury products has changed names several times over the years. It was originally an unlicensed independent product but now requires a license, since it integrates with QTP6.0. Please see following table for version/title/licensing changes:

WinRunner R/3 (QuickTest Technology) 6.2	Worked independently without a license.
QuickTest Professional for mySAP.com Windows Client 7.3 & 7.31	Worked independently without a license.
QuickTest Professional add-in for mySAP.com Web Client, release 5.6	Worked independently without a license.
QuickTest Professional Add-in for mySAP, release 6.0	Needs to work in conjunction with QuickTest Professional (core product) version 6.0 . NOTE: THIS SOFTWARE IS FOR USE WITH SAP VERSION 6.2 AND WILL NOT FUNCTION WITH PREVIOUS VERSIONS – check details with customer.
QuickTest Professional Add-in for mySAP solutions release 6.5	Needs to work in conjunction with QuickTest Professional (core product) version 6.5 and <u>will also require a separate add-in license</u> in addition to the core product code (see notes on generating add-in licenses). NOTE: THIS SOFTWARE IS FOR USE WITH SAP VERSION 6.2 AND WILL NOT FUNCTION WITH PREVIOUS VERSIONS – check details with customer.

As can be seen from the table, previous releases of the product were divided into Windows and Web client versions for WR and QTP. These were then combined into one version, which now requires QTP licensed core product to function properly. The important thing to remember about all of the above versions of this product is which version of SAP they are intended to work with. Any version of SAP pre version 6.2 will not work with the last two examples (releases 6.0 and 6.5)

PRODUCT	HOW TO FIND STANDALONE LOCKING CODE	HOW TO FIND NETWORK LOCKING CODE
WINRUNNER 5	No locking code required.	N/A
WINRUNNER 6-7.0	Run "Install Software License" from WR CD. This will show installation machine's locking code.	Run "Install Software License" from License server manager CD. This will show installation machine's locking code.
WINRUNNER 7.01-7.5	Software prompts to install permanent code if license is temp – follow "install new software license option if this happens Otherwise > Help > Install new software license"	Network CD > Browse CD > License Manager > Key Installation > Key install.exe
ASTRA QUICKTEST 6	Help > About Astra QuickTest > License > Modify license	Note that server CD is called "QuickTest" Choose "install floating license code" from CD options
QUICKTEST PROFESSIONAL 6.0	Software prompts to install permanent license if license is temporary Otherwise Help > about QuickTest Professional > License > modify license etc.	Floating server CD > Install new license
QUICKTEST PROFESSIONAL 6.5	Software prompts to install permanent license if license is temporary Otherwise Help > about QuickTest Professional > License > modify license etc	Functional Testing Server CD > "Install Concurrent license"
WINRUNNER 7.6	Software prompts to install permanent code if license is temp – follow "install new software license option if this happens Otherwise > Help > License > "Install	Functional Testing Server CD > "Install Concurrent license"

	license” or “Change license type”	
WINRUNNER7.6/QUICKTEST PROFESSIONAL6.5/FUNCTIONAL TESTING ADD-IN LICENCES	Core product needs to be installed with valid license. Add-in license can then be entered as per normal (standalone) license for WR7.6/QTP6.5	Functional Testing Server CD > “Install Concurrent license”

Generating QTP 6.5 or AQT 5.6 license key

Step 1- Select 'LicenseGen626QTP5.6' on the LR license manager

Step 2. -Select the product from the drop down menu to select QuickTest Professional 5.6 /or Astra Quicktest 5.6

Step 3.-No host ID required so uncheck the host lock license (then click next)

Step 4. -Select the license type (Permanent or Time limited)
For time limited license -select limited by an end-time then enter the end date of the license

Step 5.- Always check 'Unlock computer with blocked license'

Step 6. - Add Active X, Java and Multimedia add-ins for QuickTest Professional 5.6

Add the Active X component for Astra Quicktest 5.6

Step 7. -Then click "Next" , "Finish"

Before you click "Finish" button, you can click the "Back" button to modify the key.

The Functional Testing software it's a bundle of two products, Quicktest Professional (including the core and the add-ins) and Winrunner (including the core and the add-ins).

Mercury's Functional Testing products are obtained by purchasing:

- ✓ A FT License (for the core application – this will also come with the Web, VB, & ActiveX add-ins by default). This will allow one user to use either WinRunner (WR) or QuickTest Professional (QTP) with the same license; *not both at the same time, however.*
- ✓ Or a FT Add-in license (for the additional add-ins, eg; Java, Oracle, .Net, Terminal Emulators, Siebel, SAP)

Main License Types

➤ **License per machine (seat license)**

The Seat licenses are computer-based.

The licensing mechanism for Seat licenses is the License Install Wizard – part of the FT product accessible from:

- ❖ The Add-in manager on product startup (for add-in licenses)
- ❖ Or, after loading the product, menu command:
Help → About QTP → Licenses button (for core license)
inst_key.exe utility from <product installation folder>\bin

Seat License → overview

- Node-locked to: the client computer
 - Where installed: on the computer with QTP / WR
 - How installed:
 - Core license installed from the Help menu within the product
 - Add-in licenses installed through the License Add-in Manager
- OR, manually added to the **Iservrc** file using a text editor
- All add-in licenses should also be seat licenses

Requirements for Seat Licensing

- Correct locking code for machine.

The structure of the code is 8-XXXXX (EXAMPLE: 8-20B0D)

- If is perpetual or with an expiration date.

Limitations:

- License must be physically installed on machine (no remote desktop)

- Machine should not have VNC / VMWare / Terminal Services or Citrix type technology running (if this is the case, concurrent licenses would be needed).

Seat Licenses → installation

- To install a QTP core seat license:
 - Launch QTP
 - Select Help → About QTP → License → Modify License
 - Select 'Seat License', Yes
 - Verify locking code in wizard
 - Enter Maintenance number
- Enter License code
 - To install a QTP add-in seat license:
 - Launch QTP
 - On the Add-in Manager dialog, select 'Modify Add-in License'
 - No Add-in manager? Enable the manager in Tools → Options → General. Relaunch QTP.
 - No 'Modify License' button? Switch from Concurrent to Seat in Help → About QTP → License → Modify License
 - Verify locking code in wizard
 - Enter Maintenance number
- Enter License code
 - License keys are added to the lservrc file. By default this file is located in:
 - C:\Program Files\Common Files\Mercury Interactive\License Manager\

Seat License → common install problems

1. Cannot install the key

Get the error message and look it up in the KB – follow recommendations

General items to try (in order);

- Ensure these requirements are met
- Check for the specified limitations:
 - Check the license key
 - Decode the license using License validation utility (installed on QTP client)
 - Verify it is a Seat license and for the correct locking code, etc.

- Check the install wizard - completely close and restart the License Install Wizard
 - Ensure there are no LSHOST or LSFORCEHOST environment variables set in the System Properties (QTP KB # 30487)
 - Manually edit the license code file using notepad. This usually involves cut\pasting keys to\from the file. Backup the file before editing (c:\program files\common files\mercury interactive\license manager\lservrc).
2. Key installs but does not work or is not licensed
- Repeat license install process
 - Check the **lservrc** file and verify that the license code is added
 - Decode the license and verify that it is the correct product, correct locking code, correct expiration date, etc
3. Add-in Key installs but is grayed-out or outdated in the Add-in Manager
- Check version compatibility
 - For Example; the user could be installing an older add-in that is no longer compatible
 - Check the KB for add-in compatibility (eg; QTP KB # 27842)
 - Try a patch for the add-in (eg; <QTP install folder> \AddinsUpgrade\QTP90Java82UPGRADE.exe)
 - Recommend downloading the latest Add-in.
 - Incorrect license type was issued or installed.
 - A Seat license was mixed with a Concurrent license
 - All licenses must be seat OR concurrent.

- **License pool shared amongst a user group (concurrent license)**

The Concurrent Licenses are network-based with a License Server. The licensing mechanism for Concurrent licenses is through the Sentinel License Server Install wizard provided by SafeNet.

- Occasionally, some customers require concurrent licenses to be checked-out as Commuter licenses.
- Vary rarely; Non-Node-Locking licenses are also created.

Concurrent License → overview

Node-locked to: the server computer

Where installed: on the computer with the LS (License Server)

How installed: using the LS Install Wizard

Requirements:

- Correct LS installed.

A note about the LS version numbers...

FT LS Version 7.6 (Sentinel ver. 7.2.0) works with - QTP/WR 7.6.

FT LS Ver 8.0 (Sentinel ver. 7.3.0) works with - QTP/WR 8.x and before.

FT LS Ver 9.0 (Sentinel ver. 8.0.2) works with - QTP/WR 9.x and before

- Correct locking code of the server machine. The structure of the code is 8-XXXXX (EXAMPLE: 8-20B0D)

- Correct number of users.

- Check if license is perpetual or with an expiration date.

Clients should be able to ping the server.

Limitations:

- UDP port 5093 must be opened
- NAT (Network Address Translation) or VPN (Virtual Private Networking) is not supported
- Only one LS (License Server) per server machine

Concurrent Licenses → details

- Concurrent or Floating license are installed on a License Server (LS) and then retrieved by client computers on the network. This allows a large group of users to install and share FT products and licenses.
- LS (License Server) are low resource intensive. LS can be installed on a server machine, on a standard desktop, or even on the machine running QTP / WR.

Concurrent License → common problems

General items to try or check with user;

The key is correct – decode it. If it is not correct then request a new key.

LS is the correct version for QTP/WR. For example; if QTP was upgraded to 9.0, the LS needs to be upgraded to 9.0.

The client computer can see the LS (License Server).

If the LS and license key can be seen from the client then:

Find the IP address for the Server Machine (eg; Start → run → cmd → ipconfig)

Make sure the LSHOST variable in the System Environment Variables is set to the Server Machine's IP address – this is how QTP/WR can be sure of where to access the Concurrent license key.

The lservrc file contains the license codes that have been installed. Whenever a new license is created, the license code is automatically added to this file. The lservrc file is a text file, with no extension.

File Location:

- For a Concurrent (Floating) license installation:
QuickTest Professional 8.2 and below
"<server installation directory>\<language>"
- Example:
C:\Program Files\Rainbow Technologies\SentinelLM 7.1.0
Server\English\lservrc
- QuickTest Professional 9.0 and above
C:\Program Files\Common Files\SafeNet Sentinel\Sentinel LM
Server\WinNT
- For a Seat (Stand-alone) license installation:
QuickTest Professional 6.0
"<AQT/QTP installation directory>\bin"
- Example:
C:\Program Files\Mercury Interactive\QuickTest Professional\Bin\lservrc
- QuickTest Professional 6.5 and above
C:\Program Files\Common Files\Mercury Interactive\License
Manager\lservrc

1. Close all running applications.
2. Go to C:\Program Files\Common Files\Mercury Interactive\License Manager, and open the lservrc file in Notepad. If there is no such file, create a new file without an extension.

3. Insert a new line at the end of the file.
4. Add the new license key code.
5. Repeat steps 3 and 4 for any additional licenses that need to be installed, such as add-in licenses.
6. Save the file.
7. Launch QuickTest Professional to verify the license installed properly.

How to switch from a concurrent license to a seat license:

- Request the seat license, then modify QuickTest Professional's license settings to use the new license.
- Retrieve the locking code and request the seat license for the machine.
 - Launch QuickTest Professional.
In the Help menu, select About QuickTest Professional.
 - Click License. Click Modify License.
 - Select the "Seat license" radio button.
 - Click Next. If you are prompted with a "Do you want to install a new license code" message, click Yes.
 - The License Installation welcome dialog displays information including the machine's locking code.
 - Click Cancel.
Submit the [License Request](#).

Once you have received the Seat license, continue.

- Remove the LSHOST system environment variable. For more information on the LSHOST variable, refer to [Document ID 18406 - How to set the LSHOST or LSFORCEHOST system variable](#).
- Launch QuickTest Professional. A license error dialog will appear.
- Click Install License. Select the "Seat license" radio button.
- Click Next. If you are prompted with a "Do you want to install a new license code" message, click Yes.
- Click Next. Enter the license key code received as a result of step 1.
- Click Next, following the onscreen instructions. Click Finish.
- Launch QuickTest Professional and verify the seat license was installed and used properly.

Troubleshooting for FT

These procedures will help to solve different issues when customer is having trouble to install a **Functional Testing** (*QTP & Winrunner*) license key.

Steps to follow:

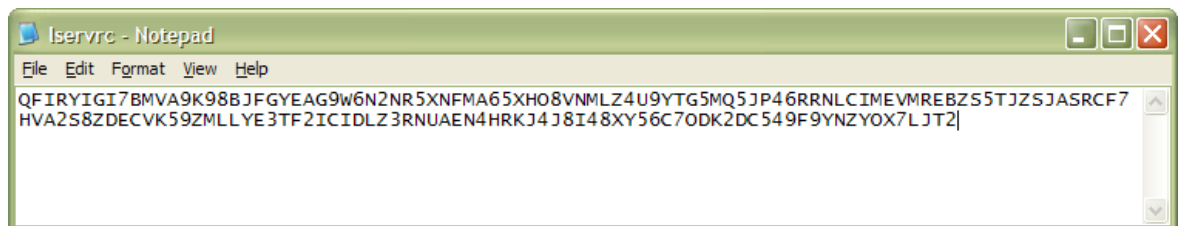
- a- Check if Locking code is the same on the computer that in the license key.
- b- Check if environment is the same (A *seat* license for a *seat* computer or a *concurrent* license for a *concurrent* computer)
- c- If the customer is trying to install the license remotely **ONLY** a concurrent license can be install. A Seat license key cannot be installed remotely.
- d- Place a number sign (#) at the end of the license key.
- e- To install it by a manual way you need to send the instructions plus an attachment.

Creating the Attachment

- ✓ Open with notepad only.
- ✓ Include only the license keys each one in a different line. Make sure there are no blank lines at the end

(Ex:

HVA2S8ZDECVK59ZMLLYE3TF2ICIDLZ3RNUAEN4HRKJ4J8I48XY56C7ODK2DC549F9YNZYOX7LJT2)



- ✓ Very important the file name should always be: **Isevrvc**
- ✓ Do not use an extension on the name of the file

Instructions

These are the steps you must send to the customer with the attachment.

Tell customer to do the following.

5. Find the file *Isevrvc* located at:
C:\Program Files\Common Files\Mercury Interactive\License Manager

or under your windows profile, normally the full path that indicates where this file is at is the value of the environment variable LSERVRC.

6. You can use a command prompt window and type **echo %LSERVRC%** to find out where the file is.
7. Rename the current lservrc to lservrc.old
8. Copy over the same directory the attached lservrc file with most recent licenses keys.
9. Restart QTP



LoadRunner

LoadRunner Introduction

LoadRunner is part of Mercury's Application Delivery software. Using minimal hardware resources, LoadRunner emulates hundreds or thousands of concurrent users to put the application through the rigors of real-life user loads for virtually any client platform. IT professionals can stress an application from end-to-end across all architectural tiers (applying consistent, measurable and repeatable loads) then use the data to identify scalability issues before they impact end users. LoadRunner integrates fully with HP Mercury Interactive's family of testing products, including WinRunner and QuickTest Professional for functional testing and TestDirector for global test management. LoadRunner scripts can also be reused with ProTune to optimize systems in production and with Topaz to monitor application performance, availability and service levels in production. LoadRunner also integrates with LoadRunner TestCenter, Mercury Interactive's global Quality Center test solution.

Supported environments for LoadRunner are below:

PROTOCOLS

- Web
- HTTP(S)
- SOAP
- Streaming
- WAP

PERFORMANCE MONITORS

- **Web Application Server Monitors**
 - BEA WebLogic
 - IBM WebSphere
 - Sun ONE Application Server
 - Oracle 9iAS

- Winsock
- XML

- **ERP/CRM**

- Oracle
- PeopleSoft
- SAP
- Siebel

- **Middleware**

- BEA Tuxedo
- COM/DCOM
- EJBs
- Jacada
- MQSeries
- RMI

- **Databases**

- IBM DB2
- Microsoft SQL Server
- Oracle
- Sybase
- ERP /CRM
- SAP R/3
- Siebel
- Peoplesoft

- Web Server Monitor
- **Apache**
- Sun ONE Web Server
- Microsoft IIS

- **Middleware Monitors**

- BEA Tuxedo
- J2EE
- EJB/JNDI/JDBC/JSP
- IBM MQ Series

- **COM+**

- .NET

- **Database Monitors**

- IBM DB2
- Microsoft SQL Server
- Oracle
- Sybase

- **ERP/CRM**

- SAP R/3
- Siebel
- PeopleSoft

- **Network Monitors**

- Network Delay
- SNMP
- WAN Emulation

- **OS Monitors**

- Linux
- UNIX
- Windows NT, 2000, XP

Time limit options

Host ID	License is tied to one machine either on a temporary or permanent basis. Customer needs to supply their installation's host id for this sort of license (see later entry on host id's)
Temporary license (unlocked)	License is temporary but can be installed on any machine (and any number of machines) for the duration of its validity
Permanent	License is permanent and can be installed on any machine (and any number of machines) – this sort of code is not to be used in the UK.
Start and end date	Licenses are set not just to expire on a certain date, but also to start on a certain date. This option can be useful for evaluation purposes
Limited by a duration from installation of the license	Only available for host-locked licenses , this kind of license starts to "count down" once it has been installed (i.e. it is not linked to a specific calendar date, rather a number of days' usage). Useful for Evaluations which are not date-specific.
Limited by a duration from first use of the license	Only available for host-locked licenses , this kind of license starts to "count down" from the day it is first used (i.e. it is not linked to a specific calendar date, rather a number of days' usage). Useful for Evaluations which are not date-specific.
VUD's	Virtual User Days - Licenses have no expiration as such. This option does not appear unless a host id has been included for generation. See latter entry on LoadRunner Virtual User Days (VUD's)

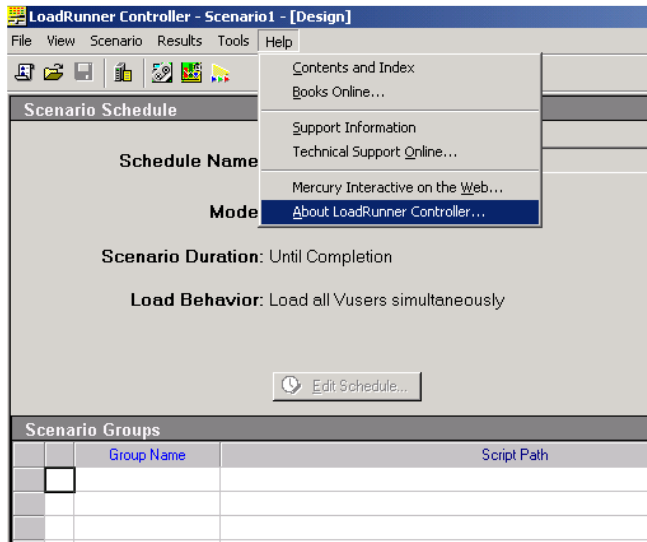
Advanced/unblock options

Time limit license (Clock cannot be set back)	The license will stop functioning if the license manager detects that the installation's clock has been changed.
One time license (Installed once per machine)	The license manager will not allow the license to be installed on the controller more than once. Keeping this option ticked particularly important when generating VUD's codes to stop license violation.
Unlock computer with blocked license	Checking this option wipes the license mechanism clean. This is a good way of solving technical problems (for instance clock tamper), but should be host locked, so that the unlocked code is not misused. These keys should expire in 1-2 days.
Add this license to an existing one	This stops one controller code replacing another in the license manager. It is useful for customers who have bought additional Vusers and/or monitors, since an additive code can be generated without having to include the details from previous PO's. A VUD license is almost always additive. It should be noted that different sorts of additive licenses could be generated without problems (i.e. a host-locked license can be added to a dongled license etc.)
<p>NOTE: "BLOCKED" LOADRUNNER LICENCE MECHANISMS ARE OFTEN THE RESULT OF LICENCE VIOLATION ON THE PART OF THE CUSTOMER (DELIBERATE OR ACCIDENTAL), USUALLY WHEN THEY HAVE ATTEMPTED TO WIPE OLD LICENCES FROM THE REGISTRY OR HAVE CHANGED THE MACHINE CLOCK, AND SHOULD THEREFORE BE ISSUED WITH PRUDENCE. FOR THIS REASON IT IS ADVISED THAT THEY BE HOST LOCKED (TO STOP THEM BEING USED ON ANOTHER MACHINE), TEMPORARY AND NON-ADDITIVE. THEY SHOULD IDEALLY ONLY BE SET TO WORK FOR ONE OR TWO DAYS AND A STANDARD CODE SHOULD BE ISSUED AS SOON AS THE LICENSING MECHANISM HAS BEEN UNBLOCKED. TO AVOID OTHER SORTS OF VIOLATION (ESPECIALLY WITH NON-LOCKED, TEMPORARY CODES) IT IS ALSO ADVISABLE TO MAKE SURE THAT LICENCES ARE GENERATED TO INCLUDE THE "TIME LIMIT LICENSE" & "ONE TIME LICENSE OPTIONS"</p>	

Host ID's For LoadRunner licences

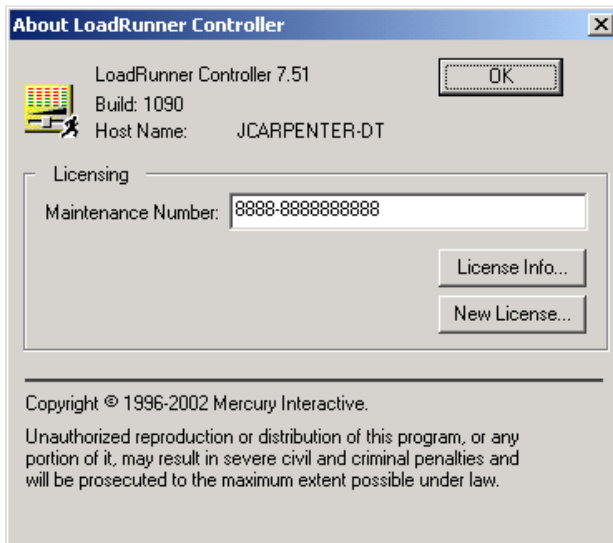
A temporary license for LoadRunner is often set using the controller machine's host id for license generation. This basically ties the license down to one machine and thereby avoids potential violation of the codes (which can otherwise be installed on any machine).

The customer has to find their host id and send it to us before we can start generating the license. In order to do this he will need to gain access to the LoadRunner controller. If he has no valid license for the software beforehand this will be impossible. In this situation a one Vuser, non-locked license should be issued for one or two days to allow access. Once in the controller the customer should go to Help>About LoadRunner Controller

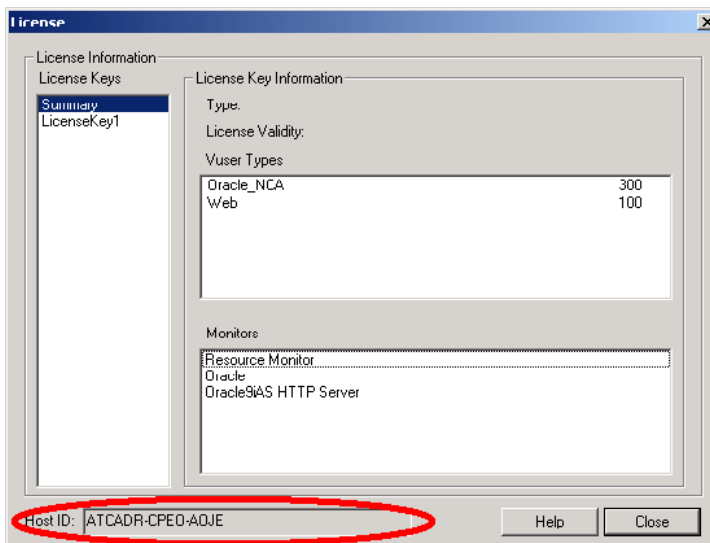


The following screen will appear. To get the host ID information the customer will need to click “License Info”. This also gives information about how many licenses are currently installed, their expiration and time-limiting details (i.e. dongled or temporary).

It should also be noted that this is the screen the customer will need to bring up if a new license code is to be installed. The code can simply be copied and pasted into the box using UPPER CASE letters only



Clicking on “license info” brings up the following screen. The host ID for that machine can be found at the bottom.

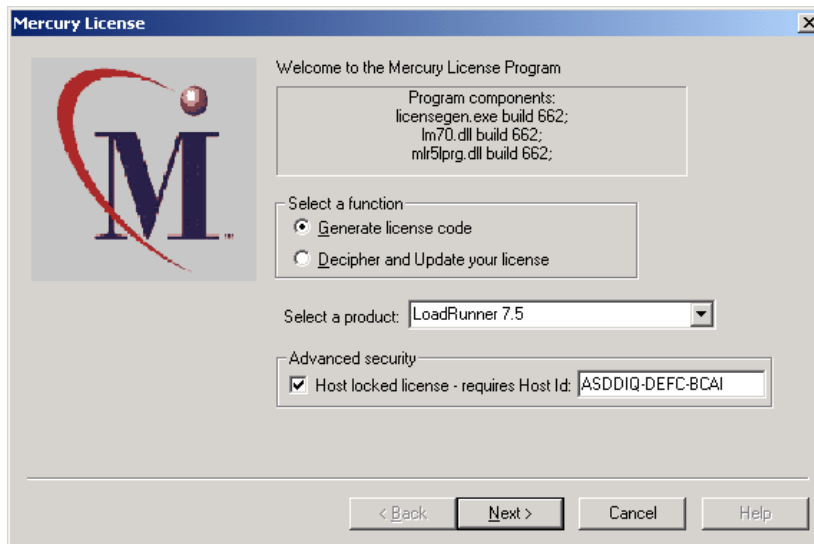


Another option for a customer to find their machine’s host id is to navigate through:

Program files\Mercury Interactive\LoadRunner\bin and double-click on *Licidgenerator.exe*. This option means that the customer is not obliged to open the LR controller but should be only really to used sparingly, since guiding customers through LoadRunner’s registry could create a security risk to the software.

NOTE: THE HOST ID DETAILS WILL KEEP CHANGING EVERY FEW MINUTES. THIS DOES NOT MEAN THAT THE OLD HOST ID WILL NO LONGER BE VALID.

When we receive the host id we can simply copy and paste it into the license generator box. Make sure the host id check box is ticked on the generator:



Single/MultiProtocol and Group Licenses

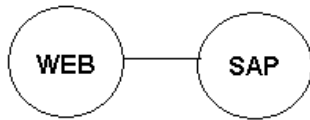
LoadRunner now contains three possible types of vuser/protocol options, single protocols, multiprotocols and Group protocols.

Single Protocols



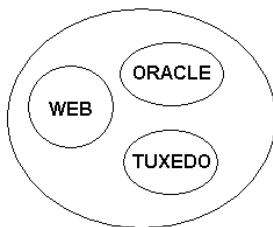
These are vusers of one protocol type which allow testing of scripts written for one protocol.

MultiProtocols



These are joint protocols, allowing the user to run scripts for either protocol or a mixture of both protocols.

Group Protocols



HP Mercury has designed Group Protocol licenses which combine single (and sometimes multi-protocols) and allow mixed or individual vuser usage up to and including the maximum number generated for that group. For example, If a customer has 50 vusers of Group Web and Oracle it means a script can run with either 50 web vusers or 50 Oracle vusers. It should be noted that they are more of a marketing decision to license popular vuser combinations than a technical variation. They do not have the functionality of MultiProtocol licenses unless a Multiprotocol vuser has been included in the group, since a MultiProtocol allows a user to run a mix of Vuser types, which is not possible in a Group license.

Because of the number of possible vuser combinations available, it is sometimes necessary to request R&D to develop new Group options and these are sent on an updated license generator.

Protocol Groups

These basically create a group protocol for often-associated Vuser types, which work in the same way as a Group license. Examples of this are:

- **Siebel Protocols Group** -includes Web, WinSock, Siebel(GUI-Oracle), Siebel - DB2 CLI, Siebel - MSSQL
- **Sap Protocols Group** - includes SAP, Web, DCOM
- **Oracle NCA Protocols Group** - includes Oracle, Oracle_NCA, Multi+Oracle_NCA+Web

- **PeopleSoft Protocols Group** - includes PeopleSoft-Tuxedo, Web, TUXEDO
- **.NET Protocols Group** - includes Web, SOAP, .NET, WinSock, Custom, Web Services
- **Mail & Network Protocols Group** - includes DNS, FTP, IMAP, MAPI, LDAP, POP3, SMTP

Bundle Protocols

Product	Type	License Key to Generate
GUI		GUI
Web & Multimedia	Web, WebGUI, Media Player, Realplayer	Web, PeopleSoft 8.x (Web), Siebel_Web, MediaPlayer, Real
Network	Corba, Mail & Networking, TUXEDO, Winsock, RMI	Corba, Mail & Networking Protocols, TUXEDO, Winsock, RMI
DCOM	DCOM/COM	DCOM
Database	DB2-CLI, MS SQL, ODBC, Oracle, Sybase	DB2 CLI, Siebel – DB2 CLI, MSSQL (DbLib), Siebel – MSSQL, ODBC, Oracle, Siebel (GUI-Oracle), Sybase (CtLib), Sybase DbLib), Informix
SAP	SAP (SAP/Web multi protocol)	Multi+SAP+Web
Oracle E-Business	Oracle_NCA, Siebel-Web, Peoplesoft-Web, PeopleSoft	Oracle_NCA, OracleWebJS, Siebel_Web, PeopleSoft 8.x (Web), PeopleSoft-Tuxedo
Templates	EJB testing, Template/Custom	EJB Testing, Template/Custom – All Languages, JavaScript
Wireless	I-mode, Palm, Voice XML, WAP-Gateway, WAP-HTTP	iMode, Palm, VoiceXML, WAP-Gateway, WAP-HTTP
Remote Access	Citrix, Jacada, RTE	Citrix_ICA, Jacada, RTE
SOA	Web Services, Webphere MQ	Web Services, MQSeries-Client, MQSeries-Server
.NET record/replay	.NET, Microsoft record/replay	.NET, Microsoft .NET

LoadRunner Monitors

“All Monitor” licenses

License generator Builds 4100+ (for LoadRunner 7.8) have a new monitor group called “All Monitors” which basically creates the option for all available

monitors. For LoadRunner 7.6 (generator build 683+) this option is called “Global”.

For LoadRunner 7.5 – 7.51 all monitors can be selected using Build 624 license generator, without blocking the licensing mechanism. This will not work with builds between 624 and 683.

When using these other generators please select monitors carefully, taking note of the details below:

Monitors to be removed automatically when generating codes
J2EE DIAGNOSTIC
EMULATION WAN
SIEBEL DB BREAK
ORACLE DB BREAK

Monitor Information

<i>Monitor</i>	<i>Comments</i>
DbLib	Now covered by the following monitors: ODBC, Oracle, Sybase, Winsock, MS SQL
Resource Monitor	Also called server monitor. Covers Windows resources and Unix options (also system resources graphs)
J2EE Breakdown	Is the same as J2EE Performance Monitor and should be run on 7.6 only
J2EE Diagnostics Module (LR7.8)	Support was added for the upcoming J2EE Transaction Breakdown Diagnostics Module in LoadRunner. Not to be confused with “J2EE Breakdown” which provides a license for J2EE monitor.
Remote Performance Monitor	For Version 7.8 of LoadRunner this is now built in to the controller and no license is needed. For earlier versions of the product this is found in the Vuser/protocol part of license generator and is called “Viewer”
Apache	Comes with Server/Resource Monitor
IIS Monitor	Comes with Server/Resource Monitor
Sitescope for LoadRunner	Created for Unix environments, this monitor can be downloaded from the Mercury support Website at no cost (but with RSM/CSO authorisation). It gives 50 points and does not cover any of the associated LoadRunner monitors.

LoadRunner Vusers

<i>Protocol</i>	<i>COMMENTS</i>
Sybase (CtLib)	Now replaces previous Sybase protocol

Sybase (DbLib)	Now replaces previous DbLib protocol
Web	These are also known as HTTP Vusers
Citrix ICA	These are also known as Citrix Vusers
Soap	This is covered with the Web protocol in the license generator
Oracle APP	Can be generated with Oracle NCA protocol in the license generator
Web Services	For use with LoadRunner 7.8 Web Services Add-in. This Vuser has also been included in NET Protocols and J2EE Protocols Groups
EJB Testing and General Java	These both allow testing for Java although a customer would need to adjust settings in order to get the same functionality from both Vuser types (especially when using General Java > EJB). This may need to be referred to support if a customer is having problems.

Hosted Vusers

These are not actually generated for a customer by the licence team. They are administered by the Active Tune team and a customer is given access to a Website from which their Vusers can be accessed.

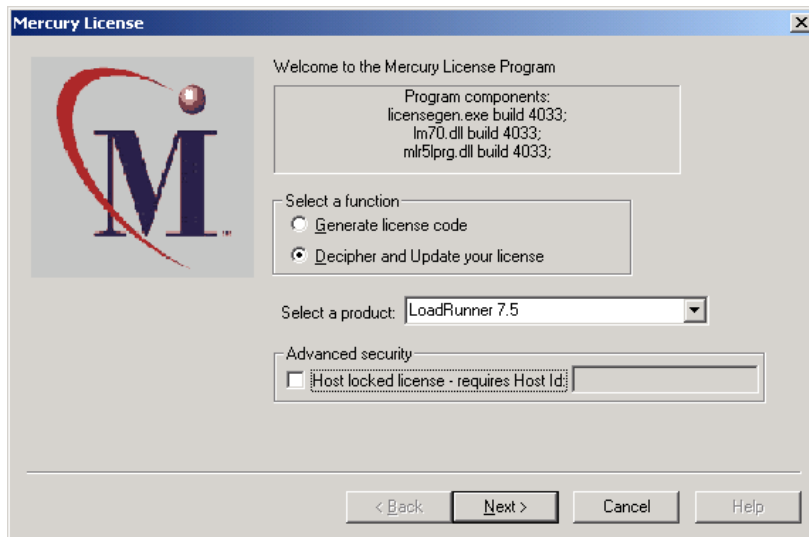
Deciphering LoadRunner Licenses and Verifying Monitors in LoadRunner

To see whether a LoadRunner licence is valid for certain types of monitoring the code can be tested in the following way before being sent to the customer:

To do this:

- ✓ Click the “decipher and update your license” option on the license generator.
- ✓ Click “Next”

(You will need to enter the controller’s host id in order to decode a host-locked license.)



- An expired temporary license can be decoded by changing the time-limit to permanent when running it through the license generator. This will show what monitors and Vusers the code was generated for.

Finding a customer's LoadRunner license

- Opening the controller and then >Help>About LoadRunner>License Info will show what monitors and Vusers are currently installed on the machine and their expiration details.

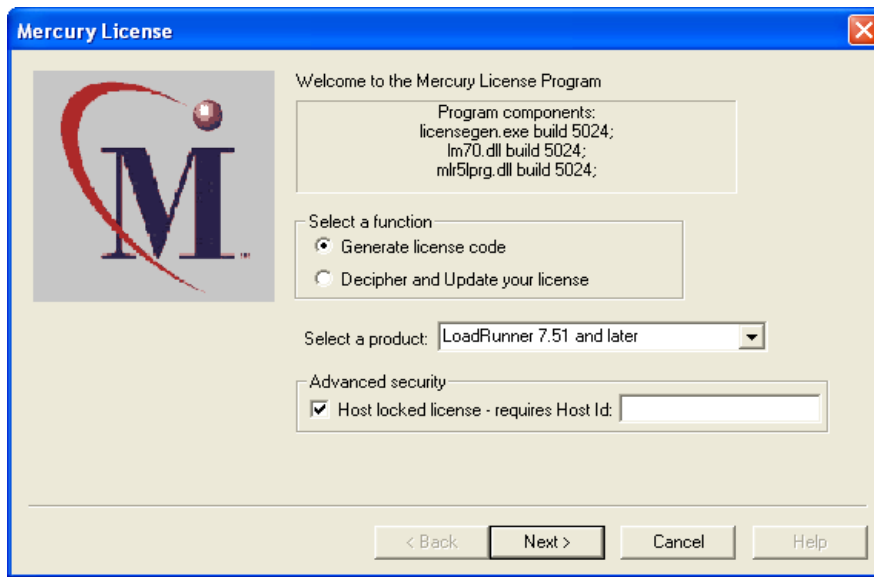
To find the actual license code installed on a machine the customer will need to:

- Click start> run
- Type **regedit**
- Click ok>
- Navigate to:
HKEY_LOCAL_MACHINE\SOFTWARE\MercuryInteractive\LoadRunner\
License2\Permanent license

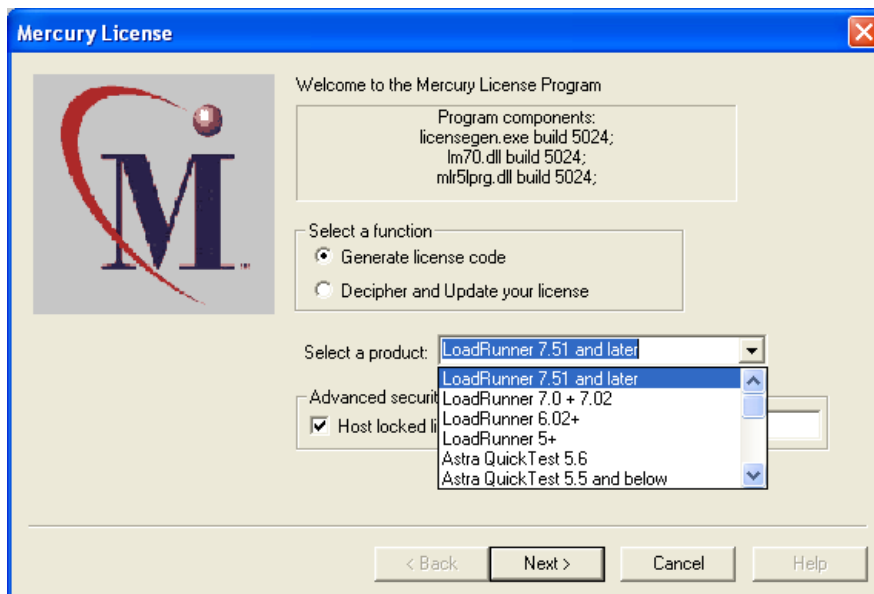
And this should give you the present license key.

Generating LoadRunner Version 8.1 Licenses

Double click on the correct generator icon for the version of software to be licensed (see table at front of manual for LoadRunner versions and their corresponding generator builds). The following screen should appear:

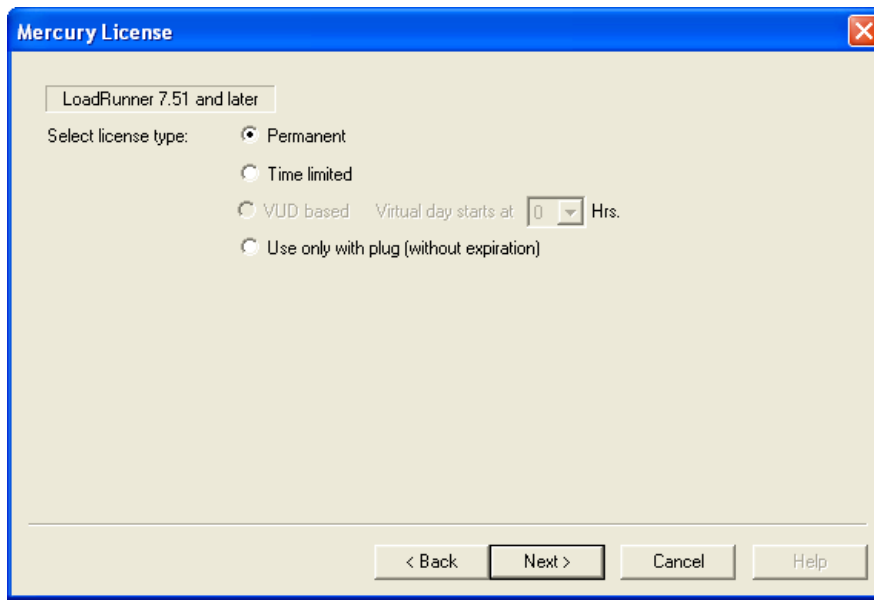


Use LoadRunner 7.51 to generate a LoadRunner 8.1 License. Or use the selected drop-down list that can be used to select different options if required.



The box labelled “Host Locked License” is checked by default. This box must be unchecked if a license is to be set to work with a dongle. If a temporary license or a Virtual User Day license is being generated, keep this box checked and add in the Host ID given by the customer.

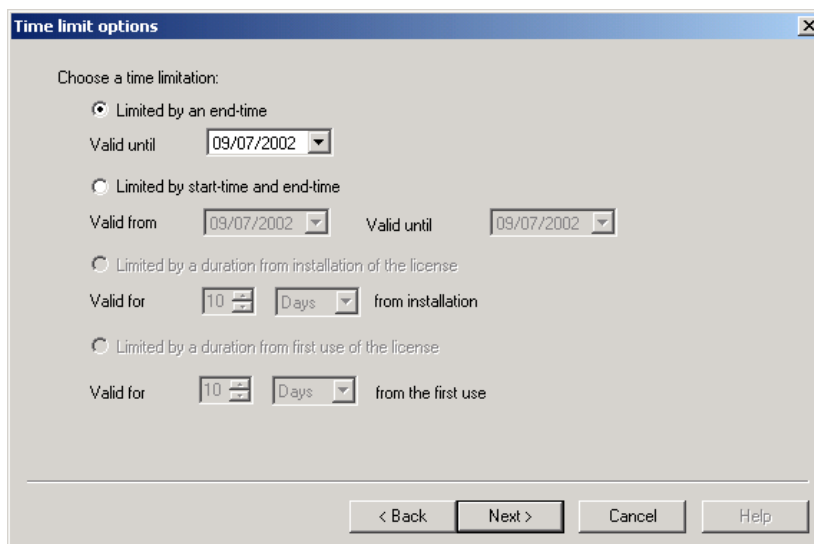
Click “Next” and the following screen will be shown:



The time-limited option should be used for licences to run without a dongle. Unless the licence is going to be for a very short time (under two weeks) temporary licences should be set to work with a host-id.

The majority of licenses generated will be set to work with a dongle so the “Use only with plug (without expiration)” option should be selected. Click “Next”. The dongle will now time limit the software and not the license code itself.

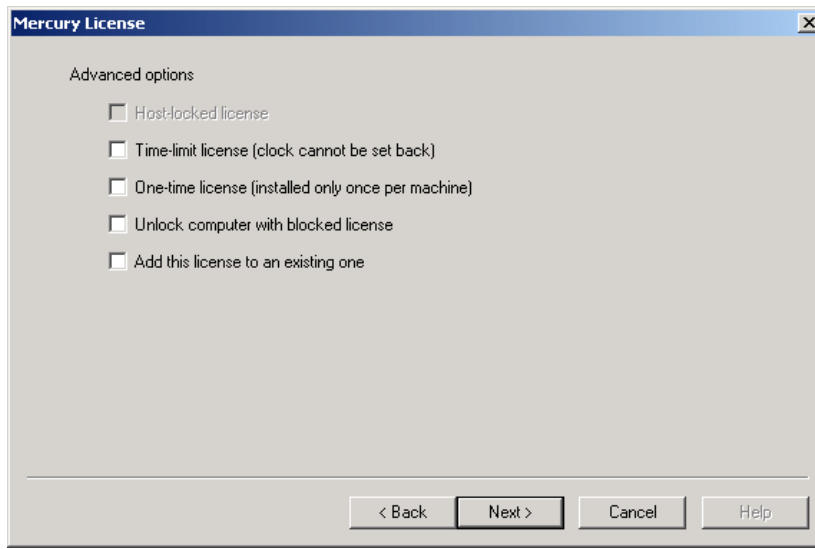
If the “Time Limited” option is selected the screen displayed as follows is shown:



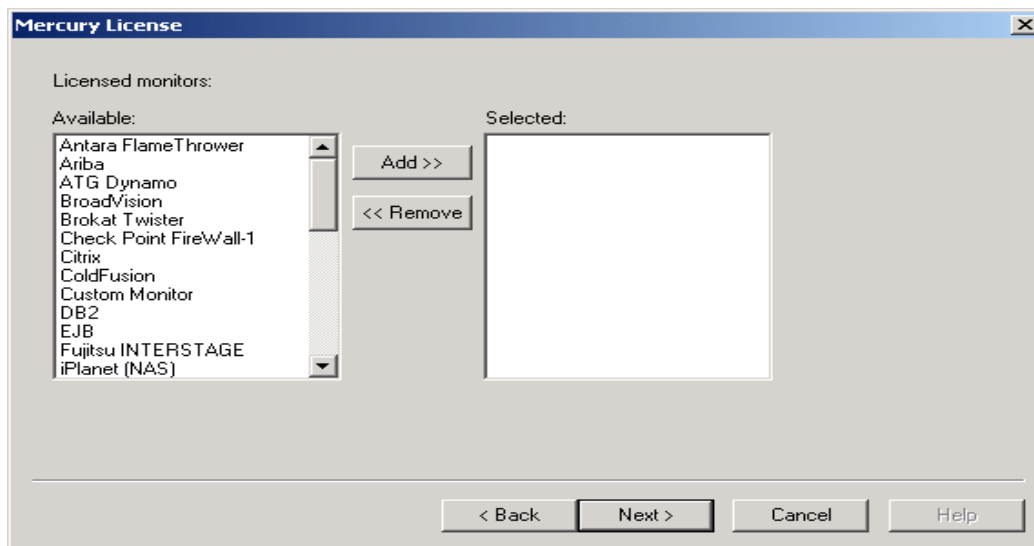
LoadRunner can now be set to be time limited from the installation date or from first use of the license, but these options are only available for host locked licences.

Select the expiry date of the license using the calendar in the drop down list and click “Next”.

The following screen will be the same for both dongled and temporary license generation:

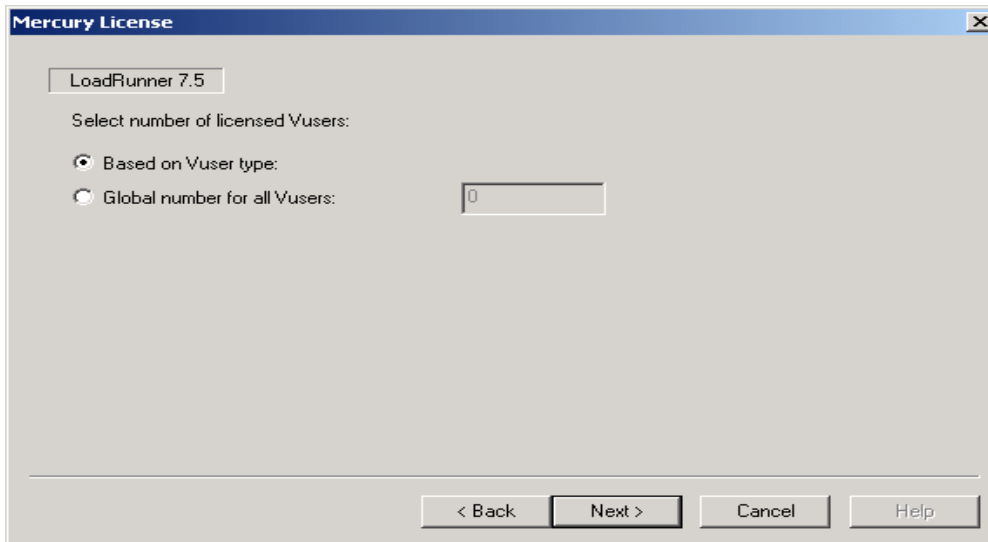


Click “Next” to see the screen on the following page:



The monitors that the customer has purchased can be selected by clicking on the relevant monitor(s) and then “Add”.

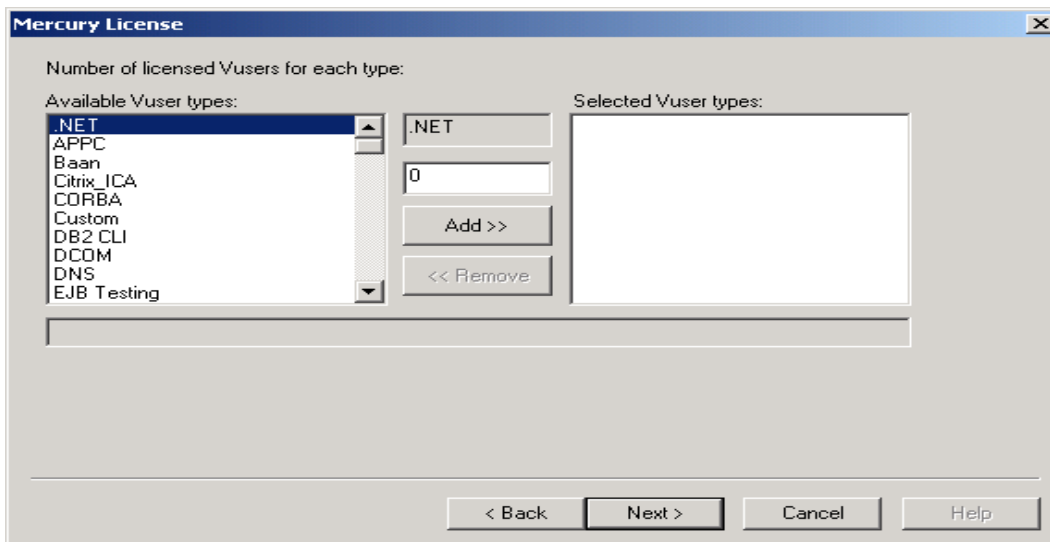
Click “Next” to see the following screen:



If the customer has purchased a specific Vuser type (i.e. Web vusers, Oracle vusers etc.) then click “Next” as per the default option, “Based on Vuser type”.

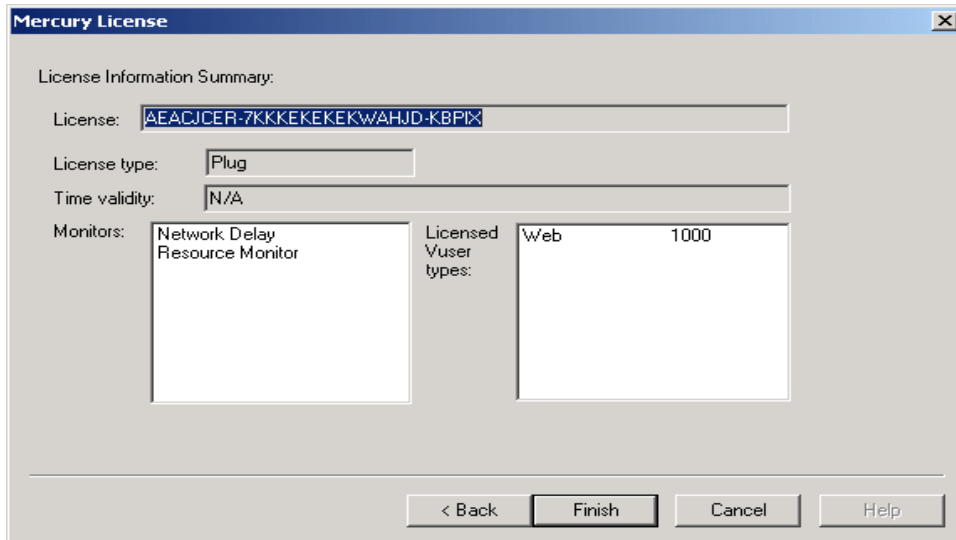
If the customer has purchased Global Vusers (i.e. Virtual Users for any/all protocols), select the option “Global Number of Vusers”. This will activate the currently grayed out field where you can enter the amount purchased.

Click “Next”. If the option “Based on Vuser type” was selected the following screen will be shown:



Highlight the Vuser type that the customer has purchased, enter the number of Vusers for that protocol in the middle box and click “Add”. Repeat this process for any other Vuser types purchased.

The information in the right hand box shows what will be available on the code. Click “Next” to see the following screen:



Mercury License

License Information Summary:

License:

License type:

Time validity:

Monitors:	Network Delay Resource Monitor	Licensed Vuser types:	Web 1000
-----------	-----------------------------------	-----------------------	----------

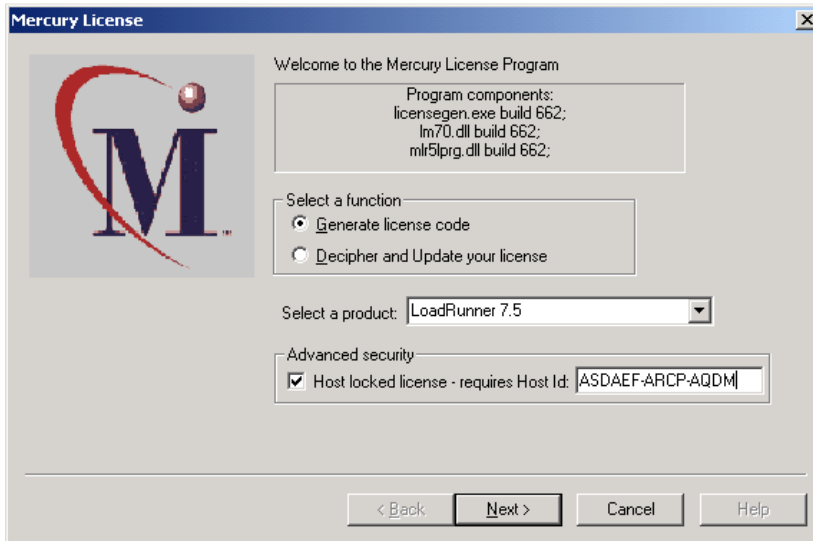
< Back Finish Cancel Help

This screen shows the license code generated which can be sent to the customer. A breakdown of the licence components (time limiting information/monitors/Vusers etc.) is shown so that the details can be confirmed before sending out the code. Click “Finish” to exit the licence generator.

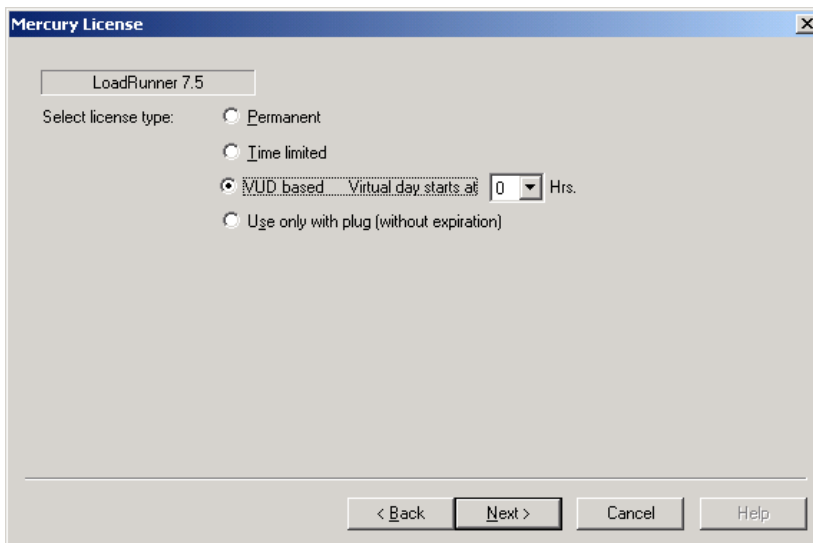
NOTE: ALWAYS FOLLOW THE MOST RECENT LICENSING MAP DOCUMENT.

Generating LoadRunner Virtual User Days (VUD's)

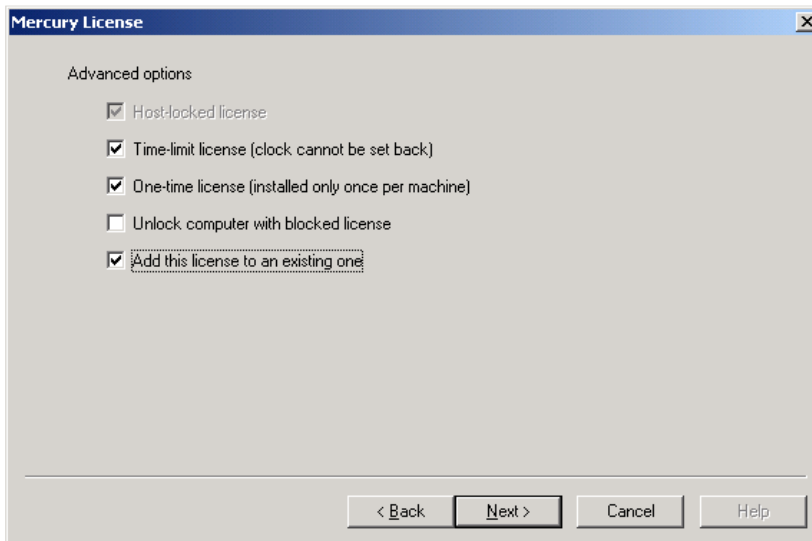
Choose the appropriate licence generation for the version of the software you are licensing. You will need to know the host id of the installation machine before starting licence generation (see entry on host id's for this). Copy this into the host ID box.



Make sure that the licence is selected as "VUD based" and set the start time (if the customer has specified a different start time than 00:00 hours).

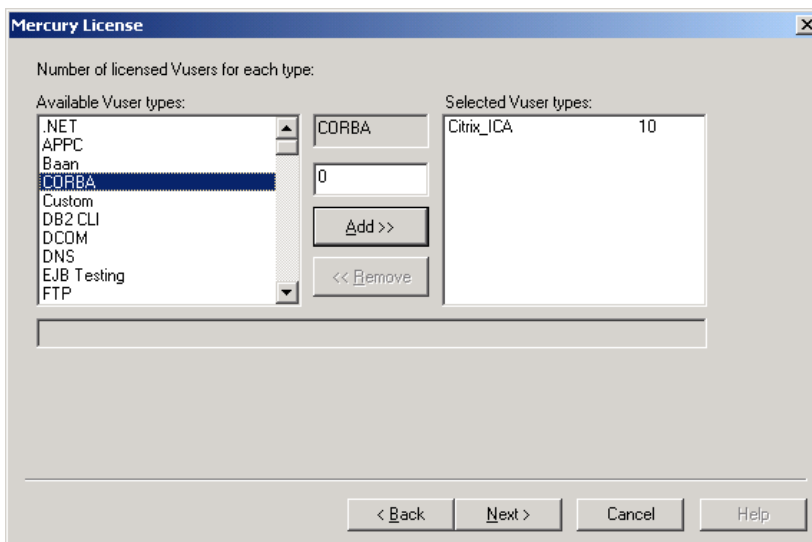


Make sure that the following boxes are ticked. The license is almost always additive.



Most VUD's licenses do not have monitors, since these are normally found on the controller code. There are some exceptions to this rule however. Confirm with Sales etc. if there are any doubts.

Choose Vusers as per normal LR license generation. If there are global Vusers enter these before coming to the protocols page:



Click "next" to confirm license details, expiry date etc.

Click to finish.

Troubleshooting for Loadrunner

LoadRunner Error messages and there meanings

ERROR MESSAGE	CAUSE	SOLUTION
“License Manager does not support objects of this type or license is invalid”	License code includes a monitor or a Vuser type that is not supported in the version of LR that they have installed.	Either generate a new license without the offending monitor/vuser type, or the customer should upgrade their version of the software
“License Security Violation, operation is not allowed”	Various meanings	Give an unblocked license code. If this doesn't work, raise an SR with CSO
“License should be updated”	They are trying to input a previous version license into later version software. For example, putting a LoadRunner 6.5 license code into a LoadRunner 7.5 installation	Generate a new license code for the correct version
"License was generated with a version superior to your license manager"	You generated a license code using a later build of the generator than required. For example, the customer is entering a LoadRunner version 7.5 license into a LoadRunner 7.02 installation	Generate a new license code with the correct Build

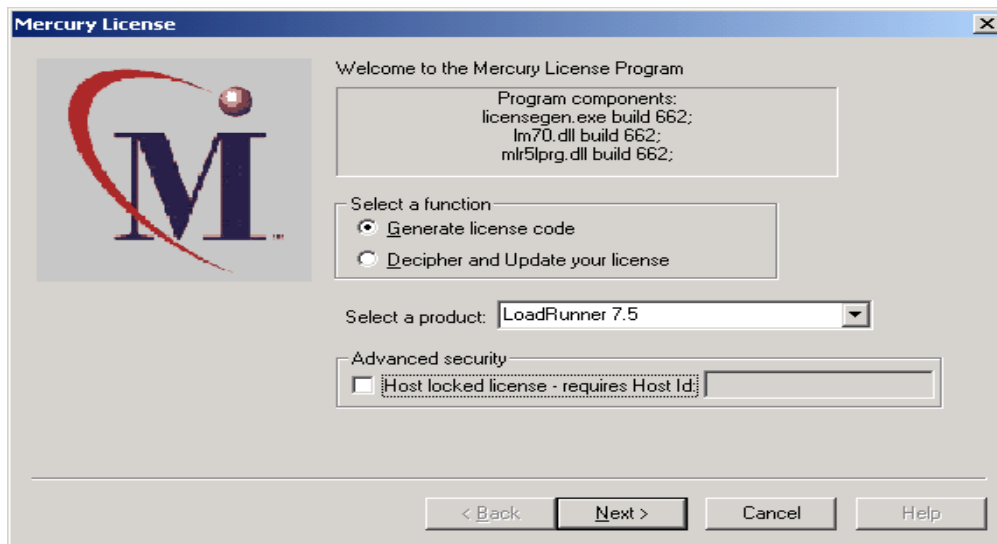
LoadRunner Metro/Test/Performance Center

Note: the procedure for Performance Center is the same as for Metro/Test Center

Two licences need to be generated: the Performance Center licence (Web Server based) and the LoadRunner or host/controller licence for the controllers. The first code to be entered is the host/controller licence. This is just like a normal LoadRunner (non-host

locked), but should be generated on the same licence generator as the Performance Center licence. The host/controller licence should never be set to work with a dongle or host id, since it has to be valid for use on more than one machine

Host licence



IMPORTANT: THE HOST LICENCE SHOULD BE GENERATED TO BE 11 DAYS LONGER THAN THE METRO LICENCE.

Choose monitor and Vuser information as per the Purchase Order details

The host license code is actually entered on the Web server, so there is no local installation as such (i.e. if there are five controllers you don't need to generate five host licenses - only one host license is needed).

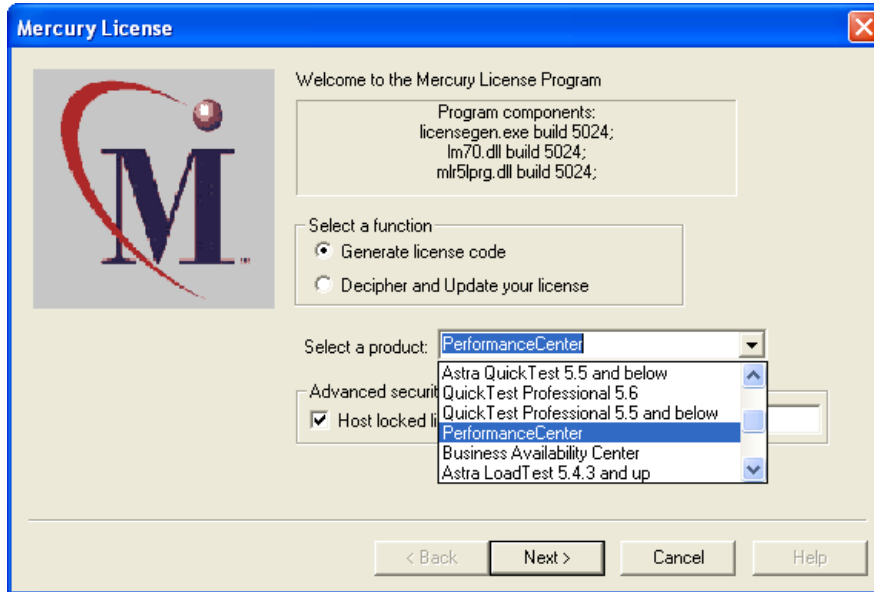
Notes

Because two licenses have to work in conjunction with each other, the number of Vusers entered in the Host/Controller should not total more than the Global number of Vusers entered in the Metro license.

Server/Performance Center Licence

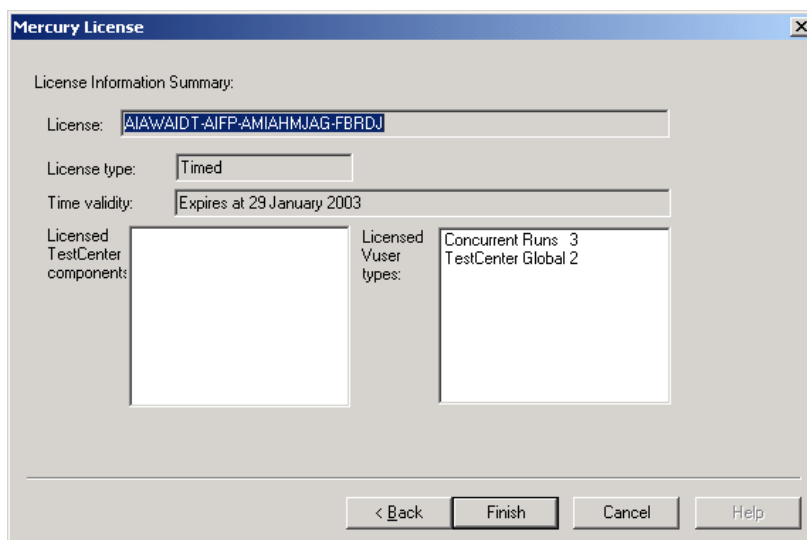
This license is simply called "license" on installation

To generate the Performance Center license choose "Performance Center" in the LR (5024) generator:



Do not host locked or set to work with a dongle .

There are two options regarding Vusers: concurrent runs and Test Center Global. The concurrent runs refer to the number of controllers to be licensed. Enter the number of controllers as per the PO. The Test Center Global refers to the number of Vusers purchased. Enter this number and then click "next". Click to finish.





Sitescope

Sitescope now integrates with LoadRunner, Protune and Topaz and allows users to define monitor sets that can be reused across these products. In terms of licensing, it is Topaz that is most frequently used in conjunction with Sitescope and, since version 4.1 Service Pack 2 & 3 of the software, Sitescope now provides all the monitoring capabilities for this.

Sitescope monitors are not purchased separately – a customer will have access to all monitors. The licensing is done in terms of points – once a point has been accessed it is used up.

Sitescope Service Monitors

Composite Monitor, Directory Monitor, File Monitor, LDAP Monitor, Link Check Monitor, Linux Resources, Log File Monitor, News Monitor, NT Dial-up Monitor, NT Event Log Monitor, NT Performance Counter Monitor, NT Resources, Radius Monitor, Real-time Streaming Protocol Monitor, Script Monitor, UNIX Resources, URL Content Monitor, URL List Monitor

Sitescope Application Monitors

Apache Server Monitor, Ariba Server Monitor, ASP Server Monitor, ATG Dynamo, BEA WebLogic, BEA Tuxedo, BroadVision, Check Point FireWall-1 Monitor, ColdFusion Monitor, IBM WebSphere, MS ASP, MS IIS Server Monitor, Netscape Server Monitor, Real Networks Real Player, RealSystem Server Monitor, SilverStream Monitor, Windows Media Server Monitor

Sitescope Server Monitors

CPU Monitor, Disk Space Monitor, Memory Monitor, Service Monitor, Web Server Monitor

Generating a Permanent SiteScope License Key

To generate a permanent SiteScope license, first you need to verify how many points they are entitled to by looking up their MPN.

1. Go to license generator to create the license key.

- Version 6.x:
<http://amsvlbdb01:8888/SiteScope/cgi/go.exe/SiteScope?page=license&account=administrator>
- Version 7.x:
<http://amsvlall01:8888/SiteScope/cgi/go.exe/SiteScope?%20account=administrator&page=license>
- Verion 8.x:
<http://amsvlsss01:8888/SiteScope/cgi/go.exe/SiteScope?page=license&account=administrator>

2. For **End User Name**, fill in the customer's First and Last name.
3. For **End User Company**, fill in the customer's company name.
4. For **End User Email**, fill in YOUR e-mail @hp.com if sending to yourself and then forwarding it on to the customer. Otherwise, enter the customer's email address to send it directly to the end user.

IMPORTANT: IF YOU ARE SENDING AN EMAIL TO MULTIPLE ADDRESSES SEPARATE THE EMAIL ADDRESSES BY USING A COMMA AND NO SPACE AFTER THE COMMA

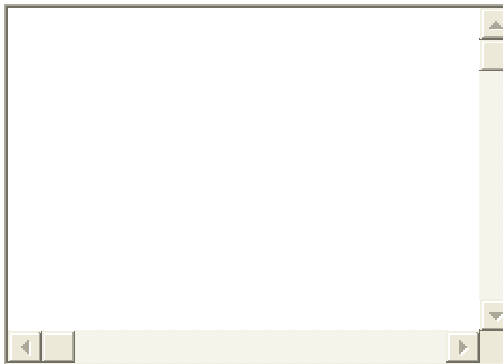
EXAMPLE: CUSTOMER@XXX.NET,JOE@HP.COM,SALESREP@HP.COM

5. For **Your Name (MERQ employee)**, fill in your First and Last name.
6. In **Comments for Email**, put the following information: **SAID, MPN, Quote number, Sales Order number, Service Request number or Purchase Order Number**. If you need assistance finding any of these numbers, ask your fellow co-workers or your team leader.

Customer Information

End User Name:	<input type="text"/>
End User Company:	<input type="text"/>
End User Email:	<input type="text"/>
Your Name (MERQ employee):	<input type="text"/>

Comments for Email:



7. For **Permanent Type**, leave it set to **SiteScope**.
8. For **Customer Care**, change it according to what customer has purchased.
9. Under **License Types**, leave it set to **All Monitor Types**.
10. Do NOT set anything under **Optional Monitor Types**.
11. Under **Server**, across from Server 1 and under **Points**, fill in the number of SiteScope Points the customer is eligible for as per the Purchase Order or Assets in Siebel.

Permanent Type: :

Customer Care:

License Types

General License: All Monitor Types

General Use SiteScope license (no optional monitors)

Optional Monitor Types

(enter zero for point count)

Astra Load Test

[Astra LoadTest - Web Recorder](#)
(web transactions & Javascript)

Com+ Monitor

[Microsoft COM+ server](#)

MQ Status Monitor

[WebSphere MQ Status](#)

CCMS SAP Monitor

Siebel

EMS Monitors

J2EE Monitors

Exchange Server

Active Directory

[SAP Computer Center Management System \(CCMS\)](#)
[Siebel Server Manager, Siebel Web Server](#)
[Avalon, Compaq Insight Manager, Clarify, Netcool, BMC Patrol, Prism, Remedy ARS, WhatsUp Gold EMS Database Monitor EMS Log Monitor EMS SNMP Trap Monitor](#)
[J2EE Report, J2EE Real Time Exchange 2003 Mailbox, Exchange 2003 Public Folder, Exchange 2000/2003 Message Traffic, Exchange 5.5 Message Traffic](#)
[Active Directory](#)

For each license, enter a descriptive name for the server and the number of points for that server:

Server	Points
Server1	<input type="text"/>
Server2	<input type="text"/>
Server3	<input type="text"/>
Server4	<input type="text"/>
Server5	<input type="text"/>
Server6	<input type="text"/>

12. Click **“Generate SiteScope License”**.

13. A license key page will appear.

14. Please copy the first 2 lines and send that to the customer.

For example:

Please find your SiteScope (Standard), 1250 points license number below:

Server1: PM32413265001250-993571 (Standard), 1250 points

Generating a Temporary SiteScope License Key

1. Go to license generator to create the license key.
2. Click [Extension Licenses](#) at the top of the page.
3. Follow Steps 2-6 under **Generating a Permanent SiteScope License Key**.
4. Under License Extension, leave Extension Type as SiteScope, and set the Expiration Date for the temporary key.
5. Under **License Types**, leave it set to **All Monitor Types**.
6. Do NOT set anything under **Optional Monitor Types**.
7. Under **Server**, across from Server 1 and under **Points**, fill in the number of SiteScope Points the customer is eligible for as per the Purchase Order or Assets in Siebel.
8. Click "**Generate Extension License**".
9. A license key page will appear.
10. Please copy the first 2 lines and send that to the customer.

Generating a Permanent or Temporary SiteScope License Key with Optional Monitor Types

1. Go to license generator to create the license key.

2. Click [Extension Licenses](#) or [Permanent Licenses](#) depending on license request type.
3. Follow Steps 2-6 under **Generating a Permanent SiteScope License Key**.
4. Under License Extension, leave Extension Type as SiteScope, and set the Expiration Date for the temporary key.
5. Do nothing under **License Types**.
6. Under **Optional Monitor Types**, only one monitor can be selected. Therefore, if the customer has several monitors, you will need to go through all the above steps again separately for each monitor. Once you have selected a monitor, proceed to step 8 below.
7. Under **Server**, across from Server 1 and under **Points**, enter “0” for the amount of points.
8. Click “**Generate Extension License**”.
9. A license key page will appear.
10. If more monitors are needed, repeat steps 1 - 10 above.
11. Please copy the first 2 lines and send that to the customer.

 **TestDirector**

TestDirector is part of HP Mercury’s Application Delivery software. TestDirector streamlines the testing process, from requirements management through planning, scheduling and running tests to defect tracking, in a single browser-based application.

Test-automation engineers create automated scripts and store them in TestDirector’s repository. QA testers use TestDirector to run manual and automated tests, report execution results and enter defects. Developers review and fix defects logged into the TestDirector database.

TestDirector does not require any license-locking information for license generation. The generator uses only one screen and the basic information

required before creating codes is number/type of TD Modules purchased and expiration date.

It is not possible to issue additional licenses for TestDirector. This means that it is impossible to add 20 licenses to an existing installation of 10 licenses – **a new code for 30 licenses must be generated.**

TestDirector 7.6

One full TestDirector includes all the modules, so only the additional web defect managers need to specified.

These versions of TD no longer allow TestDirector Standard codes for more than five licenses to be generated.

The license manager for these versions now allows log in for full TD or Defects only. A client logging in to TD will have access to each module (regardless of which one they are working on).

TestDirector 8

This version of software can integrate with Actuate/Advanced Reports Add-in software. A separate code for Actuate will be necessary for this.

Please note that the “Advanced Reports” tickbox does not work in this generator.

To obtain an Actuate code for use with TestDirector 8 choose a license from the spreadsheet instead (\\Sentinel\\Product-Licensing\\Actuate - Advanced Reports Add-in). **See later entry on Advanced Reports licensing.**

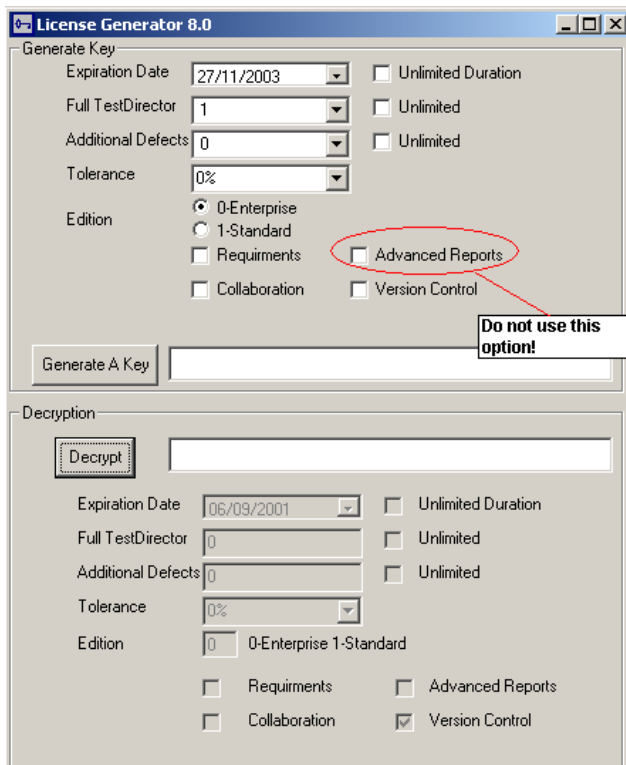
TestDirector Add-ins

E-Signature add-in	No additional license required (will work with valid TD code)
Merant PVCS Tracker	No additional license required (will work with valid TD code)
Actuate/Advanced Reports Add-in	Additional license required (see license key table in the Appendix)

Generating TestDirector Licenses

TestDirector Version 8.0

This license generator works in much the same way as version 7.6, but it has an added option for Advanced Reports. This box should not be used, since it does not work. To license Advanced Reports, a separate code will need to be issued – see entry below.



License Generator 8.0

Generate Key

Expiration Date: 27/11/2003 Unlimited Duration

Full TestDirector: 1 Unlimited

Additional Defects: 0 Unlimited

Tolerance: 0%

Edition: 0-Enterprise 1-Standard

Requirments Advanced Reports

Collaboration Version Control

Generate A Key

Do not use this option!

Decryption

Decrypt

Expiration Date: 06/09/2001 Unlimited Duration

Full TestDirector: 0 Unlimited

Additional Defects: 0 Unlimited

Tolerance: 0%

Edition: 0-Enterprise 1-Standard

Requirments Advanced Reports

Collaboration Version Control

Actuate/Advanced Reports Add-in

This add-in is licensed separately. Keys are kept on a spreadsheet that you should have received from your team leader. A permanent code and temporary codes until 8/25/2006 are available, although not all dates are covered, so the nearest available end date should be chosen.

NOTE: ACTUATE KEYS ARE MIXED UPPER AND LOWER CASE AND SHOULD BE ENTERED AS SUCH. I.E. 8ca9P-wYvdN-Adn8d-qrd9.

Generator Description	COMMENTS
Network Low Heart:	For generating permanent network licenses where the time it takes the server to release a license so another pc can connect to WinRunner is lowered from 15 to 2 minutes
Standalone Temporary non locked:	This will generate a standalone license code that can be installed on any machine. These licenses must NOT be given to customers unless authorised by management. This option can be given to Mercury employees for internal use, however.
Standalone Temporary not tampered:	Generates licenses to fix “clock tamper detection” errors. This basically enables the user to turn the clock back on their machine in order that the license remain valid. This is therefore not to be issued unless authorised for a specific reason.
Soft limit	This option was originally intended for customers using WinRunner over a network who wanted to be warned when they were about to use up their full quota of licenses. The option allows the license generator to set the minimum number of licenses left to be allocated before the warning appears. Please do not use this option, as it has not been confirmed as being stable

TestDirector Versions

TestDirector version 6.x

License codes can only be permanent.

For more than 10 licenses the generator can only work in increments of five.

The license manager allocates each of TD's modules (Requirements, Collaboration etc.) separately, meaning that a license for ten users would allow 20 people access if they were working on two different modules.

TestDirector version 7.2

In the UK one full TestDirector license code in this version requires the following:

- 1 x Requirements
- 1 x TestLab
- 1 x Web Defect Manager
- 1 x OTA Client

The expiry date of licenses for this version can only be on the first of the month.

The license manager allocates each of TD's modules (Requirements, Collaboration etc.) separately, meaning that a license for ten users would allow 20 people access if they were working on two different modules.

TestDirector 7.5 and 7.6

One full TestDirector includes all the modules, so only the additional web defect managers need to be specified.

These versions of TD no longer allow TestDirector Standard codes for more than five licenses to be generated.

The license manager for these versions now allows log in for full TD or Defects only. A client logging in to TD will have access to each module (regardless of which one they are working on).

TestDirector 8

This version of software can integrate with Actuate/Advanced Reports Add-in software. A separate code for Actuate will be necessary for this. Please note that the "Advanced Reports" tickbox does not work in this generator. To obtain an Actuate code for use with TestDirector 8 choose a license from the spreadsheet instead (\\Sentinel\\Product-Licensing\\Actuate - Advanced Reports Add-in). **See later entry on Advanced Reports licensing.**

TestDirector Add-ins

E-Signature add-in	No additional license required (will work with valid TD code)
Merant PVCS Tracker	No additional license required (will work with valid TD code)
Actuate/Advanced Reports Add-in	Additional license required (see license key spreadsheet in Sentienel)

TestDirector For Quality Center 8.2X

Quality Center 8.x and Above

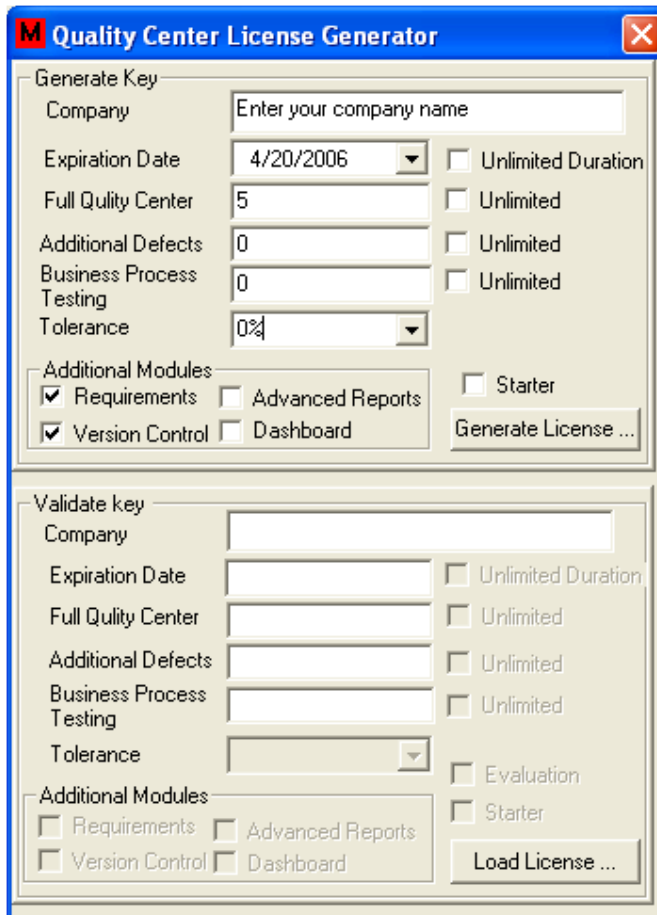
How to generate a QC License:

- From your desktop click Quality Center icon.



LicenseGenerat
or.exe

- The following will appear



Quality Center License Generator

Generate Key

Company:

Expiration Date: Unlimited Duration

Full Quality Center: Unlimited

Additional Defects: Unlimited

Business Process Testing: Unlimited

Tolerance:

Additional Modules

Requirements Advanced Reports Starter

Version Control Dashboard

Validate key

Company:

Expiration Date: Unlimited Duration

Full Quality Center: Unlimited

Additional Defects: Unlimited

Business Process Testing: Unlimited

Tolerance: Evaluation

Additional Modules

Requirements Advanced Reports Starter

Version Control Dashboard

- Type in the Company Name. Avoid using special characters and spaces
- Check the box “Unlimited Duration” if you’re creating a perpetual license or click the drop down menu to set the date when creating a term license for Quality Center.
- Put in the quantity for the number of Quality Center Users, Additional Defects, and Business Process Testing
- Click the Dashboard box which is always included when creating a license.
- Click the Starter box to create a license for Standard edition.
- Click “Generate License”
- Save the .license to your desktop
- To send the license to the recipient, you must attached the file to an email and sent it with the instructions below:

The attachment is a license file and is not intended to be opened. Please just point to the file when your QC install asks for it.

Loading the license file in the Site Administrator of Quality Center:

1. The license file will need to have a .license file extension and should not be modified.
2. Log into the Site Administrator and select the "Licenses" tab.
3. Click on the "Modify License" button.
4. Click on the "Load License" button.
5. Navigate to the license file (should end with a .license extension) under C:\Temp

How to decipher the Quality Center license:

- From your desktop click the Quality Center icon.
- Make sure that you have the license saved on your desktop or folder.
- Click load license and upload the license that you wanted to decipher.

Business Availability Center 5.0-6.X

Mercury Business Availability Center

Mercury Business Availability Center enables you to measure and manage critical business processes to ensure intended business outcomes are delivered. It offers an innovative top-down approach to integrating business, end-user, and system perspectives, while providing a clear picture of the complex infrastructure that underlies key applications.

Mercury Business Availability Center Offerings

Mercury Business Availability Center includes integrated applications and a business dashboard for performance and application monitoring, end user management, system availability management, service level management, configuration management, application mapping, diagnostics, and problem resolution.

License Conversion from Topaz to BAC

Old - Topaz 4.5 License Key

Topaz for Citrix
n/a
Auto Root Cause Analysis
Topaz for Siebel
Topaz_Transaction
Observer_Transaction
Business Activity Management
n/a
J2EE Monitoring
Service Level Management
n/a

New - Application Management 5.0 License Key

AM for Citrix
Analytics
Auto Correlation
BAC for Siebel
BPM Transactions
Client Monitor Transactions
Dashboard
End User Management
J2EE Diagnostics
Service Level Management
System Availability Management

BAC 6.0 License Key

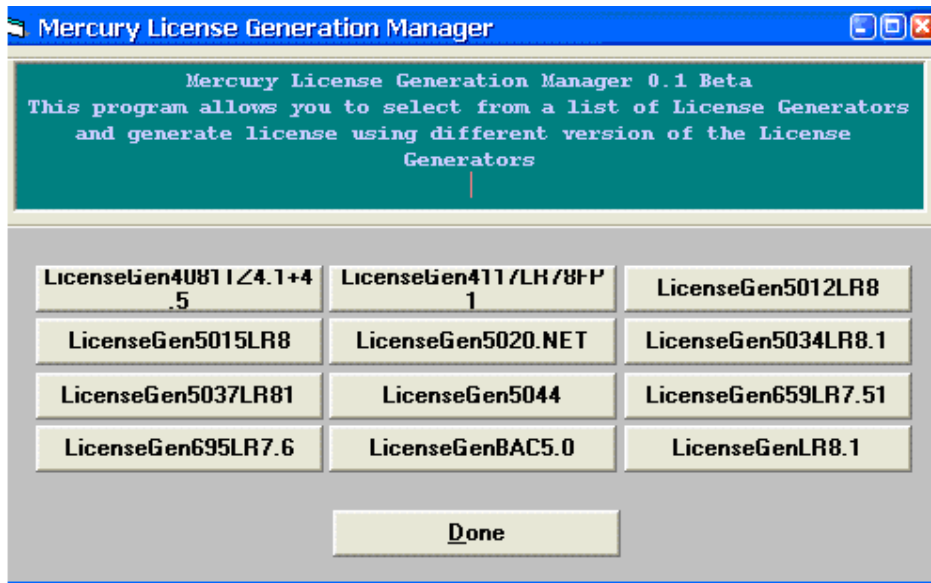
Analytics
Auto Correlation
Automatic Discovery
BPM Transactions
BAC for Citrix
Client Monitor Transactions
Dashboard
Diagnostics
End User Management
Service Level Management
System Availability Management
n/a

BAC 6.1 License Key

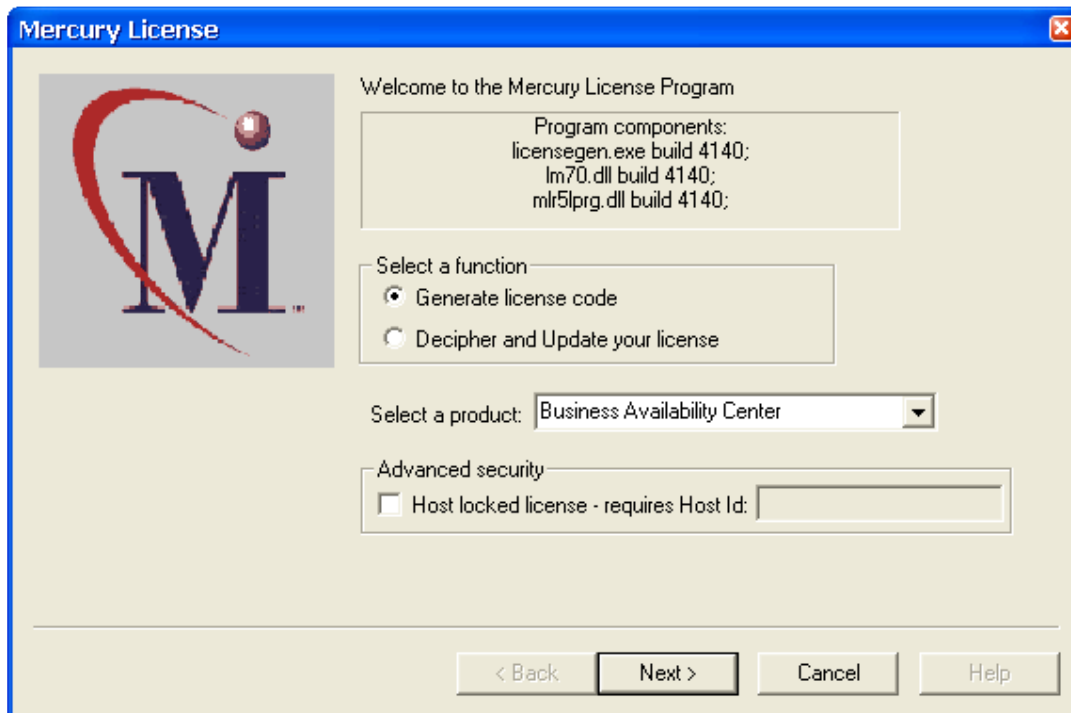
Automatic Discovery
BPM Transactions
BAC for Citrix
BAC for SAP
BAC for Siebel
Client Monitor Transactions
Dashboard
Diagnostics
End User Management
Service Level Management
System Availability Management
Real User Monitor

Generating BAC License Codes

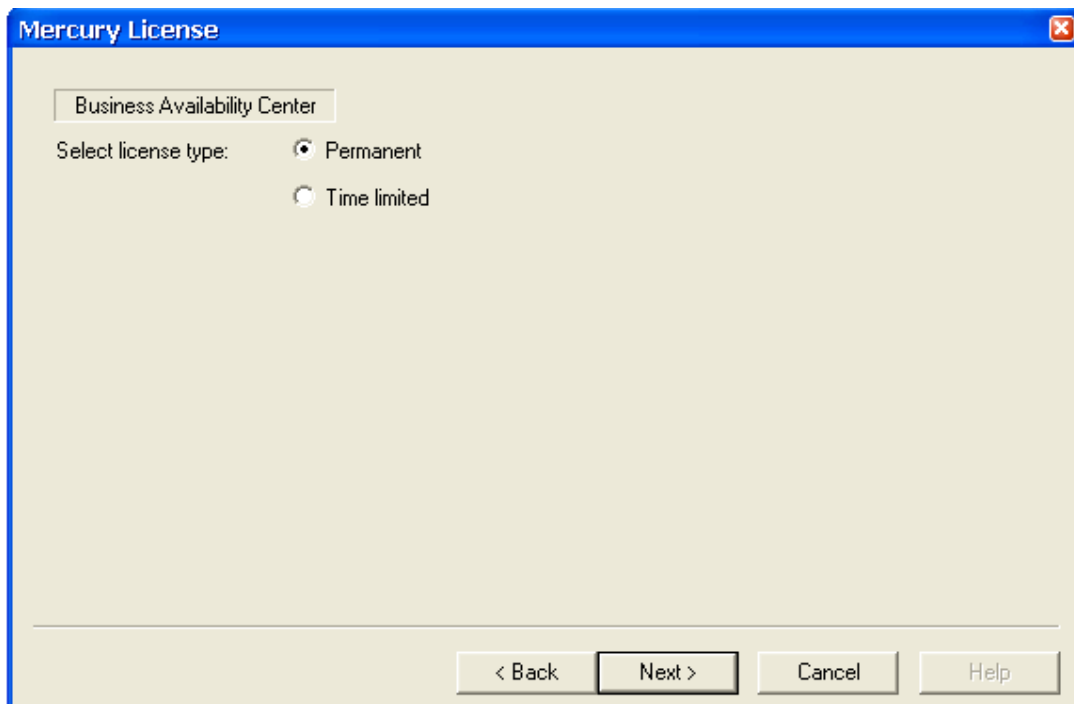
Choose the correct generator for the version of software you are licensing



Choose “Business Availability Center” from the drop-down list
 Uncheck the “Host Locked License” option (which is unchecked by default)
 Click next



Select the option for the type of license that you need to create and click “Next”.



Mercury License

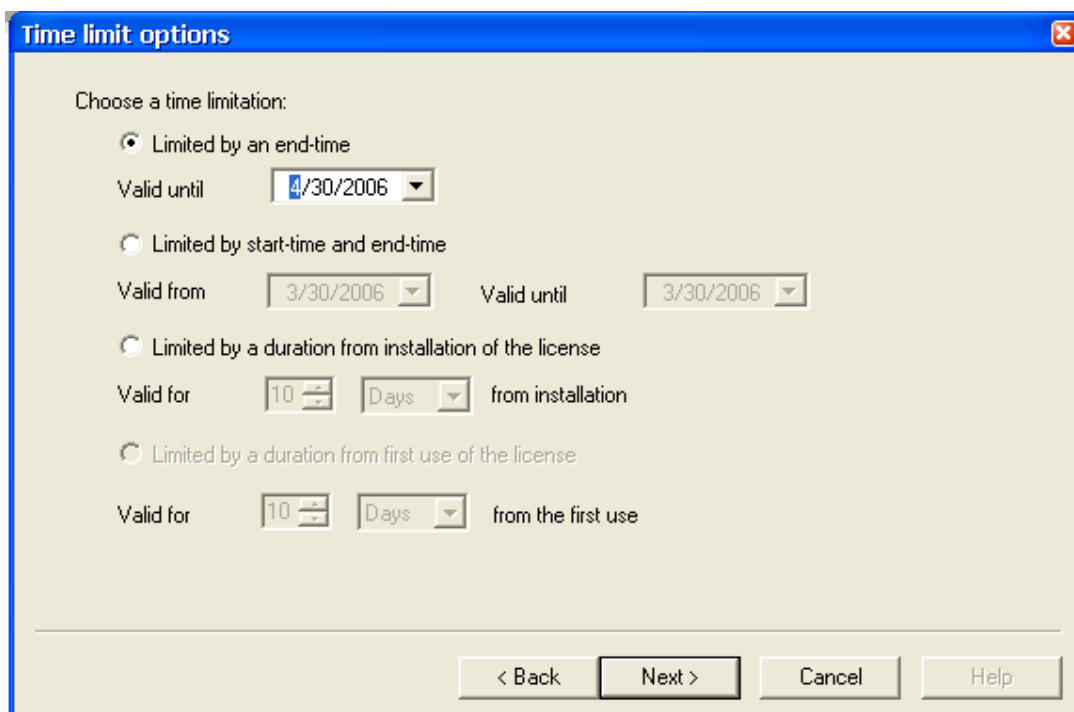
Business Availability Center

Select license type:

- Permanent
- Time limited

< Back Next > Cancel Help

If you issue a temporary license enter the time validity dates and click on Next



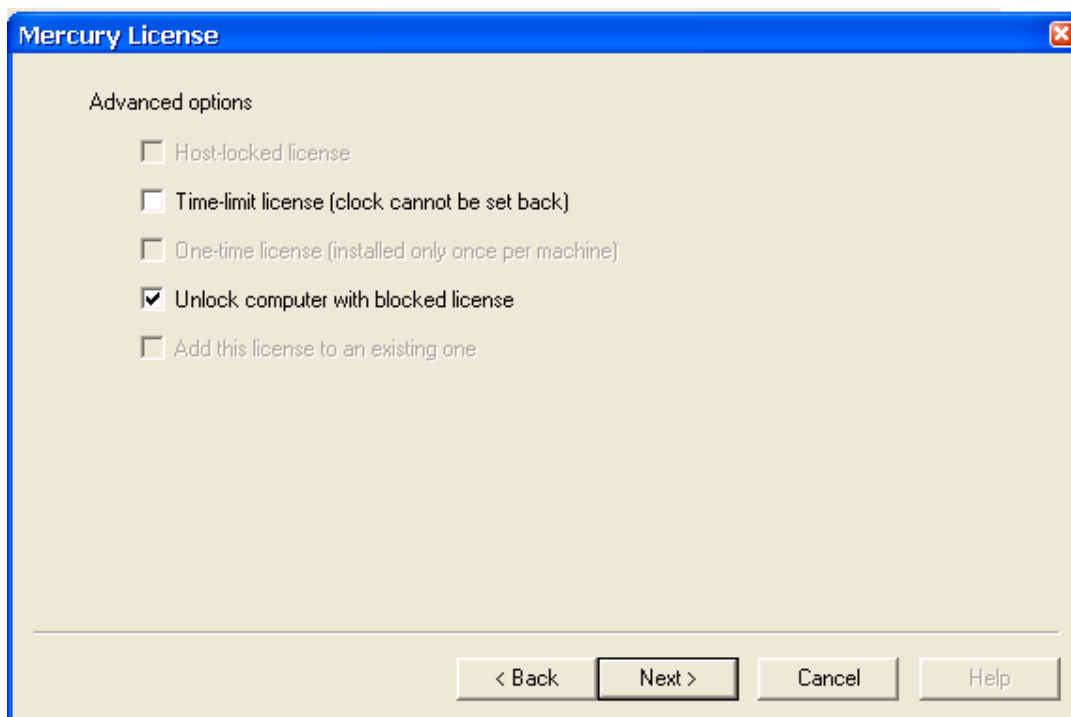
Time limit options

Choose a time limitation:

- Limited by an end-time
Valid until
- Limited by start-time and end-time
Valid from Valid until
- Limited by a duration from installation of the license
Valid for from installation
- Limited by a duration from first use of the license
Valid for from the first use

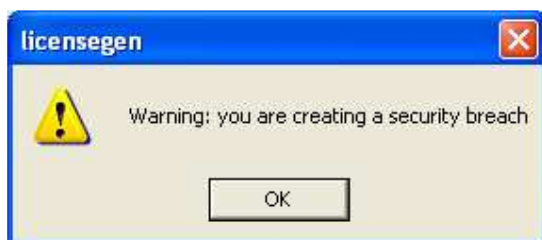
< Back Next > Cancel Help

The following screen will be shown:



Always check the “Unlock computer with blocked license” and click “Next”.

You will receive the following warning message:



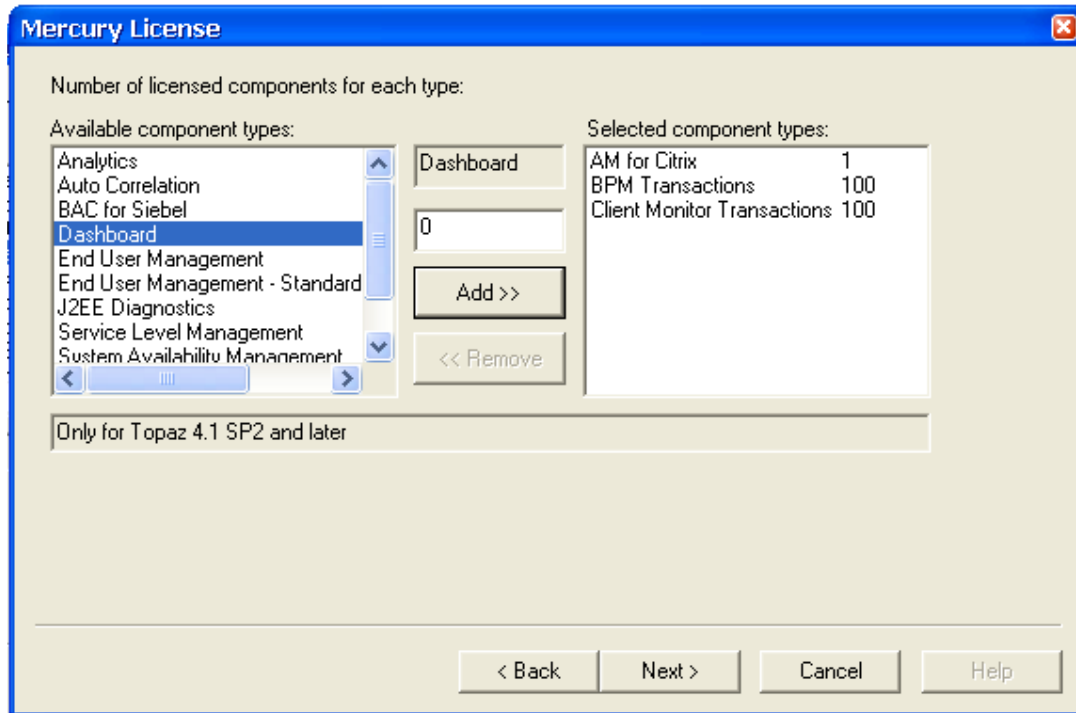
Click “OK” to continue.

On the next screen you will choose the monitors for your license. Highlight the monitor you want to add to your license and enter a “1” in the field to replace to “0” then click “Add”. You will need to do this for each monitor you wish to add for the license.

NOTE: Monitors are either On or Off. “0” leaves them off and “1” turns them On.

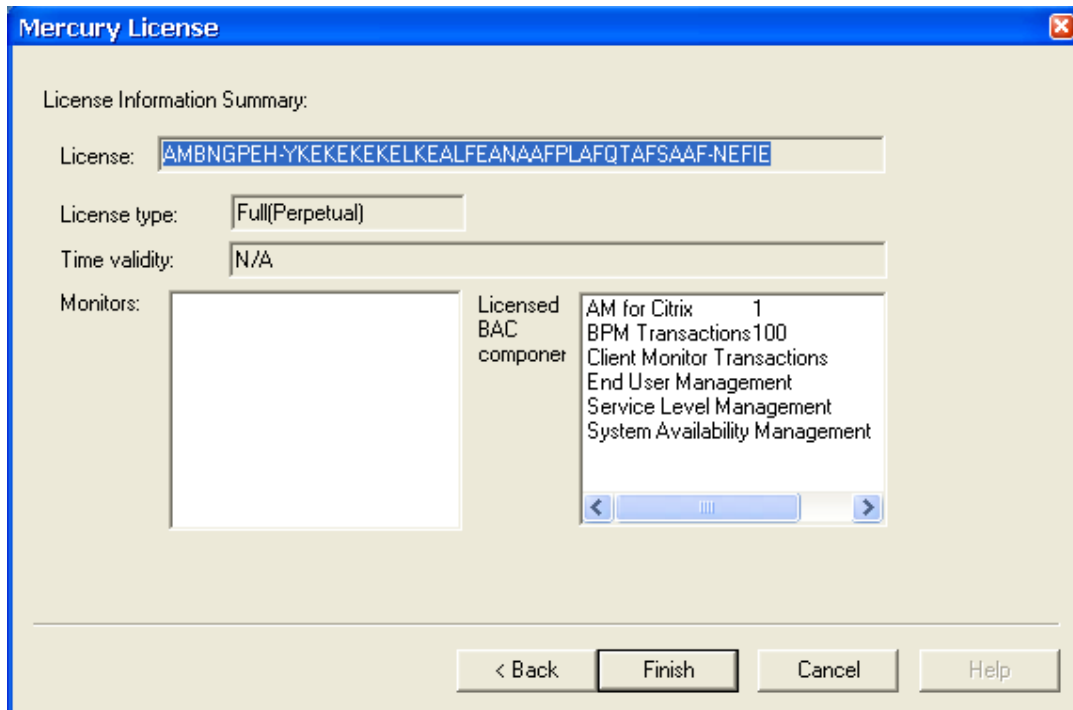
The only exception to this is “BPM Transactions and “Client Monitor Transactions”.

These need to have the quantity of transactions that the customer purchased on their order.

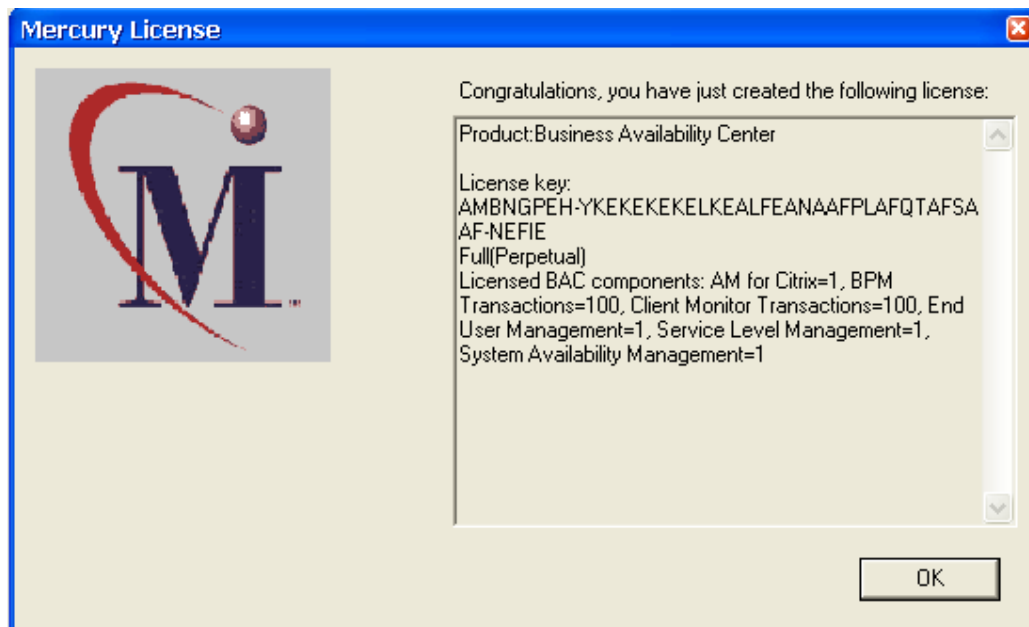


Once you have selected all of the components for the license click “Next”

Verify that you have the right components and time validity.



Then click “Finish” to generate the license



Copy and paste all the information from this screen and email it to your customer
 NOTE: Always follow the most recent license mapping document.

IT Governance Introduction (ITG)

Mercury IT Governance Center provides the first integrated transaction system for IT. It includes real-time IT governance to turn the dials and make decisions, and the most comprehensive system available to help comply with regulations such as Sarbanes-Oxley. It offers support quality programs and process control frameworks such as Six-Sigma, CMMI (Capability Maturity Model Integration), ITIL (IT Infrastructure Library), ISO-9000, and CobiT (Control objectives for information and related Technologies).

Mercury IT Governance Dashboard

- Optimize IT strategy and execution
- Real-time monitoring and control
- Risk assessment and resolution

Mercury IT Governance Dashboard™ enables you to make and execute the real-time decisions needed to govern IT's people, projects, and processes. IT Governance Dashboard provides role-based, exception-oriented visibility into IT trends, status and deliverables. When specific items such as demands, projects, or resources require your attention, IT Governance Dashboard lets you drill-down for details before you act.

IT Governance Dashboard displays the complete IT status in real-time, automatically updating the data as you perform IT transactions. From role-based dashboards with business-rule based filters, you manage by exception, drilling down as needed, to react immediately as indicators move from green to yellow to red.

Mercury Demand Management

Some of the demand on IT is routine but high volume, such as service requests, software defects, new employee provisioning, and project issues. Other demand is more complex and strategic, such as requests for new applications to support business initiatives. Mercury Demand Management™ supports your complete management lifecycle for both types of demand.

With Mercury, you prioritize with visibility, enabling your business users and IT to collaborate efficiently at every step, cutting costs and accelerating resolution.

Mercury Demand Management enables you to manage all the demand placed on IT. It allows you to consolidate, prioritize, and fulfill demand for both strategic projects and day-to-day activities. It also allows you to manage service levels. Demand Management supports your complete management lifecycle for high volume, complex, and strategic demand. You prioritize with visibility, enabling your business users and IT to collaborate efficiently at every step — cutting costs and accelerating resolution.

Mercury Portfolio Management

Mercury Portfolio Management™ enables you to govern your IT portfolio by evaluating, prioritizing, balancing, and approving both new initiatives and your existing portfolio; analyzing different what-if scenarios; and ensuring alignment with your business strategy and IT resource constraints. It integrates your strategic, financial, functional, and technical reviews into a unified governance process.

Mercury Program Management

Mercury Program Management™ enables you to collaboratively manage your programs from concept to completion. It allows you to digitize processes for managing scope, risk, quality, issues, and schedules. You can deliver complex programs with highest quality and capabilities, on time and on budget. You no longer need multiple point tools and procedure manuals to manage program initiation, scope change, risk management, issue resolution, and other program management activities. It provides a best-practice PMO processes that lets you model and enforce corporate PMO standards while keeping stakeholders and team members aligned at every step.

Mercury Project Management

Mercury Project Management™ enables collaborative project management for both repetitive projects, such as installing a new release of your HRMS applications; and one-time projects, such as developing a new e-commerce capability. It allows you to accelerate project delivery while reducing project costs. Project Management integrates project and process control, using task-level workflows. You manage projects by exception and track project-to-project dependencies, going far beyond the manual approaches of less integrated, less real-time project management tools.

Mercury Resource Management

- How effectively do you use valuable resources?
- How quickly can you tell when a skill or resource will become available?
- How much of your capacity is consumed by projects versus “keep-the-lights-on” activities?

Mercury Resource Management™ enables you to effectively manage resource capacity and allocation. It balances your resource supply, including both staffing levels and skill base, with incoming demand, giving you full visibility and control over project demand, such as deploying new Web services, as well as day-to-day demand, such as provisioning new employees and installing vendor patches. Resource Management lets you manage resources in a logical way, starting at high-level planning before moving into detailed scheduling. It lets you plan by FTE, skill, person, or any combination. It tracks activities in full detail, so you can optimize the area that drains most of your IT resources.

With Resource Management, you can:

- Make effective resource-allocation decisions.
- Perform high-level resource budgeting to detailed project planning, execution, deployment, and benefits realization.
- Use automatic real-time updates and an enforced process to effectively utilize resources.
- Gain real-time visibility into capacity, assignments, utilization, programs, projects, costs, and overall IT demand.

Mercury Financial Management

- Do you face tough decisions regarding IT commitments?
- To make the right decisions, do you need real-time visibility into project budgets and actual costs?
- Do you require a solution that provides business insight into existing applications that keep the business running, as well as new initiatives that grow and transform your business?

Mercury Financial Management™ enables your company to manage its IT portfolio with real-time visibility into financial performance. Financial Management offers automatic real-time calculations of costs and variances, giving you detailed comparisons of project health. This helps you establish and manage IT budgeting — from project proposals, justification and review to project initiation, execution, deployment and benefits realization. Financial Management provides real-time visibility into budgets, costs (both labor and non-labor), programs, projects, and overall IT demand — without costly integrations to multiple data sources.

Mercury Change Management

Mercury Change Management™ enables you to plan, package, release, and deploy changes to your applications portfolio. It digitizes best practice software change management processes across platforms (mainframe, UNIX, NT, Linux, etc.), types of change (code, configurations, content), environments (Java, C, Cobol, etc.) or applications (Oracle, PeopleSoft, SAP, Siebel, custom, legacy, etc.). By automating formerly manual tasks, Change Management lets you accomplish more with less and dramatically lessen the risk of “broken” deployment.

-Mercury Change Management Extensions

Mercury Interactive provides a set of prepackaged Change Management Extensions for leading enterprise applications and popular technologies. Change Management Extensions digitize change management best practices for configurations, customizations, patches, and upgrades include:

- ▶ [Mercury Change Management Extension for Databases™ \(formerly Accelerator for Databases\)](#)
- ▶ [Mercury Extension for E-Commerce Technologies](#)
- ▶ [Mercury Object Migrator](#)

- ▶ [Mercury Change Management Extension for Oracle E-Business Suite](#)
- ▶ [Mercury Change Management Extension for Oracle Technology](#)
- ▶ [Mercury Change Management Extension for PeopleSoft](#)
- ▶ [Mercury Change Management Extension for mySAP.com](#)
- ▶ [Mercury Change Management Extension for Siebel E-Business Applications](#)

Mercury Time Management

Mercury Time Management™ helps your company focus on value-added activities by streamlining time collection and improving accuracy across the wide range of work performed by IT. By streamlining the end-to-end time collection and reporting process, it bridges the gap between work management and time management across a range of items, including projects, tasks, requests, and deployments. Time Management helps you manage both the work-demanded and time-expended sides of the equation in a common system.

Mercury IT Governance Foundation

Mercury IT Governance Foundation™ enables you to efficiently implement, protect, scale, and administer your Mercury IT Governance Center. It provides an integrated transaction processing architecture with shared services available across all Mercury IT Governance Center applications. It scales with your business, from a few users to tens of thousands, with appropriate security and performance. It also matches your enterprise architecture and infrastructure blueprints. IT Governance Foundation enables you to minimize the total cost of ownership of your IT management applications. By sharing common services across Mercury IT Governance Center, our Foundation is less costly to administer and easier to learn and use.

Unlike less-integrated offerings, Mercury IT Governance Foundation provides a unified transaction system for all your IT projects and day-to-day activities. By sharing common services, our IT Governance Foundation reduces administration costs and is easier to learn and use. Unlike many point tools, our Foundation uses an industry-standard, three-level architecture, fitting easily into your architecture blueprint.

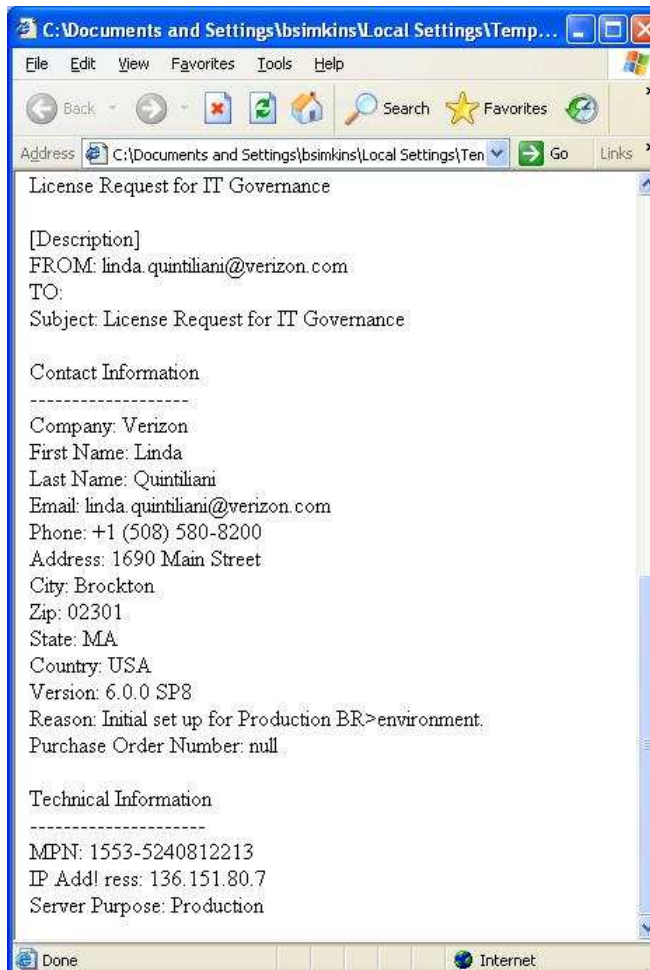
-Digitize IT Business Processes and Enforce Best Practices

Our integrated Mercury Process Management enables you to model, automate, enforce and measure your best-practice processes and to optimize IT service delivery. We provide you with standard IT processes that can be configured based on your business rules. The integrated workflow engine enables you to digitize both simple and complex process requirements at all levels of your IT operations. This support ranges from high-level collaboration requirements, such as executive review of your IT portfolio, to detailed automation, such as deploying code to an application server. Mercury Process Management is unique in its ability to model IT processes of any complexity including those with parallel paths, conditional branches, and more.

Generating ITG License Keys

- You need the following information from the service request (Fig 1), phone request, sameday request, or email request.
 - Company name
 - IP Address
 - Server Purpose

Fig 1



- Log into Kintana to start <http://amsvitgjet01.merc-int.com:8080/kintana/web/knta/global/Home.jsp>
- In the Kintana screen, click on “Requests” under the Search options on the bar at the left. (**Fig 2**)
- Click on the little box next to “Request Type” (**Fig 2**) to get the window in **Fig 3**
- Choose what you are looking for, in this case 6.0 license keys (**Fig 3**) then click OK
- Click on “Advanced Search” (**Fig 2**)

Fig 2

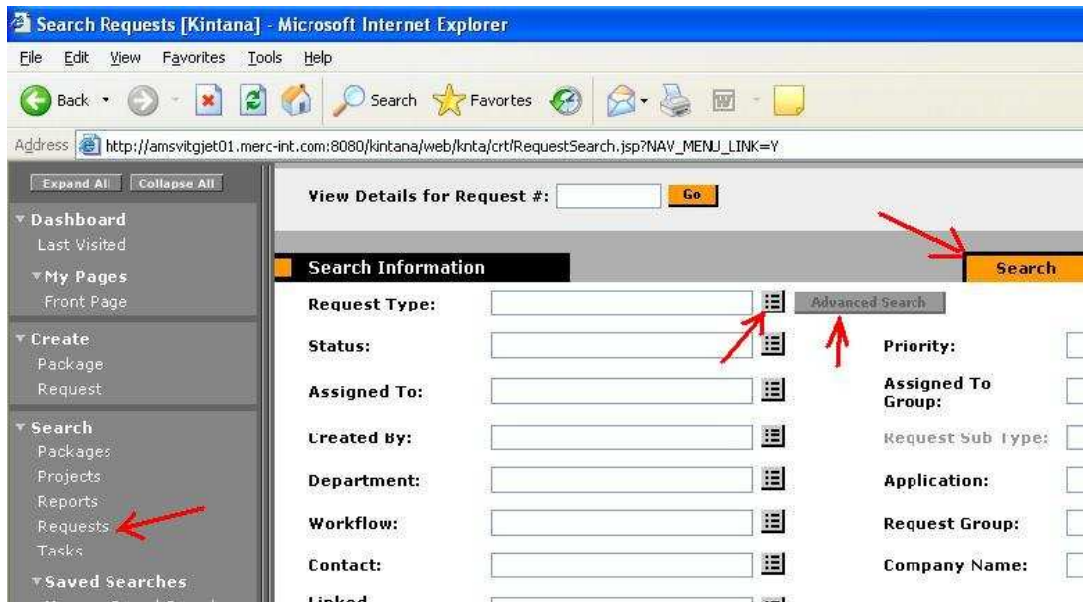
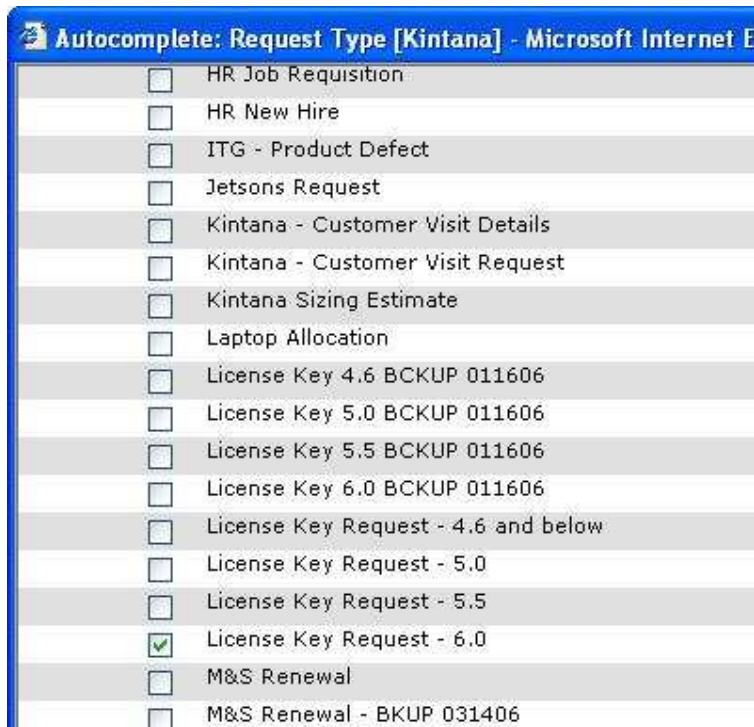


Fig 3



- Put the company name (first few letters only for a broader search) under “Key Info” not under “Summary” and choose “yes” on “Include Closed” (Fig 4)

Fig 4

■ Key Info

Company Name: **Region:**

IP Address: **Software Version:**

Expiration Date From: **To:**

Server Purpose:

■ General Criteria

Linked Project/Task:

Creation Date From: **To:**

Last Update Date From: **To:**

Keywords:

Preventing Action On: Requests Tasks

Eligible for My Action? Yes No

Include Closed? Yes No

- Click on the request number of the latest permanent key or the latest key issued for a new sale.(Fig 5)

Fig 5

Save this search as: Save

■ Request Search Results

Request No.:	Request Type:	Description:	Rec
135163	License Key Request - 6.0	Verizon Wireless - New Sale - DEV - Order# 1-392368324	Clo:
134859	License Key Request - 6.0	Verizon Wireless -PROD- NewSale - Order#1-392368324 - \$155,665.600	Clo:
134858	License Key Request - 6.0	Verizon Wireless - Temp DEV - Sameday Request OPP ID # 1-5037QH	Clo:

- Copy the customer’s latest user quantities from the request information below and paste into a notepad or word doc (**Fig 6**)

Fig 6

Key Info	
Company Name:	Verizon Wireless
Region:	Americas
IP Address:	127.0.0.1
Expiration Date:	April 6, 2006
Attachment Number:	114522
Software Version:	6.0.0
Server Purpose:	Production

Users	
User Administration:	2
Configuration:	2
Change Management:	0
Demand Management:	200
Project Management:	20
Portfolio Management:	10
Program Management:	20
Time Management:	0

- Now that you have the necessary information click on “Request” under Create on the left menu bar (**Fig 7a and Fig 7b**)
- Then choose the Request Type from the drop down menu (**Fig 7a**) or choose it from your “Recently Created” list if you have done that type request recently (**Fig 7b**) In this case we are choosing “License key request – 6.0”

Fig 7a

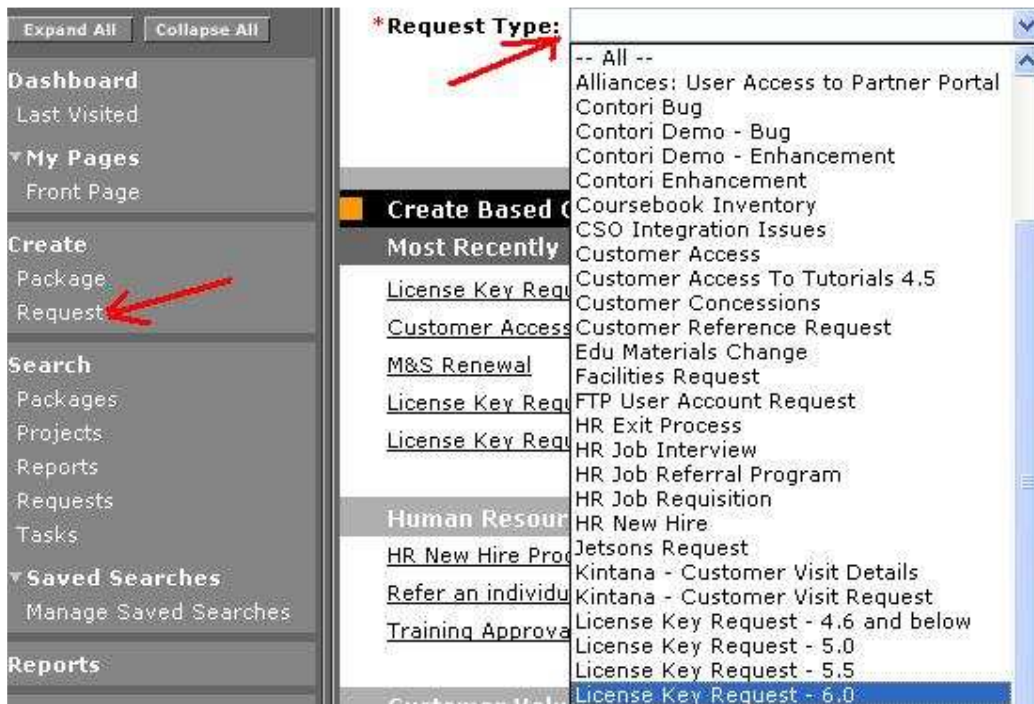


Fig 7b



- Fill in the information in **(Fig 8)**
 - Assigned To: your alias
 - Description:
 - Company Name – Server Purpose(PROD, DEV, or TEST) – Service Request #
 - Company name
 - Region
 - IP Address
 - Server Purpose
 - fill in user counts
- Click on “Submit”

Fig 8

Request Status: New

Assigned To: bsimkins

Department:

Priority:

Description: Verizon Wireless - PROD - SR#1-409287916

Details

Key Info

Company Name: Verizon Wireless

Region: Americas

IP Address: 136.151.80.7

Software Version: 6.0.0

Expiration Date:

Server Purpose: Production Instance

Attachment Number:

Users

***User Administration:** 2

***Configuration:** 2

***Change Management:** 0

***Demand Management:** 200

***Project Management:** 20

***Portfolio Management:** 10

***Program Management:** 20

- Click on the request number (**Fig 9**)

Fig 9

Request Creation Confirmed

The following request has been created and submitted:

Request #: 135685 **Description:** Verizon Wireless - PROD - SR#1-4

Create From Available Request Types

***Request Type:**

- The following screen may need to be refreshed a few times until the license file appears at the bottom, under “References-Attachments/URLs” (**Fig 10**)
- Right click on this license file and save it to your hard drive

Fig 10

Key:
 PFM e1479d9f80e3367f31doeddd21775d17
 License
 Key:

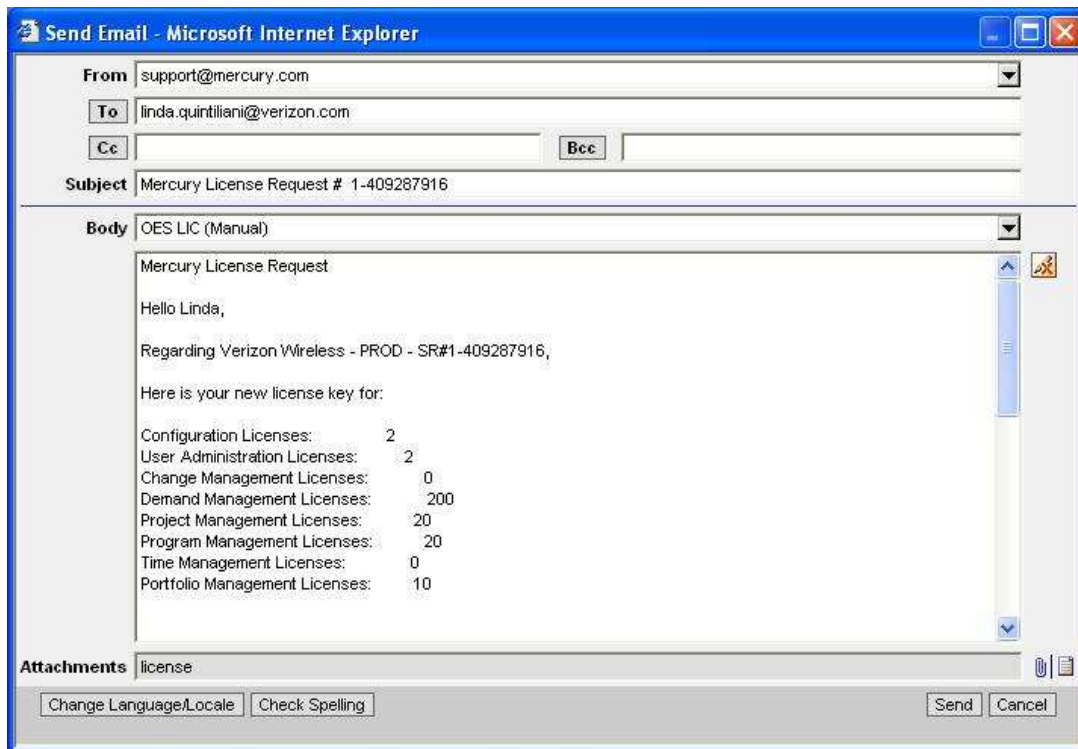
Status			
References			
Attachments/URLs			
Name	Type	Date	Description
license.conf	Attachment	April 20, 2006 10:07:36 AM PDT	license.conf

Highlighted Items are actively controlling this Request

Save Copy

- An email will be sent to you from the Jetsons server
- Copy the text from this email into the email to the customer/sales rep, attach the license file that was saved, and send the email (**Fig 11**)

Fig 11



Send Email - Microsoft Internet Explorer

From: support@mercury.com

To: linda.quintiliani@verizon.com

Cc: [Empty]

Bcc: [Empty]

Subject: Mercury License Request # 1-409287916

Body: OES LIC (Manual)

Mercury License Request

Hello Linda,

Regarding Verizon Wireless - PROD - SR#1-409287916,

Here is your new license key for:

Configuration Licenses:	2
User Administration Licenses:	2
Change Management Licenses:	0
Demand Management Licenses:	200
Project Management Licenses:	20
Program Management Licenses:	20
Time Management Licenses:	0
Portfolio Management Licenses:	10

Attachments: license

Change Language/Locale Check Spelling Send Cancel

