Software Licenses Portal

for End Users

Quick Reference Guide

2018.08

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Introduction

This guide provides an overview on how end-users can access the Zebra Software Licenses Portal to manage their Software License Entitlements and Downloads Software files using My Software Licenses portal. Software Licensing Portal is designed to enable Electronic Software Delivery for Software produced by Zebra Technologies.

NOTE: Screens and windows pictured in this guide are samples and can differ from actual screens.

Contact

Please feel free to send your queries on this presentation to ZebraSWLicensingTeam@zebra.com

Zebra Software Licenses Portal URL

URL: zebra-licensing.flexnetoperations.com

Entry Points

Customers use the Software Licenses Portal to manage software entitlements and downloads and can access the Software Licenses Portal in the following ways:

NOTE: Before end-users can access this portal, they must be registered with Zebra.

- Entitlement Notification Email: The Software License Entitlement Notification email from Zebra Technologies regarding the software license activation ID(s) provides a link to Software Licenses Portal.
- My Zebra portal on zebra.com: Access **My Software Licenses** widget in My Zebra section.
- Software Product Support page link to the Software Licenses Portal.

Entitlement Notification Email

End-users who purchase software licenses from Zebra Technologies receive a Software License Entitlement Notification email regarding the software license activation ID(s). This email has a link that directs the user to Zebra's Software Licenses Portal.

My Zebra Portal on Zebra.com

To access the Software Licenses Portal from zebra.com:

1. Go to www.zebra.com.
2. Click **Login** on the top right corner and use the registered email login.
3. Click on My Zebra using the drop-down arrow beside the User Name.
4. On the **My Zebra** page, click on the **Accounts** tab.
5. Click the **My Software Licenses** widget.
6. Click on Login button that appears within this widget and be redirected to Zebra's Software Licensing Portal where the user can manage software entitlements and downloads.

Software Product Support Page

To access the Software Licenses Portal from the software product support page:

1. Access www.zebra.com website.
2. Click **Support & Downloads** from the top navigation menu.
3. In the **Enter Product Name / Model Number here** search field, enter a software product name.
4. Click the software product support from the search results list.
5. Within the software product support page, click on the button or follow the instructions to get to the Software Licenses Portal.

   The user is redirected to Zebra's Software Licensing Portal for sign-in. Post login, the user is logged into the Software Licenses Portal to manage software entitlements and downloads.

User Access to Portal

Users who place software orders through Zebra Technologies will be provisioned within Zebra's Software Licensing platform at the time of entitlement creation based on the email provided in the order.

NOTE: Users must be registered with Zebra Technologies to access the Software Licenses Portal.

At the time of placing orders, reseller information is needed to associate to an entitlement for future services. Otherwise the Zebra Help Desk need to be contacted later to do the same 0020.

Registering for the First Time

New users who have not registered with Zebra Technologies, must sign-up for an account to access software downloads.

To create an account:

NOTE: If your organization/account is a member of Zebra's Partner Connect program, please contact your Partner Administrator to grant/approve access to Zebra Software License Management or contact the Partner Interaction Center for more information.

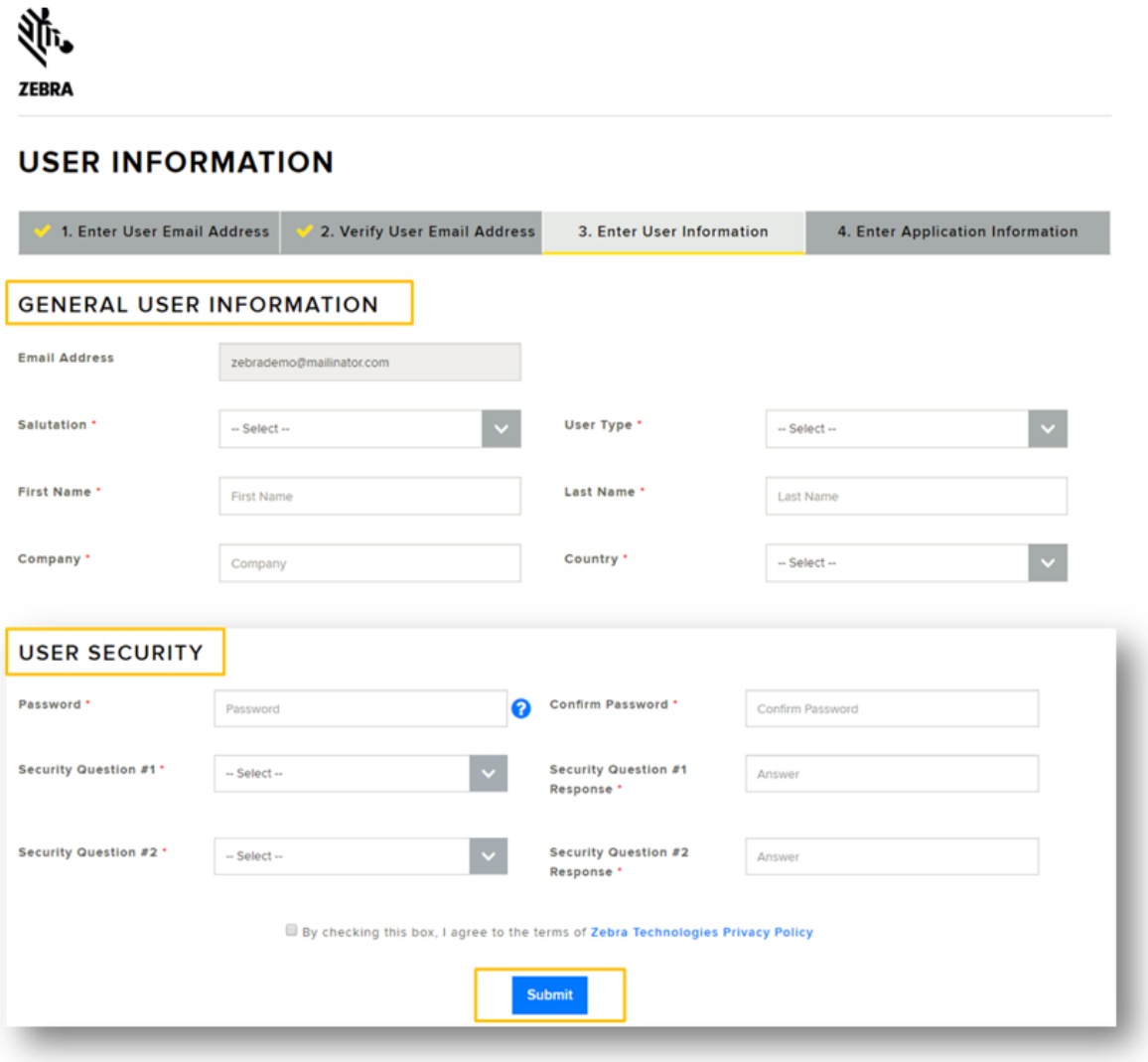
If you are an end user, click the Register link available in the software entitlement email sent upon completion of purchase. Click the Register link if you have not already registered with Zebra or to register your new software entitlement. You would be redirected to user registration process.

1. In the **Email Address** field, enter the user email address that was used for ordering software licenses. Once you confirm email address submit the request.
2. Verify User Email Address - User will receive a verification email to the email address provided in the first step. Click on the link in the email to Verify User Email Account.

   Your Email Address *****@***.*** has been successfully verified.

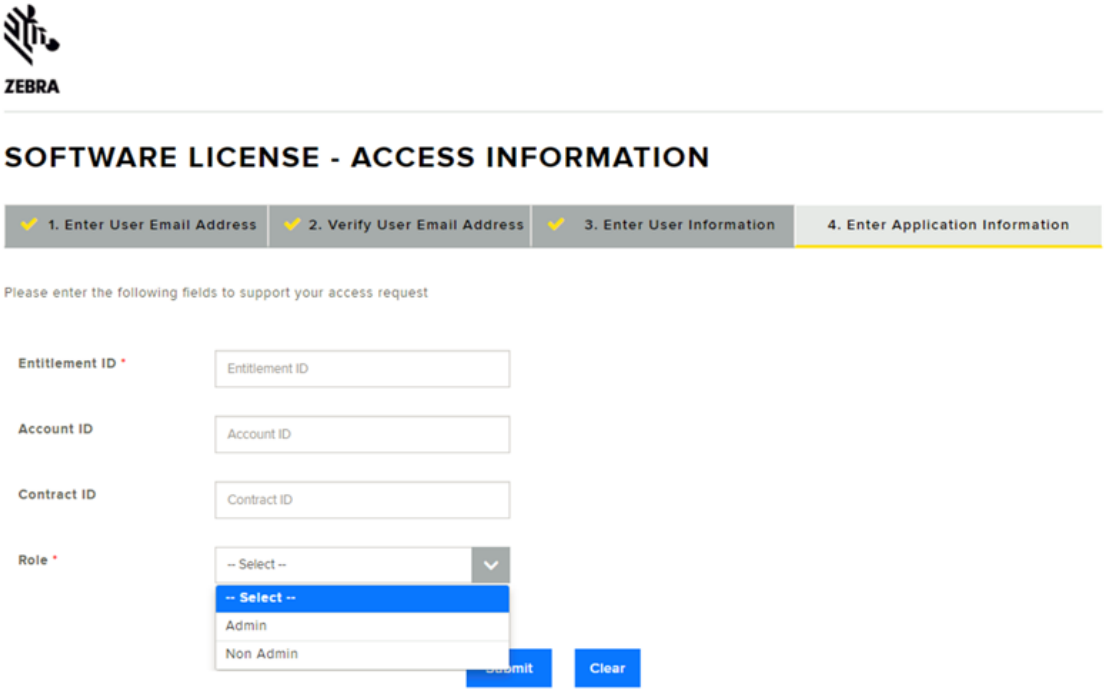
   Click **Next** to continue the registration process.
3. Click **Next** once the email is successfully verified.
4. Enter User Information - Provide information in the following sections:
   - Enter general user information.
   - Enter user security (password and security questions).

Figure 1 User Information Page



5. Check the box **By checking this box, I agree to the terms of Zebra Technologies Privacy Policy**.
6. Click **Submit**.
7. Enter Software License Information - to gain access to your software entitlement.
   - In the **Entitlement ID** field, enter your Entitlement ID that's available in the software entitlement email sent upon completion of purchase.
   - In the Account ID field, enter your company's account identification number (if available).
   - In the **Role** drop-down list, select the role you need in Software Licenses Portal to manage the software entitlements, activations and downloads.
     - **Admin**
     - **Non Admin**.

Figure 2 Software License Page



8. Click **Submit**. You will receive a confirmation of your registration request.

   Thank you. Your registration request has been received. We will notify you with an email once your user account has been created.

9. You will receive an email from Zebra Technologies with a confirmation that your Zebra user account has been created and access to Software Licenses Portal has been granted.

The user can now access Zebra's Software Licenses Portal from one of the three entry points mentioned above. Upon accessing the link, the user would be requested to sign-in. Login using the credentials used when registering with Zebra Technologies.

Existing Registered Users

Users who have already registered with Zebra Technologies can directly access the Software Licenses Portal from one of the three entry points discussed above.

NOTE: The email address used during Zebra account registration and the one used for the Software License purchase should match.

In cases where an end user is not the original recipient of the software entitlement notification email from Zebra Technologies and received this email forwarded by the Distributor or Reseller, they will have to claim the software by registering using the Entitlement ID. The Entitlement ID is available in the software entitlement email sent upon completion of purchase.

To claim your software by registering using the Entitlement Id:

1. Click the Register link in the software entitlement email sent upon completion of a purchase.
2. Click the Register link if you have not already registered with Zebra or to register your new software entitlement.

   You would be redirected to entitlement registration process (if you are an existing user but registering your software).

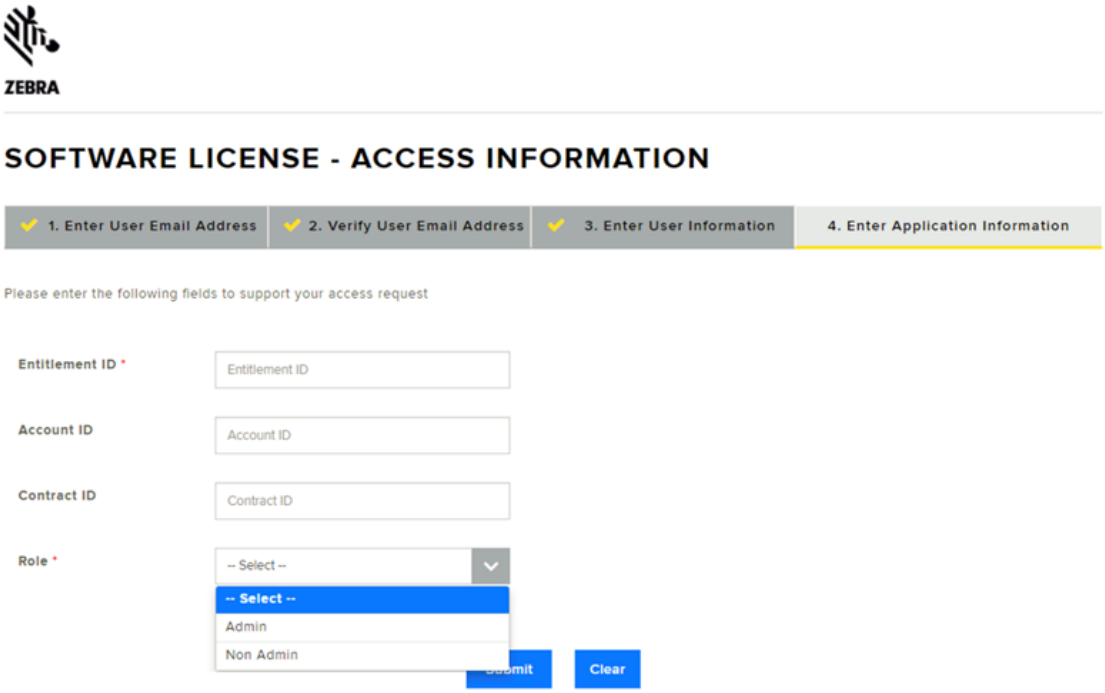
3. Enter the user email address that was used for ordering or managing software licenses. Once you confirm the email address, submit the request.

   If the user email is already registered with Zebra, user will be redirected to Step 4.

4. Enter Software License Information - to gain access to your software entitlement.

   - In the **Entitlement ID** field, enter the entitlement ID that is in the software entitlement email sent upon completion of purchase.
   - In the **Account ID** field, enter your company's account ID (if available).
   - In the Role drop-drop, select the role you need in Software Licenses Portal to manage the software entitlements, activations, and downloads.

Figure 3 Software License - Access Information Screen



5. Click **Submit**. You will receive a confirmation of your registration request.

   Thank you. Your registration request has been received. We will notify you with an email once your user account has been created.

6. You will receive an email from Zebra Technologies with a confirmation that your access to Software Entitlement has been granted.

   The user can now access Zebra's Software Licenses Portal. When accessing the link, the user is requested to sign-in. Login using the credentials you registered with Zebra Technologies.

NOTE: If your organization/account is a member of Zebra's Partner Connect program and you are unable to access or view your entitlements, please contact your Partner Administrator to request access to Zebra applications or contact the Partner Interaction Center for more information.

Software Licenses Portal

The Software Licenses Portal allows end users to view and manage information about their software entitlements purchased from Zebra Technologies.

End users can view information about software entitlements and their activation ID(s), devices, software downloads, releases, and users and account details.

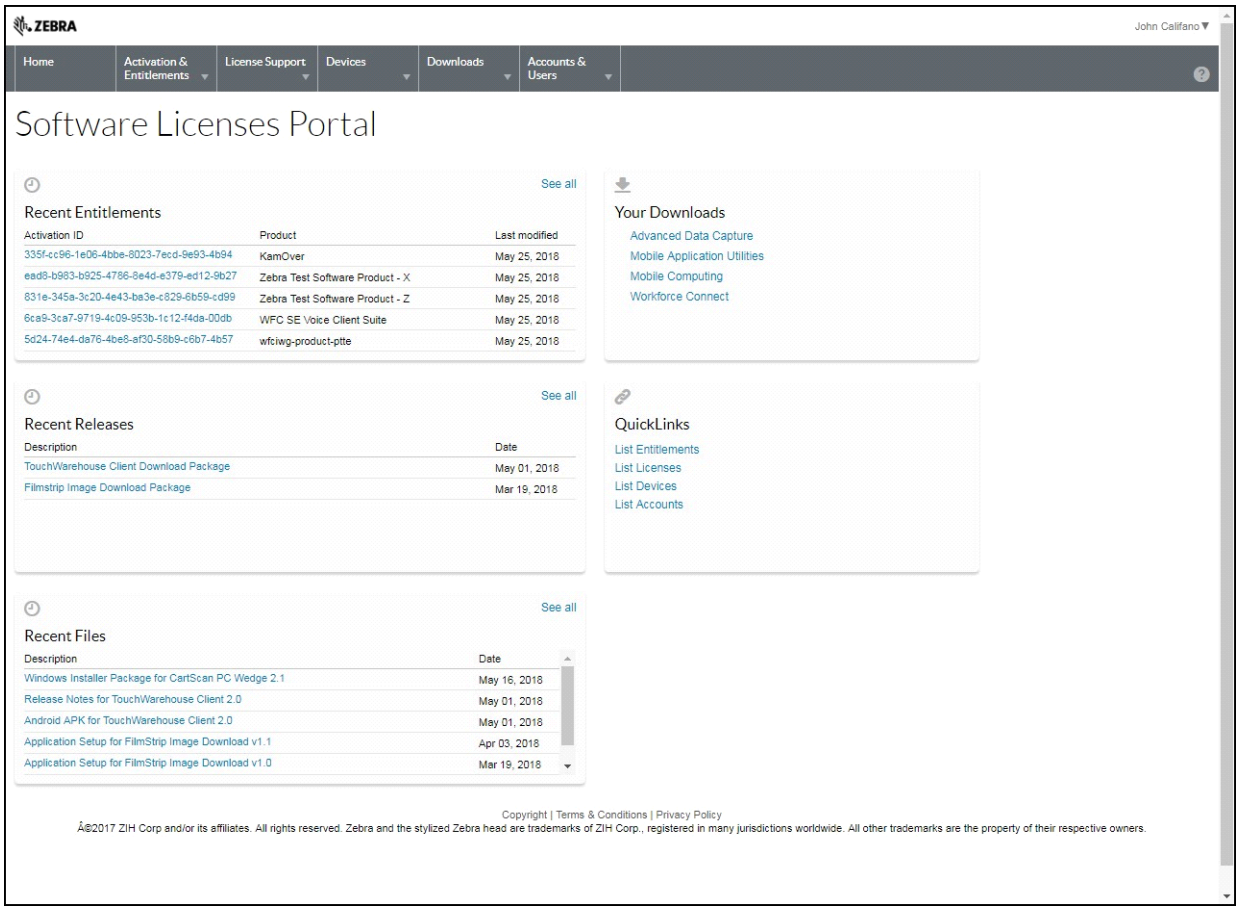
Home Page

The Software Licenses Portal home page displays the following widgets:

- **Recent Entitlements** - Provides a quick view on the recent activation IDs generated for the software product you are entitled to, and the last modified date.
- **Recent Releases** - Displays the most recent software releases related to your software entitlements.
- **Recent Files** - Displays the most recent software files associated to your software package/release entitlements.
- **Your Downloads** - Displays the Software Product Line entitlement.
- **Announcements** - Displays key announcements.
- **Quick Links** - Provides quick access to following pages:
  - **List Entitlements**
  - **List Licenses**
  - **List Devices**
  - **List Accounts**
  - **List Users**.

Select the links within each widget for more detailed views.

Figure 4 Software Licenses Portal Screen



Manage Activations and Entitlements

Use the **List Entitlements** option to manage Software Entitlements for your organization/account.

An entitlement gives a customer account the right to get a license for a product. An order represents what a customer has purchased. An entitlement represents what a customer is allowed to fulfill. Entitlements are created and tracked using Zebra Technologies' Software License Management System.

Entitlements are associated with:

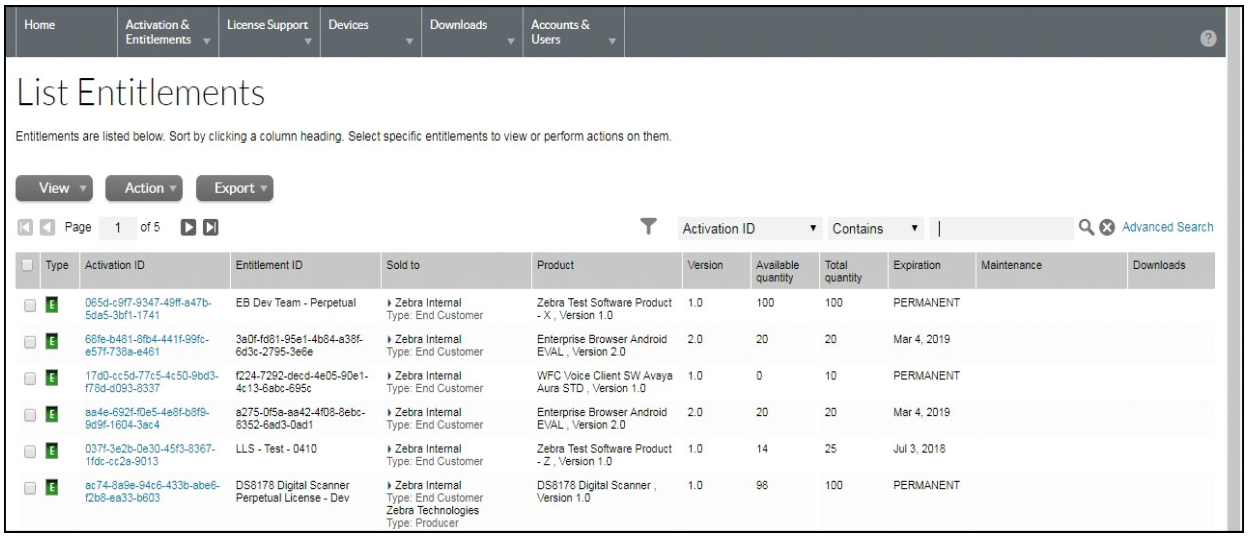
- An account
- One or more products.

An Entitlement ID uniquely identifies an entitlement. Each line item in an entitlement is an activatable unit and has an activation ID.

List Entitlements

On the navigation menu, click **Activation and Entitlements > List Entitlements**. The **List Entitlements** page displays the activatable entitlement line items. You can also search for activatable entitlements based on specific criteria.

Figure 5 List Entitlements Page



The **List Entitlement** page lists:

- **Activation ID** - Unique activation identification number.
- **Entitlement ID** - Unique entitlement identification number.
- **Sold To** - Account associated with the entitlement.
- **Product** - Product(s) defined for the line item, including version numbers.
- **Version** - Product version.
- **Available Quantity** - Number of activatable copies remaining in the line item. Note that this number may be subject to policies.
- **Total Quantity** - Total number of activatable copies in the line item.
- **Expiration** - Expiration date or duration of licenses issued from this line item.
- **Maintenance** - Entitlement's maintenance product (if applicable).

- **Downloads** - Link to available download files.

Additionally, the user can print or export entitlements associated with the account for easy reference.

Printing an Entitlement Line Item

To print an entitlement line items:

1. Click **Activation & Entitlements > List Entitlements**. The **List Entitlements** page appears.
2. Select the check box next to the line item(s) to print.
3. Click **View > Print**. A printable view of the items displays.
4. Click **Print** to print the line items.

Exporting Entitlements

To export entitlement line items (in CSV format):

1. Click **Activation & Entitlements > List Entitlements**. The **List Entitlements** page appears.
2. Select the check box next to the line item(s) to export.
3. Click **Export > Export selected items** or **Export all Items**.
4. In the **Save As** dialog box, select the location to save the file.
5. Click **Save**.

Manage Downloads

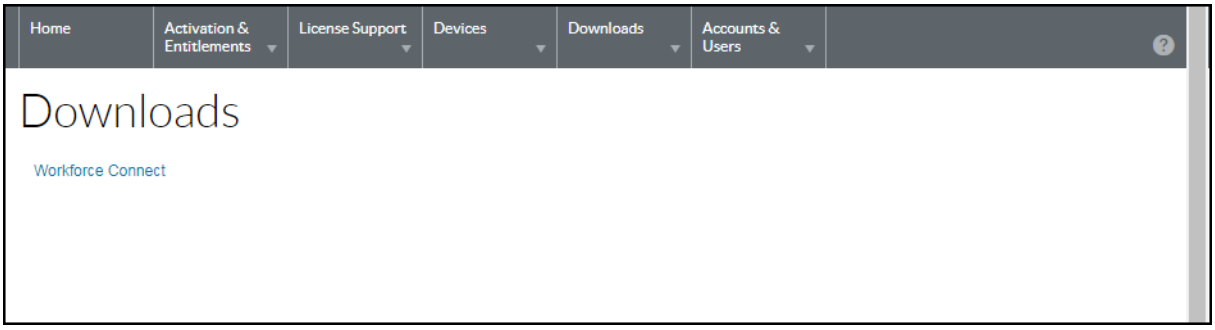
Use the **Downloads** page to locate download packages to which you are entitled and download the files included in those packages. The **Downloads** pages also permits users to track their own download activity.

List Downloads

To list downloads:

1. On the navigation menu, click **Downloads > List Downloads**. The **Downloads** page appears.

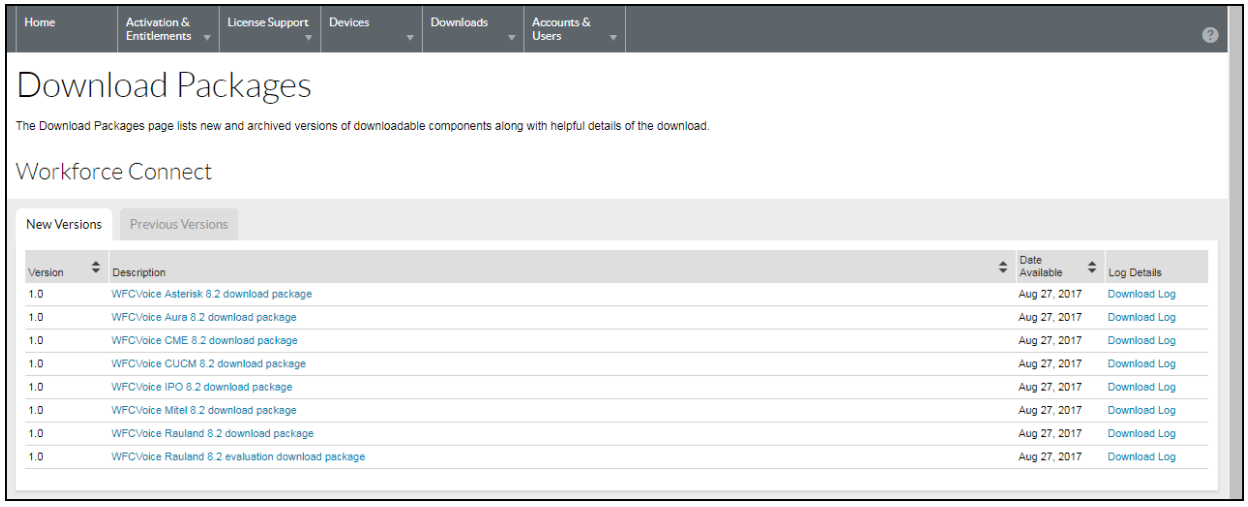
Figure 6 Downloads Page



2. Select one of the listed product lines. The **Download Packages** page appears.

NOTE: User entitled downloads depend upon the user's organization/account.

Figure 7 Download Packages Page

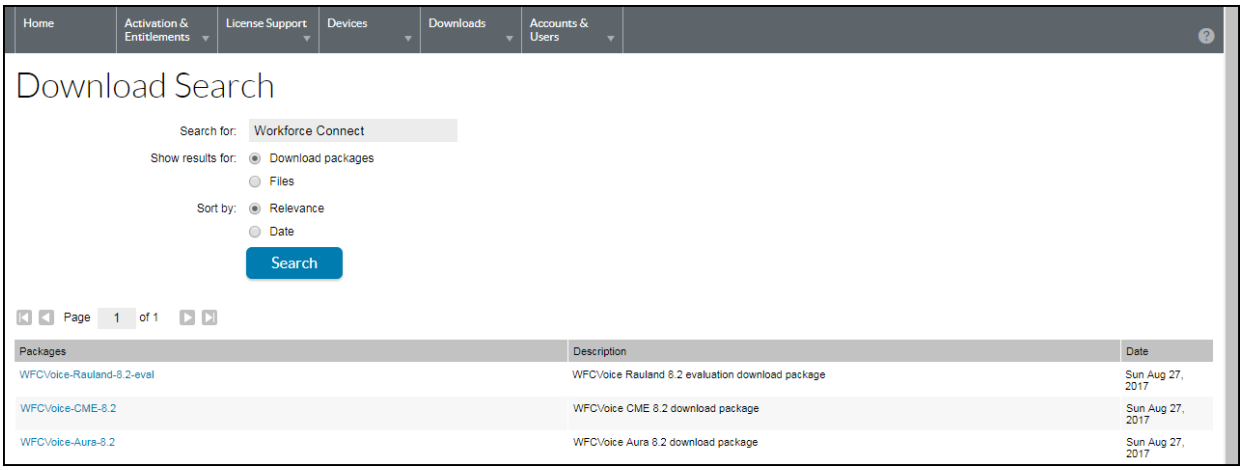


Searching Downloads

To search for downloads:

1. Click **Downloads > Search Downloads**. The **Download Search** page appears.

Figure 8 Download Search Page



2. In the **Search for** field, enter the search criteria to identify the download file or package.
3. Select a **Show Results for** radio button to choose which entity to show in the search results:
   - **Download Packages**
   - **Files**.
4. Select a **Sort by** radio button to choose how the search results will be sorted.
   - **Relevance**
   - **Date**.
5. Click **Search**.

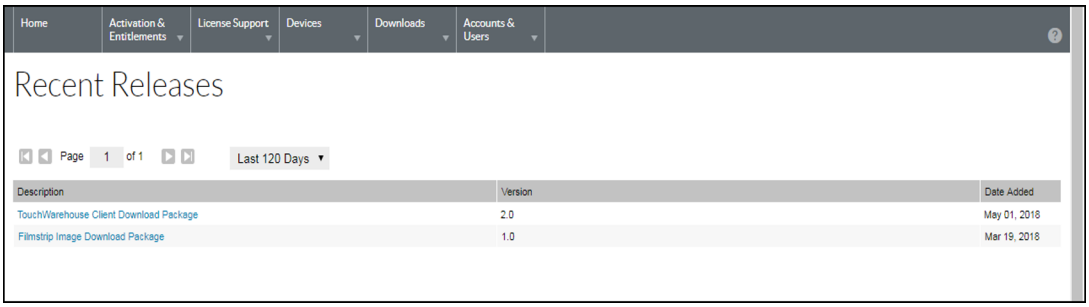
   The Software Licenses Portal lists the download packages or files that match the search criteria.
6. In the search results, click a file name or download package name. The **Downloads** page appears. See <bl_blue>Downloading Files on page 16 for downloading instructions.

Displaying Recent Releases

To display a list of recently released download packages:

1. Click **Downloads > Recent Releases**. The **Recent Releases** page displays.

Figure 9 Recent Releases Screen



The **Recent Releases** page lists the downloads that are part of a recent release. The recent releases list includes download packages for products released in the last 30, 60, 90, or 120 days. Use the on-page down-down list to select the number of days.

The page lists the download package description, version, and the date it was added.

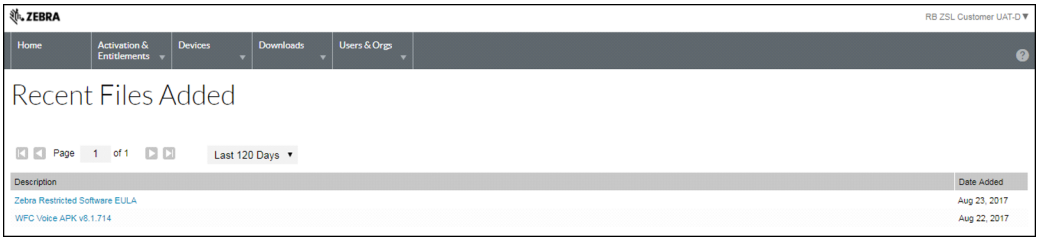
2. In the list, click a file name or download package name. The **Downloads** page appears. See <bl_blue>Downloading Files on page 16 for downloading instructions.

Recent Files Added

To display a list of recently released files:

1. Click **Downloads** > **Recent Files Added**. The Recent Files Added page displays.

Figure 10 Recent Files Added Screen



The **Recent Releases** page lists the files that were added in the last 30, 60, 90, or 120 days. Use the on-page drop-down list to select the number of days.

The page lists the file description, and the date it was added.

2. In the list, click a file name or download package name. The **Downloads** page appears. See <bl_blue>Downloading Files on page 16 for downloading instructions.

Downloading Files

The **Downloads** page lists the available files for download. The page offers two ways to download files:

- Single individual file
- Multiple files.

NOTE: A **Software Terms and Conditions** page appears for software that requires a EULA. The page only appears the first time downloading the software package. The **Software Terms and Conditions** page does not appear on subsequent downloads. Read the End User License Agreement (EULA) and then click **I agree**.

To download a single file:

1. In the **File Name** column, click on the filename. The **Save As** dialog box appears.
2. Navigate to a location on the computer.
3. Click **Save**.

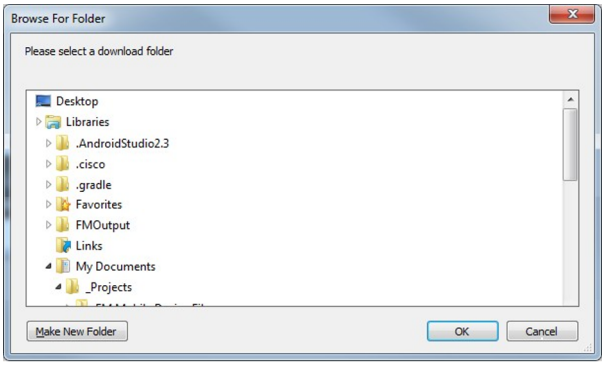
   The file is saved to the computer.

To download multiple files:

NOTE: The Software License Portal uses a download manager software when downloading multiple files. If using the Download Manager for the first time, you are required to install the NetSession Interface software. In the message box, scroll down to **Click here to begin: download the installer**. Follow the instructions to install the software.

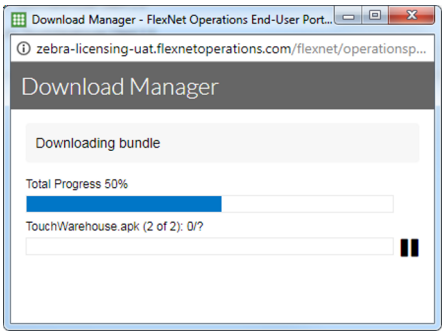
1. Click the checkbox next to each download. Alternately, click the checkbox in the header to select all files in the list.
2. Click **Download Selected Files**. The **Browse for Folder** dialog box appears.

Figure 11 Browse for Folder Dialog Box



3. Select a location to save the files.
4. Click **OK**.

Figure 12 Download Manager Progress



5. After download completion, click **Close**.

Manage Devices

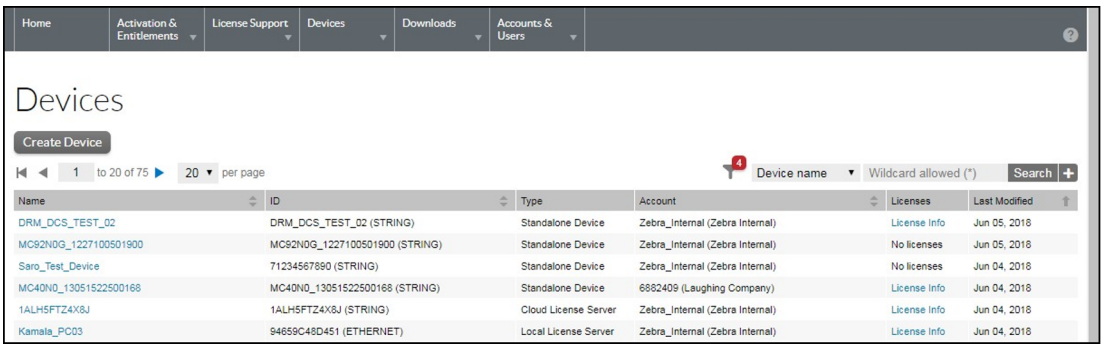
Use the **Devices** menu to manage devices for your account. This section provides information about the Device IDs, Type and Licenses on the device.

Listing Devices

To list existing devices:

1. On the navigation menu, click **Devices** > **Devices**. The **Devices** page appears.

Figure 13 Devices Page



The user can filter the device list by the following value using the wildcard search.

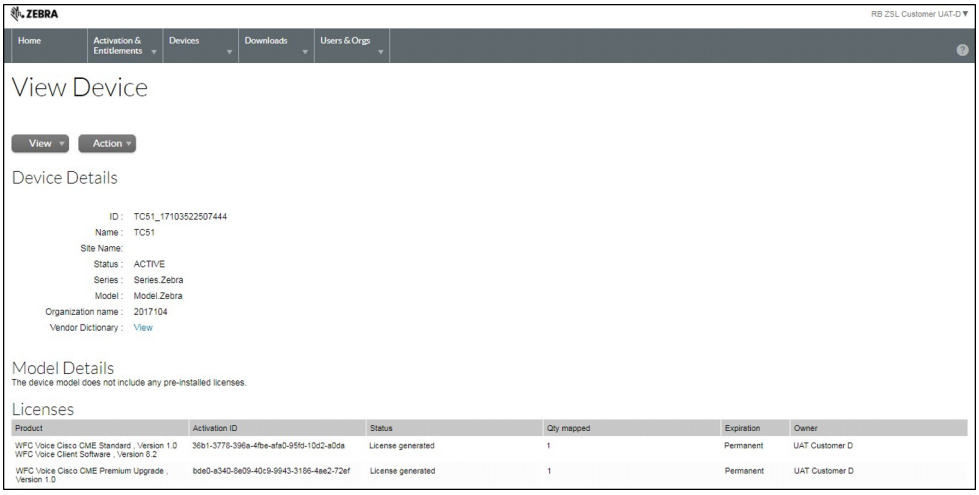
- Device Name
- Device ID
- Account Name
- Account ID
- Entitlement ID
- Activation ID
- Product Name
- Part Number.

Viewing Device Information

To view a device and the licenses activated on the device:

1. On the **Devices** page, click the name of a device. The **View Device** page appears.

Figure 14 View Devices Page



2. The View Device page lists the following information:

- **Device Details**
  - **ID** - Device's unique identity.
  - **Name** - Device's short, alternate name.
  - **Site Name** - Device's site name.
  - **Status** - Device's status. A standalone device's status can be ACTIVE, RETURNED, or OBSOLETE. A served device's status can be NORMAL, RETURNED, DROPPED, or EXPIRED.
  - **Series** - Device's series.
  - **Model** - Device's model.
  - **Account** - Current holder of the device (typically, a customer account).
  - **Vendor Dictionary** - Click to list the vendor dictionary list.
- **Model Details**
  - Lists all pre-installed licenses on the device.
- **Licenses**
  - **Product** - Product(s) defined for the line item, including version numbers.
  - **Activation ID** - Unique activation identification number.
  - **Status** - License status.
  - **Qty Mapped** - Number of licenses.
  - **Expiration** - Date the license expires.
  - **Owner** - Lists the owner of the license.

Viewing Device History

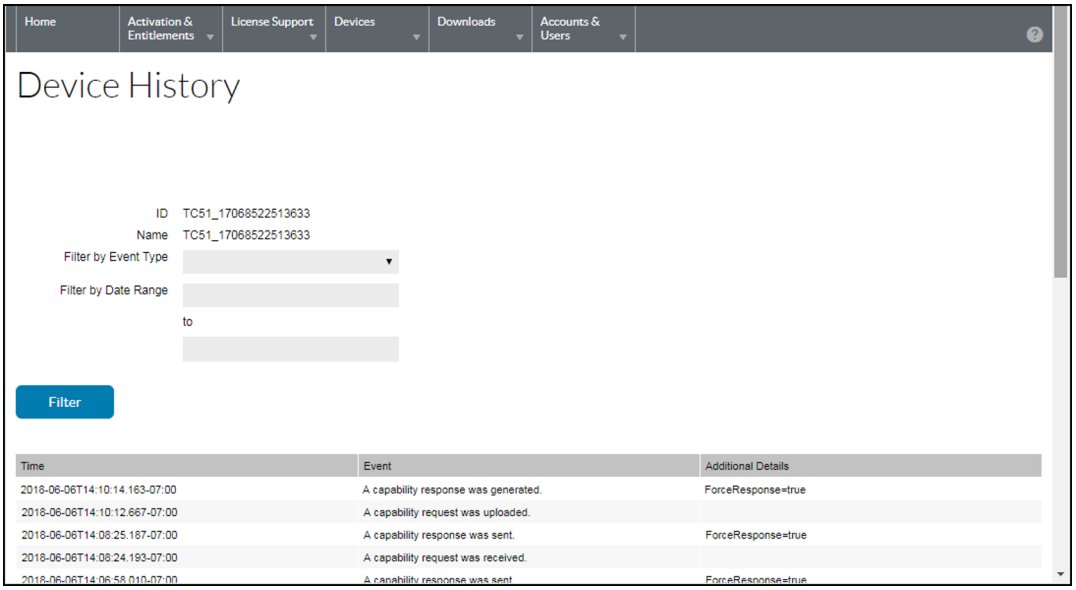
To view a device history:

1. On the navigation menu, click **Devices > Devices**. The **Devices** page appears.

NOTE: You can filter the device list using the wild card search to select the desired device.

2. To view a device, click its name. The **View Device** page appears.
3. Click **View > View History**. The **Device History** page appears.

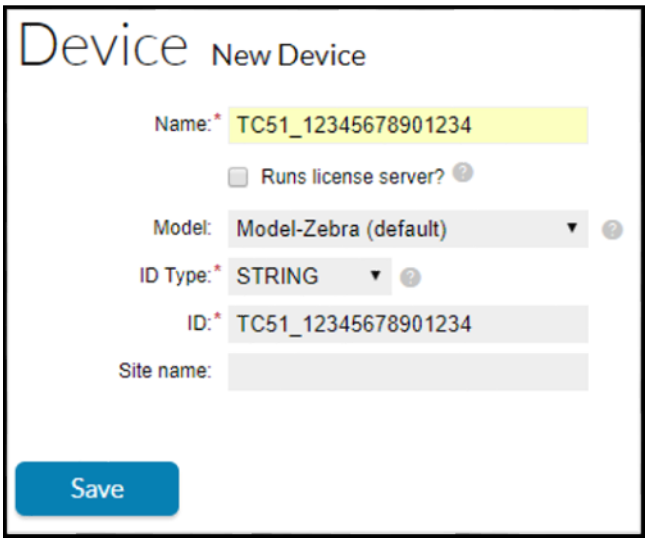
Figure 15 Device History Page



Create a Stand-alone Device

To create a stand-alone device:

Figure 16 New Device Creation Page



1. Click **Devices > Create Device**. The **Device | New Device** page opens.
2. In the **Name** field, enter a device name.
3. Do not check the **Run license sever?** checkbox.
4. Optionally, from the **Model** drop-down list, select a model type.
5. From the **ID Type** drop-down list, select an ID type.

6. In the **ID** field, enter the ID for the device in the following format: <Model>_<serial number>. For example: TC51_12345678901234.
7. Optionally, from the **Account** drop-down list, select an account. The account identifies the customer account to which the device belongs.
8. Optionally, in the **Site** name field, enter a site name.
9. Click **Save**.

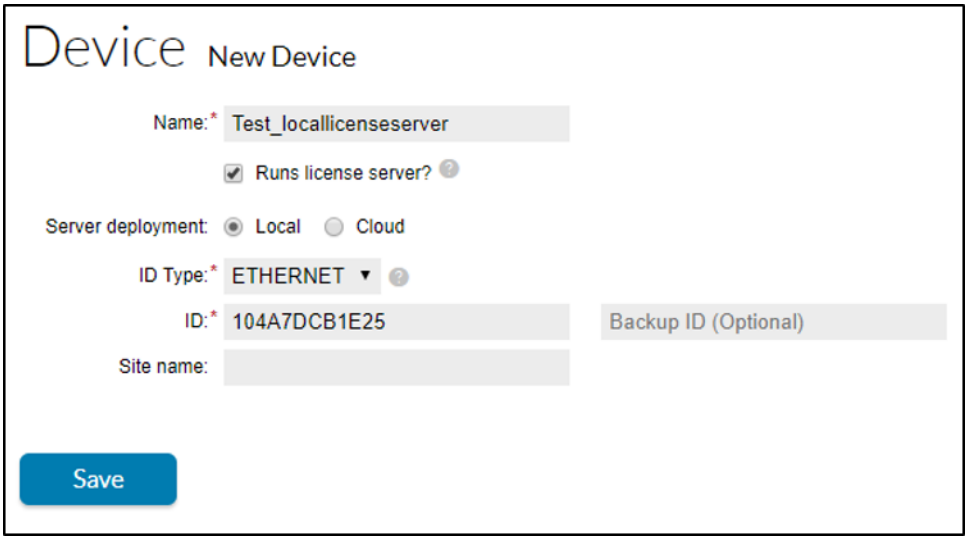
   The new standalone device is created and its **View Device** page appears.

Create a Local License Server

To create a local license server:

1. Click **Devices** > **Create Device**. The **Device | New Device** page opens.

Figure 17 New Device Creation Page



2. In the **Name** field, type a device name.
3. Select the **Runs license server?** check box.
4. For LLS Deployment, select **Server deployment Local** radio button.
5. Optionally, choose a server Model from the drop-down list.
6. From the **ID Type** drop-down list, select the ID type.
7. In the **ID** field, type the ID for the server you want to create.
8. Optionally, specify a Backup server ID.
9. Optionally, choose an Account from the drop-down list. The account identifies the customer or partner account of the server.
10. Optionally, in the **Site name** field, enter a site name.
11. Click **Save**. The new local license server is created and its View Device (Server page opens.

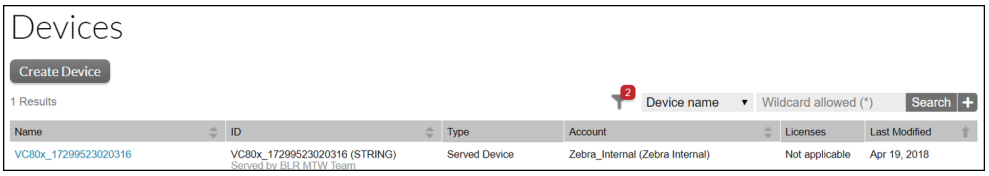
NOTE: Please refer to the Local License Server - Administrator Guide for more information.

Once the licenses are assigned to the Local License Server, the license details display:

Figure 18 View Server

1. Click **View > View Served Devices** to see the list of activated devices via that LLS.

Figure 19 Devices Page



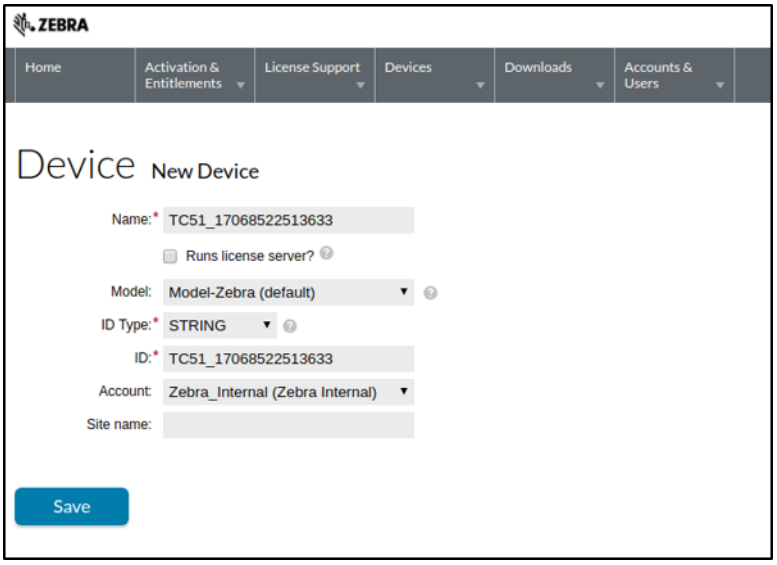
Activating Licenses on an Off-line Device

To activate licenses on an off-line device:

1. Click **Device**.
2. Click **Create New Device.**

   Device ID field in the Licensing Portal should match exactly with the Device ID displayed in the **Settings > About** page on the device License Manager app screen.

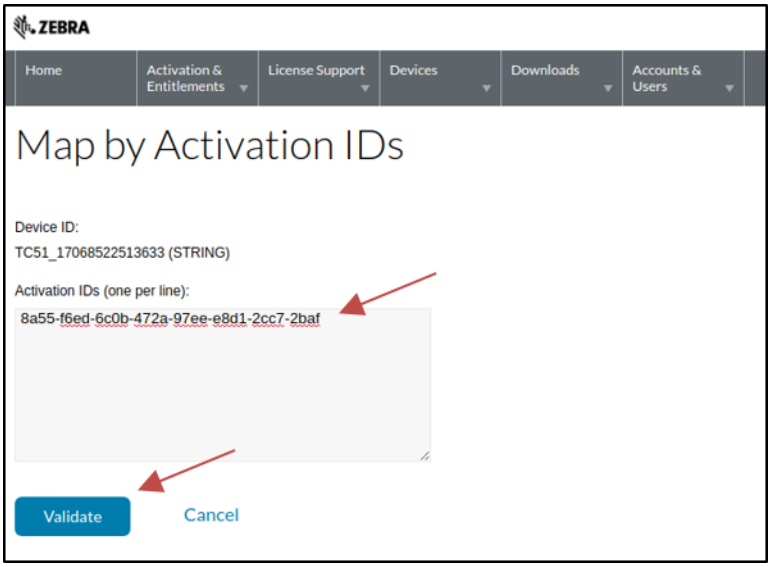
Figure 20 Create Devices Page



NOTE: Ensure that the End Customer fills in the **Name** and **ID** fields with the same exact value of ModelName_SerialNumber

3. Click **Account** drop-down and select the appropriate account.
4. Click **Save**. The **View Device** screen appears.
5. Hover over the **Action** drop-down and select **Map by Activation ID**. The **Map by Activation IDs** screen appears.

Figure 21 Map by Activation IDs Screen

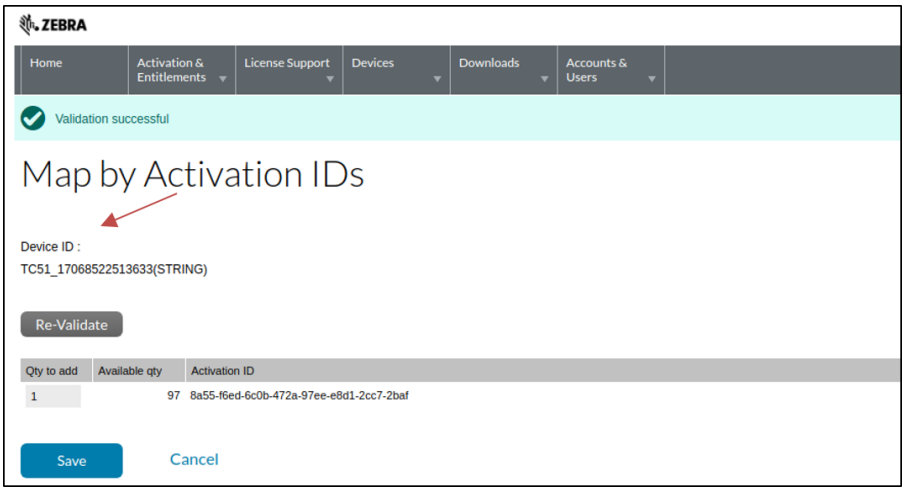


6. In the **Activation IDs** field, enter the desired activation ID.
7. Click **Validate** to validate the license.

NOTE: Ensure there is no white space before the Activation ID and that if multiple AIDs are to be used at once that they be separated by a new line as indicated on the web page.

Once the license is validated, the following screen appears.

Figure 22 Validation Successful

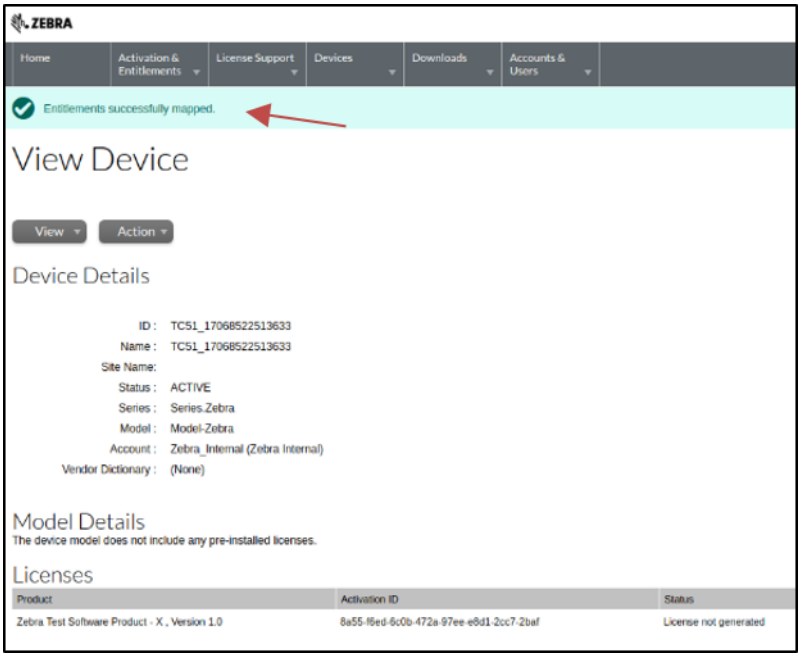


NOTE: Ensure to enter the correct **Qty to add**. It is originally populated with the maximum number of licenses to activate.

8. In the **Qty to add** field, enter the desired quantity of licenses to be activated.

9. Click **Save** to validate.
10. The following screen displays with the message **Entitlements successfully mapped**.

Figure 23 Entitlements Successfully Mapped



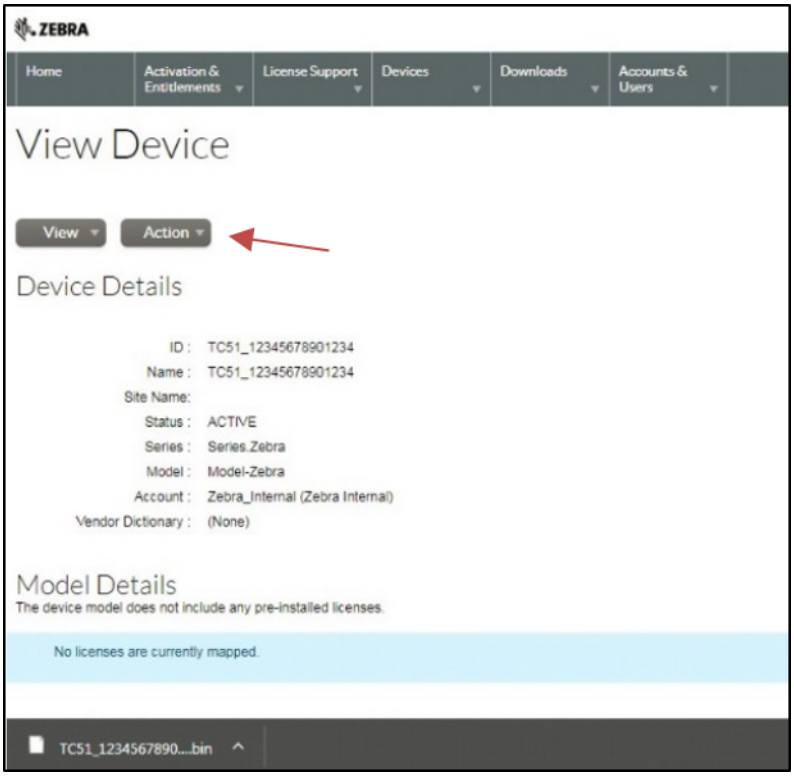
Downloading Capability Response for a Device

NOTE: The following illustrations are only for Zebra Android platform. Kindly refer to other respective platform/product pages.

Once activation ID is added to the device, use the following steps to download the Capability Response binary file:

1. In the **View Device** screen of your device, hover over the **Action** drop-down and select **Download Capability Response**. The download window appears.

Figure 24 View Device Screen

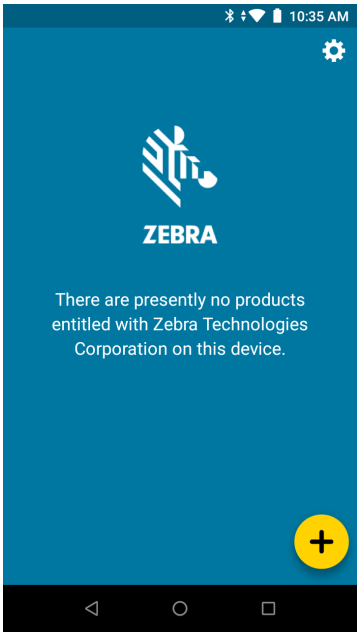


2. Select the directory you wish to save the file.
3. Click **Save**.

NOTE: The capability response is sent (typically, <model no_device ID>.bin or <license server ID>.bin).

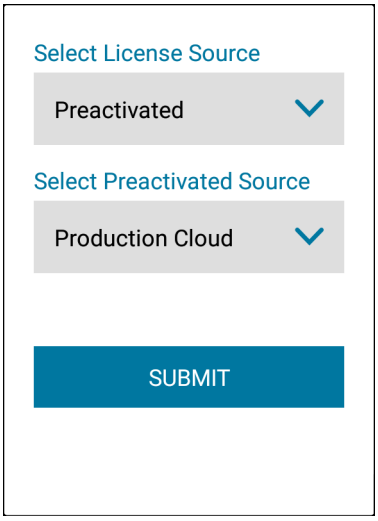
4. Copy the capability response binary file to your device. See the deive User Guide for information on copying files from a host computer to the device.
5. On the device, open the **License Manager** app.

Figure 25 License manager App



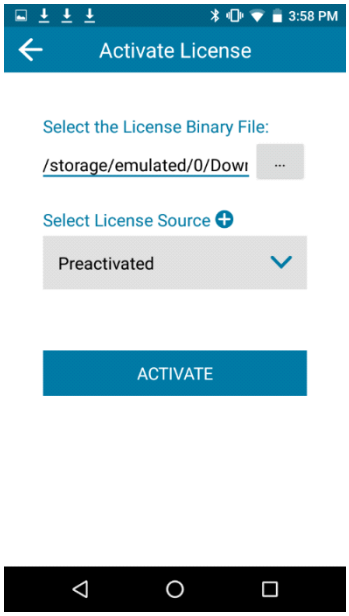
6. Touch +. The **Activate License** screen appears.
7. Touch the drop-down menu below **Select License Source**. The following dialog box appears.

Figure 26 Select License Source Dialog Box



8. From the **Select License Source** drop-down, select **Preactivated**.
9. From the **Select Preactivated Source** drop-down, select the appropriate cloud (**Test Cloud** or **Production Cloud**) from where you downloaded your capability response binary file for the license.
10. Click **Submit**. The **Activate License Screen** appears.

Figure 27 Activate License Screen

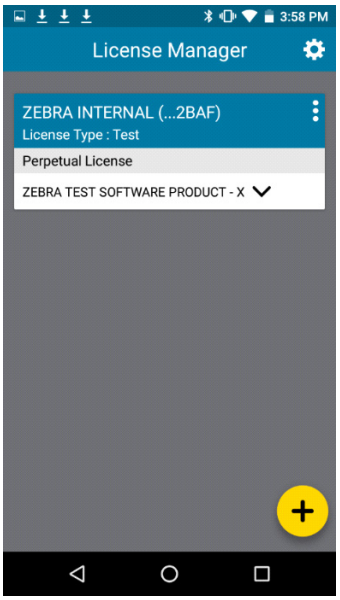


11. Under **Select the License Binary File touch the . . .** button.
12. Navigate through the local file system on the device to the recently downloaded capability response file and select it.

    The path to the capability response binary file is populated the field.
13. If this is the correct path to the file, touch **Activate**.

    If all the information has been entered correctly, the license and feature information displays.

Figure 28 License Manager Screen



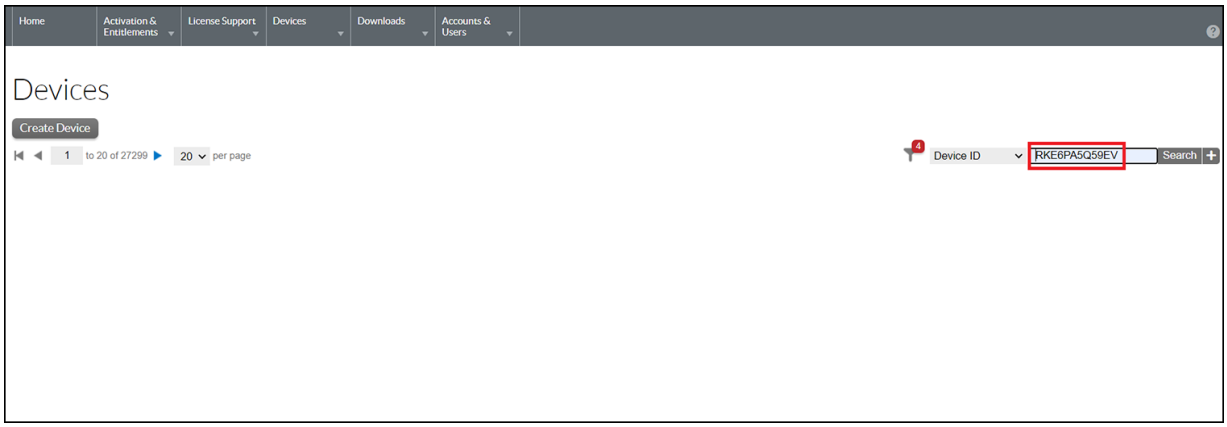
Viewing Served Devices for Cloud License Server

A device that has acquired a license from the Cloud License Server (CLS) is termed as being served by that License Server device instance and is referred to as a served device. Details for served devices can be found by navigating to the View Server page and selecting View Served Devices.

NOTE: Before served device information is available in the Licensing Portal, the CLS must complete a sync with the licensing back-end server after the device has acquired a license from its pool.

1. Login to the End User Portal to view the list of served devices.
2. From the Home page navigate to the **Devices** page by selecting **Devices**.

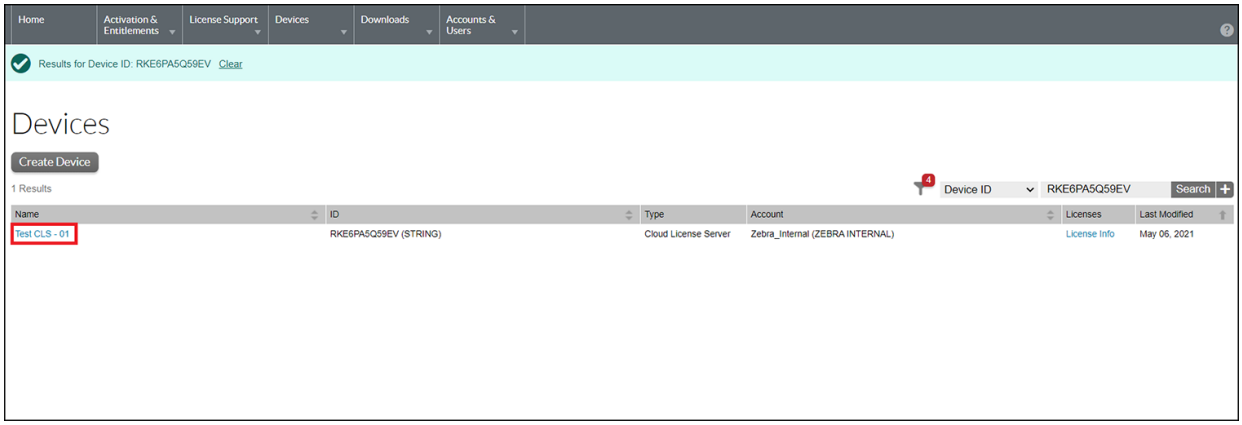
Figure 29 Devices Page



3. In the Search window, enter the CLS ID.

   In this example, the CLS ID is RKE6PA5Q59EV.
4. In the drop-down list, select **Device ID**.
5. Click **Search**. The search results appear on the screen.

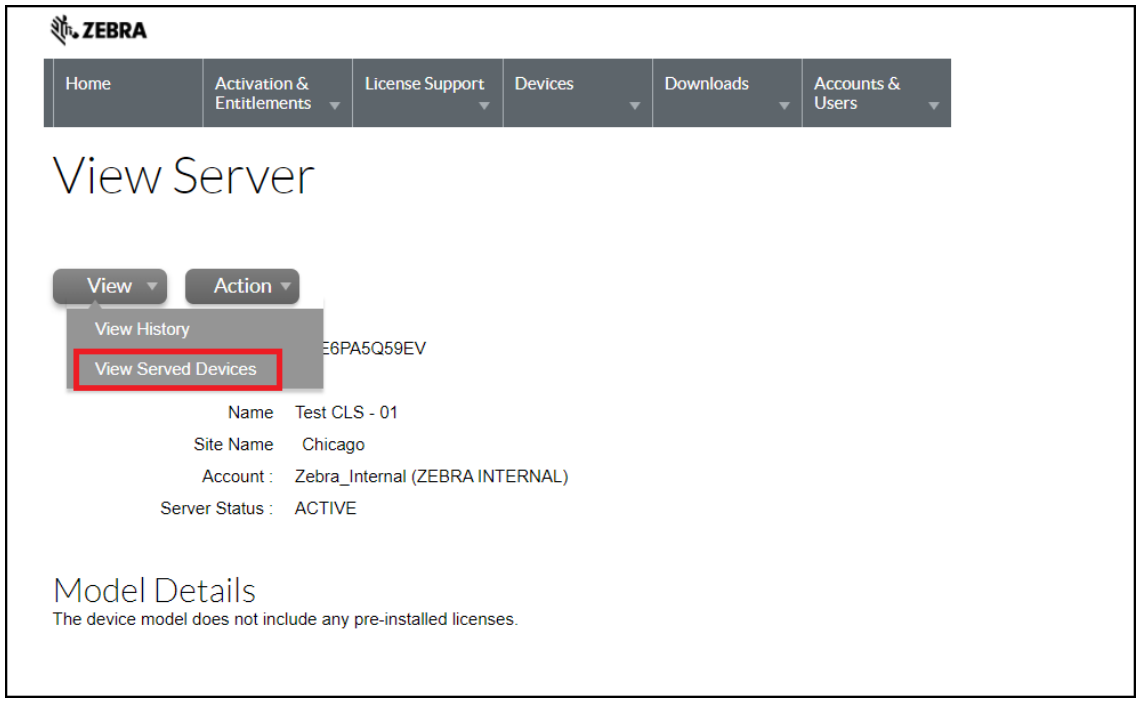
Figure 30 Devices Page, Select CLS Name



6. Click on the Name link for the CLS. (In this example, the CLS Name is **Test CLS-01**.)

   The **View Server** page appears.

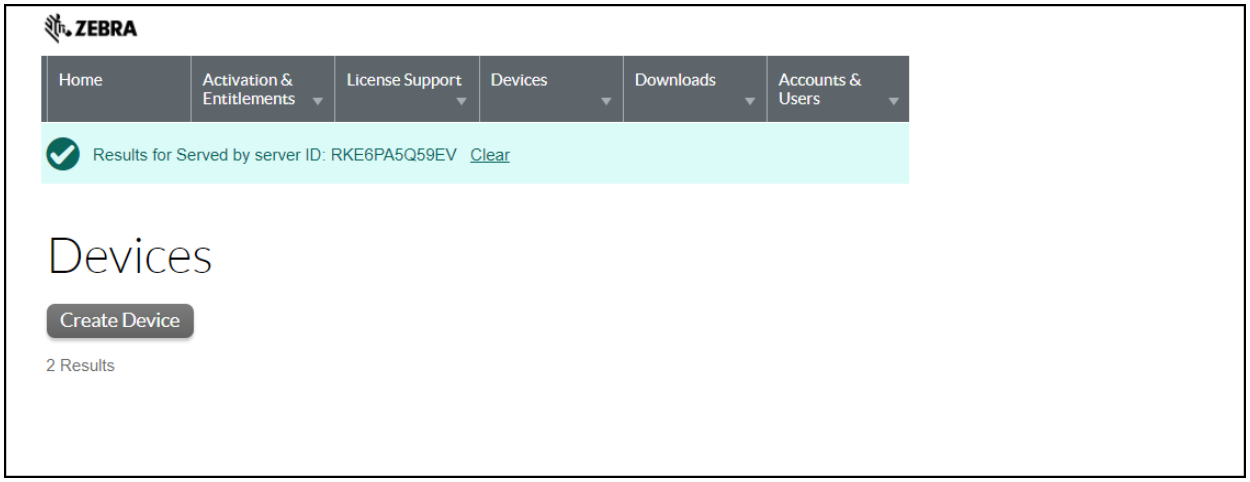
Figure 31 View Server Page, Select View Served Devices



7. Hover over the **View** drop-down list and select **View Served Devices**.

   The search criteria shows the results are for devices served by the required CLS instance ID, example shown below:

Figure 32 View Server Page, Results Shown



Manage Users and Accounts

Managing Users

A user is registered with the Software Licenses Portal. Users can be of one of following types:

- Customer - Users who are part of a customer account.
- Partner - Channel partner users who are distributors of producer products.

Browsing Users

To browse existing users in your account:

1. Click **Accounts & Users**, and then click **List Users** to show all users associated to their account.
2. The Software Licenses Portal shows the search results page. To see the details of a specific user, click the display name of that user, and the **Software Licenses Portal** opens the **Edit User** page. There, you can view the following information:
   - Whether a user is a shared user (shared users are marked with an icon showing several people).
   - Display Name: Full name of user.
   - User Name: Login name of the user.
   - Email Address: The user's email address.
   - Type: Select either User or Contact. A contact is a user account that cannot log in, and is maintained for account contact purposes.
   - Accounts: All accounts to which the user belongs.

Managing Accounts

Each entitlement is tied to an account, or customer company. Each account can have one or more contact people.

Partner Accounts

Partner accounts identify accounts in your distribution chain. By default, Software Licenses Portal includes only one partner account. Software licenses Portal includes a distribution tier for the Producer, Reseller, ISV, and one for Zebra Distributor.

Browsing Accounts

You can browse for accounts in the Accounts & Users menu. For example, to list accounts, choose the List Accounts command in the Accounts group of the Accounts & Users menu.

Follow the steps below to browse accounts. Use the appropriate List All command to browse accounts of other types:

To browse existing accounts:

1. Click **Accounts & Users** > **List Accounts**. This command opens the **Accounts** page.
2. On the **Accounts** page, you can view the following information:

- Account ID: Unique identifier of the account.
- Account Name: User-friendly name of the account.

Users with sufficient permissions can perform many actions on this page.

- To view an account's details, contact information, and users, click the Account ID.