

# HP Exstream License Redemption Guide



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# Step 1—Redeeming Your Server Licenses (production software)

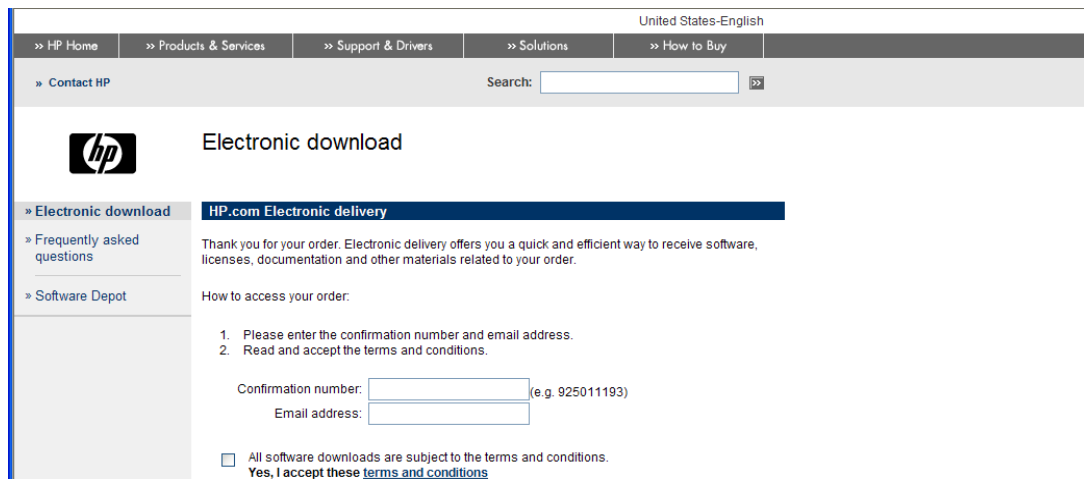
After your HP Exstream Software Purchase is complete, you will receive via email, a Software Delivery Receipt. In that email there will be a URL directing you to your electronic goods (purchased software). The relevant section in the email looks similar to this:

To access your electronic goods click on the URL below:

<https://h12345.www2.hp.com/ecommerce/efulfillment/downloadpage.do?downloadKey=123456789>

At the specified URL, follow these specific steps:

- Click 'Yes' to accept the terms and conditions.
- On rare occasions, the "Confirmation number:" field is empty. If that is the case, you will need to add the key, which you can find in the Software Delivery receipt email in the section "Transaction Information"
- In the "Email address" field, enter the email address that the Software Delivery Receipt was delivered to.
- Click 'submit'.



The screenshot shows the HP website interface for redeeming server licenses. At the top, there is a navigation bar with links for HP Home, Products & Services, Support & Drivers, Solutions, and How to Buy. Below this is a search bar and a language selector set to "United States-English". The main content area is titled "Electronic download" and features the HP logo. A sidebar on the left contains links for "Electronic download", "Frequently asked questions", and "Software Depot". The main content area includes a heading "HP.com Electronic delivery" and a thank-you message. Below this, it provides instructions on how to access the order, including a list of steps: "1. Please enter the confirmation number and email address." and "2. Read and accept the terms and conditions." There are input fields for "Confirmation number:" (with a placeholder example "e.g. 925011193") and "Email address:". At the bottom, there is a checkbox for "All software downloads are subject to the terms and conditions." and a link to "Yes, I accept these terms and conditions".

# Step 2—Downloading Your Software and Documentation

The screenshot shows the HP 'Download software and license' page with the 'Order Confirmation' tab selected. The page is divided into several sections:

- Navigation:** 'Electronic download', 'Frequently asked questions', and 'Software Depot' are listed on the left.
- Order Confirmation:** A header with three tabs: 'Order Confirmation' (selected), 'Get Software', and 'Get Licensing'.
- Addresses:** Two columns for 'Ship-To address' and 'Sold-To address'. The 'Ship-To address' section contains the text: 'Your company information will be here.' The 'Sold-To address' section contains labels for Name, Company, Address, City, State, Postal Code, Country, Phone, Fax, and Email.
- Transaction information:** A section containing:
  - Confirmation number: 380451063
  - HP Order number: 842550836001
  - Transaction date: February 10 2009 at 08:53 (GMT-04:00)
- Product List Table:**

Item #	Product name	Product #	Delivery type	Deliverables	Qty	Document
10	HP 1-1 Doc Creatr Prd SW E-LTU:Win	CH996AAE#001	Electronic Download	<a href="#">Get Download</a> <a href="#">Get License</a>	2	
20	HP 1-1 Doc Creatr Dev	CH998AAE#001	Electronic	<a href="#">Get Download</a>	2	

On the “Order confirmation” tab of the “Download software and license” page, you will find your ship-to address, sold-to address, transaction information and list of the software modules that you purchased.

To download a module, click on the link “Get download” in the “Deliverables” column. This will open the “Get Software” tab. You can also click the “Get Software” tab directly. Follow the instructions on that page.

The screenshot shows the HP 'Download software and license' page with the 'Get Software' tab selected. The page contains the following elements:

- Navigation:** 'Electronic download', 'Frequently asked questions', and 'Software Depot' are listed on the left.
- Order Confirmation:** A header with three tabs: 'Order Confirmation', 'Get Software' (selected), and 'Get Licensing'.
- Instructions:** A section titled 'Please follow these steps to get your electronic download:' with three numbered steps:
  1. Either select the product from the product name list or use the search function.
  2. Choose a single file you want to download from the electronic downloads list.
  3. Go down to the selected media product information section and click the download button.
- Search:** A 'Search product:' text box with a 'Clear >>' button.
- Product Lists:**
  - 1. Product name:** A list of product names:
    - 10 : HP 1-1 Doc Creatr Prd SW E-LTU:Win
    - 20 : HP 1-1 Doc Creatr Dev SW E-LTU:Win
    - 70 : HP AFP View Wdws SW E-LTU
    - 80 : HP Designer SW Wkstin E-LTU
  - 2. Electronic downloads:** A list of download links:
    - DiaEngs
    - DiaEngs
    - DiaEngs
    - DiaEngs
- 3. Selected media product information:** A section with labels for 'Item #:', 'Product #:', and 'Product name:'.

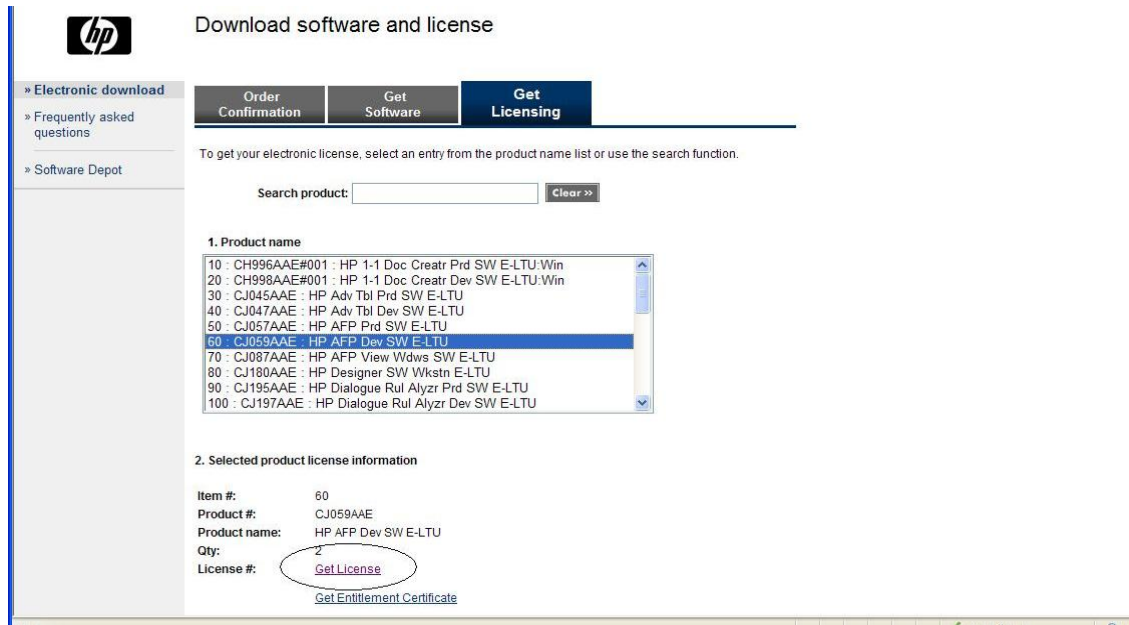
It is possible that you will see electronic downloads with the same name. For example, Dialogue engine (“DiaEngs”). That is the case for products that have a single byte character set (SBCS) and a double byte character set (DBCS) version. At first there will be no indication of which download is for SBCS and which is for DBCS. You will know which download is which when you click on them in the Electronic Downloads column. Details about the selected download will appear under the products table. You can ignore downloads with a size of 0.1 MB or less.

The screenshot displays a software catalog interface with three main sections:

- 1. Product name:** A list of products with item numbers and descriptions. Item 20 is highlighted in blue. A green arrow points to this row.
- 2. Electronic downloads:** A list of download names corresponding to the products. The first entry, "DiaEngs", is highlighted in grey. A green arrow points to this entry.
- 3. Selected media product information:** Detailed information for the selected product (Item # 20). A green arrow points to this section.
  - Item #: 20
  - Product #: CH998AAE#001
  - Product name: HP 1-1 Doc Creatr Dev SW E-LTU: Win
  - Version: -
  - Software specification: DiaEngs
  - Download filename: DiaEngWin6\_1\_021CH996-10506.zip
  - Download Directly >>** (button)
  - File size: 3.09 MB
  - MD5 checksum: 7a0ee535046659c14a88cc7d3b852d4d
  - License: [Get License](#)
  - [Get Entitlement Certificate](#)

Click “Download Directly>>” to download the selected product.

# Step 3—Getting Your License(s)



From the 'Order Confirmation' tab on the "Download software and licenses" page, click on the "Get License" link next to the product you wish to license. Alternately, you can directly click the "get Licensing" tab. The list of products that you purchased will again appear. Select the product you wish to license and scroll to the bottom and click on the 'Get License' link.

You will then be required to enter your user id (email address and password) for the Webware licensing server. This user id is different from any other user ids that you may use for other HP online systems (e.g. SUM, SSO, ITRC).

If you are using the Webware licensing server for the first time, please create a new account by entering your email address and a password in the "First time users" section (you can use the same password as you use for the other HP systems). Click "Sign-In". On the "User profile" page, fill in the required fields and click "Next/Update User".

On the next screen, entitled "Product selection", check all the products for which you need a license key. If you ordered an SBCS license, select "English/SB" in the product version column. Select "MultiLang/DB" if you ordered a double byte/DBCS license. Select "Both" if you purchased both SBCS and DBCS licenses. You do not have to request license keys for all the Product Families at the same time.

If you purchased multiple licenses (e.g. a production and a development environment) you will find separate downloads of the same product for your different environments. Since the software is the same for the different environments/product families, you only need to download each software module ONCE.

Example:


"HP 1-1 Doc Creatr **Prd** SW E-LTU:" and "HP 1-1 Doc Creatr **Dev** SW E-LTU"

Prd = production, Dev = development

Make sure that you select all the modules that need to be activated for a specific environment/Product family and that you know the server id of the servers where the modules will be used before going to the next step. You can select all the modules in a Product family by checking the box in the Product family header.

» HP Home    » Products & Services    » Support & Drivers    » Solutions    » How to Buy

» Contact HP    Search:     HP OpenView    All of HP US

 **Product selection**

Transaction ID: 3420108 [More info](#)

**Order number: 84Z550836001**

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

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

Select product	Product number	Product name	Product version	Quantity available
<b>Product family: AFP Production</b>				
<input type="checkbox"/>	CJ087AAE	HP AFP View Wdws SW E-LTU	any	14
<b>Product family: Development</b>				
<input type="checkbox"/>	NA CH998AAE	HP 1-1 Doc Creatr Dev SW E-LTU	English/SB	NO
<input type="checkbox"/>	NA CJ047AAE	HP Adv Tbl Dev SW E-LTU	any	NO
<input type="checkbox"/>	NA CJ059AAE	HP AFP Dev SW E-LTU	any	NO
<input type="checkbox"/>	NA CJ197AAE	HP Dialogue Rul Aljzr Dev SW E-LTU	any	NO
<input type="checkbox"/>	NA CJ245AAE	HP Dymc Chrtg Dev SW E-LTU	any	NO
<input type="checkbox"/>	NA CJ257AAE	HP Dymc Cont Impt Dev SW E-LTU	any	NO
<input type="checkbox"/>	NA CJ269AAE	HP Dymc Data Acs Dev SW E-LTU	any	NO
<input type="checkbox"/>	NA CJ287AAE	HP Hi Vol Dlyv Dev SW E-LTU	any	NO

» Webware licensing

- » Generate license(s)
- » Manage license(s)
- » Migrate license(s)
- » Contact a license delivery center
- » Licensing FAQs

Other licensing links/sites

Related links:

- » HP Software Support Online

If you need to modify a license key for a server that is already registered, do NOT click the link “» Manage license(s)”. Instead, contact the Customer Assistance team ([exstreamca@hp.com](mailto:exstreamca@hp.com)).

If you register your servers for the first time, do NOT select Dialogue Designer (“WS\_DES HP Designer SW E-LTU (Wkstn)”) or other workstation products like Dialogue Designer, Design PDF, Design Compare, Converters, Live Editors, Anywhere, Anywhere Designers and Live Certificates before you have received your final server keys and the corresponding Customer ID. Servers MUST be licensed first.

AFP Viewer is not a workstation product.

Click “Next >>”.

In the screen entitled “License Redemption”, enter the server id for every product family/environment.

Products like Dialogue Designer, Design PDF, Design Compare, Converters, Live Editors, Anywhere, Anywhere Designers and Live Certificates require the “Customer id”. These products will redeem the entire quantity of ordered licenses at one time.

Select the platform for which you purchased your software.

If you need help with finding the server id for your platform, click “More info” next to the Server ID field.

If you don’t know which server you will use to run the software, click “<<Previous” and uncheck all the modules for which you intended to request a license key. If you have purchased a site license, please do not attempt to obtain a license online. Instead, contact the Customer Assistance team ([exstreamca@hp.com](mailto:exstreamca@hp.com)).

**hp** License redemption

Transaction ID: 3420108 [More info](#)

**Order number: 84Z550836001**

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

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

\* = required field

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

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

License owner\*  [More info](#)

Send copies to  (email@address1, email@address2, ...etc) [More info](#)

SAID (if available)  [More info](#)

**Product family - AFP Production**

The following are the products under the product family AFP Production for which the licenses will be generated using the below information.

CJ087AAE - HP AFP View Wdws SW E-LTU

Product version	any <a href="#">More info</a>
Server ID*	<input type="text"/> <a href="#">More info</a>
Platform*	Windows NT <input type="text"/> <a href="#">More info</a>

Click “Next >>”.

Repeat the actions in section STEP 3 for each product family and server for which you need a license key.

On the ‘license redemption’ screen you will need to select the license owner. There are three choices:

- I am the license owner
- Select from my license owners
- Find or create a license owner

Choose the appropriate option and fill in the required fields.

The “License owner” is the end user or owner of the environment/server where the software will run.

You will need to create user profiles for all the license owners/end users.

Select the platform of the product for which you are requesting a license.

Enter your Server ID.

If you have a large number of AFP Viewers to register, you can, instead of registering them individually here on the Webware licensing server, send a licensing request with the MAC addresses, license owner/end user names and email addresses to [software.keys@hp.com](mailto:software.keys@hp.com).

Click ‘Next >>’ to go to the next screen.

The final screen is the “Transaction Summary”. Review this screen carefully. You can click on ‘<< Previous’ to go back and correct any errors. (FYI – Target ID is equivalent to Server ID/Customer ID).

You will then see your License Certificate. A copy will be mailed to you. You will receive the requested keys in 1-2 business days.

## Step 4—Putting Your Temporary Product Keys to Use

With your License Certificate, you will receive temporary keys valid on any platform/server and activating all products, in an email from [webware@open-channels.com](mailto:webware@open-channels.com) entitled “HP License Certificate”. These keys will be valid for one month and will allow you to get started immediately, before obtaining permanent license keys for your specific servers (1-2 business days after your online request).

With these temporary keys, you can run production without any disclaimer messages and use Dialogue Designer without having to register your workstations.

Please be aware that these temporary keys are not specific for your software purchase. You risk using modules which you are not entitled to use and if used, will cease to work with your final key(s).

## Step 5—Putting Your Production Keys to Use

If you have provided the correct information during the server registration, you will receive your final Dialogue license keys and your Customer ID and password for workstation registration 1-2 business days after registering your server(s). Dialogue keys are named .ekf. AFP Studio keys are named .key.

**When you have your customer specific Dialogue keys, execute Step 9, Installing Dialogue Keys.**

**Once you have installed your final Dialogue keys in your Design database, you can proceed with Step 6, License Redemption For Your Workstations (GUI Software).**

## Step 6—License Redemption For Your Workstations (GUI Software)

**Important: Only execute this step after completing STEP 3 and after you have received your final Dialogue key and Customer ID/password.**

Complete STEP 3 up to “product Selection”. In the screen entitled “Product selection”, select your workstation product. Dialogue Designer, Design PDF, Design Compare, Converters, Live Editors, Anywhere, Anywhere Designers and Live Certificates are workstation products. “HP Designer SW E-LTU (Wkstn)” and press “Next >>”.

On the “License Redemption” page, enter your “Customer ID”. The customer ID is also the ID that you will use to register each workstation. The Customer ID and password are provided at the same time as your production keys (see STEP 5).

Press “Next>>”.

Repeat the actions in STEP 6 for each product family and server for which you need a license key.

On the ‘license redemption’ screen you will need to select the license owner. There are three choices:

- I am the license owner
- Select from my license owners
- Find or create a license owner

Choose the appropriate option and fill in the required fields.

The “License owner” is the end user or owner of the environment/server where the software will run.

You will need to create user profiles for all the license owners/end users.

Select the platform of the product for which you are requesting a license.

Enter your Customer ID.

Click 'Next >>' to go to the next screen.

The final screen is the "Transaction Summary". Review this screen carefully. You can click on '<< Previous' to go back and correct any errors. (FYI – Target ID is equivalent to Server ID/Customer ID).

You will then see your License Certificate. A copy will be mailed to you. You will receive the requested keys in 1-2 business days.

## Step 7—Licensing Your Workstation

After you have entered your final Dialogue key into your design database you will be asked to register your Designer workstation(s). Any workstation that accesses your design database with the final key will need to be registered before you can use Dialogue on that PC. Obviously you can only register as many workstations as you have licensed Designer licenses. Please review the Dialogue "Getting Started" guide for more information on Designer licensing. The password needed to register a workstation will be sent to you with your final Dialogue keys.

## Step 8—User Sign-In

### Entering the contact information for the software

Who is the license requestor and who is the license end user ("license owner")?

In the License registration window, check the box "I am the License owner" if you are the end user of the product/license. If you check this box, your sign in information will be used to fill the license owner/end user information on the next screen.

If you are a channel partner and do the license redemption process for the final customer, do NOT check the box "I am the license owner". Instead, fill in the information of your customer in the license owner/end user fields. The license keys will be delivered to the license requestor.

## Step 9—Installing Dialogue Keys

- In the Design database
  - a. Using Design Manager, open the database that you want to update with the new key and log in as a Dialogue user with admin rights.
  - b. Open the “Environment” object in the library tree.
  - c. Open “System”, “System Settings”.
  - d. Select the “Key” tab.
  - e. Click the floppy disk icon, select the new license key file (.ekf) and click “Open”.
  - f. Save the System Settings.
- In the Production Environment
  - a. Open the key file using a simple text editor.
  - b. Observe that the first line starts with the text “\*\*\*Key:”.
  - c. Extract/copy all of the characters after “\*\*\*Key:” (excluding the space) from the first line – this is the license key string.
  - d. Update your control file by pasting the license key string into your control file (engine switch “-key=”).
  - e. Save your control file.

Please see the Dialogue installation guide for further information on key file installation.

## Installing AFP Studio key

To renew your keys on a Windows system please proceed as follows:

- Open the control panel and select “Add or remove programs
- Select “AFP Studio” and click the button “Change”.
- In the window that appears, select “Modify” and press “Next”.
- Select “I will use a keyfile to run AFP Studio” and press “Next”.
- Select the new keyfile you received and press “Open”.
- In the “Select Features” window, press “Next”.
- In the first setup complete window, press “Finish”.
- In the second and last window confirming that the installation is complete and stating “the setup wizard has to reboot machine”, select “No, I will restart my computer later” and press “Finish”.
- You have now updated your system with the renewed keys. You do not need to reboot your system to activate the new keys.

On any other operating system, you will need to replace your current AFP Studio key file with the new key file.

Please see the AFP Studio installation guide for further information on key file installation.

## Step 10—Finding Answers to Your Questions

Please contact the Exstream Customer Assistance team at [exstreamca@hp.com](mailto:exstreamca@hp.com) with any additional questions or issues experienced during this process.