

Please direct any questions to your HP Sales Rep.

# Geographical (Site & Area) License Relocation Transfer Fee (T6620AAE) – Mercury Products

## – Policy

1. ***This FEE ONLY applies to Site and AREA licenses for Quality Center, LoadRunner, Performance Center, Functional Test and Service Test.***
2. ***"Area"*** means a license allowing the Software to be used in a single region, defined as the Americas (North, Central and South America and Mexico) or EMEA (Europe, Middle East and Africa) or JAPAC (Japan, Asia, Pacific Rim and Australia); Area cannot be global or multiple regions
3. ***"Site"*** means a license allowing the Software to be used at an address (e.g., room number, department number, building number, street address, campus etc.) or a group of addresses. Site cannot include addresses in multiple countries or states.
4. **All other licenses can be moved from one location to another for free.**
5. Customer must pay a geographical relocation license transfer fee to relocate their license from one Geographical Physical location Site/Area to another.
6. Fee to be charged is 15% of the **LIST** price. Product Number to be used to complete this geographical relocation transfer transaction is T6620AAE.
7. The Services Contract Operations organization handles the updating of the customer support contract to the new geography. Please contact the assigned contract administrator for contract updates
8. The sales rep needs to obtain the licensing asset information for the licenses to be transferred from the [SWCustomerInfo@hp.com](mailto:SWCustomerInfo@hp.com) team
9. The sale rep needs to provide the licensing and location change information to the [SWCustomerInfo@hp.com](mailto:SWCustomerInfo@hp.com) team so that they can make the necessary adjustments to the customer assets in Siebel.
10. The customer then needs to submit a license request:
  - A. For Mercury licenses purchased before 4/1/07 At [http://support.openview.hp.com/problem\\_reporting.jsp](http://support.openview.hp.com/problem_reporting.jsp)
  - B. At [www.webware.hp.com](http://www.webware.hp.com) for Licenses purchased after 4/1/07

**For Mercury licenses purchased before 4/1/07 [http://support.openview.hp.com/problem\\_reporting.jsp](http://support.openview.hp.com/problem_reporting.jsp):**

1. Click on "Submit a support case".
2. 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).
3. For creating a License case please select the radio button for "Non-Technical/business" cases.
4. From the dropdown menu please select "Licensing"
5. Specify the SAID you are going to use.
6. Enter the case title, case details and attachments.

**For Mercury Licenses purchased after 4/1/07 [www.webware.hp.com](http://www.webware.hp.com):**

To move a license the customer would access the licensing site [www.webware.hp.com](http://www.webware.hp.com) use the "Move" function within Webware to change the host info, i.e. IP address.

Depending on the software, this information maybe needed to complete this transaction:

Order number from Entitlement certificate

Product number/name

Server name (if applicable)

IP address (if applicable)

Device identifier (if applicable)

License Owner contact information

Customer can also contact the local licensing center at the numbers listed below for questions and/or assistance.

Hewlett-Packard Password Center for U.S.A:

Phone: (801) 431-1597 or (800) 326-0411

Fax: (801) 431-3654

Hours of operation: 6:00 am to 6:00 pm MST, M-F

Hewlett-Packard Password Center for Europe/Africa:

Phone: (+31-55-543-4642)

Fax: (+31-55-543-4645)

Hours of operation: 9:00 to 18:00 CET, M-F

Hewlett-Packard Password Center for Asia Pacific:

Phone: (outside Japan) (+81-3-3227-5672)

Phone: (within Japan) (+81-03-3227-5264)

Fax: (+81-3-3227-5238)

Hours of operation: 9:00 am to 5:00 pm JST, M-F

Please have the following information available before calling these password centers:

Product number

Product name

IP address or Evaluation certificate

Order number from the Entitlement certificate

**Free license relocation process (non Site/Area):**

Use this website for creating a non-technical case such as moving a license to a different server:

[http://support.openview.hp.com/problem\\_reporting.jsp](http://support.openview.hp.com/problem_reporting.jsp)

1. Click on "Submit a support case".
2. 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).
3. For creating a License case please select the radio button for "Non-Technical/business" cases.
4. From the dropdown menu please select "Licensing"
5. Specify the SAID you are going to use.
6. Enter the case title, case details and attachments