

eOpen Software Installation Guide

What is eOpen?

eOpen is an online tool that allows participants of the Microsoft Software Donation program to manage their software licenses, including:

- Accessing your Volume License Product Keys to install your software
- Updating contact information
- Downloading software included in your software license agreement

Installation Instructions

These instructions are provided to grantees of the Microsoft Software Donation program to help you to register, activate, and begin using your new software quickly and easily.

When your software grant is approved, you will receive a notification letter from Microsoft via e-mail. After your software arrives, follow the steps outlined in the following section (this information is also in your notification letter). These instructions guide you through the registration process and enable you to access your Volume License product keys needed to activate your software (if required).

1. Go to the [eOpen Web site](#).

In the upper right corner of the page, select your language from the **Choose Language** drop-down list (as needed).

The screenshot shows the Microsoft eOpen website interface. At the top, there is a navigation bar with links for "All Products", "Support", "Search", and "Microsoft.Com Guide". The Microsoft logo is in the top right corner. Below the navigation bar, there is a "Sign In" button. The main content area features a "Welcome" message and a "Please sign in" prompt with a "Sign In" button. A yellow circle with the number "1" is placed over the "Choose Language..." dropdown menu, which is highlighted with a yellow rectangular box. The page also includes a sidebar with links like "Home", "Help", "Agreement Summary", "License Statement", "View Volume License Keys", and "Product Downloads". At the bottom, there is a copyright notice: "© 2005 Microsoft Corporation. All rights reserved. Terms of Use. Privacy Statement".

2. Click **Sign In**.

The screenshot shows the Microsoft eOpen website interface. At the top, there is a navigation bar with links for "All Products", "Support", "Search", and "Microsoft.Com Guide". The Microsoft logo is in the top right corner. Below the navigation bar, there is a "Home | Help |" section and a "Sign In" button. A yellow circle with the number "2" highlights the "Sign In" button. The main content area features a "Welcome" message and a sign-in prompt: "Please sign in [Sign In] If this is your first visit to the site, you will need to create a username and password using Windows Live™ ID. This will serve as your personal identification for the site going forward." Below this, there is a section titled "What is eOpen?" which lists several features: "eOpen allows you to:" followed by a bulleted list: "• Create and retain personalized views of Open License purchase history information", "• Review your license agreement and product use rights", "• Update your license contact information online", "• View Open License purchases made in more than 180 countries", "• Find and download software available under your license agreements", and "• Access your Volume License Product Key to install your software". At the bottom, there is a footer with the text "© 2005 Microsoft Corporation. All rights reserved. Terms of Use. Privacy Statement".

Microsoft
eOpen

All Products | Support | Search | Microsoft.Com Guide

Sign In

Microsoft

Home | Help |

I Want To... Choose Language...

Agreement Summary

License Statement

View Volume License Keys

Product Downloads

Welcome

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Please sign in [Sign In](#) If this is your first visit to the site, you will need to create a username and password using Windows Live™ ID. This will serve as your personal identification for the site going forward.

What is eOpen?

eOpen allows you to:

- Create and retain personalized views of Open License purchase history information
- Review your license agreement and product use rights
- Update your license contact information online
- View Open License purchases made in more than 180 countries
- Find and download software available under your license agreements
- Access your Volume License Product Key to install your software

If you have any questions about this site or how to use it, please visit the [Help page](#)

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3. Enter your Windows Live ID e-mail address and password in the designated spaces and click **Sign In**.

Note: If you have a Hotmail account, MSN e-mail account, or Microsoft Passport, you have a Windows Live ID. You can sign in with your existing e-mail address and password.

If you do not already have a Windows Live ID, click **Sign Up Now** to register.

Microsoft
eOpen

Sign in to eOpen [Help](#)

E-mail address:

Password: [Forgot your password?](#)

3

Sign in

Save my e-mail address and password

Save my e-mail address

Always ask for my e-mail address and password

Windows Live ID
Works with Windows Live, MSN, and Microsoft Passport sites
[Account Services](#) | [Privacy Statement](#) | [Terms of Use](#)
©2008 Microsoft

New to eOpen?

You can sign in here with your Windows Live ID or Passport account.

Sign up to use one Windows Live ID to sign in to any Windows Live, MSN, or Microsoft Passport site.

Sign Up Now

4. If this is your first time using the eOpen Web site, complete the **My Profile** section. Once you have completed your profile, click **OK**, and you will return to the home page.

Microsoft®
eOpen

All Products | Support | Search | Microsoft.Com Guide

Sign Out

Microsoft

Home | My Profile | Notifications | Help |

License Search: I Want To... Choose Language...

Agreement Summary

- Add Agreement
- Agreement Comments
- Unhide Licenses

License Statement

- View License Statement
- Learn More
- Product Downloads

My Profile

Please provide the following information to identify yourself:

* Indicates a required field

4

*Contact Email Address:

First Name: Last Name:

Job Title: Company:

Address: Phone:

City: FAX:

State/Province: Number of Desktops:

Zip/Postal Code: VAT Number (Europe Only):

Occasionally, Microsoft and its Partners would like to keep you informed of products and services that may be of interest to you. If you prefer not to receive such information please check this box

OK

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5. Under **Agreement Summary** in the left-hand navigation, click **Add Agreement**.

The screenshot shows the Microsoft eOpen website interface. At the top, there is a navigation bar with links for 'All Products', 'Support', 'Search', and 'Microsoft.Com Guide'. The Microsoft logo is in the top right corner. Below this is a secondary navigation bar with 'Home', 'My Profile', 'Notifications', and 'Help'. A search bar is present with the text 'License Search' and a dropdown menu for 'I Want To...'. A yellow circle with the number '5' is overlaid on the 'Add Agreement' link in the left-hand navigation menu. The main content area is titled 'Home' and contains sections for 'How do I use eOpen?' and 'What is eOpen?'. The 'How do I use eOpen?' section includes instructions for first-time users and existing users. The 'What is eOpen?' section lists several capabilities of the eOpen platform.

Microsoft
eOpen

All Products | Support | Search | Microsoft.Com Guide

Sign Out

Microsoft

Home | My Profile | Notifications | Help |

License Search 5 I Want To... Choose Language...

Agreement Summary

Add Agreement

Agreement Comments

Unhide Licenses

License Statement

View License Statement

Learn More

Product Downloads

Home

How do I use eOpen?

First Time User: If you have not done so already, please [fill out your profile](#). You may then choose which licenses to view by selecting [Add Agreement](#) on the left side of your screen. You will be required to enter a valid authorization and license number in order to view your licenses.

Existing users: Please select [Agreement Summary](#) on the left side of your screen to view your company's license purchase history.

What is eOpen?

eOpen allows you to:

- Create and retain personalized views of Open License purchase history information
- Review your license agreement and product use rights
- Update your license contact information online
- View Open License purchases made in more than 180 countries
- Find and download software available under your license agreements
- Access your Volume License Product Key to install your software

If you have any questions about this site or how to use it, please visit the [Help page](#).

6. Enter your **Authorization Number** and **License Number** from the notification letter you received from Microsoft, and then click **Add to view**.

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eOpen

All Products | Support | Search | Microsoft.Com Guide

Sign Out

Microsoft

Home | My Profile | Notifications | Help |

License Search: [input] I Want To... Choose Language...

Agreement Summary

- Add Agreement
- Agreement Comments
- Unhide Licenses

License Statement

- View License Statement
- Learn More

Product Downloads

Add Agreement

Enter a valid authorization and license number to see your purchase history for that authorization. eOpen will show all licenses purchased under the authorization number unless this function does not apply to your license type -- see Help Section for details. You may also add a comment (i.e. Marketing Department) that only you will be able to see. The comment will be highlighted on the Agreement Summary page when you place your mouse over the authorization number.

Authorization Number: [input]
License Number: [input]

Comment (Optional): [input]

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Add to view

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- On the **Agreement Summary** page, select the appropriate **License** number in order to view the details of a specific license agreement. The **License** number is highlighted in yellow.

Microsoft eOpen | All Products | Support | Search | Microsoft.Com Guide | Sign Out | Microsoft

Home | My Profile | Notifications | Help | License Search: [] I Want To... [] Choose Language... []

Agreement Summary

Add Agreement
Agreement Comments
Unhide Licenses

License Statement

View License Statement
Learn More

View Volume License Keys

Product Downloads

Agreement Summary

Below are the purchase history details for the authorization numbers in your current view. You may choose to hide certain licenses to personalize your view. Click on the license number to view the license details.

As of March 2002, for Academic Open Licenses, and for Government and Corporate Open Licenses in selected regions, eOpen will only show all licenses under an authorization number if you enter the first license number purchased under that authorization. Please see Help Section for details.

Click to hide license from view | Click to view Agreement | Remove this authorization from view

Page 1 of 1 Lines per Page 12 Refresh

Authorization: : Status: Active X
Start Date: 2007-03-27 End Date: 2009-03-31
Program: Charity Pool: Not Applicable Level: No Level

License	Licensee	Reseller	Order Date
X 12341234	Microsoft Community Affairs	CyberGrants, Inc.	2007-03-27

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- Review the Microsoft License Agreement (use the scroll bar on the side to read the full text). Once you have read, understood, and agreed to the terms, you can accept the agreement by entering your full name and clicking **I Accept**.

Microsoft eOpen | All Products | Support | Search | Microsoft.Com Guide | Sign Out | Microsoft

Home | My Profile | Notifications | Help | License Search: [] I Want To... [] Choose Language... []

Agreement Summary

Add Agreement
Agreement Comments
Unhide Licenses

License Statement

View License Statement
Learn More

View Volume License Keys

Product Downloads

License Acceptance

To view licenses and access volume license product keys (if any) for this order, please review and accept the following terms and conditions. You will need to type your name and click "I Accept" at the bottom of the agreement. Note: If you decide not to accept the terms of this agreement, you may receive a full refund by returning the agreement, together with all accompanying materials and documents, to your reseller.

[View your Product Use Rights](#): These are the Product Use Rights in effect at the time we processed your order. Your use of a future version of any product that you are entitled to run under this agreement is governed by the product use rights for that version in effect as of the date of its commercial release under the Open License program. We agree to make a copy of such product use rights available to you at this site, or by other reasonable means.

I have read and understand the above terms and conditions. As an authorized representative of the company or organization identified in the online records (as defined in the above), I acknowledge and agree to these terms and conditions.

Please enter your full name and click "I Accept" [] [I Accept] [Cancel]

9. To view the Volume License product keys, click **View Volume License Keys** in the left-hand navigation.

The screenshot shows the Microsoft eOpen interface. At the top, there are navigation links: All Products, Support, Search, and Microsoft.Com Guide. The eOpen logo is on the left, and the Microsoft logo is on the right. Below the logo is a navigation bar with Home, My Profile, Notifications, and Help. A search bar is present with the text 'License Search:' and a dropdown menu for 'I Want To...'. There is also a 'Choose Language...' dropdown.

The main content area is titled 'License Detail (12341234)' and includes a yellow circle with the number '9'. Below the title is the section 'Important Information' with three links:

- Start and manage your Software Assurance Benefits
- Information on activating Microsoft Business Solutions products
- Activating TechNet Subscriptions

Below this is a table of license details:

Authorization	62210047ZZC0906	License	12341234
Status	Active	Customer	Microsoft Community Affairs
Order Date	2007-06-01	Contact	Sarah
Online Acceptance By	Sarah	Address	One Microsoft Way,
Online Acceptance Date	2007-09-17		
Reseller			
Program	Charity		
Pool	Not Applicable		
Level	No Level		

Below the table is a table of license products:

Product Description	Version	Quantity	SKU
Microsoft® CRM Small Business Ed Server License/Software Assurance Pack Donations OPEN No Level Qualified	Non-s	1	C8C-00602
Microsoft® OneNote® License/Software Assurance Pack Donations OPEN No Level Qualified	Non-s	4	S26-01071

The left-hand navigation menu includes: Agreement Summary, License Detail (selected), License Statement, and Product Downloads. The 'View Volume License Keys' link is highlighted in the License Detail section.

10. If this is your first visit to the Licensing Service Center (where the Volume License product keys are displayed) you will be prompted to complete a registration form like the one that is shown in the following image.

Quick Links | Home | Worldwide | Sign Out

Microsoft | Volume Licensing

Search Microsoft.com for: Go

Licensing Service Center Registration

Thank you for taking the time to fill out the following online form. If you do not want to submit your information, click **Cancel**.

* Indicates a required field

My Name (Personal Information)

***Required: First Name** ***Required: Last Name**

First Name* Last Name*

Middle Name/Initial Additional Last Name

Prefix

Suffix/Title

My Business Address

Department Name

Job Title

Select a Country/Region:*
United States

Street Address*

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11. Next, read and follow the instructions to verify the ownership of your e-mail address.

Microsoft | Volume Licensing

Quick Links | Home | Worldwide | Sign Out

Search Microsoft.com for: Go

Verify Ownership of your E-mail Address

To better protect your privacy, Microsoft requires that you verify ownership of your e-mail address prior to sending you information.

Your e-mail address: **sbhmsft@hotmail.com**

Instructions: An e-mail message has successfully been sent to your inbox. To complete the process follow the instructions below.

1. Go to your inbox at the address above.
2. Open the verification message from 'Microsoft' with the subject line 'Verification E-Mail'.
3. Click the link in the body of the e-mail or follow the instructions.

Note: If you close this browser window before completing the verification process, you may also be asked to sign in with your Windows Live™ ID.

Trouble Shooting: If you have trouble receiving your Inbox Verification E-mail, try the following:

- Wrong Address:** Make sure that you have typed in the correct e-mail address (displayed above). You may correct any mistakes by returning to the Profile Center and editing your e-mail address.
- Junk Mail Filter:** Make sure that the Verification E-mail did not get filtered into the junk mail folder of your e-mail application.
- Blocked by ISP:** In some cases e-mails may be accidentally blocked by anti-spam technology used by your Internet Service Provider (ISP). Contact your ISP and ask them if they are blocking e-mail sent by 'Microsoft'.
- Contact Us:** If you are still unable to receive the Verification E-mail after three attempts, [Contact Us](#)

[Continue](#) **11**

[Manage Your Profile](#)

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12. When your e-mail address is verified, you will be redirected to the Licensing Service Center. The Volume License product keys that are required to activate your software are located under the **Product Key** heading in the main body of the page. Use the Volume License product key during software installation to activate and use your software.

Click Here to Install Silverlight

United States Change | All Microsoft Sites | Sign Out

Microsoft | Volume Licensing

Search Microsoft.com for: Go

VL Service Center Home

Product Keys Welcome, Heather
[[Edit Profile](#)]

Manage

- License Statement
- Software Downloads
- Product Keys

View

- Site Support
- About License Statement
- MVLS
- eOpen
- Product License Advisor

All Product Keys | [MAK and KMS Keys](#) | [About Product Keys](#)

All Product Keys

Use product keys to enable your volume licensing software.

- [Go to MAK and KMS Keys to request a MAK Key](#)
- [Learn more About Product Keys](#)

Microsoft Community Affairs (1 Agreement(s))

Authorization or Agreement	License or Enrollment	Product	Product Key	MAK Key Activations Used/Available
12345678ZC1234	12345678	Office 2003 Applications	12345-ARCDE-12345-ABCDE-12345	
		Office 2007 Applications	12345-ARCDE-12345-ABCDE-12345	

12a

- To install certain licensed products, you must use a specific Volume License product key. This product key is issued to your organization for your exclusive use for each specific license grant. Because your organization is held accountable for unauthorized use of the Volume License product keys that are

assigned to your software, you agree to use your best efforts to keep a secure record of product keys, which includes not disclosing them to any unauthorized third party.

- Volume License product keys are displayed for products that require activation only.
- Some products do not require activation, but still require a standard product key for installation. For these products, the standard product key is displayed on a *yellow sticker* on the back of the plastic sleeve that contains the software CD.

The following image displays an example of the message you will see if a product that is included in your software grant does not require a Volume License key for activation. If you receive this message, look for the product key on a yellow sticker on the back of the plastic sleeve that contains the software CD. You will need this product key to install your software.

Click Here to Install Silverlight | United States Change | All Microsoft Sites | Sign Out

Microsoft | Volume Licensing | Search Microsoft.com for: Go

VL Service Center Home | **Product Keys** | Welcome, Heather [Edit Profile]

Manage
License Statement
Software Downloads
Product Keys

View
Site Support
About License Statement
MVLS
eOpen
Product License Advisor

All Product Keys | MAK and KMS Keys | About Product Keys

No Volume License keys were found. Your agreement entitlements may not include Volume License keys. Please contact your partner or reseller for more information.

12b

Printer-Friendly Version | Send This Page | Add to Favorites

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