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Volume Licensing Service Center

2/10/2021 • 2 minutes to read

- The [Volume Licensing Service Center](#) (VLSC) is where organizations manage licenses purchased via the following volume licensing programs: Microsoft Enterprise, Enterprise Subscription, Select Plus, Select, Academic – Education Enrolment or School Enrolment, Open Value, Open Value Subscription and Open Licenses programs.
- Please note, licenses purchased via the Microsoft Product Services Agreement (MPSA) are managed in a separate site - the [Microsoft Business Center](#).

Overview of the VLSC

The Volume Licensing Service Center (VLSC) gives you easy access to:

- Download products and keys
- Access all of your volume licensing information
- View your relationship summary and license summary details
- Review the status of your enrollments
- Activate and consume Software Assurance Benefits

Register, Assign Permissions or Access Your Licenses

During registration, provide the same business or organization e-mail address that was referenced in the access notification e-mail you received.

Helpful Links

- [See FAQ](#)
- [Training & Resources](#)

Volume Licensing Service Center (VLSC) Frequently Asked Questions

2/10/2021 • 2 minutes to read

The Frequently Asked Questions (FAQs) for the Volume Licensing Service Center are divided into logical topics to help you quickly find answers to your questions. A brief summary of each FAQ is provided below.

Sign In

Explains how users can register and sign in to the VLSC for the first time.

User Permissions

Explains how permissions are assigned for the VLSC, what someone with each permissions role can do, how to find out what permissions are assigned to you, and how to request new permissions.

Administrator

Provides information and guidance to individuals named as a Notices Correspondent or Primary Contact on Volume Licensing legal agreements—as well as for all other individuals assigned the Administrator role on the VLSC site.

License Summary

Answers questions about License Summary, which has replaced the former Microsoft License Statement in VLSC.

Software Downloads

Addresses software downloads, including what you can legally download and the best ways to manage your downloads.

Product Keys

Addresses different product key types and how to correctly use each key type.

Online Service Activation for Open programs

Addresses questions about online services keys, activations, and downloads.

Online Service Activation for Volume Licensing programs

Addresses questions about registration, activation, and renewing of services for non-Open programs.

Software Assurance

Answers questions about the new Software Assurance Summary and Manage Software Assurance pages on VLSC.

Support Provided by Licensing Solution Partners

Provides information and guidance about contacting, identifying, and choosing Licensing Solution Partners.

Support for Volume Licensing Orders, Invoices and Payments

Provides invoice and payment scenarios where you should contact your Licensing Solution Partner instead of Microsoft.

Product and Technical Support

Provides information about support for licensing solution, program licensing advice, products, services, and software assurance customers.

Sign-in FAQ

2/10/2021 • 5 minutes to read

Signing into the VLSC

See the following FAQ about signing.

Who can access the Volume License Service Center (VLSC)

Individuals who are granted access to the VLSC are notified of their permission assignment in a welcome email from Microsoft. The notification invites them to register as a VLSC user and immediately access and manage their agreements. Permission to access the VLSC is granted in one of two ways:

1. You are listed as a contact for the agreements in a legal Volume Licensing Program form. Contact types include Primary Contact, Notices Correspondent, Online Administrator, Software Assurance Manager, Online Services Manager, and/or Subscriptions Manager.
2. An Administrator with access to the agreements assigns you permission.

How do I register to use the VLSC

Managing your volume licensing agreements in the VLSC is possible only if you are a registered user of the site. Registration requires a valid business (work) email address. This is the email address provided on your Volume License Agreement or Open License Order.

To register for the first time as a VLSC user:

- To start the registration process, select Sign in with your Work Account.
- Enter your business email address and click Submit.
- The VLSC will bring you through the Sign In or Sign Up process of creating a VLSC User ID with a work account (business email).
- If it is your first time to sign into VLSC, you are required to input the business email address where you received the invitation to register.
- If the business email address listed on the agreement is different to the business email you used to Sign In with, a verification email will be sent to the email address listed on the agreement. You should access that email account, find the email titled "Thank you for Registering with the Volume Licensing Service Center" and Click the link in the e-mail to confirm your ownership of the business e-mail address. Allow up to 48 hours to receive this validation email and gain access to your agreements in the VLSC. If you see a message in the VLSC telling you that no permissions are associated with your account, do not re-register until you have waited 48 hours. Then you may try to register again.

What is a work or school account needed to sign into VLSC

A work or school account typically takes the form of username@orgname.com or username@orgname.onmicrosoft.com (where orgname is their employer's email domain name). This helps customers and Microsoft alike to validate the user's assigned permissions are accurately and securely affiliated with the licensed organization.

The requirement for a Work Account is for the purpose of authenticating a user's relationship with an organization and does not require that user or organization to consume Microsoft Services such as Office 365. However, if you do use one of those services you already have a work account. Sign in with the same account

you use to access that service.

Microsoft accounts linked to individuals rather than to organizations are intended to access personal services from Microsoft, such as Outlook.com email, Xbox or Windows 10 on a home PC. Because these accounts are personal to the user rather than to an organization, they are not appropriate for use on the VLSC. (It is no longer possible to register a business email address using a Microsoft Account).

How do I link my existing Microsoft account with my work account

If you previously signed in to the VLSC using a Microsoft account, the VLSC will prompt you to sign in instead with a work account. The process of converting your VLSC user ID to a Work Account is quick and achieved by following these steps in the screen that opens:

1. Enter your name and work email address.
2. Microsoft will send a verification code (signup code) to this work email address. Check your email and enter that code in the box titled Signup code.

NOTE

Confirm the country or region for your organization and change this if necessary. You cannot change this after you finish the signup process.

3. In the future, sign in to the VLSC using this work account. This will ensure you are using agreements associated with your organization.

VLSC Sign In Errors

See the following FAQ about the sign-in errors.

Error Code E06 "We are unable to complete your action"

If you have used a work account to sign in to the VLSC and then try to sign in using a Microsoft account, the VLSC will display this error message. Sign in using the work account displayed in the error message:

(Error E06)

Error Code E03 "Sorry, we cannot finish signing you up. Your IT Department has turned off signup for Volume Licensing Service Center"

If you see this error message, an administrator of your organization's Microsoft services has restricted users with your domain name from signing up to new subscriptions such as Power BI. Unfortunately, this restriction also prevents users from signing up for the VLSC.

Contact your Network Administrator (the person who administers your domain) and ask them to adjust permissions so that you can register to use the VLSC. Note, this does not require that you have a subscription. For more information about how admins can turn on and turn off this feature that prevents you from signing up for the VLSC, see the help topic titled [How can I prevent users from joining my existing Office 365 tenant?](#)

(Error E03)

Error Code E02 "We are sorry. We are unable to complete your sign

up to VLSC as the email domain you have provided is restricted for automatic sign up."

Some IT Administrators specifically restrict users from being able to sign up for online service subscriptions independently of an IT Administrator. Because the VLSC uses the same work account sign up solution as these services, signing up to VSLC is also blocked and will require the IT administrator to adjust the domain settings to allow users sign up to the VLSC. These changes don't need to be permanent. The administrator can change the settings back immediately after VSLC registration has been completed. Technical instructions are available [here](#). You may also [contact us](#) for further assistance.

(Error Code E04)

Error E05 "We are sorry. We are unable to complete your sign up to VLSC as the email domain you have provided is restricted for automatic sign up."

We cannot create a work account with the domain name you used if that account does not exist in your organization's Active Directory. Your organization's IT administrator should be able to guide you on what account to use, or can create a new account in your organization's Active Directory.

(Error E05)

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Permissions FAQ

2/10/2021 • 9 minutes to read

VLSC User Permissions

See the following FAQ about user permissions.

What is displayed on the My Permissions page

The [My Permissions](#) page displays the business e-mail to which your permissions have been assigned in the User Information box. It also displays your assigned VLSC permission roles by Licensing ID in the Current Permissions table. You can choose to display active or both active and inactive Licensing IDs in the table. The Parent Program and – if it exists – the Microsoft Business and Services Agreement (MBSA) under which the Licensing ID was issued is listed for each item in the table.

What can I do on the My Permissions page

While you are unable to add or remove **roles** for any Licensing IDs in the **Current Permissions** table, you can completely remove a Licensing ID from your permission set if you believe that access has been incorrectly or inappropriately assigned. This is possible in all but the following situations:

- You are listed as the Notices Correspondent or Primary Contact for the Licensing ID you are trying to remove.
- You are listed as the Notices Correspondent or Primary Contact for a legacy Microsoft Business and Services Agreement (MBSA) or on an Enterprise or Select Parent Agreement because the Licensing Info role is retained for all Child Licensing IDs of the MBSA or Parent Program. For more information, see the [Administrator FAQ](#) regarding Administrator Inheritance and deciding to Opt In or Opt Out as an Administrator of Child Licensing IDs.

To completely remove a Licensing ID from your permission set, complete the following steps from the My Permissions page:

1. Locate the Licensing ID you want to remove in the **Current Permissions** table.
2. Click the **Remove** icon associated with the Licensing ID (the red X located in the left column of the row).

IMPORTANT

Once access to a Licensing ID is removed, it can be restored only by submitting the [Permissions Request Form](#) to request re-assignment.

Requesting Permission to View Licensing Information

If you are signed in to the VLSC and Licensing IDs for your organization are not displayed, you may need to request access to your Licensing IDs by using the [Request Permissions](#) procedure.

1. Visit the [Volume License Service Center](#) (VLSC) and sign in.
2. Click on the **Administration** button and then on **Request Permissions** link.

The customer will then need to:

1. Select the program type and enter the enrollment number or Authorization/License number.

NOTE

Users with Open Licenses cannot request permissions to non Open License Agreements. In the event that your organization does have multiple program types, the Agreement Administrator of the non-Open license agreement must invite the user.

2. Select the desired permissions.
3. Enter comments (optional).
4. Click **Submit**

The Agreement Administrator will then receive notification of the request. In order to approve or deny the request, the Agreement Administrator will sign in to VLSC, hover over **Administration**, and click **Manage Users**.

The Agreement Administrator will view the Request in the **Pending Request** section of the page. They will need to click the **Request Number**. They can deny or accept the request, add an optional note, and click **OK** to complete the changes.

If approved, the requestor can manage tasks related to the Licensing ID immediately.

Why does the permission request require me to list a specific Licensing ID

It is rare that an organization has only one Administrator to manage VLSC access for all Licensing IDs. In large companies, there may be fifty or more individuals with Administrator access to hundreds of Licensing IDs. By entering a specific Licensing ID on the Permission Request form, the VLSC is able to send your request to select Administrators with sufficient permissions to process your request.

Who is my administrator

For privacy reasons, we cannot post the names of Administrators associated with your company or organization. If you do not know the identity of your Administrator, try the [Request Permissions](#) procedure. The VLSC routes your request to the appropriate Administrators.

Alternatively, consult your with your organization's Purchasing, IT or Finance departments as they may be able to confirm the licensing information that you need or be able to identify your Microsoft Reseller from your organization's purchasing records."

Managing User Permissions

See the following FAQ about managing user permissions.

I am an Administrator. How do I assign permissions to others

If you are an Administrator, see the [Administrator FAQ](#) for information about adding new VLSC users, adding or removing permissions for existing users, responding to Permission Requests, Administrator Inheritance, and other issues specific to VLSC Administrators.

How do permissions differ for users who are assigned a role other than Administrator

Administrators can perform any action related to an agreement using the VLSC with no restrictions. Users who

are assigned limited roles can perform only those actions associated with the assigned role. For example, users assigned the Download role can download licensed software only. They are not able to access Product Keys or perform other actions related to the agreement.

Can multiple users sign in to the VLSC with the same work email address(such as ITdepartment@contoso.com)

This is not a good practice. It creates the potential for one user to make changes to a password or permissions that negatively impact other users signing in with the same email address. Each employee should access the VLSC with their own work account associated with their individual work email address.

What is a permission role

A permission role determines what you can or cannot do when using the VLSC to manage a specific Licensing ID (Select / Enterprise enrollment, Select Plus Customer Number, Open Value License, or Open License Authorization). You may be assigned more than one permission role per Licensing ID that you have access to. Your assigned roles may differ between Licensing IDs.

Which permission roles are available in the VLSC

There are seven permission roles that can be assigned to a Licensing ID in the VLSC. Available roles may vary by Licensing ID. The following table outlines allowable actions by permission role.

PERMISSION ROLE	ALLOWABLE VLSC ACTION
Administrator	Assign, Edit, and Remove VLSC user permission; as well as execute all actions allowed to other roles.
Licensing Info Viewer	View Volume Licensing reports, including the Software Assurance Summary.
Download	Download licensed Microsoft software per agreement.
Product Keys	View product keys per agreement.
Software Assurance Manager	Manage the following Software Assurance entitlements: Planning Services, Training Vouchers, E-Learning, Employee Purchase Program, Home Use Program, 24x7 Problem Resolution Support.
Online Services Manager	The contact may be responsible for service activation, reservation of services, and registration of the Office 365 portal. Important: OSMs do not have permission to submit Online Reservation by default. The Agreement Admin must assign Managed Reservation permission to an OSM - on a per enrolment basis.
Subscriptions Manager	Manage user assignments and changes to the following Microsoft subscriptions: Visual Studio Subscription.. When you assign subscriptions your obligation to purchase takes effect immediately at the time of assignment, regardless of whether that user later activates and/or uses that subscription.

Add Open Feature

See the following FAQ about the Add Open License feature.

What is the Add Open License feature

The Add Open License feature is used to gain a **limited** set of user access permissions to manage a specific Open License agreement. Permissions include:

- View license information
- Download licensed software
- Access product keys
- View a Software Assurance Summary
- View or manage Microsoft subscriptions (Visual Studio Subscription (formerly MSDN))

NOTE

The Add Open License feature cannot be used to assign Administrator access. To be added as an Administrator for an Open License agreement; click Administrator and then click Request Permissions. Complete and submit the Permission Request Form. Notification of the request is sent to the Administrators of record for the license. Allow up to 72 hours to process the request.

Who can use Add Open License to add permissions to an Open License ID

Any registered VLSC user who has an Open License agreement associated with his or her profile can use the Add Open License feature.

1. Click Administration and then click Add Open License to access the Add Open License page.
2. In the License **Number** and **Authorization Number** boxes, enter valid Open License agreement numbers.
3. Select the **I Acknowledge** check box and then click **Submit**.

Your entries are validated, and the request is submitted for processing. Notification of the request is sent to you and to the Administrators of record for the license. Allow up to 48 hours to process the request.

How does Add Open License keep my license information safe

Add Open License ensures the security of your licensing information by validating license and authorization numbers, notifying License Administrators of requests, and blocking user access if necessary, to prevent misuse.

Why must I provide my first and last name on the Add Open License page

Each user is required to have a complete VLSC profile before using the Add Open License feature. Profile information is sent to License Administrators to enhance agreement security. Administrators use this information to closely monitor who is accessing agreement information. Profile completion is requested upon first use of the feature only.

What does this error mean? You have entered an invalid Authorization/License number combination multiple times. This functionality has been temporarily suspended

This means that Add Open functionality is disabled on the Open License.

Please do NOT contact the support team as they are not empowered to re-enable this functionality.

Instead, contact the customer VLSC administrator and request he/she add you as a user.

Should I use Add Open License or Request Permissions to assign agreement permissions to users

Registered VLSC users who are authorized to manage a license on behalf of the Administrator or the Open License customer can use either Add Open License or Request Permissions to assign user permissions.

Consider the following when determining which feature to use:

- Request Permissions can be used to assign agreement permissions for any volume license program type.
- Add Open License can be used to assign Open License agreement permissions only.

Can my reseller manage my Open License agreements without being added as an Administrator

Yes. Resellers can be assigned a limited set of permissions to manage a specific Open License agreement on behalf of the customer, including the right to view license information, download licensed software, access Product Keys, view a Software Assurance Summary, and view or manage Microsoft subscriptions.

IMPORTANT

To manage account users, resellers must be assigned the Administrator role for the agreement.

How does my Reseller gain automatic access to my Open License agreements

A reseller will gain automatic access to an Open License if they provide their own business e-mail address on the Open Order form. As a customer, you may choose to deny access to your reseller by clicking "Deny Access" in the e-mail notification or in the Manage Users section of the VLSC.

Why were my Add Open License permissions denied/revoked

When Add Open license permissions are automatically granted, the Administrator receives an email to notify them of the request. Through either the email message or the VLSC site, the Administrator, as owner of the license, has the option to deny reseller access to their agreement if they choose.

For Open License Administrators: How do I approve/deny an Add Open License Permission request

Resellers who are not automatically added on a new agreement have the option to request access using the Add Open License feature. As a customer, you may choose to deny access to your reseller by clicking "Deny Access" in the e-mail notification or in the Manage Users section of the VLSC.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Administrator FAQ

2/10/2021 • 12 minutes to read

What is a VSLC Administrator

Every volume license agreement or license ID has at least one designated VLSC administrator who is responsible for accessing and controlling its Volume Licensing entitlements.

The Administrator role is assigned by default to the Notices Correspondent or Primary Contact listed on the Licensing agreement or Open License purchase order.

VLSC Admin should use the VLSC Manage Users page to view and manage all users and permission types for all Licensing IDs for which you are an Administrator. From this page you can:

- View active and/or inactive users.
- Click on a user's name to see related user information or to edit that user's current permissions.
 - Address pending Permission Requests.
 - Remove (deactivate) user permissions.

IMPORTANT

If you are the sole Administrator, your absence may hinder your company's ability to access and control its Volume Licensing entitlements. It is recommended that you assign at least one alternate Administrator per License ID.

If I'm an VLSC Administrator, am I also an administrator of Microsoft services for my organization

No, not necessarily. Having administrator permissions in the VLSC does not automatically mean you also have permission to administer Microsoft services such as O365. However, if you do administer those services for your organization and use the VLSC, you should sign in with the same work account.

For more information on activating services, see the [VLSC Service Activation FAQ](#).

I do not want to be an Administrator. What should I do

You may determine that your permission level is unnecessary for one or more Licensing IDs. Perhaps you were automatically designated as an Administrator in formal Volume Licensing program agreements (listed as a Primary Contact or Notices Correspondent and as an Online Access Contact) but intend for someone else to administer the licenses.

Even if you never intend to actively administer the volume licensing agreement, the quickest solution for you and for your organization is for you to register on the VLSC and immediately assign an appropriate individual the Administrator role.

You should do this for each Licensing ID on which you do not want to be an Administrator. Once this assignment is complete, you (or the newly added Administrator) can remove this Licensing ID entirely from your permission set.

For more information about removing a Licensing ID from your VLSC permission set, see the [Permissions FAQ](#).

How VLSC Admins Add New VLSC user

To add a new user (a user that has no VLSC permissions already), complete the following steps from the [Manage Users](#) page:

1. Under **New User Information**, type a valid business email address and name combination in the **Email**, **First Name**, and **Last Name** boxes.
2. Under **Permissions Assigned**, select the check boxes associated with the roles you are assigning to the requestor per [Licensing ID](#).
3. Click **Add** to save the updates.

A welcome e-mail message is sent to the new user, inviting them to complete VLSC Registration. Once registration is complete, the new user can access and manage the Licensing ID based upon the roles you assigned in approximately 2 hours.

How VLSC Admins Change or Remove VLSC permissions of existing users

To edit the permissions of a user, complete the following steps in the VLSC:

1. Click **Administration** and then click **Manage Users** to access the Manage Users page.
2. Click the **Email Address** hyperlink of the user whose permissions you need to edit to access the **Edit User** page.
3. In the **Permissions** table, do one of the following:
 - To edit roles: Locate the Licensing IDs you want to edit and select or clear the check boxes of roles for the Licensing IDs that are listed.
 - To remove Licensing IDs: Locate the Licensing IDs you want to remove and click the **Remove** icon associated with it (the red X located in the left column of the row).
4. Click **Add** to save the updates.

An e-mail message is sent to notify the user of the adjustments that have been made. Roles are immediately available to the user.

NOTE

Although it may take up to 2 hours for VLSC to display the role changes, the user should experience the changed permissions immediately for any existing agreements. For new agreements processed that same day, the changes can take up to 48 hours to come into effect.

Do employees with VLSC access keep their access after they leave the organization

Employees who use a work or school account to sign into VLSC lose VLSC access as soon as they are removed from their organization's domain in Azure Active Directory (AAD), even though they will still appear in the VLSC user list.

The VLSC Administrator can also manually remove someone's permission to use the VLSC if they change roles or leave the organization and no longer require access. (see [How do I change or adjust permissions that have already been assigned](#))

When I delete a user, why do they still show up in my users list

Deleting a user's permission to a license does not delete the user from the VLSC. Their business email will

continue to be displayed under the License ID even though they do not have ongoing licensing permissions. This is an audit function.

To validate that permissions have been removed, select the user from the User list; the list of permissions, or lack of, will appear.

NOTE

It is NOT possible to remove users for expired licenses.

How Admins should respond to Pending Permission Requests

A Permission Request is submitted by VLSC users who request access to, or greater permission roles for, a specific Licensing ID.

The request triggers a Permissions Request Notification email sent to all the Administrators of record for the Licensing ID. Only one Administrator needs to process the Permission Request.

Administrators can respond to a Permission Request in one of two ways:

- Follow the instructions in the Permission Request Notification email message to view and process requests related to Licensing IDs within your permission set.
- From the VLSC: Pending request notifications are displayed on the VLSC Home page. Click **Administration** and then click [Manage Users](#)
 1. In the **Pending Requests** list, click a request number to view the request.
 2. In the VLSC Permission Request window, review the request details, including requestor name, business e-mail, Licensing ID and roles requested, and any optional comments made by the requestor.
 3. Click **Accept** or **Deny** as appropriate.
 4. Type any optional notes in the **Comments** box.
 5. Click **OK**.

A notification of the action taken is sent to the requestor. If approved, they can immediately sign-in to the VLSC to manage the Licensing IDs.

What email address should I type when adding a new user

Type the user's valid business email address in the **Email** box to ensure that the assigned permissions are accurately and securely affiliated with their organization. A valid business email address must match the email address in the Volume License agreement or Open License order.

As a VLSC Admin, How do I know which role to assign

There are seven distinct user roles that can be assigned for each [Licensing ID](#). Each role allows specific actions in the VLSC, as outlined in the [Permissions FAQ](#). Assign the roles that match the needs of the user to the extent of access you can allow.

As a VLSC Admin, Can I assign more than one role to a Licensing ID

Yes. VLSC roles are flexible, allowing user access assignment specific to the needs of your organization. Assign all roles that make sense to a particular user per Licensing ID.

As a VLSC Admin, Can I assign the Administrator role to another user

Yes. Administrators can assign any other user Administrator access for Licensing IDs within their permission set.

NOTE

Assigning another individual to be an Administrator for a Licensing ID in your ownership does not remove you from the Administrator role for that Licensing ID. Multiple Administrators are permitted.

What is a Role Group

The assignment of a role group allows for the efficient assignment of multiple permissions to single users and is typically reserved for those responsible for license management in the VLSC on behalf of an organization. The following Role Groups exist in the VLSC:

- Software Assurance Manager
- Online Services Manager
- Subscriptions Manager

When a role group is selected, all associated roles within the role group are selected by default. A new window opens to allow modification by selecting or deselecting specific roles within the group.

Small companies may choose to retain default permissions when assigning permissions to an individual.

Large companies often need to distribute management control of Licensing ID associated entitlements among multiple individuals in different departments. For example, you may want to assign an individual from the IT Department to manage the 24x7 Problem Resolution Support SA Benefit and an individual from the Human Resources Department to manage the Home Use Program benefit.

To assign the default selection of all roles within a role group to the requestor, verify the 'All' check box is selected and then click OK.

To customize the roles included when assigning a user to a role group, uncheck **All** and then check only the roles to be assigned. For more information about allowable VLSC actions by role group, see the roles table in the [Permissions FAQ](#).

Why Administrators may not be able to view every Licensing ID for their organization

Microsoft assigns access to the VLSC at the level of the [Licensing ID](#) (the program level at which orders can be placed). Only Licensing IDs for which you are assigned the Administrator role display on Administration pages in the VLSC.

NOTE

Additional Licensing IDs display on the [My Permissions](#) page if you are assigned permission roles below the level of Administrator.

How do I add Licensing IDs to a user profile

To select and assign permissions for a Licensing ID to a user, complete the following steps in the VLSC:

1. Click **Administration** and then click **Manage Users** to access the Manage Users page.
2. Click the **Email Address** hyperlink of the user in the Edit User page.
3. In the **Permissions** table, click **Add Licensing ID** at the upper-right corner to access the Add Licensing ID page.
4. Select the roles for each Licensing ID you wish to add, and then click **Add** to save the updates.

An e-mail message is sent to notify the user of the adjustments that have been made. Roles are immediately available to the user.

How do I change or adjust permissions that have already been assigned

To edit the permissions of a user, complete the following steps in the VLSC:

1. Click **Administration** and then click **Manage Users** to access the Manage Users page.
2. Click the **Email Address** hyperlink of the user whose permissions you need to edit to access the Edit User page.
3. In the **Permissions** table, do one of the following:
 - To edit roles: Locate the Licensing IDs you want to edit and select or clear the check boxes of roles for the Licensing IDs that are listed.
 - To remove Licensing IDs: Locate the Licensing IDs you want to remove and click the **Remove** icon associated with it (the red X located in the left column of the row).
4. Click **Add** to save the updates.

An e-mail message is sent to notify the user of the adjustments that have been made. Roles are immediately available to the user.

Why do they still show up in my users list when I delete a user

Deleting a user only removes the permissions assigned to that user; the user name will remain on your Users list.

To validate that permissions have been removed, select the user from the User list; the list of permissions, or lack of, will appear. Users can be reactivated from the same screen if access is needed later.

How can I change contact information on my Enrollment

To change the Primary or Notice Correspondent contact your Microsoft Reseller who will process the change of contact request on your behalf.

To change all other users:

- Click **Administration** and then click **Manage Users** to access the Manage Users page.
- Click the **Email Address** hyperlink of the user whose permissions you need to edit to access the Edit User page.
- In the **Permissions** table, do one of the following:
 - To remove Licensing IDs: Locate the Licensing IDs you want to remove and click the Remove icon associated with it (the red X located in the left column of the row).
- Click **Add** to save the updates.
- Click **Administration** and then click **Add New User**.
- Under **New User Information**, type a valid business email address and name combination in the **Email**, **First Name**, and **Last Name** boxes.
- Under **Permissions Assigned**, select the check boxes associated with the roles you are assigning to the requestor per [Licensing ID](#).
- Click **Add** to save the updates.

After 2-4 hours a welcome e-mail message is sent to the new user, inviting them to complete VLSC Registration. Once registration is complete, the new user can immediately access and manage the Licensing ID based upon the roles you assigned.

How can I change contact information on an Open License

Microsoft does not support requests to change customer entity name, address, phone number or contacts for Open License, including in instances of transfer of ownership.

In situations where the ownership of an organization or license has changed, the active administrator should Add a new user with Administrator permissions. Then, that newly added admin may remove the permissions of the prior Admin.

NOTE

Contact details for the prior admin will remain in VLSC as a matter of record, despite that admin no longer having active permissions to view the license).

- To add new admin contact details VLSC Admins may use **Administration > Manage User > Add User** functions.
- To edit or make corrections to an existing admin, remove permissions for the admin and then **Add New User** with the correct details.

How can I change contact information for an Open License following a change in ownership

- In the event of a transfer of ownership, Software downloads and VLSC contact updates should have been completed as part of the perpetual license transfer.
- Microsoft does not make any updates to VLSC concerning open license entity name or contact details arising from perpetual license transfer.
- Customers should maintain their own records of entity name changes or transfers, a [completed Perpetual License Transfer Form](#) will contain details of the original licenses, including the license and authorization numbers, sufficient for proof of ownership.
- Please note Volume licensing keys or software media are not provided to transferee with the transfer of licenses.

Where can I find more information about the topics covered in these FAQs

You can find more VLSC training resources on this [site](#), including videos.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

License Summary FAQ

2/10/2021 • 13 minutes to read

License Relationship Summary

See the following FAQ about License Relationship.

What is the Relationship Summary

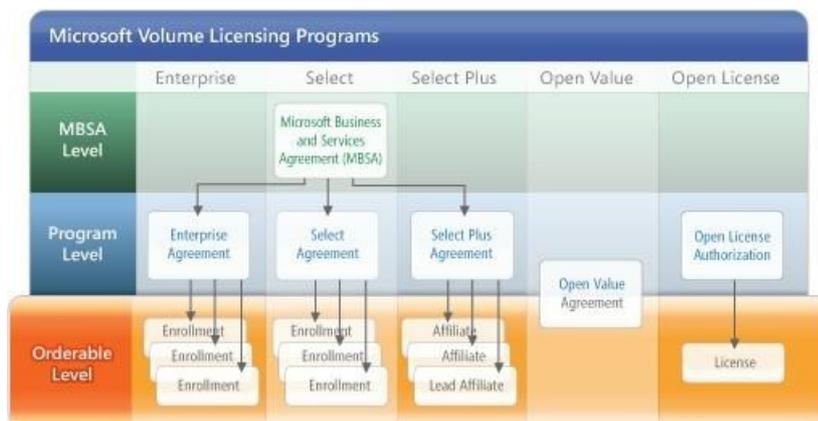
The Relationship Summary displays all Volume Licensing Agreements and Open Licenses associated with your VLSC account. Summary details are listed by Licensing ID (licensing program) and may be expanded to display more information, including parent agreements and Microsoft Business and Services Agreement (MBSA). To access and view the Relationship Summary in the VLSC, click **Licenses** and then click **Relationship Summary**.

What is a Licensing ID

A Licensing ID identifies the program level at which orders can be placed by an organization. It can represent any of the following:

- Enrollment (Enterprise or Select programs)
- Agreement (Open Value program)
- License (Open License program)
- Public Customer Number (PCN) (Select Plus program)

Entitlements and site permissions in the VLSC are determined by the Licensing IDs available to your company or organization.



Where does the MPSA fit into all this

Microsoft Products and Services Agreement (MPSA) license information is managed in the [Microsoft Business Center](#) or [Microsoft Store for Business](#). No MPSA information is displayed in the VLSC. [Learn about the MPSA](#).

Some Licensing IDs for my organization are not displayed in the Relationship Summary. Why

A Licensing ID is displayed in the Relationship Summary only if the user who is signed in has been granted access to view the Licensing ID details. Permission to view a specific Licensing ID on behalf of your organization is granted in one of two ways:

1. You are listed as a contact for the agreements in a legal Volume Licensing Program form. Contact types include Primary Contact, Notices Correspondent, Online Access Contact, Software Assurance Manager, Online Services Manager, or Subscriptions Manager.
2. An Administrator with access to the agreements assigns you permission.

For more information about VLSC permission roles and their allowable actions, see the [Permissions FAQ](#).

How do I update the contacts listed on Licensing Information reports

All changes to Volume Licensing Contacts must be made through your Microsoft partner. Please contact your partner to request a change in contact information.

Some reports or report sections appear shaded or dimmed and I am unable to view the report. Why

The hyperlinks used to access specific reports (or report sections) appear shaded or dimmed if your permission set does not allow you to access certain report content. For example, only the Select Plus Lead Affiliate has full access to licensing information for all Participating Affiliates, so other users in your organization would see links that are shaded or dimmed.

NOTE

Participating Affiliates in the Select Plus program are not able to access sensitive information specific to other Participating Affiliates.

How do I add a license to my profile

To request the addition of a Licensing ID to your permission set, complete and submit the form on the [Request Permissions](#) page. When the form is submitted, the Administrator of record for the Licensing IDs listed on the form are notified by email message of your request.

What types of reports can be generated from the Relationship Summary

The following types of Licensing Information reports can be generated from the Relationship Summary:

- **Licensing ID Details**

Displays key contacts, related licenses, orders, order details, and purchase history of your organization by specific Licensing ID.

- **Parent Program Details**

Displays the key contact and related Licensing IDs for your organization by licensing program.

- **MBSA Details**

Displays the key contacts and related Licensing IDs for your organization as associated with a Microsoft Business and Services Agreement (MBSA).

NOTE

Open Value, Open Value Subscription, and Open License programs do not have an MBSA in their hierarchy; therefore the MBSA Details report is not available for those programs.

What is the License Summary

The License Summary displays real-time Volume License entitlements per Microsoft product family and version for all active and inactive Licensing IDs in your permission set.

The License Summary displays purchase information related to traditional Microsoft Volume License programs beginning in 1994. These programs include (but are not limited to) Open, Open Value, Select, Select Plus, and Enterprise.

Licenses purchased under the **MPSA program are not included** in the VLSC Relationship Summary and should be viewed separately in the [Microsoft Business Center](#).

How long does it take for new license orders to appear in the License Summary

Recently purchased licenses are typically displayed in the License Summary within 48 hours of Microsoft receiving your order from the Microsoft partner. Delays of a few days to a few weeks can occur if your partner delays forwarding the purchase order to Microsoft. Licenses display in the summary when the Coverage Start period for the order is met for all programs except Open License.

To access and view the License Summary

Sign in to [Volume License Service Center](#) > Licenses > License Summary.

To filter the Licensing IDs for display in the License Summary, complete the following steps:

1. Click **Filter Licensing IDs included in this summary**.
2. Use the check boxes to select Licensing IDs to be included.
3. Click **Create Summary**. The License Summary refreshes to display only the selected Licensing IDs.

Why Licenses may be missing for your Licensing Summary

NOTE

Full licenses acquired with a specific Licensing ID appear in the License Summary only if the user can see that License ID in the Relationship Summary. (In other words, only if the user who is signed in to the VLSC has permission to view items related to this License ID.)

The single License ID view in the Relationship Summary will show only purchases on that specific agreement. (Quantities in the Unresolved Quantity column may be incorrect.)

Understanding the VLSC License Summary

See the following FAQ about VLSC License.

What is a License Entitlement

A License Entitlement represents your right to install and use software products as detailed in the license agreement.

What is the Effective Quantity

The Effective Quantity is the number of license entitlements per product and version with upgrades. It can be used to determine whether your organization has license shortfalls or surpluses by product and version.

What is the Active SA (Software Assurance) Quantity

The Active SA Quantity is displayed in the License Summary. It represents the number of licenses covered by Software Assurance (version upgrade protection) across all Microsoft Volume License programs. The Active SA Quantity includes all types of Software Assurance, including:

- License and Software Assurance (L&SA)
- Software Assurance (SA)
- SA Step-Up

What is an Unresolved Quantity

An Unresolved Quantity is displayed in the License Summary when the number of upgrade licenses is greater than the number of qualifying full licenses. This can occur for one of the following reasons:

- Full licenses acquired through OEM or Retail purchases are not visible to Microsoft.
- Unused coverage-type licenses (for example, Maintenance, Upgrade Advantage, or Software Assurance) will be represented as unresolved because no valid base licenses were found.
- Incomplete list of Licensing IDs in Relationship Summary: Full licenses may have been acquired under Licensing IDs that are missing from your Relationship Summary (that is, you may not have permission to the license ID).
 - See [Permissions FAQ](#) on How to request permissions.
- If the licenses were in a very recent order, that order may not yet have been processed by your Microsoft Partner.

How do I address an Unresolved Quantity

There is no action for you to complete in the VLSC itself with respect to the Unresolved Quantity notification. Instead, customers must track the Unresolved quantity as part of internal Asset Management.

To address an unresolved quantity in your License Statement, complete the following steps:

1. In the Relationship Summary, verify that all relevant Licensing IDs are included.
2. Identify all full licenses that were acquired through OEM or retail purchases.
3. Validate your license purchases through your Microsoft Partner.
4. For each base license for which you have Proof of License, a count from the Unresolved Quantity column can be considered Effective Quantity.

You do not need to forward this to VLSC Support, as the Unresolved Quantity cannot be changed by Support.

Does the License Summary include Original Equipment Manufacturer (OEM) or retail license information

No. The License Summary displays only licenses acquired by your organization through Volume Licensing programs.

Does the License Summary display deployed software

No. It is not possible for Microsoft to provide a list of product deployment details in the License Summary. The License Summary shows you the software your organization is entitled to install and use, but not what is currently deployed.

What is a License Pool

A License Pool groups licenses by product type. Microsoft Volume Licensing organizes products into three pools:

- Applications (for example, editions of Office)
- Systems (for example, versions of the Windows operating system)
- Servers (for example, Exchange Server, SQL Server, and Windows Server)

What is a License Grant

Occasionally, Microsoft Volume Licensing offers a promotion where purchase of a specific product entitles the customer to the use of another product. Promotions are typically conditional on active Software Assurance or Upgrade Advantage coverage on the purchased product. For example:

- A customer purchases 1 license for Exchange Server 2016.
- The transaction has active Software Assurance or Upgrade Advantage coverage during the offer
- Microsoft offers a promotion for 1 license of Skype for Business Server with a purchase of Exchange Server 2016.

The License Grant is what entitles, or "grants", the customer to use the promotional product. In this case, the customer would be granted the use of Skype for Business Server.

For more information about License Grants, please refer to the [Microsoft Volume Licensing Product Use Rights \(PUR\)](#) opens in a new window and price list documents.

How can I see my License Grants

License Grants are reflected in the Relationship Summary, License Summary, and in the Product Downloads. On the Relationship Summary and License Summary, products resulting from License Grants are shown with an asterisk (*) to indicate that they were not directly purchased.

Who do I contact if I have questions about my License Summary

Contact your Microsoft Partner or your Microsoft Account Manager with questions regarding your License Summary.

Make a License Reservation

NOTE

Online reservation orders apply only to customers with Enterprise Agreements, Enterprise Agreement Subscriptions, and Enterprise Agreements for Government Partners.

A **License Reservation** allows a customer to place a License Reservation order to migrate on-premises assets to the Cloud without a Purchase Order.

- Only Online Services are eligible for License Reservation orders
- Reservation orders are a financial obligation that will be realized during the True-Up or Annual Order process. This is based on the Usage Date of the reservation and the quantity reserved.
- You can place Reservation orders for the current date or a future usage that is no more than six months in the future.
- You can cancel Reservation orders within 72 hours of the usage date (weekends and holidays included).
- Reservations cannot be placed if the enrollment has expired or in the last month before the enrollment will expire. Consult your Microsoft Reseller about ordering options instead.

How do I Make a License Reservation order

Go to **Licenses** and select **Make Reservations** from the drop-down menu.

WARNING

If you leave the VLSC site or close your browser before confirming your reservation, your selections will not be saved.

1. From your list of **Enterprise Agreements for License Reservation**, select the active agreement to proceed with the online reservation and then click **Continue**.
2. Select the **Usage Date** for the online reservation and then click **Continue**. The **Usage Date** is the date that the online reservation can start to be used.

NOTE

After 72 hours, no changes are allowed to your reservation, and this will be reflected as part of your True-up or Annual Order based upon the usage date and quantity reserved.

3. After the **Usage Date** is selected, you will see a list of eligible Online Services available for reserving online.
4. Select the online service you want to submit a reservation for and then choose the action you want to perform for this service: **Add License** or **Step-up License**.
5. To make the reservation, select **New License**.
6. Click **Continue**. You will be taken to the **Reservation Confirmation** page.
7. Preview the reservation on the **Reservation Confirmation** page. After confirming that the reservation is correct, click **Submit Reservation**. The Reservation Confirmation pop-up displays. After reading and agreeing to the terms of services, click **Submit Reservation**.
8. Your online reservation is complete.

How do I cancel or change a reservation order

Once you place a reservation, you **cannot change** it. You can cancel a submitted reservation within **72 hours of submission**.

1. Go to **License** and select **Manage my Reservation**.
2. Select the way you want your reservation history to be viewed by: **Service**, **Licensing ID**, or **Reservation**.

NOTE

A message will appear if you do not have any previous reservations.

3. From the **Service** view: Open the detailed view of the reservation you want to cancel. If the reservation can be canceled a **Cancel** button is displayed.
4. From **Reservation** view: The results are displayed by descending order by **Reservation Date**. Reservation orders that can be canceled are displayed at the top of the page.
5. Click **Cancel** to cancel the reservation.

If it has been more than 72 hours since your License Reservation was submitted please work with your Microsoft Licensing Reseller to make the necessary adjustments.

Why are some fields on the License Reservation page disabled

Only customers with Enterprise Agreements, Enterprise Agreement Subscriptions, and Enterprise Agreements for Government Partners can reserve services in the VLSC.

How can I view my Reservation History

You can view your reservation history from the **Reservation Confirmation** page or the **Manage my Reservation** page.

1. Go to **License** and select **Manage Reservation**.
2. Select the way you want your reservation history to be viewed by: Service, Licensing ID, or Reservation.

NOTE

A message will display if you do not have any previous reservation orders.

At anniversary time, can I pay only for the licenses I have used

No, you must pay for all the licenses you committed to when you reserved them.

What services are available for Reservation orders

Availability of services is based on customer eligibility and whether Microsoft products are available through reservation orders. Services that are eligible for Reservation are listed in the Online Services screen.

Microsoft volume licensing has three categories of Online Services Reservations.

- **Standard Reservations:** Products configured for this type of reservation are available to customers with a valid Enterprise Agreement and a VLSC login credentials.
- **License Reservation Only:** Products configured for this type of reservation require that customers have either a prior purchase (Order history) or Price fixed (Special Pricing) in order to see the offer on VLSC for reservation. This category includes some of our more complex product configurations such as Add On services which require a base license. Microsoft uses this categorization in order to reduce the risk that customers unintentionally order incorrect services. Your Microsoft Licensing Solution Partner should be able to assist you in placing the necessary orders.
- A third category of Services are not configured for online reservation, so your Microsoft Licensing Solution Partner needs to place always a manual order.

NOTE

For reservations to be available, you must have already signed the Updated Enterprise Agreement (uEA) Amendment or have an agreement from 2011 or later. The product must have been previously ordered or be price locked in the Customer Price Sheet (CPS).

Who is eligible to place Reservation orders

In the VLSC, only the Online Administrator and Online Service Manager with the **Manage Reservation** permission can create Reservation orders. (Note: Manage Reservation permissions must be specifically assigned to the OSM admin.)

A Microsoft Licensing Solution Partner can place a reservation on behalf of their customer if granted permission by the customer.

What if I don't have the authority to accept the Reservation Commitment required for submitting a Reservation order

A Reservation order is a financial commitment to purchase reserved items. If you don't have the authority to accept this commitment, please work with the person in your organization who is authorized to do so.

Who can I contact with additional questions regarding Reservation orders

Please contact your Partner or Microsoft Representative with any questions.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Downloads FAQ

2/10/2021 • 10 minutes to read

What are the requirements for downloading Microsoft software from the VLSC

You must purchase a license for the products you plan to download and have access to a valid product key for each license to complete the installation. Verify your license entitlement before downloading products.

You can find the system requirements for each product in the **Product Description** on the Downloads & Keys page of the VLSC. For detailed information about the products to which you are entitled, see your License Summary.

NOTE

Not all products require a product key.

What products can I download from the VLSC

If your download rights are associated with the Open License, Open Value or Open Value Subscription program, you may download only those products that you have already purchased. The VLSC will display downloads only for licenses you have already purchased.

Other licensing programs (Select +, Enterprise, Campus or School) allow you to download any product from the catalog before you purchase licenses.

If your VLSC profile is linked to both Open and other licensing programs, you will see the entire catalog.

How can I tell which products are available for download from the VLSC

To determine if a product is eligible for download:

1. Click **Downloads and Keys** on the top navigation bar to view a list of products based upon your license entitlements. Use the filters on the left to narrow your product search by category.
2. Click the **Download** link associated with that product.
3. In the **Download Settings** drop-down box, you will see this message if the product is not available: *This product is not available for download.*

Client Access License (CAL)

A CAL is not a software product; rather, it is a license that gives a user the right to access the services of the server.

You don't need a software download file or 5*5 product key to activate a CAL. Instead, the product is activated and installed through the activation wizard directly from your machine.

Example of Client Access Licenses include

- Windows server
- SQL Server

- Exchange Server
- Skype for Business Server
- SharePoint Server
- System Center
- Project Server

Learn more about the [Microsoft CAL Suites](#).

How do I download products and keys in the VLSC

Click **Downloads and Keys** on the top navigation bar to view a list of products based upon your license entitlements. Use the filters on the left to narrow your product search by category.

To download a product, click the **Download** link associated with that product. Click the **Keys** link to find product keys associated with the selected product.

To access VLSC Downloads, a VLSC administrator in your organization must assign you one of the following roles:

- Administrator
- Download
- Software Assurance Manager

How do I change my Download Settings

To access Download Settings in the VLSC:

1. Click **Downloads and Keys** on the top navigation bar to view a list of products based upon your license entitlements. Use the filters on the left to narrow your product search by category.
2. Click the **Download** link for the product you want to download. The **Download Settings** drop-down box opens.
3. Select the **Download Method, Language, and Operating System Type**.
4. Click Continue to confirm settings and download products.

NOTE

Pop-up blockers may block downloads. Ensure that your pop-up blockers are disabled while trying to download software from the VLSC.

What are EXE and ISO files

Executable (EXE) and image (ISO) files are the two file types you can select when downloading products from the VLSC:

- Executable (EXE) files can be downloaded and installed on the same system; however they cannot be made into separate boot disks for installation on to other computers.
- ISO (International Standards Organization) image files are exact representations of the content and the logical format. You can install these on the computer used to download the package, or write the files to disks for distribution and installation on other computers.

NOTE

Not all products are available in all languages and in all formats.

How do I use ISO image file software to download and save ISO image file to a CD-R or a DVD-R disk

If you are using a PC with Windows, you don't need any additional software to burn a CD-R or DVD-R. Simply double click on the ISO file you downloaded and then follow the steps in the Image Burner Wizard.

If you are using any other operating system than Windows, you may need additional software. If your computer is equipped with a CD/DVD burner, this software is probably already loaded on your PC. Most CD-R/DVD-R writing software enables disk creation from an image file. Select a menu item such a "Copy Image to CD" or "Burn Image to access" to access this feature.

For Operating System Windows 7 or higher:

1. Insert a blank DVD disk.
2. Locate the ISO file and right-click on it.
3. Select the **Burn Disc Image** option.
4. Select the appropriate drive for burning the disc and click the burn button.

For detailed instructions, see the software's help documentation.

How do I mount and access ISO files as a virtual device

If you don't have a CD/DVD burner installed on your machine, or you don't have media available, you can "mount" the ISO file as a virtual drive. With this method, your computer will believe that the file is a real disk drive, and you will be able to read files from this "virtual disk."

You will need to download software for this. There are several software options for the virtual drive approach, though they have not been tested and are not supported by the VLSC team.

NOTE

This approach is advisable only for installing applications (such as Office) or minor system upgrades. You will not be able to install an operating system using this approach because the virtual drive would disappear at some point during the installation.

For Operating System Windows 8 or higher, follow Option 1 or Option 2:

Option 1

1. Right-click the ISO file and select the **Mount** button.
2. Navigate to the **My Computer** (or **Computer**) folder to access the new virtual drive under the **Devices with Removable Storage** section. Double-click on the new virtual drive to access ISO file contents.
3. Then locate and run the **setup.exe** (or **setup**) file.

Option 2

1. Right-click the ISO file.
2. Click on **Open with**.
3. Select **Windows Explorer**. A new Windows Folder will show up that contains the ISO file contents.
4. Locate and run the **setup.exe** (or **setup**) file.

How do I extract ISO files to my hard drive

Contents for ISO image files can be accessed directly using third-party tools that allow file extraction from the file to a temporary folder on your hard drive (similar to .zip files). As with the virtual drive, this approach is

advisable to install application software or system upgrades.

The following tools offer ISO file support:

- [IsoBuster](#)
- [Daemon Tools](#)

NOTE

While other products may work to manipulate ISO files, they have not been tested and are not recommended by Microsoft.

How to download software products from the VLSC using your web browser

To download software products from the VLSC using only your web browser (that is, without Download Manager):

1. Click **Downloads and Keys** on the top navigation bar to view a list of products based upon your license entitlements. Use the filters on the left to narrow your product search by category.
2. Click the **Download** link for the product you want to download. The Download Settings drop-down box opens.
3. In **Download Settings**, select **Web Browser** as the **Download Method**.
4. Select the **Language** and **Operating System Type**.
5. Click **Continue**.
6. Confirm the settings you selected and then click the **Download** icon to begin downloading the product.
7. The File Download – Security Warning window opens and displays the message: Do you want to run or save this file?
8. Do one of the following:
 - Click **Run** if you want to install the file immediately after the download has completed.
 - Click **Save** if you do not want to install the file immediately. Double-click the file to launch the installation wizard when you are prepared to install the software.

What if I encounter trouble when downloading software from the VLSC

A frequent resolution to download issues is to clear temporary Internet files and history from your system. To clear the cache (in Internet Explorer):

1. Click **Tools** and then click **Internet Options** to access the Internet Options window.
2. Click the **General** tab.
3. Under **Temporary Internet Files**, click **Delete Files** and then click **OK** to delete the cache of temporary Internet files from your system.
4. Under **Temporary Internet Files**, click **Settings** and then select the **Every visit to the page** box to remove temporary Internet files each time you access the VLSC Downloads page. Then, set the size of the Temporary Internet Files folder to a size larger than the intended download.
5. Under **Temporary Internet Files**, click **View Files**.
6. Click **Edit** to open the menu and then click **Select All**.
7. Press **DELETE**. When asked if you would like to delete all the cookies you have selected, click **Yes**.
8. Click **OK** (multiple times) until the **General** tab is displayed.
9. Under **History**, click **Clear History** and then click **Yes**. When asked if you would like to delete the history of

the Web sites you have visited, click **OK**.

If these steps did not resolve the issue and your company allow it, you can also try to download the software on a PC that is not behind Proxy restrictions (such as at home), otherwise please [Contact Us](#).

Why should I use Download Manager

Most people are able to download software from VLSC with their own web browser. However, the VLSC also offers the option to install Download Manager to help efficiently download large files. With Download Manager, you can easily pause, resume, and stop the download process. Download Manager also allows automatic restarting if the download process is interrupted.

IMPORTANT

if you do choose to install software using VLSC Download Manager, the Download Manager must be installed prior to trying to download software files.

How do I install Download Manager

The use of Download Manager is an option when downloading a software product from the VLSC. Once installed, Download Manager is automatically used to manage subsequent product downloads. To install Download Manager:

1. Click **Downloads and Keys** on the top navigation bar to view a list of products based upon your license entitlements. Use the filters on the left to narrow your product search by category.
2. Click the **Download** link for the product you want to download. The Download Settings drop-down box opens.
3. In Download Settings, select **Download Manager** as the **Download Method**.
4. Click **Continue**.
5. Confirm the settings you selected and then click **Download** icon.

NOTE

An information message may appear in the Microsoft Internet Explorer browser, prompting you to install an ActiveX control. This message occurs if you have not already installed the ActiveX control or the Java™ applet. To continue, click the message and then select Install ActiveX Control.



6. In the Internet Explorer – Security Warning window, click **Install** to confirm that you want to install Download Manager from Akamai Technologies, Inc.



7. In the Save As window, select a location to save the Download Manager and then click **Save** to begin the download. The Download Manager window appears and your product download begins.



Download a software product from the VLSC using Download Manager

1. Click **Downloads and Keys** on the top navigation bar to view a list of products based upon your license entitlements. Use the filters on the left to narrow your product search by category.
2. Click the **Download** link for the product you want to download. The Download Settings drop-down box opens.
3. In Download Settings, select **Download Manager** as the **Download Method**.
4. Select the **Language** and **Operating System Type**.
5. Click **Continue**.
6. Confirm the settings you selected and then click the **Download** icon to begin downloading the product using the Download Manager.

How do I get support for downloaded products

Please visit [Microsoft Support](#) to access a list of support options. Volume Licensing customers may use Problem Resolution Support, a Software Assurance Benefit. Review your Software Assurance Benefits to verify eligibility.

Where can I find support for the topics covered in these FAQs

You can find more VLSC training resources on this [site](#), including videos.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Product Keys FAQ

2/10/2021 • 11 minutes to read

What are Product Keys

A Product Key enables use of a software product you have licensed under a specific Volume Licensing program. The Product Keys listed in the VLSC should be used with only Volume License products and are intended for use by your organization only.

An Online Service Activation (OSA) Key is a type of Product Key. It is a single-use redemption key used to activate subscriptions to Microsoft Online Services.

For more information, review the [Online Service Activation for Open programs FAQ](#) here.

How to locate Product Keys in VLSC

1. Sign into the VLSC Volume Licensing Service Center
2. Select Licenses > Relationship Summary > Licensing ID > Product Keys.

You will find product key information for each product, the type of licensing (Volume Licensing Key, KMS, and MAK) and the number of used and available Multiple Activation Key (MAK) activations.

You can also select the Download all product keys link to download the keys displayed for an entitlement to a local drive.

You can also locate product keys in VLSC for individual products on the **Downloads and Keys** tab in VLSC.

I can't find a key for Volume Licensing purchase

If your agreement authorizes you access to a product that requires a key, those keys will be displayed in the "Downloads and Keys" section. However, some products do not require a product key. This will be stated in special instructions listed in the product description in the "Downloads and Keys" catalog.

To see if your product requires a key, go to [Product Activation and Key Information](#). Under the Find Products section, choose a product, or search for your product name.

What is a Setup Key

A Setup Key is used for each product/version combination to bypass activation (that is, unlock the product). You can obtain a Setup Key in one of the following ways:

1. **Physical fulfillment** - For products acquired through physical fulfillment, the Setup Key is printed on the media sleeve.
2. **Download fulfillment** - For products acquired by download from the VLSC, the Setup Key is displayed on the download screen and may be accompanied by the following text: Some products available for download require Setup Keys. Please take note of this Setup Key as it will be needed during product installation. For more on Setup Keys, visit KMS client setup keys.

What determine which Product Keys are associated with my agreements

Volume License Product Keys are provided for each [Licensing ID](#) listed in your Microsoft [Relationship Summary](#).

You may have several Licensing IDs:

- Enterprise Agreement (EA) and Select Plus customers receive Product Keys per product pool (Systems, Servers, and Applications).
- Select Agreement customers receive Product Keys per product pool (Systems, Servers, and Applications) based on their purchasing forecasts.
- Open License customers and Open Value customers receive applicable Product Keys based on their license purchases.

NOTE

All customers have the right to use Product Keys for [re-imaging and downgrade purposes](#). Select Plus, Enterprise Agreement (EA), and Select customers are provided limited evaluation rights for training and back-up.

What is Volume Activation

Volume activation is a configurable solution that helps automate and manage the product activation process on computers running Windows operating systems that have been licensed under a volume licensing program. Volume activation is also used with other software from Microsoft (most notably the Office suites) that are sold under volume licensing agreements and that support volume activation

- [Tools to manage volume activation of Office](#)
- [Volume Activation for Windows 10](#)

Volume Activation applies only to systems that are covered under a Volume Licensing program and is used strictly as a tool for activation. It is not tied to license invoicing or billing.

Volume Activation provides two different models for completing volume activations. Either or both key types may be used by customers to activate systems in their organization:

- **Key Management Service (KMS)** allows organizations to activate systems within their own network.
- **Multiple Activation Key (MAK)** activates systems on a one-time basis, using Microsoft's hosted activation services.

IMPORTANT

As part of your installation, it is important to plan and manage deployment of any product using Volume Activation.

- For more information on Volume Activation, see the [Volume Activation Planning Guide](#).
- [Read the documents and review the videos related to Windows](#) prior to deployment.

What is the Key Management Service (KMS)

The Key Management Service (KMS) is an activation service that allows organizations to activate systems within their own network, eliminating the need for individual computers to connect to Microsoft for product activation. It does not require a dedicated system and can be easily co-hosted on a system that provides other services.

KMS requires a minimum number of either physical or virtual computers in a network environment. These minimums, called activation thresholds, are set so that they are easily met by Enterprise customers.

- Activation Thresholds for Windows
 - Your organization must have at least 5 computers to activate servers running Windows Server.
 - Your organization must have at least 25 computers to activate client systems running Windows.
- Activation Thresholds for Office

- o Your organization must have at least 5 computers running an edition of Office to activate installed Office products using KMS.

For more information about activation thresholds, see the [Volume Activation Planning Guide](#).

What is a KMS Host Key

A KMS Key is used to activate the KMS host computer with a Microsoft activation server and can activate up to six KMS hosts with 10 activations per host. Each KMS host can activate an unlimited number of computers.

No KMS (Key Management Service) key displayed on VLSC for Open License customers

KMS keys are no longer pre-assigned to Open agreements as use of MAK (Multiple Activation Key) keys is the preferred method for activation.

KSM keys can be assigned, by exception, to Open customers who meet the minimum KMS activation threshold for Windows Server, OS, and Office. To request such an exception, please submit a Web Form request to [VLSC Support](#).

To do this, you must have VLSC Administrator, Key Administrator, or Key Viewer permissions and provide the following information:

1. Agreement / Enrollment Number or License ID and Authorization.
2. Product Name (include version and edition).
3. Last 5 characters of the product key.
4. The number of host activations required.
5. Business Justification or Reason for Deployment.

Additional KMS Hosts

if you require additional KMS activations for activating more than six (6) KMS hosts, submit a Web Form request to [VLSC Support](#).

To do this, you must have VLSC Administrator, Key Administrator, or Key Viewer permissions and provide the following information:

1. Agreement / Enrollment Number or License ID and Authorization.
2. Product Name (include version and edition).
3. Last 5 characters of the product key.
4. The number of host activations required.
5. Business Justification or Reason for Deployment.

What is a Multiple Activation Key (MAK)

A Multiple Activation Key (MAK) activates systems on a one-time basis, using Microsoft's hosted activation services (which requires connection with a Microsoft activation server). Once computers are activated, no further communication with Microsoft is required.

IMPORTANT

Each MAK has a predetermined number of allowed activations, based on your Volume Licensing agreement.

The number of Multiple Activation Keys (MAK) activations provided does not match the number of licenses that we have purchased

We recommend customers use Key Management Service (KMS) to activate Multiple Activation Keys (MAK). KMS is the preferred activation method for large scale deployments. Many factors determine the number of activations associated with each MAK, including licenses purchased, the customer purchase pricing level, and their Volume Licensing program.

The number of activations available for a product may not always match the number of licenses purchased. Usually you will receive a higher number of activations in case you need to reinstall and activate some of your products. Please check the Licensing Summary section of your agreement to see your number of licenses.

Requests to increase MAK activation limits should

Increases to MAK Activation quantity can be requested via [Web Form](#) and may be granted by exception.

To do this you must have VLSC Administrator, Key Administrator, or Key Viewer permissions and provide the following information:

1. Agreement/Enrollment Number or License ID and Authorization.
2. Product Name (includes version and edition).
3. Last 5 characters of the product key.
4. The number of host activations required.
5. Business Justification or Reason for Deployment.

How to activate using a Multiple Activation Key

You can activate licenses in one of two ways using MAK:

- **MAK Independent Activation** - Each computer individually connects to Microsoft via the web or telephone to complete activation.
- **MAK Proxy Activation** - One centralized activation request is made on behalf of multiple computers with a single connection to Microsoft online or by telephone. This method uses the Volume Activation Management Tool (VAMT), which is a part of the Windows Automated Installation Kit (WAIK). VAMT enables IT Professionals to automate and centrally manage the Volume Activation process using MAK and includes a check on the number of activations on the MAK.

What is the Volume Activation Management Tool (VAMT)

The Volume Activation Management Tool (VAMT) enables network administrators and other IT professionals to automate and centrally manage the volume and retail-activation process for Windows, Microsoft Office, and select other Microsoft products. VAMT can manage volume activation using Multiple Activation Keys (MAKs) or the Windows Key Management Service (KMS). VAMT is a standard Microsoft Management Console (MMC) snap-in that requires the Microsoft Management Console (MMC) 3.0.

Where can I find more information on the Volume Activation Management Tool (VAMT)

Refer to the following resources for information on VAMT:

- [Volume Activation Management Tool \(VAMT\) Technical Reference](#)
- [Managing Activation Using the Volume Activation Management Tool \(VAMT\)](#)
- Download [Volume Activation Management Tool \(VAMT\)](#)

Can I use both MAK and KMS for deployment across my organization

Yes. Volume Licensing customers can use KMS, MAK, or a combination of each to activate systems in their organization. Customers are free to use a combination of activation methods as desired.

How do I determine which key to use for a particular product

Refer to the following resources for assistance in determining which key to use when activating a Microsoft Volume License product:

[Read these Microsoft documents about Windows licensing and activation](#) prior to deploying Windows or Windows Server. Additional resources include this video on [Fundamentals of Volume Activation](#).

Volume Activation for Windows and Windows Server

If you deploy Windows using Key Management Service (KMS) as the activation method, note that:

- Windows Server is not supported as a KMS host to activate Windows.
- A patch is available to allow activation of Windows client machines. (A Windows Server KMS key is required.)

If you are using Windows Server as a KMS host, your alternatives are:

- Upgrade the KMS host machine to Windows Server.
- Downgrade the machine to Windows Server 2003.
- Run the KMS host on a Windows volume edition machine.
- Run a Windows Server virtual machine.

Volume Activation for Office, Project and Visio

Yes, the following Volume Activation changes are related to Office, Project and Visio:

- Office KMS Host activates any Office suite or application.
- Only one Office KMS key needs to be installed and used for activation.

If you deploy Office using Key Management Service (KMS) as the activation method, note that:

- Windows Server is not supported as a KMS host to activate Office.
- A patch is not available to allow activation of Office clients.

If you are using Windows Server 2008 as a KMS host, your alternatives are:

- Upgrade the KMS host machine to Windows Server.
- Downgrade the machine to an older version of Windows Server.
- Run the KMS host on a Windows PC.
- Run a Windows Server virtual machine on a newer version of Windows Server.

If a child company (owned by a parent company) has an individual agreement, can the parent company use the same key to deploy a product across both companies

License compliance and Asset Management are independent of key activation. Customers do not have to use the keys provided under a specific Licensing ID (agreement, enrollment, affiliate, or license) for use only with the licenses specified under that Licensing ID. This flexibility allows customers to centrally manage their deployment image by either using keys specific to agreements / licenses, or one set of keys for all.

Can I use my Volume License Keys to exercise my re-imaging rights

Yes. Re-imaging rights are granted to all Microsoft Volume Licensing customers. Under these rights, customers may re-image Original Equipment Manufacturer (OEM) or Full Packaged Product (FPP) licensed copies using media provided under their agreement as long as copies made from the Volume Licensing media are identical to the originally licensed product. As a Volume Licensing customer, the Volume License Keys you need can be found on the Product Key page. You can also request your keys through a [Microsoft Activation Center](#).

NOTE

If you are an Open License customer, you must purchase at least one unit of the product that you want to re-image to obtain access to the product media and receive a key.

For more information on Re-imaging Rights, see [article on this page about reimaging rights](#).

How do I download my keys to a local file

The VLSC offers an option to download your Product Keys to a local file for later use. When downloaded from the **Downloads and Keys** page, the file contains all Volume License Keys associated with agreements in your VLSC profile. However, if you download keys from the Licensing ID specific view on the Relationship Summary page, the file contains only the keys associated with the Licensing ID you are viewing.

A downloadable Product Key file is in a tab-delimited format and can be opened in Excel to sort and view keys. You may also view the file using any text editor. The columns included in the file are: Licensing ID, Parent Program, Organization, Product, Product Key, Type, and MAK Activations-Used/Available. To open a downloaded file in Excel, complete the following steps:

1. Open Microsoft Excel.
2. Click **File** and then **Open** - select the downloaded CSV file.
3. Select **Delimited** (the default) and then select **Tab-separated** (to prevent the display of all data in a single column).
4. Click **Finish**. The .CSV file opens in Excel and the data is displayed in separate columns.

Where can I find more information about the topics covered in these FAQs

[You can find more VLSC training resources on this site, including videos.](#)

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Online Service Activation for Open programs FAQ

2/10/2021 • 3 minutes to read

How do I activate Online Services purchased through the Open Program

There are two ways Open customers can activate Online Services.

1. Once you order your Open online service, you will receive an email with a link and instructions to activate your services.
2. From the VLSC, Open customers can go to the Online Service Activation section and select the license to manage.
 - Click on the **manage activation** link. This will open a product activation site where you click on **Start Activation**. A product activation window opens and pre-populates the key.
 - Continue the remaining activation steps to complete the product activation process
 - Successful activation will be reflected as activated within 48 hours in the Volume Licensing Online Service Activation site

For information about activating Microsoft Azure, go to the [Get Started with Azure in Open Licensing page](#).

I do not see my Azure Order. What do I do

Your Azure orders are currently activated through keys. Get your keys through the downloads and keys tab in the VLSC, then enter the key at the [Get Started with Azure in Open Licensing page](#).

What is an Organizational Account and why do I need one to activate Online Services

An Organizational Account is intended for employees to use at work, to sign in to their organization's Microsoft services.

Also referred to as a work or school account, they typically takes the form of `username@orgname.com` or `username@orgname.onmicrosoft.com` (where `orgname` is their employer's email domain name).

How do I know if my company already has an Organizational Account

The Organization Name associated with your Organizational Account is taken from the License ID of the Service you are activating. It is pre-populated in the Organizational Account set-up and already linked to your company from the original Online Service order if an Organizational Account already exists. The registration process will validate if your company has an Organizational Account.

If the field for **Company** is available, complete the registration process to sign in and activate the service. If this field is not available, you must register the Company. To register a Company for an Organizational Account, you must be a Global Administrator.

When requesting an Organizational Account, your request is sent to your company's domain administrator who will grant or deny your registration request. Use this Organizational Account when signing into Microsoft VLSC Online Service Activation.

What if my organization does not activate our Online Service

You cannot use your online services until you activate them.

Why does the activation portal log me out after I activate an Online Service

The user is logged out to ensure that the most current settings are applied to the account and that it is properly associated with the correct agreement.

While this may be inconvenient, it is the best way to ensure that user and agreement information is properly established after activation.

How does Online Service Activation work for Open License purchases

Microsoft Online Services for Open agreements has moved to a keyless handling activation model. Once you order your Open online services, you will receive an email with a link and instructions to activate your services.

What if I don't want to assign my purchase to the current Organizational Account; or, I want to create a new account

To assign products to a new organizational account, go through the sign-up process to create a new organizational account. From there you will be able to assign any seats or products you have purchased.

I just activated my Online Service. When I go to the Manage Activations page, it still says I need to activate my service

It can take up to 24 hours for the service you just activated to appear as **Activated** in your **Manage Activations** page.

Where can I find more information about the topics covered in these FAQs

[You can find more VLSC training resources on this site, including videos..](#)

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Service Activation for Volume Licensing Programs

FAQ

2/10/2021 • 8 minutes to read

How do I activate Online Services purchased via Volume Licensing

See our step by step VLSC User Guide to [Online Services](#).

This user guide covers subscribing and activating Microsoft services for first-time users and for existing users. It provides details on using the Microsoft Volume Licensing Service Center (VLSC) to reserve seats or add new services, view existing services, and change people's roles. The guide concludes with troubleshooting tips and where to get support for your services.

Who receives the activation email from Microsoft? (subject line: Complete your profile to set up your services)

Microsoft will send an email notification to the Online Services Manager (OSM) listed on the Enrolment when the first order for a service is placed under an enrollment. The subject line of the email will read "Sign in or register to start using your new subscription."

The OSM should be the person in your organization who administers services, such as an IT Administrator or Network Administrator.

If there is no OSM listed at the time a service order is placed, please update the Subscription contact in VLSC.

The activation email may be forwarded to another individual to complete the activation.

Can OSM complete Online Services License Reservations

Online Service Reservations functionality is not available to the OSM by default.

The Online Reservation to function is available to the following roles on VLSC:

- VLSC Administrator
- Online Administrator (OLA)
- OSM with the Manage Reservation permission.

The Agreement Admin must assign this Reservation permission to an OSM on a per enrolment basis.

Resend the Service Activation email to original recipient or to a newly designated recipient

If you are the Volume Licensing Administrator, you can see who received the Service Activation email and then have the option to send the Service Activation email to a new recipient or resend it to the existing recipient:

1. Sign in to [VLSC](#).
2. Go to **Subscriptions**.
3. Go to **Online Services Agreement List**.
4. Enter the Agreement Number and click **Search**.
5. In the Search Results click the **Agreement Number**.

6. Under Activated Online Services click the **Service Name** to view who received the email
7. Click **Edit Subscription Contact** (or click Subscription Contact Last Name) to make changes.
8. When you edit the Subscription Contact, Microsoft will resend the Service Activation email.

To send the email to a **new contact**, input the new contact details and click Update Contact Details.

To resend the activation email to the **existing contact**, make a minor change to the email address, click Update Contact Details, re-enter the correct email address again and click **Update Contact Details**.

Does the activation link expire

Yes, the activation link expires 6 months from the original purchase date. [Contact Support](#) to get the activation link reactivated.

Why have I not received the activation email

Some common reasons why you may not receive an activation email are:

- Activation emails are not sent if the OSM's email domain is already verified on an Online Service account. Instead, the services are automatically provisioned to that online service account.
- Activation email was sent to a different contact. (See Resend Service Activation email).
- Activation email was blocked or went into your junk mail folder.
- Activation emails will not be sent to an email address outlook.com,
- he Licensing ID / Enrollment is already associated with an online account. If the service is already activated from a previous order, all additional licenses are automatically associated to the same account and no further activation emails will be sent.
- The order usage date is in the future. Orders may be submitted prior to the licensed usage period. Services activation emails may not be sent until 48 hours from the usage start date.
- The listed email address for the Online Services Manager is the email address on record for a Global Administrator or Billing Administrator on an existing service account. In this case, all licenses are automatically assigned to the existing account and no activation email is sent.
- No order or reservation was placed. Check with your Licensed Software Reseller to make sure your order was placed. If it was placed, the licenses should be visible in in the License Summary tab.
- The reservation order is not processing. If your reservation has not taken effect within 25 hours please contact the VLSC Support team.

If I already have an account for Microsoft services, can I continue using my existing account

Yes. Choosing the first option Sign in to your organization's existing work or school account in the activation email will preserve settings and data from your existing work or school account and automatically activate all services ordered under the Volume Licensing enrollment to the existing account.

IMPORTANT

Choosing Register for a new work or school account will result in the creation of a new work or school account that will be administered separately and will have separate email domains from the existing account (see [What should I do if the licenses got activated on the wrong account](#)).

How can I avoid incorrectly activating services on the wrong account

Before you click on the activation link, please ensure you are logged off from any existing Microsoft Service

Accounts. Next, open the link in an Incognito or InPrivate browser window to ensure you are not already signed into any other Microsoft Service Accounts.

What should I do if the licenses got activated on the wrong account

[Contact Support](#), which will work with you to remap your licenses to the correct account.

What actions need to be taken after the licenses are activated

Some of the key actions to take once your licenses are activated are:

- Set up a new service. To do this, the Global Administrator needs to assign the licenses to users.
- Switch services (e.g. from E3 to E5.) To do this, the Global Administrator must assign new subscription licenses to users.

How can I cancel an activated subscription

If you bought a subscription through Microsoft Online Subscription Program (using a credit card or invoice) and you want to cancel that subscription, please [Contact Support](#). For other programs (Open, Microsoft Products and Services Agreement), contact your Licensed Software Reseller.

Why am I not able to see licenses on my account after activation

There can be multiple reasons why you are not seeing licenses on your account, but some of the main scenarios are:

- The Usage Data on the order or reservation is less than 48 hours ago, or is in the future. It can take up to 48 hours from the usage start date for services to become available. Contact your Licensed Software Reseller to understand your order or reservation details.
- Add-on subscriptions require the base subscription to be on the same Enrollment Number. Contact your Licensed Software Reseller if this is not the case.
- The licenses were activated on the wrong account. [Contact Support](#).
- The service is not launched in the country you have set up the account. Contact your Licensed Software Reseller.
- There are subscriptions on the existing account which are not compatible with the subscriptions which you want to activate. [Contact Support](#).

Can I have multiple volume license enrollments assigned to the same account

Yes, you can associate multiple enrollments to one account, but you cannot associate an enrollment to more than one account.

How can I split the licenses from one enrollment across multiple accounts

All licenses ordered under an enrollment are assigned to the same account. Separate accounts will require separate volume license enrollments. You should contact your Licensed Software Reseller or Microsoft Account Manager to evaluate possible options.

Do I have to activate my new enrollment when I have completed the renewal process

If you use the same organization name when you renew by signing a new enrollment, our system automatically assigned the enrollment to the existing work or school account and you will not receive any activation emails.

If you have multiple enrollments under your EA with the same organization name, then you will receive the activation emails and you will need to activate an account for each enrollment.

What actions need to be taken after the enrollment is renewed

After the enrollment has been renewed, the Global Administrator should verify that the licenses are visible in the [Office 365 portal](#) by logging into the portal on the existing work or school account. If the licenses are not visible, verify if the licenses need to be activated by checking if there was an activation email sent to the Online Service Manager. Otherwise, contact your Licensed Software Reseller or [Support](#).

If you switch subscriptions (e.g. from E3 to E5), the Global Administrator has to assign the new subscription licenses to users, otherwise, they will lose access to their service after the grace period expires.

NOTE

If you renew with the same subscriptions, the licenses are automatically assigned to their users.

Why has the renewal doubled the number of services that were ordered

The renewal process can cause what appears to be discrepancies between VLSC and the Online Services Administration portals. This is a temporary side effect of measures designed to prevent any service interruption.

When you renew from one volume license enrollment to another, subscriptions ordered under the original enrollment appear with a status of **In Grace** in the Online Service Administration portal, while the subscriptions ordered under the new enrollment appear with a status of **Active**. This is sometimes misinterpreted as double counting of licenses, but Global Administrators should consider the subscriptions with **Active** status as relevant to licensed quantity. After a period, subscriptions **In Grace** period will be automatically de-provisioned (removed) from the account and the data will be deleted.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Software Assurance FAQ

2/10/2021 • 3 minutes to read

What is Software Assurance (SA)

Microsoft Software Assurance for Volume Licensing helps boost productivity across your organization by enabling you to get the most from your Microsoft software. Using these benefits can help your organization improve productivity and help IT efficiently deploy and manage your Microsoft technology.

How can I see which Software Assurance Benefits are available to my organization

These benefits can vary by volume licensing program (such as an Enterprise Agreement or Open Value Agreement), and the number of qualifying licenses you have enrolled in Software Assurance. These benefits can be viewed from the Software Assurance page in the [Volume Licensing Service Center](#) (VLSC). Internet Explorer 5 or later is required to manage Software Assurance benefits through the VLSC.

Use the resources and tools found on the [Software Assurance website](#) to learn more about the Software Assurance Benefits available to your organization.

How do I start using my Software Assurance Benefits

Step 1: Register the Agreement by signing into the [Volume Licensing Service Center](#). (VLSC).

Step 2: Identify and assign one or more individuals as Software Assurance Managers

Step 3: Claim Your Benefits through the VLSC

See the following Follow these step-by-step instructions to learn how to access and use individual benefits in our downloadable VLSC Software Assurance guide:

- [VLSC Software Assurance Guide – English \(PDF file\)](#)
- [Get Acrobat Reader](#)

Follow these step-by-step instructions to learn how to access and use individual benefits.

What is the purpose of the Software Assurance Summary page

This page displays an aggregated view of the Software Assurance Benefits that may be activated and managed online across the [Licensing ID](#) to which you have access. Benefits that do not require activation or online management are not included in the Software Assurance Summary.

What is the purpose of the Manage Software Assurance Benefits page

This page displays a list of the Software Assurance Benefits that you are eligible for by the Licensing ID that entitles you to the benefits. The following attributes associated with the Licensing ID for that benefits are also displayed:

- Organization
- City
- Eligible quantity
- Quantity remaining for usage

- Status of the benefit
- Option to activate or manage the benefit

What does the status column indicate

The status column on the Manage Software Assurance Benefits page indicates the condition of the benefit associated to that specific Licensing ID. You may notice the following statuses on the Software Assurance Benefits page:

- **Requires Activation:** The Software Assurance Manager must activate the benefit before it can be used.
- **Activated:** The Software Assurance Manager has activated the benefit, enabling the benefit for use.
- **HAR (Hold Awaiting Reactivation):** The Software Assurance benefit has been put on hold by Microsoft.
- **Expired:** The Software Assurance coverage has expired and no further action is allowed.

Who can manage Software Assurance Benefits

Registered VLSC users who are assigned the Software Assurance Manager role for a specific Licensing ID can manage Software Assurance Benefits associated with that Licensing ID. The Administrator for the Licensing ID also has the right to act as the Software Assurance Manager for that Licensing ID.

The Software Assurance Manager role is assigned by an Administrator of that [Licensing ID](#). Additionally, the Software Assurance Manager role may be assigned automatically by Microsoft based on information submitted by your organization on the Supplemental Contact Information Form at the time the Licensing ID was established.

How is a Software Assurance Manager different from an Administrator

A Software Assurance Manager can perform tasks related only to the management of the Software Assurance Benefits that he or she is assigned to manage.

An Administrator has more capabilities than a Software Assurance Manager. The Administrator role can assign permissions to other VLSC users, view licensing information, download software, view product keys, manage subscriptions, manage Online Services, and manage Software Assurance Benefits for each Licensing ID in their permission set.

For more information about roles and user permissions that can be assigned in the VLSC, see the [Permissions FAQ](#).

What tasks can a Software Assurance Manager perform

A Software Assurance Manager can activate and manage each benefit that is specifically designated by an Administrator. Depending on the specific benefit, management tasks can include establishing eligible domains, downloading eligible benefit software and, assigning and/or transferring vouchers.

How do I find out more about Software Assurance

Detailed information about Software Assurance, including information about activating Software Assurance Benefits, see the [Software Assurance customer site](#).

Where can I find more information about the topics covered in these FAQs

[You can find more VLSC training resources on this site, including videos.](#)

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Support Provided by Licensing Solution Partners

2/10/2021 • 2 minutes to read

When to contact your Licensing Solution Partner instead of Microsoft

Microsoft volume licensing is predominantly sold via a Licensing Solution Partners/Microsoft Resellers, and customers will find it more efficient to contact their Microsoft partner for many scenarios, including:

- Entering into a new Volume Licensing Agreement
- Changing contact details on existing Volume Licensing Agreements
- Ordering volume licensing products
- Advice on products or licensing solutions
- Invoice accuracy, pricing, payment status or other billing matters relating to volume licenses.

Microsoft Customer Support teams do not make changes to volume licensing orders or invoices issued by our partners.

How To identify your Licensing Solution Partner

Sign In to the **VLSC**, go to the **Licenses** tab, click **Relationship Summary**, and view the License IDs for your organization. Click the License ID to view Enrolment details. (You may have different License Solution Partners for different License IDs).

Your License Solution Partner will be listed on the **Contacts** tab as a Channel Partner Contact, as well as on the **Order Confirmation** tab.

NOTE

In some cases, the contact details display only an organization name rather than specific contact details, so you may need to do a web search for the organization's contact us details. Alternatively, your organization's IT or Procurement departments may be able to identify specific points of contacts that you can work with.

Choosing a new Licensing Solution Partner

If your organization is looking to identify a new Licensing Solution Partner, go to aka.ms/pinpoint and input your location, organization size and search for volume licensing or other service or product you are seeking a solution for.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Support for Volume Licensing Orders, Invoices and Payments

2/10/2021 • 2 minutes to read

Support for Volume Licensing Orders

Customers should contact their Microsoft Licensing Solution Partners / Microsoft Reseller for questions relating to orders, including:

- Submitting or Cancelling a new order/renewal order
- Verifying accuracy of products or pricing,
- Confirming order status

Microsoft Customer Support teams do not make changes to volume licensing orders or invoices issued by our partners.

Volume License Invoices

You won't find invoice details in the Volume License Service Center. The site is for managing licenses and does not include procurement information.

Customers should contact their Microsoft Licensing Solution Partners / Microsoft Reseller for questions relating to invoice accuracy, pricing, payment status or other billing matters.

Microsoft Customer Support teams do not make changes to volume licensing orders or invoices issued by our partners.

Support for non-volume licensing invoices or payment for Microsoft 365, Dynamics, Intune and Azure AD

For questions relating to invoices from Microsoft for Microsoft 365, Dynamics, Intune and Azure AD subscriptions purchased directly from Microsoft, please create a support case by signing into [Admin portal](#) and clicking **Need Help**.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.

Product and Technical Support

2/10/2021 • 2 minutes to read

If you experience a technical issue on the Volume License Service Center when trying to Sign In, register an Agreement, locate a volume license key or activate a service, then this VLSC FAQ is a great resource to help you resolve your issue yourself. And if you need assistance, our VLSC Contact Us details are provided at the end of each page.

The Volume License Service Center Support team will only be able to assist with technical issues or queries specifically relating to the VLSC and it is not the appropriate point of contact for advice on product capabilities and licensing solutions or for technical issues with the products themselves.

Licensing Solution and Program Licensing Advice

Please consult your Microsoft Licensing Solution Advisor/Reseller for advice on licensing options for Microsoft products and services, including:

- Comparing product features or versions.
- Options for your organization to purchase new or additional licenses.
- Pricing, quoting, or ordering of new licenses.
- For help with Licensing documents such as Product Terms and Online Services Terms (OST) and Licensing briefs.

Alternatively, our [Microsoft Licensing](#) pages includes information on our product licensing options as well as the various licensing programs available.

The Volume License Service Center is where customers who have already purchased licensing solutions manage those licenses.

Technical Support for Products and Services

For assistance with troubleshooting technical issues during product installation or online service activation, please contact Microsoft's Technical Support by creating a support case at <https://support.microsoft.com/oas>.

A fee may apply, as complimentary technical support is not provided as part of volume licensing.

Often, customers can resolve issues without assistance by using self-help content available on docs.microsoft.com or support.microsoft.com such as [How to install Office 2019 installation files not found in VLSC](#).

NOTE

The Volume License Service Center support team is unable to assist with technical support for products and/or services.

Technical Support available to Software Assurance customers

Web-based Problem Resolution Support services is available to customers with Software Assurance for Standard, Enterprise, and Data centre Editions of server software, except for:

- Academic Select License
- Select Plus for Academic

- Academic Open License
- Campus and School Agreement
- Open Value Subscription – Education Solutions
- Open License – including Open Charity

Phone Support Incidents may be earned based on server and desktop SA spend under a qualifying agreement. See the [Product Terms](#) for details on both Web Based and Phone Support Incidents available under Software Assurance.

Contact Assisted Support

VLSC customers may also [Contact Us](#) by phone or by Web Form. Microsoft will respond to Web Form submissions within 24 hours.