How to download U2 products using Electronic Software Delivery

Most current versions of U2 products are available for Electronic Software Delivery (ESD) using HTTP. U2 Business Partners can request U2 GOLD Masters using the U2BusinessConnect (U2BC) feature on the U2TechConnect web page. Direct end users (DEU) can request their U2 products directly from the U2BC team at u2bc@rs.com.

When the request is first entered, if there is a problem with the request, or if the customer is a direct enduser, an email showing the request is Pending will be sent. Once a request has been entered, a partner in good standing will receive two emails from the U2BC system :
1 - a Customer Confirmation, which includes a link to the web for authorizations,
2 - the FTP Fulfillment, which includes the link to the web for downloading the requested product(s) using HTTP.

U2BC CUSTOMER Confirmation

Once a request has been processed, the confirmation email is sent to the person requesting the products. The email subject will contain the text " U2BC License Details for Transaction nnnnnn …", where nnnnnn is the transaction number. The products requested will be listed, followed by the URL to be used to authorize the products.

The following example shows a transaction in which a variety of U2 products were requested. The URL to authorize products is shown in blue. The transaction details are shown after the link.

Using a browser, map to the link then authorize each product.
```
======================================================================
Date    08/30/2005  Licence Type EVAL                    P:Tnnnnnn      Batch#
L7144
----------------------------------------------------------------------
 Enduser Information 99999     Contact Information
 TEST


======================================================================
Product Information
  These programs will be shipped per your instructions as ELECTRONIC
  For status or to reship this request please email u2bc@rs.com. CD Delivery
takes 10-12 business days.
Serial No        Version, Edition and OS      Database  Install SN#
Auth Qty    Qty  Expiry Date
99999999-UV     10.1.8      SVR HPUX    11.11 UV          99999999
1            1 10/29/2005
99999999-UVNET  10.1.8      SVR HPUX    11.11 UV          99999999-UVNET
9999       9999 10/29/2005
99999999-SBR    5.3.8       SVR HPUX    ALL   UV          99999999
1            1 10/29/2005
99999999-SBD    5.3.8       SVR HPUX    ALL   UV          99999999
1            1 10/29/2005
99999999-SBC    5.3.8       SVR WINDOWS XPPRO NA          99999999
1            1 10/29/2005
```

```
99999999-RBS     4.2.5       SVR HPUX      11.11 NA                99999999
1          1  10/29/2005
99999999-RBWEB   4.2.5       SVR HPUX      11.11 NA                99999999
2          2  10/29/2005
99999999-RBDES   4.2.5       SVR HPUX      11.11 NA                99999999
1          1  10/29/2005
99999999-WIN     6.0.1       SVR WINDOWS   XPPRO NA                99999999
1          1  10/29/2005
```

Product Description
Serial No
99999999-UV   UniVerse Server Edition on HPUX 11.11
12363674-UVNET   UVNet Enterprise Edition on HPUX 11.11
[...]

For more information on U2 programs, visit the URL below. A U2TechConnect
login in is required.
   https://u2tc.rocketsoftware.com/userdocs.asp

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======================================

   For U2 Authorization Codes visit:
https://u2tc.rocketsoftware.com/authprod.asp

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======================================
Product ALERTS

Shipping/Other Info

Customer Comments

==
=====

Product	User Count		Edition		U2 Product Version		
O/S Type	O/S Version						
New	Old	New	Old	New	Old	New	Old	New	Old	New	Old

```
   Product          User Count      Edition       U2 Product Version
O/S Type              O/S Version
New    Old         New    Old   New Old   New            Old            New
Old          New     Old
UV                  1             SVR     10.1.8
HPUX                     11.11 (1
UVNET               9999          SVR     10.1.8
HPUX                     11.11 (1
SBR                 1             SVR     5.3.8
HPUX                   ALL
SBD                 1             SVR     5.3.8
HPUX                   ALL
SBC                 1             SVR     5.3.8
WINDOWS               XPPRO
RBS                 1             SVR     4.2.5
HPUX                   11.11
RBWEB               2             SVR     4.2.5
HPUX                   11.11
RBDES               1             SVR     4.2.5
HPUX                     11.11
```

```
WIN                  1        SVR        6.0.1
WINDOWS                   XPPRO (S
```

FILE: U2BC CUSTOMER confirmation

HTTP FULFILLMENT

The HTTP FULFILLMENT email will contain "…U2BC **DOWNLOAD DETAILS** for U2 DIRECT END USERS - TEST U2BC TN# nnnnnn …", where nnnnnn is the transaction number. At the bottom of the email is the link to the web where the download can be started.

The following is an example of the HTTP FULFILLMENT email received after the previous U2BC CONFIRMATION email. The FTP URL is shown in blue:

```
Confirmation of Program Fulfillment Request by John Doe
 This email confirms the request made for the following programs:


=============================================================================
=====
 Date   08/30/2005  Licence Type EVAL                      P:Tnnnnnn
Batch# L7144
-----------------------------------------------------------------------------
-----
You have requested delivery of one or more U2 Programs, the method of
delivery can be seen next to each serial number below. Please use the
following key to identify how your products are being delivered.


=============================================================================
=====
 CODE               DESCRIPTION


=============================================================================
=====
 CDROM, DOWNLEVEL   CDROM Media will be delivered through Customer Service:
Please allow 10-12 business days.
 CDROM, NUMBER      CDROM Media Pack will be delivered containing multiple
CDs for each Operating System.
                   Please allow 10-12 Business Days for delivery.
 FTP, LCSOPS        Electronic FTP will be provided. Details on where to
download will follow in 5-7 Business Days.
                   FTP MUST be downloaded within 3 days of posting.
 eSD, U2BC FTP      Electronic Software Delivery will be provided via http.
Please click on the link at the end of this email for onDemand delivery.
                   eSD can be downloaded a maximum of 3 times.


=============================================================================
=====
Serial No        Version, Edition and OS      Database  #Users  Expiry Date
Delivery Media Type
99999999-UV      10.1.8     SVR HPUX     11.11 UV        1   10/29/2005
eSD,U2BC FTP
99999999-UVNET   10.1.8     SVR HPUX     11.11 UV     9999   10/29/2005
NONE
99999999-SBR     5.3.8      SVR HPUX     ALL   UV        1   10/29/2005
eSD,U2BC FTP
```

```
99999999-SBD      5.3.8      SVR HPUX     ALL   UV           1   10/29/2005
eSD,U2BC FTP
99999999-SBC      5.3.8      SVR WINDOWS  XPPRO NA           1   10/29/2005
eSD,U2BC FTP
99999999-RBS      4.2.5      SVR HPUX     11.11 NA           1   10/29/2005
FTP,LCSOPS
99999999-RBWEB    4.2.5      SVR HPUX     11.11 NA           2   10/29/2005
NONE
99999999-RBDES    4.2.5      SVR HPUX     11.11 NA           1   10/29/2005
eSD,U2BC FTP
99999999-WIN      6.0.1      SVR WINDOWS  XPPRO NA           1   10/29/2005
eSD,U2BC FTP

Product Desciption
Serial No
99999999-UV      UniVerse Server Edition on HPUX
99999999-UVNET   UVNet Server Edition on HPX
99999999-SBR     SB+ Runtime on HPUX
[...]
```

For more information on U2 programs, visit the URL below. A U2TechConnect login in is required.

https://u2tc.rocketsoftware.com/userdocs.asp

```
=============================================================================
=====
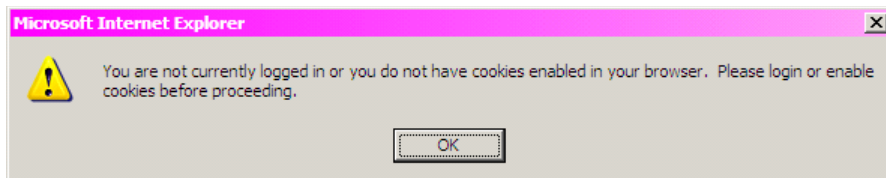```
<your link to the eSD download would be found here>

```
FILE: FTP FULFILLMENT
```

When you map your browser to the link in the HTTP FULFILLMENT email, if you have not signed into U2 TechConnect, the following message box will be displayed.

After clicking OK, the following is displayed.

Rocket | U2

Powering Business Solutions

PRODUCTS: | SOLUTIONS | SUCCESS STORIES | SUPPORT | TRAINING & CERTIFICATION | TRIALS & DEMOS | RESOURCES | HOW TO BUY | ABOUT US

Support

U2 TechConnect
- Home
- Sign in to U2 TechConnect
- Product Availability
- Authorize Products
- wIntegrate Knowledgebase

Home > Support > TechConnect

Sign in to U2TechConnect

Login

U2 login ID: [_____]

U2 Password: [_____]

[Submit]

Forgot your U2 ID or Password?
Forgot your U2TechConnect contact id?

Note: This site requires that your browser cookies be enabled.

Enter your U2 login ID and U2 Password. If you do not have a U2 login ID, click the following link, Get U2 Login ID, to request one. After signing in, you will be directed to the download page for the products included in your transaction.

Home > Support > TechConnect

U2TechConnect

U2BC Software Download

Here is a summary of your enablement transaction

Transaction #: T354584
Batch #: L7144

End User ID#: 44333
Serial Number: 12366929
End User: TEST

Delivery Comments:

Test

Customer Comments:

Test

You may now download the following products:

PRODUCT ID	DESCRIPTION	VERSION	USERS	DOWNLOAD
100000005976	UniVerse	10.1.8	1	UniVerse | Docs | Clients
100000030091	SB+	5.3.8	1	SB+
100000030251	SB+ Developer	5.3.8	1	SB+ Developer
100000030067	SBClient	5.3.8	1	SBClient
100000000931	RedBack	4.2.5	1	RedBack | Docs
926719686871	RedBack Webshares	4.2.5	2	RedBack Webshares | Docs
924919686871	RedBack Designer	4.2.5	1	RedBack Designer | Docs
100000030037	wIntegrate	6.0.1	1	wIntegrate

Items marked with * are temporarily unavailable for download

Click each option shown in blue to download that specific product. You may do so up to 3 times before the link expires.

If you are having problems with these links, or the links have expired, email u2bc@rs.com for assistance.

PENDING TRANSACTION

When a transaction has been entered for a direct enduser, that user will receive an email confirmation showing the products requested. The subject of this email will be "*PENDING* U2BC License Details for <your name> Transaction 999999 requested by <U2BC personnel>". See below for an example of the confirmation email.

```
DEU Request has been submitted for processing. Please note shipping takes10-
12 Days for CD, 5-7 for FTP
  Confirmation of Program Fulfillment Request by John Doe
   This email confirms the request made for the following programs:


===========================================================================
=====
 Date   01/05/2006  Licence Type DEU    LCID 99999       P:Tnnnnnn
Batch# P9999
---------------------------------------------------------------------------
-----
 Enduser Information 9999      Contact Information
 IBM                           999-999-9999

 Denver
 CO 80232      USA
===========================================================================
=====
Product Information
Serial No      Description      Version, Edition and OS  Install SN#
#Users
99999999-UV     UniVerse        10.1.15  SVR HPUX  11.11 99999999
1
99999999-SBD    SB+ Developer    5.3.8    SVR HPUX  ALL   99999999
1
99999999-SBR    SB+ Runtime      5.3.8    SVR HPUX  ALL   99999999
1
99999999-RBS    RedBack          4.2.6    SVR HPUX  11.11 99999999
1
99999999-RBWEB   REDBACK WEBSHARES 4.2.6   SVR HPUX  11.11 99999999
999
99999999-RBDES   REDBACK DESIGNER 4.2.6   SVR HPUX  11.11 99999999
1
===========================================================================
=====
Shipping/Other Info
ESD

Customer Comments
N/C upgrade request per Sales rep
```

When a U2 Business Partner enters a transaction, the transaction can go into pending for a number of reasons:

- Credit Hold
- Royalty Hold
- Support Hold
- Inactive Maintenance
- Standby License

In these instances, the beginning lines of the email will contain the reason for the pending condition. For example, if a transaction goes into pending due to Credit Hold, the message would be:

```
Please note that this request is on hold Pending release due to Credit Hold
  Confirmation of Program Fulfillment Request by <U2BC personnel>
  This email confirms the request made for the following programs:
```