

Dear Customers,

We are excited to announce we are unifying the AWS Elemental customer experience for On-Premises products on the AWS Console. As of December 30, 2020, you will no longer be able to access the Elemental User Community.

Many of you already use our AWS Console-based ordering service to confirm quotes and view your order history. We are now ready to migrate your complete support experience to the [Elemental Appliances and Software service](#) within the AWS Console. This includes technical support cases, knowledge base articles, software licensing, software downloads, and billing for all On-Premises products. Before we can migrate your organization to the new support experience, there are three steps:

1. Identify or create an AWS account
2. Register that AWS account with the AWS Elemental Appliances and Software service
3. Add other users from your company to the service

Your AWS account is also your key to the AWS Elemental Media Services and the full suite of builder tools on AWS.

#### How to get started

Your organization needs an [AWS account](#) to access the AWS Console.. Contact us at [elemental-console-migration@amazon.com](mailto:elemental-console-migration@amazon.com) to provide us with your AWS account and next steps.

#### What to expect

Here is what you can do in the [Elemental Appliances and Software service](#) in the AWS Console:

##### **Currently Available**

- Confirm new quotes and see your order history
- [AWS Elemental Link](#) through our [Order Now](#) console feature
- Use the Activations feature in the to view details of purchased licensable products, including activation keys, serial numbers, service plan dates, and enabled option packs. You can also view and download software and kickstart files.

##### **November 2020**

- The Elemental Support Center will become available. This is where you open and manage technical support cases and find support content for all on-premises products.

##### **2021**

- Manage billing for AWS Elemental purchases through the AWS Billing Dashboard

You can always check our [FAQs page](#) for updates or email us at [elemental-console-migration@amazon.com](mailto:elemental-console-migration@amazon.com) if you have any questions.

## Elemental User Community Migration to the AWS Console FAQs

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### Understanding the changes to your support experience

#### **What is the reason for this change?**

As a wholly-owned subsidiary of Amazon Web Services, AWS Elemental is aligning our online services and resources with those of the AWS cloud-based services, including the AWS Elemental Media Services. You will no longer need multiple accounts to get the support and information you need for your AWS Elemental purchases. From quotes to post-sale product support, you can access the full customer experience with one AWS account.

#### **What will be the main benefits of the new service?**

The new service gives your organization one centralized service where you can manage your account and product information and get support. Within the AWS Console, you can place orders, view your purchased products, find licensing information, download software, find product support content, and open technical support cases.

### Getting started and creating an AWS account

#### **How do I start this new process?**

Your organization needs an [AWS account](#) to access the AWS Console. Your AWS account enables you to create user profiles with permission sets that meet the specific roles and responsibilities within your organization.

#### **How do I create an AWS account?**

Follow this [link](#) to create a new AWS account.

#### **When creating an AWS account, I am prompted to enter a credit card for billing. Will my credit card be charged when using the AWS Elemental Appliance and Software service?**

Creating an AWS account requires a credit card for billing and fraud prevention. However, there are no fees or charges for using your AWS account to access the AWS Elemental Appliance and Software service. Having a credit card on file does not change the agreed-upon terms or methods of payment for purchasing AWS Elemental appliances or service plans.

#### **When setting up my AWS account, why do I need to add a payment method?**

There is no charge to use the AWS Elemental Appliance and Software Service, although some parts of the service are only available to customers with an Elemental support contract. However, a payment method is still required in

the event you use your AWS account to launch other resources in the Console that are not on the Free Tier.

Additional information: [Why do I need to add a payment method if my account is covered by the AWS Free Tier?](#)

***Will each person on my team be required to use their own credit card to access the AWS console?***

No. The Root account user, or account admin, is the only user required to use a credit card when creating the AWS account. Your company's Root account user can use IAM policies to [create additional users](#) under the same AWS account ID and determine permissions. For example, they can create one set of users with the permission to place new orders, and another set of users with the permission to download software and open technical support cases. These additional users are not required to supply a credit card to access the AWS console. Note that the AWS Elemental Console service is on the AWS Free Tier, which means there are no charges for using this service.

***Identifying the correct AWS account***

***My company already has an AWS account, but I don't know what it is. Where do I find it?***

Every AWS account has a root or admin user. Please work with your organization to identify that user, and have them set up your company's IAM users and permissions. They will also likely be the one to register your AWS account with AWS Elemental in order to migrate your historical purchases and support cases. If you're having trouble finding your AWS account ID in the AWS console, make sure you're logged into the console, then follow the steps to [find your 12 digit AWS account ID](#). If you haven't heard from your account manager, feel free to reach out to us at [elemental-console-migration@amazon.com](mailto:elemental-console-migration@amazon.com) to get that process started.

***Our company already has an AWS account, but we were thinking of creating a new one as well. If we do that, would it be possible to use both accounts for registering our historical purchases and support cases?***

At this time, we must have a single AWS Account ID to migrate your organization's historic purchases and support cases to. Typically this is the same AWS Account used to view quotes and place orders, but it's entirely up to you which AWS Account you want us to use.

***My organization has multiple AWS accounts. Which one should I use?***

It's up to your organization to determine which AWS account to use for AWS Elemental Appliances and Software purchases. The service is flexible and provides options for customers of various sizes and structures. Your organization may already have requirements about which AWS account to use.

***Can we use multiple AWS Account IDs?***

At this time, we are able to support a single AWS Account ID to migrate your organization's historic purchases to. Typically this is the same AWS Account used to view quotes and place orders, but it's entirely up to you which AWS Account you want us to use.

***My company has policies separating purchasing and product maintenance roles. How will the AWS Console service support these?***

The AWS Console is fully configurable and supports a wide variety of roles and responsibilities models. You can use Identity and Access Management (IAM) policies to create and provision user profiles with specific permissions for viewing and using features throughout the platform. We are happy to help you customize the appropriate levels of access for your teams.

***Does this affect AWS Elemental Media Services?***

It does not. If you have an AWS account and actively use AWS Elemental Media Services, you can continue to do so.

***Registering AWS accounts & migrating historical assets***

***How do I register my existing AWS account in order to migrate my company's historical purchases and support cases to it?***

Please work with your organization to identify your AWS root or admin user. They will be the one to register your AWS account with AWS Elemental in order to migrate your historical purchases and support cases. If you haven't heard from your account manager about registering an AWS Account for your company, feel free to reach out to us at [elemental-console-migration@amazon.com](mailto:elemental-console-migration@amazon.com) with the AWS Account you would like to register to get the migration process started.

***I've placed an AWS Elemental order through the AWS Console already. Will I use that account to access my software and open support cases?***

Yes. If you have already placed an order using an AWS account, you use that same account to see purchased assets, download software, and open support cases.

***I have existing entitlements in the Elemental Software and Licensing Center. Will those be migrated to the Console service?***

Yes. We will help you migrate your historical purchases to your AWS account. Look for additional information coming soon.

***I've been an AWS Elemental customer for some time now; once migrated, will I still have access to my historical support cases?***

Yes. We are working on a plan to keep your historical support cases tied to your AWS account and will share details as they become available.

***Can I create cases during the migration? Or, how does new tickets creation & updates to existing (open) ones get handled during this migration period?***

Yes, you can still use the Elemental User Community until December 30, 2020. Even once your account is migrated, you will be able to use both the AWS Elemental Support Center and the Element User Community to submit support cases until December 30, 2020.

***My AWS account is suspended or closed. How can I get the account un-suspended or re-opened?***

You can reactivate your suspended AWS account following [these steps](#). You can re-open a closed AWS account by following [these steps](#).

***Controlling access through IAM policies******When setting up accounts, how can I control what our team has access to?***

The Root account user, or account admin, will be able to designate permissions for the Activations and Software Downloads features of the AWS Elemental Appliance and Software service using IAM Policies. A full listing of each policy name as well as a detailed description with suggested use case is documented in our [AWS Elemental Appliances and Software service's Activations User Guide](#). (as additional features are added, we will update the IAM Policies accordingly)

***How do I get access to Activations and Elemental Support Center if I'm not the root user?***

Your company's root account user can [create additional users](#) under one AWS account ID through IAM policies. The IAM policies allow them to grant individual users access to the Activations and/or Support Center. We also recommend reading [Signing in to the AWS Management Console as an IAM user or root user](#) to help understand the differences in account setup and login types for IAM policies in general. In addition, the [AWS Elemental Appliances and Software service's Activations User Guide](#) includes a full list of Elemental-specific IAM policies with

descriptions. The user guide also includes suggested use cases for the policies. As additional features are added, we will update the IAM Policies.

### *Understanding and using Activations*

#### ***What products are considered Activations?***

Any licensable Elemental product, whether it is a hardware appliance or VM software, must be “activated” through a software licensing process. This includes all traditional AWS Elemental product lines, including AWS Elemental Live, AWS Elemental Server, AWS Elemental Conductor, and AWS Elemental Delta. These purchased assets are reflected in the Activations page of the AWS account through which you placed your purchase (or to which you requested your historical purchases be migrated).

#### ***Where do I view and download software for my Activations?***

Select an Activation from the Activations list page, scroll down to the Details section, and select the Software tab. You see a table of the software and kickstart versions compatible with that specific product. Click the item you want to download to begin the download process.

#### ***I can't see my Activations. Do I need a permission added to my user profile?***

In order to access the Activations feature, non-root account users need one of the managed IAM Policies (defined in the table above) added to their user profile. If you can access the Activations page but still do not see your purchased products, contact [elemental-activations-support@amazon.com](mailto:elemental-activations-support@amazon.com).

#### ***How do I enable a second AWS account to access the Activations on my order?***

By default, the Activation is associated with the AWS account that ordered the product. If you need to use a different AWS account to access to the Activation details and software than you did to purchase the licensable products, complete the “Add Secondary Owner” step within the [Quote Confirmation](#) ordering process. If you have already purchased your products and wish to add a secondary owner, contact [elemental-activations-support@amazon.com](mailto:elemental-activations-support@amazon.com).

#### ***I don't see the software version I am looking for. How do I find it?***

The Software download table only displays versions of software compatible with the specific product which you are viewing, and only actively supported versions of software are available to download. If you can't find the specific version you are looking for, contact [elemental-activations-support@amazon.com](mailto:elemental-activations-support@amazon.com).

#### ***I see Activations in a “Ready to license activations” list. What do I need to do?***

Activations appearing in the “Ready to license activations” list are pending the generation of a software license. Follow the instructions defined in this user guide or in the email sent to the designated order contact when the related product order was fulfilled.

#### ***Can I generate more than one license at a time?***

Yes. In the attachments window, simply select all the .key files you wish to license. Each file selected appears with a green checkbox in the “License generation details” screen. Select **Generate license** to send all of these .key files to the license management system at once. Note that, depending on the number of files sent, it may take a few minutes for the license file to appear in each Activation record.

#### ***How do I obtain my license file after my asset has been licensed?***

On your purchased asset's details page, open the **Software** tab. Click the **License file** link to download a copy of your license file. Note: if you uploaded more than one .key file, it may take a few minutes to generate the license file. If you don't see it right away, wait a few minutes and come back to the page. An email will be sent to the order contact once the license file is available for download.

***When I clicked the Generate license button, I received the error message “There was an error processing the files.” What do I do?***

This is typically due to a temporary network issue. Wait a moment, then select the **Generate license** button again. If the issue persists, contact [elemental-activations-support@amazon.com](mailto:elemental-activations-support@amazon.com).

***When I clicked the Generate license button, I received a different error message than the one above. What do I do?***

There are a few potential root causes: the file may be malformed, it may contain an Activation Key for a previously-licensed product, or the license management system may be experiencing issues. The following table lists potential error messages and paths to resolution:

Error Message	Resolution
"missing activation key file"	Upload the .key file again and retry the <b>Generate license</b> button
"malformed activation key file"	Check that the Activation Key is present in the .key file and retry. If unsuccessful, run the keygen script again on the machine to generate a new .key file.
"development activation key #{activation_key} cannot be used to license a production system"	Upload a different key file that comes from a production system, or select the appropriate eval activation ready to be licensed.
"duplicate activation key: \"{sys_obj.activation_key} is already associated with a licensed system"	Upload a different key file that has not already been used to generate a license file.
"cannot license backup Conductor node #{system.activation_key} before its primary. License the primary node first"	Attach the .key file from the primary Conductor node and retry the <b>Generate license</b> button, then retry the .key file for the secondary node.
"Unable to generate license: missing api_user?"	Wait a moment and try the <b>Generate license</b> button again. If the issue continues, contact <a href="mailto:elemental-activations-support@amazon.com">elemental-activations-support@amazon.com</a> .
"Unable to find sales order corresponding to key file"	Wait a moment and try the <b>Generate license</b> button again. If the issue continues, contact <a href="mailto:elemental-activations-support@amazon.com">elemental-activations-support@amazon.com</a> .

If the issue persists after attempting the resolutions above, contact [elemental-activations-support@amazon.com](mailto:elemental-activations-support@amazon.com).

***How can I learn more about Activations?***

We have a [video that details the Activations feature](#). As well as the [AWS Elemental Appliances and Software service's Activations User Guide](#); your step-by-step guide for navigating the Activations feature within your AWS account.

***Order Now and the console buying process***

***Why do I need to accept the AWS Customer Agreement to purchase from AWS Elemental?***

Accepting the AWS Customer Agreement is necessary to create an account on the AWS Console, but your AWS Elemental purchases are governed by the AWS Elemental Appliances and Software Agreement. The AWS Console enables us to provide you a streamlined buying experience on the same platform as the cloud-based AWS services.

***My company requires all vendors to use our vendor portal for purchase orders and invoices. Will this be supported in the new process?***

Yes! We will continue to support any required procurement policies of our customers, including the use of vendor portals to obtain purchase orders and submit invoices.

***How long will quotes be available to me?***

A sales quote will be active for 60 days from the time it is emailed to you. If a quote expires before you are able to confirm it, simply contact your Account Manager and we will reissue the quote to you.

***My organization has an existing EDP agreement with AWS. Will the spend I make on AWS Elemental products and services count toward that EDP commitment?***

Yes! One of the great benefits of this “one-Amazon” experience is the ability to count your purchases of AWS Elemental products and services toward your EDP commitment.

***I do not have authorization to make purchases in my organization. How do I place an order?***

Through the quote confirmation process, we provide an option to add a purchase order, if required by your organization. The email in which we send you the quote will still have a PDF copy of the quote, which you can deliver to your purchasing/procurement team. You can also forward the entire quote email to the appropriate recipient, who can follow the link and access the quote. Additionally, once a sales quote is linked to an AWS Account, all users will be able to view and confirm that quote (or request changes).

***If I log into the wrong account, can the quote be reissued to me?***

Yes, you just need to submit a change request through the quote confirmation service.

***Additional Resources***

[AWS Elemental Appliances and Software Service Getting Started Guide](#)

[Quotes and Orders User Guide](#)

[Activations User Guide](#)

[Elemental Support Center User Guide](#)

Feel free to contact us at [elemental-console-migration@amazon.com](mailto:elemental-console-migration@amazon.com).