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**General**

**Who is eligible to order from the Software Resource & Services (SRS) Institutional Store?**

The Institutional Store is only available to institutions within the University System of Georgia (USG) and the Georgia Regional Public Library Service (GPLS). This store is for state-funded software purchases to be installed on state-owned computers and servers for the exclusive purpose of doing state work.

**Why do I have to create separate accounts for the Institutional and Personal Stores?**

Separate accounts enable us to ensure that items are being procured through the appropriate channels. It also allows our customers to differentiate between their personal and work-related purchases.

**Do I have to use my institution (".edu") or library email address in order to create an account?**

Yes, this is how we verify that you are part of the USG.
I already used this email address for a Personal account. Can I use it again? I don’t have another institutional/library email address.

Yes, but you must use different passwords for each account. Our system differentiates the two accounts by your passwords.

How do I change my password?
Log in to your account and click “My Account” (near the “Login” button). On the left-hand side, under “Settings,” click “Change Email/Password.”

Why are your prices occasionally different between the two stores?
Our prices are determined by our purchasing costs. Vendors occasionally give greater discounts to institutions than individuals, and vice versa.

What other services does SRS provide?
SRS can duplicate most CD/DVDs for USG and GPLS institutions. If the CD/DVD is, or contains, copyrighted material, SRS requires a signed authorization from the copyright holder giving the requestor express permission for duplication prior to submission of the duplication request.

For each duplication request, an estimate from SRS is required. In addition, you will need to provide an undamaged physical copy of the CD/DVD, as well as any CD/DVD label graphics in jpeg, gif, Word, or pdf format. The label graphics must be e-mailed to srs@usg.edu with your order number indicated in the subject line of your e-mail. **Note:** SRS can now create color labels. However, they will be more expensive than black & white ones.

For planning purposes: a minimum of two weeks from the time the complete order and payment is received by SRS is required.

Payment & Billing

What forms of payment do you accept?
- State-issued Purchasing Card (P-Card)
- Departmental Check
- Purchase Order (PO)

May I use personal funds to make purchases in the Institutional Store if my department reimburses me afterward?

No, you can only use state funds in the Institutional Store. If you choose the reimbursement option, you will have to buy this software from the Personal Store.

I am trying to purchase something from the Institutional Store. However, the system will not accept my P-Card information. Why not?

You could be receiving this error for a variety of reasons. The most common problem is that your P-card information was entered incorrectly, which results in an “AVS” (Address Verification System) error. Please resubmit it and make sure that the billing address in our system matches the billing address of your P-card. If this solution does not work, please contact us at srs@usg.edu.
Institutional Store FAQ

For P-Card purchases, where can I find my three-digit Security Code?
You can find the three-digit Security Code on the back of your P-Card in the signature box area. You may see other numerals there, but only the last three digits make up the Security Code.

I recently made an Institutional Store purchase with a P-Card. However, my P-card statement shows that taxes were assessed on this transaction. Why? I thought this purchase was tax-exempt.
Most likely, no taxes were assessed on your SRS purchase. They appeared on your P-Card statement as a feature offered by the issuing bank that the cardholder is using. It is designed to help businesses keep track of taxes paid throughout the year. If your institution is tax exempt, you should contact your bank and tell them to stop using this feature. Please view your order history and verify the amount charged by SRS. If it still appears as though we mistakenly charged taxes on your purchase, please send an email to srs@usg.edu and include your order number and a brief explanation of the problem.

Where should I mail departmental checks?
If you are pre-paying for your purchase, please send the check to our Athens office:
Software Resource & Services (SRS)
Information Technology Services (ITS)
Board of Regents of the University System of Georgia
2500 Daniells Bridge Rd., Building 300
Athens, GA 30606

If you are paying an invoice, please send your check to our Atlanta office:
Software Resource & Services (SRS)
Information Technology Services (ITS)
Board of Regents of the University System of Georgia
270 Washington Street, S.W.
Atlanta, Georgia 30334

What is the easiest way to create a purchase order?
Each institution has its own specific procedures for creating purchase orders. Please contact the appropriate procurement personnel of your department or institution for more information.

Where should I send my purchase order?
Either email it to srs@usg.edu or fax it to (706) 583-2299.

If I include my PO# in the online order, do I still need to fax a copy of the PO to your office?
Yes. We cannot begin processing an order until we receive a physical copy of the PO.

If I submitted my order through my institution’s integrated e-Business system (e.g. BuzzMart, DawgMart, etc), do I still need to enter it in the SRS website, too?
Yes. SRS is not currently integrated with these types of e-Business systems.

What day is the FY12 Year-End Closing Date for software orders?
SRS will not accept any software orders payable by FY12 funds after 5 p.m. on June 15, 2012 (tentative).
Institutional Store FAQ

Will SRS be able to process and bill my P-Card order before my institution’s cut-off date?
Since each institution sets different year-end cut-off dates, it is the card user’s responsibility to make sure that SRS has enough time to adequately process and bill your P-Card. **Note:** SRS does not charge your P-Card until your order has completely shipped.

Orders, Shipping, and Returns

Can items be purchased through SRS that are not shown in the catalog?
Yes, if we have a contract with that particular manufacturer: e.g. Microsoft, Adobe, etc., we can usually get the item for you and help you save money. However, we cannot guarantee anything. Please email inquiries or suggestions to us at srs@usg.edu. We will research the matter and respond within a couple of business days.

How long does it usually take SRS to process an order?
We usually ship most in-stock items within two to three business days after receiving an order. Backordered items may take between two to six weeks to ship.

I would like to order something, but it is currently on backorder. How long will it take to ship?
Backordered items may take between two to six weeks to ship, unless otherwise specified.

I ordered a few items from SRS, but some of them are backordered. Will SRS ship my in-stock items immediately?
Yes! We will ship the in-stock items from your order within two to three business days, and we will ship the rest of it as soon as we receive the backordered items from our vendors.

How do I check the status of an order?
After selecting the appropriate store (Institutional or Personal), log in to your account. Then click on “My Account.” Under “Orders,” click on “See Orders” to review your past purchases.

What do the various order statuses mean?
**Pending Approval** – We have received your order, but we must review billing information, shipping details, proper licensing, and customer eligibility before we continue processing it.
**Pending Fulfillment** – Your order has been approved and is being processed.
**Partially Fulfilled** – If you ordered more than one item, we will occasionally ship some items sooner than others. This occurs most frequently with backordered or “special order” items.
**Pending Billing** – Your order has been shipped. If you chose a PO as your method of payment, your order is pending billing. If you chose to pay with a P-card, your card will be charged.

Can I track the shipping of my order?
Yes. While reviewing your past orders (See “How do I check the status of an order?”), click on the date of an individual order. Scroll down to the “Shipping” section and click on the tracking number.
Can I pick up my order in person?
Yes. If you would like to pick up your order from our Athens location, choose that option at the time of checkout. **Note:** All in-stock orders take two to five days for processing and will be done so in the order received. We will email you with more information when your order is ready.

Do you take orders over the phone?
No. Please place your orders on the SRS website.

How do I request an estimate?
- Log in to the Institutional Store and go to the “My Account” page. Under “Orders,” select “Enter an Estimate.”
- Enter or verify the contact name.
- Enter or verify the Contact email address.
- Select the software item(s) and quantity you would like to purchase and click “Add.”
- Repeat for other items. Remember to click “Add” after each one!
- Enter or edit your “Bill To” address.
- If you would like a copy of your estimate request, put a √ in the box by the desired delivery (print, email, or fax) format. Depending on the delivery option you choose, click on the button for: “Submit,” “Submit & Print,” “Submit & Email,” or “Copy Previous.”
- If you change your mind or need to make any adjustments, press “Reset.”

How do I convert an estimate into an order?
- Log in to the Institutional Store and go to the “My Account” page. Under “Orders,” select “See Estimates.”
- Click on the date of the estimate to view the details. After verifying the estimate, click “Create Order” to convert the estimate into an SRS Sales Order.

Before submitting the Sales Order:
- Select the contact associated with this order from the drop-down menu.
- Enter a memo about the order (optional).
- Verify the order details (items and billing/shipping addresses).
- Enter Purchasing Card (P-Card) information.

How long does it take for SRS to process an estimate?
SRS will usually process your request and respond to you within two business days. Estimates on items not carried in our catalog can take longer.

How do I check the status of an estimate?
Log in to your Institutional account, go to the “My Account” page, and click “See Estimates.”

What is your return policy?
Please check your order details carefully before submitting your order online and again upon receipt of your purchase. If anything about your order is incorrect, contact SRS immediately at srs@usg.edu.
Institutional Store FAQ

Returns will be accepted for the following reasons:

- Damaged software
- Defective software
- Wrong/incompatible platform (product still sealed)
- Wrong product (product still sealed)

Since many of our sales involve items that are not shrink-wrapped, we can usually accommodate your request for a return as long as it is requested within 14 days of receiving your order. Please send an email to srs@usg.edu and include your order number and a brief description of the problem.

For shrink-wrapped items or special order items, the SRS return policy follows software industry standards: if you select the wrong software title/platform and open the package, the software is yours to keep and is non-refundable. We do not offer refunds (partial or full) or accept returns/exchanges of any software purchases that have been opened or installed.

Email us at srs@usg.edu (include your order number and a brief description of the problem) for more information and instructions on returns that may meet these criteria. Once SRS receives your return or refund request you may be asked to send the returned package to SRS via mail. If this is the case, a refund will not be processed until your software is received. Do not return the software until you have received our approval to do so.

**SRS reserves the right to deny the return or exchange of any software product.**

Ordering Software

I am trying to decide between two different software programs/versions. Which one should I purchase?

SRS offers hundreds of different software products in its store. In order to keep our overhead costs low and to pass these savings on to our customers, we employ a small staff. As a result, we rely on you to research the various products on your own. Although we provide some product information on our site, the manufacturers’ websites contain more comprehensive descriptions. These sites often allow you to compare different programs/versions in order to help you make the right decision. When possible, we usually provide direct links to these pages in our product overviews.

What is the difference between a license and a concurrent license?

A license enables a single user to access a program at a single location. If three people in your office need simultaneous access to the same program, then you need to buy three licenses. However, if these three people use the program less frequently and do not need simultaneous access to it, you could purchase one concurrent license to cover all three users. With a concurrent license, each person could access the program from her own computer, but not at the same time.
In a computer lab setting, purchasing 20 concurrent licenses of a particular program would allow 20 users to simultaneously access that software. The 21st person would be blocked from using it until one user logged off. Concurrent licenses are ideal for situations in which the number of users who have access to a particular program exceeds the number of users who are accessing it at any one time.

Concurrent license users are required to have technology in place on the program member’s internal networks that enables an authorization process to allow/decline access to the software on an individual computer and incident basis. If you are purchasing a concurrent license for your office, please consult your IT department/supervisor before purchasing.

We are looking for a key server to monitor concurrent licenses. Do you have any suggestions?
Sassafras Software’s K2 Key Auditor and KeyServer has received significant acclaim.

I need to purchase a specific software program. Do I need to buy a license? The media (CD or DVD)? Or both?
Everyone must purchase a license in order to use a specific software program (although you may be interested in a concurrent license; see previous questions), but the media is optional. Some customers choose to borrow a copy from someone else or, in many cases, download a trial version of the current version from the manufacturer’s website and then activate it with your SRS license purchase. Since SRS only carries the current version and one-version-prior of its software products, many of our customers choose to buy at least one copy of the media. However, customers rarely need to purchase more than one.

What are Upgrade Plans, Software Assurance, and Maintenance?
“Upgrade Plans” are associated with Adobe products, while “Software Assurance” represents the Microsoft option. Other companies use the “Maintenance” term. Each of these services provides users with the right to upgrade to the newest version of the software during the current service term. Note: Adobe’s Upgrade Plans and Symantec’s Maintenance must be purchased at the same time as the license.

Where can I find more information about Microsoft’s Software Assurance benefits?
Information on Software Assurance benefits can be found on Microsoft’s website.

I already placed my order with SRS, but I need to use the software immediately. Is it possible to download a copy?
Most manufacturers (including Adobe and Microsoft) allow customers to download a trial version of the current version of their software. In these cases, you can download the trial version immediately. After you receive your software purchase from SRS, you can use the enclosed product key to permanently activate your trial version. In some cases, you may need to uninstall the trial version before installing the purchased one.

I need a complete Windows operating system, not an upgrade. Is the full operating system covered by the EES and available through SRS?
No. The only operating systems available from SRS are upgrades. You must have a qualifying OS on your computer to install the upgrade. The qualifying operating systems include Windows 7 (32- or 64-bit),
Institutional Store FAQ

Windows Vista (32- or 64-bit), Windows XP (32- or 64-bit, Windows 2000 Pro, Windows NT Workstation 4.0, Windows 98 (including 2nd Edition), and Apple Macintosh.

**Then how can I get a full Windows operating system license?**
For new computers, the best way to acquire one is to have the original equipment manufacturer pre-install Windows on your machine. You may also contact your organization’s Microsoft EES representative and request temporary access to MS Enrollment, where you can download the full version. If neither of these solutions works, you will need to purchase a full Windows license through a retail full packaged product.

**How can I tell if my computer is running a 32-bit or a 64-bit version of Windows?**
If you are using Windows 7 or Windows Vista: click the “Start” (Windows-logo) button in the bottom left-hand corner of the screen, then right-click “Computer” and select “Properties.” Under the “System” tab, you can view the system type.

If you are using Windows XP, click “Start” in the bottom-left hand corner of the screen, then right-click “My Computer” and select “Properties.” If you don’t see “x64 Edition” listed, then you are running the 32-bit version of Windows XP. If “x64 Edition” is listed, then you are running that version.

**How do we calculate our Full-time Equivalent (FTE) employee count?**
Use the following formula:

\[(\text{Full-time faculty}) + (\text{Part-time faculty} ÷ 3) + (\text{Full-time staff}) + (\text{Part-time staff} ÷ 2) = \text{Total faculty/staff FTE}\]

**How do we calculate our Full-time Equivalent (FTE) student count?**
Use the following formula:

\[(\text{Full-time students}) + (\text{Part-time students} ÷ 3) = \text{Total FTE students}\]

**Ordering Adobe Software**

Some of Adobe’s products are referred to as “Creative Suite,” while many of their other products mention “CS.” This abbreviation means “Creative Suite,” right? If not, what is the difference?

Adobe has not been consistent with their use of these two terms, which has created a lot of confusion. In general, Adobe uses the “Creative Suite” term on its products that bundle together a number of different programs in one collective “suite.” Meanwhile, it uses the “CS” abbreviation to refer to the version of the software. Therefore, Creative Suite 5.5 Master Collection contains a variety of Adobe programs, whereas InDesign CS5.5 is a specific version of one program.

I am trying to decide between two different Adobe programs/versions. Which one should I purchase?

SRS offers hundreds of different software products in its store. In order to keep our overhead costs low and to pass these savings on to our customers, we employ a small staff. As a result, we rely on you to research the various products on your own. Although we provide some product information on our site, Adobe’s website contains a more comprehensive description and a “Buying Guide” that allows you to
compare different programs/versions. When possible, we usually provide direct links to these pages in our product overviews.

**What is the difference between a license and a concurrent license?**

A license enables a single user to access a program at a single location. If three people in your office need simultaneous access to the same program, then you need to buy three licenses. However, if these three people use the program less frequently and do not need simultaneous access to it, you could purchase one concurrent license to cover all three users. With a concurrent license, each person could access the program from her own computer, but not at the same time.

In a computer lab setting, purchasing 20 concurrent licenses of a particular program would allow 20 users to simultaneously access that software. The 21st person would be blocked from using it until one user logged off. Concurrent licenses are ideal for situations in which the number of users who have access to a particular program exceeds the number of users who are accessing it at any one time.

Concurrent license users are required to have technology in place on the program member’s internal networks that enables an authorization process to allow/decline access to the Adobe software on an individual computer and incident basis. If you are purchasing a concurrent license for your office, please consult your IT department/supervisor before purchasing.

**I need to purchase an Adobe software program. Do I need to buy a license? The media (CD or DVD)? Or both?**

Everyone must purchase a license in order to use a specific software program (although you may be interested in a concurrent license; see previous question), but the media is optional. Some customers choose to borrow a copy from someone else or, in many cases, download a trial version of the current version from Adobe’s website and activate it with your SRS license purchase. Since SRS only carries the current version and one-version-prior of its Adobe products, many of our customers choose to buy at least one copy of the media. However, customers rarely need to purchase more than one. Upgrade Plan customers will rarely need the media because they can always download the most current version from Adobe.

**What are Upgrade Plans?**

Upgrade Plans, which must be purchased at the same time as the license, allow Adobe software users to upgrade to the most current version of the software during the term of the Upgrade Plan. When a new version is released, Upgrade Plan customers will not need to purchase new licenses. Instead, they will only have to purchase the Upgrade Plan Renewal on an annual basis. Upgrade Plan customers will not need to purchase the media because they can download the current software version from Adobe’s website. To help you decide if an Upgrade Plan is right for you, please see the next question.

**I would like to purchase a specific piece of Adobe software, but I am confused by the Upgrade Plan and the renewals. The license costs $320, the Upgrade Plan costs $65, and the Upgrade Plan Renewal costs $65. What should I buy?**

If this is a one-time purchase and you definitely have no interest in buying future versions of this software ever again, you only need to purchase the license (see previous questions for details). By purchasing the license and the Upgrade Plan, you are authorized to use the most current version of the software and to upgrade it when newer editions are released. In each subsequent year, you will need to purchase the Upgrade Plan Renewal in order to maintain this agreement. To decide if this option is right
for you, it would be best to forecast your future expenses. Assuming that the prices of licenses, Upgrade Plans, and Upgrade Plan Renewals stay the same:

**Option 1:** Purchase one license now and one license in the future.
Year 1: $320 for license
Year X: $320 for license ($640 total)

**Option 2:** Purchase one license and Upgrade Plan in Year 1, and Upgrade Plan Renewals in future years.
Year 1 = $395 for license ($320) & Upgrade Plan ($65)
Year 2 = $65 for UPR ($460 total)
Year 3 = $65 for UPR ($525 total)
Year 4 = $65 for UPR ($595 total)
Year 5 = $65 for UPR ($660 total)

If you would like to upgrade to a new version of this software in less than five years, Option 2 would be the best choice. However, if you think your software will last more than five years, Option 1 would be better. For most customers, Option 2 will probably be the best option.

**I purchased a license and Upgrade Plan for an Adobe product. A new version is available now. How do I get it?**
Email us at srs@usg.edu and include the order number of your license, Upgrade Plan, and your most recent Upgrade Plan Renewal, if applicable. After we send you the current key, you can download the trial version from Adobe’s website and activate it. You may need to uninstall the old version first.

**When does the Upgrade Plan expire?**
Adobe’s calendar for its Upgrade Plans runs from April 1 to March 31.

**Will SRS remind me to purchase the Upgrade Plan Renewal each year?**
SRS is not responsible for reminding you. SRS will usually email reminders to current Upgrade Plan subscribers in March of every year. But since we use the contact information associated with the original purchase, this information may not always be current. Ultimately, it is your responsibility to purchase the Upgrade Plan Renewal each year.

**Does Adobe’s Upgrade Plan Renewal option ever run out?**
This possibility is highly unlikely. When a particular product line is discontinued, Adobe migrates its existing Upgrade Plan subscribers to the replacement product line.

**We did not renew our Adobe Upgrade Plan last year. Are we still allowed to use this software? If so, which version?**
You are allowed to use the version of the software that was currently installed when your Upgrade Plan expired.

**How often does Adobe release new versions of its products?**
For most products, about every 18 months.
I bought an Adobe software product two years ago, but now I would like to upgrade to a new version. Can I just purchase the Upgrade Plan and use my existing license?

No. Upgrade Plans must be purchased at the same time as the original license. They cannot be applied retroactively.

I already placed my order with SRS, but I need to use the Adobe software immediately. Is it possible to download a copy?

Adobe allows customers to download trial versions of most of their software. In these cases, you can download the trial version immediately. After you receive your software purchase from SRS, you can use the enclosed product key to permanently activate your trial version.

I ordered some Adobe software recently, but never received the license keys. How do I get them?

If you ordered a copy of the media, the keys will be printed on the label on the back of the media case. If not, we will need to email them to you. Adobe recently started issuing multiplatform (Mac & Windows) licenses, but the keys are still platform-specific. Please send an email to srs@usg.edu and include both your order number and the type of key (Mac or Windows) that you need.

Can I use my Adobe software on two computers?

If you own, or are the primary user of, a single-user or volume license Adobe product that is installed on a computer at work, you can also install and use the software on one secondary computer of the same platform at home or on a portable computer. However, you may not run the software simultaneously on both the primary and secondary computers.

No more than one user can use a single-user license Adobe product.

Can I use my Adobe software on both partitions of a dual-boot system?

If you run a dual-boot system with a product installed on both partitions, you must purchase a separate license for each installation. For example, if you want to install the product on both the Mac OS and Windows operating system partitions on a dual-boot system, you must obtain a separate license for each product.

During the Adobe installation process, I am given the option to register my product. Should I do this?

No, it is not necessary to register your Adobe software. You have entered a Volume Licensing Key and registration is not necessary.

I tried calling Adobe support for help. I was told that I was not the registered user and they would not help me. Why?

Due to software piracy, Adobe has a strict policy of only providing support to the person who registers the product. If an unregistered user calls, Adobe assumes that this person may be pirating the software from them. The Adobe license agreement only allows one user per PC unless the license is formally transferred.
Microsoft Enrollment for Education Solutions

For complete information, download the full EES Program Guide.

What is Microsoft EES?
The Microsoft Volume Licensing Enrollment for Education Solutions (EES) offering, formerly known as the Microsoft Campus Agreement (MCA) prior to March 2011, provides qualified academic customers, of all sizes, a simplified way to acquire Microsoft software and services under a single subscription agreement. EES provides assured coverage for desktop platform products through one annual count of Full-time Equivalent (FTE) employees, the ability to add additional products as needed, student licensing options, and the benefits of Software Assurance.

Who is covered by this program? How long are they covered?
All USG and GPLS institutions, except the Medical College of Georgia Health Inc., will be participating in the EES during FY12. The term of this agreement is July 1, 2011 through June 30, 2012.

How do we calculate our Full-time Equivalent (FTE) employee count?
Use the following formula:
(Full-time faculty) + (Part-time faculty ÷ 3) + (Full-time staff) + (Part-time staff ÷ 2) = Total faculty/staff FTE

Are visiting professors covered?
In order to be covered, these professors must be added to the FTE count under part-time faculty at the beginning of each annual term.

Now that our institution is covered by EES, should we worry about being audited?
Yes, you still must keep all usual and proper records relating to your distribution and use of EES products.

Which desktop platform products* are eligible under EES?
- Windows 7 Enterprise upgrade
- Microsoft Office Professional Plus 2010 and Office for Mac 2011
- Microsoft Core CAL Suite** (Includes Windows Server Standard CAL, Exchange Server Standard CAL, SharePoint® Server Standard CAL, and System Center Configuration Manager CAL)
- Microsoft Enterprise CAL Suite** (Includes all Core CAL Suite components plus Active Directory® Rights Management Services CAL, Exchange Server Enterprise CAL, SharePoint Server Enterprise CAL, Microsoft Lync Server Standard CAL, Microsoft Lync Server Enterprise CAL, System Center Client Management Suite*** CAL, Forefront® Protection Suite CAL, and Forefront Unified Access Gateway*** CAL)
- Education Desktop with the Core CAL Suite
- Education Desktop with Enterprise CAL Suite

*The products listed may be replaced by successor products, which in-turn will also be considered desktop platform products.

**Individual CAL Suite components must be ordered organization-wide but are not desktop platform products.
***Suite additions currently planned and would be available with active Software Assurance coverage on or after the products become available for purchase in Volume Licensing. Because Microsoft must be able to respond to changing market conditions, these plans are subject to change at any time.

**Can we upgrade/downgrade to a newer/older software version?**

Yes, you are allowed to run any new or previous versions of licensed products included in your subscription coverage that are released during the licensed period.

**I would like to install a Windows Operating System on a Mac. Can I install the upgrade OS available through SRS?**

Yes, the Mac OS is considered a Qualifying Operating System.

**I need a complete Windows operating system, not an upgrade. Is the full operating system covered by the EES and available through SRS?**

No, the only operating systems available from SRS are upgrades. You must have a qualifying OS on your computer to install the upgrade. The qualifying operating systems include Windows 7 (32- or 64-bit), Windows Vista (32- or 64-bit), Windows XP (32- or 64-bit), Windows 2000 Pro, Windows NT Workstation 4.0, Windows 98 (including 2nd Edition), and Apple Macintosh.

**Then how can I get a full Windows operating system license?**

For new computers, the best way to acquire one is to have the original equipment manufacturer pre-install Windows on your machine. You may also contact your organization’s Microsoft EES representative and request temporary access to MS Enrollment, where you can download the full version. If neither of these solutions works, you will need to purchase a full Windows license through a retail full-packaged product.

**Can the OS upgrade covered under the EES be used on a virtual machine?**

A Windows OS can run on a virtual machine that has OS coverage as part of the EES as long as a school buys a Virtual Desktop Access (VDA) per Device License (w/ Software Assurance). The SKU is “Virtual Desktop Access (VDA) : MSVDADSUB.” If this version of VDA does not allow for remote access by students to a Virtual Desktop Infrastructure platform, it would be best to speak with Microsoft so that we can clarify which product is needed.

**What additional products are available under EES?**

A broad selection of software and services are available as additional products under your EES. They provide the same License & Software Assurance coverage as desktop platform products. With the exception of Core CAL Suite or ECAL Suite component CALs, which must be licensed organization-wide based on your FTE employee count, additional products may be licensed for any quantity specified by the organization, ranging from one license to the entire FTE employee count.

Examples of software products available as additional products include Microsoft Office Visio, Microsoft Project, Windows Server, and Exchange Server. Examples of CALs available as additional products include the SQL Server CALs and Dynamics CRM Server CALs. Examples of Online Services include Business Productivity Online Suite, Deskless Worker Suite, Exchange Online, and SharePoint Online. You can see a complete list of additional products on the [Microsoft Product List website](https://microsoft.com).
Is Microsoft consulting/technical support included with EES?
No. But there are several web-based, informational support options at a number of levels. Visit Microsoft Support to find the level of support that is best for your needs.

Are Multi-Language rights covered by EES?
Yes, you can run the licensed product in any available language. This includes the right to run the Multi-Language version of Microsoft Office and its corresponding features, such as a global interface and multi-language proofing tools.

Can I install EES products on my personal computer?
EES products can be installed on institutional devices only. Installation on personal computers is not allowed unless you receive Work at Home (WAH) rights or opt in to the Home Use Program (HUP).

How do we calculate our Full-time Equivalent (FTE) student count?
Use the following formula:
(Full-time students) + (Part-time students ÷ 3) = Total FTE students

What happens at the end of the EES term?
Each USG institution, along with the Board of Regents, will decide whether or not to renew the annual license contract. If you have had three years or more of coverage, you may purchase perpetual licenses for the products and quantities you want to continue using by acquiring discounted “buy-out” licenses offered under the program. If you decide not to renew, you are required to remove all EES products from every device (faculty/staff machines, servers, etc.) at your institution.

Your institution may also decide to implement a combination of the “buy-out” and removal options. For example, you want an additional 12 months of EES coverage for Windows Upgrade, perpetual licenses for Visual Studio, and you no longer want to use any of the other products covered under your current enrollment. To do this, you can submit a new order for Windows Upgrade, purchase perpetual licenses for Visual Studio using the “buy-out” option, and remove the remaining products from all devices.

Microsoft EES – Work at Home & Student Media

What are Work at Home (WAH) rights?
Your institution may offer limited WAH rights to your faculty and staff members only with no additional license charge. These limited rights permit using application, system, and CAL products on a personally-owned device for work-related purposes only. You can choose to extend these rights to your faculty and staff members only for licensed products for which you have institutional licenses through your EES.

If you extend WAH rights, your institution accepts responsibility for communicating the terms and conditions to your faculty and staff members. This includes keeping accurate records of licensed product use and distribution, and ensuring that your faculty and staff agree to the stated terms and conditions.

Does my institution offer WAH rights?
All USG and GPLS institutions offer WAH rights for the software items that are covered by their Microsoft EES contracts.
How can we purchase WAH software?
SRS now sells WAH software in both the Institutional and Personal Stores. On the Institutional side, it is located in the Work at Home section of our website.

Does my institution participate in the Home Use Program?
No, Microsoft does not allow institutions to participate in both the HUP and Work at Home. The USG only participates in WAH.

What is the Student Option?
The EES Student Option provides a convenient and cost-effective way for you to license selected products for use by your students on a personally-owned device or an institution-owned device assigned to the student’s exclusive use: i.e., a device checked out to a student for the school year. If you choose the three-year subscription, each anniversary order must include at least the same number of student users as in the year 1 order.

Does my institution offer the Student Option?
The following institutions offer the Student Option during the 2011—2012 school year:
- Clayton State University
- Columbus State University*
- Gainesville State College
- Georgia Gwinnett College
- Georgia Health Sciences University
- North Georgia College & State University
- The University of West Georgia

*Columbus State University students are only allowed to purchase MS Office products.

Can we add the Student Option?
Yes, please email us at srs@usg.edu to request a quote.

How can we purchase Student Media software?
SRS now sells Student Media software in both the Institutional and Personal Stores. On the Institutional side, it is located in the Student Media section of our website.

Troubleshooting

We purchased multiple copies of a particular software product for our department. However, we only received one license key. Is that correct?
Yes, you were issued a volume license key that can be used to activate each of your purchased licenses.

I am trying to install some software that I recently purchased from you, but my license key does not work. What’s wrong?
In most cases, our customers have made a mistake while entering the keycode. Since our institutional keycodes are volume licensing keys, they have been tested on numerous occasions by previous customers. Please try again and make sure that you enter the key correctly. On other occasions, you may need to remove an older version of the software before installing the new one. If neither of these
solutions work, please try installing it on another computer to determine if there is a problem with your computer’s hardware. If this installation also fails, please contact us at srs@usg.edu.

I ordered some Adobe software recently, but never received the license keys. How do I get them?
If you ordered a copy of the media, the keys will be printed on the label on the back of the media case. If not, we will need to email them to you. Adobe recently started issuing multiplatform (Mac & Windows) licenses, but the keys are still platform-specific. Please send an email to srs@usg.edu and include both your order number and the type of key (Mac or Windows) that you need.

I bought a software license and DVD a few years ago, but I lost the DVD. I need to reinstall my software, but SRS no longer lists that item in its store. What should I do?
You have a couple of options. You can borrow a copy of the same version from someone else and install it on your computer, then use your SRS license key to activate it. Another option, assuming that the manufacturer has not released a newer version of that software, would be to download the trial version from its website and activate it with your license key. If you cannot locate a copy, please send an email to srs@usg.edu and request a quote for the DVD purchase. However, SRS only carries the current version and one-version-prior of its software products.

When will we receive the updated keycodes for next year’s SAS license? Our current license expires on June 30.
Since the expiration of our SAS contracts coincides with the end of our fiscal year, some budgeting freezes prevent this from being a smooth transition. Luckily, SAS offers its customers a 45-day grace period. We expect to receive the new keys by the end of July, at which point we will immediately email them to our current SAS customers.

I need to reinstall SAS/IBM SPSS, but I no longer have the setinit/activation code email. What should I do?
Email us at srs@usg.edu with a brief explanation of the problem. In order to expedite the process, please include the order number of your SAS license purchase.

I have installed Microsoft Office/Project/Publisher/Visio, but it did not ask me to enter a key. Why?
This is normal during the initial installation process. You need to complete a few more steps before you are finished. First click on “File,” then scroll down and click on “Help.” Notice in the right-hand panel “Product Activation Required,” click on “Change Product Key” and enter the key found on the back of
your media case. Another window will open asking you to choose your desired installation. Most people will click on “Install Now.” Your install will be complete after the configuration process is finished.

I was using Microsoft OneNote 2007, but I installed the 2010 version as part of Office Pro 2010. Now I cannot find any of the sections that I had in OneNote 2007. Can these be recovered?

We are not currently aware of a way to transfer your sections to the 2010 version. Check the Microsoft Knowledge Base for more help. However, if you reinstall OneNote 2007, you can recover those sections.

How can I tell if my computer is running a 32-bit or a 64-bit version of Windows?
If you are using Windows 7 or Windows Vista, click the “Start” (Windows-logo) button in the bottom left-hand corner of the screen, then right-click “Computer” and select “Properties.” Under the “System” tab, you can view the system type.

If you are using Windows XP, click “Start” in the bottom-left hand corner of the screen, then right-click “My Computer” and select “Properties.” If you don’t see “x64 Edition” listed, then you are running the 32-bit version of Windows XP. If “x64 Edition” is listed, then you are running that version.

SRS Glossary

Applications Software
This category includes end-user programs such as word processors, spreadsheets and database software. These programs can’t run without an OS and associated system utilities.

CAL (Client Access License)
The companion to a server license, a Client Access License must be in place for every authenticated user on a given network. This license enables client applications on personal computers or workstations to access the server and its program(s) in order to perform operations on the local computer.

Campus Agreement
(now known as the Enrollment for Education Solutions (EES); effective in March 2011)
The Microsoft Volume Licensing Enrollment for Education Solutions (EES) offering provides qualified academic customers, of all sizes, a simplified way to acquire Microsoft software and services under a single, subscription agreement. EES provides assured coverage for desktop platform products through one annual count of Full-time Equivalent (FTE) employees, the ability to add additional products as needed, student licensing options and the benefits of Software Assurance. All universities and libraries of the University System, except the Medical College of Georgia Health Inc., will be participating in the CA/EES during FY11. The term of this agreement is July 1, 2010 through June 30, 2011.

Compliance
This term describes the use of purchased software products in keeping with software publishers’ end-user license agreements.
Concurrent License
A standard license enables a single user to access a program at a single location. If three people in your office need simultaneous access to the same program, then you need to buy three standard licenses. However, if these three people use the program less frequently and do not need simultaneous access to it, you could purchase one concurrent license to cover all three users. With a concurrent license, each person could access the program from her own computer, but not at the same time.

In a computer lab setting, purchasing 20 concurrent licenses of a particular program would allow 20 users to simultaneously access that software. The 21st person would be blocked from using it until one user logged off. Concurrent licenses are ideal for situations in which the number of users who have access to a particular program exceeds the number of users who are accessing it at any one time.

Concurrent license users are required to have technology in place on the program member's internal networks that enables an authorization process to allow/decline access to the software on an individual computer and incident basis. If you are purchasing a concurrent license for your office, please consult your office's IT manager before purchasing. (See also Per Server Licensing.)

Core Client Access License (Core CAL)
Core CAL is a package license from Microsoft that covers basic server components across desktop computers, including Microsoft Windows Server, Microsoft Exchange Server, Microsoft Systems Management Server and Microsoft SharePoint Portal Server. (See also Device CAL and User CAL)

Database (DB)
Like an electronic filing system, databases collect, organize and save information (or data) which can then be retrieved by users as needed using various database "queries" or search techniques.

Device CAL
With a Device CAL, you purchase a CAL for every device that accesses your server, regardless of the number of users who use that device to access the server. Device CALs may make more economic and administrative sense if your institution has users who share devices. (See also Core CAL and User CAL)

Dual-layer DVD
Dual-layer DVD's store data in two separate layers on the disc, which allows for twice as much storage as traditional DVD's. Note: Dual-layer DVD's require DVD drives that are dual-layer capable, as they cannot be read by traditional DVD drives.

End User License Agreement (EULA)
A legal agreement between a customer and a software publisher providing a license to use software according to the publisher's terms and conditions.

Enrollment for Education Solutions (EES)
(formerly known as the Microsoft Campus Agreement)
The Microsoft Volume Licensing Enrollment for Education Solutions (EES) offering provides qualified academic customers, of all sizes, a simplified way to acquire Microsoft software and services under a single, subscription agreement. EES provides assured coverage for desktop platform products through one annual count of Full-time Equivalent (FTE) employees, the ability to add additional products as needed, student licensing options and the benefits of Software Assurance. All universities and libraries of the University System, except the Medical College of Georgia Health Inc., will be participating in the CA/EES during FY11. The term of this agreement is July 1, 2010 through June 30, 2011.

**Key/Keycode**
Codes used to install purchased software programs, usually included on the license certificate

**License**
The right to install software on one or more computers or servers. The EULA determines how a licensee is entitled to use the software. There are various types of licenses, some of which include concurrent, perpetual and named-user. (See also End User License Agreement (EULA)).

**License Certificate**
A document received post-purchase that specifies the product licensed and quality of license. Note: SRS no longer ships these certificates, as the packing slip contains this information and validates ownership rights.

**Maintenance**
Maintenance is purchased in addition to a software license, giving you the right to receive the newest version of the software program for a designated period of time. Maintenance must be purchased at the same time of your original software/license order and will expire one year from the date of purchase. (Also known as Upgrade Protection or Software Assurance.)

**Media**
The CD or DVD that enables you to install purchased licenses. Media is typically sold separately from the actual license.

**Node**
Any computer or peripheral device on the network that processes data and has a unique network address.

**Per Processor Licensing**
A part of Microsoft's licensing program that requires one processor license for every processor within the server being licensed. This type of license is available for the following Microsoft server products: Internet Security & Acceleration (ISA) Server, SQL Server, Host Integration, Commerce, BizTalk, Application Center, Operations Manager and Content Manager.

**Per Seat Licensing**
With per seat licensing, each user connecting to a licensed server must have a Client Access License (CAL). The CAL also enables access to any other licensed server within the network.
Institutional Store FAQ

**Per Server Licensing**
With per server licensing, terms are based on the number of machines hitting the server at one time. In this case, the number of machines allowed to hit the server at once is restricted to the number of CALs owned by the organization. If there are 100 machines within the organization, but only 50 hit the server at any given time, only 50 Client Access Licenses would be needed. (See also Concurrent Licensing)

**Piracy**
An illegal installation of a software program, therefore violating a publisher’s end user license agreement

**Pre-Pack**
Boxed set that includes license with media, license key, and documentation; may be sold in various quantities to cover multiple users

**Product Key/Keycode**
Codes used to install purchased software programs, usually included on the license certificate

**Readme File**
A text document that may be included in the media provided for installing the software, readme files typically provide additional information that was not included in the official documentation.

**Site License**
This type of license gives you the right to purchase software for multiple locations based on one overarching agreement.

**Software Asset Management (SAM)**
A process of recording and maintaining software licenses across an organization

**Software Assurance (SA)**
A Microsoft maintenance program aimed at business users of Microsoft Windows, Microsoft Office, and other server and desktop applications. The core premise behind SA is to give users the ability to spread their payments for the software over multiple years, while allowing upgrades to newer versions in that time period. Software assurance includes two years of Open Licensing and one, two or three years of Select Licensing. Software Assurance must be purchased at the same time of your original software/license order; it is automatically included in Enterprise Agreement. (Also known as Maintenance or Upgrade Protection.)

**Terminal Services**
Services used to access applications or data residing on a server

**Upgrade**
A new version of a software program intended to replace the old version you own. Typically, upgrades are purchased at a discounted cost.
Upgrade Media
These items can only be used to upgrade existing operating systems. As a result, they may not be used for new installations.

Upgrade Plan
Grants the license holder the right to receive new software version upgrades for a given time period (generally one or two years) for a discounted, prepaid price; Upgrade Plans must be purchased at the same time of your original software/license order and will expire on December 31st of each year. (Also known as Maintenance or Software Assurance.)

User
The person who uses a piece of software by running the application on a computer

User CAL
With the User CAL, you purchase a CAL for every user who accesses the server to use services such as file storage or printing, regardless of the number of devices they use for that access. Purchasing a User CAL might make more sense if your users need to have roaming access to the network using multiple devices, or from unknown devices, or simply have more devices than users in your organization. (See also Core CAL and Device CAL.)

Volume License Key (VLK)
Usually shortened to "keycode," it is a 25-digit string of numbers and letters that must be entered in order to install many Microsoft programs.