



# The True-Up Guide

## Helping you through the process.

Your Enterprise Agreement (EA) with Microsoft gives you the right to use additional licenses for any product covered by your EA, without placing an order every time. Once a year, you are required to align your EA with the total number of licenses you've added in the previous 12 months. This is the True-Up process: a census of all the qualified desktops, users, and processors added to your organization over the course of the year.

This document is designed to guide you through, providing a single point of reference to help you simplify and streamline the True-Up process. If you have questions at any time, feel free to get in touch with your reseller or Microsoft account team for assistance. You will find their latest contact information listed on your Summary of Agreements. You can also visit [www.licensing.microsoft.com](http://www.licensing.microsoft.com) or call (866) 230-0560.

## The True-Up process timeline.

Here are a few milestones over the next 90 days:

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### **NINETY DAYS BEFORE YOUR EA ENROLLMENT ANNIVERSARY DATE:**

The True-Up process begins with a review of your software and hardware purchases and a recap of your license growth and changes. If you need assistance with your license purchase information, you can contact your reseller or Microsoft account team. You may also check the Microsoft® Volume Licensing Services Web site at [www.licensing.microsoft.com](http://www.licensing.microsoft.com). Your reseller or your Microsoft account team may call you to discuss your upcoming True-Up process and answer any questions you might have.

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### **SIXTY DAYS BEFORE YOUR ANNIVERSARY DATE:**

At this point, you should contact your reseller or Microsoft account team to review any changes to the licensed products included in your EA. Your reseller or Microsoft account team may follow up with you to consult about any new products that may make sense for your business.

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### **THIRTY DAYS BEFORE YOUR ANNIVERSARY DATE:**

Your reseller or Microsoft account team will contact you to ensure your True-Up order is moving forward on schedule.

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### **RIGHT BEFORE YOUR ANNIVERSARY DATE:**

Your reseller or Microsoft account team will contact you to ensure your True-Up order is moving forward on schedule.

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### **NO LATER THAN 15 DAYS AFTER YOUR ANNIVERSARY DATE:**

Once you send in your finalized True-Up order, your reseller or Microsoft account team will perform a quality assurance review and then place the order with Microsoft.

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### **FOLLOWING YOUR TRUE-UP ORDER:**

After your order is placed, your reseller or Microsoft account team will provide you with a licensing order number so you can activate your licenses. Along with your revised EA, you will receive a report indicating the products you are licensed to use and the number of licenses you now have.

## About your Enterprise Agreement.

A Microsoft EA offers your organization a cost-effective way to acquire the latest Microsoft technology to help standardize your IT infrastructure and simplify license management. Additionally, your EA can reduce the time spent managing your software licenses by streamlining the procurement process: with an EA, you only need to place one order a year.

Your EA has a three-year term, with the option to be renewed after each cycle. As part of the agreement, for every year within the EA, your company is required to perform a True-Up exercise to inventory the number of servers, CPUs, computers, and other devices running Microsoft software, and take into account any licenses that may have been added during the previous 12 months.

You may place any number of True-Up orders throughout the calendar year, but at least one must be placed in each year of the EA cycle, no later than 15 calendar days after the anniversary of the EA enrollment date.

If you used no additional EA products within the calendar year, you are still responsible for submitting a zero-usage True-Up order. Conversely, if you started using Microsoft products during the previous 12 months that aren't included in your EA, you will need to talk with your reseller or Microsoft account team about placing a new order to have these products added to your EA.

## The scope of the True-Up process.

Your organization is unique, and its systems, applications, and services are tailored to meet your Enterprise requirements. As a result, there are a myriad of configurations of servers, Client Access Licenses (CALs), management servers, operating systems, and desktop applications that may be in use at any one time. Given this situation, your system configuration may change over the course of the EA license cycle, resulting in an increase in some licensed products. The True-Up process will address the changes in specific product licenses and overall number of licenses for operating systems.

These systems and services vary with each customer, so there is not just one typical scenario to follow. You should ask these kinds of questions to help identify possible areas of growth and change:

1. Did our computer or employee base grow this year?
2. Did we make any acquisitions?
3. Did we increase the number of our servers? Did we cluster any of them? Did we set any of them for warm or hot disaster recovery?
4. Did we roll out any desktop applications, such as Microsoft Office Project, Microsoft Office Visio®, Microsoft Office OneNote®, or Microsoft MapPoint®?
5. Did we put into production any piloted products or applications?
6. Are we using Microsoft Systems Management Server to provide data for the True-Up?

## Methods for inventorying EA licenses.

There are two different ways to inventory your desktops, servers, and underlying operating systems (OSs):

- An **automated process** conducted by Systems Management Server, Microsoft Asset Inventory Service (part of the Microsoft Desktop Optimization Pack), or other similar software
- A **semimanual** or **fully manual process** conducted by you and your staff

Systems Management Server is a self-monitoring system that makes it simple to compare inventory over any number of years, enabling your company to easily complete the True-Up process. The manual process can be streamlined, but it does require more hands-on collaboration with your reseller or Microsoft account team.

### The automated True-Up process:

1. If your Systems Management Server configuration includes the Device Management Feature Pack and the Administration Feature Pack, device discovery is automated. Systems Management Server will collect hardware and software inventory from servers, mobile devices, and terminal-based clients to produce a standard inventory report for review.
2. Your reseller or Microsoft account team should work with you to review the results of your inventory report and adjust EA licenses as necessary. Take into consideration both your hardware purchases and overall licensing usage throughout the True-Up order time frame.

### The semimanual True-Up process:

During your True-Up process, the following elements must be inventoried:

- The number of actual servers running Microsoft software from your EA, including the date they were put into service.
- The number of CPUs running Microsoft software in each server, including the date they were put into service.
- The number of desktops, including the date they were put into service.
- The number of qualifying underlying OS licenses on desktops, including the type of OS and date they were put into service.
- The number of Device CALs and User CALs (see back for more information).

## What systems need to be inventoried?

All devices included in your EA must be inventoried as part of the True-Up process, including all servers, computers (desktops, laptops, and terminals), and mobile devices that use Microsoft-licensed software.

In addition to hardware, all Microsoft application software must be reviewed. The application systems listed below are representative of EA application components that may be covered in your EA and are thus possibly part of the True-Up exercise.

Furthermore, you also need to inventory the number of User CALs and Device CALs within your enterprise. User CALs provide a many-to-one relationship and allow multiple users to use a single device to access software (for call center terminals and airport kiosks, for example). Device CALs provide the familiar one-to-one relationship for a device to access software. Windows Server® 2003 R2 allows a server to be set to accept either of these CALs, but not both at the same time, so it is very important to inventory and review this information during your True-Up process.

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### Microsoft Servers—Servers and CALs

- Microsoft Exchange Server 2007 Standard and Enterprise Servers
- Microsoft Office Communications Server 2007 Standard and Enterprise
- Microsoft Office Project Server 2007
- Microsoft Office Project Portfolio Server 2007
- Microsoft Office SharePoint® Server 2007
- Microsoft SQL Server® 2005 (licensed in server per CAL mode) Workgroup, Standard and Enterprise Editions
- Microsoft Connected Services Framework Server 3.0 Standard Edition
- Microsoft Connected Services Framework Server 3.0
- Microsoft Customer Care Framework 2008
- Duet™ for Microsoft Office and SAP®
- Microsoft Dynamics® CRM 4.0 Professional and Enterprise Servers
- Microsoft Identity Lifecycle Manager 2007
- Microsoft Office Forms Server 2007
- Microsoft System Center Mobile Device Manager 2008
- Microsoft System Center Mobile Device Manager 2008 with SQL Server 2005 Technology
- Microsoft Visual Studio® Team System 2008 Team Foundation Server with SQL Server 2005 Technology
- Microsoft Office PerformancePoint® Server 2007

### Microsoft Servers—Management Servers

- Microsoft Operations Manager 2005
- Microsoft Data Protection Manager 2006
- Microsoft Systems Management Server 2003 and 2007

### Microsoft Operating Systems

- Windows® XP
- Windows Vista®

### Microsoft Desktop Applications

- Microsoft Office Professional Enterprise 2007
- Microsoft Office Standard 2007
- Microsoft Office OneNote 2007
- Microsoft Office Communicator 2005
- Microsoft Office Groove® 2007
- Microsoft Office PowerPoint® 2007
- Microsoft Office Word 2007
- Microsoft Office Excel® 2007
- Microsoft Office Outlook® 2007
- Microsoft Office Project Professional 2007
- Microsoft Office Project 2007
- Microsoft Office Visio Professional 2007
- Microsoft Office Visio Standard 2007
- Microsoft Visual Studio 2005 Professional Edition
- Microsoft Office Access® 2007
- Microsoft Office InfoPath® 2007
- Microsoft Office Small Business Accounting 2006
- Microsoft Office Publisher 2007
- Microsoft Office SharePoint® Designer 2007

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## Strategic methodology: Using this year to prepare for next.

Once you've completed the True-Up process, you should retain a copy of your inventory to use in the future. This copy is especially important if you are completing the process manually.

We also recommend that you consider performing interim quarterly inventories of your licensed IT infrastructure to reduce the time it will take to perform the annual True-Up exercise.

## Questions? Comments?

If you need more information, please visit <http://licensing.microsoft.com>. For questions regarding Microsoft Volume Licensing Services or Software Assurance benefits, call **(866) 230-9400**. For other questions or to acquire licenses, please call **(800) 426-9400**.