

# ELAS FAQ



## Ericsson License Activation and Support

ELAS URL: [activationrequest.ericsson.net](https://activationrequest.ericsson.net)

# Contact Information



- **How can I contact my Market Area Software Supply team?**

Based on your region please refer to the contact information for your Market Area Software Supply team:

## **Continent APAC**

MNEA MA Software Supply team [e-mail](#)

Opening hours: GMT 1:00 AM- 9:00 AM

MOAI MA Software Supply team [e-mail](#)

Opening hours: GMT 2:30 AM- 11:30 AM

## **Continent EMEA**

MELA Europe and MMEA MAs Software Supply team, [e-mail](#)

Opening hours: GMT 6:00 AM-02:30 PM (summer), GMT 7:00 AM – 3:30 PM (winter)

## **Continent Americas**

MANA and MELA MAs Software Supply team , [e-mail](#)

Opening hours: GMT 03:00 PM- 11:00 AM (winter), GMT 2:00 PM to 10:00 PM (summer)

# Account and access



- **How do I access the ELAS tool?**

To access ELAS, please follow the steps below based on your user status. If you are an Ericsson employee, please navigate to the 'Request access - Ericsson Employee User' link. For non-Ericsson employees, use the 'Request access - Non-Ericsson Employee User' link. This distinction ensures that you are directed to the appropriate access request process corresponding to your employment affiliation:

[Request access - Ericsson Employee User](#)

[Request access - Non-Ericsson Employee User](#)

# System Requirements and Compatibility:



- **Which browsers support ELAS?**

For an optimal experience, we recommend utilizing the browsers listed below. Additionally, it is advisable to ensure that your browser is updated to the latest available release version:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

# General Information



- **Are CORA and ELAS two separate applications for License Activation and Support?**

CORA is the former name of ELAS. Due to past practice, you may come across references to CORA. However, the new name is ELAS, and it stands for "Ericsson License Activation and Support." We kindly encourage you to use the new name in your daily communication and operations.

- **What Market Areas does the ELAS tool support?**

ELAS tool supports all Market Areas.

- **Where can I submit an idea for a new feature or enhancement for ELAS?**

Please share your idea via e-mail with your Market Area SW Supply team.

# Case Handling



- **Can I submit an ELAS activation request without an attachment?**

No, it is not possible to submit an ELAS activation request without an attachment. The attachment is a mandatory component of the request. If you find it necessary to submit an ELAS case without an actual attachment, you may utilize and upload a dummy file.

- **How can I upload multiple files in a standard ELAS activation case?**

If you need to upload more than 1 file, in your activation request, you can archive the files in one zip file and upload it in the case afterward.

# Case Handling



- **Why is the customer's name not shown immediately upon entering the EUFT number while creating my ELAS request, and what steps should I take to reveal it?**

Usually, the customer's name is displayed immediately after entering the EUFT number. However, if it is not, please, tab or click away from the EUFT field and the customer's name will become visible.

- **Is it possible to initiate a cancellation of an already submitted case of mine?**

Yes, it is possible. Please contact via e-mail your Market Area SW Supply and request the cancellation of the case. Note: You cannot cancel your submitted case directly in ELAS.

- **Is it possible to modify a case that has already been submitted?**

Once a license request has been submitted, it cannot be updated with new requirements or clarifications in the ELAS tool itself. If you need to make any changes, please contact your Market Area SW Supply team via email.

# Case handling



- **How can I access the cases I have previously submitted?**

Upon accessing ELAS, kindly navigate to the "My Page" section located in the upper right corner. There, you can view the cases you have submitted. Please be aware that if the case has been closed, you must deselect the "Hide Closed" box and the closed cases will display on your page.

- **Can I see the cases of other ELAS users?**

No, as a license requester, you can see your cases only.



# Communication



- **Is it possible to specify additional recipients for replies/feedback related to my ELAS case?**

Yes, it is possible. You can specify additional recipients in the 'Additional Receivers' field when creating your ELAS case. The listed recipients will receive the relevant replies/feedback associated with the case.

- **What should I do if I'm having additional clarifications regarding an already submitted case of mine?**

Please contact via e-mail your Market Area Software Supply team and provide them with the needed clarifications or additional requirements.

# Communication



- **How can I seek clarifications regarding a ticket that has been already processed and closed?**

To address this matter, please reach out to your Market Area Software Supply team via email including the case ID along with your comments for their reference and resolution.

- **Can I respond directly to the email received as a response from ELAS to continue the communication regarding my license request?**

As indicated, [no.reply.sw.license.support@ericsson.com](mailto:no.reply.sw.license.support@ericsson.com) is a non-reply email address. Kindly refrain from responding directly to it. To continue the discussion regarding your license request, please forward the email to the mailbox of your Market Area SW Supply team.

# Escalation Process



- **What should I do if I need to escalate my case?**

You can request prioritization by sending an email to your Market Area Software Supply team, including the following information:

- ELAS(CORA) Case number?
- Reason - Why do you need your request prioritized?
- Impact - What will happen if it does not get prioritized?
- Deadline - When is the solution needed? (date, time, time zone)

# Lead Time



- **What is the lead time for LKF delivery?**
  - The standard lead time for **BNEW** product lines, if the initial input is correct, is 24 hours for LKF delivery and for License Support. Please be aware that official holidays, weekends, or system performance may impact this timeframe.
  - Note, the lead time for some **BCSS** product lines may vary and it depends on the product specifics.

# Reporting an issue



- **What should I do if I encounter an error or performance issues with ELAS?**

Please contact via e-mail your Market Area Software Supply team and provide them with details about the issue you are experiencing.

