



## Definition of Terms for Microsoft® Software Owners

This document defines terms that apply to your rights and responsibilities regarding your Microsoft operating system software. This document helps you locate the appropriate information that you require when you call customer service for support.

### COA

The Certificate of Authenticity (COA) is a multi-colored label that gives you the right to use the product it represents. All Dell™ systems that ship with pre-installed Microsoft operating systems have a COA label attached. The COA also has the Product ID (PID) that may be required to install or reinstall the operating system.



**NOTE:** For more information about the COA, refer to the Dell knowledge base article 161942 on the Dell Support website at [support.dell.com](http://support.dell.com).

### PID

The PID is typically a 25 character ID that must be entered for you to reinstall the operating system.



**NOTE:** If you are using the Dell Recovery Media that was shipped along with your system, you do not require the PID to install or reinstall the OS.

## CAL

A Client Access License (CAL) gives you the right to attach a client workstation to a domain controller or application server. Typically, Microsoft operating systems ship with either five or 25 CALs.

The license granted by the COA and the license granted by a CAL are different. A COA, which is attached to the system that has the operating system installed, is much like the license plate attached to your vehicle. The license indicates that the *vehicle* is legally registered and authorized to operate on the road.

The CAL is like the driver's license that *you* have to operate a vehicle legally. If you have a driver's license, you can drive any properly registered vehicle. In Microsoft terminology this is a *user* or *per seat* CAL.

A *per server* or *device* CAL is used in an environment where a single system may be used by many different users and the individual users need not be licensed. This is similar to a system in a library where many users may log on (as guests) to obtain information about books.

A Microsoft CAL is a single sheet of paper folded in half, like a booklet. The front page is the title page and identifies the operating system to which the CAL applies. The center pages contain the End User Licence Agreement (EULA), and the back page has the COA label for the CALs. For Microsoft Windows Server® 2003 Small Business Server, the COA label also has a PID.

Microsoft Windows Server 2003 Standard Edition comes with five CALs. Microsoft Windows Server 2003 Enterprise Edition comes with 25 CALs. These CALs grant the client workstations the right to legally access the server software. If you require additional CALs, they can be purchased in groups of five.

CALs are valuable. If you lose them, Dell is not obligated to replace them. On Windows Server 2003 Small Business Server systems, if you do not have the CAL and the PID that is found on the COA you cannot install your additional licenses.

Should you ever be audited, your paper CALs are proof of legal system software. Secure your CALs in a safe place.

## **EULA**

The End User License Agreement (EULA) is the license you must accept when you install a Microsoft product. This agreement defines the terms under which you are permitted to use the product. Typically, the EULA gives you the right to use a single instance of the product on a single device. The EULA may also address whether or not you are allowed to migrate the product to a new system and if so, any restrictions that may apply. The EULA is normally a printed document in the media kit for the product. An electronic version of the EULA is also found in the `\system32\` directory under the name `eula.txt`.

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