

## **ALE License Data Solution, OS6360/6560 License Transfer Self Service User Manual**

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### **How to Transfer License from Faulty Switch to New Spare Switch**



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## 1 Introduction

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This instruction manual explains the user regarding the procedure to transfer license from old/faulty OS6360/6560 switch to new spare switch serial.

## 2 Steps for License Transfer

Transfer of license for OS6360/6560 products is a single step process. Here user needs to provide switch details like Customer ID, Order number, Source Serial Number of the switch from where license is to be transferred, Destination Switch Serial Number, to which new license should be generated and to choose the Product Family associated with the Source serial number. These steps are explained below.

### 2.1 License Transfer from Source to Recipient Switch:

In this process, the selected license from Source or Old switch to Recipient switch will be transferred.

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [Omni 6360/6560](#). The following page appears:

The screenshot shows the Alcatel-Lucent Enterprise web interface for license transfer. At the top left is the Alcatel-Lucent Enterprise logo. The main heading is "LICENSE TRANSFER - OS6360/OS6560". Below this, a note states: "Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license." The form contains several input fields: "Customer Id:\*", "Order Number:\*", "Source Serial Number:\*", "Destination Serial Number:\*", "Destination MAC Address:\*", "Customer Name:", "Customer Email:", and "Choose the Product Family:\*" (a dropdown menu). A large text area labeled "Purpose/Remarks:\*" is at the bottom. Navigation buttons for "Home", "Clear", and "Transfer License" are located below the form. At the bottom of the page, there is a link to the "License Transfer User Manual for OS6360/6560" and a footer with browser compatibility information and a copyright notice.

Figure 1: License Transfer - OS6360/6560 Page

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- Now, the user must provide all the details such as Customer Id, Order Number, Source Serial Number, Destination Serial Number and Remarks mandatorily and the product family which is either OS6360 or OS6560 that is associated with the Source Serial Number to initiate license transfer process as in the below image.



## LICENSE TRANSFER - OS6360/OS6560

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

Customer Id:*	<input type="text" value="82763"/>		
Order Number:*	<input type="text" value="1737377"/>		
Source Serial Number:*	<input type="text" value="KQ863663"/>		
Destination Serial Number:*	<input type="text" value="B164464E"/>	Destination MAC Address:*	<input type="text" value="aa:a1:ad:a3:a4:28"/>
Customer Name:	<input type="text"/>	Customer Email:	<input type="text"/>
Choose the Product Family:*	<input type="text" value="OS6360"/>		
Purpose/Remarks:*	<input type="text" value="License Transfer for OS6360 PERF"/>		

[License Transfer User Manual for OS6360/6560](#)

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Figure 2 : License Transfer OS6360/6560 Page

**Note:** Customer Name, Customer Email in the above image are the optional fields.

- After providing required information, User should click on '**Transfer License**' button as indicated in following image to complete license transfer process.



### LICENSE TRANSFER - OS6360/OS6560

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

Customer Id:*	<input type="text" value="82763"/>		
Order Number:*	<input type="text" value="1737377"/>		
Source Serial Number:*	<input type="text" value="KQ863663"/>		
Destination Serial Number:*	<input type="text" value="B164464E"/>	Destination MAC Address:*	<input type="text" value="aa:a1:ad:a3:a4:28"/>
Customer Name:	<input type="text"/>	Customer Email:	<input type="text"/>
Choose the Product Family:*	<input type="text" value="OS6360"/>		
Purpose/Remarks:*	<input type="text" value="License Transfer for OS6360 PERF"/>		

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Figure 3 : License Transfer - OS6360/6560 Page

5. If every input from user comes out to be correct, then next page will be encountered after clicking 'Transfer License' button.



### LICENSE TRANSFER - OS6360/OS6560

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.  
Here is the new key:1F92-1ywE-[@W0-gR2E-qmUy-|SuT-|So{-14|X

Customer Id:*	<input type="text" value="82763"/>		
Order Number:*	<input type="text" value="1737377"/>		
Source Serial Number:*	<input type="text" value="KQ863663"/>		
Destination Serial Number:*	<input type="text" value="B164464E"/>	Destination MAC Address:*	<input type="text" value="aa:a1:ad:a3:a4:28"/>
Customer Name:	<input type="text"/>	Customer Email:	<input type="text"/>
Choose the Product Family:*	<input type="text" value="OS6360"/>		
Purpose/Remarks:*	<input type="text" value="License Transfer for OS6360 PERF"/>		

[License Transfer User Manual for OS6360/6560](#)

**Figure 4: License Transfer-OS6360/OS6560 Page**

6. On the top of the page as in **Figure 4**, user will be able to see the new license generated on the Destination Serial Number that is provided.
7. To download the new license, users need to click on **'Download License'** button as shown in following image.

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LICENSE TRANSFER - OS6360/OS6560

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.  
Here is the new key:1E92-1ywE-[@W0-gR2E-qmUv-]SuT-l\$o{-14JX

Customer Id:\* 82763  
Order Number:\* 1737377  
Source Serial Number:\* KQ863663  
Destination Serial Number:\* B164464E Destination MAC Address:\* aa:a1:ad:a3:a4:28  
Customer Name: Customer Email:  
Choose the Product Family:\* OS6360

Purpose/Remarks:\* License Transfer for OS6360 PERF

Home Clear Transfer License **Download License**

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Figure 5: License Transfer - OS6360/6560 Transfer Page

### Note:

In case the user provides the 'Customer Email' along with 'Customer Id' & 'Order Number' in Figure 2, then they must go through the email authentication process of entering 4-digit unique code and accepting terms and conditions before proceeding further with license transfer process.

- Once user enters the Customer Id, Order Number & Customer Email along with other necessary information and clicks on 'Transfer License', the following page appears where user to be re-directed to the page of 4-digit unique code and to input the code.

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LICENSE TRANSFER - OS6360/6560 AUTHENTICATION PAGE

4-Digit Code is sent to your Email: \*

Resend the code Submit

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Figure 6: License Transfer - OS6360/6560 Page

- Users will receive the 4-digit unique code to the email provided at the time of transfer along with **Customer Id** and **Order Number**.



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Welcome Letter for Order 1737377



Enterprise\_Orderdesk@al-enterprise.com

To Test

"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 9864.

Please, input this number to Transferring license tool, in order to finish the process.

Thanks and Regards,  
ALE License Support Group,  
Alcatel-Lucent Enterprise

This is a system generated email. Please DO NOT REPLY TO THIS MAIL.

Figure 7 : Sample Mail for 4-digit Unique Code

**Note:** Above is the screenshot of the sample mail in the Figure 7 been received with the unique code and this unique code will expire after 10 minutes.

- Also, the user can click on '**Resend the code**' button incase the user didn't receive the email of the unique code and user will be informed with the message as '**Unique code was sent to the mail Id provided**' as in the following screenshot.



LICENSE TRANSFER - OS6360/6560 AUTHENTICATION PAGE

4-Digit Code is sent to your Email:\*

Unique Code was sent to the mail Id provided

Resend the code

Submit

Figure 8 : License Transfer - OS6360/6560 Page

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- Users will have to enter the 4-digit unique code received in the mail in the browser for authentication of the same as in the following image.

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## LICENSE TRANSFER - OS6360/6560 AUTHENTICATION PAGE

4-Digit Code  
is sent to your Email:\* ⓘ

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Figure 9: License Transfer - OS6360/OS6560 Authentication Page

- In the next step, the user will be re-directed to the T & C page, where the user needs to check the '**Accept all Terms and Conditions**' and click on '**Accept**' as in the following screenshot.

Alcatel-Lucent Enterprise

## Terms & Conditions

We want to make the terms of using our website and online services clear to everyone who uses them. On this page you will find information about rights, liability, usage and more.

**Editor information**

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**Place of incorporation:** France : Registered with the Companies and Trade Register of Nanterre (Hauts de Seine)

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- "You" means the user, i.e., the individual who visits this Site or uses any part of it (e.g., browses or downloads information, materials, etc.) and, as applicable, the legal entity that is represented by such individual
- "Your" will be interpreted accordingly
- "RMA" Return Merchandise Authorization
- "Additional Feature License" paid license to activate specific feature

**Acceptance of Terms of Use**

Figure 10 : T & C Page

countries other than nationals who are lawfully admitted permanent residents of countries not subject to such sanctions; or (b) to person listed by the United State Treasury Department as "Specially Designated Nationals and Blocked Persons" or by the United States Commerce Department's in its "Table of Denial Orders". By agreeing to these Terms of Use, You represent and warrant that You and Your organization (if applicable) are not (i) located in, under the control of, or a national or resident of any such country or (ii) a person on any such list.

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**Accept all Terms and Conditions**

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Figure 11 : License Transfer - OS6360/6560 Page

- If every input from user comes out to be correct, then further license transfer process completes as in the following image.



## LICENSE TRANSFER - OS6360/OS6560

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.  
New license key sent to your email

Customer Id:*	<input type="text" value="82763"/>		
Order Number:*	<input type="text" value="1737377"/>		
Source Serial Number:*	<input type="text" value="LA374748"/>		
Destination Serial Number:*	<input type="text" value="Q0374748"/>	Destination MAC Address:*	<input type="text" value="aa:a1:ad:a3:a4:28"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="bhavya.vemuri@tcs.com"/>
Choose the Product Family:*	<input type="button" value="v"/>		
Purpose/Remarks:*	<input type="text" value="License Transfer for OS6360 PERF"/>		

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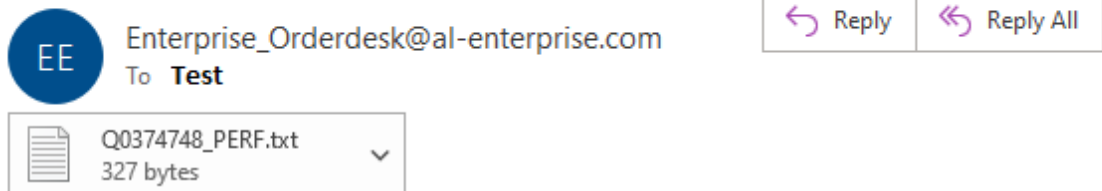
Figure 12 : License Transfer - OS6360/6560 Page

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**Note:**

- License key will be sent to the email id provided for the purpose of transfer as in the following screenshot.

## New License Key Generated for Order 1737377



"External email. Open with Caution"

Dear Customer,

Attached is the new license key.

Thanks and Regards,  
ALE License Support Group,  
Alcatel-Lucent Enterprise

This is a system generated email. Please DO NOT REPLY TO THIS MAIL.

**Figure 13 : New License Key Received through mail on Successful Transfer**

- User can also find the '**Download License**' button that is enabled upon successful transfer of license, and they can click on that to download the license file as in the below image.



### LICENSE TRANSFER - OS6360/OS6560

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

**License transfer successfully completed.**  
New license key sent to your email

Customer Id:*	<input type="text" value="82763"/>		
Order Number:*	<input type="text" value="1737377"/>		
Source Serial Number:*	<input type="text" value="LA374748"/>		
Destination Serial Number:*	<input type="text" value="Q0374748"/>	Destination MAC Address:*	<input type="text" value="aa:a1:ad:a3:a4:28"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="bhavya.vemuri@tcs.com"/>
Choose the Product Family:*	<input type="text" value=""/>		
Purpose/Remarks:*	<input type="text" value="License Transfer for OS6360 PERF"/>		

[Home](#) [Clear](#) [Transfer License](#) [Download License](#)

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Figure 14 : License Transfer - OS6360/6560 Page

### 3 Few Error Message and Their Interpretation

User sometimes may encounter some unexpected error condition due to invalid data, wrong combination of data, data unavailability etc. Here are some common error conditions are discussed along with their meaning.

#### 1. If license doesn't exist with user entry:

If user provides such kind of inputs for which no valid license exists, then user will encounter following error page.

**Alcatel-Lucent**   
Enterprise

**LICENSE TRANSFER - OS6360/OS6560**

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

**License transfer unsuccessful - No license exists on this combination**

Customer Id:*	<input type="text" value="12345"/>		
Order Number:*	<input type="text" value="7772777"/>		
Source Serial Number:*	<input type="text" value="AL888321"/>		
Destination Serial Number:*	<input type="text" value="BQ888321"/>	Destination MAC Address:*	<input type="text" value="aa:a1:ad:a3:a4:28"/>
Customer Name:	<input type="text"/>	Customer Email:	<input type="text"/>
Choose the Product Family:*	<input type="text" value="-"/>		
Purpose/Remarks:*	<input type="text" value="License Transfer for OS6360"/>		

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**Figure 15: License Transfer – OS6360/OS6560 Page**

The above-mentioned error message can be encountered in either of the below mentioned situations:

- Customer ID or Order Number is invalid.
- Customer ID and Order Number is valid, but Source Serial Number may not be associated with the provided Customer ID and Order Number combination.

- User provides correct combination of Customer ID, Order Number and Source Serial Number but Product Family selected may not be the correct associated one with the provided combination.

User must ensure that, they are providing exact combination of Customer ID, Order Number, Source Serial Number and Product Family.

### 2. If Destination Serial Number already have valid license key for the selected Product Family

If user selects relative Product Family that is associated to be transferred to Destination serial number, but Destination serial number already have valid license generated for the chosen product family by user, then user will encounter following page with error message:

The screenshot displays the Alcatel-Lucent Enterprise License Transfer web interface. At the top left is the Alcatel-Lucent Enterprise logo. The page title is "LICENSE TRANSFER - OS6360/OS6560". Below the title, a blue link reads "Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license." A red-bordered box contains the error message: "License transfer unsuccessful - License already exist for selected part type on new serial number. Here is the transfer failure case(s):OS6360-SW-PERF". The form fields are as follows: Customer Id:\* (82763), Order Number:\* (1737377), Source Serial Number:\* (Q0374748), Destination Serial Number:\* (B164464E), Destination MAC Address:\* (aa:a1:ad:a3:a4:28), Customer Name: (empty), Customer Email: (empty), Choose the Product Family:\* (dropdown menu with '-' selected), and Purpose/Remarks:\* (text area containing "License Transfer for OS6360"). At the bottom of the form are three buttons: "Home", "Clear", and "Transfer License". Below the form is a link: "License Transfer User Manual for OS6360/6560". At the very bottom, there is a footer with desktop compatibility icons for Chrome v63+, Edge v11+, and a "Terms & Conditions" link, followed by the copyright notice: "© 2017, Alcatel-Lucent Enterprise. All rights reserved".

Figure 16: License Transfer – OS6360/OS6560 Page

Above mentioned error message appeared as Destination Serial Number already had OS6360 PERF license.

### 3. If Unique Code entered by the user is wrong:

If the user provides the wrong unique code other than the one that has been received to the mail-id provided at the time of transfer (or) if the user clicks on resend the code button and accidentally enters the previous unique code that's been received, then the following error message is encountered.

The screenshot displays the Alcatel-Lucent Enterprise logo at the top left. Below it, the page title is "LICENSE TRANSFER - OS6360/6560 AUTHENTICATION PAGE". A red-bordered box contains the error message: "INCORRECT OTP. Please enter correct OTP". Below this, a label reads "4-Digit Code is sent to your Email:\*" with a question mark icon. A text input field contains the number "1234". To the right of the input field are two buttons: "Resend the code" and "Submit". At the bottom of the page, there is a footer with desktop compatibility icons for Chrome (v63+) and Internet Explorer (v11+), a link to "Terms & Conditions", and a copyright notice: "© 2017, Alcatel-Lucent Enterprise. All rights reserved".

Figure 17 : License Transfer - OS6360/6560 Page

User must ensure that they are providing the correct unique code that has been received in the email id provided for the purpose of transfer.