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

How to Transfer License from Faulty Switch to New Spare Switch

Alcatel·Lucent
Enterprise

Contents

Alcatel·Lucent
Enterprise

1 Introduction

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

Alcatel·Lucent
Enterprise

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:

Alcatel·Lucent
Enterprise

LICENSE TRANSFER - OS6360/OS6560

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

Customer Id:*

Order Number:*

Source Serial Number:*

Destination Serial Number:*   Destination MAC Address:*

Customer Name: Customer Email:

Choose the Product Family:*   -

Purpose/Remarks:*

Home   Clear   Transfer License

License Transfer User Manual for OS6360/6560

Desktop compatibility with   v63+,   v11+   **Terms & Conditions**
© 2017, Alcatel-Lucent Enterprise. All rights reserved

Figure 1: License Transfer - OS6360/6560 Page

Alcatel·Lucent
Enterprise

3. 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.

Figure 2 : License Transfer OS6360/6560 Page

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

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

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.

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.

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.

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**.

Welcome Letter for Order 1737377

EE 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.

Alcatel·Lucent Enterprise

LICENSE TRANSFER - OS6360/6560 AUTHENTICATION PAGE

Unique Code was sent to the mail Id provided

4-Digit Code
is sent to your Email:* ❓ [   ]

[Resend the code] [Submit]

Desktop compatibility with 🌐 v63+, 🌐 v11+ **Terms & Conditions**
© 2017, Alcatel-Lucent Enterprise. All rights reserved

Figure 8 : License Transfer - OS6360/6560 Page

Alcatel·Lucent
Enterprise

- 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.

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.

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.

User indemnity to ALE

You and Your organization agree to defend, indemnify and hold ALE, its affiliated companies, directors, employees or representatives harmless from and against any and all damages, expenses (including attorneys reasonable fees), losses or liabilities arising out of or in connection with Your access to or use of this Site (including the Forums).

Applicable law

These Terms of Use and all claims or issues regarding use of, or access to, this Site shall be governed according to the laws of France, with the exclusion of its conflict of law provisions. The application of the United Nations Convention on Contracts for the International sale of Goods of April 11, 1980, shall be excluded.

Dispute resolution

Any dispute relating to Your visit or to Your access to this Site shall be submitted to the exclusive jurisdiction of the courts of Paris, France and You and Your Organization irrevocably agree to submit to the personal and exclusive jurisdiction of these courts and that venue therein is proper and convenient.

Language

To the extent permitted by law, the English version of these Terms of Use is binding, and other translations are for convenience only.

Modification of Terms of Use

These Terms of Use were last updated on July 9, 2020. ALE reserves the right to change these Terms of Use at any time without prior notice. If You do not agree to the modified Terms of Use, You should discontinue Your use of this Site immediately.

☑ Accept all Terms and Conditions

Accept

Desktop compatibility with 🔵 v63+, 🔵 v11+ **Terms & Conditions**

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.

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 successfully completed. New license key sent to your email

Customer Id:*	82763	
Order Number:*	1737377	
Source Serial Number:*	LA374748	
Destination Serial Number:*	Q0374748	Destination MAC Address:* aa:a1:ad:a3:a4:28
Customer Name:	Test	Customer Email: bhavya.vemuri@tcs.com
Choose the Product Family:*	▾	

Purpose/Remarks:*
License Transfer for OS6360 PERF

Home Clear Transfer License Download License

License Transfer User Manual for OS6360/6560

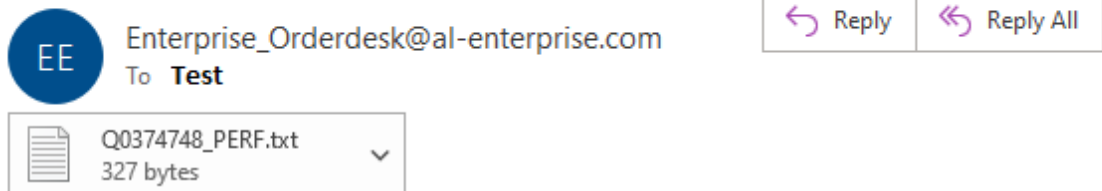Desktop compatibility with 🔵 v63+, 🔵 v11+ **Terms & Conditions**

Figure 12 : License Transfer - OS6360/6560 Page

Alcatel·Lucent Enterprise

Note:

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

<p align="center">Figure 13 : New License Key Received through mail on Successful Transfer</p>

- 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.

Alcatel·Lucent
Enterprise

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.

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:

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.

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.