

ALE License Data Solution, OS6450/OS6250 License Transfer Self Service User Manual

How to Transfer License from Faulty Switch to New Spare Switch



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1 Introduction

This instruction manual explains the user regarding the procedure to transfer license from old/faulty OS6450/6250 switch to new spare switch serial.

2 Steps for License Transfer

Transfer of license for OS6450/6250 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 licenses need to be transferred, Destination switch serial number for which new license should be generated and the License type of the Source serial number. These steps are explained below.

2.1 Single License Transfer from Source to Recipient Switch without providing Customer Email:

In this process, only one selected license from the Source or Old switch to the 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 6450/6250](#) The following page appears:



LICENSE TRANSFER - OS6450/OS6250

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

Customer Id:*	<input type="text" value="272791"/>	
Order Number:*	<input type="text" value="3266929"/>	
Source Serial Number:*	<input type="text" value="U1256778"/>	
Destination Serial Number:*	<input type="text" value="U1256998"/>	Destination MAC Address: <input type="text" value="efe8:72:ac:da:fc"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email: <input type="text"/>
License Type:*	<input type="text" value="ME"/>	
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>	

[License Transfer User Manual for OS6450/6250](#)

Desktop compatibility with v63+, v11+ [Terms & Conditions](#)

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Figure 1: License Transfer - OS6450/6250 Page

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3. With reference to **Figure 1**, there is a '**License Type**' field which is dropdown list, users need to select any one of the license types (ME, PERF, UPGD) provided in the list to initiate single license transfer process.
4. Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks are the other mandatory fields to be filled.
5. Customer Name, Customer Email and Recipient MAC Address are the optional fields.
6. After providing required information, user must click on '**Transfer License**' button as indicated to complete the license transfer process.
7. If every input by the user is correct, the user will be able to find the page as in the following screenshot after clicking '**Transfer License**' button.

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LICENSE TRANSFER - OS6450/OS6250

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: 5QS2-v3|C-&q00-cROh-Qhyi-xv1T-Ydt{-h@Kr

Customer Id:* 272791

Order Number:* 3266929

Source Serial Number:* U1256778

Destination Serial Number:* U1256998

Destination MAC Address: efe872acdafc

Customer Name: Test

Customer Email:

License Type:* ME

Purpose/Remarks:* Test Transfer

Home Clear Transfer License Download License

[License Transfer User Manual for OS6450/6250](#)

Figure 2: License Transfer-OS6450/OS6250 Page

8. On the top of the page, the user will be able to see the new license generated on the Recipient Serial Number as indicated.
9. To download the new license, user needs to click on the '**Download License**' button as indicated.
10. User needs to click on '**Save**' button to save or register the license as shown in **Figure 2**.

2.2 All License Transfer From Source to Recipient Switch without providing Customer Email:

In this process of license transfer, all types of licenses generated on the Source Serial number will be transferred to the Recipient switch on a single click.

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [Omni 6450/6250](#) The following page appears:


Alcatel-Lucent
Enterprise

LICENSE TRANSFER - OS6450/OS6250

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

Customer Id:*	<input type="text" value="45448"/>	
Order Number:*	<input type="text" value="3747791"/>	
Source Serial Number:*	<input type="text" value="U1647573"/>	
Destination Serial Number:*	<input type="text" value="U1647523"/>	Destination MAC Address: <input type="text" value="a5:42:fc:db:ba:ac"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email: <input type="text"/>
License Type:*	<div>All_License ▾</div> <div>Test Transfer</div>	
Purpose/Remarks:*		

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Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)

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Figure 3: License Transfer – OS6450/OS6250 Page

3. In this type of license transfer, need to select '**All_License**' option from the License Type dropdown list which is the only difference from the Single License Transfer process.
4. User then needs to click on '**Transfer License**' button to initiate this license transfer process. If every entry is correct, the user will be re-directed to the below page.

Alcatel-Lucent Enterprise

LICENSE TRANSFER - OS6450/OS6250

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

License transfer successfully completed.
Here are the key(s): OS6450-SW-PERF, tQ92-vM@C-&c0i-%ROB-K{Ui-3S1T-dB&{-c41X OS6450-SW-ME, tQ92-v4@C-&c0i-%ROB-K{Ui-3S1T-dB&{-541X OS6450-10L-UPGD, tQ92-v5@C-&c0i-%ROB-K{Ui-3S1T-dB&{-#41X

CustomerId:*

OrderNumber:*

Source Serial Number:*

Destination Serial Number:*

Destination MAC Address:

Customer Name:

Customer Email:

License Type:*

Test Transfer

Purpose/Remarks:*

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

[License Transfer User Manual for OS6450/6250](#)

Do you want to open or save U1647523_a542fcdbbaac_ALL.txt (170 bytes) from qa-support.al-enterprise.com? [Open](#) [Save](#) [Cancel](#) [x](#)

Figure 4: License Transfer – OS6450/OS6250 Page

- As we know, a single switch can have maximum of 3 licenses, and all the licenses have been transferred to the Recipient serial number as it is indicated on top of the screen shot in **Figure 4**.
- Users need to click on '**Download License**' button to download the newly generated license key.
- Then user must click on '**Save**' button to save or register the license.

2.3 Single License Transfer from Source to Recipient Switch with Customer Email provided:

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

To transfer license, follow these steps:

- Navigate to Licensing portal: <https://lds.al-enterprise.com/>
- Click the hyperlinked [Omni 6450/6250](#) The following page appears:

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LICENSE TRANSFER - OS6450/OS6250

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

Customer Id:*	<input type="text" value="45448"/>		
Order Number:*	<input type="text" value="3747791"/>		
Source Serial Number:*	<input type="text" value="U5373748"/>		
Destination Serial Number:*	<input type="text" value="U5367858"/>	Destination MAC Address:	<input type="text" value="e8:e7:32:ac:db:ca"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="abc@xyz.com"/>
License Type:*	<input type="text" value="UPGD"/> ▼ <input type="text" value="Test Transfer"/>		
Purpose/Remarks:*	<input type="text" value=""/>		

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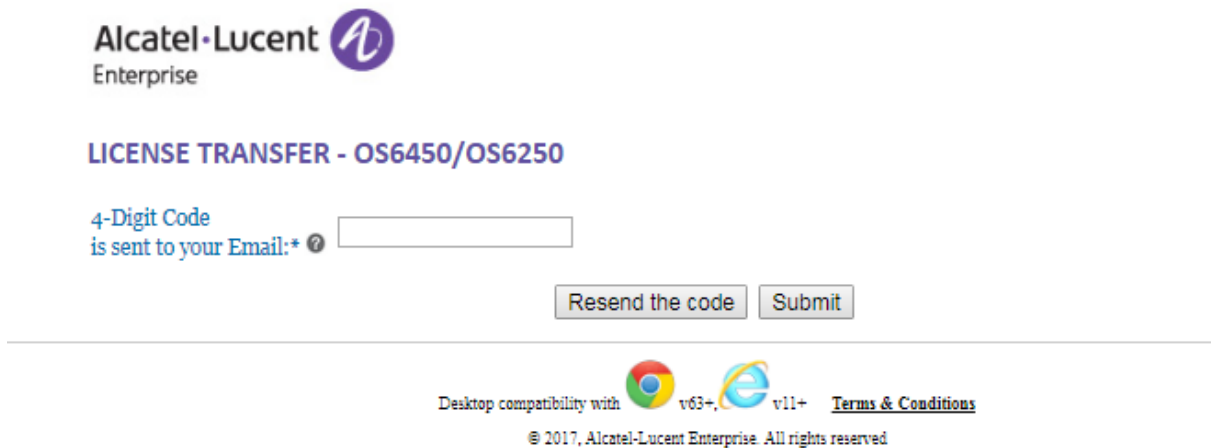
Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)

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Figure 5 : License Transfer – OS6450/OS6250 Page

3. In this page from '**License Type**' dropdown list, users need to select any one of the license types (ME, PERF, UPGD) provided in the list to initiate single license transfer process.
4. The user must make sure to fill in the mandatory fields such as Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks.
5. Customer Name, Customer Email and Recipient MAC Address are the optional fields.
6. Once the user enters all the details and clicks on '**Transfer License**', then user will be re-directed to the page where 4-digit unique code needs to be provided.
7. User will receive the **4-digit unique code** to the email provided at the time of transfer.



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LICENSE TRANSFER - OS6450/OS6250

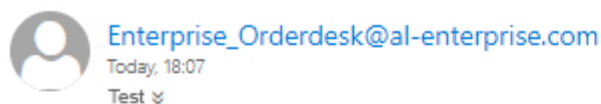
4-Digit Code
is sent to your Email: *

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Figure 6 : License Transfer - OS6450/OS6250 Unique Code Page

Welcome Letter for Order 3747791



"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 4311.

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 Unique Code Email

- Figure 7 contains the screenshot of the sample mail received with the unique code.

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9. Also, the user can click on **'Re-send the code'** button in case 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.

The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it, the text "LICENSE TRANSFER - OS6450/OS6250" is displayed. A green message box with a red border contains the text "Unique Code was sent to the mail Id provided". Below this, the text "4-Digit Code is sent to your Email:*" is followed by an empty input field. To the right of the input field are two buttons: "Resend the code" and "Submit". At the bottom, there is a footer section with desktop compatibility icons (Chrome, Firefox, Edge) and version requirements (v63+, v11+), a link to "Terms & Conditions", and a copyright notice: "© 2017, Alcatel-Lucent Enterprise. All rights reserved".

Figure 8 : License Transfer - OS6450/OS6250 Unique Code Page

10. User needs to enter the 4-digit unique code and click on **'Submit'** to proceed further with the license transfer process as shown in the following screenshot:

The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it, the text "LICENSE TRANSFER - OS6450/OS6250" is displayed. The text "4-Digit Code is sent to your Email:*" is followed by an input field containing the code "4187". To the right of the input field are two buttons: "Resend the code" and "Submit". The "Submit" button is highlighted with a red border. At the bottom, there is a footer section with desktop compatibility icons (Chrome, Firefox, Edge) and version requirements (v63+, v11+), a link to "Terms & Conditions", and a copyright notice: "© 2017, Alcatel-Lucent Enterprise. All rights reserved".

Figure 9 : License Transfer - OS6450/OS6250 Unique Code Page

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Note: The unique code that will be received over the mail-id will be valid for only 10 minutes and will expire if the user doesn't enter the unique code within the mentioned time.

11. 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 '**Submit**' as in the following screenshot.



Terms & Conditions

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus sit amet orci eu turpis commodo sagittis eu vel orci. Curabitur bibendum ante congue vehicula accumsan. Praesent consequat nec nibh vel bibendum. Mauris fringilla lorem vel porttitor placerat. Curabitur lacinia mollis tristique. Morbi feugiat efficitur justo, vel faucibus justo bibendum quis. Etiam semper at purus non fringilla. Proin ut mauris bibendum sapien porta porta. Nullam egestas pellentesque erat eu tincidunt. Praesent auctor posuere placerat. Pellentesque risus metus, eleifend at gravida at, dapibus ut felis. Nam id mauris ut dolor posuere faucibus. Morbi aliquet orci nec nisl commodo egestas ac id orci. Donec pellentesque nunc ac orci sagittis porttitor.
- Cras nec turpis ipsum. Praesent ac ligula aliquet, ultricies augue at, tempor enim. Integer lobortis lacus id diam suscipit accumsan. Sed gravida vel nulla ac euismod. Curabitur vulputate, tellus non dictum pretium, lectus turpis venenatis sem, eget fringilla mi tortor at quam. Praesent mollis lacus non erat fringilla, id mattis dolor fringilla. Nullam in massa in tortor vestibulum convallis. Phasellus sed libero a lacus dapibus elementum. Cras fermentum mattis sagittis. Morbi placerat ultrices lacus, at egestas nibh consequat vitae. In viverra, magna sed mollis commodo, nisl magna ultricies metus, et porttitor eros ex eu erat. Morbi sollicitudin maximus placerat. Interdum et malesuada fames ac ante ipsum primis in faucibus. Nulla pellentesque eget ipsum non congue. Aliquam convallis auctor maximus. Integer at elit nulla.
- In venenatis felis non nulla cursus tincidunt ac quis nisl. Nullam egestas ac nunc ut luctus. Suspendisse scelerisque velit a ligula dapibus fringilla. Donec fringilla imperdiet dui, non pharetra lorem accumsan eget. In est risus, pretium eget semper et, suscipit et ex. Etiam non aliquet diam. Fusce rhoncus eros id elit mattis, vitae blandit risus pulvinar. Proin vel dictum odio, at feugiat ligula. In porttitor dui ut justo interdum scelerisque. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Sed purus dui.
- Cras vel lectus arcu. Integer convallis sapien et dictum sodales. Phasellus dapibus a ipsum sit amet mollis. Duis at tellus ac turpis tempor facilisis. Sed eu sapien nec lorem luctus fermentum. Nam posuere elit neque. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; In egestas arcu odio, ac vulputate dolor tincidunt ac. Maecenas cursus, felis at euismod rhoncus, sem urna hendrerit ante, efficitur vehicula dui augue ornare ante. Cras quis libero id tellus mollis blandit. Integer eu risus ipsum. Donec feugiat orci ac porta interdum

☒ Accept all Terms and Conditions

Accept

Figure 10 : Terms & Conditions Page

12. If every input from user comes out to be correct, then the next page will be encountered after clicking '**Accept**' button as in the following screenshot.

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Alcatel-Lucent Enterprise

LICENSE TRANSFER - OS6450/OS6250

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

CustomerID:* 45448
OrderNumber:* 3747791
Source Serial Number:* U5373748
Destination Serial Number:* U5367858
Destination MAC Address: e8e7:32ac:db:ca
Customer Name: Test
Customer Email: test@xyz.com
License Type:* UPGD
Test Transfer
Purpose/Remarks:

Home Clear TransferLicense Download License

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Desktop compatibility with v63+, v11+ Term & Conditions

Do you want to open or save U5367858_e8e732acdbca_UPGD.txt (56 bytes) from qa-support.al-enterprise.com? Open Save Cancel

Figure 11 : License Transfer - OS6450/OS6250 Page

13. As mentioned, the license has been transferred to the Recipient Serial Number.
14. Users need to click on '**Download License**' button to download the newly generated license key.
15. Then the user must click on '**Save**' button to save or register the license.

Note:

Once the license is generated, the license will be sent to the mail-id provided at the time of transfer and user will be able to find the '**Download License**' option to download the generated license.

2.4 All License Transfer From Source to Recipient Switch with Customer Email Provided:

In this process of license transfer, all types of licenses generated on the Source Serial number will be transferred to the Recipient switch on a single click.

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [Omni 6450/6250](#) The following page appears:

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LICENSE TRANSFER - OS6450/OS6250

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

Customer Id:*	<input type="text" value="45448"/>		
Order Number:*	<input type="text" value="3747791"/>		
Source Serial Number:*	<input type="text" value="U1644758"/>		
Destination Serial Number:*	<input type="text" value="U1643748"/>	Destination MAC Address:	<input type="text" value="aa:bb:cc:dd:32:f7"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="test@xyz.com"/>
License Type:*	<div>All_License ▾ Test Transfer</div>		
Purpose/Remarks:*	<div></div>		
<div><input type="button" value="Home"/> <input type="button" value="Clear"/> <input type="button" value="Transfer License"/></div>			

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Desktop compatibility with  v63+  v11+ [Terms & Conditions](#)
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Figure 12 : License Transfer - OS6450/OS6250 Page

3. In this type of license transfer, need to select '**All_License**' option from the License Type dropdown list which is the only difference from the Single License Transfer process.
4. The user must make sure to fill in the mandatory fields such as Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks.
5. Customer Name, Customer Email and Recipient MAC Address are the optional fields.
6. Once the user enters all the details and clicks on '**Transfer License**', then user will be re-directed to the page where 4-digit unique code needs to be provided.
7. User will receive the 4-digit unique code to the email provided at the time of transfer.

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LICENSE TRANSFER - OS6450/OS6250

4-Digit Code

is sent to your Email:*

Resend the code

Submit

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Figure 13 : License Transfer - OS6450/OS6250 Unique Code Page

Welcome Letter for Order 3747791



Enterprise_Orderdesk@al-enterprise.com

Today, 16:40

Test

"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 1039.

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

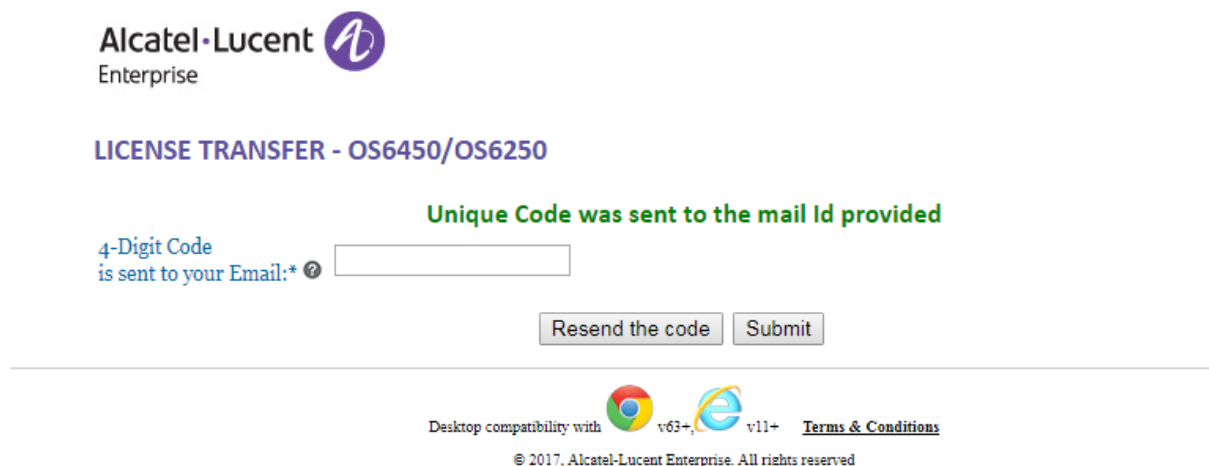
Thanks and Regards,
ALE License Support Group,
Alcatel-Lucent Enterprise

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

Figure 14 : Sample Unique Code Mail

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8. Figure 14 contains the sample mail received for the unique code.
9. Also, users can click on **'Re-send the code'** button in case 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.





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LICENSE TRANSFER - OS6450/OS6250

Unique Code was sent to the mail Id provided

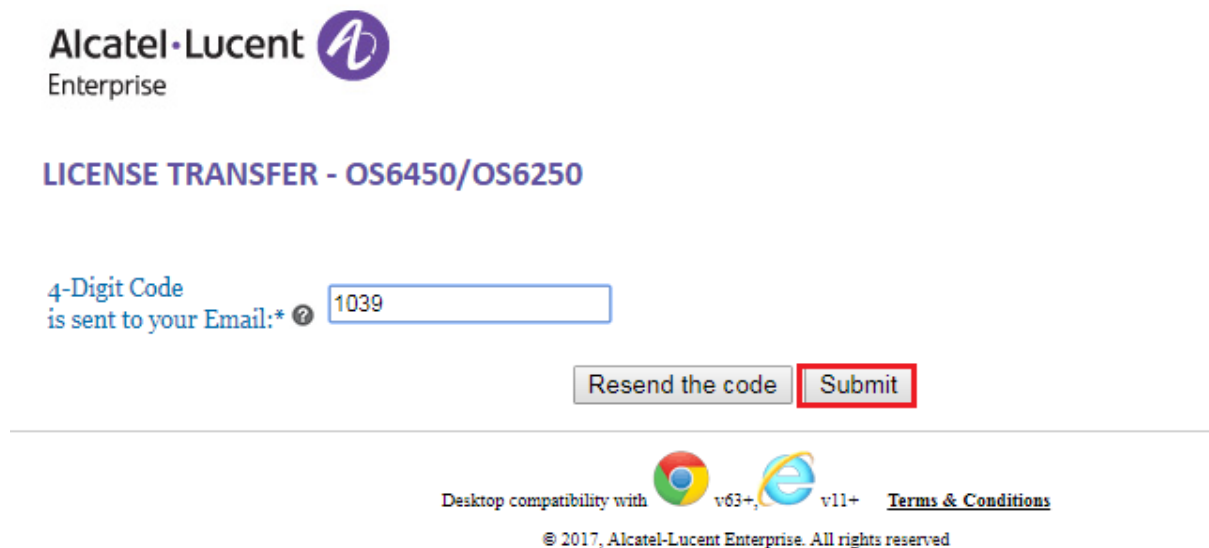
4-Digit Code is sent to your Email:*

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Figure 15 : License Transfer - OS6450/OS6250 Unique Code Page



10. User needs to enter the 4-digit unique code and click on **'Submit'** to proceed further with the license transfer process as in the following screenshot:



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LICENSE TRANSFER - OS6450/OS6250

4-Digit Code is sent to your Email:*

Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)

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Figure 16 : License Transfer - OS6450/OS6250 Unique Code Page

Note: The unique code that will be received over the mail-id will be valid for only 10 mins and will expire if user doesn't enter the unique code within the mentioned time.

- 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 **'Submit'** as in the following screenshot.



Terms & Conditions

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus sit amet orci eu turpis commodo sagittis eu vel orci. Curabitur bibendum ante congue vehicula accumsan. Praesent consequat nec nibh vel bibendum. Mauris fringilla lorem vel porttitor placerat. Curabitur lacinia mollis tristique. Morbi feugiat efficitur justo, vel faucibus justo bibendum quis. Etiam semper at purus non fringilla. Proin ut mauris bibendum sapien porta porta. Nullam egestas pellentesque erat eu tincidunt. Praesent auctor posuere placerat. Pellentesque risus metus, eleifend at gravida at, dapibus ut felis. Nam id mauris ut dolor posuere faucibus. Morbi aliquet orci nec nisi commodo egestas ac id orci. Donec pellentesque nunc ac orci sagittis porttitor.
- Cras nec turpis ipsum. Praesent ac ligula aliquet, ultricies augue at, tempor enim. Integer lobortis lacus id diam suscipit accumsan. Sed gravida vel nulla ac euismod. Curabitur vulputate, tellus non dictum pretium, lectus turpis venenatis sem, eget fringilla mi tortor at quam. Praesent mollis lacus non erat fringilla, id mattis dolor fringilla. Nullam in massa in tortor vestibulum convallis. Phasellus sed libero a lacus dapibus elementum. Cras fermentum mattis sagittis. Morbi placerat ultrices lacus, at egestas nibh consequat vitae. In viverra, magna sed mollis commodo, nisi magna ultricies metus, et porttitor eros ex eu erat. Morbi sollicitudin maximus placerat. Interdum et malesuada fames ac ante ipsum primis in faucibus. Nulla pellentesque eget ipsum non congue. Aliquam convallis auctor maximus. Integer at elit nulla.
- In venenatis felis non nulla cursus tincidunt ac quis nisi. Nullam egestas ac nunc ut luctus. Suspendisse scelerisque velit a ligula dapibus fringilla. Donec fringilla imperdiet dui, non pharetra lorem accumsan eget. In est risus, pretium eget semper et, suscipit et ex. Etiam non aliquet diam. Fusce rhoncus eros id elit mattis, vitae blandit risus pulvinar. Proin vel dictum odio, at feugiat ligula. In porttitor dui ut justo interdum scelerisque. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Sed purus dui.
- Cras vel lectus arcu. Integer convallis sapien et dictum sodales. Phasellus dapibus a ipsum sit amet mollis. Duis at tellus ac turpis tempor facilisis. Sed eu sapien nec lorem luctus fermentum. Nam posuere elit neque. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; In egestas arcu odio, ac vulputate dolor tincidunt ac. Maecenas cursus, felis at euismod rhoncus, sem urna hendrerit ante, efficitur vehicula dui augue ornare ante. Cras quis libero id tellus mollis blandit. Integer eu risus ipsum. Donec feugiat orci ac porta interdum

☒ Accept all Terms and Conditions

Accept

Figure 17 : Terms & Conditions Page

- If every input by the user come is correct, then user will be re-directed to the next page after clicking **'Accept'** button as in the following screenshot.



LICENSE TRANSFER - OS6450/OS6250

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

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

Customer Id:*	<input type="text" value="45448"/>
Order Number:*	<input type="text" value="3747791"/>
Source Serial Number:*	<input type="text" value="U1643748"/>
Destination Serial Number:*	<input type="text" value="U1643759"/>
Customer Name:	<input type="text" value="Test"/>
Destination MAC Address:	<input type="text" value="aa:bb:cc:dd:32:f7"/>
Customer Email:	<input type="text" value="gayathri.buddabathuni"/>
License Type:*	<input type="text" value="All License"/>
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>

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

[License Transfer User Manual for OS6450/6250](#)

Do you want to open or save U1643759_aabbccdd32f7_ALL.txt (170 bytes) from qa-support.al-enterprise.com?

[Open](#) [Save](#) [Cancel](#) [x](#)

Figure 18 : License Transfer - OS6450/OS6250 Page

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13. As mentioned, a single switch can have a maximum of 3 licenses and all the associated licenses that are present for the Source Serial Number have been transferred to Recipient serial number.
14. Users need to click on '**Download License**' button to download the newly generated license key.
15. Then the user must click on '**Save**' button to save or register the license.

Note: Once the license is generated, the license will be sent to the mail-id provided at the time of transfer and user will be able to find the '**Download License**' option to download the generated license.

Important Points:

- Users who provide the email-id during the transfer process, must enter the 4-digit unique code, and accept T&C to complete the license transfer process.
- Once the user completes the process as mentioned in the above point, then from next time whenever user enters the same email-id for license transfer, the license key will be directly mailed to the user.

3 Few Error Message and Their Interpretation

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

1. If license doesn't exist with customer entry:

If the user provides inputs for which no valid license exists, then user will encounter the below page.

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**LICENSE TRANSFER - OS6450/OS6250**

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="23107"/>	
Order Number:*	<input type="text" value="3264964"/>	
Source Serial Number:*	<input type="text" value="R2485414"/>	
Recipient Serial Number:*	<input type="text" value="N1682719"/>	Recipient MAC Address: <input type="text"/>
Customer Name:	<input type="text" value="ABCD"/>	Customer Email: <input type="text" value="abc@cde.com"/>
License Type:*	<input type="text" value="-"/>	
Purpose/Remarks:*	<div>LICENSE TRANSFER</div>	

Figure 19: License Transfer - OS6450/OS6250 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 License Type selected may not be the correct associated with the provided combination.

User must ensure that, they are providing the exact combination of Customer ID, Order Number, Source Serial Number and License type.

2. If Recipient Serial Number already have valid license key same as the license type selected to be transferred (For single license transfer process):

If user selects valid license type (PERF, ME, UPGD) that is supposed to be transferred to recipient serial number, but recipient serial number already have valid license generated with the same license type as chosen by customer, then user will encounter below page with error message:

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LICENSE TRANSFER - OS6450/OS6250

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

License transfer unsuccessful - License already exist for selected part type on new serial number
Here is the transfer failure case(s):OS6450-SW-PERF

Customer Id:*	<input type="text" value="23107"/>		
Order Number:*	<input type="text" value="3264964"/>		
Source Serial Number:*	<input type="text" value="V1283477"/>		
Recipient Serial Number:*	<input type="text" value="N1682719"/>	Recipient MAC Address:	<input type="text"/>
Customer Name:	<input type="text" value="ABCD"/>	Customer Email:	<input type="text" value="abc@cde.com"/>
License Type:*	<input type="text" value="-"/>		
Purpose/Remarks:*	<div>LICENSE TRANSFER</div>		

Figure 20: License Transfer – OS6450/OS6250 Page

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

3. If Recipient Serial Number already have valid license key same as the license type selected to be transferred (For single All license transfer process):

If the user selects '**All_License**' transfer process then if Recipient Serial Number already exists with valid license with all or some of the license types under '**All_License**', then below error message will appear.

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**LICENSE TRANSFER - OS6450/OS6250**

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

License transfer successfully completed.

Here are the key(s): OS6450-SW-ME, hMS2-XBvE-&q^s-cROh-NsUH-54Nh-X@r1-k@YX OS6450-10L-UPGD, hMS2-X2vE-&q^s-cROh-NsUH-54Nh-X@r1-b@YX

Here is the transfer failure case(s): OS6450-SW-PERF

Customer Id:*	<input type="text" value="23107"/>		
Order Number:*	<input type="text" value="3264964"/>		
Source Serial Number:*	<input type="text" value="V1283477"/>		
Recipient Serial Number:*	<input type="text" value="N1682719"/>	Recipient MAC Address:	<input type="text"/>
Customer Name:	<input type="text" value="ABCD"/>	Customer Email:	<input type="text" value="abc@cde.com"/>
License Type:*	<input type="text" value="All_License"/>		
Purpose/Remarks:*	<input type="text" value="LICESE TRANSFER"/>		

Figure 21: License Transfer – OS6450/OS6250 Page

Recipient Serial Number already had PERF license because of this, indicated error message appeared.

4. If Recipient Serial Number is either wrong or doesn't have a MAC address present (For single license transfer process / For single All license transfer process):

If the user selects valid license type (PERF, ME, UPGD/All_license) that is supposed to be transferred to recipient serial number, but recipient serial number is either wrong or does not have MAC address, then the following error message is encountered:

December 13, 2023



LICENSE TRANSFER - OS6450/OS6250

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

License transfer unsuccessful - Mac address not found. Please provide.

Customer Id:*	<input type="text" value="23107"/>	
Order Number:*	<input type="text" value="3264964"/>	
Source Serial Number:*	<input type="text" value="P1234567"/>	
Destination Serial Number:*	<input type="text" value="A1454564"/>	Destination MAC Address: <input type="text"/>
Customer Name:	<input type="text" value="abc"/>	Customer Email: <input type="text" value="abc@gmail.com"/>
License Type:*	<input type="text" value="-"/>	
Purpose/Remarks:*	<div>License Transfer</div>	

Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)
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Figure 22: License Transfer OS6450/OS6250 Page

Recipient Serial Number entered is either wrong or MAC address is not present for the Serial Number and the MAC address needs to be provided manually in such cases.

5. If Unique Code entered by the user is wrong (For single license transfer process / For single All license transfer process):

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.

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LICENSE TRANSFER - OS6450/OS6250

4-Digit Code is sent to your Email: *

INCORRECT OTP. Please enter correct OTP

Resend the code Submit

Desktop compatibility with [Terms & Conditions](#)

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Figure 23 : License Transfer - OS6450/OS6250 Unique Code Page

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