

ALE License Data Solution, OS6900/6860/10K License Transfer with Activation Code 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 procedure to transfer license with activation code from old/faulty OS6900/6860/10K switch to new spare switch serial using activation code of the active switch.

2 Steps for License Transfer

Transfer of license with activation code for OS6900/6860/10K products is a single step process. Here user needs to provide switch details like Activation Code of the Source Switch, Order Number, Source Serial Number of the switch from where licenses is to be transferred, Destination Switch Serial Number to 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 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 [OmniSwitch 6900/10K/6860 with Activation Code](#) The following page appears:



LICENSE TRANSFER - OS6860/OS6900/OS10K

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

Activation Code:*	<input type="text" value="540324813"/>	
Order Number:*	<input type="text" value="3117299"/>	
Source Serial Number:*	<input type="text" value="U3481787"/>	
Destination Serial Number:*	<input type="text" value="U3481765"/>	Destination MAC Address: <input type="text" value="DC:08:56:10:79:29"/>
Customer Name:	<input type="text"/>	Customer Email: <input type="text"/>
License Type:*	<div>AR ▼</div>	
Purpose/Remarks:*	<div>Test Transfer</div>	

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Figure 1 : License Transfer - OS6860/OS6900/OS10K Page

3. In this page from '**License Type**' dropdown list, customers need to select any one of the license types (AR, DC, UPG) provided in the list to initiate single license transfer process.
4. Activation Code, 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 will be asked to click on '**Transfer License**' button as indicated to complete license transfer process.
7. If every input from user comes out to be correct, then next page will be encountered after clicking '**Transfer License**' button.

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LICENSE TRANSFER - OS6860/OS6900/OS10K

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): OS6860-SW-AR, 9EJ-iSwp-&L6I-%R[K-[GUH-55sW-}YWb-K@!]

Activation Code:* 540324813
 Order Number:* 3117299
 Source Serial Number:* U3481787
 Destination Serial Number:* U3481765
 Destination MAC Address: DC:08:56:10:79:29
 Customer Name:
 Customer Email:
 License Type:* AR
 Test Transfer
 Purpose/Remarks:*

Home Clear Transfer License **Download License**

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Desktop compatibility with v63-v11+ Terms & Conditions

Do you want to open or save U3481765_AR.txt (53 bytes) from qa-support.al-enterprise.com? Open **Save** Cancel

Figure 2 : License Transfer - OS6860/OS6900/OS10K

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

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

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

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [OmniSwitch 6900/10K/6860 with Activation Code](#) The following page appears:

December 13, 2023





LICENSE TRANSFER - OS6860/OS6900/OS10K

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

Activation Code:*	<input type="text" value="83191105"/>	
Order Number:*	<input type="text" value="3263944"/>	
Source Serial Number:*	<input type="text" value="N6448848"/>	
Destination Serial Number:*	<input type="text" value="N6348888"/>	Destination MAC Address: <input type="text" value="aaab:da:cd:ed:af"/>
Customer Name:	<input type="text"/>	Customer Email: <input type="text"/>
License Type:*	<input type="text" value="All_License"/>	
<input type="button" value="Test Transfer"/>		
<div>Purpose/Remarks:*</div> <div><div></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 3 : License Transfer - OS6860/OS6900/OS10K

3. In this type of license transfer, users need to select '**All_License**' option from the License Type dropdown list which is the only difference from the Single License Transfer process.
4. Customer then need to click on '**Transfer License**' button to initiate this license transfer process. If every entry turns out to be correct, the following page will appear.

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LICENSE TRANSFER - OS6860/OS6900/OS10K

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): OS6900-SW-DC, x8^J-M0@C-[qZP-ARdE-2K7F-[O%g-Y[E0-X4Ar OS6900-SW-AR, }8^J-MS@p-[q]P-cR[E-ZK7H-[Ol-g-Y[EV-a4Ar

Activation Code:* 83191105
Order Number:* 3263944
Source Serial Number:* N6448848
Destination Serial Number:* N6348888
Destination MAC Address: aa ab da cd ed af
Customer Name:
Customer Email:
License Type:* All License
Test Transfer
Purpose/Remarks:*
Home Clear Transfer License Download License
License Transfer User Manual for OS6900/10K/6860

Do you want to open or save N6348888_ALL.txt (110 bytes) from qa-support.al-enterprise.com? Open Save Cancel

Figure 4 : License Transfer - OS6860/OS6900/OS10K Page

5. A single switch can have a maximum of 3 licenses and all the licenses have been transferred to Recipient Serial Number as it is indicated on top of the screen shot.
6. Users need to click on '**Download License**' button to download newly generated license key.
7. Then the 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 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 [OmniSwitch 6900/10K/6860 with Activation Code](#) The following page appears:

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LICENSE TRANSFER - OS6860/OS6900/OS10K

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

Activation Code:*	<input type="text" value="540324813"/>	
Order Number:*	<input type="text" value="3117299"/>	
Source Serial Number:*	<input type="text" value="U3481765"/>	
Destination Serial Number:*	<input type="text" value="A7338489"/>	Destination MAC Address: <input type="text" value="a1d0:95:d3:8e:fc"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email: <input type="text" value="test@xyz.com"/>
License Type:*	<input type="text" value="AR"/>	
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>	

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Figure 5 : License Transfer - OS6860/OS6900/OS10K Page

3. In this page from '**License Type**' dropdown list, users need to select any one of the license types (AR, DC, UPG) 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 - OS6860/OS6900/OS10K

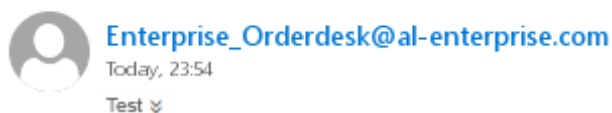
4-Digit Code
is sent to your Email:*

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Figure 6 : License Transfer - OS6860/OS6900/OS10K Unique Code Page

Welcome Letter for Order 3263944



"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 4523.

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 Email for Unique Code

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

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LICENSE TRANSFER - OS6860/OS6900/OS10K

Unique Code was sent to the mail Id provided

4-Digit Code

is sent to your Email:* ⓘ

Resend the code

Submit

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Figure 8 : License Transfer - OS6860/OS6900/OS10K 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:



LICENSE TRANSFER - OS6860/OS6900/OS10K

4-Digit Code

is sent to your Email:* ⓘ

Resend the code

Submit

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Figure 9 : License Transfer - OS6860/OS6900/OS10K Page

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

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

December 13, 2023

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 lacina 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

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.

LICENSE TRANSFER - OS6860/OS6900/OS10K

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

Activation Code:*	<input type="text" value="540324813"/>
Order Number:*	<input type="text" value="3117299"/>
Source Serial Number:*	<input type="text" value="U3481765"/>
Destination Serial Number:*	<input type="text" value="A7338489"/>
Destination MAC Address:	<input type="text" value="a1d095d38efc"/>
Customer Name:	<input type="text" value="Test"/>
Customer Email:	<input type="text" value="bhavya.vemuri@tcs.co"/>
License Type:*	<input type="button" value="AR"/>
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>

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Figure 11 : License Transfer - OS6860/OS6900/OS10K Page

13. The license on the Source Serial Number has been transferred to the Destination Serial Number as indicated in **Figure 11**.
14. Users need to click on '**Download License**' button to download newly generated license key.
15. Then the user have to 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 Source Serial Number will be transferred to Recipient switch on single click.

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [OmniSwitch 6900/10K/6860 with Activation Code](#) The following page appears:

Alcatel-Lucent Enterprise

LICENSE TRANSFER - OS6860/OS6900/OS10K

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

Activation Code:*	<input type="text" value="89781543"/>	
Order Number:*	<input type="text" value="3263944"/>	
Source Serial Number:*	<input type="text" value="N6357589"/>	
Destination Serial Number:*	<input type="text" value="N6647688"/>	Destination MAC Address: <input type="text" value="DC:08:56:10:75:19"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email: <input type="text" value="test@xyz.com"/>
License Type:*	<input type="text" value="All_License"/>	

Purpose/Remarks:*

Test Transfer

Home Clear **Transfer License**

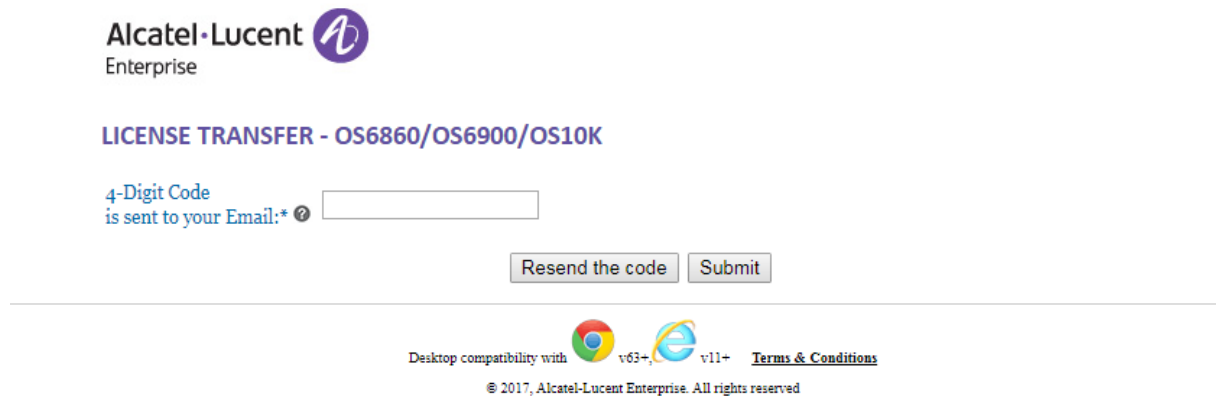
[License Transfer User Manual for OS6900/10K/6860](#)

Figure 12 : License Transfer – OS6860/OS6900/OS10K 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 has to make sure to fill in the mandatory fields such as Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks.

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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 - OS6860/OS6900/OS10K

4-Digit Code
is sent to your Email:*

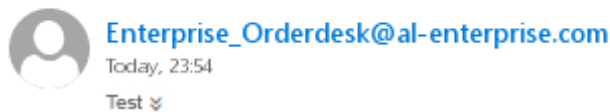
[Resend the code](#) [Submit](#)

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

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Figure 13 : License Transfer - OS6860/OS6900/OS10K Unique Code Page

Welcome Letter for Order 3263944



"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 4523.

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

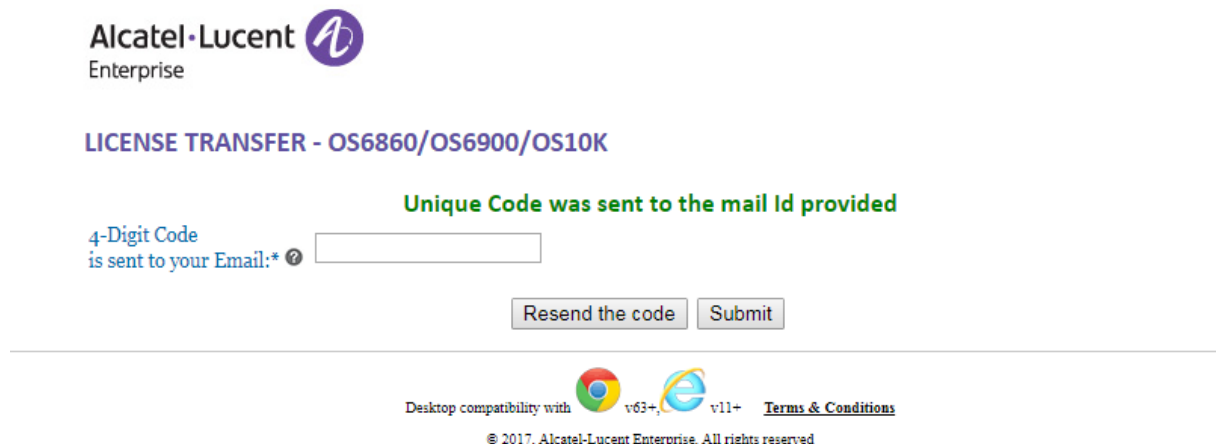
Thanks and Regards,
ALE License Support Group,
Alcatel-Lucent Enterprise

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

Figure 14 : Sample mail for Unique Code

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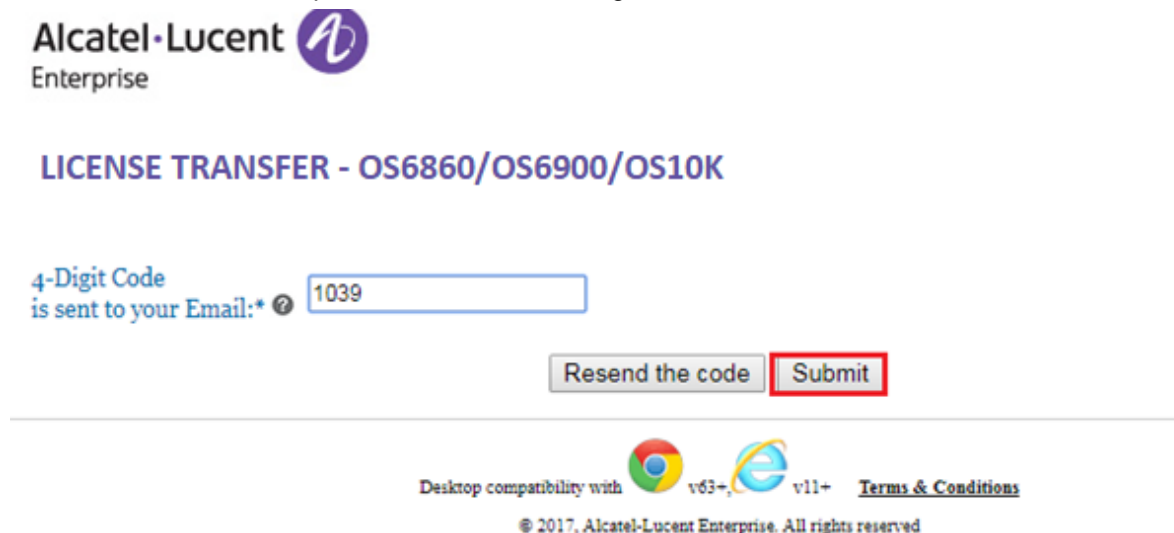
8. **Figure 14** contains the screenshot of the sample mail received for the unique code.
9. Also, the user can click on '**Re-send the code**' button in case the user didn't receive the email of the unique code and user will be informed with the message as '**Unique code was sent to the mail Id provided**' as in the following screenshot.



The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it, the text 'LICENSE TRANSFER - OS6860/OS6900/OS10K' is displayed. A green message states 'Unique Code was sent to the mail Id provided'. Below this, a label '4-Digit Code is sent to your Email:*' is followed by an empty text input field. At the bottom, there are two buttons: 'Resend the code' and 'Submit'.

Figure 15 : License Transfer - OS6860/OS6900/OS10K 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:



The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it, the text 'LICENSE TRANSFER - OS6860/OS6900/OS10K' is displayed. A label '4-Digit Code is sent to your Email:*' is followed by a text input field containing the code '1039'. At the bottom, there are two buttons: 'Resend the code' and 'Submit', with the 'Submit' button highlighted by a red rectangle.

Figure 16 : License Transfer - OS6860/OS6900/OS10K Page

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.

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11. Users will be re-directed to the T & C page, where 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 17 : 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.



LICENSE TRANSFER - OS6860/OS6900/OS10K

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): OS6900-SW-DC, xE]J-M0vC-&rZl-ARdK-cvUF-5vTg-pYJ0-&@! [OS6900-SW-AR, xE]J-M0vC-&rZl-ARdK-cvUF-5vTg-pYJ0-&@! [

Activation Code:*	<input type="text" value="89781543"/>		
Order Number:*	<input type="text" value="3263944"/>		
Source Serial Number:*	<input type="text" value="N6357589"/>		
Destination Serial Number:*	<input type="text" value="N6647688"/>	Destination MAC Address:	<input type="text" value="DC:08:56:10:75:19"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="test@xyz.com"/>
License Type:*	<input type="text" value="All License"/>		
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>		

Home Clear TransferLicense Download License

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Figure 18 : License Transfer - OS6860/OS6900/OS10K Page

13. As we know, a single switch can have a maximum of 3 licenses and all the licenses have been transferred to Recipient serial number.

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14. Users need to click on '**Download License**' button to download 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 are providing the email-id during 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 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 such kind of inputs for which no valid license exists, then customer will encounter below page.

December 13, 2023

**LICENSE TRANSFER - OS6860/OS6900/OS10K**

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

Activation Code:*	<input type="text" value="31117240"/>	
Order Number:*	<input type="text" value="3231506"/>	
Source Serial Number:*	<input type="text" value="U5183501"/>	
Destination Serial Number:*	<input type="text" value="U3481809"/>	Destination MAC Address: <input type="text"/>
Customer Name:	<input type="text"/>	Customer Email: <input type="text" value="abc@gmail.com"/>
License Type:*	<input type="text" value="-"/>	
Purpose/Remarks:*	<div>License Transfer</div>	

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Figure 19: License Transfer – OS6860/OS6900/OS10K Error Page

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

- Activation Code or Order Number is invalid.
- Activation Code and Order Number is valid, but Source Serial Number may not be associated with the provided Activation Code and Order Number combination.
- User provides correct combination of Activation Code, Order Number and Source Serial Number but License Type selected may not be the correct associated with the provided combination.

Users must ensure that, they are providing exact combination of Activation Code, 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 (DC, AR, UPG) 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 user, then user will encounter below page with error message:

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LICENSE TRANSFER - OS6860/OS6900/OS10K

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 are the transfer failure case(s):OS6860-SW-AR

Activation Code:*	<input type="text" value="797166081"/>	
Order Number:*	<input type="text" value="3117299"/>	
Source Serial Number:*	<input type="text" value="U3481811"/>	
Destination Serial Number:*	<input type="text" value="V10Q0046"/>	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:*	<input type="text" value="License Transfer"/>	

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Figure 20: License Transfer – OS6860/OS6900/OS10K Error Page

Above mentioned error message appeared as Recipient Serial Number already had DC 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 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 - OS6860/OS6900/OS10K

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): OS6900-SW-DC, xE7J-i0wC-&qZs-ARdh-2jGF-5x%g-Y\$]#-b@Y[

Here are the transfer failure case(s): OS6900-SW-AR, OS10K-U16L-UPG

Activation Code:*	<input type="text" value="214477649"/>	
Order Number:*	<input type="text" value="2537403"/>	
Source Serial Number:*	<input type="text" value="N1460030"/>	
Destination Serial Number:*	<input type="text" value="N29Q0168"/>	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="All_License"/>	
Purpose/Remarks:*	<input type="text" value="License Transfer"/>	

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Figure 21: License Transfer – OS6860/OS6900/OS10K Error Page

The Recipient Serial Number already had AR 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 user selects valid license type (DC, AR, UPG/All_license) that is supposed to be transferred to recipient serial number, but recipient serial number is either wrong or doesn't have and mac address, then customer will encounter below page with error message:

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LICENSE TRANSFER - OS6860/OS6900/OS10K

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.

Activation Code:*	<input type="text" value="396318434"/>	
Order Number:*	<input type="text" value="3044948"/>	
Source Serial Number:*	<input type="text" value="M4860091"/>	
Destination Serial Number:*	<input type="text" value="U5281256"/>	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:*	<input type="text" value="License Transfer"/>	

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Figure 22: License Transfer – OS6860/OS6900/OS10K Error Page

The 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 the license type selected doesn't match with the Activation Code Provided (For single license transfer process):

If customer selects license type (DC, AR, UPG/All_license) which is different from the license type that Activation Code already has, then customer will encounter below page with error message:



LICENSE TRANSFER - OS6860/OS6900/OS10K

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

License transfer unsuccessful - The selected license type and activation code provided combination does not match

Activation Code:*	<input type="text" value="485773110"/>	
Order Number:*	<input type="text" value="2639205"/>	
Source Serial Number:*	<input type="text" value="N47Q0067"/>	
Destination Serial Number:*	<input type="text" value="N46Q0041"/>	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:*	<input type="text" value="License Transfer"/>	

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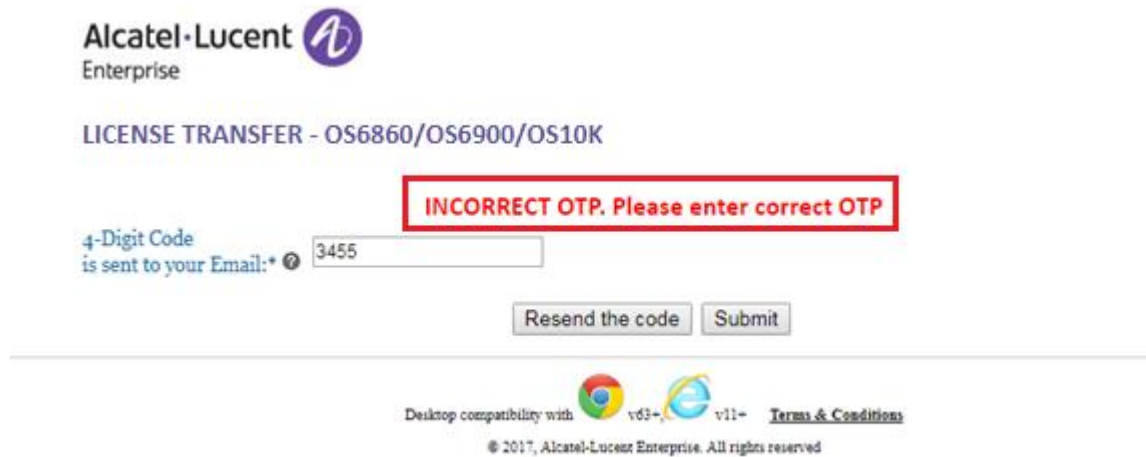
Figure 23: License Transfer – OS6860/OS6900/OS10K Error Page

The Activation Code has a license type of AR but if one selects the license type DC, indicated error message appears.

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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The screenshot displays the Alcatel-Lucent Enterprise logo at the top left. Below it, the text "LICENSE TRANSFER - OS6860/OS6900/OS10K" is visible. A red-bordered box contains the message "INCORRECT OTP. Please enter correct OTP". Below this, a label "4-Digit Code is sent to your Email: * ?" is followed by a text input field containing the number "3455". 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 section with the text "Desktop compatibility with" followed by icons for Google Chrome (v63+) and Microsoft Edge (v11+), and a link to "Terms & Conditions". Below this, it says "© 2017, Alcatel-Lucent Enterprise. All rights reserved".

Figure 24 : License Transfer – OS6860/OS6900/OS10K

Users must ensure that they are entering the correct unique code that has been received to the mail id provided for the purpose of transfer.