

ALE License Data Solution, OmniVista 2500 NMS User Manual

How to Generate License, Retrieve Old License or Retrieve License Information



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1 Introduction

This instruction manual explains the user regarding the procedure to generate license for Omni Vista 4.X.X products (for example, Stellar AP, BYOD, GA – Guest Access, NM, VMM) from Licensing Data Solution web portal.

2 Generating License with Customer Number and Order Number

Prerequisite: To generate license for Omni Vista 4.X products, user need valid 'Customer Number' and 'Order Number' under which the licenses have been purchased.

Following are the steps to generate Omni Vista 4.X licenses from Licensing Data Solution web portal:

- Navigate to <https://lds.al-enterprise.com/>
- The following page appears. Click the hyperlinked: [OmniVista 2500 NMS](#)



Product License Generation Center

[OmniAccess WLAN](#)

[OmniVista 2500 NMS](#)

[OmniSwitch 6900/10K/6860](#)

[OmniSwitch 6900/10K/6860 with Activation Code](#)

[Omni 6450/6250](#)

[Omni 6450/6250 with Activation Code](#)

[Omni Access ESR](#)

[Omni 6560/MACSEC](#)

[Bulk License Generation - Omni 6560](#)

[Omni 6360](#)

[Omni 6570](#)

[MPLS License Generation](#)

[MAC Address Query Tool for Omni Switch products](#)

[ClearPass Licensing Management System](#)

[ClearPass/OAW/OV3600 Certificate Id Retrieval](#)

[OV Network Advisor Activation Key Retrieval](#)

[Ucopia Activation Key Retrieval](#)

[Activation Code List for 10K/6900/6860](#)

Figure 1 : Product License Generation Center Page



- The following page appears, and a valid '**Customer Number**' and '**Order Number**' needs to be input mandatorily and '**Customer Email**' is optional to provide. Once the necessary details are filled, click on '**Submit**' button to proceed further with license generation.



License Generation - OmniVista 2500 NMS

Customer Number:*

Order Number:*

Customer Email:

[Need Help? Check out the video tutorial here](#)

[User Manual for OmniVista 2500 NMS](#)



Figure 2 : License Generation - OmniVista 2500 NMS Page

- Users will be able to find the licenses they ordered for generation under '**License**' field, and they must choose the relevant part to proceed with the license generation.



OmniVista 2500 NMS

Customer Number:*

Order Number:*

License:*

Following Partnumbers have already been downloaded

For ALE Order Number : 2324255, no licenses have been downloaded so far.



Figure 3 : License Generation - OmniVista 2500 NMS Page

In Figure 3, we can see that the user has ordered two starter packs of NEW type and four quantity of NM extension part, and both are available for generation.

Important Pointer: In Figure 3, the ordered licenses have not been generated yet by the user and that's the reason why the Section **"Following Partnumbers have already been downloaded"** is displayed with the information: **"For ALE Order Number: 2324255, no licenses have been downloaded so far."**

- When a user orders the starter pack and extension pack for the first time, they will have to generate the start pack first then followed by extension pack with the starter license, else it will throw an error.
- Users can now select OV4-START-NEW from the license section from **Figure 3** and click on **'Submit Entry'** to proceed with starter pack license generation.



OmniVista 2500 NMS

Customer Number:*	<input type="text" value="10201"/>
Order Number:*	<input type="text" value="2324255"/>
License:*	<input type="text" value="OV4-START-NEW_2"/>
<div><input type="button" value="Home"/> <input type="button" value="Submit Entry"/> <input type="button" value="Reload"/></div>	

Following Partnumbers have already been downloaded

For ALE Order Number : 2324255,no licenses have been downloaded so far.


Figure 4 : OmniVista 2500 NMS - License Generation Page


Important Pointer:


- Since the user is still in the process of license generation and no licenses have been generated by the user, there will be no license download history under the section "Following Partnumbers have already been downloaded".



OmniVista 2500 NMS

Customer Number:* 

Order Number:* 

License:* 

Following Partnumbers have already been downloaded

For ALE Order Number : 2324255, no licenses have been downloaded so far. ➡

No licenses have
been generated
yet and hence the
message

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Figure 5 : OmniVista 2500 NMS - License Generation Page

- When user chooses the license part for which they want to generate the license under **License** field, they will be able to find the license part along with quantity. For example, OV4-START-NEW_2 in **Figure 5** indicates that there are 2 quantity of starter pack available for generation.
- Hovering over the tool tip will provide the information about a respective field as shown in the following image.

Alcatel-Lucent Enterprise

License Generation for OmniVista 2500 NMS

Order Number is delivered with Welcome Letter emailed to you when you purchased the license

Order Number:* 2324255

Customer Email:

Clear Submit

Need Help? Check out the [video tutorial here](#) [User Manual for OmniVista 2500 NMS](#)

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Figure 6 : OmniVista 2500 NMS - License Generation Page

2.1 Starter Pack (OV4-START-NEW) license Generation

On the License Generation page, the user must now enter the information in the following fields and click on '**Generate License**' to proceed with the license generation.

Field Name	Description
Site Name	Denotes the name of the site.
Company Name	Specifies the name of the company.
Phone	Specifies the phone number of the user.
Email	Specifies the Email ID of the user.



OmniVista 2500 NMS License Registration

Site Name:* ?	<input type="text" value="Test Site"/>
Company Name:* ?	<input type="text" value="Test Company"/>
Phone: ?	<input type="text"/>
Customer Email:* ?	<input type="text" value="test@xyz.com"/>

[Home](#) [Clear](#) [Generate License](#)

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Figure 7 : License Generation - OmniVista 2500 NMS Page

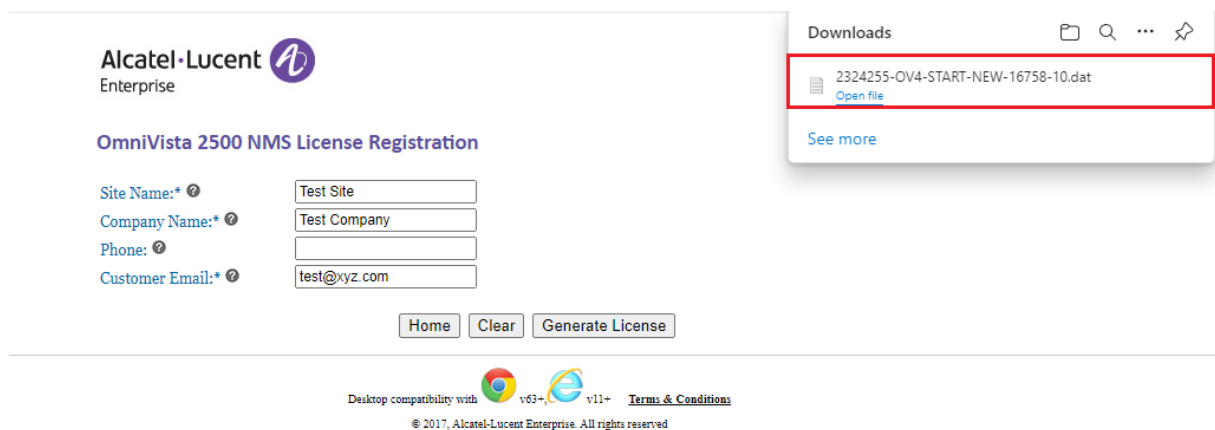
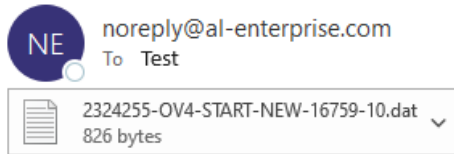


Figure 8 : License Generation – OV 4.X Page

- The license key will now be auto downloaded and will also be sent to the mail id provided by the user. Following is the sample mail for reference.

March 1, 2024

Alcatel-Lucent Enterprise OV2500NMS Release 4 license information on - 25-Oct-2023



External Email : Be cautious while opening any links or attachments.

Dear Customer,

Greetings!

Please find the attached license key for

Customer ID: 10201

Order Number: 2324255

Product: OV4-START-NEW

Expire - : Does not expire

Thank you for registering your software with Alcatel-Lucent Enterprise.

Use the information above to install your product.

Keep this information in your records, you will be

asked to provide your serial number when contacting

Technical Support.

Thank you!

Regards,
ALE License Support Group,
Alcatel-Lucent Enterprise

Figure 9 : Sample Mail for License key received after generation

2.2 Extension Pack (e.g. OV-NM-EX-10-N) license Generation

Prerequisite:

- For Extension pack of type 'NEW' (for example, OV-NM-EX-10-N), the Site name should contain starter pack of type 'NEW' (OV4-START-NEW) as mandate.
- For Extension pack of type 'UPGRADE' (for example, OV-NM-EX-100-U), the Site name should contain starter pack of type 'UPGRADE' (OV4-START-UPG). Starter pack of 'UPGRADE' (OV4-START-UPG) type also supports extension pack of 'NEW' type (for example, OV-NM-EX-50-N).

Following are the steps to be followed for the extension license generation for a specific starter pack license/site.

1. On the licensing page, after entering a valid Customer Number and Order Number, select the relative extension license from the dropdown under '**License**' field as shown in the following page.





OmniVista 2500 NMS

Customer Number:*
Order Number:*
License:*

Following Partnumbers have already been downloaded

Customer ID	Track Number	PartNumber	Quantity
10201	2324255	OV4-START-NEW	10.0
10201	2324255	OV-VMM-10-N-F	10.0
10201	2324255	OV-AP-NM-10-N-F	10.0
10201	2324255	OV-BYOD-10-N-F	10.0
10201	2324255	OV-GA-10-N-F	10.0

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Figure 10 : OmniVista 2500 NMS - License Generation Page

Important Pointer:

- All the parts for which license is generated including the 'Free' licenses, appear on the lower half of the screen under the section '**Following partnumbers have already been downloaded**'. (Here the starter pack is generated and hence, license download history for the same is available in the license generation page – Refer to **Figure 11**)



OmniVista 2500 NMS

Customer Number:* ⓘ

Order Number:* ⓘ

License:* ⓘ

[Home](#) [Submit Entry](#) [Reload](#)

Following Partnumbers have already been downloaded

Customer ID	Track Number	PartNumber	Quantity
10201	2324255	OV4-START-NEW	10.0
10201	2324255	OV-VMM-10-N-F	10.0
10201	2324255	OV-AP-NM-10-N-F	10.0
10201	2324255	OV-BYOD-10-N-F	10.0
10201	2324255	OV-GA-10-N-F	10.0

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Figure 11 : OV 2500 NMS - License Generation Page

2. Click '**Submit Entry**' after selecting Extension pack to proceed to License Generation page.



OmniVista 2500 NMS Starter Pack list

Customer Number:*

Order Number:*

Please choose the starter pack for this sitename_companyname:*

[Home](#) [Submit Entry](#)

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Figure 12 : License Generation - OmniVista 2500 NMS Page

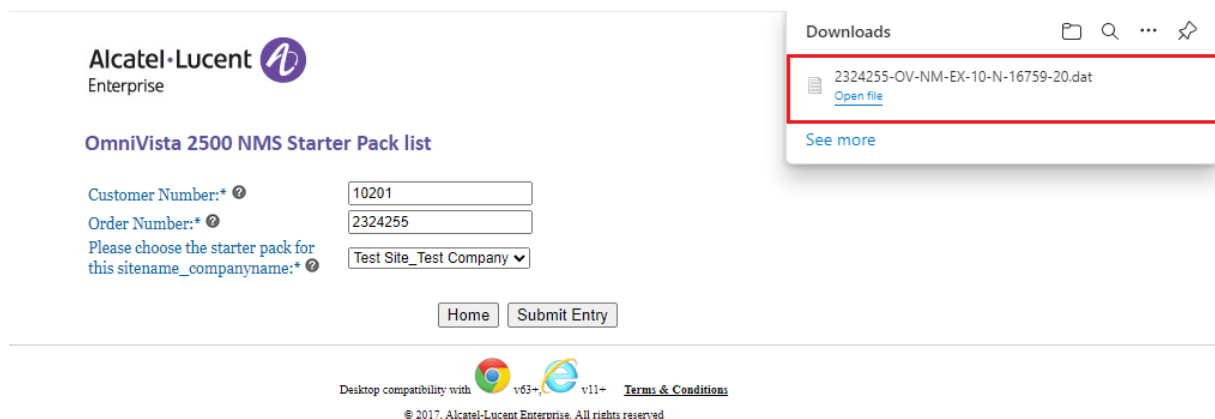


Figure 13 : License Generation - OmniVista 2500 NMS Page

3. Select '**Site Name**' from the dropdown under '**Please choose the starter pack for this sitename_companyname**' to which Extension packs are intended to be generated.
4. Click '**Submit Entry**' to generate license and the license will be sent to the mail id provided.
5. The license downloaded will also be triggered to the mail id provided at the time of the generation of starter pack license.

Note:

- Once customer email has been entered along with Customer Number and Order Number, then the user must go through the unique code verification and acceptance of terms and conditions as part of the email security process to proceed further with the license generation.

March 1, 2024

- Users will have to go through the above-mentioned process only for the first time if they provide the Customer Email along with Customer Number and Order Number.
- The following page appears where user to be re-directed to the page of 4-digit unique code and have to input the code.



License Generation - OmniVista 2500 NMS Authentication

4-Digit Code

is sent to your Email:*

Resend the code

Submit

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Figure 14 : OmniVista Unique Code Page

- User will receive the 4-digit unique code to the email provided at the time of generation along with Customer Number and Order Number.

Welcome Letter for License Generation Order 2324255



noreply@al-enterprise.com
To Test

External Email : Be cautious while opening any links or attachments.

Dear Customer,

Your 4 digit-code is: 9504.

Please, input this number to License Generation 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 15 : Sample Mail for Unique Code

- Above is the screenshot of the sample mail received with the unique code and this 4-digit code will expire after 10 minutes.
- Also, the user can click on **Re-send 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 Generation - OmniVista 2500 NMS Authentication

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

Unique Code was sent to the mail Id provided

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Figure 16 : OmniVista - Unique Code Page

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



License Generation - OmniVista 2500 NMS Authentication

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

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Figure 17 : OmniVista – Unique Code Page

- 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.

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**

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Figure 18 : OmniVista – Terms and Conditions Acceptance Page

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

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☒ **Accept all Terms and Conditions**


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



OmniVista 2500 NMS

Customer Number:* 

Order Number:* 

License:* 

Following Partnumbers have already been downloaded


Customer ID	Track Number	PartNumber	Quantity
10201	2324255	OV4-START-NEW	10.0
10201	2324255	OV-VMM-10-N-F	10.0
10201	2324255	OV-AP-NM-10-N-F	10.0
10201	2324255	OV-BYOD-10-N-F	10.0
10201	2324255	OV-GA-10-N-F	10.0
10201	2324255	OV-NM-EX-10-N	10.0


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Figure 19 : License Generation - OmniVista 2500 NMS Page



OmniVista 2500 NMS Starter Pack list

Customer Number:* 

Order Number:* 

Please choose the starter pack for
this sitename_companyname:* 

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Figure 20 : License Generation - OmniVista 2500 NMS Page

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OmniVista 2500 NMS Starter Pack list

Customer Number:* 10201

Order Number:* 2324255

Please choose the starter pack for this sitename_companyname:* Test Site_Test Company

Home Submit Entry

Downloads

2324255-OV-NM-EX-10-N-16759-30.dat
[Open file](#)

[See more](#)

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

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Figure 21 : OmniVista 2500 NMS - License Generation Page

Alcatel-Lucent Enterprise OV2500NMS Release 4 license information on - 25-Oct-2023

NE noreply@al-enterprise.com
To Test

2324255-OV-NM-EX-10-N-16759-30.dat
472 bytes

External Email : Be cautious while opening any links or attachments.

Dear Customer,

Greetings!

Please find the attached license key for

Customer ID: 10201

Order Number: 2324255

Product: OV-NM-EX-10-N

Expire - : Does not expire

Thank you for registering your software with Alcatel-Lucent Enterprise.

Use the information above to install your product.

Keep this information in your records, you will be asked to provide your serial number when contacting Technical Support.

Thank you!

Regards,

Figure 22 : OmniVista 2500 NMS - License Generation Page

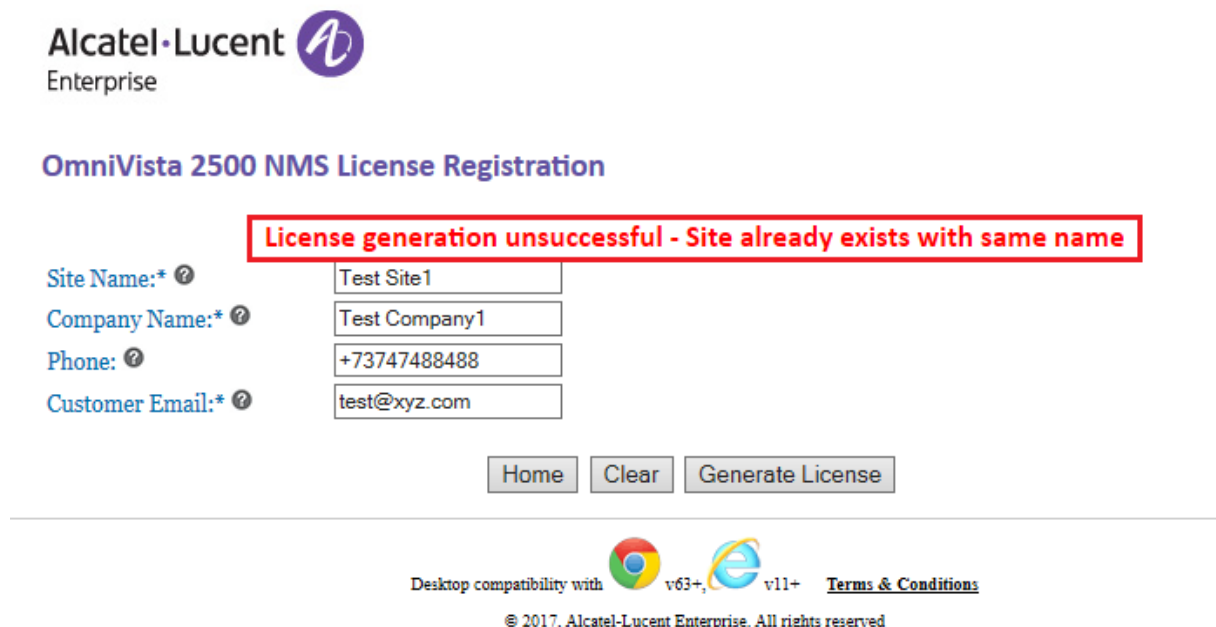
*** The license that is auto downloaded once generated will also be triggered to the mail id provided at the time of the generation of starter pack license.

3 Few Error Messages 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 the user tries to generate a new starter pack license key with already existing Site Name:

When user tries to generate a new starter pack with the already existing Site Name for the same Customer Number, then the user encounters the below error:



The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it is the title "OmniVista 2500 NMS License Registration". A red error message box at the top center reads: "License generation unsuccessful - Site already exists with same name". Below the error message is a form with four input fields: "Site Name:*" (containing "Test Site1"), "Company Name:*" (containing "Test Company1"), "Phone:" (containing "+73747488488"), and "Customer Email:*" (containing "test@xyz.com"). Each field has a question mark icon to its right. Below the form are three buttons: "Home", "Clear", and "Generate License". At the bottom of the page, there is a footer with desktop compatibility information (v63+, v11+), a link to "Terms & Conditions", and a copyright notice: "© 2017, Alcatel-Lucent Enterprise. All rights reserved".

Figure 23 : OV 4.X License Registration Page

Users must ensure that they provide a different Site Name.

2. If User provides the wrong Customer Number or Order Number:

When user provides the wrong Customer Number or Order Number then the user encounters the below error:



OmniVista 2500 NMS

Customer Number:*

Order Number:*

Customer Email:

12345

63747747

Please provide Correct Customer Number and Order Number

Clear

Submit

[License Generation User Manual for OV4.X](#)



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Figure 24 : OmniVista 2500 NMS Page

Users must ensure that they provide the correct Customer Number and Order Number.

2. If for the provided customer number and order number, no starter pack license has been generated earlier:

When user provides the Customer Number and Order Number and for that Customer Number, if no starter pack license has been generated initially and if user is trying to generate extension license without generation of starter pack initially, then the user encounters the below error:

Alcatel-Lucent
Enterprise

OmniVista 2500 NMS

No active sites found. Please create site

Customer Number:* ?

12345

Order Number:* ?

3322499

License:* ?

OV-BYOD-25K-N_3 ▼

Home

Submit Entry

Reload

Following Partnumbers have already been downloaded

Desktop compatibility with

v63+

v11+

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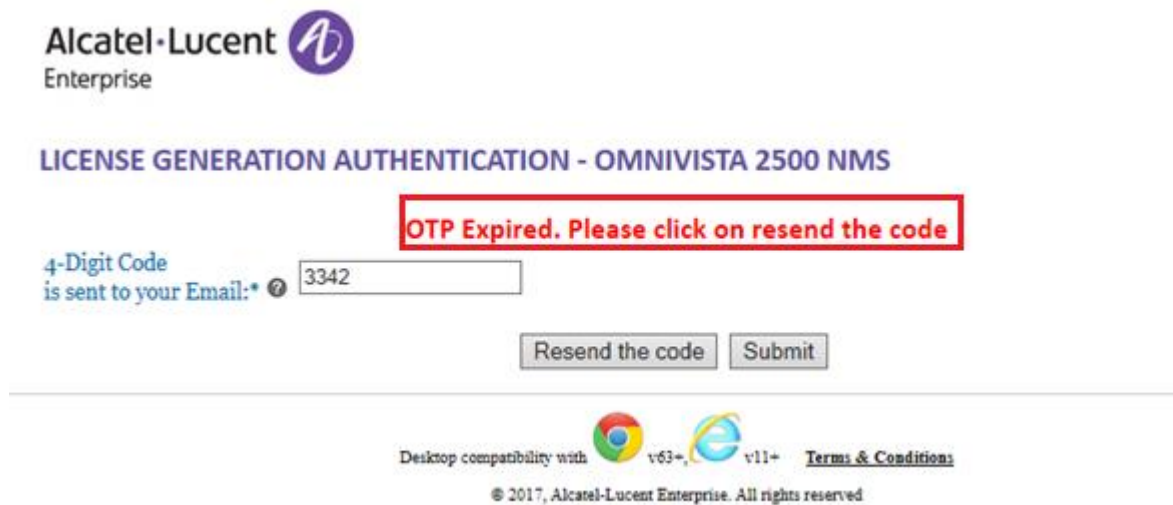
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Figure 25 : License Generation - OmniVista 2500 NMS Page

Users must ensure that they have a starter pack license generated for that specific starter pack so that they can generate extension licenses accordingly.

3. If user provides the OTP for authentication that has passed the expiry time:

When user inputs the 4-digit unique code (OTP) in the process of authentication after 10mins from the time it has been received to the mail, then user encounters the below error:



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LICENSE GENERATION AUTHENTICATION - OMNIVISTA 2500 NMS

OTP Expired. Please click on resend the code

4-Digit Code is sent to your Email: * 3342

Resend the code Submit

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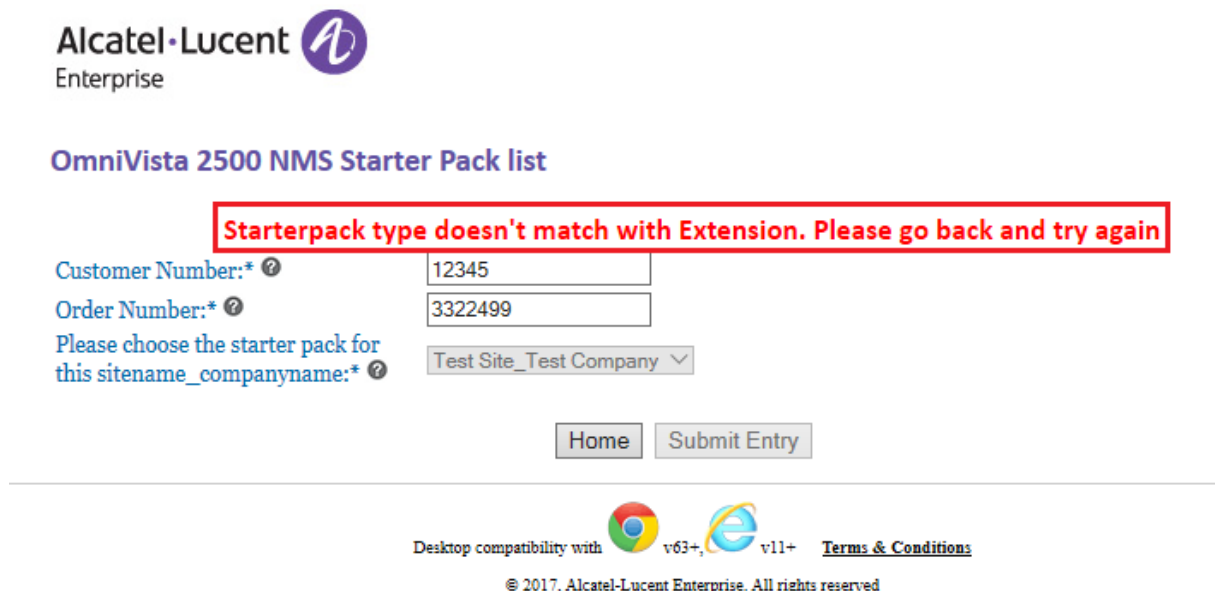
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Figure 26 : License Generation Authentication Page

Users must ensure that they provide the OTP within 10minutes of time they have received in the mail.

4. If user tries to generate the extension license of the upgrade type with 'NEW' type starter pack:

When user tries to generate the extension license of the upgrade type with 'NEW' type starter pack, then user encounters the below error:



Alcatel-Lucent Enterprise

OmniVista 2500 NMS Starter Pack list

Starterpack type doesn't match with Extension. Please go back and try again

Customer Number: * 12345

Order Number: * 3322499

Please choose the starter pack for this sitename_companyname: * Test Site_Test Company

Home Submit Entry

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Figure 27 : OmniVista License Generation Page

Users must ensure that they generate the extension license(s) of the upgrade type with the 'UPG' starter pack license only.

4 Steps to Retrive Old License

To retrieve old license that was **already generated** for the respective customer number and order number, follow these steps:

1. Enter valid '**Customer Number**' and '**Order Number**'.
2. Click '**Submit**'. The following page appears.

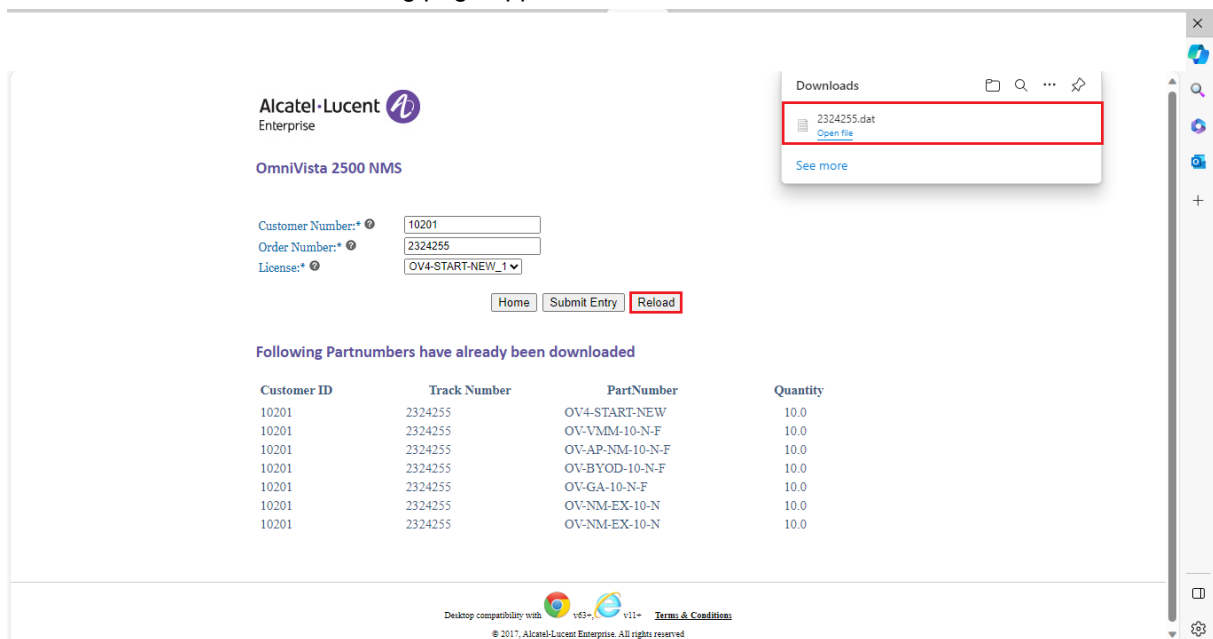


Figure 28 : OmniVista 2500 NMS Page

3. Click '**Reload**' to download the licenses generated so far for the customer number and order number.