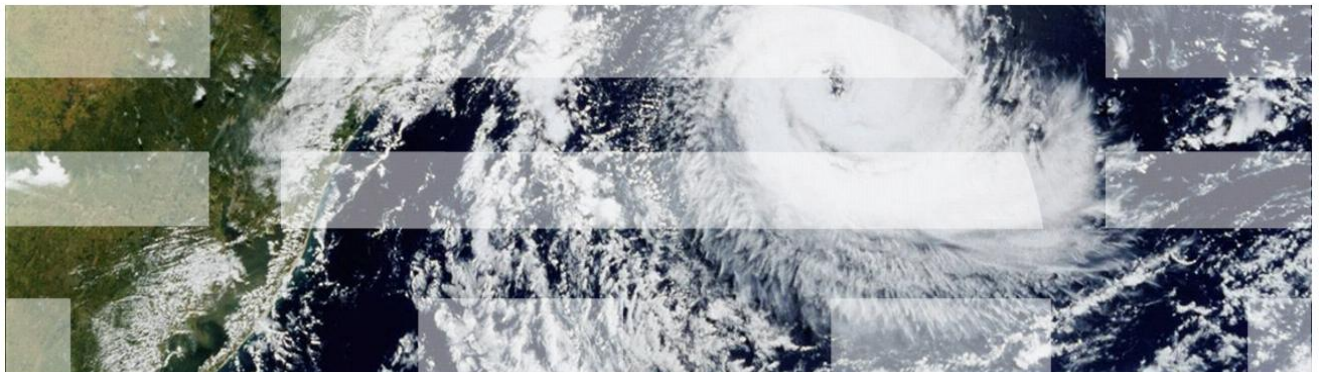


IBM SPSS Partner Guide to Licensing

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IBM SWG, Business Analytics



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Introduction

This document seeks to detail all the changes, new processes and procedures, and new tools needed to perform licensing support for the IBM SPSS brand.

On October 1, 2010, SPSS finalized transfer of business with IBM. From that date forward, all transactions for the IBM SPSS product line follow IBM processes and procedures. Certain IBM SPSS products will continue to carry licensing protection based on the need to protect against illegal installs and piracy. Historically, SPSS software has fallen victim to piracy and illegally obtained software based on the large volume of single user sales.

Not all products at SPSS carry licensing, but those that do include:

- SPSS Statistics (desktop)
- Modeler (desktop)
- Amos
- Data Collection (versions prior to version 6)
- Showcase (versions prior to version 9)

Those products that do not carry licensing include:

- SPSS Statistics Server (version 19 and forward)
- Modeler Server (version 14.1 and forward)
- Data Collection (version 6 and beyond)
- Showcase (version 9 and beyond)

The software that is provided to the customer in most instances has a variety of capabilities. The customer may purchase some or all of those capabilities. The software provided allows for access to everything – it is the key provided that unlocks the various software capabilities, the license type, the number of users, and the duration of use. So the key becomes a very critical part of the sale since the software provided in a single-user sale is the same as what is provided in an unlimited user sale.

The process that is followed to license IBM SPSS software is as follows: After the software content files load, the customer is presented with steps to follow to retrieve a license. These steps are presented in the license authorization wizard (LAW). The customer is asked to enter a key (or authorization code) after the customer selects the option to license now (versus enabling a trial period). The code is sent to a server over the internet along with a unique

identifier of the computer the installation is taking place on, called a lock code. These two in combination allow a license code to be created and returned to the computer. The installation is then complete and the software is ready to use. If retrieving a license over the internet fails (often based on firewalls or admin rights/permissions), the customer is prompted to use an option where a license code is supplied via email. See Appendix – 1 for LAW screen-shots.

Or, the partner can use the License Key Center to retrieve a license. So now let's take a look at how keys are obtained and how we can help our customers manage the process.

[Flexera and the IBM SPSS License Key Center](#)

Partners will provide software to their customers via download. In order to use the software, the partners will need to generate authorization codes via the Flexera system, which replaces WebGenCode as the tool for creating and managing authorization codes. Flexera is the technology provider behind the IBM SPSS License Key Center (LKC). While The LKC is the system Partners will use to generate authorization codes, the LKC also enables Partners to perform all the functionality that was available in the WebGenCode system.

In order to properly use the LKC, one must begin by understanding the basic principals upon which the LKC functions. First, in order to create authorization codes, the individual attempting to do so must be given the proper permission – or must be entitled - to log in and create codes. This is done by first designating a primary contact within the Partner to act as administrator. IBM will handle this when an account is created for the Partners in the Flexera system. The primary contact can then entitle others to perform tasks in the LKC. Next, once an individual is allowed access to the LKC, codes can only be created as part of a defined set of products that allow code creation. This product list is referred to in IBM as “entitlements.” Each Partner will have access to all products that they are allowed to sell, and will therefore be able to create and manage authorization codes for these products.

To summarize:

- Only those who are entitled can create or manage codes in the LKC
- Codes that can be managed or created are limited to the products entitled in your Partner account

Logging into the LKC

For Partners to access the IBM SPSS LKC, begin with the following link:

www.ibm.com/software/getspss

Once you click on the “Your Site” link, the following log-in screen is seen:



The screenshot shows the IBM SPSS License Key Center login interface. At the top is a blue header with the text "IBM® SPSS® License Key Center". Below the header is a main heading "Welcome to the IBM SPSS License Key Center." followed by instructions: "Please use the fields below to login and manage your authorization codes." There are two paragraphs of text providing information for first-time visitors and returning users. On the left side, there is a "Language" menu with options: Chinese, Français, Spanish, Deutsch, and 日本語 (Japanese). The login form includes two input fields: "Email address" and "License Key Center Password". Below these fields is a checkbox labeled "Remember my password until I logout". At the bottom of the form are three links: "Forgot your password?", "Don't have a password?", and "Need other assistance?". A "Login" button is positioned at the bottom center of the form.

Use your email address to log in. The first time you do so you will need to use your email and then click [Forgot your password?](#) (See screen shot above, at bottom). This will generate an email to you so that a LKC password can be established, and you can log in normally. Remember, the individual logging in must be associated as a member of the account, as stated previously. Moving forward, this document will refer to the individual who logs in as the account member.

Selecting an Account

Upon logging in, you are asked to select an account. In most cases an individual logging in is associated to only one account, so only one account would be displayed and then clicked. In the example below this member is associated to three accounts. Select the one you are interested in and click it. For purposes of this document, we will be logging into the Test Partner Account:

Since you are a member of multiple IBM SPSS License Key Center accounts, please select the account you wish to use for the current session. You can switch accounts after signing in by using the "Select Account" link on the menu on the left.

Language

- Chinese
- Français
- Spanish
- Deutsch
- 日本語 (Japanese)

Company Name	Account ID	Name	Notes
Business Analytics Client Care	08122010	Steven Savaglio	(Click to edit)
Kyle's End User Account	KRK006	Steve Savaglio	(Click to edit)
SPSS Admin Account	IBMP_ADMIN	Steve Savaglio	(Click to edit)
Test Partner Account	KRK001	Steven Savaglio	(Click to edit)

Opening Screen Review

The next screen seen reveals all the capabilities available in the IBM SPSS LKC. The choices are at the left, and are broken out by different categories including:

- Licensing
- My Orders
- Accounts and members
- Preferences
- Getting help
- Language

The opening screen after selecting an account begins at **My Authorization Codes:**

Licensing

My Authorization Codes
View Codes by Host
Search Codes
Create Override Code

My Orders

View Order History
Recent Emails
Create Eval Key Order

Accounts and Members

Account Members
Join Customer Account
Select Account

Preferences

My Profile
Change Password
Email Preferences

Getting Help

Licensing Guides
FAQs
SPSS Support

Language

Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

My Authorization Codes

Welcome to the IBM SPSS License Key Center. This service will enable you to build and manage your organization's IBM SPSS Software installation authorization codes. If you have questions, please see the getting help links to the left.

Select the product line below to request and access your authorization codes.

[IBM SPSS Statistics Desktop](#)
[IBM SPSS Statistics Developer](#)
[IBM SPSS Amos](#)
[IBM SPSS Data Collection Data Entry](#)

Generating a Single or Multiple Authorization Codes

As seen in the prior screen shot, the member will see all products available for authorization codes to be created and managed. To begin, click on the desired product. In this example, an authorization code will be created for IBM SPSS Statistics Desktop. Click on that product.

Upon clicking this product, all associated modules that can be included in code generation are now seen (refer to the Options Reference in the appendix for all products that can be enabled with the Statistics Desktop and Modeler Desktop products). The member now begins the process of creating an authorization code and determining which products will be included in the code.

Here is an example of the screen seen when the product IBM Statistics Desktop is selected:

My Authorization Codes

Welcome to the IBM SPSS License Key Center. This service will enable you to build and manage your organization's IBM SPSS Software installation authorization codes. If you have questions, please see the getting help links to the left.

Select the product line below to request and access your authorization codes.

[IBM SPSS Statistics Desktop](#)
[IBM SPSS Statistics Developer](#)
[IBM SPSS Amos](#)
[IBM SPSS Data Collection Data Entry](#)

Licensing

- [My Authorization Codes](#)
- [View Codes by Host](#)
- [Search Codes](#)
- [Create Override Code](#)

My Orders

- [View Order History](#)
- [Recent Emails](#)
- [Create Eval Key Order](#)

Accounts and Members

- [Account Members](#)
- [Join Customer Account](#)
- [Select Account](#)

Preferences

- [My Profile](#)
- [Change Password](#)
- [Email Preferences](#)

Getting Help

- [Licensing Guides](#)
- [FAQs](#)
- [SPSS Support](#)

Language

- [Chinese](#)
- [Français](#)
- [Spanish](#)
- [Deutsch](#)
- [日本語 \(Japanese\)](#)

[Logout](#)

My Authorization Codes

Below is a list of IBM SPSS products your company purchased that require authorization codes during installation. Please click a product name to generate new authorization codes or view codes that have been previously generated.

Authorization Codes
Product Name
IBM SPSS Advanced Statistics Authorized User V.19
IBM SPSS Bootstrapping Authorized User V.19
IBM SPSS Categories Authorized User V.19
IBM SPSS Complex Samples Authorized User V.19
IBM SPSS Conjoint Authorized User V.19
IBM SPSS Custom Tables Authorized User V.19
IBM SPSS Data Preparation Authorized User V.19
IBM SPSS Data Preparation Concurrent User V.19
IBM SPSS Decision Trees Authorized User V.19
IBM SPSS Exact Tests Authorized User V.19
IBM SPSS Forecasting Authorized User V.19
IBM SPSS Missing Values Authorized User V.19
IBM SPSS Regression Authorized User V.19
IBM SPSS Statistics Base Authorized User V.19
IBM SPSS Statistics Base Concurrent User V.19
IBM SPSS Statistics Base Grad Pack Authorized User V.19

Note that there are several iterations of Statistics Base and numerous modules that may or may not be added to Base (remember, for the Stats Desktop product, options may be created to run with in unison or as stand alone). In this example code for Statistics Base Authorized user will be created (as indicated by the arrow above). Once this product is selected, the following screen is seen:

Licensing

- My Authorization Codes
- View Codes by Host
- Search Codes
- Create Override Code

My Orders

- View Order History
- Recent Emails
- Create Eval Key Order

Accounts and Members

- Account Members
- Join Customer Account
- Select Account

Preferences

- My Profile
- Change Password
- Email Preferences

Getting Help

- Licensing Guides
- FAQs
- SPSS Support

Language

- Chinese
- Français
- Spanish
- Deutsch
- 日本語 (Japanese)

Logout

Select Product to License

The versions that your company owns of the product you previously selected are listed below. Click view codes to print, view, or download previously generated codes. Click Generate to generate new authorization codes for the product you selected. Please note:

- After clicking Generate, you will have an opportunity to configure your product and confirm your selection prior to generating your authorization codes.
- Expiration indicates the date the product will cease to function. Perpetual indicates that the product will not expire.
- Quantity Purchased indicates the quantity of that particular product and version your company is entitled to.
- Quantity Available indicates the number of activations that have not yet been allocated for that product.

Product	Expiration	Quantity Purchased	Quantity Available	Generate	View codes
IBM SPSS Statistics Base Authorized User V 19	Does not expire.	100	84	Generate	View codes
IBM SPSS Statistics Base Authorized User V 19	November 26, 2010	0	-1		View codes
IBM SPSS Statistics Base Authorized User V 19	September 1, 2099	100	100	Generate	



The above screen shot shows all entitlements available to this partner for Statistics Base Authorized user. Seen is the default expiration date for the entitlement (and codes created with it), the quantity available (which equals the number of users), and the functionality to generate and view codes.

In order to create a code or multiple codes, click the GENERATE link. Here we will be creating codes for the 100 user entitlement (see red arrow). Once the GENERATE link is selected, the member begins the process of creating and managing authorization codes. Since entitlements will be created for Partners in order to provide codes for a variety of orders, all entitlements will be created as multiple users, and will be used multiple times for multiple orders.

Once the GENERATE link is clicked, the following screen is seen:

Licensing

My Authorization Codes
View Codes by Host
Search Codes
Create Override Code

My Orders

View Order History
Recent Emails
Create Eval Key Order

Accounts and Members

Account Members
Join Customer Account
Select Account

Preferences

My Profile
Change Password
Email Preferences

Getting Help

Licensing Guides
FAQs
SPSS Support

Language

Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

Specify Quantity

Please enter the number of activations or installations you wish to authorize for the product you selected. In addition, you may select to create either one authorization code for all authorizations, or one authorization code for each installation.

Considerations:

- Creating one authorization code for many installations is convenient, as you only have to distribute one code to all of your users; however, should that code get into the wrong hands, unauthorized users can use all of your available installations.
- Creating multiple authorization codes is less convenient because you need to distribute one code per user, but it is more secure as each code is only valid for one installation.
- If you choose to create multiple codes, we will provide a mechanism for printing them, or downloading them to a spreadsheet for your convenience.

Available quantity: 100

Number of activations *

- Create one authorization code
 Create multiple authorization codes

* indicates a required field.

In this example we will be showing the creation of 10 codes out an available 100. The member can select any number of codes to be created (up to 100), or create a single code for 10 activations/users. We will be creating multiple authorization codes (10) versus a single code allowing 10 users.

Click NEXT. The following screen asks to confirm quantity.

Confirm Quantity

You have selected to create one authorization code for each installation (10 authorization codes).

Please confirm your selection clicking *Next* below, or correct your choice by clicking *Previous*.

Since the products associated to the IBM SPSS Statistics entitlement can be enabled as part of an existing installation or as stand alone, the next screen asks the member to make that selection, as seen in the following screen. This example will create codes as part of a **new** installation. The NEXT button is clicked:

The screenshot shows the IBM SPSS License Key Center interface. At the top, the header reads "IBM® SPSS® License Key Center". On the right side, the user's name "Steven Savaglio" and account information "Company: Test Partner Account" and "Account ID:KRK001" are displayed. The left sidebar contains several menu categories: "Licensing" (My Authorization Codes, View Codes by Host, Search Codes, Create Override Code), "My Orders" (View Order History, Recent Emails, Create Eval Key Order), "Accounts and Members" (Account Members, Join Customer Account, Select Account), "Preferences" (My Profile, Change Password, Email Preferences), "Getting Help" (Licensing Guides, FAQs, SPSS Support), "Language" (Chinese, Français, Spanish, Deutsch, 日本語 (Japanese)), and "Logout".

Select Installation Type

Please select whether this will be a new installation of your product or if you will be adding a feature to an existing installation. In most cases you will select *New installation*; you will only select *Add a feature to an existing installation* if your user already has the product installed and licensed and you wish to add a feature of the same version as their current installation.

Examples:

- Your user is installing IBM SPSS Statistics 19 and needs an authorization code to enable their product. Select *New installation*
- Your user already has installed and licensed IBM SPSS Statistics 19 and needs an additional Statistics feature, such as IBM SPSS Advanced Models 19, enabled for their installation. Select *Add a feature*

Install as a new installation.
 Add a feature to an existing installation.

The member is asked to confirm the Installation Type selection, then clicks NEXT:

Confirm Installation Type Selection

You have chosen to create an authorization code for a new installation of an IBM SPSS Client Product. If you have purchased additional features, you will have an opportunity to add them to this authorization code on the next screen.

Please confirm your selection clicking *Next* below, or correct your choice by clicking *Previous*.

If the entitlement selected was enabled to operate alone, the process will follow to create a code for that product alone. In this example, however, the entitlement selected was created to **allow** the option to include other products in the code – modules that can be added to the Statistics Base product. So the member can opt to add or to not add these modules. Here is how the screen allows this selection, and shows the member selecting to add all module access to the codes being created:

The screenshot shows the IBM SPSS License Key Center interface. At the top, there is a blue header with the text "IBM® SPSS® License Key Center". On the right side, the user's name "Steven Savaglio" and company information "Company: Test Partner Account" and "Account ID:KRK001" are displayed. On the left side, there is a navigation menu with sections: "Licensing" (My Authorization Codes, View Codes by Host, Search Codes, Create Override Code), "My Orders" (View Order History, Recent Emails, Create Eval Key Order), "Accounts and Members" (Account Members, Join Customer Account, Select Account), "Preferences" (My Profile, Change Password, Email Preferences), "Getting Help" (Licensing Guides, FAQs, SPSS Support), and "Language" (Chinese, Français, Spanish, Deutsch, 日本語 (Japanese)). Below the menu, there is a "Logout" link. The main content area is titled "Select Modules to Add to your Software". Below the title, there is a paragraph: "Below are additional associated features that your company has purchased." followed by another paragraph: "Please select one or more of these additional features to include in your new installation of IBM SPSS software. If you do not select them at this time, you may add them later, but each additional feature added later will require a separate authorization code." Below this text is a list of 11 features, each with a checked checkbox and the text "IBM SPSS [Feature Name] Authorized User V 19 (Option [Number])". The features are: IBM SPSS Categories Authorized User V 19 (Option 6), IBM SPSS Decision Trees Authorized User V 19 (Option 12), IBM SPSS Data Preparation Authorized User V 19 (Option 13), IBM SPSS Custom Tables Authorized User V 19 (Option 10), IBM SPSS Conjoint Authorized User V 19 (Option 8), IBM SPSS Regression Authorized User V 19 (Option 2), IBM SPSS Complex Samples Authorized User V 19 (Option 11), IBM SPSS Missing Values Authorized User V 19 (Option 7), IBM SPSS Bootstrapping Authorized User V 19 (Option 20), IBM SPSS Advanced Statistics Authorized User V 19 (Option 3), and IBM SPSS Exact Tests Authorized User V 19 (Option 5). At the bottom of the list are two buttons: "Previous" and "Next".

Next, the member has the option to enable a dongle for the software to function. If dongle functionality is desired, check the box, otherwise if not needed leave it blank.

Select Dongle Option

Do you wish to require a dongle for the software to function? If so, check the box below. Please note that the software will not function until the customer has the dongle installed in their PC.

Require a dongle

Previous Next

After clicking NEXT, the following screen allows the member to specify a termination date. This entitlement was created as a perpetual license, but the member is given the option to create a code or codes as perpetual (default) or with a termination date. This is a particularly good feature for customers who need temporary installations (note codes can be a minimum of 90 days), including customers with project work, consultants, etc.

The screenshot shows the IBM SPSS License Key Center interface. At the top, the title 'IBM® SPSS® License Key Center' is displayed. On the right side, the user's name 'Steven Savaglio' and account information 'Company: Test Partner Account' and 'Account ID: KRK001' are shown. The left sidebar contains several menu categories: 'Licensing' (My Authorization Codes, View Codes by Host, Search Codes, Create Override Code), 'My Orders' (View Order History, Recent Emails, Create Eval Key Order), 'Accounts and Members' (Account Members, Join Customer Account, Select Account), 'Preferences' (My Profile, Change Password, Email Preferences), 'Getting Help' (Licensing Guides, FAQs, SPSS Support), 'Language' (Chinese, Français, Spanish, Deutsch, 日本語 (Japanese)), and 'Logout'.

Specify Termination Date

If you wish to grant a temporary license to your user, you may specify an end date here. If there is time remaining on your entitlement (or if your entitlement does not expire), the license will be returned to your pool on that date so you may request a new authorization code at that time.

Please note that the date is a must be a minimum of 90 days in the future.

To maximize the length of your license, just leave this field blank.

Default License Expiration September 1, 2099

Date when license expires (mm/dd/yyyy)

In this example, as seen in the above screen shot, the codes being requested will run for one year. If no date is chosen, then codes will run with the default date set in the entitlement (in this case perpetual).

The next screen confirms all prior selections and gives the member the final opportunity to make any changes. If any changes are desired, the member can click PREVIOUS, or if all settings are correct the member clicks CREATE AUTHORIZATION CODE.

Note there is also a field for comments to be appended to the code(s) being created. These codes would be visible to the member any time these codes are viewed later. The member can also add internal information like order number, PO # or Customer name, all meant to be useful if codes are reviewed after generation.

Licensing
 My Authorization Codes
 View Codes by Host
 Search Codes
 Create Override Code

My Orders
 View Order History
 Recent Emails
 Create Eval Key Order

Accounts and Members
 Account Members
 Join Customer Account
 Select Account

Preferences
 My Profile
 Change Password
 Email Preferences

Getting Help
 Licensing Guides
 FAQs
 SPSS Support

Language
 Chinese
 Français
 Spanish
 Deutsch
 日本語 (Japanese)

Logout

Configuration Confirmation

Please carefully review your selections below. If you need to make any corrections, please use the previous button to alter your request. Once you confirm you made the correct choices, click *Create authorization code* only once to generate your authorization code(s). Please note that once you click the create authorization code button, you may not cancel your request, and your quantity available will be reduced by the quantity you entered. Your authorization code (s) will appear on the next screen.

Product	IBM SPSS Statistics Base Authorized User V 19
Number of activations	10
Expiration date	September 1, 2011

These additional modules will be included:
 IBM SPSS Categories Authorized User V 19 (Option 6)
 IBM SPSS Decision Trees Authorized User V 19 (Option 12)
 IBM SPSS Data Preparation Authorized User V 19 (Option 13)
 IBM SPSS Complex Samples Authorized User V 19 (Option 11)
 IBM SPSS Bootstrapping Authorized User V 19 (Option 20)
 IBM SPSS Custom Tables Authorized User V 19 (Option 10)
 IBM SPSS Conjoint Authorized User V 19 (Option 8)
 IBM SPSS Advanced Statistics Authorized User V 19 (Option 3)
 IBM SPSS Missing Values Authorized User V 19 (Option 7)
 IBM SPSS Exact Tests Authorized User V 19 (Option 5)
 IBM SPSS Regression Authorized User V 19 (Option 2)

Multiple authorization codes will be created.
 The authorization code will be used to activate a new installation.
 A dongle is not required.

Customer Name	<input type="text"/>
Order Number	<input type="text"/>
Purchase Order Number	<input type="text"/>
Comments	<input type="text"/>

Once the Create authorization code button is clicked, the codes are displayed. Note that the member now has the option to print the codes, or download them as a CSV or TXT file. The below screen reflects what is seen after codes are generated:

Licensing
 My Authorization Codes
 View Codes by Host
 Search Codes
 Create Override Code

My Orders
 View Order History
 Recent Emails
 Create Eval Key Order

Accounts and Members
 Account Members
 Join Customer Account
 Select Account

Preferences
 My Profile
 Change Password
 Email Preferences

Getting Help
 Licensing Guides
 FAQs
 SPSS Support

Language
 Chinese
 Français
 Spanish
 Deutsch
 日本語 (Japanese)

Logout

View Authorization Codes

Below is a listing of all the authorization code(s) that you have just generated, ready for distribution to your user(s) to use during their installation. We recommend that you copy the code and paste it into an email; or, if you have multiple codes, click *Download all authorization codes as a CSV file* to view in a spreadsheet or click *Print all authorization codes* to view all the authorization codes on printable pages ready for distribution. You may also click on any authorization code below to get further details on that particular code.

Please note:

- Quantity indicates the number of allowable installations on that authorization code.
- Created On indicates the date the authorization code was generated.
- Last Activation indicates the date of the last client installation that used that authorization code.

Download all authorization codes ▼

[Print all authorization codes.](#)

Authorization Code	Quantity	Created On	Last Activation
e52807e6480a83003147	1	September 1, 2010 12:54:04 PM	
e8434c049003c4ea6c70	1	September 1, 2010 12:54:04 PM	
e8505ce0b058a6080f05	1	September 1, 2010 12:54:04 PM	
e81e4f3e444a61cfa3f4	1	September 1, 2010 12:54:04 PM	
4a0ede56bc3b36a05c16	1	September 1, 2010 12:54:04 PM	
0c7e519618e274e55f9e	1	September 1, 2010 12:54:04 PM	
782b59cec43104080ebc	1	September 1, 2010 12:54:04 PM	
ef5b4eb66ca880c60e0c	1	September 1, 2010 12:54:04 PM	
7e69c33ae57a03470aac	1	September 1, 2010 12:54:04 PM	
7242dc380cb0838bc0a	1	September 1, 2010 12:54:04 PM	

[1-10] Entries per page: ▼

Changing The Number Of Allowable Installs

Since IBM does not differentiate between single-use and multi user licensing, any codes generated will default to allow 4 installs. This was the SPSS default to avoid the heavy support request volume seen around instances of reinstall. The number of allowable installs can be changed by first accessing a previously generated code. This can be done a few different ways:

At left, click Search Codes, you will see the following screen, and you can enter the code you want to increase installs on:

Licensing
My Authorization Codes
View Codes by Host
Search Codes
Create Override Code

My Orders
View Order History
Recent Emails
Create Eval Key Order

Accounts and Members
Account Members
Join Customer Account
Select Account

Preferences
My Profile
Change Password
Email Preferences

Getting Help
Licensing Guides
FAQs
SPSS Support

Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

Search Codes

Please use the form below to search for authorization codes within your account. Use the * as a wildcard anywhere in the search when you don't know the entire value.

Authorization Code *

OR

Customer Name

Order Number

Purchase Order Number

* indicates a required field.

Click Search and you will see the following screen. In this screen shot, please take note this text and icon:



indicates the field may be edited by clicking on the value.

Licensing
 My Authorization Codes
 View Codes by Host
 Search Codes
 Create Override Code

My Orders
 View Order History
 Recent Emails
 Create Eval Key Order

Accounts and Members
 Account Members
 Join Customer Account
 Select Account

Preferences
 My Profile
 Change Password
 Email Preferences

Getting Help
 Licensing Guides
 FAQs
 SPSS Support

Language
 Chinese
 Français
 Spanish
 Deutsch
 日本語 (Japanese)


Logout

Authorization Code Details


Below are the authorization code details for the code you clicked. If your code has activations remaining, you may activate it here with a locking code from your user's PC; however, we strongly recommend you give the authorization code to the end user and allow them to activate the code themselves on their PC using the IBM SPSS License Authorization Wizard. If the user cannot complete the License Authorization Wizard because their PC does not have access to email or the Internet, please do the following:

1. Ask the user to start the License Authorization Wizard on their PC.
2. Ask the user to click Next and proceed to the second screen in the wizard.
3. Ask the user to read the code from the bottom of the screen. It should be next to the words "Lock Code for this machine is: " and be a 6 character code in the following format: 4-20D31
4. Enter the code into the Locking Code field below. It is important to include the dash in the code.
5. Optionally, enter a locking code description or comment associated to this code.
6. Click the Activate button.
7. Click the license code that was generated and provide the code to the user by putting it in an email or file.
8. Have them complete the License Authorization Wizard with the key you provide.

If your code has already been activated, in addition to the authorization code details, you will see the details of the activation below. You may drill on the License Code to retrieve the entire code. Please note that the Activated By field will only be filled in if you activated on this site.

Authorization Code	e528d7e6480a83003147
Quantity	1
Allowed Activations	4  ←
Product	IBM SPSS Categories Authorized User V 19 IBM SPSS Decision Trees Authorized User V 19 IBM SPSS Data Preparation Authorized User V 19 IBM SPSS Statistics Base Authorized User V 19 IBM SPSS Custom Tables Authorized User V 19 IBM SPSS Conjoint Authorized User V 19 IBM SPSS Regression Authorized User V 19 IBM SPSS Missing Values Authorized User V 19 IBM SPSS Complex Samples Authorized User V 19 IBM SPSS Bootstrapping Authorized User V 19 IBM SPSS Advanced Statistics Authorized User V 19 IBM SPSS Exact Tests Authorized User V 19
Expiration date	September 1, 2011
Created On	September 1, 2010 12:54:04 PM
Created By	Steven Savaglio (ssavaglio@us.ibm.com)
Comments	
Customer Name	
Order Number	
Purchase Order Number	
Locking Code *	<input type="text"/>
Locking Code Description	<input type="text"/>
	<input type="button" value="Activate"/>

* Indicates a required field.

 Indicates the field may be edited by clicking on the value.

Click on the pencil next to the number of allowed activations. Once you click on the pencil, you will see a field allowing you to change the number of allowable activations. Here 4 is changed to 5:

Authorization Code	e528d7e6480a83003147
Quantity	1
Allowed Activations	<input type="text" value="5"/>
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Click Save and the change is complete:


Authorization Code e528d7e6480a83003147
Quantity 1
Allowed Activations 5 

The other option to access previously generated authorization codes is to go to My Authorization Codes at left, then click on the product you are looking to find an authorization code for. See pages 7 – 9 to get to the window where View Codes is seen. The sample where 10 codes were created out of 100 now appears like this:

Select Product to License

The versions that your company owns of the product you previously selected are listed below. Click view codes to print, view, or download previously generated codes. Click Generate to generate new authorization codes for the product you selected. Please note:

- After clicking Generate, you will have an opportunity to configure your product and confirm your selection prior to generating your authorization codes.
- Expiration indicates the date the product will cease to function. Perpetual indicates that the product will not expire.
- Quantity Purchased indicates the quantity of that particular product and version your company is entitled to.
- Quantity Available indicates the number of activations that have not yet been allocated for that product.

Product	Expiration	Quantity Purchased	Quantity Available	Generate	View codes
IBM SPSS Statistics Base Authorized User V 19	Does not expire.	100	84	Generate	View codes
IBM SPSS Statistics Base Authorized User V 19	November 26, 2010	0	-1		View codes
IBM SPSS Statistics Base Authorized User V 19	September 1, 2099	100	90	Generate	View codes 

Use the View codes functionality to see codes associated with this entitlement

View Authorization Codes


Below is a listing of all the authorization codes that have been previously generated for the product you selected. You may download all the authorization codes to a CSV file, view all the authorization codes on a printable page, or click an authorization code below to get further details on that particular code. Please note:

- Quantity indicates the number of allowable installations on that authorization code.
- Created On indicates the date the authorization code was generated.
- Last Activation indicates the date of the last client installation that used that authorization code.

Download all authorization codes 

[Print all authorization codes.](#)

Authorization Code	Quantity	Created On	Last Activation
e528d7e6480a83003147	1	September 1, 2010 12:54:04 PM	
e8434cd490d3c4aa2c70	1	September 1, 2010 12:54:04 PM	
e8505ce0b088e080fd5	1	September 1, 2010 12:54:04 PM	
e81e4f2e444a81cfa5f4	1	September 1, 2010 12:54:04 PM	
4a0ede66bd3b38a05c18	1	September 1, 2010 12:54:04 PM	
dc7e519818e274e55fae	1	September 1, 2010 12:54:04 PM	
782b590cc4310406debc	1	September 1, 2010 12:54:04 PM	
ef5b4ab60ca880c00e0c	1	September 1, 2010 12:54:04 PM	
7e89c33ae57a0347f0ac	1	September 1, 2010 12:54:04 PM	
7242dd380cb0838bcd0a	1	September 1, 2010 12:54:04 PM	

[1-10] Entries per page: 25 

Click on the code you are interested in. You will see the same screen seen on page 17 – Authorization Code Details – where you can adjust the number of allowable installs

Creating a License Code from Authorization Code/Lock Code

For IBM SPSS software that is licensable, the media received by the customer is the same for a single user as for 100 or 1000 or unlimited users. It is the same for a customer who buys base functionality as for a customer who buys the full complement of functionality. It is the code that unlocks these elements, as well as sets the end date. The authorization code works to unlock what the customer has purchased.

A license code is returned via an internet authentication, along with a unique identifier of the customer's computer, or lock code. Often a customer's protocols or firewalls prevents a license from being returned.

To create a license code, perform the same search for an authorization code as referenced in the process for finding an authorization code. Again, the purpose is to get to the Authorization Code Details screen. Once there, see at the bottom where fields exist for Locking Code and locking Code Description

IBM® SPSS® License Key Center

Steven Saivaglio
Company: Test Partner Account
Account ID: KRK001

Authorization Code Details

Below are the authorization code details for the code you clicked. If your code has activations remaining, you may activate it here with a locking code from your user's PC; however, we strongly recommend you give the authorization code to the end user and allow them to activate the code themselves on their PC using the IBM SPSS License Authorization Wizard. If the user cannot complete the License Authorization Wizard because their PC does not have access to email or the internet, please do the following:

1. Ask the user to start the License Authorization Wizard on their PC.
2. Ask the user to click Next and proceed to the second screen in the wizard.
3. Ask the user to read the code from the bottom of the screen. It should be next to the words "Lock Code for this machine is: " and be a 6 character code in the following format: 4-20031
4. Enter the code into the Locking Code field below. It is important to include the dash in the code.
5. Optionally, enter a locking code description or comment associated to this code.
6. Click the Activate button.
7. Click the license code that was generated and provide the code to the user by putting it in an email or file.
8. Have them complete the License Authorization Wizard with the key you provide.

If your code has already been activated, in addition to the authorization code details, you will see the details of the activation below. You may drill on the License Code to retrieve the entire code. Please note that the Activated By field will only be filled in if you activated on this site.

Authorization Code	e52076e40a83003147
Quantity	1
Allowed activations	4
Product	IBM SPSS Categories Authorized User V 19 IBM SPSS Decision Trees Authorized User V 19 IBM SPSS Data Preparation Authorized User V 19 IBM SPSS Statistics Base Authorized User V 19 IBM SPSS Custom Tables Authorized User V 19 IBM SPSS Conjoint Authorized User V 19 IBM SPSS Regression Authorized User V 19 IBM SPSS Missing Values Authorized User V 19 IBM SPSS Complex Samples Authorized User V 19 IBM SPSS Bootstrapping Authorized User V 19 IBM SPSS Advanced Statistics Authorized User V 19 IBM SPSS Exact Tests Authorized User V 19
Expiration date	September 1, 2011
Created On	September 1, 2010 12:54:04 PM
Created By	Steven Saivaglio (ssaivagl@us.ibm.com)
Comments	
Customer Name	
Order Number	
Purchase Order Number	
Locking Code *	<input type="text"/>
Locking Code Description	<input type="text"/>
	<input type="button" value="Activate"/>

* Indicates a required field.
👉 Indicates the field may be edited by clicking on the value.

The member can now enter a lock code (description optional) and click **ACTIVATE** and the following screen is seen:

Authorization Code Details

Below are the authorization code details for the code you clicked. If your code has activations remaining, you may activate it here with a locking code from your user's PC; however, we strongly recommend you give the authorization code to the end user and allow them to activate the code themselves on their PC using the IBM SPSS License Authorization Wizard. If the user cannot complete the License Authorization Wizard because their PC does not have access to email or the Internet, please do the following:

1. Ask the user to start the License Authorization Wizard on their PC.
2. Ask the user to click Next and proceed to the second screen in the wizard.
3. Ask the user to read the code from the bottom of the screen. It should be next to the words "Lock Code for this machine is: " and be a 6 character code in the following format: 4-20D31
4. Enter the code into the Locking Code field below. It is important to include the dash in the code.
5. Optionally, enter a locking code description or comment associated to this code.
6. Click the Activate button.
7. Click the license code that was generated and provide the code to the user by putting it in an email or file.
8. Have them complete the License Authorization Wizard with the key you provide.

If your code has already been activated, in addition to the authorization code details, you will see the details of the activation below. You may drill on the License Code to retrieve the entire code. Please note that the Activated By field will only be filled in if you activated on this site.

Authorization Code	6f2d86de3cd100c6301a
Quantity	1
Product	IBM SPSS Categories Authorized User V 19 IBM SPSS Custom Tables Authorized User V 19 IBM SPSS Statistics Base Authorized User V 19
Expiration date	August 29, 2011
Created On	August 29, 2010 5:15:26 PM
Created By	Steven Savaglio (ssavaglio@us.ibm.com)
Last Activation	August 29, 2010 6:01:35 PM
License Code	2QYT3TFZDMJSEO2M...
Locking Code	4-23d14
Comments	

The member can click on the license code and a window will display the code so it can be cut/pasted into the LAW, email or other.

View Codes by Host

At the left of the LKC, under My Authorization Codes is a link to View codes by Host. This allows the customer in one click to view a list of locking codes or machines that have been used for installation of licensed software. Here is a sample when View Codes by Host is clicked:

Licensing
My Authorization Codes
View Codes by Host

My Orders
View Order History
Recent Emails
Create Eval Key Order

Accounts and Members
Account Members
Join Customer Account
Select Account

Preferences
My Profile
Change Password
Email Preferences


Getting Help
Licensing Guides
FAQs
SPSS Support


Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

View Codes by Host

Below is a list of locking codes or machines that have been used for installation of your licensed software. You may click on a locking code to view the authorization codes installed on that machine. You may also add a note to each installation by clicking the locking code description. The last activation field displays the last date an activation was done on that machine.

Locking Code	Locking Code Description 	Last Activation
4-11f11:	TEST 8.29	Aug 29, 2010
4-23d14:	Joe Smith Computer	Aug 29, 2010
4-23d34:	Joe's Comp	Aug 26, 2010
4-23f24:	(Click to edit)	Aug 29, 2010

[1-8] Entries per page: 25 

 indicates that the values in this column may be edited by clicking on the value.

By clicking a lock code the customer can see the authorization code used to create the license with that lock code:

Licensing
My Authorization Codes
View Codes by Host

My Orders
View Order History
Recent Emails
Create Eval Key Order

Accounts and Members
Account Members
Join Customer Account
Select Account

Preferences
My Profile
Change Password
Email Preferences

Getting Help
Licensing Guides
FAQs
SPSS Support

Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

View Authorization Codes


Below is a listing of all the authorization codes that have been previously generated for the product you selected. You may download all the authorization codes to a CSV file, view all the authorization codes on a printable page, or click an authorization code below to get further details on that particular code. Please note:

- Quantity indicates the number of allowable installations on that authorization code.
- Created On indicates the date the authorization code was generated.
- Last Activation indicates the date of the last client installation that used that authorization code.

Download all authorization codes 

[Print all authorization codes.](#)

Authorization Code	Quantity	Created On	Last Activation
c2244boe58b9e40bc486	1	August 29, 2010 5:15:28 PM	August 29, 2010 6:14:50 PM

[1-1] Entries per page: 25 

View Order History

With a single click a member can see all orders associated to their account. Included in this view are is the IBM Order number, the order date, the customer’s PO number (if applicable) and an option to view authorization codes associated to the order.

View Order History

Your orders that have IBM SPSS products that require authorization codes for installation are listed below. Click the order number to see the order details, or click the authorization codes link to view the existing codes and generate new codes for the order selected.

<u>Sales Order Number</u>	<u>Order Date</u>	<u>Purchase Order Number</u>
	Aug 29, 2010	Authorization Codes
	Aug 26, 2010	Authorization Codes
	Aug 18, 2010	Authorization Codes
	Aug 17, 2010	Authorization Codes
	Aug 17, 2010	Authorization Codes
	Aug 13, 2010	Authorization Codes
	Aug 12, 2010	Authorization Codes
	Aug 12, 2010	Authorization Codes
	Aug 12, 2010	Authorization Codes
	Aug 12, 2010	Authorization Codes

By clicking on Authorization Codes at the right, the customer sees the same view as seen on page 37, and allows for codes to be managed and created.

Recent Emails

By clicking this link the member will see all emails generated for the account, sort or click to see detail.

Create Eval Key Order

Another common task in SPSS Client Care is managing evaluation (eval) orders and codes for customers. Now customers can self service this process via the LKC by clicking on the Create Eval Key Order. Once this link is selected the customer fills out a form designating the individual to receive the eval, and selects the product to evaluate. Once you submit the form, the License Key Center will create an evaluation order and send an email to the customer with instructions on how to log into the License Key Center to generate their evaluation authorization codes. Please also note the following:

- Language - The License Key Center will send the user an email in the language you specified on the form explaining that their evaluation license keys are available in the License Key Center.
- URL and password - The email includes the URL for License Key Center and the user's password for logging into the system. Their user id is the email address you provided.
- Products available in their account - Upon logging into the License Key Center, the customer will see the products they have available for authorization code generation.

- Evaluation period - The evaluation period will expire on the date you specify in the form.

Accounts & Members

Here is where the site primary and technical contacts can manage the members who have access to the functionality within the LKC. By clicking Account Members, the following functionality is available:

- Add a member
- Create a new address for a member
- Update member privileges – including allowing a member Administrator privileges
- Inactivate a member
- Search for members

This section is important as we encourage customers and members to self service rather than managing these problems for them. Whenever a contact is made to Client Care regarding an individual or end user who cannot access the LKC, this is where the site primary or technical coordinator goes to manage access. Here is a screen shot displaying the various functionality referenced above:

Account Members

To add a new member:


Choose an address from the drop down list and select "Go to New Member Form".

Go to New Member Form

Activate Members

To delete a member or edit member privileges:

Check or uncheck the corresponding boxes and select "Update Member Privileges".

 Indicates Administrator

Name	Title	Administrator Privileges	Inactivate
Kyle Koenig krkoenig@us.ibm.com		<input type="checkbox"/>	Inactivate
Steven Savaglio ssavaglio@us.ibm.com	Manager 	<input checked="" type="checkbox"/>	Inactivate

Update Member Privileges

Member Count: 2

Search by entering the first letter of the member's last name.
The page containing that member will appear.
(Search is case-sensitive and does not accept wildcards.)

By clicking Join Customer Account, this allows an individual to request access to an account they do not have access to. When the information requested via this link is completed and submitted, it is sent to the site primary and technical contact for permission to join the account. Again, a critical part of driving customer self service. Here is the screen seen when the Join Customer Account link is clicked:

IBM® SPSS® License Key Center

Join Customer Account

Don't have a password or need to add yourself to a new account?
Please provide the information below and we will send a request on your behalf to your site technical contact and site primary contact requesting access. If they approve your request, you will be added to the account and emailed a password you will need to complete the login process.

The information collected will not be used for any purposes other than issuing the licenses you have requested.

* Indicates a required field.

Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

First Name:*

Last Name:*

Email address:*

Address:*

City:*

State/Province:*

Postal Code:*

Country/Region:*

[?](#) Software Site Number:*

When Select account is chosen in the Accounts & Members section, a customer can choose between the different accounts they are associated with. In most instances, an individual is only associated to a single account, but for larger organizations, they may want to have separate accounts for different disciplines, different geographies, etc. Here the member can easily navigate between them. This screen shot displays a member with access to three accounts, and when an account is selected, the member is taken to the My Authorization Codes screen.

IBM® SPSS® License Key Center

Since you are a member of multiple IBM SPSS License Key Center accounts, please select the account you wish to use for the current session. You can switch accounts after signing in by using the "Select Account" link on the menu on the left.

Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Company Name	Account ID	Name	Notes
Business Analytics Client Care	08122010	Steven Savaglio	(Click to edit)
Kyle's End User Account	KRK006	Steve Savaglio	(Click to edit)
SPSS Admin Account	IBMP_ADMIN	Steve Savaglio	(Click to edit)

Preferences

In the Preferences section, any member (not just an administrator) can manage their profile, as seen in this screen:

IBM® SPSS® License Key Center

Steven Savaglio
Company: Business Analytics Client Care
Account ID: 09122010

Licensing
My Authorization Codes
View Codes by Host

My Orders
View Order History
Recent Emails
Create Eval Key Order

Accounts and Members
Account Members
Join Customer Account
Select Account

Preferences
My Profile
Change Password
Email Preferences

Getting Help
Licensing Guides
FAQs
SPSS Support

Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

My Profile

Current email address: ssavaglio@us.ibm.com
Current company name: Business Analytics Client Care

Edit member information below and click submit when complete.

If you are an administrator, you may also:

- Set an expiration date - Setting this will cause a member to automatically become inactive on the date you specify.
- Set administrator privileges - If the account administration checkbox is checked, then the member will be able to edit other members, including your record.

* Indicates a required field.

First Name* Steven
Last Name* Savaglio
Job Title Manager
Phone* 312-651-3885
Fax 312-264-3885
Street 1* 233 S. Wacker
Street 2 11th Floor
Street 3
Street 4
City* Chicago
State/Province* Illinois
Postal Code* 60608
Country* USA
Language* English

Member Privileges
 Account Administration

Submit Membership Info

A member can manage their password by clicking the Password link, which displays the following:

IBM® SPSS® License Key Center

Steven Savaglio
Company: Business Analytics Client Care
Account ID: 09122010

Licensing
My Authorization Codes
View Codes by Host

My Orders
View Order History
Recent Emails
Create Eval Key Order

Accounts and Members
Account Members
Join Customer Account
Select Account

Preferences
My Profile
Change Password
Email Preferences

Getting Help
Licensing Guides
FAQs
SPSS Support

Language
Chinese
Français
Spanish
Deutsch
日本語 (Japanese)

Logout

Change Password

This will change your current password to a new one of your choice.

For security reasons, you must enter your current password before you can set a new one. For first time users, your password was emailed to you when you were first added to this service. Your new password must be at least 8 characters in length, contain a mix of alphabetic and non-alphabetic characters (numbers, punctuation or special characters), or a mix of at least two non-alphabetic characters. The password cannot contain the user ID and it cannot be reused for 2 years.

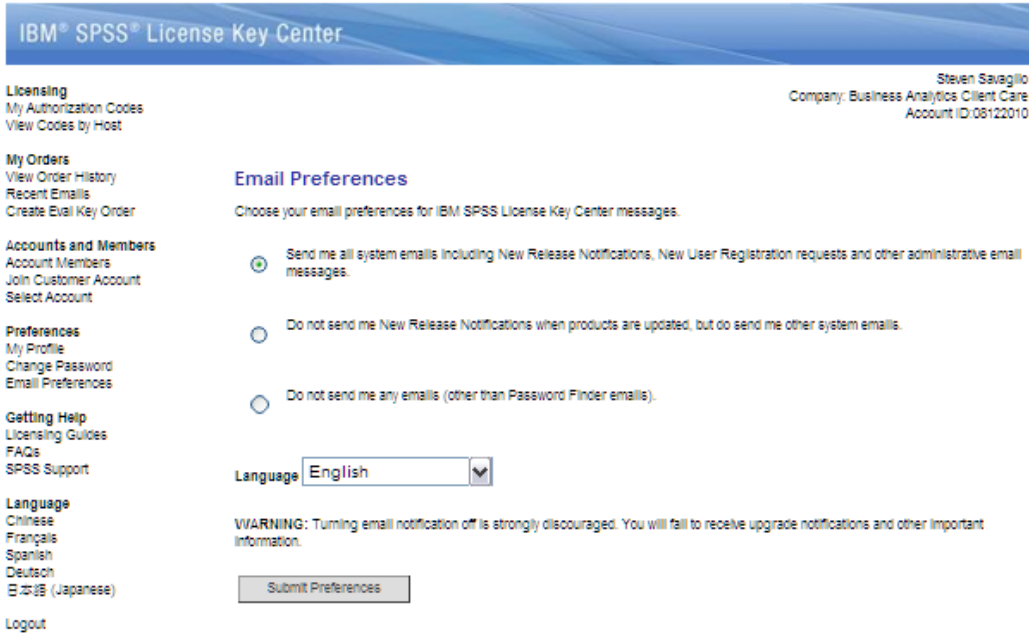
All fields are required.

Change password for ssavaglio@us.ibm.com

Enter Current Password
Enter New Password
Confirm New Password

Change Password

A member can manage their email preferences via the Email Preferences link, as seen here. Note the functionality they can manage. Please encourage customers to enable the functionality to send all system emails as it is the best way to stay abreast of all upgrades, patches and other important information.

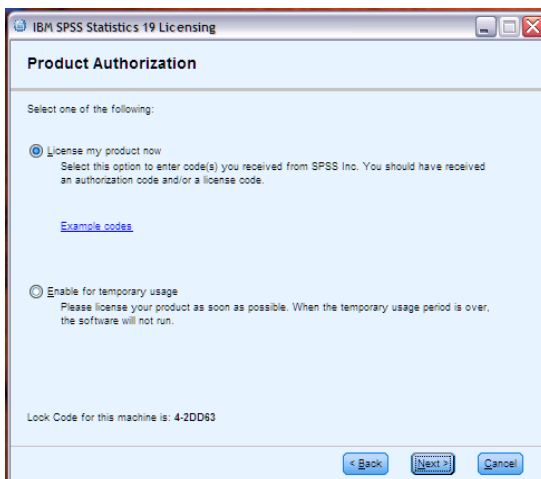


Getting Help

This section of the LKC provides easy access for the customers to get help, including easy access to the Licensing Guides for various products, a thorough FAQ section and easy access to links for further support.

Appendix

Screen shots of License Authorization Wizard





Product Option Reference Guide

IBM SPSS Statistics desktop and Modeler desktop software is sold with a variety of options that may or may not be included as part of a purchase. There are the options, or modules, that can be added, created as stand-alone (Stats Desktop only) or purchased independently and added later. If you see an option high-lighted (as you see above, #21), here is what is enabled, or what can be enabled if you are changing what a code allows:

Statistics Options:

- 1 - Original Tables
- 2 - Regression Models
- 3 - Advanced Models
- 4 - Trends Original
- 5 - Exact tests
- 6 - Categories
- 7 - Missing Values Analysis
- 8 - Conjoint
- 9 - Maps
- 10 - Custom Tables
- 11 - Complex Samples
- 12 - Classification Trees
- 13 - Data Validation
- 14 - Programmability
- 15 - Advanced Visualization
- 16 - New Trends
- 17 - SPSS Adaptor for PES (C & DS)
- 18 - Neural Networks
- 19 - Direct Marketing
- 20 - Bootstrapping

Modeler Options:

- 1 - Server Enablement
- 2 - not in use
- 3 - not in use
- 4 - Solution Publisher
- 5 - not in use
- 6 - Classification
- 7 - Segmentation
- 8 - Association
- Options 9 - 14 are not in use
- 15 - Text Analytics
- 16 - English Extractor
- 17 - French Extractor
- 18 - German Extractor
- 19 - Spanish Extractor
- 20 - Dutch Extractor
- 21 - Italian Extractor
- 22 - Portuguese Extractor
- 23 - Japanese Extractor
- Language Weavers are no longer sold with Modeler

Flexera Support Guide



FlexNet Producer Suite On-Demand Support Process

1. Overview

Flexera Software supports all issues related to the FlexNet Producer Suite On-Demand service. Flexera Software attempts to provide vendor-neutral support - that is, the Member requesting support is not aware that the support is being provided by a third party entity, rather than the Customer. Flexera Software encourages collaboration with the Customer's support group to facilitate effective transition of incidents to the appropriate point of resolution and to expedite issue closure. This document is a high level summary of the Flexera Software FlexNet Producer Suite On-Demand support process.

In the case that a section in this document does not apply to you, please consult your contract for your specific information.

2. Accessing Support

Members of FlexNet Producer Suite On-Demand are provided an intuitive user interface, FAQs and a User's Manual as self-help tools to address questions they may have about the service. In the event that the user cannot resolve their question or issue, information is provided in the FAQs and User's Manual on how to access a support organization—the Customer's support group, or Flexera Software's support group. Additionally, if the user experiences an error situation within the service, they are always provided the option to contact support about the issue. Typically, the following text is presented to the Member as part of the User's Manual:

Contacting [Customer] for Support

For [Customer] product-related questions, contact [Customer's Support Organization] by email [support@customer.com] or call [customer 800 phone number] (from within the U.S.) or [customer 800 phone number] (from outside the U.S.).

For help downloading or questions regarding your [FlexNet Producer Suite On-Demand Service Name] account, contact [customer]@FlexNet Producer Suite On-Demand.com or call 1-888-715-4687 (from within the U.S.) or 1-408-642-3965 (from outside of the U.S.).

For urgent download issues outside of U.S. business hours, you can page the on-call support representative by calling the phone numbers listed above.

3. Support Commitments

Flexera Software Support will provide a combination of email-based and telephone-based support on issues related to the FlexNet Producer Suite On-Demand site up to and including product download. Customers and FlexNet Producer Suite On-Demand Members may contact Flexera Software Support by email or telephone at any time, 24 X 7 X 365. Flexera Software Support staff will be available for live-answer telephone and email support between the hours of 6:00 PM Sunday – 6:00 PM Friday Pacific Time on U.S. business days. Flexera Software will provide telephone responses to after-hours pager notifications for critical issues on weekends and U.S. holidays. Flexera Software will respond to the FlexNet Producer Suite On-Demand Member page within 30 minutes of receipt and will begin research and resolution within 30 minutes of discussing the incident with the Member. Non-urgent voicemail will be returned during the day or starting at 6:00 PM Pacific Time the day before the next business day if the voicemail is from the weekend or holiday. Email will be returned within 24 business hours of receipt.

Support will be provided in English.

FlexNet Producer Suite On-Demand Members contacting Flexera Software regarding technical support for Customer Products will be referred to the appropriate Customer's technical support organization, thereby transferring resolution ownership.

3.1 Phone Routing

Inbound telephone calls are received on a dedicated Flexera Software Support line (with an additional toll-free number available for all US callers). During business hours, all support calls to these numbers will be automatically directed to the Flexera Software Download Support representative who is “next-available” on the phone system. If all representatives are busy assisting other callers, or if call is placed outside of business hours, the caller will be directed to a dedicated Download Support voice mailbox, where they can leave a message. The voice message also contains instructions for how to page the on-call Download Support representative.

3.2 Email Routing

Email is directed to the Support group through a Customer-specific email alias listed on multiple pages on the co-branded web sites (example: [customer]@subscribenet.com). All Support email correspondence for the Customer’s FlexNet Producer Suite On-Demand site will be done through the Customer-specific email alias, and will contain instructions specific to the inquiry.

3.3 Incident Tracking

All telephone calls and emails will be entered into the Support Incident Tracker system and assigned to a support representative. This support representative will be responsible for tracking and reporting on each incident until resolved. All events are documented in the Resolution field of the Incident Tracker and the field is updated as status changes.

For a list and descriptions of incident types tracked by the Flexera Software Support group, see the end of this document.

3.4 Internal Escalation Process

Incidents that are not resolved during the initial contact with an Flexera Software Support representative will be escalated to internal technical experts based upon severity level. The support staff will manage escalated incidents. If a FlexNet Producer Suite On-Demand Member is dissatisfied with the response from their initial support staff, they may contact a Support team leader. If the Support team leader is unable to resolve the issue, the Member may contact the Senior Manager of Client Services, and ultimately the Director responsible for the Flexera Software Download Support group.

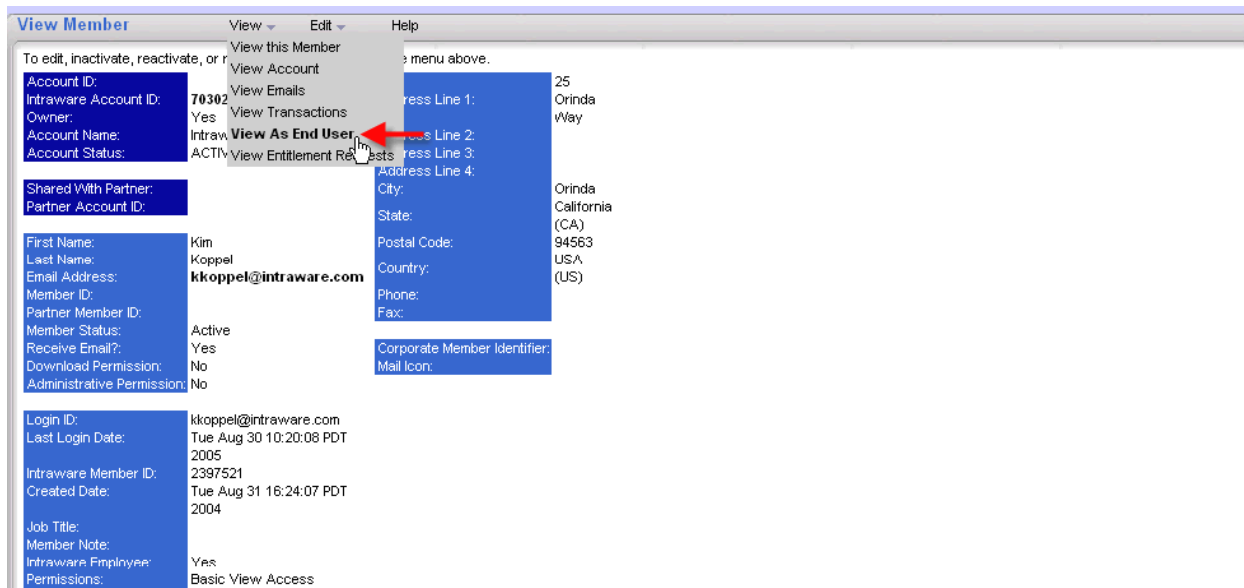
4. Escalations between Flexera Software and Customer Support Groups

The Flexera Software Support group will take responsibility for resolving incidents directly related to the FlexNet Producer Suite On-Demand service itself. Incidents regarding product technical information, product entitlement, or Member accounts will be directed to the Customer’s appropriate support group. Similarly, incidents that the Customers’ support group(s) receives related to the FlexNet Producer Suite On-Demand service are typically forwarded to Flexera Software Support for resolution.

5. Tools for Your Customer Support Organization

Your Customer Support organization has the ability to use FlexNet Producer Suite On-Demand Manager to log in, see product

hierarchy, and access clickable links in the same way that your End User (member) can.



Once you select the 'View as End User' menu option, a new window opens with a read only view of the End User's FlexNet Producer Suite On-Demand account. In this window, you can see everything that the member can see, such

as Product List, Files, any applicable License Information, left navigation bar options, etc. This view allows you to bypass an End User License Agreement to see the product list page. The license agreement remains in place for the member. Note: This is a permission-based view.



6. Support Reports

All support incidents recorded by Flexera Software Support for a Customer can be viewed by the Customer by requesting a report from the Customer account manager that will be generated from Flexera Software's customer support center. Data in the reports is live and always up to date.

Flexera Software Support Incident Types

This table lists out the incident types used by the Flexera Software Support group to classify all support incidents received by phone or email. A brief description of how each incident type is used is also included.

#	Incident Type	Brief Description
1	Add Members to Account	<ul style="list-style-type: none"> ▪ Add/replace member on existing account requests ▪ Service access requests and account for company already in system. ▪ Add other person(s) to email notification mailing list.
2	Com/Ques on Site, Srvc or Nav	
3	Connection Prob / SSO Issues	<ul style="list-style-type: none"> ▪ Site down ▪ Member network issue ▪ SSL issue (member can not connect to secure site) ▪ Single sign on issues
4	Download Accelerator Issue	<ul style="list-style-type: none"> ▪ Accelerator not installing/working

5	Download Difficulties	<ul style="list-style-type: none"> ▪ Download not completing/too slow ▪ FTP access restricted by member's firewall ▪ Help with advanced download options
6	Edit Profile	<ul style="list-style-type: none"> ▪ Edit member profile (company name, address, name, phone numbers)
7	Email Address Change	<ul style="list-style-type: none"> ▪ Change/correct member email address
8	Email Pref Change / Notify Ques	<ul style="list-style-type: none"> ▪ Unsubscribe from update notifications (turn emails off). ▪ Not receiving update notifications (turn emails back on).
9	Enhancement Request	<ul style="list-style-type: none"> ▪ Request change on the SNet site
10	Entitlement Question	<ul style="list-style-type: none"> ▪ New account request (incl. request for service access and account for company is NOT already in system). ▪ Product/version missing from account. ▪ Order inquiry (e.g. what was order for, when was it placed, etc.) ▪ Entitlement date change/inquiry. ▪ Limited downloads issues/inquires.
11	Export Compliance Issue	<ul style="list-style-type: none"> ▪ Restricted entity/person blocked from downloading. ▪ Temporary/Restrictive export classification for product blocking downloads. ▪ Missing/Wrong export classification for product blocking downloads.
12	License Generation Issue	<ul style="list-style-type: none"> ▪ Does not understand how to generate license ▪ Can't find license file once generated ▪ Wants to return / regenerate license and cannot
13	Media Order Question	<ul style="list-style-type: none"> ▪ Physical media requests/order inquires
14	Merge Accounts	<ul style="list-style-type: none"> ▪ Merge multiple accounts for same company ▪ Move member added to wrong account.
15	New Account Request	<ul style="list-style-type: none"> ▪ Add account to service
16	Non-SNet Related Issue	<ul style="list-style-type: none"> ▪ Inquiries not related to service or products on service (e.g. company information queries, etc.) ▪ Inquiry that should have been answered by customer's support and was misrouted to us
17	Operator Error	
18	Password	<ul style="list-style-type: none"> ▪ Has not received/has forgotten password (incl. request for service access and member is already set up with access). ▪ Password change/re-set requests/inquiries.
19	Privacy Inquires	<ul style="list-style-type: none"> ▪ Privacy statement inquiries
20	Privilege Change	<ul style="list-style-type: none"> ▪ Add/Remove download privileges and administrative privileges. ▪ Restrict access to software inquires/requests.
21	Product Information Query	<ul style="list-style-type: none"> ▪ Product availability/release schedule. ▪ Product functionality/compatibility questions.
22	Re / Deactivate Acct or Member	<ul style="list-style-type: none"> ▪ Reactivate/Deactivate member(s) on account (or entire account)
23	Registration Issue	<ul style="list-style-type: none"> ▪ For registration only sites
24	Request Copy of Invoice/Order	<ul style="list-style-type: none"> ▪ Wants a printed copy of invoice or order
25	Reset Download Limit	<ul style="list-style-type: none"> ▪ Requests for more downloads after reaching their download limit
26	Sales Question	<ul style="list-style-type: none"> ▪ Wants to place order/renew license agreement.
27	Serial Number	<ul style="list-style-type: none"> ▪ Serial/License/Installation Key/Code/Number requests.

		<ul style="list-style-type: none"> ▪ Can locate serial number on site ▪ Have not been sent serial number/re-send request. ▪ Does not know which serial number to use/serial number does not work. ▪ Serial number missing from site.
28	Site Problem/File Issues	<ul style="list-style-type: none"> ▪ Product hierarchy/image set up issues. ▪ Site problems (e.g. web site bugs, broken functionality, unexpected errors, etc.)
29	FlexNet Producer Suite On-Demand Manager	<ul style="list-style-type: none"> ▪ Issues/Inquiries pertaining to the FlexNet Producer Suite On-Demand Manager site. ▪ Entitlement process issues (incl. issues with automated transaction feed)
30	FlexNet Producer Suite On-Demand Reporter	<ul style="list-style-type: none"> ▪ Issues/Inquiries pertaining to the FlexNet Producer Suite On-Demand Reporter site.
31	Technical Support	<ul style="list-style-type: none"> ▪ Issues that occur past the point of download completion ▪ Technical product issues/questions.
32	Unzip Difficulties	<ul style="list-style-type: none"> ▪ Requires help unzipping or uncompressing a compressed file downloaded from SNet