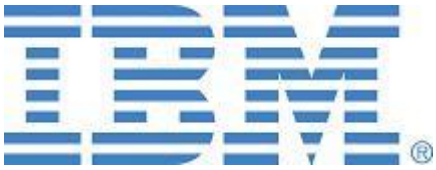
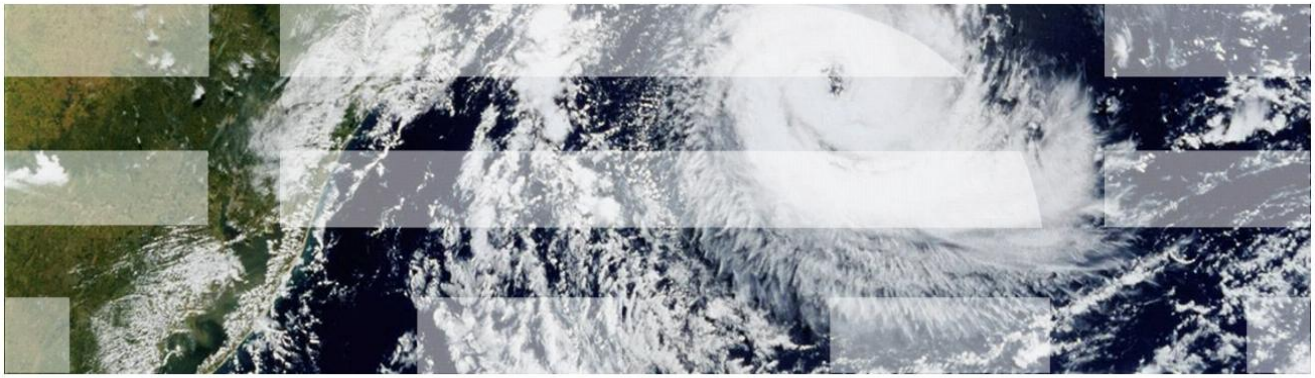


IBM SPSS Partner Guide to Licensing

Steven Savaglio

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:

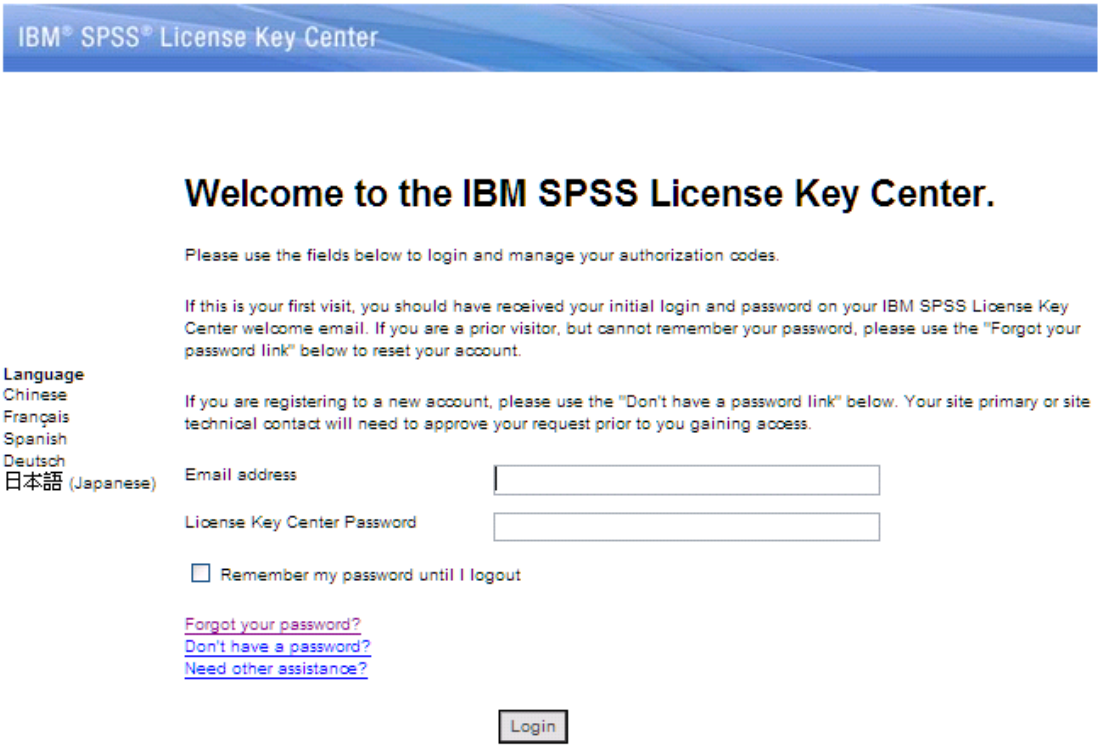
- Only those who are entitled can create or manage codes in the LKC
- Codes that can be managed or created are limited to the products entitled in your Partner account

Logging into the LKC

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

www.ibm.com/software/getspss

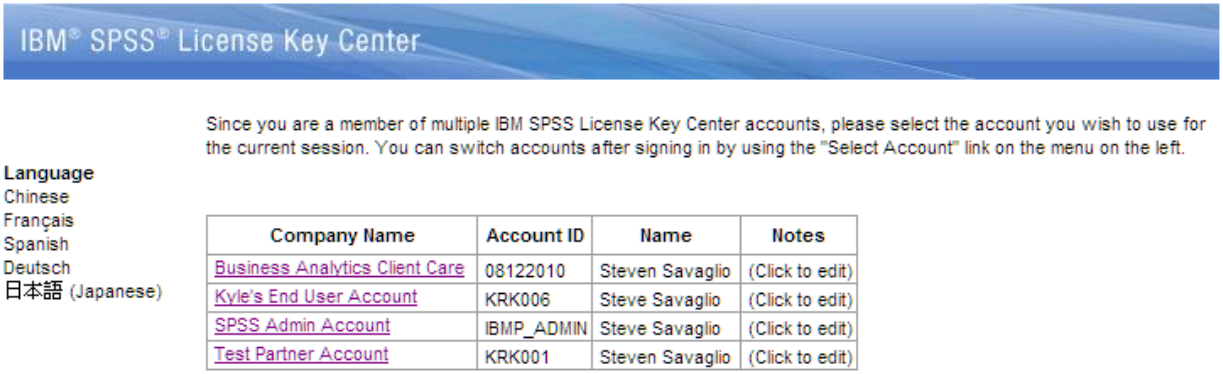
Once you click on the "Your Site" link, the following log-in screen is seen:



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:

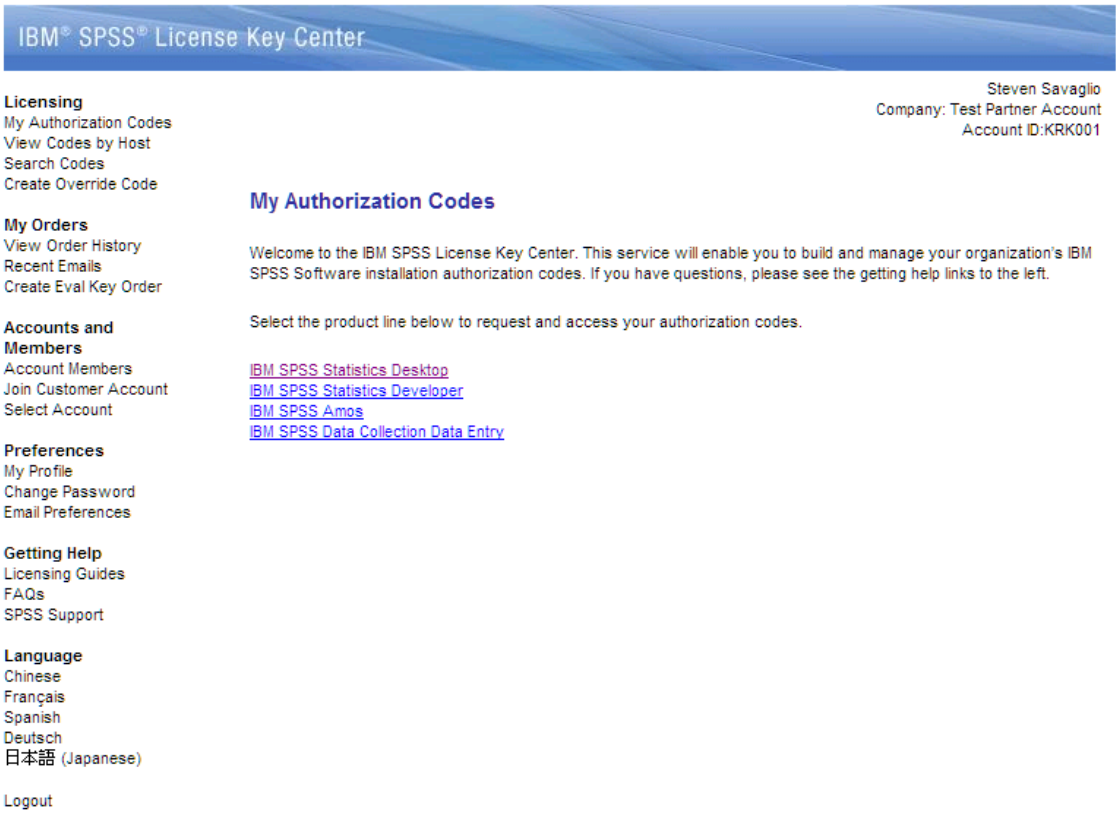


Opening Screen Review

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**:

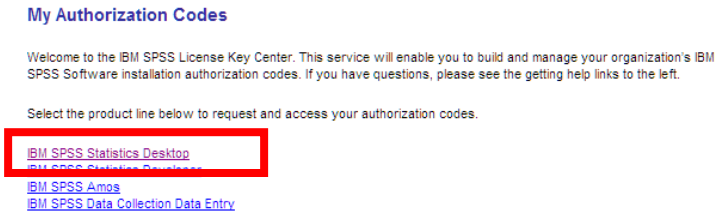


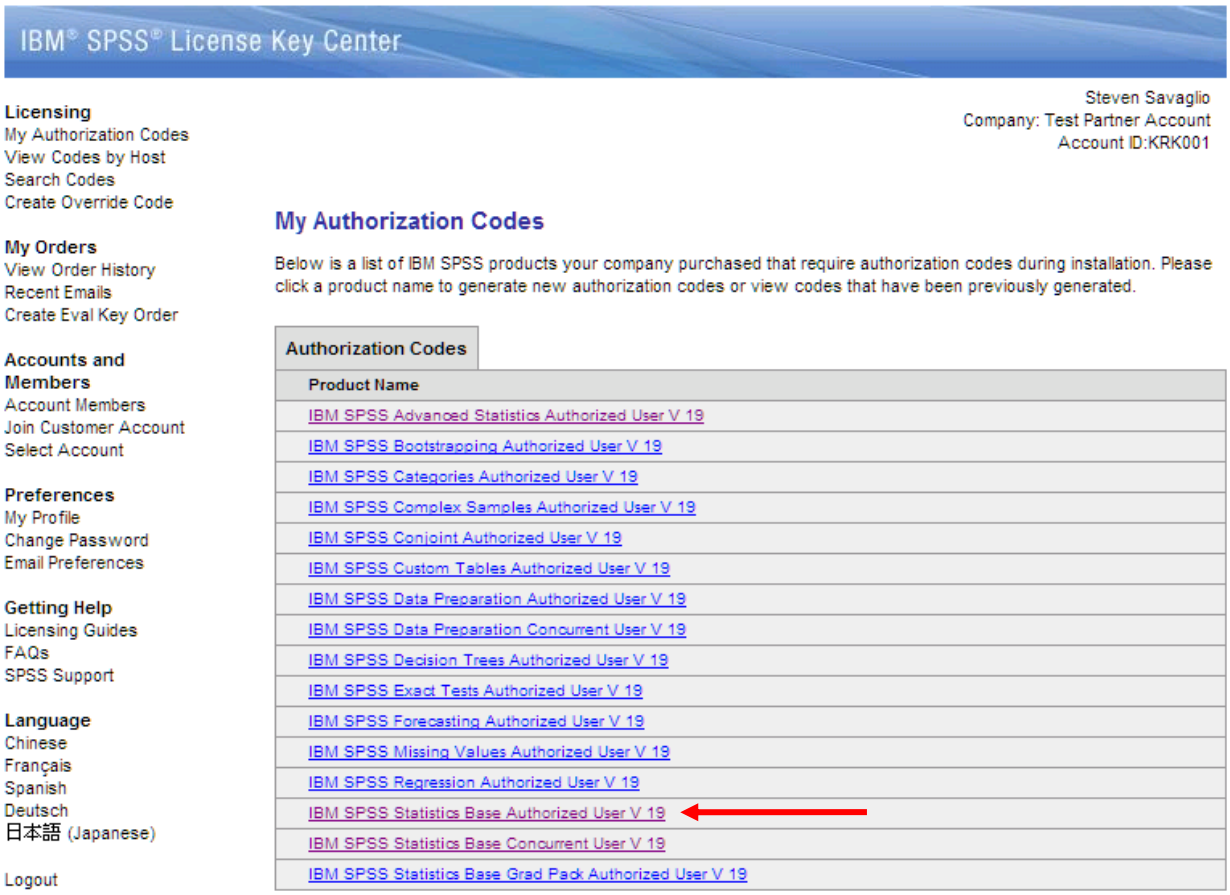
Generating a Single or Multiple Authorization Codes

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.

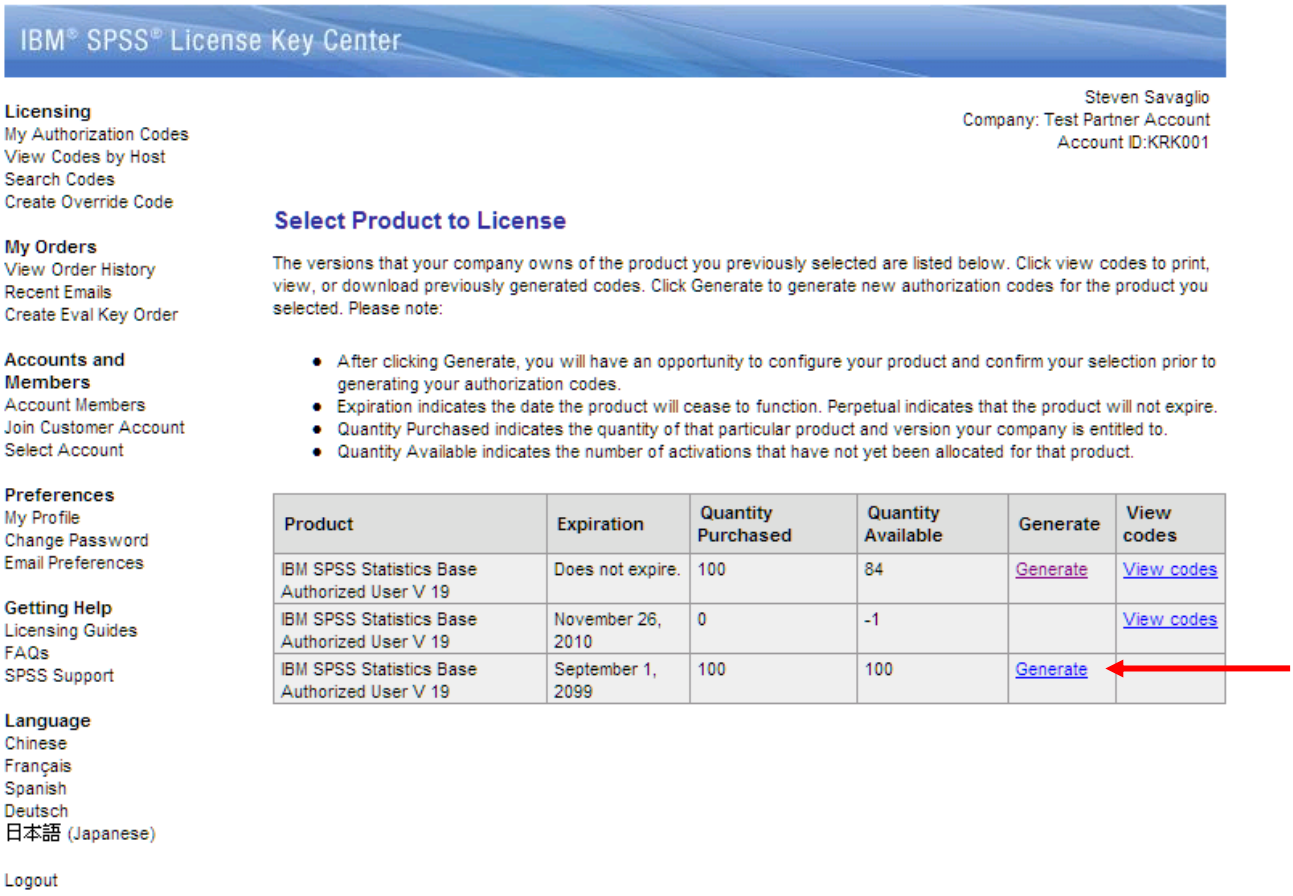
Upon clicking this product, all associated modules that can be included in code generation are now seen (refer to the Options Reference in the appendix for all products that can be enabled with the Statistics Desktop and Modeler Desktop products). The member now begins the process of creating an authorization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





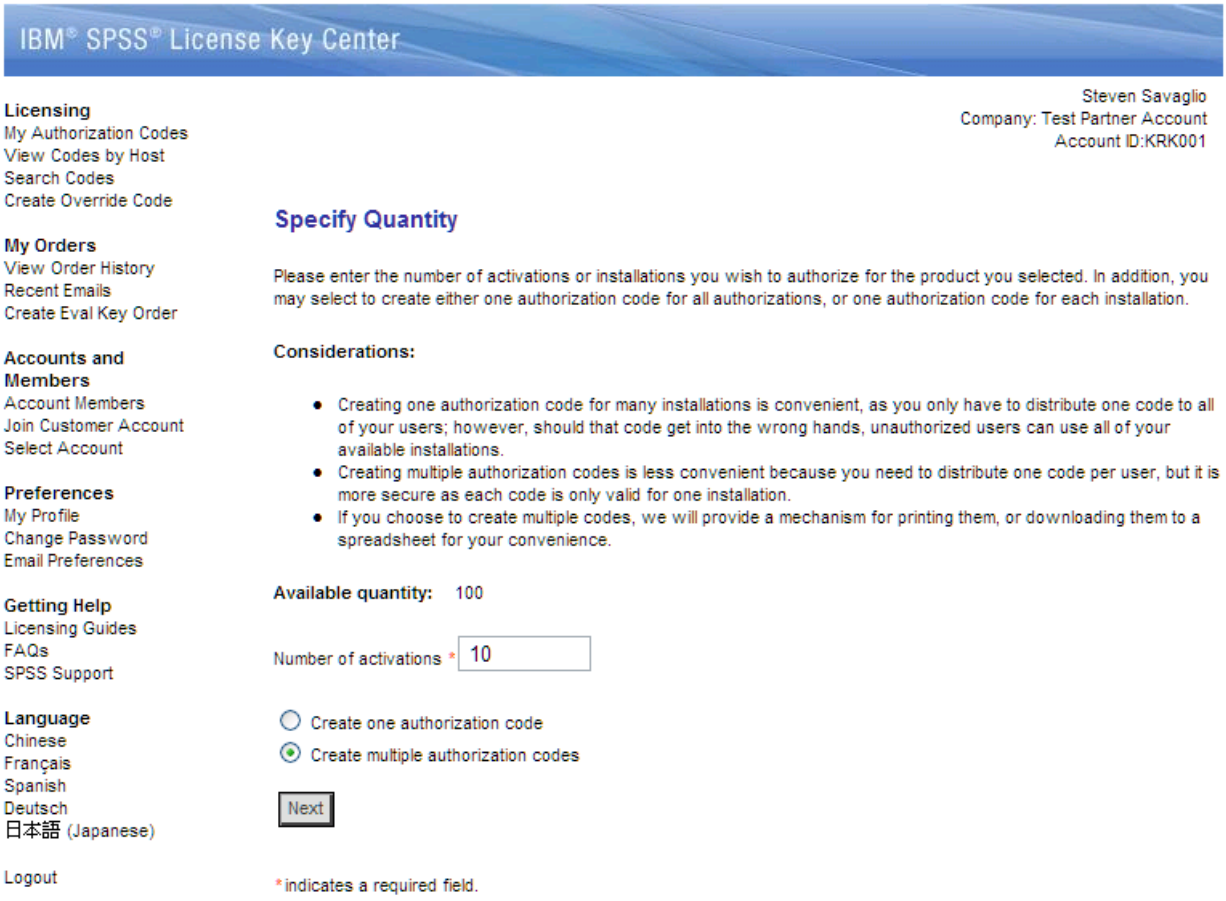
Note that there are several iterations of Statistics Base and numerous modules that may or may not be added to Base (remember, for the Stats Desktop product, options may be created to run with in unison or as stand alone). In this example code for Statistics Base Authorized user will be created (as indicated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



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.

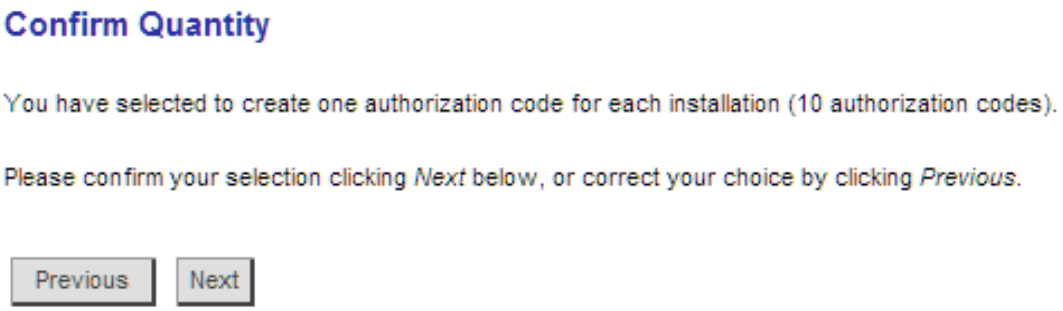
In order to create a code or multiple codes, click the GENERATE link. Here we will be creating codes for the 100 user entitlement (see red arrow). Once the GENERATE link is selected, the member begins the process of creating and managing authorization codes. Since entitlements will be created for Partners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

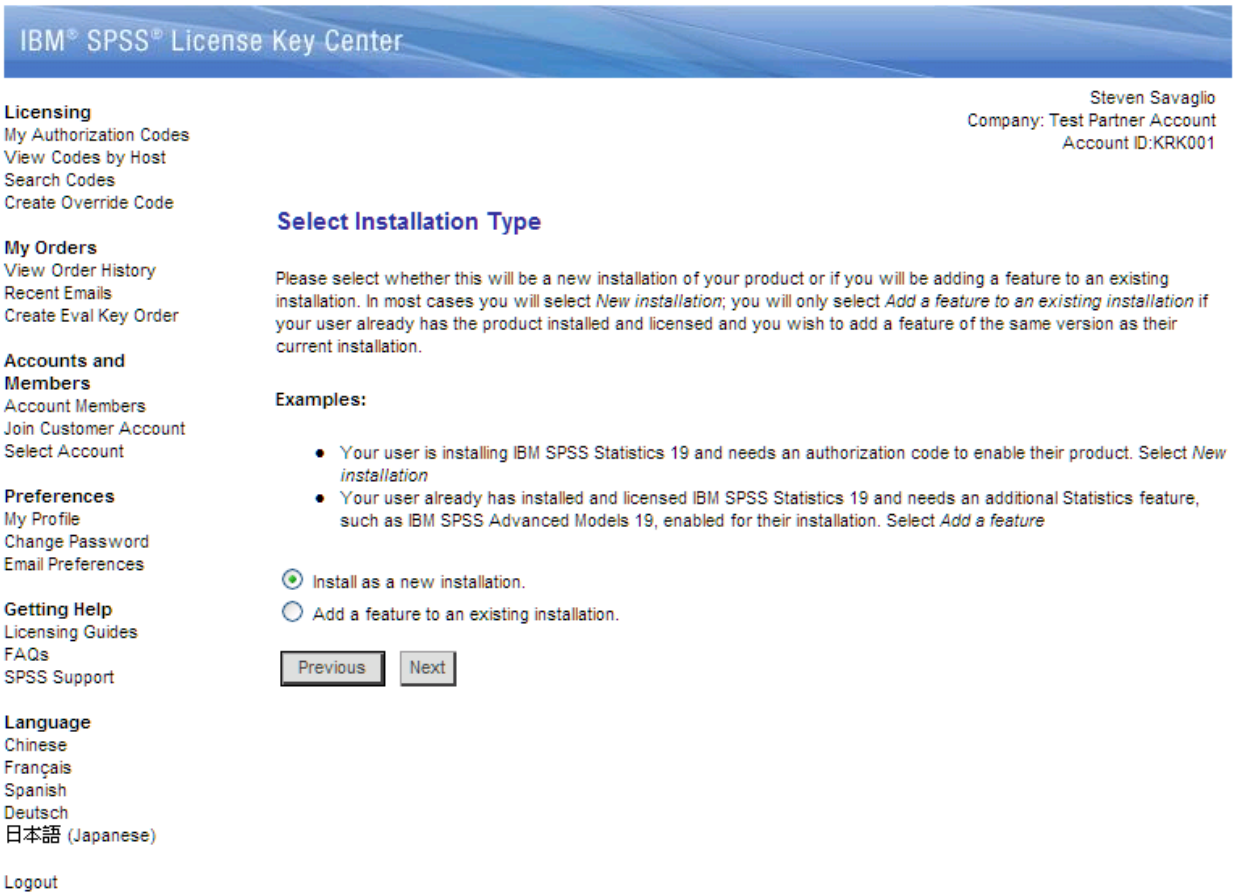


In this example we will be showing the creation of 10 codes out an available 100. The member can select any number of codes to be created (up to 100), or create a single code for 10 activations/users. We will be creating multiple authorization codes (10) versus a single code allowing 10 users.

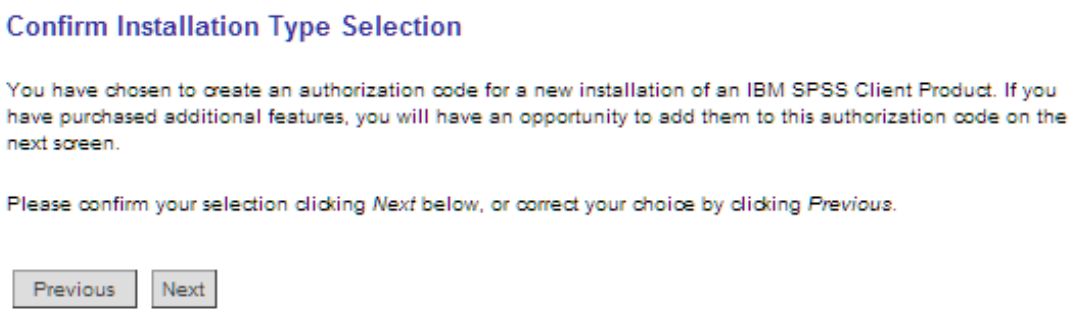
Click NEXT. The following screen asks to confirm quantity.



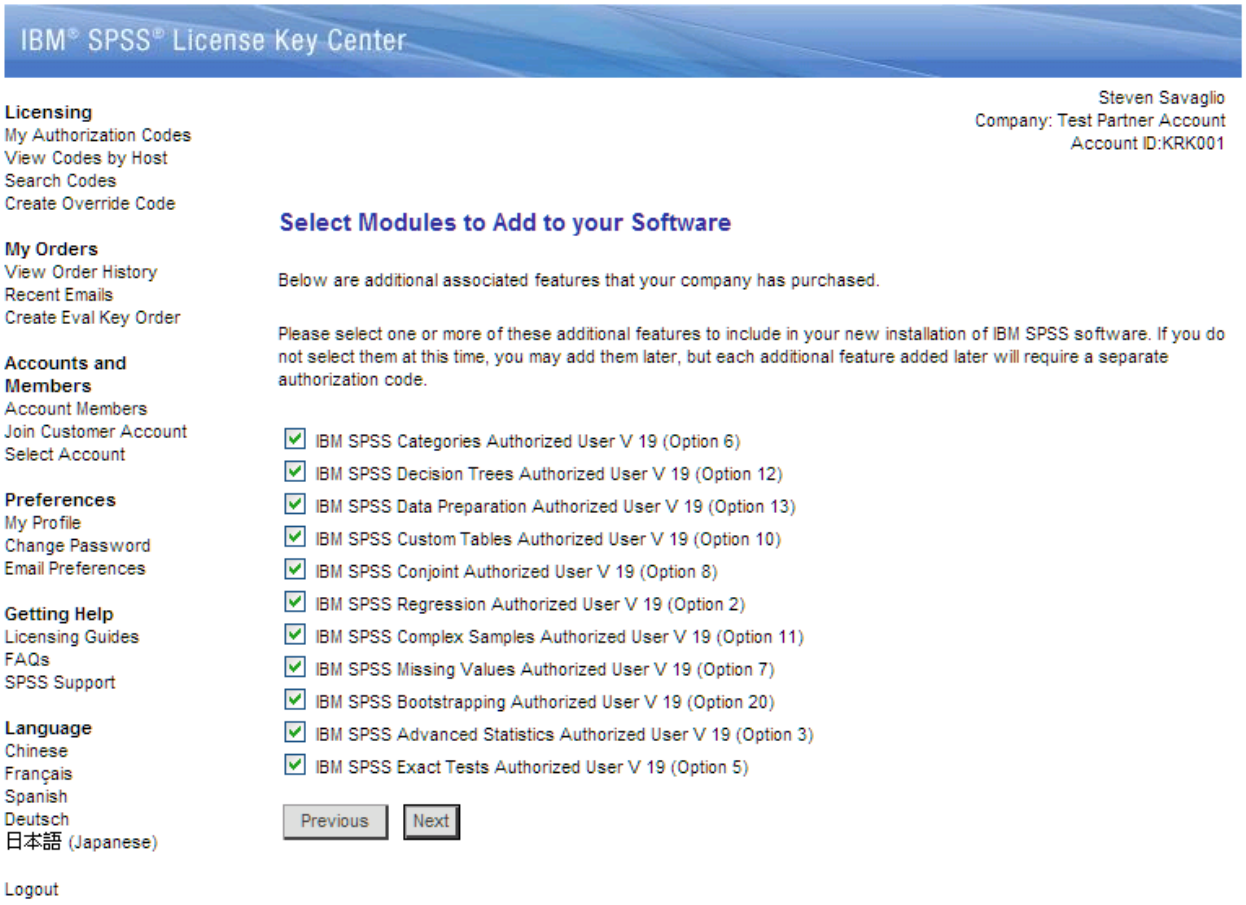
Since the products associated to the IBM SPSS Statistics entitlement can be enabled as part of an existing installation or as stand alone, the next screen asks the member to make that selection, as seen in the following screen. This example will create codes as part of a **new** installation. The NEXT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



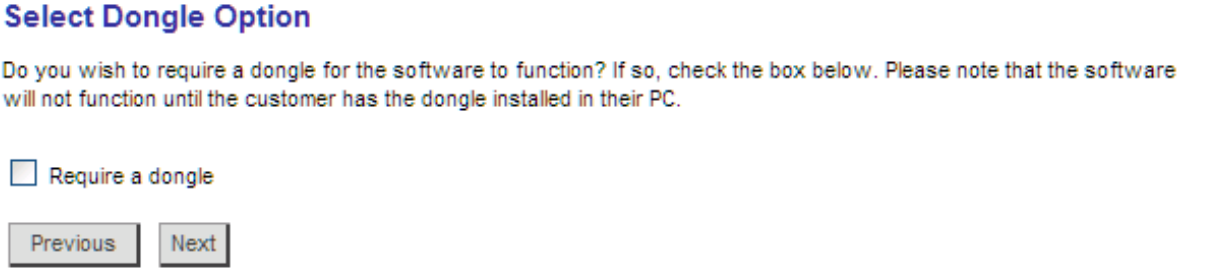
The member is asked to confirm the Installation Type selection, then clicks NEXT:



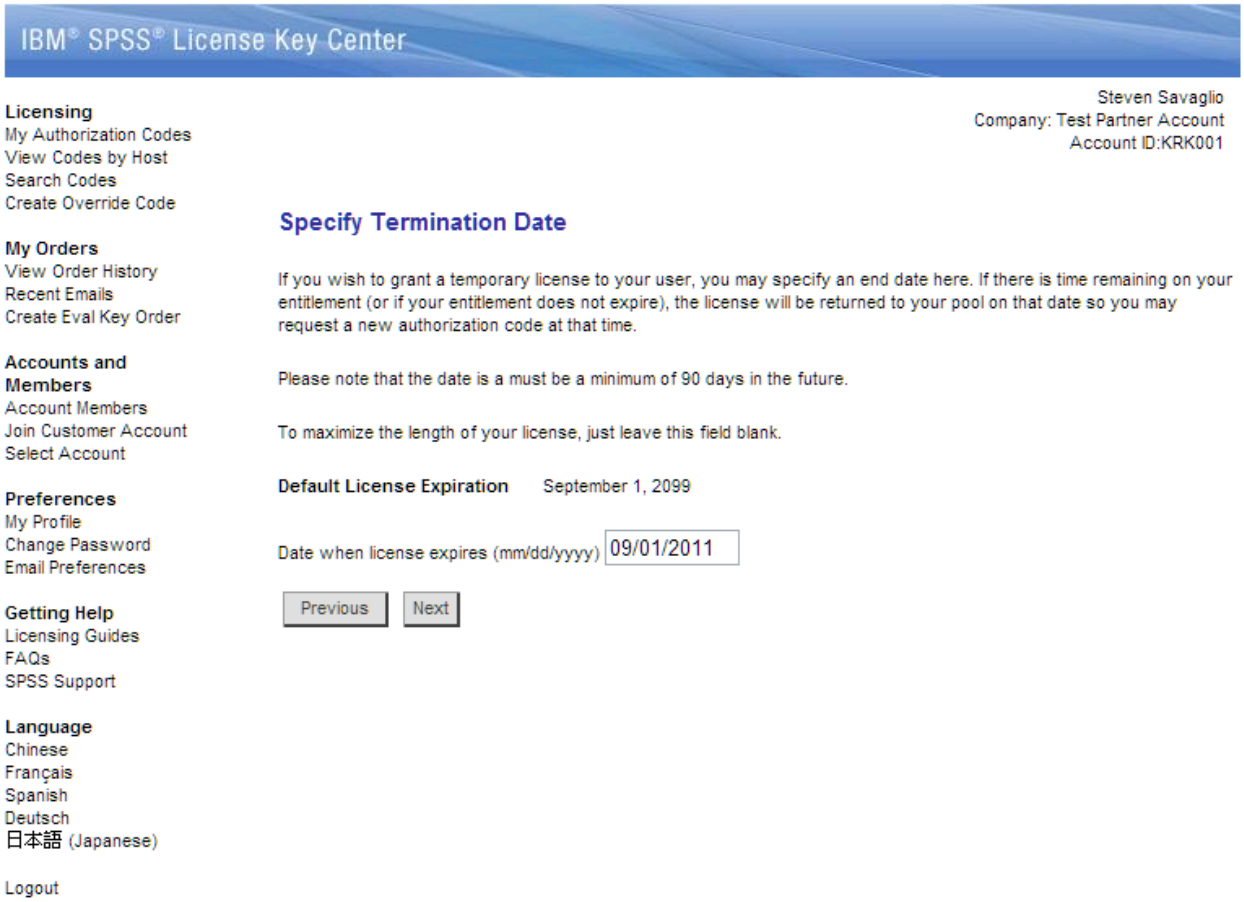
If the entitlement selected was enabled to operate alone, the process will follow to create a code for that product alone. In this example, however, the entitlement selected was created to **allow** the option to include other products in the code – modules that can be added to the Statistics Base product. 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:



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.



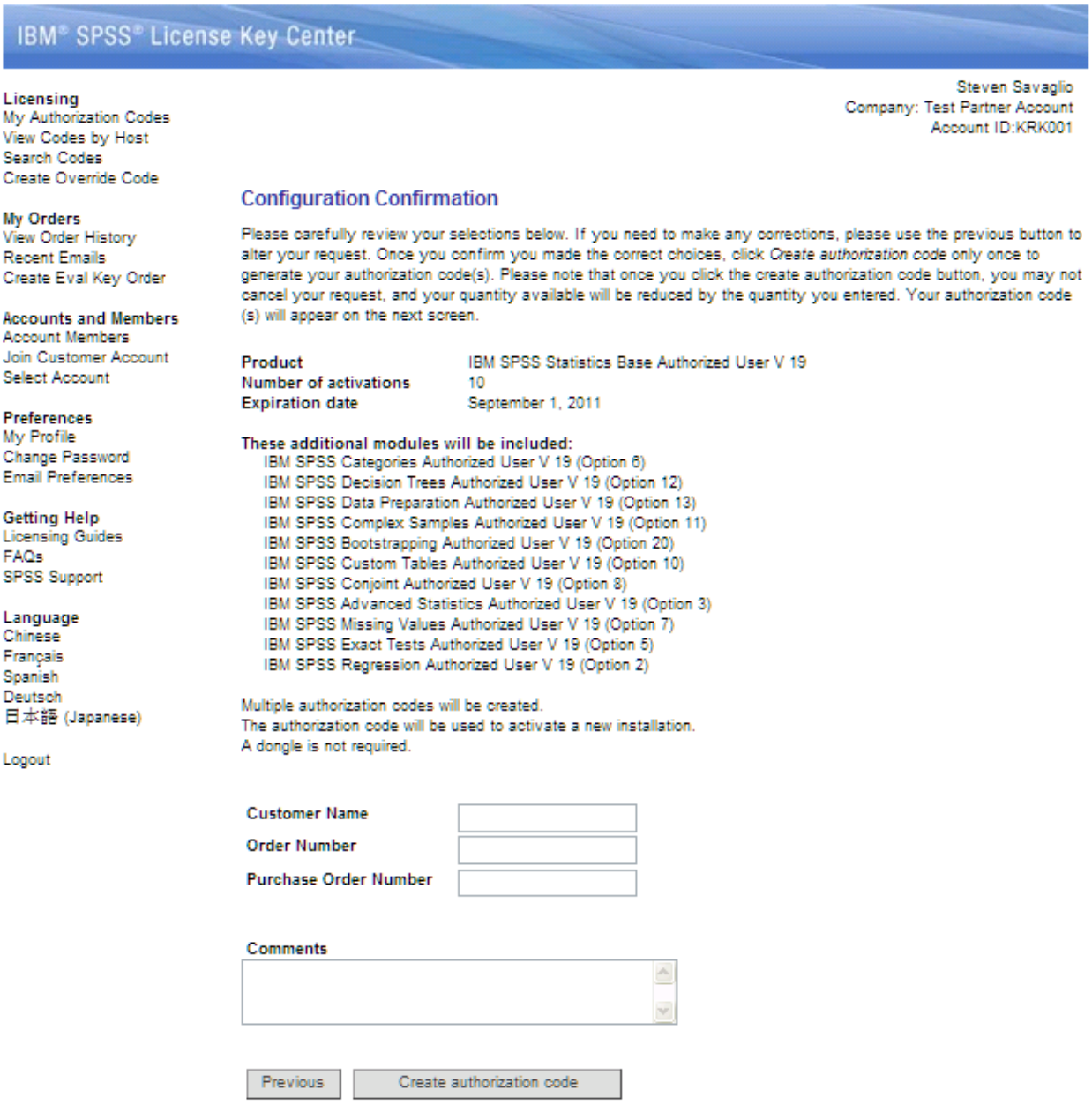
After clicking NEXT, the following screen allows the member to specify a termination date. This entitlement was created as a perpetual license, but the member is given the option to create a code or codes as perpetual (default) or with a termination date. This is a particularly good feature for customers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



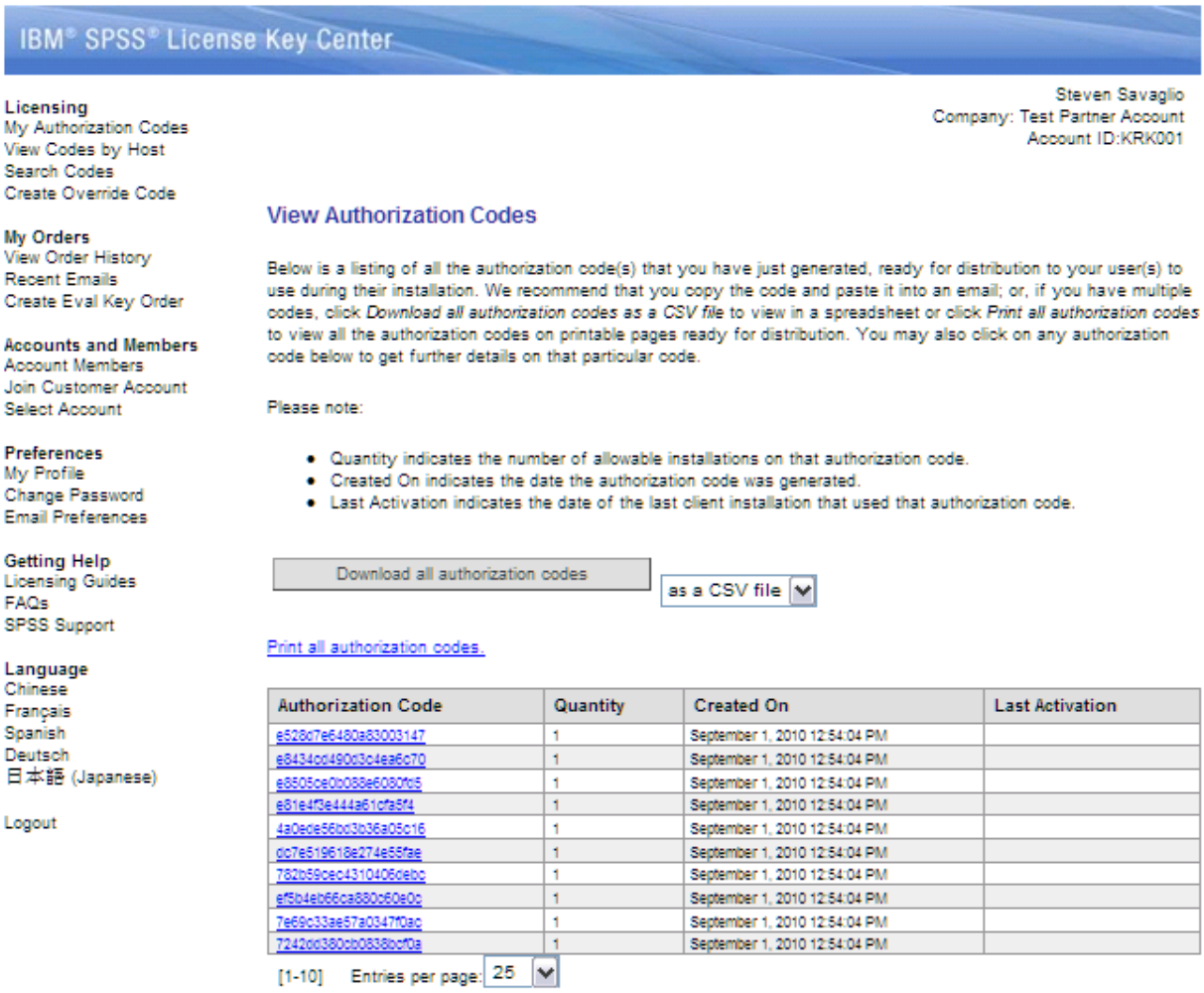
In this example, as seen in the above screen shot, the codes being requested will run for one year. If no date is chosen, then codes will run with the default date set in the entitlement (in this case perpetual).

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.



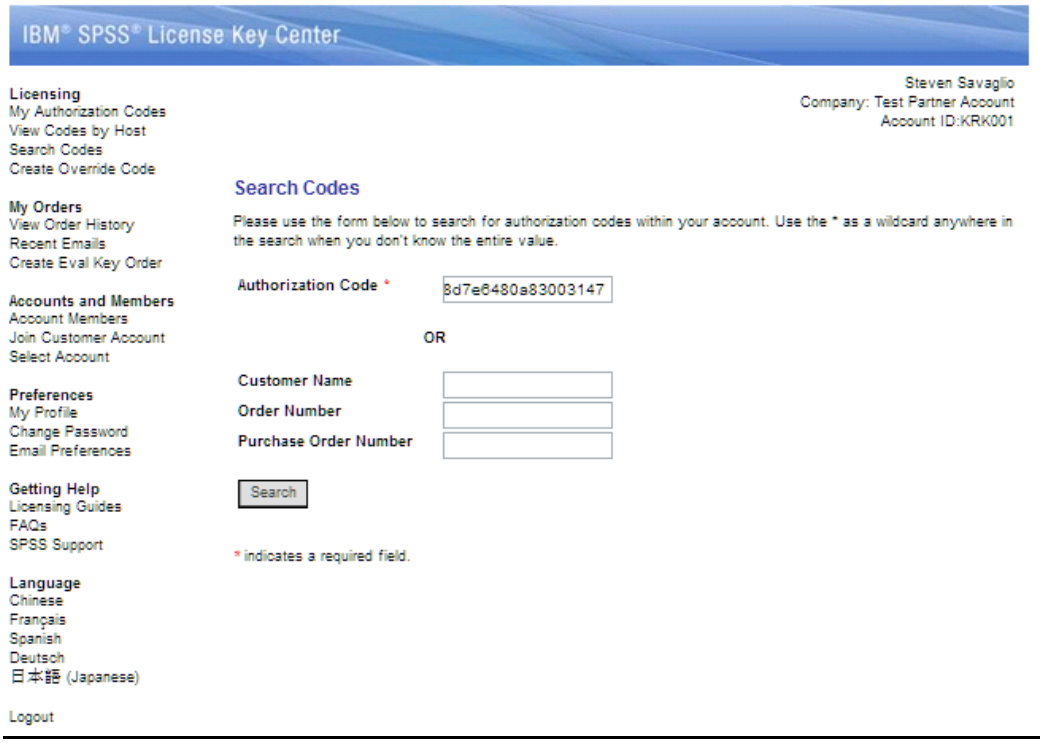
Once the Create authorization code button is clicked, the codes are displayed. Note that the member now has the option to print the codes, or download them as a CSV or TXT file. The below screen reflects what is seen after codes are generated:



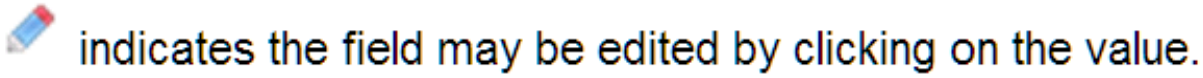
Changing The Number Of Allowable Installs

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:

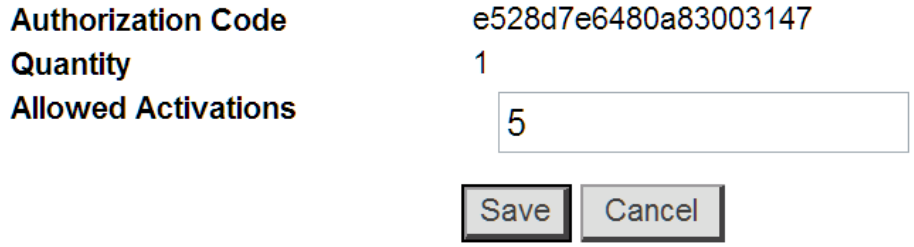
At left, click Search Codes, you will see the following screen, and you can enter the code you want to increase installs on:



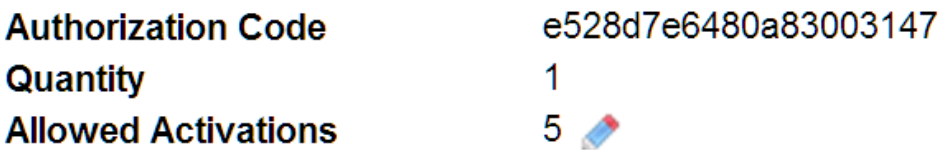
Click Search and you will see the following screen. In this screen shot, please take note this text and icon:



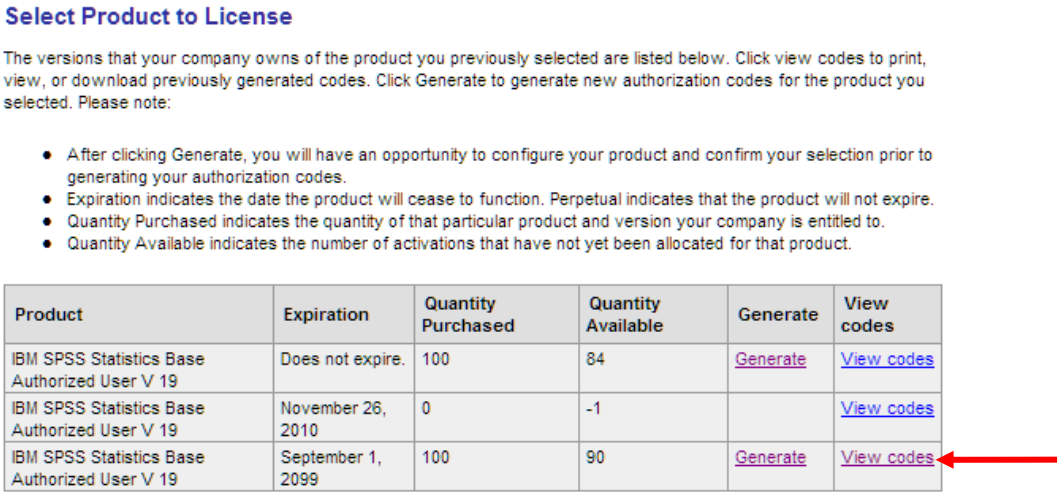
Click on the pencil next to the number of allowed activations. Once you click on the pencil, you will see a field allowing you to change the number of allowable activations. Here 4 is changed to 5:



Click Save and the change is complete:



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:



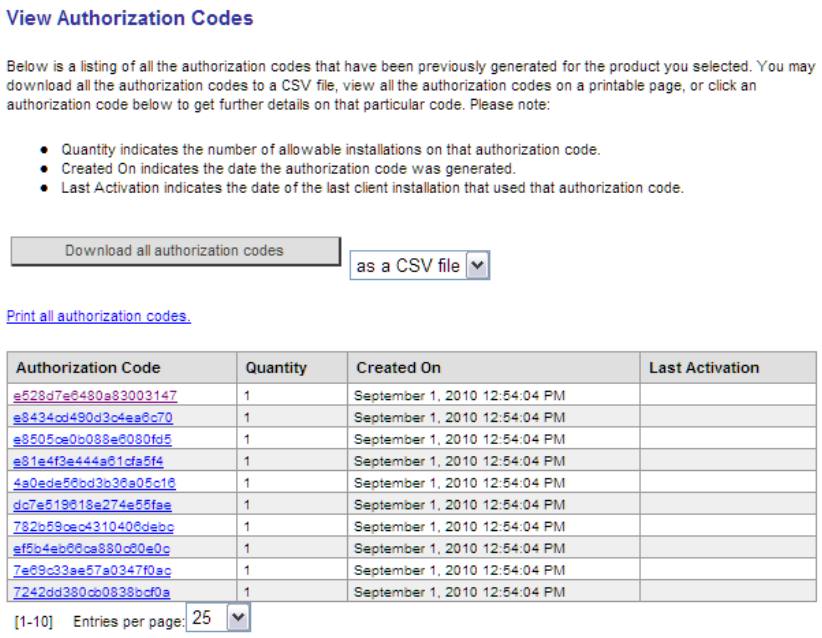
Select Product to License

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 as a CSV file

Print all authorization codes.

Authorization Code	Quantity	Created On	Last Activation
e528d7e6480a83003147	1	September 1, 2010 12:54:04 PM	
e8434cd490d3c4ea6c70	1	September 1, 2010 12:54:04 PM	
e8505ce0b088e6080fd5	1	September 1, 2010 12:54:04 PM	
e81e4f3e444a61cfa5f4	1	September 1, 2010 12:54:04 PM	
4a0ede56bd3b36a05c16	1	September 1, 2010 12:54:04 PM	
dc7e519618e274e55fae	1	September 1, 2010 12:54:04 PM	
782b59cec4310406debc	1	September 1, 2010 12:54:04 PM	
ef5b4eb66ca880c60e0c	1	September 1, 2010 12:54:04 PM	
7e69c33ae57a0347f0ac	1	September 1, 2010 12:54:04 PM	
7242dd380cb0838bcf0a	1	September 1, 2010 12:54:04 PM	

[1-10] Entries per page: 25

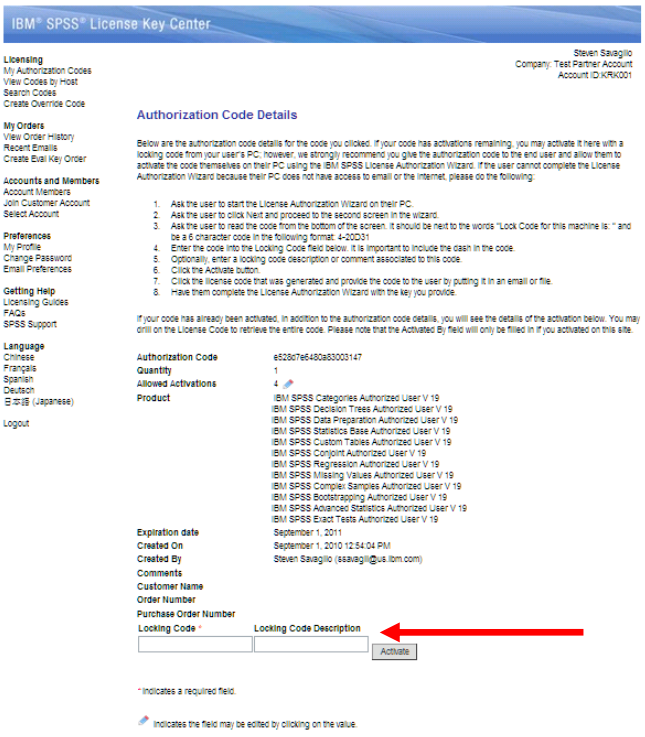
Click on the code you are interested in. You will see the same screen seen on page 17 – Authorization Code Details – where you can adjust the number of allowable installs

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



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.

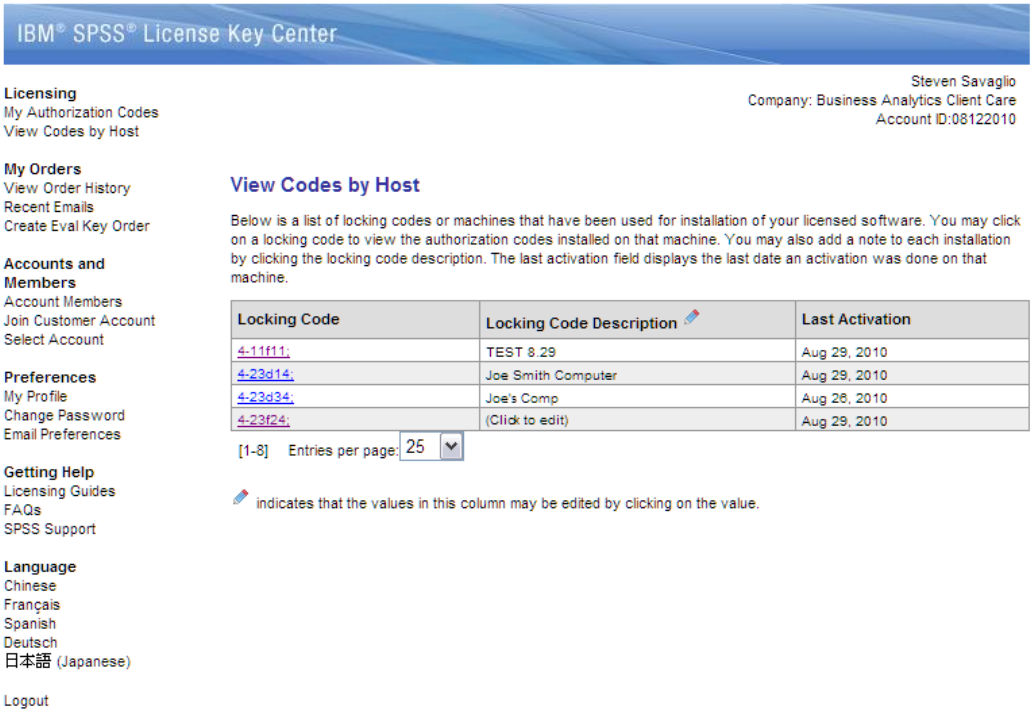
If your code has already been activated, in addition to the authorization code details, you will see the details of the activation below. You may drill on the License Code to retrieve the entire code. Please note that the Activated By field will only be filled in if you activated on this site.

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 (ssavagli@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

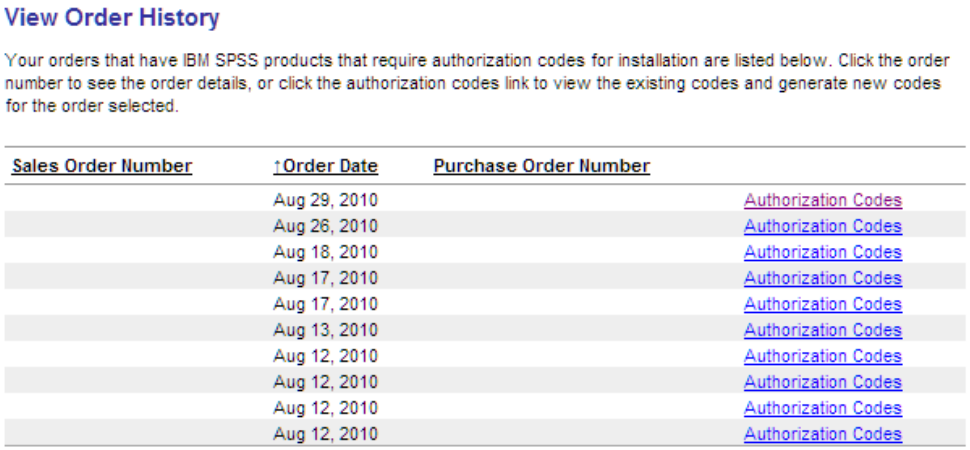
At the left of the LKC, under My Authorization Codes is a link to View codes by Host. This allows the customer in one click to view a list of locking codes or machines that have been used for installation of licensed software. Here is a sample when View Codes by Host is clicked:



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

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.

Sales Order Number	↑Order Date	Purchase Order Number	
	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.

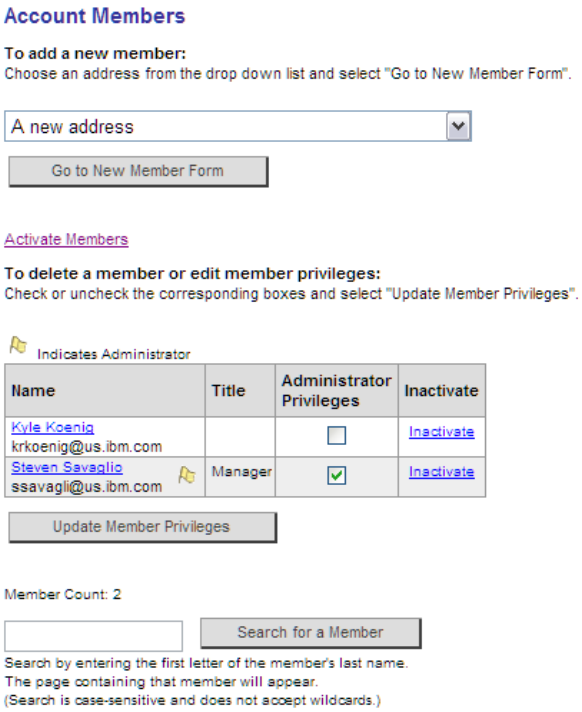
- Evaluation period - The evaluation period will expire on the date you specify in the form.

Accounts & Members

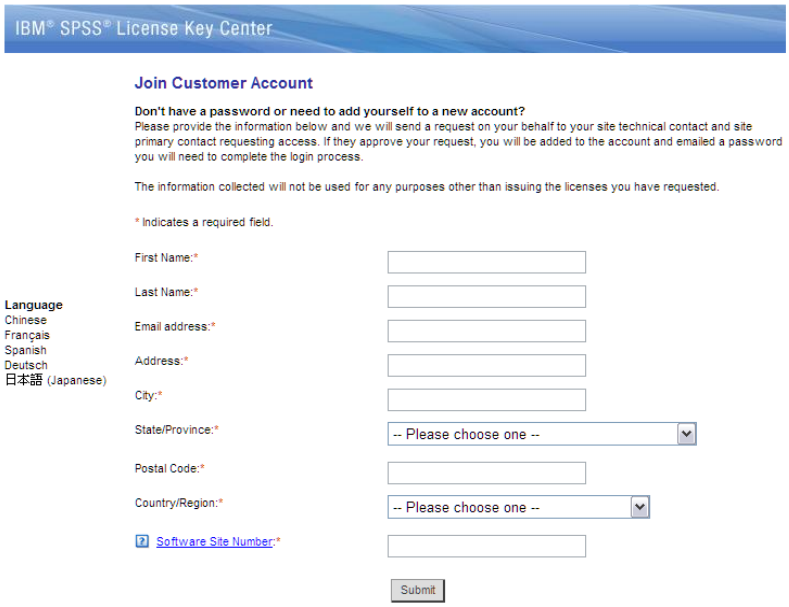
Here is where the site primary and technical contacts can manage the members who have access to the functionality within the LKC. By clicking Account Members, the following functionality is available:

- 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

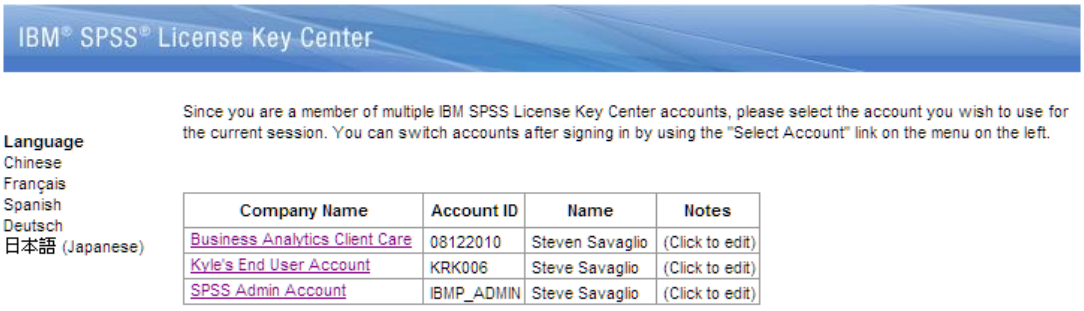
This section is important as we encourage customers and members to self service rather than managing these problems for them. Whenever a contact is made to Client Care regarding an individual or end user who cannot access the LKC, this is where the site primary or technical coordinator goes to manage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



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 whan the Join Customer Account link is clicked:



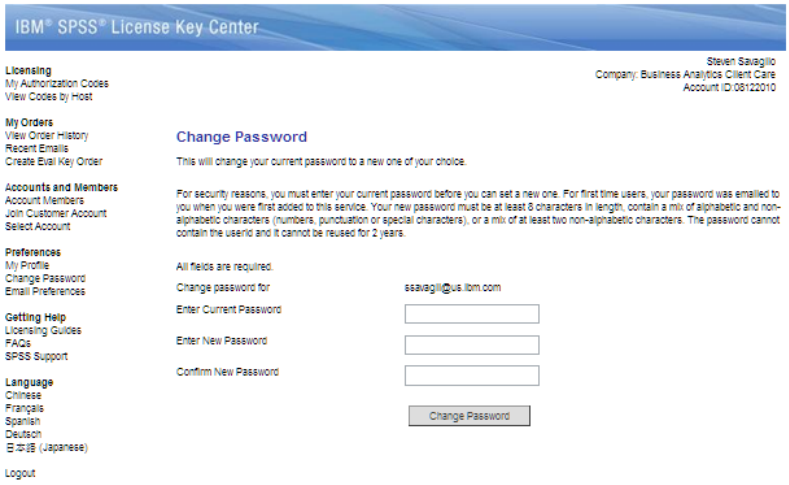
When Select account is chosen in the Accounts & Members section, a customer can choose between the different accounts they are associated with. In most instances, an individual is only associated to a single account, but for larger organizations, they may want to have separate accounts for different 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.



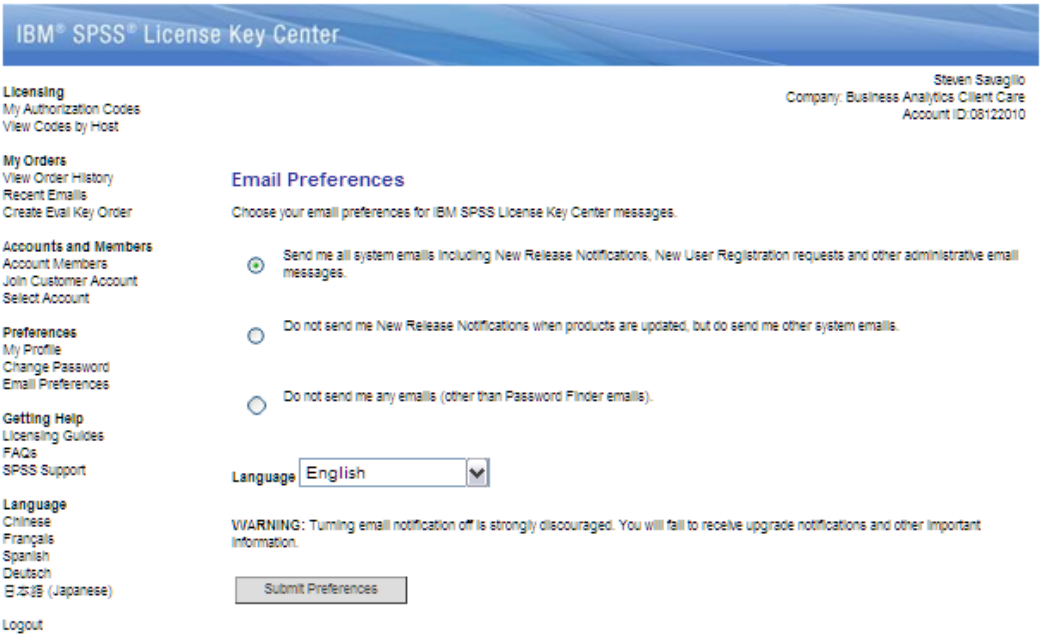
Preferences

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

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



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.

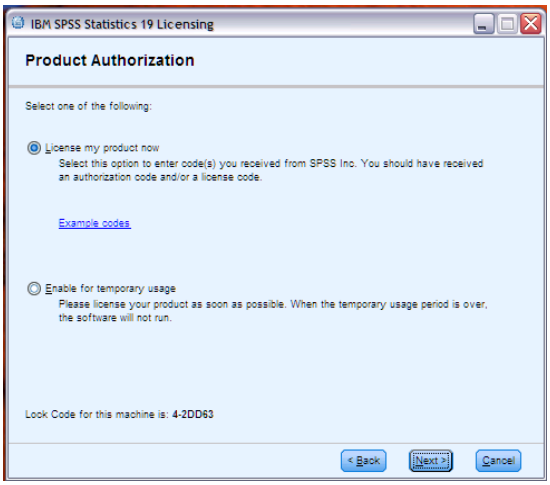


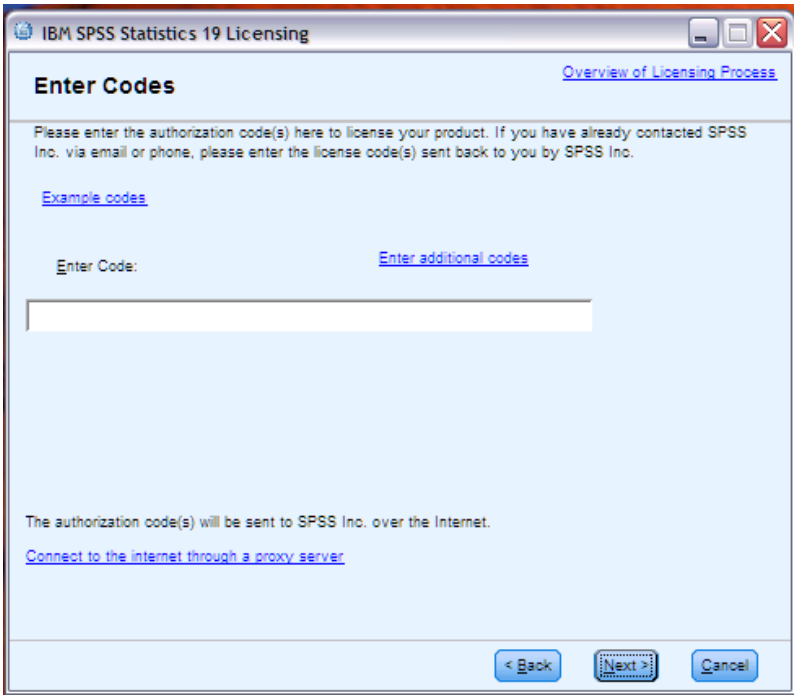
Getting Help

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

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 proved 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.

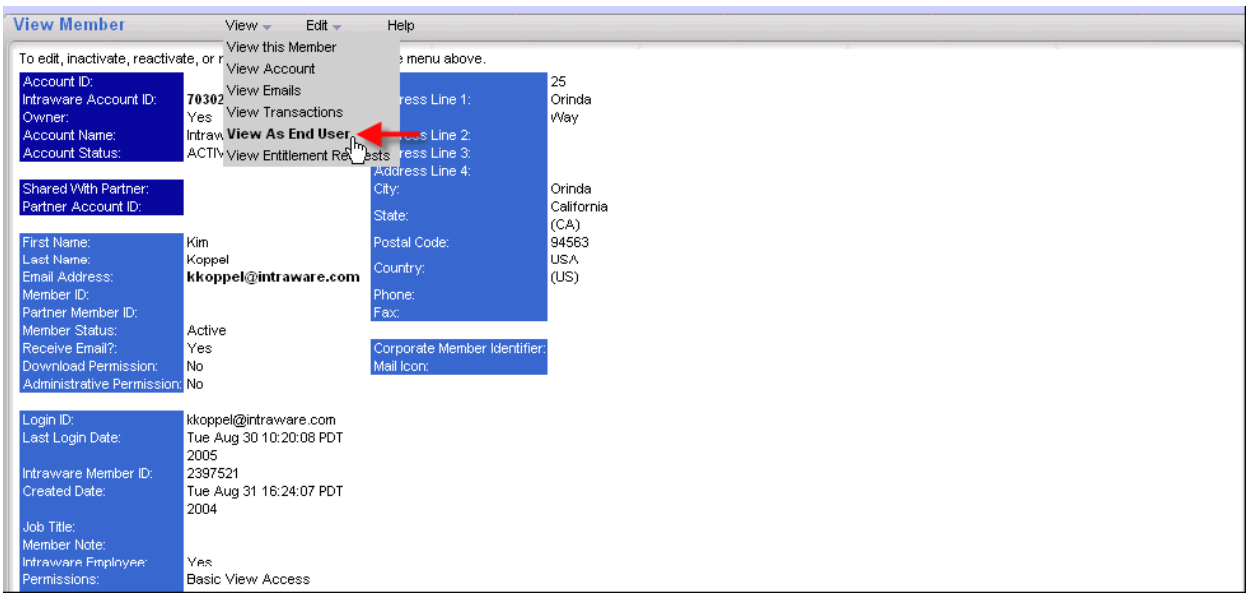
4. Escalations between Flexera Software and Customer Support Groups

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	▪ 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	▪ Site down ▪ Member network issue ▪ SSL issue (member can not connect to secure site) ▪ Single sign on issues
4	Download Accelerator Issue	▪ Accelerator not installing/working

5	Download Difficulties	▪ Download not completing/too slow ▪ FTP access restricted by member's firewall ▪ Help with advanced download options
6	Edit Profile	▪ Edit member profile (company name, address, name, phone numbers)
7	Email Address Change	▪ Change/correct member email address
8	Email Pref Change / Notify Ques	▪ Unsubscribe from update notifications (turn emails off). ▪ Not receiving update notifications (turn emails back on).
9	Enhancement Request	▪ Request change on the SNet site
10	Entitlement Question	▪ 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	▪ 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	▪ 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	▪ Physical media requests/order inquires
14	Merge Accounts	▪ Merge multiple accounts for same company ▪ Move member added to wrong account.
15	New Account Request	▪ Add account to service
16	Non-SNet Related Issue	▪ 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	▪ 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	▪ Privacy statement inquiries
20	Privilege Change	▪ Add/Remove download privileges and administrative privileges. ▪ Restrict access to software inquires/requests.
21	Product Information Query	▪ Product availability/release schedule. ▪ Product functionality/compatibility questions.
22	Re / Deactivate Acct or Member	▪ Reactivate/Deactivate member(s) on account (or entire account)
23	Registration Issue	▪ For registration only sites
24	Request Copy of Invoice/Order	▪ Wants a printed copy of invoice or order
25	Reset Download Limit	▪ Requests for more downloads after reaching their download limit
26	Sales Question	▪ Wants to place order/renew license agreement.
27	Serial Number	▪ Serial/License/Installation Key/Code/Number requests.

		▪ 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	▪ 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	▪ 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	▪ Issues/Inquiries pertaining to the FlexNet Producer Suite On-Demand Reporter site.
31	Technical Support	▪ Issues that occur past the point of download completion ▪ Technical product issues/questions.
32	Unzip Difficulties	▪ Requires help unzipping or uncompressing a compressed file downloaded from SNet