Top 19 Licensing Support Questions

Customer Support is always striving to improve customer experiences. One focus area is product licensing keys. In an effort to provide customers with prompt and accurate assistance, a specialized team focused on licensing was created. This team has established close working relationships with other departments to ensure all departments work closely together to provide speedy solutions to customer concerns.

What is the best way to get help for licensing problems?

Customers are encouraged to contact Customer Support so that the newly established licensing team can resolve the problem as soon as possible. The Licensing Support team is specialized for licensing issues and has the expertise to route problems correctly so that a speedy resolution can be provided. Customers with their IBM ID can open a PMR via the Service Request (SR) tool following the instructions in Technote 1648968 found at: http://www-01.ibm.com/support/docview.wss?uid=swg21648968

How can I troubleshoot licensing problems on my own?

Since licensing issues can span a wide variety of causes, there is no simple answer. If the problem is with the order, contacting the Sales representative or Customer Support will likely be required and most efficient. If the problem seems to be with applying the license key, there are a few simple steps that can be taken before seeking help. If the license has been applied correctly (see documentation) and the product has Internet access (check network connectivity and proxies), a simple restart of the product may clear the problem. Also, removing the licenses and only applying active licenses can frequently resolve the problem. For the IBM Proventia Management SiteProtector instructions for resetting the licenses can be found in Technote 1434750 found at: http://www-01.ibm.com/support/docview.wss?uid=swg21434750.

How do I address a problem with my license?

Customers should open a PMR with Customer Support clearly referencing an issue with "licensing for IBM Security products". A detailed description of the problem and if applicable any errors as well as pertinent information (ICN, OCN, Customer and Contact Name) should be included for faster investigation and solution.

What information is needed to investigate a licensing issue?

The more information is provided, the better issues can be investigated and resolved. This information includes ICN, OCN, purchase order number, customer name, contact name, order date, expiration date, product and quantity. At a minimum, the customer's ICN should be provided so the correct account can be investigated.

How are the licenses applied to the product?

Each product will have a "Getting Started" or "Installation" section within the documentation. For most products the steps to apply the licenses are explained there. The link for the documentation section is http://pic.dhe.ibm.com/infocenter/sprotect/v2r8m0/index.jsp

What is Flexera Software and Flexnet? Are emails from this company legitimate or spam?

FlexNet Operations is the new name of the third party company, Flexera Software, with whom IBM partnered to provide customers with improved access to license keys and file downloads. Emails from Flexnet are not spam but hold legitimate confidential information and instructions regarding your latest IBM Security Systems purchase.

I have received an email for my order announcing a second email but have not received it. What is causing this?

There are multiple reasons that this could happen. The email address on file in Flexera may be incorrect and the email bounced. It is also possible that the contact was not the contact listed on the order and therefore was not sent the Flexera e-delivery. This can be avoided by verifying the REU with your sales contact for each order you place. Because the order system and Flexera are two different systems, the data or configuration in one system may not match the other, causing the customer to only get 1 of the 2 emails.

How do I download my Flexera licenses?

- 1. Navigate to the IBM Security Systems License Key Center at https://ibmss.flexnetoperations.com.
- 2. Log in with your e-mail address and password. If this is your first login or you have forgotten your password, you can use the Password Finder feature on the login page and an email will be sent to you allowing you to reset your password.
- 3. Choose order from the Order Summary view.
- 4. Choose "Licenses for this Order".
- 5. Select a single license radio button.
- 6. Select the "Generate" button.
- 7. Select the "Save" button and save the license file document.
- 8. Install the license key on the product.

If there are multiple licenses available to download, click the "Order Summary" link and repeat steps 4-8 for the other licenses on this order.

The e-delivery refers to OneTrust and Flexera licenses, how are the licenses obtained?

For the Flexera license, you will receive the Flexera e-Delivery including step-by-step instructions for the download process (see instructions above).

For OneTrust entitlements, no action is needed if the token has already been entered in IBM Proventia Management SiteProtector. If the token is missing it should be obtained and added (See OneTrust Token question and answer below.).

The user has not received the email from the Password Finder and therefore cannot login. What is the cause of this and how can this be solved?

More than likely the contact is not listed as the Registered End User (REU) on any account in the system. This can be solved by the administrator adding the new contact. Detailed instructions are found in Technote 1610380 found at http://www-01.ibm.com/support/docview.wss?uid=swg21610380. If you are an end user, please make sure that your spam blocker is not filtering or blocking the emails. The email will come from ibmss@flexnetoperations.com with the subject "FlexNet Suite On-Demand Manager Password Finder"

How do I manage the users on our Flexera Account?

The administrator of the company can add, remove or update users. Further instructions can be found in Technote 1610380 found at http://www-01.ibm.com/support/docview.wss?uid=swg21610380

I am logged into the Flexera LKC but cannot see all licenses. Why?

A missing order may have been processed under a different ICN / customer name on whose account you are not listed as an REU. You can join the other account by following the steps in the Technote 1610380 found at http://www-01.ibm.com/support/docview.wss?uid=swg21610380

There is an error when trying to generate the license in the Flexera LKC. What is causing this?

There could be a number of reasons for this. One of the dates may be in the wrong format or the quantity is set to 0. If this is the case, please check the order information and contact Customer Support to address the error.

Why does my Flexera license reflect a quantity of 0?

This usually indicates that the original order for the product was cancelled and refunded.

What is the difference between "Expiration Date" and "License Expiration Date"?

The Expiration Date is equivalent to the service contract expiration date (i.e. maintenance or S&S). The License Expiration Date is equivalent to the product expiration date.

Where and how do I obtain my OneTrust Token?

For many customers the token can be found by logging into their MyISS account. Detailed information can be found in Technote 1515699 found at:

http://www-01.ibm.com/support/docview.wss?uid=swg21515699. If the token is not found in the MyISS portal customers are encouraged to open a PMR with Customer Support.

My OneTrust entitlement shows a different expiration date then expected. Why?

OneTrust will always show the date of the first upcoming expiration date. Other entitlements will not show until the first upcoming expiration date has passed and the system is prompted to retrieve new entitlements. If no new entitlements are shown, then there are no more valid expiration dates associated with the account or IBM Proventia Management SiteProtector is unable to retrieve them over the internet (checking connectivity may solve this).

I have my OneTrust token, but there seem to be no new entitlements although the most recent order was processed. What happened to the order and why did OneTrust not update?

The order may be associated with a different customer account. In this case, customer's can just add any token associated with the other account to IBM Proventia Management SiteProtector. If the correct token was added but no entitlements appear, the customer should troubleshoot IBM Proventia Management SiteProtector to make sure internet access is available to download the new entitlements.

How can we get an OCN/password combination reset for my WOS license?

Customers can contact Customer Support to have their password reset.