GateManager License Ordering Procedure
For Secomea Distributors

This document provides instructions to a Secomea Distributor, on how to order licenses for either a hosted or own GateManager.

All licenses on a GateManager are created based on the serial number of the GateManager. It is therefore important that Secomea can associate an order with the correct GateManager.

This document applies to both technical people and the purchase department.

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# 1. License ordering for Hosted/Cloud GateManagers

1.1. For Distributors on Secomea hosted GateManager

You are a distributor that is hosting your customers on an account on a Secomea hosted server (GM02, GM04, GM06, GM21, GM41 etc.)

This procedure is used both for ordering free "Start Package" licenses as well as licenses based on specific customer orders.
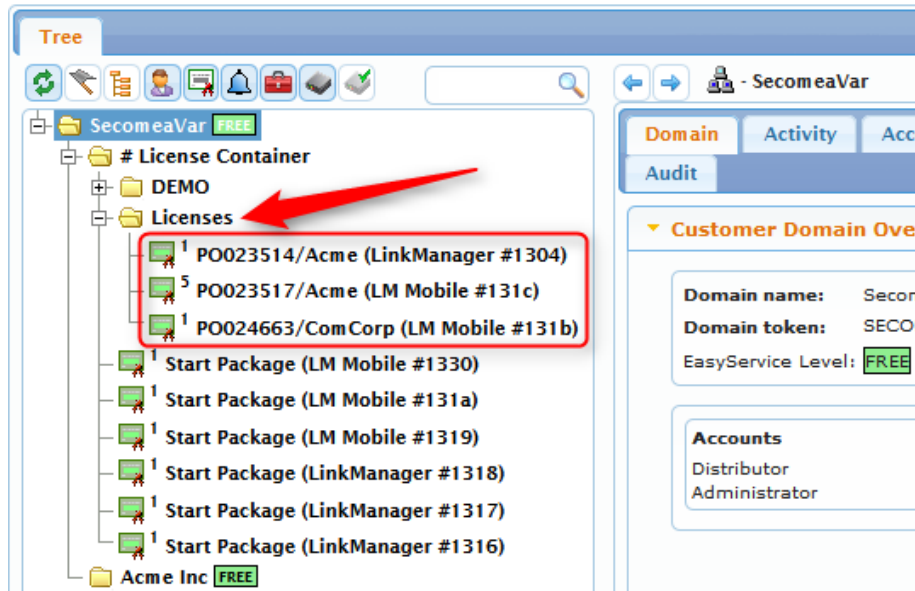
Note that you should keep your "license container" domain updated with "Start Package" licenses. It is recommended to reorder licenses, when your License Container drops below 3 licenses of either LinkManager and/or LinkManager Mobile.

1. Send a PO to Secomea (sales@secomea.com) containing the following minimum information:

   a. Type of licenses: LinkManager (p/n 26861) and/or LinkManager Mobile (p/n 26946)
   b. If the licenses are to be used for start packages or internal demo, you should mark the order: "Start Package licenses" or "Demo licenses" respectively.
   c. Email of the person to be contacted when licenses are available in your license container domain.
   d. Price: State 0 if the licenses are for start package or demo purposes, or state your price according to your distributor discount level.

2. Within 24 hours Secomea will place the ordered licenses in your License container domain.

   a. If the licenses have been ordered as free "Start Package" licenses, the licenses will be placed in the sub-domain **"# License Container"**, and you are informed by email that the licenses are ready.

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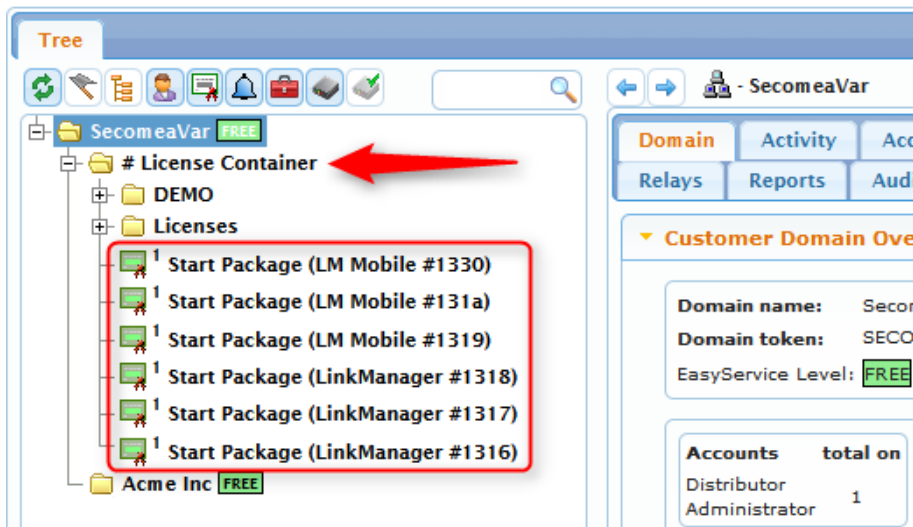
b. If the licenses have been ordered for a customer, the licenses will be placed in your sub-domain **# License Container.Licenses**, and you will be informed by email that the licenses are ready to be moved to the relevant Customer domain.

The licenses will be marked with your Distributor PO as description. (You can choose to rename them in relation to moving them to the Customer domains)

NOTE: Secomea will <u>not</u> need the end users PO information

## 1.2. Distributors with Own Hosted GateManager

You are a distributor that have established an own GateManager for hosting your customers.

The following procedure is used both for ordering free "Start Package" licenses as well as licenses based on specific customer orders.

Note that you should keep your "license container" domain updated with "Start Package" licenses. It is recommended to reorder licenses, when your License Container drops below 3 licenses of either LinkManager and/or LinkManager Mobile.

1.2.1. Ordering licenses manually (typical)

2. Send a PO to Secomea (sales@secomea.com) containing the following minimum information:

   a. Type of licenses: LinkManager (p/n 26861) and/or LinkManager Mobile (p/n 26946)
   b. Number of licenses
   c. If the licenses are to be used for start packages or internal demo, you should mark the order: "Start Package licenses" or "Demo licenses" respectively.
   d. Email of the person to be contacted when licenses are available in your license container domain.
   e. Price: State 0 if the licenses are for start package" or demo purposes, or state your price according to your distributor discount level.
   f. The **Customer ID** (**Server name)** of your GateManager. This can be found by logging into the GateManager server with the Server Administrator account and selecting **Licenses → Order:**
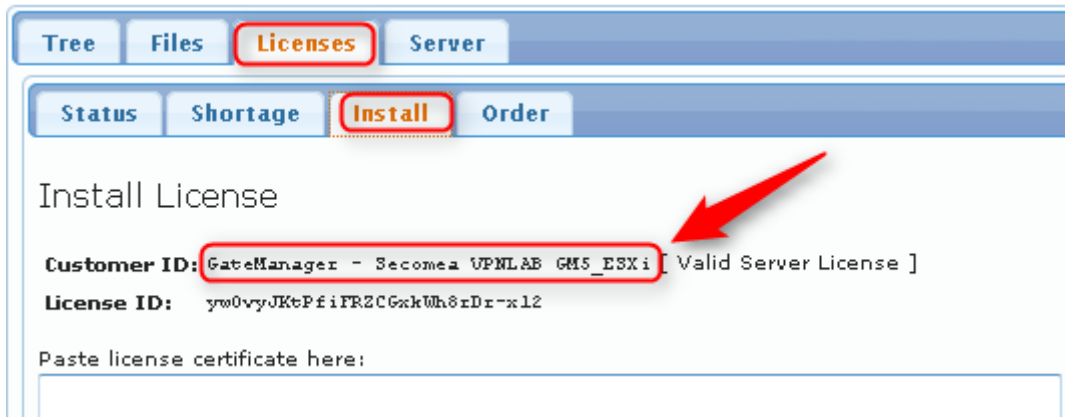
   NOTE: For manual orders, it is recommended to also include the **License ID** which is the unique identification of the server.

2. Within 24 hours Secomea will return the license in an email to the person indicated on the order. (The email will contain brief instructions on how to install the licenses. Detailed instruction can be found in section **Appendix A, Installing Licenses on a GateManager**)

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1.2.2. Ordering licenses using the GateManager order form

As a Distributor with your own hosted GateManager, you can also choose to use the order form embedded in the GateManager for ordering licenses.

1. Login with your Server Administrator account to the root domain of your GateManager server an select **Licenses → Order**, and fill in as follows:

❶ The GateManager Vendor information should already have been inserted as part of the Installation (STEP2 guide). Otherwise fill it out now, and press the **Save** button next to the entry fields. This information must refer to Secomea. Do not change this information to anything else than Secomea.

❷ This would be your (the Distributor's) purchase department. This information will also be remembered and auto-filled next time the form is accessed. In case of ordering start package licenses, these fields are not important, since no invoicing is involved. You could just put your personal reference here.

❸ This is the unique reference number for this order, and which Secomea can use to cross reference the order with the exact serial number of your GateManager server.

❹ This would be your (the Distributor's) internal PO number, which you would normally use on a manual PO. If the order is for FREE or DEMO licenses, you may not have a formal order number and can omit this.

❺ This is the email of the GateManager account that logged in and filled the form. The licenses will be emailed back to this address, as it is assumed that this person will also install the received licenses on the server.

❻ If you are ordering free licenses for start packages or for internal demo purposes, you must state "Start Package licenses" or "Demo licenses" in the comment field.

NOTE: If either "Start Package licenses" or "Demo licenses" are not stated here, the order will not be processed without a separate PO from your purchase department.

❼ Define the number of licenses. Note that only LinkManager and LinkManager Mobile are FREE items for Start Packages.

❽ Click **Send order**, and it will be submitted to Secomea.

2. Conditions for receiving licenses:

   a. If the order is marked "Start Package licenses" or "Demo licenses" in the Comment field, the licenses will be returned to the email defined (❻) within 24 hours. No further information or PO are needed from you.

   b. If the order is for payable customer licenses, you must send a formal PO also. Remember to include the Order ID (❸) on your PO, so Secomea can cross reference your order with the correct server.

3. Install the licenses according to the instructions of the email containing the licenses (Detailed instruction can be found in section **Appendix A, Installing Licenses on a GateManager**)

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1.3. If Customers use the Order Form inside GateManager

Any GateManager includes an order form available to the customer's administrator accounts. You may endorse using this or not. It is intended primarily for cross-referencing an issued PO from you (the Distributor).

NOTE: Secomea would never process the order without a PO from you (the Distributor). Secomea would never communicate directly with the end users.

❶ This would be the information that has been preset for your distributor root domain. (Detailed instruction can be found in section **Appendix A, Installing Licenses on a GateManager**)

Note that Secomea will always receive a copy of the email sent to licenseservice@secomea.com. This is only for cross referencing the order from the Distributor.

❷ This would be the information that the customer enters as reference to their own purchase department.

❸ This would be the customer's own PO number and reference to the customers GateManager administrator that has issued the order.

❹ The customer would have filled the desired licenses. Secomea would always cross reference this information with the Distributor PO.

2. Ordering licenses for Customers' OWN GateManager

This section applies to those of your customers that have purchased or plan to purchase an own GateManager (either hardware or software).

NOTE: Secomea would never process an order directly with your customer. Secomea would never communicate directly with the end users.

Also note that an own GateManager installation by default includes 1 x LinkManager License and 1 x LinkManager Mobile license, which are the only free licenses applicable for customers with an own GateManager. Start Package licenses are not migrated from a hosted account.

2.1. Ordering of licenses for New GateManager (activation)

1. Subsequent to the order from your customer, send a PO to Secomea (sales@secomea.com) containing the following minimum information, of which most requires information (serial number) from the installed server. State prices in the PO according to your distributor discount level.

   a. Server type GM 9250 "Software", p/n 26199. (If server type is GM 4250 "Hardware", p/n 26952, the server will likely have been ordered separately and prior to this order of licenses)
   b. Type of maintenance plan, either:
      i. *EasyService* FREE maintenance, **p/n 26947** (Quarterly charge will not apply before reaching number of license or SiteManagers that elevates to EasyService BRONZE or above). NOTE: Once EasyService is selected as maintenance plan the customer cannot revert to the "without maintenance" plan.
      ii. *Without maintenance*. Requires ordering of minimum one "+25 SiteManager license upgrade" license **p/n 26880** with this order. (The customer can decide later to revert to EasyService maintenance, by ordering p/n 26947)
   c. Optionally additional licenses for LinkManager (p/n 26861) and/or LinkManager Mobile (p/n 26946). (Note that a GateManager is delivered default with one of each licenses for FREE)
   d. The **Server name / Customer ID** and the **License ID** of the customer's GateManager. This can be found on the Customer's GateManager by logging with the Server Administrator account and selecting **Licenses → Order:**
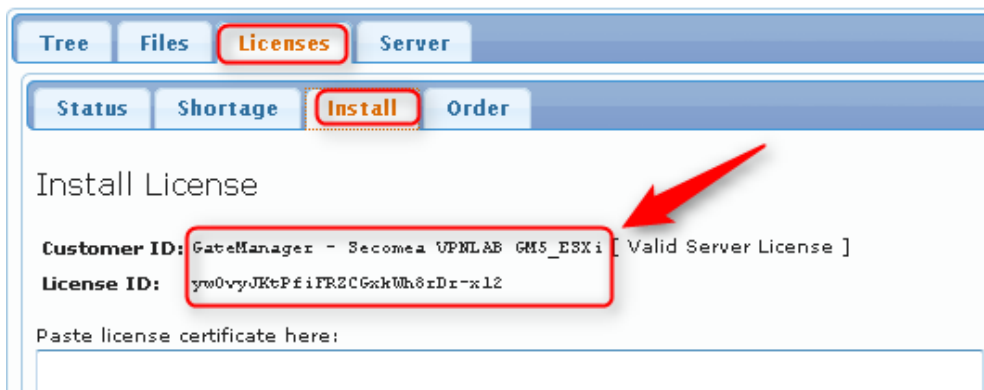

   e. Email of the person to receive the licenses in your organization (Typically the person in charge of the customer).

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2. Within 24 hours Secomea will return the license in an email to the person indicated on your PO.

3. Forward the email to the customer's GateManager administrator. (The email will contain brief instructions on how to install the licenses. Detailed instruction can be found in section **Appendix A, Installing Licenses on a GateManager**)

2.2. Ordering of licenses for already activated GateManager

1. Subsequent to the order from your customer, send a PO to Secomea (sales@secomea.com) containing the following minimum information. State prices according to your distributor discount level.

    a. Licenses for LinkManager (p/n 26861) and/or LinkManager Mobile (p/n 26946) and/or
    b. The **Server name / Customer ID** <u>and</u> the **License ID** of the customer's GateManager. This can be found on the Customer's GateManager by logging with the Server Administrator account and selecting **Licenses → Order:**

    c. Email of the person to receive the licenses in your organization (Typically the person in charge of the customer).

4. Within 24 hours Secomea will return the license in an email to the person indicated on your PO.

Forward the email to the customer's GateManager administrator. (The email will contain brief instructions on how to install the licenses. Detailed instruction can be found in section **Appendix A, Installing Licenses on a GateManager**)

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2.3. Customers using the Order Form inside GateManager

The Customer can chose to use the order from inside the GateManager in order to ensure licenses are generated for the correct GateManager, i.e. it's intended primarily for cross-referencing an issued PO from the Distributor with the exact GateManager server.

NOTE: Secomea would <u>never</u> process the order without a PO from the distributor. Secomea would <u>never</u> communicate directly with the end users

1. Instruct the customer to login with their GateManager Administrator account, and select **Licenses → Order Licenses**:

❶ This information should reflect the Distributor. If the customer logged in with the Server Administrator account, this section will be editable. If logged in with a regular Domain Administrator account, the fields are locked. (The Customer can preset this information when logged in with a Server Administrator account, by selecting the **Licenses → Order** tab at the top section of the GateManager window. See also section **1.2.2**)

Note that Secomea will always receive a copy of the email sent to license-service@secomea.com. This is used only for cross referencing the order from the Distributor.

❷ This would be the information that the customer enters as reference to their own purchase department.

❸ This order number should be included in your (the Distributor's) PO to Secomea.

❹ This would be the reference to the customers' GateManager administrator that have issued the order, and to whom you should forward the license files.

❺ The customer would have filled the desired licenses. Secomea will always cross reference this information with the Distributor PO.

2. You (as Distributor) will automatically receive an email with the order details based on the email address of section ❶

3. Manually send a PO to Secomea (sales@secomea.com) containing the following minimum information:

   a. Optionally additional licenses: LinkManager (p/n 26861) and/or LinkManager Mobile (p/n 26946). (Note that a GateManager is delivered default with one of each licenses for FREE
   b. Your order number (not the Customer's)
   c. Email of person that should receive the licenses (if not stated, licenses will be emailed to our contact in your purchase department)
   d. Price: State product price according to your distributor discount level.
   e. The **Order ID** from the Customers Order Form ❸ IMPORTANT!

5. Within 24 hours Secomea will return the license in an email to the person indicated on your PO.

6. Forward the email to the customer's GateManager administrator (❹). (The email will contain brief instructions on how to install the licenses, otherwise refer to section **0** for installation of the licenses)

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Appendix A, Installing Licenses on a GateManager

For Distributors with an own GM hosting server and Customers with own GM servers, apply that a GateManager administrator must install licenses manually.

The email that is stated on an order or PO will receive an email with the licenses. The email will have brief instructions on installing the licenses.

The following depicts the same procedure, but with illustrations and details.

1. Open the text file attached to the email, and copy/paste the contents to the clipboard.
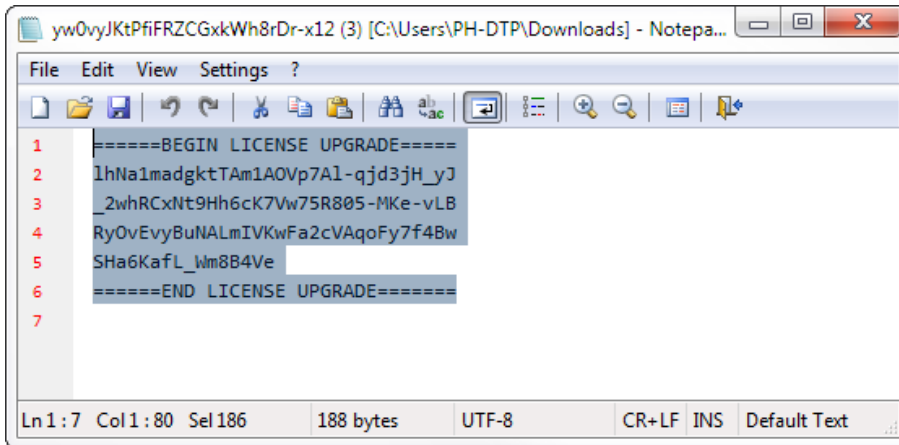
NOTE: The license info may represent one or more license of a specific type. If ordering both LinkManager and LinkManager Mobile licenses, you will receive them in separate files.

2. Login to the GateManager Portal with your Distributor- or Server administrator account.

3. If the licenses are free licenses intended for "Start Packages", open the domain **# License Container**, and select **Licenses → Install**. If ordered for a specific customer order you can open and place the licenses directly in the customer's domain.
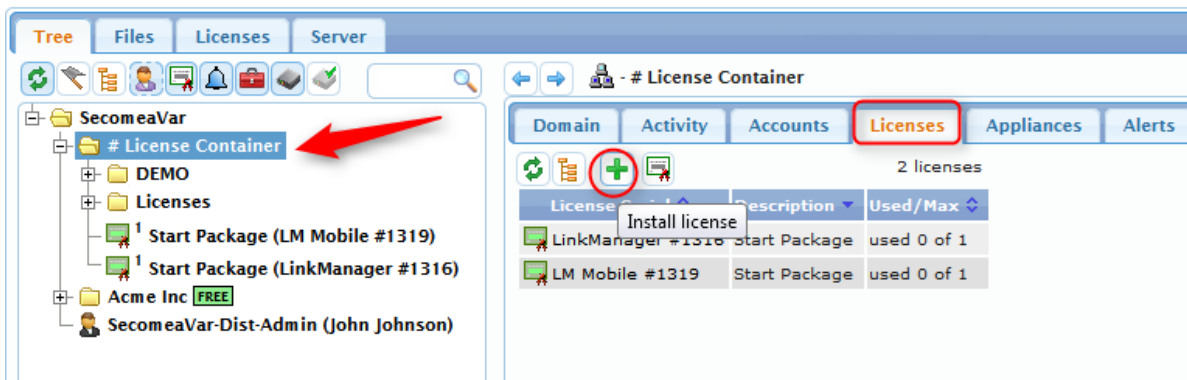
NOTE: If the **# License Container** domain does not exist, you should right-click the root domain and select **Create Sub-domain** and name the domain "**# License Container**" (with this exact spelling)

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4. Paste the license text into the "Install License" field.

    If the licenses are free licenses intended for Start Packages, you should type "Start Package" in the Description field and check **"Lock"**. This will allow you to distinguish between free Start Package licenses and purchased licenses in your customer domains.

5. Click **Install**.

6. If the licenses are for Start Packages, you can right click the root domain, and use the Start Package wizard, which will automatically pull licenses from the **# License Container** domain. Otherwise you can always drag the licenses manually to the desired domain.

Appendix B, Setup Distributor's order info on the GateManager

As a Secomea Distributor, you should setup your contact details for the license order forms that the end users have access to via their GateManager accounts.
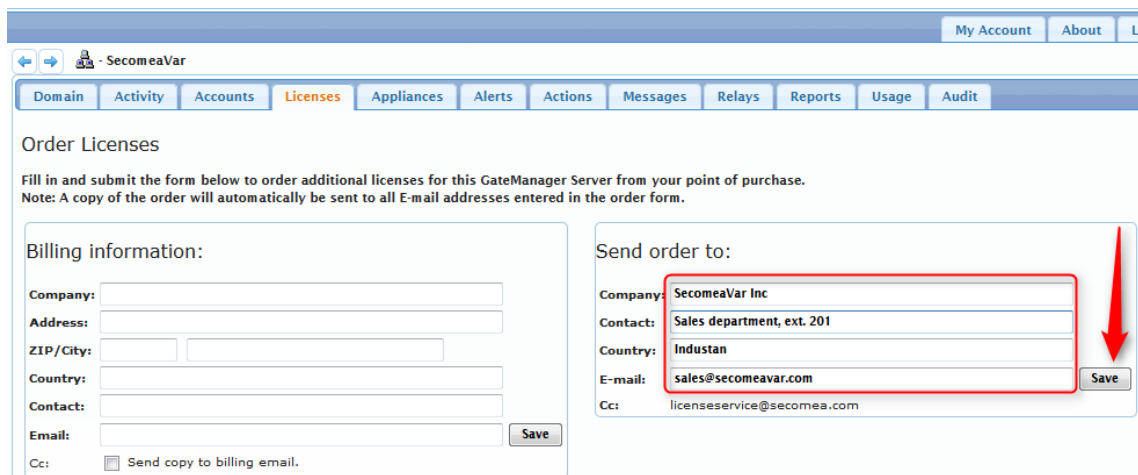
This is applies both for Distributors on a Secomea hosted GM, and Distributors with an own hosting server.

Perform the following steps. This should only be done once and will be stored for the future:

1. Login to the GateManager with a Distributor- or Server Administrator account.

2. On the root domain select **Licenses** and the "+" sign
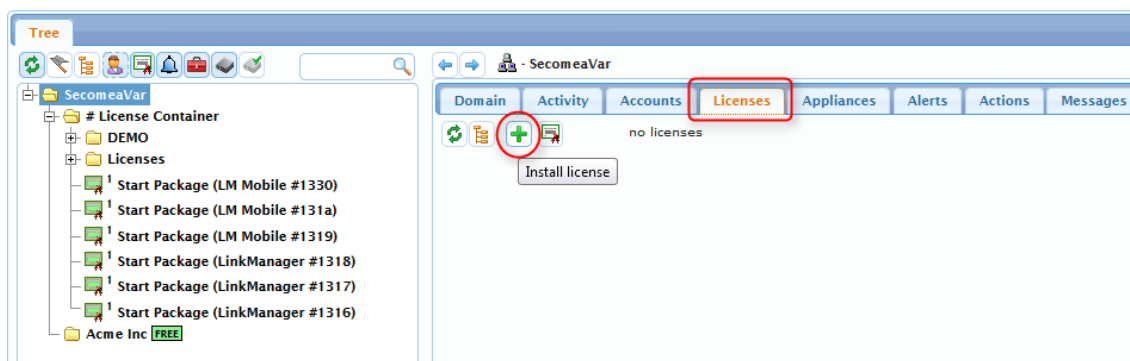
3. Fill in the details of the department in your (the Distributor's) company that should receive orders (This may be your purchase department):

4. When customers enters the order form in their own domains, it will look like the screenshot in Section **1.2.2**

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