

License Management Server (LMS) Common Questions

Question: How can I upgrade my license server login credentials to License Administrator?

- **Answer:** Please contact Anytime@necam.com for account set up questions and concerns.

Question: I have made several customer administration errors in my customer database. How do I delete this information?

- **Answer:** If there are no registered license for the location you may delete the Company and customer location by selecting the red X (delete) icon. Note: A Company may not be deleted if there is more than one customer location with activated licenses associated. For additional directions or assistance on data clean up in the LMS, email swa@necam.com

Question: I have not been able to locate the licenses that were ordered on Purchase order XXXX. Who should I contact to verify my order has been processed?

- **Answer:** Contact a NEC Customer Service Representative at 1-800-752-6275 or email customer_service@necam.com to confirm the order has been processed and shipped.

Question: The license that was downloaded from the license server will not load on my CPU. Who should I contact for assistance?

- **Answer:** Contact NEC National Technical Assistance Team (NTAC) at 1-800-852-4632 for licensing support.

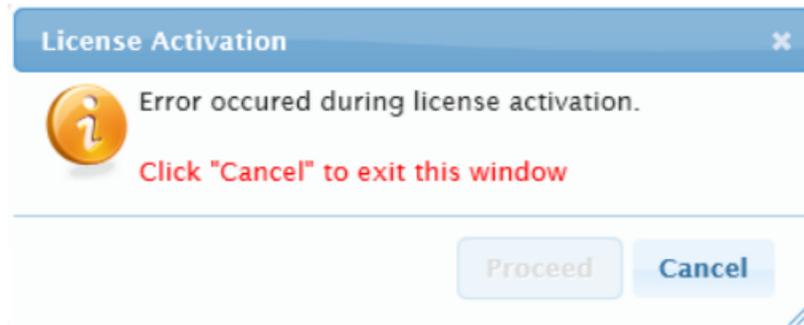
Question: How do I obtain the needed hardware replacement code to swap out my faulty processor?

- **Answer:** The NEC National Technical Assistance Team (NTAC) will be able to assist with your hardware replacement. Please call 1-800-852-4632 for assistance.

Question: I recently acquired a new end-user account, but I am not able to see the hardware Key code for this location in my LMS database, nor can I register the system. How do I proceed?

- **Answer:** It is possible the customer is registered in the LMS under a different Solutions Integrator. This will require a dealer change to be conducted. Dealer Change requests are to be submitted via the Dealer Change Portal available through NEC Anytime. For further assistance, email dealerchange@necam.com.

Question: I recently activated a new system license and received the following error while attempting to generate the license file. Why did I receive the following error?



- **Answer:**
 - SV8500/SV9500 PBX License Activation Errors:
 - 1. License activation error is received when you attempt to load more than one ACD option license on the SV8500/SV9500 PBX system
 - 2. License activation error is received when you attempt to load SR MGC license on the SV8500/SV9500 PBX
 - SV8300/SV9300 PBX License Activation Errors:
 - License activation error is received when you attempt to activate more than one license without the a main system license

Question: I activated a license on a system, can I move these activated licenses and use them on different PBX?

- **Answer:** No, NEC does not support migration of license from one system to another once a license has been activated, the license is bound to the PBX hardware key code for the existence of the product.

Question: Is there a number that I can call for license support?

- **Answer:** Yes, NEC has an interactive voice response for National Technical Assistance Center (1-800-852-4632) for license support press the digit "2".