

## 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](mailto: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](mailto: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](mailto: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.

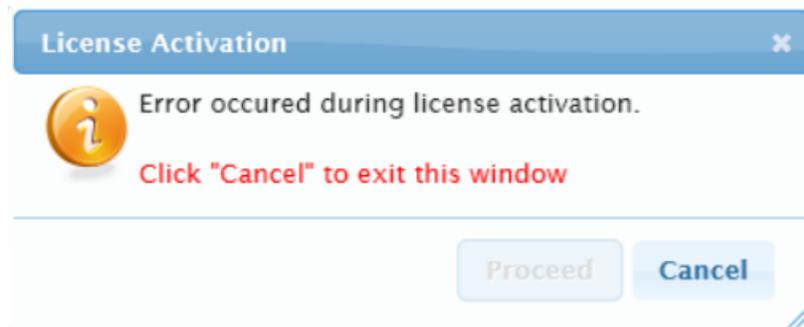
**Question:** How do I obtain the needed hardware replacement code to swap out my faulty processor?

- **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](mailto: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".