

Technical Bulletin CS-19-07

The Spectralink Account Number and SAM Device Licenses

This technical bulletin explains what to do with the Account Number and License Key(s) that are emailed to a user after SAM device license purchase.

System Affected

Spectralink Applications Management (SAM) Server and Versity Smartphones. See the *Spectralink Applications Management Guide* for more information about SAM. See the *Spectralink Applications Administration Guide* for more information about the Versity SAM Client application mentioned here.

Understanding the Account Number and SAM License

After the purchase of SAM device licenses, Spectralink sends an official email to the reseller (or customer) containing the Customer Account Number and the SAM License Key(s) for the number of Versity smartphones being installed.

Example email:



What is the Account Number?

The Account Number is an identifier generated by Spectralink. At the very first log in to the SAM server, the Account Number is entered. This action identifies the customer that this instance of the SAM server belongs to. Once logged into the SAM server, the Account Number may be viewed in the About page.

What is the SAM License Key?

The License Key provides access to the SAM server to Spectralink Versity smartphones so that they can be tracked and managed by SAM. License Keys are generated by Spectralink and are issued for a specified number of smartphones. If additional smartphones are added to the installation, additional licenses may be purchased.

How they work together

SAM device licenses are generated cryptographically and tied to a particular Account Number. When the license is installed, the SAM server reads the license key and matches it to the Account Number already in use. If they do not match, the license will not install.



Caution: How does a match problem happen?

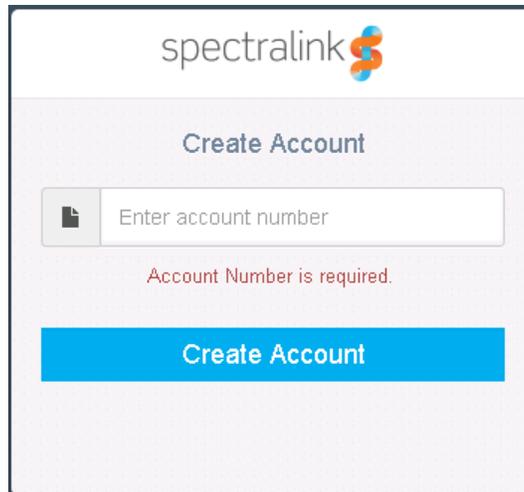
Typically a match problem occurs when an un-validated Account Number has been used to set up SAM for a trial installation. Unfortunately, the entire setup must be redone using the validated Account Number before a licensed configuration can proceed further.

What to do with the Account Number

Enter the Account Number at the first log in screen. If the text box for the Account Number does not appear, it means that there is already an Account Number being used by the SAM server. Complete your log in and go to the About page. Check the Account Number and if it does not match the Account Number in the email, go no further and call Spectralink Technical Support for assistance.

Using Active Directory

If you have an Active Directory SAM instance then on your first access to the system, the Spectralink Account Number must be entered. Enter the Account Number sent to your organization via e-mail from Spectralink.



spectralink

Create Account

Enter account number

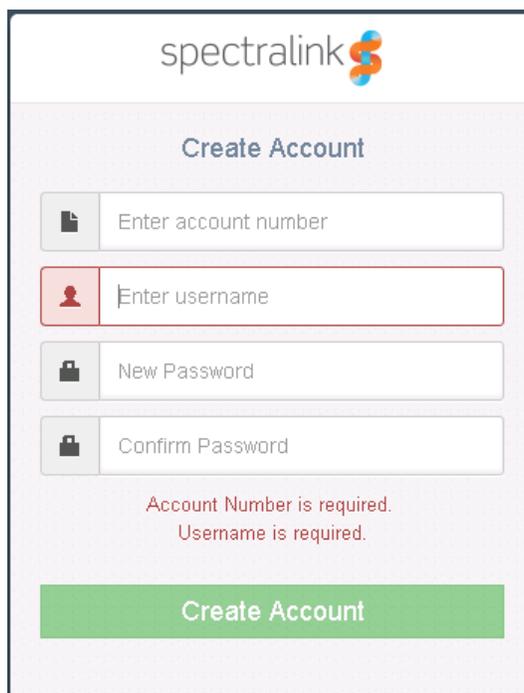
Account Number is required.

Create Account

After you click the Create Account button, there will be a small delay while SAM initializes its database. From that point onward the Account Name will not appear at logon; you will only be prompted for your Active Directory credentials.

Using a local administrator account

If you set up a standalone SAM instance, the first time you log into SAM you will need to enter your Spectralink Account Number and other credentials. Enter the Account Number sent to your organization via e-mail from Spectralink. Enter credentials as specified in the *Spectralink Applications Management Guide*.



spectralink

Create Account

Enter account number

Enter username

New Password

Confirm Password

Account Number is required.
Username is required.

Create Account

On subsequent logins, the Account Number will not appear. You simply enter your username/password credentials.

What to do with the License Key

Log into the SAM server as above and proceed to the License page.

Copy/paste the License key from the email into the provided box and click Save. This action will validate additional Versity smartphones and allow them to be admitted into the Device List for configuration and administration by SAM. See the *Spectralink Applications Management Guide*.



Caution: License not installing?

Ensure no unexpected characters at the start or end of the license are accidentally included when pasting into the SAM license page.

If the license is directly copied from the provided email, be aware of the possibility of newline characters. Unexpected characters may/will cause the license authentication to fail.

If licensing fails, double check for unexpected characters. Contact Spectralink Customer Support for direction if the failure persists.

Product Support

Spectralink wants you to have a successful installation. If you have questions please contact the Customer Support Hotline at 1-800-775-5330.

The hotline is open Monday through Friday, 6 a.m. to 6 p.m. Mountain time.

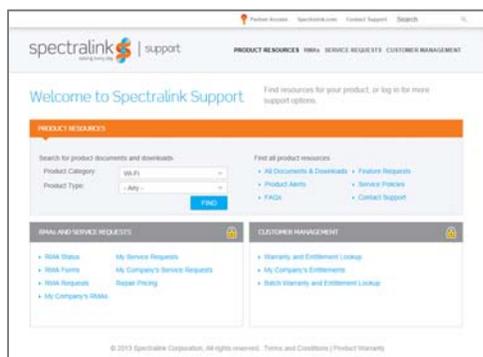
For Technical Support: <mailto:technicalsupport@spectralink.com>

For Knowledge Base: <http://support.spectralink.com>

For Return Material Authorization: <mailto:nalarma@spectralink.com>

Spectralink References

All Spectralink documents are available at <http://support.spectralink.com>.



To go to a specific product page:

Select the Product Category and Product Type from the dropdown lists and then select the product from the next page. All resources for that particular product are displayed by default under the All tab. Documents, downloads and other resources are sorted by the date they were created so the most recently created resource is at the top of the list. You can further sort the list by the tabs across the top of the list to find exactly what you are looking for. Click the title to open the link.

Specific Documents

Spectralink Varsity software and support documents are available on the Spectralink support site at <http://support.spectralink.com/versity>.

Spectralink SAM software and support documents are available on the Spectralink support site at <http://support.spectralink.com/sam>. This is where you will find VM server specs and how and where to download the OVF file for the SAM server.

Spectralink Applications Management Guide The Spectralink Applications Management (SAM) Guide provides information about every setting and option for the Spectralink applications that

are available to the administrator on the SAM server. Time-saving shortcuts, troubleshooting tips and other important maintenance instructions are also found in this document. Complete information about the SAM Client app can be found in this document.

The *Spectralink Applications Administration Guide* describes each Spectralink app and lists each parameter configured for each app.

Document Status Sheet

Document Control Number: CS-19-07

Document Title: The Spectralink Account Number and SAM Device Licenses

Revision History: I01 – Released *09-03-19*
I02 – Released
I03 – Released

1Date: *09-03-09*

Status: Draft Issued Closed

Distribution Status: Author Only Internal Partner Public

Copyright Notice

© 2019 Spectralink Corporation All rights reserved. Spectralink™, the Spectralink logo and the names and marks associated with Spectralink's products are trademarks and/or service marks of Spectralink Corporation and are common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Spectralink.

All rights reserved under the International and pan-American Copyright Conventions. No part of this manual, or the software described herein, may be reproduced or transmitted in any form or by any means, or translated into another language or format, in whole or in part, without the express written permission of Spectralink Corporation.

Do not remove (or allow any third party to remove) any product identification, copyright or other notices.

Notice

Spectralink Corporation has prepared this document for use by Spectralink personnel and customers. The drawings and specifications contained herein are the property of Spectralink and shall be neither reproduced in whole or in part without the prior written approval of Spectralink, nor be implied to grant any license to make, use, or sell equipment manufactured in accordance herewith.

Spectralink reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult Spectralink to determine whether any such changes have been made.

NO REPRESENTATION OR OTHER AFFIRMATION OF FACT CONTAINED IN THIS DOCUMENT INCLUDING BUT NOT LIMITED TO STATEMENTS REGARDING CAPACITY, RESPONSE-TIME PERFORMANCE, SUITABILITY FOR USE, OR PERFORMANCE OF PRODUCTS DESCRIBED HEREIN SHALL BE DEEMED TO BE A WARRANTY BY SPECTRALINK FOR ANY PURPOSE, OR GIVE RISE TO ANY LIABILITY OF SPECTRALINK WHATSOEVER.

Warranty

The *Product Warranty and Software License and Warranty* and other support documents are available at <http://support.spectralink.com>.

Contact Information

US Location

+1 800-775-5330

Spectralink Corporation
2560 55th Street
Boulder, CO 80301
USA

info@spectralink.com

Denmark Location

+45 7560 2850

Spectralink Europe ApS
Bygholm Soepark 21 E Stuen
8700 Horsens
Denmark

infoemea@spectralink.com

UK Location

+44 (0) 20 3284 1536

Spectralink Europe UK
329 Bracknell, Doncastle Road
Bracknell, Berkshire, RG12 8PE
United Kingdom

infoemea@spectralink.com