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## MSP Subscription Service – MSP Partner administration

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### User Manual for MSP Partners

Document version: 1.2

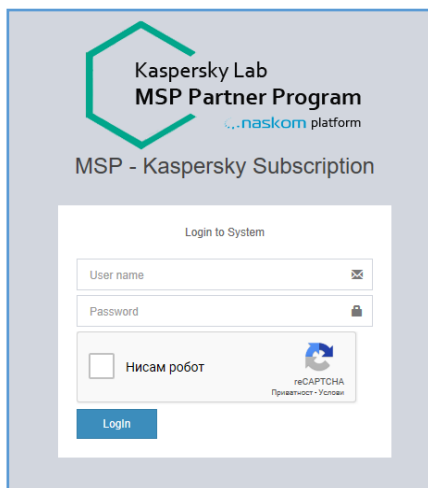
Document revision date: 22.07.2017

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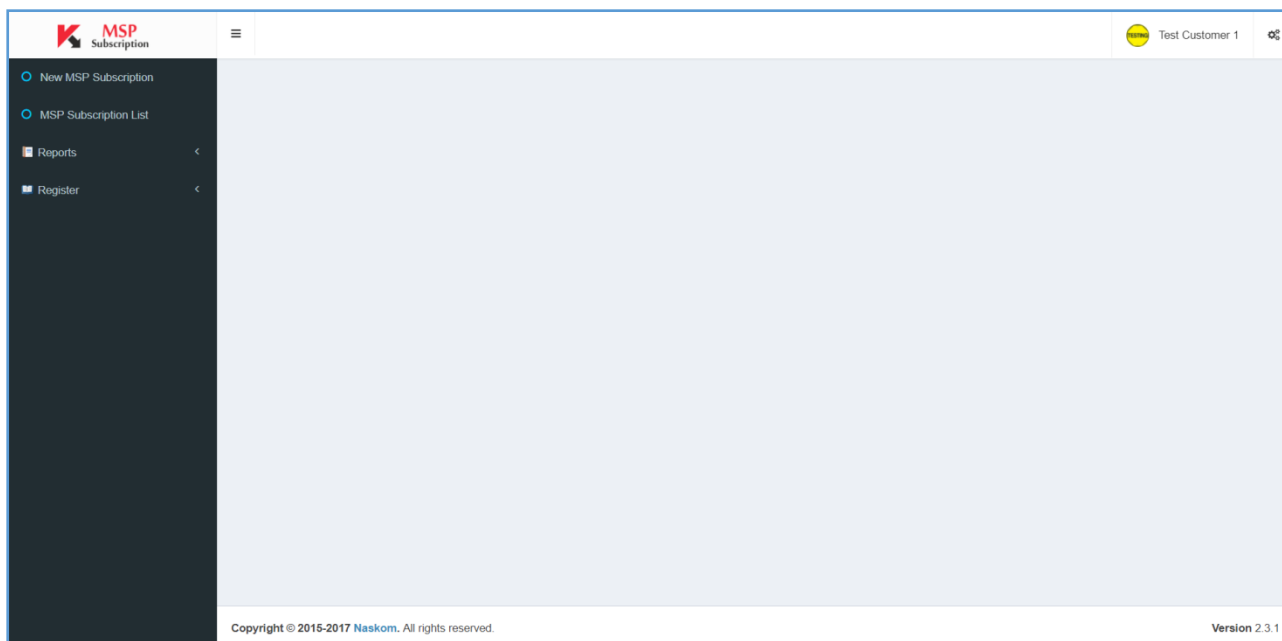
## 1. Login to the system

MSP Partner access to the MSP web application, entering his credentials (username and password).



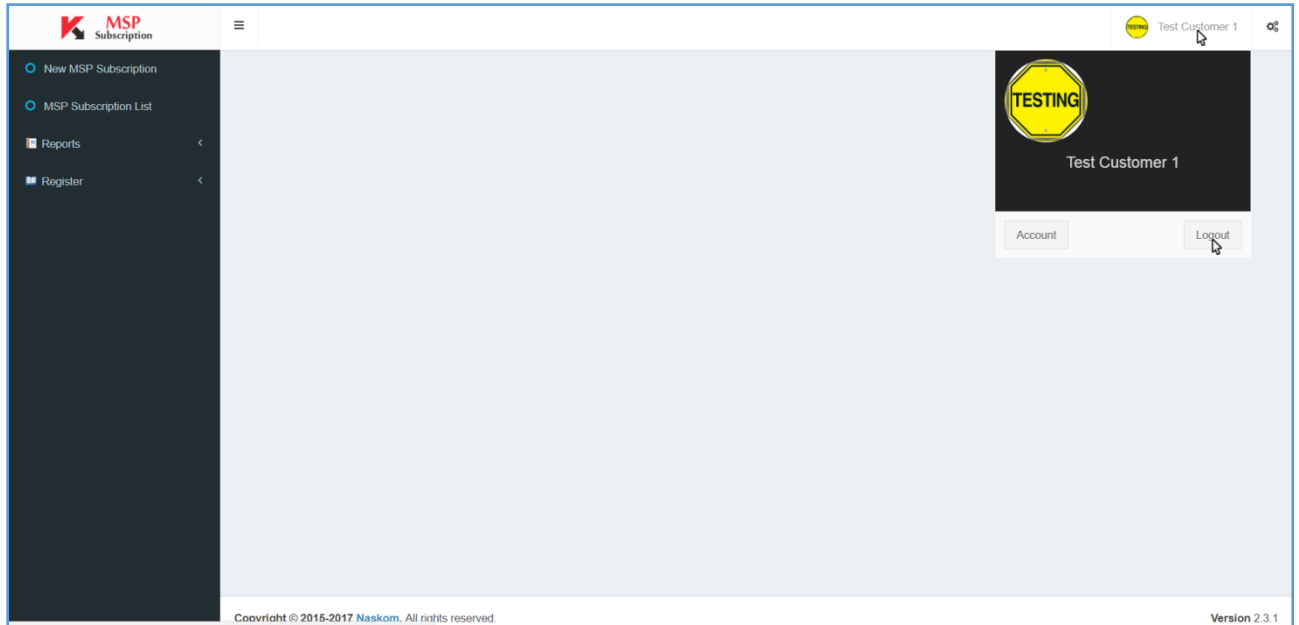
The image shows a login form titled "Login to System" within a grey-bordered box. At the top of the box is the Kaspersky Lab logo (a green hexagon) and the text "Kaspersky Lab MSP Partner Program" and "naskom platform". Below this is the text "MSP - Kaspersky Subscription". The login form itself has a white background and contains the following elements: a "User name" input field with an email icon, a "Password" input field with a lock icon, a checkbox labeled "Нисам робот" (I am not a robot) next to a reCAPTCHA logo, and a blue "Login" button at the bottom.

Home screen after logging.



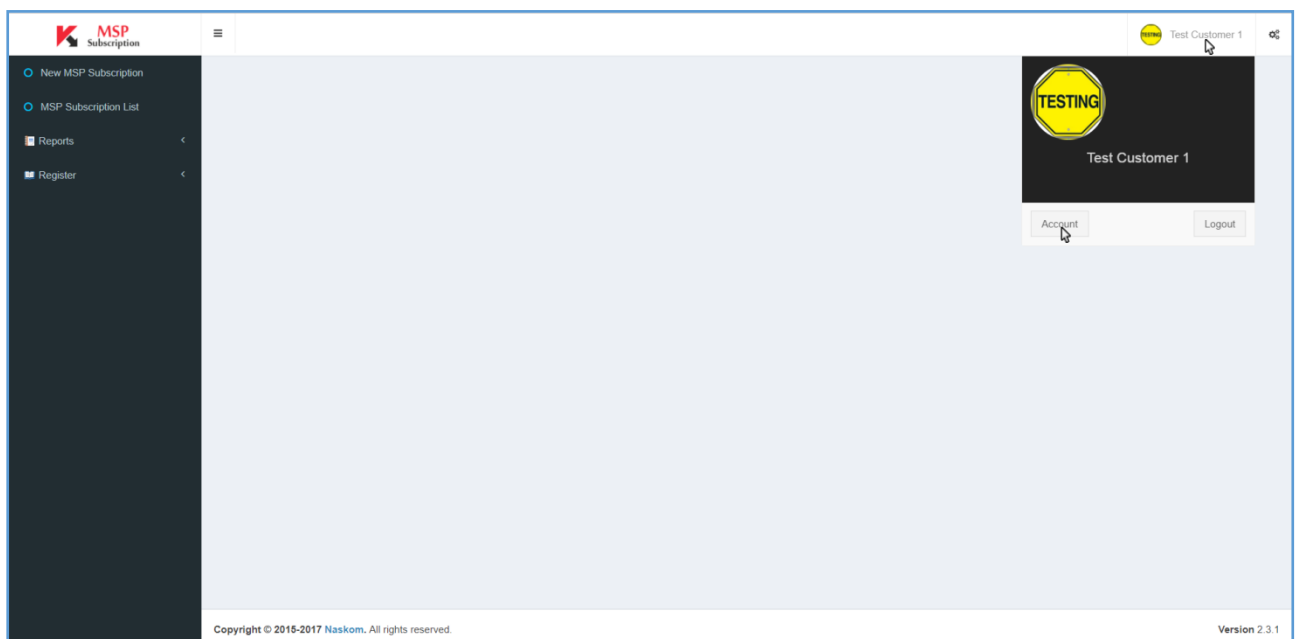
## 1.1 Logout from the system

Click on the name of the user at the top right corner of the screen. It will open mini-screen for logout user from the system, by click on the button **Logout**.



## 1.2 Account settings

The user can change his account information, by click on the name of the user at the top right corner of the screen. After opening mini-screen click on the button Account.



We recommend to change your password initially received from your distributor.

**User profile - Edit Content**

Access rights: Users

Name: Test Surname: Customer 1

Title:

Phone: 011/123-4567 E-mail: test@test\_customer.com

Username: customer1

Password: .....

Reseller: Bluth Company

MSP: Yes

Status: Active

Save

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### 1.3 Export Product SKU

You can view and export product **SKU** list to the Excel, by click on the Register/SKU on the left menu.

**SKU**

Code:

Search Clear Export

Filtered List:

	Product Name	Code	Min. Quantity	Max. Quantity	Price
1	Kaspersky Endpoint Security for Business - Basic	KL4864X0IEMG	5	9	10.00
2	Kaspersky Endpoint Security for Business - Basic	KL4864X0KIMG	10	20	7.70
3	Kaspersky Endpoint Security for Business - Basic	KL4864X0MMMG	15	19	3.54
4	Kaspersky Endpoint Security for Business - Basic	KL4864X0NIMG	20	24	3.18
5	Kaspersky Endpoint Security for Business - Basic	KL4864X0PIMG	25	49	2.85
6	Kaspersky Endpoint Security for Business - Basic	KL4864X0QIMG	50	99	2.56
7	Kaspersky Endpoint Security for Business - Basic	KL4864X0RMG	100	149	2.30
8	Kaspersky Endpoint Security for Business - Basic	KL4864X0SMG	150	249	2.07
9	Kaspersky Endpoint Security for Business - Basic	KL4864X0TMG	250	499	1.86
10	Kaspersky Endpoint Security for Business - Basic	KL4864X0UMG	500	999	1.67
11	Kaspersky Endpoint Security for Business - Basic	KL4864X0VMG	1000	1499	1.50
12	Kaspersky Endpoint Security for Business - Basic	KL4864X0WMG	1500	2499	1.34
13	Kaspersky Endpoint Security for Business - Basic	KL4864X0XMG	2500	4999	1.21
14	Kaspersky Endpoint Security for Business - Basic	KL4864X0YMG	5000	10000	1.08
15	Kaspersky Endpoint Security Cloud	KL4741X0AEMG	5	9	4.40
16	Kaspersky Endpoint Security Cloud	KL4741X0KIMG	10	14	3.44

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## 2. MSP Subscription management

### 2.1 Adding new MSP Subscription

By click on **New MSP Subscription** on the left menu, it will open screen with fields for entering information about a customer and choosing a product and quantity.

MSP Subscription List - Edit Content

Customer Details

Customer / Company Name:

Address Line 1:

Address Line 2:

City: Post Code:

Country: State:

E-mail:

Web Site:

Phone: Fax:

Contact Person:

Product Details

Select product:

Quantity:

SKU:

List Price: End user amount:

Total Active Licenses: Commitment for Grace Period:

MSP Band: MSP List Price:

MSP discount: MSP amount:

Subscription ID: Activation Code:

Last Request: License Expiration:

Subscription Status:

Create

After entering required data, click on the button **Create** to send order.

MSP Subscription List - Edit Content

Customer Details

Customer / Company Name: Prerada voća d.o.o.

Address Line 1: Milana Rakica 123

Address Line 2:

City: Beograd Post Code: 11000

Country: Serbia State:

E-mail: pv@gmail.com

Web Site: www.pv.rs

Phone: 011 123 456 Fax:

Contact Person:

Product Details

Select product: Kaspersky Endpoint Security for Business - Basic

Quantity: 10

SKU: KL4864XIKMG

List Price: 7.70€ End user amount: 77.00€

Total Active Licenses: 67 Commitment for Grace Period: 500

MSP Band: 500 MSP List Price: 1.67€

MSP discount: 22.00% MSP amount: 13.03€

Subscription ID: Activation Code:

Last Request: License Expiration: unlimited

Subscription Status:

Create

In a few seconds you will receive a message from the service that your license is successfully created, with generated **Activation code** and **Subscription ID** for a new user.



After that, the screen will look like the image below. Here are all the information about just ordered license (Activation Code, Subscription ID, Subscription Status, License Expiration, Last Request etc). At the bottom of the screen you can find list of all requests for that license.

The screenshot shows the 'MSP Subscription List - Edit Content' page. It features a sidebar with navigation options: 'New MSP Subscription', 'MSP Subscription List', 'Reports', and 'Register'. The main content area is divided into two panels: 'Customer Details' and 'Product Details'. The 'Customer Details' panel contains fields for Customer/Company Name, Address Line 1, Address Line 2, City, Post Code, Country, State, E-mail, Web Site, Phone, and Fax. The 'Product Details' panel contains fields for Select product, Quantity, SKU, List Price, End user amount, Total Active Licenses, Commitment for Grace Period, MSP Band, MSP List Price, MSP discount, and MSP amount. Below these panels is a 'Request List' table with columns for Command, Time, ErrorCode, and ErrorMessage. At the bottom of the page is a toolbar with buttons: 'SoftCancel', 'HardCancel', 'ModifyAttributes', 'ModifyQuantity', 'Reduce', 'Recreate', and 'Renew'.

Request List	Command	Time	ErrorCode	ErrorMessage
1	Create	05.07.2017 15:05:39		

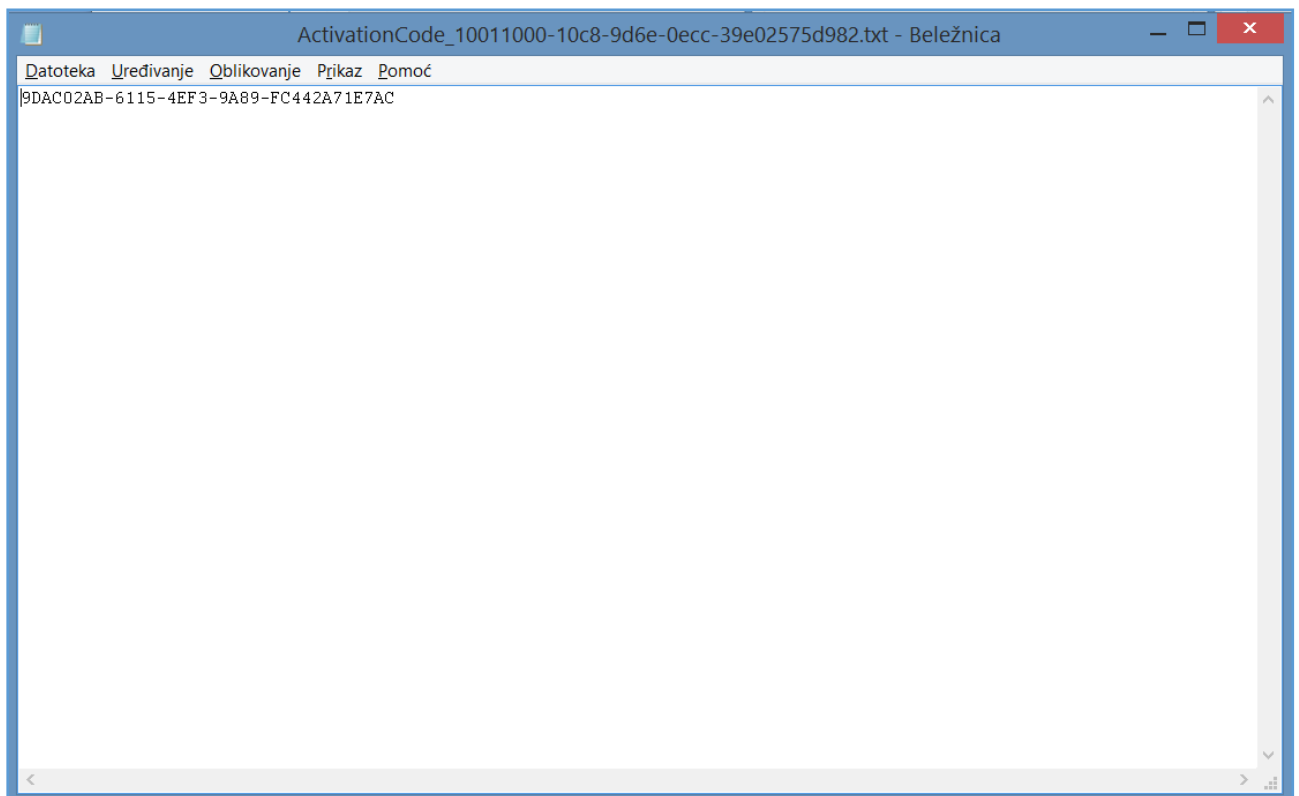
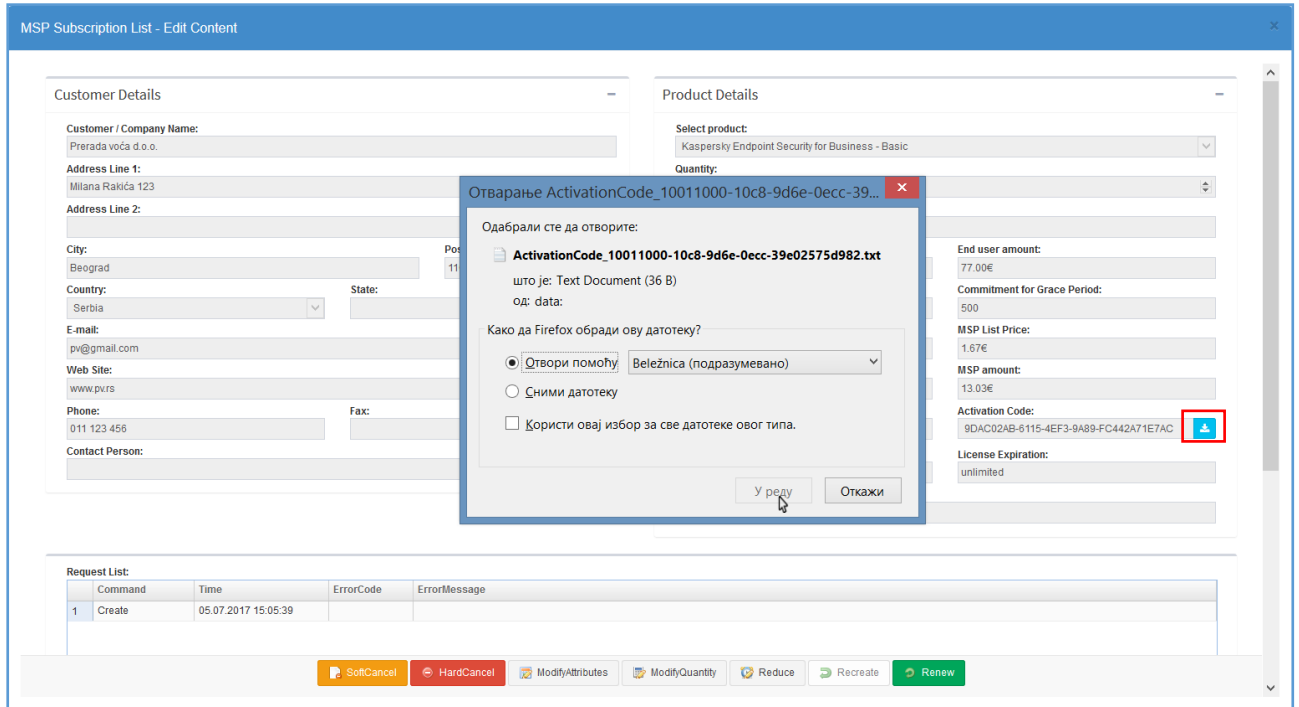
Data in the Product details is for informational purposes only, because license calculation is made at the end of the billing month, based on the cumulative number of all active licenses for each product.

**List Price** - end user price from the pricelist; **End user amount** - total end user amount for ordered licenses; **Total Active Licenses** - total number of active licenses for the ordered product for MSP Partner; **Commitment for Grace Period** - agreed commitment for MSP Partner; **MSP Band** - agreed band during Grace period; **MSP List Price** - expected list price for the ordered product; **MSP discount** - MSP Partner discount; **MSP amount** - expected amount for the MSP Partner.

<b>List Price:</b>	<b>End user amount:</b>
7.70€	77.00€
<b>Total Active Licenses:</b>	<b>Commitment for Grace Period:</b>
77	500
<b>MSP Band:</b>	<b>MSP List Price:</b>
500	1.67€
<b>MSP discount:</b>	<b>MSP amount:</b>
22.00%	13.03€

### 2.1.1 Saving Activation Code in the .txt file

If you want to save generated **Activation Code** in .txt file, just click on the blue button right to the Activation Code. You can save this file on your computer, and then send it to your customer.



## 2.2 Search and Edit subscription

By click on **MSP Subscription List** on the left menu, it will open screen with all ordered licenses. You can search for a license at any of the listed criteria (Product, SKU, License Expiration, SubscriptionID, Activation Code, Company Name).

**MSP Subscription List**

Product:  License Expiration:

Subscription ID:  SKU:

Activation Code:  Company Name:

MSP	Company Name	City	Country	Product	SKU	Quantity	Subscription ID	Activation Code
1	Bluth Company	Tunel d.o.o.	Sarajevo	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	5	1a00c301-10c8-9dfe-0ecc-39d0e6709b02	D7942163-2746-4C58-9345-85FE2877269
2	Bluth Company	UNC Mostar	Mostar	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	14	2000c301-10c8-9dfe-0ecc-39d0e672589f	F4945481-8D1F-4F0F-95E1-4FAF884A468B
3	Bluth Company	Osnovni sud Bugojno	Doboj	Kaspersky Security for Virtualization, Core	KL4551XKMG	10	2900c301-10c8-9dfe-0ecc-39d0e6753977	A34806F3-E32A-4645-A472-967C081F0644
4	Bluth Company	Bingo promet d.o.o.	Zagreb	Kaspersky Security for Virtualization, Server	KL4251XKMG	6	2c00c301-10c8-9dfe-0ecc-39d0e6779a90	E6E772F9-2727-471D-42C3-77F2B9B3EE9E
5	Bluth Company	Poliklinika Siroc	Zadar	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	9	3200c301-10c8-9dfe-0ecc-39d0e67af9e9	DD0A89D0-778A-4949-B87B-25FC3A0A4B77
6	Bluth Company	Prerada voća d.o.o.	Beograd	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	12	FE00C0C5-6D16-4671-95CE-28BC8A1F2185	FE00C0C5-6D16-4671-95CE-28BC8A1F2185
7	Bluth Company	Big Big d.o.o.	Novi Sad	Kaspersky Security for Virtualization, Desktop	KL4151XKMG	8	3a00c301-10c8-9dfe-0ecc-39d0e685a76c	82929E0E-E384-46C5-82B9-E88A58F3B055
8	Bluth Company	Test company	Test city	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	12	0200901-10c8-9dfe-0ecc-39d0e653a997	1F3CB8D8-4C45-4E95-9C8D-101E9F91F3CD
9	Bluth Company	Big Kahuna Burger	Davos	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	14	0200e02-10c8-9dfe-0ecc-39d0e620c262	50F2088E-AA44-4DD2-954F-5638A735180E
10	Bluth Company	Compuglobalthypermagnet	Geneve	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	10	0200e02-10c8-9dfe-0ecc-39d0e6a9a0c9	68D0B935-245E-4595-AD0C-BFCF3C516A76
11	Bluth Company	Prerada voća d.o.o.	Beograd	Kaspersky Endpoint Security for Business - Basic	KL4854XKMG	10	10011000-10c8-9dfe-0ecc-39d0e2575d982	9D4C024B-6115-4EF3-9A89-FC442A71E7AC

Page 1 of 1 | 50 | Displaying 1 to 11 of 11 items

By selecting corresponding row in the table and click on the button **Edit** (or just double-click), it will open window where you can manage your selected license.

**MSP Subscription List - Edit Content**

**Customer Details**

Customer / Company Name:

Address Line 1:

Address Line 2:

City:  Post Code:

Country:  State:

E-mail:

Web Site:

Phone:  Fax:

Contact Person:

**Product Details**

Select product:

Quantity:

SKU:

List Price:  End user amount:

Total Active Licenses:  Commitment for Grace Period:

MSP Band:  MSP List Price:

MSP discount:  MSP amount:

Subscription ID:  Activation Code:

Last Request:  License Expiration:

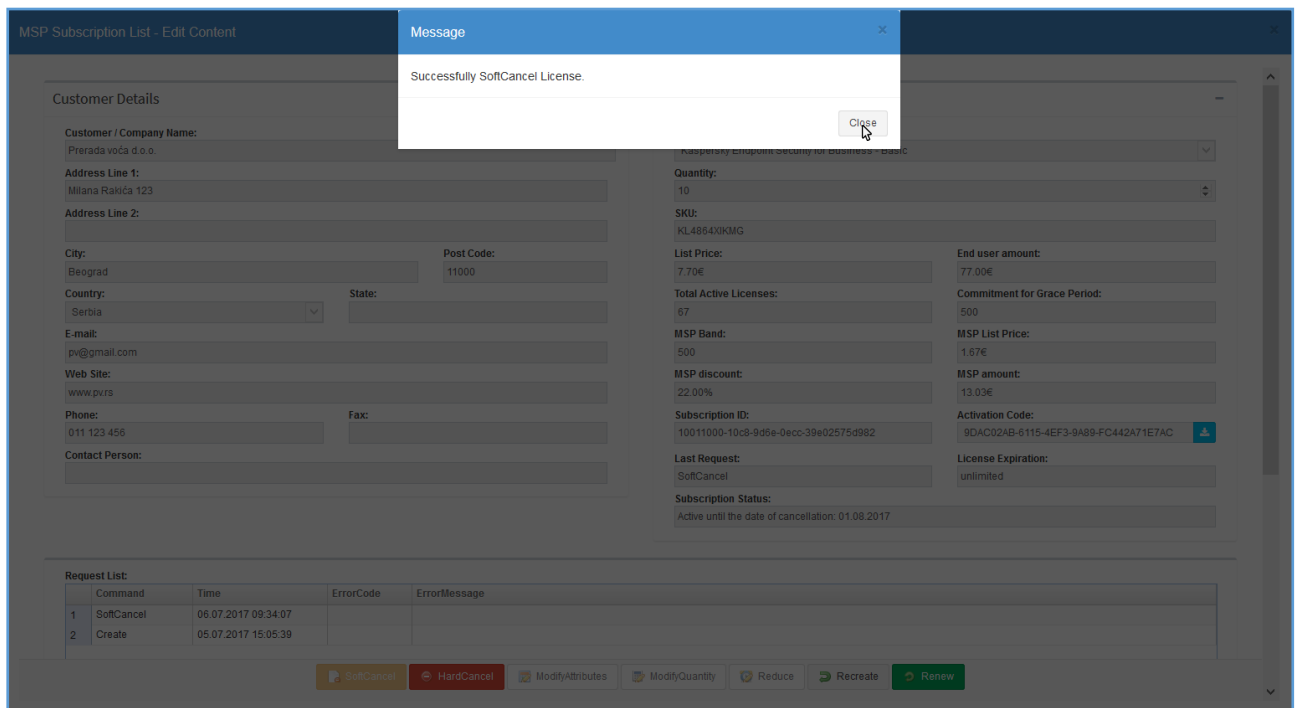
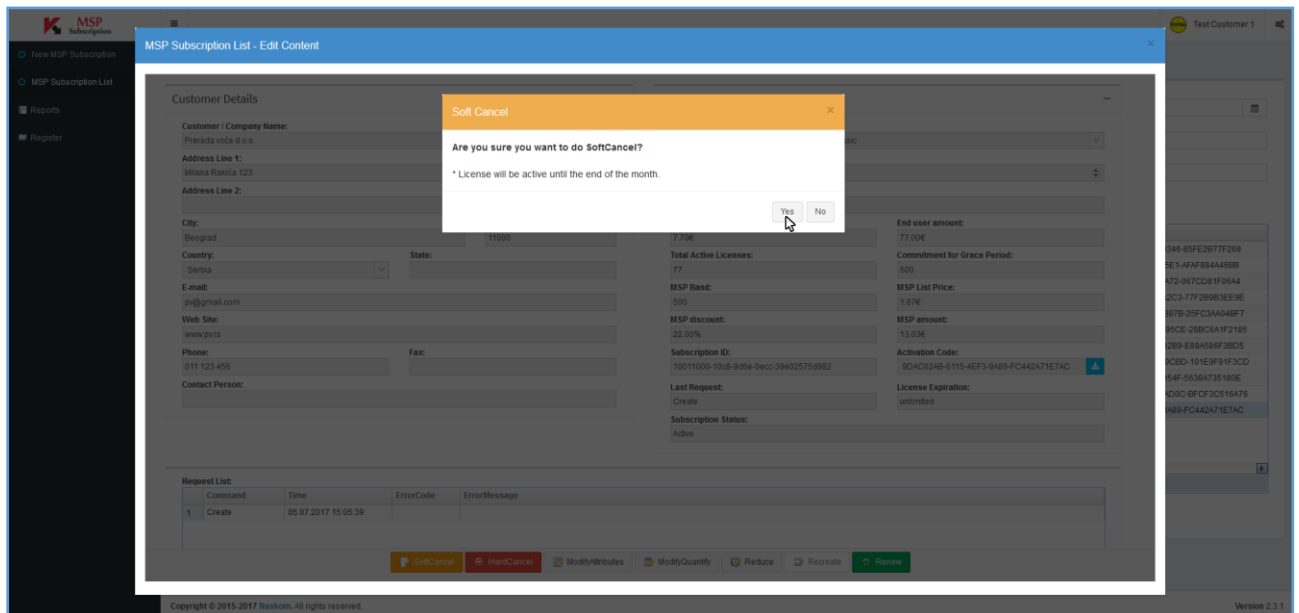
Subscription Status:

**Request List**

Command	Time	ErrorCode	ErrorMessage
1	Create	05.07.2017 15:05:39	

## 2.2.1 Soft Cancel – cancel subscription from MSP Partner

**Soft Cancel** is used to cancel the subscription when MSP Partner has not receive the payment from the Subscriber, but it is expected that the Subscriber will renew the subscription. The license will be active until the end of the current month.



You may notice that the Subscription Status is changed.

**MSP Subscription List - Edit Content**

**Customer Details**

Customer / Company Name: Prerada voća d.o.o.

Address Line 1: Milana Rakića 123

Address Line 2:

City: Beograd Post Code: 11000

Country: Serbia State:

E-mail: pvo@gmail.com

Web Site: www.pvrs

Phone: 011 123 456 Fax:

Contact Person:

**Product Details**

Select product: Kaspersky Endpoint Security for Business - Basic

Quantity: 10

SKU: KL485403MG

List Price: 7.70€ End user amount: 77.00€

Total Active Licenses: 500 Commitment for Grace Period:

MSP Band: 500 MSP List Price: 1.67€

MSP discount: 22.00% MSP amount: 13.03€

Subscription ID: 10011000-10c9-9d5e-0ecc-39e02575d982 Activation Code: 9DAD024B-6115-4EF3-9AB9-FC442A71E7AC

Last Request: SoftCancel License Expiration: unlimited

**Subscription Status:** Active until the date of cancellation: 01.08.2017

**Request List:**

Command	Time	ErrorCode	ErrorMessage
1 SoftCancel	06.07.2017 09:34:07		
2 Create	05.07.2017 15:05:39		

Buttons: SoftCancel, HardCancel, ModifyAttributes, ModifyQuantity, Reduce, Recreate, Renew

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## 2.2.2 Hard Cancel – cancel subscription on Subscriber initiative

Hard Cancel is used to cancel the subscription when Subscriber decide to stop the existing subscription.

**MSP Subscription List - Edit Content**

**Customer Details**

Customer / Company Name: Prerada voća d.o.o.

Address Line 1: Milana Rakića 123

Address Line 2:

City: Beograd Post Code: 11000

Country: Serbia State:

E-mail: pvo@gmail.com

Web Site: www.pvrs

Phone: 011 123 456 Fax:

Contact Person:

**Product Details**

Select product: Kaspersky Endpoint Security for Business - Basic

Quantity: 10

SKU: KL485403MG

List Price: 7.70€ End user amount: 77.00€

Total Active Licenses: 500 Commitment for Grace Period:

MSP Band: 500 MSP List Price: 1.67€

MSP discount: 22.00% MSP amount: 13.03€

Subscription ID: 10011000-10c9-9d5e-0ecc-39e02575d982 Activation Code: 9DAD024B-6115-4EF3-9AB9-FC442A71E7AC

Last Request: Renew License Expiration: 2018-12-01 00:00:00

**Subscription Status:** Active

**Request List:**

Command	Time	ErrorCode	ErrorMessage
1 Renew	06.07.2017 09:38:25		
2 SoftCancel	06.07.2017 09:34:07		
3 Create	05.07.2017 15:05:39		

Buttons: SoftCancel, HardCancel, ModifyAttributes, ModifyQuantity, Reduce, Recreate, Renew

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Canceled license will remain active until the end of the current month. From the first day of the next month, license will be inactive and user will no longer be able to use the application.

MSP Subscription List - Edit Content

**Customer Details**

Customer / Company Name:  
Prerada voća d.o.o.

Address Line 1:  
Milana Rakica 123

Address Line 2:

City:  
Beograd

Country:  
Serbia

E-mail:  
pv@gmail.com

Web Site:  
www.pv.rs

Phone:  
011 123 456

Contact Person:

**Hard Cancel**

Are you sure you want to do Hard Cancel?

\* License will be active until the end of the month.

Yes No

End user amount:  
77.00€

Commitment for Grace Period:  
500

MSP List Price:  
1.67€

MSP amount:  
13.03€

Activation Code:  
9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

License Expiration:  
2018-12-01 00:00:00

**Subscription Details**

Total Active Licenses:  
77

MSP Band:  
500

MSP discount:  
22.00%

Subscription ID:  
10011000-10c8-9d6e-0ecc-39e02575d982

Last Request:  
Renew

Subscription Status:  
Active

Request List				
	Command	Time	ErrorCode	ErrorMessage
1	Renew	06.07.2017 09:38:25		
2	SoftCancel	06.07.2017 09:34:07		
3	Create	05.07.2017 15:05:39		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

MSP Subscription List - Edit Content

**Customer Details**

Customer / Company Name:  
Prerada voća d.o.o.

Address Line 1:  
Milana Rakica 123

Address Line 2:

City:  
Beograd

Country:  
Serbia

E-mail:  
pv@gmail.com

Web Site:  
www.pv.rs

Phone:  
011 123 456

Contact Person:

**Message**

Successfully Hard Cancel License.

Close

Quantity:  
10

SKU:  
KL4864XKJG

List Price:  
7.70€

Total Active Licenses:  
0

MSP Band:  
500

MSP discount:  
22.00%

Subscription ID:  
10011000-10c8-9d6e-0ecc-39e02575d982

Last Request:  
HardCancel

Subscription Status:  
Active until the date of cancellation: 01.08.2017

End user amount:  
77.00€

Commitment for Grace Period:  
500

MSP List Price:  
1.67€

MSP amount:  
13.03€

Activation Code:  
9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

License Expiration:  
2018-12-01 00:00:00

Request List				
	Command	Time	ErrorCode	ErrorMessage
1	HardCancel	06.07.2017 09:41:14		
2	Renew	06.07.2017 09:38:25		
3	SoftCancel	06.07.2017 09:34:07		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

## 2.2.3 Renew product subscription

**Renew** command is used to renew cancelled or expired subscription without modifying any parameters. It is used also to extend subscription expiration date for limited subscription.

The screenshot displays the 'MSP Subscription List - Edit Content' window. It is divided into two main sections: 'Customer Details' and 'Product Details'.

**Customer Details:**

- Customer / Company Name: Prerada voća d.o.o.
- Address Line 1: Milana Rakića 123
- Address Line 2: (empty)
- City: Beograd, Post Code: 11000
- Country: Serbia, State: (empty)
- E-mail: pv@gmail.com
- Web Site: www.pv.rs
- Phone: 011 123 456, Fax: (empty)
- Contact Person: (empty)

**Product Details:**

- Select product: Kaspersky Endpoint Security for Business - Basic
- Quantity: 10
- SKU: KL4864XKMG
- List Price: 7.70€, End user amount: 77.00€
- Total Active Licenses: 67, Commitment for Grace Period: 500
- MSP Band: 500, MSP List Price: 1.67€
- MSP discount: 22.00%, MSP amount: 13.03€
- Subscription ID: 10011000-10c8-9d6e-0ecc-39e02575d982, Activation Code: 9DAC02AB-6115-4EF3-9A89-FC442A71E7AC
- Last Request: SoftCancel, License Expiration: unlimited
- Subscription Status: Active until the date of cancellation: 01.08.2017

**Request List:**

	Command	Time	ErrorCode	ErrorMessage
1	SoftCancel	06.07.2017 09:34:07		
2	Create	05.07.2017 15:05:39		

At the bottom, there is a toolbar with buttons: SoftCancel, HardCancel, ModifyAttributes, ModifyQuantity, Reduce, Recreate, and Renew (highlighted in green).

You can choose new expiration date, in our example expiration date is 2018-12, which means that the license will be active to 30.11.2018 and from 01.12.2018 will be expired.

This screenshot shows the same 'MSP Subscription List - Edit Content' window, but with a 'Renew Product' dialog box open in the center. The dialog box has a green header and contains the following information:

- New Expiration Date:** 2018-12 (highlighted with a red box)
- Are you sure you want to do Renew product?
- \* For Unlimited ExpirationDate leave blank Date field.
- Buttons: Yes, No

The background interface is dimmed, showing the same Customer and Product details as the previous screenshot.

MSP Subscription List - Edit Content

Message  
Successfully Renew Product License.  
Close

Customer Details

Customer / Company Name:  
Prerada voća d.o.o.

Address Line 1:  
Milana Rakića 123

Address Line 2:

City:  
Beograd

Post Code:  
11000

Country:  
Serbia

State:

E-mail:  
pv@gmail.com

Web Site:  
www.pvrs

Phone:  
011 123 456

Fax:

Contact Person:

Quantity:  
10

SKU:  
KL4854XKJG

List Price:  
7.70€

End user amount:  
77.00€

Total Active Licenses:  
77

Commitment for Grace Period:  
500

MSP Band:  
500

MSP List Price:  
1.67€

MSP discount:  
22.00%

MSP amount:  
13.03€

Subscription ID:  
10011000-10c8-9d6e-0ecc-39e02575d982

Activation Code:  
9D4C02AB-6115-4EE3-9A89-FC442A71E7AC

Last Request:  
Renew

License Expiration:  
2018-12-01 00:00:00

Subscription Status:  
Active

Request List

	Command	Time	ErrorCode	ErrorMessage
1	Renew	06.07.2017 09:38:25		
2	SoftCancel	06.07.2017 09:34:07		
3	Create	05.07.2017 15:05:39		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

You may notice that the Subscription Status and License Expiration is changed.

## 2.2.4 Recreate product subscription

**Recreate** command is used to renew cancelled or expired subscription with subscription parameters modification. MSP Partner can recreate the subscription in the following states: Expired, SoftCanceled, HardCanceled.

MSP Subscription List - Edit Content

Customer Details

Customer / Company Name:  
Poliklinika Srce

Address Line 1:  
Jarunska ulica 44

Address Line 2:

City:  
Zadar

Post Code:  
23000

Country:  
Croatia

State:

E-mail:  
nina@p-srce.hr

Web Site:  
www.p-srce.hr

Phone:  
023 233 233

Fax:

Contact Person:  
Nina Rojc

Product Details

Select product:  
Kaspersky Endpoint Security for Business - Basic

Quantity:  
9

SKU:  
KL4854XKJG

List Price:  
10.00€

End user amount:  
90.00€

Total Active Licenses:  
67

Commitment for Grace Period:  
500

MSP Band:  
500

MSP List Price:  
1.67€

MSP discount:  
22.00%

MSP amount:  
11.72€

Subscription ID:  
3200c301-10c8-9d6e-0ecc-39d0e7afe9e

Activation Code:  
DD0A699D-778A-4949-B87B-25FC3AA04BF7

Last Request:  
HardCancel

License Expiration:  
unlimited

Subscription Status:  
Expire - Cancellation Date : 01.05.2017

Request List

	Command	Time	ErrorCode	ErrorMessage
1	GetDetails	05.04.2017 22:00:57		
2	HardCancel	05.04.2017 22:00:49		
3	Create	23.03.2017 17:54:25		

Recreate Cancel

MSP Subscription List - Edit Content

Message

Successfully Recreate.

Close

Customer Details

Customer / Company Name:  
Poliklinika Srce  
Address Line 1:  
Janunska ulica 45  
Address Line 2:  
  
City:  
Zadar  
Post Code:  
23000  
Country:  
Croatia  
State:  
  
E-mail:  
nina@p-srce.hr  
Web Site:  
www.p-srce.hr  
Phone:  
023 233 233  
Fax:  
  
Contact Person:  
Nina Rojc

Kaspersky Endpoint Security for Business - Basic

Quantity:  
10  
SKU:  
KL4864XKMJG  
List Price:  
7.70€  
Total Active Licenses:  
77  
MSP Band:  
500  
MSP discount:  
22.00%  
Subscription ID:  
3200c301-10c8-9d6e-0ecc-39de0e7afe9e  
Last Request:  
Recreate  
Subscription Status:  
Active

End user amount:  
77.00€  
Commitment for Grace Period:  
500  
MSP List Price:  
1.67€  
MSP amount:  
13.03€  
Activation Code:  
DD0A699D-778A-4949-B87B-25FC3A404BF7  
License Expiration:  
unlimited

Request List:

	Command	Time	ErrorCode	ErrorMessage
1	Recreate	06.07.2017 09:44:01		
2	GetDetails	05.04.2017 22:00:57		
3	HardCancel	05.04.2017 22:00:49		

SoftCancel
HardCancel
ModifyAttributes
ModifyQuantity
Reduce
Recreate
Renew

## 2.2.5 Modify Attributes – update Customer information

Modify Attributes command is used to modify Subscriber (Customer) information.

MSP Subscription List - Edit Content

Customer Details

Customer / Company Name:  
Prerada voća d.o.o.  
Address Line 1:  
Milana Rakica 123  
Address Line 2:  
  
City:  
Beograd  
Post Code:  
11000  
Country:  
Serbia  
State:  
  
E-mail:  
pv@gmail.com  
Web Site:  
www.pv.rs  
Phone:  
011 123 456  
Fax:  
  
Contact Person:  
Petar Petrović

Select product:  
Kaspersky Endpoint Security for Business - Basic

Quantity:  
12  
SKU:  
KL4864XKMJG  
List Price:  
7.70€  
Total Active Licenses:  
77  
MSP Band:  
500  
MSP discount:  
22.00%  
Subscription ID:  
3800c301-10c8-9d6e-0ecc-39de0e83427a  
Last Request:  
Create  
Subscription Status:  
Active

End user amount:  
92.40€  
Commitment for Grace Period:  
500  
MSP List Price:  
1.67€  
MSP amount:  
15.63€  
Activation Code:  
FE0D0CC5-6D16-4671-95CE-28BC6A1F2185  
License Expiration:  
unlimited

Request List:

	Command	Time	ErrorCode	ErrorMessage
1	Create	23.03.2017 18:03:27		

SoftCancel
HardCancel
ModifyAttributes
ModifyQuantity
Reduce
Recreate
Renew

MSP Subscription List - Edit Content

Customer Details

Customer / Company Name:

Prerada voća d.o.o.

Address Line 1:

Milana Rakića 123

Address Line 2:

City:

Beograd

Post Code:

11000

Country:

Serbia

State:

E-mail:

pv@gmail.com

Web Site:

www.pv.rs

Phone:

011 123 456

Fax:

Contact Person:

Petar Petrović

Product Details

Select product:

Kaspersky Endpoint Security for Business - Basic

Quantity:

12

SKU:

KL4864XKJG

List Price:

7.70€

End user amount:

92.40€

Total Active Licenses:

77

Commitment for Grace Period:

500

MSP Band:

500

MSP List Price:

1.67€

MSP discount:

22.00%

MSP amount:

15.63€

Subscription ID:

3800c301-10c8-9d6e-0ecc-39de0e83427a

Activation Code:

FE0D0CC5-6D16-4671-95CE-28BC6A1F2185

Last Request:

Create

License Expiration:

unlimited

Subscription Status:

Active

Request List:

	Command	Time	ErrorCode	ErrorMessage
1	Create	23.03.2017 18:03:27		

ModifyAttributes

Cancel

MSP Subscription List - Edit Content

Message

Successfully Modify Attributes.

Customer Details

Customer / Company Name:

Prerada voća d.o.o.

Address Line 1:

Milana Rakića 120

Address Line 2:

City:

Beograd

Post Code:

11000

Country:

Serbia

State:

E-mail:

pv@gmail.com

Web Site:

www.pv.rs

Phone:

011 123 456

Fax:

Contact Person:

Petar Petrović

Product Details

Select product:

Kaspersky Endpoint Security for Business - Basic

Quantity:

12

SKU:

KL4864XKJG

List Price:

7.70€

End user amount:

92.40€

Total Active Licenses:

77

Commitment for Grace Period:

500

MSP Band:

500

MSP List Price:

1.67€

MSP discount:

22.00%

MSP amount:

15.63€

Subscription ID:

3800c301-10c8-9d6e-0ecc-39de0e83427a

Activation Code:

FE0D0CC5-6D16-4671-95CE-28BC6A1F2185

Last Request:

Create

License Expiration:

unlimited

Subscription Status:

Active

Request List:

	Command	Time	ErrorCode	ErrorMessage
1	ModifyAttributes	06.07.2017 09:47:40		
2	Create	23.03.2017 18:03:27		

SoftCancel

HardCancel

ModifyAttributes

ModifyQuantity

Reduce

Recreate

Renew

## 2.2.6 Modify the quantity of protected devices

**Modify Quantity** command is used to modify (increase or decrease) the number of protected devices within the subscription without changing the activation code.

MSP Subscription List - Edit Content

**Customer Details**

Customer / Company Name:  
Prerada voća d.o.o.

Address Line 1:  
Milana Rakica 123

Address Line 2:

City:  
Beograd

Post Code:  
11000

Country:  
Serbia

State:

E-mail:  
pv@gmail.com

Web Site:  
www.pv.rs

Phone:  
011 123 456

Fax:

Contact Person:

**Product Details**

Select product:  
Kaspersky Endpoint Security for Business - Basic

Quantity:  
10

SKU:  
KL4864XKMG

List Price:  
7.70€

End user amount:  
77.00€

Total Active Licenses:  
87

Commitment for Grace Period:  
500

MSP Band:  
500

MSP List Price:  
1.67€

MSP discount:  
22.00%

MSP amount:  
13.03€

Subscription ID:  
10011000-10c8-9d6e-0ecc-39e02575d982

Activation Code:  
9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

Last Request:  
Renew

License Expiration:  
2019-01-01 00:00:00

Subscription Status:  
Active

Request List:	Command	Time	ErrorCode	ErrorMessage
1	Renew	08.07.2017 22:16:51		
2	HardCancel	06.07.2017 09:41:14		
3	Renew	06.07.2017 09:38:25		

[SoftCancel](#)
[HardCancel](#)
[ModifyAttributes](#)
[ModifyQuantity](#)
[Reduce](#)
[Recreate](#)
[Renew](#)

MSP Subscription List - Edit Content

**Customer Details**

Customer / Company Name:  
Prerada voća d.o.o.

Address Line 1:  
Milana Rakica 123

Address Line 2:

City:  
Beograd

Post Code:  
11000

Country:  
Serbia

State:

E-mail:  
pv@gmail.com

Web Site:  
www.pv.rs

Phone:  
011 123 456

Fax:

Contact Person:

**Product Details**

Select product:  
Kaspersky Endpoint Security for Business - Basic

Quantity:  
10

SKU:  
KL4864XKMG

List Price:  
7.70€

End user amount:  
77.00€

Total Active Licenses:  
87

Commitment for Grace Period:  
500

MSP Band:  
500

MSP List Price:  
1.67€

MSP discount:  
22.00%

MSP amount:  
13.03€

Subscription ID:  
10011000-10c8-9d6e-0ecc-39e02575d982

Activation Code:  
9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

Last Request:  
Renew

License Expiration:  
2019-01-01 00:00:00

Subscription Status:  
Active

Request List:	Command	Time	ErrorCode	ErrorMessage
1	Renew	08.07.2017 22:16:51		
2	HardCancel	06.07.2017 09:41:14		
3	Renew	06.07.2017 09:38:25		

[ModifyQuantity](#)
[Cancel](#)

You may notice that changing the number of protected devices, may automatically change the SKU and therefore the price. You don't have to worry about it, because the system will do this automatically. Also, Activation code will remain the same. All fields such as MSP Band, MSP List Price, Amount are only informative because the calculation will be made at the end of the month, based on the number of active licenses.

For calculation of Royalty amounts due to MSP partner for distribution of the Corporate (B2B) Products with one month license term for the corresponding Reporting period the following rule should be applied:

If the number of the Products with one month license term ordered during the Reporting period decreased during the Reporting period, recalculation of the Royalty should be made in the next Reporting period. If the number of the Products with the one month license term ordered during the Reporting period increased during the Reporting period, recalculation of the Royalty should be made in the current Reporting period.

**Message**

Successfully Modify Quantity.

Close

**Customer Details**

Customer / Company Name: Prerada voća d.o.o.

Address Line 1: Milana Rakića 123

Address Line 2:

City: Beograd Post Code: 11000

Country: Serbia State:

E-mail: pv@gmail.com

Web Site: www.pv.rs

Phone: 011 123 456 Fax:

Contact Person:

**Product Details**

Quantity: 5

SKU: KL4864XKMG

List Price: 10.00€ End user amount: 50.00€

Total Active Licenses: 82 Commitment for Grace Period: 500

MSP Band: 500 MSP List Price: 1.67€

MSP discount: 22.00% MSP amount: 39.00€

Subscription ID: 10011000-10c8-9d6e-0ecc-39e02575d982 Activation Code: 9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

Last Request: ModifyQuantity License Expiration: 2019-01-01 00:00:00

Subscription Status: Active

**Request List:**

Command	Time	ErrorCode	ErrorMessage
1 ModifyQuantity	08.07.2017 22:18:36		
2 Renew	08.07.2017 22:16:51		
3 HardCancel	08.07.2017 09:41:14		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

## 2.2.7 Reduce subscription period

**Reduce** command is used to reduce the subscription expiration date. MSP Partner should specify the new expiration date. If subscription was Unlimited, it becomes Limited. MSP Partner can reduce the subscription period for a subscription in Active state.

**Customer Details**

Customer / Company Name: Prerada voća d.o.o.

Address Line 1: Milana Rakića 123

Address Line 2:

City: Beograd Post Code: 11000

Country: Serbia State:

E-mail: pv@gmail.com

Web Site: www.pv.rs

Phone: 011 123 456 Fax:

Contact Person:

**Product Details**

Select product: Kaspersky Endpoint Security for Business - Basic

Quantity: 5

SKU: KL4864XKMG

List Price: 10.00€ End user amount: 50.00€

Total Active Licenses: 82 Commitment for Grace Period: 500

MSP Band: 500 MSP List Price: 1.67€

MSP discount: 22.00% MSP amount: 6.51€

Subscription ID: 10011000-10c8-9d6e-0ecc-39e02575d982 Activation Code: 9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

Last Request: ModifyQuantity License Expiration: 2019-01-01 00:00:00

Subscription Status: Active

**Request List:**

Command	Time	ErrorCode	ErrorMessage
1 ModifyQuantity	08.07.2017 22:18:36		
2 Renew	08.07.2017 22:16:51		
3 HardCancel	08.07.2017 09:41:14		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

MSP Subscription List - Edit Content

**Customer Details**

**Customer / Company Name:**  
Prerada voća d.o.o.

**Address Line 1:**  
Milana Rakića 123

**Address Line 2:**

**City:**  
Beograd

**Country:**  
Serbia

**State:**

**E-mail:**  
pv@gmail.com

**Web Site:**  
www.pv.rs

**Phone:**  
011 123 456

**Fax:**

**Contact Person:**

**Reduce Expiration Date**

**New Expiration Date:**  
2017-12-01

Are you sure you want to do Reduce Expiration Date?

\* The new expiration date must be before the current exp.date.

Yes No

**MSP Band:**  
500

**MSP discount:**  
22.00%

**Subscription ID:**  
10011000-10c8-9d6e-0ecc-39e02575d982

**Last Request:**  
ModifyQuantity

**Subscription Status:**  
Active

**End user amount:**  
50.00€

**Commitment for Grace Period:**  
500

**MSP List Price:**  
1.67€

**MSP amount:**  
6.51€

**Activation Code:**  
8DAC02AB-6115-4EF3-9A89-FC442A71E7AC

**License Expiration:**  
2019-01-01 00:00:00

**Request List:**

	Command	Time	ErrorCode	ErrorMessage
1	ModifyQuantity	08.07.2017 22:18:36		
2	Renew	08.07.2017 22:16:51		
3	HardCancel	06.07.2017 09:41:14		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

MSP Subscription List - Edit Content

**Customer Details**

**Customer / Company Name:**  
Prerada voća d.o.o.

**Address Line 1:**  
Milana Rakića 123

**Address Line 2:**

**City:**  
Beograd

**Post Code:**  
11000

**Country:**  
Serbia

**State:**

**E-mail:**  
pv@gmail.com

**Web Site:**  
www.pv.rs

**Phone:**  
011 123 456

**Fax:**

**Contact Person:**

**Message**

Successfully Reduce License Expiration Date.

Close

**Quantity:**  
5

**SKU:**  
KL4854XKMG

**List Price:**  
10.00€

**Total Active Licenses:**  
77

**MSP Band:**  
500

**MSP discount:**  
22.00%

**Subscription ID:**  
10011000-10c8-9d6e-0ecc-39e02575d982

**Last Request:**  
Reduce

**Subscription Status:**  
Active

**End user amount:**  
50.00€

**Commitment for Grace Period:**  
500

**MSP List Price:**  
1.67€

**MSP amount:**  
6.51€

**Activation Code:**  
8DAC02AB-6115-4EF3-9A89-FC442A71E7AC

**License Expiration:**  
2017-08-01 02:00:00

**Request List:**

	Command	Time	ErrorCode	ErrorMessage
1	Reduce	08.07.2017 22:22:26		
2	Reduce	08.07.2017 22:21:51	1201	The expiration date must be the beginning of a billing period.
3	ModifyQuantity	08.07.2017 22:18:36		

SoftCancel HardCancel ModifyAttributes ModifyQuantity Reduce Recreate Renew

**MSP Subscription List - Edit Content**

**Customer Details**

Customer / Company Name:  
Prerada voća d.o.o.

Address Line 1:  
Milana Rakića 123

Address Line 2:

City:  
Beograd

Post Code:  
11000

Country:  
Serbia

State:

E-mail:  
pv@gmail.com

Web Site:  
www.pvrs

Phone:  
011 123 456

Fax:

Contact Person:

**Product Details**

Select product:  
Kaspersky Endpoint Security for Business - Basic

Quantity:  
5

SKU:  
KL4864XKMG

List Price:  
10.00€

End user amount:  
50.00€

Total Active Licenses:  
77

Commitment for Grace Period:  
500

MSP Band:  
500

MSP List Price:  
1.67€

MSP discount:  
22.00%

MSP amount:  
6.51€

Subscription ID:  
10011000-10c8-9d5e-0ecc-39e02575d982

Activation Code:  
9DAC02AB-6115-4EF3-9A89-FC442A71E7AC

Last Request:  
Reduce

License Expiration:  
2017-08-01 02:00:00

Subscription Status:  
Active

**Request List:**

	Command	Time	ErrorCode	ErrorMessage
1	Reduce	08.07.2017 22:22:26		
2	Reduce	08.07.2017 22:21:51	1201	The expiration date must be the beginning of a billing period.
3	ModifyQuantity	08.07.2017 22:18:36		

[SoftCancel](#)
[HardCancel](#)
[ModifyAttributes](#)
[ModifyQuantity](#)
[Reduce](#)
[Recreate](#)
[Renew](#)

## 2.2.8 Export MSP Subscription List to Excel

You can export **MSP Subscription List** data to Microsoft Excel. After finishing with search, click on the button **Export** and choose to open or save file in Excel format.

**MSP Subscription List**

Product: - License Expiration: -

Subscription ID: - SKU: -

Activation Code: - Company Name: -

Search:  Clear [Export](#)

Filtered list:

MSP	Company Name	City
1	Bluth Company	Tunel d.o.o.
2	Bluth Company	UKC Mostar
3	Bluth Company	Osnovni sud Bugojno
4	Bluth Company	Bingo promet d.o.o.
5	Bluth Company	Poliklinika Sice
6	Bluth Company	Prerada voća d.o.o.
7	Bluth Company	Big Big d.o.o.
8	Bluth Company	test company
9	Bluth Company	Big Kahuna Burger
10	Bluth Company	Compuglobalthypemagnet
11	Bluth Company	Prerada voća d.o.o.

[Print](#)

Page 1 of 1 | 50 | Displaying 1 to 11 of 11 items

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**Отварање download.csv**

Одабрали сте да отворите:

download.csv  
што је: Microsoft Office Excel Comma Separated Values File  
од: https://kss-naskom.com

Како да Firefox обради ову датотеку?

☒ Отвори помоћу Microsoft Office Excel (подразумевано)
 ☐ Сними датотеку
 ☐ Користи овај избор за све датотеке овог типа.

[У redu](#)
[Откажи](#)




The screenshot shows the 'MSP Report' interface. On the left is a sidebar with navigation links: 'New MSP Subscription', 'MSP Subscription List', 'Reports' (expanded), 'MSP Report', 'MSP Summary Report', and 'Register'. The main area displays the 'MSP Report' for 'Bluth Company' for the month of '2017-07'. Below this is a table titled 'List of active product in range' with columns 'MSP' and 'Product'. The table lists four items, all from 'Bluth Company' using 'Kaspersky Security for Virtualization, Core'. To the right of this table is a summary table with columns: 'License Fee per each Active Subscription, EUR, excl. taxes.', 'Discount %', and 'License Fee for MSP, EUR, excl. taxes.'. A modal dialog titled 'Отварање MSP Report.doc' is open in the center, asking how to open the file. It offers options: 'Отвори помоћу Microsoft Office Word (подразумеван...)' (selected), 'Сними датотеку', and 'Користи овај избор за све датотеке овог типа'. Buttons 'Уреджи' and 'Откажи' are at the bottom.

MSP	Product
1 Bluth Company	Kaspersky Endpoint Security for Business - Basic
2 Bluth Company	Kaspersky Security for Virtualization, Desktop
3 Bluth Company	Kaspersky Security for Virtualization, Server
4 Bluth Company	Kaspersky Security for Virtualization, Core

License Fee per each Active Subscription, EUR, excl. taxes.	Discount %	License Fee for MSP, EUR, excl. taxes
1.67	22.00	87.27
2.18	22.00	13.60
4.04	22.00	18.91
10.88	22.00	84.86

Click the button OK and you will open a report in Microsoft Word.



**MSP Report**  
2017-07

#	MSP	Product	MSP Band	MSP List price	MSP Active License	License Fee for End User, EUR, excl. taxes	Discount %	License Fee for MSP, EUR, excl. taxes
1	Bluth Company	Kaspersky Endpoint Security for Business - Basic	500	1.67	67	111.89	22.00 %	87.27
2	Bluth Company	Kaspersky Security for Virtualization, Desktop	300	2.18	8	17.44	22.00 %	13.60
3	Bluth Company	Kaspersky Security for Virtualization, Server	400	4.04	6	24.24	22.00 %	18.91
4	Bluth Company	Kaspersky Security for Virtualization, Core	500	10.88	10	108.80	22.00 %	84.86
	<b>TOTAL</b>				<b>91</b>	<b>262.37</b>		<b>204.64</b>

## 3.2 MSP Summary Report

In the **MSP Summary report**, you have the ability to display number of active subscription per MSP customer, for a selected period. You can use some of the criteria to display the appropriate report (Product, SKU, Customer, date From-To).

**MSP Summary Report**

MSP: Bluth Company Customer: Tunel d.o.o.  
 Month From: 2017-07 Month To: 2017-07  
 Product: Kaspersky Endpoint Security for Business - Basic SKU: KL4864XIKMG

Search Clear Print Export

**List of active product in range**

#	MSP	Customer	Product	SKU	Cumulative number of Active Subscription
1	Bluth Company	Tunel d.o.o.	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	5
2	Bluth Company	Big Kahuna Burger	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14
3	Bluth Company	Prerada voća d.o.o.	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12
4	Bluth Company	Compuglobalhypermegamet	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	10
5	Bluth Company	test company	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12
6	Bluth Company	UKC Mostar	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14
7	Bluth Company	Osnovni sud Bugojno	Kaspersky Security for Virtualization, Core	KL4551XIKMG	10
8	Bluth Company	Bingo promet d.o.o.	Kaspersky Security for Virtualization, Server	KL4251XIKMG	6
9	Bluth Company	Big Big d.o.o.	KSV Desktop	KL4151XIKMG	8

Page 1 of 1 50 Displaying 1 to 9 of 9 items



### MSP Summary Report

from 2017-07 to 2017-07

#	MSP	Customer	Product	SKU	Number of Active Subscription
1	Bluth Company	Tunel d.o.o.	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	5
2	Bluth Company	Big Kahuna Burger	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14
3	Bluth Company	Prerada voća d.o.o.	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12
4	Bluth Company	Compuglobalhypermegamet	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	10
5	Bluth Company	test company	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12
6	Bluth Company	UKC Mostar	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14
7	Bluth Company	Osnovni sud Bugojno	Kaspersky Security for Virtualization, Core	KL4551XIKMG	10
8	Bluth Company	Bingo promet d.o.o.	Kaspersky Security for Virtualization, Server	KL4251XIKMG	6
9	Bluth Company	Big Big d.o.o.	KSV Desktop	KL4151XIKMG	8
<b>TOTAL</b>					<b>91</b>

### 3.3 Export Reports to Excel

All **Reports** can be exported to Microsoft Excel. After finishing with search, click on the button **Export** and choose to open or save file in Excel format.

The screenshot shows the 'MSP Summary Report' interface. On the left, a sidebar contains navigation links: 'New MSP Subscription', 'MSP Subscription List', 'Reports' (expanded), 'MSP Report', 'MSP Summary Report' (selected), and 'Register'. The main area displays a report for 'Bluth Company' from '2017-07' to '2017-07'. Below the filters is a table of active products. An 'Export' button is highlighted with a red box. A dialog box titled 'Отварање download.csv' (Opening download.csv) is open, asking how to handle the file. The options are 'Отвори помоћу' (Open with) and 'Сними датотеку' (Save file). The 'Open with' option is selected, and a dropdown menu shows 'Microsoft Office Excel (подразумевано)' (Microsoft Office Excel (default)).

MSP	Customer	Product	SKU	Cumulative number of Active Subscription
1	Bluth Company	Tunel d.o.o.	KL4864XIEMG	5
2	Bluth Company	Big Kahuna Burger	KL4864XIKMG	14
3	Bluth Company	Prerada voća d.o.o.	KL4864XIKMG	12
4	Bluth Company	Compuglobalhypermegane	KL4864XIKMG	10
5	Bluth Company	test company	KL4864XIKMG	12
6	Bluth Company	UKC Mostar	KL4864XIKMG	14
7	Bluth Company	Osnovni sud Bugojno	KL4864XIKMG	10
8	Bluth Company	Bingo promet d.o.o.	KL4251XIEMG	6
9	Bluth Company	Big Big d.o.o.	KL4151XIEMG	8

download-3.csv [Read-Only] - Microsoft Excel non-commercial use

	MSP	Customer	Product	SKU	Cumulative number of Active Subscription
1	Bluth Company	Tunel d.o.o.	Kaspersky Endpoint Security for Business - Basic	KL4864XIEMG	5
2	Bluth Company	Big Kahuna Burger	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14
3	Bluth Company	Prerada voća d.o.o.	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12
4	Bluth Company	Compuglobalhypermegane	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	10
5	Bluth Company	test company	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12
6	Bluth Company	UKC Mostar	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14
7	Bluth Company	Osnovni sud Bugojno	Kaspersky Security for Virtualization, Core	KL4551XIKMG	10
8	Bluth Company	Bingo promet d.o.o.	Kaspersky Security for Virtualization, Server	KL4251XIEMG	6
9	Bluth Company	Big Big d.o.o.	KSV Desktop	KL4151XIEMG	8
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