MSP Subscription Service – MSP Partner administration

User Manual for MSP Partners

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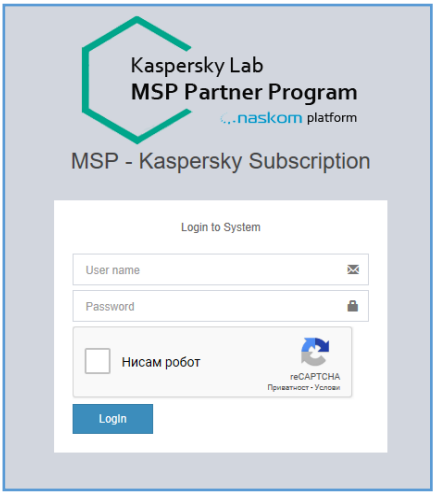
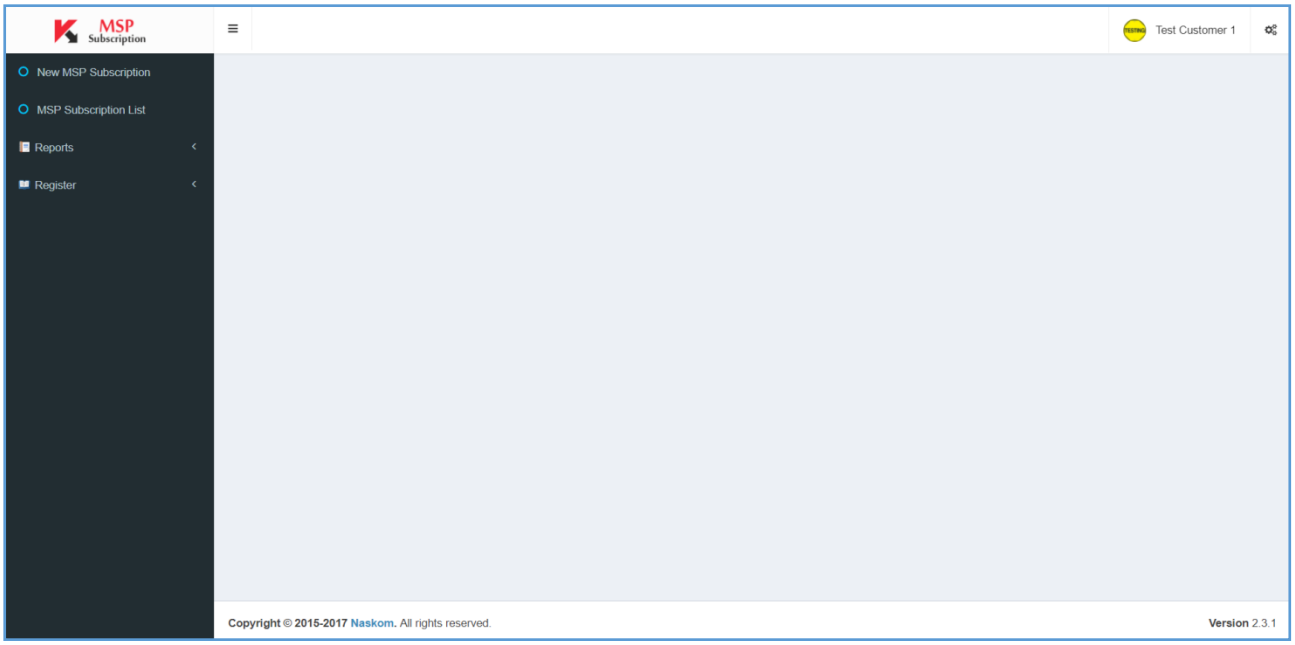
1. Login to the system

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

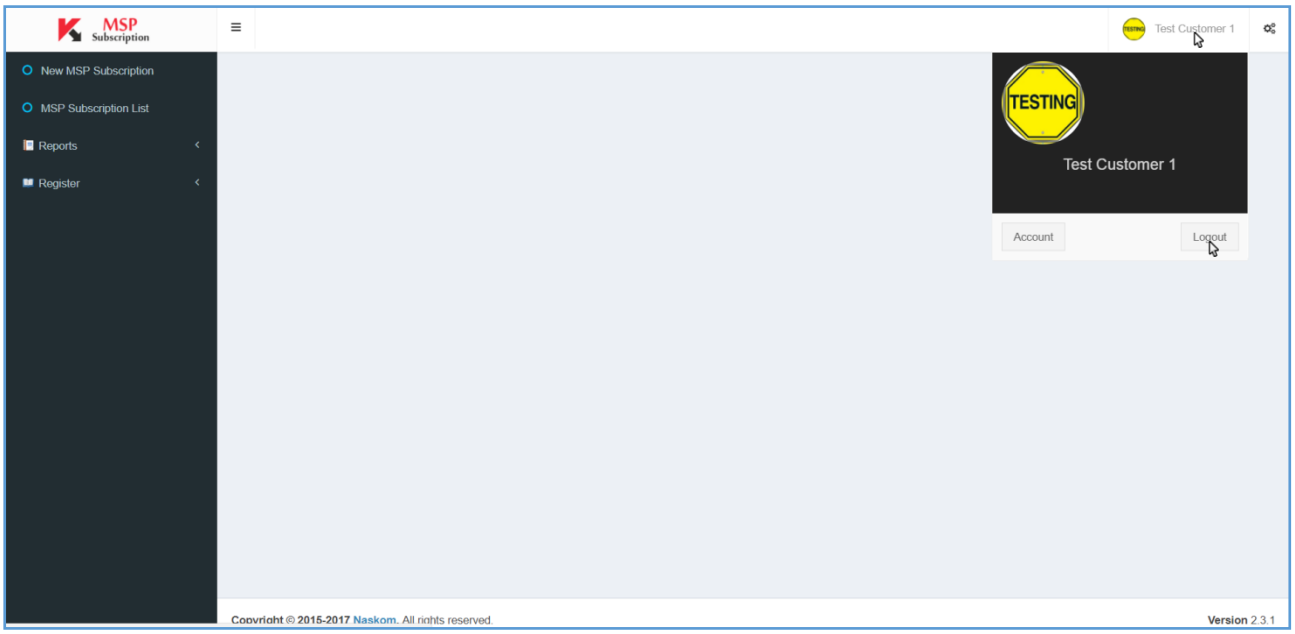


Home screen after logging.



1.1 Logout from the system

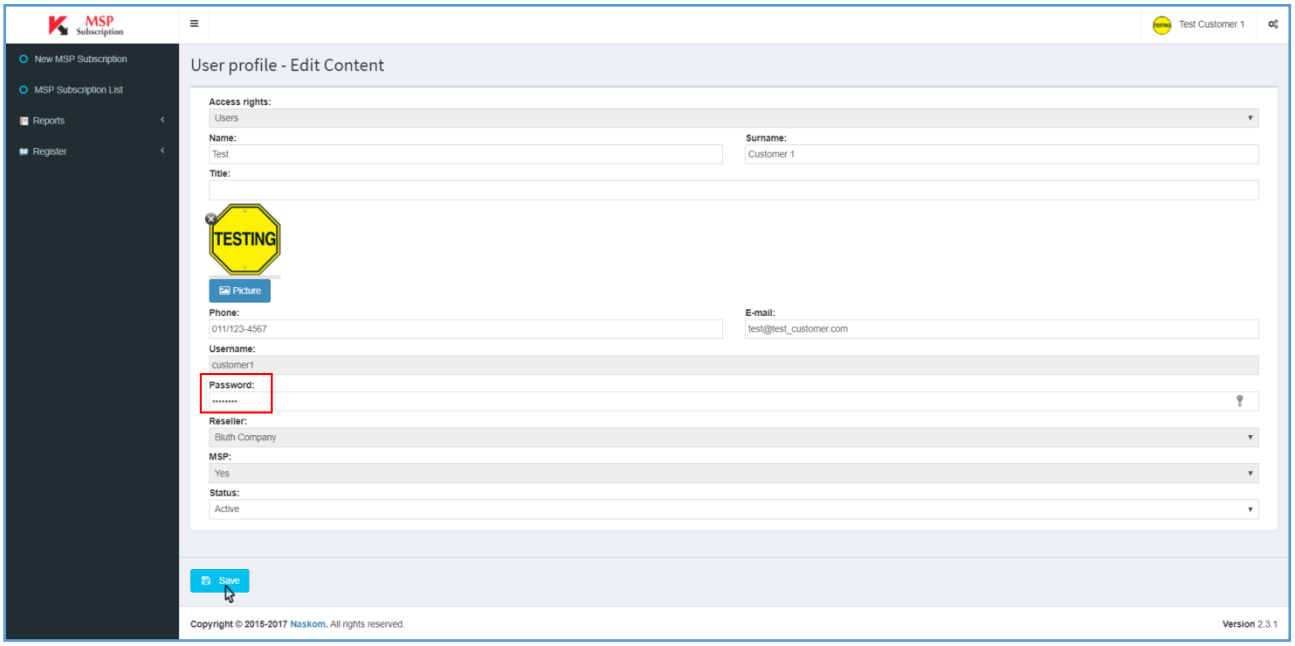
Click on the name of the user at the top right corner of the screen. It will open mini-screen for logout user from the system, by click on the button **Logout**.



1.2 Account settings

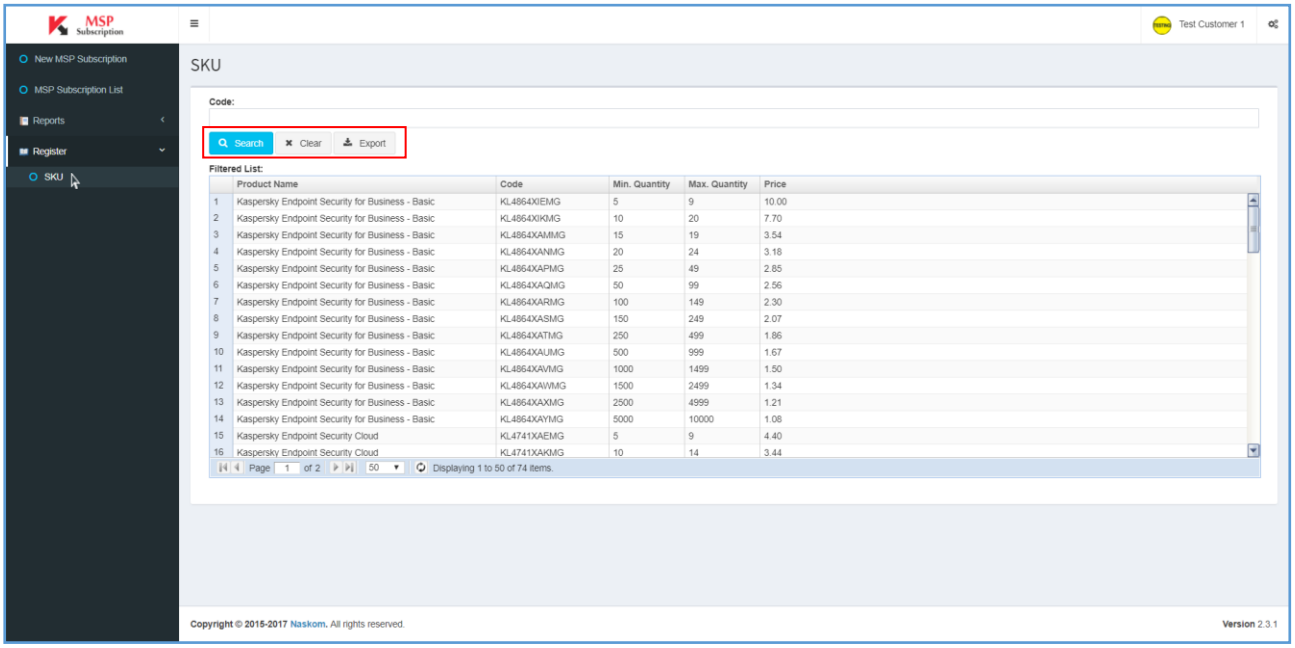
The user can change his account information, by click on the name of the user at the top right corner of the screen. After opening mini-screen click on the button Account.

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



1.3 Export Product SKU

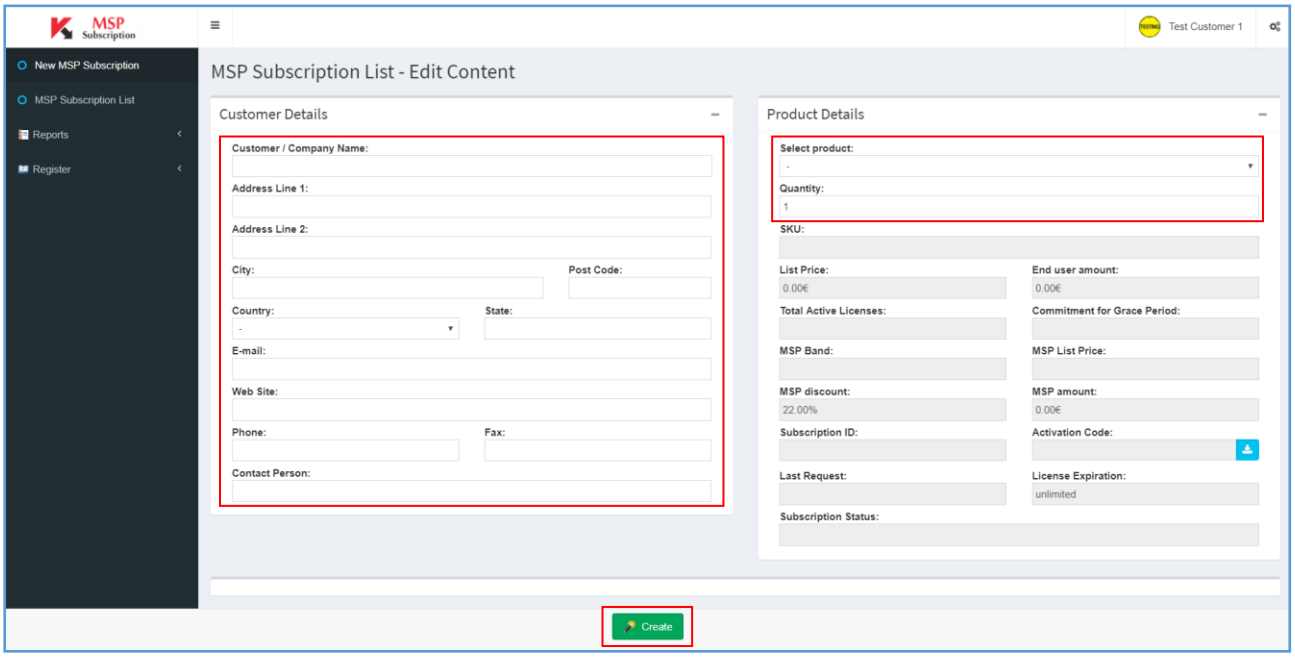
You can view and export product **SKU** list to the Excel, by click on the Register/SKU on the left menu.



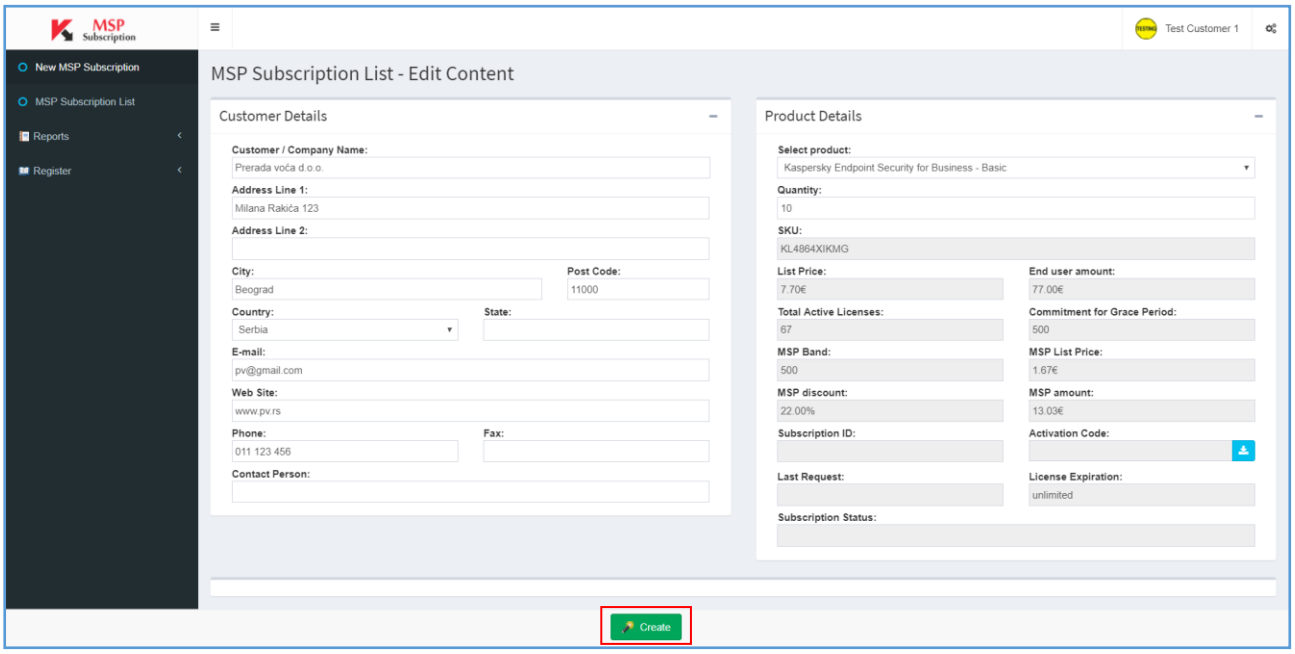
2. MSP Subscription management

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.

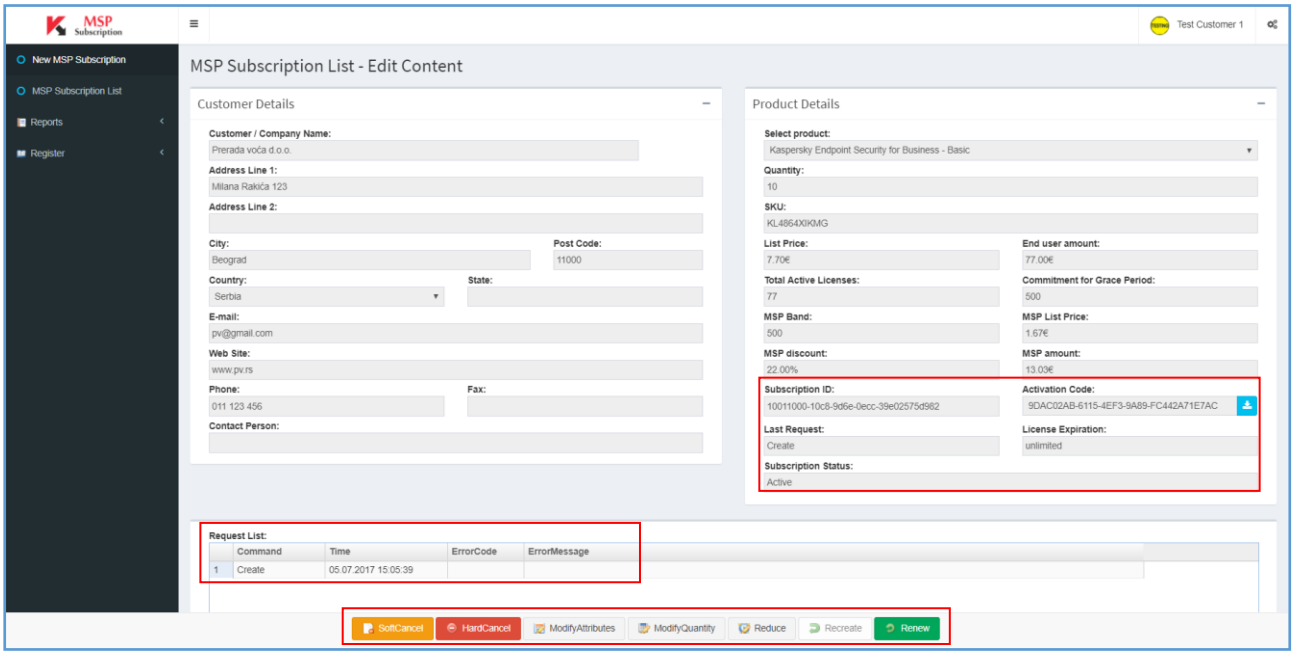


After entering required data, click on the button **Create** to send order.



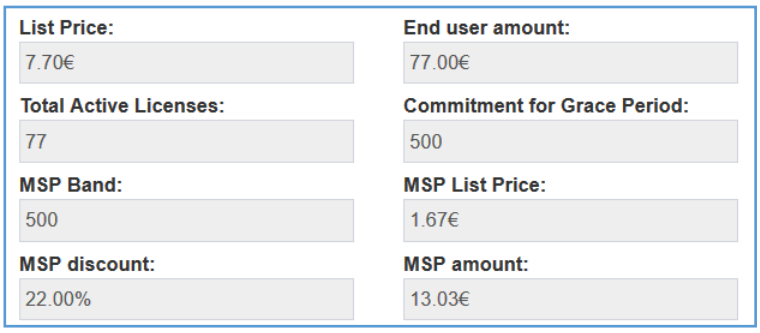
In a few seconds you will receive a message from the service that your license is successfully created, with generated **Activation code** and **Subscription ID** for a new user.

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.



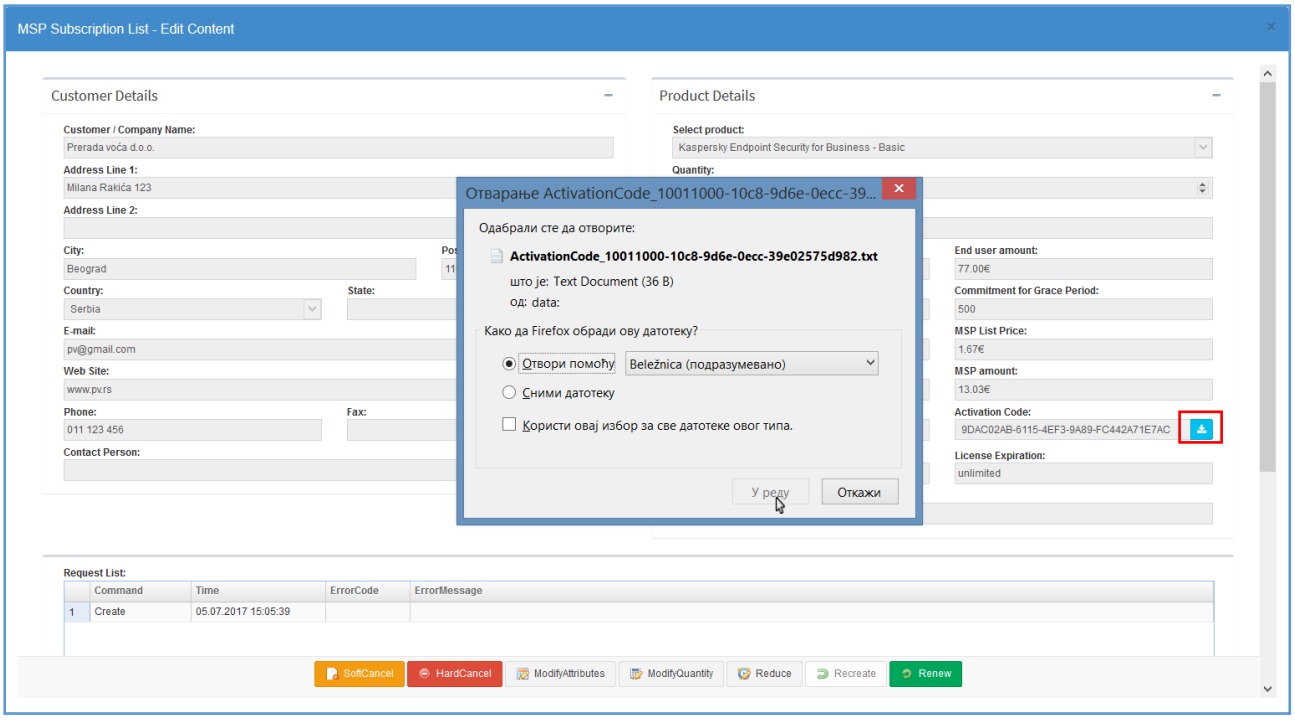
Data in the Product details is for informational purposes only, because license calculation is made at the end of the billing month, based on the cumulative number of all active licenses for each product.

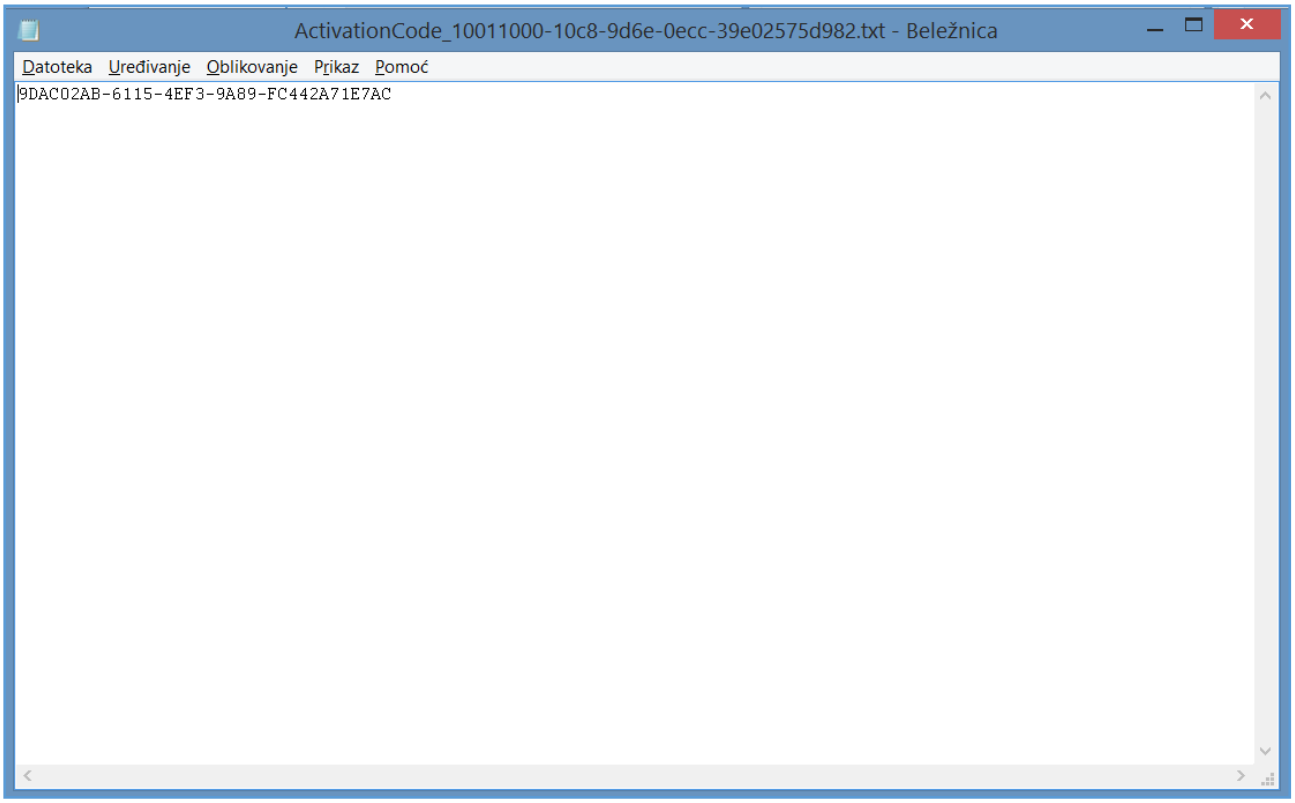
List Price - end user price from the pricelist; **End user amount** - total end user amount for ordered licenses; **Total Active Licenses** - total number of active licenses for the ordered product for MSP Partner; **Commitment for Grace Period** - agreed commitment for MSP Partner; **MSP Band** - agreed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



2.1.1 Saving Activation Code in the .txt file

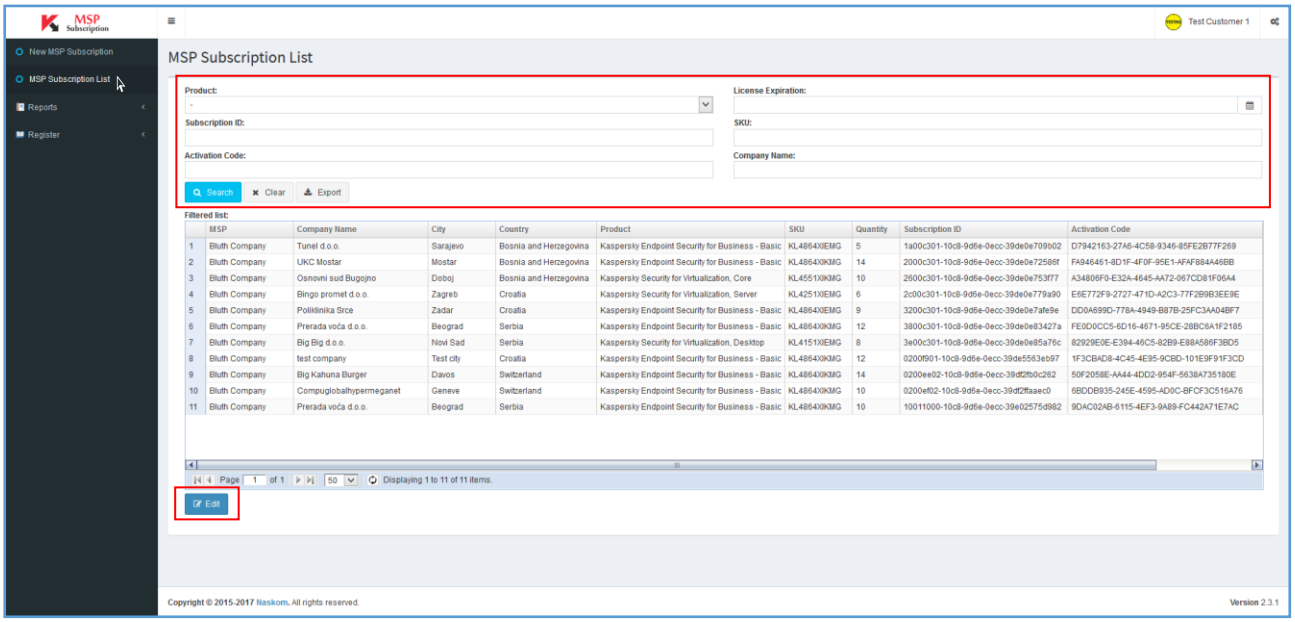
If you want to save generated **Activation Code** in .txt file, just click on the blue button right to the Activation Code. You can save this file on your computer, and then send it to your customer.



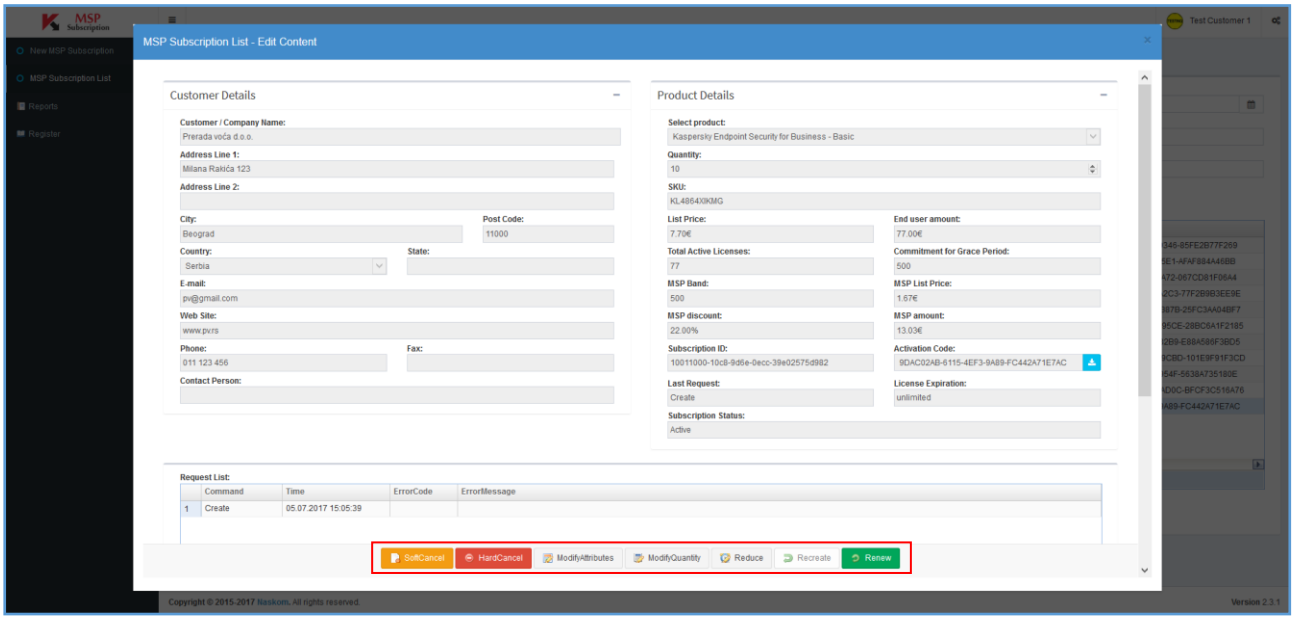


2.2 Search and Edit subscription

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).

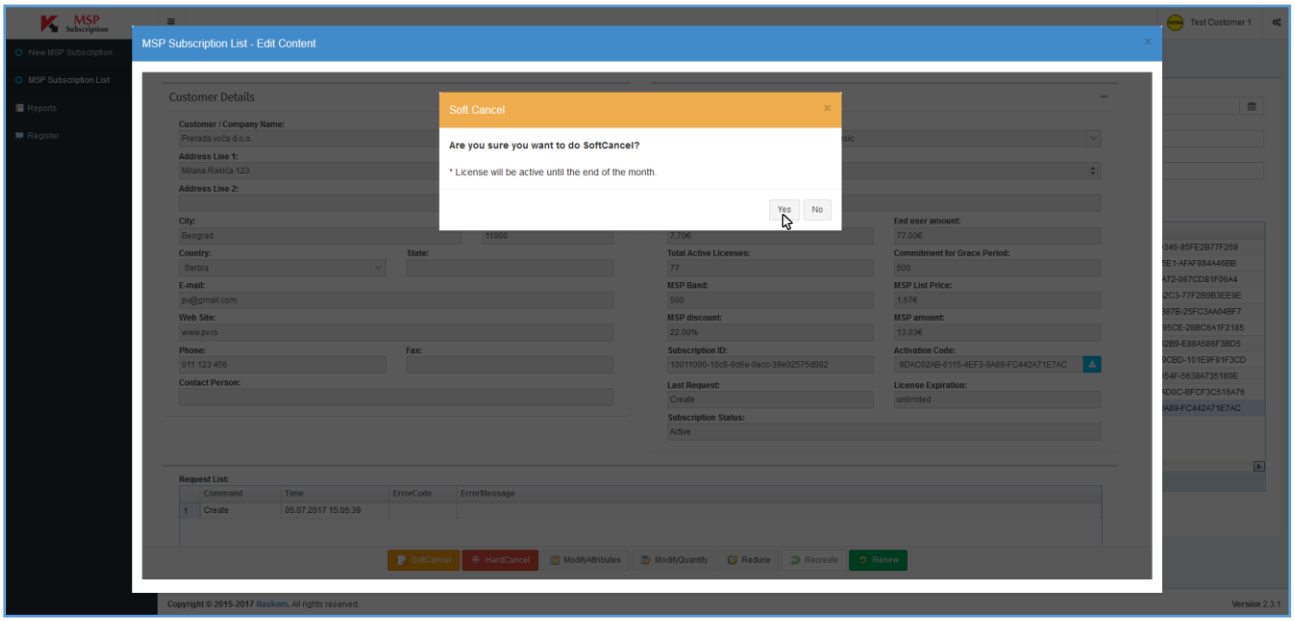


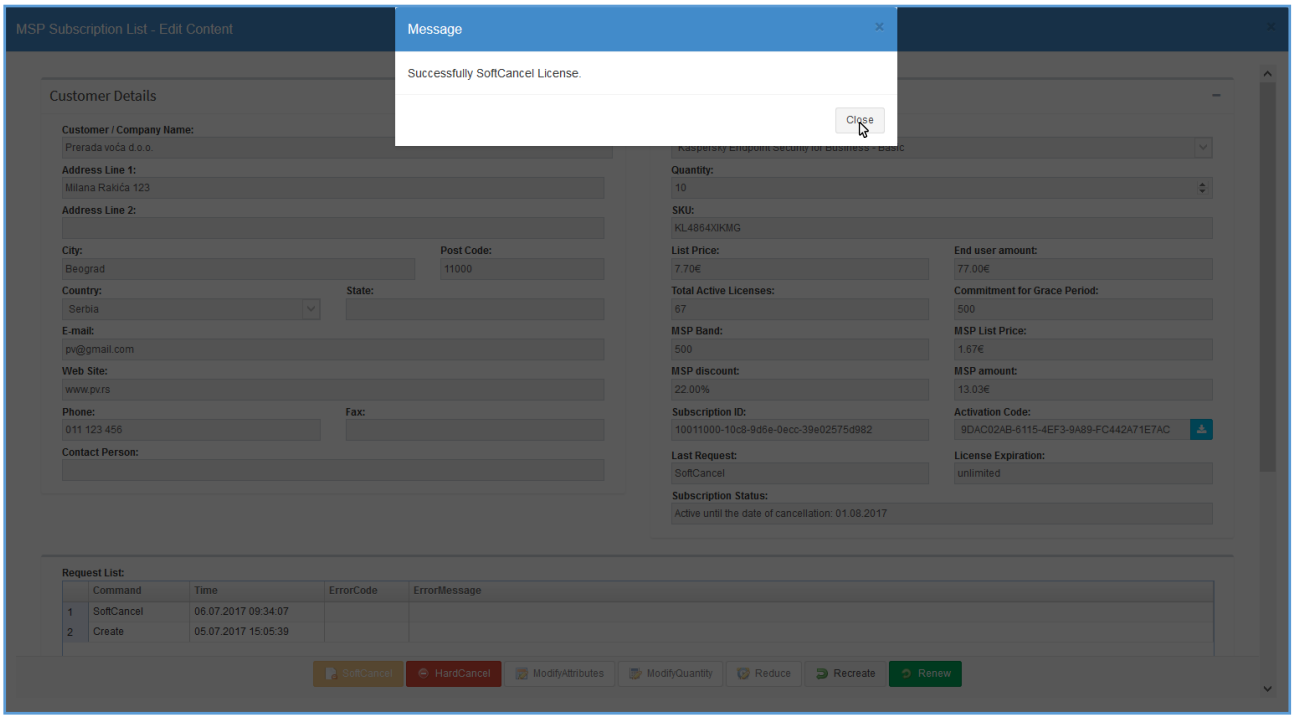
By selecting corresponding row in the table and click on the button **Edit** (or just double-click), it will open window where you can manage your selected license.



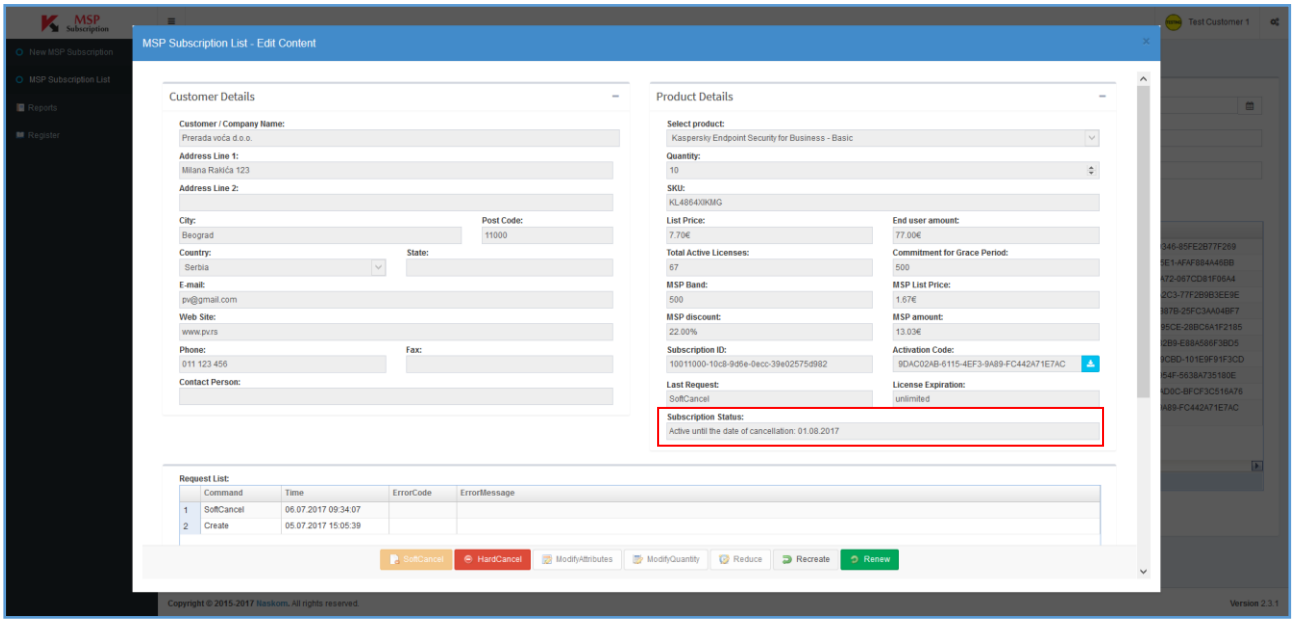
2.2.1 Soft Cancel – cancel subscription from MSP Partner

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.



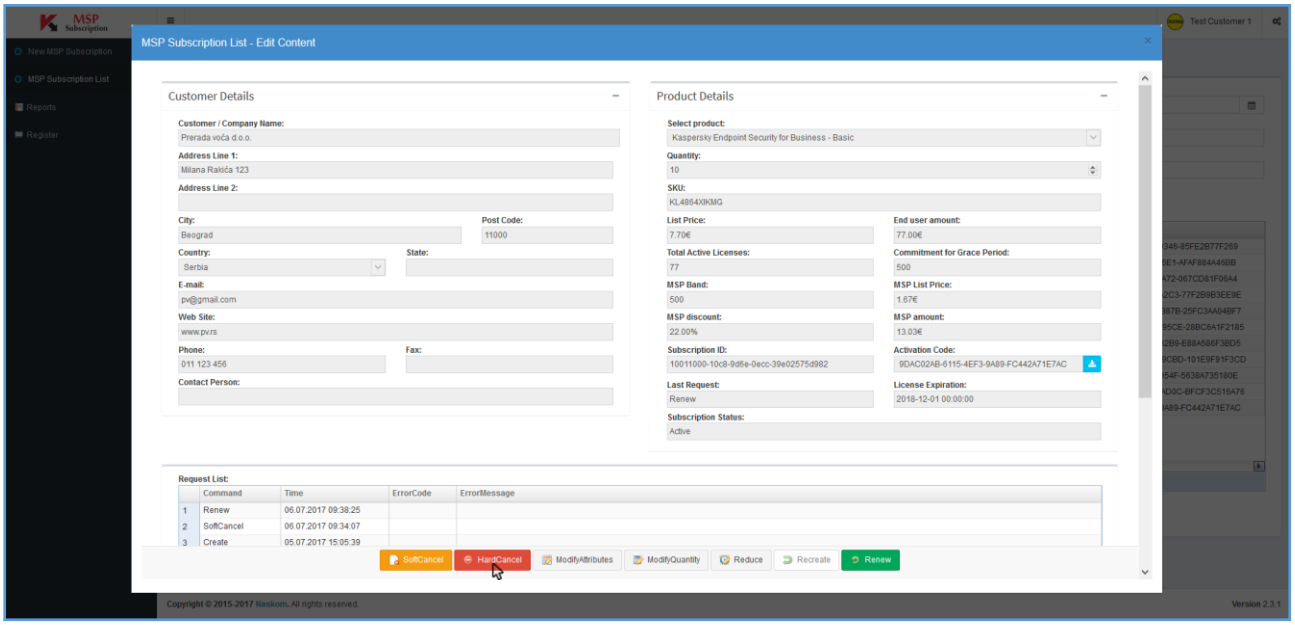


You may notice that the Subscription Status is changed.

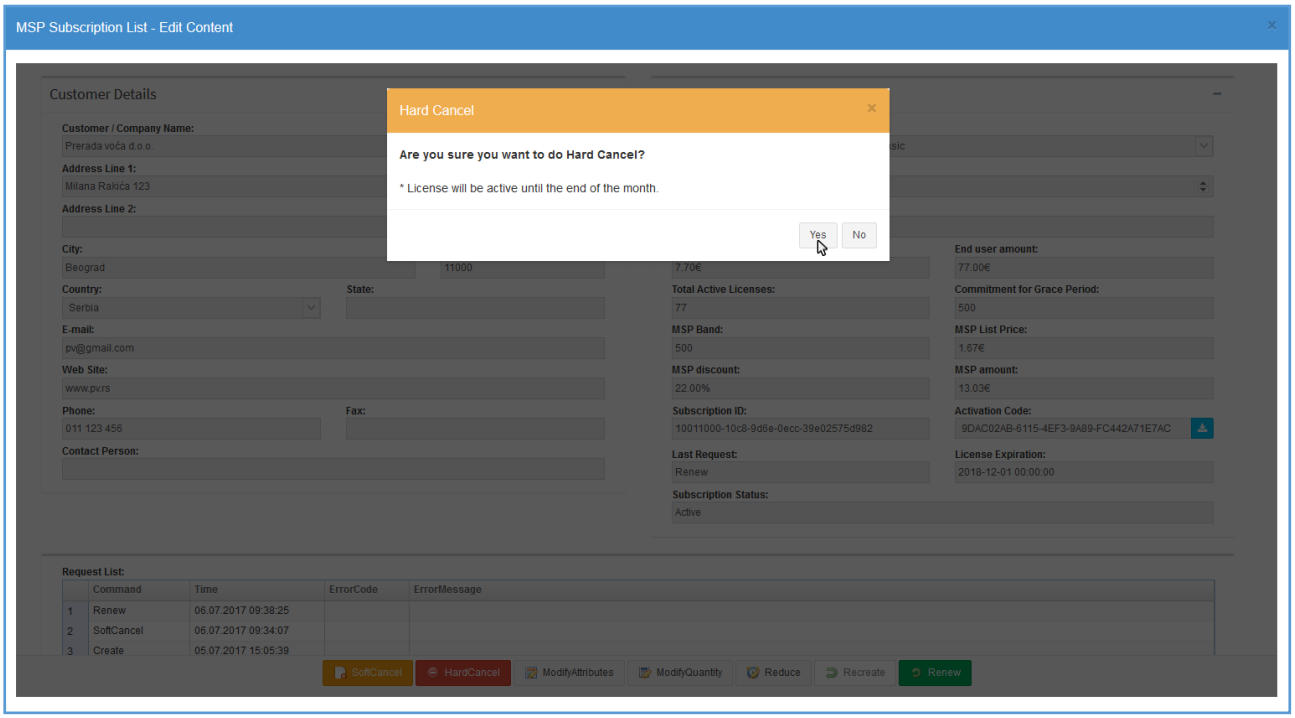


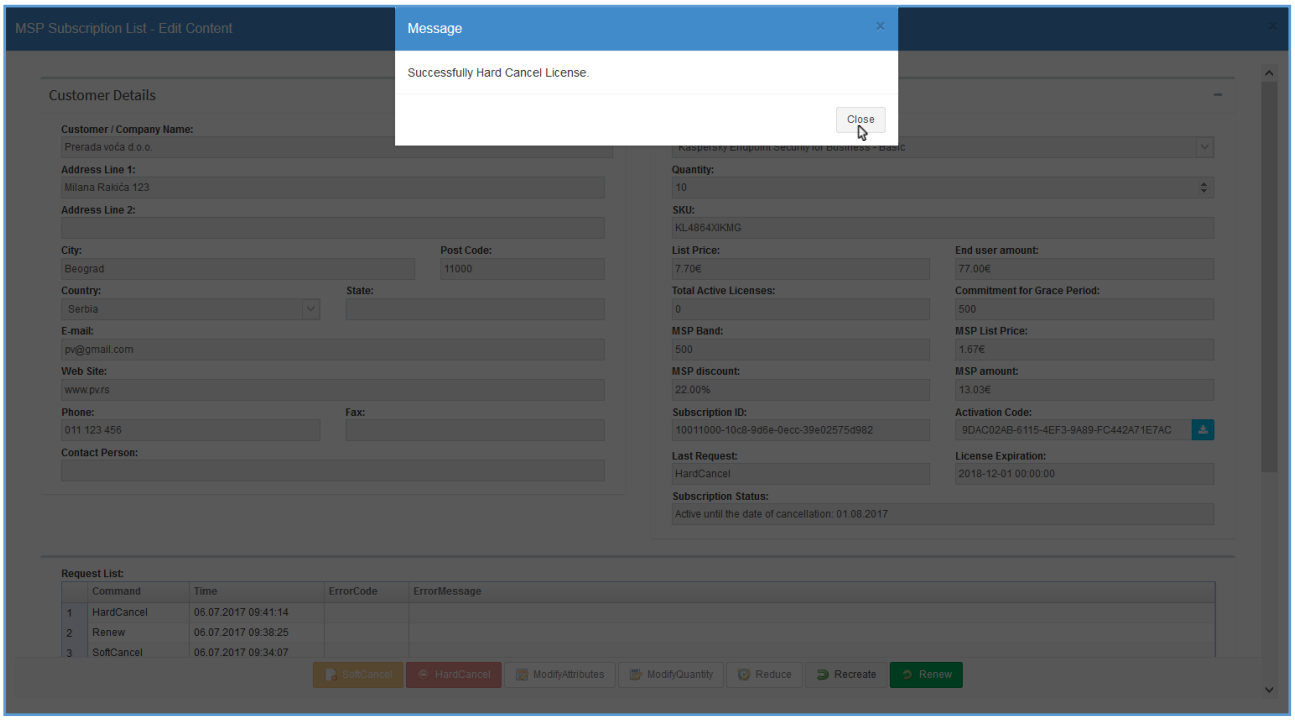
2.2.2 Hard Cancel – cancel subscription on Subscriber initiative

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



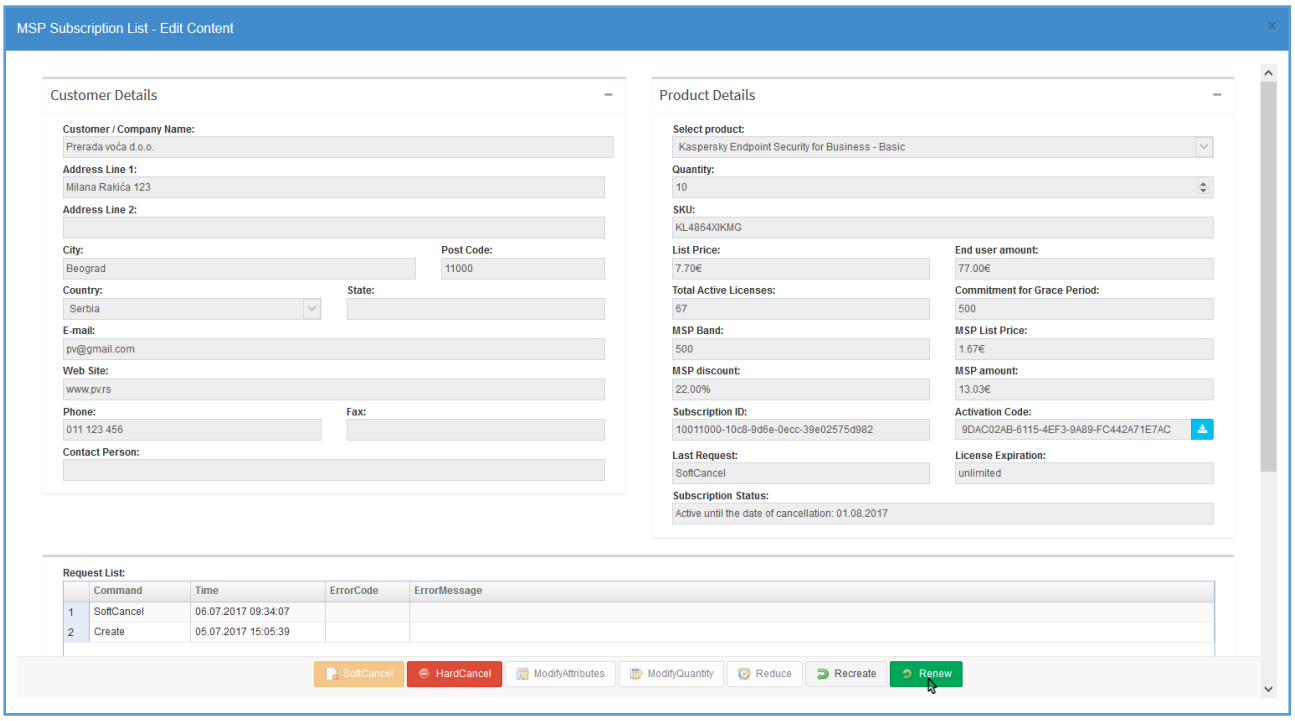
Canceled license will remain active until the end of the current month. From the first day of the next month, license will be inactive and user will no longer be able to use the application.


MSP Subscription List - Edit Content
Customer Details
Hard Cancel
Are you sure you want to do Hard Cancel?
* License will be active until the end of the month.
Yes
No
Customer / Company Name:
Prerada voća d.o.o.
Address Line 1:
Milana Rakića 123
Address Line 2:
City:
Beograd
11000
Country:
Serbia
State:
E-mail:
pv@gmail.com
Web Site:
www.pv.rs
Phone:
011 123 456
Fax:
Contact Person:
7.70€
Total Active Licenses:
77
MSP Band:
500
MSP discount:
22.00%
Subscription ID:
10011000-10c8-9d6e-0ecc-39e02575d982
Last Request:
Renew
Subscription Status:
Active
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 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

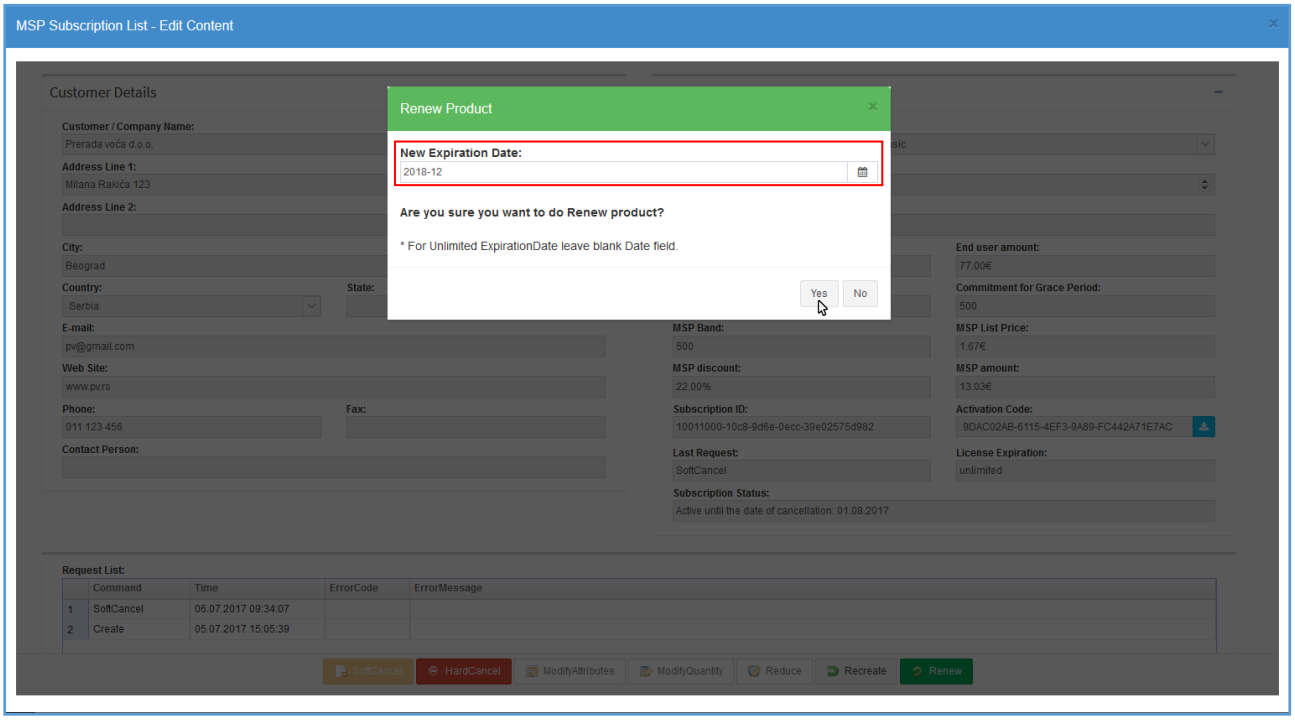

MSP Subscription List - Edit Content
Message
Successfully Hard Cancel License.
Close
Customer Details
Customer / Company Name:
Prerada voća d.o.o.
Address Line 1:
Milana Rakića 123
Address Line 2:
City:
Beograd
Post Code:
11000
Country:
Serbia
State:
E-mail:
pv@gmail.com
Web Site:
www.pv.rs
Phone:
011 123 456
Fax:
Contact Person:
Quantity:
10
SKU:
KL4864XIKMG
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

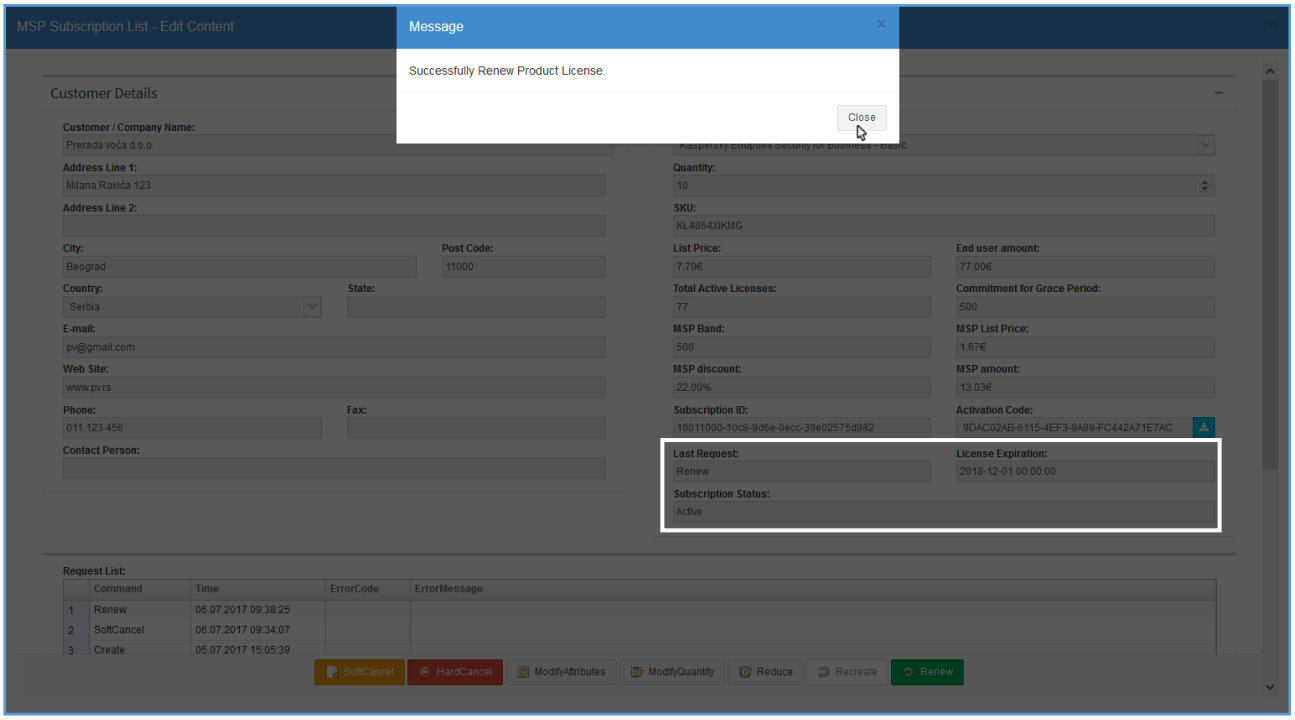
2.2.3 Renew product subscription

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.



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.

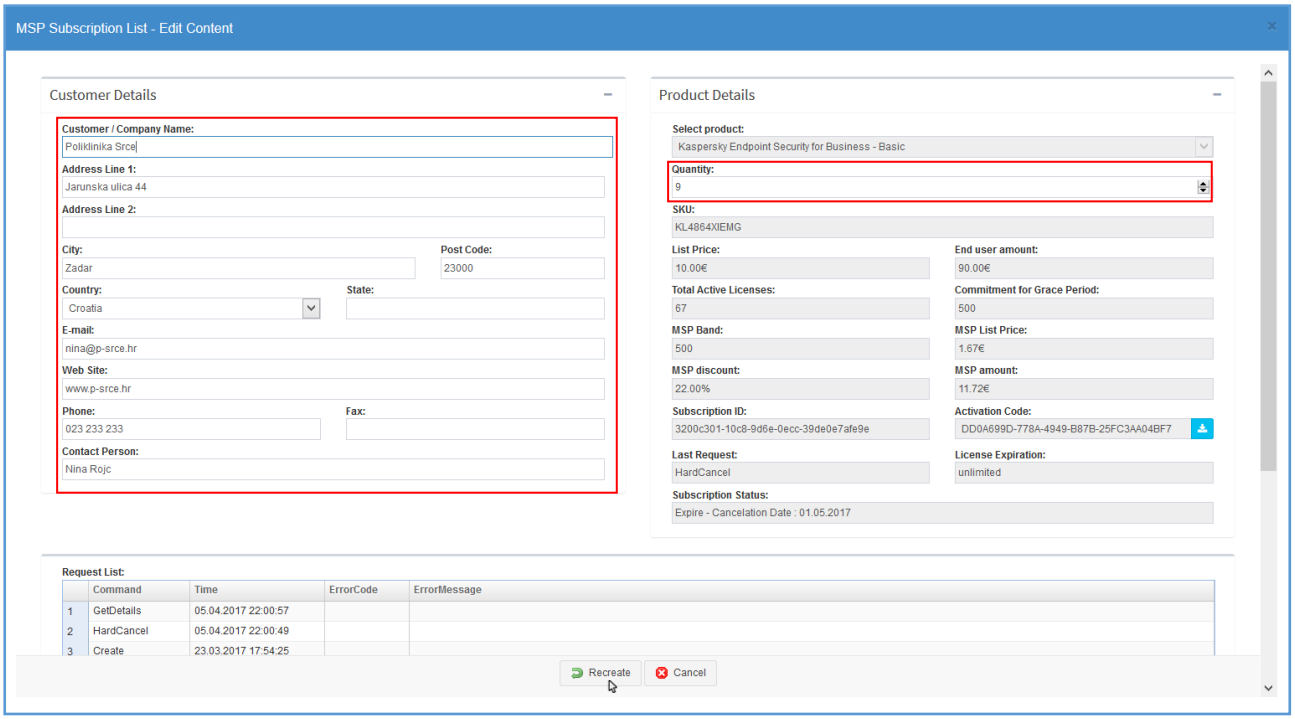


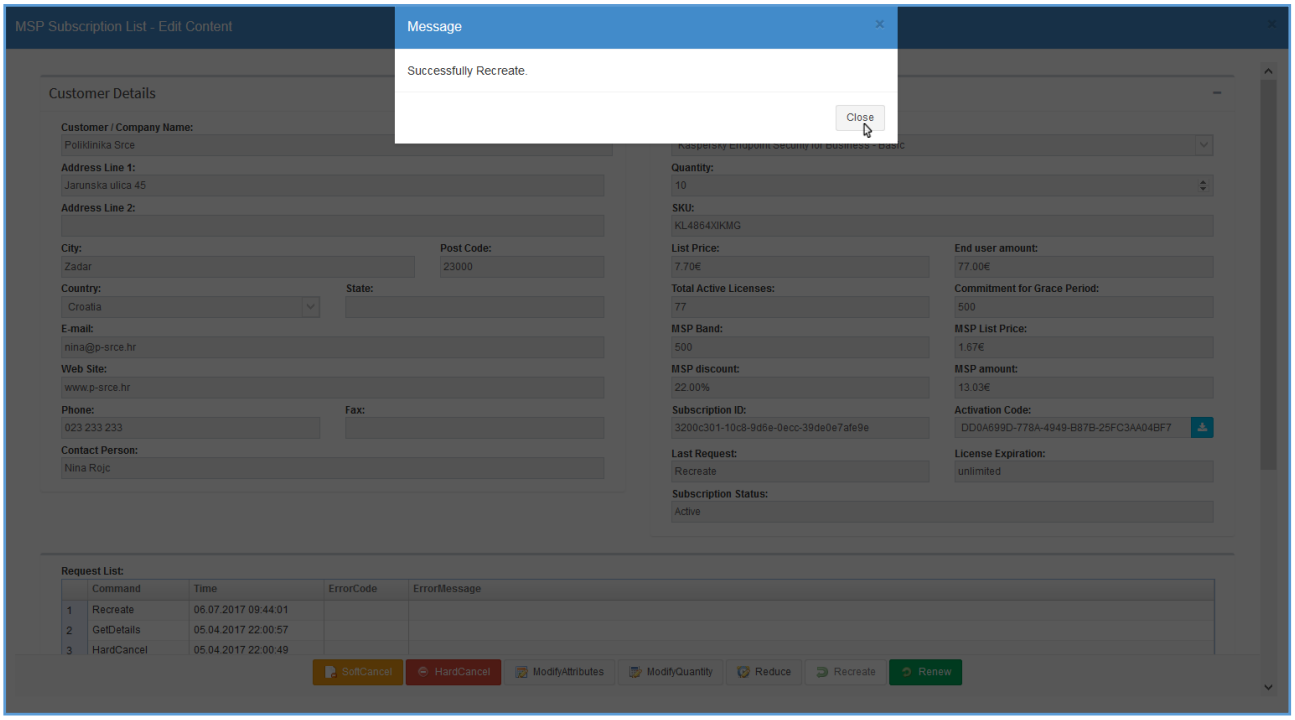


You may notice that the Subscription Status and License Expiration is changed.

2.2.4 Recreate product subscription

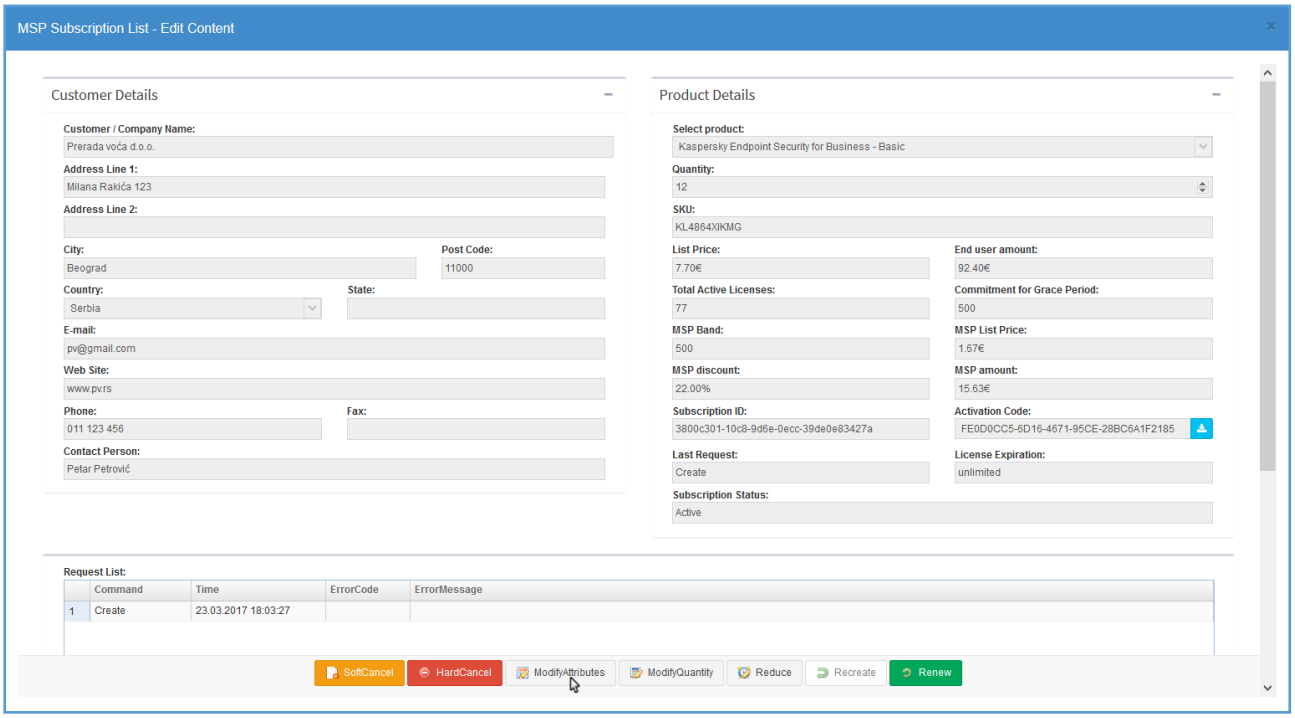
Recreate command is used to renew cancelled or expired subscription with subscription parameters modification. MSP Partner can recreate the subscription in the following states: Expired, SoftCanceled, HardCanceled.

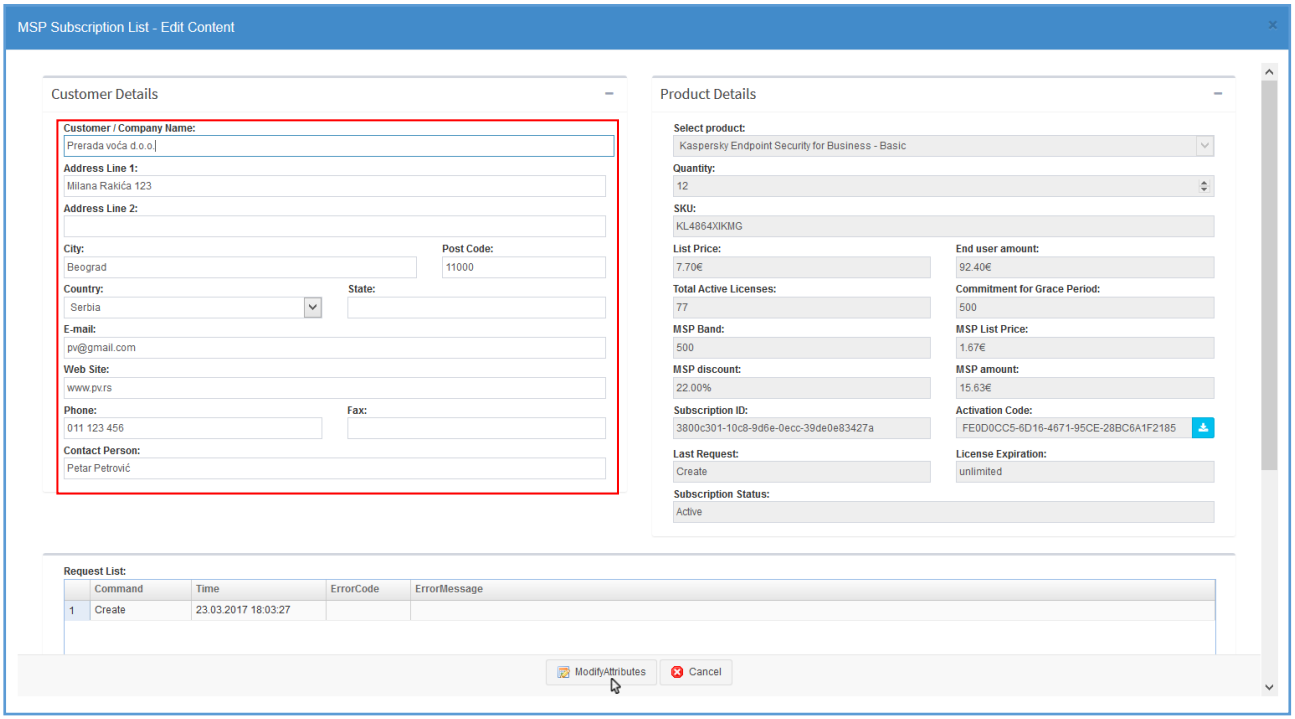


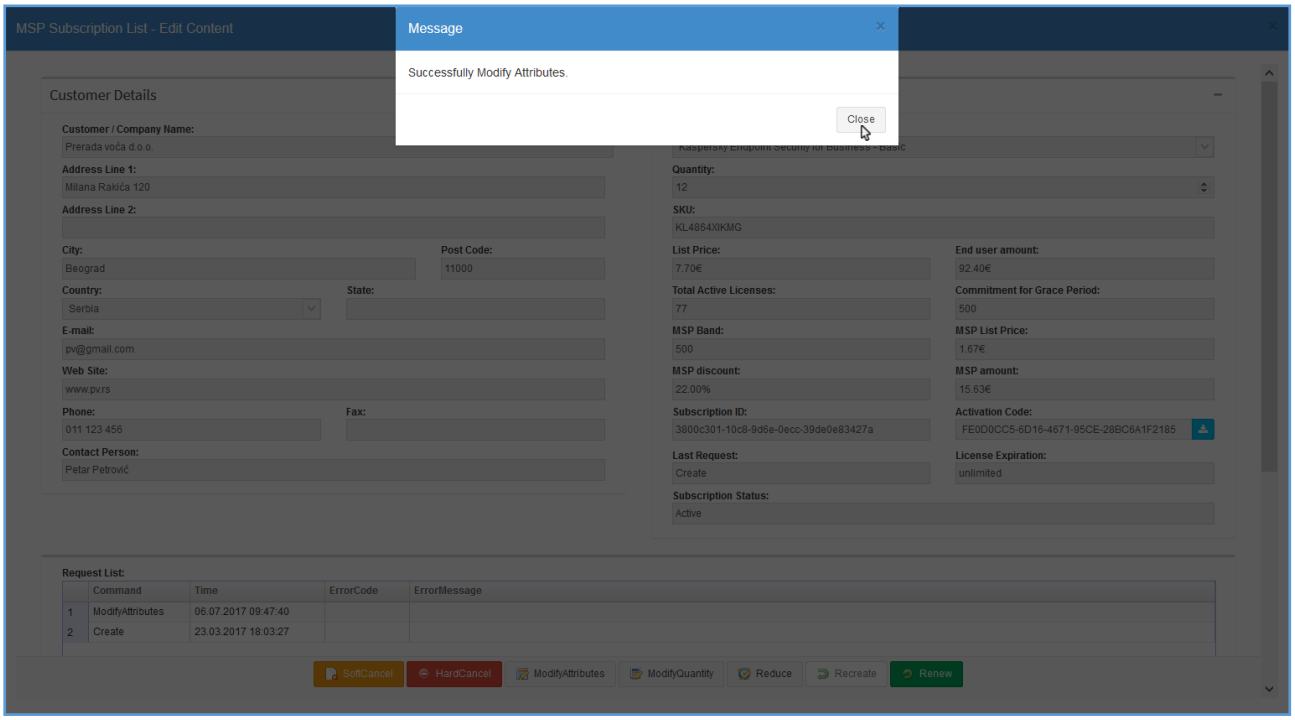


2.2.5 Modify Attributes – update Customer information

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

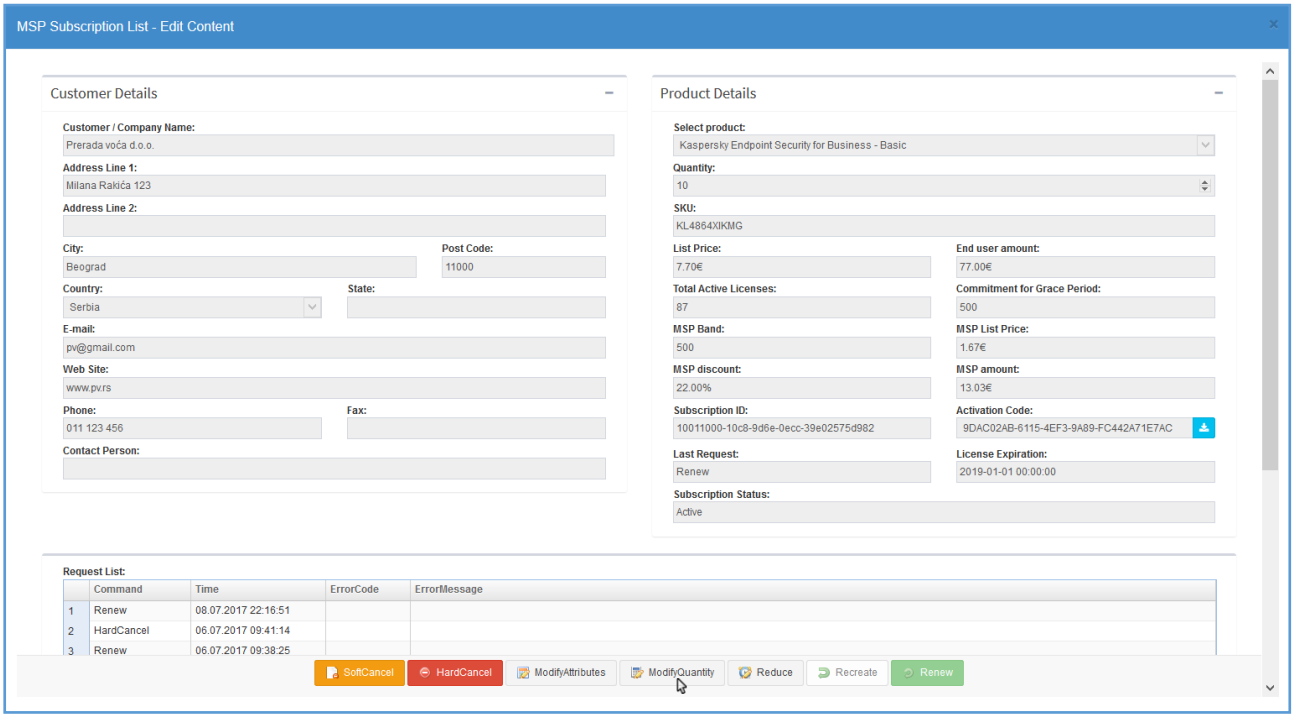


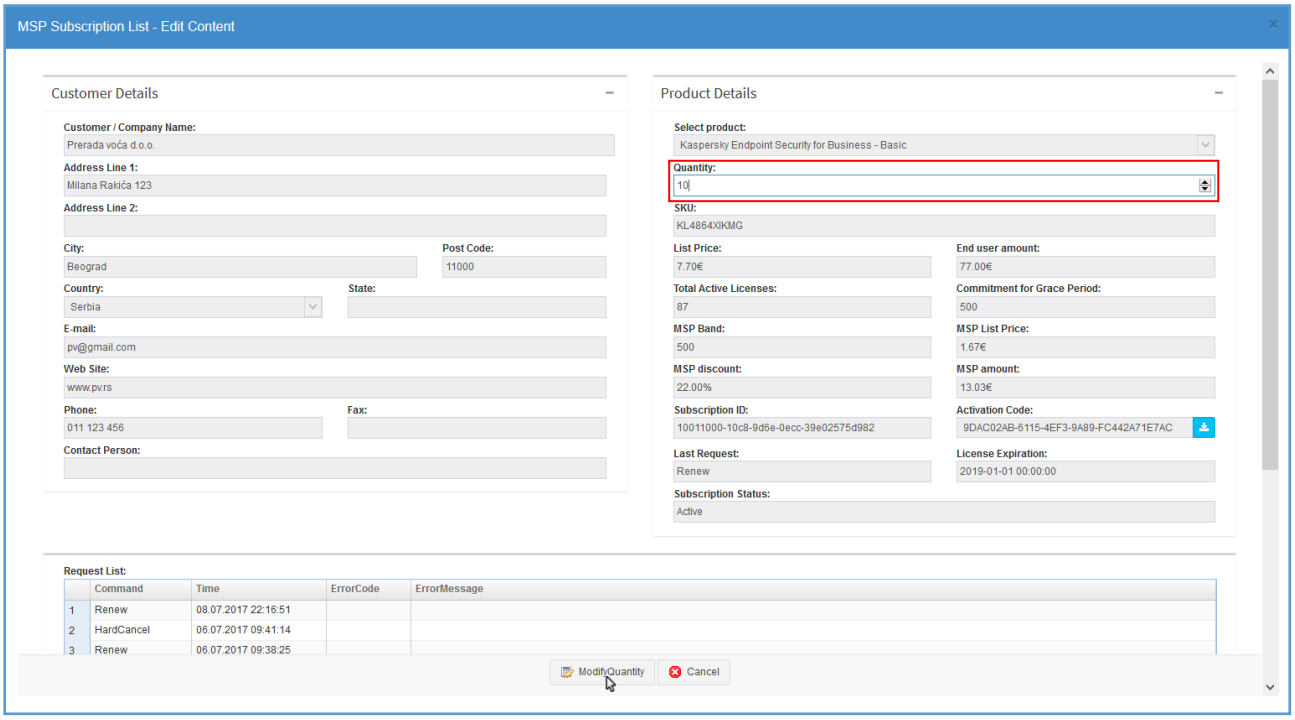

MSP Subscription List - Edit Content
Customer Details
Customer / Company Name:
Prerada voća d.o.o.
Address Line 1:
Milana Rakića 123
Address Line 2:
City:
Beograd
Post Code:
11000
Country:
Serbia
State:
E-mail:
pv@gmail.com
Web Site:
www.pv.rs
Phone:
011 123 456
Fax:
Contact Person:
Petar Petrović
Product Details
Select product:
Kaspersky Endpoint Security for Business - Basic
Quantity:
12
SKU:
KL4864XIKMG
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.
Close
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
Quantity:
12
SKU:
KL4864XIKMG
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.

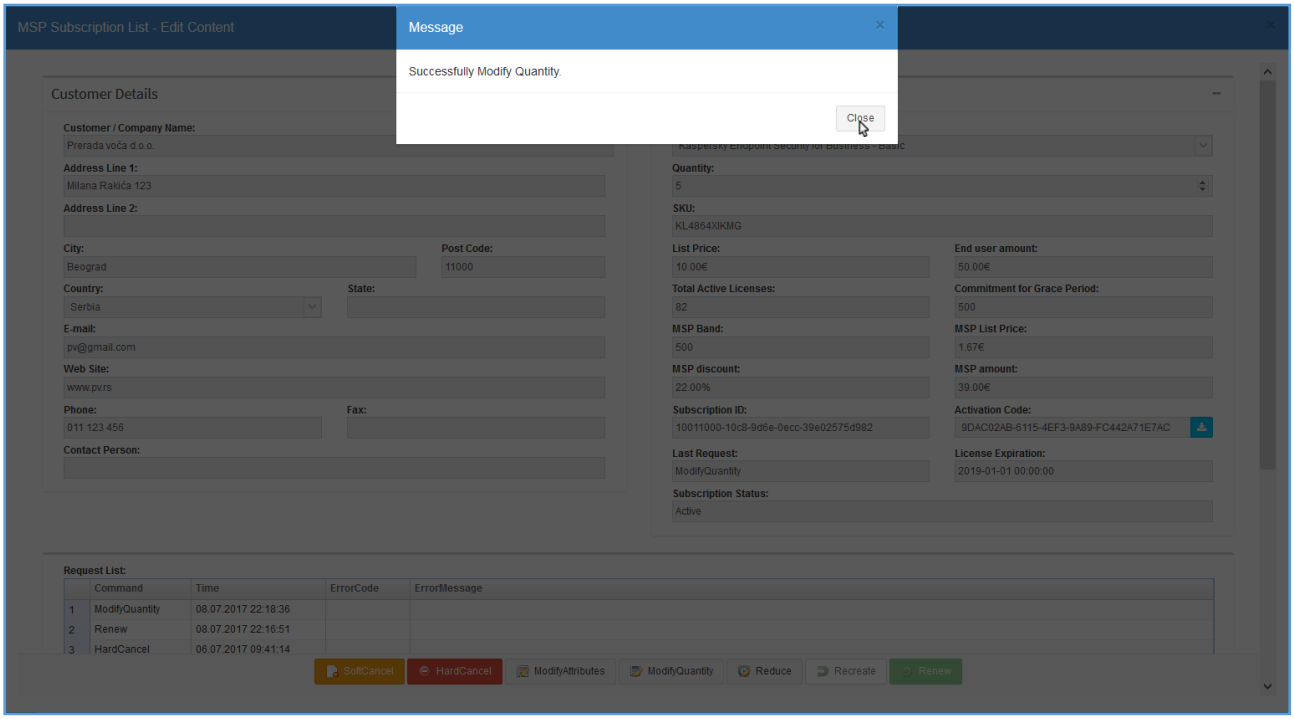




You may notice that changing the number of protected devices, may automatically change the SKU and therefore the price. You don't have to worry about it, because the system will done this automatically. Also, Activation code will remain the same. All fields such as MSP Band, MSP List Price, Amount are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

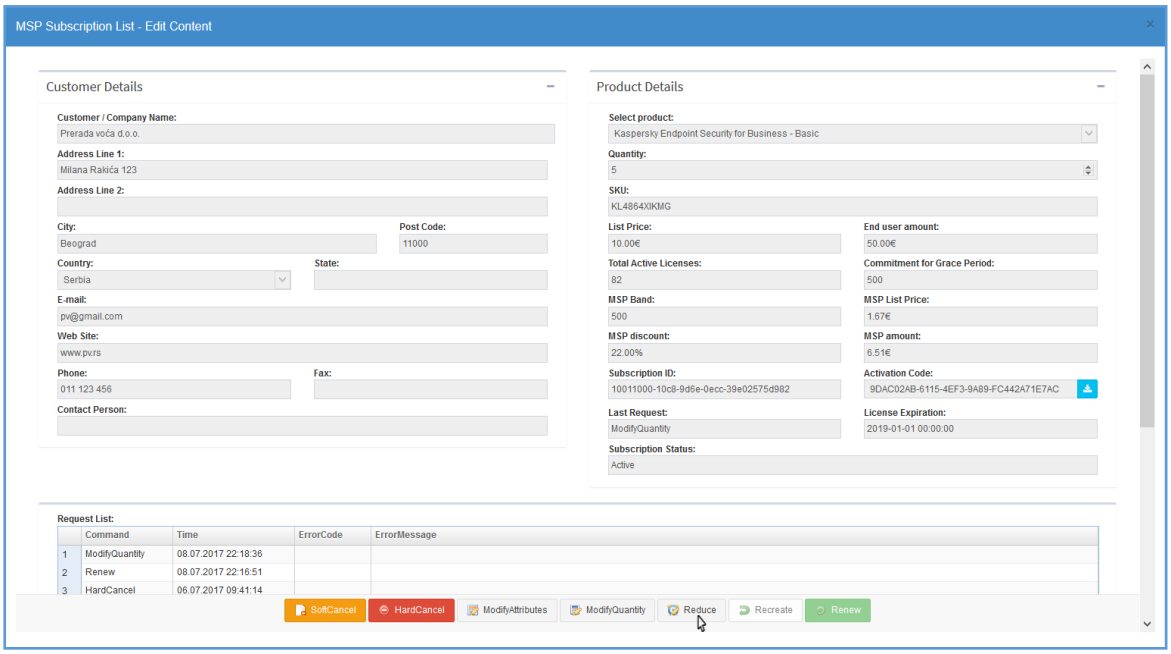
For calculation of Royalty amounts due to MSP partner for distribution of the Corporate (B2B) Products with one month license term for the corresponding Reporting period the following rule should be applied:

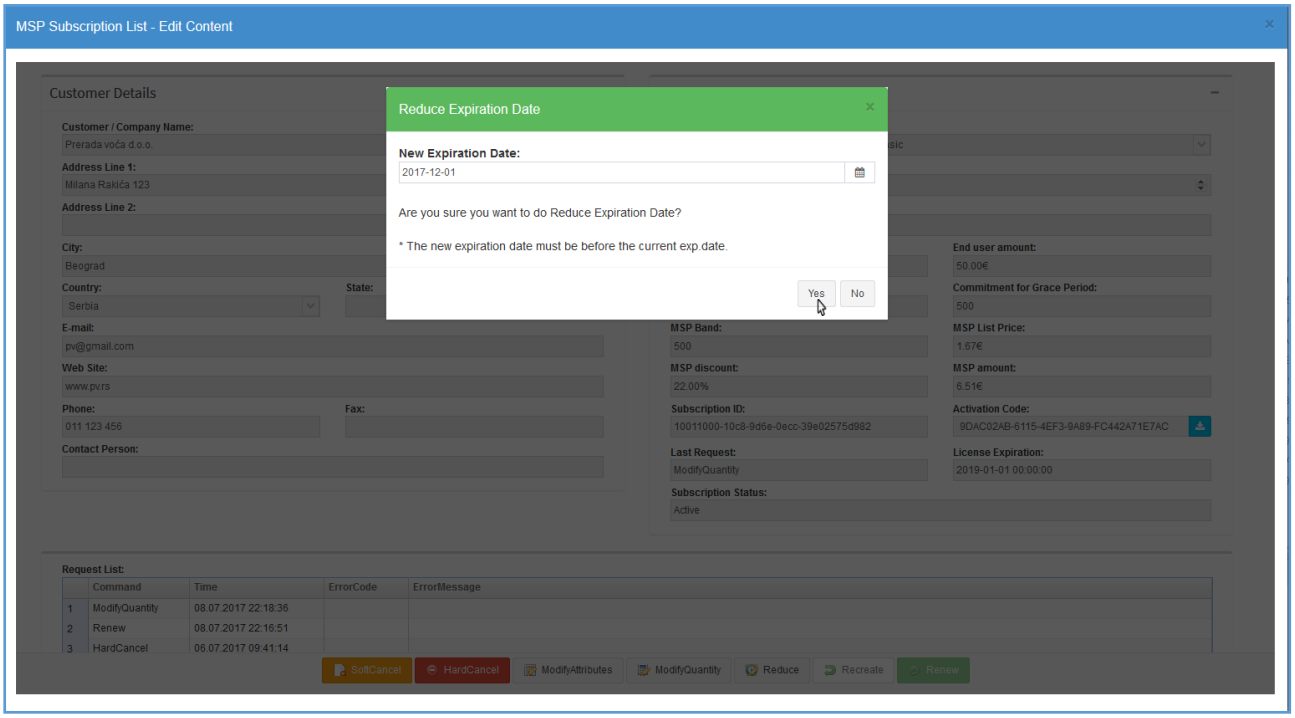
If the number of the Products with one month license term ordered during the Reporting period decreased during the Reporting period, recalculation of the Royalty should be made in the next Reporting period. If the number of the Products with the one month license term ordered during the Reporting period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

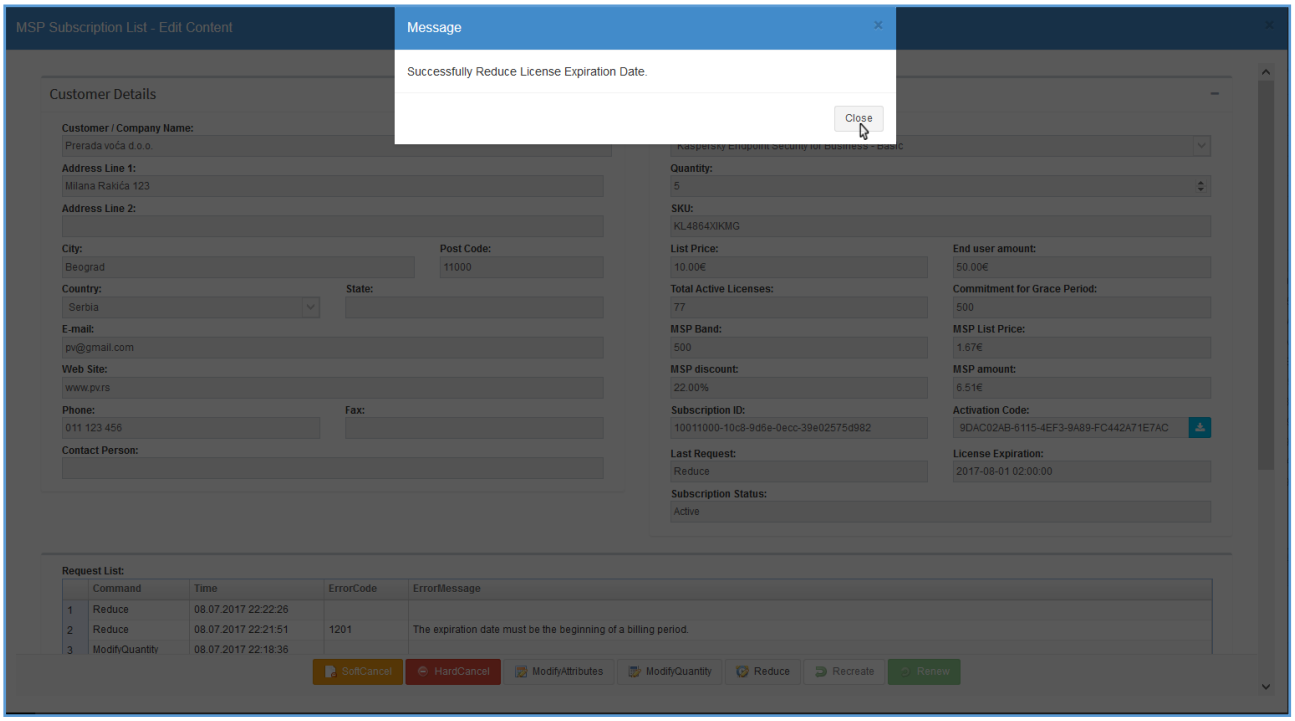


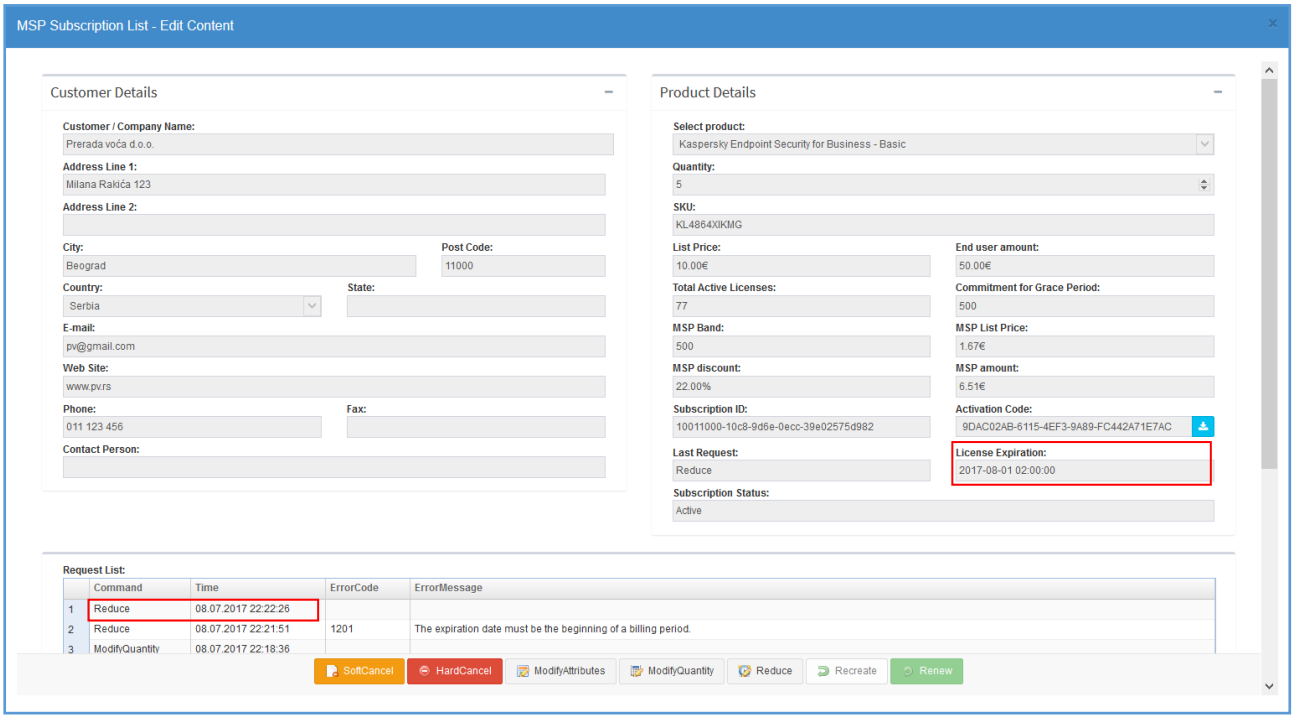
2.2.7 Reduce subscription period

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.



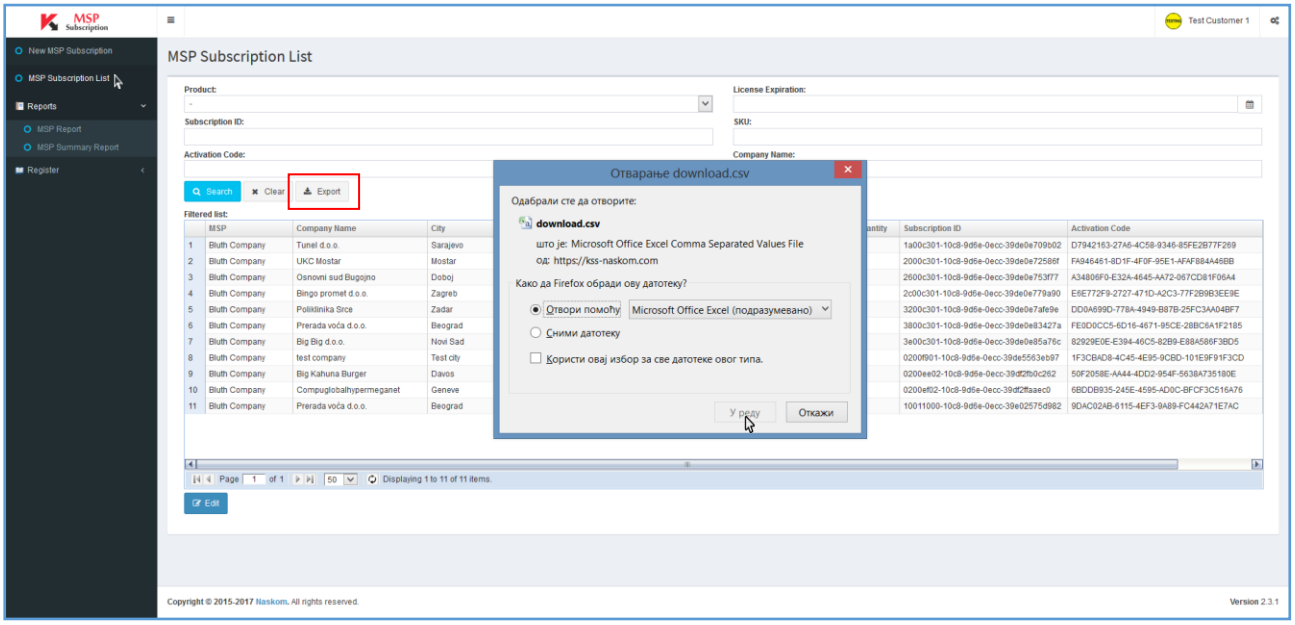

MSP Subscription List - Edit Content
Customer Details
Reduce Expiration Date
New Expiration Date:
2017-12-01
Are you sure you want to do Reduce Expiration Date?
* The new expiration date must be before the current exp.date.
Yes
No
Customer / Company Name:
Prerada voća d.o.o.
Address Line 1:
Milana Rakića 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:
End user amount:
50.00€
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 06.07.2017 09:41:14
SoftCancel
HardCancel
ModifyAttributes
ModifyQuantity
Reduce
Recreate
Renew

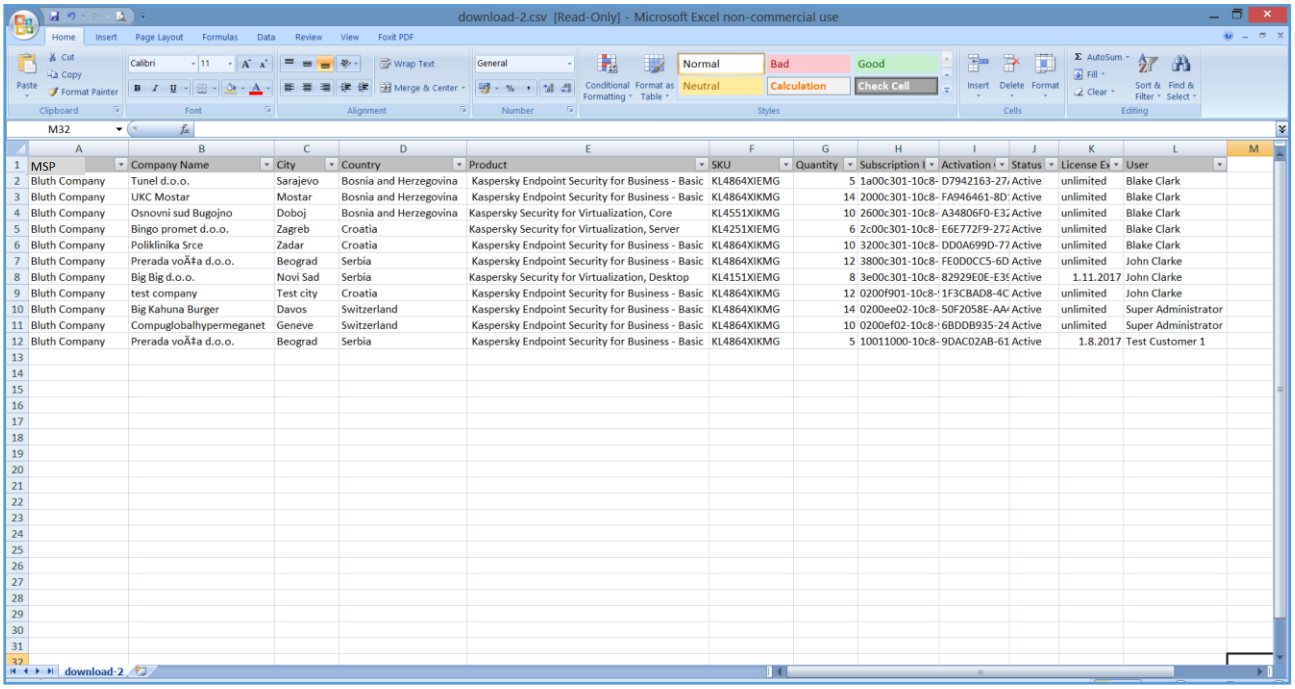

MSP Subscription List - Edit Content
Message
Successfully Reduce License Expiration Date.
Close
Customer Details
Customer / Company Name:
Prerada voća d.o.o.
Address Line 1:
Milana Rakića 123
Address Line 2:
City:
Beograd
Post Code:
11000
Country:
Serbia
State:
E-mail:
pv@gmail.com
Web Site:
www.pv.rs
Phone:
011 123 456
Fax:
Contact Person:
Quantity:
5
SKU:
KL4864XIKMG
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:
10011000-10c8-9d6e-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.





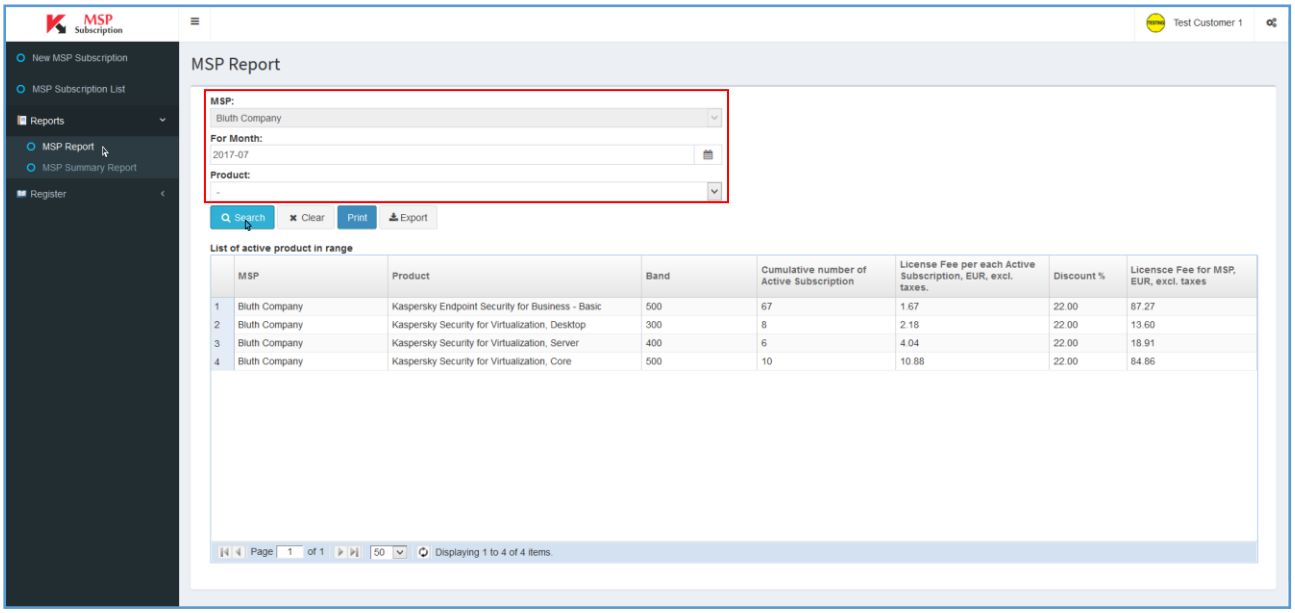
download-2.csv [Read-Only] - Microsoft Excel non-commercial use

MSP	Company Name	City	Country	Product	SKU	Quantity	Subscription I	Activation I	Status	License Ex	User
Bluth Company	Tunel d.o.o.	Sarajevo	Bosnia and Herzegovina	Kaspersky Endpoint Security for Business - Basic	KL4864XIEMG	5	1a00c301-10c8-	D7942163-27	Active	unlimited	Blake Clark
Bluth Company	UKC Mostar	Mostar	Bosnia and Herzegovina	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14	2000c301-10c8-	FA946461-8D	Active	unlimited	Blake Clark
Bluth Company	Osnovni sud Bugojno	Doboj	Bosnia and Herzegovina	Kaspersky Security for Virtualization, Core	KL4551XIKMG	10	2600c301-10c8-	A34806F0-E3	Active	unlimited	Blake Clark
Bluth Company	Bingo promet d.o.o.	Zagreb	Croatia	Kaspersky Security for Virtualization, Server	KL4251XIEMG	6	2c00c301-10c8-	E6E772F9-27	Active	unlimited	Blake Clark
Bluth Company	Poliklinika Srce	Zadar	Croatia	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	10	3200c301-10c8-	DD0A699D-77	Active	unlimited	Blake Clark
Bluth Company	Prerada voÃ‡a d.o.o.	Beograd	Serbia	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12	3800c301-10c8-	FE0D0CC5-6D	Active	unlimited	John Clarke
Bluth Company	Big Big d.o.o.	Novi Sad	Serbia	Kaspersky Security for Virtualization, Desktop	KL4151XIEMG	8	3e00c301-10c8-	82929E0E-E3	Active	1.11.2017	John Clarke
Bluth Company	test company	Test city	Croatia	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	12	0200f901-10c8-	1F3CBAD8-4C	Active	unlimited	John Clarke
Bluth Company	Big Kahuna Burger	Davos	Switzerland	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	14	0200ee02-10c8-	50F2058E-AA	Active	unlimited	Super Administrator
Bluth Company	Compuglobalhypermeganet	Geneve	Switzerland	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	10	0200ef02-10c8-	6BDDB935-24	Active	unlimited	Super Administrator
Bluth Company	Prerada voÃ‡a d.o.o.	Beograd	Serbia	Kaspersky Endpoint Security for Business - Basic	KL4864XIKMG	5	10011000-10c8-	9DAC02AB-61	Active	1.8.2017	Test Customer 1

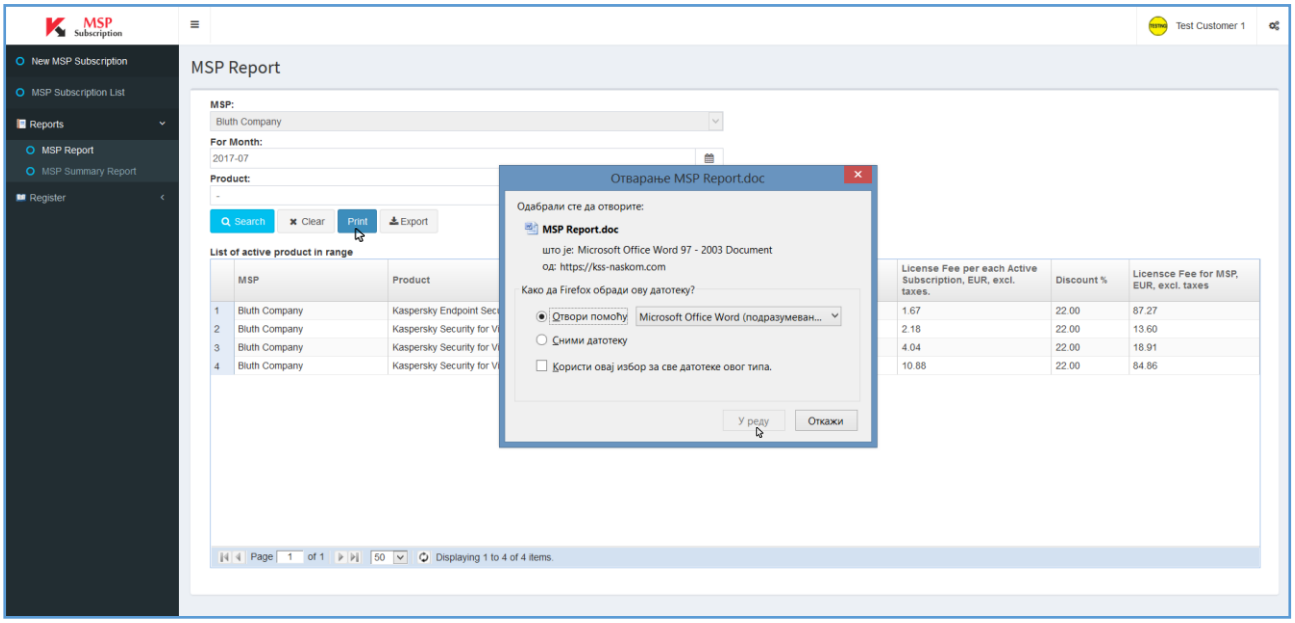
3. Reports

3.1 MSP Report

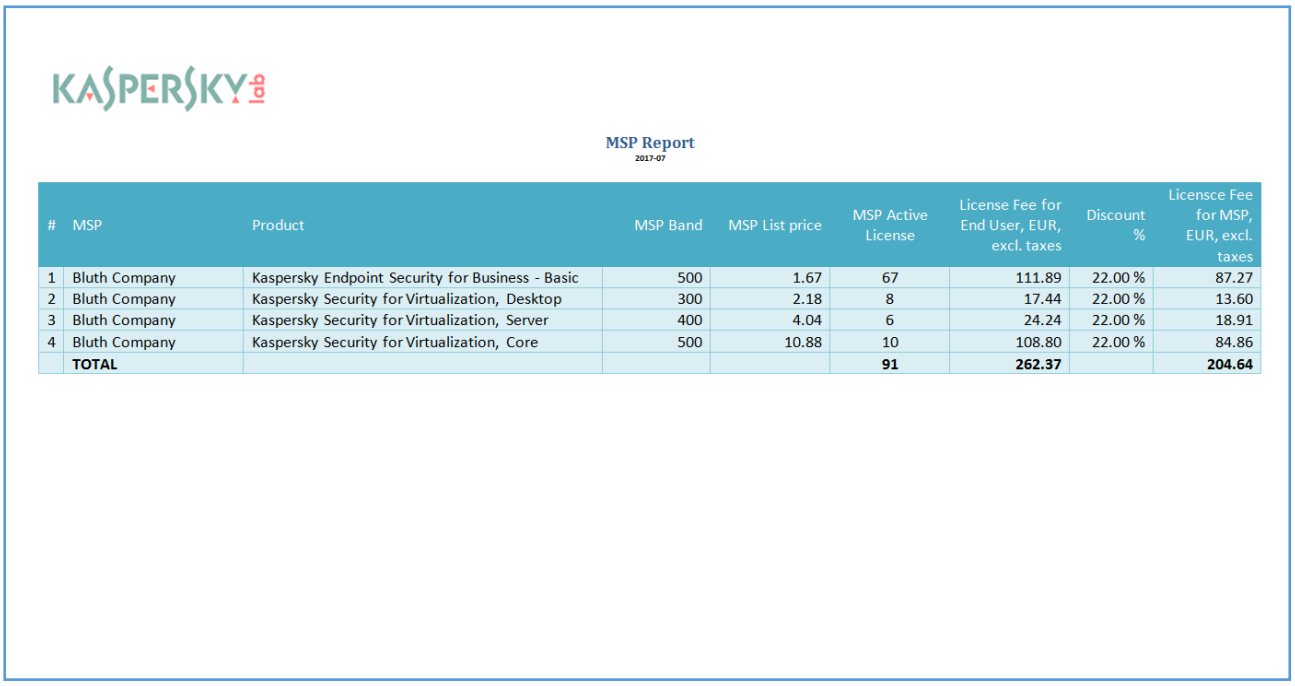
This report is useful when you want to display for a selected month, MSP summary order by products. Click on **MSP Report** on the left menu and select the month for which you want to report. You can also choose to filter search by product.



If you want to print the report, click on the button **Print** and you will open the following dialogue:



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



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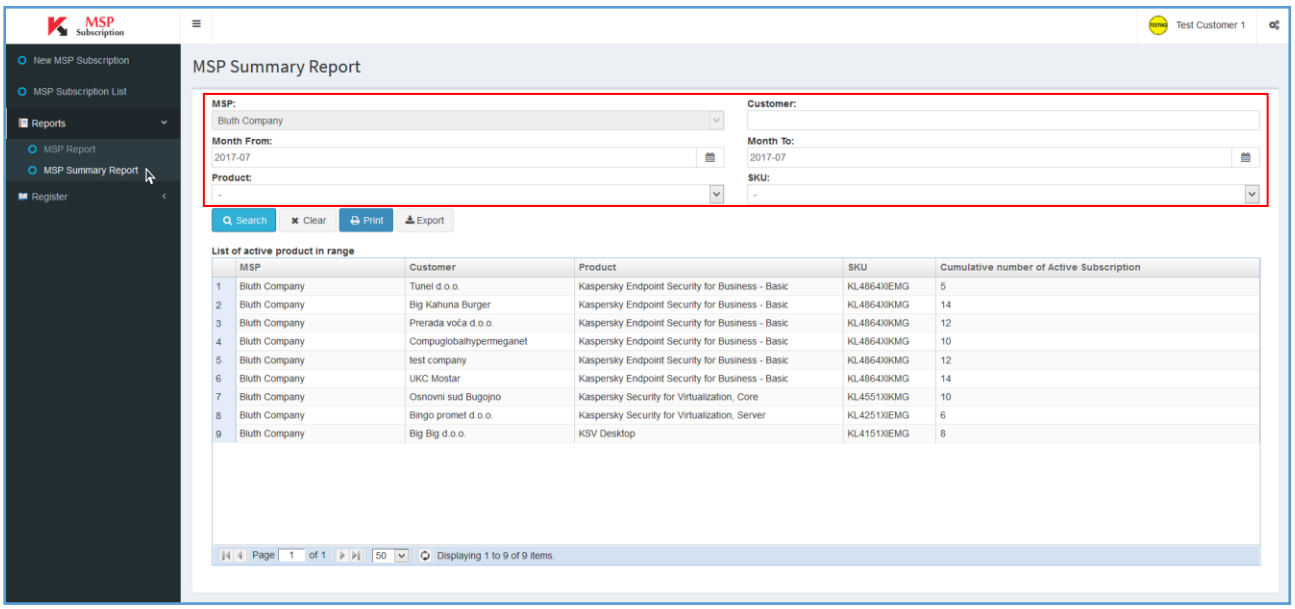
MSP Report

2017-07

#	MSP	Product	MSP Band	MSP List price	MSP Active License	License Fee for End User, EUR, excl. taxes	Discount %	Licensce 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
	TOTAL				**91**	**262.37**		**204.64**

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	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	Compuglobalhypermeganet	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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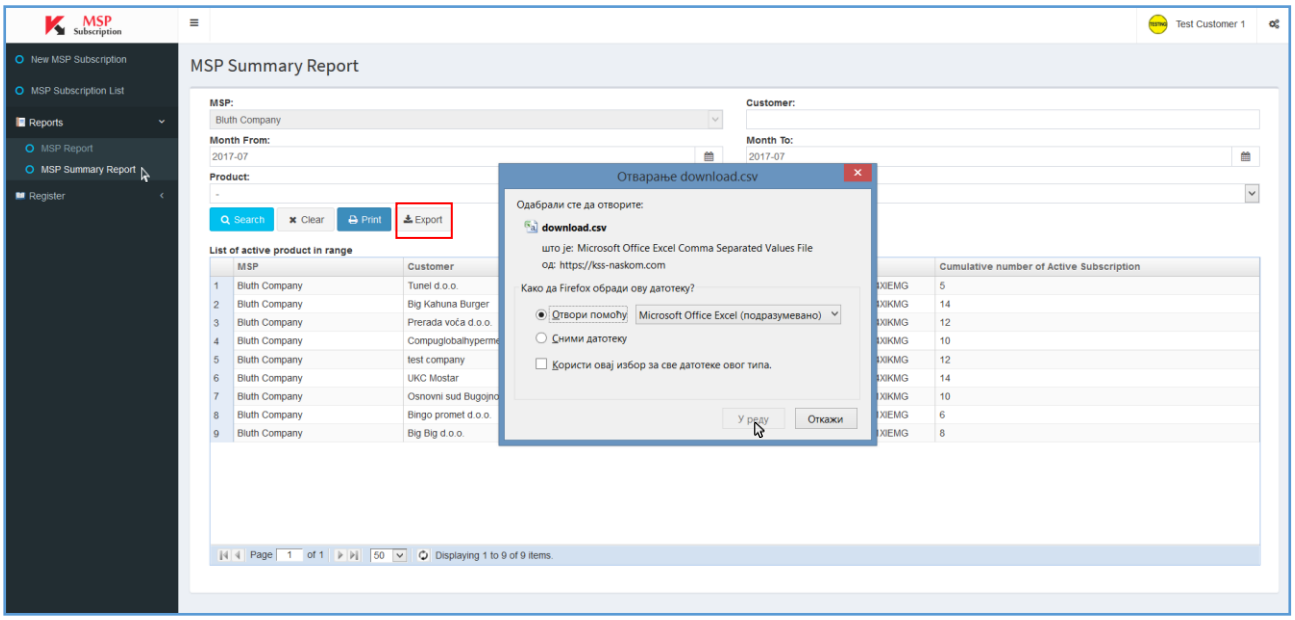
MSP Summary Report

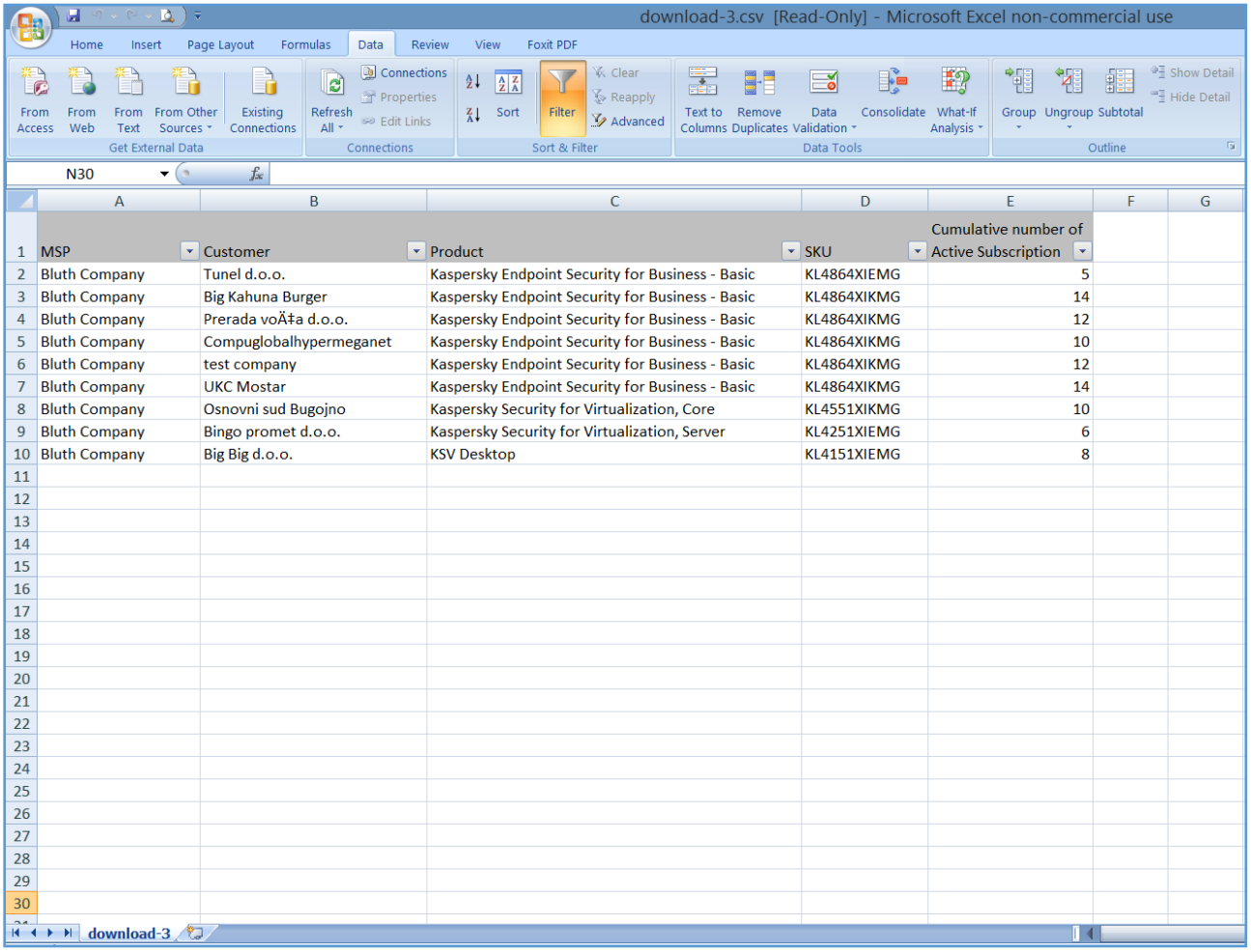
from 2017-07 to 2017-07

#	MSP	Customer	Product	SKU	Number of Active Subscription
1	Bluth Company	Tunel d.o.o.	Kaspersky Endpoint Security for Business - Basic	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	Compuglobalhypermeganet	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
	TOTAL				**91**

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.





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