

Product Related Services

Activation of Support Pack & SolutionPack

BLP CATM PRS PPM

May 2017

Support Pack Activation – General Information



- 1) The service acquired with a Support Pack or SolutionPack has to be **activated within 30 days** after their purchase by means of **registration at the Fujitsu Support Pack portal**
- 2) The registration process differs between the activation of individual SupportPacks HW/SW and the combined registration (bulk registration) of Support Packs and SolutionPacks for infrastructure configurations like Fujitsu Integrated Systems. Other than the general rule that Support Packs may be purchased within 90 days, the **bulk registration is possible only** if the products and related Support Packs are **ordered at the same time**.
- 3) Based on the activation key provided to the customer in a **Service Certificate**, it will be determined whether an individual service or the services for an infrastructure configuration have to be activated. The user will be guided through the subsequent steps accordingly:
 - **Individual Registration**
 - This process will start automatically if no infrastructure configuration has been identified.
 - Individual Registration can be used to register one or multiple Support Packs.
 - For each Support Pack, Fujitsu will provide a separate activation key to the customer
 - **Bulk Registration**
 - This process will start automatically if an infrastructure configuration has been identified. Fujitsu will provide one master key for the entire infrastructure configuration to the customer.
 - This process can - if desired - be changed by the user on Individual Activation.
 - In the following, the two registration processes are described in detail.

Fujitsu Support Pack Portal



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Welcome to the Fujitsu SupportPack system.

In order to continue, please select a language:

-- Select --

<https://ts.fujitsu.com/SupportPack/>

Products	Services	Solutions	Corporate	Country Selector
Fujitsu Servers Storage Client Computing Devices Peripheral devices Software Product Support Services	Fujitsu Cloud Solutions Managed Infrastructure Services Product Support Services	Infrastructure Solutions Industry Solutions Business and Technology Solutions Fujitsu Cloud Solutions	About Fujitsu About Fujitsu CEMEA&I Newsroom Careers Partners Our approach to Corporate Social Responsibility Environmental Care	Fujitsu Continental Europe, Middle East, Africa & India Change 

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Support Pack Certificate

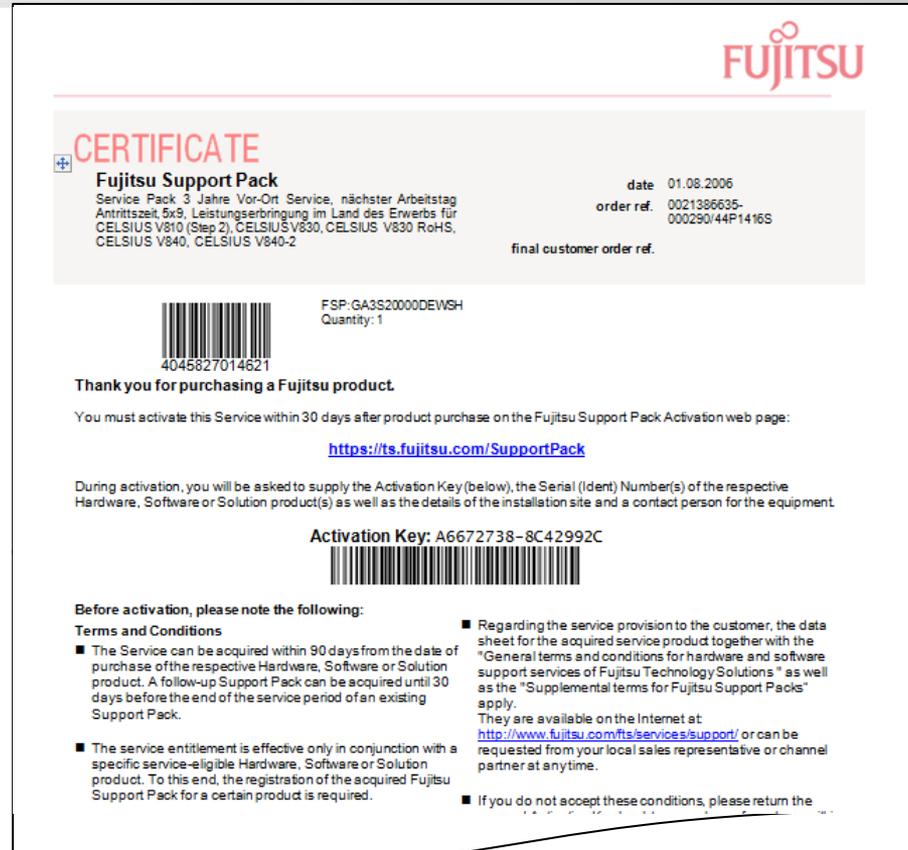
The certificate provides to the customer the information required for the registration process.

It is usually provided to the customer

- by email, if an email address is logged in the purchase order
- or otherwise by normal mail

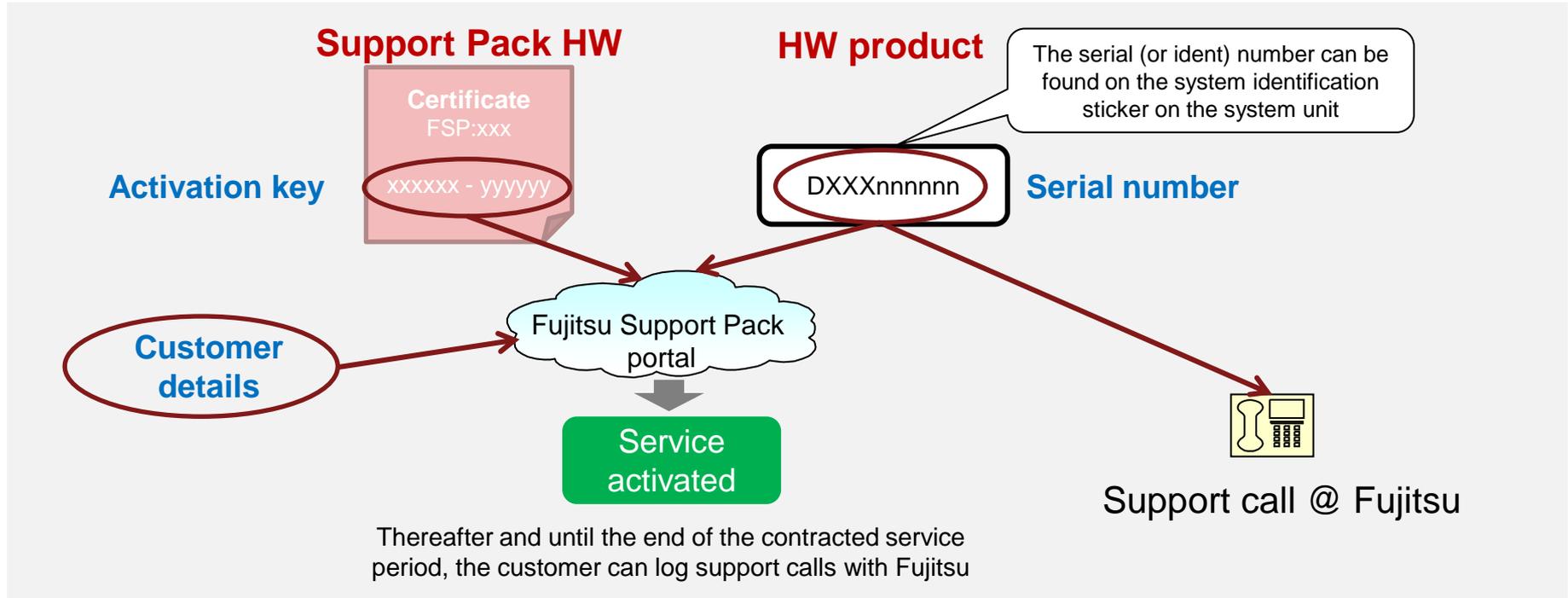
In case of questions regarding the registration process:

Contact details valid for the respective country are provided on the certificate.



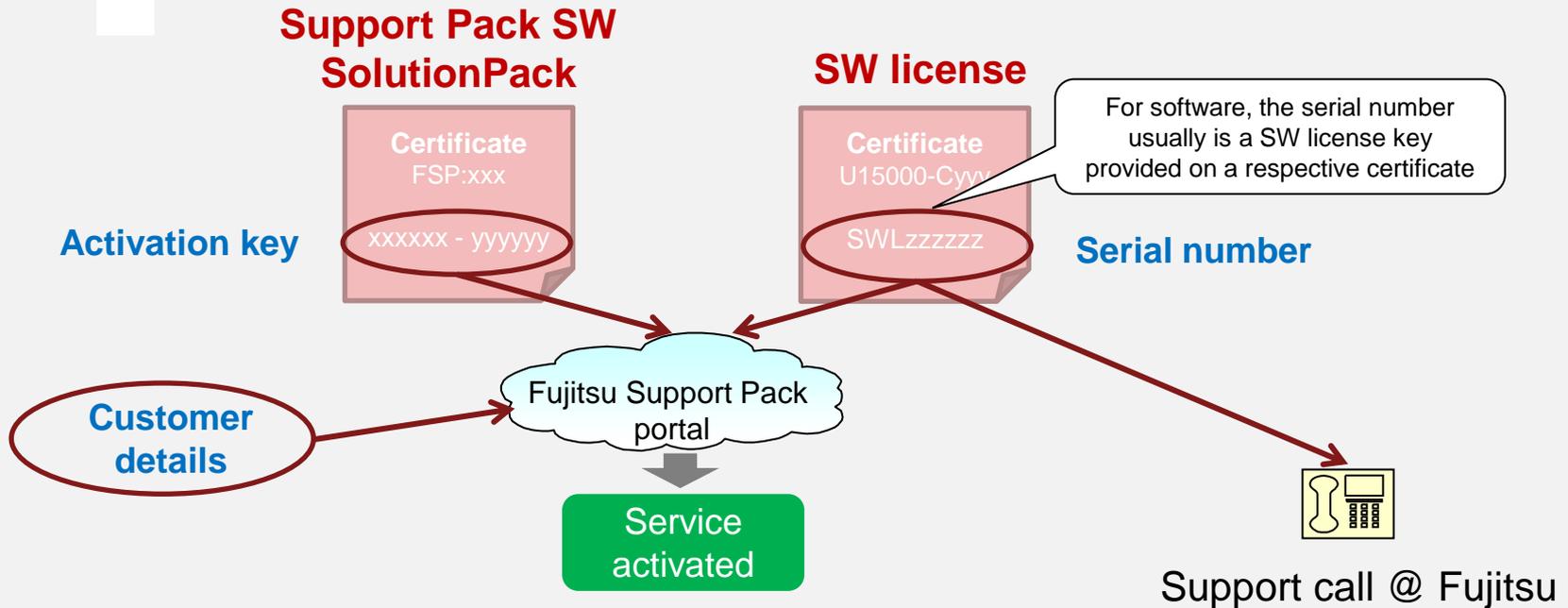
Individual Registration – Overview (1)

Registration of Support Pack Hardware



Individual Registration – Overview (2)

Registration of Support Pack Software & SolutionPack



Thereafter and until the end of the contracted service period, the customer can log support calls with Fujitsu

Individual Registration – Step 1



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Activate Service (Step 1 of 6)

Welcome to Fujitsu Support Pack Web Site.

[Servicepartner Login](#)

Enter Activation key and continue (Submit)
(Key can be found on the Support Pack certificate)

ard-/Software serial numbers. By this activation you will
This will ensure that our warranty database is updated to
Providers.

Enter activation key

To start the activation process, please enter your activation key. You can enter a used activation key or Serial ID + postal code to reuse its contact and location information.

Activation key: - [Submit](#)

Optional: To reuse contact and location data of a former activation, please enter the used activation key or Serial ID + postal code below.
Please note: master activation keys cannot be used as they have multiple contact information.

Activation key: - or Serial ID: and postal code:

Re-usage of data of former activation possible

Individual Registration – Step 2



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Activation (Step 2 of 6)

Congratulations on your purchase of a Fujitsu Support Pack.

Support Pack Code FSP:GD4S60Z00DENC1

Description:

Support Pack 4 Jahre Vor-Ort Service, 4h Antrittszeit, 9x5, Servicepartner ist fest vereinbart, bei Fujitsu erfragen, Leistungserbringung im Land des Erwerbs für Lifebook P772, Lifebook T902

To finalise your activation you must now complete the following form with your company information and the serial number (s) of the Hard-/Software to be covered by the Support Pack.

Please see the Support Pack details and start registration (**Start**)

[Start](#) >

Individual Registration – Step 3

Activate your Support Pack (Step 3 of 6)

Enter only your name and e-mail address if you have activated in the past.

* indicates mandatory fields

Location of Equipment

company name:	<input type="text" value="Muster GmbH"/>
address 1: *	<input type="text" value="Wiesenhüttenplatz 17"/>
address 2:	<input type="text"/>
town: *	<input type="text" value="Frankfurt am Main"/>
postcode: *	<input type="text" value="60528"/>
county:	<input type="text"/>
country: *	<input type="text" value="GERMANY"/>

Contact Information

Male Female

first name: *

Please tick the box, if you allow us to send an email notification when your service is expiring.



Individual Registration – Step 3 (cont'd)

Activation Information

HW/SW serial number: *

HW/SW purchase date: * e.g. DD-MM-YYYY

Support Pack purchase date: * × e.g. DD-MM-YYYY

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Hard-/Software Serial number?

HARDWARE: For most consumer products this is a 10-digit number beginning with 3nnnnnnnn or 41nnnnnnnn on the white label with the prefix SNR. For other products this is usually 4 letters beginning with Y or D followed by 6 digits (e.g. YBUKnnnnnn). This number will normally be found on a transparent label on your product either with the prefix Identnr. or Identnumber. **SOFTWARE:** You can find the serial number at your Software Certificate of User Authorization.

[Where is the Serial Number?](#)

Enter

- location and contact details (previous screen shot)
- HW serial number or SW license key (or equivalent)
- date of purchase order of HW/SW product and Support Pack HW/SW (can be found on the respective Delivery Note)

and continue (**Next**)

Individual Registration – Step 4



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Confirm Activation (Step 4 of 6)

Please verify that the information is correct and submit, or go back to the previous screen.

Support Pack to activate

Support Pack 4 Jahre Vor-Ort Service, 4h Antrittszeit, 9x5, Servicepartner ist fest vereinbart, bei Fujitsu erfragen, Leistungserbringung im Land des Erwerbs für Lifebook P772, Lifebook T902

Activation Key

961B7A3B-2F4E6E08

Location of Equipment

Muster GmbH
Wiesenhüttenplatz 17
60528 Frankfurt am Main
GERMANY

Contact

Hermann Schmitt
hermann.schmitt@Muster.org
+4969783545
+49171565656
+4969783333

Hard- or Software

DPBF500165
LB T902 /WIN8 READY/i5-3320M/4 GB/DVD/

Activation Status

Ready to activate

Verify the activation details and

- go back (**Back**), if corrections are required
- or continue (**Next**)

The process will continue with Step 6

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Individual Registration – Step 6



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Activation Saved (Step 6 of 6)

Thank you for activating your Service with Fujitsu. If you entered an email address, an activation confirmation will be emailed to you.

You can now print this page for your records.

[Print](#) >

[More activations using a different key](#) >

Support Pack to activate

Support Pack 4 Jahre Vor-Ort Service, 4h Antrittszeit, 9x5, Servicepartner ist fest vereinbart, bei Fujitsu erfragen, Leistungserbringung im Land des Erwerbs für Lifebook P772, Lifebook T902

Activation Key

961B7A3B-2F4E6E08

Location of Equipment

Muster GmbH
Wiesenhüttenplatz 17
60528 Frankfurt am Main
GERMANY

Contact

Hermann Schmitt
hermann.schmitt@Muster.org
+4969783545
+49171565656
+4969783333

Hard- or Software

DPBF500165
LB T902 /WIN8 READY/i5-3320M/4
GB/DVD/

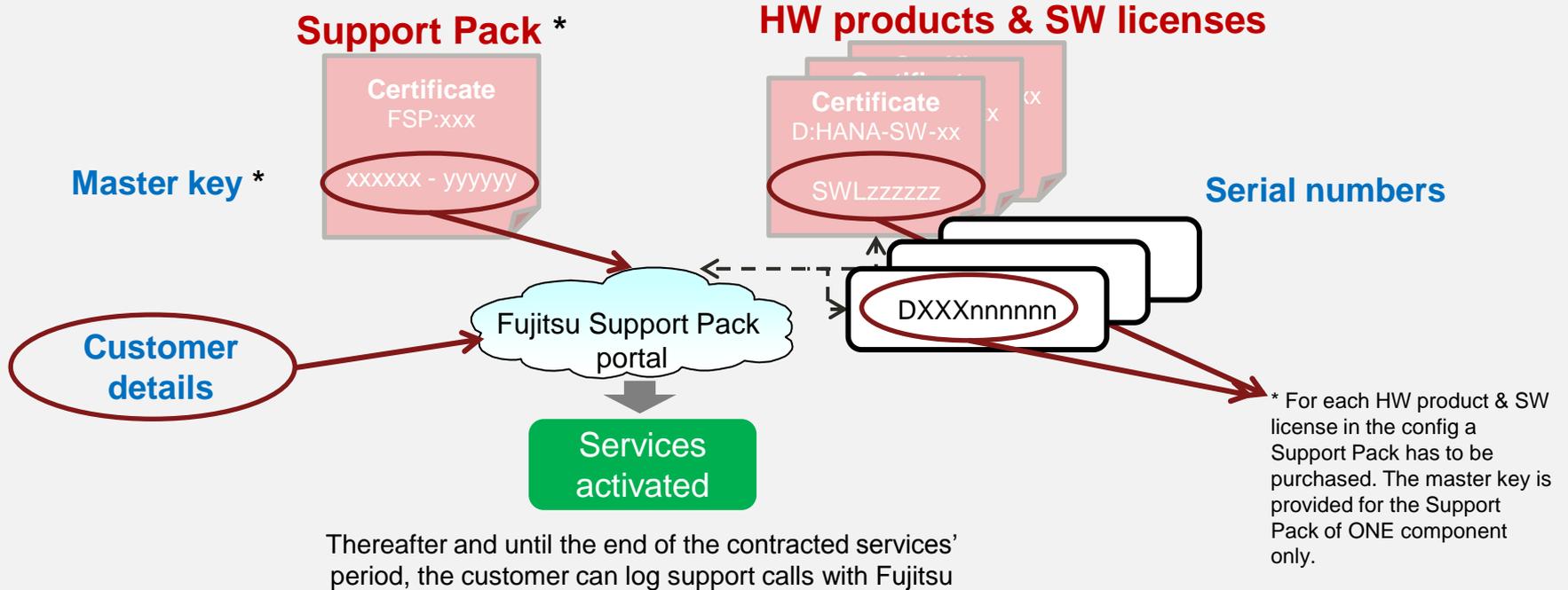
Activation Status

Completed

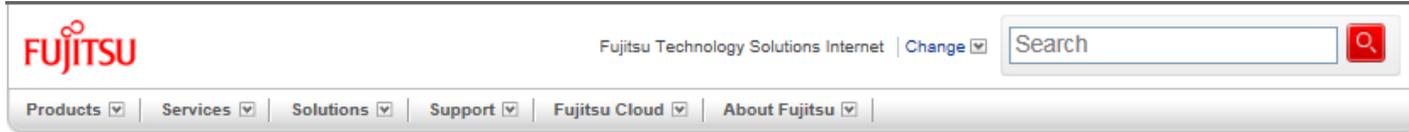
- Print the activation details, as required
- Select **More activations** if more Support Packs have to be activated
- Or exit the Registration Portal

Bulk Registration – Overview

For orders containing an infrastructure configuration and the corresponding Support Packs, the respective serial numbers are identified automatically during the registration process



Bulk Registration – Step 1



Activate Service (Step 1 of 6)

Welcome to Fujitsu Support Pack Web Site.

[Servicepartner Login](#)>

Activation

This site can be used to activate your purchased Support Pack(s) against your Hard-/Software serial numbers. By this activation you will confirm which Support Pack Service applies to your equipment at which address. This will ensure that our warranty database is updated to reflect your purchase and that your service requirements are known to our Service Providers.

Enter Activation key and continue (Submit)
(Key can be found on the Support Pack certificate)

Pack and (2) a so called master activation key for

Enter activation key

To start the activation process, please enter your activation key. You can enter a used activation key or Serial ID + postal code to reuse its contact and location information.

Activation key: -

[Submit](#)>

Optional: To reuse contact and location data of a former activation, please enter the used activation key or Serial ID + postal code below. Please note: master activation keys cannot be used as they have multiple contact information.

Activation key: - or Serial ID: and postal code:

Re-usage of data of former activation possible

Bulk Registration – Step 2

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Activation (Step 2 of 6)

Congratulations on your purchase of a Fujitsu Solution Support Pack.

Solution Identifier Support Pack Code: FSP:G-003HS80PRHP1

SolutionPack order code: 0002964457

Description:

SolutionPack 3 years Fujitsu Power Appliance for SAP HANA - Base license, 2h remote response, 9x5, service partner specified, contact Fujitsu for FJ Power Appliance SAP HANAfor FJ Power Appliance SAP HANA

Total number of Support Packs to be registered (including SolutionPack): **12**

Please note: You have received a master key for a Solution Registration. The delivered Solution configuration includes several hardware and/or software products for which a service activation is needed. In the following a complete list of serial numbers for the delivered configuration is required.

To finalize your activation you must now complete the following form with your company information. For the Solution Registration the number shown above and the amount of serial numbers for registration must be identical.

[Start](#)

System identified an infrastructure configuration including **12** Support Packs. Please see the Support Pack details and start registration (**Start**)

Bulk Registration – Step 3

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Activate your Solution Support Packs (Step 3 of 6)

Enter only your name and e-mail address if you have activated in the past.

* indicates mandatory fields

If you want to discard solution registration and use common registration process please click on the button below. You'll be redirected to the "Dicard Solution Registration" page
[Discard Solution Registration](#)>

Switch to individual registration, as applicable

Location of Equipment

company name:	<input type="text" value="Consulting SAMPLE"/>
address 1:*	<input type="text" value="Mainstreet 27"/>
address 2:	<input type="text"/>
town:*	<input type="text" value="Frankfurt am Main"/>
postcode:*	<input type="text" value="60528"/>
county:	<input type="text"/>
country:*	<input type="text" value="GERMANY"/>

Contact Information

Male Female

first name: *

Please tick the box, if you allow us to send an email notification when your service is expiring.



Bulk Registration – Step 3 (cont'd)

Solution Packs Information

Support Pack WarCode	Serial Number
FSP:GA3S60000DEPX6	YLTR000017
FSP:GA3S60000DEPX6	YLTR000018
FSP:GA3S60Z00DEPY3	YLVN000002
FSP:GD3S60Z00DES35	YLJ00000002
FSP:G-SS3BR00PRV08	SWL0197301
FSP:G-SS3RF60PRRC1	SWL0197303
FSP:G-SE3FA60PRL63	NO851EE8384E1750
FSP:G-SE3FA60PRL63	NO93F9AE9A14E430
FSP:G-SS3BG00PRV07	SWL0197298
FSP:G-SS3BG00PRV07	SWL0197299
FSP:G-SS3BG00PRV07	SWL0197300
FSP:G-SS3A560PRV08	SWL0197302

Hard-/Software Serial number?

HARDWARE: For most consumer products this is a 10-digit number beginning with 3nnnnnnnn or 41nnnnnnnn on a white label with the prefix SNR. For other products this is usually 4 letters beginning with Y or D followed by 6 digits (e.g. YBUKnnnnn). This number will normally be found on a transparent label on your product either with the prefix Identnr. or Identnumber. **SOFTWARE:** You can find the Serial number at your Software Certificate of User Authorization.

[Where is the Serial Number?](#)

[Next](#)

The identified HW serial numbers and SW license keys to be registered are provided automatically

Enter location and contact details (previous screen shot) and continue **(Next)**

Bulk Registration – Step 4

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Confirm Activation (Step 4 of 6)

Warning: The product already has the Support Pack you are activating.

Please verify that the information is correct and submit, or go back to the previous screen.

Support Pack to activate

SolutionPack 3 years Fujitsu Power Appliance for SAP HANA - Base license, 2h remote response, 9x5, service partner specified, contact Fujitsu for FJ Power Appliance SAP HANA for FJ Power Appliance SAP HANA

Activation Key

B028B378-3D40D5A7

Location of Equipment

Consulting SAMPLE
Mainstreet 27
60528 Frankfurt am Main
GERMANY

Contact

Hermann Schmitt
hermann.schmitt@consulting.org
+49 69 921010-1234567

Hard- or Software

YLTR000017
PV RX4770 M1
SWL0197299
VMware vSphere ENT-PL w/o SP-3yr

Activation Status

Ready to activate

Ready to activate

Ready to activate

Ready to activate

SWL0197300
VMware vSphere ENT-PL w/o SP-3yr

SWL0197302
VMW Virtual SAN w/o SP-3yr

Verify the contact details and

- go back (**Back**), if corrections are required
- or continue (**Next**)

The process will continue with Step 6

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Bulk Registration – Step 6

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Activation Saved (Step 6 of 6)

Thank you for activating your Service with Fujitsu. If you entered an email address, an activation confirmation will be emailed to you.

You can now print this page for your records.

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[More activations using a different key](#)

Support Pack to activate

SolutionPack 3 years Fujitsu Power Appliance for SAP HANA - Base license, 2h remote response, 9x5, service partner specified, contact Fujitsu for FJ Power Appliance SAP HANA for FJ Power Appliance SAP HANA

Location of Equipment

Consulting SAMPLE
Mainstreet 27
60528 Frankfurt am Main
GERMANY

Hard- or Software

YLTR000017
PY RX4770 M1

Activation Key

B028B378-3D40D5A7

Contact

Hermann Schmitt
hermann.schmitt@consulting.org
+49 69 921010-1234567

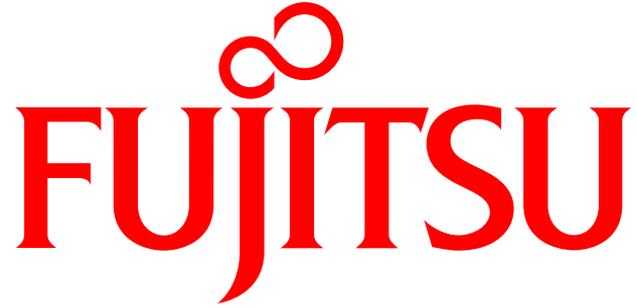
Activation Status

Completed

SWL0197302
VMW Virtual SAN w/o SP-3yr

Completed

- Print the activation details, as required
- Select **More activations** if more Support Packs have to be activated
- Or exit the Registration Portal



shaping tomorrow with you