



V4.0.0 Key Changes

QuantityWare Service Portal

Key Changes in Portal V4.0.0

There are some major changes / enhancements being introduced in QuantityWare Service Portal V4.0.0:

- Automatic License Key Generation
- Tabbed Interface

These are described in more detail below. We strongly recommend you read through these changes if you are responsible for requesting License Keys or maintaining system data in the Portal.

QuantityWare Service Portal v4.0.0 is being launched on the 1st of October at 18:00 Central European Time. Once launched, the full documentation for v4.0.0 will be available from within the Portal.

Automatic License Key Generation

When you add one or more BCP or BCG systems via the Systems Manager, a QuantityWare license key is **instantly generated as soon as you save your changes**.

This is a **major change**, which streamlines systems maintenance for everyone.

License Rules

To support the automated generation of license keys, the following rules have been put in place:

- License key expiries are **directly linked** to the current "agreement validity expiry", which is:
 - For test agreements, the end date of the test agreement
 - For productive agreements, the end date of the last paid-for yearly/quarterly period
- SAP Installation numbers are selected from a specific list
 - This reduces the chance of error when adding new systems and helps speed system addition
 - SAP Installation numbers can be maintained via the Systems Manager
- Default number of systems within the portal:
 - This is set based on the scale of your QuantityWare agreement
 - You can request system limit increases if required
 - IMPORTANT: You still have no limits to the number of systems that you can request under your usage agreement. This initial restriction is a security measure to prevent eventual misuse of the automatic key-generation functionality.

Adding Flexibility

The reason for license key expiry is usually the responsibility of your organisation's **financial** or **agreement** representatives. i.e. the expiration date of usage agreements defines the expiration date of license keys; however, to provide some flexibility to your organisation's **technical** contacts, the following exceptions have been put in place:

- If licenses are about to expire on a test agreement, **technical** contacts may request a test agreement extension via a special button in the Systems Manager
- If configured for your organisation and if licenses are about to expire on a productive agreement, we allow a one-off 31 day "**emergency extension**" of all productive licenses. This can be performed with a single click in the Systems Manager. This function provides system keys to keep your systems running, it does not extend your agreement validity.
- Special 28-day "trial licenses" can be generated for non-licensed software – e.g., for BCG if you currently have a license for BCP
 - This allows you to try out our alternative software solutions alongside your currently licensed software
 - Once generated, you can request extensions of these trial licenses using the "Request Trial License Extension" button within each system's details

Tabbed Interface

To improve access to information within the Portal and dramatically reduce the requirement for scrolling, a new tabbed interface has been implemented.

The contents of each screen are split into logical tabs, allowing for fast and easy access to data within the screen.

Portal v4.0.0 Overview

Key Functionality

The QuantityWare Service Portal ("the Portal") covers several key pieces of functionality:

- **SupportCentre** - Communication with the QuantityWare team
- **DataLounge** - Downloading of Software versions, CSPs, Notes and Custom Patches
- **Systems Manager** - Request and generation of QuantityWare License Keys
- **Customer Profile** - Maintenance of Customer and Contact data

The portal should be the first place you visit whenever you have a question, issue or requirement relating to QuantityWare or your installation(s) of BCS. There are several "roles" that are granted to various team members in your organisation, which permit / restrict access to various Portal functions. See *Roles & Permissions* for more details.

SupportCentre

The SupportCentre is single point of contact to communicate with the QuantityWare team – and the method used by the QuantityWare team to communicate with you.

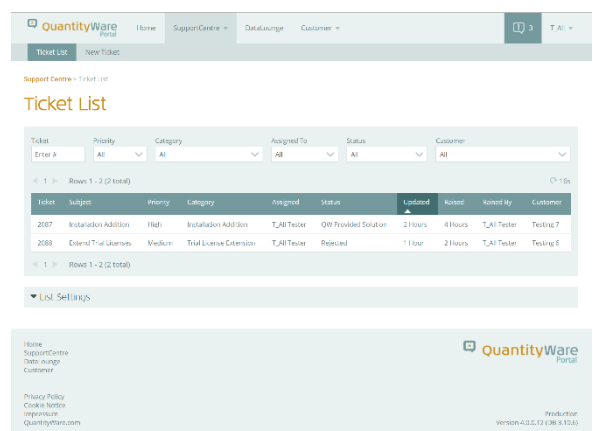
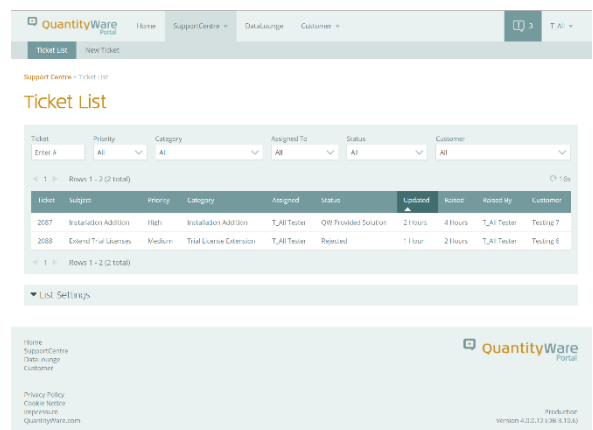
You can raise tickets with us via the SupportCentre for any of the following matters:

- Agreement/Contract discussions
- Technical / Installation / Security queries
- Calculation queries
- Financial queries (invoicing etc)
- General queries

In addition to these topics, the SupportCentre is used to track special requests, such as:

- New SAP Installation Number requests
- Trial License / Test Agreement extensions
- System number limit changes

More details about the SupportCentre will be provided with the full documentation on release of Portal v4.0.0.



DataLounge

DataLounge Testing 3

Software Software Filter

Software

i You are viewing packages for your **Test** software level (**30B - No CSP**). If you've upgraded to a newer software level, you can change this in the **Customer Profile**. Alternatively, to view the software for other levels now, use the "Software Level" tab.

- 30B Installation / Upgrade Packages
- 30B Component Support Packages (CSPs)
- 30B QuantityWare "Notes" Transports

i BCS "Notes" Transports (BCP/BCG/CTP/CTG)

File Name	Size	Date	Type	Ver	Min CSP	Downloaded
NOTE-00071-30xSAR	16.9KB	2017-06-07	Note	BCS 30B	No CSP	--
<i>Note-00071: DB lock on table /QTYW/SO91_5L</i>						
NOTE-00074-30xSAR	193.5KB	2017-11-17	Note	BCS 30B	No CSP	--
<i>Note-00074: Support of ASTM D1555/M-2016</i>						
NOTE-00075-30xSAR	3.3KB	2017-11-17	Note	BCS 30B	No CSP	--
<i>Note-00075: SPAU_ENH forces usage of /QTYW/ Repair Key</i>						
NOTE-00077-30xSAR	340.7KB	2018-08-29	Note	BCS 30B	No CSP	--
<i>Note-00077.pdf: BCS 30x Collective Note - Corrections & Enhancements</i>						
NOTE-00078-30xSAR	7.5KB	2018-06-06	Note	BCS 30B	No CSP	--
<i>Note-00078: AGA Report No. 7 - Atmospheric Pressure Calculation</i>						

The DataLounge is a repository of all QuantityWare software versions, CSPs, Notes and Custom Patches.

To help you download the software that's relevant to your SAP installations, you can configure the Portal to only display the downloads that are appropriate for your QuantityWare Version and CSP level.

Full access to the DataLounge is limited to people at your organisation who've been assigned the "Technical" role in the Portal.

More details about the DataLounge will be provided with the full documentation on release of Portal v4.0.0.

Systems Manager

The Systems Manager allows you to obtain license keys for each of your QuantityWare installations and provides a centralised list of your systems.

Since Portal v4.0.0, QuantityWare License Keys are instantly generated for any new Systems that you add (for approved SAP installations, on Productive agreements / contracts).

If you're testing the QuantityWare solution, you can use the Systems Manager to request short-term license keys.

Full access to the Systems Manager is limited to people at your organisation who've been assigned the "Technical" role in the Portal.

More details about the updated Systems Manager will be provided with the full documentation on release of Portal v4.0.0.

Systems Manager Al-Khafi Joint Operations (KJO) == Accenture Saudi Arabia Limited

Accenture Saudi Arabia Limited is hosted by Al-Khafi Joint Operations (KJO)

Summary Systems Installations

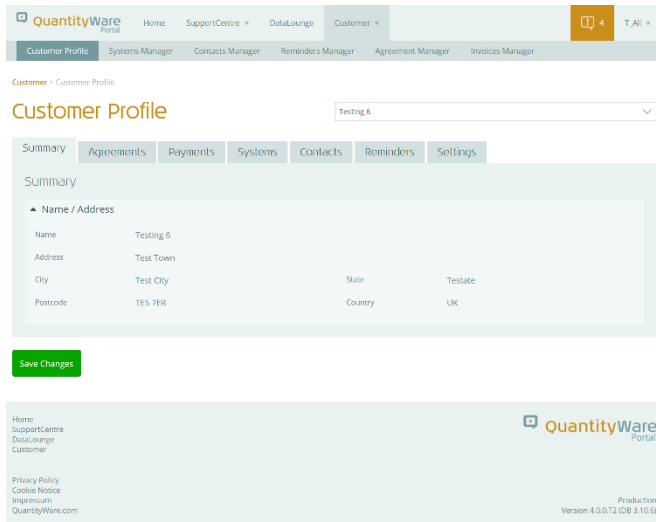
Your Systems

System	Product	Environment	Installation No.	SID	Client	License
1: TEST3	CTP	Production	888888888	111		--
2: dlfasudf	CTG	Consolidation / Integration	001312123	123		--
3: Pat Test 2	CTG	Consolidation / Integration	888888888	123		--
4: NEW	CTG	Consolidation / Integration	00TEST1000	777		--
5: NEWGEN5	BCP	Consolidation / Integration	111aaa3332	133		2024-03-31
6: NEWGEN6	BCP	Production	00TEST1000	128		2024-03-31
7: NEWGEN7	BCP	Production	00TEST1000	129		2024-03-31
8: NEWGEN8	BCP	Production	00TEST1000	121		2024-03-31
9: NEWGEN9	BCP	Production	111aaa3332	131		2024-03-31
10: NEWGEN10	BCP	Sandbox / Test	00TEST1001	132		2024-03-31
11: NEWGEN11	BCP	Production	00TEST1001	134		2024-03-31
12: NEWCENTRAL1	BCG	Development	00TEST1000	130		2018-09-25
13: NEWGEN13	BCP	Production	888999333a	399		2024-03-31
14: NEWGEN MEGA 1	BCP	Production	888888888	333		2024-03-31
15: NEWGEN LOG 2	BCP	Development	888888888	111	222	EXPIRED
16: NEW	BCP	Production	2342342344	332		2019-03-05
17: NEW	BCP	Production	2342342344	234		2018-12-14
18: Test Internal 2	BCP	Consolidation / Integration	888888888	889		2018-12-14

+ New System: 2 more can be added. Max systems: 20 (request an increase).

Save Changes

Customer



The Customer area of the Portal provides you with a summary of the records we have for your organisation, including address, agreement / contract / invoicing details, email-based reminder configuration and the people (Contacts) within your organisation who can perform specific functions within the Portal.

The above details can be modified – some directly, some via tickets to QuantityWare – by Contacts at your organisation with the appropriate roles.

More details about the updated Customer area will be provided with the full documentation on release of Portal v4.0.0.

Alerts & Notices

Alerts

The continued operation of your business is key issue and to prevent any issues surrounding License Key expiries we provide a range of alerts and notices to ensure you're informed of any upcoming expiries or issues.

The following alerts are provided within the Portal:

- License Key expiries – approaching and expired (visible to Technical contacts)
- Agreement/Contract expiries – approaching and expired (visible to Application / Management / Financial contacts)
- Raised Invoices – due and overdue (visible to Financial contacts)
- Notices from QuantityWare (visible to all contacts)

Expiry / invoice alerts above are mirrored via nightly **email reminders**, which are sent out on key dates prior to expiries / due dates, e.g.: License Key emails are sent to all Technical contacts 100 days prior to expiry, then 60, 30, 10, 5 and 1 day(s) prior to expiry – and once expired. You are free to specify further recipients of such e-mails.

Notices

Aside from alerts, we provide email notices to you in various circumstances, including:

- When you raise a support ticket in the Portal
- When a ticket is assigned to you / comments have been added
- When new/extended license keys have been generated (you'll get this if you have a Technical role)

Legal Notices

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