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SPNet License Request Process

Licensing Update

With the new system software version 4.4x the use of the SPNet networking feature will now require a valid SPNet-enabled service license be entered in MMC 860. For more information regarding this requirement, please check the product bulletin regarding Samsung Software 4.4x. The bulletin is available for download from the Samsung GSBN (www.samsunggsbn.com) website under Communication -> Technical Support -> Downloads -> Product Bulletin.

The purpose of this Technical Bulletin is to communicate the process for obtaining a license for existing sites using SPNet that would like to upgrade to 4.4x software.

Call into tech support at 1-800-737-7008 and open an incident. This incident will not require the use of a TACredit. The tech support representative will send you a form that will need to be filled out completely. It will require that you know the system type and the processor MAC address. This can be found in MMC 830. Please return the form to tech support via fax (972)792-2100. A free of charge order will be processed and your license key will be emailed to the address indicated on the form for delivery.

If you have any questions about this or any other Technical Support bulletins, please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at:
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