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Welcome for MSDN Administrators

MSDN subscriptions provide a comprehensive set of resources and online services that support innovation. They help organizations like yours build an environment for modeling real-world application scenarios and engage diverse stakeholders in the development process. MSDN subscriptions also help you to manage changes to your systems and applications over time. They provide an extremely cost effective way to equip your teams and pre-production infrastructure so you can deliver software faster with less risk to your business.

As an MSDN Administrator, you play an important role in helping your organization gain maximum value from these investments. As primary stewards of the MSDN Administration Plan, you also play an important role in your company’s licensing compliance. You should be prepared to participate in and provide data inputs for annual True Ups, monthly assignment changes, and audit engagements.

MSDN Administrators have four key responsibilities:

1. Understand the benefits and limitations of MSDN subscriptions so you can help eliminate hardware costs by using Azure virtual environments and online services that are included with your subscriptions. You also help reduce software costs by licensing users that interact with pre-production software rather than licensing devices and servers with production software.

2. Assign MSDN subscriptions to specific, named individuals per the requirement outlined in your volume-licensing contract. We recommend using the Volume Licensing Services Center (VLSC) Web site. The site allows users to access software, e-learning, technical support, and other benefits. However, these benefits are only available after they receive and activate their assigned MSDN subscription.

3. Accurately inventory your pre-production environment by understanding your organization’s pre-production infrastructure and its users. This ensures that all users who interact with MSDN-licensed software are appropriately licensed with their own MSDN subscription.
4. **Track user assignment changes and acquire additional licenses on schedule.** When your pre-production users change, you do not have to stop to purchase new MSDN subscriptions every time. Microsoft Volume Licensing Agreements give you flexibility in how you use and assign MSDN subscriptions. In return, MSDN Administrators are expected to track changes to software usage and user assignments. They must also process orders for additional users on the schedule outlined in their agreement.

Our goal is to help you consistently derive more value from your application portfolio by giving your teams maximum flexibility to innovate and experiment. We hope you find this guide helpful, but if you have questions or need help, please contact [MSDN subscription support](#) for assistance.

All the Best,

The MSDN Subscriptions Team
Benefits and Limitations of MSDN Subscriptions

Modern software development engages diverse stakeholders in planning, creating, testing, and managing your application portfolio. Typical, modern software organizations include the following stakeholder groups:

- Business teams
- Software engineering
- Testing and quality assurance
- IT operations or “DevOps”,
- End users
- External contractors

Here are some guidelines to help you understand when MSDN subscription are required.

<table>
<thead>
<tr>
<th><strong>User-based licensing</strong></th>
<th>MSDN OS, MSDN Platforms, Visual Studio Test Professional with MSDN, all levels of Visual Studio with MSDN are licensed on a per-user basis. Each development team member that will interact (install, configure, or access) with the software included with these products requires their own MSDN subscription.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unlimited installations</strong></td>
<td>Each licensed user may install and use the software on any number of devices to design, develop, test, evaluate, and demonstrate software. The exception is *Microsoft Office, which is licensed for one desktop. MSDN-licensed software can be installed and used at work, home, school, and on devices at a customer’s office or on dedicated hardware hosted by a 3rd party.</td>
</tr>
<tr>
<td><strong>Not intended for production environments</strong></td>
<td>MSDN software is not licensed for production environments, including any environment accessed by end users for more than acceptance testing or feedback, an environment connecting to a production database, supporting disaster recovery or production backup, or used for production during peak periods of activity. Exceptions to this include specific benefits for certain subscription levels, outlined on the MSDN Subscriptions Web site.</td>
</tr>
<tr>
<td><strong>License Reassignment</strong></td>
<td>When a user leaves a team and no longer requires a license, you may reassign the license after 90 days have passed.</td>
</tr>
</tbody>
</table>
| **Exception for end users** | At the end of a software development project, end users typically review an application and determine whether it meets the necessary criteria for release. This process is called user acceptance testing (UAT). Team members such as a business sponsor or a product manager can act as proxies for end users. End users who do not have an MSDN subscription may access the software for UAT if use of the software otherwise complies with all MSDN licensing terms. It is rare that someone whose primary role is designing, developing, or testing the software would also qualify as an “end user”.

*User-based licensing*
For a complete explanation of licensing requirements for common deployment scenarios, see the Visual Studio and MSDN Licensing Whitepaper on our Web site. To learn more about MSDN subscriptions:

- Compare subscription options
- Subscription benefits
- MSDN subscription help

Accurately Inventory Your Pre-Production Environment

Although managing software assets across an organization can be challenging, MSDN simplifies asset management by focusing the inventory process on counting users rather than device installations. A strong MSDN Administration Plan will help you establish a complete and accurate inventory of your MSDN licenses and maximize the value of your MSDN investments.

**Note:** MSDN Administrators must assign MSDN subscriptions to specific, named individuals. Naming conventions such as *Dev1*, *Dev2*, or *Dev3* are not allowed.

<table>
<thead>
<tr>
<th>Recommended Inventory Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVIEW YOUR USER ASSIGNMENTS</strong></td>
</tr>
<tr>
<td>Microsoft provides an MSDN Administration Web site to help you track MSDN subscription assignments called the Volume Licensing Services Center (VLSC). This tool provides a starting place for understanding your current user assignments.</td>
</tr>
</tbody>
</table>

| **USE YOUR ACTIVE DIRECTORY LIST TO INVENTORY USERS** |
| You may already use Active Directory to manage user access to your systems. Use this tool during your True-Up process. Many customers create development (dev) and test Active Directory groups to help keep track of users who need MSDN. |

| **USE AUTOMATED TOOLS TO INVENTORY YOUR SYSTEMS** |
| You may also need to use a software inventory tool to help manage your software assets and distinguish pre-production environments from production ones. Many customers with Microsoft System Center create naming conventions to help automate this part of the inventory process. |

| **GET HELP WITH MANUAL RECONCILIATION** |
| Enlist your staff to help reconcile your development and test users with your development and test environment. Get help understanding the developers, testers, IT professionals, project managers, and business users that interact with your development and test environment. Additionally, learn about the relevant servers, computers (desktops, laptops, and terminals), and mobile devices. |
MSDN Administration for Large Teams and External Contractors

MSDN Administrators are responsible for ensuring that all users who interact with MSDN-licensed software are appropriately licensed with their own MSDN subscription. A good MSDN Administration Plan includes several points of contact and regular updates to help with inventory.

**Internal Teams**

Typical, modern software organizations include stakeholders from several groups. Identify contacts from each group who can help you keep track of user inventory and changes. You can use the following table, or one like it, to get organized.

<table>
<thead>
<tr>
<th>Team Description</th>
<th>Inventory Contact</th>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Software Engineering Teams</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Targeting Microsoft or other platforms like Java</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Business Teams</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>‘Product Owners’ and business analysts</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Project Management Teams</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Project Management Organization (PMO) and software project managers</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Quality Teams</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central QA team and manual testers</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IT Operations Teams</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-production and lab infrastructure managers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**External Contractors and Partners**

External contractors may bring licenses to engage with your MSDN-licensed environment. Microsoft Certified Partners may receive a number of free MSDN subscriptions for their internal use. However, these subscriptions do not cover revenue-generating activities such as developing custom software for a customer. Ask partners to send you a certified letter that explains the licenses they are providing and ones they need you to procure.
**Team Description**

<table>
<thead>
<tr>
<th></th>
<th>Free Licenses</th>
<th>Paid License</th>
<th>Partner Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Partner Type #1</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Certified Partners</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Partner Type #2</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff Augmentation Contractors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Partner Type #3</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outsourcing Partners</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Track User Assignment Changes and Process Orders on Schedule**

MSDN Administrators are expected to track MSDN usage and process orders for any increases in usage on the schedule outlined in their Microsoft Volume License Agreement.

**High Watermark of Usage**

Your company’s obligation to purchase MSDN subscriptions takes effect immediately at two different times. First, when you assign MSDN subscriptions to users, your obligation to purchase takes effect immediately at the time of assignment. This is true regardless of whether that user later activates or uses that subscription. Second, when users interact with MSDN software, your obligation to purchase takes effect immediately at the time of interaction. This is true regardless of whether that user has been assigned an MSDN subscription (or has a subscription level of “non-specific” in VLSC).

Your complete purchase obligation is determined by the high watermark of usage. This usage is determined by the higher of daily user assignments or users interacting with MSDN software. Therefore, a customer could have a high watermark of usage that exceeds their user assignments, but not less. For example, if a customer purchases 100 subscriptions but only uses 90, Microsoft will not reimburse the customer for the ten unused subscriptions. If the customer exceeds 100 subscriptions, then the difference is settled during the True-Up period.

1. MSDN Administrators may increase the high watermark of usage by assigning MSDN subscriptions, such as Visual Studio Ultimate with MSDN, to individuals.
2. MSDN Administrators may reassign subscriptions from one subscriber to another if 90 days have passed since the time of the original assignment. To avoid an artificially high watermark, always do this by first removing the existing subscription and then adding the new one.
3. MSDN Administrators may change the assigned subscription level for an individual, which would constitute a decrease in one assignment and an increase in another. When you lower a subscriber’s assigned subscription level, the individual must immediately
stop using and uninstall anything that is only in the higher-level subscription. For example, you lower a subscriber using Visual Studio Premium with MSDN to Visual Studio Professional with MSDN. That subscriber must immediately stop using and uninstall Visual Studio Premium. They are then permitted to install Visual Studio Professional. The subscriber must also remove other software included with Visual Studio Premium with MSDN that is not included with Visual Studio Professional with MSDN (e.g., SharePoint).

**Enterprise Agreements**

Microsoft Enterprise Agreements (EA) give you flexibility in how you use and license MSDN software over time. MSDN Administrators must make an annual True-Up order to bring your software licenses up to the high watermark of usage established during the EA period.

**Select and Open Agreements**

You may be assigning subscriptions through another Microsoft Volume Licensing program, like Microsoft Select or Microsoft Open. If true, then you must process your order for additional users during the month in which users (employees or external contractors) begin interacting with MSDN-licensed software.

For more information about terms and conditions for products licensed through Microsoft Volume Licensing, see MSDN Licensing, Microsoft Select, and Microsoft Open pages.

**Use the MSDN Subscriptions Administration Tool**

The MSDN Subscription Administration tool on the Volume Licensing Services Center (VLSC) Web site allows you to assign MSDN subscriptions to individual users. This allows them to access the software, online services, and other benefits that are only available after you assign an MSDN subscription to them. The tool provides a central location for managing your subscriptions and allows you to:

- Assign MSDN subscriptions to your organization’s end users
- Change benefit assignment and contact information for your end users
- View summaries of license and benefit assignments
- Change MSDN subscription levels for your users
- Allocate, track, and manage media assignments for your end users

Use this guide to help you complete common tasks when you use the MSDN Subscription Administration tool.

You can also view videos that explain the most common functions of the MSDN Subscription Administration Tool on the Volume Licensing Administration Help Web site: http://msdn.microsoft.com/subscriptions/administration/
Tips and Best Practices

Keep the following things in mind when you use the MSDN Subscriptions Administration tool:

- **MSDN subscriptions are licensed per user.** Each subscriber can use the software on as many computers as needed for development and testing.

- **Leave all the component benefits** (Subscriber Downloads, Technical Support incidents, Managed Newsgroups, and Online Concierge) selected when assigning a subscription. If you make Subscriber Downloads unavailable, subscribers cannot access the MSDN Subscriptions portal. This will prevent them from downloading software or accessing e-learning, Windows Azure, and other benefits that may be included with their subscription.

- **Assign only one subscription level for each subscriber,** corresponding to the MSDN subscription your organization purchased. If you have subscribers with more than one subscription level assigned to them, edit their settings so that they only have one.

- **A subscriber’s subscription level will need to be updated** when the subscription is upgraded (after the purchase of a “step-up” license) or renewed at a lower level.

- **Do not share subscriptions between subscribers.** You must assign a subscription to anyone who uses all or part of the subscription benefits (software for development and testing, Windows Azure, e-learning, etc.).

Accessing the MSDN Subscription Administration Tool

To access the tool, your organization’s VLSC Online Administrator needs to assign you with a Subscription Manager permission role. If you need to have permissions assigned to you, contact your organization’s VLSC Online Administrator. Your Administrator must assign permissions to your business e-mail address before you attempt to register for access to the VLSC site. If you are a VLSC Online Administrator, you will automatically be able to use the MSDN Subscription Administration tool.

Questions? See the [VLSC Frequently Asked Questions](#) site.

Setting up Your MSDN Subscription Administration Access

You can skip this step if you are already registered on VLSC and have the correct permissions. If this is the first time you are accessing the VLSC site, then you will see a registration screen asking you to provide your business e-mail address.

1. Browse to the Volume License Service Center (VLSC) located at [https://www.microsoft.com/Licensing/servicecenter/](https://www.microsoft.com/Licensing/servicecenter/)

2. To begin the registration process, click **Sign In.**
3. Type your Microsoft Account and password, and then click **Sign In**.

   Since this is your first log in to the VLSC, you will see a registration screen asking you to provide your business e-mail address.

4. Type your business e-mail address, confirm the **Business Email** fields, and then click **Submit**.

   **Important:** You must type the exact business e-mail address that your Online Administrator associated with your VLSC Subscriptions Manager permissions.

5. You will see a screen that acknowledges receipt of the business e-mail address you provided. Follow the on-screen instructions to validate that you are the owner of this business e-mail address.
6. Go to the inbox for the business e-mail address you provided. Open the e-mail message from Volume Licensing Service Center with the subject line “Thank you for Registering with the Volume Licensing Service Center”.

---

**Figure 2**

Microsoft Volume Licensing Service Center

**Step 2: Confirm your Business E-mail Address**

An e-mail was sent to AO14uOpen3@hotmail-int.com. To confirm ownership:

1. Go to the inbox for AO14uOpen3@hotmail-int.com.
2. Open the e-mail from Volume Licensing Service Center with the subject line “Thank you for Registering with the Volume Licensing Service Center”.
3. Click the link in the e-mail to confirm your ownership of the business e-mail address.

**Troubleshooting Tips**

- **E-Mail Address**: Make sure you are checking the inbox shown above.
- **Junk Mail Filter**: Check the junk mail folder of your email client.
- **ISP Blocked**: Contact your ISP to ensure that email is not being blocked from Volume Licensing Service Center.
- **Contact Us**: If these strategies do not work, please Contact Us.
7. Click the link in step 1 of the e-mail message to confirm your ownership of the business e-mail address.

**Signing in to VLSC and Browsing to the MSDN Subscription Administration Tool**


2. To begin the registration process, click **Sign In**.

3. Type your Microsoft account and password, and then click **Sign In**.

   From the VLSC Home page, there are two ways to access the MSDN Subscription Administration tool. When you click **Subscriptions** in the top navigation menu, two choices appear on the submenu: **MSDN Search** and **Subscriptions**.
Figure 4
Searching for an MSDN Subscription Agreement Using Agreement Information

1. On the main navigation menu, click **Subscriptions**.

2. From the **Subscriptions** drop-down menu, click **MSDN Search**.

   The **MSDN Subscriptions Administration** search page appears.

![MSDN Subscriptions Administration search page](image)

**Figure 5**

**Important**: Some fields will only return search results if the input you provide is an exact match for the information they contain. On the Agreement search screen, **Agreement number** and **Public Customer Number** each require an exact match. However, none of these fields is a required field.

3. To search for an agreement, select the **Search by agreement information** option button.

4. Click **Search**.
**Note:** When you search for agreements, the tool will display up to a maximum of 5000 agreements in the search results.

5. When the list of results from your search appears, to view the detailed subscriber information for the agreement, click an **Agreement #** or **Public Customer #**.

The agreement information will display in the **Agreement** area of the MSDN Subscription Administration tool.

![Figure 6](image)

For Select Plus agreements, the Customer Number appears instead of an End Date. The Select Plus agreement is an *evergreen anniversary agreement* and has no end date.
Searching for an MSDN Subscription Agreement Using Subscriber Information

1. On the main navigation menu, click Subscriptions.

2. From the Subscriptions drop-down menu, click MSDN Search.

   The MSDN Subscriptions Administration search page appears.

3. To search for an agreement using subscriber information, select the Search by subscriber information option button.

4. Click Search.

   Note: When you search using subscriber information, the tool will display up to a maximum of 5000 agreements in the search results.

   \textbf{Important:} Some fields will only return search results if the input you provide is an exact match for the information they contain. On the Subscriber search screen, Subscriber ID and E-mail Address each require an exact match. However, none of these fields is a required field.
5. When the list of results from your search appears, to view the detailed subscriber information for the agreement, click an Agreement # or Public Customer #.

The agreement information will display in the Agreement area of the MSDN Subscription Administration tool.

![Figure 8](image)

For Select Plus agreements, the Customer Number appears instead of an End Date. The Select Plus agreement is an *evergreen anniversary agreement* and has no end date.

**Access the MSDN Subscription Administration Tool Using the Subscriptions Option**

1. After you sign in to the VLSC Home page, in the top navigation area, click **Subscriptions**.

![Figure 9](image)

2. When the two choices appear, click **Subscriptions**.

3. From the **Services and Subscriptions** overview page, browse to the MSDN Subscriptions. Click **Click here to visit the Relationship Summary** and select a License ID to manage your MSDN subscriptions.
Figure 10

4. In the **Relationship Summary** area, click a License ID.
5. To access the tool, on the Details page of the Licensing ID you chose, click the link next to Manage MSDN Subscriptions.
You should now see the MSDN Subscription Administration tool with the agreement details and the **Results** section, which displays the individual users.

![Microsoft Volume Licensing Service Center](image)

**Figure 13**

**Using the Subscriber Search Tab and Modifying Subscriber Details**

Once you have selected an agreement, you can use the **Subscriber Search** tab to view details about individual subscribers. The **Subscriber Search** tab is collapsed by default.

**Open the Subscriber Search Tab**

1. After you select an agreement, click the **Subscriber Search** tab.

2. The **Subscriptions** page appears with the **Search** area hidden. To open the **Search** area, click the arrow.
Figure 14
3. From this screen, you can
   a. View and edit the subscriber’s details by clicking the subscriber’s hyperlinked last name.
   b. Remove a subscriber by selecting the check box next to the subscriber(s), and then clicking **Remove Subscribers**.
   c. Resend an invitation to the subscriber by e-mail by clicking the check box next to the subscriber’s name, and then clicking **Resend Invitation**. More details about the invitation e-mail are in step 8 of the “Assigning a Subscription From an Agreement” section.

   **Note:** To view other subscribers that are not visible, do one of the following:
   - Export the entire subscriber list to a CSV file
   - Sort your search results within the subscriber list
   - Use the **Search** area to narrow the search results
Managing MSDN Subscriptions

![Figure 15](image)

You use the MSDN Subscription Administration tool to assign subscriptions and manage the subscription benefits for subscribers in your organization.

When you assign a subscription to an individual, keep the following points in mind:

- Select the subscription benefit level corresponding to the MSDN subscription your organization purchased. The subscription level defines what software the subscriber can access, as well as other benefits such as Windows Azure, technical support incidents, and e-learning.

- MSDN subscriptions are licensed per user. Do not share subscriptions between subscribers. Anyone who uses all or part of the subscription benefits (software, technical support, e-learning, etc.) must have a subscription assigned to him.
• Assign a single subscription level to each subscriber. A common mistake is to select multiple levels for a single subscriber when only one level is required. This can adversely affect the number of MSDN subscriptions you have available to assign to others. If you have subscribers with more than one subscription level assigned to them, edit their settings so that they only have one.

• To get full use of MSDN subscription benefits, leave all the component benefits selected when assigning a subscription
  o Subscriber Downloads
  o Technical Support incidents
  o Managed Newsgroups (priority Support in MSDN Forums)
  o Online Concierge (Online Chat)

Note: If you make Subscriber Downloads unavailable, subscribers cannot access the software and product keys included with their subscription. Windows Azure, Developer Accounts, e-learning, and other benefits that may be included with their subscription may also be inaccessible.

Keep the following points in mind before you assign media benefits to subscribers:

• The most comprehensive access to software is online at the MSDN Subscriptions Download Center. Do your part for the environment! Choosing to receive DVDs increases carbon emissions and will eventually lead to unused media ending up in landfills. Choose Electronic Software Delivery, which gives you easy download access to past and present software using MSDN Subscriber Downloads. This allows you to burn only the disks you need.

• You are not required to assign media benefits to a subscriber. All software is available for download, with only a subset of that software available through DVD shipments. Unless the subscriber requires physical media, assign the download benefit to the subscriber. This is the best way provide access to the available Microsoft products based on the subscription level.

• Providing the Subscriber Downloads benefit to subscribers ensures that they have access to the all the software and product keys needed for development and testing.

• The subscriber may burn all downloaded product files to DVD as needed for development and testing.

• There is a limited number of complimentary media available per Licensing ID. Be sure to assign media to a subscriber only if it is absolutely essential. In Enterprise or Select Enrollments, for example, you are entitled to one media kit per purchased subscription level. Therefore, if you purchase the Visual Studio Premium with MSDN subscription level, you will have one media kit available to assign for that subscription level.
• Once you assign media to a subscriber, you cannot remove that subscription from the tool. Instead, edit the subscriber’s contact details and resend the subscription invitation e-mail message to the new subscriber within your development team. That person will continue to receive the media in the future.

Viewing MSDN Subscription Administration Information

You can view basic agreement information in the top area of the MSDN subscription management pages. For example, an expired agreement displays the start and end dates. You can also manage the following aspects of MSDN subscriptions:

• Subscriber
• Subscriptions
• Media Shipments
• Subscription Summary

From the MSDN Subscription Administration tool you can

• Assign subscriptions to a single subscriber or to multiple subscribers simultaneously
• Track Media Shipments
• View a summary of subscriptions available and assigned
• Remove or modify subscriber details
• Resend an invitation to activate a subscription
Modifying a Subscription Benefit

The administrator may put a subscription benefit on hold. We recommend making all subscription benefits available so that subscribers can receive the maximum value from their subscription.

Add a Benefit

1. In the Subscription Selection area, you can edit a subset of benefits associated with a subscription by clicking the option button next to it.
2. To add a benefit, click Add.

![Figure 16](image1.png)

3. In the Add Subscription Selection window, click Save.

![Figure 17](image2.png)

Edit a Benefit

1. If there is a benefit associated with the subscription, to manage the selection, select Edit or Remove.
   
   **Note:** Edit is not available for the Technical Support benefit. If you have not yet added a benefit, the Edit button is unavailable.
2. To open the drop-down menu, click the Status down arrow.
3. Select the status for the benefit selection: Active or Hold.
4. Click Save. The updated status appears in the Status column.
Modifying the Subscription Level Associated With a Subscriber

You may want to adjust the subscription level assigned to a subscriber.

1. In the Downloads Details area, click Add. The Add Subscriber Downloads window appears.

2. From the Select a subscription level drop-down menu, choose the new subscription level you want to assign to the subscriber (for example, Visual Studio Ultimate w/MSDN).

3. Click Save.

4. You must now go back and remove the original subscription level from the subscriber. Select the old subscription level, and click Remove.

5. When the confirmation dialog appears, click Yes.
Placing an MSDN Subscription On or Off Hold

The administrator may put a subscription benefit on hold. We recommend making all subscription benefits available so that subscribers can receive the maximum value from their subscription.

1. In the Downloads Details area, click Edit.
2. From the Status drop down menu, select Active or Hold, and then click Save.

Adding Media Details to a Subscription

In the Media Details area, you can view media details that are associated with the subscription.

1. If there are no media details assigned to a subscription, then add media details by clicking Add.
2. From the Add Media Subscription window, select the subscription level that applies to the subscriber (for example, Visual Studio Ultimate w/MSDN). This should match the subscriber’s download level.

The Add Media Subscription dialog appears. The media benefits appear with the Available, Assigned, and Remaining benefits shown.

![Add Media Subscription](image)

3. Select the media benefit for the appropriate coverage period by clicking the check box next to the benefit.

   **Note:** If media are not available for your agreement, the check box will be unavailable.

4. Click Next. The Media Details area displays your selected media choice.
Adding Media Subscription Ship To information

Use the Add Media Subscription Ship To information area to add media subscription shipping details for a subscriber. You can view the Ship To information input fields, the Media Subscription Summary, and the Add Media Subscription areas.

![Figure 21](image)

1. Type the necessary subscriber shipping information in the fields. A red asterisk (*) indicates a required field.

   In the Media Subscription Summary area, you can view the Subscription Type, Subscription Level, and all Available, Remaining, and Assigned subscriptions.

2. In the Add Media Subscription area, to select a language, click the Language drop-down menu. Your language selection choices are European (NA), Intl (NA), English, and French.

3. Type the number of physical media that you wish to ship in the Quantity field.

4. To include a comprehensive media kit, select the Comp Kit Included check box.

5. Select Save. The results of your saved Ship To information appear.
Removing a Subscriber

If a subscriber has left the company or changed responsibilities, then it may be necessary to remove him.

Remove a Subscriber

1. On the Subscriber search page, locate the subscriber you want to remove from the list in the Results section or expand the Search section by clicking the arrow on the right.
2. Type the subscriber’s information in the Search form text fields. You can filter by various fields, including Subscriber Name, Subscriber ID, Country, and so on.
3. Select the check box next to the subscriber’s last name. If you want to remove multiple subscribers, you can select multiple check boxes.
4. Click Remove Subscribers.
5. When the confirmation dialog appears, click OK.

The MSDN Subscription Administration page updates with the subscriber no longer listed.
Managing Subscriptions During Agreement/Subscription Grace Periods

Scenario 1: Agreement is in grace, and MSDN subscription is in grace
   a. No change to the MSDN administrator’s ability to manage MSDN subscriptions and related benefits.

Scenario 2: Agreement has expired and is no longer in grace, but the MSDN subscription(s) is still in grace.
   a) All subscription management is unavailable. This indicates that you cannot manage your subscriptions after your agreement has expired.

Assigning a Subscription From an Agreement

To assign an MSDN subscription, click the Assign Subscription tab. The subscription level you assign to the user should correspond to the license you purchased.

Subscriptions are licensed per user. You must assign all the component benefits of the subscription to the same person. The benefits cannot be shared with others.

**TIP:** Microsoft recommends that you make Media unavailable and manage all of your benefits digitally by checking Subscriber Downloads. Subscriber Downloads allows you to download software, access e-learning, Windows Azure, and other included benefits.

Assigning a Subscription From an Agreement

1. In the MSDN Subscription Administration tool, click the Assign Subscription tab.
2. Select a subscription level from the list (for example, Visual Studio Ultimate with MSDN).
3. Leave all the benefits selected when assigning a subscription:
   - Subscriber Downloads
   - Technical Support incidents
   - Managed Newsgroups (priority support in MSDN Forums)
   - Online Concierge (Online Chat)

**Note:** If you make Subscriber Downloads unavailable, the subscriber will be unable to access benefits that may be included with their subscription. Access to the MSDN Subscriptions portal to download software or access e-learning and access to Windows Azure and other benefits will be blocked.

**Note:** Microsoft recommends that you keep all eligible subscription benefits available so that subscribers can take full advantage of their MSDN subscription benefits.

4. Click Next. The Assign Subscription area displays the subscriber information text fields as available.
5. Type the subscriber’s information in the text fields. A red asterisk (*) indicates a required text field.

**Note:** You can use the Reference fields to keep track of additional information (for example, the subscriber’s department, division, or employee number) in your organization.

![Microsoft Volume Licensing Service Center](image)

**Figure 23**

6. Click **Next**. A summary appears.
7. Verify the information, and to make any updates, click the **Edit** button.
8. Click **Finish**.

The new subscriber automatically receives a welcome e-mail message that explains how to activate her subscription. To gain access to Subscriber Downloads and other subscription benefits, the subscriber **must** activate the subscription.
Assigning a Subscription With Media

1. In the MSDN Subscription Administration tool, click the Assign Subscription tab.
2. Select a subscription level from the list (for example, Visual Studio Ultimate with MSDN).
3. Leave all the benefits selected when assigning a subscription:
   - Subscriber Downloads
   - Technical Support incidents
   - Managed Newsgroups (priority support in MSDN Forums)
   - Online Concierge (Online Chat)

   **Note:** If you make Subscriber Downloads unavailable, the subscriber will be unable to access benefits that may be included with their subscription. Access to the MSDN Subscriptions portal to download software or access e-learning and access to Windows Azure and other benefits will be blocked.

   **Note:** Microsoft recommends that you keep all eligible subscription benefits available so that subscribers can take full advantage of their MSDN subscription benefits.

4. To send media to the subscriber, select the Media check box.
The Ship To, Media Subscription Summary, and Add Media Subscription areas appear.

5. Type the required information in the Ship To fields.
6. Review the available media in the Media Subscription Summary.
7. In the Add Media Description area, select the Language and the Quantity.
8. To include a comprehensive media kit, click the Comp Kit Included check box.
9. Click Next.
10. Verify the information and to make any updates, click the Edit button.
11. Click Finish.

The new subscriber automatically receives a welcome e-mail message that explains how to activate his subscription. To gain access to Subscriber Downloads and other subscription benefits, the subscriber must activate the subscription.

Assigning Multiple MSDN Subscriptions

You can assign multiple MSDN subscriptions by uploading information from an Excel spreadsheet into the MSDN Subscription Administration tool.

Note: The following browsers support this functionality:

- Internet Explorer
- Chrome
- Opera
- Safari
- Firefox
Assigning Multiple MSDN Subscriptions

1. Ensure that you are adding subscribers to the correct agreement by verifying the agreement information in the Agreement section.

2. Click the Assign Multiple Subscriptions tab.

   Below the Add Multiple Subscriptions heading there are instructions.

3. Download the Excel template by clicking Download.

4. In the Excel template, go to the Instructions tab, and follow the directions.

   Note: To add subscriber information, click Enable editing in the Excel file. Depending on your agreement type, you may need to select a coverage end date.
**Note:** You can add a maximum of 5000 subscribers per Excel file. However, Microsoft recommends that you add 500 subscribers per Excel file.

5. Add the required subscriber information in the Excel template.
6. Verify and correct any errors that appear in the **Error** column.
7. Save your file.
8. To upload the template, on the **Assign Multiple Subscriptions** screen, click **Upload**.
9. Click **Submit**, and then Click **Finish**.

**Figure 27**

**Note:** Depending on the number of subscribers you uploaded, it may take some time for the request to process. Microsoft advises that you check back later to confirm that the assignment is complete. You can view the newly assigned subscribers from the main **MSDN Subscriptions Administration** page.
Managing Errors When Adding Multiple MSDN Subscribers
During the upload process, you may receive a message that errors have occurred.

Fixing Errors
You can manually edit each subscriber’s information within the MSDN Administration tool.

Fix the Errors Manually

1. An error message appears next to each subscriber that could not be added. Click the last name of the subscriber whose information you want to edit.

[Figure 28]
The **MSDN Subscription Administration** page appears with the **Add Multiple Subscribers Error Correction – Update Subscriber Information** area active.

2. Verify the information on this or edit the information where necessary, and then click **Next**.
3. When the subscription benefits screen appears, leave all the benefits selected.

**Note:** If you make Subscriber Downloads unavailable, subscribers cannot access the MSDN Subscriptions portal. This will prevent them from downloading software or accessing e-learning, Windows Azure, and other benefits that may be included with their subscription.
4. Make the needed corrections, and then click **Next**.

The updated subscriber information appears.

5. Review your changes, and then click **Finish**. The **Added Successfully** confirmation message appears.
Figure 31
Using Shipment Search

You can search for shipments by typing the relevant information in the fields.

Search for a Shipment

1. In the MSDN Subscription Administration tool, click the **Shipment Search** tab. The **Shipment List** page appears.
2. View the read-only Shipments Details page. To view a different shipment, click the **Back to Shipments List** link. You can find the shipment status by using any of the drop-down filters.

3. To go to the **Shipment Details** page, click the **Shipment #**.

![Figure 33](image)

**Viewing the Subscription Summary**

The **Subscription Summary** page provides summary information for your MSDN subscriptions. You can filter results to view subscription benefit levels or by benefit (**Subscriber Downloads** or **Media**). All of this information displays by default. The summary provides the total available subscriptions by subscription level and how many have been assigned or remain.

The **Agreement** area displays information about the selected agreement.

![Figure 34](image)
You can sort the subscription summaries using the **Subscriber Benefit Level(s)** controls.

![Image](image-url)

**Figure 35**

- Use the **Benefits** control to filter for Subscriber Downloads and Media.
- Use the **Subscription Level** to filter based on the subscription level (for example, Visual Studio Ultimate w/MSDN).
- For Select Plus subscribers, use the **Coverage Period End Date** calendar widget to filter based on the coverage period.
- You can use the **View Benefit Summary** area to view Benefit Type, Benefit Level, Coverage Period, and Available, Assigned, and Remaining benefits columns.

![Image](image-url)

**Figure 36**

The **Remaining Benefits** column indicates the remaining quantity of unassigned benefits that are still available for use.

**Note:** If the quantity of purchased licenses is less than what was on the original agreement, the tool will show that the customer has over-claimed. A negative remaining balance indicates an over-claim. You must edit or delete those who are over-claimed or purchase additional licenses in accordance with the terms of the agreement.

**Adding an Administrator**

Having a second individual to help share the workload of managing MSDN subscriptions for your organization can be very helpful. It is important to understand what permissions need to be assigned to this second individual and who can assign MSDN subscriptions to individual users.

The VLSC permissions that are set in the Administration section of the VLSC site controls access to the MSDN Subscription Administration tool. Only those individuals with the VLSC...
Administrator role may access the VLSC Administration site section. Individuals who are managing MSDN subscriptions may not have the VLSC Administrator role. Instead, individuals who are managing MSDN subscriptions may be limited to the VLSC Subscriptions Manager role.

If you are a VLSC Administrator, you may directly assign another individual to the Subscriptions Manager role. Go directly to the Add User page within the Administration section of the VLSC site. For complete instructions on adding a user with the Subscriptions Manager permission role, see the Administrator FAQ in the Help section of the VLSC site.

If you are not a VLSC Administrator, you must contact the VLSC Administrator for your organization. Request that VLSC Subscriptions Manager permissions be assigned for each Licensing ID (or agreement) that has affiliated MSDN subscriptions that must be managed. Once permissions are assigned to this second individual, that person will be able to access VLSC and use the MSDN Subscription Administration tool.
Appendix C – Revision History and Copyrights

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