SUS Manager - Change of Delivery

SUS Manager

https://support.industry.siemens.com/cs/ww/en/view/109747310

Siemens Industry Online Support

Warranty and Liability

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Security Information

Siemens provides products and solutions with industrial security functions that support the secure operation of plants, systems, machines and networks.

In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art industrial security concept. Siemens' products and solutions only form one element of such a concept.

Customers are responsible to prevent unauthorized access to their plants, systems, machines and networks. Systems, machines and components should only be connected to the enterprise network or the internet if and to the extent necessary and with appropriate security measures (e.g. use of firewalls and network segmentation) in place.

Additionally, Siemens' guidance on appropriate security measures should be taken into account. For more information about industrial security, please visit http://www.siemens.com/industrialsecurity.

Siemens' products and solutions undergo continuous development to make them more secure. Siemens strongly recommends to apply product updates as soon as available and to always use the latest product versions. Use of product versions that are no longer supported, and failure to apply latest updates may increase the customer's exposure to cyber threats.

To stay informed about product updates, subscribe to the Siemens Industrial Security RSS Feed under http://www.siemens.com/industrialsecurity.

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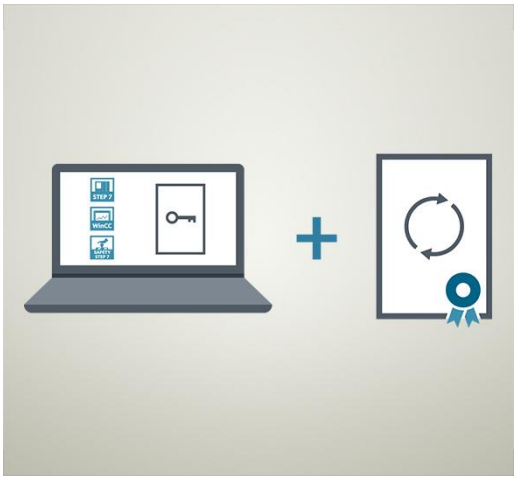
1 Software Update Service Manager

The Software Update Service (SUS) is the fastest and easiest way of receiving the latest SIMATIC software at any time – automatically and at plannable costs.

Automatically up to date

When you order the Software Update Service for your product, for one year you receive all the upgrades and service packs of your SIMATIC software product delivered free of charge.

The requirement is the latest version of a valid software license.



- **Fast and up to date**
  Upgrades and Service Packs are available immediately after they're released
- **Proactive**
  You'll get the SIMATIC software product delivered at no charge right to your workplace or be notified automatically about updates via e-mail
- **Transparent**
  You can check and manage all SUS contracts via the SUS Manager
- **Manageable cost**
  An economical flat annual fee for software maintenance.

You have the choice!

Comparison of SUS delivery types taking the example of three contracts. In this FAQ response we show you how you can easily change your type of delivery.

Download	Package	Compact

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2 Change of Delivery to SUS Download

Access to the SUS Manager

Simply use your existing Industry Mall login to access the SUS Manager:
www.siemens.com/susmanager

Alternatively you can also call the SUS Manager via the TIA Administrator or via the ALM (Automation License Manager):

- Start the TIA Administrator and select the "Download software" tile in the overview page.
- Start the Automation License Manager (ALM) and in the "Management" view click "Web License Key Download".

Easy management of updates

The SUS Manager gives you a clear overview of your existing SUS contracts.

You can filter, select and edit your contracts as required.

In addition to changing a delivery address, in the SUS Manager you can also very easily change the delivery of a SUS contract to SUS Download.

You will receive an e-mail confirming your contract changes and orders.

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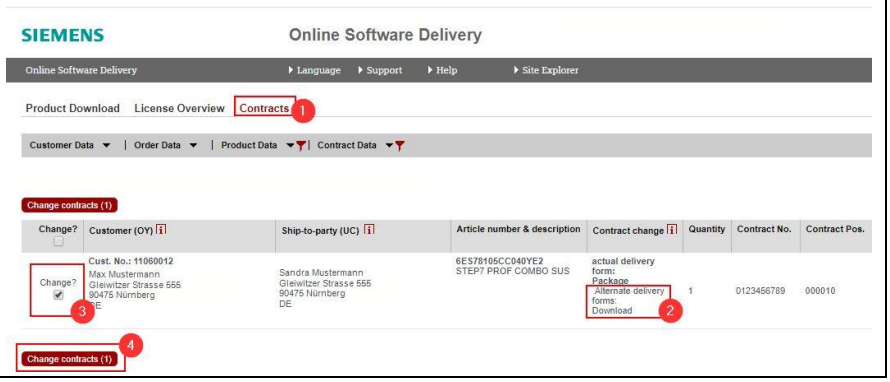
2.1 Step 1: Select Contract Change

Table 2-1: Select Contract Change

No.	Action
1.	1. Click the "Contracts" tab. 2. The "Contract change" column shows the contracts marked with "Download". 3. Select the contract or contracts that you want to change. 4. Click "Change contracts" which navigates you to the next processing step. 

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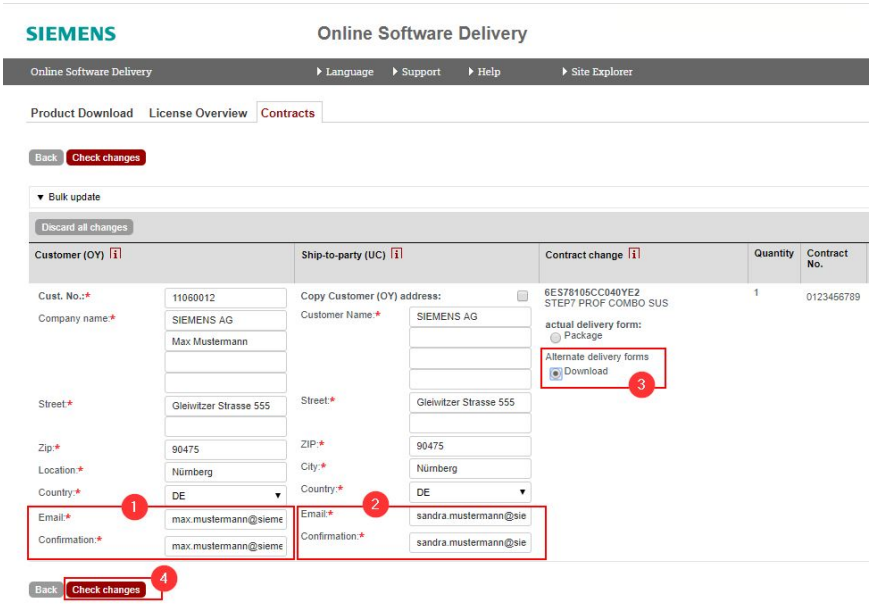
No.	Action
2.	1. Enter the customer's e-mail address. 2. Enter the ship-to-party's e-mail address. The e-mail addresses can be identical or different, for example, wholesalers. **<u>The download is prepared for the ultimate consignee (UC)</u>** 3. In case of change to delivery form "Download" it is necessary the indication of the E-mail address. 4. Click "Check changes". This navigates you to the next processing step. 

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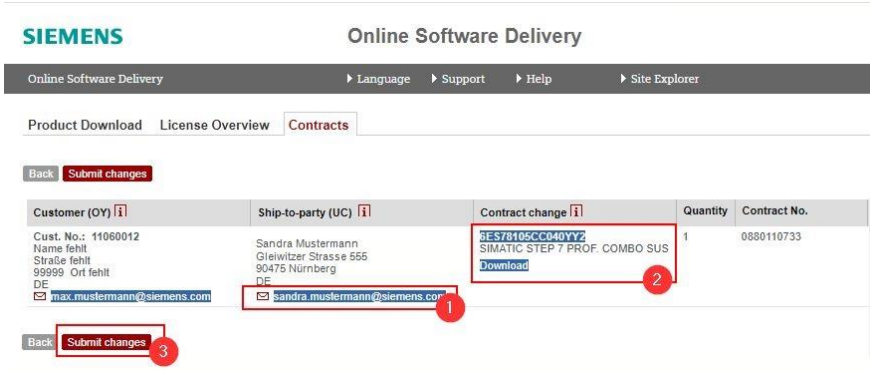
2.2 Step 2: Check and Submit Contract Change

Table 2-2: Check and Submit Contract Change

No.	Action
3.	1. Check the ship-to-party's e-mail address. 2. Check the "Download" display in the "Contract change" field. 3. Click "Submit changes". 
4.	1. Confirm your change.

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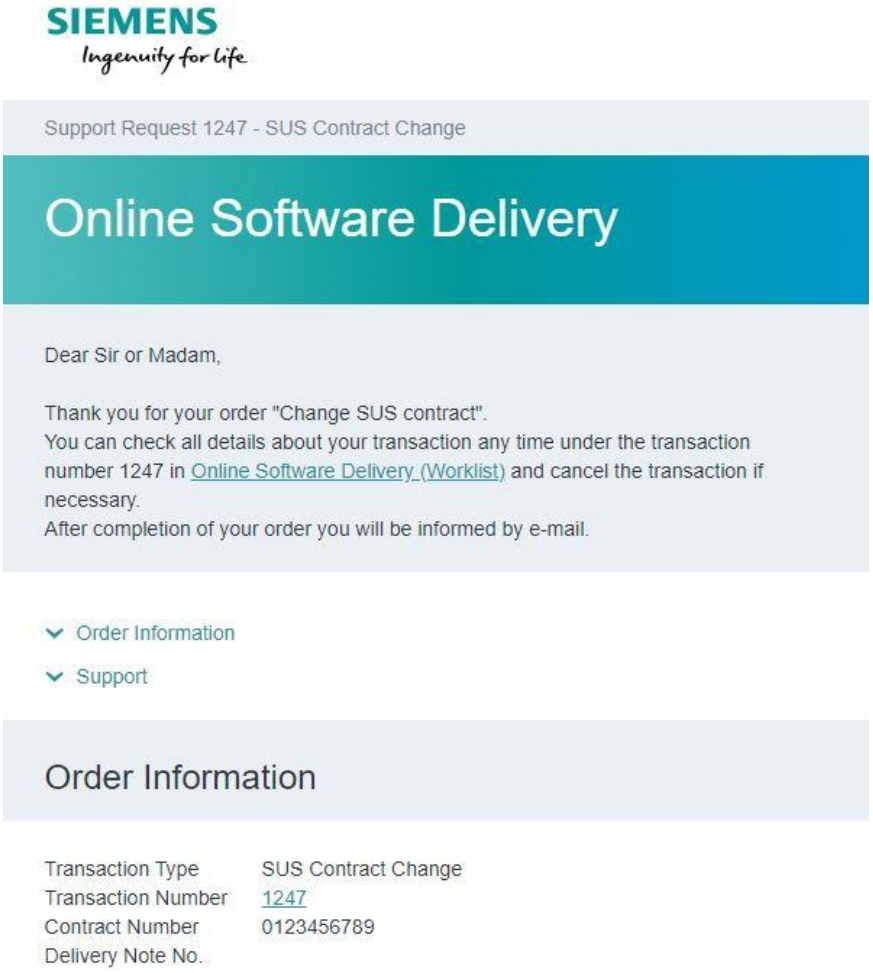
2.3 Step 3: E-Mail Confirmation for Customer and Ultimate Consignee

Table 2-3: Check and Submit Contract Change

No.	Action
5.	1. After transferring the change you receive an automatically generated confirmation e-mail from Siemens. This e-mail includes your transaction number, customer data and the link to the OSD Worklist. You can track the status of your request at any time by entering your transaction number..  SIEMENS Ingenuity for life Support Request 1247 - SUS Contract Change Online Software Delivery Dear Sir or Madam, Thank you for your order "Change SUS contract". You can check all details about your transaction any time under the transaction number 1247 in Online Software Delivery (Worklist) and cancel the transaction if necessary. After completion of your order you will be informed by e-mail. Order Information Support Order Information Transaction Type SUS Contract Change Transaction Number 1247 Contract Number 0123456789 Delivery Note No. As soon as the change order has been completed successfully you receive another e-mail message.

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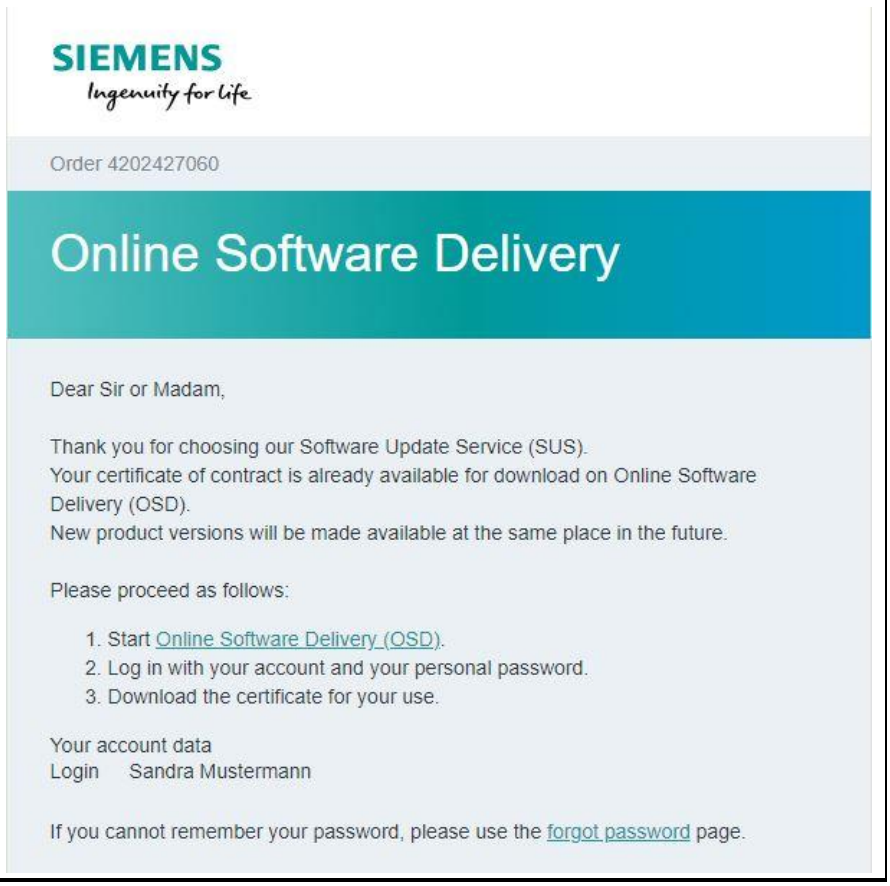
2.4 Step 4: Notice of Download Availability by E-Mail

Table 2-4: Notice of Download Availability by E-Mail

No.	Action
6.	After successful change of delivery to SUS Download an e-mail giving notice of download availability is sent to the e-mail address of the ultimate consignee. 1. This e-mail includes your access data.  SIEMENS Ingenuity for life Order 4202427060 Online Software Delivery Dear Sir or Madam, Thank you for choosing our Software Update Service (SUS). Your certificate of contract is already available for download on Online Software Delivery (OSD). New product versions will be made available at the same place in the future. Please proceed as follows: 1. Start Online Software Delivery (OSD). 2. Log in with your account and your personal password. 3. Download the certificate for your use. Your account data Login Sandra Mustermann If you cannot remember your password, please use the forgot password page.

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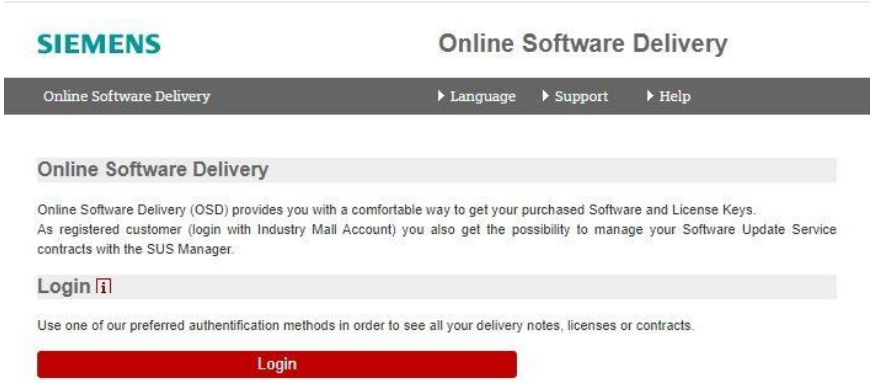
2.5 Step 5: Login to Online Software Delivery

Table 2-5: Login to Online Software Delivery

No.	Action
7.	1. Click “Login” and log in to the OSD platform with your access data. Further information regarding to login to OSD you will find in the FAQ “How do you log in to OSD after you have received a download-ready e-mail?”. 

2.6 Step 6: Download after Contract Change

Table 2-6: Download after Contract Change

No.	Action
8.	In the "Product download" tab, for the changed SUS contract you will find your new SUS Download first delivery along with the contract certificate (Certificate of Contract (CoC)). 1. Download your Certificate of Contract (CoC) for the changed SUS contract as a PDF file.

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3 Annex

3.1 Service and Support

Industry Online Support

Do you have any questions or need support?

Via the Industry Online Support you have round-the-clock access to the complete Service and Support know-how and our services.

The Industry Online Support is the central address for information about our products, solutions and services.

Product information, Manuals, Downloads, FAQs and Application Example – all the information just a few mouse-clicks away:
https://support.industry.siemens.com/

Technical Support

The Technical Support of Siemens Industry provides quick and competent support in all technical matters with a large number of tailored offers ranging from basic support to customized support contracts.

You use the web form to make requests to Technical Support:
www.siemens.com/industry/supportrequest

Service offering

Our service offering includes the following services among others:

- Product Training Courses
- Plant Data Services
- Spare Parts Services
- Repair Services
- On-site and Maintenance Services
- Retrofit and Modernization Services
- Service Programs and Contracts

Detailed information about our service offering in available in our Service Catalog:
https://support.industry.siemens.com/cs/sc

Industry Online Support App

The "Siemens Industry Online Support" app gives optimum support on the move. The app is available for Apple iOS, Android and Windows Phone.
https://support.industry.siemens.com/cs/ww/en/sc/2067

3.2 Internet Links

Table 3-1: Internet Links

No.	Topic
\1\	Siemens Industry Online Support https://support.industry.siemens.com
\2\	This entry https://support.industry.siemens.com/cs/ww/en/view/109747310

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No.	Topic
\3\	Software Update Service – Always up-to-date http://w3.siemens.com/mcms/topics/en/simatic/lizenzen/software-update-service/seiten/default.aspx

3.3 Change Documentation

Table 3-2: Document version and changes

Version	Date	Change
V1.0	06/2017	First edition
V1.1	10/2018	Second edition
V1.12	04/2020	Updating

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