

NSG Product Update

Date: June 29th, 2015

Subject: **Move to New Licensing System for NSG on July 11, 2015**

Background

Up until now, NSG licenses have been managed using two distinct systems:

- NSG9000-3G and NSG9000-6G licenses were managed in one database (FNO 1.5), with hard binding of licenses to the NSG chassis.
- NSG9000-40G and NSG Pro licenses were managed in a separate database (FNO 2), without any “hard” binding of licenses to a specific chassis. Instead, license enforcement was done in a “soft” manner, using periodic audit and comparison of actual license usage against the number of licenses that are available to a given customer.

Harmonic is now about to terminate the old “FNO 1.5” licensing system, and move all NSG9000-3G/6G licenses to the “FNO 2” system. This product update explains the main implications of the planned move.

Shipping of NSG9000-3G and 6G from Factory

With the termination of the “FNO 1.5” system, 3G and 6G NSG devices will start shipping from the factory fully-enabled to perform at their maximum QAM capacity. It will no longer be required to load additional licenses onto these devices in order to enable more QAM channels.

Once these devices get deployed in the field, they will be audited by Harmonic’s EdgeMS system, which will determine the exact number of licenses that are really in use on each and every device.

So customers receiving new (or refurbished) 3G/6G devices from the factory do not need to install on them any new licenses.

Replacement of Failed Devices in the Field

In the past, when an NSG 3G/6G had failed in the field, it was required to actually unbind old licenses from the failed device and apply them to the new replacement device.

With the new system, this process is no longer required:

- If a 3G/6G device fails, it may be taken out of service without having to worry about unbinding licenses from it. Instead, the EdgeMS License audit process will still identify these licenses (in the back-office as belonging to the customer, and count them as “available”.
- In parallel, customers should use a new version of Harmonic’s License Manager (LM) utility to connect to the new device and fully-enable it to function at its full capacity.
- The LM version that should be used for this operation is LM release 3.2, which will be posted on an internet site which is freely available for all customers.
- The location where LM will be posted is <https://harmonicinc.app.box.com/s/5c6swwcv8a7vfxrf1a2bbuiuggq46fvoj> . Along with the LM installation package, Harmonic will also post to this location a “Quick Start” guide which will instruct customers how to use the LM utility for fully-enabling NSG devices.

Note: the LM utility will be posted to the link above several days prior to the move, to let customers prepare and download it in advance. However, this utility will become operational only once Harmonic turns on the new system, on the date listed above. Until then, the new LM will not be able to connect to the FNO back-office.

License Management/Audit

With the move to the new licensing system, all of the licenses that have been purchased by customers over the years for NSG 3G/6G devices will be migrated into the existing “FNO 2” system, which already holds all the licenses for NSG 40G and NSG Pro. Licenses will be migrated with full traceability back to the original PO numbers under which they were purchased.

Access to the old “FNO 1.5” Licensing portal will be blocked, and all licenses will become visible and manageable within the “FNO 2” licensing portal.

Auditing will be performed via the EdgeMS system (release 1.5 or higher), which will automatically run periodic audits of each site, and report any licensing gaps.

Timing of Move, and Support for Licensing-related Issues

For the initial period of transitioning from the old to new licensing system, Harmonic has assigned two NSG support specialists (Keith Crowe and Ha Luong) to focus on licensing-related issues, and ensure that the transition goes smoothly. Please address any licensing-related questions to them.

- Keith Crowe – keith.crowe@harmonicinc.com +1-757-287-9625
- Ha Luong – ha.luong@harmonicinc.com +1-707-363-6239

The cut-over from the old system to the new one is planned for Saturday, July 11th.

- This transition will not have any effect on NSGs in live service.
- In the very worst case, customers may temporarily lose visibility of their licensing assets, but this can be easily restored.

Customers who have any concerns or questions regarding this plan are kindly requested to contact Harmonic’s Cable-edge support line, at the telephone numbers listed below.

Region	Telephone Number
Americas	888.673.4896 (888.MPEG.TWO) or +1.408.490.6477
Europe, Middle East & Africa (EMEA)	+44.1252.555.450
India	+91.120.498.3199
Russia	+7.495.926.4608
Mainland China	+86.10.6569.5580
Japan	+81.3.5565.6737
Asia Pacific - Other Territories	+852.3184.0045 or 65.6542.0050

Thanks for your attention,

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