

OSD (Online Software Download)

Users Guide

January 22, 2014

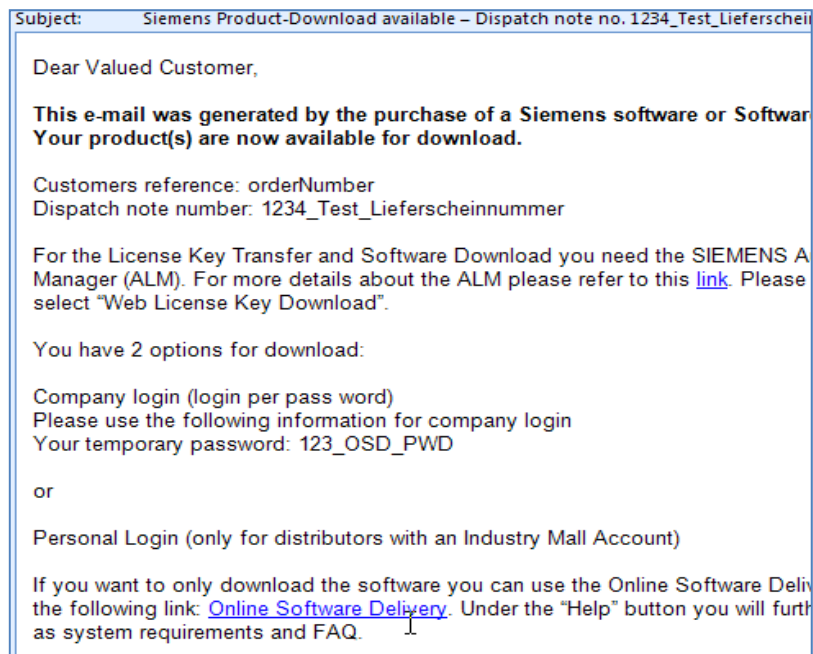
1 OVERVIEW

Online Software Delivery (OSD) is the process by which a Siemens software package can be ordered for downloading in electronic format using an OSD MLFB part number. The standard “physically shipped” software part numbers are also available in parallel. It is not possible to order a MLFB that includes both a physical software package and a downloadable software image. In the case where both physical and electronic copies of the software are needed, two separate MLFB’s can be ordered. The OSD downloadable parts include Software configuration/runtime, Software License Keys (LK), and Certificate of Contracts (COC) for Software Update Service (SUS) agreements. The software is provided as an iso image that can be burned to a disk or mounted as a drive.

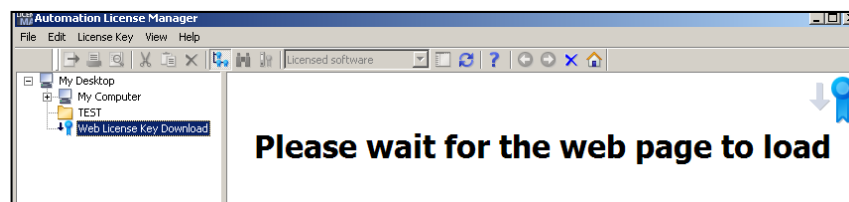
2 OSD DOWNLOAD

2.1 LOGGING INTO THE OSD WEB PAGE

There are two options for access to the OSD download page: (1) Click the link in the e-mail, or (2) open the ALM (Automation License Manager) application and from the folders, click on “Web License Key Download”.



Option 1: Access the OSD Login Page from a link in the notification e-mail.



Option 2: Access the OSD Login Page from ALM.

Use either of these methods to display the OSD login page (see the screen shot that follows). On the lower right side of the screen, there are 3 tabs. USA customers must use the default tab, "Login with password" to login. The other two login tabs are for legacy OSD system logins that are not used by USA customers.

Online Software Delivery

The Software-License-Download provides you an comfortable way to get your bought Software and belonging License Keys. How to proceed?

Test system requirements

You can test the license key download procedure in advance to check if your system fulfills the requirements.
> System test

Login

To access the license key you can register by following possibilities.

Personal login

With the personalized login you can, depending on authorization, load license keys for all licenses delivered to you.
This option is currently only available to customers of the Industry Mall.
Please enter your login and password information for the Industry Mall into the following dialog.

Company login

If you have no personalized login, you can load the license key for a license by using your company login (License number or Serial number) and the data from your online CoL (Certificate of License). You can find the required data above the [barcode of your certificate](#) you received per email.

Login with personalized login | **Login with password** | Login with serial number | Login with license number

dispatch note number

Password

[password forgotten/expired?](#)

Screen shot of the OSD Login Page.

The "Login with password" tab option requires the user to input: (1) the "Dispatch note" number that was sent in the e-mail notification, (2) the Password that was sent in the e-mail notification, (3) the "Captcha" text seen on the screen. "Captcha" inputs are used to prevent other automated systems from hacking onto a website.

After logging in with the temporary password, the user is prompted to select a new "permanent password". After the password is entered, the user receives another e-mail with a link that confirms the password has been changed.

Once the login credentials are successfully entered on the OSD Login screen using the permanent password, the user is prompted with a confirmation box that displays the user's Dispatch note number, e-mail, and the distributor's address. The confirmation box requires the user to enable 2 checkboxes, confirmation of the shipping address and confirmation of and Export Control Clause.

dispatch note number

Good Recipient Email-Address

Delivery Address

The delivery address is identical with the recipient E-mail-address for Online Software Delivery.

The export control clause for distribution contracts is accepted.

The export control clause will be displayed in a separate window for the user's review. Once the checkboxes are enabled, the "Ok" button must be clicked to complete the login process.

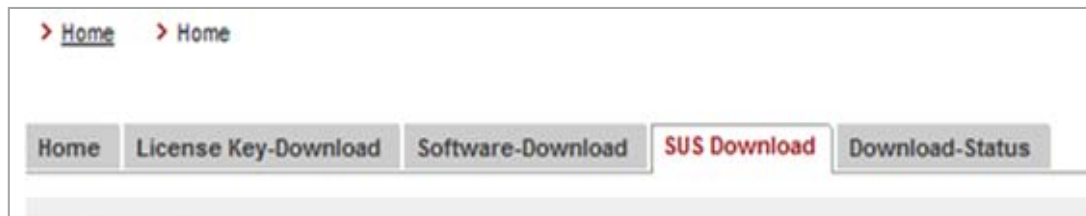
2.2 THE OSD HOME PAGE

On the OSD web page you can find additional information by clicking on "Help" from the top level menu. The Help->Requirements option provides information about setting up your PC network connectivity parameters. The Help->QnA option provides frequently asked questions about using the software download process.



Help menu options on the OSD web site.

Once you are logged into the OSD page, you will select the tab, depending on the OSD product that you purchased: ***License-Key Download***, ***Software-Download***, or ***SUS Download***.



Tabs on the OSD Download site.

2.3 SOFTWARE DOWNLOADS

Software downloads can be performed from either the ALM or directly from the OSD download page. The software downloads may be posted either as an .ISO file or as an .EXE, or as files zipped with SIWA format.

An ISO file contains all files in one image that can be burned onto a CD or DVD. With Microsoft Windows 7, there is a built-in Microsoft program that will burn the ISO image to a CD/DVD (an integrated CD Creator). NERO is an example of a commercially available program to burn an ISO file to a DC/DVD. There are other Freeware app's available for this, in cases where Microsoft Windows 7 is not the PC OS.

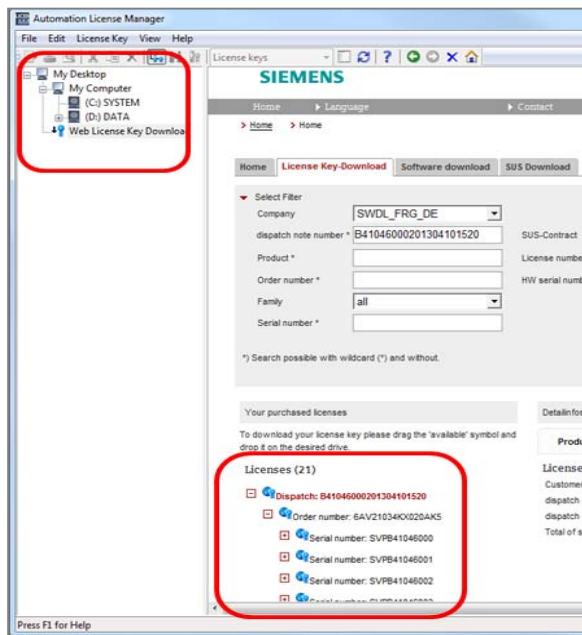
An ISO file may also be used as a virtual drive. In this configuration, your PC will show the file like an additional Drive on your PC.

The .EXE file formats allow the user to execute the product-setup directly. SIWA file format is similar to larger Siemens Service & Support downloads, where there are multiple split files (001, 002, 003, ...) along with an .EXE file that will merge all the files into one file with the final format.

2.4 LICENSE KEY (LK) DOWNLOAD

License Key (LK) transfers (downloads) MUST BE DONE THROUGH THE ALM (you must access the OSD download site from within the ALM). If attempt to transfer a LK directly from the Internet OSD page without going through the ALM, it can damage the LK.

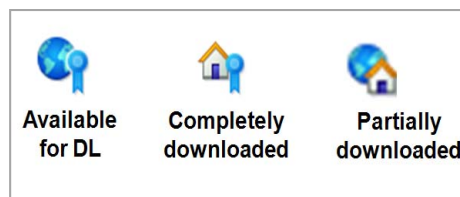
Dragging and dropping a folder, or a single LK file, from the purchased license area into the ALM folder area is equivalent to copying the LK to the PC hard drive.



Screen shot of ALM highlighting a Dispatch Folder (lower center) and the ALM Navigation Tree (upper Left).

The Folder Structure is seen on the left-side tree navigation structure of the ALM, and it varies according to user's preference. For LK's, the user can drop and drag (transfer) the entire Dispatch note folder in which case it will display multiple OSD parts that were ordered together and grouped under the same Dispatch note. The user can also drop and drag (transfer) the individual MLFB folder. The user can also create their own folder name, and drop and drag (transfer) the LK's individually.

The icons next to the Folders and License Keys provide a status indicator of the download. Once a LK has been dragged and dropped onto the user's drive, then the icon next to the part goes from "Not Assigned" to "Assigned". When there are multiple LK's in a folder and only part of them are dragged to the folder area, then the folder icon shows the folder icon as "Partially Downloaded".



LK Status icons on the OSD Download Page.

2.5 SUS DOWNLOAD, CERTIFICATE OF CONTRACT (COC)

The OSD Download page has a tab named "SUS Downloads". The purchased electronic SUS (e-SUS) Certificate of Contracts (COC) are posted under this tab as a PDF download(s). If the e-SUS includes a LK, then a link to the License Key Download tab will be available. The COC documents are provided in A4 file format.

Once an e-SUS is purchased, the end-user will receive notification e-mails when a subsequent service pack or new upgrade becomes available. Notices about Hot fixes and updates are not sent in e-mails since these are only announced with the SIMATIC Service and Support Newsletters.

Purchase of a standard SUS (not OSD SUS) contract does not entitle the owner to receive the notification e-mails. E-mail notices for SUS are only sent after the user has purchased an OSD SUS (also known as electronic SUS or e-SUS). If a user currently owns a SUS contract, when their contract agreement expires they should renew it by purchasing the OSD SUS if the user wants to get electronic downloads and notifications.

2.6 AUTOMATION LICENSE MANAGER (ALM)

The ALM is a Siemens application tool that is installed on a PC to manage Siemens SW license keys (authorizations) and software. The ALM program is not new. It has been used to manage software and license keys for SIMATIC software products prior to the downloadable OSD options.

ALM is available for download from the SIMATIC Service and Support site at this link:

<http://support.automation.siemens.com/WW/view/en/114358>

The site offers different downloads for the different MS operating systems. FAQ's pertaining to the ALM are found at this link: <http://support.automation.siemens.com/WW/view/en/18561363>

The ALM manual can be downloaded at this link:

<http://support.automation.siemens.com/WW/view/en/18691438>

Once the ALM is installed on the PC, the ALM Help menu has additional FAQ's and tips about configuring your PC for downloading software.

Important Note: License Key (LK) transfers (downloads) ***must be done through the ALM*** (you must login through, and access the OSD download site from within the ALM). If try to transfer a LK from the OSD Internet site directly, it can damage the LK. However, software downloads can be performed from either the ALM or directly from the OSD download page.

2.7 DOWNLOAD PERFORMANCE

The overall download time will depend on the user's network performance and the file size. AKAMAI Server services are used in downloading the Siemens products. AKAMAI is a third party, reputable company that provides Internet download services to many large well-known companies. The optional use of the "Download Manager" is recommended for downloading. This option is described in a section below. It is possible to download without using the Download Manager in cases where it's not possible to install that tool, although the download performance optimizations are not available. The Download Manager can increase download performance time up to ten times compared to download performance when not using the Download Manager.

2.8 OPTIONAL "DOWNLOAD MANAGER"

When a download is first initiated, an "AKAMAI NetSession Interface" pop-up window appears. This window advises the user to download and install a "Download Manager", which will enhance the performance of the download. Please note that Admin User rights are required to install the Download Manager. Using the Download Manager optimizes the downloads by:

- Overall improvement in download performance
- Download status progress bar displayed with an estimated completion time
- Multiple download instances are handled as separate instance that can work in parallel

- If the network connection breaks, the download will be continued automatically after the network resumes
- Users can intentionally stop a download and return to finish it later. The system stores a “marker” allowing the download to continue at a later time.
- Other PC tasks may be performed in parallel, although performance may be affected.

2.9 CD/DVD LABEL DOWNLOADS

Print files (in PDF format) are provided for creating DVD/CD jewel case labels if needed. The CD/DVD booklet, inlay, and CD/DVD printable label are available for download.

2.10 SOFTWARE DOWNLOAD TAB

The Software Download tab lists all the software packages that have been purchased on the order. Each Serial Number and Serial Number is listed in a folder of the Dispatch note from which it was ordered. Clicking on the serial number causes the details of the SW to be displayed in the right-hand pane of the window, including the download date and time for those packages that have already been downloaded:

The screenshot displays the 'Software download' tab in a web application. At the top, there are navigation tabs: Home, License Key-Download, Software download (active), and SUS Download. Below the tabs is a search filter section with various input fields: 'Select filter', 'dispatch note number *', 'Product *', 'Order number *', 'Family', 'Serial number *', 'SUS-Contract', 'License number *', 'HW serial number *', 'Status' (set to 'available'), 'Downloaded from' (with calendar icons), 'Downloader', 'Group', and 'Machine label *'. A note below the filters states: '* Search possible with wildcard (*) and without.' There are 'Use filter' and 'X/reset' buttons. The main content area is divided into two panes. The left pane, titled 'Your purchased software', shows a tree view under 'Software' with a dispatch note 'SIRS18300591144' and an order number '6E578221AE020YC5'. It lists three serial numbers: 'SVPDO1500118', 'SVPDO1500119', and 'SVPDO1500120'. The right pane, titled 'Detailinfos', shows details for the selected serial number 'SVPDO1500118'. It includes the dispatch note number, customer order number '4503961185', and the product description: 'SIMATIC STEP 7 PROF V12 SP1 ENGINEERING-SW, POWER PACK FLOATING LICENSE BASIC V12 SP1-> PROF V12 SP1, SOFTWARE, DOCUMENTATION AND LICENSE KEY FOR DOWNLOAD, CLASS A, 6 LANGUAGES(GE,EN,IT,FR,SP,CH), EXECUTABLE UNDER WINDOWS XP (32 BIT) / WINDOWS 7 (32 BIT, 64BIT) FOR CONFIGURATION OF SIMATIC S7-1200/1500 SIMATIC S7-300/400/WINAC SIMATIC BASIC PANELS'. It also shows the download date '11/5/2013 11:03 PM' and the downloader ID '57D5696E-B70A-44F7-847A-C54B5B5FD38E'.

Software-Download TAB, Product Information Window.

Clicking on the “Software Download” sub-menu in the right-hand pane will display a list software packages that have been purchased. As indicated by the infinite symbol ∞. The software may be downloaded as many times as needed from either this screen (through iMall OSD) or from accessing the OSD screen from within the ALM application.

The screenshot displays a web interface for purchasing and downloading Siemens software. On the left, under "Your purchased software", there are details for a dispatch (SIRS18300591144) and an order number (6ES78221AE020YC5). Below this, three serial numbers are listed: SVPDO1500118, SVPDO1500119, and SVPDO1500120. On the right, the "Software Download" tab is active, showing a list of download links for "DVD SIMATIC STEP 7 Prof. V12 SP1". The links include ISO images (4.69GB) and EXE files (2.59MB), along with individual components (001-008) and PLC SIM V12 SP1 (1.54GB). Each link is accompanied by a download icon and the text "(∞ Downloads available)".

Software-Download TAB, Software Download Window.

3.0 ONLINE REFERENCES

Web Site	URL
OSD Page	http://www.automation.siemens.com/mcms/topics/en/simatic/online-software-delivery/pages/default.aspx
OSD FAQ's	http://www.automation.siemens.com/mcms/topics/en/simatic/online-software-delivery/Pages/default.aspx?tabcardname=faqs%20
SUS Page	http://www.automation.siemens.com/mcms/automation-software/en/software-update-service/Pages/Default.aspx
ALM Page	http://support.automation.siemens.com/WW/view/en/114358
ALM Manual	http://support.automation.siemens.com/WW/view/en/18691438
ALM FAQs	http://support.automation.siemens.com/WW/view/en/18561363

Table of additional online references.

4 SUPPORT CONTACT INFORMATION

For all support questions you may call 1-800-241-3138 and you will be directed to the support group that can assist you. Call 800-333-7421 for after-hours emergency support.

4.1 DOWNLOAD AND LICENSE MANAGEMENT

For technical questions regarding downloads or license management input your question to the Online Support system at: <http://www.siemens.com/automation/support-request> or by phone at 423-262-2522 between the hours of 8 AM and 6 PM (EST).