

# Subscriptions

## in the enCloud™ Management System

Encore Networks' cloud management system, enCloud™, provides management of connected Encore devices via a web portal. The enCloud management system supports Encore Networks' EN™ routers. This document discusses subscriptions for devices in enCloud™.

This guide is an overview, written for tier 1 users with administrator access in enCloud. For details, please confer with your Encore Networks representative.

See the following sections to set up subscriptions for enCloud accounts:

- [Section 2.1, \*Subscriptions in enCloud\*](#), on page 1
- [Section 2.2, \*Reviewing Subscriptions\*](#), on page 9

See the [enCloud™ Management System Document Set](#) for a full list of documents with information to set up enCloud accounts.

## 2.1 Subscriptions in enCloud

To establish subscriptions for a tier 1 account's enCloud devices, see the following sections:

- [Section 2.1.1, \*enCloud Subscription Purchase\*](#), on page 1 (enCloud only)
- [Section 2.1.2, \*Subscription Calendars\*](#), on page 2 (enCloud and enSite)
- [Section 2.1.3, \*Assigning Devices to Subscriptions\*](#), on page 2 (enCloud and enSite)
- [Section 2.1.4, \*Renewing Subscriptions in enCloud\*](#), on page 2 (enCloud only)

**Note:** For information specific to enSite™ subscriptions, see [Section 1.4, \*Device Registration Subscriptions\*](#), on page 4 of the document [Using the enSite™ Standalone Server](#).

### 2.1.1 enCloud Subscription Purchase

**Note:** This section's information is specific to enCloud™ subscriptions. For information about enSite™ subscriptions, see [Section 1.4, \*Device Registration Subscriptions\*](#), on page 4 of the document [Using the enSite™ Standalone Server](#).

After a tier 1 (value-added reseller, VAR) representative signs and returns an enCloud subscription agreement to Encore Networks, Inc., the tier 1 account can purchase one or more prepaid enCloud subscriptions. enCloud subscriptions are available for class-of-service (COS) terms of 1, 2, 3, or 5 years. enCloud subscriptions can be purchased from Encore Networks, Inc., or from its preferred distributor, Synnex.

## 2.1.2 Subscription Calendars

**Note:** This information applies to enCloud and to enSite.

The subscription term begins on the first day of the month after a device is activated in enCloud. For example:

- On June 07, a tier 1 account purchases a 1-year subscription.
- On June 08, the subscription is added to the tier 1 account's subscription bank.
- On June 29, the tier 1 account assigns a device to a tier 2 account, and applies the banked 1-year subscription to the device.
- On July 09, the tier 1 user or the tier 2 user activates the device.
- On August 01 (the first day of the month after the device was activated), the 1-year term begins for the subscription.
- On July 31 (one year after the subscription started), the 1-year subscription expires.

## 2.1.3 Assigning Devices to Subscriptions

**Note:** This information applies to enCloud and to enSite.

After purchase, subscriptions are added to the tier 1 account's subscription bank. A subscription (also called a class of service, COS) is assigned to a device when the tier 1 user assigns the device to a tier 2 customer account.

Devices can be activated at any time after being assigned to a tier 2 account.

## 2.1.4 Renewing Subscriptions in enCloud

**Note:** This section's information is specific to enCloud™ subscriptions. Subscription renewals for enSite™ are handled differently; see [Section 1.4, Device Registration Subscriptions](#), on page 4 of the document [Using the enSite™ Standalone Server](#).

enCloud subscriptions are renewed at the tier 1 level. To renew an enCloud subscription, see the following:

- [Section 2.1.4.1, Renewing a Single enCloud Subscription](#), on page 3
- [Section 2.1.4.2, Renewing Two or More enCloud Subscriptions](#), on page 6

**Note:** For information about enSite™ subscriptions, see [Section 1.4, Device Registration Subscriptions](#), on page 4 of the document [Using the enSite™ Standalone Server](#).

## 2.1.4.1 Renewing a Single enCloud Subscription

**Note:** This section's information is specific to enCloud™ subscriptions. For information about enSite™ subscriptions, see [Section 1.4, Device Registration Subscriptions](#), on page 4 of the document [Using the enSite™ Standalone Server](#).

- 1 Navigate to the tier 1 level in enCloud.

**Note:** Some web browsers may not fully support the system. Google Chrome is the recommended browser. Make sure Javascript is enabled, and make sure the browser does not block the enCloud pop-up window.

- 2 In the enCloud menu (along the left side of the screen), select **Devices**.
  - » The tier 1 account's Table of Devices is displayed ([Figure 2-1](#), partial display).

Figure 2-1. Table of Devices

|                          | HW Profile | Online | State                | Tier 1 (VAR)             | Tier 2 (Customer)           | Tier 3 (Group)        | Name                 | Device UID   | Description                          | Last Seen     | Class of Service           | Renewal Date          | Subscription End Date  | Creation Date          | Actions |
|--------------------------|------------|--------|----------------------|--------------------------|-----------------------------|-----------------------|----------------------|--------------|--------------------------------------|---------------|----------------------------|-----------------------|------------------------|------------------------|---------|
| <input type="checkbox"/> | EN4000     | ✗      | Waiting for Response | ABC (Encore Engineering) | ABCtenant                   | newapp                | Nokia_NJ_EN4K        | 00A0EB024EA7 | Dual LTE demo EN4K                   | 3 days ago    | 1 Year Subscription        | 10/15/2018 5:20:52 PM | 11/30/2019 11:59:59 PM | 10/11/2018 6:35:57 AM  | Actions |
| <input type="checkbox"/> | EN2000     | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant                   | 246 Testing UC        | EN2K Serial test     | 00A0EB80AF90 | -                                    | 6 hours ago   | 1 Year Subscription        | -                     | 10/31/2019 11:59:59 PM | 10/03/2018 10:27:30 AM | Actions |
| <input type="checkbox"/> | EN4000     | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant                   | newapp                | TVA EN4k test        | 00A0EB024E79 | TVA EN4K device                      | 18 days ago   | 1 Year Subscription        | -                     | 09/30/2019 11:59:59 PM | 09/25/2018 3:35:10 PM  | Actions |
| <input type="checkbox"/> | EN2000     | ✗      | Waiting for Response | ABC (Encore Engineering) | ABCtenant                   | Megha Test            | test_en2k_RC23       | 00A0EB80F5B4 | Test for EN2K with 249rc23           | 20 days ago   | 1 Year Subscription        | 10/15/2018 5:22:17 PM | 11/30/2019 11:59:59 PM | 09/23/2018 7:10:33 PM  | Actions |
| <input type="checkbox"/> | EN2000     | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant                   | 246 Testing UC        | TVA test En2k        | 00A0EB8092E0 | TVA EN2k test unit in Sneha's office | 23 days ago   | 1 Year Subscription        | -                     | 09/30/2019 11:59:59 PM | 09/21/2018 2:58:45 PM  | Actions |
| <input type="checkbox"/> | EN2000     | ✗      | Passive              | ABC (Encore Engineering) | NEW customer 1              | -                     | brandon unit         | 00A0EB802456 | -                                    | -             | 30 Days Subscription(Demo) | -                     | -                      | 09/07/2018 3:37:24 PM  | Actions |
| <input type="checkbox"/> | EN4000     | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant                   | App 1                 | Colin Camera testing | 00A0EB025C77 | -                                    | A month ago   | 30 Days Subscription(Demo) | -                     | 10/05/2018 12:12:46 PM | 09/05/2018 12:09:48 PM | Actions |
| <input type="checkbox"/> | EN2000DS   | ✓      | Registered           | ABC (Encore Engineering) | Brad's company              | Call it what you want | Brad Dual SIM        | 00A0EB80B988 | -                                    | 5 minutes ago | 1 Year Subscription        | -                     | 07/31/2019 11:59:59 PM | 07/27/2018 10:10:06 AM | Actions |
| <input type="checkbox"/> | EN2000     | ✗      | Passive              | ABC (Encore Engineering) | Brad's Company 2 (inactive) | -                     | fake device 1        | 00A0EB805445 | -                                    | -             | 30 Days Subscription(Demo) | -                     | -                      | 06/14/2018 4:09:53 PM  | Actions |

- a In the table, identify a device for subscription renewal.

**Note:** A subscription can be renewed only if the subscription's remaining period is less than 6 months.

- b Check the device's **Subscription End Date** (second column from the right in [Figure 2-1](#)) to determine whether the device's subscription will end within 6 months.
- 3 At the end of the identified device's row, select the **Actions** button. Then, on that button's dropdown menu, select **Renew Device** ([Figure 2-2](#)).

Figure 2-2. Selecting the Action Button's Menu Item to Renew Device

The screenshot shows the 'Devices' management interface. At the top, there are summary statistics: Account Devices (6), Customer Devices (35), Online Devices (4), and Offline Devices (37). Below this is a table of devices. The table has columns for HW Profile, Online status, Distributor, Customer, Name, Device UID, Last Seen, Class of Service, Activation Date, Subscription Start Date, Subscription End Date, and Remaining CoS. A red arrow points to the 'Actions' button for a device, which has a dropdown menu with options: 'Go to Detailed Page', 'Renew Device', and 'Assign Firmware'.

|                          | HW Profile | Online | Distributor              | Customer       | Name           | Device UID   | Last Seen    | Class of Service     | Activation Date        | Subscription Start Date | Subscription End Date  | Remaining CoS | Actions               |
|--------------------------|------------|--------|--------------------------|----------------|----------------|--------------|--------------|----------------------|------------------------|-------------------------|------------------------|---------------|-----------------------|
| <input type="checkbox"/> | EN400      | ✗      | ABC (Encore Engineering) | ABCTenant      | catm_verizon_1 | 00A0EB805A8B | 5 days ago   | 2 Years Subscription | 12/09/2016 6:37:52 PM  | 01/01/2017 12:00:00 AM  | 12/31/2018 11:59:59 PM | In 2 years    | ⌵ Actions             |
| <input type="checkbox"/> | EN400      | ✗      | ABC (Encore Engineering) | ABCTenant      | new EN400      | 00A0EB801504 | 5 days ago   | 1 Year Subscription  | 12/09/2016 10:56:35 AM | 01/01/2017 12:00:00 AM  | 12/31/2017 11:59:59 PM | In a          | ⌵ Go to Detailed Page |
| <input type="checkbox"/> | EN400      | ✗      | ABC (Encore Engineering) | ABCTenant      | meghu_en400    | 00A0EB801248 | 5 days ago   | 1 Year Subscription  | 12/08/2016 4:53:59 PM  | 01/01/2017 12:00:00 AM  | 12/31/2017 11:59:59 PM | In a          | ⌵ Renew Device        |
| <input type="checkbox"/> | EN2000     | ✓      | ABC (Encore Engineering) | Brad's company | Brad Sequans   | 00A0EB802700 | A minute ago | 1 Year Subscription  | 11/14/2016 12:14:36 PM | 12/01/2016 12:00:00 AM  | 11/30/2017 11:59:59 PM | In a          | ⌵ Assign Firmware     |

» The Panel to Renew a Subscription [for a Single Device] is displayed (Figure 2-3).

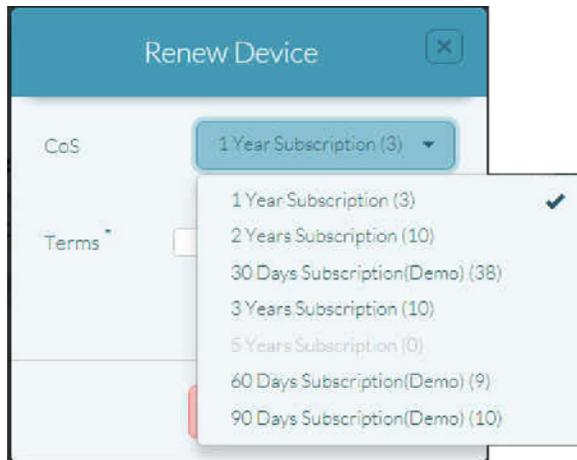
Figure 2-3. Panel to Renew a Subscription [for a Single Device]

The 'Renew Device' modal panel is shown. It has a title bar with a close button. Below the title bar, there is a 'CoS' field with a dropdown menu showing '1 Year Subscription (3)'. Below this is a 'Terms' section with a checkbox for 'Agree with the terms and conditions'. At the bottom, there are two buttons: 'Cancel' (red) and 'Renew' (blue).

- On the panel, select the **CoS** field; then, on the field's dropdown menu, select the class of service (**1, 2, 3, or 5 years**) for the subscription renewal (Figure 2-4).

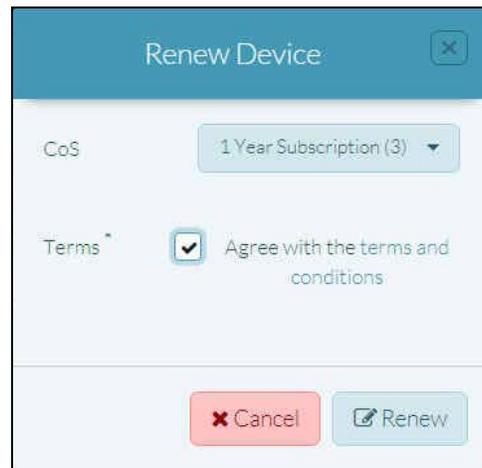
**Note:** Only subscriptions present in the tier 1 account's bank are available for selection.

Figure 2-4. Subscription Selection List



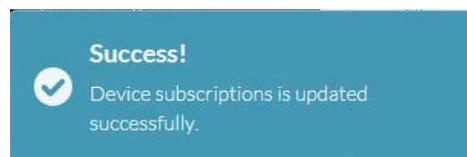
- 5 Then select the panel's checkbox to **Agree with the terms and conditions** (Figure 2-5).

Figure 2-5. Terms and Conditions Agreement Selected



- 6 Select the panel's **Renew** button.
  - » One of the following is displayed in the lower left corner of the screen:
    - A message indicates that a new subscription has been successfully added (Figure 2-6).

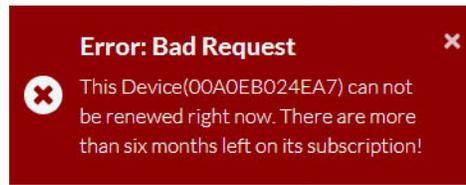
Figure 2-6. Successful Subscription Update



**Note:** The new subscription will start immediately after the current subscription has been fully used.

- An error message indicates that the subscription cannot be renewed. [Figure 2-7](#) displays one such message.

Figure 2-7. Current Subscription Still in Force



## 2.1.4.2 Renewing Two or More enCloud Subscriptions

**Note:** This section's information is specific to enCloud™ subscriptions. For enSite™ subscription information, see [Section 1.4, Device Registration Subscriptions](#), on page 4 of the document [Using the enSite™ Standalone Server](#).

- 1 Navigate to the tier 1 level in enCloud.

**Note:** Some web browsers may not fully support the system. Google Chrome is the recommended browser. Make sure Javascript is enabled, and make sure the browser does not block the enCloud pop-up window.

- 2 In the enCloud menu (along the left side of the screen), select **Devices**.
  - » The tier 1 account's Table of Devices is displayed (recall [Figure 2-1](#)).
- 3 In the leftmost column of the table, check the box for each device whose subscription will be renewed.
- 4 Select the button labeled **Actions for Selected Devices** (above the left side of the table). Then, on that button's dropdown menu, select **Renew Device** ([Figure 2-8](#)).

Figure 2-8. Selection to Renew Subscription for Two or More Devices

The screenshot shows the enCloud management interface for a Distributor Account. The left sidebar contains navigation options like System Management, Tier 1 (VAR), Tier 2 (Customer), Devices, HW Profiles, Rule Management, Rules, Events, Alerts, User Management, Users, and Report Management. The main area displays a 'Devices' table with columns for Profile, Online, State, Tier 1 (VAR), Tier 2 (Customer), Tier 3 (Group), Name, Device UID, Description, Last Seen, Class of Service, Renewal Date, Subscription End Date, and Creation Date. A dropdown menu is open over the table, showing options: Renew Device (highlighted with a red arrow), Assign Firmware, Assign Configuration, and Assign to Tier 1 (VAR). The table contains several rows of device information, including EN4000 and EN2000 profiles with various states and subscription details.

| Profile | Online | State                | Tier 1 (VAR)             | Tier 2 (Customer) | Tier 3 (Group) | Name             | Device UID   | Description                          | Last Seen   | Class of Service    | Renewal Date          | Subscription End Date  | Creation Date          | Actions |
|---------|--------|----------------------|--------------------------|-------------------|----------------|------------------|--------------|--------------------------------------|-------------|---------------------|-----------------------|------------------------|------------------------|---------|
| EN4000  | ✗      | Waiting for Response | ABC (Encore Engineering) | ABCtenant         | newapp         | Nokia_NJ_EN4K    | 00A0EB024EA7 | Dual LTE demo EN4K                   | 3 days ago  | 1 Year Subscription | 10/15/2018 5:20:52 PM | 11/30/2019 11:59:59 PM | 10/11/2018 6:35:57 AM  | Actions |
| EN2000  | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant         | 246 Testing UC | EN2K Serial test | 00A0EB80AF90 | -                                    | 7 hours ago | 1 Year Subscription | -                     | 10/31/2019 11:59:59 PM | 10/03/2018 10:27:30 AM | Actions |
| EN4000  | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant         | newapp         | TVA EN4k test    | 00A0EB024E79 | TVA EN4K device                      | 18 days ago | 1 Year Subscription | -                     | 09/30/2019 11:59:59 PM | 09/25/2018 3:35:10 PM  | Actions |
| EN2000  | ✗      | Waiting for Response | ABC (Encore Engineering) | ABCtenant         | Megha Test     | test_en2k_RC23   | 00A0EB80F5B4 | Test for EN2K with 249rc23           | 20 days ago | 1 Year Subscription | 10/15/2018 5:22:17 PM | 11/30/2019 11:59:59 PM | 09/23/2018 7:10:33 PM  | Actions |
| EN2000  | ✗      | Registered           | ABC (Encore Engineering) | ABCtenant         | 246 Testing UC | TVA test EN2k    | 00A0EB8092E0 | TVA EN2k test unit in Sneha's office | 23 days ago | 1 Year Subscription | -                     | 09/30/2019 11:59:59 PM | 09/21/2018 2:58:45 PM  | Actions |

» The Panel to Renew a Subscription [for Two or More Devices] is displayed (Figure 2-9).

Figure 2-9. Panel to Renew a Subscription [for Two or More Devices]

The screenshot shows a modal window titled "Renew Device" with a close button (X) in the top right corner. Below the title bar, there are two main sections. The first section is labeled "CoS" and contains a dropdown menu currently displaying "1 Year Subscription (1)". The second section is labeled "Terms" and contains a checkbox that is currently unchecked, followed by the text "Agree with the terms and conditions". At the bottom of the panel, there are two buttons: a red "Cancel" button with a white 'X' icon and a light blue "Renew" button with a white checkmark icon.

- 5 On the panel, select the **COS** field; then, on the field's dropdown menu, select the class of service (**1, 2, 3, or 5 years**) for the subscription renewal (Figure 2-10).

Figure 2-10. Subscription Selection

This screenshot shows the same "Renew Device" modal window as Figure 2-9, but with the "CoS" dropdown menu open. The dropdown menu lists several subscription options, each with a checkmark indicating its availability: "1 Year Subscription (1)" (checked), "2 Years Subscription (10)", "30 Days Subscription (Demo) (38)", "3 Years Subscription (10)", "5 Years Subscription (0)", "60 Days Subscription (Demo) (9)", and "90 Days Subscription (Demo) (10)". The "1 Year Subscription (1)" option is highlighted with a blue background and a checkmark in the top right corner of the dropdown.

**Note:** Only subscriptions present in the tier 1 account's bank are available for selection. In addition, all devices selected will be renewed with the same subscription, provided there are enough licenses available.

The number of subscriptions you are renewing cannot exceed the number of subscriptions available in the account's subscription bank, or the renewal will fail.

That is, if you have selected 8 devices and you have selected **1 Year Subscription**, each device will be renewed with a one-year subscription if the account's bank contains 8 or more one-year subscriptions; otherwise, the action will fail.

- 6 Then select the panel's checkbox to **Agree with the terms and conditions** (Figure 2-11).

Figure 2-11. Terms and Conditions Agreement Selected

Renew Device

CoS 1 Year Subscription (1)

Terms  Agree with the terms and conditions

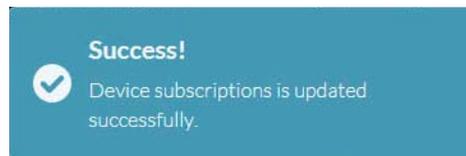
Cancel Renew

**7** Select the panel's **Renew** button.

» One of the following occurs:

- A message indicates that the renewal is successful (Figure 2-12). The new subscription is added to the end of the existing subscription for all of the devices selected. The new subscription will begin after the devices' current subscription ends.

Figure 2-12. Successful Subscription Update



- An error message indicates that the subscription cannot be renewed. For example, there might be a problem with one or more devices (examples in Figure 2-13 through Figure 2-15). Determine how to resolve the problem, close the error message, select the subscription renewal panel's **Cancel** button, and fix the problem. Then resume the current procedure, beginning with [step 1](#) on page 6.

Figure 2-13. Error: Devices are Assigned to Different Tier 2 Customers

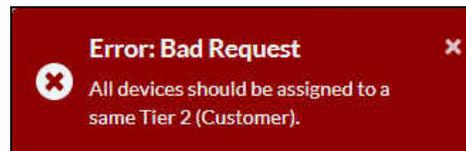


Figure 2-14. Error: The Tier 1 Account Does Not Have Enough 1-Year Subscriptions

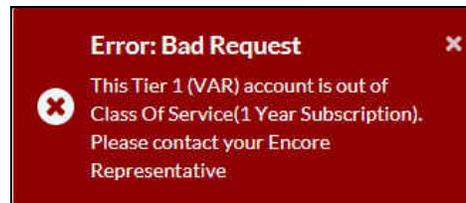
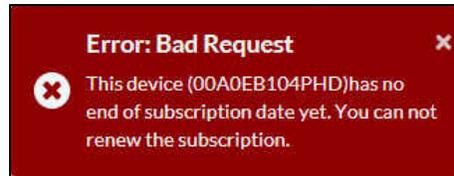


Figure 2-15. Error: The Device Is Not Activated



**Note:** The message in [Figure 2-15](#) results from the fact that the device is not activated. The subscription previously assigned to the device has not begun (because the device is inactive), so the subscription has no beginning date or ending date.

## 2.2 Reviewing Subscriptions

**Note:** This information applies to enCloud and to enSite.

See the following to review subscriptions in enCloud and in enSite:

- [Section 2.2.1, \*Subscription Summary Screens\*](#), on page 9
- [Section 2.2.2, \*Billing Reports\*](#), on page 12

### 2.2.1 Subscription Summary Screens

**Note:** This information applies to enCloud and to enSite.

- 1 In the enCloud/enSite menu (along the left side of the screen), select **Billing**.
  - » One of the following is displayed:
    - The enCloud Subscription Summary Table ([Figure 2-16](#), on page 10)
    - The enSite Subscription Summary Table ([Figure 2-17](#), on page 11)

The **Subscription Bank**, at the top of the subscription summary table, includes information on the number of subscriptions in the tier 1 account's bank.

Figure 2-16. enCloud Subscription Summary Table

encore networks Distributor Account 1
Distributor User 1 [Admin]

System Management

- Tier 1 (VAR)
- Tier 2 (Customer)
- Devices
- HW Profiles
- Rule Management
- Rules
- Events
- Alerts
- User Management
- Users
- Report Management
- Billing
- Help

### Billing

Month To Date Summary

Subscription Bank: i

| Tier 1 (VAR)             | CoS                        | Remaining CoS Count |
|--------------------------|----------------------------|---------------------|
| ABC (Encore Engineering) | 30 Days Subscription(Demo) | 42                  |
| ABC (Encore Engineering) | 60 Days Subscription(Demo) | 10                  |
| ABC (Encore Engineering) | 90 Days Subscription(Demo) | 10                  |
| ABC (Encore Engineering) | 1 Year Subscription        | 7                   |
| ABC (Encore Engineering) | 2 Years Subscription       | 10                  |
| ABC (Encore Engineering) | 3 Years Subscription       | 10                  |
| ABC (Encore Engineering) | 5 Years Subscription       | 0                   |
| Distributor Account 1    | 30 Days Subscription(Demo) | 6                   |
| Distributor Account 1    | 60 Days Subscription(Demo) | 5                   |
| Distributor Account 1    | 90 Days Subscription(Demo) | 2                   |

Filter: All Tier 1 (VAR) Download Report

Current subscriptions in this Billing period: i

| Tier 1 (VAR)             | CoS                  | Device Count | Type       |
|--------------------------|----------------------|--------------|------------|
| ABC (Encore Engineering) | 1 Year Subscription  | 1            | RENEWAL    |
| ABC (Encore Engineering) | 3 Years Subscription | 1            | RENEWAL    |
| ABC (Encore Engineering) | 2 Years Subscription | 6            | ACTIVATION |
| ABC (Encore Engineering) | 3 Years Subscription | 4            | ACTIVATION |
| ABC (Encore Engineering) | 5 Years Subscription | 1            | ACTIVATION |
| ABC (Encore Engineering) | 1 Year Subscription  | 6            | ACTIVATION |

Newly activated devices in this Billing period: i

| Tier 1 (VAR)               | CoS | Device Count | Type |
|----------------------------|-----|--------------|------|
| No data available in table |     |              |      |

New subscriptions in this Billing period: i

| Tier 1 (VAR)             | CoS                 | Device Count | Type       |
|--------------------------|---------------------|--------------|------------|
| ABC (Encore Engineering) | 1 Year Subscription | 2            | ACTIVATION |

Subscriptions scheduled to expire in the next 60 days: i

| Tier 1 (VAR)             | CoS                 | Device Count |
|--------------------------|---------------------|--------------|
| ABC (Encore Engineering) | 1 Year Subscription | 1            |

Expired subscriptions in the last 60 days: i

| Tier 1 (VAR)             | CoS                        | Device Count | Type       |
|--------------------------|----------------------------|--------------|------------|
| ABC (Encore Engineering) | 30 Days Subscription(Demo) | 1            | ACTIVATION |
| ABC (Encore Engineering) | 1 Year Subscription        | 3            | ACTIVATION |

Newly added Devices (not yet registered): i

| Tier 1 (VAR)             | Device Count |
|--------------------------|--------------|
| Distributor Account 1    | 18           |
| ABC (Encore Engineering) | 7            |

Previous Month's Reports

Reports generated in the Previous Month's Reports section will always return the previous month's data (not last 30 days) from the date selected. Ex: Reports run on October 1st or 31st will return the same report covering the full month of September.

Create Report Task

| Name                       | Start Date | Valid Until | Frequency | Has Excel? | Is Valid? | Last Update Date | Creation Date | Tier 1 (VAR) |
|----------------------------|------------|-------------|-----------|------------|-----------|------------------|---------------|--------------|
| No data available in table |            |             |           |            |           |                  |               |              |

The enCloud Subscription Summary Table (Figure 2-16) and the enSite Subscription Summary Table (Figure 2-17) use identical formats.

Figure 2-17. enSite Subscription Summary Table

**Month To Date Summary**

Upload Subscription

Subscription Bank

| Tier 1 (VAR)             | CoS                   | Remaining CoS Count |
|--------------------------|-----------------------|---------------------|
| ABC (Encore Engineering) | 10 Years Subscription | 9997                |

Filter: All Tier 1 (VAR) Download Report

Current subscriptions in this Billing period

| Tier 1 (VAR)             | CoS                   | Device Count | Type       |
|--------------------------|-----------------------|--------------|------------|
| ABC (Encore Engineering) | 10 Years Subscription | 3            | ACTIVATION |

Newly activated devices in this Billing period

| Tier 1 (VAR)               | CoS | Device Count | Type |
|----------------------------|-----|--------------|------|
| No data available in table |     |              |      |

New subscriptions in this Billing period

| Tier 1 (VAR)               | CoS | Device Count | Type |
|----------------------------|-----|--------------|------|
| No data available in table |     |              |      |

Subscriptions scheduled to expire in the next 60 days

| Tier 1 (VAR)               | CoS | Device Count |
|----------------------------|-----|--------------|
| No data available in table |     |              |

Expired subscriptions in the last 60 days

| Tier 1 (VAR)               | CoS | Device Count | Type |
|----------------------------|-----|--------------|------|
| No data available in table |     |              |      |

Newly added Devices (not yet registered)

| Tier 1 (VAR)               | Device Count |
|----------------------------|--------------|
| No data available in table |              |

Tier 1 (VAR)s

100 records per page Search:

| Name                     | Description                                      | Creation Date         | Unique ID | Is Blocked? | User Signed Agreement? | Demo Eligible? | Actions |
|--------------------------|--|-----------------------|-----------|-------------|------------------------|----------------|---------|
| ABC (Encore Engineering) | Used for encore Engineering testing with enCloud | 12/16/2015 2:09:00 PM | 20001     | ✗           | ✓                      | ✓              | ⚙️      |

Showing 1 to 1 of 1 entries « First « Previous 1 Next » Last

Previous Month's Reports

Reports generated in the Previous Month's Reports section will always return the previous month's data (not last 30 days) from the date selected. Ex. Reports run on October 1st or 31st will return the same report covering the full month of September.

+ Create Report Task

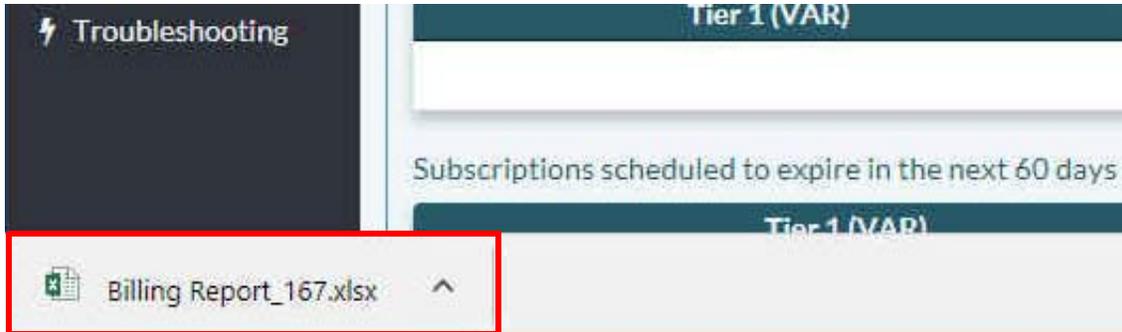
| Name            | Start Date            | Valid Until            | Frequency | Has Excel? | Is Valid? | Last Update Date       | Creation Date         | Tier 1 (VAR) | Actions |
|-----------------|-----------------------|------------------------|-----------|------------|-----------|------------------------|-----------------------|--------------|---------|
| Billing Reports | 03/01/2016 2:50:00 AM | 07/02/2018 12:00:00 AM | Monthly   | ✓          | ✓         | 06/07/2018 10:43:42 AM | 03/13/2016 7:33:09 PM | -            | ⚙️      |

## 2.2.2 Billing Reports

**Note:** This information applies to enCloud and to enSite.

- 1 To print a report for the current billing period, select the button to **Download Report**, under the right side of the first section of the enCloud Subscription Summary Table (recall [Figure 2-16](#)) or the enSite Subscription Summary Table (recall [Figure 2-17](#)).
  - » When the report has been downloaded, a notice appears in the lower left corner of the screen. (In [Figure 2-18](#), the notice is surrounded by a red rectangle. The on-screen notice itself does not include a red rectangle.)

Figure 2-18. Notice to Download Billing Report



- 2 To view the report, select the notice.
  - » The enCloud Billing Report ([Figure 2-19](#)) or the enSite Billing Report ([Figure 2-20](#)) is displayed as a Microsoft Excel spreadsheet.

Figure 2-19. enCloud Billing Report: Current Month to Date

| Start Date   | End Date                   |                 |                   |
|--|----------------------------|-----------------|-------------------|
| 2018-08-01   | 2018-08-21                 |                 |                   |
| <b>New Subscriptions in this billing period</b>              |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 2               | ACTIVATION        |
|  | Total                      | 2               |                   |
| <b>Subscriptions scheduled to expire in the next 60 days</b> |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 1               | ACTIVATION        |
|  | Total                      | 1               |                   |
| <b>Expired subscriptions in the last 60 days</b>             |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 30 Days Subscription(Demo) | 1               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 3               | ACTIVATION        |
|  | Total                      | 4               |                   |
| <b>Current Subscriptions</b>                                 |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 1               | RENEWAL           |
| ABC (Encore Engineering)                                     | 3 Years Subscription       | 1               | RENEWAL           |
| ABC (Encore Engineering)                                     | 2 Years Subscription       | 6               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 3 Years Subscription       | 4               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 5 Years Subscription       | 1               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 6               | ACTIVATION        |
|  | Total                      | 19              |                   |
| <b>Newly Activated Devices</b>                               |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
|  | Total                      | 0               |                   |
| <b>Inventory devices (not activated on enCloud)</b>          |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| Distributor Account 1  |                            | 18              |                   |
| ABC (Encore Engineering)                                     |                            | 7               |                   |
|  | Total                      | 25              |                   |
| <b>Remaining Class of Services (CoS)</b>                     |                            |                 |                   |
| Distributor Name   | Class Of Service           | Remaining Count |                   |
| ABC (Encore Engineering)                                     | 30 Days Subscription(Demo) | 42              |                   |
| ABC (Encore Engineering)                                     | 60 Days Subscription(Demo) | 10              |                   |
| ABC (Encore Engineering)                                     | 90 Days Subscription(Demo) | 10              |                   |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 7               |                   |
| ABC (Encore Engineering)                                     | 2 Years Subscription       | 10              |                   |
| ABC (Encore Engineering)                                     | 3 Years Subscription       | 10              |                   |
| ABC (Encore Engineering)                                     | 5 Years Subscription       | 0               |                   |
| Distributor Account 1  | 30 Days Subscription(Demo) | 6               |                   |
| Distributor Account 1  | 60 Days Subscription(Demo) | 5               |                   |
| Distributor Account 1  | 90 Days Subscription(Demo) | 2               |                   |
|  | Total                      | 102             |                   |

Figure 2-20. enSite Billing Report

| Start Date  | End Date              |                 |                   |
|---|-----------------------|-----------------|-------------------|
| 2018-08-01  | 2018-08-18            |                 |                   |
| New Subscriptions in this billing period              |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| Total   |                       | 0               |                   |
| Subscriptions scheduled to expire in the next 60 days |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| Total   |                       | 0               |                   |
| Expired subscriptions in the last 60 days             |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| Total   |                       | 0               |                   |
| Current Subscriptions                                 |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| ABC (Encore Engineering)                              | 10 Years Subscription | 3               | ACTIVATION        |
| Total   |                       | 3               |                   |
| Newly Activated Devices                               |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| Total   |                       | 0               |                   |
| Inventory devices (not activated on enCloud)          |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| Total   |                       | 0               |                   |
| Remaining Class of Services (CoS)                     |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Remaining Count |                   |
| ABC (Encore Engineering)                              | 10 Years Subscription | 9997            |                   |
| Total   |                       | 9997            |                   |

**Note:** You can use Microsoft Excel to realign headings—for example, to left-align text and to right-align dates and numbers (Figure 2-21 and Figure 2-22). Or you can call attention to numbers by centering a column (**Device Count** in Figure 2-21 and Figure 2-22).

Figure 2-21. enCloud Billing Report with Realigned Headings

| Start Date   | End Date                   |                 |                   |
|--|----------------------------|-----------------|-------------------|
| 2018-08-01   | 2018-08-21                 |                 |                   |
| <b>New Subscriptions in this billing period</b>              |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 2               | ACTIVATION        |
|  | Total                      | 2               |                   |
| <b>Subscriptions scheduled to expire in the next 60 days</b> |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 1               | ACTIVATION        |
|  | Total                      | 1               |                   |
| <b>Expired subscriptions in the last 60 days</b>             |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 30 Days Subscription(Demo) | 1               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 3               | ACTIVATION        |
|  | Total                      | 4               |                   |
| <b>Current Subscriptions</b>                                 |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 1               | RENEWAL           |
| ABC (Encore Engineering)                                     | 3 Years Subscription       | 1               | RENEWAL           |
| ABC (Encore Engineering)                                     | 2 Years Subscription       | 6               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 3 Years Subscription       | 4               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 5 Years Subscription       | 1               | ACTIVATION        |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 6               | ACTIVATION        |
|  | Total                      | 19              |                   |
| <b>Newly Activated Devices</b>                               |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
|  | Total                      | 0               |                   |
| <b>Inventory devices (not activated on enCloud)</b>          |                            |                 |                   |
| Distributor Name   | Class Of Service           | Device Count    | Subscription Type |
| Distributor Account 1  |                            | 18              |                   |
| ABC (Encore Engineering)                                     |                            | 7               |                   |
|  | Total                      | 25              |                   |
| <b>Remaining Class of Services (CoS)</b>                     |                            |                 |                   |
| Distributor Name   | Class Of Service           | Remaining Count |                   |
| ABC (Encore Engineering)                                     | 30 Days Subscription(Demo) | 42              |                   |
| ABC (Encore Engineering)                                     | 60 Days Subscription(Demo) | 10              |                   |
| ABC (Encore Engineering)                                     | 90 Days Subscription(Demo) | 10              |                   |
| ABC (Encore Engineering)                                     | 1 Year Subscription        | 7               |                   |
| ABC (Encore Engineering)                                     | 2 Years Subscription       | 10              |                   |
| ABC (Encore Engineering)                                     | 3 Years Subscription       | 10              |                   |
| ABC (Encore Engineering)                                     | 5 Years Subscription       | 0               |                   |
| Distributor Account 1  | 30 Days Subscription(Demo) | 6               |                   |
| Distributor Account 1  | 60 Days Subscription(Demo) | 5               |                   |
| Distributor Account 1  | 90 Days Subscription(Demo) | 2               |                   |
|  | Total                      | 102             |                   |

Figure 2-22. enSite Billing Report with Realigned Headings

| Start Date  | End Date              |                 |                   |
|---|-----------------------|-----------------|-------------------|
| 2018-08-01  | 2018-08-18            |                 |                   |
| New Subscriptions in this billing period              |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
|   | Total                 | 0               |                   |
| Subscriptions scheduled to expire in the next 60 days |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
|   | Total                 | 0               |                   |
| Expired subscriptions in the last 60 days             |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
|   | Total                 | 0               |                   |
| Current Subscriptions                                 |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
| ABC (Encore Engineering)                              | 10 Years Subscription | 3               | ACTIVATION        |
|   | Total                 | 3               |                   |
| Newly Activated Devices                               |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
|   | Total                 | 0               |                   |
| Inventory devices (not activated on enCloud)          |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Device Count    | Subscription Type |
|   | Total                 | 0               |                   |
| Remaining Class of Services (CoS)                     |                       |                 |                   |
| Distributor Name                                      | Class Of Service      | Remaining Count |                   |
| ABC (Encore Engineering)                              | 10 Years Subscription | 9997            |                   |
|   | Total                 | 9997            |                   |

An enCloud/enSite Billing Report includes the following information:

- **Start Date** and **End Date** indicate the period for the report.

**Note:** The enCloud billing report in [Figure 2-21](#) is a report for the Current Month to Date (from the first day of the current month to the current day of the current month—in [Figure 2-21](#), August 01, 2018, to August 21, 2018.) The date display follows the local computer's setting for date format. (The examples use the date display yyyy-mm-dd.)

Each subsequent section in the report lists the following information for the billing period:

- Each **Distributor Name** (that is, each **Tier 1 VAR Name**) is drawn from the names used to identify tier 1 accounts.

**Note:** The tier 1 account names in [Figure 2-21](#) are merely for illustration. The tier 1 account names in the report will reflect the accounts whose EN™ routers you are managing.

- **Class of Service** (COS) indicates the subscription period. Subscriptions to enCloud are available for 1, 2, 3, or 5 years.
- **Device Count** indicates the number of devices with each COS during the billing period.
- **Subscription Type** indicates whether the subscription is active or has expired.
- **New Subscriptions in this Billing Period** lists each new subscription's information. [Figure 2-21](#) shows the following information for this section:
  - Two (2) devices of ABC (Encore Engineering) were activated on a 1-year subscription.
- **Subscriptions Scheduled to Expire in the Next 60 Days** lists information for subscribers that might wish to renew their enCloud subscriptions.

- **Expired Subscriptions in the Last 60 Days** lists information for subscribers that no longer have use of enCloud service. They might wish to reinstate their subscriptions.
- **Current Subscriptions** lists information for current subscribers.
- **Newly Activated Devices** lists information for devices activated under purchased subscriptions, but the subscriptions were not started during the billing period. (The subscriptions will start on the first day of the next month.)
- **Inventory Devices** is a count of devices that have been purchased but have not yet been assigned to a tier 2 customer—that is, the count of devices that exist in tier 1 inventory but were not assigned a subscription nor activated during the billing period.
- **Remaining Classes of Service (COS)** lists the number of remaining subscriptions in the bank.

**Note:** The subscription term begins on the first day of the month following the device's activation. The report discussed in this example ([Figure 2-21](#)) was run during the down time between the activation dates of the devices and the start dates of applicable subscriptions (the first day of the following month).