

# IBM MaaS360 Technical

## *Licence Management* user actions

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# Your team today



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Advisory Client Technical  
Success Manager



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Product Manager

# Agenda

1. Introduction
2. Licence Management OR Enrollment limits
3. Assigning licences to devices
4. 10-step checklist
5. Using other Licence Management features

# Legend

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## Questions

- Time to ask!
- 

## Best practice

- Lessons learned from customer scenarios
  - Recommendations as best practice
- 

## ATTENTION

Important points to note

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## Checklist

Available in the Appendix



[Link](#)

At bottom of page (IBM documentation only)

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The background of the slide features a series of white, three-dimensional geometric shapes, including semi-circles, rectangles, and curved blocks, arranged in a layered, architectural fashion. These shapes are rendered with soft shadows, giving them a sense of depth and volume against the light gray background.

## 1. *Introduction*

2. Licence Management OR Enrollment limits
3. Assigning licences to devices
4. 10-step checklist
5. Using other Licence Management features

## IBM MaaS360 with Watson – cognitive UEM editions

Solution	Essentials	Deluxe	Premier	Enterprise
Device Management iOS, Android, Windows Mobile, Windows & macOS	✓	✓	✓	✓
App Management iOS, Android, Windows Mobile, Windows & macOS	✓	✓	✓	✓
Patch and Update Management	✓	✓	✓	✓
Identity Management	✓	✓	✓	✓
Advisor	✓	✓	✓	✓
Container App	✓	✓	✓	✓
Mobile Expense Management	✓	✓	✓	✓
Secure Mobile Mail		✓	✓	✓
Secure Mobile Chat		✓	✓	✓
OS VPN			✓	✓
Secure Browser			✓	✓
Gateway for Browser			✓	✓
Content Management			✓	✓
Gateway for Documents			✓	✓
App Security			✓	✓
Gateway for Apps			✓	✓
Mobile Document Editor				✓
Mobile Document Sync				✓
Mobile Threat Management	○	○	○	✓
TeamViewer Remote Support	○	○	○	○

## Maas360 licences

Some customers have one single bundle, and some have multiple bundles for assigning different features to different users

### Legend

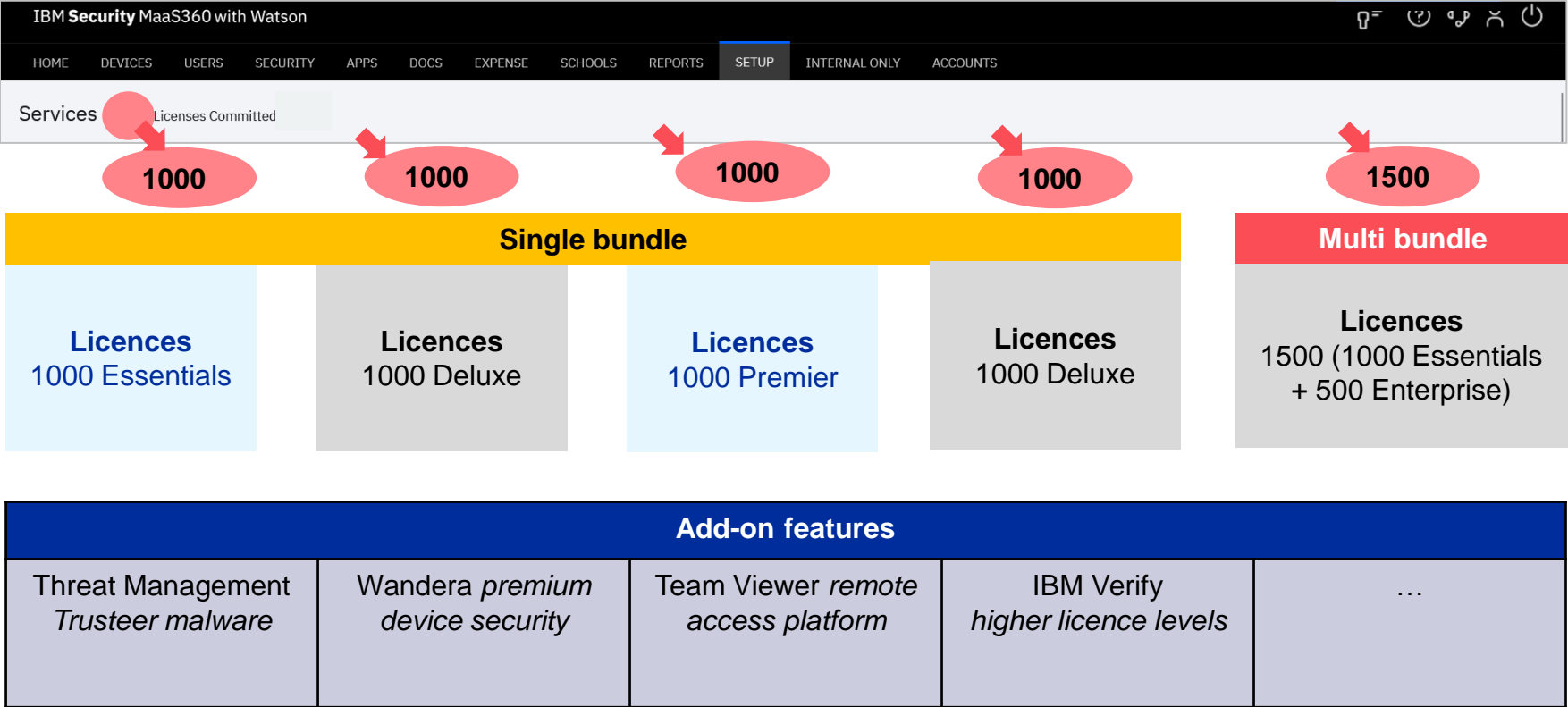


Included in bundle



Possible add-on  
(can be purchased separately)

# Licencing / Bundle scenarios



# Billing: some scenarios

## Scenario A: Standard usage

- **Provisioned entitlement** = 1000 Essential
- **Current enrolled devices** = 1000
- **Billing:** 1000 \* per unit cost per month

## Scenario B: MDM overage

- **Provisioned entitlement** = 1000 Essential
- **Consumption:** 1100
- **Excess:** Essentials 100
- **Billing:**
  - 1000 \* per-unit cost
  - 100 \* overage per-unit cost

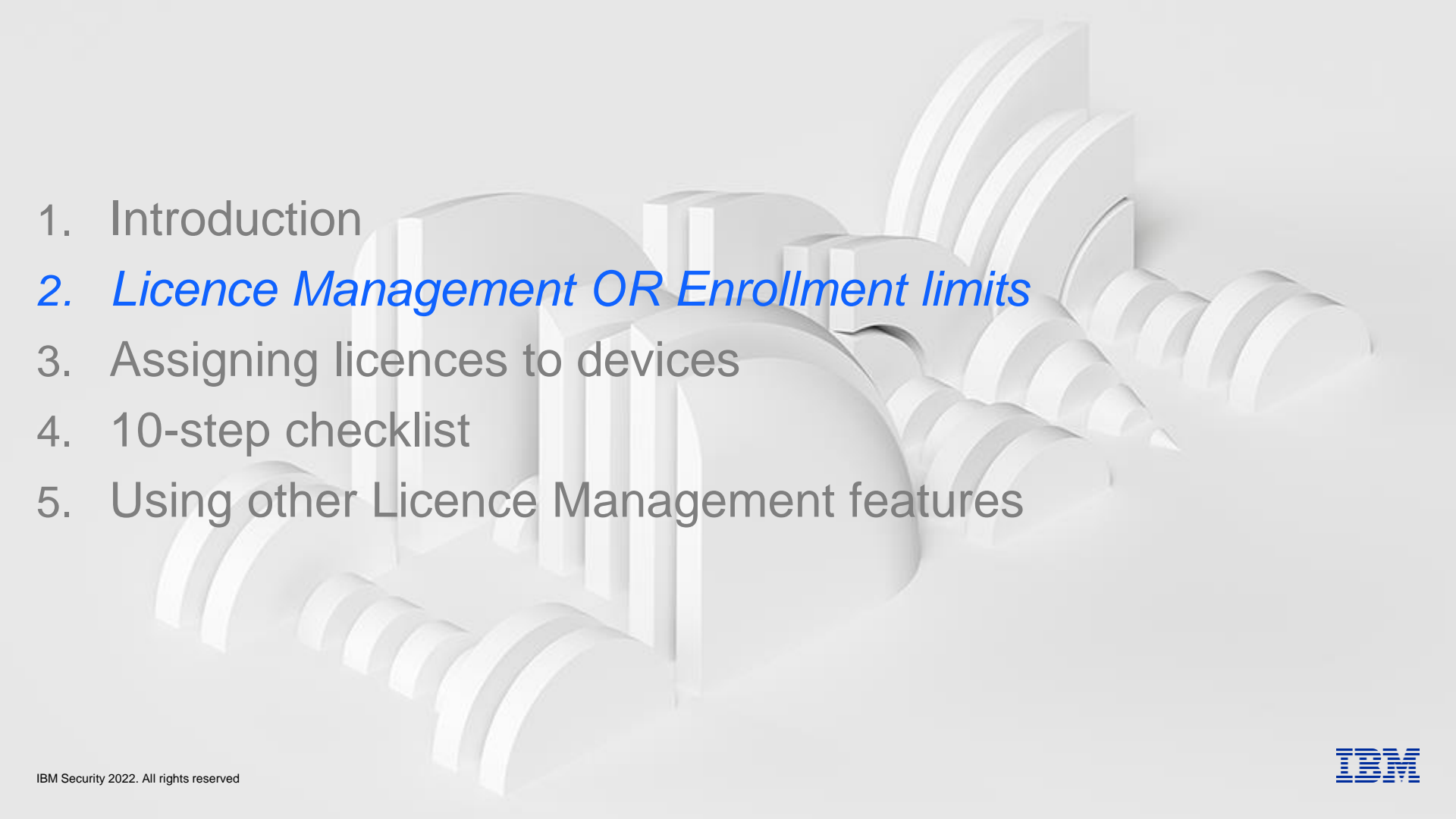
## Scenario C: Feature overage

- **Licence contract:** 1000 Essentials
- **Consumption :** 1000 devices, 1000 Threat Management
- **Billing:** Threat Management excess

## Scenario D Multiple bundles

- **Licence contract:** 1000 Essentials + 500 Enterprise
- **Excess:** none
- **Billing:** potential for excess if not well managed



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- The background of the slide features a collection of white, three-dimensional geometric shapes. These include various sizes of semi-circles, quarter-circles, and rectangular blocks, some of which are stacked or arranged to form a larger, abstract structure. The shapes are rendered with soft shadows, giving them a sense of depth and volume. They are positioned behind the text, creating a layered effect.
1. Introduction
  2. *Licence Management OR Enrollment limits*
  3. Assigning licences to devices
  4. 10-step checklist
  5. Using other Licence Management features

## ***Proposal*** from MaaS360 Product Management

### **Manage licences better and prevent “overage surprise”**

#### **Product solution**

- Simplify consumption
- Ensure correspondence between features and licences
- Help prevent overage
- Transparency for licence consumption

# Who can get the MaaS360 Licence Management?

## Customers/BP's who **can have feature enabled** (as of Nov.2022)

- Direct customers and Business Partner-led customers (non-ESA BP's)
- Production portals only
- Device-based licences
- Licences from 2017+ bundles **only** (Essentials, Deluxe, Premier, Enterprise)
- Default ON for new customers since early 2022

## Customers/BP's for whom feature is **not yet available** (as of Nov.2022)

- Customers of ESA partners (on roadmap)
- Sandbox portals (set to Sandbox status)
- User-based licences
- Licence bundles which are pre-2017 (Management suite, Secure Productivity Suite)

**Not sure about which box you fit into?** Please contact your point of sales at IBM or with your Business Partner, or contact Client Success: [csmaas@us.ibm.com](mailto:csmaas@us.ibm.com)

# What changes when LM feature is switched on?

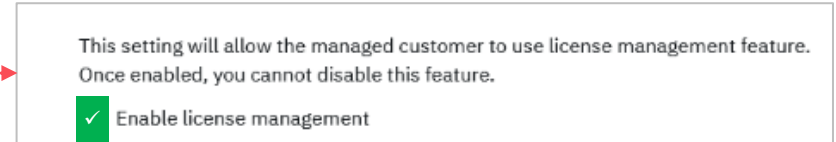
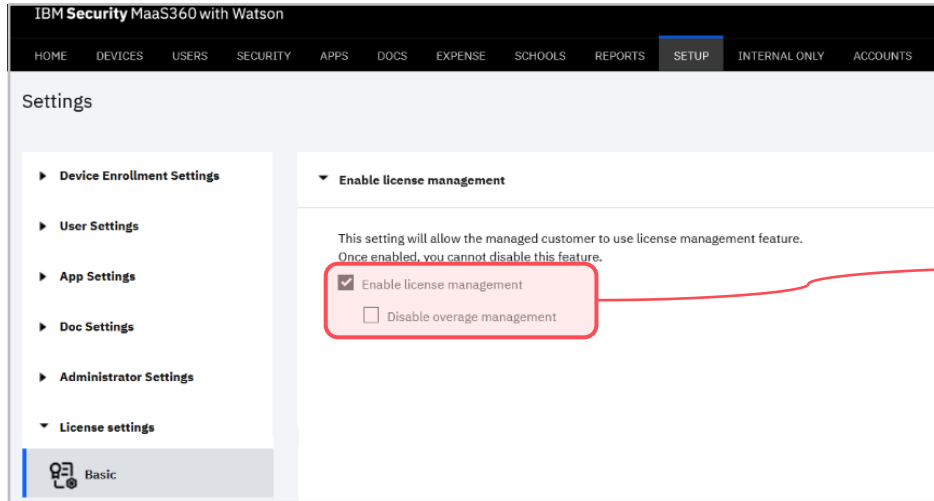
## **Before Licence Management**

- Consumption was counted Installed Services (see device record)
- Administrators needed to control numbers for distributions (policies/apps)

## **With Licence Management**

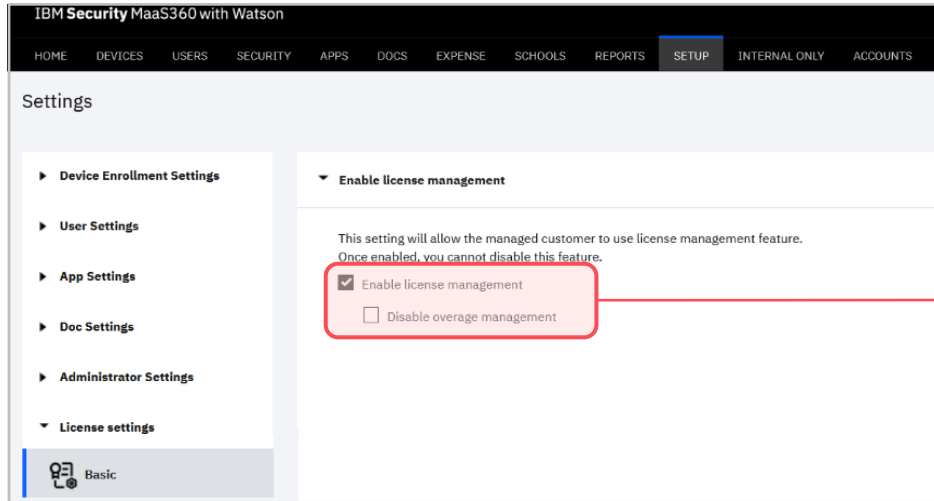
- Licences authorize a set of features
- Licences decide what the device can use
- Only what is in a licence can be consumed, removing ‘feature overage’
- Licence consumption can be viewed and controlled from within MaaS360
- You can see licence consumption in your MaaS360 portal
- “Disable overage management” prevents enrolling beyond licence entitlement

# Option A: Licence management (LM)



- Setup / Settings / Licence settings / Basic / Enable Licence Management
- Switched on: single-bundle customer licences automatically assigned
- Removal of this feature via UI will not be possible – would need to request via Support
- Your CSM can request this to be enabled if not seeing this page

# Option A: Disable overage management (DoM)



Even if you switch on Licence Management, disabling overage management is still an option

This setting will allow the managed customer to use license management feature.  
Once enabled, you cannot disable this feature.

☒ Enable license management  
☒ Disable overage management

Setup / Settings / Licence settings / Basic / Enable Licence Management / Disable Overage Management

- **Switching this setting on applies a hard limit**
- **In this case, you cannot enroll beyond current licence entitlement (all features)**

# Option A: Disable overage management (DoM)

Even if you switch on Licence Management, disabling overage management is still an option

This setting will allow the managed customer to use license management feature.  
Once enabled, you cannot disable this feature.

- ☒ Enable license management
- ☒ Disable overage management

- Disable Overage Management switched **ON**
- No further enrollments beyond licence bundle count

This setting will allow the managed customer to use license management feature.  
Once enabled, you cannot disable this feature.

- ☒ Enable license management
- ☐ Disable overage management

- Disable Overage Management switched **OFF**
- Enrollments beyond licence bundle count are possible

## Option A: Licence Overview page

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

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HOME

DEVICES

USERS

SECURITY

APPS

DOCS

EXPENSE

REPORTS

SETUP

Licence Overview

Export Assigned Licenses

MaaS360 Part Name	License Type	MaaS360 Part Number	Units Purchased	Units Consumed
Essentials Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3GLL	10	0
Premier Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3RLL	10	0
Deluxe Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3LLL	10	1
Mobile Threat Management <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	D1A3PLL	10	0
Secure Mobile Browser <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	D1AGWLL	10	0

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Jump To Page

Displaying 1 - 5 of 5 Records | Show

25

Records



## Option B: Enrollment limit

- Available in the MaaS360 Admin portal (console)
- Settings > Directory and Enrollment > Basic Enrollment settings > Limit Enrollment and Activation

The screenshot displays the IBM Security MaaS360 Admin portal interface. The top navigation bar includes the title 'IBM Security MaaS360 with Watson' and a series of icons for user management, help, and system status. Below this is a horizontal menu with tabs for HOME, DEVICES, USERS, SECURITY, APPS, DOCS, EXPENSE, SCHOOLS, REPORTS, SETUP (highlighted), INTERNAL ONLY, and ACCOUNTS. The main content area is titled 'Settings' and features a 'Save' button in the top right corner. A blue notification bar at the top of the settings area states: 'Note: Always save changes to apply new settings.' The left sidebar contains a list of settings categories: Directory and Enrollment, Basic Enrollment Settings (highlighted), Advanced Enrollment Settings, Enrollment Programs, User Settings, App Settings, and Doc Settings. The main content area shows the 'Set Corporate Identifier' section with a text input field containing '20004059'. Below this, the 'Limit Enrollment and Activation' section is highlighted with a red rounded rectangle. This section contains four checkboxes: 'By User: Maximum number of enrolled devices allowed per user. Applies to all device types.', 'By Account: Maximum number of devices allowed to enroll into this account. Applies to all device types.', 'By Account: Maximum number of users allowed to enroll devices on this account', and 'Allow only specific user groups to enroll or activate devices' with an information icon.

IBM Security MaaS360 with Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE SCHOOLS REPORTS **SETUP** INTERNAL ONLY ACCOUNTS

Settings Save

**Note:** Always save changes to apply new settings.

**Directory and Enrollment**

- Directory and Authentication
- Basic Enrollment Settings**
- Advanced Enrollment Settings
- Enrollment Programs

**User Settings**

**App Settings**

**Doc Settings**

**Set Corporate Identifier**

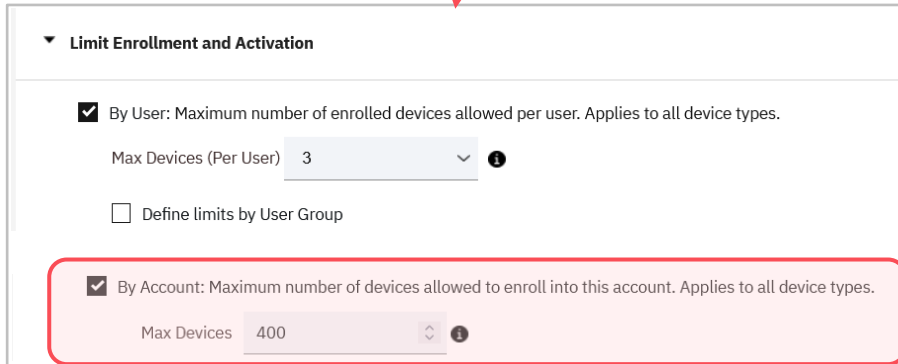
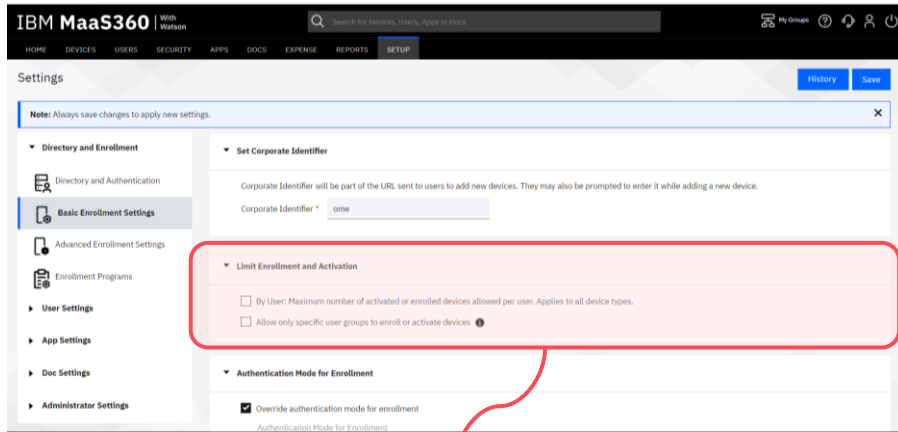
Corporate Identifier will be part of the URL sent to users to add new devices. They may also be prompted to enter it while adding a new device.

Corporate Identifier \*

**Limit Enrollment and Activation**

- ☐ By User: Maximum number of enrolled devices allowed per user. Applies to all device types.
- ☐ By Account: Maximum number of devices allowed to enroll into this account. Applies to all device types.
- ☐ By Account: Maximum number of users allowed to enroll devices on this account
- ☐ Allow only specific user groups to enroll or activate devices ⓘ

## Option B: Enrollment limits set in Settings page



- **Limit by user:** max no. of devices per user (limits enrollment for one MaaS360 user to the number specified, when limit is reached the user will receive an error if attempting to enroll a further device)
- **Allow only specific user groups:** limit enrollment / activation to specific groups of users in the portal
- **Limit by account:** global portal enrollment limit – max. number of devices to be enrolled into the account

**IMPORTANT:** The “By account” limit will not show by default – contact Support to have this enabled

## Option A vs B: Enrollment limits vs. Licence Management

### Disable Overage Management (DoM)

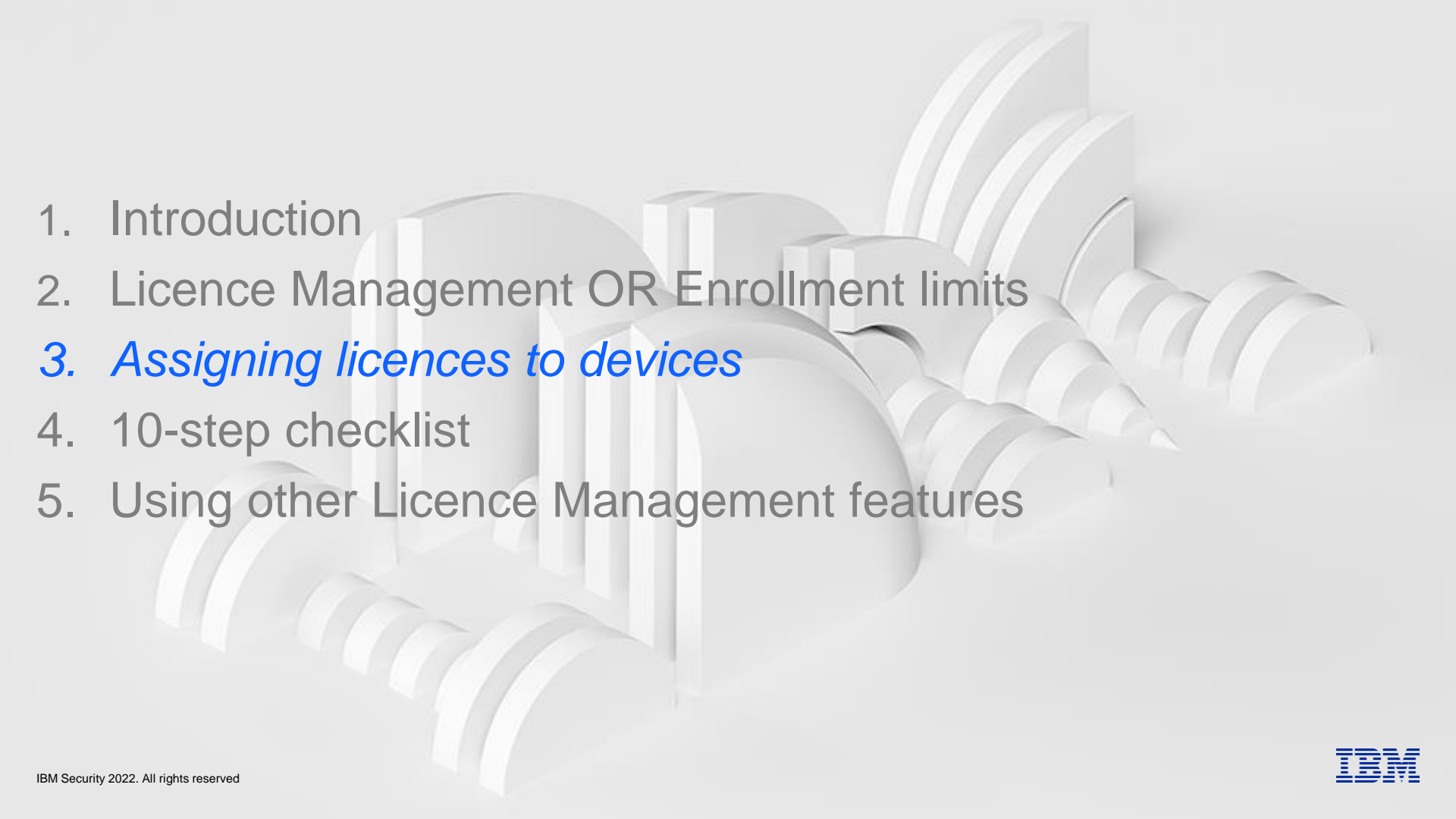
- Part of Licence Management feature
- Only available to customers who have LM enabled

### Enrollment limits

- Can be enabled for any customer
- BUT **should not** be enabled if LM/DoM is enabled

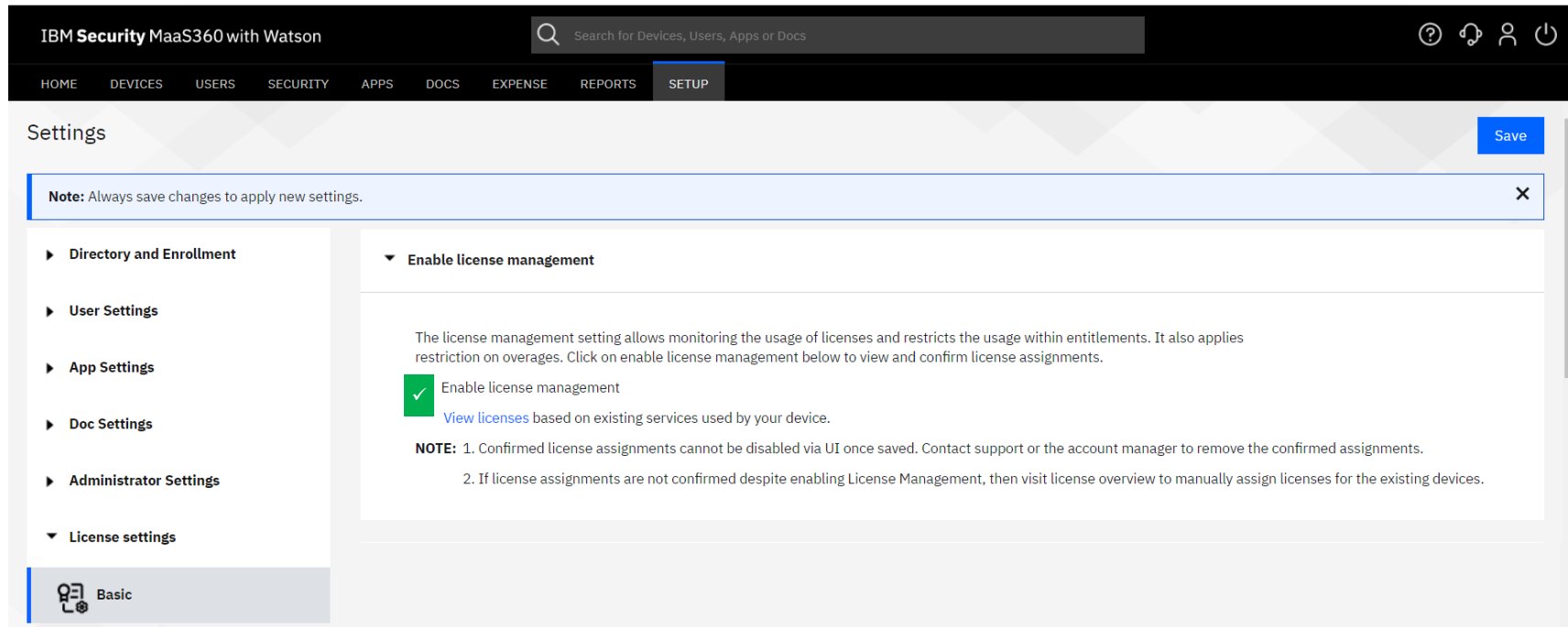
### Approach to enabling features

- At present we offer the choice between Licence Management and Enrollment limits
- However we do not support both options enabled on the same customer account
- Please discuss with your Client Success Manager or Sales contact (IBM or Business partner)

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- The background of the slide features a series of white, three-dimensional geometric shapes, including semi-circles, quarter-circles, and rectangular blocks, arranged in a layered, architectural fashion. These shapes are set against a light gray gradient background.
1. Introduction
  2. Licence Management OR Enrollment limits
  3. *Assigning licences to devices*
  4. 10-step checklist
  5. Using other Licence Management features

# Enable Licence Management

- Setup > Settings > Licence Settings
- Should be switched on *only once* – please complete this training first



The screenshot shows the IBM Security MaaS360 with Watson interface. The top navigation bar includes the product name, a search bar, and icons for help, notifications, user, and power. The main navigation menu has tabs for HOME, DEVICES, USERS, SECURITY, APPS, DOCS, EXPENSE, REPORTS, and SETUP (which is active). The 'Settings' page is displayed, with a 'Save' button in the top right corner. A blue notification box at the top of the settings area states: 'Note: Always save changes to apply new settings.' The left sidebar contains a list of settings categories: Directory and Enrollment, User Settings, App Settings, Doc Settings, Administrator Settings, and License settings (which is expanded). Under 'License settings', the 'Enable license management' toggle is shown as a green square with a white checkmark, indicating it is turned on. Below the toggle, there is a link to 'View licenses' and a 'NOTE' section with two points: 1. Confirmed license assignments cannot be disabled via UI once saved. Contact support or the account manager to remove the confirmed assignments. 2. If license assignments are not confirmed despite enabling License Management, then visit license overview to manually assign licenses for the existing devices.

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS **SETUP**

Settings

Note: Always save changes to apply new settings.

Save

Directory and Enrollment

User Settings

App Settings

Doc Settings

Administrator Settings

License settings

Basic

Enable license management

The license management setting allows monitoring the usage of licenses and restricts the usage within entitlements. It also applies restriction on overages. Click on enable license management below to view and confirm license assignments.

Enable license management

[View licenses](#) based on existing services used by your device.

**NOTE:** 1. Confirmed license assignments cannot be disabled via UI once saved. Contact support or the account manager to remove the confirmed assignments.  
2. If license assignments are not confirmed despite enabling License Management, then visit license overview to manually assign licenses for the existing devices.

# Disable overage management


- Independent of Licence Management feature
- Restricts the ability to enable features for more devices than licences provisioned

The screenshot shows the 'Setup' page of the IBM Security MaaS360 with Watson interface. The top navigation bar includes links for HOME, DEVICES, USERS, SECURITY, APPS, DOCS, EXPENSE, SCHOOLS, REPORTS, SETUP (highlighted), INTERNAL ONLY, and ACCOUNTS. The main content area is titled 'Settings' and features a left sidebar with categories: Device Enrollment Settings, User Settings, App Settings, Doc Settings, Administrator Settings, and License settings (expanded). Under 'License settings', the 'Enable license management' option is selected, revealing a configuration panel. This panel contains a blue warning box stating 'This setting will not be visible to the managed account'. Below this, a descriptive text reads: 'This setting will allow the managed customer to use license management feature. Once enabled, you cannot disable this feature.' Two checkboxes are present: 'Enable license management' (checked) and 'Disable overage management' (unchecked, with a green checkmark icon next to it).

IBM Security MaaS360 with Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE SCHOOLS REPORTS **SETUP** INTERNAL ONLY ACCOUNTS

## Settings

- ▶ Device Enrollment Settings
- ▶ User Settings
- ▶ App Settings
- ▶ Doc Settings
- ▶ Administrator Settings
- ▼ License settings
  - ▼ Enable license management
    - This setting will not be visible to the managed account
    - This setting will allow the managed customer to use license management feature. Once enabled, you cannot disable this feature.
    - ☒ Enable license management
    - ☐  Disable overage management

Basic

# Review licence count and assigned licences

- Setup > Licence Management > Licence Overview

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

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HOME

DEVICES

USERS

SECURITY

APPS

DOCS

EXPENSE

REPORTS

SETUP

License Overview

Export Assigned Licenses

MaaS360 Part Name	License Type	MaaS360 Part Number	Units Purchased	Units Consumed
Essentials Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3GLL	10	0
Premier Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3RLL	10	0
Deluxe Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3LLL	10	1
Mobile Threat Management <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	D1A3PLL	10	0
Secure Mobile Browser <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	D1AGWLL	10	0

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Jump To Page

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Records

Part name	Licence type	Part number	Units purchased	Units consumed
Bundle or (add-on) feature	Base / Add-on	IBM part number for licence	Total licences purchased	Licences already assigned to devices

# Licence assignment/un-assignment scenarios

Manual action required	1 Automatic upon enablement	Automatic licence assignment	<ul style="list-style-type: none"><li>For existing enrolled devices</li><li><b>Single-bundle customers</b>: all bundle licences are <i>automatic</i></li></ul>
	2 Configured in Settings	Default licence assignment	<ul style="list-style-type: none"><li>Default settings allow for<ul style="list-style-type: none"><li>➤ Setting default licence for bulk- and self-enrollments</li><li>➤ Setting default licence for overage devices</li></ul></li></ul>
	3	Manual licence assignment / bulk	<ul style="list-style-type: none"><li><b>Multi-bundle customers</b>: bundle licences must be assigned <i>manually</i> (system doesn't know which licences are for which devices)</li><li><b>Add-on features</b> (single- and multi-bundle customers): add-on features must be assigned <i>manually</i></li></ul>
	4	Manual licence assignment (individual)	<ul style="list-style-type: none"><li>a. All customers: licences can be changed for an individual device</li><li>b. Manual enrollment invitation: if sending an enrollment to a device, the licence type can be chosen when sending</li></ul>
	5	Un-assign (revoke) licence	<ul style="list-style-type: none"><li>a. Un-assign individual licence</li><li>b. Bulk un-assign</li></ul>



# Automatic licence assignment

Single-bundle customers: all bundle licences are automatic

- Setup – Settings – Licence settings – Basic
- If menu not appearing, discuss with Client Success
- Please only enable this after taking this training – there are some impacts you should understand first

The screenshot shows the 'Setup' page in the IBM Security MaaS360 interface. The left sidebar contains a menu with categories: Device Enrollment Settings, User Settings, App Settings, Doc Settings, Administrator Settings, and License settings. The 'License settings' category is expanded, showing a 'Basic' sub-section. The main content area is titled 'Settings' and contains a section for 'Enable license management'. A blue box highlights the text 'This setting will not be visible to the managed account'. Below this, a note states: 'This setting will allow the managed customer to use license management feature. Once enabled, you cannot disable this feature.' Two options are listed: 'Enable license management' (checked with a green checkmark) and 'Disable overage management' (unchecked). A red box highlights these two options, and a red arrow points from this box to a larger, detailed view of the same settings at the bottom of the slide.

IBM Security MaaS360 with Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE SCHOOLS REPORTS SETUP INTERNAL ONLY ACCOUNTS

Settings

Device Enrollment Settings

User Settings

App Settings

Doc Settings

Administrator Settings

License settings

Basic

Enable license management

This setting will not be visible to the managed account

This setting will allow the managed customer to use license management feature. Once enabled, you cannot disable this feature.

☒ Enable license management

☐ Disable overage management

Overage settings

This setting will allow the managed customer to use license management feature. Once enabled, you cannot disable this feature.

☒ Enable license management

☐ Disable overage management

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# Automatic licence assignment for existing devices

## License Assignment

1 and confirm existing license assignments for existing devices based on your usage of services.

MaaS360 Part Name	Units Consumed	Units Purchased	Status
Essentials Suite	19	10	Active
Mobile Content Management	1	10	Active
Mobile Application Management	0	10	Active
TeamViewer	0	10	Active

Download the files below to view detailed license assignments based on existing services used by your devices.

[License assignments](#) ↓

[5 Extra services](#) ↓ ⚠

All devices with extra services will lose the entitlements once the licenses are confirmed.

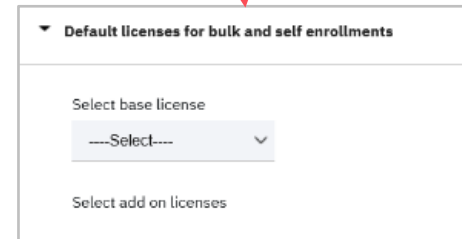
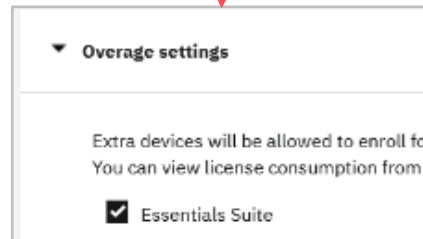
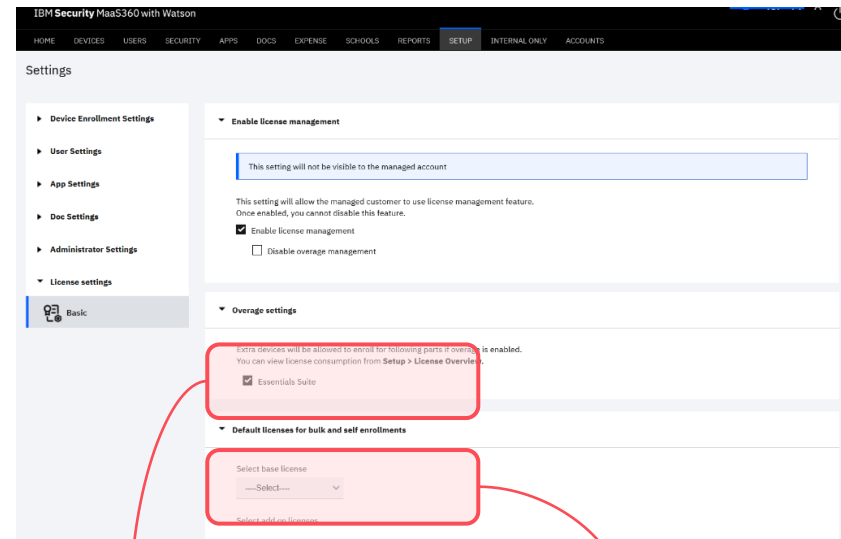
Cancel

Confirm

- Admin is asked to confirm licence allocation
- Other services which will be lost are proposed
- Auto-generated licence recommendations based on existing device usage

# Default licence assignment

- Settings / Licence settings / Default-Overage
- Default settings allow for
  - Setting default licence for bulk- and self-enrollments
  - Setting default licence for overage devices



3

# Manual licence assignment / bulk

- Multi-bundle customers: bundle licences must be assigned manually
- Add-on features must be assigned manually

The screenshot shows the IBM Security MaaS360 with Watson interface. The 'License Overview' table lists various MaaS360 Part Names and their corresponding License Types. A 'Bulk Assign Licenses' dialog box is open, providing instructions for uploading a CSV file. The dialog box includes a 'Browse' button and an 'Upload' button. The background table shows the following data:

MaaS360 Part Name	License Type
Essentials Suite	Base
Premier Suite	Base
Deluxe Suite	Base
Enterprise Suite	Base
Management Suite	Base
Productivity Suite	Base
Secure Mail	Add-on

The dialog box 'Bulk Assign Licenses' contains the following instructions:

1. The file should contain a mandatory column with the header Device ID.
2. The file should contain one row for each device.
3. [Download](#) sample file.
4. For base bundles, the latest bulk assign license will be considered for the device.

The dialog box also includes a 'Browse' button and an 'Upload' button.

- Individual licence type > More > Bulk Assign
- Upload a CSV file with a list of devices prepared
- This will assign licences to a number of devices at one time
- Follow the instructions to upload the CSV file, and click Upload.

## 4. View licences assigned on one device

The screenshot shows the IBM Security MaaS360 with Watson web interface. At the top, there's a navigation bar with the title 'IBM Security MaaS360 with Watson' and a search bar. Below the navigation bar, there's a tabbed interface with 'DEVICES' selected. The main content area shows a device entry for 'wsautomation1801221335171-Moto G (5S) Plus'. A red box highlights the 'License Entitlements' dropdown menu. Below this, a table displays the license entitlements for the selected device.

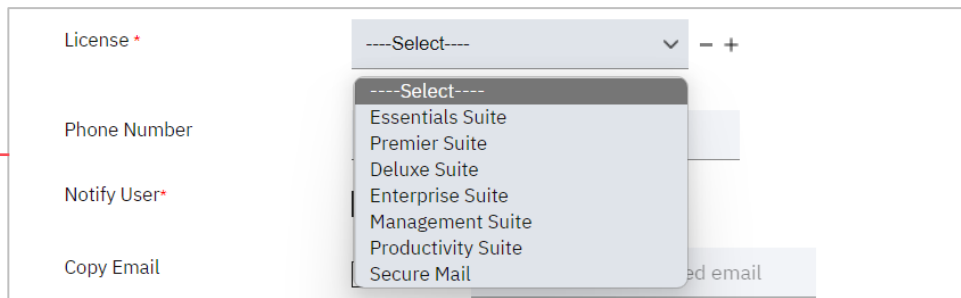
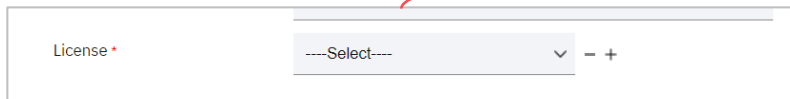
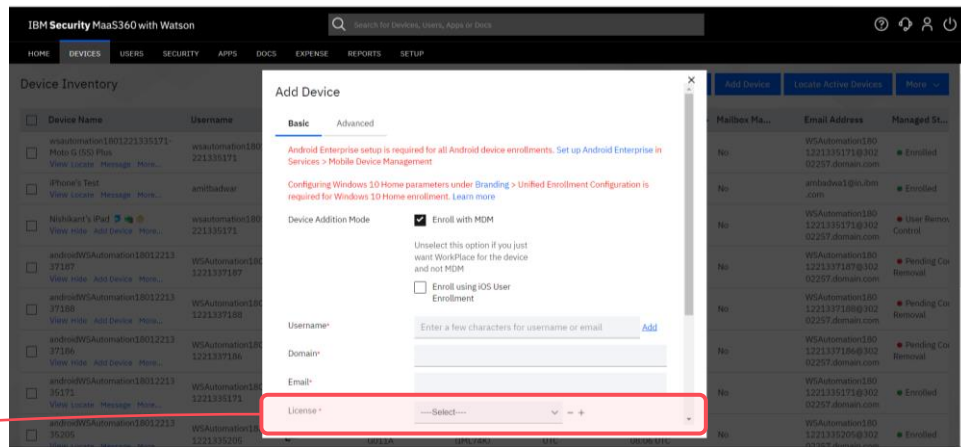
MaaS360 Part Name	MaaS360 Part Number	Applied On
Enterprise Suite	D1P3WLL	11/24/2022 09:54 UTC

At the bottom of the table, there's a pagination bar showing 'Jump To Page' and 'Displaying 1 - 1 of 1 Records'.

- Open an individual device (Devices > Inventory)
- Summary drop-down (left) > Licence Entitlements page
- Licence(s) assigned to device are displayed
- *Device-based* licence (not user-based)

## 4a Set licence before enrolling device (manually)

- Devices > Add device
- Licence > select licence to be assigned
- Send enrollment invitation



## Set licence on enrolled device (manually)

1. **Open device:** Summary / Licence Entitlements
2. **Actions / Change Licence entitlement**
3. **Choose new licence or add-on**
4. **Confirm choice:** Click Save
5. **Admin password requested**
6. **Confirmation window**

- All customers: licences can be changed for an individual device
- Manual enrollment invitation: if sending an enrollment to a device, the licence type can be chosen when setting up that enrollment invitation

[illegible]

## 5 Un-assign (revoke) licence (individual or in bulk)

### a. Revoke a licence on an individual device

- This is done by using the Hide action (on the individual device, if it is already inactive)
- Alternatively if the device is still active the Change Licence Entitlement action can be used (see later)

### b. Revoke licences in bulk (across a number of devices)

- From an individual licence, in the Licence Overview page
- Choose More > Bulk Revoke

IBM Security MaaS360 with Watson

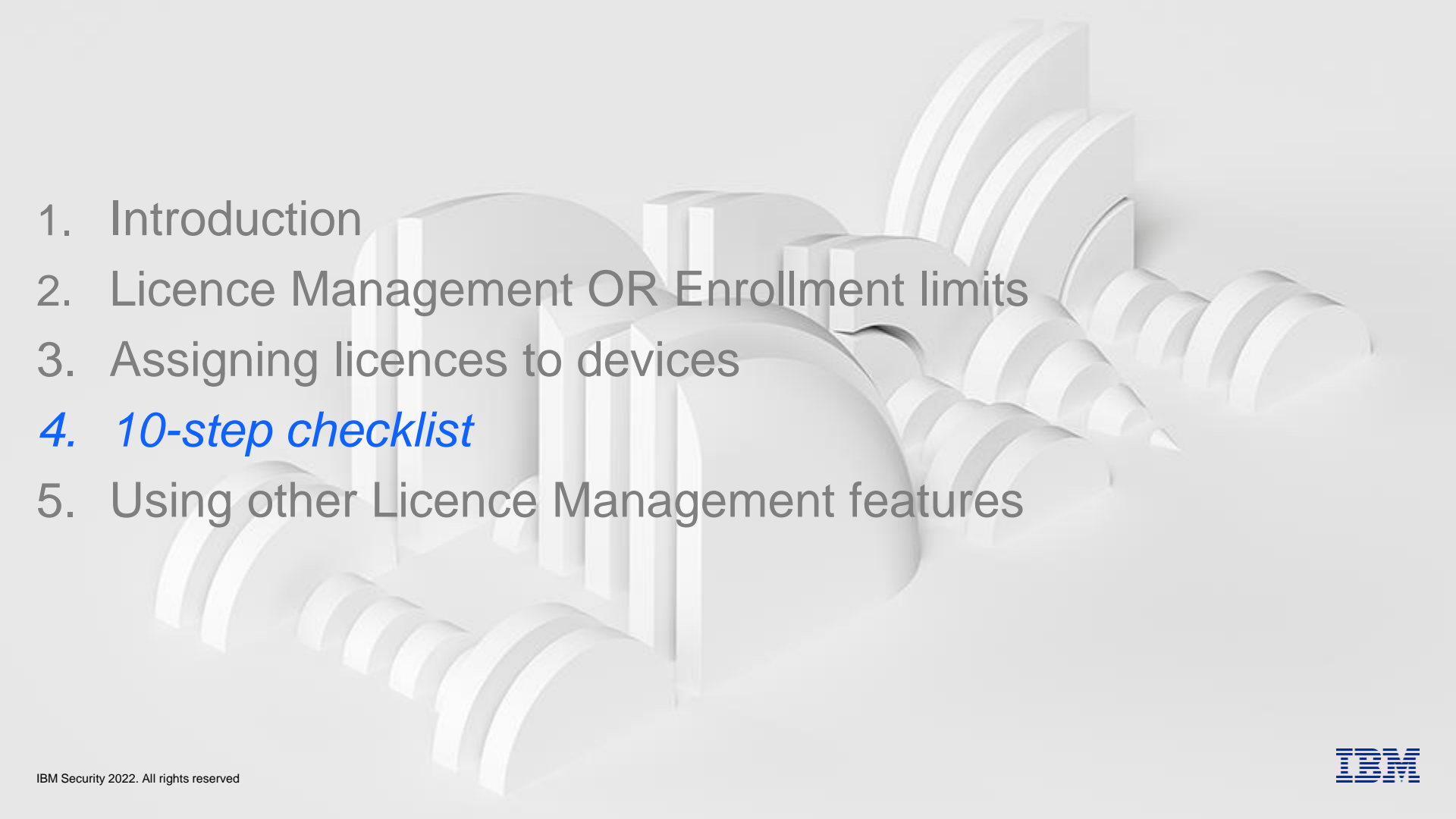
License Overview

Max360 Part Name	License Type	Max360 Part Number	Units Purchased	Units Consumed
Essentials Suite	Base	DSP3RL	10	5
Premier Suite	Base	DSP3RL	100	2
Defender Suite	Base	DSP3RL	100	0

More...

- Bulk Assign
- Bulk Revoke
- Bulk License History



- 
- The background of the slide features a series of white, three-dimensional geometric shapes, including semi-circles, quarter-circles, and rectangular blocks, arranged in a layered, architectural fashion. These shapes are rendered with soft shadows, giving them a sense of depth and volume against the light gray background.
1. Introduction
  2. Licence Management OR Enrollment limits
  3. Assigning licences to devices
  4. *10-step checklist*
  5. Using other Licence Management features



**If you haven't seen the presentation up to now please start at beginning**

**If answer to any question is 'No' or incomplete , stop until 'Yes'**

# Get ready! Licence Management checklist



Explanation on next pages

#	Item	See page no.	Status	#	Item	See page no.	Status
1	Can I have Licence Management now?	36		6	a. Prepare device licences (MB) b. Prepare add-on licences (SB/MB)	44-47	
2	Are Enrollment limits disabled?	37		7	a. Enable Licence Management b. Disable overage management	48-49	
3	Is my (device) licence usage efficient?	38-39		8	(MB only) Confirm proposed licence assignment (must Confirm)	50	
4	Predict future licence requirements	40-41		9	Bulk-assign licences for bundles and add-ons from steps 6-7	51	
5	Identify whether single-bundle or multi-bundle customer (SB/MB)	42-43		10	Set default and overage settings	52-53	

Total /10 = ?

If <10, review until 10/10

If 10/10, proceed to enable LM. If not, please review outstanding points

# 1. Can I have Licence Management now?

#1	Get ready! Licence Management checklist

## Customers/BP's who can have feature enabled (as of Nov.2022)

- Direct customers
- Production portals only
- Customers who purchase device-based licences
- Business Partner-led customers (not ESA customers)

## Customers/BP's for whom feature is not yet available (as of Nov.2022)

- Customers of ESA partners (impact of feature hasn't been tested but is on roadmap)
- Customers who purchase user-based licences

## Not sure about which box you fit into?

Please contact your point of sales at IBM or with your Business Partner, or contact Client Success: [csmaas@us.ibm.com](mailto:csmaas@us.ibm.com)

Q1	
LM possible ?	Y / N

## 2. Have I disabled Enrollment limits?

- Open MaaS360 Admin portal (console)
- Go to Settings > Directory and Enrollment (new UI) > Basic Enrollment settings > Limit Enrollment and Activation
- If any settings are enabled here, you have Enrollment settings limits



IBM Security MaaS360 with Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE SCHOOLS REPORTS **SETUP** INTERNAL ONLY ACCOUNTS

Settings Save

**Note:** Always save changes to apply new settings.

**Directory and Enrollment**

- Directory and Authentication
- Basic Enrollment Settings**
- Advanced Enrollment Settings
- Enrollment Programs

**User Settings**

**App Settings**

**Doc Settings**

**Set Corporate Identifier**

Corporate Identifier will be part of the URL sent to users to add new devices. They may also be prompted to enter it while adding a new device.

Corporate Identifier

**Limit Enrollment and Activation**

- ☐ By User: Maximum number of enrolled devices allowed per user. Applies to all device types.
- ☐ By Account: Maximum number of devices allowed to enroll into this account. Applies to all device types.
- ☐ By Account: Maximum number of users allowed to enroll devices on this account
- ☐ Allow only specific user groups to enroll or activate devices

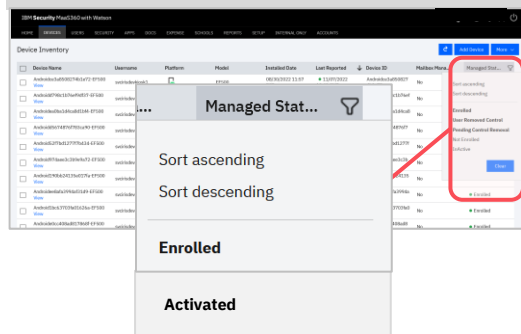
Q2	
Enrollment limits disabled?	Y / N

# 3. What is my current MDM licence usage?(%)

#1		

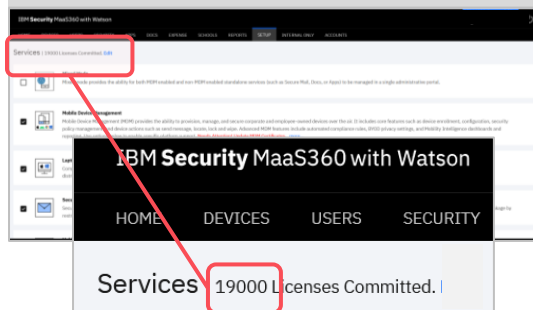
IBM Security MaaS360 with Watson	IBM Security MaaS360 with Watson	IBM Security MaaS360 with Watson
Device Inventory	Device Inventory	Device Inventory
Enrolled	Enrolled	Enrolled
Activated	Activated	Activated

## 1 Licences consumed X



- Filter devices in Inventory using values “Enrolled” and “Activated” only
- Count = X: usage / consumption (no. licences consumed today)

## 2 Licences provisioned Y



- Setup / Services / see top of page
- Count = Y: current provisioned entitlement
- No. of devices you can enroll under your standard bill

## 3 Calculate usage X/Y

Calculate Licence entitlement vs. Licence consumption

### Calculation

Licence consumption = X

Licence entitlement= Y

Divide X/Y for % usage

Usage = ? %

# #1

## Get ready! Licence Management checklist

	Yes	No	Additional notes
1. Do you have a licence management tool?			
2. Do you have a licence management policy?			
3. Do you have a licence management process?			
4. Do you have a licence management team?			
5. Do you have a licence management tool?			
6. Do you have a licence management tool?			
7. Do you have a licence management tool?			
8. Do you have a licence management tool?			
9. Do you have a licence management tool?			
10. Do you have a licence management tool?			

Q3	
Licence usage efficient ?	Y / N

# 4. Predict future licence requirements



Device ID	Device Name	Device Type	Device Status
1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24
25	26	27	28
29	30	31	32
33	34	35	36
37	38	39	40
41	42	43	44
45	46	47	48
49	50	51	52
53	54	55	56
57	58	59	60
61	62	63	64
65	66	67	68
69	70	71	72
73	74	75	76
77	78	79	80
81	82	83	84
85	86	87	88
89	90	91	92
93	94	95	96
97	98	99	100

- a. **Calculate enrollment history:** Search for enrollments over last period (vary time frame if required)  
Devices > Advanced Search, using criteria: 1. All devices / 3. Last Reported = All / 4. Condition 1. Hardware Inventory / Device Registration date / In / Last 90 days
- b. **Enrollments per month:** Take figure for last 90 days and divide by 3 = enrollments per month
- c. **Device wastage:** if devices will be disposed of / removed during the same period then subtract
- d. **Requirement for next contract?** Calculate requirement
- e. **New licences required?** Purchase new licences or increase quantity

## Example

- a. **Historical:** 10 devices enrolled per month for last 3 months (does this represent an average month?)
- b. **Contract duration** (next contract): 24 months
- c. **Future requirement (24 months)** =  $10 * 24 = 240$  additional devices
- d. **Subtract wastage** (old devices being unenrolled): 140 devices
- e. **New contract requirement:** 100 additional licences



## 4. Purchasing new licences



- Licences can take several weeks to get provisioned (activated) on your instance
- There are a number of dependencies here: your Purchase Order, action by Business Partner or reseller, and activation by IBM
- If Licence Management is enabled and you don't have enough licences, you may reach limits for features and functionality

There is no obligation to have 100% licence coverage for your devices and features – but if you Disable Overage Management you will not be able to go over the limit

Q4	
Enough licences ?	Y / N

# 5. Do I know what type of licence bundle I have?



## Single bundle

**Licences**  
1000 Essentials

**Licences**  
1000 Deluxe

**Licences**  
1000 Premier

**Licences**  
1000 Deluxe

## Multi bundle

**Licences**  
1500 (1000 Essentials  
+ 500 Enterprise)

## Add-on features

Threat Management  
*Trusteer malware*

Wandera *premium*  
*device security*

Team Viewer *remote*  
*access platform*

IBM Verify  
*higher licence levels*

...

**Not sure?** Please contact your point of sales at IBM or with your Business Partner, or contact Client Success: [csmaas@us.ibm.com](mailto:csmaas@us.ibm.com)

#1

### Get ready! Licence Management checklist

	YES	NO		YES	NO
1. Do you have a licence management policy?			1. Do you have a licence management policy?		
2. Do you have a licence management policy?			2. Do you have a licence management policy?		
3. Do you have a licence management policy?			3. Do you have a licence management policy?		
4. Do you have a licence management policy?			4. Do you have a licence management policy?		
5. Do you have a licence management policy?			5. Do you have a licence management policy?		
6. Do you have a licence management policy?			6. Do you have a licence management policy?		
7. Do you have a licence management policy?			7. Do you have a licence management policy?		
8. Do you have a licence management policy?			8. Do you have a licence management policy?		
9. Do you have a licence management policy?			9. Do you have a licence management policy?		
10. Do you have a licence management policy?			10. Do you have a licence management policy?		

Start your  
Licence Management  
policy now!

Get ready to  
manage your  
Licence Management  
policy now!

Get ready to  
manage your  
Licence Management  
policy now!

Get ready to  
manage your  
Licence Management  
policy now!

## Single bundle customer

- Single-bundle licences will be assigned automatically

## Multi-bundle customer

- Multi-bundle licences are not assigned automatically – the system doesn't automatically know which devices to assign which licence to
- You need to identify in advance which devices need which licence

## Don't know which bundle you have and don't prepare licence assignment?

- Default licence set in Settings will assign to all devices
- Features in higher licence levels will not be enabled for those devices

Q5	
Identified single / multi-bundle?	Y / N

## 6. Multi-bundle customer: assign bundle licences



- **If not sure** about your bundle type, contact Client Success / IBM Sales / Business Partner / Reseller
- When considering whether you have a single-bundle or multi-bundle contract, identify whether you have one or more of the bundles indicated on slide no. 5

### Scenario A

- MDM licence Bundle: 1000 Essentials licences
- No add-ons

**Single bundle**

### Scenario B

- MDM licence bundle: Management suite
- Pre-2017 bundle
- Cannot use LM

**X**

### Scenario C

- MDM licence bundle: 500 Essentials
- Add-on: Threat Management

**Single bundle(SB)**

### Scenario D

- MDM licence bundle: 500 Essentials, 500 Enterprise
- No add-ons

**Multi-bundle (MB)**

### Scenario E

- MDM licence bundle: 500 Essentials, 500 Enterprise
- Add-on: Threat Management

**Multi-bundle (MB)**

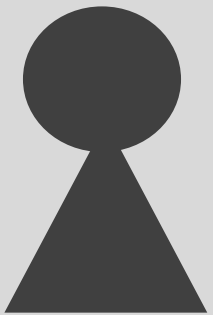
# Who am I going to assign which licence to?



License ID	License Name	License Type	License Status	License Description
#1	IBM Security Guardium License Management	License Management	Active	License Management
#2	IBM Security Guardium License Management	License Management	Active	License Management
#3	IBM Security Guardium License Management	License Management	Active	License Management
#4	IBM Security Guardium License Management	License Management	Active	License Management
#5	IBM Security Guardium License Management	License Management	Active	License Management

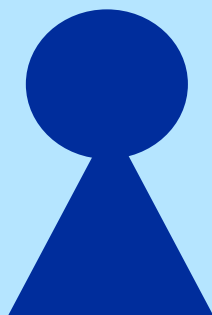
- Use an employee ‘persona’ to define who is going to receive which bundle features
- **Employee A:** user device which is more about a managed *environment* with hardware and apps (some organisations use *Kiosk*, *COSU* or *AppLock* modes to manage this)
- **Employee B:** user with mail and document sharing requirements, needs some data privacy
- **Employee C:** manager with high data privacy requirements, needs high level of data protection

Based on these ‘personas’ you can develop a specific licence and configuration need



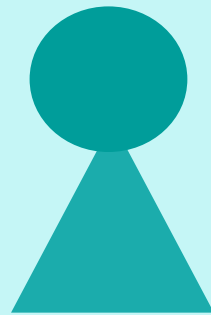
**Employee A**

- Factory worker
- Transport worker
- Requires: device management, applications



**Employee B**

- Office worker
- Requires: device management, applications, mail and document sharing



**Employee C**

- Manager
- Requires: device management, applications, high data protection and encryption

# 6a. Multi-bundle : prepare bundle licences

#1	not ready/ Licence Management checklist



## 1. Identify devices

Go to Devices > Inventory, filter by Managed Status = Enrolled + Activated

## 2. Add Device ID column

Assigning licences needs the Device ID. In Devices > Inventory, at bottom of page, select Customize Columns, click box for Device ID, click Save

## 3. Export devices

- Click Export file (CSV format for basic edit, XLS for advanced formatting)
- Open file in Excel or equivalent

## 4. Which licence types to use?

- Identify the main (bundle) licence types in your contract
- Only 2017+ bundles: Essentials, Deluxe, Premier, Enterprise
- If not please discuss with your IBM Sales contact, Business Partner or Client Success

## 5. Identify users / devices for each licence type

- Add a new column 'Licence' and put in the licence name for each user
- Create a separate file for each licence type

## 6. Save each file in CSV format

- Each file should have a column "DeviceID" or the licence assignment will not work
- Separate file for each licence type

Q6a	
Bundle licences prepared (CSV)?	Y / N

## 6b. Add-on features: prepare licences

*Single-bundle and multi-bundle* customers



### 1. Identify devices

Go to Devices > Inventory, filter by Managed Status = Enrolled + Activated

### 2. Add Device ID column

Assigning licences needs the Device ID. In Devices > Inventory, at bottom of page, select Customize Columns, click box for Device ID, click Save

### 3. Export devices

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- Identify the main (bundle) licence types in your contract
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### 5. Identify users / devices for each licence type

- Add a new column 'Licence' and put in the licence name for each user
- Create a separate file for each licence type

### 6. Save each file in CSV format

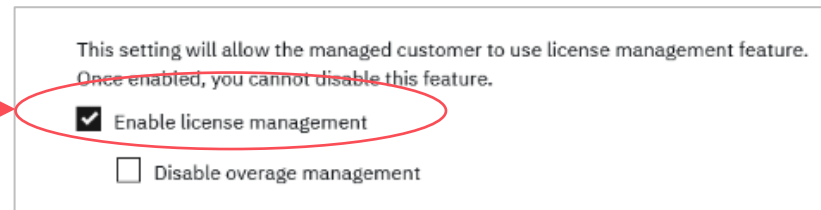
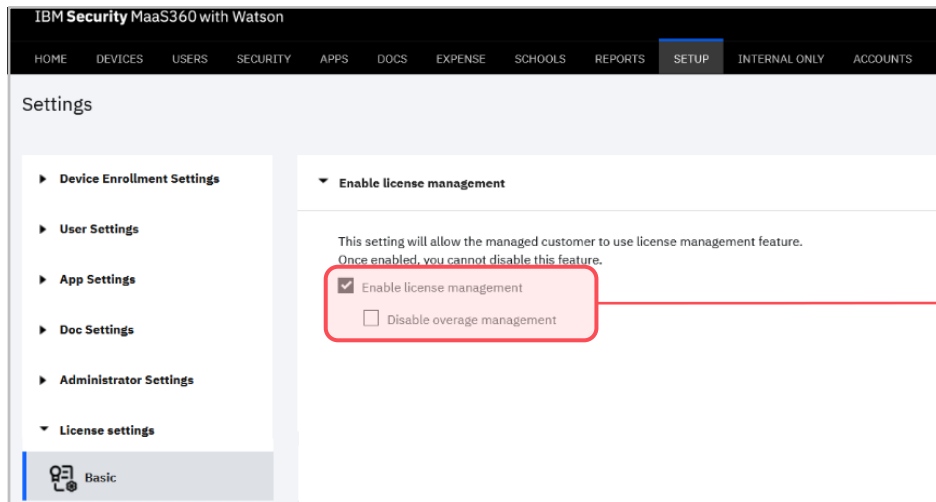
- Each file should have a column "DeviceID" or the licence assignment will not work
- Separate file for each licence type

Q6b	
Feature licences prepared (CSV)?	Y / N

# 7a. Enable Licence Management

#1		

Get ready! License Management checklist		
1. Enable license management		
2. Disable overage management		
3. Enable license management		
4. Disable overage management		
5. Enable license management		
6. Disable overage management		
7. Enable license management		
8. Disable overage management		
9. Enable license management		
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11. Enable license management		
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90. Disable overage management		
91. Enable license management		
92. Disable overage management		
93. Enable license management		
94. Disable overage management		
95. Enable license management		
96. Disable overage management		
97. Enable license management		
98. Disable overage management		
99. Enable license management		
100. Disable overage management		



Setup / Settings / Licence settings / Basic / Enable Licence Management

- **Licence Management switches on a restriction where currently provisioned entitlements cannot be exceeded for features**
- **Additional devices can still be enrolled where the Disable overage management feature is not enabled**

Q7a	
Enable Licence Management	Y / N

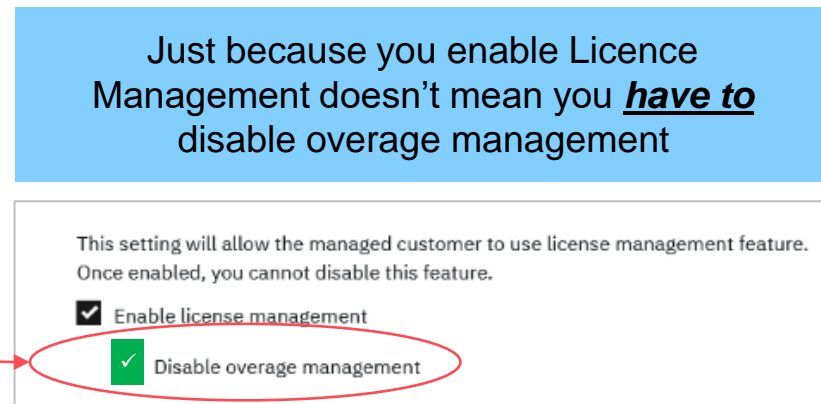


# #1

## Get ready! Licence Management checklist

	Yes	No		Yes	No
1. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>	7. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>	8. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>	9. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>	10. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>	11. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>	12. Do you have a licence management policy?	<input type="checkbox"/>	<input type="checkbox"/>

Sheet 1 of 1
2 of 2
3 of 3



Q7b	
Disable overage management	Y / N

- **Switching this setting on applies a hard limit**
- **If switched on, you will only be able to use your purchased licences (when activated) and nothing more**

## 8. Confirm licence assignment (MB only)

#1		



### License Assignment

View and confirm existing license assignments for existing devices based on your usage of services.

MaaS360 Part Name	Units Consumed	Units Purchased	Status
Essentials Suite	19	10	Active
Mobile Content Management	1	10	Active
Mobile Application Management	0	10	Active
TeamViewer	0	10	Active

Download the files below to view detailed license assignments based on existing services used by your devices.

[License assignments](#) ↓

[5 Extra services](#) ↓

All devices with extra services will lose the entitlements once the licenses are confirmed.

Cancel

Confirm

### Multi-bundle customers only

When LM feature is enabled:

- Admin is asked to confirm licence allocation
- Other services which will be lost are proposed
- Auto-generated licence recommendations based on existing device usage
- The admin MUST click Confirm in order to proceed and have LM enabled

Q8

Confirm licence  
assignments

Y / N

# 9. Assign licences to devices (bulk)

- Applies for licence bundles and add-on features (steps 6 and 7)
- Open portal > Setup > Licence Management > Licence Overview

#1		

MaaS360 Part Name	License Type	MaaS360 Part Number	Units Purchased	Units Consumed
Essentials Suite	Base	DSF00LL	10	5
Premier Suite	Base	DSF00LL	100	2
Deluxe Suite	Base	DSF00LL	100	0
Enterprise Suite	Base	DSF00LL	100	1
Management Suite	Base	DSF00LL	100	0
Productivity Suite	Base	DSF00LL	100	0
Secure Mail	ADD-ON	DSF00LL	100	0

MaaS360 Part Name	License Type
Essentials Suite	Base
Premier Suite	Base
Deluxe Suite	Base

**Bulk Assign Licenses**

1. The file should contain a mandatory column with the header Device ID.
2. The file should contain one row for each device.
3. Download sample file.
4. For base bundles, the latest bulk assign license will be considered for the device.

Upload CSV File  No file chosen

- For the licence to be assigned, select More > Bulk Assign
- Click Browse and locate the CSV file, click Upload
- Enter administrator password, click Submit, and wait for green confirmation window at top
- Once complete, licences will be assigned to devices within **X amount of time**
  - Active devices (powered up / connected) can refresh data and receive licence
  - Features contained within that licence will be assigned to the device
  - From that point on, those are the features that can be used on the device
- Repeat this for the other licences and to be assigned

Q9	
Licences assigned?	Y / N

# 10. Set default and overage licence settings



IBM Security MaaS360 with Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE SCHOOLS REPORTS **SETUP** INTERNAL ONLY ACCOUNTS

## Settings

- Device Enrollment Settings
- User Settings
- App Settings
- Doc Settings
- Administrator Settings
- License settings**
  - Basic

### Enable license management

This setting will not be visible to the managed account

This setting will allow the managed customer to use license management feature. Once enabled, you cannot disable this feature.

☒ Enable license management

☐ Disable overage management

### Overage settings

Extra devices will be allowed to enroll for following parts if overage is enabled. You can view license consumption from **Setup > License Overview**.

☒ Essentials Suite

### Default licenses for bulk and self enrollments

Select base license

---Select---

Select add on licenses

1. Which licence should devices get if they go over your standard licence count? (disregard if you have Disable Overage Management set)
2. Set default licence / bundle / feature for bulk- and self-enrollments

# 10. Set default and overage licence settings



If Licence Management is enabled:

1. Set default licence to assign to overage devices
2. Set default licence / bundle / feature for standard enrollments
3. Also possible where activations are being used (non-MDM enrollments)
  - Features which can be enabled for devices going beyond number of licences provisioned
  - Not enabling this for a licence type or add-on means the feature cannot be enabled beyond licences provisioned

Q10	
LM settings configured ?	<b>Y</b> / <b>N</b>

# Licence Management on – you're done!

#	Item	See page no.	Status
1	Can I have Licence Management now?	36	✓
2	Are Enrollment limits disabled?	37	✓
3	Is my (device) licence usage efficient?	38-39	✓
4	Predict future licence requirements	40-41	✓
5	Identify whether single-bundle or multi-bundle customer (SB/MB)	42-43	✓

#	Item	See page no.	Status
6	a. Prepare device licences (MB only)	44-47	✓
	b. Prepare add-on licences (SB/MB)		✓
7	a. Enable Licence Management	48-49	✓
	b. Disable overage management		✓✗
8	(MB only) Confirm proposed licence assignment (must Confirm)	50	✓
9	Bulk-assign licences for bundles and add-ons from steps 6-7	51	✓
10	Set default and overage settings	52-53	✓

Now please have a look back at the Licence management features we showed you earlier.

- 
- The background of the slide features a series of white, three-dimensional geometric shapes, including arcs, semi-circles, and rectangular blocks, arranged in a layered, architectural fashion. These shapes are set against a light gray gradient background.
1. Introduction
  2. Licence Management OR Enrollment limits
  3. Assigning licences to devices
  4. 10-step checklist
  5. *Using other Licence Management features*

## Actions available on licences

- Setup > Licence Management > Licence Overview

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or D

HOME

DEVICES

USERS

SECURITY

APPS

DOCS

EXPENSE

REPORTS

SETUP

License Overview

MaaS360 Part Name	License Type	MaaS360 Part Number
Essentials Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3GLL
Premier Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Bulk Assign	D1P3RLL
Deluxe Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Bulk Revoke	D1P3LLL
Mobile Threat Management <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Bulk License History	D1AJPLL
Secure Mobile Browser <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	D1AGWLL

|< < 1 > >|

Jump To Page

Displaying 1 - 5 of 5 Records | Show 25 Records

Actions

a	View	View individual licence details
b	Export assigned licences	Export list of licences already assigned
c	More > Bulk Assign	Assign licences to a number of devices
d	More > Bulk Revoke	Unassign licences from devices
e	More > Bulk Licence History	Show bulk licence action history



## a. View the details of an individual licence

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS **SETUP**

### License Overview

Export Assigned Licenses

MaaS360 Part Name	License Type
Essentials Suite	Base

View Export Assigned Licenses More...

Clicking on *View* opens a new page with details for that licence item

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS **SETUP**

### ← Essentials Suite

Export Assigned Licenses Bulk Edit ▼

▼ MaaS360 Part Details

Details for licence

MaaS360 Part Name	Essentials Suite	Units Purchased	10	MaaS360 Part Number	D1P3GLL
Units Consumed	5	Overage Allowed	Yes	Units Available	5

▼ Subscription Details

Details for subscription (start/end date, units purchased...)

Subscription State	Subscription ID	Charge Agreement Nu...	Subscription Start Date	Subscription End Date	Units Purchased
Active	502289305		05/12/2021 00:00 UTC	06/01/2021 00:00 UTC	10

## b. Export licences already assigned

- Option top-right: export all assigned licences for all licences
- Option on individual licence: export assigned licences for that specific licence

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS **SETUP**

License Overview

Licenses To be Assigned **Export Assigned Licenses** More ▼

MaaS360 Part Name	License Type	MaaS360 Part Number	Units Purchased	Units Consumed
Essential Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3GLI	10	5
Premier Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3RLL	100	2
Deluxe Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3LLL	100	0
Enterprise Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1P3WLL	100	0
Management Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1AJWLL	100	0
Productivity Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	D1AKELL	100	0
Secure Mail <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	D1AIXLL	100	0

Jump To Page    Displaying 1 - 7 of 7 Records    | Show 25 Records

## c. Bulk assign licences to devices

- Multi-bundle customers: bundle licences must be assigned manually
- Add-on features must be assigned manually

- Individual licence type > More > Bulk Assign
- Upload a CSV file with a list of devices prepared
- This will assign licences to a number of devices at one time
- Follow the instructions to upload the CSV file, and click Upload.

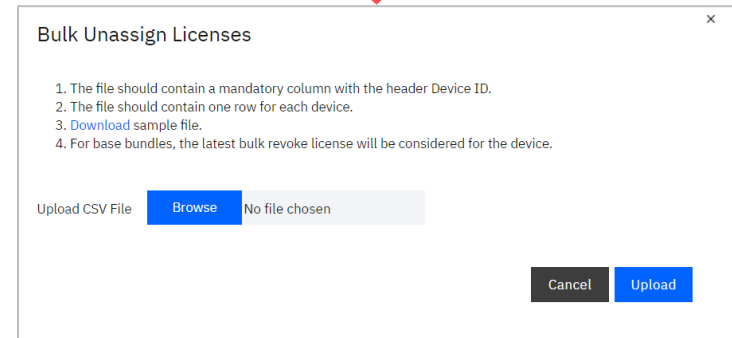
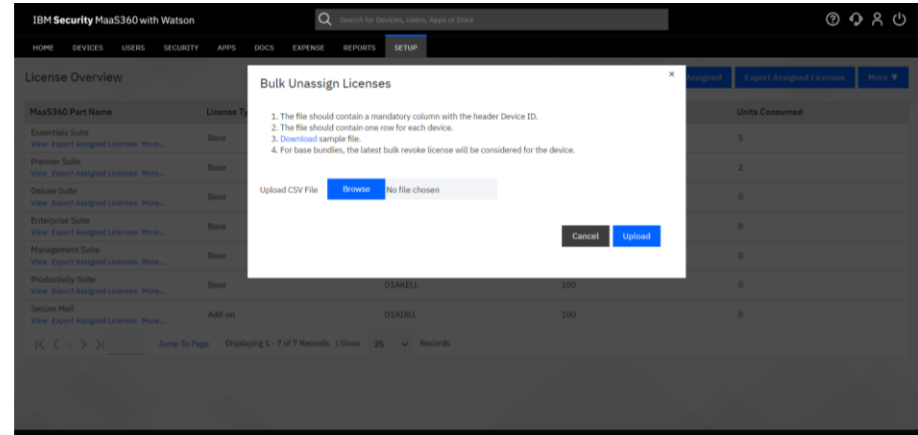
The screenshot shows the IBM Security MaaS360 console interface. The top navigation bar includes tabs for HOME, DEVICES, USERS, SECURITY, APPS, DOCS, EXPENSE, REPORTS, and SETUP. A search bar is located at the top right. The main content area displays a 'License Overview' table with columns for 'MaaS360 Part Name', 'License Type', and 'Units Consumed'. The table lists various license bundles like Essentials Suite, Premier Suite, Deluxe Suite, Enterprise Suite, Management Suite, Productivity Suite, and Secure Mail. A 'Bulk Assign Licenses' dialog box is open in the center, providing instructions for uploading a CSV file. The dialog box includes a 'Browse' button to select a file and an 'Upload' button to confirm the upload. The background table shows the following data:

MaaS360 Part Name	License Type	Units Consumed
Essentials Suite	Base	5
Premier Suite	Base	2
Deluxe Suite	Base	0
Enterprise Suite	Base	0
Management Suite	Base	0
Productivity Suite	Base	0
Secure Mail	Add-on	0

## d. Bulk revoke licences from devices (un-assign)

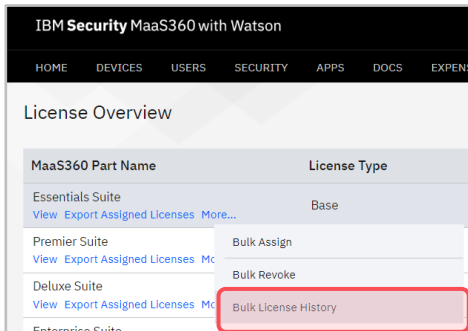
Individual licence > More > Bulk Revoke

- Reverse option for Bulk Assign
- When window opens, you see Bulk Unassign
- Remove licences from devices
- Stops consumption of licences and frees up devices to be assigned alternative licence types
- Follow the instructions to upload the CSV file, and click Upload.



## e. Show history for bulk licence actions

- Individual licence > More > Bulk Licence History
- New window: history of actions for that licence (using bulk assign or bulk revoke)



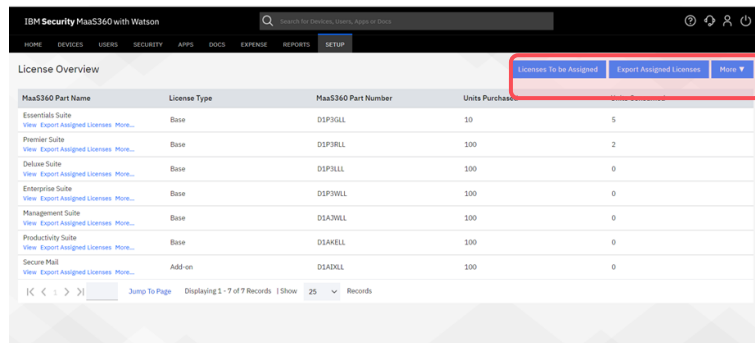
The screenshot shows the 'Bulk License History' page. It features a search bar at the top and a navigation menu. The main content is a table with the following columns: File Name, License, Action type, Status, Uploaded by, and Uploaded on. The table contains two rows of data. Below the table, there is a pagination section with navigation links, a 'Jump To Page' input, and a 'Showing 0 to 0 of 0 entries' message.

File Name	License	Action type	Status	Uploaded by	Uploaded on
2022.11.05.Upload.10NewDevices.CSV	Essentials	Assign	Completed	MaryT	11/05/2022 13:00:01
2022.01.26.Upload50NewDevices.CSV	Essentials	Assign	Error	MaryT	01/27/2022 16:53:27

Navigation: < < > > |  Jump To Page Showing 0 to 0 of 0 entries | Show 25 Records

# Actions from main Licence Overview page

1. Licences to be Assigned (performs Advanced Search)
2. Export Assigned Licences: create export file with all licences already assigned
3. More > Export Historical Assignments > choose month > Export

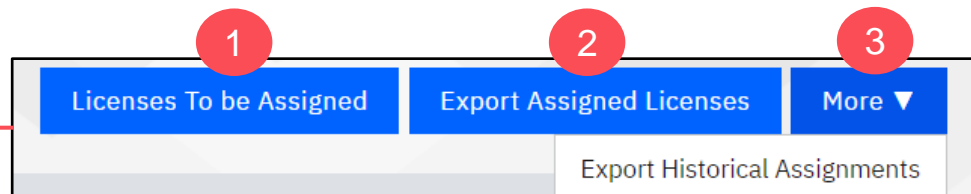


IBM Security MaaS360 with Watson

License Overview

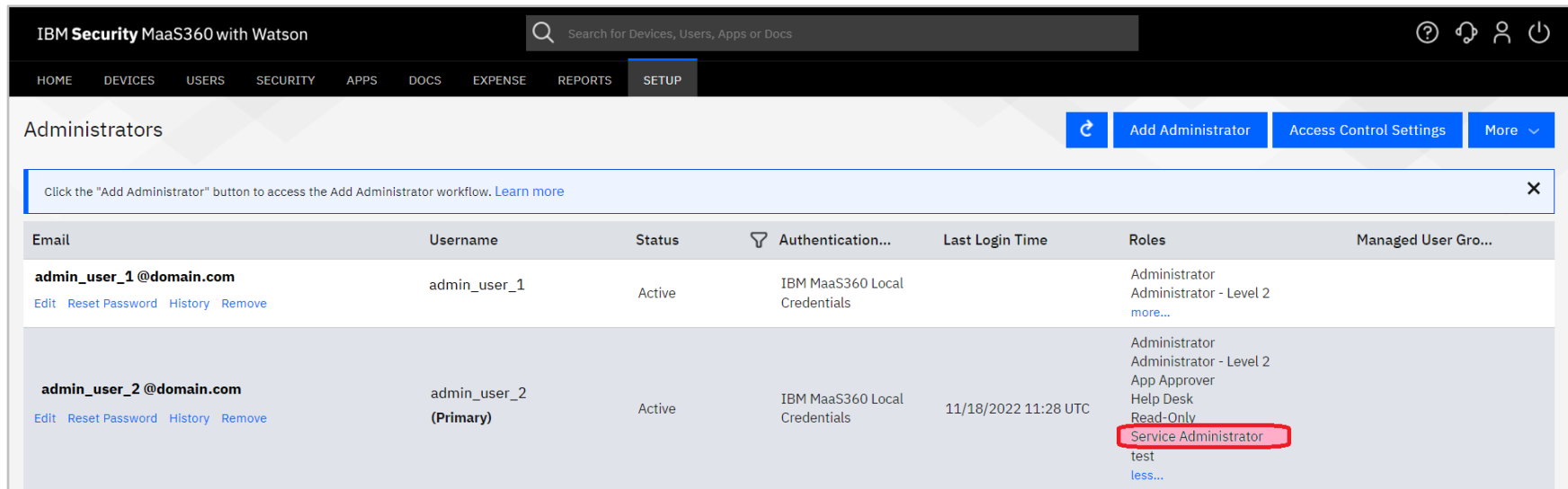
MaaS360 Part Name	License Type	MaaS360 Part Number	Units Purchased	Units Assigned
Essentials Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	DSP3GLL	10	5
Premier Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	DSP3RLL	100	2
Deluxe Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	DSP3RLL	100	0
Enterprise Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	DSP3WLL	100	0
Management Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	DS43WLL	100	0
Productivity Suite <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Base	DS44KLL	100	0
Secure Mail <a href="#">View</a> <a href="#">Export Assigned Licenses</a> <a href="#">More...</a>	Add-on	DS44RLL	100	0

Jump To Page    Displaying 1 - 7 of 7 Records    | Show 25 Records



# Controlled admin access: Service Administrator role

- Setup > Administrators
- Configure admin account with Service Administrator role
- Only admin users with that role will be able to manage LM settings



IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS **SETUP**

Administrators

Click the "Add Administrator" button to access the Add Administrator workflow. [Learn more](#)

Email	Username	Status	Authentication...	Last Login Time	Roles	Managed User Gro...
<b>admin_user_1@domain.com</b> <a href="#">Edit</a> <a href="#">Reset Password</a> <a href="#">History</a> <a href="#">Remove</a>	admin_user_1	Active	IBM MaaS360 Local Credentials		Administrator Administrator - Level 2 <a href="#">more...</a>	
<b>admin_user_2@domain.com</b> <a href="#">Edit</a> <a href="#">Reset Password</a> <a href="#">History</a> <a href="#">Remove</a>	admin_user_2 (Primary)	Active	IBM MaaS360 Local Credentials	11/18/2022 11:28 UTC	Administrator Administrator - Level 2 App Approver Help Desk Read-Only <b>Service Administrator</b> test <a href="#">less...</a>	

**Can** manage Licence settings or see audit trail

- Administrator with Service Admin role ONLY

**Cannot** manage Licence Settings or see audit trail

- All other Administrator roles without Service Admin permissions

# Controlled admin access: Licence Management features

- Setup > Administrators > Roles
  1. Assign standard role *Service Administrator* to admin user
  2. Alternatively, if the level of permissions for Service Administrator role are excessive, it is possible to create a custom role to manage LM settings

IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

?

HOMEDEVICESUSERSSECURITYAPPSDOCSEXPENSEREPORTSETUP

Edit Role

Role Name\*

Licence Management

Role Description\*

New custom role created to allow an administrator manage Licence Management settings only. If administrators need to manage other parts of the product they should also be given other roles.

☐

Right to Access

Category

Description

☒

Manage licenses

License Management

Ability to change licenses assigned to a device

☒

View license reports

License Management

Allow access to view and download license usage reports

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# Administrator notification settings

## Settings > Administrator settings > Basic

The screenshot shows the IBM Security MaaS360 with Watson interface. The top navigation bar includes the product name, a search bar, and icons for help, settings, user, and power. Below this is a secondary navigation bar with tabs: HOME, DEVICES, USERS, SECURITY, APPS, DOCS, EXPENSE, REPORTS, and SETUP (which is highlighted). The main content area is titled 'Settings' and features a 'Save' button in the top right corner. A blue banner at the top of the settings area states: 'Note: Always save changes to apply new settings.' The left sidebar contains a list of settings categories: Directory and Enrollment, User Settings, App Settings, Doc Settings, and Administrator Settings. Under Administrator Settings, the 'Basic' option is selected, showing a list of notification settings. The 'Alerts' section is expanded, displaying four settings:

- ☒ Alert administrator when license is about to expire ⓘ  
Notification Email Address(es):  (+)
- ☒ Alert administrator on license expiry ⓘ  
Notification Email Address(es):  (+)
- ☒ Alert administrator on license removal ⓘ  
Notification Email Address(es):  (-)  
 (+)
- ☒ Alert administrator on discovery of new licenses ⓘ  
Notification Email Address(es):  (-)

Below the alerts, there are two more settings:

- ☒ License usage threshold ⓘ  
Notification Email Address(es):  (+)  
Usage threshold:   
Threshold should be in the range of 50-95%  
Frequency: ☒ Daily ☐ Weekly
- ☒ License exhaustion ⓘ  
Notification Email Address(es):  (+)

Two callout boxes provide additional information:

- For the 'License usage threshold' setting: 'Sends email alert when a particular MaaS360 part name crosses the configured threshold'
- For the 'License exhaustion' setting: 'Sends email alert when a particular MaaS360 part name is completely utilized'

At the bottom of the page, there is a footer that reads 'IBM Security 2022. All rights reserved'.

# Thank you

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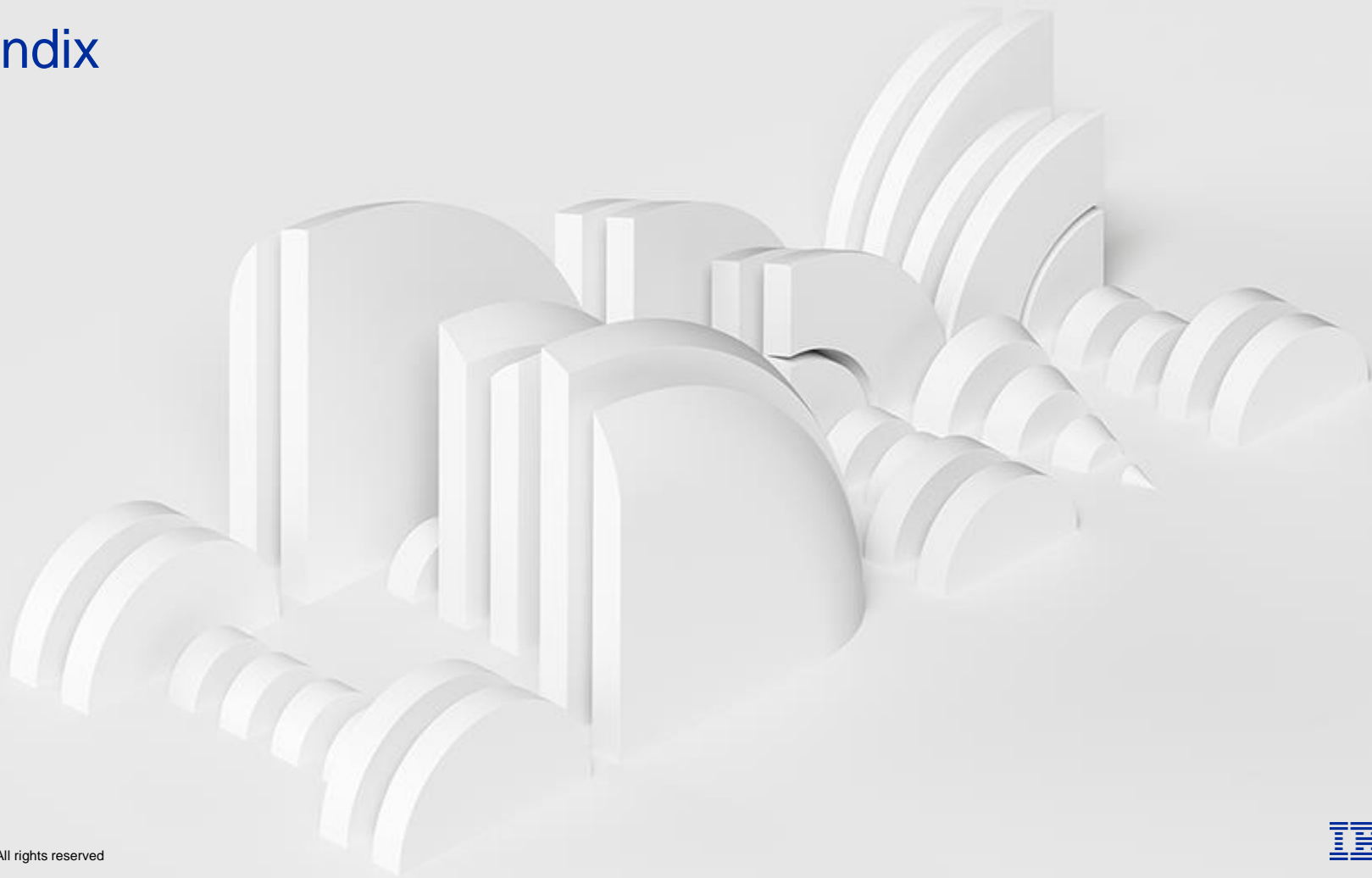
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# Appendix



# Which functions are available with which setup?

	Option A1. Licence Management <b>without</b> Disable Overage Management	Option A2. Licence Management <b>with</b> Disable Overage Management	Option B. Enrollment limits
Feature consumption counted via	Licences	Licences	Services (see Installed Services on device)
Non-bundle features	Cannot be used	Cannot be used	Can be used
Non-bundle overage is possible	No	No	Yes
Limit to number of devices enrolled	No	Yes (number of licences only)	Yes (manual limit set)
Trial features possible (can generate overage)	No	No	Yes
Trial features possible (without overage)	On roadmap for delivery with ETA Q1 2023 (10 enterprise licences for 30 days)		No

# Testing Licence Management

## Licence Management

- Can be implemented in Production when customer is ready
- Cannot be tested in Sandbox (no licences)

## Reversing feature

- Where licences have been assigned using admin console (UI), this cannot be reversed using UI
- In this case it will need a Support case who will raise a case to Development for unassignment of licences

## Information/Training

Please ensure you understand the LM feature well before turning it on:

- Impact on existing entitlements and licences on devices
- Impact on billing
- Potential limits to features (only where licences are assigned)

# Export Licence Assignments

*list of individual fields exported*

- MaaS360 Part Name
- MaaS360 Part Number
- License Assigned Date
- Status
- Device ID
- Device Name
- Username
- Managed Status
- Platform Name
- Last Reported details

# Checklist questions



## 1. Can I have Licence Management now?

If the feature is not available for you now, please verify with your Sales contact at IBM or Business Partner

## 2. Have I disabled Enrollment limits?

If these limits are switched on, Licence Management should not be; switching on LM will require them off.

## 3. Calculate current MDM licence usage? (%)

Work out how many licences you are currently using in relation to your total licence count in contract.

## 4. Sufficient licences for short-to-medium term?

Do you have enough licences to ensure you won't have to pay overage into the future?

## 5. Identify whether single-bundle or multi-bundle customer

Do you have one licence bundle or more than one, in your contract?

## 6. Prepare to assign MDM bundle licences (MB only)

Get ready to assign licences to devices, if you are a multi-bundle customer

## 7. Prepare to assign add-on feature licences (SB+MB)

If you have any add-on features (non-bundle licences), get ready to assign these licences

## 8. Enable Licence Management, disable overage management (optional)

Switch on the feature and consider whether you want to prevent licence overage

## 9. Bulk-assign bundle and feature licences

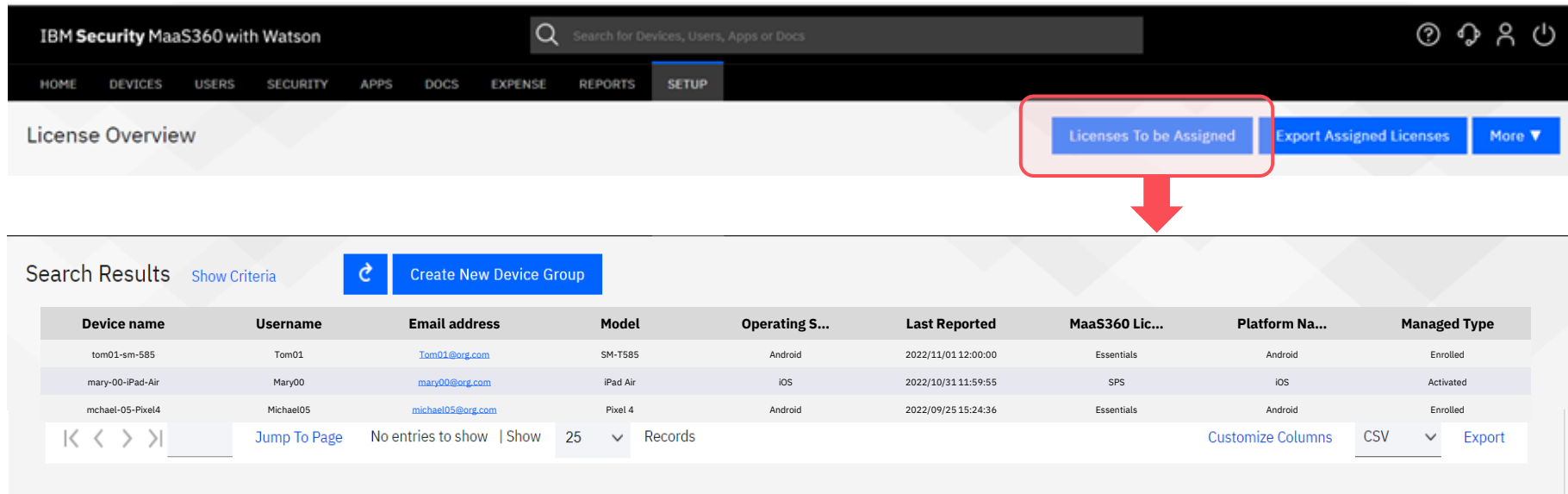
Assign licences where you prepared these in steps 6 and 7

## 10. Set default and overage settings: Configure Licence Management settings for future.

1

# Licences to be Assigned

- Buttons top-right: Licences to be Assigned (performs Advanced Search)



IBM Security MaaS360 with Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS **SETUP**

License Overview

**Licenses To be Assigned** Export Assigned Licenses More ▼

Search Results [Show Criteria](#) [Create New Device Group](#)

Device name	Username	Email address	Model	Operating S...	Last Reported	MaaS360 Lic...	Platform Na...	Managed Type
tom01-sm-585	Tom01	<a href="#">Tom01@org.com</a>	SM-T585	Android	2022/11/01 12:00:00	Essentials	Android	Enrolled
mary-00-iPad-Air	Mary00	<a href="#">mary00@org.com</a>	iPad Air	iOS	2022/10/31 11:59:55	SPS	iOS	Activated
michael-05-Pixel4	Michael05	<a href="#">michael05@org.com</a>	Pixel 4	Android	2022/09/25 15:24:36	Essentials	Android	Enrolled

Navigation: |< < > >|

[Jump To Page](#) No entries to show | Show 25 Records

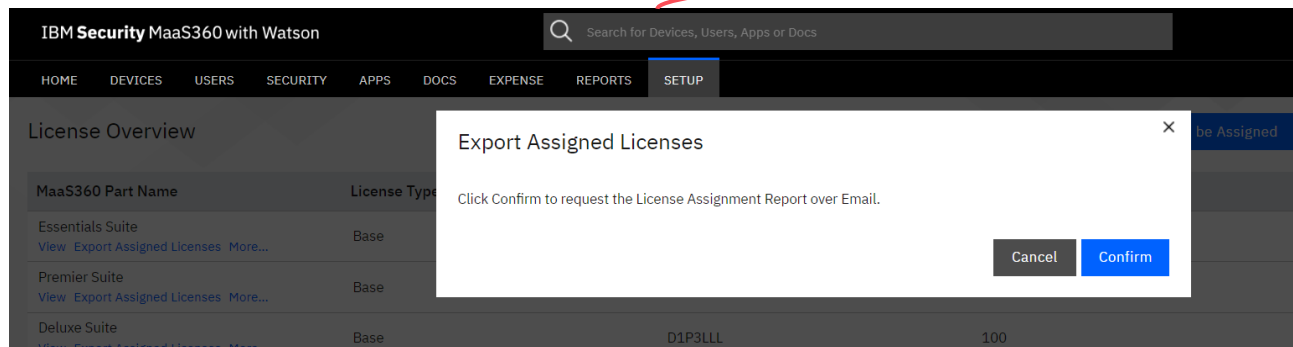
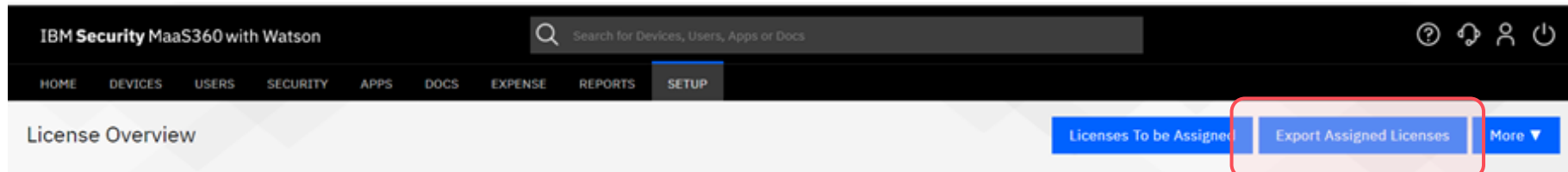
[Customize Columns](#) CSV Export



2

## Export Assigned Licences

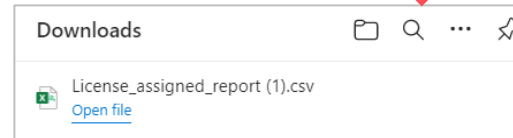
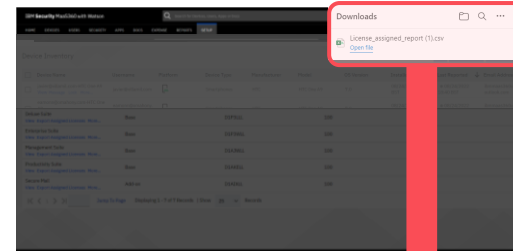
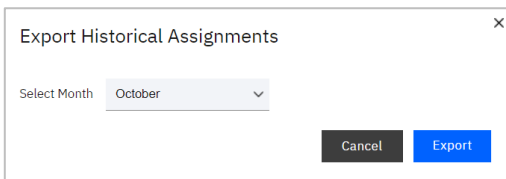
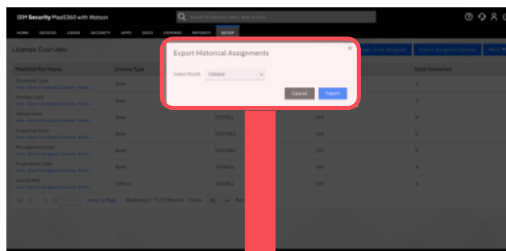
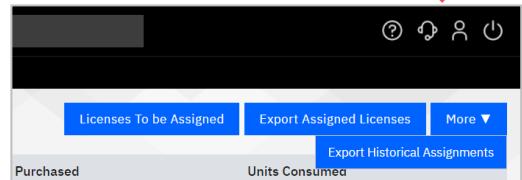
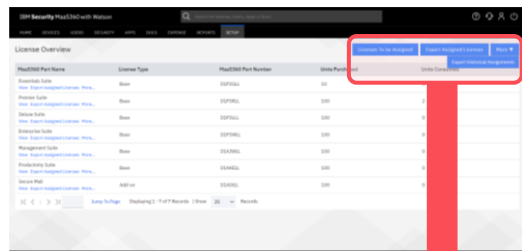
- Buttons top-right: Export Assigned Licences



3

## Export Historical Assignments

- Licence Overview > More > Export Historical Assignments
- Select month and click Export
- Export file downloaded



# How do I verify which licence services are being consumed?

- MDM licence consumption
- Other feature consumption
- Other verifications

# Testing new features (trial)

- Enabling Licence Management means you cannot use features outside of your contract on your production portal
- At present (November 2022), trial licences are not possible with Licence Management
- While this is the case, non-contractual features cannot be tested on production instance
- Sandbox will allow customers to trial this on devices not enrolled in Production
- Sandbox can be enabled by creating a trial and requesting your sales point of contact to have it switched to non-paying (Sandbox) status
- Sandbox will not have licences but you can trial new features without being charged

# License management actions – after feature is enabled

- **What steps do I need to take when the license management feature is enabled?**

Administrators must set up license settings and then assign licenses to the *To Be Assigned* devices with the *Change license entitlements* workflow or the bulk assignment method. Administrators can view license assignments, license usage, and other license part information on the License Overview page.

# Assigning licences to individual devices

- **Understanding licence consumption at an individual device level**

To check whether the assigned license supports a service on the device, go to **Device Inventory**, select the device, and then view **Device Summary > License entitlements**.

- **Assigning a licence when instance does not allow overage (licence has reached its usage limits)**

License assignment fails if the purchased license quantity for a license type is used and the administrator tries to assign a license to a device that does not allow license overage. To resolve this issue, the administrator can purchase more licenses or revoke licenses from devices that no longer need a license and then assign those licenses to devices that need them. The administrator can also enable the overage setting on the License Settings page and try to assign licenses to devices.

# Understanding licence consumption

## •What is a license part?

The license part is the MaaS360 license such as a base license or an add-on license.

## •What is a base license versus an add-on license part?

The base license includes the following MaaS360 license parts: Enterprise Suite, Premier Suite, Deluxe Suite, and Essentials Suite. The add-on licenses are MaaS360 licenses you can purchase in addition to the base license. You must have at least one base license in order to purchase an add-on license.

## •What license bundles are displayed on the License Settings page?

All active license bundles for base and add-on licenses that are available in the customer account are displayed on the License Settings page. The trial license bundle is displayed for a trial customer account only, and all purchased licenses are displayed for a paid customer account. Suspended license bundles are not displayed on the License Settings page to prevent the administrator from assigning a suspended license bundle to devices.

# Bulk licence assignment action

## •What happens during the bulk license assignment action?

During the bulk license assignment action, the license bundle that is selected for assignment is checked for license compatibility. This check is performed on all devices that are selected for the bulk assign action. If license services are duplicated with license bundle services that exist on the device, the license bundle is revoked from the device and the bulk license assignment action is taken on the device. For example, if the Productivity Suite license is already assigned to the device and Mobile Application Management is selected for bulk assignment, the services in Mobile Application Management are already available in Productivity Suite, so the Productivity Suite license is revoked from the device. After the license is revoked, the bulk assignment for Mobile Application Management is assigned to the device. The assignment status for the device is displayed as **success** in the Bulk License History CSV file.

## •Can I upgrade or downgrade a license bundle on a device during the bulk license assignment action?

Yes, you can upgrade or downgrade a device license bundle with the bulk license assign action. In this case, a device is checked for existing license bundles and if needed, the license is revoked and the selected licenses for bulk assignment are assigned to the device. For example, if a device uses a Premier license bundle and the Essentials Suite license bundle is selected for bulk assignment, the Premier license is revoked from the device and the Essentials Suite license is assigned to the device.



# Bulk licence assignment (assign / revoke) - failure

## •Why does a bulk assign action fail?

The bulk assign action might fail on devices due to one of the following reasons:

- The selected license bundle is already available on the device.
- You must have at least one base license available on the device before you can assign an add-on license on the device. If services on the selected license bundle for assignment are duplicated with the existing license bundle services on the device that is the base MDM license, the license cannot be revoked and license assignment fails.

**Note:** If the bulk license assignment action fails on a device, the Export Assignment Status CSV file in the Bulk License History explains why the action failed. Administrators can use these details to fix the license assignment failure on the device.

## Why does a bulk revoke action fail?

At all times, a device must have at least one license bundle that is assigned on the device. If the bulk revoke action is initiated on a device that has only one license bundle, the license revoke action on that device fails.

# Self-enrollment assigned licences

## •What happens if a license bundle selected for assignment during self-enrollment is suspended?

During self-enrollment, if any of the selected license bundles are suspended, self-enrollment might be successful or fail depending on the type of license bundle.


- If the selected license bundle is a base license bundle, self-enrollment fails.
- If the selected license bundle is an add-on license bundle, self-enrollment continues and all selected license bundles are assigned to the device. However, the add-on license bundle that is beyond its usage limit is not assigned to the device.

## •What happens if a license bundle selected for assignment during self-enrollment is completely used and overage is not enabled?

If the license quantity that is purchased for a license bundle is used on assignment for devices and if overage is not allowed, you cannot assign the license bundles to devices. During self-enrollment, if the licence quantity for any of the selected license bundles is fully used and overage is not enabled for this license bundle, self-enrollment might be successful or fail depending on the type of license bundle.

- If the selected license bundle is a base license bundle, self-enrollment fails.
- If the selected license bundle is an add-on license bundle, self-enrollment continues and all selected license bundles are assigned to the device. However, the add-on license bundle that is beyond its usage limit is not assigned to the device.

# MaaS360 licence bundles and add-ons (2017 and later)

Unified endpoint management designed for you  IBM Security MaaS360

Solution	Essentials	Deluxe	Premier	Enterprise
Device Management	✓	✓	✓	✓
App Management	✓	✓	✓	✓
Identity Management	✓	✓	✓	✓
Advisor	✓	✓	✓	✓
Policy Recommendation Engine	✓	✓	✓	✓
Container App	✓	✓	✓	✓
Mobile Expense Management	✓	✓	✓	✓
Granular Patch Distribution	✓	✓	✓	✓
Multi-Factor and Passwordless Authentication				
Secure Mobile Mail		✓	✓	✓
Assistant		✓	✓	✓
Business Dashboards for Apps			✓	✓
OS VPN			✓	✓
Secure Browser			✓	✓
Gateway for Browser			✓	✓
Content Management			✓	✓
Gateway for Documents			✓	✓
App Security			✓	✓
Gateway for Apps			✓	✓
Mobile Document Editor				✓
Mobile Document Sync				✓
Mobile Threat Management				✓
TeamViewer Remote Support	○	○	○	○
Wandera Mobile Threat Defense	○	○	○	○

## Maas360 licences

Some customers have one single bundle, and some have multiple bundles for assigning different features to different users

### Legend

✓	Included in bundle
○	Possible add-on (can be purchased separately)

# Individual feature descriptions

Unified endpoint management designed for you



Solution	Description
Device Management	Gain visibility & control over iOS, Android, Windows Mobile, Windows & macOS devices
App Management	Distribute, manage & protect applications across mobile devices
Identity Management	Provide conditional access to trusted devices & single sign-on & touch access to apps
Advisor	Attain insights & alerts to discover vulnerabilities, boost productivity & improve IT efficiency
Policy Recommendation Engine	Cognitive recommendations for policies based on peer, regional, and industry data
Granular Patch Distribution	Discover and distribute individual or groups of patches for enrolled Windows device
Container App	Separate work & personal mobile apps & data on devices
Mobile Expense Management	Prevent costly overages by monitoring & enforcing mobile data usage
Multi-Factor and Passwordless Authentication	Support advanced authentication via OTP (SMS, email), TOTP, push, FIDO and FIDO2 and passwordless methods
Secure Mobile Mail	Contain & encrypt corporate email, contacts & calendar
Assistant	An AI sidekick that boosts employee productivity & delivers end-user support in real-time
Business Dashboards for Apps	Understand which apps need attention and prioritization via app intelligence and reporting
OS VPN	Preserve the native VPN experience for iOS & Android users
Secure Browser	Safeguard data, boost productivity & control access to websites
Gateway for Browser	Access corporate intranet, websites & web apps without initiating a VPN session
Content Management	Grant secure access to work documents in an encrypted container
Gateway for Documents	Enable security-rich mobile access to corporate file repositories
App Security	Protect access to private, enterprise apps & prevent data loss
Gateway for Apps	Enhance enterprise apps with seamless access to internal corporate data
Mobile Document Editor	Empower users to securely create, edit & save mobile content
Mobile Document Sync	Allow users to synchronize documents across managed mobile devices
Mobile Threat Management	Remediate risks from mobile malware & compromised devices
TeamViewer Remote Support	Obtain real-world remote device views & perform remote control functions in seconds
Wandera Mobile Security Suite	Deliver real-time mobile threat detection, malware prevention & data exfiltration avoidance

Note that  
colour-coded  
lines  
correspond  
to bundles  
on previous  
page

# Licence pricing

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# Pricing

Compare the pricing options per suite, starting at USD 4.00 per client device per month

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# MaaS360 billed services: how to verify whether licence will be billed

 Documentation

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## MaaS360 billed services

Last Updated: 2022-10-22

MaaS360® features are available for customers to enable in the form of services. Depending on the license entitlement, these services are available for customers to turn on from the MaaS360 Portal Services section or as settings in the MaaS360 policies. MaaS360 license management monitors the activation of these services on devices to determine license usage. The service usage is aggregated for a device or a user depending on whether the license model is per device or per user.

### List of MaaS360 billed services

The MaaS360 services are listed below and include how the service is enabled and how the service usage is calculated.

For details on the list of services that are available with each of the different MaaS360 licenses, see the MaaS360 service description at <https://www.ibm.com/software/sla/slabd.nsf/latest/sd-6741>.

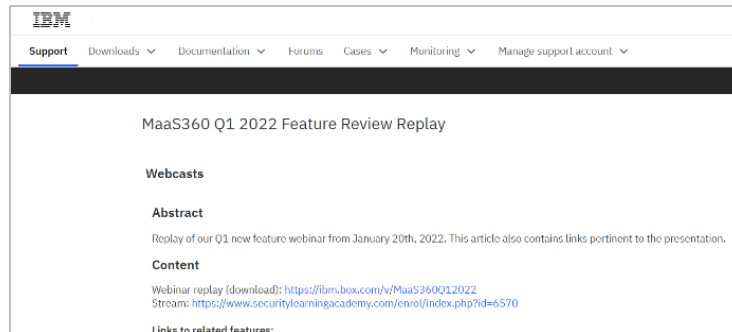
- [Mobile Device Management](#)
- [Laptop Device Management](#)
- [Mobile Application Management](#)
- [Application Security](#)
- [Secure Browser](#)
- [Secure Mobile Mail](#)
- [Gateway for Apps](#)

# Details of customer communications already published

- Release Summary 10.82 Q2 2021: Availability of the license management feature.
- Release Summary 10.85 Q1 2022: License management self service onboarding
- Release Summary 10.86 Q2 2022: License Management Mail notifications for request submitted, completion, failure, license exhaust, license usage threshold.
- WalkMe notification enabled whenever LM is enabled (already on for migrated customers) - had to be activated by customers (now resolved, is automatic)

## Existing Webinar: *MaaS360 Q1 2022 Feature Review*

<https://www.ibm.com/support/pages/node/6549762>



# Documentation

## **IBM Docs**

Licence Management – FAQ's

<https://www.ibm.com/docs/en/maas360?topic=overview-license-management-faqs>

Enrollment settings

<https://www.ibm.com/docs/en/maas360?topic=portal-configuring-directory-enrollment-settings-in-maas360>


## **Training on Security Learning Academy**


Video (52 mins duration)


<https://www.securitylearningacademy.com/course/view.php?id=5561>





# Training on Security Learning Academy

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
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IBM Security MaaS360  With Watson™

Virtual User Group – License Management BETA

October, 2020





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-  Do it yourself with MaaS360 - Virtual user group
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