



Microsoft Digital Operation Services (MDOS) & MDOS Smart Client (MSC) FAQ Guide (Version 3)

Microsoft Corporation

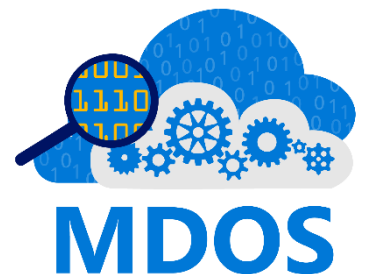
Published: March 2019

Last Update: February 2020

Abstract

The document is intended for troubleshoot support for MDOS and MSC Users during onboarding and run management.

This document applies to all OEMs and TPIs onboarded to MDOS Smart Client (MSC) for the purpose of leveraging OEM Activation (OA) 3.0 as part of their manufacturing process for Windows devices.



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Introduction

The document is intended for troubleshoot support for MSC Users during onboarding and run management. This document applies to all OEMs and TPIs onboarded to MDOS Smart Client (MSC) for the purpose of leveraging OEM Activation (OA) 3.0 as part of their manufacturing process for Windows devices. Please reference the [MDOS & MSC User Guide](#) additional support.

Frequently Asked Questions – MDOS

Question	Answer
How I can activate the user account?	<ul style="list-style-type: none">• Find the email in mailbox with subject Welcome to the Microsoft Digital Operations Center (DOC).• Follow the link mentioned in above email and login using the user credentials where you have received the invitation.• Find the email in mailbox with subject Welcome to the Microsoft Digital Operations Center (DOC), copy the PIN.• Use this PIN on the portal you have logged in and click on submit.
Do I need different account to access the DOC & MDOS Portal?	<p>If user is using MSA account in both MDOS and DOC then he can use the same account for both the systems.</p> <p>If user is using AAD account then the AAD Admin needs to provide the permissions to access the DOC portal, if not provided the permission then yes need to use different accounts.</p>
Do we need to upload the Microsoft Certificate in MDOS?	No. MDOS is connecting with DOC to validate the partner authority and the access details, hence MDOS no longer required to manage certificate and renewal before expiry to avoid business loss.
Do we need to manage Certificate Automation in MDOS?	No. MDOS is connecting with DOC to validate the partner authority and the access details, hence MDOS no longer required to manage certificate and renewal before expiry to avoid business loss.
Do we need to register to Device Partner Center (DPC)?	No. Partners account is going to provisioned in DOC going ahead and MDOS is connecting to validate the user information with DOC. Hence there is no requirement to register into DPC.

Question	Answer
Which browser I need to use to active my DOC Account?	As DOC supports only Internet Explorer (IE), user must use IE for user activation.
Can I use, existing DOC account (Email) to access MDOS?	<p>If your account is already active and you are able to login to DOC, yes you can use same account in MDOS.</p> <p>To Use the same account in MDOS please follow below steps:</p> <ul style="list-style-type: none"> • Login to MDOS using the account who has Manage authorized user permissions (Can validate this using the Administration tab -> Add User option). • Add the user who has DOC access as an authorized user in MDOS. • Log out the current logged in account and login using authorized user.
What is an MSA account?	An MSA account can be an outlook.com, live.com or a partner account if Partner Company is on boarded to Microsoft active Directory like microsoft.com
What is a business?	A business is an OEM, also referred to as an Upper Level Partner (ULP) in MDOS and MSC
Can I set "auto submit CBR" by schedule (set specific time during the day)?	Yes
Can I disable the function of auto key fulfillment?	No
Can I restore database on another brand-new server or after server reinstall?	Yes partner can use 'Restore Data' option available under 'Settings' tab to restore the database in another server.
What should I do if I can't find download URL in the invitation email?	Use Microsoft Edge, IE10 or Chrome browser to open your mail box and try again
What should I do if I get the error message: Sorry! We did not find any business to configure?	Make sure your MSA is not logged in on another MSC server. Please contact msoemops@Microsoft.com for account reset.

Question	Answer
When will the initial phase for the MDOS data archival take place?	The initial phase for the MDOS data archival will be aligned with the SAP downtime scheduled for February 2020. The downtime will last from 6:00 PM Pacific Time on February 14, 2020 to 6:00 PM Pacific Time on February 15, 2020.

How often will the archival process take place?	Subsequent data archival sessions will take place each quarter.
Will there be any indication or notification given to me about the MDOS data archival?	No indication or notification will be given to partners about the archival in MDOS as the data in the system is no longer active. The process of archival will have no impact on conducting any business transactions.
Can MDOS be used during the archival process?	Users will be able to sign in to MDOS during the archival process, but are likely to experience significantly slower performance. The first round of data archival will be an intensive process, so we are aligning the archival with SAP downtime to minimize disruption to users.
How long will the archival process take?	The initial archival process in February 2020 might last from six to eight hours. Subsequent processes will take two to three hours.
Which data will be archived?	<ul style="list-style-type: none"> • Key is in activation-enabled state for more than 500 days • Key is in activation-denied state for more than 500 days • Key is in return state for more than 500 days • Office key is in product-bound state for more than 500 days • Alerts that were received in MDOS more than 500 days (configurable value) before the date of archival • Product key: All data related to the product key, including <ul style="list-style-type: none"> o MSFT ProductKeyId o 5*5 Product key o Optional info o OHR data o CBR information o PBR information o Key history o Hardwarehash, which will be archived in the following scenarios: <ul style="list-style-type: none"> ▪ Key is in activation-enabled state for more than 90 days ▪ Key is in activation-denied state for more than 90 days ▪ Key is in returned state for more than 90 days

What action(s) do I need to take?	No action is required from you, as the data archival will happen in the background and you won't need to initiate the process.
Will I notice any changes in my MDOS instance?	You might notice that the number of keys visible in your inventory dashboard will be reduced following the archival.
How can I retrieve archived data?	Users can retrieve all the archived data, except alerts and 5*5 keys, by raising a ticket with MSEOEMOPS, who will then contact the MDOS Support team to request this information. The MDOS Support team will be able to retrieve data from the MDOS archival database and securely provide it to you.
How long will it take to receive archived data after I raise a support request?	The typical SLA for these requests will be 7 days. Retrieving archived hardware hash data will always take at least 5 to 6 days.

Frequently Asked Questions – MSC

Question	Answer
Can I use both FFKI and MSC for the same business (OEM)?	No. The same business cannot be managed in MSC and FFKI. MSC and FFKI can only run in parallel for different businesses (OEM's).
How do I know my FFKI email address is an MSA account or not?	Login using https://login.live.com with FFKI email address, if you're able to login then your account is an MSA account, if not you need to register it as an MSA account
How do I register my FFKI email address to an MSA?	Click the below URL and click 'Create one' to convert your email address to MSA account http://go.microsoft.com/fwlink/?LinkId=529489
Do I need internet when I install MSC?	It is not required to have internet connected during MSC installation process. However, to download the MSC setup internet is required.
Do I need internet to login to MSC?	Yes
Do I need internet to use MSC?	Yes
How long will it take to complete MSC installation?	If the installation is fresh: it may take approximately 20 - 40 mins, depending on system performance.
After I install MSC, can I go back to use FFKI 1.X?	If you haven't configured the business in MSC, you can go back and use FFKI 1.X If you have configured one business out of two, only the business which is not configured in MSC can continue with FFKI 1.X
Can I have FFKI 1.X and MSC at the same time?	Yes, MSC latest version supports this feature.
Can I install MSC on several servers but use the same login MSA account?	Yes, it is possible, but the business configured on one system cannot be configured on a different system.
What type of keys can be migrated to MSC?	<ul style="list-style-type: none"> • Fulfilled • Consumed • Bound • Notified Bound • Activation Enabled • Activation Denied
How long does it take to migrate keys to MSC?	Migration time depends on the size of inventory 1 GB, it will take around 30 – 45 mins to migrate the complete data.

Question	Answer
How do I get upgrade my FFKI from FFKI 1.X to MDOS SC?	MDOS SC (V2.0.0.0) was released on April 2018 and it is available for partners batch by batch until July/Aug 2018. Please reach out to your account manager if you want to upgrade to V2 in advance. On "Manage Business" page select the FFKI you would like to upgrade from FFKI1.x to MDOS SC and check if you see "Upgrade FFKI Client to MDOS SC" action or try "Resend Invitation". The email which will be sent to FFKI will have MDOS SC setup download link which will allow partners to upgrade to V2.
MDOS SC setup shows "Installation Interrupted" during installation process, what should I do now?	The MDOS SC setup is showing "Installation Interrupted" message, then please try below options: 1. Your system might be pending for restart, try installation after restarting your system/VM. This might happen because of windows update or any software upgrade/installation. 2. Your user might be missing the permissions/access to the path/drive setup is using. Try executing the setup with administrator mode. 3. Still if the issue is not resolved, then please reach out to msoemops@microsoft.com with the logs, partner can find the logs by navigating to this path in their local machine (C:\Program Files (x86)\MDOS\MDOS SC Logger)
What are the software/Hardware requirements I must check before using MDOS SC?	Refer to 2.4 SYSTEM REQUIREMENTS section in the SC user manual
Before using MDOS SC, do I need to install any prerequisite software's?	MDOS SC setup has all the prerequisite as part of setup package and will install all the prerequisites during installation. User does not need to take any manual setup.
What should I do if I am not able to login to MDOS SC?	MDOS SC has enabled MSA authentication to access the business, if you are not able to login, validate 1. Whether you are connected to internet? 2. Whether you have MSA account? (Ex: outlook.com, Hotmail.com etc.) 3. Whether you have used the same email address you are using for login as a FFKI during onboarding process?

Question	Answer
Can I use both Test and PROD FFKI setup with single MDOS SC installation?	Yes, it's one of the new features of FFKI SC. You can manage Test and PROD FFKI setup using same installation instance.
If I have FFKI added in Test environment but not in PROD, can I setup my test FFKI only with MDOS SC?	Yes, you can either setup only Test/Prod FFKI setup or you can setup in both environments using MDOS SC. MDOS SC, validates your profile existence in both environments and as per the availability it will setup the active environment after user log in to Smart Client.
How can I switch between my Test or PROD FFKI accounts in MDOS SC?	Refer to 8.4 ENVIRONMENT SWITCH section in the MDOS SC manual.
How do I validate the active environment? OR How to check which environment is active?	<p>There are two ways to validate which environment is currently active:</p> <ol style="list-style-type: none"> 1. Validate the "Environment" caption, which is available on right side and below the menu bar. 2. Go to User menu and check the switch environment caption: <ol style="list-style-type: none"> a. If it shows "TEST" which means active environment is "PROD". b. If it shows "PROD" which means active environment is "TEST".
How can I migrate my FFKI 1.X data into MDOS SC?	<p>There are two options available in MDOS SC to migrate data from FFKI 1.X to MDOS SC.</p> <ol style="list-style-type: none"> 1. After installation, when you login to MDOS SC very first time, you'll be asked to configure the business, during that time partner can select the business they want to configure and migrate the data. 2. If you didn't migrate the data during business configuration, you can do it manually by using the migration option from "User Menu-> Migration" option. This will show a migration wizard, follow the wizard to migrate the data, refer to 8.1 Migration section in MDOS SC user manual. <p>Make sure you inactivate the business in FFKI1.x after you complete the migration in MSC, update the OA3.0 config file with port number 9011.</p>
How to change the business in MDOS SC?	MDOS SC offers the business dropdown right below the menu bar. Using this business dropdown user can change the active business to see or perform the DPK operations.

Question	Answer
How to get/download keys in MDOS SC?	<p>MDOS SC has two options to download the keys:</p> <ol style="list-style-type: none"> 1. Get Keys Menu: Click on the "Get Keys" action available on dashboard to download the keys assigned by up level partner immediately. 2. Auto download: MDOS SC supports to download the keys automatically, this may take up to 10 mins to get the keys available in MDOS SC.
What is the screen resolution recommended for MDOS SC?	<p>MDOS SC supports multiple screen resolutions, however minimum resolution SC supports is 1024*768</p>
Where can I set the export/Import location in MDOS SC?	<p>MDOS SC offers you to set the location user wants to have exported/imported files. User can set the same by following the steps:</p> <ol style="list-style-type: none"> 1. Go to Settings page. 2. Go to System Page. 3. Set Export Location/Import Location. 4. Scroll down and click on "Apply" action.
Can I set auto CBR/Return/PBR in MDOS SC?	<p>Yes, MDOS SC offers to set auto CBR/Return/PBR settings.</p> <p>To change the default interval, follow the steps:</p> <ol style="list-style-type: none"> 1. Go to Settings Page. 2. Go to System Page. 3. Change the intervals from "Auto Key Transaction" section. 4. Scroll down and click on "Apply" action.
What are the key states available on MDOS SC dashboard chart?	<p>There are multiple key states which are part of the chart shown on MDOS SC dashboard.</p> <p>The key states are:</p> <ol style="list-style-type: none"> 1. Fulfilled 2. Consumed 3. Bound 4. Notified Bound 5. Returned 6. Activation Enabled
Where I can see the product 5x5 key?	<p>By default, the Product key is encrypted in MDOS SC, to see the product key, follow the steps:</p> <ol style="list-style-type: none"> 1. Go to Search page. 2. Click on Search action. 3. Select specific key check box. 4. Click on "View Key" action available in Details section of the key.

Question	Answer
Where can I find my business ID in MDOS SC?	Partner can go to Settings -> Business Settings to find out the business id, refer to 7.3 Business setting in MDOS SC user manual.
When my up level adds me as FFKI in different business, how do I setup new business later?	<p>MDOS SC offers you to setup new business using "Business Profile Sync" option. The option is available on TOP ribbon, besides home action. If any up-level partner adds you as a FFKI in their business and you would like to setup that business without affecting your current business, use this option.</p> <p>Please Note: The FFKI email address should be the same in case of business sync. If up level has added different email address it will not be synced using this option.</p>
Can I install MSC in 2 different machines for same business?	It is not advisable to install the MDOS SC in 2 different machines as there are chances that the keys will be missed, or count will be mismatched.
Why do I keep seeing this message "Sorry! We did not find any business to configure" on login to MDOS SC?	<p>There are two reasons why you see this message,</p> <ol style="list-style-type: none"> 1. Please validate if the email id used is same as the FFKI email added in MDOS, system is not able find FFKI profile, hence displaying the pop-up message. 2. If partner uninstall and reinstall MDOS SC, then the account will be locked and will see this message, reach out to msoemops@microsoft.com in case of such issues.
Can I uninstall and reinstall MDOS SC for any issues?	It is not advisable to uninstall and reinstall MSC, because MDOS will map a unique id to your machine and every time you uninstall and reinstall, this unique id will change, and the account will be locked. Partner might not be able to login to MSC again and all the keys associated with the business will be lost, reach out to msoemops@microsoft.com in case of such issues.
Can I run FFKI1.x and MDOS SC in same machine?	Partner can run FFKI1.x and MDOS SC in the same machine for different business (having different business id), however for same business id, they cannot run it in both FFKI1.x and MDOS SC.
Can I run MDOS SC without internet connection?	Yes, partners can run MDOS SC without internet connection for a maximum of 24 hours, after 24 hours they'll start seeing notifications to connect to internet. If MDOS SC is not connected to internet, then key status will not be in with MDOS cloud.

Question	Answer
What if my machine or server crashed, how to restore my data?	Partners can use the 'Restore Data' functionality available in the Setting tab to submit the request to restore the data, refer to 7.4 Database restore in MDOS SC user manual
Whether MSC supports multiple user logins?	Currently MSC doesn't support multiple user login, partner must use the same email account this is used to configure the business in MSC.
Can I change the login email id of the FFKI partner in MSC?	Partners cannot change the login email id of the FFKI partner in MSC, reach out to msoemops@microsoft.com in case an update is required.
How to connect to the MSC database?	Partners are not allowed to connect to the MSC database, this feature has been restricted to make sure no data alteration is performed on the MSC database. To get the DPK information, partners can use the search screen to export the results in excel file.
Do I need to upgrade the OA3tool accordingly after migrating to MSC?	No
Can I clone/ghost entire MSC FFKI server to other system and run MSC on the clone system when the original MSC FFKI server is down?	No
What port is used on MSC?	Default port is 9011.
When there is a new MSC version release, can I decide when to update?	No, by default MSC checks for version availability every 4 hours.
Can I prevent MSC from updating to the latest version once I have migrated?	No
Can I set "Get Key" by schedule instead of by period (ex. 5 mins)?	Yes, MSC has one setting called "Fulfillment Interval (In minutes), User can use this setting to schedule, but can only schedule the 'Get Key' command to run ever x-mins, not twice weekly etc.
Can I set "auto submit CBR" by schedule (set specific time during the day)?	Yes
Can I disable the function of auto key fulfillment?	No
Can MSC support Windows 2008 R2 server?	No

Question	Answer
What are the steps of troubleshooting if I experience issues during installation/migration?	If installation failed during SQL setup, retry installation/migration after system reboot.
The report function in MSC does not meet business requirement. Can I access to database directly to generate the key status report?	No, the database cannot be directly accessed in MSC
What is the key status after returning keys to ULP?	<p>After returning keys to ULP, the key status in MSC will remain "Returned To ULP".</p> <p>After returning keys to ULP, in MDOS cloud the key status will be "Assigned"</p>
I want to install MSC on my Surface GO with Windows 10 preinstalled, do I still need to install .NET Framework 4.7.2 before the installation?	No
Can I run MSC & FFKI for the same ULP?	MSC & FFKI cannot be leveraged for the same ULP. TPIs can leverage FFKI for one ULP and MSC for a different ULP if they have not migrated both ULPs to MSC.
What type of keys can be recovery on MSC?	Key which are in Fulfilled, Consumed & Bound state can be recovered.
What is the backup solution for MSC (in case FFKI is down)?	MSC support database restore from version 2.1.0.1. and above
Can I restore database on another brand-new server or after server reinstall?	Yes partner can use 'Restore Data' option available under 'Settings' tab to restore the database in another server.
Do I need to make any edits to the config file to support MSC?	<p>If you want to leverage FFKI 1.x config file, you need to:</p> <ul style="list-style-type: none"> • Change the port from "8765" to "9011" • Ensure the business ID reflected in MSC, matches with your config file.
What should I do if I can't find download URL in the invitation email?	Use Microsoft Edge, IE10 or Chrome browser to open your mail box and try again

Question	Answer
<p>What should I do if I get a “1722” error when I try to use the OA3tool to get keys from MSC?</p>	<p>Check if “Microsoft Visual C++ 2015 Redistributable(x64)” is installed in the server machine where KPS service is running.</p> <p>If not, download and install the Microsoft Visual C++ 2015 Redistributable(x64) package: https://www.microsoft.com/en-us/download/details.aspx?id=52685.</p> <p>After install successfully, restart SC KPS Service. Verify if 9011 port is enabled, running the parameter: telnet <server IP Address> 9011</p> <p>If the problem persists, please contact msoemops@Microsoft.com</p>
<p>What should I do if I am not able to login to MSC?</p>	<p>Delete the cache file and try again: C:\Program Files (x86)\MDOS\MDOSClient\Microsoft.MDOS.SmartClient.UI.exemsalcache.txt</p>
<p>What should I do if I get the error message: Sorry! We did not find any business to configure?</p>	<p>Make sure your MSA is not logged in on another MSC server. Please contact msoemops@Microsoft.com for account reset.</p>
<p>What versions of Windows Server is compatible with MSC?</p>	<p>Windows Server 2012 R2 or above (DOES NOT support SQL server 2017) is compatible with MSC but Microsoft recommends that you use Windows Server 2014</p>
<p>While using Server 2012 R2 to install MSC, the installation was interrupted, how can I resolve this issue?</p>	<p>Download and install the .net framework package and begin MSC installation again.</p> <p>If this does not resolve the issue, please contact msoemops@microsoft.com</p>
<p>How can I resolve the RPC invocation failure error experienced while running assemble command in MSC using OA3 tool?</p>	<p>To resolve the RPC invocation failure error, install Microsoft visual C++ 2015 redistributable (x64) and restart the KPS service. Once installed, retry the assemble command in MSC using OA3 tool.</p>

Question	Answer
I cannot find the keys assigned to FFKI in MSC, what do I need to do?	Check if the business is active in FFKI1.x, if yes check if the keys are downloaded in FFKI1.x. If yes, then recall the keys back to your ULP. Make the business in FFKI1.x as inactive, assign the keys to FFKI in MDOS and hit 'Get Keys' in MSC to download the keys. If you still don't find the keys in MSC, reach out to msoemops@microsoft.com
How can I login with different email id and password?	Open the path: C:\Program Files (x86)\MDOS\MDOSClient in your machine, and delete the file name "Microsoft.MDOS.SmartClient.UI.exemscache.txt", this will clear the cache. Once you cleared the cache, you should be getting the screen to enter email id and password.