

# SiPass integrated

## Software Order Form for 2.76

valid from 01.07.2022



Please note that this form should always be accompanied by a valid SAP purchase order which includes all the necessary information to expand your license and the details will be deemed to be the correct master information. For references of all available SiPass integrated part numbers and descriptions, please see below.

When you have completed the information please save the PDF as a new document using the Purchase Order number as file name e.g. POXXXXXXXXXX.pdf.

**It is no longer possible to order a new SiPass v2.76 license or expand an existing v2.76 installation with additional features/integrations or upgrade an older license to SiPass v2.76. Please order a SiPass LMS license and use the latest SiPass version.**

The “How to order guide” can be found on [SIOS: https://support.industry.siemens.com/cs/document/109784510](https://support.industry.siemens.com/cs/document/109784510)

### Rules to expand an existing license:

Until 30.06.2023 SiPass v2.76 licenses can be expanded with:

Extension	Part No.	Description
ASE5100-BA	6FL7820-8AD10	Database extension for 1.000 Cardholder
ASE5100-BB	S54511-P22-A2	Database extension for 10.000 Cardholder
ASE5100-DO	6FL7820-8AD20	Database extension for 8 Doors
ASE5100-DE	S54511-P22-A1	Database extension for 32 Doors
ASE5100-OC	P54511-P12-A1	Database extension for 8 Offline Components
AAC-100-OC	P54511-P106-A1	Database extension for 100 Offline Components
ASE5100-WS	6FL7820-8AE00	Additional Workstation (max. 140)
ASE5300-WA	S54508-P102-A100	Web Client (max. 30)

- Create a SAP purchase order and
- Sent the filled out document to [sipasslicense\\_orders.pl@siemens.com](mailto:sipasslicense_orders.pl@siemens.com)

### NOTE:

- No expansions possible anymore from 1. of July 2023 for SiPass v2.76
- For SiPass v2.75 and older licenses no expansion is possible, upgrade to current SiPass version is required first (upgrade and expansion can be ordered together)

# SiPass integrated v2.76 order form

Expansion Purchase Order	
SAP PO Number: 10 digits	<i><u>Mandatory</u></i>
Site Details	
Site Name: maximum 30 characters	
Serial Number:	<i><u>Mandatory</u></i>
Person to whom the license file shall be send	
Name:	
Email:	<i><u>Mandatory</u></i>

## Order Processing:

Please send this form to: [sipasslicense\\_orders.pl@siemens.com](mailto:sipasslicense_orders.pl@siemens.com)

# Contact page

## **Siveillance Technical Support (TS) Contact Information**

**Online** Siemens Industry Online Support (SIOS) – mySupport  
<https://support.industry.siemens.com/cs/my/srm?lc=en-WW>  
 Before submitting a request, please select 'Request by a customer' and state the customer data. SIOS mySupport also allows for online tracking of support requests.

**Phone**

Europe, Germany	+49 89 9221 8000
Middle East / Asia	+91 44 6156 4325
Americas (only US/CA)	+1 800 877 7545, option 2 for Tech Support

For technical after sales support requests please always state version and customer name, plus site details or CSID. This helps to determine if the installation is eligible for technical support. If the installation is not under a valid SUR / SSA contract or is not running on a supported version, TS engineers will require to upgrade the installation.

Please note that the email [siveillance.support.industry@siemens.com](mailto:siveillance.support.industry@siemens.com) shall be used only to reply to open support requests (keep the SR number in the email subject).

### **Service Times:**

Phone & Remote service during regular office hours on Monday to Friday:

Europe, Germany	GMT +1	8 am to 5 pm (Friday to 3 pm)
Middle East / Asia	GMT +5.5	9 am to 6 pm
Americas	GMT -6	8 am to 5 pm

No support is offered during public holidays or office closing days at the respective locations.

### **Service Language:**

Services shall be provided in English language.

### **FAQs and Application Examples:**

Siemens Industry Online Support (SIOS) – Product Support  
<https://support.industry.siemens.com/cs/products?mf=ps&pnid=21689&lc=en-WW>

### **Remote Support and Troubleshooting:**

Whenever possible, TS engineers will propose connecting to the customer site remotely using the secured Siemens common Remote Service Platform (cRSP)

### **Hardware related support:**

For support relating directly to the hardware you will need to contact Vanderbilt  
[support.de@vanderbiltindustries.com](mailto:support.de@vanderbiltindustries.com).

### **Software Download:**

SiPass DVD images and patches via SIOS  
<https://support.industry.siemens.com/cs/products?mf=ps&pnid=18577&lc=en-WW>