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Microsoft Volume Licensing Service Center

Managing Visual Studio Standard subscriptions (MSDN Subscriptions)

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Introduction

This guide explains how you can use the MSDN Subscription Administration portal to manage and assign subscriptions and manage subscription benefits for your users.

The screenshot shows the MSDN Subscription Administration portal. At the top, there is a navigation bar with links: Home, Licenses, Online Service Activation, Downloads and Keys, Software Assurance, Subscriptions, Administration, and Help. Below this is the title "MSDN Subscription Administration".

The main section is titled "Search". It includes a "Select Search Type:" dropdown menu set to "Agreement". There are two radio buttons: "Search by agreement information" (selected) and "Search by subscriber information".

Below the search type selection, there is a paragraph of instructions: "Select the Agreement Number below to manage MSDN subscriptions, or narrow your search by entering additional information. If you are searching by Subscriber ID, Email Address, Agreement Number, Master Agreement Number, or Public Customer Address, please enter the exact value. For 'Select Plus', please note that the start date, end date and status are based on your current/last registration in the program."

The search form contains four input fields: "Agreement number", "Master Agreement Number", "Customer Name", and "Public Customer Number". Below these are three dropdown menus: "Program" (with options: All, Campus 3, Enterprise 5, Enterprise 6), "Agreement Status" (with options: All, Active, Amendment Hold, Amendment in Progress), and "Country" (with options: All, Afghanistan, Albania, Algeria). A "Search" button is located at the bottom right of the search form.

Below the search form is a section titled "Agreement/Public Customer Number Results". It contains a red message: "Your search returned no results."

The MSDN Subscription Administration portal is located within the **Subscriptions** section of the Volume Licensing Service Center (VLSC). It is not a separate website.

For instructions on how to access the MSDN Subscription Administration portal and an overview of what you can do in the portal, review the guide *Understanding Visual Studio Standard subscriptions (MSDN Subscriptions)* found on the [VLSC training and resources](#) page.

View the subscription summary

The **Subscription Summary** page provides summary information for your Visual Studio subscriptions. You can filter results to view subscription benefit levels or by benefit (**Subscriber Downloads** or **Media**). All of this information displays by default. The summary provides the total available subscriptions by level, and how many remain to be assigned.

Subscriber Search Assign Subscription Assign Multiple Subscriptions Shipment Search **Subscription Summary**

Subscriber Benefit Level(s)

Benefit: Subscription Level:

View Subscription Summary

Benefit Type	Subscription Level	Available	Assigned	Remaining
Subscriber Downloads	Visual Studio Enterprise w/MSDN	50	1	49
Subscriber Downloads	Visual Studio Pro w/MSDN	0	0	0
Subscriber Downloads	Visual Studio Test Pro w/MSDN	0	0	0
Subscriber Downloads	MSDN Platforms	0	0	0

The **Agreement** area displays information about the selected agreement.

MSDN Subscription Administration

Agreement

Contoso LLC

Authorization number:	95262717ZZC1707	Start Date:	2015-07-08
License number:	65260040	End Date:	2017-07-31
Program:	OPEN		

- Use the **Benefits** control to filter for Subscriber Downloads and Media.
- Use the **Subscription Level** to filter based on the subscription level.
- You can use the **View Benefit Summary** area to view Benefit Type, Benefit Level, Coverage Period, and Available, Assigned, and Remaining Benefits columns.

The **Remaining Benefits** column indicates the remaining quantity of unassigned benefits that are still available for use.

NOTE: *If the quantity of purchased licenses is less than the licenses assigned, the portal will show that the customer has over-claimed. You must edit or delete those who are over-claimed or purchase additional licenses in accordance with the terms of the agreement.*

Add an MSDN Administrator

Having a second person to share the workload of managing Visual Studio Standard subscriptions (formerly MSDN Subscriptions) for your organization can be helpful. It is important to understand what permissions to assign to this second person and who can assign Visual Studio Standard subscriptions to individual users.

The permissions that are set in the Administration section of the VLSC site controls access to the MSDN Subscription Administration portal. Only the individuals who are assigned an Administrator role may access the VLSC Administration site section. Individuals who are managing Visual Studio subscriptions may not have the VLSC

Administrator role. Instead, those who are managing Visual Studio subscriptions may be limited to the VLSC Subscriptions Manager role.

If you are a VLSC Administrator, you may assign another individual to the Subscriptions Manager role. Go directly to the **Add User** page within the **Administration** section of the VLSC. For complete instructions on adding a user with the Subscriptions Manager permission role, see the [Administrator FAQ](#) in the [Frequently Asked Questions](#) section of the VLSC site.

If you are not a VLSC Administrator, you must contact the VLSC Administrator for your organization. Request that VLSC Subscriptions Manager permissions are assigned for each Licensing ID (or agreement) that has affiliated Visual Studio subscriptions that must be managed. Once permissions are assigned to this second person, they will be able to access the VLSC and use the MSDN Subscription Administration portal.

Assign Visual Studio subscriptions and benefits

Before you begin assigning Visual Studio subscriptions, keep these points in mind:

- Select the subscription benefit level corresponding to the Visual Studio subscription your organization purchased. The subscription level defines what software the subscriber can access, as well as other benefits such as Microsoft Azure, Visual Studio Team Services, technical support incidents, and e-learning.
- Visual Studio subscriptions are licensed per user. Do not share subscriptions between subscribers. Anyone who uses all or part of the subscription benefits (software, technical support, e-learning, etc.) must be assigned a subscription.
- Assign a single subscription level to each subscriber. A common error is to select multiple levels for a single subscriber when only one level is required. This can adversely affect the number of Visual Studio subscriptions you have available to assign to others. If you have subscribers with more than one subscription level assigned to them, edit their settings so that they only have one.
- To get full use of Visual Studio subscription benefits, leave all the component benefits selected when assigning a subscription
 - Subscriber Downloads
 - Technical Support Incidents
 - Priority Support in MSDN Forums (previously called Managed Newsgroups)
 - MSDN Online Chat (previously called Online Concierge)

NOTE: *If you make Subscriber Downloads unavailable, subscribers cannot access the software and product keys included with their subscription. Additionally, the subscribers will not be able to access Microsoft Azure, Visual Studio Team Services, Developer Accounts, e-learning, and other benefits that may be included with their subscription.*

View Visual Studio subscription information

You can view basic agreement information in the top area of the MSDN Subscription management pages. For example, an expired agreement displays the start and end dates. You can also manage the following aspects of Visual Studio Standard subscriptions:

- Subscribers
- Subscriptions
- Media Shipments
- Subscription Summary

From the MSDN Subscription Administration portal, you can:

- Assign Visual Studio Standard subscriptions to a single or multiple subscribers simultaneously
- Track media shipments
- View a summary of subscriptions available and assigned
- Remove or modify subscriber details
- Resend an invitation to activate a subscription

Assign a subscription from an agreement

Subscriptions are licensed per user. You must assign all the component benefits of the subscription to the same person. The benefits cannot be shared with others.

To assign a Visual Studio subscription, select the **Assign Subscription** tab. The subscription level you assign to the user should correspond to the license you purchased.

1. In the MSDN Subscription Administration portal, select the **Assign Subscription** tab.
2. Select a subscription level from the list.

MSDN Subscription Administration

Agreement

Contoso Ltd.			
Authorization number:	95262717ZZC1707	Start Date:	2015-07-08
License number:	65260040	End Date:	2017-07-31
Program:	OPEN		

Note: Active Visual Studio Premium with MSDN and Visual Studio Ultimate with MSDN subscriptions have been upgraded to Visual Studio Enterprise with MSDN. [Learn more.](#)

Subscriber Search **Assign Subscription** Assign Multiple Subscriptions Ship

Assign Subscription

Select a subscription level.

--Select One--
 Visual Studio Enterprise w/MSDN
 Visual Studio Pro w/MSDN

- Leave all the benefits selected when assigning a subscription:
 - Subscriber Downloads
 - Technical Support Incidents
 - Priority Support in MSDN Forums (previously called Managed Newsgroups)
 - MSDN Online Chat (previously called Online Concierge)
- Select **Next**. The **Assign Subscription** area displays available subscriber information text fields.
- Type the subscriber's information in the required text fields.

Assign Subscription

Enter the Subscriber's information below. *Required.

* First Name:	<input type="text"/>	* Country:	<input type="text" value="Select..."/>
* Last Name:	<input type="text"/>	* Correspondence Language:	<input type="text" value="Select..."/>
* Email Address:	<input type="text"/>	Reference 1:	<input type="text"/>
		Reference 2:	<input type="text"/>

You can use Reference fields to keep track of additional information such as the subscriber's department or division in your organization.

NOTE: You can use the Reference fields to keep track of additional information (for example, the subscriber's department, division, or employee number) in your organization.

- Select **Next**; a summary appears.

Assign Subscription

Please review the information below.

Subscriber Information

First Name:	Taito	Country:	United States
Last Name:	Yee	Correspondence Language:	English (United States)
Email Address:	taitoy@fabrikam.com	Reference 1:	
		Reference 2:	

[Edit](#)

Subscription Selection

Subscription	Assigned	Level
Subscriber Downloads	No	Visual Studio Pro w/MSDN
Media	No	Visual Studio Pro w/MSDN
Technical Support Incidents	Yes	Visual Studio Pro w/MSDN
Priority Support in MSDN Forums	Yes	Visual Studio Pro w/MSDN
MSDN Online Chat	Yes	Visual Studio Pro w/MSDN

[Edit](#)

NOTE: If you make Subscriber Downloads unavailable, the subscriber will be unable to access benefits that may be included with their subscription.

Microsoft recommends that you keep all eligible subscription benefits available so that subscribers can take full advantage of their Visual Studio subscription benefits.

- Verify the information in the summary. To update any of it, select the **Edit** button.
- When you are done, select **Finish**.

The new subscriber will receive a welcome email that explains how to activate the subscription. To gain access to Subscriber Downloads and other subscription benefits, the subscriber *must* activate the subscription.

Subscribers

Subscriber Yee, Taito has been successfully added.

To view/edit details, search for the subscriber and click on the hyperlinked Last Name below.

Export All Subscribers: [CSV](#) [Resend Invitation](#)

	Last Name	First Name	Email Address	Subscriber ID	Subscription Level	Media	Download	Support	Forums	Chat
<input type="checkbox"/>	Yee	Taito	taitoy@fabrikam.com	*****P9VE	Non-Specific			✓	✓	✓

Assign multiple Visual Studio subscriptions

You can assign multiple Visual Studio Standard subscriptions by uploading that information in an Excel spreadsheet into the MSDN Subscription Administration portal.

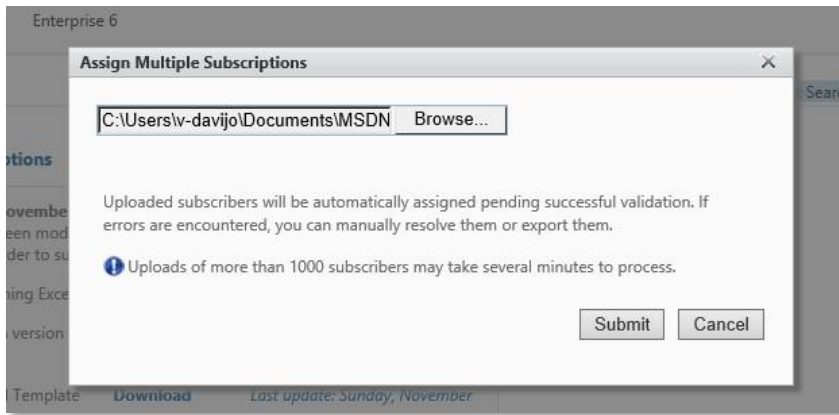
1. Ensure that you are adding subscribers to the correct agreement by verifying the information in the **Agreement** section.

Assign Multiple Subscriptions

1. **Update Friday, September 11, 2015 PST:** The template for assigning multiple subscriptions has been modified. Please download and use the updated template going forward in order to successfully submit your request.
2. Ensure you are running Excel 2007 or higher.
3. If you are running a version lower than Excel 2007, you must [Convert](#) the file before uploading.
4. Download the Excel Template [Download](#) *Last update: Friday, September 11, 2015 PST*
5. Upload your Excel template:
6. Resolve any errors after the upload completes.

NOTE: You can add a maximum of 5,000 subscribers per Excel file. However, we recommend that you add no more than 500 subscribers per Excel file.

2. Select the **Assign Multiple Subscriptions** tab. Below the **Add Multiple Subscriptions** heading there are instructions.
3. Download the Excel template by selecting **Download**.
4. In the Excel template, go to the **Instructions** tab, and follow the directions.
5. Add the required subscriber information in the Excel template.
6. Verify and correct any errors that appear in the **Error** column.
7. Save your file.
8. To upload the template, on the **Assign Multiple Subscriptions** screen, select **Upload**.
9. Select **Submit**, and then Select **Finish**.



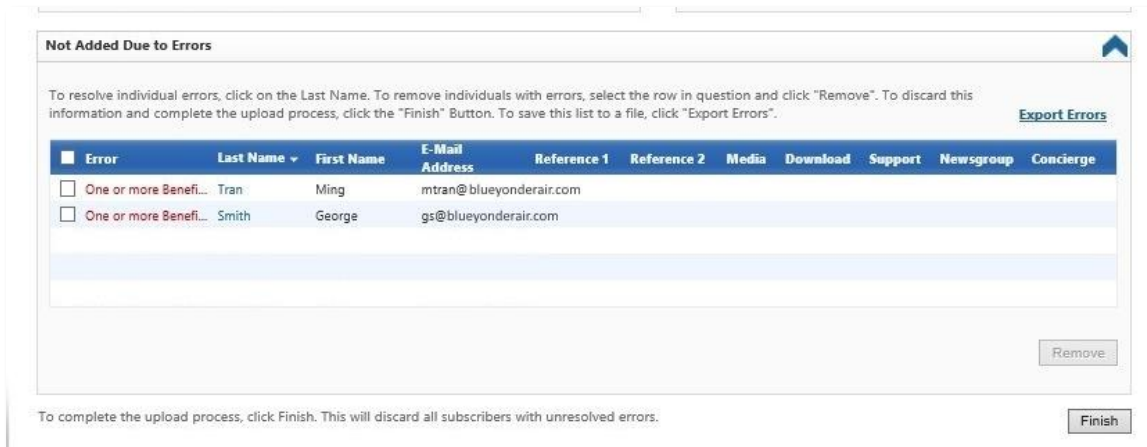
NOTE: Depending on the number of subscribers you uploaded, it may take some time for the request to process. We advise that you check back later to confirm that the assignment is complete. You can view the newly assigned subscribers from the main MSDN Subscription Administration page.

10. The **MSDN Subscription Administration** page appears. A confirmation message will display when the upload has completed.

Managing errors when adding multiple subscribers

You can manually edit each subscriber's information within the MSDN Subscription Administration portal.

1. An error message appears next to each subscriber that could not be added. Select the last name of the subscriber you want to edit.



2. Verify the information or edit where necessary, and then select **Next**.
3. When the subscription benefits screen appears, leave all the benefits selected.

Select a subscription level.

Visual Studio Pro w/MSDN

We recommend you leave all eligible subscription benefits enabled

Subscription Benefits	Available	Assigned	Remaining
<input type="checkbox"/> Subscriber Downloads	0	0	0
<input type="checkbox"/> Media	0	0	0
<input checked="" type="checkbox"/> Technical Support Incidents	50	2	48
<input checked="" type="checkbox"/> Priority Support in MSDN Forums	50	2	48
<input checked="" type="checkbox"/> MSDN Online Chat	50	2	48

Next Cancel

4. Make the required corrections, and then select **Next**. The updated subscriber information appears.
5. Review your changes, and then select **Finish**. The **Added Successfully** confirmation message appears.

Add a benefit

In the **Subscription Selection** area, you can edit a subset of benefits associated with a subscription by selecting the option button next to it.

1. Open the **Subscription Selection** area by selecting the **Last Name** of the subscriber you want in the **Subscribers** section of the MSDN Subscription Administration portal page.

Export All Subscribers: CSV

<input type="checkbox"/>	Last Name ▶	First Name ▶	Email Address ▶	Subscriber ID ▶	Subscription Level	Me
<input type="checkbox"/>	Yee	Taito	taitoy@contoso.com	*****CNGI	Visual Studio Enterprise w/MSDN	

2. Select **Add**. In the Add Subscription Selection window, select Save.

NOTE: If the Add button is grayed out, that means the subscriber already has this benefit.

Subscription Selection

Subscription	Assigned	Status
<input checked="" type="radio"/> MSDN Online Chat	Yes	Active
<input type="radio"/> Technical Support Incidents	Yes	Active
<input type="radio"/> Priority Support in MSDN Forums	Yes	Active

Add Edit Remove

Edit a benefit

You can also edit a benefit in the Subscription Selection area.

1. If there is a benefit associated with the subscription, to manage the selection, select **Edit** or **Remove**.

NOTE: *The Edit button is not available for the Technical Support benefit. If you have not yet added a benefit, the Edit button is also not available.*

2. To open the drop-down menu, select the **Status** down arrow.
3. Select the status for the benefit selection: **Active** or **Hold**.
4. Select **Save**. The updated status appears in the **Status** column.

Remove a subscriber

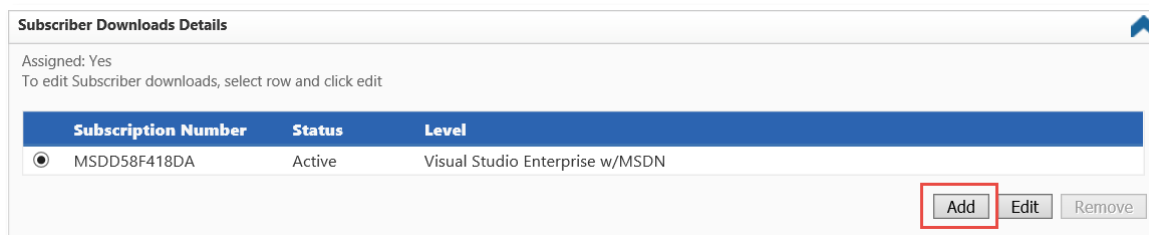
If a subscriber has left the company or changed responsibilities, then it may be necessary to remove that person from their subscription.

1. On the Subscriber search page, locate the subscriber you want to remove from the list in the **Results** section or expand the **Search** section by selecting the arrow on the right.
2. Type the subscriber's information in the **Search** form text fields. You can filter by various fields, including **Subscriber Name**, **Subscriber ID** and **Country**.
3. Select the box next to the subscriber's last name(s).
4. Select **Remove Subscribers**.
5. When the confirmation dialog appears, select **OK**.
6. The **MSDN Subscription** page updates with the subscriber(s) no longer listed.

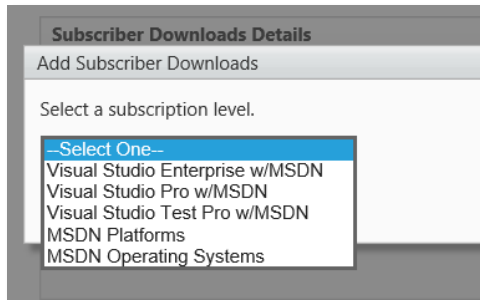
Modify the subscription level associated with a subscriber

You may want to adjust the subscription level assigned to a subscriber.

1. In the Subscriber Downloads Details area, select Add.



2. The **Add Subscriber Downloads** window appears. From the **Select a subscription level** drop-down menu, choose the new subscription level you want to assign to the subscriber.
3. The **Add Subscriber Downloads** window displays the Subscription Benefits, Coverage Period, and the Available, Assigned, and Remaining benefits.

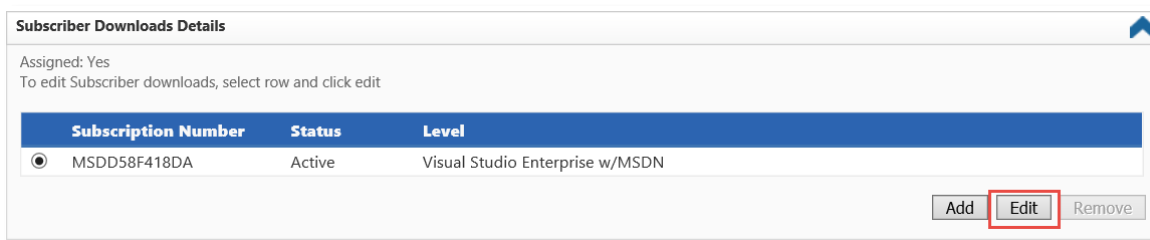


NOTE: A negative balance indicates an over-claimed benefit. You must make additional purchases to reconcile this according to the terms of your agreement.

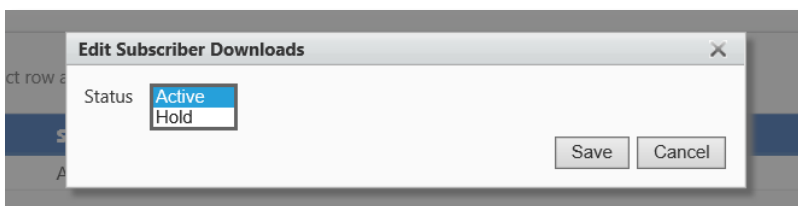
4. After you have selected a subscription level, select **Save**.
5. You must go back and remove the original subscription level from the subscriber. Select the old subscription level, and select **Remove**.
6. When the confirmation dialog appears, select **Yes**.

Placing subscription benefits on or off hold

1. In the **Subscriber Downloads Details** area, select **Edit**.



2. From the **Status** drop-down menu, select **Active** or **Hold**, and then select **Save**.



Managing subscriptions during agreement/subscription grace periods

During agreement or subscription grace periods, there are limitations to the actions that can be performed.

Scenario 1: Agreement is in grace, and Visual Studio subscription is in grace.
No change to the MSDN administrator's ability to manage Visual Studio Standard subscriptions and related benefits.

Scenario 2: Agreement has expired and is no longer in grace, but the Visual Studio Standard subscription(s) is still in grace.
All subscription management is unavailable.

Visual Studio Standard subscription Media Benefits

Limitations to assigning media benefits

Here are some key points to keep in mind before you assign media benefits to your subscribers:

- Microsoft has removed the DVD media benefit for Visual Studio subscriptions.
- Existing subscribers with media assigned will continue to receive their media shipments for the duration of their subscription.
- If a subscription with media benefits is canceled, the remaining media benefits can be assigned to an active subscriber who does not have media benefits.
- New subscribers associated with a PO submitted after August 17, 2014 will not be able to receive media benefits.
- New subscribers associated with a new agreement after August 17, 2014 will not be able to receive media benefits.
- Some subscribers work in environments where they require software on media. We will offer all active Visual Studio subscribers free on-demand update kits through August 2015, and at a nominal fee thereafter. [Contact us](#) if you want to place an order.
- You are not required to assign media benefits to a subscriber. All software is available for download, with only a subset of that software available through DVD shipments. Unless the subscriber requires physical media, assign the download benefit. This is the best way provide access to the available Microsoft products based on the subscription level.
- The Subscriber Downloads benefit ensures that subscribers have access to all of the software and product keys needed for development and testing.

- The subscriber may burn all downloaded product files to DVD as needed for development and testing.
- Once you assign media to a subscriber, you cannot remove it in the Subscription Administration portal. Instead, overwrite the subscriber's contact details and resend the subscription invitation email to the new subscriber within your development team. That person will continue to receive the media in the future.

Assign a subscription with media

1. In the MSDN Subscription Administration portal, select the **Assign Subscription** tab.
2. Select a subscription level from the list.
3. Leave all the benefits selected when assigning a subscription.
4. To send media to the subscriber, select the **Media** check box.
5. Type the required information in the **Ship To** fields.
6. Review the available media in the **Media Subscription Summary**.
7. In the **Add Media Description** area, select the **Language** and the **Quantity**.
8. To include a comprehensive media kit, select the **Comp Kit Included** check box.
9. Select **Next**.
10. Verify the information and to make any updates, select the **Edit** button.
11. Select **Finish**. The new subscriber will automatically receive a welcome email that explains how to activate his subscription.

Adding Media Details to a subscription

In the **Media Details** area, you can view media details associated with the subscription.

1. To add media details assigned to a subscription, select **Add**.

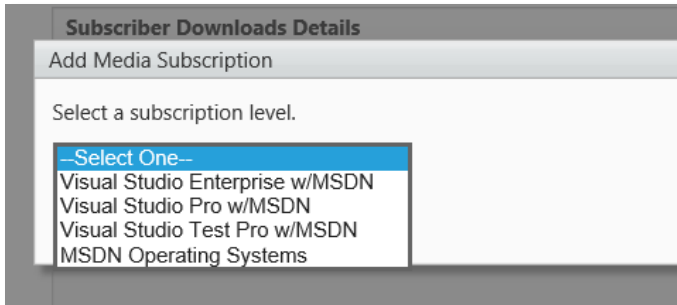
The screenshot displays two sections of the portal interface. The top section, titled "Subscriber Downloads Details", shows a table with one row of data. Below the table are buttons for "Add", "Edit", and "Remove". The bottom section, titled "Media Details", is currently empty and has an "Add" button highlighted with a red box.

Subscription Number	Status	Level
<input checked="" type="radio"/> MSDD58F418DA	Active	Visual Studio Enterprise w/MSDN

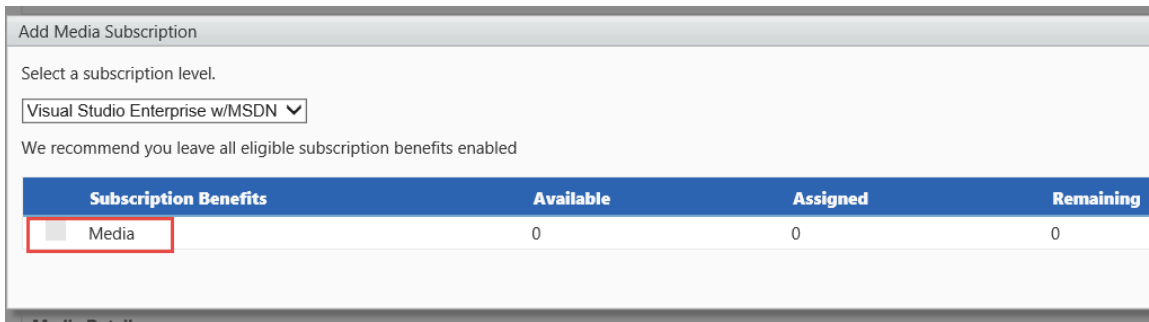
Assigned: Yes
To edit Subscriber downloads, select row and click edit

Assigned: No

- From the **Add Media Subscription** window, select the subscription level that applies to the subscriber. This should match the subscriber's download level.

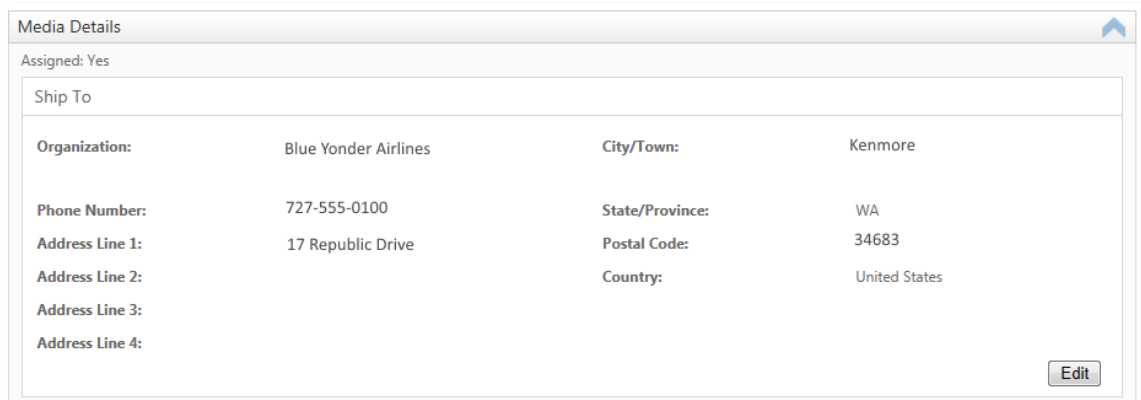


- The **Add Media Subscription** dialog appears. The media benefits appear with the Available, Assigned, and Remaining benefits shown.
- Select the media benefit for the appropriate coverage period by selecting the check box next to the benefit.



NOTE: *If media is not available for your agreement, the check box will be unavailable.*

- Select **Next**. The **Media Details** area displays your selected media choice.



Add Media Subscription Ship-To information

Use the **Add Media Subscription Ship To** information area to add media subscription shipping details for a subscriber. You can view the Ship-to information input fields, the **Media Subscription Summary**, and the **Add Media Subscription** areas.

1. Type the necessary subscriber shipping information as required.
2. In the **Media Subscription Summary** area, you can view the Subscription Type, Subscription Level, and all Available, Remaining, and Assigned subscriptions.
3. In the **Add Media Subscription** area, select a language from the **Language** drop-down menu.
4. Type the number of physical media that you wish to ship in the **Quantity** field.
5. To include a comprehensive media kit, select the **Comp Kit Included** check box.
6. Select **Save**. The results of your saved Ship To information appear. Manage subscriptions during agreement/subscription grace periods.

Search for a shipment

You can search for shipments by typing relevant information in the fields.

1. In the MSDN Subscription Administration portal, select the **Shipment Search** tab. The **Shipment List** page appears.
2. Review the Shipments Details page. To view a different shipment, select **Back to Shipments List**. You can find the shipment status by using any of the drop-down filters.

Subscriber Search Assign Subscription Assign Multiple Subscriptions **Shipment Search** Subscription Summary

Shipment List

Enter search criteria and click on Search to view shipment list. To view details on a Shipment, click on the hyperlinked Shipment Number below. To view details on a Media Subscription, click on the hyperlinked Subscription Number below.

Subscriber Last Name Subscriber First Name Email Address

Subscriber ID Subscription Number Shipment Number

Country

 Afghanistan
 Albania
 Algeria
 American Samoa

Purchase Order # Shipment Requested Date (yyyy-mm-dd)
 From: To:

Search

Shipment List Search Results

Shipment #	Subscription #	Last Name	First Name	Subscriber ID	Purchase Order #	Shipment Requested Date
17513063	MMS814D68A79	Lung	Cai	*****BHF7		2013-10-28
17513064	MMSDF83C770B	Tao	Xiang	*****40A0		2013-10-28

- To go to the **Shipment Details** page, select the **Shipment #**.
- You can sort the subscription summaries by using the **Subscriber Benefit Level** options.

Subscriber Search **Assign Subscription** Assign Multiple Subscriptions

Subscriber Benefit Level(s)

Benefit Subscription Level

For more information

For more information about the Volume Licensing Service Center, please visit [VLSC training and resources](#).