SEAGATE

Lyve Management Portal User Manual

LYVE™

Clique aqui para acessar uma versão online atualizada
desse documento. Você encontrará o conteúdo mais recente, bem como ilustrações expansíveis, navegação mais fácil e recurso de pesquisa.

Contents

Welcome

The Lyve Management Portal is the central location to manage all your service subscriptions, Orgs, accounts, users, and billing and payment information.

Features

Org management

Orgs (or organizations) are virtual spaces where administrators can:

- Organize and group subscriptions
- Control user memberships
- Manage security settings that determine pricing visibility, service offerings, and subscription approvals

An account can have multiple Orgs within it.

Enterprise businesses can use Orgs to organize the account into business units or departments within the company.

Solution providers/reseller businesses can use Orgs to control subscriptions, access, and privacy settings for multiple customers.

Permission-based user management

Administrators can assign specific permissions to members, controlling their access levels within accounts, Orgs, and subscriptions. Control over member permissions ensures security and streamlines collaboration among members.

Passwordless authorization

Members can enjoy the convenience of signing in without the need for a traditional password. A member simply enters an email address and Lyve Management Portal sends a verification code to the email inbox.

Easy switching between billing accounts

Your business may require multiple billing accounts. For example, you may need a separate billing account to ship into another region, or your company may have multiple departments, each with its own billing center. You can now easily switch between the billing accounts that include you as a member.

Add Cloud Import Service to existing Mobile subscriptions

Cloud Import Service lets you securely send your Lyve Mobile Arrays to an upload center where Seagate will upload your content to the cloud destination of your choosing. You can add Cloud Import Service to new or existing mobile subscriptions.

Note—Cloud import service can only be used for Project Plan subscriptions. See Select a service plan.

Mobile experience

Access and manage Lyve services on the go with support for mobile screen sizes and devices.

Notifications

Stay informed with in-app notifications regarding changes to your account, alerts to your subscription activities, required actions, and billing and payment updates.

Lyve Products and Services

Lyve Mobile subscriptions

Lyve Mobile is a high-capacity edge storage solution that enables businesses to aggregate, store, move, and activate their data. Scalable, modular, and vendor-agnostic, this integrated solution bundle eliminates network dependencies so you can transfer mass-capacity data sets in a fast, secure, and efficient manner. Pay only for the devices you need, when you need them, and forget about technology upgrades and maintenance fees.

Configurable products

Lyve Mobile Array

Lyve Mobile Array puts mass data in motion from edge to cloud. Designed for edge storage applications, this portable, rackable solution easily integrates into any data management workflow for versatile, high-capacity, and high-performance data transfers. With industry-standard AES 256-bit hardware encryption and key management in a rugged, lockable transport case, this device provides superior transport and security for your data.

Lyve Mobile Array product page
Lyve Mobile Array user manual

Lyve Mobile Rackmount Receiver

Lyve Mobile Rackmount Receiver allows you to install up to two Lyve Mobile Arrays into a standard 19” data center rack. Turn your Lyve Mobile Arrays into a data center storage system with redundant power and high-speed interfaces like SAS, Fibre Channel, and iSCSI.

Lyve Mobile Rackmount Receiver product page
Lyve Mobile Rackmount Receiver user manual

Lyve Mobile Shuttle

Lyve Mobile Shuttle is an edge storage solution that allows you to store and move data to and from emerging edge environments with and without using a computer. Support for most industry-standard file systems means you can easily ingest data from direct-attached, network-attached, or external storage devices.

Lyve Mobile Shuttle product page
Lyve Mobile Shuttle user manual

Accessories

Lyve Mobile Mount

This secure industrial aluminum mount holds your Lyve Mobile Array in place while recording data in a vehicle, boat, or aircraft. Designed to withstand extreme conditions, Lyve Mobile Mount allows you to quickly ingest and then remove your Lyve Mobile Array.

ℹ Lyve Mobile Mount product page
Lyve Mobile Mount – Front Loader user manual

Lyve Mobile PCIe Adapter

PCIe Adapter is designed for use with Lyve Mobile Mount. Use it to connect your Lyve Mobile Array directly to an external PCIe (SFF-8644) port on a computer.

Lyve Mobile PCIe Adapter product page
Lyve Mobile Mount and PCIe Adapter user manual
Lyve Mobile Mount and PCIe Adapter – Front Loader user manual

Lyve Mobile Padlock

Lyve Mobile Padlock lets you lock and unlock your Lyve Mobile Array in locations that don't offer access to a local network or that have air-gap security measures in place. Simply plug Padlock into a Lyve Mobile PCIe Adapter or Rackmount Receiver attached to your array, insert a thumb drive containing a designated token, and within a few seconds your array will unlock.

Lyve Mobile Padlock product page
Lyve Mobile Padlock user manual

Lyve Mobile Link

Lyve Mobile Link turns your Mobile Array into shared SMB or NFS storage over your local network for simplified collaboration. Facilitate data access and transfers on 10GbE and 100GbE networks and safely lock/unlock your devices with enterprise-grade security.

ℹ Lyve Mobile Link product page
Lyve Mobile Link user manual

12V DC Cable

A 12V DC cable allows Lyve Mobile PCIe Adapter to be powered from an automotive battery or vehicle power distribution system.

Cloud Import Service

Lyve Mobile Cloud Import Service helps you quickly and easily transfer your data from any endpoint, edge, or core location to the cloud of your choice, including multi-cloud platforms.

- Use the Lyve Management Portal to add the service to your Project Plan, validate credentials, and set up import requests.
- Pay a flat cloud import fee per device for each import.
- Seagate handles all the shipping logistics so that it's quick and easy to receive and send your import devices.
- Our expert team imports your data to your cloud(s) of choice.
- Seagate Secure technology, device tracking, and crypto erase offer data protection for your data's entire lifecycle.
- Receive dedicated support and status updates from start to finish.

Lyve Cloud subscriptions

Lyve Cloud is designed to accommodate today's storage requirements and is the ideal solution to support mass-data retention for data-intensive industries such as healthcare, IoT, media and entertainment, and surveillance. It delivers a framework that can grow, change, and expand as your organization's needs evolve with simple, transparent pricing that keeps costs predictable.

Lyve Systems Leasing subscriptions

Lyve Systems Leasing subscriptions will be coming soon to the Lyve Management Portal. For details on leasing options, contact theLyve Support Center.

Getting Started

Register a new account

A Lyve Management Portal account lets you manage your Orgs, subscriptions, members, and billing in one convenient location. In addition, your account is used to authorize computers accessing Lyve Mobile Array(s) and compatible devices.

1. Go to lyve.seagate.com.
2. Select **Sign in | Register**.
3. A login dialog appears. Enter your email address, and then select **Next**.
4. Lyve Services sends a code to the email address you entered. Find the message with the code in your inbox and enter it in the dialog. Select **Next**.

Create a profile

Enter the required profile information, and then select **Next**.

Create an account

To complete your account, select an account type and provide billing and payment information.

Select account type

Use the drop-down menu to select your account type.

There are two types of accounts:

Enterprise	Use Lyve Services on behalf of your company.
Solution Provider	Use Lyve Services as a reseller, managed solution provider (MSP), or other solution provider. Allows you to register deals with Seagate.

Add billing address

1. Enter an address into the search field or select a country to enable all other address fields.
2. Enter billing address details.
3. Enter your company name and (optional) industry type.

European customers

You must submit a VAT ID to create your account. Enter your VAT ID, and then select **Validate** to validate it with the VIES (EU) or HMRC (UK) database.

> **Companies registered in Germany/Spain**—Due to privacy laws, you must enter the legal company name manually.
>
> **Companies registered in other European countries**— If the validation is successful, the legal company name associated with that VAT ID is displayed for you to confirm. If you don't recognize the legal company name, make sure you entered the correct VAT ID. If you believe the resulting legal company name does not match your VAT ID, click on the VIES or HMRC database links or contact your finance team.

Select your payment method

Select your payment method. There are two types of methods:

Credit Card	**You do not need to enter credit card details when creating the account**—however, you will need to provide details prior to submitting your first subscription.
Invoice (Credit Terms)	If you would like credit terms, you will be asked to fill out a credit application after setting up the account. The credit application must be approved by Seagate before services can start and products can be shipped.

Acknowledge terms and conditions

1. To enable the checkboxes, select each link to review terms and conditions and privacy statements.
2. Select the checkboxes, and then select**Next**.

Register a new account through assisted sales

If sales is assisting you with registering your account, a sales representative will send you an email inviting you to Lyve Management Portal.

If you can't find the email in your inbox, be sure to check your spam/junk mail folder.

1. Click on the link in the email to complete the registration process and create your account.
2. Review your profile details and enter any missing information.
3. Select **Confirm**.

Create your first Org

An Org (or organization) is a great way to organize and group subscriptions, members, and other settings within the Lyve Management Portal. You can use your Org to:

- Customize user permissions for subscription access, management, and privacy.
- Organize space for business units within a company.
- (Resellers) Control access and privacy to subscriptions for multiple customers.

To create your first Org:

1. Enter a name describing the entity the Org will represent, for example, your company name or a business unit's name.

   You can rename your Org anytime you want.

2. Select **Submit**.

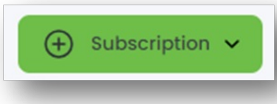
You can manage and control which users have access to each Org on the Org Members page (see Manage Org members). To create additional Orgs, go to Org Settings (see Create additional Orgs).

Next steps

With a profile, account, and Org, you're ready to set up a subscription. See Lyve Products and Services for an overview of service subscriptions, or any of the following for setup instructions:

- Lyve Mobile Subscriptions
- Lyve Cloud Subscriptions

When you're ready to set up a subscription, select the **+ Subscription** button in the upper right corner of your browser:

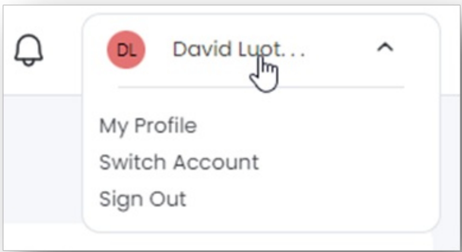


Navigate the portal

User menu

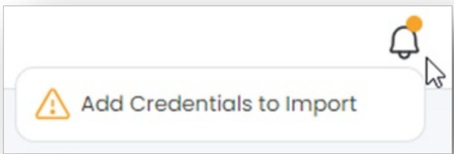
Select your username in the upper right corner of the page to:

- View/edit your profile
- Switch to another account
- Sign out of Lyve Management Portal



Notifications

Select the Notifications icon in the upper right corner of the page to view actions and alerts related to your accounts, Orgs, and subscriptions.



Sidebar

Use the sidebar options to navigate Orgs and subscription-related pages. Help resources can be found at the bottom of the sidebar.

	View Home dashboard.

	View Subscriptions.
	View Org settings.
	View Account.

Help options

	Send your feedback on Lyve products and services to the Seagate team.
	Find links to documentation and help videos.
	Create a ticket with the Lyve Support Center.

Account and Billing Management

Use Lyve Management Portal to manage your account, invoices, and payments.

> If you purchased the service through a reseller, the **Account** option is not available and information in this chapter is not relevant to you.

Sign in

1. Go to lyve.seagate.com.
2. Select the **Sign In | Register** button.
3. Enter your email address, and then select **Next**.
4. An email with a code is sent to your email address. Enter the code, and then select **Next**.

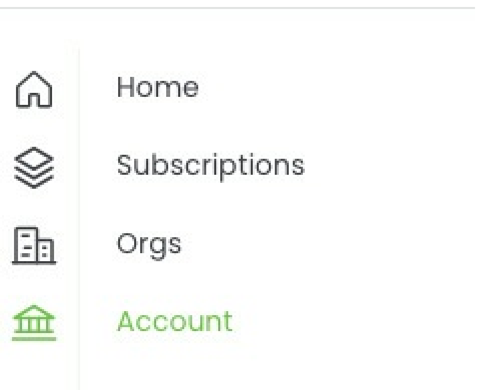
Account information

The Account Information page displays the following information:

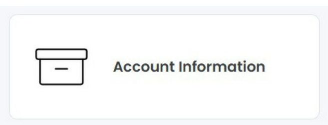
- Company information (company name, account type, account number)
- Business address

To view the account overview:

1. On the Home page, select **Account** in the sidebar.

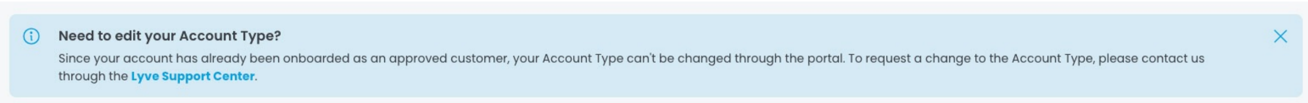


2. Select **Account Information**.



To edit details, select a field and enter new text. Changes are saved automatically.

If your account has already been onboarded as an approved customer, contact Lyve Support Center to request a change by clicking on the link in the banner.

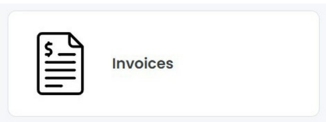


> Your account type cannot be changed in Lyve Management Portal. If you need to change your account type, contact the Lyve Support Center and request a change.
>
> Your account number cannot be changed.

View invoices

To view account invoices:

1. On the Home page, select**Account** in the sidebar.
2. Select **Invoices**.



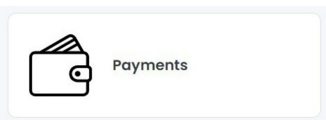
3. Select an invoice from the list.

   If necessary, use the controls below the list to view more invoices. To find a specific invoice, enter an invoice number in the search field.

View payment records

To view payment records:

1. On the Home page, select**Account** in the sidebar.
2. Select **Payments**.



3. Select a payment record from the list.

   If necessary, use the controls below the list to view more payment records. To find a specific payment, enter a payment number in the search field.

Add a payment method

Payment methods can only be added when paying by credit card.

> To change from credit card payments to payments with credit terms, contact your sales representative or raise a support ticket in the Lyve Support Center.

To add a credit card:

1. On the Home page, select **Account** in the sidebar.
2. Select **Payments**.
3. Select **+ Credit Card** above the payments list.

> **US customers**—American Express®, Discover®, Mastercard®, and Visa® are accepted.
>
> **European customers**— Mastercard® and Visa® are accepted.

4. Enter your payment method details.
5. Select **Submit**.

> The most recently added card is automatically set as the default payment method unless you select a different card as the default.

Make a payment method the default

To make a payment method the default payment method:

1. On the Home page, select **Account** in the sidebar.
2. Select **Payments**.
3. In the 'Actions' column, select the More icon for a payment method, and then selec **Make Default**.

> The default payment method can be updated but cannot be removed.

Remove a payment method

A credit card can only be removed if it is not the default card.

To remove a payment method:

1. On the Home page, select**Account** in the sidebar.
2. Select **Payments**.
3. In the 'Actions' column, select the More icon for the payment method you want to remove, and then select **Remove**.
4. In the dialog, select **Remove** to confirm.

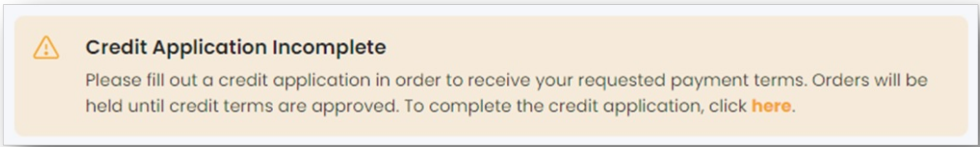
> **i** The default payment method can be updated but cannot be removed.

Pay by credit terms

To pay for services by invoice, you'll need to complete a credit application and be approved by Seagate prior to receiving product shipments or starting services. You can start the application process when you create the account.

To complete the application process:

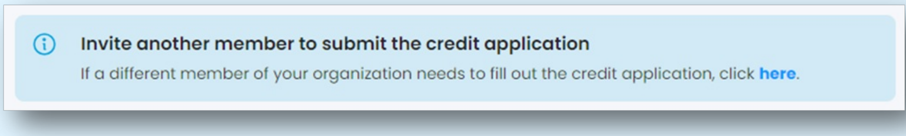
1. On the Home page, select**Account** in the sidebar.
2. Select **Payments**.
3. Select the link in the 'Credit Application Incomplete' notification:



Invite another member to complete the application

You can invite another person to complete the credit application. This may be useful if you typically rely on another member of your organization for finance and tax details, bank and trade references, legal and financial contacts, and so on. They will usually have only the basic permissions necessary to view and complete the credit application.

To invite another person, select the link in the notification at the top of the page:



The invited person will receive an email with instructions on becoming an account member.

1. Enter company details in the 'Company Information' section. Select **Next**.
2. The 'Billing Address' section should be prepopulated with the billing address tied to the account. To change the billing address, use the search field to search for an address. (Alternatively, select a country and then manually enter address details.) Select **Next**.
3. (Optional) In the 'Bank Reference' section, enter bank reference details or select **Skip**.
4. (Optional) In the 'Trade Reference' section, enter trade reference details or select **Skip**.
5. In the 'Legal Finance Contact' section, enter contact details. Select **Next**.
6. In the 'Documents' section, provide tax-related details and documents. Select **Finish**.
7. In the 'Terms & Conditions' section, select each link to review terms and conditions and privacy statements.
8. Select the checkboxes, and then select **Submit**.

View account members

To view account members:

1. On the Home page, select **Account** in the sidebar.
2. Select **Account Members**.

For details on adding/removing members and editing member permissions, see Manage billing account members.

Multi-Account Management

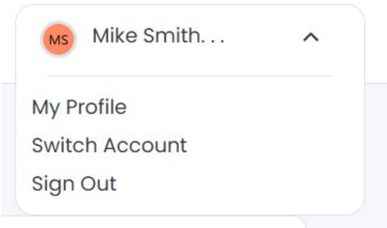
Depending on your business processes, you may need multiple billing accounts. For example, your company may have a US billing address as well as an EU billing address. In Lyve Management Portal, users can access multiple billing accounts using their same username.

> If you purchased the service through a reseller, multi-accounts are not available and information in this chapter is not relevant to you.

Create additional billing accounts

To create a new billing account:

1. Select your username in the upper right corner of the page, and then select **Switch Account**.



2. Select **+ Create Account**.

To complete your account, select an account type and provide billing and payment information.

Select account type

Use the drop-down menu to select your account type. There are two types of accounts:

Enterprise	Use Lyve Services on behalf of your company.
Solution Provider	Use Lyve Services as a reseller, managed solution provider (MSP), or other solution provider. Allows you to register deals with Seagate.

Add billing address

Enter an address into the search field or select a country to enable all other address fields.

1. Enter billing address details.
2. Enter your company name and (optional) industry type.

European customers

You must submit a VAT ID to create your account. Enter your VAT ID and select Validate to validate it with the VIES (EU) or HMRC (UK) database. If the validation is successful, the legal company name associated with that VAT ID is displayed for you to confirm (except for companies registered in Germany and Spain).

Companies registered in Germany/Spain—Manually enter the legal company name.

Companies registered in other European countries—If you don't recognize the legal company name, make sure you entered the correct VAT ID. If you believe the resulting legal company name does not match your VAT ID, click on the VIES or HMRC database links or contact your finance team.

Select your payment method

Select your payment method.

There are two types of methods:

Credit Card	**You don't need to enter credit card details at this time**—however, you will need to provide details when submitting your first subscription.
Credit Terms	If you would like credit terms, you will be asked to fill out a credit application after setting up the account. The credit application must be approved by Seagate before services can start and products can be shipped.

Create an Org for the account

1. To enable the checkboxes, select each link to review terms and conditions and privacy statements.
2. Select the checkboxes, and then select**Next**.

Select your payment method

1. Enter a name describing the entity the Org will represent, for example, your company name or a business unit's name.

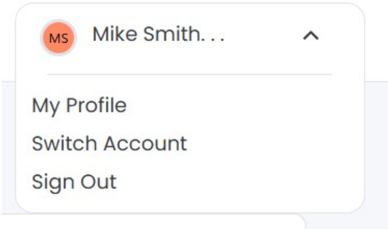
   You can rename your Org anytime you want.

2. Select **Submit**.

Switch between billing accounts

To switch between accounts:

1. Select your username in the upper right corner of the page, and then select **Switch Account**.



2. Select the account you want to view.

Invite a new member to a new account

1. Select your username in the upper right corner of the page, and then select **Switch Account**.
2. Select the account to which you want to add the member.
3. Follow the instructions for adding a new account user. See Manage billing account members.

Org Management

Orgs (or organizations) are virtual spaces where administrators can:

- Organize and group subscriptions
- Control user memberships
- Manage security settings that determine pricing visibility, service offerings, and subscription approvals

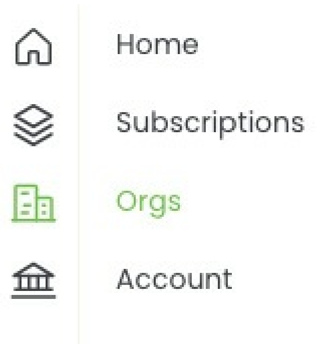
An account can have multiple Orgs:

> **Enterprise businesses** can use Orgs to organize the account into business units or departments within the company.
>
> **Reseller businesses** can use Orgs to control subscriptions, access, and privacy settings for multiple customers.

Create additional Orgs

To create a new Org, a member must currently have the Manage Orgs permission set at the account level. This permission can be granted by an account admin.

1. On the Home page, select**Orgs** in the sidebar.



2. Select **+ Org** above the list of Orgs.

3. Specify basic information for the Org:

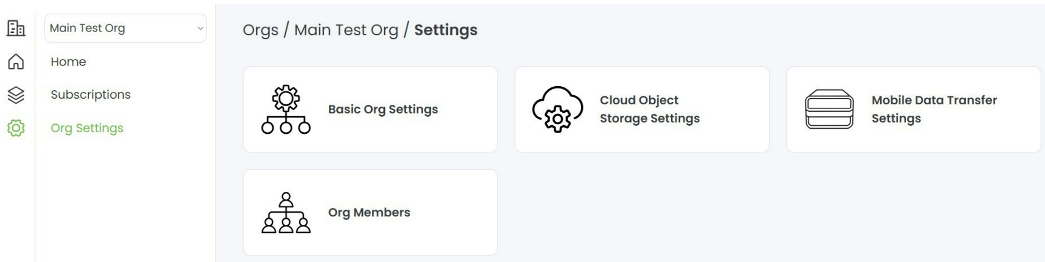
Org Name	Enter a name for the new Org.
Org Admin(s)	Select Org admin(s) from the dropdown.

> If a user is not yet a member of the Org, select **+ Invite Owner**. Enter user details, and then select **Invite Owner**.

4. Select **Create Org**.

Edit basic Org settings

1. On the Home page, select **Orgs** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.
4. Select **Basic Org Settings**.

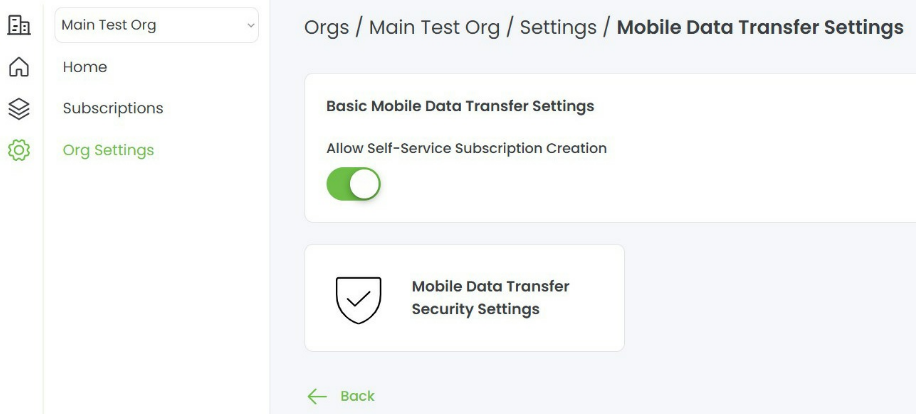


5. Update any of the following:

Org Name	Edit the name of the new Org.
Pricing Visible	When enabled, pricing is visible to customers viewing this Org.
Require subscription approvals	When enabled, new subscriptions must be approved by an Org member with the Subscription Approver permission to become active. The subscription will remain in a 'Pending' status until all required approvals have been given.

Edit Lyve Mobile settings

1. On the Home page, select **Orgs**.
2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.
4. Select **Mobile Data Transfer Settings**..



Manage Lyve Mobile subscription creation

You can control whether users with sufficient permissions can create Lyve Mobile subscriptions from within the Org. On the Lyve Mobile Settings page, use the **Allow Self-Service Subscription Creation** toggle switch to enable/disable subscription creation.

Manage access tokens

Lyve access tokens are encrypted security files authorizing a host computer to access specific Lyve Mobile devices. You can control whether access tokens are available for devices in one or more subscriptions in your Org.

To manage access tokens:

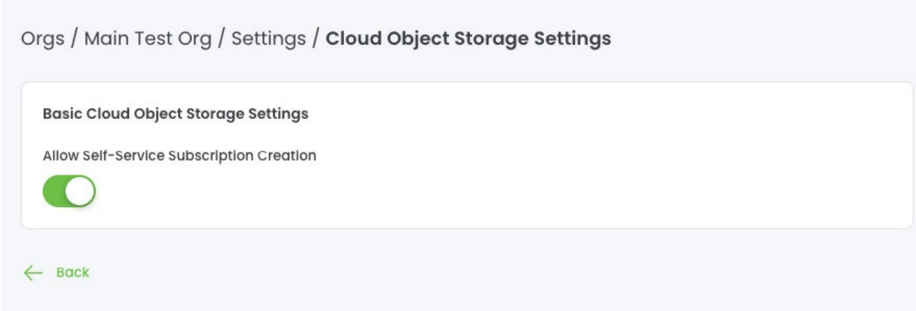
1. On the Mobile Data Transfer Settings page, select **Mobile Data Transfer Security Settings**.
2. Use the toggle switches to specify the following:

Access Tokens	When enabled, users with sufficient permissions can create access tokens for devices in subscriptions.
Cross-Subscription Access Tokens	When enabled, access tokens can be used to unlock Lyve Mobile Arrays across multiple subscriptions within the same org.. Users with sufficient permissions can create an access token for one subscription that also unlocks devices in other subscriptions in the Org that have enabled this setting.

Edit Lyve Cloud settings

1. On the Home page, select **Orgs** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.
4. Select **Cloud Object Storage Settings**.

   The Lyve Cloud Settings page appears.



Manage Lyve Cloud subscription creation

You can control whether users with sufficient permissions can create Lyve Cloud subscriptions from within the Org. On the Lyve Cloud Settings page, use the **Allow Self-Service Subscription Creation** toggle switch to enable/disable subscription creation.

Org member types

There are two types of Org members:

- **Org admins**—Member with full permissions within the Org. When a new subscription is created, all Org admins are automatically granted access to it.

- **Org members**—Member with a customized set of permissions within the Org. An Org admin determines the permissions granted to a specific Org member. When a new subscription is created, Org members are not automatically granted access to it. An Org admin must manually add the Org member to the subscription.

Promote an Org member to admin

To promote an Org member to an admin:

1. On the Home page, select **Orgs** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.
4. Select **Org Members**.
5. Select an Org member you want to promote from the list.
6. Select the Org from the Org Memberships list.
7. Select **Promote to Admin**.

Demote an Org admin to member

To demote an Org admin:

1. On the Home page, select **Orgs** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.

4. Select **Org Members**.
5. Select an Org member you want to demote from the list.
6. Select the Org from the Org Memberships list.
7. Select **Demote to Member**.
8. In the dialog, select **Demote** to confirm.

View Org members

1. On the Home page, select **Orgs** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.
4. Select **Org Members**.

For details on adding/removing Org members and editing member permissions, see Manage Org members.

Navigate between Orgs in your account

If you purchased the service through a reseller, you can navigate between Orgs in your account.

> Information in this section does not apply to you if you purchased the service directly from Seagate.

On the Home page, select the Org Navigator dropdown menu from the sidebar, and then select the Org you want to view.

Membership Management

There are three levels of permissions that can be granted to members in Lyve Management Portal:

- Billing account
- Org
- Subscription

Manage billing account members

At the billing account level, members can be given access and permissions related to their role in the account.

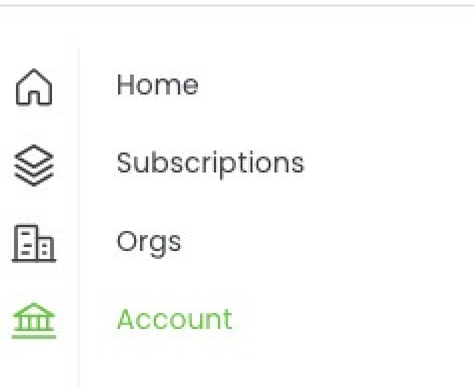
Role	Access/Permissions
Account Owner	• Control all aspects of the account. • Cannot be removed or changed by any other user. • Only one account owner exists per account.
Org Manager	• Access all current and future Orgs in the account. • Create and manage Orgs in the account. • Manage the Org Settings page, such as enable/disable available subscription types, require subscription approvals, and enable/disable pricing visibility. • Add Org admins. • Invite people to join an Org. • Remove members from an Org. • Edit Org member permissions (except for other Org managers).
Billing & Payments Manager	• Access and manage an account's billing and payment settings. • View and update credit card information. • Access invoices and payment history. • Add/remove/change payment methods. • Apply for credit lines. • View credit application banners and messages.
Subscription Manager	• Access all subscriptions in the account. • Manage subscription settings, create deployments, and manage tokens for any of subscription in the account. • Invite people to a join subscription. • Remove members from a subscription. • Edit subscription member permissions.

Member Manager	• Invite people to join the account. • Remove members from the account. • Edit account member permissions (except for the account owner).

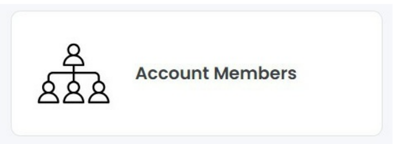
Add account members

To add account members:

1. On the Home page, selectAccount in the sidebar.



2. Select **Account Members**.



3. Select the **+ Member** above the Account Members list.

4. Enter the member's first name, last name, and email address.
5. Select the permissions you want to grant to the member.
6. Select **Add Member**.

View an account member's Org and subscription memberships

To view memberships:

1. On the Home page, select**Account** in the sidebar.
2. Select **Account Members**.
3. Select the member whose Org membership you want to view. If necessary, use the controls below the list to view more members. To find a specific member, enter a name in the search field.

Edit account member permissions

To edit an existing account member's permissions:

1. On the Home page, select **Account** in the sidebar.
2. Select **Account Members**.
3. Select the member whose permissions you want to edit.
4. Select the More icon in the 'Actions' column, and then select **Edit Permissions**.
5. Add or remove permissions as needed.

Remove account members

To remove a member from the account:

1. On the Home page, select **Account** in the sidebar.
2. Select **Account Members**.
3. Select the member whose permissions you want to edit.
4. In the 'Account Members' list, locate the member you want to remove. Select the More icon in the 'Actions' column, and then select **Remove Member**.
5. In the dialog, select **Remove Member** to confirm.

Manage Org members

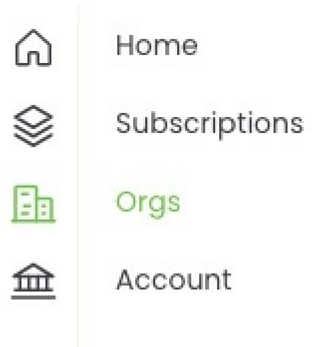
At the Org level, members can be given permissions related to managing Org settings and creating subscriptions.

Role	Access/Permissions
Org Admin	• Inherits all permissions in an Org. • Access all subscriptions in an Org. • Cannot modify permissions of other Org admins.
Subscription Creator	• Create new subscriptions in the Org. • Access self-created subscriptions. • Manage self-created subscription settings.
Member Manager	• Invite people to join the Org. • Remove members from the Org. • Edit Org member permissions (except for Org admins). • Promote members to Org admins.
Member	• View subscriptions (if added as a subscription member).

Add Org members

To add Org members:

1. On the Home page, select**Orgs** in the sidebar.



2. Select an Org from the list.
3. Select **Org Settings** in the sidebar.
4. Select the **+ Org Member** button above the Org list.

3. Enter the member's first name, last name, and email address.
4. Select the permissions you want to grant to the member.
5. Select the **Send Invite** button.

Edit Org member permissions

To edit an existing Org member's permissions:

1. On the Home page, select**Org** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** from the sidebar.
4. Select **Org Members**.
5. In the 'Org Members' list, select the member whose permissions you want to edit.
6. Add or remove permissions as needed. Select an Org from the 'Org Memberships' list to edit Org-specific permissions, or select a subscription from the 'Subscription Memberships' list to edit subscription-specific permissions.

Remove Org members

To remove a member from the Org:

1. On the Home page, select**Org** in the sidebar.
2. Select an Org from the list.
3. Select **Org Settings** from the sidebar.
4. Select **Org Members**.
5. In the 'Org Members' list, select the member you want to remove.
6. In the 'Org Memberships' list, select the Org you want the member removed from.
7. Select **Remove from Org**.
8. In the dialog, select **Remove Member** to confirm.

Manage subscription members

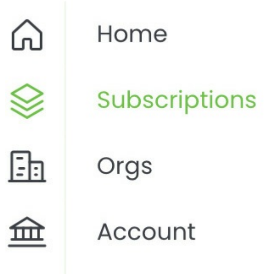
At the subscription level, members can be given permissions related to devices, device security, import plans, deployments, and managing subscription access.

Role	Access/Permissions
Member Manager	• View the Subscription Members page. • Add existing Org members to the subscription. • Remove members from the subscription. • Edit subscription member permissions.
Equipment & Service Manager	• View the Devices page. • View the Import Plans page for subscriptions with a Cloud Import plan. • Manage cloud import services. • Manage import credentials and confirmations. • Add and remove devices. • Initiate device returns. See Device Management.
Settings & Security Manager	• View the Settings page. • View the Security page for the Lyve Mobile subscription. • View Tokens page and Software Unlockers page. • Create and manage tokens. • Manage security settings for mobile services. See Security Management.
Deployment Manager	• View the Deployment Settings page. • Create and manage deployments. • View deployment details. • Launch deployment console. See Lyve Cloud Deployment Management
Member	• View Subscription Details page.

Add subscription members

To add subscription members:

1. On the Home page, select**Subscriptions** in the sidebar.



2. Select a subscription from the list. If necessary, use the controls below the list to view more subscriptions. To find a specific member, enter a name in the search field.
3. Select **Subscription Settings** in the sidebar.
4. Select **Subscription members**.
5. Select **+ Member** above the Subscription Members list.

6. Select the checkbox next to the member you want to add to the subscription. If necessary, use the controls below the list to view more members. To find a specific member, enter a name in the search field.

> **i** You can only add someone who is already an Org member. If the person does not appear in the list, go to the Org Member page and add them.

7. Select the permissions you want to grant to the member.
8. Select the **Add Member(s)** button.

Edit subscription member permissions

To edit an existing subscription member's permissions:

1. On the Home page, select**Subscriptions** in the sidebar.
2. Select a subscription from the list.
3. Select **Subscription Settings** in the sidebar.
4. Select **Subscription members**.
5. In the 'Subscription Members' list, select the member whose permissions you want to edit.
6. Add or remove permissions as needed. Select a subscription from the 'Subscription Memberships' list to edit subscription-specific permissions.

Remove subscription members

To remove members from the subscription:

1. On the Home page, select**Subscriptions** in the sidebar.
2. Select a subscription from the list.
3. Select **Subscription Settings** in the sidebar.
4. Select **Subscription members**.

5. In the 'Subscription Members' list, select the member you want to remove.
6. From the 'Subscription Memberships' list, select the subscription that you want to remove the subscription member from.
7. In the dialog, select **Remove Member** to confirm.

Lyve Mobile Subscriptions

Create a Lyve Mobile subscription

To create a Lyve Mobile subscription:

1. On your Home page, select **Subscriptions** in the sidebar.
2. Select the **+ Subscription** button above the list of subscriptions.
3. Select **Lyve Mobile**.

Select a service plan

1. On the Lyve Mobile Service Plan page, select a plan that meets your storage needs:

    Project Plan—Flexible month-to-month subscription. Includes an option to add cloud import.

    Annual Plan—Six-month or one-year subscription that provides additional discounts and benefits. The cloud import option is not available for annual plans.

> i To compare service plans, select **View Service Plan Benefits**.

2. Select **Next**.

Add products and accessories

1. On the Product Configuration page, select a product you want to add to your subscription.
2. Configure the selected product by selecting from the following:

Lyve Mobile Array		
Storage	HDD	60TB 96TB
	SSD	46TB 92TB 122TB
RAID Level	RAID 0 RAID 5	

File System	exFAT (default)
Cloud Import Destination	Yes No

Cloud Import Service (Optional)

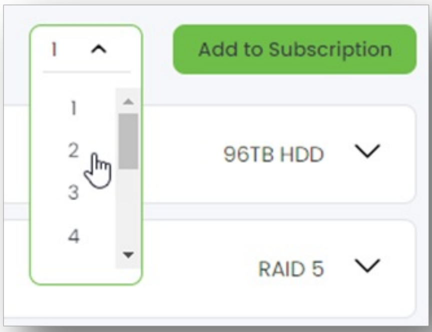
Send your Lyve Mobile Array(s) to Seagate and transfer mass data sets in a fast, secure, and efficient manner to the cloud destination of your choice. Includes a one-time import service charge per device.

You must select a cloud destination and region. All devices within a subscription must be imported to the same destination and region. After creating your subscription, you will be required to enter and validate your bucket credentials in the Cloud Import page. See Configure a cloud import plan below.

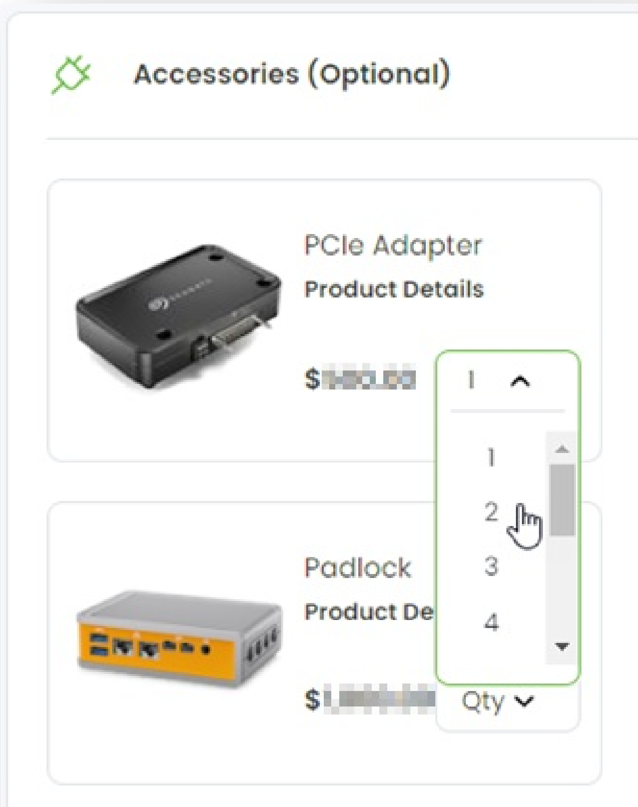
Lyve Mobile Rackmount Receiver	
Connection Type	Fibre Channel 16Gb, 2-Port SFP+ Fibre Channel 32Gb, 2-Port SFP+ iSCSI 10GBASE-T, 2-Port RJ45 iSCSI 10Gb, 4-port SFP+ iSCSI 25Gb, 4-port SFP+ SAS 12Gb, 2-port SFF-8644

Lyve Mobile Shuttle		
Storage	HDD	16TB
	SSD	8TB

3. Use the **Qty** dropdown menu in the upper right corner of the page to select the number of units.



4. Select **Add to Subscription**.
5. (Optional) Add accessories to your subscription using the **Qty** dropdown menus.

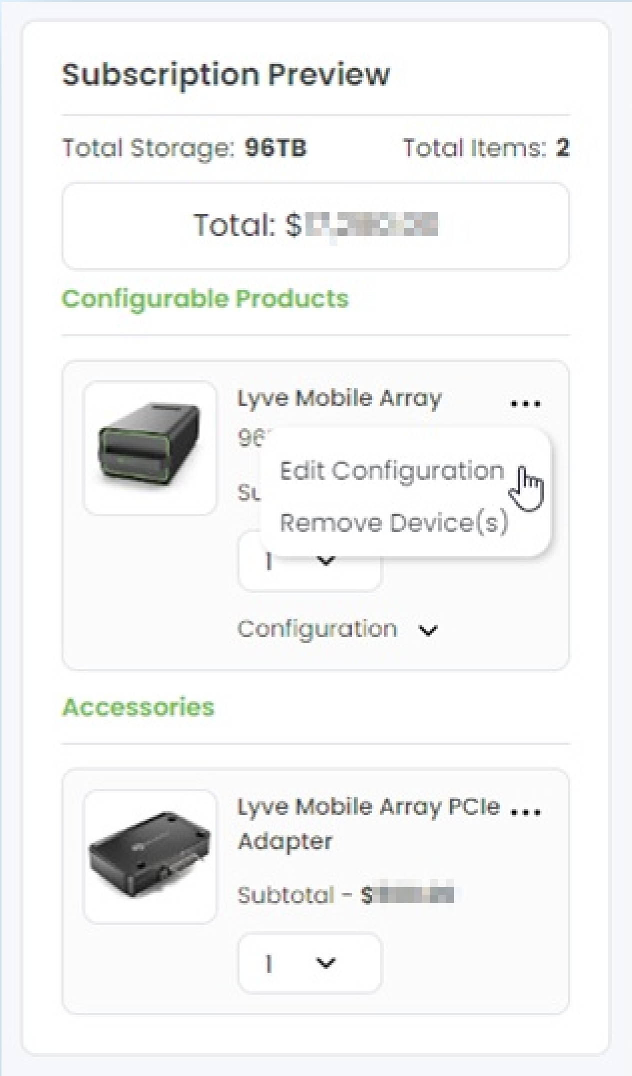


6. Select **Next**.

Subscription Preview

If you need to edit equipment quantities and configurations before submitting your subscription for approval, use the Subscription Preview pane on the right side of the page.

- Use the dropdown menus to adjust quantities
- Use the More icon to edit configurations or remove devices



Add subscription details

1. On the Subscription Details page, enter the following:

- Subscription name
- (Optional) Subscription description
- (Optional) Purchase order number
- Projected Start Date

- Projected End Date (Project Plans only)

2. Select an Org from the list. Alternatively, select **+ Create Org** and add details for the new Org.
3. Select a shipping contact from the list.

> If you need to add a new contact, select **+ Shipping Contact** and provide contact details. The new shipping contact will be saved and available when creating additional subscriptions in the future.
>
> If you need to edit an existing contact, select the More icon in the 'Actions' column, and then select **Edit Contact**.

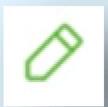
4. Select a shipping address from the list.

> If you need to add a new address, select **+ Shipping Address** and provide address details. The new shipping address will be saved and available when creating additional subscriptions in the future.
>
> If you need to edit an existing address, select the More icon in the 'Actions' column, and then select **Edit Address**.

5. Select **Next**.

Review subscription

1. On the Subscription Review page, review details on your service plan, subscription details, Org, and selected devices.

> If you need to edit your subscription details, Org, or selected devices, use the Edit icons in the upper right corner of each pane:
>
> 

2. Review the cost of your subscription in the Subscription Summary pane on the right side of the page. If you have a promo code, you can apply it here.

> If you selected credit card as your payment method when you registered but do not have a credit card on file for your account, you will need to add one to submit the subscription for processing. Select **Add Credit Card**, enter your credit card details, and select **Submit**.

3. (Optional) Select the Deal Registration checkbox to register a deal.

> **Deal Registration**
>
> Solution Providers can register a deal with Seagate. For more information, see the Deal Registration FAQ. Customers of a Solution Provider cannot view deal registrations.

4. To enable the checkbox under 'Terms & Conditions', select each link to review terms and agreements.
5. Select the checkbox.
6. Select **Submit** to submit the subscription for processing, or use the link to request a quote from Seagate.

View a Lyve Mobile subscription

On your Home page, select **Subscriptions** in the sidebar, and then select a Lyve Mobile subscription from the list.

Deal status

When you request a quote as a Solution Provider, Seagate begins the deal registration approval process. The status of the deal can be tracked on your Subscription page. Until the deal is approved by Seagate, the status displayed will be 'Pending'. The status will update accordingly when the deal is approved or declined.

For a subscription to qualify as a registered deal, it must be both approved by Seagate and then converted to an order within 90 days of submitting the deal registration request. A deal will expire 90 days after you've submitted it for review, even if the deal has been approved. Contact your Lyve Sales representative to request an extension and resubmit the deal for approval. If you don't know who your Lyve Sales representative is, contact LyveMobilePartnerSuccess@seagate.com.

Once a deal is converted to a subscription, it will show up in Lyve Management Portal as a subscription and can no longer expire.

Convert to subscription

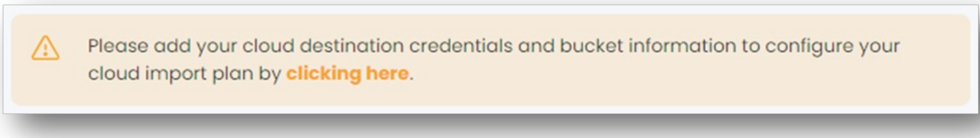
A deal can be converted to a subscription at any time. Select the Deal Registration card and then select **Convert Deal**.

Configure a cloud import plan

Once the subscription has been created, you can add your cloud destination credentials and bucket information to configure your cloud import plan.

- All devices within a subscription must be imported to the same destination and region.
- You will be required to enter and validate your bucket credentials. For more information, see the Cloud Import Service User Manual & Reference Guide.

1. On your Home page, select **Subscriptions** from the sidebar.
2. Select.a Lyve Mobile service subscription from the list that includes a Cloud Import plan.
3. Select the link at the top of the page:



   Alternatively, select **Import Plans** from the sidebar, and then select **+ Credentials** above the list of import plans.

4. Use the dropdown menus to select a Cloud Destination and Region. (If you select 'Seagate Lyve Cloud' as your destination, select an endpoint using the dropdown menu.) Select **Next**.
5. (Amazon S3 cloud destination only) Review the prerequisite configuration steps for your chosen cloud destination. Before you can configure and submit your import plan, make sure to complete the steps listed on the Prerequisites page so that Lyve Import Service can securely access your specified destination and import your data. Once your prerequisites have been configured, select **Next**.

> **Amazon S3 cloud destination only:** For helpful instructions related to each configuration step for your chosen cloud destination, select the **Instructions** link.
>
> 
>
>
> For further instructions, see the Cloud Import Service User Manual & Reference Guide.

6. Add the access key ID and secret access key for your cloud destination. Specify an existing bucket for the subscription. Select **Validate Credentials**.

> If the validation fails, check that the access ID, secret, and bucket name entered are accurate, and then revalidate.

7. To enable the checkbox, select the **IP Address Access Guide** link.
8. Select the checkbox, and then select **Submit**.

Add Cloud Import Service to an existing subscription

You can add the Cloud Import Service to an active Project Plan subscription.

> The **Add Cloud Import** option is only available for active Lyve Mobile subscriptions with a Project Plan rate type. The subscription must have at least one Lyve Mobile Array storage device. The member adding the import plan must have the Add Devices/Services permission. See Manage subscription members.

To add Cloud Import Service to an existing Lyve Mobile subscription:

1. On the Home page, select **Subscriptions** in the sidebar.
2. Identify an active subscription with a Project Plan rate type to which you want to add cloud import. Select the subscription to view the subscription details.
3. In the 'Cloud Import' card, select **+ Add Cloud Import**.
4. Use the dropdown menus to select a Cloud Destination and Region. Select **Next**.
5. (Amazon S3 cloud destination only) Review the prerequisite configuration steps for your chosen cloud destination. Before you can configure and submit your import plan, make sure to complete the steps listed on the Prerequisites page so that Lyve Import Service can securely access your specified destination and import your data. Once your prerequisites have been configured, select **Next**.

> **Amazon S3 cloud destination only:** For helpful instructions related to each configuration step for your chosen cloud destination, select the **Instructions** link.
>
> 
>
>
> For further instructions, see the Cloud Import Service User Manual & Reference Guide

6. Add the access key ID and secret access key for your cloud destination. Specify an existing bucket for the subscription. Select **Validate Credentials** .

> If the validation fails, check that the access ID, secret, and bucket name entered are accurate, and then revalidate.

7. On the Order Review page, review the details of your cloud import destination and devices.
8. Review the cost of your cloud import service in the Subscription Summary pane on the right side of the page. If you have a promo code, you can apply it here.
9. To enable the checkbox under 'Terms & Conditions', select each link to review terms and agreements.
10. Check the checkboxes, and then elect **Submit** to submit the order for processing.

Delete a draft Lyve Mobile subscription

You can delete subscriptions currently in a 'Draft' status.

> The member deleting the draft must have the Create Lyve Mobile Subscriptions permission. See Manage subscription members.

To delete a draft Lyve Mobile subscription:

1. On the Home page, select **Subscriptions** from the sidebar.
2. Identify the 'Draft' Lyve Mobile subscription you want to delete. Select **Cancel** at the bottom of the page, and then select **Delete** to confirm.

Lyve Cloud Subscriptions

Create a Lyve Cloud subscription

To create a Lyve Cloud subscription:

1. On your Home page, select Subscriptions in the sidebar.
2. Select **+ Subscription** above the subscriptions list.
3. Select **Lyve Cloud** from the dropdown menu.

Select a service plan

1. On the Lyve Cloud Service Plan page, select a plan that meets your cloud storage needs.
2. Select **Next**.

Add subscription details

1. On the Subscription Details page, enter the following:

   - Subscription name
   - (Optional) Subscription description
   - (Optional) Purchase order number

2. Select an Org from the list. Alternatively, select **+ Create Org** and add details for the new Org.
3. Select a shipping address from the list.

> If you need to add a new address, select **+ Shipping Address** and provide address details. The new shipping address will be saved and available when creating additional subscriptions in the future.
>
> If you need to edit an existing address, select the More icon in the 'Actions' column, and then select **Edit Address**.

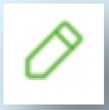
4. Select **Next**.

Add first deployment details

1. On the First Deployment Details page, enter your deployment ID. Your deployment ID will be used to identify your deployment and must be unique.
2. Select the regions that the deployment will have access to.
3. Select **Next**.

Review your subscription

1. On the Subscription Review page, review your service plan and subscription details.

> **i** If you need to edit your service plan or subscription details, use the Edit icons in the upper right corner of each pane:
>
> 

2. Review the cost of your subscription in the Subscription Summary pane on the right side of the screen. If you have a promo code, you can apply it here.
3. To enable the checkbox under 'Terms & Conditions', select each link to review your agreements.
4. Select the checkbox, and then select **Submit**.

View a Lyve Cloud subscription

To view a Lyve Cloud subscription:

1. On your Home page, select **Subscriptions** from the sidebar.
2. Select a Lyve Cloud subscription from the list.
3. Review the following information:

Average usage	Average of all daily usage averages from the beginning of the month to date, in terabytes (TB)
Plan usage	Percentage of the plan used
Estimated next invoice	Estimated cost of the next invoice, in $US
Subscription details	
Status	Draft / Processing / Activation / Active / Quote Requested / Canceled / Pending / Pending Acceptance / Suspended
Purchase order number	(Optional) For reference
Service type	Lyve Cloud
Rate plan	Selected rate plan

Cancel a Lyve Cloud subscription

To cancel a Lyve Cloud subscription, contact the Lyve Support Center.

Delete a draft Lyve Mobile subscription

You can delete subscriptions currently in a 'Draft' status.

> **i** The member deleting the draft must have the Create Lyve Mobile Subscriptions permission. See Manage subscription members.

To delete a draft Lyve Cloud subscription:

1. On the Home page, select Subscriptions in the sidebar.
2. Identify the 'Draft' Lyve Cloud subscription you want to delete.
3. Select **Cancel** at the bottom of the page, and then select **Delete** to confirm.

Lyve Cloud Deployment Management

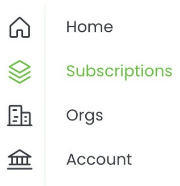
Deployments are configurations that allow administrators to:

- Manage deployment roles and associated permissions.
- Configure and monitor key settings, such as IP access rules, regions, and storage quotas.
- Enable or disable deployments as needed for flexibility and control.

Each deployment is tied to one subscription and offers configuration options for that subscription's specific requirements.

Add a new deployment

1. On the Home page, select**Subscriptions** in the sidebar.

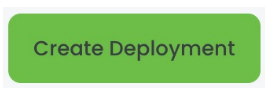


2. Select the appropriate Lyve Cloud subscription from the list.
3. Select **+ Deployment** above the deployments list.

In the dialog, specify the following:

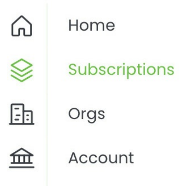
Deployment ID	Enter an ID for the deployment. The ID must be unique within Lyve Management Portal.
Regions	Select checkboxes for the regions you want to include.
Deployment Admins	Use the search field to specify the email address of the first user to be invited as an admin for this deployment. If the user you're looking for is not listed, select**+ Deployment Admin** to specify another user.

3. Select **Create Deployment**.

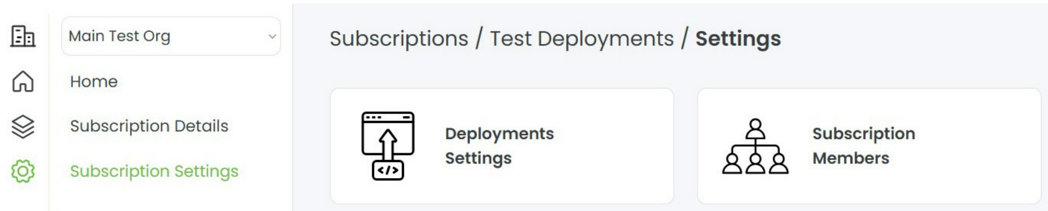


Select a deployment for editing

1. On the Home page, select**Subscriptions** in the sidebar.



2. Select the appropriate Lyve Cloud subscription from the list.
3. Select **Subscription Settings**.
4. Select **Deployment Settings**.

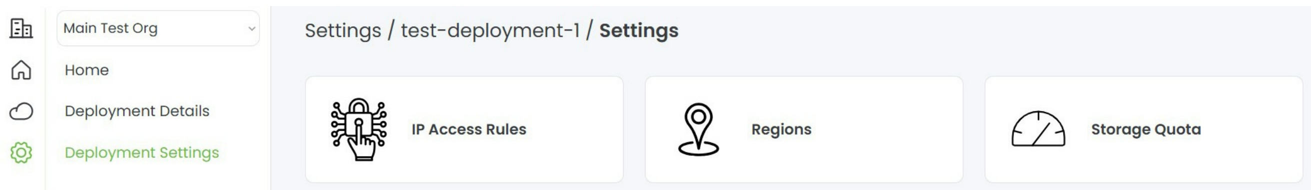


4. Select the appropriate deployment from the list.
5. Edit the deployment:

- Add a new IP rule
- Edit IP an IP rule
- Delete an IP rule
- Manage regions
- Manage storage quotas and alerts
- Manage users
- Suspend a deployment
- Delete a deployment

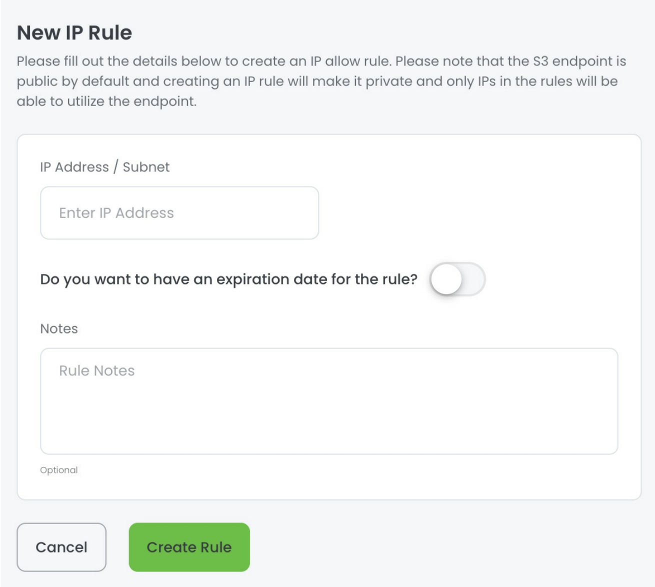
Add a new IP rule

1. Select a deployment for editing
2. Select **IP Access Rules**.



3. Select **+ Rule**.

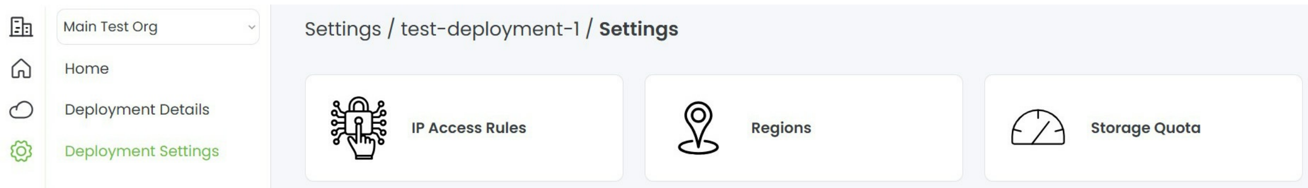
4. Enter the new IP rule information.



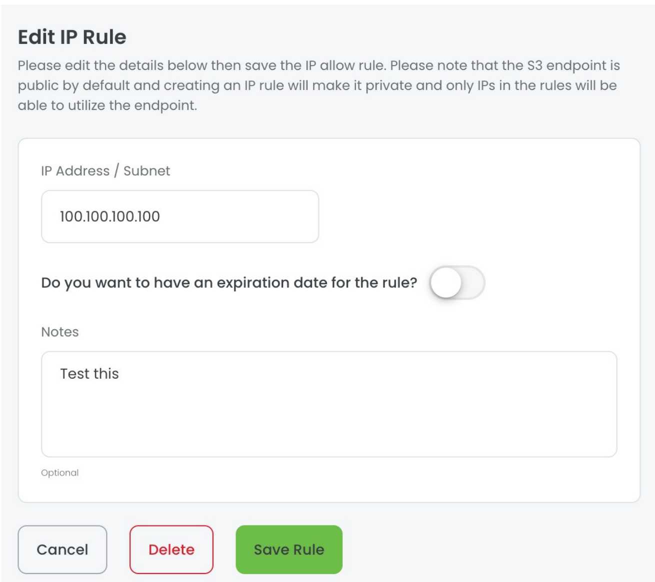
5. Select **Create Rule**.

Edit an IP rule

1. Select a deployment for editing
2. Select **IP Access Rules**.



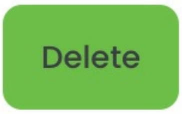
3. Select an IP address to edit.
4. Edit the information.



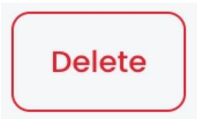
5. Select **Save Rule**.

Delete an IP rule

1. [Select a deployment for editing]
2. Select **IP Access Rules**.
3. Select an IP address to edit.
4. Select **Delete**.

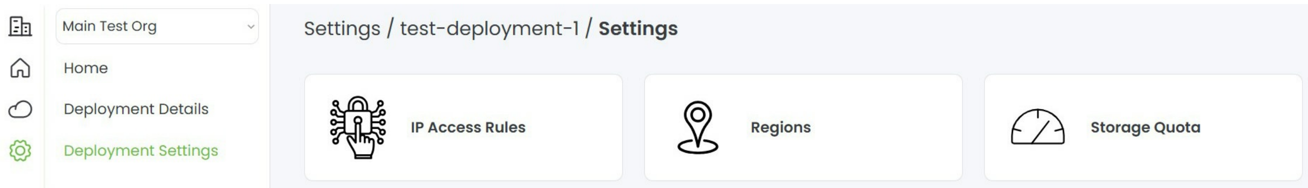


5. Select **Delete** to confirm.

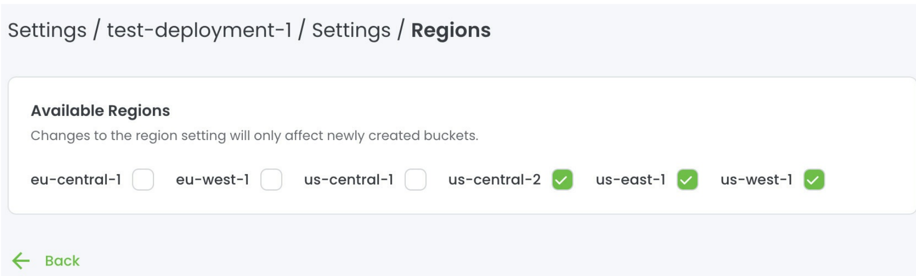


Manage regions

1. [Select a deployment for editing]
2. Select **Regions**.

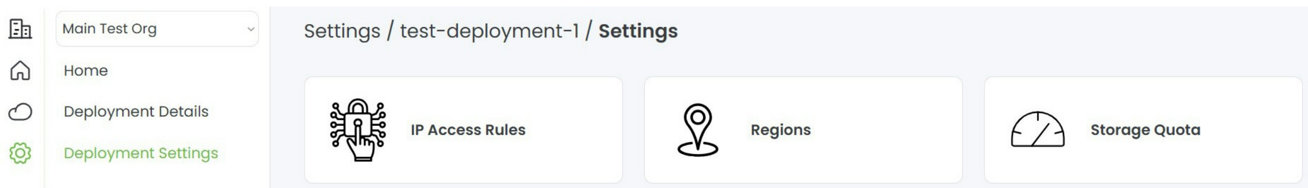


3. Use the toggle switches to select which regions you want to edit.

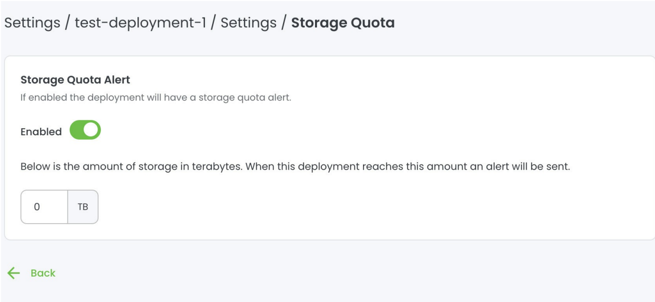


Manage storage quota alerts

1. [Select a deployment for editing]
2. Select **Storage Quota**.



3. Use the toggle switch to enable/disable a storage quota alert.



4. (Optional) Edit the amount of storage (in terabytes) that will trigger a storage quota alert.

Lyve Systems Leasing Subscriptions

Lyve Systems Leasing subscriptions are currently unavailable in the Lyve Management Portal. For details on leasing options, contactLyve Support Center.

Device Management

View devices

To view your subscription's devices:

1. On the Home page, select**Subscriptions** in the sidebar.
2. Select a Lyve Mobile subscription from the list.
3. In the sidebar, select **Devices**.

3. View the following information for each device:

Device / Type	Array	HDD/SSD
	Rackmount Receiver	Connection type
	Shuttle	HDD/SSD
	PCIe Adapter	Accessory
	Padlock	Accessory
	Link	Accessory
	Vehicle Mount	Accessory
Serial Number	Device's unique serial number	
Status	Pending, Shipped, Awaiting Pickup, Returned	

If necessary, use the search field to filter the devices displayed in the list by serial number.

If you don’t know a Lyve Mobile Array’s serial number, you can find it by scanning its QR code. The serial number appears on the left side of the handle.

Do not confuse the QR code on the handle with the QR code on the back of Lyve Mobile Array, which is clearly marked PSID. The PSID is not the same as the serial number.

If the serial number on the handle is unreadable or doesn't work, use the Lyve Virtual Assistant icon to start a support session.

Add devices

The **Add Devices** is only available for active subscriptions. The member adding the device must have the Add Device/Service permission. SeeManage subscription members.

To add a device:

1. On the Device Management page, select the**+ Devices** button above the Devices list.
2. On the Product Configuration page, select a product you want to add to your subscription.
3. Configure the selected product by selecting from the following:

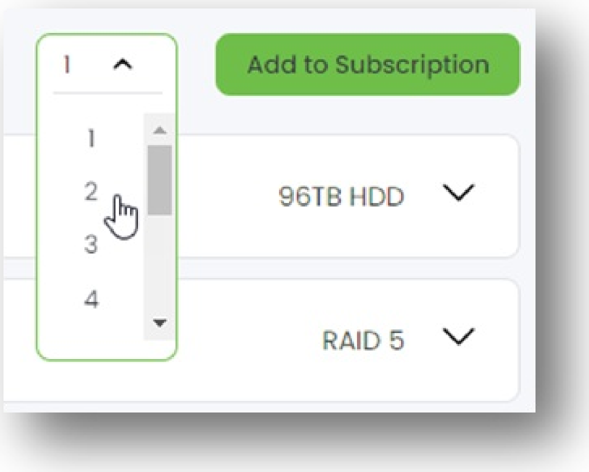
Lyve Mobile Array		
Storage	HDD	60TB 90TB
	SSD	46TB 92TB 122TB

RAID Level	RAID 0 RAID 5
File System	exFAT (default)

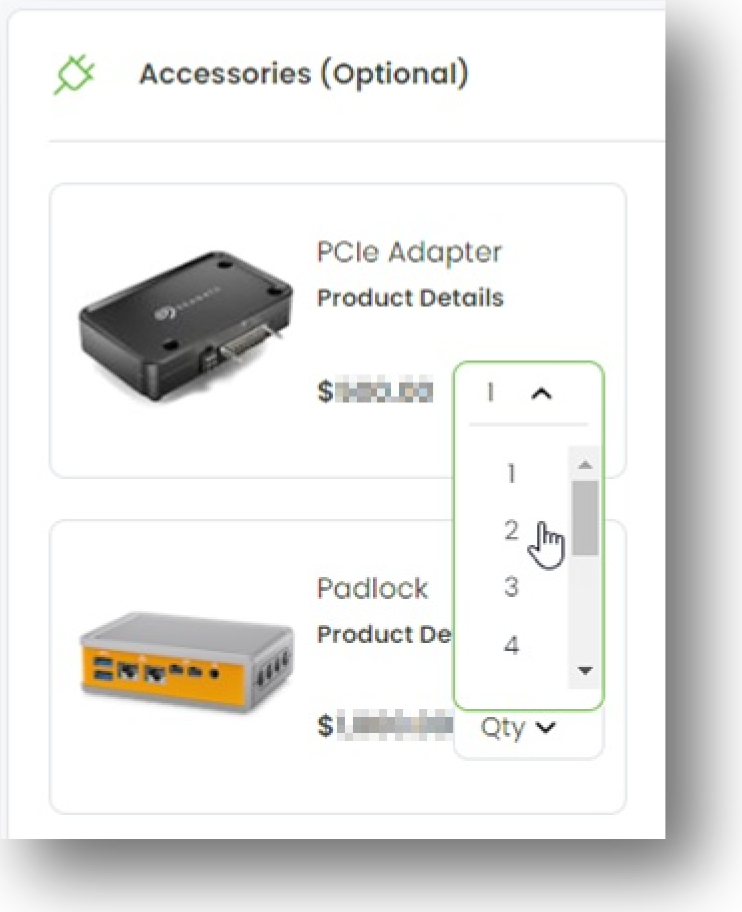
Lyve Mobile Rackmount Receiver	
Connection Type	Fibre Channel 16Gb, 2-Port SFP+
	Fibre Channel 32Gb, 2-Port SFP+
	iSCSI 10GbaseT, 2-Port RJ45
	iSCSI 10Gb, 4-port SFP+
	iSCSI 25Gb, 4-port SFP+
	SAS 12Gb, 2-port SFF-8644

Lyve Mobile Shuttle		
Storage	HDD	16TB
	SSD	8TB

4. Use the **Qty** dropdown menu in the upper right corner of the page to select the number of units.



5. Select **Add to Subscription**.
6. (Optional) Add accessories to your subscription using the **Qty** dropdown menus.



Select **Next**.

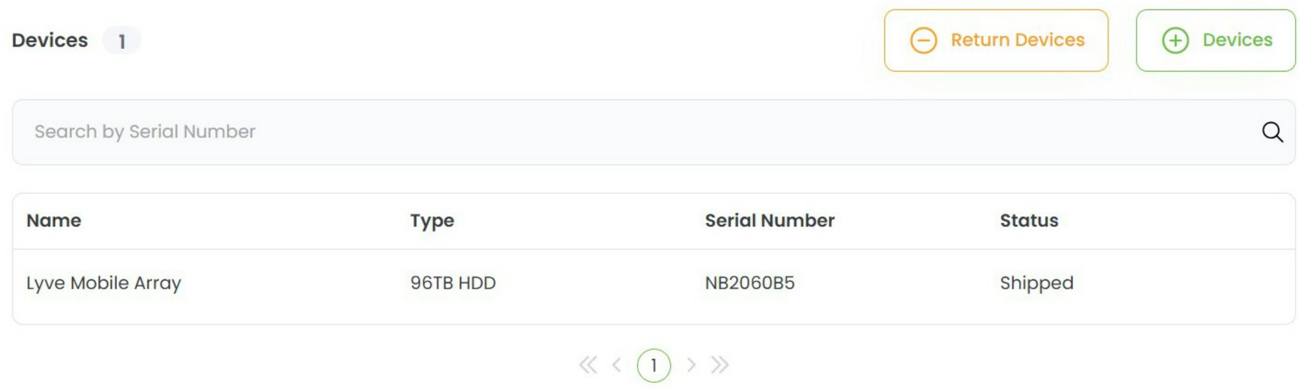
7. On the Review page, review the added equipment.
8. Select **Submit** to submit the subscription for processing, or use the link to request a quote from Seagate.

Return devices

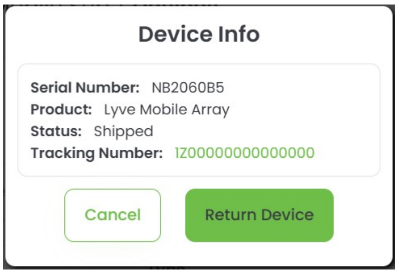
> The **Return Devices** option is only available if the subscription has at least one device in a 'Shipped' status. The member returning the device must have the Request Returns permission. See Manage subscription members.

To return one or more devices:

1. On the Devices page, select the **Return Devices** button above the devices list.

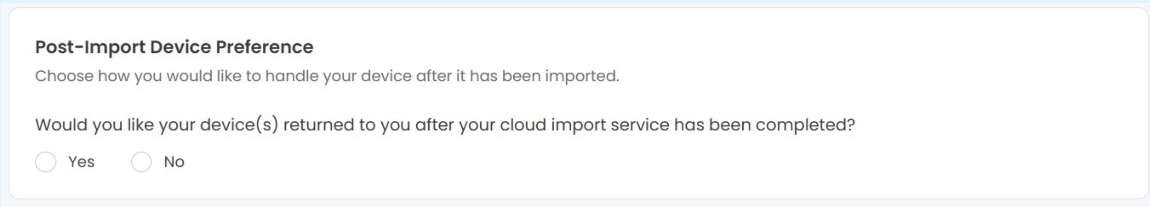


Alternatively, if you're just returning a single device, select the device in the devices list and then select **Return Device** in the dialog.

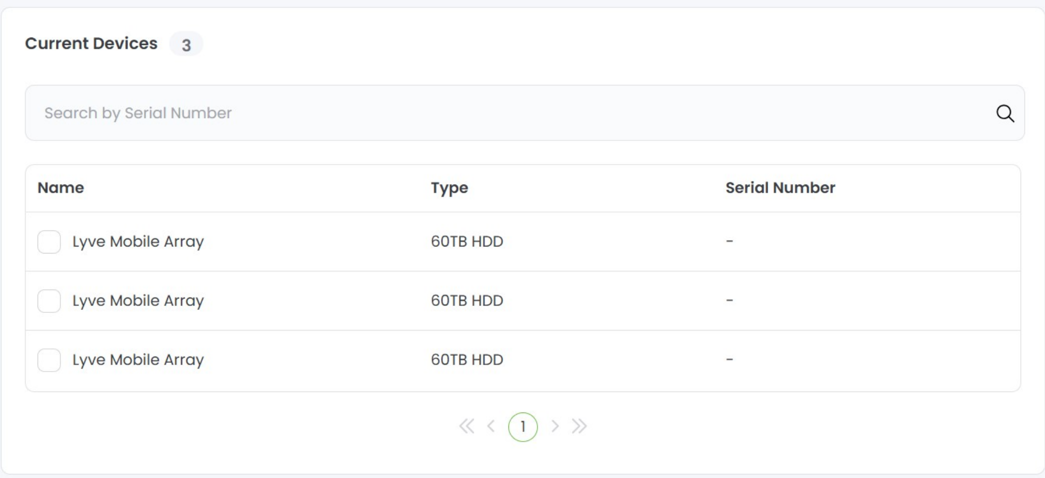


2. Select the reason for your return. If you're returning a product for a cloud import, select **Send for Import**. If you are returning a product to end the subscription, select **Remove from Subscription**.

Send for Import only—Choose how you would like to handle the device after cloud import. Select **Yes** if you would like the device returned to you once the import is complete. Select **No** if you do not want the device returned.



3. In the 'Current Devices' list, select the device(s) you want to return.



If necessary, use the controls below the list to view more devices. To find a specific device, enter a serial number in the search field.

Select **Next**.

> **Send for Import only**—Each storage device in your project will have a designated folder in your bucket. The device's serial number will be automatically appended to the folder name at the time of import.
>
> - (Recommended) Provide a name for Seagate to use to create the folder(s) in your bucket on your behalf.
> - If you leave this field blank, Seagate will create the folder(s) for your files and will use the device's serial number as its name.
> - Alternatively, if you have an existing folder within your bucket that you would like to import your files to, provide the name of this folder.
> - **Important**—Make sure that your bucket policy does not block folder creation. If you are providing a name for a new folder to be created, ensure that the name follows the Naming Guidelines.
>
> If needed, you can edit your folder path. For detailed instructions on using tools to edit your folder path, go to**Resources > Help Videos** and search for**Path Builder Instructions**.
>
> **If devices will be returned to you**—On the Order Renewal Review page, review details on your shipping information and selected devices. The cost of your order renewal is displayed on the right side of the page. If you have a promo code, you can apply it here. Select **Submit** to submit the order renewal for processing.

> **Remove From Subscription only**—In the dialog, select **Get Labels** to confirm the return.

4. Check your email inbox for a message confirming your return request. The message contains the following items you'll need to return your device(s):

- A link for printing a prepaid return shipping label
- Shipping and packing instructions

> The RMA number will be included in a confirmation email you receive. If you have any issues with the return/exchange, please reference the RMA number when contacting Lyve Support.

5. On the Shipping Label(s) page, select **Print Label** for each device you are returning.

> You can also print shipping labels from the Devices page anytime they are needed.

6. Select **Finish**.
7. Follow the shipping and packing instructions provided in the email.

> A device will have a 'Returned' status in Lyve Management Portal once it's been scanned UPS for delivery. The device will be removed from the subscription upon receipt by a Seagate fulfillment center.

Track devices

If you've shipped a device you're returning, you can track the shipment on the UPS website. On the Device Management page, select the More icon in the 'Actions' column for the device you want to track, and then select **Track Device**. A browser tab will open to a UPS webpage with your shipment details and status.

Security Management

With Lyve Token Security, members entrusted with security management provide product end users with **unlockers** (Lyve Token files) that allow access to specific Lyve Mobile Arrays in the subscription. Unlockers can authorize device access without a connection to Lyve Management Portal or the internet.

There are two types of unlockers:

Software unlockers	A software unlocker is a client computer installed with the Lyve Client app. The software unlocker authorizes that instance of Lyve Client to access specific Lyve Mobile Arrays in the subscription.
Hardware unlockers	A hardware unlocker authorizes a device (a Lyve Mobile Padlock or Lyve Mobile Link) to unlock specific Lyve Mobile Arrays in the subscription.

For more information on Lyve Token files and accessing devices with software and hardware unlockers, see the Lyve Mobile Security User Guide.

Create a Lyve Token file for a software unlocker

Prerequisites

The following items are required:

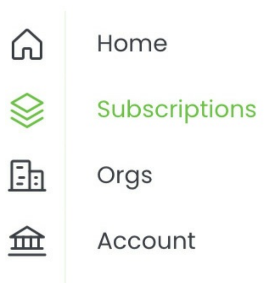
Lyve Mobile Array(s)	Lyve Token files unlock specific Lyve Mobile Arrays in your subscription. At least one Lyve Mobile Array must have been added to your subscription.
Permissions	The member creating the Lyve Token file must have been granted the Manage Security permission (see Manage subscription members). Members lacking the Manage Security permissions will not see the Security menu in the sidebar.

Registration file	The product end user (the person who will be using the Lyve Token file to access devices) must**provide you with a registration file (.JSON) for the unlocking app accessing the device** There are two software applications that can act as the unlocking app: Lyve Client (macOS/Windows) and Lyve Mobile Array CLI (Linux/Windows). The registration file must be created using one of the apps on the specific host computer that will access the Lyve Mobile Array(s). For an overview of the process as well as instructions on creating a registration file, see Accessing Devices with a Lyve Token Software Unlocker in the **Lyve Mobile Security User Guide.**

Register the Lyve Client instance as a software unlocker

To register the Lyve Client instance:

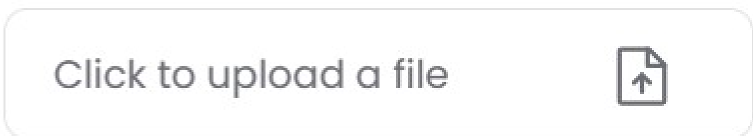
1. On the Home page, select**Subscriptions** in the sidebar.



2. Select the appropriate subscription from the list.
3. Select **Security** in the sidebar.

4. Select **Software Unlockers**.
5. Select the **+ Software Unlocker** button above the list.

5. Under 'Upload Registration File', select **Click to upload a file**.



6. Navigate to the location of the registration file (.JSON) provided by the product end user. Select the file, and then select**Open**.
7. Enter a name for the software unlocker. Choose any friendly name that helps you differentiate one

product end user/Lyve Client installation from another.
8. Select **Register**.

Wait a moment while Lyve Management Portal processes the file. The new unlocker appears in the list of software unlockers.

Create the token file

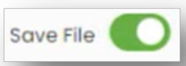
To create the token file:

1. On the Home page, select**Subscriptions** in the sidebar.
2. Select the appropriate subscription from the list.
3. Select **Security** in the sidebar.
4. Select **Tokens**.
5. Select the **+ Create Token** button above the list.

5. Under 'Unlockers', select the software unlocker you registered previously.

> i You can select multiple unlockers to be included in the single token file you're creating.

6. (Optional) Select the **Save File** switch if you want to allow the product end user to import the token file into the Lyve Client or Lyve Mobile Array CLI app.



Enabled	The Lyve Token file can be imported and stored in Lyve Client, allowing the host computer to unlock assigned devices whenever they’re connected.
Disabled	The Lyve Token file may only be used to unlock assigned drives for the current session. The file is not deleted from its location on the host computer, but it must be reselected each time the end user wants to use it.

7. Under 'Lyve Mobile Array(s)', select the storage device(s) this token file is authorized to access. If necessary, use the search field to filter the Lyve Mobile Arrays displayed in the list by the device serial number.

If you don't know a Lyve Mobile Array's serial number, you can find it by scanning its QR code. The serial number appears on the left side of the handle.

Do not confuse the QR code on the handle with the QR code on the back of Lyve Mobile Array, which is clearly marked PSID. The PSID is not the same as the serial number.

If the serial number on the handle is unreadable or doesn't work, use the Lyve Virtual Assistant icon to start a support session.

8. Select **Create**.

Lyve Management Portal creates the token file and downloads it to the location where you receive downloads.

If the file was not downloaded, make sure your browser setting is not blocking downloads. To re-download, select the More icon in the 'Actions' column for token file, and then select **Re-Download**.

Send the token file to the product end user

Once the token file has been created, send it to the product end user with the computer that will unlock the connected Lyve Mobile Arrays assigned to it.

The end user will then import the token file and/or unlock Lyve Mobile Arrays with it. See End user final tasks in the **Lyve Mobile Security User Guide**.

Edit a software unlocker

You can edit a software unlocker in order to rename it.

1. On the Software Unlocker Management page, select the More icon in the 'Actions' column next to the software unlocker you want to rename, and then select **Edit**.
2. Edit the name.
3. Select **Save**.

Remove a software unlocker

To remove a software unlocker:

1. On the Software Unlocker Management page, select the More icon in the 'Actions' column next to the software unlocker you want to remove, and then select **Remove**.
2. In the dialog, select **Remove** to confirm.

Create a Lyve Token file for a hardware unlocker

Prerequisites

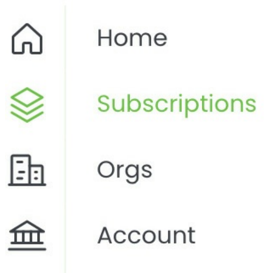
The following items are required:

Lyve Mobile Array(s)	Lyve Token files unlock specific Lyve Mobile Arrays in your subscription. At least one Lyve Mobile Array must have been added to your subscription.
Unlocking device(s)	A hardware unlocker authorizes Lyve Mobile Padlock or Lyve Mobile Link to unlock specific Lyve Mobile Arrays in the subscription. At least one unlocking device must have been added to your subscription.
Permissions	The member creating the Lyve Token file must have been granted the Manage Security permission (see Manage subscription members). Members lacking the Manage Security permissions will not see the Security menu in the sidebar.

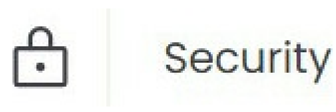
Create the token file

To create the token file:

1. On the Home page, select **Subscriptions** in the sidebar.



2. Select the appropriate subscription from the list.
3. Select **Security** in the sidebar.



4. Select **+ Token** above the Lyve Token File(s) list.

5. Under 'Unlockers', select a Lyve Mobile Padlock or Lyve Mobile Link in your subscription.

> i You can select multiple unlockers to be included in the single token file you're creating.

6. Under 'Lyve Mobile Array(s)', select the storage device(s) this token file is authorized to access. If necessary, use the search field to filter the Lyve Mobile Arrays displayed in the list by the device serial number.

> i If you don’t know a Lyve Mobile Array’s serial number, you can find it by scanning its QR code. The serial number appears on the left side of the handle.
>
> 
>
>
> Do not confuse the QR code on the handle with the QR code on the back of Lyve Mobile Array, which is clearly marked PSID. The PSID is not the same as the serial number.
>
> If the serial number on the handle is unreadable or doesn't work, use the Lyve Virtual Assistant icon to start a support session.

7. Select **Create**.

Lyve Management Portal creates the token file and downloads it to the location where you receive downloads.

> If the file was not downloaded, make sure your browser setting is not blocking downloads. To re-download, select the More icon in the 'Actions' column for token file, and then select **Re-Download**.

Send the token file to the product end user

Once the token file has been created, send it to the product end user with the unlocking device (Lyve Mobile Padlock or Lyve Mobile Link) that will unlock connected Lyve Mobile Arrays assigned to it.

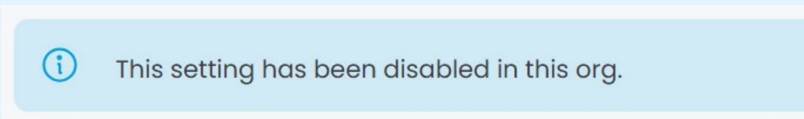
The end user will then make the token file available to the unlocking device. See End user tasks in the **Lyve Mobile Security User Guide**.

Enable/disable access tokens

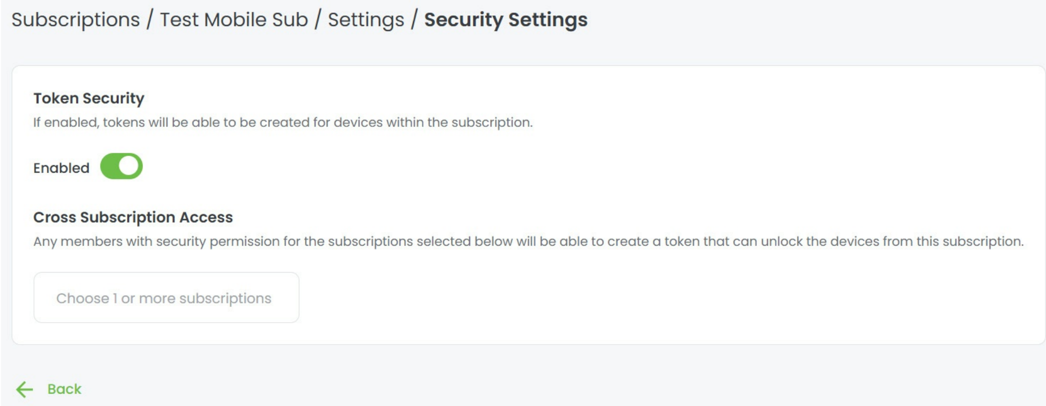
In Lyve Management Portal, can control whether access tokens are available for devices in your subscription.

To enable/disable access tokens for a subscription:

1. On the Home page, select **Subscriptions** in the sidebar.
2. Select the appropriate Lyve Mobile subscription from the list.
3. Select **Subscription Settings** in the side bar.
4. Select **Security Settings**.

> If you see this banner, access tokens have been disabled for the Org.
>
> 
>
>
> To enable access tokens for the Org, go to **Org Settings | Mobile Data Transfer Settings | Mobile Data Transfer Security Settings**.

5. Use the toggle to enable or disable access tokens for the subscription.



Specify subscriptions for cross-subscription access

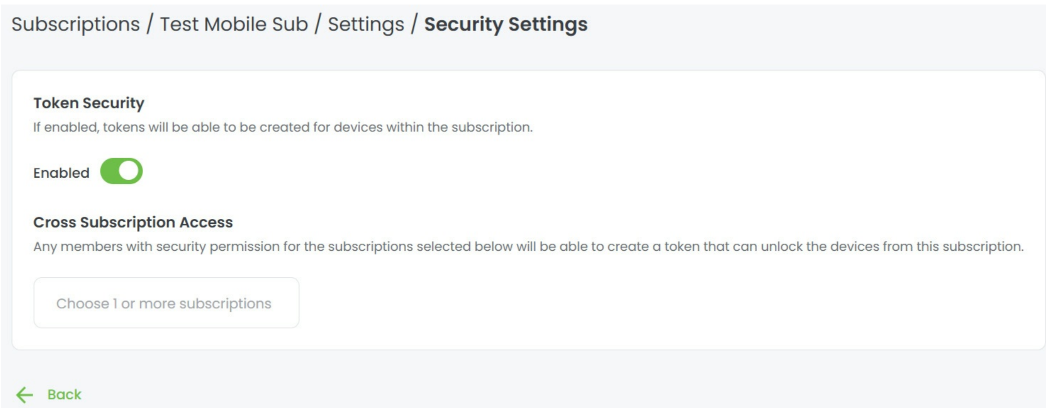
Cross-subscription access allows a single access token to unlock Lyve Mobile devices across multiple Lyve Mobile subscriptions within the same Org.

To specify subscriptions for cross-subscription access:

1. On the Home page, select**Subscriptions** in the sidebar.
2. Select the appropriate Lyve Mobile subscription from the list.
3. Select **Subscription Setting**s in the side bar.
4. Select **Security Settings**.

> If a 'Cross Subscription Access' section is not displayed on the page, the feature must be enabled for the Org. Go to**Org Settings | Mobile Data Transfer Settings | Mobile Data Transfer Security Settings** and enable Cross Subscription Access.

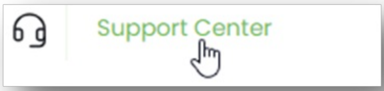
5. Select the button and choose the subscription(s) to add. Only subscriptions belonging to the same Org will appear in the list and be available for selection.



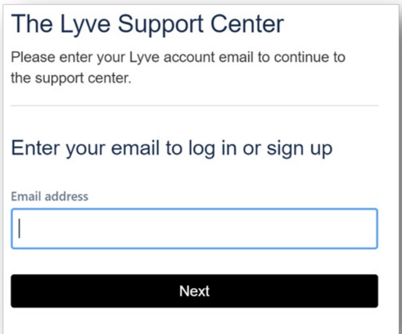
Lyve Support Center

Access the Lyve Support Center through Lyve Management Portal

1. In the sidebar, select **Lyve Support Center**.



2. Enter your email address, and then select **Next**.



First time Lyve Support Center users

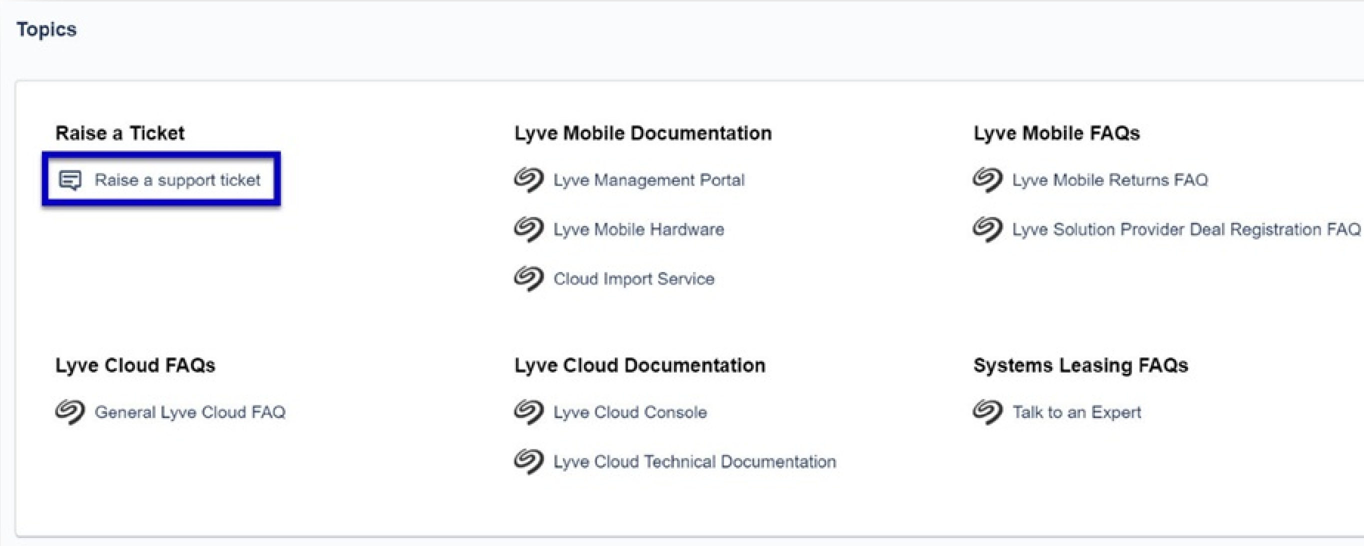
1. If this is your first time accessing the Lyve Support Center, select **Sign up with password**.
2. Look for an email from the Support Center in your inbox. Open the email and select the **Sign up** button.
3. You're redirected back to the Support Center. Create and confirm a new password.

Returning Lyve Support Center users

If you're a returning Support Center user, select **Continue with Atlassian account**.

Raise a new support ticket

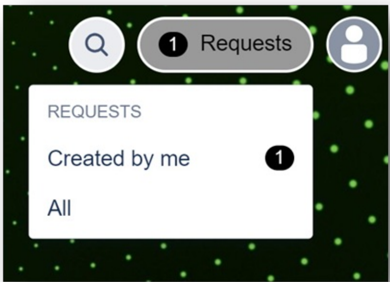
1. On the Lyve Support Center page, select **Raise a support ticket**.



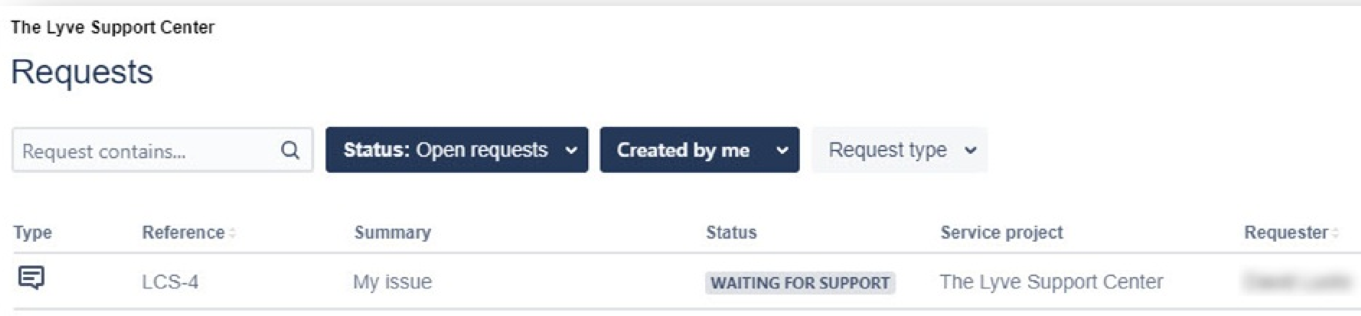
2. Enter a summary and description related to your issue. (Optional) Select a service or attach documents.
3. Select **Send** to submit the ticket.
4. Review the newly created ticket.

Review previous requests

1. On the Lyve Support Center page, select**Requests** in the upper right corner of the page.
2. Select **Created by me** to see past tickets you created. Select**All** to see all past tickets related to you.

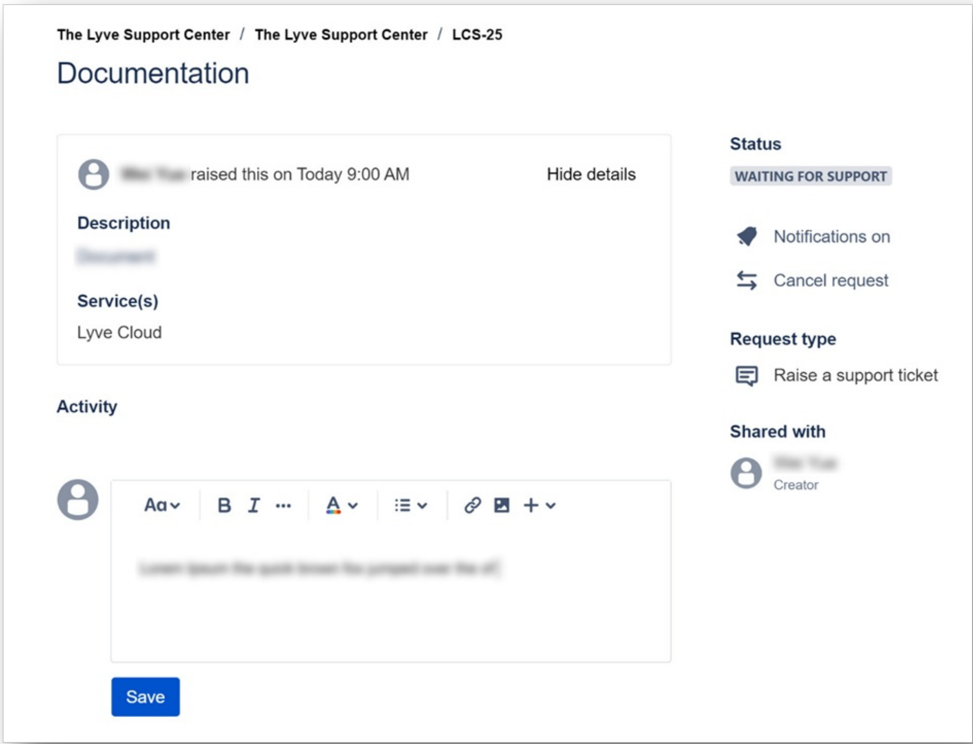


3. Select past tickets from the list.



To communicate with Lyve Support Center personnel regarding a support ticket:

1. Select a ticket from the list of requests.
2. Enter a comment in the chat box:



3. Select **Save**.