

Thales Enhanced Customer Portal

For End Users



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Thales ECP user guide Document Overview

Introducing the Sentinel EMS enhanced customer portal, a powerful tool designed specifically for customers to view important software entitlement information. It's a comprehensive solution for detailing entitlement information by orders, activations, and devices. In addition to providing separate detailed views, customers have the ability to search and filter information by accounts they are affiliated to. End customers can export these details to a csv file when required, from each of these views. In rare cases, customers can activate offline devices via activate buttons.

User Access:

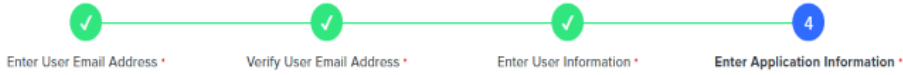
Users who place software orders through Zebra Technologies will be provisioned within Zebra's Software Licensing platform at the time of entitlement creation based on the email provided in the order.

NOTE: Users must be registered with Zebra Technologies to access the Enhanced Customer Portal

Link for user registration to Thales:

<https://signup.zebra.com/content/userreg/us/en/register.html?appId=THLS>

Steps - Access Information



Please enter the following fields to support your access request

GENERAL USER INFORMATION

First Name*	Last Name*	Phone Number*
<input type="text" value="Jeffrey"/>	<input type="text" value="Morrison"/>	<input type="text" value="Phone Number"/>

COMPANY INFORMATION

Company/Customer Name*	Country*	City*
<input type="text" value="Company/Customer Name"/>	<input type="text" value="-- Select --"/>	<input type="text" value="City"/>
Address Line 1*	Address Line 2	Zip/Postal Code*
<input type="text" value="Address Line 1"/>	<input type="text" value="Address Line 2"/>	<input type="text" value="Zip/Postal Code"/>

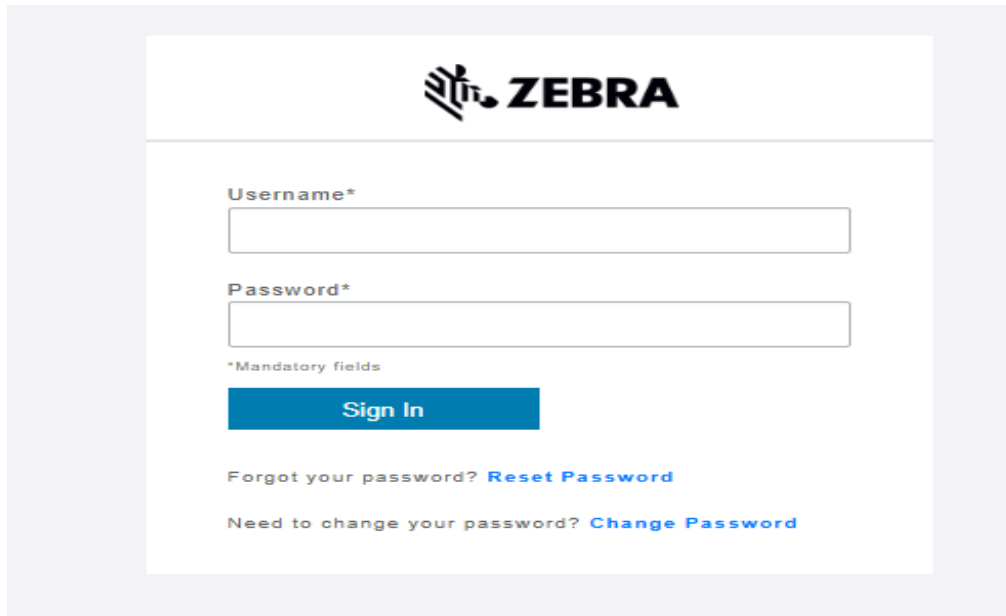
ACCESS REQUEST

Badge ID	Pk Id
<input type="text" value="Badge Id"/>	<input type="text" value="Pk Id"/>

Accessing the ECP portal:

The user must login to the secure Single Sign-On (SSO) url below

URL - <https://zebratechnologies.prod.sentinelcloud.com/ecp/>



Once user updates SSO credentials and click on Sign In button, will be routing to landing page

Key Features of the Enhanced Customer Portal:

Main Four Tabs—

- Products,
- Orders,
- Activations, and
- Devices

It allows the user to quickly find what user need to perform actions and to find all the details user need in one place, apart from these four menu tabs it has

- Home button option
- Login User functionality
- Customer Details (with Dropdown list to filter data) where user can find his centralized account details managed by him/her
- Search Option to view the product details and
- Export to CSV option

The screenshot shows the Zebra software interface. At the top, there is a navigation bar with tabs for 'Products', 'Orders', 'Activations', and 'Devices'. The 'Products' tab is selected. Below the navigation bar is a table with the following columns: Product, Activated, Available, and Total Quantity. The table lists various products such as 'Chat NA', 'Enterprise Browser Android Device Term License NA', 'PPME POC License NA', etc. A dropdown menu is open for the 'All Customers' filter, showing options like 'All Customers', 'ZSL Customer Fingerprint', and 'SSO[Test].user'.

Product	Activated	Available	Total Quantity
> Chat NA	2	1	3
> Enterprise Browser Android Device Term License NA	1	183	184
> PPME POC License NA	0	14	14
> SDC Android Device License DEV NA	0	39	39
> WFC Voice Client SW Premium PBX Bundle 1.0	0	40	40
> WFC Voice Client SW Standard PBX Bundle 1.0	34	166	200
> ZSL Product A 1.0	6	74	80
> ZSL Product B 1.0	4	36	40
> ZSL Product C 1.0	3	37	40
> ZSL Product D 1.0	3	37	40
> ZSL Product H NA	13	42	55
> ZSL Product H LLS Aggregate	32	0	32

The home page will have all the list of products, these are assigned to each user

- Product
- Activated
- Available
- Total Quantity

Product Tab

- Each product has multiple fields which contain product details
 - Product Key ID
 - Order Date
 - Order Number
 - PO Number
 - Contract Number
 - Badge ID
 - Activated
 - Available
 - Total Quantity
 - Actions

License Activation Made Easy – Please refer to Offline Order Activations later in the document.

Order Field Tab

Order field tab also provides similar functionality as product tab, user can able to activates licenses but mainly this tab provides an additional functionality of “view details”.

Order field tab contains: Order date, Order Number, PO Number, Contract Number, Badge ID, Product, Product Key ID, Expiration Date, Activated, Available, Total and Actions

Order Date	Order Number	PO Number	Contract Number	Badge ID	Product	Product Key ID	Expiration Date	Activated	Available	Total	Actions
3/5/2025	030501	030501		BDG-SZZ J71UR	Printer Profile Manager Enterprise License (v:N/A)	15859cdf-1aa4-41c0-89ec-a2a55204d566	None	0	2	2	Activate View Details
3/5/2025	030501	030501		BDG-SZZ J71UR	Printer Profile Manager Enterprise License (v:N/A)	7cf5d4c3-dceb-452d-8419-d4e71240ae39	None	0	2	2	Activate View Details
2/24/2025	x	x		BDG-I0M B33QA	Printer Profile Manager Enterprise License (v:N/A)	23c3bc94-a31f-45ff-a12b-e85e5b8577f1	None	0	2	2	Activate View Details
2/24/2025	x	x		BDG-I0M B33QA	Printer Profile Manager Enterprise License (v:N/A)	6fbabd69-55b4-4683-a114-9daa3413fb48	None	0	2	2	Activate View Details

Once user click on view details button – it will be routing to new window and provide details for that entitlement.

View Entitlement Details

Attribute Name	Attribute Value
External ID	
Creation Date	2025-03-05 15:14
EID	b99683ba-5da5-4f18-928c-2d36c682f473
Start Date	2025-03-05
Customer Name	Rp Customer 1
Customer Identifier	2023c01

Close

Activation Tab will be displaying all activated license details with date & quantity.

Products	Orders	Activations	Devices	Saro Incorpo...		Search	Export CSV		
Activation Date	Transaction ID	Product Key ID	Device Name	Device ID	Locking Code	Product	License File	Activated	Available
3/12/2025	672eee32-22ef-48fa-8daa-1c730bc89c72	ba7d5221-4803-4466-9c8e-ad670eeac1be	Device-2024-08-2 2T10:45:54.6518 41073	Device-2024-08-2 2T10:45:54.6518 41073		WFC Voice Client SW Standard PBX Bundle (vN/A) Variant Right To Use Expiration: 10/20/2027		1	8
3/12/2025	4adb8935-f491-486a-8992-e1f75f3cf980	ba7d5221-4803-4466-9c8e-ad670eeac1be	Device-2024-08-2 2T10:45:54.6518 41073	Device-2024-08-2 2T10:45:54.6518 41073		WFC Voice Client SW Standard PBX Bundle (vN/A) Variant Right To Use Expiration: 10/20/2027		1	8

Rows Per Page: 10

Device Tab User can be able to find all the activated licenses for the product. Below image refers that customers have these many licenses for activated particular device/devices.

Products	Orders	Activations	Devices	Saro Incorpo...		Search	Export CSV
Device Name	Device ID	Locking Code	Product	Activated			
Device-2024-08-22T10:45:54.651841073	Device-2024-08-22T10:45:54.651841073		WFC Voice Client SW Standard PBX Bundle (vN/A)	2			
Activation Date	Transaction ID	Product Key ID	Product	Activated	License File		
3/12/2025	672eee32-22ef-48fa-8daa-1c730bc89c72	ba7d5221-4803-4466-9c8e-ad670eeac1be	WFC Voice Client SW Standard PBX Bundle (vN/A) Variant Right To Use Expiration: 10/20/2027	1			
3/12/2025	4adb8935-f491-486a-8992-e1f75f3cf980	ba7d5221-4803-4466-9c8e-ad670eeac1be	WFC Voice Client SW Standard PBX Bundle (vN/A) Variant Right To Use Expiration: 10/20/2027	1			
8/22/2024	832da1be-a081-40a7-80fa-7caa620357a6	25f66f00-c81d-4b9a-9f70-df3065717182	WFC Voice Client SW Standard PBX Bundle (vN/A) Variant Right To Use Expiration: 9/13/2024	45			
8/22/2024	83764aae-3aee-40af-8948-943e20266b78	b21c3049-3f8d-41ce-9288-0b67e0b637a9	WFC Voice Client SW Standard PBX Bundle (vN/A) Variant Right To Use Expiration: 9/13/2024	15			

Search Box field

Search box field enables search criteria for Products, Orders, activations & Devices Tabs.

Search with Product Tab

Ex - Selecting Product Tab and click on search box will be providing new search box field with reset & search options, when user provided required data and click on search, will display requested data with the details.

Products	Orders	Activations	Devices	Saro Incorpo...		Search	Export CSV		
Enterprise Browser Android Device License		Reset	Search						
Product	Activated	Available	Total Quantity						
Enterprise Browser Android Device License (vN/A)	0	10	10						
Product Key ID	Order Date	Order Number	PO Number	Contract Number	Badge ID	Activated	Available	Total Quantity	Actions
252a107d-9d73-4103-abf1-d8c740da46e6	9/5/2024	SO-1023-01	PO-2301-01		BDG-YXH3SSA9	0	10	10	Activate

Rows Per Page: 25

Search option with Order Tab

User can select product key and provided product key and searched for details. Requested details will be displayed on the screen.

Similar way user may select any of the following fields and can search for the desired data

- Order Date Range From and To
- Expiration Date Range From and To
- Product Key
- Order Number
- Product
- PO Number
- Contract Number
- Badge ID

Order Date	Order Number	PO Number	Contract Number	Badge ID	Product	Product Key ID	Expiration Date	Activated	Available	Total	Actions
2/24/2025	022401-01	022401-01		BDG-I0M B33QA	Printer Profile Manager Enterprise License (v:N/A)	2bc979f7-173b-4243-884b-773764a8a557	None	0	2	2	Activate View Details

Export Data

By clicking on Export CSV for desired tab, those data will be generated and downloaded as CSV file.

Offline Order Activations:

License Activation Made Easy - Activate licenses with just a click! Click on Activate button as shown in below image it will navigate seamlessly to the order activation page where user can choose to activate for himself or someone else in Order Activation page

Note – This is a rarely used process to activate licenses only for OFFLINE Activation. This page should NOT be used for ONLINE activations.

Product Key ID	Order Date	Order Number	PO Number	Contract Number	Badge ID	Activated	Available	Total Quantity	Actions
ba7d5221-4803-4466-9c8e-ad670eeac1be	9/21/2024	SO-1	PO-1	CN-1	BDG-YXH3S3A9	0	10	10	Activate
f31616db-b5ee-4280-9325-6357ce86d5ad	9/19/2024	SO-1023-01	PO-2301-01	CN-1023-01	BDG-YXH3S3A9	0	5	5	Activate

Note - As shown in the above image product's available quantity & total quantity is 10 as no license has been activated.

The screenshot shows the 'Order Activation' interface. At the top, there's a green header. Below it, the order ID is 'b42e9f32-cd65-445c-82e7-208e858e9f03' and the customer name is 'Saro Incorporation 1'. There are two tabs: 'Activating For Myself' (selected) and 'Activating For Another User'. The activatee email is 'saro@mailinator.com'. A red-bordered note states: 'Note: Activate and Download license file for OFFLINE Activation/Deployment only. Do not use for ONLINE activation'. Below this, there are two tabs: 'Products' (selected) and 'Downloads'. A table lists the product 'WFC Voice Client SW Standard PBX Bundle (v)' with an expiration of 10/20/2027. The table has columns for 'Activated' (0), 'Available' (10), 'Enforcement', 'Quantity To Activate' (input field with '1'), and 'Variant' (dropdown menu). At the bottom, there are fields for 'Device' (with 'Available' and 'New' radio buttons), '* Device Name', and '* Device ID'.

Customizable Options: Easily update the required quantity and variant, ensuring you get exactly what you need (Choose to activate for yourself or another user with clear options for each action). The user can activate licenses based on available quantities

Product Lock code has three fields

- Device
 - Available
 - New
- Device Name
- Device ID

If the User selects the available device and finds the device name in Device name field it will be displaying/auto populating device name in search box, once selected the device name device id will be auto displayed and Activate button will be enabled as shown in below image.

This screenshot is similar to the previous one but shows the 'Product Lock Code' section at the bottom. The 'Device' field is now set to 'Available'. The '* Device Name' field is populated with 'Device-2024-08-22T10:45:54,Q' and the '* Device ID' field is populated with 'Device-2024-08-22T10:45:54,i'. The 'Variant' dropdown in the product table is now set to 'WFC Voice Client SW Standard I'. At the bottom right, there are 'Cancel' and 'Activate' buttons.

Click on the activate button and a new window will display the confirmation message as Activation is completed successfully.

Activation Completed successfully

Order ID: b42e9f32-cd65-445c-82e7-208e858e9f03

Customer Name: Saro Incorporation 1

License file has been e-mailed to: saro@mailinator.com

Product	Activated
WFC Voice Client SW Standard PBX Bundle (v:Right To Use)	1

Close

Products	Orders	Activations	Devices	Saro Incorpo...		Search	Export CSV		
Product	Activated	Available	Total Quantity						
WFC Voice Client SW Standard PBX Bundle (v:N/A)	1	14	15						
Product Key ID	Order Date	Order Number	PO Number	Contract Number	Badge ID	Activated	Available	Total Quantity	Actions
ba7d5221-4803-4466-9c8e-ad670eeac1be	9/21/2024	SO-1	PO-1	CN-1	BDG-YXH3S3A9	1	9	10	Activate
f31616db-b5ee-4280-9325-6357ce86d5ad	9/19/2024	SO-1023-01	PO-2301-01	CN-1023-01	BDG-YXH3S3A9	0	5	5	Activate

The above image shows this product license has Available license & Total Quantity is 10, after activated available quantity reduced to 9 and Activated field updated to 1 and total quantity remains the same.