Solstice: License Retrieval from Failed HD/Down Machine

Summary

Use this article for information on how to pull a license back from a machine who's hard drive is not accessible.

Step-by-step guide

If a machine goes down and the hard drive is not accessible:

1. Reference the Solstice License Management document \bass\sompool\brkm2015\SolsticeLicenseManagementV2.4.3
2. Note the Fulfillment ID for the room being worked on
3. Submit a Support Ticket to Mersive Support with Fulfillment ID and ask for license to be pulled back

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