

Sony Media Software & Services

# **NCST 3.9.0 Service Center**

## **User Manual**

Last Modified: 1/04/2010

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## Preface

### Target Audience

This manual is intended to be used by service center staff.

### Revision History

Document Revision Date	Description of Changes	Updated By
11/23/2009	Initial draft of the NCST 3.9.0 Service Center User Manual	C. Seraidaris
1/04/2010	Final draft of the NCST 3.9.0 Service Center User Manual	C. Seraidaris

### Browser Compatibility and Language Settings

NCST has been developed for use with Microsoft® Internet Explorer versions 6 and 7. While other browsers such as Firefox® are not specifically supported, they generally work well. NCST has not been tested with IE 8.

**Note:**

If you wish to change the displayed language, check with your system administrator for instructions. There are three language options, each of which has a different date format.

- US English – **mm/dd/yyyy**
- UK English - **dd/mm/yyyy**
- Japanese - **yyyy/mm/dd**

[**m**=month; **d**=day; **y**=year]

### Copyright Information

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## Overview

Welcome to the **NCST Service Center User Manual**, which explains how to use the **CONSOLE** tab of the Navigator Customer Service Tool (NCST) release 3.9.0. The **CONSOLE** tab allows service center staff to activate banned or suspended consoles that have been refurbished for resale.

## User Interface

### Header

A **tooltip** displays when the mouse cursor is positioned over each of the header information items located at the top of each NCST page (see **Figure 2** below).



Figure 1: Tooltips Explaining NCST Header Information

## Time Zone and Window Size Preferences



To Set the Time Zone and Window Size

1. Click the **Preferences** button. The **Preferences** Window displays.

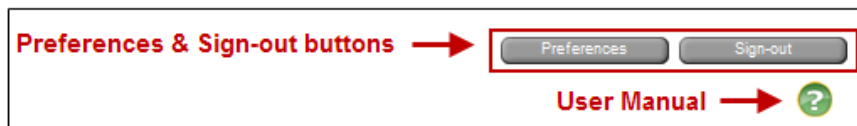


Figure 2: Preferences and Sign-out Buttons

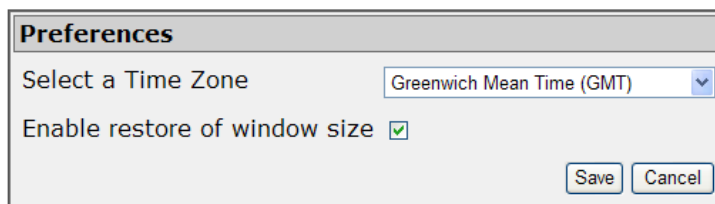


Figure 3: Preferences Dialog

2. To set your time zone preference, select an option from the Select a Time Zone drop-down list.
3. To save the current NCST UI window size, verify that the **Enable restore of window size** checkbox is selected, click **Save**, and then click the **Sign-out** button (next to **Preferences**).

**Note:**

If you de-select the **Enable restore of window size checkbox**, the current size of the NCST window will remain (unless the window size is smaller than the minimum size requirement for NCST—which means the size that all fields remain visible).

## Signing In

In order to use the **CONSOLE** Tab, you first need to sign in to NCST.



### To Sign In to NCST

1. Access the NCST system. (A link will be provided to you by management.)

You will be redirected to the **Sign-in** dialog.

**Sign-In**

Please Sign-In

Sign-In ID (email address):

Password:

Warning: 3 consecutive bad logins will disable your account.

**Figure 4: Sign-in Dialog**

2. Enter your email address in the **Sign-In ID** field.

**Note:**

After the first time you successfully sign-in, your email address will be entered automatically.

3. Enter your (Navigator account) password in the **Password** field, and click **Sign-In**.

The **CONSOLE** Tab screen displays (see the next page).

## CONSOLE Tab

The **CONSOLE** tab allows you to search for console information for a given customer, as well as suspend, ban, or activate (un-ban) a console for a given account. You can also clear all consoles associated with an account.

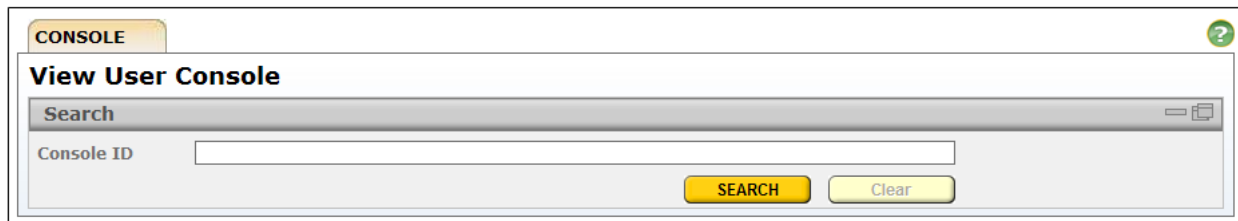


Figure 5: CONSOLE Tab

The ability to search for, change status and clear accounts associated with the **CONSOLE** tab is based on roles and access levels assigned to the **User ID**. Not all functions will be available to all User IDs.

The **Console ID** is used for:

- ▶ Limiting the number of accounts that can be registered from one console (to 64 accounts maximum).
- ▶ Suspending or banning all account access from a specific console.
- ▶ Identifying consoles that are activated for DRM by an account.

**Note:**

The customer never provides the Console ID, as this identifier is not visible to the console owner.

## Searching for Consoles



To Search for a Console

To search for customer information pertaining to a given console:

1. Enter the Console ID.
2. Click **SEARCH**.

Due to the unique nature of **Console IDs**, a search results in only one console, whether or not multiple accounts are associated to the console.

**Note:**

When entering a **Console ID**, you do not need to enter all the leading and trailing zeros. NCST includes the ID with the right number of zeros.

**Figure 6: Console ID Field**

**Note:**

All consoles that a customer has used to open an account have a **Console ID**, including a PSP, PS3, BIVL device, PC with MediaGo software, etc).

## Console Information

When executing a search for a console using the Console ID, the Console Information section displays the information pertaining to the desired console.

**Figure 7: Console Information Panel**

The Console Information section includes the following information:

**Table 1: Console Information Fields**

Field	Description
<b>Console ID</b>	ID of the console that the search was executed upon. You cannot modify this field.
<b>Console Status</b>	Status of the console. You can modify this field to Suspended, Banned, or Active (to re-activate a banned account).
<b>Console Suspended</b>	For a Suspended account, the date the suspension ends. On this date the console automatically becomes active again.
<b>Console Type</b>	The type of consoles (PS3 or PSP).
<b>Console Region</b>	The region in which the console was issued.
<b>Associated Accounts</b>	Accounts associated with the console. You can modify this field to reset the number of accounts that are associated with a given console.

**Note:**

Up to **64** accounts may be associated with one console.

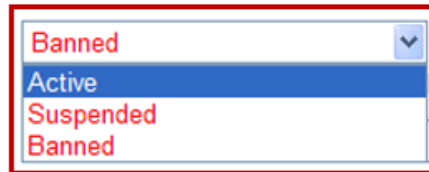


## Setting the Console Status



## To Set the Console Status

1. From the **Console Status** drop-down menu, select **Active** (to activate a banned or suspended console).



### Figure 8: Console Status Drop-Down Menu

2. Enter the reason why you are re-activating a banned console in the **Comments** field (required).  
Typically the reason is: “to activate a banned/suspended console that has been refurbished for resale.”
3. Click **SAVE**.

## Resetting Associated Accounts



## To Reset the Number of Associated Accounts

1. To reset the number of accounts that are associated with the selected console to zero (0), click **Reset**.
2. In the **Comments** field, enter the reason why you are resetting the associated accounts (required).
3. Click **SAVE**.

[illegible]

### Figure 9: Resetting Associated Accounts to Zero

## Contact Information

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