INSTRUCTIONS FOR
EMSS SBD SERVICE REQUEST FORM

This form must be submitted by U.S. Government personnel designated as either the Primary or Alternate SBD Domain Administrator (aka Domain Admin). Contractor personnel may be designated as Alternate Domain Administrator(s), and may submit this form with the Primary Admin on copy. See Section 1 instructions, below.

SIMless SBD modems require a funded Service Activation Order in addition to this SBD Service Request Form.

Types of SBD Service Requests

This form is used to request one or more of the following actions:

- New SBD Domain Setup
- SBD Domain Deactivation (for an existing domain)
- SBD Subscriber Device (SSD) Activation (either for a new or existing domain)
- SSD Device Deactivation (for an existing domain)
- Move or Transfer an SSD from one SBD Domain to another (either temporarily or permanently)

Minimum Requirements to Obtain EMSS SBD Service

Before completing this form, the following conditions should be met:

❑ Must have an EMSS approved transceiver capable of doing Short Burst Data. Contact DISA EMSS if you are not sure if your equipment meets this requirement.

❑ SIMless SBD devices must be have had a Gateway Conversion performed to be used on EMSS Gateawy. Converted device IMEIs exist on the SBD White List, which is a pre-requisite to service activation. To request White List verification, contact DUL-SBD-Support@L3harris.com

❑ SIMless SBD devices require a funded Activation Order in addition to this request form. Contact SBD Support to learn options for funding activations.

❑ SIM-based phones and L-Band transceivers require an active SIM card with a MSISDN for data.

❑ For each phone or transceiver the 15-digit IMEI must be provided, e.g., 300001001234560

❑ For each SIM card, the MSISDN (data number) must be provided

MSISDNs are 12 digits and are provided when your SIM card is activated, e.g., 8816-763-12345. SIMless SBD modems do not require MSISDNs.

Requesting EMSS SBD Service

Once the above minimum requirements are satisfied, complete and submit the EMSS SBD Service Request Form using the following instructions.

SECTION 1 - SBD DOMAIN ADMINISTRATOR INFORMATION

The Primary or Alternate SBD Domain Admin for a is the person requesting the SBD service. This person will have the responsibility of oversight for device activations and deactivations in their SBD Domain, and submit system access requests for SBD Web Portal accounts for their Domain. This person may, but does not have to have SBD Domain Administrator web portal account but it is encouraged. Domain Admins will receive EMSS SBD Service Bulletins and related notices via email. An Alternate Admin, may submit this form directly if they are a U.S. Government person, otherwise (e.g. Contractor) the Primary Domain Admin must be on copy

Enter the required information for the Primary Admin. The organization name of the Primary Admin should contain the Enterprise level organization, such as US Army, US SOCOM, US Marine Corp, Coast Guard, National Science Foundation, etc. Domains will be given non-identifying numbers. **Use a commercial phone number with area code and unclassified email address.**

The Domain Admins are the interface between their user operators and mission partners and the SBD Provisioning and Support team. Persons contacting SBD Support who are not registered with a Domain will receive only general information regarding the service and not specific device or delivery information.

SECTION 2 - SBD DOMAIN INFORMATION

For existing SBD Domains, enter the Domain number, not a LoginID or username. If this is a new account, skip to the next section

* Upon establishing a new Domain, the Primary Admin will receive a notification of domain setup. This will include an Domain number to be used for future actions, like future device activations. If you are not sure if your organization has an existing Domain, or to inquire about Domain setup status, contact SBD Support at DUL-SBD-Support@L3harris.com.

SECTION 3 - DATE

Enter the date that you are submitting the request and the date by which service activation or deactivation is desired. Please allow two (2) business days for all requests. Most requests are processed same business day.

SECTION 4 - REQUESTED ACTION

SBD Domain Activation/Deactivation:

➢ To request a new SBD Domain, check the SBD Domain Creation block. The SBD Domain is the logical grouping of your SBD devices and web portal accounts. An organization may have multiple SBD Domains if desired.

➢ To request removal of an existing SBD Domain, check the SBD Domain Removal block.

* Note when a Domain is removed, all SSDs assigned to that Domain will also have their SBD services deactivated or transferred to another Domain. If the SSDs are to be transferred to a different Domain, BOTH the sending and receiving Domain PSDA will need to submit this service request form to have the SSDs transferred. Note that SSD transfers to other SBD Domains does not affect enterprise level accounting. To change/transfer ownership, use StoreFront to submit an Administrative Change Order on the TSR for the device IMEI being transferred and change the program designator code (PDC) to that of the new device owner.

➢ To activate a new SSD unit(s), check the SSD Unit Activation block and provide the corresponding IMEI(s) and MSISDN(s) in the SSD Information section on SHEET2. If additional space is required, continue on SHEET3. No more than 100 IMEIs per request form.

➢ To deactivate an existing SSD unit(s), check the SSD Unit Deactivation block and provide the corresponding IMEI(s) in the SSD Information section.

SECTION 5 - DELIVERY METHOD & OPTIONS

SSD new activations may be configured with one or more of 3 primary delivery methods: E-Mail, Direct IP or the MT message que of other SSDs.

➢ To select E-Mail delivery, enter up to 5 E-Mail addresses. Each address line has an identifier (E1-E5). Use one or more of the identifiers to indicate the address(es) to be used for each SSD entered on SHEET 2.

E-Mail delivery will default to "Standard Email". Other options for E-mail delivery include Inline Text and Inline Binary. To request E-mail delivery other than the default "Standard E-mail", specify the Email delivery type in a message when submitting this request to DUL-SBD-Support@L3harris.com. Subsequent configuration changes may be completed by a Web Portal Domain Admin (WPDA) via the EMSS SBD website. A full description of E-Mail and other delivery options, is available to SBD Account Administrators in the SBD ICD on the EMSS SBD Web Site at https://sbdwp.pac.disa.mil.

➢ To select SSD delivery, enter up to 5 SSD IMEIs. Each SSD IMEI line has an identifier (S1-S5). Use one or more of the identifiers to indicate the address(es) to be used for each SSD entered on SHEET 2.

➢ To select Direct IP delivery, enter the IP Address in dot decimal or domain name format (e.g. 172.168.255.120   or server.domain.com).

➢ Optionally, select the Geo Location for all SSDs to be activated with this option turned on.   Geo Loc is not the same as GPS.

➤ Optionally, select Ring Alerts for all SSDs in the service request to be activated with this option turned on. This feature is for LBTs and phones running software revision IS06002 or later. It is available on all SIMless SBD only devices.

➤ Optionally, select DirectIP Secure if you want to send Mobile Originated messages in a Secure TLS Tunnel for Direct IP delivery. For more information on this option, look for the EMSS_SBD_DirectIP_Specification_3.0 and EMSS_SBD_Secure_DirectIP_Programming_Guide_1.0 documents available to EMSS customers on the SBD web portal.

SHEET 2 - SSD INFORMATION

Complete an IMEI and MSISDN field for each SSD with a SIM card. For SIM-less SBD modems, enter the DISA Direct TSR number instead of the MSISDN. Select Direct IP, E-Mail or SSD Delivery Methods by completing up to **FIVE TOTAL** delivery addresses per SSD.

This section has been modified to facilitate copy and paste from your source document into this form. The IMEI field is formatted to display 15 digits. The MSISDN field is formatted to display 12 digits. For best results, copy and paste one column at a time, e.g. only IMEIs, then only the MSISDNs, instead of trying to copy and paste across two columns (Formatted columns in MS Word, for example, may not paste correctly into this form.) Using a 12 point font in your source document is recommended before copying and pasting. The IMEI and MSISDN cells are formatted "Special - ZIP Code" to display all characters.

Completed Form Submission

Once the EMSS SBD Service Request form is completed, a Domain Administrator needs to E-mail the completed form to DUL-SBD-Support@L3harris.com.

If the submitting Domain Admin is a contractor, a USG/DOD Domain Admin should be on copy.

Once the form is received, the Domain Admins will be notified via email and assigned a Support Request number. This email comes from an L3Harris customer support server known as Agiloft. Status updates and completion notices are communicated using the Support Request email. Please allow two (2) business days for service requests to be processed once funded.

If the request is for a new SBD Domain, the Primary Domain Administrator, may submit requests to add Alternate Domain Administrators and/or Web Portal Domain Administrators (WPDA) accounts, by submitting DD Form 2875 for those personnel. To request the template and instructions for the SBD System, please email DUL-SBD-Support@L3harris.com.

Once an SSD unit is activated, subsequent configuration changes (e.g., delivery mechanism) should be made by logging into the EMSS SBD website (https://sbdwp.pac.disa.mil) with the provided username and password.

For Additional Help or Information

Visit the SBD web portal at https://sbdwp.pac.disa.mil

Email SBD Support DUL-SBD-Support@L3harris.com