

GSD. Software - Transfer license software to a new computer

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General Information:

Possible symptoms/errors:

User wants to know how to transfer license software to a new computer

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In some cases, users order a certain licensed software via the Service Catalogue. The software is then assigned to the according computer (hostname). Mostly, when this computer is changed, users want to transfer their ordered software onto the new machine.

This article describes what needs to be done in such cases.

Order software again - charged only for the new computer

Due to an adjustment in ServiceNow, the according software simply needs to be ordered again. The service won't be created and charged twice, but only once and only for the new machine. The software package will be automatically installed on the new computer via SCCM.

Assignment Group:

Ext_WW_Physical-Workplace_SLS_CapgeminiLocal IT

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A