

# BellaDati

Process for License Key  
generation and available  
self-support tools

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**Created by:**

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## Document changes

Revision	Date	Author
1	15.2. 2015	Lubomir Micko
2	30.3. 2016	Miloslava Trginova
3	13. 5. 2016	Ondrej Spalek
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## 1 Purpose of the document

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The purpose of this document is to summarize which technical resources are available for Partners/Customers for selfstudy of Belladati Products and define processes for Partner/Customer which steps will be taken to generate License key.

## 2 BellaDati Helpdesk

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The main communication channel with BellaDati is BellaDati on-line Helpdesk (External JIRA). Each Partner is eligible for having own private workspace for reporting project-specific issues or requirements.

On-line Helpdesk system URL:

<http://issues.belladati.com>

Please let us know e-mail addresses of participants and we will set up the project and the access for you.

Guidance of how to work with the Helpdesk is available here:

<http://support.belladati.com/index/How+to+create+a+ticket>

In case of emergency, Partners can escalate the tickets offline over emails or directly over the appropriate phone contacts defined in the communication matrix.

## 3 On-line training materials and web live demo for self-study

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### 3.1 Documentation

Product documentation is publicly available on the support portal.

for End users: <http://support.belladati.com/doc/BellaDati+User's+Documentation>

for Developers: <http://support.belladati.com/techdoc/BellaDati+Developers+Network>

for IoT Data Collector: <http://support.belladati.com/display/IOT/BellaDati+IoT+Data+Collector>

### 3.2 Video tutorials

About 40 tutorials are available on our webpage: <http://www.belladati.com/tutorials/>

### 3.3 Public demos

Everyone can access and use our publicly available demos which are focused on multiple industries.

<http://www.belladati.com/demos>

### 3.4 BellaApps demo repository

We would like to offer you complimentary access to our demo repository.

- Demo repository is available in read-only (viewer) mode on BellaDati cloud (access credentials and descriptions are on our partner portal with restricted access).
- Partner can download demo from the Partners portal, edit them and use for presentations, self-training or as the basis to set up of the application for customers.

To set up the access to partner portal please send us your request with your email address. You will get an activation email that has the expiration period of 24 hours.

### 3.5 BellaDati demo recordings

BellaDati Introductory Training - <https://www.youtube.com/watch?v=KsItB-S8PcY>

BellaDati ML Studio - Introductory Training - <https://www.youtube.com/watch?v=cgzyimwbXQw>

### 3.6 Web live demo

We would like to offer you 2 hours long introductory live web demo in English.

### 3.7 Use cases

Videos for our Use cases are available on our webpage: <http://www.belladati.com/use-cases/>

Additional materials can be downloaded from the Partners portal.

### 3.8 Webinars

Recordings of webinars are available on our webpage: <http://www.belladati.com/webinar-archive/>

### 3.9 Other resources

Detail description of the Technical Support Process for Partners is available on the Partners portal (<http://support.belladati.com/display/partners/Product+Information>) in the section Project Templates / [BellaDati-TechnicalSupportProcessForPartners.pdf](#).

## 4 Process for the generation of License Key

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Partner/Customer is asked to review BellaDati documentation for the hardware recommendation (<http://support.belladati.com/techdoc/System+Requirements>). If Partner needs more information, he shall contact BellaDati dedicated contact for the further recommendation or raise the ticket in Helpdesk system. Then Partner will send server ID via HelpDesk system and he will get License Key.

The installation documentation is available at <http://support.belladati.com/techdoc/Installation+and+Update+Guide>.

We recommend Linux installation that is the easiest for diagnostics.

Partner can request support for the installation via HelpDesk system.