

# How to Obtain the Service Provider Password

## Symptom

A Service Provider password is required when performing the initial system configuration or configuring dial-out using:

- The OSM Notification Director
- The TSM Notification Director Application for TSM Version 7.0 and later
- The TSM Configuration Application for TSM Version 5.0 and earlier

## Version

All

## Problem

You don't know what to type for Service Provider password.

## Fix

You must contact the Global Customer Support Center (GCSC) to request a service provider password.