



How to transfer a Secure Access or J-Series product license on an RMA

If you have received an RMA replacement for the products listed below, please go to the following License Management System link to transfer your existing license to the replacement unit. <https://www.juniper.net/lcrs>
Please use your CSC User ID and Password to access LMS.

The following products require you to transfer the license key:

SSL-VPN Product line:

- SA700
- SA2000
- SA4000
- SA6000

J-SERIES Product line:

- J6300-2FEL-S-1AC-XX
- J4300-2FEL-S-AC-XX
- J2300-1E2FEL-S-AC-XX
- J2300-1S2FEL-S-AC-XX
- J2300-1T2FEL-S-AC-XX
- J2300-1E2FE1BL-S-AC-XX
- J2300-1S2FE1BL-S-AC-XX
- J2300-1T2FE1BL-S-AC-XX

XX denotes power supply version of US, UK, JA, EU, CH, IT, AU

Steps for generating your license on an replacement RMA unit:

1. Click on “Generate Replacement Licenses for RMA devices”
2. Chose the product line – either J-Series Service Routers or Secure Access (SSL VPN)

For J-Series Service Routers, you must enter in the following details:

- RMA Number
- Defective Serial Number
- Replacement Serial Number

For Secure Access, you must enter in the following details:

- RMA Number
- Defective Serial number
- Replacement Hardware Licensing ID

3. Click Generate
4. You will see the list of generated licenses – scroll to the bottom and confirm delivery options (text or excel file) of the license(s) to be sent via email
5. Click OK
6. You should receive an email with your license keys
7. Download to your system
8. If you have any issues with transferring your license, please contact Customer Care via Case Manager.

**** Legacy SSL VPN (RA500, SA1000/3000/5000) model numbers cannot be supported on LMS for RMA transfers. You must contact Customer Care**