

# OBTAIN YOUR LICENSE KEYS AND SOFTWARE FOR THE JUNIPER ADVANCED THREAT PREVENTION APPLIANCE

This document describes how to obtain the appropriate license keys and software required for your Juniper Networks® Advanced Threat Prevention Appliance.

## Instructions

### 1. Create a User Account.

To download your software, you need an approved user account with Juniper Networks. If you do not already have one, you can create an account through the [User Registration Portal](#).

**Note:** Compliance approval typically takes two hours following the creation of a new Juniper User Account.

### 2. Retrieve your Software Serial Number.

The Software Serial Number is a unique 14-digit number that Juniper uses to identify your Juniper Networks software installation (or purchased capacity). You can find this number in the Software Serial Number Certificate attached to the e-mail sent when you ordered your Juniper Networks Service. Store the Software Serial Number in a safe place, as it will be needed to identify your installation when engaging Juniper for support. Note that this number is different than the license key described in Step 3.

### 3. Request Your License Key.

Open an Admin Service Request (case) using our [Service Request Manager](#) on the Juniper Customer Support Center (CSC) and enter the following information to facilitate your request. You may also call Customer Care via telephone if you prefer:

- Subject Line: Juniper ATPA Software License Request
- Description:
  - Sales Order Number
  - Software Product SKU
  - UUID (for assistance finding your UUID, see [kb.juniper.net/kb32301](http://kb.juniper.net/kb32301))

- Serial Number/SSRN (enter the Software Serial Number provided in your license fulfillment e-mail). If available, please attach the Software Serial Number Certificate (PDF) to the Admin Service Request.

Once your service request is processed, your license key will be sent to you.

**4. Download Your Software.**

If you need to download your software, you can find it on the [Juniper Software Downloads page](#). You will need to sign in with your Juniper user account and provide your Software Serial Number.

**Note:** If you receive an account privileges error, please contact Customer Care to have your account upgraded. Be prepared to provide your Software Serial Number as proof of purchase.

**5. Install Your Software.**

Install your software according to the instructions in the software documentation. Make sure to enter the license key as instructed during installation.

### Additional Resources

- [JATP and SRX Series Integration Guide](#)
- [JATP Operator's Guide](#)
- [JATP Technical Documentation](#)

### Need Help?

For additional assistance, you may contact Juniper Networks by opening a case online via the Juniper Customer Support Center (CSC) [Service Request Manager](#).

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