OBTAIN YOUR LICENSE KEYS AND SOFTWARE FOR THE NORTHSTAR CONTROLLER

This document describes how to obtain the appropriate license keys and software required for your Juniper Networks® NorthStar Controller product.

Instructions

1. **Create a User Account.**
   To download your software, you need an approved user account with Juniper Networks. If you do not have one already, you can create an account through the User Registration Portal.

2. **Request your Software Serial Number Certificates (if you don't already have them).**
   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 necessary to identify your installation when engaging Juniper for support. Note that this number is different than the license key described in Step 3.

3. **Forward your Fulfillment E-mail to the Juniper Account Activation Team.**
   Locate the fulfillment e-mail(s) that you received and forward it/them to northstar-key-request@juniper.net as well as to your Juniper Account Manager. (These e-mails verify that you purchased the product.) Identify the subject as "(*Your Company Name)* NorthStar License Keys Needed" and add the following information to the e-mail:
   - Company name
   - Primary contact name
   - Full company address
   - Contact e-mail address
   - Contact phone number
   - *Existing customers only:* Copy of the existing NorthStar license file (obtainable in the NorthStar GUI)
   - *Releases before 6.0*: Card name and MAC address (e.g., eth0, MAC = C8:1F:66:B9:70:AF)

You will receive an e-mail confirming your activation request. The Juniper product activation team will complete the activation request within two (2) business days and send you a license key.

4. **Download Your Software.**
   Find your product software on the Juniper Software Downloads page. You will need to sign in with your Juniper user account and provide your Software Serial Number.

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

- NorthStar Controller 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.