

Juniper Networks License Management System (LMS) FAQ

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General License FAQ's

1. What is LMS?

LMS is the License Management System from Juniper Networks. It is an online tool which enables our J-Partners and/or End User to retrieve and activate their product license key(s).

2. How do I obtain an Evaluation license key?

All requests must be made initially with your Juniper Sales or Channel Representative.

3. How do I order a license?

All product license keys are purchased like a product via a Juniper Networks J-Partner.

4. What is an Authorization Code?

An authorization code is a unique 16 digit alphanumeric sent via email in response to an ordered feature or subscription. The authorization code is used in conjunction with the device serial number to generate a license key.

5. I didn't receive my Authorization Code.

Please contact your Reseller for status or open a Customer Care case by either calling 1-800-638-8296 or by accessing the Case Manager tool available online through your CSC account at https://www.juniper.net/cm/case_create_choice.jsp. Please be sure to include your PO number and the name of your Reseller.

6. How do I get my license key?

Log into your online CSC account and go to the LMS (License Management System) section to generate a permanent license key. http://www.juniper.net/generate_license. Scroll down and select your product type. Enter your serial number and your authorization code. Select the "Generate" button.

7. I have entered my serial number and my authorization code to try and generate my license key but I am receiving an error.

You will need to open a customer care case by either calling 1-800-638-8296 or by accessing the online Case Manager tool located in your CSC account. https://www.juniper.net/cm/case_create_choice.jsp. Be prepared to provide the product version, serial number and authorization code.

8. I'm getting an "Invalid Number Combination" error from the online LMS http://www.juniper.net/generate_license when I'm trying to obtain my license key for the upgrade I purchased.

You need to enter the hardware serial number from your unit. Do not use the RTU serial number on the certificate.

9. How do I find which license keys I have?

Login to your CSC account and go to the LMS (License Management System) http://www.juniper.net/generate_license section. Go to the 'Find License Keys' tab and enter your search criteria.

10. I activated my authorization code against the wrong serial number. What should I do?

If the activation against the wrong serial number was done during the initial install and within 30 days of receiving the authorization code, please open a Customer Care case by either calling 1-888-314-5822 or by accessing the online Case Manager tool located in your CSC account. https://www.juniper.net/cm/case_create_choice.jsp. Please provide the incorrect serial number, the correct serial number and the RTU code.

SSL License FAQ's

11. I've accidentally used my authorization code with the wrong serial number.

If the activation against the wrong serial number was done during the initial install and within 30 days of receiving the authorization code, please open a Customer Care case by calling 1-800-638-8296 or by accessing the Case Manager tool available online through your CSC account. https://www.juniper.net/cm/case_create_choice.jsp . Please be sure to include the following information:

- Serial numbers of the correct and incorrect units
- Hardware ID numbers for the correct and incorrect units
- The Authorization code

12. After upgrading my cluster key is not working. What should I do?

Please open a Customer care case by calling 1-800-638-8296 or by accessing the Case Manager tool available online through your CSC account. https://www.juniper.net/cm/case_create_choice.jsp .

13. How do I request an Eval key for a SA device?

LMS currently has 1-8 week Eval keys available for the SA devices. Contact your SE or open a Customer Care case by calling 1-800-638-8296 or by accessing the Case Manager tool available online through your CSC account. https://www.juniper.net/cm/case_create_choice.jsp Please provide the name of your SE.

14. How do I renew my LAB license key?

Please open a Customer Care case by calling 1-800-638-8296 or by accessing the Case Manager tool available online through your CSC account. https://www.juniper.net/cm/case_create_choice.jsp . You must have a current support contract.

15. How do I locate my hardware ID number?

Log in as the "Admin". The hardware ID number can be located by clicking on the "System/Configuration/Licensing" tab listed under the the systems section on the left side of the page.

16. Why aren't the Advanced (ADV) and Secure Application Manager and Network Connect (SAMNC) features available for purchase on the SA2500, SA4500 & SA6500?

The ADV and SAMNC features come bundled with the software and no longer need to be purchased separately.

WX License FAQ

17. The temporary license key for my WX unit is going to/has expired. What do I need to do to get a permanent key?

Go to http://www.juniper.net/generate_license . Scroll down and select your product type. Enter your serial number and select the "Generate" button.

18. Do I need an authorization code to get my license for my WX/DX unit?

Only if you purchase an upgrade. Otherwise, go to http://www.juniper.net/generate_license, scroll down and select your product type. Enter your serial number and select the "Generate" button. Disregard the field that says authorization code.

19. What is the base speed of my WX unit?

Model	Base Speed	Model	Base Speed
WX-15	64 Kbps	WXC-100	1 Mbps
WX-20	64 Kbps	WXC-250	128 Kbps
WX-50	256 Kbps	WXC-500	512 Kbps
WX-55	256 Kbps	WXC-590	2 Mbps
WX-60	512 Kbps	WXC-1800	512 Kbps
WX-80	1 Mbps	WXC-2600	2 Mbps
WX-100	1 Mbps	WXC-3400	10 Mbps

20. I purchased an upgrade for my WX/DX unit. Do I need an authorization code to obtain the license?

Yes, you will receive an RTU email which will contain your authorization code. If you have not received the RTU, contact your reseller or open a Customer Care case by either calling 1-888-314-5822 or by accessing the online Case Manager tool located in your CSC account. https://www.juniper.net/cm/case_create_choice.jsp. Be prepared to provide the product version, serial number and authorization code.

21. I want to upgrade the speed of my WX-20 to 256 Kbps. What do I need to do?

Prior to placing your order with your Reseller, you need to check the current speed on your unit. If you have previously applied an upgrade, you do not need to purchase the new upgrade from the base speed.

22. Where can I find the current speed of my device?

Access the LMS tool at http://www.juniper.net/generate_license. Click on the “Find License Keys” tab. Enter your serial number and click on search. You will see the details of your unit.

Corporate and Sales Headquarters

Juniper Networks, Inc.
 1194 North Mathilda Avenue
 Sunnyvale, CA 94089 USA
 Phone: 888.JUNIPER (888.586.4737)
 or 408.745.2000
 Fax: 408.745.2100

APAC Headquarters

Juniper Networks (Hong Kong)
 26/F, Cityplaza One
 1111 King's Road
 Taikoo Shing, Hong Kong
 Phone: 852.2332.3636
 Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks Ireland
 Airside Business Park
 Swords, County Dublin, Ireland
 Phone: 35.31.8903.600
 Fax: 35.31.8903.601

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