

How to transfer a license activation key to an RMA replacement device

Overview

If you are receiving an RMA replacement for your Juniper appliance and the appliance has product activation key, you may self service transfer the license activation key from the defective device to a replacement device.

The replacement device may be the replacement device sent by Juniper, or any stand-by replacement device that has not previously had license activation keys. The replacement device must be the same model as the defective device.

Please go to the License Management System (LMS) located at <https://www.juniper.net/lcrs/generateRMA.do> to transfer your existing license activation keys to the replacement unit. Login to the Customer Support Center (CSC) is required.

The LMS system is available 24X7 to transfer license activation keys. The LMS system can be accessed from the customer support center (CSC) webpage www.juniper.net/customers/support, "Contracts & Licensing" tab, "Generate Licenses for RMA devices" link under the Product Licensing heading. Please use your CSC User ID and Password to access LMS.

The following products lines allow self service transfer of license activation keys to replacement devices.

- DX Series
- SSG Series Secure Services Gateways
- IDP Series Intrusion Detection and Prevention Appliances
- IC Series Unified Access Control Appliances.
- J Series Services Routers
- ISG Series Integrated Security Gateways
- SRX Series Services Gateways
- NSM Central Manager and NSMXpress
- SA Series SSL VPN Appliances
- STRM Series Security Threat Response Managers
- WX Series Application Acceleration Platforms

Before a self service license activation key transfer to an RMA replacement device can occur, Juniper must have shipped a replacement device for the RMA. The shipment by Juniper must occur even if the key transfer is to a stand-by replacement device that has not previously had license activation keys.

Process for RMA License Keys

Steps for self service generating your RMA replacement license activation key:

1. Click on “Generate Licenses for RMA devices”
2. Chose the product line

As may be noted on the product line page, certain older version products are not available for self service RMA transfer of license keys. For these older products, a case must be opened with Customer Care to transfer the license activation keys.

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

Copyright 2009 Juniper Networks, Inc. All rights reserved. Juniper Networks, JUNOS, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. The Juniper Networks logo, Engineered for the network ahead, and JUNOSe are trademarks of Juniper Networks, Inc. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

990504 March 2009