

# DOWNLOAD AND ACTIVATE YOUR TELCHEMY EMBEDDED PERFORMANCE MONITOR (TEPM) SOFTWARE

This document describes how to download and activate your Juniper Networks® Telchemy embedded Performance Monitor (TePM) software.

## Step 1. Gather your TePM Controller software serial number, and if activating capacity on your Telchemy ePM Controller, gather your Authorization Code(s)

Keep the software serial number in a safe place, as it will be needed to identify your installation when engaging Juniper Networks for support. Upon proper installation, this serial number will be visible in the Controller user interface.

**Software Serial Number:** The serial number is a unique 14-digit number that Juniper uses to identify your particular software installation. You can find the software serial number in the Software Serial Number Certificate attached to the email sent when you ordered your Juniper Networks TePM Controller software.

**Authorization Code:** The 16-digit alphanumeric Authorization Code is sent via email in response to your order and is required to generate the licensed capacity activation key(s) for your Juniper Networks TePM Controller software. The Authorization Code is required to generate your license activation key—it is not the license activation key itself.

## Step 2. Download Telchemy ePM Controller software and TePM Agent software

From Juniper's main Web page, [www.juniper.net](http://www.juniper.net), navigate to Support, then to Download Software, or go directly to the main Juniper Software Download page at [www.juniper.net/customers/csc/software/](http://www.juniper.net/customers/csc/software/). A Juniper user account is needed to access this page (instructions for creating an account are shown below). Look for and click on "Telchemy ePM."

In order to access the download page, you need a Customer Support Center (CSC) user account with Juniper. If you do not have one already, then go to the Juniper entitlement page, [www.juniper.net/entitlement](http://www.juniper.net/entitlement), and submit an access request for a Telchemy ePM software download using these steps:

1. In the "Issue Type" drop-down, select "Access to software downloads."
2. In the "Description of Issue," enter the serial number of the router on which the Agent will run (this can be a member of Juniper Networks T Series Core Routers, M Series Multiservice Edge Routers, or MX Series 3D Universal Edge Routers product families), then enter the software serial number shipped to you via email in response to your TePM Controller software order.
3. In the "URL Accessed," enter [www.juniper.net/customers/csc/software/](http://www.juniper.net/customers/csc/software/).

4. Complete the remaining required fields, such as name, company name, and email address.

## Step 3. Install the software according to the instructions in the product documentation.

**Agent software installation:** If not already installed, install the Agent software on the T Series / M Series / MX Series services module (MS-PIC, MS-DPC) according to the instructions provided in the product documentation.

**Controller software installation:** If not already installed, install the Controller software on a standalone server. Note the HOST ID used in the installation process.

**Host ID:** An identifier required for TePM Controller installations. The Host ID is required by the Controller installation process and when generating an initial Controller activation key.

## Step 4. Generate and install activation key(s) for the Controller installation

Upon initial setup, all Controller installations need an initial setup activation key to activate the Controller. If further capacity was purchased and is being added to the Controller, each capacity increment will need to be added via an additional activation key. For the initial setup Controller activation key, gather the software serial number and Host ID (no Authorization Code is required). For Controller capacity key(s), gather the software serial number and the Authorization Code(s) associated with the capacity purchased.

Generate license activation keys using the Juniper Networks License Management System. At [www.juniper.net/generate\\_license](http://www.juniper.net/generate_license), select the link **Manage Product Licenses - Generate License Keys**. Select the product series and follow the instructions presented. For the initial setup activation key, enter the software serial number and Host ID. For capacity keys, enter software serial number and Authorization Code(s).

The Juniper Networks License Management System provides license activation keys in one of two ways:

- Download the license activation keys to your computer after generation
- Receive an email that contains the license activation key(s)

Enter the activation keys into the TePM Controller following the product installation instructions.

For additional assistance, please contact Juniper Networks Customer Care by opening a case online via the CSC at [https://tools.online.juniper.net/cm/case\\_create\\_choice.jsp](https://tools.online.juniper.net/cm/case_create_choice.jsp) (login to the CSC is required).