

OBTAIN YOUR JUNIPER NETWORKS JUNOS CONTENT ENCORE SOFTWARE AND LICENSE ACTIVATION KEY

This document briefly describes how to obtain your software and license activation key for your Juniper Networks® Junos Content Encore.

Step 1. Gather your Software Serial Number.

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

Step 2. Download your Junos Content Encore software.

From Juniper's main web page, www.juniper.net, navigate to Support, then to Download Software. A Juniper user account is needed to access this page (instructions for creating an account follow). Under the "Other" heading, look for and click on "Junos Content Encore."

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, click on the "Create an Account" link in the rightmost column on the CSC main page. Should you be unable to access the Junos Content Encore software downloads, go to the Login Assistance page at www.juniper.net/entitlement/loginAssistance.do.

1. In the "Issue Type" drop-down, select "Access to software downloads."
2. In the "Description of Issue," enter "Juniper Junos Content Encore" and the software serial number presented on a separate page in this attachment.
3. In the "URL Accessed," enter www.juniper.net/customers/csc/software/.
4. Complete the remaining required fields such as name, company name, and email address.

Step 3. Install the Junos Content Encore software according to the instructions in the product documentation.

Step 4. Gather your Host ID.

Host ID: A string generated when you install your Junos Content Encore software. The Host ID can be retrieved by invoking the HOST-ID CLI command. This procedure is documented in the Junos Content Encore product documentation.

Step 5. To receive your license activation key:

In an email with the subject: "Junos Content Encore Key needed" include:

- Software Serial Number
- Host ID
- Junos Content Encore product SKU ordered
- Customer company name
- Customer email address

Send the email to: mediaflowkeys@juniper.net

Receive your License Activation Key in an email from Juniper Networks within 48 hours of your license request email.

Step 6. Load the key into the software following instructions in the product documentation.