

GUIDE TO DOWNLOAD AND ACTIVATE YOUR VGW VIRTUAL GATEWAY SOFTWARE

This document describes how to download and activate your Juniper Networks® vGW Virtual Gateway software.

Step 1. Gather your software serial number

The vGW software serial number is a unique 14-digit number that Juniper uses to identify your particular Juniper Networks software installation. You can find the software serial number in the Software Serial Number Certificate in the attached email. Be sure to keep it in a safe place, as it will be needed to activate your vGW features and to identify your installation when engaging Juniper for support.

Step 2. Download vGW Software

From Juniper's main webpage (www.juniper.net), navigate to Support, then to Download Software, or go directly to www.juniper.net/support/product/vgw. A Juniper user account is needed to access and download software files. Be prepared to provide your software serial number to step through to the product registration process.

In order to access the software files, you need to have a Customer Support Center (CSC) user account with Juniper. If you do not already have one, go to the Juniper entitlement page at www.juniper.net/entitlement, and submit an access request for vGW software download following these steps.

1. In the "Issue Type" drop-down, select "Access to software downloads."
2. In the "Description of Issue," enter the software serial number presented on a separate page in this attachment.
3. In the "URL Accessed," enter www.juniper.net/support/product/vgw.
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 which can be found on the software download website alongside the product binaries

Step 4. Activate the central management base software using your software serial number

1. Gather your vGW software serial number (if you purchased additional features, gather the Authorization Codes for those features).
Authorization Code: The 16-digit alphanumeric Authorization Code is sent in response to your vGW features order and is required to generate the license activation key for your vGW product. However, the Authorization Code is optional when generating the base central manager license activation key without an additional vGW feature.
2. Sign into the Juniper Networks License Management System at www.juniper.net/generate_license. Select the vGW link from the dropdown menu and follow the instructions in the system user interface.
3. The License Management System will provide you with your vGW license activation key(s) in one of two ways:
 - Downloading your license activation key(s) to your computer from Juniper Networks License Management System.
 - Receiving an email from the License Management System containing your license activation key(s).
4. Sign into the Security Design vGW administrator Web interface and enter your license activation key(s) on the Settings > Status & License screen.

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 (login to the CSC is required).