

DOWNLOAD AND ACTIVATE YOUR SOFTWARE

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

Step 1. Gather your software serial number, and if activating additional capacity or features, gather your authorization code(s).

Keep the software serial number in a safe place, as it is needed to identify your installation when you contact Juniper Networks for support. Upon installation, this serial number is visible in your product.

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 that was sent when you ordered your Juniper Networks 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/feature activation key(s) for your Juniper Networks software. The authorization code is required to generate your license activation key—it is not the license activation key itself.

Step 2. Download software.

From Juniper's main webpage, 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 are shown on the support page). Select the product line. Look for and click on your software's product line.

To access the download page, you need a Customer Support Center (CSC) user account with Juniper and access to the product line's software download page. To obtain this access, go to the Juniper entitlement page, www.juniper.net/entitlement, and submit an access request for the software download by using these steps:

1. Select "Access to software downloads" in the "Issue Type" drop-down menu.
2. Enter the software serial number—which was shipped to you via email in response to your software order—in the "Description of Issue."
3. Complete the remaining required fields, such as name, company name and email address.

For detailed information about license key types, generating a new license key, and upgrading existing license keys, see your product's administration guide.

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

Step 4. Generate and install license activation key(s).

Upon initial setup, a base activation key might be required to activate the software. If further capacity or feature(s) were purchased and are being added to the software, each capacity increment and feature needs to be added via another activation key.

For the base activation key, gather the software serial number. For additional capacity/feature key(s), gather the software serial number and the authorization code(s).

Generate license activation keys using the Juniper Networks License Management System. At www.juniper.net/generate_license, select the link titled "Manage Product Licenses - Generate License Keys." Select the product series and follow the instructions presented. For the base activation key, enter the software serial number. For capacity/feature key(s), enter software serial number and authorization code(s).

The Juniper Networks License Management System (LMS) 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 software following the product installation instructions.

Step 5. Obtain Internet activation.

The software might need to contact the LMS via the Internet as part of the activation sequence. If an Internet connection is not available, your software allows you to copy offline the activation text to present to the LMS. Paste this text into the LMS screen, which you can find by clicking on the offline activation link that appears after you select your product series. The LMS responds with offline activation text that needs to be pasted into the software.

For additional assistance, you may contact Juniper Networks Customer Care at +1-888-314-5822 (United States) or +1-408-936-1572 (outside the United States). Alternately, you may also open a case online via the Juniper Customer Support Center (CSC) Case Manager.