

# DOWNLOAD AND ACTIVATE YOUR PRODUCT

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

---

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

**Device Serial Number:** The device serial number is a unique alpha numeric code used to identify your device when generating License Activation Keys. You can find the device serial number either on the bottom or sides of the unit. You can also find the serial number via device commands, Web interface, or a Juniper Networks network management system.

**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 product. The authorization code is required to generate your license activation key—it is not the license activation key itself.

## Step 2. Generate and install license activation key(s).

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 titled "Manage Product Licenses - Generate License Keys." Select the product series and follow the instructions presented.

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 product following the product installation instructions.

## Step 3. Download software.

From Juniper's main webpage, [www.juniper.net](http://www.juniper.net), navigate to Support, then to Download Software. Select your software's or the Junos OS-based product line. 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](http://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 RTU serial number—which was shipped to you via email in response to your order—in the "Description of Issue."
3. Complete the remaining required fields, such as name, company name and email address.

## Step 4. Install the software according to the instructions in the product documentation.

The license activation keys must be loaded before the software can be installed.

---

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

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.