



AssuredSAN Obtaining and Installing a License

After you have purchased a license option for your **AssuredSAN™ 3004 Series, 4004 Series, or 6004 Series** storage system, you need to obtain and then install the license file. This file is the license key that activates the expanded functionality on your storage system. These instructions describe how to contact Dot Hill Support to obtain the license file, and then how to install it.

Obtaining the license file

To obtain the license file:

1. Use the web browser interface (WBI) to save system log data to a file so Dot Hill Support can ensure that proper information is included in the license.
 - a. If you are using WBI v3: In the footer, click the health panel and select **Save Logs**, and complete the procedure as described in online help.
 - b. If you are using WBI v2: In the Configuration View panel, right-click the system and select **Tools > Save Logs**, and complete the procedure as described in online help.
2. Contact Dot Hill Support using one of these methods:
 - o In the U.S., call 1-877-368-7924.
 - o Outside the U.S., call 1-303-845-3200 and select option 1.
 - o Email support@dothill.com.
 - o Open a service request in SANSolve, Dot Hill's web-based call center interface.

Provide the following information:

- o User name
- o Company name and address
- o User phone number and email address
- o The system log file from [step 1](#)
- o Software product part number, as specified in the following table

Products	Part number	Description
All	SW-RealStor2	RealStor™ base software license
4004 Series, 6004 Series	SW-RealTier2	RealTier™ SSD tiering software license
4004 Series, 6004 Series	SW-RealTier2-M1	RealTier, 1-year support
All	SW-RealSnap	RealSnap™ snapshot software license
All	SW-RealSnap-M1	RealSnap, 1-year support
All	SW-RealSpan	RealSpan asynchronous replication software license
All	SW-RealSpan-M1	RealSpan™, 1-year support

3004 Series, 4004 Series	SW-DMS-R01-3K	DMS bundle software
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3004 Series, 4004 Series	SW-DMS-R01-3K-M1	DMS, 1-year support
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Dot Hill Support will send the license file to the email address that you provided.

3. When you receive the license file, save the file to a location on your network that the storage system can access.

Installing the license file

To install the license file:

1. Sign in to the WBI as a user with the `manage` role on the controller for which the license was generated.
2. If you are using WBI v3:
 - a. In the Home topic, select **Action > Install License**.
 - b. On the Permanent License tab, click **Browse** to locate and select the license file.
 - c. Click **OK**.
3. If you are using WBI v2:
 - a. In the Configuration View panel, right-click on the system and select **Tools > Install License**.
 - b. Click **Browse** to locate and select the license file.
 - c. Click **Install License File**.

If installation succeeds, the licensing change takes effect immediately.

Because license data is stored on the enclosure midplane, it applies to both controllers in a dual-controller system and remains in effect if either controller is replaced.

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