AssuredSAN Pro 5000 Series
Obtaining and Installing a License

After you have purchased a license option for your AssuredSAN Pro 5000 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. Save a screen capture of the system's license settings:
   a. Sign in to Storage Management Console as a Manage-level user.
   b. In the **Home** topic, select **Action > Install License**.
   c. Create and save a screen capture of the License Settings panel.
2. Contact Dot Hill Support using one of these methods:
   - In the U.S., call 1-877-368-7924.
   - Outside the U.S., call 1-760-931-5500 and select option 2.
   - Email support@dothill.com.
   - Open a service request in SANSolve, Dot Hill's web-based call center interface.

   Provide the following information:
   - User name
   - Company name and address
   - User phone number and email address
   - License settings screen capture, as saved in step 1 above
   - Software product part number, as specified in the following table

Part number	Description
SW-DMS-R01-3K	Bundled AssuredCopy, AssuredSnap, AssuredRemote package for AssuredSAN Pro 5000 Series
SW-ATS-R010-5000	Required base software for AssuredSAN Pro 5000 Series

   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 Storage Management Console as a Manage-level user on the controller for which the license was generated.

2. In the **Home** topic, select **Action > Install License**.

3. Click **Choose File** to locate and select the license file.

4. Click **OK**. If installation succeeds, the license-settings table is updated. The licensing changes take effect immediately. For an explanation of information shown in the table, see the panel's online help.

📝 **NOTE:** 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.