Exos® Protect 4006 Series
Obtaining and Installing a License

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This document describes:

- How to install a software license, purchased with a 4006 Series storage system, during system setup
- How to obtain and install a software license for a 4006 Series storage system that is already in use

The license file contains a license key that activates expanded functionality in the system. When license 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.

Installing a license during system setup

1. Save the license file to a location on your network that the storage system can access.
2. Sign in to the Storage Management Console as a user with the `manage` role on the controller for which the license was generated. When you connect to Storage Management Console the first time, an onboarding wizard guides you through system configuration.
3. Follow the on-screen directions to install the license file.

Obtaining and installing a license after system setup

1. In the Storage Management Console, select **Maintenance** > **Support** > **Collect Logs** to download system logs so Technical Support can ensure that proper information is included in the license.
2. Contact Technical Support using one of these methods:
   - Call 1-800-SEAGATE.
   - Email frontline@seagate.com.
   - Open a service request in SalesForce at www.seagate.com/direct-partners.

   Provide the following information:
   - User name
   - Company name and address
   - User phone number and email address
   - The system log file from step 1
   - Software product part number, as specified in the following table

Product	Part number	Description
All	SW-BUNDLE	Tiering, snapshot, and asynchronous replication licenses
All	SW-BUNDLE-M1	Software bundle, 1-year support

Technical support will send the license file to the email address that you provided.

3. When you receive the license file, save it to a location on your network that the storage system can access.
4. In the Storage Management Console, select **Maintenance** > **Support** > **Licensing** to install the license file.

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