

Obtaining and Installing the License Certificate File

After you have purchased a license option for your R/Evolution 5000 Series storage system, you need to obtain and then install the license certificate 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 certificate file, and then how to use the web-based interface, RAIDar, to install it.

Obtaining the License Certificate File

To obtain the license certificate file, perform the following steps.

1. Determine your controller enclosure's midplane serial number.

The license certificate file is generated specifically for the midplane serial number of the enclosure in which it is being installed. You will have to provide this serial number to Dot Hill Support in Step 2. To determine the system serial number, you can use RAIDar or the command-line interface (CLI).

To use RAIDar:

- a. Log in as a Manage user, and select Manage > General Config > License Management > Install A License.
- b. Record the serial number that is displayed in the Load License File panel as shown in the following example.

Load License File

To enable software licensable features on this device, please verify you have a valid license file with the following characteristics:

- The license file was generated specifically for the serial number of this device, which is **QA408A**.
- The license file is a "text" document and has a ".txt" filename extension
- The license file has not been manually edited in any way

The application of the license file will be rejected by this device if any one of the above requirements is not met.

If you are ready to proceed, please locate the license file on your computer by clicking on the "Browse" button below.

Record the serial number.

To use the CLI:

- Telnet to controller A or B's IP address, and log in as a Monitor or Manage user.
- Run the `show frus` command and record the last six characters of the enclosure's midplane serial number as shown in the following example.

```
# show frus
Name: CHASSIS_MIDPLANE
Description: XYZ Chassis XX
Part Number: FRUHA01
Mid-Plane SN:DHSIMIL-0640QA408A
:
```

Record the last six characters of the serial number.

2. Call Dot Hill Support at **1-877-368-7924**.

You will be asked to provide the following information:

- User name
- Company name
- Company address
- User phone number
- User email ID
- Controller enclosure's midplane serial number (as determined in Step 1)

- Software product part number as specified in the following table:

Software Product Part Number	Description
SW-SNAP-R020-5000	AssuredSnap 2.0, Full RTU License R/Evolution 5000 – The snapshot service enables you to keep near-line backups of data for data management and protection purposes.
SW-COPY-R010-5000	AssuredCopy 1.0, Full RTU License R/Evolution 5000 – The volume copy service enables you to create a complete, physical and independent copy of a volume with the ability to quickly restore whole volumes, folders, or individual files.
SW-VSS-R010-5000	VSS Provider1.0, RTU License, R/Evolution 5000 – Volume Shadow Copy Service provides the backup infrastructure for Windows Server 2003, as well as a mechanism for creating constant point-in-time copies of data known as shadow copies.
SW-VDS-R010-5000	VDS Provider1.0, RTU License, R/Evolution 5000 – Virtual Disk Service is a storage management application that enables you to manage volumes across heterogeneous disk arrays from a single point of control.

Dot Hill Support generates the license certificate file, which you will receive at the email address that you provided. Note that one license applies to both controllers in a dual-controller system.

3. When you receive the license certificate file (`certificate.txt`), make sure you save the file to a location on your network that the storage system can access.

Installing the License Certificate File

To install the license certificate file that has been generated for a storage system, perform the following steps.

1. In RAIDar, select Manage > General Config > License Management > Install A License.

The Load License File panel is displayed.

2. Click Browse to navigate to the location of `certificate.txt` and click Open.
3. Click Load License File.

The license file is installed by writing it to the midplane. A message is displayed informing you that it was installed successfully. The changes produced by the license file take effect immediately.

To verify that the license file has been installed:

- In RAIDar, select Manage > General Config > License Management > Installed Licenses.

The Licensed Features Installed panel shows whether a license certificate file is installed and the status of licensed features.

Licensed Features Installed	
Snapshot	Enabled
Snapshots Available	32 (0 on default system)
Snapshots In Use	2
Volume Copy	Enabled
VSS	Disabled
VDS	Disabled
License File Signature	8ed2cc59ab04b9202473babcf95301c3

Number of snapshots available without the license certificate file installed (0)

Shows Enabled or Disabled, depending on whether the specific license option has been purchased

Number of snapshots available after the license certificate file is installed (the value depends on the number allowed by the license certificate file)