



5005/4005 Series

Obtaining and Installing a License

After you have purchased a license option for your Seagate 5005/4005 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 Technical Support to obtain the license file, and then how to install it.

To obtain the license file

1. Use the web browser interface (WBI) to save system log data to a file so Technical Support can ensure that proper information is included in the license.
2. In the footer, click the health panel and select **Save Logs**, then complete the procedure as described in online help.
3. Contact Technical Support using one of these methods:
 - o In the U.S., call 1-877-368-7924.
 - o Outside the U.S., call 001-303-845-3200 and select option 1.
 - o Email frontline@seagate.com.
 - o Open a service request in Salesforce at seagate.com/direct-partners.

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	Base software license
4005 Series	SW-RealTier2	RealTier™ SSD tiering software license
4005 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

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

4. 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. In the Home topic, select **Action > Install License**.
3. On the Permanent License tab, click **Browse** to locate and select the license file.
4. Click **OK**.

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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