



5005/4005/3005 Series Obtaining and Installing a License

After you have purchased a license option for your Seagate 5005/4005/3005 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.

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 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 Call 1-800-SEAGATE.
 - 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-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.

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.

© 2019 Seagate Technology LLC or its affiliates. All rights reserved. Seagate, Seagate Technology and the Spiral logo are registered trademarks of Seagate Technology LLC in the United States and/or other countries. All other trademarks or registered trademarks are the property of their respective owners.

Any use, derivation, dissemination, reproduction, or any attempt to modify, reproduce, distribute, disclose copyrighted material of Seagate Technology LLC, for any reason, in any manner, medium, or form, in whole or in part, if not expressly authorized, is strictly prohibited. Seagate reserves the right to change, without notice, product offerings or specifications.

Open Source Third Party Licenses and Code

Seagate storage products use open source software components. To view information about open source software licenses and open source code used in Seagate storage products, see seagate.com/support.