



# License Activation Guide

**EonStor DS**

**SANWatch Software Suite**

Version 1.7 (January 2017)



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# Contact Information

**Customer Support** Contact your system vendor or visit Infortrend's website

<http://infortrend.com/global/About/Worldwide>

for the contact information of support offices worldwide.

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# About This Manual

This document provides step-by-step instructions for EonStor DS data service license application, activation, upgrade and renewal.

The instructions are divided in four sections.

- Section 1: When you will need a license
- Section 2: Generating license application file
- Section 3: Generating license key
- Section 4: Uploading license key

The instructions in Section 1, 2, and 4 apply to all licenses. The instructions in Section 3 may differ per license. Check the subsections in Section 3 for instructions related to respective licenses.

Before starting any EonStor DS license application or activation process, please check whether Infortrend's SANWatch management suite, which was shipped together with the EonStor DS storage system, has been properly installed.

## Revision History

Version	Description	Date
1.0	Initial release	October 2010
1.1	Added optimal configuration parameters Updated the formatting	October 2010
1.2	Updated EonStor DS JBOD policy	November 2010
1.3	Fixed typos in the About page and page 10	December 2010
1.4	Added the reset procedure after registration	March 2011
1.5	Added remote replication and thin provision features to the Advanced License section Added Trial License section	July 2011



1.6	Updated the <a href="#">Contact Information</a> and Copyright Notice.  Deleted the System Configuration section (not necessary).	October 2011
1.7	Updated license related procedures	January 2017



# 1 When You Will Need a License

You will need to apply for or download a license key for using the following features in EonStor DS series. The Standard License is provided for free to all users. The Advanced License may need to be purchased beforehand.

Feature/Functionality	License Type
Standard Local Replication	<a href="#">Standard License</a>
Connecting an EonStor DS RAID system with an EonStor JBOD  (Applicable when an equivalent EonStor model is available as a compatible JBOD for that particular RAID system)	<a href="#">Standard License</a>
Thin Provisioning	<a href="#">Standard License</a>
Advanced Local Replication	<a href="#">Advanced License</a>
Remote Replication	<a href="#">Advanced License</a>

- When your license has expired, apply for a [license renewal](#).
- When you have upgraded your features, apply for a [license upgrade](#).
- If you want to try out the advanced license features for 30 days, apply for a [trial license](#).
- Please note that it is required to reset the system for the license to take effect after a license is installed.



## NOTE

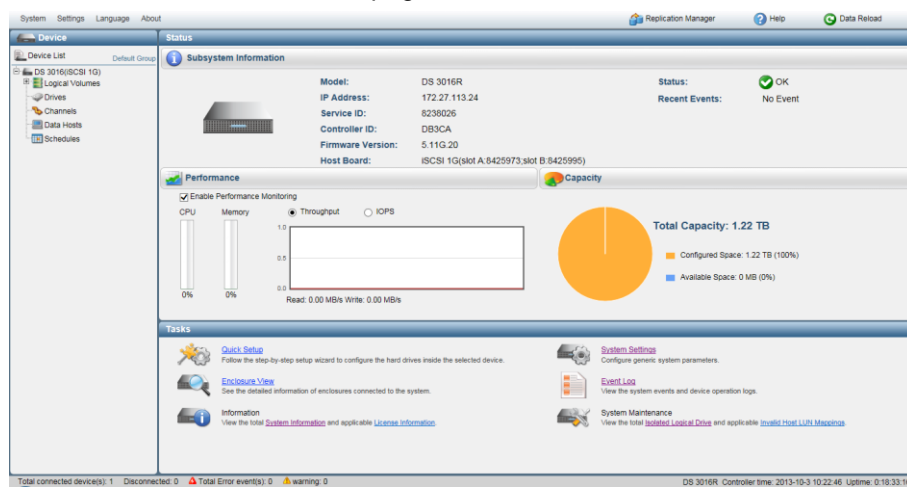
The licensing policy might change without notice. If necessary, check with the customer support for the latest license policy status.



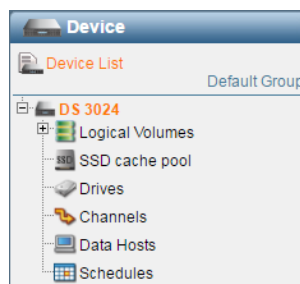
# 2 Generating License Application File

Before starting any EonStor DS license process, please check whether Infortrend's SANWatch management suite, which was shipped together with the EonStor DS storage system, has been properly installed.

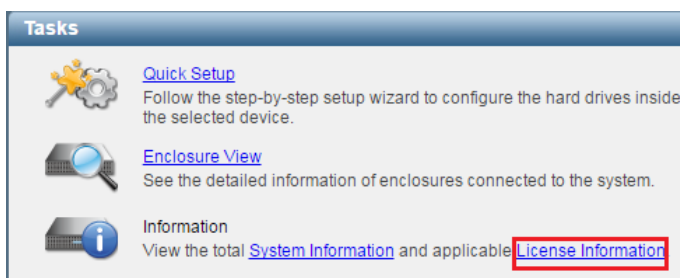
1. Enter the SANWatch overview page.



2. Select (highlight) the device for which you want to apply for a license.

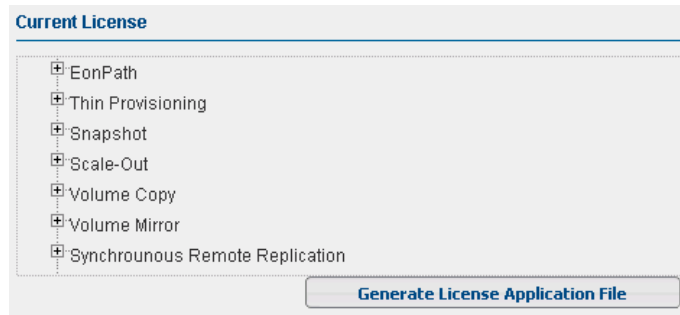


3. Click **License Information** in the Tasks corner below.

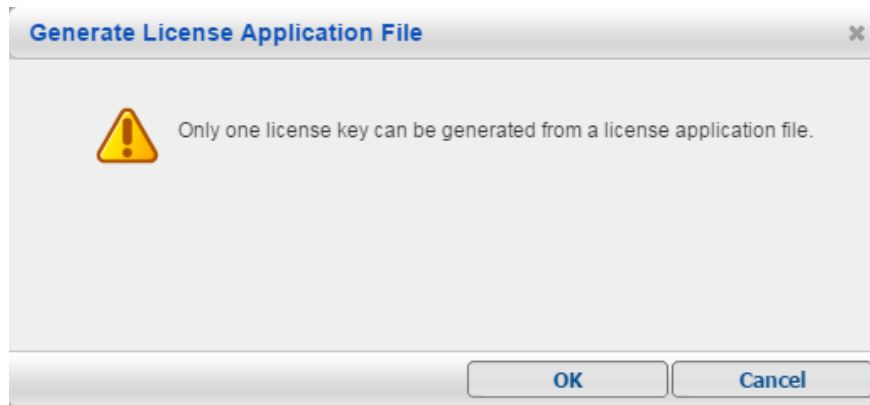


4. In the License Key window, click **Generate License Application File**.

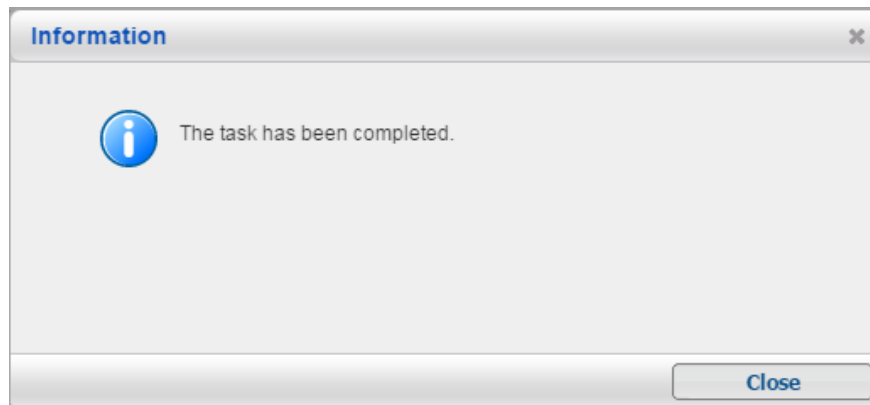




5. A reminder appears explaining that a license application file can only be used to generate one license key file. Click **OK** to continue.



6. Download will start immediately and the file will be saved automatically in your computer. A message will appear stating that the task has been completed. Click **Close** to finish.





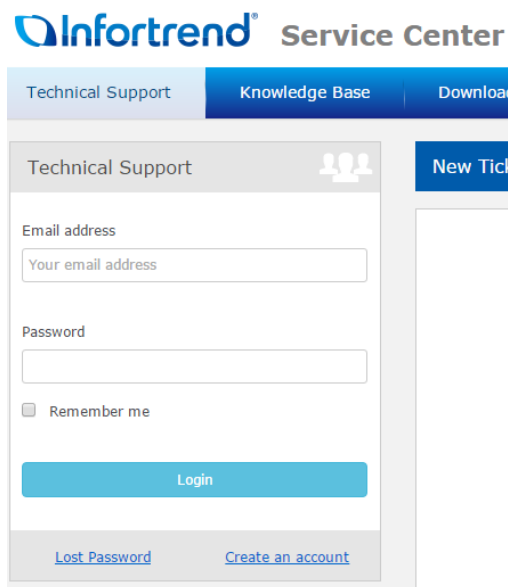
# 3 Generating License Key

## 3.1 Standard License

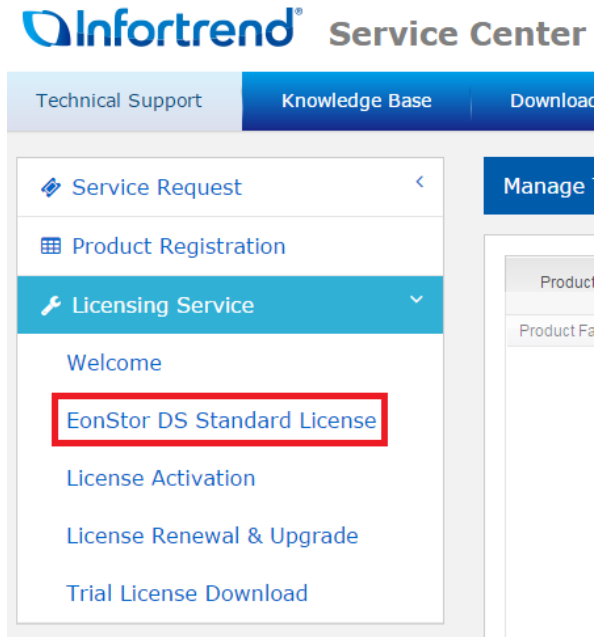
A standard license is required for accessing the following features:

- Standard local replication
- Connecting an EonStor DS RAID system with an EonStor JBOD
- Thin Provisioning

1. Visit Infortrend's EonStor DS Software License website:  
<http://support.infortrend.com/> and log in. If you don't have an account, please click **Create an account** to register for one.



2. For a standard license, please select **EonStor DS Standard License**.



- Carefully read the information, click the checkbox, and click **Next**.

### ↓ EonStor DS Standard Local Replication License Download

Please read the following notification and requirement before click **Next**.

The standard license includes snapshot and volume copy/mirror.

SANWatch version must be v.2.1.b or later.

After finishing the process, you must download the License Key File directly since you will not receive any e-mail notifications.

I have read and understand the above information.

Next

- Upload the license application file you obtained through the SANWatch software and click **Next**.

### ↓ EonStor DS Standard Local Replication License Download

#### Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch that is connected to your EonStor DS system)

Step 2 . Fill in customer information

Step 3 . Download License Key File

Please upload License Apply File generated in SANWatch, then click "Next".

License Apply File

Next

- Fill in customer information and click **Next**.



### EonStor DS Standard Local Replication License Download

Step 1 . Upload License Apply File

**Step 2 . Fill in customer information**

Step 3 . Download License Key File

Please Fill in the following required information, then click "Next".

Name *	<input type="text"/>
Email Address *	<input type="text"/>
Confirm Email *	<input type="text"/>
Company	<input type="text"/>
Phone	<input type="text"/>
Company Address	<input type="text"/>
Country *	Select <input type="button" value="v"/>
Industry *	<input type="text"/>
EonStor DS Vendor Name	<input type="text"/>

The fields marked with an asterisk \* are required.

I wish to receive product information from Infortrend

Next

6. Download the License Key File by clicking **Download**.

### EonStor DS Standard Local Replication License Download

Step 1 . Upload License Apply File

Step 2 . Fill in customer information

**Step 3 . Download License Key File**

Please click on **Download** to receive the License Key File immediately

Download

In case you encounter any problem when uploading the downloaded file to your EonStor DS system, please re-generate the License Apply File and go through this "Retrieve Licesne" process again, or contact Infortrend for help.

7. Save the License Key File in a preferred location and [upload it to SANWatch](#).

## 3.2 Advanced License

An advanced license is required for accessing the following features:

- Advanced local replication
- Remote replication

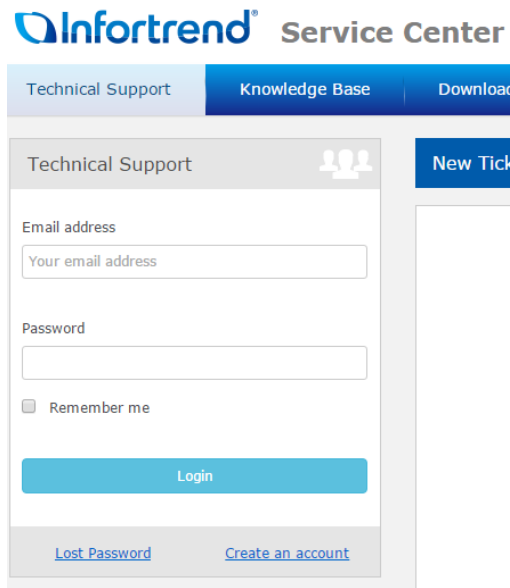
You can try out these features for 30 days using the [Trial License](#) before making a purchase decision.

1. Visit Infortrend's EonStor DS Software License website:

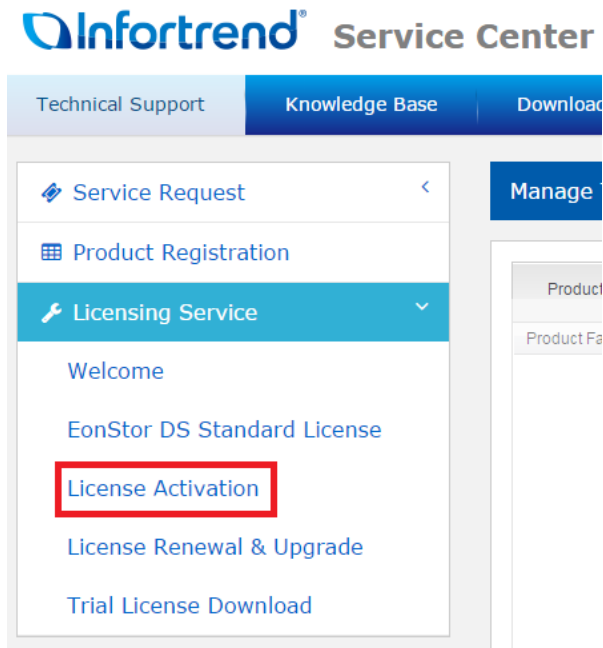
<http://support.infortrend.com/> and log in. If you don't have an account, please



click **Create an account** to register for one.



2. For an advanced license, please click on **License Activation**.



3. Upload the license application file you obtained through the SANWatch software and click **Next**.

## License Activation

### Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version . ( If you are not sure, you can re-generate the License Apply File from SANwatch / EonOne that is connected to your EonStor DS / GS system )

Step 2 . Insert Software License Serial Number

Step 3 . Download License Key File

Please insert License Apply File generated in SANWatch / EonOne, then click "Next".

License Apply File	<input type="button" value="選擇檔案"/> 未選擇任何檔案
--------------------	---

- Fill in the License Serial Number you received, and then click **Add**. After adding the License Serial Number, click **Next**.

## License Activation

Step 1 . Upload License Apply File

### Step 2 . Insert Software License Serial Number

(You can enter multiple add-on license codes)

Step 3 . Download License Key File

Please insert a valid and non-activated License Serial Number, then click on "Next".

Please use "Add" and "Remove" if you would like to activate multiple software licenses in this EonStor DS / GS system.

License Serial Number	<input type="text"/>	<input type="button" value="Add"/>
	(Enter one license code at a time)	
License	<input type="text"/>	<input type="button" value="Remove"/>
Activated License	<input type="text"/>	



### NOTE

You can generate multiple licenses in a single activation process. Simply fill in another License Serial Number and click add. The added licenses will be listed in the **License** box.

- Click on **Download** to receive the License Key File.

## License Activation

Thank you for purchasing EonStor DS / GS Software License.

Please click on **Download** to receive License Key File immediately. You will not receive any e-mail notification for license activation.

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and directly go through "Retrieve License" process again, or contact Infotrend for help.

- Save the License Key File at a preferred location and [upload it to SANWatch](#).



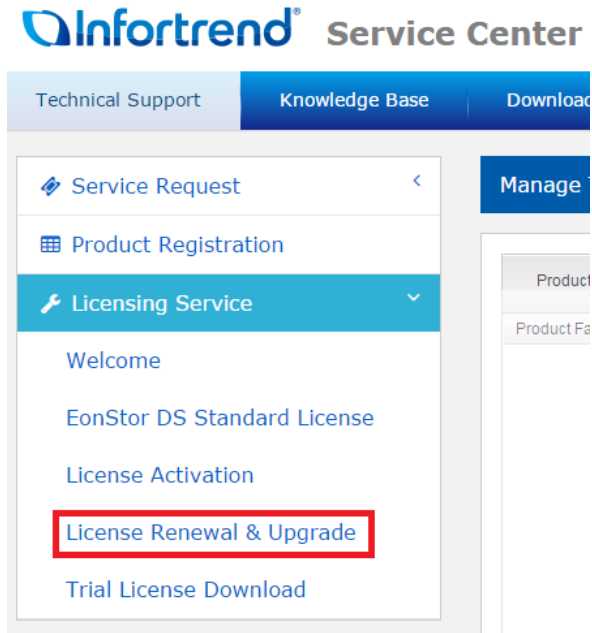
## 3.3 Upgrading Standard License to Advanced License

Here we will introduce how to upgrade from a current standard license to a new advanced license.

1. Visit Infortrend's EonStor DS Software License website: <http://support.infortrend.com/> and log in. If you don't have an account, please click **Create an account** to register for one.

The screenshot shows the Infortrend Service Center login interface. At the top, there is a navigation bar with 'Technical Support', 'Knowledge Base', and 'Download' tabs. Below this, the 'Technical Support' section is active, featuring a 'New Ticket' button. The main area contains a login form with the following elements: 'Email address' field with placeholder text 'Your email address', 'Password' field, a 'Remember me' checkbox, a blue 'Login' button, and two links at the bottom: 'Lost Password' and 'Create an account'.

2. If you have already purchased a standard license and wish to upgrade to an advanced license, please click on **License Renewal & Upgrade**.



3. Upload the license application file you generated through the SANWatch software and click **Next**.

### EonStor DS / GS License Renewal & Upgrade

#### Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch / EonOne that is connected to your EonStor DS / GS system)

#### Step 2 . Download License Key File

Please insert License Apply File generated in SANWatch / EonOne, then click "Next".

License Apply File	<input type="button" value="選擇檔案"/> 未選擇任何檔案
--------------------	---

4. Click on **Download** to receive the License Key File immediately.

### EonStor DS / GS License Renewal & Upgrade

The application is completed.

Please click on **Download** to receive License Key File immediately. You will not receive any e-mail notifications for license activation.

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and go through this "Retrieve License" process again, or contact Infortrend for help.

5. Save the License Key File at a preferred location and [upload it to SANWatch](#).

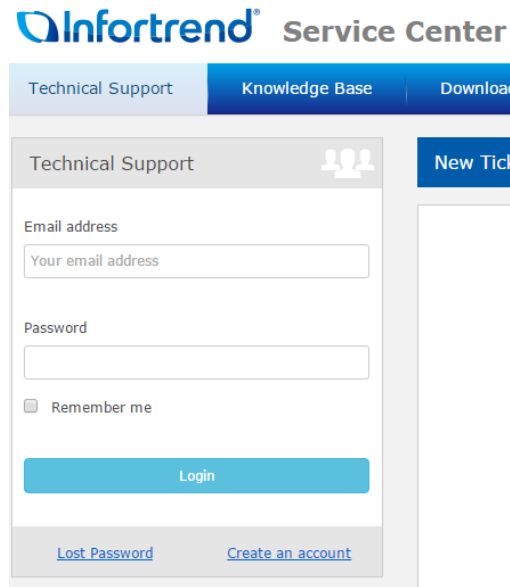




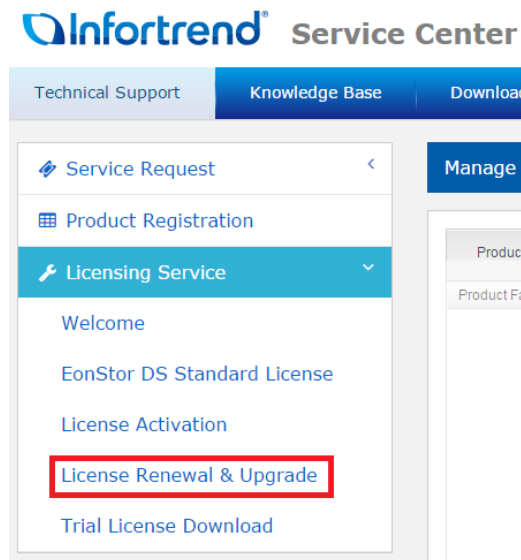
### 3.4 Renewing License

If you have lost a previously generated License Key File, you can re-generate it through the license website.

1. Visit Infortrend's EonStor DS Software License website: <http://support.infortrend.com/> and log in. If you don't have an account, please click **Create an account** to register for one.



2. Click **License Renewal & Upgrade**.



3. Upload the license application file you have generated through the SANWatch software and click **Next**.



## EonStor DS / GS License Renewal & Upgrade

### Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch / EonOne that is connected to your EonStor DS / GS system)

### Step 2 . Download License Key File

Please insert License Apply File generated in SANWatch / EonOne, then click "Next".

License Apply File	<input type="button" value="選擇檔案"/> 未選擇任何檔案
--------------------	---

4. Click **Download** to receive the License Key File immediately.

## EonStor DS / GS License Renewal & Upgrade

The application is completed.

Please click on **Download** to receive License Key File immediately. You will not receive any e-mail notifications for license activation.

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and go through this "Retrieve License" process again, or contact Infortrend for help.

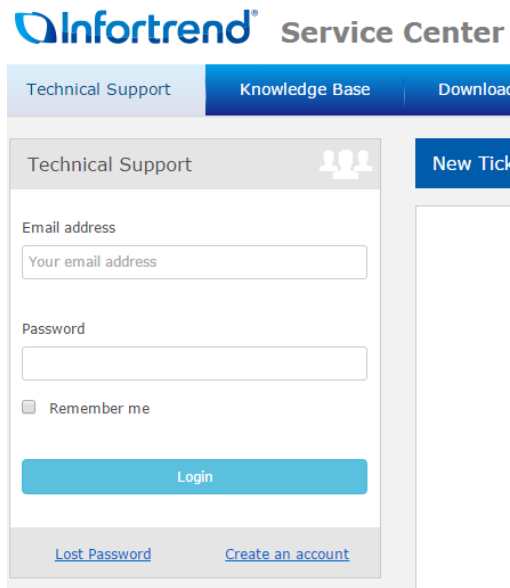
5. Save the License Key File at a preferred location.



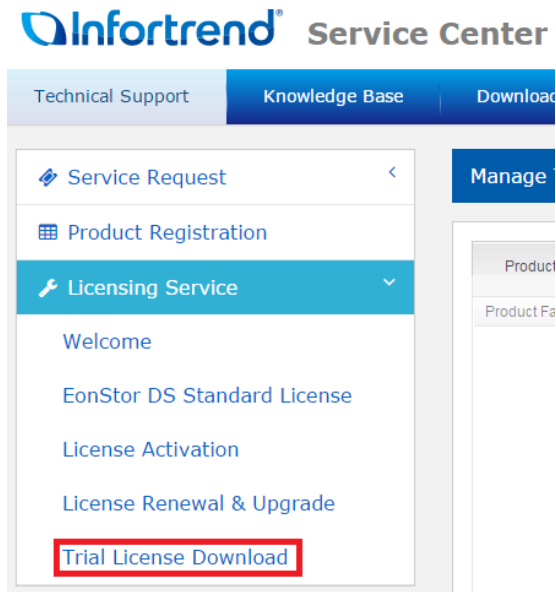
### 3.5 Downloading Trial License

If you want to try out the advanced license features before making a purchase decision, you can apply for a trial license, which will allow you to use the features for 30 days.

1. Visit Infortrend's EonStor DS Software License website: <http://support.infortrend.com/> and log in. If you don't have an account, please click **Create an account** to register for one.



2. Click **Trial License Download**.



3. Carefully read the information, click the checkbox, and click **Next**.



## ↓ EonStor DS / GS Trial License Download

Please read the following notification and requirement before clicking **Next**.

The trial license includes all data services, such as Local Replication, Remote Replication and Automated Storage Tiering.  
SANWatch version must be v.2.1b or later.

After finishing the process, you must download the trial license activation file directly since you will not receive any e-mail notifications.

I have read above notifications and requirements.

Next

4. Upload the license application file you generated through the SANWatch software and click **Next**.

## ↓ EonStor DS / GS Trial License Download

■ Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch / EonOne that is connected to your EonStor DS / GS system)

Step 2 . Complete required information

Step 3 . Download License Activation File

Please upload License Apply File generated in SANWatch / EonOne, then click "**Next**".

License Apply File	<input type="button" value="選擇檔案"/> 未選擇任何檔案
--------------------	---

Next

5. Fill in customer information and click **Next**.

## ↓ EonStor DS / GS Trial License Download

Step 1 . Upload License Apply File

■ Step 2 . Complete required information

Step 3 . Download License Activation File

Please Fill in the following required information, then click "**Next**".

<b>Name *</b>	<input type="text"/>
<b>Email Address *</b>	<input type="text"/>
<b>Confirm Email *</b>	<input type="text"/>
<b>Company</b>	<input type="text"/>
<b>Phone</b>	<input type="text"/>
<b>Company Address</b>	<input type="text"/>
<b>Country *</b>	Select <input type="button" value="v"/>
<b>Industry *</b>	<input type="text"/>
<b>Vendor name</b>	<input type="text"/>

"\*"The asterisk marked fields are required.

I agree to receive marketing information from Infortrend.

Next

6. Click **Download** to receive the License Key File immediately.



### ↓ EonStor DS / GS Trial License Download

Step 1 . Upload License Apply File

Step 2 . Complete required information

▣ **Step 3 . Download License Activation File**

Thank you for applying EonStor DS / GS Trial License.

Please click **Download** to receive the License activation File immediately.

**IMPORTANT NOTE**

This is a "Trial" License for EonStor DS / GS series, please do not access any data on-line transactions. Infortrend will not take any responsibilities for any data loses.

**I have read the above IMPORTANT NOTE.**

Download

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and go through this "Trial License Download" process again, or contact Infortrend for help.

7. Save the License Key File at a preferred location and [upload it to SANWatch](#).



# 4 Uploading License Key

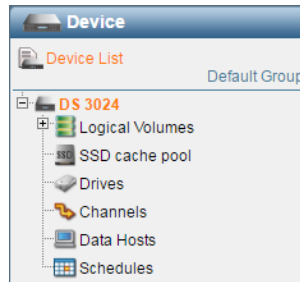


## NOTE

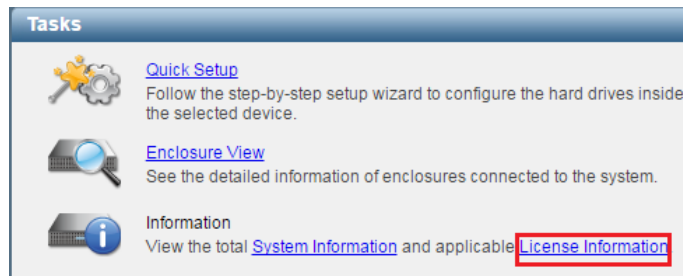
If a pop-up window appears during this process showing the below text, simply click **OK** to continue (no need to fill in a password):

*You had lost the controller's lock, please input Controller's Password*

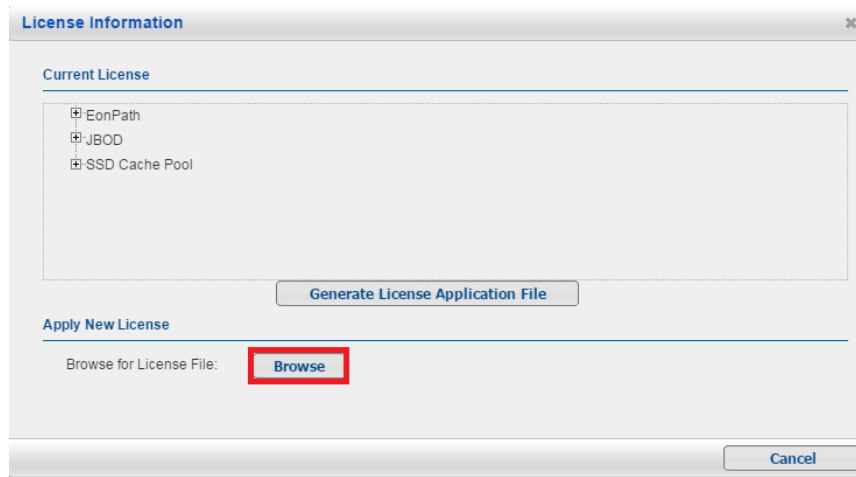
1. After obtaining and saving the License Key File, select the device for which you need to upload the license key from the device list in the left-side column in SANWatch.



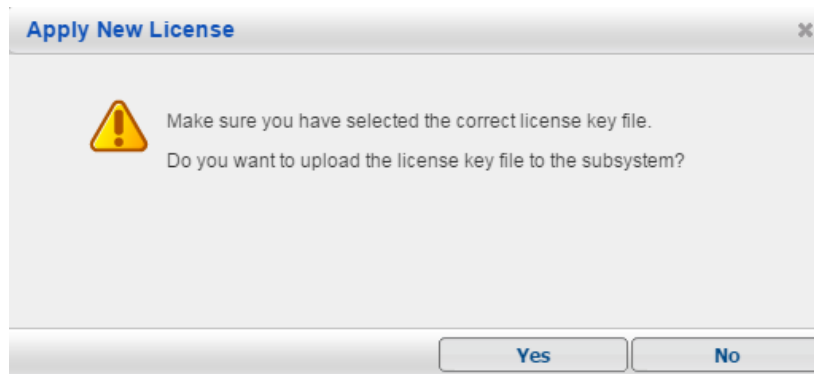
2. Click **License Information** in the Tasks corner below.



3. In the window that appears, select **Browse** under **Apply New License** and select the obtained License Key File.



- 4. A reminder appears asking you to confirm whether the selected License Key File is correct and whether you want to upload it to the system. Click **Yes** if you want to proceed.



- 5. The system will show the progress percentage when uploading the license file. After the percentage reaches 100%, click **Cancel** to finish the license uploading process.

**Please note that it is required to reset the system for the license to take effect.**

