AssuredSAN 3000 Series Obtaining and Installing the License Certificate File

After you have purchased a license option for your AssuredSAN 3000 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 install it.

Obtaining the license certificate file

To obtain the license certificate file:

1. Determine the licensing serial number for the controller enclosure where the license will be installed:
    a. Sign in to RAIDar as a Manage user.
    b. In the Configuration View panel, right-click on the system and select **Tools > Install License**.
    c. Record the Licensing Serial Number value shown in the Install License panel.
2. Contact Dot Hill Support using one of these methods:
    - In the U.S., call 1-877-368-7924.
    - Outside the U.S., call 1-760-931-5500 and select option 2.
    - Email support@dothill.com.
    - Open a service request in SANSolve, Dot Hill's web-based call center interface.

    Provide the following information:
    - User name
    - Company name and address
    - User phone number and email address
    - Purchase order number
    - Licensing serial number, as determined in step 1
    - Software product part number, as specified on the next page

Part number	Description
SW-SNAP-R03-3000	**AssuredSnap3,Full License, 3000** The snapshot service enables you to keep near-line backups of data for data management and protection purposes.
SW-COPY-R03-3000	**AssuredCopy1,Full License,3000** 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-RMT1-R01-3000	**AssuredRemote1.0,Full License,R/Evolution 3000** The replication service enables you to replicate data between different 3000 Series storage systems for data management and data protection purposes.
SW-VSS-R01-EL	**VSS Provider1.0,RTU License,EL** Volume Shadow Copy Service provides the backup infrastructure for Windows Server, as well as a mechanism for creating constant point-in-time copies of data known as shadow copies.
SW-VDS-R01-EL	**VDS Provider1.0,RTU License,EL** 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 will send the license certificate file to the email address that you provided.

3. When you receive the license certificate file, 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:

1. Sign in to RAIDar as a Manage user on the controller for which the license was generated.
2. In the Configuration View panel, right-click on the system and select **Tools > Install License**.
3. Click **Browse** to locate and select the license certificate file.
4. Click **Install License File**. If installation succeeds, the System Licenses table is updated. The licensing changes take effect immediately. For an explanation of information shown in the table, see the panel's online help.

📝 **NOTE:** Because license data is stored on the enclosure mid-plane, it applies to both controllers in a dual-controller system and remains in effect if either controller is replaced.