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SNC License Application Guide

TAC Oversea

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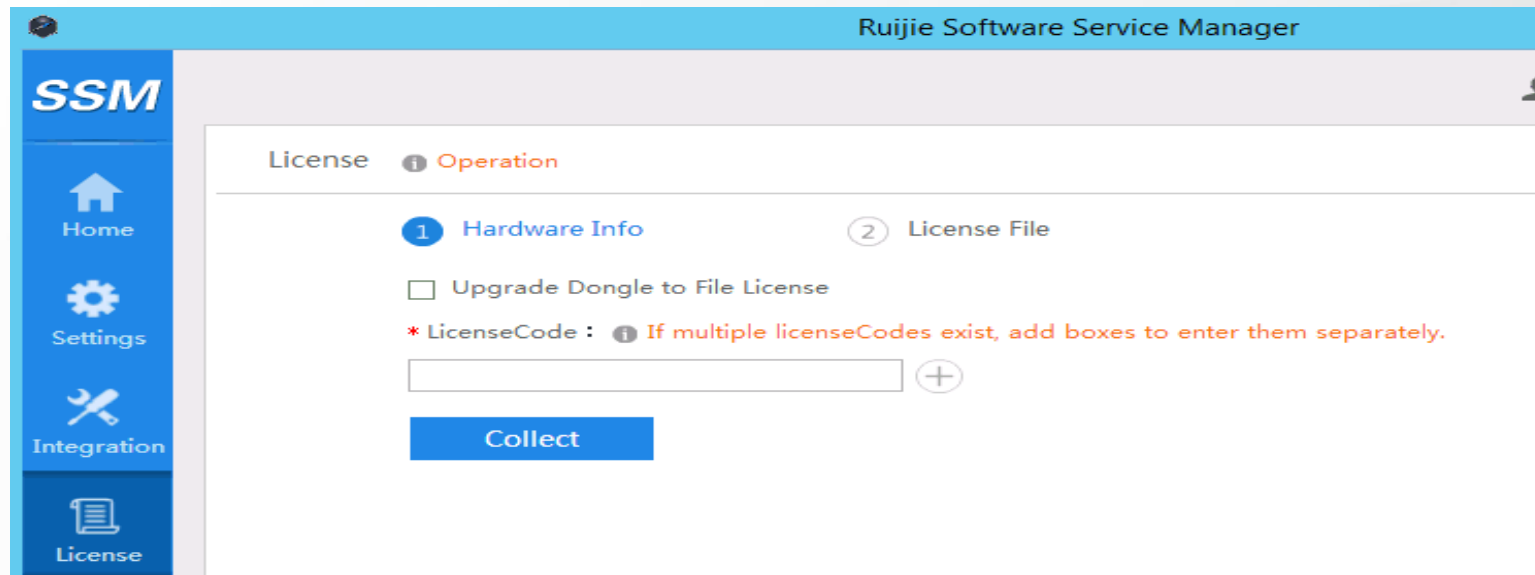# License File Application

- **Applicable scenario**：New project implementation ; Apply for the SNC license file for the first time.

- **Briefly describes steps**

Steps	Detailed operation	Responsible person
Step1	Install SNC software first，The version should be not lower than 2.30.	Customer
Step2	Collect hardware info of .dat file.	Customer
Step3	Visit official website(http://www.ruijienetworks.com/service/License.aspx)，apply for file authorization, fill in the customer info in the form and upload *.dat or *.zip file.	Customer
Step4	Receive the license via E-mail	Customer
Step5	Open SNC Service Manager，import *.lic file，after license file are successfully imported，restart SNC service.	Customer

Ruijie 锐捷
Networks

License File Application

Instructions of Process

- **Step1**: Install SNC software first, The version should be not lower than 2.30.

- **Step2**: Collect hardware info of .dat file

- Open SSM -> click **"License" -> " Hardware Info"** , input product LicenseCode which is in authorization letter (Similar to a bank password envelopes) , and then click **"Collect" ;** after completing the collection of hardware info (*.dat file of *.zip file) , submitted it to Tac for application via e-mail account: service_rj@ruijienetworks.com.
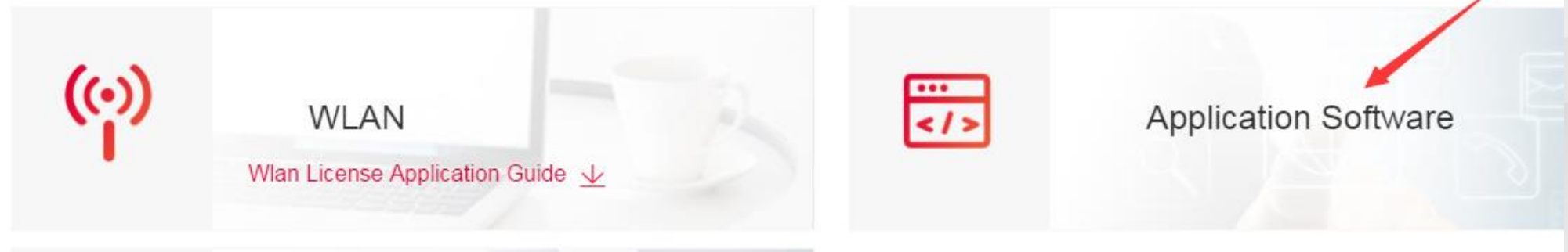
License File Application

Instructions of Process

- **Step3:** Visit Ruijie official website(http://www.ruijienetworks.com/service/License.aspx), apply for license file.

  click **"Service"** -> **"Product Licensing"**, choose **"Application software"** to apply for license file, click **"Bind License"**, fill the customer info in the form and click **"Add"** to upload *.dat file or *.zip file ->click **"complete"**, after generating the license file successfully, the customer will receive the license file via E-mail.

Home> Service> Product Licensing

Product Licensing

((·)) WLAN
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</ /> Application Software
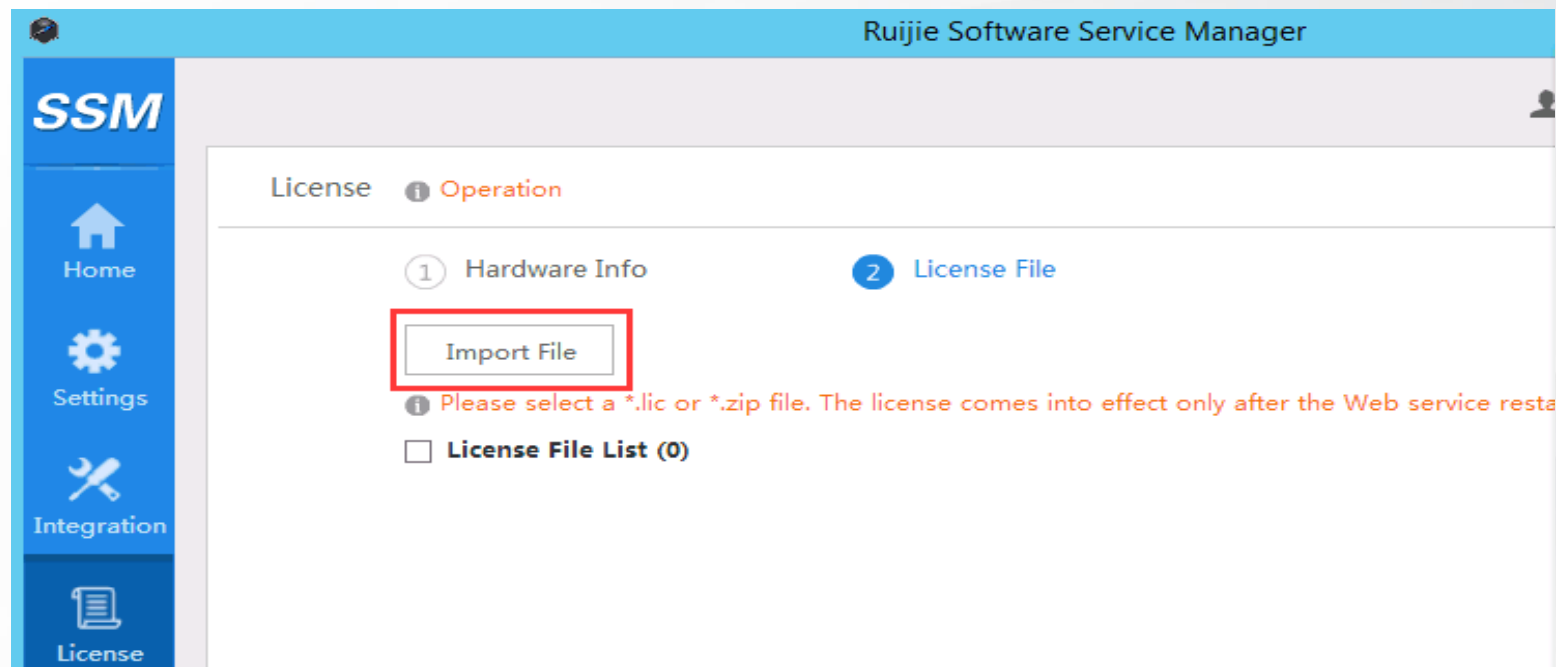
Ruijie 锐捷
Networks

License File Application

Instructions of Process

- **Step4:** Download *.lic file after receive the license via E-mail.

- **Step5:** Open SSM，import *.lic file，after license file are successfully imported，restart SNC service.

   The license file (*.lic file) should be stored in a directory first, then open SNC service manager，click **"License File" -> "import File"**，after importing license file successfully ->click **"yes" ->**restart SNC service manually.

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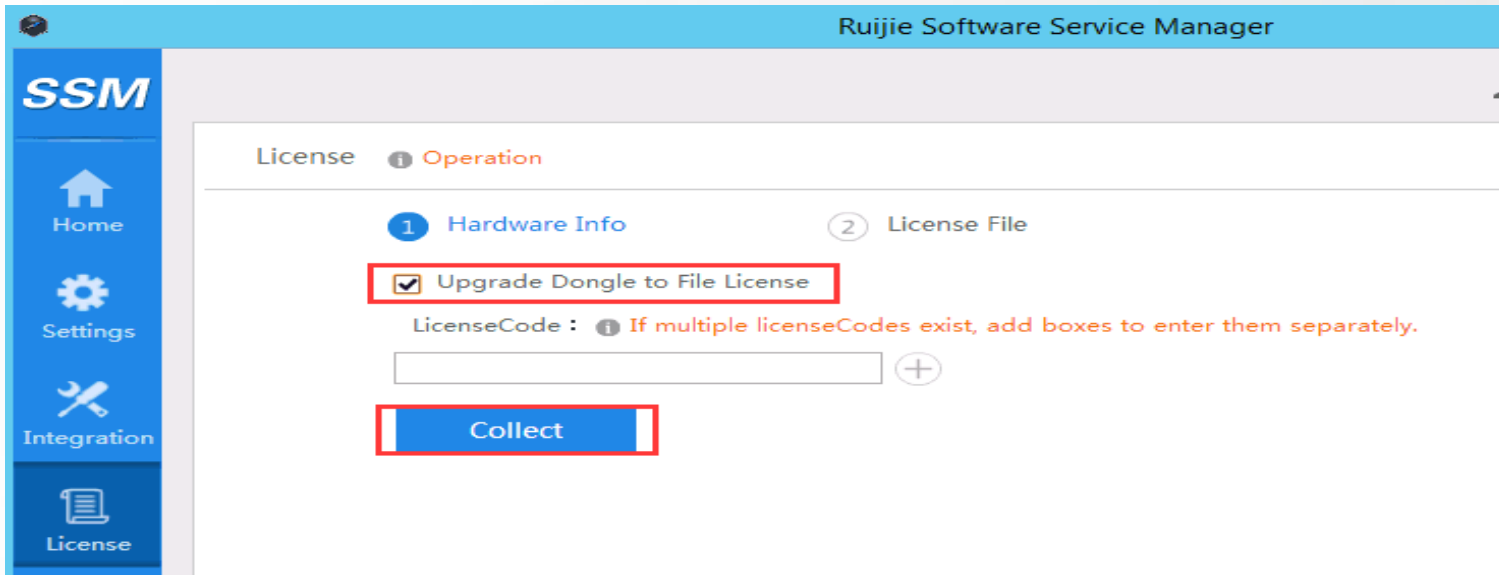
Upgrading Dongle to File License

- **Applicable scenario**：According to the customer demand，Upgrade Dongle to File License

- **Briefly describes steps**

Steps	Detailed operation	Responsible person
Step1	Install SNC software first，The version should be not lower than 2.30；ensure that the dongle is inserted on the server.	Customer
Step2	Collect hardware info of .dat file in upgrading dongle to file license scenario and submitted it to Tac for application via e-mail account: service_rj@ruijienetworks.com.	Customer
Step3	Login PA system，apply for upgrading dongle to file licese and Synchronized it to the customer.	TAC Oversea
Step4	Open SNC Service Manager，import *.lic file，after license file are successfully imported，restart SNC service.	Customer

Upgrading Dongle to File License

Instructions of Process

- **Step1:** Install SNC software first，The version should be not lower than 2.30；
  Note: Ensure that the dongle is inserted on the server.

- **Step2:** Collect hardware info of .dat file in upgrading dongle to file license scenario；
Open SNC service manager -> click **"License"** -> check **"Upgrade Dongle to File License"** , fill the LicenseCode in the form and then click **"Collect"** ；after completing the collection of hardware info （*.dat file of *.zip file）, submitted it to Tac for application via e-mail account: service_rj@ruijienetworks.com.
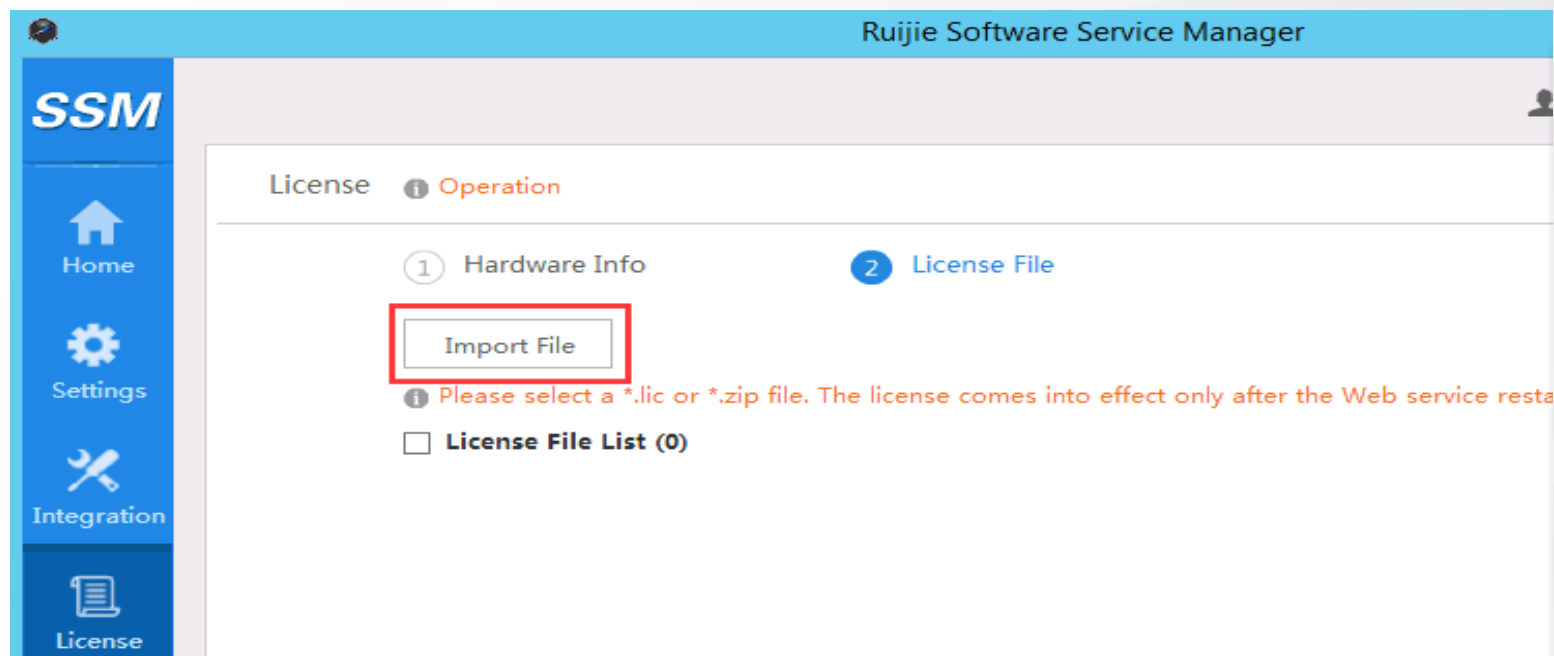
Upgrading Dongle to File License

Instructions of Process

- **Step3:** TAC will Download *.lic file and synchronized it to the customer.
- **Step4:** Customer shall Open SSM，import *.lic file，after license file are successfully imported，restart SNC service.

The license file (*.lic file) should be stored in a directory first, then open SNC service manager，click **"License"** -> **"Import File"** , after importing license file successfully ->click **"yes"** ->restart SNC service manually.

Note：After importing the license file successfully, the dongle info will be erased.

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License File Capacity

- **Applicable scenario**：According to the customer demand of License capacity，increase the number of license.

- **Briefly describes steps**
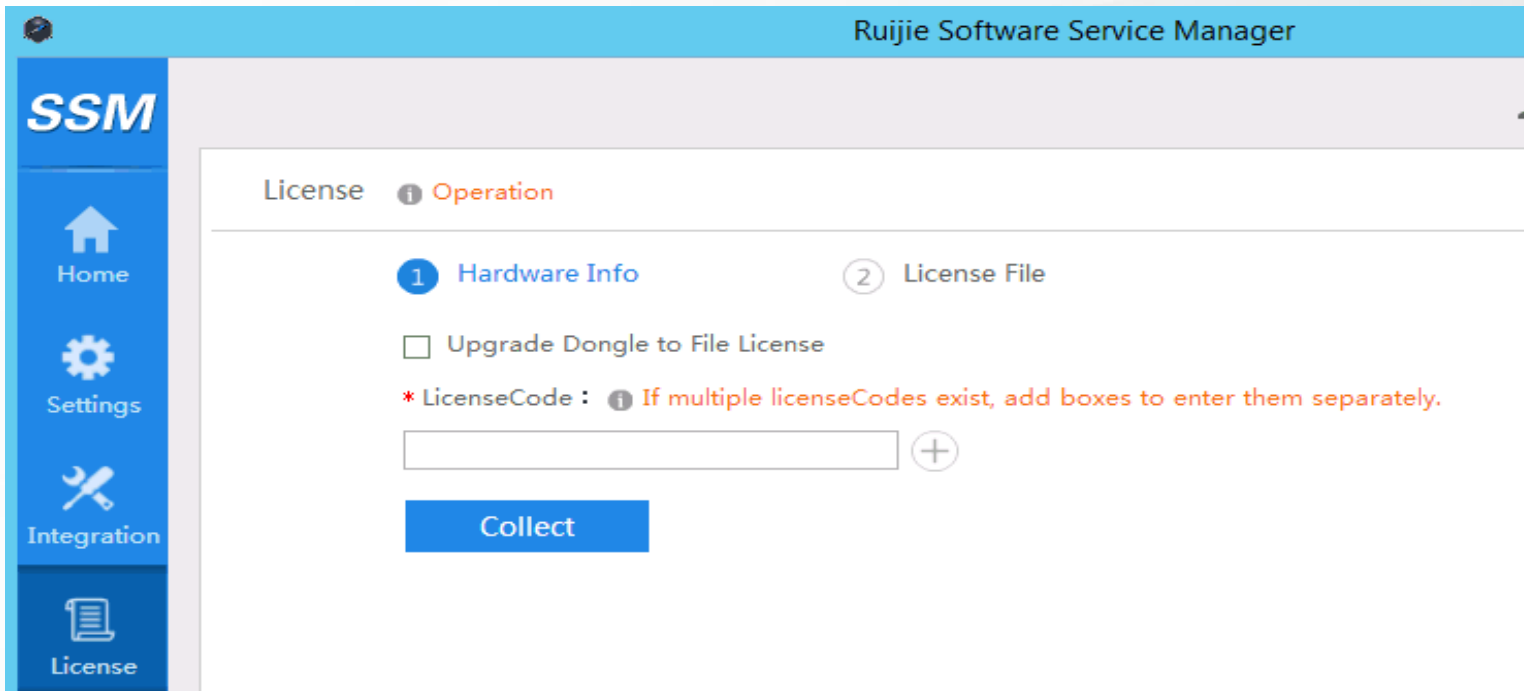
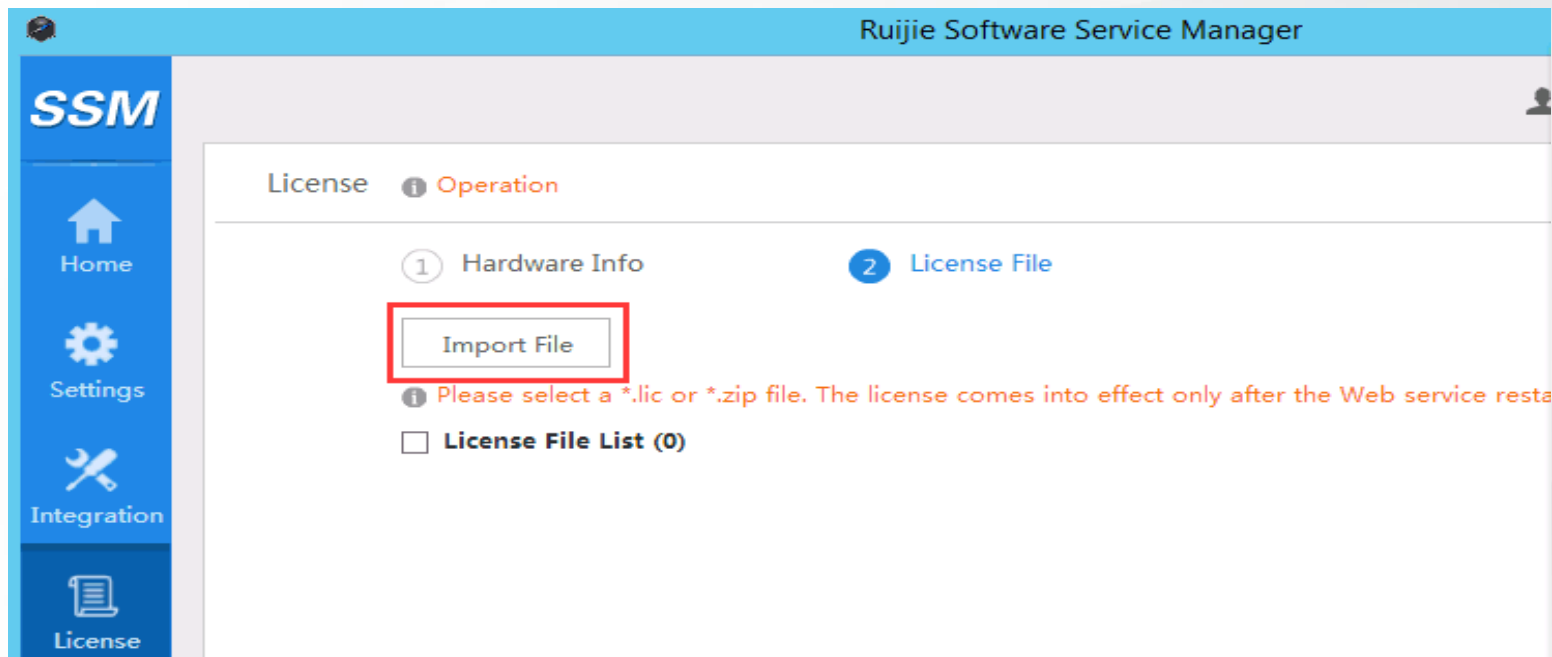| Steps	Detailed operation	Responsible person
Step1	Install SNC software first，The version should be not lower than 2.30;	Customer
Step2	Collect hardware info of .dat file and submitted it to Tac for application via e-mail account: service_rj@ruijienetworks.com.	Customer
Step3	Login PA system，apply for license file and Synchronized it to the customer.	TAC Oversea
Step4	Open SNC Service Manager，import *.lic file, after license file are successfully imported，restart SNC service.	Customer

License File Capacity

Instructions of Process

- **Step1:** Install SNC software first, The version should be not lower than 2.30; Need to prepare the authorization letter

- **Step2:** Collect hardware info of .dat file

Open SNC service manager -> click **"License" -> "Hardware Info"**, input product LicenseCode which is in certification of authorization (Similar to a bank password envelopes), and then click **"Collect"**; after completing the collection of hardware info (*.dat file of *.zip file), submitted it to Tac for application via e-mail account: service_rj@ruijienetworks.com.

License File Capacity

Instructions of Process

- **Step3:** TAC will download *.lic file and synchronized it to the customer.

- **Step4:** Customer shall open SNC service manager， import *.lic file， after license file are successfully imported， restart SNC service.

The license file (*.lic file) should be stored in a directory first, then open SNC service manager， click **"License" -> "Import File"** ， after importing license file successfully ->click   **"yes" ->** restart SNC service manually.

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Reapplying license when Host Change Normally

- **Applicable scenario**: when the server which deploy SNC needs to be changed, customer need to unbind the license on the old server, and generate new license according the hardware info of new server.

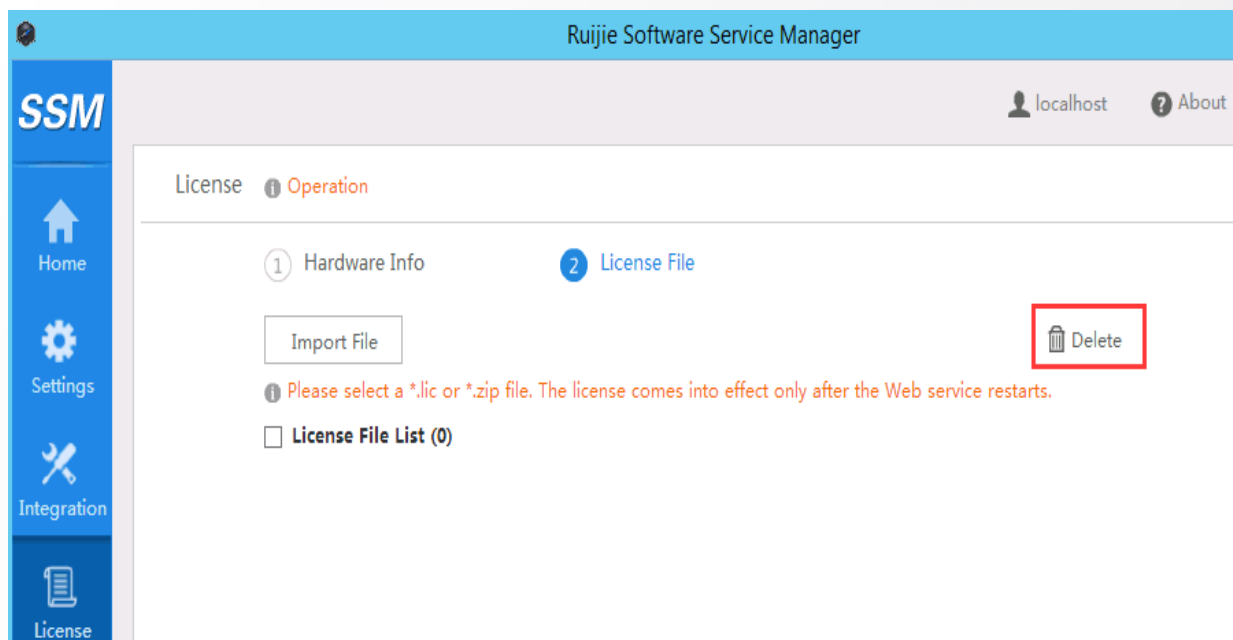 **Note**: **Need to unbind (cancel) the license file on the old server in advance.**

- **Briefly describes steps**

Steps	Detailed operation	Responsible person
Step1	Cancel License, submit the cancellation of certificate and hardware info of new server to the TAC.	Customer
Step2	Check whether the cancellation of certificate and hardware info are complete.	TAC Oversea
Step3	Login PA system, apply for host change.	TAC Oversea
Step4	Waiting for the manager to review, download *.lic file, then synchronized it to the customer.	TAC Oversea
Step5	Open SNC Service Manager, import *.lic file, after license file are successfully imported, restart SNC service.	Customer

Reapplying license when Host Change Normally

Instructions of Process

- **Step1:** Cancel License, submit the cancellation of certificate and hardware info of new server to the TAC.

- Open SNC service manager, click **"License"** -> check the license file need to be deleted -> click **"Delete"** -> Generate the cancellation certificate (*.unlic or *.zip file) ,collect the hardware info of new server and then submit them to the TAC for application.

- **Step2:** Check whether the cancellation of certificate and hardware info are complete.

Reapplying license when Host Change Normally

Instructions of Process

- **Step3:** TAC will reapply license when host change normally.

   click【变更申请】，enter query interface for authorization changes-> click【主机变更申请】->import cancellation of certificate and hardware info of new server -> click【完成】。

Reapplying license when Host Change Normally

Instructions of Process

- **Step4:** TAC will waite for the manager to review，download *.lic file, then synchronized it to the customer.

- After the application has been approved by the product manager，click 【查看】 in the query interface ，enter detailed page for host change，download new license file，then synchronized to the customer.

Reapplying license when Host Change Normally

Instructions of Process

- **Step5:** Customer shall open SNC service manager，import *.lic file，after license file are successfully imported，restart SNC service.

The license file (*.lic file) should be stored in a directory first, then open SNC service manager，click **"License" -> "Import File"** ，after importing license file successfully ->click **"yes" ->** restart SNC service manually.

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Reapplying license when Host Change Abnormally

- **Applicable scenario:** when the original SNC server crash, customer are unable to do the logout operation.

- **Briefly describes steps**

Steps	Detailed operation	Responsible person
Step1	Customer need to provide The official documentation, explaining the reason of no Cancellation of certificate, synchronization to TAC.	Customer
Step2	Synchronized to the product manager for review	TAC Oversea
Step3	After the approval, login PA system, apply for host change.	TAC Oversea
Step4	Download new *.lic file, synchronization to the customer.	TAC Oversea
Step5	Open SNC Service Manager, import *.lic file, after license file are successfully imported, restart SNC service.	Customer

Reapplying license when Host Change Abnormally

Instructions of Process

- **Step1:** Customer need to provide The official documentation，explaining the reason of no Cancellation of certificate，submitted it to Tac for application via e-mail account: service_rj@ruijienetworks.com.
- **Step2:** TAC will synchronized to the product manager for review
- **Step3:** After the approval，TAC will login PA system，apply for new license file.

  click【变更申请】，enter query interface for authorization changes-> click【主机变更申请】->import cancellation of certificate and hardware info of new server -> click【完成】。

Reapplying license when Host Change Abnormally

Instructions of Process

- **Step4:** TAC will wait for the manager to review， download *.lic file, then synchronized it to the customer.
- After the application has been approved by the product manager， click 【查看】 in the query interface ，enter detailed page for host change， download new license file， then synchronized to the customer.

Reapplying license when Host Change Abnormally

Instructions of Process

- **Step5:** Customer shall open SNC service manager，import *.lic file，after license file are successfully imported，restart SNC service.

 The license file (*.lic file) should be stored in a directory first, then open SNC service manager，click **"License" -> "Import File"** ，after importing license file successfully ->click **"yes" ->**restart SNC service manually.
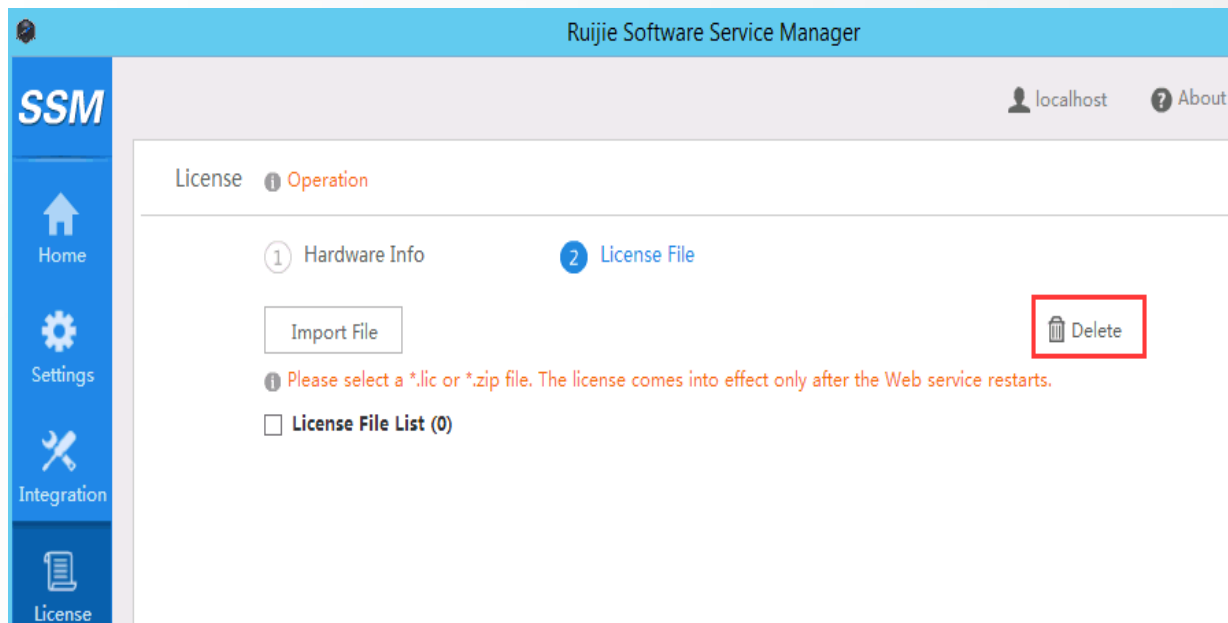
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Return Applications for License File

- **Applicable scenario**：Customers return the SNC product.

- **Briefly describes steps**

Steps	Detailed operation	Responsible person
Step1	Cancel License, submit the cancellation of certificate and hardware info of new server to the TAC.	Customer
Step2	Check whether the cancellation of certificate and hardware info are complete.	TAC Oversea
Step3	Login PA system, carry out return application, synchronization progress to the customer.	TAC Oversea

Returns Applications for License File

Instructions of Process

- **Step1:** Cancel License, submit the cancellation of certificate and hardware info of new server to the TAC.
- Open SNC service manager, click 【License】 -> check the license file need to be deleted -> click 【Delete】 -> Generate the cancellation certificate （*.unlic or *.zip file），collect the hardware info of new server and then submit them to the TAC for application.

- **Step2:** Check whether the cancellation of certificate and hardware info are complete.

Return Applications for License File

Instructions of Process

- Step3: Login PA system，carry out return application，synchronization progress to the customer.

  click【授权退货】, enter return interface-> choose return type

  - If it is "已激活退货",import Cancellation of certificate (*.unlic or *.zip file)
  - If it is "未激活退货",import authorization code for returns

THANK^S

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With continuous innovation , we are committed to delivering integrated industry-tailored products & solutions with simplicity for the best user experience.