



# eLicensing Workflows and FAQs

September, 2018

## ABSTRACT

This document explains the eLicensing method for licensing Dell EMC Isilon products.

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## Introduction

### Terminology

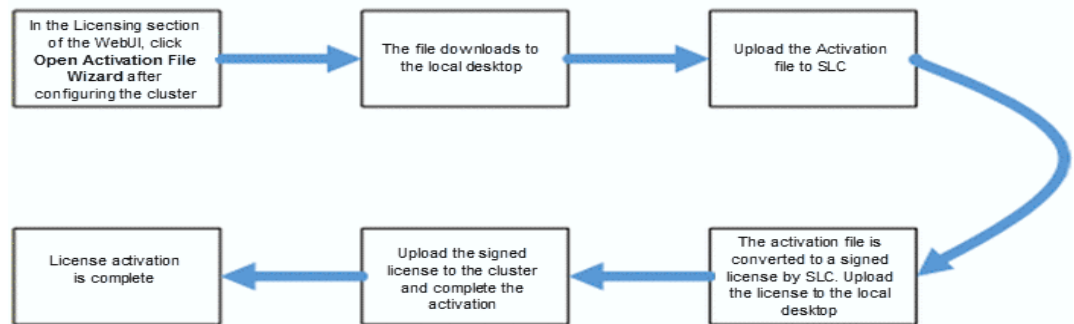
The following table provides definitions for some of the terms that are used in this eLicensing FAQ.

**Table 1. Licensing related terms that are used in this document**

Term	Definition
License Activation File	A file that contains license information for OneFS, Isilon hardware, and additional software modules that require a license.
Entitlement	Software entitlement defines the software and features that you are entitled to use. Both OneFS and add-on features in OneFS 8.1 and later are included in the software entitlements. The entitlement management process translates what you are entitled to use, and what you actually do use.
Software Licensing Central (SLC)	Within Dell EMC, entitlements are managed through Software Licensing Central ( <a href="https://licensing.emc.com">https://licensing.emc.com</a> ). Customers and Dell EMC partners use SLC to manage purchased entitlements.
SiteID	The numeric value representing a location. When a customer registers for support the first time, they are provided with a SiteID.
License Authorization Code (LAC)	License Authorization Code (LAC) is a unique alphanumeric value that is sent to customers in an email when a software order is fulfilled. It identifies the license entitlements that are associated with the order.
EMC Secure Remote Services (ESRS)	ESRS is the connection from your environment to the Dell EMC backend through ESRS VE (virtual edition) gateway. Details on ESRS are available in the <a href="#">ESRS product documentation</a> .
Generation 5 hardware	Isilon Generation 5 nodes: S210, X210, X410, NL410, HD400.
Dark site	A site that does not allow network connections external to the site and operates under additional security requirements.

## eLicensing workflow

The following figure illustrates the eLicensing workflow.



## Licensing new Generation 5 nodes

Generation 5 nodes are always shipped with version OneFS 8.0 or earlier. The procedure for licensing clusters that are running OneFS 8.0 or earlier has not changed.

The sales team checks the version of OneFS on the cluster and if it is earlier than OneFS 8.1, they generate a license key using the legacy process.

## Licensing Generation 6 nodes

When a sales order is processed for Generation 6 nodes, the LAC is sent in an electronic letter by using the email address in the **ShipTo** field of the sales order. Find a sample LAC letter in [Appendix A – Example LAC letter](#).

Determine which OneFS software modules are needed on the cluster. You can only license modules to which you are entitled. In the licensing workflow, when you log in to SLC to upload the license activation file, if the selected license modules are not available in the entitlement, you receive a warning message.

For example: If the entitlements/purchases are for SmartPools, SyncIQ, CloudPools and you select SmartPools, SyncIQ, SmartConnect in the license activation file, a warning message is generated. You can still license the SyncIQ and SmartPools modules.

1. Create a license activation file by selecting only the OneFS modules that are purchased.
2. If evaluations licenses for modules are required, do not select them when generating the activation file. If evaluations licenses are already active for modules on the cluster, clear the selection them when generating the activation file.
3. Complete the activation process, by following the procedure in the eLicensing section of the Isilon Web Administration Guide, or the Isilon CLI Administration Guide.
4. Complete this procedure any time a new node is added to the cluster.

When the signed activation file is uploaded and installed on the cluster, all the requested software modules are available as signed license modules for all nodes.

If evaluations licenses are needed, use **Manage Trials** in the Licensing section of the web UI. An evaluation can be renewed unlimited times after each 90 day period is over until the activation file is uploaded to the cluster. After activation, trial license is valid only for 90 days. Trial license can be extended by upgrading to the next MR to get another 90 day trial. Or, Service Request (SR) must be raised to the Licensing operations team and a trial license is offered on a case by case basis. A permanent/signed license can be purchased and uploaded anytime during the trial license period.

## eLicensing for upgrade path scenarios

### Scenario 1: Adding Generation 5 nodes to a Generation 5 cluster running OneFS 8.0 and earlier

There is no change to the licensing process for this scenario. Sales uses the legacy process of obtaining and providing keys.

### Scenario 2: Activating a license the first time on a Generation 5 cluster that is upgraded to OneFS 8.1 or later

When a Generation 5 cluster is upgraded to OneFS 8.1, the first time a license request is made by using the following procedure, the conversion tool maps existing add-on feature licenses to an SLC compatible XML file.

1. Generate a new license request file by **de-selecting** modules with evaluations licenses present on the cluster and selecting the OneFS modules for which licenses must be added.
2. Complete the activation process, by following the procedure in the eLicensing section of the Isilon Web Administration Guide, or the Isilon CLI Administration Guide.

When the signed activation file is uploaded, all the requested software modules are available as signed license modules for all nodes.

3. After the license is activated, if evaluations licenses are needed, use **Manage Trials** in the Licensing section of the web UI. An evaluation license is valid for 90 day period. To continue using the software feature, customer must purchase the software feature through My Quotes and signed license should be activated in the cluster.
4. After activation, to add new Generation 5 nodes or Generation 5 software features, raise an SR, provide the Generation 5 Sales order, and request a new Generation 5 license.

### Scenario 3: Adding Generation 6 nodes to an existing Generation 5 cluster running OneFS 8.1 or later

### Scenario 4: Adding Generation 6 nodes to a mixed (Generation 5 and Generation 6) cluster running OneFS 8.1 or later

It is assumed that you have already followed the eLicensing procedure that is described in Scenario 2.

1. Add the new nodes to the cluster.

You are notified that there is a mismatch between what features are being used and what features are licensed.

2. Start a new license request file by de-selecting modules with evaluations licenses present on the cluster and selecting the OneFS modules for which licenses must be added.

Generate a new license request file and complete the activation process. Details are available in the eLicensing section in the eLicensing section of the Isilon Web Administration Guide, or the Isilon CLI Administration Guide.

If new software features are also added that are not already present in the cluster, then the new software feature should be purchased for all the nodes in the cluster. To generate new license files with Gen5 software features, open an SR with the License operations team.

When the signed activation file is uploaded and installed on the cluster, all the requested software modules are available as signed license modules for all nodes.

If the modules with evaluations licenses were unselected in the new license request, the evaluations licenses are automatically extended to all new nodes.

#### **Scenario 5: Adding Generation 5 nodes to a Generation 5 cluster running OneFS 8.1 or later**

#### **Scenario 6: Adding Generation 5 nodes to a mixed (Generation 5 and Generation 6) cluster running OneFS 8.1 or later**

When new nodes are added to any OneFS 8.1 or later cluster, a new license request file must be generated and uploaded to Software Licensing Central (SLC). You are then provided with a new license activation. Perform the following steps to complete the new license activation file:

1. Before adding new nodes:
  - Confirm that the required OneFS Software modules have signed licenses.
  - If there are any evaluations licenses on the cluster, make note of the modules for which the evaluations licenses are present.
2. Add new nodes to the cluster.

You are notified that there is a mismatch between the features that are being used the features that are licensed.

3. Start a new license request file by **de-selecting** modules with evaluations licenses present on the cluster and selecting the OneFS modules for which licenses must be added.
4. Generate a new license request file and complete the activation process, by following the procedure in the eLicensing section of the eLicensing section of the Isilon Web Administration Guide, or the Isilon CLI Administration Guide.

If new Gen5 software features are also added that are not already present in the cluster, then the new software feature should be purchased for all the nodes in the cluster. To

generate new license file with Gen5 software features, open an SR with the License operations team.

When the signed activation file is uploaded and installed on the cluster, all the requested software modules are available as signed license modules for all nodes.

If the modules with evaluations licenses were unselected in the new license request, the evaluations licenses are automatically extended to all new nodes.

## Dark sites

### Dark sites running OneFS 8.1 or later

To generate and download the license activation file from the OneFS web UI, complete the following procedure.

1. To remove any internal information, manually edit the license activation file. If you cannot create the file for internal security reasons, go to step 2 and do not attach the license activation file.
2. Create an SR from support.emc.com, and include the word licensing in the description to ensure the SR is routed to the correct licensing team.
3. In the SR, provide the following information:
  - Attach the license activation file.
  - License Activation Codes (LAC) or the Sales Order number.
  - The number of nodes in the cluster and the Serial Numbers of each node for node activation.
  - Features and capacity required to be activated, or use the features and capacity on the Sales Order for activation.
  - Cluster GUID (generated by OneFS when the cluster was created).
4. If required, provide additional information to the licensing team as requested in the SR.
5. When you receive the license.xml file, complete the steps in the eLicensing section of the Isilon Web Administration Guide, or the Isilon CLI Administration Guide to upload the file to the cluster.

The licensing team manually creates a license file for the cluster and sends it to the creator of the SR.

## Frequently asked questions (FAQ)

### *Who to contact when there is an issue with licensing?*

Whenever there is a problem with licensing, you or the account team should create an SR. To create an SR you can follow these steps:

1. Log in to <https://support.emc.com/servicecenter> and use Live Chat (between the hours of 12:00 AM Eastern Monday and 11:59 PM Eastern Friday). The chat team assists, and creates a service request for you.



2. Contact the live support line by calling 800-782-4362, option 4, option 4, at any time for assistance. In the description of the SR include the following information:
  - Word 'Licensing' so that the SR gets routed to the licensing team
  - Hardware (Example: Generation 5, Generation 6, or the Node types like F800, NL410)
  - OneFS version

Based on the impact appropriate severity for the SR. The normal response time for service requests related to licensing is two business days. When the SR is created with a Severity Sev1, the licensing team contacts the SR requestor in about 30 minutes. It does not mean that the problem can be resolved in 30 minutes. Common issues that are encountered during the licensing process are:

- You do not know the correct site ID associated with the entitlement
- If you have not purchased the requested licenses, or if there is a mismatch in the entitlements, the licenses are not available even with the correct site ID.

#### ***What causes the LICENSE\_ENTITLEMENTS\_EXCEEDED' error?***

The LICENSE\_ENTITLEMENTS\_EXCEEDED error is often displayed after a Generation 5 cluster is upgraded to OneFS 8.1 or later. Before OneFS 8.1, the OneFS licenses were not separate from the hardware license. In OneFS 8.1, the licenses are separate from the hardware. When a Generation 5 cluster is upgraded to OneFS 8.1 or later, the license migration process (license conversion) converts all available licenses on Generation 5 nodes to signed licenses. Since OneFS itself, was not licensed for 8.0 and earlier, it is not converted to a signed license and the LICENSE\_ENTITLEMENTS\_EXCEEDED error is generated.

The LICENSE\_ENTITLEMENTS\_EXCEEDED error does not affect the functionality of OneFS. The error does not display once the license activation process for OneFS completes. For a Generation 5 cluster running OneFS 8.1 or later, it is not required to purchase OneFS license, the activation process triggers it.

If evaluations licenses are needed, use **Manage Trials** in the Licensing section of the web UI. An evaluation can be renewed unlimited times after each 90 day period is over until the activation file is uploaded to the cluster. After activation, trial license is valid only for 90 days. Trial license can be extended by upgrading to the next MR to get another 90 day trial. Or, Service Request (SR) must be raised to the Licensing Ops team and trial license is extended on a case by case basis. Permanent/ Signed license can be purchased and uploaded anytime during the trial license period.

#### ***How to get zero dollar software feature (HDFS, CloudPools, SWIFT and STIG) licensed?***

For OneFS 8.1 or later, license activation process is tied to sales orders. Customer should have purchased the zero dollar software features to get entitlements and license. Zero dollar order processing causes cumbersome workflow. It is recommended to include zero dollar software features with other orders that are greater than zero dollars to avoid a delay in receiving the license. When customer buys a new node, HW accessories or other SOFTWARE features (greater than zero dollars), be sure to include a zero dollar feature as required by the customer. In the upcoming releases, zero dollar software features are expected to be activated through the web UI without placing new orders.

***How to get third party CloudPools licensed for mixed (both Generation 5 and Generation 6) clusters after upgrading to OneFS 8.1?***

After upgrading to 8.1 or later and activating the cluster, to add Third party CloudPool license to mixed cluster, customer must purchase CloudPool license for both Generation 5 and Generation 6 in the respective My Quotes order path. In My Quotes, base and capacity information can be entered for Generation 6, but only capacity information can be entered for Generation 5. To get CloudPool license for both Generation 5 and Generation 6 nodes by using the following steps.

1. Raise an SR to the Licensing Ops team
2. Provide Sales Order details with Generation 5 and Generation 6 CloudPool models
3. Mention how many Generation 5 nodes need CloudPool license in the SR

***What to do when moving A100 accelerators between clusters causes OneFS alerts?***

After upgrading to 8.1 or later and activating the cluster that has A100 accelerator, if the customer moves A100 from the cluster to another cluster that is running 8.1.x or above, OneFS will alert "License Entitlement Exceeded". To resolve this, raise an SR to License Ops team and mention A100 moved from one cluster to another. The team will provide an updated license file that will suppress the error.

***How do you view your entitlements (purchased software)?***

When you log in to the support portal (support.emc.com) you can view your entitlements logging in to your portal on support.emc.com.

***What if you do not have your LAC handy?***

You can open a Service Request (SR) with *licensing* in the description so it is routed to a support representative with the ability to help with specific licensing requests. You can also search SLC for your LAC.

***What login credentials are required for SLC during the license generation process?***

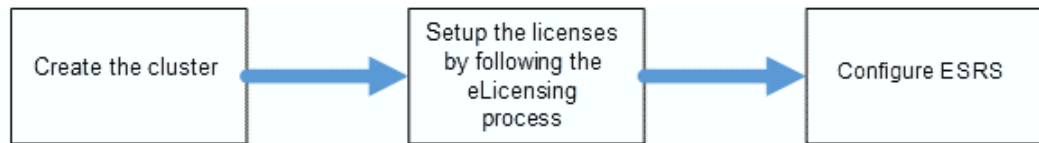
Use the same credentials that you use to log in to support.emc.com. If you do not remember your password, use the Forgot Password link to reset the password.

***What is a cluster SWID in OneFS 8.1***

The software ID (SWID) of a cluster is not the same as the node serial number. When a license file is obtained from SLC, the license.xml file contains the SWID. Once the license.xml file is uploaded onto the OneFS cluster (by using the web UI or the CLI), OneFS reads the SWID from the file and applies it for the entire cluster. All nodes in a cluster use the same SWID.

***Is there any connection between eLicensing and ESRS?***

eLicensing does not depend on ESRS. ESRS depends on a cluster being correctly licensed through the eLicensing process. A cluster must have a signed license before ESRS can be configured. You can create the license activation file without ESRS being enabled. However, the first time ESRS is configured on a OneFS 8.1 or later cluster, and there is no license on the cluster, the ESRS configuration fails. For OneFS 8.0 and earlier clusters, the legacy ESRS configuration continues to work. After completing the licensing activation workflow, you can configure the new ESRS for OneFS 8.1. The following image illustrates the workflow for configuring a new ESRS configuration on OneFS 8.1 or later:



## Appendix A – Example LAC letter



To view this letter in other languages, go to the bottom of this message for more information.

Dear Customer,

Thank you for choosing EMC software. The EMC Software License Authorization Code (LAC) is [XXXXXXXXXXXXXXXX](#). Redeem this LAC for license keys to activate the software. Protect the LAC like you would any other license key to prevent anyone from improperly activating the software.

To activate the Isilon cluster, you must use the cluster to generate an Activation File, and then upload that file via Software Licensing Central (SLC).

1. Generate the Activation File using one of the following two methods:
  - a. Use the Activation File Licensing Wizard in the OneFS web administration interface.
  - b. Type the command `isi license` in the OneFS command line interface. An XML file appears on the cluster. This is your Activation File.
2. Transfer the Isilon Activation File from the cluster to your desktop or a directory.
3. Access the Activate-by-File Wizard:  
["https://licensing.emc.com/#/activationByConfig"](https://licensing.emc.com/#/activationByConfig).
4. In step 1 of the activation process, upload your Activation File by clicking **Upload**, and then browsing to the file. The file is uploaded.
5. Click **Start the Activation Process**. You will proceed to step 2 of the process.
6. Complete all steps of the activation process.

### Download the software

1. [Click here](#) or copy and paste the following URL (<https://support.emc.com/downloads/>) into a web browser to download your software.
2. Log in to the Online Download Service Center when prompted. If you are a new user, follow the new member registration steps.
3. To find the software that you want to download, type the product name in the Search field.

**Table 2. License Authorization Code: XXXXXXXXXXXXXXXXX**

Product number	Title	Quantity	Subscription start	Subscription end
458-001-863	OneFS Product			
456-111-837	OneFS Base License Tier 4=ID	1		
456-111-837	OneFS Base License Tier 4=ID	1		
456-111-837	OneFS Base License Tier 4=ID	1		
456-111-837	OneFS Base License Tier 4=ID	1		
456-111-837	OneFS Base License Tier 4=ID	1		
456-111-837	OneFS Base License Tier 4=ID	1		
456-111-841	OneFS Capacity License Tier 4 =CB	120		
456-111-841	OneFS Capacity License Tier 4 =CB	120		
456-111-841	OneFS Capacity License Tier 4 =CB	120		
456-111-841	OneFS Capacity License Tier 4 =CB	120		

If you have any questions about your sales order, contact your Account Representative or your Authorized Reseller.

If you have any questions about EMC Software Licensing, contact the Worldwide Licensing Support team using one of the following methods:

- Navigate to the Online Support Center at <https://support.emc.com/servicecenter/>. Open a Service Request.
- Use the Live Chat between the hours of 3:00 AM and 7:00 PM Eastern Standard Time.
- Contact the live support team by calling:
  - US Toll Free 800-782-4362 and selecting option 4 twice. This team is available 24/7 for your convenience.
  - International Toll Free numbers found at <http://www.emc.com/collateral/contact-us/h4165-csc-phonelist-ho.pdf>.

单击此处获取本邮件的译文:

[https://powerlinklicensing.emc.com/poeticWeb/eLicensing/locale.do?type=LAC&language=zh\\_CN&ckevaluationsue=0&LAC=MSRL77Y7V2RTPB3H6KNY&TARGET\\_TAGS=](https://powerlinklicensing.emc.com/poeticWeb/eLicensing/locale.do?type=LAC&language=zh_CN&ckevaluationsue=0&LAC=MSRL77Y7V2RTPB3H6KNY&TARGET_TAGS=)

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