

Data Domain Conversion Tool

Help Guide

Customer Edition
Revision 08

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Introduction

The Data Domain eLicense Conversion Tool supports conversions of licenses from Data Domain OS versions 5.6 and 5.7 to version 6.0 electronic licensing (eLicensing). You can complete the process automatically through a six step process or you can perform a manual upload.

If you previously converted your licenses using the Data Domain eLicense Conversion Tool, and subsequently upgraded your Data Domain OS to version 6.0, then you can complete the abbreviated set of steps provided below.

Note:

1. You can upgrade to DDOS 6.0 and still use 5.6 and 5.7 licensing keys.
2. Upgrades to eLicensing are done for all licenses existing in the system. Having both traditional licensing and eLicensing on the same system is not supported.
3. Once licenses are converted to eLicensing, future software (SW) attainment must be via eLicensing. Do not purchase traditional licenses for systems that are using eLicensing.
4. Confirm that the platform you are running on is supported by 6.0. Platforms not supported by 6.0 cannot convert SW licenses to eLicensing.

Upgrading Data Domain OS to Version 6.0

For detailed instructions on how to upgrade a Data Domain OS, refer to *Chapter 3 Upgrade system management* in the *EMC Data Domain Operating System Administration Guide*. Note that such upgrades are performed using the Data Domain System Manager or CLI.

Data Domain Automated Conversion Process

This process involves six major steps:

Step 1: Download the Data Domain eLicense Conversion Tool

Navigate to the Data Domain OS page of the Dell EMC support site, and then download and install the Data Domain eLicense Conversion Tool.

Step 2: Search

Provide the host name and credentials to your existing Data Domain 5.6 or 5.7 installations. The Data Domain eLicense Conversion Tool searches for all of the installed Data Domain OS software.

Step 3: Details

Review the details of the Data Domain OS features on your machine.

Step 4: Connect to EMC

Connect to Dell EMC to convert your Data Domain OS software features to Data Domain OS version 6.0.

Step 5: License

Review the details of your new license, and then upload the license file to your Data Domain OS server.

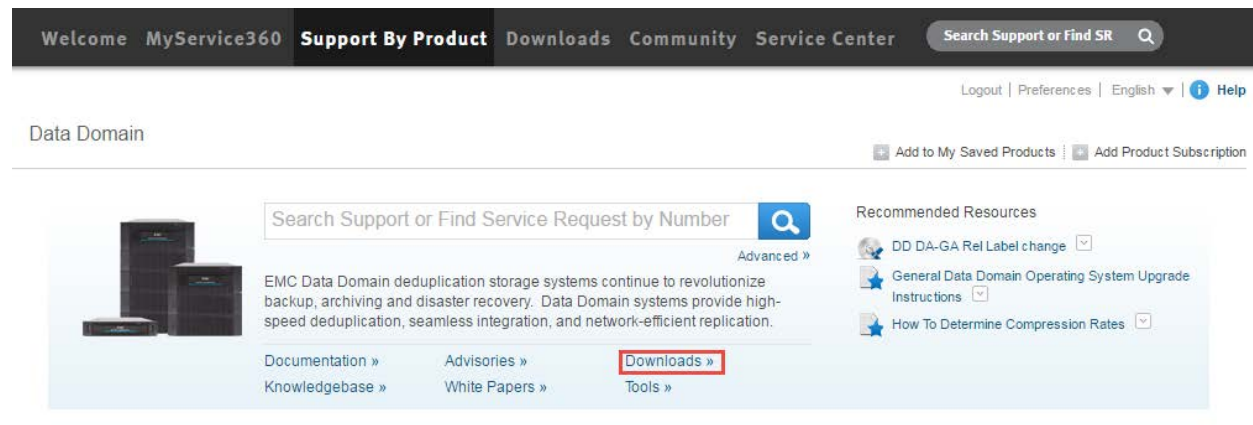
Step 6: Complete

Review important information relating to your Data Domain Version 6.0 Operating System, and either close the Data Domain eLicense Conversion Tool or convert another system.

Steps to Complete:

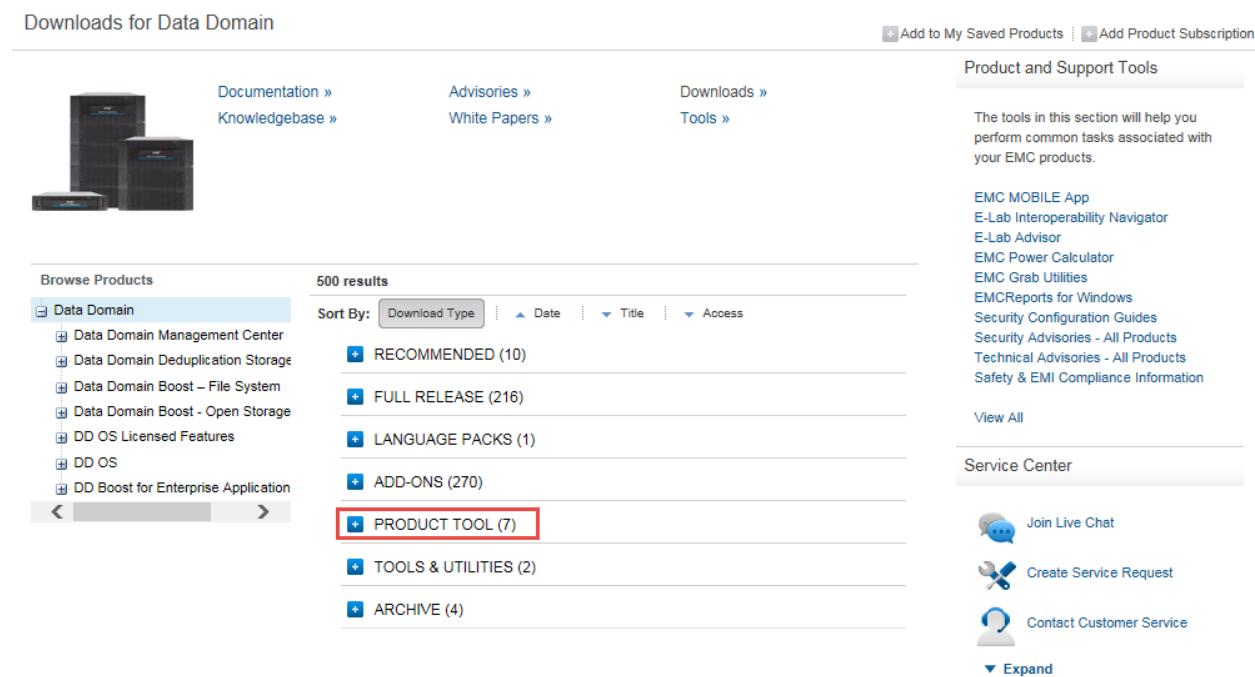
Complete the following steps to automatically upload your Data Domain OS 6.0 license file.

1. Go to URL: https://support.emc.com/products/9012_Data-Domain.



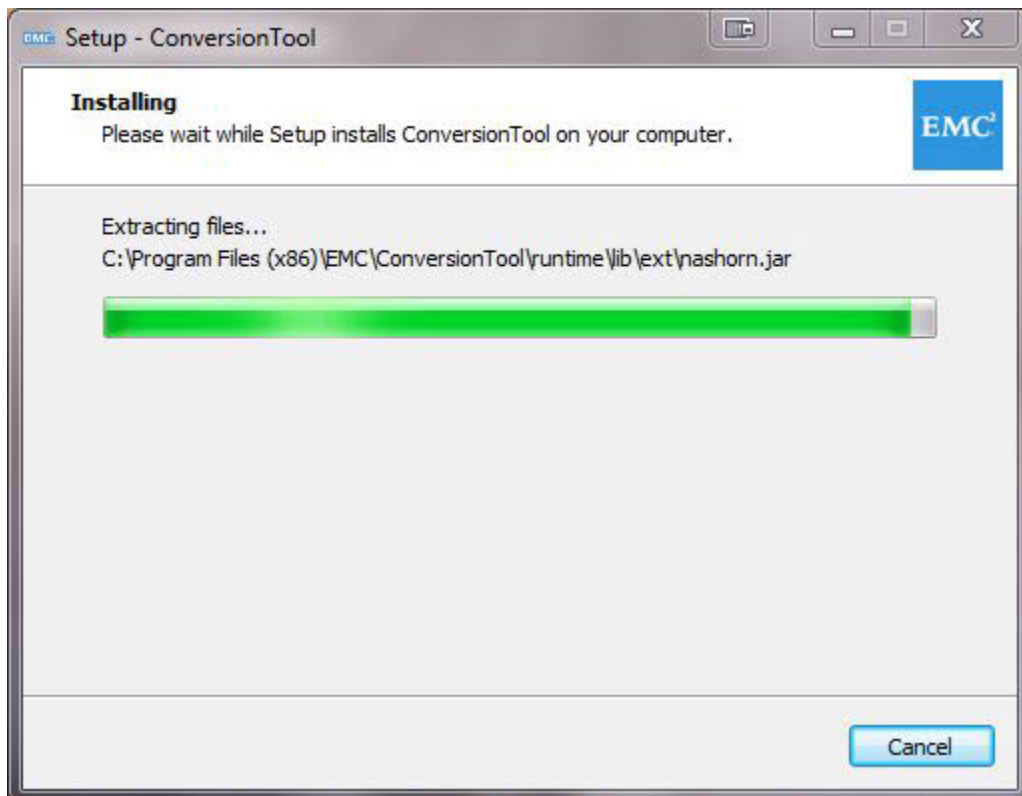
The screenshot shows the EMC Support website interface. At the top, there's a navigation bar with links like 'Welcome', 'MyService360', 'Support By Product', 'Downloads', 'Community', and 'Service Center'. A search bar is also present. Below the navigation bar, the 'Data Domain' product page is displayed. On the left, there's a product image. To the right, there's a search bar and a description of the product. Below the description, there are links for 'Documentation', 'Advisories', 'Downloads' (highlighted with a red box), 'Knowledgebase', 'White Papers', and 'Tools'. On the right side, there are 'Recommended Resources' including 'DD DA-GA Rel Label change', 'General Data Domain Operating System Upgrade Instructions', and 'How To Determine Compression Rates'.

2. Select **Downloads**. A Downloads for Data Domain page appears.
3. Select **PRODUCT TOOLS**, and then select the Data Domain eLicense Conversion Tool appropriate for your system to download it. Once the download is complete, the conversion tool begins to install.

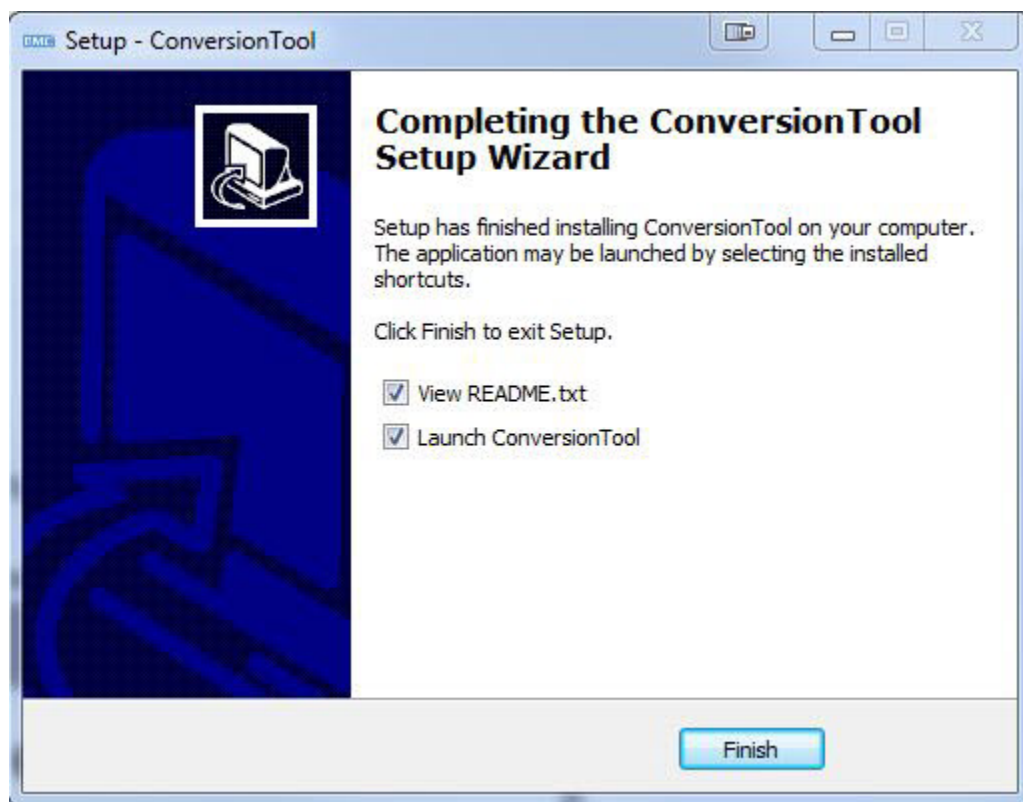


The screenshot shows the 'Downloads for Data Domain' page. At the top, there's a navigation bar with links like 'Documentation', 'Advisories', 'Downloads' (highlighted with a red box), 'Knowledgebase', 'White Papers', and 'Tools'. Below the navigation bar, there's a product image and a description of the product. To the right, there's a search bar and a list of 'Recommended Resources'. Below the description, there are links for 'Documentation', 'Advisories', 'Downloads' (highlighted with a red box), 'Knowledgebase', 'White Papers', and 'Tools'. On the right side, there are 'Recommended Resources' including 'DD DA-GA Rel Label change', 'General Data Domain Operating System Upgrade Instructions', and 'How To Determine Compression Rates'. Below the 'Downloads' link, there's a list of 'PRODUCT TOOLS' including 'RECOMMENDED (10)', 'FULL RELEASE (216)', 'LANGUAGE PACKS (1)', 'ADD-ONS (270)', 'PRODUCT TOOL (7)' (highlighted with a red box), 'TOOLS & UTILITIES (2)', and 'ARCHIVE (4)'.

The screens displayed for this installation process vary, depending on your operating system. The following process pertains to a Windows operating system. The installation begins with a Setup window that displays a progress bar.



4. When the installation is complete, the Setup page refreshes. Click **Finish**.



After several seconds, a narrow launch progress window opens.



When the Data Domain eLicense Conversion Tool finishes opening, you will see the Search page displaying the five conversion steps: Search, Details, Connect to EMC, License, and Complete.

5. On the Connect to Data Domain system page, enter the host name, your username, and your password, and then click **Search**. The Data Domain eLicense Conversion Tool searches the specified host for Data Domain OS features and displays them for your review. The Data Domain eLicense Conversion Tool also automatically saves an XML file of the features onto your computer.

Connect to Data Domain system ?

Enter the Host ID, the Username, and the Password associated with the Data Domain OS within your network, and then click **Search**.

Host:

Username:

Password:

© 2016 EMC Corporation. All rights reserved. Data Domain Conversion Tool.

6. On the Data Domain system information page, review the Data Domain OS features to ensure that they are what you expect, and then click **Continue**. The screen displays a login page for connecting to Dell EMC.

Data Domain system information

The Data Domain OS system details that were found are shown below. If details below are the correct features to be converted, then click **Continue**.

Data Domain OS Details

Conversion Date: 2016-06-02	Serial Number: FLA00151900093	Version: 5.7.1.0- 518497	Model: DD4200	Machine: test
---------------------------------------	---	------------------------------------	----------------------	----------------------

License Features

Feature	Shelf Model	Quantity
ARCHIVESTORE		1
BLOCK-SERVICES-PROTECTPOINT		1
CAPACITY-ACTIVE	ES20	48
CAPACITY-ACTIVE	ES30	84
CAPACITY-RETENTION	ES30	132
CONTROLLER-COD		1
DDBOOST		1
DLM		1
ENCRYPTION		1
EXPANDED-STORAGE		1
EXTENDED-RETENTION		1
GATEWAY-EXPANDED-STORAGE-LEVEL-2		1
GATEWAY-EXPANDED-STORAGE-LEVEL-3		1
KEYMANAGER		1
REPLICATION		1
RETENTION-LOCK-COMPLIANCE		1
RETENTION-LOCK-GOVERNANCE		1
VTL		1

Continue >

7. On the Connect to EMC page, enter your Dell EMC Single Sign On credentials, and then click **Connect to EMC**. You connect directly to Dell EMC and your Data Domain OS features are converted to version 6.0.

Specifically, the Data Domain eLicense Conversion Tool first automatically 'passes' the XML file saved in step 3 to Dell EMC. Next the Data Domain eLicense Conversion Tool automatically creates version 6.0 entitlements for the Data Domain OS features in the XML file. Dell EMC then activates the entitlements and generates a version 6.0 license file and 'passes' the file back to the Data Domain eLicense Conversion Tool. Finally, Dell EMC emails an Activation Certificate to the user who logged in during step 4, and the Data Domain eLicense Conversion Tool saves the license file to your computer.


Note: This process may take a few minutes.

The screenshot shows the 'Connect to EMC' page within the Dell EMC Software Licensing Central interface. At the top, there is a navigation bar with the EMC logo and five steps: Search, Details, Connect to EMC (highlighted), License, and Complete. Below the navigation bar, the 'Connect to EMC' section contains the following elements:

- Connect to EMC** header with a help icon.
- Instructional text: "Provide your EMC Single Sign-on credentials below. If you do not have an account with EMC, please sign up at support.emc.com."
- Username:** A text input field with the placeholder "Your EMC Username".
- Password:** A text input field with the placeholder "Your EMC Password".
- EMC Connected** status indicator (a green box with the text "Connected").
- Connect to EMC >** button.

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8. On the License information page, the Data Domain eLicense Conversion Tool displays the version 6.0 License Details. Review the details, and then click **Load License file to DDOS Server**. The Data Domain eLicense Conversion Tool automatically loads the version 6.0 license file onto your Data Domain OS host.


Search
Details
Connect to EMC
License
Complete

License information

License Details

Machine name: localhost
Serial number: FLA00151900093

EMC License

```

#####
# EMC License File
# Activation Date: Apr 26, 2016 10:05:14 AM
# Activated By: Novopashin Anton
# Type:UNSERVED
#####
INCREMENT DD_DDBOOST EMCLM 1 permanent uncouncted \
    VENDOR_STRING="LOCKING_ID=ABCDE111121145;PLATFORM=4200;PRODUCT_LINE=Data \
Domain OS;FEATURE_NAME=DDBOOST;UOM_CODE=IA;UOM_NAME=Instance \
per Server;PLC=DDOS" HOSTID=ANY dist_info="ACTIVATED TO \
1003802264 SAVVIS COMMUNICATIONS 1 SOLUTIONS PARKWAY \
CHESTERFIELD MO US 63017" ISSUER=EMC ISSUED=26-Apr-2016 \
NOTICE="ACTIVATED TO License Site Number: 1003802264" \
SN=2671526 SIGN="00E1 9E75 85F6 8C1A 4A6E 4D7E F880 2100 608D \
F4D3 3140 02C1 A71C 92D2 2EF8"

```

[Load License File to DDOS Server >](#)

9. Once the new license file has loaded, the Data Domain eLicense Conversion Tool displays the Data Domain Version 6.0 Operating System information with a message: Your version 6.0 OS file was installed successfully.

Data Domain V6 system information

Your Data Domain OS v6.0 license file has been installed successfully.

Data Domain OS Version 6 Details

Locking ID: FLA00151900093	Version: 6.0.11.7- 522234	Machine: localhost	Last Modified Date: 30/05/16 07:39:21
--------------------------------------	-------------------------------------	---------------------------	---

License Features

Feature	Shelf Model	Quantity
GATEWAY-EXPANDED-STORAGE-LEVEL-2		1
GATEWAY-EXPANDED-STORAGE-LEVEL-3		1

Close Conversion Tool

 &

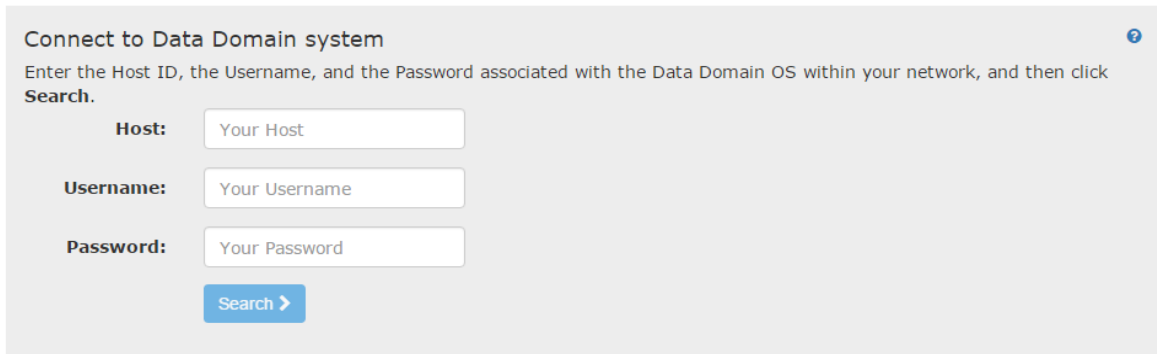
Convert Another Data Domain OS System

Click either **Close Conversion Tool** or **Convert another DDOS System**. If you click **Close Conversion Tool**, then the Data Domain eLicense Conversion Tool closes. If you click **Convert another DDOS System**, then you start the process over beginning with the Search page (Connect to Data Domain system).

Abbreviated Automated Process

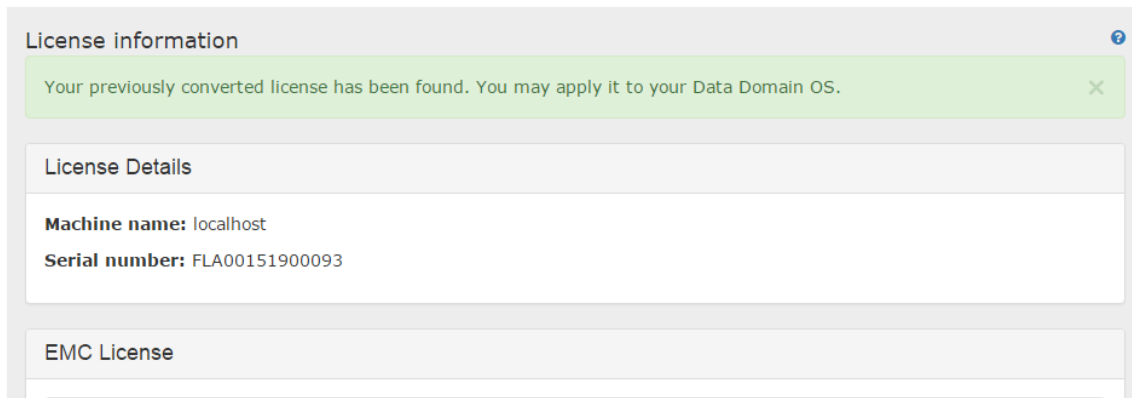
If you previously used the Data Domain eLicense Conversion Tool to convert your licenses, and you subsequently installed DDOS version 6.0, then use this quick process to load your license file.

1. Launch the Data Domain eLicense Conversion Tool using the icon on your desktop. The Connect to Data Domain system page displays.



The screenshot shows a web form titled "Connect to Data Domain system" with a help icon. Below the title is a instruction: "Enter the Host ID, the Username, and the Password associated with the Data Domain OS within your network, and then click Search." There are three input fields: "Host:" with placeholder "Your Host", "Username:" with placeholder "Your Username", and "Password:" with placeholder "Your Password". A blue "Search >" button is at the bottom.

2. On the Connect to Data Domain system page, enter the host name, your username, and your password, and then click **Search**. The Data Domain OS searches for and recognizes your version 6.0 license file. It skips to the License information page, where your license key is displayed.
3. On the License information page, the Data Domain eLicense Conversion Tool lists your machine name, your Serial Number, and the contents of your EMC License. Click **Load License File to DDOS Server**.



The screenshot shows the "License information" page with a help icon. A green message box at the top says: "Your previously converted license has been found. You may apply it to your Data Domain OS." Below this is a section titled "License Details" containing two lines: "Machine name: localhost" and "Serial number: FLA00151900093". At the bottom is a section titled "EMC License" with a text area for the license key.

- On the Data Domain V6 system information page, the Data Domain eLicense Conversion Tool lists details relating to your DDOS Version 6.0 and your license features. You can either close the Data Domain eLicense Conversion Tool or convert another system.

Data Domain V6 system information

Your Data Domain OS v6.0 license file has been installed successfully.

Data Domain OS Version 6 Details

Locking ID: FLA00151900093	Version: 6.0.11.7- 522234	Machine: localhost	Last Modified Date: 30/05/16 07:39:21
--------------------------------------	-------------------------------------	---------------------------	---

License Features

Feature	Shelf Model	Quantity
GATEWAY-EXPANDED-STORAGE-LEVEL-2		1
GATEWAY-EXPANDED-STORAGE-LEVEL-3		1

Close Conversion Tool

 &

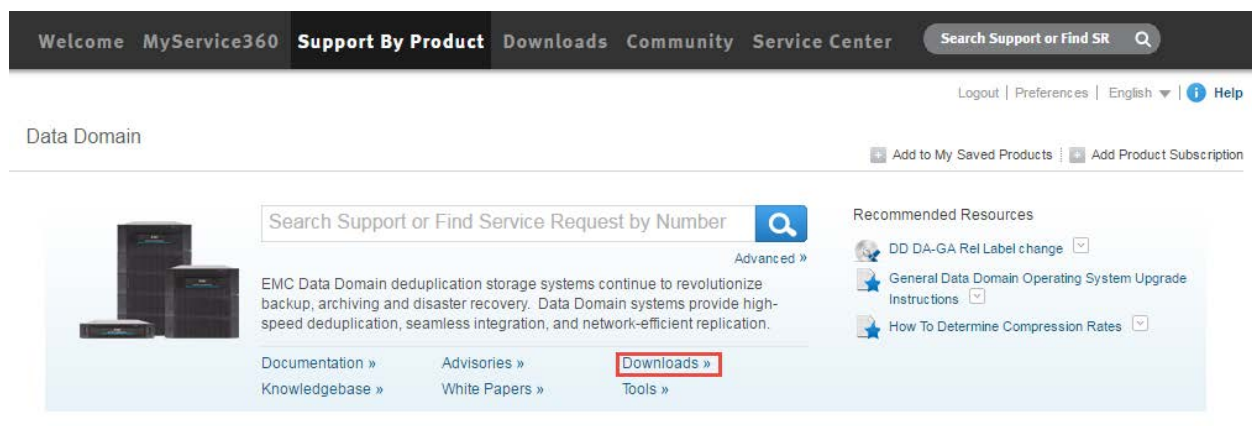
Convert Another Data
Domain OS System

Data Domain Manual Upload Process

Following are the steps for a manual process for uploading your Data Domain license file.

Note: You must have a valid Dell EMC account to perform this process.

1. Go to https://support.emc.com/products/9012_Data-Domain. Select Downloads, and then select **PRODUCT TOOLS**. Under **PRODUCT TOOLS**, select the Data Domain eLicense Conversion Tool for downloading. When the download completes, the Data Domain eLicense Conversion Tool opens to the Search page.



2. On the Connect to Data Domain system page, type the host name, your username, and your password, and then click **Search**.

3. The Data Domain eLicense Conversion Tool searches the host specified for the Data Domain OS features and displays them for your review. The Data Domain eLicense Conversion Tool also automatically saves an XML file of these features on the machine on which you installed the

Data Domain eLicense Conversion Tool. Depending on the OS of the machine and where you chose to install the Data Domain eLicense Conversion Tool, the file is saved to different directories as follows:

Windows: The base path is the path to the directory in which you installed the Data Domain eLicense Conversion Tool. Within this 'ConversionTool' directory is an application jar directory called 'apps', and within the 'apps' directory is a 'conversions' directory that contains your XML file. An example of a typical path is:

C:\Program Files (x86)\EMC\ConversionTool\app\conversions\<DDOS_host>_conversion.xml

Mac: The Data Domain eLicense Conversion Tool is typically installed in the 'Applications' directory, and the typical default path is:

/Applications/ConversionTool.app/Contents/Java/conversions/<DDOS_host>_conversion.xml

Linux: The typical path is: opt\ConversionTool\app\conversions\<DDOS_host>_conversion.xml

In all three cases, <DDOS_host> is the name of the host on which your DDOS is installed.

Note: If you are a customer at a dark site, then complete the following instructions. All other end users should proceed to page 16.

1. Go to the following support site: <https://support.emc.com/servicecenter/createSR/>
2. Select **Install > Impl.**
3. In Problem Summary field, type **License request – Conversion Tool XML File Manual Upload.**
4. Click **Submit.**
5. Attach the XML file, which you created in step 5.

1. Review the Data Domain OS features to ensure that they are what you expect.

Data Domain system information

The Data Domain OS system details that were found are shown below. If details below are the correct features to be converted, then click **Continue**.

Data Domain OS Details

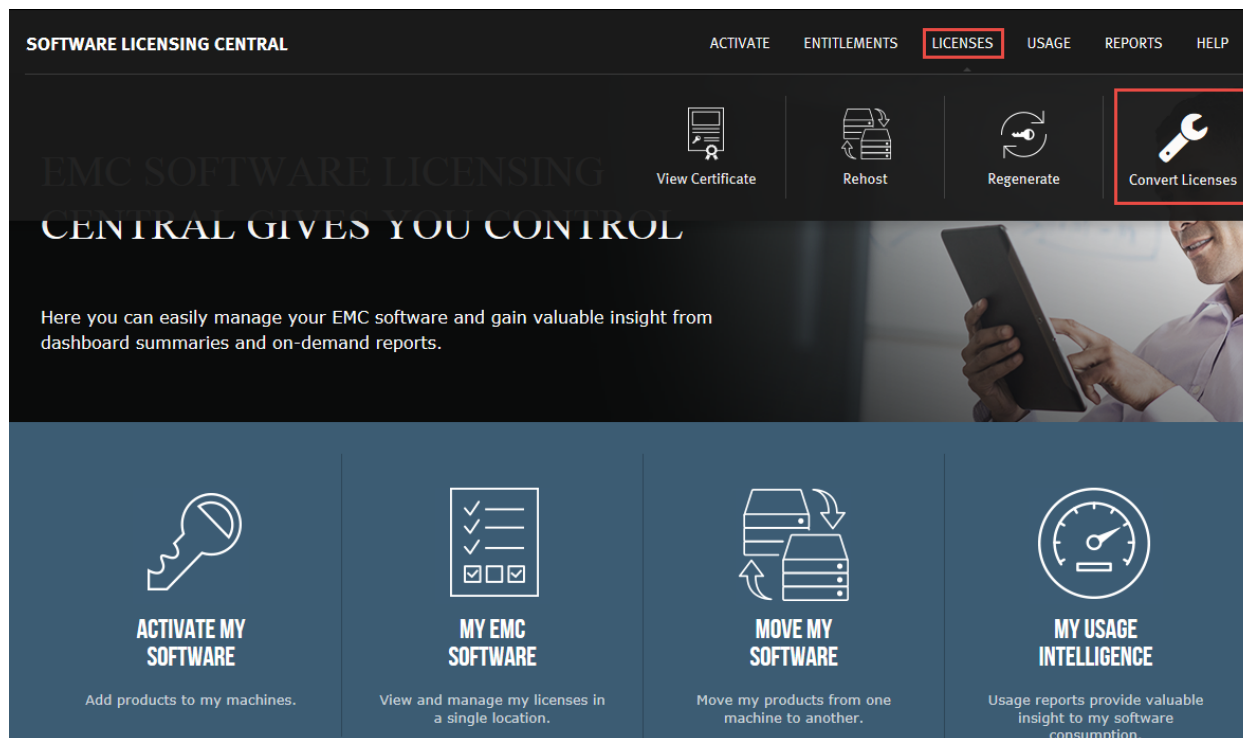
Conversion Date: 2016-06-02	Serial Number: FLA00151900093	Version: 5.7.1.0- 518497	Model: DD4200	Machine: test
---------------------------------------	---	------------------------------------	----------------------	----------------------

License Features

Feature	Shelf Model	Quantity
ARCHIVESTORE		1
BLOCK-SERVICES-PROTECTPOINT		1
CAPACITY-ACTIVE	ES20	48
CAPACITY-ACTIVE	ES30	84
CAPACITY-RETENTION	ES30	132
CONTROLLER-COD		1
DDBOOST		1
DLM		1
ENCRYPTION		1
EXPANDED-STORAGE		1
EXTENDED-RETENTION		1
GATEWAY-EXPANDED-STORAGE-LEVEL-2		1
GATEWAY-EXPANDED-STORAGE-LEVEL-3		1
KEYMANAGER		1
REPLICATION		1
RETENTION-LOCK-COMPLIANCE		1
RETENTION-LOCK-GOVERNANCE		1
VTL		1

Continue >

2. Navigate to Software Licensing Central at <https://licensing.emc.com/>. Select **LICENSES** from the submenu, and then select **Convert Licenses**. The Data Domain License Conversion Upload page appears. (**Note:** You may need to first login using your Single Sign On credentials for your Dell EMC account.)



3. On the Data Domain License Conversion Upload page, carefully read the 'Before you start' message. Browse to the XML file that was saved in step 3, and then click **UPLOAD**.

[Home](#) >

DATA DOMAIN LICENSE CONVERSION UPLOAD

[VIEW PREVIOUSLY CONVERTED LICENSES](#)

This page supports the conversion of a Data Domain OS license file, for version 5.6 or higher, to a Data Domain OS license file for version 6.0.

Before you start: Before performing a conversion, you must first perform the license conversion process within your local environment using the Data Domain License Conversion Tool. The Data Domain License Conversion Tool performs a discovery process and generates an XML file which you must save and then upload below to complete the Data Domain OS license conversion. If you have not downloaded the Data Domain Conversion Tool, go to support.emc.com/products/9012_Data-Domain/Tools and download it.

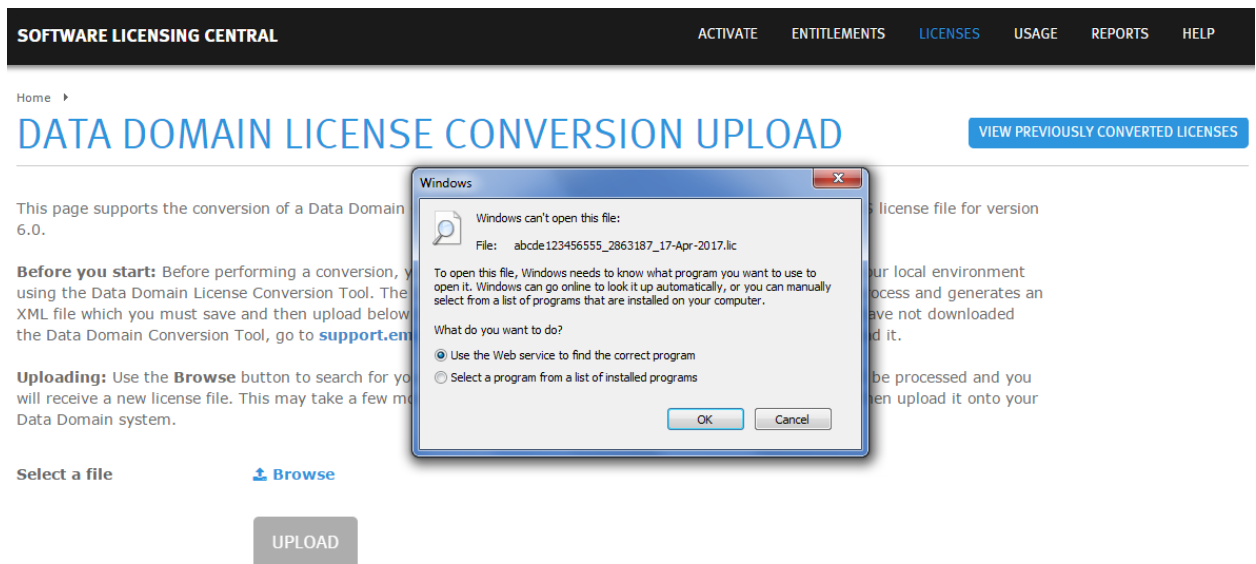
Uploading: Use the **Browse** button to search for your XML file. Once you select the **UPLOAD** button, the file will be processed and you will receive a new license file. This may take a few moments. You must save the newly generated license file and then upload it onto your Data Domain system.

Company

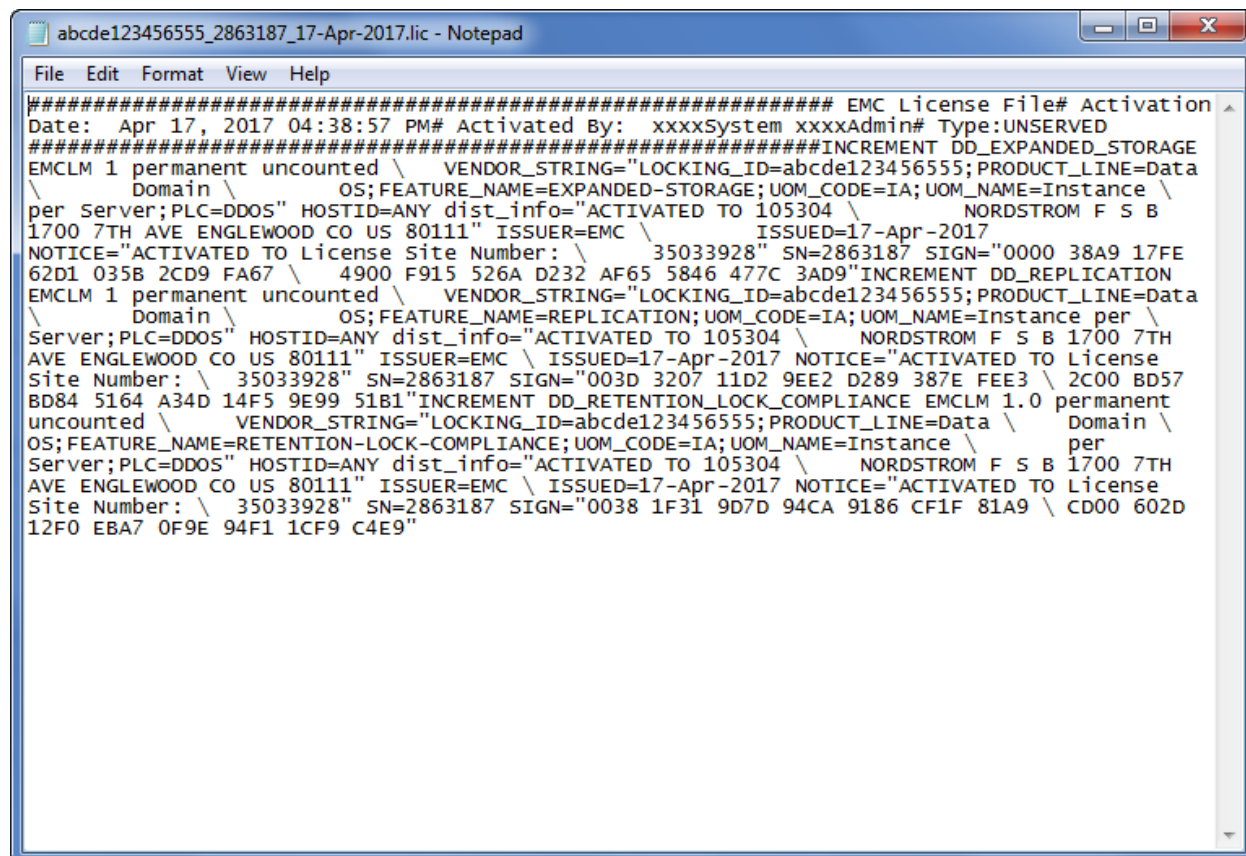
[Select a Company >](#)[Select a file](#)[Browse](#)

UPLOAD

4. As a result, the System automatically processes the conversion of your version 5.6 or 5.7 license features. Entitlements are created and activated, and a version 6.0 license file is generated. When this process has completed (after a few minutes), the system displays a pop-up window in which you can open and save the DDOS version 6.0 license file. Save the file to a location from which you can upload it onto the host that you specified in step 2. Manually upload the license file. **Note:** The license file saved can only work on the host specified in step 2.



Open the license file using Notepad or another text editor. Following is a sample license file:



```
##### EMC License File# Activation
Date: Apr 17, 2017 04:38:57 PM# Activated By: xxxxSystem xxxxAdmin# Type:UNSERVED
#####INCREMENT DD_EXPANDED_STORAGE
EMCLM 1 permanent uncounted \ VENDOR_STRING="LOCKING_ID=abcde123456555;PRODUCT_LINE=Data
\ Domain \ OS;FEATURE_NAME=EXPANDED-STORAGE;UOM_CODE=IA;UOM_NAME=Instance \
per Server;PLC=DDOS" HOSTID=ANY dist_info="ACTIVATED TO 105304 \ NORDSTROM F S B
1700 7TH AVE ENGLEWOOD CO US 80111" ISSUER=EMC \ ISSUED=17-Apr-2017
NOTICE="ACTIVATED TO License Site Number: \ 35033928" SN=2863187 SIGN="0000 38A9 17FE
62D1 035B 2CD9 FA67 \ 4900 F915 526A D232 AF65 5846 477C 3AD9"INCREMENT DD_REPLICATION
EMCLM 1 permanent uncounted \ VENDOR_STRING="LOCKING_ID=abcde123456555;PRODUCT_LINE=Data
\ Domain \ OS;FEATURE_NAME=REPLICATION;UOM_CODE=IA;UOM_NAME=Instance per \
Server;PLC=DDOS" HOSTID=ANY dist_info="ACTIVATED TO 105304 \ NORDSTROM F S B 1700 7TH
AVE ENGLEWOOD CO US 80111" ISSUER=EMC \ ISSUED=17-Apr-2017 NOTICE="ACTIVATED TO License
Site Number: \ 35033928" SN=2863187 SIGN="003D 3207 11D2 9EE2 D289 387E FEE3 \ 2C00 BD57
BD84 5164 A34D 14F5 9E99 51B1"INCREMENT DD_RETENTION_LOCK_COMPLIANCE EMCLM 1.0 permanent
uncounted \ VENDOR_STRING="LOCKING_ID=abcde123456555;PRODUCT_LINE=Data \ Domain \
OS;FEATURE_NAME=RETENTION-LOCK-COMPLIANCE;UOM_CODE=IA;UOM_NAME=Instance \ per
Server;PLC=DDOS" HOSTID=ANY dist_info="ACTIVATED TO 105304 \ NORDSTROM F S B 1700 7TH
AVE ENGLEWOOD CO US 80111" ISSUER=EMC \ ISSUED=17-Apr-2017 NOTICE="ACTIVATED TO License
Site Number: \ 35033928" SN=2863187 SIGN="0038 1F31 9D7D 94CA 9186 CF1F 81A9 \ CD00 602D
12F0 EBA7 0F9E 94F1 1CF9 C4E9"
```

To manually convert another Data Domain OS system, return to step 2 of the previous process and enter another host.

Error and Warning Messages

You may encounter one or more of the following messages. Follow the instructions provided to resolve them.

Error 1:

Page: Connect to Data Domain system

Error:

The Data Domain software version on this host is not at 5.6 or higher. Access support.emc.com for information on upgrading your software to version 6.0. Once upgraded to version 6.0, execute the tool again on this host.

Resolution: You must upgrade to either version 5.6 or 5.7 by following the instructions provided at https://support.emc.com/products/9012_Data-Domain.

Error 2:

Page: Connect to Data Domain system

Error:

An error has occurred. The host specified will not allow the Data Domain OS Conversion Tool to access and read your Data Domain OS features. Contact your site administrator for assistance.

Resolution: You must contact your site administrator to obtain valid credentials.

Error 3:

Page: Connect to Data Domain system

Error:

An error has occurred. No Data Domain OS features were found on the host provided. Try entering a different host.

Resolution: You have entered a host that does not appear to have any Data Domain OS software features. You must enter a different host that has Data Domain OS features. For assistance, contact your site administrator.

Error 4:

Page: Data Domain system information

Error:

ERROR: The Data Domain OS features found on the specified host have High Availability (HA) features that cannot be converted to version 6.0 via this tool. For information on how to convert these features to version 6.0, call the EMC Worldwide Licensing Support team at 1-800-782-4362.

Resolution: Contact the Dell EMC Worldwide Licensing Support team. A member of the Licensing Support team will assist you with upgrading your HA features.

Warning 1:

Page: Data Domain system information

Error:

WARNING: If you need to perform an online storage migration after converting your licenses to Software Licensing Central, then contact the EMC Worldwide Licensing Support team at 1-800-782-4362.

You may continue to convert the other features on this OS to version 6.0 by clicking *Continue*.

Resolution: Contact the Dell EMC Worldwide Licensing Support team. A member of the Licensing Support team will assist you with upgrading your storage migration features.

Error 5:

Page: Connect to EMC

Error:

An error has occurred. The Conversion Tool was not able to connect to EMC. Check your Internet connection OR complete the Manual Conversion Process.

Resolution: If your Internet connection is working normally, then you need to complete the Manual Conversion Process described on pages 14-19 of this document.

Error 6:

Page: Connect to EMC

Error:

An error has occurred. Your Username and/or Password was not recognized. Re-enter your credentials and try to connect to EMC again. If this issue persists, call the EMC Worldwide Licensing Support team at 1-800-782-4362.

Resolution: Try entering your credentials again. If you still cannot connect to Dell EMC, then contact the Licensing Support team. A member of the team can either validate your credentials or reset them.

Error 7:

Page: Data Domain V6 system information

Error:

An error occurred. Your Data Domain OS server is not configured for version 6.0. For assistance with upgrading to version 6.0, go to https://support.emc.com/products/9012_Data-Domain

Resolution: You must upgrade to Data Domain OS version 6.0. If you are using a version earlier than 5.6, then you must upgrade first to 5.6, then to 5.7 prior to upgrading to version 6.0. Follow the instructions provided on https://support.emc.com/products/9012_Data-Domain.

Error 8:

This error occurs if you try to convert one of the following licenses:

- GATEWAY-EXPANDED-STORAGE-LEVEL-2
- GATEWAY-EXPANDED-STORAGE-LEVEL-3
- KEYMANAGER

Page: Connect to Data Domain system

Error:

Data Domain system information

⚠ Notice: The Data Domain license files found on the specified host are no longer available in DDOS 6.0. Click **Continue** to complete your conversion.

GATEWAY-EXPANDED-STORAGE-LEVEL-3

GATEWAY-EXPANDED-STORAGE-LEVEL-2

KEYMANAGER

Data Domain OS Details

Conversion Date: 2016-09-20	Serial Number: FLA00151900093	Version: 5.7.1.0-518497	Model: DD4200	Machine: localhost
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License Features

Feature	Shelf Model	Quantity
ARCHIVESTORE		1
BLOCK-SERVICES-PROTECTPOINT		1
CAPACITY-ACTIVE	ES20	48
CAPACITY-ACTIVE	ES30	84
CAPACITY-RETENTION	ES30	132
CONTROLLER-COD		1
DDBOOST		1
DLM		1

Resolution: Contact the Dell EMC Worldwide Licensing Support team at 1-800-782-4362. A member of the team will assist you with upgrading your features. Note that it may not be possible to upgrade certain features.

Error 9:

This error occurs if you try to run the tool a second time.

Error:

Connect to EMC

⚠ An error has occurred. License Conversion already happened on this LockingId.

Provide your EMC Single Sign-on credentials below. If you do not have an account with EMC, please sign up at support.emc.com.

Username:

Password:

EMC Connected Connect to EMC >

Resolution: Log in using your Dell EMC Single Sign-on credentials, as directed. If you do not have an account, create one at support.emc.com.

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