

How to Obtain Your Isilon License Key

For OneFS Version 8.0 and Lower

An email providing the necessary activation key is sent to the email address designated on the software purchase order. If this email cannot be located, then use the following process to obtain replacement keys.

- Visit <https://support.emc.com/servicecenter/> to:
 - Log in to the Service Center for support.
 - Use the Live Chat between the hours of 12:00 AM EST Monday to 11:59 PM EST Friday. The chat team will assist you and create a Service Request for you.
- Contact Dell EMC's live support team by calling:
 - US Toll Free 800-782-4362 and selecting option 4. 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>.

Provide the following information in the request:

- EMC sales order number
- Number of clusters that need keys
- Email addresses to send replacement key copies to

For OneFS Version 8.1 and Higher

To activate your 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. Enter the command `isi license generate` in the OneFS command line interface. Following are two examples of applying this technique for specific cases.
 - i. **Example I:** Execute the `isi license generate` command in conjunction with the `include` and `file` commands in order to add a license to your activation file and to designate a location for saving your activation file.

```
isi license generate
--include OneFS
--file /ifs/<cluster-name>_activation.xml
```

- ii. **Example II:** The following commands add OneFS and SyncIQ licenses, removes your Cloudpools license, and saves the new activation file to /ifs/local.



```
isi license generate
--include OneFS
--include SyncIQ
--exclude Cloudpools
--file ifs/local
```

2. Note that it is necessary to save a copy of the activation file to your local machine, so that you can upload it to Software Licensing Central.
3. Transfer the Isilon activation file from your cluster to your desktop or a directory.
4. Access the Activate-by-File Wizard: <https://licensing.emc.com/#/activationByConfig>. The wizard opens to step 1.
5. In step 1 of the activation process, upload your activation file by clicking **Upload**, and then browsing to the file. The file is uploaded.
6. Click **Start the Activation Process**. You will proceed to step 2 of the process.
7. Complete all steps of the activation process.

