License Registration and Activation

How To:
Register a License to generate Activation Keys or activate a subscription service.

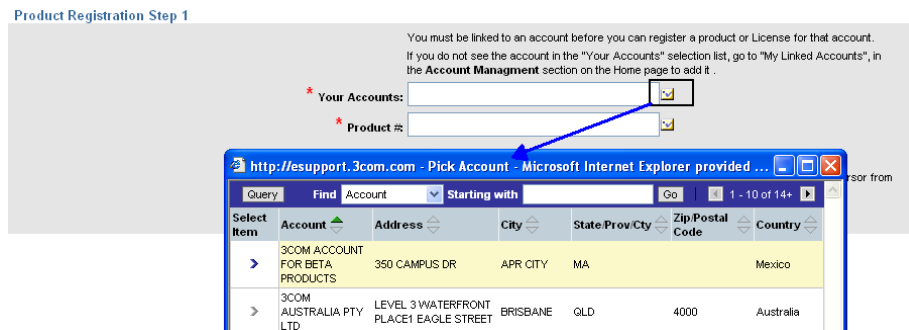**Pre-requisite:**
1. eSupport User Account = User Name & Password.
2. You are linked to at least one account.

Process:
1. Log in to eSupport: http://esupport.3com.com
2. Select Register a Product

3. Select the Account where the product is or will be installed.
    a. Use the select icon, to the left of the "Your Accounts" field for a list of Accounts.
    b. A list of your Linked Accounts will be displayed. To select an Account, click the "chevron" icon to the left of the account and click "OK"

4. Next enter the **License Model #.**
    a. If you know the 3C# you can type it into the Product # field and step off the record using the "tab" key.
    b. To search for the 3C#, click the selection icon, next to the Product # field.
    c. Select the License Product # and click "OK".
    d. Click the "Continue" button

License Registration and Activation

Product Registration Step 1

You must be linked to an account before you can register a product or License for that account.
If you do not see the account in the "Your Accounts" selection list, go to "My Linked Accounts", in the **Account Managment** section on the Home page to add it .

* **Your Accounts:** 3COM ACCOUNT FOR BETA PRODUCTS **1**

* **Product #** 3C10412 **2**

Product Description: 3Com Group 2 Phone License

The Continue button will activate once you enter an Account, Product # and remove the cursor from the text box by pressing the "Tab" key.

3 Continue Cancel

5. IMPORTANT NOTE: The License Model defines the information required to activate the license. This is a sample for NBX License 3C10412.

Read the instructions. They are here to help.

VERY IMPORTANT Please Read:
Select the Model of the product the License will be associated with using the "select" icon.
Then enter the physical serial number located on the back of that unit.
If the product is already installed and you cannot obtain the serial number, leave this field blank.
If the product has not been installed, we highly recommend that the serial number be recorded in the Serial Number field.

Enter the License Key and System ID information in the applicable fields, then click "Continue"

* **License Key:**

* **System ID:**

* **Base Product #**

Serial Number:

Continue Cancel

Red Asterisk = Mandatory field

a. Enter the License Key in the field labeled "License Key". *To ensure accuracy, copy and paste the License Key if possible.*
b. Select the Base product that the License is being associated with.
   i. Base Product – Use the select icon, to choose from a list of hardware 3C Model numbers that are compatible with the License.

c. Enter the Serial Number.
   i. This is the serial number of the <u>physical</u> hardware unless the label says "Software Serial Number".
      NOTE: For most registrations the Serial Number is mandatory. There is one major exception for one class of License. You will see text on the registration page but for clarity I will repeat the message. For NBX Chassis that are installed and where, it is difficult to obtain the serial number of the chassis, leave the Serial Number field blank. The registration program will take the System ID number and copy it into the

License Registration and Activation

Serial Number field and pass the information to the activation key generator for processing. Tthe Base Model Number will consider the System ID as the Serial Number.

  d. Enter the System ID or Mac Address or Machine ID or Host ID if requested for License activation.
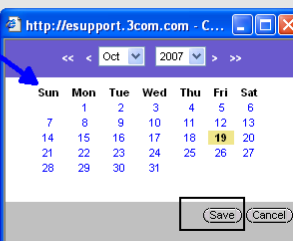

6. Click "Continue"

7. If you are asked to enter a Purchase date, either use the calendar icon or enter the date following the DD/MM/YYYY format. Click "Continue".

8. A successful registration message will be displayed with instructions to click <u>View Registration Details</u> to download the activation key. The activation key will continue to be stored on the License Registration Details screen.

License Registration and Activation

Warranty

Void Warranties	Recalculate Warranties			1 - 3 of 3

Type	Warranty	Start Date	End Date	Change Reason
SOFTWARE WARRANTY	MEDIA REPLACEMENT AND BUG FIXES	10/19/2007	01/16/2008	
SOFTWARE UPDATES BENEFIT	MAINTENANCE/BUG FIX RELEASES FOR THE SOFTWARE VERSION PURCHASED	10/19/2007	Limited Lifetime	
TECHNICAL ASSISTANCE BENEFIT	90 DAYS COMPREHENSIVE TECHNICAL ASSISTANCE	10/19/2007	01/16/2008	

Associated Licenses

These are the Licenses associated with the base product. To view the details and obtain any Activation Keys/File URLs associated with a License, hyperlink on the License Key.   No Records

License Key	License Model	Product Description	Warranty Start Date	Registered Date	Asset Status

Activation Keys/Links/Information

1 - 1 of 1

	Type	Activation Item	Expiration Date
>	Activation File	Download your key here	