



# License Activation Guide

EonStor GS/GSa/GSc/GSe/GSe Pro/GSi

EonOne Software Suite

Version 1.0 (April 2019)



# Copyright Notice

All rights reserved. This publication may not be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written consent of Infortrend Technology, Inc.

---

## Disclaimer

Infortrend Technology makes no representations or warranties with respect to the contents hereof and specifically disclaims any implied warranties of merchantability or fitness for any particular purpose. Furthermore, Infortrend Technology reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation to notify any person of such revisions or changes. Product specifications are also subject to change without prior notice.

---

## Trademarks

Infortrend, the Infortrend logo, EonStor, EonStor GS, EonStor GSe, and EonStor GSe Pro are registered trademarks of Infortrend Technology, Inc. Other names prefixed with “IFT” and “GS” are trademarks of Infortrend Technology, Inc.

- Windows is a registered trademark of Microsoft Corporation.
- Mac OS X is a registered trademark of Apple Computer, Inc.
- Linux is a trademark of Linus Torvalds.

All other names, brands, products or services are trademarks or registered trademarks of their respective owners.



# Contact Information

**Customer Support** Contact your system vendor or visit the following support site website:

<https://support.infortrend.com/>

---



# Table of Contents

Copyright Notice .....	2
Contact Information .....	3
Table of Contents .....	4
About This Manual .....	5
<b>1</b>	<b>When You Will Need a License</b>
<b>2</b>	<b>Generating a License Application File</b>
<b>3</b>	<b>Generating a License Key</b>
<b>3.1</b>	<b>Getting the advanced license key..... 10</b>
<b>3.2</b>	<b>Getting the advanced NVR license key ..... 13</b>
<b>3.3</b>	<b>Getting an upgraded license key ..... 16</b>
<b>3.4</b>	<b>Getting a renewed license key ..... 19</b>
<b>3.5</b>	<b>Getting the trial license key..... 22</b>
<b>4</b>	<b>Importing a License Key</b>



# About This Manual

This document provides step-by-step instructions for EonStor GS data service license application, activation, upgrade and renewal.

The instructions are divided in four sections.

- Section 1: When you will need a license
- Section 2: Generating a license application file
- Section 3: Generating a license key
- Section 4: Uploading a license key

The instructions in Sections 1, 2, and 4 apply to all types of licenses. The instructions in Section 3 may differ per license. Check the subsections in Section 3 for instructions related to respective licenses.

Before starting any EonStor GS license application or activation process, please check whether Infortrend's EonOne management suite has been properly installed. The EonOne management suite is shipped together with the EonStor GS storage system.

## Revision History

Version	Description	Date
1.0	Initial release	April 2019



# 1 When You Will Need a License

You will need to apply for or download a license key for using the following features of the EonStor GS series. The standard license is provided for free to all users. The advanced license may need to be purchased beforehand.

Feature/Functionality	License Type
Standard local replication	<a href="#">Standard license</a>
Advanced local replication	<a href="#">Advanced license</a>
EonCloud Gateway enterprise license	<a href="#">Advanced license</a>
EonCloud Gateway ultimate license for enterprise license upgrade	<a href="#">Advanced license</a>
Remote replication	<a href="#">Advanced license</a>
SSD cache license	<a href="#">Advanced license</a>
Automated storage tiering (2 tiers)	<a href="#">Advanced license</a>
Advanced automated storage tiering (4 tiers)	<a href="#">Advanced license</a>

- When your license has expired, apply for a [license renewal](#).
- When you want to use advanced features, apply for a [license upgrade](#).
- If you want to try out the advanced features for 30 days, apply for a [trial license](#).
- After a license is installed, reboot the system to activate the license.



## NOTE

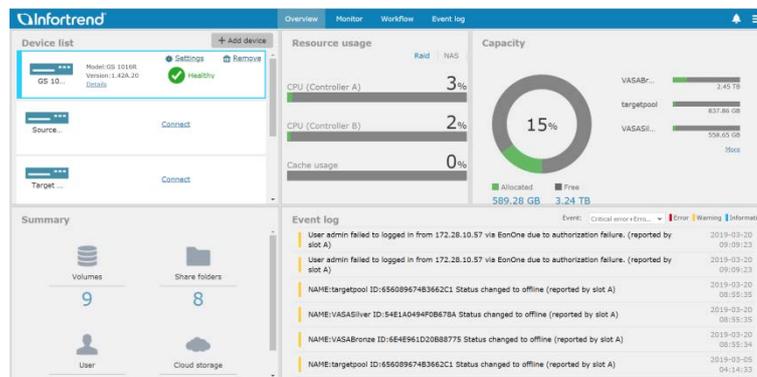
The licensing policy might change without notice. If necessary, check with the customer support for the latest license policies.

## 2 Generating a License Application File

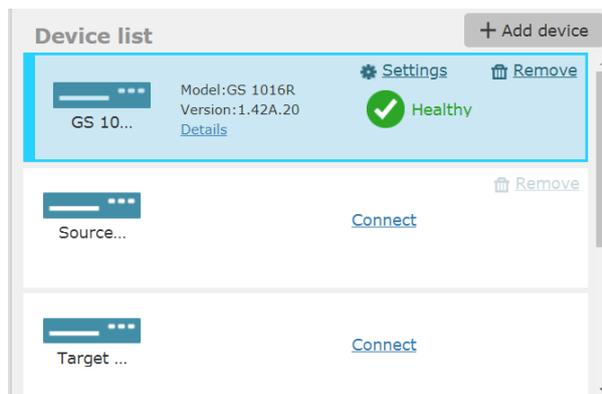
# Application File

Before you start, check whether Infortrend's EonOne management suite has been properly installed. The EonOne management suite is shipped together with the EonStor GS storage system.

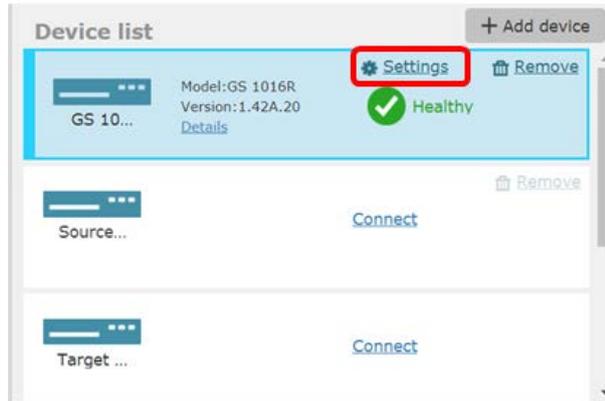
1. Go to the EonOne overview page.



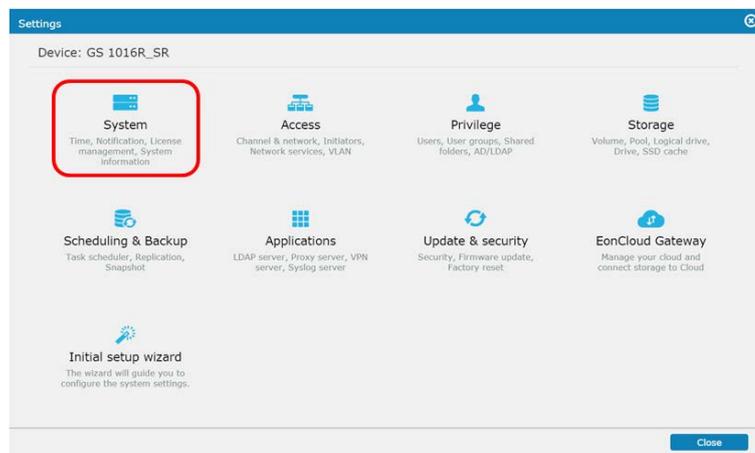
2. Select the device for which you want to apply for a license.



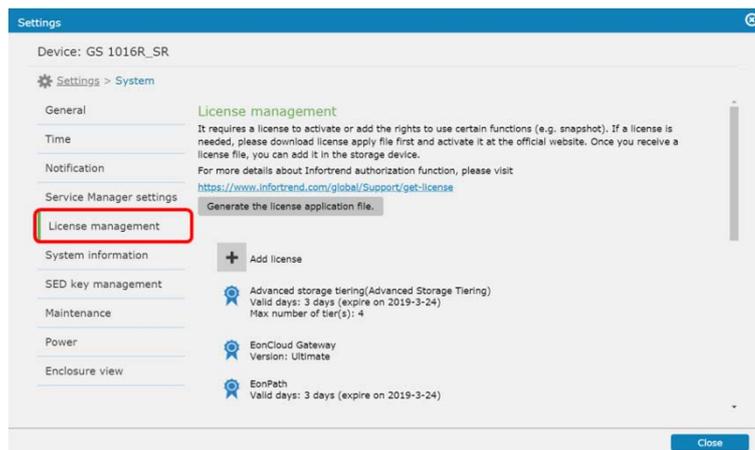
3. Click **Settings**.



4. Click **System**.

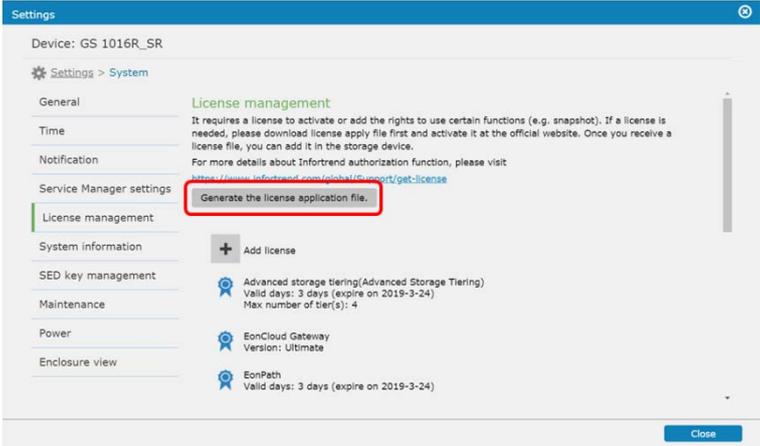


5. On the **System** page, click **License management**.



6. Click **Generate the license application file** to download a license application file to your local computer.

# Generating a License Application File





# 3 Generating a License Key

## 3.1 Getting the advanced license key

When you purchase an Infortrend GS storage system with an advanced license, follow the instructions below to activate the license.

An advanced license covers the following features:

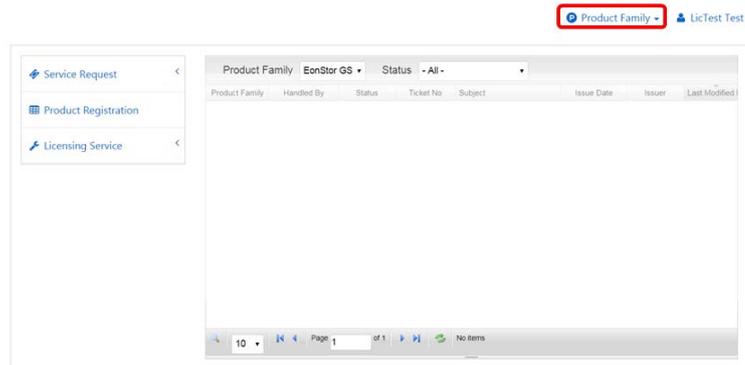
- Advanced local replication
- EonCloud Gateway enterprise license
- EonCloud Gateway ultimate license for enterprise license upgrade
- Remote replication
- SSD cache license
- Automated storage tiering (2 tiers)
- Advanced automated storage tiering (4 tiers)

1. Visit Infortrend’s EonStor GS software license website: <http://support.infortrend.com/> and log in. If you do not have an account, click **Create an Account** to register.

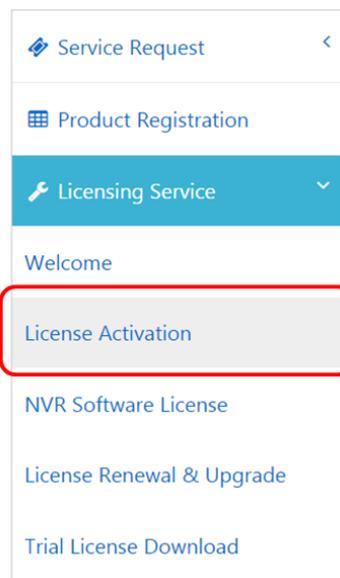
### Service Request

Log in and Create an Account

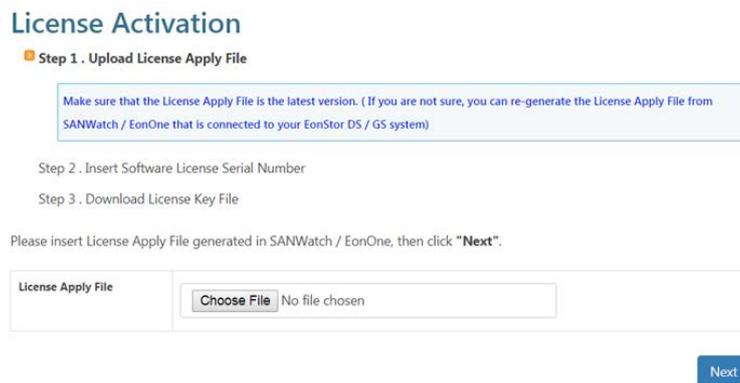
2. Choose **EonStor GS** from the **Product Family** menu on the top-right corner.



3. Go to the left panel and click **Licensing Service > License Activation**.



4. Click **Choose File** to select the downloaded license application file. Then, click **Next** to upload it.



5. Enter the license serial number (labelled on your purchased GS device), and click **Add**. After the number is added, click **Next**.



## License Activation

Step 1 . Upload License Apply File

**Step 2 . Insert Software License Serial Number**

(You can enter multiple add-on license codes)

Step 3 . Download License Key File

Please insert a valid and non-activated License Serial Number, then click on "Next".

Please use "Add" and "Remove" if you would like to activate multiple software licenses in this EonStor DS / GS system.

License Serial Number	<input type="text"/>	<input type="button" value="Add"/>
<small>(Enter one license code at a time)</small>		
Licenses to be added	<div style="border: 1px solid #ccc; height: 30px;"></div>	<input type="button" value="Remove"/>
Activated Licenses	<div style="border: 1px solid #ccc; padding: 2px;">EonStorGS/GSe NVR License / -</div>	



### NOTE

You can generate multiple license keys for one EonStor GS system in a single process by repeating this step. All added licenses are listed in the **License** section.

6. Click **Download** to get a license key file.

## License Activation

Thank you for purchasing EonStor DS / GS Software License.

Please click on **Download** to receive License Key File immediately. You will not receive any e-mail notification for license activation.

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and directly go through "Retrieve License" process again, or contact Infortrend for help.

7. Save the license key file on your local computer in a safe location and [import it to the EonOne](#) system.



## 3.2 Getting the advanced NVR license key

This section introduces how to generate an advanced NVR software license key for GSe Pro.

1. Visit Infortrend's EonStor GS software license website: <http://support.infortrend.com/> and log in. If you do not have an account, click **Create an Account** to register.

Service Request

Log in and Create an Account

**New Customers**

To create a service request or activate a license, please enter your login credentials that you have registered directly or through Service Manager on EonOne.

[Create an Account](#)

**Registered Customers**

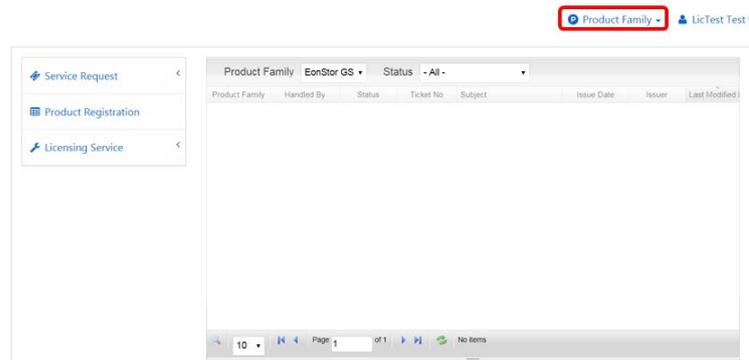
If you have an account with us, please log in.

Email address \*

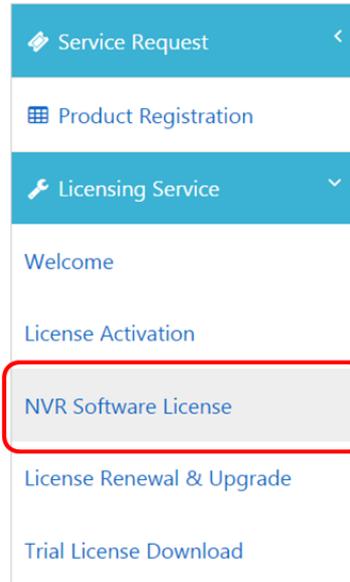
  
  
Password \*  
  
 Remember my login information \* Required fields

[Login](#) [Forget your password?](#)

2. Choose **EonStor GS** from the **Product Family** menu on the top-right corner.

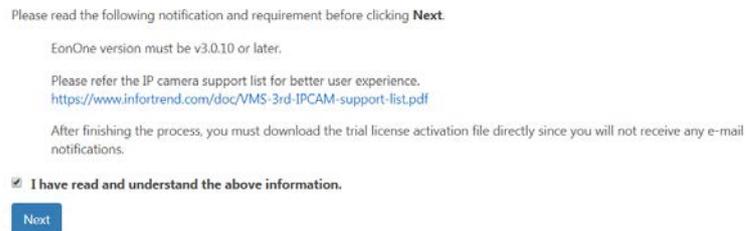


3. Go to the left panel and click **Licensing Service > NVR Software License**.



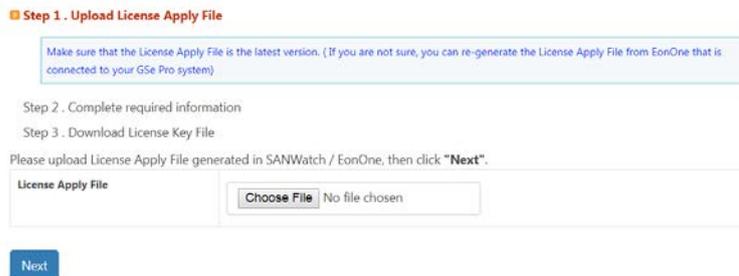
- 4. Check the license information and confirm it by clicking the **I have read and understand the above information** checkbox. Then, click **Next**.

### GSe Pro NVR Software License Download



- 5. Click **Choose File** to select the downloaded license application file. Click **Next** to upload it.

### GSe Pro NVR Software License Download



- 6. Fill in your information and click **Next**.



## GSe Pro NVR Software License Download

Step 1 . Upload License Apply File  
**Step 2 . Complete required information**  
Step 3 . Download License Key File

Please Fill in the following required information, then click "Next".

**Name \***

**Email address \***

**Confirm Email \***

**Company**

**Phone**

**Company Address**

**Country \***

**Industry \***

**Vendor Name**

**Camera \***  Camera in support list  
   
Please choose your camera model.  
 Others

7. Click **Download** to get an advanced NVR license key file.

## GSe Pro NVR Software License Download

Step 1 . Upload License Apply File  
Step 2 . Complete required information  
**Step 3 . Download License Key File**

---

**Thank you for applying GSe Pro NVR Software License.**

Please click **Download** to receive the License activation File immediately.

In case you encounter any problem when uploading the downloaded file to your EonStor GSe Pro system, please re-generate the License Apply File and go through this process again, or contact Infotrend for help.

8. Save the license key file on your local computer in a safe location and [import it to EonOne](#).



### 3.3 Getting an upgraded license key

This section introduces how to get an advanced license key to upgrade your standard license.

An advanced license covers the following features:

- Advanced local replication
- EonCloud Gateway enterprise license
- EonCloud Gateway ultimate license for enterprise license upgrade
- Remote replication
- SSD cache license
- Automated storage tiering (2 tiers)
- Advanced automated storage tiering (4 tiers)

You can try out the advanced features for 30 days using the [trial license](#) before making a purchase decision.

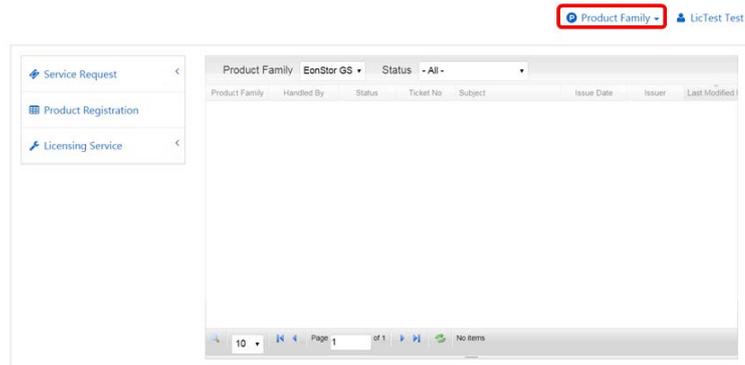
1. Visit Infortrend's EonStor GS software license website: <http://support.infortrend.com/> and log in. If you do not have an account, click **Create an Account** to register.

#### Service Request

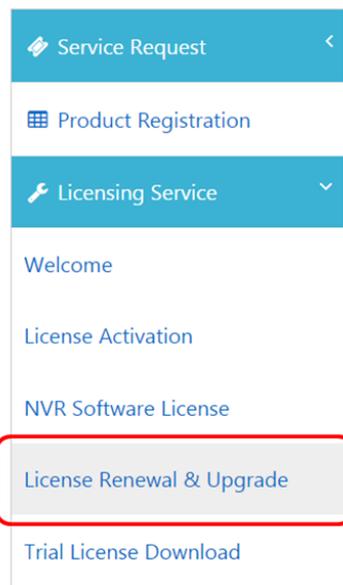
Log in and Create an Account

<p><b>New Customers</b></p> <p>To create a service request or activate a license, please enter your login credentials that you have registered directly or through Service Manager on EonOne.</p> <p><a href="#">Create an Account</a></p>	<p><b>Registered Customers</b></p> <p>If you have an account with us, please log in.</p> <p>Email address *</p> <input type="text"/>  Password * <input type="password"/>  <input type="checkbox"/> Remember my login information <span style="float: right;">* Required fields</span>
--	--

2. Choose **EonStor GS** from the **Product Family** menu on the top-right corner.



- 3. Go to the left panel and click **Licensing Service > License Renewal & Upgrade**.



- 4. Click **Choose File** to select the downloaded license application file. Click **Next** to upload it.

### EonStor DS / GS License Renewal & Upgrade

#### Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch / EonOne that is connected to your EonStor DS / GS system)

#### Step 2 . Download License Key File

Please insert License Apply File generated in SANWatch / EonOne, then click "Next".

License Apply File  No file chosen

Next



5. Check the license information and confirm it by clicking **Next**.

### EonStor DS / GS License Renewal & Upgrade

Step 1 . Upload License Apply File

**Step 2 . Download License Key File**

System Serial No :HBCS000C1715000003

EonStorGS/GSe NVR License / -

Click "**Next**" if above primary licenses are correct.

Or contact Infortrend Technical Support if above licenses are incorrect.

Next

6. Click **Download** to get an advanced license key file.

### EonStor DS / GS License Renewal & Upgrade

**The application is completed.**

Please click on **Download** to receive License Key File immediately. You will not receive any e-mail notifications for license activation.

Enable Eoncloud Gateway Ultimate 90 days trial.

For GSa model, firmware version must be 1.36N.01 or later.

For other GS model, firmware version must be 1.36F.09 or later.

Download

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and go through this "Retrieve License" process again, or contact Infortrend for help.

6. Save the license key file on your local computer in a safe location and [import it to EonOne](#).



### 3.4 Getting a renewed license key

When your advanced license expires, you can renew it through our website to continue using the advanced features.

If the advanced license expires and is not renewed, you can only use features covered by the standard license.

1. Visit Infortrend's EonStor GS software license website: <http://support.infortrend.com/> and log in. If you do not have an account, click **Create an Account** to register.

#### Service Request

Log in and Create an Account

**New Customers**  
To create a service request or activate a license, please enter your login credentials that you have registered directly or through Service Manager on EonOne.

**Registered Customers**  
If you have an account with us, please log in.

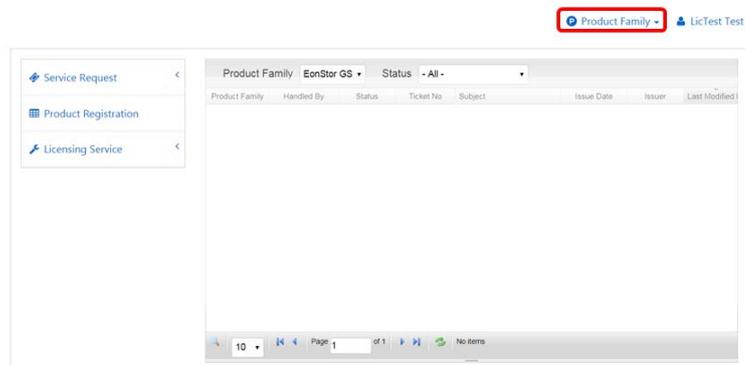
Email address \*

Password \*

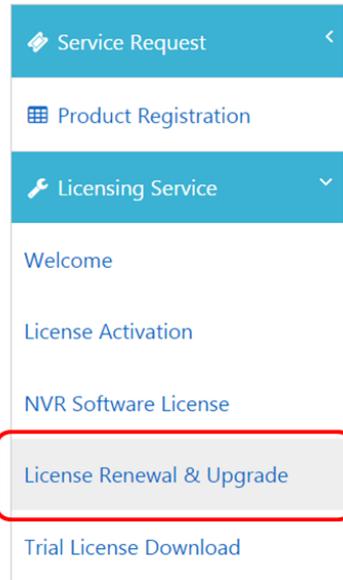
Remember my login information

**Login** [Forgot your password?](#)

2. Choose **EonStor GS** from the **Product Family** menu on the top-right corner.



3. Go to the left panel and click **Licensing Service > License Renewal & Upgrade**.



4. Click **Choose File** to select the downloaded license application file. Click **Next** to upload it.

### EonStor DS / GS License Renewal & Upgrade

**Step 1 . Upload License Apply File**

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch / EonOne that is connected to your EonStor DS / GS system)

**Step 2 . Download License Key File**

Please insert License Apply File generated in SANWatch / EonOne, then click **"Next"**.

License Apply File  No file chosen

5. Check the license information and confirm it by clicking **Next**.

### EonStor DS / GS License Renewal & Upgrade

Step 1 . Upload License Apply File

**Step 2 . Download License Key File**

System Serial No :HBCS000C1715000003

EonStorGS/GSe NVR License / -

Click **"Next"** if above primary licenses are correct.  
Or contact Infortrend Technical Support if above licenses are incorrect.

6. Click **Download** to get a new advanced license key file.



## EonStor DS / GS License Renewal & Upgrade

### The application is completed.

Please click on **Download** to receive License Key File immediately. You will not receive any e-mail notifications for license activation.

Enable Eoncloud Gateway Ultimate 90 days trial.

**For GSa model, firmware version must be 1.36N.01 or later.**

**For other GS model, firmware version must be 1.36F.09 or later.**

Download

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and go through this "Retrieve Licesne" process again, or contact Infortrend for help.

7. Save the license key file on your local computer in a safe location and [import it to EonOne](#).



### 3.5 Getting the trial license key

You can apply for a trial license key to try out features covered by the advanced license before making a purchase decision.

A registered account can apply for one trial license, and it is valid for 30 days from activation.

1. Visit Infortrend's EonStor GS software license website: <http://support.infortrend.com/> and log in. If you do not have an account, click **Create an Account** to register.

#### Service Request

Log in and Create an Account

**New Customers**  
To create a service request or activate a license, please enter your login credentials that you have registered directly or through Service Manager on EonOne.

**Registered Customers**  
If you have an account with us, please log in.

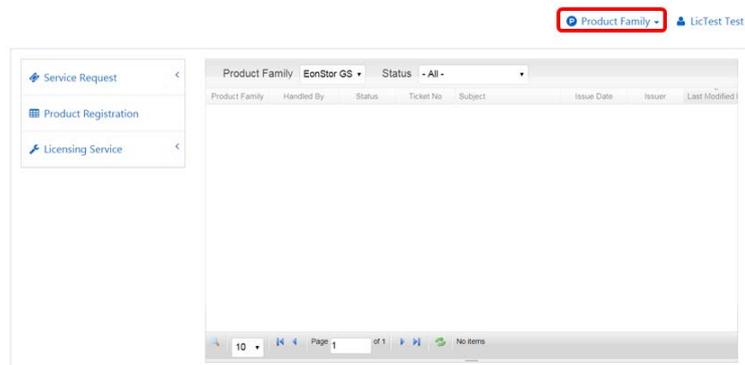
Email address \*

Password \*

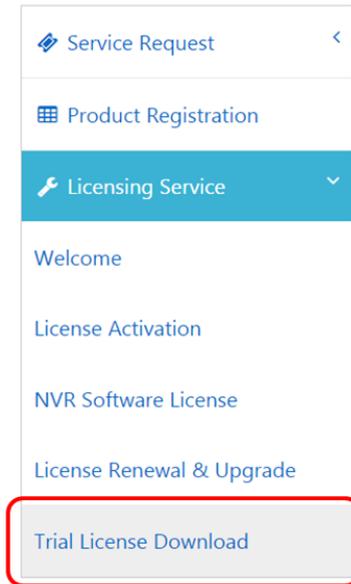
Remember my login information

**Login** [Forgot your password?](#)

2. Choose **EonStor GS** from the **Product Family** menu on the top-right corner.



3. Go to the left panel and click **Licensing Service > Trial License Download**.



- 4. Check the license information and confirm it by clicking **Next**.

### EonStor DS / GS Trial License Download

Please read the following notification and requirement before clicking **Next**.

The trial license includes all data services, such as Local Replication, Remote Replication and Automated Storage Tiering. SANWatch version must be v.2.1b or later. After finishing the process, you must download the trial license activation file directly since you will not receive any e-mail notifications.

I have read above notifications and requirements.

Next

- 5. Click **Choose File** to select the downloaded license application file. Click **Next** to upload it.

### EonStor DS / GS Trial License Download

Step 1 . Upload License Apply File

Make sure that the License Apply File is the latest version. ( If you are not sure, you can re-generate the License Apply File from SANWatch / EonOne that is connected to your EonStor DS / GS system)

Step 2 . Complete required information

Step 3 . Download License Activation File

Please upload License Apply File generated in SANWatch / EonOne, then click "Next".

License Apply File  No file chosen

Next

- 6. Fill in your information and click **Next**.



## EonStor DS / GS Trial License Download

Step 1 . Upload License Apply File

**Step 2 . Complete required information**

Step 3 . Download License Activation File

Please Fill in the following required information, then click "Next".

Name *	<input type="text"/>
Email Address *	<input type="text"/>
Confirm Email *	<input type="text"/>
Company	<input type="text"/>
Phone	<input type="text"/>
Company Address	<input type="text"/>
Country *	<input type="text" value="Select"/>
Industry *	<input type="text"/>
Vendor name	<input type="text"/>

\* \*The asterisk marked fields are required.

I agree to receive marketing information from Infortrend.

Next

7. Click **Download** to get a trial license key file.

## EonStor DS / GS Trial License Download

Step 1 . Upload License Apply File

Step 2 . Complete required information

**Step 3 . Download License Activation File**

**Thank you for applying EonStor DS / GS Trial License.**

Please click **Download** to receive the License activation File immediately.

**IMPORTANT NOTE**

This is a "Trial" License for EonStor DS / GS series, please do not access any data on-line transactions. Infortrend will not take any responsibilities for any data loses.

I have read the above IMPORTANT NOTE.

Download

In case you encounter any problem when uploading the downloaded file to your EonStor DS / GS system, please re-generate the License Apply File and go through this "Trial License Download" process again, or contact Infortrend for help.

8. Save the license key file on your local computer in a safe location and [import it to EonOne](#).

# 4 Importing a License Key

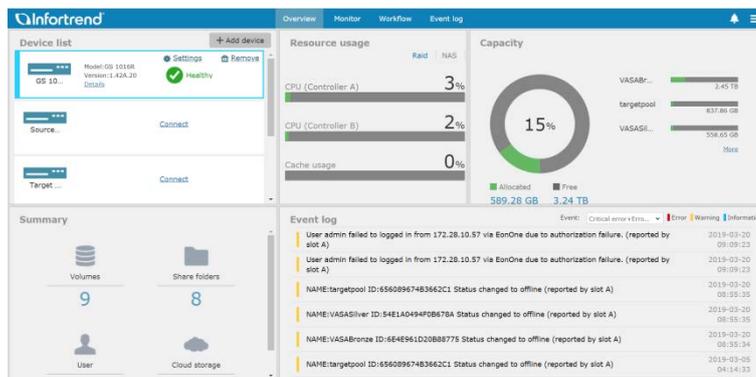


**NOTE**

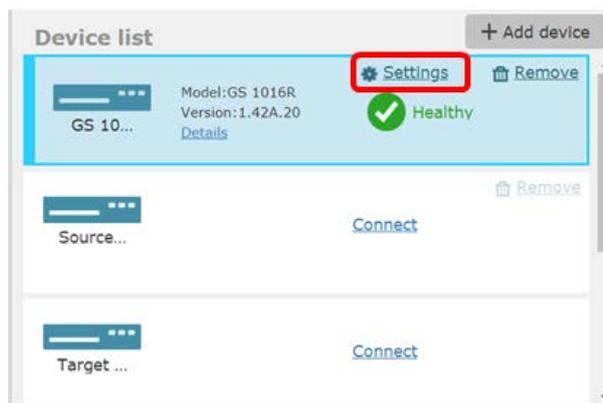
If a pop-up window appears during this process showing the below text, click **OK** to continue without any need to fill in a password:

*You had lost the controller's lock, please input Controller's Password*

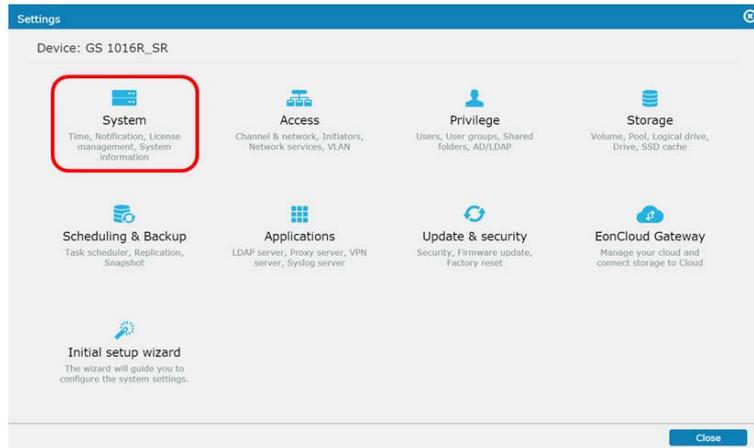
1. Make sure you have obtained the required license key file. Then, go to the EonOne system and select the desired device that you want to import the license key file to.



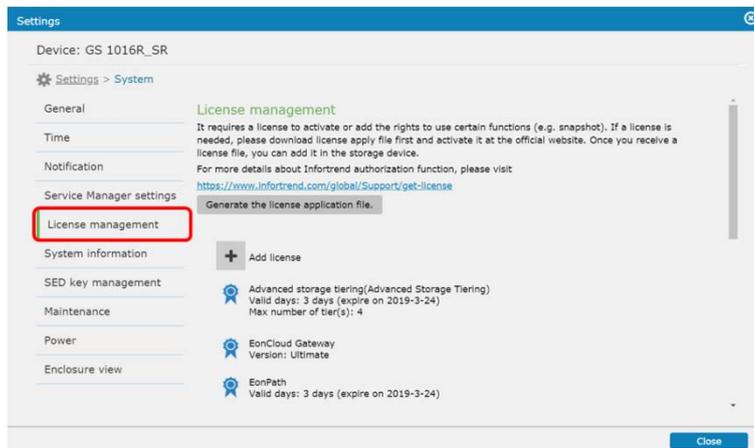
2. Click **Settings**.



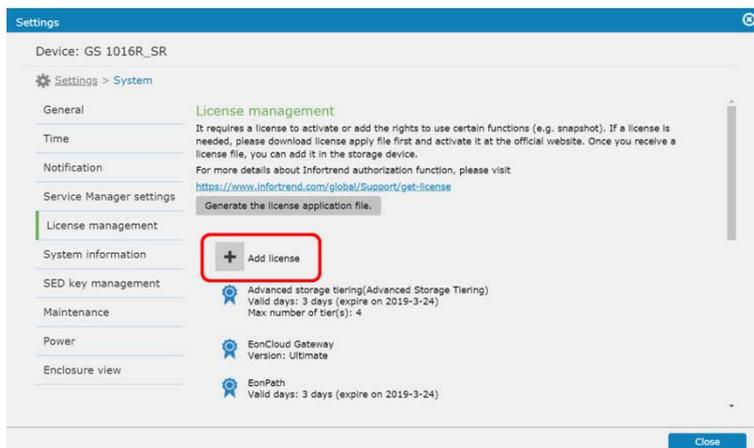
3. Click **System**.



4. On the **System** page, click **License management**.



5. Click **Add license**. Then, select your license key file to import it to the EonStor GS device.



6. When the import is complete, the license is activated and you can use features covered by the imported license.