

How to Get a Licensed Version of ProxySG 3

There are three steps to getting a licensed version of ProxySG 3:

1. Download a trial version of ProxySG 3 software
2. Order SG3 (Purchase SG3 or submit a request for a free upgrade if entitled)
3. Setup and download your SG3 software license key

To learn more, review the information provided below.

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1.0 How is ProxySG 3 licensing different than previous software?

- Previously, serial numbers were issued for hardware and license keys were issued for software. Going forward, serial numbers will be issued serial for both hardware and software.
- The permanent version of the proxy SG3 software, along with any purchased software options will not be activated until your software license key is downloaded to the appliance.
- Your software license key is generated via the Blue Coat Systems online licensing tool. The tool links hardware and software serial numbers together then encrypts them to create a unique software license key that will only function on that hardware appliance.

2.0 What software does this new licensing model affect?

The following software must be registered via Blue Coat Systems' licensing tool to in order for them to operate on your appliance:

- SGOS 3.x
- Instant Messaging
- SSL (Hyper termination)
- Microsoft Streaming
- Real Streaming

3.0 Why a trial version of ProxySG 3 must be installed before it can be permanently licensed

The trial version of ProxySG 3 software will become the permanent licensed version once the software license key has been downloaded to the hardware.

4.0 About the trial version of ProxySG 3

Trial versions of ProxySG 3 come with a 60-day evaluation license. All of the following software options are enabled during the evaluation period:

- SGOS 3.x
- Instant Messaging
- SSL (Hyper termination)
- Microsoft Streaming
- Real Streaming

During the 60-day evaluation period, a pop-up window will appear every time the Management GUI is accessed warning that the box is in a trial period and show the trial expiration date. If a permanent software license key is not downloaded onto the appliance before the expiration date, the software will cease operating. No traffic will pass and error messages will be returned until the box is downgraded to Proxy SG 2.x or lower.

5.0 How to download a trial version of ProxySG 3

A trial version of ProxySG 3 software is available at <http://download.bluecoat.com/release/SGOS3/index.html>.

Upon completion of the online web form, an automated response will immediately be sent to the provided email address. The reply email will contain a download URL to access the ProxySG software. Use the URL to download the ProxySG software image. After the initial download of the ProxySG software for the selected platform, the URL will remain active for an additional 5 days. Trial versions will be fully functional for 60 days.

6.0 How to order a licensed version of ProxySG 3

- 1 Download the trial version of SG 3. The trial version is fully functional and will become the licensed version once the permanent software license key has been setup in Blue Coat Systems online licensing tool and downloaded to the appliance.
- 2 Place an order for ProxySG3. (Either purchase ProxySG 3 or request the free upgrade via the process described in "7.0 Do I qualify for a free entitled upgrade to Proxy SG 3".)
- 3 Blue Coat Systems will send you your ProxySG 3 software serial number(s) and detailed instructions on how to setup and apply your license.

7.0 Do I qualify for a free entitled upgrade to ProxySG 3?

Appliances that meet all of the following conditions are entitled to a free upgrade to ProxySG 3:

- ProxySG 2 software was previously purchased for the hardware.
- Hardware is actively covered under a Gold or Platinum Service Contract.
- The hardware is one of the following models: 4xx, 6xx*, 6xxx, and 8xx.

Free entitled upgrades are eligible for ProxySG 3 only. All other software options must be purchased separately. To request a free copy of ProxySG3, go to the link provided below and fill out the order form. Email completed forms to supportservices@bluecoat.com. Requests will be processed within 5 business days. Please see '8.0 What happens after my ProxySG 3 order is placed' for additional information.

* ProxySG 3 is not available for the model 610.

8.0 What happens after my ProxySG 3 order is placed?

Once your order has processed, Blue Coat systems will email the contacts provided on the order a series of documents which confirms the Proxy SG software serial number(s) and detailed instructions on how to setup and manage the Proxy SG3 license.

9.0 Setup and Download the SG3 software license key

Please see "How to Setup the proxySG3 Software License Key" available at:

http://download.bluecoat.com/manuals/SGOS3/HowTo_Setup_ProxySG3_SW_License_Key.pdf