How to Setup the ProxySG3 Software License Key

Licensing Pre-Requisites

- Proxy SG appliance is turned on and connected to the internet
- Trial version of Proxy SG3 software is installed on appliance
- Order has been processed through Bbylue Coat Systems for SG3 software
  - Includes purchased orders and free entitled upgrades
  - SG3 Software options are: SG3, IM, SSL, WMT Streaming and Real Streaming
- SG3 software serial numbers are readily available to you
- Hardware serial numbers are readily available to you
- You have been issued a Blue Coat Systems WebPower login

1.0 How to setup the ProxySG 3 license

There are five steps to setup the ProxySG 3 license:

1. Download trial version of ProxySG 3 software.
2. Obtain a login to WebPower, Blue Coat Systems' online service
3. Register the hardware in Blue Coat Systems online licensing system
4. Link the software serial numbers to the hardware serial numbers via the online licensing system
5. Save new software license key to appliance

To learn more about any of these steps, review the section listed below.

Note: If Blue Coat Systems was provided sufficient information at the time the order was placed, the software license key has already been setup for you. The user only has to retrieve the key and save it to the appliance.

Sections

1.0 How to setup your ProxySG 3 license 1
1.1 Download the latest trial version of ProxySG 3 software 2
1.2 Setup a WebPower Login 2
1.3 Register Hardware 2
1.3.1 About registering hardware 2
1.3.2 Login to Licensing Tool via the appliance management GUI 3
1.3.3 Register Hardware 4
1.4 Setup the software license key 5
1.5 Download the software license key 8
1.5.1 Automatically update the license from the appliance management GUI 8
1.5.2 Download the license from a local file or web server 10
2.0 Contact Blue Coat Systems for assistance 12

1.1 Download the latest trial version of ProxySG 3 software

Go to http://download.bluecoat.com/ and download the latest trial version of ProxySG 3 software. Follow the instructions provided in the *Quick Start Guide* that came with your appliance. Blue Coat System recommends the following upgrade path:

Current OS (range)	Direct SGOS 3 Upgrade Allowed?	Next OS
CA 1.0.00 - CA 3.1.15	No	CA 3.1.16
CA 3.1.16	No	CA 4.1.10
CA 3.5.00 - CA 3.5.07	No	CA 3.5.08
CA 3.5.08	No	CA 4.1.10
CA 4.0.00 - CA 4.1.09	No	CA 4.1.10
CA 4.1.x, where x >= 10	No	SGOS 2.1.07
CA 4.2.00	No	CA 4.2.01
CA 4.2.x, where x >= 01	Yes	SGOS 3
SA 1.0.00 - SA2.0.10	No	SA 2.0.11
SA 2.0.11	No	SA 4.1.10
SA 4.0.00 - CA4.1.09	No	SA 4.1.10
SA 4.1.x, where x >= 10	Yes	SGOS 3
SGOS 2.0.00 - SG2.1.06	No	SGOS 2.1.07
SGOS 2.1.x, where x >= 07	Yes	SGOS 3

1.2 Obtain a WebPower Account

Users with active WebPower logins can go to '9.3 Register Hardware". Otherwise, request an account by filling out the web form located at:
http://www.bluecoat.com/support/supportservices/webpower_form.html

1.3 Register Hardware

1.3.1 About Registering Hardware

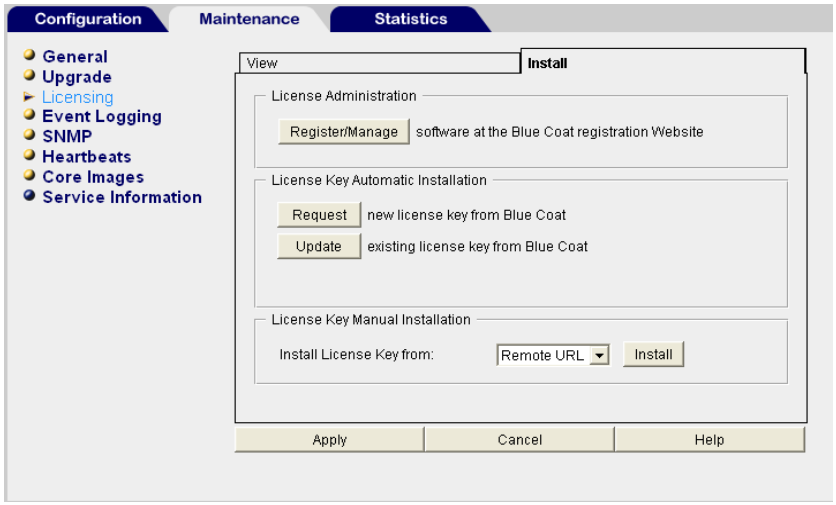
Hardware is automatically registered to the account of the person registering the hardware; therefore Blue Coat Systems highly recommends hardware be registered by the End User account. Registration by any other party will result with the registering organization appearing as the owner company. Please note that the company that registers the hardware will be the sole party with access to the licensing for that product. If a 3rd party does register the hardware and wishes to transfer ownership to the End User, please send an email to supportservices@bluecoat.com.

If Blue Coat Systems was provided sufficient information at the time the order was placed, the hardlware has been pre-registerd for you. To determine this, login to the Blue Coat System online licensing tool as described in 1.3.2 below. If products were pre-registered, go to step '1.4 Setup the software license key'.

1.3.2 Login to the licensing tool via the appliance management GUI

To login to the licensing tool from the GUI:

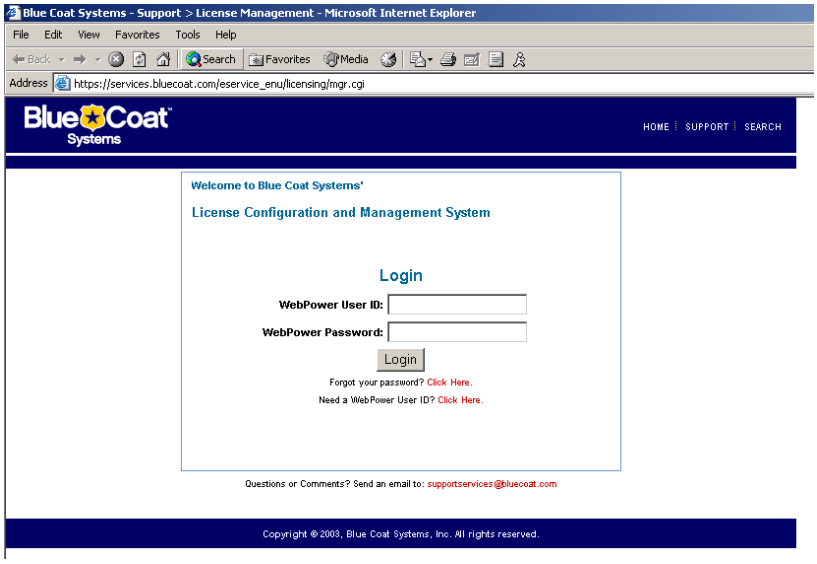
1) From your Proxy*SG* Management Console, open the Management Console in a browser and navigate to 'Maintenance/Licensing/Install'.



2) Click 'Register/Manage'

Tip: *The 'Register/Manage' button is only used the first time a product is being registered or to modify which software options are linked to a hardware appliance.*

3) Enter your WebPower UserID and Password to access the licensing tool.



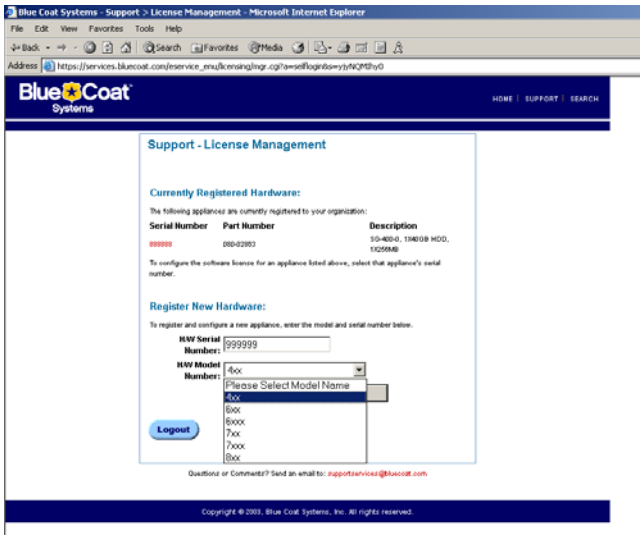
4) Go to section '9.3.4 Register Hardware' to continue registering hardware.

1.3.3 Register Hardware

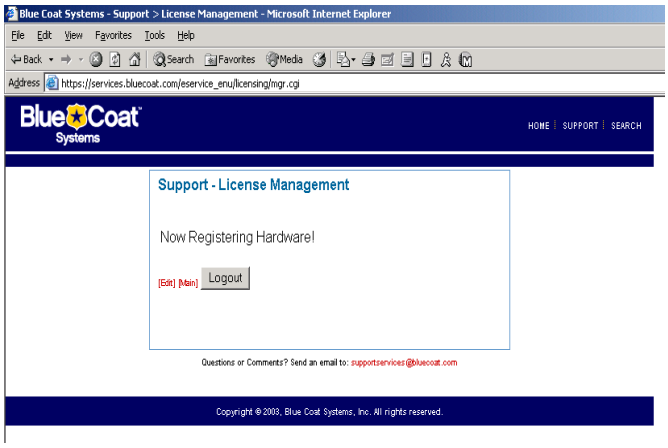
Registered hardware will be displayed at the top of the licensing tool's home page, as shown below. At the bottom of the screen you can register new hardware.

To register a hardware appliance:

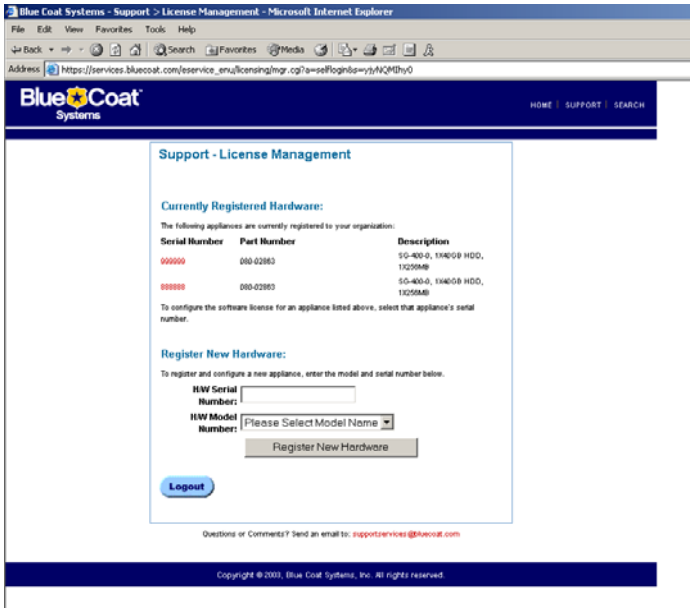
a) Type in the hardware serial number in the field 'HW Serial Number' and select the hardware model platform as shown below.



b) Click 'Register New Hardware. The following screen will appear



c) Click ‘Return to Main Screen’. The hardware is now registered.

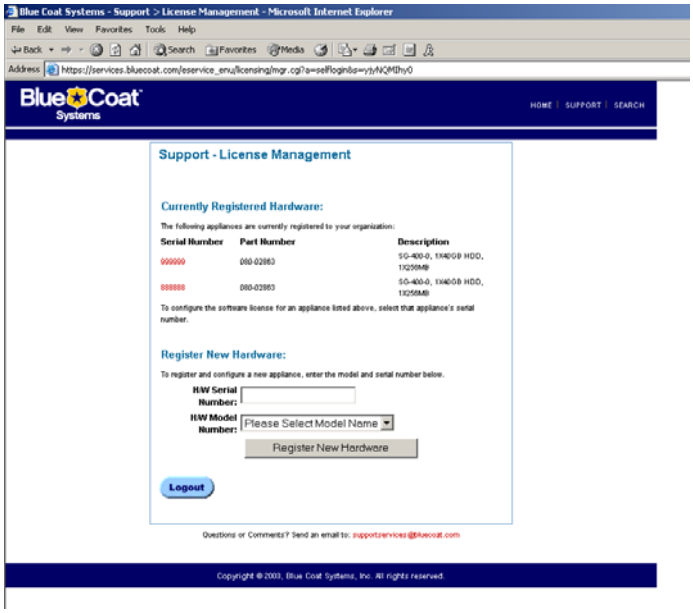


1.4 Setup the software license key

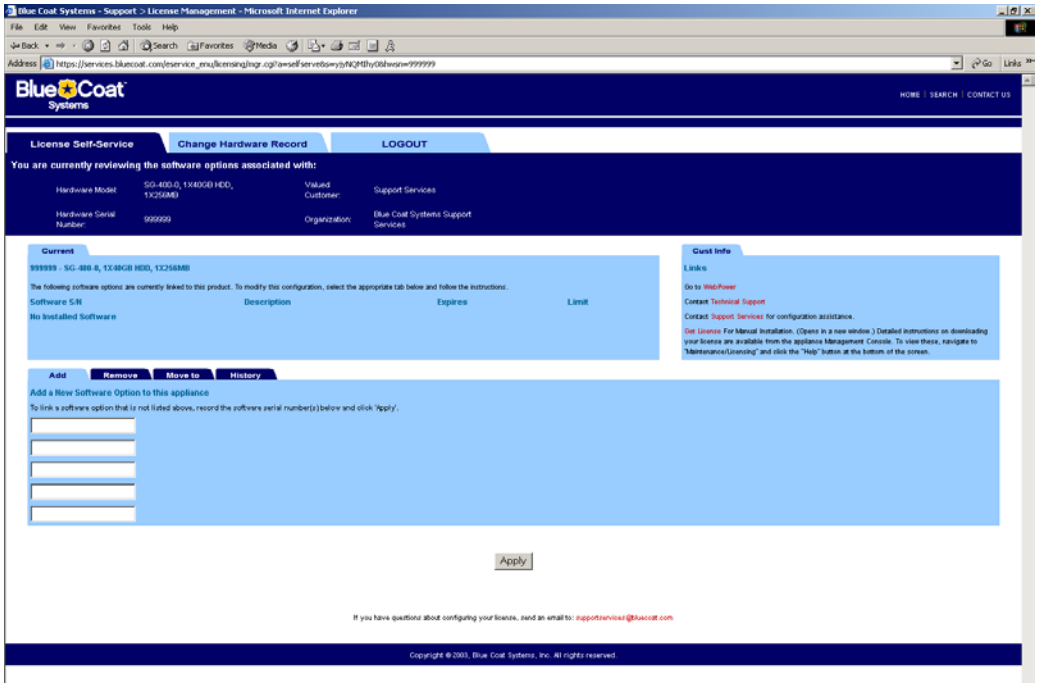
If Blue Coat Systems was provided sufficient information at the time the order was placed, the software license key will be pre-created and emailed to the contacts provided on the order. If you have received the licenses in a text file format and do not wish to modify the current software setup, proceed to step ‘1.5 Download the software license key’.

If you are setting up the software license key for the first time or adding/removing options to an existing key:

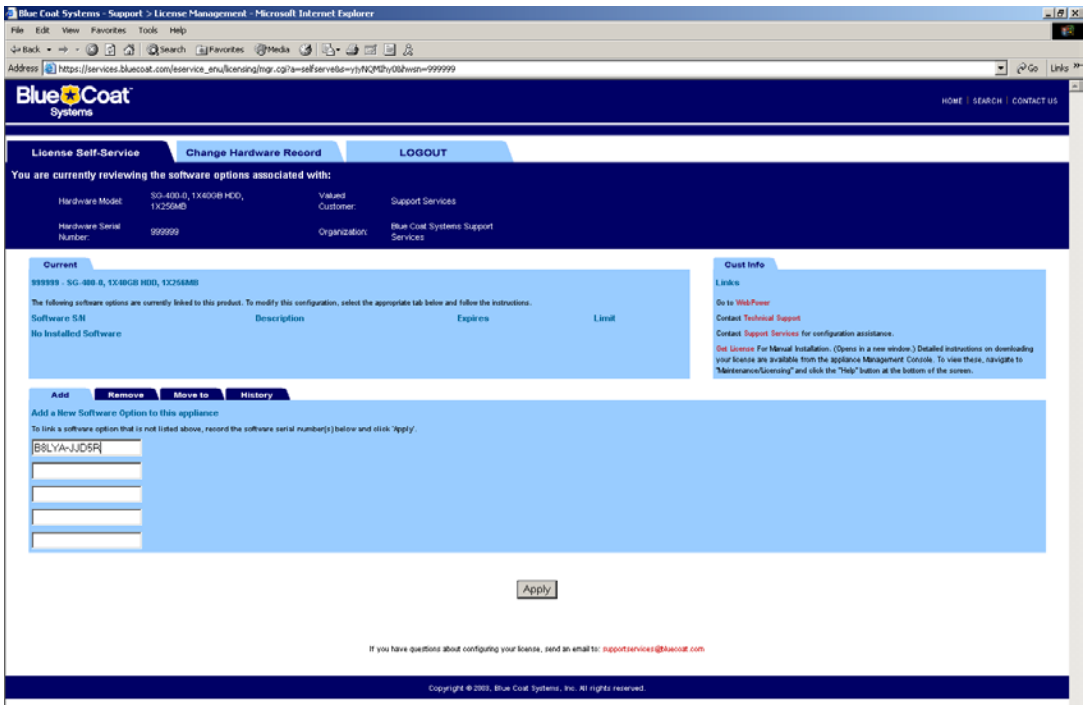
(a) From the main screen of the licensing tool, click the serial number of the appliance you want to setup the software license key for.



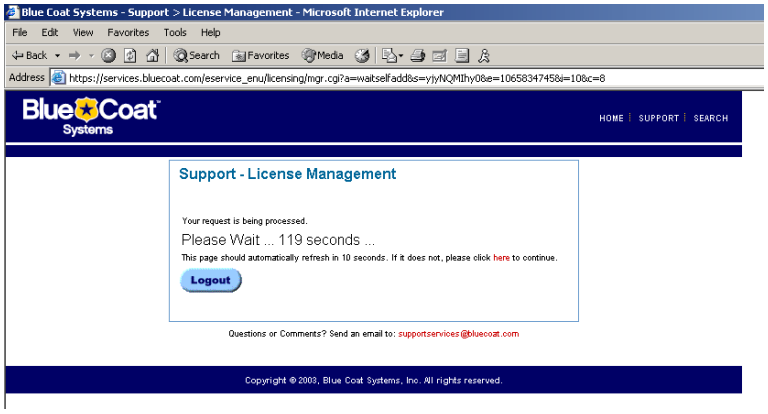
(b) The following screen will appear:



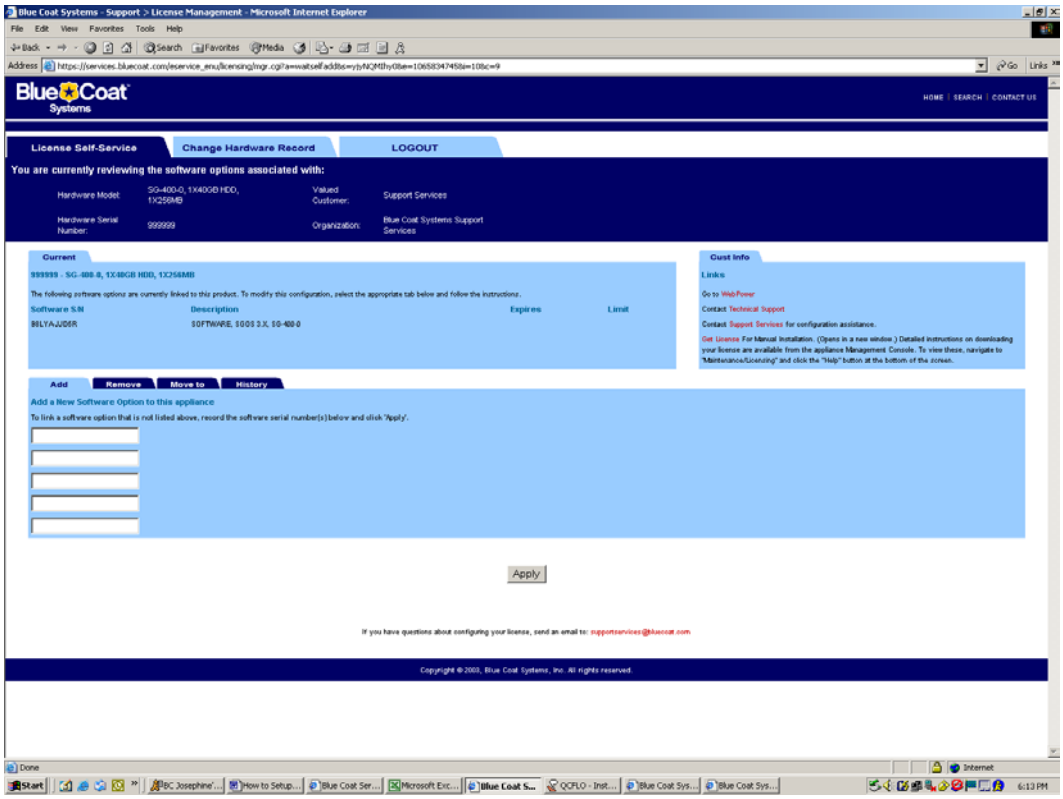
(c) Verify you are in the 'Add' software option tab and record all the SG3 software options that you want to add to your appliance at the bottom of the screen.



(d) Click 'Apply'. The following screen will appear indicating the product is being registered.



(e) The following screen will re-appear. The newly added software serial number(s) will appear in the 'Current' tab indicating the software has been successfully linked to the hardware.

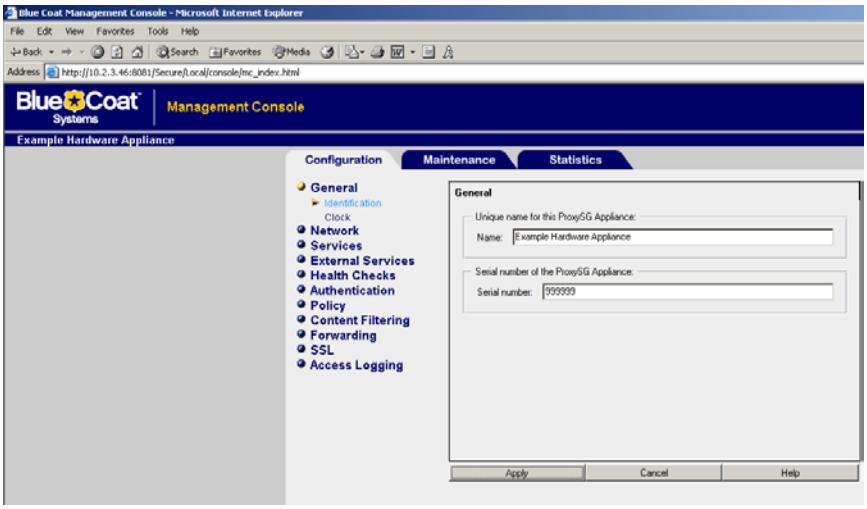


Note: IM software can be added to multiple appliances. It will appear twice, once in the 'Current' tab and once in the lower section indicating it is available to add to another appliance.

1.5 Download the software license key

*****Important*****

Older model platforms will not have a serial number burned into the system. In this case, the serial number must be manually entered into the management GUI at Management Console/Configuration/General/Identification as shown in the screen shot below. Failure to add the serial number will result in an error when you attempt to download the license.

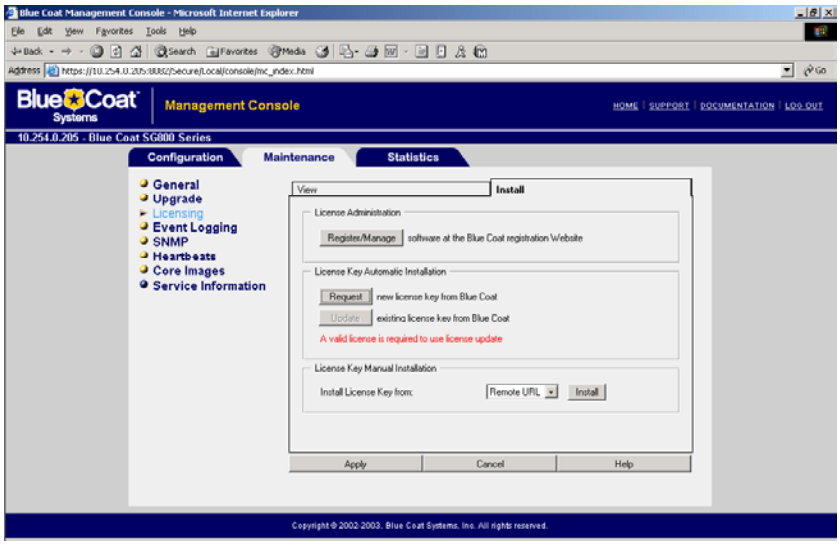


If Blue Coat Systems was provided sufficient information at the time the order was placed, the software license key has been pre-created and emailed to the contacts provided on the order. In this case, the user has the option to:

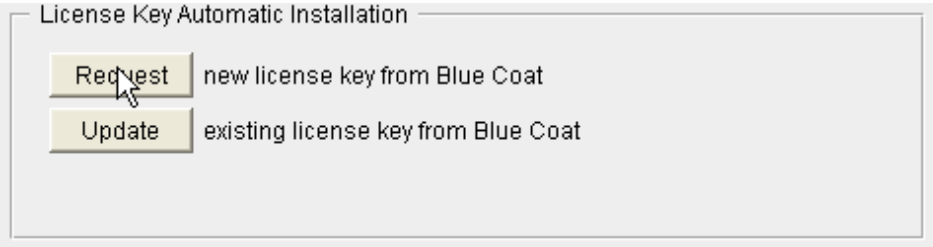
(a) Automatically update the license directly from the appliance management GUI, or
(b) Download the license key via a local file or web server

1.5.1 Automatically update license from the appliance management GUI

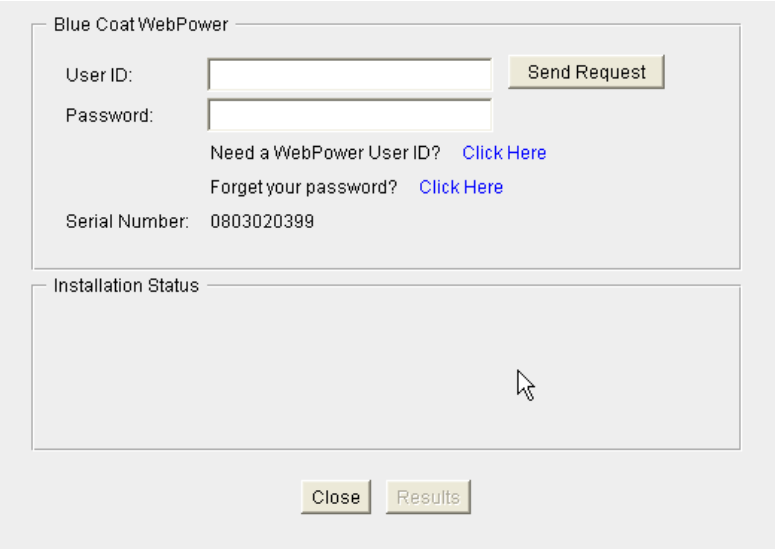
1) From your Proxy*SG* Management Console, open the Management Console in a browser and navigate to 'Maintenance/Licensing/Install/'.



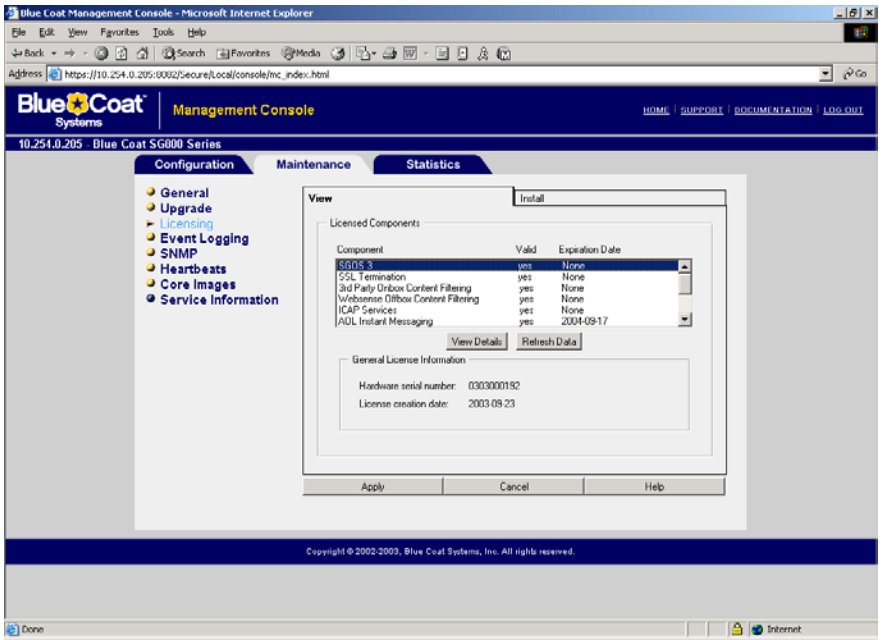
2) Click 'Request'



3) The following screen will appear. Enter your WebPower UserID and Password and click 'Send Request'.



4) In the management GUI, click over to the 'View' tab to view the license details.

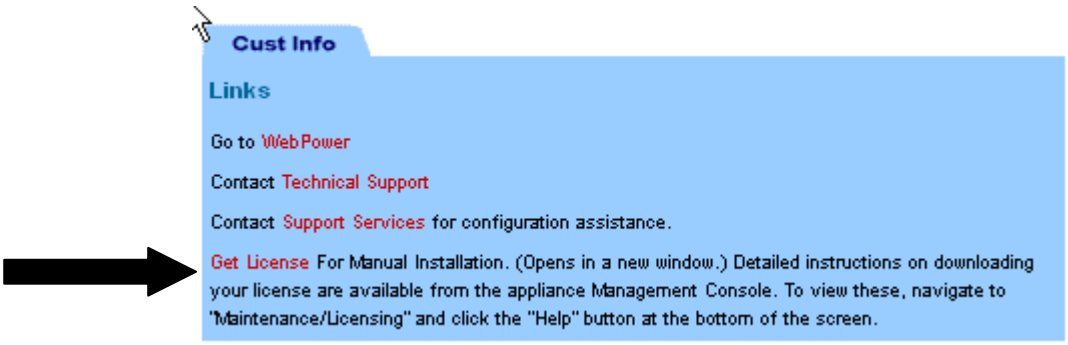


You have successfully registered your ProxySG appliance!

1.5.2 Download the license from a local file or web server

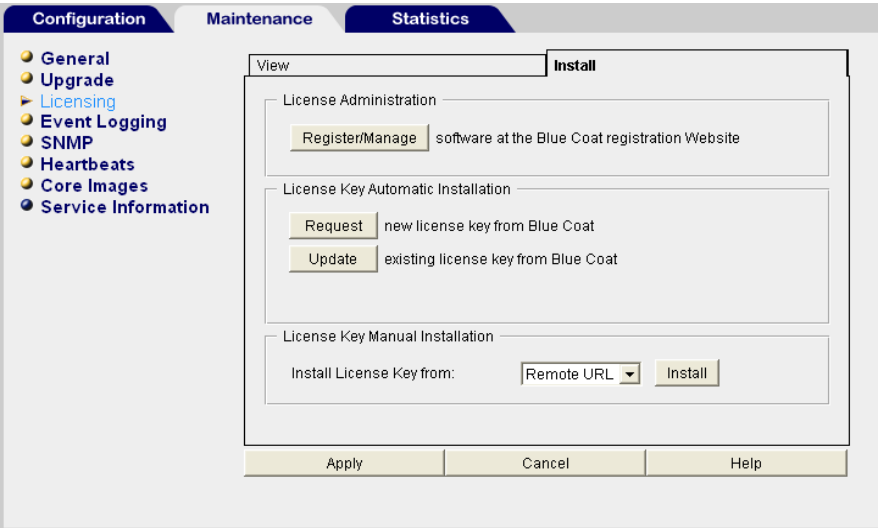
If Blue Coat Systems was provided sufficient information at the time the order was placed, the software license key has been pre-created and emailed to the contacts provided on the order. In this case, the user has the option to use the license key provided via email and download it thru a local file or web server.

License Files can also be manually generated from the licensing tool via the 'Get License' link and saved to your system.



Once a license file is saved to your system, you can download it locally by:

1) Going to your Proxy*SG* Management Console and opening the Management Console. Navigate to 'Maintenance/Licensing/Install/'.



2) Select the method for the remote loading of the license key.

<u>Remote URL</u>

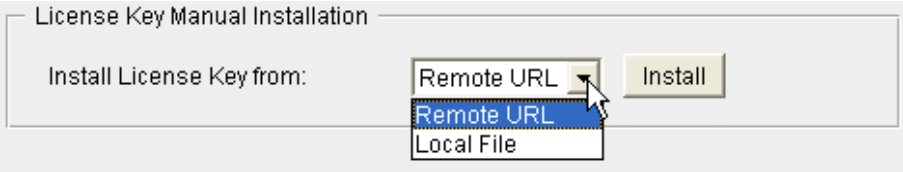
- Select 'Remote URL' if the file resides on a Web server. The Install License Key dialog appears.

- Enter the URL path and click Install. The 'Installation Status' field displays relevant information..

Local File

- Select 'Local File' if the file resides on a Web server. The Install License Key dialog will appear.

- Enter the URL path and click Install. The 'Installation Status' field displays relevant information..

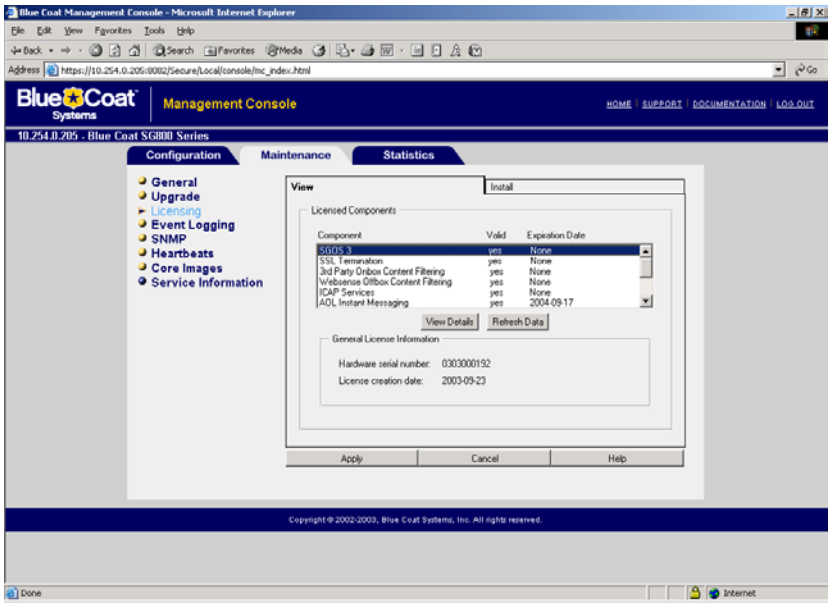


3) When installation is complete, a message will confirm if the license was downloaded successfully. Click 'Results' to view the comments, then 'OK' and 'Close'.

4) In the management GUI, click over to the 'View' tab

5) The license details will still show the expiration date. Click 'Refresh Data'

6) The license details will now be updated.



You have successfully registered your ProxySG appliance!

2.0 Contact Blue Coat Systems for assistance

If you require assistance configuring your software license, send an email to **supportservices@bluecoat.com**.

If you require assistance installing ProxySG3 or using software options, contact any one of the Blue Coat Systems technical support centers shown below:

NA Support Center
6am - 6pm, Monday – Friday
Pacific Standard Time
Sunnyvale, CA, USA
Toll Free: 1.888.702.3569 (US Only)
Direct: 1.408.220.2270

APAC Support Center
9am - 6 pm, Monday - Friday
Japan Standard Time
Tokyo, Japan
Direct: + 81 3 5425 8492

EMEA Support Center
8am - 5 pm, Monday - Friday
Western European Time
Camberley, UK
Direct: +44 (0) 1276 854101