

AlliedWare Plus™ OS

How To | Generate and Manage Feature License Keys for Customers

Introduction

This How To Note is designed to help Allied Partners familiarise themselves with the Allied Telesis feature license system for the AlliedWare Plus operating system. Licensing features is a simple process:

1. The Allied Partner creates an account for the customer (see "[Logging into the licensing system](#)" on page 3 and "[Managing customer accounts](#)" on page 6).
2. When the customer orders a feature (for example, by email or phone), the Allied Partner creates a *feature key* (see "[Creating feature keys](#)" on page 11).

To keep the system as simple as possible, every license that a customer buys (at one time) uses the same feature key—customers do not have to list switch serial numbers. For example, if a customer buys 200 Advanced Layer 3 feature licences for x900-12XT/S switches, then the customer receives one feature key to use on all 200 switches.

3. The system sends an email to the customer, who logs into the system and activates the feature key. This generates a password for the customer to use on the switches.
4. The customer logs into each of the switches and enters the password.

For details of the last two steps—what the customer does—see the associated How To Note: *AlliedWare Plus™ OS: How To Get Feature License Keys*.

This How To Note also describes:

- how to activate a feature key on behalf of a customer (see "[Activating Feature Keys](#)" on page 13)
- how to see information about feature keys (see "[Displaying information about feature keys](#)" on page 18)
- troubleshooting (see "[Troubleshooting](#)" on page 24)

Related How To Notes

This How To Note is part of a series of Notes about basic features of the AlliedWare Plus OS. The other Notes in the series are:

- *AlliedWare Plus™ OS: How To Get Started With The AlliedWare Plus™ Operating System*
- *AlliedWare Plus™ OS: How To Configure Basic Switching Functionality*
- for end customers—*AlliedWare Plus™ OS: How To Get Feature License Keys*

These How To Notes are available from the How To Library at www.alliedtelesis.com/resources/literature/howto_plus.aspx.

Which products and software version does it apply to?

The new license system applies to the following Allied Telesis switches, running AlliedWare Plus Software Version 5.2.1 or later:

- SwitchBlade x908
- x900 series

To see which x900 series switch models run AlliedWare Plus, see the AlliedWare Plus Operating System Datasheet.

Logging into the licensing system

This section describes how to log into the license system as an Allied Partner.

I. Receive login details

Your Regional Administrator will create you an Allied Partner account on the licensing system. The system will generate you a password and will email the login details to you, in an email like the following figure.

Dear AI Partner,

Welcome to the Allied Telesis licensing system, which produces Feature Keys for advanced AlliedWare Plus (TM) features.

As an Allied Partner, you are responsible for managing accounts and creating Feature Keys for your customers. You can also view existing license details for your customers, download summary reports for one or all customers, and change your login password.

Your Regional Admin RegAdmin has generated a licensing system account for you.

Your account details are as follows:

Partner Name :	ExampleAIPartner
First Name :	AI
Last Name :	Partner
Phone :	12-3-4567890
Email :	ai.partner@alliedtelesis.com
Address :	12 Some Street Some Town Some Country
Username :	ExampleAIPartner
Password :	V5P59{7Y

To login to the licensing system, click [here](#), and enter the above username and password.

If you have any problems accessing the website please contact your Regional Admin RegAdmin.

This email is generated automatically please do not reply to this email address.

2. Log into the website

Log into the system by using the link in the email or by browsing to licensing.alliedtelesis.com. Enter the username and password from the email. The system opens at the Allied Partner Home Page, as the following figure shows.

The screenshot shows the Allied Partner Home Page. At the top left is the Allied Telesis logo. Below it is a navigation menu with sections: **Licensing**, **Control Panel**, **Users**, and **Feature Key**. The **Control Panel** section includes links for Home, Contact Us, Help, Change Password, and Logout. The **Users** section includes a link for Customers. The **Feature Key** section includes links for Create Feature Key and Find Feature Key. The main content area is titled **Allied Partner Home Page** for user **ExampleAlPartner**. It contains a **ExampleAlPartner** section with a descriptive paragraph and a **Customers** section stating there are no customers available. At the bottom, there is an **Available Reports** section with a link to the Allied Partner Summary Report. The footer contains the slogan "Connecting The IP World" and a list of links: INVESTOR RELATIONS | PARTNER PORTAL | PRIVACY POLICY | CONTACT, along with copyright information for 2007 Allied Telesis Labs Ltd.

3. Change your password, if desired

Click on the Change Password link in the Control Panel section of the left-hand menu. Enter the old and new passwords in the resulting form.

Allied Telesis™

Licensing

Control Panel

- > Home
- > Contact Us
- > Help
- > Change Password
- > Logout

Users

- > Customers

Feature Key

- > Create Feature Key
- > Find Feature Key

Change Password

Allied Partner Home | Change Password

You can change your password using the form below.

Old Password *

New Password *

Confirm *

* Indicates a required field

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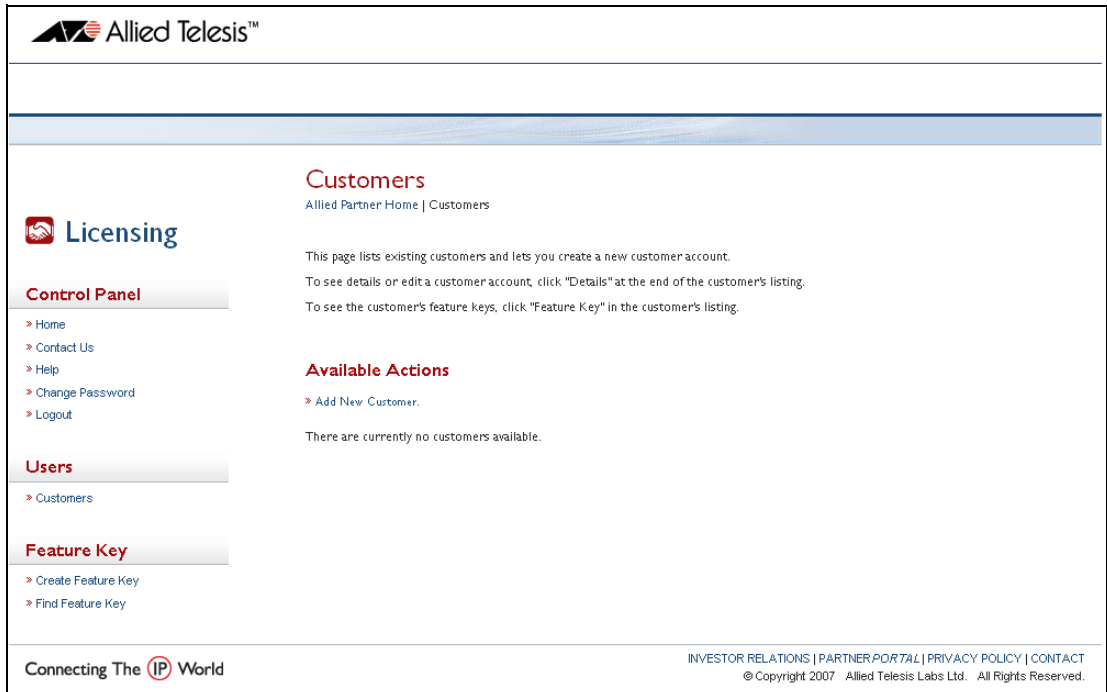
Managing customer accounts

This section describes how to create a customer account, change the customer’s password, and edit the account details.

Creating a new customer account

I. Access the Customers page

Click on the Customers link in the Users section of the left-hand menu. This displays the Customers page, which lists a summary of any customers for this Allied Partner.



2. Enter the new customer's details

Click on the Add New Customer link under Available Actions. This opens the following form.

Allied Telesis™

Add New Customer
Allied Partner Home | Customers | Customer Details

This page lets you add a new customer, account or view or edit an existing customer account.

Control Panel

- > Home
- > Contact Us
- > Help
- > Change Password
- > Logout

Users

- > Customers

Feature Key

- > Create Feature Key
- > Find Feature Key

Available Actions

- > Edit Customer.
- > Override Customer's Password.
- > Return to Customer List.

Form Fields:

- Company Name *
- Username *
- First Name *
- Last Name
- Contact Email *
- Address
- Category: < Select a category >

Save Cancel

* indicates a required field

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Fill in the form. The following table explains the fields.

Form field	Explanation
Company Name	The name of the customer's company.
Username	The name that all users at the customer's company will log in with.
First Name	The first name of the main contact at the company.
Last Name	The last name of the main contact at the company.
Contact email	The email address to send feature key activation notices to.
Address	The physical address of the customer's company.
Category	The customer's vertical market. This field is optional.
Sub-category	The customer's industry. This field is optional and only appears if you select a category.

3. Save the new customer's details

Click on the Save button to finish creating the customer account. This returns you to the Customers page, which now displays a summary of the new customer account, as the following figure shows.

Allied Telesis™

Customers
Allied Partner Home | Customers

This page lists existing customers and lets you create a new customer account.
To see details or edit a customer account, click "Details" at the end of the customer's listing.
To see the customer's feature keys, click "Feature Key" in the customer's listing.

Available Actions

- > Add New Customer.

Customer Name	Contact Name	Region
ExampleCustomer	Sam Customer	EMEA

> Feature Keys > Details

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The system also sends an email to the customer about the new account. The email looks like the following figure.

Dear Sam Customer,

Welcome to the Allied Telesis licensing system.

The Allied Telesis licensing system allows you to activate Feature Keys and retrieve feature passwords for your Allied Telesis products. You can also view your license certificates, download a summary report and change your login password.

Your Allied Partner ExampleAIPartner has generated a licensing system account for you.

Your account details are as follows:

Customer Name : ExampleCustomer
First Name : Sam
Last Name : Customer
Customer Email : sam.customer@examplecustomer.com
Address : 1 Some Street
Some City
Some Country
Username : ExampleCustomer
Password : YxLiSTd5

To login to the licensing system, click [here](#), and enter the above username and password.

If you have any problems accessing the website please contact ExampleAIPartner.

This email is generated automatically please do not reply to this email address.

Changing a customer's password

If the customer loses their password, you can change it for them.

Click on the Customers link in the Users section of the left-hand menu. This displays the Customers page. On the Customers page, click on the Details link next to the relevant customer. This opens the Customer Details form, as the following figure shows.

Licensing

Control Panel

- Home
- Contact Us
- Help
- Change Password
- Logout

Users

- Customers

Feature Key

- Create Feature Key
- Find Feature Key

Customer Details
Allied Partner Home | Customers | Customer Details

This page lets you view or edit an existing customer account.

Available Actions

- Edit Customer.
- Override Customer's Password.
- Return to Customer List.

Company Name	ExampleCustomer
Username	ExampleCustomer
Status	ACTIVE
First Name	Sam
Last Name	Customer
Contact Email	sam.customer@examplecustomer.com
Address	1 Some Street Some City Some Country
Category	Government
Sub-category	Local

To change the customer's password, click on the **Override Customer's Password** link under Available Actions and enter the new password in the resulting form.

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Licensing

Control Panel

- Home
- Contact Us
- Help
- Change Password
- Logout

Users

- Customers

Feature Key

- Create Feature Key
- Find Feature Key

Edit Customer
Allied Partner Home | Customers | Customer Details

This page lets you view or edit an existing customer account.

Available Actions

- Edit Customer.
- Override Customer's Password.
- Return to Customer List.

New Password	<input type="password"/>
Confirm Password	<input type="password"/>
	Save Cancel

* indicates a required field

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Editing a customer's account details

If the account details for the customer change, you can edit them.

Click on the Customers link in the Users section of the left-hand menu. This displays the Customers page. On the Customers page, click on the Details link next to the relevant customer. This opens the Customer Details form.

On the Customer Details form, click on the Edit Customer link under Available Actions. The page refreshes with editable fields, as the following figure shows.

Edit Customer Account
Allied Partner Home | Customers | Customer Details

This page lets you view or edit an existing customer account.

Available Actions

- > Edit Customer.
- > Override Customer's Password.
- > Return to Customer List.

Company Name	<input type="text" value="ExampleCustomer"/> *
Username	<input type="text" value="ExampleCustomer"/>
First Name	<input type="text" value="Sam"/> *
Last Name	<input type="text" value="Customer"/>
Contact Email	<input type="text" value="sam.customer@examplecustomer.com"/> *
Address	<input type="text" value="1 Some Street"/> <input type="text" value="Some City"/> <input type="text" value="Some Country"/>
Category	<input type="text" value="Government"/>
Sub-category	<input type="text" value="Local"/>

Save Cancel

* indicates a required field

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Make the required changes and click on the Save button.

Creating feature keys

This section describes how to create a feature key for a customer.

To do this, simply click on the Create Feature Key link in the Feature Key section of the left-hand menu. This opens the following form.

Create a Feature Key
Allied Partner Home | Create Feature Key

This page lets you create a new Feature Key.
The system then generates a Feature Key number and emails it to the customer. The customer can then log in and obtain a feature password by activating the Feature Key.

Allied Partner ExampleAllPartner

Customer < Select a Customer > *

Product < Please Select a Product > *

License Name [Dropdown] *

[Text Field]

Quantity [Text Field] *

License Type
 Full *
 Trial

Cost to Allied Partner

Customer-viewable Comments [Text Field]

[Create] [Cancel]

*Indicates a required field

Fill in the form. The following table explains the fields.

Form field	Explanation
Customer	The customer's company name.
Product	The switch model. Each feature key applies to a single model.
License Name	The license that the customer is buying . A field underneath the license name lists the features in that license.
Quantity	The number of feature keys the customer needs—one per switch that the feature will be enabled on. Note that the AlliedWare Plus OS EULA requires the customer to obtain the correct number of feature keys.
License Type	Either a full (permanent) license or a trial license. The trial licence is valid for 30 days from date of issue.
Cost to Allied Partner	The price for each license.
Customer-visible Comments	Any further information you want to give to the customer. The contents of this field are included in the email that the system sends to the customer.

When you save the feature key, the system sends an email to the customer and cc's a copy to you. The email looks like the following example.

Dear Sam Customer,

ExampleAIPartner has created a Feature Key for you. This Key enables you to unlock the advanced networking potential of the AlliedWare Plus Operating System.

The Key details are as follows:

```
Feature Key : 661167
Product : Switchblade x908
License code : AT-FL-SBX9-01
Quantity : 10
License Type : Full
```

To activate your Feature Key please click [here](#).

If you have any problems accessing the website please contact ExampleAIPartner.

For information about how the customer should use the information in that email to activate the feature key, see the How To Note *AlliedWare Plus™ OS: How To Get Feature License Keys*.

Activating Feature Keys

Generally customers will activate their feature keys themselves. This section describes how to activate a feature key on behalf of a customer, if necessary.

For details of how the customer can activate a feature key themselves and how to use an activated key, see the associated How To Note:

AlliedWare Plus™ OS: How To Get Feature License Keys.

I. Find the feature key number

When an Allied Partner generates the feature key, the licensing system gives the key a number and emails that number to the customer. To activate the key, you need that number. You can find out the number by:

- looking at the customer's email
- looking at the copy that was cc-ed to the Allied Partner
- searching for the key on the licensing system.

To search for the key, click on the Find Feature Key link in the Feature Key section of the left-hand menu. This displays the search form. Enter your search criteria and click on the Search button.

The screenshot displays the Allied Telesis™ Partner Portal interface. At the top left is the Allied Telesis logo. The main content area is titled 'Search' with a subtitle 'Allied Partner Home | Find Feature Key'. Below this is the 'Find Feature Key' section, which includes a description: 'The Search Page provides the ability to search for Feature Keys within the system by a range of criteria.' A heading 'Enter your Search Criteria Below' is followed by a search form with three fields: 'Product' (a dropdown menu with '< Select a Product >'), 'License' (a dropdown menu with '< Select a License >'), and 'Customer Name' (a text input field). Below the fields are 'Search' and 'Clear' buttons. On the left side, there is a 'Licensing' menu with sub-sections: 'Control Panel' (containing links for Home, Contact Us, Help, Change Password, and Logout), 'Users' (containing a link for Customers), and 'Feature Key' (containing links for Create Feature Key and Find Feature Key). At the bottom, the footer contains the text 'Connecting The IP World' and a list of links: 'INVESTOR RELATIONS | PARTNER PORTAL | PRIVACY POLICY | CONTACT', along with a copyright notice: '© Copyright 2007 Allied Telesis Labs Ltd. All Rights Reserved.'

Matching keys are displayed at the bottom of the page, like the following figure shows.

The screenshot shows a web interface for searching feature keys. On the left is a navigation menu with sections: Control Panel (Home, Contact Us, Help, Change Password, Logout), Users (Customers), and Feature Key (Create Feature Key, Find Feature Key). The main content area is titled 'Search' and 'Find Feature Key'. It includes a search form with fields for Product, License, and Customer Name, and buttons for Search and Clear. Below the form is a table of search results.

Search
Allied Partner Home | Find Feature Key

Find Feature Key
The Search Page provides the ability to search for Feature Keys within the system by a range of criteria.

Enter your Search Criteria Below

Product: < Select a Product >
License: < Select a License >
Customer Name: ExampleCustomer
Buttons: Search, Clear

Search Results

Customer	Feature Key Number	Product	License	Created
> ExampleCustomer	> 65881T	Switchblade x908	Advanced L3 SBx908	28/08/2007 10:56:00 a.m.

Annotations below the table:
 - A vertical line points from the text 'Customer name' to the 'ExampleCustomer' cell.
 - A vertical line points from the text 'Key number' to the '65881T' cell.

Copy the key number, then click on the customer's name.

2. Activate the feature key

When you click on the customer's name in the feature key search results, the customer's home page opens, as the following figure shows.

The screenshot shows a web interface for the Licensing portal. On the left is a navigation sidebar with sections: **Licensing**, **Control Panel** (with links: Home, Contact Us, Help, Change Password, Logout), **Users** (with link: Customers), and **Feature Key** (with links: Create Feature Key, Find Feature Key). The main content area is titled **Customers** and **ExampleCustomer**. It includes a sub-header **Activate Feature Key** with a form containing a **Feature Key Number** input field and an **Activate** button. Below this is a section **Previously Activated Feature Keys** with the text "No Feature Keys have been activated for this Customer Account." and a section **Available Reports** with a link: [Customer Feature Key Summary Report - View summary of all Feature Keys assigned to this Customer Account.](#) The footer contains the logo "Connecting The IP World" and a list of links: [INVESTOR RELATIONS](#), [PARTNER PORTAL](#), [PRIVACY POLICY](#), [CONTACT](#), and copyright information: "© Copyright 2007 Allied Telesis Labs Ltd. All Rights Reserved."

Enter the feature key number into the Feature Key Number field and click on the Activate button.

This displays a summary of the details of the feature key, like the following figure shows.

Activate Feature Key
 Allied Partner Home | ExampleCustomer Feature Key | Activate Feature Key

This page gives you the opportunity to review the Feature Key details before activation. Click the Activate Feature Key button below and you will be given access to the Password needed to enable the feature on the Product itself and the License Certificate.

Feature Key Number	65881T
Customer Name	ExampleCustomer
Feature Key Status	NOT ACTIVATED
Product	Switchblade x908
License	Advanced L3 SBx908
Quantity	10
License Type	Full
Customer Email	sam.customer@examplecustomer.com
Comments	
End User License Agreement	End User License Agreement IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT CAREFULLY. DOWNLOADING, INSTALLING OR USING ALLIED TELESIS OR ALLIED TELESIS SUPPLIED SOFTWARE CONSTITUTES ACCEPTANCE OF THIS AGREEMENT.


I have read and accepted the End User License Agreement

Activate Feature Key Cancel

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Click on the checkbox to accept the EULA, then click on the Activate Feature Key button.

This opens the Feature Key Details page, which includes the command for the customer to enter on each switch, like the following figure shows.



Control Panel

- > Home
- > Contact Us
- > Help
- > Change Password
- > Logout

Users

- > Customers

Feature Key

- > Create Feature Key
- > Find Feature Key

Feature Key Details

Allied Partner Home | ExampleCustomer Feature Key | 65881T

The Feature Key is now activated. See below for the Password required to enable the functionality on the product.

65881T

This page displays the details for the selected Feature Key.

If you have just activated the Feature Key, you can enable the feature by copying the command in the "Enabling Command" field and entering it on your device.

If you are viewing a previously-activated Key, you can retrieve the password by clicking on "View Enabling Command" in the Available Actions section.

You can also download the License Certificate as a permanent record of the Key and password.

Available Actions

- > View License Certificate.
- > View Enabling Command.
- > Return to Customer Page.

Feature Key Number	65881T
Customer Name	ExampleCustomer
Feature Key Status	ACTIVATED
Product	Switchblade x908
License Name	Advanced L3 SBx908
Quantity	10
License Type	Full
Customer Email	sam.customer@examplecustomer.com
Comments	
Enabling Password	<div style="border: 1px solid #ccc; padding: 5px; font-family: monospace; font-size: small;"> license AT-FL-SBx9-01 lgsk6aidqr2XLf0bm5u4Gay39vD42Gp3GEgqk8lpfJ59C/ </div>

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Displaying information about feature keys

When you log into the system, the Allied Partner Home Page gives you the following options for finding information about the feature keys you have created:

- summary report
- feature key search
- viewing individual customers

The following figure shows the location of the links to each of these.

The screenshot shows the Allied Partner Home Page for 'ExampleAIPartner'. The page includes a left-hand navigation menu with sections for Licensing, Control Panel, Users, and Feature Key. The main content area has sections for Customers and Available Reports. Annotations with lines pointing to specific links are as follows:

- Find Feature Key:** Points to the 'Find Feature Key' link under the Feature Key menu.
- Summary report:** Points to the 'Allied Partner Summary Report - Summary of Customer Feature Keys for this Allied Partner Account.' link under the Available Reports section.
- Customer information and license certificate:** Points to the 'Feature Keys' and 'Details' links in the Customers table.

Customer Name	Contact Name		
ExampleCustomer	Sam Customer	Feature Keys	Details

► **Displaying the summary report**

The summary report simply lists the number of licenses you have assigned to each customer in a specified time period—the current month by default.

To see the summary report, click on the Allied Partner Summary Report link under the Available Reports section of the Allied Partner Home Page. The following figure shows an example of a report. You can export the report as a CSV file by clicking on the Export link underneath the report.

Allied Partner Summary Report
ExampleAllPartner | Allied Partner Report

This report lists the total number of Feature Keys that you have created for each customer during the given period.
To display Feature Keys for a different period, select the desired dates below. To export the list as a CSV file, click on the Export link.

Available Actions
► Return to Allied Partner Homepage.

Date From 01 August 2007

Date To 28 August 2007

[Refresh]

Customer	Products	Licenses	Quantity	Value
ExampleCustomer	Switchblade x908	Advanced L3 SBx908	20	\$10,000.00

[Export]

► Using the Find Feature Key option

The Find Feature Key option lets you search for feature keys for a specified model, feature bundle, and/or customer. It displays both activated and non-activated feature keys.

To perform a search, click on the Find Feature Key link in the Feature Key section of the left-hand menu. This opens the Search page. Select the search criteria you want to use and click on the Search button. The results are displayed on that page, as the following figure shows.

Licensing

Control Panel

- Home
- Contact Us
- Help
- Change Password
- Logout

Users

- Customers

Feature Key

- Create Feature Key
- Find Feature Key

Search
Allied Partner Home | Find Feature Key

Find Feature Key
The Search Page provides the ability to search for Feature Keys within the system by a range of criteria.

Enter your Search Criteria Below

Product: < Select a Product >
License: Advanced L3 SBx908
Customer Name:

Search Clear

Search Results

Customer	Feature Key Number	Product	License	Created
> ExampleCustomer	> 661167	Switchblade x908	Advanced L3 SBx908	28/08/2007 10:58:00 a.m.
> ExampleCustomer	> 65881T	Switchblade x908	Advanced L3 SBx908	28/08/2007 10:56:00 a.m.

▶ Viewing feature keys for a particular customer

The customer information available to you includes a list of the feature keys the customer has previously activated.

To see this information, click on the Feature Key link in the customer’s entry in the Customer section of the Allied Partner Home Page. This opens the Customer Home Page, which lists the feature keys, as the following figure shows.

Customers
Allied Partner Home | ExampleCustomer

ExampleCustomer

This page allows you to activate new Feature Keys to retrieve the Password necessary to enable the features on your product. Information is also available on previously activated Feature Keys, including access to the License Certificate and the password necessary to enable the functionality on the product itself.

Activate Feature Key

Feature Key Number: [Activate](#)

Previously Activated Feature Keys

Product	License	Quantity	Allied Partner
Switchblade x908	Advanced L3 SBx908	10	ExampleAllPartner View
Switchblade x908	Advanced L3 SBx908	10	ExampleAllPartner View

Available Reports

▶ Customer Feature Key Summary Report - View summary of all Feature Keys assigned to this Customer Account.


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From this page, you can see:

- the details of individual feature keys—click on the View link next to the feature key’s entry
- a summary of all current feature keys for that customer—click on the Customer Feature Key Summary Report link

The following figure shows the Customer Feature Key Summary Report.



Control Panel

- > Home
- > Contact Us
- > Help
- > Change Password
- > Logout

Users

- > Customers

Feature Key

- > Create Feature Key
- > Find Feature Key

Customer Feature Key Summary Report

Allied Partner Home | ExampleCustomer | Customer Report

Report showing summary of all Feature Keys assigned to this Customer Account.

Available Actions

- > Return to Customer Homepage.

Current Feature Keys

Feature Key Number	Quantity	License	Product	License Type	License Expiry	Purchase Date	Feature Key Creator
65881T	10	Advanced L3 SBx908	Switchblade x908	Full		28/08/2007	ExampleAllPartner
661167	10	Advanced L3 SBx908	Switchblade x908	Full		28/08/2007	ExampleAllPartner

[Export]

Saving the license certificate for a feature key

You can save and print a copy of the license certificate for later reference. This provides a permanent record of the license key.

To do this, access the Feature Key Details page for the desired key, through the Feature Key Search or the Customer Home Page (see the previous section for information about finding keys). The following figure shows the Feature Key Details page.

Licensing

Control Panel

- » Home
- » Contact Us
- » Help
- » Change Password
- » Logout

Users

- » Customers

Feature Key

- » Create Feature Key
- » Find Feature Key

Feature Key Details
Allied Partner Home | ExampleCustomer Feature Key | 65881T

65881T

This page displays the details for the selected Feature Key.

If you have just activated the Feature Key, you can enable the feature by copying the command in the "Enabling Command" field and entering it on your device.

If you are viewing a previously-activated Key, you can retrieve the password by clicking on "View Enabling Command" in the Available Actions section.

You can also download the License Certificate as a permanent record of the Key and password.

Available Actions

- » View License Certificate.
- » View Enabling Command.
- » Return to Customer Page.

Feature Key Number	65881T
Customer Name	ExampleCustomer
Feature Key Status	ACTIVATED
Product	Switchblade x908
License Name	Advanced L3 5Bx908
Quantity	10
License Type	Full
Customer Email	sam.customer@examplecustomer.com
Comments	

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Click on the View License Certificate link in the Available Actions section. This downloads the certificate as a PDF file.

Troubleshooting

If the license does not make the feature available, make sure that:

- **no extra characters were pasted in** when the key was copied to the switch's command line. For example, make sure that the customer did not copy a carriage return from the licensing site or the certificate PDF.

Use the following command to see the key value:

```
awplus#show license
```

- **the license applies to the appropriate switch model**, by checking the board ID. Note that NEBS-compliant and non-NEBS-compliant versions of a switch have different board IDs (for example, x900-24XT and x900-24XT-N switches need separate licenses).

Use the following command to see the board ID:

```
awplus#show system
```

- **the switch's time matches the time on the license**. For example, if you create a license on 20 January, but the switch's time is 19 January, then the license will only become valid a day later.

Use either of the following commands to see the switch's time:

```
awplus#show system
```

```
awplus#show clock
```

Use the following command to change the switch's time:

```
awplus#clock set <hh:mm:ss> <day> <month> <year>
```