

OBTAIN YOUR PRODUCT KEYS AND SOFTWARE FOR THE CONTRAIL INSIGHTS PRODUCT

This document describes how to obtain the appropriate product keys and software required for your Juniper® Contrail® Insights product.

Instructions

- 1. Create a User Account.**

To download your software, you need an approved user account with Juniper Networks. If you do not already have one, you can create an account through the [User Registration Portal](#).

- 2. Forward your Fulfillment E-mail to the Juniper Account Activation team.**

Locate the fulfillment e-mail(s) that you received and forward it to appformix-key-request@juniper.net. (These e-mails verify that you purchased the product.) Identify the subject as "AppFormix Product Keys Needed." Add the following information to the e-mail:

- Company name
- Primary contact name
- Full company address
- Contact e-mail address
- Contact phone number

You will receive an e-mail confirmation acknowledging your activation request. The Juniper product activation team will complete the activation request within two (2) business days.

- 3. Retrieve your Software Serial Number.**

The Software Serial Number is a unique 14-digit number that Juniper uses to identify your Juniper Networks software installation (or purchased capacity). You can find this number in the Software Serial Number Certificate attached to the e-mail sent when you ordered your Juniper Networks Service. Store the Software Serial Number in a safe place, as it will be necessary to identify your installation when engaging Juniper for support.

4. Download Your Software.

Find your product software on the [Juniper Software Downloads page](#). You will need to sign in with your Juniper user account and provide your Software Serial Number.

5. Install Your Software.

Install your software according to the instructions in the software documentation. Make sure to enter the license key as instructed during installation.

Additional Resources

- [Contrail Insights Documentation](#)

Need Help?

For additional assistance, you may contact Juniper Networks by opening a case online via the Juniper Customer Support Center (CSC) [Service Request Manager](#).

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