



RADWARE CUSTOMER ONBOARDING AND LICENSE GENERATION



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Document Overview

This document instruction how to obtain licenses for Radware products.

General

Radware Virtual DefensePro (vDP), Alteon VA, Alteon GEL, APSolute Vision VA and AppWall VA require licenses.

In order to obtain these licenses, it will be necessary to register on the Radware portal, using the products' serial numbers which you will receive from Radware. The serial number and/or license notifications will be sent to the email address provided during registration/ordering.

Once you have received the serial numbers information, please register as a customer on the Radware portal.

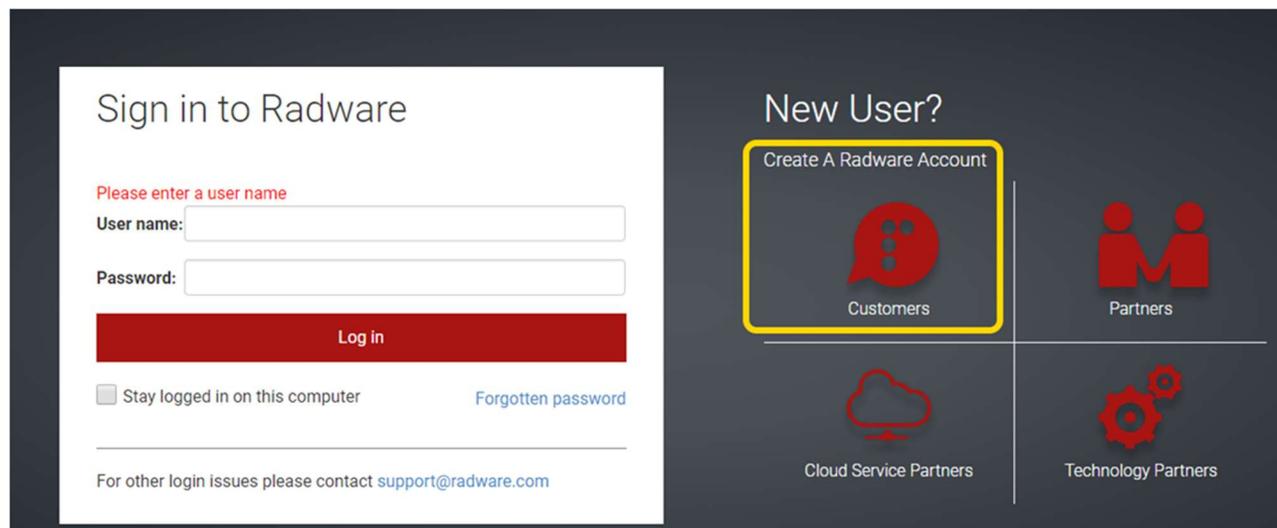
For the terms of the use of the software and its license please review [Radware End User License Agreement](#)

Registering to the Radware.com Customer Portal

1. To register to the Radware portal, please visit: <https://portals.radware.com/login.aspx> or go to www.radware.com and click **My Account** at the upper-right corner of the window:



2. In the “New User?\Create a Radware Account” section, click on **Customers**:





3. Complete the **User Information** form.

Notes:

- **Serial Number** – The serial number is on the email you received from Radware. Contact [Radware Technical Support](#) if you lost the serial number.
- **Email** – A valid email address must be used in order to validate the registration information.
- **Login (Username)** – The length is 2 to 10 characters.
- **Password** – The length is 6-30 characters.

Customer Registration Form

The Radware Customer Central Portal is available for Radware customers only.
If you are a Radware customer and do not have access to the customer portal, please fill in the form below to get your portal account approved and set up.
Note: Customer registration requires entering product Serial Number / Mac Address.
Please enter MAC in the following format 0003B2024000 with capital letters, no spaces or other characters.

Product Information

Mac Address or Serial Number: *

Customer Information

Company Name: *

First Name: *

Last Name: *

Job Function: *

Address: *

City: *

Zip Code / Postal Code:

Country: * (select country) ▼

Phone: * +

Fax: * +

Email: *

Login Information

Login (Between 2-30 characters): *

Password (Between 6-30 characters): *

Password strength:

Retype Password: *

CAPTCHA verification: * Enter security code: 348172

Submit

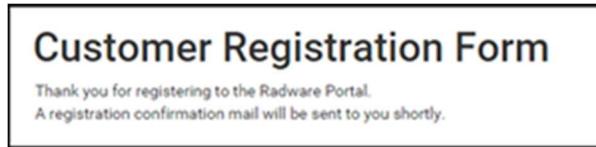
Password Request Forms

Customers: If you are an existing Radware customer, please complete this form to apply for access to the Radware Customer Portal.

Partners: If you are an existing Radware channel partner and do not have access to the Radware partner portal, please complete [this form](#)

4. Click **Submit**:

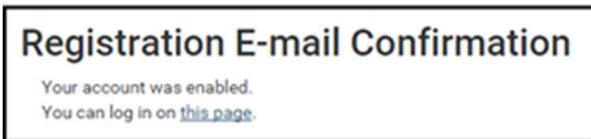
- a. A configuration message is displayed:



- b. A registration confirmation email is received:



5. Click the link in the email to confirm and complete the registration.
6. The account is now approved. You will be notified by email that the account is approved and can be used.

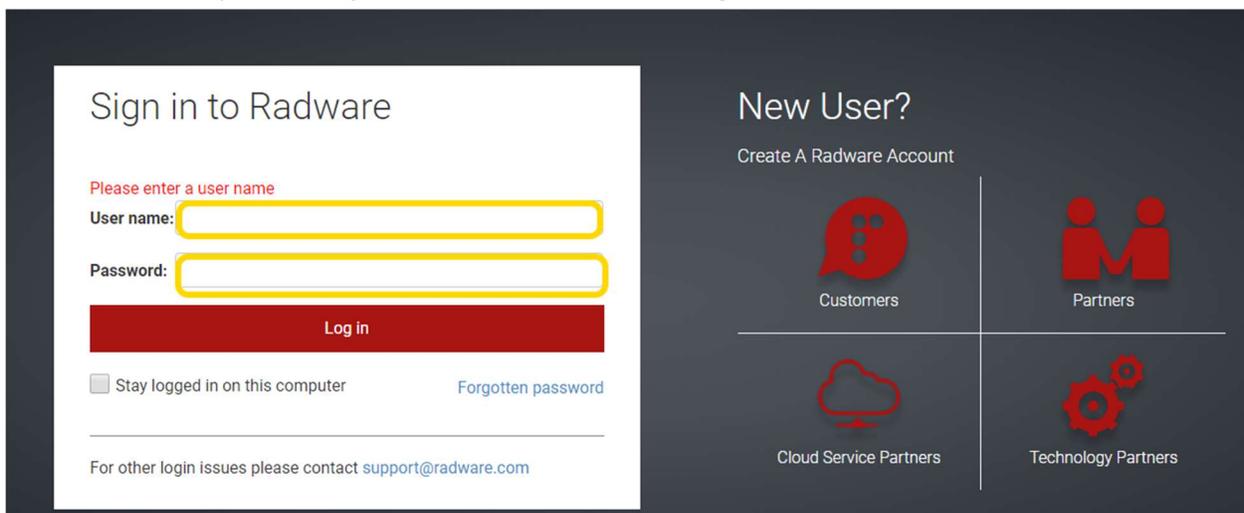


Login to Radware.com Customer Portal

1. Go to www.radware.com and click **My Account** at the upper-right corner of the window:



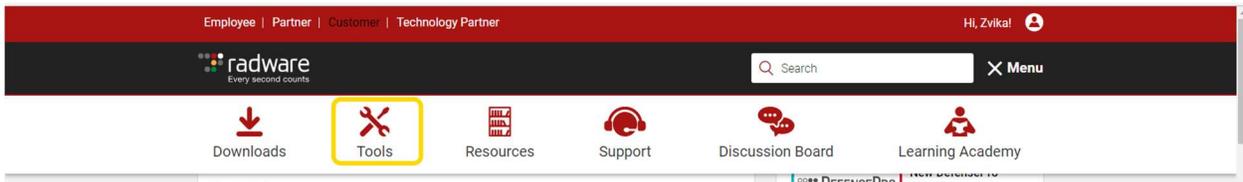
2. In the **Sign in to Radware** section, enter your Radware credentials you entered previously in the registration form, then click **Log in**:



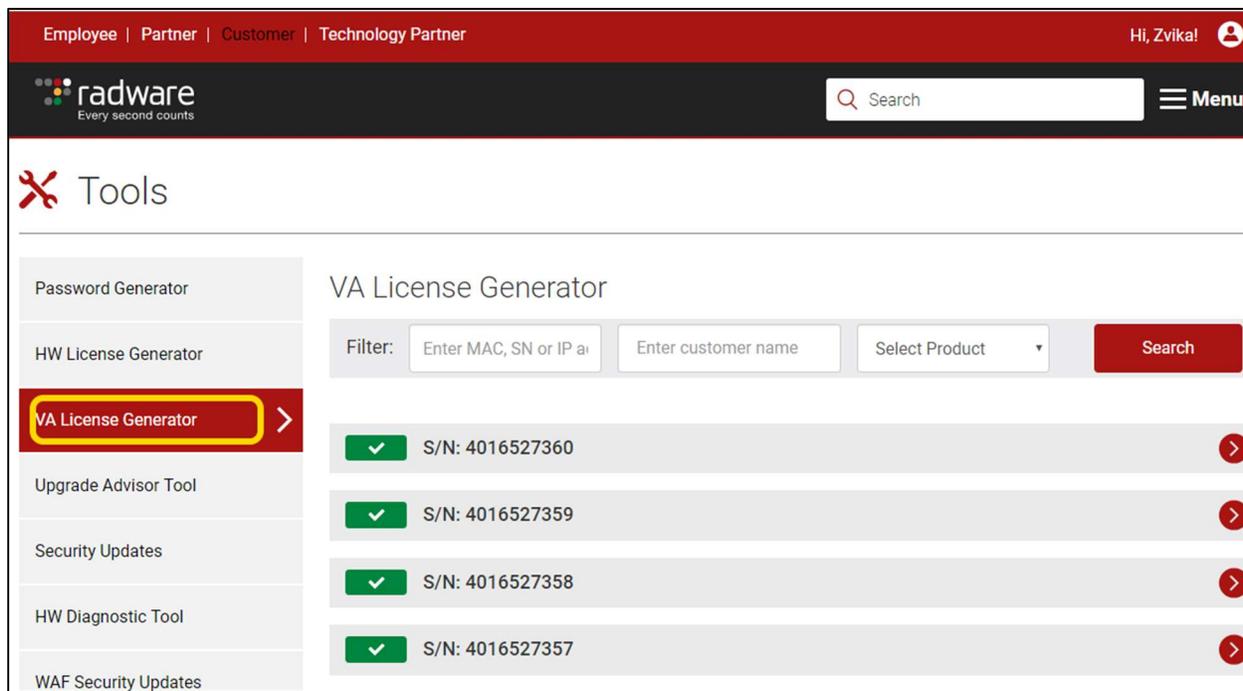
3. Once logged in, click on the **menu** button to open the menu bar



4. Click on the **Tools** button.



5. Click on **VA License Generator**.



6. Click on the  button to expand the asset.

7. Click on **Generate License** button to generate the Virtual DefensePro/Alteon VA/APSolute Vision license key information.

✓ S/N: 4016527360

Additional Info

Name: Alteon D-Line VA
Owner: Customer A

Configuration Info

Part Number	Description
1950046001	Alteon VA Deliver - 200Mbps throughput

Generated Licenses

License	Generated on
No Data Available	No Data Available

[Generate License](#)

8. The *Software License Generator* screen is displayed. Please leave this screen available. We will return to it later, in **Step 1** of the **Generating Your Licenses via the Radware Portal** section, after gathering the required information in order to generate the license(s).

Software License Generator [X]

Enter MAC/IP Address below, click Generate to get the license

Use one of the following conventions:

MAC : 001122AABBCC, 00:11:22:AA:BB:CC or 00-11-22-AA-BB-CC

IPv4 : 192.168.0.1

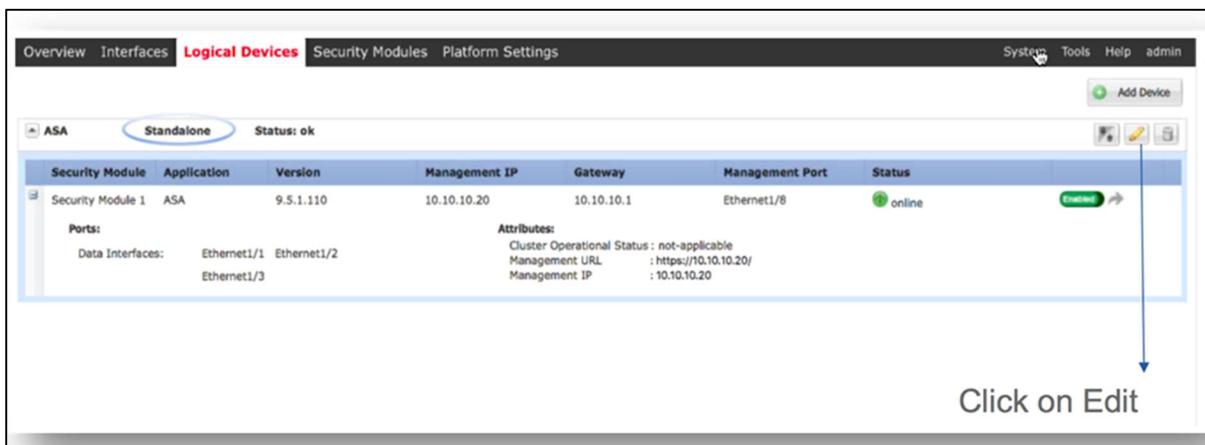
IPv6 : 2001:0db8:85a3:0000:0000:8a2e:0370:7334

[Close](#) [Generate License](#)

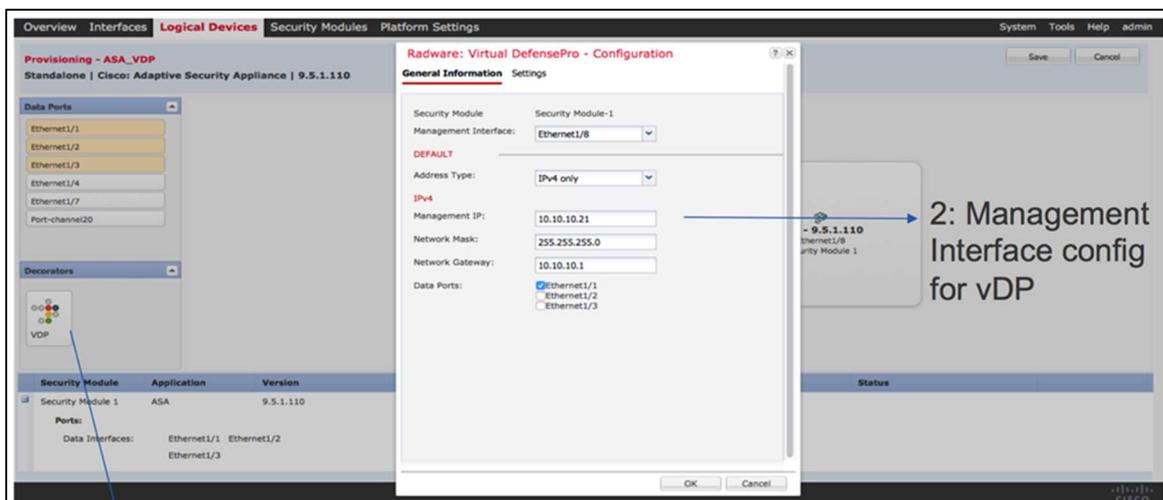
Obtaining the IP Address for the Radware Virtual DefensePro License

Note: We will return to the Radware portal once we obtain the Management IP address for the Virtual DefensePro instance and the MAC address of the Vision server and/or the license MAC address for the Alteon VA. These will serve as key on the Radware portal to generate the applications' individual licenses. For clustered vDP deployments, you will need to generate a license per vDP instance.

1. Log in to your Firepower device. Under the **Logical Devices** menu, edit the Logical Device you will use with Virtual DefensePro.



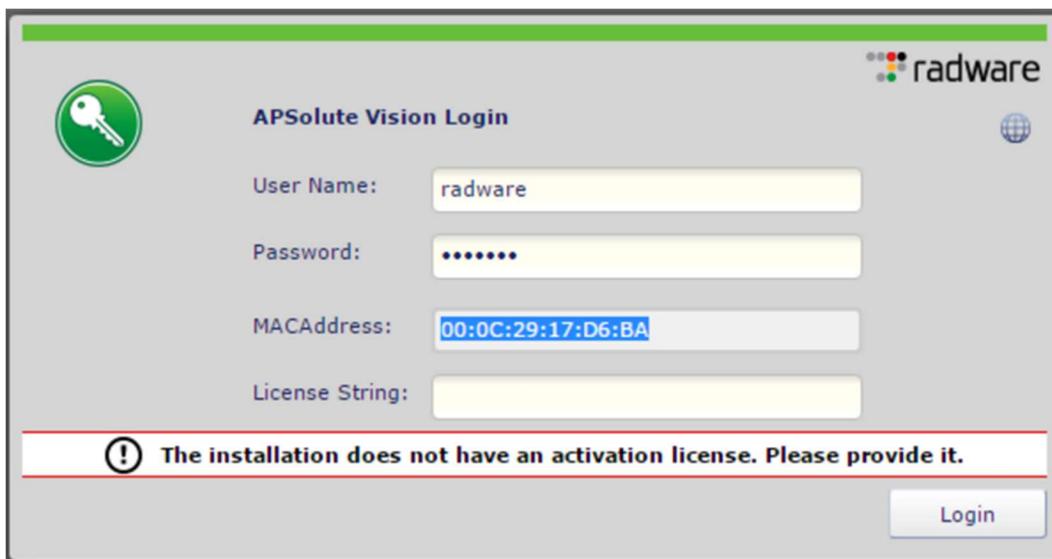
2. Click the vDP icon shown in Decorators. Assign a **vDP Management IP** and take note of the IP address.



Note: To verify the IP address, you can also issue the following command at the CLI of the Virtual DefensePro: `net ip-interface`

Obtaining the MAC Address for the APSolute Vision License

1. Load the APSolute Vision VA into your virtual environment (KVM ,VMware, Hyper- V, OpenSatck).
2. Once the VA is loaded, go to the console to configure the APSolute Vision Management IP though the text based wizard. You will need to log in with the default username and password (**radware/radware**).
3. Browse to **https://<visionIP>** in order to log in to the Vision UI. Capture the APSolute Vision **MAC address** listed on the login page. Enter the username and password again.



APSolute Vision Login

User Name:

Password:

MACAddress:

License String:

! The installation does not have an activation license. Please provide it.

Login

4. The APSolute Vision MAC address can also be obtained through the CLI, by logging into the console. It will be the G1 interface.

```
Last login: Tue Jan 12 00:23:53 on tty1
APSolute Vision 3.30.00 (build 1170) - Aug 03 2015, 14:39
AUR version: avr-2.1.1-1.x86_64
SDPM version: 3.30.9

MAC Address of Port G3: 00:0C:29:FF:8F:BE
MAC Address of Port G2: 00:0C:29:FF:8F:AA
MAC Address of Port G1: 00:0C:29:FF:8F:B4

exit           Logs out of the device.
help          Displays help.
history       Displays command history.
net           Network configuration.
ping          Ping a host
reboot        Reboots the device.
shutdown     Shuts down the device.
system        System parameters.
fgrep         Selects lines matching a pattern.
imore         Paginates output.

[APSOLUTE-VISION]$ _
```



Note: If you have forgotten the management IP address you can issue the following command at the CLI: `net ip get`

Obtaining the MAC Address for the Alteon VA License

1. Load the Alteon VA into your virtual environment.
2. Once the Alteon VA is loaded, go to the console or connect through ssh. You will need to log in with the default username and password (admin/admin). You will be prompted to change the default password.
3. You can capture the license key mac address through the CLI or from the WEB UI.

CLI

After you logged in to the console you can capture the license key mac address from the messages presented on the console as below:

```
Enter login username: admin
Enter login password:
System Information at 12:15:27 Sun Apr 22, 2018 (DST)
Time zone: Asia/Jerusalem (GMT offset +02:00)

Memory profile is Default

Application Switch VA
Hypervisor:: VMW_VSPHERE

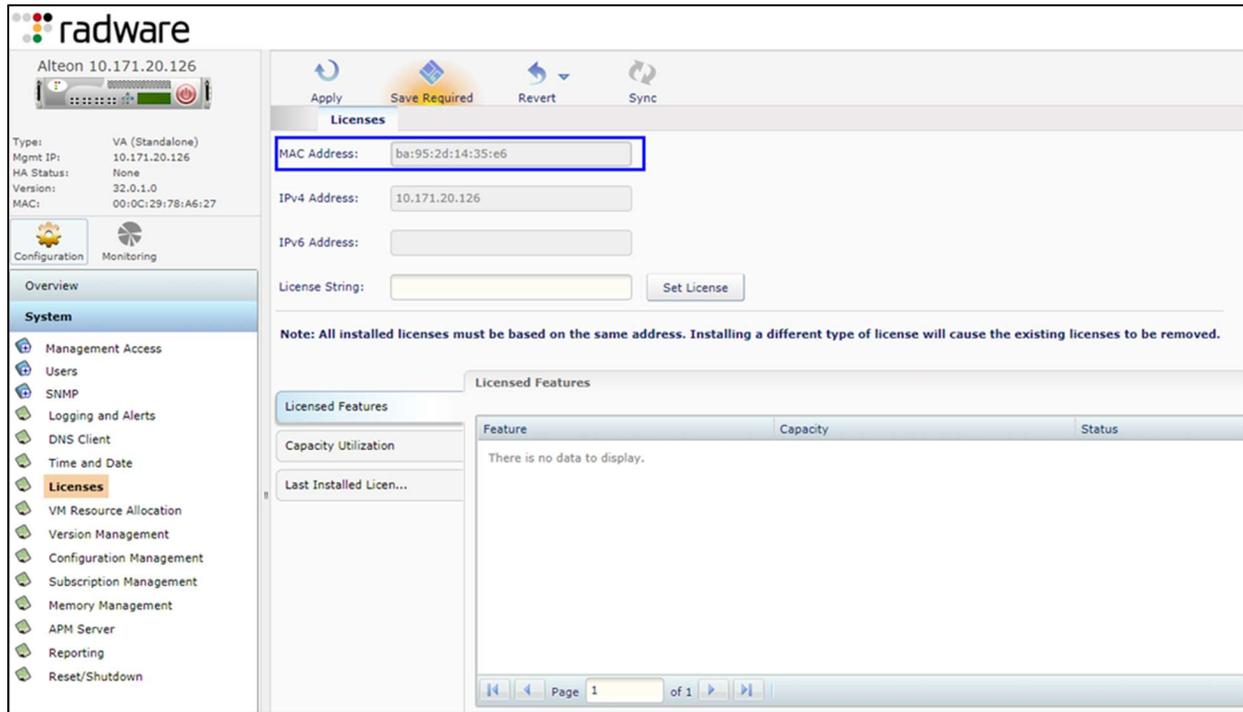
Switch is up 24 days, 20 hours, 48 minutes and 22 seconds.
Last boot: 04:28:57 wed Mar 28, 2018 (unknown reason)
Last apply: 12:13:57 Sun Apr 22, 2018
Last save: 04:38:51 wed Mar 28, 2018

Management MAC Address      : 00:0c:29:78:a6:27
Port 1 MAC Address          : 00:0c:29:78:a6:31
Port 2 MAC Address          : 00:0c:29:78:a6:3b
License Key                  : ba:95:2d:14:35:e6
Management IP Address       : 10.171.20.126
```

WEB UI

Browse to <https://<Alteon VA IP address>> in order to log in to the Alteon VA

Navigate to **System>Licenses** and copy the MAC address on the top of this window



The screenshot displays the Radware management console for an Alteon device (10.171.20.126). The interface includes a sidebar with navigation options like Overview, System, Management Access, Users, SNMP, Logging and Alerts, DNS Client, Time and Date, Licenses (highlighted), VM Resource Allocation, Version Management, Configuration Management, Subscription Management, Memory Management, APM Server, Reporting, and Reset/Shutdown. The main content area is titled 'Licenses' and features buttons for Apply, Save Required, Revert, and Sync. It contains input fields for MAC Address (ba:95:2d:14:35:e6), IPv4 Address (10.171.20.126), and IPv6 Address. A 'Set License' button is present next to the License String field. A note states: 'All installed licenses must be based on the same address. Installing a different type of license will cause the existing licenses to be removed.' Below this, there is a 'Licensed Features' section with a table that currently shows 'There is no data to display.' The table has columns for Feature, Capacity, and Status. A pagination bar at the bottom indicates 'Page 1 of 1'.

Obtaining the HostID Address for the AppWall VA License

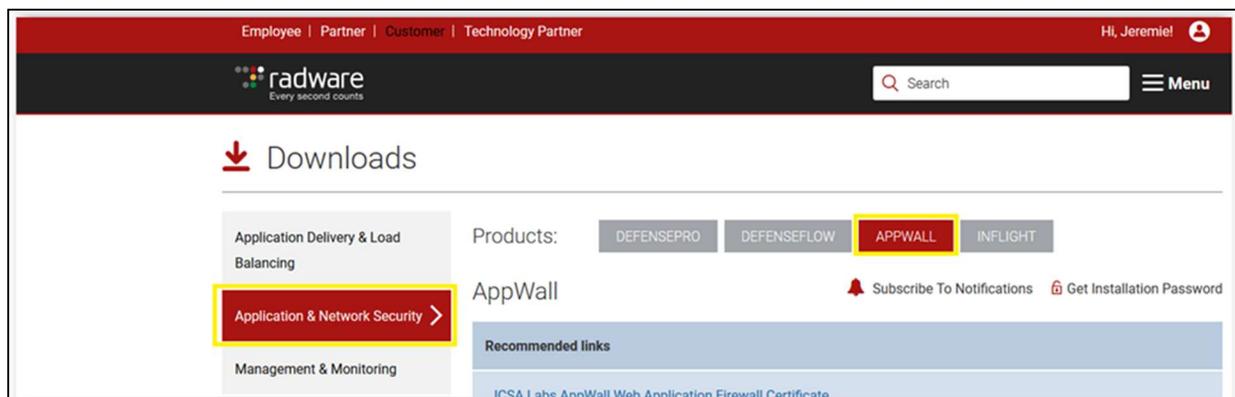
To obtain the AppWall VA license, firstly you need to install your AppWall VA to generate a unique Host ID. Please follow the steps below:

Once registered Login to Radware.com Customer Portal

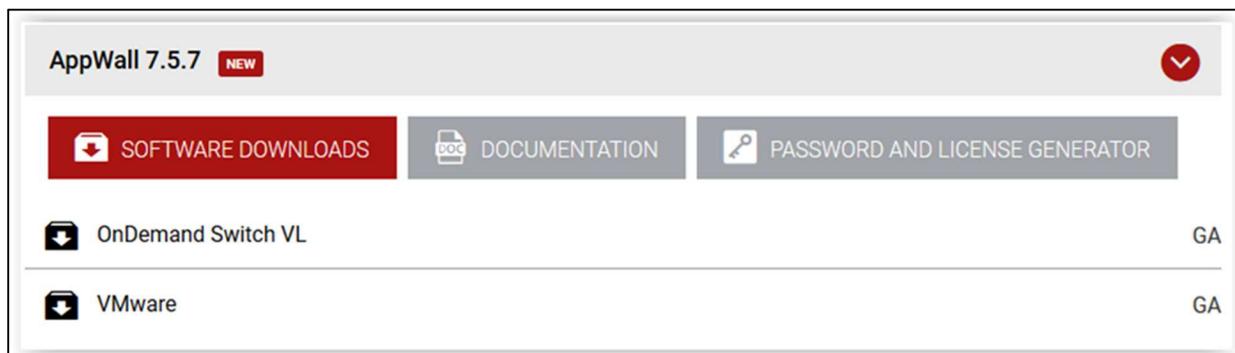
1. Go to www.radware.com and click My Account at the upper right corner of the window
2. In the **Access Your Account** using your credentials, click Log on
3. Once you are logged in, click on Download



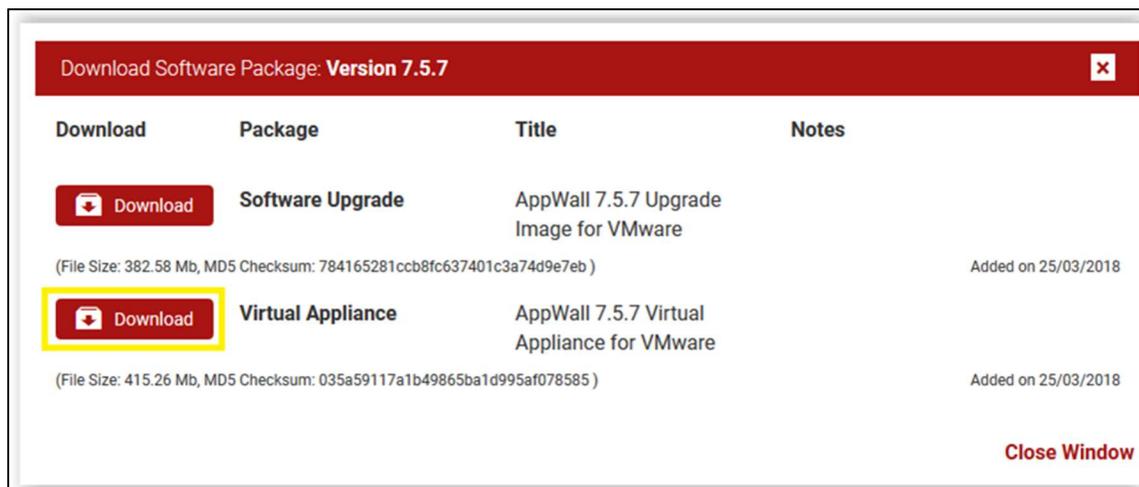
4. Click **Application & Network Security** in the left menu and choose AppWall Product:



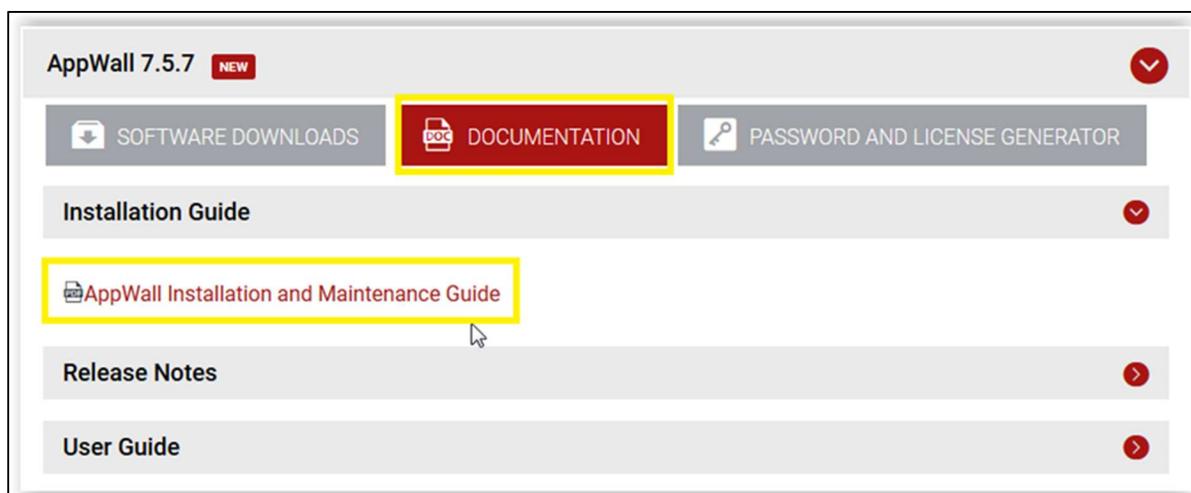
5. Select **Software Downloads**.



6. Select **VMware** and download the Virtual Appliance (OVA file)

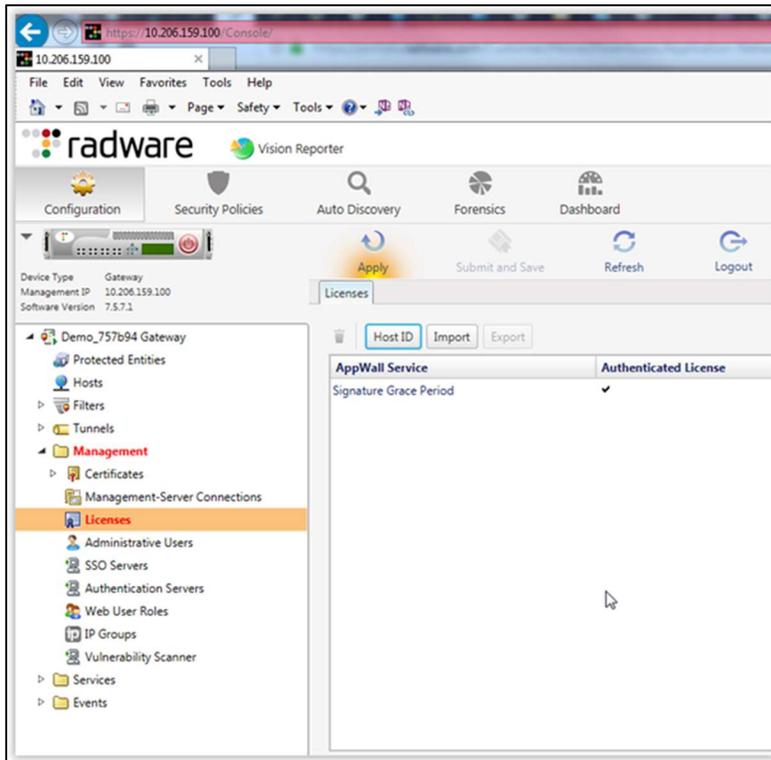


You can download the AppWall Installation and Maintenance Guide (PDF file) in the documentation section and follow the step to install your virtual appliance.



When your AppWall Virtual Appliance is installed:

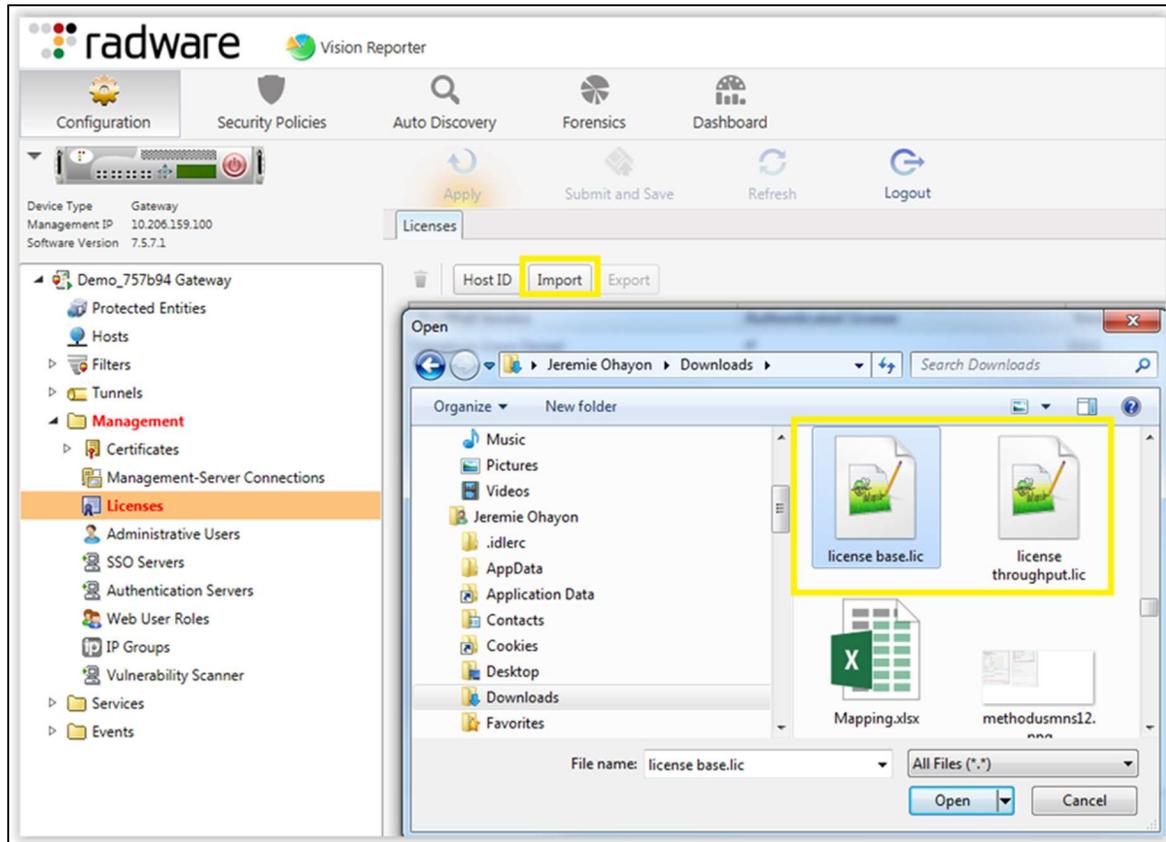
1. Login into your AppWall (enter the following link: https://AppWall_management_ip_address/Console)
2. Browse AppWall:
 - a. Select Configuration menu
 - b. Select Management tree
 - c. Select the License page



- In the License page click on Host ID button to generate the Host ID value: Here an example of a Host ID:

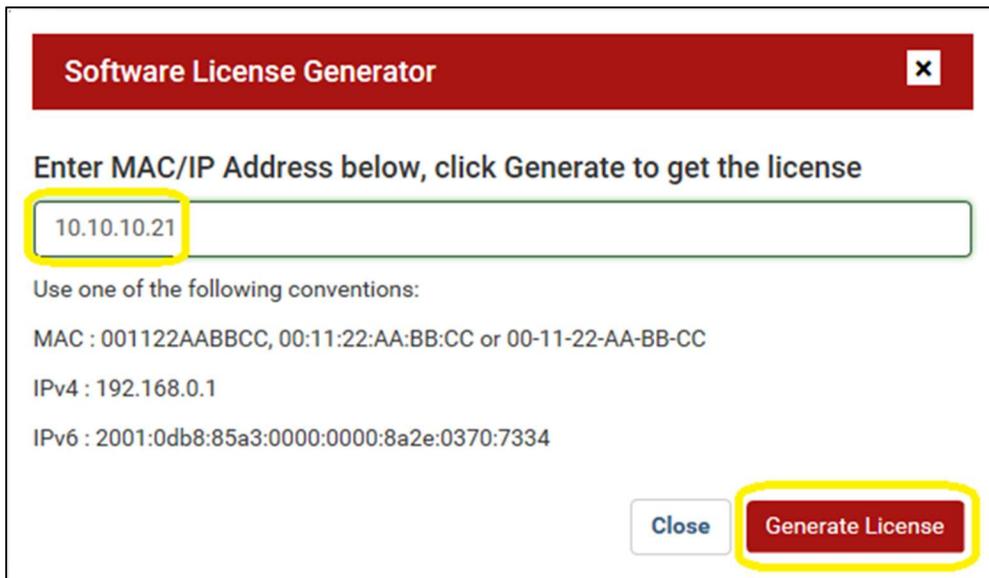


- Contact the Radware Support (see below) and then provide:
 - SO number
 - Host ID of the virtual appliance
- The TAC team will send at least the two first licenses:
 - AppWall base license: Gateway, Cluster Manager
 - AppWall Throughput license: bandwidth size
 - An additional license for the AppWall SUS
- To import the license in you AppWall: Go back on the page License in the Configuration menu under management and import your license using the Import button.



Generating Your Virtual DefensePro Licenses via the Radware Portal

1. You can now return to the Software License Generator screen on the Radware portal. Enter the IP address for Virtual DefensePro and click Generate License.



Software License Generator

Enter MAC/IP Address below, click Generate to get the license

10.10.10.21

Use one of the following conventions:

MAC : 001122AABBCC, 00:11:22:AA:BB:CC or 00-11-22-AA-BB-CC

IPv4 : 192.168.0.1

IPv6 : 2001:0db8:85a3:0000:0000:8a2e:0370:7334

Close Generate License

2. The generated license will look something like the following:
Throughput: 10Gbps-Xv1kjKwg
3. Similarly, use the appropriate APSolute Vision asset, and repeat **Steps 4 – 6** from the **Login to Radware.com Customer Portal** section at the beginning of the document. Once in the *Vision asset Virtual Appliance License Generator* screen, input the **APSolute Vision MAC address** and click **Generate License**.
4. Two licenses will be generated. They will look something like the following:
Application: vision-activation-7cF6Cc0f
Feature: vision-security-reporter-ABVgDxbU

Adding the Licenses to Virtual DefensePro and to APSolute Vision VA

Adding the Virtual DefensePro License

The Virtual DefensePro license must be added using the vDP console on DefensePro.

1. Connect to the vDP console.

2. To set the license, enter:

```
DefensePro# system license throughput set <license-string>
```

For example:

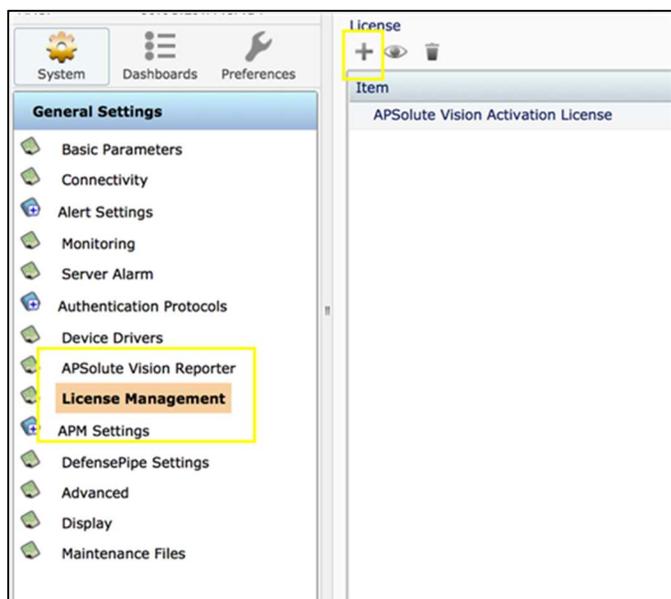
```
DefensePro# system license throughput set 10Gbps-Xv1kjKwg
```

3. To view the license:

```
DefensePro# system license throughput get
```

Adding the APSolute Vision VA licenses

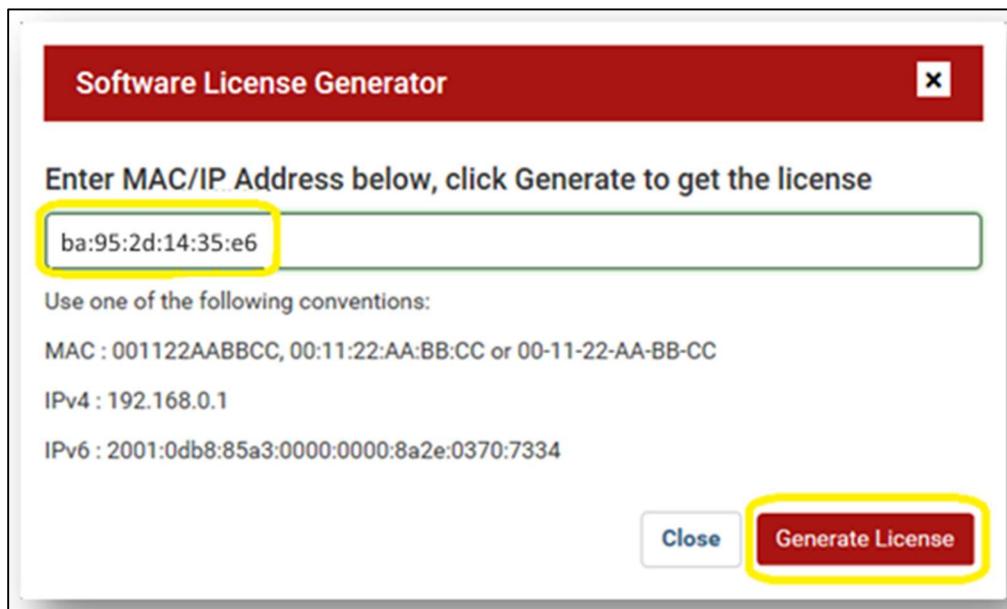
1. Browse to <https://<visionIP>> and enter the **vision-activation** license into the box presented at the login screen. As with the CLI, the default username and password is: radware/radware.
2. Once logged in, click on the **License Management** menu item in middle pane, then click the “+” icon on the right hand pane.



3. This will bring up an input box for the APSolute Vision Activation License. Enter the license string you generated and then click the **Submit** button.

Generating Your Alteon VA Licenses via the Radware Portal

1. You can now return to the Software License Generator screen on the Radware portal. Enter the MAC address for the Alteon VA license and click Generate License.



2. The generated license will look something like the following:

```
200Mbps-HtRv0Xal  
aas-secure-zlbevulw  
va-EmVLATUv
```

The above license keys represent a 200Mbps Alteon VA secure license.

Adding the Licenses to the Alteon VA

You can add the license to the Alteon either through the CLI or through the Alteon WebUI.

Adding the license through the CLI

1. Login to your Alteon VA CLI or Alteon VA console.
2. Enter the command: **/oper/swkey**

You will be prompted with the following.

```
>> Operations# /oper/swkey  
License MAC: ba:95:2d:14:35:e6  
License IP: 10.171.20.126
```



Enter Software Key:

Enter the license key you generated above:

3. Repeat until you entered all the license keys.

To view the Alteon VA license, enter the `/info/swkwey` command, and as result the Alteon license will be presented as below:

```
Main# /i/swkey
Software Package Installed: Secure

Licensed Features
=====
Feature                Capacity                Status
-----                -
global                 Permanent
bwm                    Permanent
ados                   Permanent
throughput             0.195 Gbps             Permanent
fastview+              Unlimited              Permanent
AppWall+               Unlimited              Permanent
auth                   500 Users              Permanent
va                      Permanent
lp                      Permanent
SSL Inspection         Permanent
Advanced Routing      Permanent
Operator Toolbox      Permanent

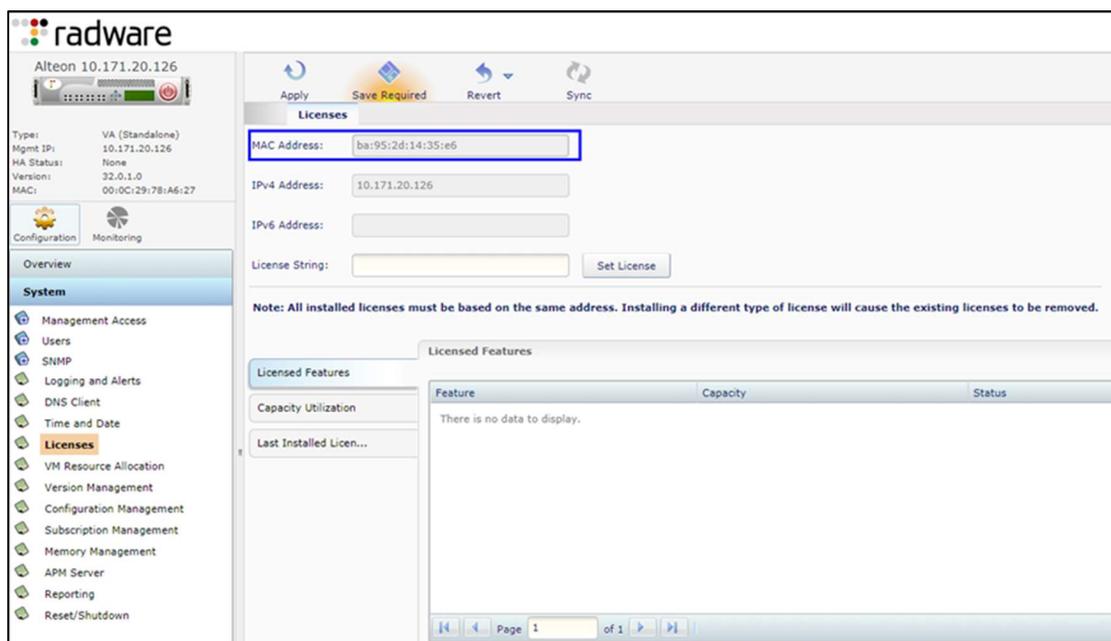
Capacity Utilization
=====
Feature                Capacity                Peak Usage                Current Usage
-----                -
Throughput             200Mbps                0 bps                     0 bps
SSL                    500 CPS                 0 CPS                     0 CPS
Compression            100 Mbps                0 Mbps                    0 Mbps
APM                    10 PgPM                 0 PgPM                    0 PgPM
Authentication         500 Users                0 Users                    0 Users

Last Installed License Strings
=====
Feature License:      aas-secure-zlbevuLw
Throughput License:   100Mbps-YEOoiiiE
VA License:           va-EmVLATUv
```

Adding the Alteon license through the WebUI

1. Browse to **https://<Alteon VA IP address>** in order to log in to the Alteon VA
2. Navigate to **System>Licenses** window
3. Enter the license in the **License string** text box and click on the set **license button**.
4. Repeat until you entered all the license keys.

The license you entered will appear in the licenses features list, and where applicable, as for the throughput, in the *Capacity utilization* tab.



Radware Alteon GEL License

In case you have purchased the Alteon Global Elastic License (GEL), a notification email will be sent to the email address provided during the registration/ordering.

This email will include an entitlement ID for the GEL license you ordered and further instructions how to activate it on the license server.



Radware Support Phone and Email Access:

If you have any questions about this process, please review the provided documentation or contact Radware Customer Support.

Currently, there are two ways to open a ticket with the Radware Technical Assistance Center (TAC):

1. By Email: support@radware.com
2. Contact Radware by phone:
 - International TAC: +972 3 7668686
 - America TAC: +1 877 236-9807

The Radware Support Home Page offers several troubleshooting tools so it is recommended to visit this page before contacting Radware TAC. Your request for support (either by mail or phone) will be assigned to a Radware TAC engineer within 24 hours.

Radware TAC is available 24x7, 365 days, for every customer with a valid Support Program.

For a complete listing of Radware contacts, please visit: www.radware.com/Support

Please reference the Cisco SO# related to this order when contacting Radware Customer Support.



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