

ClearPass Subscription ID or Policy manager license generation

Subscription ID will be generated for the ClearPass Hardware (CP-HW-500/CP-HW-5K/CP-HW-25K) or Virtual Appliance (CP-VA-500/CP-VA-5K/CP-VA-25K) purchase.

ClearPass Policy manager is based on the Appliance Capacity or size of the appliance. Appliances can support up to 500 unique devices, 5000 unique devices, or 25000 unique devices. Multiple appliances can be clustered to add redundancy or capacity for up to a 1 million devices. A single license is issued for the full capacity of the appliance.

The sizing capacity of an appliance is counted by tracking the total number of unique devices over a 7-day interval. Devices are counted as MAC addresses. So, each successfully authenticating MAC address counts as a device. So for every 7-day period, there should be no more authenticating devices than the capacity of the appliance. This 7-day interval allows for new devices to connect and old MAC address to be purged to help not run into capacity issues.

Both the individual appliance capacity, and the cluster wide capacity are measured and alerted against.

The capacity is measured per-appliance, and should not be exceeded on any appliance. If this happens, a warning will be logged in the Event Viewer. The publisher aggregates all unique device counts for all appliances in the cluster. If the cluster-wide aggregate exceeds the total Policy Manager capacity available in the cluster, a warning will be shown in the publisher. If that warning has been shown during 4 or more months in a period of the last 6 months, the publisher management interface will be locked and only provide the possibility to add more capacity.

Please note that exceeding the capacity on a single appliance will result in an unsupported configuration.

Services to end-users will continue to operate normally, so exceeding licenses or capacity should never result in downtime for your end-users. If you exceed the capacity of the appliance, poor authentication performance and end-user experience may be the result.

ClearPass Policy Manager includes integration with systems like Active Directory, Mobile Device Managers, Palo Alto firewalls, and all functionality available through the API's and ClearPass Exchange. Everything mentioned is included in the base Appliance software packaging.

How to get soft copy of the purchased licenses:-

While purchasing a Hardware or a Virtual appliance, a copy of Aruba ClearPass Hardware Starter kit or Aruba ClearPass Virtual Appliance license will be added to it and a soft copy of the licenses will be sent to the point of contact of the customer.

Please note that the soft copy will only be emailed to the email address as mentioned in the Ship To column in the Invoice. Soft copy of licenses can only be procured by contacting the Aruba support if you are not using the original email id while the purchasing the licenses.

Sample soft copy of the licenses are shown below.

Aruba ClearPass Hardware Starter kit soft copy:-

Thank you for your order.

This is the electronic delivery confirmation of your purchased ClearPass product(s). The below CERTIFICATE ID(s) will be used to create a Subscription ID that you will use to enable your software license functionality.

Customer PO:	4500373###
Aruba Sales Order:	0005350###
Aruba Part Number:	CP-VA-500
Description:	ARUBA CLEARPASS 500 VIRTUAL APPLIANCE
CERTIFICATE ID:	5350147-216##-20####
Serial Number:	C00000####

To generate your Subscription ID, please visit the Aruba License Management website at:
<https://licensing.arubanetworks.com>

There may be a 3-4 hour delay before this information is posted to the Aruba License Management WEB site. Unless a hard copy software license certificate was requested for this order, this electronic delivery email will be the only source for the keys to enable this software.

If you are a first time user, the Software License Certificate ID may be used to create a user account.

Should you experience any difficulties, please contact Aruba Networks Customer Support at:

Email: support@arubanetworks.com

Telephone: 1-800-943-4526 (USA)

1-408-754-1201 (International)

Thank you for being an Aruba Networks customer.

Sent by Aruba Networks License Manager

<http://www.arubanetworks.com>

Aruba ClearPass Virtual Appliance license:-

This is the electronic delivery of your requested Aruba Software License(s).
The below CERTIFICATE ID(s) are used to create a License Key which is applied to your Aruba Networks Mobility Controller to enable the purchased software license functionality.

Customer PO: 16#####-ARB
Reseller/End User PO: 7C000122#####/SAP30#####
Aruba Sales Order: 000536#####
Aruba Part Number: LIC-HW-500-EN
Description: STARTER KIT FOR CP-HW-500
CERTIFICATE ID: 536#####-2####-2016106

Customer PO: 1693300-ARB
Reseller/End User PO: 7C000122#####/SAP301####
Aruba Sales Order: 000536#####
Aruba Part Number: LIC-HW-5K-EN
Description: STARTER KIT FOR CP-HW-5K
CERTIFICATE ID: 536#####-2####-20161##

To activate your License Certificate please have your Aruba Mobility Controller serial number available and visit the Aruba License Management WEB site at:
<https://licensing.arubanetworks.com>

There may be a 3-4 hour delay before this information is posted to the Aruba License Management WEB site. Unless a hard copy software license certificate was requested for this order, this electronic delivery email will be the only source for the keys to enable this software.

Should you experience difficulties, please contact Aruba Networks Customer Support at:

Email: support@arubanetworks.com

Telephone: 1-800-943-4526 (USA)

1-408-754-1201 (International)

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Thank you for being an Aruba Networks customer.

Sent by Aruba Networks License Manager

<http://www.arubanetworks.com>

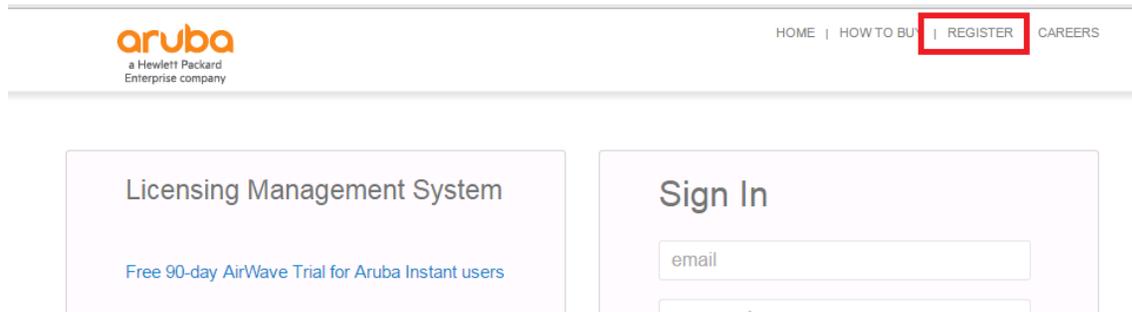
How to Generate Subscription ID & Policy Manager license:-

The license certificate ID needs to be activated in License Management System (LMS) to

generate Subscription ID and Policy manager license.

- Logon to the below link and register to get access to the site or if account already exist please login using your credentials.

<https://Licensing.arubanetworks.com>



- Enter the Certificate ID and Email address under which the account needs to be created and click on Next.

Account Registration

Enter a valid Certificate ID *

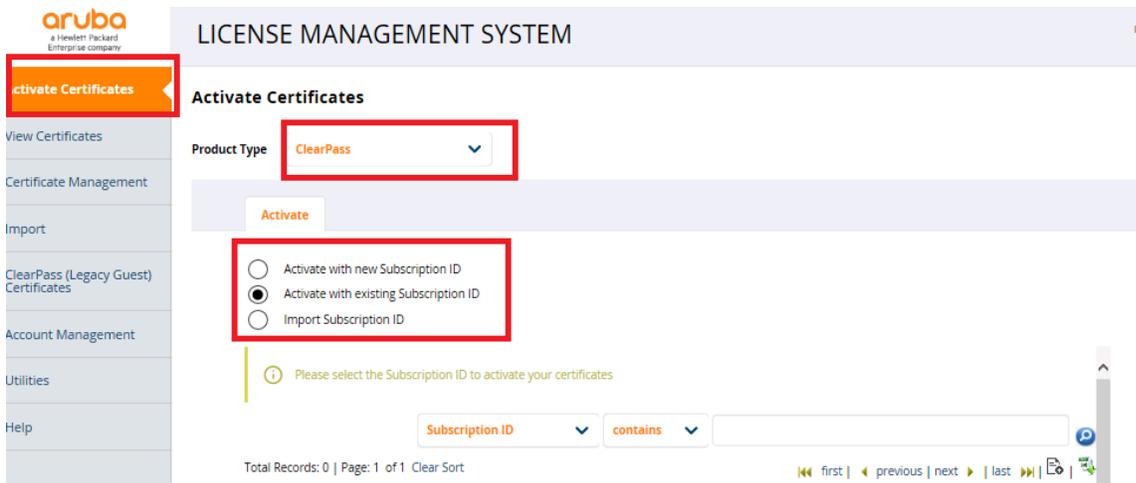
Email Address *

- Enter the Account details and click on Create button to register in LMS.

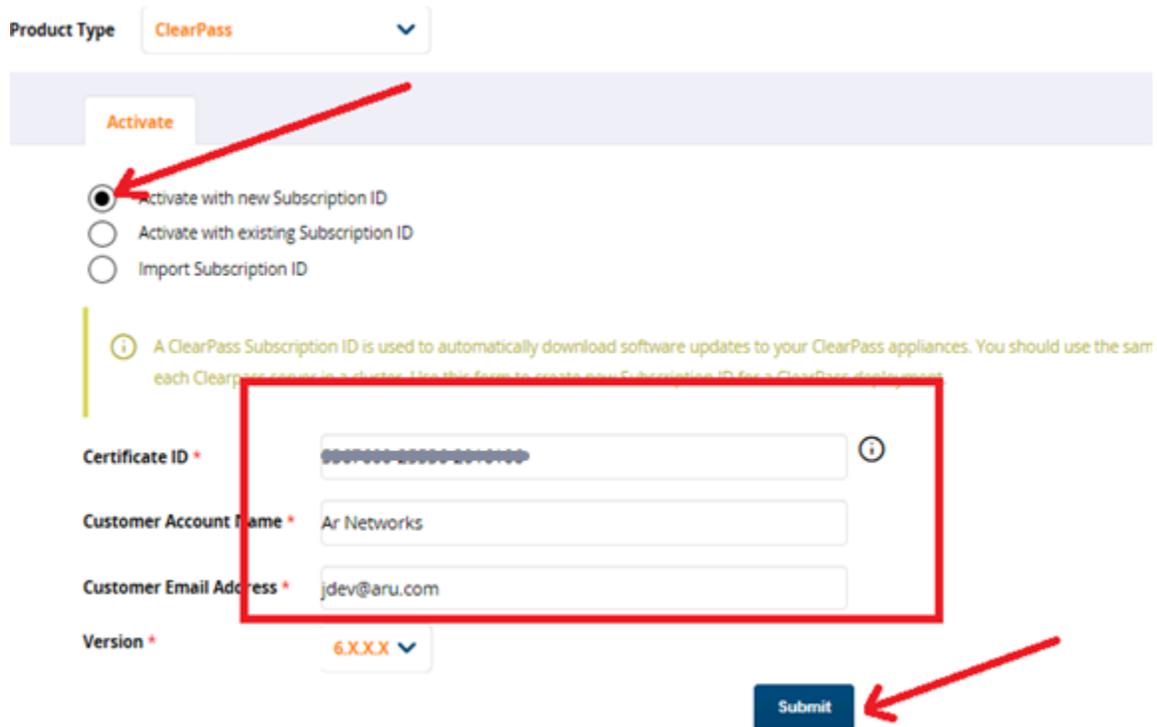
Account Registration

Email Address	<input type="text" value="jdev@aru.com"/>
Confirm Email Address *	<input type="text" value="jdev@aru.com"/>
Password *	<input type="password" value="....."/> ⓘ
Confirm Password *	<input type="password" value="....."/>
First Name *	<input type="text" value="Jagadesh"/>
Last Name *	<input type="text" value="Devaraj"/>
Address 1 *	<input type="text" value="1344 CROSSMAN AVE"/>

- Once registered, activation email will be sent to the registered email address. To activate the account, a user should click on the activation link and then login to the LMS.
- After logging in to the account, click on Activate Certificate -> Choose Product type as ClearPass -> Activate option radio button to be checked in respect to the given options.
 1. Activate with new Subscription ID:- If this is the first ClearPass Hardware or Virtual Appliance, then we need to choose this option or if required policy manager license to be generated on the new subscription ID.
 2. Activate with existing Subscription ID:- If the user already has a ClearPass license and we need to add the license in the existing subscription ID, need to be activated on this option.
 3. Import Subscription ID :- If the license and subscription ID were generated before ClearPass was integrated to LMS and if a user needs to activate the certificate ID under existing subscription ID, then the subscription ID need to be imported.



- Activate with New Subscription ID:- Select the option-> Enter the Certificate ID -> Enter the Customer Account name -> Enter Customer email address.



- Activate with existing Subscription ID:- Click on this option to display the existing subscription ID on the customer account ->Select the Subscription ID under which it needs to be activated.

Activate

Activate with new Subscription ID
 Activate with existing Subscription ID
 Import Subscription ID

Please select the Subscription ID to activate your certificates

Subscription ID:

Total Records: 14 | Page: 1 of 1 Clear Sort

SELECT	SUBSCRIPTION ID	PART NUMBER	DESCRIPTION	CERTIFICATE ID	EXPIRY DATE	CUSTOMER ACCOUNT NAME	CUSTOMER ACCOUNT EMAIL	ACTIVATED ON
<input checked="" type="radio"/>	sqmgtm-47vjmt-t0tm05-68d37k-2tjmnc	CP-VA-500	ARJBA CLEARPASS 500 VIRTUAL APPLIANCE	sqmgtm-47vjmt-t0tm05-68d37k-2tjmnc-2014117	11/7/2014 12:00:00 AM	Srinivasan Balasubramanian	srinivasan.bal@calcatel.com	11/23/2013
<input type="radio"/>	870cv9-3k2rkmg-2016-2016113	CLP-EVL-DL-BASE	Evaluation Subscription Key	870cv9-3k2rkmg-2016-2016113	1/13/2016 12:36:30 PM	FDIC-1	banetworks.com	10/15/2015

Version *

Submit

- Once the subscription ID has been selected-> Enter the certificate ID -> click on next.

- Activate with new Subscription ID
 Activate with existing Subscription ID
 Import Subscription ID

Please enter Certificate ID(s) for Subscription ID : sqmgtm-47vjmt-t0tm05-68d37k-2tjmnc

Certificate ID's *

- Once it has been activated, a confirmation email will be sent to the user email address and also the license will show up on the LMS screen.

How to import the Subscription ID:-

We need to collect the existing subscription ID and the Sales order# under which the licenses were purchased. If you are unable to find the Sales order# with the help of Subscription ID, TAC can help us with the Sales order#.

- Select the option -> Enter the Sales order# -> Subscription ID -> Click on Next -> On the next page click on Import.

The screenshot shows a web form titled "Activate" with three radio button options: "Activate with new Subscription ID", "Activate with existing Subscription ID", and "Import Subscription ID". The "Import Subscription ID" option is selected. Below these options is a section for "Import ClearPass Subscription" with a yellow vertical bar and an information icon. The form contains two input fields: "Sales Order*" with the value "XXXXXXXXXX" and "Subscription ID*" with the value "XG9RQ-YNMQRQ-8N9WF-DCTG8AE". A blue "Next >>" button is located at the bottom right, with a red arrow pointing to it.

- Once it has been imported, we can search it in Existing Subscription ID column.