

# Keysight Technologies

## Obtaining and Installing an AXI Software License Configuration Guide

You will need a software license for the offline test development software and your system. Your original system software license should be installed with the system. A new license file will be needed if the system controller or the network interface card in the system controller is replaced.

### Prerequisites

To obtain a software license you will need:

- The Keysight order and certificate numbers located on the entitlement certificate
- The system controller MAC address (Note: instructions for how to obtain follow below)
- The system serial number, located on the frame on the front of the system
- Access to the Internet from any computer
- Access to a valid email account
- The ability to transfer a 1 kB file from the computer with Internet or email access to the system controller or off-line test development workstation (i.e. USB drive or a network connection)

### To Obtain a Software License

1. Using a computer with an internet connection, go to the following URL: [www.keysight.com/find/softwaremanager](http://www.keysight.com/find/softwaremanager)

2. Click the link: “Click here to start software license redemption”

NOTE: Press the “Help” button to get an overview of the redemption process and options. Instructions for navigating the redemption screens are located in this help file. Please review this overview information before continuing.

#### 3. Login

Enter the order number and Keysight certificate number from your entitlement certificate. An entitlement certificate should have been provided as part of the system or accessory order.

If you do not have an entitlement certificate, contact your local Keysight call center ([www.keysight.com/find/contactus](http://www.keysight.com/find/contactus) for the number in your country). A Keysight representative will issue a time-limited emergency license and assist you in obtaining a new entitlement certificate.

#### 4. Redemption options

Review all licenses associated with a specific order and certificate number. This step allows you to choose how you would like to request licenses. In this step, you will need to select if you are choosing multiple licensed products for a single computer or choosing a single licensed product type to place on multiple computers.

#### 5. Enter request

Select the license and provide the identifying information for the target computer(s). In this screen, you will be prompted to enter the MAC address (instructions for finding the MAC address below) and serial number of the system. If you do not know the serial number, then leave this field blank.

6. In the MAC address box, enter the system controller ID/MAC address. When entering the MAC address in the Keysight software licensing system, exclude all dashes (for example: 00-10-D4-ED-D8-50 would be entered as 0010D4EDD850).

NOTE: If an error is made typing in the MAC address, the process will fail. In this case, you must call Keysight Customer Support center for assistance.

There are two methods for finding the system controller ID/MAC address:

1. Install the system software. If a license isn't available, then an error dialog box will be displayed which will contain the MAC address.
2. For the second method, from Windows main tool bar, press Start then Run. In the Run dialog box, enter “cmd” and press OK. This will launch a DOS window.
  - At the DOS prompt type: ipconfig–all
  - Find the first line beginning with “Physical Address” (Note: there may be a physical address for every LAN port, find the first physical address). It will be a 12-digit address divided by hyphens. This is the host ID or MAC address for the system controller. Write this number down carefully.

7. In the enter Keysight instrument serial number box, enter the system serial number which is located on the system label on the front of the system main cabinet. If you don't have the serial number, leave this field blank.

## 8. Review request

You are given the opportunity to review the request that has been made to this point. To change the request, press the 'back' button to return to a previous step.

## 9. Complete request

You will need to provide your email address. E-mail is the mechanism through which the software licenses are delivered; hence, it is critical that your e-mail address is entered correctly. When the e-mail address has been entered correctly press the 'submit' button. A confirmation will appear. You are also given a button to 'print' the screen and keep it for your records.

10. You will need to save the appropriate license file delivered to the e-mail address specified in step 9.

11. On the system requiring the license, save the file to the following directory:

```
5DX:c:\5dx\r8x\config\license
X6000:c:\Program Files\Keysight\
x6000\1.00\config\license
```

Make sure the license file ends with the extension .lic (for example system.lic).

12. You should now be able to run your system. If you have any problems with this procedure or obtaining your license file, contact Keysight Technologies for assistance.

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)

### Americas

Canada	(877) 894 4414
Brazil	55 11 3351 7010
Mexico	001 800 254 2440
United States	(800) 829 4444

### Asia Pacific

Australia	1 800 629 485
China	800 810 0189
Hong Kong	800 938 693
India	1 800 112 929
Japan	0120 (421) 345
Korea	080 769 0800
Malaysia	1 800 888 848
Singapore	1 800 375 8100
Taiwan	0800 047 866
Other AP Countries	(65) 6375 8100

### Europe & Middle East

Austria	0800 001122
Belgium	0800 58580
Finland	0800 523252
France	0805 980333
Germany	0800 6270999
Ireland	1800 832700
Israel	1 809 343051
Italy	800 599100
Luxembourg	+32 800 58580
Netherlands	0800 0233200
Russia	8800 5009286
Spain	800 000154
Sweden	0200 882255
Switzerland	0800 805353
	Opt. 1 (DE)
	Opt. 2 (FR)
	Opt. 3 (IT)
United Kingdom	0800 0260637

For other unlisted countries:  
[www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)  
(BP-09-23-14)

**myKeysight**

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[www.keysight.com/find/mykeysight](http://www.keysight.com/find/mykeysight)

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