



## How to activate failover gateway via self-service portal

This document explains how to use the self-service portal to swap licenses between gateways when replacing a stock unit for a failed field unit.

To begin, log into your Partner account at <http://www.nomadix.com/partners>.

Once you are logged in, select Support Tools and then Self service Portal



NSE Entitlement Lookup
NITO Entitlement Lookup
Self-service Portal

If you have not already created our Security phrase, you will need to create one by selecting Create Security Phrase. If you already have one, enter it in and press Submit to go to the Self-Service Portal Tools screen.



Enter Portal
Create Security Phrase

### CREATE A SECURITY PHRASE

Enter a security phrase then click Submit. You will use this phrase to access the self-service portal. The security phrase must have at least 8 characters, with at least one number, and not more than 255 characters.

Security Phrase

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Activate Failover Gateway

ADDITIONAL HELP?

Need a self-service tool that is not on this site?

Email Nomadix

SELF-SERVICE PORTAL TOOLS

Nomadix supports its partners with self-service tools such as:

- ★ Remote activation of a redundant failover gateway (includes deactivation of the old gateway)
- ★ More self-service tools coming soon!

From this screen, select Activate Failover Gateway to proceed.

The unit to be activated will be the stock unit that will be replacing the failed unit, which is entered as the one to Deactivate.

## ACTIVATE A FAILOVER GATEWAY

Enter the NSE IDs of the units you want to swap.

**Warning: The NSE ID you enter under "deactivate" will be turned off and the license applied to the NSE ID you enter under "activate".**

NSE ID to Activate	<input type="text" value="987654"/>
NSE ID to Deactivate	<input type="text" value="987321"/>
	<input type="button" value="Submit"/>

Once submitted, the license from the unit to be deactivated will be swapped with the one to activate. At the same time, the unit to be deactivated will have its license set to INVALID and can no longer be used. You will then receive an email detailing license switch and a RMA form to be filled out and sent to [support@nomadix.com](mailto:support@nomadix.com) to have a replacement unit sent to you.

## ACTIVATE A FAILOVER GATEWAY

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Enter the NSE IDs of the units you want to swap.

**Warning: The NSE ID you enter under "deactivate" will be turned off and the license applied to the NSE ID you enter under "activate".**

The license swap is complete and an email with the new license key was sent to the addresses we have on record.

Example of email sent confirming the license switch.

This email is confirmation of recent activity on the Nomadix Self-service Portal. You are receiving this email because you are listed on the license contract. The license was swapped as requested from the NSE ID indicated below under Deactivated to the NSE ID indicated below under Activated. The new license key for the activated gateway is included in this email.

Please fill out the attached RMA form, using the NSE ID of the deactivated unit, and send it to [support@nomadix.com](mailto:support@nomadix.com) to have a replacement unit sent.

### **Activated**

NSE ID: 987654

License Model: 58AG8AAA84

Software License Key: 5ivzIPBLMNw9d@@@@@k677:@yyAxy5d7w@zxyEE6xdv89:iH

### **Deactivated**

NSE ID: 987321

License Model: INVALID

### **License Key Retrieval Instructions**

#### **From either a telnet or serial connection:**

1. Go to the System Menu, then License, then Upgrade.
2. Answer Yes to accept the EULA.
3. The NSE will then contact the License Key Server and download the new key and the NSE will reboot.
4. When the system restarts the new features will be enabled.

Thank you for using Nomadix products!