



BULK TOKEN REDEMPTION REQUEST

INSTRUCTIONS:

1. Open and complete the Bulk Token Redemption Upload template (filename [Bulk_Token_Redemption_Request.csv](#)) using a text editor or Excel.
 - a. Save the file as a CSV or Excel format.
 - b. Do not delete the column header (first row). The header is required for the successful processing of your file.
 - c. If you are using a text editor to complete a CSV file, commas that are part of the data should be contained within double quotes.
 - d. Close the Bulk SSL Upload file once it is complete. Uploading the file while it is open will fail to validate.
2. You may redeem up to 1000 activation codes where applicable per file and the file size must not exceed 1 MB.
3. CSV Column details
 - a. TokenORActivationCode: Copy the activation code. *(To get the activation code, you need to take the token you are trying to redeem and copy it into the License Request field of the Steelhead Licensing page and click Generate License Request.)*

CONTACTING RIVERBED SUPPORT

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Phone

Riverbed provides phone support at 1-888-RVBD-TAC (1-888-782-3822). Outside the U.S. dial +1 415 247 7381.

Online

You can also submit a [support case online](#).

Email

Send email to support@riverbed.com. A member of the support team will reply as quickly as possible.

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