

Technical Support

This site is for customers who have purchased Netronome's Agilio SmartNICs and software products in 2015 and beyond. The **Netronome Legacy Support Site** (<https://support.netronome.com/>) ensures seamless support for existing customers who have deployed Netronome Flow Processor solutions prior to 2015.

This ticket has been Closed | about 5 hours ago [Reply](#).

#904 Request to Agilio P4C SDK download

Guilherme Matos

G , reported 2 days ago

Hi,

My name is Guilherme and I'm from UFSCar, Brasil. We bought some Netronome SmartNICs and need to download the Agilio P4C SDK.Can you send me the link, please?

--

To unsubscribe from this group and stop receiving emails from it, send an email to help+unsubscribe@netronome.com.
#



Support Operations

, said 2 days ago

Hi Guilherme,

Can you let us know the serial number of your SmartNICs?

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

Octavio Herrera-Ruiz

Netronome SmartNIC Support

help.netronome.com | www.netronome.com (<http://www.netronome.com>)

1-877-NETRO-A-Z (1-877-638-7629)

1-724-778-3290

For legacy products support please visit: support.netronome.com

#

Guilherme Matos

G , said 2 days ago

Can I provide the information for only one SmartNIC? The others are not with me now.

Part Number: ISA-4000-10-2-2

Serial Num: 17290292

Rev: 11

Product ID: SMCAMDA0096-000117290292

De: Netronome Support <help@netronome.com>

Enviado: segunda-feira, 16 de novembro de 2020 16:21

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hi Guilherme,

Can you let us know the serial number of your SmartNICs?

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1-724-778-3290

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On Mon, Nov 16 at 11:11 AM , Guilherme Matos <guimvmatos1@outlook.com> wrote:

Hi,

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Support Operations

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Last, if you can provide further details about your programming goals with SmartNICs we would confirm that the right set of resources are made available at our support site. So, please provide a brief description, if possible, at your convenience.

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#

Guilherme Matos

G , said 2 days ago

I'm a master student at UFSCar (a Brazilian public and federal higher education institution). Links [here](https://www2.ufscar.br/) (<https://www2.ufscar.br/>) and [here](https://www2.ufscar.br/) (<https://www2.ufscar.br/>). My research lab is [LERIS \(Laboratório de Estudos em Redes, Inovação e Software\)](https://dcomp.sor.ufscar.br/leris-laboratorio-de-estudos-em-redes-inovacao-e-software/) (<https://dcomp.sor.ufscar.br/leris-laboratorio-de-estudos-em-redes-inovacao-e-software/>).

The objectives of the research lab are to use SmartNICs in research with the P4 language to develop and test new solutions and protocols. It maybe used by others masters and doctoral students.

Do I have to update my account profile or just reply you here?

De: Netronome Support <help@netronome.com>

Enviado: segunda-feira, 16 de novembro de 2020 19:05

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hi Guilherme,

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On Mon, Nov 16 at 1:23 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:

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Guilherme Matos

G , said 1 day ago

Hi,

How can I download agilio p4c sdk?

De: Netronome Support <help@netronome.com>**Enviado:** segunda-feira, 16 de novembro de 2020 19:05**Para:** guimvmatos1@outlook.com <guimvmatos1@outlook.com>**Assunto:** Re: Request to Agilio P4C SDK download

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Guilherme Matos

G , said about 10 hours ago

Hi **Octavio Herrera-Ruiz**,

Are you there?

I really need to download, please!

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**Support Operations**

, said about 10 hours ago

Hi Guilherme,

Apologies for the delay, I am working in granting you access (wait about 10 min for updates to propagate :-)):

<https://help.netronome.com/support/solutions/articles/36000072604-agilio-p4c-software-development-kit-sdk-> (**<https://help.netronome.com/support/solutions/articles/36000072604-agilio-p4c-software-development-kit-sdk->**)

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Ticket: **<https://help.netronome.com/helpdesk/tickets/904>** (**<https://help.netronome.com/helpdesk/tickets/904>**)

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**Support Operations**

, said about 9 hours ago

Hola Guilherme,

Your NFP SDK license is attached to this email. Please copy the attached file to the PC on which the NFP SDK is installed, then double-click the file to install the license.

License details:

* Customer:

- User: Guilherme Matos

- Email: guimvmatos1@outlook.com
- Company: UFSCar
- Seats: 1

* License:

- Expires: 2021-11-18
- Issuer: octavio.ruiz@netronome.com
- Serial: 326662

Kind regards

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

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Guilherme Matos

G , said about 9 hours ago

Ok, thanks.

But I some doubts:

1. When this license expires, will the NFP SDK stop working? If so, how can I get another one?
2. We purchased five SmartNICs and are planning to install them on five different servers, each with an NFP SDK. Will this license work for all of them, or will I need five different licenses?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 16:44

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hola Guilherme,

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- Company: UFSCar
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* License:

- Expires: 2021-11-18
- Issuer: octavio.ruiz@netronome.com
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Kind regards

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1-724-778-3290

For legacy products support please visit: support.netronome.com

On Wed, Nov 18 at 2:29 PM , Netronome Support <help@netronome.com> wrote:

Hi Guilherme,

Apologies for the delay, I am working in granting you access (wait about 10 min for updates to propagate :-)) : <https://help.netronome.com/support/solutions/articles/36000072604-agilio-p4c-software-development-kit-sdk-> (<https://help.netronome.com/support/solutions/articles/36000072604-agilio-p4c-software-development-kit-sdk->)

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1-724-778-3290

For legacy products support please visit: support.netronome.com

On Wed, Nov 18 at 2:20 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:

Hi **Octavio Herrera-Ruiz**,

Are you there?

I really need to download, please!

#



Support Operations

, said about 9 hours ago

Hi Guilherme,

You could use the same license multiple times. Once it expires, we would ask for an update on your research project (list any publications, new topics, etc) and we will renew the license. We could as well generate a license that explicitly provides you with 5 seats, if needed. Still SDK licenses need to be renew once a year...

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

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For legacy products support please visit: support.netronome.com
#

Guilherme Matos

G , said about 9 hours ago

If you generate this 5-seat license, I appreciate it. We may want to install 2 SmartNICs on the same server. In this case, it will be useful

Can you do it for us?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 16:59

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hi Guilherme,

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On Wed, Nov 18 at 2:53 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:

Ok, thanks.

But I have some doubts:

1. When this license expires, will the NFP SDK stop working? If so, how can I get another one?
2. We purchased five SmartNICs and are planning to install them on five different servers, each with an NFP SDK. Will this license work for all of them, or will I need five different licenses?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 16:44

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hola Guilherme,

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License details:

* Customer:

- User: Guilherme Matos
- Email: guimvmatos1@outlook.com
- Company: UFSCar
- Seats: 1

* License:

- Expires: 2021-11-18
- Issuer: octavio.ruiz@netronome.com
- Serial: 326662

Kind regards

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On Wed, Nov 18 at 2:20 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:
Hi **Octavio Herrera-Ruiz**,

Are you there?

I really need to download, please!

#



Support Operations

, said about 7 hours ago

Hi Guilherme,

Be aware that there is no support for concurrent use of the SDK. That is, only one instance of the IDE per SmartNIC at any time.

New License details (you can discard the previous one):

* Customer:

- User: Guilherme Matos

- Email: guimvmatos1@outlook.com

- Company: UFSCar

- Seats: 5

* License:

- Expires: 2021-11-18

- Issuer: octavio.ruiz@netronome.com

- Serial: 327666

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

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#

Guilherme Matos

G , said about 7 hours ago

Does the previous one still work or not?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 18:52

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

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On Wed, Nov 18 at 3:06 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:

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Enviado: quarta-feira, 18 de novembro de 2020 16:59

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Support Operations

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Hi Guilherme,

The previous SDK License still would be valid.

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Guilherme Matos

G , said about 5 hours ago

Thank you!

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 20:16

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hi Guilherme,

The previous SDK License still would be valid.

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

Octavio Herrera-Ruiz

Netronome SmartNIC Support

help.netronome.com | www.netronome.com (<http://www.netronome.com>)

1-877-NETRO-A-Z (1-877-638-7629)

1-724-778-3290

For legacy products support please visit: support.netronome.com

On Wed, Nov 18 at 5:22 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:

Does the previous one still work or not?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 18:52

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hi Guilherme,

Be aware that there is no support for concurrent use of the SDK. That is, only one instance of the IDE per SmartNIC at any time.

New License details (you can discard the previous one):

* Customer:

- User: Guilherme Matos
- Email: guimvmatos1@outlook.com
- Company: UFSCar
- Seats: 5

* License:

- Expires: 2021-11-18
- Issuer: octavio.ruiz@netronome.com
- Serial: 327666

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

Octavio Herrera-Ruiz

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*On Wed, Nov 18 at 3:06 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:
If you generate this 5-seat license, I appreciate it. We may want to install 2 SmartNICs on the same server. In this case, it will be useful*

Can you do it for us?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 16:59

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hi Guilherme,

You could use the same license multiple times. Once it expires, we would ask for an update on your research project (list any publications, new topics, etc) and we will renew the license. We could as well generate a license that explicitly provides you with 5 seats, if needed. Still SDK licenses need to be renew once a year...

Ticket: <https://help.netronome.com/helpdesk/tickets/904> (<https://help.netronome.com/helpdesk/tickets/904>)

Octavio Herrera-Ruiz

Netronome SmartNIC Support

help.netronome.com | www.netronome.com (<http://www.netronome.com>)

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1-724-778-3290

For legacy products support please visit: support.netronome.com

On Wed, Nov 18 at 2:53 PM , Guilherme Matos <guimvmatos1@outlook.com> wrote:
Ok, thanks.

But I some doubts:

1. When this license expires, will the NFP SDK stop working? If so, how can I get another one?
2. We purchased five SmartNICs and are planning to install them on five different servers, each with an NFP SDK. Will this license work for all of them, or will I need five different licenses?

De: Netronome Support <help@netronome.com>

Enviado: quarta-feira, 18 de novembro de 2020 16:44

Para: guimvmatos1@outlook.com <guimvmatos1@outlook.com>

Assunto: Re: Request to Agilio P4C SDK download

Hola Guilherme,

Your NFP SDK license is attached to this email. Please copy the attached file to the PC on which the NFP SDK is installed, then double-click the file to install the license.

License details:

* Customer:

- User: Guilherme Matos
- Email: guimvmatos1@outlook.com
- Company: UFSCar
- Seats: 1

* License:

- Expires: 2021-11-18
- Issuer: octavio.ruiz@netronome.com
- Serial: 326662

Kind regards

Ticket: <https://help.netronome.com/helpdesk/tickets/904>

(<https://help.netronome.com/helpdesk/tickets/904>)

Octavio Herrera-Ruiz

Netronome SmartNIC Support

help.netronome.com | www.netronome.com (<http://www.netronome.com>)

1-877-NETRO-A-Z (1-877-638-7629)

1-724-778-3290

For legacy products support please visit: support.netronome.com

On Wed, Nov 18 at 2:29 PM , Netronome Support <help@netronome.com> wrote:
Hi Guilherme,

Apologies for the delay, I am working in granting you access (wait about 10 min for updates to propagate :-)): <https://help.netronome.com/support/solutions/articles/36000072604-agilio-p4c-software-development-kit-sdk-> (<https://help.netronome.com/support/solutions/articles/36000072604-agilio-p4c-software-development-kit-sdk->)

An SDK license will follow...

Ticket: <https://help.netronome.com/helpdesk/tickets/904>
(<https://help.netronome.com/helpdesk/tickets/904>)

Octavio Herrera-Ruiz

Netronome SmartNIC Support

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1-724-778-3290

For legacy products support please visit: support.netronome.com

On Wed, Nov 18 at 2:20 PM , Guilherme Matos
<guimvmatos1@outlook.com> wrote:
Hi **Octavio Herrera-Ruiz**,

Are you there?

I really need to download, please!

#

This ticket has been Closed | about 5 hours ago [Reply](#).